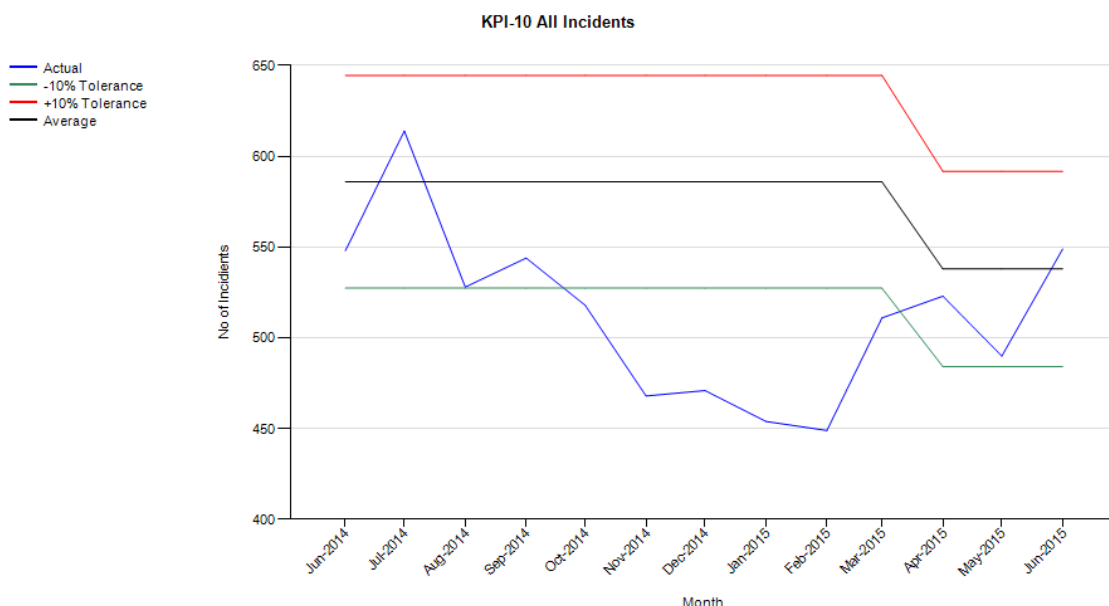# Fire Authority 2015-16 Quarter 1 Performance

1. Operational Activity

1.1. Total Incidents Attended

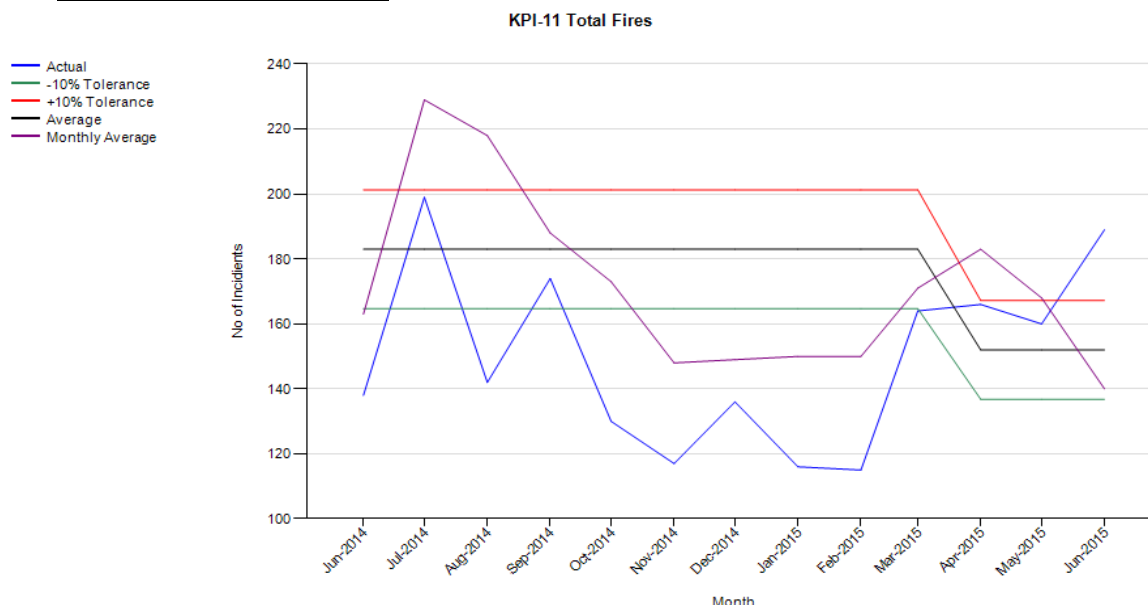*(Figure 1 – Total Incidents per month June 2014 to June 2015)*

Summary *Total incident levels for Quarter 1 2015-16 show an increase in operational activity compared to the same quarter last year. Fire incidents have increased whilst both False Alarms and Special Service incidents have decreased, making a nominal 0.5% overall increase in total incidents.*

Total Incidents	Q1 2014-15	Q1 2015-16	Percentage change
All Fires	440	517	17.5%
Special Services	343	326	-5.0%
False Alarms	772	721	-6.6%
Total Incidents	**1555**	**1564**	**0.6%**

(Table 1 –Total Incidents Q1 2014-15 and Q1 2015-16)

- Total Fire incidents, which include Primary, Secondary and Chimney Fires, have increased 17.5% when compared to Quarter 1 2014-15. This is mainly due to an increase in Secondary Fires. Though this number seems high it is the 3rd lowest Quarter 1 in the 9 years since this dataset has been available.

- Special Service incidents (emergency incidents that are not fire related) have decreased 5.0% when compared to Quarter 1 2014-15. This is the 2nd lowest Quarter 1 figure in the 9 years since the current dataset has been available.

- There has also been a 6.6% decrease in the number of False Alarm calls compared with the same period last year.

1.2. Total Number of Fires

KPI-11 Total Fires

Legend:
- Actual
- -10% Tolerance
- +10% Tolerance
- Average
- Monthly Average

Y-axis: No of Incidents
X-axis: Month (Jun-2014 to Jun-2015)

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

Summary *Increases in Primary and Secondary Fires have contributed to an overall rise in the total number of Fires attended in Quarter 1 2015-16, compared to the same period in the previous financial year: this is not unexpected, as 2014-15 was particularly wet.*

Total Fires	Q1 2014-15	Q1 2015-16	Percentage change
Primary Fires	235	249	6.0%
Secondary Fires	180	248	37.8%
Chimney Fires	25	20	-20%
Total Fires	**440**	**517**	**17.5%**

(Table 2 – Total Fires Q1 2014-15 and Q1 2015-16)

- Primary Fires have increased by 6.0% when compared with the same period last year (249 compared to 235) although this is still lower than the average from the last 5 years (280 incidents).

- Secondary Fires have increased by 37.8% when compared with the same period last year (248 compared to 180); the increase can be attributed to dry and hot weather conditions in 15/16 compared to wet weather conditions experienced in 14/15.

- Chimney Fires have decreased by 20% compared with Quarter 1 2014-15 (20 compared to 25) and are down by 41.2% compared with the average number of Chimney Fire incidents attended over the last 5 years (34 incidents).

1.3. Primary Fires

KPI-14 Primary Fires
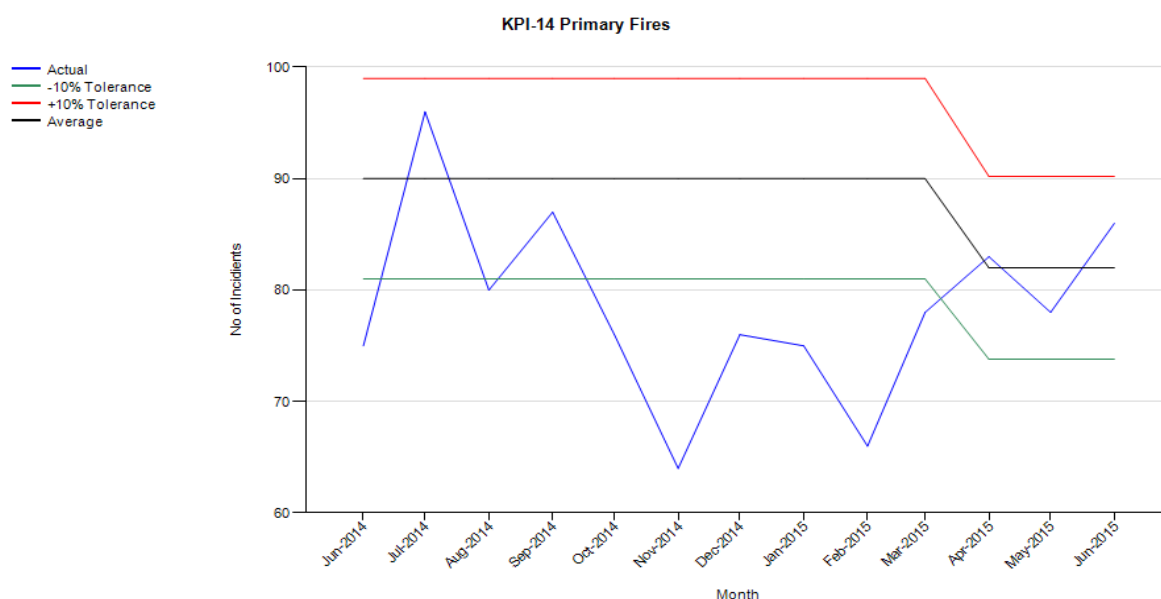
(Figure 3 – Total Primary Fire Incidents per month June 2014 to June 2015)

Summary *Primary Fire incidents in Quarter 1 2015-16 have increased when compared with Quarter 1 2014-15.*

| Primary Fires	Q1 2014-15	Q1 2015-16	Percentage Change
Building Fires	128	146	14.1%
Vehicle & Transport Fires	78	76	-2.6%
Outdoor Fires	29	27	-6.9%
Total Fires	**235**	**249**	**6.0%**

(Table 3 – Primary Fires Q1 2014-15 and Q1 2015-16)

- Building Fires have increased by 14.1% compared to the same period in the previous year. Within the category of Building Fires, Non-residential Fires have increased by 30.2% and Dwellings Fires have increased by 10.0% although the amount (86) remains below the 5 year average (88).

- Car Fires account for the largest proportion of Vehicle and Transport Fires, although they have reduced from 40 in Quarter 1 2014-15 to 39 in Quarter 1 2015-16.

- The number of Primary Outdoor Fires has decreased slightly when compared with the same Quarter last year (27 compared to 29 fires respectively). These are Outdoor Fires that are designated Primary Fires, as they are attended by five or more appliances or involve a casualty.

- Injuries from Primary Fires have increased when compared with the same period last year. There were 19 injuries from 10 Primary Fires in Quarter 1 2015-16 compared with 3 incidents and 4 injuries in the same period last year. Four of these injuries occurred in one incident alone and a further 2 in a single factory fire.

- The Service continues to deliver prevention activity in line with local and national initiatives, and work with partner agencies to support those most at need.

- There were no fatalities from Primary Fires in Quarter 1 2015-16 which is the same as Quarter 1 last year.

1.4. Secondary Fires

Summary *Secondary Fire numbers have increased in Quarter 1 2015-16. This can be attributed to drier weather conditions.*
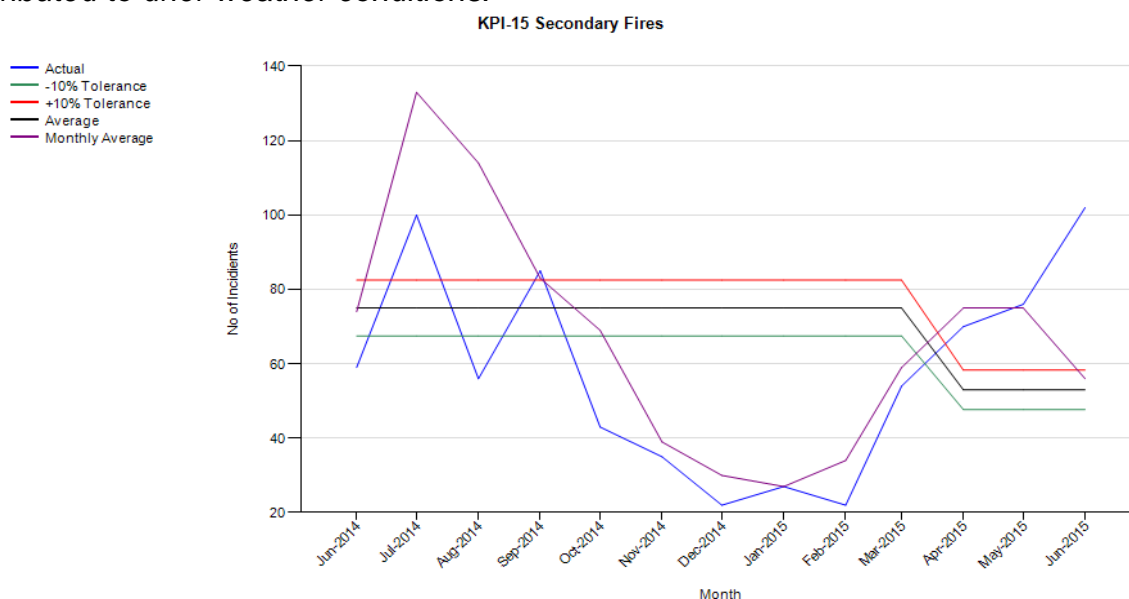
(Figure 4 – Secondary Fire Incidents per month June 2014 to June 2015)

- The table below shows an increase in Secondary Fires, comparing Quarter 1 2015-16 to Quarter 1 2014-15. Fires located in Grassland, Woodland and Crops represent 39.9% of Secondary Fires in Quarter 1 2015-16, which is an increase of 135%; Other Outdoors Fires (including land) are also up 54.7% (46.8% of Secondary Fires). Though this appears a large increase this is the 4th lowest number in the 9 years since records began and lower than the 5 year average of 276.

Secondary Fires	Q1 2014-15	Q1 2015-16	Percentage change
Grassland, Woodland and Crop	42	99	135.71%
Other Outdoors (including land)	75	116	54.67%
Outdoor equipment & machinery	7	0	-100.00%
Outdoor Structures	46	21	-54.35%
Building & Transport	10	12	20.00%
Total Fires	**180**	**248**	**37.78%**

(Table 4 – Secondary Fires Q1 2014-15 and Q1 2015-16)

1.5. <u>Chimney Fires</u>

<u>Summary</u> *Chimney Fires have decreased by 20.0% compared with Quarter 1 2014-15 (20 compared with 25) and are down by 41.2% compared with the average number of Chimney Fire incidents attended in the last 5 years (34 incidents).*
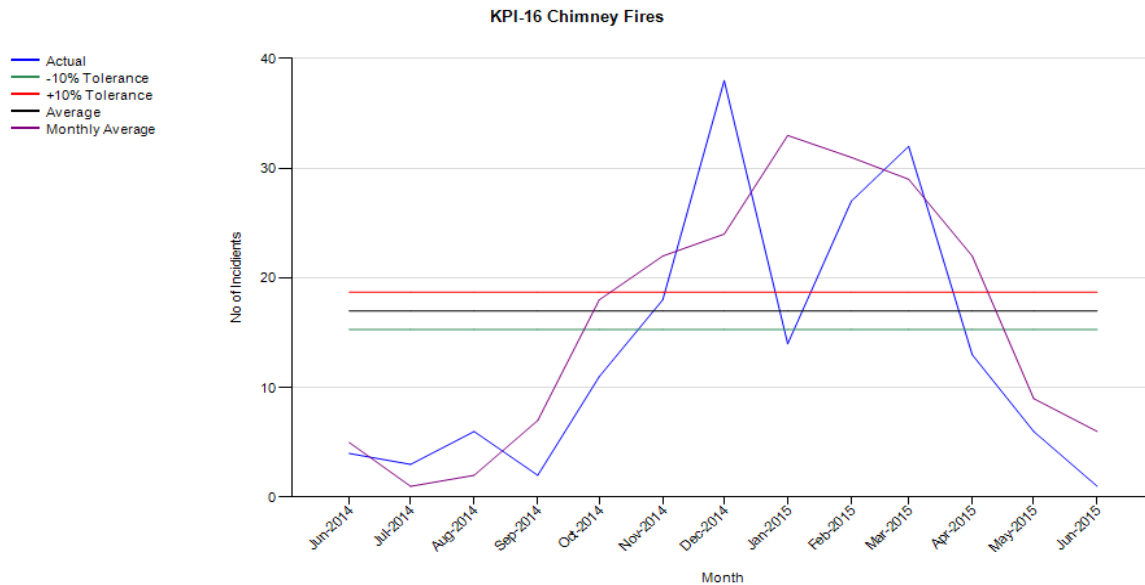
(Figure 5 – Chimney Fire Incidents per month June 2014 to June 2015)

- The total number of Chimney Fires attended in Quarter 1 2015-16 has reduced when compared with Quarter 1 2014-15.

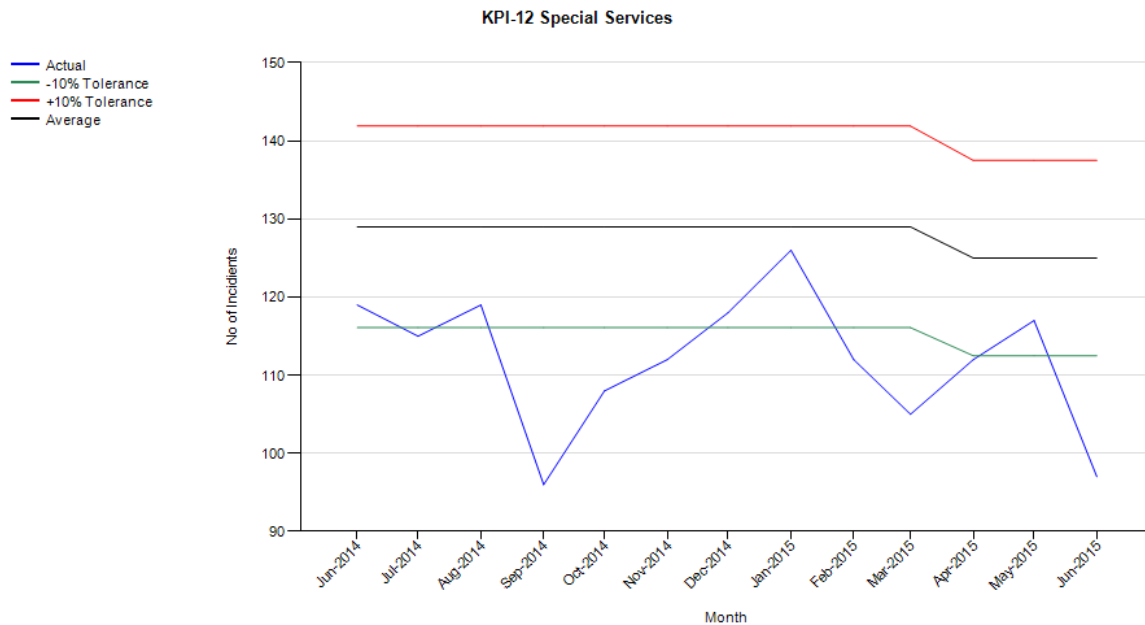| Chimney Fires	Q1 2014-15	Q1 2015-16	Percentage Change
April	13	13	0.00%
May	8	6	-25.00%
June	4	1	-75.00%
Total	**25**	**20**	**-20.00%**

(Table 5 – Chimney Fires Q1 2014-15 and Q1 2015-16)

2. Operational Activity - Other Non-Fire Incidents

The second section of this report focuses on operational activity in terms of other non-fire related incidents attended.

2.1. Special Service Incidents

(Figure 6 – Special Services Incidents per month June 2014 to June 2015)

Summary *Special Service incident totals have decreased by 5.0% when compared with the same period last year. This is not unexpected owing to drier conditions in 2015-16 than in Quarter 1 2014-15. Special Service is at its second lowest figure since records began 9 years ago.*

All Special Services	Q1 2014-15	Q1 2015-16	Percentage Change
RTC Incidents	130	138	6.2%
Flooding	24	9	-62.5%
Rescue/Evacuation from Water	9	6	-33.3%
Animal Assistance	21	24	14.3%
Other Special Services	159	149	-6.3%
Total Incidents	**343**	**326**	**-5.0%**

(Table 6 – Special Services Q1 2014-15 and Q1 2015-16)

- The number of RTC (Road Traffic Collisions) incidents has increased when compared with the previous year.

2.2. False Alarm Incidents
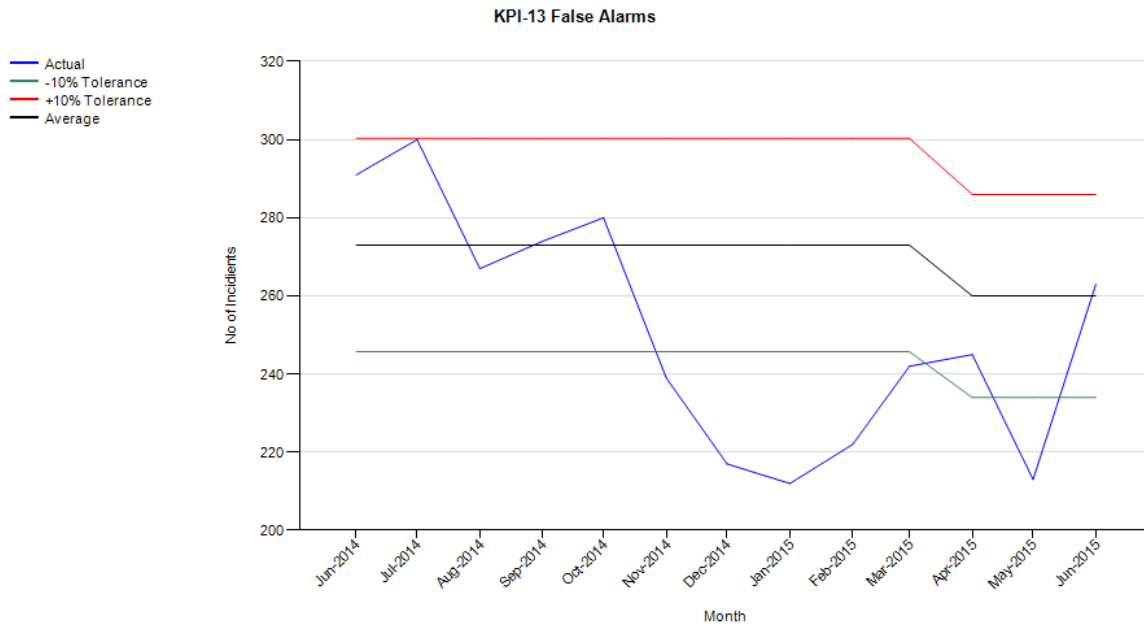
(Figure 7 – False Alarm Incidents per month June 2014 to June 2015)

Summary *The total number of False Alarms attended decreased slightly in Quarter 1 2015-16 compared with the same Quarter last year, although there was a spike in June 2015.*

- There has been a decrease in the number of Good Intent False Alarms and Malicious False Alarms attended when compared with the same Quarter last year.

- There has also been a decrease in the number of Automatic False Alarms attended which represents the largest proportion of all False Alarms.

Total False Alarms	Q1 2014-15	Q1 2015-16	Percentage Change
Malicious False Alarms	17	13	-23.53%
False Alarm Good Intent	202	192	-4.95%
Automatic False Alarms	553	516	-6.69%
Total False Alarms	**772**	**721**	**-6.61%**

(Table 7 – False Alarms Quarter 1 2014-15 and Quarter 1 2015-16)

3. Absence Management

3.1. All Staff Sickness
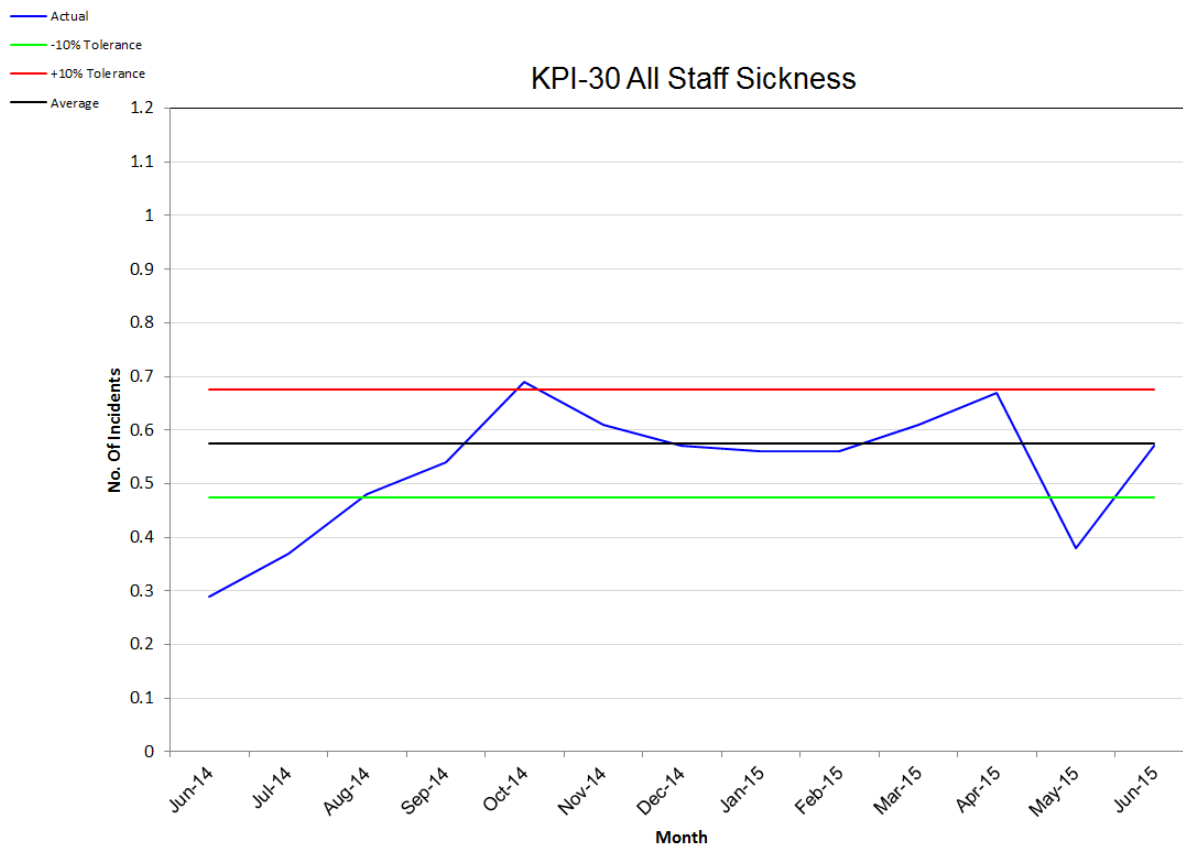
(Figure 8 – All Staff Sickness June 2014 to June 2015)

Summary *Sickness levels for all staff have remained within tolerance on a monthly basis in Quarter 1 and have dropped from a peak in October 2014.*

	Short Term All Staff Sickness per head *(shifts/days lost)*		Long Term All Staff Sickness per head *(shifts/days lost)*		All Staff Sickness per head *(shifts/days lost)*	
April 15	0.22	*(87)*	0.45	*(181)*	0.67	*(268)*
May 15	0.37	(67)	0.21	(86)	0.58	(153)
June 15	0.50	(201)	0.17	(68)	0.67	(269)
Total	1.09	(355)	0.83	(335)	1.92	(690)

(Table 8 – All Staff Sickness per month Q1 2015-16)

- The largest monthly total of all staff sickness for Quarter 1 2015-16 occurred in both April and June 2015, where 0.67 days/shifts per head were lost to sickness absence. 48.3% of all staff sickness in that month was due to long term staff sickness.

- Long term staff sickness rose to 51.7% of total staff sickness in June 2015.

3.2. Non-Uniformed Staff Sickness
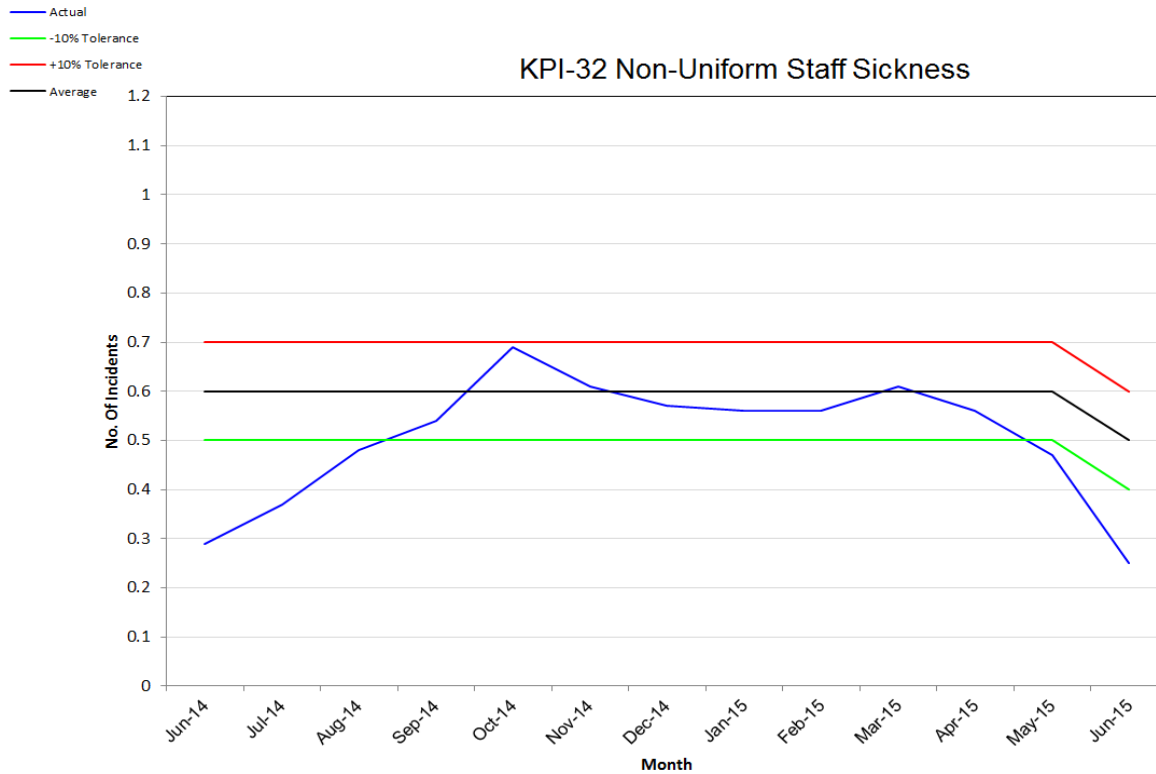
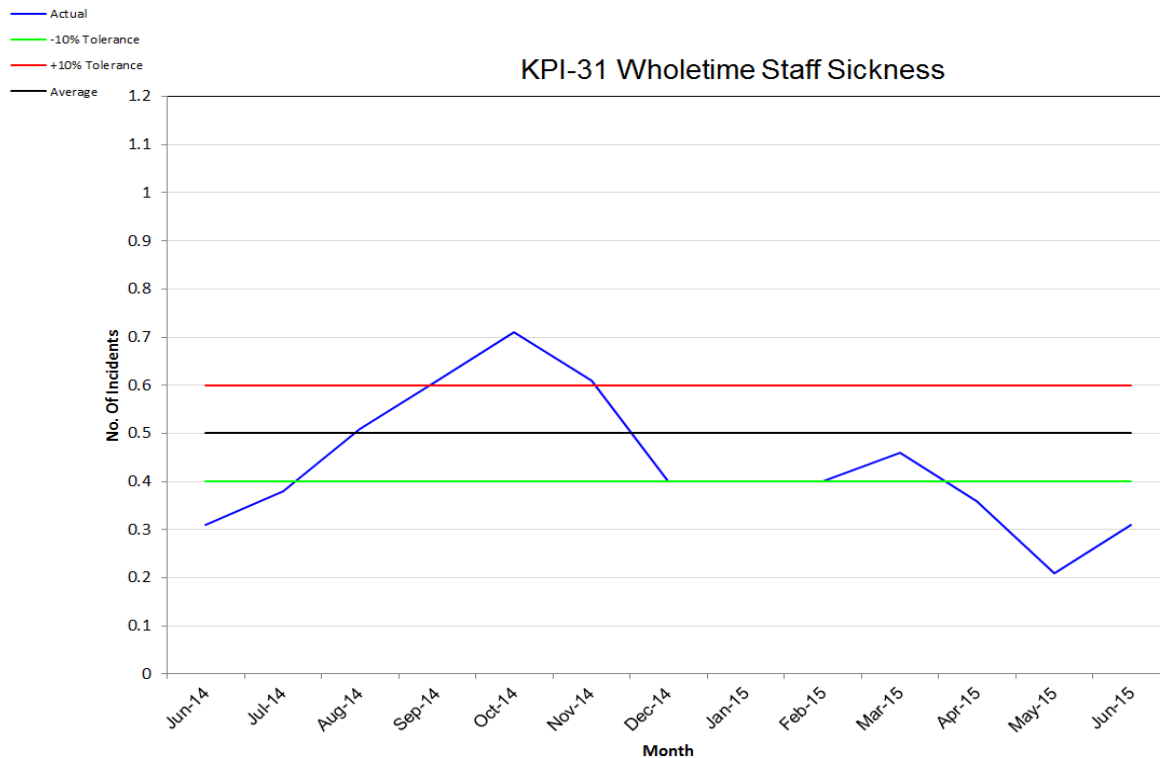*(Figure 9 – Non-Uniform Staff Sickness June 2014 to June 2015)*

Summary *Non-Uniform sickness levels are within tolerance on a monthly basis in Quarter 1 2015-16 and have dropped since January.*

- The largest monthly total of all Non-Uniform staff sickness in Quarter 1 2015-16 was in April 2015, where 0.56 days per head were lost to sickness absence. 76.8% of the Non-Uniformed sickness in April was due to short term sickness (0.43 days per head).

- Non-Uniformed staff sickness has reduced on a monthly basis since April and the June figure of 0.25 days lost, was the lowest Non-Uniform sickness per head total since this data was first collected in April 2007. As a comparison, the largest monthly total was 1.7 days lost to Non-Uniform staff sickness in November 2007.

	Non-Uniform Short Term Sickness per head (Days lost)		Non-Uniform Long Term Sickness per head (Days lost)		All Non-Uniform Staff Sickness per head (Days lost)	
April 15	0.43	*(43)*	0.13	*(12.43)*	0.56	*(55.43)*
May 15	0.35	*(34.46)*	0.12	*(11.74)*	0.47	*(46.2)*
June 15	0.13	*(13)*	0.12	*(11.74)*	0.25	*(24.74)*
Total	**0.91**	**(90.46)**	**0.37**	**(35.91)**	**1.28**	**(126.37)**

(Table 9 – Non-Uniform Staff Sickness per month Q1 2015-16)

3.3. Wholetime Staff Sickness

(Figure 10 – Wholetime Staff Sickness June 2014 to June 2015)

Summary *Wholetime sickness levels are within tolerance levels on a monthly basis in Quarter 1 2015-16 and have dropped since October 2014.*

- The largest monthly total of Wholetime staff sickness in Quarter 1 2015-16 was in April 2015, where 0.36 shifts per head were lost to sickness absence. 50.0% of Wholetime staff sickness in this month was due to long term sickness (0.18 shifts per head).

- The improved Wholetime sickness figures are predominantly as a result of a reduction in the amount of long term staff sickness. The last time Wholetime sickness was out of tolerance occurred in October 2014, when 223 shifts were lost to long term sickness or 0.71 shifts per head compared, with 116 shifts or 0.36 shifts per head in April 2015.

	Wholetime Short Term Staff Sickness per head (shifts lost)		Wholetime Long Term Staff Sickness per head (shifts lost)		All Wholetime Sickness per head (shifts lost)	
April 15	0.18	(58)	0.18	(58)	0.36	(116)
May 15	0.10	(31)	0.11	(35)	0.21	(66)
June 15	0.14	(45)	0.17	(53)	0.31	(98)
Total	**0.42**	**(134)**	**0.46**	**(146)**	**0.88**	**(280)**

(Table 10 – Wholetime Sickness per month Q1 2015-16)

3.4. Comparative Data

| Sickness Absence	Q1 2014-14	Q1 2015-16	Percentage Change
Wholetime Staff Sickness	0.87 (280.0)	0.88 (280.1)	0.04%
Non-Uniform Staff Sickness	1.27 (126.37)	1.28 (126.38)	0.01%
All Staff Sickness	**0.97 (406.37)**	**0.99 (406.39)**	0.02%

(Table 11 – All Staff Sickness Q1 2014-15 and Q1 2015-16)

- There has been a very slight increase during Quarter 1 2015-16 in all staff sickness, compared with the previous year.

- A simple projection of Quarter 1 2015-16 figures would result in an annual 3.89 days/shifts per head lost to all staff sickness. Consequently there would be a slight decrease when compared with the figure of 3.88 shifts/days lost per head to all staff sickness in 2014-15. This also compares favourably with the reported annual sickness absence figures of 7.17 for Worcestershire County Council for 2014-15.

- Comparative Quarter 1 figures with other local Fire and Rescue Services are not available at the time of preparing this report.

4. Key Performance Indicators Out of Tolerance

At the end of Quarter 1 2015-16, all bar 2 Key Performance Indicators (KPI) were within the 10% tolerance levels; exceptions being Secondary Fires 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 Fires in Buildings
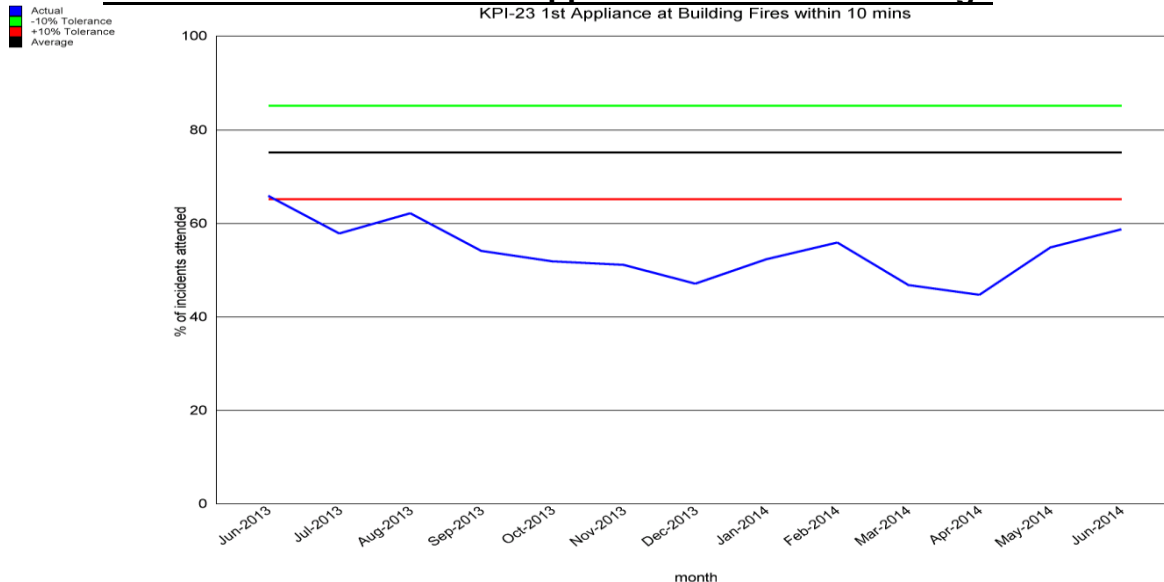
(Figure 11 – Percentage of 1st Appliance at Building Fires within 10 minutes – June 2014 to June 2015)

Summary *The Service saw a 6% improvement in the attendances at Building Fires that met the 10 minutes attendance standard compared to the same quarter last year. Travel distance accounted for 45.2% of occasions where the standard was not met. 29.7% of the 63 incidents which did not meet the standard were attended in a time of between 10 and 12 minutes.*

1st Appliance attendance at Building Fires within 10 minutes	Q1 2014-15	Q1 2015-16
Building Fires attended within 10 minutes	71	89
Total Number of Building Fires attended	135	152
% attended within 10 minutes	**52.6%**	**58.6%**

(Table 13 – 1st Appliance attendance Quarter 1 2014-15 & Quarter 1 2015-16)

- There were more building fires attended within the 10 minute standard in Quarter 1 2015-16 compared with the same Quarter in 2014-15. The average time taken to attend the 152 Building Fires was 11 minutes 05 seconds.

- 44 out of the 152 Building Fires were attended in a time of 13 minutes 39 seconds or less.

- It is has been well documented that the introduction of a new Fire Control system in September 2012 with improved technology, 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 2015-16 (mm:ss)
Time of Call until time appliance mobilised by Control	02:01
Time from Control mobilisation to appliance turning out	02:03
Appliance turn out to arrival time	07:01
Time of Call to Arrival at Scene	**11:05**

(Table 14 – 1st Appliance attendance average times Q1 2015-16)

- 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.

- It also has to be noted that the many parts of the area covered by the Service are rural in nature and often supported by On-Call or Retained Stations, who may take up to six minutes to respond to the station and mobilise the fire appliance. Herefordshire as a county has a sparse population with the fourth lowest overall population density in England.

- The average time taken for a Wholetime appliance to arrive was 9 minutes 46 seconds. The average time taken for a Retained appliance to arrive was 12 minutes 59 seconds making the overall average time taken to 11 minutes 05 seconds.

1st Attendance at Building Fires	Building Fires attended within 10 minutes	Total Number of Building Fires attended	Percentage attended within 10 minutes
Wholetime	68	102	66.7%
Retained	6	26	23.1%
Day Crewed	15	24	62.5%
Over the Border	0	0	0%
All	**89**	**152**	**58.6%**

(Table 15 – 1st Appliance attendance by pump type 2014-15)

- The table below illustrates the explanations provided by the Officer in Charge for 62 incidents where the standard was not met in Quarter 1 2015-16. Travel distance accounted for over 45.2% of the failures.

Travel distance to the incident	28	Mobilising error	2
Turn in time (Retained and Day Crew only)	11	Responding at normal road speed, i.e. AFAs	1
Appliance not booked in attendance	8	Failed alerters / Turnout system	1
Road obstruction/road closure/road works/temp traffic controls or heavy traffic conditions once mobile	5	Known False Alarm	1
Incident outside Station turnout area	2	Mobilised from other location (not on home Station)	1
Traffic conditions causing delayed turn in time to Stations (Retained & Day Crewed only)	2		
		Total	**62**

(Table 16 – Fire in Buildings – 1st appliance standards not met Q1 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 and information gathering in 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.

- Dedicated staff in rural areas, seek out referrals for Home Fire Safety Checks and work with partners to increase prevention activity in hard to reach areas. The Service has established links with Young Farmers and other rural community groups to further enhance fire safety messages.

5.   Retained Availability

Summary   *Retained availability has remained at a similar level to Quarter 1 2014-15 at 92.0% compared to 92.1%.*

Retained Availability	Q1 2014-15	Q1 2015-16	Percentage Change
April	93.50%	93.40%	-0.1%
May	91.20%	90.70%	-0.5%
June	91.60%	91.90%	0.3%
Total	**92.10%**	**92.00%**	**-0.1%**

(Table 17 – Retained availability by month – Q1 2014-15 & Q1 2015-16)

- Retained availability has decreased slightly in two out for the 3 months in Quarter 1 2015-16 compared with the same quarter in 14-15. The highest monthly availability in Quarter 1 was in April, where Retained appliances were available 93.4% of the time.

Reasons for Appliances being off the run Quarter 1 2015-16 for all Stations	% of time Appliances unavailable
Did not meet minimum crewing requirement	7.1%
No BA wearers	5.4%
No Officer in Charge	5.4%
No driver	2.4%
Total impact on pump availability	**8.0%**

(Table 18 – Retained availability by factor – Quarter 1 2015-16)

- Overall availability is dependent upon a number of factors: as a result an appliance may be unavailable due to a combination of these. The lack of sufficient crew is the greatest reason for unavailability.

- All 27 Stations have at least one Retained appliance, with a total of 31 Retained appliances out of the 41 appliances within HWFRS. The Service will continue to operate where appliances are not available for periods of time, such as when committed to an incident, training, lack of staffing or vehicle failure. Strategic cover is maintained by Fire Control during these periods and cover moves (of people or appliances) are made to balance cover across both counties.

Stations	Q1 Availability 2014/15	Q1 Availability 2015/16	Change (+/-)
221 Stourport	99.7%	99.0%	-0.7%
231 Bewdley	87.8%	78.5%	-10.9%
241 Kidderminster	99.2%	90.5%	-8.7%
251 Bromsgrove	95.4%	93.6%	-1.8%
261 Droitwich	90.9%	88.7%	-2.2%
271 Redditch	97.7%	100.0%	2.3%
532 Tenbury	98.9%	99.1%	0.2%
213 Worcester	99.0%	99.8%	0.8%
281 Evesham	93.1%	95.9%	2.8%
291 Pebworth	90.4%	94.6%	4.2%
302 Broadway	87.5%	89.1%	1.6%
311 Pershore	94.9%	98.8%	3.9%
322 Upton upon Severn	98.9%	82.6%	-16.3%
411 Malvern	99.1%	99.6%	0.5%
422 Ledbury	99.0%	98.4%	-0.6%
431 Fownhope	93.9%	98.4%	4.5%
442 Ross-on-Wye	100.0%	100.0%	0.0%
452 Whitchurch	87.6%	91.8%	4.2%
463 Hereford	95.2%	99.1%	3.9%
472 Ewyas Harold	82.7%	99.8%	17.1%
481 Eardisley	97.8%	93.0%	-4.8%
492 Kington	98.1%	96.7%	-1.4%
502 Leintwardine	96.3%	99.7%	3.4%
511 Kingsland	99.8%	99.8%	0.0%
522 Leominster	100.0%	100.0%	0.0%
542 Bromyard	100.0%	100.0%	0.0%
552 Peterchurch	82.6%	76.3%	-6.3%
Total	**94.30%**	**94.9%**	**0.6%**

(Table 19 – % of Retained availability of first appliances, comparing Q1 2015-16 with Q1 2014-15)

- Redditch, Ross-on-Wye, Leominster and Bromyard 1st appliances all managed 100% availability.

- Overall availability has changed only slightly (0.6%) when compared to the same period in the previous year.