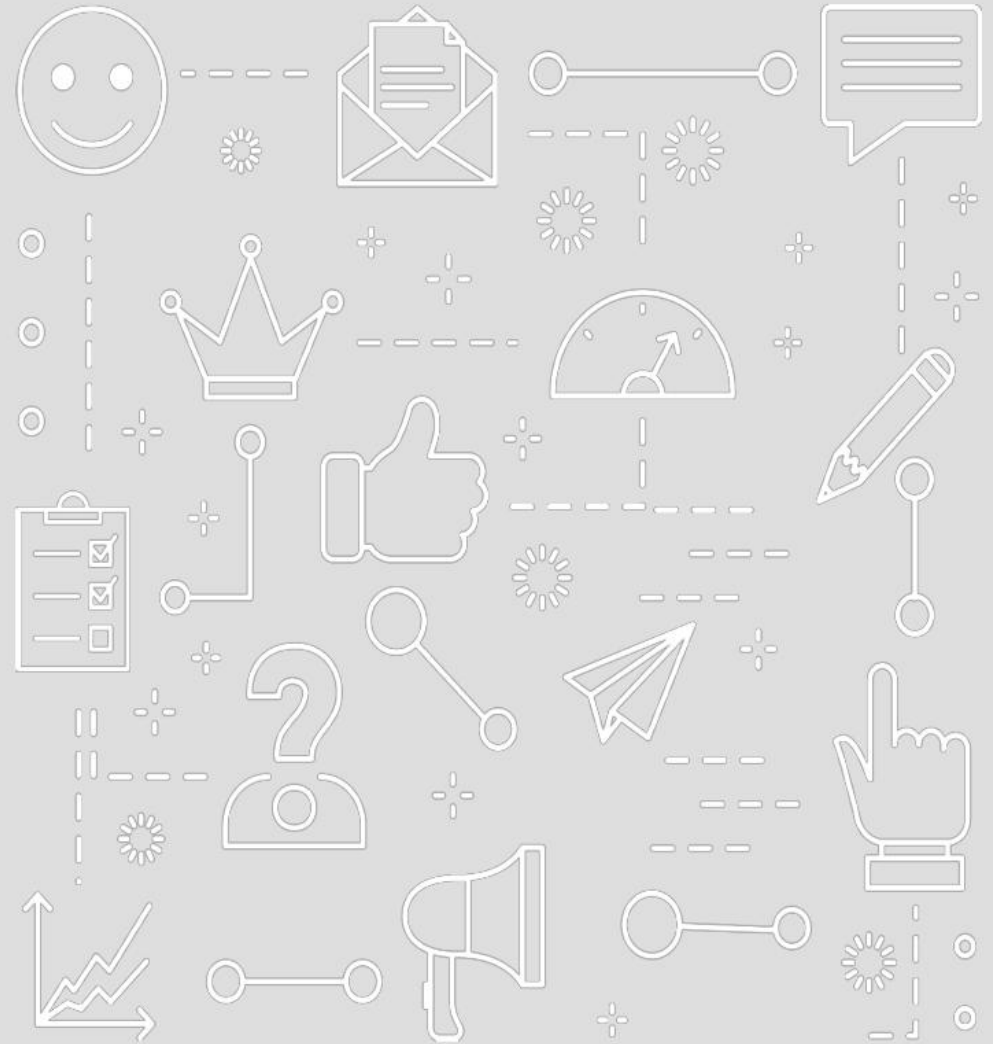




HEREFORD & WORCESTER  
**HWFR**  
FIRE AND RESCUE SERVICE

# Performance Report







Quarter 2 2025 to 2026 (01 July to 30 September 2025)

Information cut-off date: 09 October 2025

Report of the Assistant Chief Officer / Director of Prevention

# Incident Overview Q2 2025 to 2026 (01 Jul to 30 Sept 2025)

	Total	Change since Q2 2024 to 2025	Narrative
 All Incidents	2,435	↑ 9.8%	An increase of 218 incidents (+9.8%) 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.
 Fires	863	↑ 88%	The number of fires attended in Q2 2025 to 2026 increased by 88% (+404 incidents) when compared to Q2 2024 to 2025.
 Special Services	650	↓ 5.7%	The number of Special Service incidents attended in Q2 2025 to 2026 was 5.7% fewer than in Q2 2024 to 2025 (-39 incidents). There were more Road Traffic Collisions (RTCs) this quarter, 196 compared to 186 during the same period last year (+5.4%, +10 incidents).
 False Alarms	922	↓ 13.8%	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).

# District Overview

## Incidents per District Q2 2025 to 2026



Fire



Special  
Services



False  
Alarms



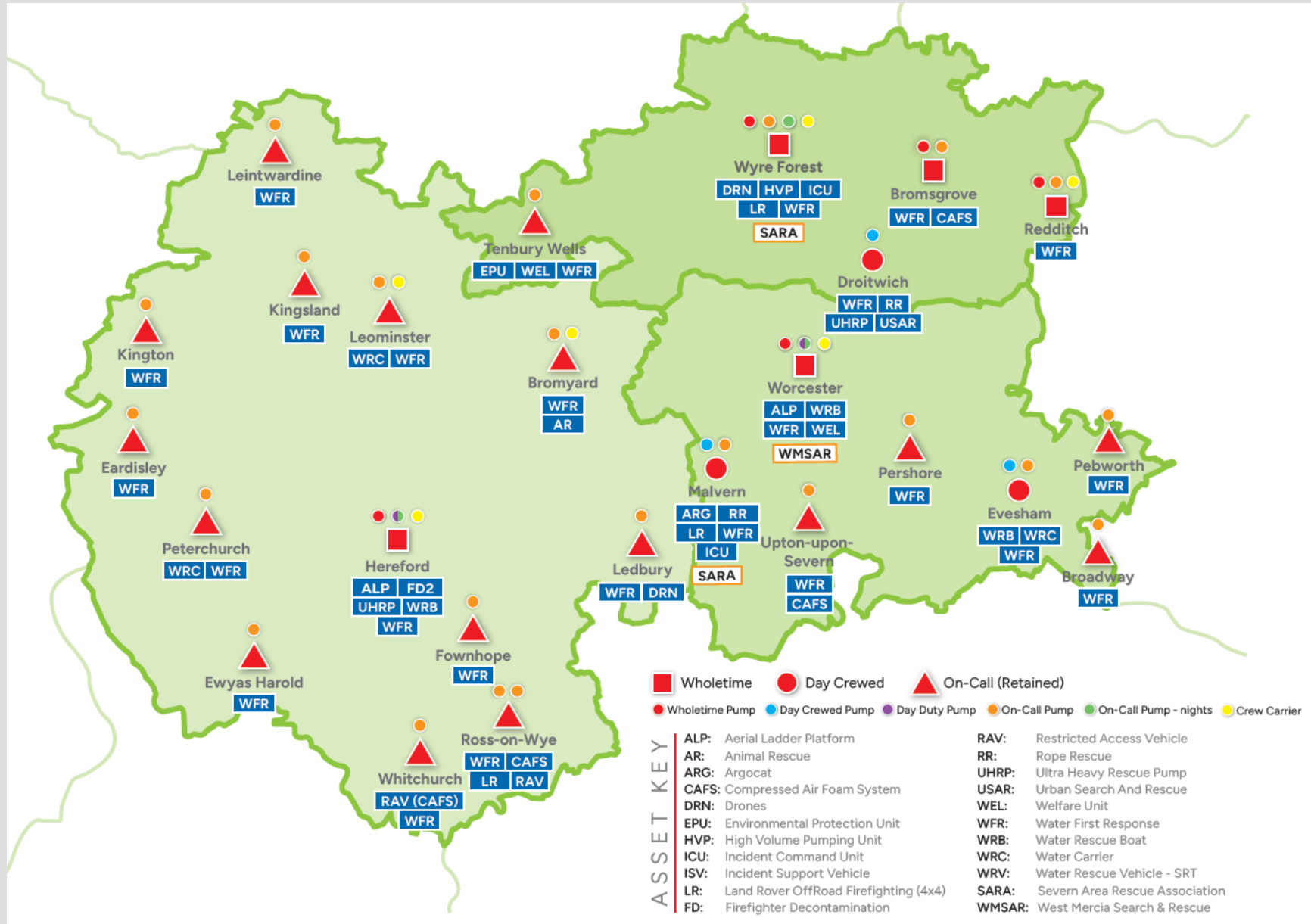
All  
Incidents

Change since  
Q2 2024 to 2025

North District	394	252	370	1016	↑ 9.2%
South District	261	226	355	842	↑ 10.4%
West District	208	172	197	577	↑ 10.1%
<b>Total</b>	<b>863</b>	<b>650</b>	<b>922</b>	<b>2,435</b>	<b>↑ 9.8%</b>

All districts experienced a higher number of fire, special service and false alarm incidents in this quarter compared to Q2 last year in 2024 to 2025. An additional 124 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

Q2 2025 to 2026

Q2 2024 to 2025

## Home Fire Safety Visits (HFSV)

1,866

1,898

## HFSV Feedback Q2 2025 to 2026

## Proportion of Positive Responses

100%



**SMOKE ALARMS**

**SAVE LIVES**

The number of HFSVs completed has decreased by 1.7% (-32) compared to the same period last year.

The number of HFSVs carried out is nine below the quarterly target of 1,875.

This is an increase of 5% on the previous quarter (Q1 2025 to 2026), which suggests positive momentum in delivery of HFSVs.

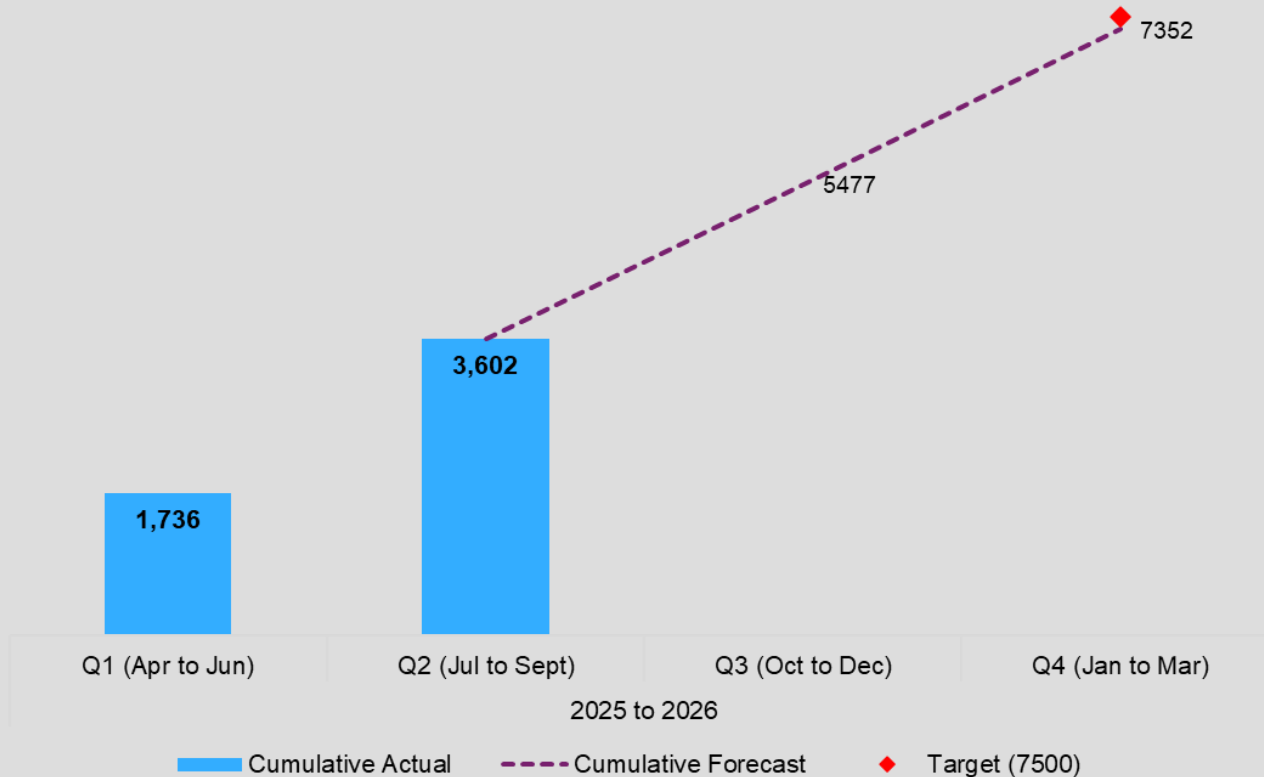
# Prevention



## 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.

Cumulative HFSVs with Predicted Forecast



The figures are nine short of the expected target of 1,875 HFSVs this quarter.

The overall completed figures for Q1 and Q2 fall 4% (149) short of the forecasted completion of 3,750 HFSVs for the first two quarters of the year.

In addition, during this reporting period, 121 HFSVs were attempted but not completed due to residents either declining entry or being unavailable at the time of the pre-arranged visit.

# Protection



<b>Inspections Completed</b>	<b>Q2 2025 to 2026</b>	<b>Q2 2024 to 2025</b>
<b>Risk Based Inspection Programme</b>	<b>405</b>	<b>273</b>
<b>Total Enforcement Activity</b>	<b>23</b>	<b>20</b>
<b>Specific Post Fire Audit</b>	<b>37</b>	<b>33</b>

<b>Fire Safety Full Audit Questionnaire</b>	<b>Q2 2025 to 2026</b>
<b>Proportion of Positive Responses</b>	<b>100%</b>

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

The Advice/Concerns Log generated 143 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.

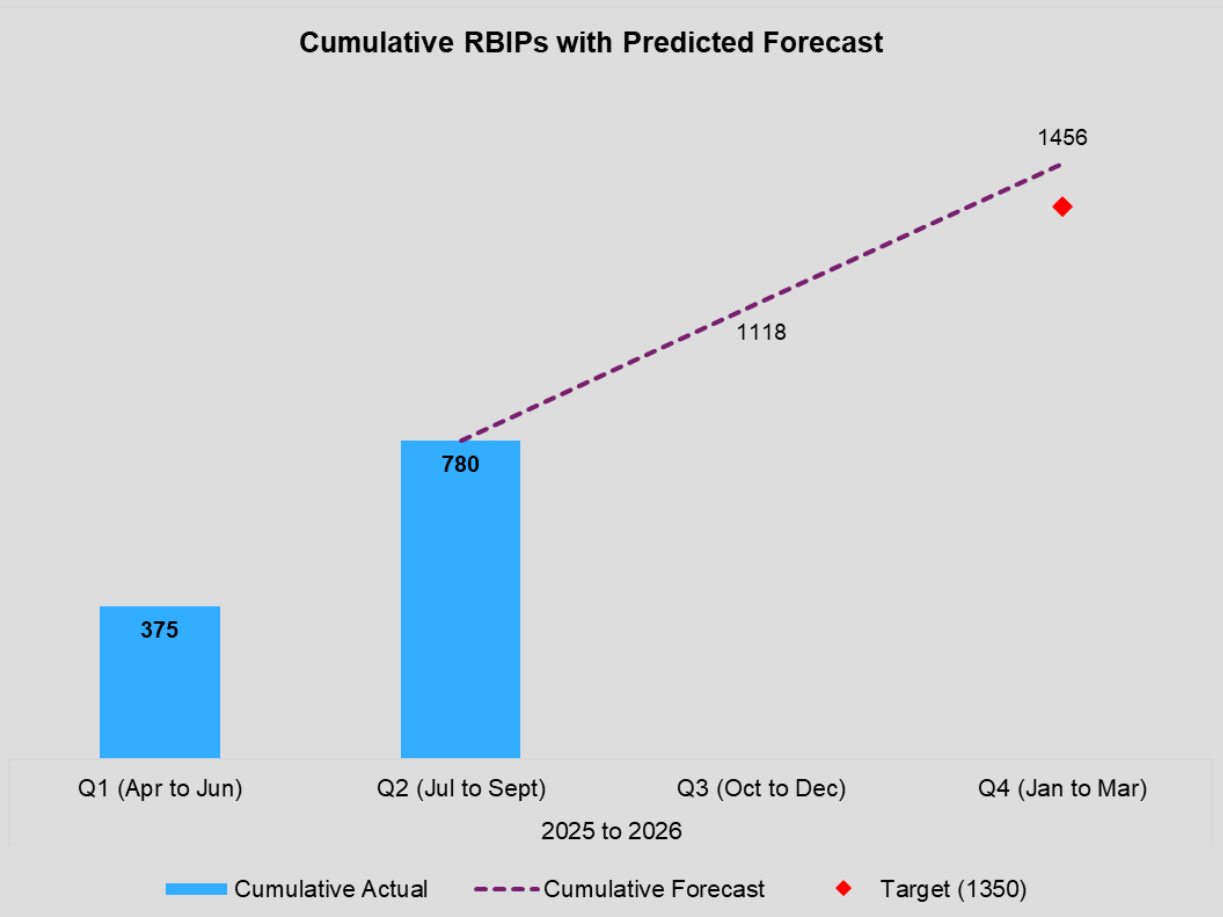
# Protection



## 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 is on track to reach the annual target.

# Response - Fires

Primary Fires: **349**



Primary Fires	Q2 2025 to 2026	Q2 2024 to 2025	Change	
Building Fires	156	140	16	11.4%
Outdoor Fires	95	30	65	216.7%
Vehicle & Transport Fires	98	77	21	27.3%
<b>Total</b>	<b>349</b>	<b>247</b>	<b>102</b>	<b>41.3%</b>

There were 23 fire incidents in this quarter that were attended by five or more fire appliances; 12 (52%) of these involved outdoor fires in grassland, woodland or crops.

There were no fatalities at fire incidents in Q2 2025 to 2026.

The Service recorded two serious and four slight injuries.

Secondary Fires : **510**



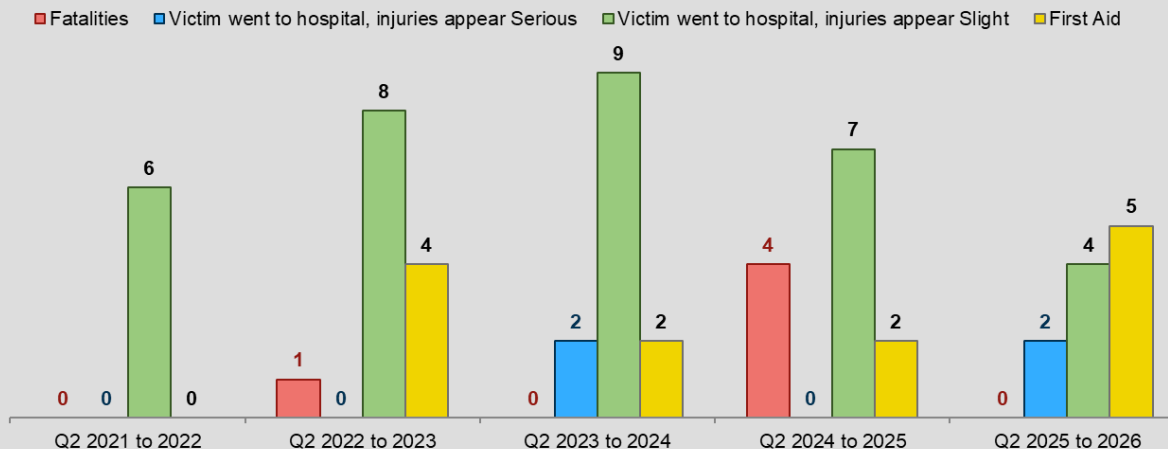
Secondary Fires	Q2 2025 to 2026	Q2 2024 to 2025	Change	
Grassland, Woodland and Crop	346	111	235	211.7%
Other Outdoors (including land)	100	50	50	100.0%
Buildings & Transport	18	15	3	20.0%
Outdoor Structures	35	24	11	45.8%
Outdoor Equipment & Machinery	11	5	6	120.0%
<b>Total</b>	<b>510</b>	<b>205</b>	<b>305</b>	<b>148.8%</b>

Chimney Fires: **4**



Chimney Fires	Q2 2025 to 2026	Q2 2024 to 2025	Change	
<b>Total</b>	<b>4</b>	<b>7</b>	<b>-3</b>	<b>-42.9%</b>

Primary Fire - Injuries and Fatalities

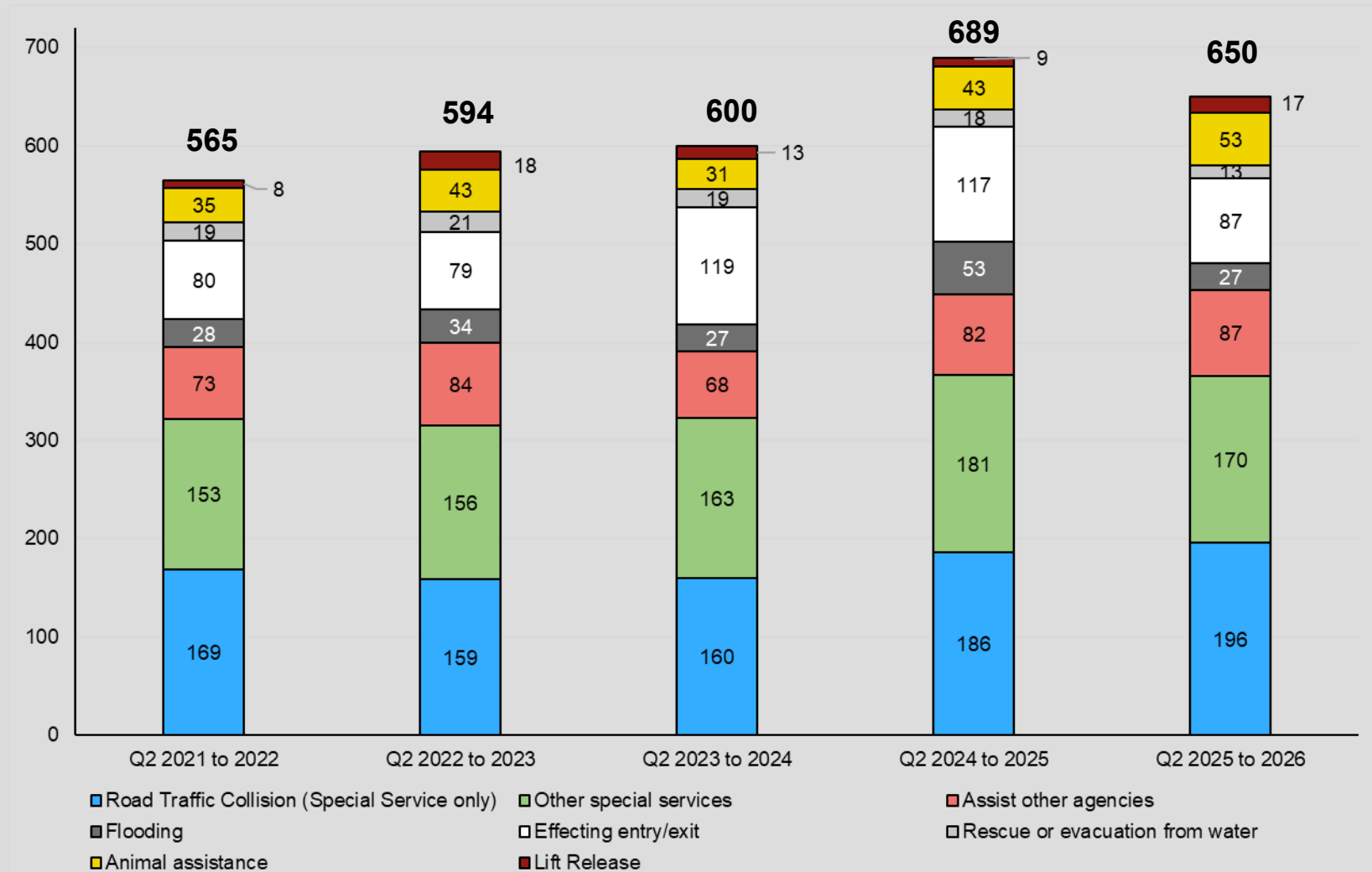


# Response – Special Services



650

Special Service incidents in Q2 2025 to 2026



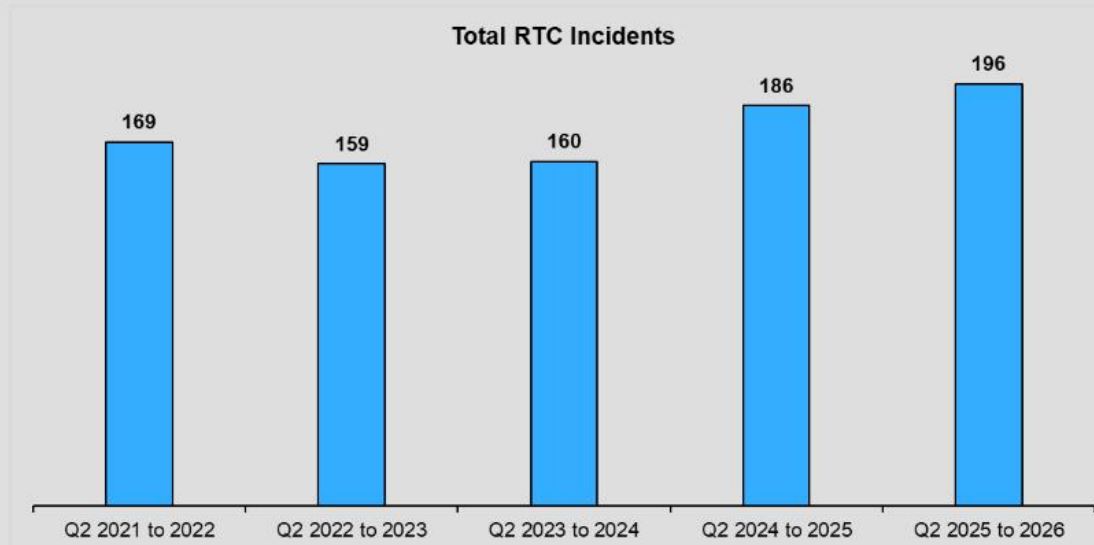
**RTC (Special Service only)** means that a RTC was classified as a special service incident type. If a fire was associated with an RTC, then the incident would be classified as a fire and not included here.

**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)

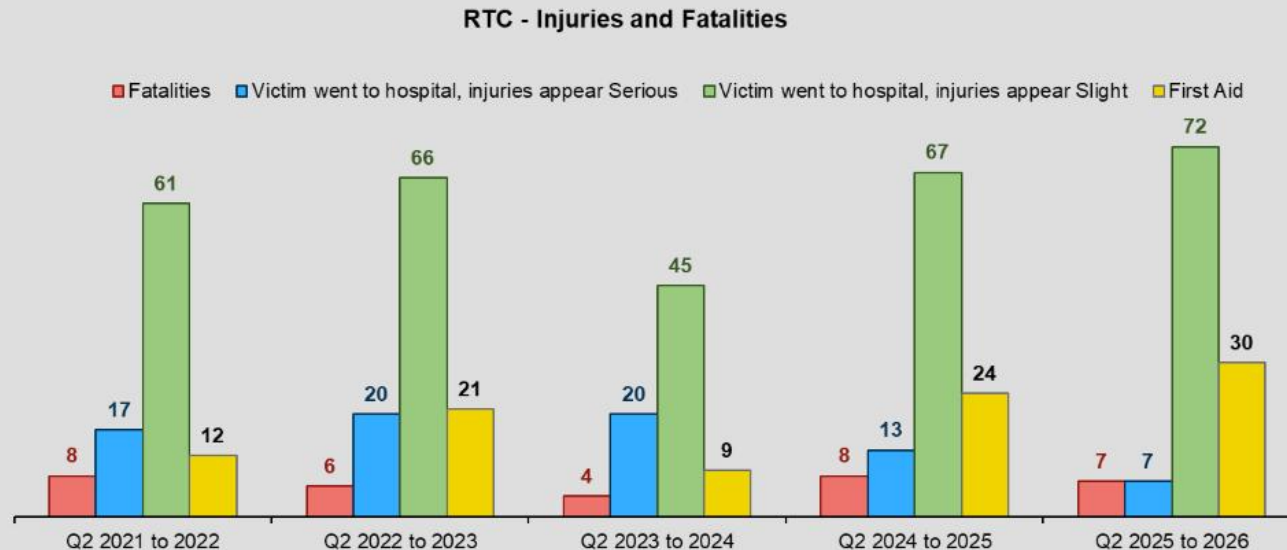


**196**  
RTC  
Incidents in  
Q2  
2025 to 2026



The number of RTC attended incidents increased by 5.4% (+10 incidents) compared to Q2 2024 to 2025.

This quarter, in all fatal incidents the victim was the driver of the vehicle with ages ranging from 27 to 56 and only one victim was female.



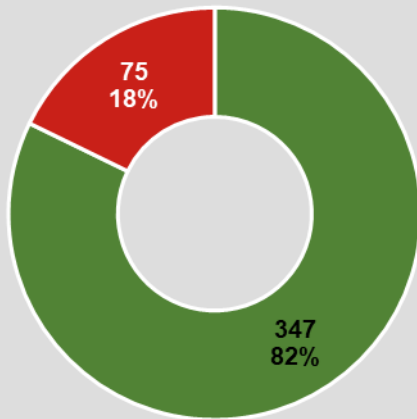
# Response – Attendance Performance Measure (APM)



Incidents evaluated for the APM: 716  
 Incidents that met the APM: 606 (85%)

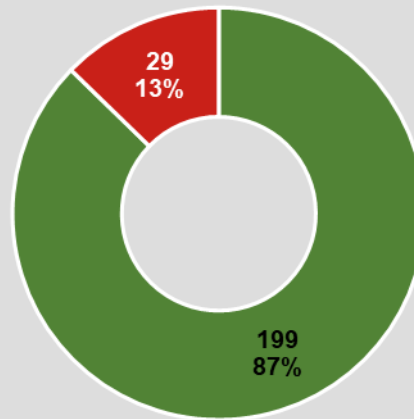
■ APM Met  
■ APM Not met

**Zone 1**  
(within 10 minutes)



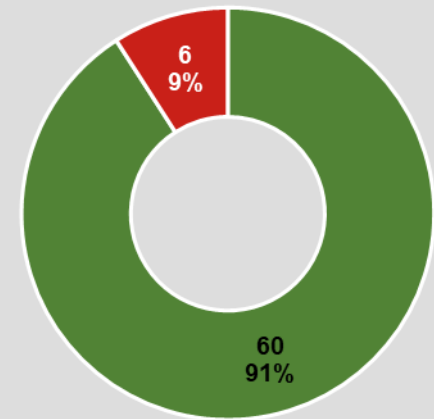
Achieved on 82% of occasions

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



Achieved on 87% of occasions

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



Achieved on 91% of occasions

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

### Reasons:

1. Difficulty in locating the reported incident
2. Road obstruction
3. Forgetting to book in attendance immediately

### No. of incidents:

24  
15  
7

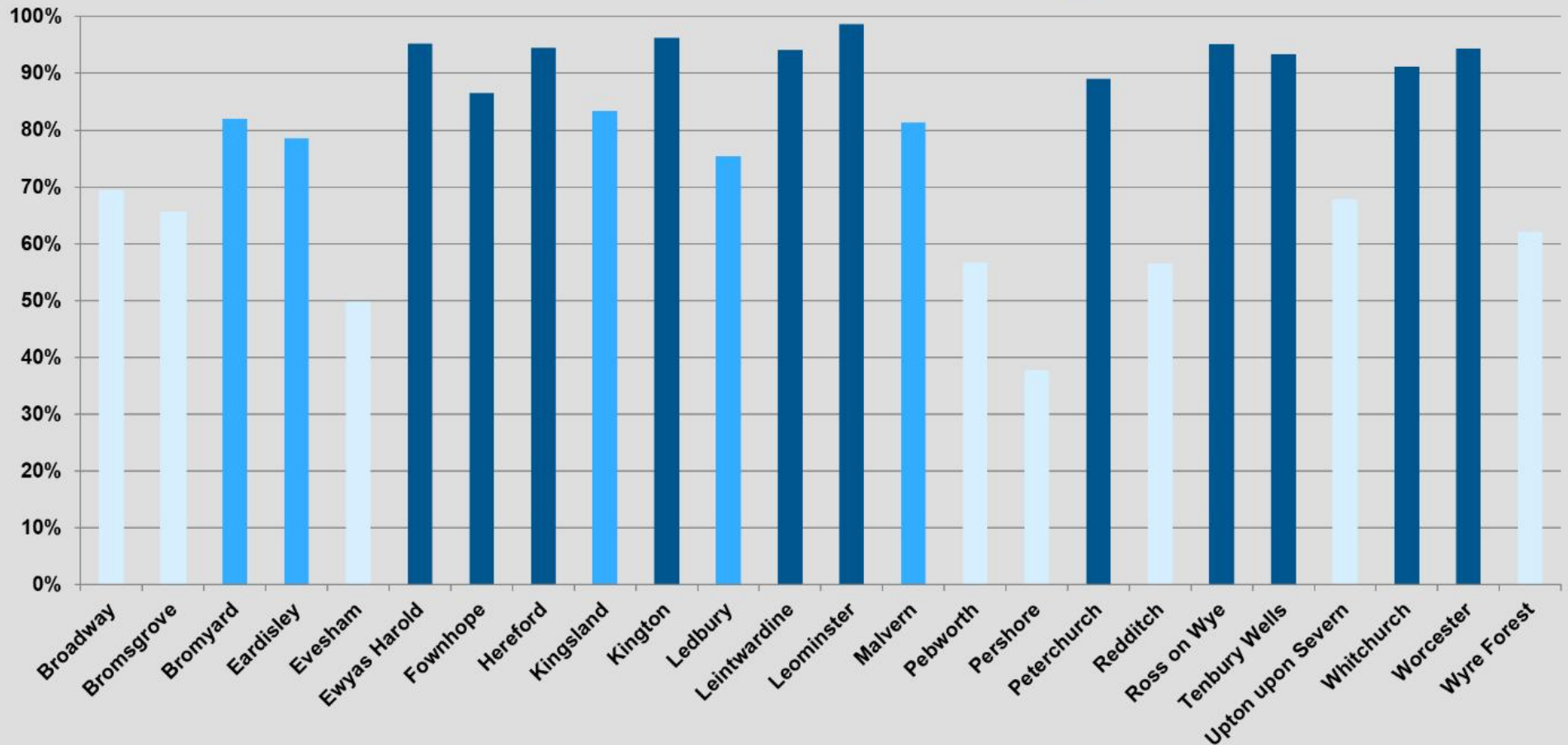
# Response – On-Call Fire Engine Availability



First On-Call Fire Engine **79.0%**

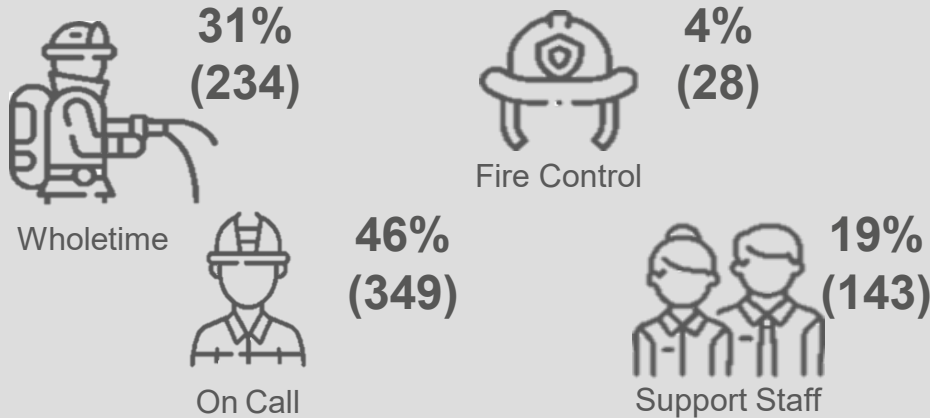
First On-Call Fire Engine Availability Q2 2025 to 2026

85% - 100%      75% - 84%      0% - 74%

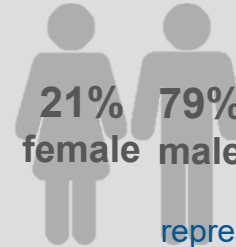


# People

## Overall Workforce Profile – 754 employees



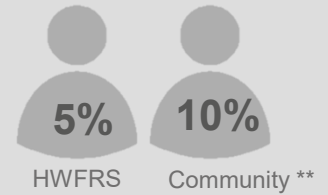
## Equalities



Female representation remains the same as it was in Q2 2024 to 2025

## Ethnicity

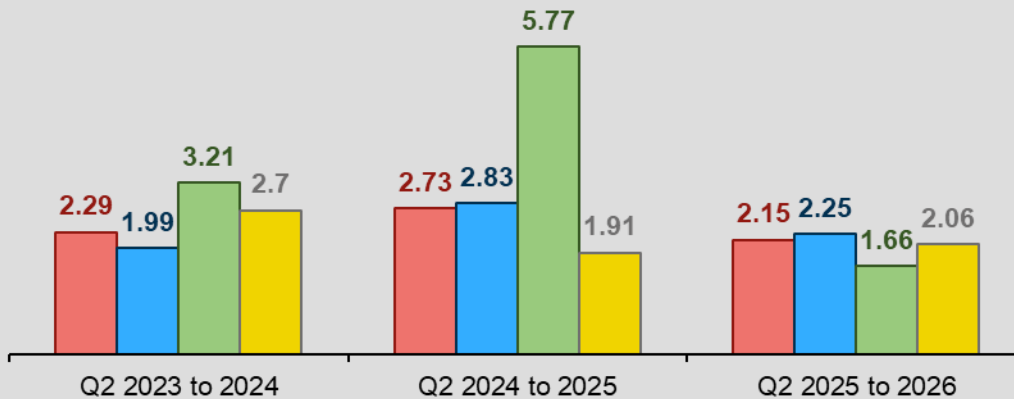
Ethnic minority representation remains the same as it was in Q2 2024 to 2025



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

### Days/Shifts Lost Per Person

■ All Staff ■ Wholetime ■ Fire Control ■ Support Staff



	Whole time	Fire Control	Support Staff
Short Term Absence	0.9	1.2	0.84
Long Term Absence *	1.24	0.46	1.22

## Top 3 Reasons for Absence

- Mental Health – Stress
- Musculoskeletal – Back
- Musculoskeletal – Lower Limb

\*Long Term Sickness is 28 calendar days or more

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