

Fire Authority 2015-16 Performance Report: Quarters 1 to 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.

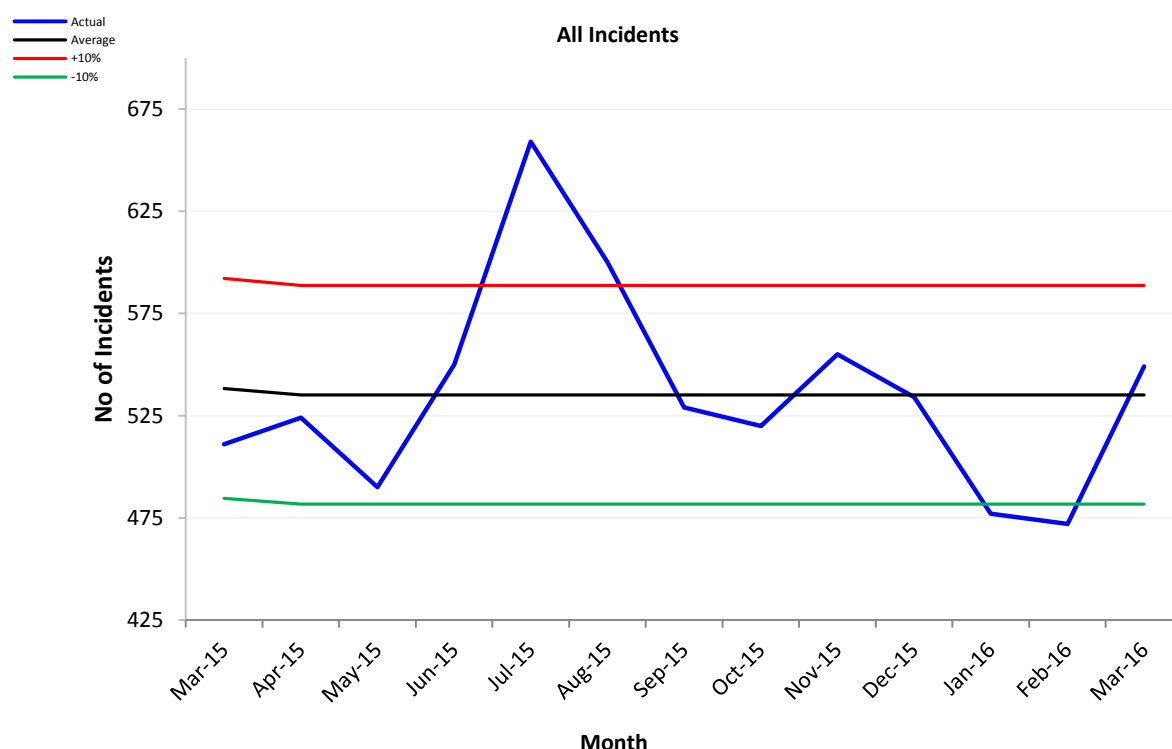
1. Operational Activity

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

Fire and Rescue Crews attended 1,498 incidents in Quarter 4 of 2015-16, which is 5.6% (or 84 incidents) fewer than in the same Quarter of 2014-15. The total number of incidents attended in 2015-16 was 6,459, which is an increase of 5.7% (347 incidents) than in 2014-15. The majority of the increase is accounted for by a 10.8% rise in Fire incidents and a 10.0% rise in Special Service incidents. False Alarms were also up by 0.8% over the same period in 2014-15 and represent 47.2% of all incidents attended.

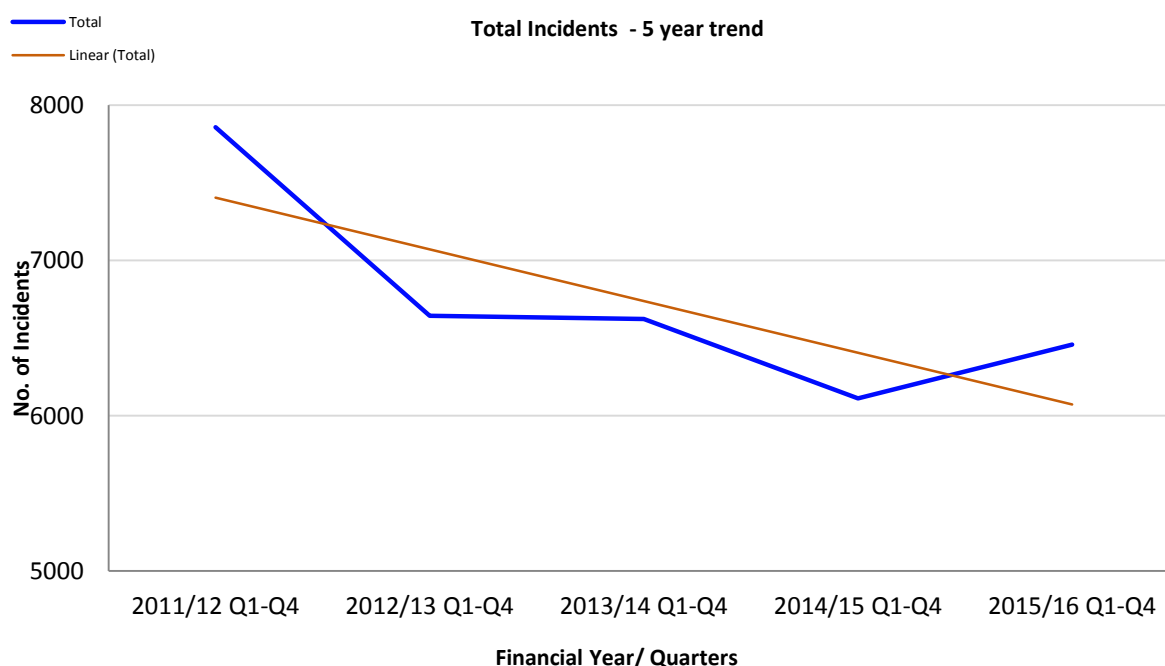


(Figure 1 – Total Incidents per month: March 2015 to March 2016)

| Total Incidents | Q1 to Q4 2014-15 | Q1 to Q4 2015-16 | % change |
|------------------------|-----------------------------|-----------------------------|-----------------|
| All Fires | 1733 | 1920 | 10.8 |
| Special Services | 1354 | 1489 | 10.0 |
| False Alarms | 3025 | 3050 | 0.8 |
| Total Incidents | 6112 | 6459 | 5.7 |

(Table 1 – Total Incidents: Q1-4 2014-15 and Q1-4 2015-16)

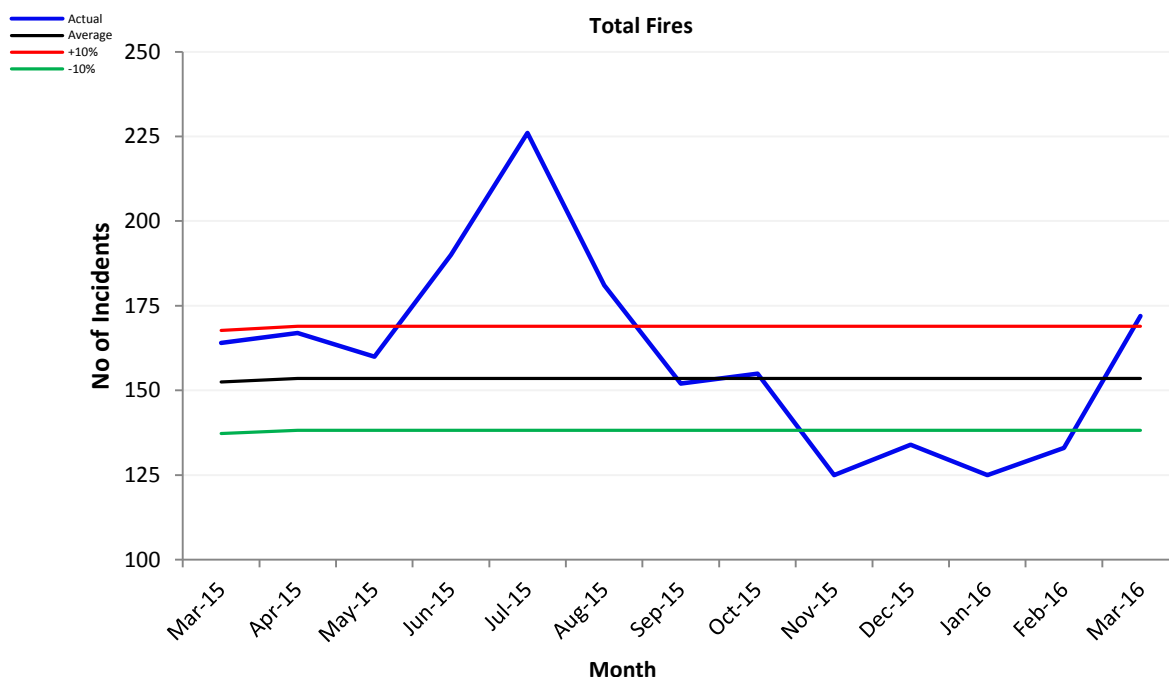
- Total Fire incidents, which include Primary, Secondary and Chimney Fires, were 10.8% higher (187 incidents) than over the same period in 2014-15. This is largely accounted for by an 18.8% rise in the number of Secondary Fires, though Primary Fires still represent the largest proportion (52.8%) of all fires attended.
- The number of Special Service incidents have increased by 10.0% (135 incidents) compared with the same period in 2014-15.
- The number of False Alarm incidents rose by 0.8% (25 incidents) compared with the same period in 2014-15.
- The number of incidents attended has remained relatively consistent over the last 4 years.



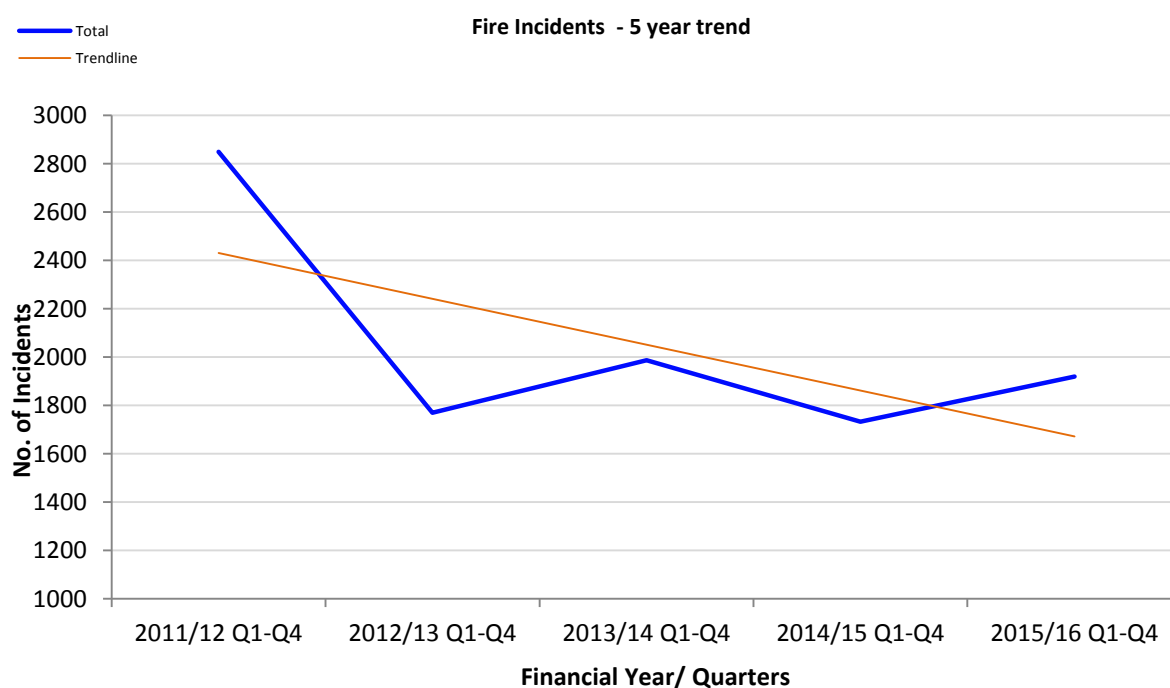
(Figure 2 – All Incidents: Q1-4 from 2011-12 to Q1-4 2015-16)

1.2 Total Number of Fires

The number of Primary and Secondary Fires increased in Quarters 1 to 4 in 2015-16 compared with the same period in 2014-15, representing an increase of 10.8% (187 incidents). Figure 3 shows that this is largely accounted for by the seasonal peak in fire incidents during the drier, summer months from May to August 2015. Figure 4 shows that despite this increase, the total number of fires has remained relatively consistent over the last 4 years.



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



(Figure 4 – Fire Incidents: Q1-4 from 2011-12 to 2015-16)

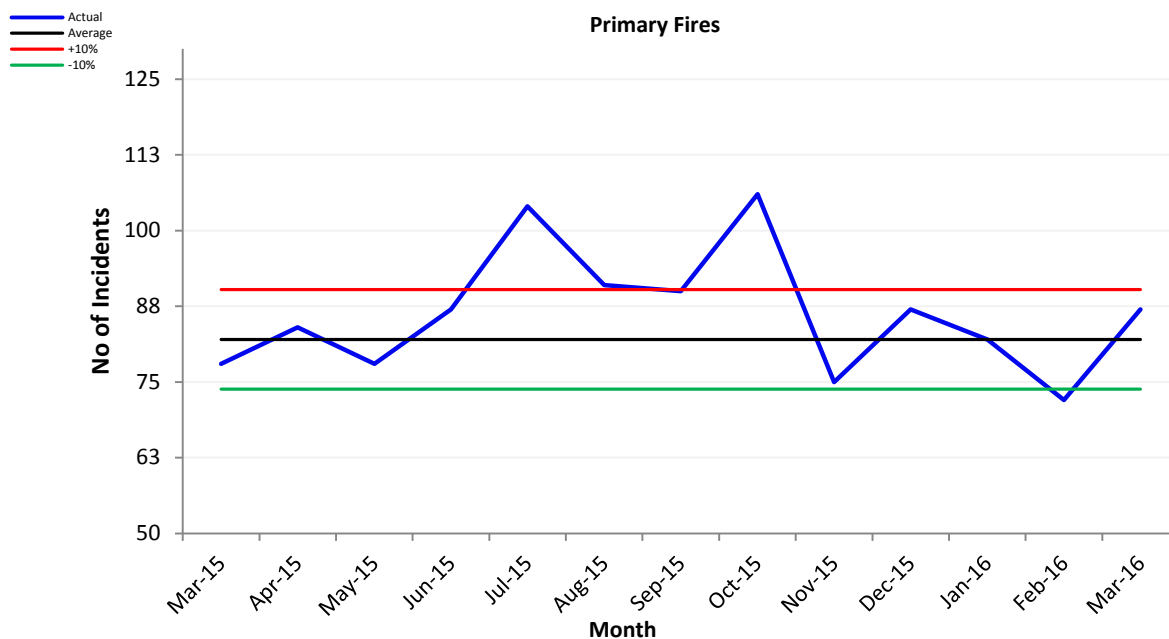
| Total Fires | Q1 to Q4 2014-15 | Q1 to Q4 2015-16 | % change |
|--------------------|-----------------------------|-----------------------------|-----------------|
| Primary Fires | 933 | 1043 | 11.8 |
| Secondary Fires | 624 | 741 | 18.8 |
| Chimney Fires | 176 | 136 | -22.7 |
| Total Fires | 1733 | 1920 | 10.8 |

(Table 2 – Total Fires: Q1-4 2014-15 and Q1-4 2015-16)

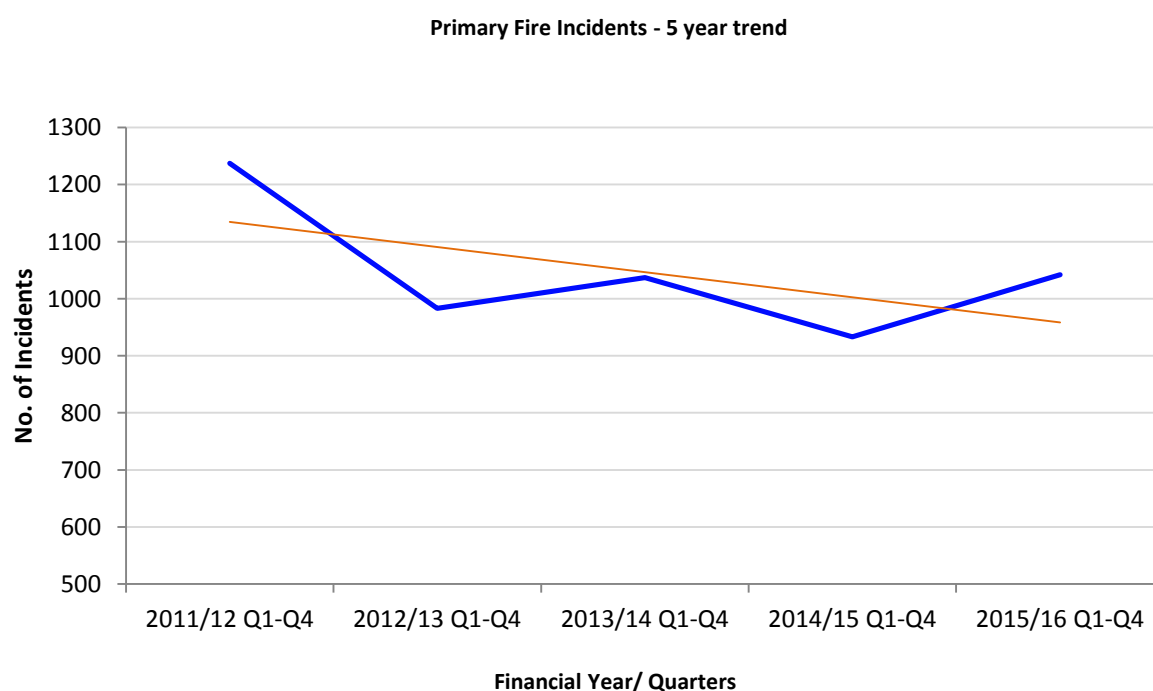
- There were 110 more Primary Fire incidents in Quarters 1 to 4 of 2015-16 than there were in the same period in 2014-15, representing an increase of 11.8%.
- The number of Secondary Fires increased by 117 incidents (18.8%) compared with the same period in 2014-15.
- The number of Chimney Fires fell by 22.7% (40 incidents) compared with the same period in 2014-15.
- During Quarter 4, the Community Risk department carried out 995 Home Fire Safety Checks (HFSCs) at potential vulnerable households, 201 Business Fire Safety Checks (BFSCs) and 263 Signposting referrals, included at other safety and support agencies.

1.3 Primary Fires

Primary Fires are broken down into three main categories: Building Fires, Vehicle & Transport Fires and certain Outdoor Fires. Over Quarters 1 to 4 of 2015-16, there were 79 more Building Fires and 28 more Outdoor Fires than in the same period of 2014-15. There was a small increase of 1.1% (3 incidents) for Vehicle & Transport Fires in 2015-16 compared with the same period in 2014-15. Building Fires continue to represent the greatest proportion (62.8%) of all Primary Fires. Overall, the number of Primary Fires has remained relatively consistent over the last 4 years (shown in Figure 6 below).



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



(Figure 6 – Primary Fires Q1-4 2014-15 and Q1-4 2015-16)

| Primary Fires | Q1 to Q4 2014-15 | Q1 to Q4 2015-16 | % change |
|---------------------------|-----------------------------|-----------------------------|-----------------|
| Building Fires | 576 | 655 | 13.7 |
| Vehicle & Transport Fires | 282 | 285 | 1.1 |
| Outdoor Fires | 75 | 103 | 37.3 |
| Total | 933 | 1043 | 11.8 |

(Table 3 – Primary Fires: Q1-4 2014-15 and Q1-4 2015-16)

- The number of Building Fires increased by 13.7% compared with the same period in 2014-15. Within the Building Fires category, the number of Non-Residential Fires increased by 33.8% and Dwelling Fires decreased by 7.3%.
- Vehicle & Transport Fires increased by 1.1% (3 incidents) compared with the same period in 2014-15. Car Fires continue to account for the greatest proportion (57.3%) in this category, with 164 incidents compared to 155 (55.0%) in the same period in 2014-15.
- Primary Outdoor Fires show an increase of 37.3% (28 incidents) compared with the same period in 2014-15. These are fires that are attended by five or more Fire Appliances or involve a casualty or fatality.

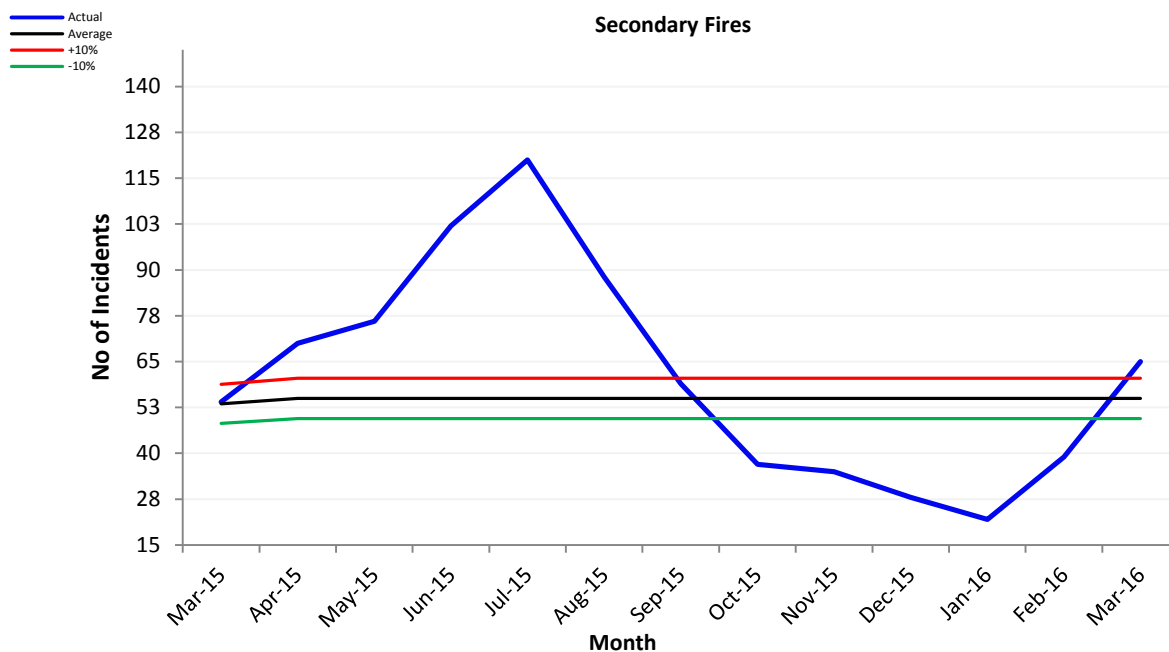
| Primary Fires Casualty: severity | Q1 to Q4 2014-15 | Q1 to Q4 2015-16 | % change |
|--|-----------------------------|-----------------------------|-----------------|
| Fatalities | 3 | 1 | -66.7 |
| Victim went to hospital, injuries appear to be Serious | 7 | 6 | -14.3 |
| Victim went to hospital, injuries appear to be Slight | 24 | 49 | 104.2 |
| First aid given at scene | 41 | 34 | -17.1 |
| Total | 75 | 90 | 20.0 |

(Table 4 – Primary Fires Casualties: Q1-4 2014-15 and Q1-4 2015-16)

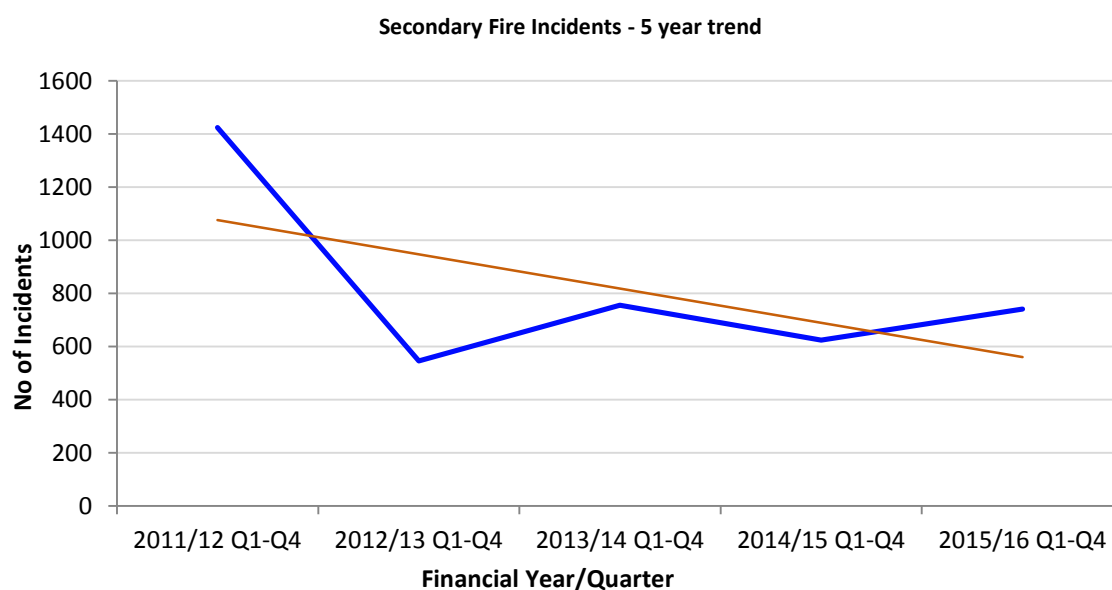
- There was 1 Primary Fire fatality in 2015-16 compared with 3 fatalities in 2014-15. Following this, Community Risk immediately launched a specially targeted campaign in the area surrounding the incident. The team subsequently undertook a campaign in various outlying areas of Herefordshire. This was aimed at reaching those people who are potentially most vulnerable to fire. Following this targeted approach over 100 additional Home Fire Safety Checks (HFSCs) have been carried out for vulnerable individuals since the fire fatality.
- Casualties that attended hospital with apparent 'serious' injuries reduced slightly from 7 to 6; however those who attended hospital with apparent 'slight' injuries increased from 24 to 49.
- The greatest proportion of injuries reported was under the category 'injuries appear to be slight'; within this category, 49 injuries (67.1%) were recorded as 'overcome by gas, smoke or toxic fumes'. This represents a 20% increase over the same period in 2014-15.
- Community Risk officers completed 3937 Home Fire Safety Checks in Quarters 1 to 4 of 2015-16.

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 an 18.8% increase (117 incidents) in Secondary Fires in Quarters 1 to 4 of 2015-16 compared with the same period in 2014-15. This is mostly accounted for by an increase in Outdoor Fires (mainly Grassland, Woodland and Crop Fires) over the warmer and drier summer months of 2015, compared to the summer of 2014. Figure 8 shows that despite this increase, the overall number of Secondary Fires has remained relatively consistent over the last 4 years.



(Figure 7 – Secondary Fires per month: March 2015 - March 2016)



(Figure 8 – Secondary Fires: Q1-4 from 2011-12 to Q1-4 2015-16)

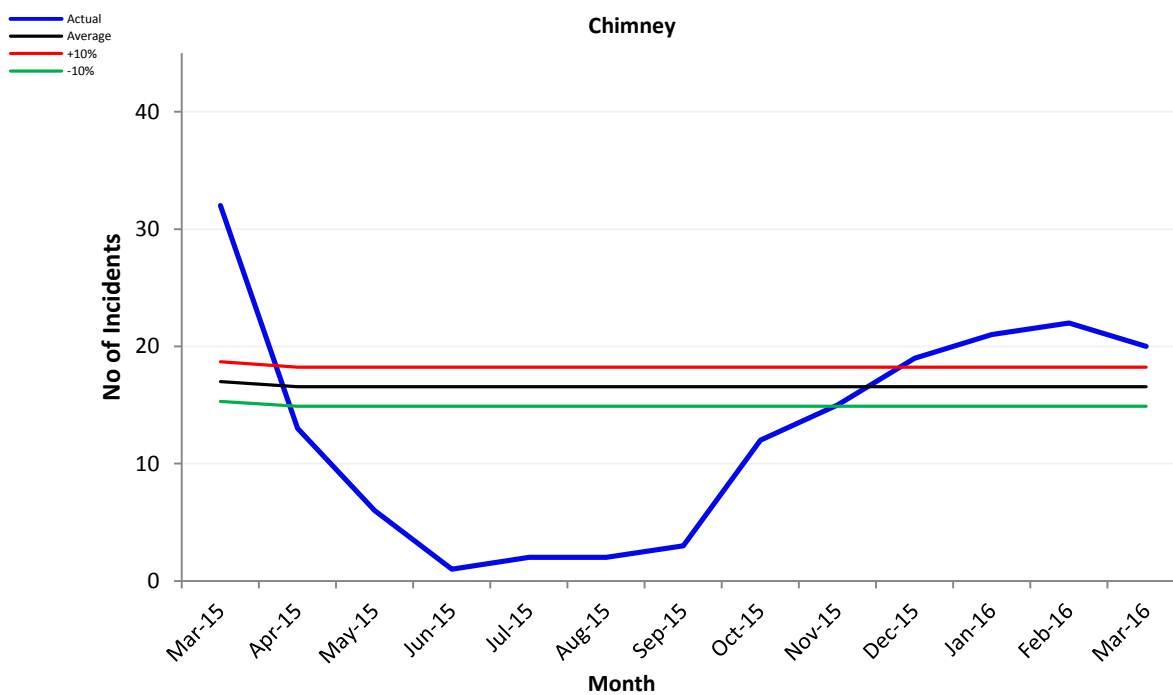
| Secondary Fires | Q1 to Q4 2014-15 | Q1 to Q4 2015-16 | % change |
|---------------------------------|-----------------------------|-----------------------------|-----------------|
| Grassland, Woodland and Crop | 179 | 287 | 60.3 |
| Other Outdoors (including land) | 234 | 229 | -2.1 |
| Outdoor equipment & machinery | 15 | 12 | -20.0 |
| Outdoor Structures | 157 | 177 | 12.7 |
| Building & Transport | 39 | 36 | -7.7 |
| Total | 624 | 741 | 18.8 |

(Table 5 – Secondary Fires: Q1-4 2014-15 and Q1-4 2015-16)

- Grassland, Woodland and Crop Fires represent the greatest proportion (60.3%) of all Secondary Fires.
- Over the summer months in 2015, there was a concentration of community safety advice and guidance concerning wildfire, outdoor and barbecue safety, along with water safety messages during the hot weather.

1.5. Chimney Fires

The number of Chimney Fires remains low and has fallen by 22.7% in Quarters 1 to 4 of 2015-16, with 136 incidents compared to 176 in the same period of 2014-15. While small, the total edged above the 10% tolerance level towards the end of Quarter 4, as the weather turned colder.



(Figure 9 - Chimney Fires per month: April 2015 to March 2016)

| Chimney Fires | Q1 to Q4 2015-16 | Q1 to Q4 2015-16 | % change |
|---------------|---------------------|---------------------|--------------|
| April | 13 | 13 | 0.0 |
| May | 8 | 6 | -25.0 |
| June | 4 | 1 | -75.0 |
| July | 3 | 2 | -33.3 |
| August | 6 | 2 | -66.7 |
| September | 2 | 3 | 50.0 |
| October | 11 | 12 | 9.1 |
| November | 18 | 15 | -16.7 |
| December | 38 | 19 | -50.0 |
| January | 14 | 21 | 50.0 |
| February | 27 | 22 | -18.5 |
| March | 32 | 20 | -37.5 |
| Total | 176 | 136 | -22.7 |

(Table 6 – Chimney Fires: Q1-4 2014-15 and Q1-4 2015-16)

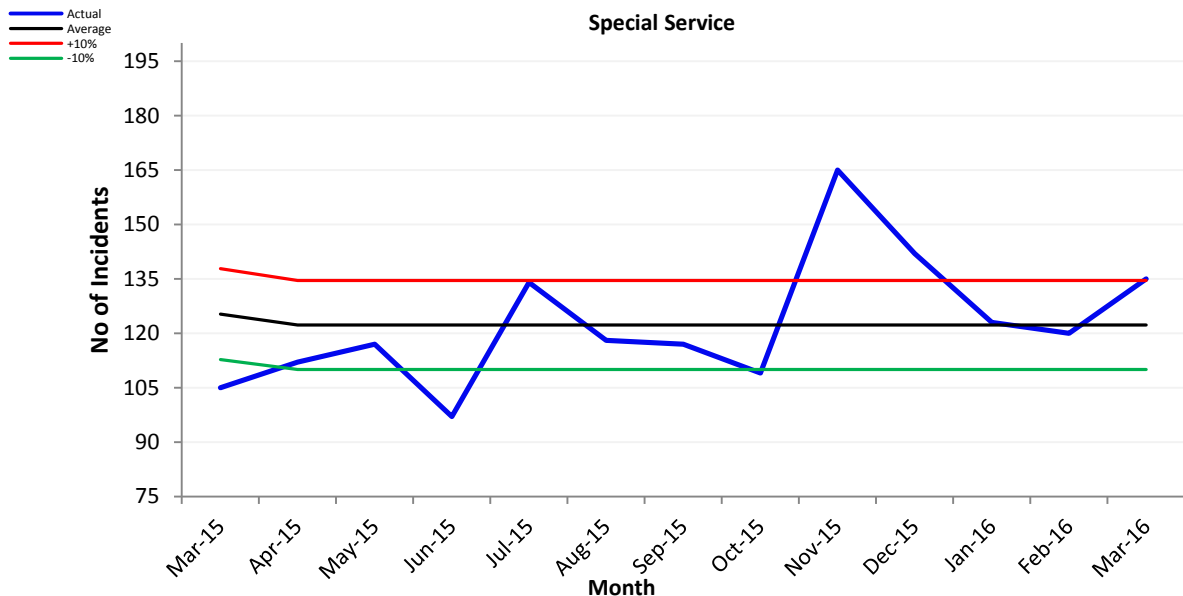
- The total number of Chimney Fires in Quarter 4 of 2015-16 was 13.7% lower than in the same Quarter of 2014-15. This can be partly explained by the milder weather in general compared to the same period in 2014-15.

2. Operational Activity - Other Non-Fire incidents

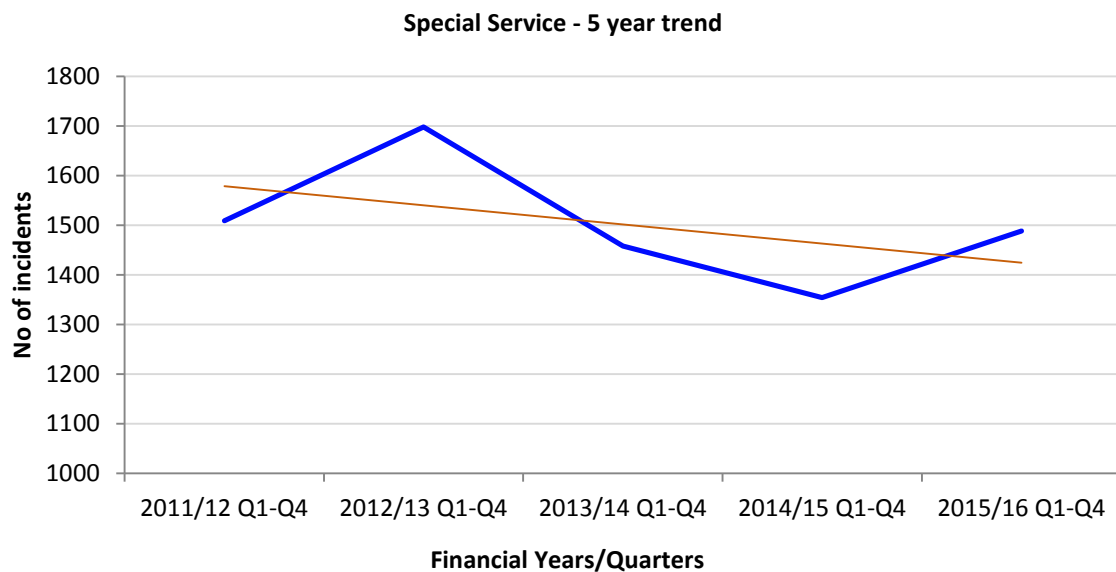
Emergency incidents attended which are not fire related, are generally termed as Special Services and False Alarms. Special Services include road traffic collisions (RTCs), extrications, lift rescues, lock-ins/outs, hazardous materials, chemical incidents, flooding incidents and other rescues.

2.1. Special Service Incidents

The number of Special Service incidents has risen by 10.0% (135 incidents) in Quarters 1 to 4 of 2015-16 compared to the same period in 2014-15. RTC incidents continue to form the greatest proportion of Special Service incidents, representing 43.5% of all Special Service incidents.



(Figure 10 – Special Service Incidents per month: March 2015 to March 2016)



(Figure 11 – Special Service incidents: Q1-4 from 2011-12 to Q1-4 2015-16)

| Special Services | Q1 to Q4 2014-15 | Q1 to Q4 2015-16 | % change |
|------------------------------|-----------------------------|-----------------------------|-----------------|
| RTC Incidents | 581 | 648 | 11.5 |
| Flooding | 93 | 66 | -29.0 |
| Rescue/Evacuation from Water | 45 | 58 | 28.9 |
| Animal Assistance | 83 | 95 | 14.5 |
| Other Special Services | 552 | 622 | 12.7 |
| Total | 1354 | 1489 | 10.0 |

(Table 7 – Special Services: Q1-4 2014-15 and Q1-4 2015-16)

- The number of RTC incidents shows an 11.5% (67 incidents) increase in Quarters 1 to 4 of 2015-16 compared with the same period in 2014-15. Quarter 4 saw a 15.1% reduction in RTC incidents compared to Quarter 3, even though the two counties were affected by several storms.
- There was a fall in the number of Flooding and Rescue/Extrication from Water incidents in Quarters 1 to 4 of 2015-16, which is a 29.0% decrease over the same Quarter in 2014-15.
- Despite a spike in 2012-13, Special Service incidents remained relatively consistent over the last 5 year (as shown in Figure 11).

2.2. RTC Incidents

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

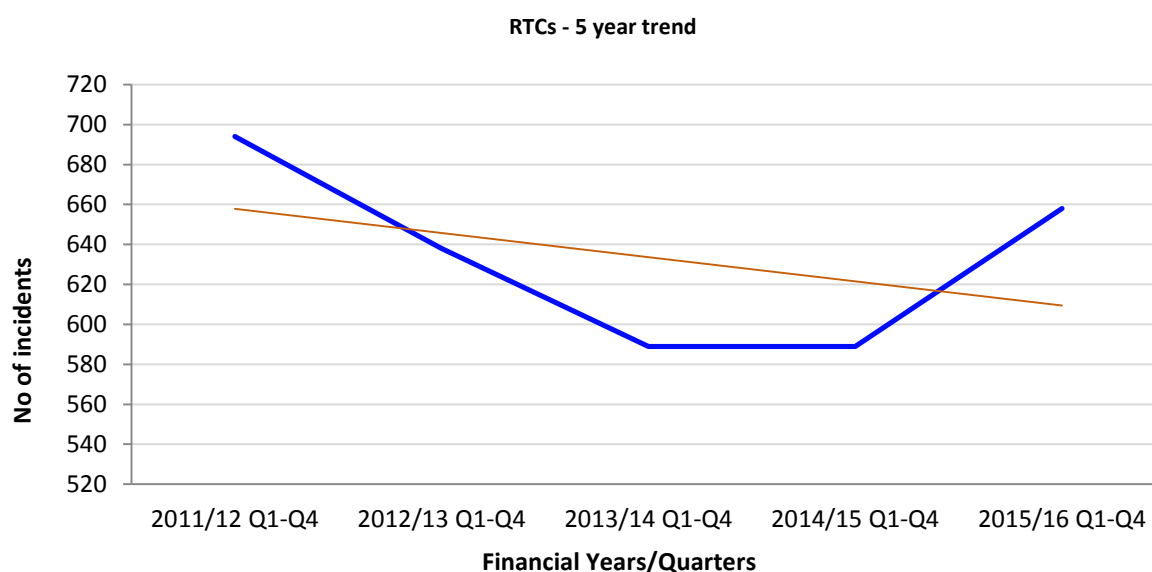
The number of RTC incidents attended by HWFRS in Q1-Q4, increased by 11.5% (67 incidents) compared to the same period in 2014-15. The majority of these incidents involved making vehicles safe (56.2% of all RTC incidents attended). Fire and Rescue Crews attended 9 fatalities involving RTCs over the last 4 Quarters, compared to 18 in the same period in 2014-15. Additionally, the number of people seriously injured in RTCs increased from 83 to 94 (as shown in Table 9 below).

| RTC Incidents | Q1 to Q4 2014-15 | Q1 to Q4 2015-16 | % change |
|-------------------------|---------------------|---------------------|-------------|
| Extrication of person/s | 103 | 90 | -12.6 |
| Make scene safe | 57 | 78 | 36.8 |
| Make vehicle safe | 336 | 364 | 8.3 |
| Release of person/s | 39 | 57 | 46.2 |
| Wash down road | 1 | 1 | 0.0 |
| Other | 45 | 58 | 28.9 |
| Total | 581 | 648 | 11.5 |

(Table 8 – RTC Incidents: Q1-4 2014-15 and Q1-4 2015-16)

| RTC Casualty severity | Q1 to Q4 2014-15 | Q1 to Q4 2015-16 | % change |
|--|---------------------|---------------------|-------------|
| Fatalities | 18 | 9 | -50.0 |
| Victim went to hospital, injuries appear to be Serious | 83 | 94 | 13.3 |
| Victim went to hospital, injuries appear to be Slight | 269 | 237 | -11.9 |
| First aid given at scene | 51 | 80 | 56.9 |
| Total | 421 | 420 | -0.2 |

(Table 9 – RTC Casualty severity: Q1-4 2014-15 and Q1-4 2015-16)

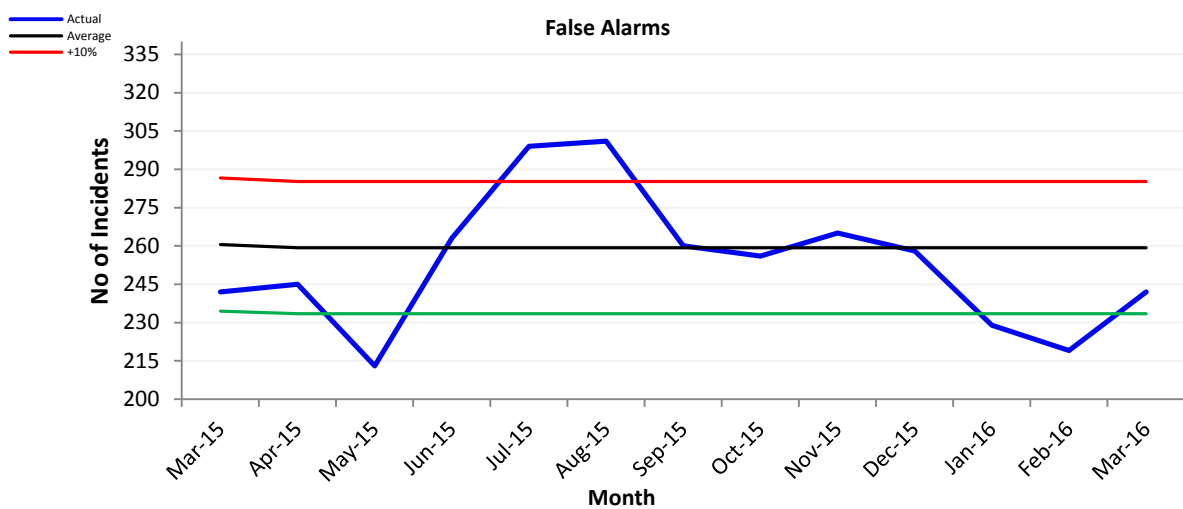


(Figure 12 – RTC Incidents per month: Q1-4 from 2011-12 to Q1-4 2015-16)

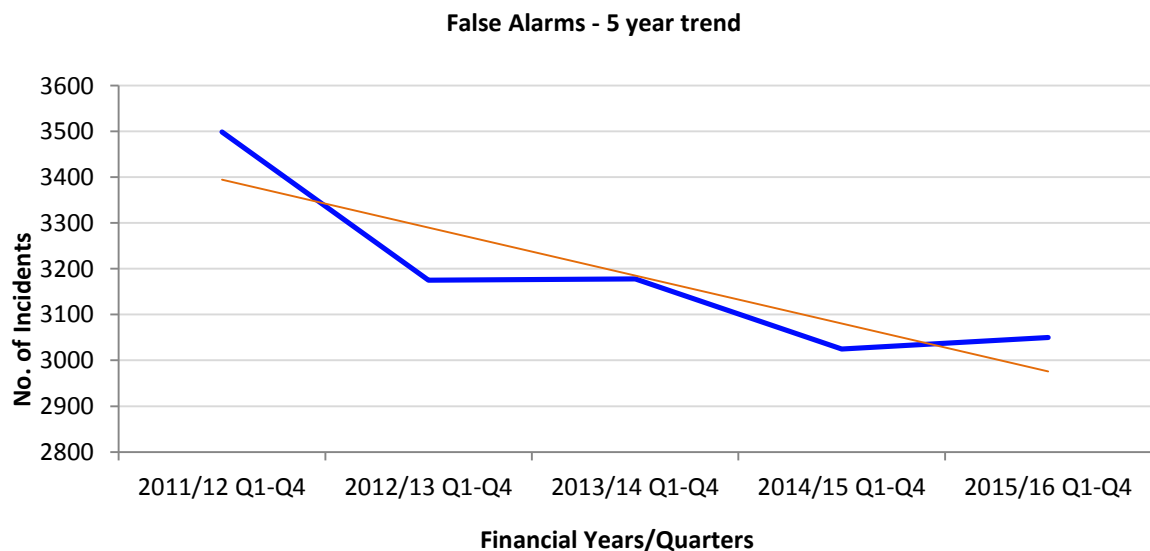
2.3. False Alarm Incidents

The number of False Alarm incidents in Quarters 1 to 4 of 2015-16 shows a small rise of 0.8% (25 incidents) compared to the same period in 2014-15. The number of hoax and good intent false alarm calls remains consistent.

- The number of False Alarms has remained relatively consistent over the last 4 years (as shown in figure 14).
- In addition to the above there were an additional 355 False Alarms which did not require the attendance of the Fire and Rescue Service. These include not being required following call challenging and Fire Appliances returned en-route following receipt of further information from Fire Control.



(Figure 13 – False Alarm Incidents per month: March 2015 to March 2016)



(Figure 14 – False Alarm Incidents: Q1-4 from 2011-12 to 2015-16)

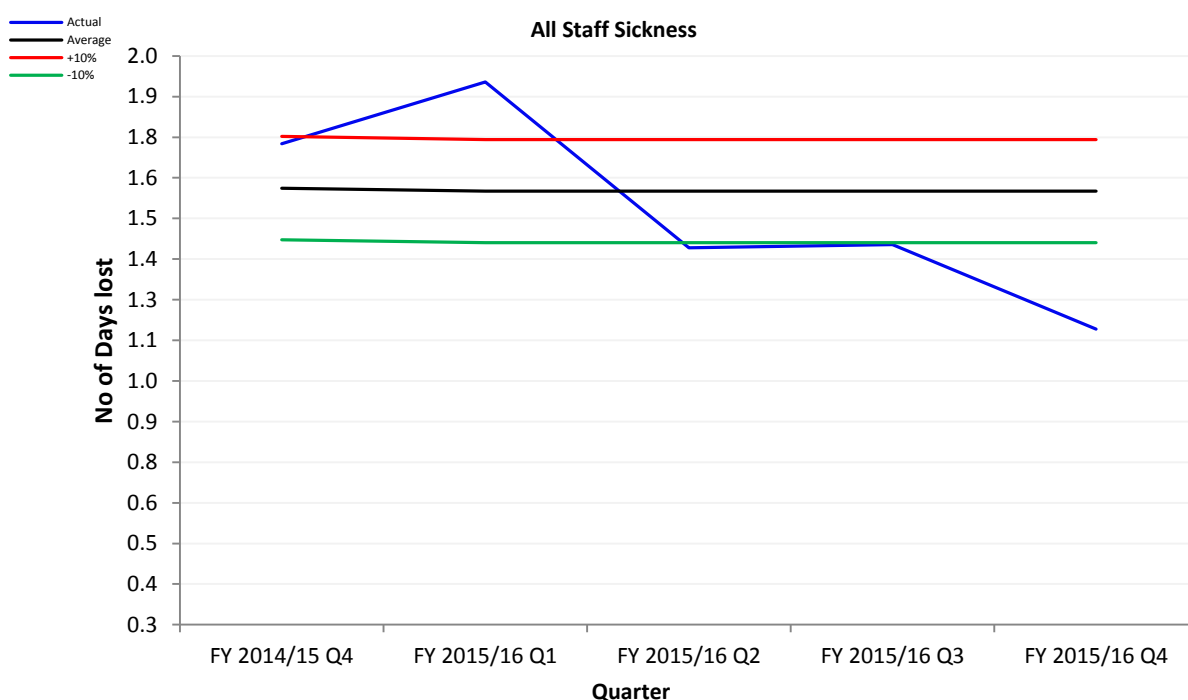
| False Alarms | Q1 to Q4 2014-15 | Q1 to Q4 2015-16 | % change |
|-------------------------|-----------------------------|-----------------------------|-----------------|
| Malicious False Alarms | 48 | 51 | 6.3 |
| False Alarm Good Intent | 747 | 733 | -1.9 |
| Automatic False Alarms | 2230 | 2266 | 1.6 |
| Total | 3025 | 3050 | 0.8 |

(Table 10 – False Alarms: Q1-4 2014-15 and Q1-4 2015-16)

3. Absence Management

Staff absence and sickness is recorded on a Quarterly basis in line with the Service's HR Connect management system. The overall sickness level for all staff in Quarter 4 of 2015-16 has fallen to 1.15 days lost per head and remains below the 5-year average of 1.69 days lost per head. The cumulative total for the 4 Quarters of 2015-16 is 5.91 days lost per head. Within this, the non-uniform staff sickness level has risen in Quarter 4 and has fallen out of the 10% tolerance level. The Wholetime staff sickness level has fallen and remains within tolerance. The overall staff sickness level continues to compare favourably with sickness levels at Herefordshire Council and Worcestershire County Council.

3.1. All Staff Sickness

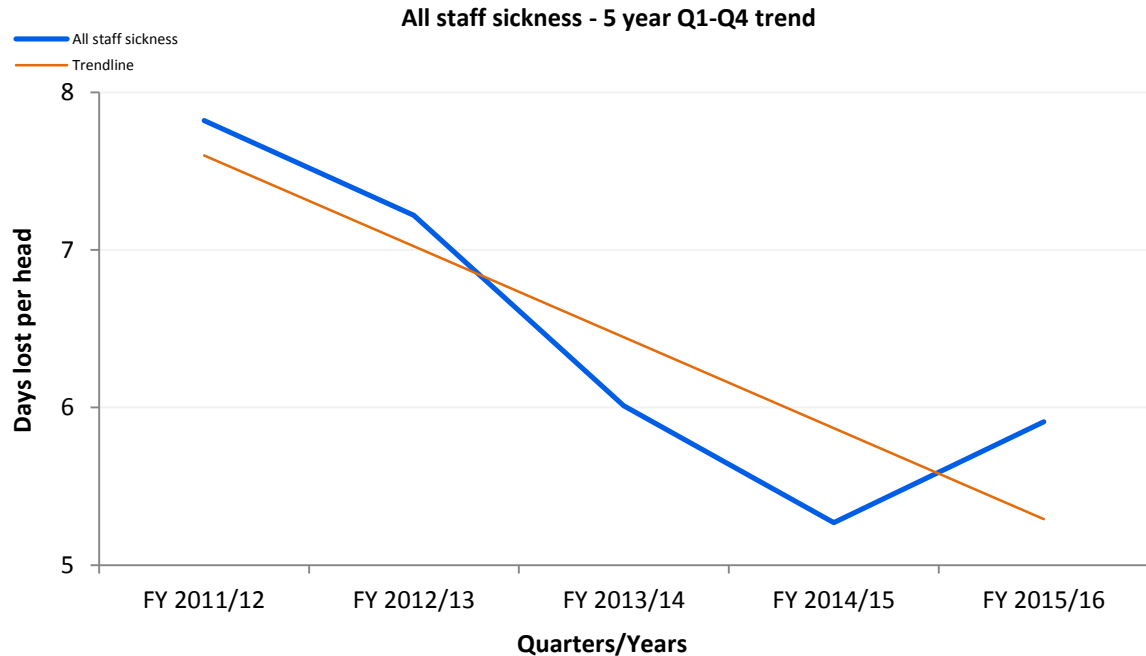


(Figure 15 – All Staff Sickness: Q4 2014-15 to Q4 2015-16)

| 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 | 0.73 | 1.19 | 1.92 |
| Quarter 2 | 0.54 | 0.88 | 1.42 |
| Quarter 3 | 0.57 | 0.85 | 1.42 |
| Quarter 4 | 0.78 | 1.02 | 1.15 |
| Total | 2.62 | 3.94 | 5.91 |

(Table 11 – All Staff Sickness: Q1-4 2015-16).

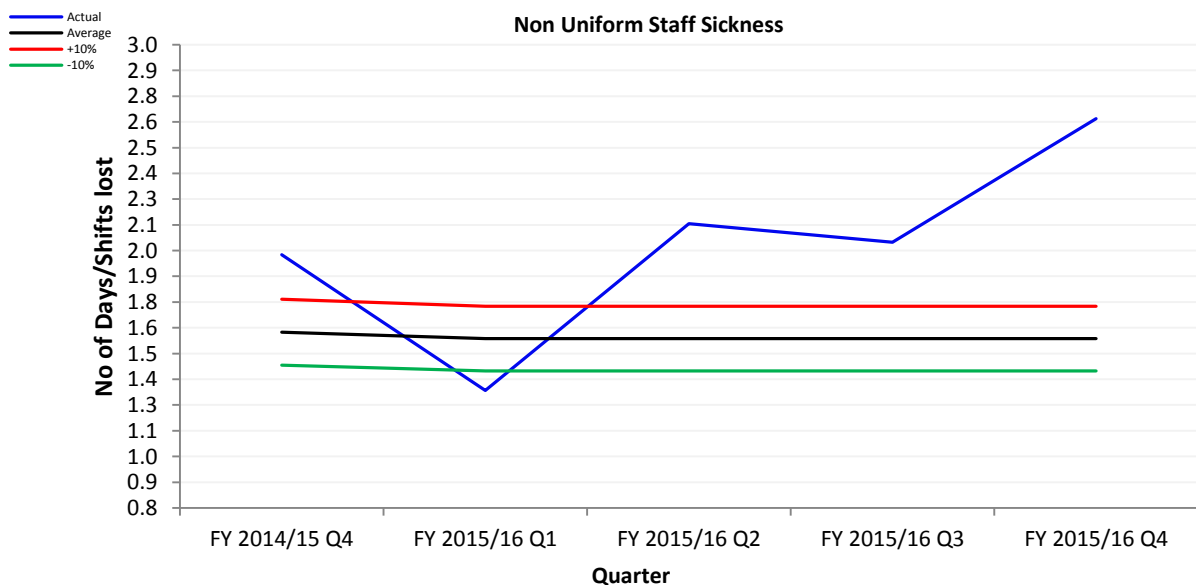
- Quarter 1 of 2015-16 saw a peak in short-term, long-term and overall staff sickness levels. This has fallen back to a total of 1.15 days lost per head in Quarter 4 and remains below the average 1.69 for Q1-4 over the last five years. Long-term sickness continues to form the greatest proportion representing 66.7% of all sickness. Figure 16 below shows the 5 year sickness trend.



(Figure 16 – All staff sickness: Q1-4 from 2011-12 to Q1-4 2015-16)

3.2. Non-Uniform Staff Sickness

The overall level of Non-Uniform Staff Sickness for Quarter 4 of 2015-16 remains above the tolerance threshold.



(Figure 17 – Non-uniform Staff Sickness: Q1-4 2014-15 and Q1-4 2015-16)

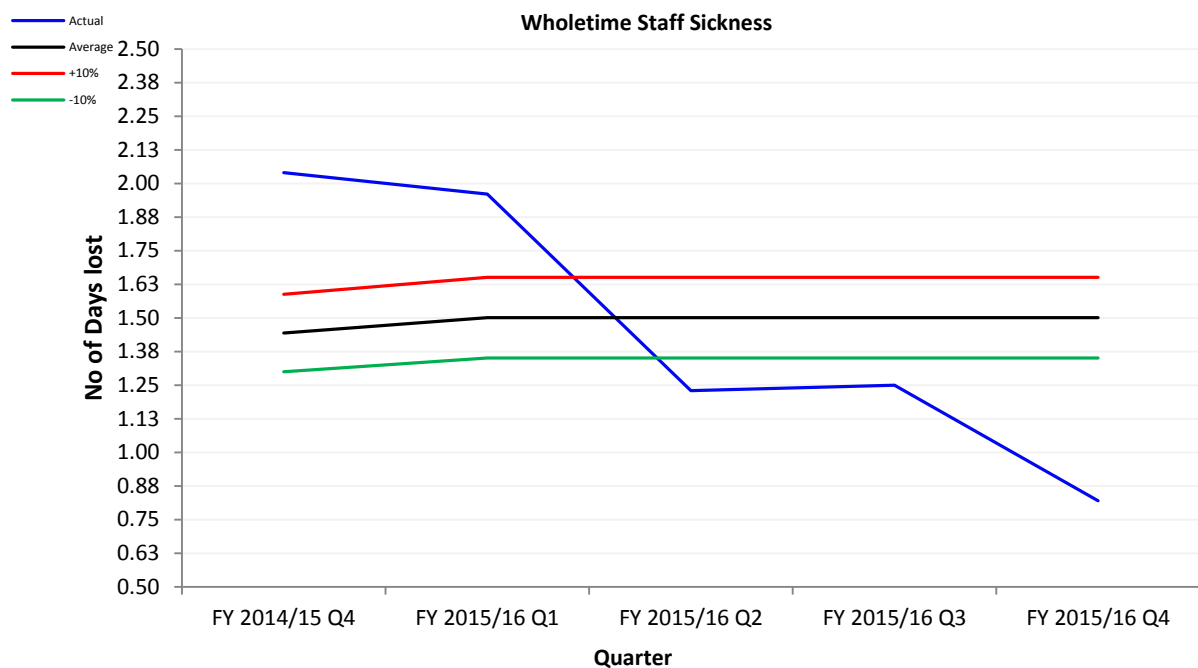
- The increase in long-term sickness is mainly accounted for by the continued absence of a number of individuals. However, this is not expected to be a re-occurring trend. None of the absences are work related and there were no common trends.

| 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 | 0.53 | 0.79 | 1.32 |
| Quarter 2 | 0.85 | 1.28 | 2.13 |
| Quarter 3 | 0.68 | 1.36 | 2.04 |
| Quarter 4 | 0.89 | 1.75 | 2.64 |
| Total | 2.95 | 5.18 | 8.13 |

(Table 12- Non-Uniform Staff Sickness: Q1-4 2015-16)

3.3 Wholetime Staff Sickness

The Wholetime Staff Sickness level decreased in Quarter 4 of 2015-16 and remains below tolerance levels.



(Figure 18 – Wholetime Staff Sickness: Q1-4 2014-15 to Q1-4 2015-6)

| 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 | 0.78 | 1.18 | 1.96 |
| Quarter 2 | 0.49 | 0.74 | 1.23 |
| Quarter 3 | 0.50 | 0.75 | 1.25 |
| Quarter 4 | 0.35 | 0.47 | 0.82 |
| Total | 2.12 | 3.14 | 5.26 |

(Table 13 – Wholetime Staff Sickness: Q1-4 2015-16)

- The reduction in both short and long-term sickness means Wholetime Staff sickness has remained within tolerance for the last 3 quarters.

3.4 Comparative All Staff Sickness

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

| Comparative All Staff Sickness | Short Term Sickness per head (Days lost) | Long Term Sickness per head (Days lost) | All Wholetime Staff Sickness per head (Days lost) |
|---------------------------------------|---|--|--|
| HWFRS | 2.62 | 3.94 | 5.91 |
| Herefordshire Council | awaiting content | awaiting content | 10.00 |
| Worcestershire County Council | 3.37 | 4.87 | 8.24 |

(Table 14 – Comparative All Staff Sickness: Q1-4 2015-16)

- The latest figures for Quarter 4 of 2015-16 show that the Service's overall staff sickness levels continue to compare favourably, with lower levels of short-term and long-term sickness for all staff.

4. Key Performance Indicators Out of Tolerance

By the end of Quarter 4 of 2015-16, Total Fires, Secondary Fires, Chimney Fires, Special Service incidents, Non-Uniform Staff Sickness and first attendance by a Fire Appliance at Building Fires within 10 minutes were all outside of the 10% tolerance levels.

Quarter 4 Chimney Fires were above the 10% tolerance level of 18; this was still 21.6% lower than the same period last year. In terms of the Special Service incidents, the rise can be accounted for by the impact of several storms, which saw an 11.5% increase in RTCs compared to 2014-2015. The increase in long-term sickness is mainly accounted for by the continued absence of a number of individuals. However, this is not expected to be a persisting trend. None of the absences are work related and there were no common trends.

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 for the 1st Fire Appliance to arrive at all Building Fires within 10 minutes on at least 75% of occasions. The actual percentage of Building Fires attended by the 1st Fire Appliance within 10 minutes during Quarter 1 to 4 2015-16 is 60.2% which is slightly down 0.9% compared to the same period in 2014-15.

| 1st Fire Appliance attendance at Building Fires within 10 minutes | Q1 to Q4 2014-15 | Q1 to Q4 2015-16 |
|--|-----------------------------|-----------------------------|
| Building Fires attended within 10 minutes | 351 | 404 |
| Total number of Building Fires attended | 574 | 671 |
| % attended within 10 minutes | 61.1% | 60.2% |

(Table 15 – 1st Fire Appliance attendance at Building Fires within 10 minutes: Q1-4 2014-15 and Q1-4 2015-16)

| 1st Fire Appliance attendance at Building Fires - average times | Q1 to Q4 2014-15 (mm:ss) | Q1 to Q4 2015-16 (mm:ss) |
|--|---|---|
| Time of Call until Time Appliance Mobilised | 03:15 | 01:57 |
| Mobile Time until to Appliance Arrive | 07:08 | 08:12 |
| Time of Call to Arrival at Scene | 10:23 | 10:09 |

(Table 16 – 1st Fire Appliance attendance at Building Fires average times: Q1-4 2014-15 and Q1-4 2015-16)

- While the attendance time for 267 Building Fires in the period fell outside the standard, the average attendance time for first Fire Appliances at all building fires remains just above 10 minutes.
- The main reasons cited for the first Fire Appliances not attending building fires within 10 minutes are travel distances (53.6% of incidents) and delayed turn in times (15%).

| Reasons for not meeting 1st Fire Appliance attendance at Building Fires within 10 minutes | | | |
|--|-----|---------------------------------|------------|
| Travel distance to the incident | 143 | Civil disturbance | 3 |
| Turn in time (Retained and Day Crew only) | 43 | Training event delayed turn out | 2 |
| Appliance not booked in attendance | 20 | Failed alerters | 2 |
| Road obstruction/road closure | 12 | Insufficient crew | 3 |
| Incident outside station turnout area | 8 | Mobilised from other area | 3 |
| Responding at normal road speed e.g. AFAs | 7 | Not on home station | 1 |
| Insufficient information passed to Control | 7 | Difficulty in locating incident | 1 |
| Traffic conditions causing delayed turn in | 4 | Known False Alarm | 1 |
| Mobilising error | 3 | 1st pump redirected | 1 |
| Weather conditions | 3 | Total | 267 |

(Table 17 – Reasons for not meeting 1st Fire Appliance attendance at Building Fires within 10 minutes: Q1-4 2015-16)

- 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, 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 new Fire Control system and there is no exact match between a time recorded in the new system and the time used under the old method to record the time of call. The nearest time in the new system would be “Incident Created”, which is after the time of call and is when the Fire Control has identified the address in the database and needs to pinpoint the nearest Fire Appliance.

5. Retained Availability

The overall availability of the first On-Call Fire Appliance has slightly improved by 0.6%, when compared with the same period of 2014-15.

| Call sign | Station | Q1 to Q4 Availability 2014-15 | Q1 to Q4 Availability 2015-16 | % Change |
|------------------------------|-------------------|-------------------------------|-------------------------------|-------------|
| 213 | Worcester | 99.1% | 99.3% | 0.2% |
| 221 | Stourport | 96.0% | 96.0% | 0.0% |
| 231 | Bewdley | 83.5% | 78.4% | -5.1% |
| 241 | Kidderminster | 95.4% | 87.9% | -7.5% |
| 251 | Bromsgrove | 93.7% | 92.4% | -1.3% |
| 261 | Droitwich | 87.9% | 83.8% | -4.1% |
| 271 | Redditch | 99.0% | 99.0% | 0.0% |
| 291 | Pebworth | 90.5% | 91.7% | 1.2% |
| 302 | Broadway | 82.6% | 91.2% | 8.6% |
| 311 | Pershore | 96.5% | 98.7% | 2.2% |
| 322 | Upton-upon-Severn | 91.9% | 81.3% | -10.6% |
| 411 | Malvern | 99.5% | 98.9% | -0.6% |
| 422 | Ledbury | 99.1% | 97.7% | -1.4% |
| 431 | Fownhope | 95.5% | 91.9% | -3.6% |
| 442 | Ross-on-Wye | 100.0% | 100.0% | 0.0% |
| 463 | Hereford | 95.9% | 99.1% | 3.2% |
| 472 | Ewyas Harold | 94.1% | 99.8% | 5.7% |
| 481 | Eardisley | 96.8% | 94.3% | -2.5% |
| 492 | Kington | 98.1% | 97.1% | -1.0% |
| 502 | Leintwardine | 97.1% | 98.6% | 1.5% |
| 511 | Kingsland | 98.1% | 99.8% | 1.7% |
| 522 | Leominster | 99.8% | 99.9% | 0.1% |
| 532 | Tenbury | 99.9% | 99.6% | -0.3% |
| 552 | Peterchurch | 76.1% | 81.2% | 5.1% |
| Total Hours Available | | 93.7% | 94.3% | 0.6% |

(Table 18 – 1st Appliance Retained Availability: Q1-4 2014-15 and Q1-4 2015-16)

- Ross-on-Wye and Bromyard On-Call Crews maintained a 100% availability rate during the 4 Quarters of 2015-16.
- 79% of our On-Call availability was above 90% during Quarters 1-4 in 2015-16.
- A reduction in available daytime personnel explains the lower percentage of cover provided by stations such as Bewdley, Kidderminster, Upton-upon-Severn, Droitwich and Peterchurch. Local recruitment initiatives are taking place to address this shortfall.