The appendix provides a graph for each indicator showing performance for 2011/12 compared to the target and the previous years, 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 from the beginning of the year up until the end of quarter three (April to December 2012).

The performance indicators included in this appendix are:

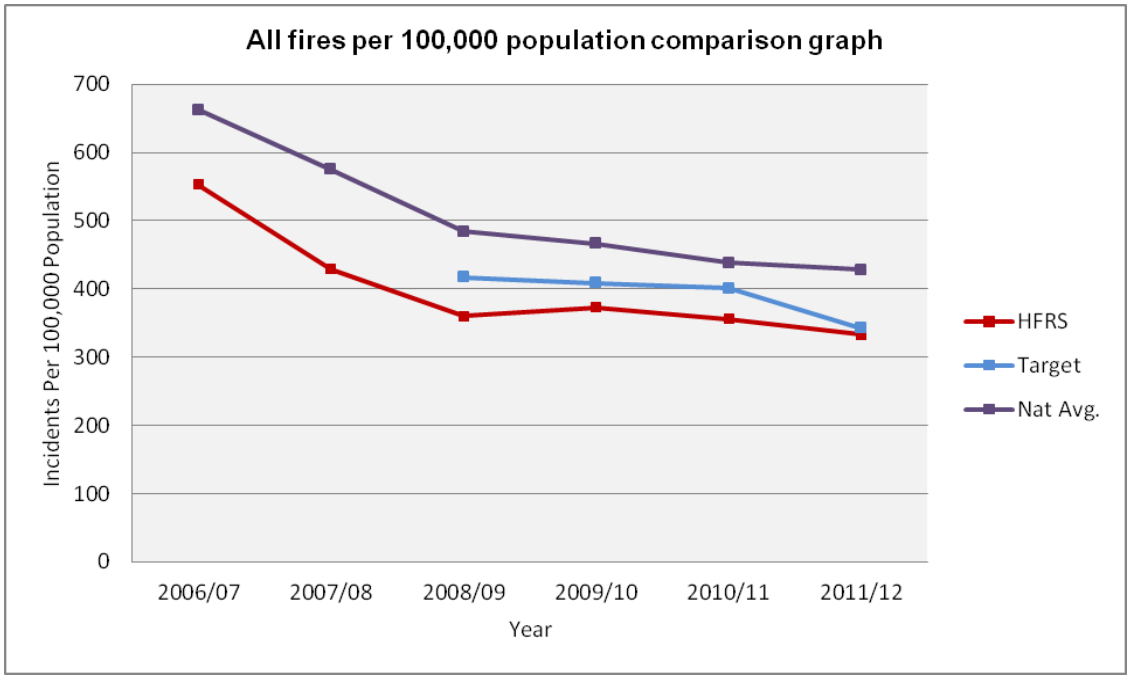
- The number of all fires attended
- Accidental dwelling fires
- Fires in non domestic buildings
- Fatalities from primary fires
- Casualties from primary fires
- Deliberate primary and secondary fires
- Deliberate primary fires
- Deliberate secondary fires
- False alarms caused by automatic fire detectors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

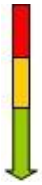
Note. The national average figures include statistics from fire and rescue services in England that are published by the Department of Communities and Local Government. Family Group 4 (FG4) is a group of 18 similar fire and rescue services (including Essex, Kent and Lancashire) that we regularly benchmark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

Data extracted from Scorecard performance management system on 19 March 2013.

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 3 outturn	**Actual**	**Previous Year**	**Target**
All Fires	2,940	4,457	4,605
Primary	1,568	1,874	1,733
Secondary	1,215	2,470	2,723
Chimney	157	113	150

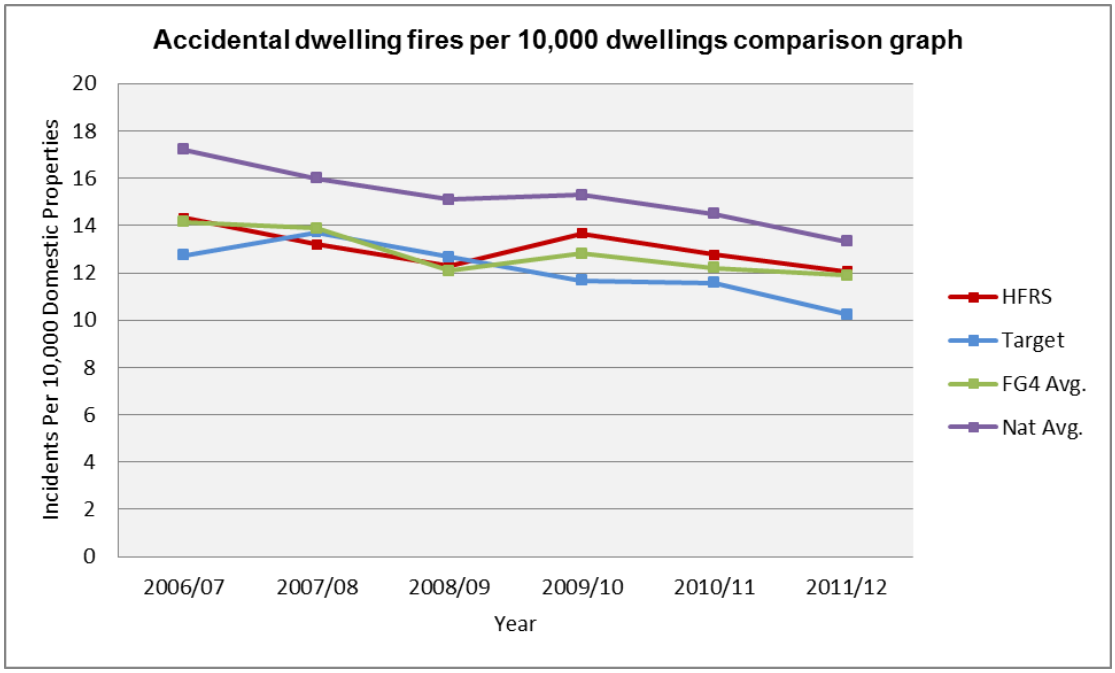
The number of fires attended continues to reduce with over 1,500 fewer fires attended compared to the same period last year. The largest drop is in secondary fires, with less than half the number of fires compared to this time last year. The increase in rainfall may be a main contributor.

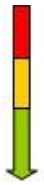
The number of chimney fires remains higher than the previous years figure, but only slightly over our target; this could also be due to the weather, where more people use their fires during bad weather.

Although there was a large rise in quarter three with the largest number occurring in December, we were consistently below our target on a month to month basis for this quarter.

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

Our new strategic priority to better target efforts to reduce accidental fires in the home is intended to further improve our performance in this area. From analysis work we are able to identify a profile of those who are most likely to have a fire and those most likely to die as a result of one in their home. We will develop the means to target those most vulnerable as well as those more likely to have accidental fires in the home. We are beginning work to provide improved tools to our staff to deliver meaningful risk reduction initiatives. This includes developing our Home Safety Visit product to match both the needs of our staff and those they deliver the product to. We are also working to improve data sharing with partners so that we can focus our activity to those known to be vulnerable.

	HFRS Actual	Previous Year	Target
2012/13 Quarter 3 outturn	673	671	671

Our performance in quarter three puts us just slightly over target and the previous year figure.

Accidental dwelling fires

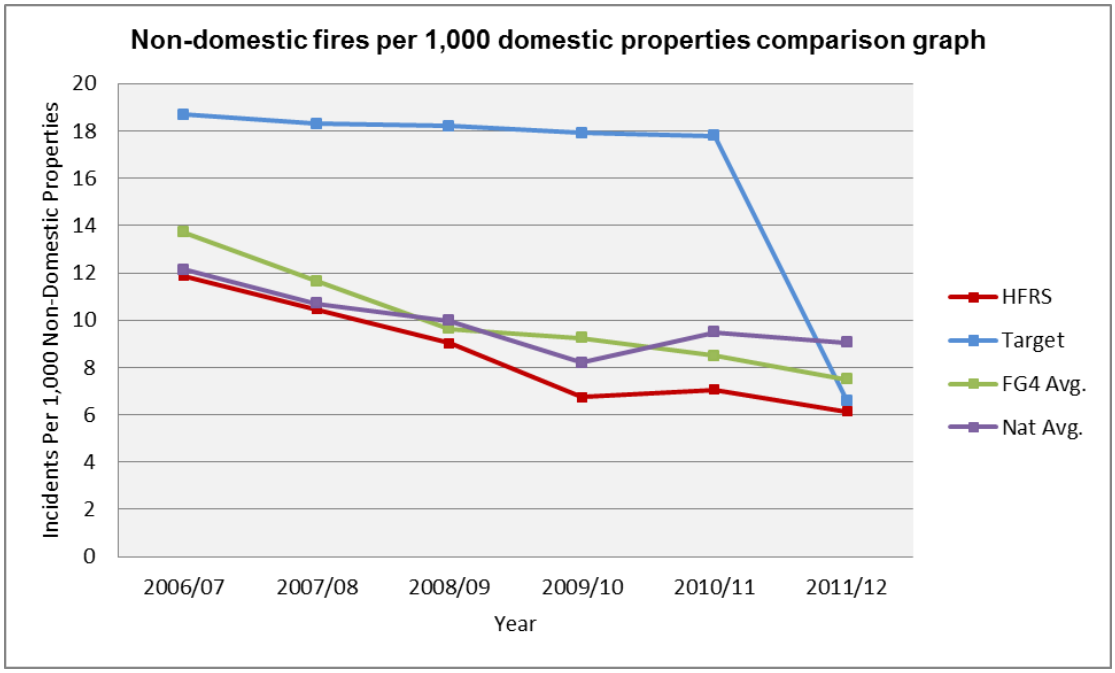
The following table shows the number of accidental dwelling fires per 10,000 domestic properties for each group over the last three years, from the start of year to the end of quarter three. The actual number of fires is in brackets.

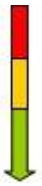
	2010/Q1-Q3	2011/Q1-3	2012/Q1-3
Basingstoke & Deane	8.31 (56)	6.31 (44)	7.74 (54)
Fareham & Gosport	8.27 (66)	8.64 (72)	9.48 (79)
Havant & East Hants	8.79 (84)	10.24 (101)	8.42 (83)
New Forest	9.39 (71)	10.90 (86)	6.97 (55)
Portsmouth	11.84 (105)	10.31 (94)	11.19 (102)
Rushmoor & Hart	6.62 (50)	5.88 (45)	6.01 (46)
Southampton	13.34 (169)	11.59 (150)	12.67 (164)
Test Valley & Eastleigh	9.46 (72)	7.50 (58)	8.02 (62)
Winchester	9.25 (37)	5.03 (21)	6.71 (28)

Data is analysed to try and identify the groups of people who are more likely to have a fire in each group. We use MOSAIC grouping categories to target households in each group.

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

The work undertaken by our Protection teams has reduced the risk in terms of fires in non-domestic properties over the last few years. This work will continue as we have a new Priority in the Service Plan around 'business fire safety'.

It is extremely vital we prevent fires in these premises to reduce risk to those who work or visit them, but also to enable business continuity, reducing financial loss in the current economic climate.

	HFRS Actual	Previous Year	Target
2012/13 Quarter 3 outturn	220	221	248

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

The target for this indicator was reduced from 2011/12 to bring it in line with performance.

It is apparent from the graph that over the previous three years our reduction has started to plateau. We will continue work effectively in the area of business safety to maintain our progress and performance.

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 3 outturn	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. Our analysis has also enabled us to identify a profile of people who are most likely to die in a fire in their home (dwelling fire fatalities are most common). We are using this improved understanding to define the community safety work we undertake in regard to this vulnerable group.

We aim to improve the information we share with partners in the future to help us further identify and target those most vulnerable, whilst also improving relationships with other organisations seeking to achieve the same goal.

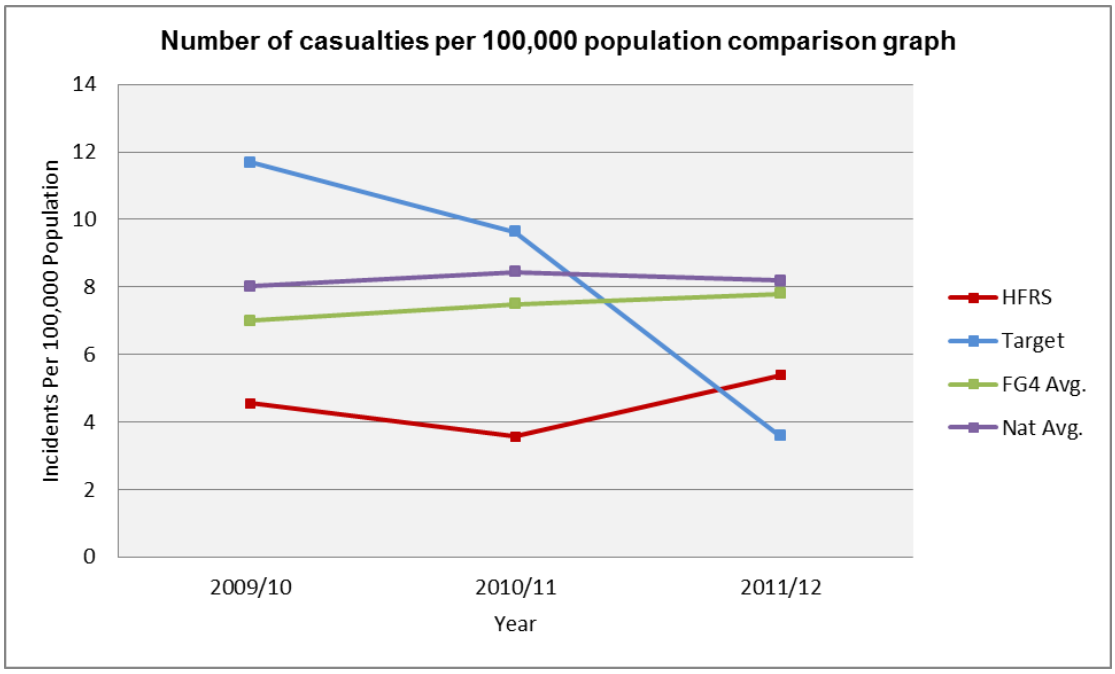
We continue to undertake targeted activity to address fires and associated deaths and injuries. Through the course of our work, where we identify vulnerable individuals, we refer them to partner agencies where appropriate.

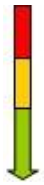
We undertake a full case study of fire deaths and feed back any issues identified.

Quarter three has seen no further fatalities since the first six months of this year where we had six recorded deaths. Four of these were in dwellings and only two have 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 a 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.

	HFRS Actual	Previous Year	Target
2012/13 Quarter 3 outturn	64	66	43

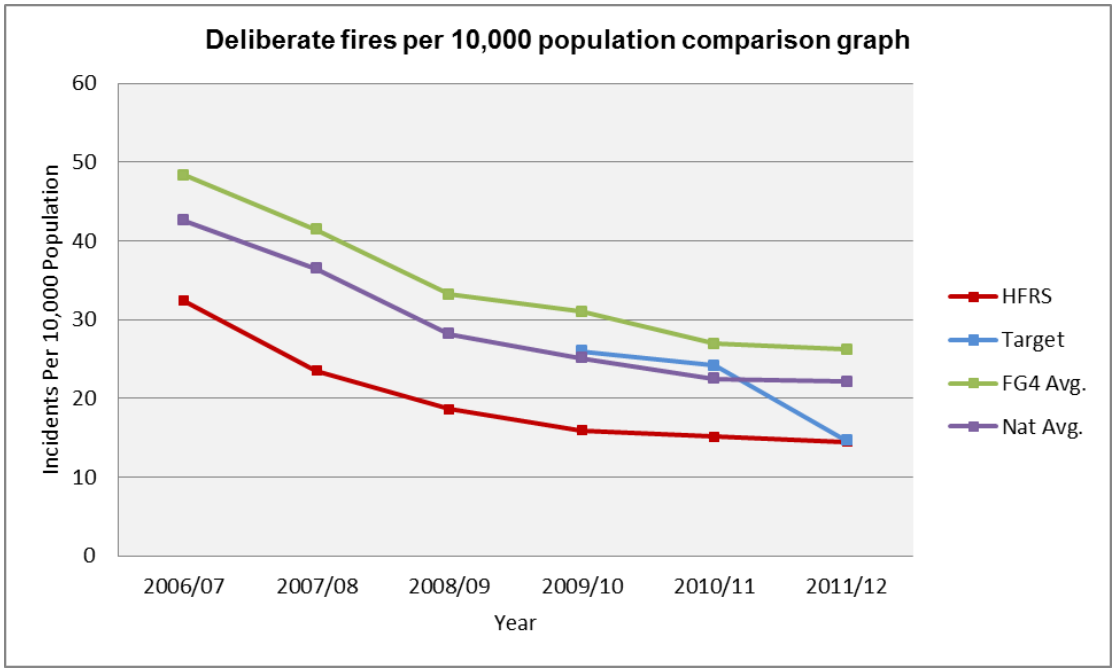
Casualties continue to be above target with the largest 'spike' seen in September. Our current ranking in our Family Group for this indicator is 8th out of 15.

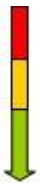
Performance for the quarter has seen a small spike against our target and previous year quarterly performance.

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.

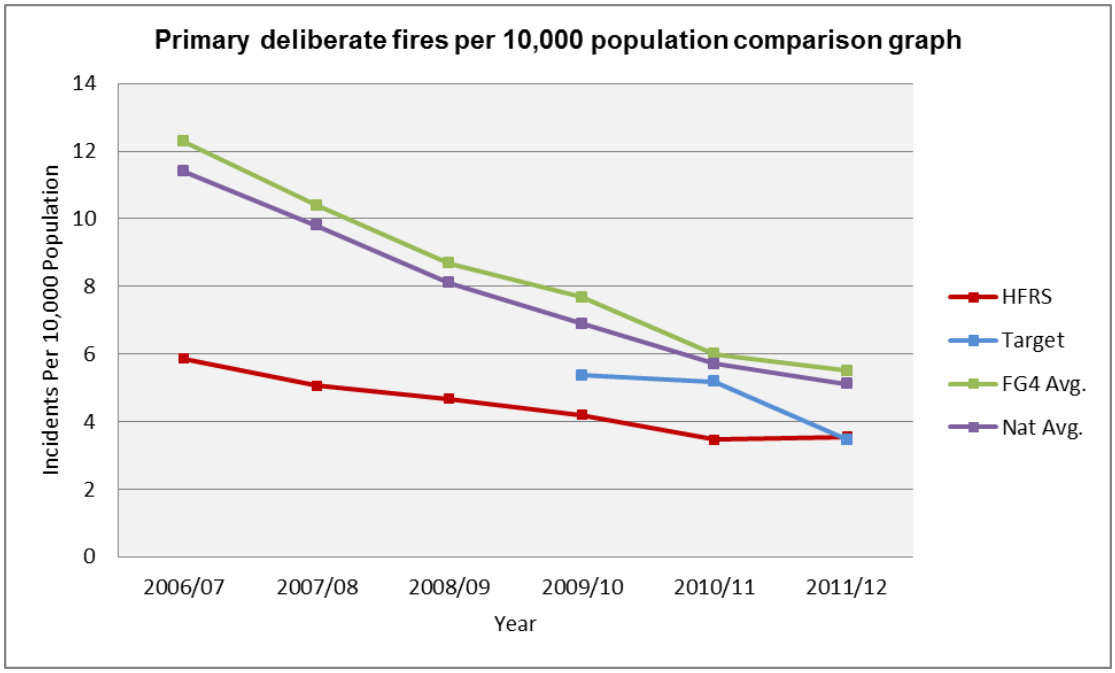
	HFRS Actual	Previous Year	Target
2012/13 Quarter 3 outturn	1,016	2,042	2,039

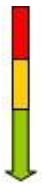
Our good performance during the first two quarters of the year has continued into quarter three, with less than half the number of deliberate fires when compared to the same period last year.

We will continue to monitor this performance in to the 2013/14 financial year. When analysing previous years performance we notice a plateau occurring, however this year has gone against this trend. We will closely monitor our performance in to next year.

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

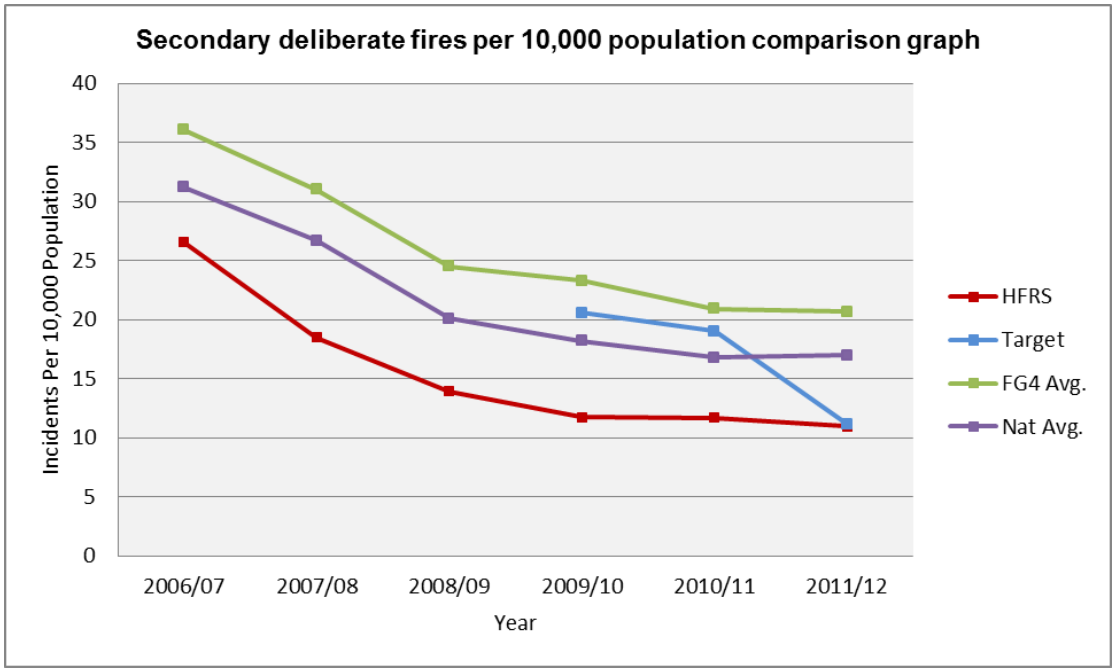
Deliberate primary fires can be extremely dangerous and can have a significant impact on local communities. We are committed to reducing these types of fire and our Arson Task Force works closely with the Police and partners to investigate incidents.

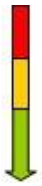
	HFRS Actual	Previous Year	Target
2012/13 Quarter 3 outturn	279	490	441

Our good performance has continued into quarter three with nearly half the number of primary deliberate vehicle fires and a significant reduction in all other primary deliberate fires. Our current ranking in our Family Group for this indicator is 1st.

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.

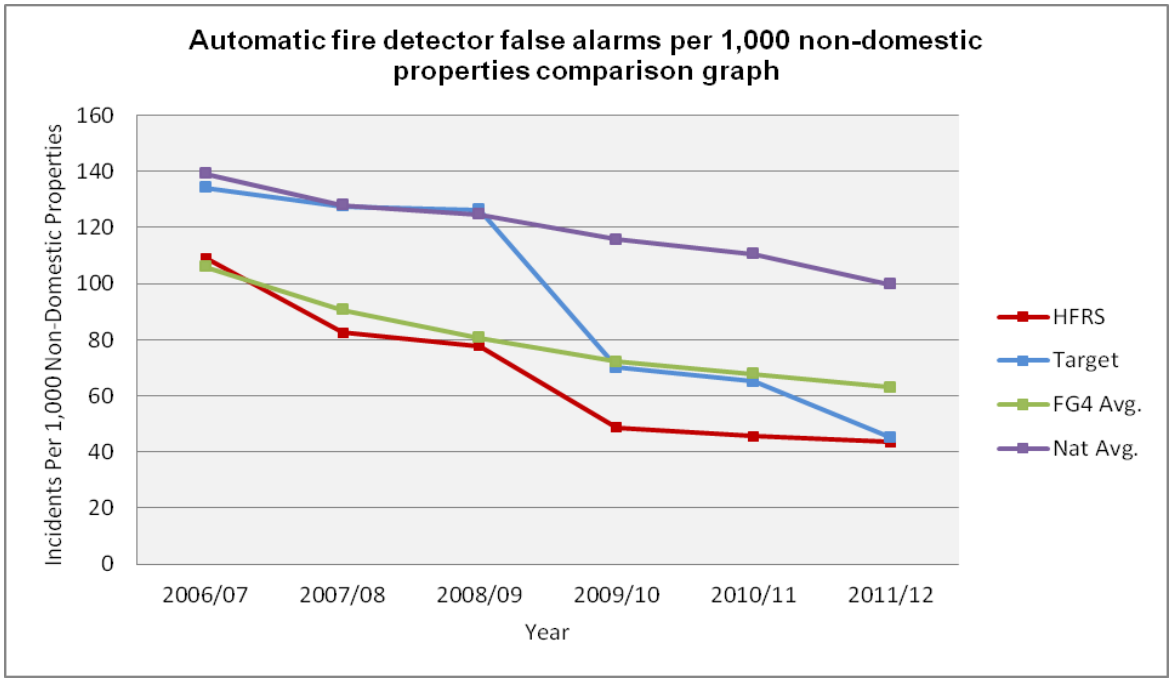
	HFRS Actual	Previous Year	Target
2012/13 Quarter 3 outturn	735	1,552	1,598

We continue to perform well against this indicator. We attended over 50% less incidents when compared to the same period last year and our target. 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 so far this year will most probably have contributed to the drop in secondary incidents where the majority are outdoor grass and refuse fires. The largest reduction so far has been in grass fires with a 71% reduction from this time last year. We will monitor our performance closely on this indicator during the next financial year when we will be coming in to the warmer and drier 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
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 3 outturn	1,666	1,603	1,604

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, this year we continue to be slightly above our target and previous year figure at the end of quarter three. However, our current ranking in our Family Group for this indicator is 5th out of 15.

When looking at this year's data to date, the most common non domestic property types that we attended were 'Purpose built office', 'Hospital' and 'Warehouse'.

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 3 outturn	3.02 %	2.96 %
Actual shifts lost/shifts available	3473 / 114883	3493 / 118146

Wholetime sickness is slightly up when compared to the previous year, although the number of actual shifts has reduced. This will be as a result of having fewer staff, meaning fewer shifts available. The top three reasons for wholetime sickness are 'diarrhoea', 'cold', and 'influenza'.

Retained uniformed sickness

	HFRS Actual	Previous Year
2012/13 Quarter 3 outturn	2.36 %	2.86 %
Actual shifts lost/shifts available	3685 / 156052	4350 / 152171

Retained sickness has reduced during this year, compared to the previous year. Even with an increase in shifts available we have had over 600 lost due to sickness. The top three reasons for retained sickness are 'back symptom', 'cold' and 'unknown'.

Non-uniformed sickness

	HFRS Actual	Previous Year
2012/13 Quarter 3 outturn	3.41 %	3.65 %
Actual shifts lost/shifts available	1730 / 50715	1975 / 54153

Support sickness is slightly higher than last year. We have had a reduction in the number of actual shifts lost, however with fewer staff there are less shifts available. We have had two people on long term sickness. The top three reasons for non-uniformed sickness are 'general symptom/ complaint/ other', 'stress' and 'depression'.