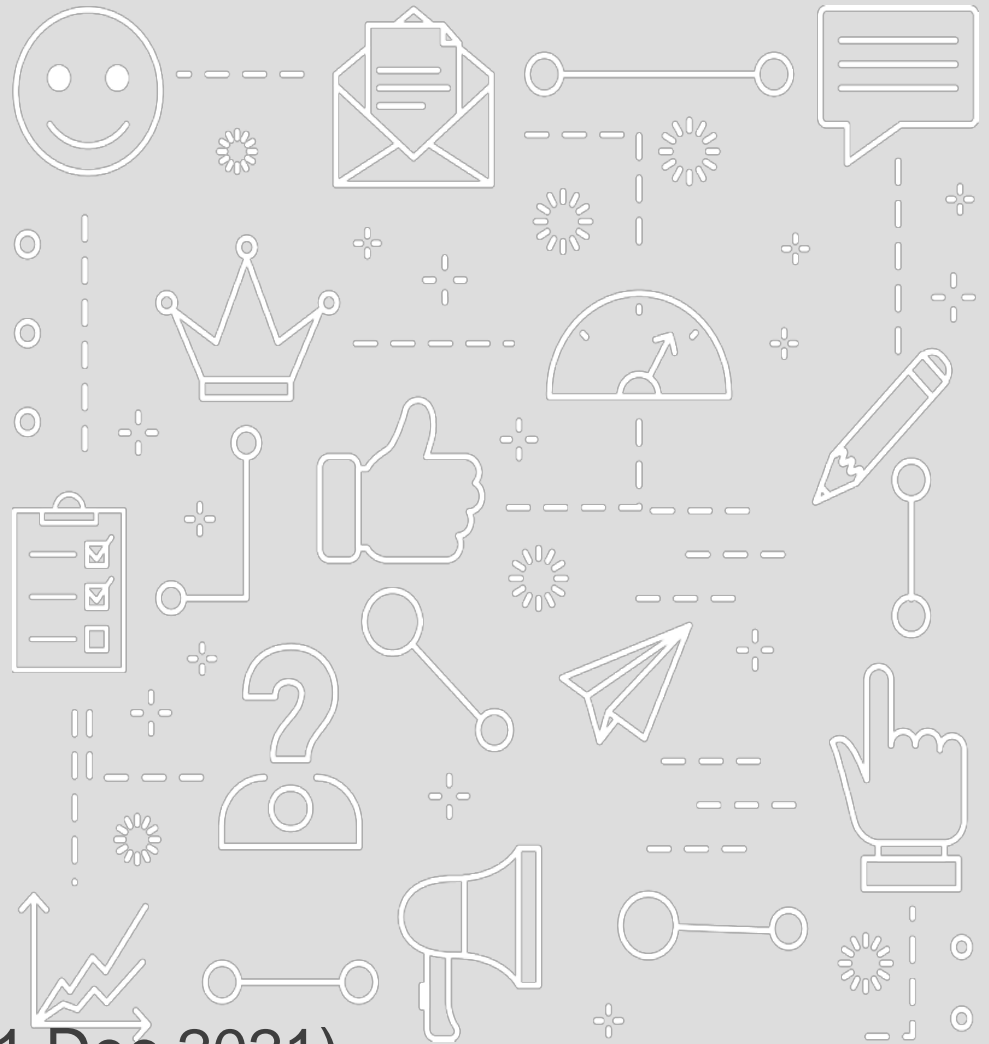




HEREFORD & WORCESTER  
**HWFR**  
FIRE AND RESCUE SERVICE

# Performance Report

Quarter 3 2021-22 (01 Oct – 31 Dec 2021)  
Report of the Assistant Director: Prevention



# Incident Overview Q3 2021-22 (01 Oct – 31 Dec 2021)



## All Incidents

Total

1,802

Change since Q3 2020-21

↑ 5%

Small increase on Q3 2020-21, and continues to average about 1,739 per Q3 over the last 5 years. The Service also attended 7 'Over The Border' incidents.



## Fires

330

↑ 10%

Although there is an increase compared to last year, the number of fires are similar to Q3 2019-20 (336 incidents).



## Special Services

631

↑ 11%

While there is an increase of 11% compared to last year, there is a decrease of 20% compared to Q3 2019-20 (787 incidents).



## False Alarms

841

↔ 0%

False Alarm incidents remained at a similar level to Q3 2020-21, with an average of 836 over the last 5 years.

# District Overview

## Incidents per District Q3 2021-22



Fire



Special  
Service



False  
Alarms

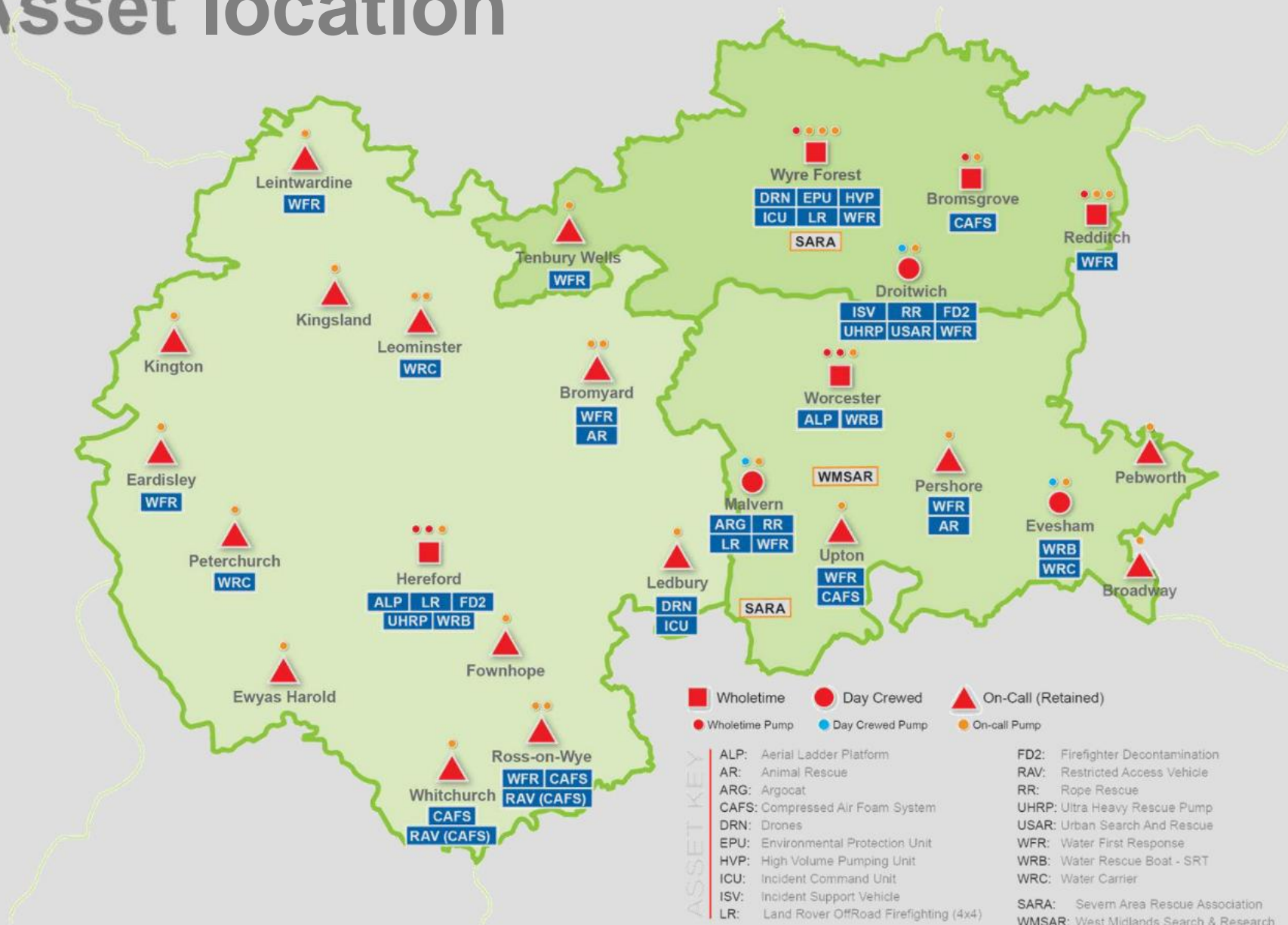


All  
Incidents

Change since  
Q3 2020-21

North District	126	247	332	705	↑ 2%
South District	98	206	288	592	↑ 4%
West District	106	178	221	505	↑ 11%
Total	330	631	841	1,802	↑ 5%

# Asset location



<span style="color: red;">■</span> Wholetime	<span style="color: red;">●</span> Day Crewed	<span style="color: red;">▲</span> On-Call (Retained)
<span style="color: red;">●</span> Wholetime Pump	<span style="color: blue;">●</span> Day Crewed Pump	<span style="color: orange;">●</span> On-call Pump

<b>ASSET KEY</b>	ALP: Aerial Ladder Platform	FD2: Firefighter Decontamination
AR: Animal Rescue	ARG: Argocat	RAV: Restricted Access Vehicle
CAFS: Compressed Air Foam System	DRN: Drones	RR: Rope Rescue
EPU: Environmental Protection Unit	HVP: High Volume Pumping Unit	UHRP: Ultra Heavy Rescue Pump
ICU: Incident Command Unit	ISV: Incident Support Vehicle	USAR: Urban Search And Rescue
LR: Land Rover OffRoad Firefighting (4x4)		WFR: Water First Response
		WRB: Water Rescue Boat - SRT
		WRC: Water Carrier
		SARA: Severn Area Rescue Association
		WMSAR: West Midlands Search & Research

# Prevention

<b>Fire Prevention Checks Completed</b>	<b>Q3 2021-22</b>	<b>Q3 2020-21</b>
<b>Home Fire Safety Visits</b>	<b>618</b>	<b>354</b>
<b>Equipment Only Checks</b>	<b>280</b>	<b>179</b>
<b>Total Checks</b>	<b>898</b>	<b>533</b>

## Safe and Well Check Survey Q3 2021-22

**Proportion of Positive Responses**

**100%**

The number of fire prevention checks have continued to increase since the easing of lockdown and the number of referrals from partner agencies gain momentum.

There had been a restricted number of visits to people's home during the first lockdown, but these have now steadily increased, 898 checks were carried out during Q3 2021-22, an increase of 68%.

We have increased capacity in the Prevention department to undertake more prevention checks.

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

# Protection

<b>Inspections Completed</b>	<b>Q3 2021-22</b>	<b>Q3 2020-21</b>
<b>Business Fire Safety Checks*</b>	<b>1</b>	<b>0</b>
<b>Technical Fire Safety Activity</b>	<b>609</b>	<b>437</b>
<b>Satisfactory Audit Outcomes</b>	<b>61</b>	<b>62</b>
<b>Total Enforcement Activity</b>	<b>32</b>	<b>18</b>
.....		
<b>Specific Post Fire Audit</b>	<b>28</b>	<b>24</b>
- Within target date	<b>24</b>	<b>21</b>
- Exceeded target date	<b>4</b>	<b>3</b>

## Post Fire Audit Survey Q3 2021-22

Proportion of  
Positive Responses

**100%**

\* Business Fire Safety Checks have been replaced with a new type of inspection and only a single BFSC was carried out in Q3.

With businesses restarting following the easing of lockdown restrictions, more inspections have been possible during Q3 2021-22. An increase of 39% compared to Q3 2020-21.

New building safety legislation has also been introduced, and the department is proactively contacting business leads to highlight their fire safety responsibilities and offer support and signposting to other assistance where needed.

# Response - Fires



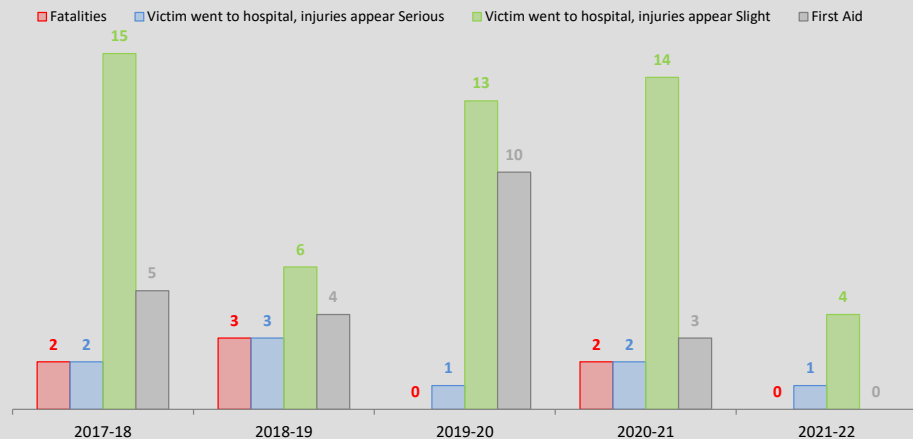
## Primary Fires

200

Primary Fires	Q3 2020-21	Q3 2021-22	Change	
Building Fires	124	141	+17	+14%
Outdoor Fires	11	11	0	0%
Vehicle & Transport Fires	49	48	-1	-2%
<b>Total</b>	<b>184</b>	<b>200</b>	<b>+16</b>	<b>+9%</b>

The number of Building Primary Fires has risen by 14% compared to Q3 2020-21. Vehicle and Transport Fires have stayed similar to Q3 2020-21, but this is lower than pre-lockdown levels (59 primary vehicle fires were recorded in Q3 2019-20). Outdoor Fires have also stayed similar to last year, but have increased by 2 incidents since Q3 2019-20.

### Primary Fire Injuries and Fatalities



## Secondary Fires

109



Secondary Fires	Q3 2020-21	Q3 2021-22	Change	
Grassland, Woodland and Crop	19	30	+11	+58%
Other Outdoors (including land)	38	38	0	0%
Outdoor Structures	11	32	+21	+191%
Buildings & Transport	13	5	-8	-62%
Outdoor Equipment & Machinery	2	4	+2	+100%
<b>Total</b>	<b>83</b>	<b>109</b>	<b>+26</b>	<b>+31%</b>

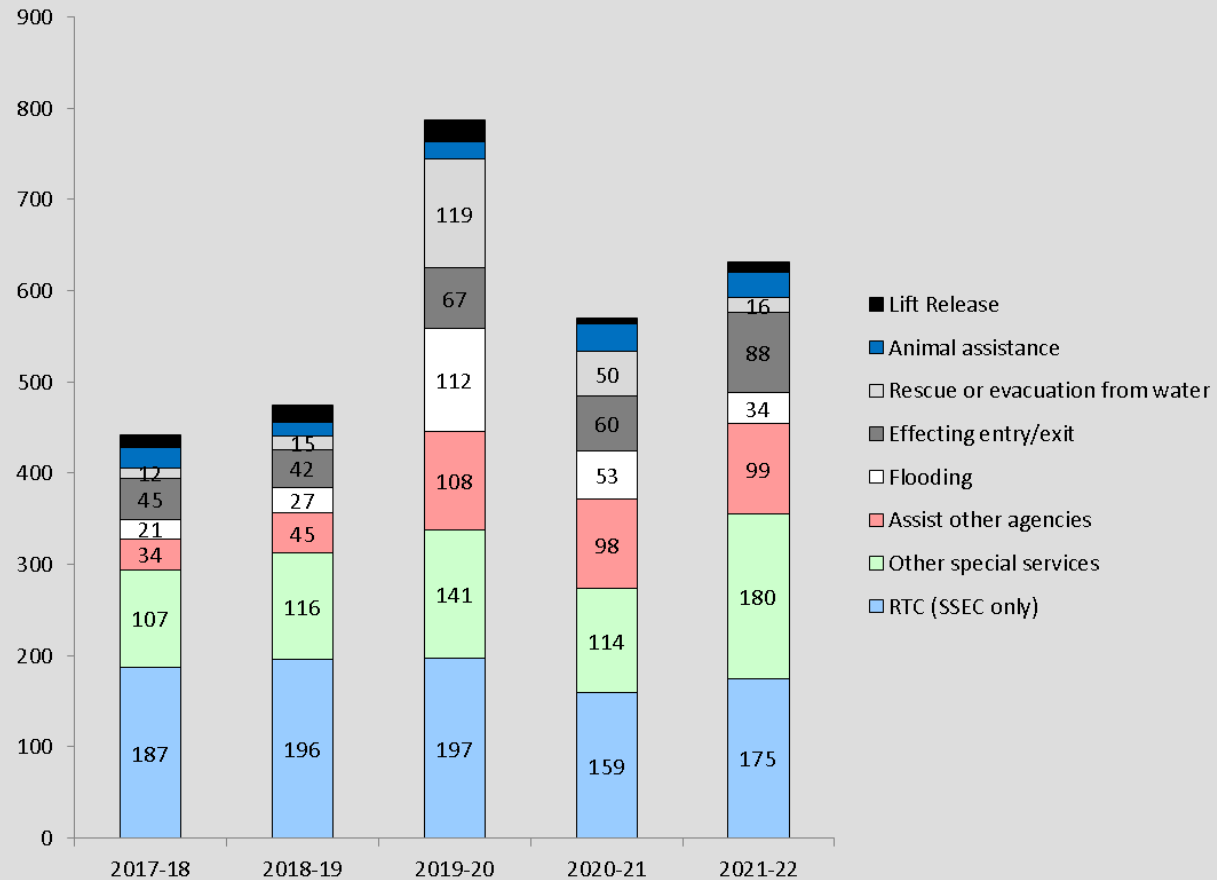
There was a 31% increase in Secondary Fires compared to Q3 in 2020-21. There was no identifiable pattern to the overall increase. However, in the Outdoor Structures category a cluster of deliberate incidents in Ledbury Town has been identified and is being investigated by Prevention.

No fatalities in primary fires were recorded in Q3 2021-22, 1 victim had to visit hospital with a serious injury and there were 4 victims who had to visit hospital with slight injuries.

# Response – Special Services



**631**  
Special  
Service  
incidents  
in Q3  
2021-22



**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** include 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).

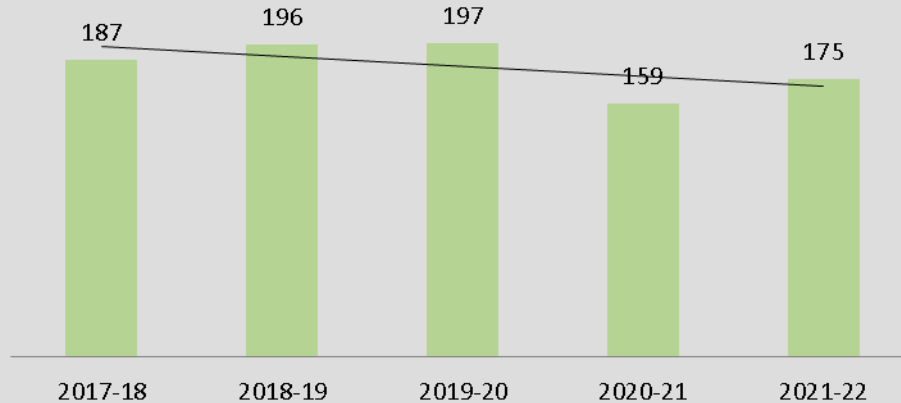


# Response – Road Traffic Collisions



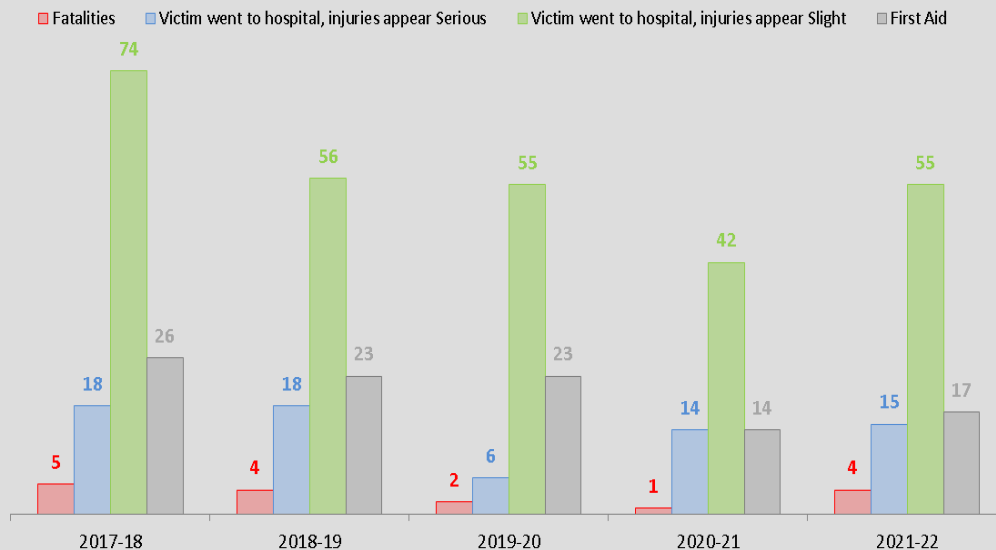
175  
RTCs

## Total RTC Incidents



Whilst the number of RTC incidents showed an overall increase of 10% over Q3 in 2021-22, this is largely a reflection of the population getting used to road use following the first Covid-19 national lockdown in March 2020. The number of RTC incidents show a gradual return to pre-lockdown levels, but there continues to be an overall downward trend in RTC numbers.

## RTC - Injuries and Fatalities



As expected RTC fatalities and injuries increased in Q3 2021-22 due to increased road use when compared to the reduced road use following the lockdown restrictions in March 2020. There is a slight downward trend since 2017-2018 in line with Total RTC incidents.

# Response – Attendance Performance Measure



	Q3 2021-22	Q3 2020-21
<b>Primary Building Fires</b>	<b>141</b>	<b>123</b>

Attendance Standard  
First fire appliance attendance at Primary Building Fires within 10 minutes



**Attendance within 10 minutes**    **71 50.35%**    **53 43.09%**

**Attendance outside 10 minutes**    **70**    **70**

**Average Attendance time\*\* (min:sec)**    **10:44\*\*\***    **11:16\*\*\***

\*\* Time of call to arrival at scene.

Call handling time    01:34    01:52

\*\*\* It should be noted that these are three independent averaged values, and therefore may not always add up.

Turnout time    02:51    02:46

Travel time    06:19    06:37

		<u>No. of incidents</u>
<b>Reasons for not meeting Attendance Standard</b>	Travel distance to the incident	36
	Turn in time (On-Call and Day crew only)	14
	Appliance not booked in attendance	6
	Responding at normal road speed (AFAs)	5
	Other	9

# Response - On Call Appliance Availability



**First On Call Appliance**      **84.46%**

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**All On Call Appliances**      **73.20%**

**First On Call  
Appliance  
Availability  
Q3 2020-21**      **90.29%**

## On Call Appliance Availability Q3 2021-22

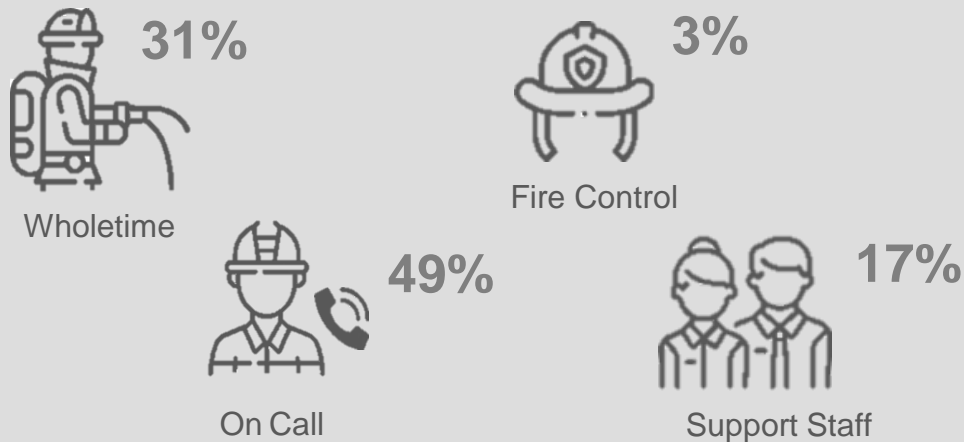
For Q3 2021-22, the first On Call appliance availability was 84.46%.

When looking at all On Call appliance availability for each fire station, there have been some changes since the previous year:

- Pebworth and Wyre Forest have both dropped below 85%
- Pershore and Peterchurch both dropped below 75%
- Broadway continued to have the lowest availability, remaining at a similar level of 50%
- Ross-on-Wye continued to achieve the highest availability, but dropped by 0.05% to 99.95%

# People

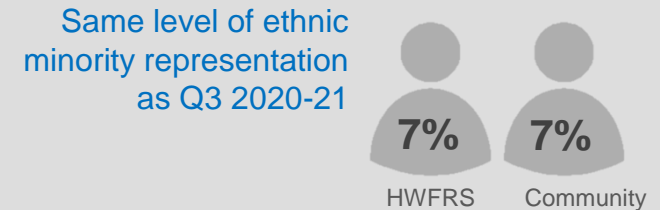
## Overall Workforce Profile



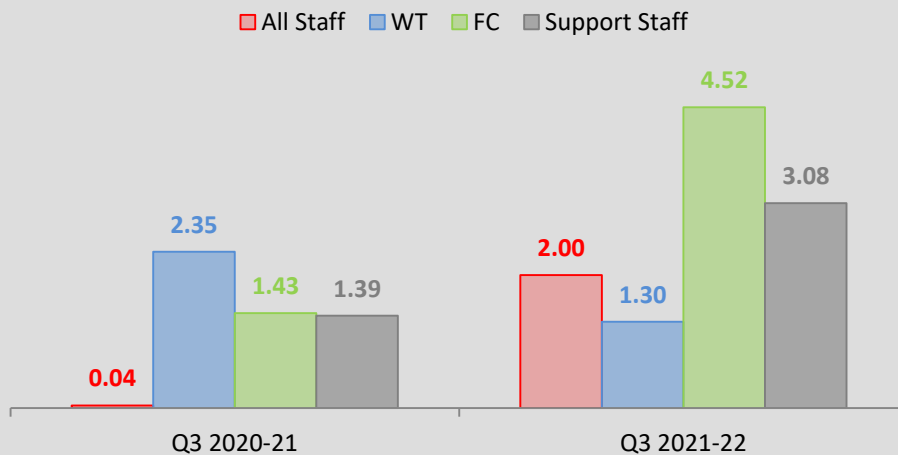
## Equalities



## Ethnicity



## Days/Shifts Lost Per Person



## Total Days/Shifts Lost \*

	Wholetime	Fire Control	Support Staff
Short Term Absence	0.50 38.28%	1.71 37.74%	1.06 34.53%
Long Term Absence **	0.80 61.72%	2.81 62.26%	2.02 65.47%

## Top 3 Reasons for Absence

- Mental Health - Anxiety
- Respiratory - Cold/Cough/Influenza
- Hospital/Post Operative

\*All sickness data do not include Covid-19

\*\*Long Term Sickness is 28 calendar days or more