



HEREFORD & WORCESTER
HWFR
FIRE AND RESCUE SERVICE

PERFORMANCE snapshot

October - December 2018



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

The last quarter of 2018 saw the completion of the move of Service Headquarters to Hindlip Park, Worcester Fire Station, and Malvern Fire Station, and the publication of the first report by HMICFRS.

After years of detailed planning, the co-location to Hindlip is a vital step in delivering the Service's long term sustainability plans and in evolving our working practices to meet the anticipated demands of the future, to protect our communities.

The process of completing the HMICFRS inspection and the resulting report has clarified the priorities of HWFRS over the next few years – and much work has already begun on this.

This issue of Performance Snapshot looks at how during these months of transformation, HWFRS has continued to deliver valuable projects in Community Risk, how the FRA has green-lighted funding for a brand new fire station at Broadway, and how BA training day at Kidderminster Fire Station shone a spot-light on the invaluable role of the on-call firefighters in our communities.

If you have any comments or suggestions regarding this newsletter, please email CorpComms@hwfire.org.uk



Jean Cole
Head of Corporate Services

New fire station to be built in Broadway

Hereford & Worcester Fire Authority has confirmed funding for the re-building of Broadway Fire Station.

The fire station will be re-designed and re-built on the current site and all staff and equipment from the existing station will transfer to the new facility when it becomes operational.

The spend is part of the HWFRS strategy for the provision of buildings and infrastructure, resources, and services to deliver sustainable, high quality firefighting, rescue, and prevention services to the communities across the two counties.

It is part of the Fire Authority's investment in resilience planning for our more rural communities. The current fire station is now 55 years old and this is an opportunity to ensure it is fit for modern firefighting for the years to come, for the benefit of the residents of Broadway and its neighbours.

Broadway Fire Station is crewed by 10 to 15 on-call firefighters and provides cover for an area of around 10 square miles, with almost 4,500 residents living in more than 2,200 properties.

Planning and design work is expected to start in 2019/20 and a schedule for the build project will be confirmed once tender processes are complete.



Community Safety

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



Firefighter Safety

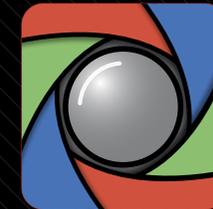
- Training
- Debriefs
- Intel
- Sickness & absence
- AIM



Quality Services

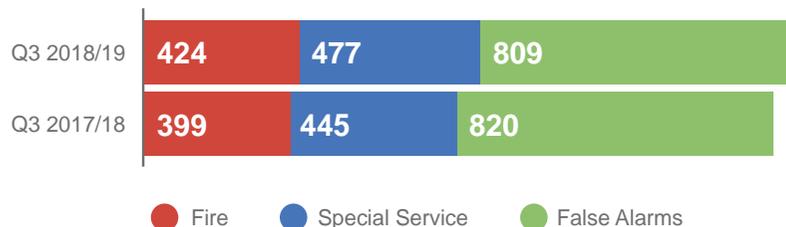
- After the incident survey
- Audits
- Innovation



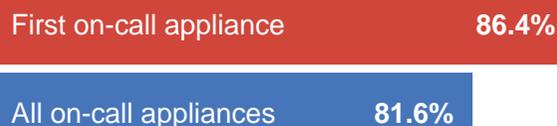


Incidents

In Q3 (Oct-Dec 2018) the Service attended 1,710 incidents which is 46 more compared to the same quarter in the previous year. Performance figures produced for this report are based on checked IRS incidents only (not mobilisations).



On-call appliance availability*



* Q1, Q2 and Q3 combined (Apr-Dec 2018)

Road traffic collisions

We attended 198 RTCs in the Q3 (Oct-Dec) which is 8 more compared to the same quarter previous year.



Attendance times

Our average time to attend building fires for Q1, Q2 and Q3 combined (Apr-Dec 2018) was 10 minutes and 46 seconds.



1017
Home Fire Safety Checks (HFSCs)



411
Signposting Referrals

Biker Down during BRAKE! week

As part of the BRAKE! road safety week in October 2018, and with the reduction of those killed and seriously injured in road traffic collisions being a key priority for the service, HWFRS hosted a Biker Down event at Worcester Fire Station.

The free to attend event saw 17 riders participate with input from the Institute of Advanced Motorists, West Mercia Police and West Midlands Ambulance Service. Exploring the science of being seen and crash scene investigation, as well as an excellent, interactive session on road side first aid by WMAS, the workshop aimed to give riders the opportunity to discuss poor decision-making whilst exploring the consequences – as well as how to 'read the road' and keep themselves as safe as possible.



165
Business Fire Safety Checks (BFSCs)

The Biker Down events will form a key part of the road safety strategy and as a result of feedback and the fact that the event was so successful, the Community Risk team will be facilitating a number of Biker Down events service-wide during 2019, with further details being advertised shortly.

Through effective partnership working, Biker Down is an excellent example of how behaviour can be changed through education, helping us to achieve our vision of Saving More Lives.



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Firefighter Safety



Training

An overview of the safety-critical firefighter training completed by our staff during Q3.

Training completed

20

Emergency Driving Courses

8

Breathing apparatus refresher courses

6

Highrise training

13

Hazmat refresher courses

20

Incident command healthcheck

3

Fire behaviour courses



On-call firefighters are Home Front Heroes

The BBC series Home Front Heroes commemorated the role of ordinary men and women in Britain's wartime experience.

Paralympian Baroness Tanni Grey-Thompson explored her grandfather's role as an air warden, and learned about his modern day equivalent during a training day at Kidderminster Fire Station. She's pictured here with FF Peter Murray from Leintwardine Stn 50 and FF Jamie Walsh from Redditch Stn 27.

At the end of the Fire Service training day, Tanni said:



"During their training day, I was struck by their commitment to the Fire and Rescue Service and to their communities, and also their skills and teamwork in the most hostile conditions. They really are the modern-day Home Front Heroes."

AIM

50 Incident Commanders were monitored at operational incidents this quarter through the 'Active Incident Monitoring' (AIM) process. This included officers and personnel across the 27 stations.

Sickness and absence

The chart below shows the average number of shifts lost per member of staff during combined Q1, Q2 and Q3 (Apr-Dec 2018). This quarter figures show similarity with Worcestershire County Council.





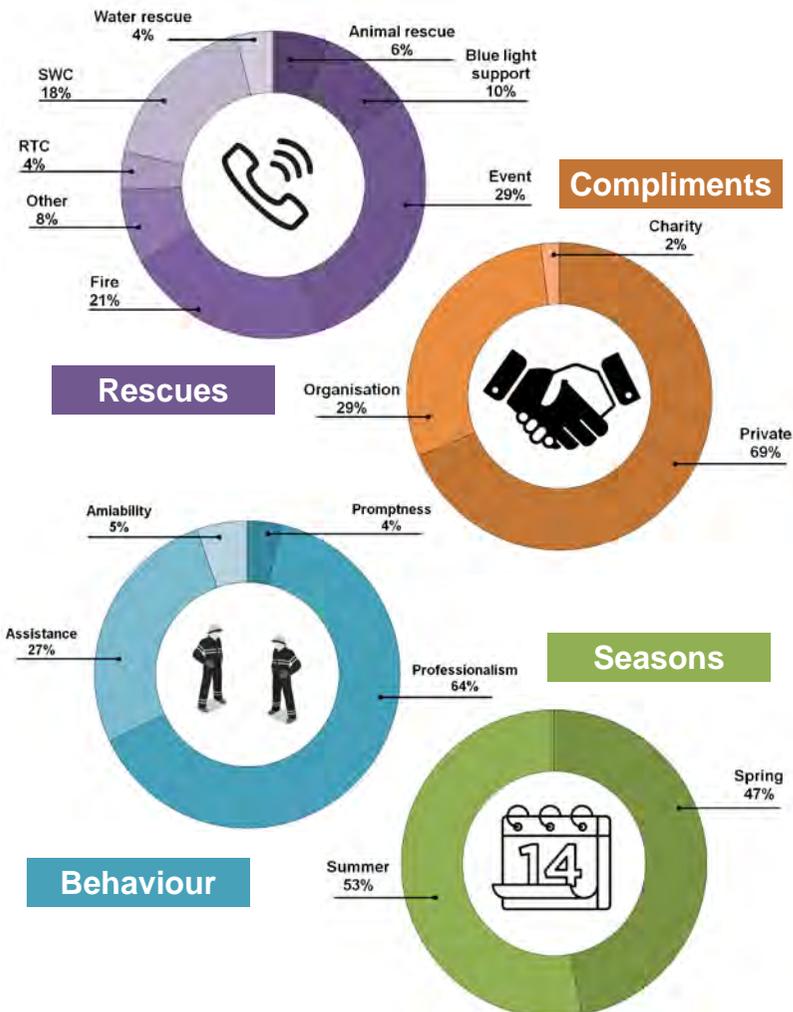
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Quality Services



P&I at a glance



HMICFRS report shaping our current priorities

Our first inspection by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) highlighted areas of good performance, such as our delivery of services to local communities, but also detailed areas where improvements can be made, such as how we support and develop our people, the promotion of our values and culture, and how efficiently we use our limited resources and how.

The recent promotion of 27 new Crew Commanders following the new transparent and robust process defined by the principles of the Promotion Process Group, addresses one of these key recommendations and the model will be refined further and adopted for the Watch Commander process and all future promotions.

In addition, the on-going values consultation has given everyone in the Service the opportunity to help shape the Service Values via workshops and

an anonymous on-line survey (until 25 April). The chosen Values will be launched on 22 May 2019.

Finally, collaboration work with Shropshire FRS continues to develop Fire Alliance programmes in Fire Control, ICT, and the C/IRMP – again, one of the recommendations of the HMICFRS report.



Compliments and appreciation

In Q3, we received 17 notes of thanks for our response to fires, RTCs, animal rescues, blue light support, events and visits, and Home Fire Safety Checks. Special thanks to the **Worcester** and **Bromyard** crews for rescuing a cow from a ditch and to the brilliant **Green Watch** and **DCP** at **Worcester** for dealing with a large fuel spillage at the Victorian Fayre in December. Thanks also to **Upton** and **Malvern** Crews for their professionalism and 'going the extra mile' to save a home from fire, and making a 'scary situation much better'. The Environment Agency thanked all who assisted at Throckmorton in reducing the high level of environmental and fire risk from large volumes of stored waste.