

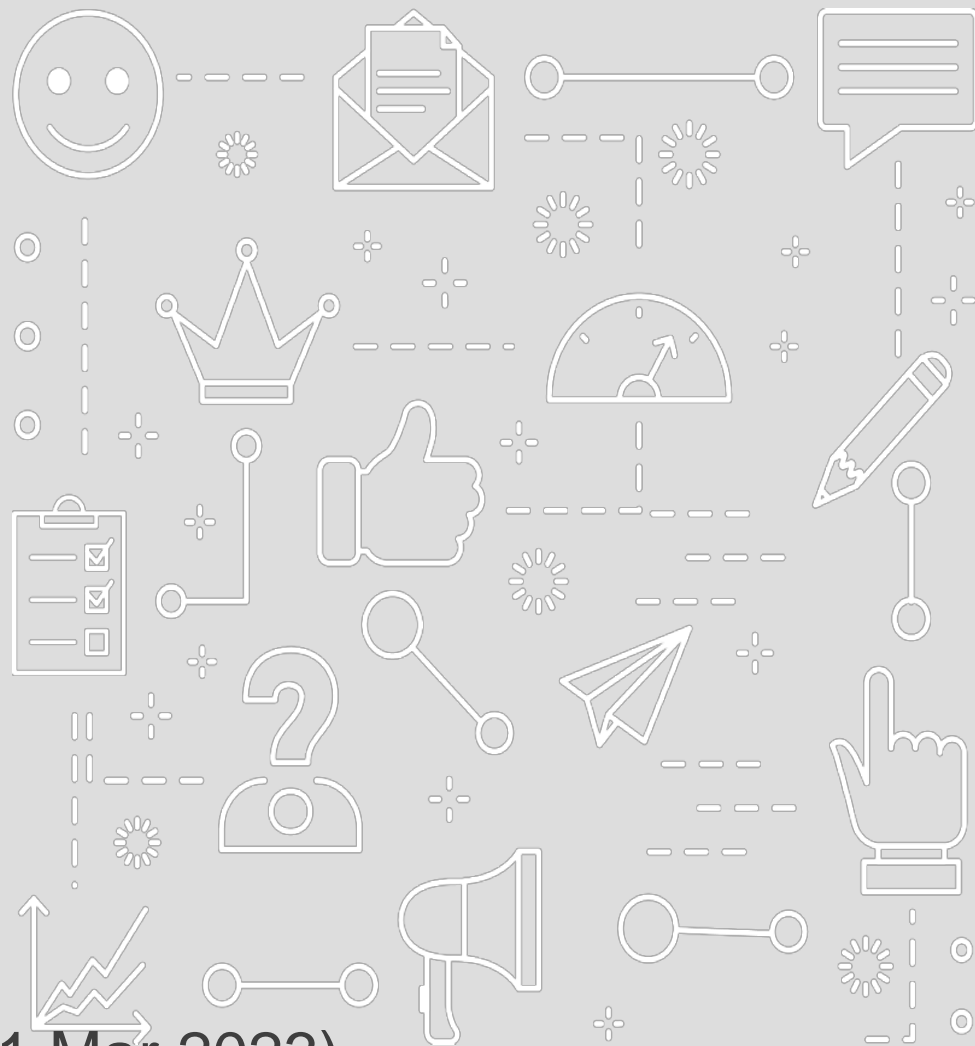


HEREFORD & WORCESTER
HWFR
FIRE AND RESCUE SERVICE

Performance Report

Quarter 4 2022-23 (01 Jan – 31 Mar 2023)

Report of the Assistant Chief Officer: Director of Prevention



Incident Overview

Q4 2022-23 (01 Jan – 31 Mar 2023)



All Incidents

Total

1,733

Change since Q4 2021-22

↓ -7%

Decrease on Q4 2021-22, aligning more with the average 1,745 incidents per Q4 over the last 5 years. The Service also attended 15 'Over The Border' incidents.



Fires

340

↓ -5%

Decrease on Q4 2021-22, appearing to be drifting from the 5-year average of 372 incidents per year. However, this average has been affected by 2018/19 when 425 fire incidents occurred.



Special Services

599

↓ -9%

Largest decrease on Q4 2021-22 across incident types, however this isn't surprising as the Q4 the year prior saw large scale flooding events, in combination with the driest February in 30 years. This year's figure is more in line with the 5-year average of 581.



False Alarms

794

↓ -5%

Decrease on Q4 2021-22, and continues to average 791 per Q4 over the last 5 years.

District Overview

Incidents per District Q4 2022-23



Fire



Special
Service



False
Alarms



All
Incidents

Change since
Q4 2021-22

North District	155	233	347	735	↑ 3%
South District	102	194	281	577	↓ -13%
West District	83	172	166	421	↓ -11%
Total	340	599	794	1,733	↓ -7%

Asset location (April 2023)



Prevention

Fire Prevention Checks Completed

Q4 2022-23

Q4 2021-22

Home Fire
Safety Visits

1,307

544

Equipment
Only Checks

571

230

Total Checks

1,878

774

Safe and Well Check Survey Q4 2022-23

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.

The increased capacity within the Prevention department is really starting to show its value, with a significant increase in the amount of checks able to be completed. During Q4 2022-23 1,878 fire safety checks and 571 equipment checks were completed, an increase of 140% and 148%, respectively.

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

Protection

Inspections Completed

Q4 2022-23 Q4 2021-22

Risk Based Inspection Programme	379	241
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Total Enforcement Activity	20	20
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Specific Post Fire Audit	47	40
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Post Fire Audit Survey Q4 2022-23

Proportion of Positive Responses

100%

The Risk Based Inspection Programme (RBIP) are inspections carried out by specialist qualified Fire Safety staff. Operational staff are also being qualified to support this programme from April 2022.

In Quarter 4 2021/22 Protection has recently introduced a new 0808 dedicated phone number for business safety related queries.

This quarter has seen a total of 13 telephone consultations.

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

Response - Fires



Primary Fires

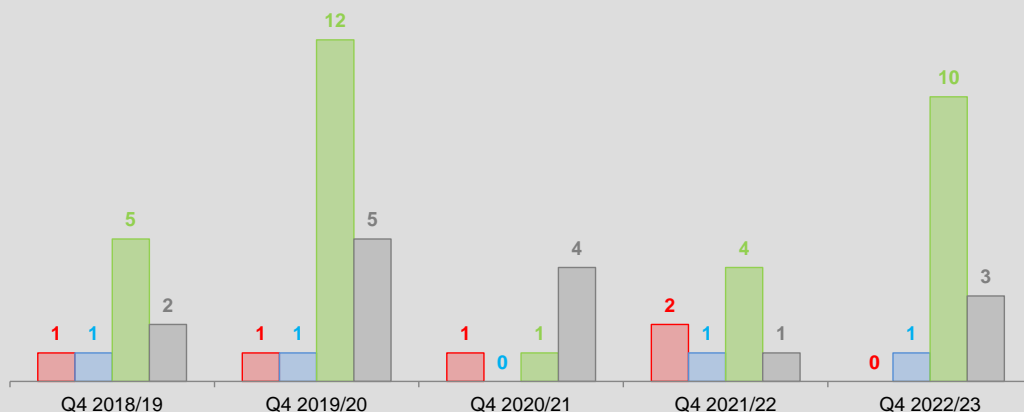
208

Primary Fires	Q4 2022-23	Q4 2021-22	Change	
Building Fires	148	136	+12	+9%
Outdoor Fires	14	22	-8	-36%
Vehicle & Transport Fires	46	45	+1	+2%
Total	208	203	+5	+2%

The number of Primary Building Fires has risen by 9% compared to Q4 2021-22. Vehicle and Transport Fires have remained similar to Q4 2021-22 figure, while Outdoor Fires have significantly decreased by 8 incidents when compared to last year.

Primary Fire Injuries and Fatalities

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



Secondary Fires

94



Secondary Fires	Q4 2022-23	Q4 2021-22	Change	
Grassland, Woodland and Crop	34	54	-20	-37%
Other Outdoors (including land)	30	39	-9	-23%
Outdoor Structures	20	20	0	0%
Buildings & Transport	6	10	-4	-40%
Outdoor Equipment & Machinery	4	2	+2	+100%
Total	94	125	-31	-25%

There was a 25% decrease in Secondary Fires compared to Q4 in 2021-22. Overall, most of property categories have seen decreases in the number of fires, except for a minor increase in outdoor equipment & machinery by 2 incidents.

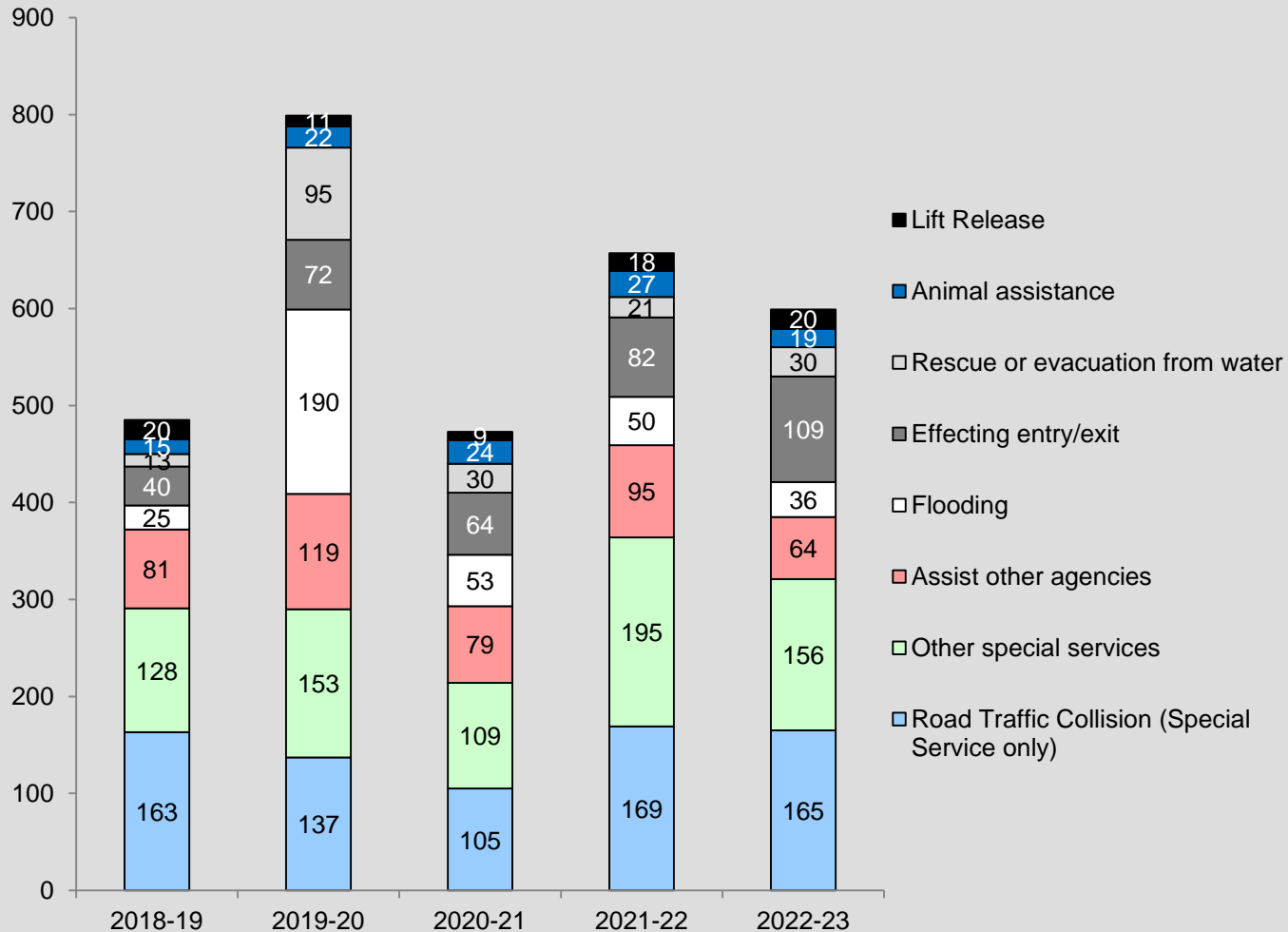
There were 10 incidents in Q4 2022-23, where more than 5 pumps attended, 9 primary fires and 1 special service.

There was no fatality in primary fires recorded in Q4 2022-23, 1 victim had to visit hospital with a serious injury and there were 10 victims who had to visit hospital with slight injuries.

Response – Special Services



599
Special
Service
incidents
in Q4
2022-23



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.

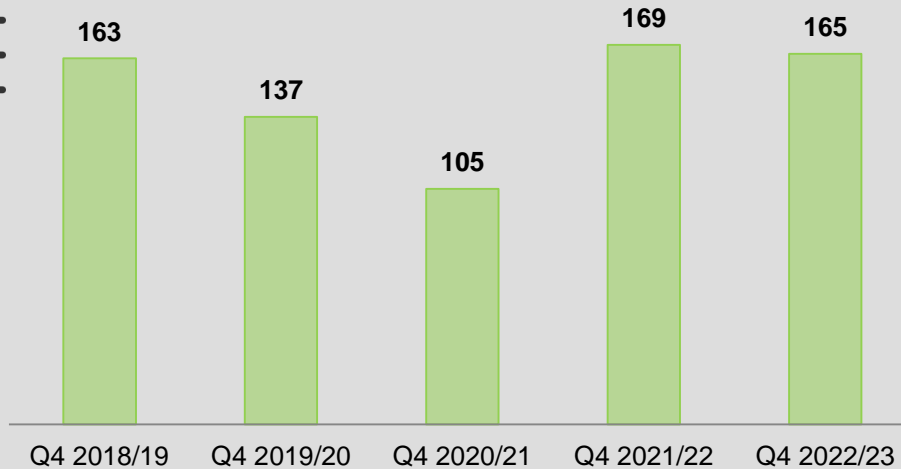
Other special services include following categories: Other Transport incident, Other rescue/release of persons, Making Safe (not RTC), Removal of objects from people, Removal of people from objects, Suicide/attempts, Medical Incident - First responder, Medical Incident - Co-responder, Evacuation (no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

Response – Road Traffic Collisions



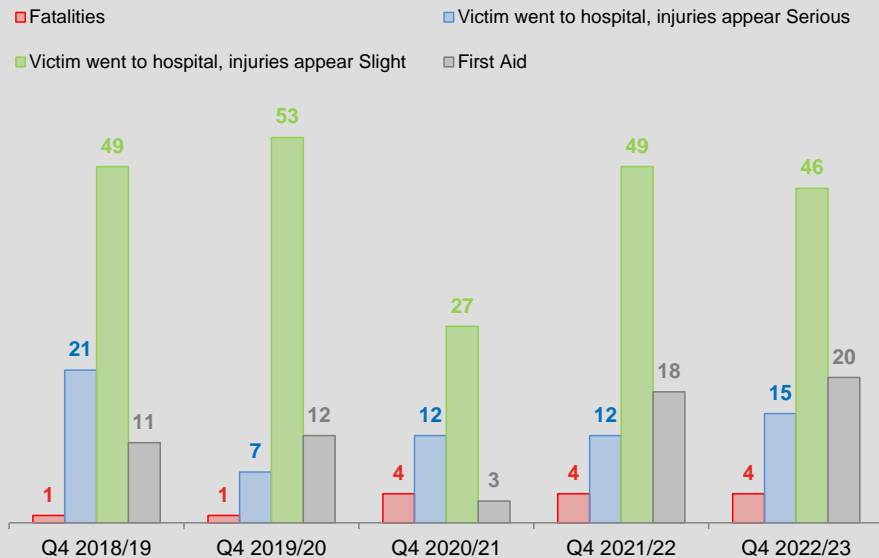
165
RTCs

Total RTC Incidents



The number of RTC incidents remained almost identical to the year prior, confirming that the number of RTC incidents are returning to pre-lockdown levels.

RTC Injuries and Fatalities



The number of serious injuries and the number of first aid given casualties slightly increased in Q4 2022-23. The last quarter figures are similar to pre-lockdown values.

Response – Attendance Standard



	Q4 2022-23	Q4 2021-22
Primary Building Fires	148	136*

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



Attendance within 10 minutes	69 46.62%	78 57.35%
Attendance outside 10 minutes	79	57

* One report was discarded due to missing information.

Average Attendance time** (min:sec)	11:39***	10:26***
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** Time of call to arrival at scene.

Call handling time	01:55	01:49
Turnout time	02:28	02:13
Travel time	07:16	06:23

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

Reasons for not meeting Attendance Standard

	<u>No. of incidents</u>
Travel distance to the incident	41
Turn in time (On-Call and Day crew only)	13
Responding at normal road speed (AFAs)	7
Appliance not booked in attendance	5
Difficulty in locating incident address	3

Response - On Call Appliance Availability



First On Call Appliance **83.81%**

All On Call Appliances **73.30%**

**First On Call
Appliance
Availability
Q4 2021-22** **85.43%**

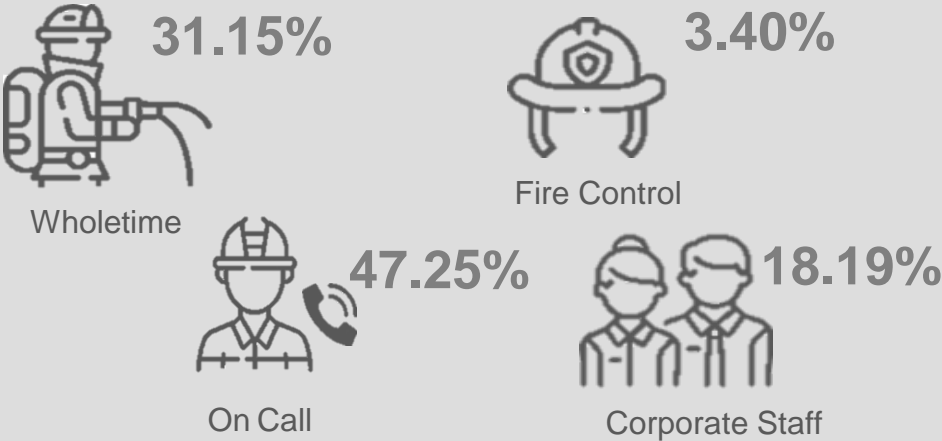
On Call Appliance Availability Q4 2022-23

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

- The following stations have all increased availability from Q4 2021-2022: Tenbury Wells, Pershore, Evesham, Droitwich, Broadway, Whitchurch, Leominster, Leintwardine, Hereford and Ewyas Harold.
- Evesham, Hereford increased above 85%.
- Upton upon Severn, Redditch and Malvern's availability have dropped around 20% from Q4 2021-2022.
- Wyre Forest and Fownhope have decreased to below 85%.
- Peterchurch, Pebworth, Redditch, Upton upon Severn and Bromsgrove have dropped below 75%.
- Broadway continued to have the lowest availability, 52.25 % however this has increased from 47.56% Q4 21/22.
- Ross-on-Wye continued to achieve the highest availability 100%.

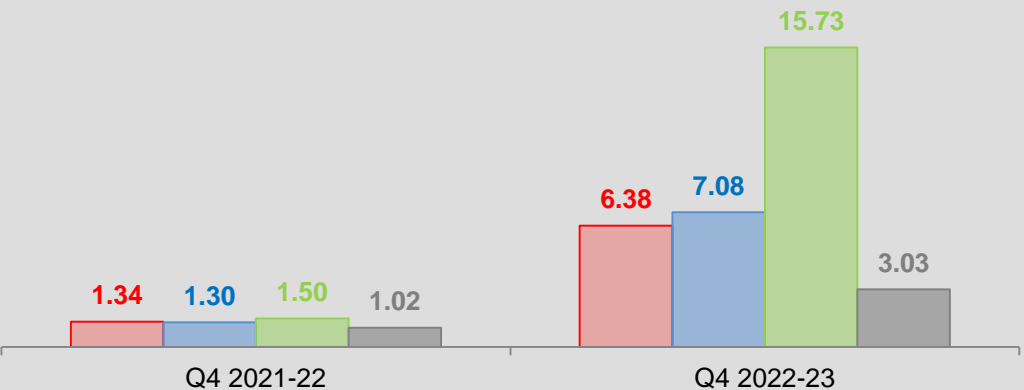
People

Overall Workforce Profile



Days/Shifts Lost Per Person

■ All Staff ■ Wholetime ■ Fire Control ■ Support Staff



*Long Term Sickness is 28 calendar days or more

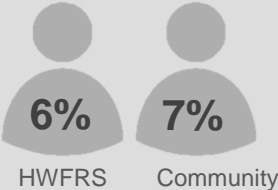
Equalities






1% increase in female representation since Q4 2021-22

Ethnicity

Same level of ethnic minority representation as Q4 2021-22



Total Days/Shifts Lost

	 Wholetime	 Fire Control	 Corporate Staff
Short Term Absence	4.07 57.52%	3.94 25.03%	2.24 73.88%
Long Term Absence *	3.01 42.48%	11.79 74.97%	0.79 26.12%

Top 3 Reasons for Absence

- Mental Health - Stress
- Respiratory - Other
- Respiratory - Cold/Cough/Influenza