

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.

It also provides data to show our performance against target for quarter two to date 2012/13 (April to September)

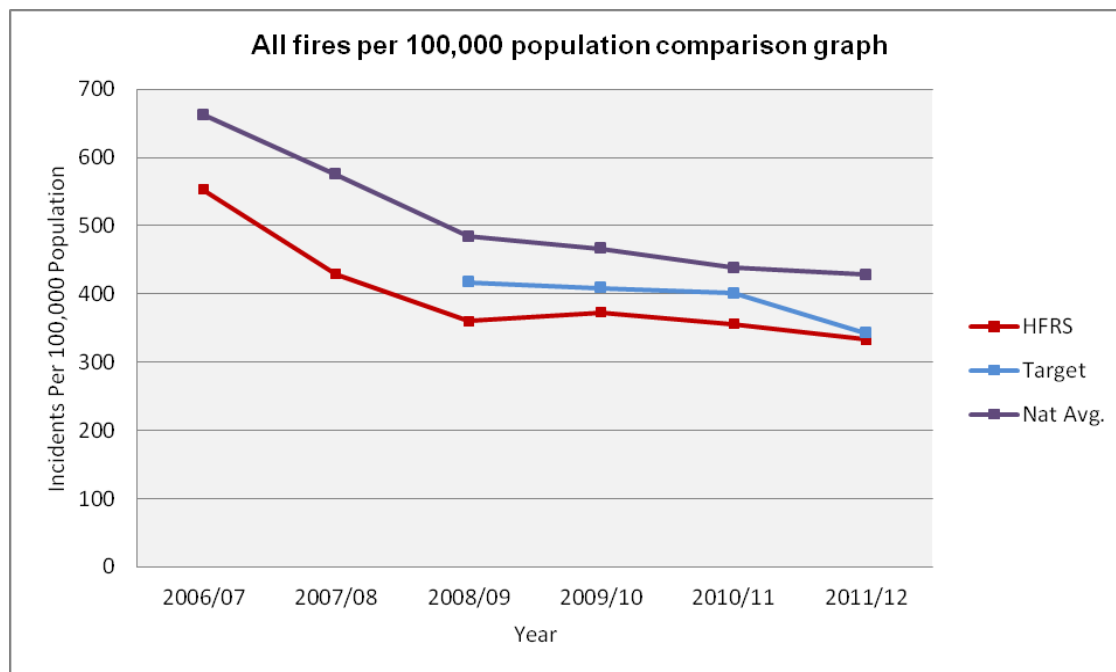
The performance indicators included in this appendix are:

- The number of all fires attended
- Accidental dwelling fires
- Fires in non domestic buildings
- Fatalities from primary fires
- Casualties from primary fires
- Deliberate primary and secondary fires
- Deliberate primary fires
- Deliberate secondary fires
- False alarms caused by automatic fire detectors
- Sickness

Note. The national average figures include statistics from fire and rescue services in England that are published by the Department of Communities and Local Government. Family Group 4 (FG4) is a group of 18 similar fire and rescue services (including Essex, Kent and Lancashire) that we regularly benchmark against.

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
HFRS	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
National average	662.40	575.10	484.30	466.20	438.60	427.80
HFRS actual number of fires	8,959	7,274	6,131	6,375	6,098	5762

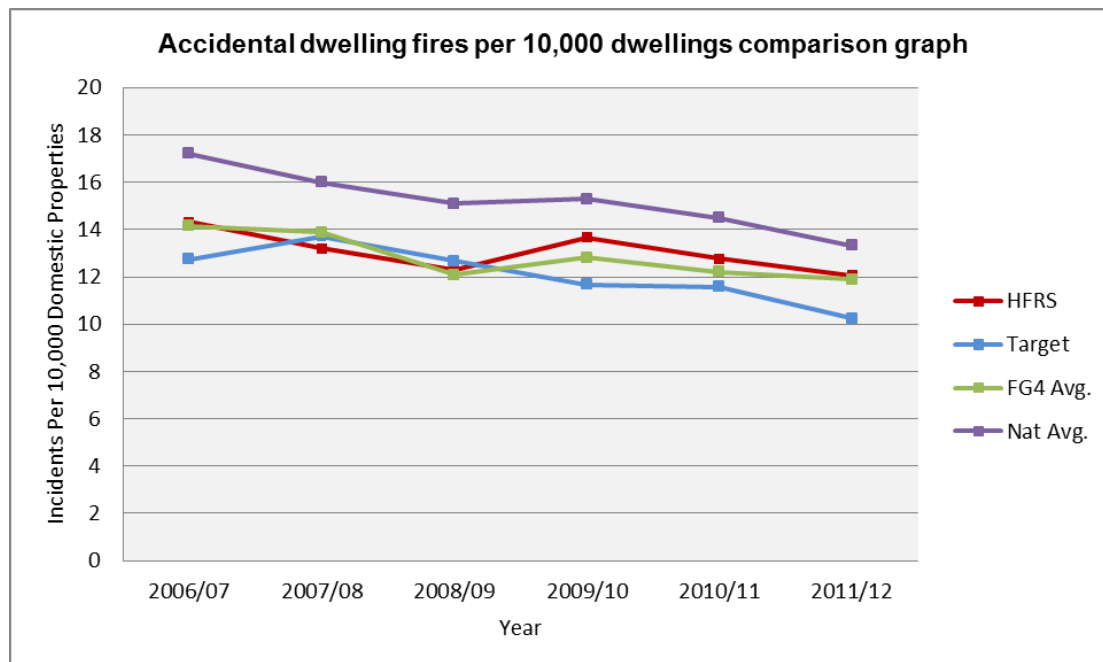
2012/13 Quarter 2 to date	Actual	Previous Year	Target
All Fires	2,086	3,339	3,462
Primary	1,047	1,296	1,184
Secondary	963	2,005	2,225
Chimney	76	38	53

We experienced a large drop in the number of fires attended in quarter one and this has continued into quarter two. Over 1,200 fewer fires were attended compared to this period last year, with the largest drop seen in secondary fires. The wet weather may have contributed to this.

When breaking this indicator down into the three sub categories we can see that primary and secondary fires are both performing extremely well against the target and the previous year figures. However we had an unusual spike in chimney fires in April when compared to previous years. This is most probably linked to the weather during that month. We continue to target those at risk from these fires, particularly in properties with thatch roofs.

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
HFRS	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 average	14.16	13.89	12.08	12.82	12.20	11.90
National average	17.20	16.00	15.10	15.30	14.50	13.30
HFRS actual number of fires	955	929	874	983	926	901

We will refocus our efforts to drive down this type of fire through development of the means to target those most vulnerable, and by providing improved tools to our staff to deliver meaningful risk reduction initiatives. This is reflected in the new strategic proposal for the 2013/16 plan to refocus our efforts to reduce accidental fires in the home.

We are working to improve data sharing with partners so that we can focus our activity to reduce Accidental Dwelling Fires on those we understand to be most vulnerable. We are developing our Home Safety Visit product to match the needs of our staff and those they deliver the product to.

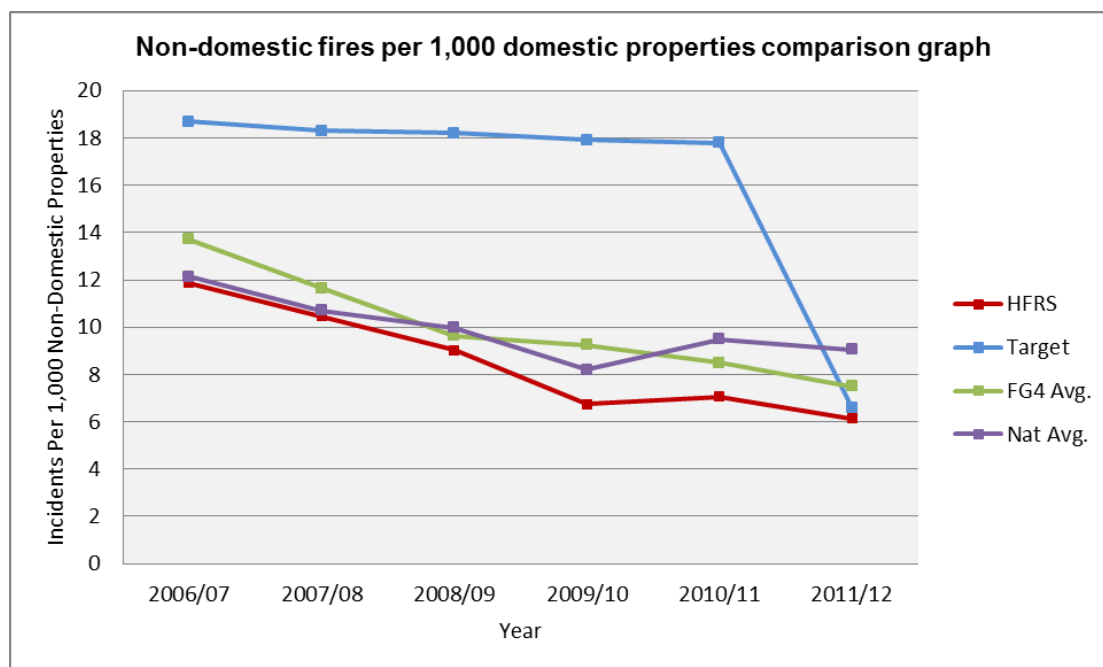
	HFRS Actual	Previous Year	Target
2012/13 Quarter 2 to date	433	433	435

Our performance in quarter two was just within target and equal to the previous year figure. Our current ranking in our Family Group for this indicator is 11th out of 17.

Our Community Risk Intelligence Team and Community Safety continue to improve the analysis available for accidental dwelling fires, and we are using this work to inform our future plans.

Primary Fires in Non-Domestic Properties

The graph below shows the number of primary fires in non-domestic properties 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
HFRS	11.88	10.45	9.02	6.75	7.06	6.14
Target	18.70	18.30	18.20	17.90	17.80	6.60
FG4 average	13.71	11.66	9.63	9.25	8.50	7.50
National average	12.10	10.70	10.00	8.20	9.50	9.10
HFRS actual number of fires	566	498	430	325	340	298

This important indicator shows that we are reducing community risk in terms of fires in non-domestic properties. In the current economic climate, by reducing and preventing fires in these premises we will not only reduce risk to those who work or visit them, but importantly we will enable business continuity and help to reduce financial loss.

The target for this indicator was reduced from 2011/12 to reflect performance. We are currently developing a range of innovative risk reduction initiatives to focus on non-domestic incidents.

	HFRS Actual	Previous Year	Target
2012/13 Quarter 2 to date	144	151	171

Our performance remains well within the target. Our current ranking in our Family Group for this indicator is 6th out of 15.

We are very conscious of the law of diminishing returns in relation to our community safety activities and we detect a plateauing of our progress. In view of this we will have to focus our efforts to maintain our progress and continue the downward trend.

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, however it should be noted that some fatalities are non preventable, such as suicide.

The impact of fire deaths on families, friends and the wider community and economy are significant.

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.

	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12
Actual number of fatalities	9	6	10	8	10	4

	HFRS Actual	Previous Year
2012/13 Quarter 2 to date	6	4

We see common trends in our fire fatalities, and recent analysis has shown an indication that those people who use Adult Social Services are about 30 times more likely to be a victim of fire. We are using this improved understanding to define the community safety work we undertake in regard to this vulnerable group.

Our developing approach to safeguarding may well be part of the reason for our current low fatality rate though this is yet to be proven. We also do not have any indication how changes in the delivery of other public services may impact on the vulnerability of those in our communities.

We continue to undertake targeted activity to address fires and associated deaths and injuries. Through the course of our work, where we identify vulnerable individuals we refer them to partner agencies where appropriate.

We undertake a full case study of fire deaths and feed back any issues identified.

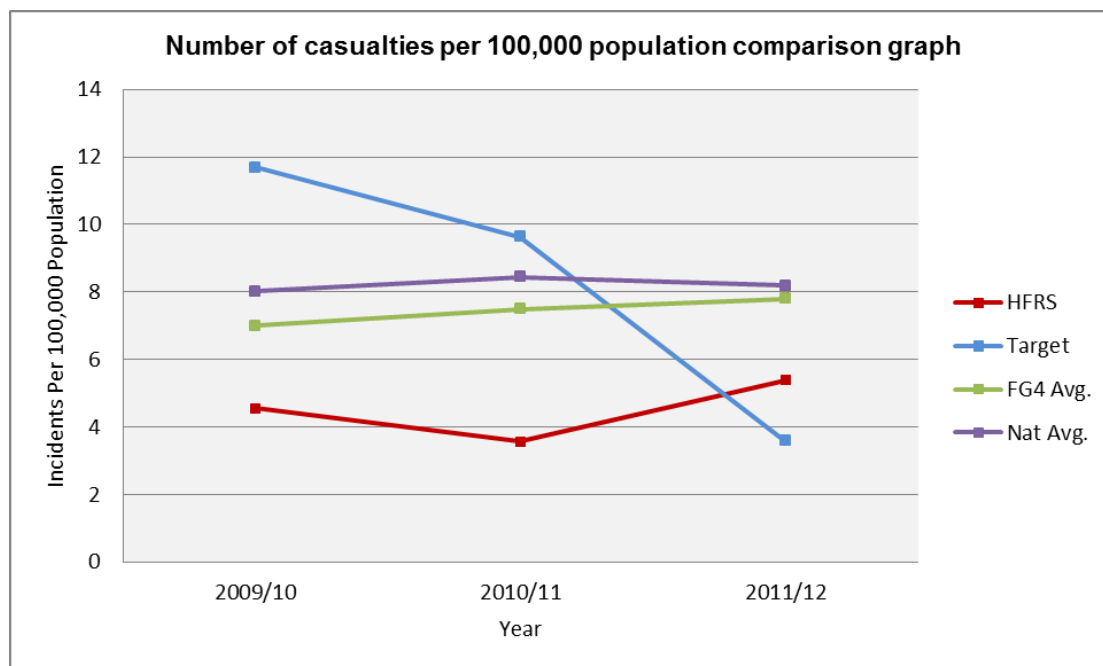
We are developing proposals for our 2013/16 Service plan to review and redevelop our activity in regard to accidental fires in the home and associated deaths and injuries.

We are developing our partnership work with Adult Social Services and other care organisations to improve our access to those most vulnerable and to raise awareness of the risks. We are currently taking action to develop our representation on all of Hampshire's Adult Safeguarding Boards.

During the first six months of this year we have recorded six deaths. Four of these were in dwellings and only one has been confirmed as a death caused by fire. We await decisions from Coroners for the remainder.

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 three full years' data are provided for this indicator due to the fact that the definition for the data recorded changed in April 2009.



	2009/10	2010/11	2011/12
HFRS	4.56	3.56	5.38
Target	11.69	9.64	3.59
FG4 average	7.00	7.50	7.80
Nat average	8.00	8.40	8.20
HFRS actual number of casualties	78	61	93

Over the past three years we have seen a shift from people who are overcome by gas, smoke or toxic fumes (asphyxiation) being given first aid at the scene to being sent to hospital. This may explain why we have seen a rise, as those who are given first aid at the scene or advised to have a precautionary check are not counted in this indicator. The total number of injuries for all categories has not changed significantly. We will continue to monitor the trends to see if there are any further shifts in casualties and investigate why these may have occurred.

We are developing a proposal for the 2013/16 Service Plan to review how we target resources for preventing accidental fires and those at risk of being injured in them. We are taking action to further categorise dwelling fires to understand the range of seriousness and how this relates to different groups who may be at risk of fire. This will further assist in the targeting of our prevention activity.

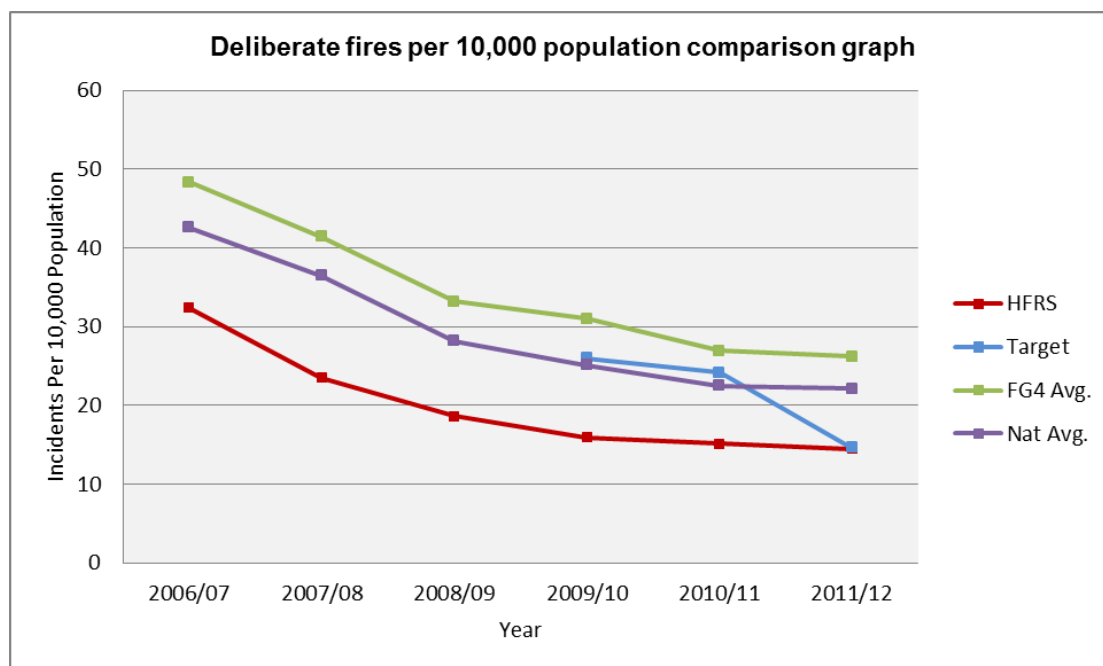
	HFRS Actual	Previous Year	Target
2012/13 Quarter 2 to date	45	51	29

Casualties have been above target most of the year so far with a 'spike' seen in September. Our current ranking in our Family Group for this indicator is 8th out of 15.

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
HFRS	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 average	48.36	41.41	33.18	30.99	26.90	26.20
National average	42.60	36.50	28.20	25.10	22.50	22.10
HFRS actual number of fires	5,252	3,992	3,170	2,730	2,594	2,508

Direct comparison against previous reporting periods indicates an overall continuous and marked improvement in this important indicator.

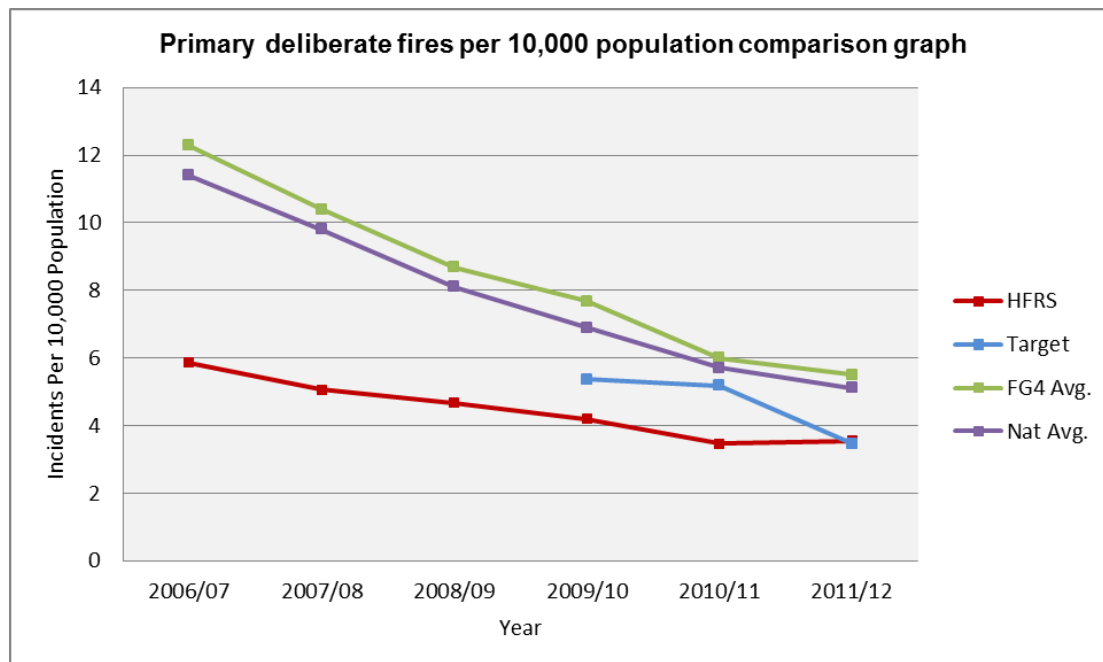
We took the opportunity of reviewing the target in 2010/11 to reflect performance and further stretch us. In addition to this, the data shows a strong indication of the trend beginning to plateau.

	HFRS Actual	Previous Year	Target
2012/13 Quarter 2 to date	763	1,612	1,529

We have seen good performance during the first two quarters of the year, with less than half the number of deliberate fires when compared to the same period last year. We will continue to monitor this closely.

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
HFRS	5.85	5.06	4.67	4.20	3.47	3.56
Target	0.00	0.00	0.00	5.37	5.18	3.47
FG4 average	12.28	10.40	8.68	7.67	6.00	5.50
National average	11.40	9.80	8.10	6.90	5.70	5.10
HFRS actual number of fires	948	858	796	718	594	615

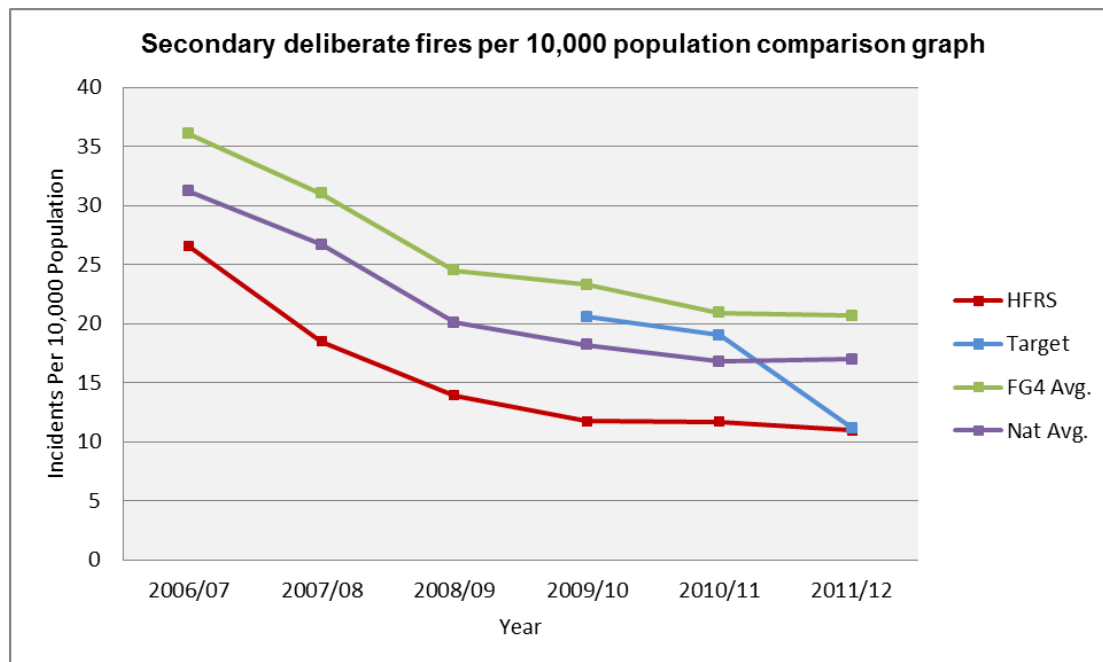
As we saw a slight increase in deliberate primary fires in 2011/12 when compared to 2010/11, this is an indicator we are monitoring closely.

	HFRS Actual	Previous Year	Target
2012/13 Quarter 2 to date	195	367	313

So far the performance has been good against both previous year and our target. Every group met their target this quarter. Our current ranking in our Family Group for this indicator is 1st out of 15.

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
HFRS	26.57	18.49	13.94	11.76	11.69	10.95
Target	0.00	0.00	0.00	20.59	19.02	11.15
FG4 average	36.08	31.01	24.50	23.32	20.90	20.70
National average	31.20	26.70	20.10	18.20	16.80	17.00
HFRS actual number of fires	4,304	3,134	2,374	2,012	2,000	1,893

We are committed to reducing incidences of anti-social behaviour within our communities and deliberate fires clearly fit within this category. This performance indicator can provide us with information as to our performance in relation to social well-being and our impact in terms of the safer, stronger communities' agenda.

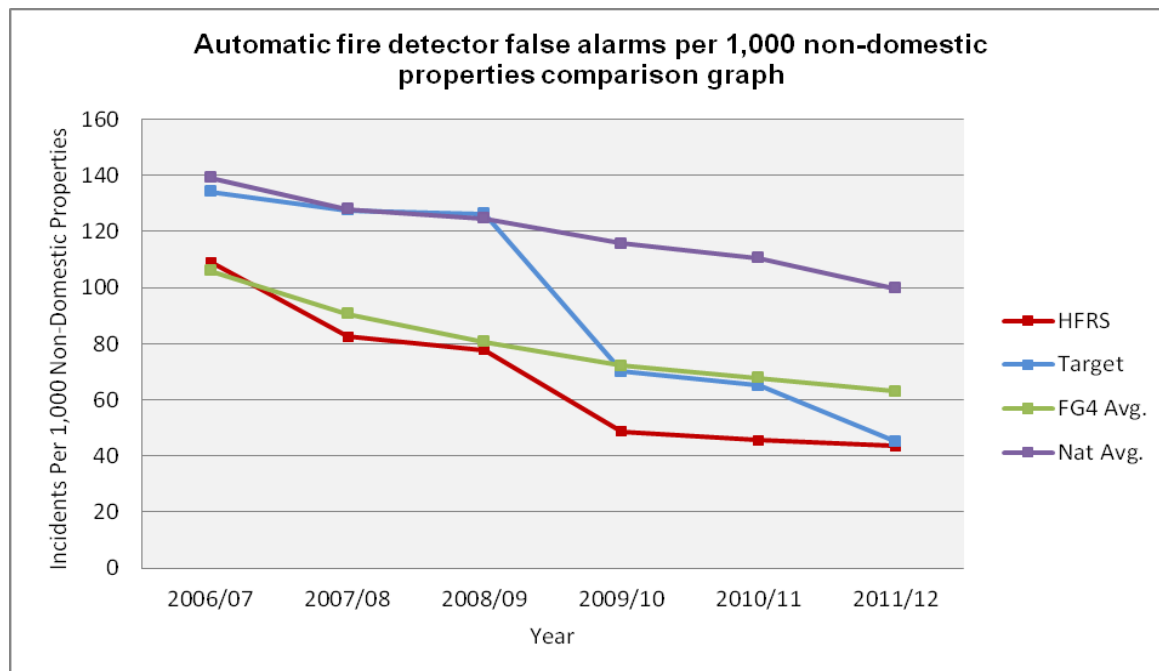
	HFRS Actual	Previous Year	Target
2012/13 Quarter 2	570	1,245	1,216

We continue to perform well against this indicator. We attended less than half of the incidents when compared to the same period last year. Our current ranking in our Family Group for this indicator is 4th out of 17.

Further analysis work is being undertaken to understand the relationship between incident types and the weather. The wet weather in quarter one and two will most probably have contributed to the drop in secondary incidents where the majority are outdoor grass or refuse fires.

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
HFRS	109.04	82.54	77.82	48.71	45.67	43.53
Target	134.14	127.61	126.31	70.04	65.03	45.13
FG4 average	106.02	90.60	80.70	72.10	67.80	63.10
Nat average	139.10	128.00	124.70	115.70	110.50	99.80
HFRS actual Number of incidents	5,197	3,934	3,709	2,345	2,199	2,114

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.

	HFRS Actual	Previous Year	Target
2012/13 Quarter 2 to date	1072	1006	1045

Our performance against this indicator has been extremely good in the last few years, with a significant reduction made due to the resources invested in reducing overall 'preventable incidents'. However, we have had a slight increase against the same period last year and are slightly over our target for quarter two. Our current ranking in our Family Group for this indicator is 5th out of 15.

We are continuing to monitor this indicator to identify any signs of plateauing due to the significant reduction over five years.

Sickness

The tables below show the sickness performance for HFRS, compared to our performance in the previous year. We have split sickness in to three sections of 'wholetime', 'retained' and 'non uniformed' to reflect the structure at HFRS.

The sickness indicator is a percentage of shifts lost due to sickness. This is calculated by recording the number of shifts actually lost to sickness as a percentage against the total number of shifts possible.

Currently the Service is working with Hampshire Constabulary to provide a shared Occupational Health Service. The shared service based at Netley Abbey was established in September 2012.

Wholetime uniformed sickness (including control staff)

	HFRS Actual	Previous Year
2012/13 Quarter 2 to date	2.91%	2.85%
Actual shifts lost/shifts available	2232 / 76681	2250 / 78825

Wholetime sickness is up slightly in quarter two when compared to the same quarter last year. Seventeen people had long term sickness absences during this period. There have been three occurrences of work-related sickness absences. The main reasons for wholetime sickness absences have been recorded as 'surgery/dental/hospital', 'musculoskeletal disorder' and 'cold/diarrhoea and vomiting'.

Retained uniformed sickness

	HFRS Actual	Previous Year
2012/13 Quarter 2 to date	2.20%	2.76%
Actual shifts lost/shifts available	2260 / 102826	2764 / 100190

Retained sickness is down compared to last year during this quarter. During this period twelve retained staff had long term sickness absences. There have been three occurrences of work-related sickness absences. The main reasons for retained sickness absences have been recorded as 'surgery/dental/hospital', 'musculoskeletal disorder' and 'stress'.

Non-uniformed sickness

	HFRS Actual	Previous Year
2012/13 Quarter 2	3.38%	3.29%
Actual shifts lost/shifts available	1141 / 33736	1184 / 35991

Support staff sickness is slightly higher in quarter two when compared to the same period last year. The main reasons for non-uniformed sickness absences have been recorded as 'stress', 'cold/diarrhoea and vomiting' and 'musculoskeletal disorder'.