

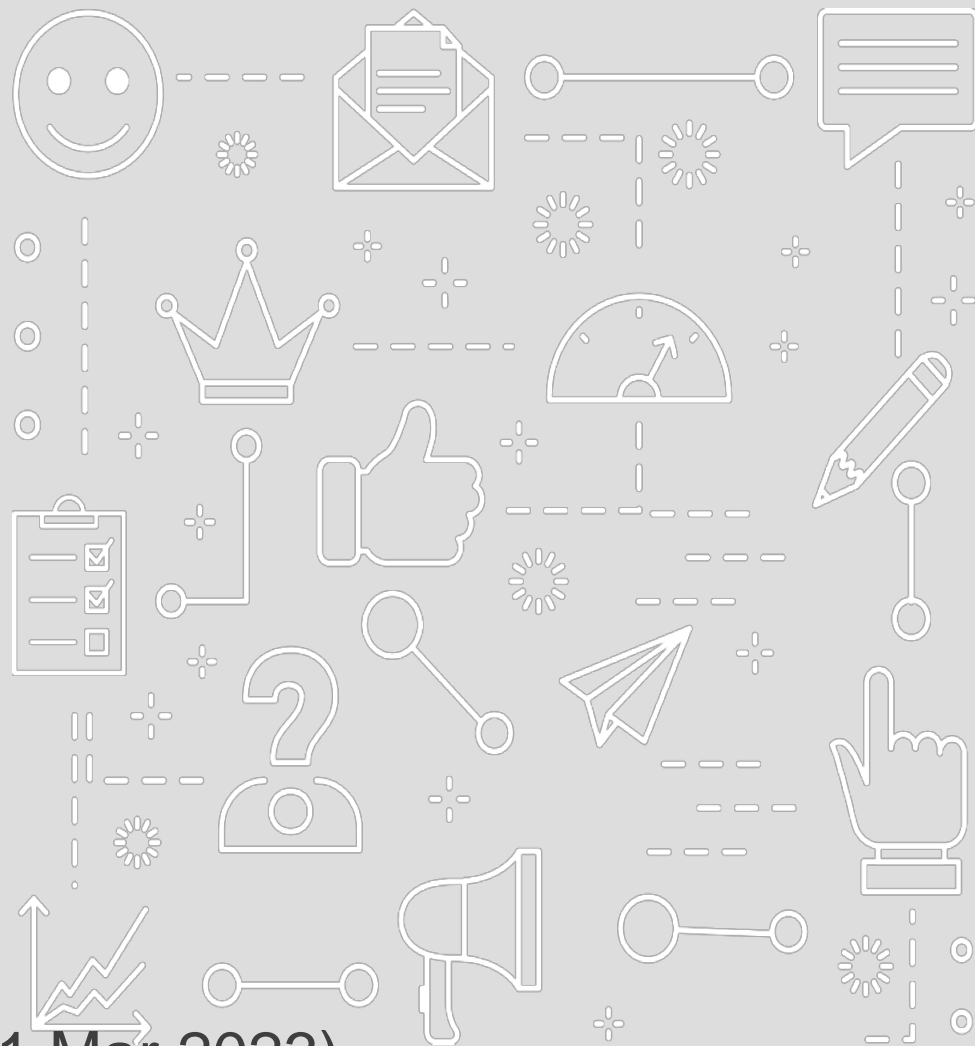


HEREFORD & WORCESTER  
**HWFR**  
FIRE AND RESCUE SERVICE

# Performance Report

Quarter 4 2022-23 (01 Jan – 31 Mar 2023)

Report of the Assistant Chief Officer: Director of Prevention



# Incident Overview

Q4 2022-23 (01 Jan – 31 Mar 2023)



## All Incidents

Total  
1,733

Change since Q4 2021-22

↓ -7%

Decrease on Q4 2021-22, aligning more with the average 1,762 incidents per Q4 over the last 5 years. The Service also attended 15 'Over The Border' incidents.



## Fires

340

↓ -5%

Decrease on Q4 2021-22, appearing to be drifting from the 5-year average of 364 incidents per year, however this is skewed by the 425 incidents of 2018/19, using the value from the year prior in the 5 year average calculation returns an average of 364 incidents.



## Special Services

599

↓ -9%

Largest decrease on Q4 2021-22 across incident types, however this isn't surprising as the Q4 the year prior saw large scale flooding events incidents, in combination with the driest Februarys in 30 years. This years figure is more in line with the 5 year average of 602.



## False Alarms

794

↓ -5%

Decrease on Q4 2021-22, and continues to average 796 per Q4 over the last 5 years.

# District Overview

## Incidents per District Q4 2022-23



Fire



Special  
Service



False  
Alarms



All  
Incidents

Change since  
Q4 2021-22

North District	155	233	347	735	↑ 3%
South District	102	194	281	577	↓ -13%
West District	83	172	166	421	↓ -11%
Total	340	599	794	1,733	↓ -7%

# Asset location – Updated April 2023



# Prevention

## Fire Prevention Checks Completed

Q4 2022-23

Q4 2021-22

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Home Fire  
Safety Visits

1307

544

Equipment  
Only Checks

571

230

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Total Checks

1878

774

## Safe and Well Check Survey Q4 2022-23

Proportion of Positive  
Responses

100%

The number of fire prevention checks have continued to increase since the easing of lockdown and the number of referrals from partner agencies gain momentum.

The increased capacity within the prevention department is really starting to show its value, with a significant increase in the amount of checks able to be completed. During Q4 2022-23 1878 fire safety checks and 571 equipment checks were completed, an increase of 240% and 248% respectively.

We continue to work closely with partner agencies and gather feedback from service users on visits we undertake.

# Protection

## Inspections Completed

Q4 2022-23 Q4 2021-22

Risk Based Inspection Programme	379	241
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Total Enforcement Activity	20	20
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Specific Post Fire Audit	47	40
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## Post Fire Audit Survey Q4 2022-23

Proportion of Positive Responses

88.89%

The Risk Based Inspection Programme (RBIP) are inspections carried out by specialist qualified Fire Safety staff. Operational staff are also being qualified to support this programme from April 2022.

In Quarter 4 2021/22 Protection has recently introduced a new 0808 dedicated phone number for business safety related queries.

This quarter has seen a total of 13 telephone consultations.

New building safety legislation has also been introduced, and the department is proactively identifying business leads to highlight their fire safety responsibilities and offer support and signposting to other assistance where needed.

# Response - Fires



## Primary Fires

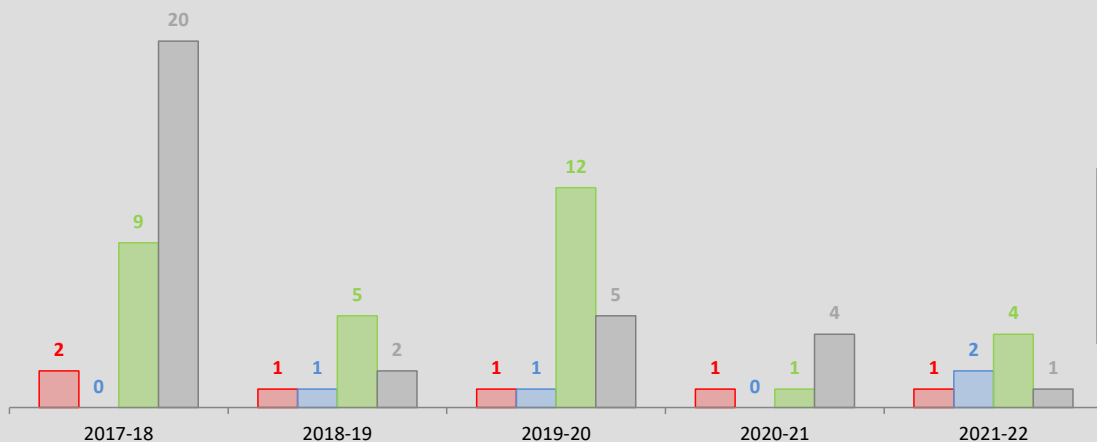
208

Primary Fires	Q4 2022-23	Q4 2021-22	Change	
Building Fires	148	136	+12	+9%
Outdoor Fires	14	22	-8	-36%
Vehicle & Transport Fires	46	45	1	+2%
<b>Total</b>	<b>208</b>	<b>203</b>	<b>+5</b>	<b>+2%</b>

The number of Primary Building Fires has risen by 9% compared to Q4 2021-22. Vehicle and Transport Fires have remained similar to Q4 2021-22, Outdoor Fires has significantly decreased by 8 compared to last year.

## Primary Fire Injuries and Fatalities

■ Fatalities 
 ■ Victim went to hospital, injuries appear Serious 
 ■ Victim went to hospital, injuries appear Slight 
 ■ First Aid



## Secondary Fires

94



Secondary Fires	Q4 2022-23	Q4 2021-22	Change	
Grassland, Woodland and Crop	34	54	-20	-37%
Other Outdoors (including land)	30	39	-9	-23%
Outdoor Structures	20	20	0	0%
Buildings & Transport	6	10	-4	-40%
Outdoor Equipment & Machinery	4	2	2	+100%
<b>Total</b>	<b>94</b>	<b>125</b>	<b>-31</b>	<b>-25%</b>

There was a 18% increase in Secondary Fires compared to Q4 in 2021-22. There was no identifiable pattern to the overall increase. However, there in a increase in outdoor equipment & machinery incidents by 100%.

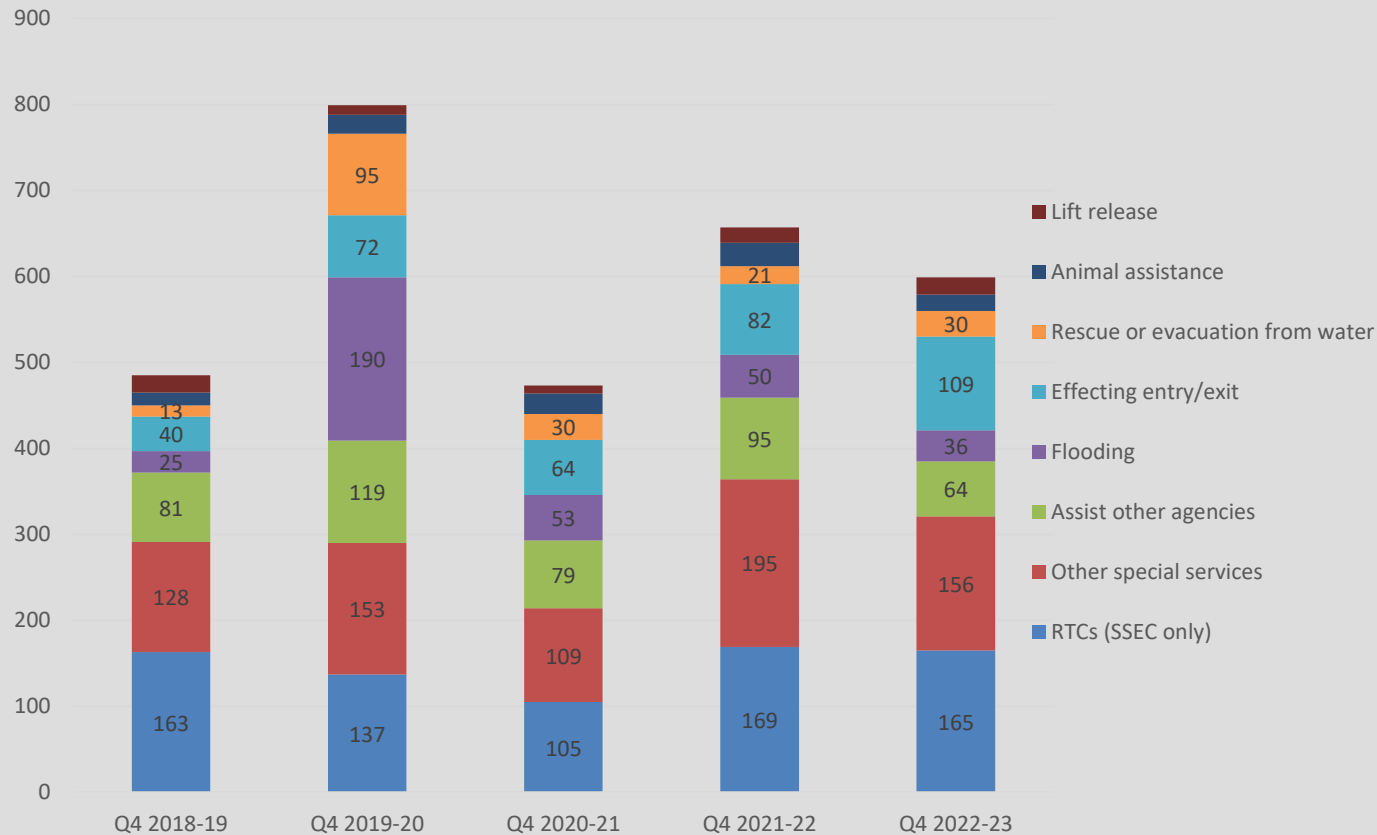
There were 10 incidents in Q4 2022-23. where more than 5 pumps attended, 9 primary fires and 1 special service.

There was 1 fatality in primary fires recorded in Q4 2022-23, 2 victims had to visit hospital with a serious injury and there were 4 victims who had to visit hospital with slight injuries.

# Response – Special Services



**599**  
Special  
Service  
incidents  
in Q4  
2022-23



**RTC (SSEC only)** means that a road traffic collision was classified as a special service incident type; if a fire was associated with a road traffic collision, then the incident would be classified as a fire and not included here.

**Other special services** include following categories: Other Transport incident, Other rescue/release of persons, Making Safe (not RTC), Removal of objects from people, Removal of people from objects, Suicide/attempts, Medical Incident - First responder, Medical Incident - Co-responder, Evacuation (no fire), Water provision, Advice Only, Stand By, No action (not false alarm), Hazardous Materials incident, Spills and Leaks (not RTC).

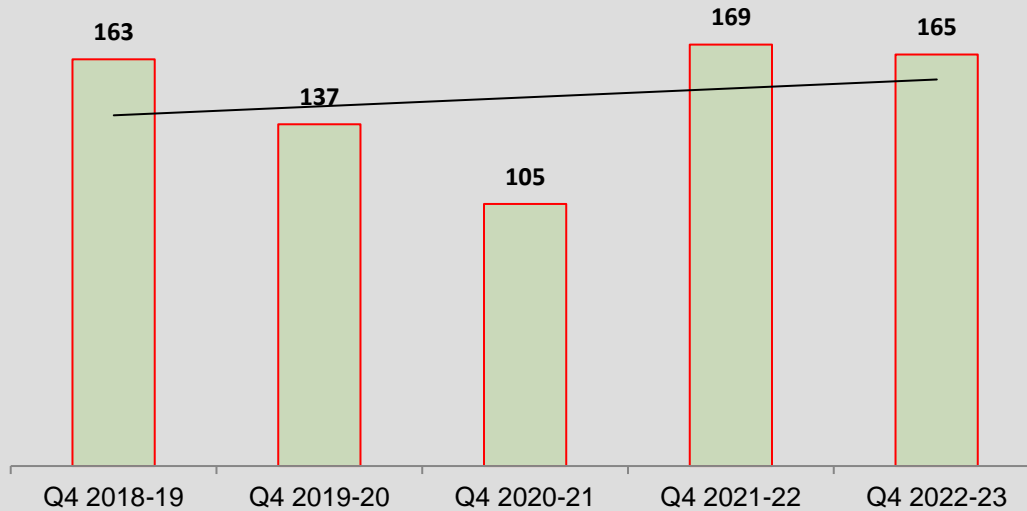


# Response – Road Traffic Collisions

## RTC - Injuries and Fatalities



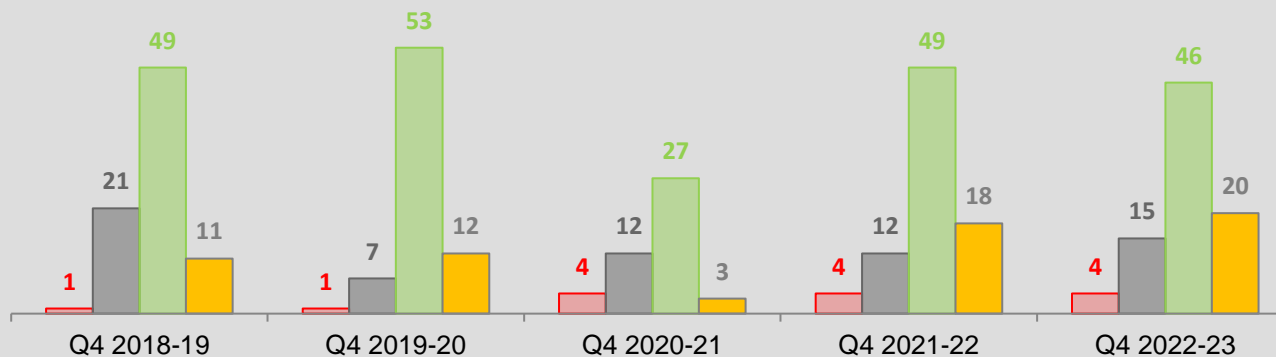
165  
RTCs



The number of RTC incidents remained almost identical to the year prior, confirming that the number of RTC incidents are returning to pre-lockdown levels.

## RTC - Injuries and Fatalities

■ Fatal  
■ Victim went to hospital, injuries appear slight  
■ Victim went to hospital, injuries appear serious  
■ First aid



The number of serious injuries and the amount of first aid given, slightly increased in Q4 2022-23, however these increases are not statically significant for concern and these values are also returning to pre-lockdown levels.

# Response – Attendance Standard



	Q4 2022-23	Q4 2021-22
<b>Primary Building Fires</b>	<b>148*</b>	<b>136*</b>

Attendance Standard  
First fire appliance attendance at Primary Building Fires within 10 minutes



<b>Attendance within 10 minutes</b>	<b>68 46.02%</b>	<b>78 57.35%</b>
<b>Attendance outside 10 minutes</b>	<b>79</b>	<b>57</b>

\* One report was discarded due to missing information.

<b>Average Attendance time** (min:sec)</b>	<b>11:37***</b>	<b>10:26***</b>
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\*\* Time of call to arrival at scene.

Call handling time	01:55	01:49
Turnout time	02:29	02:13
Travel time	07:13	06:23

\*\*\* It should be noted that these are three independent averaged values, and therefore may not always add up.

**Reasons for not meeting Attendance Standard**

Travel distance to the incident  
Turn in time (On-Call and Day crew only)  
Responding at normal road speed (AFAs)  
Appliance not booked in attendance  
Road Obstruction/ works / closure

No. of incidents

47  
14  
8  
7  
3

# Response - On Call Appliance Availability



**First On Call Appliance** **83.81%**

**All On Call Appliances** **73.30%**

**First On Call  
Appliance  
Availability  
Q4 2021-22** **85.43%**

## On Call Appliance Availability Q4 2022-23

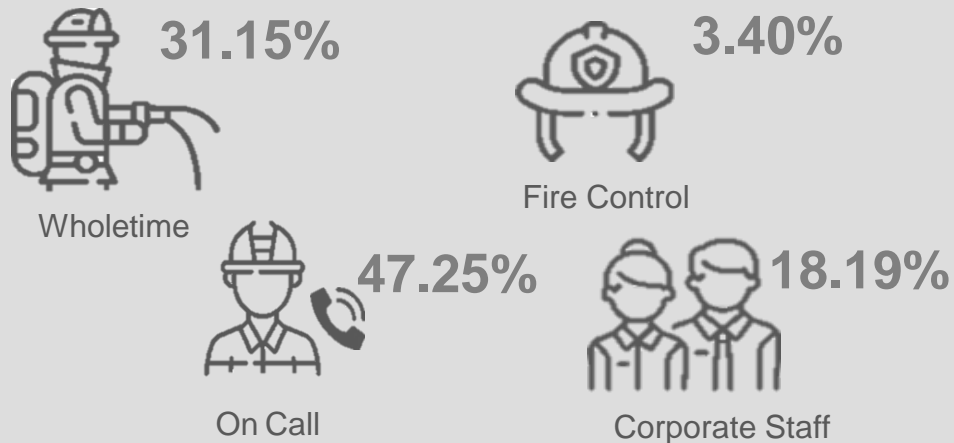
For Q4 2022-23, the first On Call appliance availability was 83.81%.

When looking at all On Call appliance availability for each fire station, there have been some changes since the previous year:

- The following stations have all increased availability from Q4 21/22: Tenbury Wells, Pershore, Evesham, Droitwich, Broadway, Whitchurch, Leominster, Leintwardine, Hereford and Ewyas Harold.
- Evesham, Hereford increased above 85%.
- Upton, Redditch and Malvern's availability have dropped around 20% from Q4 21/22.
- Wyre Forest and Fownhope have decreased to below 85%.
- Peterchurch, Pebworth, Redditch, Upton and Bromsgrove has dropped below 75%.
- Broadway continued to have the lowest availability, 52.25 % however this has increased from 47.56% Q4 21/22.
- Ross-on-Wye continued to achieve the highest availability 100%.

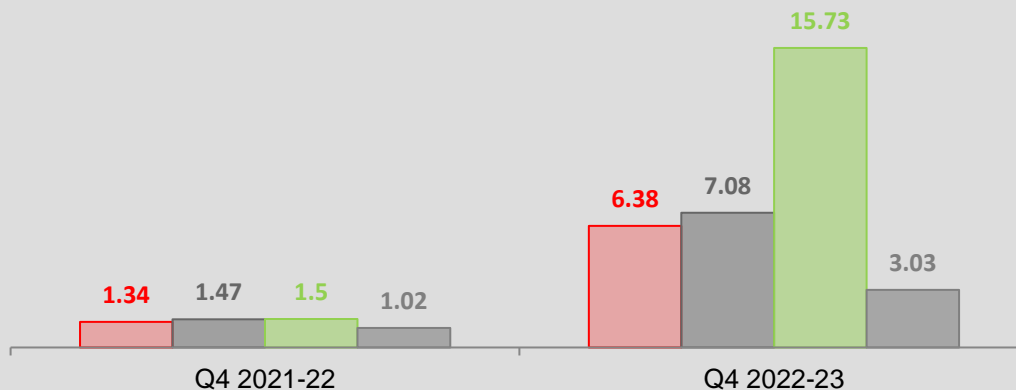
# People

## Overall Workforce Profile



## Days/Shifts Lost Per Person

■ All Staff ■ Wholetime ■ Fire Control ■ Support Staff



\*Long Term Sickness is 28 calendar days or more

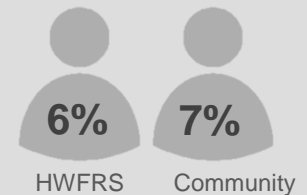
## Equalities



1% increase in female representation since Q4 2021-22

Same level of ethnic minority representation as Q4 2021-22

## Ethnicity



## Total Days/Shifts Lost

	Wholetime	Fire Control	Corporate Staff
Short Term Absence	4.07 57.41%	3.94 28.91%	2.24 65.66%
Long Term Absence *	3.01 42.59%	11.79 71.09%	0.79 34.34%

## Top 3 Reasons for Absence

- Respiratory - Cold/Cough/Influenza
- Respiratory - Other
- Gastro-Intestinal