

REPORT REFERENCE NO.	CSC/22/3
MEETING	COMMUNITY SAFETY COMMITTEE
DATE OF MEETING	9 FEBRUARY 2022
SUBJECT OF REPORT	FIRE ENGINE AVAILABILITY
LEAD OFFICER	ACFO PETER BOND, DIRECTOR OF SERVICE DELIVERY
RECOMMENDATIONS	<p><i>That the Committee:</i></p> <p><i>(a). Notes the contents of this paper as suitable evidence to support scrutiny of strategic objective 2a as agreed by the Authority namely:</i></p> <ul style="list-style-type: none"> <i>• Provide response resources at times and in locations relevant to identified risks of fires and other emergencies</i> <p><i>(b). receives a follow-up paper in 12 months' time and includes this item on the Committee's forward agenda.</i></p>
EXECUTIVE SUMMARY	<p>Fire engine availability and the readiness of a competent and qualified crew of fire fighters is the single most important factor in the delivery of an emergency response for Devon and Somerset Fire & Rescue Service ("the Service").</p> <p>The Service is the largest employer of On Call firefighters in the country and has a reliance on these staff to deliver 88% of the response capability to the communities of Devon and Somerset.</p> <p>On Call availability is completely reliant on the crewing requirements for each fire engine being met whenever the appliance is required. This is generally 24 hours a day apart from the 11 Risk Dependent Availability fire engines only required at night.</p> <p>A decline in general performance was identified in 2017 and, through the Integrated Risk Management Plan for 2018 to 2022, a number of initiatives started to mitigate against this risk. The main focus of this has been the introduction of the Pay for Availability duty system which provides an enhanced set of terms and conditions for On Call staff in order to improve recruitment and retention of firefighters.</p> <p>Performance analysis of the past 5 years from December 2016 to November 2021 indicates that the general decline in fire engine availability has been arrested. However, there are identified issues at certain locations that are impacting on the overall Service performance figures.</p>

	By adopting Pay for Availability, stations are identifying distinct gaps in their cover profile and this is enabling targeted recruitment campaigns to fill those gaps and subsequently improve availability.
RESOURCE IMPLICATIONS	
EQUALITY RISKS AND BENEFITS ANALYSIS (ERBA)	
APPENDICES	<ul style="list-style-type: none"> A. All Pump Availability 5 Year Data (01/12/16 – 30/11/21) B. Risk Priority Pump Availability 5 Year Data (01/12/16 – 30/11/21)
LIST OF BACKGROUND PAPERS	Pay for Availability Information Booklet

1. INTRODUCTION

1.1 This Committee is tasked with reviewing the following strategic priorities and objectives as approved by the Devon & Somerset Fire & Rescue Authority:

Strategic Priority 1 Our targeted prevention and protection activities will reduce the risks in our communities, Improving Health, Safety and wellbeing, supporting the local economy.		Strategic Priority 2 Our Operational resources will provide an effective emergency response to meet the local and national risks.	
1a	Deliver interventions and education events to reduce the risk of fires in the community	2a	Provide response resources at times and in locations relevant to identified risks of fires and other emergencies
1b	Develop and deliver initiatives to support children and young people in making safe lifestyle choices	2b	Ensure that we continue to meet our obligations under the Civil Contingencies Act and the National Resilience Model and continue to develop plans and capability to respond to major emergencies in line with changing threat and risk levels
1c	Target risk-based inspection processes and enforcement activities towards the highest risk and ensure that they are effective and properly resourced	2c	Explore and develop opportunities to work with other agencies where the Service can add value to community outcomes

1.2 This report on fire engine availability presents evidence to support scrutiny of objective 2a as noted above.

1.3 The availability of fire engines is probably the single most important requirement of any fire and rescue service in delivering against the expectations of the public and the relevant legislation.

1.4 In 2018, Devon & Somerset Fire & Rescue Service (the Service) published its Integrated Risk Management Plan (IRMP) that identified the key risks that could affect the communities of Devon and Somerset over the following four years.

1.5 One of these key risks was the availability of On Call fire engines which make up approximately 90% of the response capability maintained by the Service to deal with emergency incidents.

1.6 Following the publication of the IRMP, the Service introduced several projects under the Safer Together Programme to introduce measures to mitigate the risks identified. One of these projects was the introduction of a new duty system for On Call firefighters known as Pay for Availability, which has been designed to support the recruitment and retention of staff into On Call roles and subsequently help to improve overall fire engine availability.

2. **BACKGROUND**

- 2.1. In 2017, the Service undertook analysis of its delivery with regards to the availability of fire engines, particularly those crewed by On Call fire fighters.
- 2.2. At the time only 13 of the fleet of 121 fire engines were crewed 24 hours per day by wholetime fire fighters. This meant that 108 fire engines were completely reliant upon on call firefighters being available – approximately 90% of the total response capability. However, for the 12 months to the end of February 2017, there was an average 14% unavailability of on call appliances.
- 2.3. The issues causing this problem included:
 - Service reliance on people living and working within a five minute response time of the fire station;
 - the Service requirement for people to maintain a set number of hours availability each week;
 - Service training design – particularly for new recruits;
 - a decrease in the number of incidents;
 - a reward mechanism that incentivises activity not availability; and
 - the Service requirement to provide a minimum crew of four on an appliance – preferably five.
- 2.4. In the same IRMP the Service also raised the risk of over-resourcing in comparison to the actual risk now being faced by the communities of Devon and Somerset.
- 2.5. Proposals approved by the the Authority on 10 January 2020, following a public consultation in 2019, resulted in resources being rationalised to better reflect the risk and a subsequent change to the fleet.
- 2.6. This has resulted in a total of 112 fire engines in the Service of which 13 are crewed by wholetime fire fighters and 99 by On Call (approximately 88% of total response capability). In addition, 11 of the On Call fire engines are only required to be available at night between the hours of 6.00pm and 8.00am. These have been termed risk dependent availability fire engines.
- 2.7. Of the issues noted above there were concerns raised by existing On Call firefighters about the inflexibility of their contractual hours and the amount of money earned by individuals in comparison to the amount of commitment required by the Service.
- 2.8. In response to these concerns the Service established a project to consider new ways of working that could better support On Call fire fighters and lead to improved recruitment and retention rates which would subsequently improve fire engine availability.

- 2.9. This project produced the Pay for Availability duty system which provides a far more flexible commitment by firefighters to provide between 30 and 120 hours of availability each week and an increased pay model that rewards staff for the actual hours of availability rather than paying a retaining fee. Further information on Pay for Availability is contained in the information booklet provided as background reading.
- 2.10. The implementation of Pay for Availability was subject to formal negotiations with the representative bodies of on call firefighters namely the Fire and Rescue Services Association (FRSA) and the Fire Brigades Union (FBU) in an effort to reach a collective agreement on the terms and conditions of the new duty system. Whilst a collective agreement was made with the FRSA on this matter, the FBU was not in a position to follow suit in 2020.
- 2.11. The Service therefore undertook to engage directly with staff at individual stations to offer the opportunity of transferring to the Pay for Availability system on a voluntary basis. The requirement being that 100% of staff on a station had to agree to the transfer.
- 2.12. The initial group of stations transferred on 1st October 2020 and since 1st January 2021 there have been monthly transitions of stations resulting in 69 of 79 eligible stations (87%) now working the Pay for Availability system (as at 1st December 2021).

3. DATA ANALYSIS

- 3.1. In order to provide a relevant view data has been analysed over the five-year period from the 1st December 2016 until the 30th November 2021. All data for each fire engine is provided over this five-year period split into 12 month blocks at Appendix A.
- 3.2. Fire engines in the Service each have an individual call sign for identification. The call sign is made up of the station number, a prefix of 1* , which is the Home Office identifier for the Service, and a suffix of 1* or 1* (spoken as 1* or 1*) which relates to the number of fire engines located at any station. For example, Barnstaple is station 1* and has two fire engines – call signs 1* 1* and 1* 11* ; Cheddar is station 1* and has one fire engine – call sign 1* 1* 1* . Availability data is tracked against each call sign to ensure consistency in analysis.
- 3.3. Availability performance is reported to the Executive Board monthly and to the Community Safety Committee quarterly.
- 3.4. These performance reports are split into 3:
- Standard pump availability
 - Risk prioritised pump availability
 - Risk dependent availability
- 3.5. Standard pump availability is the overall measure of all fire engines at all times. The aim is to achieve a minimum of 85% availability.

- 3.6. Risk prioritised availability is the measure of those fire engines that are recognised as having the most significant impact on reducing dwelling fire casualties across Devon and Somerset. These fire engines are listed in priority order at Appendix B. The aim is to achieve a minimum of 98% availability.
- 3.7. Risk dependent availability is a measure of the 11 fire engines that have been moved from 24 hour cover to night cover only as noted above. The aim is to achieve a minimum of 85% availability.
- 3.8. Availability is measured as the percentage of time over the required period that fire engines (pumps) can be mobilised to an emergency incident with a minimum crew of four firefighters including at least one Incident Command qualified firefighter and one emergency fire appliance qualified driver.
- 3.9. There are two main reasons for fire engines to be unavailable – lack of required crew or a defective appliance or risk critical piece of equipment. Defects are subject to a Service Level Agreement between Fleet and Service Delivery to have fire engines and equipment repaired within specific timeframes or a reserve appliance provided to maintain availability. By far the greatest impacts on availability are crewing levels and the readiness of incident commanders and drivers.
- 3.10. The following tables summarise the availability of each performance indicator identified above:

Table 1: Standard Pump Availability – 5 year analysis

	Dec 16 Nov 17	Dec 17 Nov 18	Dec 18 Nov 19	Dec 19 Nov 20	Dec 20 Nov 21
First pump availability	95%	91%	91%	94%	91%
Second pump availability	71%	65%	65%	73%	76%
Third pump availability	54%	45%	69%	87%	79%
Overall pump availability	87%	82%	83%	88%	87%

Table 2: Risk Prioritised Availability – 5 year analysis

	Dec 16 Nov 17	Dec 17 Nov 18	Dec 18 Nov 19	Dec 19 Nov 20	Dec 20 Nov 21
Risk Priority pump availability	98%	97%	97%	98%	96%

Table 3: Risk Dependent Availability – 5 year analysis

Station name & Pump Call Sign	Dec 16 Nov 17	Dec 17 Nov 18	Dec 18 Nov 19	Dec 19 Nov 20		Dec 20 Nov 21	
	24 hour	24 hour	24 hour	Da	Nig	Da	Nig
Ilfracombe 1*	32%	16%	11%	13%		0%	7%
Okehampton 1*	85%	67%	66%	72%		69	76%
Brixham 1*	72%	66%	52%	54%		50	47%
Dartmouth 1*1*	36%	21%	51%	51	32%	n/a	33%
Teignmouth 1*	97%	94%	81%	87%		77%	
Honiton 1*	54%	49%	48%	64%		54	92%
Sidmouth 1*	85%	83%	68%	80%		60	75%
Tiverton 1*	50%	52%	51%	79	93%	n/a	85%
Tavistock 1*	68%	83%	73%	76%		86	52%
Williton 1*	57%	32%	15%	26%		52	63%
Wells 1*	62%	60%	44%	38%		31	48%

3.11. The summary data provided above, and detailed data contained in Appendices A and B show that the original risk of declining On Call availability identified in the 2018-2022 IRMP has been arrested but there continues to be areas for improvement, particularly with regards to Risk Priority and Risk Dependent fire engines.

- 3.12. Table 1 indicates that overall pump availability has now recovered to the level of 5 years ago following a decline through 2017 to 2019. The much improved figure for 2020 reflects the impact of the Covid 19 pandemic and the lockdown periods imposed by central government. This enabled many staff to declare availability at times they normally would not have.
- 3.13. During 2021 the phased roll out of Pay for Availability has maintained this improved performance and it is anticipated this will continue, although the full impact of the new duty system will take at least another 12 months to be fully realised.
- 3.14. Risk Priority fire engines were originally identified in 2017 using a facility known as the Fire Service Emergency Cover toolkit (FSEC). This used an algorithm to predict the effect of attendance times on a selected parameter, (in this case dwelling fire fatalities) to identify which fire engines would need to be available the majority of the time to have the greatest effect on minimising predicted fatalities.
- 3.15. The performance indicated at Table 2 shows that the Service is slightly off target at 96% for the year to 30th November 2021. However, analysis of the individual fire engine data at Appendix B shows that 21 of the 56 pumps are not achieving the required 98% level and of these only three are below the 85% standard pump availability measure.
- 3.16. FSEC was originally produce by the Home Office for all Services to use but has subsequently been withdrawn and no further support is available to update this data. The Service has also implemented other changes through the Service Delivery Operating Model which means that a review of the definition and requirements of Risk Priority fire engines is required. This work has started with the Strategic Analysis Team.
- 3.17. Risk Dependent Availability is statistically an extremely volatile measure due to the low numbers (11) of fire engines being measured. The indicator is further complicated by the move from 24 hour cover to night cover only being adopted by the individual stations when they chose to move to Pay for Availability. This position was taken to ease the burden of change on staff and ensure that Pay for Availability reflected the Service Delivery Operating Model as soon as possible.
- 3.18. The key performance indicator in Table 3 is the night cover availability for December 2020 to November 2021, as this reflects the requirements of the Service Delivery Operating Model. From this it can be seen that only two of the 11 appliances are meeting the 85% target and that in the main performance is worse for each fire engine compared to five years ago.

Impact of Pay for Availability

- 3.19. As indicated at paragraph 3.9 the main issue affecting fire engine availability is the crewing requirement for each appliance. Pay for Availability is designed to enable better support for staff in predicting their availability and to manage their work/life balance so that the Service can have greater reliance on those staff on a regular basis.

- 3.20. The outcome of this is that those stations that have adopted Pay for Availability have seen the volatility of their crewing numbers removed and most importantly the gaps in cover over 24 hour and or weekly time scales identified.
- 3.21. This now allows for specific workforce planning requirements to be developed for each fire station and targeted recruitment campaigns to attract people to join the Service. By focusing on these requirements crewing deficiencies will be filled and subsequently availability will improve.

4. CONCLUSION

- 4.1. Fire engine availability and the readiness of a competent and qualified crew of fire fighters is the single most important factor in the delivery of an emergency response for the Service.
- 4.2. The Service is the largest employer of On Call firefighters in the country and has a reliance on these staff to deliver 88% of the response capability to the communities of Devon and Somerset.
- 4.3. On Call availability is completely reliant on the crewing requirements for each fire engine being met whenever the appliance is required. This is generally 24 hours a day apart from the 11 Risk Dependent Availability fire engines only required at night.
- 4.4. A decline in general performance was identified in 2017 and through the Integrated Risk Management Plan for 2018 to 2022 a number of initiatives started to mitigate against this risk. The main focus of this has been the introduction of the Pay for Availability duty system which provides an enhanced set of terms and conditions for On Call staff in order to improve recruitment and retention of firefighters.
- 4.5. Performance analysis of the past five years from December 2016 to November 2021 indicates that the general decline in fire engine availability has been arrested. However, there are identified issues at certain locations that are impacting on the overall Service performance figures.
- 4.6. By adopting Pay for Availability stations are identifying distinct gaps in their cover profile and this is enabling targeted recruitment campaigns to fill those gaps and subsequently seek to improve overall availability.

ACFO PETER BOND
Director of Service Delivery

APPENDIX A TO REPORTCSC/22/3

ALL PUMP AVAILABILITY 5 YEAR DATA (01/12/16 – 30/11/21)

Station	Pump	Callsign	Dec 16 Nov 17	Dec 17 Nov 18	Dec 18 Nov 19	Dec 19 Nov 20	Dec 20 Nov 21	Risk Critical
Barnstaple	1 *	1 *	100%	100%	100%	100%	100%	Y
Barnstaple			100%	100%	100%	100%	99%	N
Ilfracombe			99%	97%	97%	99%	99%	N
Ilfracombe			32%	16%	11%	13%	6%	N
Appledore			28%	27%	33%	71%	80%	N
Bideford			100%	100%	100%	100%	100%	Y
Bideford			87%	79%	86%	91%	94%	N
Braunton			93%	70%	63%	79%	95%	N
Chulmleigh			85%	84%	81%	79%	60%	Y
Combe Martin			76%	48%	62%	85%	72%	N
Hartland			97%	94%	97%	98%	97%	N
Hatherleigh			99%	94%	98%	98%	91%	Y
Holsworthy			99%	99%	98%	98%	98%	Y
Lynton			100%	96%	98%	100%	100%	Y
Lynton			40%	16%	29%	37%	N/A	N
North Tawton			98%	94%	98%	98%	76%	Y
Okehampton			100%	100%	100%	100%	99%	Y
Okehampton			85%	67%	66%	72%	71%	N
South Molton			100%	100%	100%	100%	100%	Y
Torrington			99%	98%	99%	100%	99%	Y
Woolacombe			85%	55%	50%	43%	25%	N
Torquay			100%	100%	100%	100%	100%	Y
Torquay			96%	94%	99%	99%	99%	N
Torquay			10%	6%	76%	100%	100%	N
Paignton			100%	100%	100%	100%	100%	Y
Paignton			94%	96%	96%	94%	88%	N
Ashburton			91%	82%	87%	96%	95%	N
Bovey Tracey			90%	97%	98%	99%	99%	Y
Brixham			100%	100%	100%	100%	98%	N
Brixham			72%	66%	52%	54%	49%	N
Buckfastleigh			94%	87%	92%	94%	81%	N
Chagford			100%	98%	100%	100%	100%	Y
Dartmouth			100%	98%	94%	97%	96%	Y
Dartmouth			36%	21%	51%	49%	33%	N
Dawlish			93%	87%	89%	97%	94%	N
Kingsbridge			89%	94%	88%	90%	84%	N
Moretonhamp stead			94%	87%	64%	58%	53%	N
Newton Abbot			100%	100%	100%	100%	100%	Y
Newton Abbot			99%	99%	99%	99%	78%	N

Station	Pump	Callsign	Dec 16 Nov 17	Dec 17 Nov 18	Dec 18 Nov 19	Dec 19 Nov 20	Dec 20 Nov 21	Risk Critical
Salcombe	1*	1*	83%	54%	52%	57%	81%	N
Teignmouth			100%	100%	100%	100%	100%	Y
Teignmouth			97%	94%	81%	87%	77%	N
Totnes			98%	94%	90%	86%	86%	Y
Totnes			17%	13%	14%	6%	N/A	N
Danes Castle			100%	100%	100%	100%	100%	Y
Danes Castle			98%	93%	96%	88%	88%	N
Exmouth			100%	100%	100%	100%	100%	Y
Exmouth			99%	72%	79%	97%	99%	N
Axminster			98%	97%	99%	96%	92%	Y
Bampton			86%	57%	52%	76%	79%	N
Budleigh Salterton			86%	73%	73%	79%	N/A	N
Colyton			93%	91%	92%	95%	98%	N
Crediton			100%	95%	97%	98%	75%	Y
Crediton			32%	7%	11%	40%	N/A	N
Cullompton			98%	89%	90%	98%	97%	Y
Honiton			99%	97%	98%	99%	100%	Y
Honiton			54%	49%	48%	64%	82%	N
Ottery St Mary			97%	96%	94%	99%	97%	Y
Seaton			93%	82%	94%	92%	94%	N
Sidmouth			100%	100%	100%	100%	99%	Y
Sidmouth			85%	83%	68%	80%	71%	N
Tiverton			100%	98%	98%	100%	100%	Y
Tiverton			50%	52%	51%	80%	85%	N
Clyst St George			N/A	N/A	N/A	N/A	79%	N
Topsham			91%	93%	98%	93%	77%	N
Topsham			21%	25%	29%	24%	N/A	N
Witheridge			100%	99%	99%	98%	97%	N
Plympton			88%	87%	91%	98%	93%	Y
Camels Head			100%	100%	100%	100%	100%	Y
Crownhill			100%	100%	100%	100%	100%	Y
Crownhill			65%	77%	74%	89%	85%	N
Greenbank			100%	100%	100%	100%	100%	Y
Greenbank			100%	100%	100%	100%	100%	Y
Plymstock			85%	87%	89%	93%	89%	Y
Bere Alston			94%	90%	93%	97%	98%	N
Ivybridge			89%	95%	94%	92%	87%	Y
Kingston			100%	61%	73%	78%	55%	N
Modbury			88%	87%	85%	73%	50%	N
Princetown			73%	51%	74%	75%	39%	N
Tavistock			100%	100%	100%	100%	100%	Y
Tavistock			68%	83%	73%	76%	61%	N
Yelverton			98%	97%	96%	97%	98%	N

Station	Pump	Callsign	Dec 16 Nov 17	Dec 17 Nov 18	Dec 18 Nov 19	Dec 19 Nov 20	Dec 20 Nov 21	Risk Critical
Middlemoor	1 *	1 *	100%	100%	100%	100%	100%	Y
Middlemoor			N/A	N/A	N/A	37%	94%	N
Taunton			100%	100%	100%	100%	100%	Y
Taunton			100%	99%	99%	100%	99%	N
Taunton			76%	52%	62%	95%	100%	N
Bridgwater			100%	100%	100%	100%	100%	Y
Bridgwater			98%	95%	98%	99%	96%	N
Bridgwater			48%	53%	61%	79%	81%	N
Burnham on Sea			98%	98%	96%	97%	96%	Y
Burnham on Sea			49%	47%	42%	53%	50%	N
Dulverton			86%	81%	86%	96%	91%	N
Glastonbury			100%	100%	100%	100%	100%	Y
Minehead			100%	100%	100%	100%	100%	Y
Minehead			86%	81%	90%	93%	72%	N
Nether Stowey			92%	83%	82%	85%	79%	N
Porlock			94%	88%	86%	77%	69%	N
Street			100%	100%	100%	100%	100%	Y
Wellington			100%	100%	100%	100%	100%	Y
Wellington			84%	89%	78%	93%	89%	N
Williton			100%	98%	92%	96%	97%	Y
Williton			57%	32%	15%	26%	56%	N
Wiveliscombe			98%	91%	87%	85%	84%	N
Yeovil			100%	100%	100%	100%	100%	Y
Yeovil			100%	100%	99%	99%	99%	N
Yeovil			85%	70%	75%	73%	74%	N
Castle Cary			99%	97%	94%	94%	91%	Y
Chard			100%	99%	99%	100%	100%	Y
Chard			75%	53%	60%	72%	55%	N
Cheddar			100%	98%	94%	96%	92%	Y
Crewkerne			99%	82%	81%	89%	90%	Y
Frome			100%	98%	99%	100%	99%	Y
Frome			73%	53%	57%	78%	58%	N
Ilminster			96%	93%	94%	99%	97%	Y
Martock			98%	96%	92%	97%	95%	Y
Martock			55%	44%	42%	41%	N/A	N
Shepton Mallet			100%	100%	100%	99%	98%	Y
Shepton Mallet			67%	68%	77%	72%	46%	N
Somerton			99%	97%	98%	99%	92%	Y
Wells			100%	99%	98%	97%	93%	Y
Wells			62%	60%	44%	38%	44%	N
Wincanton			100%	99%	97%	99%	100%	Y

APPENDIX B TO REPORT CSC/22/3

RISK PRIORITY PUMP AVAILABILITY 5 YEAR DATA (01/12/16 – 30/11/21)

Station	Pump	Callsign	Dec 16 Nov 17	Dec 17 Nov 18	Dec 18 Nov 19	Dec 19 Nov 20	Dec 20 Nov 21
Barnstaple	1*	1*	100%	100%	100%	100%	100%
Bideford			100%	100%	100%	100%	100%
Chulmleigh			85%	84%	81%	79%	60%
Hatherleigh			99%	94%	98%	98%	91%
Holsworthy			99%	99%	98%	98%	98%
Lynton			100%	96%	98%	100%	100%
North Tawton			98%	94%	98%	98%	76%
Okehampton			100%	100%	100%	100%	99%
South Molton			100%	100%	100%	100%	100%
Torrington			99%	98%	99%	100%	99%
Torquay			100%	100%	100%	100%	100%
Paignton			100%	100%	100%	100%	100%
Bovey Tracey			90%	97%	98%	99%	99%
Chagford			100%	98%	100%	100%	100%
Dartmouth			100%	98%	94%	97%	96%
Newton Abbot			100%	100%	100%	100%	100%
Teignmouth			100%	100%	100%	100%	100%
Totnes			98%	94%	90%	86%	86%
Danes Castle			100%	100%	100%	100%	100%
Exmouth			100%	100%	100%	100%	100%
Axminster			98%	97%	99%	96%	92%
Crediton			100%	95%	97%	98%	75%
Cullompton			98%	89%	90%	98%	97%
Honiton			99%	97%	98%	99%	100%
Ottery St Mary			97%	96%	94%	99%	97%
Sidmouth			100%	100%	100%	100%	99%
Tiverton			100%	98%	98%	100%	100%
Plympton			88%	87%	91%	98%	93%
Camels Head			100%	100%	100%	100%	100%
Crownhill			100%	100%	100%	100%	100%
Greenbank			100%	100%	100%	100%	100%
Greenbank			100%	100%	100%	100%	100%
Plymstock			85%	87%	89%	93%	89%
Ivybridge			89%	95%	94%	92%	87%
Tavistock			100%	100%	100%	100%	100%
Middlemoor			100%	100%	100%	100%	100%
Taunton			100%	100%	100%	100%	100%
Bridgwater			100%	100%	100%	100%	100%
Burnham on Sea			98%	98%	96%	97%	96%
Glastonbury			100%	100%	100%	100%	100%
Minehead			100%	100%	100%	100%	100%
Street			100%	100%	100%	100%	100%
Wellington			100%	100%	100%	100%	100%
Williton			100%	98%	92%	96%	97%

Station	Pump	Callsign	Dec 16 Nov 17	Dec 17 Nov 18	Dec 18 Nov 19	Dec 19 Nov 20	Dec 20 Nov 21
Yeovil	1 *	1 *	100%	100%	100%	100%	100%
Castle Cary			99%	97%	94%	94%	91%
Chard			100%	99%	99%	100%	100%
Cheddar			100%	98%	94%	96%	92%
Crewkerne			99%	82%	81%	89%	90%
Frome			100%	98%	99%	100%	99%
Ilminster			96%	93%	94%	99%	97%
Martock			98%	96%	92%	97%	95%
Shepton Mallet			100%	100%	100%	99%	98%
Somerton			99%	97%	98%	99%	92%
Wells			100%	99%	98%	97%	93%
Wincanton			100%	99%	97%	99%	100%