

Report of the Assistant Chief Officer: Director of Prevention

Quarter 1 Performance Report

Purpose of report

1. This report affords Members the opportunity to scrutinise the Service's performance for Quarter 1 (Q1) 2025 to 2026.
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Recommendations

It is recommended that having scrutinised the details of the Q1 2025 to 2026 performance, those details be accepted and approved and that the following headlines, in particular, be noted:

- i) A total of 2,115 incidents were attended in Q1 2025 to 2026 which was an increase of 3.6% (+73) compared to Q1 2024 to 2025.***
- ii) Fire incidents (665) increased by 54.7% (+235) when compared to Q1 2024 to 2025 and were higher than the five-year average of 477.***
- iii) Special Services (614) decreased by 2.5% (-16) when compared to Q1 2024 to 2025. Road Traffic Collisions (RTCs) decreased by 18.5% (-35) compared to Q1 2024 to 2025.***
- iv) False Alarms (836) decreased by 14.9% (-146) compared with Q1 2024 to 2025.***

Introduction and Background

2. The Service gathers performance data relating to incidents attended and activities carried out to report to the Policy and Resources Scrutiny Committee on a quarterly basis. The Q1 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.
3. 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

4. A total of 2,115 incidents were attended in Q1 2025 to 2026. This was an increase of 73 incidents (+3.6%) compared to the 2,042 incidents recorded in Q1 2024 to 2025 and 12.2% above the five-year average of 1,885. In addition to the 2,115 incidents, the Service also attended 19 over the border incidents this quarter.
 - a. 665 Fires: The number of fires attended in Q1 2025 to 2026 increased by 54.7% (+235 incidents) when compared to Q1 2024 to 2025. The number of fires recorded in this quarter was 39.5% higher (+188 incidents) than the five-year average of 477.
 - b. The number of fire incidents in this quarter has been significant and reflective of the warm and dry weather conditions. Since February 2025, the number of fire incidents recorded increased each month, peaking at 240 in June.
 - c. Whilst no individual month in this quarter recorded a new high for the number of fires in the longer-term trend, the consistency of above average numbers and the month-on-month increases in fire incidents is noteworthy.
 - d. 614 Special Service Incidents: The number of Special Service incidents attended in Q1 2025 to 2026 were 2.5% fewer than in Q1 2024 to 2025 (-16 incidents) but remained above the five-year average of 538 incidents. Road Traffic Collisions (RTCs) were fewer this quarter at 154, down by 18.5% (-35 incidents) compared to Q1 2024 to 2025 but above the five-year average of 138 incidents.
 - e. 836 False Alarms: The number of false alarms attended in Q1 2025 to 2026 was 14.9% lower (-146 incidents) than in Q1 2024 to 2025 and 3.9% below the five-year average of 870 (-34 incidents).

Prevention

5. 1,736 Home Fire Safety Visits (HFSVs) were completed in Q1 2025 to 2026; of those visits, 398 (23%) were delivered by Prevention Technicians and 1,338 (77%) 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.
6. The number of HFSVs were 8% short of the forecasted completion of 1,875 HFSVs this quarter. In addition to the 1,736 HFSVs completed, there were 49 visits where an appointment had been pre-arranged but on arrival at the property, the individual refused the visit. The Prevention department is currently exploring ways in which all undertaken prevention activity can be better recorded to provide a more accurate picture of the resources committed to meeting the HFSV target.
7. The Prevention department continues to work with Response in meeting the 1440 HFSVs required by Operational crews in support of the 1875 quarterly target.

Protection

8. The Service continues to conduct the Risk Based Inspection Programme (RBIP) of business premises. Qualified Fire Safety Inspectors from the Protection Department conducted 374 inspections in Q1 2025 to 2026 which is above the quarterly target to reach the annual target of 1,350 inspections.
9. There have been 23 total enforcements this quarter, a reduction of 14 compared to Q1 in 2024 to 2025.

Enforcement Type	Q1 2025 to 2026	Q1 2024 to 2025
Alterations	1	15
Enforcements	5	10
Prohibitions	17	12
Total	23	37

10. All fires in commercial premises are subject to a Post Fire Audit. 47 Post Fire Audits were conducted in the quarter.
11. In this quarter, a block of flats in Worcester was issued with a Prohibition Notice as the premises were noted under the Cladding Safety Scheme. After interim works were agreed, residents from the ground and first floors have returned to their homes. The Prohibition Notice remains in force for the second and third floor flats whilst remediation works are being investigated.

Response

Fires

12. Primary fires¹ and secondary fires² increased significantly in Q1 2025 to 2026 compared to the previous year and compared to the five-year average. Primary fires increased by 19.7% (+46 incidents) and secondary fires increased by 111.7% (+201 incidents) compared to Q1 2024 to 2025.
13. The warm and dry weather conditions experienced during this period have been a significant factor in the increases in fire incident recordings. The Met Office has reported that this was England's third warmest April on record and provisionally the second warmest May and the warmest June on record³.
14. Secondary fire incidents involving Grassland, Woodland and Crops rose by 145.8% (+121 incidents). This category includes property types such as grassland (up by 330%, +33 incidents), domestic garden vegetation (up by 110%, +22 incidents) and hedges (up by 200%, +14 incidents).

¹ 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.

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

³ April 2025 Monthly Weather Report; May 2025 Monthly Weather Report; June 2025 Monthly Weather Report, The Met Office Weather and Climate summaries 2025.

15. There were five Chimney Fires in this quarter which is the lowest number in this three-month period in the last ten-years.
16. There were 67 Dwelling Fires this quarter which is below the five-year average of 85. Of those 67 dwelling fires, 78% of the total were confined to the room of origin and 32 incidents (48%) started in the kitchen. Where a fire started in a kitchen, 44% (14 incidents) were caused by cooking/use of a cooking appliance.
17. The most frequently recorded household occupancy type at the dwelling fire incidents was for lone persons over the pensionable age (24%, 16 incidents). This information is fed back into the Prevention department to further focus relevant activity and for trend analysis.
18. There have been three fire related fatalities and four serious injuries at fire incidents this quarter.
19. In this quarter, there were eight fire incidents that required the attendance of five or more fire engines. Two occurred in Hereford and two in the Kingsland area. The remaining four incidents took place in Evesham, Ewyas Harold, Redditch and Wyre Forest station grounds.

Special Service Incidents

20. In comparison to last year, Q1 2024 to 2025, there was a slight reduction in Special Services. In this quarter, 614 were recorded which is 16 fewer incidents than in Q1 of 2024 to 2025 (-2.5%).
21. The most significant decrease in a Special Service category was in RTC incident recordings (-35 incidents). There were also fewer incident records of assistance to other agencies (-3 incidents), effecting entry/exit (-8 incidents) and rescues from water (-6 incidents).
22. There were slight increases in incident recordings of Animal Assistance (+11 incidents), Flooding (+4 incidents), Lift Releases (+8 incidents) and other Special Services (+13 incidents).

Road Traffic Collisions

23. There were 154 RTC incidents recorded in Q1 2025 to 2026, which is a 18.5% decrease (-35 incidents) compared to the same period in 2024 to 2025.
24. 77% of RTCs attended in Q1 2025 to 2026 concerned either making a vehicle or the scene safe (119 incidents), which is consistent with the proportions recorded in Q1 2024 to 2025 (78%, 147 incidents).
25. Similarly, the proportion of incidents involving an extrication or a release of person(s) from a vehicle were recorded in similar proportion to last year, accounting for 16% of total RTCs this year (24 incidents) compared to 15% (29 incidents) in Q1 2024 to 2025.

26. There were seven fatalities resulting from RTCs in Q1 2025 to 2026, which is three more than in the same period last year. Information related to RTCs is fed into the Prevention department for review and to inform future training and awareness activities.

False Alarms

27. There were 836 False Alarms attended in Q1 2025 to 2026 which was 14.9% lower (-146 incidents) than in Q1 2024 to 2025.
28. 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 (-26.8%, -205 incidents) and Malicious false alarms (-12.5%, -2 incidents). However, there was an increase in Good Intent false alarm calls (+30.5%, +61 incidents).
29. In addition to the 836 incidents attended, a further 90 Automatic Fire Alarms (AFAs) were call filtered by Fire Control following the Fire Authority's approval of the unwanted fire signal procedures.

Attendance Performance Measure (APM)

30. 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).
31. 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 Attendance Performance Management (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.
32. Out of the 707 incidents examined this quarter, 586 (83%) met the APM. This equates to meeting the APM in:
 - a. Zone 1 (10 mins) on 83% out of 476 occasions.
 - b. Zone 2 (10-15 mins) on 82% out of 186 occasions.
 - c. Zone 3 (15-20 mins) on 84% out of 45 occasions.
33. In this quarter, 67% (476 incidents) of the incidents examined by the APM were in Zone 1 (10 minutes).
34. Monitoring this data will allow the Service to identify areas of improvement when responding to emergencies.
35. The three main reasons why the APM was not met during this quarter were: difficulty in locating the reported incident (29 incidents), forgetting to book in attendance immediately on arrival (18 incidents) and delayed turnout time (14 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

36. The first On-Call fire engine availability was 80.6% during Q1 2025 to 2026. Availability for all On-Call fire engines was 76.2%.
37. For the first On-Call fire engine, 12 of the 24 fire stations (50%) 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

38. In terms of workforce diversity, the proportion of female representation has increased slightly to 21% of the workforce, which is a 1% increase from the proportion reported in Q1 2024 to 2025.
39. 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 slightly increased by 1% when compared to the same period in 2024 to 2025 and it is currently at 6%. The Service continues to monitor employment trends and consider various ways of attracting and retaining individuals from all backgrounds.
40. Overall absence due to staff sickness has decreased since Q1 2024 to 2025 from 2.47 to 2.05 days lost per person in this quarter. This is a significant reduction compared to the figure reported in Q1 2023 to 2024 of 4.27 days lost per person.
41. Among Wholetime and Fire Control staff groups, days lost per person have decreased compared to the same period in 2024 to 2025. For Wholetime staff, days lost have decreased from 2.93 to 2.44 and for Fire Control, days lost have decreased from 3.76 to 1.69. For Wholetime staff, 60% of the days lost were due to long term absence. In Fire Control, 18% of days lost were due to long term absence.
42. For Support Staff the average days lost per person increased slightly from 1.42 to 1.47 compared to the same period in 2024-25 where 60% of days lost were due to long term absence.
43. 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.

44. The top three reasons for absence this quarter were musculoskeletal (lower limb), hospital/post operative, and mental health (stress - relating to a combination of perceived work-related factors and personal factors). 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

45. Further information on the headlines set out above is included in Appendix 1.
46. The Policy and Resources Scrutiny Committee will continue to receive performance reports to scrutinise the measures being taken to address any issues arising and advise of any necessary actions to be taken.

Corporate Considerations

<p>Resource Implications (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>Strategic Policy Links & Core Code of Ethics (Identify how proposals link with current priorities & 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>Productivity & Efficiency (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>
<p>Risk Management / Health & Safety (identify any risks, the proposed control measures and risk evaluation scores)</p>	<p>Relevant data is fed into the Health & Safety Committee as appropriate.</p>
<p>Consultation (identify any public or other consultation that has been carried out on this matter)</p>	<p>None.</p>

<p>Equalities (has an Equalities Impact Assessment been completed? If not, why not?)</p>	<p>No, the report concerns operational activity and other areas of general performance data.</p>
<p>Data Protection Impact Assessment (where personal data is processed a DPIA must be completed to ensure compliant handling)</p>	<p>Not required – no personal data is identified.</p>

Supporting Information

Appendix 1 – Performance Report: Quarter 1 2025 to 2026