

Appendix 1

Fire Authority 2019-20 Performance Report: Quarters 1-2

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 first On-Call (Retained) appliance availability.

In the following sections, each graph includes a black dotted line indicating an average monthly total over the previous three years for that statistic, with red and blue lines indicating 10% upper and lower tolerance thresholds. The report reviews any negative factors affecting 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 from objects, lift rescues, spills and leaks and animal rescues.

1.1. Total Incidents attended

The total number of incidents attended in Q1-Q2 2019-20 was 3,936 (Figure 1), which is a decrease of 3.29% (134 incidents) compared with Q1-Q2 2018-19 as shown in Table 1. The majority of this is accounted for by a decrease of 24.87% in Fires (331 incidents). Special Service related incidents were up by 22.28% (211 incidents). False Alarms were also down by 14 incidents, a decrease of 0.78%.

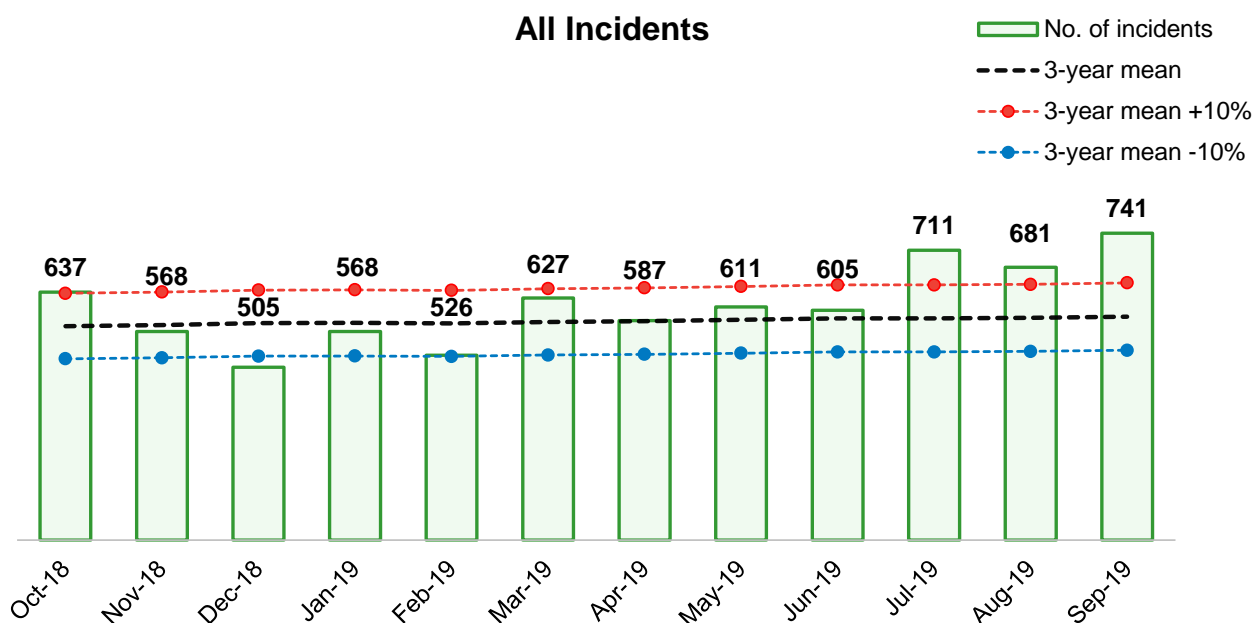


Figure 1 – Total Incidents per month: from Oct 2018 to Sept 2019

Table 1 – Total Incidents

Total Incidents	Q1-Q2 2018-19	Q1-Q2 2019-20	Change	
Fires	1,331	1,000	-331	-24.87%
Special Services	947	1,158	+211	+22.28%
False Alarms	1,792	1,778	-14	-0.78%
Total	4,070	3,936	-134	-3.29%

- The total number of Fire incidents, which includes Primary, Secondary and Chimney Fires, was 24.87% less (331 incidents) than the same period in 2018-19.
- The number of Secondary Fires decreased by 220 incidents (-32.64%) in Q1-Q2 2019-20 compared to Q1-Q2 2018-19.
- The number of Special Service incidents increased by 22.28% (211 incidents) compared with the same period in 2018-19, largely due to a 195.65% increase in 'Assisting other Agencies' (135 incidents) and a 28.37% increase in Other Special Services (101 incidents).
- The total number of False Alarm incidents decreased by 0.78% (14 incidents) compared with the same period in 2018-19.
- Figure 2 shows the 5-year trend line for the total number of incidents recorded in Q1-Q2 between 2015-16 and 2019-20. Analysis shows that for each Q1-Q2 period the total number of incidents increased by 163 incidents, an increase of over 815 incidents in 5 years.

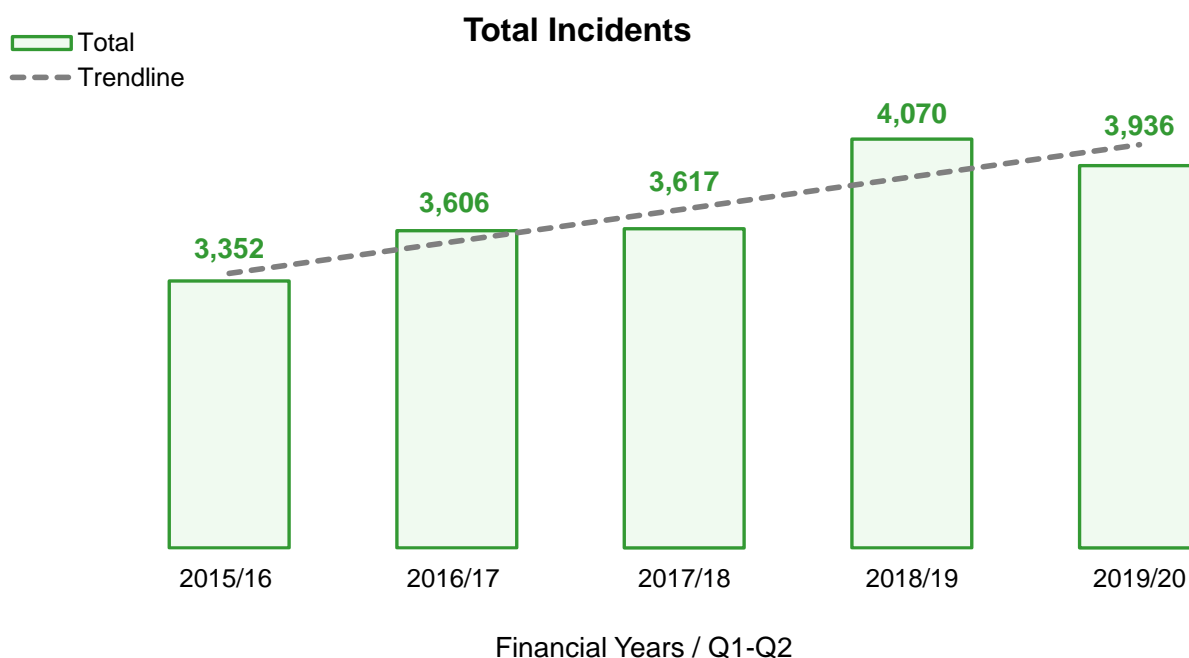


Figure 2 – All Incidents: from Q1-Q2 2015-16 to Q1-Q2 2019-20

1.2 Total Number of Fires

The number of Fires decreased by 24.87% (331 incidents) in Q1-Q2 2019-20 compared with the same period in 2018-19 (Table 2). Figure 3 shows the seasonal trends with fire incident numbers increasing in the warmer, summer months and decreasing during winter.

Figure 4 shows the 5-year trend line for the total number of fires recorded in Q1-Q2 between 2015-16 and 2019-20. Analysis of time cannot be used as a predicting variable for the increasing number of fires, since the model is of a very poor fit.

Table 2 – Total Fires

Total Fires	Q1-Q2 2018-19	Q1-Q2 2019-20	Change	
Primary Fires	639	524	-115	-18.00%
Secondary Fires	674	454	-220	-32.64%
Chimney Fires	18	22	+4	+22.22%
Total	1,331	1,000	-331	-24.87%

- The number of Primary Fire incidents decreased by 115 incidents in Q1-Q2 2019-20 compared to the same period in 2018-19, representing a decrease of 18.00%.¹
- The number of Secondary Fires decreased by 220 incidents (-32.64%) compared with the same period in 2018-19.
- The number of Chimney Fires increased from 18 to 22 (22.22%) compared with the same period in 2018-19.
- Rainfall was 177% of average, making it the 8th wettest June since 1910. It was particularly wet in the Midlands and Lincolnshire (Met Office, 2019). This had a direct impact on the number of total fires recorded in the month of June, a decrease of 34.71% and 39.01% when compared with the total number of fire incidents recorded in April 2019 and May 2019, respectively. Furthermore, July saw the highest temperature ever recorded in the UK (38.7°C), with summer 2019 becoming the twelfth warmest and seventh wettest on record since 1910 across the UK (Met Office, 2019).
- During Q1-Q2 2019-20, Community Risk activity included 1,807 Home Fire Safety Checks (HFSCs), which target vulnerable households, 320 Business Fire Safety Checks (BFSCs) and 1,035 Signposting referrals to other support agencies. The full range of Community Risk activity is shown in Appendix 2.
- In Q1 2019-20 campaigns delivered by Community Risk have included Electrical Safety, Business Safety, Gas and Chimney Safety. They have supported various local events to promote fire safety and Home Fire Safety Checks, along with working with partners at Young Citizen's events, an initiative which is aimed to encourage school age children to think about their personal safety and the safety of others. Seasonal advice has also been offered, in particular water safety and cooking safely outdoor during the summer holidays.
- In Q2 2019-20 HWFRS have joined forces with the Police and Crime Commissioner's office, other search and rescue organisations, the police, charities, and street pastors, to encourage young people to stay safe during their first weeks away from home at university, helping to protect new students during their university Welcome Week, launching the 'Home and Dry' campaign.

- h) Fire Safety officers continue to deliver the Houses of Multi-Occupancy (HMO) project, focusing on commercial properties with residential accommodation above. This project reflects the increase in enforcement activity, also shown in Appendix 2.

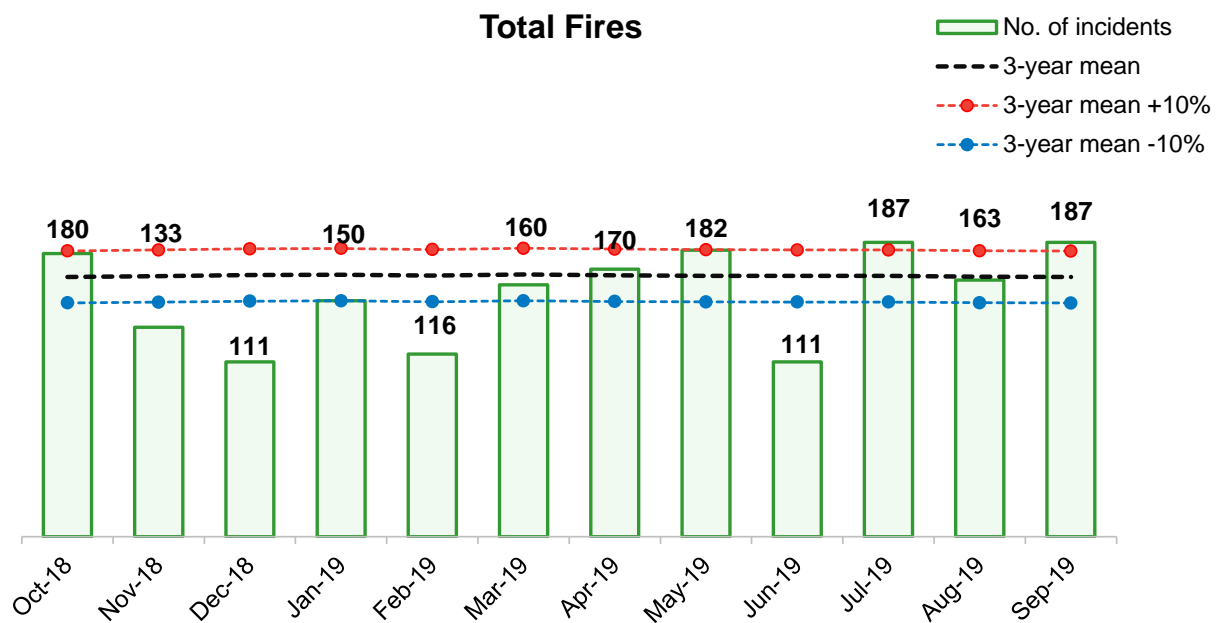


Figure 3 – Total Fires per month: from Oct 2018 to Sept 2019

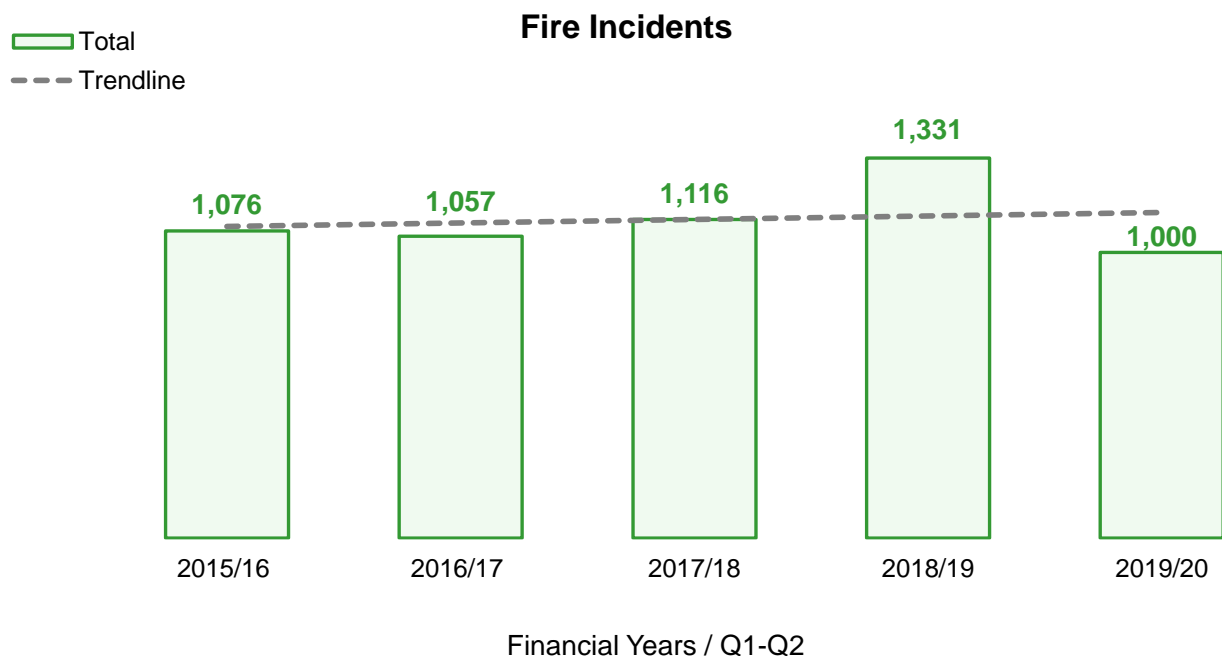


Figure 4 – Total Fires: from Q1-Q2 2015-16 to Q1-Q2 2019-20

1.3 Primary Fires

Incidents are classified as Primary Fires, if they are attended by five or more fire appliances or if they involve a casualty or fatality. There was an 18.00% decrease (115 incidents) in Primary Fires in Q1-Q2 2019-20 compared with the same period in 2018-19 (Table 3, Figure 5).

Figure 6 shows the 5-year trend line for the total number of Primary Fires recorded in Q1-Q2 between 2015-16 and 2019-20. Analysis of time cannot be used as a predicting variable for the increasing number of Primary Fires, since the model is of a very poor fit.

The number of Primary Building Fires in Q1-Q2 2019-20 decreased by 14.33%, when compared with the same period in 2018-19. This was predominantly caused by a 14.72% decrease in domestic (dwellings and other residential) property fires (34 incidents). Domestic fires constituted 63.34% of the total primary building fires. The top three causes of domestic primary building fires were 'Cooking – other cooking' (55 incidents), 'Fault in equipment or appliance' (24 incidents) and 'Combustible articles too close to heat source (or fire)' (23 incidents). The Community Risk Department continues to work alongside operational crews to deliver home fire safety messages on a day to day basis.

Table 3 – Primary Fires

Primary Fires	Q1-Q2 2018-19	Q1-Q2 2019-20	Change	
Building Fires	363	311	-52	-14.33%
Vehicle & Transport Fires	161	154	-7	-4.35%
Outdoor Fires	115	59	-56	-48.69%
Total	639	524	-115	-18.00%

- a) Building Fires currently account for the greatest proportion (59.35%) in this category with 311 incidents.
- b) Vehicle & Transport Fires decreased by 7 incidents (4.35%) compared with the same period in 2018-19 (Table 3).
- c) Primary Outdoor Fires totalled 59 incidents in Q1-Q2 2019-20 compared with 115 incidents in the same period in 2018-19.
- d) There was 1 fatality in Primary Fires during Q1-Q2 in 2019-20 (Table 4 shows incident and casualty numbers, Figure 7).
- e) Technical Fire Safety officers continue to work with businesses and post-fire audits are completed following all fires in business premises.

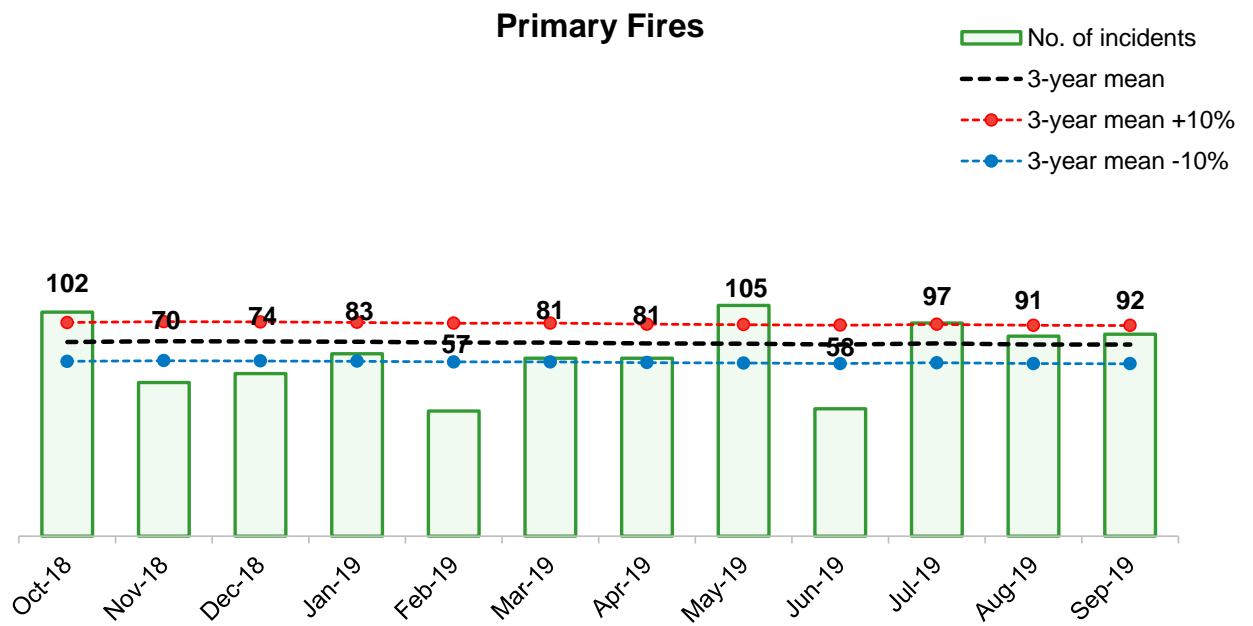


Figure 5 – Primary Fires per month: from Oct 2018 to Sept 2019

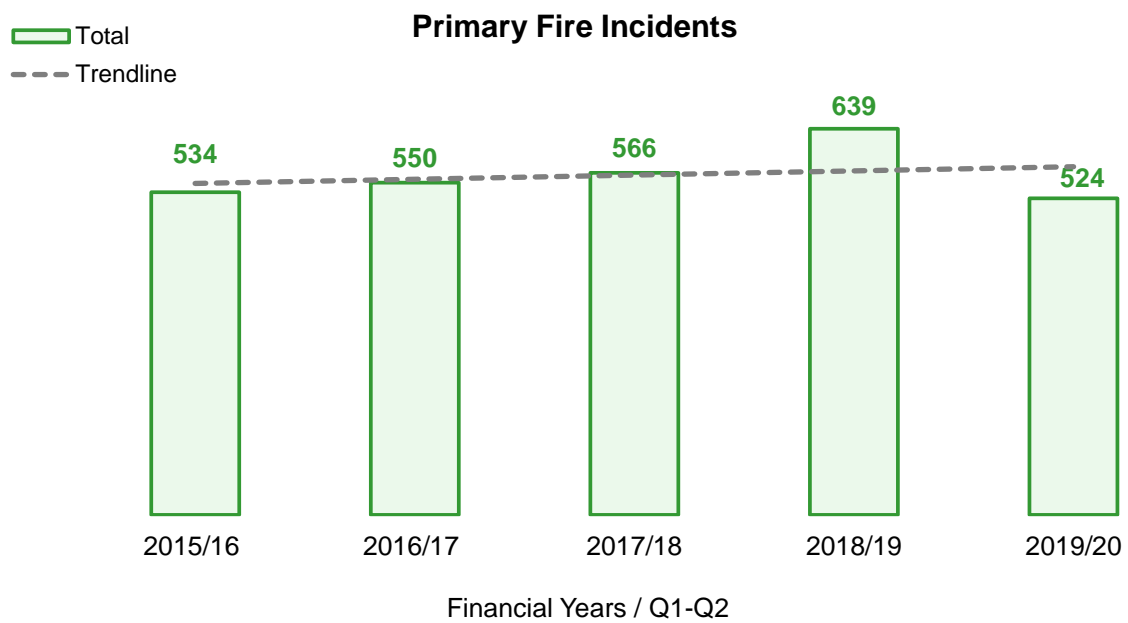


Figure 6 – Primary Fires: from Q1-Q2 2015-16 to Q1-Q2 2019-20

Table 4 – Primary Fires Casualties

Primary Fires Casualty*: severity	Q1-Q2 2018-19		Q1-Q2 2019-20		Change (%)	
	Inc No.	Cas No.	Inc No.	Cas No.	Inc No.	Cas No.
Fatalities	0	0	1	1	∞**	∞**
Victim went to hospital, injuries appear to be Serious	3	3	8	9	+166.67	+200
Victim went to hospital, injuries appear to be Slight	15	15	10	13	-33.33	-13.33
First aid given at scene	17	21	11	12	-35.29	-42.86
Total	35	39	30	35	-14.29	-10.26

* Note: the above casualty severity data refer to all fire incidents regardless of property type.

** Note: no percentage increase/decrease can be calculated due to previous year value(s) were zero.

Primary Fire Injuries and Fatalities

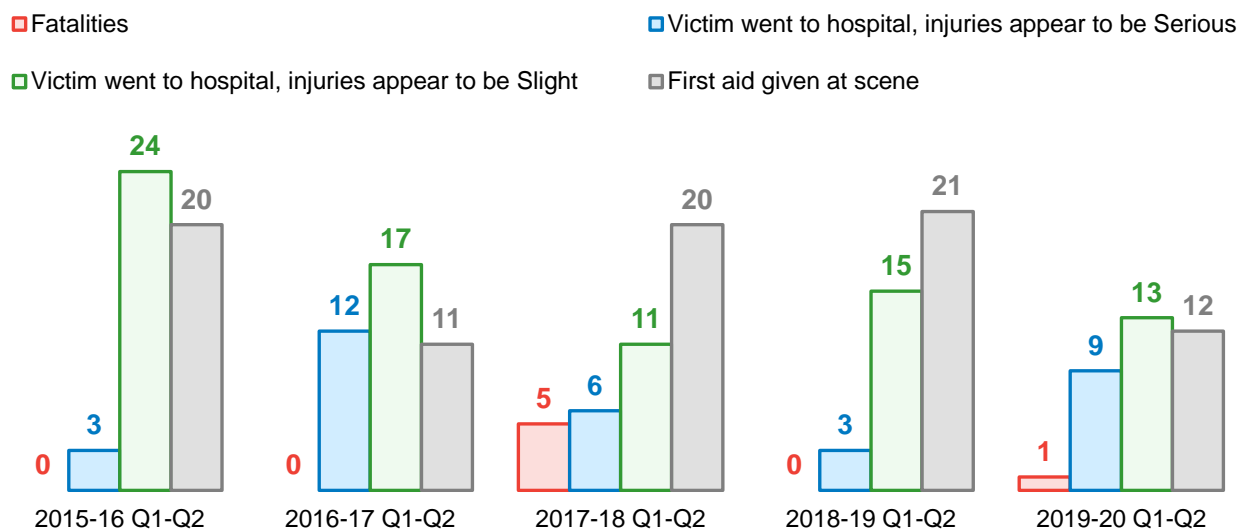


Figure 7 – Primary Fire Injuries and Fatalities: from Q1-Q2 2015-16 to Q1-Q2 2019-20

1.4 Secondary Fires

Secondary Fires include all other fires which are neither Primary nor Chimney Fires, do not involve casualties and are attended by no more than four fire appliances. There was a 32.64% decrease (220 incidents) in Secondary Fires in Q1-Q2 2019-20 compared with the same period in 2018-19 (Table 5, Figure 8).

Table 5 – Secondary Fires

Secondary Fires	Q1-Q2 2018-19	Q1-Q2 2019-20	Change	
Grassland, Woodland and Crop	312	188	-124	-39.74%
Other Outdoors (including land)	197	121	-76	-38.58%
Outdoor Structures	125	102	-23	-18.40%
Building & Transport	24	36	+12	+50.00%
Outdoor Equipment & Machinery	16	7	-9	-56.25%
Total	674	454	-220	-32.64%

- Grassland, Woodland and Crop fires represent the greatest proportion (41.41%) of all Secondary Fires. 62.23% of Grassland, Woodland and Crop fires were classed as accidental.
- The majority of Other Outdoors (including land) secondary fires were caused by loose refuse which resulted in 65 incidents (53.72%) in Q1-Q2 2019-20.
- The number of Building & Transport fires increased by 12 incidents (50.00%) in Q1-Q2 2019-20 compared with the same period in Q1-Q2 2018-19. Hereford and Worcester had the largest proportion of incidents 41.66%. Out of the 36 incidents in Q1-Q2 2019-20, 100% were found in a derelict property type.

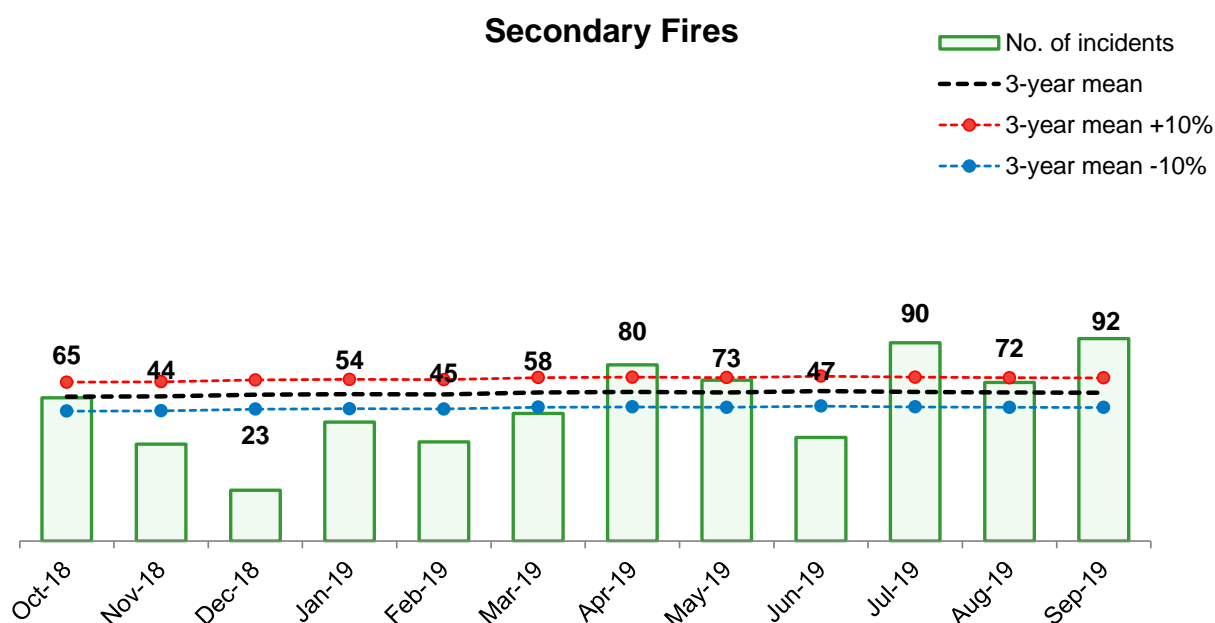


Figure 8 – Secondary Fires per month: from Oct 2018 to Sep 2019

Figure 9 shows the 5-year trend line for the total number of Secondary Fires recorded in Q1-Q2 between 2015-16 and 2019-20. Analysis of time cannot be used as a predicting variable for the increasing number of Secondary Fires, since the model is of a very poor fit.

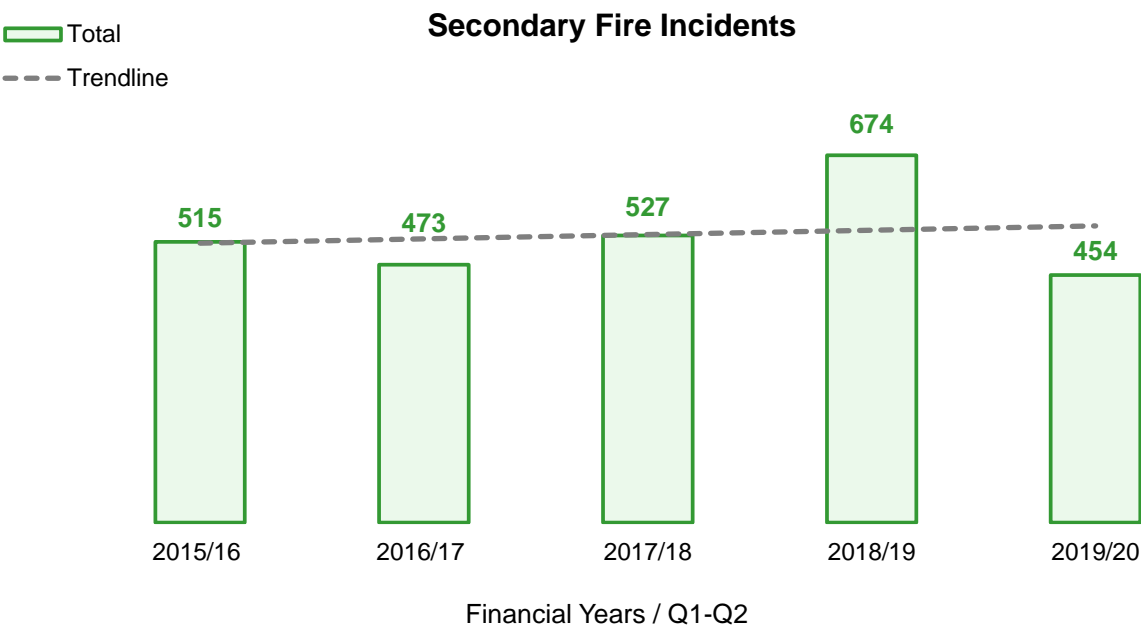


Figure 9 – Secondary Fires: from Q1-Q2 2015-16 to Q1-Q2 2019-20

1.5. Chimney Fires

The number of Chimney Fires (22 incidents) increased by 4 incidents in Q1-Q2 2019-20, compared to the same period of 2018-19 (Table 6, Figure 10). The increase in the number of Chimney Fires is likely to be related to the cooler than usual weather during the spring period and the decrease attributed to the hotter than usual weather in July and August.

Table 6 – Chimney Fires

Chimney Fires	Q1-Q2 2018-19	Q1-Q2 2019-20	Change	
April	10	9	-1	-10.00%
May	3	4	+1	+33.33%
June	0	6	+6	∞*
July	0	0	-	0.00%
August	0	0	-	0.00%
September	5	3	-2	-40.00%
October				
November				
December				
January				
February				
March				
Total	18	22	+4	+22.22%

* Note: no percentage increase/decrease can be calculated due to previous year value(s) were zero.

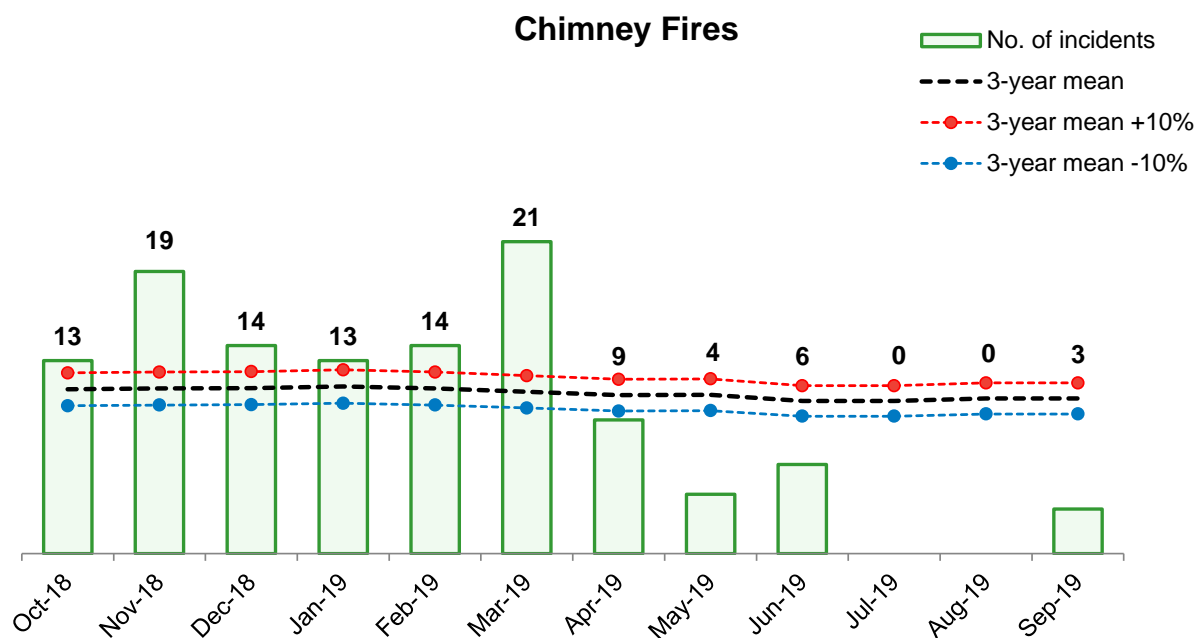
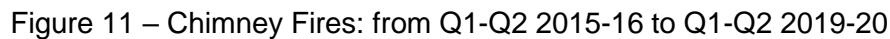


Figure 10 - Chimney Fires per month: from Oct 2018 to Sept 2019

 Total
 Trendline



A map of the Cotswold District showing 16 parishes. Red dots indicate the locations of 16 churches. The parishes are: Leintwardine, Kingsland, Tenbury Wells, Bromyard, Worchester, Malvern, Pershore, Evesham, Peabworth, Broadway, Upton upon Severn, Ledbury, Fownhope, Ross-on-Wye, Whitchurch, Ewyas Harold, Peterchurch, Hereford, and Eardisley.

Figure 12 – Chimney Fires per station ground area in Q1-Q2 2019-20

2. Operational Activity - Other Non-Fire incidents

Emergency incidents attended which are not fire related, are generally termed as Special Services and False Alarms. Special Services include Road Traffic Collisions (RTCs), extrications, lift rescues, lock-ins/outs, hazardous materials, chemical incidents, flooding incidents and other rescues.

2.1. Special Service Incidents

The number of Special Service incidents has risen by 22.28% (211 incidents) in Q1-Q2 2019-20 compared to the same period in 2018-19 (Table 7, Figures 13-14).

Other Special Services in Q1-Q2 2019-20 has the greatest proportion with 39.46% of all Special Service incidents. The largest percentage of Special Service Incident Type was Other with 16.19% (74 incidents) of these incidents. RTC incidents represent 29.10% of all Special Service incidents (337 incidents). Assist other agencies in Q1-Q2 2019-20 has the greatest change increase of 195.65% (135 incidents) compared to the same period in 2018-19.

Table 7 – Special Services

Special Services	Q1-Q2 2018-19	Q1-Q2 2019-20	Change	
RTC	329	337	+8	+2.43%
Animal assistance	67	60	-7	-10.45%
Assist other agencies	69	204	+135	+195.65%
Flooding	76	52	-24	-31.58%
Lift release	30	26	-4	-13.33%
Rescue or evacuation from water	20	22	+2	+10.00%
Other Special Services	356	457	+101	+28.37%
Total	947	1,158	211	+22.28%

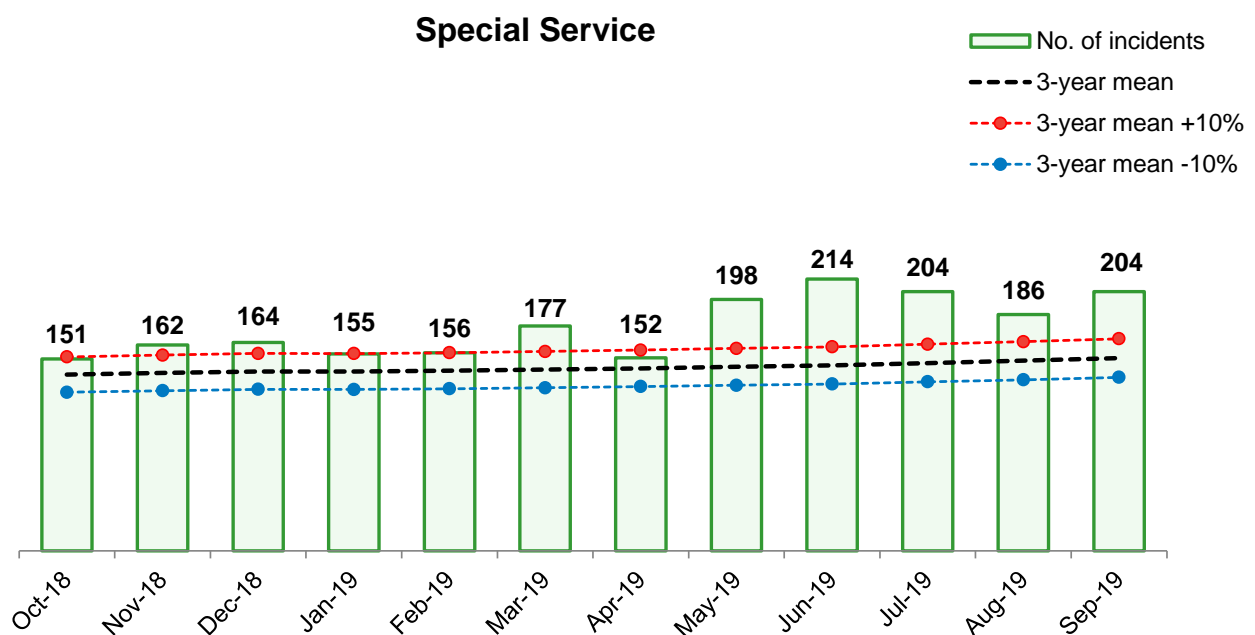


Figure 13 – Special Service incidents per month: from Oct 2018 to Sep 2019

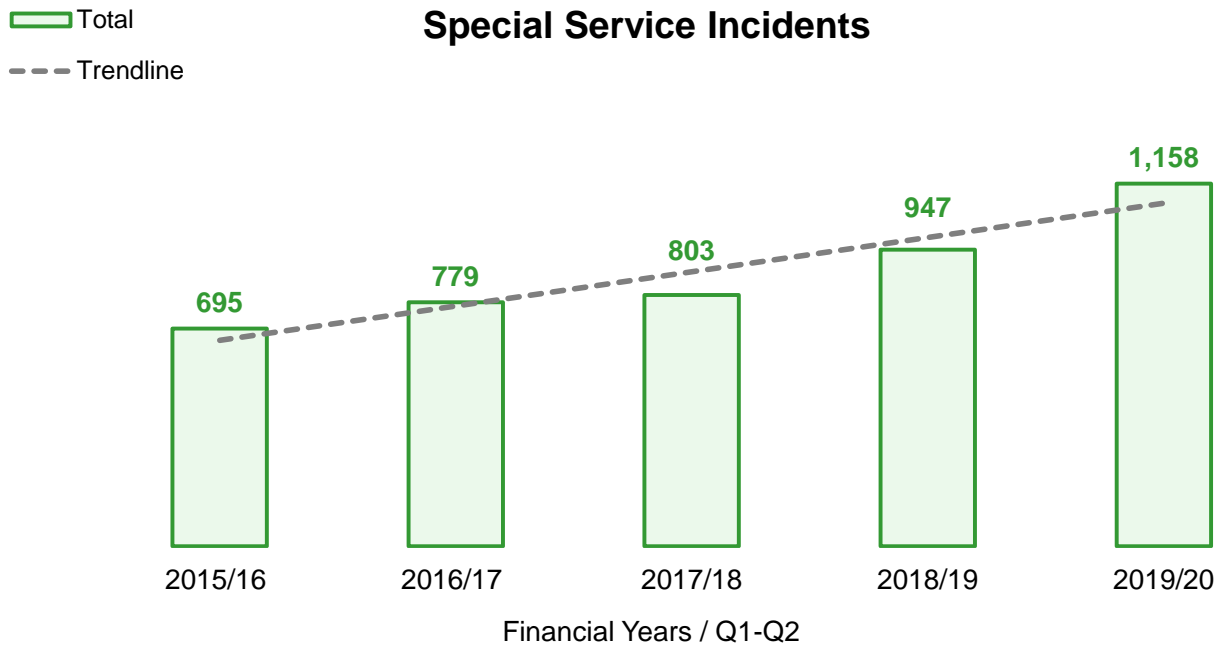


Figure 14 – Special Service incidents: from Q1-Q2 2015-16 to Q1-Q2 2019-20

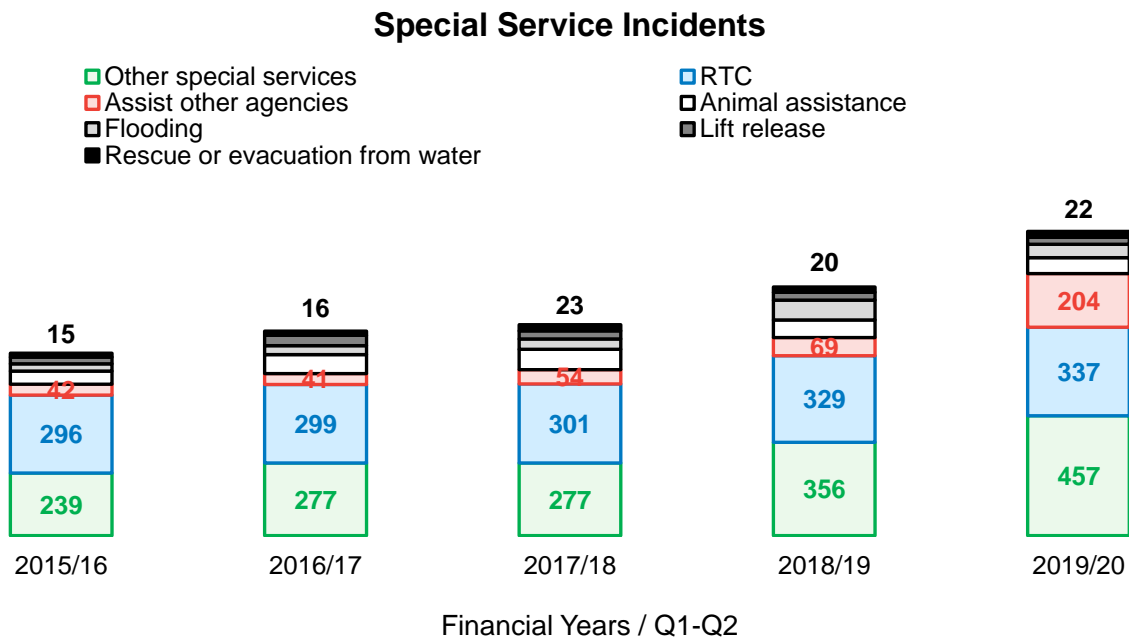


Figure 15 – Special Service incidents: from Q1-Q2 2015-16 to Q1-Q2 2019-20

- The increase in 'Assisting other agencies' by 135 incidents (195.65%) was expected due to the change in operational policies (Figure 15). In Q1-Q2 2019-20 62.75% of calls came from Police (128 out of 204 incidents) and 16.18% from the Ambulance (33 out of 204 incidents). The full list of incidents related to gaining access is available through the Operational Policies Department.
- The number of RTC incidents shows a 2.43% increase (8 incidents) in Q1-Q2 2019-20 compared with the same period in 2018-19.

- c) Incidents involving Animal Assistance decreased by 10.45%.
- d) Other Special Services incidents increased by 28.37%. These are incidents such as the removal of objects, spills and leaks (non-RTC), provision of advice and securing unsafe structures. In Q1-Q2 2019-20 the top 3 categories were 'Other' (74 incidents), 'Service not required' (52 incidents) and 'For medical case' (52 incidents). 31.95% of these calls came from Police.

2.2. RTC Incidents

Road Traffic Collision (RTC) incident numbers reflect the total number of incidents in the two counties of Herefordshire and Worcestershire that were attended by HWFRS crews.

Table 8 – RTC Incidents

RTC Incidents	Q1-Q2 2018-19	Q1-Q2 2019-20	Change	
Make vehicle safe	195	205	+10	+5.13%
Make scene safe	52	53	+1	+1.92%
Extrication of person/s	35	29	-6	-17.14%
Release of person/s	25	22	-3	-12.00%
Wash down road	1	2	+1	+100.00%
Other	21	26	+5	+23.81%
Total	329	337	+8	+2.43%

- a) The number of RTC incidents attended in Q1-Q2 2019-20 increased by 2.43% (8 incidents) compared to the same period in 2018-19 (Table 8). This is mostly accounted for by an increase in attending 'RTC – Make vehicle safe' which was up by 5.13% (10 incidents) and 'RTC – Other' which was up by 23.81% (5 incidents).
- b) The majority of RTCs involved making vehicles safe (60.83% of all RTC incidents attended).
- c) RTC incidents that required the extrication of person/s (using cutting equipment) decreased by 17.14% from 35 to 29 incidents.
- d) Fire and Rescue crews attended 10 fatalities involving RTCs in Q1-Q2 2019-20, which has not changed when compared to the same period in 2018-19. Nine out of the ten fatalities occurred at separate incidents. The number of people slightly injured in RTCs increased from 128 to 141, and the number of people seriously injured increased by 2. The overall number of casualties increased by 12 people (Table 9, Figure 16).
- e) The Community Risk Department continues to work with Partner Agencies to raise awareness of road safety.

Table 9 – RTC Casualties

RTC Casualty: severity	Q1-Q2 2018-19		Q1-Q2 2019-20		Change (%)	
	Inc No.	Cas No.	Inc No.	Cas No.	Inc No.	Cas No.
Fatalities	10	10	9	10	-10.00	0.00
Victim went to hospital, injuries appear to be Serious	35	38	35	40	0.00	+5.26
Victim went to hospital, injuries appear to be Slight	93	128	106	141	+13.98	+10.16
First aid given at scene	25	35	25	32	0.00	-8.57
Total	163	211	175	223	+7.36	+5.69

RTC - Injuries and Fatalities

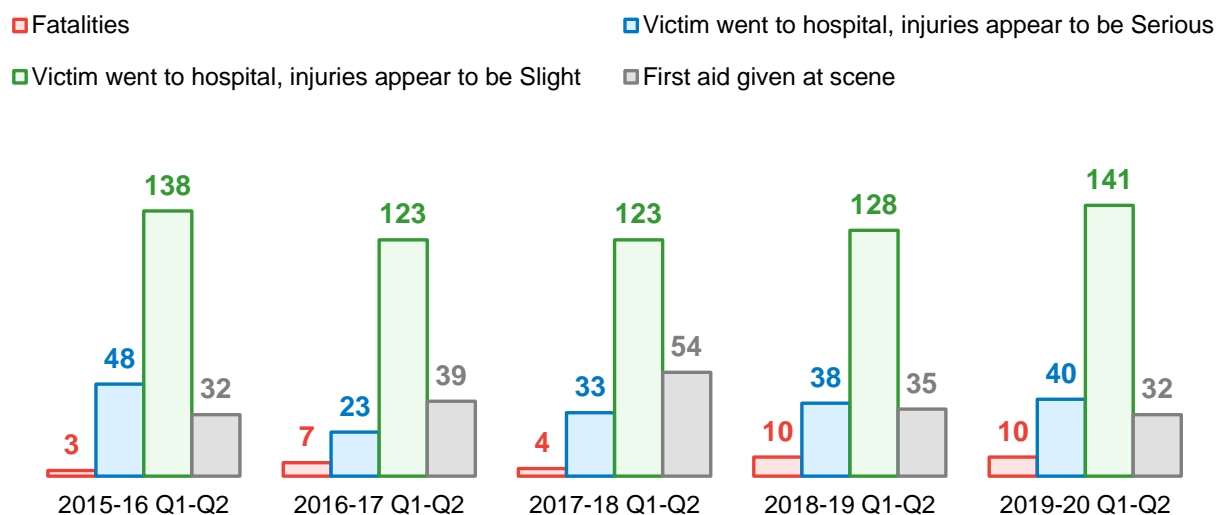


Figure 16 – RTC Injuries and fatalities quarterly data: from Q1-Q2 2015-16 to Q1-Q2 2019-20

Figure 17 shows the 5-year trend line for the total number of Road Traffic Collisions recorded in Q1-Q2 between 2015-16 and 2019-20. Analysis shows that for each Q1-Q2 period the total number of Road Traffic Collisions attended consistently increased by 11 incidents, an increase of 56 incidents in 5 years.

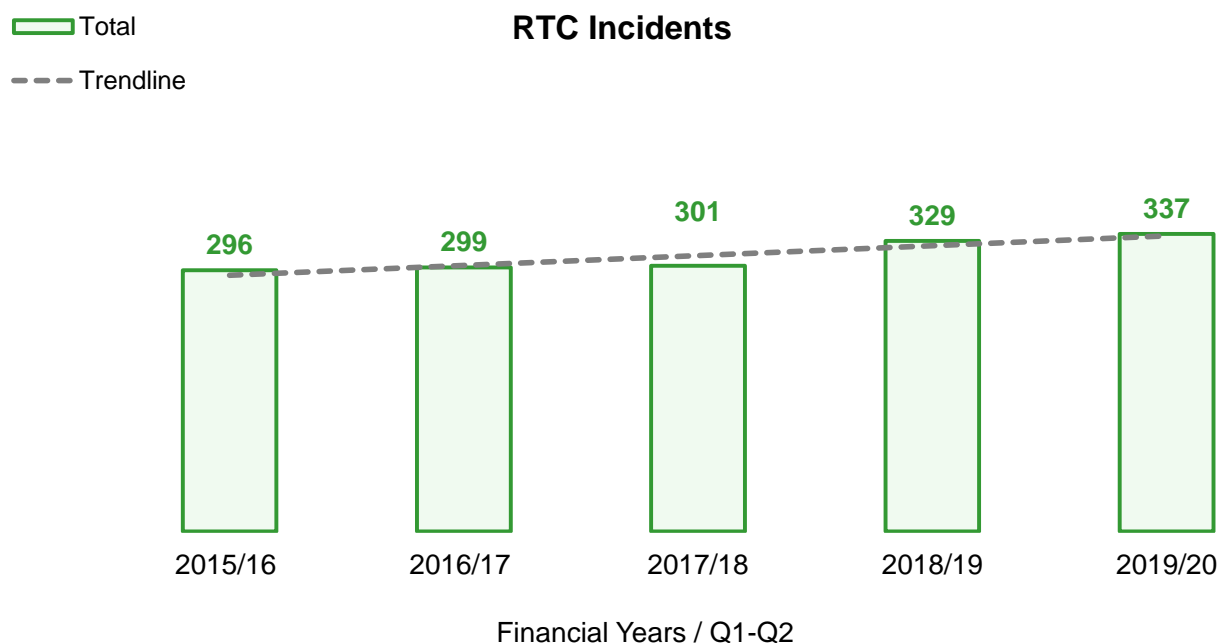


Figure 17 – RTC Incidents: from Q1-Q2 2015-16 to Q1-Q2 2019-20

2.3. False Alarm Incidents

The number of False Alarm incidents in Q1-Q2 2019-20 shows a decrease of 14 incidents (0.78%) compared to the same period in 2018-19 (Table 10, Figure 18). Overall, 50.00% (889 incidents) of False Alarm calls originated from domestic (dwellings and other residential) properties when compared with non-residential premises (34.53%, 614 incidents) and Other (15.47%, 275 incidents).

Fire Alarm Due to Apparatus incidents decreased by 7 incidents (0.55%) in Q1-Q2 2019-20 compared to the same period in 2018-19 (Table 10). The Service continues to analyse the cause and location of the incidents and works with premises owners to reduce call numbers.

False Alarm Good Intent incidents decreased by 17 incidents (3.48%) in Q1-Q2 2019-20, when compared to the same period in 2018-19. Malicious False Alarms increased from 20 to 30 and they were recorded as follows: 7 in Worcester, 4 in Redditch and Evesham, 3 in Kidderminster, and 2 in Bromsgrove, Pershore and Hereford, 1 in Stourport, Bromyard, Upton-upon-Severn, Droitwich, Pebworth and Malvern.

Figure 19 shows the 5-year trend line for the total number of False Alarms recorded in Q1-Q2 between 2015-16 and 2019-20. Analysis of time cannot be used as a predicting variable for the increasing number of False Alarms, since the model is of a very poor fit.

Table 10 – False Alarms

Category	Q1-Q2 2018-19	Q1-Q2 2019-20	Change	
Malicious false alarms	20	30	+10	+50.00%
Good intent false alarms	488	471	-17	-3.48%
Fire alarm due to apparatus	1,284	1,277	-7	-0.55%
Total	1,792	1,778	-14	-0.78%

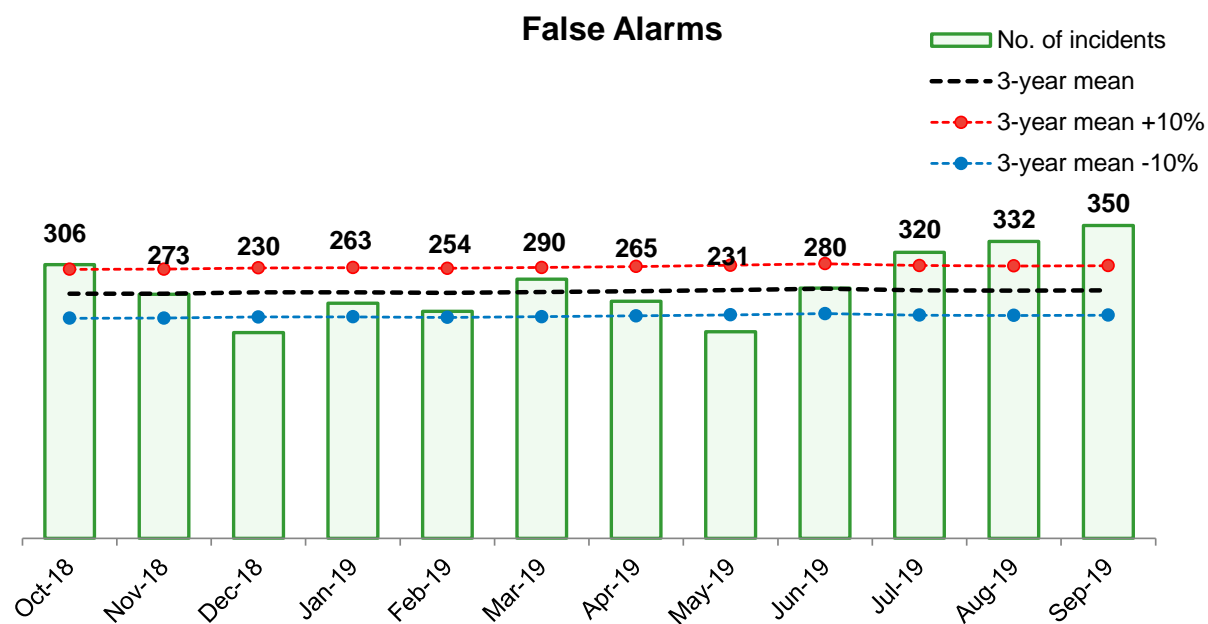


Figure 18 – False Alarm incidents per month: from Oct 2018 to Sept 2019

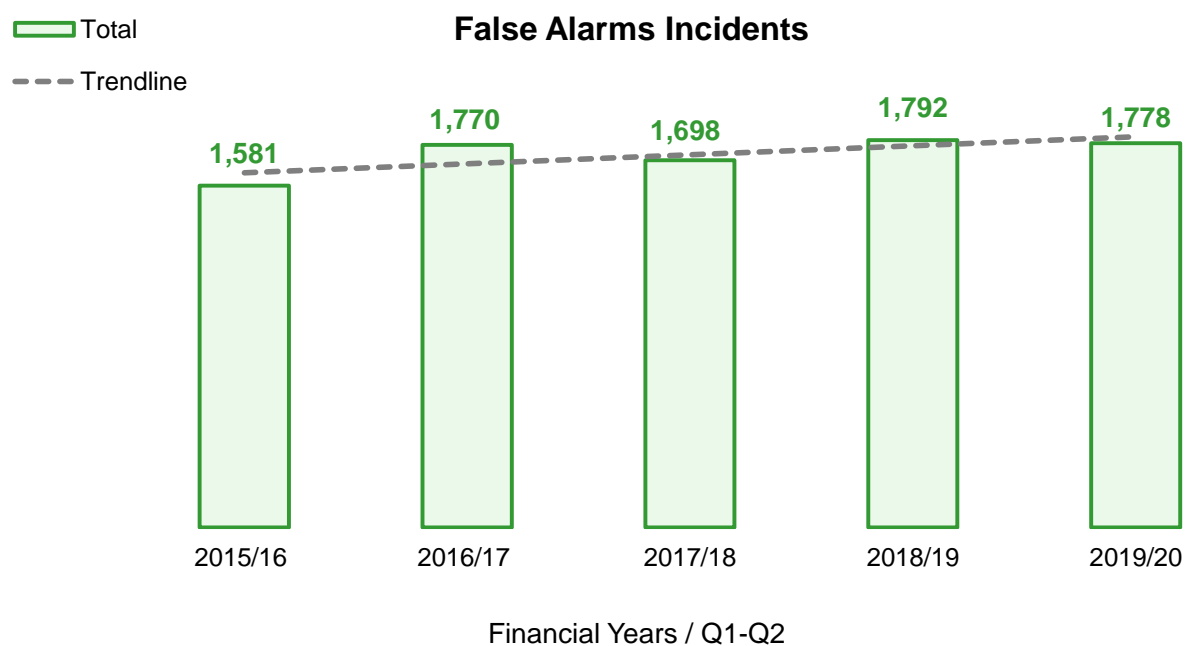


Figure 19 – False Alarm incidents: from Q1-Q2 2015-16 to Q1-Q2 2019-20

3. Absence Management

Staff absence and sickness is recorded on a quarterly basis in line with the Service's HR Connect management system (Figure 20). The sickness level for all staff in Q2 2019-20 has decreased overall to 1.03 days when compared to 1.70 days lost per head in Q2 in 2018-19. This is below the 5-year average of 1.95 days lost per head. More details can be found in Table 11.

3.1. All Staff Sickness

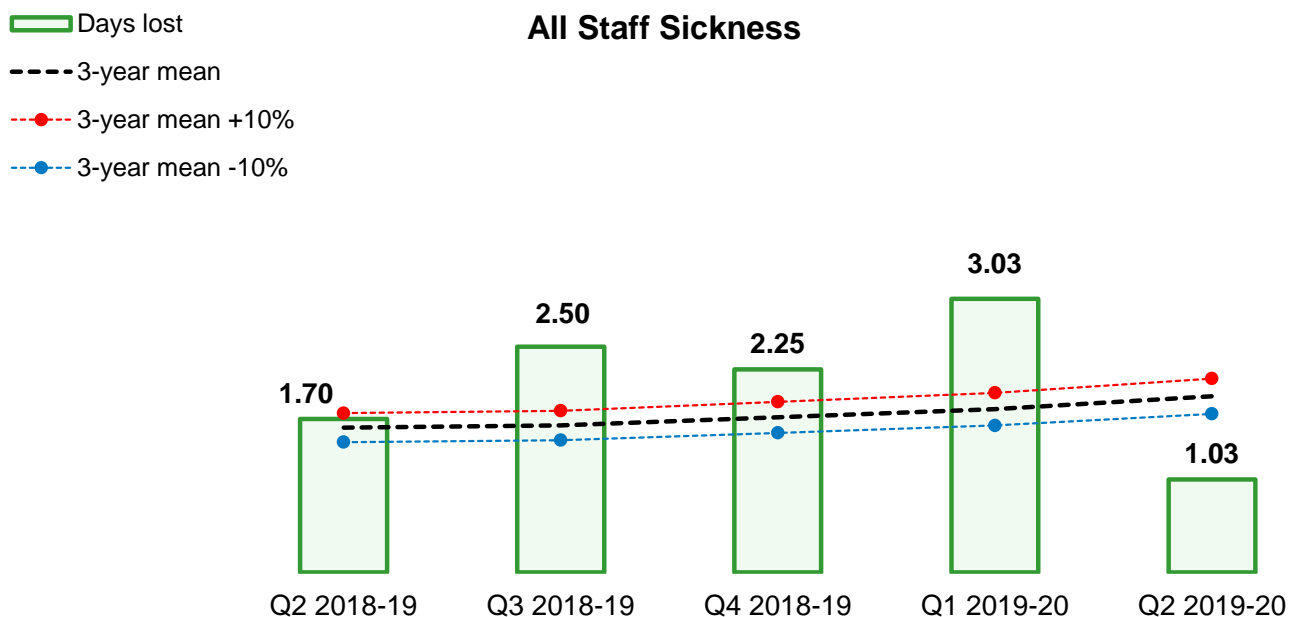


Figure 20 – All Staff Sickness: from Q2 2018-19 to Q2 2019-20

Table 11 – All Staff Sickness

Quarter	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Staff Sickness per head (days lost)
Quarter 1	1.10	1.93	3.03
Quarter 2	0.33	0.70	1.03
Quarter 3			
Quarter 4			

Long-term sickness continues to form the greatest proportion of All Staff sickness.

Figures for other Fire and Rescue Services are generally only available a quarter in arrears. The latest available figures are for Q1 2019-20, which showed that Hereford & Worcester FRS All Staff Sickness was higher than Shropshire FRS (3.03 average number of days/shifts lost per head compared to Shropshire's 1.57).

Figure 21 shows the 5-year trend line for the All Staff Sickness (the number of days/shifts lost per head) recorded in Q2 between 2015-16 and 2019-20. Time cannot be used as a predicting variable for the increasing number of days/shifts lost per head, since the model is of a very poor fit.

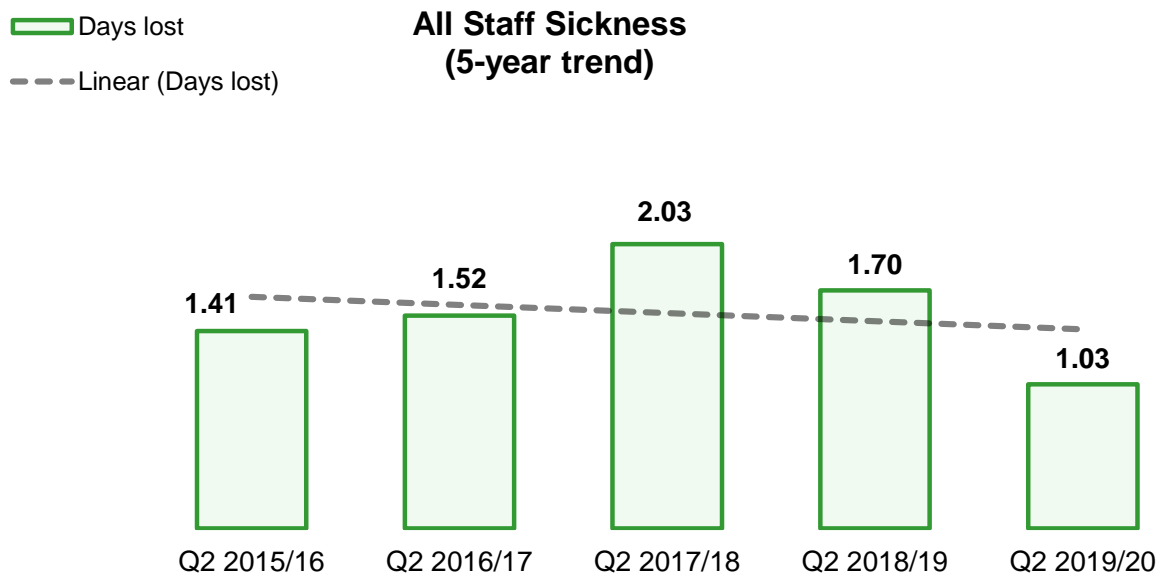


Figure 21 – All Staff Sickness: from Q2 2015-16 to Q2 2019-20

3.2. Non-Uniformed Staff Sickness

Non-Uniformed Staff Sickness in Q2 2019-20 was -0.55* days lost per head (Figure 22, Table 12). During the same period in 2018-19, Non-Uniformed Staff Sickness was at (0.38 days).

* The number of employees is constantly changing and this influences the average number of days/shifts lost per person reported. The negative numbers reflects changes between these averages from one quarter to another.

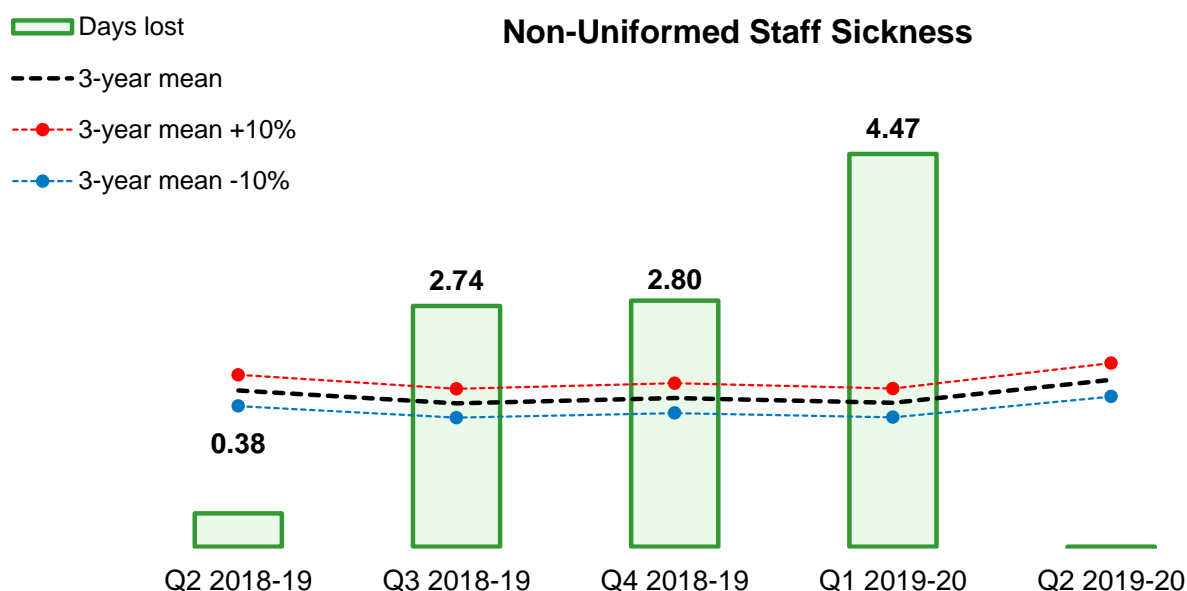


Figure 22 – Non-Uniformed Staff Sickness: from Q1 2015-16 to Q1 2019-20

Table 12 - Non-Uniformed Staff Sickness

Quarter	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Non-Uniformed Staff Sickness per head (days lost)
Quarter 1	2.01	2.46	4.47
Quarter 2	-0.22*	-0.33*	-0.55*
Quarter 3			
Quarter 4			

* The number of employees is constantly changing and this influences the average number of days/shifts lost per person reported. The negative numbers reflects changes between these averages from one quarter to another.

Long term sickness continues to form the largest proportion of sickness for Non-Uniformed Staff.

By occurrence the most frequently recorded reason for absence in Q2 2019-20 were gastro-intestinal issues and respiratory infections (cold / influenza).

By number of days lost the most significant reason for absence in Q2 2019-20 were musculo-skeletal pain (back), Hospital/Post-Operative and stress.

3.3 Wholetime Staff Sicknesses

Wholetime Staff Sickness in Q2 2019-20 is 1.84 days lost per head (Figure 23, Table 13). However, during the same period in 2018-19, Wholetime Staff Sickness was at a slightly higher level (2.23 days lost per head).

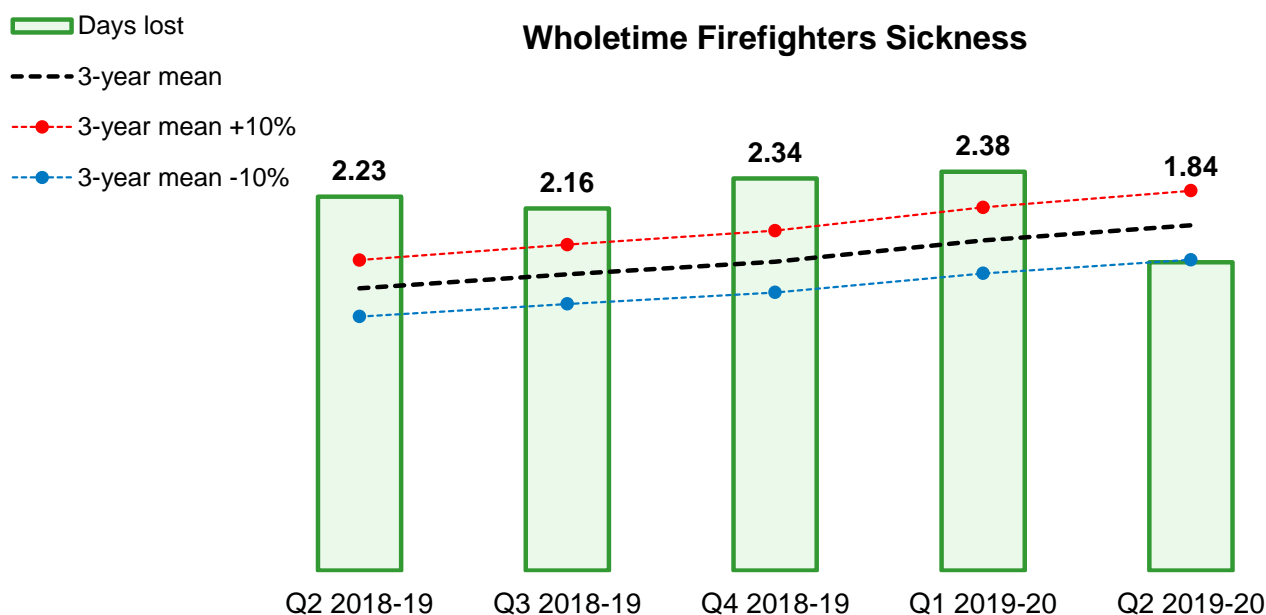


Figure 23 – Wholetime Staff Sickness: from Q2 2018-19 to Q2 2019-20

Table 13 – Wholetime Staff Sickness

Quarter	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Wholetime Staff Sickness per head (days lost)
Quarter 1	0.71	1.67	2.38
Quarter 2	0.49	1.35	1.84
Quarter 3			
Quarter 4			

By occurrence the most frequently recorded reason for absence in Q2 2019-20 were gastro-intestinal issues and musculo-skeletal.

By number of days lost the most significant reason for absence in Q2 2019-20 were musculo skeletal (lower limb) issues.

3.4 Comparative All Staff Sickness

To illustrate of how the Service's staff sickness levels compare with other public sector organisations, a comparison has been made against Herefordshire Council and Worcestershire County Council (WCC), whose sickness figures are most readily available (Table 14).

Table 14 – Comparative All Staff Sickness

Comparative All Staff Sickness	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Staff Sickness per head (days lost)
Worcestershire County Council	1.00	3.10	4.10
Herefordshire Council			4.19
HWFRS	1.48	2.74	4.06

The latest figures for Q1-Q2 2019-20 show that the Service's overall staff sickness levels are lower than the 4.10 at Worcestershire County Council and 4.19 days lost per head at Herefordshire County Council.

4. Key Performance Indicators Out of Tolerance

Total Fires, Secondary Fires and Chimney Fires remained within the levels of tolerance for Q1-Q2 2019-20. However, Total Incidents and Primary Fires were above the upper 10% tolerance limit. Special Service's and False Alarm incidents continued in Q1-Q2 2019-20 to be outside upper tolerance levels. A change in policy and a 195.65% increase in the number of Assisting other agencies (135 incidents) could explain why Special Service incidents are out of tolerance levels for Q1-Q2 2019-20.

Furthermore, RTC – Slight Injuries were at a 5-year high in Q1-Q2 2019-20. In Quarters 1-2, all staff sickness was below the level of tolerance for All Staff, Wholetime firefighters and Non-uniformed staff.

4.1 Attendance Standards – First Fire Appliance at Primary Building Fires

The Attendance Standard was set in the Service's Integrated Risk Management Plan (IRMP) 2009-2012. The standard is a stretch target for the first fire appliance to arrive at all Primary Building Fires within 10 minutes on at least 75% of occasions.

The total number of Primary Building Fires in Q1-Q2 2019-20 was 311, which is a 14.33% decrease compared to the same period in 2018-19.

The percentage of Primary Building Fires* attended by the first fire appliance within 10 minutes during Q1-Q2 2019-20 was 45.34% which is down by 11.96% compared to the same period in 2018-19 (Table 15).

* It should be noted that calculations are based on available records downloaded directly from the Fire Control's Command and Control System (Brigid), which have been quality checked. During Q1-Q2 2019-20, 7 out of 311 (2.25%) records were not included compared to 4 out of 363 (1.10%) in Q1-Q2 2018-19.

Table 15 – First fire appliance attendance at Primary Building Fires within 10 minutes

First fire appliance attendance	Q1-Q2 2018-19		Q1-Q2 2019-20	
Primary Building Fires attended within 10 minutes	208	57.30%	141	45.34%
Primary Building Fires not attended within 10 minutes	151	41.60%	163	52.41%
* Discarded incidents due to missing information	4	1.10%	7	2.25%
Total	363	100.00%	311	100.00%

Table 16 – First fire appliance attendance at Primary Building Fires average times

First fire appliance attendance (average times)	Q1-Q2 2018-19 (mm:ss)	Q1-Q2 2019-20 (mm:ss)
Call handling time (Time of Call until Time Appliance Mobilised)	01:39*	01:32*
Travel time (Mobile Time until Appliance Arrival at Scene)	08:38*	09:28*
Time of Call to Arrival at Scene	10:17*	11:00*

* It should be noted that these are three independent averaged values, and therefore may not always add up.

* To ensure that comparability between Q1-Q2 2018-19 and Q1-Q2 2019-20 results are accurate. The attendance standard for Q1-Q2 2018-19 has been recalculated as the data used include all Building Fires, whereas the new attendance standard focusses on Primary Building Fires only.

This benchmark or measurement standard does not alter how quickly the Service attend incidents. Many other factors can influence this target, such as call challenging and information gathering by Fire Control, changing societal issues, for example fewer incidents in built up areas and more incidents proportionally outside of towns and cities and weather/road conditions. All of this may increase the average time taken to attend incidents across both counties.

The attendance standard was developed prior to the introduction of the current Fire Control system and there is no exact match between a time recorded in the current system and the time used under the old method to record the time of call. The nearest time in the current system would be "Incident Created", which is after the time of call and is when the Fire Control has identified the address in the database and needs to pinpoint the nearest fire appliance.

The average time for the first fire appliance attendance at all Primary Building Fires in Q1-Q2 2019-20 was 11 minutes, an increase of 6.97% of delay compared with Q1-Q2 2018-19 (Table 16).

In Q1-Q2 2019-20 the first fire appliance did not meet the Attendance Standard on 163 occasions out of the 311 Primary Building Fires attended* (Table 17). The main reason cited by crews for the first fire appliances not attending Primary Building Fires within 10 minutes was travel distance to the incident (23.79% of incidents). The top three reasons for not meeting the attendance standard are listed in Table 17.

* This statistic is based on information provided by firefighters in the incident reports (Question 2.14) which is subjective in nature.

Table 17 – Attendance Standard – Primary Building Fires

Reason for not meeting attendance standard	No. of incidents	%
Travel distance to the incident	74	23.79%
Turn in time (Retained and Day crew only)	45	14.47%
Appliance not booked in attendance	13	4.18%
Other	32	10.29%
Incidents not recorded by OICs as Attendance Standard Not Met	-1*	-0.61%
Total	163	52.41%

* On one occasion, an OIC reported that the Attendance Standard was not met, which after cross-checking with the Command & Control system turned out to be incorrect.

5. On-Call (Retained) Availability

The Gartan* report was produced on 8th October 2019 (a copy of the report is available upon request). The overall availability of the first On-Call (Retained) fire appliance decreased by 3.52%, when compared with the same period of 2018-19 (Table 18).

From 1st March 2019, Wholetime appliances at Droitwich, Evesham and Malvern were retained at night (18:00-08:00) and therefore a weighted average has been applied to calculate availability of first On-call appliances at these locations. A direct comparison has not been included against the previous year due to the change in crewing.

*Gartan is an online availability management system.

Table 18 – First fire appliance On-Call (Retained) availability in Q1-Q2 2019-20

Station	County	Q1-Q2 2018-19	Q1-Q2 2019-20	Change %
Bromyard	Herefordshire	96.52%	97.55%	1.03%
Eardisley	Herefordshire	93.53%	93.61%	0.08%
Ewyas Harold	Herefordshire	96.83%	99.98%	3.15%
Fownhope	Herefordshire	96.83%	90.64%	-6.19%
Hereford	Herefordshire	97.72%	98.08%	0.36%
Kingsland	Herefordshire	99.12%	98.37%	-0.76%
Kington	Herefordshire	95.64%	96.62%	0.98%
Ledbury	Herefordshire	98.39%	99.48%	1.08%
Leintwardine	Herefordshire	97.68%	96.06%	-1.63%
Leominster	Herefordshire	99.93%	99.74%	-0.19%
Peterchurch	Herefordshire	66.92%	60.02%	-6.90%
Ross-on-Wye	Herefordshire	100.00%	100.00%	0.00%
Whitchurch	Herefordshire	67.20%	71.46%	4.26%
Bewdley	Worcestershire	66.42%	52.83%	-13.58%
Broadway	Worcestershire	68.23%	34.02%	-34.20%
Bromsgrove	Worcestershire	80.77%	55.95%	-24.82%
Droitwich Spa	Worcestershire	-	66.47%	-
Evesham	Worcestershire	-	91.47%	-
Kidderminster	Worcestershire	55.63%	67.90%	12.27%
Malvern	Worcestershire	-	87.00%	-
Pebworth	Worcestershire	87.27%	76.78%	-10.49%
Pershore	Worcestershire	87.22%	92.92%	5.71%
Redditch	Worcestershire	98.14%	86.19%	-11.95%
Stourport	Worcestershire	67.04%	69.91%	2.87%
Tenbury	Worcestershire	98.98%	98.88%	-0.10%
Upton upon Severn	Worcestershire	92.03%	91.89%	-0.14%
Worcester	Worcestershire	90.53%	92.08%	1.55%
Total		87.44^a	83.92^a	-3.52^a

^a The average (mean) of availability of first appliances only.

5.1 Number of incidents per station ground

Table 19 shows the number of incidents recorded in each fire station ground area* in Q1-Q2 2019-20.

Table 19 – Incidents per station ground Q1-Q2 2019-20

Station Ground	County	Fire	Special Service	False Alarm	Total
Bromyard	Herefordshire	15	21	16	52
Eardisley	Herefordshire	8	9	1	18
Ewyas Harold	Herefordshire	9	8	3	20
Fownhope	Herefordshire	4	6	3	13
Hereford	Herefordshire	89	133	167	389
Kingsland	Herefordshire	7	6	10	23
Kington	Herefordshire	4	9	3	16
Ledbury	Herefordshire	17	24	40	81
Leintwardine	Herefordshire	7	2	2	11
Leominster	Herefordshire	19	35	37	91
Peterchurch	Herefordshire	12	5	10	27
Ross-on-Wye	Herefordshire	26	41	26	93
Whitchurch	Herefordshire	10	16	13	39
Bewdley	Worcestershire	35	17	15	67
Broadway	Worcestershire	5	7	12	24
Bromsgrove	Worcestershire	58	91	162	311
Droitwich Spa	Worcestershire	44	42	78	164
Evesham	Worcestershire	68	59	126	252
Kidderminster	Worcestershire	114	107	182	403
Malvern	Worcestershire	34	70	97	201
Pebworth	Worcestershire	7	3	6	16
Pershore	Worcestershire	31	22	39	93
Redditch	Worcestershire	153	134	242	529
Stourport	Worcestershire	50	46	67	163
Tenbury	Worcestershire	12	11	1	24
Upton upon Severn	Worcestershire	14	25	28	67
Worcester	Worcestershire	148	209	392	749
Total		1,000	1,158	1,778	3,936
		25.41%	29.42%	45.17%	100%

* The geographical location of each incident is recorded in the Incident Recording System, which determines the relevant station ground. The table summarises the data for all incidents except where the incidents were recorded as 'Over The Border' or OTB.