

Activity

Our activity is broken down into four main call categories:

- **Fires**
- **False Alarms**
- **Special Service Calls**
- **Co-Responder Calls**

These four categories are the high-level classifications given to any incident we send a Fire Service vehicle to attend. Each of these categories are then separated into sub categories to help inform us in deciding where to target our 'Prevention' and 'Protection' initiatives to reduce our level of activity and to make life safer for communities and businesses in Hampshire.

Fires

Fires are made up of three main types:

Primary fire

A primary fire involves either:

- something of value (usually a building or vehicle),
- a fire where someone is injured or dies or,
- where five or more fire engines attend the incident.

Secondary fire

Secondary fires cover most outdoor fires, including grassland or rubbish, unless five or more fire engines attend, someone is injured or needs to be rescued, or property is damaged.

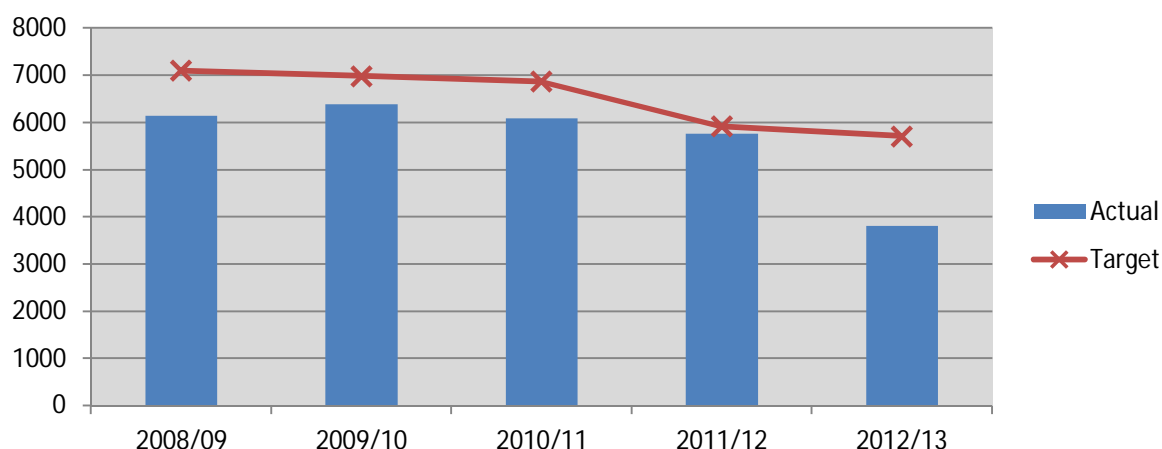
Chimney fire

Chimney fires are classified as their own category because they occur within buildings but are often contained to that one location. If the fire spreads beyond the chimney to other areas of the building then the incident will be classified as a primary fire.

We collect and report our performance from April to March each year.

Fires

The graph below shows the total number of fires we have attended each year.



Since 2008/09, we have seen a 38% reduction in the number of fires. From looking at the chart above, it is clear that by far the largest reduction took place between 2011/12 and 2012/13 (34% reduction).

All Fires	2008/09	2009/10	2010/11	2011/12	2012/13
Actual	6147	6384	6096	5765	3810
Target	7097	6986	6865	5921	5706

When we look closer at the three main categories of fire, we see that the reduction was in the most part due to the enormous reduction in secondary fires. There was a reduction of 52% between 2011/12 and 2012/13. Chimney fires actually increased by 11% from 2011/12 to 2012/13, although only marginally over the target by 20 incidents. Due to the much smaller numbers of chimney fires in comparison to primary and secondary fires, any change in frequency will appear more severe.

	2008/09	2009/10	2010/11	2011/12	2012/13
Primary Fires	2563	2749	2487	2438	2037
Secondary Fires	3241	3334	3254	3040	1453
Chimney Fires	343	301	355	287	320

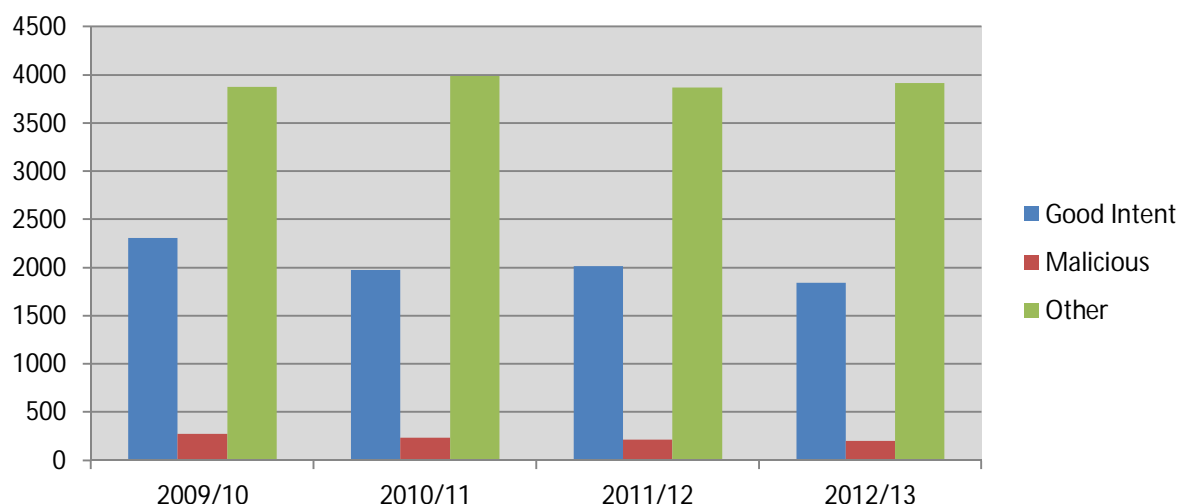
Over the five years, we have seen a decreasing trend in all fires with the small exception of chimney fires. We believe this is largely due to an increase in rainfall in 2012 causing secondary fires to reduce dramatically. The cold weather last April would have contributed to the increase in chimney fires in 2012/13 as this month was very high compared to previous years.

False Alarms

False alarm activity is a measure of incidents that we have attended where no evidence of fire was present or the incident could not be located and these are broken down into three main categories:

- **False Alarm – Good intent**
- **False Alarm – Malicious call**
- **False Alarm – Other**

Good intent false alarm calls are those discovered and reported by human intervention, such as visual signs of smoke. The 'other' category encompasses automatic fire detectors that have been set off by various means, such as a faulty detector or water intrusion in domestic and non-domestic properties. The following chart shows our activity in false alarms since 2009/10 to 2012/13:



False alarms raised with good intent have fallen by 20% since 2009/10. Malicious false alarms have also decreased with a total reduction of 28%. We operate a robust call challenge system where appropriate to reduce the number of these that we attend. Much of our work to reduce 'Other' false alarms focuses on non-domestic properties, such as business premises and hospitals, to target the activation of AFD (automatic fire detection) systems which have been reducing steadily over the years (see page 12). However since 2009/10 we have seen a 21% increase in these calls to domestic properties, causing the yearly outturn to remain constant.

Year	Good Intent	Malicious	Other	Total
2009/10	2309	280	3879	6468
2010/11	1979	238	3988	6205
2011/12	2015	217	3874	6106
2012/13	1846	201	3919	5966

The total number of false alarms we have attended has reduced by 8% since 2009/10 to 2012/13.

Special Service Calls

Special service calls are the non-fire related rescue services we provide where we assist the public in many ways. This includes our attendance to such incidents as flooding and road traffic collisions. The following table shows our activity in these types of incidents from 2009/10 to 2012/13 with the percentage increase/decrease from 2011/12 to 2012/13:

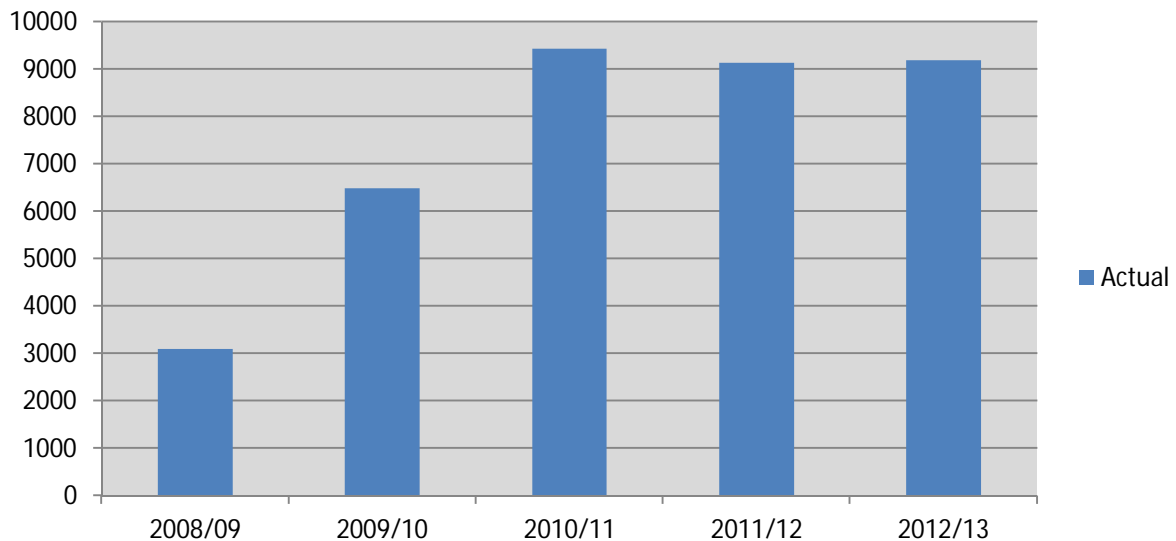
	2009/10	2010/11	2011/12	2012/13	% difference 11/12 to 12/13
Advice Officer Only	40	36	36	41	14%
Agency Assistance	225	145	150	113	-25%
Animal Rescue	163	156	186	156	-16%
Effecting Entry/Exit	358	355	355	374	5%
Hazmat	28	33	43	54	26%
Lift Release	399	340	338	319	-6%
Making Safe	50	35	56	72	29%
Officer Flooding	89	103	82	84	2%
Other Transport Incidents	18	19	10	16	60%
People Rescue	138	146	143	169	18%
Radiation Incidents	0	0	0	1	---
Removal of Objects	190	175	171	196	15%
Road Traffic Collisions	1074	1009	938	1043	11%
Services Not Required	182	129	130	119	-8%
Spills & Leaks	146	133	127	121	-5%
Standby Precautionary	22	21	27	23	-15%
Suicides	17	14	22	25	14%
Water Removal/Provision	65	62	56	43	-23%
Total	3204	2911	2870	2969	3%

As you can see, our special service calls vary enormously and each category has very different interdependencies that affect the rise and fall in numbers. The most numerous category of special service calls we attend are road traffic collisions. These have been steadily reducing since 2009/10 but have recently risen. It should be noted that we do not attend all road traffic collisions. According to Police data, the number of people killed and seriously injured in road traffic collisions in 2012/13 was 921.

We have seen a steady reduction in lift releases since introducing our preventable incidents strategy in 2009. We focussed our resources on the reduction and impact of the number of preventable incidents, which included incidents we respond to when people are stuck in lifts. We began to work with building occupiers and owners to reduce these calls. We developed a trigger mechanism to identify those experiencing the highest number of calls, and by educating and supporting them, were able to improve their own procedures and reduce calls significantly.

Co-Responder Calls

Co-responder calls are incidents we attend in a successful partnership with the Ambulance Service to provide immediate medical care to people suffering a life threatening injury or illness to members of the rural communities. This has become a large part of our activity over the years and is funded by the Ambulance Service. The following chart shows this increase in activity from 2008/09 to 2012/13:



The increase in our call levels has come as more retained fire stations have been included in the co-responder scheme. Each co-responder fire station received a dedicated co-responder vehicle in which they attend these incidents so that the availability of the station's fire engine is not affected. An ambulance always follows our attendance to these incidents but this initial response assists in a positive outcome for patients.

Prevention

Our prevention activity is aimed at reducing incidents that cause a significant impact on our communities. We aim to protect lives and reduce damage to property by delivering a number of very successful and important initiatives such as:

- Home safety visits,
- Fire investigations,
- Firesetters intervention schemes,
- Arson and risk reduction and
- Contributing to local Safety Advisory Groups

These are just some of the services we deliver to help drive down incidents in our local areas. Fire stations operate their own local activities according to their local risks.

To help measure and evaluate the success of these initiatives we monitor the following indicators:

- **Fire Fatalities**
- **Fire Casualties**
- **Accidental Dwelling Fires**
- **Deliberate Primary Fires (Arson)**
- **Deliberate Secondary Fires (Arson)**

Fire Fatalities

In 2012/13, we recorded 10 fatalities, of which only three have been confirmed as fire related to date. The other fatalities are still pending a coroner's inquest or police investigation. We record these as fatalities until we receive a coroner's verdict. We expect two of the fatalities to be confirmed as not fire related, therefore we anticipate our final figure to be eight for the completed year.

The table below shows the fire related fatalities over the last 5 years:

Year	2008/09	2009/10	2010/11	2011/12	2012/13
Actual	11	8	8	5	10

Out of the 35 confirmed fire fatalities from 2008/09 to 2012/13, 25 were considered accidental, seven suicides, two misadventures and one open verdict. The largest cause of accidental fire resulting 13 fatalities, was careless disposal of smoking materials. The next largest cause of accidental fire resulting in 6 fatalities was cooking fires.

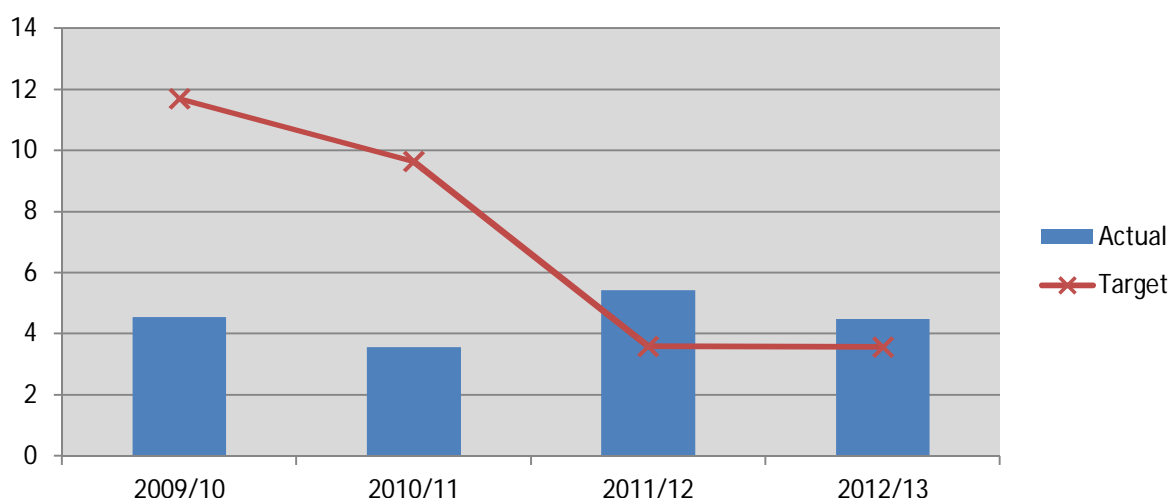
As part of our fire investigation work, we assist in the inquests of fatalities helping to identify the cause and secure conviction with the police where suspected deliberate fires result in death.

We continue to focus on reducing fire related fatalities with our Service Plan aim – 'targeting our efforts to reduce accidental fires in the home'. Our understanding of those most at risk from fire and our ability to access those people is continually improving. We are now identifying a distinction between groups who are most at risk of having a fire in the home and the characteristics of an individual who is more likely to die in such a fire.

Whilst we continue to make information and advice available for all, including the development of new routes to such information, we will target resources on those we know to be most at risk.

We will continue to develop joint working relationships with key partners that include the sharing of information and raising the awareness of those partners of the risk associated with fire and how they can support reduction of this risk.

Fire Casualties (per 100,000 of the population)



In April 2009, there was a significant change in the criteria for which casualties resulting from fires are recorded, due to the introduction of the incident recording system (IRS).

This indicator records those casualties taken to hospital.

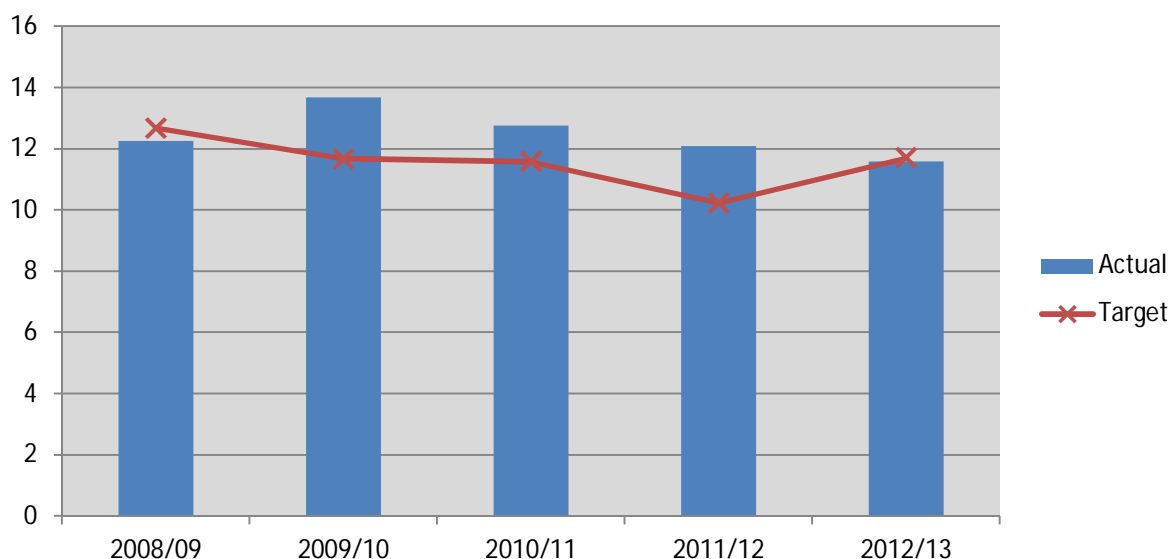
Our target was amended in 2011/12 following the change in recording. However we only had two year's data to set the target, normal procedure is to use five years. As we now have more complete years of data we will look to refresh the target.

Between 2010/11 and 2011/12 we saw a significant shift from people who were overcome by gas, smoke or toxic fumes (asphyxiation) being given first aid at the scene to being sent to hospital. Those who are given first aid at the scene or advised to have a precautionary check are not counted in this indicator. Therefore, this change has resulted in a significant increase. Despite this, in 2012/13 we have seen an 18% reduction since 2011/12.

When we look at the total number of all casualties, including first aid and precautionary checks, we have seen a 27% reduction since 2009/10.

	2009/10	2010/11	2011/12	2012/13
First aid given at scene	68	45	42	35
Precautionary check recommended	16	17	9	6
Victim went to hospital, injuries appear to be Serious	13	14	23	15
Victim went to hospital, injuries appear to be Slight	65	47	70	63
Total	162	123	144	119

Accidental Dwelling Fires (per 10,000 dwellings)



Accidental dwelling fires have been gradually reducing since 2009/10 at a much slower rate than other indicators. Since 2009/10 these fires have reduced by 11%. The rise from 2008/09 to 2009/10 is likely to be a result in the change of recording system.

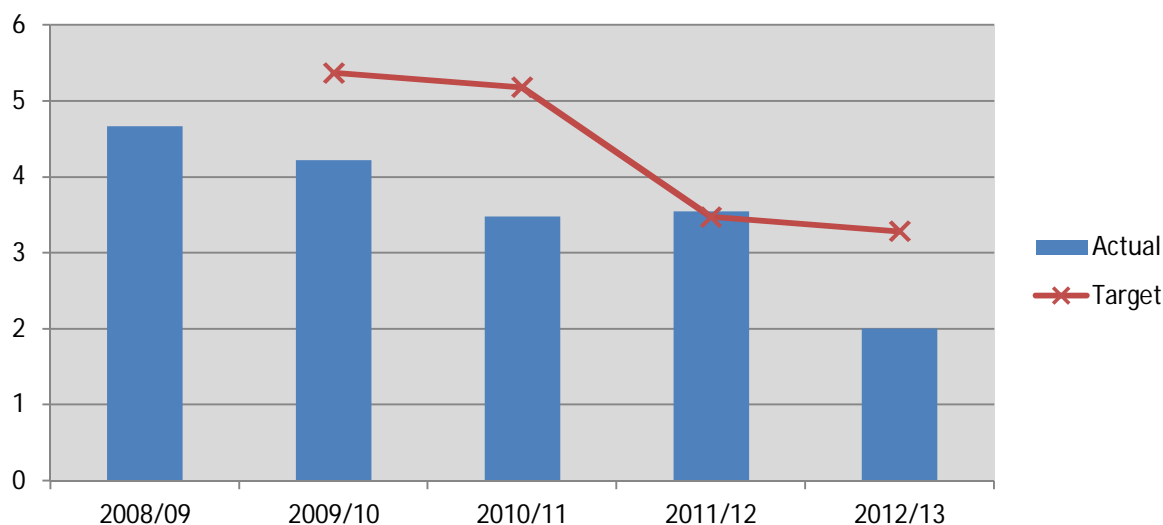
Year	2008/09	2009/10	2010/11	2011/12	2012/13
Total	873	986	926	903	882
Per 10,000 dwellings	12.26	13.69	12.77	12.09	11.60

There are various reasons for the cause of fire but most significantly 39% of accidental fires in dwellings were cooking related and 51% occurred in a 'house – single occupancy' in 2012/13. This has been a common trend throughout the years and helps inform our targeting of home safety visits to reach those most likely to have a fire in conjunction with Experian Mosaic profile (a tool used to classify and segment demographics based on trend analysis of the UK society) and other risk intelligence data. Furthermore, we work closely with local partners to obtain referrals of individuals who may be vulnerable and likely to have a fire.

The levels of impact these fires have had also vary significantly with 33% of all fires from 2008/09 to 2012/13, requiring no fire fighting action, although we provide them with fire safety advice. This is often the result of a fire being out before the arrival of an appliance.

One of our Service Plan priorities is 'fires in the home'. One of the greatest risks to our communities is a fire in the home. These can have a devastating impact on the victims and local communities. We have a duty to reduce the risk of these happening, making Hampshire a safer place to live. Our aim is to 'target our efforts to reduce accidental fires in the home'.

Deliberate Primary Fires (per 10,000 of the population)



Deliberate primary fires have reduced by 56% from 2008/09 to 2012/13 with a 43% reduction from 2011/12 alone. This reduction has contributed to the total fall in all primary fires.

Since November 2010, the dedicated Specialist Fire Investigation team has become an integral part of the Arson Task Force partnership and has merged into one cohesive unit. The merger of the two units has seen further reductions in the incidence of arson and continued to build on this success by increasing the arrest and conviction rates for arson within Hampshire and bringing offenders to justice. It is recognised as a high performing specialist multi agency team that is having a positive and direct effect in improving the safety and economic wellbeing of Hampshire.

Below is a comparison of national and Hampshire rates for arrest, detection and conviction for arson.

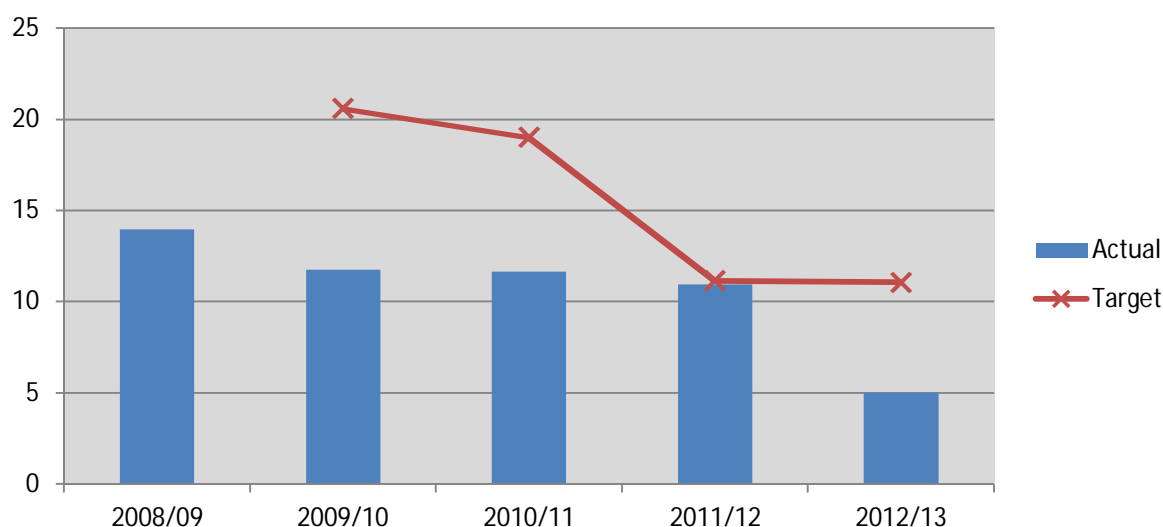
	National rate 2006	Hampshire average 2011
Arrest rate	9%	49%
Detection rate	6%	25%
Conviction rate	3%	52%

The Hampshire Fire and Rescue Service, Firesetter Intervention Programme has been in existence since 1995. Its inception came about after a number of fire service personnel recognised the importance of addressing firesetting behaviour amongst children and young people. The programme has developed over the years from an 'ad-hoc' service to the present format that is now recognised by HFRS as being a 'core activity'.

The recognised method of reducing fire play among children and young people involves effectively teaching fire safety and early intervention when children play with or deliberately set fires.

With the help of our Firesetters Intervention Programme we are able to target re-offending adults and young people to help them and their families overcome repeated crime.

Deliberate Secondary Fires (per 10,000 of the population)



Deliberate secondary fires have reduced by 63% since 2008/09. However, unlike deliberate primary fires, deliberate secondary fires represent a much larger proportion of all secondary fires. In 2012/13, these fires equated to 60% of all secondary fires. The table below shows the number and type of secondary fires we attend.

	2008/09	2009/10	2010/11	2011/12	2012/13
Derelict Buildings	49	29	32	26	14
Grass	645	717	807	703	232
Refuse	1453	1119	1040	1073	574
Straw & Stubble	10	13	4	8	5
Outdoor Structures	124	101	75	55	39
Abandoned Vehicles	101	35	41	29	11
Total	2382	2014	1999	1894	875

The largest reduction in these fires occurred in grass and refuse. We suspect that a large part of the reduction from 2011/12 to 2012/13 was a result of heavy rainfall.

Our Environmental Visual Audits enable crews to identify premises that are vulnerable from arson, combustible items discarded in the streets, or any items that would allow us to provide the local community with fire safety advice.

Identifying areas that could be susceptible to arson attacks enables us to intervene at an early stage and either encourage homeowners to remove these risks or, where on public land, contact the local authority and arrange removal of these items. We can therefore reduce the opportunities for people to set deliberate fires and, at the same time, assist in tidying up the local area that will encourage local residents to look after their locality.

Protection

All of our fire protection activities are targeted at those premises that we perceive present the greatest risk to the community and we are committed to enforcing the law so that members of the public and local employees are protected from the risk of death and injury caused by fire.

It is essential to us that the way in which we enforce fire protection supports our community, business and the Government's expectations. In addition to this, we try to work with these sectors to ensure fire standards and precautions are not only met, but work efficiently. Part of this work is aimed at reducing the number of false alarms caused by automatic fire detectors in non-domestic properties to ensure minimal disruption to the premise and the services they provide, including our cost in attending.

One of our Service Plan priorities is Business Fire Safety. One of the aims that underpin this is to improve economic sustainability through effective business support. Historically the Fire and Rescue Service has been a regulatory agent in relation to fire safety by enforcing the requirements of the Regulatory Reform (Fire Safety) Order 2005.

Our new community fire protection approach will be to provide more effective support to commerce and industry, to assist them to reduce the risks that they face from fire in a practical and cost effective way.

We will ensure we are much more proactive in supporting businesses to comply with fire safety regulations with the minimum of financial burden.

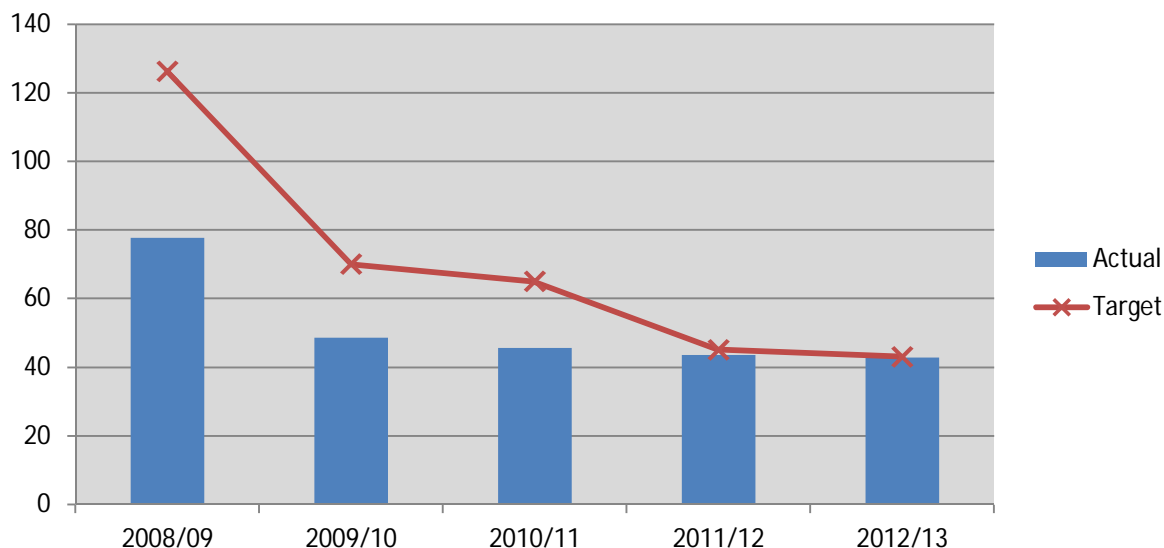
In the current economic climate, we need to do as much as possible to assist in ensuring economic sustainability whilst also minimising risk and keeping people safe.

To help measure the effectiveness of our protection work we monitor the following indicators:

- **False Alarms caused by Automatic Fire Detectors**
- **Fires in Non Domestic Properties**

False Alarms caused by Automatic Fire Detectors in non-domestic properties

(per 10,000 non domestic properties)



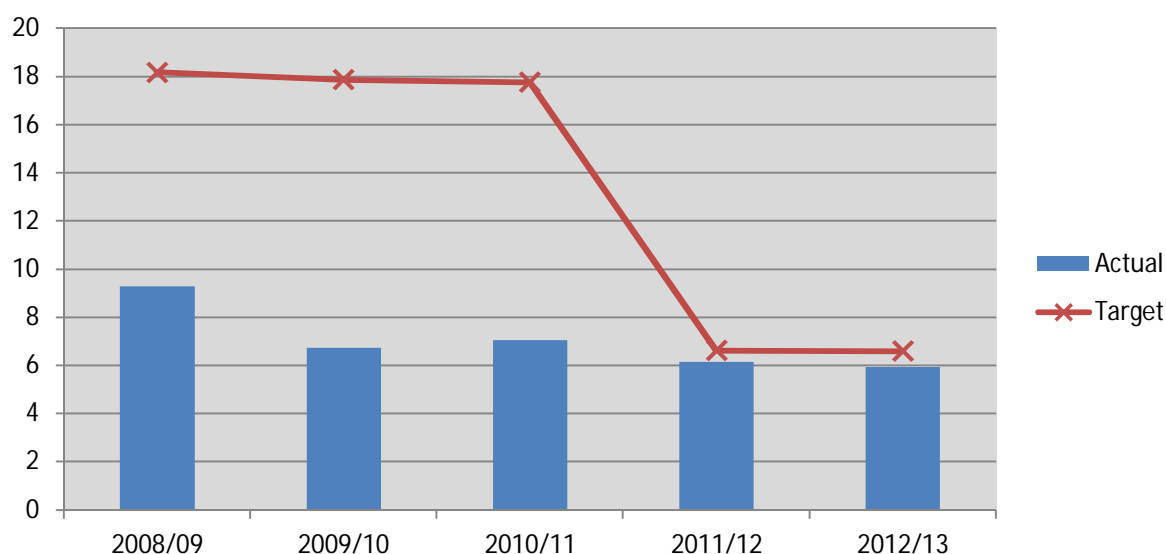
Since 2005, we have significantly reduced our automatic fire alarm incidents by 68%.

The chart shows a slowing in the reduction of automatic fire alarms since 2009, as we have worked with the main 'offenders' to reduce their incidents, leaving most premises in Hampshire within the tolerable limit of false alarms to number of detectors ratio, described in the British Standard.

A previous corporate objective in 2006 began a phased approach to the reduction of false alarm calls, which were in excess of 6,500 a year. The impact of these calls is a significant risk because they divert our frontline resources from being available to respond to real emergencies.

We established systems and triggers that identified the highest callers and methodically visited their premises. Through providing guidance and supporting them with new procedures we sought to reduce the risk within business premises, which also helped to reduce the impact of business downtime due to the unwanted automatic fire alarms.

Fires in Non-domestic Properties (per 10,000 non-domestic properties)



The target for this indicator was reduced in 2011/12 to bring it in line with performance and make it more stretching. As part of our 'preventable incidents' work and dedicated enforcement activity to ensure fire safety compliance, fires in non-domestic properties fell between 2006/07 to 2009/10 by 45%. The following table shows our incident numbers by property type for 2009/10 to 2012/13:

	2009/10	2010/11	2011/12	2012/13
Other residential	58	43	47	34
Non residential	7	12	8	14
Residential home	21	20	17	10
Offices and call centres	17	19	10	20
Retail	50	55	64	52
Industrial processing	7	13	10	4
Industrial manufacturing	32	35	27	27
Public utilities	3	5	3	1
Warehouse and bulk storage	6	15	3	9
Animal boarding/breeding (not farm)	1	1	0	1
Car parks	0	3	0	0
Education	15	20	21	22
Food and drink	47	36	37	40
Entertainment and culture	10	9	7	13
Hospitals and medical	16	15	22	11
Sporting venues	2	11	5	10
Public admin, security and safety	11	12	12	11
Religious	2	3	1	3
Permanent agricultural	11	8	4	6
Transport buildings	3	2	0	1
Total	319	337	298	289

Response

We believe that prevention is better than cure and are dedicated to stopping incidents from occurring in the first place. However, in the unfortunate event that an incident does occur we are committed to ensuring the appropriate resource arrives to the scene as quickly and safely as possible. As part of this commitment, we have developed a set of response standards in which we aim to arrive at the scene of an incident within an acceptable, timely manner. These are as follows:

Critical response (8/80)

This response standard has been created to ensure that an appliance will be in attendance within 8 minutes, 80% of the time, where there is risk to life or property.

Non-critical response (15/100)

Non-critical incidents are those where there is no apparent threat to life or major risk to property. We aspire to reach 100% of these incidents within 15 minutes.

Other response (60/100)

Other calls are often advice related. These are usually attended by a single officer to give expertise on a situation that may require further fire service intervention. We aim to attend 100% of these incidents within 60 minutes.

Our targets are extremely stretching as we strive to deliver the best and most efficient service we can to the people of Hampshire. The following table shows our performance against these standards from 2010/11 to 2012/13:

Year	2010/11	2011/12	2012/13
Critical response (8/80)	67%	70%	66%
Non critical response (15/100)	97%	96%	94%
Other response (60/100)	91%	96%	95%

The reducing number of incidents we attend and their location has an impact on our response standards. A vast amount of resources has been put in to reduce the calls in our highest risk areas, the major towns and cities, which is where we have our 'wholtime' fire stations. These stations are able to achieve a quick response time due to there being operational personnel permanently on station. With the reducing calls in these areas, we are now seeing a higher proportion being in the areas of our 'retained' stations. This is where staff are on-call and only respond to the station if there is an incident. Because these personnel are on-call, the time it takes for us to respond is usually higher.

Our Service Plan priority 'responding to incidents' aims to improve the way we respond to and support incidents. Risks around the county are changing constantly which means we need to be smarter in how we adapt to these. We seek to achieve continuous improvement in all aspects of operational response. This involves

reviewing of what pumping and special appliances we need, and ensuring that we have the most appropriate vehicles and equipment in the relevant locations around the county for an effective response.

Resources

As part of delivering our services, we value our staff and monitor their well being. To ensure we are producing high quality and efficient work, sickness is an important indicator for us. Our performance indicator for sickness is calculated as the percentage of shifts lost to sickness against the total number of potential shifts possible.

	Whole Time Uniformed Sickness	Retained Uniformed Sickness	Non Uniformed Sickness
2009/10	2.78%	2.77%	3.44%
2010/11	2.63%	2.55%	3.18%
2011/12	3.09%	2.86%	3.64%
2012/13	3.25%	2.55%	3.93%

The three main causes of sickness in 2012/13 were 'muscular skeletal disorder', 'sickness and diarrhoea' and 'cold and flu'.

After the incident Survey

We commission an independent survey of addresses of those who experience an incident to which we respond. The latest survey we have received, dated July 2012 provided the following summary on our overall service.

'A high proportion of domestic (97%) and non-domestic (98%) respondents are satisfied with the service they received from the Fire and Rescue Service, with more than 9 in 10 being very satisfied (91% domestic; 95% non-domestic)'.