HEREFORD & WORCESTER FIRE AUTHORITY

Policy and Resources Committee

AGENDA

Wednesday, 02 December 2020

10:30

This will be held as a virtual meeting on Teams.

The meeting can be accessed via a link which will be emailed to participants.

Information for Members of the Public

Due to the current Covid-19 pandemic Hereford & Worcester Fire Authority will be holding this meeting in accordance with the arrangements for remote meetings of a local authority. For more information please refer to: Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020.

Please note that this is a public meeting, to be conducted remotely by video conferencing between invited participants and live streamed on the internet for general access. You are able to listen and view the live video stream of the meeting via the link that will be published on the Fire Authority's website https://hwfire.cmis.uk.com/hwfire/Meetings.aspx

ACCESS TO INFORMATION – YOUR RIGHTS. The press and public have the right to attend Local Authority meetings and to see certain documents. You have:

1)   the right to attend all Authority and Committee meetings by viewing or listening to the live stream unless the business to be transacted would disclose "confidential information" or "exempt information";
2)   the right to film, record or report electronically on any meeting to which the public are admitted provided you do not do so in a manner that is disruptive to the meeting.
3)   the right to inspect agenda and public reports at least five days before the date of the meeting (available on our website: http://www.hwfire.org.uk);
4)   the right to inspect minutes of the Authority and Committees for up to six years following the meeting (available on our website: http://www.hwfire.org.uk); and
5)   the right to inspect background papers on which reports are based for a period of up to four years from the date of the meeting.

If you are participating at a virtual meeting of the Authority under the Public Participation item, you will be deemed to have consented to being broadcast via the Authority's website and/or filmed or recorded by the Authority and/or anyone exercising their rights under paragraph 2 above. Alternatively, your representations can be read out at the meeting on your behalf.

Please also note that when taking part in public participation, your name and a summary of what you say at the meeting may be included in the minutes.

If you have any queries regarding this agenda or any of the decisions taken or wish to exercise any of these rights of access to information please contact Committee & Members' Services by email at committeeservices@hwfire.org.uk.

WELCOME AND GUIDE TO TODAY'S MEETING. These notes are written to assist you to follow the meeting. Decisions at the meeting will be taken by the **Members** who are democratically elected representatives and they will be advised by **Officers** who are paid professionals. The Fire Authority comprises 25 Members and appoints committees to undertake various functions on behalf of the Authority. There are 19 Members who are Worcestershire County Councillors on the Authority and 6 who are Herefordshire Council Councillors. The Police & Crime Commissioner also attends Fire Authority meetings as a non-voting Member.

Agenda Papers - Attached is the Agenda which is a summary of the issues to be discussed and the related reports by Officers.

Chairman - The Chairmanis responsible for the proper conduct of the meeting.

Officers - Also present during the meeting will be the Chief Fire Officer and/or other Officers of the Fire Authority who will advise on legal and procedural matters and record the proceedings. These include the Clerk and the Treasurer to the Authority.

The Business - The Chairman will conduct the business of the meeting. The items listed on the agenda will be discussed.

Decisions - At the end of the discussion on each item the Chairman will put any amendments or motions to the meeting and then ask the Members to vote. The Officers do not have a vote.

Protocols for Remote Meetings

Status of these protocols
- These protocols supplement the new legislative arrangements permitting remote meetings of a local authority, under the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020.
- The Monitoring Officer reserves the right to amend or revoke these protocols at any time on reasonable notice. These protocols may also be revoked, superseded or amended by any standing orders that the Authority specifically adopts in respect of remote meetings.
- These protocols apply to anyone participating in a remote meeting, being: Members, officers, members of the public, other invited participants.

Participating in a remote meeting
- Officers and Members should join the meeting no less than 15 minutes before the scheduled start time to allow for any technical issues and avoid disrupting proceedings after the start time.
- At the start of the meeting the chairman will conduct a roll-call to confirm who is present and check for any connectivity issues.
- Where using video-enabled equipment, Members are asked to leave their cameras on throughout the meeting (unless connection speeds militate against this).
- Members should mute the microphone on their device when not speaking in order to reduce feedback and background noise. Committee and Members' Services can perform this function as well.

Access to documents
- Committee and Members' Services will publish the agenda and reports for meetings on the Fire Authority's website in the usual way and will notify Members and Officers by email.
- Members can either download the agenda pack from the link to the website or use the PDF sent with the email on a separate device to the one which they are using for the remote meeting.
- Printed copies will be sent to Members and Officers to support the effective conduct of the meeting where necessary. Printed copies will not be available for inspection at the Fire Authority's offices.

Officer Presentations
- Any presentations from Officers (eg Powerpoint) will be circulated to Members in PDF format in advance wherever possible and will be displayed on screen at the relevant point in the meeting. Where possible, presentations will be published on the Authority's website alongside the reports.
- When referring to reports or making specific comments, Officers should refer to the agenda page number so that all parties have a clear understanding of what is being discussed.

Protocol for Members speaking at meetings
- The Authority will be using Microsoft Teams, which will enable Members to participate in meetings remotely.
- The Chairman will ask all Members who wish to speak to indicate by pressing the 'raise your hand' button. Please do not speak or turn on your microphone until invited to do so by the Chairman. After speaking you must 'lower your hand' and turn off your microphone

- The Chairman's ruling in regard to who shouldspeak will be final and the Chairman will have the ability to mute any attendee's microphone if required.
- When referring to reports or making specific comments, Members should refer to the agenda page number so that all parties have a clear understanding of what is being discussed.

Voting
- Where it appears to the Chairman that the will of the majority of Members in the meeting is clear, the Chairman may put the motion to the meeting and ask if there are any votes against or any Members wishing to abstain. Those Members not voting against the motion or indicating they wish to abstain will be taken to be in favour.
- In all other circumstances a named vote will be taken. he Monitoring Officer will read out the Members' names, record the votes and announce the outcome to the meeting.
- Named votes will not be recorded in the minutes unless an individual Councillor asks to be recorded as voting "for", "against" or "abstained".

Participation by members of the public and the media
- A member of the public who has been given permission to speak during the public participation section of the meeting will be sent the relevant link to join the remote meeting and be invited to participate at the relevant point on the agenda. Members of the public who have been given permission by the Chairman to address a meeting may read out their question or written statement, of which prior notice will have been given, when invited to do so by the Chairman.
- As an alternative, members of the public who wish to address the meeting may submit a written statement that can be read out by the Chairman at the appropriate time.

Dealing with exempt items of business
- When confidential, or "exempt" information – as defined in Schedule 12A of the Local Government Act 1972 – is under consideration, the Chairman and Monitoring Officer will close the meeting and a private meeting will convene with Officers and Members only.
- Any Councillor or Officer in remote attendance who fails to disclose that there are other persons present, who are not permitted to see and/or hear the meeting, will be in breach of the Authority's Code of Conduct.

Dealing with technical difficulties
- In the event that the Chairman or Monitoring Officer identifies a failure of the remote participation facility, the Chairman may declare an adjournment while the fault is addressed.
- If it is not possible to address the fault and the meeting is inquorate, the meeting will be abandoned until such time as it can be reconvened.
- If the meeting remains quorate, it will continue. A vote will be taken in the absence of any Members who are unable to continue to participate remotely.
- If the meeting was due to determine an urgent matter or one which is time-limited and it has not been possible to continue because of technical difficulties, the matter may be dealt with in accordance with the 'urgent business' arrangements permitted by the Authority's Constitution.

Interpretation

Where the Chairman is required to interpret the Authority's Constitution in light of the requirements of remote participation, he or she shall take advice from the Monitoring Officer or Deputy Monitoring Officer prior to making a ruling, where practicable. The Chairman's decision in all cases shall be final.

Hereford & Worcester Fire Authority

Policy and Resources Committee

Wednesday, 02 December 2020, 10:30

Agenda

Councillors

Mr C B Taylor (Chairman), Mr R C Adams (Vice Chairman), Mr T D Baker-Price, Mr B Clayton, Mr A Fry, Ms K S Guthrie, Dr C A Hotham, Mrs F M Oborski MBE, Mr R J Phillips, Mrs J Potter, Professor J W Raine, Mr P A Tuthill, Mr R M Udall

No.	Item	Pages

1   **Apologies for Absence**

To receive any apologies for absence.

2   **Named Substitutes**

To receive details of any Member of the Authority nominated to attend the meeting in place of a Member of the Committee.

3   **Declarations of Interest (if any)**

This item allows the Chairman to invite any Councillor to declare an interest in any of the items on this Agenda.

4   **Confirmation of Minutes**   **1 - 5**

To confirm the minutes of the meeting held on 16 September 2020.

5   **Budget Monitoring 2020/21 – Quarter 2**   **6 - 12**

To inform Members of the current position on budgets and expenditure for 2020/21.

6   Urgent Decision Taken (2020/001)

Details

7   2020-21 Performance Report: Q1-Q2

This report is a summary of the Service's performance for Quarter
1 to Quarter 2 2020-21 against a comprehensive set of
Performance Indicators agreed by Senior Management Board
(SMB).

8   Update from the Joint Consultative Committee

Details

Hereford & Worcester Fire Authority

Policy and Resources Committee

Wednesday, 16 September 2020, 11:10

Chairman: Mr K Taylor
Vice-Chairman: Mr R Adams

Minutes

Members Present: Mr R C Adams, Mr T D Baker-Price, Mr B Clayton, Mr A Fry, Ms K S Guthrie, Dr C A Hotham, Mrs F M Oborski MBE, Mr R J Phillips, Mrs J Potter, Mr C B Taylor, Mr P A Tuthill, Mr R M Udall

161 Apologies for Absence

Apologies were received from Professor J W Raine.

162 Named Substitutes

There were no named substitutes.

163 Declarations of Interest (if any)

Cllr Phillips declared that he was Vice Chair of the Fire Pension Scheme, member of the Fire NJC and Fire Commission and Chair of the LGPS Scheme Advisory Board.

164 Confirmation of Minutes

RESOLVED that the minutes of the meeting held on 19 September 2019 be confirmed as a correct record and signed by the Chairman.

165 Budget Monitoring 2020/21 – Quarter 1

The Treasurer informed Members of the current position on budgets and expenditure for 2020/21, and potential impact on the Medium Term Financial Plan (MTFP) to 2024/25.

With regard to the revenue budget, the Treasurer explained the forecast variations against the revised budget and confirmed that there would be an in-year transfer to the Budget Reduction reserve of £1.405m.

With regard to the capital budget, the Treasurer explained that the proposed changes to the fleet strategy was due to the state of the fleet being significantly better than anticipated which meant that replacement of some assets was not as imminent as previously forecast and therefore there was delayed spending on the scheme.

The Treasurer finally informed Members that at the beginning of the financial year (2020/21) borrowing was at a level of £13.637m of which £1.500m was repayable in this year as planned. Members were also pleased to note that with the successful sale of the old Headquarters building of £5.5m and the slow down in capital expenditure, further borrowing may be deferred.

RESOLVED that the Authority:

(i) Notes that the forecast revenue out-turn would result in an in-year transfer to the Budget Reduction Reserve of £1.4m; and

(ii) Notes the potential variations to the MTFP.

166   **2020-21 Performance Report: Quarter 1**

The Assistant Chief Fire Officer presented Members with a summary of the Service's performance for Quarter 1 2020-21 against a comprehensive set of Performance Indicators agreed by Senior Management Board (SMB).

Members' attention was drawn to a minor error at recommendation number ii) where the number of cases of self isolation was actually 43 and not 57 as noted.

Members queried the attendance standard and were assured that this was being looked at with the new CRMP proposals.

Members also queried the increase of false alarm incidents in Herefordshire which was thought to be due to the increase of gardening and burning garden rubbish during lockdown.

RESOLVED that Members note the following headlines drawn from Appendix 1 relating to performance in Quarter 1, 2020-21:

i) A total of 1,791 incidents were attended in Q1 2020-21, a decrease of less than one percent (12 incidents) when compared

with Q1 2019-20. While the overall number of incidents for Quarter 1 2020-21 has remained similar to Quarter 1 2019-20, the distribution of incidents has changed. Fires and False Alarms incidents have increased whilst Special Services have decreased.

a. Fires: an overall increase of nearly 100 Fire incidents in Q1 2020-21 was mainly accounted for by an additional increase of over 50% in Secondary Fire incidents when compared to Q1 2019-20. The number of Primary Fire incidents remains comparable to Q1 2019-20 with only 1 additional incident. Although there was an increase in the overall number of Fires during Quarter 1 2020-21, there were no Primary Fire fatalities during this quarter.

b. Special Services: an overall decrease of 165 incidents in Q1 2020-21 was largely attributed to a 59.76% decrease in Road Traffic Collisions when compared to Q1 2019-20. The second largest decrease was in the collaborative incident types – 'Assist other Agencies' and 'Effecting entry/exit' - with 45 incidents fewer than the same period last year; however, it still accounted for a third of all Special Service incidents in Quarter 1.

c. False Alarms: although there was only a modest overall increase of around 7% in False Alarm incidents, the kind of False Alarms has changed when compared to Q1 2019-20. There was over a 40% increase in Good Intent False Alarms, a decrease of 25 False Alarms Due to Apparatus incidents and 6 less Malicious False Alarms incidents.

ii) Overall Staff Sickness level for Q1 2020-21 was 0.85 days lost per head (which is the ratio of the number of days/shifts lost per person against the average number of personnel) this shows an improvement when compared to Q1 2019-20, where the number of days lost per head was 3.03. In Q1 2020-21 Wholetime firefighter, Non-uniform and Fire Control staff sickness (days lost per head) were all lower than Q1 2019-20. Furthermore, there were 15 cases of Covid-19 sickness, where 8 cases where confirmed. A further 57 cases of self-isolation and one case of shielding across the service.

iii) The Service attended 57.05% (85 incidents) of Primary Building Fires within 10 minutes in Quarters 1 2020-21, compared with 48.95% (70 incidents) in Quarters 1 2019-20. The average time for the first fire appliance to attend a Primary Building Fire was 10 minutes 2 seconds for Q1 2020-21 compared with 10 minutes 41 seconds in Q1

2019-20; an average overall improvement of 39 seconds.

iv) The average for the overall availability of the first On-Call (Retained) fire appliance was 94.99%. The new Wyre Forest hub is not part of the calculations for overall availability figures as this would not give a fair comparison against 2019-20, when Wyre Forest was split across Bewdley, Kidderminster and Stourport fire stations.

167   **HWFRS Response to the Covid 19 Pandemic 2020**

The Assistant Chief Fire Officer provided Members with an overview of the Service's preparation, response and review of its business continuity arrangements during the Covid 19 pandemic, 2020.

Members congratulated the Service on their resilience in very difficult circumstances and the Chairman requested thanks be passed to staff.

RESOLVED that the content of this report be noted and that the Full Authority also receive a copy of this report at their next meeting.

168   **Judicial Review - Update**

The Head of Legal Services informed Members of the conclusion of the judicial review proceedings brought jointly by this Authority and Shropshire & Wrekin Fire Authority against the decision of the Home Secretary to approve a business case for the transfer of governance of the Fire & Rescue Service.

Members' attention was drawn to paragraph 8 of the report noting that the Government is currently undertaking a review of the role of Police & Crime Commissioners and the future of Fire Authorities which could have more of an impact.

RESOLVED that the report be noted.

169   **Exclusion of the Press and Public**

RESOLVED that the press and public be excluded from the meeting for consideration of the following item due to the likelihood that it discloses information relating to the financial or business affairs of any particular person (including the authority holding that information).

170   **Redditch Fire Station - Replacement**

The Head of Legal Services presented Members with a scheme to replace the existing Redditch Fire Station with a joint Fire/Police Station on land at Middlehouse Lane, Redditch subject to reaching a satisfactory agreement with the other parties involved.

Members were pleased that a replacement fire station would be built in Redditch and approved the recommendation to progress.

[Cllr Potter left the meeting at 12.41pm]

RESOLVED that:

(i) the proposed scheme for the development of a joint Fire/Police Station at Middlehouse Lane, Redditch be approved;

(ii) a capital budget allocation of £5m for the Authority contribution to the joint scheme be agreed;

(iii) Head of Legal Services, in consultation with the Chief Fire Officer, Treasurer and Chairman of this Committee, be authorised to enter into appropriate agreements on terms to be agreed with:

(a) Redditch Borough Council and Worcestershire County Council regarding the land acquisition, including a land swap for the unrequired part of the existing fire station site, conditional upon planning permission, remediation costs and development costs remaining within budget; and

(b) the PCC/West Mercia Police for the development and future ownership/occupation of the joint Fire/Police Station.

The Meeting ended at: 12:53

Signed:……………………………   Date:………………

　　　　　Chairman

Hereford & Worcester Fire Authority
Policy and Resources Committee
2 December 2020

Report of the Treasurer

Budget Monitoring 2020/21 – Quarter 2

Purpose of report

1.   To inform Members of the current position on budgets and expenditure for 2020/21.

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Recommendation

The Treasurer recommends that the Committee:

> *(i) Confirms the proposed budget reallocations summarised in paragraph 7 (detailed in Appendix 1 Column 5); and*
> *(ii) Notes that the forecast revenue out-turn would result in an in-year transfer <u>to</u> the Budget Reduction Reserve of £0.9m.*

Introduction and Background

2.   This report follows the familiar format and is an out-turn projection nominally based on second quarter information but incorporating latest information up to October 2020.

3.   Separate financial reports are included to detail the position for both revenue and capital for this period.

4.   Details are included about the Authority's Treasury Management position for the period, and the latest available month end position on investments.

Revenue Budget

5.   In February 2020 the Fire Authority set a Core Revenue Budget of £35.827m (*Appendix 1 Column 2/Row 38*), which was funded by Precept, Business Rates and Grants of £35.597m (*Column 2/Row 53*) and use of the Budget Reduction Reserve of £0.430m (*Column 2/Row 55*).

6.   At that meeting of the Authority, the Treasurer advised of late receipt of Business rate information from some of the Billing Authorities and the Authority agreed to use this gain to create a Sustainability Reserve. In addition, the last meeting of this Committee noted adjustments as outlined in Column 3 of Appendix to bring the Revenue Budget to £36.049 (*Column 4/Row 38*) with funding increased to £35.707m (*Column 4/Row 53*).

7.   In the period since the Quarter 2 Report there have been a number of further re-allocations (Appendix 1 Column 5) to support core business activity and address the short-tem to the impacts of Covid. In particular:

- redirection of one-off training savings,
- redirection of savings arising from the re-phased Vehicle Capital Programme approved by the last meeting of this Committee,
- Investment in additional staffing to support in support of information analysis and HR,
- recognition of additional Covid costs.

This brings the Revenue Budget to £36.121m (*Column 6/Row 38).*

8. Appendix 1 sets out the forecast variations against this revised budget, and the variations shown in *Column 8.* A number of the variations were already reported at Quarter 1 and the table below illustrates the changes to Quarter 2:

			Qtr. 1	change	Qtr. 2
			£	£	£
WT Fire fighter Pay		McCloud/Sargeant	(400,000)		(400,000)
	a	DCP Protected Pay		150,000	150,000
Pension Costs		Ill Health Charges	40,000		40,000
Running Cost		COVID		160,000	160,000
		Unallocated Budgets		(36,600)	(36,600)
2017 Pay Award Provision			(285,000)		(285,000)
Covid Grant			(690,234)		(690,234)
MORSE Grant (PCC)			(47,000)		(47,000)
Additional Special Grants	b			(229,675)	(229,675)
Other net Grant variation			(22,635)		(22,635)
2020 Potential Pay Award	c		180,000	(180,000)	0
			(1,224,869)	**(136,275)**	**(1,361,144)**
Pay Award Reserve	c	change in transfer	(180,000)	180,000	0
DCP Pay Prot. Reserve	a	change in transfer		(150,000)	(150,000)
Special Grant Reserve	b			229,675	229,675
Bud. Red. Reserve		change in transfer	1,404,869	(123,400)	1,281,469
			0	**0**	**0**
Budget Reduction Reserve		Planned Transfer	(430,000)	10,000	(420,000)
		Change in transfer	1,404,869	(123,400)	1,281,469
		Actual Transfer	974,869	(113,400)	861,469

9. The additional variations are outlined below

- Note a: +£0.150m. Wholetime pay – when the Day Crewing Plus (DCP) shift system was ended staff who had previously been working the system have had pay protection for 6 months. This cost will be met by the DCP Pay Protection Reserve,

- Note b: -£0.230m. Additional one off grants paid by government in respect of specific costs to be incurred in future. This grant has to be certified by the Treasurer as and when spent. As timing of this is currently uncertain it is currently shown as being wholly transferred to reserves although actual spend will be updated as it occurs.

- Note c: -£0.180m.At Quarter 1 there was concern that the July pay award would exceed the 2% provided in the budget and provision for a higher award was made. Fortunately the award was made at 2% and the expenditure pressure and consequential use of reserve are no longer required.

- None of the above has a direct impact on the use of the Budget Reduction Reserve.

- +£0.160m: current estimates of the additional spend on Covid-19 measures (assuming no further deterioration in the position) which is partially offset by a small amount of unallocated budgets.

10. The net result of these changes is transfer to the Budget Reduction of £.861m *(Column 7/Row 60)* which is a variance of £1.281m against the budget figure *(Column 8/Row 60)* Whilst this is a significant figure, 41% relates to net government grant for future costs and a further 31% to government changed timing of pension costs.

11. As previously reporter, however, this financial windfall must be considered in the context of the future MTFP, and the potential funding losses outlined to this Committee and the Full Authority.

Capital Budgets

12. The current capital budget is summarised below.

	Major Building Schemes £m	Vehicles £m	Major Equip-ment £m	Allocated Minor Schemes £m	Other £m	TOTAL £m
Allocated Schemes	7.623	2.653	0.590	2.674		**13.540**
Major Building Provision					12.041	**12.041**
Unallocated Minor Schemes					0.147	**0.147**
REVISED BUDGET	**7.623**	**2.653**	**0.590**	**2.674**	**12.188**	**25.728**
P&R Committee: Sep 2020						
Allocations				0.027	(0.027)	**0.000**
Additional Approval					1.200	**1.200**
	7.623	**2.653**	**0.590**	**2.701**	**13.361**	**26.928**
Allocated Schemes	7.623	2.653	0.590	2.701		**13.567**
Major Building Provision					13.241	**13.241**
Unallocated Minor Schemes					0.120	**0.120**
REVISED BUDGET	**7.623**	**2.653**	**0.590**	**2.701**	**13.361**	**26.928**
P&R Committee: Dec 2020						
Expenditure to 2019/20	(7.008)		(0.290)	(0.952)		**(8.250)**
Budget Available 2020/21	**0.615**	**2.653**	**0.300**	**1.749**	**13.361**	**18.678**

13. The approved capital budget is divided into 4 blocks:

   - Major Buildings
   - Vehicles
   - Other Schemes (Fire Control & Mobile Data Terminals)
   - Minor Schemes (allocated by Senior Management Board)

14. The "Future Building Schemes" figure in Appendix 2 (*Column 3/Row 5*) is provision for Hereford, Redditch and Broadway Fire Stations and the North Herefordshire Strategic Training Facility, which await tender or formal approval. These schemes are not disclosed separately to protect the Authority's procurement interests. It is expected that, once approved, expenditure will occur over a number of future years.

15. Allowing for the schemes awaiting approval and previous expenditure ongoing schemes the position shown in detail in Appendix 2 is summarised below:

		£m
Total Approved Budget	*Column 3/Row 64*	26.928
Less: Awaiting Approval	*Column 3/Rows 66-67*	(13.361)
Approved to Spend		**13.540**
Incurred to 2019/20	*Column 4/Row 68*	(8.250)
Balance		**5.317**
Incurred 2020/21 to date	Column 6/ Row 68	(0.815)
		4.502

16. It can be seen that against the £5.3m available, only £0.4m (15%) has been incurred. This represents significant slippage and will have continuing implications for capital financing costs.

Treasury Management

17. Since October 2008, the Authority has adopted a policy of avoiding new long term borrowing, where working capital balances permit. The Authority will only extend long term borrowing when cash-flow requirements dictate that it is necessary, and only to finance long term assets.

18. At the beginning of the financial year (2020/21), borrowing was at a level of £13.637m of which £1.500m is repayable in Feb 2021 as planned.

19. It was anticipated that borrowing might be undertaken this year to fund the approved capital programme (and for which provision is made in the MTFP for the revenue costs). Up to now it has been possible to avoid new long term borrowing, by the temporary use of cash balances, arising from the earmarked revenue reserves and the timing of cash receipts from the disposal of the old fire station at Bromsgrove and the old HQ building.

20. With the sale of the old HQ completing in early 2020/21 and the slow down in capital expenditure referred to above, this borrowing requirement may be deferred.

21. All existing borrowing and potentially all future borrowing is with the Public Works Loans Board, as it remains the only practical alternative to the Fire Authority.

22. In accordance with the Authority's Treasury Management Strategy, surplus funds are invested by Worcestershire County Council alongside their own funds. Investment is carried out in accordance with the WCC Treasury Management Strategy, which has been developed in accordance with the Prudential Code for Capital Finance and is used to manage risks from financial instruments.

23. The Treasurer continues to advise that investment should be focused on security. As a consequence, surplus funds continue to generate low returns which are factored into the budget.

24. At 31-Oct-2020 short term investment via Worcestershire County Council comprised:

Organisation Type Invested in	£m
Other Local Authorities	0.000
Debt Management Account Deposit Facility	1.905
Money Market Funds (Instant Access)	7.101
Cash Plus (Liquidity Fund)	2.485
Call	2.509
Total	**14.000**

Corporate Considerations

Resource Implications (identify any financial, legal, property or human resources issues)	Whole Report
Strategic Policy Links (identify how proposals link in with current priorities and policy framework and if they do not, identify any potential implications).	None
Risk Management / Health & Safety (identify any risks, the proposed control measures and risk evaluation scores).	None
Consultation (identify any public or other consultation that has been carried out on this matter)	None
Equalities (has an Equalities Impact Assessment been completed? If not, why not?)	None – N/A

Supporting Information

Appendix 1 – 2020/21 Revenue Budget
Appendix 2 – 2020/21 Capital Budget

Hereford & Worcester Fire Authority
Policy & Resources Committee: 02-Dec-2020
2020/21 Revenue Budget Monitoring: Quarter 2

Col/ Row		2 Approved Core Budget	3 Qtr. 1 Adjusts	4 Revised Budget Qtr. 1	5 Qtr. 2 Adjusts	6 Revised Budget Qtr. 2	7 Forecast Out-turn	8 Forecast Variation
1	WT Firefighter Pay	14,343,000	(94,800)	14,248,200	7,000	14,255,200	14,005,200	(250,000)
2	OC (RDS) Firefighter Pay	4,006,000		4,006,000		4,006,000	4,006,000	0
3	Fire Control Pay	790,000	94,800	884,800	(7,000)	877,800	877,800	0
4	Support Staff Pay	3,907,000		3,907,000	224,000	4,131,000	4,131,000	0
5	Other Employee Costs	120,000		120,000		120,000	120,000	0
6	Pension Costs	995,000		995,000		995,000	1,035,000	40,000
7	**EMPLOYEE COSTS**	24,161,000	0	24,161,000	224,000	24,385,000	24,175,000	(210,000)
8	Strategic Management	90,000	13,400	103,400	1,700	105,100	105,100	0
9	New Dimensions	54,000	(10,200)	43,800	700	44,500	44,500	0
10	Ops Policy	48,000	(700)	47,300	800	48,100	48,100	0
11	Technical Fire Safety	15,000	2,900	17,900	300	18,200	18,200	0
12	Community Fire Safety	200,000	5,600	205,600	3,400	209,000	209,000	0
13	Training	563,000	(9,000)	554,000	(273,000)	281,000	281,000	0
14	Ops Logistics	1,128,000	(92,200)	1,035,800	16,900	1,052,700	1,212,700	160,000
15	Fleet	506,000	25,400	531,400	8,700	540,100	540,100	0
16	Property	1,709,000	292,000	2,001,000	32,700	2,033,700	2,033,700	0
17	PPL Charges	491,000	(6,200)	484,800	6,200	491,000	491,000	0
18	PPL Capitalisation	(102,000)		(102,000)		(102,000)	(102,000)	0
19	ICT	1,837,000	191,000	2,028,000	93,100	2,121,100	2,121,100	0
20	Performance & Information	56,000	1,500	57,500	900	58,400	58,400	0
21	Corporate Comms	18,000	4,400	22,400	400	22,800	22,800	0
22	Human Resources	471,000	(7,400)	463,600	9,500	473,100	473,100	0
23	Fire Authority Costs	64,000	(3,500)	60,500	1,000	61,500	61,500	0
24	Committee Services	2,000	(700)	1,300		1,300	1,300	0
25	Legal Services	25,000	13,100	38,100	600	38,700	38,700	0
26	Insurances	346,000	300	346,300	23,700	370,000	370,000	0
27	Finance (FRA)	64,000	76,400	140,400	2,300	142,700	142,700	0
28	Finance (SLA)	98,000	(9,100)	88,900	1,500	90,400	90,400	0
29	Unallocated Savings	(35,000)	35,000	0	36,600	36,600	0	(36,600)
30	**RUNNING COSTS**	7,648,000	522,000	8,170,000	(32,000)	8,138,000	8,261,400	123,400
31	Capital Financing	2,964,000		2,964,000	(120,000)	2,844,000	2,844,000	0
32		2,964,000	0	2,964,000	(120,000)	2,844,000	2,844,000	0
33	**CAPITAL FINANCING**	34,773,000	522,000	35,295,000	72,000	35,367,000	35,280,400	(86,600)
34	2017 Pay Award Provision	285,000		285,000		285,000		(285,000)
35	20/21 Pay Award Provision	469,000		469,000		469,000	469,000	0
36	Inflation Provision	300,000	(300,000)	0		0		0
37	**PROVISIONS**	1,054,000	(300,000)	754,000	0	754,000	469,000	(285,000)
38	**CORE REVENUE BUDGET**	35,827,000	222,000	36,049,000	72,000	36,121,000	35,749,400	(371,600)
39	Fire Revenue Grant - ND	(820,000)		(820,000)		(820,000)	(823,308)	(3,308)
40	Fire Revenue Grant - FL	(205,000)		(205,000)		(205,000)	(204,286)	714
41	MORSE funding - PCC	0		0		0	(47,000)	(47,000)
42	Revenue Support Grant	(2,068,900)		(2,068,900)		(2,068,900)	(2,068,900)	0
43	Business Rate Top Up Grant	(3,372,300)		(3,372,300)		(3,372,300)	(3,372,300)	0
44	Pension Grant	(1,568,000)		(1,568,000)		(1,568,000)	(1,568,396)	(396)
45	Rural Services Delivery Grant	(109,100)		(109,100)		(109,100)	(109,126)	(26)
46	Retained Business Rates	(2,164,000)	(309,935)	(2,473,935)		(2,473,935)	(2,473,935)	0
47	S31 Business Rates Grant	(528,000)		(528,000)		(528,000)	(547,619)	(19,619)
48	Council Tax Precept	(24,561,700)		(24,561,700)		(24,561,700)	(24,561,700)	0
49	2020/21 COVID Grant	0		0		0	(690,234)	(690,234)
50	Building Risk Review Grant	0		0		0	(60,000)	(60,000)
51	Protection Uplift Grant	0		0		0	(121,640)	(121,640)
52	Grenfell Infrastructure Grant	0		0		0	(48,035)	(48,035)
53		(35,397,000)	(309,935)	(35,706,935)	0	(35,706,935)	(36,696,479)	(989,544)
54		430,000	(87,935)	342,065	72,000	414,065	(947,079)	(1,361,144)
55	From Property Reserve	0	(222,000)	(222,000)		(222,000)	(222,000)	0
56	from DCP Change Reserve	0		0		0	(150,000)	(150,000)
57	from Fire Control Reserve	0		0	(40,000)	(40,000)	(40,000)	0
58	From Development Reserve	0		0	(42,000)	(42,000)	(42,000)	0
59	To Sustainability Reserve	0	309,935	309,935		309,935	309,935	0
60	From Budget Reduction Res	(430,000)		(430,000)	10,000	(420,000)	861,469	1,281,469
61	To Special Funding Reserve	0		0		0	229,675	229,675
62		(430,000)	87,935	(342,065)	(72,000)	(414,065)	947,079	1,361,144
63		0	0	0	0	0	0	0

Hereford & Worcester Fire Authority
Policy & Resources Committee: 02-Dec-2020
2020/21 Capital Budget Monitoring: Quarter 2

Col/Row			Revised Budget £ (3)	Prior Year Expend £ (4)	Balance Remaining 1st April 20 £ (5)	2020/21 Expend-iture £ (6)	Balance Remaining £ (7)
	Major Buildings Programme						
1	240 - Wyre Forest Hub		7,273,000	6,974,920	298,080	71,564	226,516
2	282 - Hereford FS (Holmer Road) - Preliminaries		250,000	6,055	243,945		243,945
3	330 - Redditch FS - Preliminaries		100,000	26,524	73,476	23,196	50,280
4			7,623,000	7,007,498	615,502	94,760	520,742
5	Future Building Schemes		13,241,464		13,241,464		13,241,464
6			20,864,464	7,007,498	13,856,966	94,760	13,762,206
	Revised Vehicle Programme						
7	333 - Pumps 20-21	(5)	1,332,563		1,332,563		1,332,563
8	336 - Sp:W Carrier 20-21	(2)	412,000		412,000		412,000
9	337 - Sp: RAV 20-21	(2)	400,000		400,000		400,000
10	291 - Sp: Water Rescue Vehicle 20-21	(3)	262,650		262,650	226,141	36,509
11	292 - Sp: Rope Rescue Vehicle 20-21	(1)	87,550		87,550	72,486	15,064
12	290 - An: Car 20-21	(2)	27,800		27,800		27,800
13	332 - An: Van-Spec 20-21	(2)	130,000		130,000	99,772	30,228
14			2,652,563	0	2,652,563	398,399	2,254,164
	Other Major Schemes						
15	280 - Mobile Data Terminal Replacement		340,000	290,157	49,843	39,196	10,647
16	331 -C&C Replacement		249,911		249,911	63,612	186,299
17			589,911	290,157	299,754	102,808	196,946
	Minor Schemes (SMB allocation)						
18	224 - Audit Software	ICT	35,000	22,325	12,675		12,675
19	236 - Patient Report Form IRS System	ICT	7,600		7,600		7,600
20	237 - Intel Software	ICT	20,000		20,000		20,000
21	246 - ICT Strategy Wide Area Network	ICT	162,938	145,938	17,000		17,000
22	247 - ICT Strategy Cloud Services	ICT	96,082	33,266	62,816	8,211	54,605
23	248 - ICT Strategy SharePoint	ICT	200,000	42,000	158,000	30,000	128,000
24	249 - ICT Strategy Professional Services	ICT	150,000	89,226	60,774	12,150	48,624
25	250 - ICT Strategy Equipment	ICT	250,000	117,579	132,421		132,421
26	253 - Eardisley Rear Extension	PPL	160,000	149,215	10,785		10,785
27	254 - Leintwardine Rear Extension	PPL	179,000	13,938	165,062		165,062
28	264 - Ladders	Oth	73,000	30,388	42,612	10,372	32,240
29	268 - Defford - Shower Block	PPL	45,000	10,375	34,625	5,257	29,368
30	270 - Droitwich - Refurb	PPL	100,000	99,391	609		609
31	272 - Ledbury Works	PPL	21,500	11,866	9,634		9,634
32	274 - Leominster Fire Station Tower	PPL	10,000		10,000		10,000
33	275 - Operational Logistics Doors and Gates	PPL	73,200	22,158	51,042	21,625	29,417
34	276 - Pershore Re Roof and Guttering	PPL	142,500	116,092	26,408		26,408
	277 - Peterchurch Pallet Storage	PPL	8,000	255	7,745	3,720	4,025
35	301 - Droitwich Rear Yard	PPL	37,000		37,000	15,445	21,555
36	302 - Ross Drainage	PPL	85,000		85,000		85,000
37	303 - Leominster Welfare Refurb	PPL	23,000		23,000		23,000
38	304 - Tenbury Rear Yard	PPL	40,000		40,000		40,000
39	305 - Redditch Water First Responders	PPL	15,000		15,000		15,000
40	309 - Disaster Recovery (ICT)	ICT	37,000		37,000	8,455	28,545
41	310 - ICCS Firewall	ICT	14,300		14,300	14,262	38
42	311 - TIC	Oth	142,000	48,382	93,618	48,382	45,236
43	312 - Air Bags	Oth	60,000		60,000		60,000
44	313 - Power Tools	Oth	45,000		45,000		45,000
45	314 - CSU Hardware	Oth	25,000		25,000		25,000
46	315 - Stretchers	Oth	21,200		21,200	21,141	59
47	316 - Helmets	Oth	20,000		20,000	19,850	150
48	317 - Laptops CFS	ICT	55,000		55,000		55,000
49	318 - Wi-Fi Improvements	ICT	28,000		28,000		28,000
50	319 - Traffic Management Droitwich	PPL	75,000		75,000		75,000
51	320 - Houses Droitwich	PPL	25,000		25,000		25,000
52	321 - Droitwich1st Floor	PPL	24,000		24,000		24,000
53	322 - Deford Welfare	PPL	70,000		70,000		70,000
54	323 - Eardisley Roof	PPL	15,000		15,000		15,000
55	324 - Bromyard Appliance Bay Floor	PPL	5,000		5,000		5,000
56	325 - Bromyard Roof	PPL	27,000		27,000		27,000
57	326 - Bromyard Heating	PPL	3,000		3,000		3,000
58	327 - Ross On Wye Roof	PPL	20,000		20,000		20,000
59	328 - Upton On Severn CCTV	PPL	5,000		5,000		5,000
60	329 - Electrical Charging Points	PPL	50,000		50,000		50,000
61			2,700,320	952,395	1,747,924	218,870	1,529,054
62	998 - Unallocated Minor Schemes		120,248		120,248		120,248
63			2,820,568	952,395	1,868,172	218,870	1,649,302
64	**TOTAL PROGRAMME**		26,927,505	8,250,051	18,677,454	814,837	17,862,617
65	Less:						
66	Future Building Schemes		(13,241,464)		(13,241,464)		(13,241,464)
67	998 - Unallocated Minor Schemes		(120,248)		(120,248)		(120,248)
68	**Approved for Expenditure**		13,565,793	8,250,051	5,315,742	814,837	4,500,905

Hereford & Worcester Fire Authority
Policy and Resources Committee
2 December 2020

Report of the Head of Corporate Services

2020-21 Performance Report: Q1-Q2

Purpose of report

1.   This report is a summary of the Service's performance for Quarter 1 to Quarter 2 2020-21 against a comprehensive set of Performance Indicators agreed by Senior Management Board (SMB).

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Recommendation

It is recommended that Members note the following headlines drawn from Appendix 1 relating to performance in Q1-Q2, 2020-21:

  i)   *A total of 3,763 incidents were attended in Q1-Q2 2020-21, a decrease of 4.4% (173 incidents) when compared with Q1-Q2 2019-20. There has been a small increase of 3.4% in fire incidents and a 16.7% decrease in special service incidents when compared to Q1-Q2 2019-20.*

    a. *Fires: an overall increase of 34 Fire incidents in Q1-Q2 2020-21 was mainly accounted for by an additional increase of 21.2% in Secondary Fire incidents when compared to Q1-Q2 2019-20. The number of Primary Fire incidents decreased by 11.2% when compared to Q1-Q2 2019-20. Although there was an decrease in the overall number of Primary Fires during Q1-Q2 2020-21, there was a 28.6% increase in Primary Fire casualties, but no fatalities.*

    b. *Special Services: an overall decrease of 193 incidents in Q1-Q2 2020-21 was largely attributed to a 29.7% decrease in Road Traffic Collisions when compared to Q1-Q2 2019-20. The second largest decrease was in the collaborative incident types – 'Assist other Agencies' and 'Effecting entry/exit' - with 66 incidents fewer than the same period last year; however, it still accounted for over a quarter (28.8%) of all Special Service incidents in Q1-Q2.*

    c. *False Alarms: although there was only a very small decrease of 0.8% in False Alarm incidents, the kind of False Alarms has changed when compared to Q1-Q2 2019-20. There were 52 more Good Intent False Alarms, 17 less Malicious False Alarms and 49 less Fire Alarms Due to Apparatus.*

  ii)   *Overall Staff Sickness level for Q1-Q2 2020-21 was 4.06 days lost per head (which is the ratio of the number of days/shifts lost per person*

against the average number of personnel) this shows an increase when compared to Q1-Q2 2019-20, where the number of days lost per head was 2.97. In Q1-Q2 2020-21 the Wholetime firefighter sickness was 2.67 (days lost per head) which shows a decrease when compared to Q1-Q2 2019-20 where it was 4.22. Fire Control sickness also decreased from 3.92 in Q1-Q2 2019-20 to 2.30 in Q1-Q2 2020-21. Non-uniform staff sickness also decreased from 3.92 in Q1-Q2 2019-20 to 3.73 in 2020-21. Furthermore, there were 14 cases of Covid-19 sickness, where 6 cases where confirmed. A further 129 cases of self-isolation and 19 cases of shielding across the service.

iii)   *The Service attended 52.47% (138 incidents) of Primary Building Fires within 10 minutes in Q1-Q2 2020-21, compared with 47.44% (148 incidents) in Q1-Q2 2019-20. The average time for the first fire appliance to attend a Primary Building Fire was 10 minutes 31 seconds for Q1-Q2 2020-21 compared with 10 minutes 53 seconds in Q1-Q2 2019-20; an average overall improvement of 22 seconds.*

iv)   *The average for the overall availability of the first On-Call (Retained) fire appliance was 91.51% in Q1-Q2 2020-21 compared to 84.48% in Q1-Q2 2019-20; an increase in overall average availaibility of 7.03%. The new Wyre Forest hub is included in this calculation and is compared to the sum of Kidderminster, Bewdley and Stouport stations in 2019-20.*

Introduction and Background

2.   The Service gathers data on a range of Performance Indicators covering response and prevention activity, absence management and On-Call (Retained) availability. This is reported on a quarterly basis to the Policy and Resources Committee and the Senior Management Board. The report includes commentary of any changes compared to the previous year and discussion of any exceptions to expected performance.

Tolerance Levels

3.   Each Performance Indicator is tested against tolerance levels anticipated for the year, based on the average for the same Quarter over the three previous years. The tolerance levels provide a range between which performance is expected to fluctuate, and are generally 10% above and below the average levels for each specific indicator.

4.   The total number of incidents in Q1-Q2 2020-21 is near the 3-year mean, except in August where it goes above the upper tolerance (3-year mean +10%). The total number of Fire incidents went above the upper tolerance level in May and June 2020. The total number of Primary Fires were below the 3-year mean except in May 2020. The number of Secondary Fires was above the upper tolerance level for the whole of Q1-Q2. The total number of Special Service incidents were below the 3-year mean, except in July and August. These indicators are analysed in more detail in Appendix 1, together with an overview of operational activity and an analysis of On-Call (Retained) appliance availability

Quarter 1- Quarter 2 Performance

5. Quarters 1-2 2020-21 saw 3,763 incidents, a decrease of 173 incidents (4.4%) when compared to Quarters 1-2 2019-20. The majority of the decrease in incidents can largely be accounted for by 193 less Special Service incidents and 14 less False Alarms. There was a slight increase overall in Fires with 34 more than Q1-Q2 2019-20.

6. In terms of Fires, the number of Primary Fires in Q1-Q2 2020-21 has decreased by 11.2% when compared to Q1-Q2 2019-20, the largest change within the category has been Primary Outdoor Fires, which has increased by 66.1% (+39 incidents). Primary Building Fires and Primary Vehicle and Transport Fires have both decreased by 49 incidents, which is a decrease of 15.7% and 31.8% respectively. The number of Secondary Fires in Q1-Q2 2020-21 has increased by over 20% when compared to Q1-Q2 2019-20, where the greatest percentage increase of 42.6% is seen in Grassland, Woodland and Crop Fires (80 incidents). More than one in three of all Secondary Fires were caused deliberately and nearly a third of all Secondary Fires were caused due to Loose refuse (incl in garden)' and' Private/Domestic garden/allotment (vegetation not equipment/building)'. Over 60% of all Secondary Fires had an estimated fire damage of up to 5sq.m. reflecting the Service's effective response to incidents.

7. The number of Special Service incidents (emergency incidents that are not fire related) in Q1-Q2 2020-21 decreased by 193 incidents when compared against Q1-Q2 2019-20. Nearly 30% of this decrease can be accounted by the 100 less Road Traffic Collision incidents attended. The collaborative incident types 'Assist other Agencies' and 'Effecting entry/exit' also decreased by 66 inidents when compared to the same perios in 2019-20.The largest proportion of Special Service incidents in Q1-Q2 (28%) was in the Other Special Services sub-category. The biggest proportion of incident types in this category was 'No action (not false alarm)' with 15.7% (where service was not required).

8. There were 100 fewer Road Traffic Collisions (RTCs) in total in Q1-Q2 2020-21 when compared to Q1-Q2 2019-20. Just under 77% of the RTC incidents attended required making a vehicle or the scene safe. Out of the 28 extrication of person/s incidents, 8 incidents required 'roof removal' and 17 required 'other space creation'. The Service continues to effectively deal with incidents involving RTCs. The Service attended 7 fatalities in 6 incidents in Q1-Q2 2020-21 compared to 10 fatalities in 9 incidents in Q1-Q2 2019-20.

9. There was a 0.8 decrease (14 incidents) in the number of False Alarms in Q1-Q2 2020-21 when compared with the same period in 2019-20. The biggest percentage increase is found in Good Intent False Alarm incidents with an additional 11% of incidents. Just under 70% of all False Alarm incidents were due to apparatus and nearly half of all False Alarms originated from a domestic property (Dwelling and Other Residential); a further 16.7% of False Alarms were from outdoor property types. Self-contained Sheltered Housing incurred the highest number of False Alarms in Q1-Q2 2020-21, with 93.5% occurring due to apparatus and 46.8% of the False Alarms caused by cooking/burnt toast.

10. Overall Staff Sickness level for Q1-Q2 2020-21 was 2.97 days lost per head, this shows an decrease in sickness when compared to Q1-Q2 2019-20 where the number of days lost per head was 4.06. In Q1-Q2 2020-21 the Wholetime firefighter sickness was 2.67 (days lost per head) which shows a decrease when compared to Q1-Q2 2019-20 where it was 4.22. Fire Control sickness also decreased from 3.92 in Q1-Q2 2019-20 to 2.30 in Q1-Q2 2020-21. Non-uniform staff sickness also decreased from 3.92 in Q1-Q2 2019-20 to 3.73 in 2020-21.

11. The percentage of Primary Building Fires attended within 10 minutes by the first fire appliance was 52.47% (138 incidents) during Q1-Q2 2020-21 in comparison to 47.44% (148 incidents) in Q1-Q2 2019-20. Call handling and travel remained simiiar to Q1-Q2 2019-20 with only a 1 second average increase in both categories. Turnout time imporved in Q1-Q2 2020-21, with an overall average improvement of 24 seconds from the time of call to the arrival of the first fire appliance on the scene. Out of the 122 which failed the Primary Building Fire attendance standard, over 55% were recorded as a failure due to the travel distance to the incident.

12. The average for the overall availability of the first On-Call (Retained) fire appliance was 91.51% in Q1-Q2 2020-21 compared to 84.48% in Q1-Q2 2019-20, an overall average increase of 7.03%. The new Wyre Forest hub is included in this calculation and is compared to the sum of Kidderminster, Bewdley and Stouport stations in 2019-20. All pumping appliance availiability increased by 6.06%, from an average of 77.84% in Q1-Q2 2019-20, to an average of 83.90% in Q1-Q2 2020-21.

Conclusion/Summary

13. Further detail and analysis regarding the above headlines for performance in Q1-Q2 2020-21 is included in Appendix 1.

14. The Senior Management Board will continue to receive reports based on the measures the Service is taking to stay within tolerance levels. Where improvements are required, any necessary action will be reported to the Policy and Resources Committee.

Corporate Considerations

Resource Implications (identify any financial, legal, property or human resources issues)	None at present.
Strategic Policy Links (identify how proposals link in with current priorities and policy framework and if they do not, identify any potential implications).	The areas included link with the Fire Authority Annual Report and the strategic objectives of the Service.
Risk Management / Health & Safety (identify any risks, the proposed control measures and risk evaluation scores).	None.
Consultation (identify any public or other consultation that has been carried out on this matter)	None.
Equalities (has an Equalities Impact Assessment been completed? If not, why not?)	No, the report concerns operational activity and other areas of general performance, but not from an equalities viewpoint.

Supporting Information

Appendix 1 – Performance Report: Q1-Q2

Appendix 2 – HWFRS Community Risk Activity: Q1-Q2

Appendix 1

Fire Authority 2020-21 Performance Report: Q1-Q2 (1 April – 30 September 2020)

1. Introduction

This report summarises incident data recorded in the Incident Recording System (IRS)* and reviews the Service's overall performance against agreed performance indicators for Q1-Q2 (01/04/20 – 30/09/20). 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.

Incidents that occurred outside the Service's border are not included in the following statistics, but are reported separately in section 2.3 of this Performance Report.

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.

There may be some differences in the data between this report and previous ones. The interrogation of the Incident Recording System throughout the previous year has given an opportunity to assure the quality of the total incident figures reported in last year's Performance Reports. Furthermore, by utilising Structured Query Language (SQL), the Service has gained access to a larger dataset with an increased level of accuracy; this primarily affects the number of incidents that need to be removed from the Primary Building Fire attendance standards following quality control.
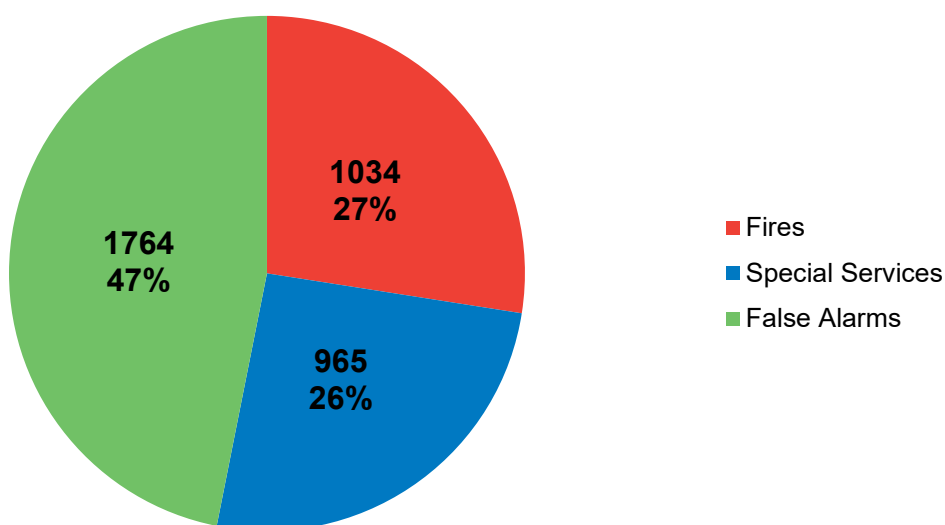
2. Total incidents

Operational activity covers all emergency incidents attended by Fire and Rescue Service crews, including Fires, Special Services and False Alarms. Each of these is broken down further in the following tables.

2.1. Analysis

The total number of incidents attended in Q1-Q2 2020-21 was 3,763 as shown in Figure 1, and comprises of 1,034 Fires, 965 Special Services and 1,764 False Alarms. The total number of incidents in Q1-Q2 is near the 3 year mean and below the upper tolerance level (3 year mean +10%) apart from in August when it is slightly above.

Q1-Q2 2020-21 summary of incidents

All Incidents
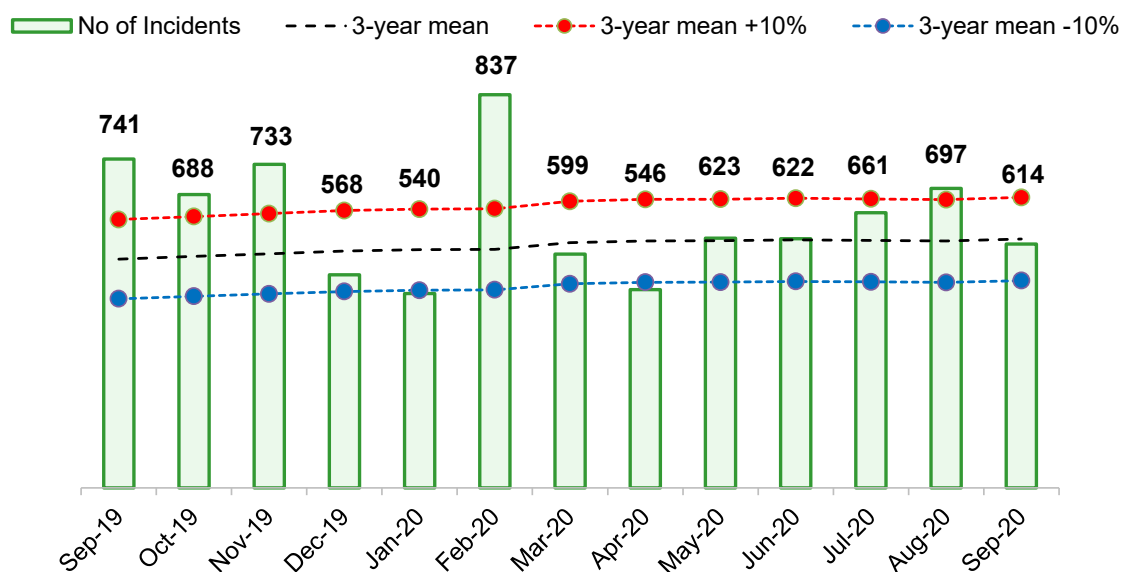
Figure 1 – Total Incidents per month: from Sep 2019 to Sep 2020

Table 1 – Total Incidents

Total Incidents	Q1-Q2 2019-20	Q1-Q2 2020-21	Change	
Fires	1000	1034	**+34**	**+3.4%**
Special Services	1158	965	**-193**	**-16.7%**
False Alarms	1778	1764	**-14**	**-0.8%**
Total	**3936**	**3763**	**-173**	**-4.4%**

Table 1 provides a comparison between incidents attended in Q1-Q2 2020-21 and Q1-Q2 of the previous year.

a)   There were 1,034 Fires in Q1-Q2 2020-21. This is an increase of 34 incidents in comparison to Q1-Q2 2019-20. More detail can be found in Section 3.

b)   There were 965 Special Service incidents in Q1-Q2 2020-21. This is a decrease of 193 incidents in comparison to Q1-Q2 2019-20. More detail can be found in Section 4.

c)   There were 1,764 False Alarms in Q1-Q2 2020-21. This is a decrease of 14 incidents in comparison to Q1-Q2 2019-20. More detail can be found in Section 5.

Total Incidents

Total
Trendline

2016/17	2017/18	2018/19	2019/20	2020/21
3593	3606	4050	3936	3763

Financial Years / Q1-Q2
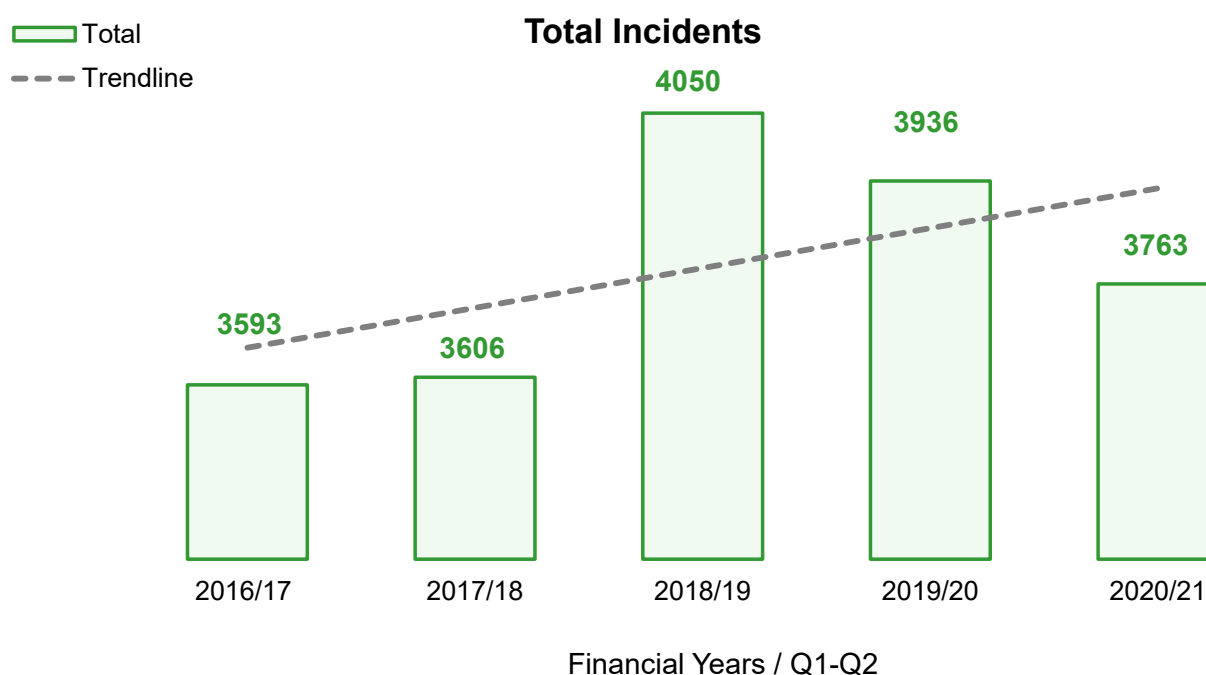
Figure 2 – All Incidents from Q1-Q2 2016-17 to Q1-Q2 2020-21

The overall number of incidents for Q1-Q2 2020-21 has decreased when compared to Q1-Q2 2019-20. The majority of the decrease in incidents can largely be accounted for by a 16.7% fall in the number of Special Service incidents and 14 fewer False Alarms. There was a slight increase overall in Fires with 34 more than in Q1-Q2 2019-20.

2.2. Number of incidents per station ground area

Table 2 shows the number of incidents recorded in each fire station ground area in Q1-Q2 2020-21. "Over the border" incidents are not included; more information on this can be found in section 2.3.

Table 2 – Incidents per station ground Q1-Q2 2020-21

Station Ground	County	Fire	Special Service	False Alarm	Total
Bromsgrove	North District	74	69	116	259
Droitwich Spa	North District	46	45	83	174
Redditch	North District	156	112	211	479
Tenbury	North District	5	12	10	27
Wyre Forest	North District	199	115	313	627
Total	**North District**	**480**	**353**	**733**	**1566**
		46.42%	**36.58%**	**41.55%**	**41.62%**
Broadway	South District	1	4	19	24
Evesham	South District	71	60	114	245
Malvern	South District	58	46	122	226
Pebworth	South District	18	7	7	32
Pershore	South District	27	23	35	85
Upton upon Severn	South District	14	15	13	42
Worcester	South District	137	163	312	612
Total	**South District**	**326**	**318**	**622**	**1266**
		31.53%	**32.95%**	**35.26%**	**33.64%**
Bromyard	West District	19	26	11	56
Eardisley	West District	5	7	4	16
Ewyas Harold	West District	7	9	6	22
Fownhope	West District	4	7	3	14
Hereford	West District	92	131	247	470
Kingsland	West District	12	9	6	27
Kington	West District	5	6	8	19
Ledbury	West District	21	17	23	61
Leintwardine	West District	4	4	5	13
Leominster	West District	19	23	48	90
Peterchurch	West District	7	7	5	19
Ross-on-Wye	West District	24	27	31	82
Whitchurch	West District	9	21	12	42
Total	**West District**	**228**	**294**	**409**	**931**
		22.05%	**30.47%**	**23.19%**	**24.74%**
Grand Total		**1034**	**965**	**1764**	**3763**

Where the difference between the numbers of incidents located in the station ground area has increased by more than 10 incidents when compared to Q1-Q2 2019-20, the cell is filled yellow, where the increase is greater than 50 the cell is filled orange. Where the number of incidents has decreased by more than 10 the cell is filled green.

a) The total number of incidents in the North District decreased by 95 incidents when compared to 2019-20, however, the total number of Fires increased by 14 incidents.

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b) The total number of incidents in the South District decreased by 136 incidents when compared to 2019-20, however, the total number of Fires increased by 19 incidents.

c) The total number of incidents in the West district increased by 58 incidents when compared to 2019-20, with an extra 78 False Alarm incidents.

d) Hereford had the biggest increase in the total number of incidents (81 more than the same period in 2019) where 80 of these can be accounted for by an increase in False Alarms.

e) Bromsgrove, Malvern and Pebworth were the only three station ground areas which saw an increase in Fires when compared to 2019.

    i)   Bromsgrove saw an increase of 16 Fires in total where 13 of these were Secondary Fires; 92.31% (12 incidents) of the Secondary Fires were Outdoor Fires. When looking at the overall difference in the types of Secondary Fires, it is noted that there are 6 new types of fire seen which include fires in wheelie bins/recycling bins/skips when compared to 2019.

    ii)   Malvern saw an increase of 24 fires, where 9 were Primary and 15 were Secondary. The increase in Secondary Fires is totally accounted for by a 15 incident increase in Secondary Outdoor Fires with the main increase in private gardens. The 9 additional Primary Fires comprised of 6 additional Primary Outdoor Fires and 3 Primary Vehicle Fires.

    iii)   Pebworth saw an increase of 11 Fires in total where 7 were Secondary Fires. There were 2 additional Secondary Building Fires (derelict caravans) and 5 Secondary Outdoor Fires where the type of Fires are primarily scrub/waste land, private gardens or loose refuse.

2.3. Over the border incidents attended by HWFRS

The total number of over the border incidents attended in Q1-Q2 2020-21 was 28, as shown in Figure 3. This is an increase of 5 incidents compared with Q1-Q2 2019-20.The 28 incidents comprised of 10 Fires, 9 Special Services and 9 False Alarms. No over the border incidents were attended in Staffordshire.

Table 3 – Over the border incidents by Station attended Q1-Q2 2020-21

Station attended	Total	South Wales	Shropshire	Warwickshire	West Midlands	Gloucestershire	Mid & West Wales
Broadway	1	0	0	0	0	1	0
Bromsgrove	1	0	0	0	1	0	0
Evesham	2	0	0	0	0	2	0
Ewyas Harold	3	3	0	0	0	0	0
Kington	1	0	0	0	0	0	1
Ledbury	2	0	2	0	0	0	0
Malvern	1	0	0	0	0	1	0
Pershore	2	0	0	0	0	2	0
Redditch	6	0	0	6	0	0	0
Ross on Wye	2	0	0	0	0	2	0
Tenbury Wells	5	0	5	0	0	0	0
USAR	1	0	1	0	0	0	0
Wyre Forest	1	0	1	0	0	0	0
	28	3	9	6	1	8	1

Figure 3 – Location of over the border incidents attended by HWFRS*
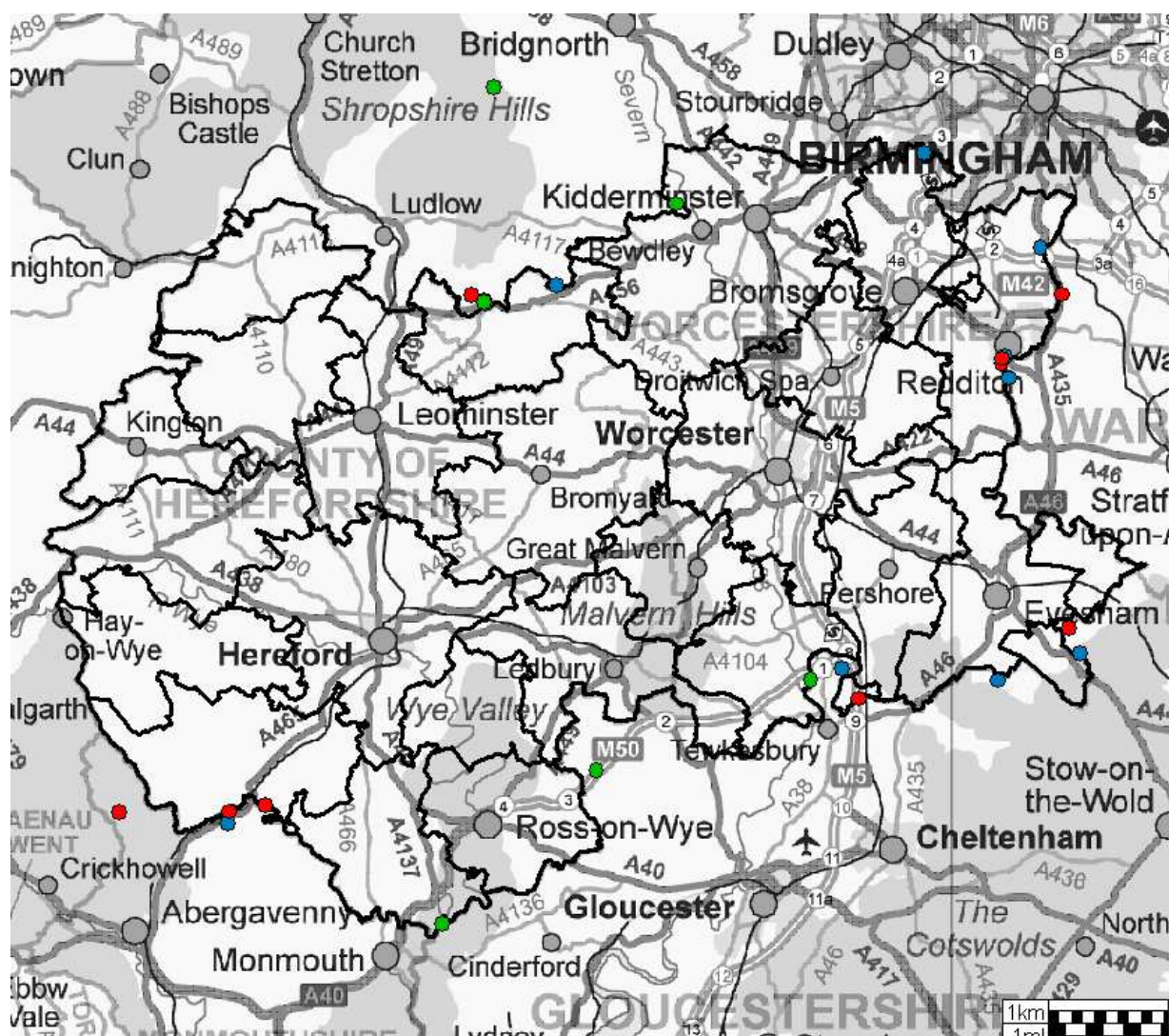
- 🔵 False Alarm
- 🔴 Fire
- 🟢 Special Service

One Ledbury incident and the USAR incident are not shown on this map as they were located outside of the map boundary.

2.4. Key performance indicators

a) The total number of incidents in Q1-Q2 2020-21 remained within the tolerance levels, except in September where they peaked just above the 3-year mean +10%. (see Section 2)

b) The total number of Fire incidents was above the 3 year average +10% in May and June 2020 with Secondary Fires causing the biggest rise in total fires when compared to Q1-Q2 2019-20. (see Section 3)

c) The total number of Primary Fires was above the 3 year average in May 2020 and then declined to below the 3 year average -10% by September 2020. The biggest growth has occurred within Outdoor Fires, though there has been a decline in Vehicle & Transport Fires when compared to Q1-Q2 2019-20. (see Section 3.3)

d) There was a 28.6% increase in Primary Fire casualties in Q1-Q2 2020-21, with 45 casualties compared to 35 in Q1-Q2 2019-20. (see Section 3.3)

e) The number of Secondary Fires was above the 3 year average +10% for the whole of Q1-Q2, with the biggest growth in Grassland, Woodland and Crop fires. (see Section 3.4)

f) The number of Chimney Fires declined by 13.6% when compared to Q1-Q2 2019-20. (see Section 3.5)

g) The total number of Special Service incidents was below the 3 year average -10% until June. August increased over the 3 year average +10%, with the biggest decline of 29.7% seen in the number of Road Traffic Collision (RTC) incidents when compared to Q1-Q2 2019-20. (see Section 4)

h) The number of RTC casualties in Q1-Q2 2020-21 declined by 47.5%, with 117 casualties compared to 223 in Q1-Q2 2019-20. (see Section 4.3)

i) The total number of False Alarms remained near the 3 year average until July and August, both of which were above the 3 year average +10%, incidents then decreased in line with the 3 year average in September. The biggest growth was seen in Good Intent False Alarms (see Section 5)

j) The overall attendance standard for Primary Building Fires saw an average improvement by 22 seconds when compared with Q1-Q2 2019-20. (see Section 6)

k) The first On-Call (retained) appliance availability for Q1-Q2 2020-21 was on average 91.51%. (see Section 7)

l) All staff sickness has increased from 4.06 days lost per head in Q1-Q2 2019-20 to 2.97 in Q1-Q2 2020-21. (see Section 8.1)

m) All Wholetime staff sickness has improved from 4.22 days lost per head in Q1-Q2 2019-20 to 2.67 in Q1-Q2 2020-21. (see Section 8.2)

n) All Non-Uniformed staff sickness has improved from 3.92 days lost per head in Q1-Q2 2019-20 to 3.73 in Q1-Q2 2020-21. (see Section 8.3)

o) All Fire Control staff sickness has improved from 3.92 days lost per head in Q1-Q2 2019-20 to 2.30 in Q1-Q2 2020-21. (see Section 8.4)

2.5. Community Risk's activity

a) Due to the Covid-19 pandemic, prevention activities were reduced in Q1 2020-21. Throughout lockdown the Community Risk team continued to receive referrals from partner agencies for vulnerable individuals who required a visit. The team adopted a risk assessment approach and Community Risk Technicians, wearing the correct PPE, continued to visit the homes of those who are most vulnerable to fire to carry out a Safe and Well Check. Due to the hot spells of weather encountered, seasonal advice was offered, in particular water safety, bonfire safety and cooking safely outdoor. Fire safety advice was also given to businesses to assist them during the pandemic.

b) Campaigns in Q2 2020-21 have included Home Safety, Business Safety, gas and chimney safety. The team has worked with partners to promote fire safety and Safe and Well Checks

to ensure we reach those who are most vulnerable to fire. The team has also been working alongside local high schools to look at alternative ways to deliver road safety to year 11 students, as Dying 2 Drive was unable to take place this year in its usual format. Seasonal advice has also been offered, in particular with fires, BBQs, cooking safety and water safety.

2.6. Weather[1]

a) April 2020 had a high temperature of 24° C in Worcester with an average rainfall of 4.2cm.
b) May 2020 had a high temperature of 26° C in Worcester with an average rainfall of 4.03cm
c) June 2020 had the highest record temperature in Q1 2020-21 with 29° C in Worcester; June also had the highest average rainfall with 4.5cm.
d) July 2020 had a high temperature of 31° C in Worcester with an average rainfall of 4.96cm.
e) August 2020 had the highest record temperature in Q2 2020-21 of 32° C in Worcester with an average rainfall of 5.89cm
f) September 2020 had a high temperature of 27° C in Worcester with an average rainfall of 5.4cm

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[1] Data from weather trends, Microsoft Bing.

3. Fire incidents

3.1. Introduction

Types of fire as recorded in the IRS:

a) Primary – to be categorised as Primary, fires must be either:

- occurring in a (non-derelict) building, vehicle or outdoor structure;
- involving fatalities, non-fatal casualties or rescues, or
- attended by 5 or more appliances.

b) Secondary – are generally outdoor fires which do not involve people or property.

c) Chimney – are fires in buildings where the flame was contained within the chimney structure and did not meet any of the requirements to become a Primary Fire.

3.2. Analysis

The number of fires has increased by 3.4% (34 incidents) in Q1-Q2 2020-21 compared with the same period in 2019-20 (Table 4). The overall number of fire incidents usually follows a seasonal trend, increasing in the warmer, summer months and decreasing during the winter; this can be seen in Figure 4.

Table 4 – Total Fires

Total Fires	Q1-Q2 2019-20	Q1-Q2 2020-21	Change	
Primary Fires	525	466	**-59**	**-11.2%**
Secondary Fires	453	549	**+96**	**+21.2%**
Chimney Fires	22	19	**-3**	**-13.6%**
Total	**1000**	**1034**	**+34**	**+3.4%**

a) There was a total of 466 Primary Fires in Q1-Q2 2020-21. This is a decrease of 59 incidents in comparison to Q1-Q2 2019-20.

b) There was a total of 549 Secondary Fires in Q1-Q2 2020-21. This is an increase of 96 incidents in comparison to Q1-Q2 2019-20.

c) There was a total of 19 Chimney Fires in Q1-Q2 2020-21. This is a decrease of 3 incidents in comparison to Q1-Q2 2019-20.

The main changes in Fire incidents were the decrease of 59 Primary Fire incidents and the increase of 96 Secondary Fire incidents. Chimney Fires remain comparable to Q1-Q2 2019 with a slight decrease of 3 incidents. This is discussed further in section 3.4.

Figure 5 shows the 5-year trend line for the total number of fires recorded in each Q1-Q2 period between 2016-17 and 2019-20. Over the 5 year period, the number of Fire incidents has varied around an average of 1,106 incidents, with the lowest number in 2019-20 (1,000) and the highest in 2018-19 (1,327).
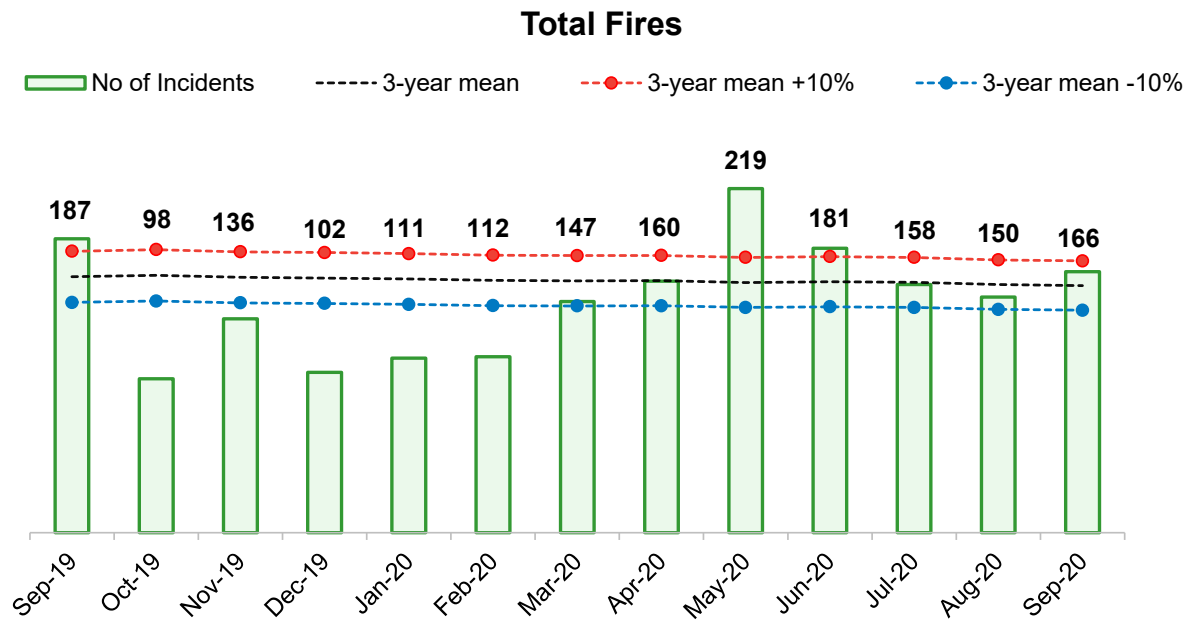
Total Fires

Figure 4 – Total Fires per month: from September 2019 to September 2020

Total Fire Incidents
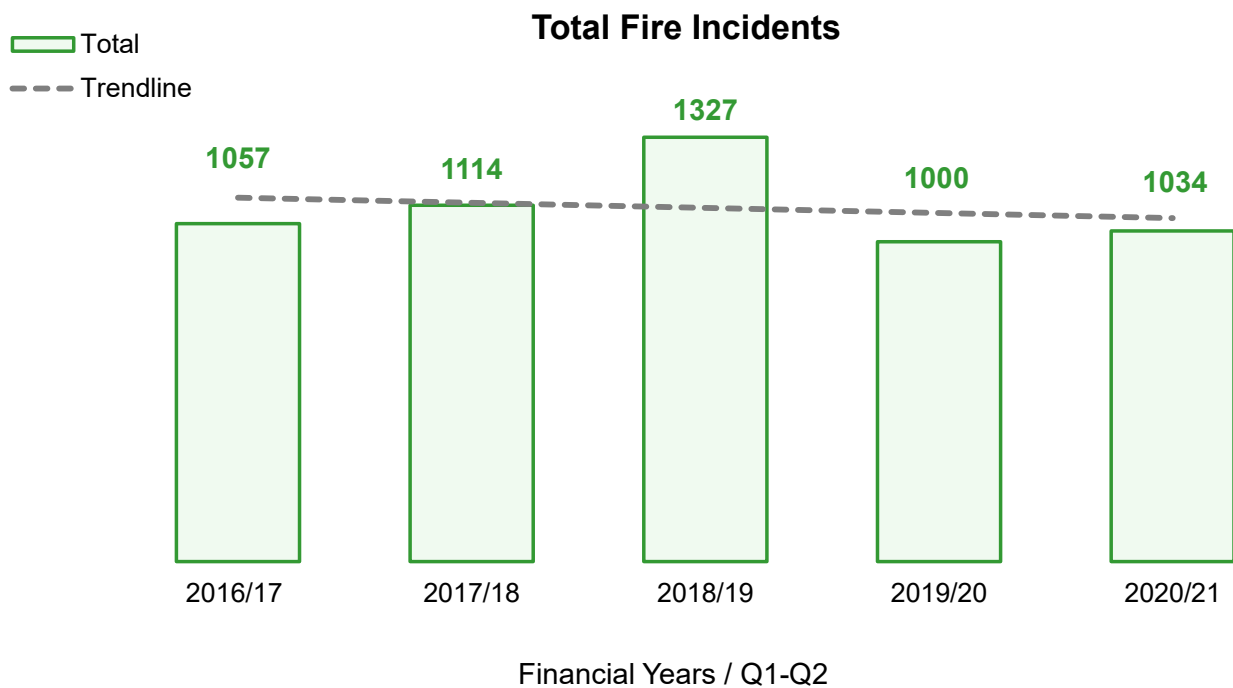

Financial Years / Q1-Q2

Figure 5 – Total Fires: from Q1-Q2 2016-17 to Q1-Q2 2020-21

3.3. Primary fires

The number of Primary Fires in Q1-Q2 2020-21 has decreased by 59 incidents overall when compared to Q1-Q2 2019-20 (Table 5, Figure 6), with a gradual decline in numbers each month following a high of 91 incidents in May 2020.

Figure 7 shows the 5-year trend line for the total number of Primary Fires recorded in each Q1-Q2 between 2016-17 and 2020-21. The number of Primary Fires has remained low for the second year in a row, 171 incidents fewer than the highest number in 2018-19.

Table 5 – Primary Fires

Primary Fires	Q1-Q2 2019-20	Q1-Q2 2020-21	Change	
Building Fires	312	263	**-49**	**-15.7%**
Outdoor Fires	59	98	**+39**	**+66.1%**
Vehicle & Transport Fires	154	105	**-49**	**-31.8%**
Total	**525**	**466**	**-59**	**-11.2%**

a) There were 263 Primary Building Fires in Q1-Q2 2020-21. This is a decrease of 49 incidents in comparison to Q1-Q2 2019-20.

b) There were 98 Primary Outdoor Fires in Q1-Q2 2020-21. This is an increase of 39 incidents in comparison to Q1-Q2 2019-20.

c) There were 105 Primary Vehicle & Transport Fires in Q1-Q2 2020-21. This is a decrease of 49 incidents in comparison to Q1-Q2 2019-20.

The total number of Primary Fires in Q1-Q2 2020-21 has decreased by 11.2% when compared to Q1-Q2 2019-20. This can be largely accounted for by the reduction in the numbers of Building Fires and Vehicle & Transport Fires.

In terms of the locations of the Primary Fires, the Wyre Forest station ground area had the largest percentage of all Primary Fires with 17.2% (80 incidents). The main cause of 18.8% of Primary Fires in the Wyre Forest area was caused by arson (15 incidents) followed by combustible items to close to a heat source with 11 incidents. Wyre Forest station ground also had the highest number of Primary Outdoor fires accounting for 26.5% of all Outdoor primary fires.

The decrease in the number of Vehicle & Transport Fires was mainly found in the urban areas of Hereford, Worcester, Evesham and Redditch. The biggest decrease was in the Hereford station ground area, with 13 fewer incidents than in Q1-Q2 2019-20, equating to an 81.3% decrease.

During Q1-Q2 2020-21, many people across England were subject to a lockdown by the government following the Covid-19 coronavirus outbreak. This could be one reason for the drop in the number of Vehicle and Transport Fires in the urban areas of Herefordshire and Worcestershire, as fewer people were using their cars. Alongside this, schools were closed as school terms were brought to an end earlier than usual in 2020-21; this may be a cause of the rise in deliberate Outdoor Fires

The most common fire start location of Primary Building Fires during Q1-Q2 2020-21 was in the Kitchen with 103 incidents, where the most common cause of fire was 'Cooking - other cooking' representing 38.8%. Just over 60% of all Primary Building Fires resulted in a Fire damage area of less than 5sq.m.and there were no Primary Fire fatalities. The Service continues to improve response times to Primary Building Fires, and further information can be found in Section 6.2 of this report.
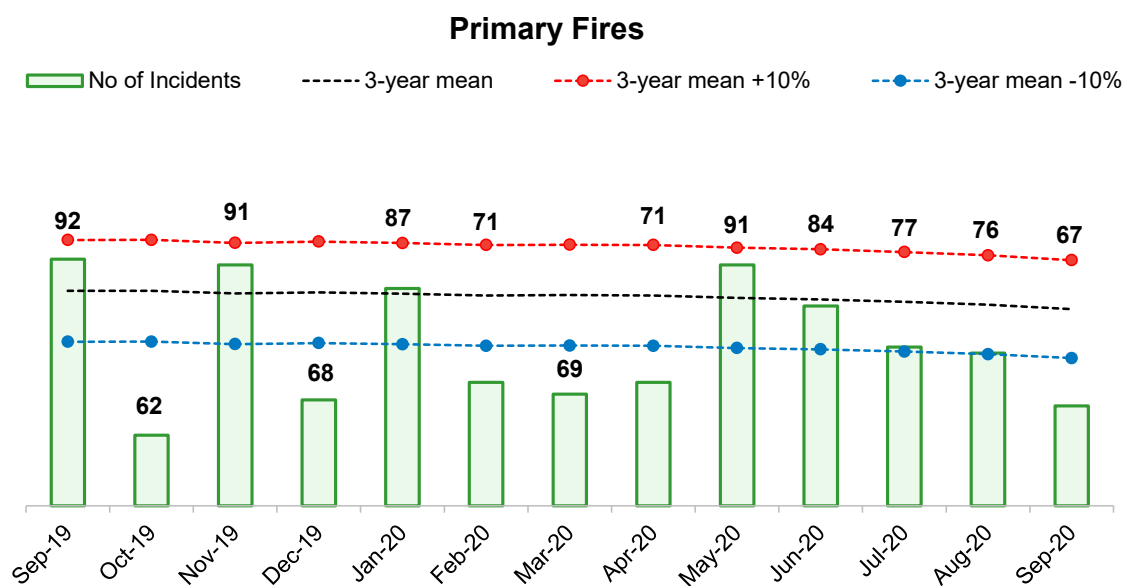
Primary Fires

Figure 6 – Primary Fires per month: from Sept 2019 to Sept 2020

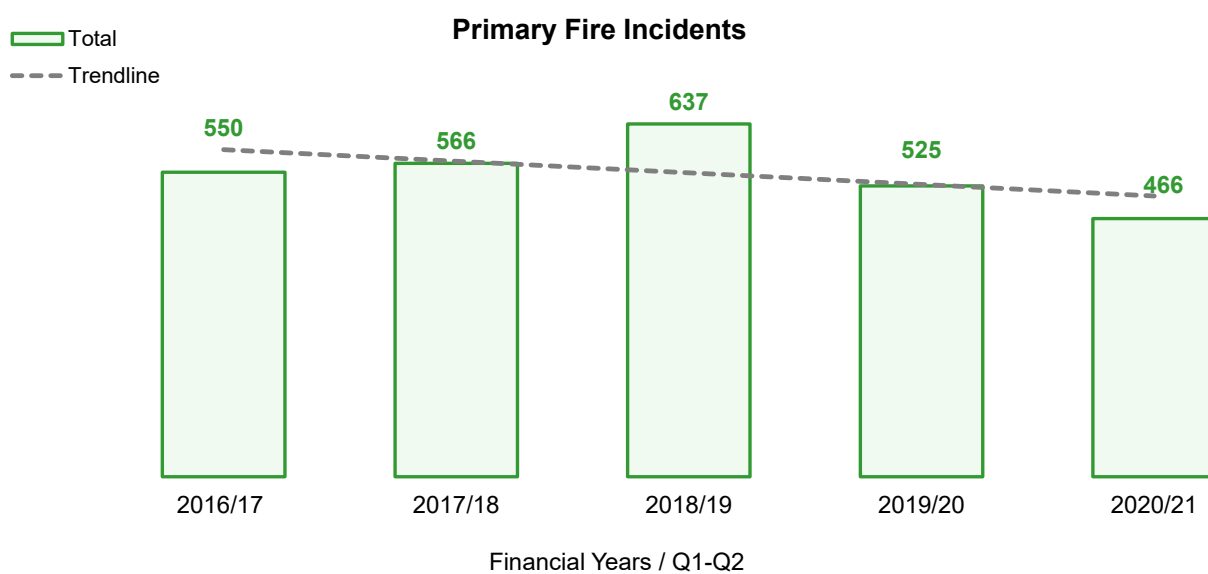## Primary Fire Incidents

Financial Years / Q1-Q2

Figure 7 – Primary Fires: from Q1-Q2 2016-17 to Q1-Q2 2020-21

Table 6 – Primary Fires casualties

Primary Fires Casualty*: severity	Q1-Q2 2019-20		Q1-Q2 2020-21		Change (%)	
	Inc No.	Cas No.	Inc No.	Cas No.	Inc No.	Cas No.
Fatalities	1	1	0	0	-100.0%	-100.0%
Victim went to hospital, injuries appear to be Serious	8	9	9	11	+12.5%	+22.2%
Victim went to hospital, injuries appear to be Slight	10	13	14	18	+40.0%	+38.5%
First aid given at scene	11	12	14	16	+27.3%	+33.3%
Total	**30**	**35**	**37**	**45**	**+23.3%**	**+28.6%**

Note: the above casualty severity data refers to all Primary Fire incidents regardless of property type (see section 3.1 to see how Primary Fires are classified).

Although the number of Primary Fires for Q1-Q2 2020-21 decreased when compared to Q1-Q2 2019-20, the total number of casualties increased by 28.6%. There have been no Primary Fire fatalities within this period, but all of the other categories have increased.

When comparing Q1-Q2 2019 to Q1-Q2 2020 the types of incidents where a casualty occurred has changed. Where the injury was serious there were 2 more casualties (Table 6) than the same period in 2019 with 4 additional serious casualties at Primary Building Fires and 1 more casualty at Primary Outdoor Fires, however there were 3 less casualties in Primary Vehicle Fires. Out of the 4 additional serious casualties at a Primary Building Fire, 3 of these casualties were due to 2 incidents which were caused deliberately. Where the injury was slight, there were 5 additional casualties (Table 6) when compared to the same period in 2019. Three of these casualties were due to one incident that involved a road/other transport vehicle and the other two casualties were at two separate Primary Outdoor Fire incidents. The four additional casualties where first aid was given were all a result of a Primary Building Fire.
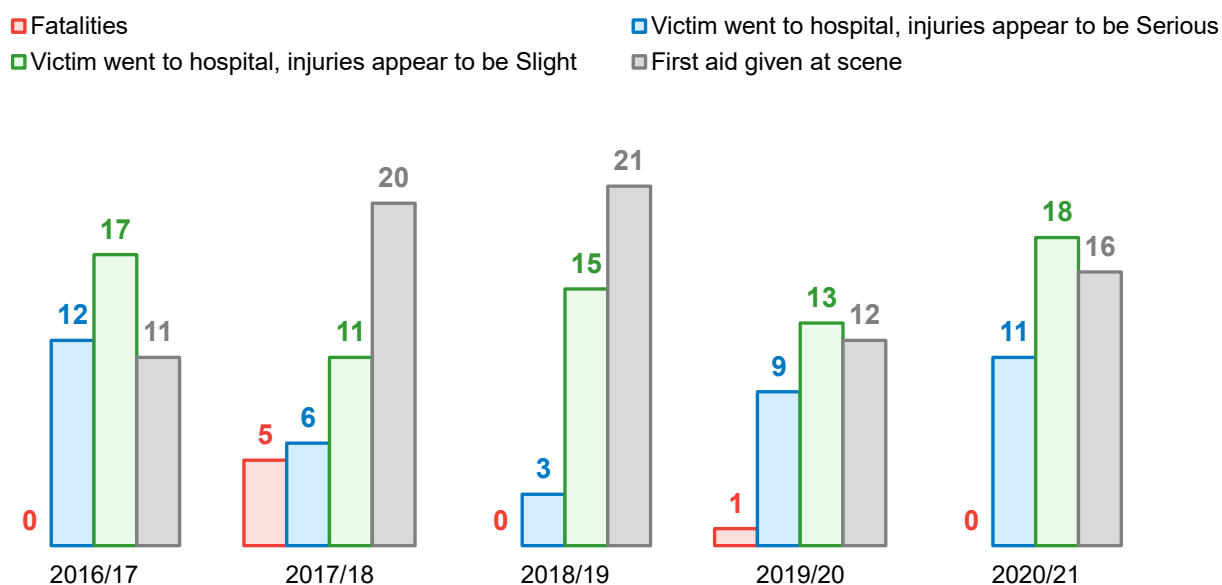
Primary Fire Injuries and Fatalities

Figure 8 – Primary Fire Injuries and Fatalities: from Q1-Q2 2016-17 to Q1-Q2 2020-21

3.4. Secondary fires

The number of Secondary Fires in Q1-Q2 2020-21 increased by 21.2% when compared to Q1-Q2 2019-20 (Table 7, Figure 9) with the highest number of Secondary Fires occurring in May 2020. The number of Secondary Fires was above the 3 year average +10% for the whole of Q1-Q2 and the 96 incident increase can mainly be accounted for by the 80 incident increase in 'Grassland, Woodland and Crop' fires and the 36 incident increase in 'Other Outdoors (including land) fires.

Figure 10 shows the 5-year trend line for the total number of Secondary Fires recorded in each Q1-Q2 between 2016-17 and 2020-21. The 549 Secondary Fires is higher than the same period in 2019-20 but lower than the same period in 2018-19.

Table 7 – Secondary Fires

Secondary Fires	Q1-Q2 2019-20	Q1-Q2 2020-21	Change	
Grassland, Woodland and Crop	188	268	**+80**	**+42.6%**
Other Outdoors (including land)	121	157	**+36**	**+29.8%**
Outdoor Structures	102	97	**-5**	**-4.9%**
Building & Transport	35	20	**-15**	**-42.9%**
Outdoor Equipment & Machinery	7	7	**0**	**0.0%**
Total	**453**	**549**	**+96**	**+21.2%**

a)   Just under half of all Secondary Fires for Q1-Q2 2020-21 were 'Grassland, Woodland and Crop' fires, increasing by 80 incidents when compared to Q1-Q2 2019-20.

b)   The second largest proportion of Secondary Fires for Q1-Q2 2020-21 were Other Outdoors (including land) fires, increasing by 36 incidents when compared to Q1-Q2 2019-20.

c)   There were falls in the numbers of Building & Transport fires Outdoor Structures fires during Q1-Q2 2020-21 compared to Q1-Q2 2019-20.

While 59.6% of all Secondary Fires were caused by accident (including unknown), 40.4% were recorded as deliberate. The main cause for 29% of all Secondary Fires was 'Loose refuse (incl. in garden)' and' Private/Domestic garden/allotment (vegetation not equipment/building)'. These causes may be related to the Covid-19 lockdown during Q1-Q2 2020-21. As more people were at home for longer periods of time, paired with the good weather seen in Herefordshire and Worcestershire (see Section 2.6), more people were able to tend to their gardens and allotments.

The highest number of Secondary Fires was located in Wyre Forest with 21.5% of the total (118 incidents). This was followed by Redditch (14.2%) and Worcester (13.1%). 55.1% of all Secondary Fires in Wyre Forest were Grassland, Woodland and Crop fires (65 incidents).

The highest number of 'Other Outdoors (including land) fires was also located in Wyre Forest (35 incidents), and over half of these (57.1%) were deliberate. The highest number of 'Outdoor Structures' fires was located in Redditch (20 incidents); 4 of these fires were recorded as deliberate.

64.3% of all Secondary Fires had an estimated fire damage of up to 5sq.m. reflecting the Service's effective response to incidents. However, two incidents had fire damage estimated over 10,000 sq.m.

One was in Peterchurch in May 2020 and involved Heathland/Moorland, which took over two hours to extinguish. The other was in Hereford in August, and was an accidental wildfire in 'Grassland, Woodland and Crops', which took under an hour to extinguish.
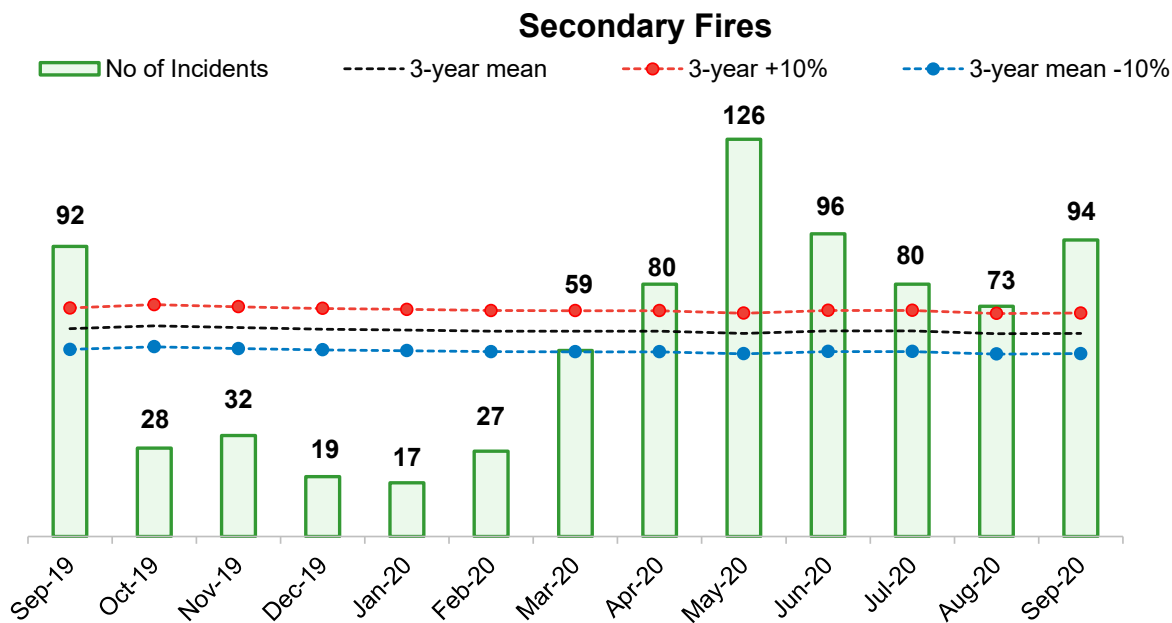
Secondary Fires

Legend: No of Incidents · 3-year mean · 3-year +10% · 3-year mean -10%

- Sep-19: 92
- Oct-19: 28
- Nov-19: 32
- Dec-19: 19
- Jan-20: 17
- Feb-20: 27
- Mar-20: 59
- Apr-20: 80
- May-20: 126
- Jun-20: 96
- Jul-20: 80
- Aug-20: 73
- Sep-20: 94

Figure 9 – Secondary Fires per month: from Sept 2019 to Sept 2020

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Secondary Fire Incidents

Legend: Total · Trendline

- 2016/17: 473
- 2017/18: 525
- 2018/19: 672
- 2019/20: 453
- 2020/21: 549

Financial Years / Q1-Q2
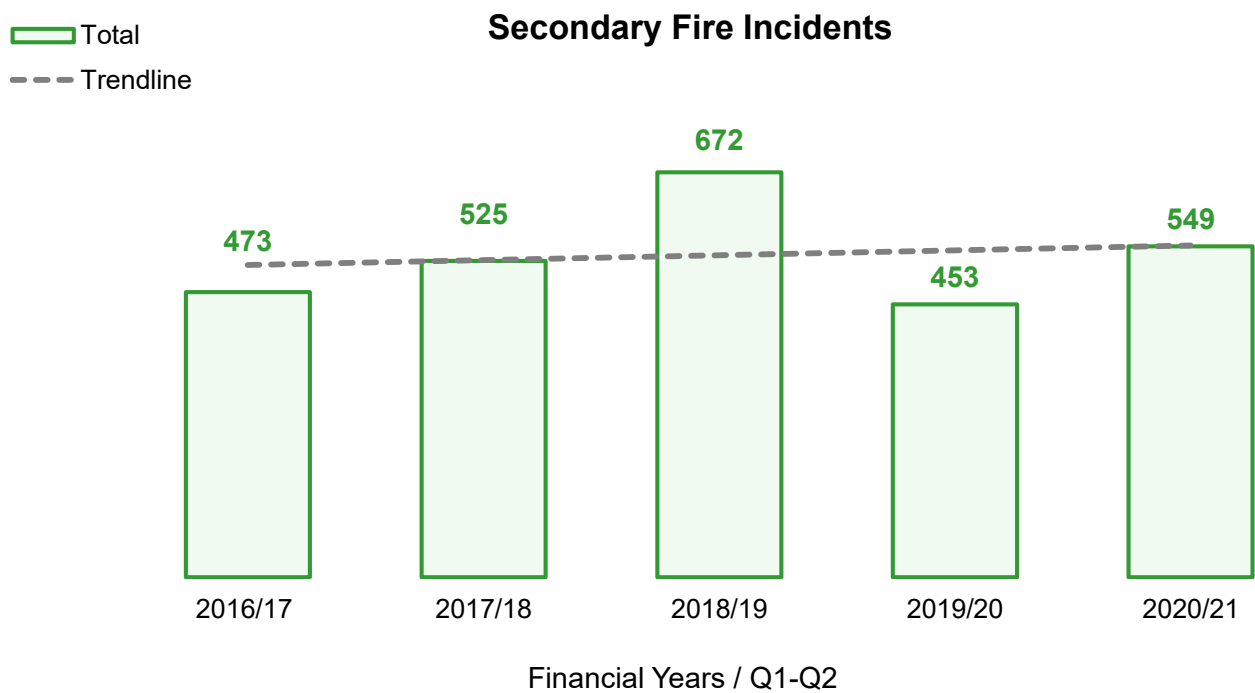
Figure 10 – Secondary Fires: from Q1-Q2 2016-17 to Q1-Q2 2020-21

3.5. Chimney fires

The number of Chimney Fires in Q1-Q2 2020-21 decreased by 13.6% when compared to Q1-Q2 2019-20 (Table 8, Figure 11) with nearly half occurring in April 2020.

Figure 12 shows the 5-year trend line for the total number of Chimney Fires recorded in each Q1-Q2 between 2016-17 and 2020-21. The 19 Chimney Fires is the second lowest number seen in the previous five year period and continues to show a general downward trend.

Figure 13 shows the distribution of the 12 Chimney Fires in Q1-Q2 2020-21 by fire station ground.

Table 8 – Chimney Fires

Chimney Fires	Q1-Q2 2019-20	Q1-Q2 2020-21	Change	
April	9	9	**0**	**0%**
May	4	2	**-2**	**-50.0%**
June	6	1	**-5**	**-83.3%**
July	0	1	**+1**	**+100.0%**
August	0	1	**+1**	**+100.0%**
September	3	5	**+2**	**+66.6%**
Total	**22**	**19**	**-3**	**-13.6%**
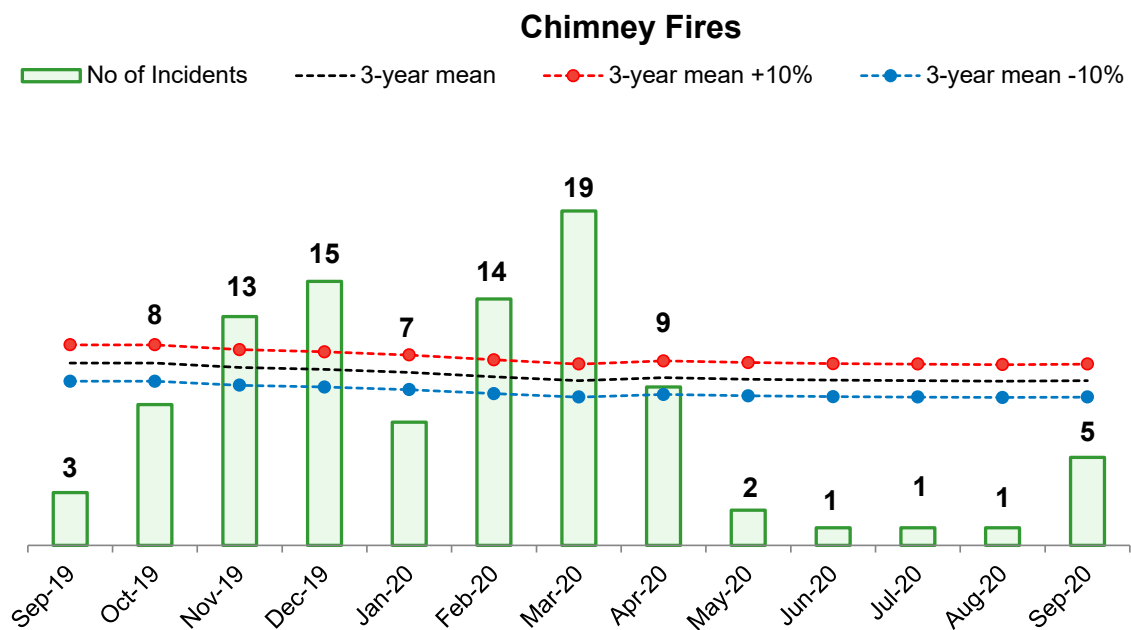
Figure 11 - Chimney Fires per month: from Sept 2019 to Sept 2020
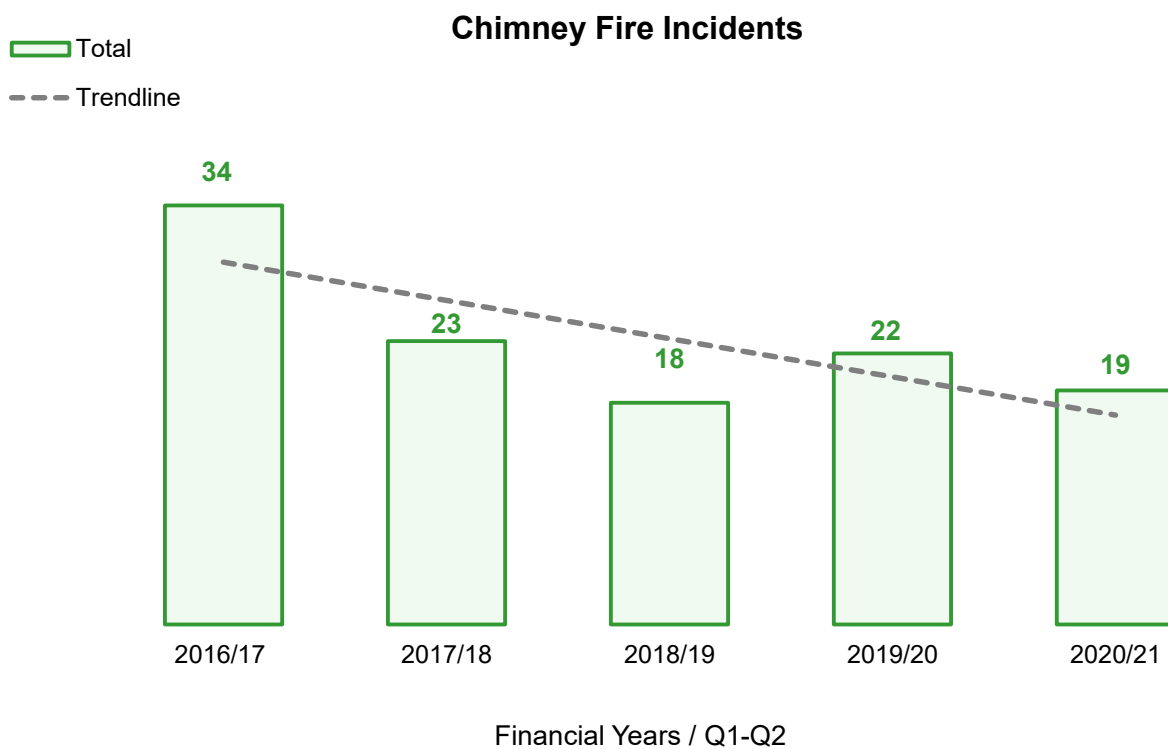
Chimney Fire Incidents

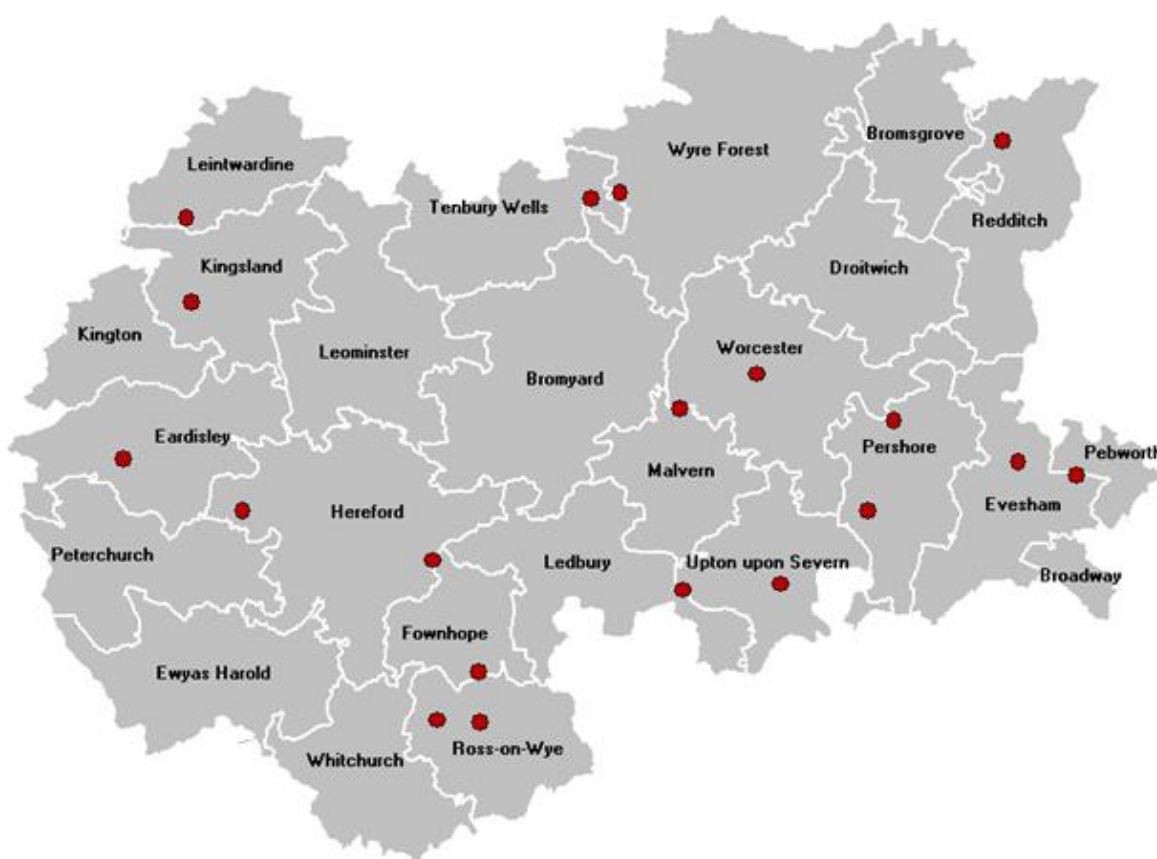Figure 12 – Chimney Fires: from Q1-Q2 2016-17 to Q1-Q2 2020-21

Figure 13 – Chimney Fires per station ground area in Q1-Q2 2020-21

4. Special Service incidents

4.1. Introduction

Special Service incidents are incidents attended, which are neither fire nor false alarm related. This report (and accompanying data tables) groups together the Special Services into eight main categories (see Table 9). These categories comprise of either the most common incident types or incident types that are of particular interest. The 'Other Special Services' sub-category contains all incidents that do not fit within the other categories and include types such as, but not limited to, 'Hazardous Materials incident', 'Evacuation (no fire)', 'Suicide/attempts' and 'Medical Incident'. The figures relating to Road Traffic Collisions (RTCs) in this section are those that have been closed as a Special Service. Note that an incident closed as a Fire that was due to an RTC is not included, but can be found in the 'Building & Transport' section of Table 7 above.

4.2. Analysis

The number of Special Service incidents in Q1-Q2 2020-21 decreased by 16.7% (193 incidents) when compared to Q1-Q2 2019-20 (Table 9, Figure 14). Most of the incidents occurred in August 2020, with a total of 215 incidents, taking August above the 3-year mean +10% tolerance level. July was just below, and September's figures were on the 3 year mean – 10% tolerance.

Figure 15 shows an increasing 5-year trend line for the total number of Special Service incidents recorded in Q1-Q2 between 2016-17 and 2020-21.

Table 9 – Special Services

Special Service sub-categories	Q1-Q2 2019-20	Q1-Q2 2020-21	Change	
Animal assistance	60	73	**+13**	**21.7%**
Assist other agencies	204	165	**-39**	**-19.1%**
Effecting entry/exit	140	113	**-27**	**-19.3%**
Flooding	52	65	**+13**	**+25.0%**
Lift release	26	19	**-7**	**-26.9%**
Rescue or evacuation from water	22	25	**+3**	**+13.6%**
RTC	337	237	**-100**	**-29.7%**
Other Special Services	317	268	**-49**	**-15.5%**
Total	**1158**	**965**	**-193**	**-16.7%**

a)   The largest proportion of Special Service incidents in Q1-Q2 was in the Other Special Services sub-category, with 268 incidents or 28% of the total. The largest proportion of incident types in this category was 'No action (not false alarm)' with 15.7% (where service was not required). This was followed by 'Removal of objects from people' (11.2%), 'Other rescue/release of persons' and 'Suicide/attempts' (both 10.8%).

b)   The largest decrease in Special Service incidents in Q1-Q2 2020-21 was in Road Traffic Collisions (RTCs) down by 29.7% (-100 incidents) when compared to Q1-Q2 2019-20. Further analysis can be found in section 4.3.

c)   The second largest decrease was in the collaborative incident types – 'Assist other Agencies' and 'Effecting entry/exit' - with 39 and 27 incidents fewer than the same period

last year respectively. However, they still accounted for over a quarter (28.8%) of all Special Service incidents in Q1-Q2.

d)   The largest proportion of Special Service incidents (16.9%) were located in Worcester's station ground. 29.4% of these were a collaborative incident type such as Assist other Agencies and Effecting entry/exit. This was followed by Hereford station ground with 131 (13.6%) Special Service incidents.

e)   There were 13 additional flooding incidents in Q1-Q2 2020-21 when compared to the same period in 2019. 41.5% of the flooding incidents in 2020-21 occurred in the month of August where there was the highest average rainfall of all the months in Q1-Q2 with 5.89cm (Section 2.6. Weather).
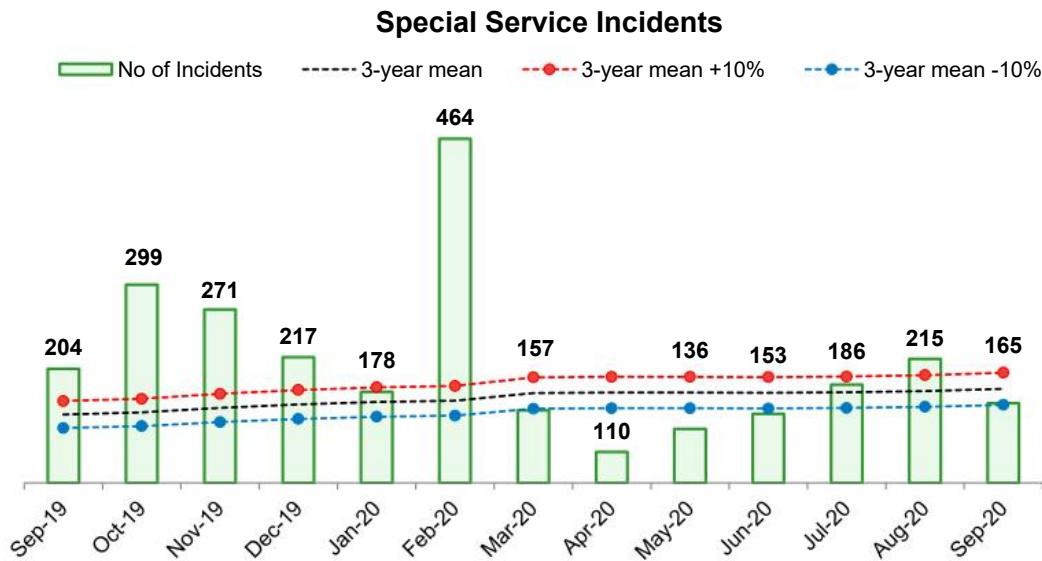

Figure 14 – Special Service incidents per month: from Sept 2019 to September 2020
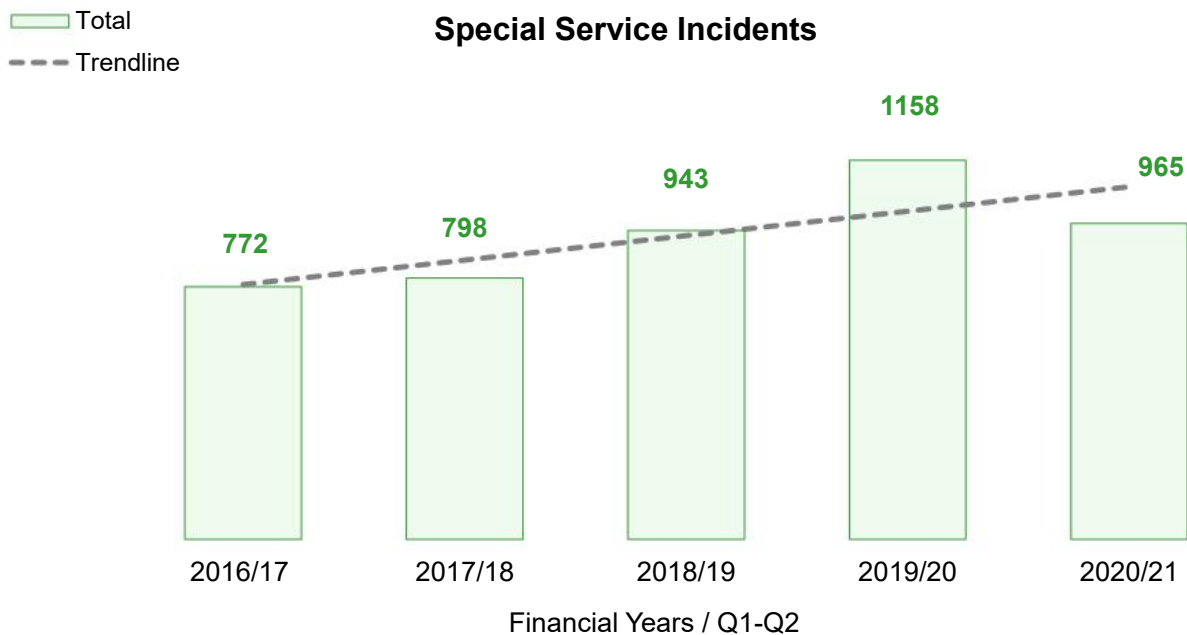

Figure 15 – Special Service incidents: from Q1-Q2 2016-17 to Q1-Q2 2020-21
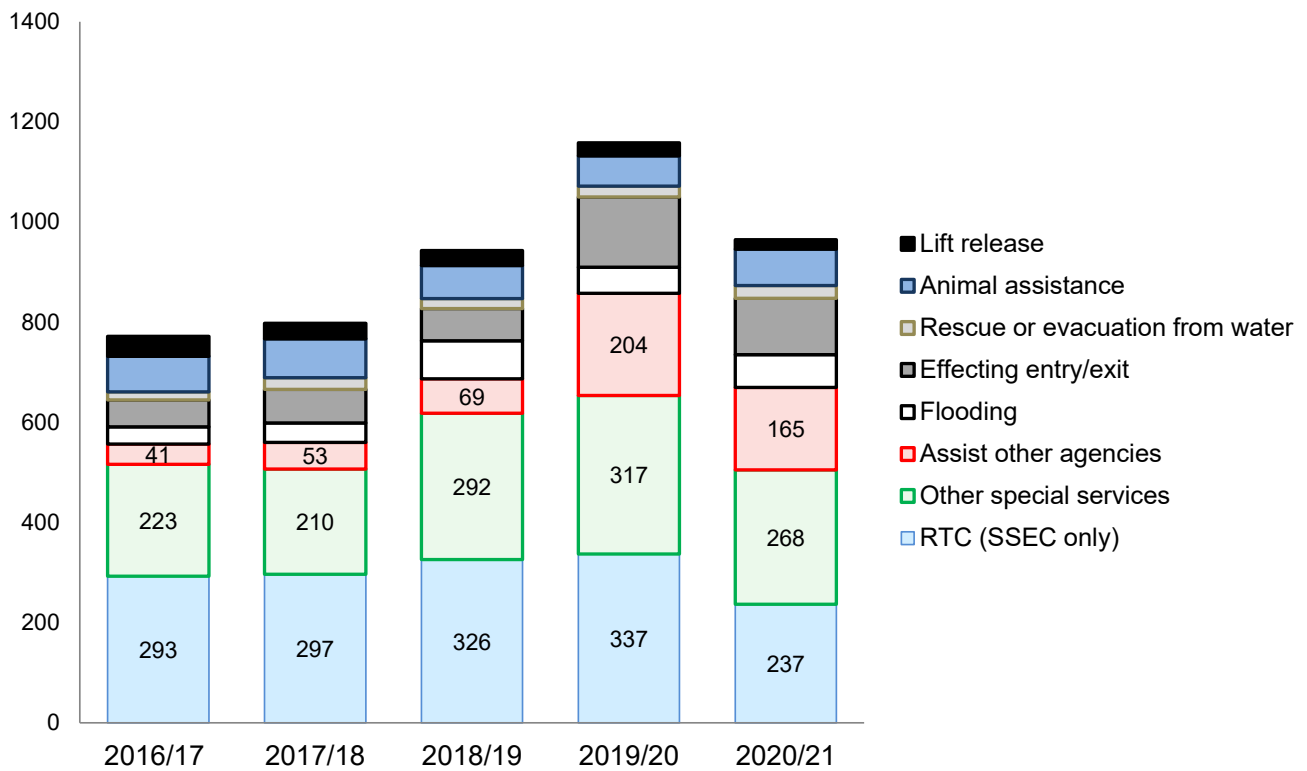
Special Service Incidents

Figure 16 – Special Service incidents: from Q1-Q2 2016-17 to Q1-Q2 2020-21

4.3. Total RTC incidents

The number of Road Traffic Collision (RTC) incidents reflects the total number of incidents in the two counties that were attended by HWFRS crews; and only includes those incidents with the Special Service closure code. Incidents that were RTCs, but which were closed as a different code (e.g. Fire or Assisting other agencies) are not included in the total figure. This report (and accompanying data tables) groups together the total RTC incidents into six main categories (Table 10). These categories comprise of either the most common incident types, or incident types of particular interest. The 'Other RTC' sub-category contains all incidents that do not fit within the chosen categories and include types such as (but not limited to): 'Medical assistance only', 'Stand by – no action' and 'Advice only'.

Table 10 – Total RTC incidents*

Total RTC Incidents	Q1-Q2 2019-20	Q1-Q2 2020-21	Change	
Extrication of person/s	29	24	**-5**	**-17.2%**
Make scene safe	53	36	**-17**	**-32.1%**
Make vehicle safe	204	146	**-58**	**-28.4%**
Release of person/s	22	13	**-9**	**-40.9%**
Wash down road	2	3	**+1**	**+50.0%**
Other RTC	27	15	**-12**	**-44.4%**
Total	**337**	**237**	**-100**	**-29.7%**

Table 10 summarises the RTC incidents closed as Special Service – RTC.

a) The number of RTC incidents attended in Q1-Q2 2020-21 declined by 29.7% (100 incidents) compared to the Q1-Q2 in 2019-20 (Table 10). The overall decrease in the number of RTCs attended could still be a consequence of the pandemic, as people continue to work from home, and journeys were restricted. With fewer cars on the road, there is less likelihood of an RTC occurring.

b) Figure 18 shows the 5-year downward trend line for the total number of RTCs recorded in each Q1-Q2 between 2016-17 and 2020-21.

c) Just under 77% of the RTC incidents attended required making a vehicle or the scene safe. These incidents had the largest decrease compared to the previous year, with 58 fewer incidents.

d) 85% of all RTCs in Q1-Q2 2020-21 involved cars or multiple vehicles. The other 15% was made up of a variety of different vehicles including motor homes, vans and lorries.

e) At the 237 RTC incidents in Q1-Q2 2020-21, 362 appliances were in attendance.

f) Out of the 28 extrication of person/s incidents, 8 required 'roof removal' and 17 required 'other space creation'. The Service continues to effectively deal with incidents involving RTCs.

RTC - Injuries and Fatalities

Legend:
- Fatalities
- Victim went to hospital, injuries appear to be Serious
- Victim went to hospital, injuries appear to be Slight
- First aid given at scene

Data by year:
- 2016/17: 6, 21, 122, 39
- 2017/18: 4, 33, 122, 54
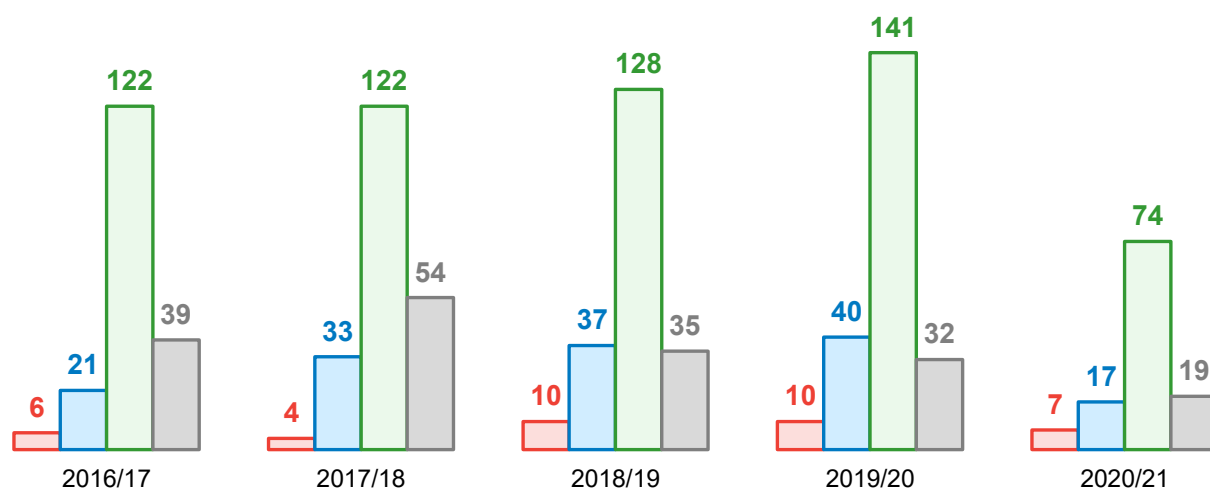- 2018/19: 10, 37, 128, 35
- 2019/20: 10, 40, 141, 32
- 2020/21: 7, 17, 74, 19

Figure 17 – RTC Injuries and fatalities quarterly data: from Q1-Q2 2016-17 to Q1-Q2 2020-21

Table 11 – Total RTC casualties*

Total RTC Casualty: severity	Q1-Q2 2019-20		Q1-Q2 2020-21		Change (%)	
	Inc No.	Cas No.	Inc No.	Cas No.	Inc No.	Cas No.
Fatalities	9	10	6	7	-33.3%	-30.0%
Victim went to hospital, injuries appear to be Serious	35	40	15	17	-57.1%	-57.5%
Victim went to hospital, injuries appear to be Slight	106	141	52	74	-50.9%	-47.5%
First aid given at scene	25	32	17	19	-32.0%	-40.6%
Total	**175**	**223**	**90**	**117**	**-48.6%**	**-47.5%**

Table 11 summarises the total incidents which were closed as Special Service – RTC.

The total number of RTC incidents for Q1-Q2 2020-21 declined by 29.7%, and this is also reflected by a corresponding decrease in the number of casualties -47.5% caused by RTCs. Each category of casualty severity fell between 30-58%, with 106 fewer casualties in Q1-Q2 2020-21 when compared with Q1-Q2 2019-20. These figures are the lowest for Q1-Q2 over the past five year period (Figure 17).

Unfortunately, 7 fatalities did occur during Q1-Q2, despite every effort made by the joint collaboration of the Fire and Rescue Service, Paramedics and the Police during these incidents.

The Community Risk Department continues to work with Partner Agencies to raise awareness of road safety.
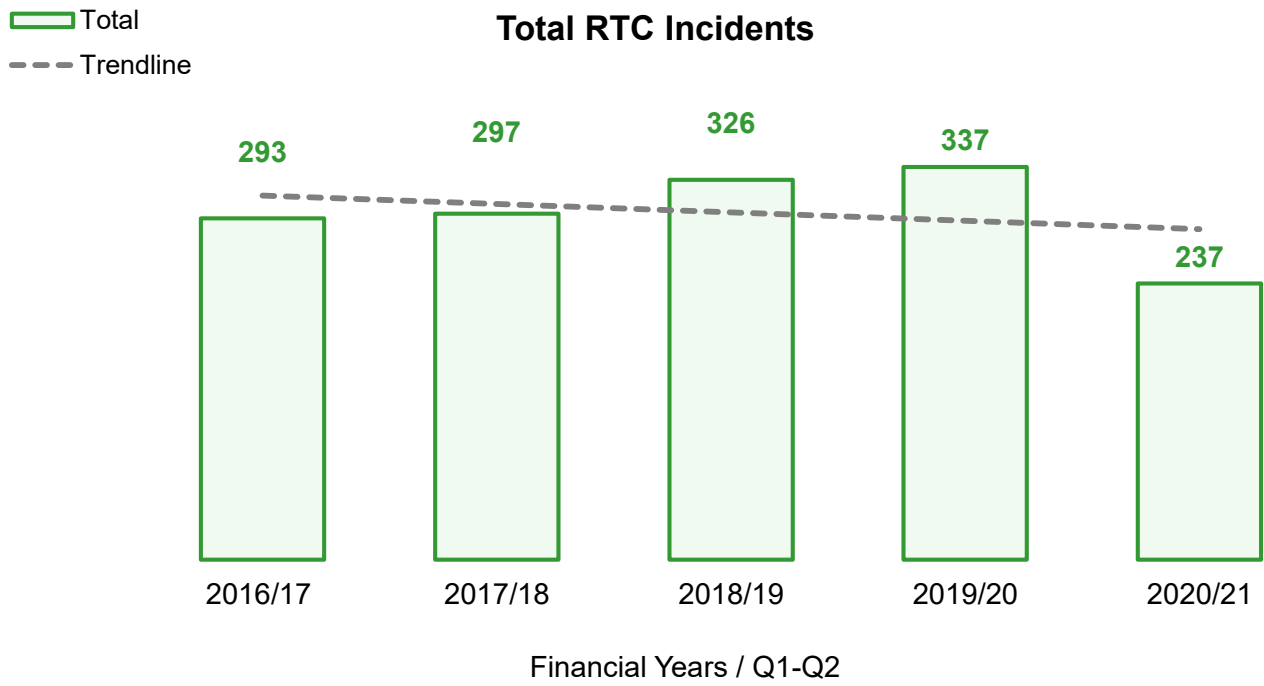
Total RTC Incidents

Total
Trendline

293   297   326   337   237

2016/17   2017/18   2018/19   2019/20   2020/21

Financial Years / Q1-Q2

Figure 18 – RTC Incidents: from Q1-Q2 2016-17 to Q1-Q2 2020-21

5. False alarm incidents

5.1. Introduction

A 'Fire False Alarm' is an incident where the Service attends a location believing there to be a fire incident, but on arrival discovers that no such incident exists, or existed.

Types of false alarm as recorded in the IRS are:

- Malicious False Alarms – these are calls made with the intention of getting the Service to attend a non-existent incident, including for deliberate and suspected malicious intentions.

- Good Intent False Alarms – these are calls made in good faith in the belief that the Service would be attending a real incident.

- False Alarm due to Apparatus – these are calls initiated by fire alarm and fire-fighting equipment operating (including accidental initiation of alarm apparatus by persons or where an alarm operates and a person then routinely calls the Service as part of a standing arrangement, i.e. with no 'judgement' involved, for example from a security call centre or a nominated person in an organisation).

5.2. Analysis

The number of False Alarm incidents attended in Q1-Q2 2020-21 decreased by 0.8% (14 incidents) compared to Q1-Q2 in 2019-20 (Table 12, Figure 19). The number of False Alarms was similar across April, May and June of Q1-Q2 with the peak occurring in August 2020.

Table 12 – False Alarms

Category	Q1-Q2 2019-20	Q1-Q2 2020-21	Change	
Malicious False Alarms	30	13	**-17**	**-56.7%**
Good Intent False Alarms	471	523	**52**	**+11.0%**
Fire Alarm Due to Apparatus	1277	1228	**-49**	**-3.8%**
Total	**1778**	**1764**	**-14**	**-0.8%**

a) Malicious False Alarms accounted for 0.7% of all False Alarms and more than halved from 30 to 13 in Q1-Q2 2020-21 when compared to Q1-Q2 2019-20.

b) Good Intent False Alarm incidents accounted for 29.6% of all False Alarms for Q1-Q2 2020-21 and experienced the biggest growth by an additional 52 incidents (+11%) when compared to Q1-Q2 2019-20.

c) Fire Alarm Due to Apparatus incidents represents the greatest proportion of the total amount of False Alarms with 69.6% for Q1-Q2 2020-21, though there was a decrease of 49 incidents when compared to Q1-Q2 2019-20.

Nearly half of all False Alarms originated from a domestic property (Dwelling and Other Residential) at 48.6%, compared with 30.4% at Non-Residential buildings. A further 16.7% of False Alarms were from outdoor property types – 'Grassland, Woodland and Crop', 'Other Outdoors (including land)' and 'Outdoor Structures'.

Self-contained sheltered housing incurred the highest number of False Alarms in Q1-Q2 2020-21with 278 incidents. Of these, 93.5% occurred due to apparatus and 46.76% of the False Alarms were caused by 'Cooking/burnt toast'.

The 52 incident increase in Good Intent False Alarms is mainly accounted for by an increase of 85 incidents caused by 'Controlled Burning' when compared to Q1-Q2 2019-20. Over a third (39%) of all Good Intent False Alarm incidents involved 'Loose refuse (incl. in garden)' and 'Private/Domestic garden/allotment (vegetation not equipment/building)', where 79.5% of all Good Intent False Alarm calls originated from a person (mobile or landline). Previously noted in section 3.4 of the Secondary Fire analysis, these property types were also the main cause for 29% of all Secondary Fires in Q1-Q2. The rise in Secondary Fires coincides with the rise in Good Intent False Alarms, as more people were at home as a result of the lockdown in Q1-Q2, with more people able to tend their gardens, resulting in more Secondary Fires and Good Intent False Alarms where in total, 43.2% of the causes for the Good Intent False Alarms were due to controlled burning.

During Q1-Q2 2020-21, there were 1,764 False Alarm incidents with an overall attendance by appliances 1,873 times. Most incidents occurred in Wyre Forest station ground with 313 incidents (17.74%), followed by Worcester (312 incidents, 17.69%) and Hereford (247 incidents, 14%). 97 (5.5%) False Alarm calls resulted in more than one appliance attending. One incident in May resulted in the attendance of five appliances to a dwelling; although this incident turned out to be a Good Intent False Alarm. The Service continues to take all potential fires seriously, and mobilises appropriately until the False Alarm is confirmed.
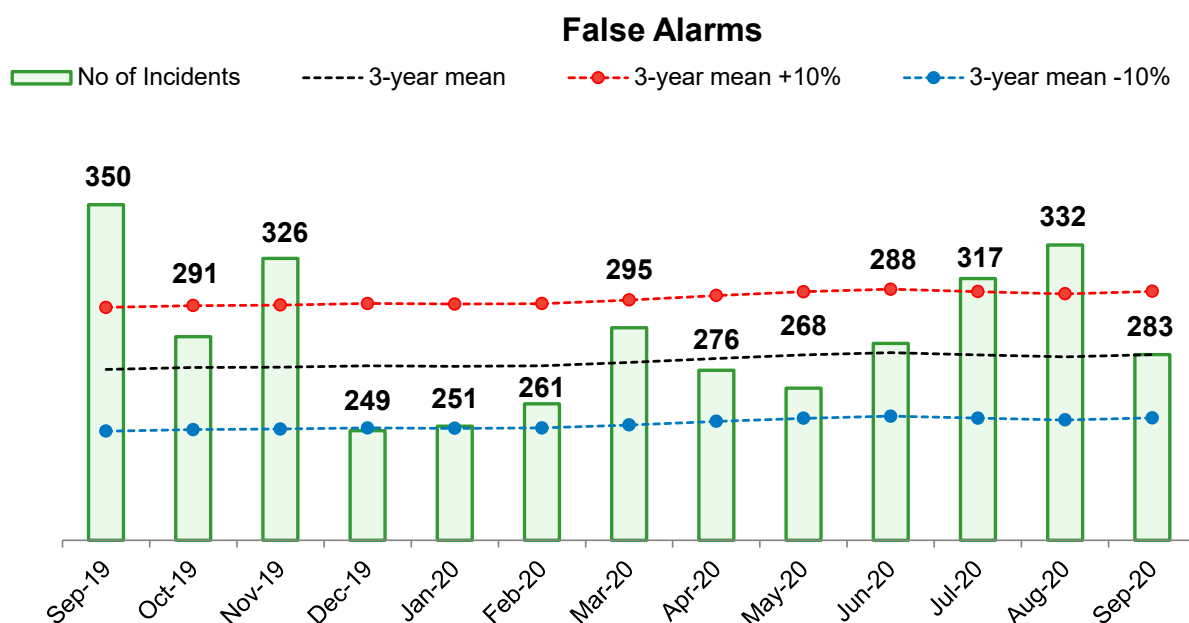

Figure 19 – False Alarm incidents per month: from September 2020 to September 2021
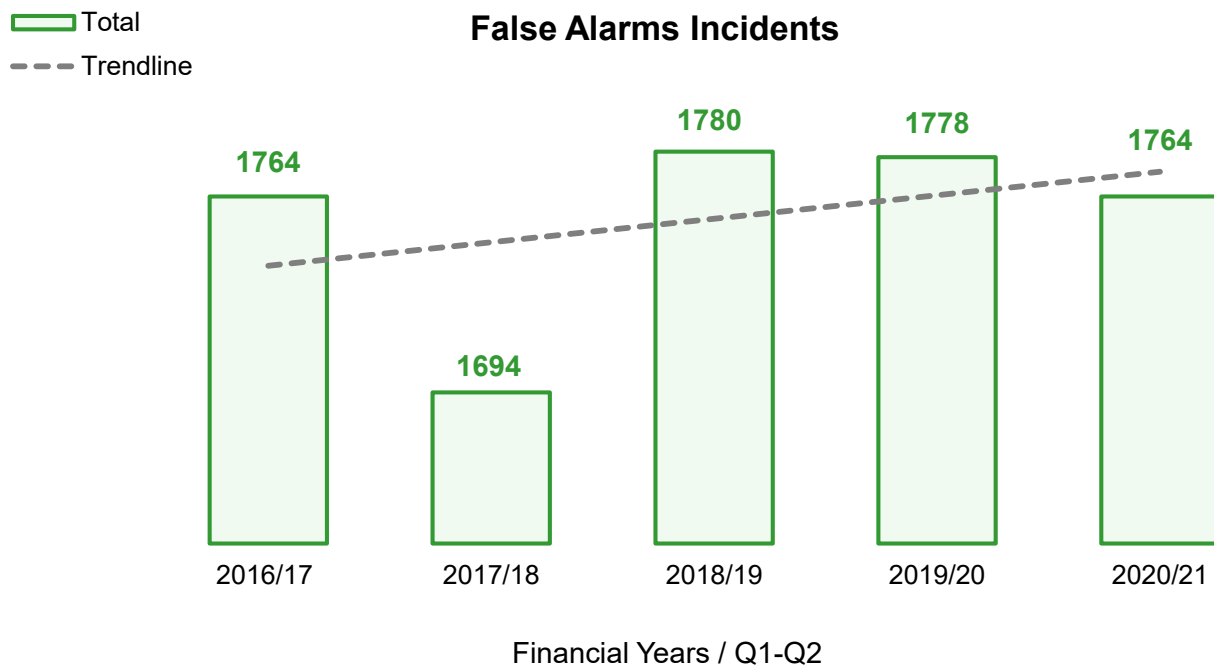
Figure 20 – False Alarm incidents: from Q1-Q2 2016-17 to Q1-Q2 2020-21

6. Attendance Standards

6.1. Introduction

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 definition for Primary Fires can be found in section 3.1 of this report. To classify as a building in this standard, the property should be either a dwelling or non-residential property.

This benchmark or measurement standard does not alter how quickly the Service attends incidents. Many other factors can influence this target, such as call challenging and information gathering by Fire Control, changing societal issues (e.g. fewer incidents in built up areas and more incidents proportionally outside of towns and cities) and weather or road conditions. All of these 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 Fire Control has identified the address in the database and pinpoints the nearest fire appliance.

6.2. First Fire Appliance at Primary Building Fires in Q1-Q2 2020-21

Table 13 provides a summary of how the Attendance Standard was met in Q1-Q2 2020-21 with a comparison of Q1-Q2 2019-20.

Table 13 – First fire appliance attendance at Primary Building Fires within 10 minutes

First fire appliance attendance	Q1-Q2 2019-20		Q1-Q2 2020-21	
Primary Building Fires attended within 10 minutes	148	**47.44%**	138	**52.47%**
Primary Building Fires not attended within 10 minutes	162	**51.92%**	122	**46.39%**
*Discarded incidents due to missing information	2	**0.64%**	3	**1.14%**
Total	**312**	**100.00%**	**263**	**100%**

It should be noted that since January 2020 a new script is available to calculate the Attendance Standard which interrogates the IRS system directly. This allows Incident Commanders to manually add the missing information after the event. The previous procedure was based on the Brigid system (an appliance mobilising system) and, therefore, more incidents needed to be removed due to lack of information. To ensure that comparability between Q1-Q2 2019-20 and Q1-Q2 2020-21 results were accurate, the Attendance Standard for Q1-Q2 2019-20 has been re-calculated using a new analytical approach to retain consistency.

a) The total number of Primary Building Fires in Q1-Q2 2020-21 was 263, which is a 15.7% decrease when compared to the same period in 2019-20.

b) The percentage of Primary Building Fires attended by the first fire appliance within 10 minutes during Q1-Q2 2020-21was 52.47%, a 5.03% increase when compared to the same period in 2019-20 (Table 13).

Table 14 – First fire appliance attendance at Primary Building Fires average times

First fire appliance attendance (average times)	Q1-Q2 2019-20 (mm:ss)	Q1-Q2 2020-21 (mm:ss)
Call handling time (Time of Call until Time Appliance Mobilised)	01:30	01:31
Turnout time (Time Mobilised until Time Mobile)	02:41	02:17
Travel time (Time Mobile until Appliance Arrival at Scene)	06:42	06:43
Time of Call to Arrival at Scene	**10:53**	**10:31**

It should be noted that call handling time, turnout time and travel time are three independently averaged values, and, therefore, may not always add up.

a) The average time for the first fire appliance attendance at all Primary Building Fires in Q1-Q2 2020-21 was 10 minutes and 31 seconds, an average improvement of 22 seconds when compared with Q1-Q2 2019-20 (Table 14).

b) Call handling time remained similar to Q1-Q2 2019-20 with only a one second average increase.

c) The turnout time improved by an average of 24 seconds.

d) The travel time remained similar to Q1-Q2 2019-20 with only a one second average increase.

Out of the 263 Primary Building Fires, 138 responses met the Attendance Standard and were attended by the first appliance within 10 minutes, and 122 did not meet the Standard (as shown in Table 13).

When completing an incident report the Incident Commanders are able to give a reason for not meeting the Attendance Standard. As the Attendance Standard is calculated by using the time of call until arrival at scene, there may be occasions when an Incident Commander gives a reason for not meeting the standard, but actually met it. In Q1-Q2 2020-21 there were 4 incidents which had a reason for not meeting the standard, but had actually passed.

Table 15 –Primary Building Fire Attendance Standard not met – reason

Reason for not meeting Attendance Standard	No. of incidents
Incorrect or insufficient information passed to control on initial call	1
Known False Alarm	1
Traffic conditions causing delayed turn in time to stations (Retained & Day Crewed only)	2
Road obstruction/road closure/road works/temp traffic controls or heavy traffic conditions once mobile	2
Reason not given	3
Incident outside station turnout area	3
Training event delaying turn out, e.g. drilling	3
Difficulty in locating incident address	3
Appliance not booked in attendance	7
Responding at normal road speed, e.g. Automatic Fire Alarms	10
Turn in time (Retained and Day Crew only)	18
Travel distance to the incident	69
	Total	**122**

Out of the 122 incidents that did not meet the Primary Building Fire Attendance Standard:

a) Travel distance to the incident was the main cause for over half with 56.56% (69 incidents)

b) The second most common reason with 18 incidents (14.75%) was due to Turn in time (Retained and Day Crew only)

7. First On-Call (Retained) Appliance Availability

Gartan is an online crew and appliance availability management system. A report from the system was produced on 19th October 2020 (a copy of the report is available upon request). The overall availability of the first On-Call (Retained) fire appliance increased by 11.37% in Q1-Q2 2020-21 when compared with Q1-Q2 2019-20 (Table 16).

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 the availability of first On-call appliances at these locations. Wyre Forest is a new station which opened in March 2020. This station replaced Kidderminster, Bewdley and Stourport. Therefore in Table 16 in Q1-Q2 2019-20, Wyre Forest is the sum of Kidderminster, Bewdley and Stourport attendance.

Station	County	Q1-Q2 2019-20	Q1-Q2 2020-21	Change %
Bromyard	Herefordshire	97.55%	99.04%	+1.49%
Eardisley	Herefordshire	93.61%	90.43%	-3.18%
Ewyas Harold	Herefordshire	99.98%	100.00%	+0.02%
Fownhope	Herefordshire	90.64%	88.13%	-2.51%
Hereford	Herefordshire	98.08%	95.39%	-2.69%
Kingsland	Herefordshire	98.37%	99.74%	+1.37%
Kington	Herefordshire	96.62%	99.11%	+2.49%
Ledbury	Herefordshire	99.48%	98.43%	-1.05%
Leintwardine	Herefordshire	96.06%	98.59%	+2.53%
Leominster	Herefordshire	99.74%	99.56%	-0.18%
Peterchurch	Herefordshire	60.02%	97.73%	+37.71%
Ross-on-Wye	Herefordshire	100.00%	100.00%	+-0.00%
Whitchurch	Herefordshire	71.46%	85.77%	+14.31%
Broadway	Worcestershire	34.02%	42.73%	+8.71%
Bromsgrove	Worcestershire	55.95%	91.06%	+35.11%
Droitwich	Worcestershire	66.47%	66.22%	-0.25%
Evesham	Worcestershire	91.47%	95.10%	+3.63%
Malvern	Worcestershire	87.00%	90.30%	+3.30%
Pebworth	Worcestershire	76.78%	95.06%	+18.28%
Pershore	Worcestershire	92.92%	96.37%	+3.45%
Redditch	Worcestershire	86.19%	99.14%	+12.95%
Tenbury Wells	Worcestershire	98.88%	96.17%	-2.71%
Upton upon Severn	Worcestershire	91.89%	94.73%	+2.84%
Worcester	Worcestershire	60.83%	71.64%	+10.81%
Wyre Forest	Worcestershire	67.90%	97.22%	+29.32%
Total		**84.48%[a]**	**91.51%[a]**	**7.03%[a]**

Table 16 – First fire appliance On-Call (Retained) availability in Q1-Q2 2020-21

[a]*The average (mean) of availability of first appliances only.*

a. The first fire appliance On-Call (Retained) availability increased by 7.03%[a] in Q1-Q2 2020-21 compared to Q1-Q2 2019-20.
b. Whole-time pumping appliance availability was 99.59% in Q1-Q2 2020-21 compared to 99.44% in the same period of 2019-20.
c. All pumping appliance availability was 86.90% in Q1-Q2 2020-21 compared to 77.84% in the same period of 2019-20.

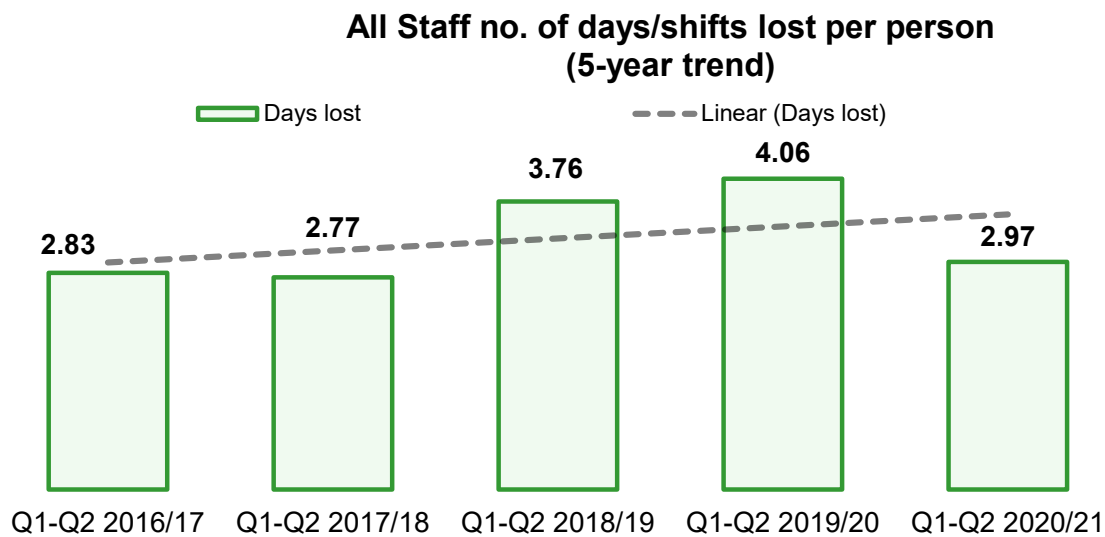# 8. Absence management

8.1. All staff sickness

All Staff no. of days/shifts lost per person (5-year trend)

Figure 21 – All Staff Sickness: from Q1-Q2 2016-17 to Q1-Q2 2020-21

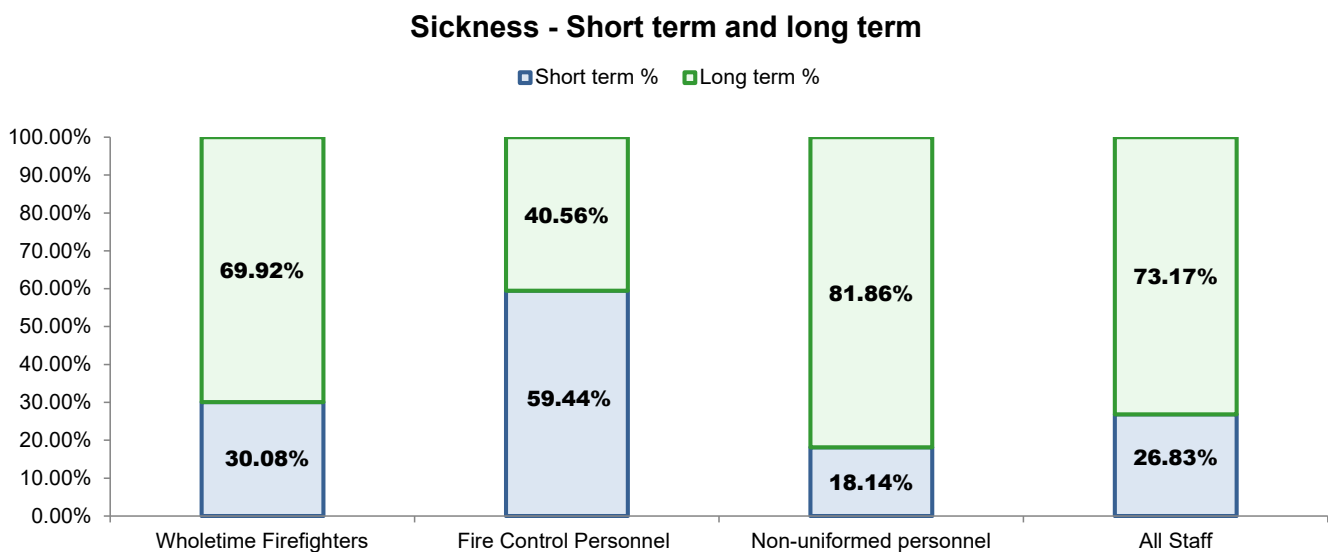**Sickness - Short term and long term**

Figure 22 – Staff Sickness (Short term/Long term) Q1-Q2 2020-21

a) The number of days/shifts lost per person in Q1-Q2 was 2.97 a decrease when compared to Q1-Q2 2019-20 with 4.06 days lost per person.

b) Long-term sickness continues to form the greatest proportion of All Staff Sickness with 73.17%.

c) Sickness figures for other Fire and Rescue Services are generally only available a quarter in arrears and are currently unavailable.

d) Where the start date of the sickness was between 01/04/2020 – 30/09/2020, there have been 14 cases of Covid-19 sickness, where 6 cases where confirmed. There were a further 129 cases of self-isolation and 19 cases of Shielding across the Service.

8.2. Wholetime staff sicknesses

Wholetime Staff Sickness in Q1-Q2 2020-21 was 2.67 days lost per head (Figure 23, Table 18) an improvement on Q1-Q2 2019-20, when Wholetime Staff Sickness was at a higher level (4.22 days lost per head).
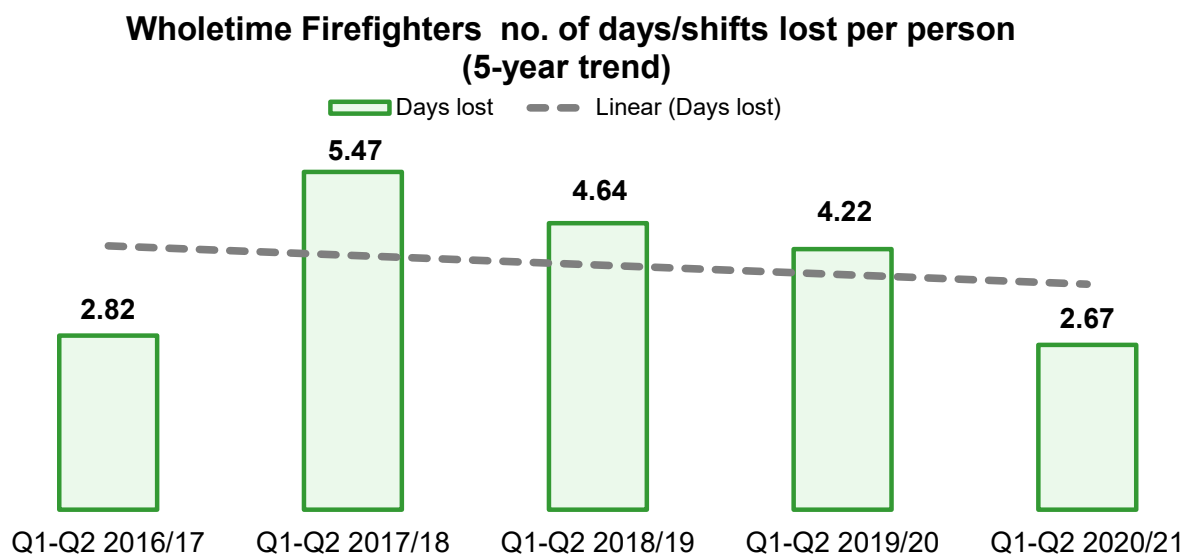
Wholetime Firefighters no. of days/shifts lost per person (5-year trend)

Days lost ▪ ▪ ▪ Linear (Days lost)

Q1-Q2 2016/17	Q1-Q2 2017/18	Q1-Q2 2018/19	Q1-Q2 2019/20	Q1-Q2 2020/21
2.82	5.47	4.64	4.22	2.67

Figure 23 – Wholetime Staff Sickness: from Q1-Q2 2016-17 to Q1-Q2 2020-21

a) By occurrence the most frequently recorded reason for absence in Q1-Q2 2020-21 for Wholetime firefighters was Musculo Skeletal – Back

b) Wholetime staff sickness is showing a downward 5-year trend.

c) Long-term sickness continues to form the greatest proportion with 69.92%.

8.3. Non-uniformed staff sickness

Non-Uniformed Staff Sickness in Q1-Q2 2020-21 was 3.73 days lost per head (Figure 24, Table 19).

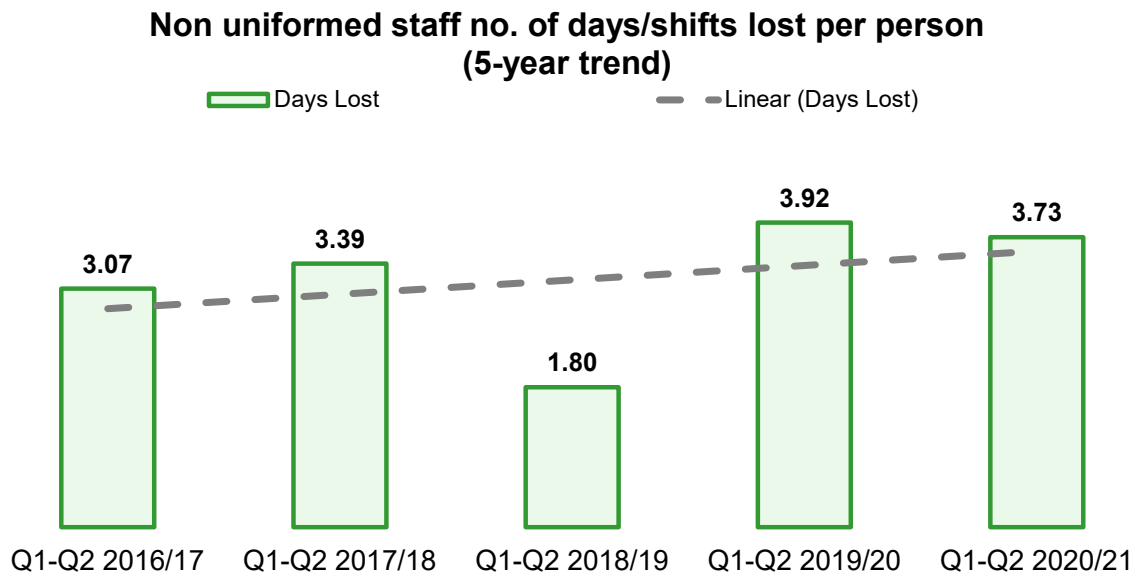**Non uniformed staff no. of days/shifts lost per person (5-year trend)**

Figure 24 – Non-Uniformed Staff Sickness: from Q1-Q2 2016-17 to Q1-Q2 2020-21

a) Non-Uniformed Staff sickness is showing a slight upward 5-year trend.

b) Long term sickness continues to form the largest proportion of sickness for Non-Uniformed Staff with 81.86%.

c) By occurrence the most frequently recorded reason for absence in Q1-Q2 2020-21 for Non-Uniformed staff was Gastro-Intestinal.

8.4. Fire Control staff sickness

Fire Control Sickness in Q1-Q2 2020-21 was 2.30 days lost per head (Figure 25, Table 19).

Fire Control no. of days/shifts lost per person
(4-year trend)

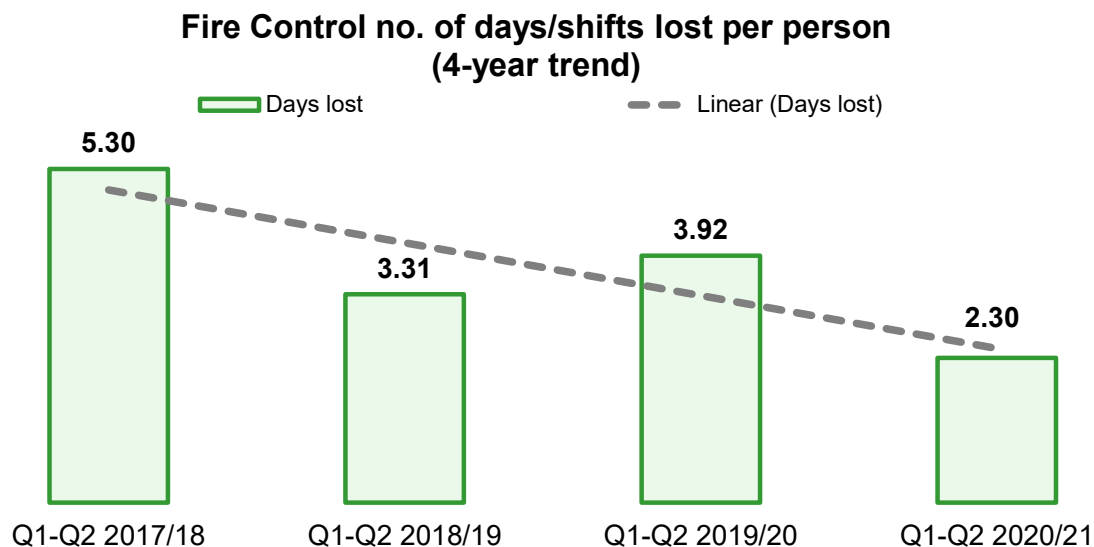
Figure 25 –Fire Control Staff Sickness: from Q1-Q2 2017-18 to Q1-Q2 2020-21

a) Short term sickness holds the largest proportion of sickness for Fire Control Staff with 59.44%.

b) By occurrence the most frequently recorded reason for absence in Q1-Q2 2020-21 for Fire Control staff was Gastro-Intestinal.

c) Fire control staff sickness shows a downward 4-year trend.

HWFRS Community Risk Activity

Q2 Jul-Sep 2020-2021

	HFSCs	Standard Alarms	Specialist Hearing Alarms
Month	607	692	56
Year to date	990	1132	100

	RBAP/Visits/Post Fires	BFSCs	CR Media Campaigns
Month	212	0	7
Year to date	274	1	14

	signposting	Arson Referrals	Fire Setter Referrals
Month	341	35	13
Year to date	572	62	16

	Building Reg Consultations	Licensing Apps	Fire Investigation
Month	99	61	19
Year to date	183	116	40

	Community Safety Activity (CE1 hours)	Public Engagement (total no. of people)	Safeguarding
Month	46	855	16
Year to date	59	1326	34

	Twitter	CR 0800	Enforcement
Month	5509	920	6
Year to date	13664	1370	8