



Hereford & Worcester
Fire and Rescue Authority

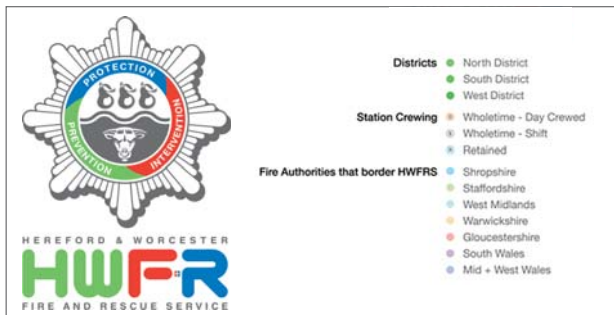
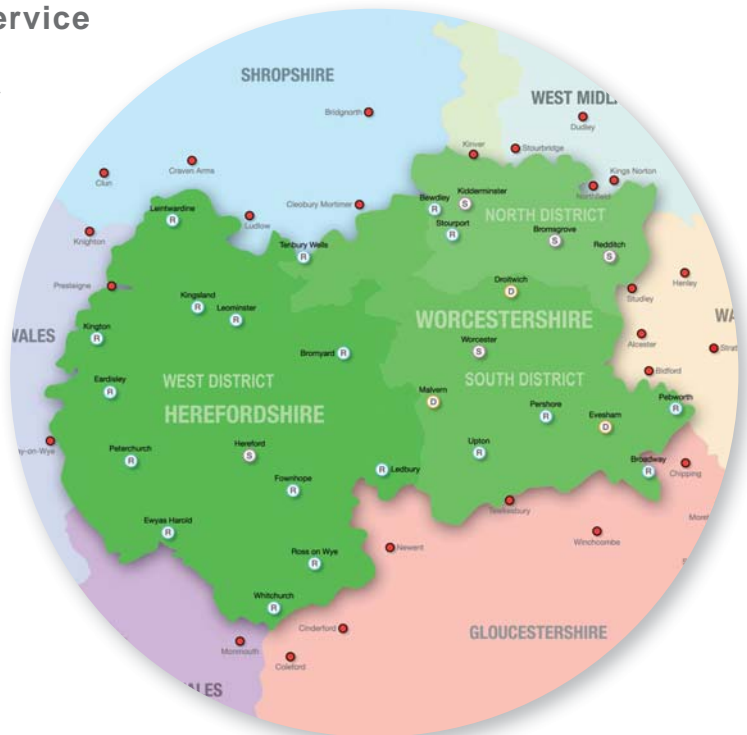
Best Value Performance Summary 2008/09



Serving the community to make Herefordshire and Worcestershire safer from fire and other hazards and to improve community well-being.

Hereford & Worcester Fire and Rescue Service

Hereford & Worcester Fire and Rescue Service covers a geographical area of 390,000 hectares and a resident population of about 730,000 people. We attend approximately 9,000 incidents per year and receive approximately 20,000 calls for assistance, some of which are duplicate calls for the same incident. Fire and Rescue Services, including operational and fire safety activities, are provided from 27 Fire Stations strategically located across the two counties.



NEWS UPDATE...

Comprehensive Performance Assessment (CPA)

A recent inspection has confirmed that Hereford & Worcester Fire and Rescue Authority is continuing to improve following its overall **Good** performance in 2005. CPA is an assessment which looks at issues like staff training, budget management and the way the Service works within the community to make it safer. The Audit Commission concluded that the service delivery arm of the Authority is performing strongly (well above minimum requirements). Progress since the last assessment is improving adequately by continuing to build on the Authority's strong position and the Authority is performing well (consistently above minimum standards) in delivering value for money. This level of performance was achieved within a particularly challenging year following the impact of unprecedented flooding which took place over the summer months.

Unprecedented Flooding in England

Summer 2007 was dominated by flood activity. Hereford & Worcester Fire and Rescue Service set up a National Flood Support Team at Headquarters to support the national co-ordination of resources to the areas that needed them most. During the period Monday 16 July 2007 – Sunday 22 July 2007, the UK was impacted by another severe storm bringing heavy rain and disruption to the Midlands and South West. Evesham and Pershore were the worst affected areas in Herefordshire and Worcestershire. Between Monday 16 July and Sunday 22 July 2007, the Service received over 1600 calls and carried out nearly 1200 rescues.



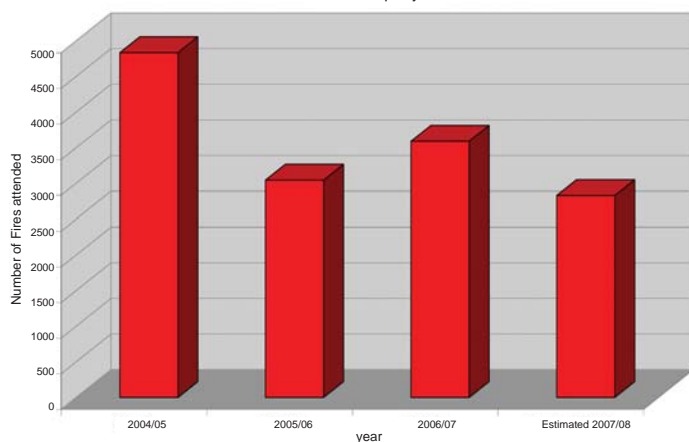
Performance Data for 2007/08

Our main priorities for 2007/08 have focussed on making our communities safer from fire.

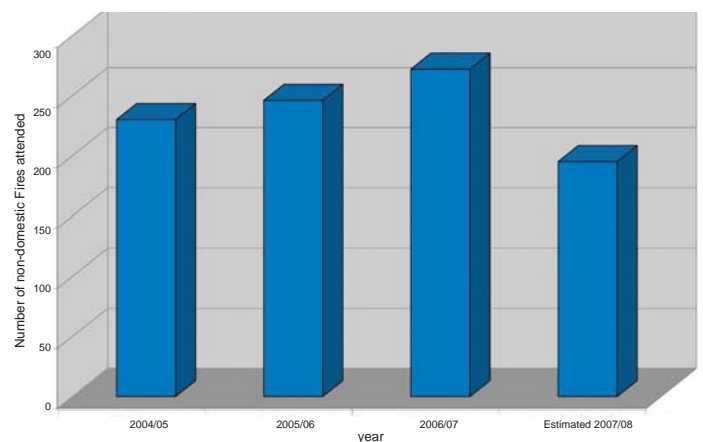
- The total number of fires is estimated as being the lowest recorded in Herefordshire and Worcestershire.
- The number of deaths and injuries continue to reduce.
- In terms of disruption to the economies of the two Counties, we have contributed to projecting the lowest recorded fires in commercial property.
- This year will see the lowest recorded number of accidental fires in the home.
- Hoax calls are continuing to decrease.
- We have recorded improvements in the level of smoke detector activation for fires in the home. This, together with effective responses to incidents has contributed to an increase in the number of people escaping unharmed from fires in the home.
- We are anticipating further reductions in the number of deliberate car fires.
- Arson still accounts for approximately 20% of all primary fires but levels experienced across the two Counties are continuing to decrease.
- The Service has continued to work with the business community and has succeeded in reducing the number of repeat automatic alarms attended.



Total Fires per year



Non-Domestic Fires



Our Future Plans

Hereford & Worcester Fire and Rescue Service has achieved some outstanding results over the past year and remain committed to achieving excellence. Our objectives for 2008/09 are designed to make Herefordshire and Worcestershire a safer place to live, work and travel through the delivery of excellent Fire and Rescue Services to our community. We will maintain this progress through our:

Community: We will continue to improve the safety of the community by targeting 'at risk' groups and by working and engaging with the people we serve.

People: We will ensure the fair and equitable treatment of our staff and the people we serve and promote the training and safety of all our personnel.

Business Process and Organisational Development: We will continue to develop and implement systems, procedures and structures to improve efficiency and effectiveness, mitigate risk, enable effective response to emergencies and to review, monitor and measure our performance.

Effective Use of Finance and Resources: We will ensure the economic use of resources, meeting budgetary challenges and maximising funding opportunities in order to deliver value for money services.



How much does it all cost?

The Fire and Rescue Service budget for 2007/08 was £28.3M, which equates to £38.32 per citizen and is lower than the average figure of £40.14 for 24 similar Fire and Rescue Authorities. 63% of the budget is spent on front line services including educating our communities about the risks associated with fire and other emergencies, working with the business community to prevent fires in commercial and industrial premises and responding to incidents when they occur. The balance is spent on supporting the front line through the provision and maintenance of Fire Appliances, Fire Stations and other support services and staff.