HAMPSHIRE FIRE AND RESCUE SERVICE

Performance Report

March 2015 to February 2016

Appendix A

Performance Review and Scrutiny Committee 19 April 2016
Data updated March 2016

Contents

Making Life Safer

We are committed to making life safer for the communities we serve. To achieve this Service wide aim we deliver our activities through three overarching priorities:

Responding to incidents

Creating safer communities

Building resilience

Under each of these priorities we deliver a host of activities and are always looking to improve. To measure our success in making life safer we have several key performance indicators:

- **Fire related fatalities**
- **Fire related casualties**
- **Building fires confined to room of origin**

We collect and report our annual performance by financial year (April to March) from the National Fire Statistics monitor by Communities and Local Government. This is to allow us to benchmark with other Fire & Rescue Services ensuring a consistent quality criterion. For monthly breakdowns we use local collection methods from our incident reports. These show the number of incidents over the last 12 months from March 2015 to February 2016 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. These also give us a good indication of the direction of travel in which the performance is heading.

Performance Rating

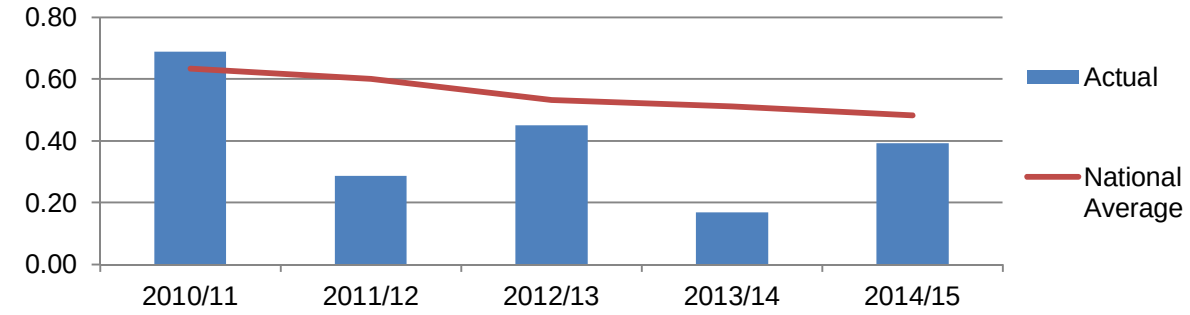
There are different variables to consider when rating performance depending on the many comparators. We take a holistic approach, reviewing our current position against our short term and long term direction of travel combined with a view of our position within Family Group 4 and the National spectrum. Each measure is given one of the following ratings:

1. **GOOD** – Performing well
2. **AVERAGE** – Performing within a tolerable level
3. **ATTENTION REQUIRED** – Need to take action to improve
4. **NOT RATED** – No measure for performance

Fire Fatalities

Fire fatalities are the number of individuals who have sustained a fatal injury as a result of a fire. Fatalities that occur at fires are initially recorded as fire related. This is subject to change pending the coroner's verdict declaring the cause of death.

By financial year per 100,000 of the population



Performance summary – NOT RATED

This measure is not rated for its performance. Recognising that some factors that lead to fire fatalities are outside of our control, we know we can positively influence other factors to mitigate or manage the risk for many people who are at increased risk of dying, or becoming seriously injured in a fire. Our aim is to have no fatalities at all rather than looking for improvement against a comparator.

From March 2015 to February 2016, we have seen 3 fire related fatalities, which occurred in a house fire, car fire and a shed.

Despite the diverse locations, the causal factors relating to all three fire fatalities accord with our understanding of the risk factors that lead to most of our fire fatalities. Our move to the focused 'Safe and Well' visit and our work with Health and Social Care is based on this understanding and we will be continuing with this important activity.

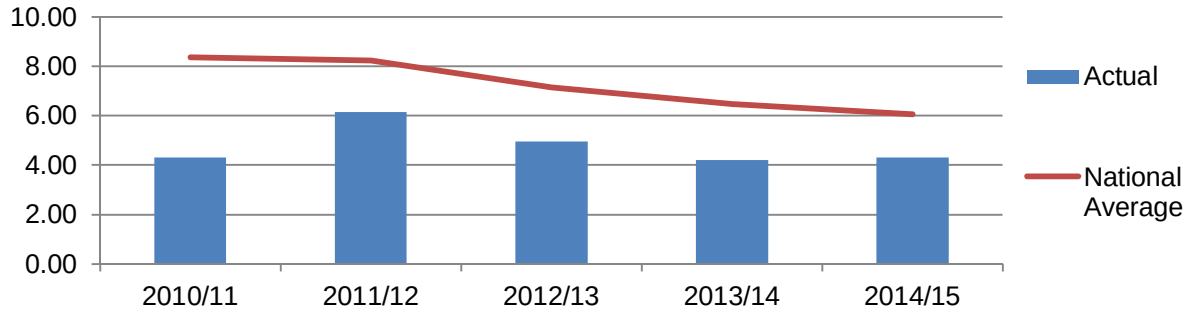
Our understanding of those most at risk from fire and our ability to access those people is continually improving. We are now identifying a distinction between groups who are most at risk of having a fire in the home and the characteristics of an individual who is more likely to die in such a fire.

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.

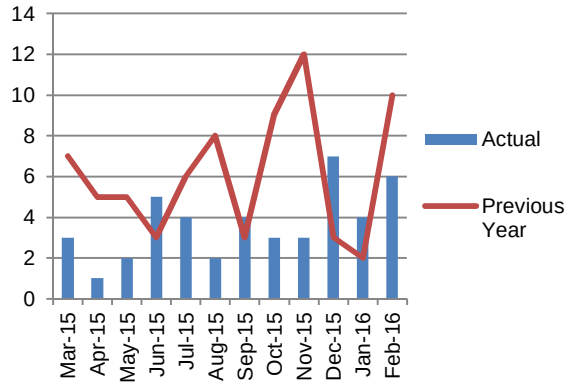
Fire Casualties (excluding precautionary checks and first aid given at scene)

Fire casualties are the number of individuals who have sustained an injury as a result of a fire. These are the severe or slight injuries where the person went to hospital.

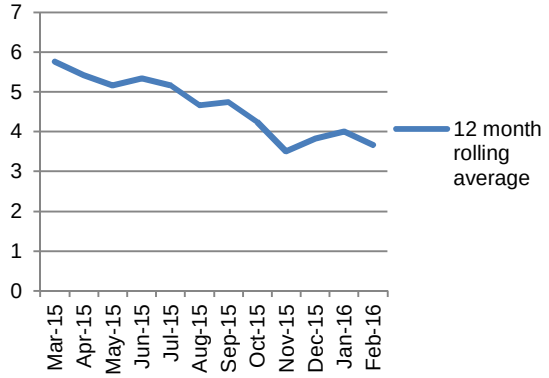
By financial year per 100,000 of the population



By month



By 12 month rolling average



Performance summary – GOOD

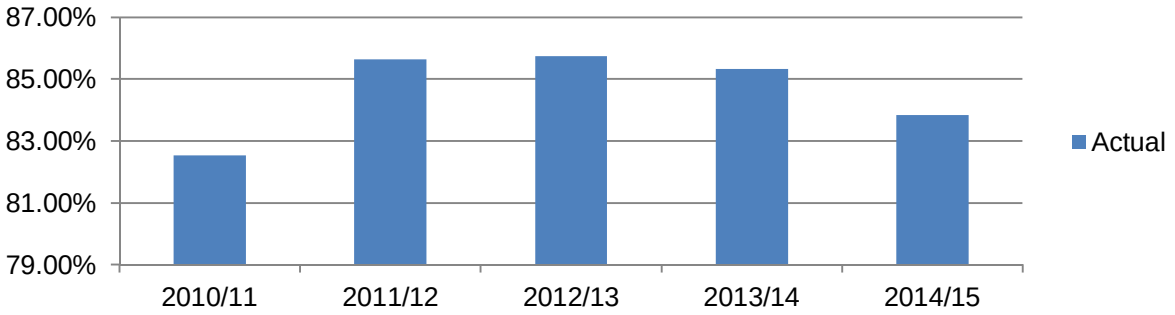
Fire related casualties have fluctuated over the years, however, Hampshire remains significantly under the national average. We had a consistent reduction from March 2015 to November 2015, which has brought our monthly rolling average down to an exceptionally low level. Over the past 12 months we have had an average of 4 individuals a month that were sent to hospital pending a fire we attended.

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. This latter group tend to be more likely to have an accidental fire but are unlikely to be a high risk of becoming a fire fatality. This is because they are more able to remove themselves from the fire.

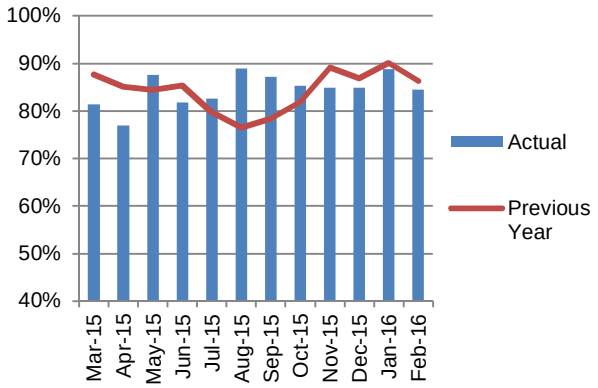
Building Fires Confined to Room of Origin

Building fires confined to room of origin is a percentage of fires that were contained to either item first ignited, room of origin or heat/smoke damage only. Properties in this measure include all dwellings, other residential and non residential buildings.

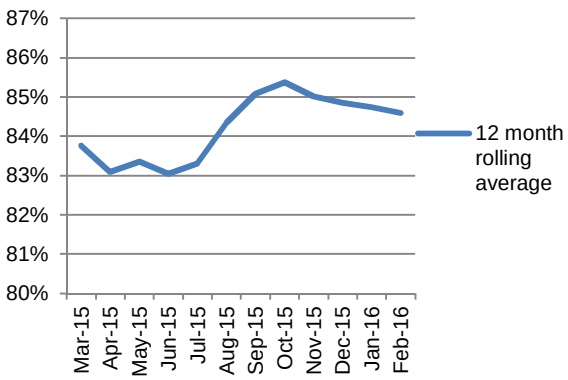
By financial year



By month



By 12 month rolling average



Performance summary – Good

Fires confined to the room of origin have improved compared with this time last year. Between each financial year there has only been a slight variance of just 3%, with the highest percentage occurring in 2012/13 and the lowest in 2010/11. Whilst we have seen a positive reduction in the actual number of building fires year on year since 2010/11 the number of more severe fires that have spread beyond the room of origin (where the fire started) has remained pretty consistent at just below 200 per year since 2012/13 to 2014/15.

We are continuing to monitor this and are examining how to produce more qualitative data to assist us in our performance improvement.

Breakdown

IRS data 2014/15	2010/11	2011/12	2012/13	2013/14	2014/15
Building fires total	**1,500**	**1,429**	**1,353**	**1,262**	**1,181**
Building fires confined to room of origin	1,238	1,224	1,160	1,077	990
Building fires not confined to room of origin	262	205	193	185	191

Responding to Incidents

Our response 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. As part of increasing our capabilities at incidents we also monitor the following:

- **Medical Interventions**

In commitment to making life safer, should an incident occur, we feel it is important to ensure we respond as quickly as we can with the appropriate resources. Therefore, we measure our response using the following response standards:

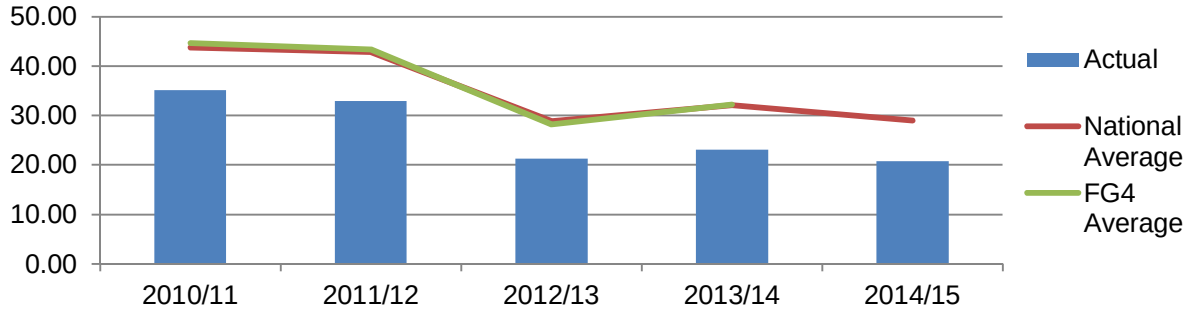
- **Critical (8 minutes 80 percent of the time)**
- **Non-critical (15 minutes 100 percent of the time)**
- **Other (60 minutes 100 percent of the time)**

All Fires

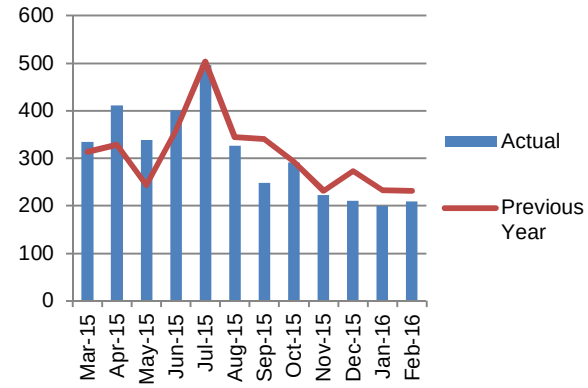
Fires are made up of three main types:

- **Primary fire -** a building/vehicle fire (not derelict), a fire where someone is killed or injured or where five or more fire engines attend the incident.
- **Secondary fire -** most outdoor fires, including grassland or rubbish, derelict building/vehicle, unless five or more fire engines attend, someone is injured or needs to be rescued.
- **Chimney fire -** Chimney fires are classified as their own category because they occur within buildings but are often contained to that one location.

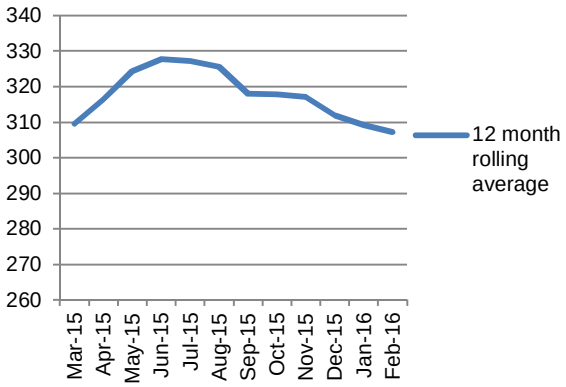
By financial year per 10,000 of the population



By month



By 12 month rolling average



Performance summary - GOOD

From March 2015 to June 2015 the number of fires has been consistently higher than the previous year. This has since reduced with the most significant reduction in September 2015. As a result the total number of fires has been steadily decreasing since June 2015 and through the autumn and winter months. If we continue to have a similar number of fires in March 2015 we will see a slight improvement in the number fires for the complete financial year.

Breakdown

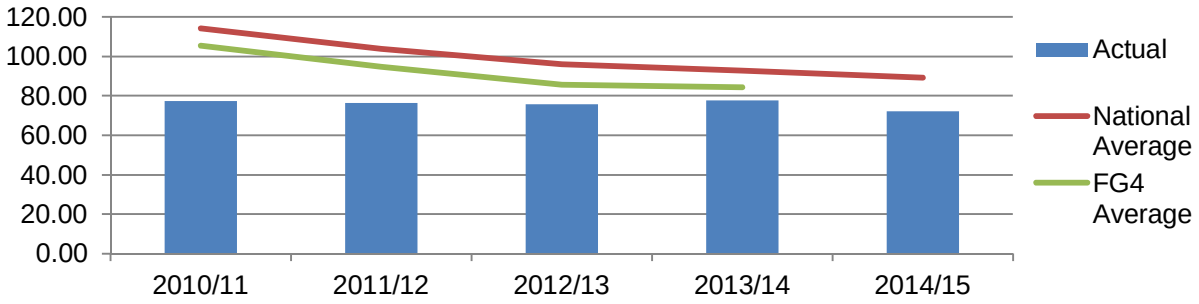
IRS data 2014/15	2010/11	2011/12	2012/13	2013/14	2014/15
Fires	**6,096**	**5,766**	**3,833**	**4,160**	**3,706**
Primary	2,487	2,438	2,051	1,982	1,936
Secondary	3,254	3,041	1,455	1,924	1,593
Chimney	355	287	327	254	177

False Alarms

False alarms are made up of three main types:

- **Good intent -** those discovered and reported by human intervention, such as visual signs of smoke.
- **Malicious calls -** those deliberately made by people, knowing there is no fire present.
- **Due to apparatus -** 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.

By financial year per 10,000 properties



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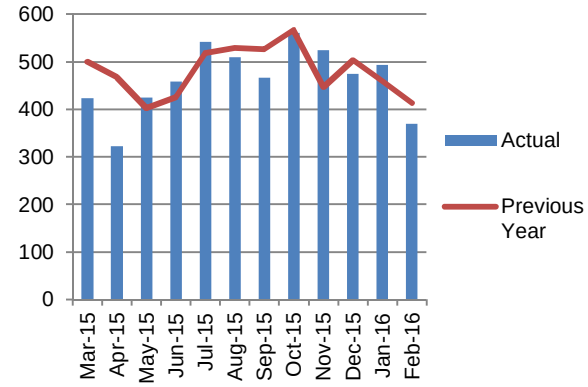
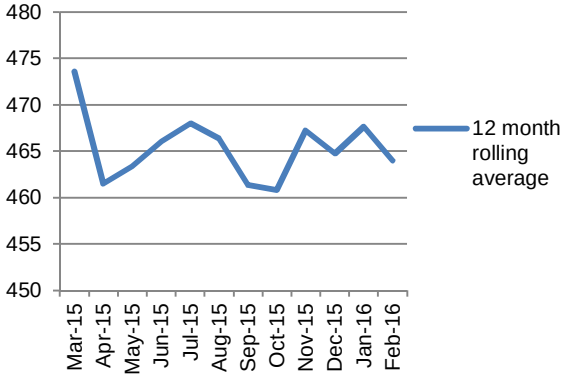


By 12 month rolling average



Performance summary - GOOD

False alarms we attended 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 (March 2015 to February 2016) we can see there are signs that this is on a reducing trend. Particularly in April 2015 where we had a significant drop compared with the previous year and again a considerable drop in September 2015.

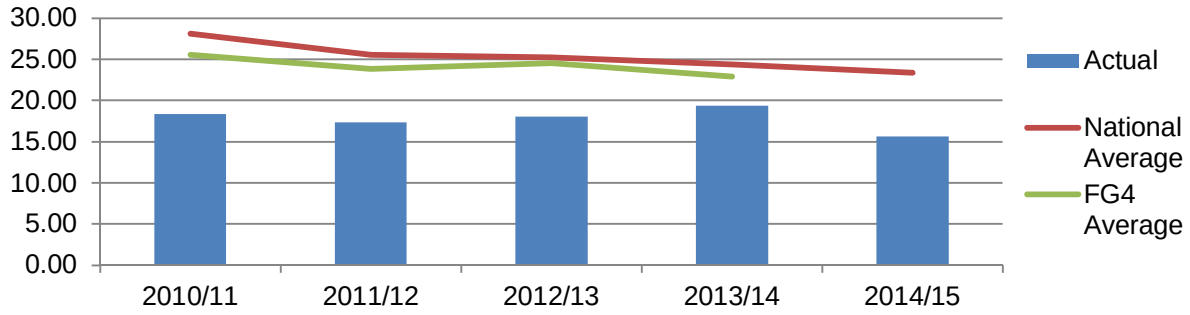
Breakdown

IRS data 2014/15	2010/11	2011/12	2012/13	2013/14	2014/15
False Alarms	**5,972**	**5,959**	**5,918**	**6,180**	**5,679**
Good Intent	1,746	1,867	1,785	1,792	1,710
Malicious	238	217	201	191	169
Due to apparatus	3,988	3,875	3,932	4,197	3,800

Special Service Calls

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

By financial year per 10,000 of the population



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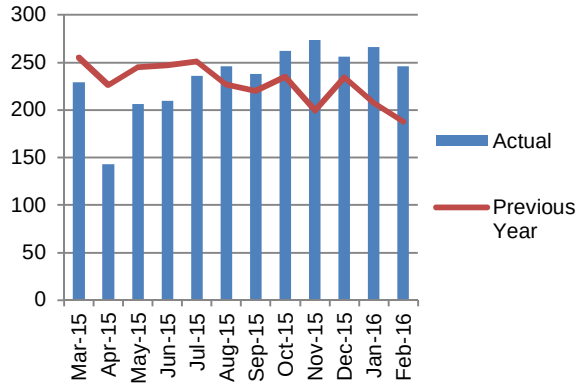
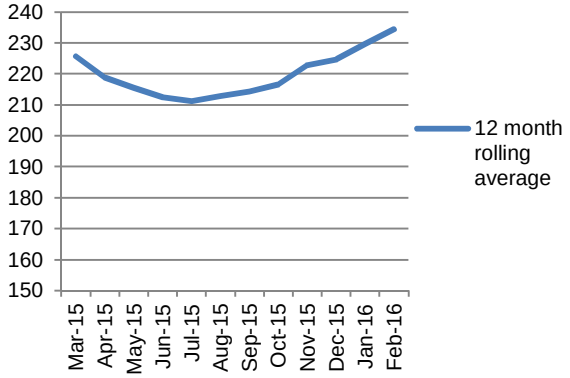


By 12 month rolling average



Performance summary - GOOD

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 improvement has continued up to August 2015 but has since increased. This increase has come as we are currently trialling a new service of effecting entry on behalf of the ambulance service. This was a service provided by the police. If this trial is successful we may see our calls in this area increase.

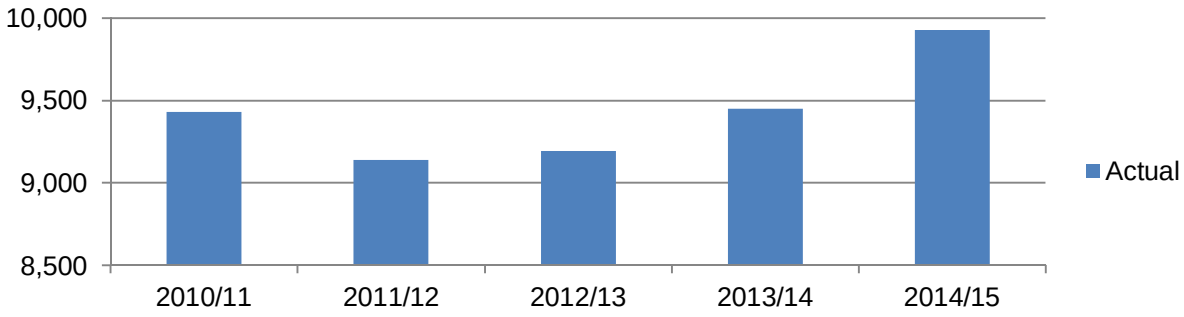
Breakdown

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

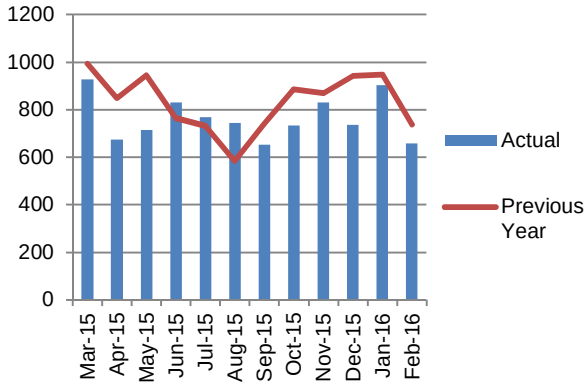
Co-Responder Calls

Co-responder calls are incidents we attend in a successful partnership with the Ambulance Service to provide immediate medical care to members of our 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.

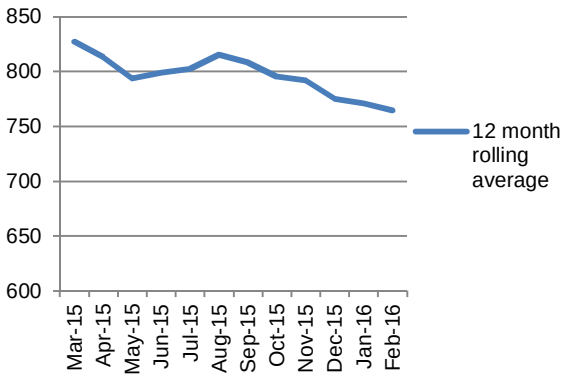
By financial year



By month



By 12 month rolling average



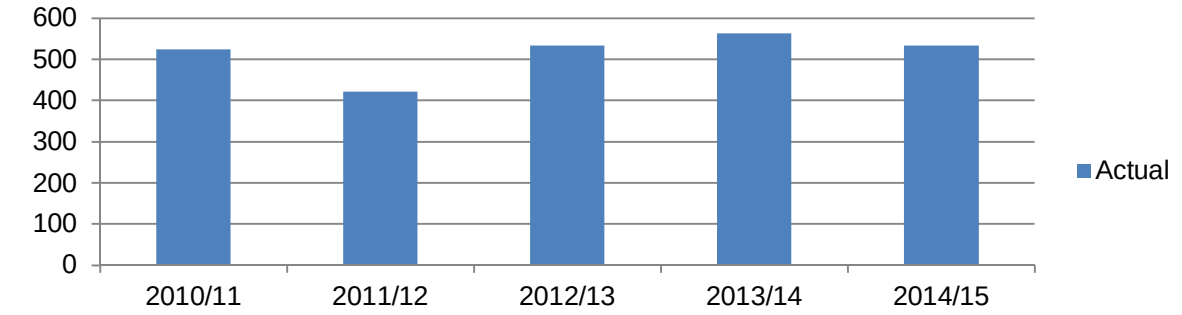
Performance summary – NOT RATED

The annual increase in our call levels has come as more retained fire stations have undertaken some level of co-responder capability. 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 has a co-responder vehicle in which they attend these incidents. An ambulance always complements our attendance to these incidents but this initial response assists in a positive outcome for patients.

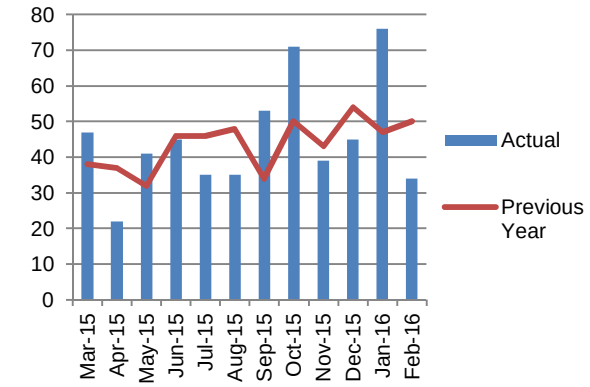
Medical Interventions

Medical interventions are where we have had to provide oxygen or deliver basic first aid. In the future this will include the use of defibrillators as we move to enhance our medical capability.

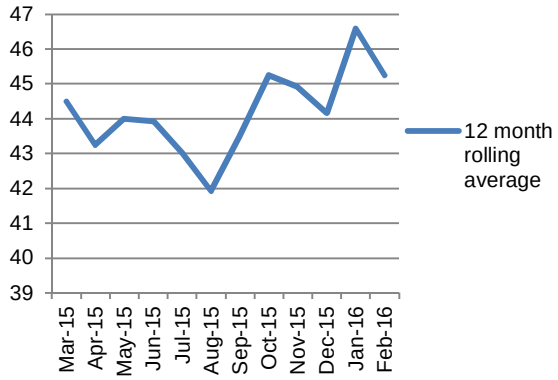
By financial year



By month



By 12 month rolling average



Performance summary – NOT RATED

We are currently working on further developing our medical capabilities and we may find that the provision of medical interventions will increase over the next few years which will support a positive outcome from those we are assisting. This measure is currently not rated but we will keep this under review. There were, however, two significant spikes that occurred in October 2015 and January 2016. This was caused by a combination of isolated incidents that occurred during those months.

Breakdown

IRS data 2014/15	2010/11	2011/12	2012/13	2013/14	2014/15
Medical interventions	**524**	**422**	**534**	**563**	**534**
Medical intervention at fire	88	102	74	82	81
Medical intervention at road traffic collision	240	178	245	272	232
Medical intervention at other special service incidents	196	142	215	209	221

Response Standards

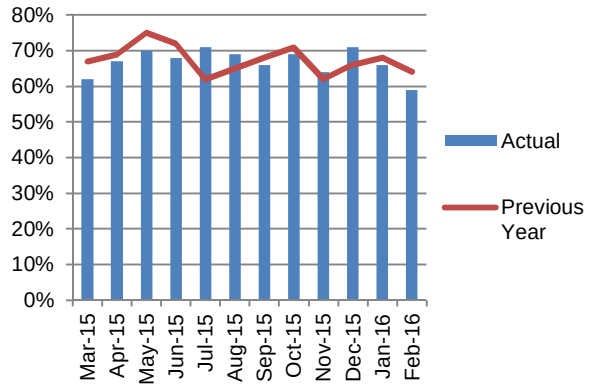
Our response standards are made up of three categories:

- **Critical response (8/80) -** 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) –** 15 minutes where no apparent threat to life or major risk to property, 100% of the time.
- **Other response (60/100) -** 60 minutes for a single officer to give expertise on a situation that may require further fire service intervention, 100% of the time.

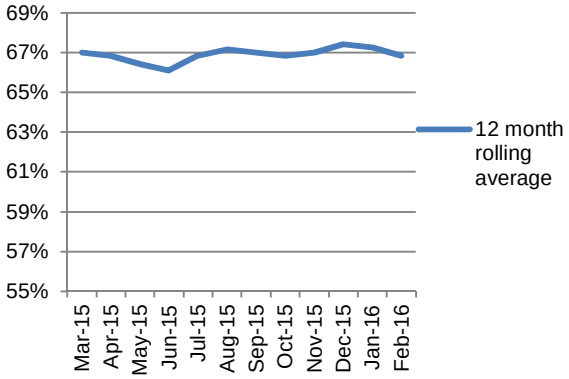
By financial year

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%

Critical response by month



By 12 month rolling average



Performance summary – AVERAGE

Whilst our response to critical incidents within 8 minutes remains outside of our 80% target our average response time to these incidents has improved in 2014/15 giving us an average response of 7 minutes and 44 seconds. The reducing number of incidents we attend and their location has an impact on our response standards. We have targeted resources to reduce the calls in our highest risk areas, which have been centred in our major towns and cities and are where we have our 'whole-time' fire stations. These stations are able to achieve a quick response time due to there being operational personnel permanently on station. Reducing calls in these more densely populated areas has meant that, of the incidents we now attend, higher proportions are in the areas of our 'retained' stations. This is where staff are 'on-call' (or retained) 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. Some of our proposals through the Risk Review will support our ability to improve our response standards over time and particularly in more rural areas.

Breakdown

IRS data 2014/15	2010/11	2011/12	2012/13	2013/14	2014/15
Critical average response time	00:07:19	00:07:25	00:07:40	00:08:04	00:07:44
Non critical average response time	00:06:52	00:07:02	00:06:56	00:07:26	00:07:41
Other average response time	00:11:57	00:13:40	00:13:34	00:15:54	00:12:29

Creating Safer Communities

Our Community Safety activity is aimed at reducing incidents that cause a significant impact on our communities. We have a clear end state and a delivery plan that covers our intended community safety delivery activity and the required improvements.

In summary our plan is to reduce risk across Hampshire by creating pioneering partnerships that target the most vulnerable people and places. Our plan is based around four core principles:

- **An Intelligence Led Approach**
- **Partnership Building**
- **Innovation and Income**
- **A Professional Approach: Building Community Safety skills**

We already deliver a number of successful and important initiatives such as:

- **Home safety (safe and well) visits,**
- **Fire investigations,**
- **Firesetters intervention schemes,**
- **Arson and risk reduction**
- **Schools education**
- **Business fire safety inspections**
- **Contributing to local Safety Advisory Groups**

These are just some of the services we deliver to help drive down incidents in our local areas. We continue to build on these successful initiatives whilst also supporting our fire stations in their own local activities that address local risks and provide community reassurance.

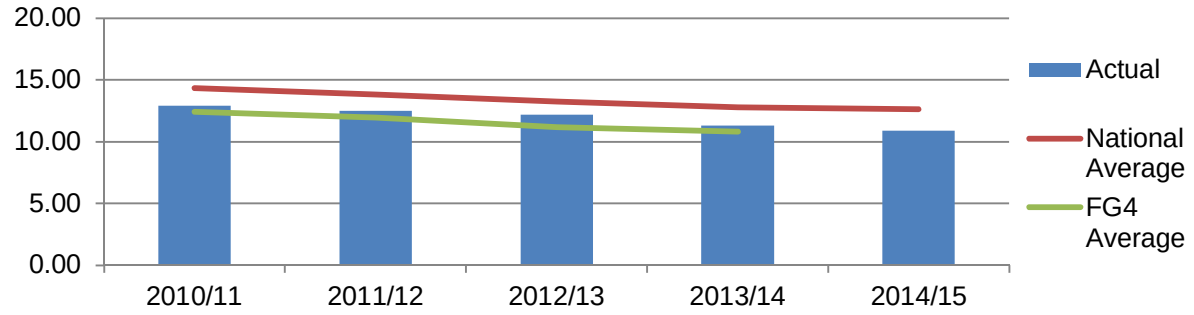
To help measure and evaluate the success of our community safety activity we are reviewing our indicator set. This report is based on our historical indicators of:

- **Accidental Dwelling Fires**
- **Deliberate Primary Fires (Arson)**
- **Deliberate Secondary Fires (Arson)**
- **Fires in non domestic properties**

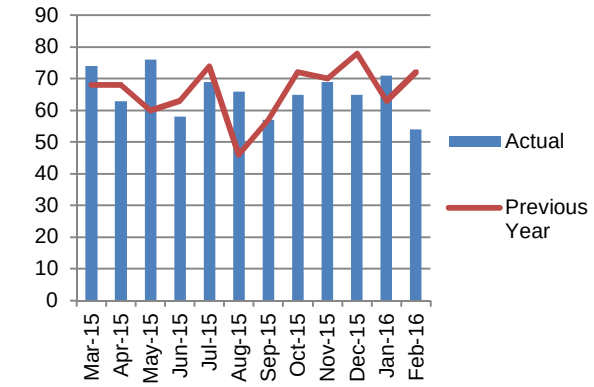
Accidental Dwelling Fires

Accidental dwelling fires are fires that occur in dwelling properties where the attending crew believe the fire cause was due to accidental or not known circumstances.

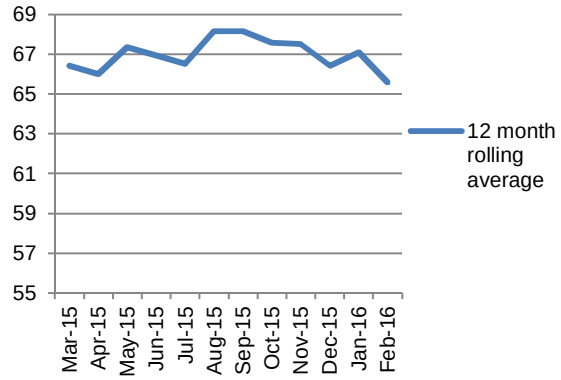
By financial year per 10,000 dwellings



By month



By 12 month rolling average



Performance summary – AVERAGE

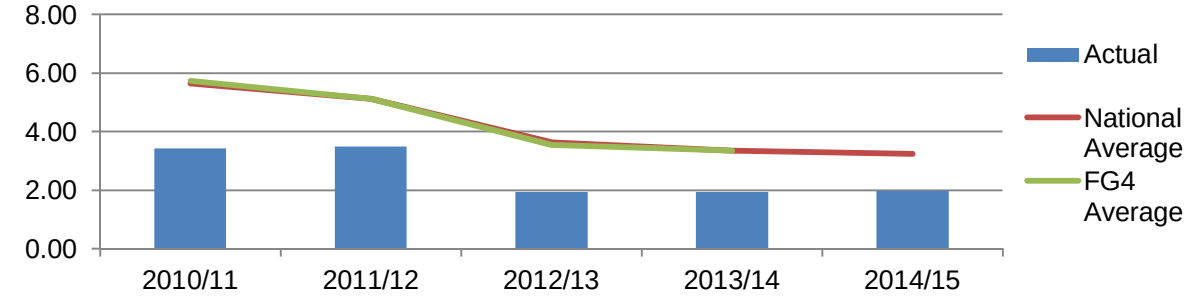
Accidental dwelling fires have been gradually reducing since 2010/11 at a much slower rate than other indicators. In addition to this, whilst we are always below the national average we are consistently marginally above the family group 4 average. Since 2010/11 accidental dwelling fires has reduced by 14%.

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. The latter group is the focus of our developing Safe and Well work and, as such, we recognise that this program will have little impact on overall dwelling fire numbers, as it is focused on preventing the small number of fires which lead to fatalities and significant injuries. Reducing accidental dwelling fires in our new plan now sits under a different work stream of reducing our demand where we will undertake focused activity to reduce accidental dwelling fires.

Deliberate Primary Fires

Deliberate primary fires are building/vehicle fires (not derelict), a fire where someone is injured or dies or, where five or more fire engines attend the incident that the attending crew deem to be started deliberately. Many of these fires may result in arson convictions pending police and fire investigations with follow up legal action.

By financial year per 10,000 of the population



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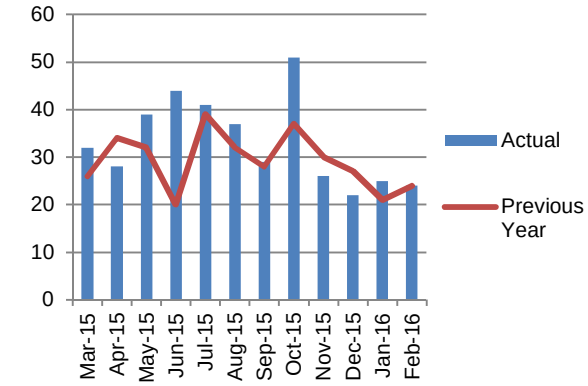
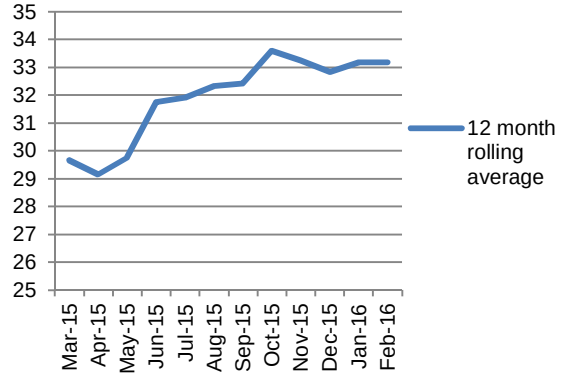


By 12 month rolling average



Performance summary – AVERAGE

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. We had a slight spike in May 2015 to June 2015, however this was followed by a significant spike in vehicle fires, mainly in Southampton and Basingstoke and Dean, in October 2015. With the low numbers of deliberate fires a small increase in actual numbers can lead to a high increase as a percentage. Nonetheless, any change to our overall downward trend is a cause for concern. We have no hard evidence for what may be causing any increase though there may be a correlation between economic factors and rates of deliberate fires – such as the reducing price of steel and the impact this can have on numbers of car fires as scrap dealers will no longer pay for cars no longer serviceable. We continue to maintain our high conviction rate through our fire investigation capability. We will monitor the current trends and, if needed, resurrect previous successful initiatives to address vehicle fires.

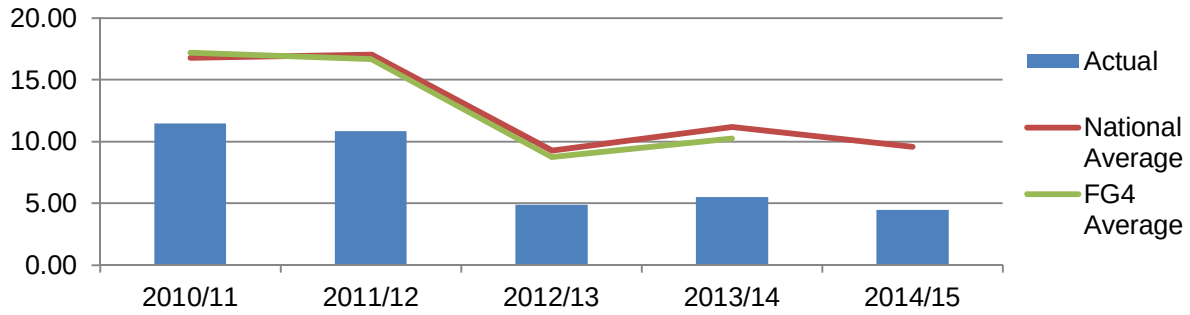
Breakdown

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

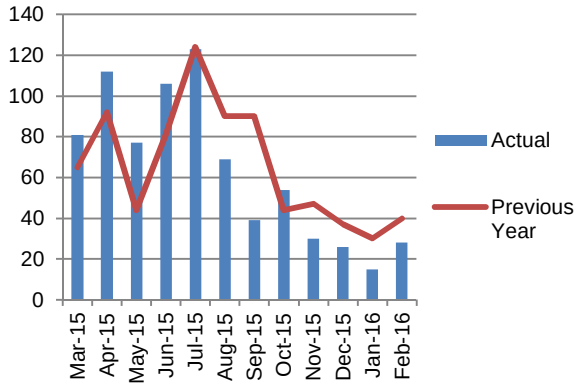
Deliberate Secondary Fires

Deliberate secondary fires are 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; that the attending crew deem to be started deliberately. Many of these fires may result in arson convictions pending police and fire investigations with follow up legal action.

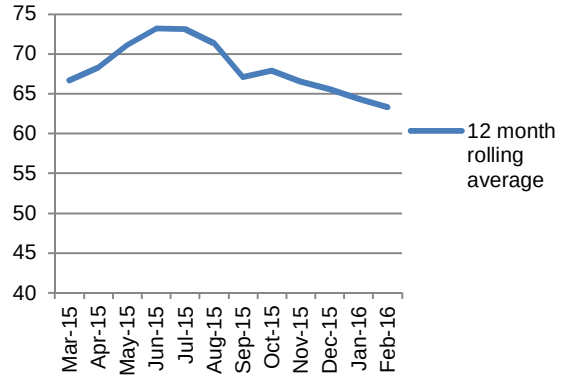
By financial year per 10,000 of the population



By month



By 12 month rolling average



Performance summary – GOOD

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. The number of secondary fires often correlates to weather patterns. With prolonged periods of dry weather we often see an increase in these fires, which makes it extremely important for us to intervene as early as possible when signs of dry weather are likely to be on the horizon.

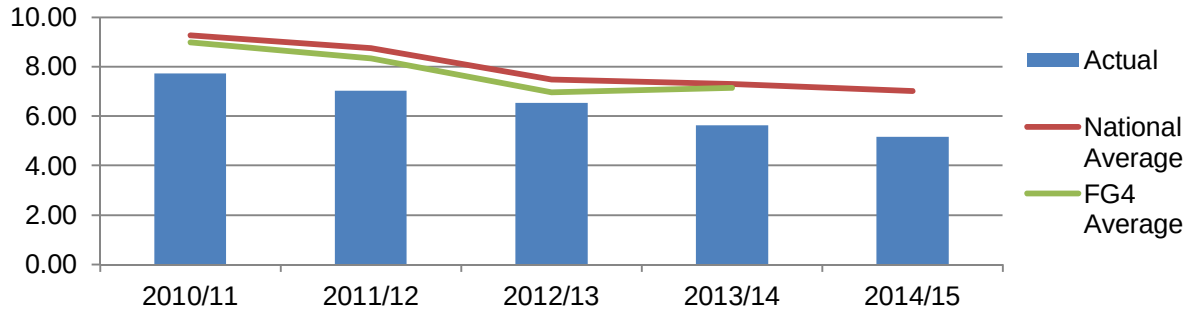
Breakdown

IRS data 2014/15	2010/11	2011/12	2012/13	2013/14	2014/15
Deliberate secondary fires	**1,999**	**1,895**	**875**	**987**	**800**
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

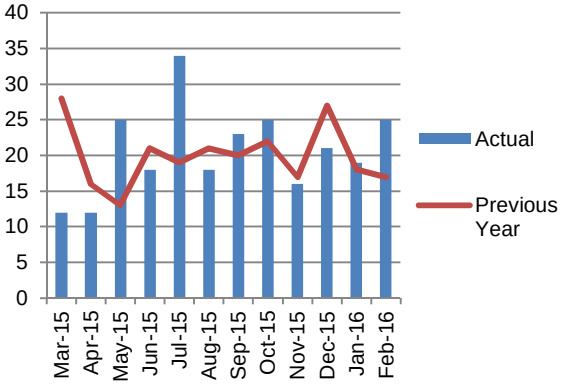
Fires in non-domestic properties

Fires in non-domestic properties include both accidental and deliberate fires in buildings regulated under the Fire Safety Order. This excludes dwellings, houses of multiple occupancy and other private structures.

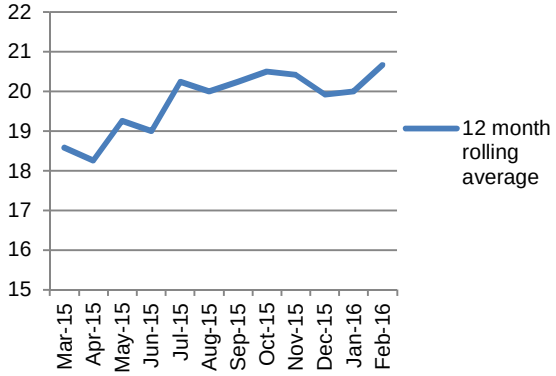
By financial year per 1,000 non domestic properties



By month



By 12 month rolling average



Performance summary – AVERAGE

There was a large drop in March 2015 and April 2015 compared with the previous year. However with a significant spike in May 2015 and again in July 2015 we are currently 4% higher from March 2015 to February 2016 compared to the previous year. However, once again with the low numbers of fires in this category a small increase may see more severe that those with much larger numbers.

Within our new community safety plan we now distinguish between the actions we take to educate building owners and occupiers, to ensure they manage their buildings safely, and our work with architects, developers and builders, to ensure new buildings and alterations are designed to be safe from fire. This use of our specialist skills supports continued performance in this area.

Building Resilience

Our Resilience activity is aimed at two key areas, enabling our communities to cope effectively during wide spread incidents but also to strengthen our own Service resilience to ensure we can support our communities under exceptional circumstances. Our activity features the following:

- **Community emergency action plans**
- **Local resilience forum**
- **Service resilience plans**

Community emergency action plans

Currently we have helped develop 48 community emergency action plans with local communities. Ongoing engagement with communities is helping to increase the number of community emergency action plans that are in place to ensure that communities are prepared to face events that may pose significant risk to their homes and businesses. There are currently 5 additional plans in draft.

Local resilience forum (LRF)

We belong to the Hampshire and Isle of Wight Local Resilience Forum. This forum is made of local Emergency Service Responders (Police, Fire and Ambulance), Local Authorities, associated businesses, organisations and voluntary sector representatives. Through the forum, these organisations work together to prepare for, respond to, and recover from emergencies. This is achieved through several LRF work-streams dedicated to various emergency management actions from Risk Assessment of the HIOW area, to local community resilience practices. Each risk is captured in a central Community Risk Register with their associated local community resilience practice and assigned appropriate ownership. Our aim within this priority is to ensure we maintain up to date risk assessments contained within the Community Risk Register (CRR) allocated to HFRS.

Service resilience plans

Service resilience is essential to ensure we are able to respond and support our communities during difficult circumstances. To ensure business continuity, each function has a set of Service Resilience Plans. This priority seeks to ensure that these plans cover a wide range of controls to potential threats. The plans must be regularly reviewed and appropriately tested to ensure effectiveness.