

# Performance Review and Scrutiny Committee

2009/10 quarterly indicators

## NI 33i Primary Arson (Hampshire FRS)

Period only



### Description

Number of deliberate primary fires per 10000 population by station ground

### Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	1.3	--	--	--
2007/Q2	1.3	--	--	--
2007/Q3	1.3	--	--	--
2007/Q4	1.2	--	--	--
2008/Q1	1.3	0.9	(0.4)	(42.9%)
2008/Q2	1.1	0.9	(0.2)	(24.6%)
2008/Q3	1.1	1.0	(0.1)	(8.6%)
2008/Q4	1.2	0.9	(0.3)	(31.8%)
2009/Q1	1.4	1.2	(0.2)	(15.9%)
2009/Q2	1.3	1.3	0.0	(0.2%)
2009/Q3	0.8	1.5	0.7	46.6%
2009/Q4	0.8	1.4	0.6	42.4%

### Action (2010/03)

The primary purpose of this key indicator is to consider and accurately measure our performance in terms of the reduction of arson-related incidents.

Arson is responsible for two deaths per week and £2.8 billion worth of damage to the UK economy annually. This has a significant negative impact on our communities and is a blight on our society and its infrastructure. As such, arson reduction remains a key priority for the Authority and it has been chosen as one of the 35 key priorities within the Local Area Agreements (LAAs) for both Hampshire and Portsmouth. It also clearly remains a high priority for HFRS within the city of Southampton. Consequently, HFRS is committed to reducing the number of incidents related to deliberate fire-setting across the county. As such, one of the key priorities within our newly-refreshed Community Safety Strategy 2010-2013 (published in April 2010) is 'Tackling Arson'. We will set in place our strategic objectives around embedding an ethos of positive behaviours in children and young people, providing education and support when fire-play and fire setting behaviours are identified and supporting the Police to secure successful prosecutions where appropriate.

This performance indicator also provides us with information as to our performance in relation to social well-being and our impact in terms of the safer, stronger communities agenda. We are committed to reducing incidences of anti-social behaviour within our communities and arson clearly fits within this category. As such we are committed to ensuring that we are key and pro-active partners within our local Crime and Disorder Reduction Partnerships (CDRPs) and arson control forums. We will ensure that we are embedded fully within our community structure so as to play a key role in local place-shaping for the future to effectively serve the key priorities identified within the three LAAs.

Our Arson Reduction Strategy along with the Arson Task Force (ATF) is closely linked to our Fire Investigation Team's outputs,

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and in close partnership with Hampshire Constabulary, we will continue to provide evidence for prosecution and conviction of offenders who deliberately set fires. This approach sits alongside our proactive and successful Firesetters intervention programme and we will further build on this approach over the coming year, to further discourage those who set fires deliberately.

Area Manager Service Delivery Mick Crennell, 13 May 2010

### **Progress to date (2010/03)**

Our Arson Task Force, along with our established centralised community safety initiatives and our local (group-based) community safety initiatives continue to produce impressive results and this indicator remains green and our performance continues to be strong in terms of reducing arson.

Direct comparison against previous reporting periods indicates an overall continuous and good improvement in this important indicator.

Deeper analysis of the data clearly indicates that we are performing well in relation to primary property fires and secondary fires but are not performing so well with the deliberate fires in vehicles within which the indicator is showing red. Further analysis shows that we have recorded a steady reduction in deliberate car fires. However, our targets were adjusted (further stretched) in April 2010 which has had the knock-on effect of moving us into the red. This will provide us with opportunities to be innovative and creative as we strive to reduce car fires further.

Overall, the focussed risk reduction activities of local group and station management teams is also ensuring that performance is maintained in reducing the number of arson incidents that we attend. There is however, always more scope for improvement and reduction as we strive for excellence in community safety and community risk reduction, particularly in some identified areas of the county and the unitary authority areas. Our Local Area Agreement (LAA) targets for Portsmouth and Hampshire reflect this potential with challenging stretch reduction targets set for primary fires in these areas over three years of the LAA's.

However, with an eye to the future, we recognise that in times of financial and economic recession property-related arson incidents have a tendency to increase and we are mindful of this phenomenon. We will utilise our community safety resources to fully consider a pro-active campaign to attempt to off-set the potential of an adverse increase in this indicator over the coming months.

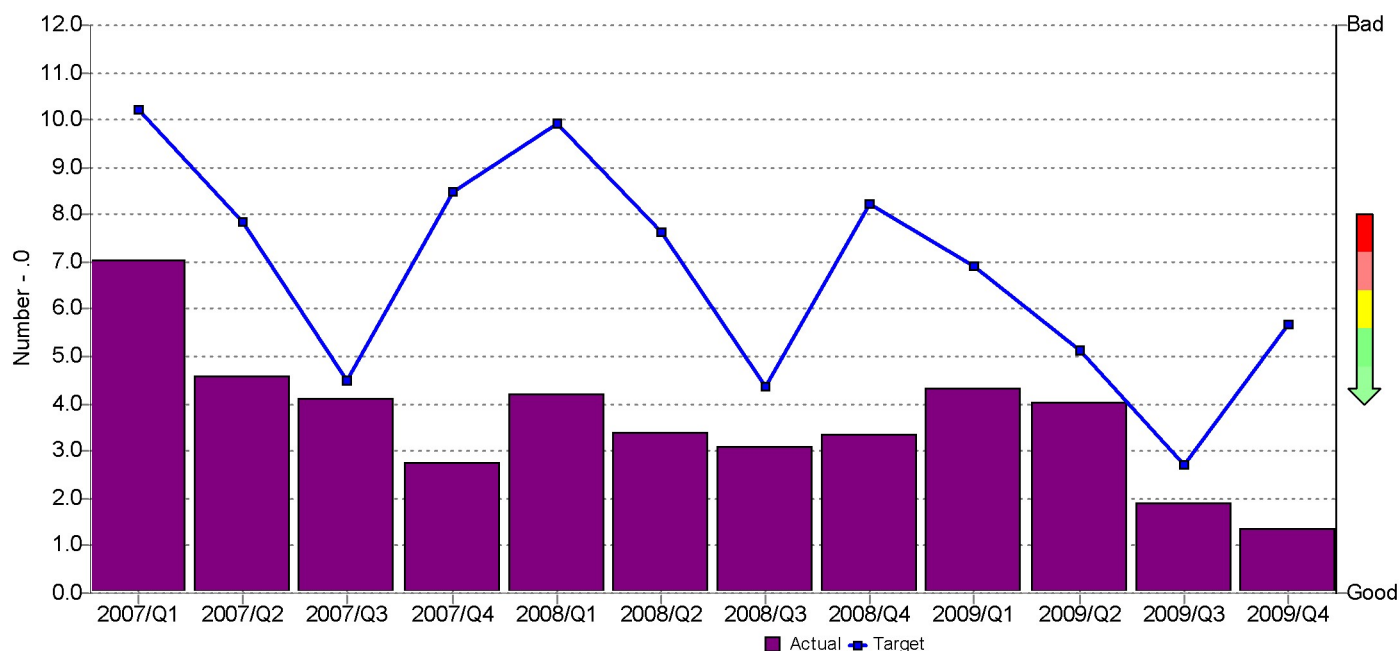
Area Manager Service Delivery Mick Crennell, 13 May 2010

# Performance Review and Scrutiny Committee

2009/10 quarterly indicators

## NI 33ii Secondary Arson (Hampshire FRS)

Period only



### Description

Number of deliberate secondary fires per 10000 population by station ground

### Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	7.1	10.2	3.2	30.9%
2007/Q2	4.6	7.8	3.3	41.7%
2007/Q3	4.1	4.5	0.4	8.6%
2007/Q4	2.7	8.5	5.7	67.5%
2008/Q1	4.2	9.9	5.7	57.8%
2008/Q2	3.4	7.6	4.2	55.6%
2008/Q3	3.1	4.4	1.3	29.4%
2008/Q4	3.3	8.2	4.9	59.4%
2009/Q1	4.3	6.9	2.6	37.1%
2009/Q2	4.0	5.1	1.1	21.4%
2009/Q3	1.9	2.7	0.8	29.9%
2009/Q4	1.4	5.7	4.3	76.2%

### Action (2010/03)

The primary purpose of this key indicator is to consider and accurately measure our performance in terms of the reduction of arson-related incidents.

Arson is responsible for two deaths per week and £2.8 billion worth of damage to the UK economy annually. This has a significant negative impact on our communities and is a blight on our society and its infrastructure. As such, arson reduction remains a key priority for the Authority and it has been chosen as one of the 35 key priorities within the Local Area Agreements (LAAs) for both Hampshire and Portsmouth. It also clearly remains a high priority for HFRS within the city of Southampton. Consequently, HFRS is committed to reducing the number of incidents related to deliberate fire-setting across the county. As such, one of the key priorities within our newly-refreshed Community Safety Strategy 2010-2013 (published in April 2010) is 'Tackling Arson'. We will set in place our strategic objectives around embedding an ethos of positive behaviours in children and young people, providing education and support when fire-play and fire setting behaviours are identified and supporting the Police to secure successful prosecutions where appropriate.

This performance indicator also provides us with information as to our performance in relation to social well-being and our impact in terms of the safer, stronger communities agenda. We are committed to reducing incidences of anti-social behaviour within our communities and arson clearly fits within this category. As such we are committed to ensuring that we are key and pro-active partners within our local Crime and Disorder Reduction Partnerships (CDRPs) and arson control forums. We will ensure that we are embedded fully within our community structure so as to play a key role in local place-shaping for the future to effectively serve the key priorities identified within the three LAAs.

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Area Manager Service Delivery Mick Crennell, 13 May 2010

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Overall, the focussed risk reduction activities of local group and station management teams is also ensuring that performance is maintained in reducing the number of arson incidents that we attend. There is however, always more scope for improvement and reduction as we strive for excellence in community safety and community risk reduction, particularly in some identified areas of the county and the unitary authority areas. Our Local Area Agreement (LAA) targets for Portsmouth and Hampshire reflect this potential with challenging stretch reduction targets set for primary fires in these areas over three years of the LAA's.

However, with an eye to the future, we recognise that in times of financial and economic recession property-related arson incidents have a tendency to increase and we are mindful of this phenomenon. We will utilise our community safety resources to fully consider a pro-active campaign to attempt to off-set the potential of an adverse increase in this indicator over the coming months.

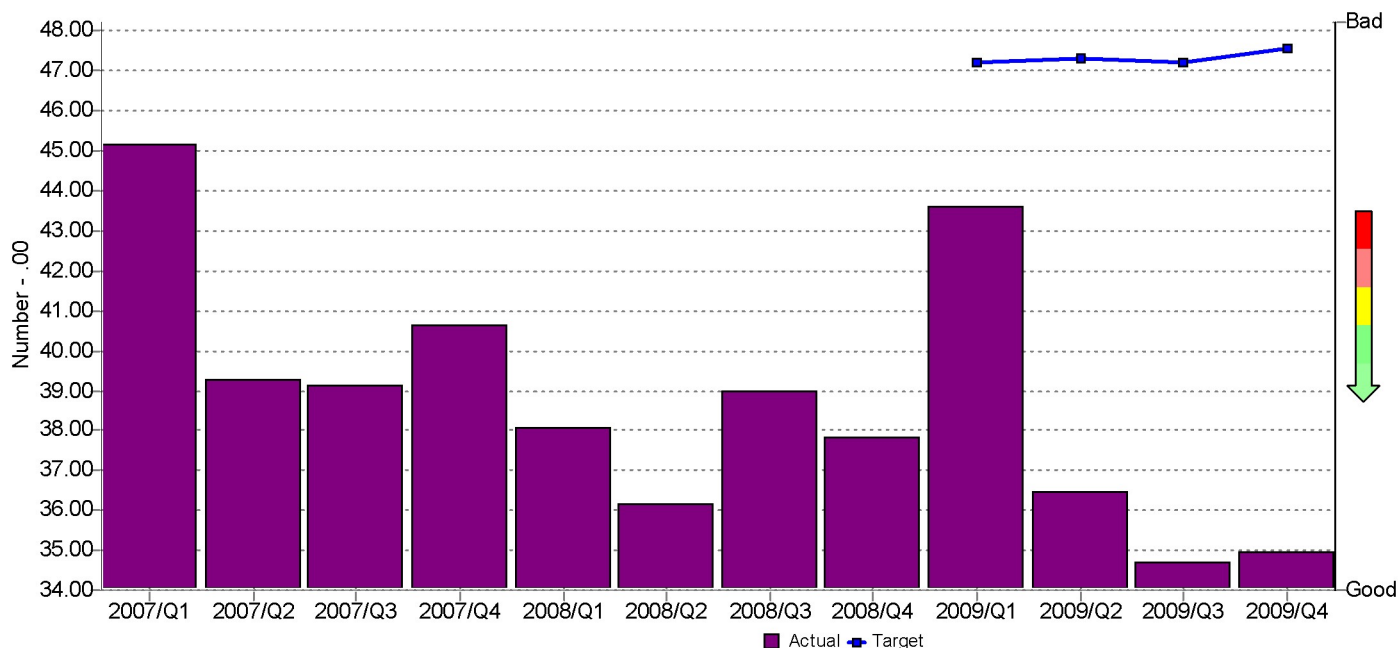
Area Manager Service Delivery Mick Crennell, 13 May 2010

# Performance Review and Scrutiny Committee

2009/10 quarterly indicators

## NI 49i Primary fires (Hampshire FRS)

Period only



### Description

Number primary fires per 100,000 population

### Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	45.18	--	--	--
2007/Q2	39.28	--	--	--
2007/Q3	39.11	--	--	--
2007/Q4	40.64	--	--	--
2008/Q1	38.05	--	--	--
2008/Q2	36.17	--	--	--
2008/Q3	38.99	--	--	--
2008/Q4	37.82	--	--	--
2009/Q1	43.61	47.20	3.59	7.6%
2009/Q2	36.48	47.30	10.82	22.9%
2009/Q3	34.72	47.20	12.48	26.4%
2009/Q4	34.96	47.58	12.62	26.5%

### Action (2010/03)

Our Prevention activities focus on the home environment and include reaching the most vulnerable in our community with a home safety visit. Buildings other than those used as a home fall under our Protection arrangements and form part of our legal responsibility to ensure fire safety arrangements are being implemented and maintained.

Arson can be targeted at any building and our arson reduction activities are key to reducing primary fires in buildings. Our Firesetter Intervention Team respond to cases where children and, in some cases adults, display firesetting behaviour. Our Arson Task Force, which is supported by a Police partnership, have an extremely high success in bringing to justice those who attempt to risk life and bring damage to properties and communities.

### Progress to date (2010/03)

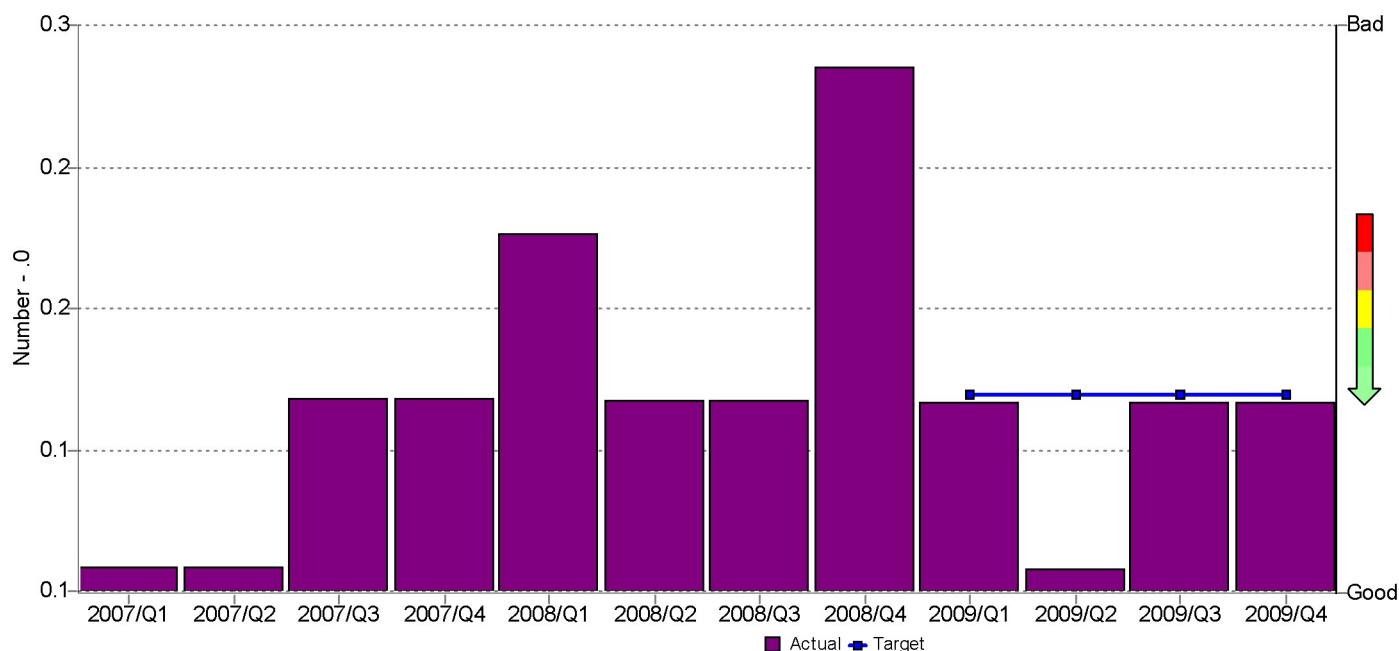
In April 2009 a new electronic Incident Reporting System was introduced, this replaced a paper based system and asked some questions in a different way. Recently we have undertaken to validate the first years data and this has not yet addressed the first three months, which may have an impact on the data for that period.

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2009/10 quarterly indicators

## NI 49ii Primary fatalities (Hampshire FRS)

Period only



### Description

Fatalities in primary fires per 100000 population

### Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	0.1	--	--	--
2007/Q2	0.1	--	--	--
2007/Q3	0.1	--	--	--
2007/Q4	0.1	--	--	--
2008/Q1	0.2	--	--	--
2008/Q2	0.1	--	--	--
2008/Q3	0.1	--	--	--
2008/Q4	0.2	--	--	--
2009/Q1	0.1	0.1	0.0	2.6%
2009/Q2	0.1	0.1	0.1	51.3%
2009/Q3	0.1	0.1	0.0	2.6%
2009/Q4	0.1	0.1	0.0	2.6%

### Action (2010/03)

This indicator shows the number of fatalities that have occurred as a result of primary fires. Our Community Safety Strategy outlines our key areas of focus for our prevention and protection activities. Included in this is home safety, and this is where the majority of fire related deaths occur. For those we consider to be most vulnerable we offer a Home Safety Visit (HSV), during which we fit smoke alarms should this be necessary and we offer safety advice to meet the requirements specific to the occupiers. We work with our partners and use risk intelligence data to identify who we believe are most vulnerable in our communities.

Area Manager Service Delivery Bob Wythe, 27 May 2010

### Progress to date (2010/03)

For the year 2009/2010, there were seven tragic confirmed fatalities as a result of primary fires. Two further fatal fires are awaiting the outcome of a Coroner's inquest.

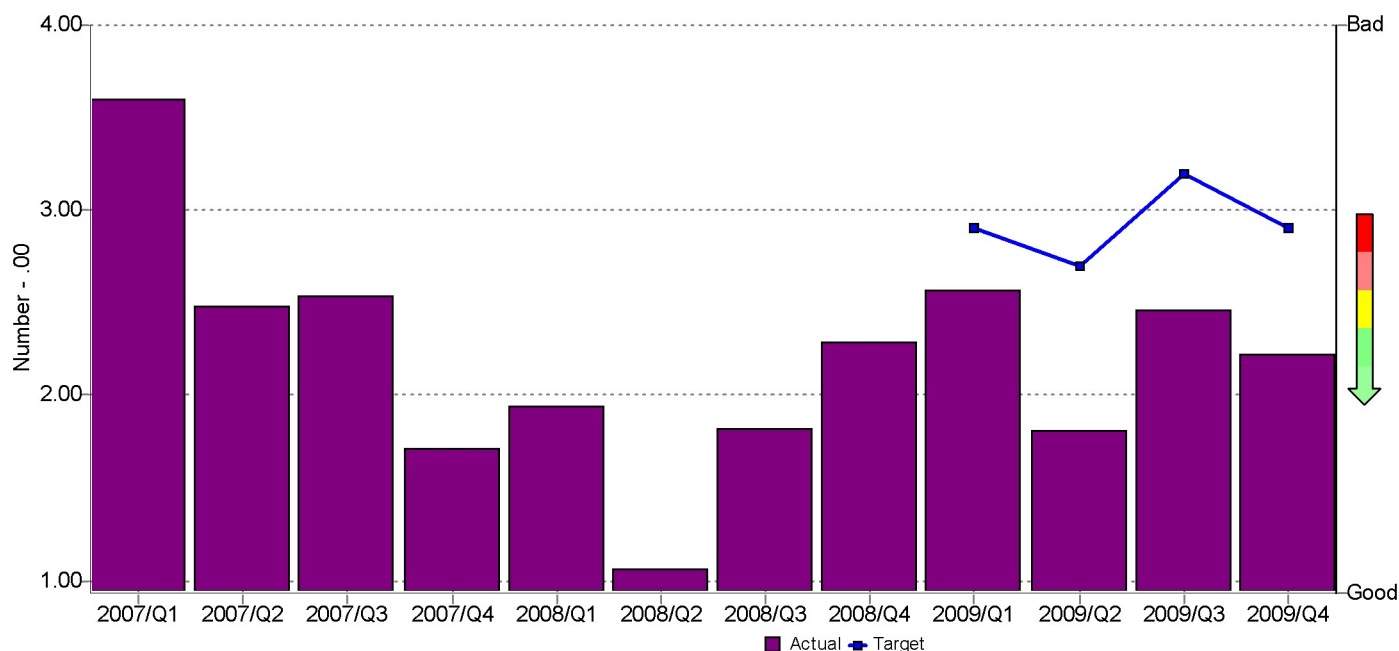
Area Manager Service Delivery Bob Wythe, 27 May 2010

# Performance Review and Scrutiny Committee

2009/10 quarterly indicators

## NI 49iii Primary casualties (Hampshire FRS)

Period only



### Description

Number non-fatal casualties (excluding precautionary checks) due to primary fires per 100,000 population

### Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	3.60	--	--	--
2007/Q2	2.48	--	--	--
2007/Q3	2.54	--	--	--
2007/Q4	1.71	--	--	--
2008/Q1	1.94	--	--	--
2008/Q2	1.06	--	--	--
2008/Q3	1.82	--	--	--
2008/Q4	2.29	--	--	--
2009/Q1	2.57	2.90	0.33	11.3%
2009/Q2	1.81	2.70	0.89	32.9%
2009/Q3	2.46	3.20	0.74	23.3%
2009/Q4	2.22	2.90	0.68	23.4%

### Action (2010/03)

This indicator shows our performance in reducing the number of non fatal casualties, excluding precautionary checks, as a result of primary fires. Whilst this includes all primary fires, a large proportion of these will be within dwellings and will be directly influenced by our Home Safety Visit (HSV) strategy. We target our HSV towards those that are most vulnerable within our community. Our comprehensive schools education programme is targeted to the account for areas of greatest risk and incorporates key stages 1,2 and 3. This provides children with a safety conscious attitude that will make them safer and will last into their adult life. We also support a number of national campaigns that promote safety in the home and in particular focus on the need to have working smoke alarms.

Area Manager Service Delivery Bob Wythe, 27 May 2010

### Progress to date (2010/03)

For the year 2009/2010 as a whole we have been ahead of target. however within this time there are a number of months that show an increase on the previous year and this includes the last two months.

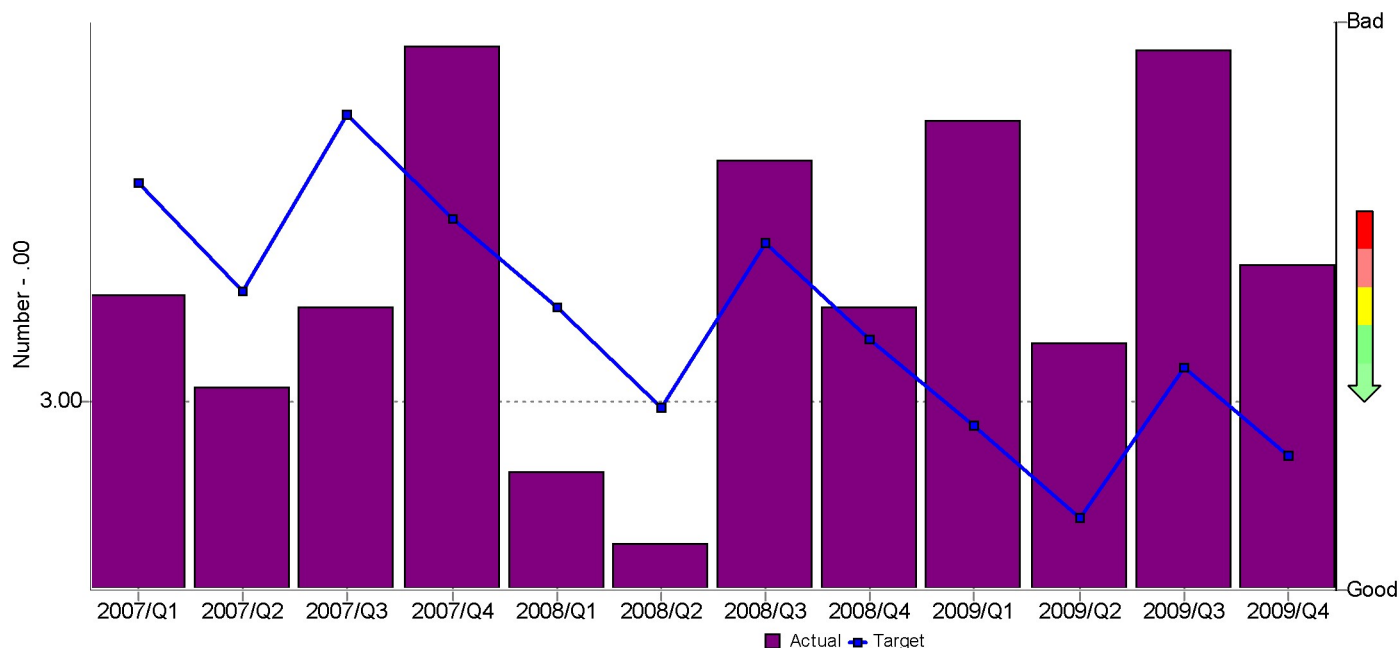
Area Manager Service Delivery Bob Wythe, 27 May 2010

# Performance Review and Scrutiny Committee

2009/10 quarterly indicators

## BV 142iii: Accidental Dwelling Fires (Hampshire FRS)

Period only



### Description

Number of accidental fires in dwellings per 10,000 dwellings

### Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	3.23	3.47	0.24	6.9%
2007/Q2	3.03	3.23	0.21	6.3%
2007/Q3	3.20	3.61	0.41	11.4%
2007/Q4	3.75	3.39	(0.37)	(10.8%)
2008/Q1	2.85	3.20	0.35	11.0%
2008/Q2	2.70	2.99	0.29	9.8%
2008/Q3	3.51	3.34	(0.17)	(5.2%)
2008/Q4	3.20	3.13	(0.07)	(2.3%)
2009/Q1	3.60	2.95	(0.65)	(21.9%)
2009/Q2	3.12	2.75	(0.37)	(13.5%)
2009/Q3	3.75	3.07	(0.68)	(22.0%)
2009/Q4	3.29	2.88	(0.41)	(14.1%)

### Action (2010/03)

This indicator shows the number of accidental dwelling fires we attend. In order to prevent fires occurring we employ a range of engagement activities to raise fire safety awareness across all our communities. For those we consider to be most at risk we undertake a Home Safety Visit (HSV). Using a range of data and risk information, our Community Risk Intelligence department are currently identifying those in our community who are more likely to suffer the consequences of fire. For the year 2010-2011, we have set a target of 10,000 Home Safety Visits. In addition we actively support national media campaigns and our group managers focus their activities according to the needs of the local area. Our comprehensive schools education programme covers key stages 1,2,3 and 4. These sessions are designed to assist children to develop a safety conscious attitude, now and throughout their adult life.

Area Manager Service Delivery Bob Wythe, 24 May 2010

### Progress to date (2010/03)

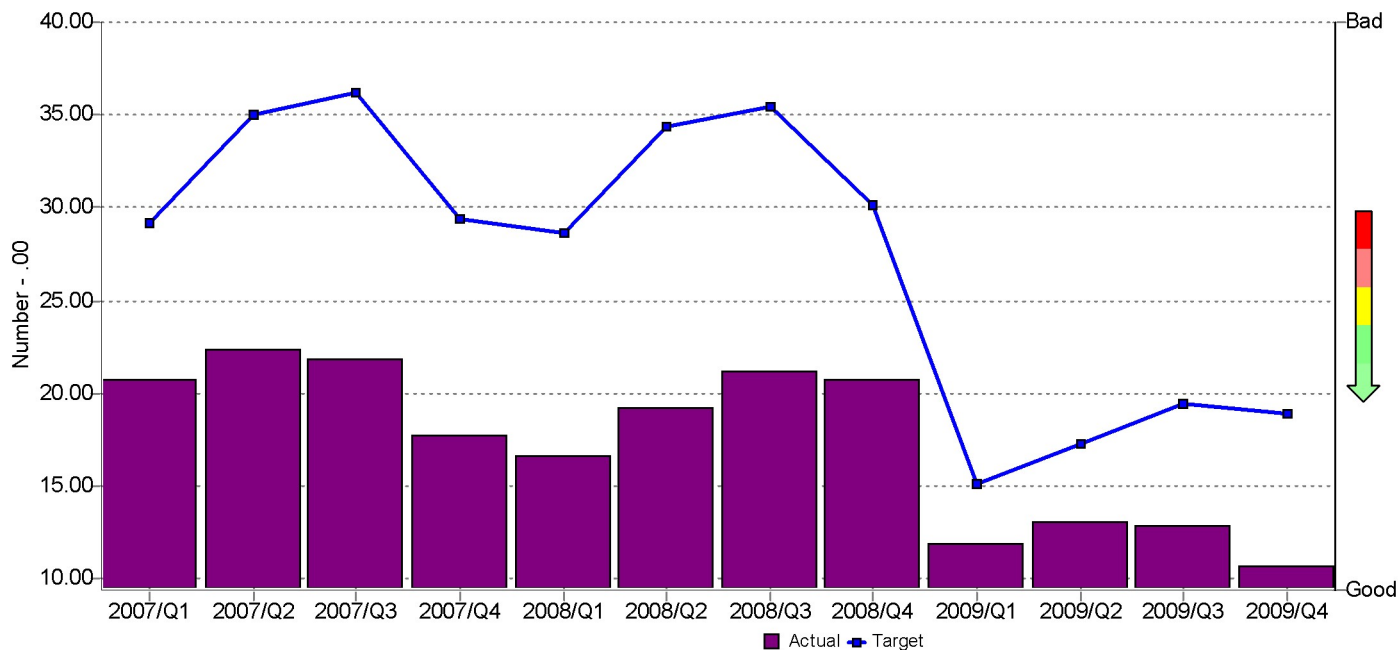
From April 2007 until March 2009 we were consistently meeting the target for this indicator, however since April 2009, the data indicates that we are not meeting the targets and that there has been an increase in the number of accidental dwelling fires. Whilst this increase may reflect the true picture, it should be noted that a new Incident Recording System (IRS) was introduced in April 2009 and this may, in part, have some effect on the increase. The new IRS collects some data in a different way and our community Risk Intelligence department has been working to reconcile the data and audit the information collected by operational personnel. At this time it has not been possible to identify what impact the change in the recording system has had on the increase. We will continue to analyse the data and use this to inform our understanding of the areas of risk, which we will respond to through our service delivery groups.

Area Manager Service Delivery Bob Wythe, 24 May 2010

# Performance Review and Scrutiny Committee

2009/10 quarterly indicators

## BV 149i: False Alarms Caused by Automatic Fire Detectors (Hampshire FRS) Period only



### Description

False alarms caused by Automatic Fire Detection (AFD) apparatus per 1,000 non-domestic properties.

### Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	20.69	29.23	8.54	29.2%
2007/Q2	22.34	35.06	12.72	36.3%
2007/Q3	21.80	36.21	14.41	39.8%
2007/Q4	17.71	29.36	11.65	39.7%
2008/Q1	16.66	28.61	11.95	41.8%
2008/Q2	19.22	34.33	15.12	44.0%
2008/Q3	21.19	35.45	14.25	40.2%
2008/Q4	20.75	30.15	9.40	31.2%
2009/Q1	11.86	15.12	3.26	21.6%
2009/Q2	13.06	17.33	4.27	24.6%
2009/Q3	12.84	19.41	6.57	33.9%
2009/Q4	10.66	18.88	8.22	43.6%

### Action (2010/03)

This indicator measures our performance in reducing operational calls due to false alarms from automatic fire alarm systems. Introduced in the HFRS 2006/09 plan. This performance indicator is to reduce unwanted automatic fire alarm calls from non domestic premises.

Pre 2006 HFRS were attending in excess of 6,500 false fire alarm calls to non domestic premises per year. The impact of these calls is a significant risk because they divert our emergency response resources from being available to respond to genuine emergency incidents.

Historically, Automatic Fire Detections (AFDs) have generated a significant number of false alarms, the majority of which are preventable. Additionally these have represented a large percentage of our total calls. This has resulted in tying up front-line resources unnecessarily at some considerable cost to the tax payers of Hampshire and will undoubtedly have increased the risk to road users and our personnel in terms of unnecessary blue light responses. It has further prevented these resources from being available for real emergencies, thereby placing our communities at greater risk than is necessary.

The national target for fire services to achieve was a 10% reduction in Automatic fire alarm calls by the end of March 2010. Hampshire Fire and Rescue Service have exceeded this target and at the end of March 2009 had recorded a reduction of just over 30%. We intend to continue our efforts to reduce unwanted calls throughout this present year.

Our Business Education Unit will contact premises owners and responsible persons by way of a telephone call if they have had two false fire alarm calls in a week. If the premises have 3 false alarm calls in any 12 month period, the Business Education Unit will send a letter, it gives best practice guidance for maintaining the fire alarm system and advice for liaising with their fire alarm

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system maintainer. It explains their responsibilities under the Fire Safety Order 2005. An HFRS guidance leaflet, 'Guide to reducing false alarms' is also provided.

If the premises have 6 false alarm calls in any 12 month period, the Business Education Unit will arrange a meeting on site with the responsible person/s and their fire alarm maintenance company. The meeting is to discuss ways of eliminating the false fire alarm calls at the premises.

The premises are then monitored for any further non-emergency lift calls.

HFRS would have the power to reduce the emergency response to the premises if they continue to have false fire alarm calls.

Area Manager Service Delivery Mick Crennell, 11 May 2010

### Progress to date (2010/03)

Performance in this important strategic indicator continues to provide overall positive results for us.

2006 to 2008 saw a reduction of 25% in unwanted fire alarm calls.  
(initial figure of 6672 Unwanted fire alarm calls attended 2005)

2008/09 HFRS attended 3709 unwanted fire alarm calls to non domestic premises.  
A 5% reduction on the previous year.

2009/10 HFRS attended 2289 unwanted fire alarm calls to non domestic premises.  
A 38% reduction on the previous year.

Overall from the 2005 figure of 6672 to the 2009/10 figure of 2289, HFRS have achieved a massive 65% reduction in unwanted fire alarm calls.

Comparison against previous reporting periods shows a steadily improving trend and our dedicated AFD Reduction Team continue to reap positive rewards. The embedding of our AFD Reduction Team has formalised and focused our structure in terms of the wider agenda for preventable incidents as we strive for continuous improvement.

Furthermore, we recognise that our performance, in terms of AFD reduction, has been consistently above our established targets and that has produced an over-performance issue for us. As such we have re-aligned our targets further to provide us with the driver for continuous improvement as we strive for excellence. We will, however, be mindful of the law of diminishing returns as our performance in this area becomes embedded in good working practices within commerce and industry and we have set targets that are both challenging and appropriate.

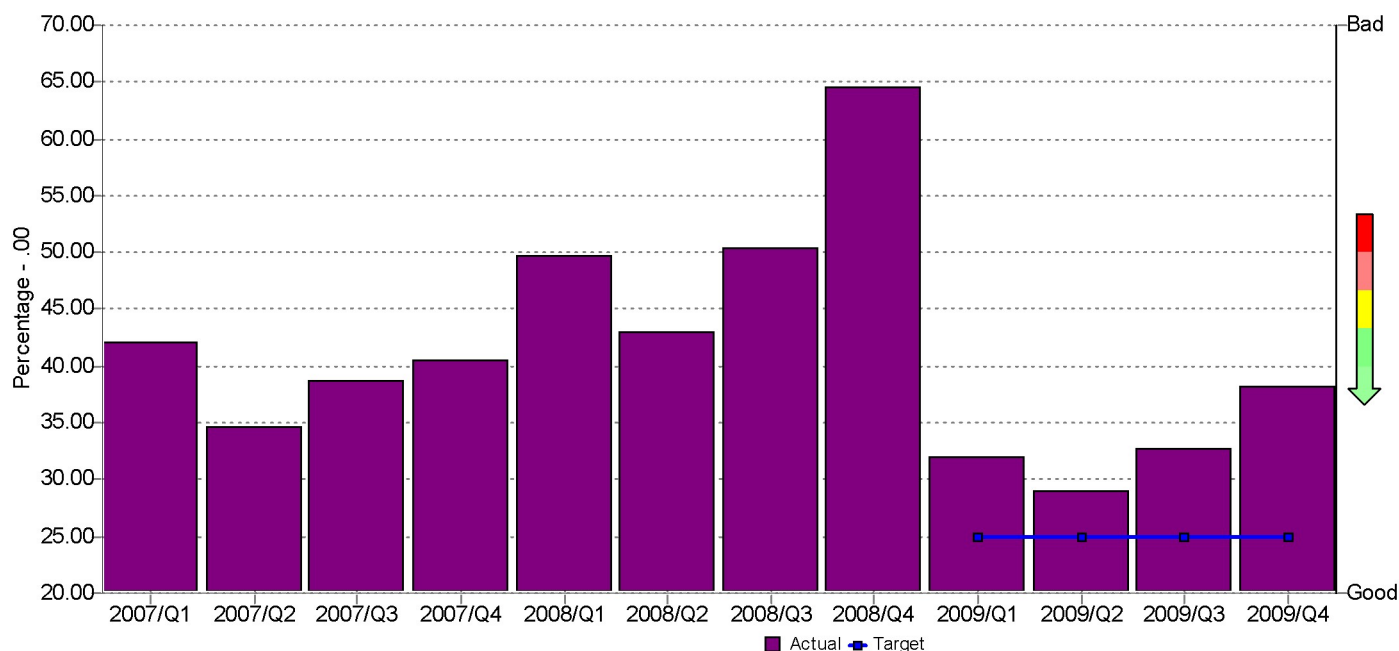
Our efforts to reduce unwanted fire alarm calls has continued to see excellent results throughout 2009. By the end of March 2009 the Service has seen a reduction of just over 30% in unwanted fire alarms. Our policy decisions to challenge all calls at point of contact with fire control, together with direct intervention at identified problem sites has paid great benefits. The national target is a 10% reduction in false alarm calls by 2010. Hampshire have exceeded this target and we will continue through 2010/11 to seek further improvements.

Area Manager Service Delivery Mick Crennell, 11 May 2010

# Performance Review and Scrutiny Committee

2009/10 quarterly indicators

## BV 209iii: Dwelling Fires Attended Where No Smoke Alarm Fitted (Hampshire FRS) Period only



### Description

The % of fires attended in dwellings where: no smoke alarm was fitted

### Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	42.09%	--	--	--
2007/Q2	34.70%	--	--	--
2007/Q3	38.81%	--	--	--
2007/Q4	40.50%	--	--	--
2008/Q1	49.75%	--	--	--
2008/Q2	43.05%	--	--	--
2008/Q3	50.42%	--	--	--
2008/Q4	64.49%	--	--	--
2009/Q1	31.97%	25.00%	(6.97%)	(27.9%)
2009/Q2	29.03%	25.00%	(4.03%)	(16.1%)
2009/Q3	32.75%	25.00%	(7.75%)	(31.0%)
2009/Q4	38.19%	25.00%	(13.19%)	(52.8%)

### Action (2010/03)

This indicator shows, of the fires we attend, how many do not have a smoke alarm. Whilst it is difficult to be absolutely certain, we believe that household smoke alarm ownership nationally is between 85% and 90%. There have been a range of media campaigns over recent years that highlight the need for working smoke alarms and we support these locally through our frontline staff. For those we consider to be most vulnerable we offer a Home Safety visit (HSV). During the HSV we fit smoke alarms as necessary, in order to ensure that the alarm is raised in event of fire.

Area Manager Service Delivery Bob Wythe, 26 May 2010

### Progress to date (2010/03)

The target for the year 2009/2010 for smoke detector ownership has increased to 100%, all of which should be in working order. The data indicates that we are not influencing the people of Hampshire as much as we had wished. However, there is a possibility that the data does not reflect the true picture and our Risk Intelligence Team are verifying the data and recording mechanism.

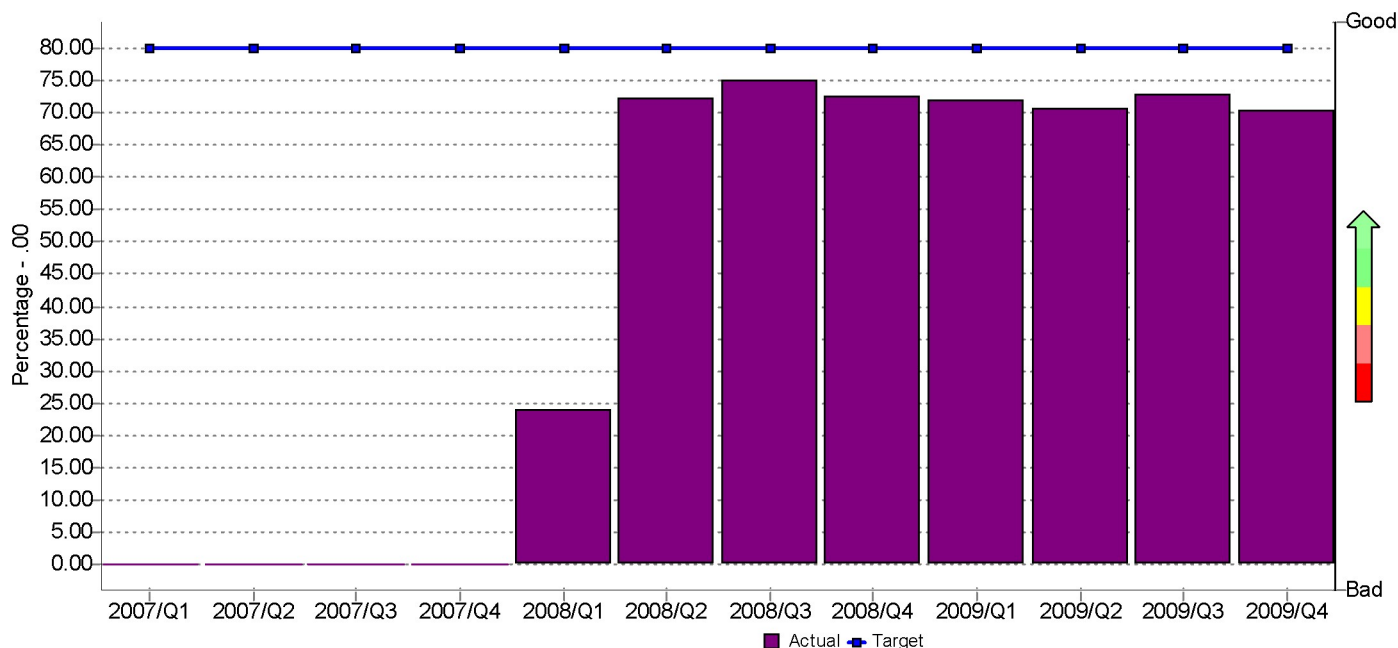
Area Manager Service Delivery Bob Wythe, 26 May 2010

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2009/10 quarterly indicators

## LPI 20a: First Attendance within 8 minutes (Hampshire FRS)

Period only



### Description

First HFRS attendance at an emergency incident (% within 8 Minutes)

### Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	0.00%	80.00%	(80.00%)	(100.0%)
2007/Q2	0.00%	80.00%	(80.00%)	(100.0%)
2007/Q3	0.00%	80.00%	(80.00%)	(100.0%)
2007/Q4	0.00%	80.00%	(80.00%)	(100.0%)
2008/Q1	23.93%	80.00%	(56.07%)	(70.1%)
2008/Q2	72.24%	80.00%	(7.76%)	(9.7%)
2008/Q3	75.08%	80.00%	(4.92%)	(6.2%)
2008/Q4	72.44%	80.00%	(7.56%)	(9.5%)
2009/Q1	71.87%	80.00%	(8.13%)	(10.2%)
2009/Q2	70.58%	80.00%	(9.42%)	(11.8%)
2009/Q3	72.71%	80.00%	(7.29%)	(9.1%)
2009/Q4	70.25%	80.00%	(9.75%)	(12.2%)

### Action (2010/03)

A range of internal and external factors affect our performance for this indicator, many of which are outside our control. There is also a seasonal effect due to an increasing proportion of responses being made from our slower responding Retained Duty System stations at certain times of the year. We have undertaken a number of workplace studies and identified a wide variance in performance from station to station for areas where we feel we can improve. We have implemented a range of initiatives which have resulted in improvements to key components of our overall response model, however at the present time overall performance is still very much controlled by external factors that we cannot influence. We have developed new response standards that will enable us to better manage and improve, these have been agreed by our Fire Authority and they came into effect on 1/4/10. We have also set out a strategic challenge of responding to rural incidents differently in order to improve our performance. We have sought suggestions and ideas from staff and partners as part of our 'project engage' engagement project, and through this we have received numerous suggestions as to how we can further improve our response times. These suggestions have enriched our thinking and we will be incorporating them into proposed objectives for next year's Service Plan. Area Manager Service Delivery Andy Kettle, 27 May 2010

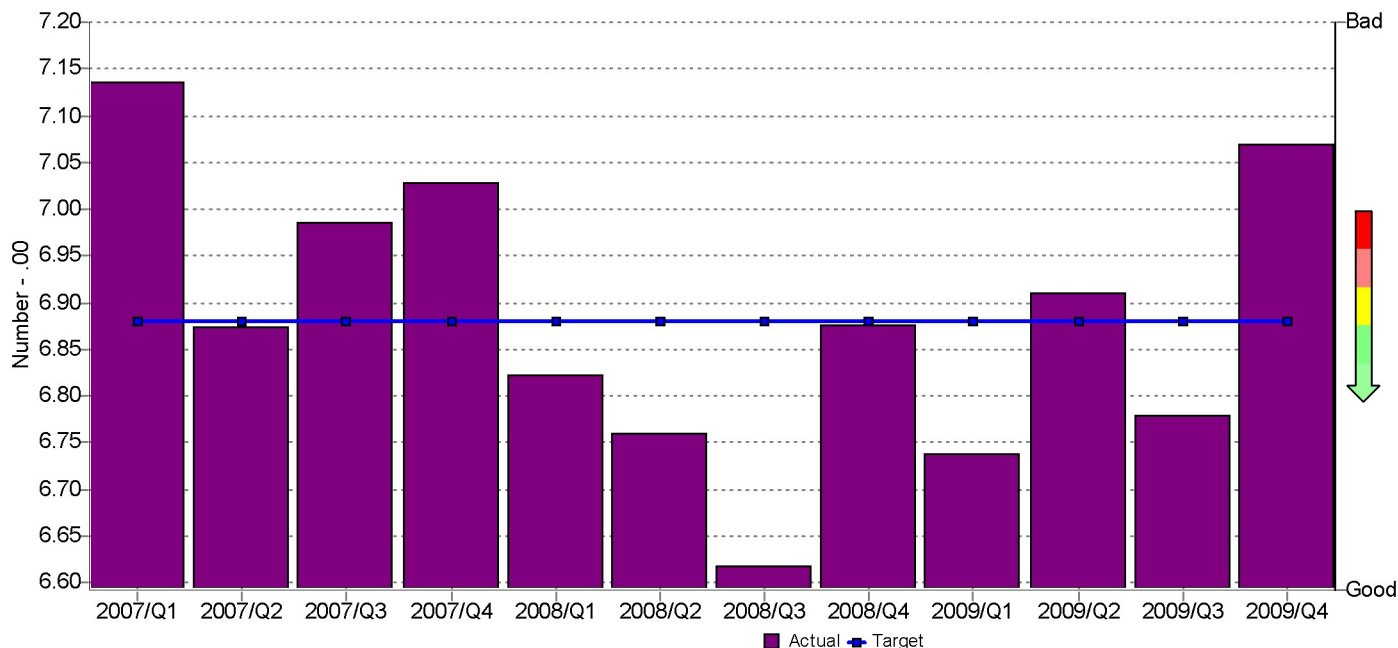
### Progress to date (2010/03)

Performance overall remains relatively constant compared with year to date and previous years. Area Manager Service Delivery Andy Kettle, 27 May 2010

# Performance Review and Scrutiny Committee

2009/10 quarterly indicators

## LPI 20b Average Attendance Time to Emergency Incidents (Hampshire FRS) Period only



### Description

Average time taken to reach emergency incidents

### Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	7.14	6.88	(0.26)	(3.7%)
2007/Q2	6.87	6.88	0.01	0.1%
2007/Q3	6.99	6.88	(0.11)	(1.5%)
2007/Q4	7.03	6.88	(0.15)	(2.2%)
2008/Q1	6.82	6.88	0.06	0.9%
2008/Q2	6.76	6.88	0.12	1.8%
2008/Q3	6.62	6.88	0.26	3.8%
2008/Q4	6.88	6.88	0.00	0.0%
2009/Q1	6.74	6.88	0.14	2.1%
2009/Q2	6.91	6.88	(0.03)	(0.5%)
2009/Q3	6.78	6.88	0.10	1.5%
2009/Q4	7.07	6.88	(0.19)	(2.8%)

### Action (2010/03)

This is our preferred performance measure for responding to emergencies as we believe it provides a more accurate measure of our performance. We have recently introduced revised response standards which we believe will enable us to focus on real risk and we are developing further changes to how we respond to incidents that will lead to further improvements in overall average attendance times.

Area Manager Service Delivery Andy Kettle, 27 May 2010

### Progress to date (2010/03)

Our performance overall remains relatively constant and marginally outside our target.

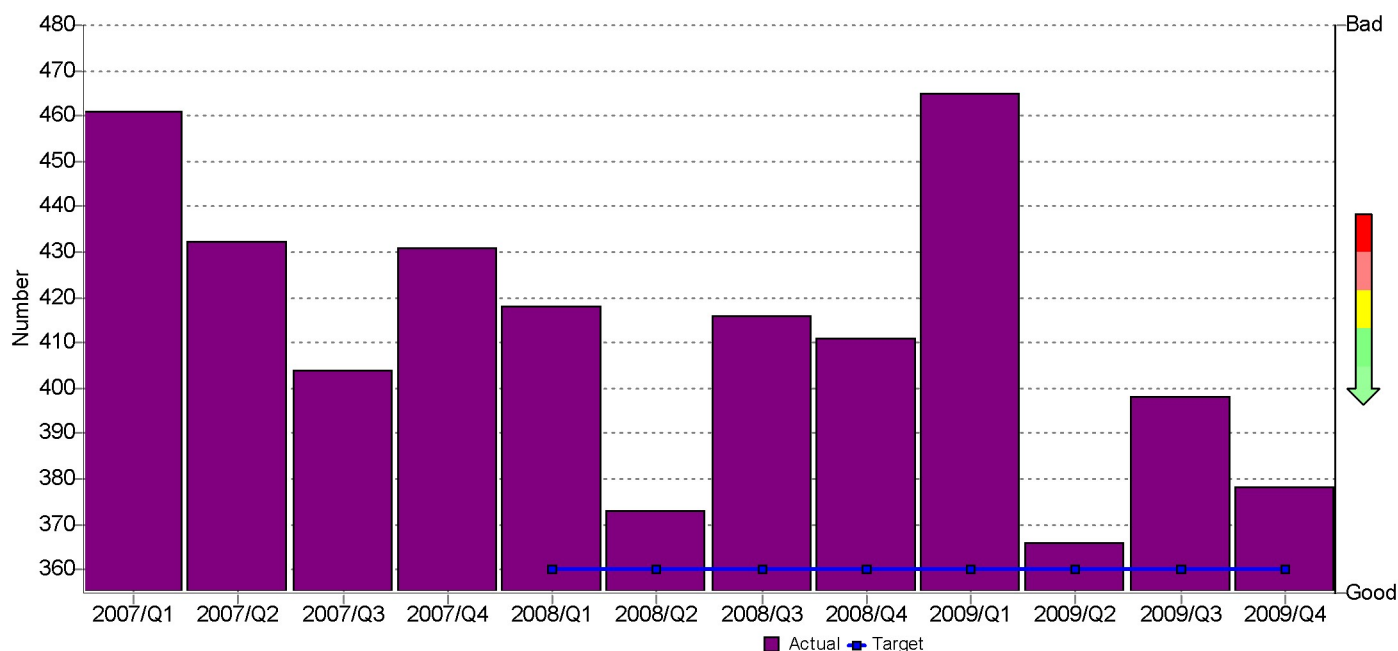
Area Manager Service Delivery Andy Kettle, 24 February 2010

# Performance Review and Scrutiny Committee

2009/10 quarterly indicators

## LPI 92 - Primary Fires in Buildings (Hampshire FRS)

Period only



### Description

Primary Fires in Buildings

### Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	461	--	--	--
2007/Q2	432	--	--	--
2007/Q3	404	--	--	--
2007/Q4	431	--	--	--
2008/Q1	418	360	(58)	(16.1%)
2008/Q2	373	360	(13)	(3.6%)
2008/Q3	416	360	(56)	(15.6%)
2008/Q4	411	360	(51)	(14.2%)
2009/Q1	465	360	(105)	(29.2%)
2009/Q2	366	360	(6)	(1.7%)
2009/Q3	398	360	(38)	(10.6%)
2009/Q4	378	360	(18)	(5.0%)

### Action (2010/03)

This indicator shows our performance in reducing the number of primary fires in buildings, all categories of causes of fire are included. Our Community Safety Strategy has a number of key areas and addresses both accidental and deliberate causes of fire within the range of buildings types and uses to which they are put.

Our Prevention activities focus on the home environment and include reaching the most vulnerable in our community with a home safety visit. Buildings other than those used as a home fall under our Protection arrangements and form part of our legal responsibility to ensure fire safety arrangements are being implemented and maintained.

Arson can be targeted at any building and our arson reduction activities are key to reducing primary fires in buildings. Our Firesetter Intervention Team respond to cases where children and, in some cases adults, display firesetting behaviour. Our Arson Task Force, which is supported by a Police partnership, have an extremely high success in bringing to justice those who attempt to risk life and bring damage to properties and communities.

Area Manager Service Delivery Bob Wythe, 27 May 2010

### Progress to date (2010/03)

According to the data our performance in this area for the year 2009/2010 shows an improvement on the previous year. However, the first three months of 2010 indicate that we did not achieve the target. In April 2009 a new electronic Incident Reporting System was introduced, this replaced a paper based system and asked some questions in a different way. Recently we have undertaken to validate the first years data and this has not yet addressed the first three months, which may have an impact on the data for that period.

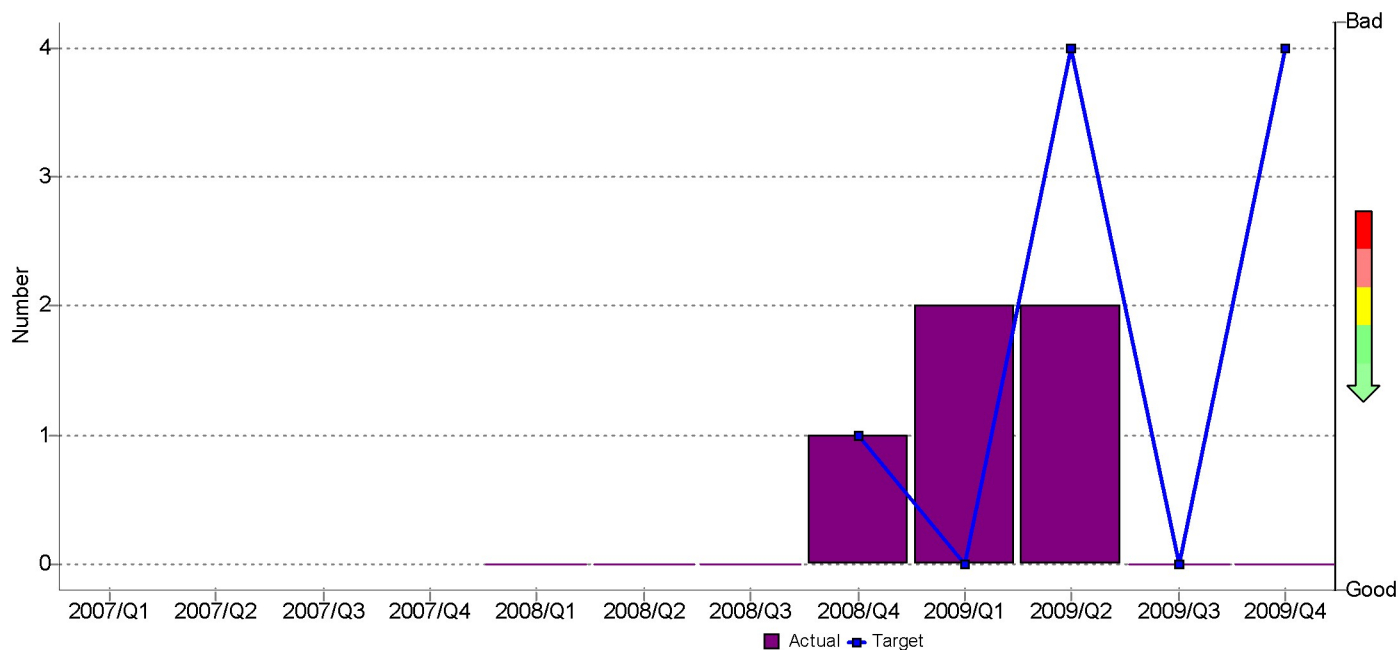
Area Manager Service Delivery Bob Wythe, 27 May 2010

# Performance Review and Scrutiny Committee

2009/10 quarterly indicators

## LPI 90 - Number of Acetylene Incidents (Hampshire FRS)

Period only



### Description

Number of incidents where acetylene has been directly involved

### Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	--	--	--	--
2007/Q2	--	--	--	--
2007/Q3	--	--	--	--
2007/Q4	--	--	--	--
2008/Q1	0	--	--	--
2008/Q2	0	--	--	--
2008/Q3	0	--	--	--
2008/Q4	1	1	0	0.0%
2009/Q1	2	0	(2)	--
2009/Q2	2	4	2	50.0%
2009/Q3	0	0	0	--
2009/Q4	0	4	4	100.0%

### Action (2010/03)

Introduced in the HFRS 2008/11 plan. This performance indicator is designed to measure our reduction of preventable incidents involving acetylene. We will reduce the number of high impact fires involving acetylene cylinders to zero by 2011.

Acetylene cylinders directly involved in a fire can cause widespread disruption to businesses and local communities. These incidents can be avoided allowing our emergency response resources to be more effective in the delivery of our community safety campaigns and being available for genuine emergency incidents.

Our Business Education Unit gathers information for premises within Hampshire which contain acetylene cylinders. There is an ongoing procedure for keeping the CFRMIS database up to date on a six monthly and twelve monthly basis. The frequency depends on the location of the premises in relation to whether an incident would have a high impact on the surrounding areas. Information is exchanged with the Command and Control database team to ensure that operational crews are up to date.

Community Risk Intelligence have been commissioned by the Business Education Unit Manager to provide data, in the form of a map of Hampshire which indicates motorways, rail lines, major arterial routes, schools, hospitals, high density populated areas and the premises which contain acetylene cylinders. This information will be used by the Business Education Unit to identify and target the high impact areas initially, then to move on to target all other areas where acetylene has been identified.

The BEU are trying to find other ways in which premises containing acetylene can be identified. Gas cylinder suppliers have been approached, but they see providing information to HFRS as a conflict of interest for their own business.

# Performance Review and Scrutiny Committee

## 2009/10 quarterly indicators

Area Manager Service Delivery Mick Crennell, 03 June 2010

### **Progress to date (2010/03)**

In 2009/10 HFRS attended 4 incidents in which acetylene was directly involved.

The number of premises within Hampshire identified as containing Acetylene cylinders is 396. All of the premises have been included in the Command & Control database for operational crews.

Of these 396 premises, 168 have received a Fire Safety Audit by a protection Officer to ensure that the acetylene has been taken into account within their Fire Risk Assessment and their fire evacuation and storage procedures are satisfactory.

On all occasions HFRS staff will advise users on the problems which could occur when acetylene cylinders are involved in a fire. They aim to achieve either the total removal, or replacement of Acetylene with a safer alternative.

The number of premises within Hampshire who have removed their acetylene cylinder/s is 64 (including HFRS Fleet Maintenance Centre at SHQ!).

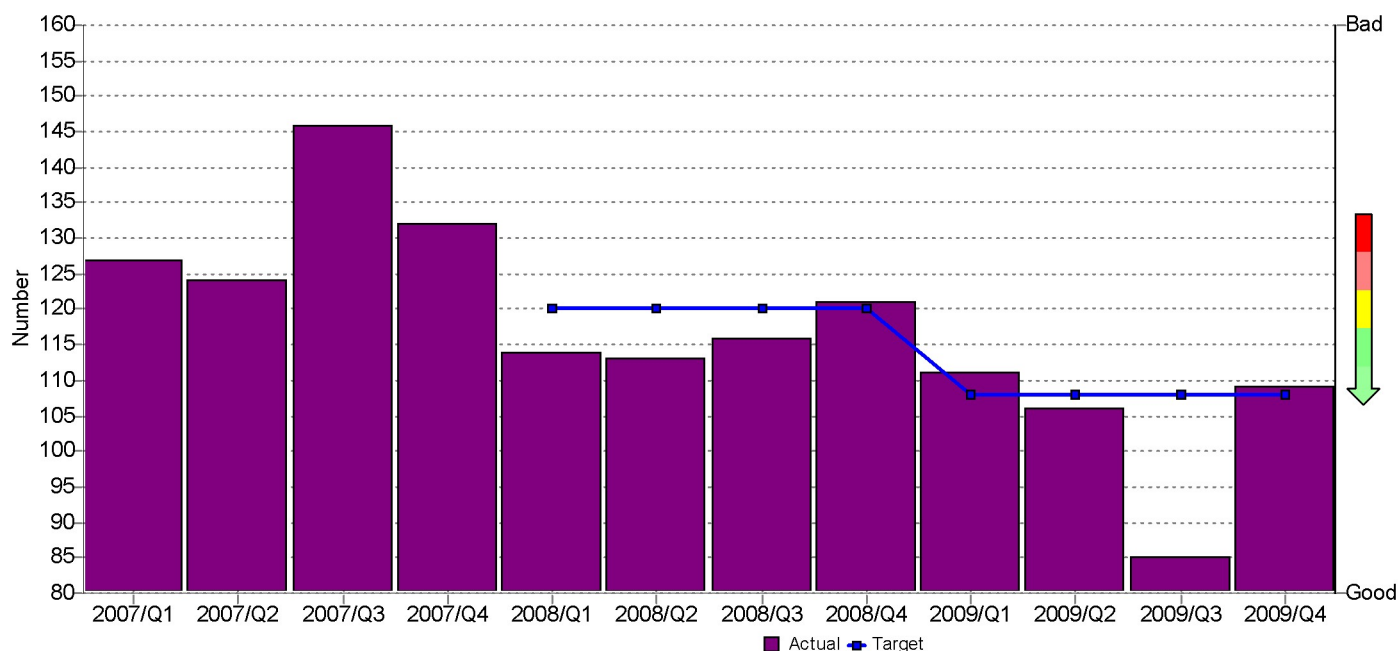
Area Manager Service Delivery Mick Crennell, 03 June 2010

# Performance Review and Scrutiny Committee

2009/10 quarterly indicators

## LPI 91 - Number of Lift Incidents (Hampshire FRS)

Period only



### Description

Lift Incidents

### Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	127	--	--	--
2007/Q2	124	--	--	--
2007/Q3	146	--	--	--
2007/Q4	132	--	--	--
2008/Q1	114	120	6	5.0%
2008/Q2	113	120	7	5.8%
2008/Q3	116	120	4	3.3%
2008/Q4	121	120	(1)	(0.8%)
2009/Q1	111	108	(3)	(2.8%)
2009/Q2	106	108	2	1.9%
2009/Q3	85	108	23	21.3%
2009/Q4	109	108	(1)	(0.9%)

### Action (2010/03)

Introduced in the HFRS 2008/11 plan. This performance indicator is to reduce preventable incidents where people are stuck inside defective lifts. We will reduce these calls by 25% by March 2011.

Lift rescues tie up emergency resources for long periods of time, but could be avoided allowing our emergency response resources to be more effective in the delivery of our community safety campaigns and being available for genuine emergency incidents.

The Business Education Unit will contact premises owners and responsible persons by way of a standard letter. This letter is sent out after the first non-emergency lift incident attended by HFRS, it gives best practice advice, guidance for maintaining the lifts and for ensuring the correct procedures are in place for releasing persons stuck in their lifts. It explains their responsibilities under the Fire Safety Order 2005. The letter also explains that calls of this nature divert HFRS resources away from genuine emergencies and that the Fire Service should not be called in the event of a non-emergency lift release. An HFRS guidance leaflet, 'Advice on how to maintain a passenger lift' is also provided.

In the event of further non-emergency lift calls at the premises, the Business Education Unit will arrange a meeting on site with the responsible person/s and their lift maintenance company. The meeting is to discuss ways of eliminating the preventable calls to non-emergency lift incidents.

The premises are then monitored for any further non-emergency lift calls.

HFRS have the power to impose a special service charge for any further non-emergency lift calls they receive. (This stage has not been used to date)

# Performance Review and Scrutiny Committee

## 2009/10 quarterly indicators

Area Manager Service Delivery Mick Crennell, 03 June 2010

### Progress to date (2010/03)

We are making significant progress on this indicator which remains green and on track albeit we have identified a spike in the last reporting period into the red, which is currently being investigated as to the origin and cause.

In 2007/08 HFRS attended 529 lift incidents.

In 2008/09 HFRS attended 464 incidents. Compared to 2007/08 where 529 incidents were attended. This is a reduction of around 12% for the year.

In 2009/10, HFRS attended 411 incidents. Compared to 2008/09 where 464 incidents were attended. This is a reduction of around 11% for the year.

Of the 411 lift incidents attended in 2009/10, only 41 were deemed emergencies by HFRS control. This equates to around 10% of the call total for lift incidents.

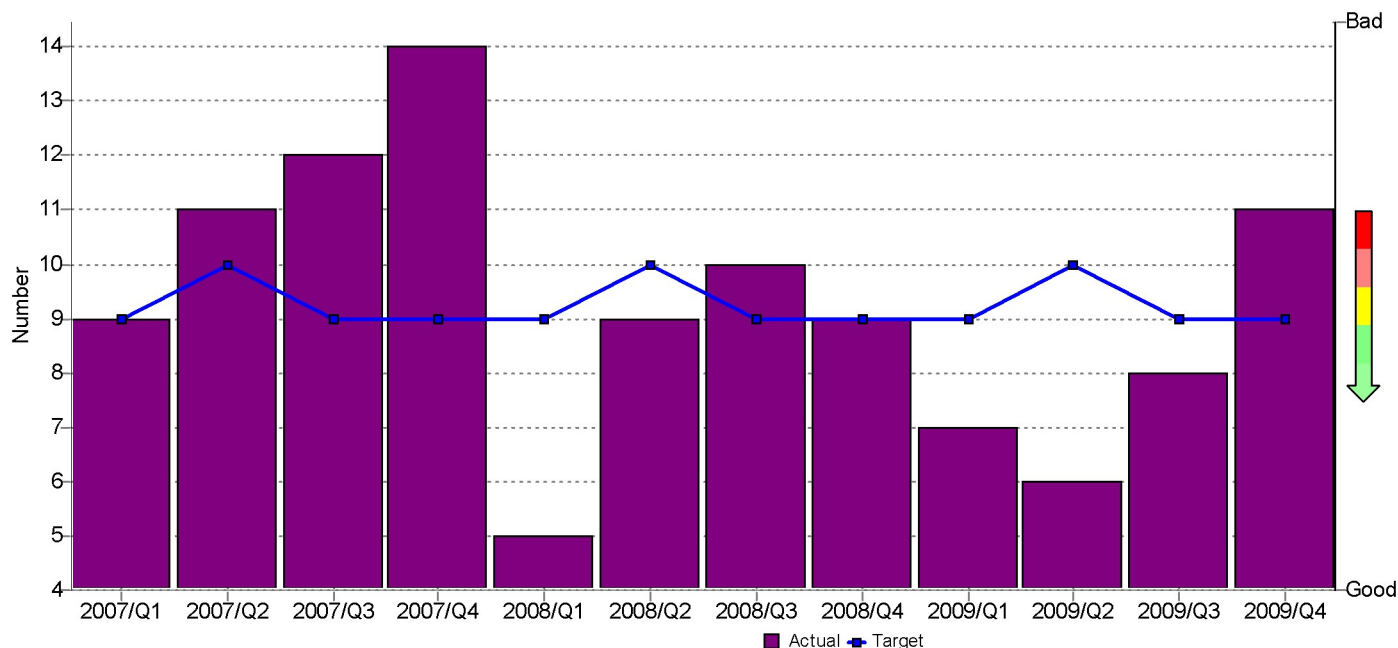
To date BEU are at around 22% reduction of the initial 2007/08 figure. The overall target is to reduce the initial 2007/08 figure by 25% by March 2011.

Area Manager Service Delivery Mick Crennell, 03 June 2010

# Performance Review and Scrutiny Committee

2009/10 quarterly indicators

## LPI 40: Number of Complaints Against The Service (Hampshire FRS) Period only



### Description

Number of Complaints Against The Service

### Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	9	9	0	0.0%
2007/Q2	11	10	(1)	(10.0%)
2007/Q3	12	9	(3)	(33.3%)
2007/Q4	14	9	(5)	(55.6%)
2008/Q1	5	9	4	44.4%
2008/Q2	9	10	1	10.0%
2008/Q3	10	9	(1)	(11.1%)
2008/Q4	9	9	0	0.0%
2009/Q1	7	9	2	22.2%
2009/Q2	6	10	4	40.0%
2009/Q3	8	9	1	11.1%
2009/Q4	11	9	(2)	(22.2%)

### Action (2009/Q4)

### Progress to date (2009/Q4)

The Service has received 11 complaints from members of the public in the fourth quarter of 2009/10, all of which were resolved to the satisfaction of the complainants. There was an increase in the number of complaints in the final quarter of 2009/10 in comparison to Q3, however, the number of complaints received over the year were below target.

There continues to be a number of complaints regarding fire safety enforcement and driving related matters.

The Service continues to work hard to reduce the number of complaints from members of the public and this is reflected in the figures being below target.

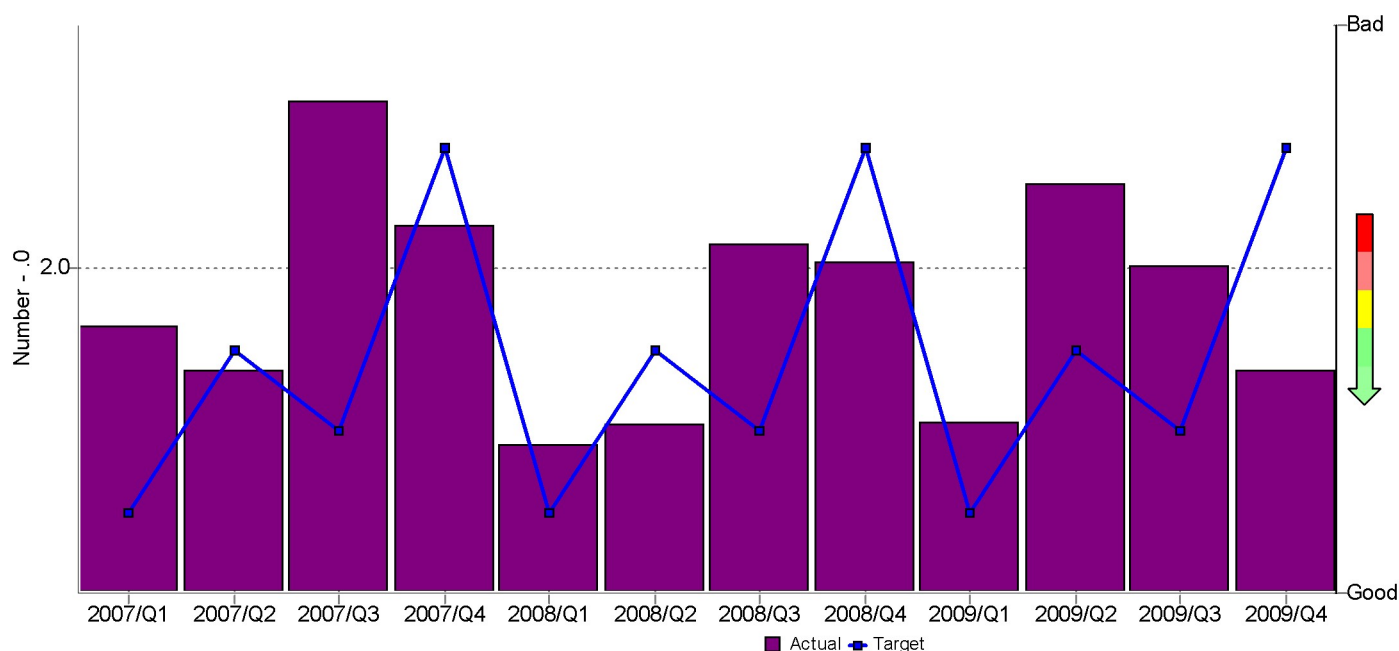
HR Business Manager - 26 May 2010

# Performance Review and Scrutiny Committee

2009/10 quarterly indicators

## BV 12ii: Sickness (All Staff) (Hampshire FRS)

Period only



### Description

Working days/shifts lost to sickness absence - all staff

### Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	1.9	1.4	(0.5)	(32.8%)
2007/Q2	1.8	1.8	0.0	2.8%
2007/Q3	2.4	1.6	(0.8)	(50.8%)
2007/Q4	2.1	2.3	0.2	8.5%
2008/Q1	1.6	1.4	(0.2)	(12.0%)
2008/Q2	1.6	1.8	0.2	10.2%
2008/Q3	2.1	1.6	(0.5)	(28.8%)
2008/Q4	2.0	2.3	0.3	12.3%
2009/Q1	1.6	1.4	(0.2)	(15.8%)
2009/Q2	2.2	1.8	(0.4)	(22.7%)
2009/Q3	2.0	1.6	(0.4)	(25.4%)
2009/Q4	1.7	2.3	0.6	24.0%

### Action (2009/Q4)

The level of absence for all employees has increased steadily throughout the year and continues to be above our target. Earlier in the year, this was attributable to the number of swine flu cases amongst employees. In Q3 the increase in sickness absence was due to seasonal cold and flu symptoms. However, by Q4 we have seen a decline in the level of absence resulting in ending the year just slightly above our target.

The Absence Management Policy has been reviewed and issued. Work is also being undertaken to review the way in which absence statistics are recorded to ensure accuracy and consistency across all staff groups.

HR Business Manager - 26 May 2010

### Progress to date (2009/Q4)

Further training sessions for supervisors and management are scheduled for 2009/10 and 2010/2011. This training is delivered to all managers and supervisors to promote a reduction in absence levels. A new Management Development programme is being developed for Middle Managers which will encompass people management training, including effective absence management.

Performance indicates that the measures put into place for reducing absence levels are proving to be effective.

The Workforce Wellbeing Strategy Group, established in July 2008, continues to meet on a quarterly basis. The focus of the Workforce Wellbeing Strategy is to promote a healthy workforce by incorporating work from a number of other groups and initiatives. In particular, the Service is concentrating on Health and Wellbeing promotion activities. An action plan to underpin the

# Performance Review and Scrutiny Committee

## 2009/10 quarterly indicators

strategy has been developed and is reviewed regularly. The work of the Workforce Wellbeing Group is playing a key role in the Service's commitment to achieving Gold standard for Investors in People.

HR Business Manager - 26 May 2010