

## Appendix 1

### Fire Authority 2017-18 Performance Report: Quarters 1 – 4

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

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

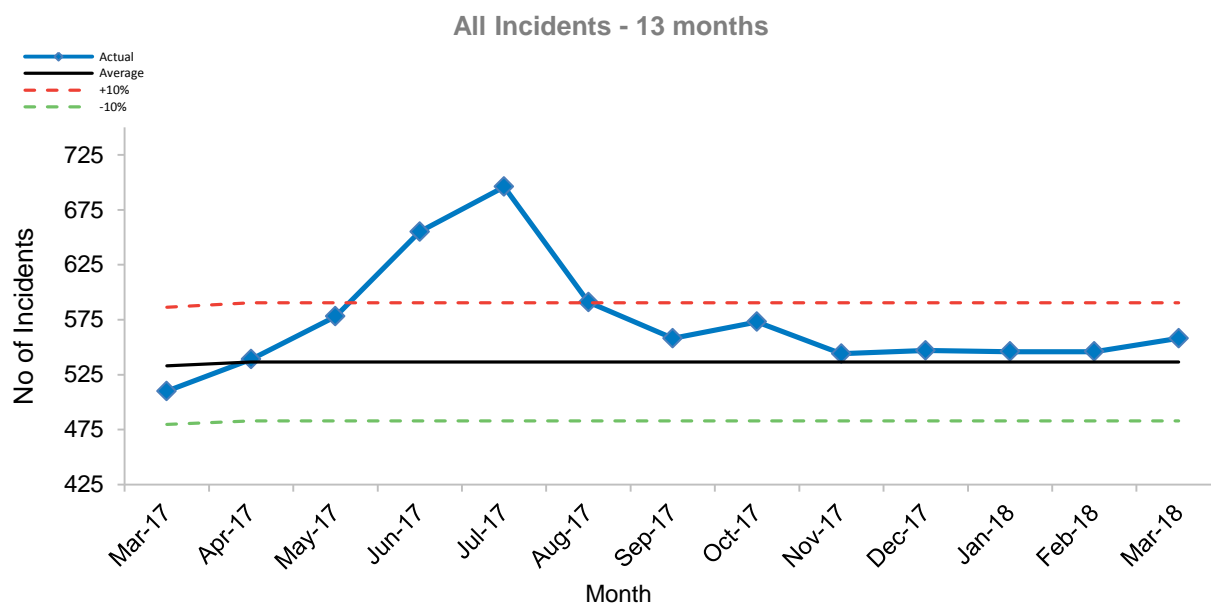
#### 1. Operational Activity

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

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

##### 1.1. Total Incidents Attended

The total number of incidents attended in Q1 – Q4 2017-18 was 6,931, which is an increase of 2.7% (182 incidents) compared with Q1 – Q4 2016-17. The majority of this is accounted for by an increase of 11.8% in Special Service calls (184 incidents). Fire related incidents were also up by 0.6% (11 incidents). False Alarms were down (13 incidents), a fall of 0.4%.

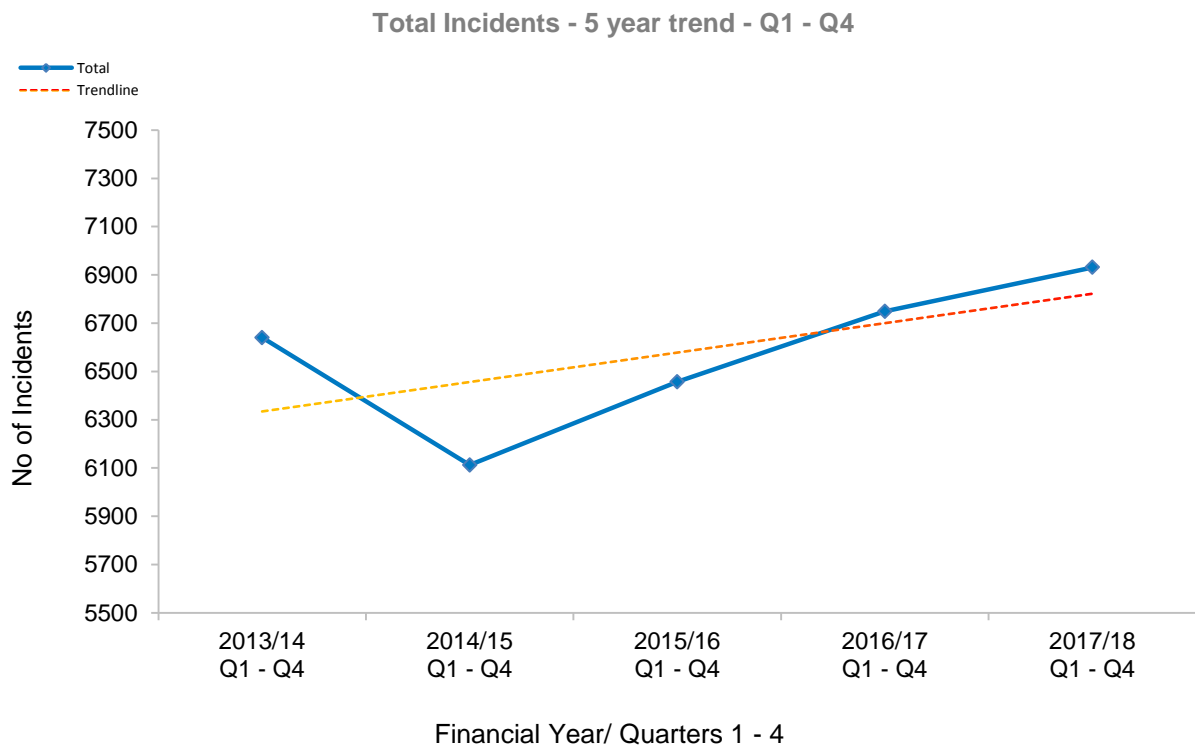


(Figure 1 – Total Incidents per month: Mar 2017 to Mar 2018)

Total Incidents	Q1-Q4 2016-17	Q1-Q4 2017-18	% change
All Fires	1887	1898	0.6
Special Services	1560	1744	11.8
False Alarms	3302	3289	-0.4
<b>Total Incidents</b>	<b>6749</b>	<b>6931</b>	<b>2.7</b>

(Table 1 – Total Incidents: Q1-Q4 2016-17 and Q1-Q4 2017-18)

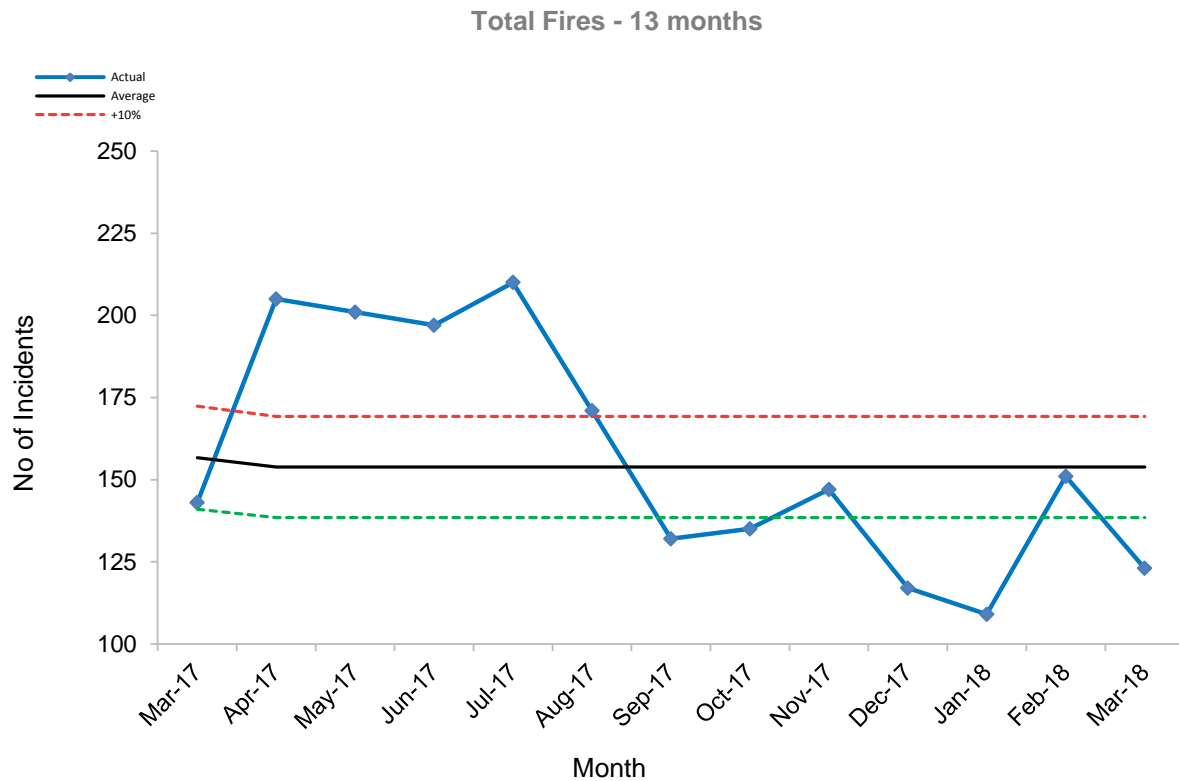
- Total Fire Incidents, which include Primary, Secondary and Chimney Fires, were 0.6% higher (11 incidents) than the same period in 2016-17. This is largely accounted for by a spike of grassland and outdoor fires in Q1 & Q2, totalling an overall increase of 4.2% when compared to Q1-Q4 2016-17.
- A decrease of 12 incidents (1.2%) for Primary Fires occurred in Q1 – Q4 2017-18 compared to Q1 – Q4 2016-17.
- The number of Special Service incidents has increased by 11.8% (184 incidents) compared with the same period in 2016-17 largely due to increases in RTCs at 10.6% (64 incidents), flooding related incidents up by 97.1% (66 incidents) and Assisting other Agencies up 39.8% (35 incidents).
- The total number of False Alarm incidents decreased by 0.4% (13 incidents) compared with the same period in 2016-17.



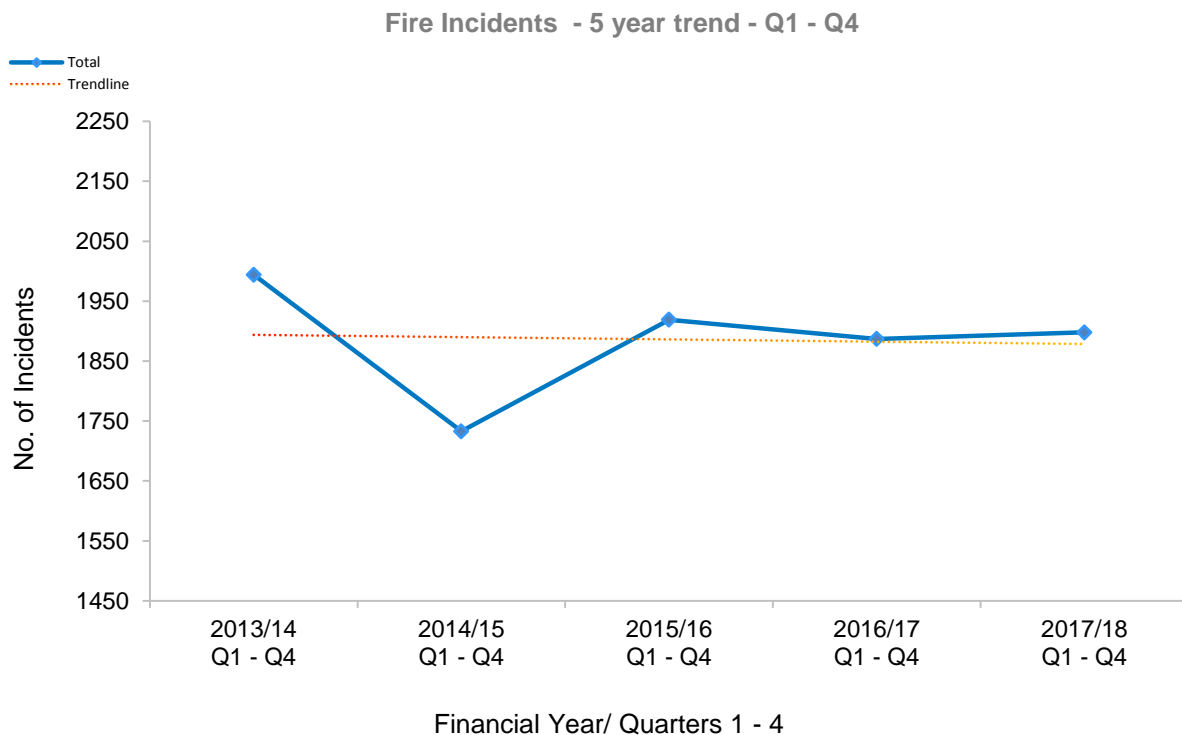
(Figure 2 – All Incidents: Q1-Q4 2013-14 to Q1-Q4 2017-18)

## 1.2 Total Number of Fires

The number of fires has increased by 0.6% (11 incidents) in Q1 – Q4 2017-18 compared with the same period in 2016-17. Figure 3 shows the seasonal trends with fire incident numbers increasing in the warmer, summer months and decreasing during winter. Figure 4 shows the total number of fires in Q1 – Q4 for the last 5 years.



(Figure 3 – Total Fires per month: Mar 2017 to Mar 2018)



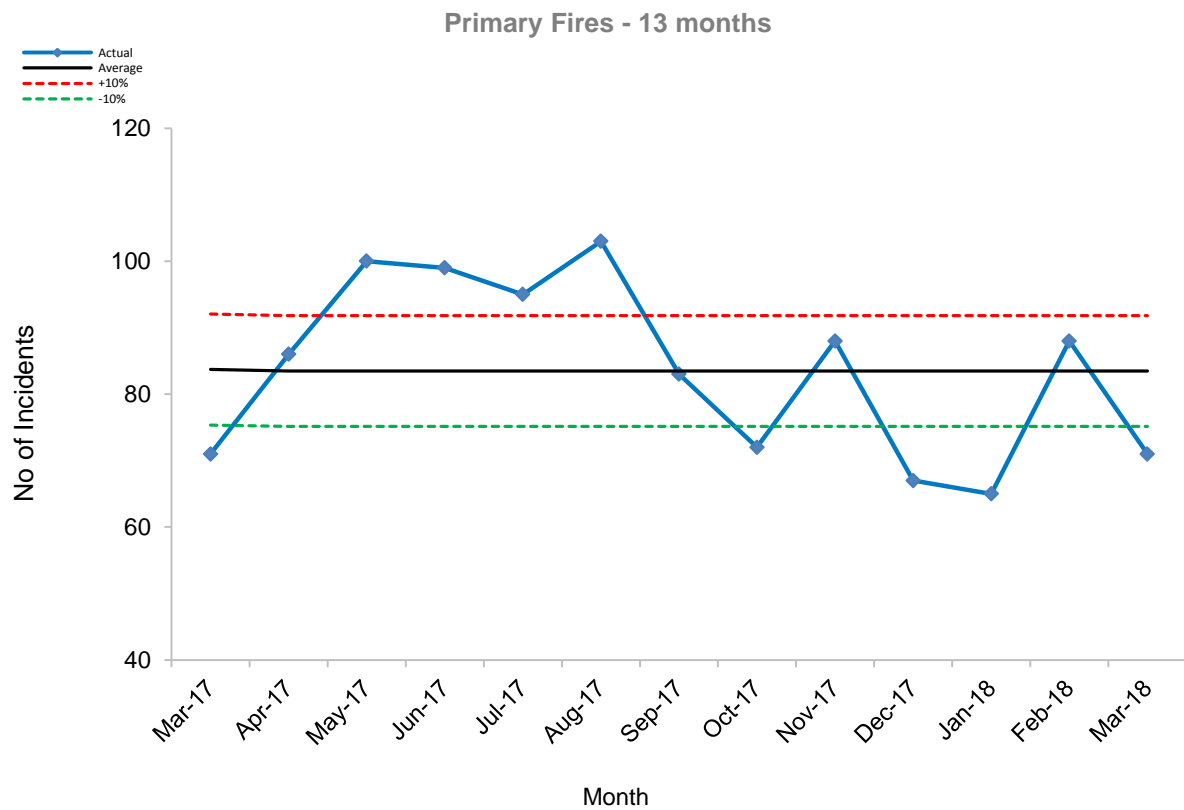
(Figure 4 – Primary Fires: Q1-Q4 2013-14 and Q1-Q4 2017-18)

<b>Total Fires</b>	<b>Q1-Q4 2016-17</b>	<b>Q1-Q4 2017-18</b>	<b>% change</b>
Primary Fires	1029	1017	<b>-1.2</b>
Secondary Fires	718	748	<b>4.2</b>
Chimney Fires	140	133	<b>-5.0</b>
<b>Total Fires</b>	<b>1887</b>	<b>1898</b>	<b>0.6</b>

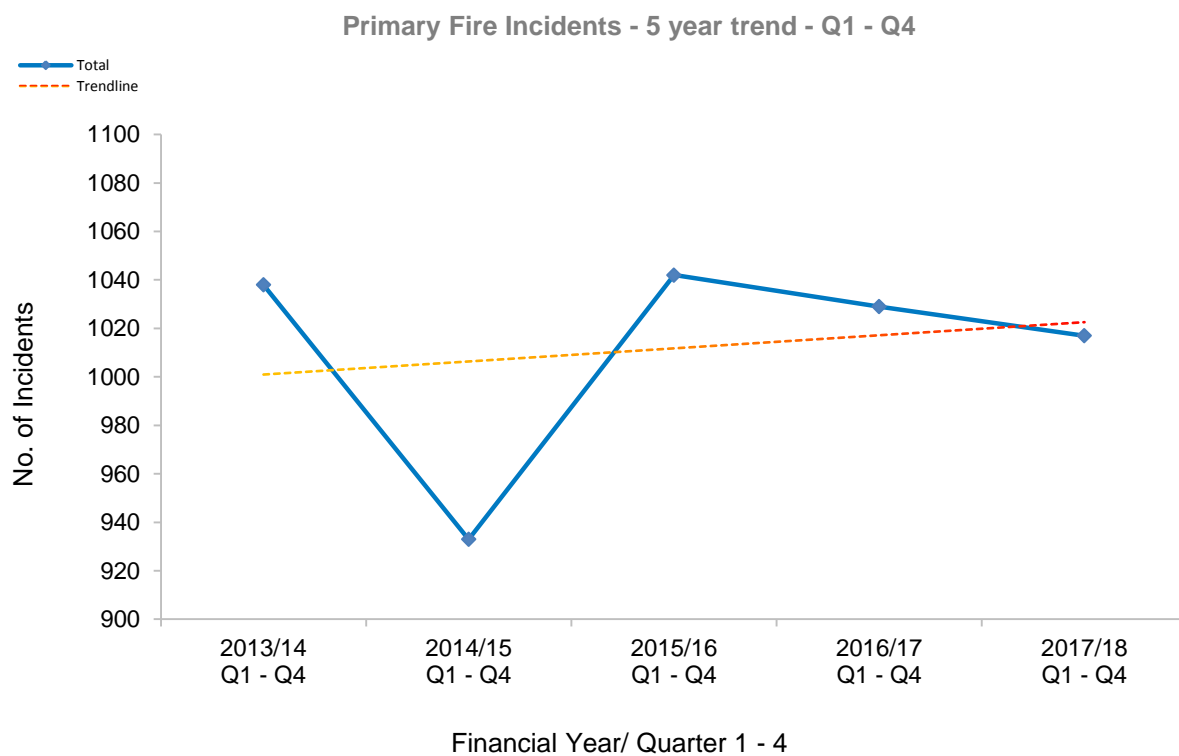
*(Table 2 – Total Fires: Q1-Q4 2016-17 and Q1-Q4 2017-18)*

- The number of Primary Fire incidents decreased by 12 incidents in Q1 – Q4 of 2017-18 compared to the same period in 2016-17, representing a decrease of 1.2%.
- The number of Secondary Fires increased by 30 incidents (4.2%) compared with the same period in 2016-17 this is due to a spike in Q1 & Q2.
- The number of Chimney Fires has decreased by 7 incidents (5.0%) compared with the same period in 2016-17.
- During Quarter 1 - 4, Community Risk activity included 4,099 Home Fire Safety Checks (HFSCs), which target vulnerable households, 1,240 Business Fire Safety Checks (BFSCs) and 1,496 Signposting referrals to other support agencies the full range of Community Risk activity is shown in Appendix 2.
- Fire Safety officers continue to deliver the Houses of Multi-Occupancy (HMO) project, focusing on commercial properties with residential accommodation above. This project reflects the increase in enforcement activity, also shown in Appendix 2.

### 1.3 Primary Fires



(Figure 5 – Primary Fires per month: Mar 2017 to Mar 2018)



(Figure 6 – Primary Fires: Q1-Q4 2013-14 and Q1-Q4 2017-18)

<b>Primary Fires</b>	<b>Q1-Q4 2016-17</b>	<b>Q1-Q4 2017-18</b>	<b>% change</b>
Building Fires	621	601	<b>-3.2</b>
Vehicle & Transport Fires	302	318	<b>5.3</b>
Outdoor Fires	106	98	<b>-7.5</b>
<b>Total</b>	<b>1029</b>	<b>1017</b>	<b>-1.2</b>

*(Table 3 – Primary Fires: Q1-Q4 2016-17 and Q1-Q4 2017-18)*

The number of Building Fires has decreased by 3.2% compared with the same period in 2016-17.

There have been a total of 28 minor cell fire incidents at HMP Hewell and HMP Long Lartin in Q1 – Q4. Whilst the Fire Service do not have jurisdiction over prisons, Community Risk and local crews continue to work with the Crown Premises Inspection Group to reduce incident numbers.

Technical Fire Safety continues to work with businesses and post-fire audits are completed following all fires in business premises.

Vehicle & Transport Fires increased by 16 incidents (5.3%) compared with the same period in 2016-17. Car Fires continue to account for the greatest proportion (53.0%) in this category with 170 incidents.

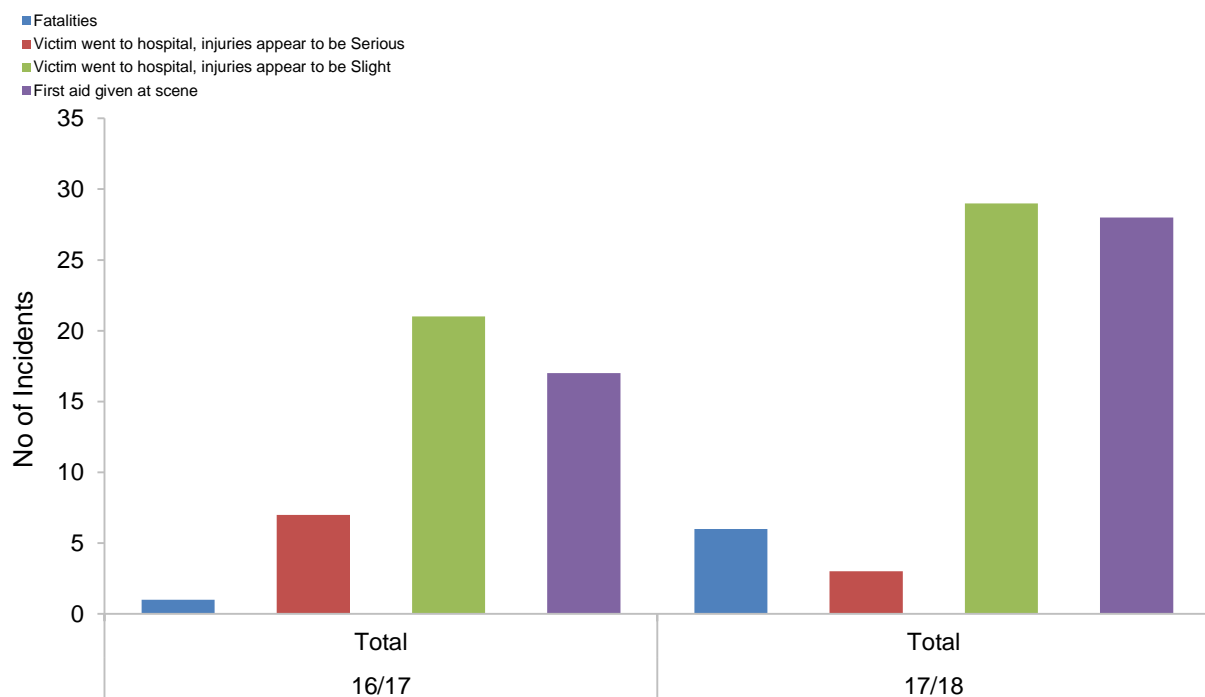
Primary Outdoor Fires totalled 98 incidents in Q1 – Q4 2017-18 compared with 106 incidents in the same period in 2016-17. These are classified as Primary Fires if they are attended by five or more Fire Appliances or if they involve a casualty or fatality.

There were 6 fatalities at Primary Fires during Q1 – Q4 in 2017-18.

Primary Fires Casualty: severity	Q1-Q4 2016-17	Q1-Q4 2017-18	% change
Fatalities	1	6	600.0
Victim went to hospital, injuries appear to be Serious	7	3	-57.1
Victim went to hospital, injuries appear to be Slight	21	29	38.1
First aid given at scene	17	28	64.7
<b>Total</b>	<b>46</b>	<b>66</b>	<b>43.5</b>

(Table 4 – Primary Fires Casualties: Q1-Q4 2016-17 and Q1-Q4 2017-18)

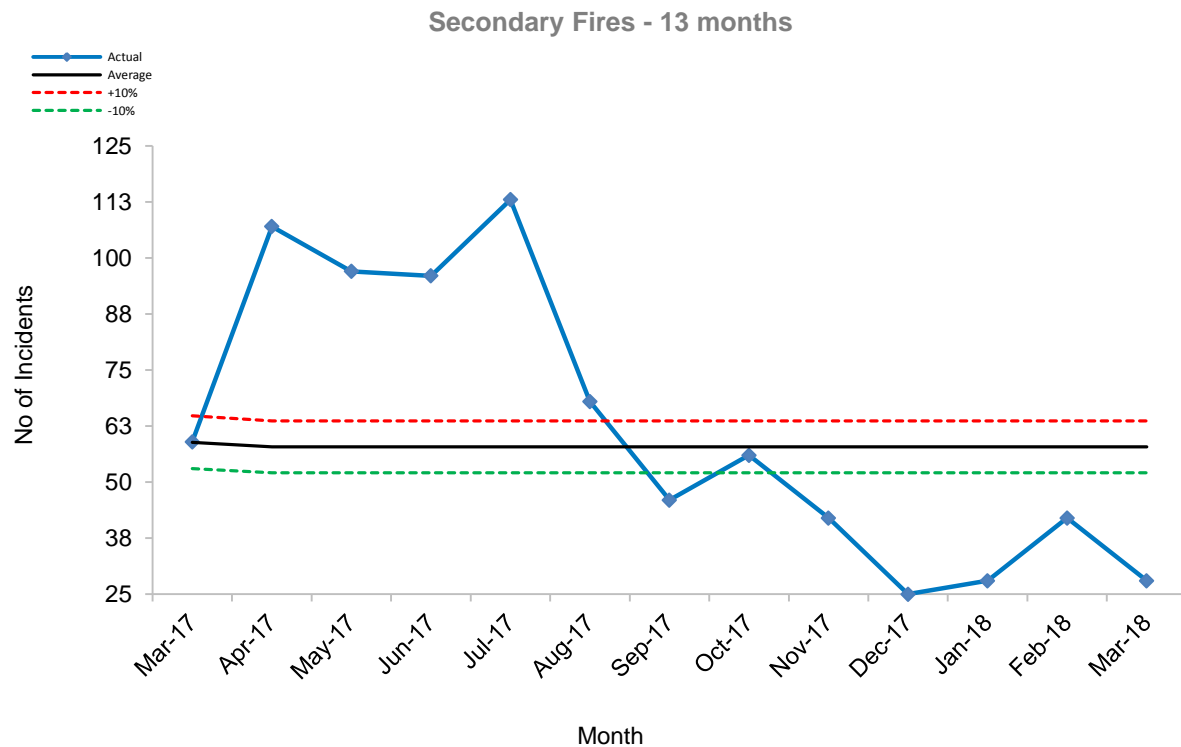
#### Primary Fire casualties - 2016/17 & 2017/18



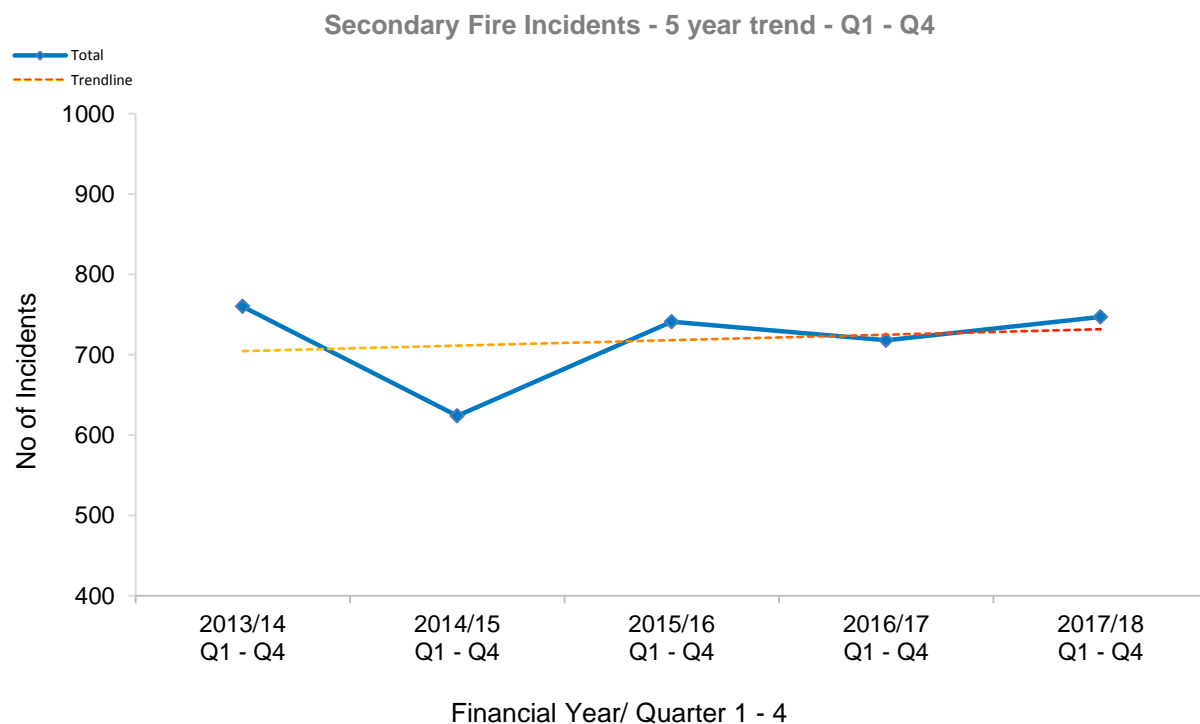
(Figure 7 – Primary Fires Casualties: Q1 – Q4 2016-17 and Q1 – Q4 2017-18)

## 1.4 Secondary Fires

Secondary Fires include all other fires which are not Primary or Chimney Fires, do not involve casualties and are attended by no more than 4 Fire Appliances. There was a 4.2% increase (30 incidents) in Secondary Fires in Quarters 1 - 4 2017-18 compared with the same period in 2016-17. This is mostly accounted for by an increase in Other Outdoors incidents (including land) in Q1 & Q2.



(Figure 8 – Secondary Fires per month: Mar 2017 - Mar 2018)



(Figure 9 – Secondary Fires: Q1-Q4 2013-14 to Q1-Q4 2017-18)



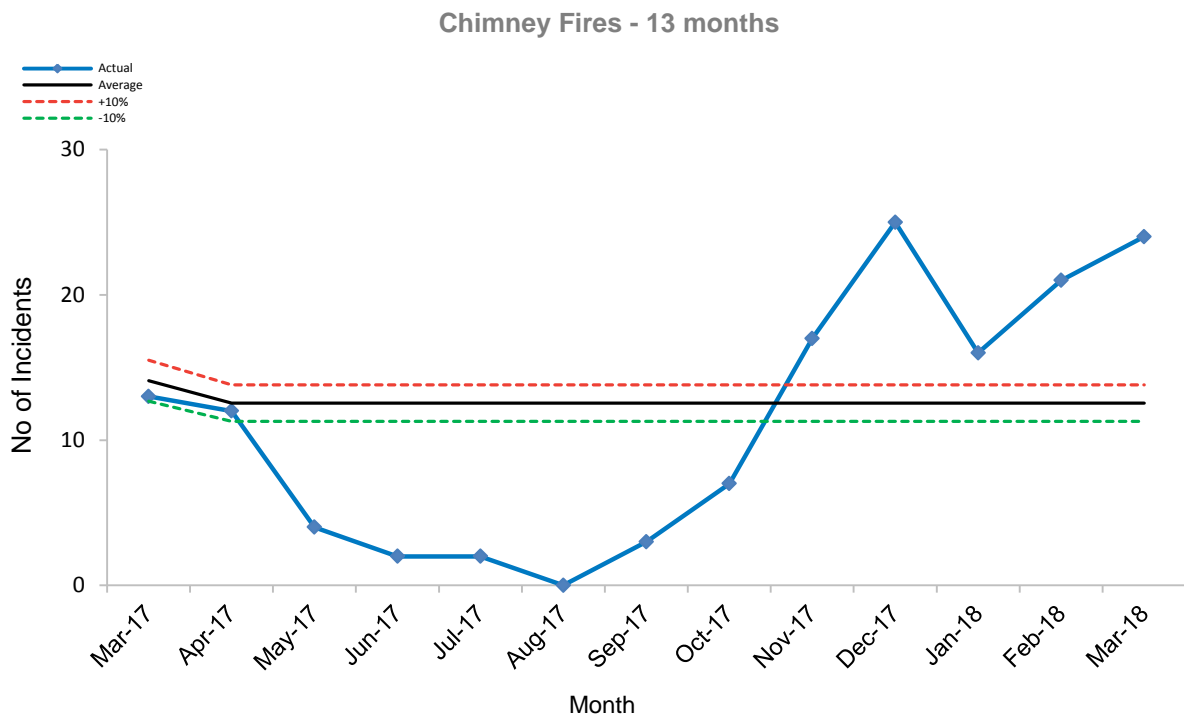
<b>Secondary Fires</b>	<b>Q1-Q4 2016-17</b>	<b>Q1-Q4 2017-18</b>	<b>% change</b>
Grassland, Woodland and Crop	252	247	<b>-2.0</b>
Other Outdoors (including land)	222	259	<b>16.7</b>
Outdoor equipment & machinery	17	14	<b>-17.6</b>
Outdoor Structures	171	179	<b>4.7</b>
Building & Transport	56	49	<b>-12.5</b>
<b>Total</b>	<b>718</b>	<b>748</b>	<b>4.2</b>

*(Table 5 – Secondary Fires: Q1 - Q4 2016-17 and Q1 - Q4 2017-18)*

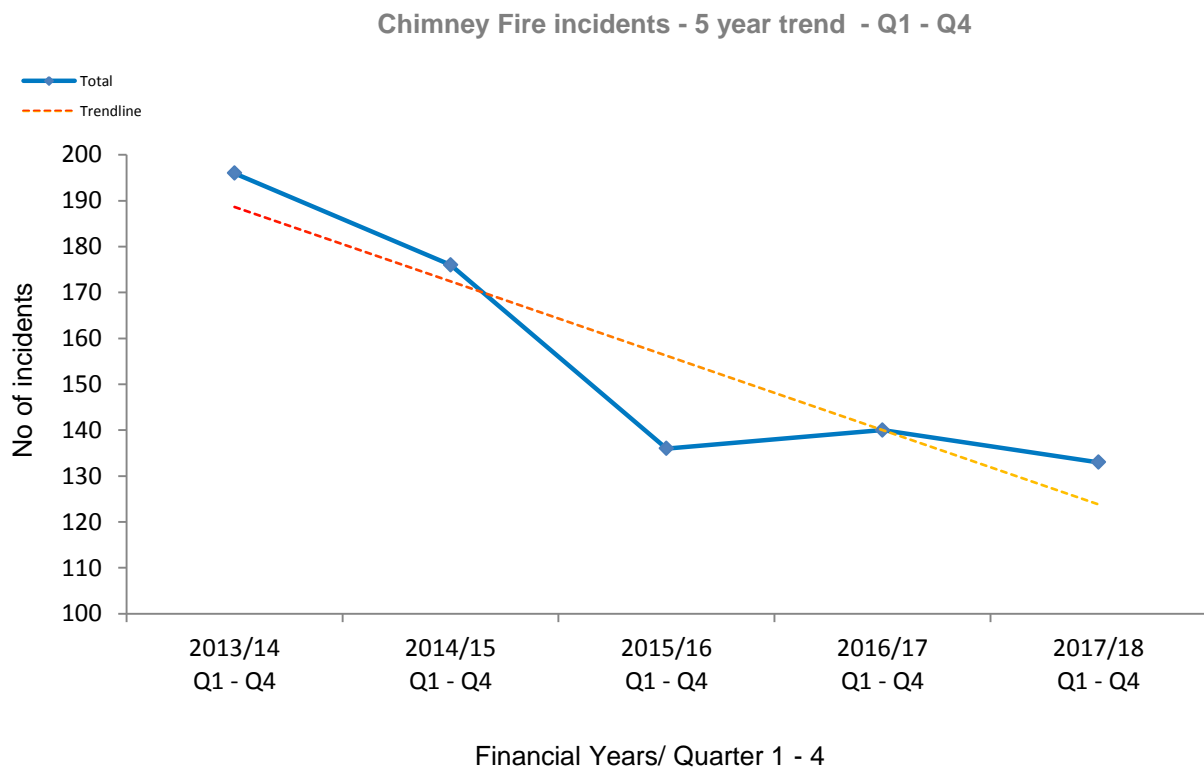
- Other Outdoors (including land) Fires represent the greatest proportion (34.6%) of all Secondary Fires.
- The number of Building & Transport fires has decreased by 12.5% in Q1 – Q4.
- Campaigns have included Burns Awareness Week, fireworks and bonfire safety and candle safety month.
- We have supported Student Safety Week and Electrical Safety Week by attending local events to promote fire safety and Home Fire Safety Checks.
- Seasonal advice has also in been offered, in particular with winter weather seasonal advice.

## 1.5. Chimney Fires

The number of Chimney Fires (133) has decreased by 7 incidents in Quarters 1 - 4 of 2017-18, compared to 140 in the same period of 2016-17. The largest number of incidents occurred in December and March when we had colder than usual weather.



(Figure 10 - Chimney Fires per month: Mar 2017 to Mar 2018)



(Figure 11 – Chimney Fires: Q1-Q4 2013-14 to Q1-Q4 2017-18)

<b>Chimney Fires</b>	<b>Q1-Q4 2016-17</b>	<b>Q1-Q4 2017-18</b>	<b>% change</b>
April	24	12	<b>-50.0</b>
May	4	4	<b>0.0</b>
June	0	2	<b>200.0</b>
July	0	2	<b>200.0</b>
August	3	0	<b>-300.0</b>
September	3	3	<b>0.0</b>
October	17	7	<b>-58.8</b>
November	17	17	<b>0.0</b>
December	21	25	<b>19.0</b>
January	16	16	<b>0.0</b>
February	22	21	<b>-4.5</b>
March	13	24	<b>84.6</b>
<b>Total</b>	<b>140</b>	<b>133</b>	<b>-5.0</b>

*(Table 6 – Chimney Fires: Q1-Q4 2016-17 and Q1-Q4 2017-18)*

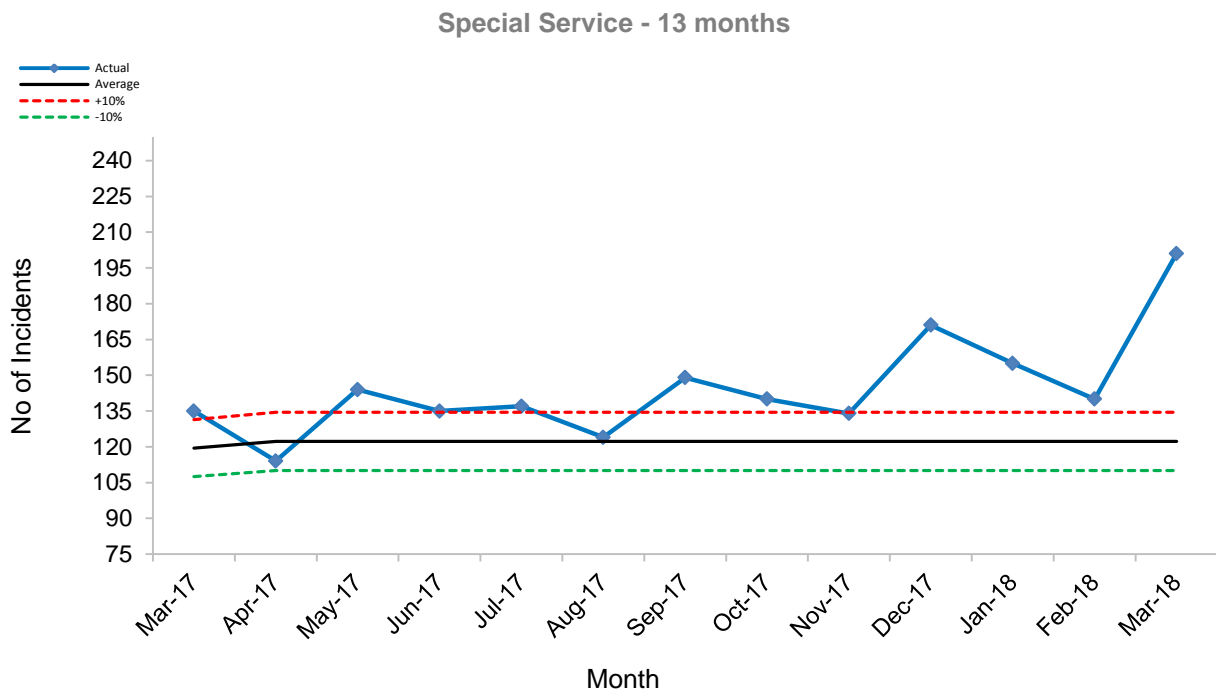
- Over the last 5 years the number of chimney fires has decreased 47.4%
- In the colder months the Service's campaigns focussed on chimney safety and winter weather advice for motorists. The wider Christmas safety campaign was also supported by candle and electrical safety initiatives.

## **2. Operational Activity - Other Non-Fire incidents**

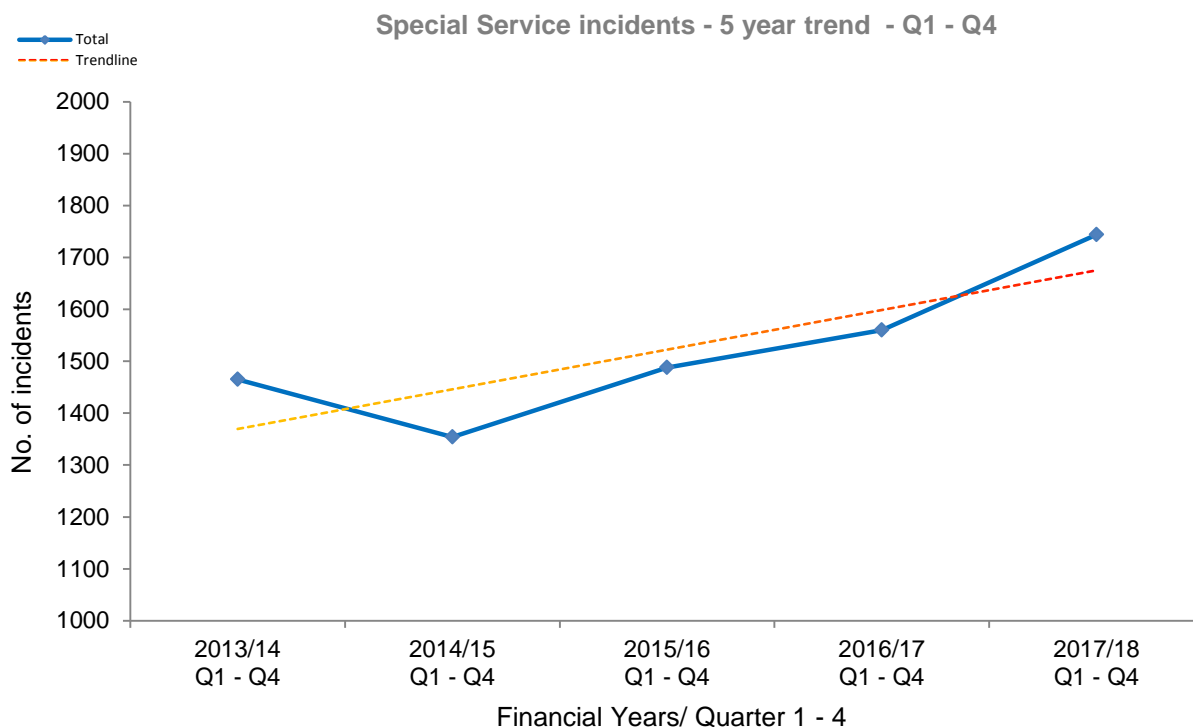
Emergency incidents attended which are not fire related, are generally termed as Special Services and False Alarms. Special Services include road traffic collisions (RTCs), extrications, lift rescues, lock-ins/outs, hazardous materials, chemical incidents, flooding incidents and other rescues.

### **2.1. Special Service Incidents**

The number of Special Service incidents has risen by 11.8% (184 incidents) in Quarters 1 - 4 of 2017-18 compared to the same period in 2016-17. RTC incidents continue to form the greatest proportion of Special Service incidents, representing 38.2% of all Special Service incidents.



(Figure 12 – Special Service incidents per month: Mar 2017 to Mar 2018)



(Figure 13 – Special Service incidents: Q1-Q4 2013-14 and Q1-Q4 2017-18)

Special Services	Q1-Q4 2016-17	Q1-Q4 2017-18	% change
RTC Incidents	603	667	10.6
Flooding	68	134	97.1
Rescue/Evacuation from Water	39	46	17.9
Animal Assistance	141	100	-29.1
Assist other Agency	88	123	39.8
Lift Release	86	62	-27.9
Other Special Services	535	612	14.4
<b>Total</b>	<b>1560</b>	<b>1744</b>	<b>11.8</b>

(Table 7 – Special Services: Q1-Q4 2016-17 and Q1-Q4 2017-18)

- The number of RTC incidents shows a 10.6% increase (64 incidents) in Quarters 1 - 4 2017-18 compared with the same period in 2016-17.
- There was a large increase in the number of Flooding incidents in Quarters 1 - 4 of 2017-18 (66 incidents) this can mainly be accounted for by burst pipes.
- Incidents involving Animal Assistance has decreased by 29.1% (41 incidents).
- Other Special Services incidents increased by 77. These are incidents such as the removal of objects, lift rescues, spills and leaks (non-RTC), provision of advice and assisting other agencies.

## 2.2. RTC Incidents

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

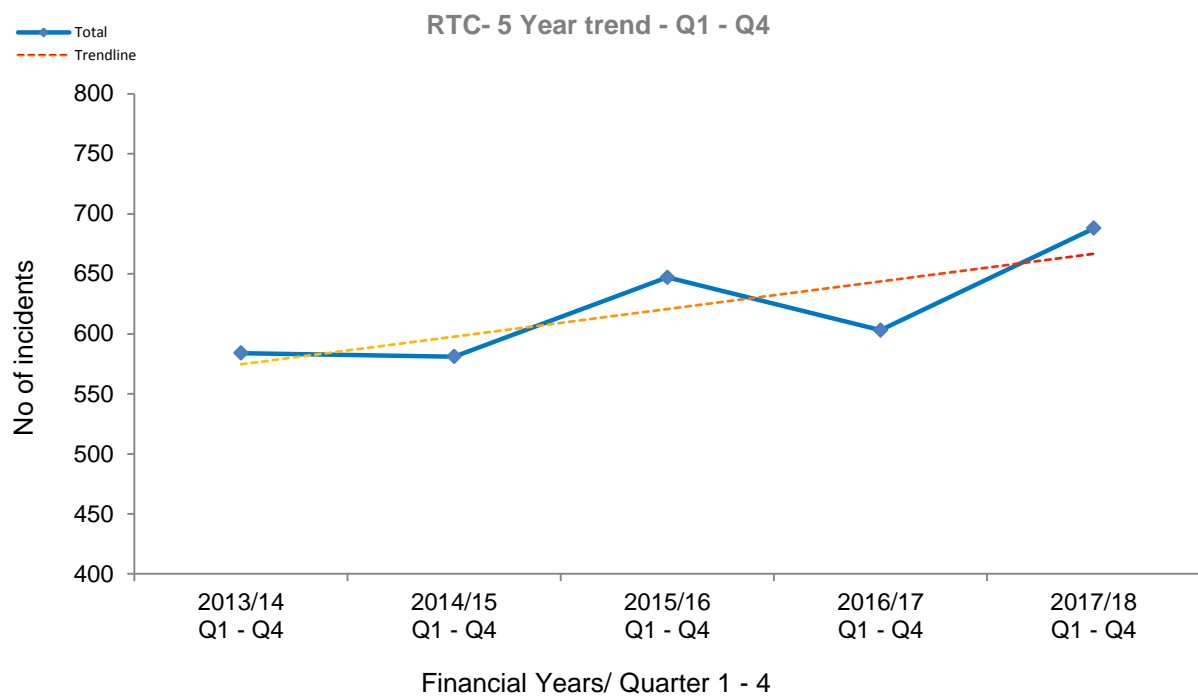
- The number of RTC incidents attended in Q1 – Q4 increased by 10.6% (64 incidents) compared to the same period in 2016-17.
- RTC incidents that required the extrication of persons increased by 11 from 72 to 83 incidents.
- The majority of RTCs involved making vehicles safe (61.3% of all RTC incidents attended).
- Fire and Rescue crews attended 15 fatalities involving RTCs in Quarters 1 - 4, when compared to 2016-17. The number of people seriously injured in RTCs increased from 46 to 67 and the overall number of casualties increased from 356 to 446 (as shown in Table 9 below).

RTC Incidents	Q1-Q4 2016-17	Q1-Q4 2017-18	% change
Extrication of person/s	72	83	15.3
Make scene safe	96	95	-1.0
Make vehicle safe	350	409	16.9
Release of person/s	37	37	0.0
Wash down road	3	2	-33.3
Other	45	41	-8.9
<b>Total</b>	<b>603</b>	<b>667</b>	<b>10.6</b>

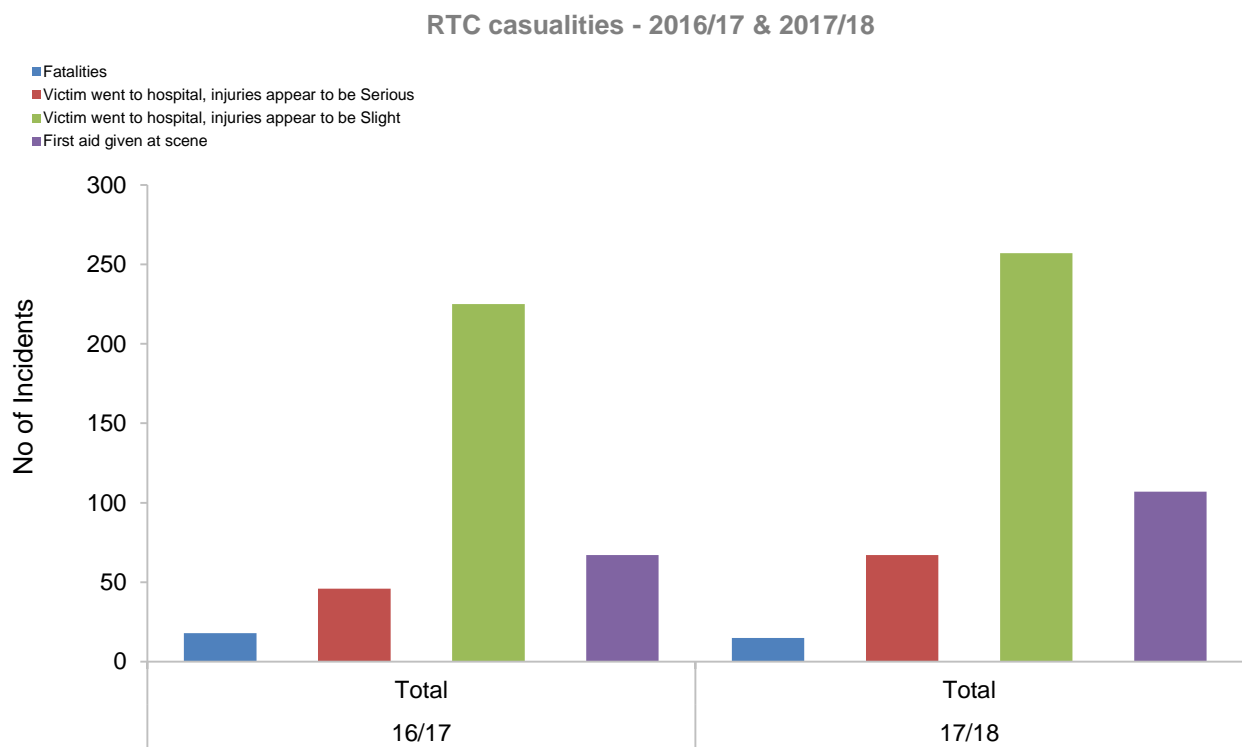
(Table 8 – RTC Incidents: Q1-Q4 2016-17 and Q1-Q4 2017-18)

RTC Casualty severity	Q1-Q4 2016-17	Q1-Q4 2017-18	% change
Fatalities	18	15	-16.7
Victim went to hospital, injuries appear to be Serious	46	67	45.7
Victim went to hospital, injuries appear to be Slight	225	257	14.2
First aid given at scene	67	107	59.7
<b>Total</b>	<b>356</b>	<b>446</b>	<b>25.3</b>

(Table 9 – RTC Casualty severity: Q1-Q4 2016-17 and Q1-Q4 2017-18)



(Figure 14 – RTC Incidents per month: Q1-Q4 2013-14 to Q1-Q4 2017-18)



(Figure 15 – RTC Injury and fatalities quarterly data: Q1-Q4 2016-17 to Q1-Q4 2017-18)

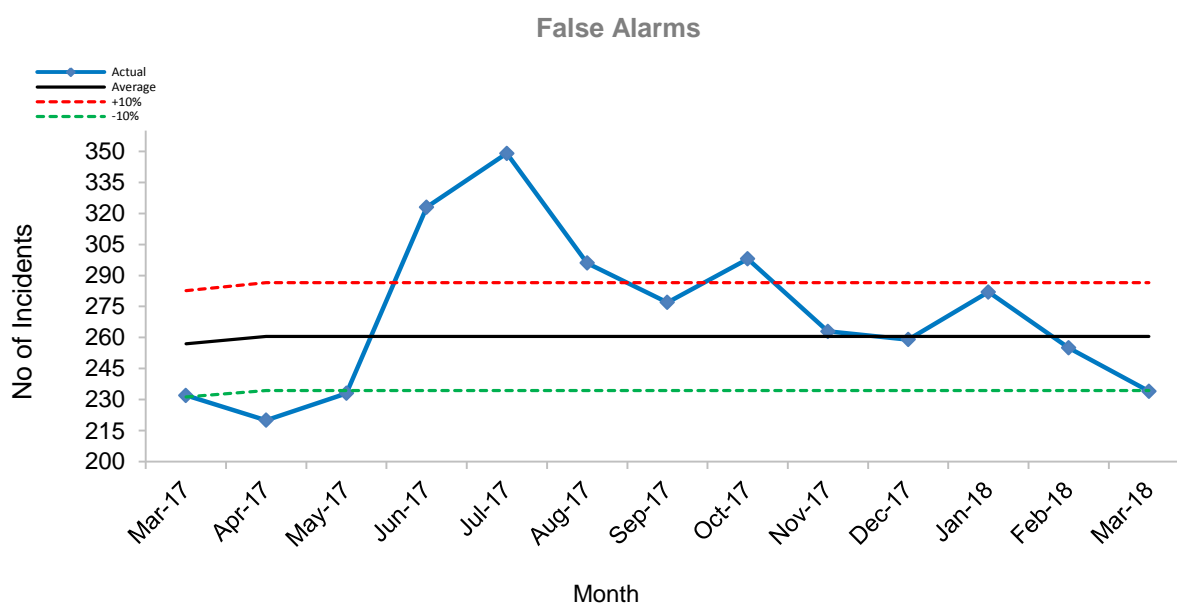
### 2.3. False Alarm Incidents

The number of False Alarm incidents in Quarters 1 - 4 of 2017-18 shows a decrease of 101 incidents (3.9%) compared to the same period in 2016-17.

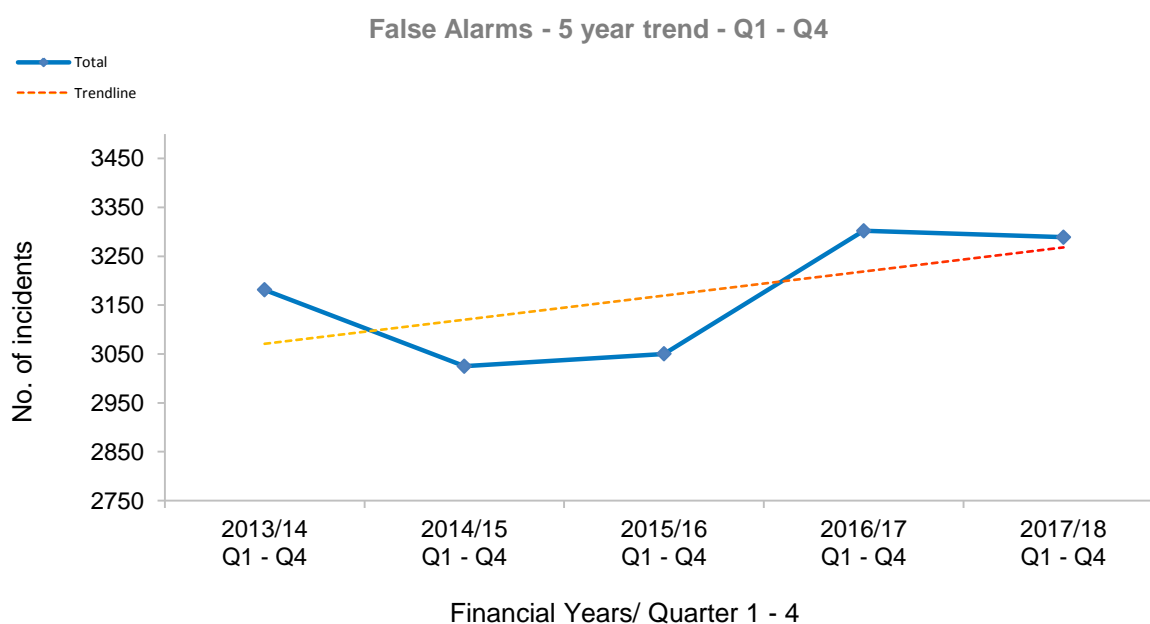
Automatic Fire Alarm incidents decreased by 71 incidents (3.7%) in Q1 – Q4 2017/18, compared to the same period in 2016/17. The Service continues to analyse the cause and location of the incidents and works with premises owners to reduce call numbers.

False Alarm Good Intent incidents decreased by 43 incidents (6.7%) in Q1 – Q4 2017/18, compared to the same period in 2016/17. Malicious False Alarms increased from 32 to 45.

In addition, there were a further 254 False Alarms which did not require the attendance of the Fire and Rescue Service. These include those that were cancelled following rigorous call challenging by Fire Control officers and those where the Fire Appliances were 'returned en route' following the receipt of further information from Fire Control.



(Figure 16 – False Alarm incidents per month: Mar 2017 to Mar 2018)



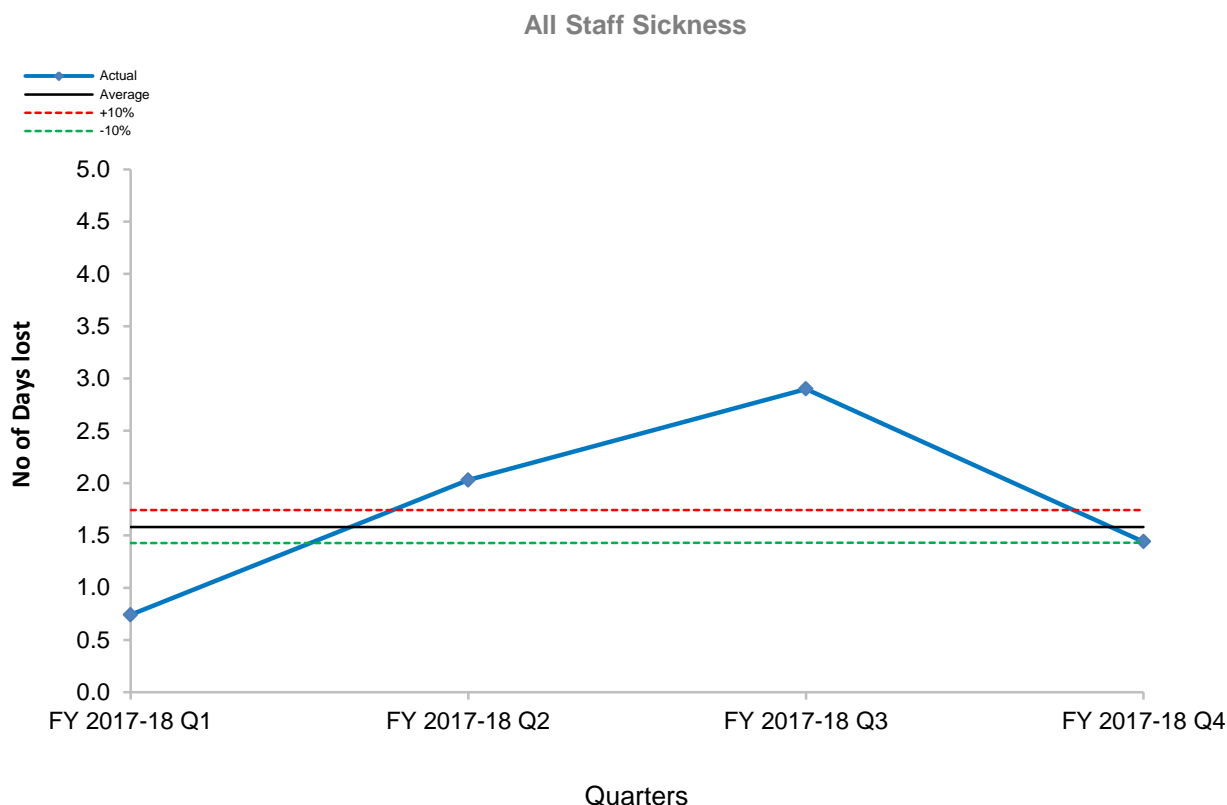
(Figure 17 – False Alarm incidents: Q1-Q4 2013-14 to Q1-Q4 2017-18)



### 3. Absence Management

Staff absence and sickness is recorded on a Quarterly basis in line with the Service's HR Connect management system. The sickness level for all staff in Q1 – Q4 of 2017-18 has increased overall to 7.11 days when compared to 6.08 days lost per head in Q1 – Q4 in 2016-17. This is also above the 5-year average of 6.20 days lost per head. The overall staff sickness level continues to compare favourably with sickness levels of 8.71 for Worcestershire County Council and 8.25 for Herefordshire Council.

#### 3.1. All Staff Sickness



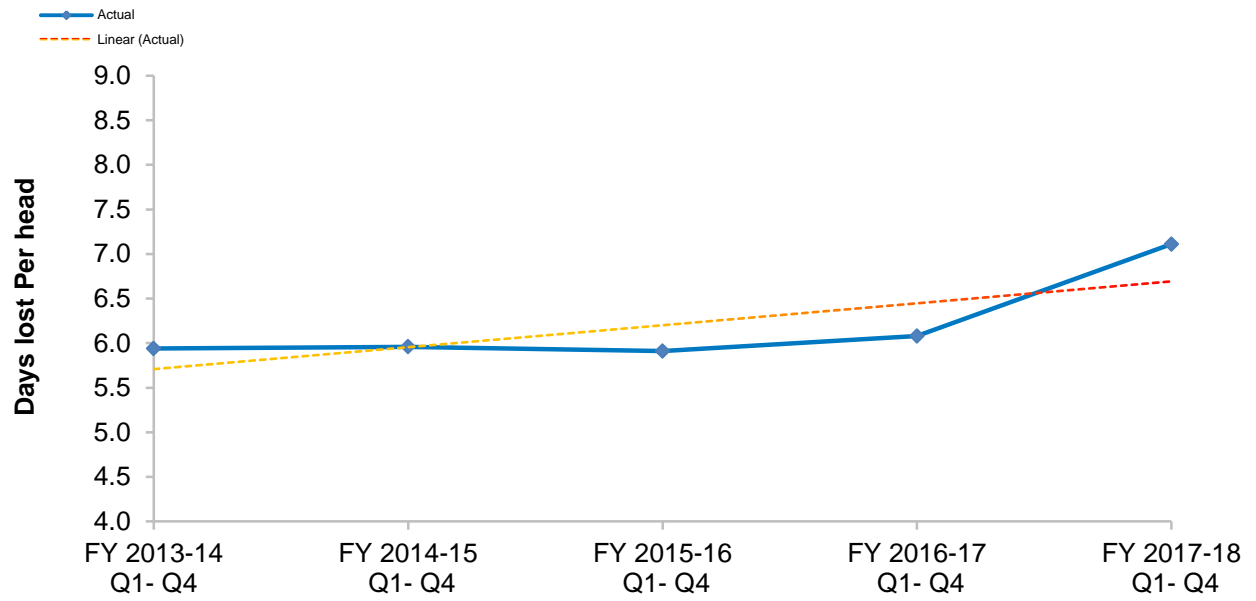
(Figure 18 – All Staff Sickness: Q1–Q4 2017-18)

All Staff Sickness	Short Term Sickness per head (Day lost)	Long Term Sickness per head (Days lost)	All Staff Sickness per head (Days lost)
Quarter 1	0.44	0.30	0.74
Quarter 2	1.22	0.81	2.03
Quarter 3	1.22	1.68	2.90
Quarter 4	0.67	0.77	1.44
<b>Total</b>	<b>3.55</b>	<b>3.56</b>	<b>7.11</b>

(Table 10 – All Staff Sickness: Q1–Q4 2017-18)

Q1 – Q4 of 2017-18 saw a slight increase in overall sickness compared to the same period in 2016-17. The total of 1.44 days lost per head remains within tolerance in Q4. Long-term sickness continues to form the greatest proportion representing 50.7% of all sickness.

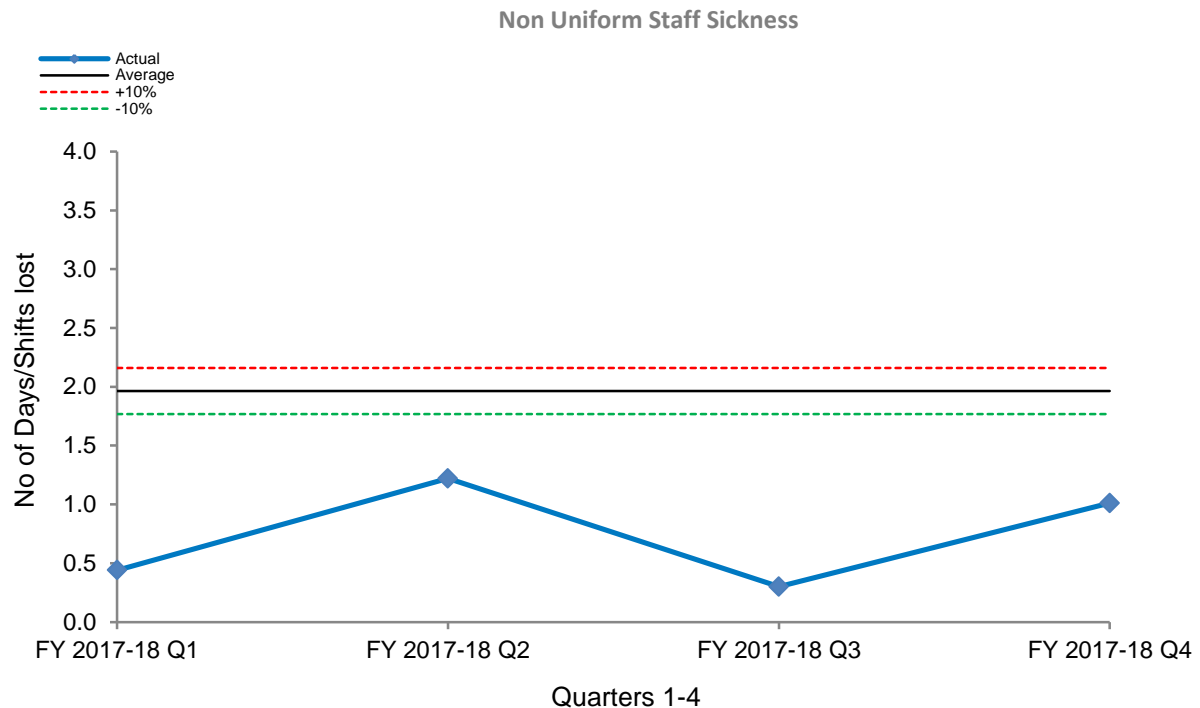
### All staff sickness - 5 year trend



(Figure 19 – All staff sickness: Q1–Q4 from 2013-14 to Q1–Q4 2017-18)

### 3.2. Non-Uniform Staff Sickness

The overall level of Non-Uniform Staff Sickness for Q1 – Q4 of 2017-18 is above the 5 year average (6.15) at 6.17.



(Figure 20 – Non-Uniform Staff Sickness: Q1 - Q4 2017-18)

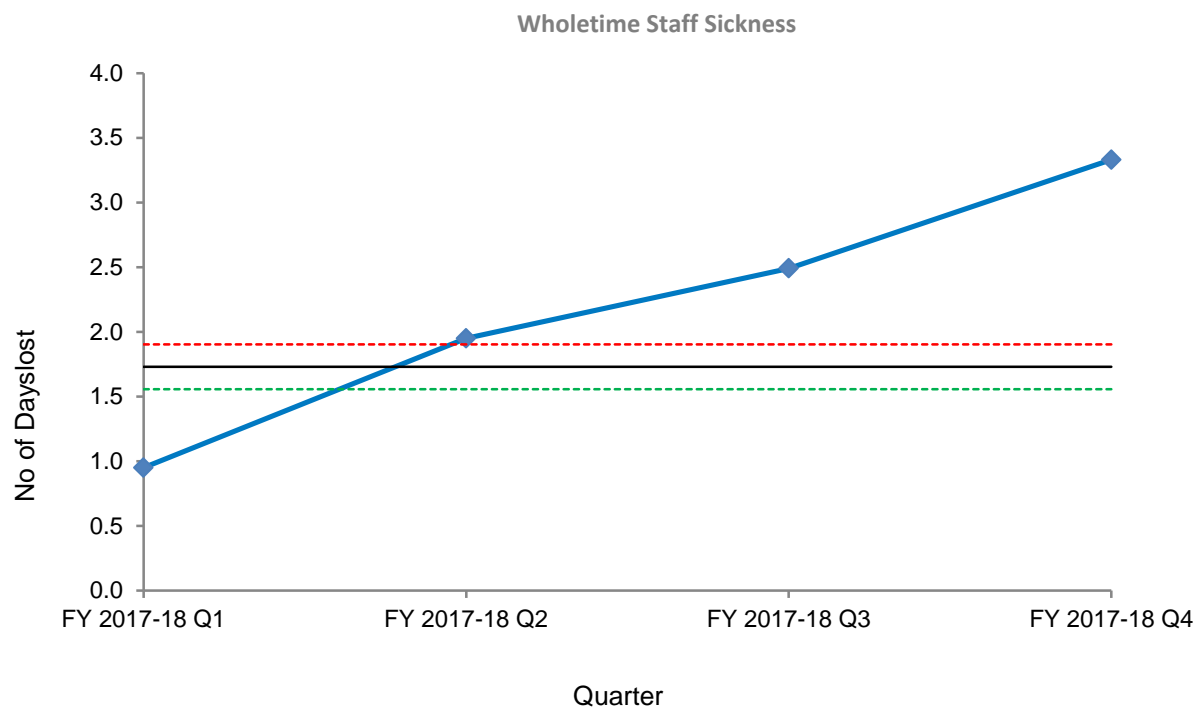
Non-Uniform Staff Sickness	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Non-uniform Staff Sickness per head (Days lost)
Quarter 1	0.30	0.44	0.74
Quarter 2	0.81	1.22	2.03
Quarter 3	0.29	0.30	0.59
Quarter 4	1.52	1.01	2.53
<b>Total</b>	<b>3.70</b>	<b>2.47</b>	<b>6.17</b>

(Table 11 - Non-Uniform Staff Sickness: Q1-Q4 2017-18)

- Short term sickness is the largest proportion of sickness for Non-Uniform Staff.

### 3.3 Wholetime Staff Sickness

Wholetime Staff Sickness has increased in Q1 – Q4 2017-18 to 8.72 days.



(Figure 21 – Wholetime Staff Sickness: Q1 - Q4 2017-18)

Wholetime Staff Sickness	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Wholetime Staff Sickness per head (days lost)
Quarter 1	0.38	0.57	0.95
Quarter 2	0.78	1.17	1.95
Quarter 3	1.15	1.34	2.49
Quarter 4	1.54	1.79	3.33
<b>Total</b>	<b>3.85</b>	<b>4.87</b>	<b>8.72</b>

(Table 12 – Wholetime Staff Sickness: Q1 – Q4 2017-18)

### **3.4 Comparative All Staff Sickness**

To give an idea of how the Service's staff sickness levels compare with other public sector organisations, a comparison has been made against Herefordshire Council and Worcestershire County Council, whose sickness figures are most readily available.

<b>Comparative All Staff Sickness</b>	<b>Short Term Sickness per head (days lost)</b>	<b>Long Term Sickness per head (days lost)</b>	<b>All Wholetime Staff Sickness per head (days lost)</b>
Worcestershire County Council	2.31	6.40	8.71
Herefordshire Council			8.25
HWFRS	3.55	3.56	7.11

*(Table 13 – Comparative All Staff Sickness: Q1-Q4 2017-18)*

- The latest figures for Q1 – Q4 of 2017-18 show that the Service's overall staff sickness levels continue to compare favourably, with lower levels of sickness for all staff at 7.11.

#### **4. Key Performance Indicators Out of Tolerance**

In addition to the totals for Chimney Fires, Special Service and Whole Time sickness being out of tolerance for Q1 – Q4, the first attendance by a Fire Appliance at Building Fires within 10 minutes was also outside tolerance level.

##### **4.1 Attendance Standards – 1st Fire Appliance at Building Fires**

The Attendance Standard was set in the Service's Integrated Risk Management Plan (IRMP) 2009-2012. The standard is a stretch target for the first Fire Appliance to arrive at all Building Fires within 10 minutes on at least 75% of occasions. The percentage of Building Fires attended by the first Fire Appliance within 10 minutes during Quarters 1 - 4 was 59.7% which is a 1.5% improvement compared to the same period in 2016-17.

<b>1st Fire Appliance attendance at Building Fires within 10 minutes</b>	<b>Q1-Q4 2016-17</b>	<b>Q1-Q4 2017-18</b>
Building Fires attended within 10 minutes	384	380
Total number of Building Fires attended	660	636
<b>% attended within 10 minutes</b>	<b>58.2%</b>	<b>59.7%</b>

*(Table 14 - 1st Fire Appliance attendance at Building Fires within 10 minutes: Q1-Q4 2016-17 and Q1-Q4 2017-18)*

<b>1st Fire Appliance attendance at Building Fires - average times</b>	<b>Q1-Q4 2016-17 (mm:ss)</b>	<b>Q1-Q4 2017-18 (mm:ss)</b>
Time of Call until Time Appliance Mobilised	02:18	02:02
Mobile Time until Appliance Arrival at Scene	08:18	08:16
<b>Time of Call to Arrival at Scene</b>	<b>10:36</b>	<b>10:18</b>

*(Table 15 – 1st Fire Appliance attendance at Building Fires average times: Q1-Q4 2016-17 and Q1-Q4 2017-18)*

- While the attendance time for the 256 Building Fires in the period fell outside the standard, the percentage that met the standard has improved 1.5% when compared to 2016 - 17.
- The main reason cited by crews for the first Fire Appliances not attending Building Fires within 10 minutes is travel distance (50.7% of incidents).

- This benchmark or measurement standard does not alter how quickly the Service attend incidents. Many other factors can influence this target, such as call challenging and information gathering by Fire Control, changing societal issues, for example fewer incidents in built up areas and more incidents proportionally outside of towns and cities and weather/road conditions. All of this may increase the average time taken to attend incidents across both counties.
- The attendance standard was developed prior to the introduction of the current Fire Control system and there is no exact match between a time recorded in the current system and the time used under the old method to record the time of call. The nearest time in the current system would be "Incident Created", which is after the time of call and is when the Fire Control has identified the address in the database and needs to pinpoint the nearest Fire Appliance.

## 5. Retained Availability

The overall availability of the first On-Call Fire Appliance has decreased by 2.2%, when compared with the same period of 2016-17.

Call sign	Station	County Council	Q1 - Q4 Availability 2016-17	Q1 - Q4 Availability 2017-18	% Change +/-
542	Bromyard	Herefordshire	99.50%	98.40%	-1.10%
481	Eardisley	Herefordshire	94.60%	93.40%	-1.20%
472	Ewyas Harold	Herefordshire	98.80%	96.70%	-2.10%
431	Fownhope	Herefordshire	86.00%	93.50%	7.50%
463	Hereford	Herefordshire	98.40%	98.80%	0.40%
511	Kingsland	Herefordshire	99.00%	99.50%	0.50%
492	Kington	Herefordshire	95.90%	95.70%	-0.20%
422	Ledbury	Herefordshire	96.50%	97.40%	0.90%
502	Leintwardine	Herefordshire	97.90%	98.60%	0.70%
522	Leominster	Herefordshire	99.90%	99.70%	-0.20%
552	Peterchurch	Herefordshire	91.80%	87.30%	-4.50%
442	Ross-on-Wye	Herefordshire	100.00%	100.00%	0.00%
452	Whitchurch	Herefordshire	82.50%	82.80%	0.30%
231	Bewdley	Worcestershire	77.20%	71.50%	-5.70%
302	Broadway	Worcestershire	90.60%	88.50%	-2.10%
251	Bromsgrove	Worcestershire	88.80%	75.30%	-13.50%
261	Droitwich	Worcestershire	75.50%	64.80%	-10.70%
281	Evesham	Worcestershire	91.80%	89.60%	-2.20%
241	Kidderminster	Worcestershire	73.10%	50.90%	-22.20%
411	Malvern	Worcestershire	97.70%	84.40%	-13.30%
291	Pebworth	Worcestershire	84.10%	88.50%	4.40%
311	Pershore	Worcestershire	94.90%	94.30%	-0.60%
271	Redditch	Worcestershire	97.20%	98.70%	1.50%
221	Stourport	Worcestershire	78.10%	84.20%	6.10%
532	Tenbury	Worcestershire	97.80%	98.90%	1.10%
322	Upton upon Severn	Worcestershire	93.00%	92.20%	-0.80%
213	Worcester	Worcestershire	98.20%	95.90%	-2.30%
<b>Total Hours Available</b>			<b>91.80%</b>	<b>89.60%</b>	<b>-2.20%</b>

(Table 16 – 1st Appliance Retained Availability: Q1-Q4 2017-18)



## **5.1 No of incidents per station ground**

Number of incidents recorded in each station ground area (Quarters 1- 4).

Station Ground	County Council	False Alarm	Fire	Special Service	Total
Bromyard	Herefordshire	27	32	43	102
Eardisley	Herefordshire	6	22	18	46
Ewyas Harold	Herefordshire	20	21	6	47
Fownhope	Herefordshire	11	13	12	36
Hereford	Herefordshire	436	158	182	776
Kingsland	Herefordshire	15	24	10	49
Kington	Herefordshire	10	6	14	30
Ledbury	Herefordshire	53	24	35	112
Leintwardine	Herefordshire	2	7	9	18
Leominster	Herefordshire	83	43	37	163
Peterchurch	Herefordshire	12	12	7	31
Ross-on-Wye	Herefordshire	67	40	44	151
Whitchurch	Herefordshire	12	20	21	53
Bewdley	Worcestershire	42	59	28	129
Broadway	Worcestershire	42	11	8	61
Bromsgrove	Worcestershire	317	140	158	615
Droitwich	Worcestershire	129	86	99	314
Evesham	Worcestershire	189	120	86	395
Kidderminster	Worcestershire	294	215	170	679
Malvern	Worcestershire	227	74	87	388
Pebworth	Worcestershire	11	18	12	41
Pershore	Worcestershire	88	41	35	164
Redditch	Worcestershire	413	246	205	864
Stourport	Worcestershire	119	101	62	282
Tenbury	Worcestershire	17	16	14	47
Upton upon Severn	Worcestershire	41	33	36	110
Worcester	Worcestershire	606	316	306	1228
<b>Total</b>		<b>3289</b>	<b>1898</b>	<b>1744</b>	<b>6931</b>

*(Table 17 – Incidents per station ground: Q1-Q4 2017-18)*