

Performance Review and Scrutiny Committee

Appendix A

24 February 2012

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 of the previous quarters (April to December 2011). This is shown on the graphs as a dotted line between 2010/11-2011/12.

Note. The national average figures 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 we attend

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

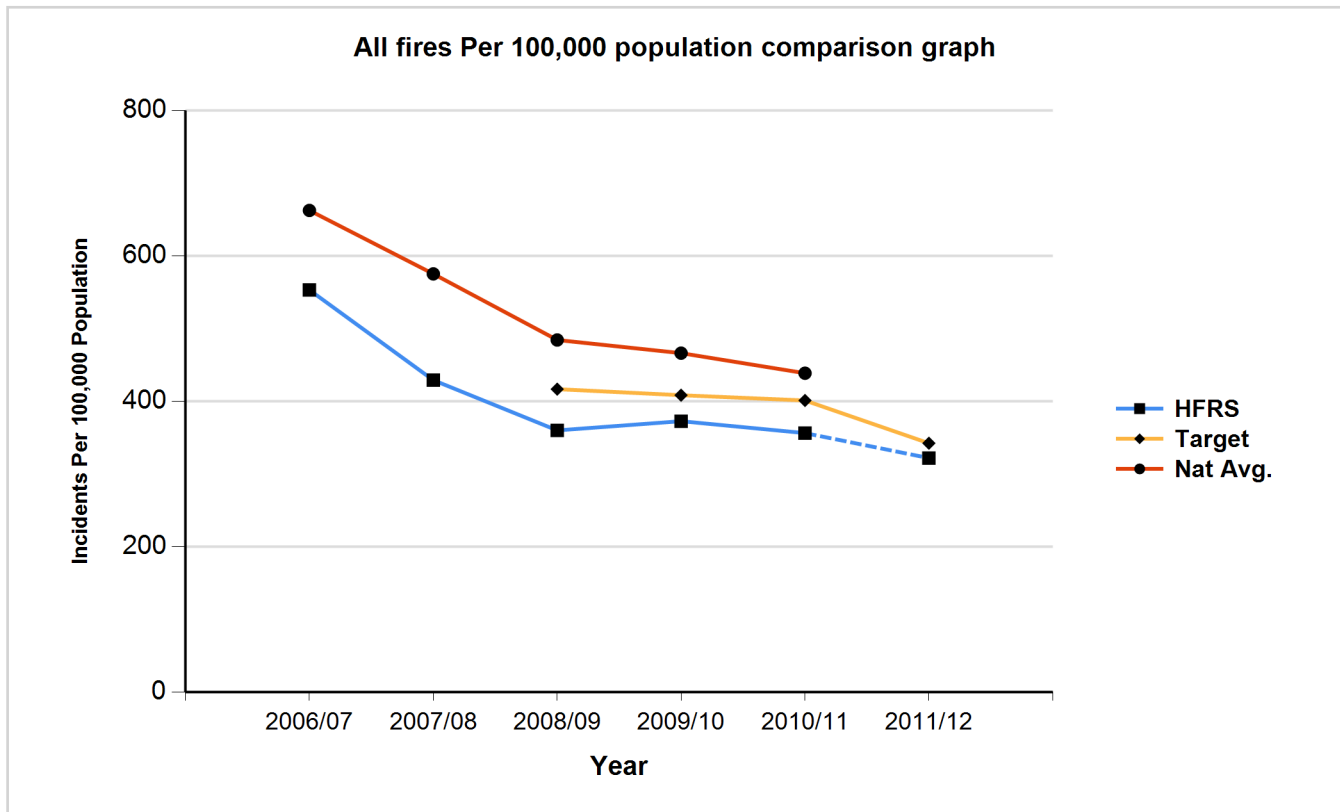
Our response times to 'non-critical' incidents (15/100)

Our average response times to 'critical' incidents

Our average response times to 'non-critical' incidents

The number of all fires attended

The graph below shows the number of 'all fires' attended for every 100,000 of the population each year from 2006/07 to 2010/11. It also shows our target since 2008 and expected outturn for the current financial year compared against the national average.



	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12
Actual	553.03	429.05	360.01	372.66	356.31	322.00
Target	0.00	0.00	416.73	408.37	401.12	342.35
Nat Avg.	662.35	575.12	484.29	466.19	438.62	0

Progress against performance to date (2011 quarter 3)

At the start of the year we saw an increase in Primary and Secondary fires. In quarters 2 and 3 this has reduced meaning that we are likely to meet our stretched target by the end of quarter 4. When compared against this time last year we are currently recording over 500 fewer fires.

Action

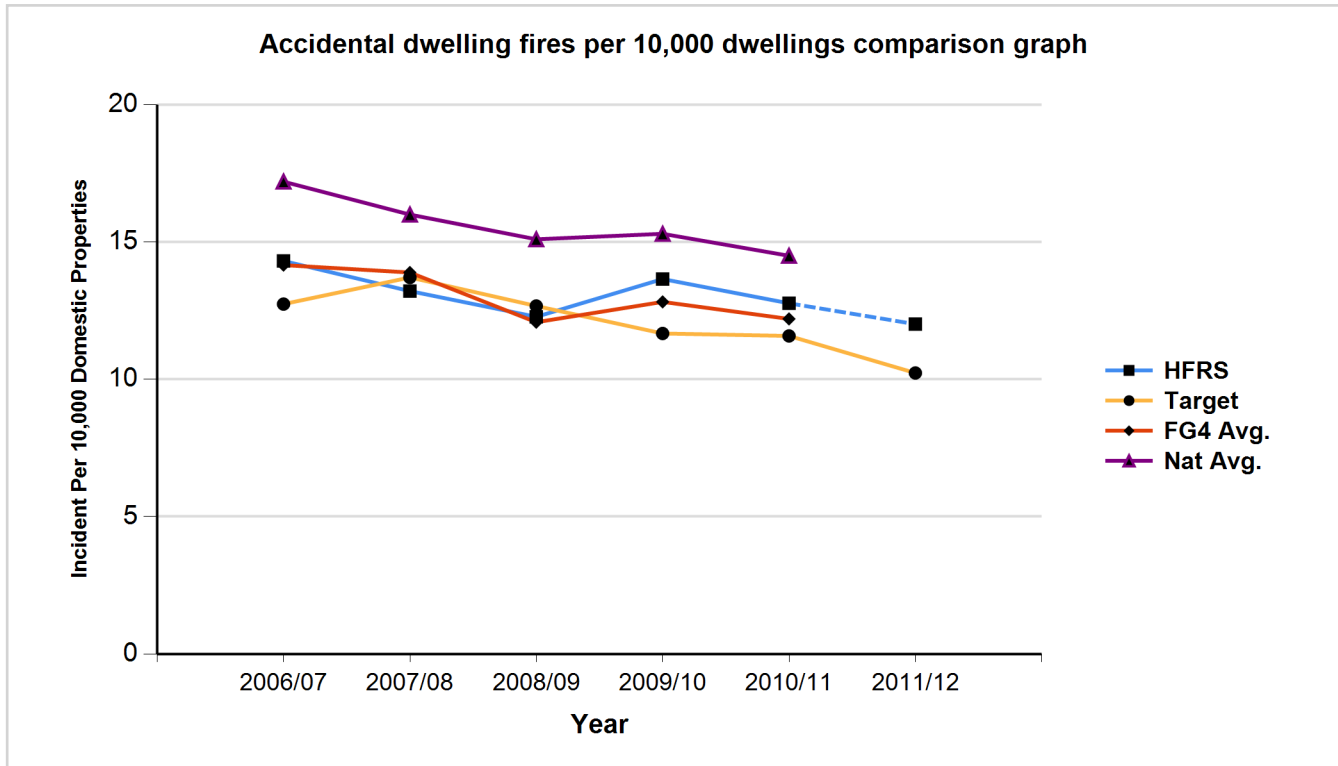
The categories of fire are primary, secondary and chimney. A primary fire involves property that is owned and has value. Fires involving buildings and cars generally fall into this area. Secondary fires include small fires contained to refuse or small areas of grass. This indicator includes all causes of fire whether accidental or deliberate. We employ a range of prevention and protection measures to combat the different types of fire.

In order to reduce the number of 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 those used as a home fall under legislation that provides a framework for fire safety, and this places a legal obligation on the owners and occupiers of premises.

Accidental dwelling fires

The graph below shows the number of accidental dwelling fires we attended per 10,000 domestic properties each year from 2006/07 to 2010/11. This allows us to compare our annual performance to the national average, Family Group 4 average and target.

It also shows our expected outturn for the current financial year based on our current performance.



	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12
Actual	14.31	13.21	12.28	13.65	12.77	12.01
Target	12.74	13.71	12.67	11.67	11.58	10.23
FG4 Avg.	14.16	13.89	12.08	12.82	12.2	0
Nat Avg.	17.2	16	15.1	15.3	14.5	0

Progress against performance to date (2011 quarter 3)

Quarter 3 continues to see a reduction in the number of accidental dwelling fires in comparison to last year. As previously reported we may not meet our target this year however we are now predicting we will be closer to it than when we reported in quarter 2.

Work is progressing with our dwelling fire segmentation group who are running trials to see if it is feasible to separate our accidental dwelling fire reporting into categories according to the level of impact upon the community. This will increase our understanding of the risks that these dwelling fires present and will help us better design strategies and direct prevention services.

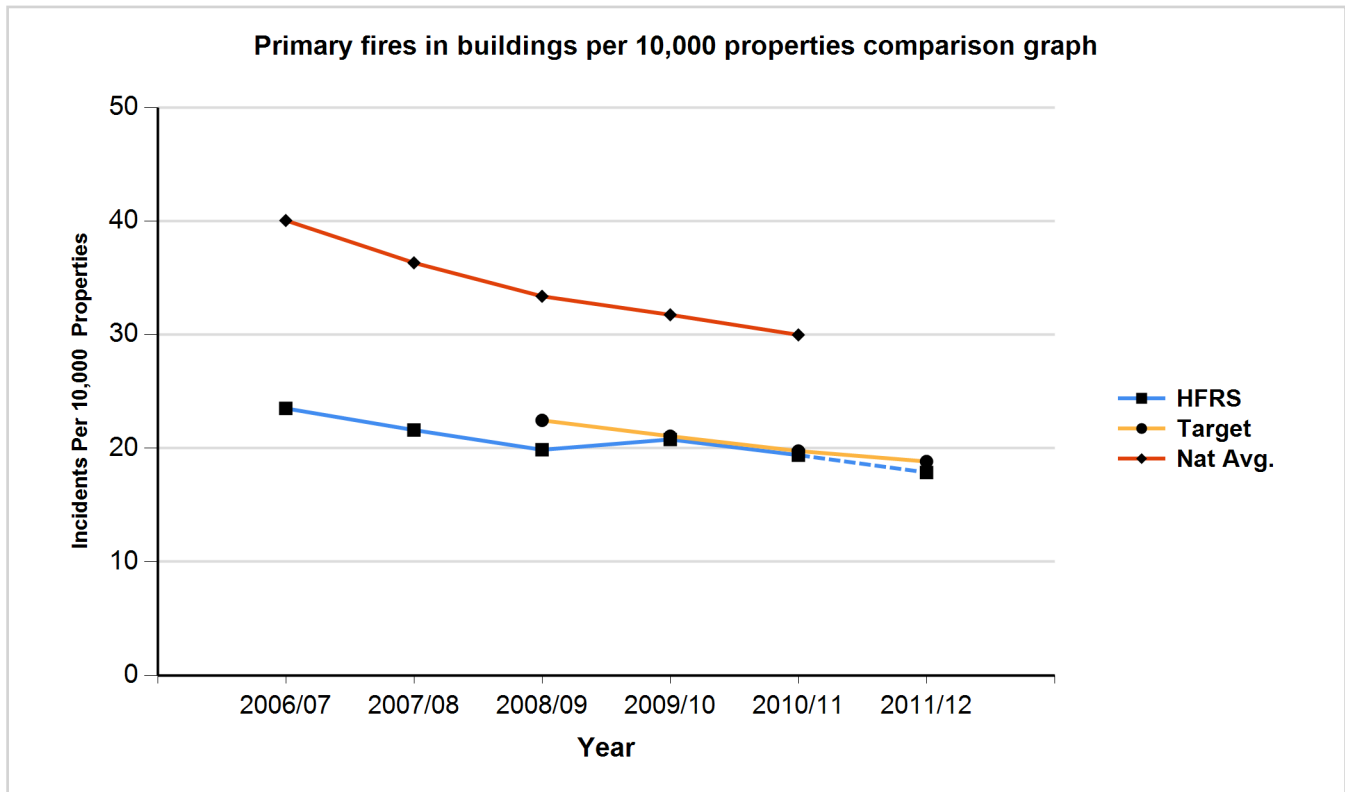
Action

We use 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 interpret community information to determine who is more likely to suffer the consequences of fire.

Specific and targeted campaigns are run if a need is identified or if an opportunity presents itself to raise awareness and encourage a change in peoples' behaviours in order to make their lives safer.

Primary fires in buildings

The graph below shows the number of primary fires in buildings we attended for every 10,000 domestic and non-domestic properties each year from 2006/07 to 2010/11. It also shows our target since 2008/09 and expected outturn for the current financial year compared against national average.



	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12
Actual	23.51	21.60	19.87	20.78	19.40	17.87
Target	0.00	0.00	22.46	21.06	19.76	18.83
Nat Avg.	40.07	36.34	33.39	31.76	29.99	0

Progress against performance to date (2011 quarter 3)

It is pleasing to note that performance in this area continues to be good and we are below target for end of quarter 3. We are also performing well against previous year and expect to meet the year end target.

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 a partnership between HFRS and the Police, is very successful, bringing to justice those who attempt to risk life and damage properties and communities by fire.

Our Firesetter Intervention Team respond where children and, in some cases adults, display firesetting behaviour.

Fatalities from primary fires

This indicator details the number of 'fire related' deaths which have occurred in the county. We strive to achieve no fire fatalities each year however this is not always achievable because some fatalities are non preventable, such as suicide.

We continue to work hard through all of our prevention and protection work to reduce the chances of a fire death occurring through better education and safety standards. This coupled with the risk based response we now operate helps to keep this figure as low as possible.

Progress against performance to date (2011 quarter 3)

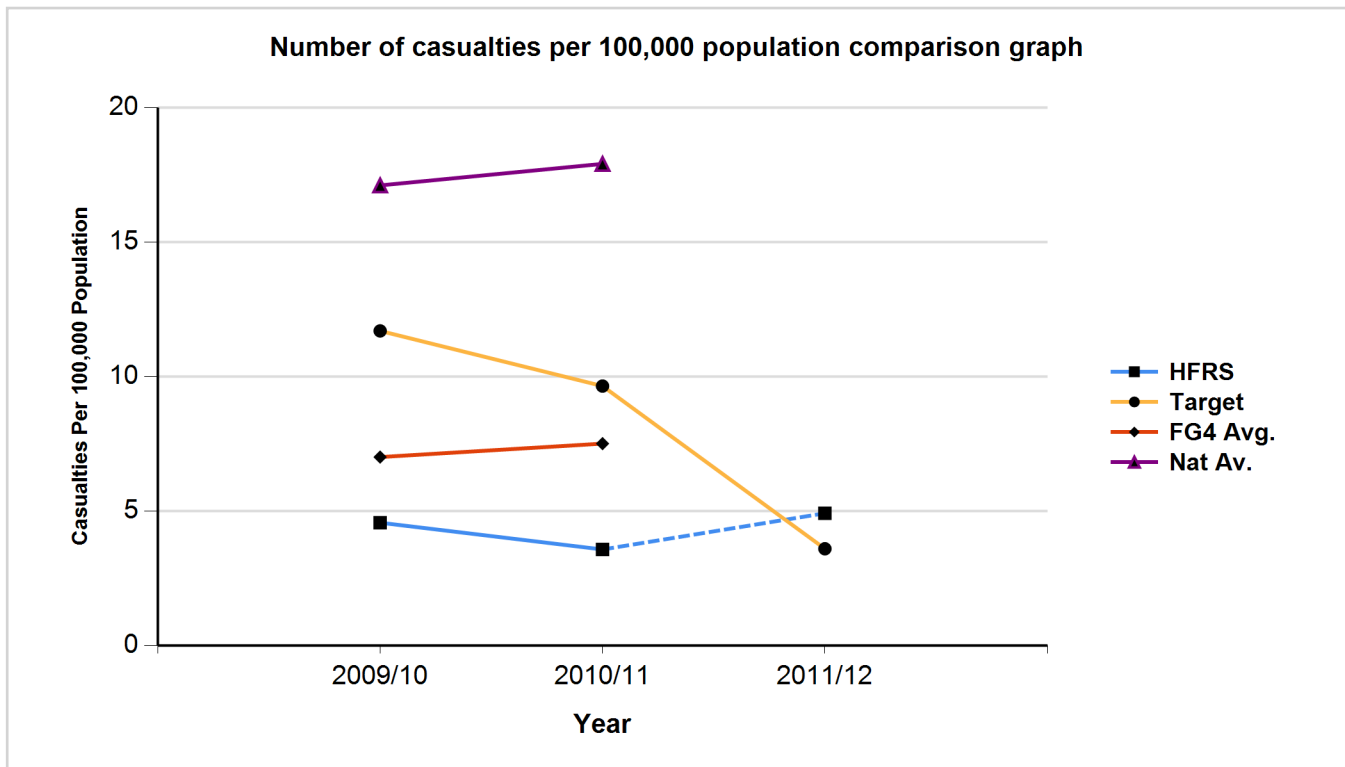
We are pleased to report there have been no fatalities in quarter 3. The figure remains at four for the year to date with two being suspected as non preventable incidents.

Action

This indicator details 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. 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 those we believe are most vulnerable in our communities.

Casualties from primary fires

The graph below shows the number of casualties from primary fires for every 100,000 of the population each 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.



	2009/10	2010/11	2011/12
Actual	4.56	3.56	4.91
Target	11.69	9.64	3.59
FG4 Avg.	7	7.5	0
Nat Avg.	17.1	17.9	0

Progress against performance to date (2011 quarter 3)

In quarter 3 there were 15 casualties this would reflect our annual reduction target of 60. However because quarter 1 and 2 were unusually high we will still miss our target for the end of the year. Of the 15 casualties in quarter three, nine occurred in October. Three of these were as a result of a deliberate dwelling fire in Fleet. There were three further casualties in both November and December.

Work is currently progressing with our Community Risk Intelligence department to identify any specific raised incidences of casualties within the county. We are currently waiting for analysis to support our understanding of this increase.

We are currently working to categorise our dwelling fire reporting, so we can increase our understanding of risk factors. This should help to develop further strategies for the reduction of this risk.

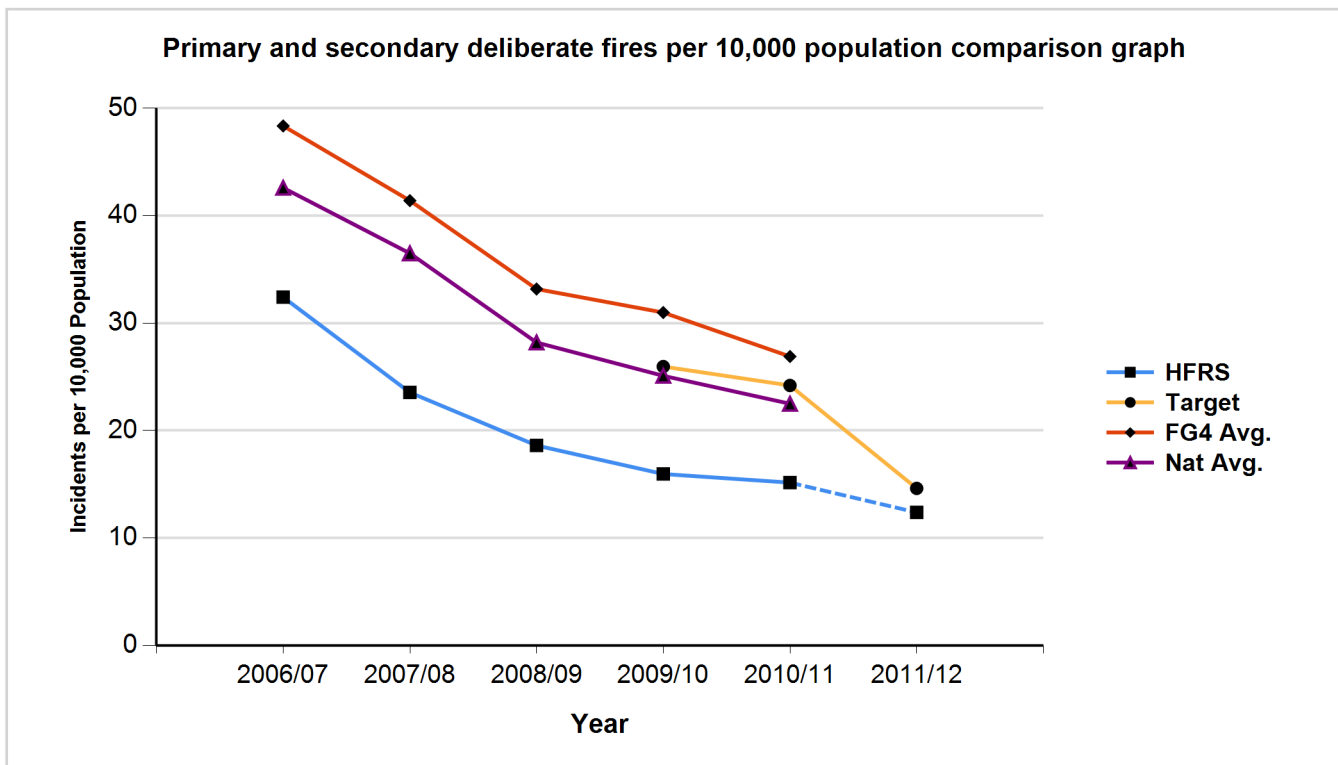
Action

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, Schools Education programme and marketing and communications. 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.

Primary and secondary deliberate fires

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

The following two graphs then show deliberate primary and secondary fires for every 10,000 of the population to illustrate our performance in each area that combine to make the overall indicator.



	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12
Actual	32.42	23.55	18.61	15.96	15.16	12.65
Target	0.00	0.00	0.00	25.96	24.20	14.62
FG4 Avg.	48.36	41.41	33.18	30.99	26.90	0.00
Nat Avg.	42.60	36.50	28.20	25.10	22.50	0.00

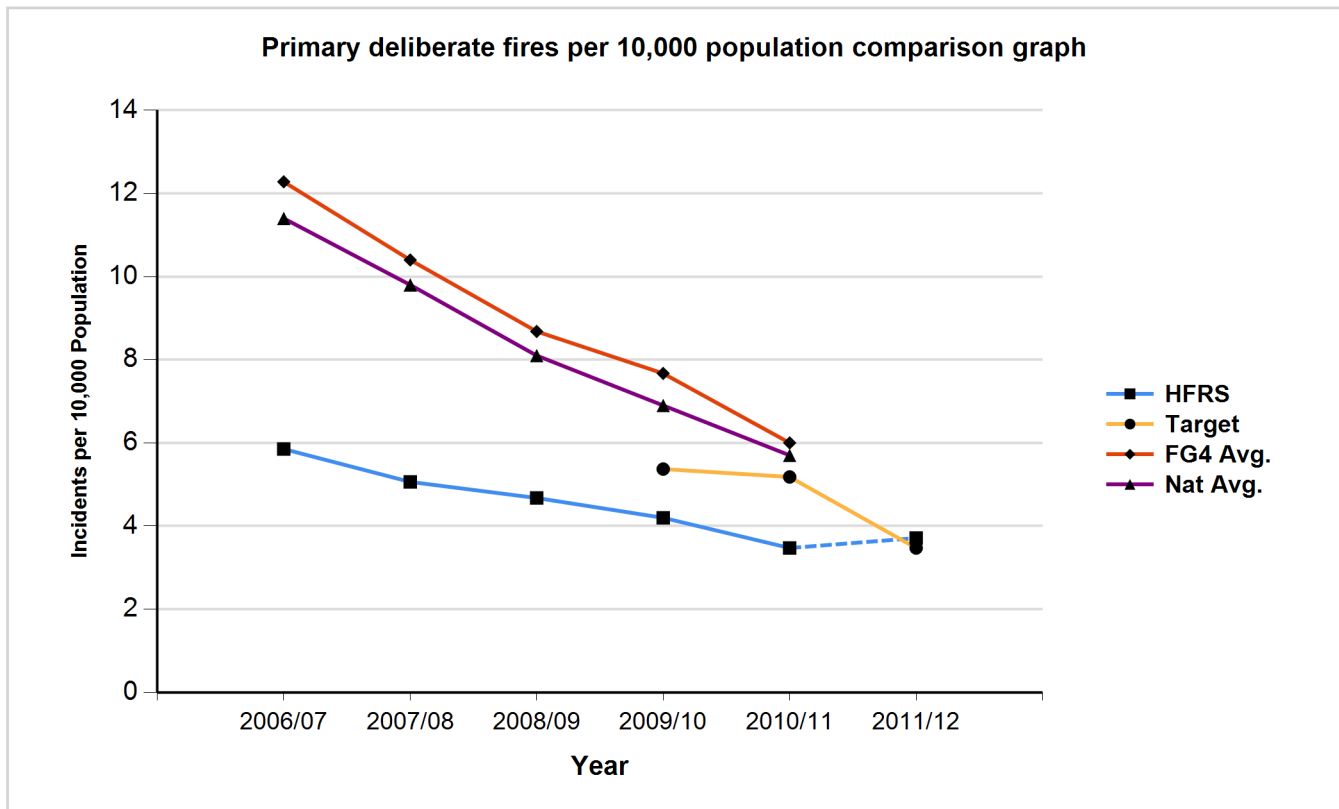
This performance indicator informs us about our impact in terms of the safer, stronger communities agenda. We are committed to reducing incidences of anti-social behaviour within our communities and arson clearly fits within this category. The Service is committed to ensuring that we are pro-active partners within our local Crime and Disorder Reduction Partnerships (CDRPs) and arson control forums.

Our Arson Reduction Strategy, along with the Arson Task Force (ATF), is closely linked to our Fire Investigation Team's outputs. In close partnership with Hampshire Constabulary, we will continue to provide evidence for the 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.

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. Our performance continues to be strong. This is a reducing trend in relation to arson. Direct comparison against previous reporting periods indicates an overall continuous and good improvement in this important indicator and the numbers indicate that we have improved on our performance last year overall. We had previously been 'over-performing' on this indicator for some time and we took the opportunity of reviewing the target from April 2011 which is challenging us with regards to continuous improvement.

Primary deliberate fires

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



	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12
Actual	5.85	5.06	4.67	4.20	3.47	3.71
Target	0	0	0	5.37	5.18	3.47
FG4 Avg.	12.28	10.4	8.68	7.67	6	0
Nat Avg.	11.4	9.8	8.1	6.9	5.7	0

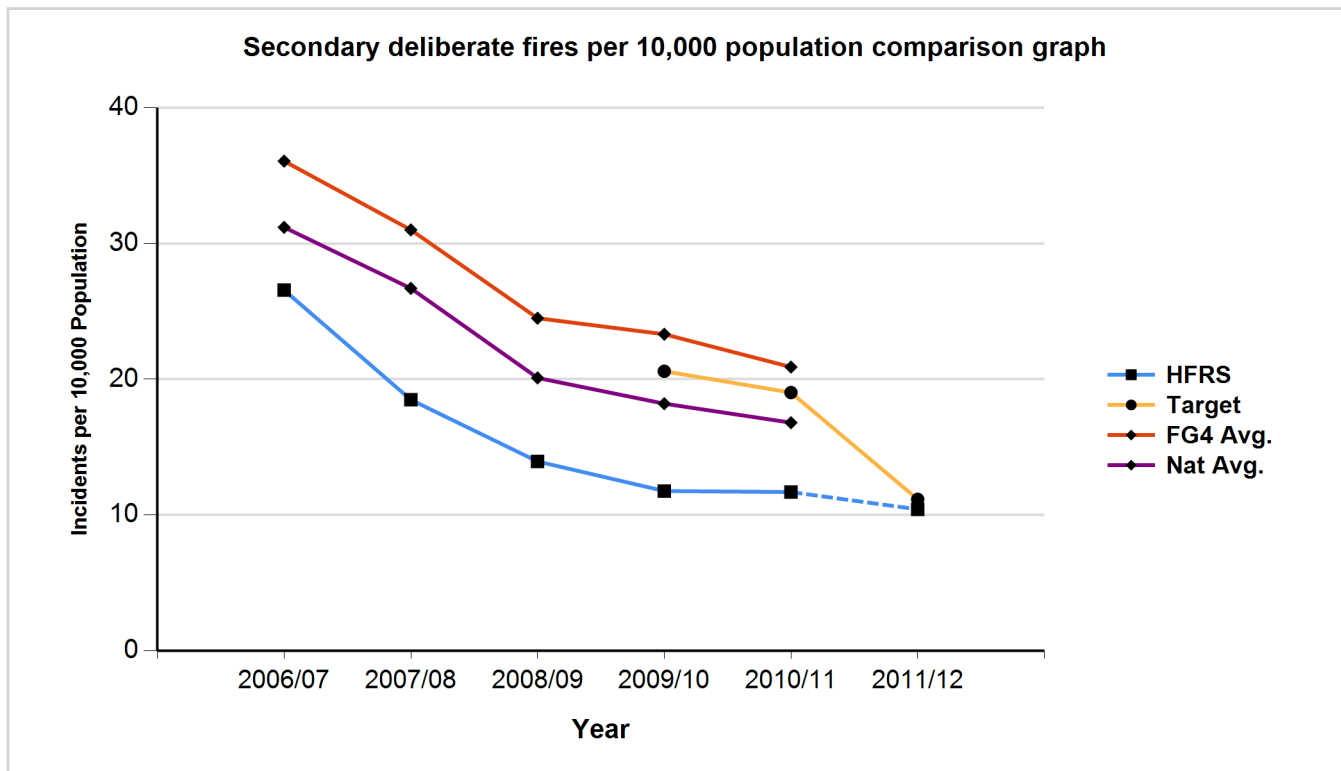
Progress against performance to date (2011 quarter 3)

Whilst noting the overall reduction in arson across the board (primary and secondary), we have noticed some concerning increases in primary arson in certain areas of the county. There were 41 more incidents of primary arson at the end of quarter 3 than last year, which is an approximate 10% increase. The increase appears to be highest in Havant and East Hants (103 against 62), and New Forest (43 against 34) Groups. We recognise that this could be as a result of the economic downturn but we have commissioned a Community Risk Intelligence investigation as to the potential reasons for this increase and made sure that the local Group Managers are aware. We will continue to monitor closely over the coming months.

Based on our current performance we project that we will be slightly above target for the year end.

Secondary deliberate fires

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



	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12
Actual	26.57	18.49	13.94	11.76	11.69	10.41
Target	0	0	0	20.59	19.02	11.15
FG4 Avg.	36.08	31.01	24.5	23.32	20.9	0
Nat Avg.	31.2	26.7	20.1	18.2	16.8	0

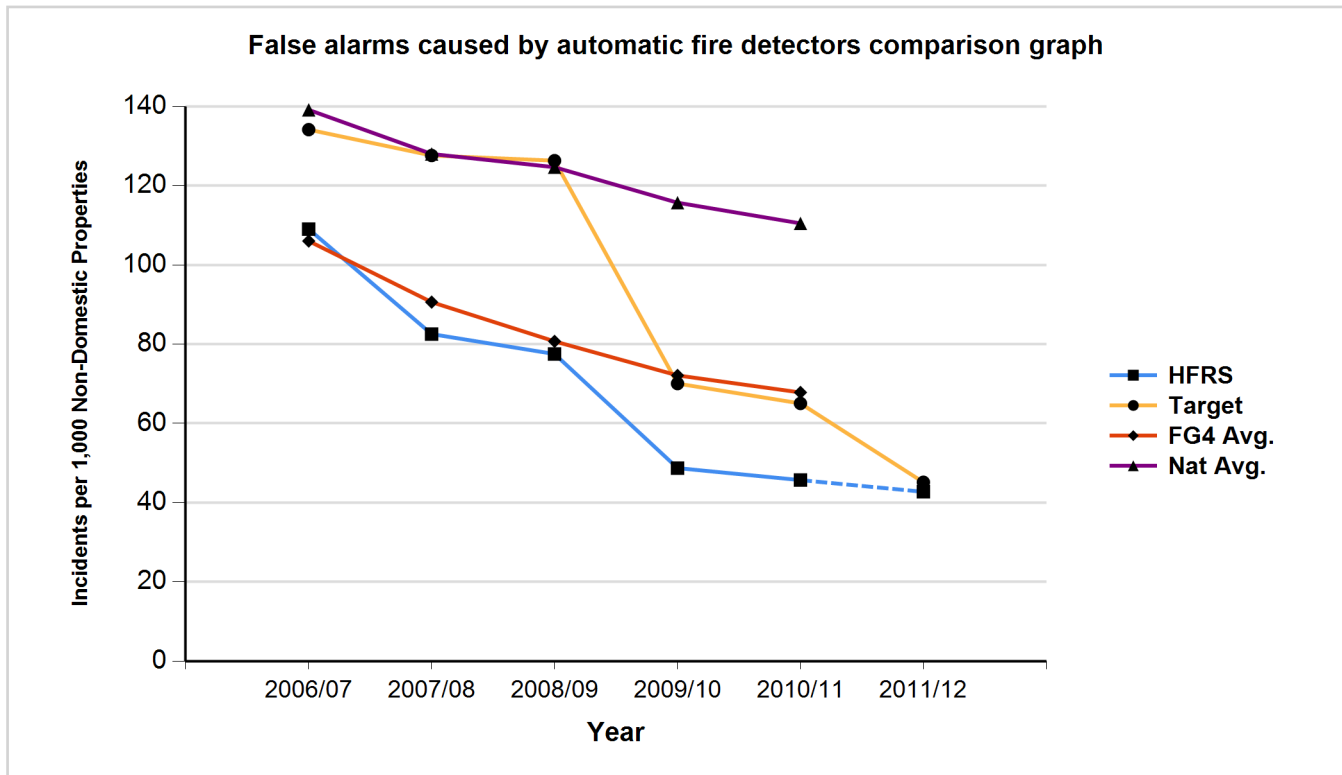
Progress against performance to date (2011 quarter 3)

Comparison against previous year reporting periods indicates an overall continuous improvement in the reduction of secondary deliberate fires. We have been 'over-performing' for some time now and we have taken the opportunity of reviewing the targets from April 2011 which is challenging us with regards to continuous improvement. Based on our current performance we project that we will be performing well against our target by the end of the financial year, continuing our reduction in secondary deliberate fires.

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.

False alarms caused by automatic fire detectors

The graph below shows the number of 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, Family Group 4 average and target.



	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12
Actual	109.04	82.54	77.50	48.71	45.67	42.72
Target	134.14	127.61	126.31	70.04	65.03	45.13
FG4 Avg.	106.02	90.6	80.7	72.1	67.8	0
Nat Avg.	139.14	128	124.66	115.7	110.48	0

Progress against performance to date (2011 quarter 3)

Comparison against previous reporting periods shows a positive trend. We recognise that our performance, in terms of AFD (automatic fire detectors) reduction, has been consistently above our established targets and we further stretched ourselves by reducing the target from April 2011. This will challenge us further and will drive innovation. Our policy decision to challenge all calls at the point of contact with fire control, together with direct intervention at identified problem sites, has shown great benefits. The national target was a 10% reduction in false alarm calls by 2010, Hampshire exceeded this target and with current projections should achieve a 60% reduction from 2006/07 to 2011/12 in AFD calls.

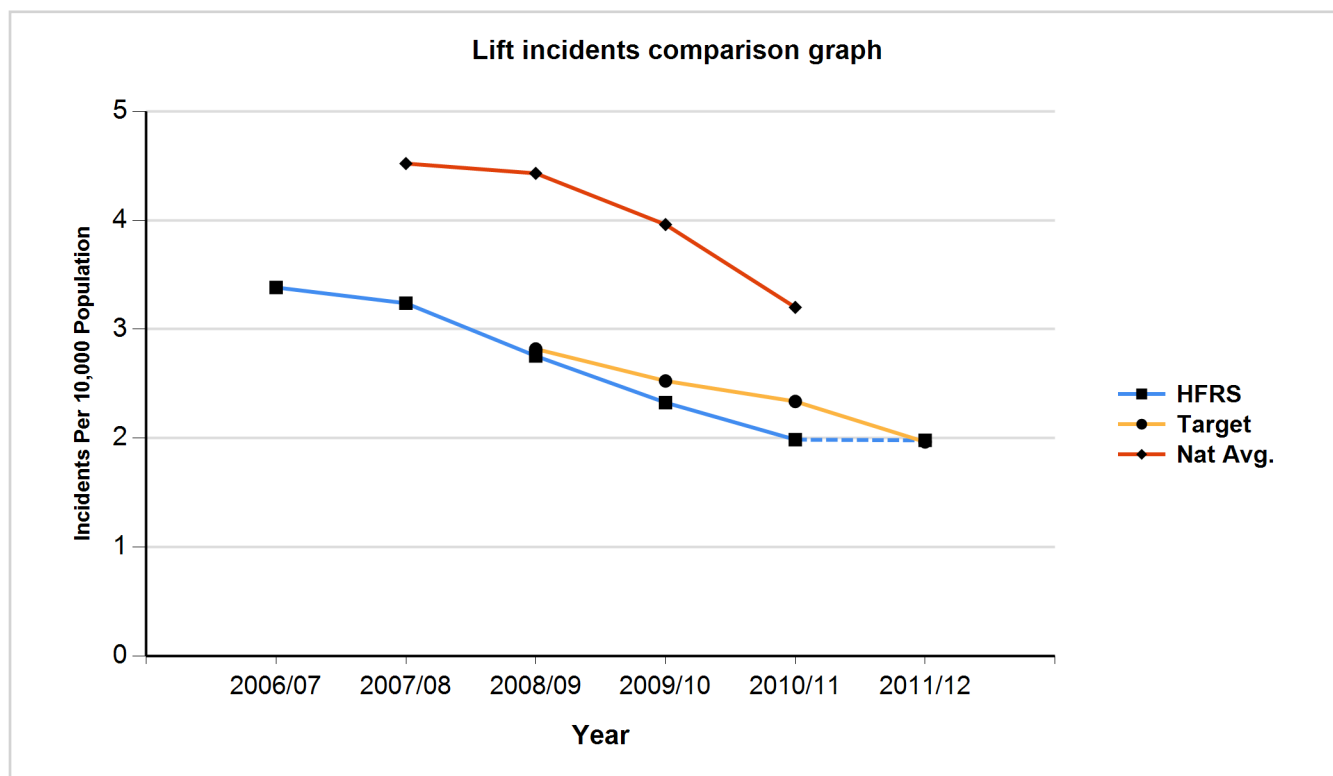
Action

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.

Our Business Education Unit 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.

The number of lift incidents we attend

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 and target.



	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12
Actual	3.38	3.24	2.75	2.33	1.99	1.98
Target	0.00	0.00	2.82	2.53	2.34	1.97
Nat Avg.	0	4.52	4.43	3.96	3.2	0

Progress against performance to date (2011 quarter 3)

Our ambition of reducing non-emergency lift incidents by 25% by March 2011 was realised a year earlier than expected. As a result of previously 'over-performing' in this indicator we took the opportunity to challenge ourselves further by reducing the target. This will drive innovation and creativity as we seek to further reduce preventable incidents.

In quarter 3 performance has worsened (with spikes seen in November and December) when compared to previous year and current target. We need to consider how we can impact on this further and ensure that we have a continuous downward trend for preventable incidents. Current projections show that by the end of the financial year we will be slightly higher than our target.

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 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 calls.

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

The table below shows HFRS performance for the year to date (April to December), compared to the target and the previous years performance.

Indicator Number	Description	2011/12 Q3 Outturn (actuals)	2011/12 Q3 Target	Performance against previous year Q3
Response Standards 8/80	Percentage of calls responded to within 8 minutes (critical incidents)	73%	80%	72%

Average response times to 'critical' incidents

The table below shows HFRS performance for the year to date (April to December), compared to the target and the previous years performance.

Indicator Number	Description	2011/12 Q3 Outturn (actuals)	2011/12 Q3 Target	Performance against previous year Q3
Response Standards	Average attendance times to critical incidents (minutes)	7.18	8.00	7.29

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

The table below shows HFRS performance for the year to date (April to December), compared to the target and the previous years performance.

Indicator Number	Description	2011/12 Q3 Outturn (actuals)	2011/12 Q3 Target	Performance against previous year Q3
Response Standards 15/100	Percentage of calls responded to within 15 minutes (non-critical incidents)	96%	100%	93%

Average response times to ‘non-critical’ incidents

The table below shows HFRS performance for the year to date (April to December), compared to the target and the previous years performance.

Indicator Number	Description	2011/12 Q3 Outturn (actuals)	2011/12 Q3 Target	Performance against previous year Q3
Response Standards	Average attendance times to non critical incidents (minutes)	6.96	15.00	6.82

Progress against performance to date (2011 quarter 3)

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 in this area is showing a mixed picture. Overall we are achieving the target as an average call time for critical and non-critical incidents and this should be considered as a positive. Although we are not achieving target for the percentage attendance to each incident category. Performance at retained stations may be indicative of specific local issues, either related to how they are reporting or related to the geography and limitations of their station grounds.

Action

We will maintain our on-going operational development work, to identify new ways of responding, as well as exploring developments in other FRS's that may support our ability to respond more quickly to incidents. We plan to speak to Group Managers so we can identify local areas of notable deficiency in order to inform future options for improving our 8/80 standard. We will give particular emphasis to retained stations.