



HEREFORD & WORCESTER
HWFR
FIRE AND RESCUE SERVICE

PERFORMANCE snapshot

July - September 2015



Welcome to Performance Snapshot, the quarterly operational assurance and performance newsletter.

As a Service, one of our primary aims is to make the counties of Herefordshire and Worcestershire safer and, over the last few months, the Service has carried out some impressive work to support this. Dying 2 Drive, which is run by the Community Safety team, is a hard hitting road safety scheme aimed at reducing death and serious injury amongst young road users. Almost 1500 Year 11 students attended this year and it is hoped that the experience will equip these soon to be young drivers with the skills and knowledge to keep them safe on the road.

On a similar theme of making our communities safer, you'll also see an article about our new trauma bags that Watch Commander Thom Morgan helped develop. These new kits are now on every frontline appliance in the Service and will allow us to deliver optimum medical care to the communities we serve.

In other news, our attendance times have improved by 6 seconds and our first on-call appliance has been available 93.4% of the time, compared to 92% last quarter. These are some fantastic achievements and you will see throughout this newsletter that, yet again, performance figures are positive - well done all!



Jean Cole
Head of Corporate Services

Dying 2 Drive triples its impact

1,460 pupils from 14 schools across Herefordshire attended sessions of the multi-agency Dying 2 Drive programme during September, an increase of almost a thousand from last year.

This hard-hitting programme aims to reduce the number of young people killed or seriously injured on the roads through graphic presentations and a vivid re-enactment of a traumatic road traffic collision. It invites the county's future drivers to examine the personal consequences of decisions made behind the wheel and the wider impacts on everyone involved. The programme will be coming to Worcestershire in 2016-17.



Community Safety

Incidents attended
Campaigns
On-call availability
Attendance times
Injuries & fatalities



Firefighter Safety

Training
Debriefs
Intel
Sickness & absence
AIM



Quality Services

After the incident survey
Audits
Innovation





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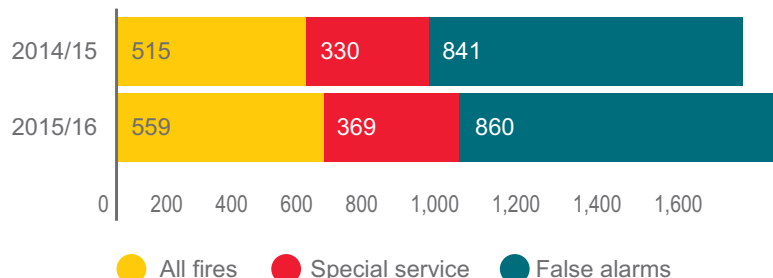
PERFORMANCE snapshot

Community Safety



Incidents

In quarter 2 (July 2015 – September 2015) the service attended 1788 incidents a 6.0% increase compared to the same quarter last year.



On-call availability



First on-call appliance 93.4%

All on-call appliances 89.0%

Road traffic collisions (RTCs)

We've attended 163 RTCs and extricated 26 casualties, 24 of whom were seriously injured.



Attendance times

Our average time to attend building fires has improved by 6 seconds to 10 minutes 59 seconds from 11 minutes 05 seconds.



1062

Home Fire Safety Checks (HFSC's)



254

Signposting Referrals



207

Business Fire Safety Checks (BFSC's)



1460

Education Programmes for Young People

Fire setter intervention & referrals

As part of our commitment to reduce deliberate fires, our Community Risk Department have a trained team of Fire Setter Advisors whose role involves interacting and engaging with those who have shown an interest in fire setting behaviour.

Referrals are often made as part of a multi-agency response but are also welcome direct from concerned family members. The aim of the intervention is to educate, whilst exploring the consequences of deliberate fire setting. Each referral is dealt with on a case-by-case basis.



15

Fire Setter Referrals



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Firefighter Safety



Training

The diagram below shows an overview of the safety-critical firefighter training completed by our staff during this quarter (July - September 2015)

Training completed

21

Driving
assessments

9

Breathing
apparatus
refresher
courses

6

Fire behaviour
courses

36

Trauma courses

13

Incident
command
assessments

5

Tactical
ventilation
courses



Skills tested at multi-agency water exercise

Four multi-agency computer simulated water rescue exercises, involving West Mercia Search & Rescue (WMSAR), took place in late September. The session put officer's skills to the test as they were faced with a scenario consisting of a sinking river boat, with over 100 people on board. Participants were then tasked with dealing with the situation.

Exercises such as these aim to clarify roles and responsibilities, which ultimately improve our response and emergency planning.

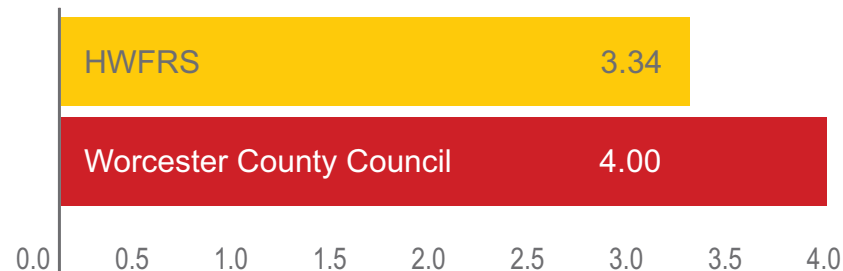
AIM

55 Incident Commanders were monitored at operational incidents this quarter through the 'Active Incident Monitoring' (AIM) process. This included officers and personnel from 25 different stations.



Sickness & absence

The chart below shows the average number of shifts lost per member of staff. This compares well to Worcestershire County Council.





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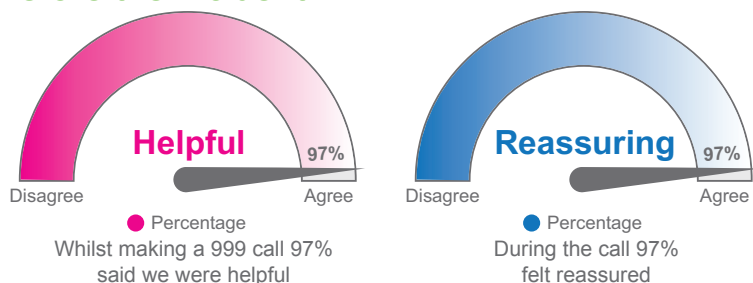
PERFORMANCE snapshot

Quality Services

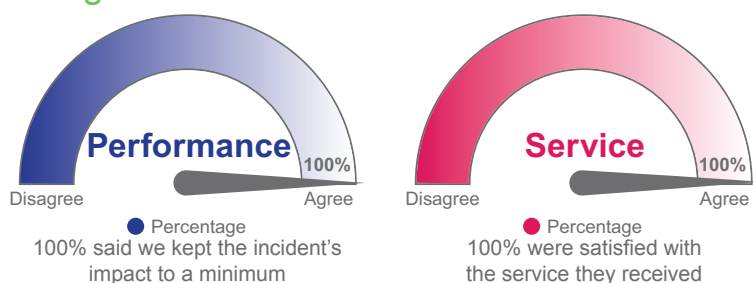


We asked the public about our performance and they said:*

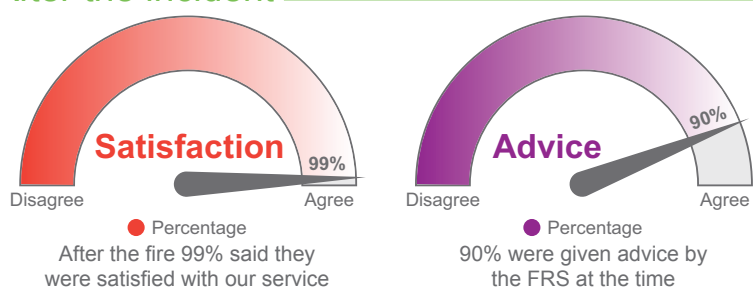
Before the incident



During the incident



After the incident



* Latest dataset available July - September 2015

HWFRS help develop new trauma bags that will improve medical care

New trauma bags that HWFRS employee Thom Morgan helped develop, are now on every frontline appliance in the Service and will ensure that members of the community receive the highest quality, sustainable medical care.

Leading the way nationally, HWFRS is the first fire service in the country to roll out these new trauma bags which will allow firefighters to deal with any time critical, life threatening injuries more efficiently. The Go Bag is far more lightweight, compact and contains all of the essential equipment needed, meaning that it can be taken quickly into difficult or restricted situations to allow rapid casualty access. When opened it also presents the equipment in way that addresses the casualty's needs in the correct sequence. Crews not only now have the most current trauma equipment, but they also have undertaken advanced training, which places the Service in a strong position for the future. For more information, click [here](#).



Ensuring Firefighter safety:

Operational Assurance awarded 'Significant Assurance'

"it is evident that the authority are proactive in ensuring any performance weaknesses are addressed"

Thank you letters

We received a number of thank you letters which have included:

Thanks to a crew from **Stourport** who attended the **Great Witley Primary School Fete**. A crew from **Ross-on-Wye** for their assistance and care at an incident. Thanks to **Worcester Crew** for help with a **tree fire** in **Lower Broadheath**. Flood **Mary Dhonau** thanked all involved with meeting her during her recent visit. **Droitwich fire station** were thanked for a fantastic **open day**.