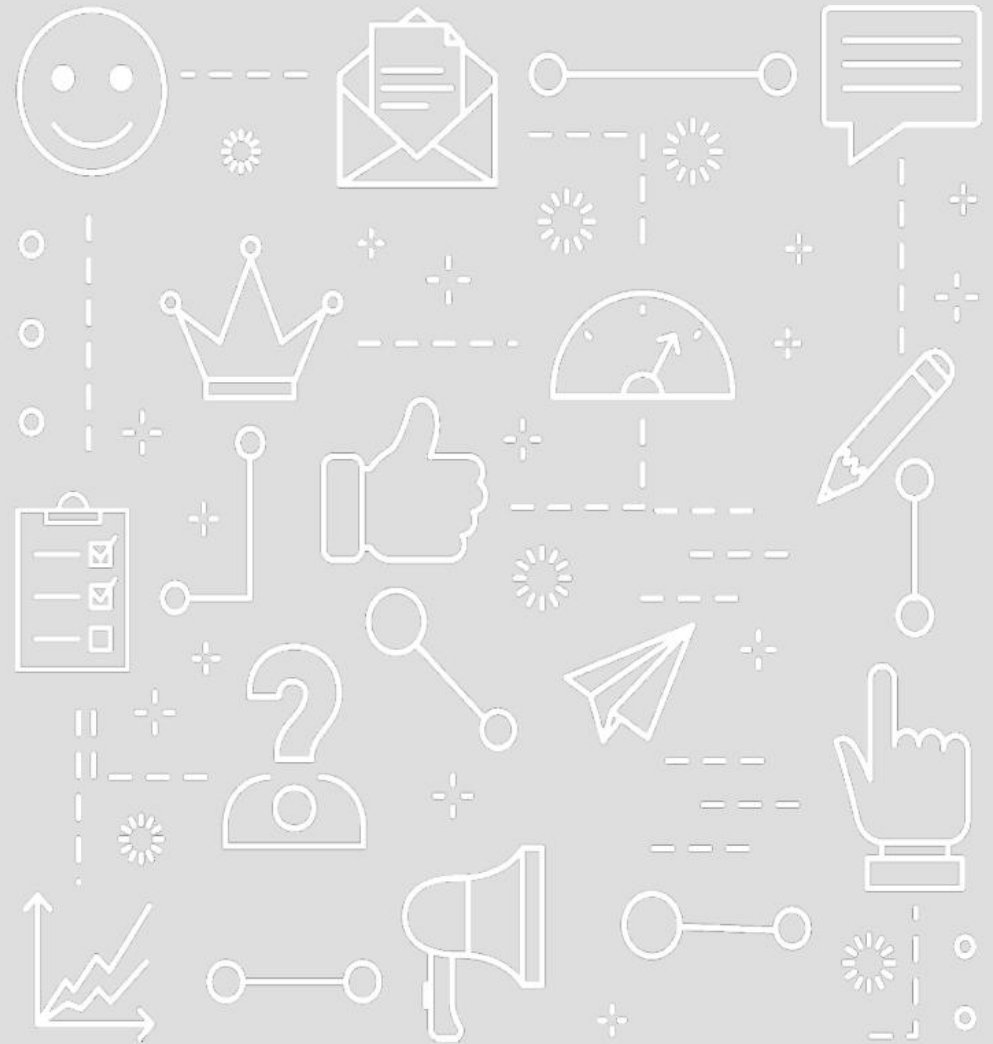




HEREFORD & WORCESTER  
**HWFR**  
FIRE AND RESCUE SERVICE







# Performance Report

Quarter 1 2025 to 2026 (01 April to 30 June 2025)

Report of the Assistant Chief Officer: Director of Prevention

# Incident Overview Q1 2025 to 2026 (01 Apr to 30 Jun 2025)

	Total	Change since Q1 2024 to 2025	Narrative
 All Incidents	2,115	↑ 3.6%	An increase of 3.6% (+73 incidents) compared to the number recorded in Q1 2024 to 2025. In addition to the 2,115 incidents, 19 over the border incidents were attended.
 Fires	665	↑ 54.7%	An increase of 54.7% (+235 incidents) compared to Q1 2024 to 2025. Above average number of fire incidents were recorded in each month of this quarter, peaking at 240 in June.
 Special Services	614	↓ 2.5%	A decrease of 2.5% (-16 incidents) compared to Q1 2024 to 2025. The number of road traffic collisions (RTCs) were down by 18.5% (-35 incidents).
 False Alarms	836	↓ 14.9%	A decrease of 14.9% (-146 incidents) compared to Q1 2024 to 2025. Mainly driven by a reduction in false alarm due to apparatus recordings (-26.8%, -205 incidents).

# District Overview

## Incidents per District Q1 2025 to 2026



Fire



Special  
Services



False  
Alarms



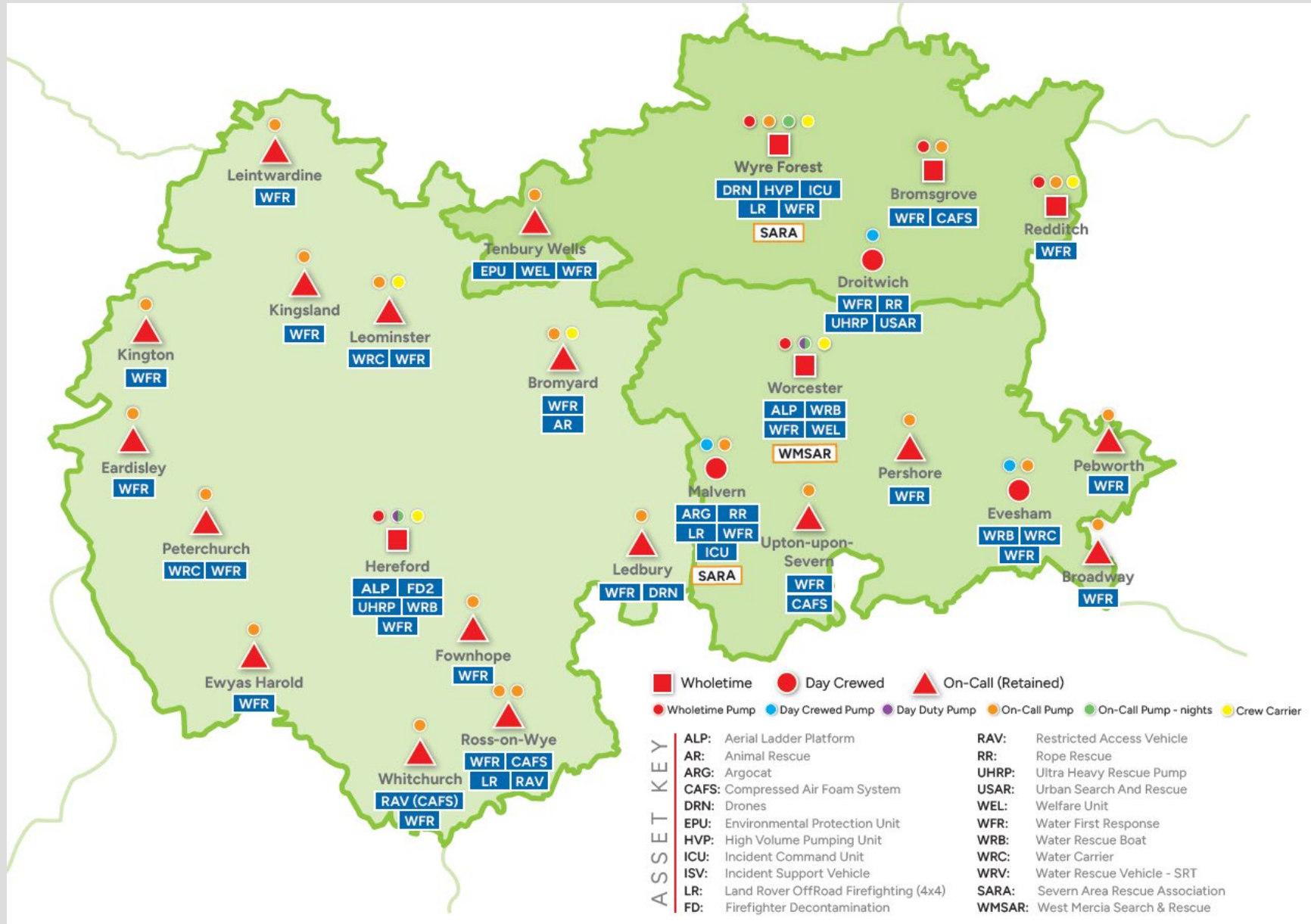
All  
Incidents

Change since  
Q1 2024 to 2025

North District	325	230	358	913	↑ 7%
South District	195	232	307	734	↓ 0.9%
West District	145	152	171	468	↑ 4.5%
Total	665	614	836	2,115	↑ 3.6%

All districts experienced a higher number of fire incidents and a reduction in false alarm incidents in this quarter compared to Q1 last year in 2024 to 2025. An additional 90 Automatic Fire Alarms (AFAs) were call filtered by Fire Control following Fire Authority approval of new unwanted fire signal procedures.

# Current Asset location



# Prevention



## Fire Prevention Checks Completed

Q1 2025 to 2026

Q1 2024 to 2025

## Home Fire Safety Visits (HFSV)

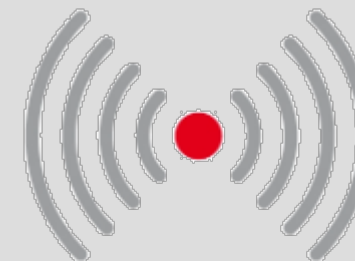
1,736

1,811

## HFSV Feedback Q1 2025 to 2026

## Proportion of Positive Responses

100%



**SMOKE ALARMS**

**SAVE LIVES**

The number of HFSVs completed has decreased by 4% (-75) compared to the same period last year. There were 49 unsuccessful visits in Q1 2025 to 2026.

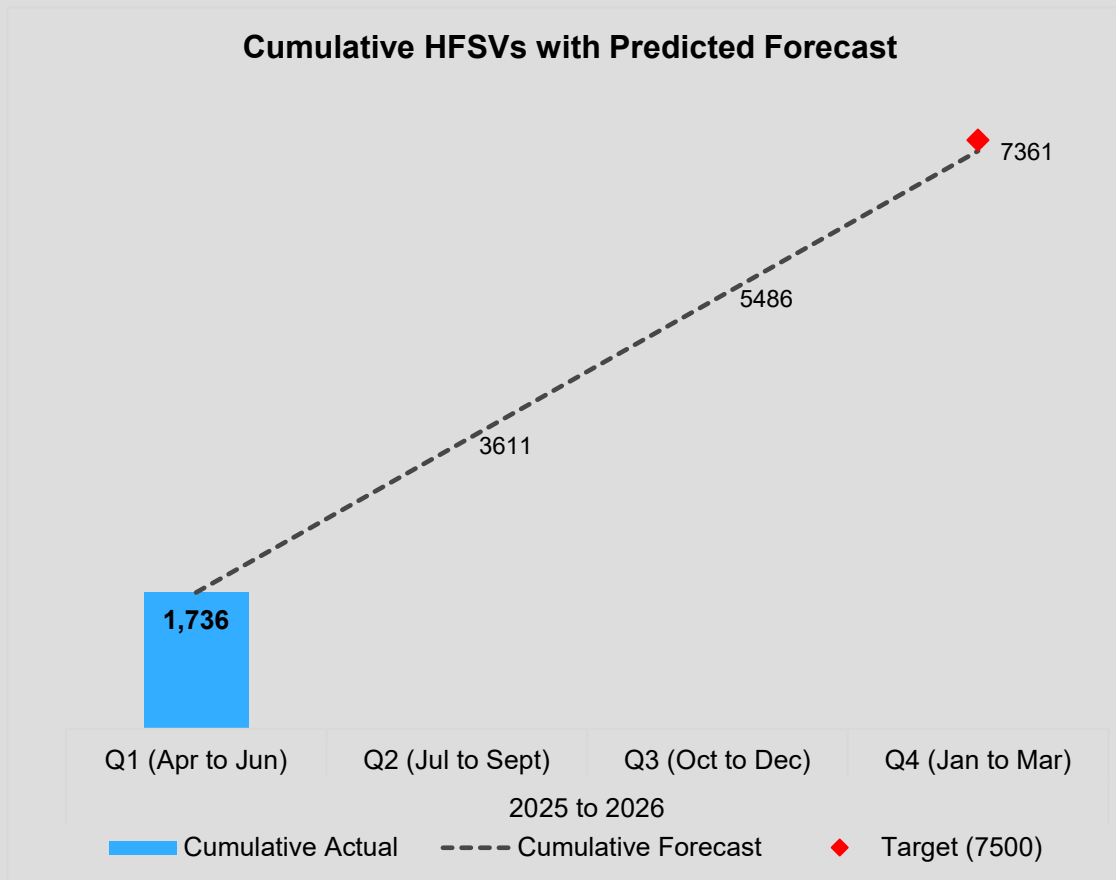
A reduced number of partnership referrals are being received for a station area. This has been identified as an area of concern and is being managed by the local Station Commander in collaboration with the Prevention Team.

# Prevention



## Home Fire Safety Visit (HFSV) Tracking

The target for HFSVs is 7,500 per year, which equates to a quarterly Key Performance Indicator (KPI) of 1,875. The graph below shows the cumulative progress towards that target throughout the year.



The figures fall 8% short of the forecasted completion of 1,875 HFSVs this quarter.

While there are several reasons for this shortfall, it is worth noting that the majority of stations performed well. Only two stations fell more than 10% below their expected targets.

During this quarter, Hereford Station moved location, meaning that there was a period of two weeks whereby routine HFSVs were not completed.

Assurance has been provided by the Station Commander that these figures will be made up during Quarter 2.

# Protection



<b>Inspections Completed</b>	<b>Q1 2025 to 2026</b>	<b>Q1 2024 to 2025</b>
<b>Risk Based Inspection Programme</b>	<b>374</b>	<b>465</b>
<b>Total Enforcement Activity</b>	<b>23</b>	<b>37</b>
<b>Specific Post Fire Audit</b>	<b>47</b>	<b>36</b>

<b>Fire Safety Full Audit Questionnaire</b>	<b>Q1 2025 to 2026</b>
<b>Proportion of Positive Responses</b>	<b>96%</b>

The Risk Based Inspection Programme (RBIP) are inspections carried out by specialist qualified Fire Safety staff.

The Advice/Concerns Log generated 161 requests for help during this quarter.

The department is proactively identifying business leads to highlight their fire safety responsibilities and offer support and signposting where needed.

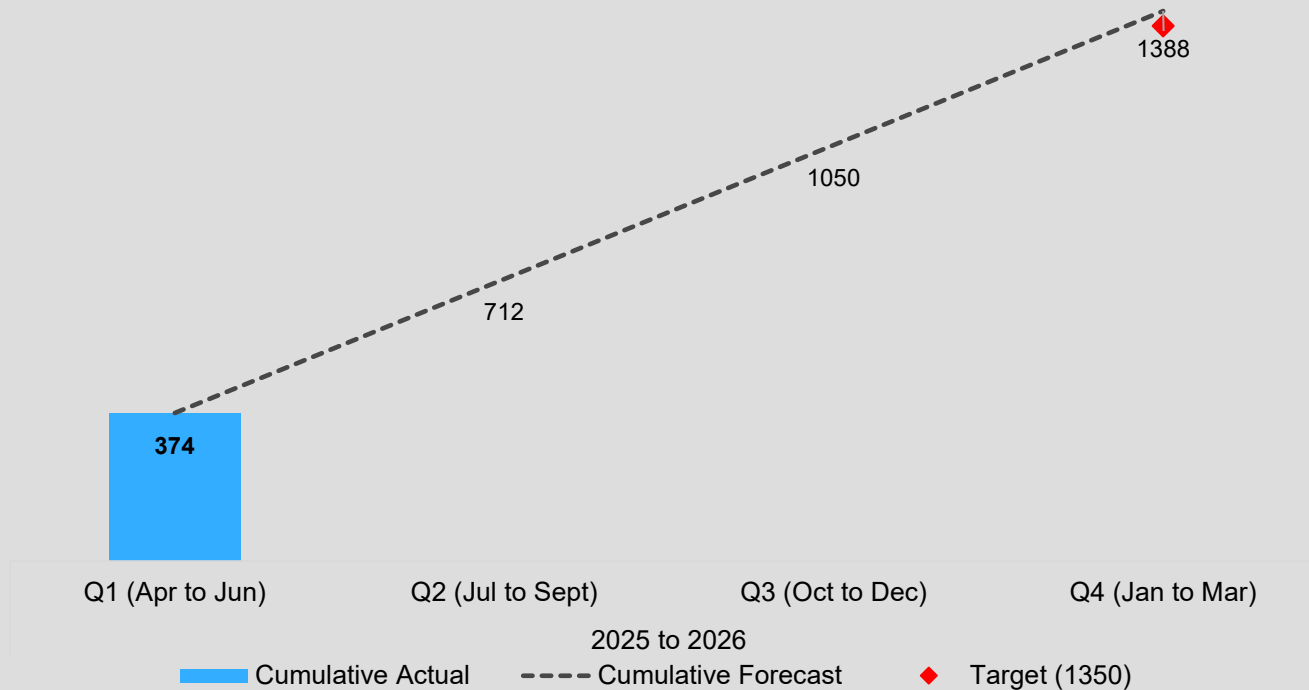
# Protection



## Risk Based Inspection Programme (RBIP) Tracking

The target for RBIPs is 1,350 inspections per year which equates to a quarterly KPI of 338. The graph below shows the cumulative progress towards that target throughout the year.

Cumulative RBIPs with Predicted Forecast



The department are on track to reach the annual target.

# Response - Fires

Primary Fires: **279**



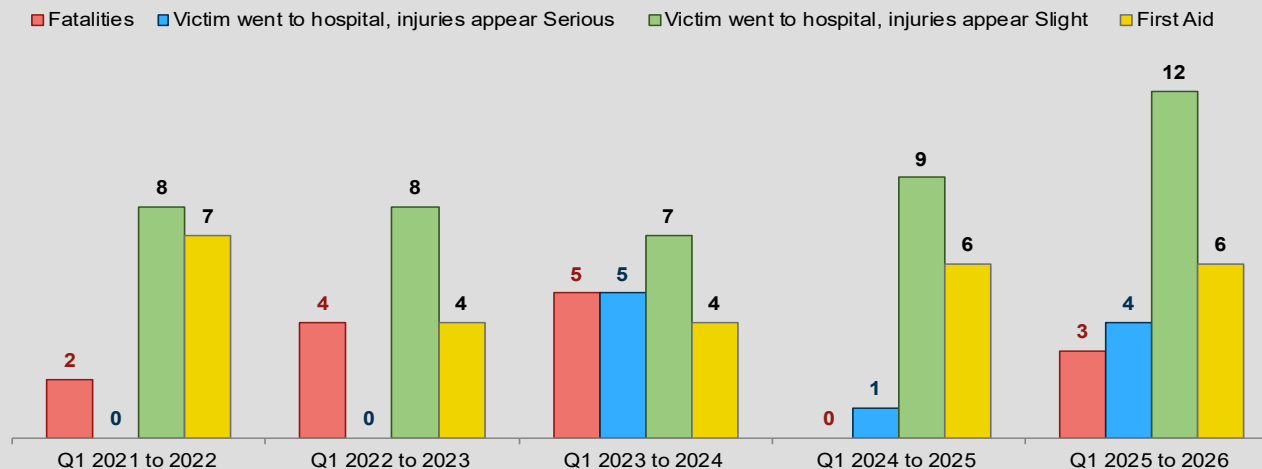
Primary Fires	Q1 2025 to 2026	Q1 2024 to 2025	Change	
Building Fires	131	133	-2	-1.5%
Outdoor Fires	77	21	56	266.7%
Vehicle & Transport Fires	71	79	-8	-10.1%
<b>Total</b>	<b>279</b>	<b>233</b>	<b>46</b>	<b>19.7%</b>

There were eight fire incidents in this quarter that were attended by five or more fire appliances; five dwelling fires, two commercial premises and a caravan fire.

There were three fatalities at fire incidents in Q1 2025 to 2026 including one RTC incident that developed into a fire incident.

The Service recorded four serious and twelve slight injuries.

Primary Fire - Injuries and Fatalities



Secondary Fires : **381**



Secondary Fires	Q1 2025 to 2026	Q1 2024 to 2025	Change	
Grassland, Woodland and Crop	204	83	121	145.8%
Other Outdoors (including land)	94	56	38	67.9%
Buildings & Transport	21	10	11	110.0%
Outdoor Structures	55	26	29	111.5%
Outdoor Equipment & Machinery	7	5	2	40.0%
<b>Total</b>	<b>381</b>	<b>180</b>	<b>201</b>	<b>111.7%</b>

Chimney Fires: **5**



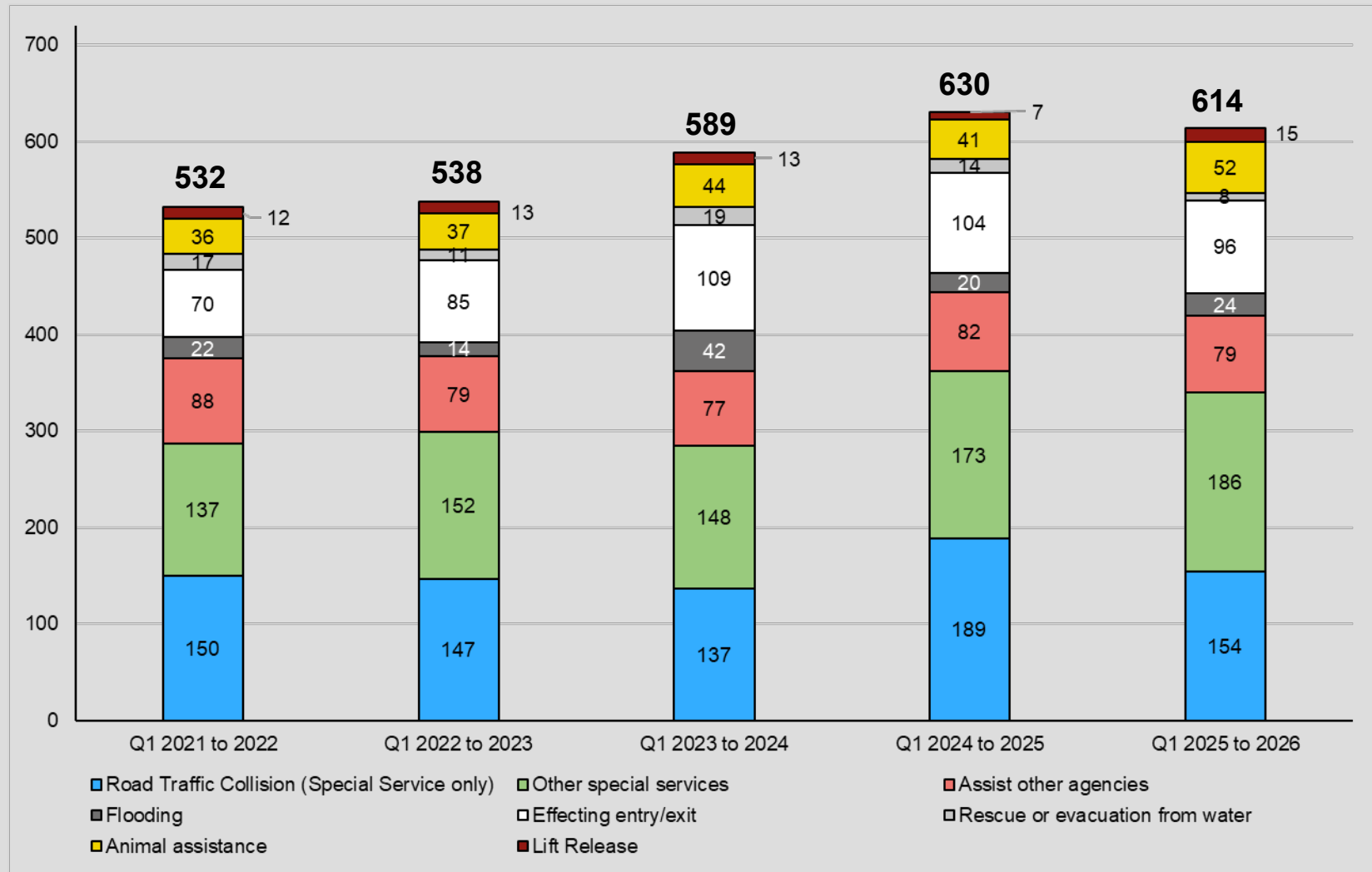
Chimney Fires	Q1 2025 to 2026	Q1 2024 to 2025	Change	
<b>Total</b>	<b>5</b>	<b>17</b>	<b>-12</b>	<b>-70.6%</b>

# Response – Special Services



614

Special Service incidents in Q1 2025 to 2026



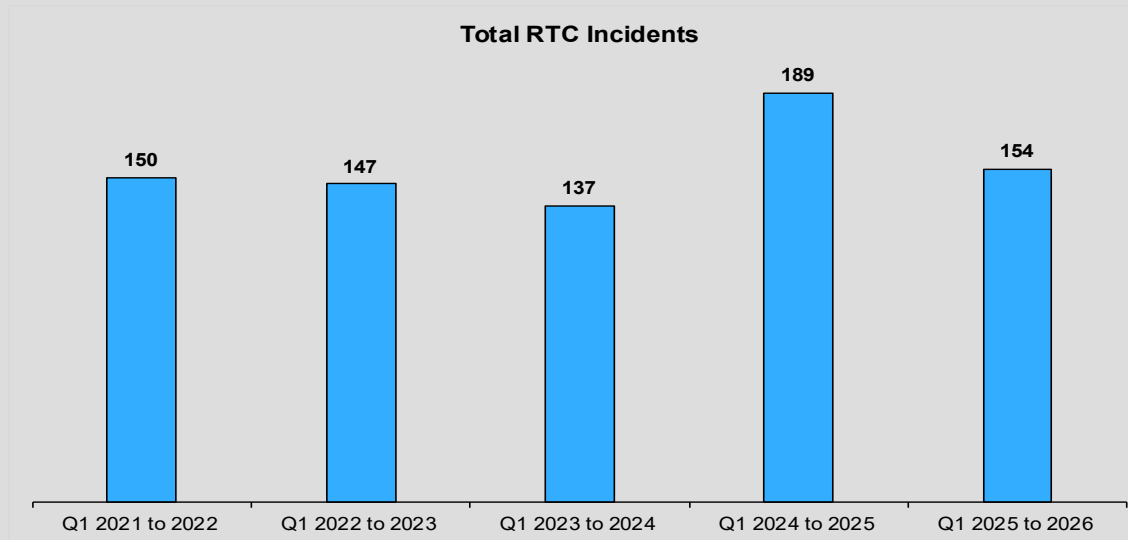
**RTC (Special Service only)** means that a RTC was classified as a special service incident type. If a fire was associated with an RTC, then the incident would be classified as a fire and not included here.

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

# Response – Road Traffic Collisions (RTC)



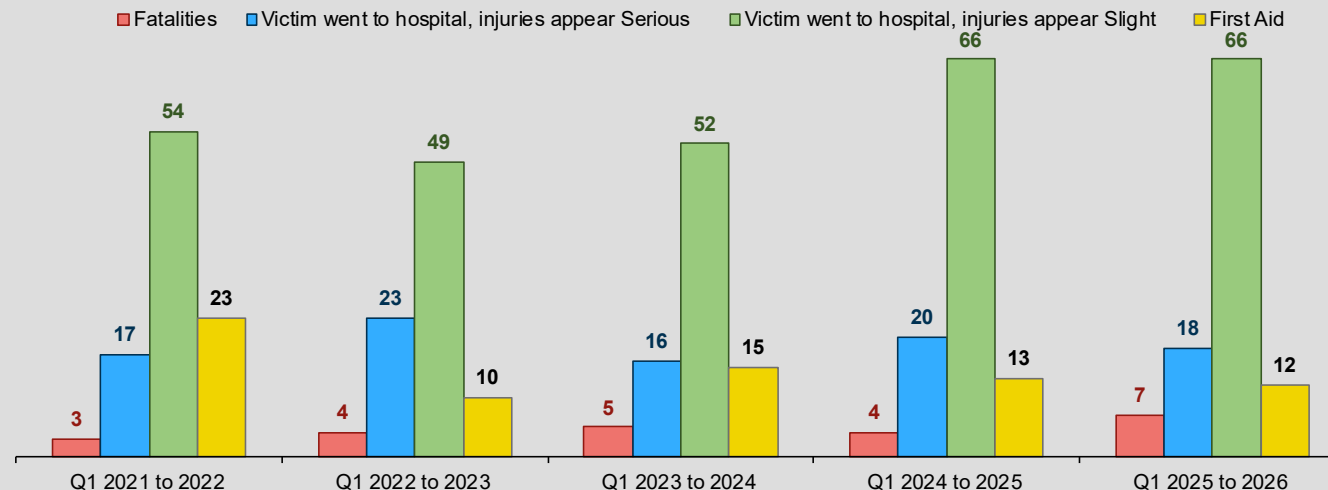
**154**  
RTC  
Incidents in  
Q1  
2025 to 2026



The number of RTC attended incidents decreased by 18.5% (-35) compared to Q1 2024 to 2025.

This quarter four of the seven fatalities were at RTCs involving motorcycles. As one RTC incident developed into a fire incident, this fatality has also been reflected in the number of fire fatalities.

## RTC - Injuries and Fatalities



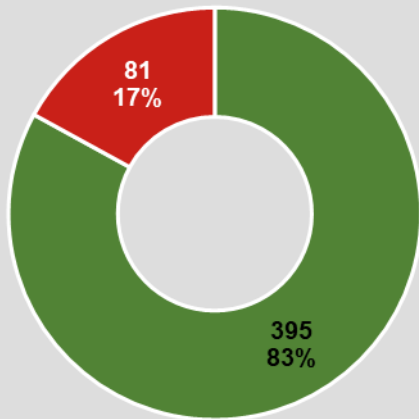
# Response – Attendance Performance Measure (APM)



Incidents evaluated for the APM: 707  
Incidents that met the APM: 586 (83%)

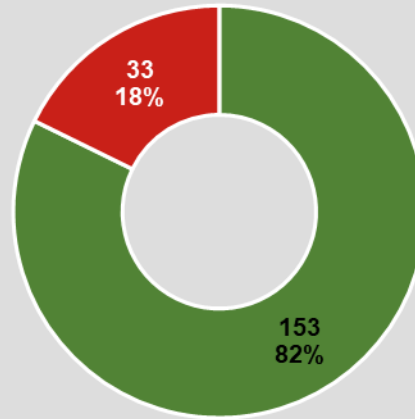
■ APM Met  
■ APM Not met

**Zone 1**  
(within 10 minutes)



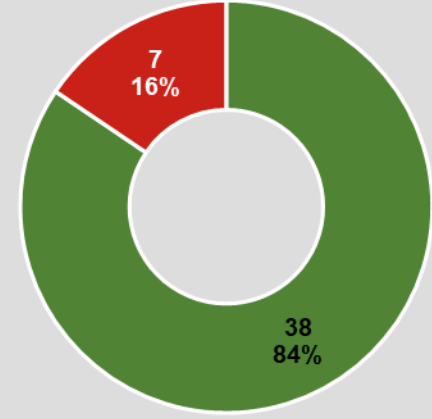
Achieved on 83% of occasions

**Zone 2**  
(between 10 and 15 minutes)



Achieved on 82% of occasions

**Zone 3**  
(between 15 and 20 minutes)



Achieved on 84% of occasions

## Top 3 reasons for not meeting the Attendance Performance Measure

### Reasons:

1. Difficulty in locating the reported incident
2. Forgetting to book in attendance immediately
3. Delayed turnout time

### No. of incidents:

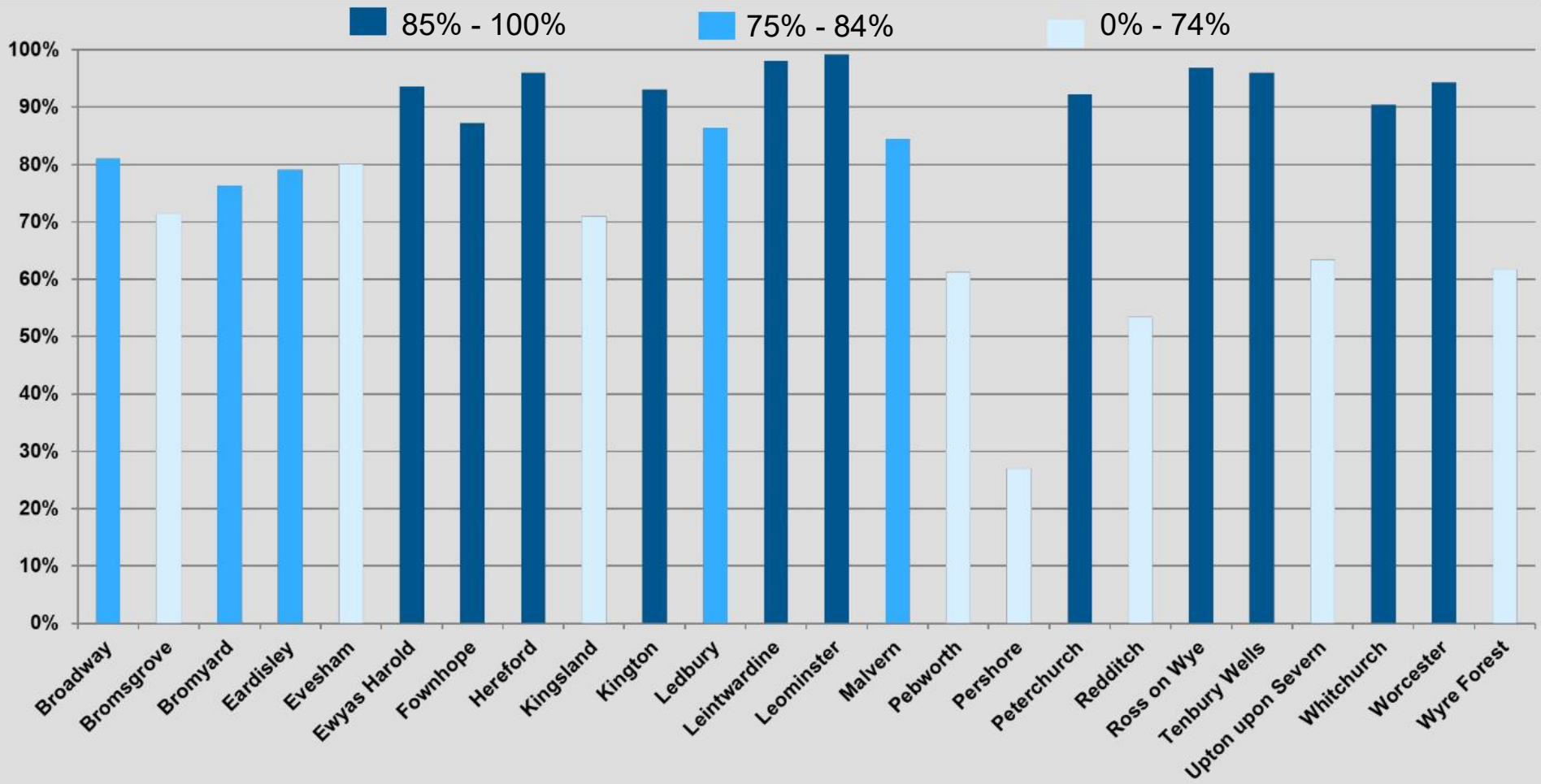
29  
18  
14

# Response – On-Call Fire Engine Availability



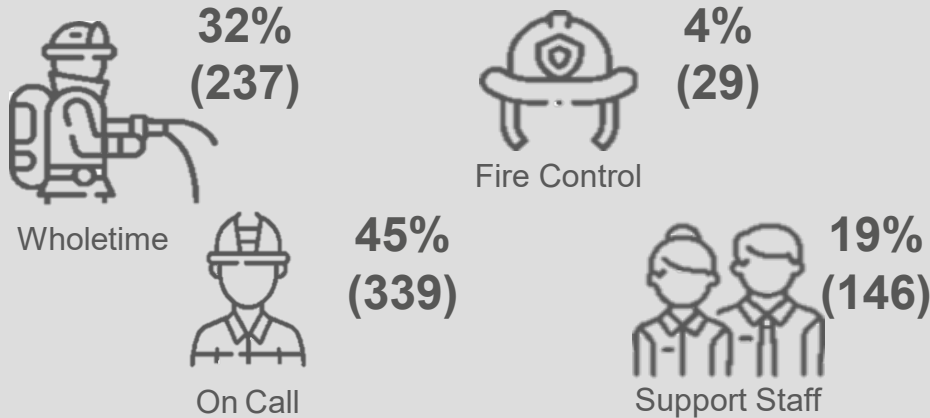
First On-Call Fire Engine **80.6%**

First On-Call Fire Engine Availability Q1 2025 to 2026



# People

## Overall Workforce Profile – 751 employees

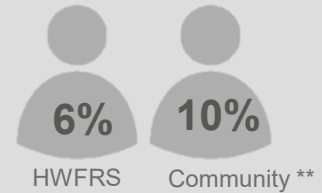


## Equalities



Female representation has increased by 1% compared with Q1 2024 to 2025

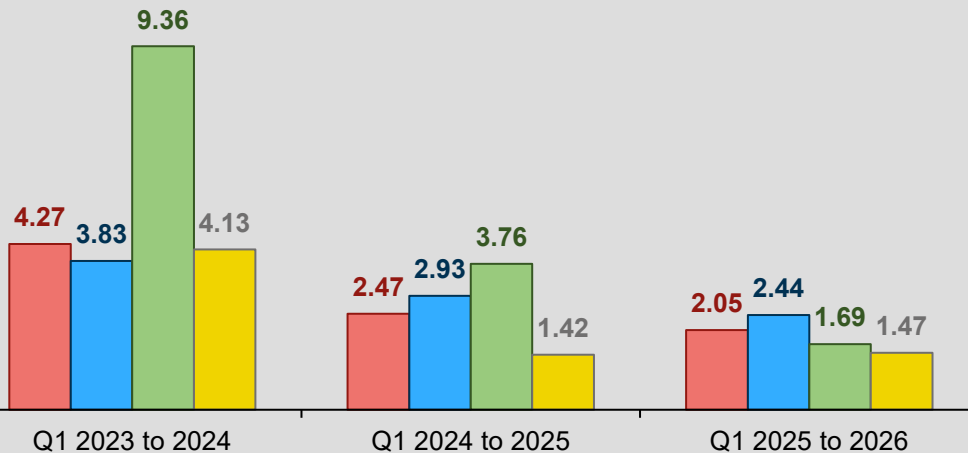
## Ethnicity



Ethnic minority representation has increased by 1% when compared to Q1 2024 to 25

## Days/Shifts Lost Per Person

■ All Staff ■ Wholetime ■ Fire Control ■ Support Staff



## Days/Shifts Lost Per Person (Long Term / Short Term Absence Detail)

	Whole time	Fire Control	Support Staff
Short Term Absence	0.83 40%	1.38 82%	0.59 40%
Long Term Absence *	1.22 60%	0.31 18%	0.88 60%

## Top 3 Reasons for Absence

- Musculoskeletal – Lower Limb
- Hospital/Post Operative
- Mental Health – Stress

\*Long Term Sickness is 28 calendar days or more

\*\*Community Ethnic Minority has increased to 10% in Census 2021 from 7% in Census 2011