# Performance Report

Quarter 3 2023-24 (01 Oct – 31 Dec 2023)

Report of the Assistant Chief Officer - Director of Prevention

# Incident Overview Q3 2023-24 (01 Oct - 31 Dec 2023)

| | Total | Change since Q3 2022-23 | |
|---|---|---|---|
| **All Incidents** | 2,076 | ↑ +3% | Increase by 3% on Q3 2022-23. The Service also attended 16 'Over The Border' incidents. |
| **Fires** | 312 | ↓ -7% | Decrease by 7% on Q3 2022-23. |
| **Special Services** | 699 | ↑ +4% | Increase by 4% on Q3 2022-23. |
| **False Alarms** | 1,065 | ↑ +6% | Increase by 6% on Q3 2022-23. |

# District Overview

## Incidents per District Q3 2023-24

| | Fire | Special Service | False Alarms | All Incidents | Change since Q3 2022-23 |
|---|---|---|---|---|---|
| **North District** | 144 | 304 | 432 | 880 | ⬆ +7% |
| **South District** | 94 | 239 | 392 | 725 | ⬆ +1% |
| **West District** | 74 | 156 | 241 | 471 | ⬌ 0% |
| **Total** | 312 | 699 | 1,065 | 2,076 | ⬆ +3% |

# Asset location (July 2023)
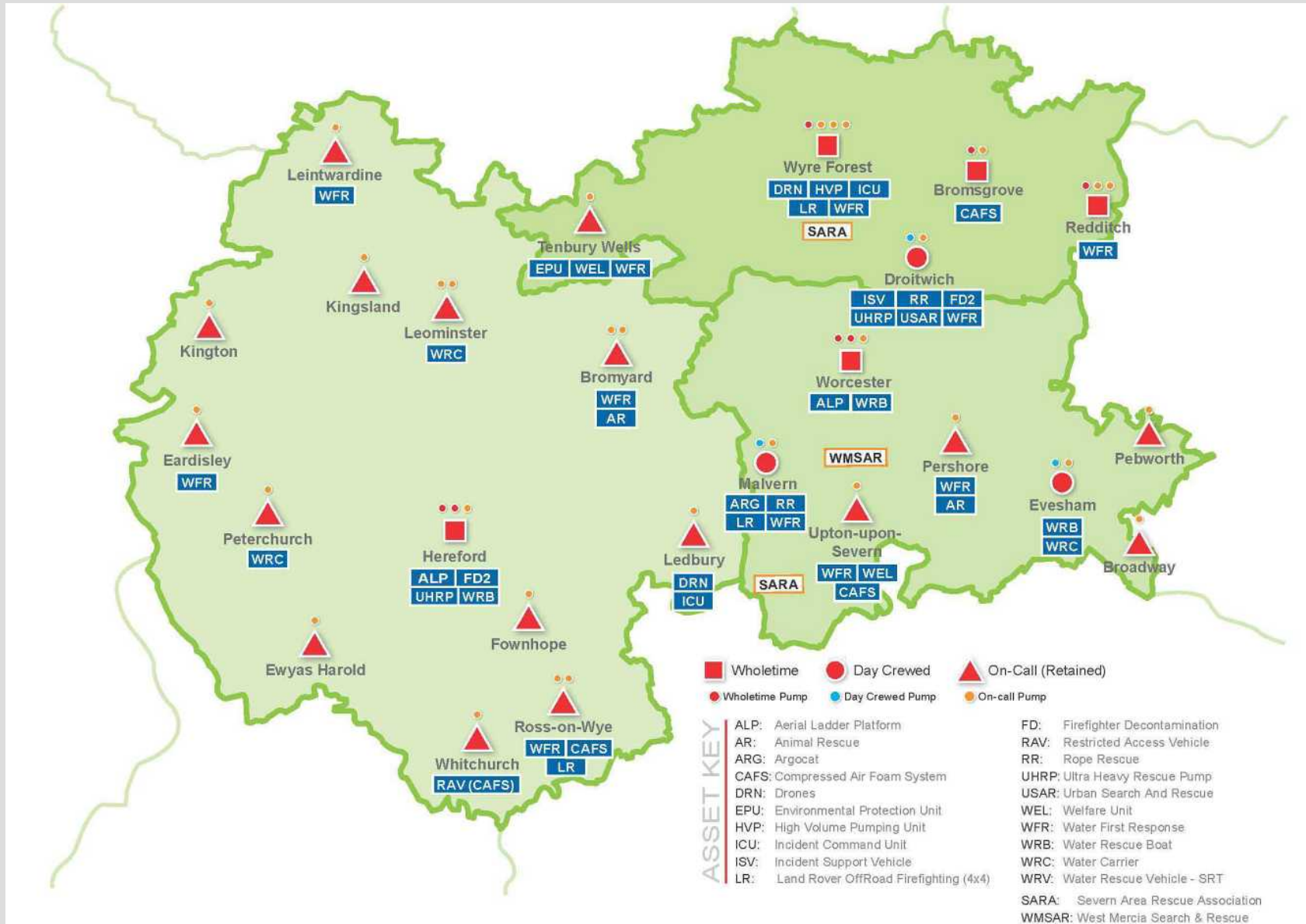
# Prevention

| Fire Prevention Checks Completed | Q3 2023-24 | Q3 2022-23 |
|---|---|---|
| Home Fire Safety Visits | 1,898 | 1,947 |

**Home Fire Safety Visit Feedback**
Q3 2023-24

**Proportion of Positive Responses**      100%

**SMOKE ALARMS SAVE LIVES**

The number of Home Fire Safety Visits have slightly decreased by 2.58% when compared to the same period last year. Operational Crews were busy with flooding incidents across Herefordshire and Worcestershire and this impacted on the number of Station HFSCs completed in October – 667, November – 647 and December - 584.

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

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

# Protection

## Inspections Completed

| | Q3 2023-24 | Q3 2022-23 |
|---|---|---|
| Risk Based Inspection Programme | 315 | 381 |
| Total Enforcement Activity | 14 | 23 |
| Specific Post Fire Audit | 39 | 29 |

## Fire Safety Full Audit Questionnaire

**Q3 2023-24**

**Proportion of Positive Responses** — **100 %**

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

Total Enforcement Activities have decreased by 39% compared to Q3 in 2022-23.

The Service attended more building fires in Q3 2023-24 (an increase by 20 incidents, 16%) when compared to same period last year and this has contributed to increased number of Post Fire Audits.

The Advice/Concerns Log generated 145 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    213

| Primary Fires | Q3 2023-24 | Q3 2022-23 | Change | |
|---|---|---|---|---|
| Building Fires | 149 | 129 | +20 | +16% |
| Outdoor Fires | 6 | 12 | -6 | -50% |
| Vehicle & Transport Fires | 58 | 71 | -13 | -18% |
| **Total** | **213** | **212** | **+1** | **0%** |

The number of Primary Fires has increased by 1 incident when compared to Q3 2022-23.

### Primary Fire - Injuries and Fatalities

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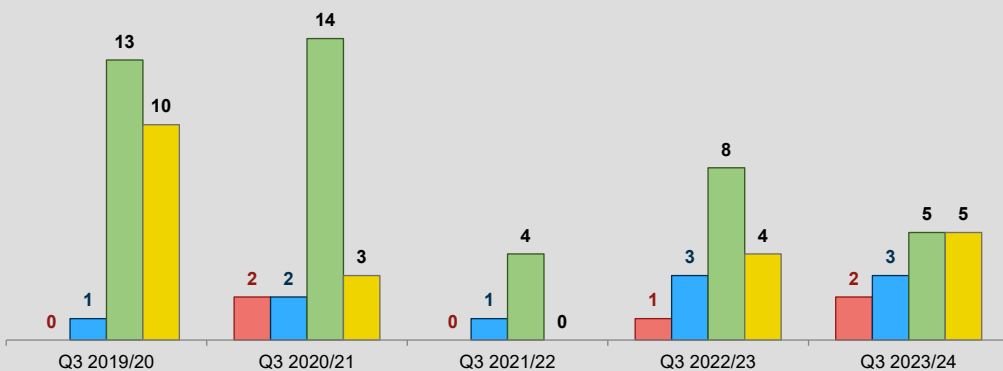


## Secondary Fires    69

| Secondary Fires | Q3 2023-24 | Q3 2022-23 | Change | |
|---|---|---|---|---|
| Grassland, Woodland and Crop | 21 | 22 | -1 | -5% |
| Other Outdoors (including land) | 19 | 34 | -15 | -44% |
| Outdoor Structures | 22 | 31 | -9 | -29% |
| Buildings & Transport | 5 | 6 | -1 | -17% |
| Outdoor Equipment & Machinery | 2 | 1 | +1 | +100% |
| **Total** | **69** | **94** | **-25** | **-27%** |

There was a 27% decrease in Secondary Fires compared to Q3 in 2022-23. The service also attended 30 Chimney Fires.

There were 5 incidents in Q3 2023-24 where 5 or more pumps attended. These were 2 fires, 2 special services and 1 false alarm.
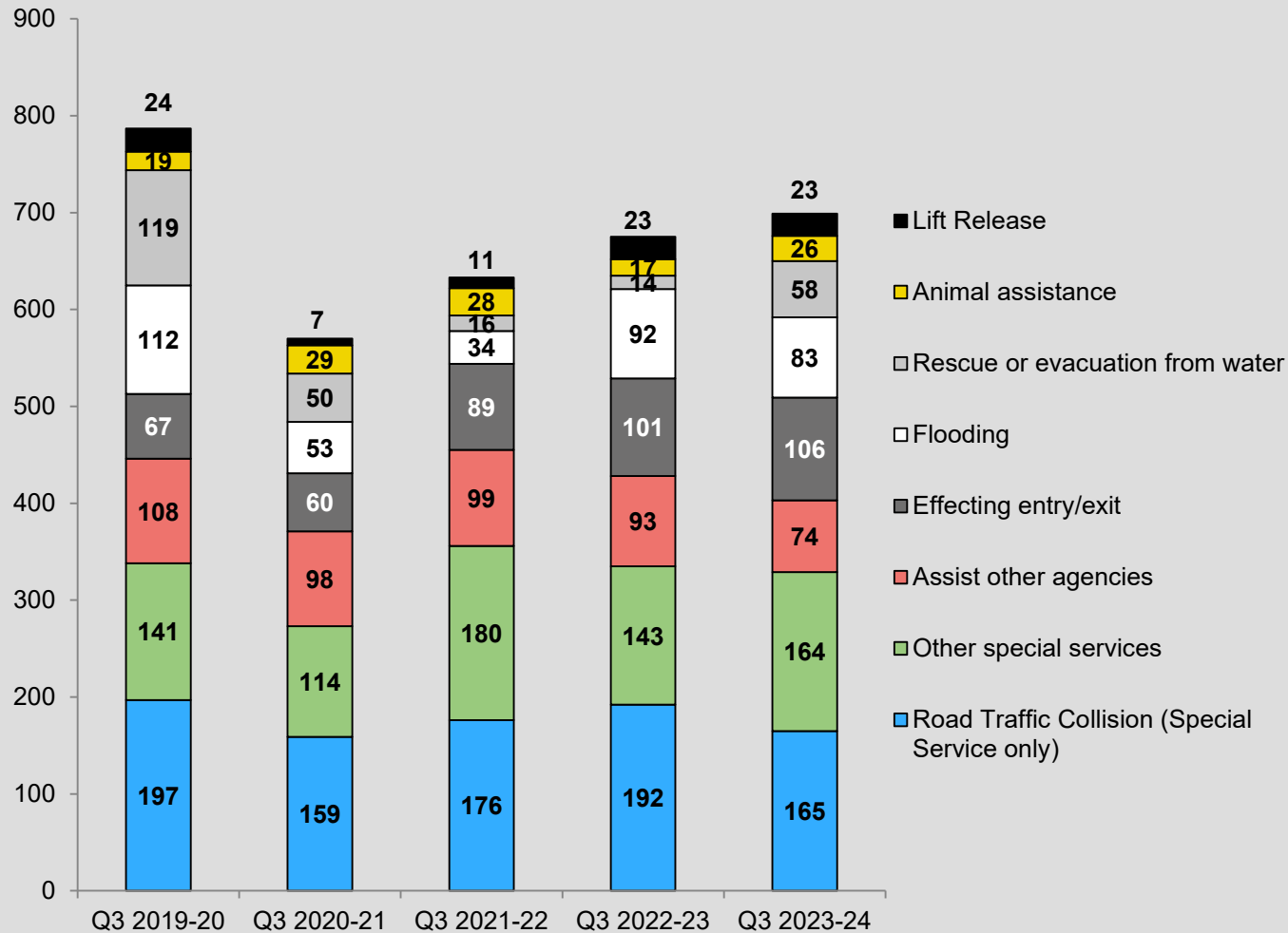
Unfortunately, there were two fatalities in primary fires recorded in Q3 2023-24.

# Response — Special Services



**699** Special Service incidents in Q3 2023-24

Legend:
- Lift Release
- Animal assistance
- Rescue or evacuation from water
- Flooding
- Effecting entry/exit
- Assist other agencies
- Other special services
- Road Traffic Collision (Special Service only)

| | Q3 2019-20 | Q3 2020-21 | Q3 2021-22 | Q3 2022-23 | Q3 2023-24 |
|---|---|---|---|---|---|
| Lift Release (top label) | 24 | 7 | 11 | 23 | 23 |
| Animal assistance | 19 | 29 | 28 | 17 | 26 |
| Rescue or evacuation from water | 119 | 50 | 16 | 14 | 58 |
| Flooding | 112 | 53 | 34 | 92 | 83 |
| Effecting entry/exit | 67 | 60 | 89 | 101 | 106 |
| Assist other agencies | 108 | 98 | 99 | 93 | 74 |
| Other special services | 141 | 114 | 180 | 143 | 164 |
| Road Traffic Collision (Special Service only) | 197 | 159 | 176 | 192 | 165 |

**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
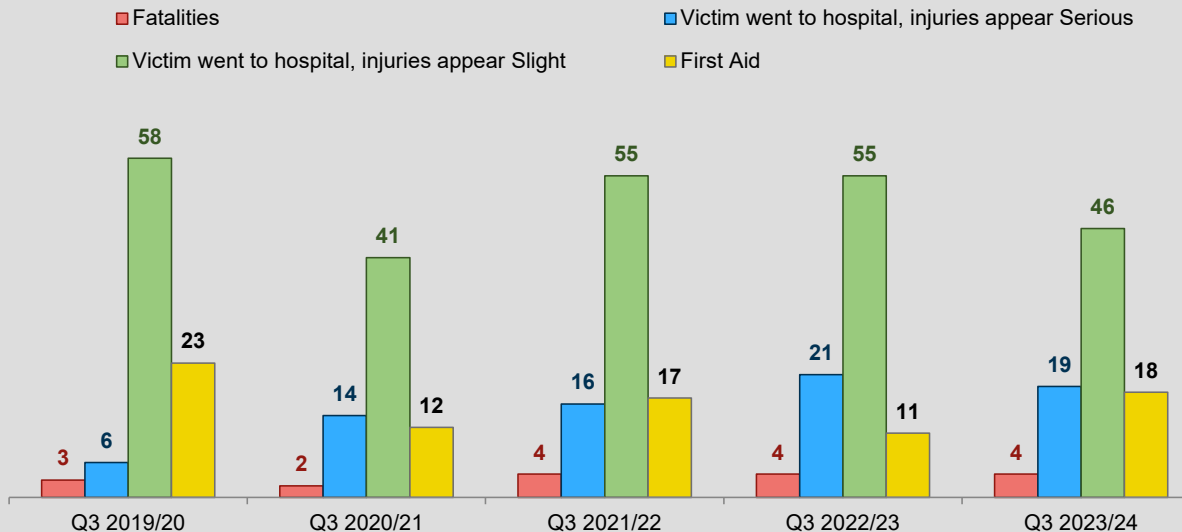
**165**
RTC incidents in Q3 2023-24

## Total RTC Incidents



- Q3 2019/20: 197
- Q3 2020/21: 159
- Q3 2021/22: 176
- Q3 2022/23: 192
- Q3 2023/24: 165
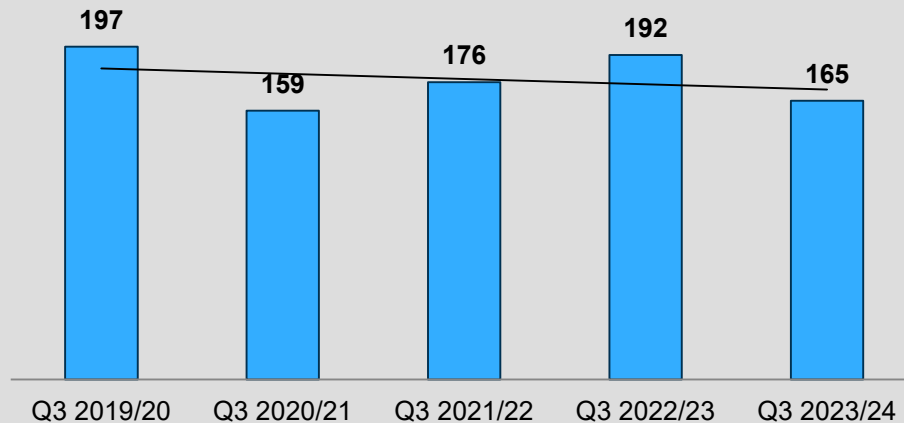
The number of RTC incidents decreased by 14% and it was below 5-year average of 184 incidents.

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



| | Fatalities | Serious | Slight | First Aid |
|---|---|---|---|---|
| Q3 2019/20 | 3 | 6 | 58 | 23 |
| Q3 2020/21 | 2 | 14 | 41 | 12 |
| Q3 2021/22 | 4 | 16 | 55 | 17 |
| Q3 2022/23 | 4 | 21 | 55 | 11 |
| Q3 2023/24 | 4 | 19 | 46 | 18 |

The number of fatalities from RTC incidents in Q3 2023-24 was the same as in previous year, while a significant decrease in the number of slight injuries was observed.

# Response – Attendance Performance Measure (APM)

**Incidents evaluated for the APM - 435**

**Incidents that met the APM - 296**

| Time Zone 1 - Less than 00:10:00 | Time Zone 2 - Between 00:10:00 and 00:15:00 | Time Zone 3 - Between 00:15:00 and 00:20:00 |
|---|---|---|
| 235 | 84 / 53 | 55 / 8 |
| ■ Met ■ Not Met | ■ Met ■ Not Met | ■ Met ■ Not Met |
| **Achieved on 100% of occasions** | **Achieved on 39% of occasions** | **Achieved on 13% of occasions** |

|  | | No. of incidents |
|---|---|---|
| **Top 5 reasons for not meeting the Attendance Performance Measure** | 1. Road obstruction/Traffic conditions etc | 18 |
| | 2. Difficulty in locating incident address | 15 |
| | 3. Traffic conditions causing delayed turn in time to stations (On Call & Day Crewed only) | 9 |
| | 4. Turn in time (On-Call and Day crew at night only) | 8 |
| | 5. Weather conditions / Road conditions | 8 |

# Response – On-call Appliance Availability

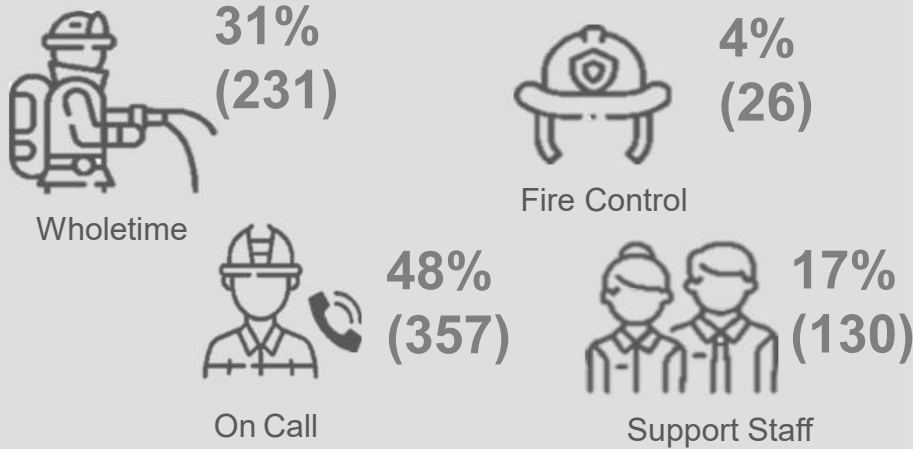**First On-call Appliance**    **72.42%**

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**All On-call Appliances**    **63.98%**

**First On-call Appliance Availability Q3 2022-23**    **79.72%**

## First On-Call Appliance Availability Q3 2023-24
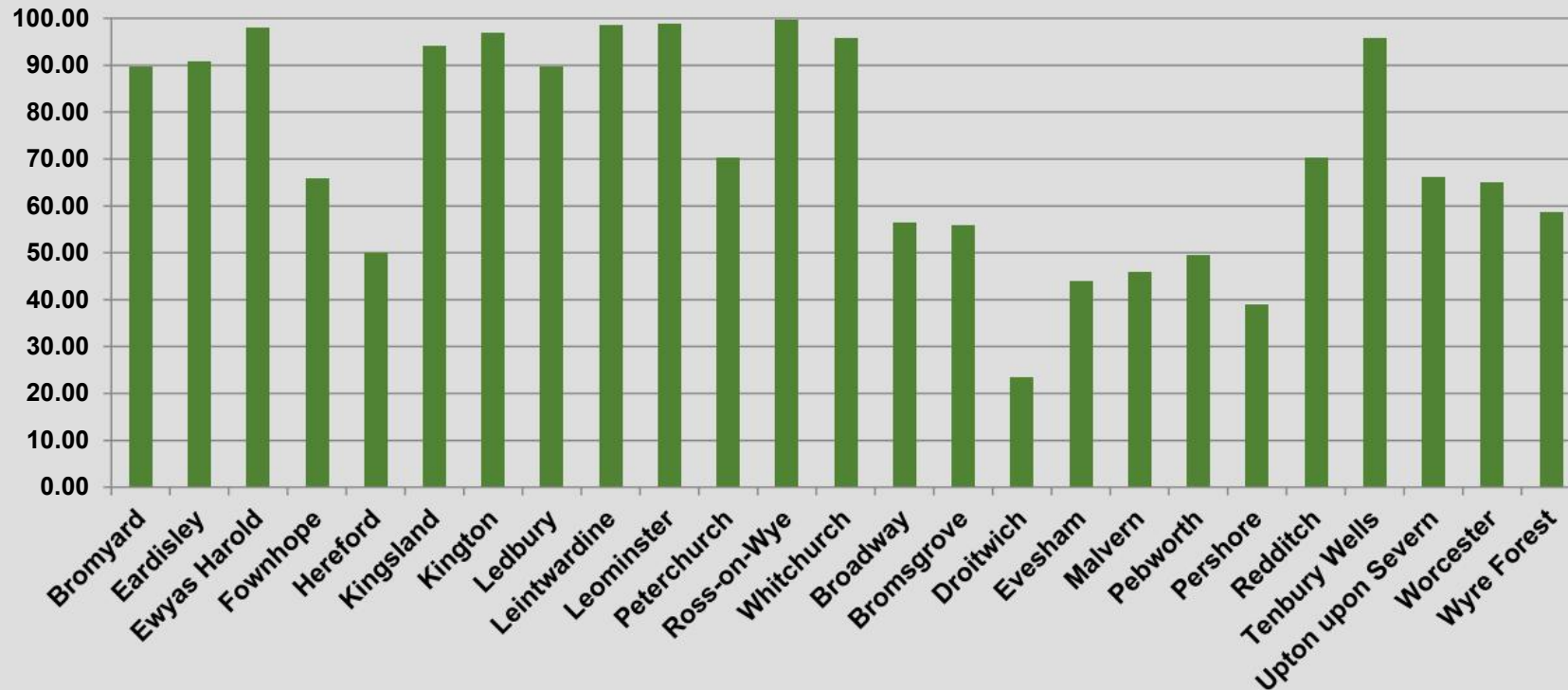
# People

## Overall Workforce Profile – 744 employees

**31% (231)** Wholetime

**4% (26)** Fire Control

**48% (357)** On Call

**17% (130)** Support Staff

## Equalities

Female representation is the same as in Q3 2022-23

**19% female** **81% male**

Ethnic minority representation has decreased by 2% when compared to Q3 2022-23

## Ethnicity

**4% HWFRS** **10% Community **

## Days/Shifts Lost Per Person

Legend: ■ All Staff ■ Wholetime ■ Fire Control ■ Support Staff

**Q3 2022-23**
- All Staff: 2.52
- Wholetime: 1.88
- Fire Control: 8.23
- Support Staff: 2.62

**Q3 2023-24**
- All Staff: 2.27
- Wholetime: 1.61
- Fire Control: 3.92
- Support Staff: 3.16

## Days/Shifts Lost Per Person

|  | Wholetime | Fire Control | Support Staff |
|---|---|---|---|
| **Short Term Absence** | 0.84 / 52.45% | 1.40 / 35.78% | 0.98 / 30.89% |
| **Long Term Absence *** | 0.77 / 47.55% | 2.52 / 64.22% | 2.18 / 69.11% |

## Top 3 Reasons for Absence

- Mental Health – Stress
- Respiratory - Cold/Cough/Influenza
- Genitourinary / Gynaecological/ Reproductive

*Long Term Sickness is 28 calendar days or more

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