



# **Performance Report**

## **Appendix A**

**October 2015 to September 2016**

**Performance Review & Scrutiny Committee**  
**January 2017**

**Knowledge Management**  
**Data extracted October 2016**

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## Key Performance Indicators

We are committed to making life safer for the communities we serve. To achieve this Service wide aim we measure our success with the following key performance indicators:

- **Fire Fatalities**
- **Fire Casualties**
- **People Killed or Seriously Injured in Road Traffic Collisions**
- **Special Service People Rescue**
- **Building Fires Confined to Room of Origin**
- **Response Standards**
- **Retained Pump Availability**

We collect and report our annual performance by financial year (April to March) from the National Fire Statistics monitor by the Fire and Rescue Statistics Team within the Home Office. This is to allow us to benchmark with other Fire & Rescue Services and ensure a consistent quality standard. For monthly breakdowns we use local collection methods from our incident recording system (IRS). These show the number of incidents over the last 12 months from October 2015 to September 2016 compared with previous year (October 2014 – September 2015). 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 an indication of the short term direction of travel in which the Service's operational performance is heading.

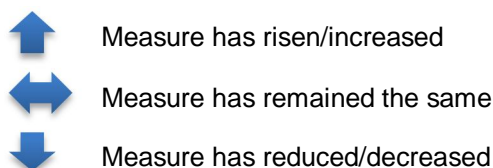
Under each title there is also an icon. These icons represent the following different Service Plan Priorities to which the work carried out contributes to the success of the measure:



## 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 (FG4) and the National spectrum. FG4 is benchmark group of 18 similar sized Fire & Rescue Services. Each measure is given an arrow under the heading. The direction of the arrow shows whether the measure is going up or down and the colour of the arrow shows the performance. These are rated as follows:

<b>GREEN</b>	Performing well
<b>AMBER</b>	Performing within a tolerable level
<b>RED</b>	Requires attention
<b>BLUE</b>	Not rated for its performance

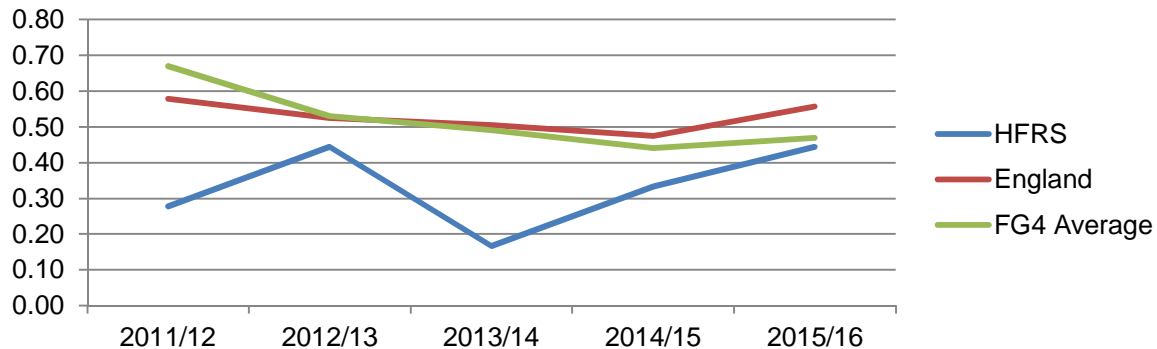


## Fire fatalities

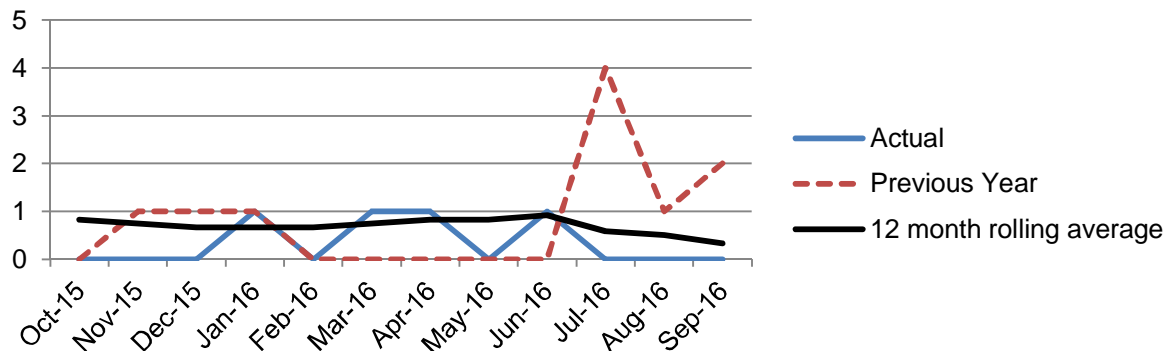


Fire fatalities are the number of individuals who have sustained a fatal injury as a result of a fire. Fatalities that occur at fires are initially recorded as fire related. This is subject to change pending the coroner's verdict declaring the cause of death.

### per 100,000 population by Year



### by Month



## Performance commentary

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 October 2015 to September 2016, there were 4 fire related fatalities. The new 'Safe and Well' initiative, is preventative work with Health and Social care partnerships, based on our understanding of the common factors in the victims of fire fatalities. We will be continuing with this important activity, ensuring our work is targeted at the most vulnerable.

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.

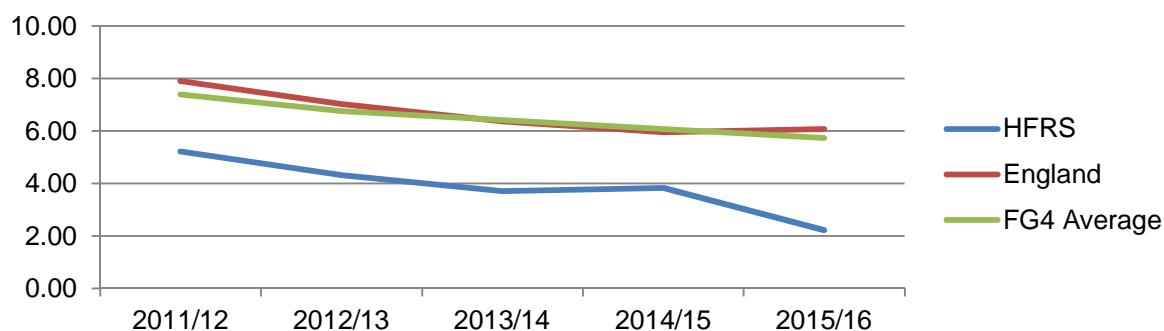
As part of our fire investigation work, we assist in the inquests of fatalities helping to identify the cause and secure conviction with the police where suspected deliberate fires result in death.

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

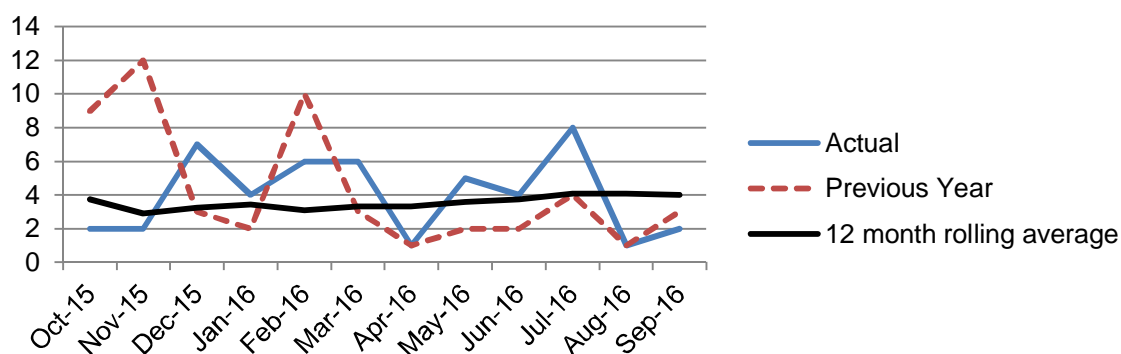


Fire casualties are the number of individuals who have sustained an injury as a result of a fire. These are the severe or slight injuries where the person went to hospital.

### per 100,000 population by Year



### by Month



## Performance commentary

Hampshire's fire casualties remain low compared to the national average with a significant reduction in 2015/16. From October 2015 to September 2016 (48 casualties), fire casualties have reduced by 8% compared to the same period in the previous year (52).

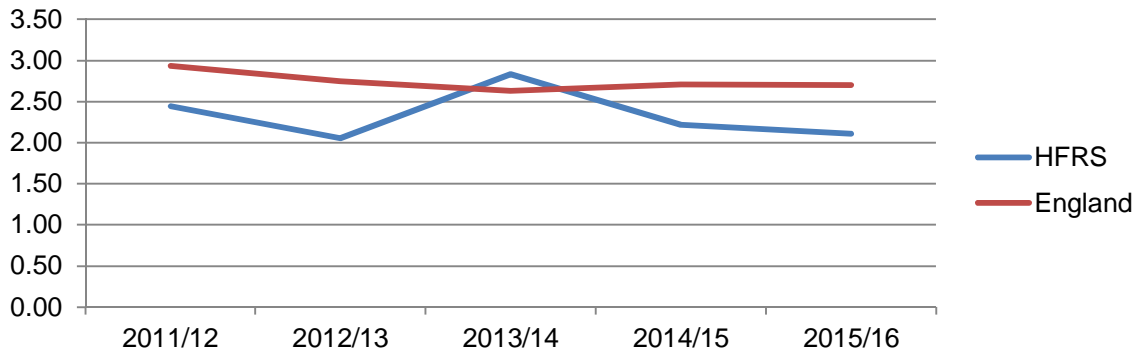
To keep our prevention activities focussed, we concentrate our efforts on the injuries from fire resulting in individuals being taken to hospital. Therefore, our performance indicator excludes precautionary checks and first aid given at scene. This latter group tend to be more likely to have an accidental 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.

## People killed in road traffic collisions

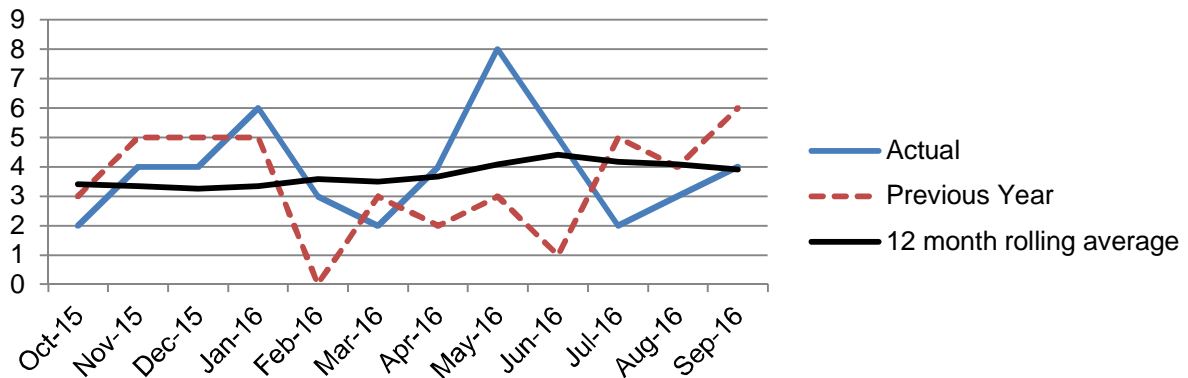


As we do not attend all road traffic collisions (RTCs) we have based our analysis on our data and additional data supplied by Hampshire Constabulary as they attend all RTCs. This is provided on a bi-monthly basis. We receive Police data on a monthly basis two months behind our reporting time frames as they have a period of investigation before the figures can be released.

### per 100,000 population by Year



### by Month



### Performance commentary

People killed in RTCs increased by 12% from October 2015 to September 2016 (47 people) compared to the previous year (42 people).

To mitigate the number of people killed in RTCs we work in partnership with the Police, Local Authorities, the Blue Lamp Trust and other public agencies to deliver road safety campaigns. One of our most popular education initiatives with our partners this year was our “Safe Drive - Stay Alive” campaign.

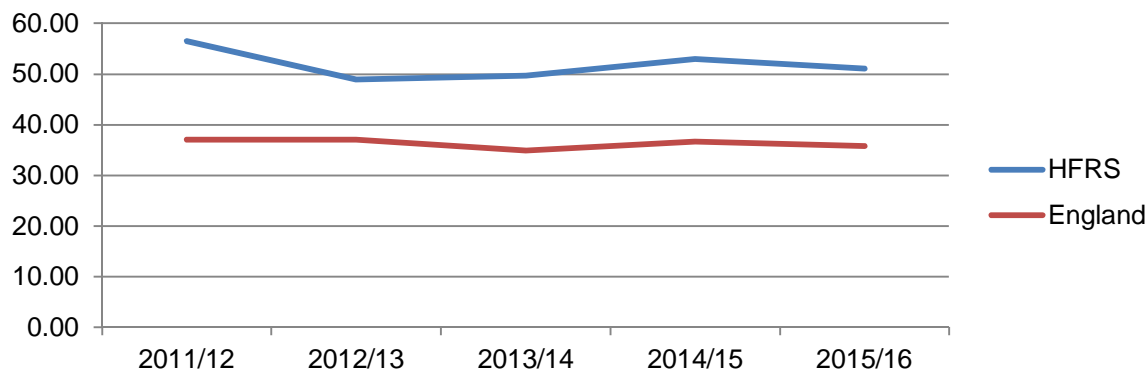
To help us make improvements to our initiatives we have set up a data sharing agreement with the Police that has enabled us to carry out more analysis on the conditions and causes.

## People seriously injured in road traffic collisions

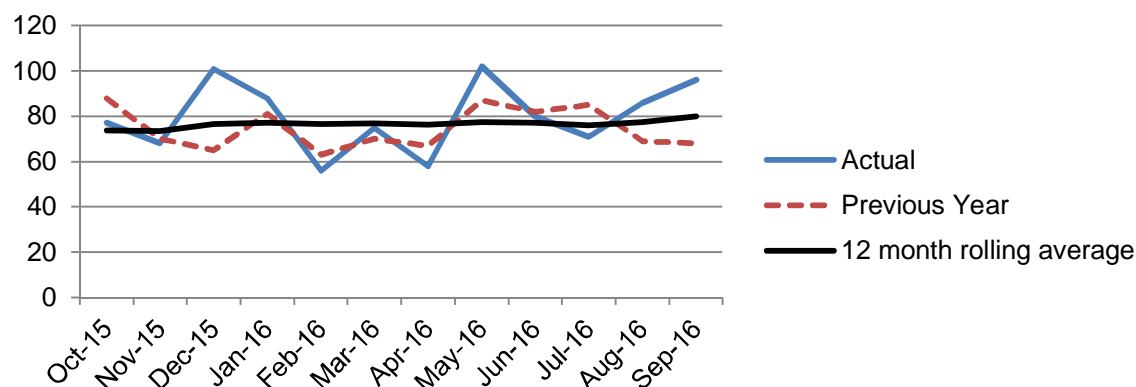


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### per 100,000 population by Year



### by Month



### Performance commentary

People seriously injured in RTCs remains above the national average. In addition to this, the number has increased by 7% from October 2015 to September 2016 (958 people) compared to the previous year (895 people).

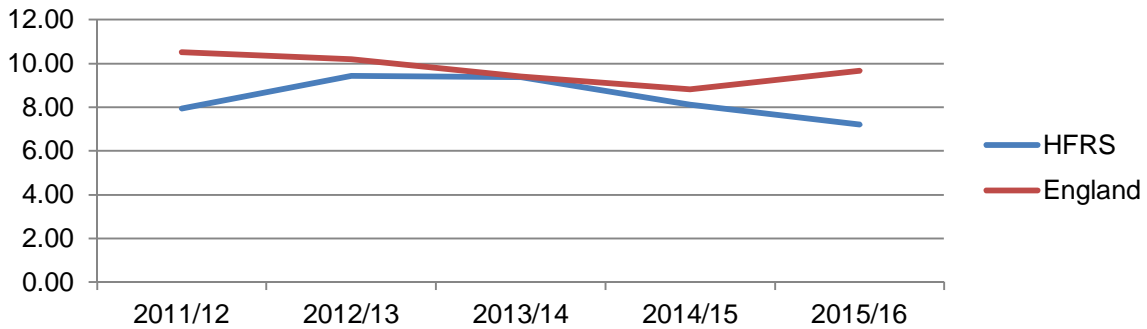
Hampshire has two major motorways that see an extremely high level of traffic flow. Also with two major docks and an airport, Hampshire is a popular destination for tourism and business ventures. This could be a contributing factor to the higher than average numbers of people seriously injured in RTCs.

## The number of special service people rescues

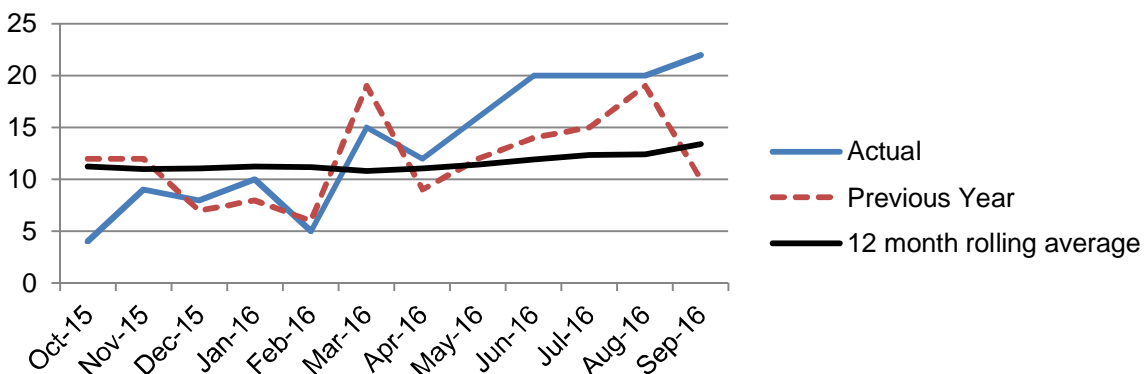


People rescues are a type of special service call that includes rescues from water, release of persons who may be trapped, rescues from height or below ground. This does not include fires, lift releases or road traffic collisions and is a measure of incidents not the number of people involved.

### per 100,000 population by Year



### by Month



### Performance commentary

Whilst the national average of People rescues has been reducing steadily since 2011/12, we have seen these rise and fall over the last 5 years. Despite a steady decrease since 2012/13, from October 2015 to September 2016 (161 incidents) we have seen this increase by 13% compared to the previous year (143 incidents).

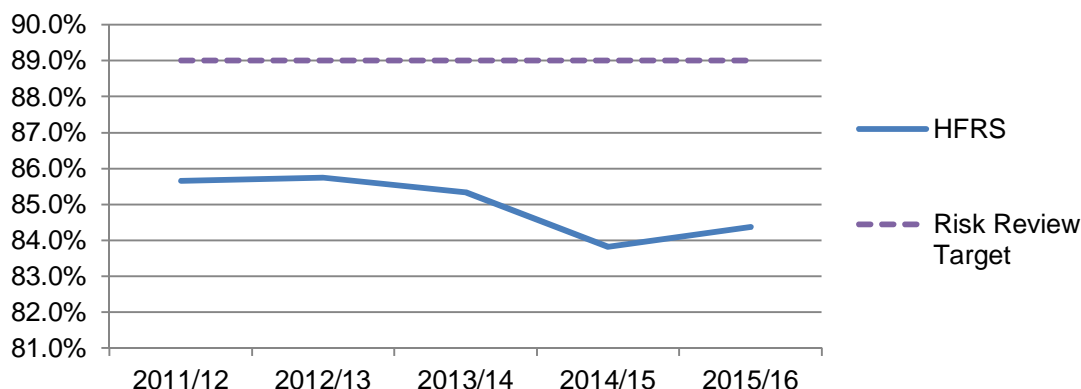
We continue to work with partner agencies through the Local Resilience Forum and our communities with emergency action planning to minimize the impact on individuals during a range of different scenarios. By enabling communities to be better prepared we not only aim to mitigate the potential harm to them and damage to their properties but also reduce the demand on emergency services enabling us to respond to other potentially life threatening incidents.

## Building fires confined to room of origin

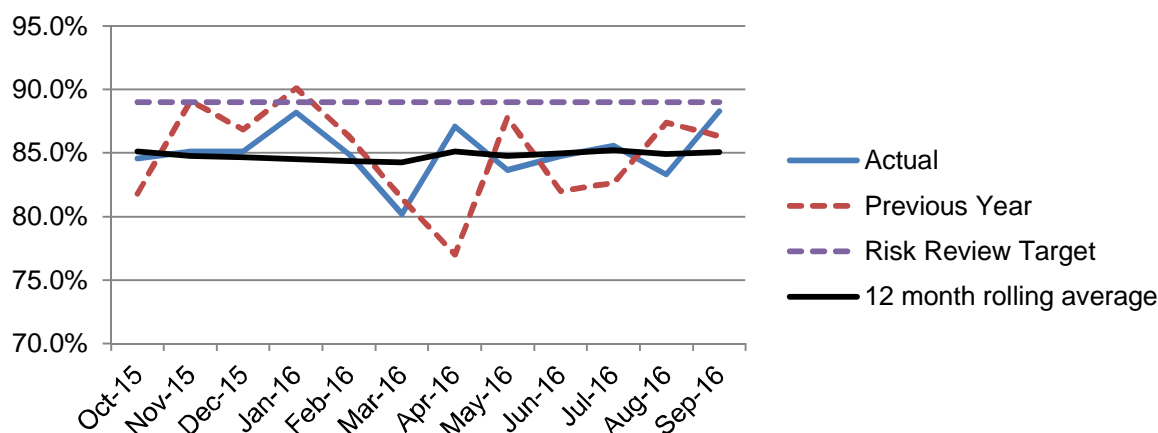


Building fires confined to room of origin is a percentage of fires that were contained to either item first ignited, room of origin or heat/smoke damage only. Properties in this measure include all dwellings, other residential and non-residential buildings.

### by Year



### by Month



### Performance commentary

Building fires confined to the room of origin have remained largely the same each financial year, with a slight variance of just 1.91%. Whilst we have seen a reduction in the total number of building fires since 2011/12, an increase in the number of fires in non-domestic properties has caused the total number of building fires to rise by 7% in 2015/16. Despite of this increase in the number of fires, the vast majority were confined to the room of origin, which has improved from October 2015 to September 2016 (85.1%) compared to the previous year (84.9%).

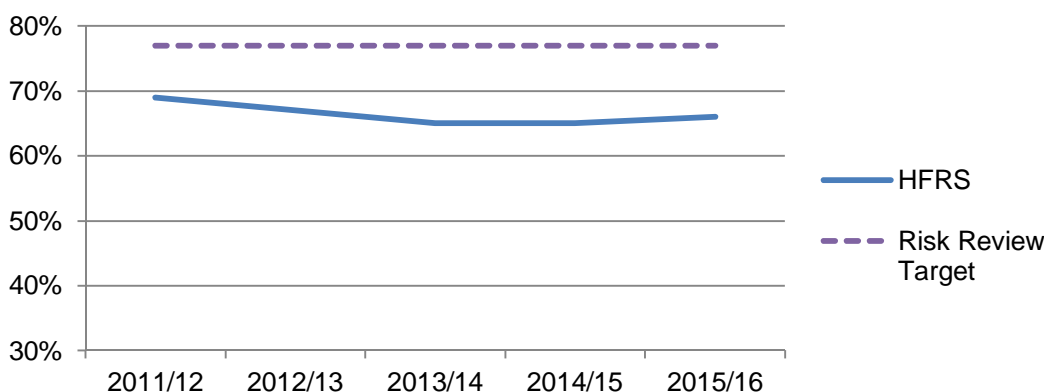
We aim to deal with the fire as efficiently as possible to minimize the spread of fire and therefore the damage and harm it can cause. We do this through an effective response to an incident but also through our community fire safety activity, working with property owners to put preventative measures in place. Also by introducing new high pressure lance hoses we are aiming to enable a more effective initial attack on fires that will help bring down the number of fires spread beyond the room of origin. Our target for improvement is 89% by 2019/20.

### Critical response (8/80)

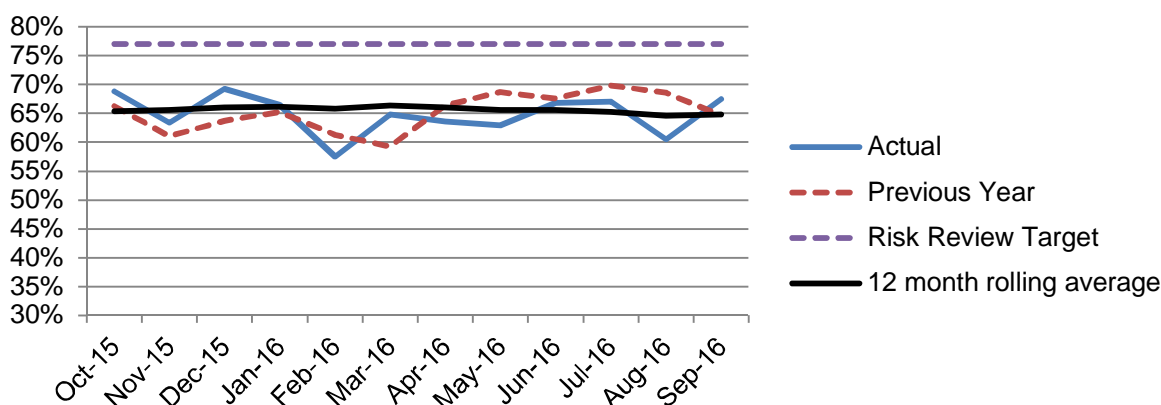


Critical emergency calls are measured from 'time of mobilisation' to 'time at scene' where the first appliance is in attendance within 8 minutes, 80% of the time, where there is risk to life or property.

#### by Year



#### by Month



### Performance commentary

We responded to 65% of critical incidents within 8 minutes from October 2015 to September 2016. 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.

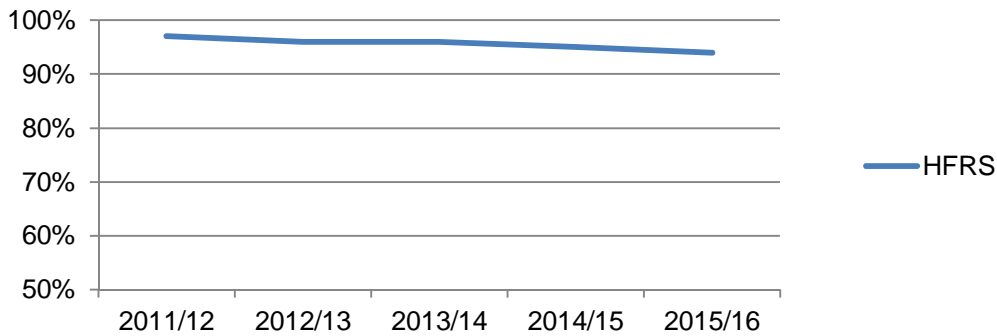
The work carried out in the Risk Review identified ways of making quicker response times by changing the crewing models and size of vehicles. Through these change initiatives we are aiming to increase our critical response time to 77% by 2019/20.

## Non-critical response (15/100)

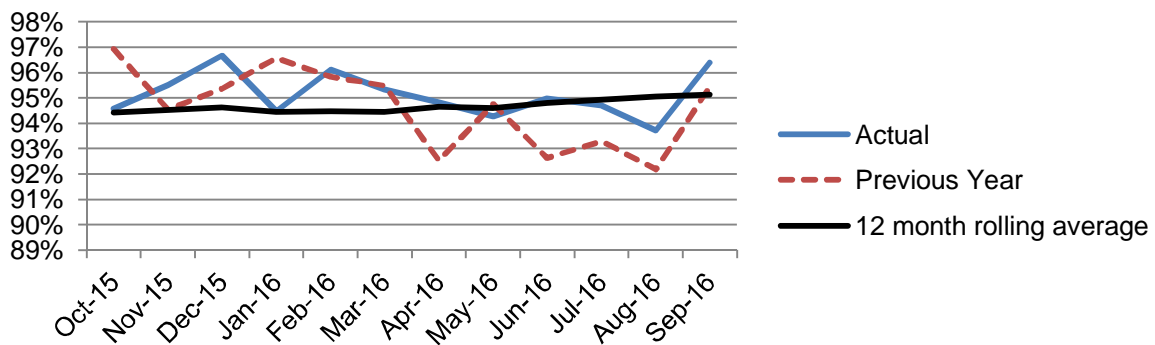


Non-critical emergency calls are measured from 'time of mobilisation' to 'time at scene' where the first appliance is in attendance within 15 minutes, 100% of the time where no apparent threat to life or major risk to property.

### by Year



### by Month



### Performance commentary

We responded to 95% of non-critical incidents within 15 minutes from October 2015 to September 2016. This is a slight improvement on the previous year, however, remains below our 100% standard.

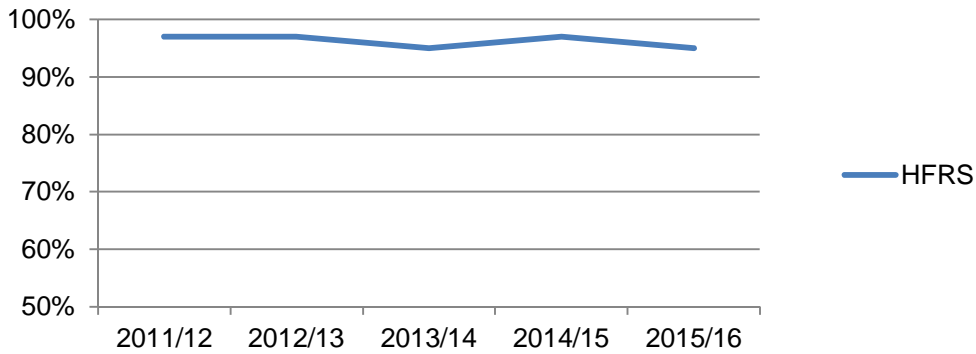


## Non-emergency response (60/100)

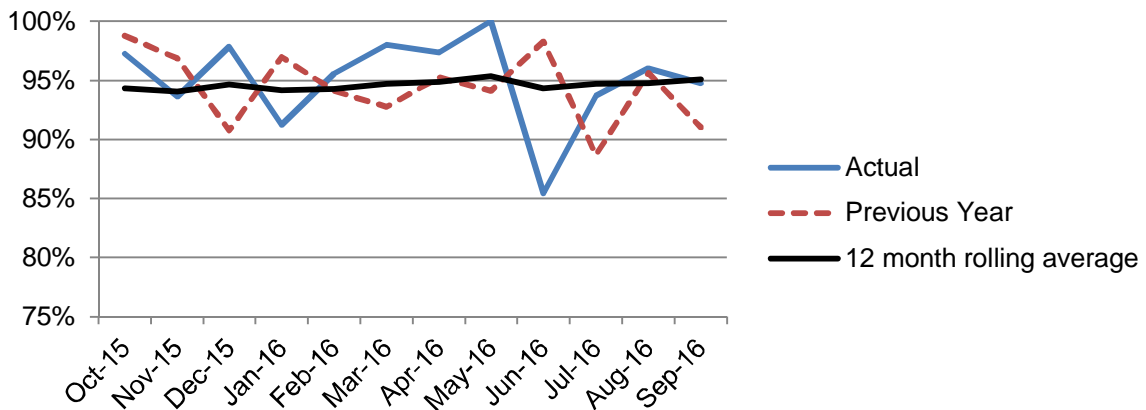


Non-emergency calls are measured from 'time of mobilisation' to 'time at scene' where the first appliance is in attendance within 60 minutes, 100% of the time. These usually require a single officer to give expertise on a situation that may require further fire service intervention.

### by Year



### by Month



### Performance commentary

We responded to 95% of non-emergency incidents within 60 minutes from October 2015 to September 2016. This is a slight improvement on the previous year, however, remains below our 100% standard. These are small numbers so any changes will seem more severe when displayed as a percentage.

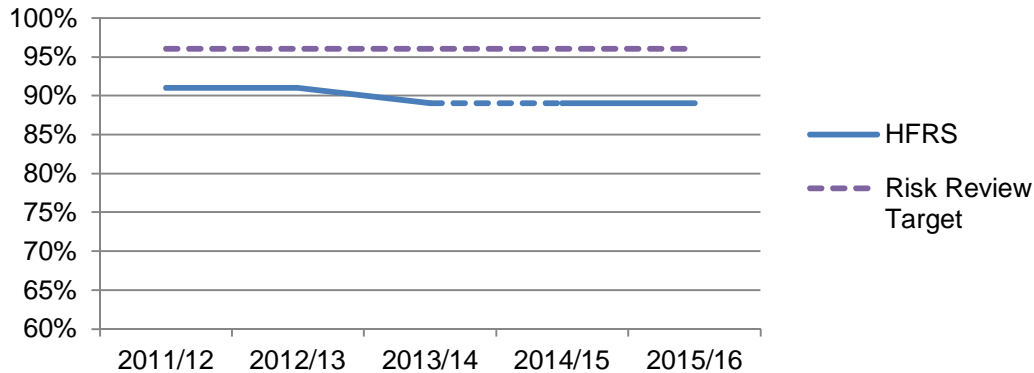


## Retained appliance availability

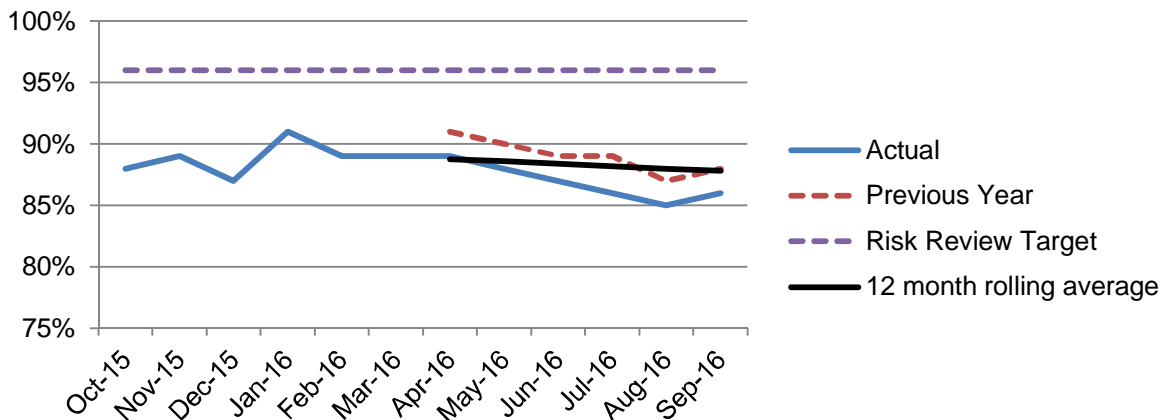


Availability data is noted from FireWatch and entered onto Vision (Command & Control system). The data illustrates the percentage availability of 1<sup>st</sup> and 2<sup>nd</sup> pumping appliances by minutes of the day for Retained Duty System crews.

### by Year



### by Month



### Performance commentary

As the new command & control system Vision was only introduced in April 2015 we are not able to compare our performance against a complete previous year. This measure looks at station appliance availability; however, work is under way to develop a more sophisticated model that will focus on our capabilities available to respond within our allocated response times. This will not only look at the crewing levels at any given time but will take into consideration the individual skills and equipment that can be deployed. This new model is called attribute based mobilisation. Once introduced we are aiming to increase are availability to 96% by 2019/20.

