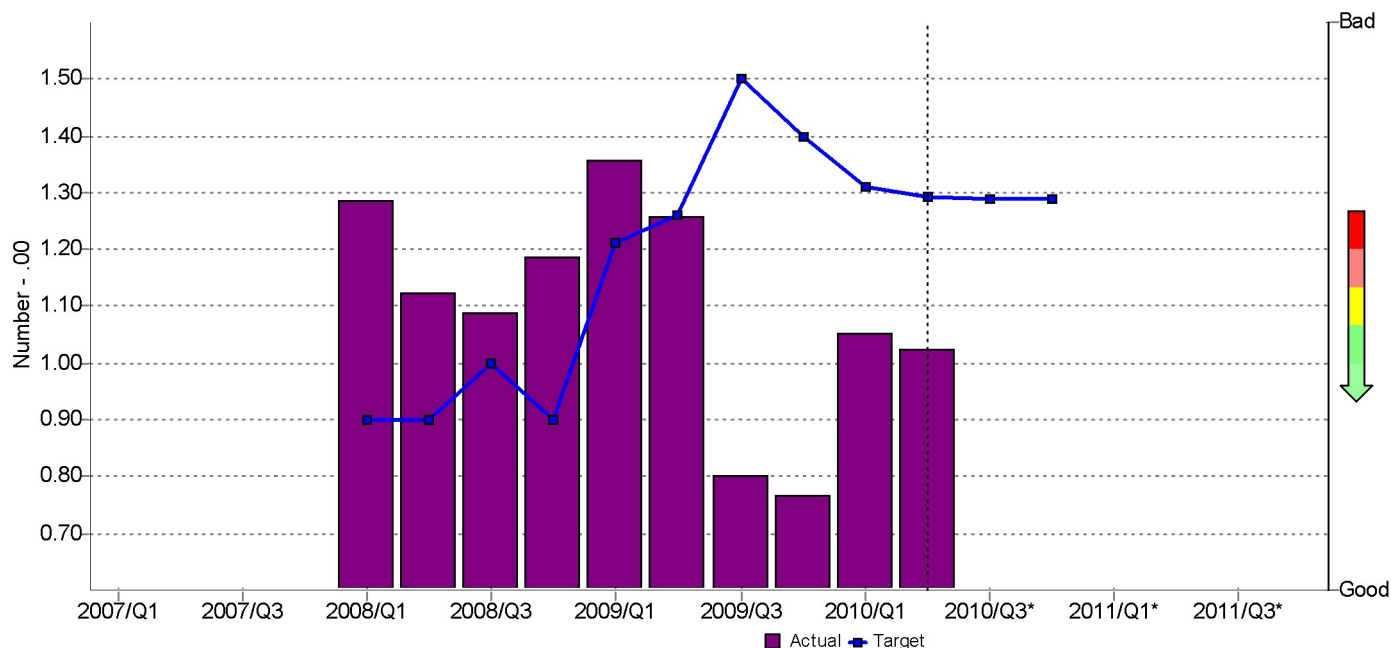


# Performance Review and Scrutiny Committee

Indicators for Quarter 2 2010/11

## NI 33i Primary Arson (Hampshire FRS)

Period only



### Description

Number of deliberate primary fires per 10000 population by station ground

### Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	--	--	--	--
2007/Q2	--	--	--	--
2007/Q3	--	--	--	--
2007/Q4	--	--	--	--
2008/Q1	1.29	0.90	(0.39)	(42.9%)
2008/Q2	1.12	0.90	(0.22)	(24.6%)
2008/Q3	1.09	1.00	(0.09)	(8.6%)
2008/Q4	1.19	0.90	(0.29)	(31.8%)
2009/Q1	1.36	1.21	(0.15)	(12.1%)
2009/Q2	1.26	1.26	0.00	0.3%
2009/Q3	0.80	1.50	0.70	46.6%
2009/Q4	0.77	1.40	0.63	45.3%
2010/Q1	1.05	1.31	0.26	19.7%
2010/Q2	1.02	1.29	0.27	20.8%
2010/Q3*		1.29		
2010/Q4*		1.29		
2011/Q1*		--		
2011/Q2*		--		
2011/Q3*		--		
2011/Q4*		--		

### Action (2010/09)

The primary purpose of this key indicator is to consider and accurately measure our performance in terms of the reduction of arson-related incidents.

Arson is responsible for two deaths per week and £2.8 billion worth of damage to the UK economy annually. This has a significant negative impact on our communities and is a blight on our society and its infrastructure. As such, arson reduction remains a key priority for the Authority and it has been chosen as one of the 35 key priorities within the Local Area Agreements (LAAs) for both Hampshire and Portsmouth. It also clearly remains a high priority for HFRS within the city of Southampton. Consequently, HFRS is committed to reducing the number of incidents related to deliberate fire-setting across the county. As such, one of the key priorities within our newly-refreshed Community Safety Strategy 2010-2013 (published in April 2010) is 'Tackling Arson'. We will set in place our strategic objectives around embedding an ethos of positive behaviours in children and young people, providing education and support when fire-play and fire setting behaviours are identified and supporting the Police to secure successful prosecutions where appropriate.

This performance indicator also provides us with information as to our performance in relation to social well-being and our impact in terms of the safer, stronger communities agenda. We are committed to reducing incidences of anti-social behaviour within our

# Performance Review and Scrutiny Committee

## Indicators for Quarter 2 2010/11

communities and arson clearly fits within this category. As such we are committed to ensuring that we are key and pro-active partners within our local Crime and Disorder Reduction Partnerships (CDRPs) and arson control forums. We will ensure that we are embedded fully within our community structure so as to play a key role in local place-shaping for the future to effectively serve the key priorities identified within the three LAAs.

Our Arson Reduction Strategy along with the Arson Task Force (ATF) is closely linked to our Fire Investigation Team's outputs, and in close partnership with Hampshire Constabulary, we will continue to provide evidence for prosecution and conviction of offenders who deliberately set fires. This approach sits alongside our proactive and successful Firesetters intervention programme and we will further build on this approach over the coming year, to further discourage those who set fires deliberately.

Area Manager Service Delivery Mick Crennell, 18 October 2010

### **Progress to date (2010/09)**

Our Arson Task Force, along with our established centralised community safety initiatives and our local (group-based) community safety initiatives continue to produce impressive results and this indicator remains green and our performance continues to be strong in terms of reducing arson.

Direct comparison against previous reporting periods indicates an overall continuous and good improvement in this important indicator.

Overall, the focussed risk reduction activities of local group and station management teams is also ensuring that performance is maintained in reducing the number of arson incidents that we attend. There is however, always more scope for improvement and reduction as we strive for excellence in community safety and community risk reduction, particularly in some identified areas of the county and the unitary authority areas. Our Local Area Agreement (LAA) targets for Portsmouth and Hampshire reflect this potential with challenging stretch reduction targets set for primary fires in these areas over three years of the LAA's.

However, with an eye to the future, we recognise that in times of financial and economic recession property-related arson incidents have a tendency to increase and we are mindful of this phenomenon. We will utilise our community safety resources to fully consider a pro-active campaign to attempt to off-set the potential of an adverse increase in this indicator over the coming months.

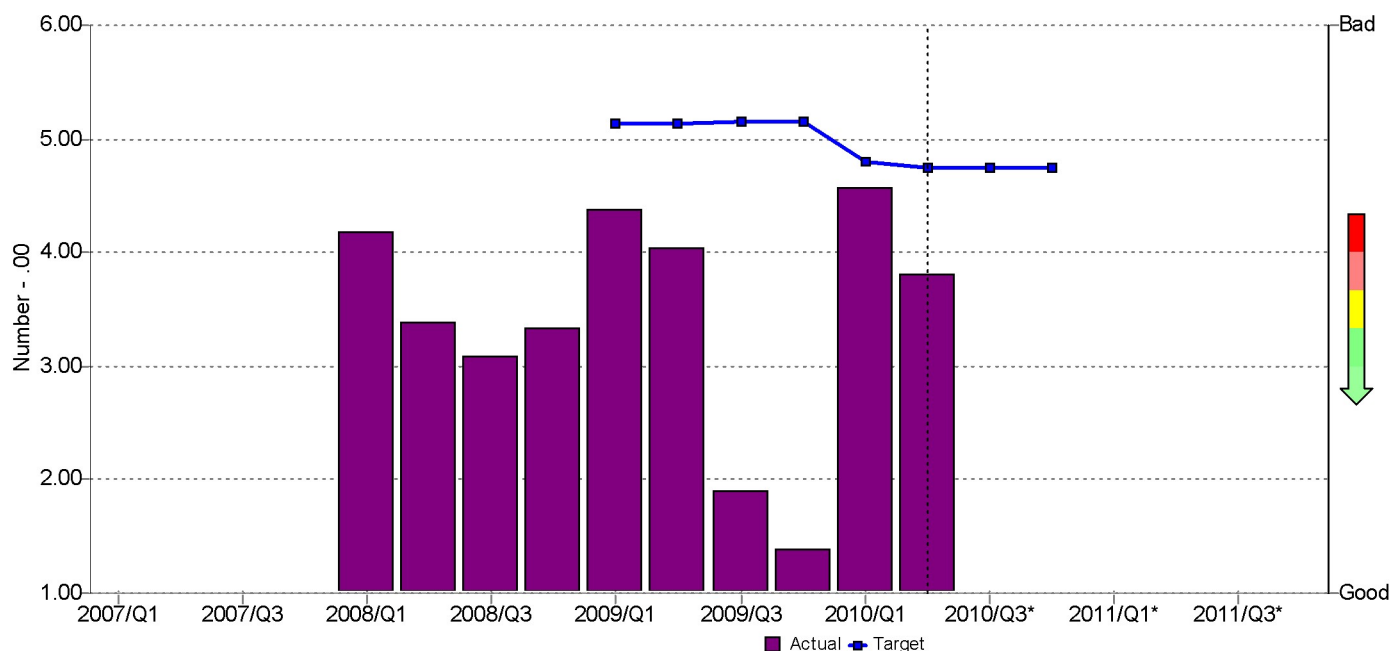
Area Manager Service Delivery Mick Crennell, 18 October 2010

# Performance Review and Scrutiny Committee

Indicators for Quarter 2 2010/11

## NI 33ii Secondary Arson (Hampshire FRS)

Period only



### Description

Number of deliberate secondary fires per 10000 population by station ground

### Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	--	--	--	--
2007/Q2	--	--	--	--
2007/Q3	--	--	--	--
2007/Q4	--	--	--	--
2008/Q1	4.18	--	--	--
2008/Q2	3.39	--	--	--
2008/Q3	3.08	--	--	--
2008/Q4	3.34	--	--	--
2009/Q1	4.37	5.13	0.76	14.9%
2009/Q2	4.04	5.14	1.10	21.4%
2009/Q3	1.89	5.16	3.27	63.3%
2009/Q4	1.39	5.16	3.77	73.0%
2010/Q1	4.57	4.80	0.23	4.9%
2010/Q2	3.81	4.74	0.93	19.6%
2010/Q3*		4.74		
2010/Q4*		4.74		
2011/Q1*		--		
2011/Q2*		--		
2011/Q3*		--		
2011/Q4*		--		

### Action (2010/09)

The primary purpose of this key indicator is to consider and accurately measure our performance in terms of the reduction of arson-related incidents.

Arson is responsible for two deaths per week and £2.8 billion worth of damage to the UK economy annually. This has a significant negative impact on our communities and is a blight on our society and its infrastructure. As such, arson reduction remains a key priority for the Authority and it has been chosen as one of the 35 key priorities within the Local Area Agreements (LAAs) for both Hampshire and Portsmouth. It also clearly remains a high priority for HFRS within the city of Southampton. Consequently, HFRS is committed to reducing the number of incidents related to deliberate fire-setting across the county. As such, one of the key priorities within our newly-refreshed Community Safety Strategy 2010-2013 (published in April 2010) is 'Tackling Arson'. We will set in place our strategic objectives around embedding an ethos of positive behaviours in children and young people, providing education and support when fire-play and fire setting behaviours are identified and supporting the Police to secure successful prosecutions where appropriate.

This performance indicator also provides us with information as to our performance in relation to social well-being and our impact in terms of the safer, stronger communities agenda. We are committed to reducing incidences of anti-social behaviour within our

# Performance Review and Scrutiny Committee

## Indicators for Quarter 2 2010/11

communities and arson clearly fits within this category. As such we are committed to ensuring that we are key and pro-active partners within our local Crime and Disorder Reduction Partnerships (CDRPs) and arson control forums. We will ensure that we are embedded fully within our community structure so as to play a key role in local place-shaping for the future to effectively serve the key priorities identified within the three LAAs.

Our Arson Reduction Strategy along with the Arson Task Force (ATF) is closely linked to our Fire Investigation Team's outputs, and in close partnership with Hampshire Constabulary, we will continue to provide evidence for prosecution and conviction of offenders who deliberately set fires. This approach sits alongside our proactive and successful Firesetters intervention programme and we will further build on this approach over the coming year, to further discourage those who set fires deliberately.

Area Manager Service Delivery Mick Crennell, 18 October 2010

### **Progress to date (2010/09)**

Our Arson Task Force, along with our established centralised community safety initiatives and our local (group-based) community safety initiatives continue to produce impressive results and this indicator remains green and our performance continues to be strong in terms of reducing arson.

Direct comparison against previous reporting periods indicates an overall continuous and good improvement in this important indicator.

Overall, the focussed risk reduction activities of local group and station management teams is also ensuring that performance is maintained in reducing the number of arson incidents that we attend. There is however, always more scope for improvement and reduction as we strive for excellence in community safety and community risk reduction, particularly in some identified areas of the county and the unitary authority areas. Our Local Area Agreement (LAA) targets for Portsmouth and Hampshire reflect this potential with challenging stretch reduction targets set for primary fires in these areas over three years of the LAA's.

However, with an eye to the future, we recognise that in times of financial and economic recession property-related arson incidents have a tendency to increase and we are mindful of this phenomenon. We will utilise our community safety resources to fully consider a pro-active campaign to attempt to off-set the potential of an adverse increase in this indicator over the coming months.

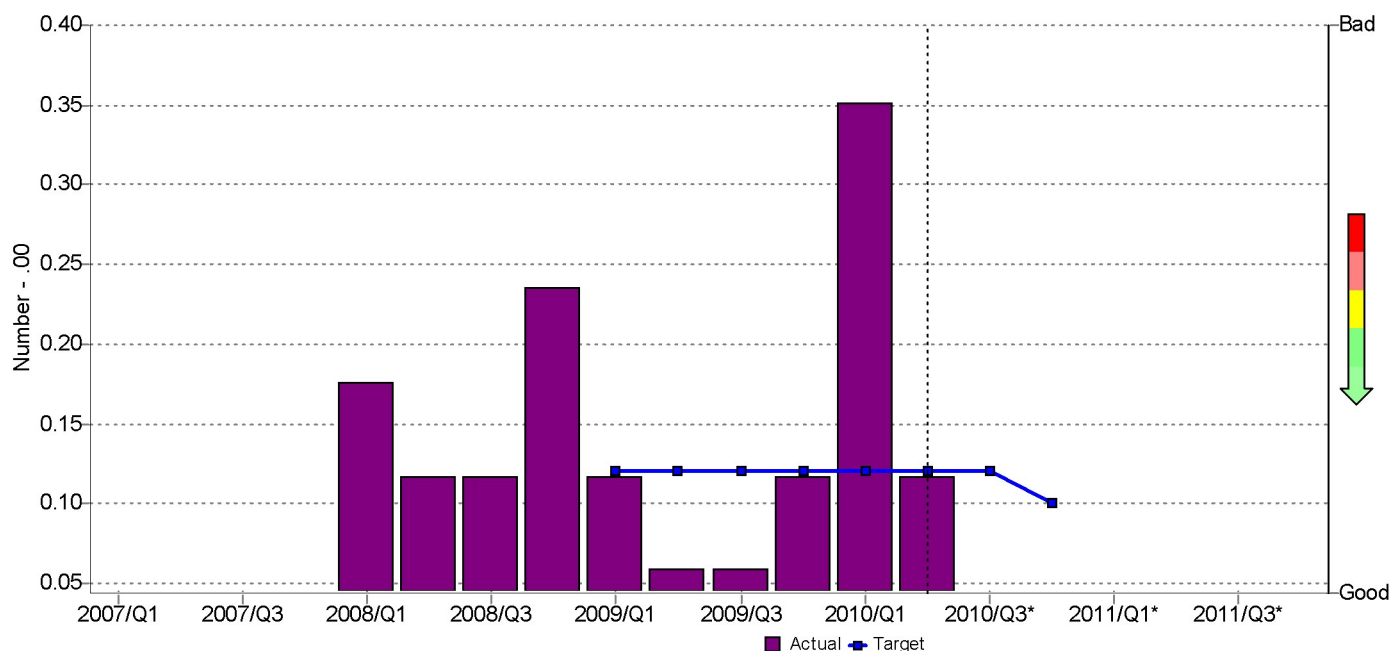
Area Manager Service Delivery Mick Crennell, 18 October 2010

# Performance Review and Scrutiny Committee

Indicators for Quarter 2 2010/11

## NI 49ii Primary fatalities (Hampshire FRS)

Period only



### Description

Fatalities in primary fires per 100000 population

### Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	--	--	--	--
2007/Q2	--	--	--	--
2007/Q3	--	--	--	--
2007/Q4	--	--	--	--
2008/Q1	0.18	--	--	--
2008/Q2	0.12	--	--	--
2008/Q3	0.12	--	--	--
2008/Q4	0.23	--	--	--
2009/Q1	0.12	0.12	0.00	2.6%
2009/Q2	0.06	0.12	0.06	51.3%
2009/Q3	0.06	0.12	0.06	51.3%
2009/Q4	0.12	0.12	0.00	2.6%
2010/Q1	0.35	0.12	(0.23)	(192.3%)
2010/Q2	0.12	0.12	0.00	2.6%
2010/Q3*		0.12		
2010/Q4*		0.10		
2011/Q1*		--		
2011/Q2*		--		
2011/Q3*		--		
2011/Q4*		--		

### Action (2010/09)

This indicator shows the number of fatalities that have occurred as a result of primary fires. Our Community Safety Strategy outlines our key areas of focus for our prevention and protection activities. Included in this is home safety, and this is where the majority of fire related deaths occur. For those we consider to be most vulnerable we offer a Home Safety Visit (HSV), during which we fit smoke alarms should this be necessary and we offer safety advice to meet the requirements specific to the occupiers. We work with our partners and use risk intelligence data to identify who we believe are most vulnerable in our communities.

Area Manager Service Delivery Bob Wythe, 18 October 2010

### Progress to date (2010/09)

It is disappointing to report that there have been eight primary fire fatalities for this year. The circumstances surrounding each fatality are reviewed and where appropriate a case study is undertaken. The outcomes of these reviews are used to inform and develop our community safety strategy, procedures and delivery.

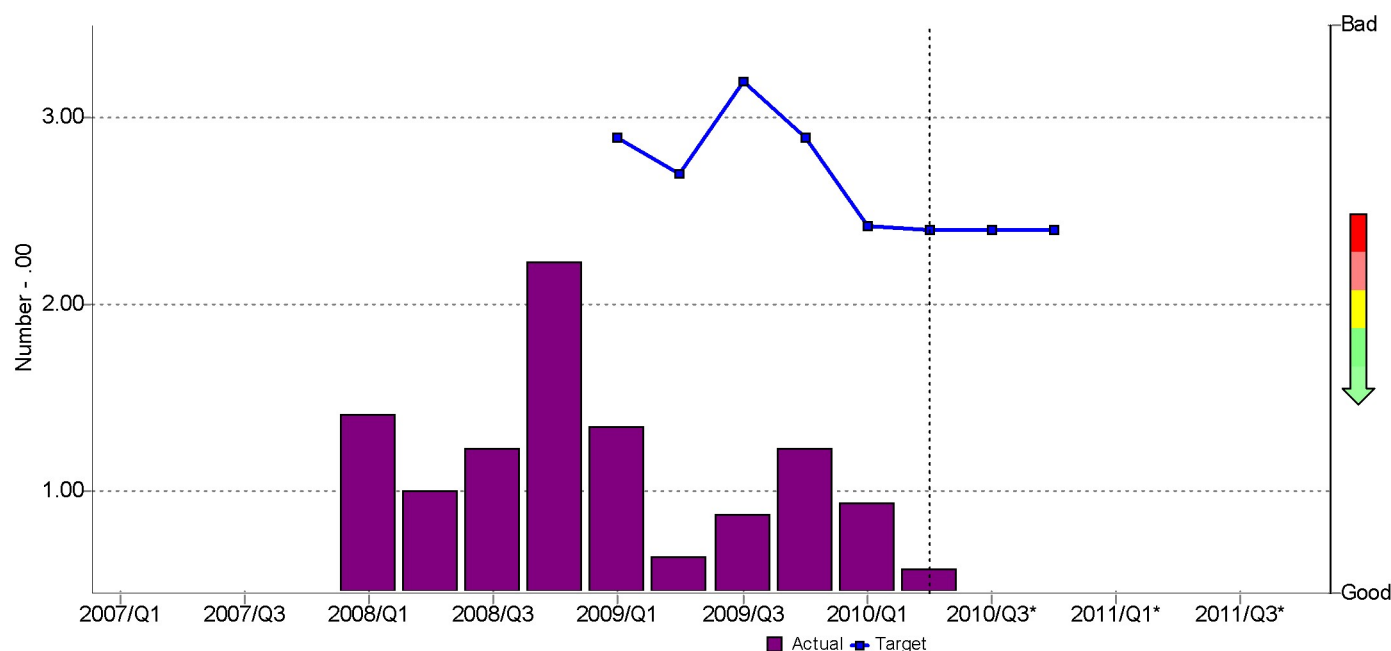
Area Manager Service Delivery Bob Wythe, 18 October 2010.

# Performance Review and Scrutiny Committee

Indicators for Quarter 2 2010/11

## NI 49iii Primary casualties (Hampshire FRS)

Period only



### Description

Number non-fatal casualties (excluding precautionary checks) due to primary fires per 100,000 population

### Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	--	--	--	--
2007/Q2	--	--	--	--
2007/Q3	--	--	--	--
2007/Q4	--	--	--	--
2008/Q1	1.41	--	--	--
2008/Q2	1.00	--	--	--
2008/Q3	1.23	--	--	--
2008/Q4	2.23	--	--	--
2009/Q1	1.34	2.90	1.56	53.6%
2009/Q2	0.64	2.70	2.06	76.2%
2009/Q3	0.88	3.20	2.32	72.6%
2009/Q4	1.23	2.90	1.67	57.7%
2010/Q1	0.94	2.42	1.48	61.4%
2010/Q2	0.58	2.40	1.82	75.6%
2010/Q3*		2.40		
2010/Q4*		2.40		
2011/Q1*		--		
2011/Q2*		--		
2011/Q3*		--		
2011/Q4*		--		

### Action (2010/09)

This indicator shows our performance in reducing the number of non fatal casualties, excluding precautionary checks, as a result of primary fires. Whilst this includes all primary fires, a large proportion of these will be within dwellings and will be directly influenced by our Home Safety Visit (HSV) strategy. We target our HSV towards those that are most vulnerable within our community. Our comprehensive schools education programme is targeted to account for areas of greatest risk and incorporates key stages 1,2 and 3. This provides children with a safety conscious attitude that will make them safer and will last into their adult life. We also support a number of national campaigns that promote safety in the home and in particular focus on the need to have working smoke alarms.

Area Manager Service Delivery Bob Wythe 18 October 2010

### Progress to date (2010/09)

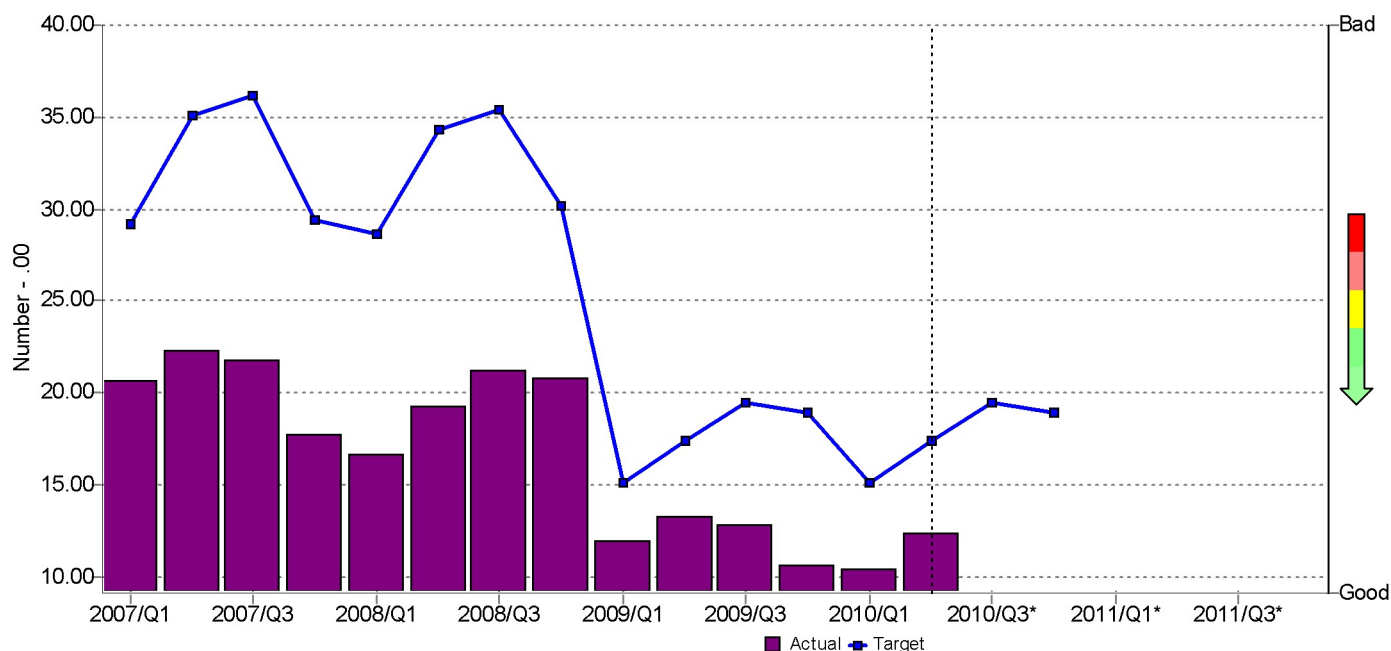
Our performance is improving year on year. It should be borne in mind that some of the improvement may be accounted for by a change in the recording mechanism since April 2009 which now provides better quality data.

Area Manager Service Delivery Bob Wythe, 18 October 2010

# Performance Review and Scrutiny Committee

Indicators for Quarter 2 2010/11

## BV 149i: False Alarms Caused by Automatic Fire Detectors (Hampshire FRS) Period only



### Description

False alarms caused by Automatic Fire Detection (AFD) apparatus per 1,000 non-domestic properties.

### Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	20.69	29.23	8.54	29.2%
2007/Q2	22.34	35.06	12.72	36.3%
2007/Q3	21.80	36.21	14.41	39.8%
2007/Q4	17.71	29.36	11.65	39.7%
2008/Q1	16.66	28.61	11.95	41.8%
2008/Q2	19.22	34.33	15.12	44.0%
2008/Q3	21.19	35.45	14.25	40.2%
2008/Q4	20.75	30.15	9.40	31.2%
2009/Q1	11.90	15.12	3.22	21.3%
2009/Q2	13.19	17.33	4.14	23.9%
2009/Q3	12.84	19.41	6.57	33.9%
2009/Q4	10.55	18.88	8.33	44.1%
2010/Q1	10.36	15.12	4.76	31.5%
2010/Q2	12.34	17.33	4.99	28.8%
2010/Q3*		19.41		
2010/Q4*		18.88		
2011/Q1*		--		
2011/Q2*		--		
2011/Q3*		--		
2011/Q4*		--		

### Action (2010/09)

This indicator measures our performance in reducing operational calls due to false alarms from automatic fire alarm systems. New initiatives were introduced in the HFRS Service Plan 2006/09. This performance indicator measures the reduction in unwanted automatic fire alarm calls from non domestic premises.

Before 2006 the Service was attending in excess of 6,500 false fire alarm calls to non domestic premises per year. The impact of these calls is a significant risk because they divert our emergency response resources from being available to respond to genuine emergency incidents.

Historically, Automatic Fire Detections (AFDs) have generated a significant number of false alarms, the majority of which are preventable. Additionally these have represented a large percentage of our total calls. This has resulted in tying up front-line resources unnecessarily at some considerable cost to the tax payers of Hampshire and will undoubtedly have increased the risk to road users and our personnel in terms of unnecessary blue light responses. It has further prevented these resources from being available for real emergencies, thereby placing our communities at greater risk than is necessary.

The national target for fire services to achieve was a 10% reduction in Automatic fire alarm calls by the end of March 2010.

# Performance Review and Scrutiny Committee

## Indicators for Quarter 2 2010/11

Hampshire Fire and Rescue Service have exceeded this target and at the end of March 2009 had recorded a reduction of just over 30%. We intend to continue our efforts to reduce unwanted calls throughout this present year.

Our Business Education Unit will contact premises owners and responsible persons by way of a telephone call if they have had two false fire alarm calls in a week. If the premises have three false alarm calls in any 12 month period, the Business Education Unit will send a letter which gives best practice guidance for maintaining the fire alarm system and advice for liaising with their fire alarm system maintainer. It explains their responsibilities under the Fire Safety Order 2005. An HFRS guidance leaflet, 'Guide to reducing false alarms' is also provided.

If the premises have 6 false alarm calls in any 12 month period, the Business Education Unit will arrange a meeting on site with the responsible person/s and their fire alarm maintenance company. The meeting is used to discuss ways of eliminating the false fire alarm calls at the premises.

HFRS would have the power to reduce the emergency response to the premises if they continue to have false fire alarm calls.

Area Manager Service Delivery Mick Crennell, 18 October 2010

### Progress to date (2010/09)

Performance in this important strategic indicator continues to provide overall positive results for us.

In 2007/08 HFRS attended 3934 unwanted fire alarm calls to non domestic properties, a reduction of 22% on the 2006/07 figure of 5055.

In 2008/09 HFRS attended 3709 unwanted fire alarm calls to non domestic premises.  
A 6% reduction on the previous year.

In 2009/10 HFRS attended 2333 unwanted fire alarm calls to non domestic premises.  
A 37% reduction on the previous year.

Overall from the 2005 figure of 6539 to the 2009/10 figure of 2333, HFRS have achieved a massive 64% reduction in unwanted fire alarm calls.

Comparison against previous reporting periods shows a steadily improving trend and our dedicated AFD Reduction Team continue to reap positive rewards. The embedding of our AFD Reduction Team has formalised and focused our structure in terms of the wider agenda for preventable incidents as we strive for continuous improvement.

Furthermore, we recognise that our performance, in terms of AFD reduction, has been consistently above our established targets and that has produced an over-performance issue for us. As such we have re-aligned our targets further to provide us with the driver for continuous improvement as we strive for excellence. We will, however, be mindful of the law of diminishing returns as our performance in this area becomes embedded in good working practices within commerce and industry and we have set targets that are both challenging and appropriate.

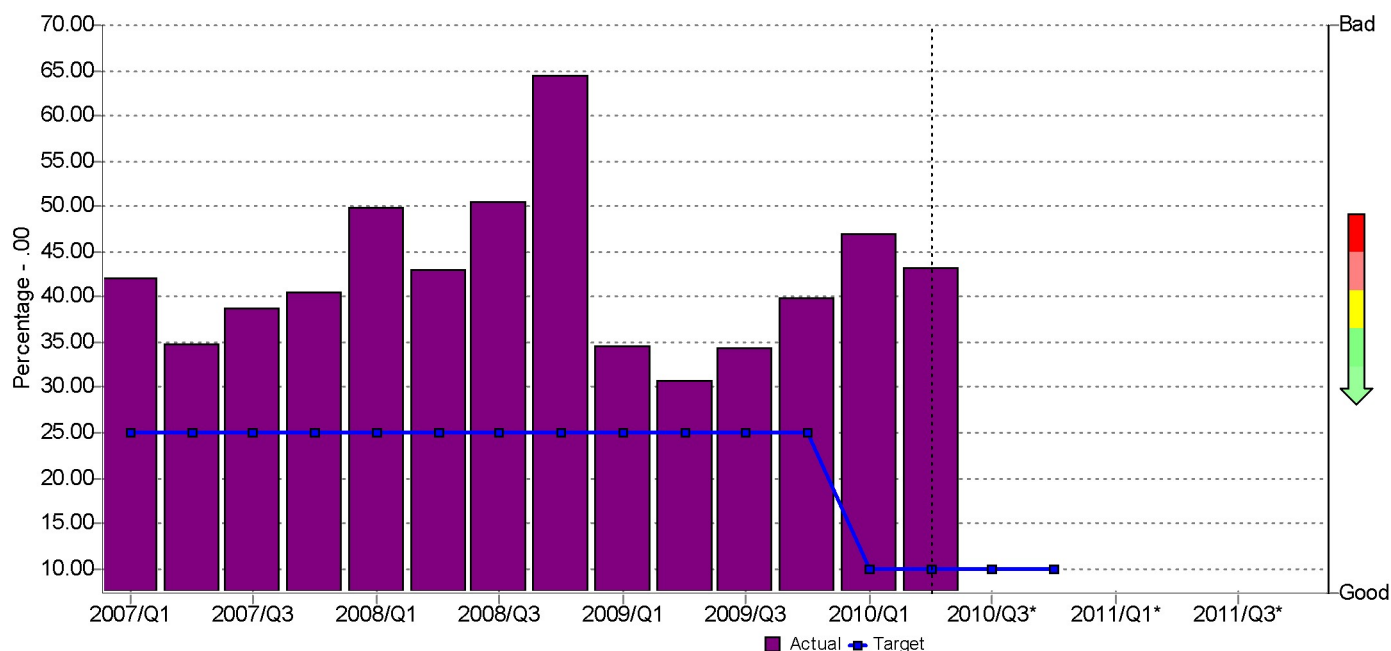
Our policy decisions to challenge all calls at point of contact with fire control, together with direct intervention at identified problem sites has paid great benefits. The national target is a 10% reduction in false alarm calls by 2010. Hampshire have exceeded this target and we will continue through 2010/11 to seek further improvements.

Area Manager Service Delivery Mick Crennell, 18 October 2010

# Performance Review and Scrutiny Committee

Indicators for Quarter 2 2010/11

## BV 209iii: Dwelling Fires Attended Where No Smoke Alarm Fitted (Hampshire FRS) Period only



### Description

The % of fires attended in dwellings where: no smoke alarm was fitted

### Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	42.09%	25.00%	(17.09%)	(68.4%)
2007/Q2	34.70%	25.00%	(9.70%)	(38.8%)
2007/Q3	38.81%	25.00%	(13.81%)	(55.2%)
2007/Q4	40.50%	25.00%	(15.50%)	(62.0%)
2008/Q1	49.75%	25.00%	(24.75%)	(99.0%)
2008/Q2	43.05%	25.00%	(18.05%)	(72.2%)
2008/Q3	50.42%	25.00%	(25.42%)	(101.7%)
2008/Q4	64.49%	25.00%	(39.49%)	(158.0%)
2009/Q1	34.48%	25.00%	(9.48%)	(37.9%)
2009/Q2	30.86%	25.00%	(5.86%)	(23.5%)
2009/Q3	34.39%	25.00%	(9.39%)	(37.5%)
2009/Q4	39.92%	25.00%	(14.92%)	(59.7%)
2010/Q1	46.92%	10.00%	(36.92%)	(369.2%)
2010/Q2	43.10%	10.00%	(33.10%)	(331.0%)
2010/Q3*		10.00%		
2010/Q4*		10.00%		
2011/Q1*		--		
2011/Q2*		--		
2011/Q3*		--		
2011/Q4*		--		

### Action (2010/09)

This indicator shows, of the fires we attend, how many do not have a smoke alarm. Whilst it is difficult to be absolutely certain, we believe that household smoke alarm ownership nationally is between 85% and 90%. There have been a range of media campaigns over recent years that highlight the need for working smoke alarms and we support these locally through our frontline staff. For those we consider to be most vulnerable we offer a Home Safety Visit (HSV). During the HSV we fit smoke alarms as necessary, in order to ensure that the alarm is raised in event of fire.

Area Manager Service Delivery Bob Wythe, 18 October 2010

### Progress to date (2010/09)

The target for this indicator has been amended to reflect our aspiration of there being no smoke alarm fitted in less than 10% of dwelling fires that we attend.

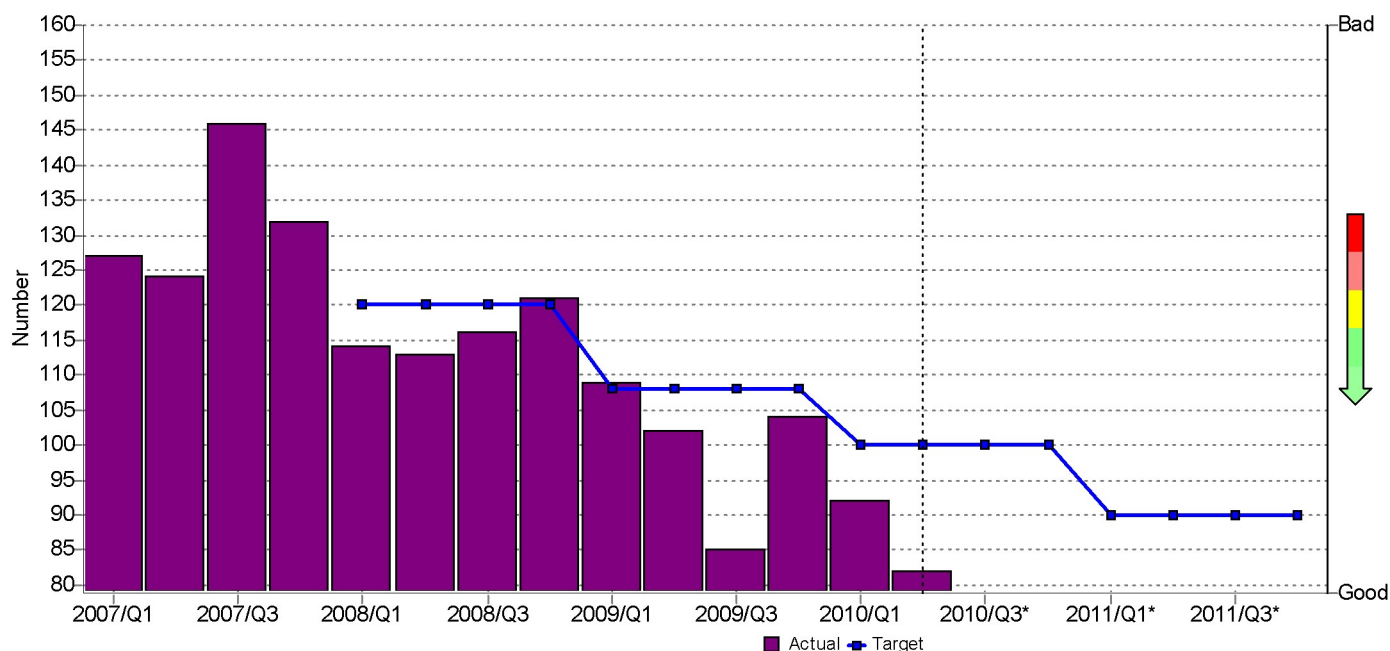
The data indicates that we are not influencing the people of Hampshire as much as we had wished. However in April 2009, a new incident recording system was introduced and since this time we have been working to improve the quality of the data collected. Significant improvements in guidance for the collection of the data issued in September have resulted in improvements in both the quality of the data and the performance. This outcome should be seen at the end of quarter three.

Area Manager Service Delivery Bob Wythe, 18 October 2010

# Performance Review and Scrutiny Committee

Indicators for Quarter 2 2010/11

## LPI 91 - Number of Lift Incidents (Hampshire FRS) Period only



### Description

Lift Incidents

### Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	127	--	--	--
2007/Q2	124	--	--	--
2007/Q3	146	--	--	--
2007/Q4	132	--	--	--
2008/Q1	114	120	6	5.0%
2008/Q2	113	120	7	5.8%
2008/Q3	116	120	4	3.3%
2008/Q4	121	120	(1)	(0.8%)
2009/Q1	109	108	(1)	(0.9%)
2009/Q2	102	108	6	5.6%
2009/Q3	85	108	23	21.3%
2009/Q4	104	108	4	3.7%
2010/Q1	92	100	8	8.0%
2010/Q2	82	100	18	18.0%
2010/Q3*		100		
2010/Q4*		100		
2011/Q1*		90		
2011/Q2*		90		
2011/Q3*		90		
2011/Q4*		90		

### Action (2010/09)

This important indicator is designed to measure our performance in dealing with preventable incidents relating to unwanted lift rescues.

These types of incidents are rarely emergencies and tie up essential resources when they should be available for emergencies that have the potential to cause harm (critical incidents).

In 2009, HFRS adopted a strategy to reduce the number of preventable incidents that are attended. A key element of that strategy was a means to address non emergency lift incidents, which included a facility to charge repeat 'offenders', who could be seen to be managing their lifts in an ineffective way.

We have implemented a detailed strategy and mobilised our Business Education Unit to reduce these types of unwanted and unnecessary mobilisations.

Area Manager Service Delivery Mick Crennell, 18 October 2010

# Performance Review and Scrutiny Committee

## Indicators for Quarter 2 2010/11

### Progress to date (2010/09)

Our ambition of reducing non emergency lift incidents by 25% by March 2011 has been realised a year earlier than initially expected.

It is believed that most businesses take responsibility for their lifts, when it is illustrated to them the impact that this has on emergency vehicles and crews. The facility to charge repeat offenders has helped to encourage the limited number of businesses that have required additional motivation to take full responsibility for their own facilities.

Outputs, performance and evaluation results:

- 187 letters have been sent to premises as a result of them having had a non emergency lift incident.
- 50 premises have received a visit from Business Education staff as a result of them having had three non emergency lift incidents in a 12 month period.
- No premises have currently been charged as a result of them having five or more non emergency lift incidents in a 12 month period.
- 150 people have attended the specific lift seminars, run by the Business Education Unit to provide advice and support to help people manage their lift procedures in a more effective way.
- In the fiscal year 2007 – 08, HFRS attended 517, non emergency lift incidents. During the year 2009 – 10, following the introduction of the preventable incident strategy, the figure was 370 incidents, an overall reduction of 28%.
- There has also been no change in the number of emergency lift incidents over the same period, which has remained constant at 18 incidents per year.
- In 2007-08, there were 60 non emergency lift incidents on retained station grounds. This reduced to 42 incidents in 2009-10, a reduction of 18 or 30%. Based upon the £560 cost for 2 appliances for one hour, the overall saving from non attendance by RDS crews is £10,080.
- Savings in diesel usage equate to £356.
- CO2 reduction is estimated at 1082Kg.
- In 2007-08, wholetime (WT) crews attended 457 non emergency lift incidents. This reduced to 330 in 2009-10, a reduction of 127 or 28%. Opportunity savings by non attendance of WT crews equates to £71,120.

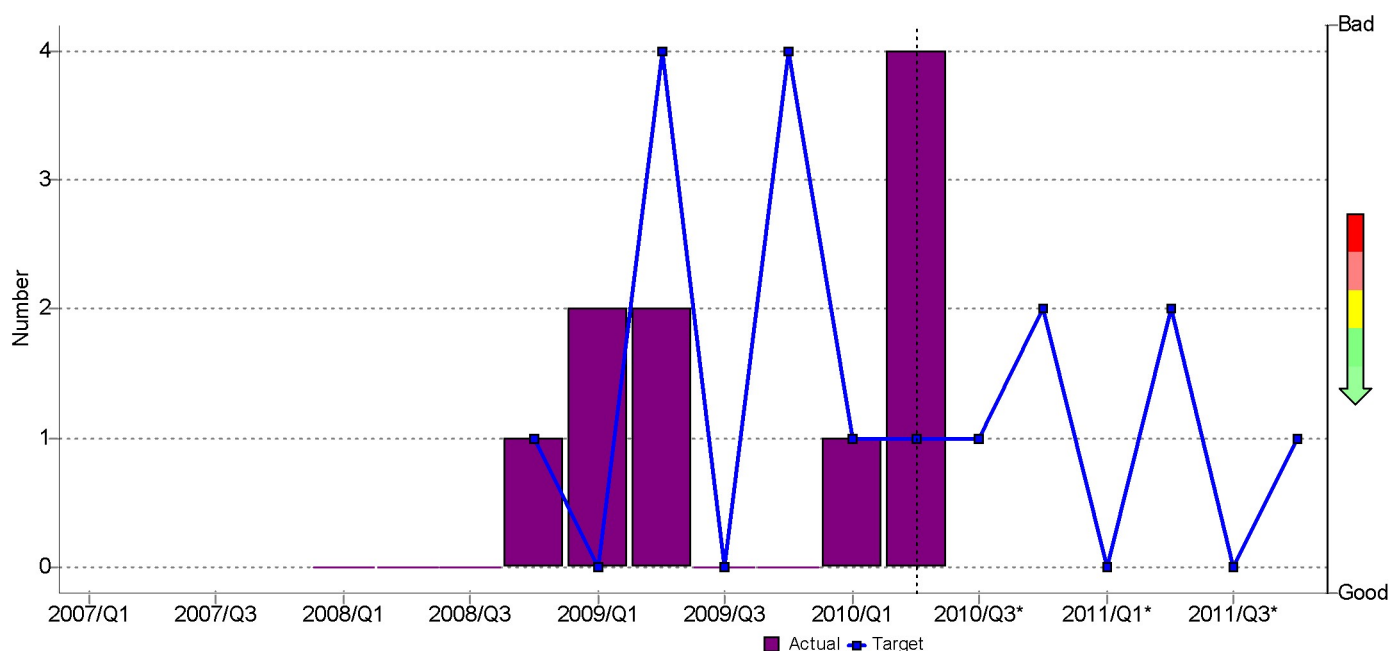
Area Manager Service Delivery Mick Crennell, 18 October 2010

# Performance Review and Scrutiny Committee

Indicators for Quarter 2 2010/11

## LPI 90 - Number of Acetylene Incidents (Hampshire FRS)

Period only



### Description

Number of incidents where acetylene has been directly involved

### Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	--	--	--	--
2007/Q2	--	--	--	--
2007/Q3	--	--	--	--
2007/Q4	--	--	--	--
2008/Q1	0	--	--	--
2008/Q2	0	--	--	--
2008/Q3	0	--	--	--
2008/Q4	1	1	0	0.0%
2009/Q1	2	0	(2)	--
2009/Q2	2	4	2	50.0%
2009/Q3	0	0	0	--
2009/Q4	0	4	4	100.0%
2010/Q1	1	1	0	0.0%
2010/Q2	4	1	(3)	(300.0%)
2010/Q3*		1		
2010/Q4*		2		
2011/Q1*		0		
2011/Q2*		2		
2011/Q3*		0		
2011/Q4*		1		

### Action (2010/09)

Introduced in the HFRS 2008/11 plan. This performance indicator is designed to measure our reduction of preventable incidents involving acetylene. We will reduce the number of high impact fires involving acetylene cylinders to zero by 2011.

Acetylene cylinders directly involved in a fire can cause widespread disruption to businesses and local communities. These incidents can be avoided allowing our emergency response resources to be more effective in the delivery of our community safety campaigns and being available for genuine emergency incidents.

Our Business Education Unit gathers information for premises within Hampshire which contain acetylene cylinders. There is an ongoing procedure for keeping the property risk database up to date on a six monthly and twelve monthly basis. The frequency depends on the location of the premises in relation to whether an incident would have a high impact on the surrounding areas. Information is exchanged with the Command and Control database team to ensure that operational crews are up to date.

Community Risk Intelligence have been commissioned by the Business Education Unit Manager to provide data, in the form of a map of Hampshire which indicates motorways, rail lines, major arterial routes, schools, hospitals, high density populated areas and the premises which contain acetylene cylinders. This information will be used by the Business Education Unit to identify and

# Performance Review and Scrutiny Committee

## Indicators for Quarter 2 2010/11

target the high impact areas initially, then to move on to target all other areas where acetylene has been identified.

The Business Education Unit are trying to find other ways in which premises containing acetylene can be identified. Gas cylinder suppliers have been approached, but they see providing information to HFRS as a conflict of interest for their own business.

Area Manager Service Delivery Mick Crennell, 18 October 2010

### **Progress to date (2010/09)**

In 2009/10 HFRS attended 4 incidents in which acetylene was directly involved.

The number of premises within Hampshire identified as containing acetylene cylinders is 396. All of the premises have been included in the Command & Control database for operational crews.

Of these 396 premises, 168 have received a Fire Safety Audit by a Protection Officer to ensure that the acetylene has been taken into account within their Fire Risk Assessment and their fire evacuation and storage procedures are satisfactory.

On all occasions HFRS staff will advise users on the problems which could occur when acetylene cylinders are involved in a fire. They aim to achieve either the total removal, or replacement of acetylene with a safer alternative.

The number of premises within Hampshire who have removed their acetylene cylinder/s is 64 (including HFRS Fleet Maintenance Centre at SHQ!).

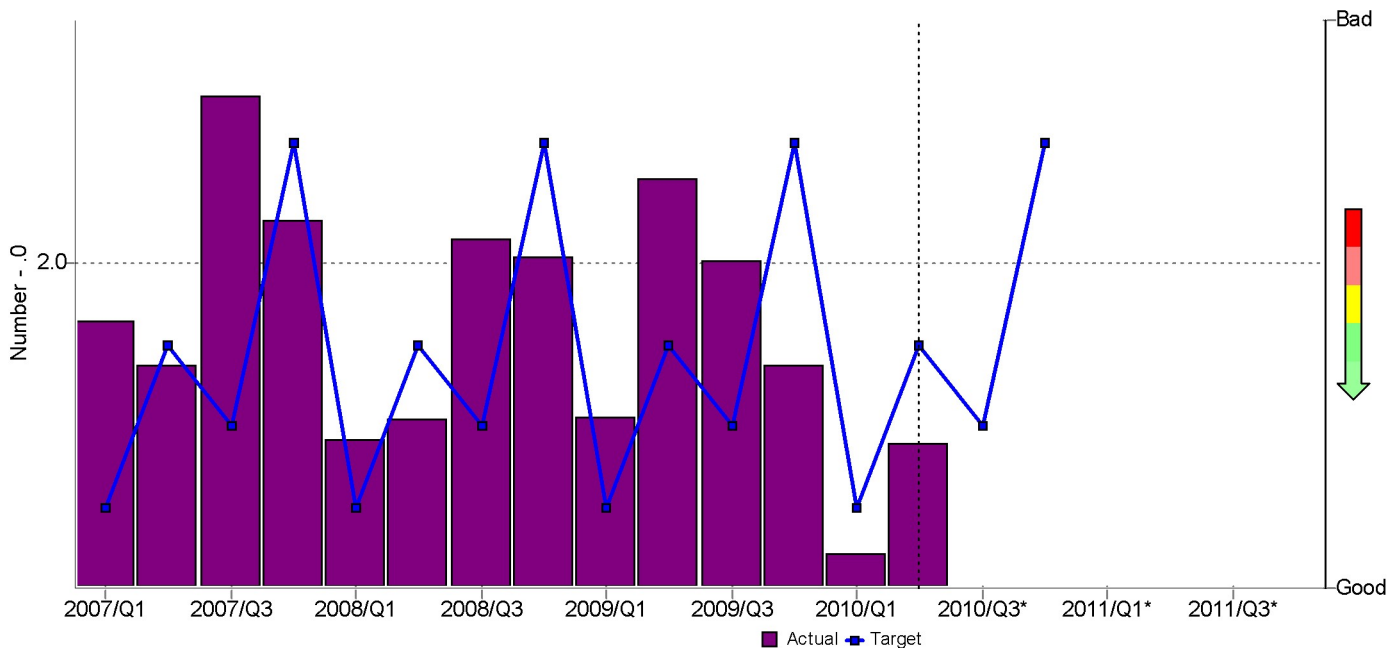
Area Manager Service Delivery Mick Crennell, 18 October 2010

# Performance Review and Scrutiny Committee

Indicators for Quarter 2 2010/11

## BV 12ii: Sickness (All Staff) (Hampshire FRS)

Period only



### Description

Working days/shifts lost to sickness absence - all staff

### Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	1.9	1.4	(0.5)	(32.8%)
2007/Q2	1.8	1.8	0.0	2.8%
2007/Q3	2.4	1.6	(0.8)	(50.8%)
2007/Q4	2.1	2.3	0.2	8.5%
2008/Q1	1.6	1.4	(0.2)	(12.0%)
2008/Q2	1.6	1.8	0.2	10.2%
2008/Q3	2.1	1.6	(0.5)	(28.8%)
2008/Q4	2.0	2.3	0.3	12.3%
2009/Q1	1.6	1.4	(0.2)	(15.8%)
2009/Q2	2.2	1.8	(0.4)	(22.7%)
2009/Q3	2.0	1.6	(0.4)	(25.4%)
2009/Q4	1.7	2.3	0.6	24.0%
2010/Q1	1.3	1.4	0.1	8.1%
2010/Q2	1.6	1.8	0.2	13.5%
2010/Q3*		1.6		
2010/Q4*		2.3		
2011/Q1*		--		
2011/Q2*		--		
2011/Q3*		--		
2011/Q4*		--		

### Action (2010/Q2)

The level of absence for all employees in the second quarter of 2010/11 is less than the same quarter in the year 2009/10, and as such is below target.

HR Business Manager - 15 October 2010

### Progress to date (2010/Q2)

Further training sessions for supervisors and management are scheduled for 2010/11. This training is delivered to all managers and supervisors to promote a reduction in absence levels. A new Management Development programme is being developed for middle managers which will encompass people management training, including effective absence management. The HR Business Team will also be supporting the Performance Management modules of the ILM course.

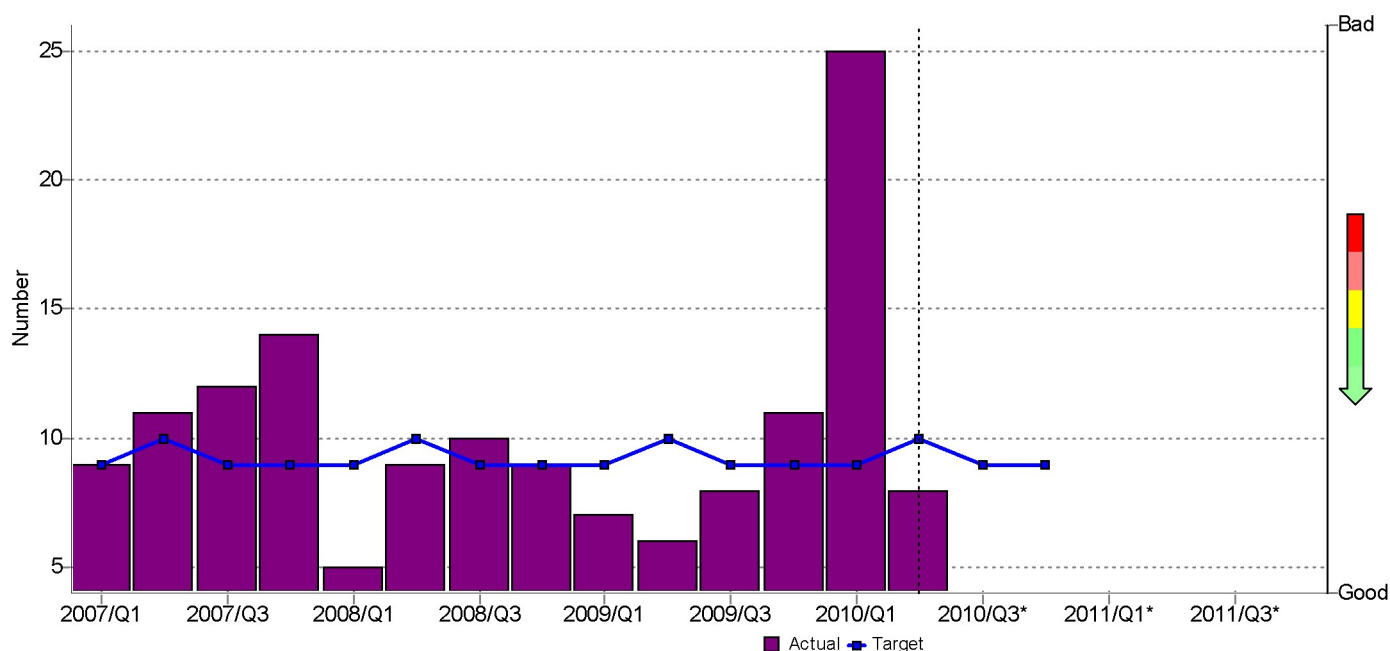
The performance of this indicator shows that the measures in place for reducing absence levels are proving to be effective, despite a slight rise above target at the end of 09/10.

The Workforce Wellbeing Strategy Group continues to meet on a quarterly basis. The focus of the Strategy is to promote a healthy workforce by incorporating work from a number of other groups and initiatives. In particular, the Service is concentrating on Health and Wellbeing promotion activities, and an action plan to underpin the strategy has been developed.

# Performance Review and Scrutiny Committee

Indicators for Quarter 2 2010/11

## LPI 40: Number of Complaints Against The Service (Hampshire FRS) Period only



### Description

Number of Complaints Against The Service

### Period Table

	Actual	Target	Target - Variance	Target - % Variance
2007/Q1	9	9	0	0.0%
2007/Q2	11	10	(1)	(10.0%)
2007/Q3	12	9	(3)	(33.3%)
2007/Q4	14	9	(5)	(55.6%)
2008/Q1	5	9	4	44.4%
2008/Q2	9	10	1	10.0%
2008/Q3	10	9	(1)	(11.1%)
2008/Q4	9	9	0	0.0%
2009/Q1	7	9	2	22.2%
2009/Q2	6	10	4	40.0%
2009/Q3	8	9	1	11.1%
2009/Q4	11	9	(2)	(22.2%)
2010/Q1	25	9	(16)	(177.8%)
2010/Q2	8	10	2	20.0%
2010/Q3*		9		
2010/Q4*		9		
2011/Q1*		--		
2011/Q2*		--		
2011/Q3*		--		
2011/Q4*		--		

### Action (2010/Q2)

The Service received 25 complaints from members of the public in the first quarter of 2010/11. Only one individual did not consider that the Service had resolved his complaint to his satisfaction and we are endeavouring to address this.

This number of complaints is unusually high, exceeding our target of 19 complaints for this quarter.

HR Business Manager - 15 October 2010

### Progress to date (2010/Q2)

There continues to be a number of complaints regarding fire safety enforcement and driving related matters, although these do not entirely account for the increase in complaints to date this year. There does not appear to be a clear explanation for the number of complaints received in the first two quarters as they are about a variety of issues.

The Service continues to work hard to reduce the number of complaints from members of the public, and each of the issues arising from the complaints in this quarter have been, or are in the process of being, addressed.

HR Business Manager - 15 October 2010