

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.

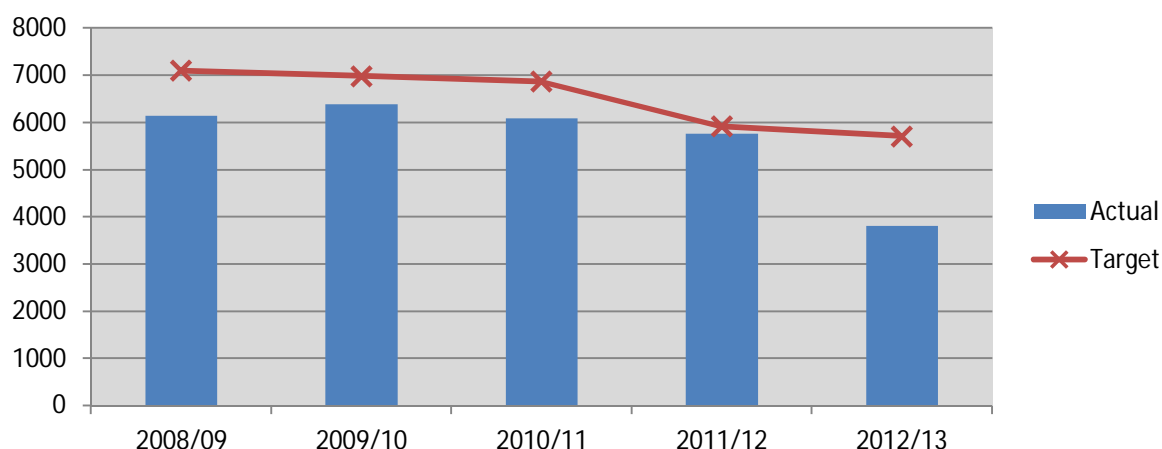
Chimney fire

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. 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 drop in the number of 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). We believe that both of these are largely weather related. 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	2051
Secondary Fires	3241	3334	3254	3040	1455
Chimney Fires	343	301	355	287	327
Total number of fires	6147	6384	6096	5765	3833
Target	7097	6986	6865	5921	5706

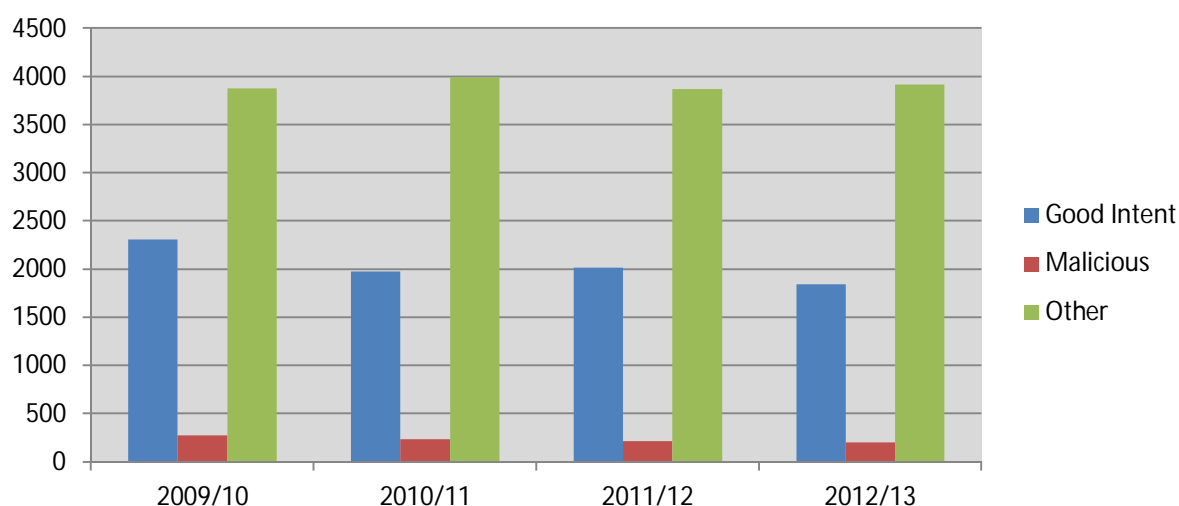
2013/14 Quarter 1 – All Fires	Actual	Previous Year	Target
Primary	506	517	606
Secondary	570	514	1237
Chimney	68	61	36
2013/14 Quarter 1 – All Fires (total)	1144	1092	1879

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:



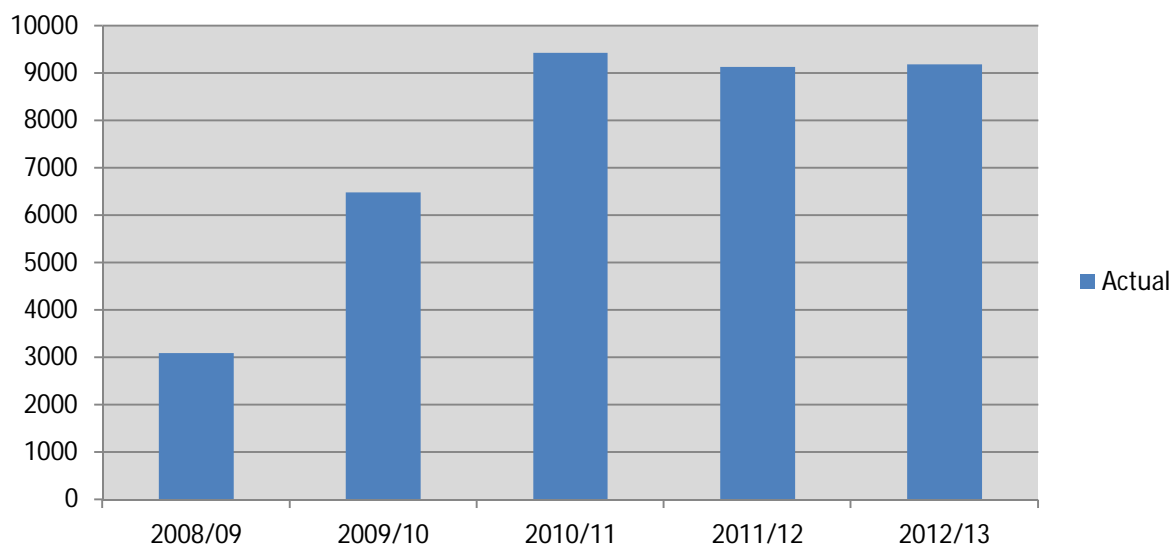
False alarms raised with good intent have fallen by 20% since 2009/10. Malicious false alarms have also decreased with a total reduction of 28%. We operate a robust call challenge system where appropriate to reduce the number of these that we attend. Much of our work to reduce 'Other' false alarms focuses 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 13).

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	1872	201	3932	6005

Number of false alarms		Good intent	Malicious	Other	Total
2013/14	Quarter 1	438	49	912	1399

Co-Responder Calls

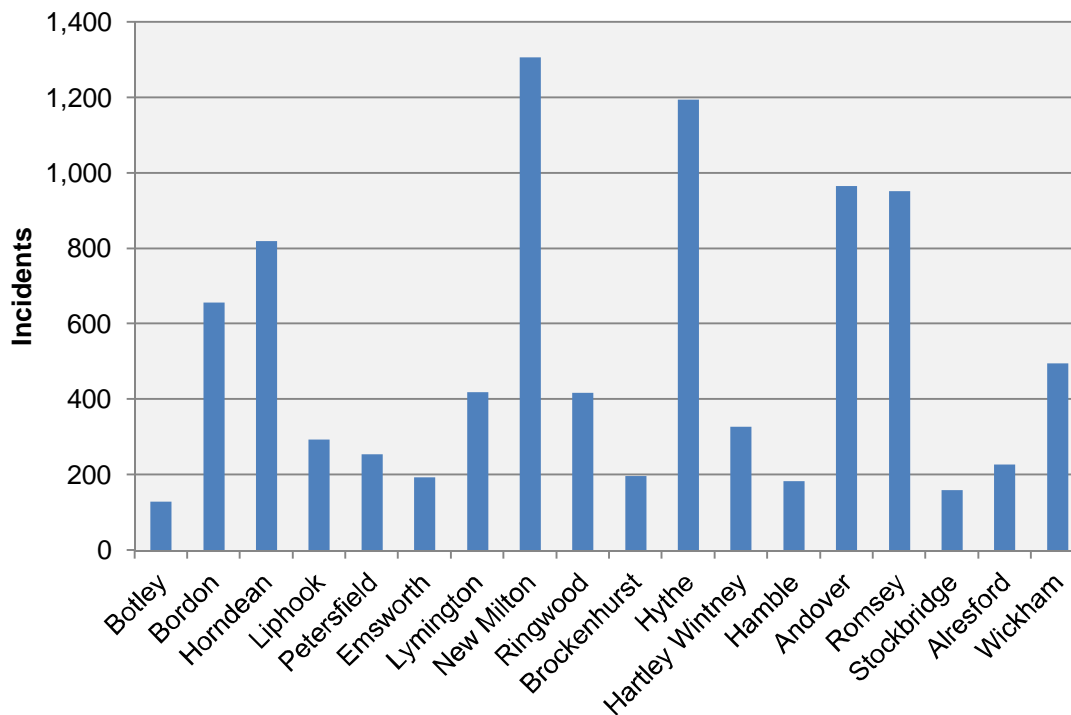
Co-responder calls are incidents we attend in a successful partnership with the Ambulance Service to provide immediate medical care to people suffering a life threatening injury or illness to members of the rural communities. This has become a large part of our activity over the years and is funded by 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.

Number of co-responder calls		HFRS Actual	Previous Year
2013/14	Quarter 1	2311	2162

The number of co-responder calls 2012/13



The number of co-responder calls per station in 2012/13

Station	Incidents
Botley	129
Bordon	657
Horndean	819
Liphook	293
Petersfield	255
Emsworth	194
Lymington	419
New Milton	1,306
Ringwood	418
Brockenhurst	197
Hythe	1,195
Hartley Wintney	328
Hamble	183
Andover	965
Romsey	952
Stockbridge	160
Alresford	228
Wickham	495
Total	9,193

The Service has recently agreed to a three month trial of a co-responder unit at Portchester.

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 six have been confirmed as fire related to date. The remaining four 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.

In the first quarter of 2013/14 we are pleased to confirm we haven't attended any fire related fatalities.

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.

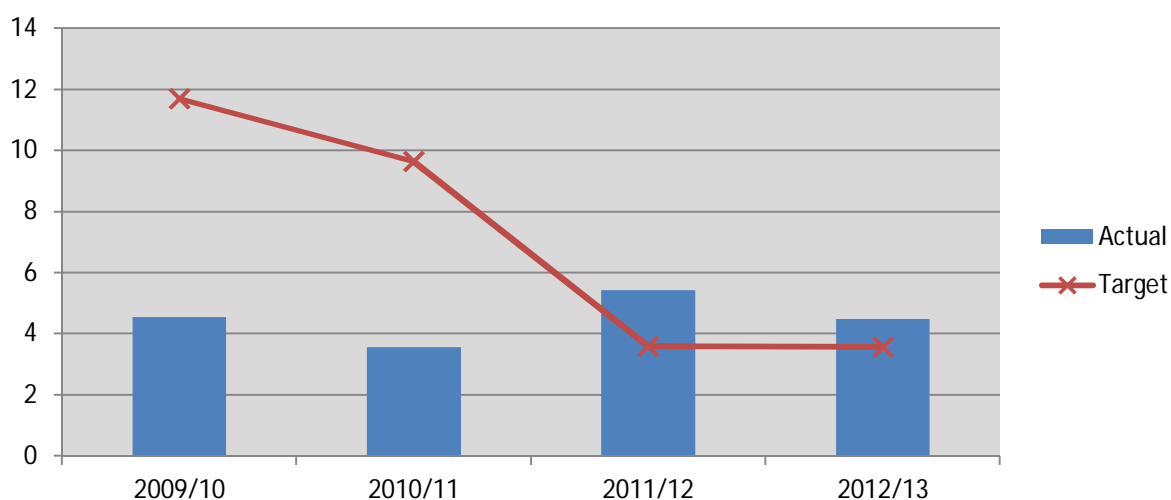
As part of our fire investigation work, we assist in the inquests of fatalities helping to identify the cause and secure conviction with the police where suspected deliberate fires result in death.

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.

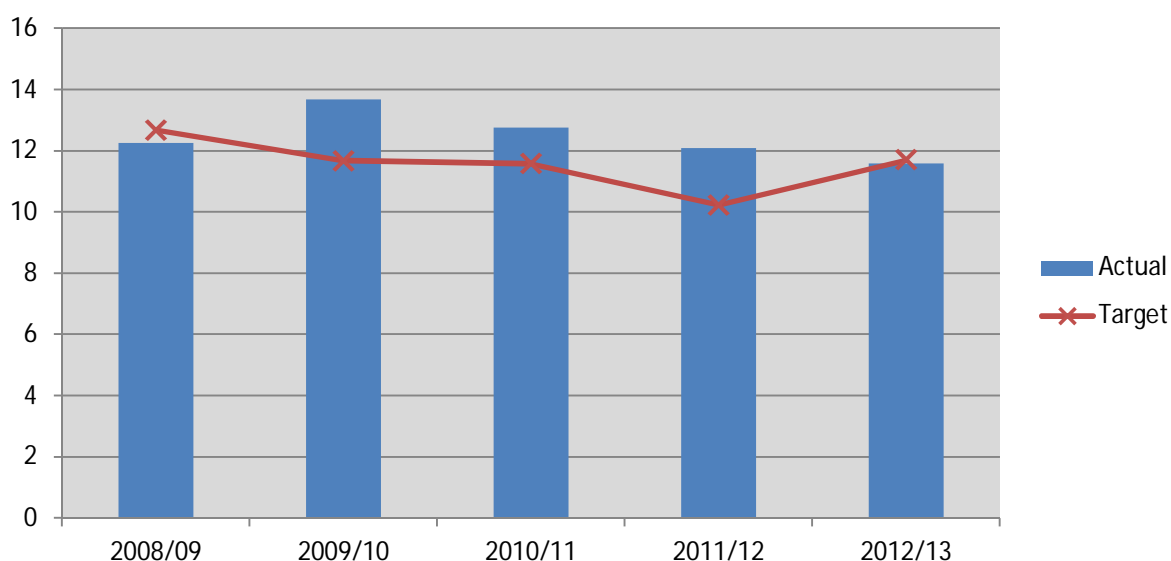
Between 2010/11 and 2011/12 we saw a significant shift from people who were overcome by gas, smoke or toxic fumes (asphyxiation) being given first aid at the scene to being sent to hospital. Those who are given first aid at the scene or advised to have a precautionary check are not counted in this indicator. 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

Number of fire casualties		HFRS Actual	Previous Year	Target
2013/14	Quarter 1	21	17	20

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. 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	890
Per 10,000 dwellings	12.26	13.69	12.77	12.09	11.70

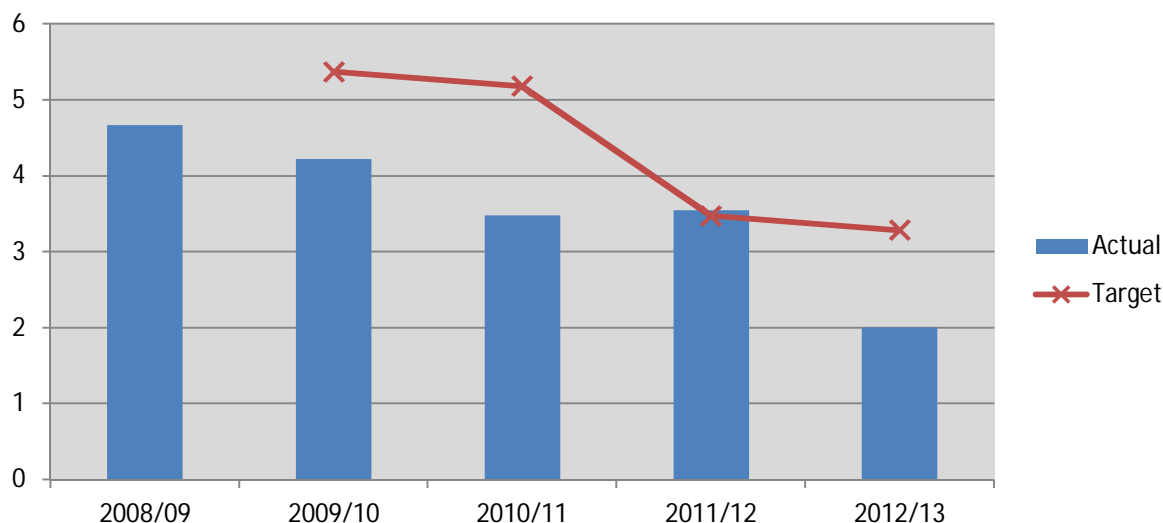
There are various reasons for the cause of fire but most significantly 39% of accidental fires in dwellings were cooking related and 51% occurred in a 'house – single occupancy' in 2012/13. This has been a common trend throughout the years and helps inform our targeting of home safety visits to reach 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'.

Number of accidental dwelling fires		HFRS Actual	Previous Year	Target
2013/14	Quarter 1	211	221	224

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.

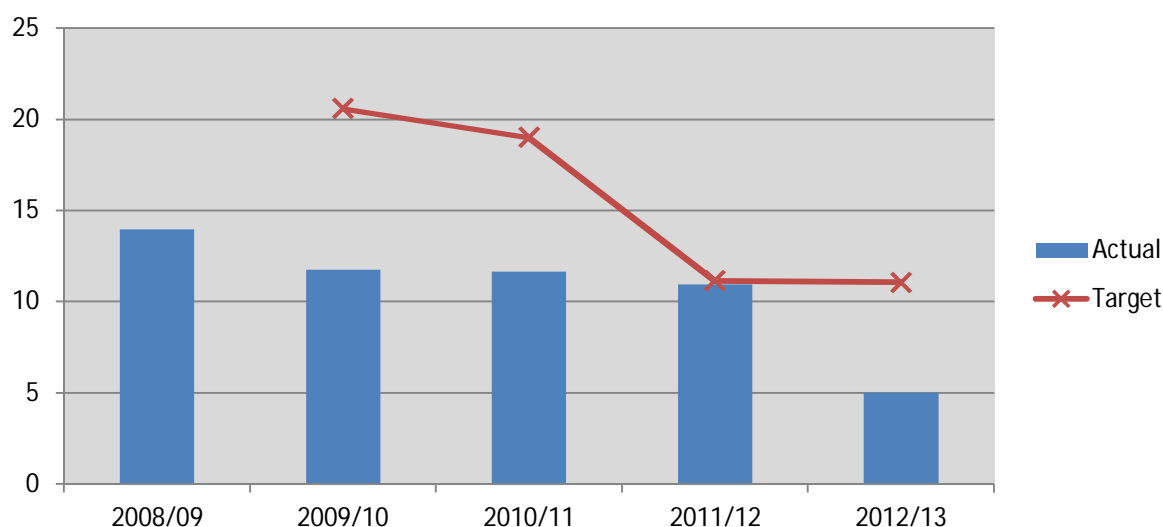
The Hampshire Fire and Rescue Service, Firesetter Intervention Programme has been in existence since 1995. Its inception came about after a number of fire service personnel recognised the importance of addressing firesetting behaviour amongst children and young people. The programme has developed over 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.

Number of deliberate primary fires		HFRS Actual	Previous Year	Target
2013/14	Quarter 1	99	106	155

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 deliberate 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 encourages 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.

Number of deliberate secondary fires		HFRS Actual	Previous Year	Target
2013/14	Quarter 1	303	298	671

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.

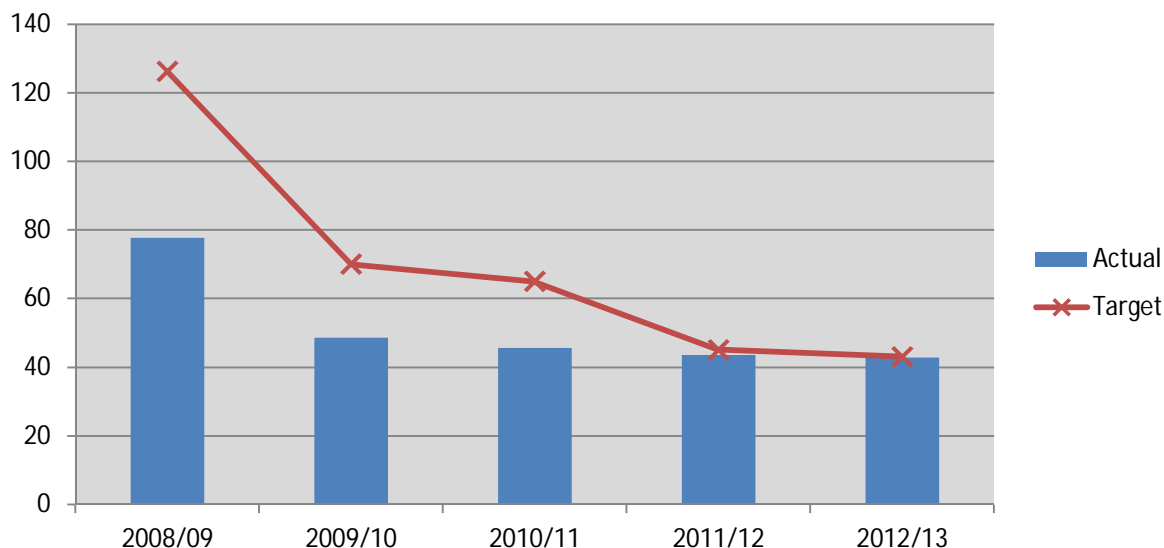
In the current economic climate, we need to do as much as possible to assist in ensuring economic sustainability whilst also minimising risk and keeping people safe.

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)



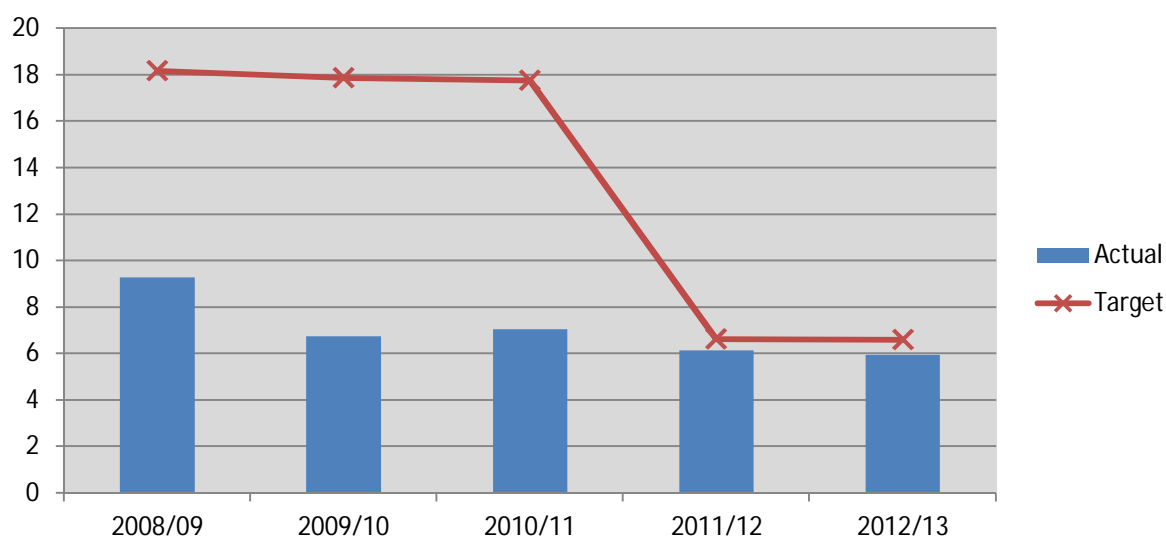
Since 2005, we have significantly reduced our automatic fire alarm incidents by 68%.

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.

Number of False Alarms caused by Automatic Fire Detectors in non-domestic properties		HFRS Actual	Previous Year	Target
2013/14	Quarter 1	453	472	468

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. 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	35
Non residential	8	12	8	14
Residential home	21	20	17	10
Offices and call centres	17	19	10	20
Retail	50	56	64	53
Industrial processing	8	13	11	4
Industrial manufacturing	33	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	17	20	21	22
Food and drink	47	37	37	40
Entertainment and culture	10	9	7	13
Hospitals and medical	16	16	22	11
Sporting venues	2	11	5	10
Public admin, security and safety	12	12	12	11
Religious	2	3	1	3
Permanent agricultural	11	8	4	6
Transport buildings	3	2	0	1
Total	325	340	299	291

		HFRS Actual	Previous Year	Target
2013/14	Quarter 1	56	70	89

Number of fires in educational establishments

As requested at the July meeting of this Committee we have provided a more detailed breakdown of the fires in educational establishments.

Location	2010/11	2011/12	2012/13
Hampshire	13	16	17
Portsmouth	4	1	2
Southampton	3	1	3
Total	20	21	22

Type of establishment	2010/11	2011/12	2012/13
College/university	4	6	3
Secondary school	8	7	6
Infant/primary school	7	5	8
Pre-school/nursery	1	2	3
Other – e.g. military training establishment, pavilion in school grounds	0	1	2
Total	20	21	22

Fire size	2010/11	2011/12	2012/13
Limited to floor of origin (not whole building)	0	1	2
Limited to item 1st ignited	9	8	8
Limited to room of origin	5	3	5
Not applicable – no fire damage	6	8	6
Roof space and other floors(s)	0	0	1
Roof space only	0	1	0
Total	20	21	22

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)	68%	69%	67%
Non critical response (15/100)	94%	97%	96%
Other response (60/100)	93%	97%	98%

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 'wholetime' 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.

Average response times to 'critical' incidents

The tables below show HFRS performance for quarter one (April to June), compared to the target and the previous year's performance. These have been split up in to different incident categories, each meriting a specific target.

		HFRS Actual	Previous Year	Target
2013/14	Quarter 1	7.48	7.52	8.00

Average response times to Road Traffic Collisions (RTC)

This is a new indicator which was brought in specifically to monitor our attendance performance against road traffic collisions. RTC's as an incident are also included in the 'Critical' times above.

		HFRS Actual	Previous Year	Target
2013/14	Quarter 1	8.01	7.06	8.00

Average response times to 'non-critical' incidents

		HFRS Actual	Previous Year	Target
2013/14	Quarter 1	7.35	7.04	15.00

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%

Wholetime uniformed sickness (including control staff)

	HFRS Actual	Previous Year	Target
2013/14 Quarter 1	3.22%	3.05%	3.03%
Actual shifts	1199/37275	1140 / 37403	

Retained uniformed sickness

	HFRS Actual	Previous Year	Target
2013/14 Quarter 1	2.56%	2.09%	2.10%
Actual shifts	1328/51805	1041 / 49744	

Non uniformed sickness

	HFRS Actual	Previous Year	Target
2013/14 Quarter 1	3.96%	3.37%	3.36%
Actual shifts	699/17659	554 / 16439	