

Performance Review and Scrutiny Committee Appendix A

22 November 2011

Performance indicators

The appendix provides a graph for each indicator showing performance for 2010/11 compared to the target and the previous year, and where possible it then compares performance to the national average and Family Group 4. It also gives the expected outturn for the current year based on the performance for quarter one and two (April to September 2011). This is shown as a dotted line between 2010/11-2011/12.

Note. The national average figures only include statistics from fire and rescue services in England. Family Group 4 is a group of 18 similar fire and rescue services (including Essex, Kent and Lancashire) that we regularly benchmark against.

The performance indicators included in this appendix are

The number of 'all fires'

Accidental dwelling fires

Primary fires in buildings

Fatalities from primary fires

Casualties from primary fires

Deliberate primary fires

Deliberate secondary fires

False alarms caused by automatic fire detectors

The number of lift incidents

Our response times to 'critical' incidents (8/80)

Our response times to 'non-critical' incidents (15/100)

Our average response times to 'critical' incidents

Our average response times to 'non-critical' incidents

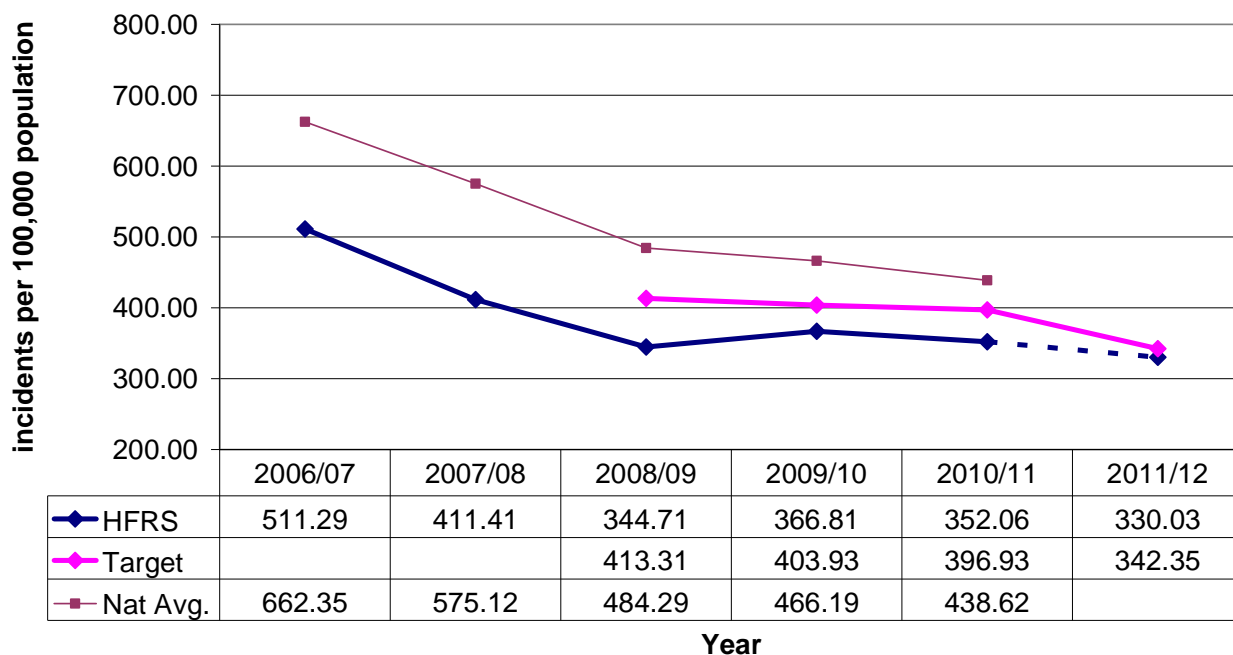
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All fires

The graph below shows the number of 'all fires' attended for every 100,000 of the population per year from 2006/07 to 2010/11. This allows us to compare our annual performance to the national average.

The graph shows our target since 2008 and expected outturn for the current financial year based on our performance after the first two quarters (April to September 2011).

Number of all fires comparison graph



Progress against performance to date (2011 quarter 2)

It is pleasing to note that performance in this area has been good and we are now showing a reduction in all fires for this quarter. Our projections indicate that we will meet the current year's target at quarter four.

Action

This indicator shows the total number of fires attended by HFRS. The categories of fire are primary and secondary. A primary fire involves property that is owned and has value. Fires involving buildings and cars generally fall into this area. Secondary fires include small fires contained to refuse or small areas of grass. In addition, this indicator includes all causes of fire whether accidental or deliberate. To address the fires in each area we employ a range of prevention and protection measures.

In order to reduce the number of dwelling fires we employ a range of engagement activities to raise fire safety awareness across all our communities. For those we consider to be most at risk we undertake a Home Safety Visit (HSV). This year we have set a target of 10,000 Home Safety Visits. In addition we actively support national media campaigns

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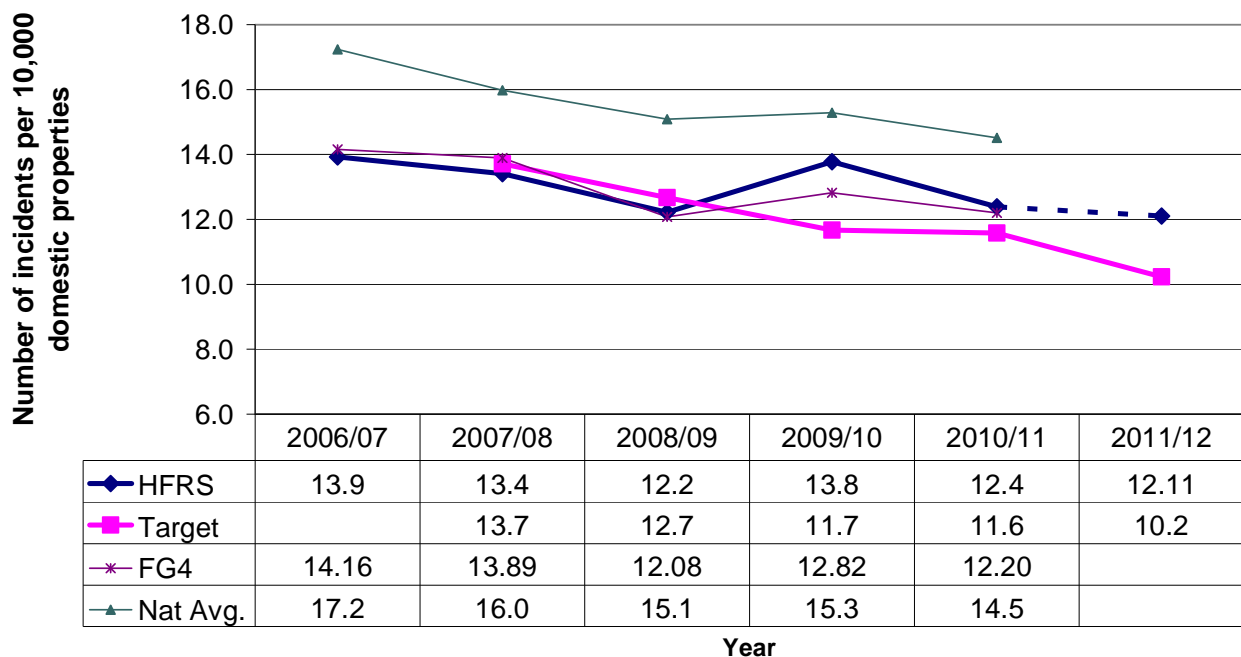
and our group managers focus their activities according to the needs of the local area. We have a comprehensive schools education programme covering key stages 1,2,3 and 4. These sessions are designed to assist children to develop a safety conscious attitude and take responsibility for their own safety, now and throughout their adult life. Buildings other than individual dwellings fall under legislation that provides a framework for fire safety, and this places a legal obligation on the owners and occupiers of premises. Hampshire Fire and Rescue Service works with these groups to ensure that fire safety standards are applied and maintained.

Indicator Number	Description	2011/12 Q2 Outturn (actuals)	2010/11 Q2 Outturn (previous year)	Projected outturn at Q4	Target for outturn at Q4
LPI 22	Number of fires attended	3346	3852	5708	5921
	• Primary	1306	1332	2512	2440
	• Secondary	2003	2451	2990	3165
	• Chimney	37	69	206	316

Accidental Dwelling Fires

The graph below shows the number of accidental dwelling fires we attended per 10,000 domestic properties per year from 2006/07 to 2010/11. This allows us to compare our annual performance to the national average and to the Family Group 4 average. It also shows our target since 2007/08, and expected outturn for the current financial year based on our performance for the first two quarters (April to September 2011).

Accidental dwelling fires per 10,000 dwellings comparison graph



Progress against performance to date (2011 quarter 2)

Quarter two has seen a reduction in the number of accidental dwelling fires in comparison to this quarter last year. However as previously reported we are unlikely to meet our target for the year. We are currently working to separate out our accidental dwelling fire reporting into categories according to the level of impact upon the community, so we can increase our understanding of the risks that these dwelling fires present. This will help us better design strategies and direct Prevention services.

Action

We use a range of engagement activities to raise fire safety awareness across all our communities.

For those we consider to be most at risk we undertake a Home Safety Visit (HSV). Using a range of data and risk information, our Community Risk Intelligence department monitor and identify those in our community who are more likely to suffer the consequences of fire.

For the year 2011-2012, we have set a target of 10,000 Home Safety Visits. Our group

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managers focus their activities according to the needs of the local area.

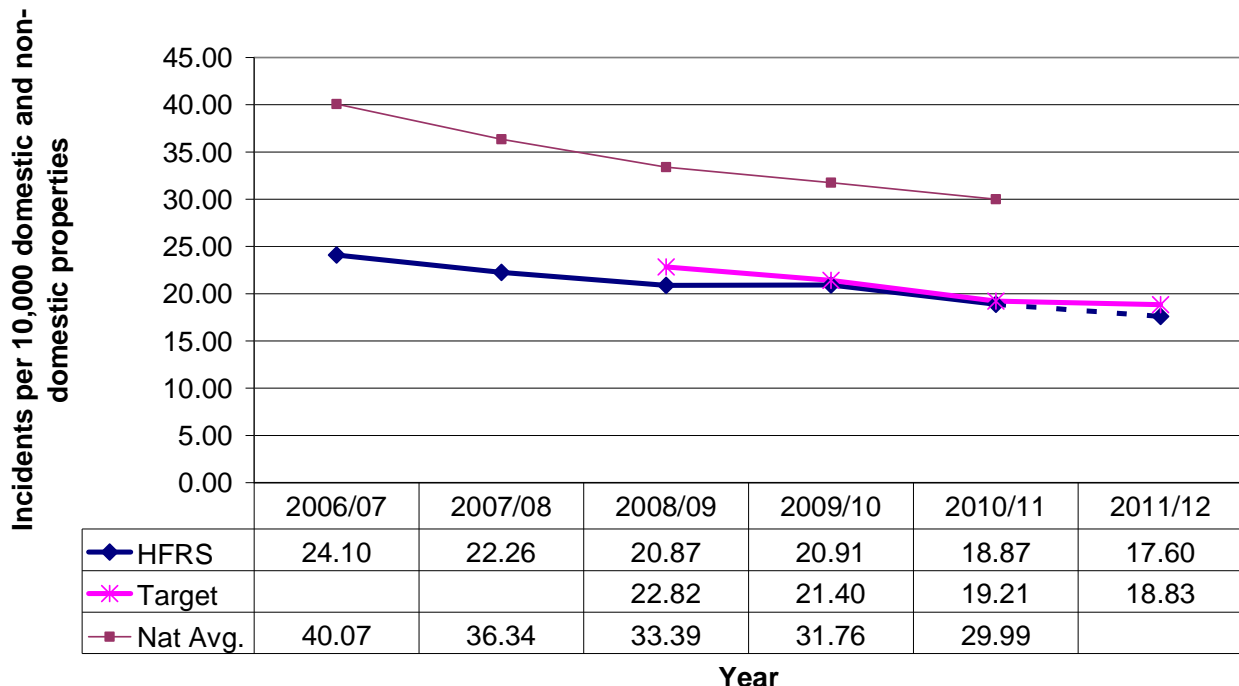
Our comprehensive schools education programme covers key stages 1,2,3 and 4. These sessions are designed to assist children to develop a safety conscious attitude, now and throughout their adult life.

Specific and targeted campaigns are run if a need is identified or if an opportunity presents itself to raise awareness and encourage people into a safer way of life.

Primary fires in buildings

The graph below shows the number of primary fires in buildings for every 10,000 domestic and non-domestic properties per year from 2006/07 to 2010/11. It also shows our target since 2008/09 and expected outturn for the current financial year based on our performance for the first two quarters (April to September 2011).

Primary fires in buildings comparison graph



Progress against performance to date (2011 quarter 2)

It is pleasing to note that performance in this area has been good and we are now showing a reduction in primary fires in buildings for this quarter.

Action

Our prevention activities focus on the home environment and include reaching the most vulnerable in our community with a home safety visit. Buildings other than those used as a home fall under our protection arrangements and form part of our legal responsibility to ensure fire safety arrangements are being implemented and maintained.

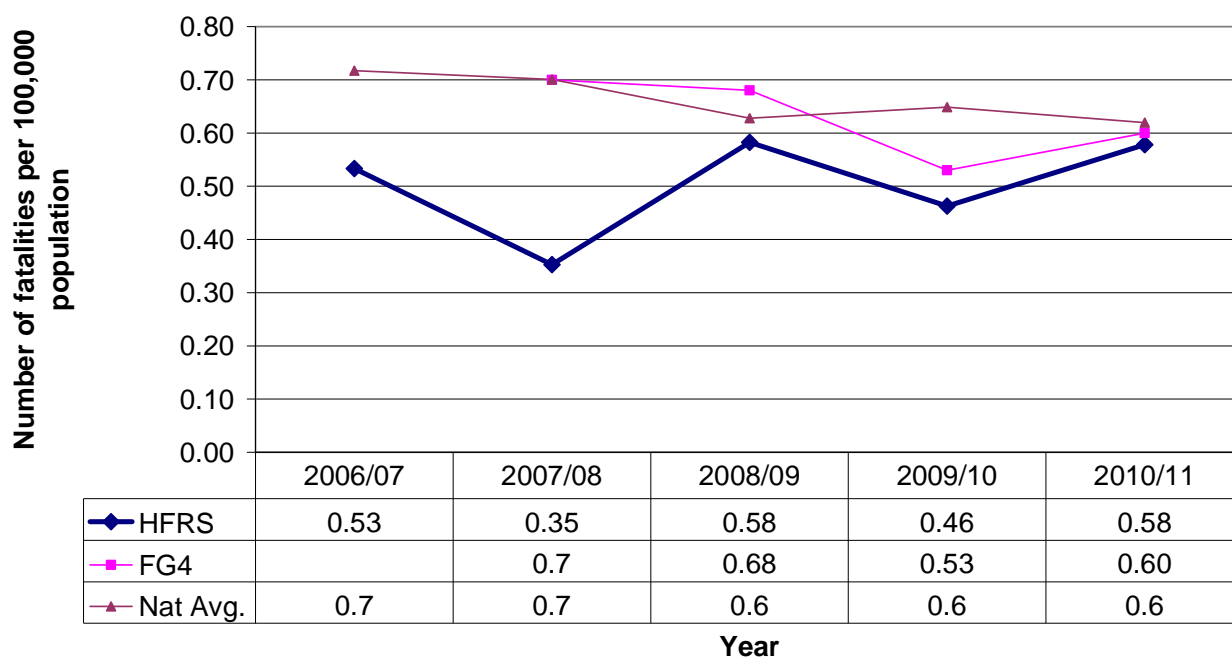
Arson can be targeted at any building and our arson reduction activities are key to reducing primary fires in buildings. Our Arson Task Force, which is a partnership between HFRS and the Police, is very successful, bringing to justice those who attempt to risk life and damage properties and communities by fire.

Our Firesetter Intervention Team respond where children and, in some cases adults, display firesetting behaviour.

Fatalities from primary fires

The graph below shows the number of fatalities from primary fires for every 100,000 of the population per year from 2006/07 to 2010/11. This allows us to compare our annual performance to the national average and to the Family Group 4 average.

Number of fatalities from primary fires comparison graph



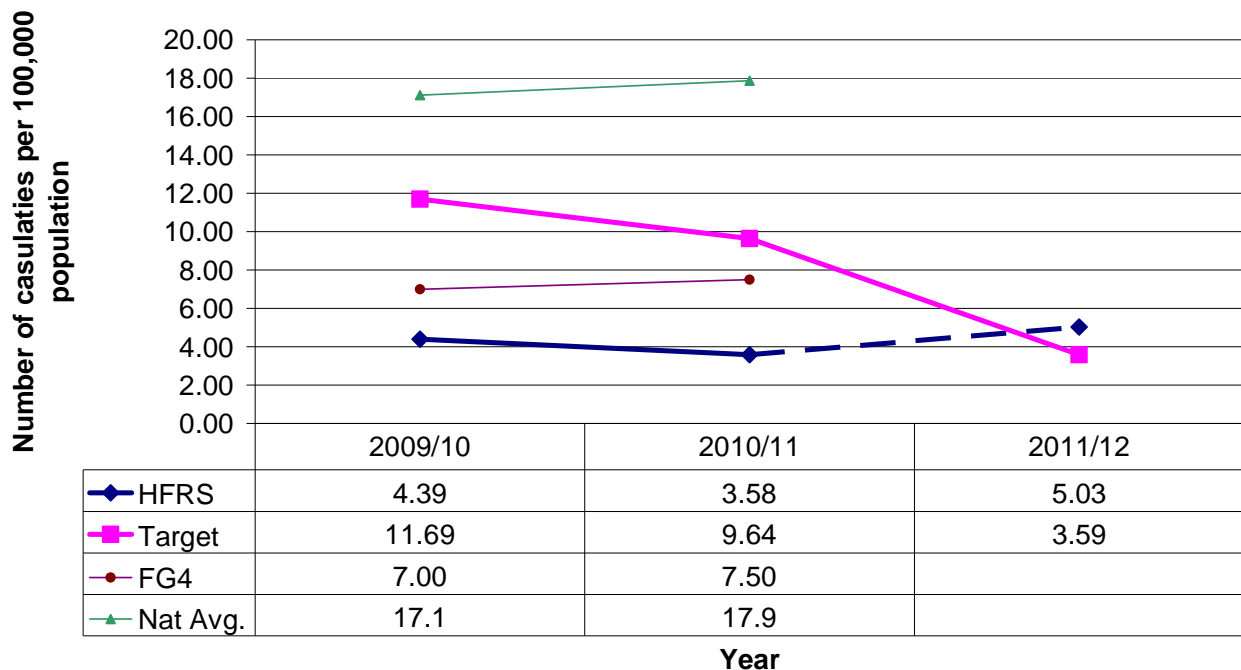
Progress against performance to date (2011 quarter 2)

In the second quarter of this year there have been two fire fatalities, with two in quarter one this is a reduction on the same period last year (six). These two fatalities from quarter two have not yet progressed through the Coroner's Office; however both are likely to be non preventable.

Casualties from primary fires

The graph below shows the number of casualties from primary fires for every 100,000 of the population per year from 2009/10 to 2010/11. This allows us to compare our annual performance to the national average and to the Family Group 4 average. Only two full years data are provided for this indicator due to the fact that the definition for the data recorded changed in April 2009. This means that it is not useful to compare to previous years.

Number of casualties per 100,000 population comparison graph



Progress against performance to date (2011 quarter 2)

Quarter two shows a continuation of the increase in casualty numbers that we experienced in quarter one. There were 21 casualties in the second quarter, of which seven resulted from one incident. Our projections indicate that we will exceed our target at the end of quarter four. We are currently working to categorise our dwelling fire reporting, so we can increase our understanding of the level of risk. This should help to develop further strategies for the reduction of this risk.

Action

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, Schools Education programme and marketing and communications.

We target our HSV towards those that are most vulnerable within our community. Our

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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.

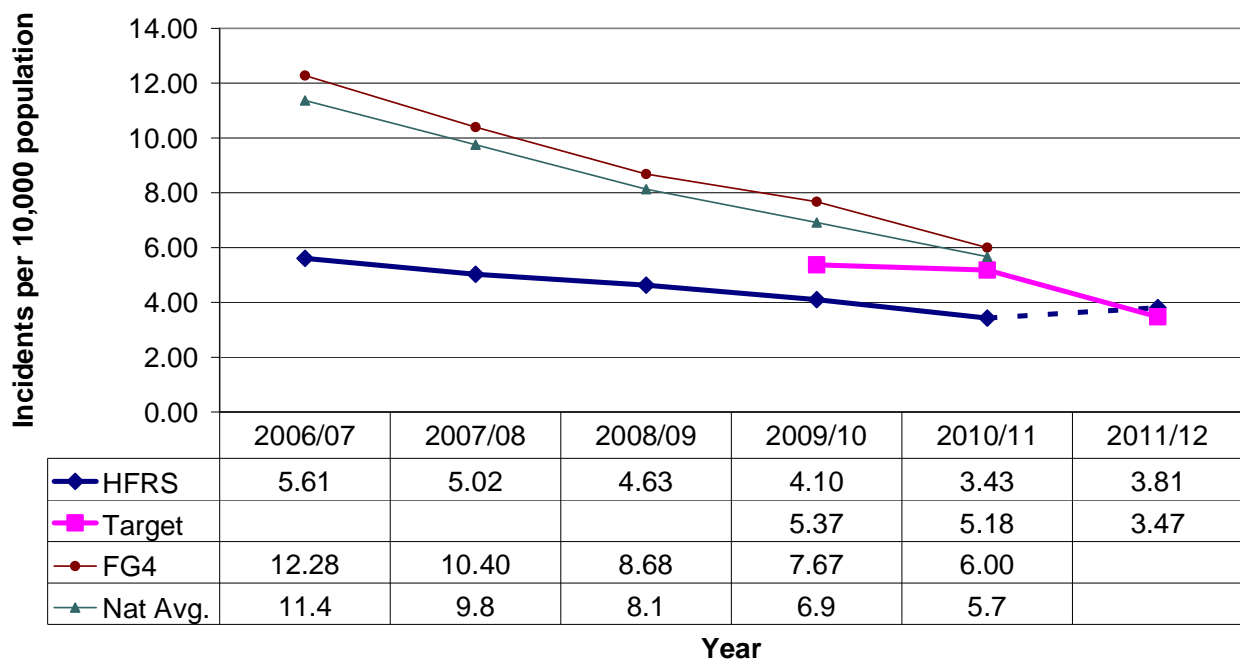
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Deliberate fires

The graphs below show the number of deliberate primary and secondary fires for every 10,000 of the population per year from 2006/07 to 2010/11. This allows us to compare our annual performance to the national average and to the Family Group 4 average.

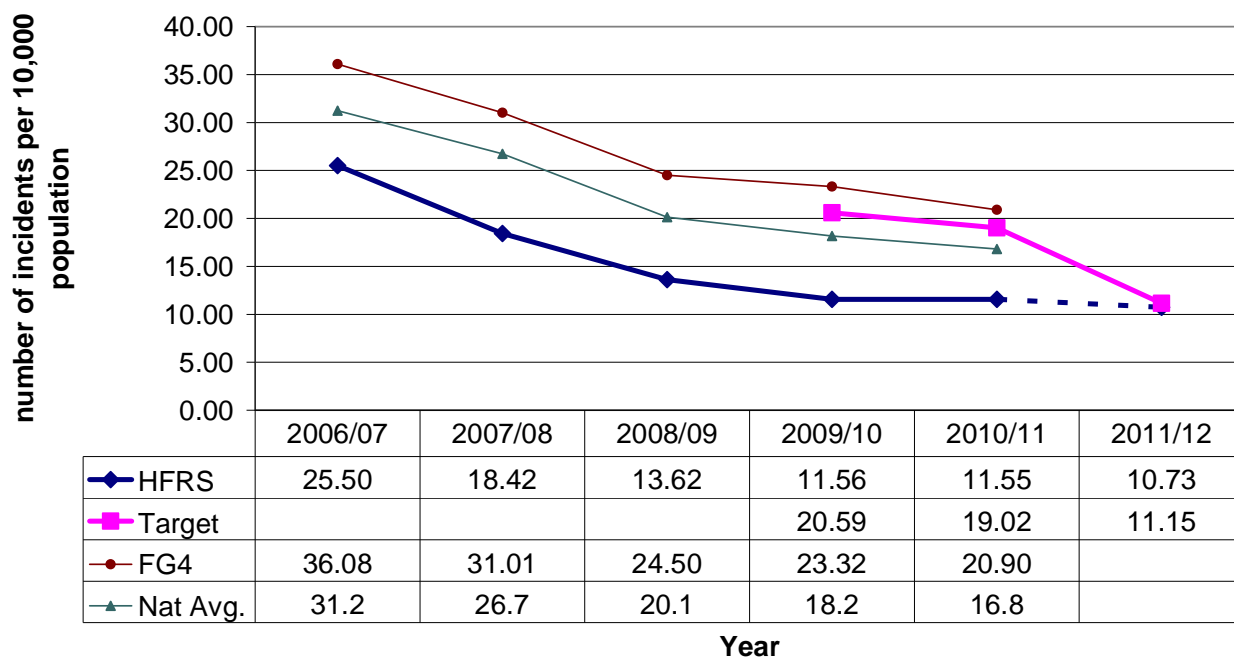
They also shows our targets since 2009/10 and expected outturn for the current financial year based on our performance for the first two quarters (April to September 2011).

Primary deliberate fires per 10,000 population



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Secondary deliberate fires per 10,000 population



Progress against performance to date (2011 quarter 2)

Comparison against previous reporting periods indicates an overall continuous and good improvement in these important indicators. We have been 'over-performing' for some time now and we have taken the opportunity of reviewing the targets from April 2011 which is further stretching us with regards to continuous improvement.

Even though we have seen a 'spike' in arson-related incidents during the first quarter due to a prolonged dry spell, we are still performing better in quarter two compared to the same period last year.

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 and keeping the trend downwards. 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.

Action

This performance indicator 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 communities and arson clearly fits within this category. As such, we are committed to ensuring that we are pro-active partners within our local Crime and Disorder Reduction Partnerships (CDRPs) and arson control forums.

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

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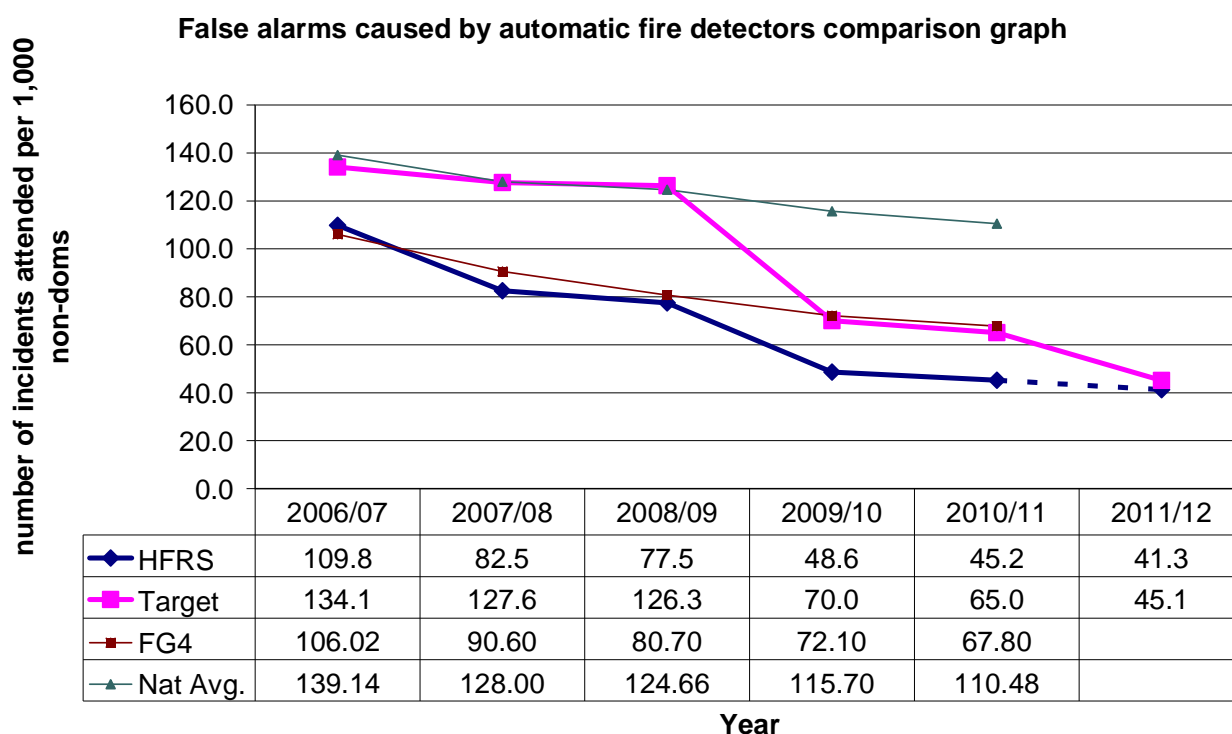
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offenders who deliberately set fires. This approach sits alongside our proactive and successful Firesetters intervention programme and we will further build on this approach over the coming year, to further discourage those who set fires deliberately.

False alarms caused by automatic fire detectors in non domestic properties

The graph below shows the number false alarms caused by automatic fire detectors for every 1,000 non-domestic properties from 2006/07 to 2010/11. This allows us to compare our annual performance to the national average and to the Family Group 4 average.

It also shows our target since 2007/08 and expected outturn for the current financial year based on our performance for the first two quarters (April to September 2011).



Progress against performance to date (2011 quarter 2)

Our performance continues to provide positive results for us. We recognise that our performance, in terms of automatic fire alarm reduction, has been consistently above our established targets and we have stretched ourselves by reducing the target from April 2011.

Comparison against previous reporting periods shows a positive trend, and our projection of quarter one and two data indicates that the current year's target will be met.

Action

Historically, unwanted fire signals have generated a significant number of incidents, the majority of which are preventable. Additionally these have represented a large percentage of our total calls.

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Our Business Education Unit has utilised trigger points to make contact with premises owners and responsible persons by telephone 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 six 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.

Further to this a new Corporate Objective for 2011/14 includes 'Responding differently to automatic fire alarms in non-domestic properties' in order to further reduce this type of preventable incident. As such we have implemented a trial of utilising fire safety officers to respond to unwanted fire signals. This approach will reduce resource requirements and improve fire safety arrangements.

We will trial this new approach for a year in Portsmouth, Southampton and Basingstoke and evaluate its outcomes prior to full implementation.

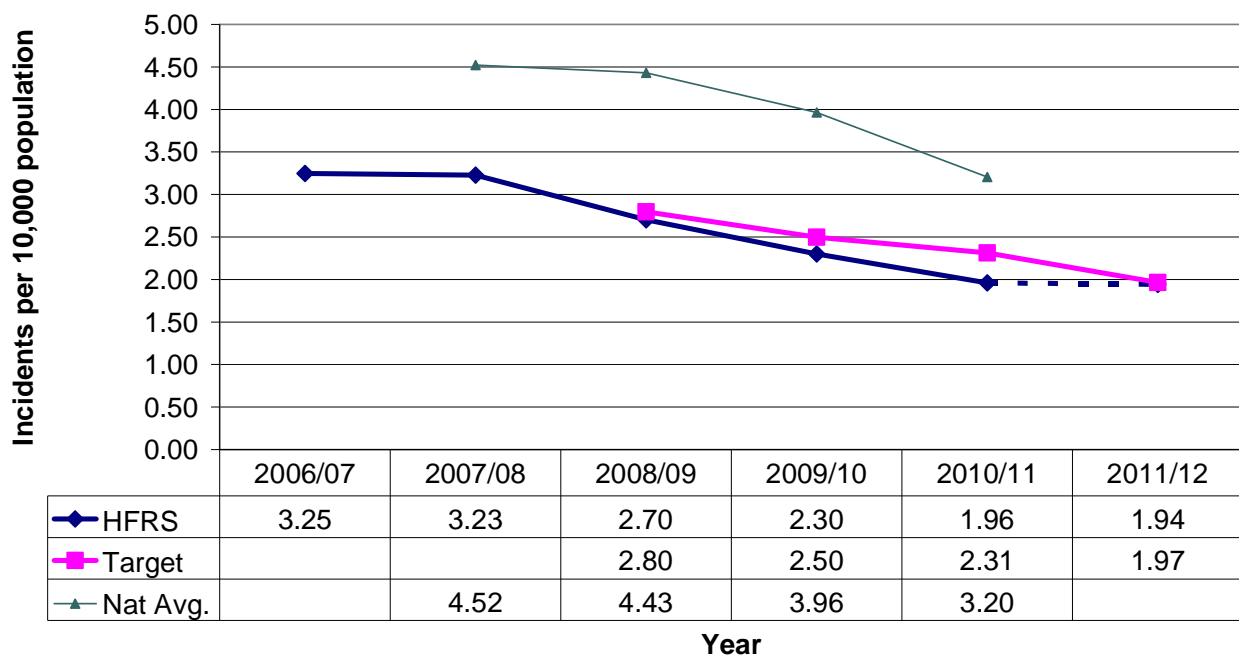
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Lift incidents

The graph below shows the number of lift incidents for every 10,000 of the population per year from 2006/07 to 2010/11. This allows us to compare our annual performance to the national average.

It also shows our target since 2008/09 and expected outturn for the current financial year based on our performance for the first two quarters (April to September 2011).

Lift incidents comparison graph



Progress against performance to date (2011 quarter 2)

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

Comparison against previous reporting periods shows a positive trend, and our projection of quarter one and two data indicates that the current year’s target will be met.

Action

In 2008, 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.

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Response times to 'critical' incidents (8/80)

The table below shows HFRS performance for the first two quarters (April to September), compared to the target and the previous years first two quarters performance.

Indicator Number	Description	2011/12 Q2 Outturn (actuals)	2011/12 Q2 Target	Performance against previous year Q2
Response Standards 8/80	Percentage of calls responded to within 8 minutes (critical incidents)	74%	80%	73%

Response times to non-critical incidents (15/100)

The table below shows HFRS performance for the first two quarters (April to September), compared to the target and the previous years first two quarters performance.

Indicator Number	Description	2011/12 Q2 Outturn (actuals)	2011/12 Q2Target	Performance against previous year Q2
Response Standards 15/100	Percentage of calls responded to within 15 minutes (non critical incidents)	95%	100%	93%

Progress against performance to date (2011 quarter 2)

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.

Our performance against 'life threatening and other critical incidents' has improved in the first and second quarters of 2011/12 compared to the same periods in the previous year.

Action

We would expect to see the improved performance continue, as we continue to focus on areas where we can potentially improve within our current arrangements, including turnout times via the Beacon Station scheme, and different models for responding to incidents in rural areas which will improve our attendance performance.

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Average response times to ‘critical’ incidents

The table below shows HFRS performance for the first two quarters (April to September), compared to the target and the previous years first two quarters performance.

Indicator Number	Description	2011/12 Q2 Outturn (actuals)	2011/12 Q2 Target	Performance against previous year Q2
Response Standards	Average attendance times to critical incidents (minutes)	7.06	8.00	7.17

Average response times to ‘non critical’ incidents

The table below shows HFRS performance for the first two quarters (April to September), compared to the target and the previous years first two quarters performance.

Indicator Number	Description	2011/12 Q2 Outturn (actuals)	2011/12 Q2 Target	Performance against previous year Q2
Response Standards	Average attendance time to non critical incidents (minutes)	7.06	15.00	6.88

Progress against performance to date (2011 quarter 2)

This indicator focuses 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 the 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.

Our performance against ‘life threatening and other critical incidents’ has improved in the first and second quarters of 2011/12 compared to the same periods in the previous year.

Action

In the longer term our introduction of a new approach to responding to incidents in rural areas in April 2011 should enable us to further improve our performance.