

# Activity Report of the Chief Officer



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**Front page photo:** Saxon and Inca retirement

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# Introduction

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This activity report covers the period 1 January 2015 to 31 March 2015. Any notable incidents that have occurred after 31 March 2015 and before the report has been issued are listed in the back in the “Latest news” section of the report.

Sadly, there have been three fire deaths during this quarter. More details can be found in 1.2 and 1.3 on page five and 1.6 on page six.

We had one 24 hour period of industrial action by the Fire Brigades Union during this quarter which took place on 25 February 2015.

The new Service Management Team leadership structure took shape after Dave Curry became chief officer and Neil Odin moved into the role of deputy chief officer, both from 1 January 2015. There have been a number of other changes such as Andy Bowers and Steve Apter becoming assistant chief officers with effect from 1 February 2015 following their strong performance during the selection process.

Work started towards the strategic partnership with the Isle of Wight Council to provide certain services to the Island from Hampshire. The arrangement sees HFRS providing strategic leadership and management for Isle of Wight Fire and Rescue Service, together with running aspects of IOW FRS’s service delivery and back office functions.



The new Service website went live on 27 January 2015 and has been running smoothly. We received a lot of great feedback from the new site. The clean and modern design will further strengthen our public facing image, whilst bringing a fresh sense of friendliness and trust, encouraging our visitors to engage with and explore the site. Additionally the new site will deliver annual savings in the region of £46,000.

# 1 Responding to incidents

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<b>Incident Category</b>	<b>2013 - 14</b>	<b>2014 - 2015</b>	<b>Total</b>
False alarm	459	466	925
Primary fire	461	426	887
RTC	237	200	437
Secondary fire	287	348	635
Special service	730	403	1133
Unwanted fire signal	898	836	1734
Co-responder	2666	2575	5241
<b>Total</b>	<b>5738</b>	<b>5254</b>	<b>10992</b>

## 1.1 Two killed in light aircraft crash near Popham

Around 25 firefighters assisted police and ambulance colleagues at a light aircraft crash near Popham airfield on 3 January 2015. Sadly two people were killed and another seriously injured.

Emergency services were alerted at 15:43 and the reports said that the aircraft came down in the woods south of the A303.

Sadly, Lewis Tonkinson, 50 and Sally Tonkinson, 44, from Alcester in Warwickshire died following the crash. Their six year old son was treated at Southampton General Hospital for life threatening injuries.

The Air Accident Investigation Branch (AAIB) carried out an assessment.

## 1.2 Crews tackled a house fire in Andover

Fire crews were mobilised to Pen Close in Andover at 06:15 on 31 January 2015 after reports of a fire.

Crews were on scene quickly and gained access to the property. They worked hard to tackle the fire wearing four sets of breathing apparatus and using two jets and two hose reels to extinguish the fire which had started in the bedroom.

Sadly, a 92 year old lady died at the scene. The cause of the fire is thought to be accidental and is due to be considered in the Coroner's Court.

## 1.3 Elderly lady died in a kitchen fire

An 86-year-old woman was airlifted to hospital with extensive burns on the morning of 2 February 2015 after a fire at Huddington Glade in Yateley.

Crews were alerted and mobilised to the incident at 08:09. Two crews from Rushmoor and one crew from Camberley attended the small fire in a kitchen, which was out on arrival. Firefighters assisted the ambulance service with the lady after her clothing had caught fire.

The lady was treated for burns in a London hospital but sadly she passed away in hospital. The cause of the fire was deemed accidental and it is due to be considered at the Coronor's Court on 15 April 2015.

## 1.4 Fire crews battled a thatch fire in Sopley

Fire crews from Hampshire and Dorset were sent to Sopley near Christchurch on the evening of 12 February 2015 after reports of a fire.

On arrival, crews were faced with a large incident where a thatch roof was well alight. The firefighters did a fantastic job in saving most of the contents of the house whilst fighting the fire from outside.

Four Hampshire crews from the New Forest area were in attendance along with three crews from Dorset. The cause of the fire was deemed as accidental through either electrical fault or heat conduction in the chimney.



## 1.5 Firefighters battled workshop blaze in Copnor

Fire crews were mobilised to Bosham Road in Copnor on the evening of 11 February 2015 after reports of a fire.

The fire had started in a car repair workshop and spread to the roof space of adjacent domestic flats.

Ten crews from Portsmouth and surrounding areas worked extremely hard in arduous conditions to tackle the blaze and prevent the fire spreading any further. Around 15 residents were evacuated and no one was hurt.

The firefighters wore 22 sets of breathing apparatus and used eight jets and one hose reel to put the fire out. The aerial ladder platform from Southsea was also at the scene to help fight the fire. The cause of the fire is thought to have been accidental.

## **1.6 Severe fire in Basingstoke**

Crews were called to a fire at 04:52 on 8 March 2015 at Buckfast Close in Basingstoke.

On arrival the crews were faced with a severe fire on the ground floor of an end of terrace house. Two people had been able to make their own way out of the fire but unfortunately one female in her late twenties was not able to escape and she sadly died at scene.

Crews from Basingstoke and Overton were at the scene. They battled the intense fire wearing eight sets of breathing apparatus and used two main jets and two hose reels. Firefighters did very well to contain the fire to the property where it started.

The cause of the fire is thought to have been accidental and is due to be considered in the Coroner's Court on 20 May 2015.

## **2 Community safety**

### **2.1 Home safety**

Following the success of our older person's campaign we will continue to develop this work and champion other high risk areas within the Service in a similar way, to ensure we reach a wider audience with clear messages.

The new home safety literature will also continue to develop for high risk demographics. Most recently this literature has allowed for an effective partnership with the police through collaboration on a new home safety insert created for doorstep crime, which will form part of the older person's booklet.

This reporting period has seen the introduction of a new role within Community Safety; Paul Francis has joined as safeguarding lead officer from his previous role as Test Valley and Eastleigh community safety officer. Paul's role will ensure our safeguarding responsibilities are met and continue to be robust for the most vulnerable people within Hampshire.

### **2.2 Children and young people (CYP)**

This period saw the start of a more integrated partnership with our colleagues from Hampshire County Council and Hampshire Constabulary. We are re-structuring our CYP department to ensure that all activities are delivered according to associated risk and that clear consistent messaging is paramount.

During this reporting period we have had three new team members start within the schools team with two being retained firefighters.

We have been involved with the narration of the emergency planning books, with one of the team being the voice of the books.

#### **Prince's Trust**

We have recruited 15 young people onto each of our Prince's Trust team programmes in Southampton and Basingstoke.

National Fire Cadets (NFC) in Ringwood and Gosport continues to deliver units of 12-15 young people on the national framework. This framework provides HFRS with the governance and clear aims and objectives of the programme.

Basingstoke Young Firefighters Association has now ceased delivery. This is due to the fire station re-build programme and it will re-start under the National Fire Cadets model in a few years.

## 2 Community safety

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### Supporting Hampshire families

This period ends the current funding year for this partnership. We have effectively engaged with families and lead support workers ensuring safety in the home is seen as a priority. The final end of year report has been produced for HCC and a new 2015/2016 proposal has been submitted – which has been agreed.

The plan is to deliver a tailor made programme called ‘Phoenix’ to the young people identified within these families aged 12-19. Identified CYP will undertake a one week intensive programme with six weekly (one to two day) follow up sessions. In total we will work with these CYP over a period of six months.

We continue to work with the ‘Young Mums Matter’ programme across the county and have embedded safety into this course and undertake home safety visits across the county, as and when requested by our partners

### 2.3 Volunteers

We currently have a total of 75 volunteers. We have recruited 17 new volunteers including five Nepalese volunteers in Basingstoke. Four volunteers are taking a sabbatical and hope to return, and three have resigned. For the second quarter in a row, volunteers have contributed over 1,000 hours.

Example Activity	
Training sessions	100 hours have been spent on training 24 volunteers to undertake their roles.
Home safety visits	12 volunteers conducted 69 home safety visits - one in British Sign Language.
Young people engagement	One volunteer engaged with students at Highbury College promoting road and fire safety. One volunteer assisted on the Prince’s Trust Basingstoke team programme and another has made a considerable contribution of 200 hours to the Southampton team.
Fire cadets	Two volunteers assisted with the Basingstoke group.
Community engagement	One volunteer delivered a home safety talk to around 150 people at the Big Band Buffet community event at Test Valley School. She also spoke to staff on the Kingfisher Ward, Andover Hospital and Weyhill Senior Group at Clanville Village Hall. Three volunteers assisted at the old person’s Christmas party at the Portsmouth Guildhall. One volunteer has been engaging on a weekly basis with the public at the Cops and Coffee Shop in Leigh Park. One volunteer assisted at the Southampton University students fair. One volunteer has been assisting the Community Resilience team at various events. One volunteer assisted the community safety officer at Waitrose in Yateley promoting fire safety utilising the Community Contact Point (CCP) vehicle. Two volunteers assisted the community safety officer at a

	community safety event in Hythe utilising the CCP vehicle. Four volunteers assisted at the Local Resilience Forum conference. Two volunteers provided community reassurance on the CCP vehicle in Popley following a fatality.
Deaf Awareness	Our British Sign Language (BSL) volunteer is continuing to deliver deaf awareness sessions to fire crews. We now have two additional BSL volunteers who will be working in the Portsmouth Group.
Other activities	Acting as live casualties for training exercises, assisting with training dogs and handlers, cleaning and carrying out inventory checks on training vehicles, assisting with logistics, delivering the CCP to stations on request and assisting the Basingstoke business safety team.

## 2.4 Fire investigation and Arson Task Force

The team has been actively involved in 34 level two investigations. These investigations are held jointly with Hampshire Constabulary and are vital in delivering the evidence required for prosecutions.

Of these investigations a number have ultimately proved to be accidental or with no sufficient evidence to charge anyone. To date we have been asked to supply eight evidence packs to the police for prosecution purposes with further investigations ongoing.

Following an act of arson at 234 Redbridge Hill, Southampton on Tuesday 12 August 2014, Trina Winsor was found guilty of arson being reckless as to whether life is endangered. At the hearing on 12 January 2015 at Southampton Crown Court, Ms Winsor entered a guilty plea and was sentenced to 30 months in prison and ordered to pay a surcharge of £120.

The start of the year saw HFRS elected to the chair of the South East Fire Investigation Group (SEFIG). This is an important role in the coordination of regional and national fire investigation teams and protocols. As part of this role HFRS will represent the region at the CFOA Strategic Steering Group and host regional meetings at HQ.

The fire investigation dog unit has entered into a working arrangement with the joint operating unit of Hampshire and Test Valley police forces. As part of this, the police dog unit will be giving our fire dog handlers and dogs additional training and certificating them as being competent each year. In return we will be supplying a number of training facilities, joint training exercises and use of the fire dogs on Thames Valley police investigations.

Two of our longstanding fire dogs, Saxon and Inca, retired this year after many years faithful service. There was a lot of media interest in this and their handler, Graham Howlett, showed off the work we do to great effect on Meridian and BBC South Today. Both Saxon and Inca are staying with Graham and they are enjoying their retirement by the seaside.

## 2.5 Firesetter Intervention Scheme

HFRS is leading the way in the development of this educational area. During this period we have been awarded £25,000 by the office of the Police and Crime Commissioner to continue the development and delivery of rehabilitation to arson offenders. We currently deliver rehabilitation to offenders in HMP Winchester and also to individuals recommended by the National Probation Service.

The Arson Task Force ensures that if arson is committed in Hampshire then they will be caught and prosecuted. This important programme goes further to ensure that HFRS is pivotal in the rehabilitation of offenders back into society. To date, none of the offenders we have rehabilitated have re-offended with arson. This is so successful and innovative that HFRS is receiving interest from other fire and rescue services hoping to develop their adult programmes.

## 2.6 Road safety

As of March 2015, the Service's 'safer road users' priority was moved to the Children and Young People department.

We will renew our work in road safety education based on our understanding of the risks to young drivers. The emphasis of our initiatives will be on education within this target group of 16-24 year olds. We will strengthen the connection between our station personnel, our specialist teams and those working on road safety in partner organisations to maximise the effect of these initiatives.

We will work with partners to ensure a common understanding of the risks and coordinated action on road safety education resulting in safer young drivers.

## 2.7 Co-responders

HFRS personnel attended a total of **2756** medical related incidents in the last quarter. **141** medical interventions were made at fire, road traffic collisions and other incidents.

**2615** medical incidents were attended by our co-responders on behalf of our partners - South Central Ambulance Service. Approximately 50 per cent of the co-responder incidents were as a result of patients suffering from cardiac or breathing difficulties. We currently have 19 vehicles working out of 23 of our stations which are actively involved in co-responding duties.

## 2.8 National resilience capability

The USAR team have assisted the police in a number of searches some of which are still ongoing investigations.

Specific specialist access searches were undertaken by the USAR team at the request of the police in preparation for Her Majesty the Queen's visit to launch cruise ship Britannia in Southampton.

### Training for Northern Ireland

The team ran a two week USAR technician course for Northern Ireland Fire and Rescue Service (NIFRS) at HQ Eastleigh from 2 to 13 February 2015. This was very well received with senior NIFRS officer attending to view the Hampshire USAR capability with specific

focus on additional skills and equipment that have been developed locally to be used to add value in county. Ten students attended for two weeks with the officers visiting for two days. This course was fully funded by NIFRS.

### **Support to 3S Fire**

The USAR team assisted 3S Fire in the delivery of a Shoring and Trench Rescue course for Wiltshire Fire and Rescue Service from 9 to 20 March 2015. Support for this course involved the digging of live trenches and filling in after the course, and expert instructors for specific subjects covered in the course. Incurred staff costs for this will be transferred to the HoST budget by 3S Fire.

### **Exercise Rolling Thunder 24 – 26 March 2015**

The team attended 'Rolling Thunder', a national exercise run in Exeter by Devon and Somerset Fire and Rescue Service with a team of 10 and two USAR modules. This was a multi capability exercise involving numerous work sites all of which were very challenging. It was a very good learning and confirmation opportunity for all those that attended. Particular value was found in the Fire and Rescue Service National Co-ordination Centre (FRSNCC) mobilising protocols and the process to be followed in a large strategic holding area

### **UK-ISAR Deployment training.**

USAR Hosted and ran a training event for UK-ISAR over the week end of 13 - 15 February at Service HQ. The training was focussed on pre deployment preparation, establishing a base of operations and initial information gathering. There were over 70 attendees from across the UK and all training objectives were met.

## **2.9 Marketing and Communications**

There was a lot of media interest in the story with Graham Howlett appearing on BBC South and Meridian with Saxon and Inca.

Fire investigation dogs Saxon and Inca retired after helping put dozens of criminals behind bars. Together they are hanging up their boots after 126 (dog) years loyal service to HFRS.

The two Labradors between them have attended more than 500 operational incidents where they have been vital in securing many convictions over their time the Service.

There was a massive trend on Facebook and Twitter around this story. In fact it became one of our most successful news items.



## 3 Group Activity

### 3.1 Group activity – Basingstoke and Deane Group

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#### Community safety

The table below shows the number of home safety visits carried out between 1 January 2015 and 31 March 2015 and the number of smoke alarms fitted.

	Number
HSVs undertaken	96
Smoke detectors fitted	123

#### Fire investigations

Basingstoke and Deane had three fire investigations involving two flats and a bungalow.

#### Arson and risk reduction

There was one fire investigation dog deployment and two statements were taken.

#### Mosaic risk groups

D, H and K

#### Business fire safety

During this period we have carried out 49 fire safety inspections and 90 business support visits. Due to the poor standard of fire safety, two prohibition notices were issued in Basingstoke which were both takeaway businesses with sleeping accommodation above.

We have worked with a number of premise occupiers to drive down the number of unwanted fire alarms. Ten of the highest offenders included flats, however the fire safety legislation is only applicable to the common areas and is therefore limited. We have made some positive steps forward and in both cases the alarm was raised by our partners at Basingstoke and Deane Borough Council.

We continue to work with our partners in Housing at Basingstoke and Deane Borough Council where the pressure on housing stocks is increasing non compliant premises.

Inspecting officers have taken positive action to prevent prohibition notices being issued where possible which has happened on at least two occasions. Our business and community support officers continue to develop relationships with all communities. They are actively working to recruit both volunteers and advocates from these communities.

## 3.1 Group activity – Basingstoke and Deane Group

### Enforcement

No enforcement notices were issued.

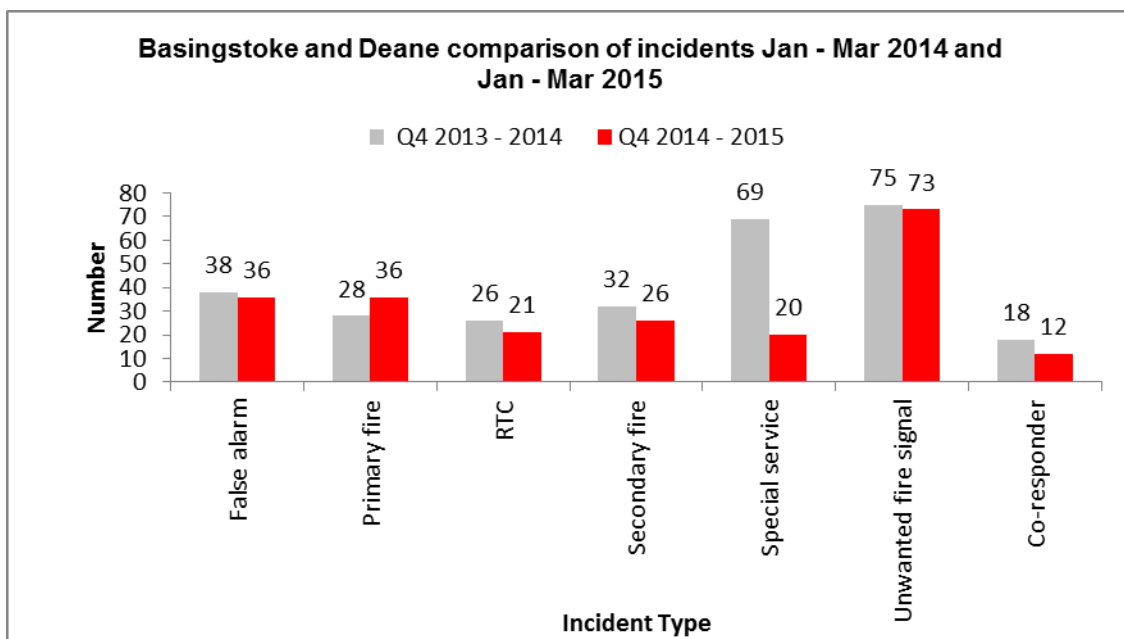
### Prohibitions

Two prohibition notices were issued.

### Community response

Around 25 firefighters assisted police and ambulance colleagues at a light aircraft crash near Popham airfield on 3 January 2015. Sadly two people died and another seriously injured. For more details see 1.1.

Four crews attended a fire at Buckfast Close in Basingstoke on 8 March 15. The fire was in a kitchen on the ground floor which was 100 per cent damaged by fire. The rest of property was severely damaged by heat and smoke. Sadly, one adult female died at the scene. Firefighters wore eight sets of breathing apparatus and used two main jets and two hose reels to extinguish the fire. For more details see 1.6.



## 3.2 Group activity – Rushmoor and Hart Group

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### Community safety

The table below shows the number of home safety visits carried out between 1 January 2015 and 31 March 2015 and the number of smoke alarms fitted.

	Number
HSVs undertaken	78
Smoke detectors fitted	101

### Fire investigations

Rushmoor and Hart had three fire investigations involving three houses.

### Arson and risk reduction

There were no fire investigation search dog deployments and two statements were taken.

### Mosaic risk groups

D, H and K

### Business fire safety

During this period we have carried out 80 fire safety inspections and 87 business support visits.

We made a joint visit with environmental health officers to a dogs home following a fire. The joint visit was not only to look at the fire safety provision but to ensure they had put in control measures to combat the threat of arson. I am pleased to report that the responsible persons had put in all necessary control measures and the premises were to a good standard. Although the premise was relatively low risk, this was a useful exercise working with our partners particularly with the public sentiment relation to the Manchester fire.

We continue to work with Rushmoor and Hart private sector on residential premises where there s sleeping accommodation above commercial premises, houses converted to flats and houses in multiple occupation. We have made joint visits to a number premises which have resulted in a prohibition notice being served by the local authority.

A number of workshops have been carried out with Nepalese business owners, to help educate them in the fire safety requirements. A number of joint visits to Nepalese premises have also been carried out with the assistance of a Nepalese PCSO. A small number of advocates have been recruited, with the intention of using them in further BSO visits.

## 3.2 Group activity – Rushmoor and Hart Group

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### Enforcement

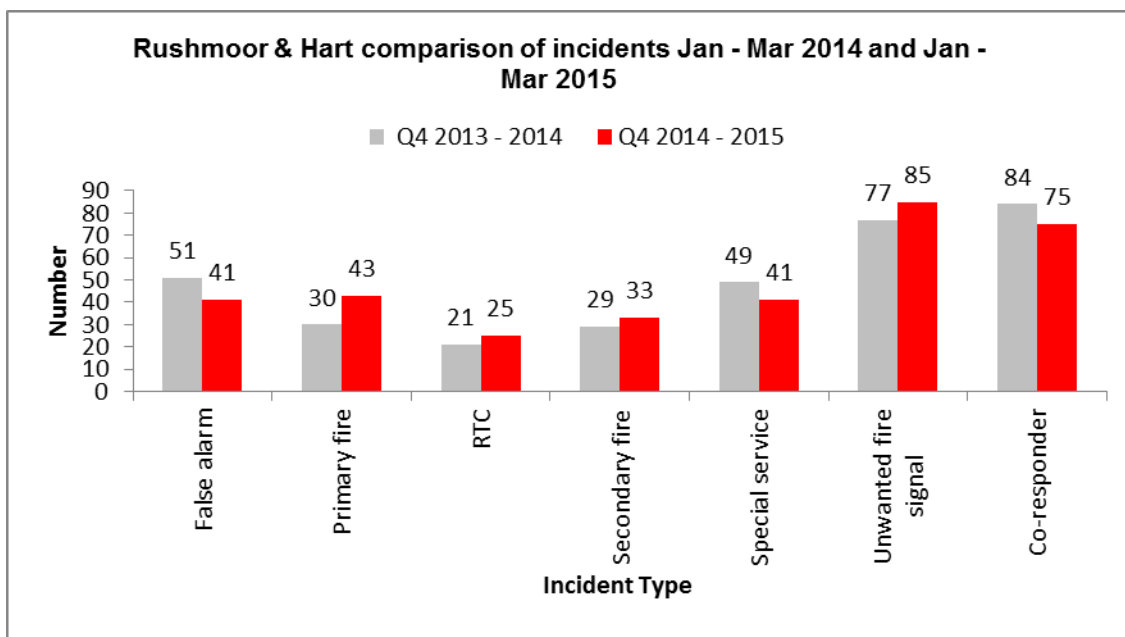
No enforcement notices were issued.

### Prohibitions

Three prohibition notices were issued.

### Community response

Three crews were sent to Huddington Glade in Yateley on 2 February 2015 after reports of a fire. An 86-year-old woman was air lifted to hospital with extensive burns but sadly later died in hospital. For more details see 1.3.



## 3.3 Group activity – Havant and East Hampshire Group

### Community safety

The table below shows the number of home safety visits carried out between 1 January 2015 and 31 March 2015 and the number of smoke alarms fitted.

	Number
HSVs undertaken	148
Smoke detectors fitted	188

### Fire investigations

Havant and East Hampshire had two fire investigations involving a flat and a bungalow.

### Arson and risk reduction

There were no fire investigation search dog deployments.

### Mosaic risk groups

I, M, and N

### Business fire safety

During this period we have carried out 151 fire safety inspections and 50 business support visits.

Our crews from Havant responded to an unwanted fire alarm call at a large superstore in Havant where a number of issues were raised regarding the premises. Following discussions, we have improved arrangements for meeting responding crews at the premises, improved identification and visibility of the on-site fire ring main and agreed installation of alarm repeater panel at front of store to aid identification of alarm actuation.

We received a complaint regarding the fire safety provision in a church in Hayling Island where there were improperly stored extinguishers, lack of signage and lack of fire detection. During an inspection an action plan was agreed to improve the fire safety arrangements. We also arranged for the manager of the church to attend one of our fire safety workshops to improve his understanding of fire safety requirements.

We continue to support local schools and have been working with two schools in East Hampshire to improve their fire safety standards. One of the schools is a trust that provides education, care, therapy, medical support and independence training to young people with physical disabilities. Both schools have had similar issues such as maintenance and management of fire safety measures. In both schools, we found the management particularly receptive to our advice and guidance. Action plans have been issued on both schools.

### 3.3 Group activity – Havant and East Hampshire Group

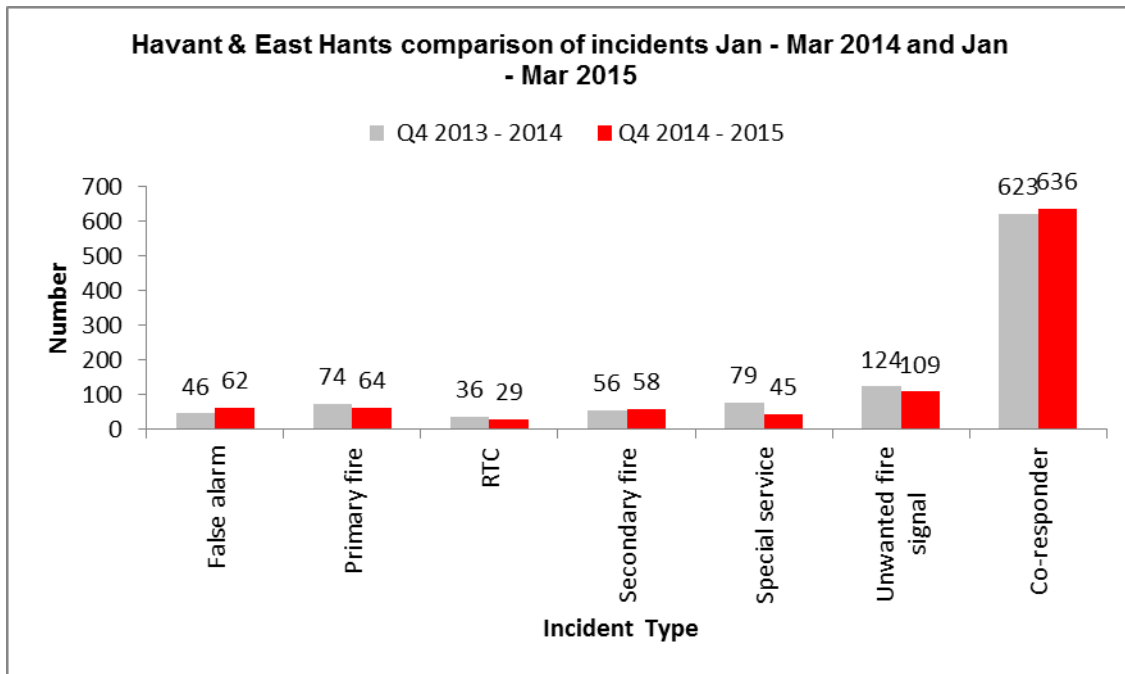
#### Enforcement

No enforcement notices were issued.

#### Prohibitions

No prohibition notices were issued.

#### Community response



## 3.4 Group activity – Fareham and Gosport Group

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### Community safety

The table below shows the number of home safety visits carried out between 1 January 2015 and 31 March 2015 and the number of smoke alarms fitted.

	Number
HSVs undertaken	128
Smoke detectors fitted	166

### Fire investigations

Fareham and Gosport had two fire investigations involving two vehicles and one fatality.

### Arson and risk reduction

There were no fire investigation search dog deployments and two statements were taken.

### Mosaic risk groups

I, M, and N

### Business fire safety

During this period we carried out 61 fire safety inspections and 22 business support visits.

As part of one of our themes for inspection, we visited a public boarding school in Fareham. The inspector had a real concern with the suitability of the fire risk assessment and issues with the access and facilities for our firefighters and the overall fire safety within the premises. An action plan was issued for the improvements to be made. We are now working with the management of the school to complete a number of improvements throughout the school. We have also informed the response crews.

The inspectors from Fareham have been dealing with a number of premises including three sheltered housing schemes owned by Fareham Borough Council. We are now working with their risk assessor and fire alarm engineers to review their fire safety measures and fire alarm systems, with a view of reducing any unwanted calls.

We have also been dealing with a private sheltered housing provider in Stubbington. They have both reached a trigger point of six unwanted fire signals in a 12 month period and have been subject to an inspection. As the owners of the properties are in a Primary Authority Scheme partnership with London we have been working with all parties to reduce these unwanted incidents and deal with other fire safety issues.

### 3.4 Group activity – Fareham and Gosport Group

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#### Enforcement

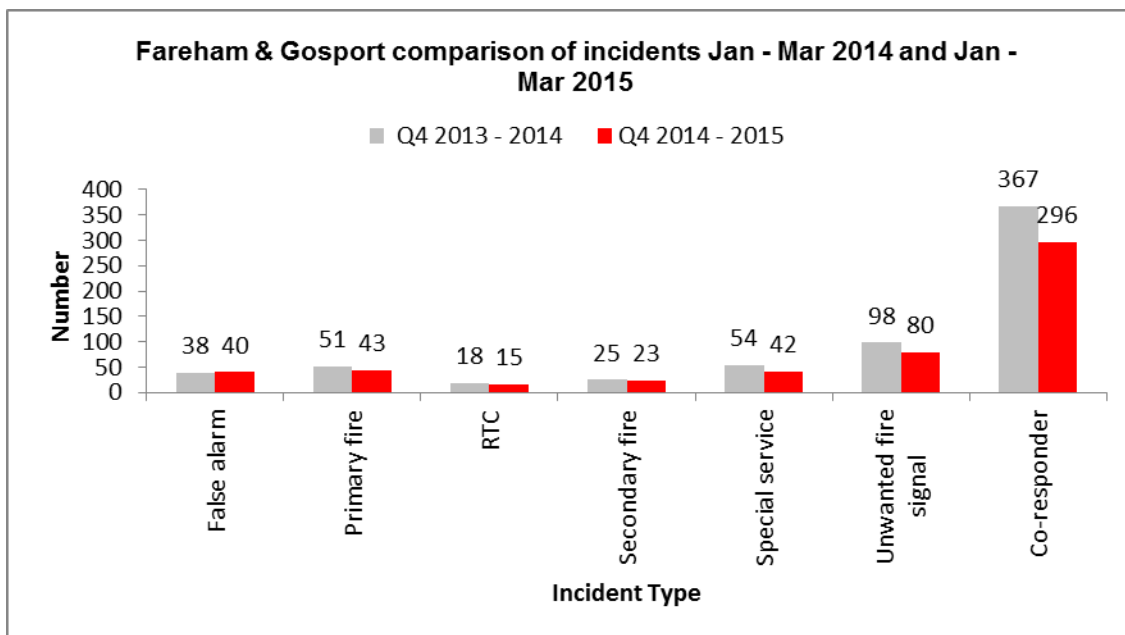
No enforcement notices were issued.

#### Prohibitions

No prohibition notices were issued.

#### Community response

Seven crews attended a road traffic collision on 26 March 2015 on the M27 eastbound just before junctions 9. The incident involved four motor vehicles. One heavy goods vehicle, one car and one lorry cab were 100 per cent damaged by fire. Sadly one male died at the scene and seven casualties were treated at the scene by South Central Ambulance Service.



## 3.5 Group activity – Portsmouth Group

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### Community safety

The table below shows the number of home safety visits carried out between 1 January 2015 and 31 March 2015 and the number of smoke alarms fitted.

	Number
HSVs undertaken	174
Smoke detectors fitted	158

### Fire investigations

Portsmouth had five fire investigations involving three flats, one garage and one public toilet.

### Arson and risk reduction

There were no fire investigation search dog deployments.

### Mosaic risk groups

I, M, and N

### Business fire safety

During this period we carried out 140 fire safety inspections and 41 business support visits.

We have been working with Portsmouth City Council housing with regard to the installation of sprinklers in their housing stock. They have made a commitment to the installation of sprinkler systems in the sheltered housing schemes during refurbishment. They are also fitting systems in some premises in which they house vulnerable adults. In addition they are purchasing a number of individual sprinkler systems that can be installed in a flat/room to deal with individual risks.

We carried out a post incident inspection following a fire at premises which consisted of a small convenience store with flats above. We identified that there was no fire detection and there was poor separation between the shop and the flats. To immediately reduce the risk, we issued a prohibition notice to restrict the use of the flats. In order to lift the notice the responsible person was told that they would need to install linked smoke detection to give early warning in case of fire. This was done the same evening and the notice was lifted. We are now working with the owner of the property and the local authority to improve all of the fire safety within the premises.

## 3.5 Group activity – Portsmouth Group

### Enforcement

No enforcement notices were issued.

### Prohibitions

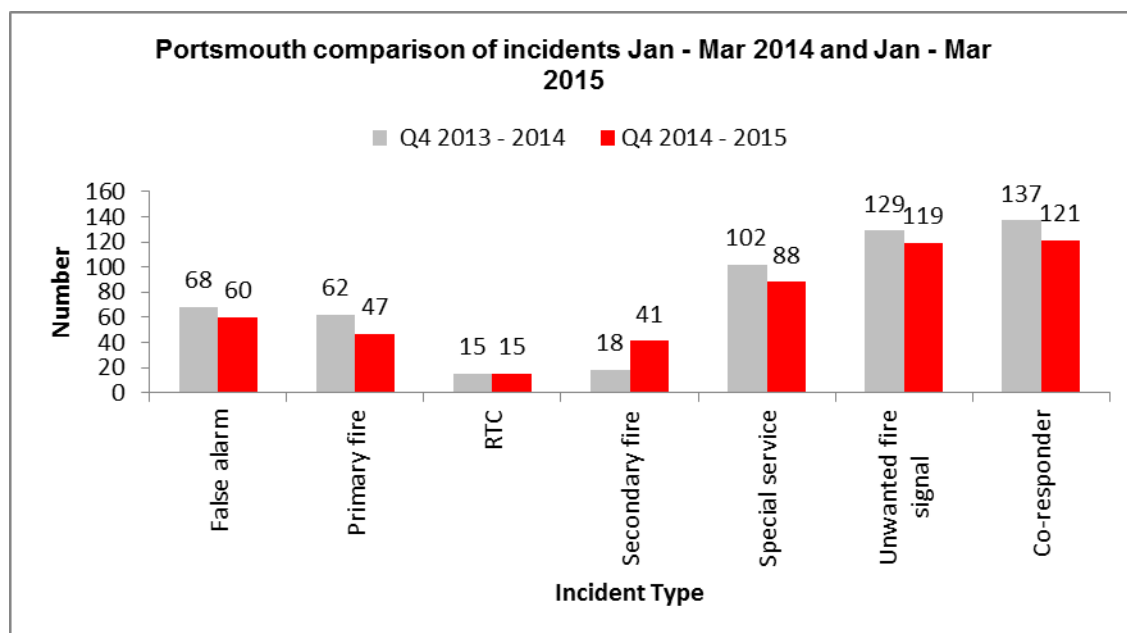
One restriction notice was issued.

### Community response

Ten crews were mobilised to Bosham Road in Copnor after reports of a fire on 11 February 2015. This was a building with two floors with the ground floor being used as a commercial garage and the upper floor being used as a domestic flat. The fire started in garage and spread to first floor and roof. Crews wore 30 sets of breathing apparatus and used one hose reel, eight jets and one aerial ladder platform monitor to put help the fire out.

Five crews attended a fire at a residential care home in Villiers Road, Southsea on 10 March 2015. The building consisted of four floors and a basement. Firefighters rescued six people and a total of 21 residents were assessed by South Central Ambulance Service and the HART team. Two elderly residents were taken to hospital by ambulance suffering with smoke inhalation. The firefighters wore 10 sets of breathing apparatus and used two hose reels and two jets to put the fire out.

Crews rescued two people from a house fire in Elm Grove in Southsea on 24 March 2015. The fire involved the front door and hallway. The two casualties were treated by the ambulance service for smoke inhalation. Crews wore six sets of breathing apparatus and used three jets to put the fire out.



## 3.6 Group activity – Winchester Group

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### Community safety

The table below shows the number of home safety visits carried out in the between 1 January 2015 and 31 March 2015 and the number of smoke alarms fitted.

	Number
HSVs undertaken	60
Smoke detectors fitted	64

### Fire investigations

Winchester had four fire investigations involving one mental health unit, one children's home, one flat and a prison cell.

### Arson and risk reduction

There were no fire investigation search dog deployments and one statement was taken.

### Mosaic risk groups

I, M, and N

### Business fire safety

We have attended 13 building and licensing consultations, 13 fire safety audits and have undertaken 49 business support visits. We have also responded to six alleged fire risks and carried out four post fire inspections.

We continue to focus on reducing the demand on operational resources by visiting premises that create false alarms and non-emergency lift incidents. This includes Housing 21 and Radian Housing where we have on-going dialogue and provide solutions.

We continue to support operational crews with identifying site specific risk information to improve operational effectiveness in the event of an incident. We are working with crews to update/review site specific risk information details where required for complex premises and those with engineered solutions.

Business support officers (BSO) are concentrating on small businesses that occupy farm buildings and areas of public access on farms. This is to support the farmer and the small business owners for business continuity. It also allows for information gathering for operational response personnel for hazardous substances, hazardous areas, cylinders, building construction, access and water supplies in the rural areas.

The office plan is linked to the Group Managers plan to address heritage risk premises. A list of heritage premises has been highlighted by a report from Community Risk Intelligence. Inspectors and BSO's are visiting the premises to provide the responsible person with details for fire safety, business continuity, salvage plans and operational response plans.

## 3.6 Group activity – Winchester Group

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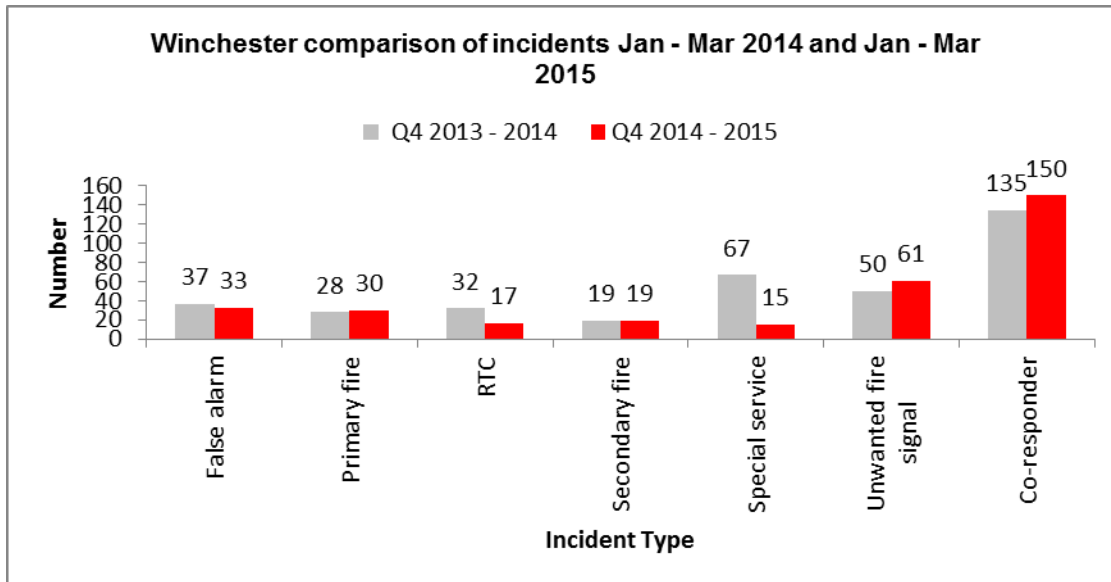
### Enforcement

No enforcement notices were issued.

### Prohibitions

No prohibition notices were issued.

### Community response



## 3.7 Group activity – Test Valley and Eastleigh Group

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### Community safety

The table below shows the number of home safety visits carried out between 1 January 2015 and 31 March 2015 and the number of smoke alarms fitted.

	Number
HSVs undertaken	107
Smoke detectors fitted	121

### Fire investigations

Test Valley and Eastleigh had three fire investigation involving three houses and one fatality.

### Arson and risk reduction

There were no fire investigation search dog deployments and two statements were taken.

### Mosaic risk groups

I, M, and N

### Business fire safety

We have attended nine building and licensing consultations, 15 fire safety audits and have undertaken 70 business support visits. We have also responded to two alleged fire risks and carried out one post fire inspections.

We continue to focus on reducing the demand on operational resources by visiting premises that create false alarms and non-emergency lift incidents. We are working closely with Synergy, Eastleigh Borough Council and First Wessex to assist them in reducing the number of false alarms at a range of premises in Andover and Eastleigh.

We continue to support operational crews with identifying site specific risk information to improve operational effectiveness in the event of an incident. We are working with crews to update/review SSRI details where required for complex premises and those with engineered solutions. We use operational statistical data to reduce risk. Following two fires in historic churches in this group, the business support officers have been providing a number of workshops with the local dioceses to provide fire safety information, salvage advice and community resilience advice.

Our office plan links up to the group managers plan for reducing the risks in farms. Business safety officers (BSO) will be receiving safety input from one of the rural safety officers. The aim is to visit all farms and rural establishments. The BSO's have visited numerous farm sites already, where the farmer has diversified and let out buildings to small businesses and private storage to provide fire safety advice and collect operational information.

Inspectors and BSOs are visiting heritage premises to provide responsible persons with details for fire safety, business continuity, salvage plans and operational response plans.

## 3.7 Group activity – Test Valley and Eastleigh Group

### Enforcement

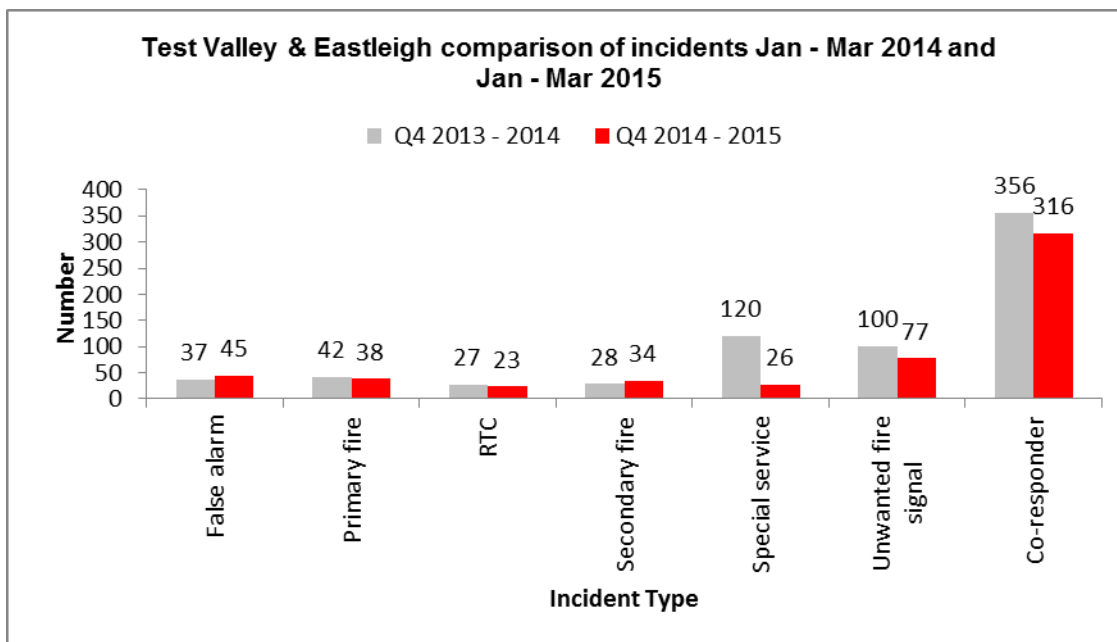
No enforcement notices were issued.

### Prohibitions

No prohibition notices were issued.

### Community response

On 31 January 2015 firefighters were sent to Pen Close in Andover after reports of a fire. The fire started in the rear bedroom of an end of terrace house consisting of two floors. The bedroom was 100 per cent damaged by fire. Sadly, one 92 year old lady died at the scene. For more details see 1.2.



## 3.8 Group activity – Southampton Group

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### Community safety

The table below shows the number of home safety visits carried out between 1 January 2015 and 31 March 2015 and the number of smoke alarms fitted.

	Number
HSVs undertaken	158
Smoke detectors fitted	171

### Fire investigations

Southampton had 10 fire investigations involving four flats, one vehicle, one bedsit, two houses, one hall of residence and one caravan.

### Arson and risk reduction

Three statements were taken and CCTV evidence was collected from three appliances.

### Mosaic risk groups

I, M, and N

### Business fire safety

We have attended 64 building and licensing consultations, 29 fire safety audits and have undertaken 23 business support visits. We have also responded to 16 alleged fire risks and carried out 11 post fire inspections.

During this quarter the business safety officers in Southampton have continued developing their skills through targeting licensed premises, shops and residential care homes and carrying out post incident inspections.

We have continued to consult with the developers of the Watermark, informing crews of changes to firefighting capability within the existing West Quay Shopping Centre.

Following a fire incident at Hightown Towers, we supported the local crews by carrying out home fire safety visits to promote and explain the evacuation strategy of the building.

Southampton will host Common People, a large event produced by the organisers of Bestival. We have been heavily involved in the Safety Advisory Group process to ensure the event runs safely, providing advice and support to the organisers.

We are continuing to work to reduce unwanted fire alarms and non-emergency lift rescues, and to support the Southampton operational crews to carry out site specific risk information gathering.

## 3.8 Group activity – Southampton Group

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### Enforcement

Two enforcement notices were issued.

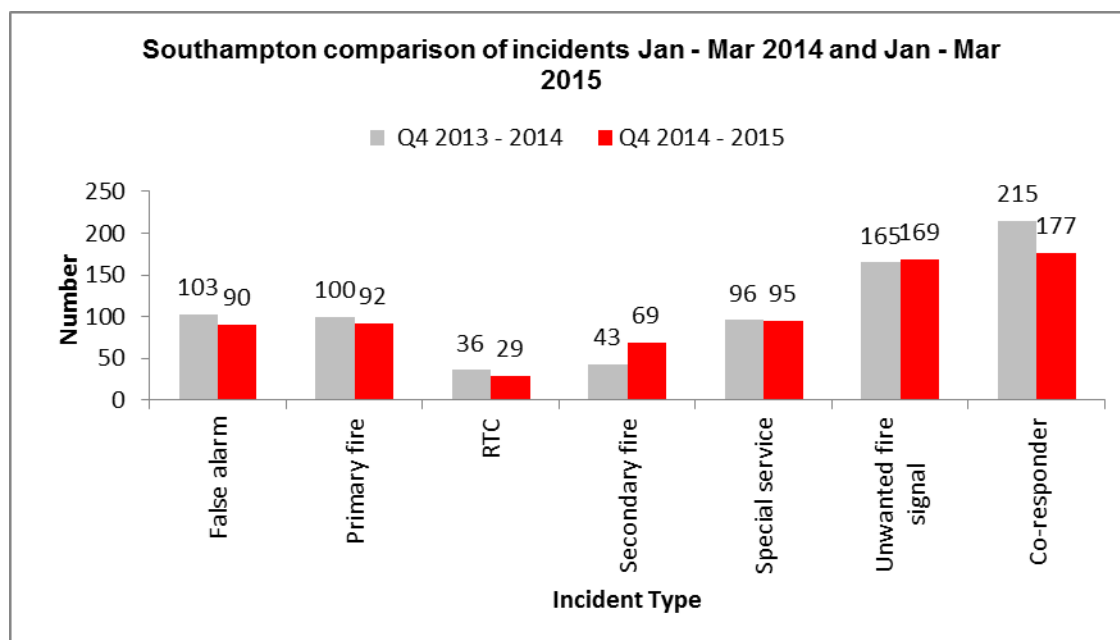
### Prohibitions

One prohibition notice was issued.

### Community response

On 6 January 2015 crews were sent to Charlton Road in Shirley after reports of a house fire. The fire started in the ground floor kitchen and spread to first floor bedroom. Firefighters wore eight sets of breathing apparatus and used two jets and one hose reel to put the fire out. Crews rescued one casualty and five people were treated for smoke inhalation by South Central Ambulance Service at the scene. Three casualties were taken to hospital.

Ten crews were sent to a fire in a residential block of flats in Warburton Road on 6 January 2015. The fire started in a flat on the twelfth floor landing. Three police officers suffering smoke inhalation were taken to hospital by ambulance. Firefighters wore six sets on breathing apparatus and used two jets to put the fire out.



## 3.9 Group activity – New Forest Group

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### Community safety

The table below shows the number of home safety visits carried out between 1 January 2015 and 31 March 2015 and the number of smoke alarms fitted.

	Number
HSVs undertaken	120
Smoke detectors fitted	117

### Fire investigations

New Forest had three fire investigations involving two houses and one caravan.

### Arson and risk reduction

There were no fire investigation search dog deployments and no statements were taken.

### Mosaic risk groups

I, M, and N

### Business fire safety

We have attended five building and licensing consultations, 38 fire safety audits and have undertaken 19 business support visits. We have also responded to five alleged fire risks and carried out two post fire inspections.

We continue to visit commercial premises that create false alarms and non-emergency lift incidents. New Forest District Council monitors their premises as part of the partnership working policy.

The engineering team now undertakes the building consultations for the New Forest area, thus releasing the two fire safety inspectors to conduct more business visits.

We continue to conduct SSRIs within the New Forest on behalf of Service Delivery Response, but the number has been reduced due to a revision of procedures. RDS personnel will receive training to conduct SSRIs of lower risk premises on 14 April 2015; this will increase the amount of premises that will be visited.

We have endeavoured to visit every takeaway food outlet within the New Forest, to offer advice and guidance on fire safety matters.

A basic fire safety training programme has been designed for CQC Care Home inspectors, which will be delivered as soon as a date can be confirmed. This training will allow CQC inspectors to identify issues to HFRS at the earliest of stages.

## 3.9 Group activity – New Forest Group

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### Enforcement

No enforcement notices were issued.

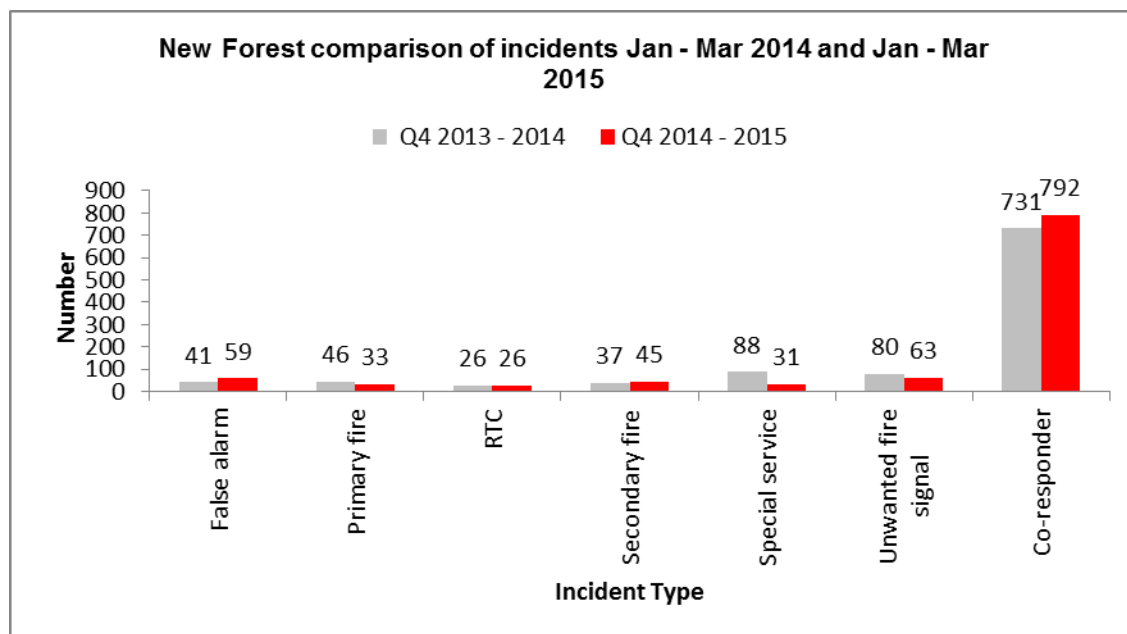
### Prohibitions

Two prohibition notices were issued. One prosecution was heard in court, with the responsible person of a Chinese takeaway in Totton pleading guilty to two counts, resulting in total fine and costs of £4,200.

One prohibition notice was issued to commercial premises in New Milton. This related to sleeping accommodation above a food outlet.

### Community response

Firefighters were sent to Sopley in the New Forest on 12 February 2015 after reports of a house fire. The fire was in the roof of a thatched property consisting of two floors. The roof was 100 per cent damaged by fire. Crews wore 20 sets of breathing apparatus and used seven main jets and two hose reels to put the fire out.



## 4 Latest news

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### 4.1 Fire crews battled Longparish thatched cottage fire

More than seventy firefighters tackled a fire in a thatched cottage in Longparish on 1 April 2015.

Control operators received a 999 call just before 2:15pm and quickly mobilised crews to the scene. On arrival, firefighters discovered an intense fire on the first floor of the property which had spread to the thatched roof. They quickly applied compressed air foam and water to help contain the blaze. They also managed to salvage many items from the house.

Attending crews came from Andover, Whitchurch, Overton, Winchester, Alresford, Basingstoke, Redbridge, Eastleigh and Romsey. Fire crews remained on the scene throughout the evening to ensure the fire was fully extinguished.

The cause of the incident is not yet known but it is believed to have started in the property and spread to the roof area.

### 4.2 Deployment to Nepal

Ten of our firefighters and officers joined the UK International Search and Rescue (UK-ISAR) team on their deployment to Nepal to assist with the aftermath of the earthquake. The Hampshire members of the team were drawn from our specialist Urban Search and Rescue (USAR) team as they are specifically trained, equipped and prepared for this type of deployment.

The major earthquake, measuring 7.8 on the Richter scale, struck Nepal at 11:56 local time [7:11 GMT] on Saturday 25 April 2015.

The Government of Nepal requested international assistance from the UK-ISAR through the Department for International Development (DFID). Deputy Chief Officer Neil Odin then authorised the mobilisation of the Hampshire team members.

Our firefighters were responsible for delivering base camp management and an operational team to support team activity on the ground. In addition, HFRS sent a specialist safety and security officer.

Members of the UK-ISAR team, including Hampshire firefighters, focused efforts into search and rescue, travelling into remote areas to carry out needs assessments and they managed to stabilise hospital buildings so that they could be put back into use. The majority of the team safely returned back to the UK on 6 May 2015 and one firefighter remained for a few days longer to assist.

The deployment to Nepal was funded by DFID and did not impact on Hampshire Fire and Rescue Service's Urban Search and Rescue (USAR) capability or availability to respond to other incidents as required.

## 5 Key to mosaic groups

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### **A**

Residents of isolated rural communities

### **B**

Residents of small and mid-sized towns with strong local roots

### **C**

Wealthy people living in the most sought-after neighbourhoods

### **D**

Successful professionals living in suburban or semi-rural homes

### **E**

Middle income families living in moderate suburban semis

### **F**

Couples with young children in comfortable modern housing

### **G**

Young, well-educated city dwellers

### **H**

Couples and young singles in small modern starter homes

### **I**

Lower income workers in urban terraces in often diverse areas

### **J**

Owner occupiers in older-style housing, typically in ex-industrial areas

### **K**

Residents with sufficient incomes in right-to-buy social housing

### **L**

Active elderly people living in pleasant retirement locations

### **M**

Elderly people reliant on state support

### **N**

Young people renting flats in high density social housing

### **O**

Families in low-rise social housing with high levels of benefit need



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