

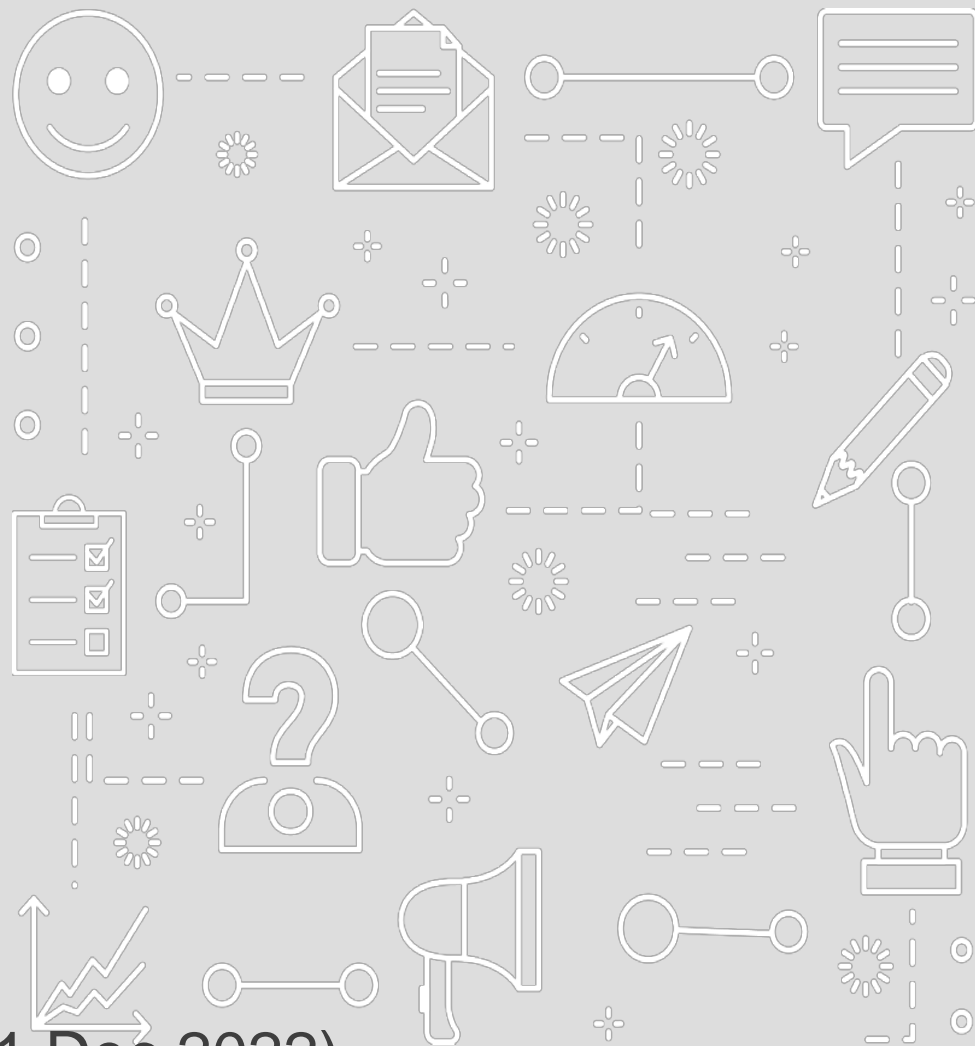


HEREFORD & WORCESTER
HWFR
FIRE AND RESCUE SERVICE

Performance Report

Quarter 3 2022-23 (01 Oct – 31 Dec 2022)

Report of the Assistant Director: Prevention



Incident Overview

Q3 2022-23 (01 Oct - 31 Dec 2022)



All Incidents

Total
2,011

Change since Q3 2021-22

↑ 11%

A considerable increase on Q3 2021-22, and above the 5 year average of 1,774 per Q3 over the last 5 years. Total figure shown does not include the 13 over the border incidents that the Service attended.



Fires

336

↑ 2%

A small increase compared to last year, the number of fires are slightly lower than the 5 year average of 357 for Q3. The number of fires are the same as the pre-pandemic level of 336 fires in Q3 2019-20.



Special Services

675

↑ 7%

There is an increase of 7% compared to last year, and this is higher than the 5 year average of 581. The number of incidents show a steady rise in the last five years.



False Alarms

1,000

↑ 18%

An increase of 18% on Q3 2021-22, with false alarm calls well above the average of 836 per Q3 over the last five years. The overall trend is a rise in the last five years.

District Overview

Incidents per District Q3 2022-23



Fire



Special
Service



False
Alarms

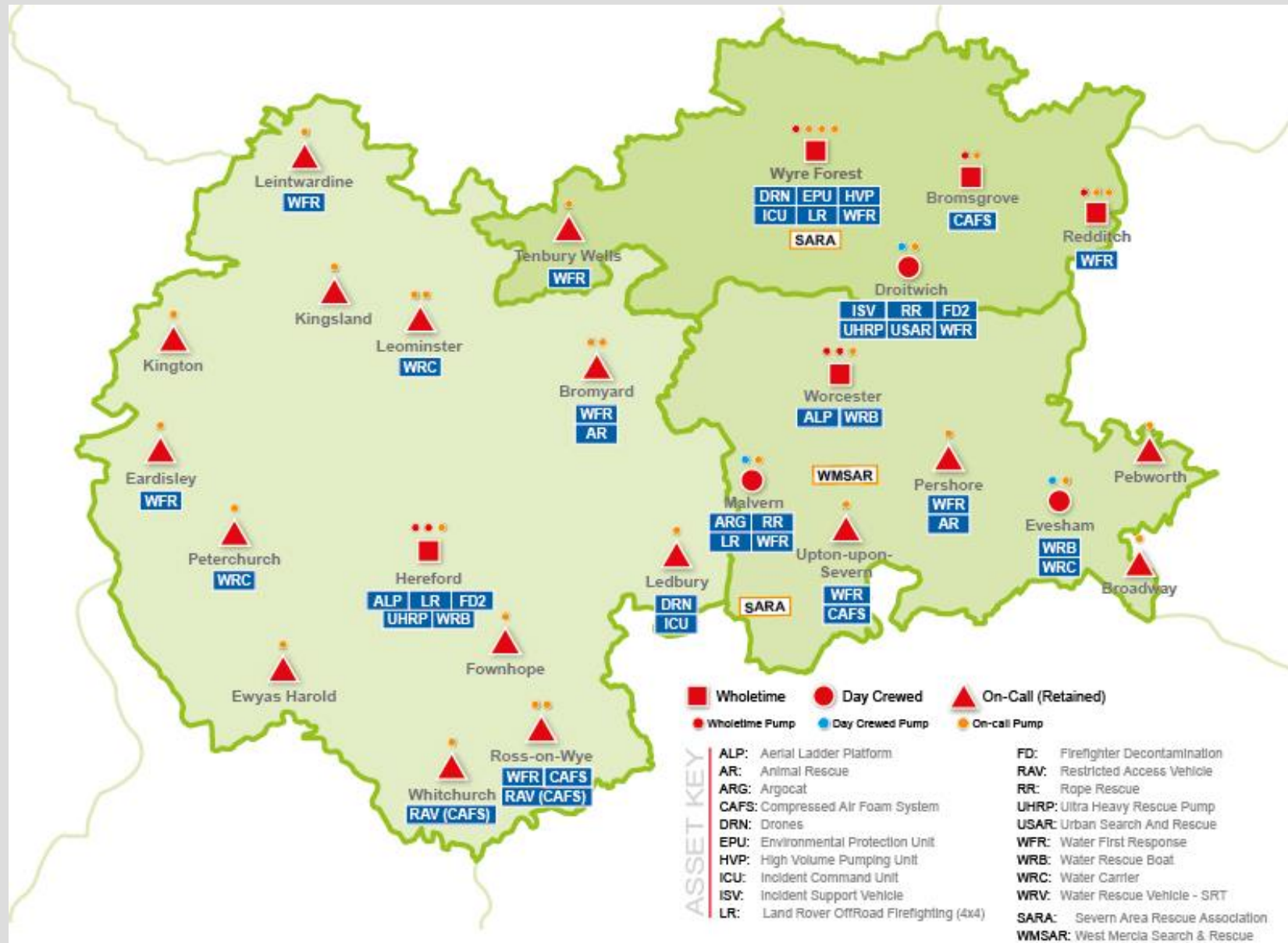


All
Incidents

Change since
Q3 2021-22

North District	136	263	421	820	↑ 16%
South District	117	229	373	719	↑ 21%
West District	83	183	206	472	↓ 7%
Total	336	675	1,000	2,011	↑ 11%

Asset location



Prevention

Home Fire Safety Visits Completed

Q3 2022-23

Q3 2021-22

Home Fire
Safety Checks

862

280

Safe and Well
Checks

370

339

Equipment
Only Checks

715

280

Total Checks

1,947

899

Home Fire Safety Visits Survey Q3 2022-23

Proportion of Positive
Responses

100%

1,947 Home Fire Safety Visits (HFSV) were carried out during Q3 2022-23, an increase of 217% compared to Q3 2021-22. In addition to the above, the Service also conducted 108 Doorstep Consultations and 14 Telephone Consultations.

The Service continues to work closely with partner agencies and gather feedback from Service users on visits undertaken.

Protection

Inspections Completed	Q3 2022-23	Q3 2021-22
Risk Based Inspection Programme	411	273
.....		
Total Enforcement Activity	23	32
.....		
Post Fire Audit	28	29

Post Fire Audit Survey Q3 2022-23

Proportion of Positive Responses	100%
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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 in 2022-23.

The 151% increase in Q3 2022-23 RBIP figures in comparison to last year was mainly caused by having more qualified Fire Safety staff to carry out the inspections. The Fire Safety Department remain on target to deliver 1,000 Fire Safety inspections in 2022-23. To date 840 RBIP have been completed.

There is a small decrease in Enforcement Activity and in Post Fire Safety Audits compared to Q3 2021-22.

Response - Fires



Primary Fires

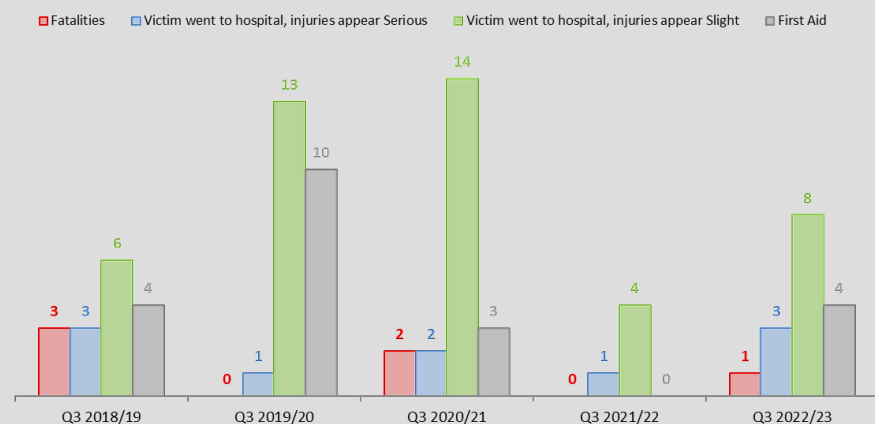
235

Primary Fires	Q3 2022-23	Q3 2021-22	Change	
Building Fires	129	140	-11	-8%
Outdoor Fires	12	11	+1	+9%
Vehicle & Transport Fires	71	48	+23	+48%
Total	212	199	+13	+7%

The number of Primary Building Fires has slightly decreased compared to Q3 2021-22. The top two causes were “Combustible articles too close to heat source (or fire)” at 18% and “Cooking - other cooking” at 16%.

The most common area for a Primary Building Fire was the kitchen at 37%. Accidental fires accounted for 85% of Primary Building Fires.

Primary Fire - Injuries and Fatalities



Secondary Fires

246



Secondary Fires	Q3 2022-23	Q3 2021-22	Change	
Grassland, Woodland and Crop	22	30	-8	-27%
Other Outdoors (including land)	34	38	-4	-11%
Outdoor Structures	31	32	-1	-3%
Buildings & Transport	6	5	+1	+20%
Outdoor Equipment & Machinery	1	4	-3	-75%
Total	94	109	-15	-14%

There was a 14% decrease in Secondary Fires compared to Q3 in 2021-22. This may be due to November 2022 being much wetter than November 2021.

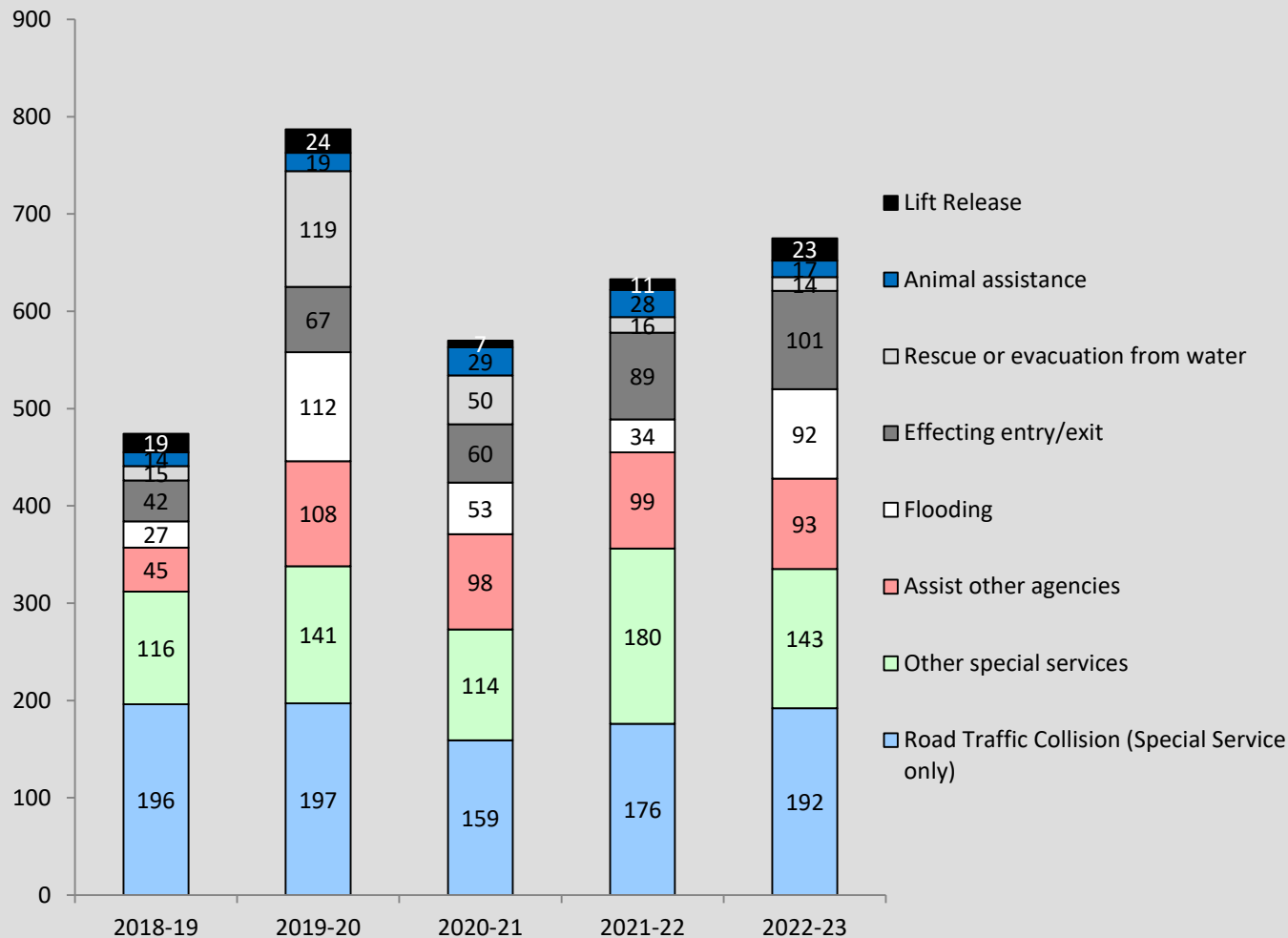
There were 2 incidents in Q3 2022-23 where more than 5 pumps attended. One was a Primary Fire in a house in the West District, there were no injuries. The other was a Primary Fire caused by a gas explosion in South District. There were two victims who went to hospital, injuries appeared to be serious and two victims who went to hospital, injuries appeared to be slight.

There was a singular fatality in Primary Fires recorded in Q3 2022-23. The fire was in a caravan but it was out when the Service arrived. The victim had died earlier and it was within the West District. There were no further casualties.

Response – Special Services



675
Special
Service
incidents
in Q3
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.

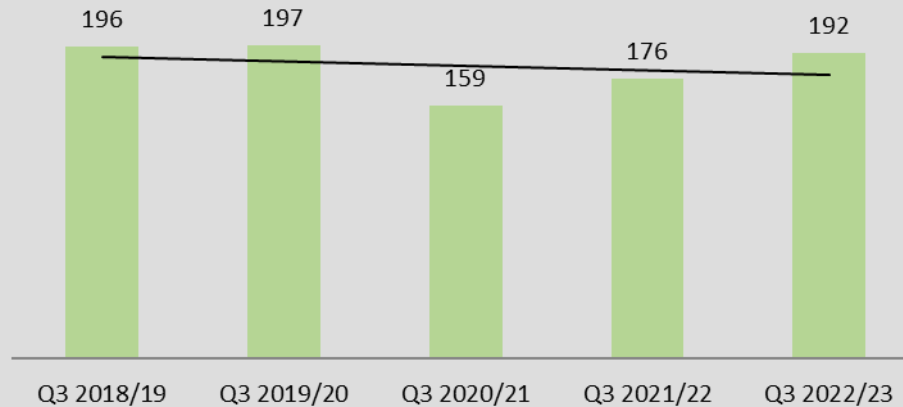
Other special services include following categories: No action - not false alarm (28), Hazardous Materials incident (21), Removal of objects from people (15), Other rescue/release of persons (13), Suicide/attempts (12), Spills and Leaks - not RTC (11), Other Transport incident (10), Removal of people from objects (9), Medical Incident - First responder (8), Making Safe - not RTC (7), Advice Only (7), Medical Incident - Co-responder (2).

Response – Road Traffic Collisions



192
RTCs

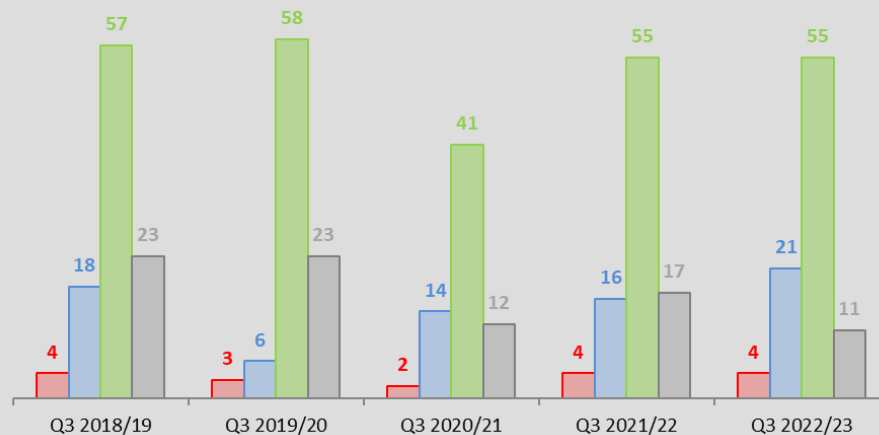
Total RTC Incidents



The number of RTC incidents showed an increase of 9% compared to Q3 in 2021-22. However, the number of RTC incidents have returned to pre Covid-19 figures for 2019-20. The trend line shows a very slight downwards trajectory.

RTC - Injuries and Fatalities

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



RTC fatalities have stayed the same as Q3 2021-22, slight injuries have also stayed the same. Serious injuries have risen slightly while first aid has decreased compared to Q3 2021-22.

Response — Attendance Performance Measure



	Q3 2022-23	Q3 2021-22
Primary Building Fires	128 *	140

Attendance Performance Measure

First fire appliance attendance at Primary Building Fires within 10 minutes



Attendance within 10 minutes 61 47.66% 71 50.71%

Attendance outside 10 minutes 67 69

* One Primary Building Fire was removed from the calculations as it was a late call – this means it did not have an emergency response.

Average Attendance time** (min:sec) 11:28*** 10:39***

** From time of call to arrival at scene.

Call handling time	01:48	01:33
Turnout time	02:40	02:49
Travel time	06:55	06:17

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

Top 5 reasons for attendance outside 10 minutes

- ☐ Travel distance to the incident
- ☐ Turn in time (On-Call and Day crew only)
- ☐ Responding at normal road speed (AFAs)
- ☐ Mobilised from other location (not on home station)
- ☐ Incident outside station turnout area

No. of incidents

34
16
7
2
2

Response – On-Call Appliance Availability



First On Call Appliance **79.72%**

All On Call Appliances **69.20%**

**First On-Call
Appliance
Availability
Q3 2021-22** **84.49%**

On Call Appliance Availability Q3 2022-23

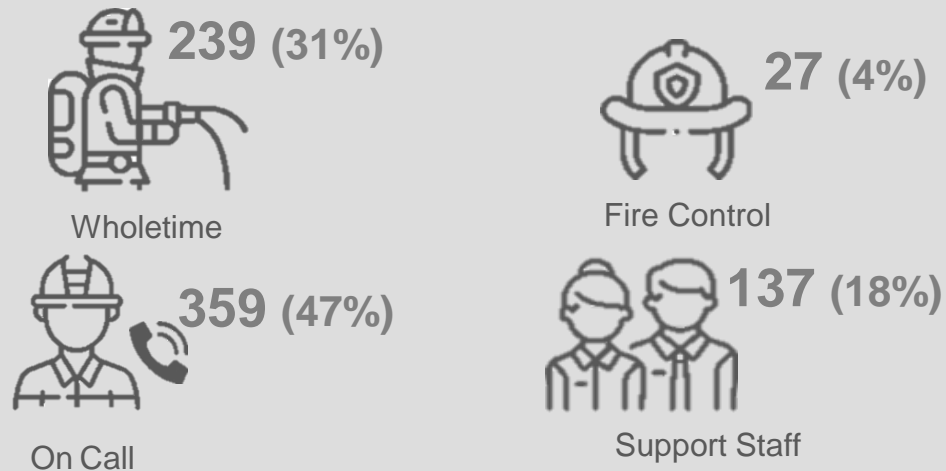
For Q3 2022-23, the first On-Call appliance availability was 79.72%.

When looking at all On-Call appliance availability for each fire station, there have been some changes compared to Q3 2021-22:

- Ross-on-Wye continued to achieve the highest availability of 100%;
- Peterchurch, Ledbury, Malvern and Upton upon Severn dropped between 10% and 20%;
- Bromsgrove and Hereford have dropped by more than 24%;
- Tenbury Wells has increased to above 90%;
- Bromsgrove had the lowest availability at 35.99%

People Q3 2022-23 (01 Oct - 31 Dec 2022)

Overall Workforce Profile



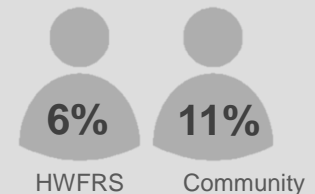
Equalities



Female representation is the same as in Q3 2021-22

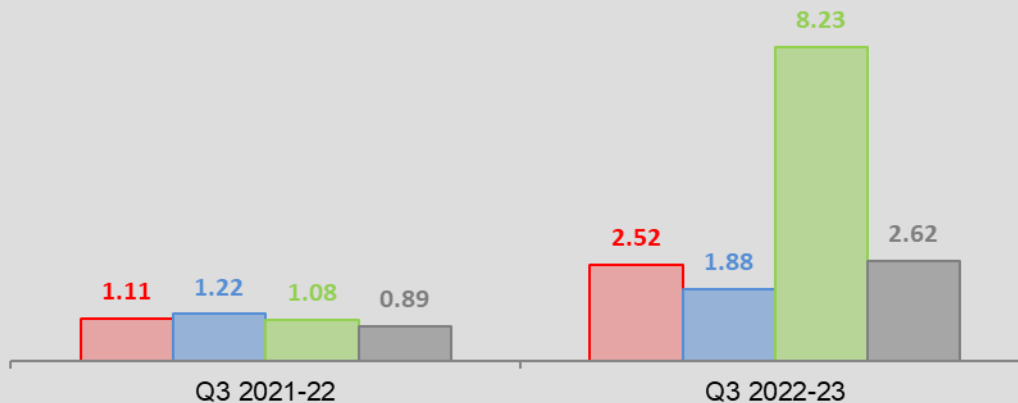
A decrease of 1% in ethnic minority representation since Q3 2021-22

Ethnicity



Days/Shifts Lost Per Person

■ All Staff ■ Wholetime ■ Fire Control ■ Support Staff



Total Days/Shifts Lost *

	Wholetime	Fire Control	Support Staff
Short Term	291.40	35.50	154.38
Absence	68.99%	16.67%	50.06%
Long Term	131.00	177.50	154.00
Absence **	31.01%	83.33%	49.94%

Top 3 Reasons for Absence

- Respiratory – Other
- Respiratory – Cold/Cough/Influenza
- Hospital/Post Operative

*Covid-19 is recorded in Respiratory - Other **Long Term Absence is 28 calendar days or more

#Community Ethnicity data from Census 2021