

Performance Review and Scrutiny Committee Appendix A

16th September 2011

Performance indicators

The appendix provides a graph for each indicator showing performance for 2010/11 compared to the target and the previous year, and where possible it then compares performance to the national average and Family Group 4. It also gives the expected outturn for the current year based on the performance for quarter one (April to June 2011). This is shown as a dotted line between 2010/11-2011/12.

Note. The national average figures only include statistics from fire and rescue services in England. Family Group 4 is a group of 18 similar fire and rescue services (including Essex, Kent and Lancashire) that we regularly benchmark against.

The performance indicators included in this appendix are

The number of 'all fires'

Accidental dwelling fires

Primary fires in buildings

Fatalities from primary fires

Casualties from primary fires

Deliberate primary fires

Deliberate secondary fires

False alarms caused by automatic fire detectors

The number of lift incidents

Our response times to 'critical' incidents (8/80)

Our response times to 'non-critical' incidents (15/100)

Our average response times to 'critical' incidents

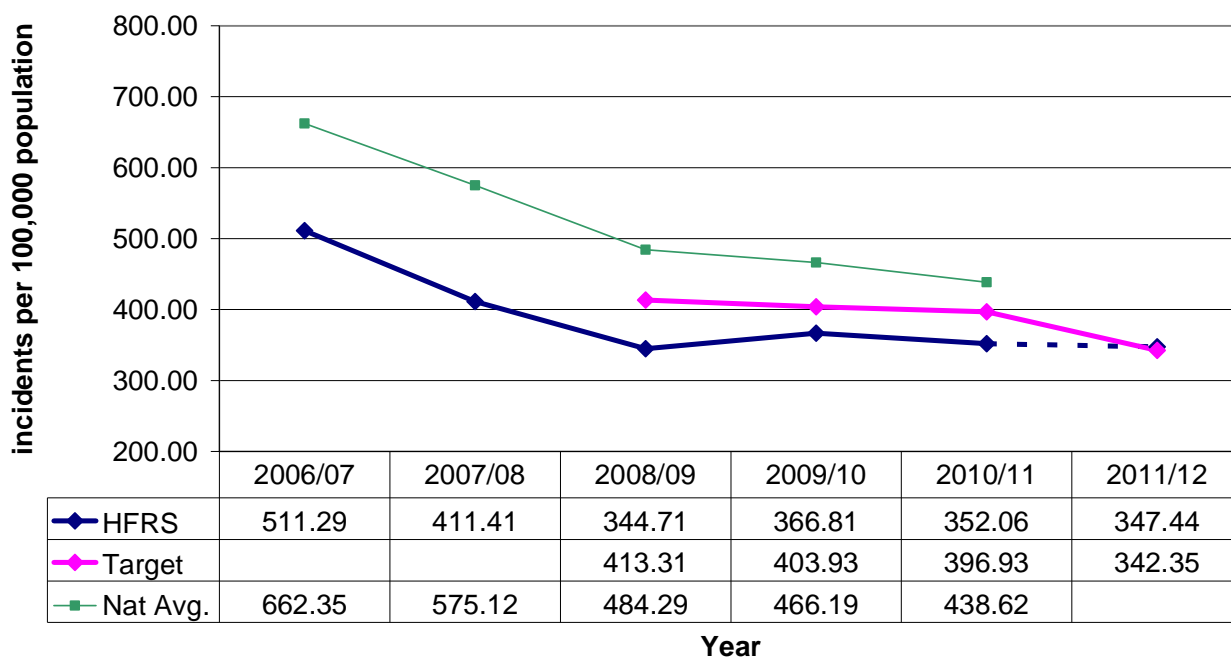
Our average response times to 'non-critical' incidents

All fires

The graph below shows the number of ‘all fires’ attended for every 100,000 of the population per year from 2006/07 to 2010/11. This allows us to compare our annual performance to the national average.

The graph shows our target since 2008 and expected outturn for the current financial year based on our performance against quarter one (April to June 2011).

Number of all fires comparison graph



Progress against performance to date (2011 quarter 1)

The number of fires we attended last year was below the target and had reduced from the number recorded the previous year (2009/10). We saw an increase in the number of chimney fires from 300 in 2009 to 355 in 2010. A project was undertaken to identify the causes and found that it is likely due to an increase in the use of wood burning stoves, and increases in the cost of fuel. A leaflet has been produced to provide advice to the public on the risks and action to take in order to prevent chimney fires.

The first quarter of this year has seen a raised incidence in the number of fires in April and May when compared to last year, particularly in those classed as ‘primary’ vehicle and ‘other’ fires (where the fire would be classed as secondary, but more than five fire engines attended). We are currently undertaking work to identify reasons for this. Projections based on quarter one’s performance indicate that we may be slightly over target at the year end.

Area Manager Service Delivery Steve Trevethick, 30 July 2011

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Action

We employ a range of prevention and protection measures according to the type of fire risk.

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 designed to assist children to develop a safety conscious attitude now and throughout their adult life. Buildings other than 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 Steve Trevethick, 30 July 2011

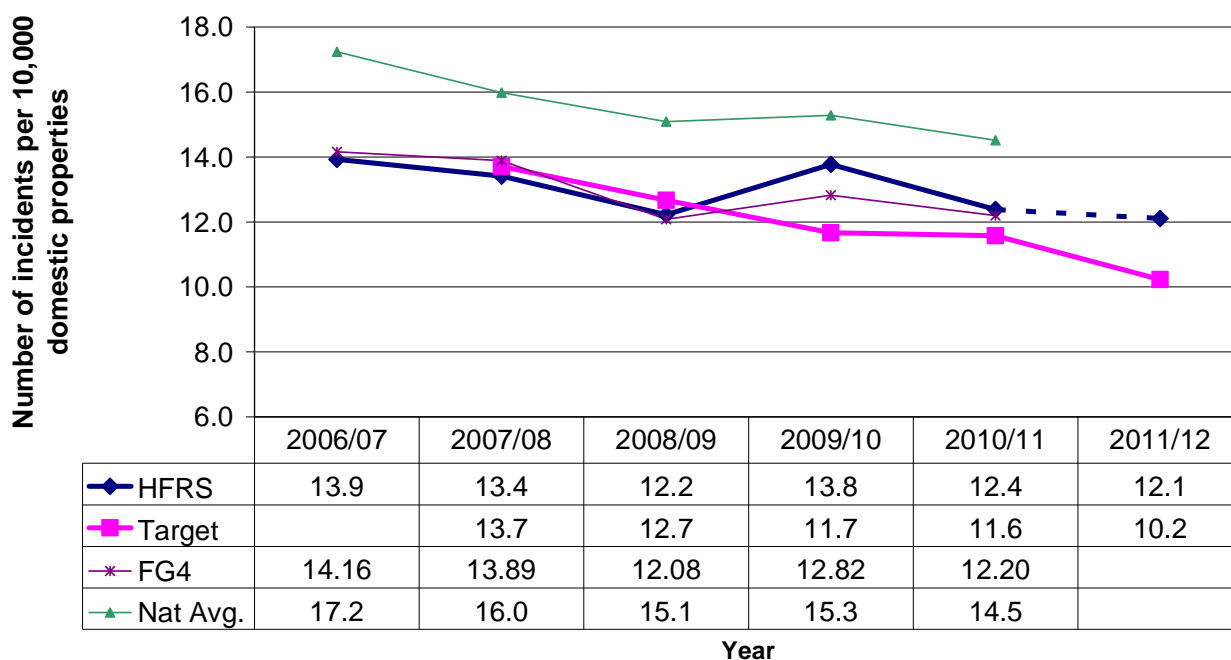
The table below shows HFRS performance for the first quarter (April to June) of 2011, compared to the previous first quarter performance (2010-11). The number of fires is split between primary, secondary and chimney fires for information.

| Indicator Number | Description | Q1 2011/12 Number of fires - colour denotes comparative performance | Q1 2010/11 Number of fires |
|-------------------------|--------------------------|--|---------------------------------------|
| LPI 22 | Number of fires attended | 1983 | 2082 |
| | Split as follows: | Split as follows: | |
| | • Primary | 703 | 681 |
| | • Secondary | 1253 | 1344 |
| | • Chimney | 27 | 57 |

Accidental Dwelling Fires

The graph below shows the number of accidental dwelling fires we attended per 10,000 domestic properties per year from 2006/07 to 2010/11. This allows us to compare our annual performance to the national average and to the Family Group 4 average. It also shows our target since 2007/08, and expected outturn for the current financial year based on our performance against quarter one (April to June 2011).

Accidental dwelling fires per 10,000 dwellings comparison graph



Progress against performance to date (2011 quarter 1)

As the graph shows, we followed the national trend of a decrease in the number of accidental dwelling fires until the introduction of the national Incident Recording system in 2009. Our Risk Intelligence team are currently working to establish whether the types of incidents now recorded against those previously recorded has had an effect on this indicator.

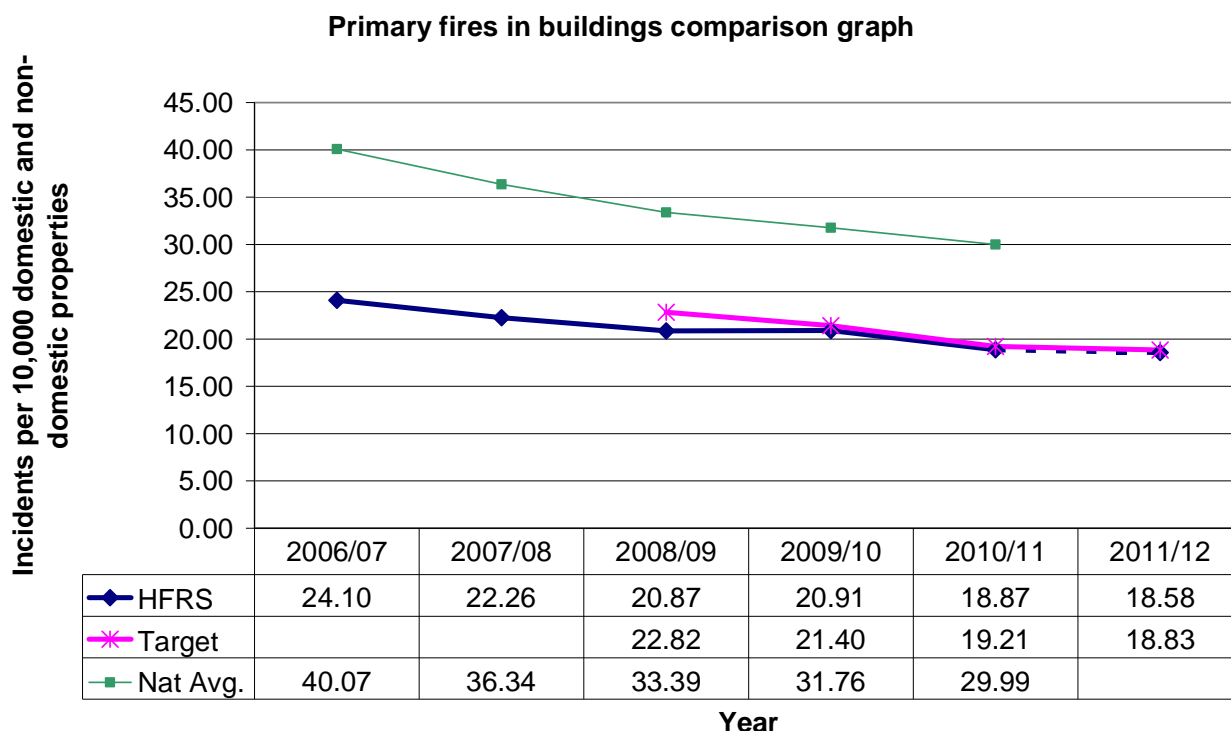
Action

A range of engagement activities to raise fire safety awareness across all our communities are used. 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 team monitor and identify those in our community who are more likely to suffer the consequences of fire. For the year 2011-2012, we have set a target of 10,000 Home Safety Visits. Our group managers focus their activities according to the needs of the local area. Specific and targeted campaigns are run if a need is identified or if an opportunity presents itself to raise awareness and encourage people in to a safer way of life.

Area Manager Service Delivery Steve Trevethick, 30 July 2011

Primary fires in buildings

The graph below shows the number of primary fires in buildings for every 10,000 domestic and non-domestic properties per year from 2006/07 to 2010/11. It also shows our target since 2008/09 and expected outturn for the current financial year based on our performance against quarter one (April to June 2011).



Progress against performance to date (2011 quarter 1)

The number of primary fires in buildings we attended last year was below the target and improved upon performance for 2009/10. Projections based on quarter one performance indicate that we are currently on course to meet the target for the current year.

Action

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.

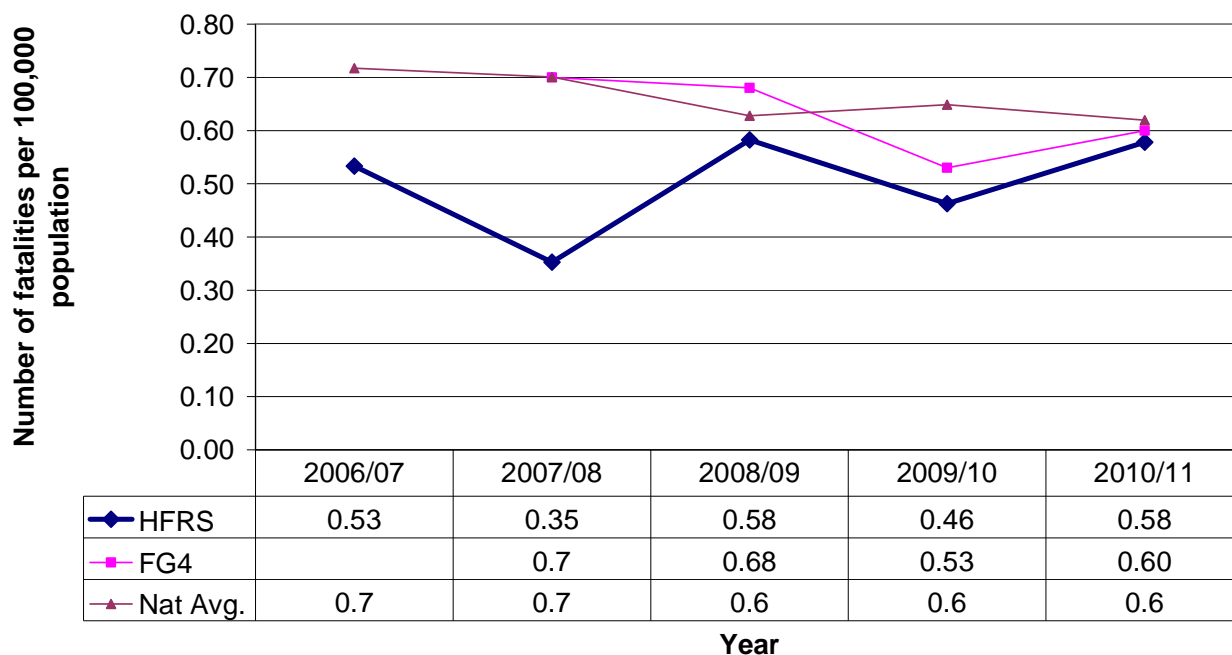
Arson can be targeted at any building and our arson reduction activities are key to reducing primary fires in buildings. Our Arson Task Force, which is supported by a Police partnership, is very successful in bringing to justice those who attempt to risk life and damage properties and communities. Our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

Area Manager Service Delivery Steve Trevethick, 30 July 2011

Fatalities from primary fires

The graph below shows the number of fatalities from primary fires for every 100,000 of the population per year from 2006/07 to 2010/11. This allows us to compare our annual performance to the national average and to the Family Group 4 average.

Number of fatalities from primary fires comparison graph



Progress to date (2011 quarter 1)

Last year there were 10 fire related fatalities.

During the first quarter of this year there have been two fire fatalities. These have not yet progressed through the Coroners Office, however only one is likely to be accidental/preventable.

Action

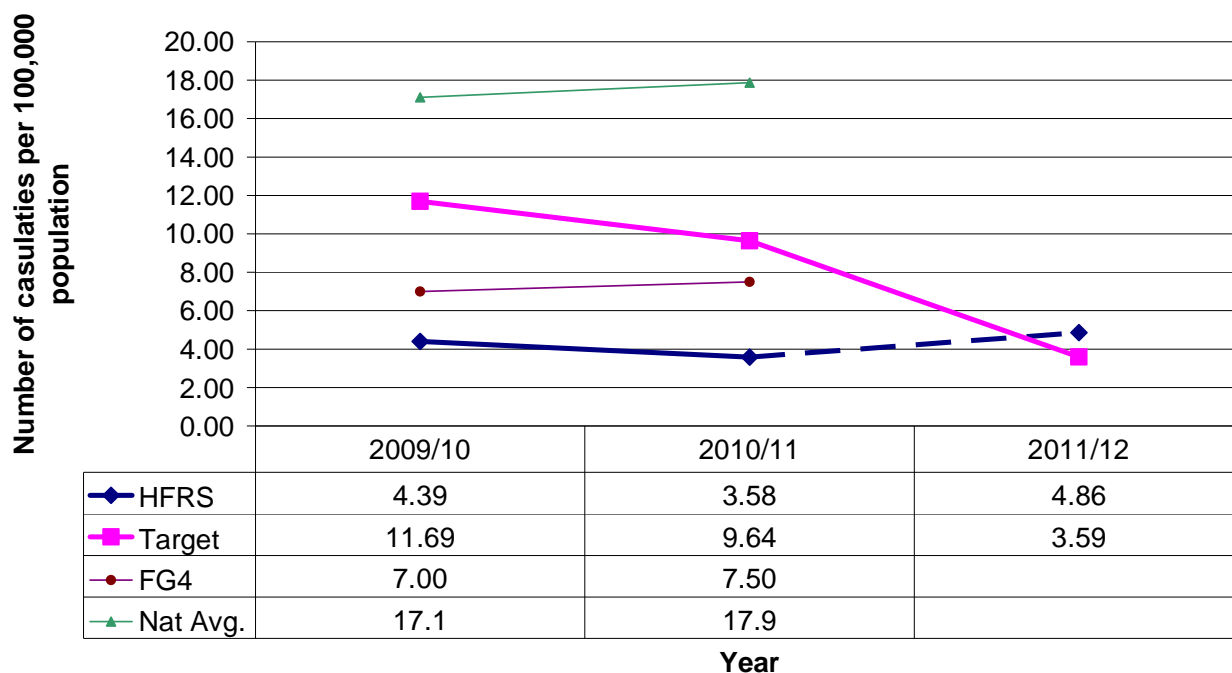
Our Community Safety Strategy outlines our key areas of focus for our prevention and protection activities, which includes home safety. For those we consider to be most vulnerable we offer a Home Safety Visit (HSV), when we fit smoke alarms if necessary and offer safety advice specific to the occupiers. We work with our partners and use risk intelligence data to identify who we believe are most vulnerable in our communities. Each fatality is investigated in conjunction with relevant partners to help form future strategies.

Area Manager Service Delivery Steve Trevethick, 30 July 2011

Casualties from primary fires

The graph below shows the number of casualties from primary fires for every 100,000 of the population per year from 2009/10 to 2010/11. This allows us to compare our annual performance to the national average and to the Family Group 4 average. Only two full years data are provided for this indicator due to the fact that the definition for the data recorded changed in April 2009. This means that it is not useful to compare to previous years.

Number of casualties per 100,000 population comparison graph



Progress to date (2011 quarter 1)

Our performance in 2010/11 improved upon that of the previous year. In the first quarter of this year however, 30 casualties were recorded. 19 of these occurred in April, this being the highest monthly figure since 2009. The average number of casualties normally recorded is five per month.

We are currently analysing the data to find out whether there is anything specific that can be learned from the experience in quarter one.

The number of casualties experienced in April means that the projected outturn for the current year indicates that we may exceed the target of 62 for the year.

Action

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.

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We target our HSVs 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.

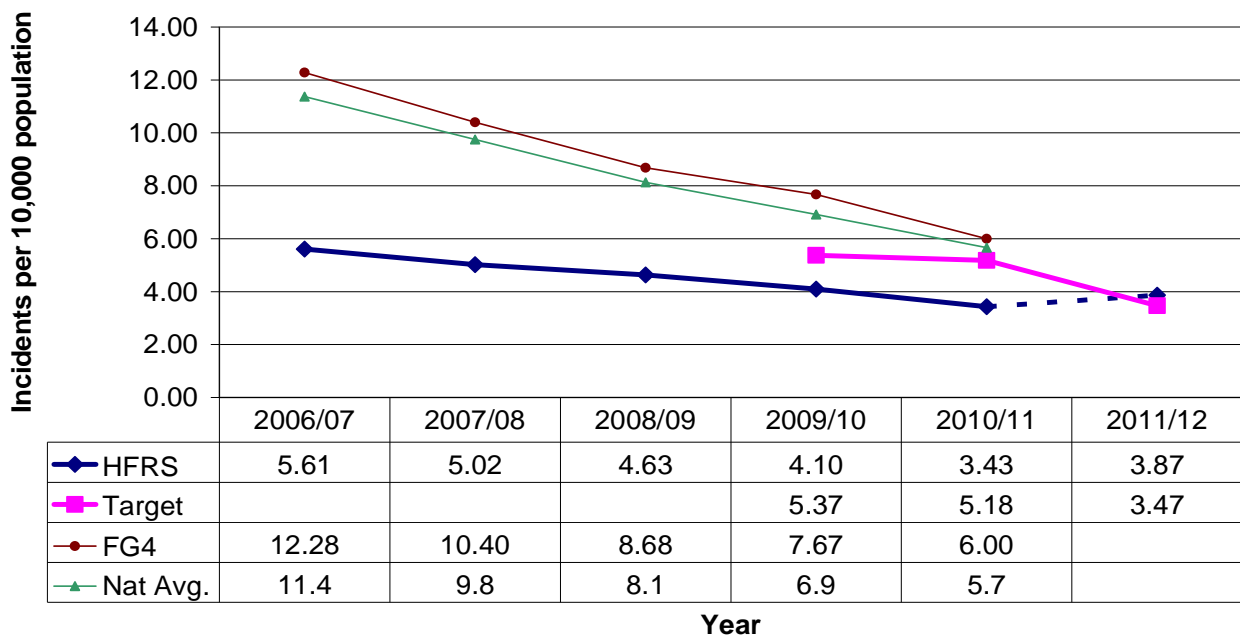
Area Manager Service Delivery Steve Trevethick, 30 July 2011

Deliberate fires

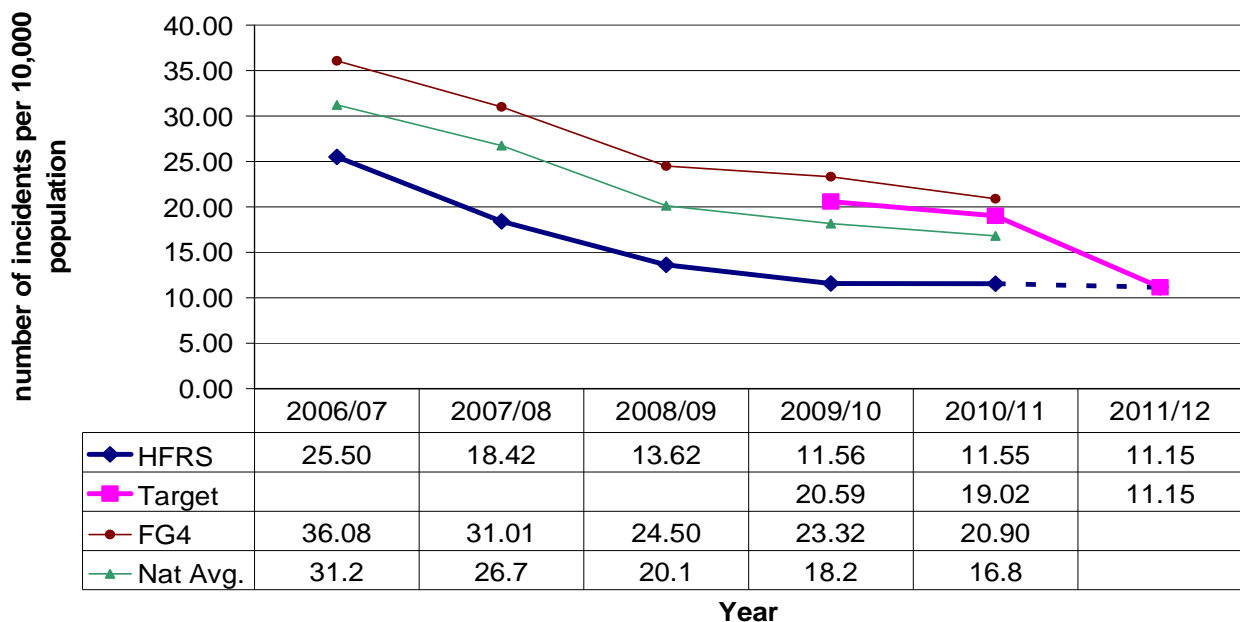
The graphs below show the number of deliberate primary and secondary fires for every 10,000 of the population per year from 2006/07 to 2010/11. This allows us to compare our annual performance to the national average and to the Family Group 4 average.

They also shows our targets since 2009/10 and expected outturn for the current financial year based on our performance against quarter one (April to June 2011).

Primary deliberate fires per 10,000 population



Secondary deliberate fires per 10,000 population



Progress to date (2011 quarter 1)

Comparison against previous reporting periods indicates an overall continuous and good improvement in these important indicators. We have been 'over-performing' for some time now and we have taken the opportunity of reviewing the targets from April 2011 which is further stretching us with regards to continuous improvement.

Even though we have seen a 'spike' in arson-related incidents during the first quarter due to a prolonged dry spell, we performed better than the same period last year. 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. Further analysis shows that we have recorded a steady reduction in deliberate car fires. This will provide us with opportunities to be innovative and creative as we strive to reduce car fires further.

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 and keeping the trend downwards. 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.

Action

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 Community Safety Strategy 2010-2013 is 'Tackling Arson'. We 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. 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 ensure that we are embedded fully within our community structure so as to play a key role in local place-shaping for the future.

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.

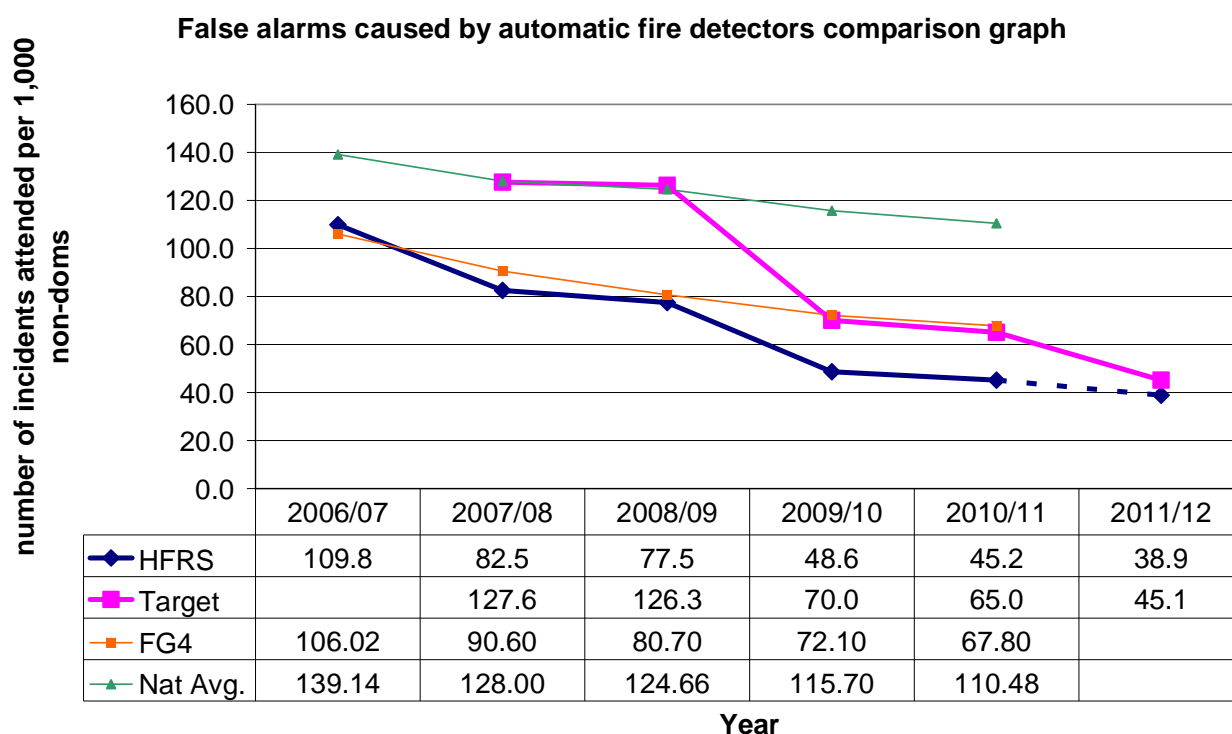
However, with an eye to the future, we recognise that in times of financial and economic recession property-related arson incidents have a tendency to increase and we are mindful of this phenomenon. We will utilise our community safety resources to fully consider a proactive campaign to attempt to off-set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

Area Manager Service Delivery Mick Crennell, 29 July 2011

False alarms caused by automatic fire detectors in non domestic properties

The graph below shows the number false alarms caused by automatic fire detectors for every 1,000 non-domestic properties from 2006/07 to 2010/11. This allows us to compare our annual performance to the national average and to the Family Group 4 average.

It also shows our target since 2007/08 and expected outturn for the current financial year based on our performance against quarter one (April to June 2011).



Progress to date (2011 quarter 1)

Our performance in this important strategic indicator continues to provide overall positive results for us. We recognise that our performance, in terms of automatic fire alarm reduction, has been consistently above our established targets and we have stretched ourselves by reducing the target from April 2011.

Comparison against previous reporting periods shows a positive trend, and our projection of quarter one data indicates that the current year’s target will be met.

Action

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.

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Historically, unwanted fire signals have generated a significant number of incidents, 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.

Our Business Education Unit has utilised trigger points to make contact with 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 six 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.

This is an important facet of our 'reducing preventable incidents' strategy which seeks to satisfy a number of our corporate objectives.

Further to this a new Corporate Objective for 2011/14 includes 'Responding differently to automative fire alarms in non-domestic properties' in order to further reduce this type of preventable incident. As such we have implemented a trial of utilising fire safety officers to respond to unwanted fire signals. This approach will reduce resource requirements and improve fire safety arrangements.

We will trial this new approach for a year in Portsmouth, Southampton and Basingstoke and evaluate its' outcomes prior to full implementation.

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 was a 10% reduction in false alarm calls by 2010. Hampshire have exceeded this target and we will continue through 2011/12 to seek further improvements.

Our trial in relation to the Corporate Objective for 2011/14 - 'Responding differently to automative fire alarms in non-domestic properties' in order to further reduce this type of preventable incident is currently underway in Portsmouth, and soon to be rolled out in Southampton and Basingstoke, but it is too early to gain any meaningful data in terms of impact.

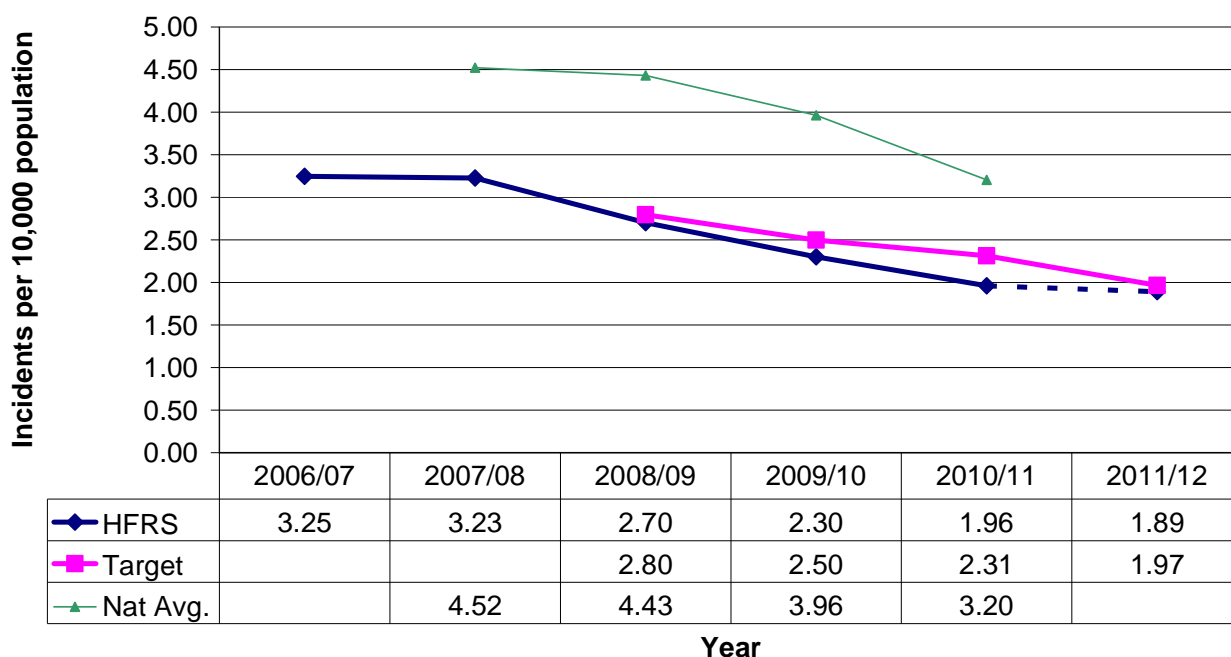
Area Manager Service Delivery Mick Crennell, 29 July 2011

Lift incidents

The graph below shows the number of lift incidents for every 10,000 of the population per year from 2006/07 to 2010/11. This allows us to compare our annual performance to the national average.

It also shows our target since 2008/09 and expected outturn for the current financial year based on our performance against quarter one (April to June 2011).

Lift incidents comparison graph



Progress to date (2011 quarter 1)

This important indicator is designed to measure our performance in dealing with preventable incidents relating to lift rescues and forms an integral part of our 'reducing preventable incidents' strategy and our Corporate Objective 01 in the Hampshire Fire and Rescue Service plan 2008 to 2011.

The number of lift incidents we attended last year was below the target and improved upon performance for 2009/10. Projections based on quarter one performance indicate that we should meet the target for the current year.

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).

Action

In 2008, 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

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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. 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:

- 192 letters have been sent to premises as a result of them having had a non emergency lift incident.
- 60 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 2007/08, HFRS attended 517 non emergency lift incidents. During 2009/10, following the introduction of the preventable incident strategy, the figure was 370 incidents. In 2010/11 HFRS attended 340 non-emergency lift incidents, a 34% reduction on 2007/08.
- There has been no change in the number of emergency lift incidents over the same period, which has remained constant at around 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. Based upon the £560 cost for 2 appliances for one hour, the overall saving from non attendance by RDS crews is £10,080. In 2010/11 there were 41 non emergency lift incidents on retained station grounds.
- Savings in diesel usage equate to £356.
- CO2 reduction is estimated at 1082kg.

In 2007/08, whole-time (WT) crews attended 457 non-emergency lift incidents. This reduced to 330 in 2009/10, a reduction of 127 incidents. In 2010/11, WT crews attended 282 non-emergency lift incidents, a 38% reduction on 2007/08.

Area Manager Service Delivery Mick Crennell, 29 July 2011

Response times to 'critical' incidents (8/80)

The table below shows the percentage of critical incidents responded to within eight minutes for the year 2010/11 compared to our target, and the previous years performance.

| Indicator Number | Description | 2010/11 (actuals) | 2010/11 target | Performance against previous year |
|-------------------------|--|-------------------------|----------------|-----------------------------------|
| Response Standards 8/80 | Percentage of calls responded to within 8 minutes (critical incidents) | 72% 3752 out of 5225 | 80% | Not available |

The table below shows HFRS performance for the first quarter (April to June), compared to the target and the previous years first quarter performance.

| Indicator Number | Description | 2011/12 Q1 Outturn (actuals) | 2011/12 Q1 Target | Performance against previous year Q1 |
|-------------------------|--|------------------------------|-------------------|--------------------------------------|
| Response Standards 8/80 | Percentage of calls responded to within 8 minutes (critical incidents) | 76% | 80% | 73% |

Response times to non-critical incidents (15/100)

The table below shows the percentage of non-critical incidents responded to within 15 minutes for the year 2010/11 compared to our target, and the previous years performance.

| Indicator Number | Description | 2010/11 (actuals) | 2010/11 target | Performance against previous year |
|---------------------------|---|-------------------------|----------------|-----------------------------------|
| Response standards 15/100 | Percentage of calls responded to within 15 minutes (non critical incidents) | 94% 8551 out of 9141 | 100% | Not available |

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The table below shows HFRS performance for the first quarter (April to June 2011), compared to the target and the previous years first quarter performance.

| Indicator Number | Description | 2011/12 Q1 Outturn (actuals) | 2011/12 Q1 Target | Performance against previous year Q1 |
|---------------------------|---|------------------------------|-------------------|--------------------------------------|
| Response Standards 15/100 | Percentage of calls responded to within 15 minutes (non critical incidents) | 95% | 100% | 92% |

Progress to date (2011 quarter 1)

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' has improved in the first quarter of 2011/12 compared to the same period in the previous year.

Action

We would expect to see the improved performance continue, as we continue to focus on areas where we can potentially improve within our current arrangements, including turnout times via the Beacon Station scheme, and different models for responding to incidents in rural areas which will improve our attendance performance.

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Average response times to 'critical' incidents

The table below shows the average response time in minutes to critical incidents for the year 2010/11 compared to our target, and the previous years performance.

| Indicator Number | Description | 2010/11 (actuals) | 2010/11 target | Performance against previous year |
|--------------------|--|-------------------|----------------|-----------------------------------|
| Response Standards | Average attendance times to critical incidents (minutes) | 7.28 | 8.00 | Not available |

The table below shows HFRS performance for the first quarter (April to June), compared to the target and the previous years first quarter performance.

| Indicator Number | Description | 2011/12 Q1 Outturn (actuals) | 2011/12 Q1 Target | Performance against previous year Q1 |
|--------------------|--|------------------------------|-------------------|--------------------------------------|
| Response Standards | Average attendance times to critical incidents (minutes) | 6.93 | 8.00 | 7.12 |

Average response times to 'non critical' incidents

The table below shows the average response time in minutes to non-critical incidents for the year 2010/11 compared to our target, and the previous years performance.

| Indicator Number | Description | 2010/11 (actuals) | 2010/11 target | Performance against previous year |
|--------------------|---|-------------------|----------------|-----------------------------------|
| Response Standards | Average attendance time to non critical incidents (minutes) | 6.76 | 15 | Not available |

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The table below shows HFRS performance for the first quarter (April to June), compared to the target and the previous years first quarter performance.

| Indicator Number | Description | 2011/12 Q1 Outturn (actuals) | 2011/12 Q1 Target | Performance against previous year Q1 |
|-------------------------|---|-------------------------------------|--------------------------|---|
| Response Standards | Average attendance time to non critical incidents (minutes) | 7.24 | 15.00 | 6.85 |

Action

This indicator focuses 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, 31 July 2011

Progress to date (2011 quarter 1)

In the longer term our introduction of a new approach to responding to incidents in rural areas in April 2011 should enable us to further improve our performance.

Area Manager Service Delivery, 31 July 2011