



HAMPSHIRE  
**FIRE AND  
RESCUE**  
SERVICE

Draft

2010  
2011

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Hampshire Fire and Rescue Service

**Annual report**  
**2010 to 2011**

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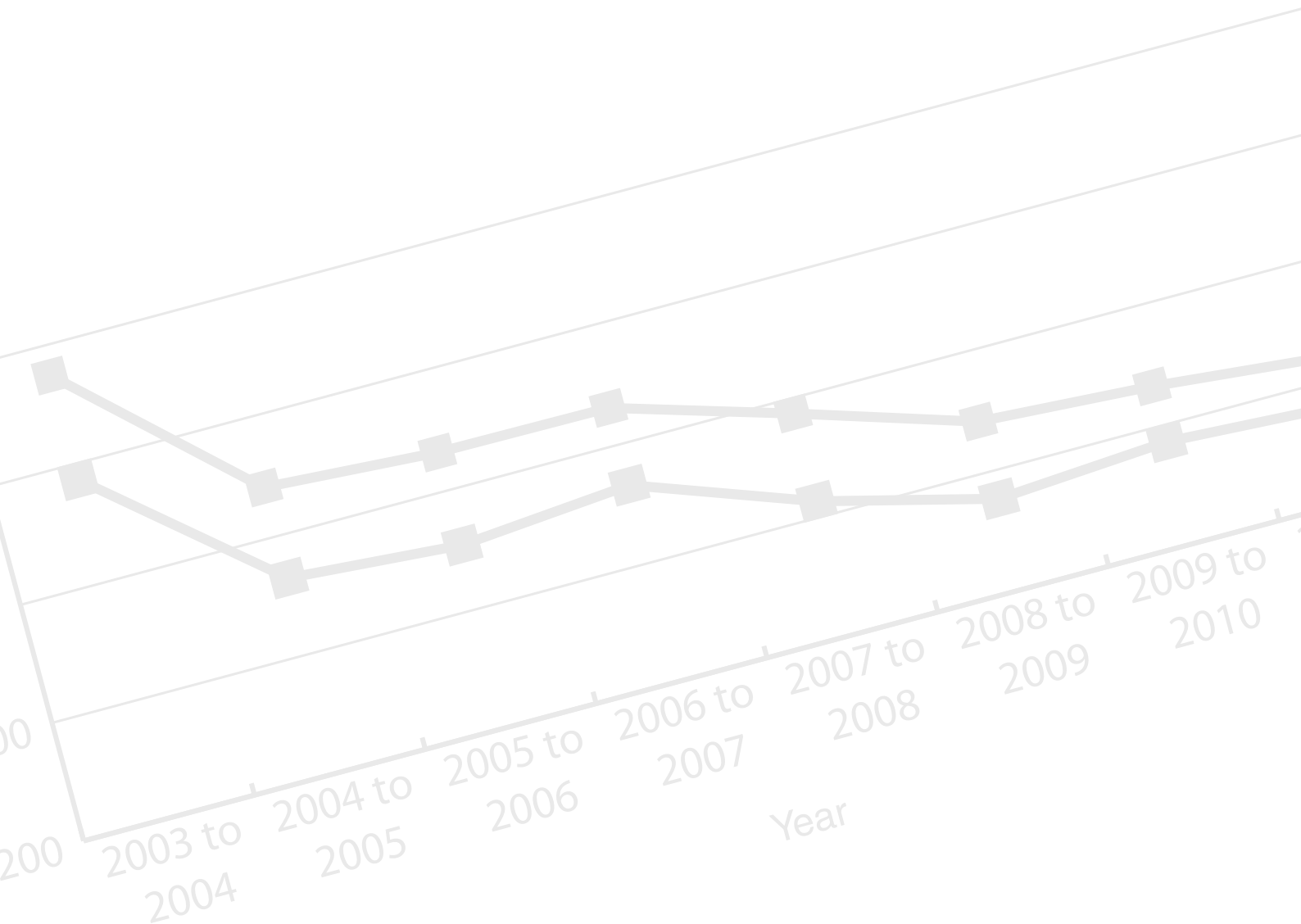


## Introduction

We want to be the best fire and rescue service in the country. This aim is not easy to measure, but we hope that this report goes a long way in showing our progress.

The report takes a look back at how we performed between 1 April 2010 and 31 March 2011.

Chair Royston Smith and  
Chief Officer John Bonney



The graphs in the report help us to compare our performance in 2010 to 2011 with our performance in previous years.

This helps to show where we have done well and where we need to improve. Where possible we have also compared our performance with that of other fire and rescue services in England.

These statistics come from the National Fire Statistics issued by the Department for Communities and Local Government.

They are supported by the UK Statistics Authority.

As well as the graphs, we have provided written details and given examples of the actions we have taken that have helped us deliver the results.

## What progress are we making against our targets?



In 2009 we set ourselves challenging targets to help improve our performance and make life safer for the people in Hampshire.

The targets we have set show (in brackets) the year they start from.

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## People

Our responsibility is to save lives and to reduce injuries and harm that fires and other incidents cause.

### We will:

- reduce the number of people killed or injured in fires by 25% by 2012 (from 2008);
- help people escape, without getting hurt, from fires and other emergencies;
- work with the police to find and prosecute people who deliberately start fires;
- achieve 'excellent' status under the Fire Service Equality Improvement Framework by 2013 to show our commitment to understanding the needs of the wide-ranging communities we serve; and
- work with partner agencies to reduce the number of people killed and seriously injured on our roads. We will help to make people more aware of the risks, so that people change their driving behaviour. We will particularly target those people who are most at risk, for example young drivers.



## Property

We will promote ways you can make all types of property safer and we will enforce fire-safety regulations.

### We will:

- reduce the number of fires in buildings by 20% by 2012 (from 2008);
- reduce the number of fires started deliberately by 20% by 2012 (from 2008);
- check fire-safety standards in buildings that are more likely to have a fire;
- promote the use of automatic sprinkler systems in buildings that are more likely to have a fire or that are difficult to escape from; and
- fit 15 sprinkler systems in major building projects by 2012 (from 2008).

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In 2009 we set ourselves challenging targets to help improve our performance and make life safer for the people in Hampshire.

The targets we have set show (in brackets) the year they start from.

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## Community

By working closely with our partner organisations, we are able to improve our performance and help to deliver a wide range of activities for safer and stronger communities.

### We will:

- work with our communities to make sure that we are better prepared to deal with major threats and emergencies;
- work with our partners to achieve the targets we have agreed with them for improving our service;
- help our partner organisations to achieve their aims; and
- be recognised by our partners for the work that we do to reduce the risks people in the community face.



## Environment

We are determined to reduce the effect of fires and other emergency incidents on the environment, as well as reducing our own carbon footprint.

### We will:

- reduce the effect fires and other incidents have on the environment by 10% by 2012 (from 2008);
- reduce our carbon footprint by 20% by 2012 (from 2006); and
- introduce a service-wide environmental management system in 2011, as part of a regional partnership, and work towards gaining independent accreditation of the system [International Standard Organisation (ISO)14001] by the end of 2012.



## Resources

We will manage our resources (our staff, buildings and IT systems) in a cost-effective way and assess activities and any new initiatives to check that our investment in them is worthwhile.

### We will:

- make cash savings and efficiencies at least equal to the reduction in government grants from 2011 to 2015;
- respond quickly to all emergencies with the appropriate resources;
- increase the number of women who join the service as firefighters by 18% by 2013 (from 2008);
- increase the number of our staff across all staffing groups who are from ethnic-minority backgrounds to 12% of our workforce; and
- get more funding by working with other organisations.



## **Glossary of graphs**

The following pages show the graphs for each of the indicators against which we monitor our performance.

These graphs show our performance over recent years.

The graphs show figures for emergency incidents we attended against the size of the population, the number of the domestic properties (homes), or the number of non-domestic properties in Hampshire.

This allows us to make useful comparisons with other fire and rescue services.

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### **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.

### **Domestic property**

A home

### **Non-domestic property**

A property that is not used as a home (for example, libraries, hospitals, business premises and so on).

### **Deliberate fire**

A fire which someone starts on purpose.

### **Baseline**

This is the calculation we carry out to help us set a reduction target. We worked out a baseline using information from a five-year period (2003 to 2008).

We then removed the information for the best - and worst-performing years and work out the average for the remaining three years. Any reduction target we set is based on this baseline calculation.

### **Critical incident**

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.

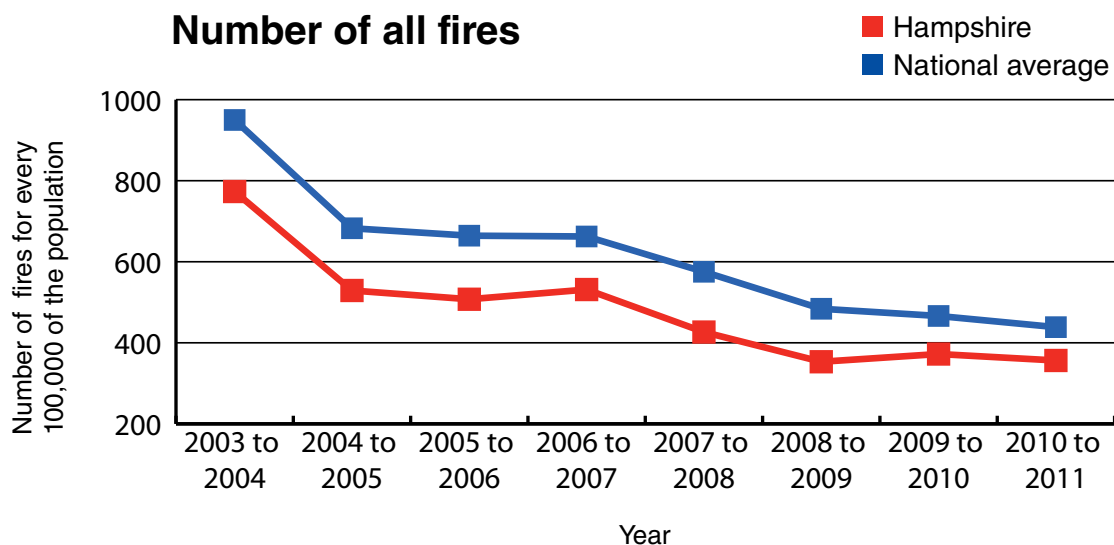
### **Non-critical incident**

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 arrive at the incident.

### **Other incident**

An incident which is not an emergency but which we need to attend, for example, to give advice, provide water and help other agencies. We measure our response time from the time we receive the call at the station to the time we arrive at the incident.

## Number of all fires



Prevention is better than cure. We spend a lot of time and resources trying to prevent fires - especially in the home. This includes carrying out more than 10,000 home-safety visits each year in Hampshire. We target these visits at people who are vulnerable and more likely to have a fire.

In 2008 we set ourselves a target to reduce the number of fires we attend by 20%.

We are pleased to report a 30% reduction in the number of fires we attended in 2010 to 2011 compared with our 2008 baseline.

This graph shows the number of fires that we attended for every

100,000 people of the population and compares this with the national average. We are pleased that our trend is falling and that we are consistently performing better than the national average.

We will continue to work hard to prevent fires.

There are three categories of fire:

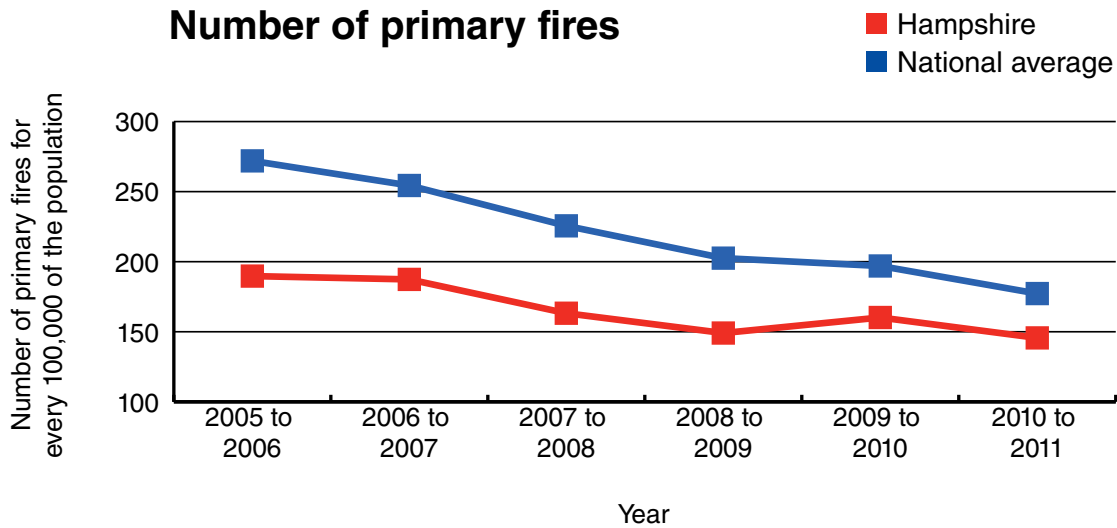
### **Primary**

Usually involving property or vehicles

### **Secondary**

Usually involving rubbish or grassland

### **Chimney fires**



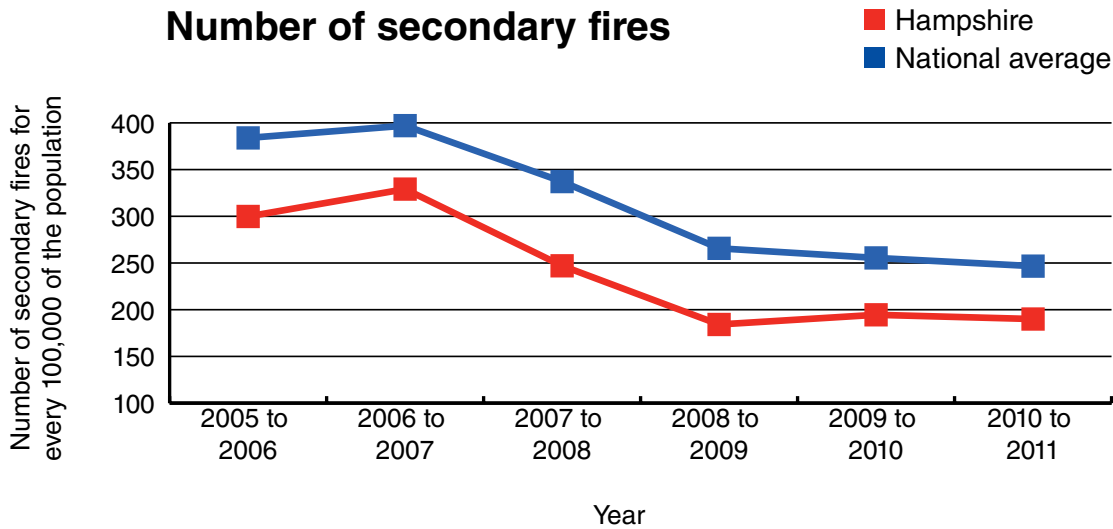
Primary fires are the most serious type of fire we attend. They usually involve property or vehicles.

During 2009 to 2010 there was a small increase in the number of primary fires we attended.

However, we are pleased that the number of primary fires we attended has reduced by 8% in 2010 to 2011, and that we are consistently performing better than the national average

## Number of secondary fires

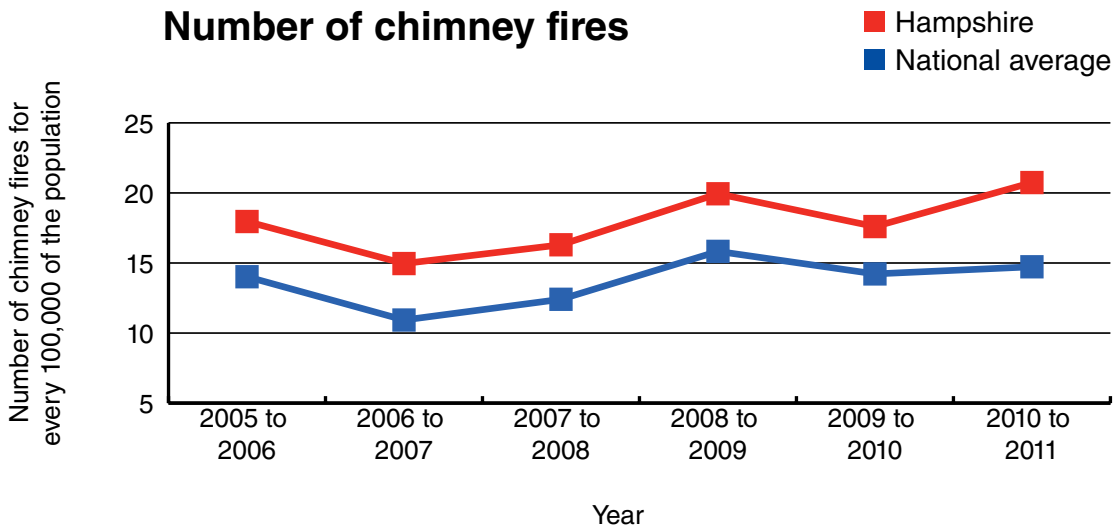
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Secondary fires usually involve grassland, rubbish or empty and unused buildings.

Compared with our 2008 baseline, we have achieved a 39% reduction in the number of secondary fires we attended.

As the graph shows, the pattern of our reduction mirrors what is happening with the national average.



The number of chimney fires we attend depends largely on the weather. We attend an extremely small number of these during the warmer summer months. In 2010 to 2011 we saw an increase of over 15% compared with 2009 to 2010.

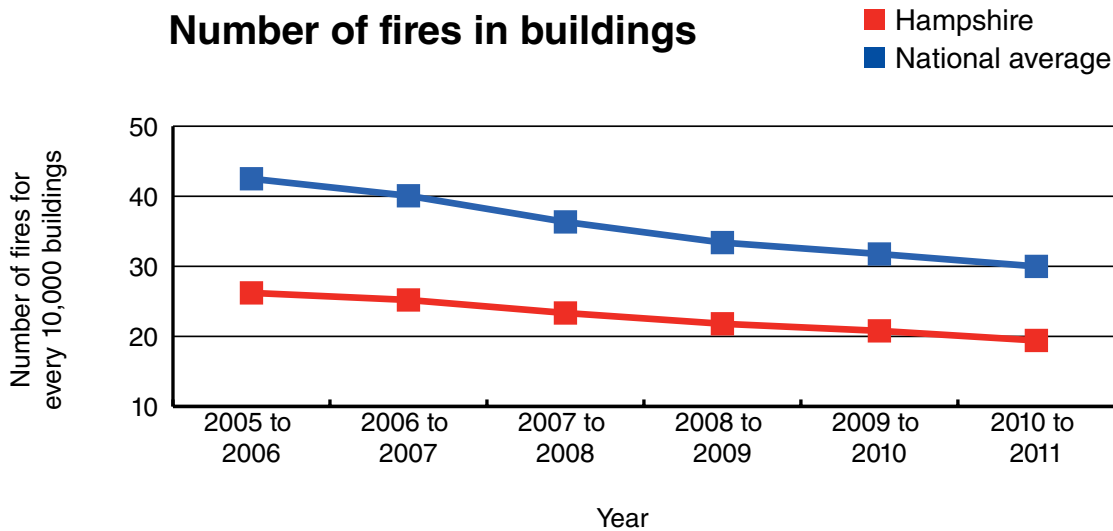
The number of chimney fires in Hampshire is high compared with the national average. We need to improve on this. In the past year we have run a series of campaigns that aim to reduce the number of thatch and chimney fires.

We will not know the result for a number of years, but we will continue to make property owners aware of the risks of chimney fires.

During the home-safety visits we offer advice to everyone who has an open fire and tell them about the importance of cleaning and maintaining the structure of their chimney.

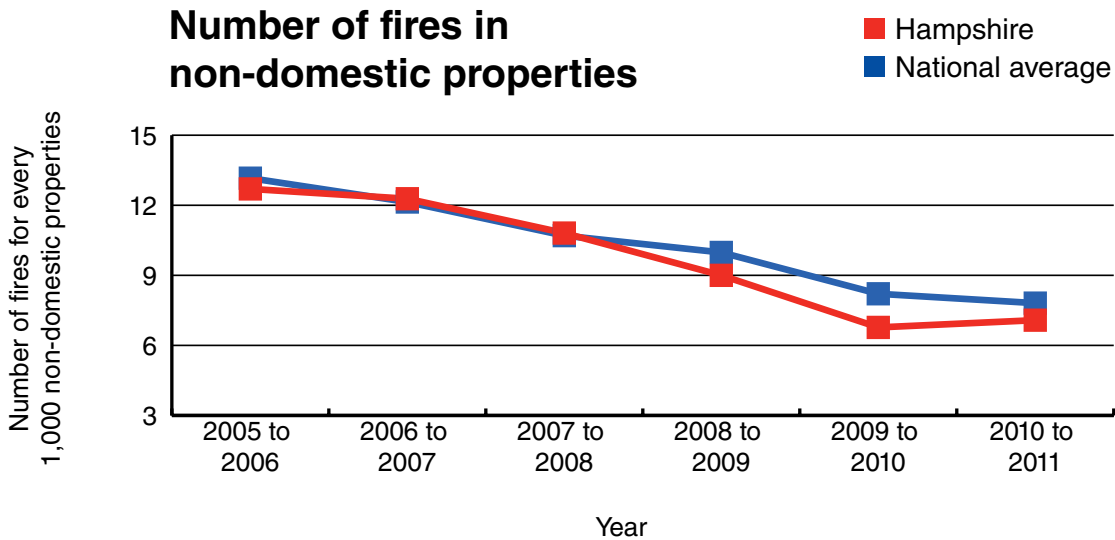
## Number of fires in buildings

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The number of fires in buildings is reducing steadily. We have seen a 5% reduction in the number of fires in buildings in 2010 to 2011 compared with the previous year, and a 19% reduction since our 2008 baseline. Our performance continues to be better than the national average.

The graph shows the number of fires in buildings for every 10,000 domestic and non-domestic buildings in Hampshire, compared with the national average.



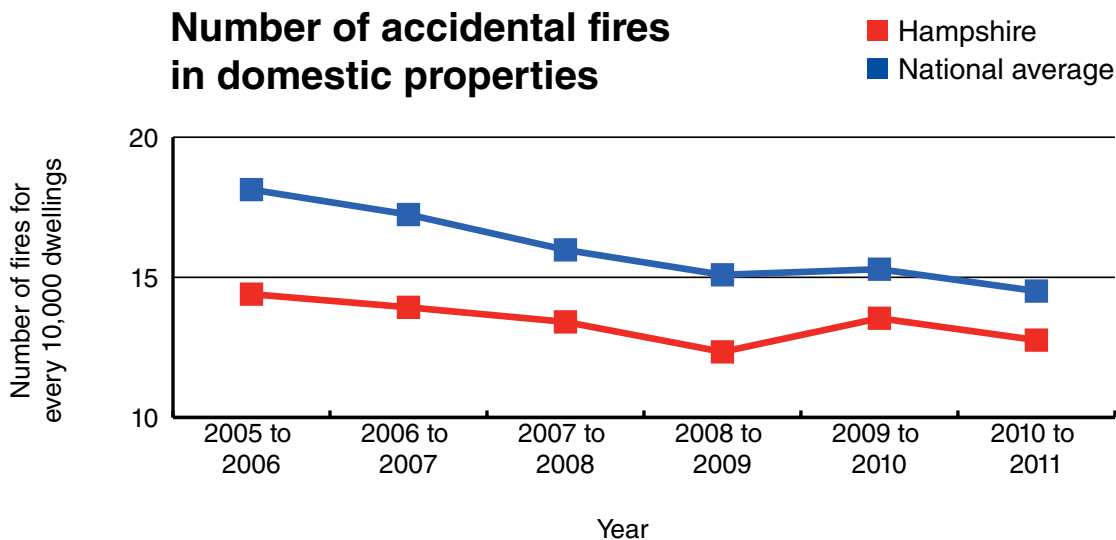
A non-domestic property is a property that is not used as a home. It includes business premises, schools, libraries and so on.

Fires in non-domestic properties can cause serious disturbance or loss of business to a company and its workforce. The number of incidents we have attended has reduced by 49% since 2006. However, we had a small increase last year. Our performance is still below the national average.

Our 'prevention team' continues to work with business owners and occupiers to help reduce the likelihood of having a fire. Through education and advice we can greatly reduce the number of fires and their cost to businesses.

The graph shows the number of fires in non-domestic properties for every 1,000 non-domestic properties compared with the national average.

## Number of accidental fires in domestic properties



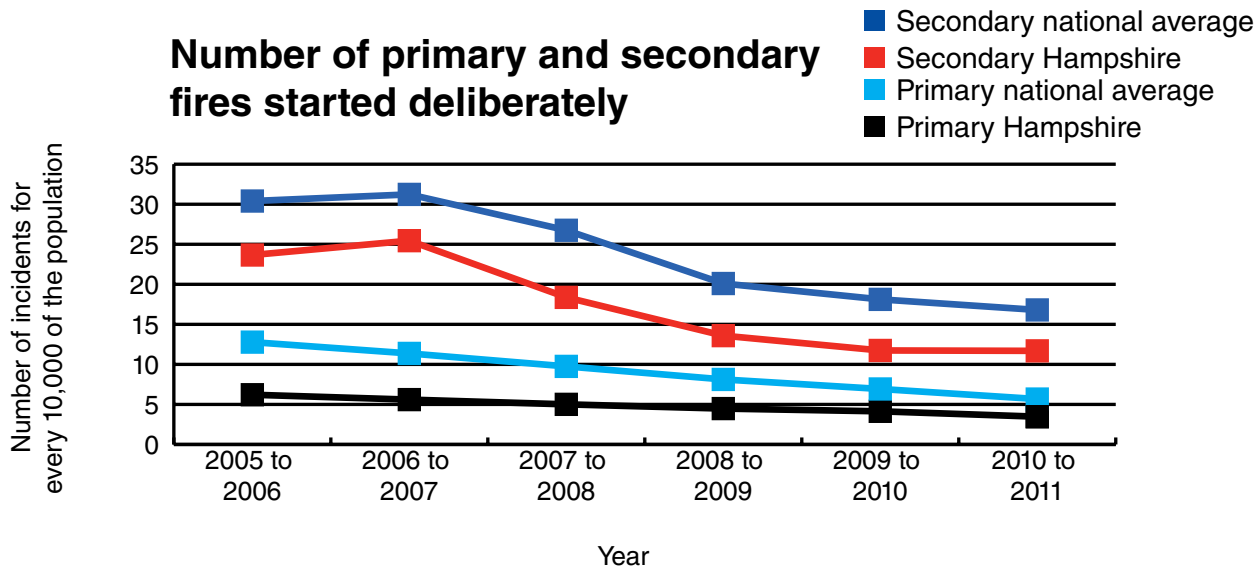
The graph shows the number of accidental fires for every 10,000 domestic properties, compared with the national average.

Our performance in 2010 to 2011 showed a 5% reduction in the number of incidents we attended compared with the previous year. After a downward trend in the number of fires, we experienced an increase in 2009 to 2010.

This was in line with the national average and may be the result of changes to the new national system for recording incidents, which records information about all incidents electronically. Before this new system was introduced, all fire and rescue services recorded incidents using a paper-based system.

Since the new system was introduced, we have seen the figures reduce again with just over a 5% reduction in the last year.

## Number of primary and secondary fires started deliberately



The graph shows the number of deliberate fires split between primary fires (usually involving buildings and vehicles) and secondary fires (usually involving rubbish, grass and derelict buildings and vehicles). Since our 2008 baseline, there has been a reduction of 50% in the number of deliberate fires.

Many of the fires we are called to are started deliberately. Arson is a serious crime, and we have been working hard with the police to reduce it.

Our Arson Task Force is a partnership we formed with Hampshire Constabulary in 2007 to investigate fire and arson incidents. The team has had huge success since being formed.

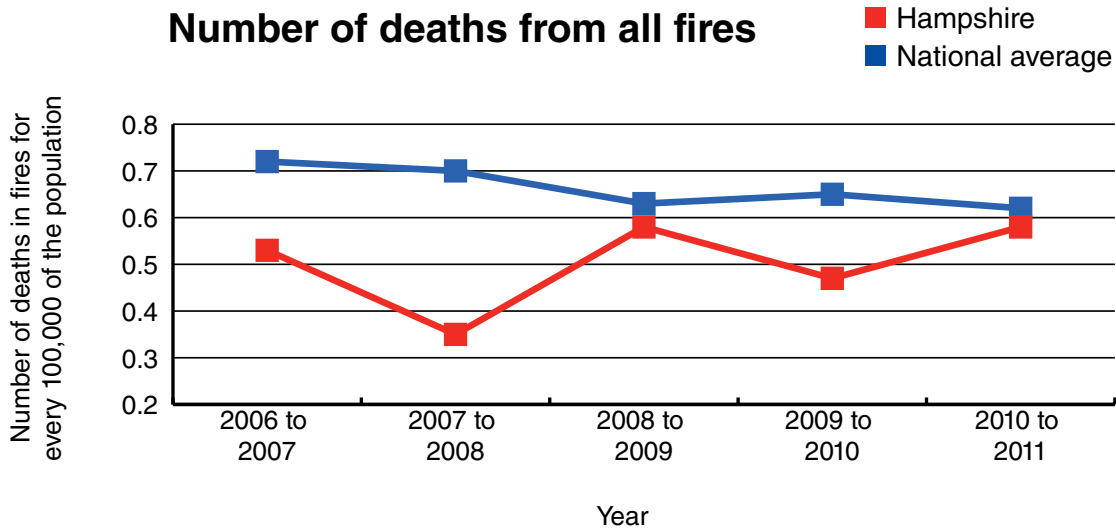
In 2010 to 2011 the team was involved in 235 fire and arson investigations. Of these, 51% have led to arrests and 57% of those arrested were successfully convicted. (Please note that at the time of publishing, 39% of cases were still awaiting trial.)

Our firefighters carry out 'environmental visual audits'. This involves looking for discarded items, such as vehicles or mattresses, that could be set alight deliberately, and arranging for these to be removed.

We have no doubt that these environmental visual audits play an important part in reducing the number of fires started deliberately.

## Number of deaths from all fires

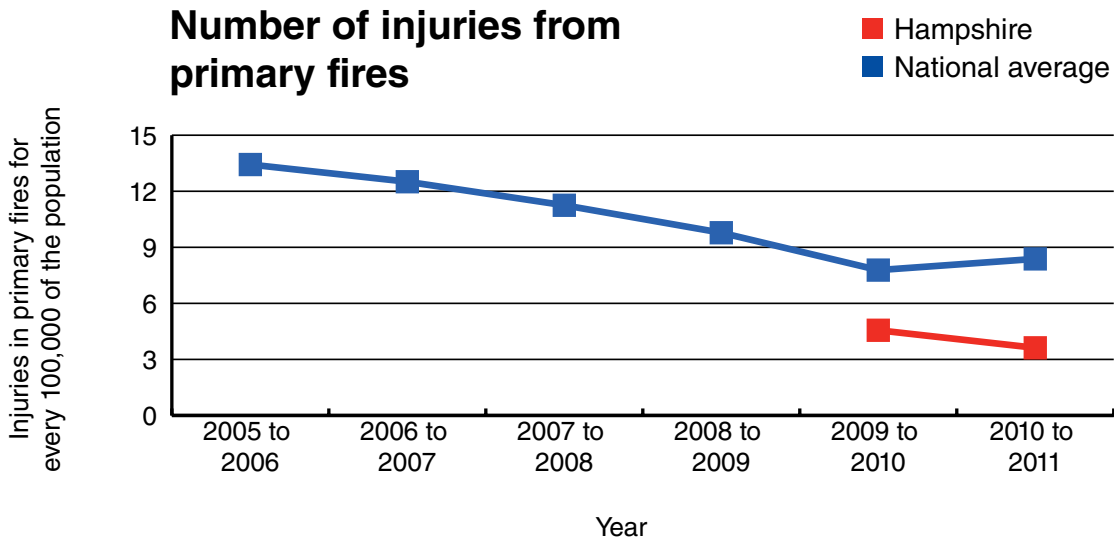
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The number of fire-related deaths is quite low across the country. This is the result of the fire-prevention and protection work that fire and rescue services have carried out over a number of years. We treat each death extremely seriously. By understanding the circumstances in each case we can develop our plans and target our resources more appropriately to reduce the number of deaths from fire in the future.

The graph shows the number of deaths from fire for every 100,000 people of the population, and compares our performance with the national average.

## Number of injuries from primary fires

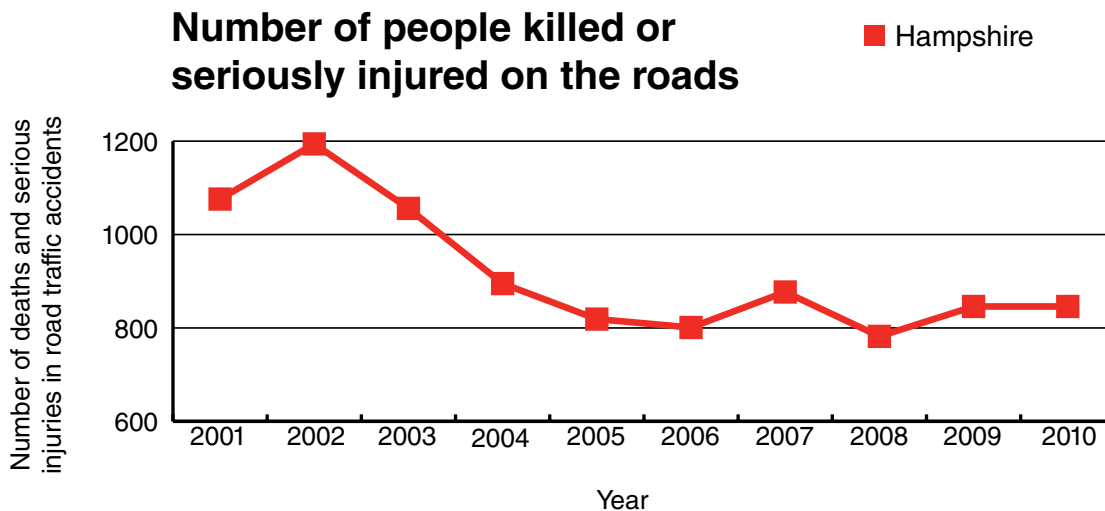


We are pleased that the number of injuries from primary fires has reduced since 2009 to 2010, and is much lower than the national average.

We changed the way we report casualties in 2009 to 2010 because we moved to a new national system for recording incidents. We are unable to draw precise comparisons as the information that is reported is different now to what was reported in the past.

## Number of people killed or seriously injured on the roads

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The graph above only has information about Hampshire, and does not compare how we have done with the national average.

In 2000 we set out our commitment to work with our partners to reduce the number of deaths and serious injuries on the road by 40% by 2010.

Achieving this target relied on all the partner agencies working together. The graph shows that, together, we achieved a 36% reduction compared with the baseline.

Although this means we have not met the reduction target, it is a great achievement for all the partners involved in helping to make Hampshire safer.

We have contributed in many ways. Road safety is a vital part of our education programme to schools. We continue to lead on a number of initiatives including 'TRAPT' (Teenage Road Accident Prevention Training), 'RideSMART' (for motorcycle safety) and 'Take Time Out' (raising awareness of the effects of alcohol).

## Number of people killed or seriously injured on the roads

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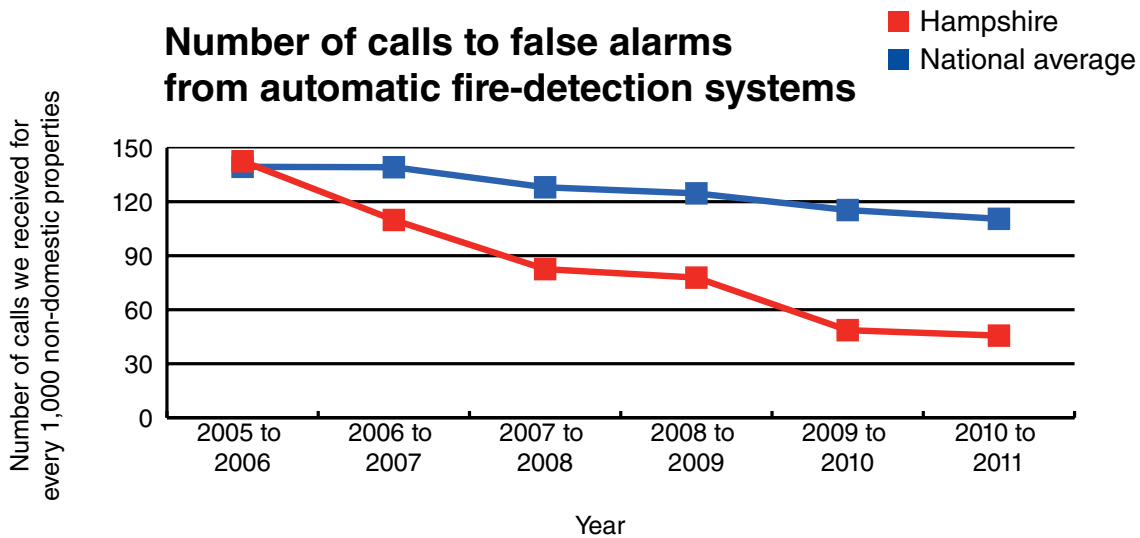
Last year we formed new partnerships with Triumph UK and BMW Motorcycles. In Hampshire, 28% of people killed on our roads are motorcyclists. The national figure is 21%. These partnerships and initiatives are essential if we are to reduce these figures. The input from Triumph UK has led to the creation of the 'RideSMART' campaign which, so far, is achieving positive results. We attend motorcycle clubs, speak to college students and have been asked to attend several events across the county. All of this work has allowed us to share best practice with other UK fire services.

Working with the police, we also help to deliver BikeSafe (a nationwide scheme to reduce the number of people injured in motorcycle accidents) where we aim to improve safety on the road by educating motorcyclists on safety issues. BikeSafe has been running for a number of years and is proving a real success.

Also, we are opening a specialist road-safety centre at our new fire station building in Winchester. This will be used to provide in-depth training and demonstrations to both our partner agencies and the public.

We will continue to work with our partner agencies to run these initiatives to help reduce the number of deaths and serious injuries on the roads in Hampshire.

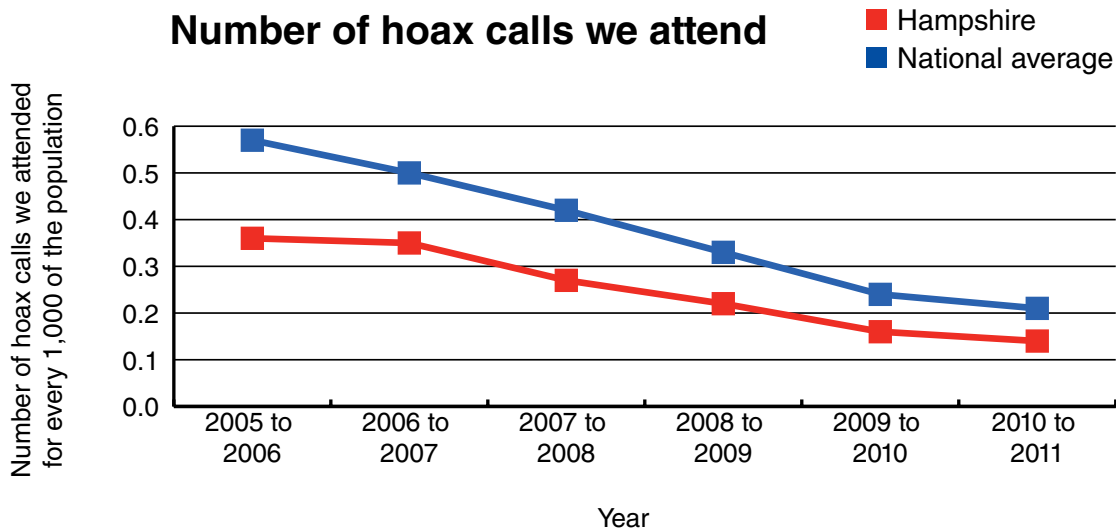
## Number of calls to false alarms from automatic fire-detection systems



All fire and rescue services receive a large number of calls from automatic fire-detection systems. On average, over 97% of these calls turn out to be false alarms. We have been working with business owners to reduce the number of these calls.

The graph, showing the number of calls we received for every 1,000 non-domestic properties, shows that we have had real success in reducing the number of calls.

During the past year we have seen a 6% reduction in the number of calls we receive from automatic fire-detection systems compared with 2009 to 2010, and a 46% reduction in the number of these calls since 2005 to 2006.



When we attend an unwanted fire alarm or false call, it means that our resources are not available to deal with life-threatening incidents and other genuine emergencies. For most of these calls the caller has good intentions (they think there is a real emergency).

But some of these calls are hoax calls (where the person making the call knows that there isn't a real emergency).

It is a crime to make a hoax call to a fire service. We work closely with the police and phone providers to identify anyone who makes a hoax call.

Our control-room staff are skilled at identifying possible hoax calls and challenging the callers.

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### How quickly we respond to incidents

In April 2010 we changed how we record our response times to incidents.

We split the incidents we respond to into three groups:

Critical

Non-critical

Other

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Critical incidents are those which have a direct risk to life or property (these include fires in domestic properties and road traffic accidents where someone is trapped in a vehicle).

We aim to get to 80% of these incidents within eight minutes.

Our average response time to critical incidents in 2010 to 2011 was seven minutes 17 seconds (against a target of eight minutes). We are constantly looking at where we are using our resources to see if we can reduce this time further.

It takes us longer to attend incidents in rural areas than incidents in urban built-up areas. Even though our average response time to incidents is better than our target, we only got to 72% of critical incidents under the eight-minute target in 2010 to 2011.

We are taking steps to improve this by sending different types of resources (for example, other vehicles, officers and so on) to these incidents.



# Reducing our effect on the environment

In 2009 we said that we would aim to reduce the effect fires and other incidents have on the environment by 10% by 2012 (measured using our 2008 baseline).

We also wanted to reduce our carbon footprint (the amount of carbon dioxide we produce) by 20% by 2012 (measured using our 2006 baseline).



We have made some good progress against these targets and have put in place a number of initiatives that help reduce the effect we have on the environment, including:

- introducing targets to monitor and reduce the amount of energy and water we use at fire stations;
- using fuel that is 95% diesel and 5% biofuel (an environmentally-friendly alternative to fossil fuel) in our vehicles; and
- installing double glazing in many fire stations.

This has helped produce a 7% reduction on our carbon footprint since 2007.

We are now taking part in the Carbon Trust's Carbon Management Programme, which is providing us with good support to identify projects for reducing our carbon footprint.

These are to include:

- installing double glazing and improving the heating and lighting at our headquarters;
- introducing automatic meter reading to improve the way we monitor the amount of energy we use;
- using more efficient ways of travelling and avoiding the need to travel where possible; and
- using a network of our staff, who have volunteered to be 'environmental champions', to help us to identify and put in place energy-saving improvements.

The 30% reduction in the number of fires (compared with our 2008 baseline) has contributed to reducing our carbon footprint. Fewer fires mean we are travelling less, and this means less damage to the environment.

## What is the cost of our service to the public?

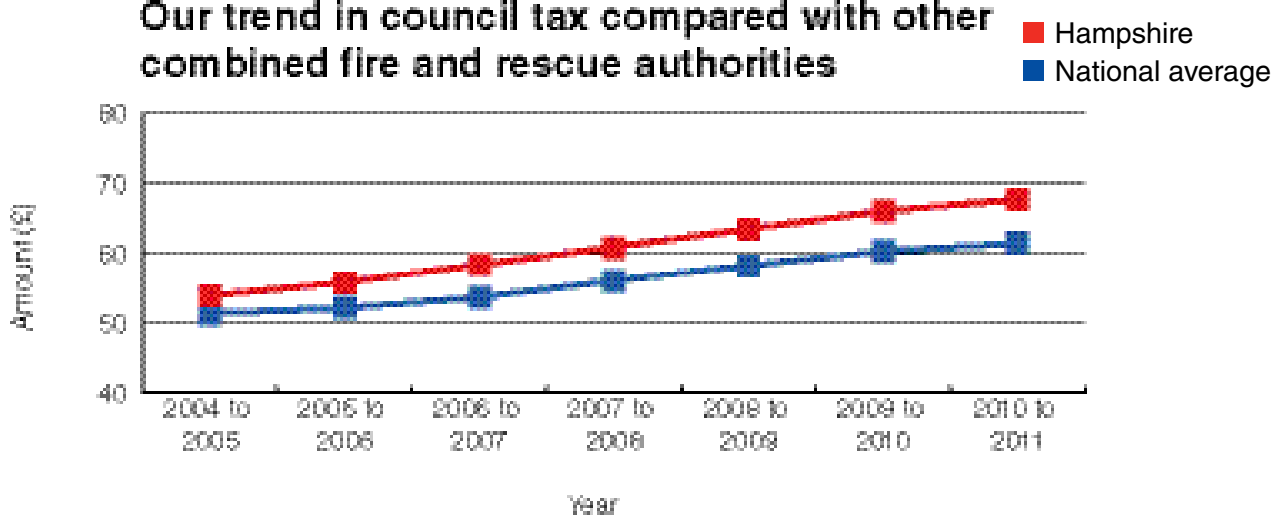
The part of the council tax that relates to the fire service in Hampshire is well below the national average, and that of similar fire and rescue authorities.

We aim to make sure that our average council tax rise is less than the increase in state pensions.

An average household in council tax band D paid £61.38 towards the cost of our service in 2010 to 2011.

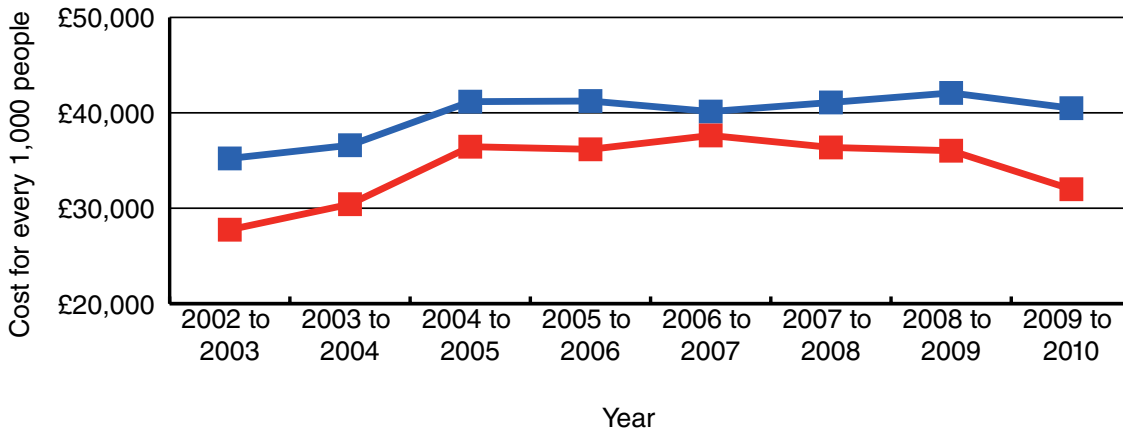
In 2009 we set a target to make £3.2million efficiency savings before 2012. We have beaten this target and made £4.4million efficiency savings between 2008 to 2009 and 2010 to 2011.

**Our trend in council tax compared with other combined fire and rescue authorities**



**Net spending (not including capital spending) for every 1,000 of the population**

■ Hampshire  
■ National average



We like to compare how much we spend per head of the population compared with other fire and rescue authorities. The graph shows that we spend much less for every 1,000 of the population compared with the national average. Yet we manage to deliver an excellent fire and rescue service in Hampshire!

We believe that we provide excellent value for money, and this is supported by positive comments from the Audit Commission, who said that we:

- have a strong awareness of the current and future financial challenges we face;
- have worked to deliver cost savings to meet future funding issues;
- have overall costs which compare well with others;
- have clearly set out and consulted the public, businesses, staff, trade unions and so on on prioritising services within tighter budgets; and
- have actively involved our staff in identifying and prioritising efficiency savings.

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## Summary of accounts 2010 to 2011

This table gives a summary of the cost of running our services for last year.

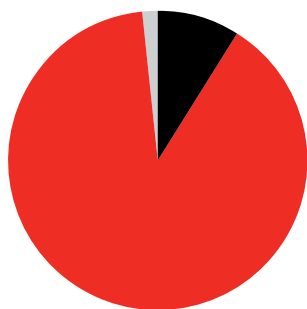
It shows where the money came from and the change in our general balance (reserves) at the end of the year.

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## What did we spend?

What did we spend money on?	Amount we spent All figures in £ millions (£m)
Fire-safety activities	£6m
Firefighting and rescue operations	£59m
Management arrangements	£1m
<b>Total cost of services (after tax and deductions)</b>	<b>£66m</b>
Other income, spending and adjustments	£3m
<b>Total spending (after tax and deductions)</b>	<b>£69m</b>

## What did we spend money on?



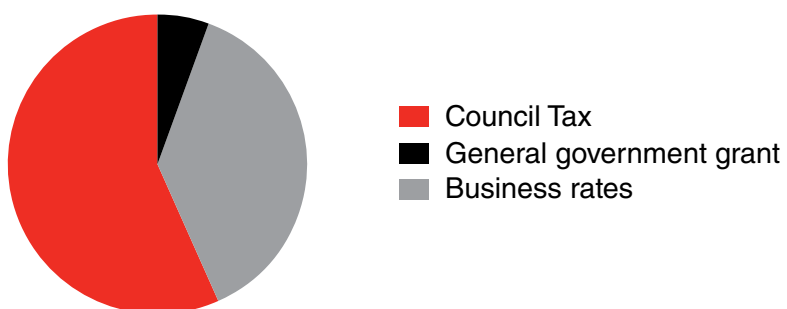
- Firefighting and rescue operations
- Fire-safety activities
- Management arrangements

## Summary of accounts 2010 to 2011

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<b>Where did the money come from?</b>	<b>Amount we spent All figures in £ millions (£m)</b>
Council Tax	£39m
General government grant	£4m
Business rates	£26m
<b>General balance at the start of the year</b>	<b>£2m</b>
Change in general balance	£0.5m
<b>General balance at the end of the year</b>	<b>£2.5m</b>

### Where did the money come from?



## Capital spending

Capital spending is the money we spent on creating, buying or improving our resources. We spent £7million on projects in 2010 to 2011.

<b>What we spent it on</b>	<b>Amount</b>	<b>How we paid for it</b>	<b>Amount</b>
Vehicles	£3m	Revenue money	£2m
Building work (mainly at fire stations)	£1m	Proceeds from sales of surplus assets and borrowing	£4m
Winchester Fire Station	£3m	Government grants	£1m
<b>Total</b>	<b>£7m</b>	<b>Total</b>	<b>£7m</b>

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## Want to know more? So do we!

If you have any questions or want more information about our performance, our Performance Review Team are ready to help.

They would really like your ideas on how we could continue to improve our services.

Also, let us know what you think about this document.

**Please do get in touch and have your say.**

**Phone:** 023 8062 6850

**E-mail:** [performance.review@hantsfire.gov.uk](mailto:performance.review@hantsfire.gov.uk)

**Write to:**

Performance Review Team

Hampshire Fire and Rescue Service Headquarters

Leigh Road, Eastleigh, Hampshire, SO50 9SJ

If you would like this information in another format or language, please phone 023 8062 6850 or e-mail [performance.review@hantsfire.gov.uk](mailto:performance.review@hantsfire.gov.uk)

This document is also available on our website at [www.hantsfire.gov.uk/url in here](http://www.hantsfire.gov.uk/url-in-here)

HFRS 466/1011 (our document reference number)



Corporate member of  
Plain English Campaign  
Committed to clearer communication.

454



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RESCUE**  
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We make life safer