

**Performance Review and Scrutiny Committee 27 October 2015**  
**Performance Report – September 2014 to August 2015**

## Activity

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.

We collect and report our annual performance by financial year (April to March) from incident reports. For the monthly breakdowns these show the number of incidents over the last 12 months from June to May compared with previous year. The 12 month rolling averages show each month's average number of incidents over the previous 12 months. Using this measurement we are able to identify trends in incident levels without seasonal variance.

### 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.

### 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:

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- **False Alarm – Good intent**
- **False Alarm – Malicious call**
- **False Alarm – Unwanted fire signal**

Good intent false alarm calls are those discovered and reported by human intervention, such as visual signs of smoke. The 'unwanted fire signal' 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.

### **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.

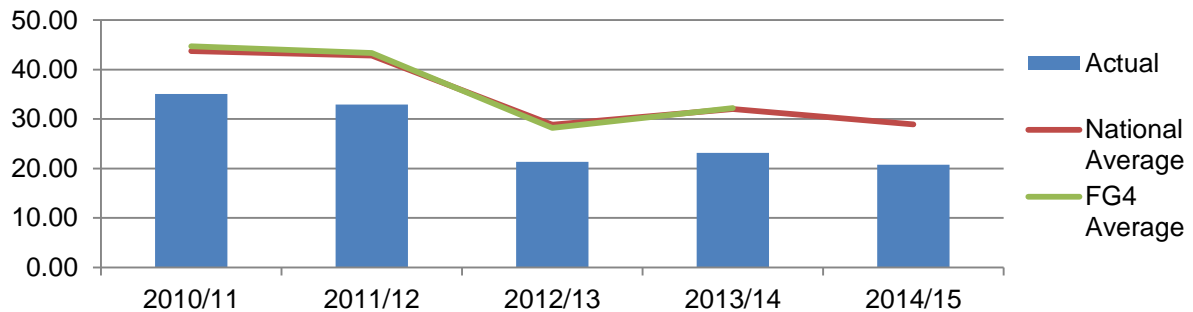
### **Co-Responder Calls**

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.

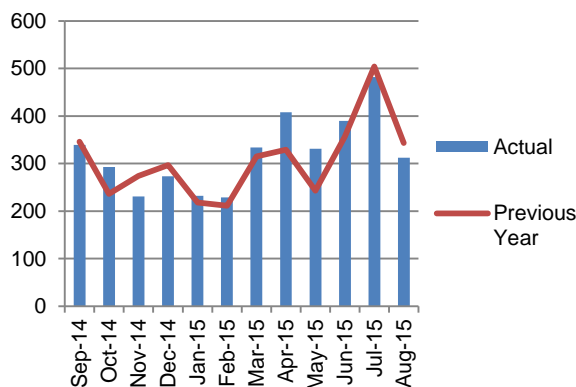
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All Fires

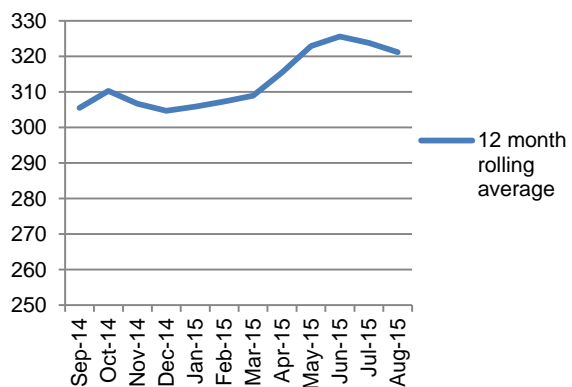
By financial year per 10,000 of the population



By month



By 12 month rolling average



Performance summary

From January 2015 to June 2015 the number of fires has been consistently higher than the previous year. This has since reduced with a slight reduction in July and a significant reduction in August. As a result the 12 month rolling average had been steadily increasing during this period but has now started to decline as we head into the autumn months. This again correlates to the monthly rainfall, particularly in August where we saw the most amount of rainfall in a month since November 2014.

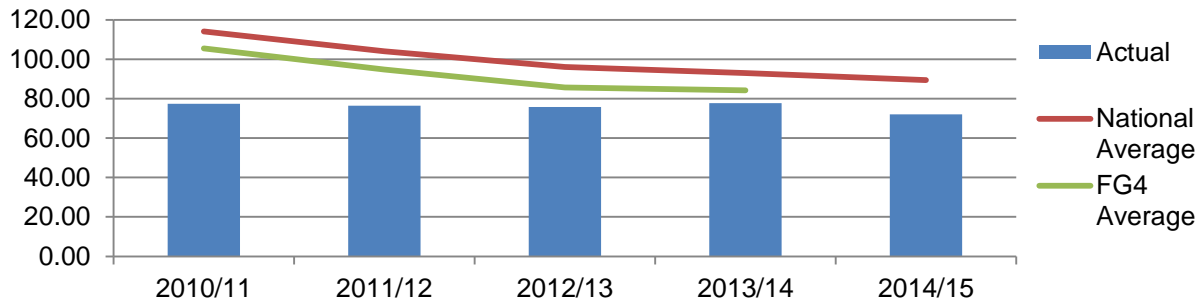
Breakdown

IRS data 2014/15	2010/11	2011/12	2012/13	2013/14	2014/15
<b>Fires</b>	<b>6,096</b>	<b>5,766</b>	<b>3,833</b>	<b>4,160</b>	<b>3,706</b>
Primary	2,487	2,438	2,051	1,982	1,936
Secondary	3,254	3,041	1,455	1,924	1,593
Chimney	355	287	327	254	177

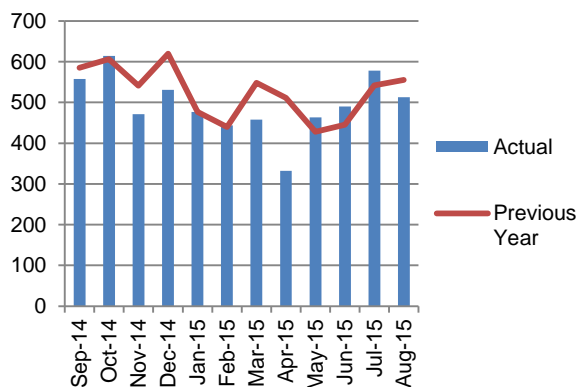
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## False Alarms

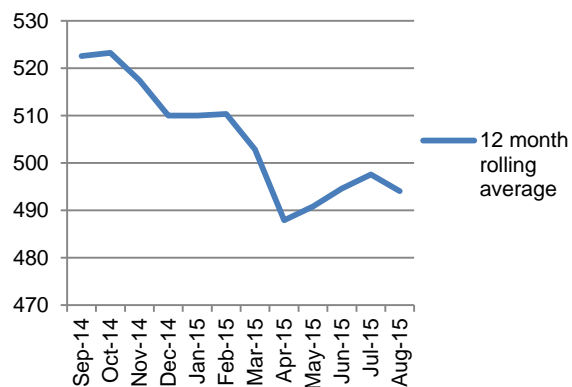
### By financial year per 10,000 dwellings and non domestic properties



### By month



### By 12 month rolling average



## Performance summary

False alarms have fallen by 4.9% since 2010/11. The number of false alarms under each category has fluctuated over the years with the exception of 'malicious' false alarms which has been steadily reducing since 2010/11. We operate a robust call challenge system where appropriate to reduce the number of these that we attend. Looking at the data over the last 12 months (September 2014 to August 2015) we can see there are signs that this is on a reducing trend. Particularly in April 2015 where we have had a significant drop compared with the previous year (April 2014) and again a considerable drop in August 2015.

## Breakdown

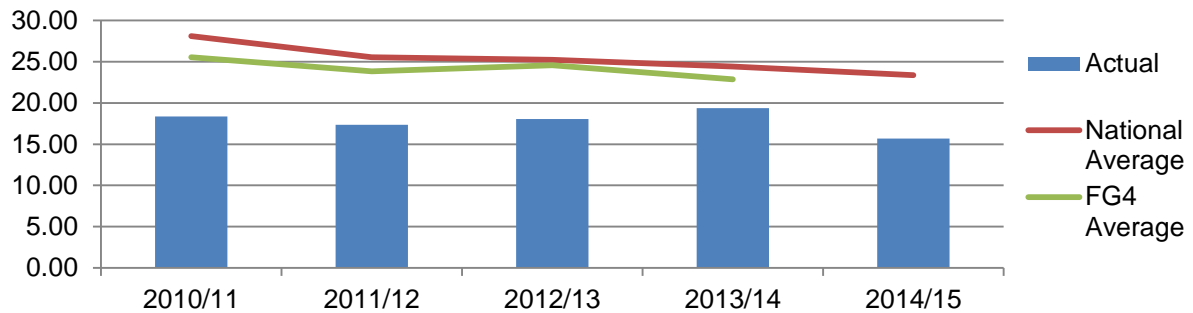
IRS data 2014/15

	2010/11	2011/12	2012/13	2013/14	2014/15
<b>False Alarms</b>	<b>5,972</b>	<b>5,959</b>	<b>5,918</b>	<b>6,180</b>	<b>5,679</b>
Good Intent	1,746	1,867	1,785	1,792	1,710
Malicious	238	217	201	191	169
Unwanted fire signal	3,988	3,875	3,932	4,197	3,800

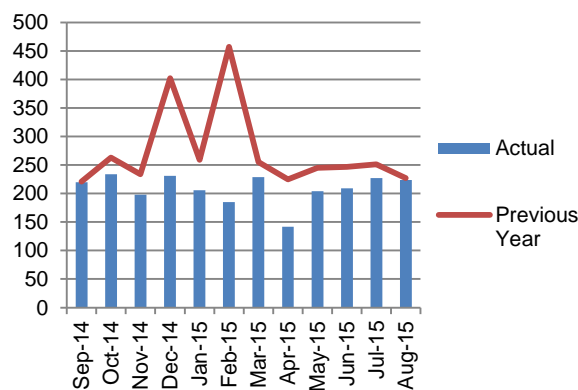
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Special Service Calls

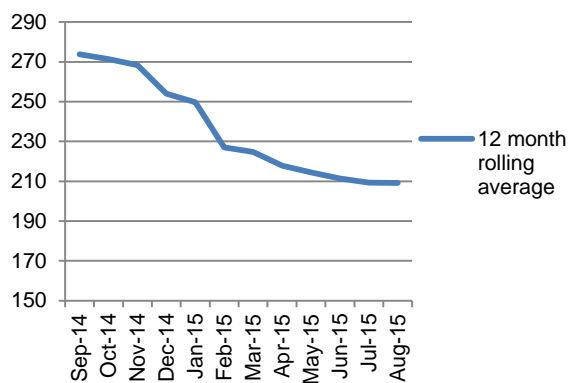
By financial year per 10,000 of the population



By month



By 12 month rolling average



Performance summary

The rise in 2013/14 was in reaction to the adverse weather leading to an increase in rescues and making scenes safe. In 2014/15 we saw a more stable decrease in the number of calls on a monthly basis with much of the reduction occurring during the winter months. This has continued to reduce into the new financial year (2015/16), particularly with a significant reduction in April 2015. This monthly reduction has continued up to August 2015. On average road traffic collisions represent 32% of our special service calls and despite an increase in 2012/13 our attendance to these calls has continued to reduce since.

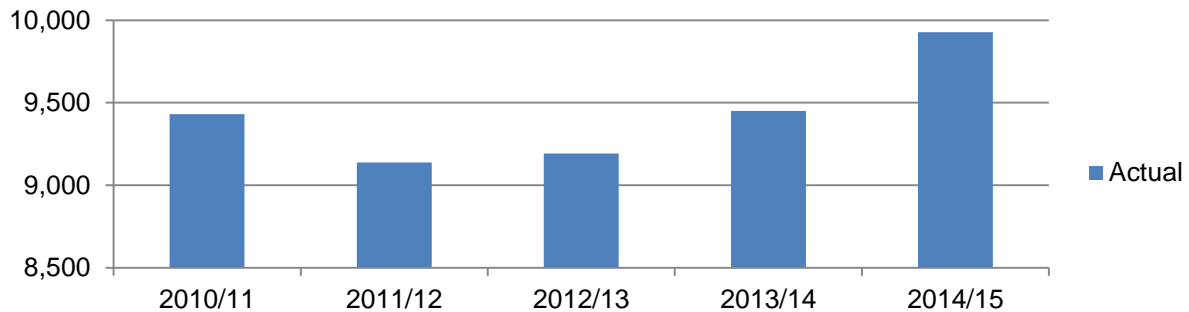
Breakdown

IRS data 2014/15	2010/11	2011/12	2012/13	2013/14	2014/15
<b>Special service calls</b>	<b>2,885</b>	<b>2,842</b>	<b>3,108</b>	<b>3,365</b>	<b>2,707</b>
Road traffic collision	983	909	1,038	952	867
Other	1,902	1,933	2,070	2,413	1,840

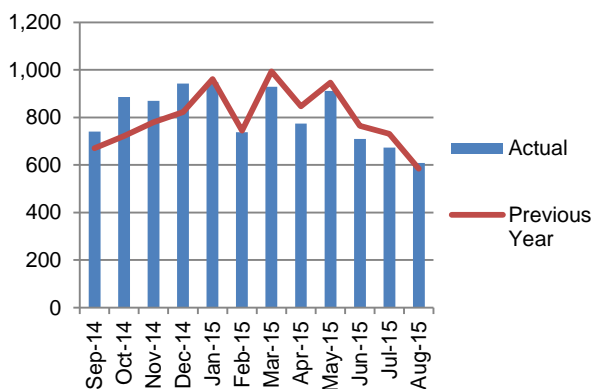
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## Co-Responder Calls

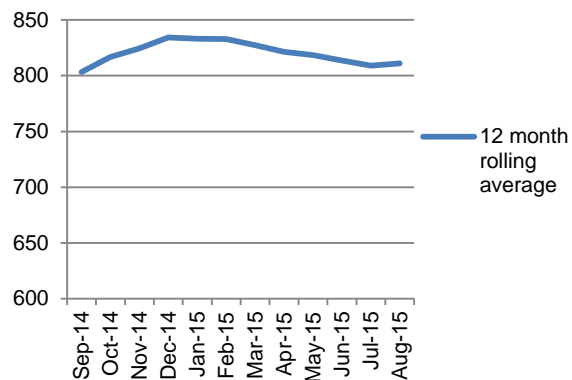
### By financial year



### By month



### By 12 month rolling average



## Performance summary

The annual increase in our call levels has come as more retained fire stations have been included in the co-responder scheme. On a monthly basis there is often an increase in activity during the colder months. However, in September 2014 to November 2014 we saw this increase above that of the previous year. When we look at this over the 12 month rolling average we see that the number of call outs increased during these autumn months, although, beginning to reduce in February 2015 to July 2015. It is worth noting that we do not attend all occurrences of category 1 medical incidents so these trends are based on the calls we have been sent to by South Central Ambulance Service when needed. 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.

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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.

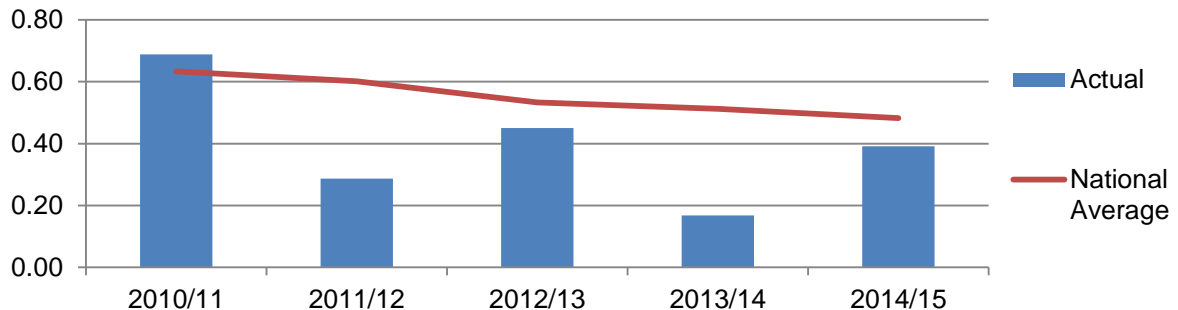
To help measure and evaluate the success of these initiatives we monitor the following indicators:

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

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## Fire Fatalities

### By financial year per 100,000 of the population



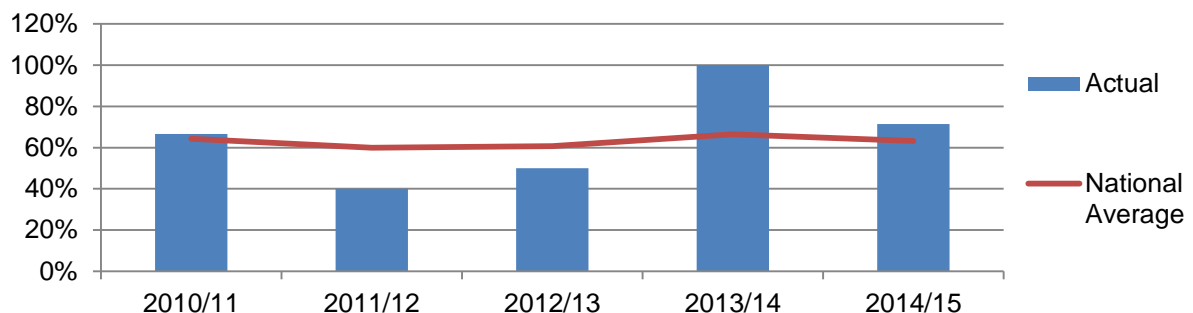
### Performance summary

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. 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.

So far this financial year, April 2015 to March 2016, we have seen 5 fire related fatalities. 4 of which occurred from a plane crash in Yateley and 1 as a result of a car fire.

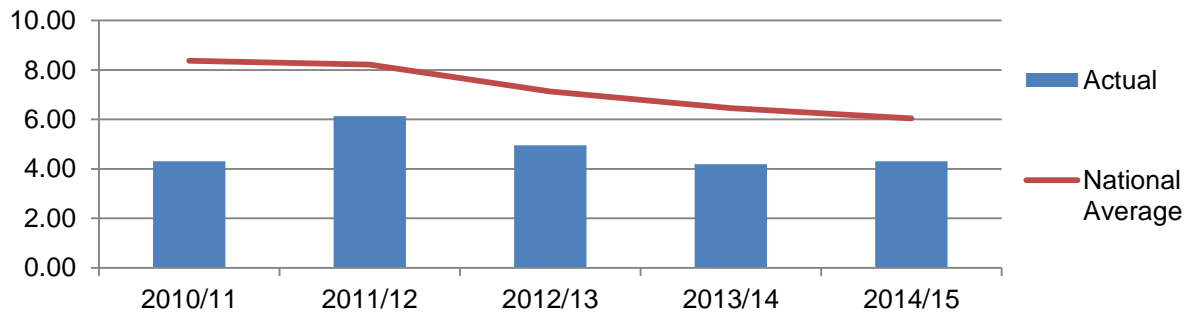
### % Fatalities in accidental dwelling fires



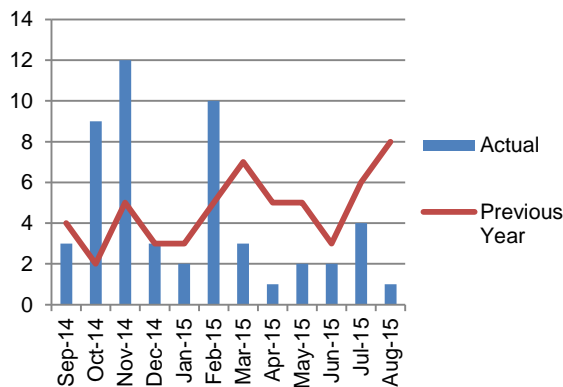
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**Fire Casualties (excluding precautionary checks and first aid given at scene)**

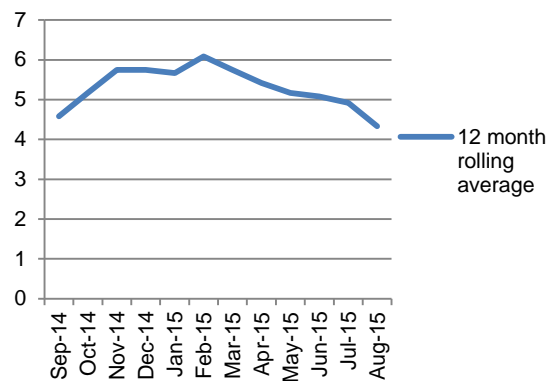
**By financial year per 100,000 of the population**



**By month**



**By 12 month rolling average**



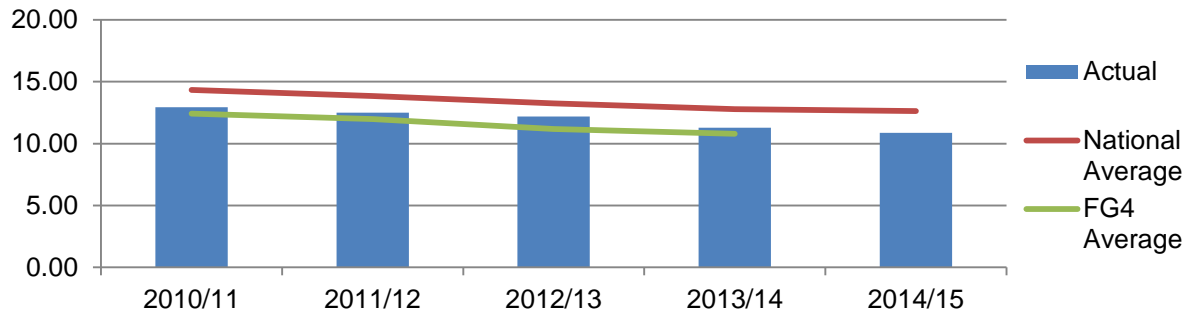
**Performance summary**

Fire related casualties have fluctuated over the years, however, Hampshire remains significantly under the national average. To keep our prevention activities focussed, we like to concentrate our efforts on the injuries from fire resulting in individuals being taken to hospital. Therefore, our performance indicator excludes precautionary checks and first aid given at scene. We had a significant increase in the autumn months compared with the previous year. However, a consistent reduction from March 2015 to August 2015 has brought our monthly rolling average down.

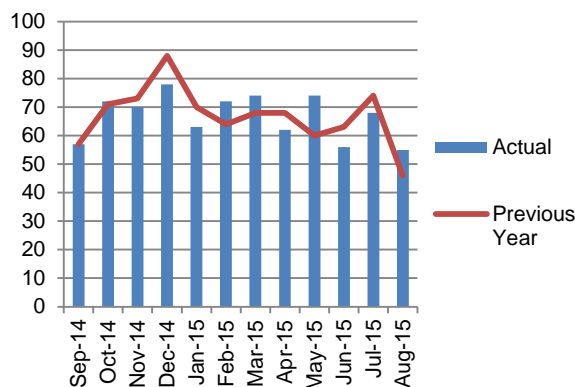
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## Accidental Dwelling Fires

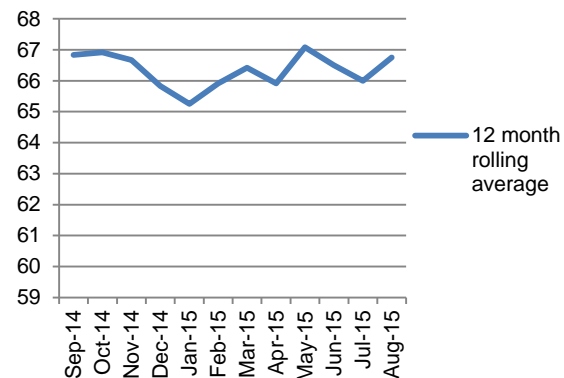
### By financial year per 10,000 dwellings



### By month



### By 12 month rolling average



## Performance summary

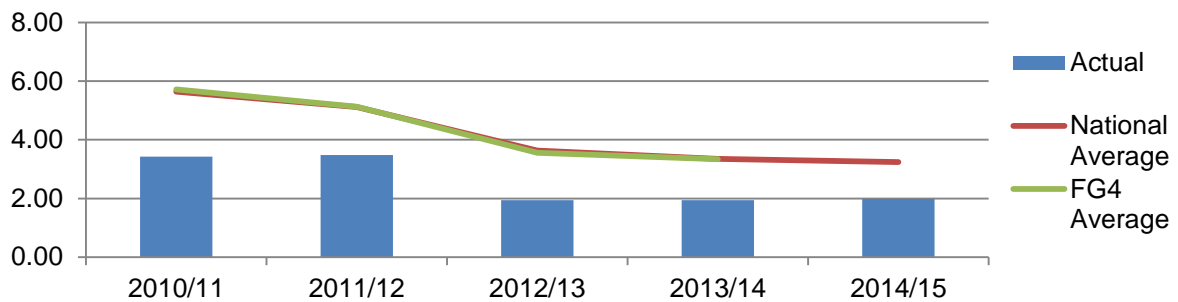
Accidental dwelling fires have been gradually reducing since 2010/11 at a much slower rate than other indicators. In addition to this, whilst we are always below the national average we are consistently marginally above the family group 4 average.

There are various reasons for the cause of fire but 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 profiles (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. However, our main focus is to not just target those likely to have a fire but in particular those who are likely to become a casualty if a fire were to occur.

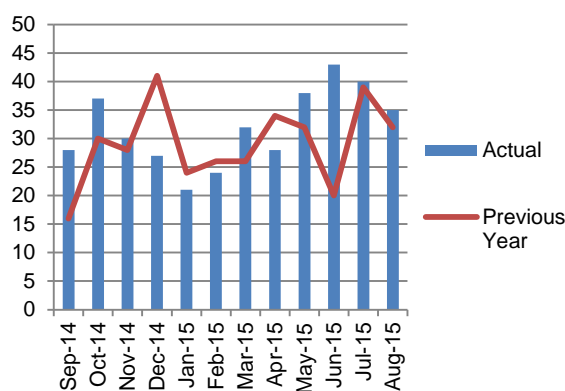
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**Deliberate Primary Fires**

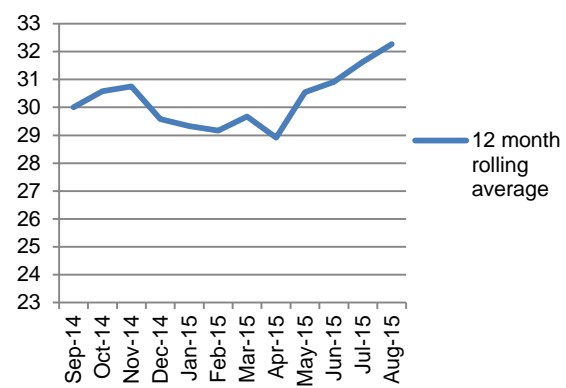
**By financial year per 10,000 of the population**



**By month**



**By 12 month rolling average**



**Performance summary**

In 2012/13 we saw a significant drop in deliberate primary fires, which has since maintained at a fairly consistent rate through to 2014/15. This drop predominantly came from a fall in deliberate primary vehicle fires. By month there appears to be little seasonal variance. Our Prevention teams and local fire stations work hard educating young people as well as adult fire setters to keep these fires down. However, we had significant spike in May 2015 to June 2015 which has pushed the rolling average slightly up to 32.3 a month.

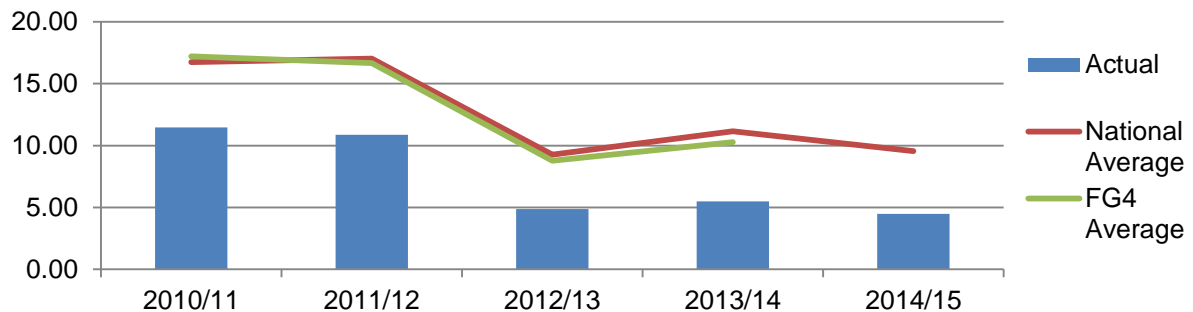
**Breakdown**

IRS data 2014/15	2010/11	2011/12	2012/13	2013/14	2014/15
<b>Deliberate primary fires</b>	<b>595</b>	<b>614</b>	<b>350</b>	<b>349</b>	<b>356</b>
Vehicles	315	312	164	171	161
Other	280	302	186	178	195

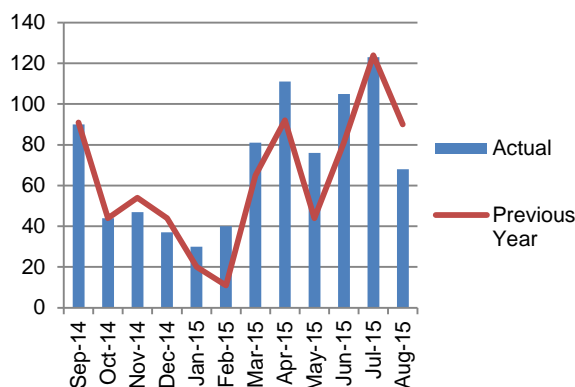
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## Deliberate Secondary Fires

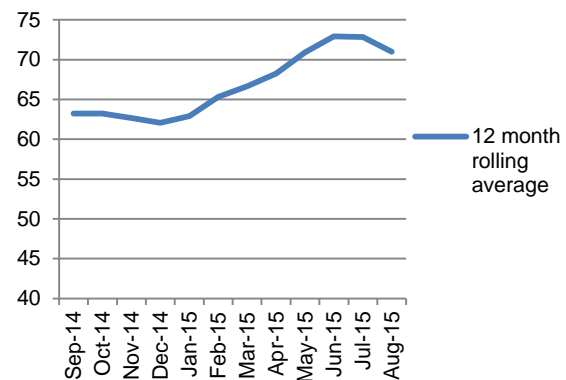
### By financial year per 10,000 of the population



### By month



### By 12 month rolling average



## Performance summary

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. These fires have been steadily increasing from January 2015 to June 2015. However, these have now started to reduce with a significant drop in August 2015.

## Breakdown

IRS data 2014/15	2010/11	2011/12	2012/13	2013/14	2014/15
<b>Deliberate secondary fires</b>	<b>1,999</b>	<b>1,895</b>	<b>875</b>	<b>987</b>	<b>800</b>
Derelict building	32	26	14	14	8
Derelict vehicle	41	29	11	18	16
Grass	807	704	232	376	241
Outdoor structure	4	8	5	10	5
Refuse	1040	1073	574	516	472
Straw & Stubble	75	55	39	53	58

## 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.

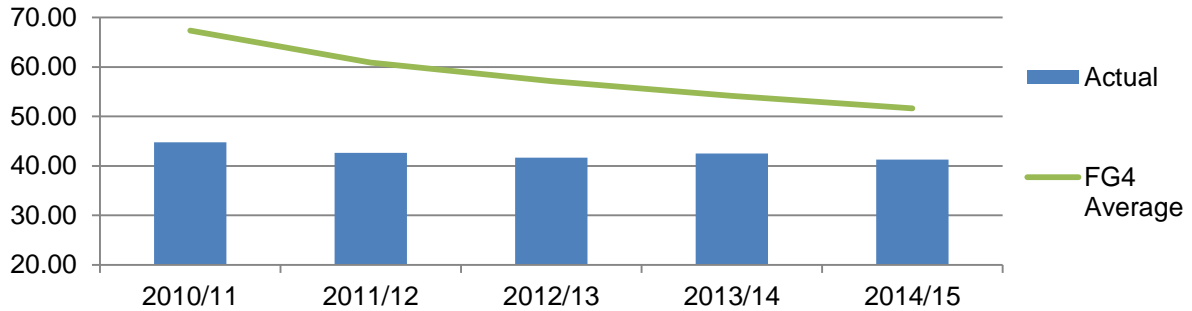
To help measure the effectiveness of our protection work we monitor the following indicators:

- **False alarms caused by unwanted fire signals in non domestic properties**
- **Fires in non domestic properties**

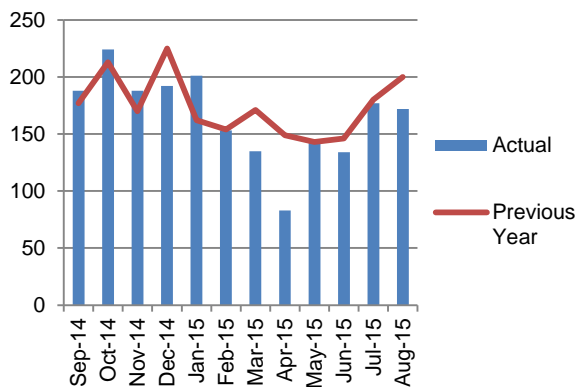
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**False alarms caused by unwanted fire signals in non-domestic properties**

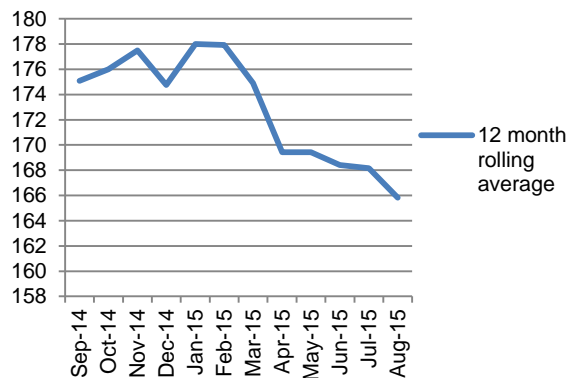
**By financial year per 1,000 non domestic properties**



**By month**



**By 12 month rolling average**



**Performance summary**

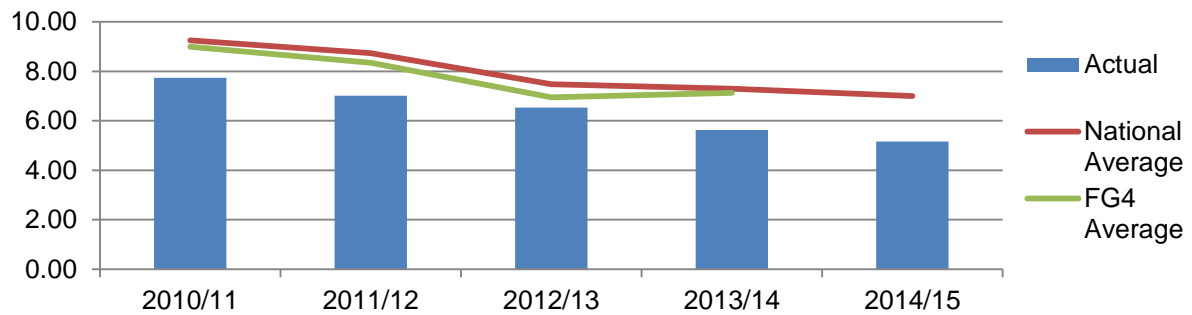
The annual chart shows the reduction of automatic fire alarms has slowed right down since 2010/11. There are some early signs that our attendances to these calls are going to reduce with a significant drop in April 2015 and a further drop in August 2015. This has brought our monthly rolling average right down.

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.

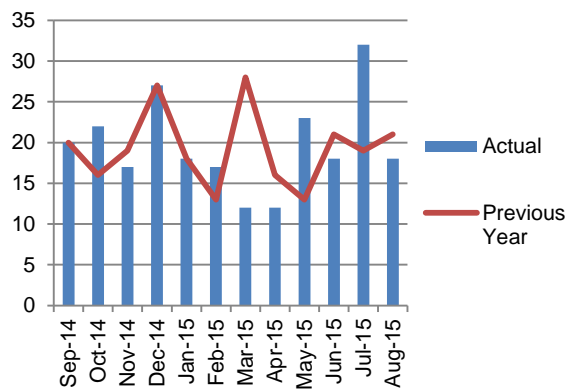
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Fires in non-domestic properties

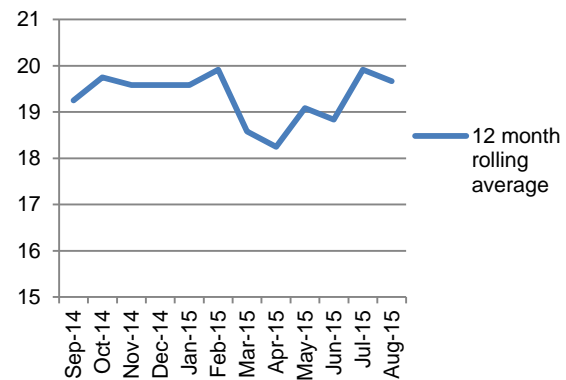
By financial year per 1,000 non domestic properties



By month



By 12 month rolling average



Performance summary

We continue to see a positive decrease in the number of primary fires in these types of properties with a significant reduction in 2014/15. There was a large drop in March 2015 and April 2015 compared with the previous year. This reduction has lowered our monthly rolling average and has begun to stabilise with a rise in May 2015 and again in July 2015. Our Business Fire Safety teams and our local fire stations work very closely with businesses to not only prevent a fire from occurring but also reduce the economic impact on the business should one occur.

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## Response

We believe that prevention is better than cure and are dedicated to stopping incidents from occurring in the first place. However, in the unfortunate event that an incident does occur we are committed to ensuring the appropriate resource arrives to the scene as quickly and safely as possible. As part of this commitment, we have developed a set of response standards in which we aim to arrive at the scene of an incident within an acceptable, timely manner. These are as follows:

### Critical response (8/80)

This response standard has been created to ensure that an appliance will be in attendance within 8 minutes, 80% of the time, where there is risk to life or property.

### Non-critical response (15/100)

Non-critical incidents are those where there is no apparent threat to life or major risk to property. We aspire to reach 100% of these incidents within 15 minutes.

### Other response (60/100)

Other calls are often advice related. These are usually attended by a single officer to give expertise on a situation that may require further fire service intervention. We aim to attend 100% of these incidents within 60 minutes.

Our targets are extremely stretching as we strive to deliver the best and most efficient service we can to the people of Hampshire. The following table shows our performance against these standards from 2010/11 to 2014/15:

HFRS Incident recording system

Response Standards	2010/11	2011/12	2012/13	2013/14	2014/15
Critical (8/80)	68%	69%	67%	65%	67%
Non critical (15/100)	95%	97%	96%	96%	95%
Other (60/100)	93%	97%	97%	95%	96%

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.

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## **Resources**

As part of delivering our services, we value our staff and monitor their well-being. To ensure we are producing high quality and efficient work. There are two indicators we monitor to ensure the safety of our staff and their wellbeing these are:

- Percentage of shifts lost to sickness per shifts possible
- Safety events

### **Percentage of shifts lost to sickness per shifts possible**

Our performance indicator for sickness is calculated as the percentage of shifts lost to sickness against the total number of potential shifts possible.

### **Safety events**

This indicator is broken into two main elements:

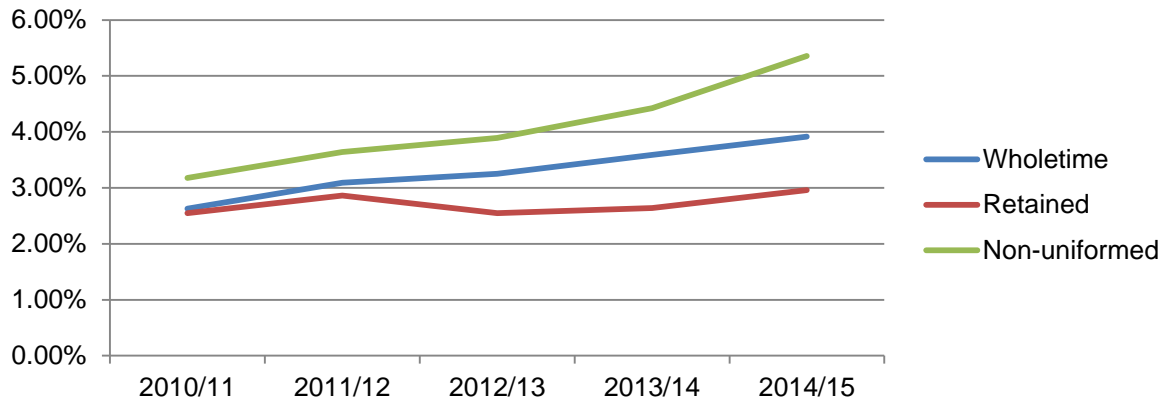
- Personal injuries – event resulting in a person being injured
- Near misses – event that could of resulted in a significant injury

Not all safety events result in injuries however, it is important for us to report on near misses to ensure early corrective action can be taken to prevent an injury occurring. Under the Health & Safety at Work act we are required to report certain events to the Health and Safety Executive.

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## Percentage of shifts lost to sickness per shifts possible

### By financial year



### Performance summary

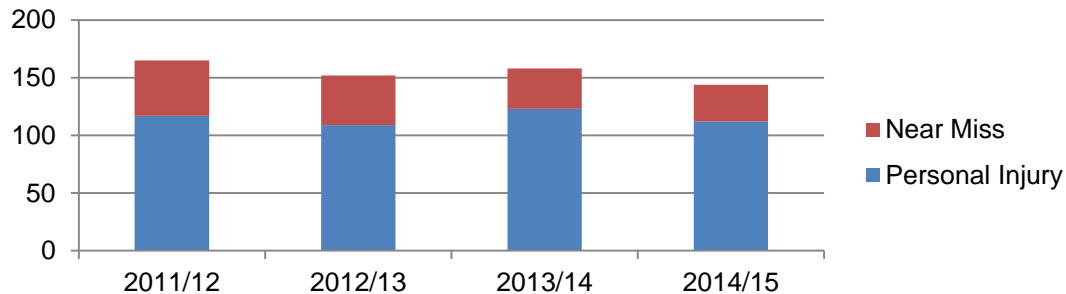
Sickness has increased over the years and much work is underway to bring this back down. Over the last three years the organisation has gone under significant change and this is often a trend of a changing working environment.

This is being monitored by the HR Committee who have put a plan together to address both long term and short term sickness occurrences. In addition to this, work is under way to develop more sophisticated reporting at the committee to enable them to address areas of poor performance.

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## Safety events

### By financial year



### Performance summary

The total number of safety events has fluctuated over the years with the lowest number in 2014/15. However, there has been a steady fall in the number of near misses where as personal injuries have remained around 110 to 120 each year, with no direction of travel.

The Health & Safety Committee review detailed reports of safety events and have a medium term plan to address areas of concern. Whilst the number of personal injuries appears high, 63% of these incidents do no result in any working time loss. However, like the near misses our investigations enable us to apply preventative measures to ensure no future serious injuries occur from similar incidents.