

Hampshire Fire and Rescue Authority

Performance Review and Scrutiny Committee

Item 7

26 January 2016

Performance indicators monitoring report

Report by the Chief Officer

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1 Summary

- 1.1 This report provides an update on how the Authority performed against its key performance indicators in the financial year 2014/15 (April to March) in Appendix A.
- 1.2 Appendix A also shows our performance over the last 12 months. In this report we have looked at our performance from December 2014 to November 2015 as well as a five year annual break down (financial years).

2 Recommendation

- 2.1 The Committee reviews the performance report (Appendix A) and the strategies to make improvements.

3 Performance indicators

- 3.1 The indicators in this report are some of the measures identified by the Service Management Team as key to monitoring the achievement of our current priorities and aims.
- 3.2 Appendix A provides a graphical breakdown of the performance, and commentaries on our actions to improve performance. We have also included a 12 month rolling average chart for many of the indicators. 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.

4 Positive exceptions

- 4.1 From April 2015 to November 2015 we have seen a 67% reduction in fire related casualties (excluding precautionary checks and first aid given at scene) compared to the previous year.

- 4.2 From April 2015 to November 2015 we have seen a 14% reduction in people rescued from other special service calls (excluding rescues from fire and road traffic collisions) compared to the previous year.
- 4.3 Our average response to critical incidents reduced by 4% in 2014/15 (7 minutes 44 seconds) compared to the previous year 2013/14 (8 minutes and 4 seconds).

5 Negative exceptions

- 5.1 So far this financial year, April 2015 to March 2016, we have seen 7 fire related fatalities. 4 of which occurred from a plane crash in Yateley. The others occurred in a house fire, car fire and a shed. From these 3 fatalities, 2 have been confirmed as 'accidental death - fire related' and 1 remains pending the coroners verdict.
- 5.2 From April 2015 to November 2015 we have seen a 16% increase in deliberate primary fires compared to the previous year.
- 5.3 From April 2015 to November 2015 we have seen a 3% increase in all fires compared to the previous year.

6 Resource implications

- 6.1 There are no additional resource implications for the Authority arising from this report. Information on our performance is considered when we set our priorities and aims.

7 Consultation

- 7.1 The Knowledge Management team meets with the Service Management Team on a quarterly basis to discuss performance and this report is circulated to them prior to submission for comment.

8 Risk analysis

- 8.1 Failure to report on our performance may leave the Authority vulnerable to criticism from our stakeholders. The information may, in some cases, indicate increasing (or reducing) strategic risks for the Authority. Consideration of the progress reports is therefore an important process within the Authority's strategic risk management strategy. It ensures that Members are aware of any problems (including any resource implications) associated with achieving the improvements set by the Authority, and the priority given to eliminating or mitigating any implied or specific risks.

9 Glossary

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| Casualty | An injury sustained as a result of a fire, which is classed (the injury) as severe or slight, and where the person went to hospital. |
| Primary fire | Any fire that involves something of value (usually a building or vehicle), any fire where someone is injured or dies, or where more than five fire engines attend. |
| Secondary fire | Most outdoor fires, including fires involving grassland or rubbish, are secondary fires, unless five or more fire engines attend, someone is injured or needs to be rescued, or property is damaged. |
| Critical response | An incident that involves a threat to life or property. We measure our response time to critical incidents from the time we receive the call at the station to the time we arrive at the incident. |
| Non critical response | An incident that does not involve a threat to life or property. We measure our response time from the time we receive the call at the station to the time we receive at the incident. |
| Family Group 4 | A group of 18 similar fire and rescue services (including Essex, Kent and Lancashire) that we regularly benchmark against. |
| Non-domestic building | A non-domestic property is a property that is not used as a home. It includes business premises, schools, and libraries and so on. |

10 Appendix

10.1 2017 01 26 performance report Appendix A