

## **Report of the Assistant Chief Officer: Director of Prevention**

### **Performance and Information: Quarter Two Performance Report**

#### **Purpose of report**

1. This report affords Members the opportunity to scrutinise the Service's performance for Quarter Two (Q2) 2025 to 2026.
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#### **Recommendations**

*It is recommended that having scrutinised the details of the Q2 2025 to 2026 performance, those details be accepted and approved and that the following headlines, in particular, be noted:*

- i) A total of 2,435 incidents were attended in Q2 2025 to 2026 which was an increase of 9.8% (+218) compared to Q2 2024 to 2025.*
- ii) Fire incidents (863) increased by 88% (+404) when compared to Q2 2024 to 2025 and were higher than the five-year average of 524.*
- iii) Special Services (650) decreased by 5.7% (-39) when compared to Q2 2024 to 2025. Road Traffic Collisions (RTCs) increased by 5.4% (10) compared to Q2 2024 to 2025.*
- iv) False Alarms (922) decreased by 13.8% (-147) compared with Q2 2024 to 2025.*

#### **Introduction and Background**

2. The information cut-off date for this report was **09 October 2025**. Any data updates after this date will not be reflected in this report.
3. The Service gathers performance data relating to incidents attended and activities carried out to report to the SLB and the Policy and Resources Scrutiny Committee on a quarterly basis. The Q2 2025 to 2026 Performance Report is attached as Appendix 1 and provides information on overall incident numbers for Prevention, Protection and Response activities with an overview of the Service workforce. A cumulative summary of the performance is reported separately in the Annual Service Review.

4. The Performance Report relates closely to the Prevention, Protection and Response strategies as well as the Community Risk Management Plan (CRMP) 2021 to 2025.

### **Incident Overview**

5. A total of 2,435 incidents were attended in Q2 2025 to 2026. This was an increase of 218 incidents (+9.8%) compared to the 2,217 incidents recorded in Q2 2024 to 2025 and 13.6% above the five-year average of 2,144. In addition to the 2,435 incidents, the Service also attended 26 over the border incidents this quarter.
6. 863 Fires: The number of fires attended in Q2 2025 to 2026 increased by 88% (+404 incidents) when compared to Q2 2024 to 2025. The number of fires recorded in this quarter was 64.6% higher (+339 incidents) than the five-year average of 524.
7. 650 Special Service Incidents: The number of Special Service incidents attended in Q2 2025 to 2026 was 5.7% fewer than in Q2 2024 to 2025 (-39 incidents) and was above the five-year average of 603 incidents. There were more RTCs this quarter, 196 compared to 186 during the same period last year (+5.4%, +10 incidents). The number of RTCs this quarter is above the five-year average of 169 incidents.
8. 922 False Alarms: The number of false alarms attended in Q2 2025 to 2026 was 13.8% lower (-147 incidents) than in Q2 2024 to 2025 and 9.3% below the five-year average of 1,017 (-95 incidents).

### **Prevention**

9. 1,866 Home Fire Safety Visits (HFSVs) were completed in Q2 2025 to 2026; of those visits, 416 (22%) were delivered by Prevention Technicians and 1,450 (78%) were delivered by operational crews. HFSVs are targeted at those at greater risk of fire, based upon data and analysis as outlined in the Prevention Strategy. Trends are monitored monthly and analysed to adjust and focus prevention activity as required.
10. The number of HFSVs fell nine short of the quarterly target of 1,875 HFSVs this quarter. However, 121 HFSVs were attempted but declined or residents were unavailable at the time of the pre-arranged visit.

### **Protection**

11. The Service continues to conduct the Risk Based Inspection Programme (RBIP) of business premises. Qualified Fire Safety Inspectors from the Protection Department conducted 405 inspections in Q2 2025 to 2026 which is above the quarterly target to reach the annual target of 1,350 inspections.
12. There have been 23 total enforcements this quarter, an increase of three compared to Q2 in 2024 to 2025.

<b>Enforcement Type</b>	<b>Q2 2025 to 2026</b>	<b>Q2 2024 to 2025</b>
Alterations	2	2
Enforcements	7	5
Prohibitions	14	13
<b>Total</b>	<b>23</b>	<b>20</b>

13. All fires in commercial premises are subject to a Post Fire Audit. 37 Post Fire Audits were conducted in the quarter.

## Response

### Fires

14. Primary fires<sup>1</sup> increased by 41.3% this year, with incidents rising from 247 in Q2 2024 to 2025 to 349 in Q2 2025 to 2026.
15. The change was mainly due to the increased number of primary outdoor fires which increased from 30 in Q2 2024 to 2025 to 95 during Q2 2025 to 2026 (+216.7%). In comparison primary building fire increased by 11.4% (from 140 in Q2 2024 to 2025 to 156 during Q2 2025 to 2026) and primary fire involving vehicles and transport increased by 27.3% (from 77 in Q2 2024 to 2025 to 98 during Q2 2025 to 2026).
16. Secondary fires<sup>2</sup> increased significantly. An increase of 148.8% was observed with number of incidents rising from 205 during Q2 2024 to 2025 to 510 during the same period this year.
17. There were increases across all five secondary fires categories with the largest increase seen for Grassland, Woodland and Crops which rose by 211.7% (+235 incidents).
18. The spring (March, April and May) of 2025 had an unusually low rainfall of 33.8mm compared to 269.4mm in the spring of 2024.<sup>3</sup> The summer months (June, July and August) followed the same trend with a rainfall of 56.2mm in the summer of 2025 compared to 105mm in the summer of 2024.<sup>1</sup>
19. The mean daily maximum temperature during the Summer of 2025 was 24.8°C compared to 22.1°C in the Summer of 2024.<sup>1</sup>
20. A similar occurrence happened during the Spring and Summer of 2022, when England experienced hot and dry weather. It is highly likely that the prolonged period of dry weather from March 2025 to August 2025 led to reduced moisture in the soil and vegetation, making it more susceptible to fire and the spread of fire. This coupled with the higher temperatures observed during the summer of 2025 is highly

<sup>1</sup> Primary Fires include all fires in buildings, vehicles and some outdoor structures or any fire involving casualties, rescues or fires attended by five or more fire engines. Chimney Fires are fires in a building where the flame was contained within the chimney structure and did not involve injuries, fatalities, rescues or attendance by five or more fire engines.

<sup>2</sup> A Secondary Fire is any other fire incident that does not meet the definition of a Primary Fire nor a Chimney Fire.

<sup>3</sup> Ross-on-Wye Historic Station Data, The Met Office, viewed 01 October 2025.

[metoffice.gov.uk/pub/data/weather/uk/climate/stationdata/rossonwyedata](https://metoffice.gov.uk/pub/data/weather/uk/climate/stationdata/rossonwyedata)

likely to have contributed to the increase in the number of outdoor fires in the open during Q2 2025 to 2026.

21. There were four Chimney Fires in this quarter which is lower than for the same period last year (-3 incidents) and equals the five-year average.
22. There were 93 Dwelling Fires this quarter which was two less than for the same period last year. 56.1% (32 incidents) of the total were confined to the item first ignited and 56 incidents (60.2%) started in the kitchen. Where a fire started in a kitchen 18 incidents were caused by cooking/use of a cooking appliance.
23. The most frequently recorded household occupancy type at the dwelling fire incidents was for a couple with dependant child/children (22.6%, 21 incidents). This was closely followed by a lone person of pensionable age (21.5%, 20 incidents). This information is fed back into the Prevention department to further focus relevant activities and for trend analysis.
24. There have been no fire related fatalities during this quarter. There were two serious injuries at fire incidents this quarter – one was on a barge and the other was in a single occupancy house. Both casualties suffered severe burns.
25. In this quarter, there were 23 fire incidents that required the attendance of five or more fire engines. 12 (52%) of these involved outdoor fires in grassland, woodland or crops. There were six incidents involving five or more pumps during Q2 2024 to 2025, none of which involved outdoor fires.

#### Special Service Incidents

26. The number of special service incidents has reduced by 39 (-5.7%) this year when compared to Q2 2024 to 2025. There were 650 incidents in total, with RTCs being the most frequent (196 incidents, 30.1%).
27. The most significant percentage increase has been lift releases, rising from nine to 17 incidents when comparing Q2 2024 to 2025 to Q2 this year. The high percentage change (+88.9%) is due to the relatively low numbers of lift releases overall. Animal assistance incidents rose by 23.3% from 43 incidents in Q2 2024 to 2025 to 53 incidents this quarter.
28. There were decreases in Flooding (-26 incidents, -49.1%), Effecting entry/exit (-30 incidents, -25.6%) and Rescue and evacuation from water (-5 incidents, -27.8%).

#### Road Traffic Collisions

29. There were 196 RTC incidents recorded in Q2 2025 to 2026, which is a 5.4% increase (+10 incidents) compared to the same period in 2024 to 2025.
30. 62.1% of RTCs attended in Q2 2025 to 2026 concerned either making a vehicle safe (126 incidents), which is consistent with the proportions recorded in Q2 2024 to 2025 (59.7%, 111 incidents). The proportion of incidents involving an extrication or a release of person(s) from a vehicle has decreased when compared to last year,

accounting for 9.2% of total RTCs this year (18 incidents) compared to 14.5% (27 incidents) in Q2 2024 to 2025.

31. There were seven fatalities resulting from RTCs in Q2 2025 to 2026, which is one less than in the same period last year. In all fatal incidents, the victim was the driver of the vehicle with ages ranging from 27 to 56 and only one female victim.
32. Information related to RTCs is fed into the Prevention department for review and to inform future training and awareness activities.

#### False Alarms

33. There were 922 False Alarms attended in Q2 2025 to 2026 which was 13.8% lower (-147 incidents) than in Q2 2024 to 2025.
34. False alarms are categorised into the following types: Apparatus, Good Intent and Malicious. The reduction in false alarms this quarter was mainly due to fewer Apparatus false alarms (-21.6%, -173 incidents) and Malicious false alarms (-23.8%, -5 incidents). However, there was an increase in Good Intent false alarm calls (+12.6%, +31 incidents).
35. In addition to the 922 incidents attended, a further 124 Automatic Fire Alarms (AFAs) were call filtered by Fire Control following the Fire Authority's approval of the unwanted fire signal procedures. This is an increase from 90 during Q1 2025 to 2026.

#### Attendance Performance Measure (APM)

36. The Service evaluates the time taken for the first appliance to arrive at an incident against the expected travel time over three time zones (10, 15 and 20 minutes).
37. Incident types that usually attract an emergency response (blue light conditions) are used for this report. The expected travel times are split into three zones based upon the incident location. The use of the new APM system allows the Service to examine attendance at a far greater number of incidents, providing a much larger range of useful and comparable data.
38. Out of the 716 incidents examined this quarter, 606 (85%) met the APM. This is a 5% improvement when compared to the same period last year.
39. This equates to meeting the APM in:
  - a. Zone 1 (10 mins) on 82% out of 422 occasions.
  - b. Zone 2 (10-15 mins) on 87% out of 228 occasions.
  - c. Zone 3 (15-20 mins) on 91% out of 66 occasions.
40. In this quarter, 59% (422 incidents) of the incidents examined by the APM were in Zone 1 (10 minutes).

41. Monitoring this data will allow the Service to identify areas of improvement when responding to emergencies.
42. The Prevention team have implemented a plan over the next 24 - 36 months to carry out Prevention activities within the areas identified as being over the 20-minute APM. A period of re-contact will follow every 3 years. This information has also been added to the Station Risk Profile Dashboard, so that this can be utilised in future targeted prevention work.
43. The three main reasons why the APM was not met during this quarter were: difficulty in locating the reported incident (24 incidents), road obstruction (15 incidents) not booking in attendance (seven incidents). The information has been passed on to Response managers who will review this data to ascertain which delays could be avoided and determine any learning outcomes and improvements. This will ensure that the Service can understand the reasons, put in relevant mitigations and improve response times where there is scope to make a difference.

#### On-Call Fire Engine Availability

44. The first On-Call fire engine availability was 79% during Q2 2025 to 2026. This is a slight decrease (-1%) when compared to the availability during Q2 2024 to 2025.
45. For the first On-Call fire engine, 11 had over 85% availability and five had between 75% and 84% availability. This information is fed back to managers in Response and directly links to the project work presently being undertaken with a strategic intent to improve On-Call availability, to build a sustainable recruitment model for the future systematically targeting support for those stations who have low appliance availability.

#### **People**

46. In terms of workforce diversity, the proportion of female representation has remained the same as Q2 2024 to 2025 at 21% of the workforce.
47. In the latest Census data, the population of people from an ethnic minority within our communities was 10%. Ethnic minority representation in the Service has remained at 5% when compared to the same period in 2024 to 2025. The Service continues to monitor employment trends and consider various ways of attracting and retaining individuals from all backgrounds.
48. Overall absence due to staff sickness has decreased since Q2 2024 to 2025 from 2.73 to 2.15 days lost per person in this quarter.
49. There has been a significant decrease in the average number of days lost per person in Fire Control when comparing Q2 this year to Q2 last year – the number has decreased from 5.77 to 1.66.
50. A small decrease was observed for whole time staff with the average number of days lost per person dropping from 2.83 to 2.25 from Q2 2024 to 2025 to Q2 2025 to 2026.

51. For Support Staff the average days lost per person increased slightly from 1.91 to 2.06 compared to the same period in 2024 to 2025 where 59% of days lost were due to long term absence.
52. The Service does not report on On-Call absences due to the non-standard working hours and varying availability bandings of the On-Call Duty System, which prevents an accurate determination of lost working days or shifts.
53. The top three reasons for absence this quarter were mental health (stress), musculoskeletal (back) and musculoskeletal (lower limb). Managers proactively manage absence cases in line with the Service's Attendance Management policy, and these figures and trends are monitored on a quarterly basis by the Health and Safety Committee.

### Conclusion/Summary

54. Further information on the headlines set out above is included in Appendix 1.
55. The Policy and Resources Scrutiny Committee will continue to receive performance reports and oversight of the measures being taken to address any issues arising. Where improvements are required, any necessary action will be reported to the Policy and Resources Scrutiny Committee.

### Corporate Considerations

<p><b>Resource Implications</b> (identify any financial, legal, property or human resources issues)</p>	<p>The figures reported may change due to increasing scrutiny over the Command and Control, Incident Recording System, Community Fire Risk Management Information System and HR Connect and improved data quality control measures put in place.</p>
<p><b>Strategic Policy Links &amp; Core Code of Ethics</b> (Identify how proposals link with current priorities &amp; policy framework and align to the Core Code of Ethics)</p>	<p>The areas included link with the Annual Service Review and Annual Service Plan and the strategic objectives of the Service as outlined in the CRMP and three core strategies.</p> <p>The data considered directly links with the ethical principle of Putting Our Communities First.</p>
<p><b>Productivity &amp; Efficiency</b> (Identify how proposal improves productivity or efficiency)</p>	<p>The report provides quarterly figures for the Service's performance of all directorates, indicates changes when compared to the same period last year, provides an explanation for anomalies and recommends further improvements to ensure efficient and effective service delivery.</p>

<b>Risk Management / Health &amp; Safety</b> (identify any risks, the proposed control measures and risk evaluation scores)	Relevant data is fed into the Health & Safety Committee as appropriate.
<b>Consultation</b> (identify any public or other consultation that has been carried out on this matter)	None.
<b>Equalities</b> (has an Equalities Impact Assessment been completed? If not, why not?)	No, the report concerns operational activity and other areas of general performance data.
<b>Data Protection Impact Assessment</b> (where personal data is processed a DPIA must be completed to ensure compliant handling)	Not required – no personal data is identified.

### Supporting Information

Appendix 1 – Performance Report: Quarter Two 2025 to 2026