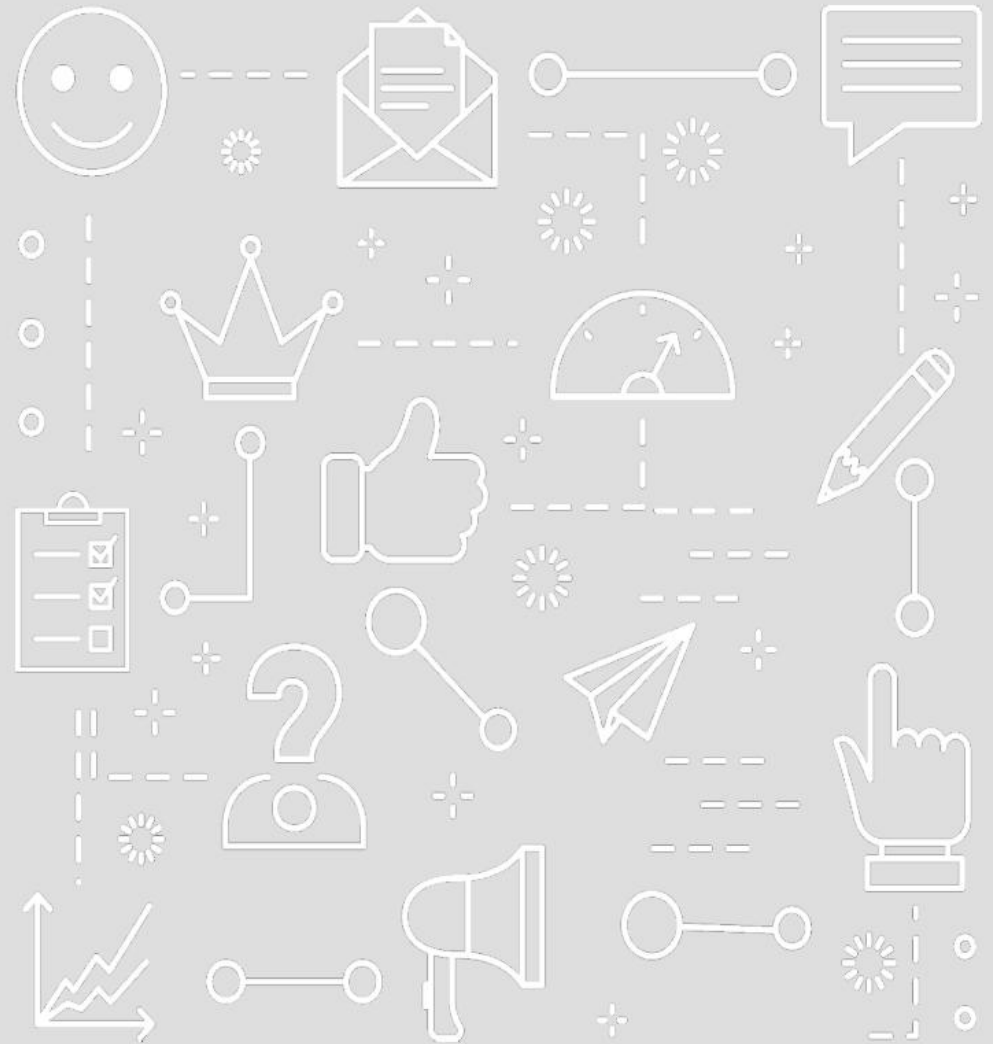




HEREFORD & WORCESTER  
**HWFR**  
FIRE AND RESCUE SERVICE

# Performance Report



Quarter 4 2023-24 (01 Jan – 31 Mar 2024)

Report of the Assistant Chief Officer - Director of Prevention

# Incident Overview

Q4 2023-24 (01 Jan - 31 Mar 2024)



## All Incidents

Total

1,841

Change since Q4 2022-23

↑ +6%

Increase by 6% on Q4 2022-23. The Service also attended 12 'Over The Border' incidents.



## Fires

289

↓ -15%

Decrease by 15% on Q4 2022-23.



## Special Services

680

↑ +13%

Increase by 13% on Q4 2022-23.



## False Alarms

872

↑ +10%

Increase by 10% on Q4 2022-23.

# District Overview

## Incidents per District Q4 2023-24



Fire



Special  
Service



False  
Alarms



All  
Incidents

Change since  
Q4 2022-23

North District

112

259

381

752

↑ +2%

South District

92

229

305

626

↑ +8%

West District

85

192

186

463

↑ +10%

Total

289

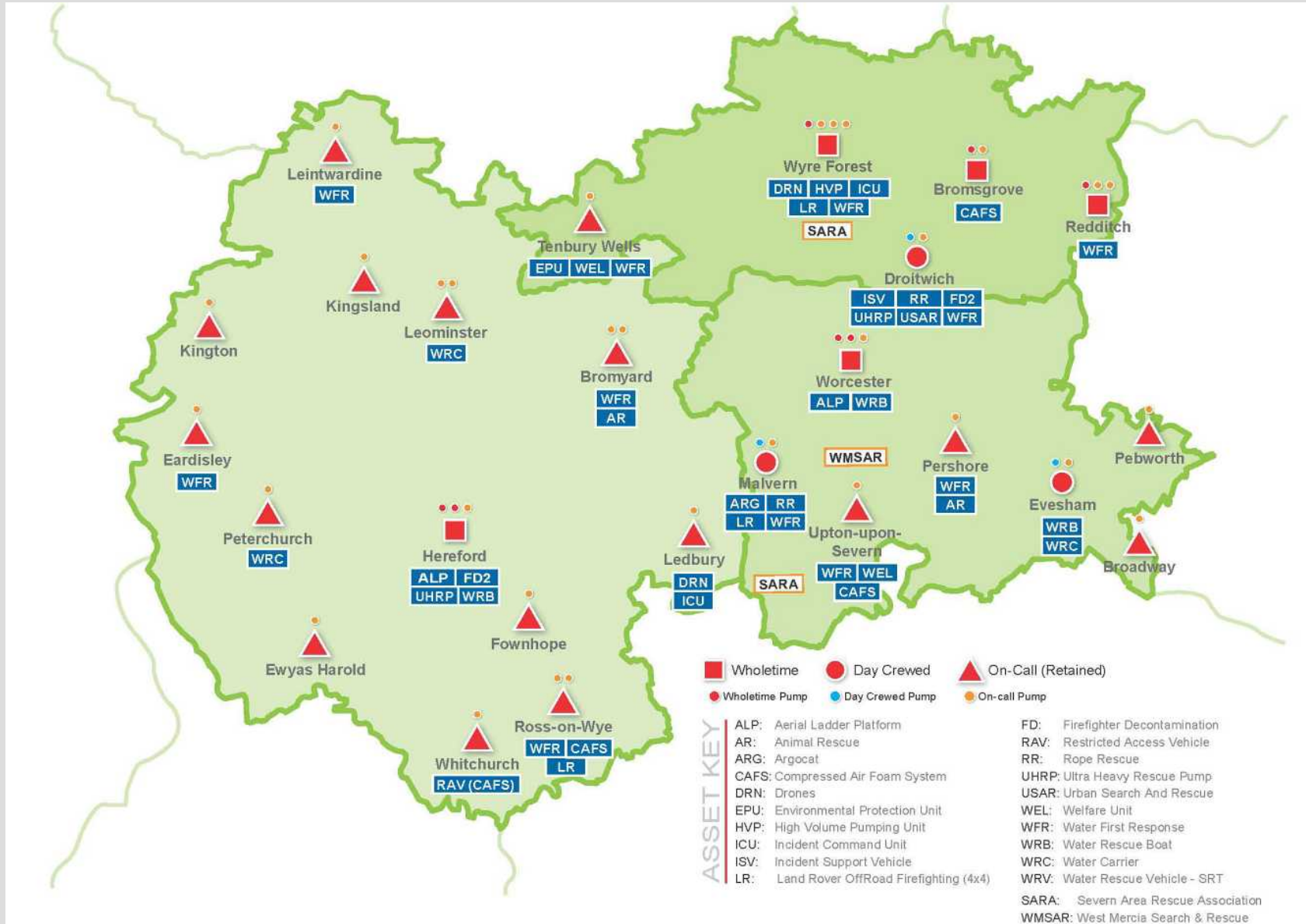
680

872

1,841

↑ +6%

# Asset location (July 2023)



# Prevention



Fire Prevention Checks Completed	Q4 2023-24	Q4 2022-23
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Home Fire Safety Visits	1,856	1,878
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### Home Fire Safety Visit Feedback Q4 2023-24

Proportion of Positive Responses **100%**



The number of Home Fire Safety Visits have slightly decreased by 1.17% when compared to the same period last year. However, the annual target of 7,500 was exceeded by 160 HFSVs.

Nevertheless, the number of Home Fire Safety Visits completed remained at a high level when compared to previous years.

The Service continues to work closely with partner agencies and gathers feedback from service users on visits Service have undertaken.

# Protection



## Inspections Completed

Q4 2023-24    Q4 2022-23

Risk Based Inspection Programme

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**241**            **349**

Total Enforcement Activity

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**10**            **20**

Specific Post Fire Audit

**49**            **46**

## Fire Safety Full Audit Questionnaire

Q4 2023-24

Proportion of Positive Responses

**91 %**

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

Total Enforcement Activities have decreased by 31% compared to Q4 in 2022-23. However, the total number of inspections carried out by the department in 2023-24 is 1,151, which exceeds the annual target of 1,000 Fire Safety inspections.

The Advice/Concerns Log generated 117 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



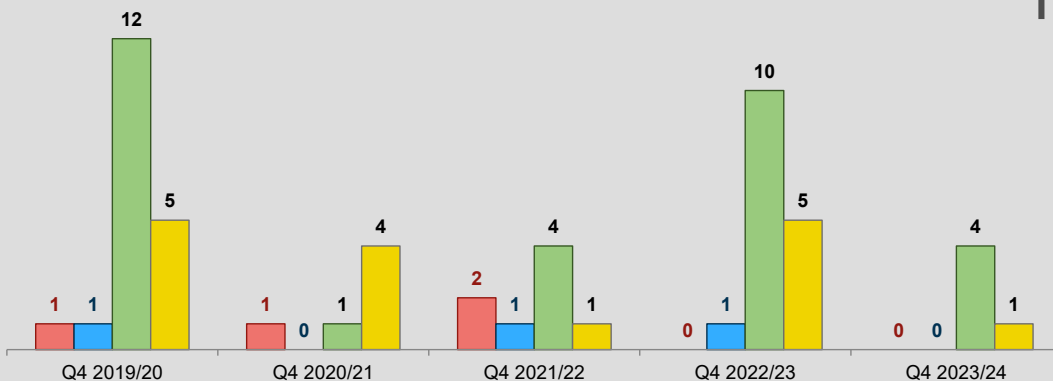
## Primary Fires 204

Primary Fires	Q4 2023-24	Q4 2022-23	Change	
Building Fires	132	149	-17	-11%
Outdoor Fires	9	14	-5	-36%
Vehicle & Transport Fires	63	46	+17	+37%
<b>Total</b>	<b>204</b>	<b>209</b>	<b>-5</b>	<b>-2%</b>

The number of Primary Fires has decreased by 5 incidents when compared to Q4 2022-23.

### Primary Fire - Injuries and Fatalities

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



## Secondary Fires 63

Secondary Fires	Q4 2023-24	Q4 2022-23	Change	
Grassland, Woodland and Crop	27	34	-7	-21%
Other Outdoors (including land)	15	30	-15	-50%
Outdoor Structures	17	20	-3	-15%
Buildings & Transport	3	6	-3	-50%
Outdoor Equipment & Machinery	1	4	-3	-75%
<b>Total</b>	<b>63</b>	<b>94</b>	<b>-31</b>	<b>-33%</b>

There was a 33% decrease in Secondary Fires compared to Q4 in 2022-23.

The service also attended 22 Chimney Fires.

There were 5 incidents in Q4 2023-24 where 5 or more pumps attended. These were 4 fire and 1 special service incidents.

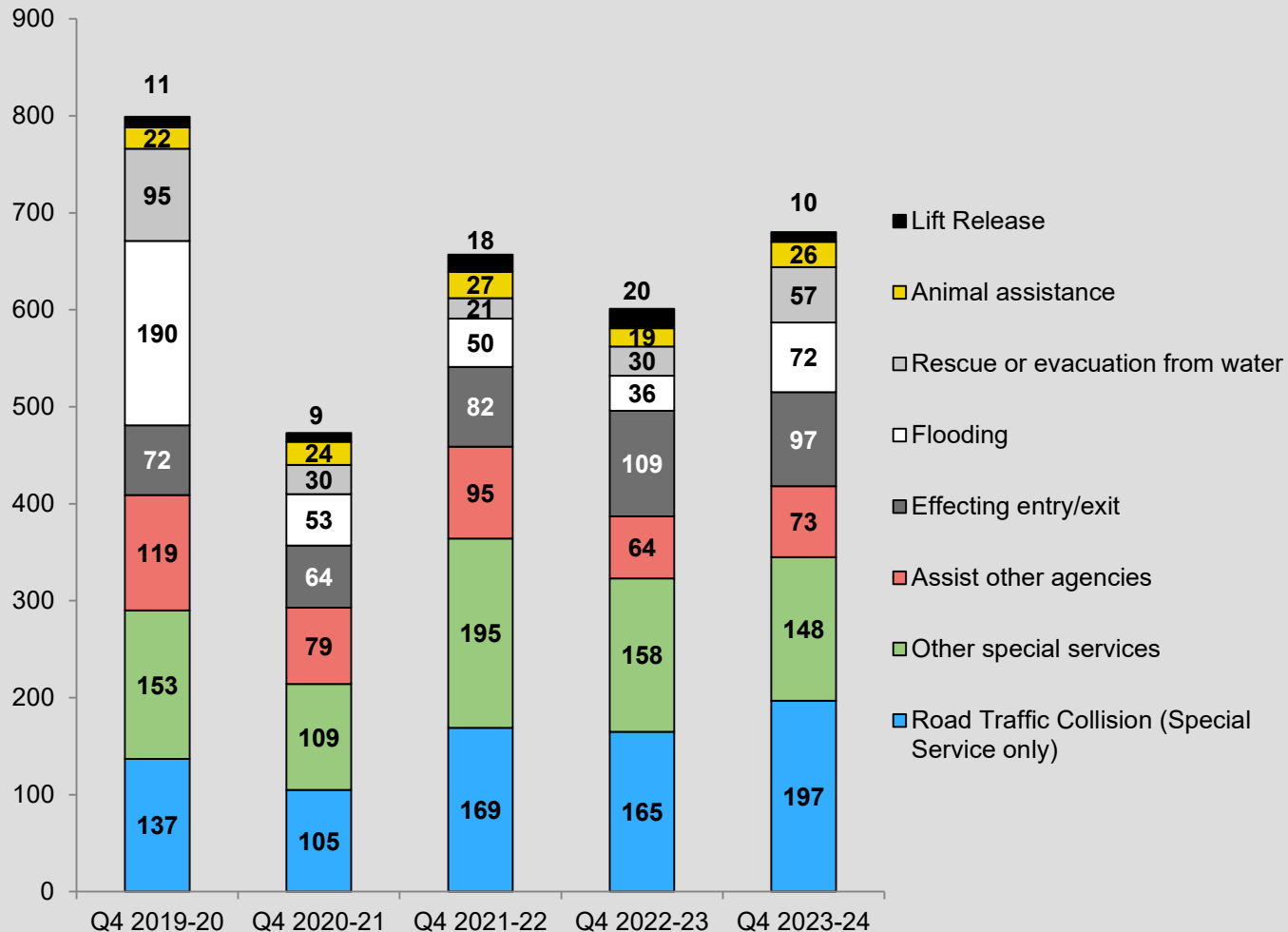
There were no fatalities in primary fires recorded in Q4 2023-24.

# Response – Special Services



680

Special Service incidents in Q4 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).

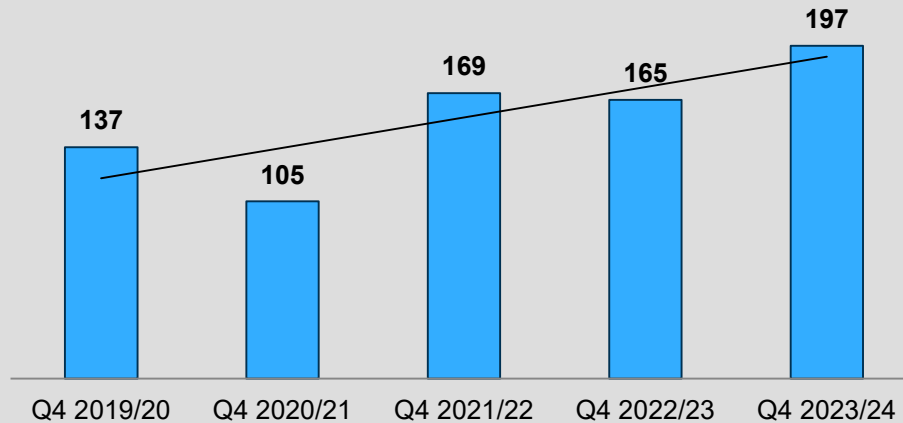


# Response – Road Traffic Collisions



**197**  
RTC  
incidents  
in Q4  
2023-24

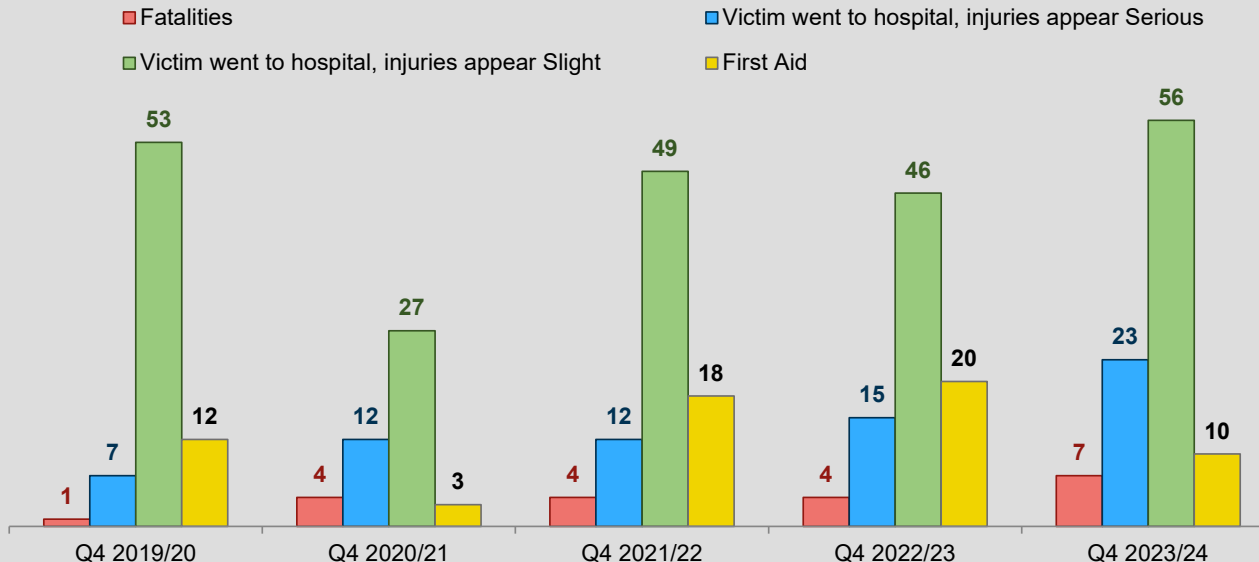
### Total RTC Incidents



The number of RTC incidents increased by 19% and it was above the five-year average of 147 incidents.

The Service is now involved in several road safety initiatives.

### RTC - Injuries and Fatalities



The number of fatalities from RTC incidents increased in Q4 2023-24 when compared to the same period last year. Further increases were observed in case of injuries which appeared to be serious and slight but required hospital intervention.

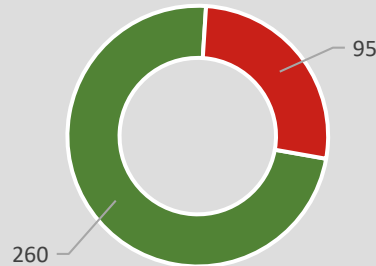
# Response – Attendance Performance Measure (APM)



Incidents evaluated for the APM - 501

Incidents that met the APM - 362

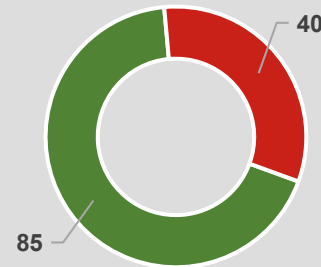
Time Zone 1 - Less than 00:10:00



■ Met ■ Not Met

Achieved on 73% of occasions

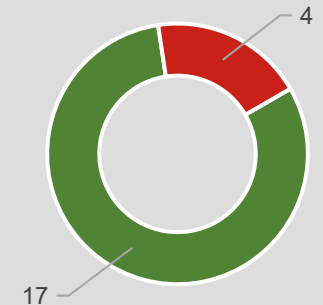
Time Zone 2 - Between 00:10:00 and 00:15:00



■ Met ■ Not Met

Achieved on 68% of occasions

Time Zone 3 - Between 00:15:00 and 00:20:00



■ Met ■ Not Met

Achieved on 81% of occasions

		<u>No. of incidents</u>
<b>Top 5 reasons for not meeting the Attendance Performance Measure</b>	1. Road obstruction/Traffic conditions etc	16
	2. Turn in time (On-Call including Day crewing at night)	12
	3. Difficulty in locating incident address	11
	4. Dressing in specialist PPE / Responding at normal speed / Weather conditions	7
	5. Mobilised to incorrect address	5

# Response – On-call Appliance Availability

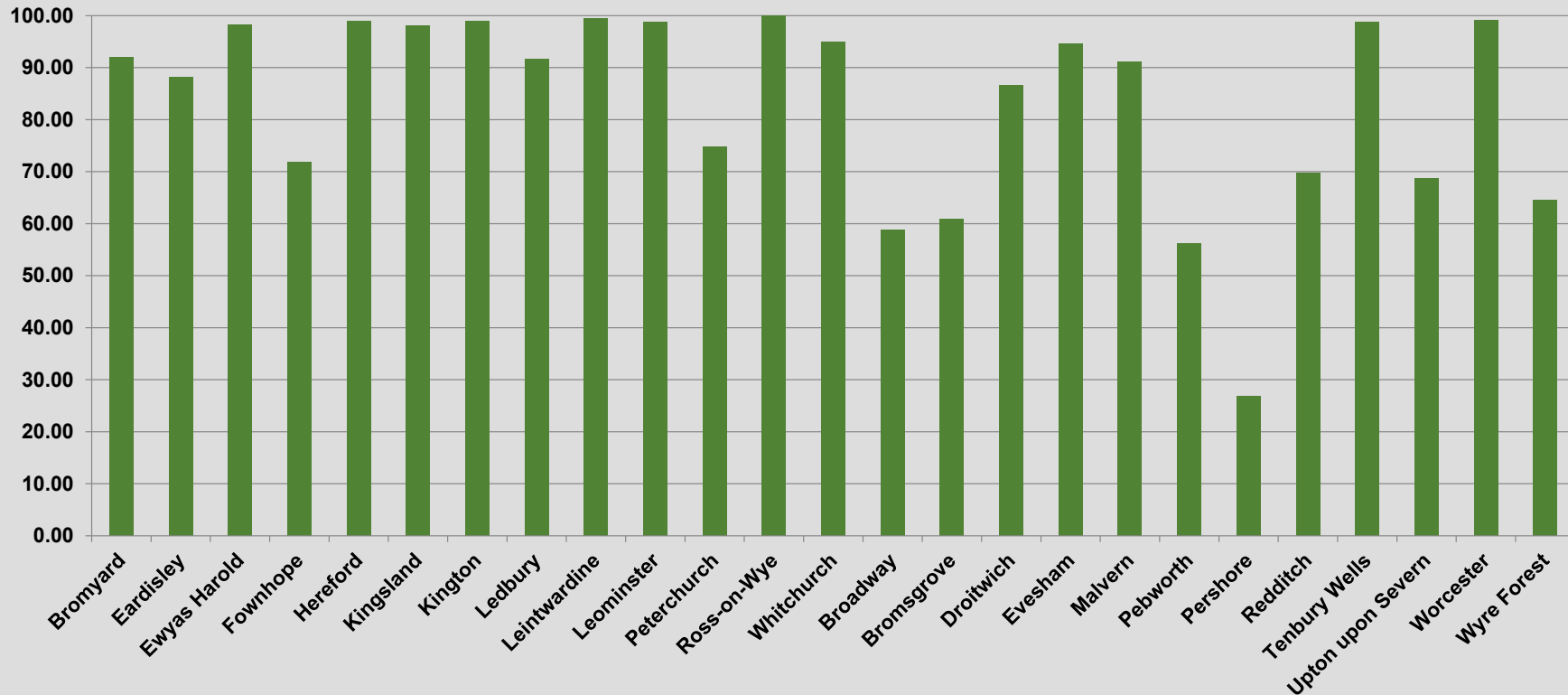


First On-call Appliance 83.28%

All On-call Appliances 66.45%

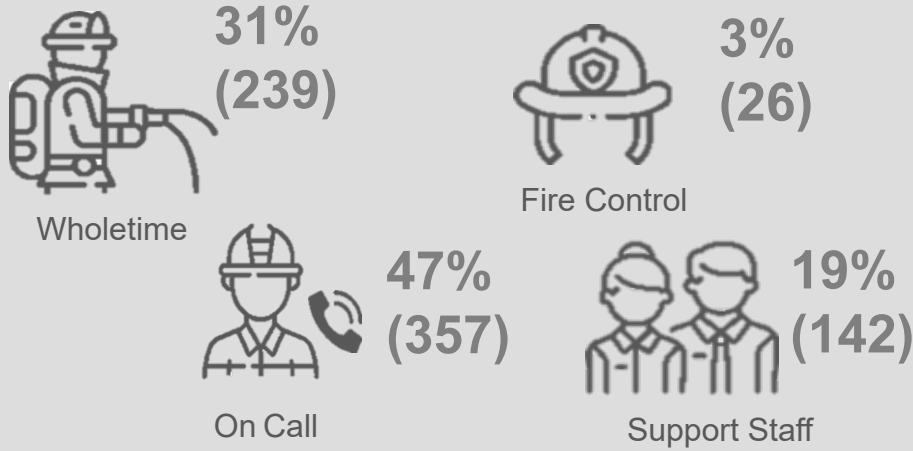
First On-call Appliance Availability 83.81%  
Q4 2022-23

## First On-Call Appliance Availability Q4 2023-24



# People

## Overall Workforce Profile – 764 employees

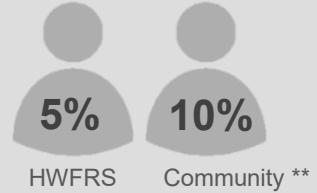


## Equalities



Female representation has slightly increased by 1% when compared to Q4 2022-23

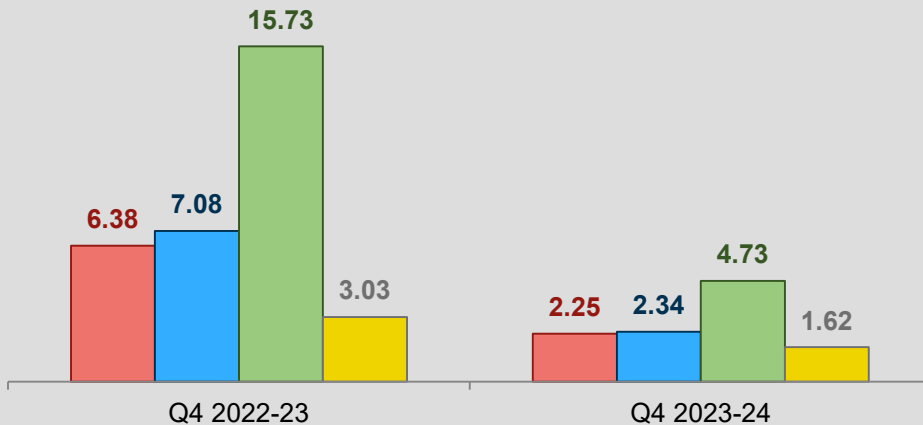
## Ethnicity



Ethnic minority representation has decreased by 1% when compared to Q4 2022-23

## Days/Shifts Lost Per Person

■ All Staff ■ Wholetime ■ Fire Control ■ Support Staff



\*Long Term Sickness is 28 calendar days or more

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

## Days/Shifts Lost Per Person

	Wholetime	Fire Control	Support Staff
Short Term Absence	1.12 47.86%	1.19 25.20%	1.04 64.16%
Long Term Absence *	1.22 52.14%	3.54 74.80%	0.58 35.84%

## Top 3 Reasons for Absence

- Respiratory – Chest Infection
- Respiratory – Cold/Cough/Influenza
- Mental Health – Stress