



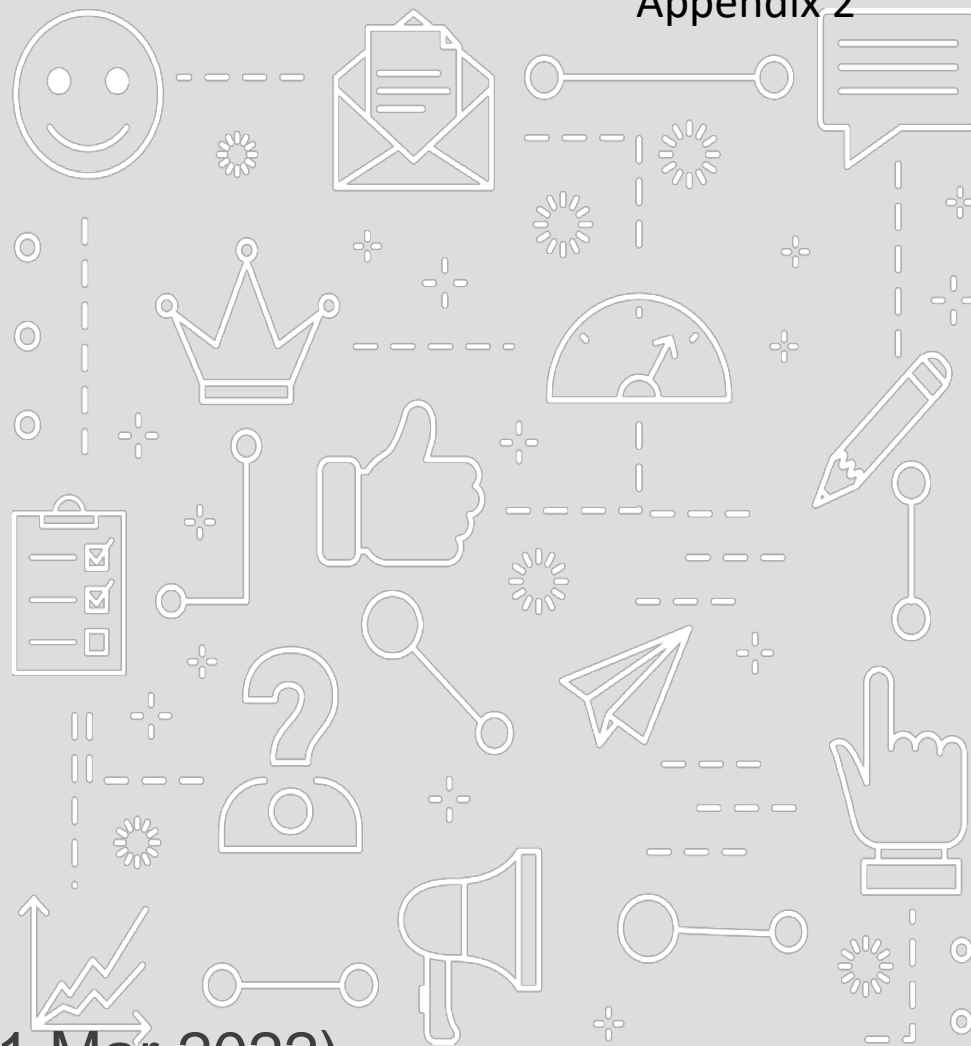
HEREFORD & WORCESTER
HWFR
FIRE AND RESCUE SERVICE

Appendix 2

Performance Report

Quarter 4 2021-22 (01 Jan – 31 Mar 2022)

Report of the Assistant Director: Prevention



Incident Overview

Q4 2021-22 (01 Jan – 31 Mar 2022)



All Incidents

Total
1,853

Change since Q4 2020-21

↑ 21%

Significant increase on Q4 2020-21, and continues to average about 1,674 per Q4 over the last 5 years. The Service also attended 6 'Over The Border' incidents.



Fires

357

↑ 9%

Although there is an increase compared to last year, the number of fires are similar to Q4 2019-20 (370 incidents).



Special Services

657

↑ 39%

While there is an increase of 39% compared to last year, there is a decrease of 22% compared to Q4 2019-20 (799 incidents).



False Alarms

839

↑ 14%

Significant increase on Q4 2020-21, and continues to average about 759 per Q4 over the last 5 years.

District Overview

Incidents per District Q4 2021-22



Fire



Special
Service



False
Alarms



All
Incidents

Change since
Q4 2020-21

North District

153

251

311

715

↑ 10%

South District

106

243

318

667

↑ 29%

West District

98

163

210

471

↑ 26%

Total

357

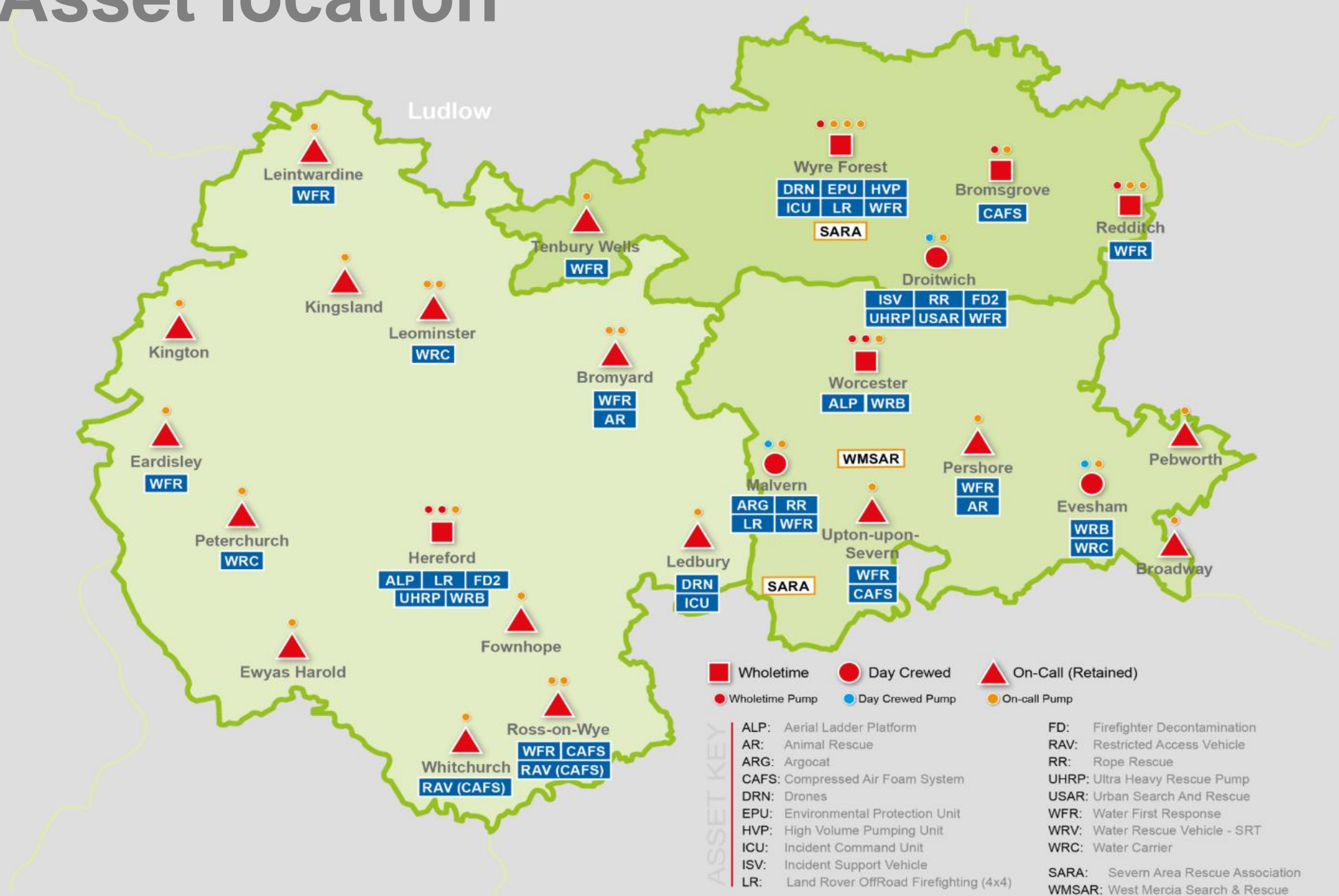
657

839

1,853

↑ 21%

Asset location



Prevention

Fire Prevention Checks Completed

Q4 2021-22

Q4 2020-21

Home Fire
Safety Visits

545

398

Equipment
Only Checks

230

166

Total Checks

775

564

Safe and Well Check Survey Q4 2021-22

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.

There had been a restricted number of visits to people's home during the first lockdown, but these have now steadily increased, 775 checks were carried out during Q4 2021-22, an increase of 27%.

We have increased capacity in the Prevention department to undertake more prevention checks.

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

Protection

Inspections Completed

	Q4 2021-22	Q4 2020-21
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Risk Based Inspection Programme	483	246
.....		

Total Enforcement Activity	20	4
.....		

Post Fire Audit	39	21
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Post Fire Audit Survey Q4 2021-22

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 Protection has recently introduced a new 0808 dedicated phone number for business safety related queries.

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

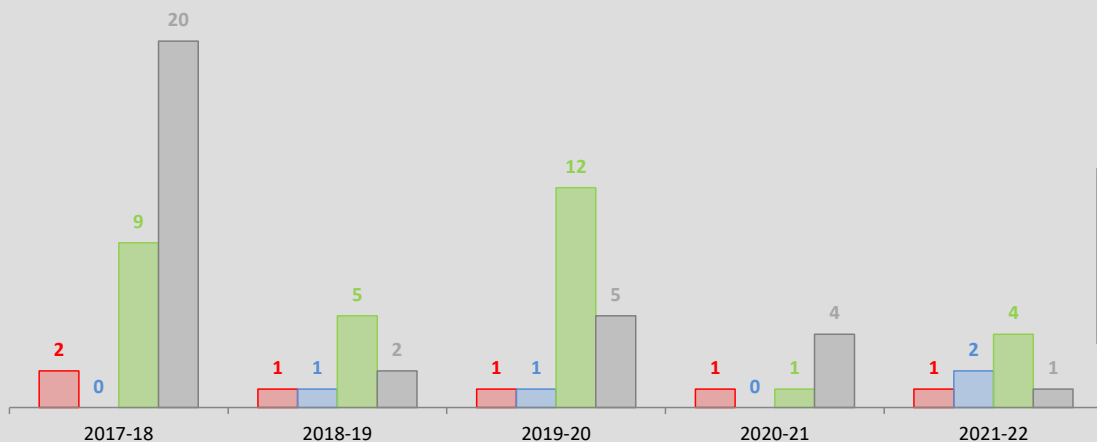
203

Primary Fires	Q4 2021-22	Q4 2020-21	Change	
Building Fires	136	110	+26	+24%
Outdoor Fires	22	18	4	+22%
Vehicle & Transport Fires	45	38	7	+18%
Total	203	166	+37	+22%

The number of Primary Building Fires has risen by 22% compared to Q4 2020-21. Vehicle and Transport Fires has also increased compared to Q4 2020-21, Outdoor Fires has also increased by 4 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

125



Secondary Fires	Q4 2021-22	Q4 2020-21	Change	
Grassland, Woodland and Crop	54	40	+14	+35%
Other Outdoors (including land)	39	36	3	+8%
Outdoor Structures	20	21	-1	-5%
Buildings & Transport	10	5	+5	+100%
Outdoor Equipment & Machinery	2	4	-2	-50%
Total	125	106	+19	+18%

There was a 18% increase in Secondary Fires compared to Q4 in 2020-21. There was no identifiable pattern to the overall increase. However, there in a decrease in outdoor equipment & machinery incidents by 5%.

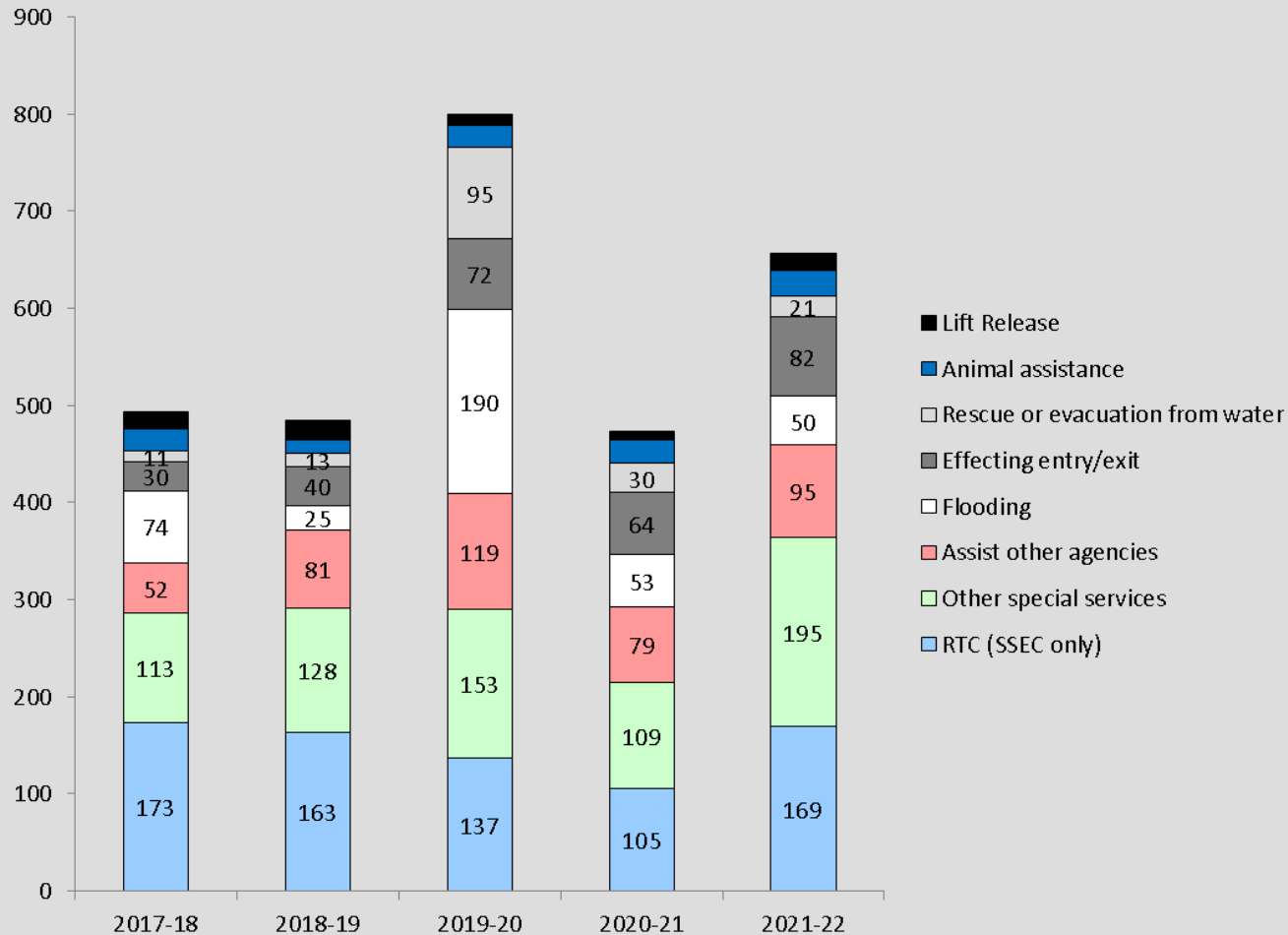
There were 8 incidents in Q4 2021-22. where more than 5 pumps attended, 6 primary fires, 1 false alarm and 1 special service.

There was 1 fatality in primary fires recorded in Q4 2021-22, 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



657
Special
Service
incidents
in Q4
2021-22



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.

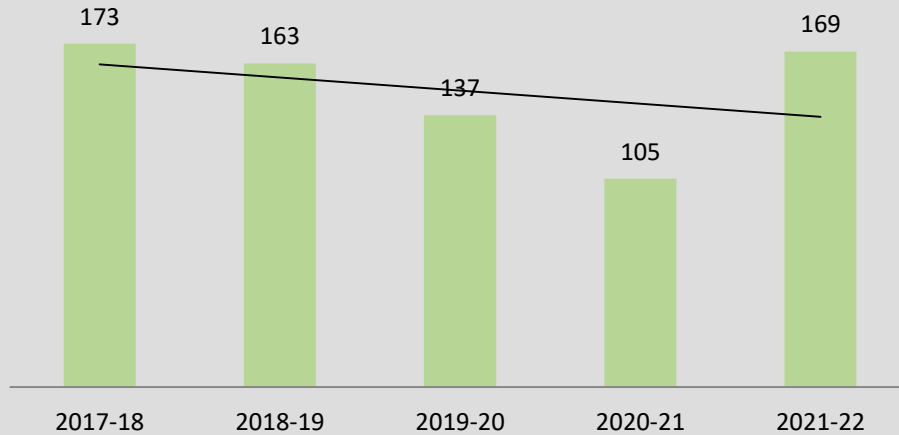
Other special services include following categories: Making Safe - not RTC (47), No action - not false alarm (26), Removal of objects from people (23), Suicide/attempts (20), Other rescue/release of persons (19), Spills and Leaks - not RTC (15), Hazardous Materials incident (12), Advice Only (11), Other Transport incident (7), Medical Incident - First responder (7), Removal of people from objects (6), Medical Incident - Co-responder (2), Evacuation - no fire (0), Water provision (0), Stand By (0).

Response – Road Traffic Collisions



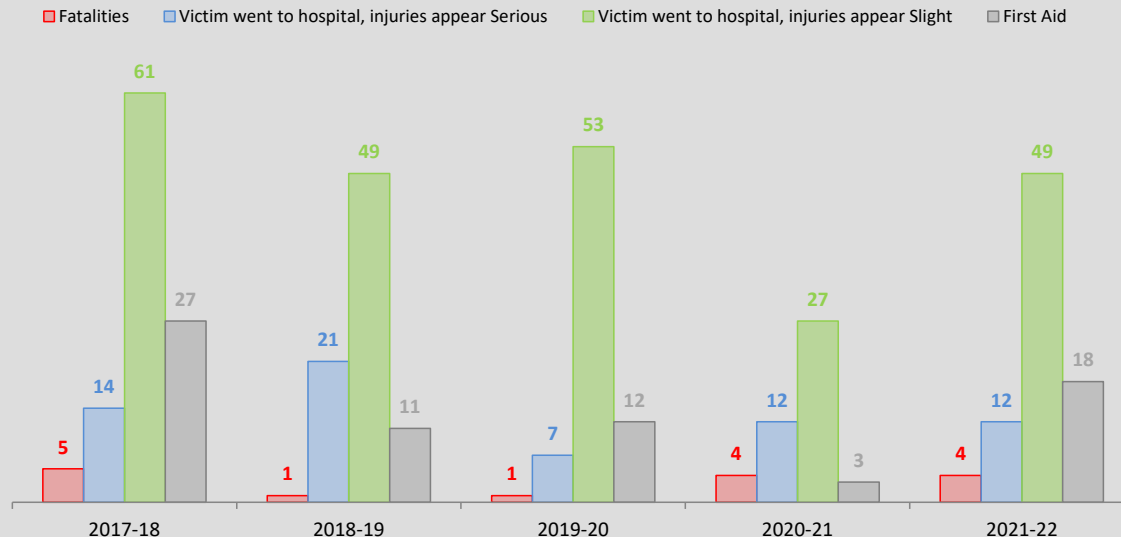
169
RTCs

Total RTC Incidents



Whilst the number of RTC incidents showed an overall increase of 61% over Q4 in 2021-22, this is largely a reflection of the population getting used to road use following the first/second Covid-19 national lockdown in 2020. The number of RTC incidents show a gradual return to pre-lockdown levels.

RTC - Injuries and Fatalities



RTC slight injuries and number of the first aid given increased in Q4 2021-22 due to increased road use when compared to the reduced road use following the lockdown restrictions in 2020.

Response – Attendance Standard



	Q4 2021-22	Q4 2020-21
Primary Building Fires	136*	110*

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



Attendance within 10 minutes **78 57.35%** **48 43.63%**

Attendance outside 10 minutes **57** **61**

* One report was discarded due to missing information.

Average Attendance time** **10:26***** **11:59*****

** Time of call to arrival at scene.

(min:sec)

Call handling time	01:49	02:02
Turnout time	02:13	03:20
Travel time	06:23	06:37

*** 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
Other

No. of incidents

29
9
9
1
9

Response - On Call Appliance Availability



First On Call Appliance **85.43%**

All On Call Appliances **75.09%**

**First On Call
Appliance
Availability
Q4 2020-21** **92.21%**

On Call Appliance Availability Q4 2021-22

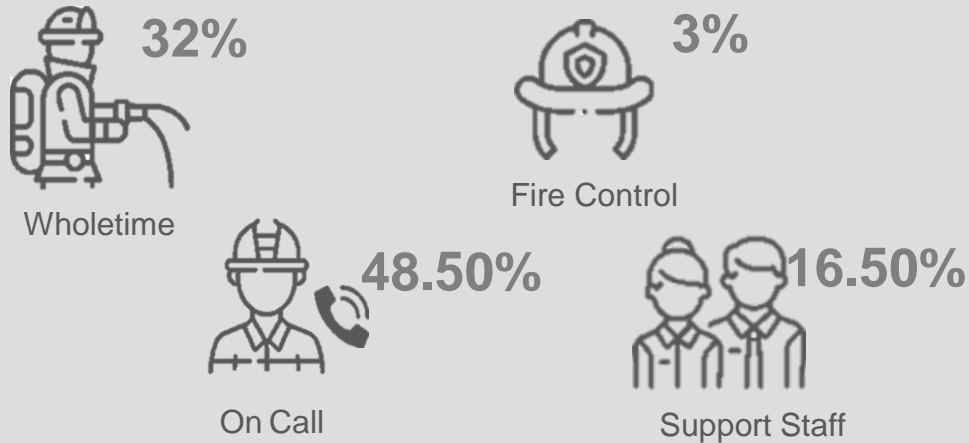
For Q4 2021-22, the first On Call appliance availability was 85.43%.

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

- Pebworth, Evesham, Hereford and Peterchurch have dropped below 85%
- Pershore, Malvern and Bromsgrove has dropped below 75%
- Worcester has increased to above 85%
- Broadway continued to have the lowest availability, 47.56%
- Ross-on-Wye continued to achieve the highest availability 100%

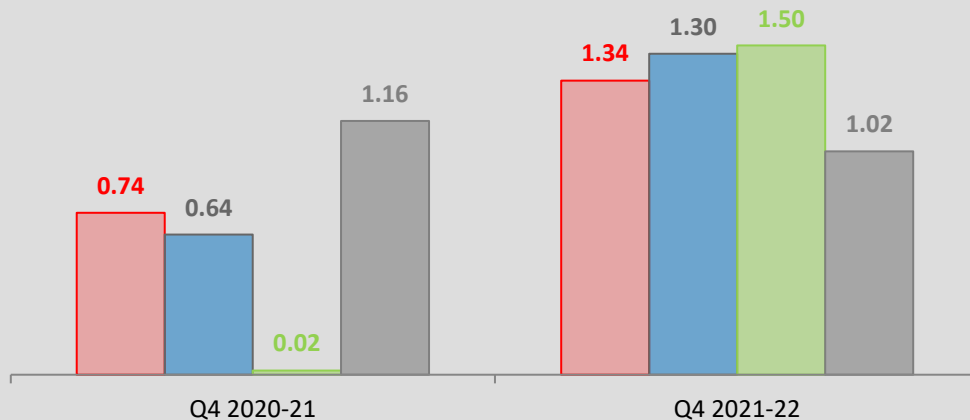
People

Overall Workforce Profile



Days/Shifts Lost Per Person

■ All Staff ■ WT ■ FC ■ Support Staff



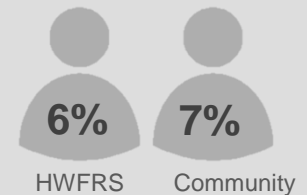
Equalities



1% decrease in female representation since Q3 2021-22

Ethnicity

Same level of ethnic minority representation as Q4 2020-21



Total Days/Shifts Lost *

	Wholetime	Fire Control	Support Staff
Short Term Absence	0.63 42.80%	0.72 47.97%	0.40 39.62%
Long Term Absence **	0.84 57.20%	0.78 52.03%	0.62 60.38%

Top 3 Reasons for Absence

- Hospital/Post Operative
- Respiratory - Cold/Cough/Influenza
- Mental Health - Anxiety

*All sickness data do not include Covid-19 **Long Term Sickness is 28 calendar days or more