

# Activity Report of the Chief Officer



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**Front page photo:** All Saints church fire in Fleet

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# Introduction

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This activity report covers the period 1 April 2015 to 30 June 2015. Any notable incidents that have occurred after 30 June 2015 and before the report has been issued are listed in the back in the “Latest news” section of the report.

We are pleased to say that there have been no fire deaths in this reporting period.

The official strategic partnership with Isle of Wight Fire and Rescue Service started on 1 April 2015. 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 Service Conference took place at the Public Service Plaza on 18 May 2015. Chief Officer Dave Curry set out the Leadership Framework for the organisation – building trust and respect, creating clarity, instinctive professional standards and unlocking potential.



We continue to lead the way nationally - attending 10,000 co-responding calls a year, which equates to 40% of the total number that all of the fire and rescue services attend across all of England and Wales. We are currently trialling a 24/7 co-responding car to meet our partners’ requirements.

Assistant Chief Officer Mick Crennell left HFRS to become deputy chief officer for Mid and West Wales Fire and Rescue Service from 1 May 2015.

# 1 Responding to incidents

Incident Category ( 1 April - 30 June)	2014 - 2015	2015 - 2016	Total
False alarm	506	490	996
Primary fire	453	473	926
RTC	201	165	366
Secondary fire	474	615	1089
Special service	520	356	876
Unwanted fire signal	810	665	1475
Co-responder	2541	2868	5409
<b>Total</b>	<b>5505</b>	<b>5632</b>	<b>11137</b>

## 1.1 Fire crews battled Longparish thatched cottage fire



More than seventy firefighters tackled a fire in a thatched cottage in Longparish on 1 April 2015. The call came in just before 2:15pm. 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. The roof was 100 per cent damaged by fire, the first floor was 80 per cent damaged by fire and the ground floor was 25 per

cent damaged by smoke and water. Crews wore 72 sets of breathing apparatus and used five jets and three hose reels to put the fire out. The fire had started in the roof space and the most likely cause of the fire was electrical.

## 1.2 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 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.



“We have training which allows us to respond to **extraordinary** incidents. It’s training you hope you never have to use, but you just hope it makes a **difference**”

Tim Marsh, Hampshire Fire and Rescue Service’s urban search and rescue team



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. 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.

### 1.3 Fleet church fire

A fire destroyed the roof of a 19th century church in Fleet on 22 June 2015. The fire broke out in All Saints Church around 5:30pm spreading rapidly throughout the building.

Firefighters battled the fire for more than three hours to bring it under control. This was a significant fire that seriously affected a beautiful and historic building. Unfortunately the roof of the church was completely destroyed by the fire, but the main structure and brickwork remained intact.

This fire was caused by arson and a 16 year old male has been charged.



## 1.4 Merchant Vessel Courage fire

Fire Control received information about a merchant vessel called Courage which was involved with fire on 3 June 2015. The American ship was carrying 3438 cars and 24 people.

There were no injuries to the crew or Hampshire Fire and Rescue Service (HFRS) personnel following the fire, which was dealt with effectively in the first instance by the ship's crew.

HFRS maritime response personnel were winched upon the Courage by the UK Coastguard Search and Rescue helicopter from Lee on Solent, to assess the situation.

The merchant vessel Courage was safely berthed at Southampton Docks after being piloted into port on during the evening of 3 June 2015. The ship was then monitored throughout the night with no obvious signs of fire and the compartment remained cool.

The next steps were to assess the damage, confirm there were no remaining pockets of fire and start the ventilation process to make the vessel safe for other agencies and crews.

A tactical plan was agreed between Hampshire Fire and Rescue Service, the ship's captain, the Harbour Master and the Maritime and Coastguard Agency (MCA).

The amount of CO<sub>2</sub> that was released into the ship meant the assessment and the tactical plan had to be managed in a controlled manner, as many parts of boat had high levels of CO<sub>2</sub> that required crews to wear breathing apparatus.



Crews worked in partnership with all agencies to carry out the plan which involved opening the compartment affected by the fire. They also carried out a staged plan to ventilate the compartment and the affected areas of the vessel.



## 2 Community safety

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### 2.1 Home safety - safeguarding

Working closely with partner agencies we continue to up skill and support those organisations that deliver services to our communities, helping their staff to identify and refer those people most vulnerable to fire for targeted home safety visits and interventions.

During this reporting period we have been working on the forthcoming delivery of a number of national agreed programmes. This includes the landlord's legislation which will require landlords to have smoke and carbon monoxide detection, and the release of NHS data that will provide us with information of those persons living within Hampshire over the age of 65.

Our intelligence analysis shows that people who are most at risk of serious harm or death through accidental fires are in groups M, N and O (details on the mosaic groups are at the back of this document). Our home safety activity across Hampshire is targeted at these mosaic groups.

### 2.2 Children and young people

We have supported outside agencies at educational events and are continuing to develop new initiatives with teachers - namely the team having lunch with the pupils at a number of schools to promote healthy eating.

Our Key Stage 3 liaison officer has been working with outside agencies to support young people in Hampshire. We are still supporting mainstream education establishments as and when requested to do so. This includes our delivery of general safety messages and when required working with individuals as a result of exclusions for bad or at times dangerous behaviour. We have attended several events in this period across Hampshire, engaging with over 10,000 pupils and nearly 900 adults.

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

We started four teams in May 2015, which included our first team in partnership with the Isle of Wight (IOW) Fire and Rescue Service in Cowes. This Team is led by a WM Kelvin Wright from the IOW and has been well received and supported by locals and young people.

We are pleased to announce that from being shortlisted as one of the top three delivery partners for the region, Princes Trust won. This is great news for the team and recognises the effort and enthusiasm they display on a daily basis.

#### **National Fire Cadets**

National Fire Cadets (NFC) in Ringwood and Gosport continue 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.

#### **Pheonix Programme**

We have been fortunate to be commissioned to deliver an intensive children and young people intervention for Fernhill Community School in Farnborough. This course, which is over a period of six months, sees 12 children undertake a week long intensive drill yard team building course which is subsequently followed every three weeks with mentoring and target achieved milestones.

This is a pilot and to date has been well received, which has enabled us to secure additional courses for the county, funded through Hampshire County Council's Supporting Families programme.

## **2.3 Volunteers**

We currently have a total of 81 volunteers including six new recruits. In this period, 48 active volunteers have contributed a total of 1,161 hours. Our volunteers attended and engaged with the public at 45 events from open days to car washes.

We recently held a volunteer day celebration to mark the efforts and enthusiasm of the team here at SHQ with a barbecue and displays throughout the afternoon. This proved a big hit with the team and demonstrated our appreciation of their contributed time and energy.

## **2.4 Fire Investigation and Arson Task Force**

The team has been involved in a number of investigations and a number of these have resulted in full evidence packs being produced for prosecution purposes.

We have attended coroners court to give evidence for the fatal fires from the previous reporting period. In all cases the coroner has complimented HFRS on the evidence provided and the support given to the process.

An investigation of interest that is still ongoing is for the fire at All Saints Church in Fleet on 22 June 2015. Through a multi agency approach, including an insurance investigator, we gathered good evidence about the cause and origin of the fire. We are in the process of producing an evidence pack for the police to support the prosecution of the suspect in the case. As part of this we have used the 360 degree camera to map out the fire scene and put it in context.

An article appeared in 'In Attendance' magazine detailing our novel approach in using a 360 degree camera. This has led to a number of enquiries and several fire and rescue services have gone on to purchase this product as a result.

## **2.5 Firesetter Intervention Scheme**

We have had further talks with HMP Winchester following their reorganisation. A number of additional courses have been pencilled in. We continue to use the funding from the Police and Crime Commissioner to develop the course into one that is nationally recognised. We have also held discussions with the University of Southampton's psychology department in order for them to analyse the questionnaires used and to develop a psychological assessment tool.

There have been 10 individuals who have benefitted from this course after being referred. We have also had discussions with Isle of Wight probation team to deliver this course to their offenders.

## 2.6 Road safety

We are renewing 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 are strengthening 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 are currently looking and trialling new initiatives for our target audience with a recent display of our VF4 – an interactive real life car simulating a crash experience.

## 2.7 Co-responders

HFRS personnel attended a total of **2689** medical related incidents in the last quarter. We made **63** medical interventions at fire, road traffic collisions and other incidents.

**2626** 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 24 of our stations which are actively involved in co-responding duties.

## 2.8 National resilience capability

The Urban Search and Rescue team were involved with the car carrier MV Courage where they provided air monitoring equipment to enable crews to operate within assessed atmospheric conditions.

### **UK-ISAR deployment to Nepal**

HFRS USAR deployed as part of the UK-ISAR team to the Nepal earthquake.

HFRS provided a base of operations team of four, an operational team of five and one safety and security expert. As well as search and rescue operations, UK-ISAR undertook a significant amount of additional activity focused on health assessments, treating injuries in remote areas and enabling the re opening of a major hospital in Kathmandu. The hospital had been damaged by the earthquake and was not operational until UK-ISAR had made the structure of the building safe.

As well as the operational activities the team, at the request of the Department for International Development (DFID), left the team tents and individual sleeping bags in Nepal for donation to 'Save the Children in Kathmandu', the cost of replacing these items will be met by DFID. A presentation on this deployment was delivered to the last HFRA meeting in June.

### 3 Group Activity

#### 3.1 Group activity – Basingstoke and Deane Group

##### Community safety

The table below shows the number of home safety visits carried out between 1 April 2015 and 30 June 2015 and the number of smoke alarms fitted.

	Number
HSVs undertaken	57
Smoke detectors fitted	79

##### Fire investigations

There were three fire investigations including one vehicle, one flat and one house.

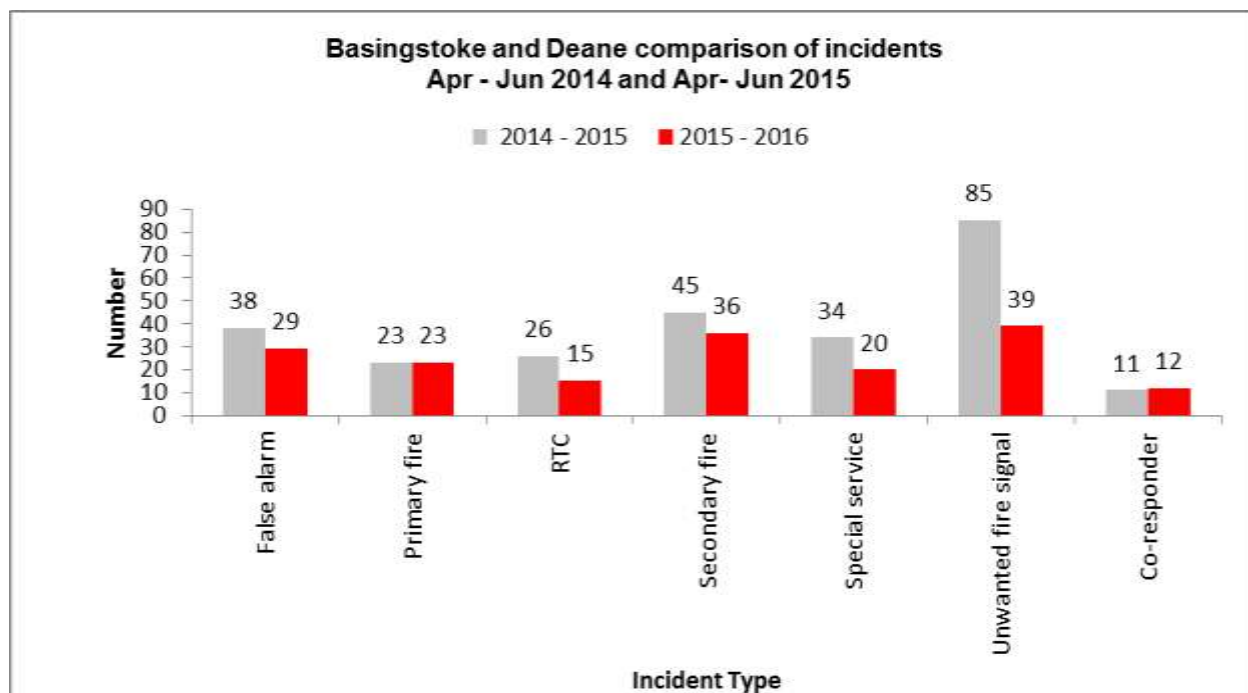
##### Arson and risk reduction

There was one fire investigation search dog deployment.

##### Business fire safety

We have attended 62 building and licensing consultations, 20 fire safety audits and have undertaken 47 business support visits. We have responded to nine alleged fire risks and no post fire inspections. We also issued five action plans to improve fire safety.

##### Community response



### 3.1 Group activity – Basingstoke and Deane Group

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Co-responder calls by station in this period

<b>Basingstoke &amp; Deane</b>		
<b>Station (1 April - 30 June)</b>	<b>2014</b>	<b>2015</b>
Basingstoke	8	8
Kingsclere	0	0
Overton	0	0
Tadley	0	0
Whitchurch	3	4
<b>Total</b>	<b>11</b>	<b>12</b>

## 3.2 Group activity – Rushmoor and Hart Group

### Community safety

The table below shows the number of home safety visits carried out between 1 April 2015 and 30 June 2015 and the number of smoke alarms fitted.

	Number
HSVs undertaken	93
Smoke detectors fitted	129

### Fire investigations

There were three fire investigations involving one house, one flat and a church.

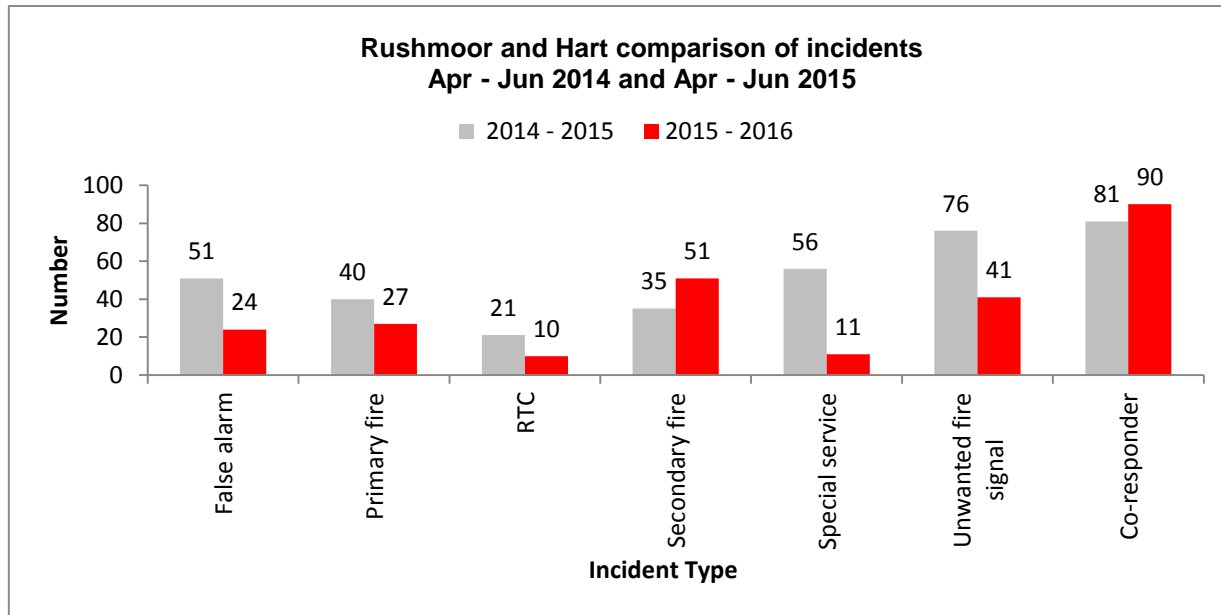
### Arson and risk reduction

There were two fire investigation search dog deployments and one statement was taken.

### Business fire safety

We have attended 49 building and licensing consultations, 11 fire safety audits and have undertaken 85 business support visits. We have responded to eight alleged fire risks and no post fire inspections. We have also issued nine action plans to improve fire safety.

### Community response



## 3.2 Group activity – Rushmoor and Hart Group

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### Co-responder calls by station in this period

<b>Rushmoor and Hart Group</b>		
<b>Station (1 April - 30 June)</b>	<b>2014</b>	<b>2015</b>
Fleet	3	2
Hartley Wintney	34	33
Odiham	44	54
Rushmoor	0	1
Yateley	0	0
<b>Total</b>	<b>81</b>	<b>90</b>

### Notable incidents

On 15 June 2015 crews were sent to Compton Road in Church Crookham after reports of a fire. The fire involved a domestic property and the fire was in the roof space. Crews wore four sets of breathing apparatus and used two hose reels and two jets to put the fire out. An aerial ladder platform and a positive pressure fan were also used. One male was treated on scene by the ambulance service for smoke inhalation. An investigation into the cause of this fire is ongoing.

### 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 April 2015 and 30 June 2015 and the number of smoke alarms fitted.

	Number
HSVs undertaken	116
Smoke detectors fitted	125

#### Fire investigations

There was one fire investigation involving a house.

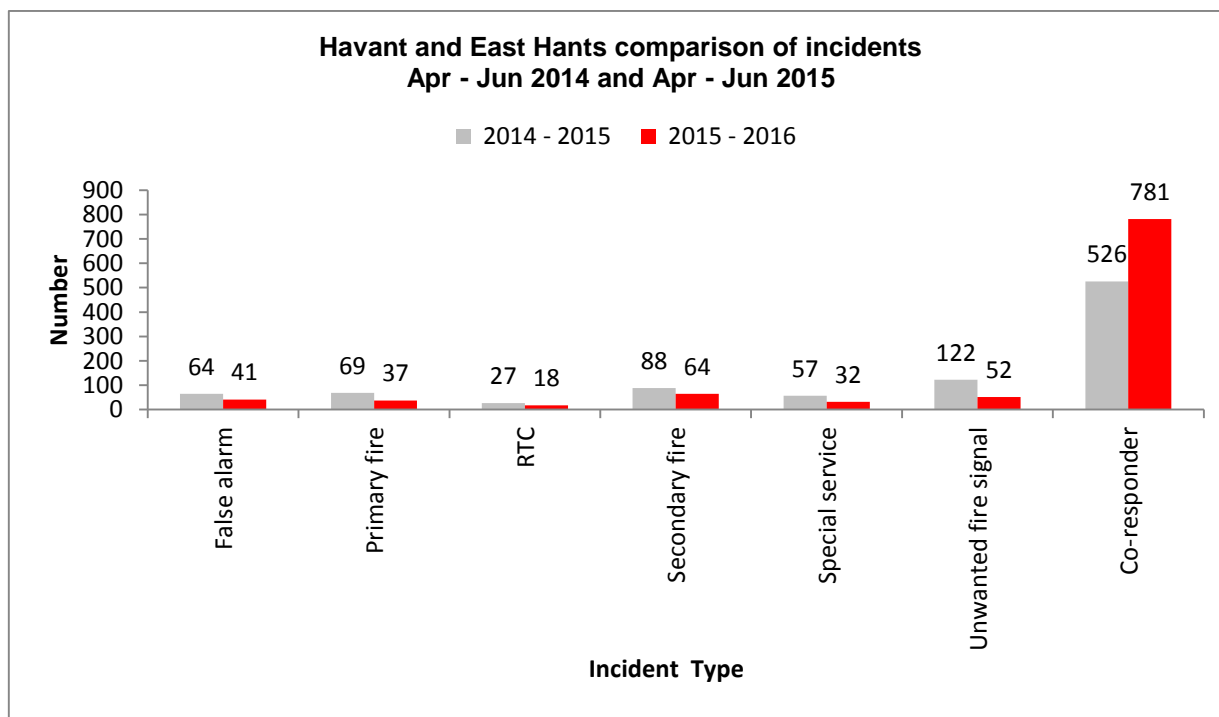
#### Arson and risk reduction

One statement was taken.

#### Business fire safety

We have attended 66 building and licensing consultations, 16 fire safety audits and have undertaken nine business support visits. We have responded to two alleged fire risks and two post fire inspections. We have also issued 10 action plans to improve fire safety.

#### Community response



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

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#### Co-responder calls by station in this period

<b>Havant and East Hampshire</b>		
<b>Station</b>	<b>2014 - 2015</b>	<b>2015 - 2016</b>
Alton	15	24
Bordon	93	88
Emsworth	19	25
Grayshott	14	28
Liphook	53	64
Havant	63	150
Hayling Island	0	9
Horndean	63	128
Petersfield	91	83
Waterlooville	115	182
<b>Total</b>	<b>526</b>	<b>781</b>

#### Notable incidents

On 10 April 2015 crews were called to a fire in Stoney Lane in Alton. Two large temporary structures of asbestos construction and seven smaller sheds were involved in fire. The structures contained approximately 60 motorcycles and three cars and were 100 per cent damaged by fire. Crews wore four sets of breathing apparatus and used four jets and one hose reel to put the fire out. Two water carriers were required to assist appliances already dealing with the incident. The building caught alight due to some 'controlled' burning.

### 3.4 Group activity – Fareham and Gosport Group

#### Community safety

The table below shows the number of home safety visits carried out between 1 April 2015 and 30 June 2015 and the number of smoke alarms fitted.

	Number
HSVs undertaken	87
Smoke detectors fitted	149

#### Fire investigations

There was one fire investigation involving a shed.

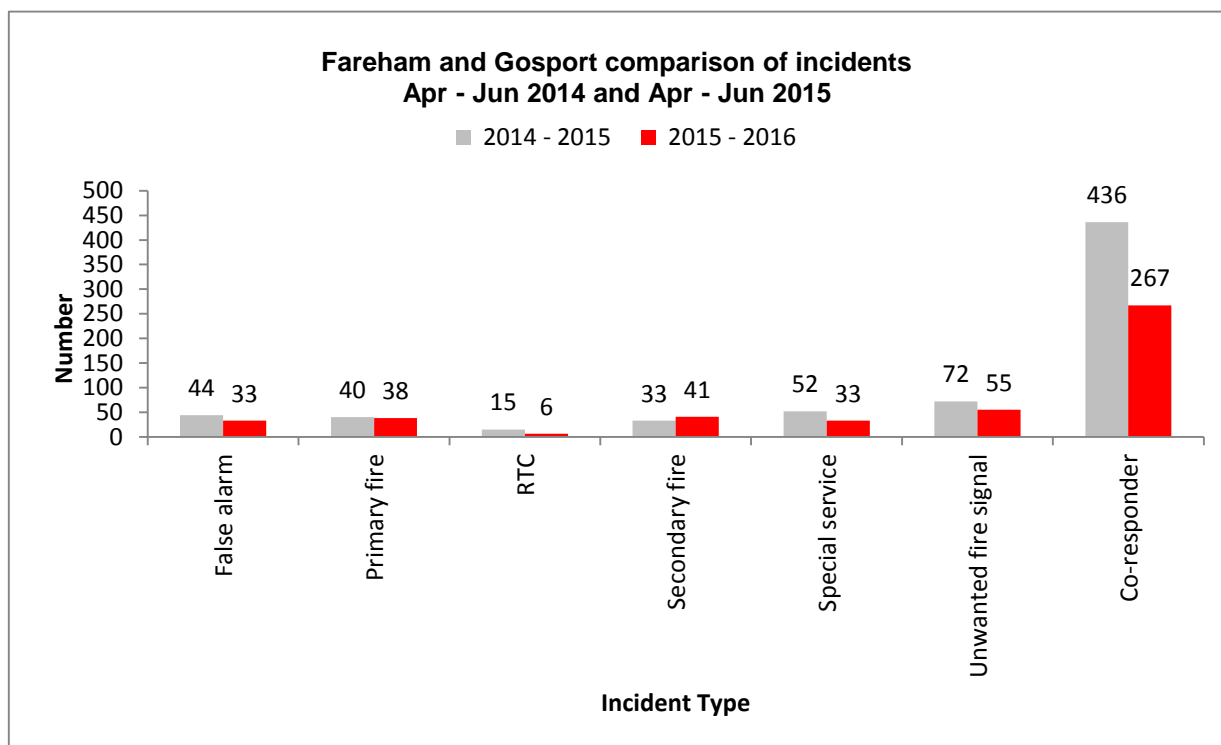
#### Arson and risk reduction

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

#### Business fire safety

We have attended 67 building and licensing consultations, eight fire safety audits and have undertaken 29 business support visits. We have responded to six alleged fire risks and no post fire inspections. We have also issued three action plans to improve fire safety.

#### Community response



### 3.4 Group activity – Fareham and Gosport Group

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Co-responder calls by station in this period

<b>Fareham and Gosport</b>		
<b>Station</b>	<b>2014 - 2015</b>	<b>2015 - 2016</b>
Fareham	217	167
Gosport	14	39
Botley	79	38
Portchester	126	23
<b>Total</b>	<b>436</b>	<b>267</b>

### 3.5 Group activity – Portsmouth Group

#### Community safety

The table below shows the number of home safety visits carried out between 1 April 2015 and 30 June 2015 and the number of smoke alarms fitted.

	Number
HSVs undertaken	126
Smoke detectors fitted	150

#### Fire investigations

There were seven fire investigations including three flats, two houses, one derelict building and a police station.

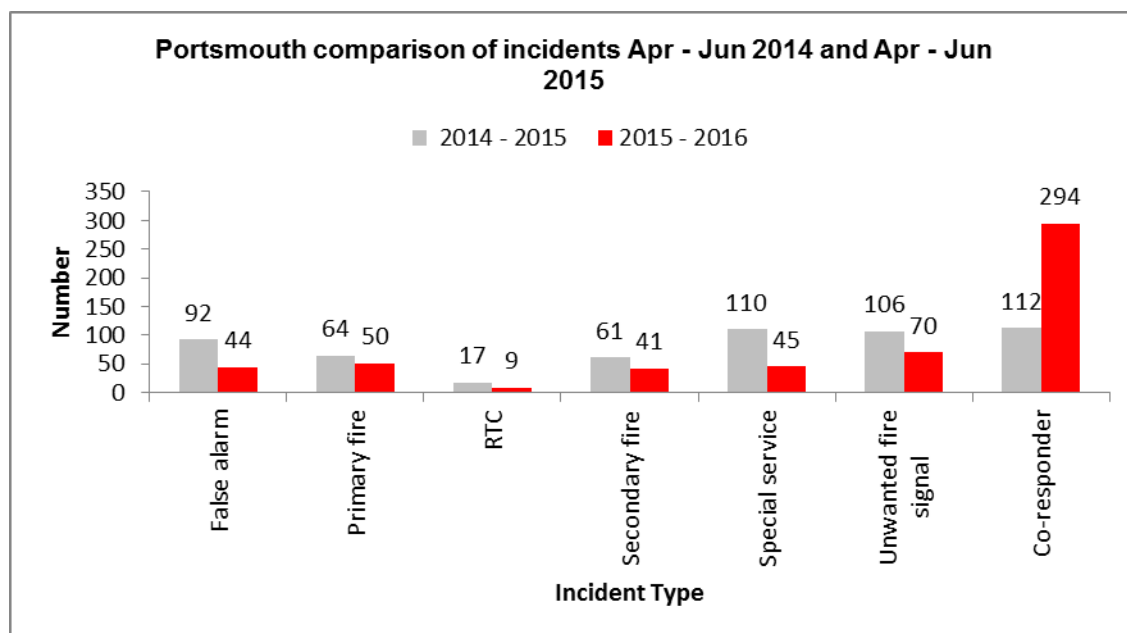
#### Arson and risk reduction

Two statements were taken.

#### Business fire safety

We have attended 67 building and licensing consultations, 37 fire safety audits and have undertaken 127 business support visits. We have responded to 27 alleged fire risks and 12 post fire inspections. We have also issued 10 action plans and three enforcement notices to improve fire safety.

#### Community response



### 3.5 Group activity – Portsmouth Group

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#### Co-responder calls by station in this period

<b>Portsmouth Group</b>		
<b>Station (1 April - 30 June)</b>	<b>2014</b>	<b>2015</b>
Cosham	108	82
Southsea	4	212
<b>Total</b>	<b>112</b>	<b>294</b>

#### Notable incidents

Fire crews were mobilised to Shaftesbury Road in Southsea on 2 April 2015 after reports of a fire. The fire was in the first floor bedroom of a three storey property. Three people and one baby were led to safety and one female was rescued by firefighters. One person was detained by police. Crews wore six sets of breathing apparatus and used two jets and two hose reels to put the fire out. The cause of this fire was deliberate and a female resident has pleaded guilty to arson and will appear in court at the end of August 2015.

On 12 April 2015 crews were sent to Ferry Road in Eastney after reports of a fire involving two private boats. One of the boats was approximately three metres by two metres and was completely destroyed by fire. The other one was a house boat which was approximately 10 metres by three metres and was 10 per cent damaged by fire. All canisters and cylinders were removed. Crews wore four sets of breathing apparatus and used two main jets to put the fire out.

## 3.6 Group activity – Winchester Group

### Community safety

The table below shows the number of home safety visits carried out in the between 1 April 2015 and 30 June 2015 and the number of smoke alarms fitted.

	Number
HSVs undertaken	39
Smoke detectors fitted	51

### Fire investigations

There were no investigations in this reporting period.

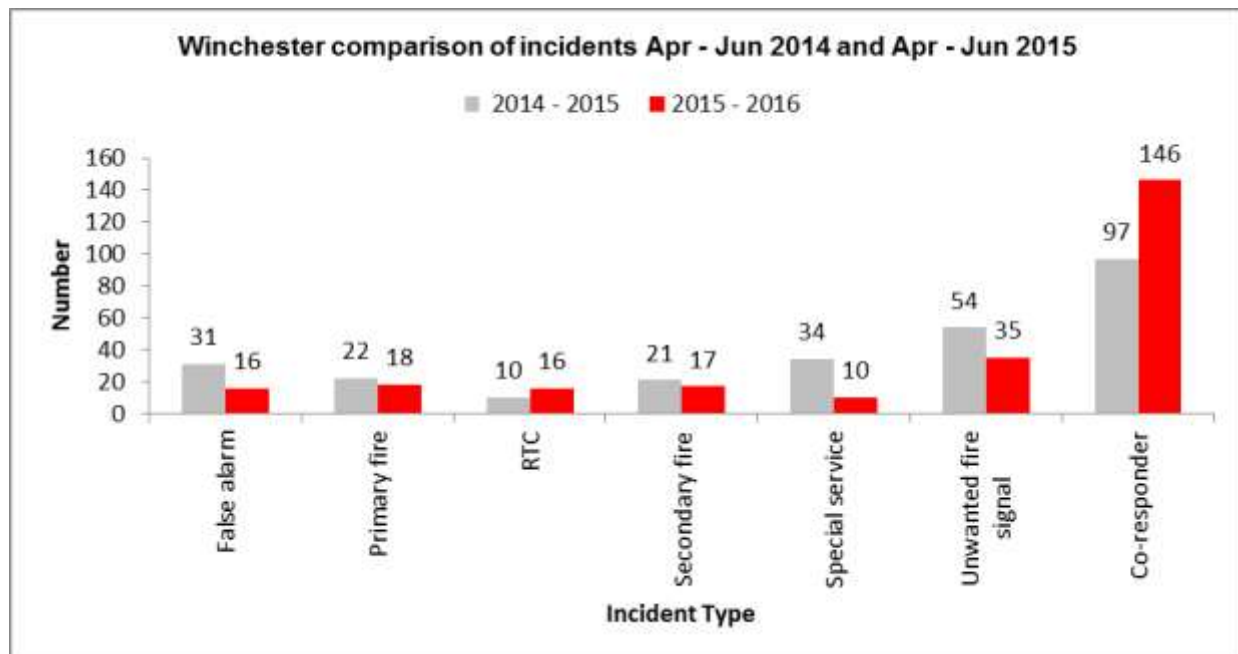
### Arson and risk reduction

There were no search dog deployments or statements taken in this period.

### Business fire safety

We have attended 50 building and licensing consultations, 12 fire safety audits and have undertaken 34 business support visits. We have responded to three alleged fire risks and two post fire inspections. We have also issued one action plan to improve fire safety.

### Community response



### 3.6 Group activity – Winchester Group

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#### Co-responder calls by station in this period

<b>Winchester Group</b>		
<b>Station (1 April - 30 June)</b>	<b>2014</b>	<b>2015</b>
Alresford	31	39
Bishops Waltham	5	13
Droxford	4	6
Sutton Scotney	1	1
Wickham	52	76
Winchester	4	11
<b>Total</b>	<b>97</b>	<b>146</b>

#### Notable incidents

On 2 April 2015 crews attended a road traffic collision on the A303. There were two people in the car when it came off the road and ended up in a ditch. One female casualty was released and taken to hospital and sadly one male died.

## 3.7 Group activity – Test Valley and Eastleigh Group

### Community safety

The table below shows the number of home safety visits carried out between 1 April 2015 and 30 June 2015 and the number of smoke alarms fitted.

	Number
HSVs undertaken	100
Smoke detectors fitted	135

### Fire investigations

There were eight fire investigations involving one house, one thatched property, one flat, two sheds, a caravan, a public house and a derelict building.

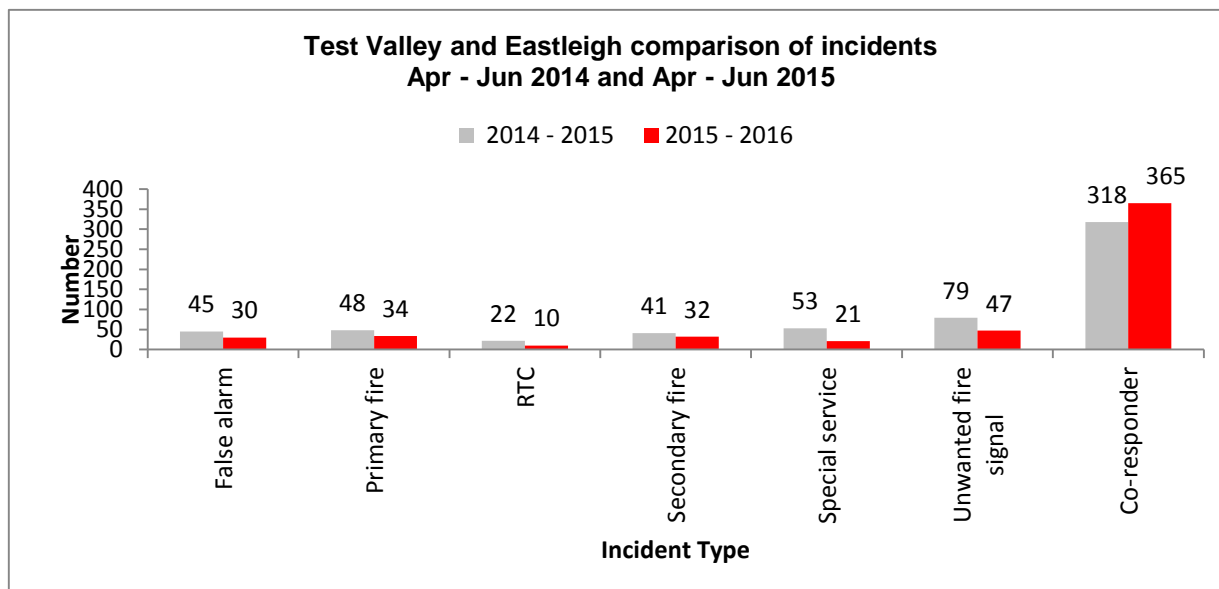
### Arson and risk reduction

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

### Business fire safety

We have attended 71 building and licensing consultations, 15 fire safety audits and have undertaken 33 business support visits. We have responded to 12 alleged fire risks and one post fire inspection. We have also issued four action plans to improve fire safety.

### Community response



### 3.7 Group activity – Test Valley and Eastleigh Group

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Co-responder calls by station in this period

<b>Test Valley and Eastleigh Group</b>		
<b>Station (1 April - 30 June)</b>	<b>2014</b>	<b>2015</b>
Andover	140	151
Eastleigh	28	40
Romsey	116	149
Stockbridge	34	24
<b>Total</b>	<b>318</b>	<b>364</b>

## 3.8 Group activity – Southampton Group

### Community safety

The table below shows the number of home safety visits carried out between 1 April 2015 and 30 June 2015 and the number of smoke alarms fitted.

	Number
<b>HSVs undertaken</b>	<b>148</b>
<b>Smoke detectors fitted</b>	<b>196</b>

### Fire investigations

There were seven fire investigations involving two flats, a house, a hotel, a shop, a bin fire and one in sheltered/support accommodation.

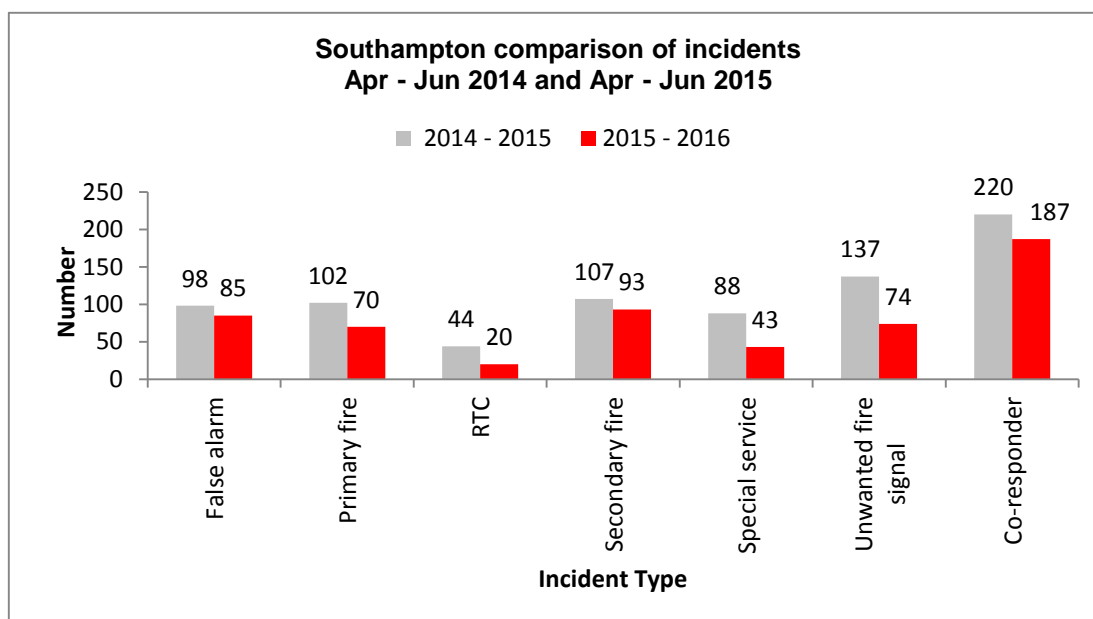
### Arson and risk reduction

There were two fire investigation search dog deployments and five statements were taken.

### Business fire safety

We have attended 66 building and licensing consultations, 29 fire safety audits and have undertaken 11 business support visits. We have responded to six alleged fire risks and six post fire inspections. We have also issued 13 action plans and three alteration notices to improve fire safety.

### Community response



### 3.8 Group activity – Southampton Group

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#### Co-responder calls by station in this period

<b>Southampton Group</b>		
<b>Station (1 April - 30 June)</b>	<b>2014</b>	<b>2015</b>
Hamble	35	40
Hightown	174	110
Redbridge	4	34
St Mary's	7	3
<b>Total</b>	<b>220</b>	<b>187</b>

#### Notable incidents

Crews were sent to St Mary's Place in Southampton on 10 April 2015 after reports of a fire. The fire was in a derelict building of brick and steel construction consisting of one floor which was 50 per cent damaged by fire. Crews wore four sets of breathing apparatus and used one main jet and one high pressure hose reel to put the fire out. One male was rescued by firefighters and was treated on scene for smoke inhalation by the ambulance service.

### 3.9 Group activity – New Forest Group

#### Community safety

The table below shows the number of home safety visits carried out between 1 April 2015 and 30 June 2015 and the number of smoke alarms fitted.

	Number
HSVs undertaken	90
Smoke detectors fitted	107

#### Fire investigations

There were three investigations involving a house, a bungalow and a derelict building.

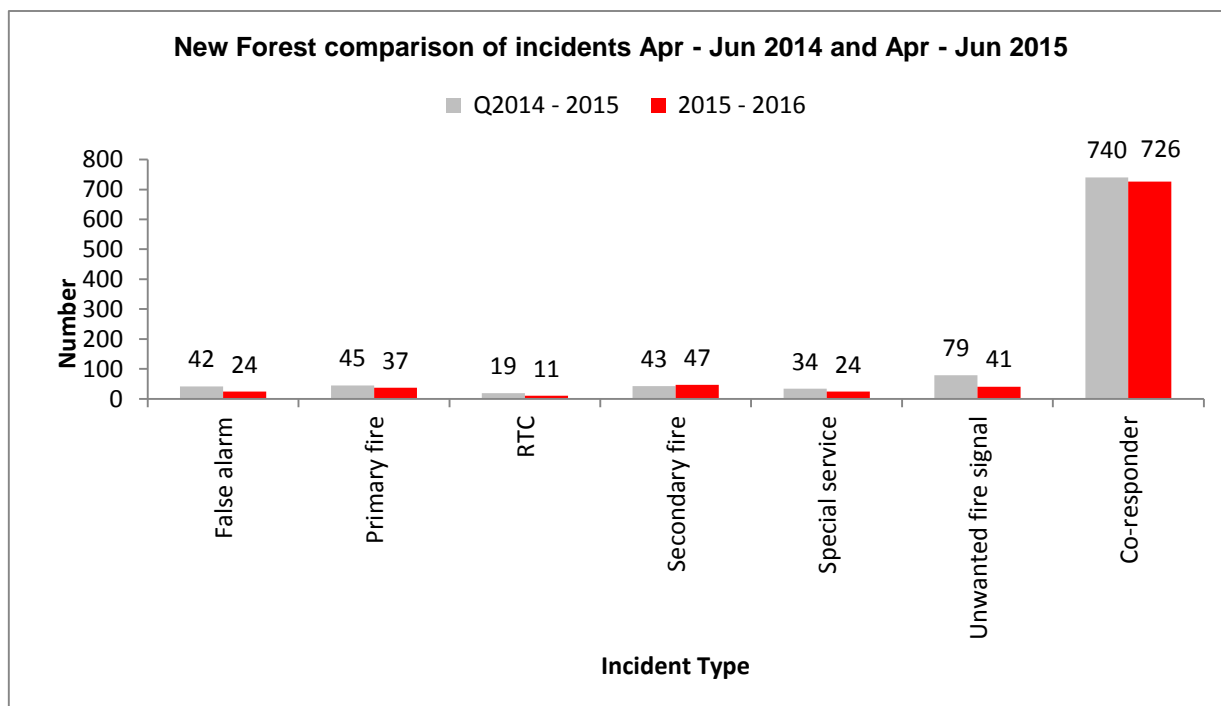
#### Arson and risk reduction

There was one fire investigation search dog deployment.

#### Business fire safety

We have attended 58 building and licensing consultations, 35 fire safety audits and have undertaken 19 business support visits. We have responded to one alleged fire risk and three post fire inspections. We have also issued 10 action plans, two enforcement notices and one alteration notice to improve fire safety.

#### Community response



### 3.9 Group activity – New Forest Group

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#### Co-responder calls by station in this period

<b>New Forest Group</b>		
<b>Station (1 April - 30 June)</b>	<b>2014</b>	<b>2015</b>
Beaulieu	6	9
Brockenhurst	30	56
Burley	8	6
Fordingbridge	2	3
Hardley	101	104
Hythe	130	66
Lymington	132	121
Lyndhurst	24	18
New Milton	256	275
Ringwood	43	63
Totton	8	5
<b>Total</b>	<b>740</b>	<b>726</b>

#### Notable incidents

On 2 April 2015 crews attended a road traffic collision involving an articulated lorry which had overturned on the A326 near Rushington roundabout. Firefighters extricated one male who was trapped and he was then taken to hospital by South Central Ambulance Service. A large amount of diesel was spilt onto the highway which was dealt with by the Highways Agency.

## **4 Latest news**

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### **4.1 Blackbushe plane crash**

Three crews were mobilised to Blackbuck Airport on 31 July at 15:10 after reports of a plane down. A private jet had overshot the runway and collided with the British Car Auction. 30 firefighters were sent to the scene to battle the fierce fire involving the private jet and 15 cars which had become involved in the fire. Crews wore 10 sets of breathing apparatus and used three compressed air foam jets and two hose reels to put the fire out.

Sadly the four people who were on board the jet died in the devastation. A police investigation is currently ongoing.

### **4.2 Fire crews battle blaze at an Alton industrial estate**

More than 30 firefighters battled a blaze which broke out on the Newman Industrial Estate in Alton at 4:55am on 5 August 2015.

Four industrial units were involved in the fire with one of them being used to manufacture and store pesticide substances. One of the units was 50 per cent damaged by fire and 100 per cent damaged by smoke and the other three units were 50 per cent damaged by smoke. Crews managed to contain the fire, stopping it from spreading to neighbouring units including an ambulance station.

Crews wore 27 sets of breathing apparatus and used three jets and a positive pressure fan to bring the fire under control.

There is an ongoing joint investigation with Hampshire Constabulary to determine the cause of the fire.

## 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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