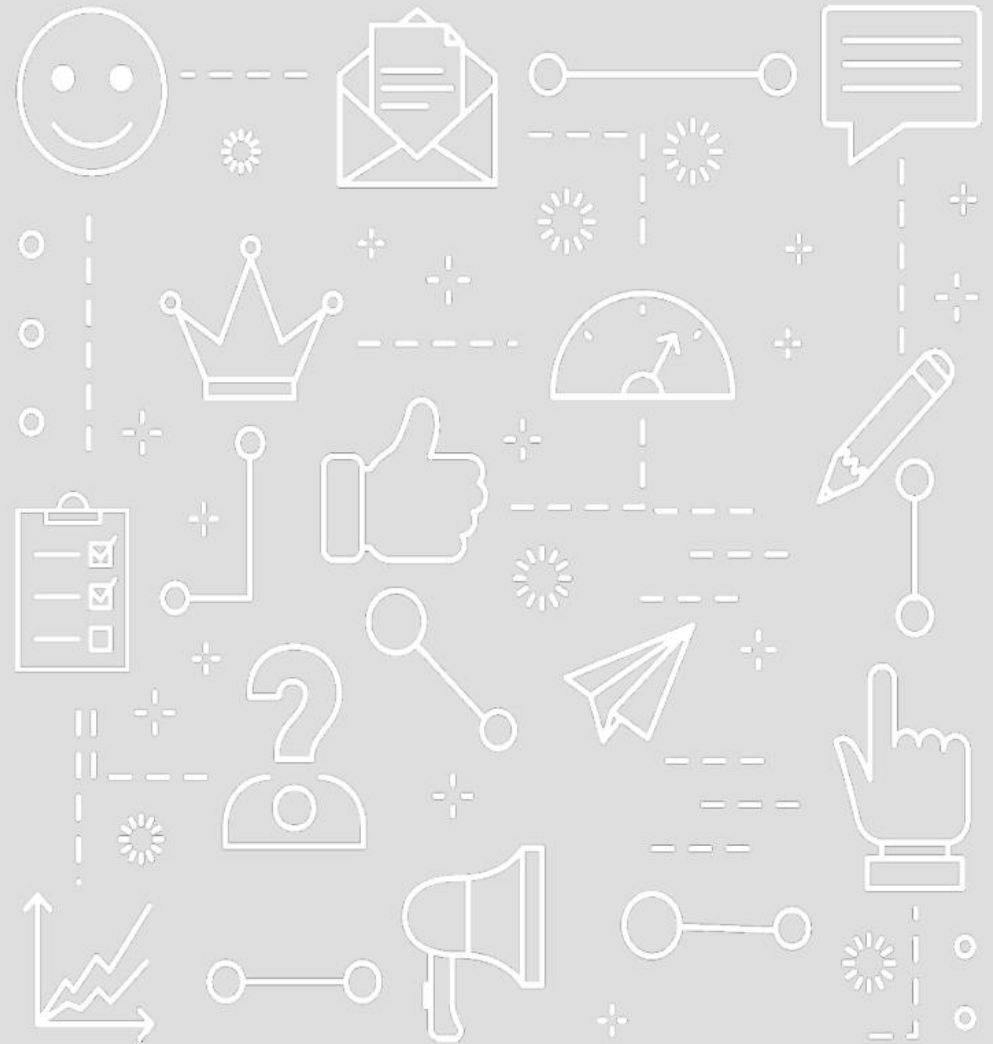




HEREFORD & WORCESTER
HWFR
FIRE AND RESCUE SERVICE



Performance Report

Quarter 2 2023-24 (01 July – 30 Sept 2023)

Report of the Assistant Chief Officer / Director of Prevention

Incident Overview

Q2 2023-24 (01 Jul - 30 Sept 2023)



All Incidents

Total

2,063

Change since Q2 2022-23

↓ -17%

Decrease of 17% on Q2 2022-23. The Service also attended 17 'Over The Border' incidents.



Fires

420

↓ -48%

Decrease of 48% on Q2 2022-23.



Special Services

600

↑ +1%

Increase of 1% on Q2 2022-23.



False Alarms

1043

↓ -3%

Decrease of 3% on Q2 2022-23.

District Overview

Incidents per District Q2 2023-24



Fire



Special
Service



False
Alarms

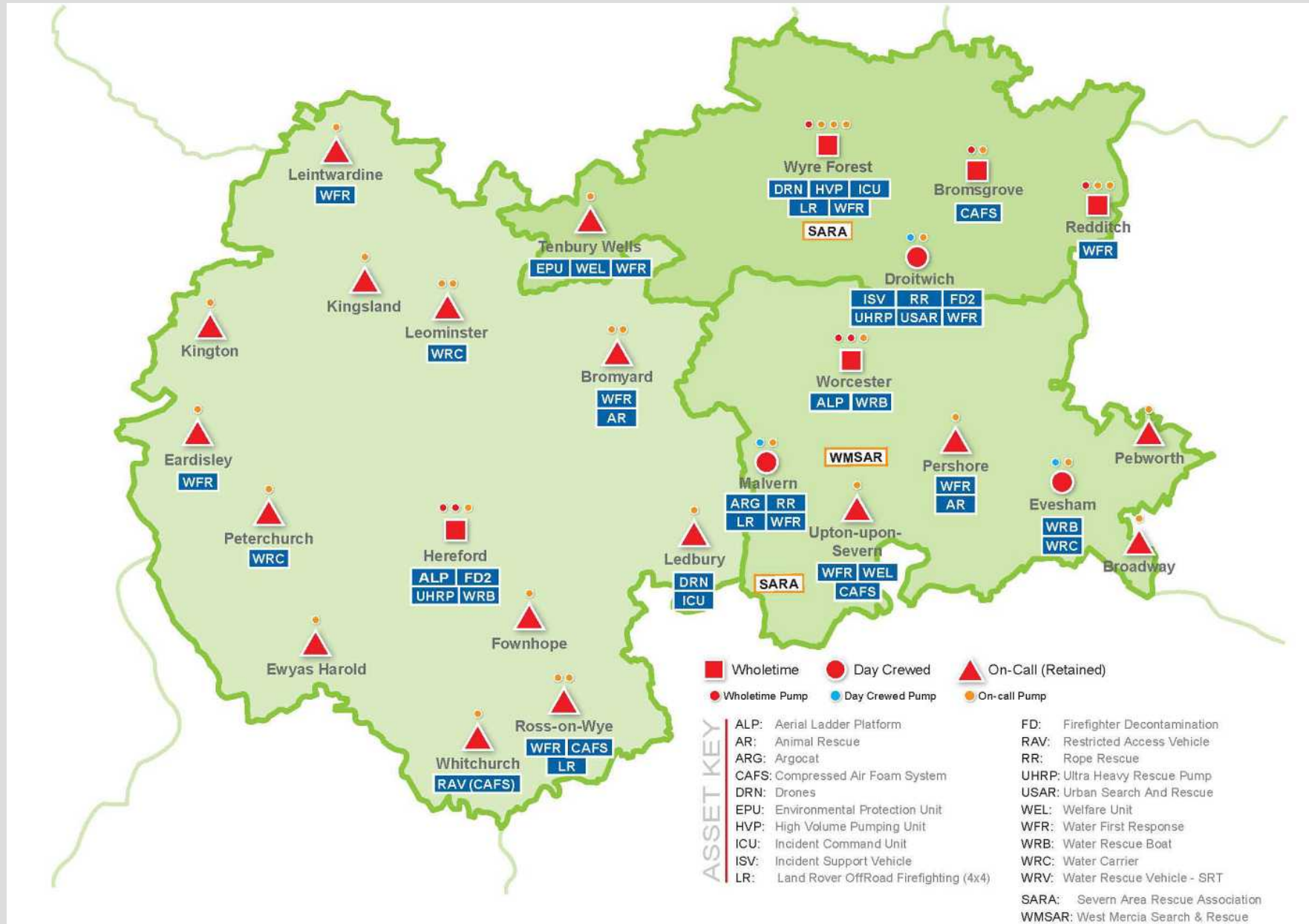


All
Incidents

Change since
Q2 2022-23

North District	194	245	419		858	↓ -19%
South District	136	196	390		722	↓ -14%
West District	90	158	234		482	↓ -16%
Total	420	599	1043		2062	↓ -17%

Asset location (June 2023)



Prevention



Fire Prevention Checks Completed	Q2 2023-24	Q2 2022-23
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Home Fire Safety Visits	1,949	1,361
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Home Fire Safety Visit Feedback Q2 2023-24

Proportion of Positive Responses **100%**



The number of Home Fire Safety Visits have continued to increase and the number of referrals from partner agencies gain momentum.

The increased capacity within the Prevention department is really starting to show its value, with a significant increase in the number of Home Fire Safety Visits able to be completed.

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

Protection



Inspections Completed

Q2 2023-24 Q2 2022-23

Risk Based Inspection Programme **428** **194**

.....

Total Enforcement Activity **22** **34**

.....

Specific Post Fire Audit **41** **39**

Fire Safety Full Audit Questionnaire

Q2 2023-24

Proportion of Positive Responses

87.50%

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

The Advice/Concerns Log generated 120 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.

Response - Fires



Primary Fires 241

Primary Fires	Q2 2023-24	Q2 2022-23	Change	
Building Fires	136	137	-1	-1%
Outdoor Fires	30	83	-53	-64%
Vehicle & Transport Fires	75	92	-17	-18%
Total	241	312	-71	-23%

The number of Primary Fires has decreased by 23% compared to Q2 2022-23.



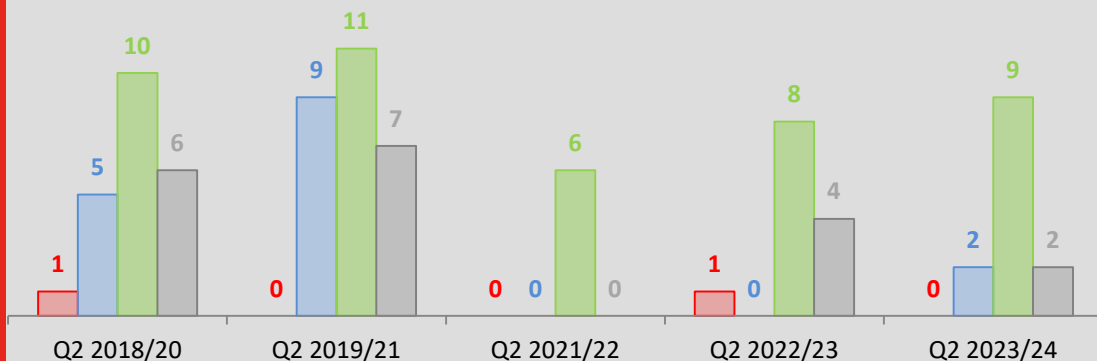
Secondary Fires 178

Secondary Fires	Q2 2023-24	Q2 2022-23	Change	
Grassland, Woodland and Crop	71	292	-221	-76%
Other Outdoors (including land)	43	114	-71	-62%
Outdoor Structures	44	59	-15	-25%
Buildings & Transport	16	13	+3	23%
Outdoor Equipment & Machinery	4	10	-6	-60%
Total	178	448	-310	-64%

There was a 64% decrease in Secondary Fires compared to Q2 in 2022-23. The service also attended 1 Chimney Fire.

Primary Fire - Injuries and Fatalities

- Fatalities
- Victim went to hospital, injuries appear Serious
- Victim went to hospital, injuries appear Slight
- First Aid



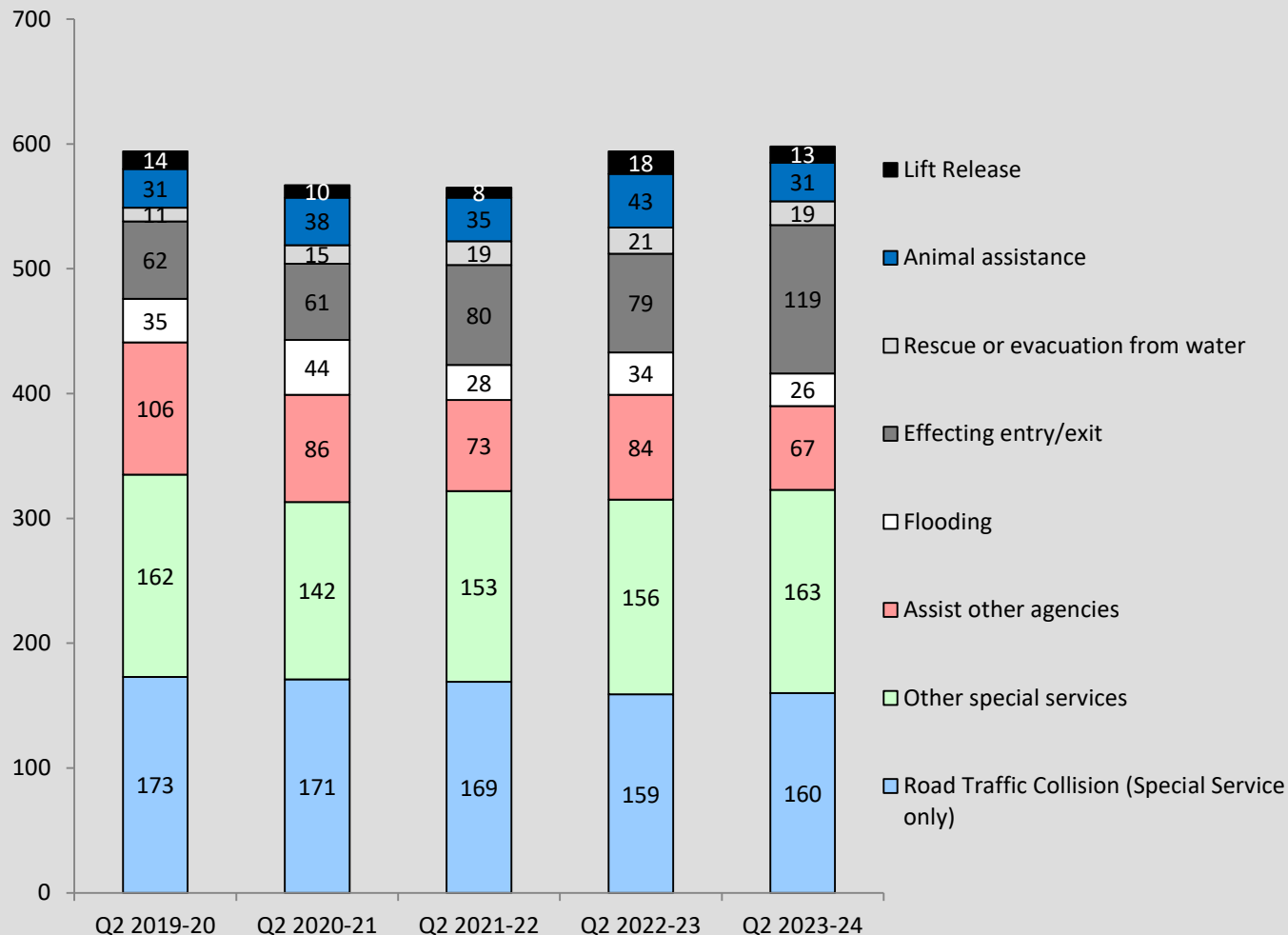
There were 13 incidents in Q2 2023-24 where more than 5 pumps attended. These were 11 fires and 2 special services.

Thankfully there were zero fatalities in primary fires recorded in Q2 2023-24.

Response – Special Services



599
Special Service incidents in Q2 2023-24



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.

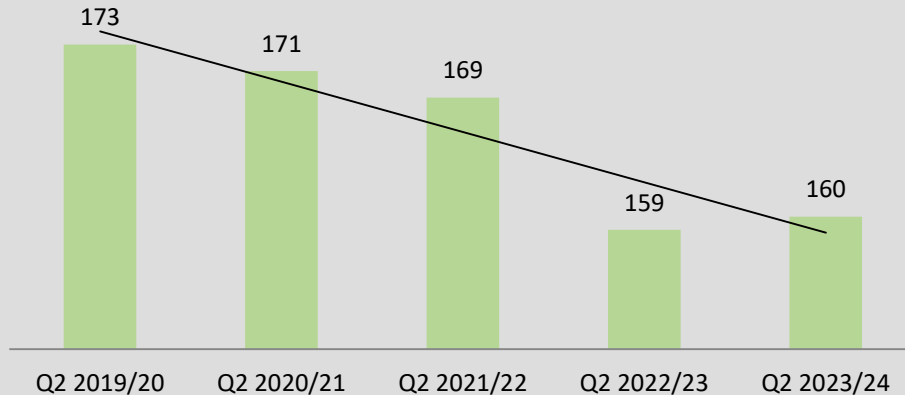
Other special services includes the following categories: Other Transport incident, Other rescue/release of persons, Making Safe (not RTC), Removal of objects from people, Removal of people from objects, Suicide/attempts, Medical Incident - First responder, Medical Incident - Co-responder, Evacuation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

Response – Road Traffic Collisions



160
RTC
incidents
in Q2
2023-24

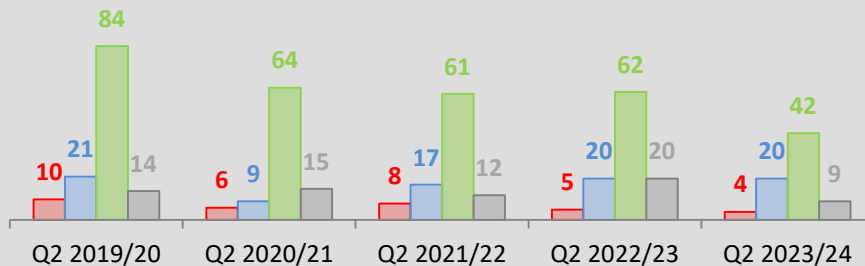
Total RTC Incidents



The number of RTC incidents appears to be declining. However the figure more closely reflects the 5 year average of 164 RTCs. The service is now involved in several road safety initiatives.

RTC - Injuries and Fatalities

- Fatalities
- Victim went to hospital, injuries appear Serious
- Victim went to hospital, injuries appear Slight
- First Aid



The number of fatalities from RTC incidents for Q2 2023-24 are similar to the previous year. With a significant decrease in the number of slight injuries and cases of administered First Aid.

Response – Attendance Performance Measure (APM)



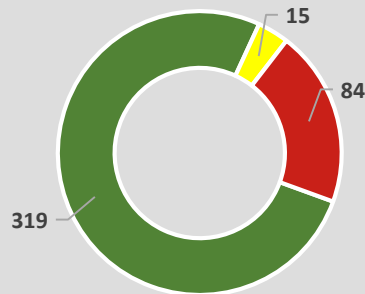
Incidents evaluated for the APM - 584

Incidents that met the APM - 445

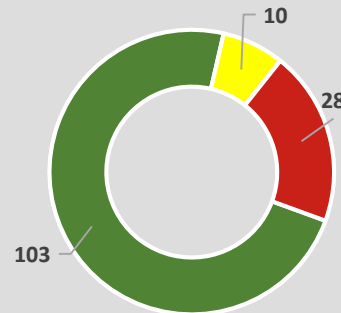
Time Zone 1 - Less than 10 minutes

Time Zone 2 - Between 10 and 15 minutes

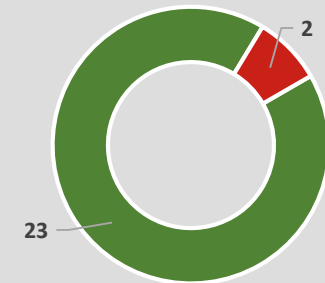
Time Zone 3 - Between 15 and 20 minutes



Achieved on 76% of occasions



Achieved on 73% of occasions



Achieved on 92% of occasions

■ Not Met - Incident location outside of own Station ground

■ Not met (Other reasons)

■ Met

		<u>No. of incidents</u>
Top 5 reasons for not meeting the Attendance Performance Measure	1. Incident location outside of own station ground	25
	2. Turn in time (On-Call and Day crew at night only)	23
	3. Difficulty in locating incident address	18
	4. Road obstruction/Traffic conditions etc	15
	5. Incorrect or insufficient information passed to Fire Control on initial call	11

Response – On-call Appliance Availability

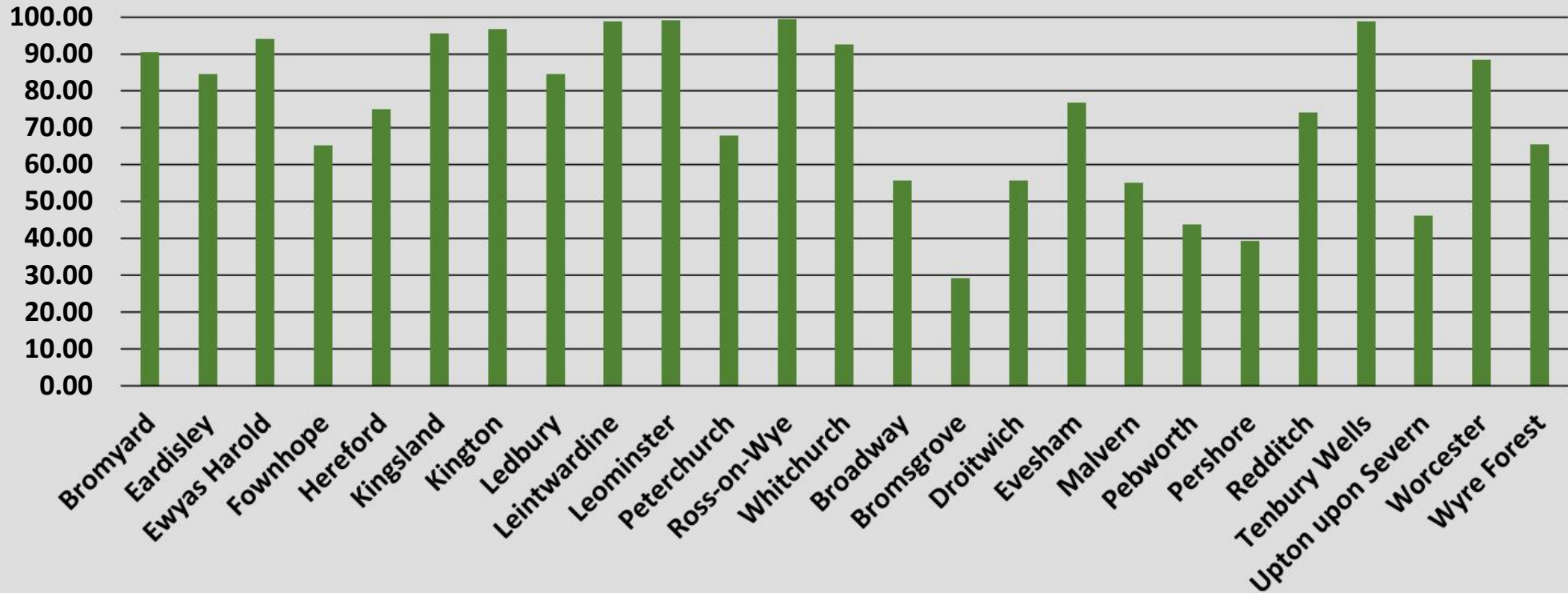


First On-call Appliance 74.82%

All On-call Appliances 63.77%

First On-call Appliance Availability Q2 2022-23 73.22%

First On-Call Appliance Availability Q2 2023-24

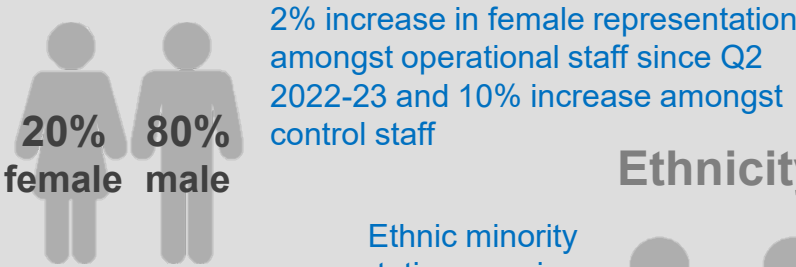


People

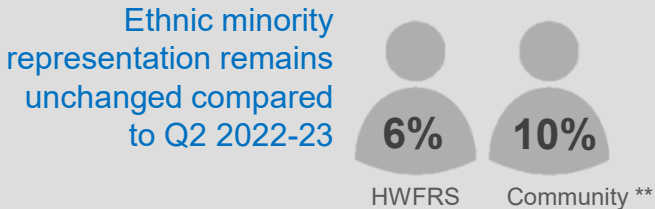
Overall Workforce Profile



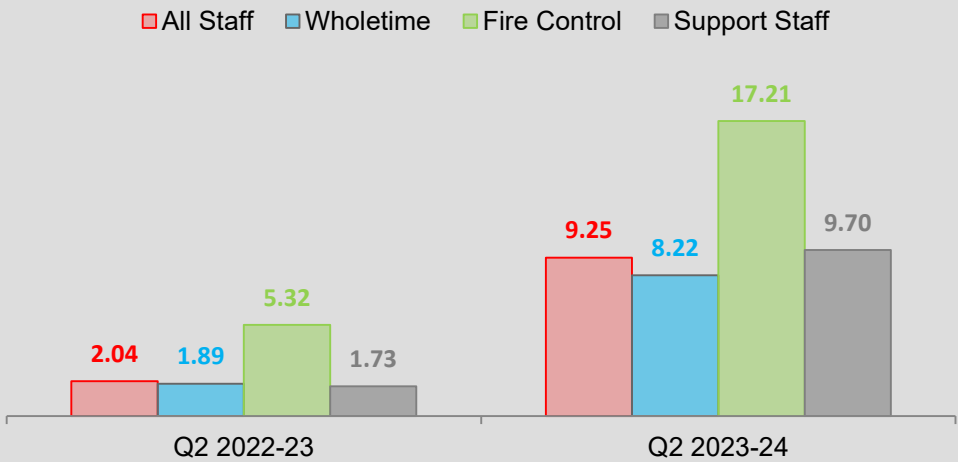
Equalities



Ethnicity



Days/Shifts Lost Per Person



Days/Shifts Lost Per Person

	Wholetime	Fire Control	Support Staff
Short Term Absence	3.42 41.6%	5.00 29.0%	2.33 24.0%
Long Term Absence *	4.80 58.4%	12.21 71.0%	7.37 76.0%

Top 3 Reasons for Absence

- Respiratory – Cold/Cough/Influenza
- Gastro-Intestinal
- 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