

Fire Authority 2015-16 Quarters 1 and 2 Performance Report

This report reviews the Service’s overall performance against agreed performance indicators. It covers operational activity with a commentary on any notable events and activities, as well as absence management statistics and retained firefighter availability.

Each graph includes a black line indicating an average monthly total over the previous three years for that statistic with green and red lines indicating 10% upper and lower tolerance thresholds. The report includes a review of any negative factors affecting any performance outside the tolerance levels.

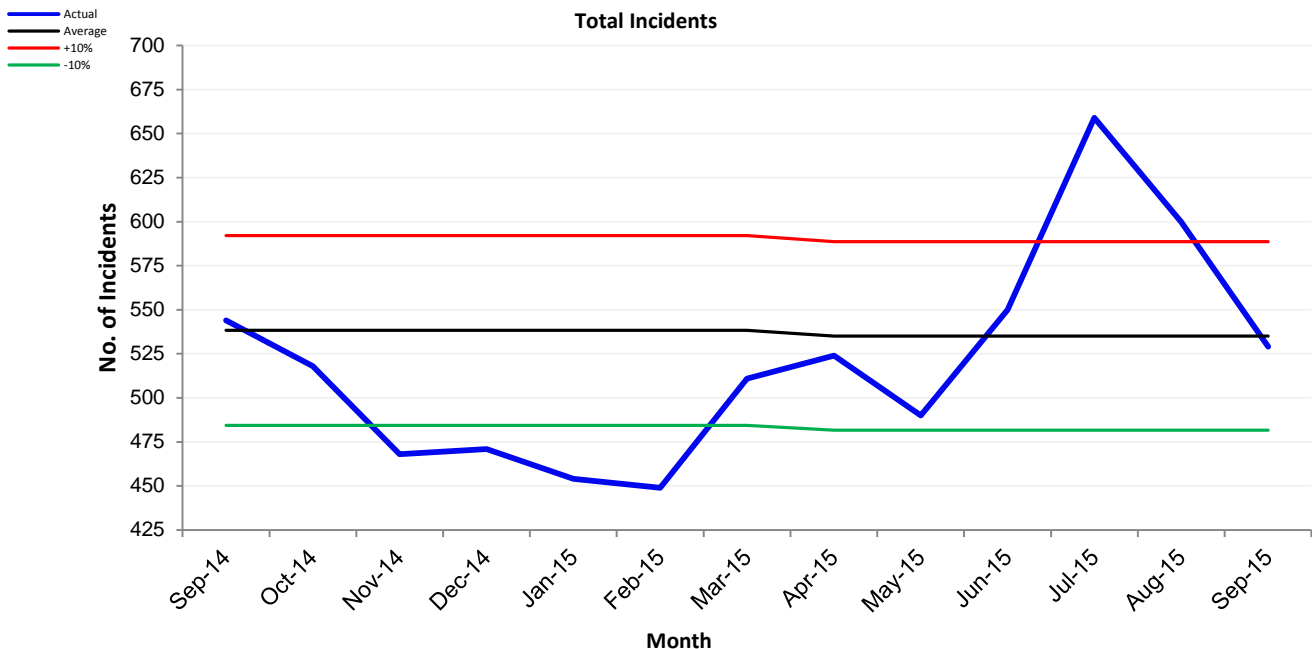
1. Operational Activity

Operational activity covers all emergency incidents attended by fire and rescue crews, including fires, special services* and false alarms. Each of these is broken down further in the following tables.

* *Special Services are incidents other than fires and false alarms, and include road traffic collisions, flooding, person rescues, lift rescues, spills and leaks and animal rescues.*

1.1. Total Incidents Attended

Fire and rescue crews attended 3,352 incidents in Quarters 1 and 2 of 2015-16. This is 3.4% (111 incidents) more than in the same two quarters of 2014-15. The majority of this increase is accounted for by a 12.7% rise in Fire incidents and a 3.3% rise in Special Service incidents. False Alarm incidents were down by 2% over Quarters 1 and 2 of 2014-15, but still represent 47% of all incidents attended.



(Figure 1 – Total Incidents per month September 2014 to September 2015)

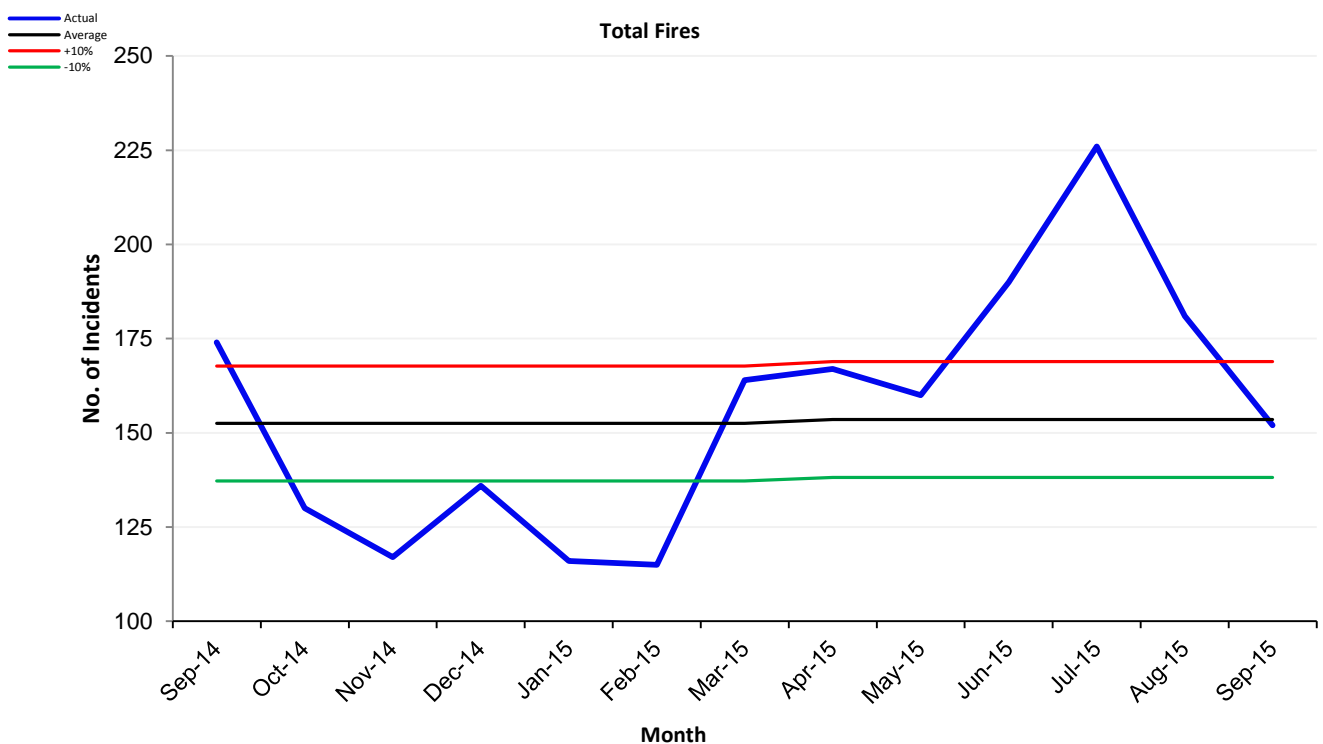
Total Incidents	Q1 and Q2 2014-15	Q1 and Q2 2015-16	% change
All Fires	955	1076	12.7
Special Services	673	695	3.3
False Alarms	1613	1581	-2.0
Total Incidents	3241	3352	3.4

(Table 1 – Total Incidents Quarter 1 and Quarter 2 2014-15 and Quarter 1 and Quarter 2 2015-16)

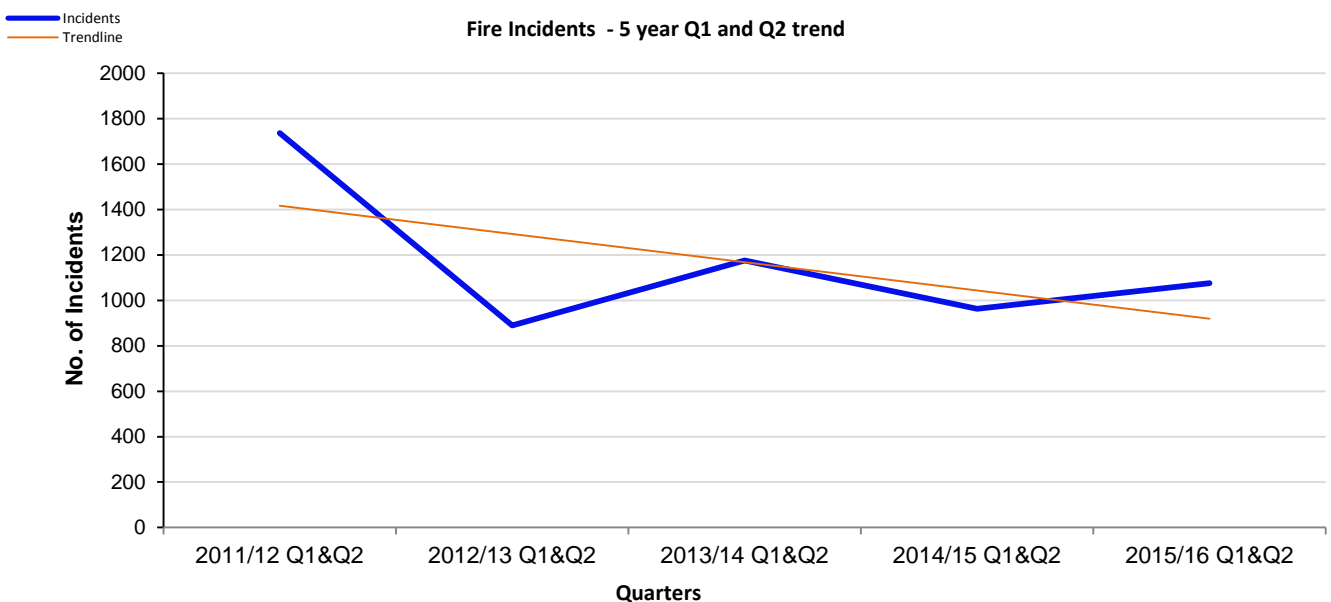
- Total Fire incidents, which include Primary, Secondary and Chimney Fires were 12.7% higher (121 incidents) than in the same two quarters of 2014-15. This is largely due to a 22.3% increase in Secondary Fires.
- Special Service incidents have increased by 3.3% (22 incidents) when compared to quarters 1 and 2 of 2014-15.
- The number of False Alarm incidents is down by 2% (32 incidents) compared to the same period last year.

1.2 Total Number of Fires

The numbers of Primary and Secondary Fires are both up in quarters 1 and 2 of 2015-16 compared to the same period in 2014-15. This represents an increase of 14.1% (130 incidents), the majority of which were Secondary Fires (an increase of 94 incidents). Figure 2 shows that this is a seasonal rise during the drier, summer months, which is now falling back within tolerance by the end of the quarter, and Figure 3 shows the overall downward trend in the last five years.



(Figure 2 – Total Fires per month September 2014 to September 2015)



(Figure 3 – Total Fires per Quarter 1 and Quarter 2 from 2011-12 to 2015-16)

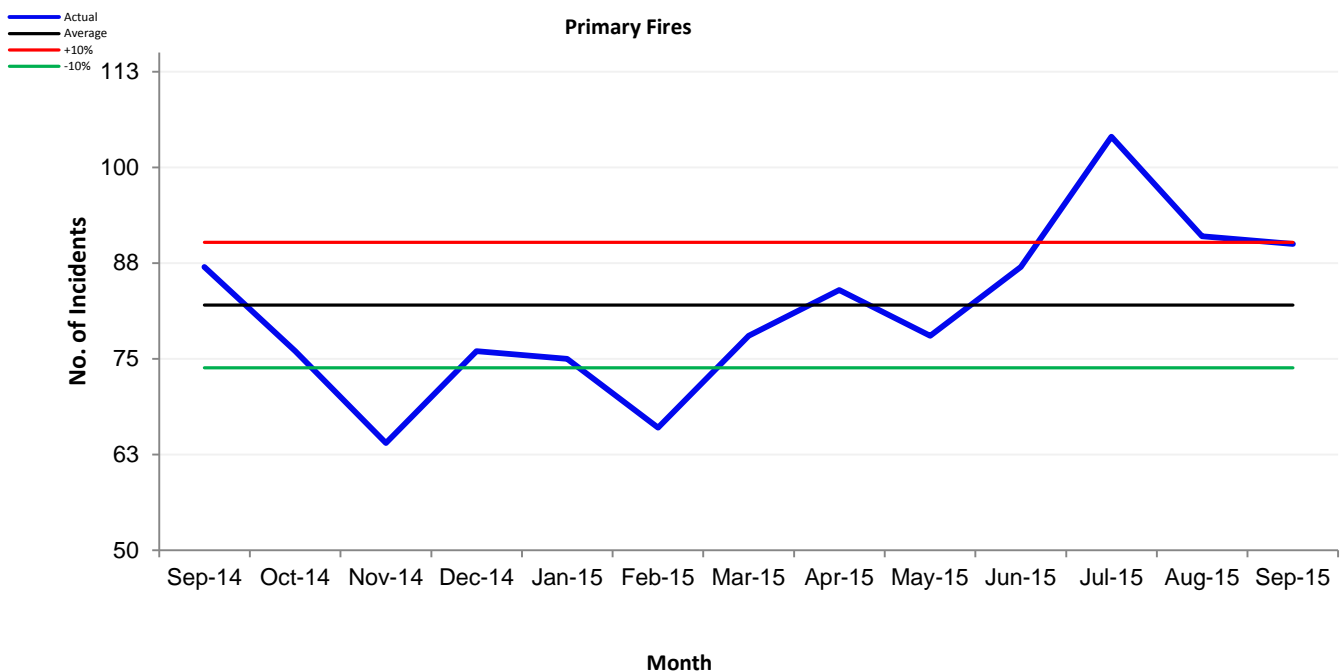
Total Fires	Q1 and Q2 2014-15	Q1 and Q2 2015-16	% change
Primary Fires	498	534	7.2
Secondary Fires	421	515	22.3
Chimney Fires	36	27	-25.0
Total Fires	955	1076	12.7

(Table 2 – Total Fires Quarter 1 and Quarter 2 2014-15 and Quarter 1 and Quarter 2 2015-16)

- There were 36 more Primary Fires incidents in quarters 1 and 2 of 2015-16 than there were in the same period in 2014-15, representing a 7.2% increase.
- The number of Secondary Fires increased by 22.3% (94 incidents) compared with the same period last year; this increase can be largely attributed to drier weather conditions and is now back in tolerance.
- The number of Chimney Fires decreased by 25% (9 incidents) compared with quarters 1 and 2 of 2014-15.

1.3 Primary Fires

Primary Fires can be broken down into three main categories: building fires, vehicle & transport fires and certain outdoor fires. Over quarters 1 and 2 of 2015-16 there were 25 more building fires and 14 more outdoor fires than in the same period in 2014-15. There was a small decrease by 3 incidents in vehicle and transport fires over the same period.



(Figure 4 – Total Primary Fire Incidents per month September 2014 to September 2015)

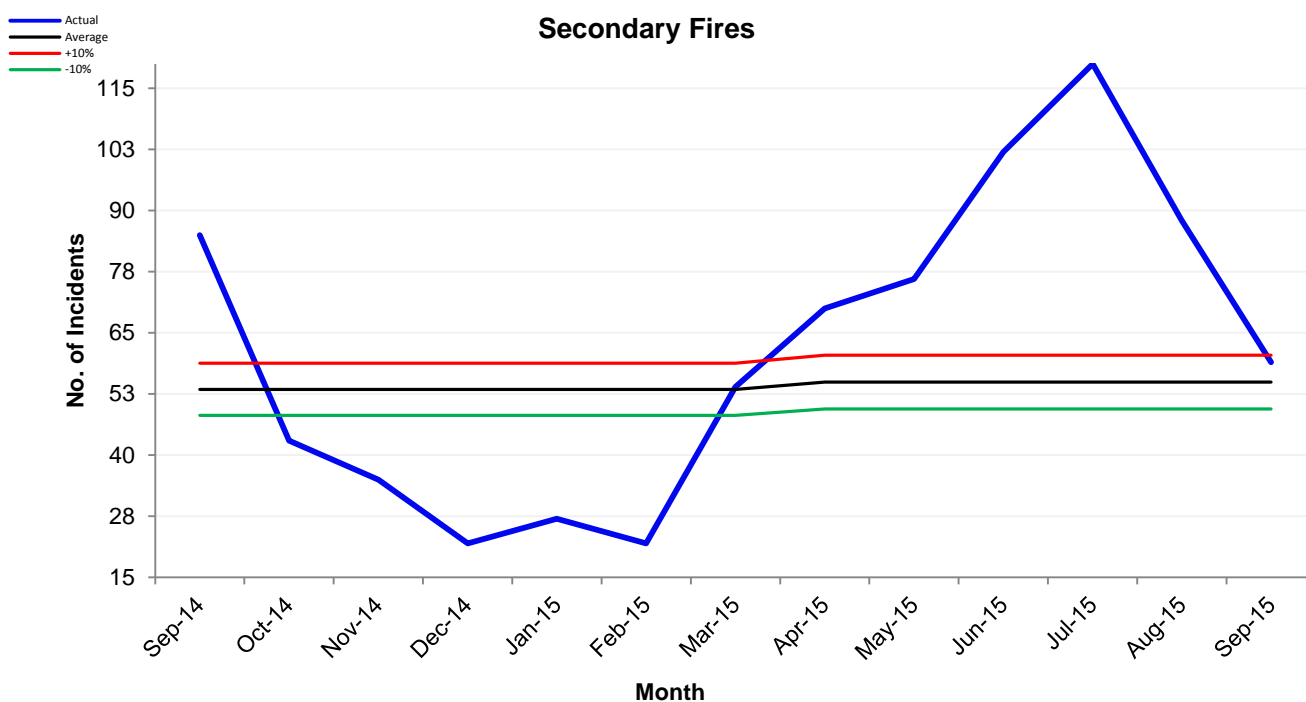
Primary Fires	Q1 and Q2 2014-15	Q1 and Q2 2015-16	% change
Building Fires	282	307	8.9
Vehicle & Transport Fires	163	160	-1.8
Outdoor Fires	53	67	26.4
Total	498	534	7.2

(Table 3 – Primary Fires Quarter 1 and Quarter 2 2014-15 and Quarter 1 and Quarter 2 2015-16)

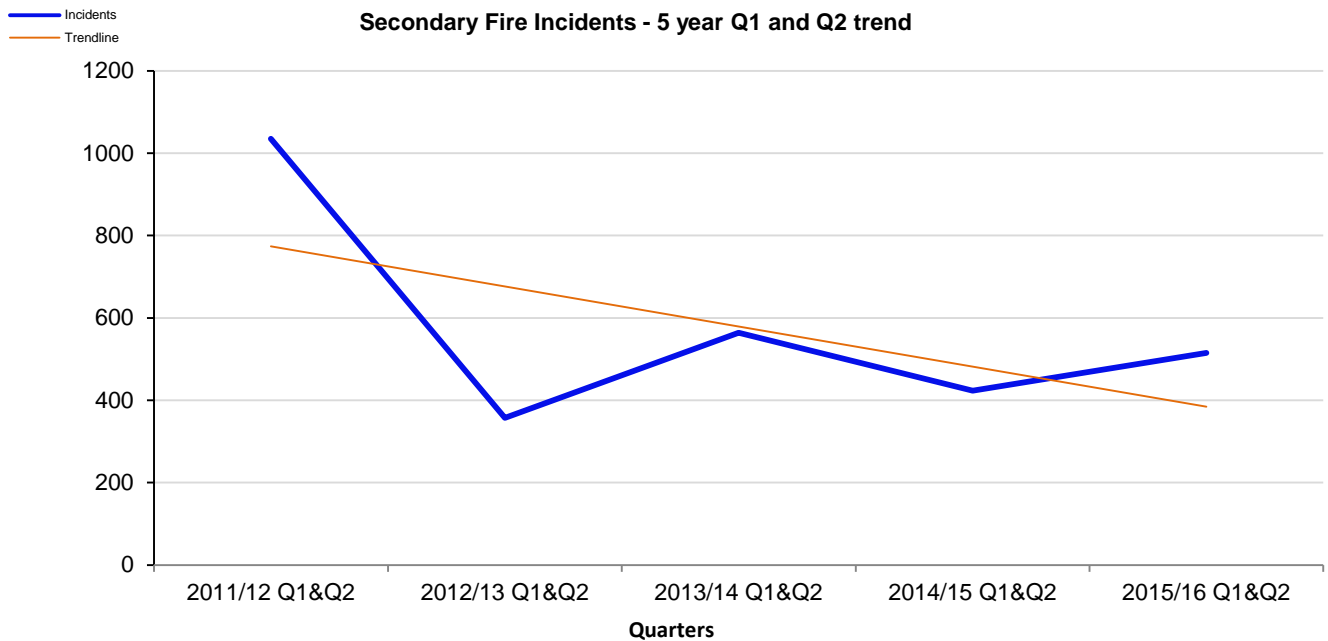
- The number of Building Fires increased by 8.9% compared to the same period in the previous year. Within the category of Building Fires, the number of Non-Residential Fires increased by 29.0% while Dwellings Fires decreased by 3.4%.
- Vehicle & Transport Fires decreased by 1.8% compared to the same period in the previous year. Car Fires continue to account for largest proportion of fires in this category (87 incidents or 54.4%), which is an increase of 6 compared to the same period last year.
- The number of Primary Outdoor Fires increased by 14 compared with the same two quarters last year (67 incidents compared to 53). These Outdoor Fires are designated Primary Fires, as they are attended by five or more fire appliances or involve a casualty.
- Injuries from Primary Fires show an increase compared with the same period last year. There were 22 injuries from 14 Primary Fires in quarters 1 and 2 of 2015-16 compared to 12 injuries from 11 incidents in the same period last year. Injuries in 2015-16 included 3 casualties who went to hospital with "injuries that appeared serious". This compared with no "serious injuries" in the same period in 2014-15. There were no fatalities in either period.
- Community Risk have completed 1951 Home Fire Safety Checks in Q1 & Q2 targeting the most vulnerable people in Herefordshire and Worcestershire, an increase of 343 from the same period in 2014-15.

1.4 Secondary Fires

Secondary Fires include all other fires that aren't Primary Fires or Chimney Fires and do not involve casualties and are attended by no more than four fire appliances. There was a 22.3% increase in Secondary Fire incidents in quarters 1 and 2 of 2015-16 compared to the same period last year. This can be linked to a period of slightly warmer and drier weather between April and August 2015 compared to the same period in 2014. Figure 6 shows that despite this increase, the overall trend continues to be downwards.



(Figure 5 – Secondary Fires Quarter 1 and Quarter 2 2014-15 and Quarter1 and Quarter 2 2015-16)



(Figure 6 – Total Secondary Fires Quarter 1 and Quarter 2 2011-12 - Quarter 1 and Quarter 2 2015-16)

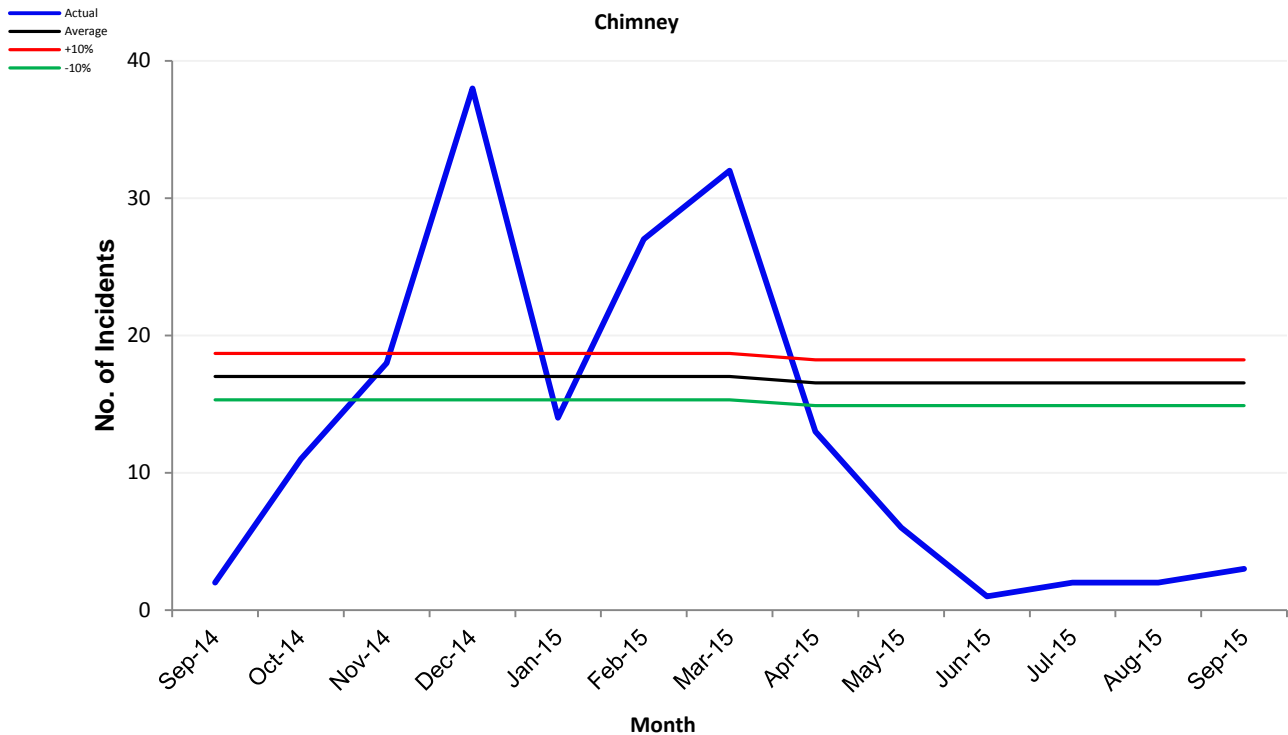
Secondary Fires	Q1 and Q2 2014-15	Q1 and Q2 2015-16	% change
Grassland, Woodland and Crop	130	226	73.8
Other Outdoors (including land)	157	141	-10.2
Outdoor equipment & machinery	9	9	0.0
Outdoor Structures	105	116	10.5
Building & Transport	20	23	15.0
Total	421	515	22.3

(Table 4 – Secondary Fires Quarter 1 and Quarter 2 2014-15 and Quarter 1 and Quarter 2 2015-16)

- Within the Secondary Fires category an increase in Grassland, Woodland and Crop incidents in quarters 1 and 2 of 2015-16 accounted for over 87% of the total increase (excluding the fall in the number of Other Outdoor incidents). Over the summer months, there was a concentration of community safety advice and messages concerning wildfire, outdoor and barbecue safety along with water safety warnings during the hot weather.

1.5. Chimney Fires

The number of Chimney Fires has continued to stay low, with 27 incidents during quarters 1 and 2 of 2015-16 compared to 36 in the same period of 2014-15.



(Figure 7 - Chimney Fire incidents per month September 2014 to September 2015)

Chimney Fires	Q1 and Q2 2014-15	Q1 and Q2 2015-16	% change
April	13	13	0.0
May	8	6	-25.0
June	4	1	-75.0
July	3	2	-33.3
August	6	2	-66.7
September	2	3	50.0
Total	36	27	-25.0

(Table 5 – Chimney Fires Quarter 1 and Quarter 2 2014-15 and Quarter 1 and Quarter 2 2015-16)

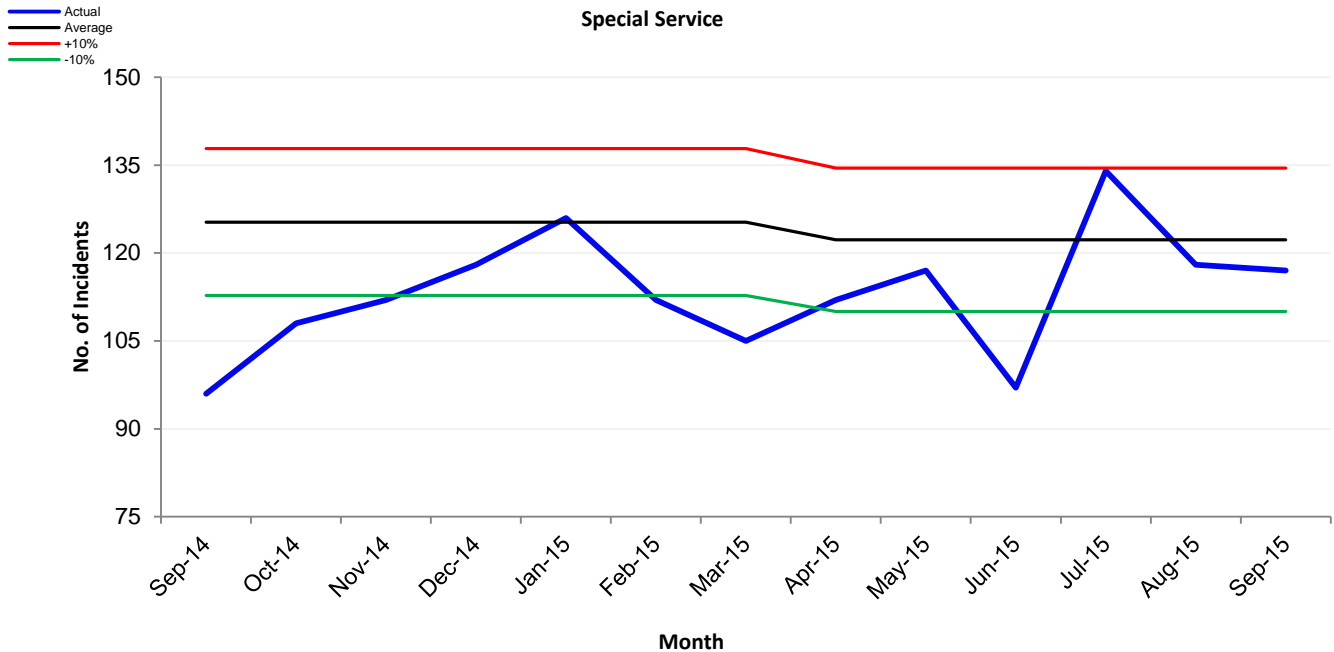
- The total number of Chimney Fires attended fell by 25% compared with the previous year. There appears to be an increasing trend to have wood burning fires in houses and monthly variations will mainly be linked to seasonal temperatures. Chimney safety was promoted on the Service website throughout September 2015 to encourage people to sweep their chimneys in preparation for colder weather in the coming months.

2. Operational Activity - Other Non-Fire Incidents

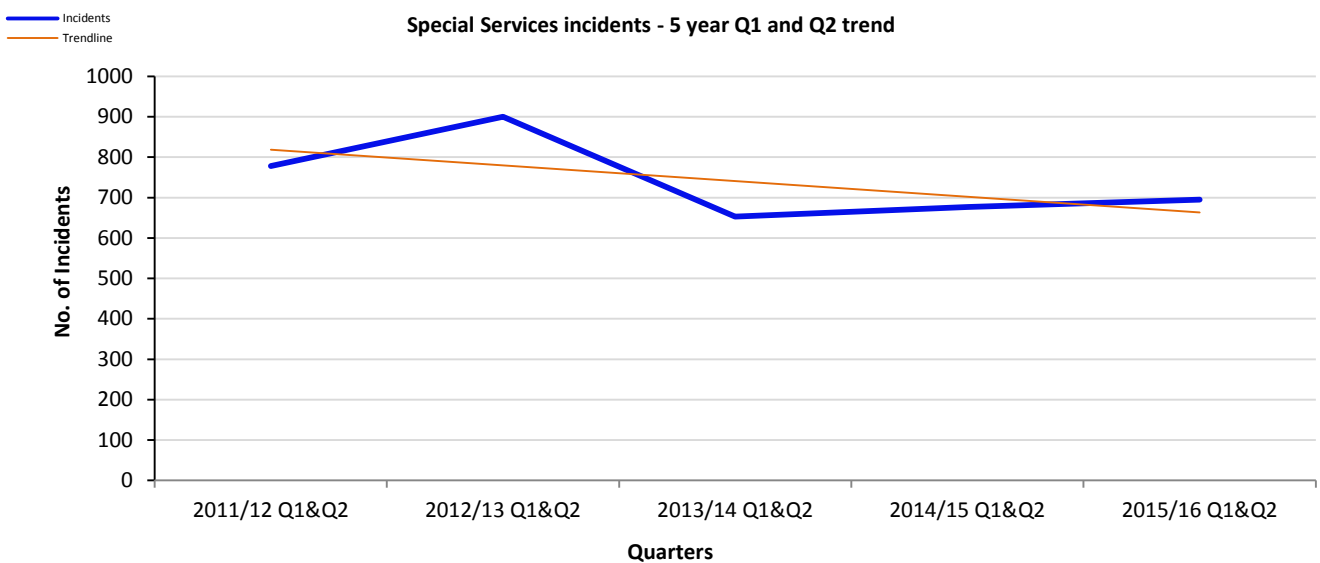
Emergency incidents attended that are not fire related are generally termed Special Services and False Alarms. Special Services include road traffic collisions (RTCs), extrications, lift rescues, lock ins/outs, hazardous materials and chemical incidents and other rescues and flooding incidents.

2.1. Special Service Incidents

The number of Special Service incidents has risen by 3.3% (22 incidents) in quarters 1 and 2 of 2015-16 compared to the same period a year ago. RTC incidents continue to form the largest single incidents and showed a 20.7% rise compared to the same period in 2014-15.



(Figure 8 – Special Services Incidents per month September 2014 to September 2015)



(Figure 9 – Total Special Services incidents per Quarter 1 & Quarter 2 from 2011-12 to 2015-16)

Special Services	Q1 and Q2	Q1 and Q2	% change
RTC Incidents	251	303	20.7
Flooding	44	27	-38.6
Rescue/Evacuation from Water	27	15	-44.4
Animal Assistance	49	50	2.0
Other Special Services	302	300	-0.7
Total	673	695	3.3

(Table 6 – Special Services Quarter 1 and Quarter 2 2014-15 and Quarter 1 and Quarter 2 2015-16)

- There were falls in the number of flooding and evacuation from water incidents during quarters 1 and 2 of 2015-16. Over this period the Service's website featured campaigns involving water safety (April and July), Boat Safety (May) and drowning prevention (June).
- The number of animal assistance and other special service incidents has stayed broadly the same.
- Despite the overall rise in Special Service incidents, and RTCs in particular, the number of incidents remain within tolerance levels, and both continue to have a downward trend over a five-year period (as shown in Figure 9).

2.2. RTC incidents

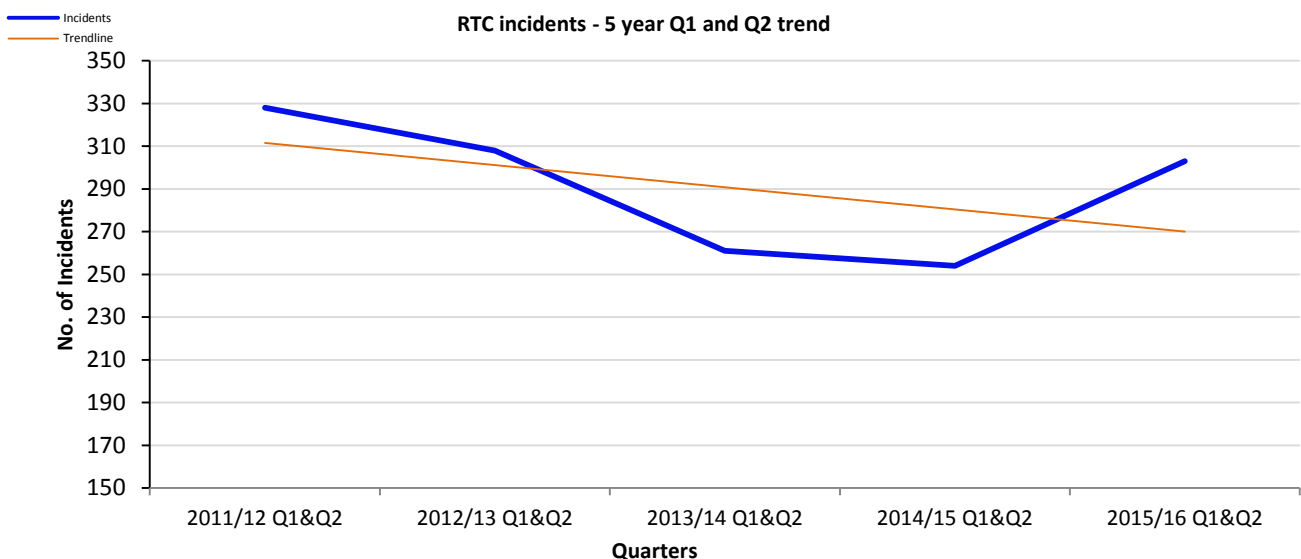
RTC	Q1 and Q2 2014-15	Q1 and Q2 2015-16	% change
Extrication of person/s	52	46	-11.5
Make scene safe	24	24	0.0
Make vehicle safe	140	173	23.6
Release of person/s	17	25	47.1
Wash down road	1	1	0.0
Other	17	34	100.0
Total	251	303	20.7

(Table 7 – RTCs Quarter 1 and Quarter 2 2014-15 and Quarter 1 and Quarter 2 2015-16)

- The number of RTC incidents increased by 20.7% (52 incidents) compared with the same period last year. The breakdown of RTC incidents in Table 7 above shows that most of the activity carried out by fire and rescue crews was to make vehicles safe. During quarters 1 and 2 of 2015-16, crews attended 3 fatalities in RTC incidents compared to 11 fatalities in the same period last year. Serious injuries did however increase from 32 to 41 (as shown in Table 8).

RTC Casualty severity	Q1 and Q2 2014-15	Q1 and Q2 2015-16	% change
Fatalities	11	3	-72.7
Victim went to hospital, injuries appear to be Serious	32	41	28.1
Victim went to hospital, injuries appear to be Slight	83	104	25.3
First aid given at scene	20	23	15.0
Total	146	171	17.1

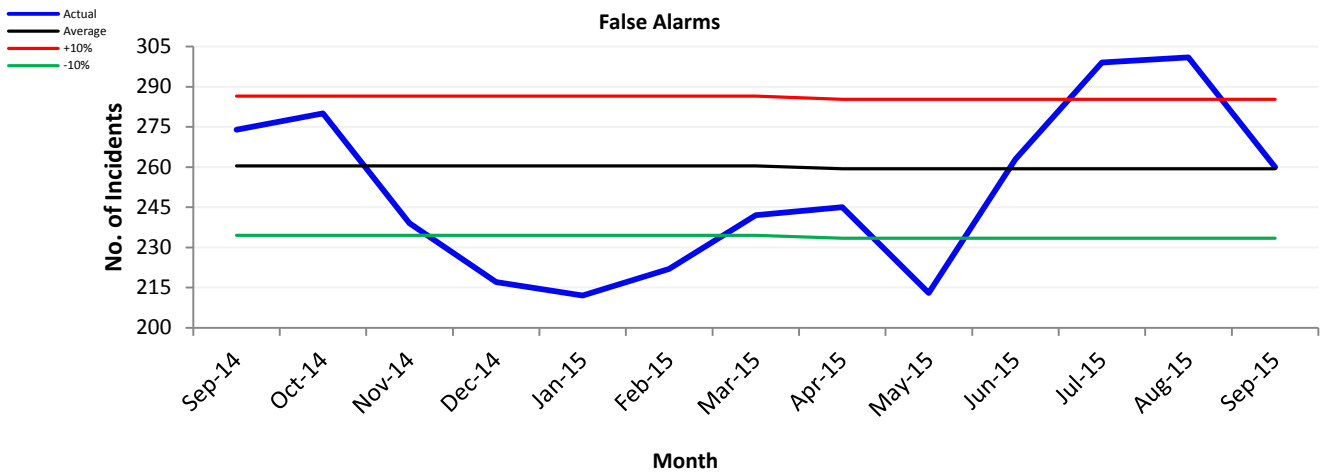
(Table 8 – RTC Casualty severity Quarter 1 and Quarter 2 2014-15 and Quarter 1 and Quarter 2 2015-16)



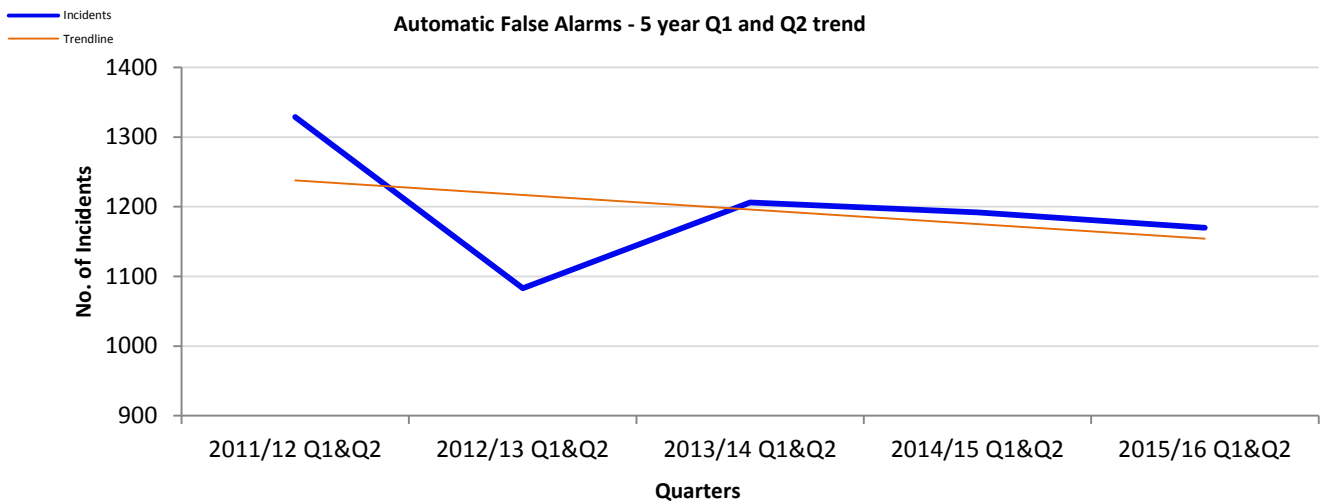
(Figure 10 – Special Services Incidents per month September 2014 to September 2015)

2.3. False Alarm Incidents

The overall number of False Alarm incidents has fallen by 2.0% (32 incidents) in quarters 1 and 2 of 2015-16 compared to the same period a year ago, mainly through a drop in the number of hoax and good intent calls. Though the number of Automatic False Alarms was practically the same as it was in the same period a year ago, the overall trend continues to be downwards (see Figure 12 below).



(Figure 11 – False Alarm Incidents per month September 2014 to September 2015)



(Figure 12 – Automatic False Alarm incidents per Q1 & Q2 from 2011-12 to 2015-16)

False Alarms	Q1 and Q2 2014-15	Q1 and Q2 2015-16	% change
Malicious False Alarms	31	25	-19.4
False Alarm Good Intent	420	393	-6.4
Automatic False Alarms	1162	1163	0.1
Total	1613	1581	-2.0

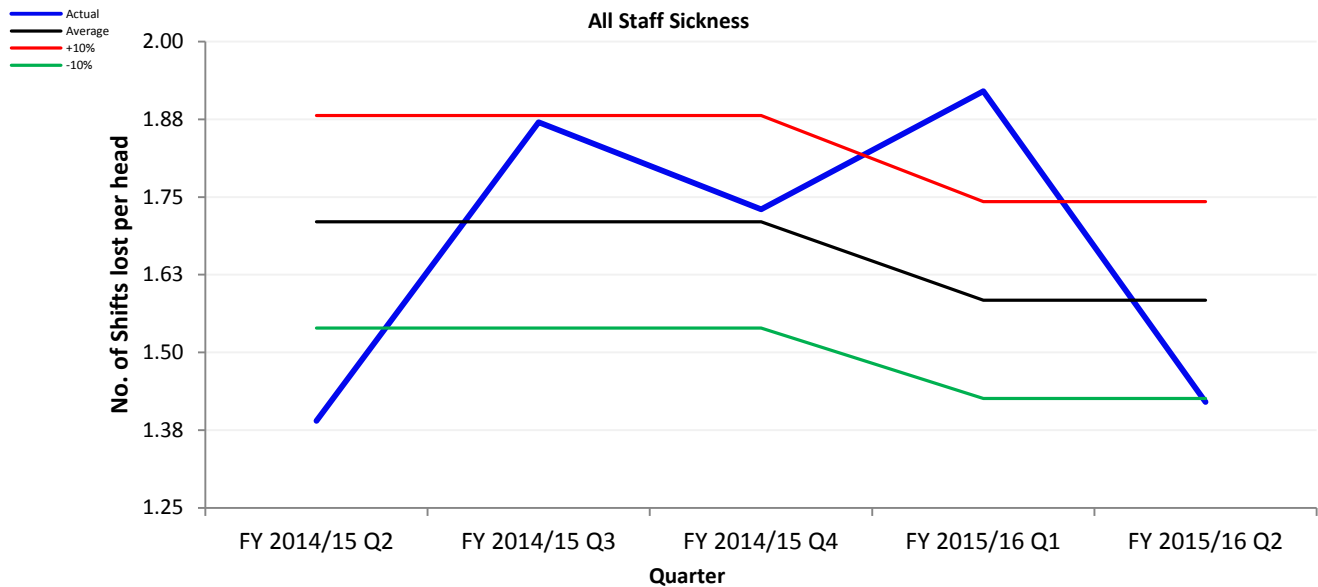
(Table 9 – False Alarms Quarter 1 and Quarter 2 2014-15 and Quarter 1 and Quarter 2 2015-16)

3. Absence Management

To ensure consistency with reporting through the HR Connect system, staff absence and sickness is now recorded on a quarterly basis rather than monthly.

3.1. All Staff Sickness

Overall sickness levels have fallen in Quarter 2 of 2015-16 following a peak in Quarter 1 and are now in line with Quarter 2 of last year.



(Figure 13 – All Staff Sickness Quarter 1 and 2 2015-16)

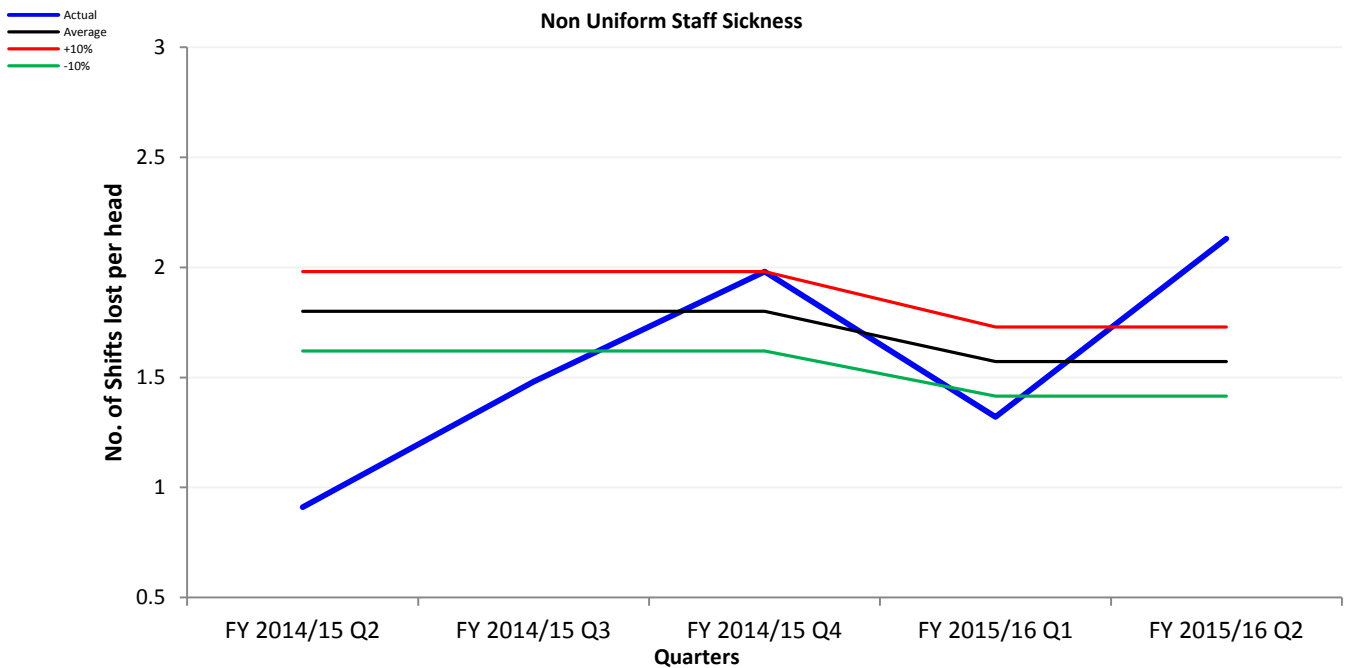
All Staff Sickness	Short Term Sickness per head (shifts lost)	Long Term Sickness per head (shifts lost)	All Staff Sickness per head (shifts lost)
Quarter 1	0.73	1.19	1.92
Quarter 2	0.54	0.88	1.42
Total Q1 & Q2	1.27	2.07	3.34

(Table 10 - All Staff Sickness Quarter 1 and Quarter 2 2015-16)

- The highest quarterly total of all staff sickness was in quarter 1 at 1.92 shifts per head lost to sickness/absence. This has fallen to 1.42 shifts per head lost in quarter 2 of 2015-16. Long term sickness continues to form the largest proportion of overall sickness: 61.9% of all sickness.

3.2. Non-uniform Staff sickness

- Non-uniform Staff Sickness levels rose above the tolerance threshold in quarter 2 of 2015-16.



(Figure 14 – Non-uniform Staff Sickness Quarter 2 2014-15 to Quarter 2 2015-16)

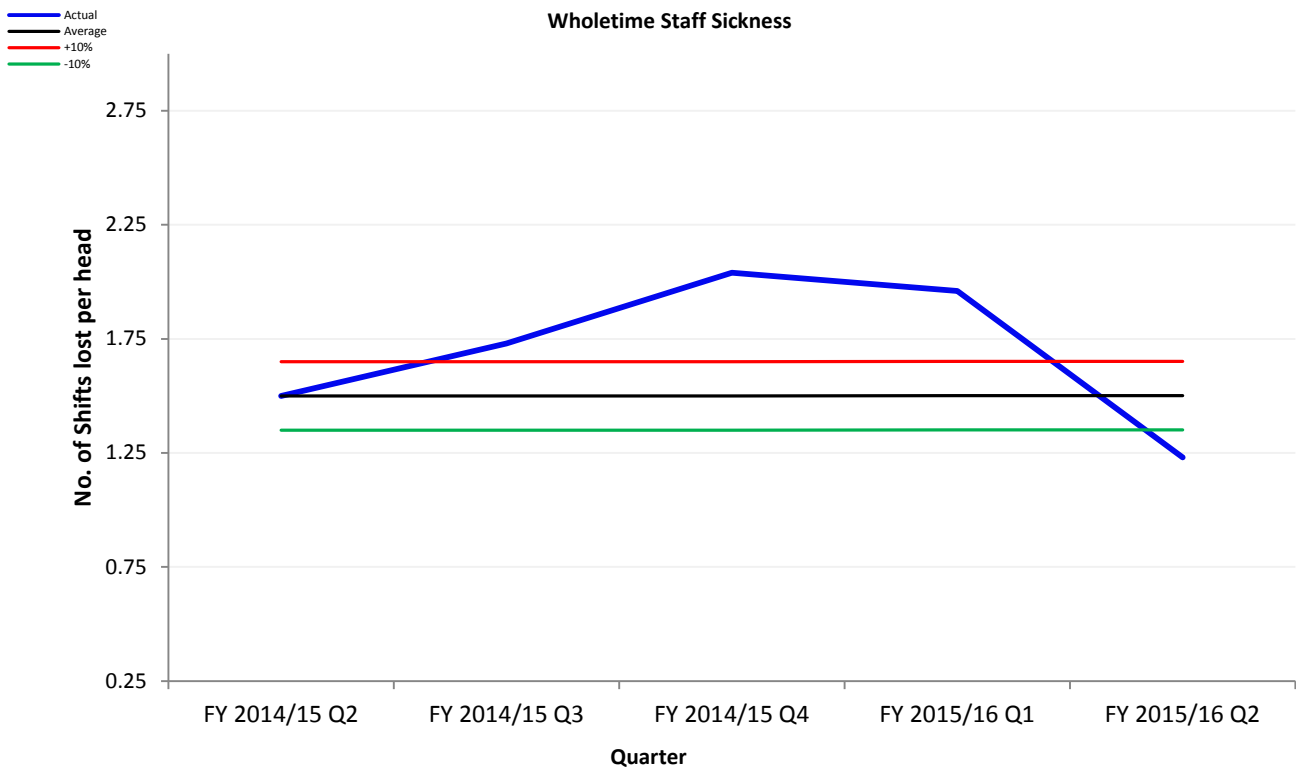
- Quarter 2 2015/16 saw a increase in absence/sickness, this is mainly accountable to long term sickness. One individual on long term sick has since returned to work and it is not expected for this to be a rising trend for the forthcoming quarter.
- None of the sickness/absence was work related and there were no common trends identified.

Non-uniform Staff Sickness	Short Term Sickness per head (shifts lost)	Long Term Sickness per head (shifts lost)	All Non-uniform Staff Sickness per head (shifts lost)
Quarter 1	0.53	0.79	1.32
Quarter 2	0.85	1.28	2.13
Total Q1 & Q2	1.38	2.07	3.45

(Table 11 Non-uniform staff sickness Quarter 1 and Quarter 2 2015-16)

3.3 Wholetime Staff Sickness

Wholetime Staff Sickness levels reduced in quarter 2 of 2015-16. Sickness levels are 37.2% lower than in quarter 1, and are within tolerance levels.



(Figure 15 – Wholetime Sickness Quarter 2 2014-15 to Quarter 2 2015-6)

Wholetime Sickness	Short Term Sickness per head (shifts lost)	Long Term Sickness per head (shifts lost)	All Wholetime Staff Sickness per head (shifts lost)
Quarter 1	0.78	1.18	1.96
Quarter 2	0.49	0.74	1.23
Total Q1 & Q2	1.27	1.92	3.19

(Table 12 Wholetime staff sickness Quarter 1 and Quarter 2 2015-16)

Comparative Sickness	Short Term Sickness per head (shifts lost)	Long Term Sickness per head (shifts lost)	All Wholetime Staff Sickness per head (shifts lost)
HWFR	1.27	2.07	3.34
Worcestershire County Council	1.62	2.38	4.00

(Table 13 Sickness comparison table Quarter 1 and Quarter 2 2015-16)

- Comparative sickness/absence figures for Worcestershire County Council show our sickness levels compare well, lower for both short and long term sickness.

4. Key Performance Indicators Out of Tolerance

At the end of Quarters 1 and 2 2015-16, all bar 3 Key Performance Indicators (KPI) were within the 10% tolerance levels; exceptions being Secondary Fires, Non-uniform sickness and first attendance by an appliance at Building Fires within 10 minutes, which forms part of the attendance standards set in the Service's Integrated Risk Management Plan (IRMP) 2009-2012.

4.1 Attendance Standards – 1st Appliance at Building Fires

1st Appliance attendance at Building Fires within 10 minutes	Q1 and Q2 2014-15	Q1 and Q2 2015-16
Building fires attended within 10 minutes	170	175
Total Number of Building fires attended	296	307
% attended within 10 minutes	57.4%	57.0%

(Table 14 –1st Appliance attendance average times Quarter 1 and Quarter 2 2015-16)

- There was a marginal -0.4% decrease in building fires attended within the 10 minute standard in Q1 & Q2 2015-16 compared with the same Quarter in 2014-15.
- It has been well documented that the introduction of the Fire Control system in September 2012, now records the time of call earlier than under the previous Fire Control system and has contributed to the apparent deterioration in performance in this standard post 2012-13.
- The impact of this can be seen in the following table which breaks down the overall attendance time in three separate components. It is important to note that the first component is over 2 minutes because the time of call is now set earlier.

1st Appliance attendance at Building Fires within 10 minutes average times	Q1 and Q2 2014-15 (mm:ss)	Q1 and Q2 2015-16 (mm:ss)
Time of Call till time appliance mobilised	02:04	02:02
Mobilised Time till Appliance Mobile	02:08	02:09
Mobile Time till to Appliance Arrive	05:42	06:48
Time of Call to Arrival at Scene	09:54	10:59

(Table 15 –1st Appliance attendance at Building Fires within 10 minutes for Quarter 1 and Quarter 2 2015-16)

- The average time for the 1st Appliance attendance at Building Fires within 10 minutes has decreased when compared with the same period in 2014-15, this is mainly due to travel distance and road traffic conditions (see Table 16).
- There has been a 6 second improvement between Quarter 2 compared to Quarter 1 2015-16.

Travel distance to the incident	65	Mobilising error	3
Turn in time (Retained and Day Crew only)	21	Failed alerters / Turnout system	1
Appliance not booked in attendance	12	Known False Alarm	1
Road obstruction/road closure/road works/temp traffic controls or heavy traffic conditions once mobile	6	Responding at normal road speed, i.e. AFAs	5
Incident outside Station turnout area	5	Mobilised from other location (not on home Station)	2
Traffic conditions causing delayed turn in time to Stations (Retained & Day Crewed only)	3	Incorrect or insufficient information passed to control on initial call	3
Insufficient crew with appropriate role skills	2	Appliance not booked in attendance	3
		Total	132

(Table 16- Reasons for not meeting the 1st Appliance attendance at Building Fires within 10 minutes for Quarter1 and Quarter 2 2015-16)

- This benchmark or measurement standard does not alter how quickly we attend incidents. Many other factors can influence this target, such as call challenging, information gathering by Fire Control, changing societal issues, such as fewer incidents in built up areas and more incidents proportionally outside of towns and cities, weather and road conditions. All of which may increase the average time taken to attend across both Counties.
- The attendance standard was developed prior to the introduction of new Fire Control system and there is not an exact match between a time recorded in the new system and the time used under the old system to record the time of call. The nearest time in the new system would be "Incident Created" time which is after the time of call and is the time that the operator has identified the address in the database and now wants to pinpoint the nearest appliance.

5. Retained Availability

- Overall availability has improved 3.6% when compared to the same period in the previous year.

Call sign	Station	Q1&Q2 Availability 2014/15	Q1&Q2 Availability 2015/16	Change (+/-)
213	Worcester	86.1%	99.6%	13.5%
221	Stourport	93.7%	97.7%	4.0%
231	Bewdley	87.3%	73.9%	-13.4%
241	Kidderminster	98.6%	87.1%	-11.5%
251	Bromsgrove	98.4%	93.2%	-5.2%
261	Droitwich	99.4%	86.4%	-13.0%
271	Redditch	98.9%	99.3%	0.4%
281	Evesham	81.8%	96.9%	15.1%
291	Pebworth	92.3%	90.7%	-1.6%
302	Broadway	99.2%	89.1%	-10.1%
311	Pershore	98.2%	98.7%	0.5%
322	Upton upon Severn	89.9%	80.0%	-9.9%
411	Malvern	94.4%	98.7%	4.3%
422	Ledbury	95.8%	98.2%	2.4%
431	Fownhope	98.7%	96.3%	-2.4%
442	Ross-on-Wye	100.0%	100.0%	0.0%
452	Whitchurch	97.1%	90.7%	-6.4%
463	Hereford	89.3%	98.9%	9.6%
472	Ewyas Harold	95.1%	99.8%	4.7%
481	Eardisley	95.9%	93.4%	-2.5%
492	Kington	99.9%	97.2%	-2.7%
502	Leintwardine	97.9%	99.0%	1.1%
511	Kingsland	95.0%	99.9%	4.9%
522	Leominster	100.0%	100.0%	0.0%
532	Tenbury	80.1%	99.2%	19.1%
542	Bromyard	100.0%	100.0%	0.0%
552	Peterchurch	88.7%	77.9%	-10.8%
Total		90.5%	94.1%	3.6%

(Table 17 – 1st Appliance availability 2014-15 Quarter 1 & Quarter 2 and 2015-16 Quarter 1 & Quarter 2)

- Ross-on-Wye, Leominster and Bromyard 1st appliances all managed 100% availability.
- Loss of daytime cover personnel explains why stations such as Bewdley, Droitwich, Kidderminster, Broadway and Peterchurch have reduced availability when compared with 2014-15.