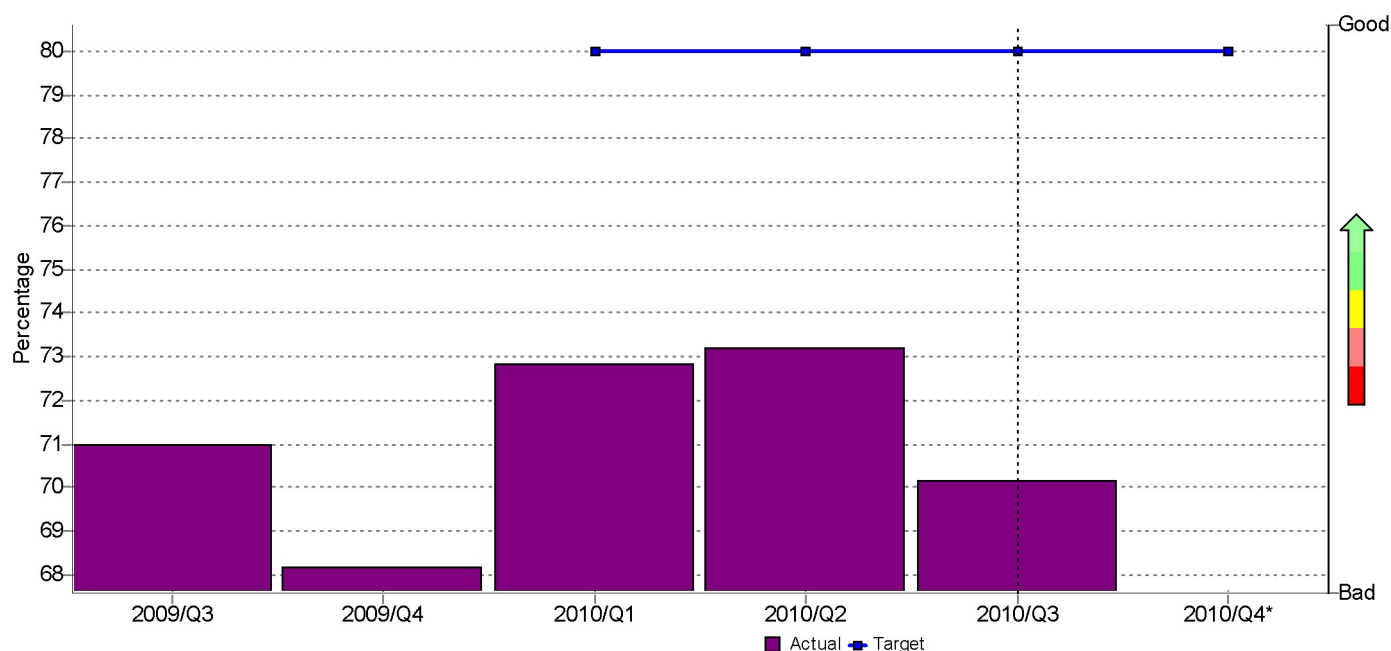


# Performance Review and Scrutiny Committee

Indicators for Quarter 3 2010/11

## Critical Response (8/80) (Hampshire FRS)

Period only



Period Table

	Actual	Target	Target - Variance	Target - % Variance
2009/Q3	71%	--	--	--
2009/Q4	68%	--	--	--
2010/Q1	73%	80%	(7%)	(9.0%)
2010/Q2	73%	80%	(7%)	(8.5%)
2010/Q3	70%	80%	(10%)	(12.3%)
2010/Q4*		80%		

### Action (2010/12)

In April 2010 we introduced revised response standards which measure our speed of response to the following categories of incidents: 'life threatening and other risk critical' , non critical' , and 'other'. This has allowed us to segment an incredibly complex area of performance into smaller more focussed areas which is enabling us to better understand our performance and how we can improve it. Our performance against 'life threatening and other critical incidents' dropped for the period of November and December due in the main to the bad weather and difficult driving conditions, We recognise that there are inherent delays built into our current mobilising protocols in our retained station areas and we have developed proposals for making improvements. These proposals are currently under consultation and if accepted will be included in our Service Plan for 2011/14.  
Area Manager Service Delivery Andy Kettle, 28 January 2011

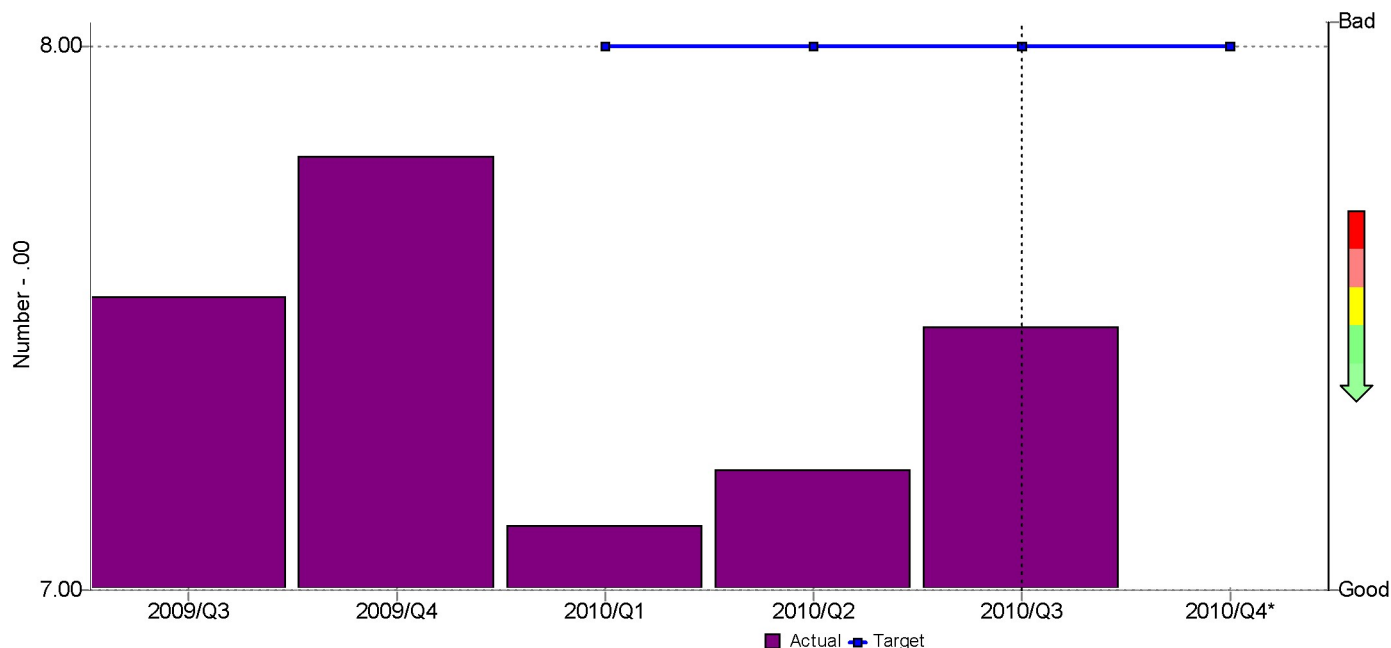
### Progress to date (2010/12)

We saw performance drop slightly in November and December for the reasons identified above, and we would expect to see it rise again in the coming months. We continue to focus on areas where we can potentially improve performance within our current arrangements, including turnout times via the Beacon Station scheme, and in the longer term and subject to approval we will be introducing different models for responding to incidents which will improve our attendance performance.  
Area Manager Service Delivery Andy Kettle, 28 January 2011

# Performance Review and Scrutiny Committee

Indicators for Quarter 3 2010/11

## Average Response Time Critical (Hampshire FRS) Period only



Period Table

	Actual	Target	Target - Variance	Target - % Variance
2009/Q3	7.54	--	--	--
2009/Q4	7.80	--	--	--
2010/Q1	7.12	8.00	0.88	11.0%
2010/Q2	7.22	8.00	0.78	9.8%
2010/Q3	7.48	8.00	0.52	6.5%
2010/Q4*		8.00		

### Action (2010/12)

This measure focusses on our new 'life threatening and other risk critical' response standard. Introducing this new standard has enabled us to see our performance more clearly and to begin developing new initiatives that will lead to improved performance in future. The target turnout times for all stations are driving improvement and we have developed a number of longer term proposals for responding to incidents in rural areas differently that if approved will enable us to improve further.  
Area Manager Service Delivery Andy Kettle, 28 January 2011

### Progress to date (2010/12)

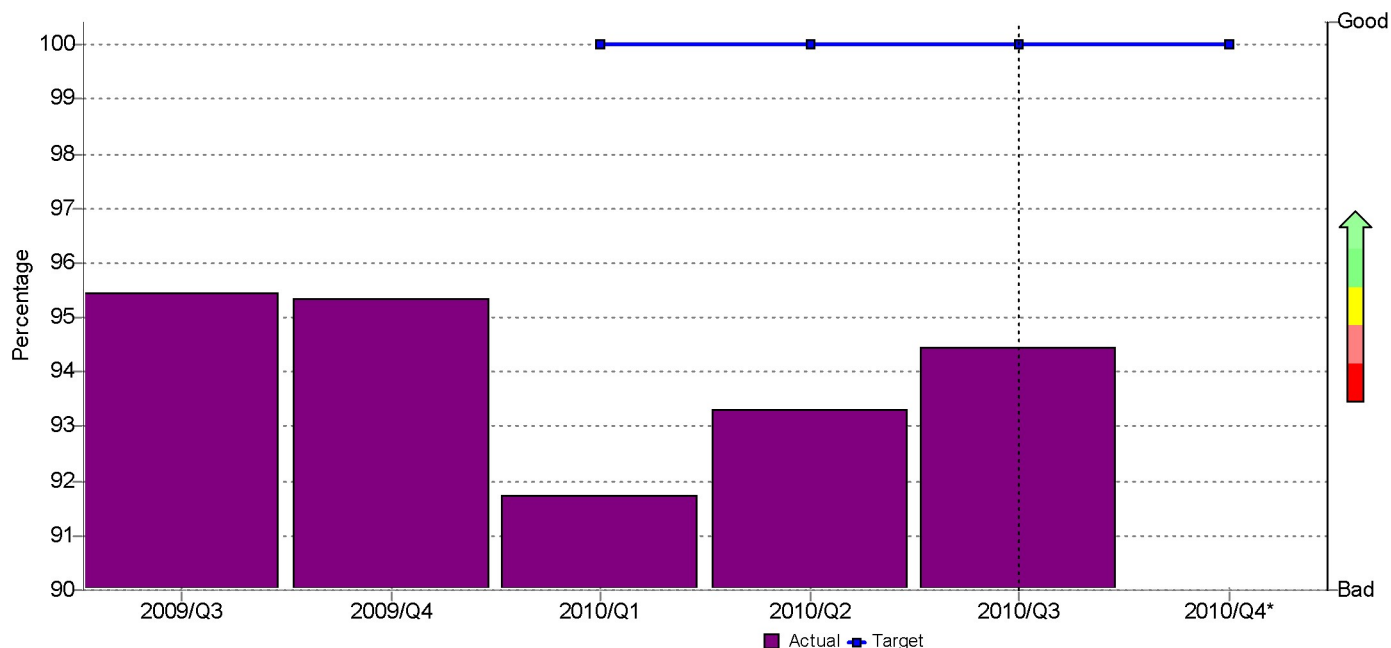
Our performance for 2010/11 continues to be strong, however we saw a slight drop in December compared with the same month last year. We believe this was due to the bad weather and driving conditions and we expect to see performance rise again in the last quarter of 2010/11. In the longer term our proposals to introduce a new approach to responding to incidents in rural areas next year should enable us to further improve our performance.  
Area Manager Service Delivery Andy Kettle, 28 January 2011

# Performance Review and Scrutiny Committee

Indicators for Quarter 3 2010/11

## Non Critical Response (15/100) (Hampshire FRS)

Period only



Period Table

	Actual	Target	Target - Variance	Target - % Variance
2009/Q3	95%	--	--	--
2009/Q4	95%	--	--	--
2010/Q1	92%	100%	(8%)	(8.3%)
2010/Q2	93%	100%	(7%)	(6.7%)
2010/Q3	94%	100%	(6%)	(5.5%)
2010/Q4*		100%		

### Action (2010/12)

In April 2010 we introduced revised response standards which measure our speed of response to the following categories of incidents: 'life threatening and other risk critical', 'non critical', and 'other'. This has allowed us to segment an incredibly complex area of performance into smaller more focussed areas which is enabling us to better understand our performance and how we can improve it. We recognise that there are inherent delays built into our current mobilising protocols in our retained station areas and we have developed proposals for making improvements. These proposals are currently under consultation and if accepted will be included in our Service Plan for 2011/14.

Area Manager Service Delivery Andy Kettle, 28 January 2011

### Progress to date (2010/12)

Our performance responding to this category of incident increased during this reporting period and we expect this to continue through to the last quarter of 2010/11. We continue to focus on areas where we can potentially improve performance within our current arrangements including turnout times via the Beacon Station scheme. We are also introducing smaller more versatile vehicles that enable us to deal with this category of incident more efficiently. In the longer term, and subject to approval by our Fire Authority, we will be introducing different models for responding to incidents in this category which will improve efficiency and performance further.

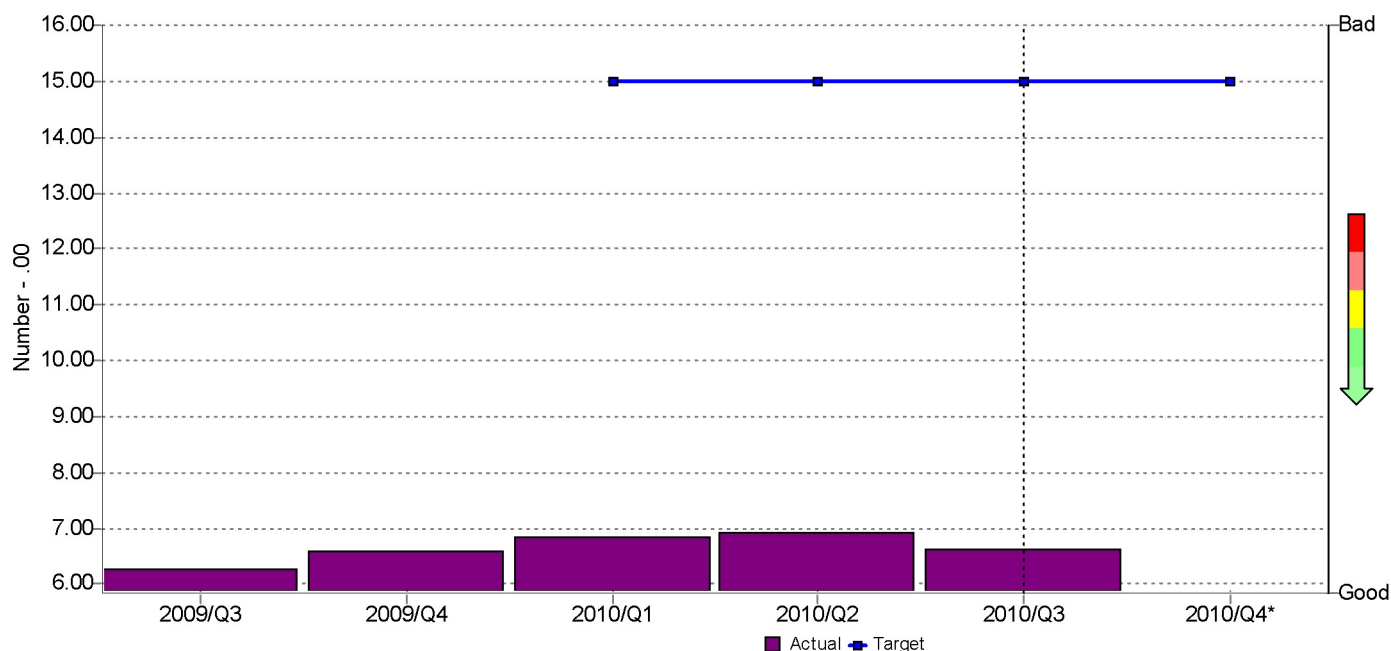
Area Manager Service Delivery Andy Kettle, 28 January 2011

# Performance Review and Scrutiny Committee

Indicators for Quarter 3 2010/11

## Average Response Time Non Critical (Hampshire FRS)

Period only



Period Table

	Actual	Target	Target - Variance	Target - % Variance
2009/Q3	6.27	--	--	--
2009/Q4	6.57	--	--	--
2010/Q1	6.85	15.00	8.15	54.3%
2010/Q2	6.91	15.00	8.09	53.9%
2010/Q3	6.64	15.00	8.36	55.7%
2010/Q4*		15.00		

### Action (2010/12)

Our performance for attending non critical incidents exceeds our current performance standard and we dont anticipate this changing. We are introducing new approaches to the way we respond to this category of incident utilising smaller vehicles and fewer people and we intend to continue with this approach to enable us to deal with this category of incident more efficiently in future.

Area Manager Service Delivery Andy Kettle, 28 January 2011

### Progress to date (2010/12)

We saw a small decrease in our performance in December due to the bad weather and poor road conditions, however we expect performance to increase again in January. Area Manager Service Delivery Andy Kettle, 28 January 2011