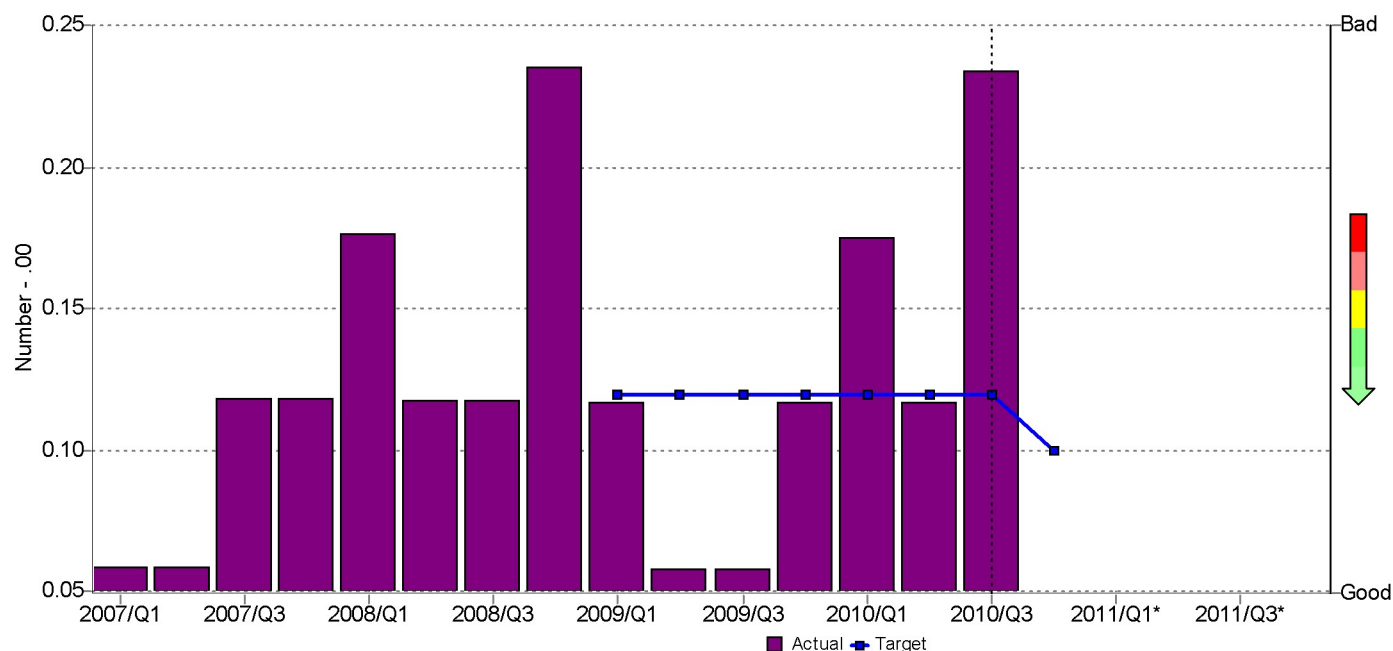


Performance Review and Scrutiny Committee

Indicators for quarter three 2010/11 (October to December)

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	0.06	--	--	--
2007/Q2	0.06	--	--	--
2007/Q3	0.12	--	--	--
2007/Q4	0.12	--	--	--
2008/Q1	0.18	--	--	--
2008/Q2	0.12	--	--	--
2008/Q3	0.12	--	--	--
2008/Q4	0.23	--	--	--
2009/Q1	0.12	0.12	0.00	2.6%
2009/Q2	0.06	0.12	0.06	51.3%
2009/Q3	0.06	0.12	0.06	51.3%
2009/Q4	0.12	0.12	0.00	2.6%
2010/Q1	0.18	0.12	(0.06)	(46.1%)
2010/Q2	0.12	0.12	0.00	2.6%
2010/Q3	0.23	0.12	(0.11)	(94.8%)
2010/Q4*		0.10		
2011/Q1*		--		
2011/Q2*		--		
2011/Q3*		--		
2011/Q4*		--		

Action (2010/12)

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, which includes home safety, as 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), when we fit smoke alarms if necessary and offer safety advice 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, 24 January 2011.

Progress to date (2010/12)

There have been nine fire related primary fire fatalities this year. Of these, six have been identified as accidental dwelling fires, one of which was a mobile home, one was believed to have been suicide, a further is awaiting the Coroners findings and two are subject to an ongoing investigation. We examine each of these tragic events to establish the root cause, often this will require working with partners. By understanding the circumstances in each case we can develop our strategy for reducing fatalities from fire related incidents. We have also commissioned an evaluation to establish why there is an increase in fatalities when the national trend is decreasing.

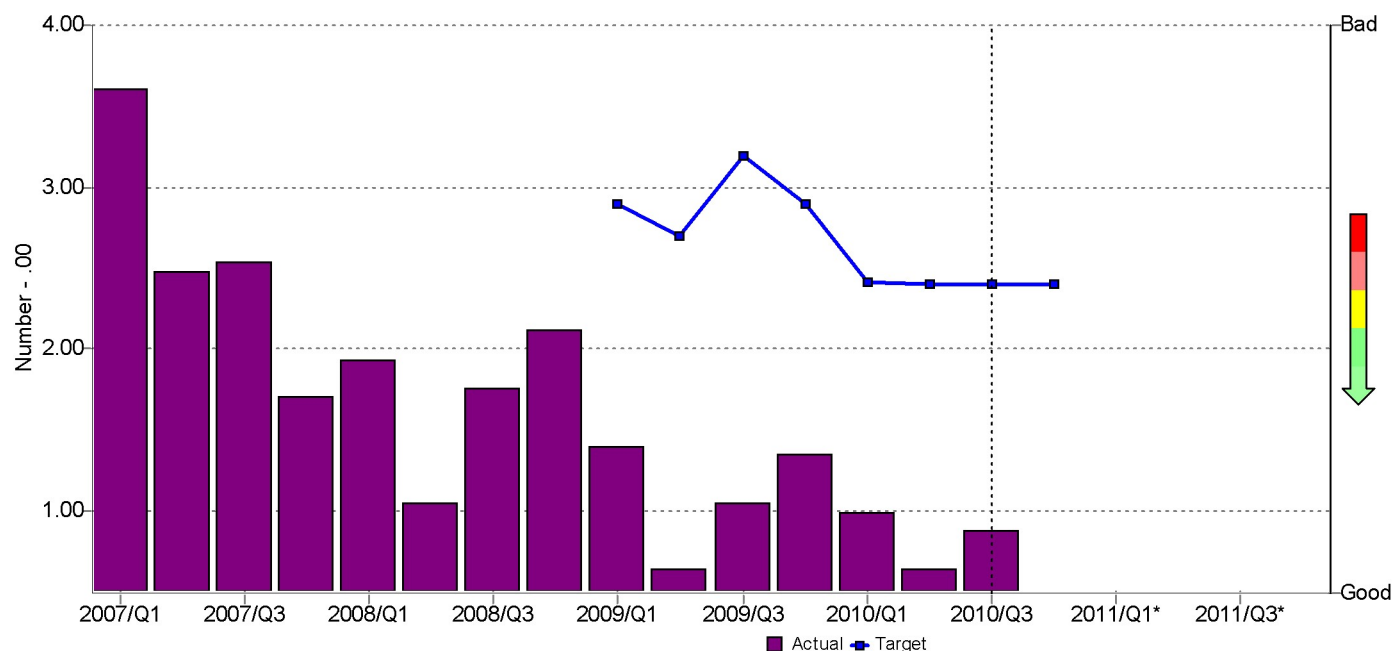
Area Manager Service Delivery Bob Wythe, 24 January 2011.

Performance Review and Scrutiny Committee

Indicators for quarter three 2010/11 (October to December)

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	1.76	--	--	--
2008/Q4	2.11	--	--	--
2009/Q1	1.40	2.90	1.50	51.6%
2009/Q2	0.64	2.70	2.06	76.2%
2009/Q3	1.05	3.20	2.15	67.1%
2009/Q4	1.34	2.90	1.56	53.6%
2010/Q1	0.99	2.42	1.43	59.0%
2010/Q2	0.64	2.40	1.76	73.2%
2010/Q3	0.88	2.40	1.52	63.5%
2010/Q4*		2.40		
2011/Q1*		--		
2011/Q2*		--		
2011/Q3*		--		
2011/Q4*		--		

Action (2010/12)

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 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 January 2011

Progress to date (2010/12)

Our performance is improving year on year. It should be borne in mind that some of the improvement may be accounted for by a change in the recording mechanism since April 2009, which now categorises casualties differently. Targets for forthcoming years will be reviewed to reflect the new recording criteria and therefore maintain our focus on continuing improvement.

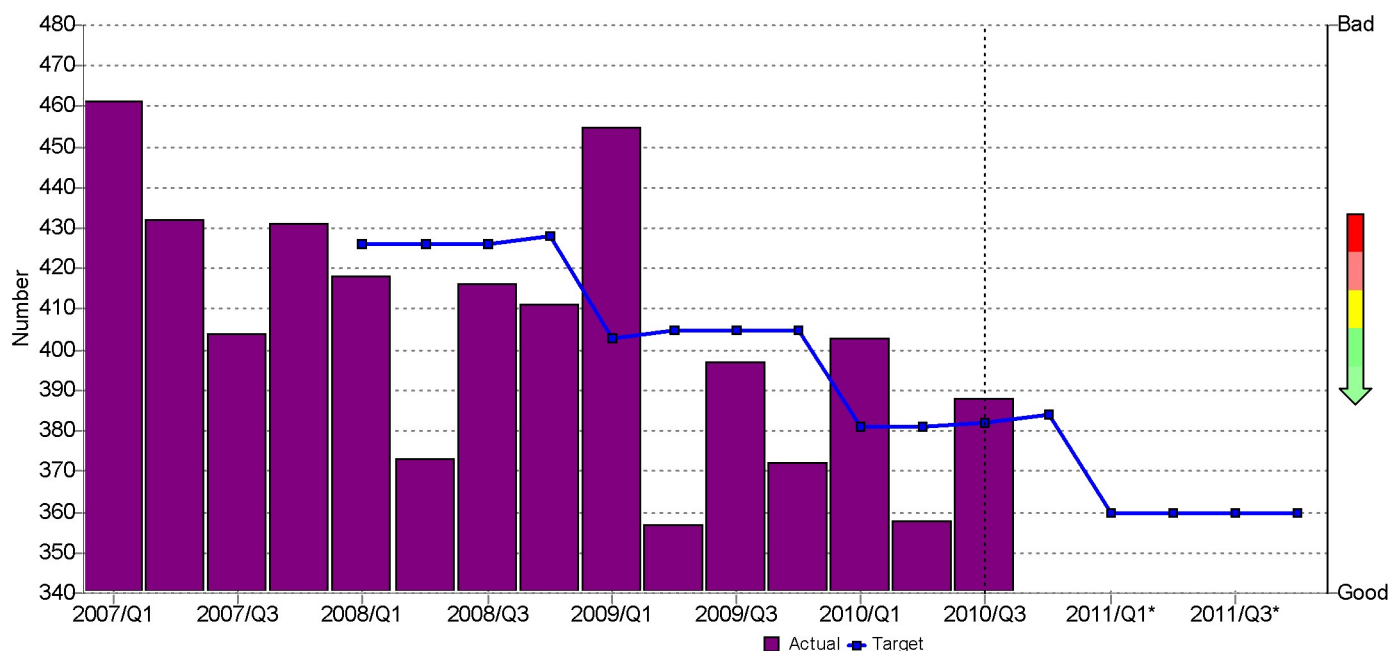
Area Manager Service Delivery Bob Wythe, 27 January 2011

Performance Review and Scrutiny Committee

Indicators for quarter three 2010/11 (October to December)

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	426	8	1.9%
2008/Q2	373	426	53	12.4%
2008/Q3	416	426	10	2.3%
2008/Q4	411	428	17	4.0%
2009/Q1	455	403	(52)	(12.9%)
2009/Q2	357	405	48	11.9%
2009/Q3	397	405	8	2.0%
2009/Q4	372	405	33	8.1%
2010/Q1	403	381	(22)	(5.8%)
2010/Q2	358	381	23	6.0%
2010/Q3	388	382	(6)	(1.6%)
2010/Q4*		384		
2011/Q1*		360		
2011/Q2*		360		
2011/Q3*		360		
2011/Q4*		360		

Action (2010/12)

This indicator shows our performance in reducing the number of fires in all buildings. 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 where children and, in some cases adults, display firesetting behaviour. Our Arson Task Force, which is supported by a Police partnership, is very successful in bringing to justice those who attempt to risk life and damage properties and communities.

Area Manager Service Delivery Bob Wythe, 24 January 2011

Progress to date (2010/12)

The figures to date indicate that we are not meeting the target. The reason for this may be the change in recording system that was introduced in April 2009. The new system included a number of categories that were not previously identified as dwelling fires and this may have had an impact on our performance indicators. According to the data it is dwelling fires that have increased and this has had a negative impact on our recorded performance against all fires in buildings.

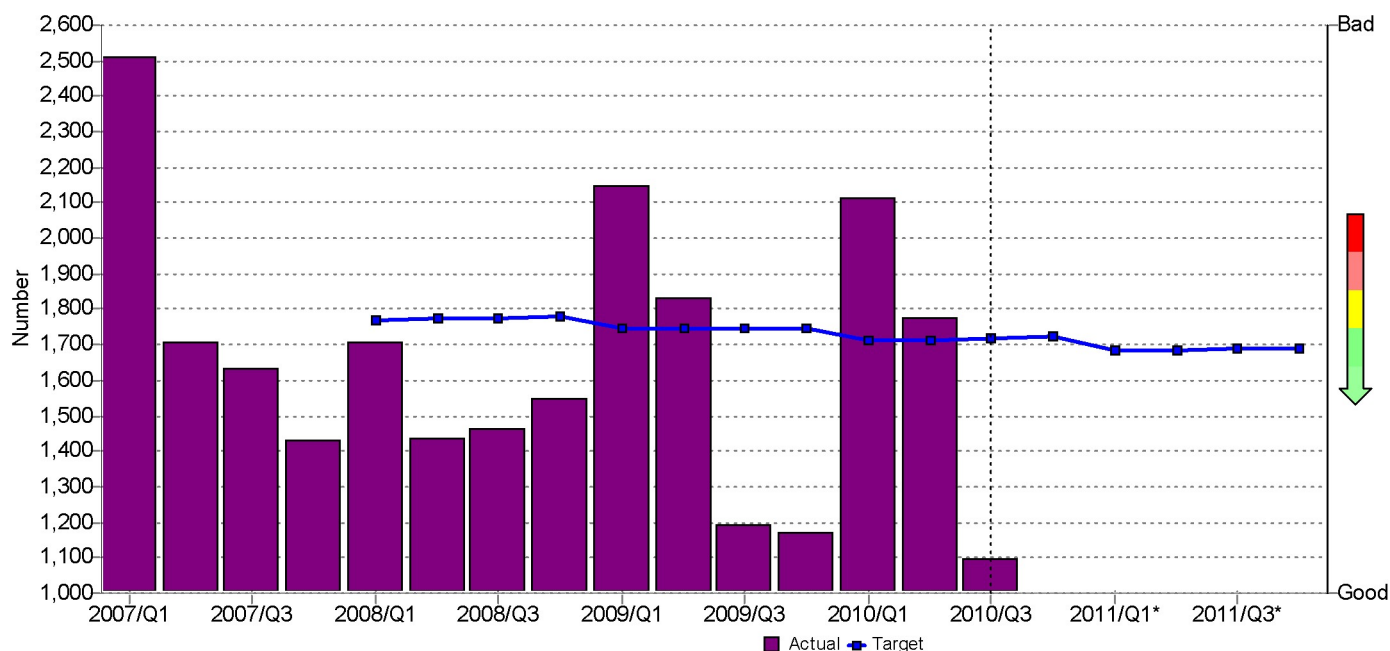
Area Manager Service Delivery Bob Wythe, 24 January 2011

Performance Review and Scrutiny Committee

Indicators for quarter three 2010/11 (October to December)

LPI 22 - Number of Fires Attended (All) (Hampshire FRS)

Period only



Description

All Fires

Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	2,510	--	--	--
2007/Q2	1,707	--	--	--
2007/Q3	1,631	--	--	--
2007/Q4	1,427	--	--	--
2008/Q1	1,708	1,771	63	3.6%
2008/Q2	1,435	1,773	338	19.1%
2008/Q3	1,466	1,774	308	17.4%
2008/Q4	1,547	1,779	232	13.0%
2009/Q1	2,147	1,744	(403)	(23.1%)
2009/Q2	1,830	1,746	(84)	(4.8%)
2009/Q3	1,195	1,747	552	31.6%
2009/Q4	1,172	1,749	577	33.0%
2010/Q1	2,113	1,713	(400)	(23.4%)
2010/Q2	1,775	1,713	(62)	(3.6%)
2010/Q3	1,097	1,718	621	36.1%
2010/Q4*		1,721		
2011/Q1*		1,686		
2011/Q2*		1,686		
2011/Q3*		1,687		
2011/Q4*		1,691		

Action (2010/12)

This indicator shows the total number of fires attended by HFRS. The categories of fire are primary and secondary. A primary fire involves property that is owned and has value. Fires involving buildings and cars generally fall into this area. Secondary fires include small fires contained to refuse or small areas of grass. In addition, this indicator includes all causes of fire whether accidental or deliberate. To address the fires in each area we employ a range of prevention and protection measures.

In order to reduce the number of dwelling fires 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). This year 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. We have a comprehensive schools education programme covering key stages 1,2,3 and 4. These sessions are designed to assist children to develop a safety conscious attitude and take responsibility for their own safety, now and throughout their adult life. Buildings other than individual dwellings fall under legislation that provides a framework for fire safety, and this places a legal obligation on the owners and occupiers of premises. Hampshire Fire and Rescue Service works with these groups to ensure that fire safety standards are applied and maintained.

Area Manager Service Delivery Bob Wythe, 27 January 2011

Performance Review and Scrutiny Committee

Indicators for quarter three 2010/11 (October to December)

Progress to date (2010/12)

We have seen a continuing decrease in the total number of fires. However, fires classified as chimney fires have shown an increase on the same period last year. We have commissioned a project to analyse the reason for this increase.

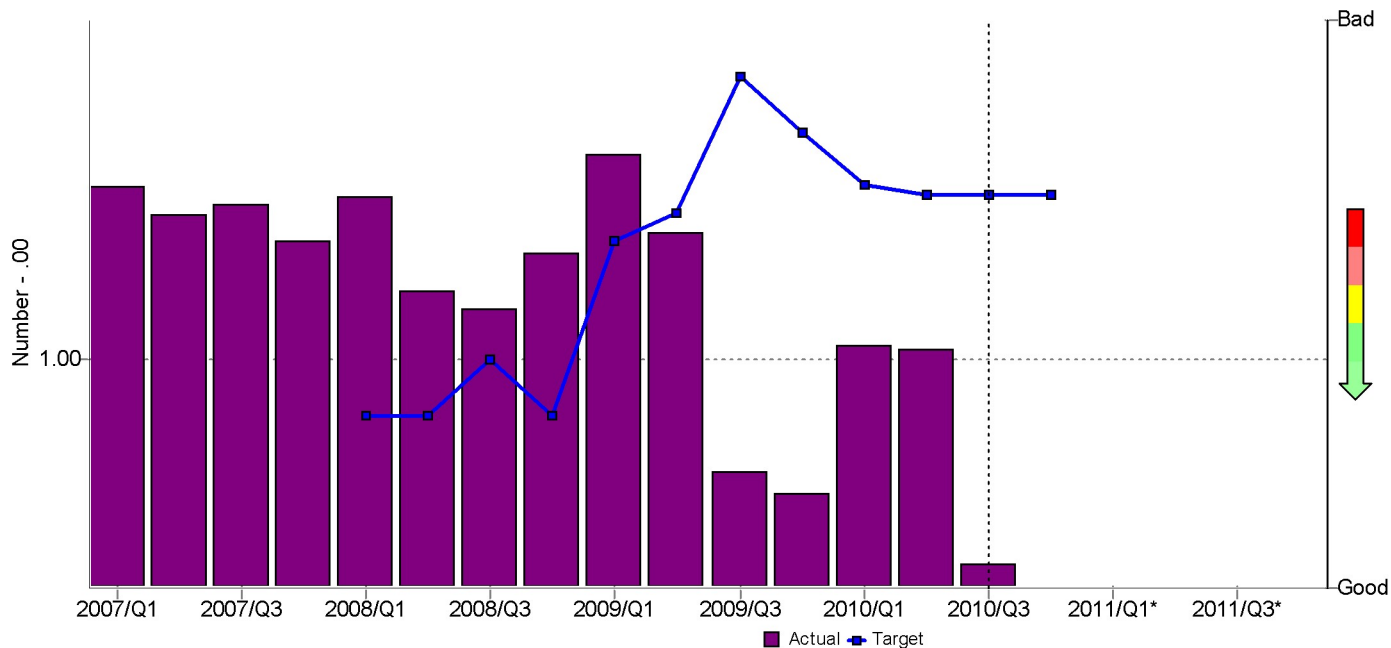
Area Manager Service Delivery Bob Wythe, 27 January 2011

Performance Review and Scrutiny Committee

Indicators for quarter three 2010/11 (October to December)

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	1.30	--	--	--
2007/Q2	1.26	--	--	--
2007/Q3	1.27	--	--	--
2007/Q4	1.21	--	--	--
2008/Q1	1.29	0.90	(0.39)	(42.9%)
2008/Q2	1.12	0.90	(0.22)	(24.6%)
2008/Q3	1.09	1.00	(0.09)	(8.6%)
2008/Q4	1.19	0.90	(0.29)	(31.8%)
2009/Q1	1.36	1.21	(0.15)	(12.6%)
2009/Q2	1.22	1.26	0.04	3.0%
2009/Q3	0.80	1.50	0.70	46.6%
2009/Q4	0.76	1.40	0.64	45.7%
2010/Q1	1.02	1.31	0.29	21.9%
2010/Q2	1.02	1.29	0.28	21.3%
2010/Q3	0.64	1.29	0.65	50.6%
2010/Q4*		1.29		
2011/Q1*		--		
2011/Q2*		--		
2011/Q3*		--		
2011/Q4*		--		

Action (2010/12)

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

Performance Review and Scrutiny Committee

Indicators for quarter three 2010/11 (October to December)

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, 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, 24 January 2011

Progress to date (2010/12)

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.

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.

Specifically we have also noticed a slight "spike" in all types of fires (including arson) in the month of July 2010 and the Evaluation Group has commissioned a PIN model evaluation to ascertain any causal factors. This will report in April 2011 and will inform future decision-making around arson reduction to further refine our strategies.

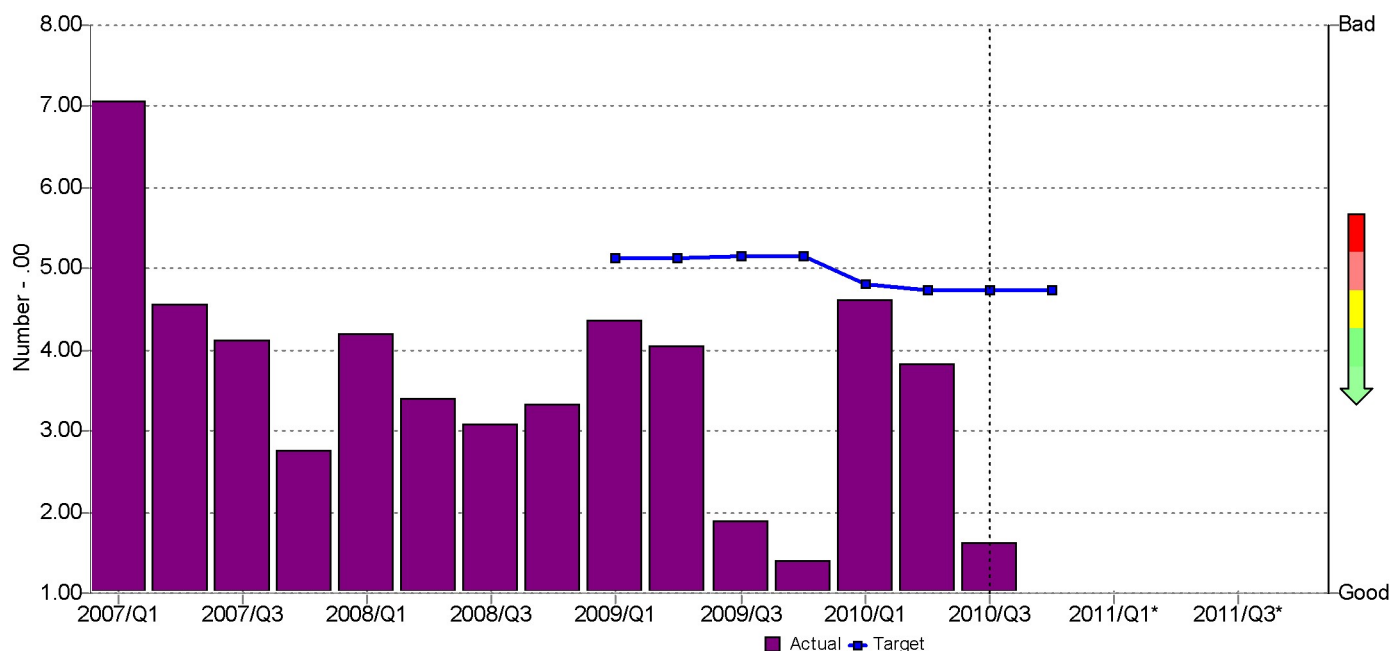
Area Manager Service Delivery Mick Crennell, 24 January 2011

Performance Review and Scrutiny Committee

Indicators for quarter three 2010/11 (October to December)

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	7.05	--	--	--
2007/Q2	4.57	--	--	--
2007/Q3	4.11	--	--	--
2007/Q4	2.75	--	--	--
2008/Q1	4.18	--	--	--
2008/Q2	3.39	--	--	--
2008/Q3	3.08	--	--	--
2008/Q4	3.34	--	--	--
2009/Q1	4.35	5.13	0.78	15.1%
2009/Q2	4.05	5.14	1.09	21.2%
2009/Q3	1.89	5.16	3.27	63.3%
2009/Q4	1.40	5.16	3.76	72.9%
2010/Q1	4.60	4.80	0.20	4.1%
2010/Q2	3.83	4.74	0.91	19.3%
2010/Q3	1.63	4.74	3.11	65.6%
2010/Q4*		4.74		
2011/Q1*		--		
2011/Q2*		--		
2011/Q3*		--		
2011/Q4*		--		

Action (2010/12)

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.

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Performance Review and Scrutiny Committee

Indicators for quarter three 2010/11 (October to December)

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Our Arson Reduction Strategy along with the Arson Task Force (ATF) is closely linked to our Fire Investigation Team's outputs, 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, 24 January 2011

Progress to date (2010/12)

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.

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.

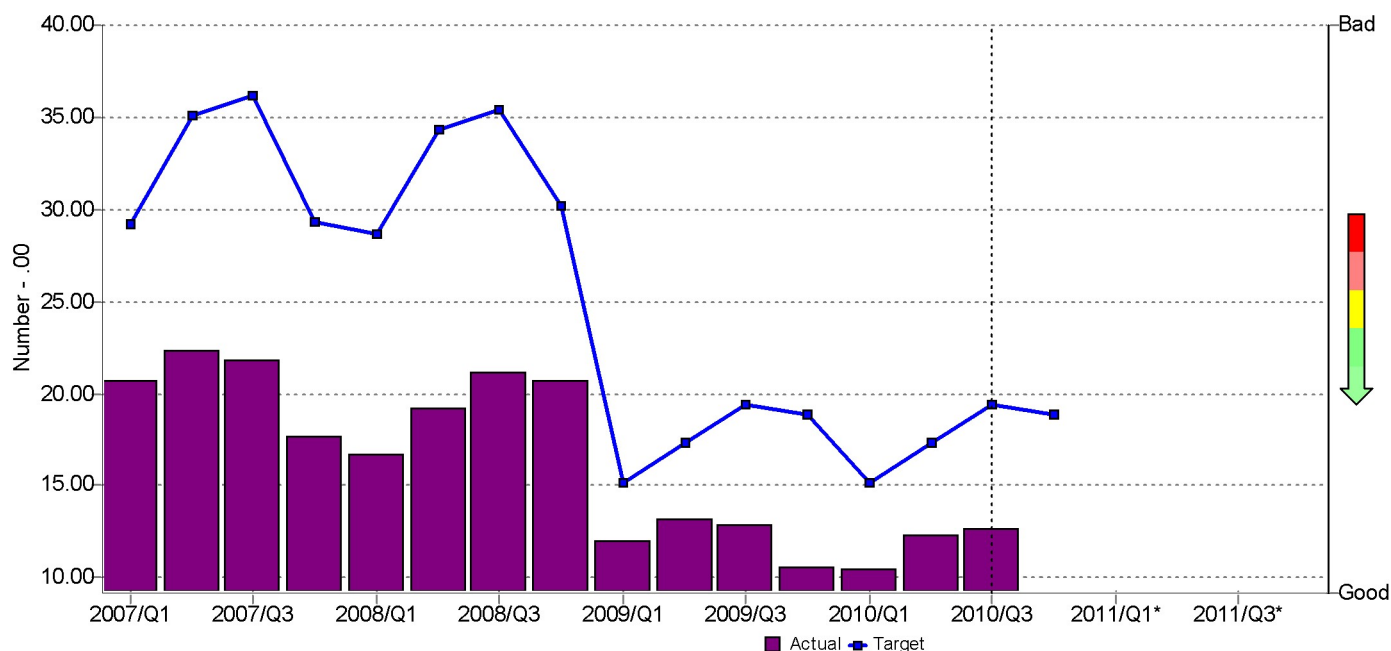
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Area Manager Service Delivery Mick Crennell, 24 January 2011

Performance Review and Scrutiny Committee

Indicators for quarter three 2010/11 (October to December)

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	11.96	15.12	3.16	20.9%
2009/Q2	13.19	17.33	4.14	23.9%
2009/Q3	12.86	19.41	6.55	33.8%
2009/Q4	10.61	18.88	8.27	43.8%
2010/Q1	10.45	15.12	4.67	30.9%
2010/Q2	12.36	17.33	4.97	28.7%
2010/Q3	12.63	19.41	6.78	34.9%
2010/Q4*		18.88		
2011/Q1*		--		
2011/Q2*		--		
2011/Q3*		--		
2011/Q4*		--		

Action (2010/12)

This indicator measures our performance in reducing operational calls due to false alarms from automatic fire alarm systems. New initiatives were introduced in the HFRS Service Plan 2006/09. This performance indicator measures the reduction in unwanted automatic fire alarm calls from non domestic premises.

Before 2006 the Service was 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.

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Indicators for quarter three 2010/11 (October to December)

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 telephone if they have had two false fire alarm calls in a week. If the premises have three false alarm calls in any 12 month period, the Business Education Unit will send a letter which gives best practice guidance for maintaining the fire alarm system and advice for liaising with their fire alarm 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 used to discuss ways of eliminating the false fire alarm calls at the premises.

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, 24 January 2011

Progress to date (2010/12)

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

In 2007/08 HFRS attended 3934 unwanted fire alarm calls to non domestic properties, a reduction of 22% on the 2006/07 figure of 5055.

In 2008/09 HFRS attended 3709 unwanted fire alarm calls to non domestic premises.
A 6% reduction on the previous year.

In 2009/10 HFRS attended 2340 unwanted fire alarm calls to non domestic premises.
A 37% reduction on the previous year.

Overall from the 2005 figure of 6539 to the 2009/10 figure of 2340, HFRS have achieved a massive 64% 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 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.

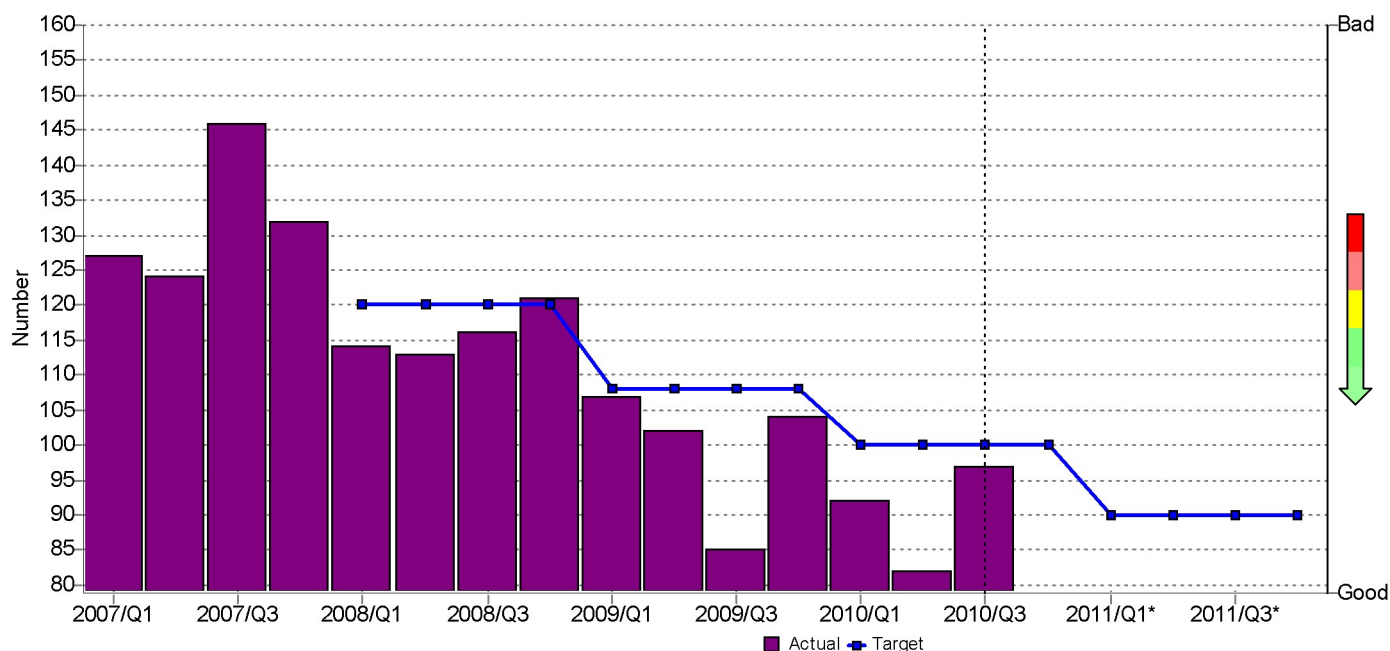
Area Manager Service Delivery Mick Crennell, 24 January 2011

Performance Review and Scrutiny Committee

Indicators for quarter three 2010/11 (October to December)

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	107	108	1	0.9%
2009/Q2	102	108	6	5.6%
2009/Q3	85	108	23	21.3%
2009/Q4	104	108	4	3.7%
2010/Q1	92	100	8	8.0%
2010/Q2	82	100	18	18.0%
2010/Q3	97	100	3	3.0%
2010/Q4*		100		
2011/Q1*		90		
2011/Q2*		90		
2011/Q3*		90		
2011/Q4*		90		

Action (2010/12)

This important indicator is designed to measure our performance in dealing with preventable incidents relating to lift rescues.

These types of incidents are rarely emergencies and tie up essential resources when they should be available for emergencies that have the potential to cause harm (critical incidents).

In 2009, HFRS adopted a strategy to reduce the number of preventable incidents that are attended. A key element of that strategy was a means to address non emergency lift incidents, which included a facility to charge repeat 'offenders', who could be seen to be managing their lifts in an ineffective way.

We have implemented a detailed strategy and mobilised our Business Education Unit to reduce these types of unwanted and unnecessary mobilisations.

Area Manager Service Delivery Mick Crennell, 24 January 2011

Performance Review and Scrutiny Committee

Indicators for quarter three 2010/11 (October to December)

Progress to date (2010/12)

Our ambition of reducing non emergency lift incidents by 25% by March 2011 has been realised a year earlier than initially expected.

It is believed that most businesses take responsibility for their lifts, when it is illustrated to them the impact that this has on emergency vehicles and crews. The facility to charge repeat offenders has helped to encourage the limited number of businesses that have required additional motivation to take full responsibility for their own facilities.

Outputs, performance and evaluation results:

- 187 letters have been sent to premises as a result of them having had a non emergency lift incident.
- 50 premises have received a visit from Business Education staff as a result of them having had three non emergency lift incidents in a 12 month period.
- No premises have currently been charged as a result of them having five or more non emergency lift incidents in a 12 month period.
- 150 people have attended the specific lift seminars, run by the Business Education Unit to provide advice and support to help people manage their lift procedures in a more effective way.
- In 2007–8, HFRS attended 517, non emergency lift incidents. During 2009–10, following the introduction of the preventable incident strategy, the figure was 370 incidents, an overall reduction of 28%.
- There has been no change in the number of emergency lift incidents over the same period, which has remained constant at 18 incidents per year.
- In 2007-08, there were 60 non emergency lift incidents on retained station grounds. This reduced to 42 incidents in 2009-10, a reduction of 18 or 30%. Based upon the £560 cost for 2 appliances for one hour, the overall saving from non attendance by RDS crews is £10,080.
- Savings in diesel usage equate to £356.
- CO2 reduction is estimated at 1082Kg.
- In 2007-08, wholetime (WT) crews attended 457 non emergency lift incidents. This reduced to 330 in 2009-10, a reduction of 127 or 28%. Opportunity savings by non attendance of WT crews equates to £71,120.

Area Manager Service Delivery Mick Crennell, 24 January 2011