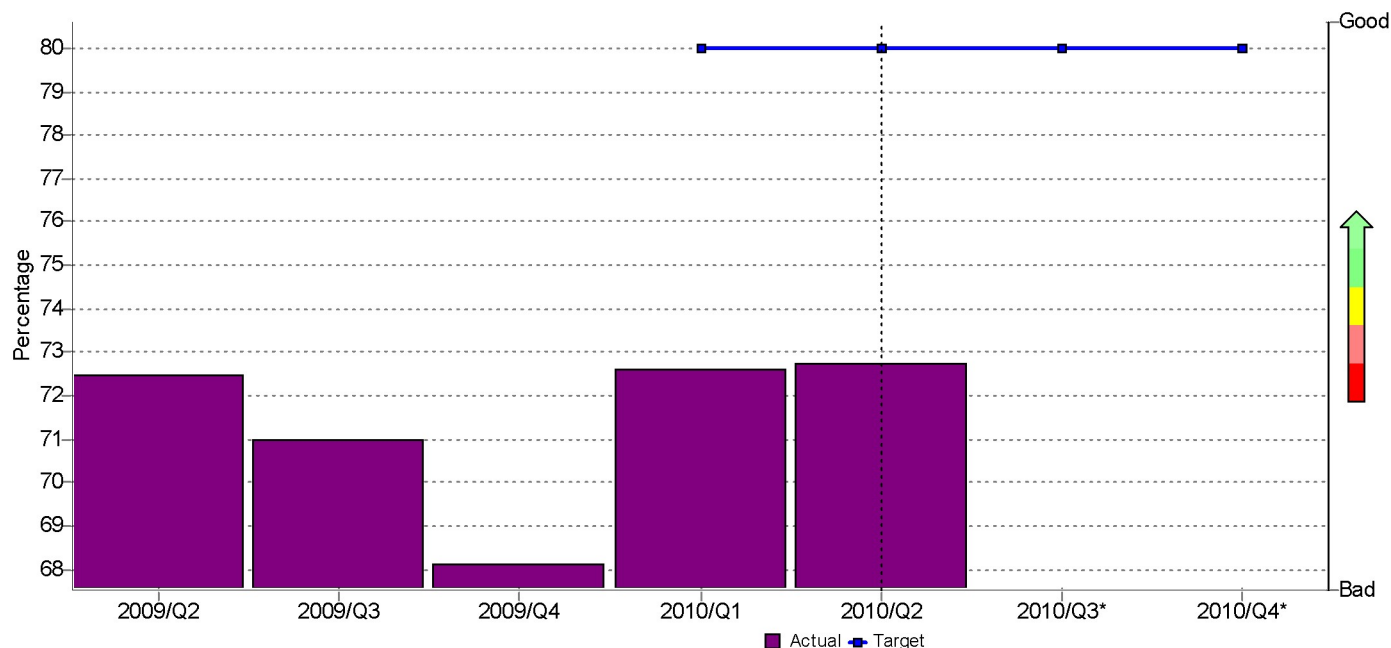


Performance Review and Scrutiny Committee

Indicators for Quarter 2 2010/11

Critical Response (8/80) (Hampshire FRS)

Period only



Period Table

	Actual	Target	Target - Variance	Target - % Variance
2009/Q2	72%	--	--	--
2009/Q3	71%	--	--	--
2009/Q4	68%	--	--	--
2010/Q1	73%	80%	(7%)	(9.3%)
2010/Q2	73%	80%	(7%)	(9.1%)
2010/Q3*		80%		
2010/Q4*		80%		

Action (2010/09)

In April 2010 we introduced revised response standards which measure our speed of response to 'life threatening and other risk critical', 'non critical', and 'other' incidents. This has allowed us to segment an incredibly complex area of performance into smaller more focussed areas which is enabling us to better understand our performance and how we can improve it. Our performance dropped for the period of July and August due to a seasonal increase in the number of incidents in this category occurring in more remote rural areas. We recognise that there are inherent delays built into our current mobilising protocols in our Retained station areas and we have developed proposals for making improvements. These proposals are currently under consultation and if accepted will be included in our Service Plan for 2011/12.

Area Manager Service Delivery Andy Kettle, 22 October 2010

Progress to date (2010/09)

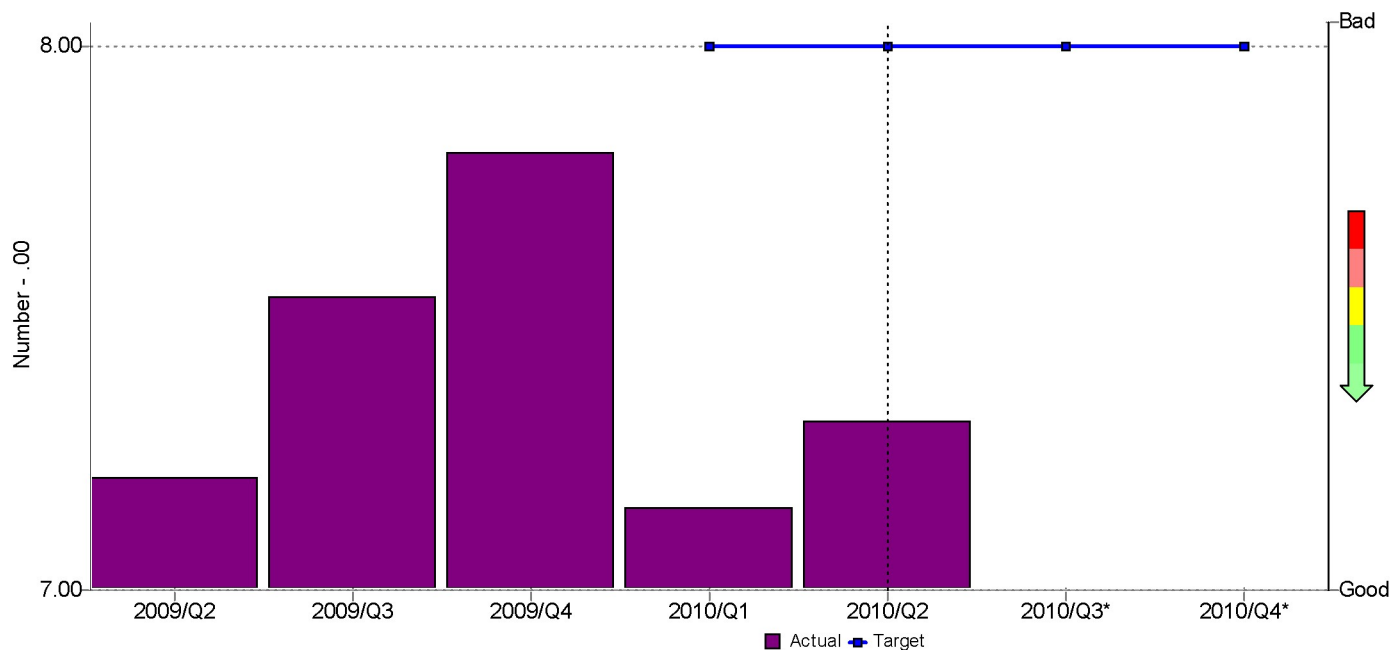
We continue to focus on areas that we can potentially improve performance within our current arrangements including turnout times via the Beacon Station scheme. We are also introducing different arrangements that in the longer term and subject to approval will improve efficiency and performance further.

Area Manager Service Delivery Andy Kettle, 22 October 2010

Performance Review and Scrutiny Committee

Indicators for Quarter 2 2010/11

Average Response Time Critical (Hampshire FRS) Period only



Period Table

	Actual	Target	Target - Variance	Target - % Variance
2009/Q2	7.21	--	--	--
2009/Q3	7.54	--	--	--
2009/Q4	7.80	--	--	--
2010/Q1	7.15	8.00	0.85	10.6%
2010/Q2	7.31	8.00	0.69	8.6%
2010/Q3*		8.00		
2010/Q4*		8.00		

Action (2010/09)

This measure focusses on our new 'life threatening and other risk critical' response standard. Introducing this new standard has enabled us to see our performance more clearly and to begin developing new initiatives that will lead to improved performance in future. The target turnout times for all stations are driving improvement and we have developed a number of longer term proposals for responding to incidents in rural areas differently that if approved will enable us to improve further.
Area Manager Service Delivery Andy Kettle, 22 October 2010

Progress to date (2010/09)

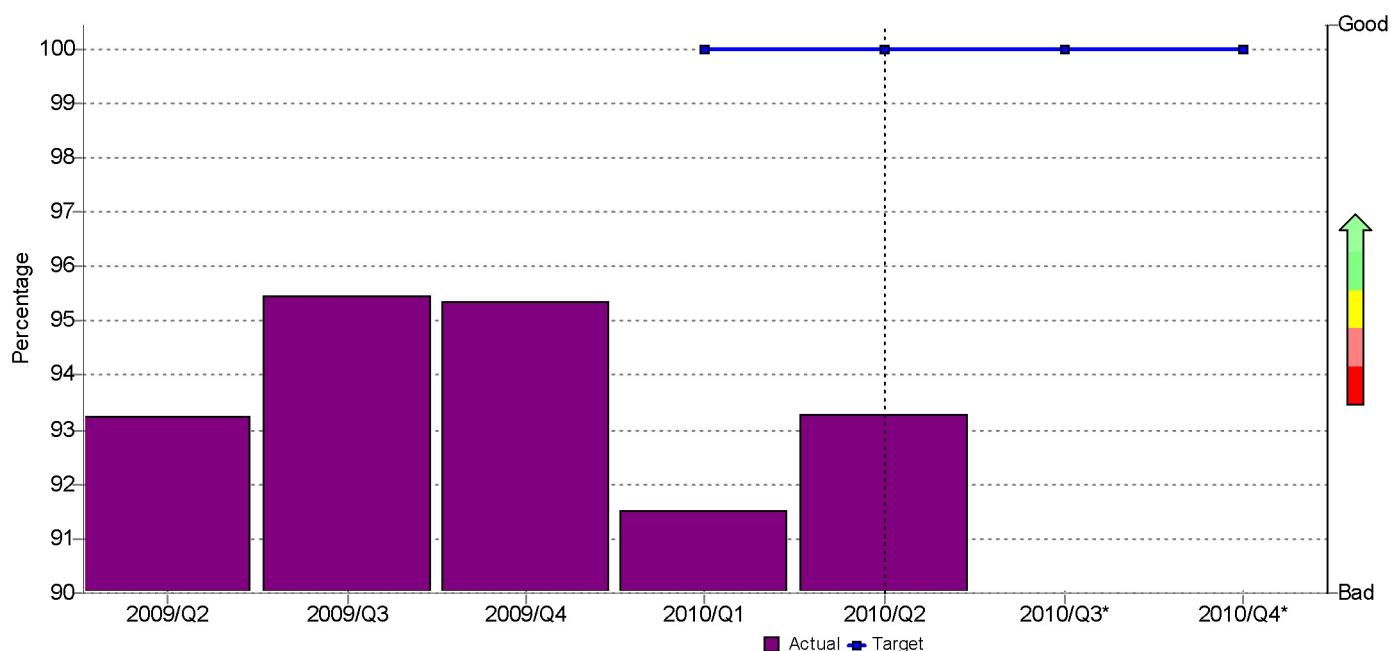
Our performance for 2010/11 has improved against the same period for the previous year and our proposals to introduce a new approach to responding to incidents in rural areas next year should ensure this improvement continues.
Area Manager Service Delivery Andy Kettle, 22 October 2010

Performance Review and Scrutiny Committee

Indicators for Quarter 2 2010/11

Non Critical Response (15/100) (Hampshire FRS)

Period only



Period Table

	Actual	Target	Target - Variance	Target - % Variance
2009/Q2	93%	--	--	--
2009/Q3	95%	--	--	--
2009/Q4	95%	--	--	--
2010/Q1	92%	100%	(8%)	(8.5%)
2010/Q2	93%	100%	(7%)	(6.7%)
2010/Q3*		100%		
2010/Q4*		100%		

Action (2010/09)

In April 2010 we introduced revised response standards which measure our speed of response to the following categories of incidents: 'life threatening and other risk critical' 'non critical' and 'other'. This has allowed us to segment an incredibly complex area of performance into smaller more focussed areas which is enabling us to better understand our performance and how we can improve it. We recognise that there are inherent delays built into our current mobilising protocols in our retained station areas and we have developed proposals for making improvements. These proposals are currently under consultation and if accepted will be included in our Service Plan for 2011/12.

Area Manager Service Delivery Andy Kettle, 22 October 2010

Progress to date (2010/09)

We continue to focus on areas that we can potentially improve performance within our current arrangements including turnout times via the Beacon Station scheme. We are also introducing smaller more versatile vehicles that enable us to deal with this category of incident more efficiently. In the longer term and subject to approval, we will be introducing different models for responding to incidents in this category which will improve efficiency and performance further.

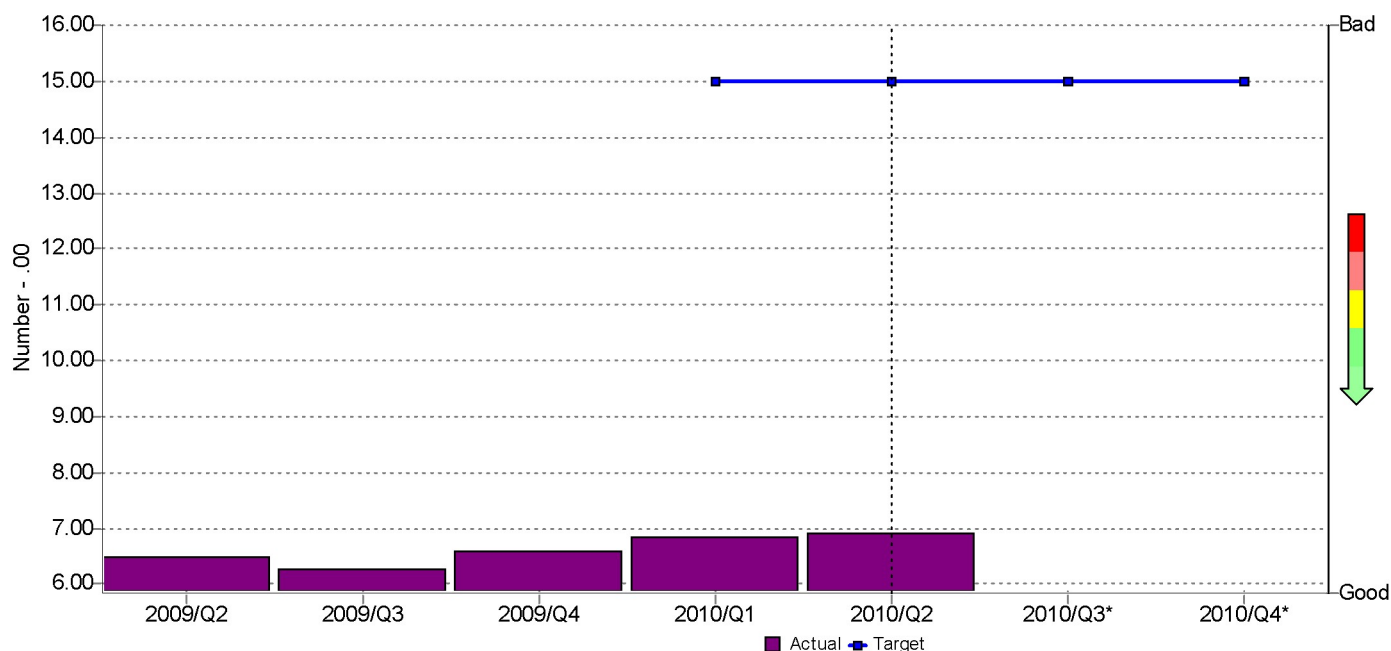
Area Manager Service Delivery Andy Kettle, 22 October 2010

Performance Review and Scrutiny Committee

Indicators for Quarter 2 2010/11

Average Response Time Non Critical (Hampshire FRS)

Period only



Period Table

	Actual	Target	Target - Variance	Target - % Variance
2009/Q2	6.48	--	--	--
2009/Q3	6.27	--	--	--
2009/Q4	6.57	--	--	--
2010/Q1	6.84	15.00	8.16	54.4%
2010/Q2	6.91	15.00	8.09	53.9%
2010/Q3*		15.00		
2010/Q4*		15.00		

Action (2010/09)

Our performance for attending non critical incidents exceeds our current performance standard and we dont anticipate this changing. We are introducing new approaches to the way we respond to this category of incident utilising smaller vehicles and fewer people and we intend to continue with this approach to enable us to deal with this category of incident more efficiently in future.

Area Manager Service Delivery Andy Kettle, 22 October 2010

Progress to date (2010/09)

Our performance against the target remains high and we expect this to continue in the future.

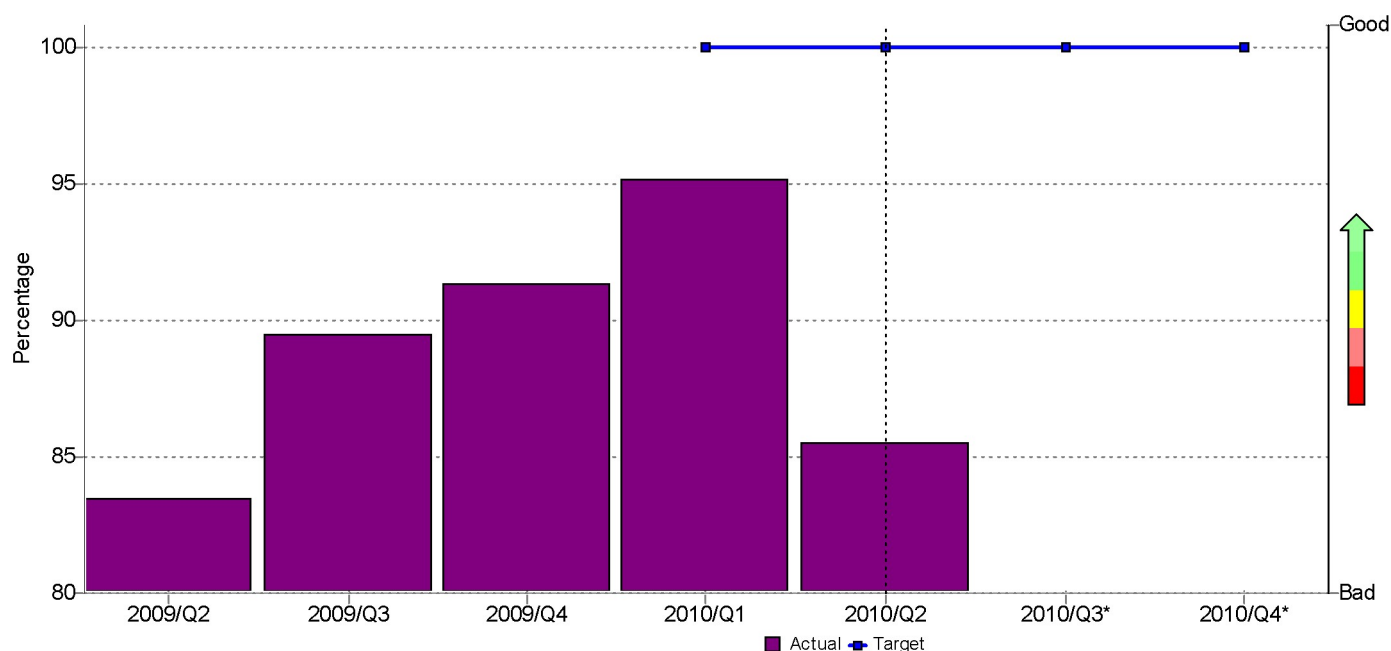
Area Manager Service Delivery Andy Kettle, 22 October 2010

Performance Review and Scrutiny Committee

Indicators for Quarter 2 2010/11

Other Response (60/100) (Hampshire FRS)

Period only



Period Table

	Actual	Target	Target - Variance	Target - % Variance
2009/Q2	83%	--	--	--
2009/Q3	89%	--	--	--
2009/Q4	91%	--	--	--
2010/Q1	95%	100%	(5%)	(4.8%)
2010/Q2	86%	100%	(14%)	(14.5%)
2010/Q3*	100%			
2010/Q4*	100%			

Action (2010/09)

In April 2010 we introduced revised response standards which measure our speed of response to the following categories of incidents: 'life threatening and other risk critical' 'non critical' and 'other'. This has allowed us to segment an incredibly complex area of performance into smaller more focussed areas which is enabling us to better understand our performance and how we can improve it.

Progress to date (2010/09)

Our performance against this relatively small segment of overall incidents is high and we expect it to remain so in future.

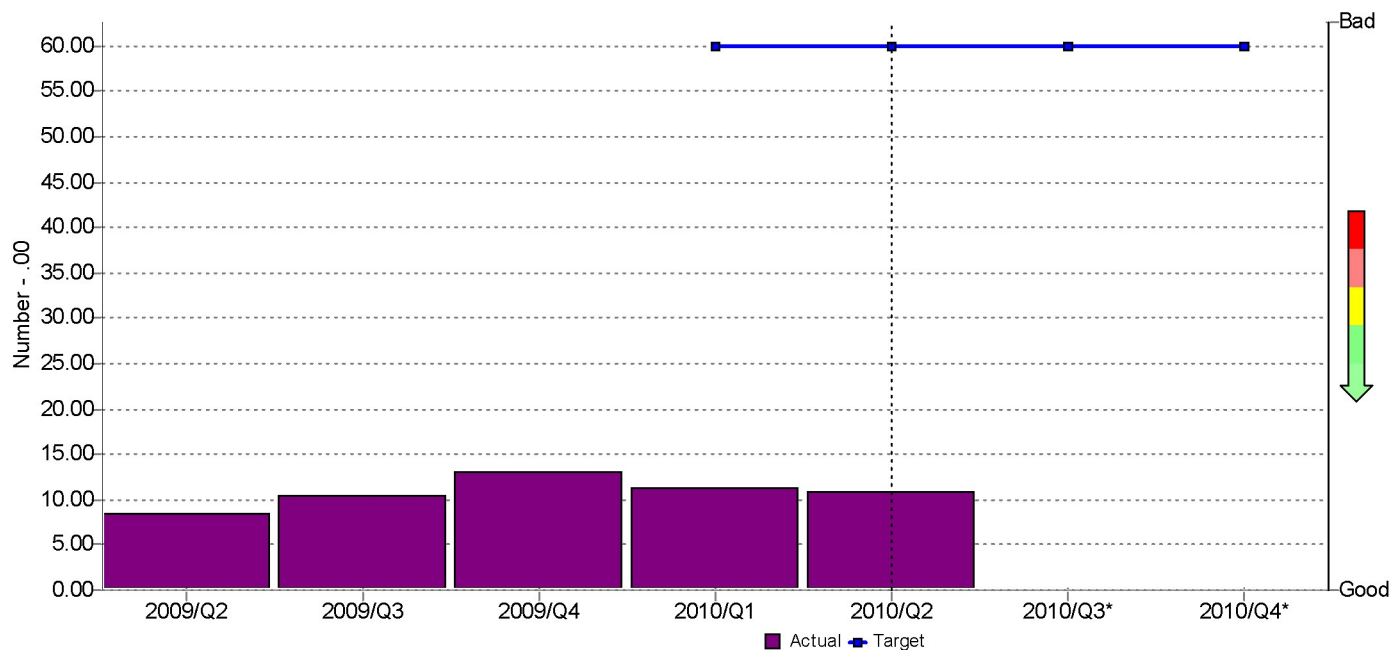
Area Manager Service Delivery Andy Kettle, 22 October 2010'

Performance Review and Scrutiny Committee

Indicators for Quarter 2 2010/11

Average Response Time Other (Hampshire FRS)

Period only



Period Table

	Actual	Target	Target - Variance	Target - % Variance
2009/Q2	8.30	--	--	--
2009/Q3	10.38	--	--	--
2009/Q4	12.99	--	--	--
2010/Q1	11.29	60.00	48.71	81.2%
2010/Q2	10.79	60.00	49.21	82.0%
2010/Q3*		60.00		
2010/Q4*		60.00		

Action (2010/09)

This target captures our performance for non critical incidents. We experience extremely low levels of calls in this category and our performance is good.

Area Manager Service Delivery Andy Kettle, 22 October 2010

Progress to date (2010/09)

We expect our performance to this category of call to remain good in the future.

Area Manager Service Delivery Andy Kettle, 22 October 2010