

Fire Authority 2016-17 Performance Report: Quarter 1 – 3

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 On-Call Firefighter availability.

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

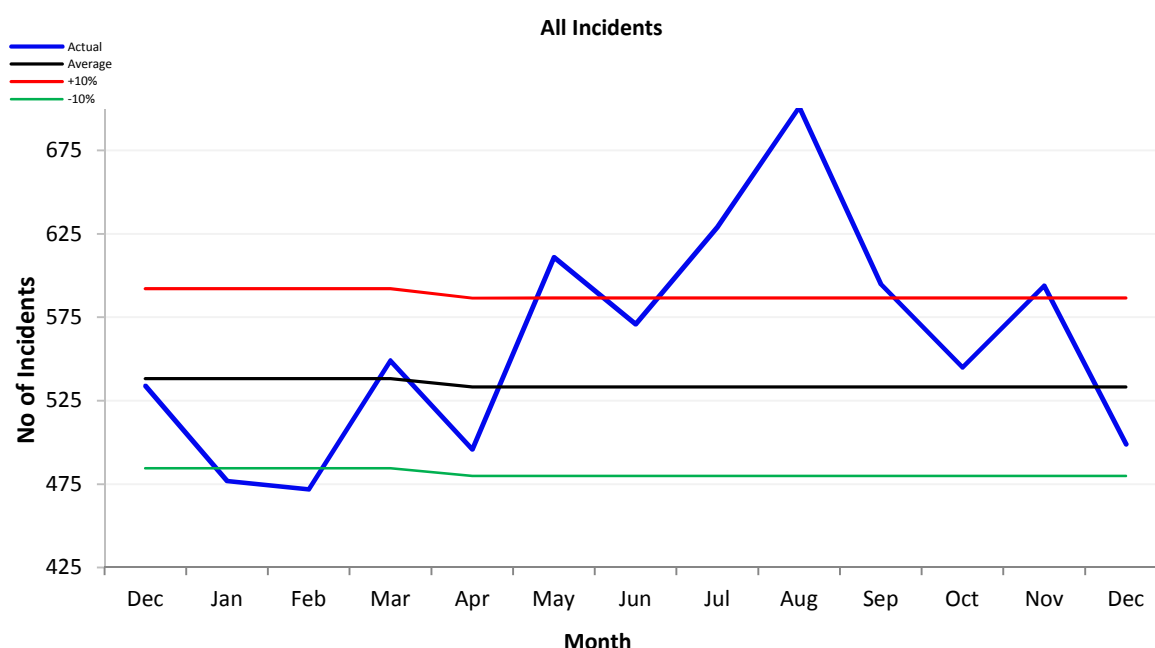
1. Operational Activity

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, lift rescues, spills and leaks and animal rescues.*

1.1. Total Incidents Attended

The total number of incidents attended in Q1 - Q3 2016-17 was 5,244, which is an increase of 5.7% (283 incidents) compared with Q1 - Q3 in 2015-16. The majority of the increase is accounted for by a rise of 11.0% (259 incidents) in False Alarm incidents (predominately automatic fire alarms) followed by Special Services 3.0% (33 incidents). Fire incidents were down (9 incidents), a fall of 0.6%.

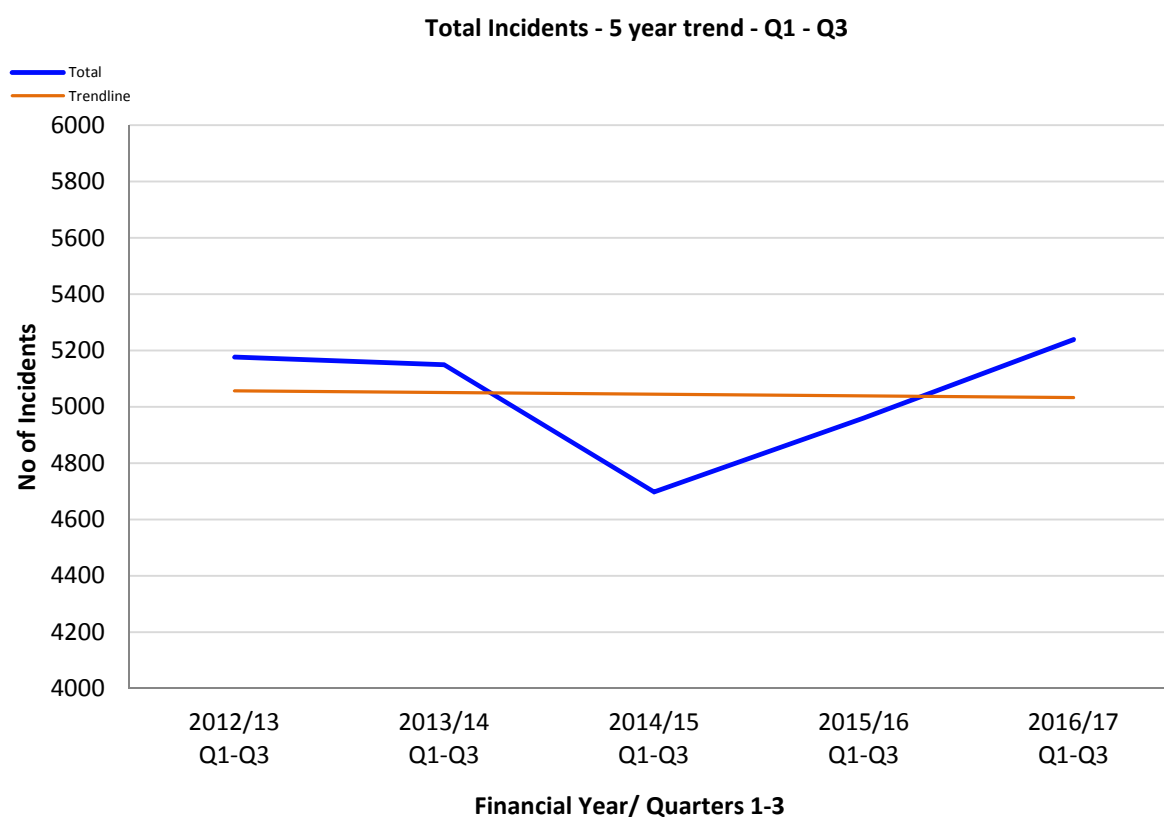


(Figure 1 – Total Incidents per month: Dec 2015 to Dec 2016)

Total Incidents	Q1-Q3 2015-16	Q1-Q3 2016-17	% change
All Fires	1490	1481	-0.6
Special Services	1111	1144	3.0
False Alarms	2360	2619	11.0
Total Incidents	4961	5244	5.7

(Table 1 – Total Incidents: Q1 & Q3 2015-16 and Q1 & Q3 2016-17)

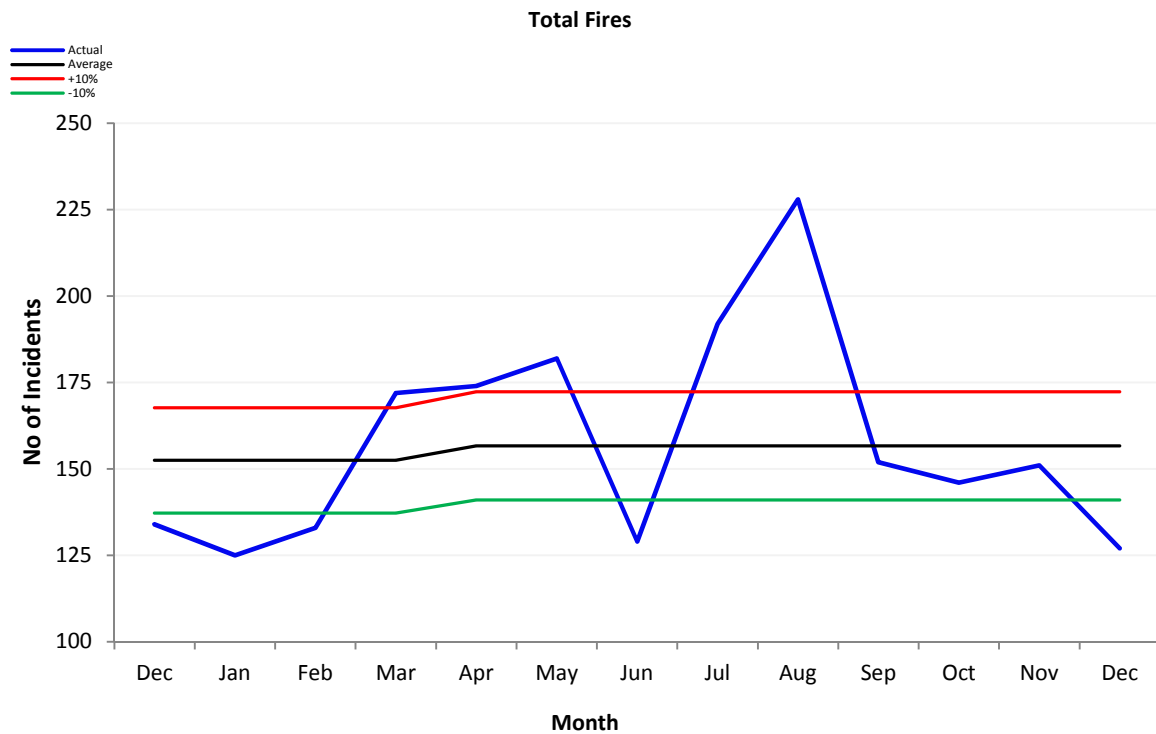
- Total Fire incidents, which include Primary, Secondary and Chimney Fires, were 0.6% lower (9 incidents) than the same period in 2015-16.
- The number of Special Service incidents have increased by 3.0% (33 incidents) compared with the same period in 2015-16.
- The number of False Alarm incidents increased by 11.0% (259 incidents) compared with the same period in 2015-16.
- The number of incidents attended has remained relatively consistent at around 5,050 incidents in each Quarter 1 - 3 for the last 5 years.



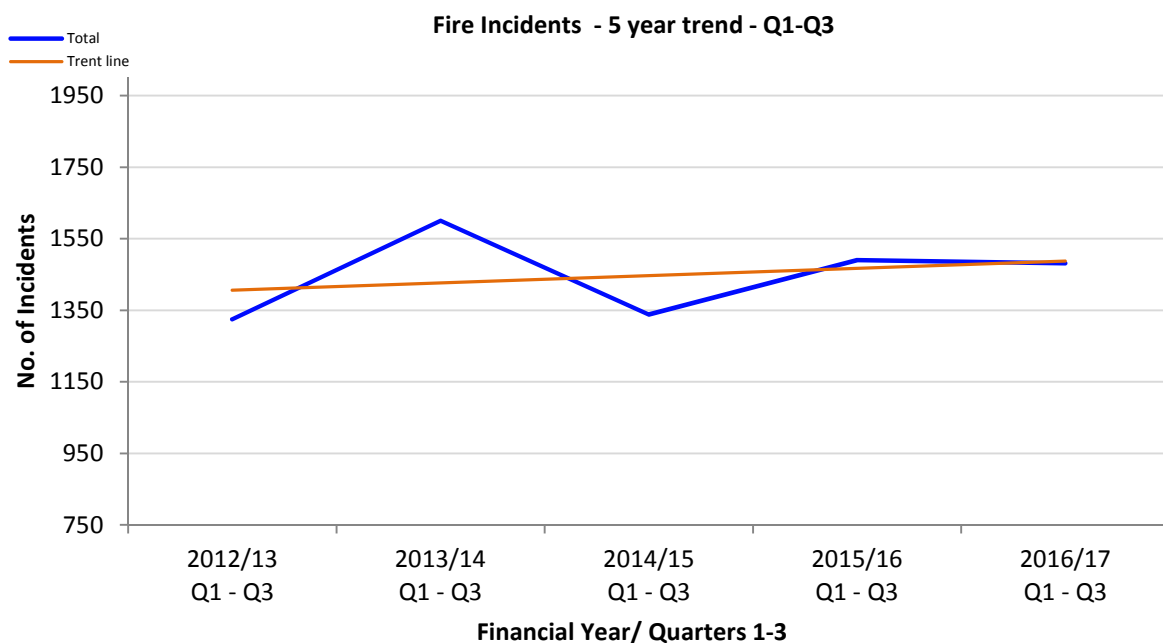
(Figure 2 – All Incidents: Q1 - Q3 2012-13 to Q1 - Q3 2016-17)

1.2 Total Number of Fires

The number of fires has reduced by 0.6% (9 incidents) in Quarter 1 - 3 2016-17 compared with the same period in 2015-16. Figure 3 shows the seasonal trends with fire incident numbers increasing in the warmer, summer months from July to September. Figure 4 shows that the total number of fires in Quarters 1 - 3 has remained relatively consistent at around 1450 over the last 5 years.



(Figure 3 – Total Fires per month: Dec 2015 to Dec 2016)



(Figure 4 – Fire Incidents: Q1 - Q3 2012-13 to Q1 - Q3 2016-17)

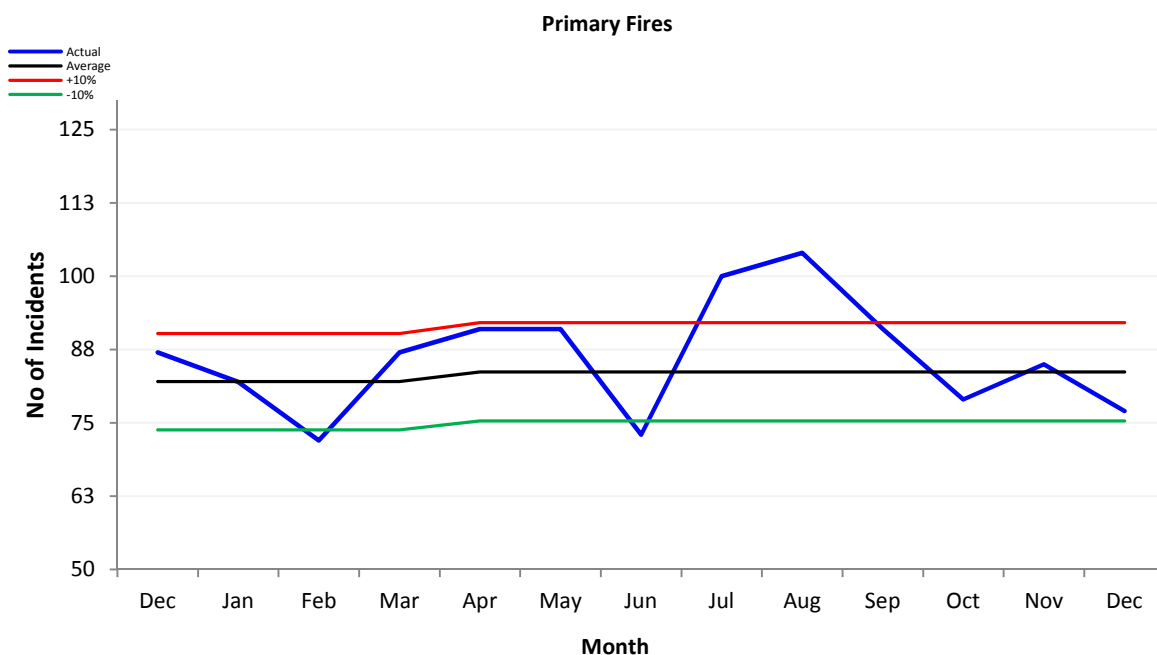
Total Fires	Q1-Q3 2015-16	Q1-Q3 2016-17	% change
Primary Fires	802	791	-1.4
Secondary Fires	615	601	-2.3
Chimney Fires	73	89	21.9
Total Fires	1490	1481	-0.6

(Table 2 –Total Fires: Q1 - Q3 2015-16 and Q1 - Q3 2016-17)

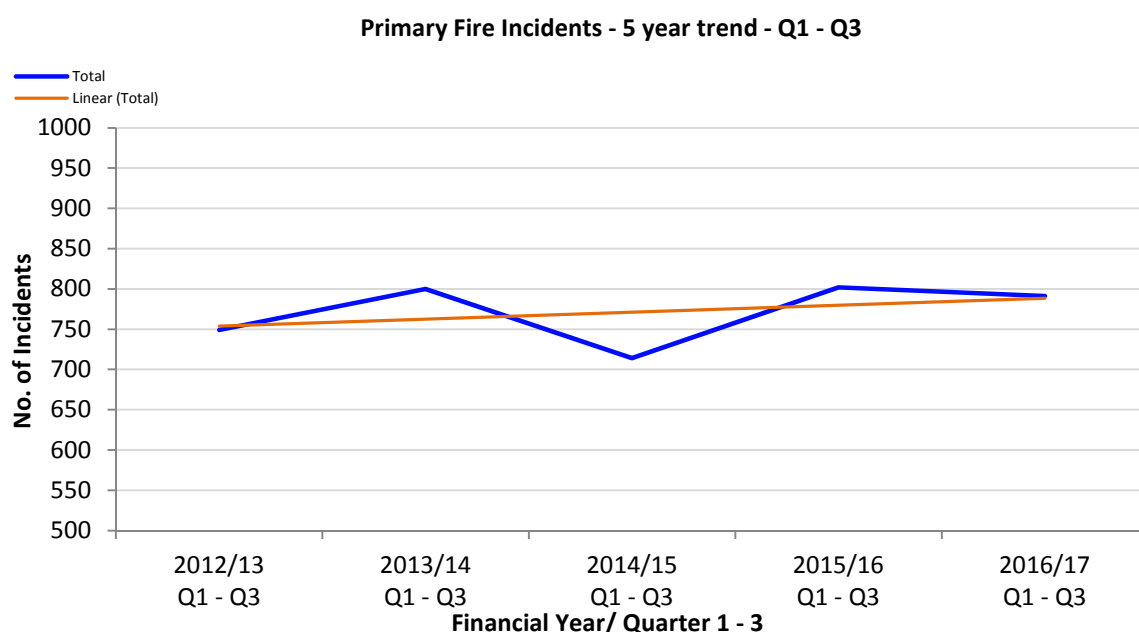
- There were 11 fewer Primary Fire incidents in Quarter 1 - 3 of 2016-17 than there were in the same period in 2015-16, representing a decrease of 1.4%.
- The number of Secondary Fires decreased by 14 incidents (2.3%) compared with the same period in 2015-16.
- The number of Chimney Fires increased by 16 incidents (21.9%) compared with the same period in 2015-16.
- During Quarter 1 - 3, Community Risk activity included 3184 Home Fire Safety Checks (HFSCs) which target vulnerable households, 555 Business Fire Safety Checks (BFSCs) and 884 Signposting referrals to other support agencies.
- The Service carried out a chimney fire safety campaigns in September and December which has supported the overall downward trend in the number of chimney fires.

1.3 Primary Fires

Primary Fires are broken down into three main categories: Building Fires, Vehicle & Transport Fires and certain Outdoor Fires. In Quarter 1 - 3 of 2016-17, there were 23 fewer Building Fires than in the same period of 2015-16. Vehicle & Transport Fires increased by 10 and Outdoor Fires increased by 2 incidents when compared with the same period in 2015-16. Building Fires continue to represent the greatest proportion (59.2%) of all Primary Fires. Overall, the number of Primary Fires in Q1 - Q3 shows a slight increase over the last 5 years (shown in Figure 6 below).



(Figure 5 – Primary Fires per month: Dec 2015 to Dec 2016)



(Figure 6 – Primary Fires: Q1 - Q3 2012-13 and Q1 - Q3 2016-17)

Primary Fires	Q1-Q3 2015-16	Q1-Q3 2016-17	% change
Building Fires	491	468	-4.7
Vehicle & Transport Fires	221	231	4.5
Outdoor Fires	90	92	2.2
Total	802	791	-1.4

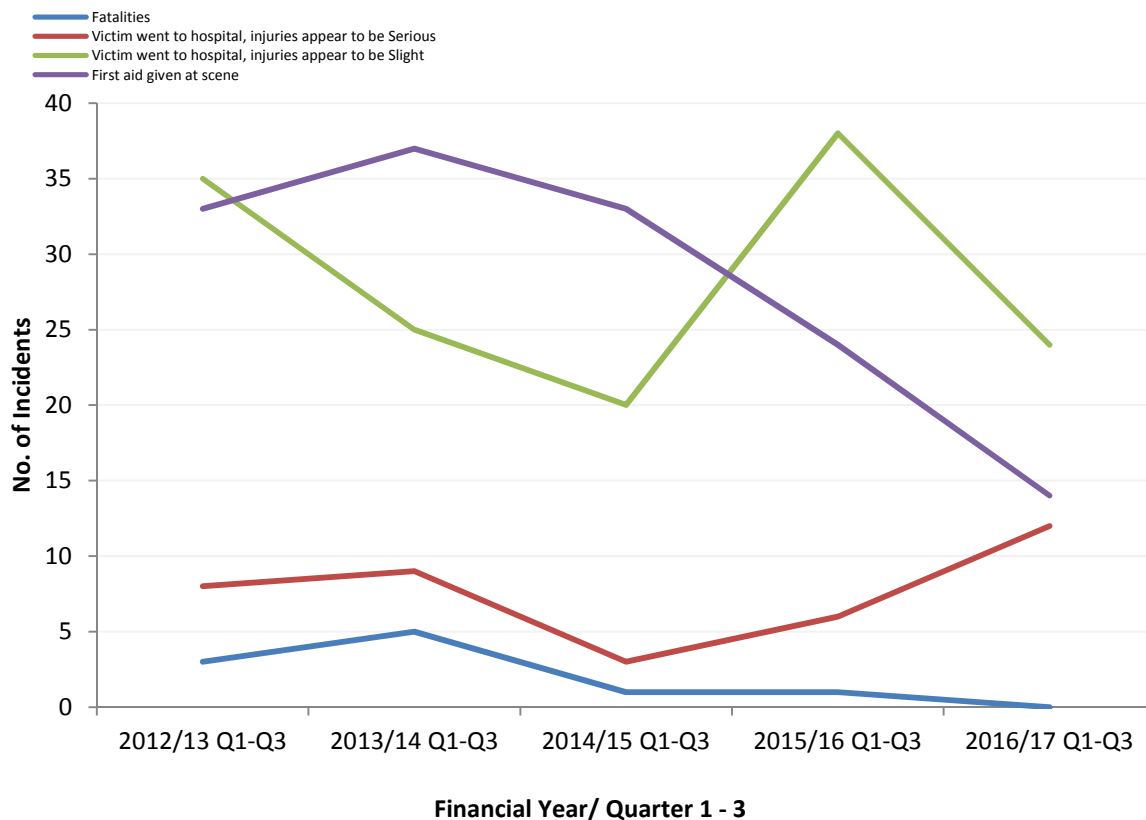
(Table 3 – Primary Fires: Q1 - Q3 2015-16 and Q1 - Q3 2016-17)

- The number of Building Fires decreased by 4.7% compared with the same period in 2015-16.
- The Service continues to deliver a project targeting fire safety in premises with residential accommodation above commercial. This has led to an increase in enforcement activity which is reflected in Appendix 2. The project compliments day to day activities to work with businesses to ensure they are properly protected.
- Vehicle & Transport Fires increased by 4.5% (10 incidents) compared with the same period in 2015-16. Car Fires continue to account for the greatest proportion (57.6%) in this category, with 133 incidents.
- Primary Outdoor Fires are at a similar level with 92 incidents in 2016-17 compared with 90 incidents in the same period in 2015-16. These are classified as Primary Fires if they are attended by five or more Fire Appliances or if they involve a casualty or fatality.

Primary Fires Casualty: severity	Q1-Q3 2015-16	Q1-Q3 2016-17	% change
Fatalities	0	0	0.0
Victim went to hospital, injuries appear to be Serious	6	12	100.0
Victim went to hospital, injuries appear to be Slight	38	24	-36.8
First aid given at scene	24	14	-41.7
Total	68	50	-26.5

(Table 4 – Primary Fires Casualties: Q1 - Q3 2015-16 and Q1 - Q3 2016-17)

Primary Fire Injuries and Fatalities - 5 year trend

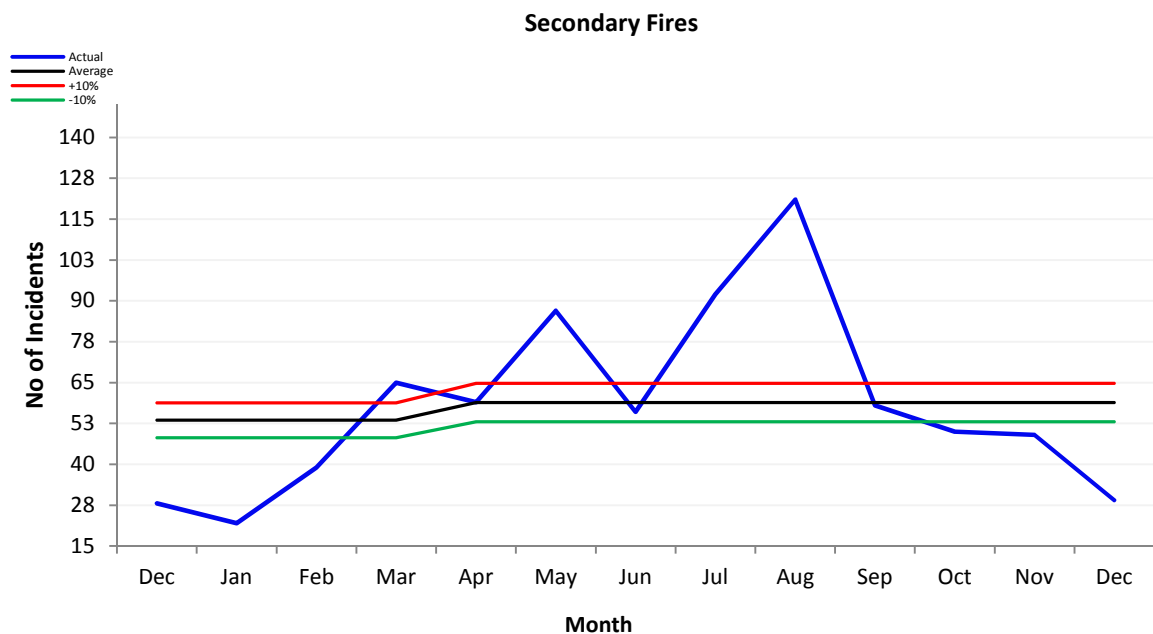


(Figure 7 – Primary Fires: Q1 - Q3 2012-13 and Q1 - Q3 2016-17)

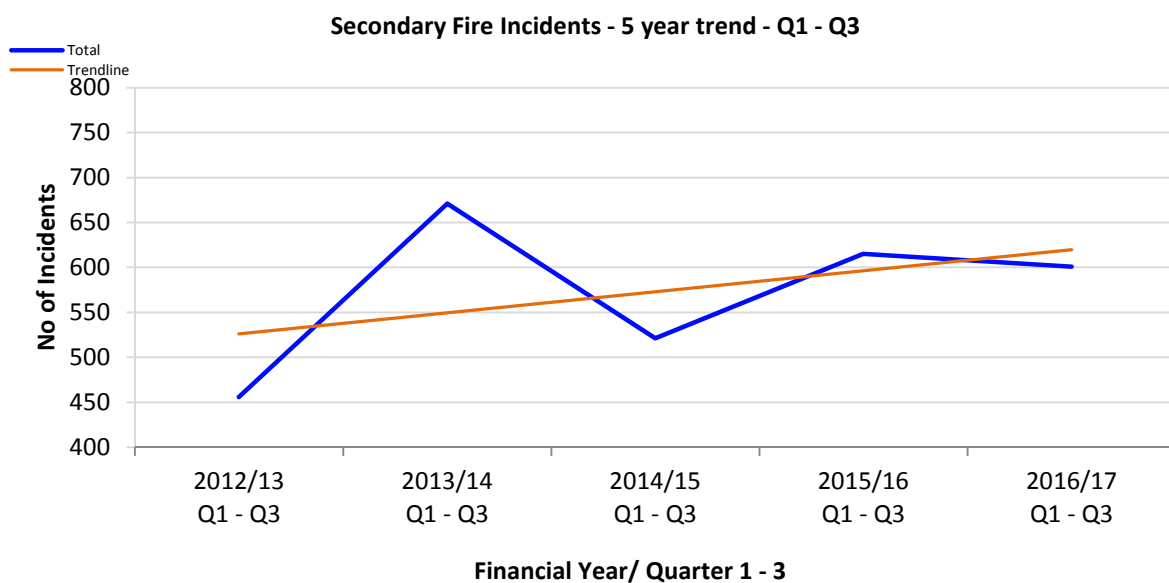
- There were no fatalities at Primary Fires during Q1 - Q3 2016-17, which is the same as the same period in 2015-16.
- Casualties who attended hospital with apparent 'serious' injuries increased from 6 to 12. Serious injuries can be defined as at least an overnight stay in hospital. Injury Types include: Burns – severe, Head injury, Fracture, asphyxiation, Chest/Abdominal injury, Back/Neck Injury & Impalement.
- Casualties who attended hospital with apparent 'slight' injuries and those who were given first aid at the scene both decreased resulting in a 26.5% overall decrease in casualties that required medical treatment. Slight injuries can be defined as attending hospital as an outpatient (not precautionary check).
- For more information on Community Risk Activity - See Appendix 2

1.4 Secondary Fires

Secondary Fires are those that include all other fires which are not Primary or Chimney Fires, do not involve casualties and are attended by no more than 4 Fire Appliances. There was a 2.3% decrease (14 incidents) in Secondary Fires in Quarter 1 - 3 of 2016-17 compared with the same period in 2015-16. This is mostly accounted for by a decrease in Outdoor Fires (mainly Grassland, Woodland and Crop Fires) largely due to the wetter than usual Quarter 1 - 3 of 2016-17, compared to 2015-16. Figure 8 shows the usual increase over the warmer summer months of 2016. Figure 9 indicates a rising 5 year trend of Secondary Fires. However this is mainly due to a low number of Secondary Fires reported in 2012-2013. In the last 4 years the number of Secondary Fires has remained relatively consistent.



(Figure 8 – Secondary Fires per month: Dec 2015 - Dec 2016)



(Figure 9 – Secondary Fires: Q1 - Q3 2012-13 to Q1 - Q3 2016-17)

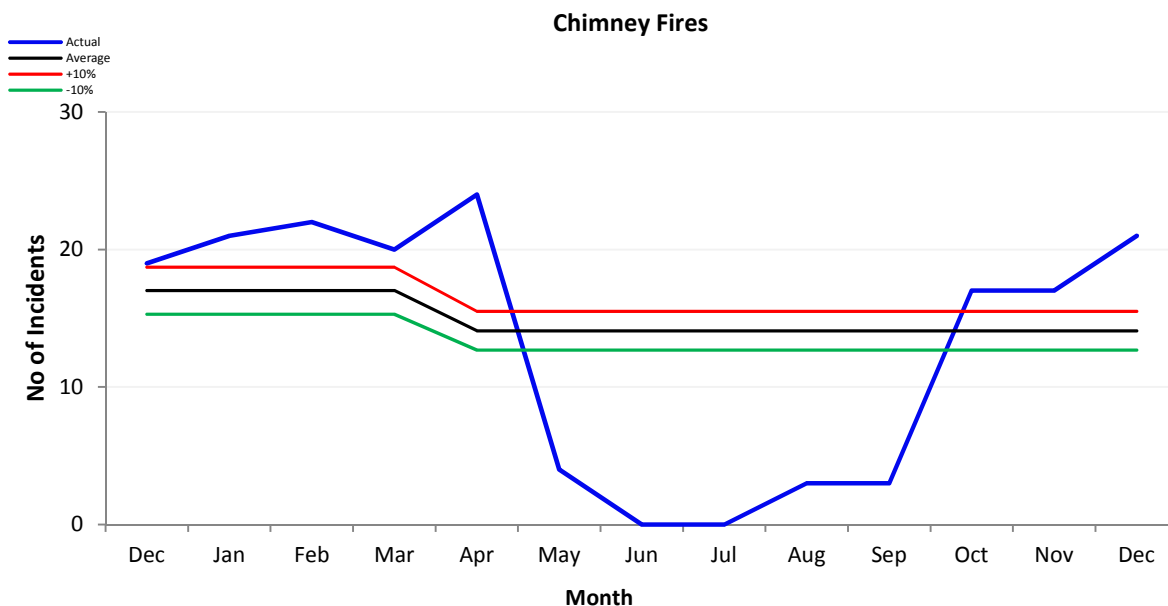
Secondary Fires	Q1-Q3 2015-16	Q1-Q3 2016-17	% change
Grassland, Woodland and Crop	248	223	-10.1
Other Outdoors (including land)	178	180	1.1
Outdoor equipment & machinery	9	13	44.4
Outdoor Structures	152	141	-7.2
Building & Transport	28	44	57.1
Total	615	601	-2.3

(Table 5 – Secondary Fires: Q1 - Q3 2015-16 and Q1 - Q3 2016-17)

- Grassland, Woodland and Crop Fires represent the greatest proportion (37.1%) of all Secondary Fires.
- The number of Building & Transport fires increased by 57.1% in Q1 - Q3. Eight incidents within this category occurred at a derelict school in Kidderminster. The Service has engaged in discussions with the property owner, the local authority and West Mercia Police about better security to stop trespassers entering the site.
- The Service carried out two safety campaigns during Quarters 1 - 3: "Barbecue Safety" in May and "Setup Camp" in June. Further campaigns are scheduled for the spring and summer months of 2017.

1.5. Chimney Fires

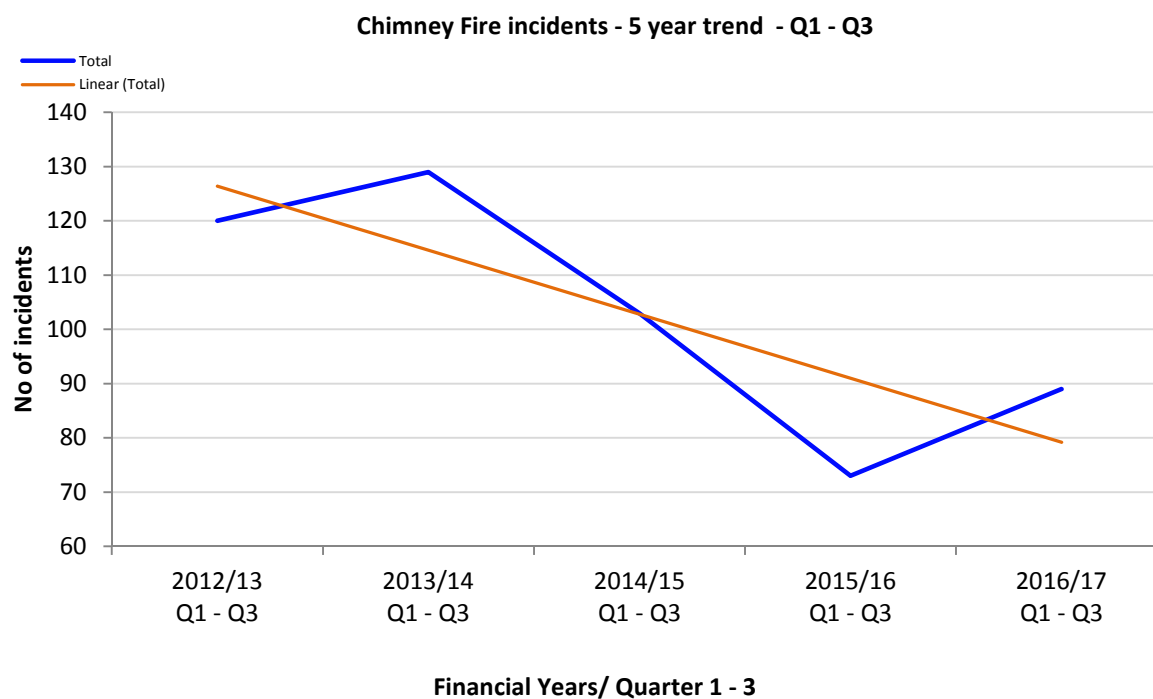
The number of Chimney Fires has increased by 16 incidents in Quarter 1 - 3 of 2016-17, compared to 73 in the same period of 2015-16. The largest increase occurred during April as the weather was unseasonably cold.



(Figure 10 - Chimney Fires per month: Dec 2015 to Dec 2016)

Chimney Fires	Q1-Q3 2015-16	Q1-Q3 2016-17	% change
April	13	24	84.6
May	6	4	-33.3
June	1	0	-100.0
July	2	0	-100.0
August	2	3	50.0
September	3	3	0.0
October	12	17	41.7
November	15	17	13.3
December	19	21	10.5
Total	73	89	21.9

(Table 6 – Chimney Fires: Q1 - Q3 2015-16 and Q1 - Q3 2016-17)



(Figure 11 - Chimney Fires per month: Dec 2015 to Dec 2016)

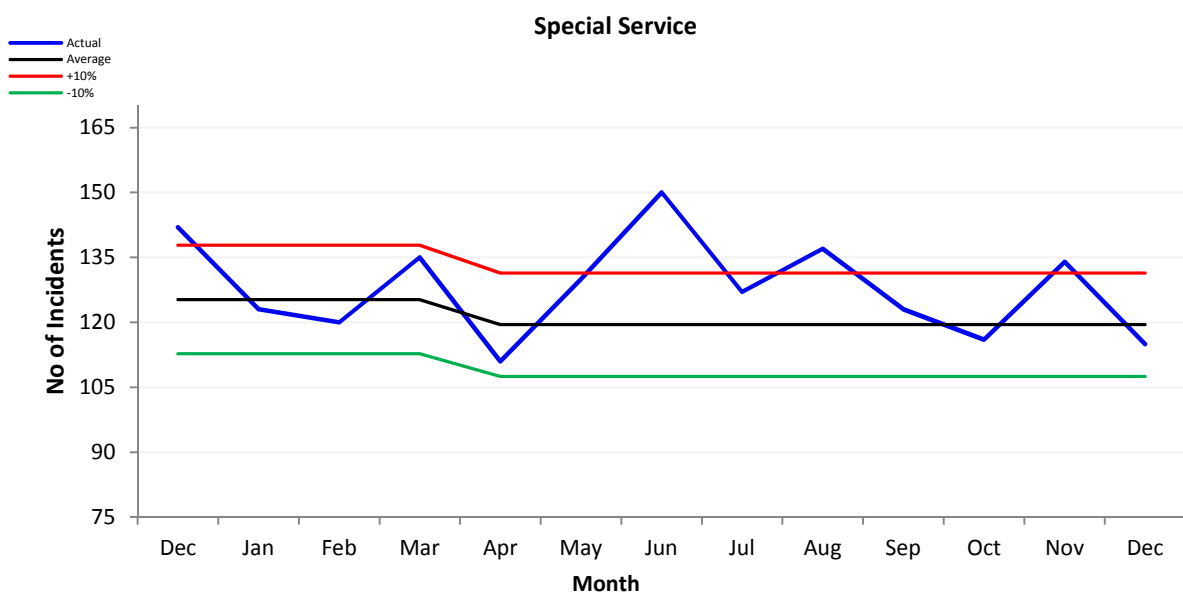
- In the colder months the Service's campaigns focussed on chimney safety and winter weather advice for motorists. Candle and electrical safety supported the wider Christmas safety campaign.

2. Operational Activity - Other Non-Fire incidents

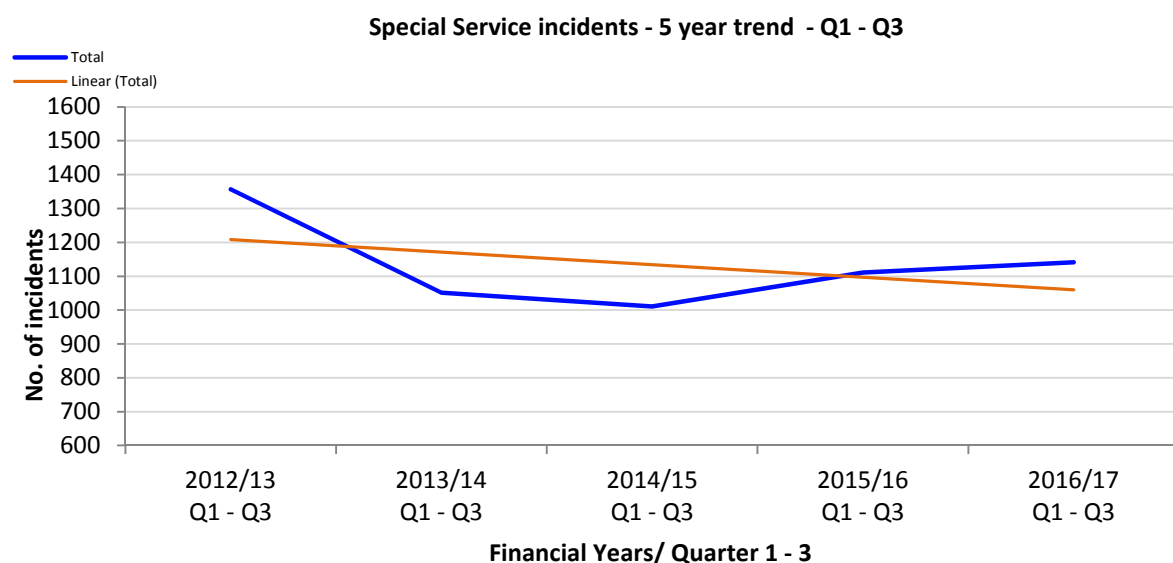
Emergency incidents attended which are not fire related, are generally termed as Special Services and False Alarms. Special Services include road traffic collisions (RTCs), extrications, lift rescues, lock-ins/outs, hazardous materials, chemical incidents, flooding incidents and other rescues.

2.1. Special Service Incidents

The number of Special Service incidents has risen by 3.0% (33 incidents) in Quarter 1 - 3 of 2016-17 compared to the same period in 2015-16. RTC incidents continue to form the greatest proportion of Special Service incidents, representing 39.8% of all Special Service incidents.



(Figure 12 – Special Service incidents per month: Dec 2015 to Dec 2016)



(Figure 13 – Special Service incidents: Q1 - Q3 2012-13 and Q1 - Q3 2016-17)

- Despite a spike in 2012-13, caused by 3 days of severe flooding, the number of Special Service incidents has remained relatively consistent over the last 5 year (as shown in Figure 13).

Special Services	Q1-Q3 2015-16	Q1-Q3 2016-17	% change
RTC Incidents	490	443	-9.6
Flooding	42	51	21.4
Rescue/Evacuation from Water	27	30	11.1
Animal Assistance	77	107	39.0
Other Special Services	475	513	8.0
Total	1111	1144	3.0

(Table 7 – Special Services: Q1 - Q3 2015-16 and Q1 - Q2 2016-17)

- The number of RTC incidents shows a 9.6% decrease (47 incidents) in Quarter 1 - 3 2016-17 compared with the same period in 2015-16.
- There was an increase in the number of Flooding and Rescue/Evacuation from Water incidents in Quarter 1 - 3 of 2016-17 (12 incidents).
- Incidents involving Animal Assistance has increased by 30 (39.0%) this was mainly due to domestic animal rescues (57.0%) within Worcestershire.
- Other Special Services incidents increased by 37. These are incidents such as removal of objects, lift rescues, spills and leaks (non-RTC), provision of advice and assisting other agencies.

2.2. RTC Incidents

Road Traffic Collision incident numbers reflect the total number of incidents attended by HWFRS occurring across the two counties of Herefordshire and Worcestershire.

- The number of RTC incidents attended in Q1 - Q3 decreased by 9.6% (47 incidents) compared to the same period in 2015-16.
- RTC incidents that required the extrication of persons reduced by 14 from 67 to 53 incidents. Incidents requiring release of persons also reduced by 11 from 43 to 32 incidents.
- The majority of RTC's involved making vehicles safe (56.9% of all RTC incidents attended).
- Fire and Rescue crews attended 10 fatalities involving RTCs in Quarter 1 - 3, compared to 6 in the same period in 2015-16. The number of people seriously injured in RTCs decreased from 70 to 32 and the overall number of casualties decreased from 340 to 270 (as shown in Table 9 below).

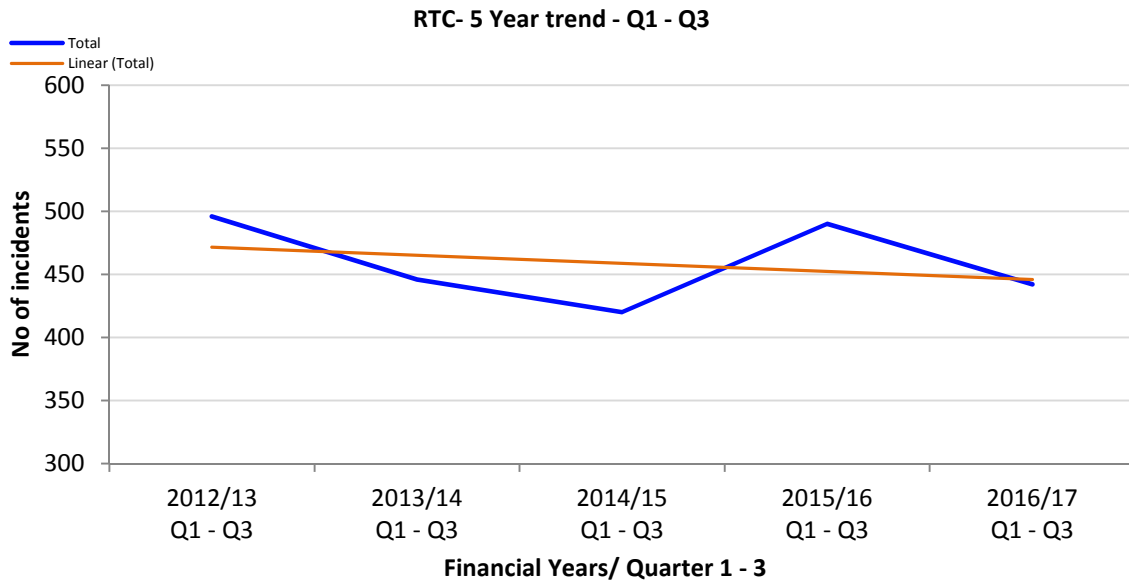
RTC Incidents	Q1-Q3 2015-16	Q1-Q3 2016-17	% change
Extrication of person/s	67	53	-20.9
Make scene safe	51	68	33.3
Make vehicle safe	279	252	-9.7
Release of person/s	43	32	-25.6
Wash down road	1	2	100.0
Other	49	36	-26.5
Total	490	443	-9.6

(Table 8 – RTC Incidents: Q1 - Q3 2015-16 and Q1 - Q3 2016-17)

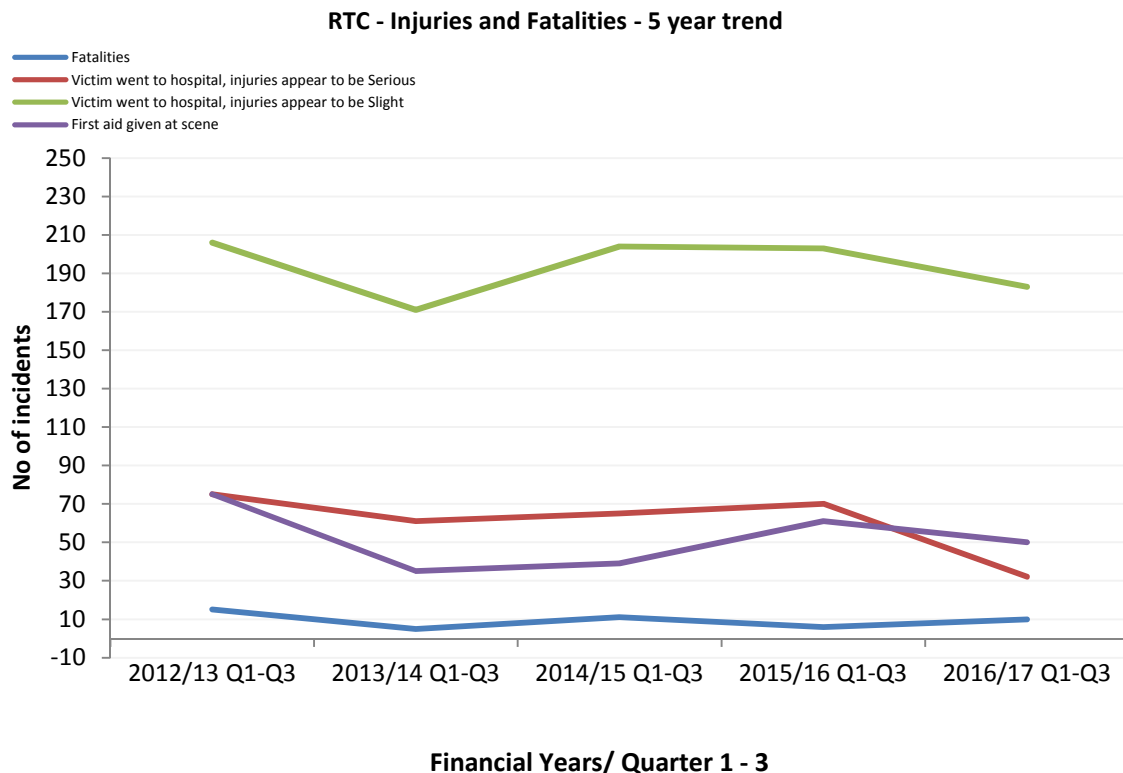
RTC Casualty severity	Q1-Q3 2015-16	Q1-Q3 2016-17	% change
Fatalities	6	10	66.7
Victim went to hospital, injuries appear to be Serious	70	32	-54.3
Victim went to hospital, injuries appear to be Slight	203	183	-9.9
First aid given at scene	62	50	-19.4
Total	341	275	-19.4

(Table 9 – RTC Casualty severity: Q1 - Q3 2015-16 and Q1 - Q3 2016-17)

- RTC incidents that involved a fatality have been analysed and there are no trends i.e. road or vehicle type, area, time etc. This information continues to be passed on to Community Safety for inclusion in their road safety initiatives such as Dying to Drive.



(Figure 14 – RTC Incidents per month: Q1 - Q3 2012-13 to Q1 - Q3 2016-17)



(Figure 15 – RTC Injury and fatalities quarterly data: Q1 - Q3 2012-13 to Q1 - Q3 2016-17)

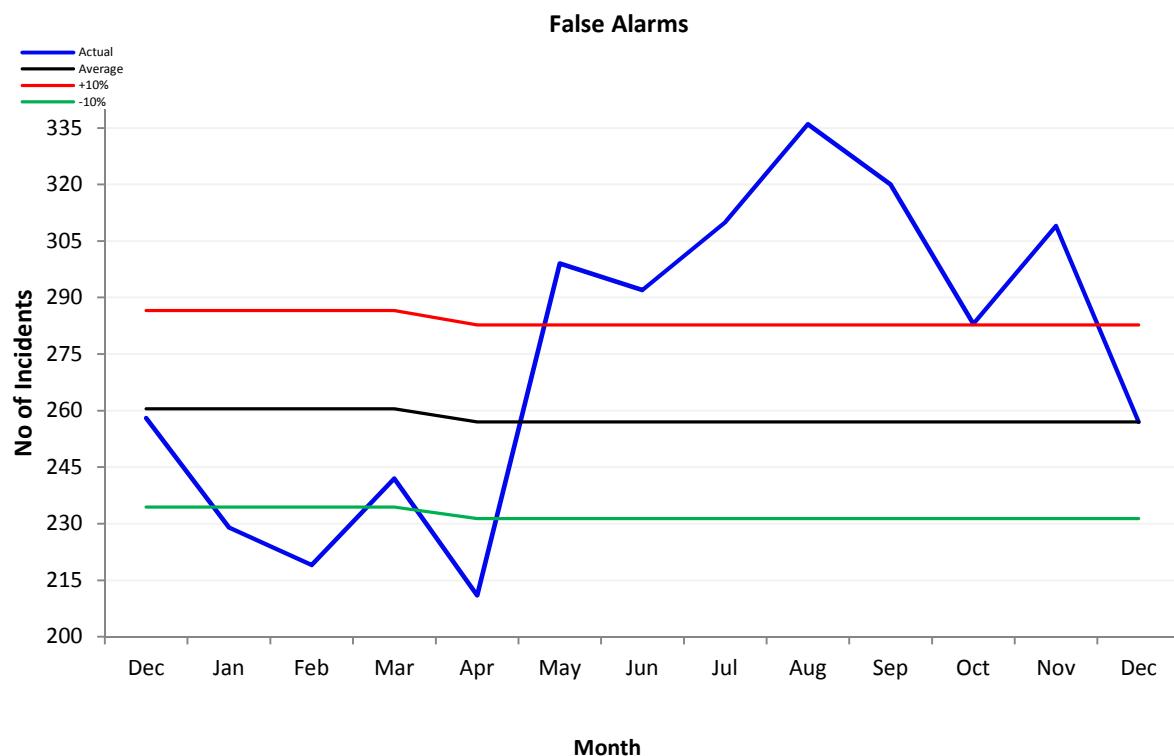
2.3. False Alarm Incidents

The number of False Alarm incidents in Quarter 1 - 3 of 2016-17 shows a rise of 11.0% (259 incidents) compared to the same period in 2015-16.

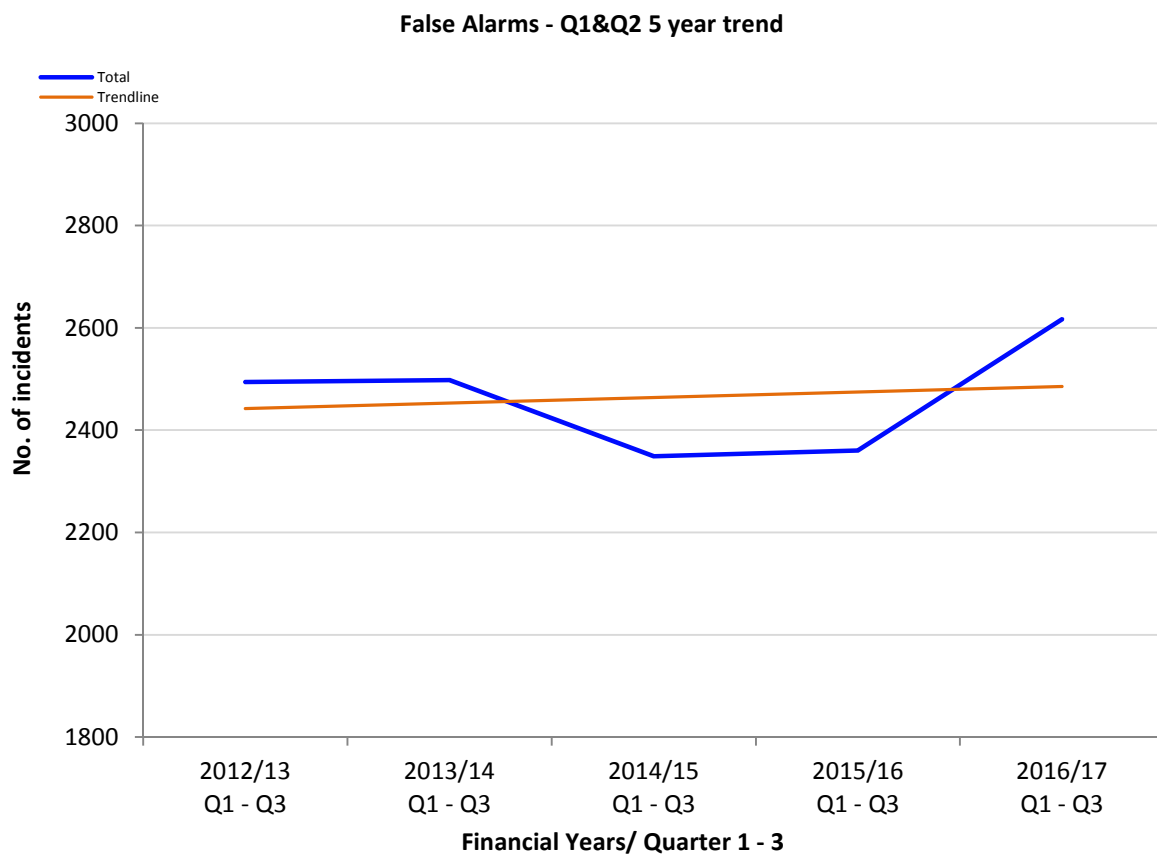
Automatic Fire Alarm incidents increased by 9.8% (174 incidents) in Q1 - Q3 2016/17, compared to the same period in 2015/16. The Service continues to analyse the cause and location of the incidents and works with premises owners to reduce call numbers.

False Alarm Good Intent incidents increased by 16.1% (89 incidents) in Q1 - Q3 2016/17, compared to the same period in 2015/16. Malicious False Alarms reduced from 36 to 32.

In addition, there were a further 234 False Alarms which did not require the attendance of the Fire and Rescue Service. These include those that were cancelled following rigorous call challenging by Fire Control officers and those where the Fire Appliances were 'returned en route' following the receipt of further information from Fire Control.



(Figure 16 – False Alarm incidents per month: Dec 2015 to Dec 2016)



(Figure 17 – False Alarm incidents: Q1 - Q3 2012-13 to Q1 - Q3 2016-17)

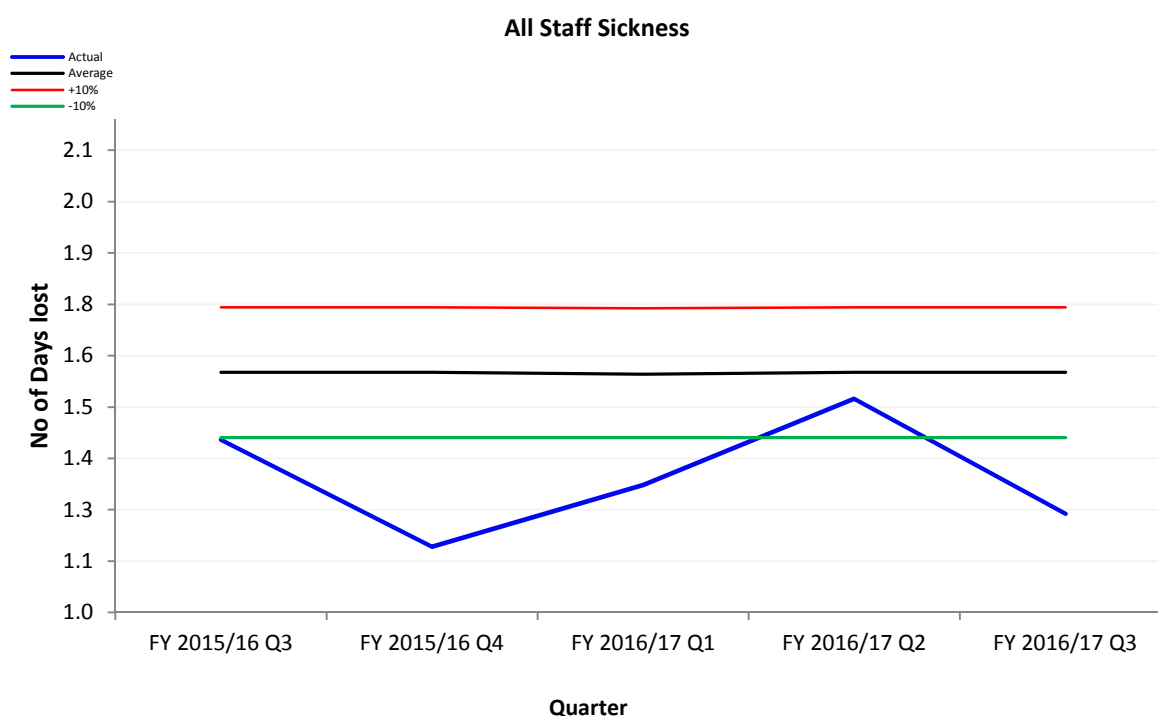
False Alarms	Q1-Q3 2015-16	Q1-Q3 2016-17	% change
Malicious False Alarms	36	32	-11.1
False Alarm Good Intent	554	643	16.1
Fire Alarm due to Apparatus	1770	1944	9.8
Total	2360	2619	11.0

(Table 10 – False Alarms: Q1 - Q3 2015-16 and Q1 - Q3 2016-17)

3. Absence Management

The sickness level for all staff in Quarter 3 of 2016-17 has decreased to 1.24 days lost per head compared to 2015-16 and remains below the 5-year average of 1.63 days lost per head. Within this, the Non-Uniform Staff Sickness level has fallen from a peak in Quarter 4 of 2015-16 and remains within tolerance. The overall staff sickness level continues to compare favourably with sickness levels for Worcestershire County Council and Herefordshire Council.

3.1. All Staff Sickness

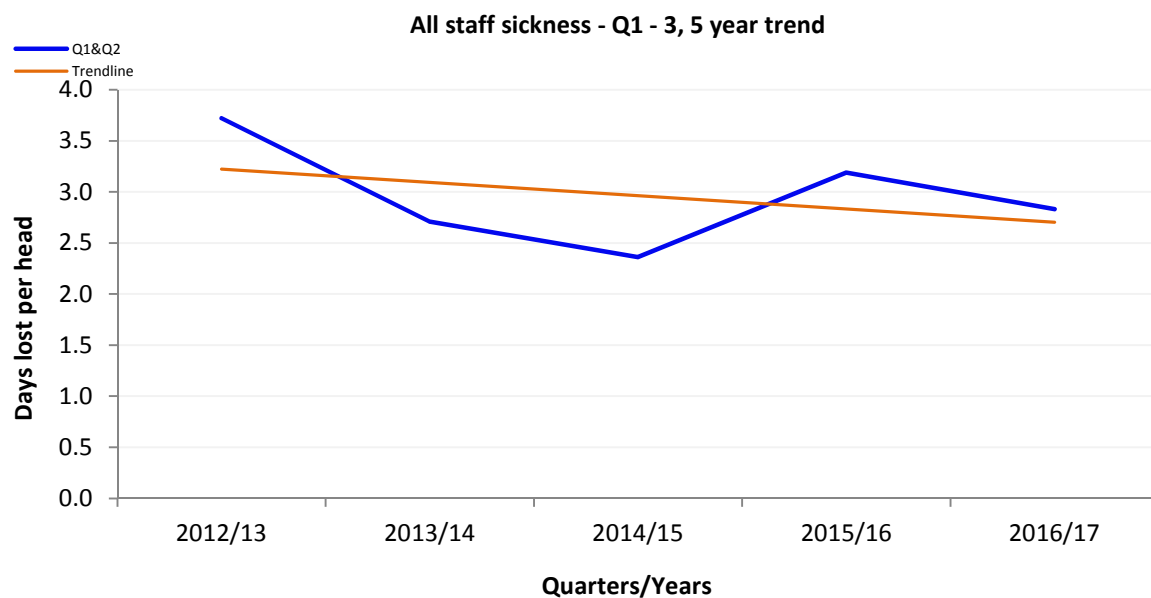


(Figure 18 – All Staff Sickness: Q3 2015-16 to Q3 2016-17)

All Staff Sickness	Short Term Sickness per head (Day lost)	Long Term Sickness per head (Days lost)	All Staff Sickness per head (Days lost)
Quarter 1	0.59	0.72	1.31
Quarter 2	0.60	0.92	1.52
Quarter 3	0.48	0.76	1.24
Quarter 4			0.00
Total	1.67	2.40	4.07

(Table 11 – All Staff Sickness: Q1 - Q3 2016-17)

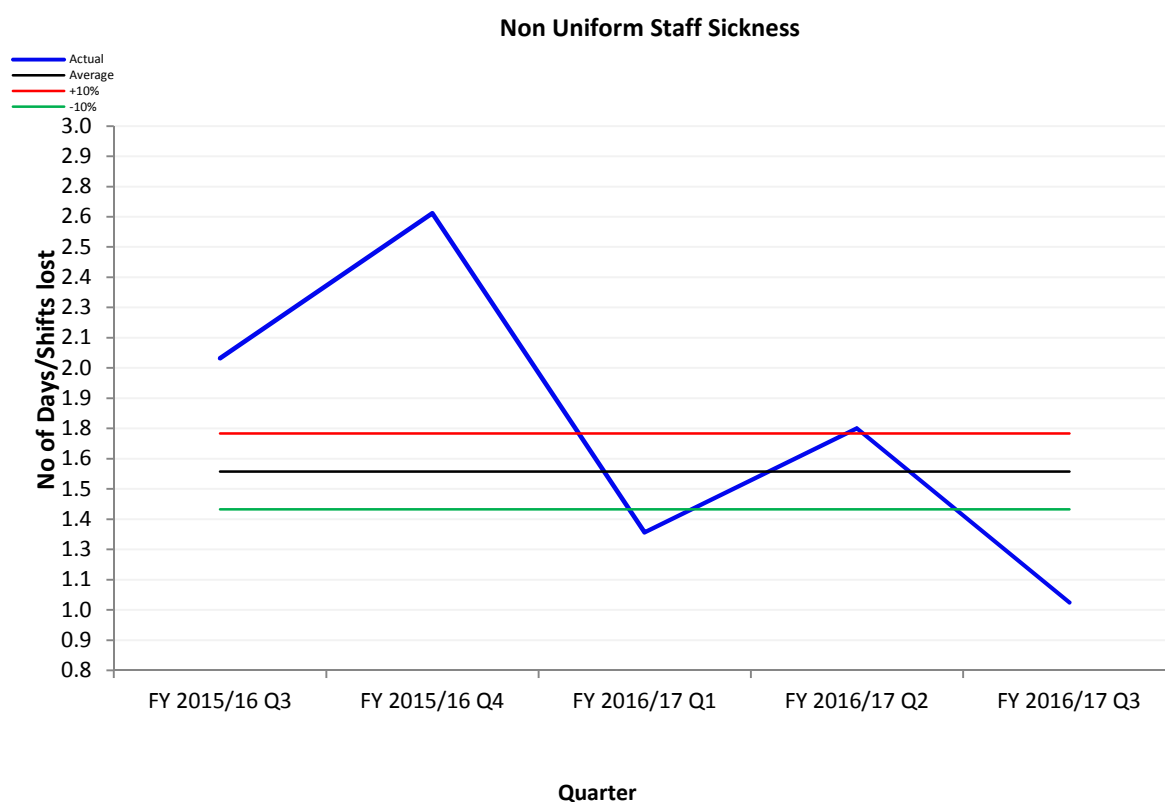
- Quarter 1 - 3 of 2016-17 saw a decrease in overall sickness compared to the same period in 2015-16 (4.76 days lost fell to 4.07). The total of 4.07 days lost per head in Quarter 1 - 3 remains below the average for Q1 - Q3 over the last five years (see Figure 19). Long-term sickness continues to form the greatest proportion representing 61.3% of all sickness.



(Figure 19 – All staff sickness: Q1 - Q3 from 2012-13 to Q1 - Q3 2016-17)

3.2. Non-Uniform Staff Sickness

The overall level of Non-Uniform Staff Sickness for Quarter 1 - 3 of 2016-17 has improved to within tolerance level.



(Figure 20 – Non-Uniform Staff Sickness: Q1 - Q3 2015-16 to Q1 - Q3 2016-17)

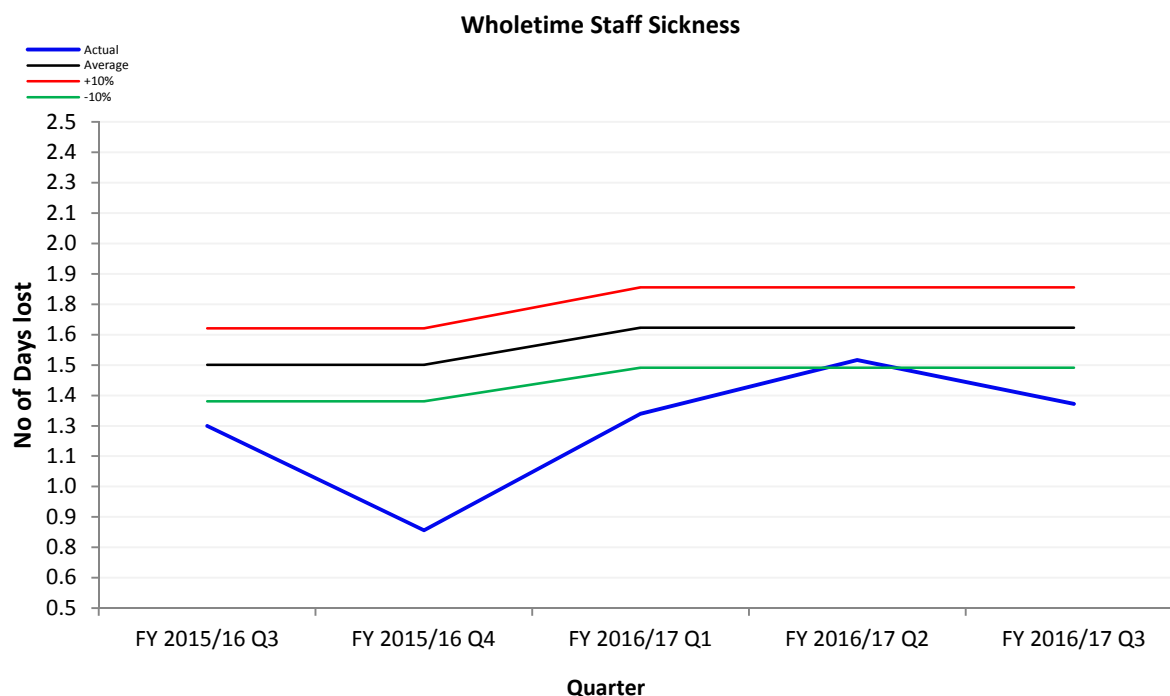
- Long-term sickness continues to be the largest proportion of sickness.

Non-Uniform Staff Sickness	Short Term Sickness per head (Days lost)	Long Term Sickness per head (Days lost)	All Non-uniform Staff Sickness per head (Days lost)
Quarter 1	0.60	0.70	1.30
Quarter 2	0.66	1.05	1.71
Quarter 3	0.48	0.55	1.03
Quarter 4			0.00
Total	1.74	2.30	4.04

(Table 12- Non-Uniform Staff Sickness: Q1 - Q3 2016-17)

3.3 Wholetime Staff Sickness

The Wholetime Staff Sickness level decreased in Quarter 1 - 3 of 2016-17, compared to the same period in 2015-16 (5.49 days lost fell to 4.16) and remains below tolerance levels.



(Figure 21 – Wholetime Staff Sickness: Q1 - Q3 2015-16 to Q1 - Q3 2016-17)

Wholetime Staff Sickness	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Wholetime Staff Sickness per head (days lost)
Quarter 1	0.59	0.72	1.31
Quarter 2	0.63	0.89	1.52
Quarter 3	0.52	0.81	1.33
Quarter 4			0.00
Total	1.74	2.42	4.16

(Table 13 – Wholetime Staff Sickness: Q1 - Q3 2016-17)

- The reduction in both short and long-term sickness means Wholetime Staff Sickness has remained within tolerance for the last 5 quarters.

3.4 Comparative All Staff Sickness

To give an idea 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, whose sickness figures are most readily available.

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)
HWFRS	1.67	2.40	4.07
Herefordshire Council			6.05
Worcestershire County Council	2.45	4.37	6.82

(Table 14 – Comparative All Staff Sickness: Q1 - Q3 2016-17)

- The latest figures for Quarter 1 - 3 of 2016-17 show that the Service's overall staff sickness levels continue to compare favourably, with lower levels of short-term and long-term sickness for all staff.

4. Key Performance Indicators Out of Tolerance

In addition to the totals for Chimney Fires and False Alarms being out of tolerance for Q1 - Q3, the first attendance by a Fire Appliance at Building Fires within 10 minutes was also outside the 10% tolerance level.

4.1 Attendance Standards – 1st Fire Appliance at 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 Building Fires within 10 minutes on at least 75% of occasions. The percentage of Building Fires attended by the first Fire Appliance within 10 minutes during Quarter 1 - 3 was 57.4% which is down 2.6% compared to the same period in 2015-16.

1st Fire Appliance attendance at Building Fires within 10 minutes	Q1-Q3 2015-16	Q1-Q3 2016-17
Building Fires attended within 10 minutes	302	267
Total number of Building Fires attended	503	465
% attended within 10 minutes	60.0%	57.4%

(Table 15 - 1st Fire Appliance attendance at Building Fires within 10 minutes: Q1-Q3 2015-16 and Q1-Q3 2016-17)

1st Fire Appliance attendance at Building Fires - average times	Q1-Q3 2015-16 (mm:ss)	Q1-Q3 2016-17 (mm:ss)
Time of Call until Time Appliance Mobilised	02:01	01:57
Mobilisation Time until Appliance Arrival at Scene	07:55	07:54
Time of Call to Arrival at Scene	09:56	09:51

(Table 16 –1st Fire Appliance attendance at Building Fires average times: Q1&Q3 2015-16 and Q1&Q3 2016-17)

- The average attendance time for the 465 Building Fires attended improved by 5 seconds to 9 minutes and 51 seconds.
- The main reason cited by crews for the first Fire Appliances not attending Building Fires within 10 minutes is travel distance (45.7% of incidents).

Main reasons provided by crews for not meeting 1st Fire Appliance attendance at Building Fires within 10 minutes

Travel distance to the incident	91
Turn in time (Retained and Day Crew only)	41
Appliance not booked in attendance	24
Total	156

(Table 17 – Reasons for not meeting 1st Fire Appliance attendance at Building Fires within 10 minutes: Q1 - Q3 2016-17)

- 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 proportionally more incidents outside of towns and cities and changing 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 new Fire Control system and there is no exact match between a time recorded in the new system and the time used under the old method to record the time of call. The nearest time in the new 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.

5. Retained Availability

The overall availability of the first On-Call Fire Appliance has decreased by 2.7%, when compared with the same period of 2015-16.

Call sign	Station	Q1-Q3 Availability 2015-16	Q1-Q3 Availability 2016-17	% Change
542	Bromyard	100.0%	99.6%	-0.4%
481	Eardisley	93.8%	93.5%	-0.3%
472	Ewyas Harold	99.9%	98.9%	-1.0%
431	Fownhope	91.8%	79.3%	-12.6%
463	Hereford	99.0%	97.1%	-1.9%
511	Kingsland	99.8%	98.2%	-1.6%
492	Kington	97.3%	98.4%	1.0%
422	Ledbury	97.4%	97.9%	0.5%
502	Leintwardine	98.6%	96.4%	-2.2%
522	Leominster	99.9%	99.9%	0.1%
552	Peterchurch	78.7%	95.2%	16.5%
442	Ross-on-Wye	100.0%	100.0%	0.0%
452	Whitchurch	90.3%	85.4%	-4.9%
Herefordshire Total		95.9%	95.4%	-0.5%
231	Bewdley	76.4%	76.9%	0.5%
302	Broadway	90.1%	85.9%	-4.2%
251	Bromsgrove	88.9%	90.4%	1.6%
261	Droitwich	85.2%	69.4%	-15.9%
281	Evesham	97.5%	89.9%	-7.6%
241	Kidderminster	86.1%	80.3%	-5.8%
411	Malvern	98.9%	96.8%	-2.1%
291	Pebworth	85.7%	79.5%	-6.2%
311	Pershore	98.5%	91.7%	-6.8%
271	Redditch	97.5%	97.2%	-0.3%
221	Stourport	97.4%	72.0%	-25.3%
522	Tenbury	99.4%	96.0%	-3.4%
322	Upton	81.2%	94.0%	12.8%
213	Worcester	99.7%	97.5%	-2.2%
Worcestershire Total		91.6%	87.0%	-4.6%
Total Hours Available		93.7%	91.0%	-2.7%

(Table 18 – 1st Appliance Retained Availability: Q1 & Q3 2015-16 and Q1 & Q3 2016-17)

- Ross-on-Wye On-Call Crews maintained a 100% availability rate during Quarters 1 - 3 of 2016-17.
- Areas where cover has fallen can be accounted for by a loss of daytime cover. Stations are actively recruiting in these areas.
- 66% of On-Call availability was above 90% during Quarter 1 - 3 in 2016-17.

5.1 No of incidents per station ground

Number of incidents recorded in each station ground area (Q1-Q3).

Station Ground	False Alarm	Fire	Special Service	Total
Bromyard	19	32	26	77
Eardisley	5	8	3	16
Ewyas Harold	12	10	5	27
Fownhope	6	5	5	16
Hereford	334	144	102	580
Kingsland	13	12	9	34
Kington	10	11	7	28
Ledbury	52	36	30	118
Leintwardine	3	6	4	13
Leominster	75	43	20	138
Peterchurch	3	17	6	26
Ross-on-Wye	58	45	36	139
Whitchurch	7	12	13	32
Herefordshire	597	381	266	1244
Bewdley	28	33	16	77
Broadway	25	12	8	45
Bromsgrove	195	110	99	404
Droitwich	109	76	76	261
Evesham	127	73	52	252
Kidderminster	304	145	116	565
Malvern	159	71	71	301
Pebworth	6	13	5	24
Pershore	78	42	28	148
Redditch	336	202	130	668
Stourport	74	69	42	185
Tenbury	12	14	11	37
Upton upon Severn	24	16	30	70
Worcester	545	224	194	963
Worcestershire	2022	1100	878	4000
Total	2619	1481	1144	5244

(Table 19 – Incidents per station ground: Q1 - Q3 2016-17)