



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

Firefighter safety is at the very core of Our Strategy and something we look to continually improve upon. The new electronic risk assessment database, which has recently gone live, is an example of a recent improvement made that will supply users with the most current risk information and ultimately enhance firefighter safety.

On a related note, the training that we do also greatly helps us improve firefighter safety as well as provide the best service we can to the communities we serve, so it's been great to hear that HWFRS has triumphed in yet another national competition- well done to all those involved. It's fantastic that we have such talented and professional firefighters in the organisation who are continually looking to further enhance their skills.

I look forward to hearing more success stories in the next quarter.

As always, if you have any comments or suggestions email CorpComms@hwfire.org.uk



Jean Cole
Head of Corporate Services

Staff recognised for their work at Worcestershire Awards Ceremony

In September, firefighters and Fire Service support staff from across the county received accolades at the annual Worcestershire Medals and Awards Ceremony. The ceremony, which was held at Worcester Guildhall, honoured staff for their outstanding service and commitment to the Fire Service.

At the event, awards were presented to employees by Deputy Lord Lieutenant of Worcestershire Viscount Cobham, High Sheriff of Worcestershire Sir Nicholas Lechmere Bt, Chairman of the FRA Cllr Derek Prodger MBE, and Chief Fire Officer Nathan Travis.

The Herefordshire Awards Ceremony will take place in November at Hereford Town Hall.



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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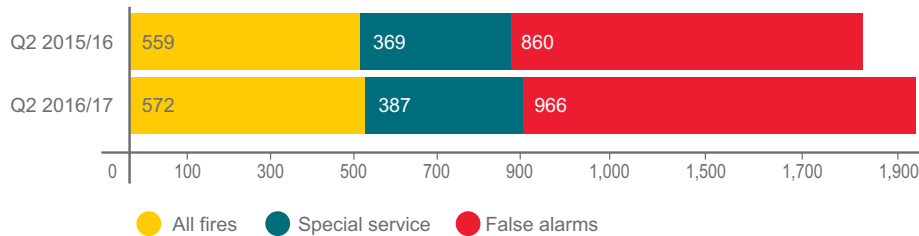
PERFORMANCE snapshot

Community Safety

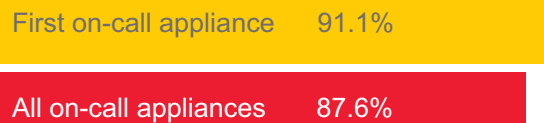


Incidents

In quarter 2 (July – September 2016) the Service attended 1925 incidents which is 7.7% increase compared to the same quarter last year. Performance figures produced for this report are based on checked IRS incidents only (not mobilisations).



On-call appliance availability



Road traffic collisions

We've attended 157 RTC's in the last quarter and extricated 17 casualties, 9 of whom were seriously injured. This is comparable to Q1.



Attendance times

Our average time to attend building fires for Q1 & Q2 combined is 10:17



1074
Home Fire Safety Checks (HFSC's)



266
Signposting Referrals



183
Business Fire Safety Checks (BFSC's)



Dying 2 Drive hits Worcestershire

2016 has seen the highest participation rate of almost 2000 year 11 pupils attend the Dying 2 Drive initiative.

Ran at two sites in Herefordshire and piloted for the first time in Worcestershire, the multi-agency event (supported by various partners, Service volunteers and operational crews), focuses on pre-driver and passenger education and is designed to be both hard hitting and interactive.

The event began with the reconstruction of a fatal RTC with commentary focusing on choices and consequences. West Midlands Ambulance Service delivered a basic roadside first aid workshop, teaching valuable skills that could be used if they were on scene at a RTC.

The event concluded with a speaker who lost a young person in a RTC, this emotive way to close the session helped to ensure the key messages stayed with the pupils, ultimately helping to reduce the number of deaths and injuries related to RTCs.



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Firefighter Safety



Training

The diagram below provides an overview of the safety-critical firefighter training completed by our staff during this quarter (July - September 2016).

Training completed

20

Driving assessments

14

Breathing apparatus refresher courses

9

Tactical ventilation courses

3

Trauma courses

22

RDS Trauma courses

21

Incident command assessments

7

Fire behaviour courses



New electronic risk assessment database

To aid continual improvement, the Health & Safety Department has undertaken a review of the risk assessment process and have now implemented a new electronic risk assessment database, where all Service risk assessments are created and stored.

Not only does this new database supply the users with the most current information, but it also allows managers to ensure the quality of information captured is accurate and continually reviewed.

This is a positive step for the Service and one that will help contribute to ensuring the safety of our firefighters.



85 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 & absence

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

HWFRS 2.83

Worcester County Council 4.66



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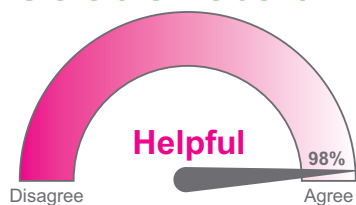
PERFORMANCE snapshot

Quality Services

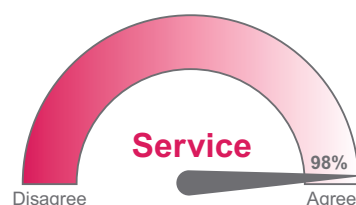


We asked the public about our performance and they said:*

Before the incident



During the incident



After the incident



Another win for Hereford & Worcester Fire and Rescue Service

Yet again the Service has triumphed in another national challenge that put our firefighters skills to the test.

In September, five talented teams from the Service joined firefighters from across the UK compete in the annual United Kingdom Rescue Organisation (UKRO) national challenge. Not only did all teams perform extremely well, but the trauma team managed to come in a victorious first place whilst the extrication team scooped second place. Their excellent performances meant that they qualified for the World Rescue Challenge in Brazil.



Challenges such of this are an integral part of our training process as they allow firefighters to learn new skills as well as share best practice with fire services from across the UK.

Thank you letters

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

Thanks to **Worcester** crews for attending and releasing a **casualty** involved in an **RTC**. A crew from **Kidderminster** Fire Station who quickly and professionally dealt with a **carpet factory fire**. Various members of the **community safety team** were thanked for **home fire safety checks**, **fire alarm fittings** and **fire safety talks**. Thanks to a **Redditch** crew for attending **Dimensions Charity Fun Day** at Abbey Stadium and **Hereford** crew for supporting **Holmer school fete**. The whole **Dying2Drive** team was **thanked** for their **hard work** which was **invaluable** for the children attending.

* Latest dataset available April - June 2016