

The appendix provides a graph for each indicator showing performance for 2011/12 compared to the target and the previous year, and where possible it then compares performance to the national average and Family Group 4 .

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' attended

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

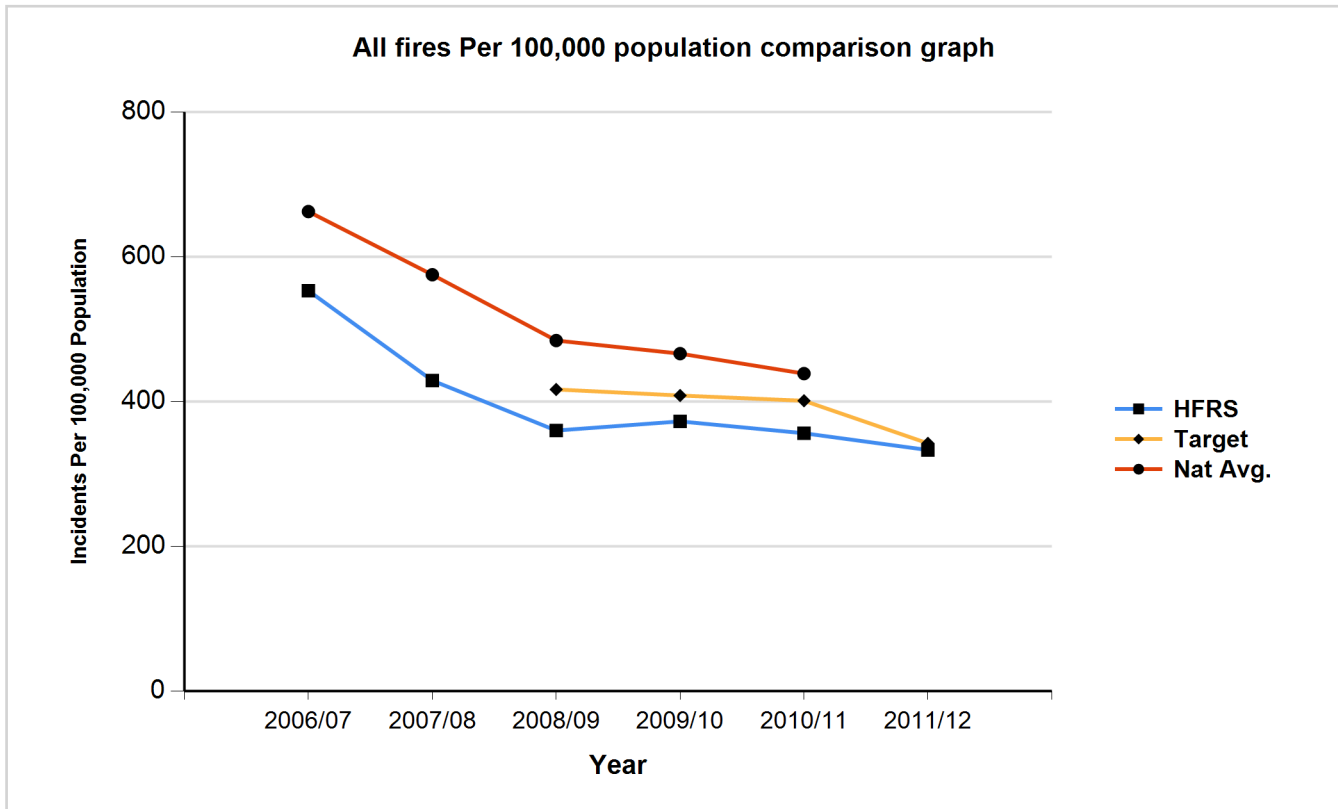
The number of lift incidents we attend

Our 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 2011/12, compared to our target and 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	333.16
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 4)

Overall performance is positive with a reduction in numbers across all three fire types when compared to the previous year. Both secondary and chimney fire numbers were significantly lower than the target set for the year with primary fires being just three above the set target of 2440.

Over the last quarter we have noted an increase in numbers for all three fire types when compared to the previous year. We will be exploring any underlying reasons for this and monitoring performance in quarter 1 of 2012/13 to see if this continues.

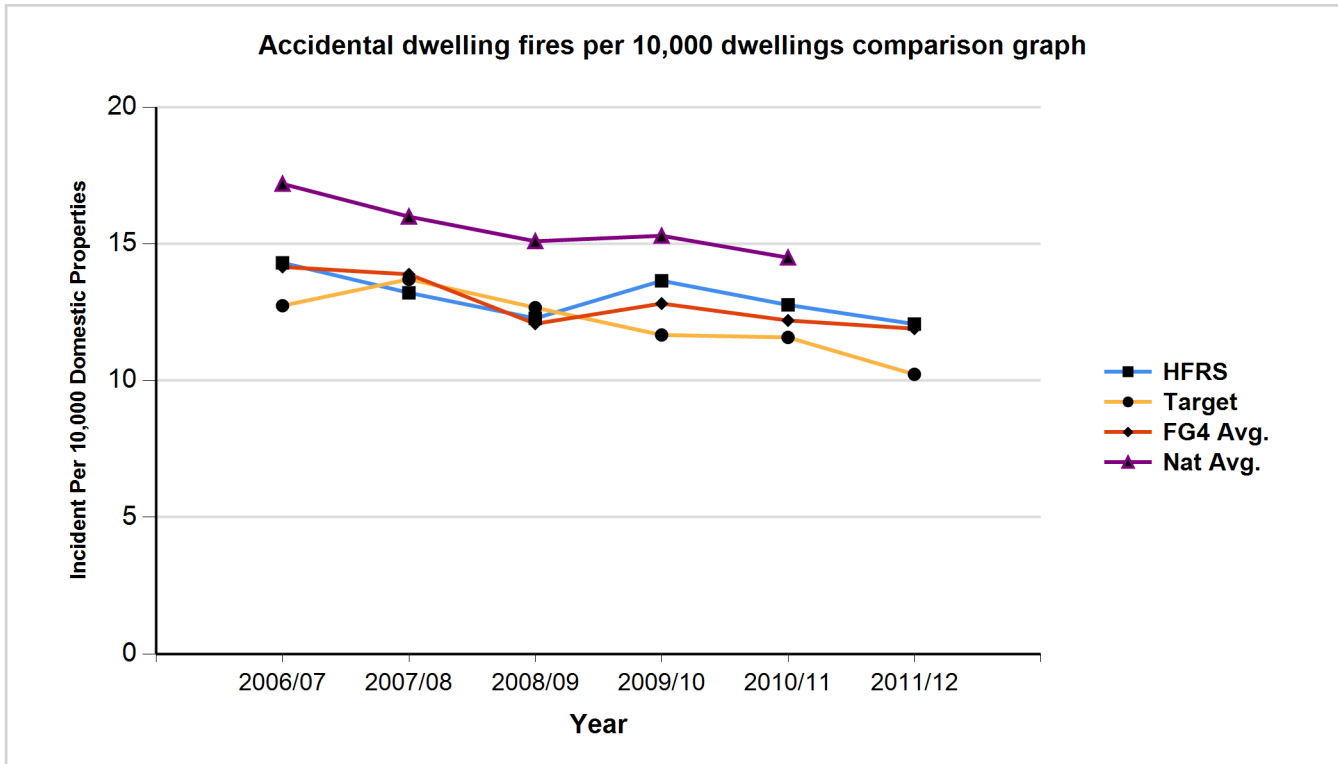
Action

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.

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 2011/12. 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	14.31	13.21	12.28	13.65	12.77	12.07
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	11.9
Nat Avg.	17.2	16	15.1	15.3	14.5	0

Progress against performance to date (2011 quarter 4)

We originally aimed to reduce the number of fires in buildings by 20% by March 2012 when compared to the 2003 - 2008 baseline. Whilst we have not achieved the target we have continued to achieve a reduction in the number of accidental fires across the county. The number of fires reduced from 926 in 10/11 to 902 in 11/12. It is worth noting that the change to recording incidents electronically in 2009 has improved the accuracy in numbers for accidental dwelling fires which may account for the higher than targeted numbers of fires recorded.

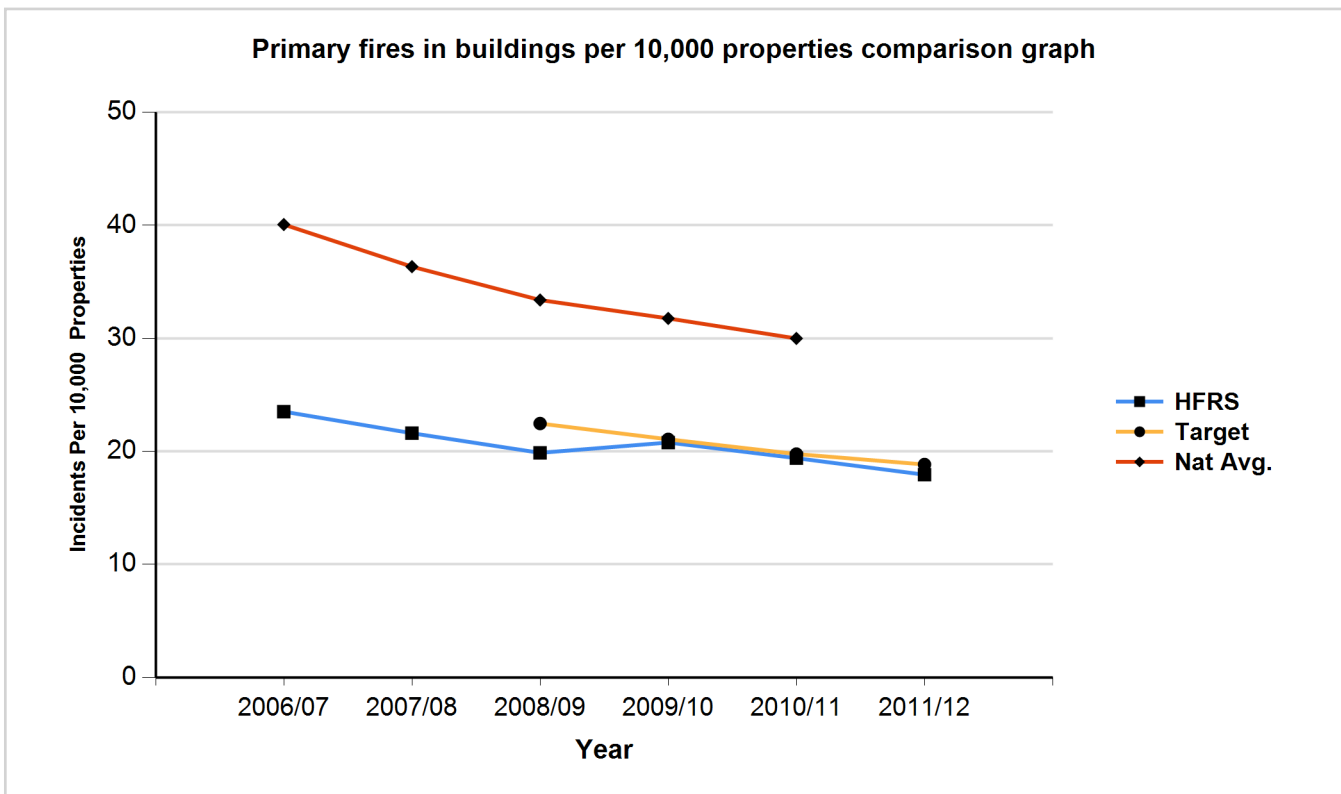
Work is progressing with our dwelling fire segmentation group who are running trials to see if it is feasible to separate out our accidental dwelling fire reporting into categories according to the level of impact upon the community. This will increase our understanding of the risks that these dwelling fires present and will help us better design strategies and direct prevention services. We have so far established that of the accidental dwelling fires attended, 35% required no firefighting action by the attending fire crews. We would nonetheless undertake relevant community safety activity such as home safety visits and smoke alarm fitting where necessary.

Action

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 2011/12, comparing it to our target and 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	17.93
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 4)

End of year performance has been good with a reduction in numbers of approximately 70 when compared to both the target for the year and previous years performance. We have noted a marked increase in numbers for the last two months of the year and we will be monitoring this to identify if it is an ongoing trend and if further analysis is required.

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 4)

Over the 2011/12 year we have had 4 confirmed fire related deaths, of these, 2 are suspected as being non preventable incidents. In quarter 4 we attended 1 fire related incident involving a fatality in the home and we await confirmation as to whether the death was fire related. The service aspires to have no fire related fatalities and we continue to work across the areas of prevention, protection and response to achieve this. When you look at data relating to fire fatalities over the last seven years this is the lowest number of fire deaths we have seen in a single year. It should nonetheless be considered that the number of fire deaths year on year can vary significantly and due to the small numbers involved a true trend of long term reduction needs to be seen over an extensive number of years or at a higher aggregated level such as nationally.

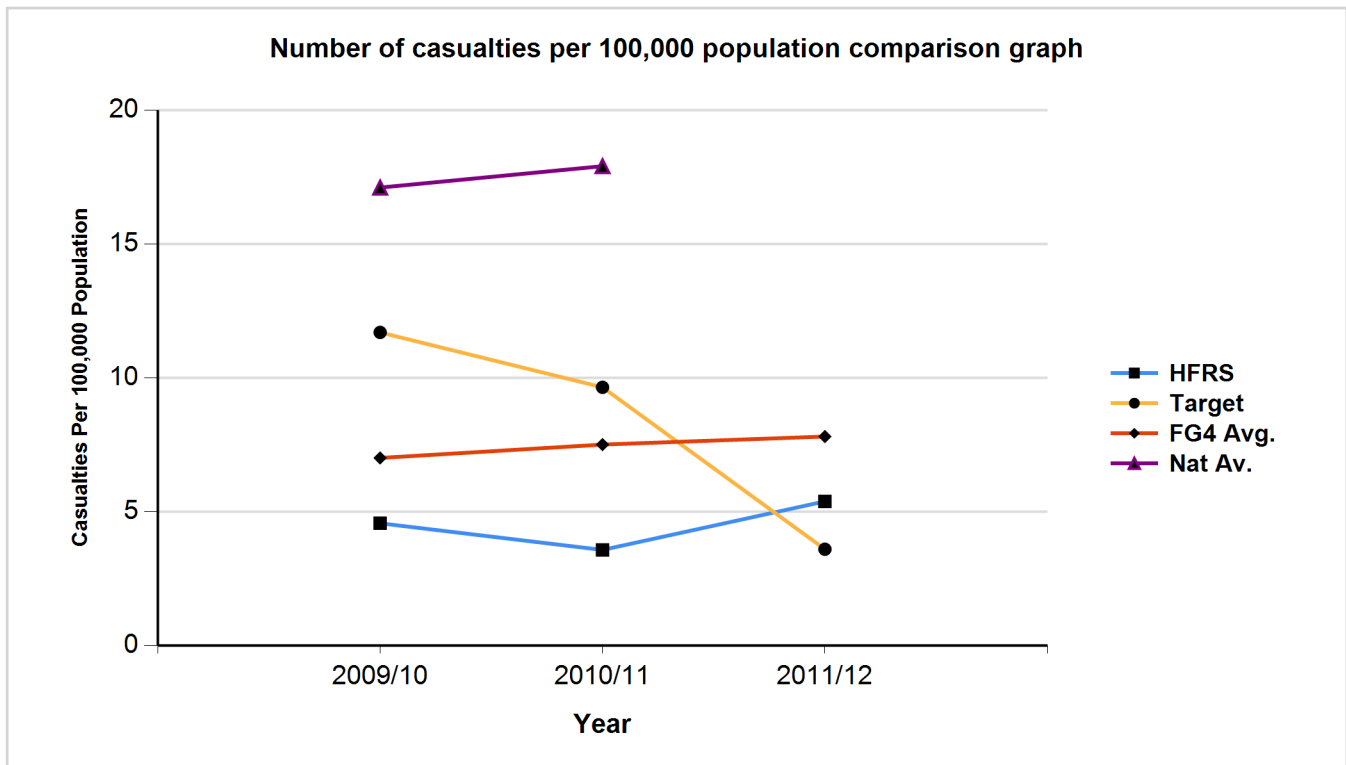
For the coming year we will not be setting a target in relation to fire fatalities.

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 2011/12. 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	5.38
Target	11.69	9.64	3.59
FG4 Avg.	7	7.5	7.8
Nat Avg.	17.1	17.9	0

Progress against performance to date (2011 quarter 4)

The number of casualties experienced in the 2011/12 year is markedly higher than against the previous year performance and well above the target. It is not clear why this is the case but there are notable months of poor performance in quarters 1, 2 and 4. Analysis of the worst three months this year does indicate some specific incidents that have multiple casualties treated in relation to breathing difficulties. We will monitor to see if these incidents are exceptions or indicate an increasing trend towards cautionary treatment for those exposed to smoke inhalation and where necessary we will use this understanding to target our prevention, protection and response resources.

This being said when we compare our casualty rate to other fire and rescue services in our Family Group we have a comparatively low rate of casualties and we are a high performing fire and rescue service.

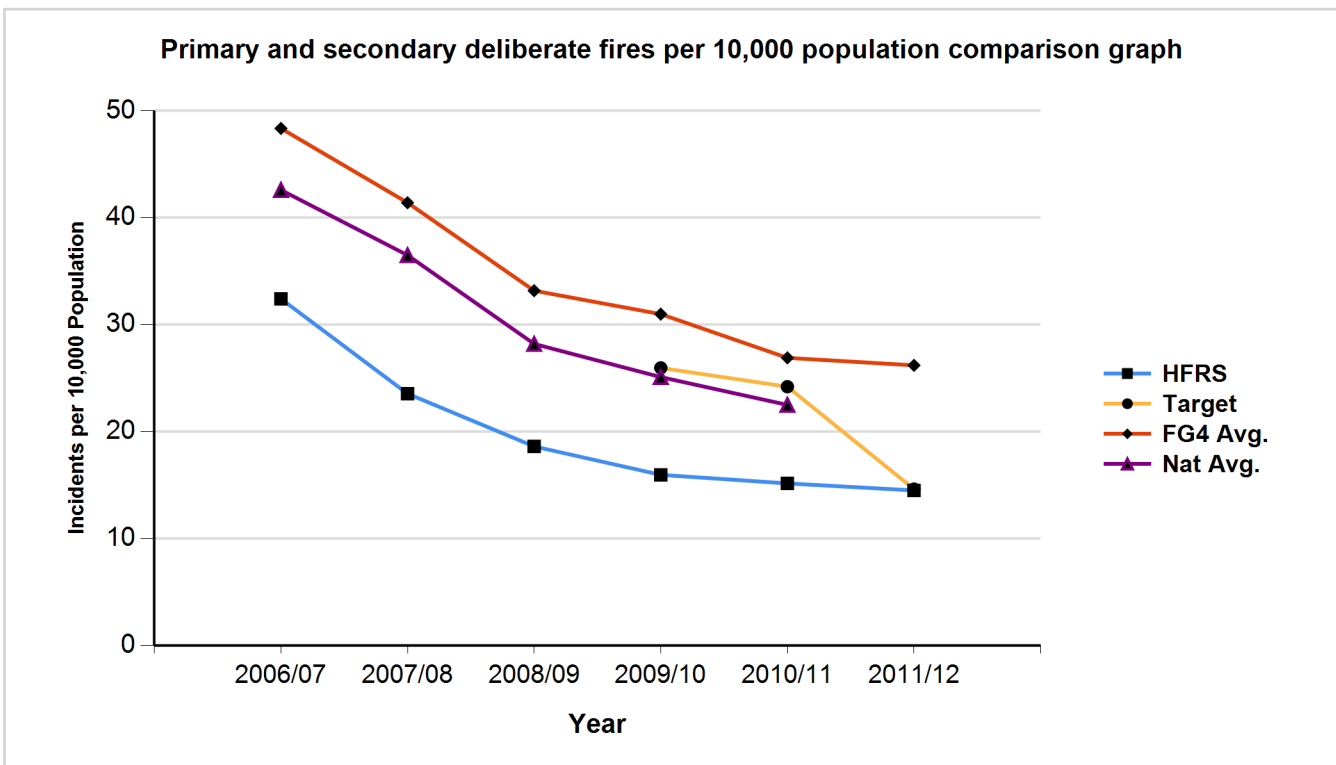
Action

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 2011/12. 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	14.50
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	26.20
Nat Avg.	42.60	36.50	28.20	25.10	22.50	0.00

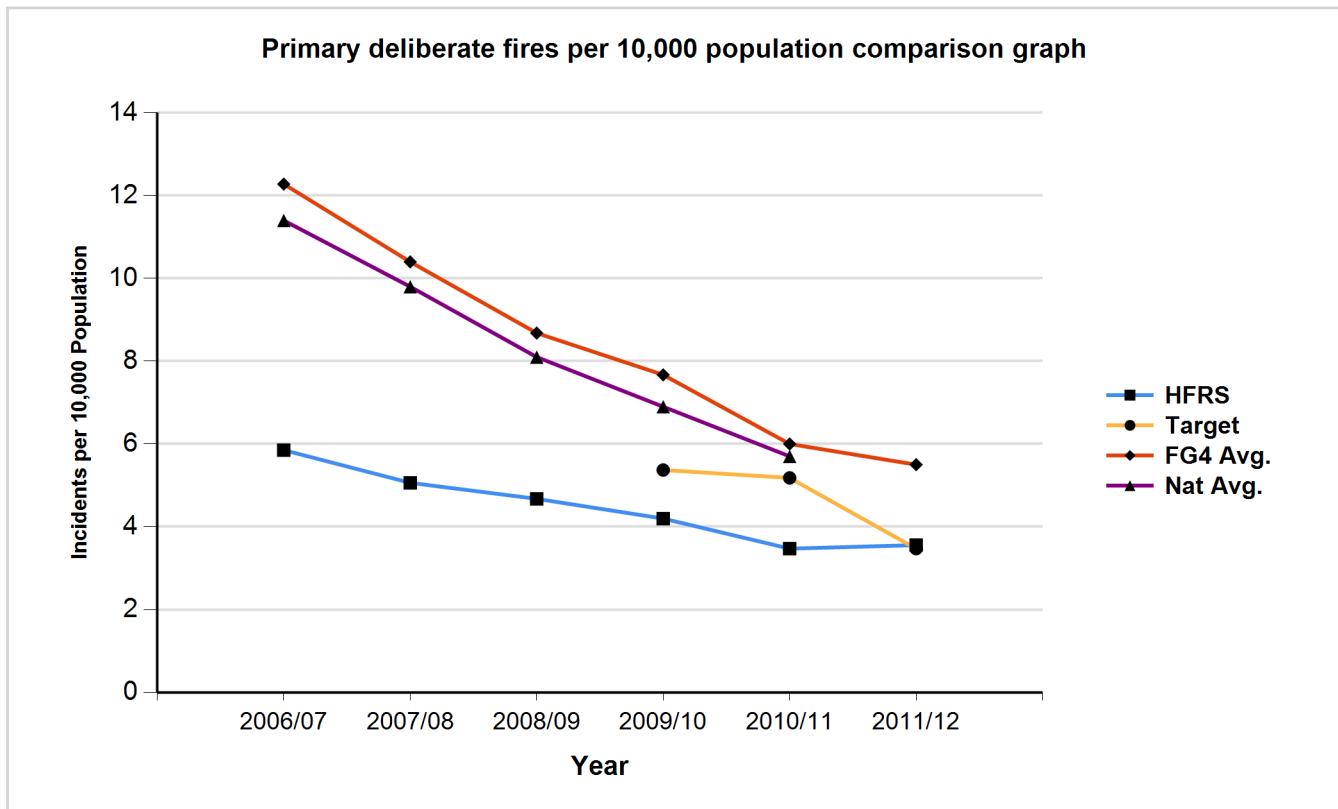
This performance indicator informs us about our impact in terms of the safer, stronger communities agenda. We are committed to reducing incidences of anti-social behaviour within our communities and arson clearly fits within this category. The Service is committed to ensuring that we are pro-active partners 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 2011/12. 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	3.56
Target	0	0	0	5.37	5.18	3.47
FG4 Avg.	12.28	10.4	8.68	7.67	6	5.5
Nat Avg.	11.4	9.8	8.1	6.9	5.7	0

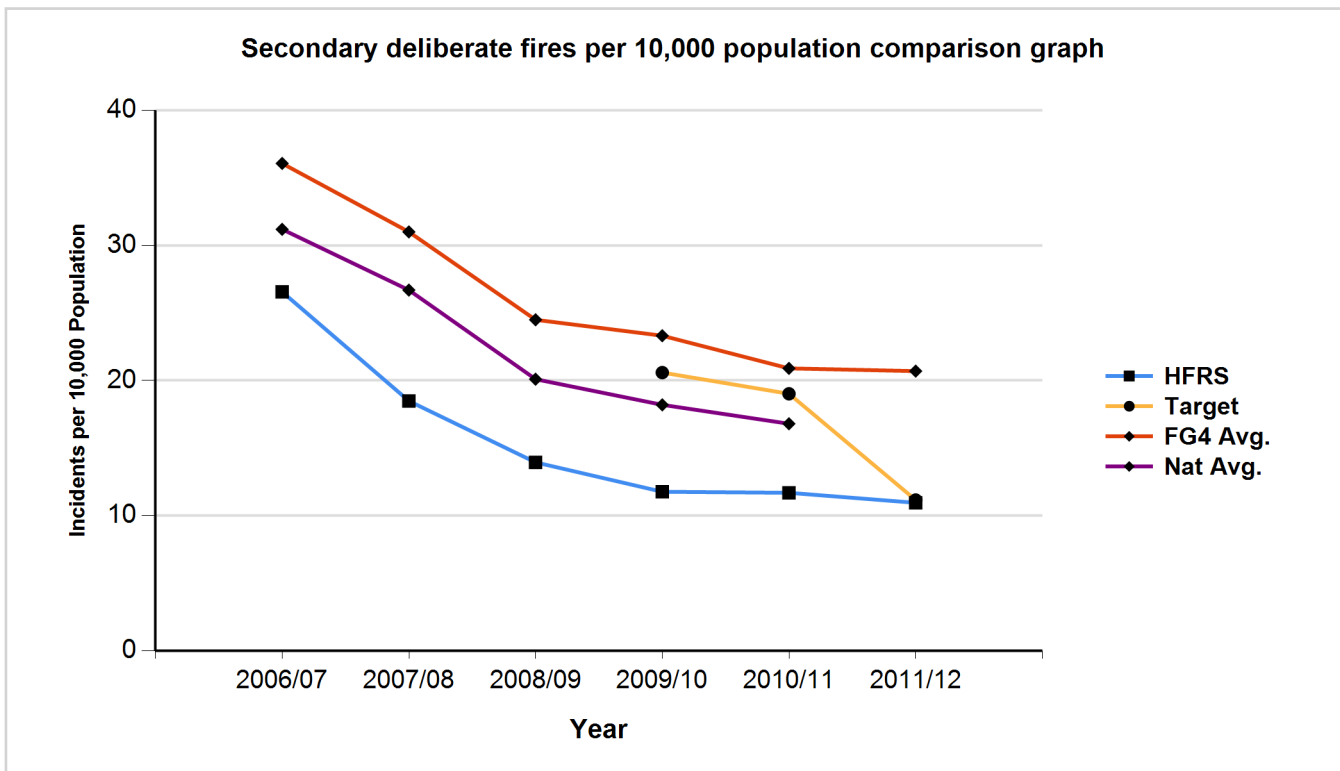
Progress against performance to date (2011 quarter 4)

Over the past few years we have seen a significant drop in the number of arson incidents we attend for both primary and secondary. Also if we compare ourselves nationally and against our Family Group, we portray a positive picture.

This being said we did not achieve our target for the previous year by 14 incidents. When looking closer at this it is obvious that the general picture across Hampshire is positive, with only three of our operational groups performing worse than the previous year - Havant & East Hants (125 against 81), New Forest (54 against 43) and Test Valley & Eastleigh (57 against 41). We continue to analyse reasons for this and will closely monitor the performance in the first few months of 2012/13.

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 2011/12. 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	10.95
Target	0	0	0	20.59	19.02	11.15
FG4 Avg.	36.08	31.01	24.5	23.32	20.9	20.7
Nat Avg.	31.2	26.7	20.1	18.2	16.8	0

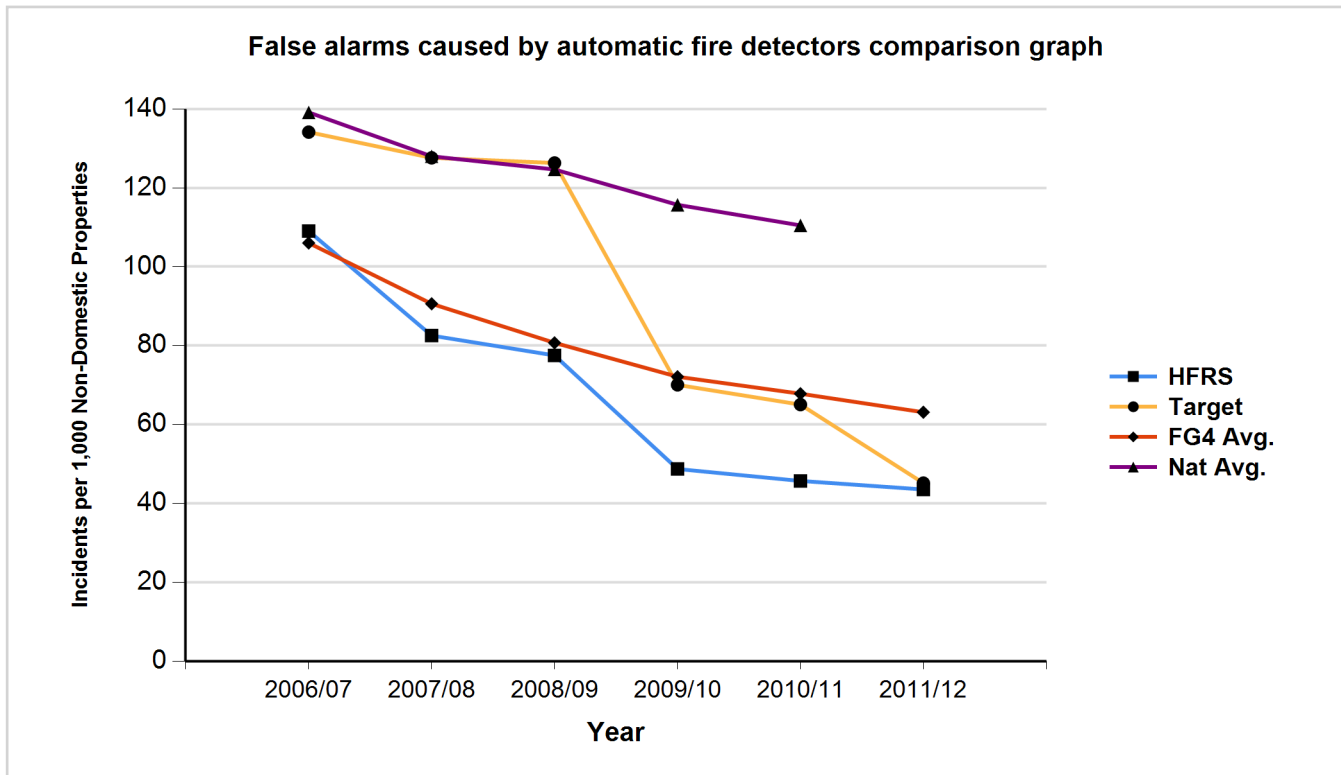
Progress against performance to date (2011 quarter 4)

Comparison against previous year reporting periods indicates an overall continuous improvement in the reduction of secondary deliberate fires. As a service we have been performing extremely well for some time now, which is shown when comparing ourselves to the Family Group 4 average for the past year. We have focused risk reduction activities being carried out by group and station managers which ensures performance is maintained.

Although we were below both our target and the previous year figure for arson secondary, in the last five months of the year from November to March, we had an increase against the comparative period the previous year. This could have been due to the dryer and warmer Q3 we had. We will continue to monitor our performance as we approach the hotter months.

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 2011/12. 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	43.51
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	63.1
Nat Avg.	139.14	128	124.66	115.7	110.48	0

Progress against performance to date (2011 quarter 4)

Comparison against 2010/11, target and Family Group average are all positive and show us continuing our downward trend in AFD (automatic fire detectors) reduction. 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 has exceeded this and since 2006/07 to 2011/12 we achieved a 60% reduction.

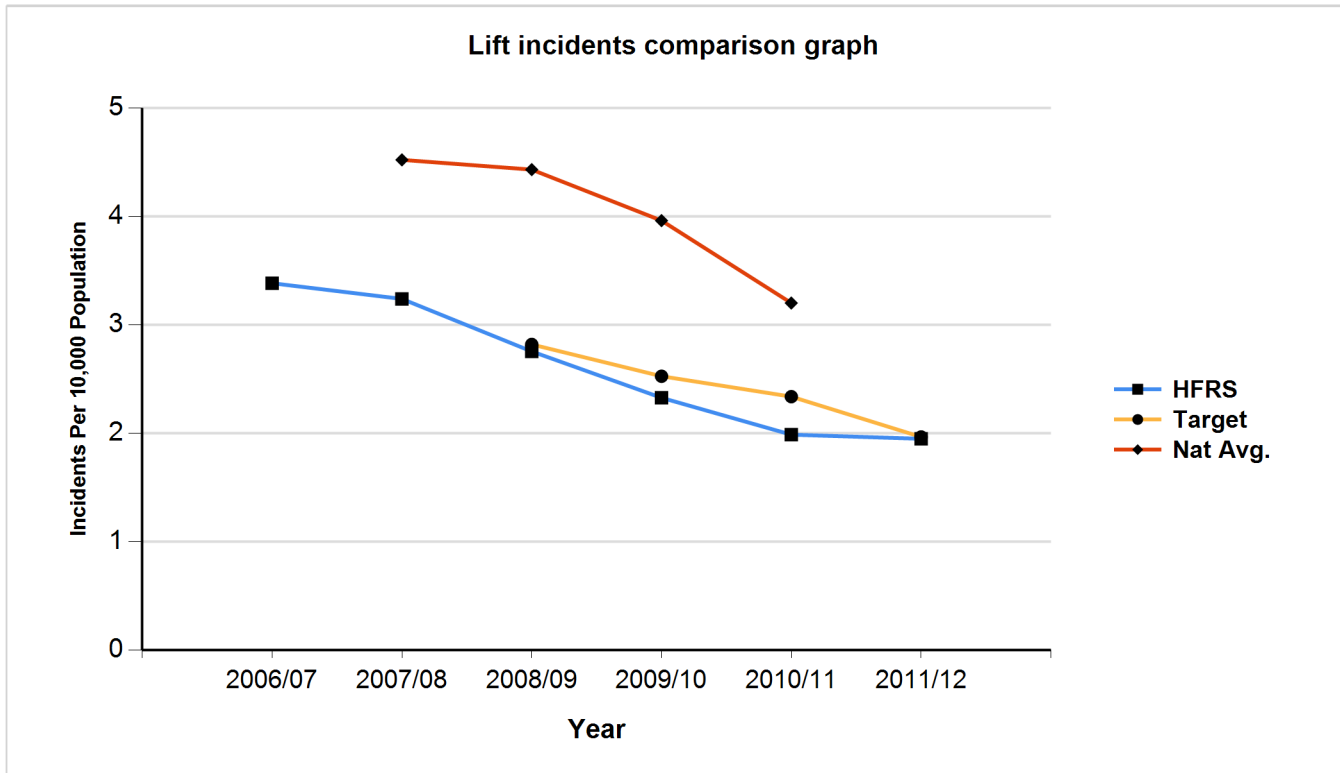
Action

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 2011/12. 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	1.95
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 4)

Our ambition of reducing non emergency lift incidents by 25% by March 2011 was realised a year earlier than 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.

As a result of previously 'over-performing' in this indicator we took the opportunity to challenge ourselves further by reducing the target figures. This has also had the effect of putting us into 'amber' for this quarter and we have recognised a couple of 'spikes' in activity during Sept, Nov and Dec 2011 when comparing to the same period last year. It appears that our performance is 'plateauing' and we will need to consider how we can impact on this indicator further to ensure that we have a continuous downward trend for preventable 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 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.

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 Outturn	2011/12 Target	Performance against previous year
Response Standards	Average attendance times to critical incidents (minutes)	7.28	8.00	7.28

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 Outturn	2011/12 Target	Performance against previous year
Response Standards	Average attendance times to non-critical incidents (minutes)	6.97	15.00	6.78

Progress against performance to date (2011 quarter 4)

We are performing well against our target for the average time it takes to attend critical and non-critical incidents. We achieve a quicker time attending non-critical incidents than the critical categories, this could be due to the types of incidents and their locations. A number of factors influence our performance in this area, from weather to local issues stations face on their own ground. Performance on this indicator is usually worse on retained station grounds because the area is more rural and we have to take in to account the time it takes for the firefighters to attend the station.

We are always developing new initiatives and ideas to speed up the time it takes to respond to our incidents.

Action

In April 2010 we introduced revised response standards which break down our incidents in to three categories: critical, non-critical and other. This has allowed us to segment an incredibly complex area of performance which enables an increased understanding.