

**Performance Review and Scrutiny Committee 14 October 2014  
Quarter 1 Performance Report – April – June 2014**

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.

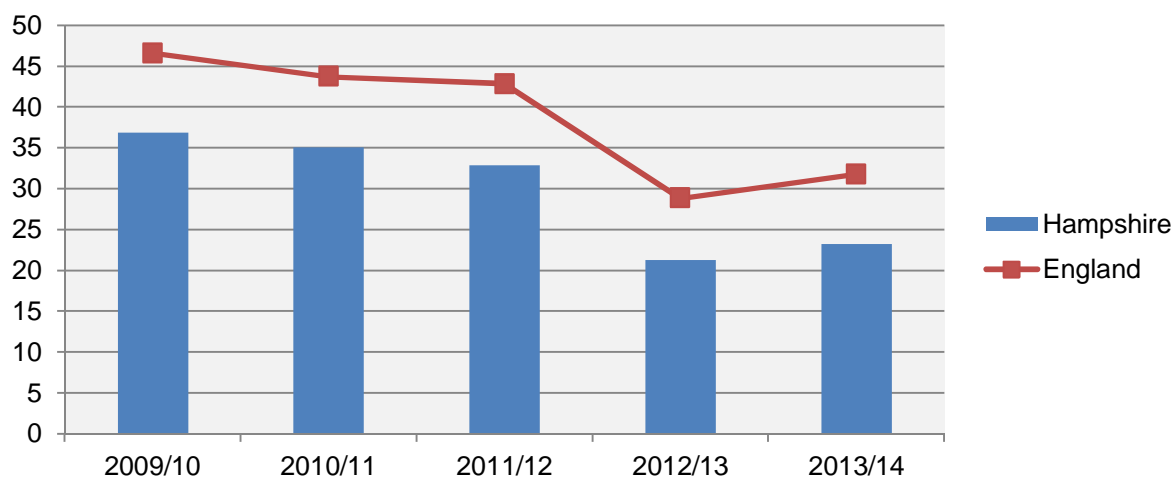
We collect and report our performance from April to March each year from incident reports.

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## Fires

The chart below shows the total number of fires we have attended each year per 10,000 of the population.

### All fires per 10,000 of the population



	2009/10	2010/11	2011/12	2012/13	2013/14
Primary Fires	2,755	2,495	2,425	2,028	1,965
Secondary Fires	3,324	3,263	3,040	1,435	1,911
Chimney Fires	301	358	279	328	251
Total number of fires attended	6,380	6,116	5,744	3,791	4,127

Since 2009/10, we have seen a 35% reduction in the annual number of fires.

Number of Fires – April – June 2014	Actual	Previous Year
Primary	448	505
Secondary	444	571
Chimney	27	69
Total number of fires attended	919	1,145

So far this year we have yet again seen a further reduction of all fires, in particular secondary. Whilst April to June had moderate rainfall, there was a significant amount of rain in the months before that led to a lot of flooding. Previous trends have shown that after periods of heavy rainfall, the number of fires often remains low in the following months.

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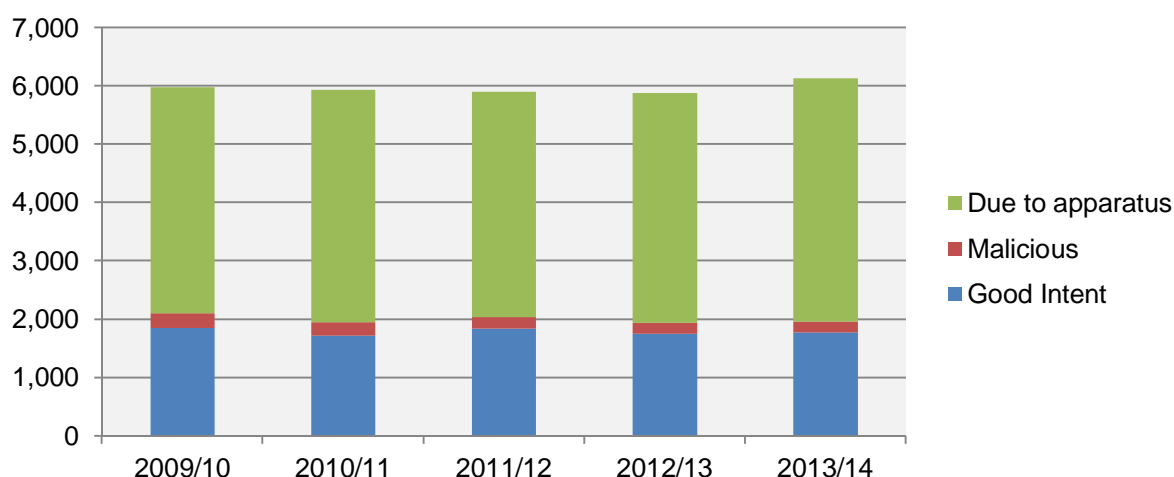
## False Alarms

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 – Due to apparatus**

Good intent false alarm calls are those discovered and reported by human intervention, such as visual signs of smoke. The 'due to apparatus' 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 2014.

### False alarms



False alarms raised with good intent have fallen by 4% 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. However, as much of our prevention and protection work has led to an increase in fire detectors we have seen this increase particularly in residential premises.

	2009/10	2010/11	2011/12	2012/13	2013/14
<b>False Alarms</b>	<b>5,980</b>	<b>5,929</b>	<b>5,900</b>	<b>5,879</b>	<b>6,131</b>
Good Intent	1,851	1,721	1,841	1,752	1,776
Malicious	258	227	203	192	186
Due to apparatus	3,871	3,981	3,856	3,935	4,169

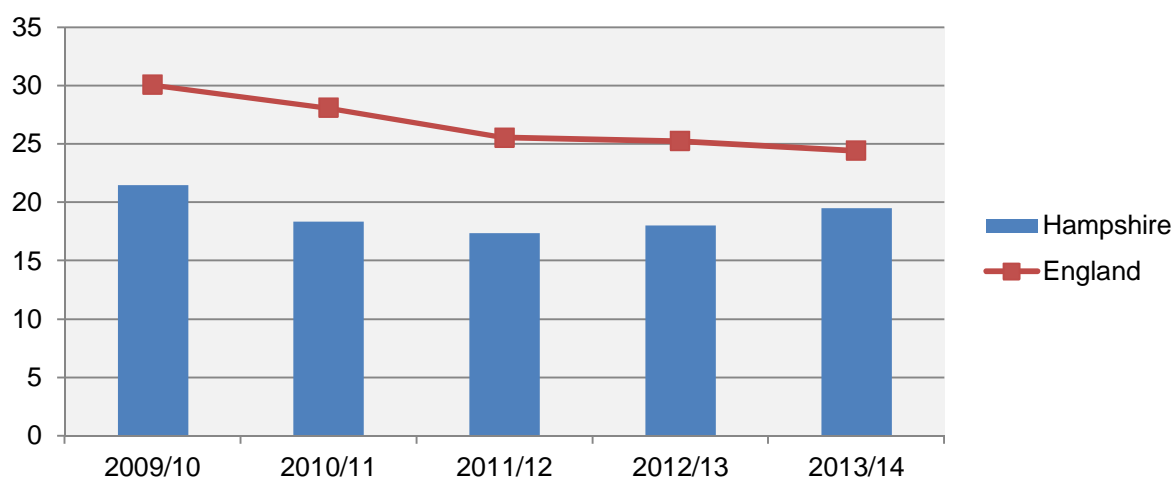
Number of false alarms	Good intent	Malicious	Due to apparatus	Total
<b>April to June 2013</b>	461	40	804	1,305
<b>Previous Year</b>	440	49	918	1,407

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## Special Service Calls

Special service calls are the non fire related incidents we attend. These consist of road traffic collisions, water rescues, assisting other agencies, animal rescues... etc.

### Special service calls per 10,000 of the population



Despite of the slight increase in recent years, all special service calls remains 7% lower than in 2009/10. In particular the rise in 2013/14 was in reaction to the adverse weather leading to an increase in rescues and making scenes safe. Road traffic collisions remain to be the largest number of special service calls and despite an increase in 2012/13 these actually reduced by 9% in 2013/14 compared to the previous year.

	2009/10	2010/11	2011/12	2012/13	2013/14
<b>Special service calls</b>	<b>3,721</b>	<b>3,199</b>	<b>3,028</b>	<b>3,205</b>	<b>3,465</b>
Road traffic collisions	1,069	989	902	1,032	941
Flooding	162	170	136	168	334
Other	2,490	2,040	1,990	2,005	2,190

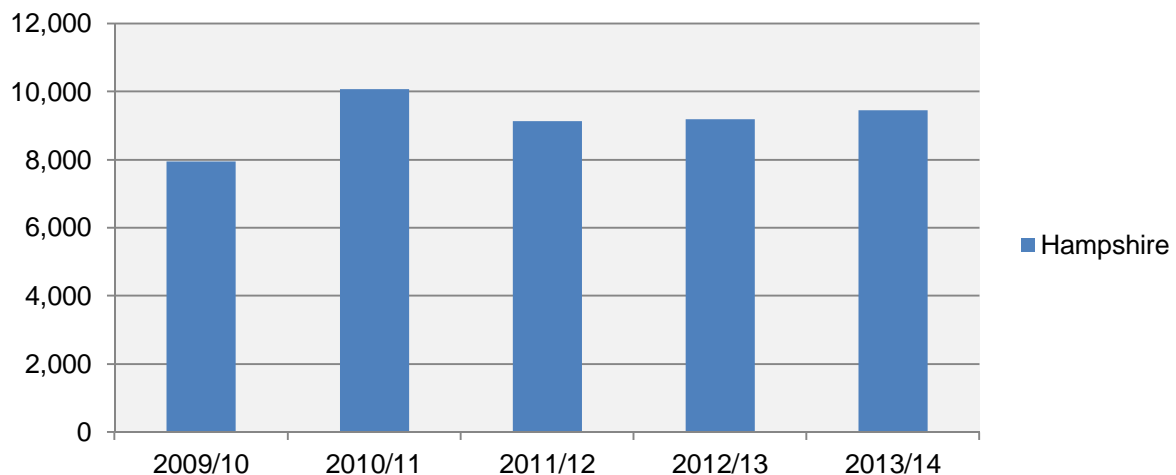
Number of special service calls	HFRS Actual	Previous Year
April – June 2014	714	730

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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 2009/10 to 2013/14:

### Co-responder calls



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 June 2014	2,558	2,311

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## **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**

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

Year	2009/10	2010/11	2011/12	2012/13	2013/14
Actual	8	8	5	10	2

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.

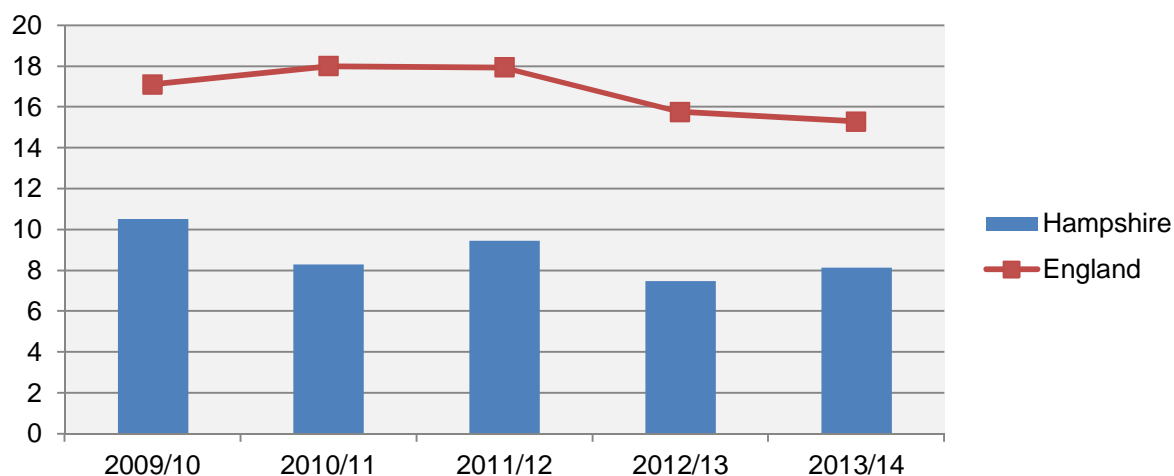
We make information and advice available for all, including the development of new routes to such information, and we target resources on those we know to be most at risk.

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

### Fire related casualties per 100,000 of the population



Fire related casualties have fluctuated over the years however Hampshire remains significantly under the national average.

	2009/10	2010/11	2011/12	2012/13	2013/14
<b>Fire Casualties</b>	182	145	165	133	145
Excluding first aid given at scene and precautionary checks	88	75	107	88	76

To keep our prevention activities focussed, we like to concentrate our efforts on the more serious injuries resulting from fire resulting in individuals being taken to hospital. Therefore, our performance indicator excludes precautionary checks and first aid given at scene.

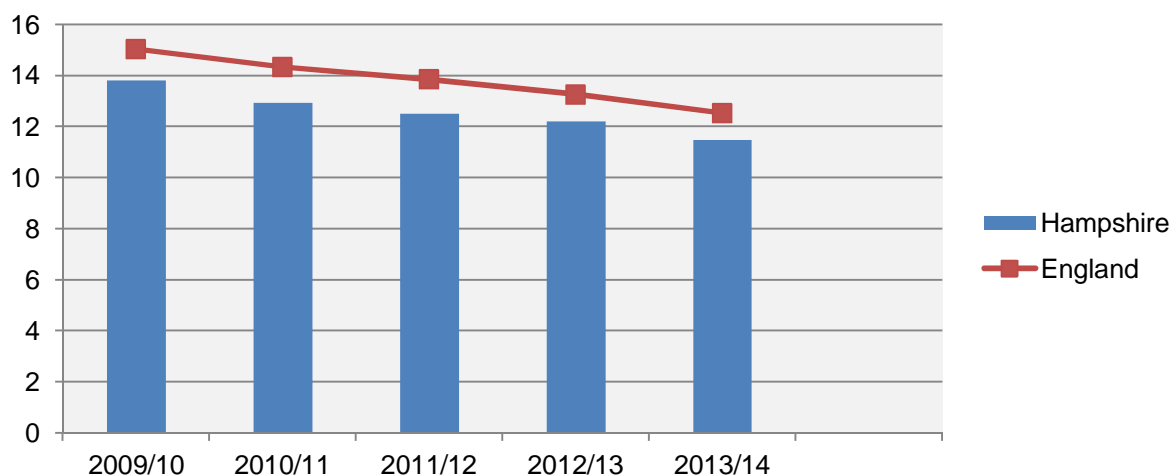
Excluding first aid given at scene and precautionary checks	HFRS Actual	Previous Year
<b>April – June 2014</b>	13	16

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**Accidental Dwelling Fires**  
**(per 10,000 dwellings)**

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.

**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.

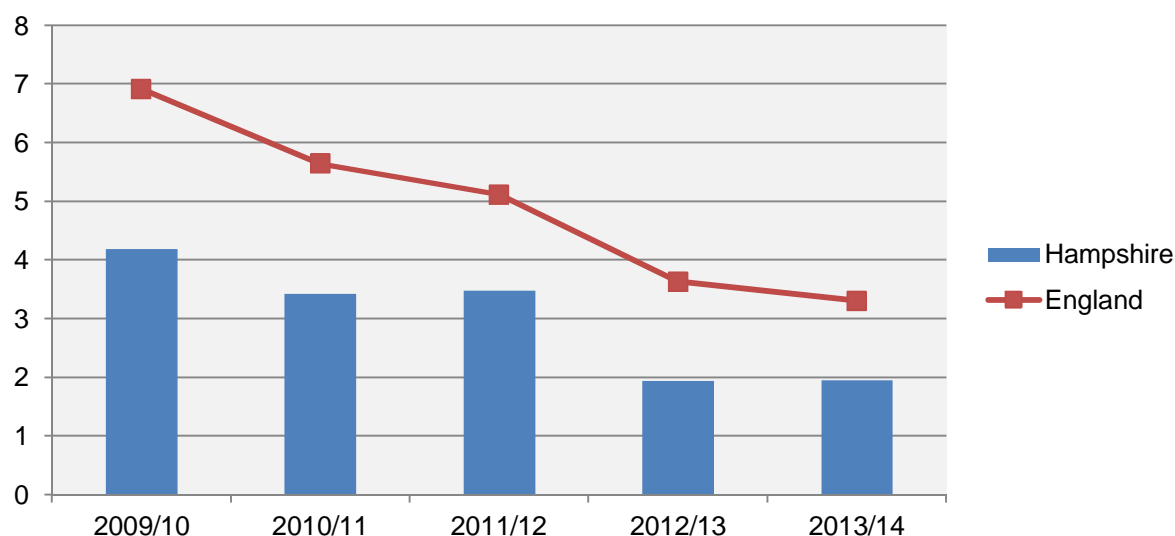
	2009/10	2010/11	2011/12	2012/13	2013/14
<b>Accidental dwelling fires</b>	985	928	902	886	834

There are various reasons for the cause of fire but most the most significant cause of accidental fires in dwellings remains to be cooking related. 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.

Number of accidental dwelling fires	HFRS Actual	Previous Year
<b>April – June 2014</b>	190	218

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



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'.

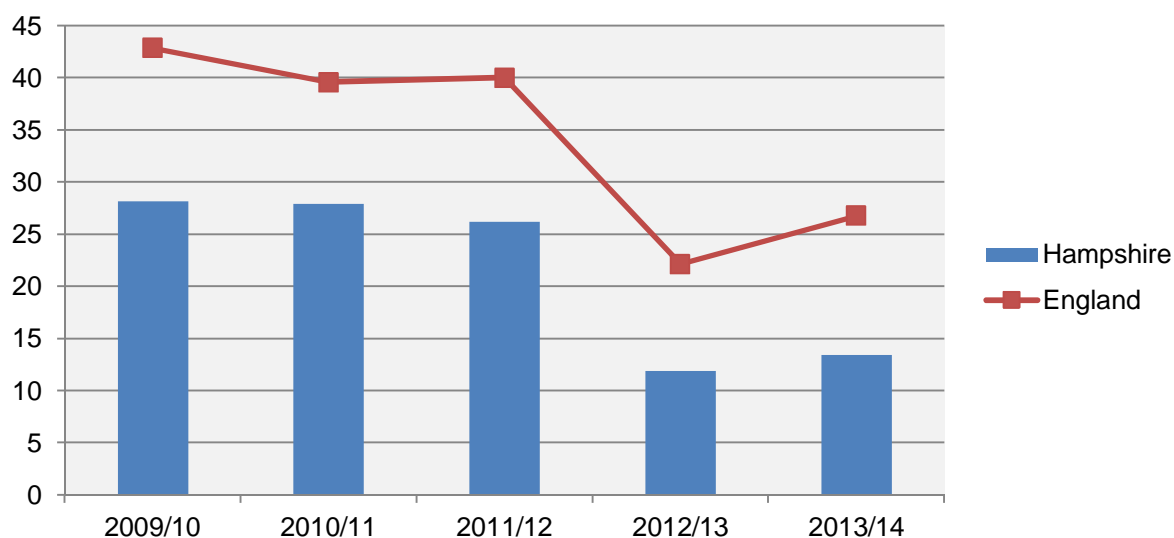
The recognised method of reducing fire play among children and young people involves effectively teaching fire safety and early intervention when children play with or deliberately set fires.

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
April – June 2014	85	98

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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.

Furthermore, the significant work by our Schools education team continues to raise awareness of the dangers of fire to prevent our future generations from deliberately setting fires in public areas.

Number of deliberate secondary fires	HFRS Actual	Previous year
April – June 2014	217	306

## 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.

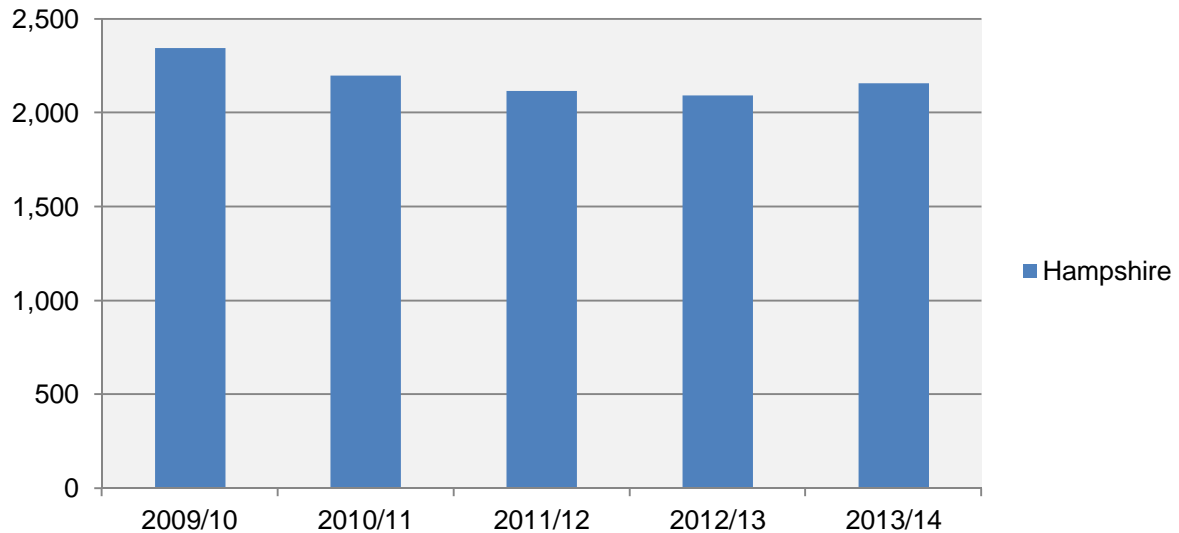
In the current economic climate, we need to do as much as possible to assist in ensuring economic sustainability whilst also minimising risk and keeping people safe.

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

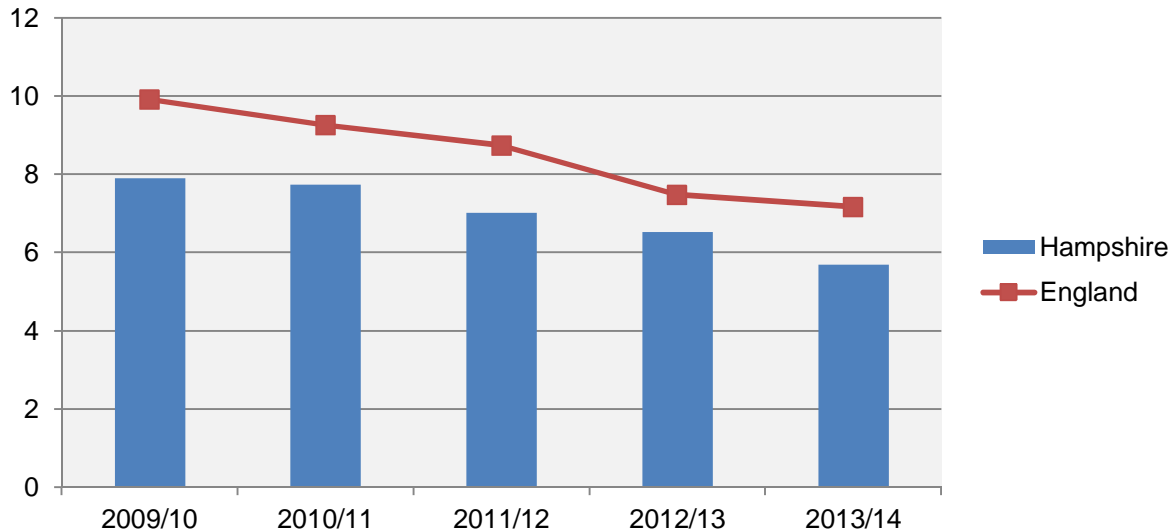


The chart shows the reduction of automatic fire alarms has slowed right down since 2009, as we have worked with the main 'offenders' to reduce their incidents, leaving most premises in Hampshire within the tolerable limit of false alarms to number of detectors ratio, described in the British Standard. However, in 2013/14 we saw a 3% increase compared with the previous year.

Number of False Alarms caused by Automatic Fire Detectors in non-domestic properties	HFRS Actual	Previous Year
April – June 2014	433	455

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**Fires in Non-domestic properties**  
 (per 1,000 non-domestic properties)



Despite having an increase in false alarms to non-domestic premises we have seen a positive decrease in the number of primary fires in these types of properties. In particular the rate of reduction shows a larger drop than that experienced across the nation. This reduction shows the effectiveness of our Business Fire Safety team.

Fires in non-domestic properties	HFRS Actual	Previous Year
April – June 2014	49	56

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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 2009/10 to 2013/14:

Response Standards	2009/10	2010/11	2011/12	2012/13	2013/14
Critical (8/80)	67%	68%	69%	67%	65%
Non critical (15/100)	95%	95%	97%	96%	96%
Other (60/100)	88%	93%	97%	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

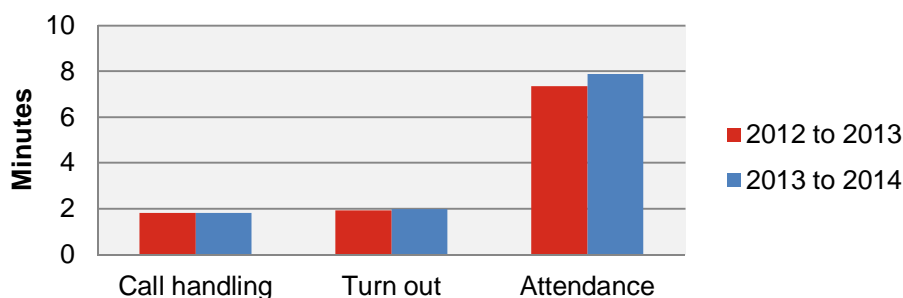
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reviewing which pumping and special appliances we need, and ensuring that we have the most appropriate vehicles and equipment in the relevant locations around the county for an effective response.

There are signs that our performance in responding to Critical incidents has already improved significantly.

April – June 2014	HFRS Actual	Previous Year
Critical (8/80)	72%	68%
Non critical (15/100)	95%	96%
Other (60/100)	96%	98%

### Average response time to critical incidents



Our average response times are broken down into three sections: the time from when we receive the call to the time we mobilise a fire engine (call handling); the time from when the fire station receive the mobilisation call to actually leaving the station (turn out); and finally the time from leaving the station to arriving at scene (attendance). The chart above shows the average time it takes for us to attend a critical incident, which is an incident that poses a significant risk to life or severe damage to property. As you can see our average response time has increased by 5% since last year. This equates to just over half a minute.

Average critical response times	2012/13	2013/14
Call handling	1.82	1.81
Turn out	1.94	1.98
Attendance	7.36	7.89

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## 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%
2013/14	3.54%	2.64%	4.52%