

**Performance Review and Scrutiny Committee 6 May 2014  
Quarter 3 Performance Report – April – December 2013**

Our Service Delivery 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 the 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**

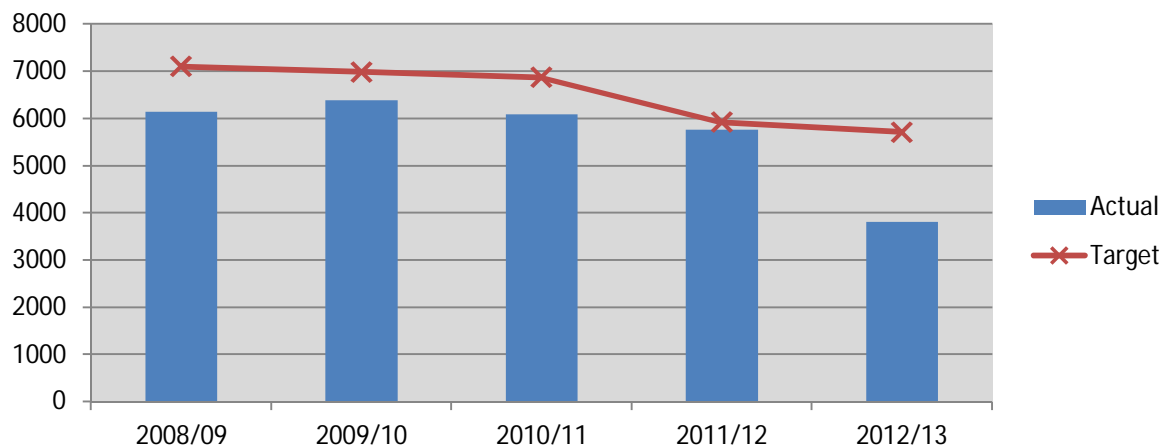
Chimney fires are classified as their own category because they occur within buildings but are often contained to that one location. If the fire spreads beyond the chimney to other areas of the building then the incident will be classified as a primary fire.

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

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## Fires

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



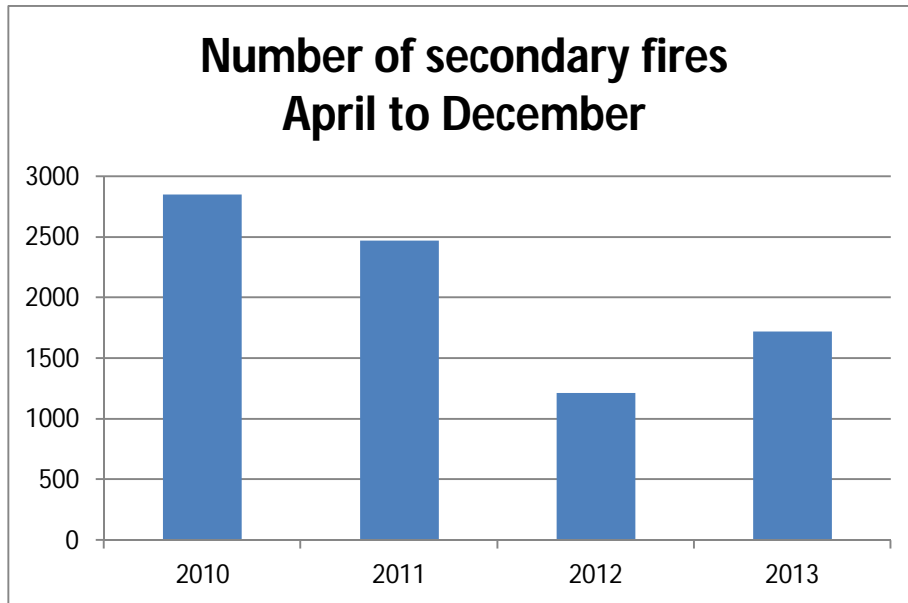
	2008/09	2009/10	2010/11	2011/12	2012/13
Primary Fires	2563	2749	2487	2438	2051
Secondary Fires	3241	3334	3254	3040	1455
Chimney Fires	343	301	355	287	327
Total number of fires attended	6147	6384	6096	5765	3833
Target	7097	6986	6865	5921	5706

Since 2008/09, we have seen a 38% reduction in the annual number of fires.

Number of Fires – April – December 2013	Actual	Previous Year	Target
Primary	1553	1572	1681
Secondary	1728	1215	2664
Chimney	148	158	142
Total number of fires attended	3429	2945	4487

The fact that we attended more secondary fires this year to date than in the same period last year says more about the low level recorded last year, which was largely influenced by the wet summer of 2012. Looking at data for the past four years the trend is a reducing one as can be seen in the graph below.

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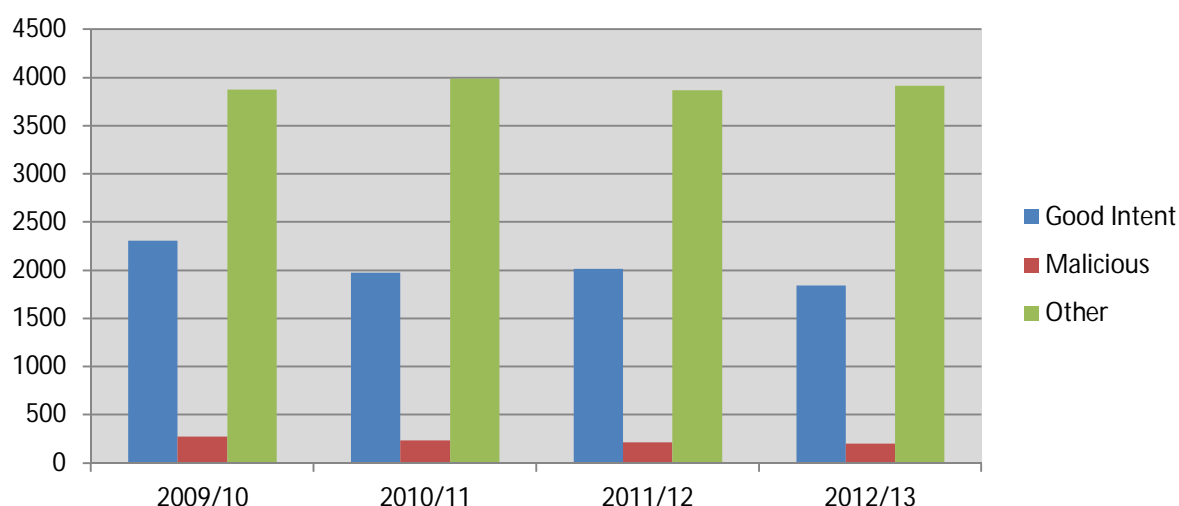
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## False Alarms

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 between 2009 and 2013.



False alarms raised with good intent have fallen by 19% since 2009/10. Malicious false alarms have also reduced by 28% during the same period. 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).

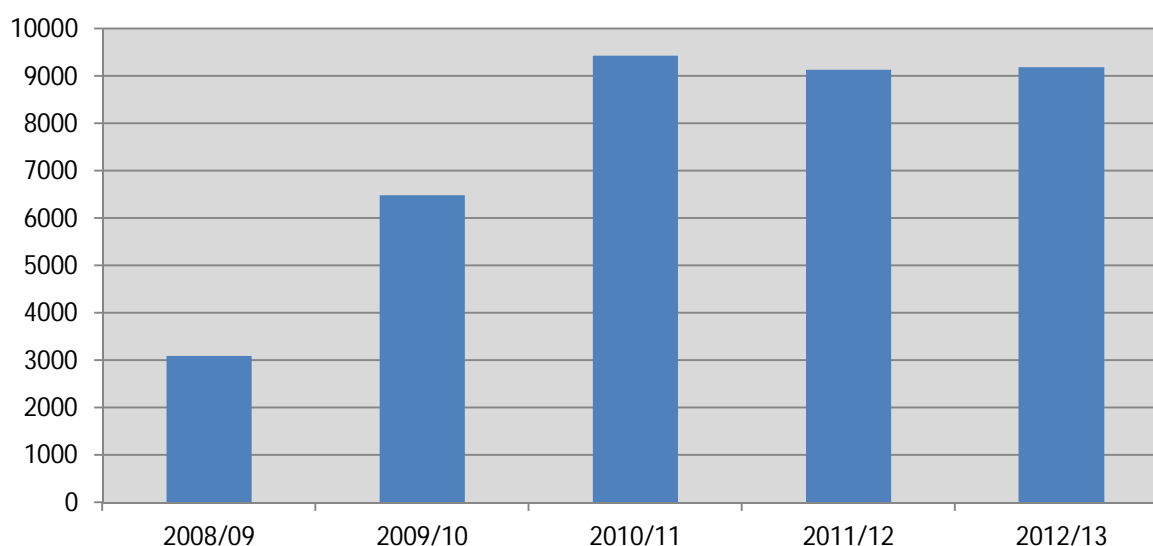
Year	Good Intent	Malicious	Other	Total
2009/10	2309	280	3879	6468
2010/11	1979	238	3988	6205
2011/12	2015	217	3874	6106
2012/13	1872	201	3932	6005

Number of false alarms	Good intent	Malicious	Other	Total
<b>April to December 2013</b>	1536	141	3200	4877

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## Co-Responder Calls

Co-responder calls are incidents we attend in a successful partnership with the Ambulance Service to provide immediate medical care to members of the rural communities suffering a life threatening injury or illness. 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
April to December 2013	6750	6454

## 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 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 related fatalities**
- **Fire related casualties**
- **Accidental Dwelling Fires**
- **Deliberate Primary Fires (Arson)**
- **Deliberate Secondary Fires (Arson)**

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## **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 2013/14.

In the first three quarters of 2013/14 we have attended one fatality and are awaiting the coroner's outcome which will confirm whether it was fire related.

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 in 13 fatalities, was careless disposal of smoking materials. The next largest cause of accidental fire resulting in six 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.

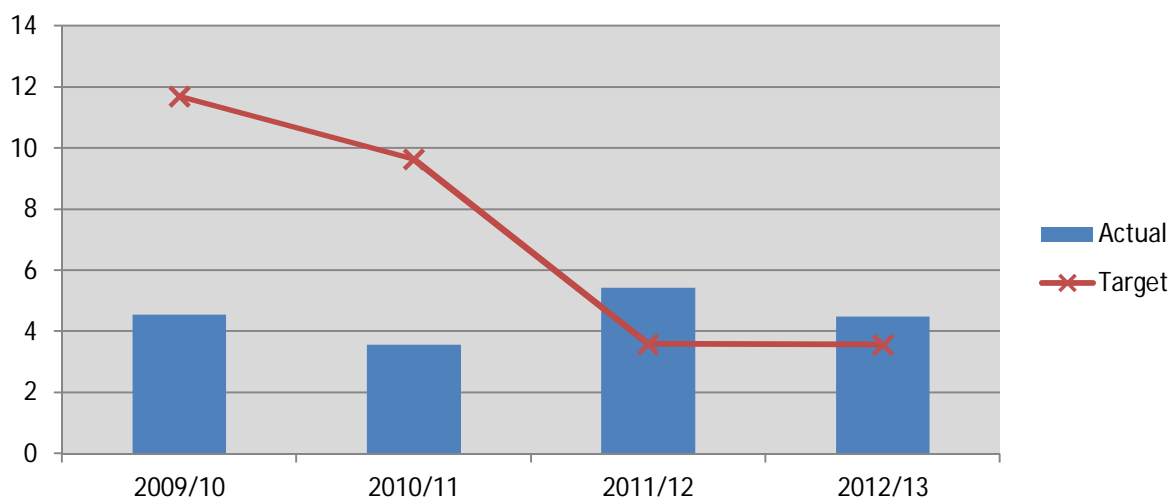
We make information and advice available for all, including the development of new routes to such information, and we target resources on those we know to be most at risk.

We 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.

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## Fire Casualties

(per 100,000 of the population)



This indicator records those casualties taken to hospital.

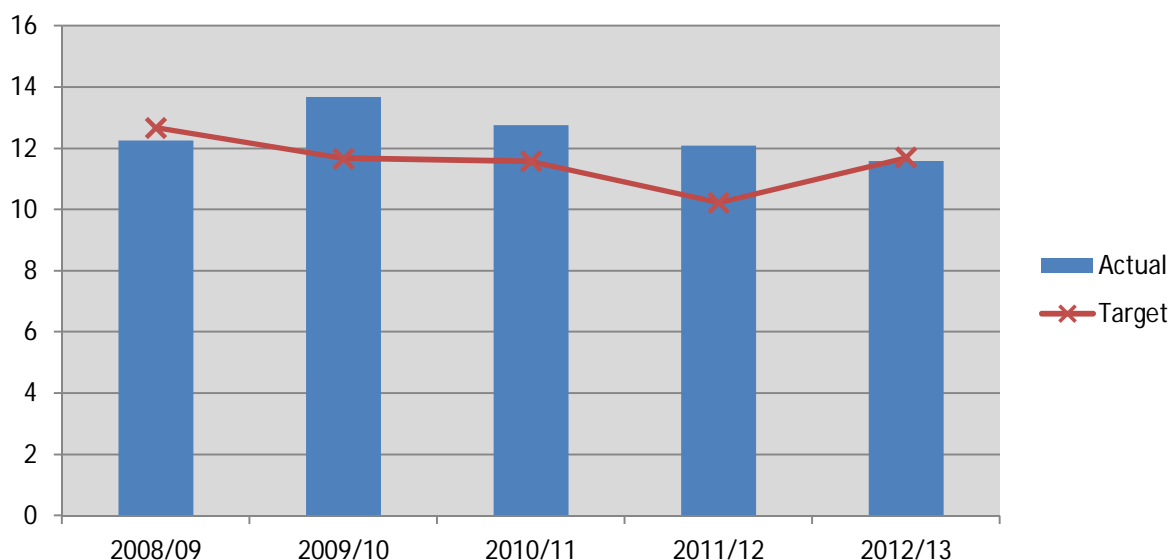
Those who are given first aid at the scene or advised to have a precautionary check are not counted in this indicator.

	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
<b>Total</b>	<b>162</b>	<b>123</b>	<b>144</b>	<b>119</b>

Number of fire casualties	HFRS Actual	Previous Year	Target
<b>April – December 2013</b>	53	64	54

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**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.

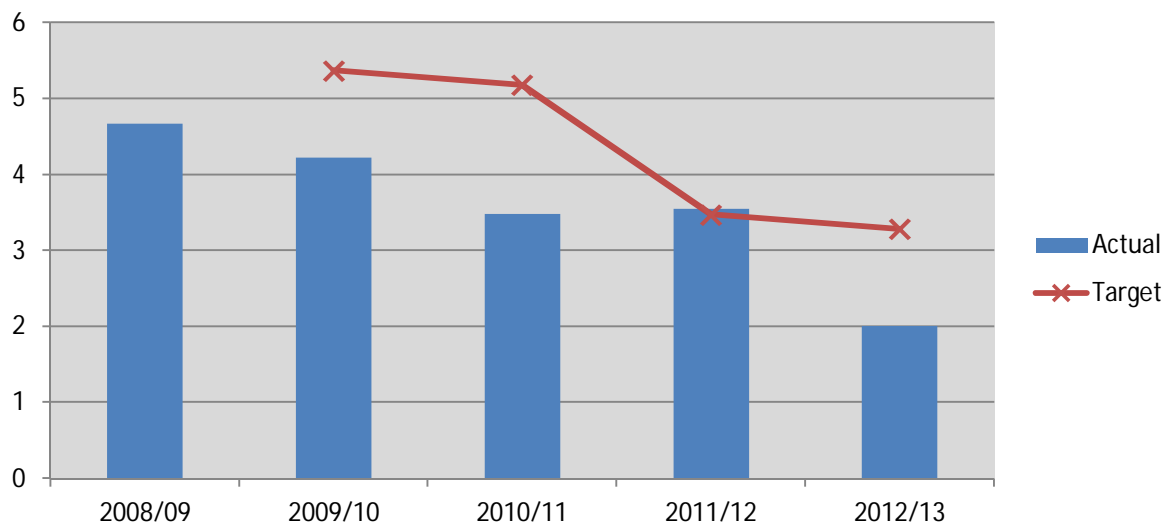
The levels of impact these fires have had also vary significantly with 33% of all fires from 2008/09 to 2012/13, requiring no fire fighting action, although we provide them with fire safety advice.

One of our Service Plan aims is to reduce accidental fires in the home. These fires 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.

Number of accidental dwelling fires	HFRS Actual	Previous Year	Target
April – December 2013	639	675	656

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



Deliberate primary fires have reduced by 56% from 2008/09 to 2012/13...

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 among 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'.

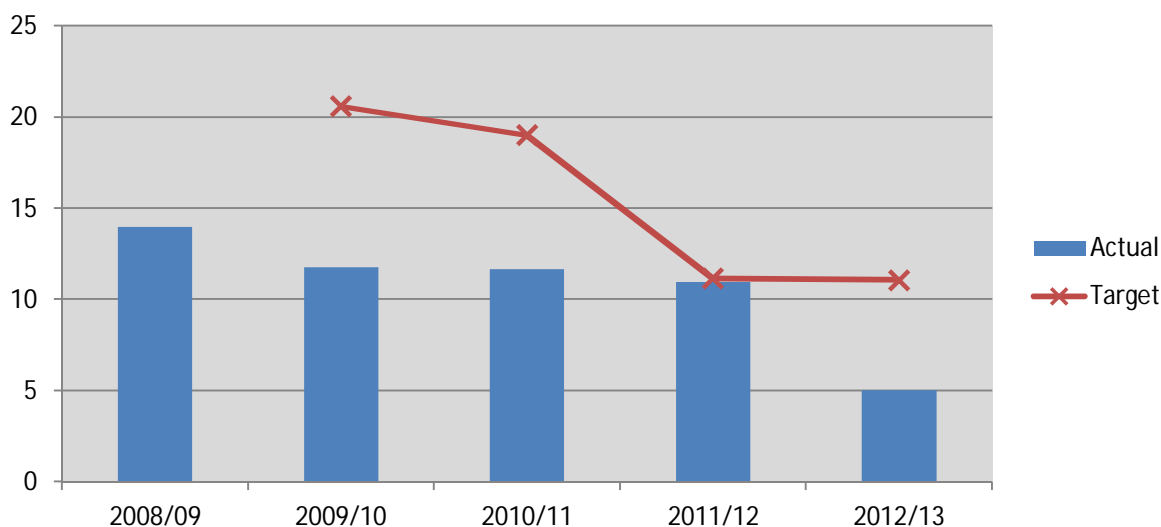
The recognised method of reducing fire play among children and young people involves effectively teaching fire safety and early intervention when children play with or deliberately set fires.

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
<b>April – December 2013</b>	279	279	418

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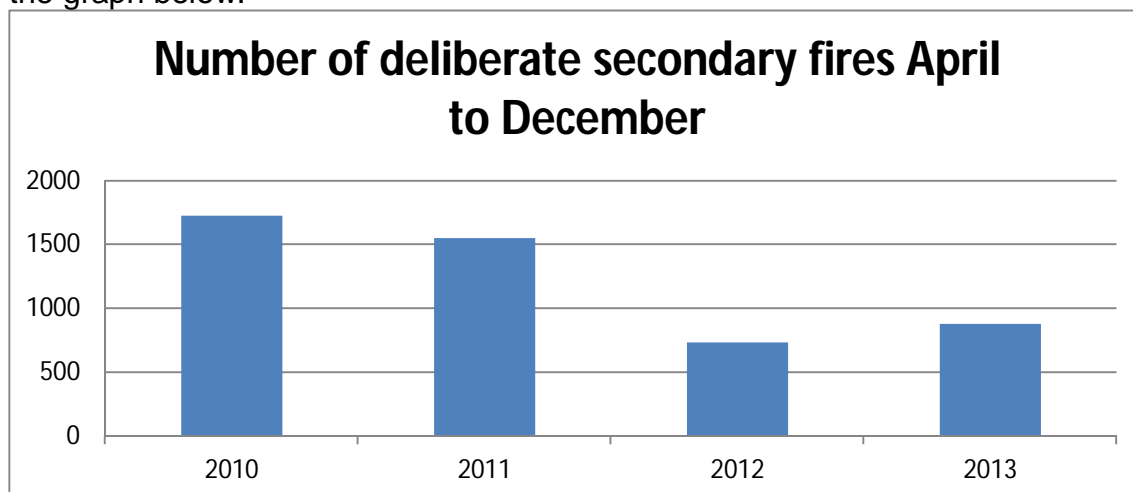
**Deliberate Secondary Fires**  
 (per 10,000 of the population)



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
<b>April – December 2013</b>	883	735	1582

As discussed on page two, the fact that we attended more deliberate secondary fires this year to date than in the same period last year says more about the low level recorded last year, which was largely influenced by the wet summer of 2012. Looking at data for the past four years the trend is a reducing one as can be seen in the graph below.



## Protection

All of our fire protection activities are targeted at those premises that we perceive present the greatest fire related 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.

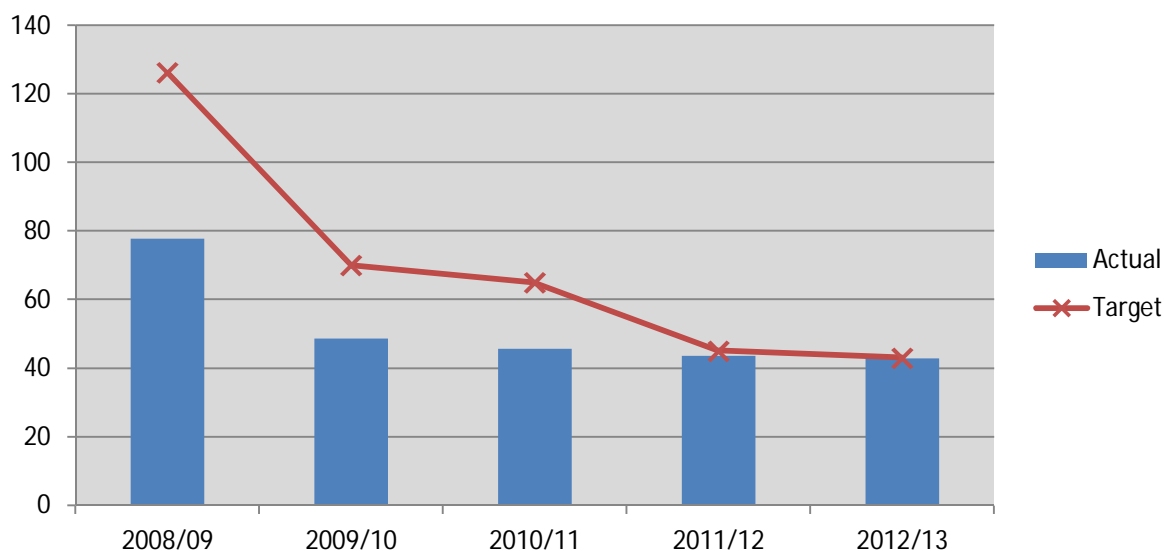
To help measure the effectiveness of our protection work we monitor the following indicators:

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

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## 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%.

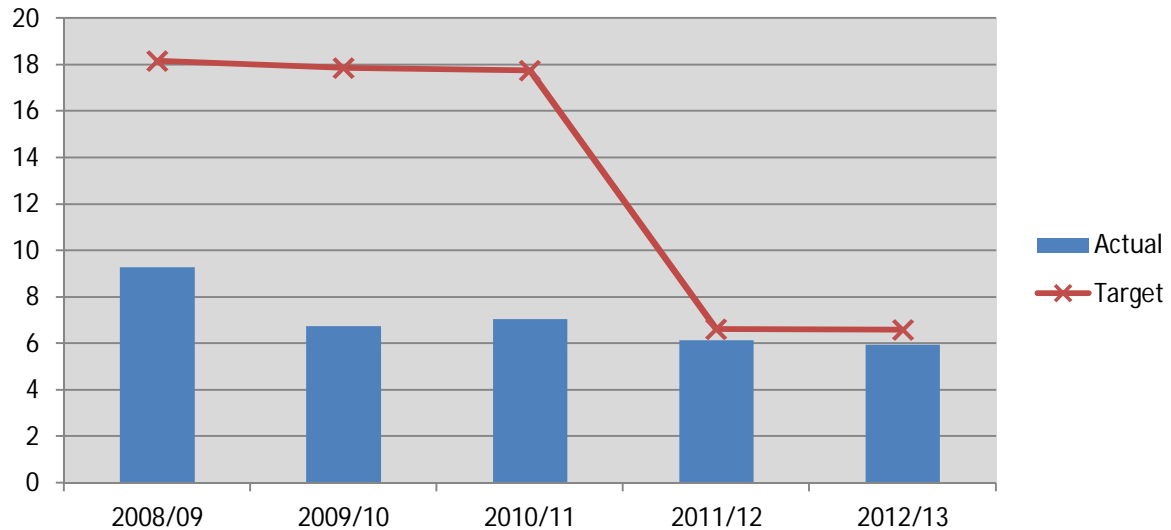
The chart shows a slowing in the reduction of automatic fire alarms since 2009, as we have worked with the main 'offenders' to reduce their incidents, leaving most premises in Hampshire within the tolerable limit of false alarms to number of detectors ratio, described in the British Standard.

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
April – December 2013	1650	1668	1518

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**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.

	HFRS Actual	Previous Year	Target
April – December 2013	188	222	240

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## 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%	66%
Non critical response (15/100)	94%	97%	96%
Other response (60/100)	93%	97%	94%

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

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reviewing which 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 three (April to December), compared to the target and the previous year’s performance.

		HFRS Actual	Previous Year	Target
2013/14	Quarter 3	7.87	7.60	8.00

## Resources - Sickness

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. Sickness is monitored by our Establishment Management Board.

	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 3	3.54%	3.01%	3.01%
Actual shifts		3599/101569		

**Retained uniformed sickness**

		HFRS Actual	Previous Year	Target
2013/14	Quarter 3	2.76%	2.37%	2.37%
Actual shifts		3918//142124		

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Non uniformed sickness

		HFRS Actual	Previous Year	Target
2013/14	Quarter 3	3.96%	3.37%	3.37%
Actual shifts		2278/48490		