



# **Performance Report**

June 2015 to May 2016

## **Appendix A**

**Performance Review and Scrutiny Committee July 2016**  
**Knowledge Management**  
**Data extracted June 2016**

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## Making Life Safer

We are committed to making life safer for the communities we serve. To achieve this Service wide aim we deliver our activities through three overarching priorities:



**Building resilience**



**Creating safer communities**



**Responding to incidents**

Under each of these priorities we deliver a host of activities and are always looking to improve. To make life safer our key performance indicators are:

- **Fire related fatalities**
- **Fire related casualties**
- **People killed or seriously injured in road traffic collisions**
- **Building fires confined to room of origin**

We collect and report our annual performance by financial year (April to March) from the National Fire Statistics monitor by Communities and Local Government. This allows us to benchmark with other Fire & Rescue Services ensuring a consistent quality criterion. For monthly breakdowns we use local collection methods from our incident reports. These show the number of incidents over the last 12 months from March 2015 to February 2016 compared with previous year. The 12 month rolling averages show each month's average number of incidents over the previous 12 months. Using this measurement we are able to identify trends in incident levels without seasonal variance. These also give us a good indication of the direction of travel in which the performance is heading.

### Performance Rating

There are different variables to consider when rating performance depending on the many comparators. We take a holistic approach, reviewing our current position against our short term and long term direction of travel combined with a view of our position within Family Group 4 and the National spectrum. Each measure is given an arrow next to the performance summary. The direction of the arrow shows whether the measure is going up or down and the colour of the arrow shows the performance. These are rated as follows:

<b>GREEN</b>	Performing well
<b>AMBER</b>	Performing within a tolerable level
<b>RED</b>	Requires attention
<b>BLUE</b>	Not rated for its performance (for example we aim to have zero fatalities which would automatically measure red)



Measure has risen/increased



Measure has remained the same



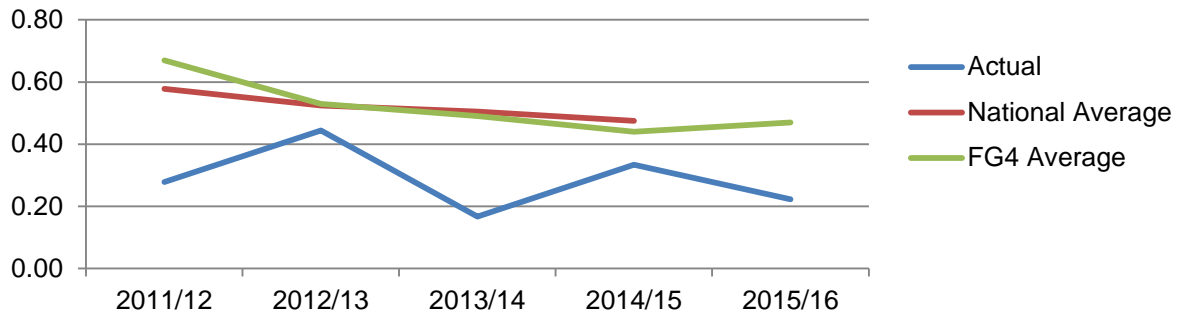
Measure has reduced/decreased



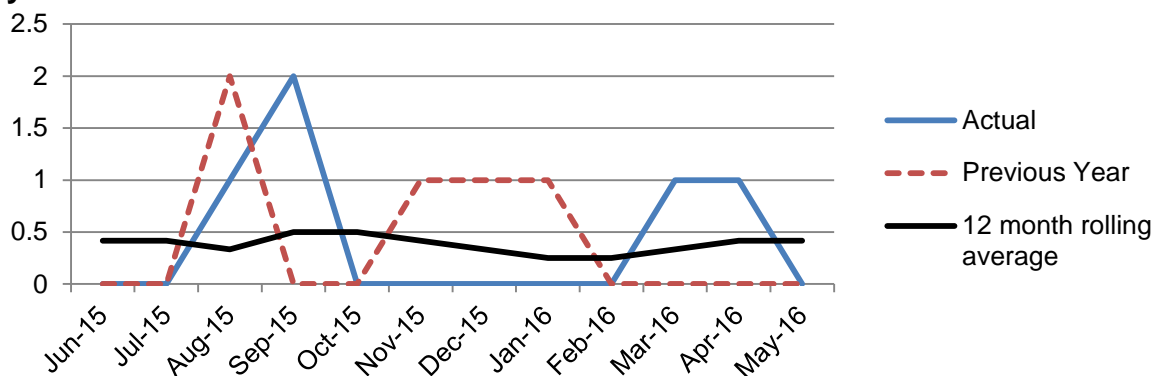
## Fire Fatalities

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

### By financial year per 100,000 of the population



### By month



### Performance summary



This measure is not rated for its performance. Recognising that some factors that lead to fire fatalities are outside of our control, we know we can positively influence other factors to mitigate or manage the risk for many people who are at increased risk of dying, or becoming seriously injured in a fire. Our aim is to have no fatalities at all rather than looking for improvement against a comparator.

From June 2015 to May 2016, there were 5 fire related fatalities. The new 'Safe and Well' initiative, is preventative work with Health and Social care partnerships, based on our understanding of the common factors in the victims of fire fatalities. We will be continuing with this important activity, ensuring our work is targeted at the most vulnerable.

Our understanding of those most at risk from fire and our ability to access those people is continually improving. We are now identifying a distinction between groups who are most at risk of having a fire in the home and the characteristics of an individual who is more likely to die in such a fire.

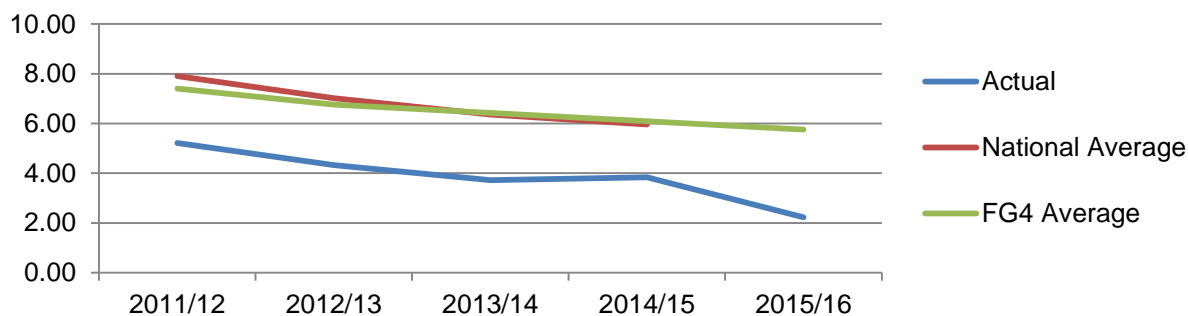
As part of our fire investigation work, we assist in the inquests of fatalities helping to identify the cause and secure conviction with the police where suspected deliberate fires result in death.



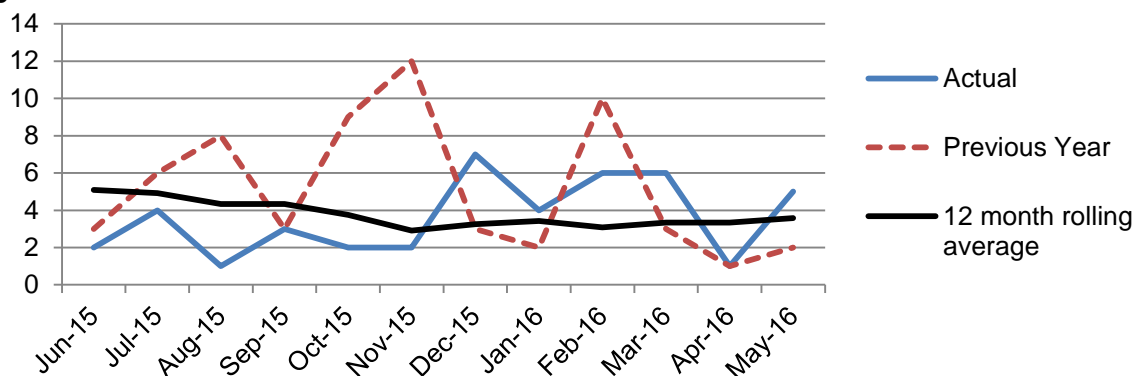
## Fire Casualties (excluding precautionary checks and first aid given at scene)

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

### By financial year per 100,000 of the population



### By month



### Performance summary



Hampshire's fire casualties remain low compared to national averages, with a consistent reduction from June 2015 to November 2015, which has brought our monthly average down to an exceptionally low level. Over the past 12 months we have had an average of under 4 individuals a month that were sent to hospital pending a fire we attended.

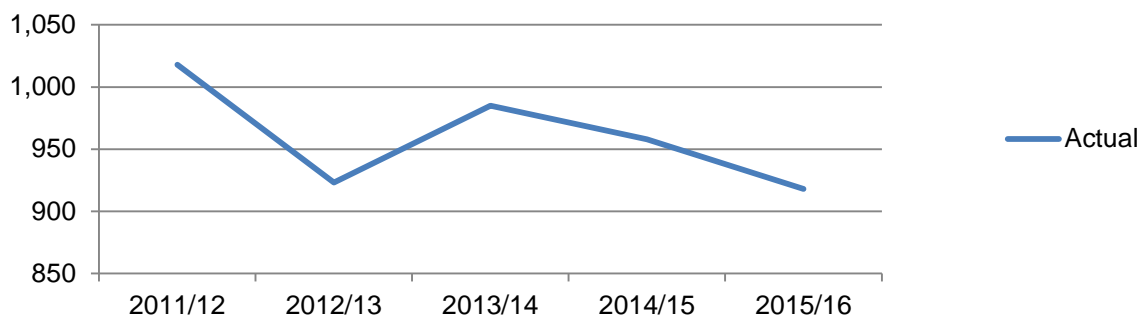
To keep our prevention activities focussed, we concentrate our efforts on the injuries from fire resulting in individuals being taken to hospital. Therefore, our performance indicator excludes precautionary checks and first aid given at scene. This latter group tend to be more likely to have an accidental fire but are unlikely to be a high risk of becoming a fire fatality. This is because they are more able to remove themselves from the fire. First aid given at scene is shown later in the report under Medical Interventions.



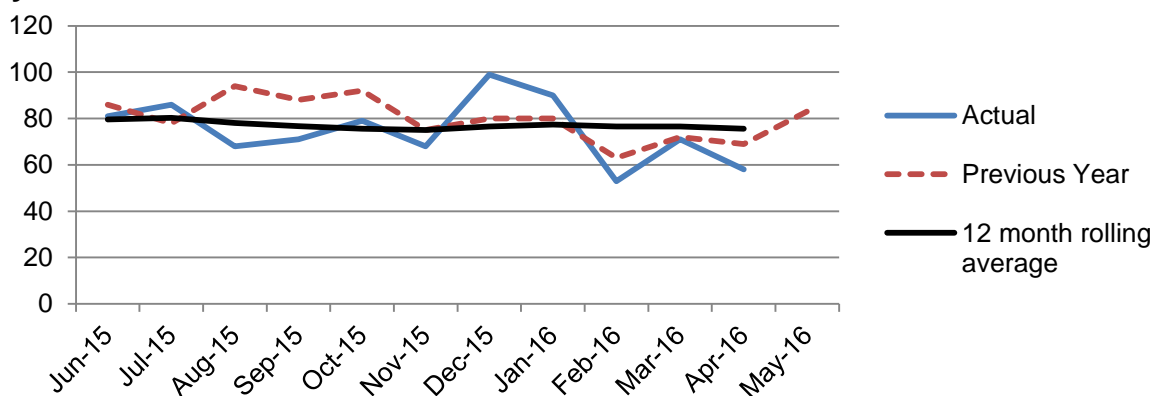
## People Killed or Seriously Injured in Road Traffic Collisions

As we do not attend all RTC's we work with Police data (who do attend all RTCs), which is provided on a bi-monthly basis. They send us monthly updates two months behind our reporting time frames as they have a period of investigation before the figures can be released.

### By financial year



### By month



### Performance summary



People killed or seriously injured in RTCs improved with a reduction of 3% in 2015/16 (958 people) compared to the previous year (985 people). This also correlates with a decrease in the number of RTCs we attended by which the number fell by 14% compared to the previous year.

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

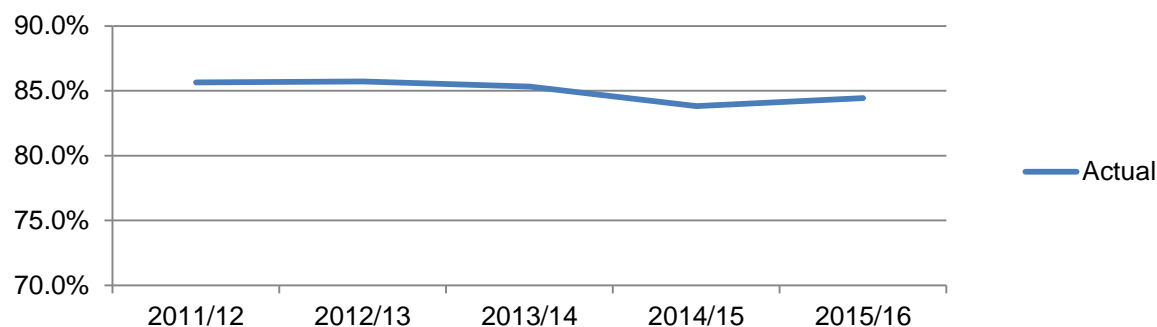
To help us make improvements to our initiatives we are currently setting up a data sharing agreement with the Police that will enable us to carry out more analysis on the conditions and causes.



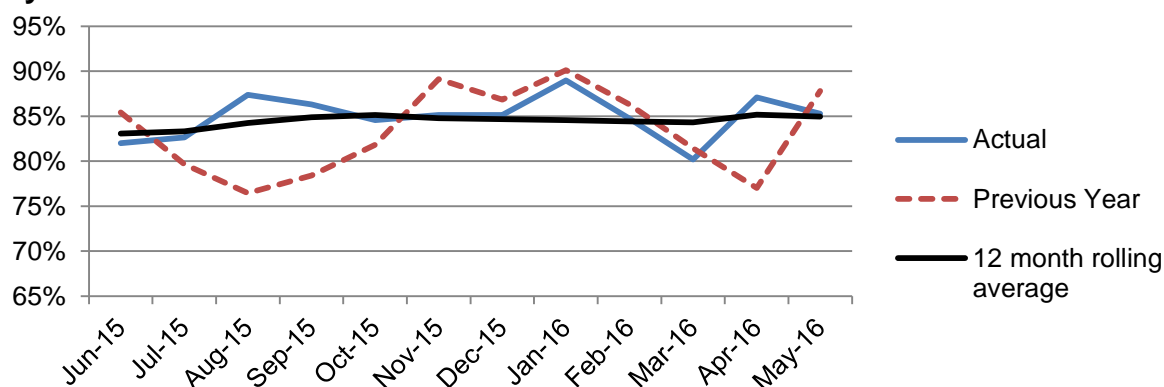
## Building Fires Confined to Room of Origin

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

### By financial year



### By month



### Performance summary

Building fires confined to the room of origin have remained largely the same each financial year, with a slight variance of just 1.91%. Whilst we have seen a reduction in the total number of building fires since 2011/12, an increase in the number of fires in non domestic properties has caused the total number of building fires to rise by 7% in 2015/16. Despite of this increase in the number of fires, the vast majority were confined to the room of origin, which has improved from June 2015 to May 2016 (84.9%) compared to the previous year (83.1%).

We aim to deal with the fire as efficiently as possible to minimize the spread of fire and therefore the damage and harm it can cause. We do this through an effective response to an incident but also through our community fire safety activity, working with property owners to put preventative measures in place.

### Breakdown

IRS data 2015/16	2011/12	2012/13	2013/14	2014/15	2015/16
<b>Building fires total</b>	<b>1,429</b>	<b>1,353</b>	<b>1,262</b>	<b>1,181</b>	<b>1,266</b>
Building fires confined to room of origin	1,224	1,160	1,077	990	1,069
Building fires spread beyond room of origin	205	193	185	191	197



# Building Resilience



Our Resilience activity is aimed at two key areas, enabling our communities to cope effectively during incidents but also to strengthen our own Service to ensure we can support our communities under exceptional circumstances. Some of our main activity is as follows:

- **Local resilience forum**
- **Community emergency action plans**
- **Service resilience plans**

## Local resilience forum (LRF)

We belong to the Hampshire and Isle of Wight Local Resilience Forum. This forum is made of local Emergency Service Responders (Police, Fire and Ambulance), Local Authorities, associated businesses, organisations and voluntary sector representatives. Through the forum, these organisations work together to prepare for, respond to, and recover from emergencies. This is achieved through several LRF work-streams dedicated to various emergency management actions from Risk Assessment of the HIOW area, to local community resilience practices. Each risk is captured in a central Community Risk Register with their associated local community resilience practice and assigned appropriate ownership. Our aim within this priority is to ensure we maintain up to date risk assessments contained within the Community Risk Register (CRR) allocated to HFRS.

## Community emergency action plans

Currently we have helped develop 48 community emergency action plans with local communities. Ongoing engagement with communities is helping to increase the number of community emergency action plans that are in place to ensure that communities are prepared to face events that may pose significant risk to their homes and businesses. There are currently 5 additional plans in draft.

## Service resilience plans

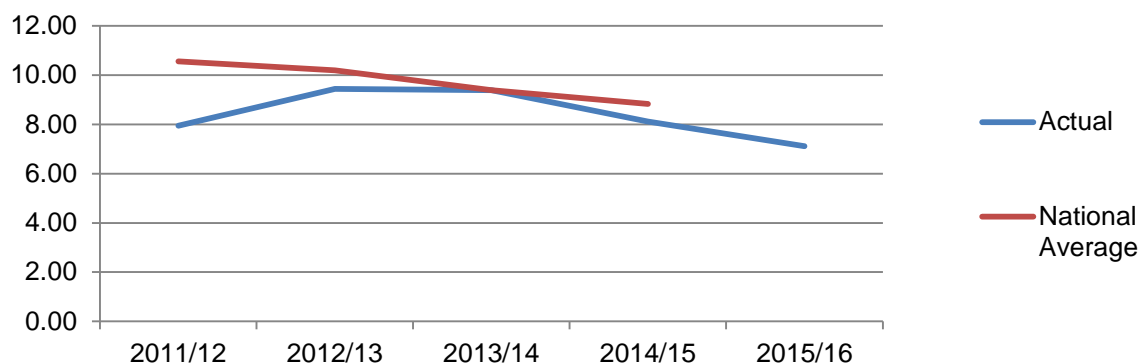
Service resilience is essential to ensure we are able to respond and support our communities during difficult circumstances. To ensure business continuity, each function has a set of Service Resilience Plans. This priority seeks to ensure that these plans cover a wide range of controls to potential threats. The plans must be regularly reviewed and appropriately tested to ensure effectiveness.

To measure the success of our activity to our communities we monitor the number of special service incidents where we have been called to rescue or evacuate people from water, from heights or trapped.

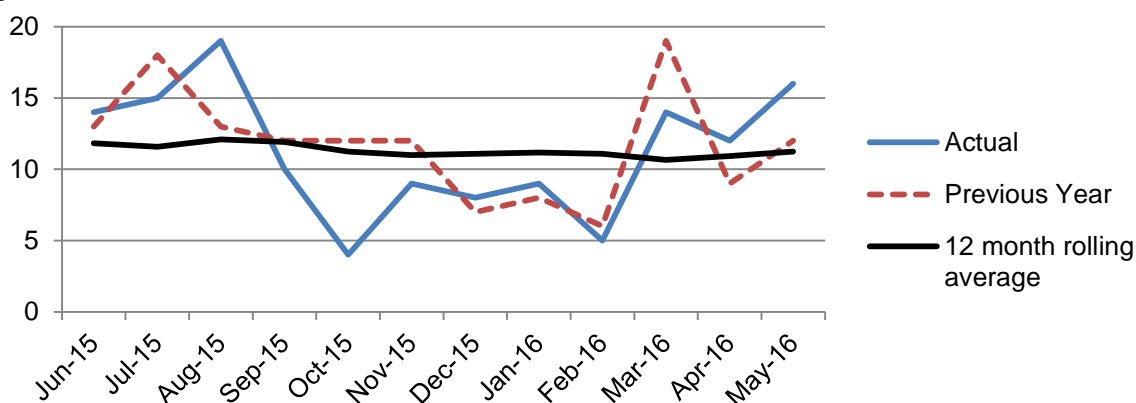
## Special Service People Rescues

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

### By financial year per 100,000 population



### By month



### Performance summary



Whilst the National average of People rescues has been reducing steadily since 2011/12, we have seen these gradually increase then decrease again. From June 2015 to May 2016 (135 incidents) we have seen this reduce by 4% compared to the previous year (141 incidents).

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



# Creating Safer Communities



Our Community Safety activity is aimed at reducing incidents that cause a significant impact on our communities. We have a clear end state and a delivery plan that covers our intended community safety delivery activity and the required improvements.

In summary our plan is to reduce risk across Hampshire by creating pioneering partnerships that target the most vulnerable people and places. Our plan is based around four core principles:

- **An Intelligence Led Approach**
- **Partnership Building**
- **Innovation and Income**
- **A Professional Approach: Building Community Safety skills**

We already deliver a number of successful and important initiatives such as:

- **Home safety (safe and well) visits,**
- **Fire investigations,**
- **Firesetters intervention schemes,**
- **Arson and risk reduction**
- **Princes Trust courses**
- **Schools education**
- **Business fire safety inspections**
- **Contributing to local Safety Advisory Groups**

These are just some of the services we deliver to help drive down incidents in our local areas. We continue to build on these successful initiatives whilst also supporting our fire stations in their own local activities that address local risks and provide community reassurance.

To help measure and evaluate the success of our community safety activity we are reviewing our indicator set. This report is based on our historical indicators of:

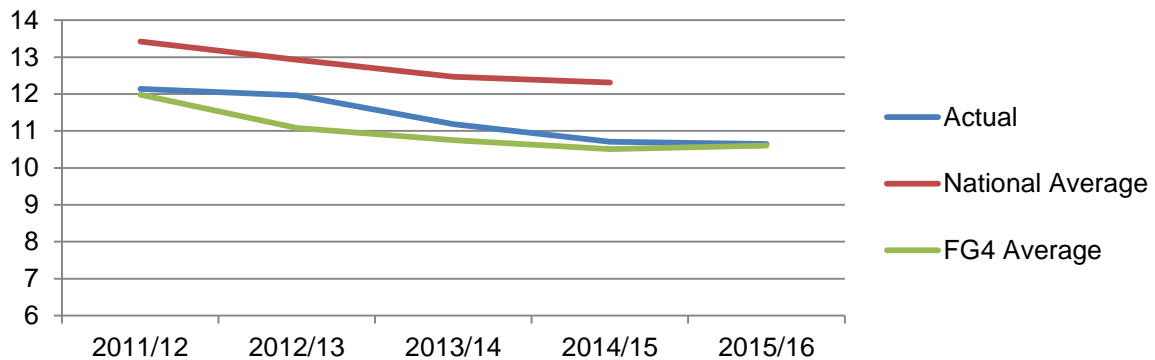
- **Accidental Dwelling Fires**
- **Deliberate Primary Fires (Arson)**
- **Deliberate Secondary Fires (Arson)**
- **Fires in non domestic properties**



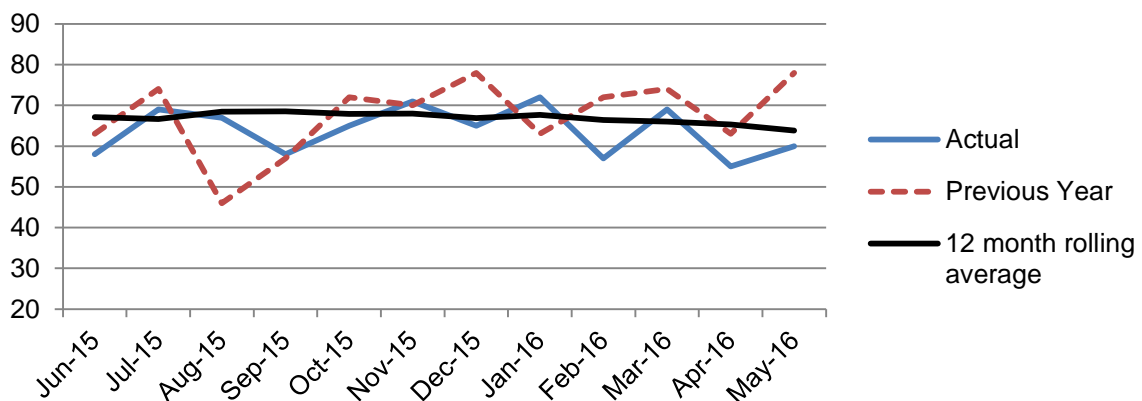
## Accidental Dwelling Fires

Accidental dwelling fires are fires that occur in dwelling properties where the attending crew believe the fire cause was due to accidental or not known circumstances.

### By financial year per 10,000 dwellings



### By month



### Performance summary



Accidental dwelling fires have been gradually decreasing since 2011/12 at a much slower rate than other indicators. In addition to this, whilst we are always below the national average we are consistently marginally above the family group 4 average. Since 2011/12 the number of accidental dwelling fires has decreased by 12%.

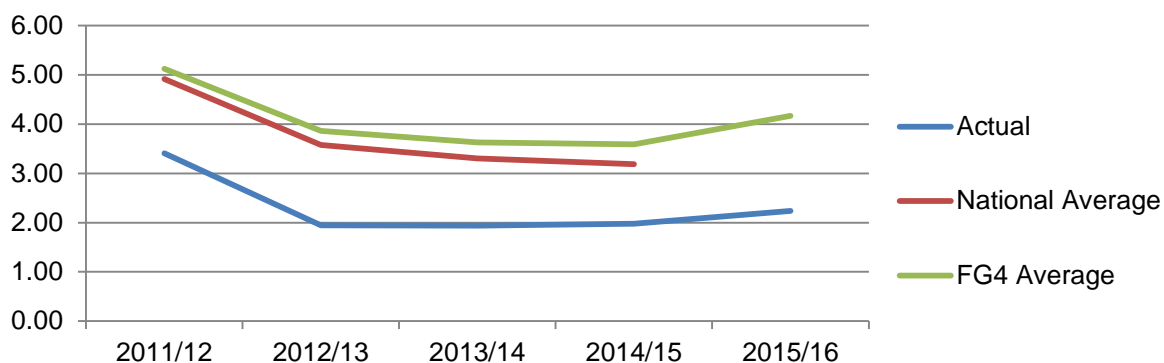
We are now identifying a distinction between groups who are most at risk of having a fire in the home and the characteristics of an individual who is more likely to die in such a fire. The latter group is the focus of our developing Safe and Well work and, as such, we recognise that this program will have little impact on overall dwelling fire numbers, as it is focused on preventing the small number of fires which lead to fatalities and significant injuries. Reducing accidental dwelling fires in our new plan now sits under a different work stream of reducing our demand where we will undertake focused activity to reduce accidental dwelling fires.



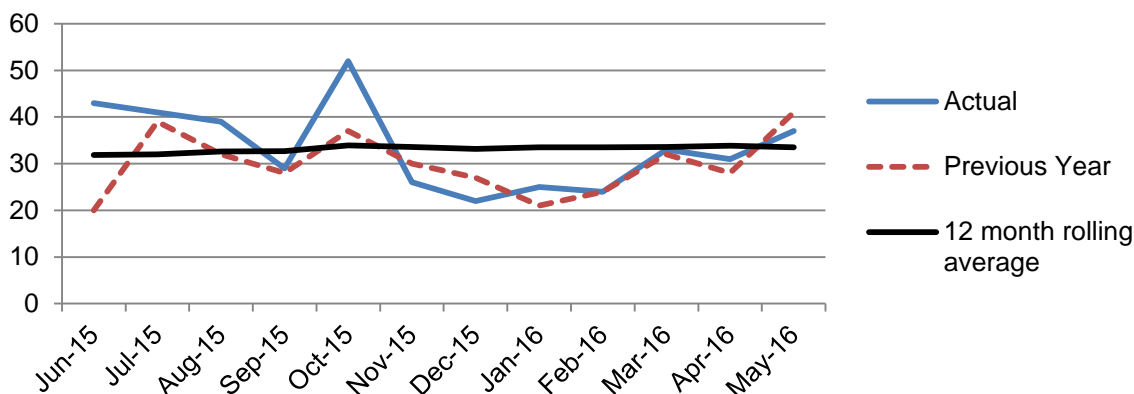
## Deliberate Primary Fires

Deliberate primary fires are building/vehicle fires (not derelict), a fire where someone is injured or dies or, where five or more fire engines attend the incident that the attending crew deem to be started deliberately. Many of these fires may result in arson convictions pending police and fire investigations with follow up legal action.

### By financial year per 10,000 population



### By month



### Performance summary

In 2012/13 we saw a significant drop in deliberate primary fires, which has since maintained at a fairly consistent rate through to 2014/15. This drop predominantly came from a fall in deliberate primary vehicle fires. In 2015/16 (403 incidents) we have now seen these rise by 13% compared to the previous year (356 incidents).

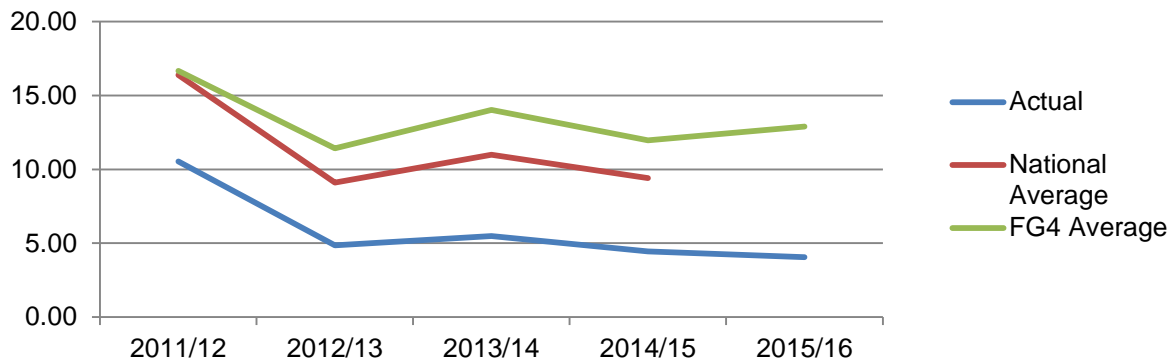
With the low numbers of deliberate fires a small increase in actual numbers can lead to a high increase as a percentage. Nonetheless, any change to our overall downward trend is a cause for concern. There may be a correlation between economic factors and rates of deliberate fires – such as the reducing price of steel and the impact this can have on numbers of car fires as scrap dealers will no longer pay for cars no longer serviceable. We continue to maintain our high conviction rate through our fire investigation capability and work with adult fire setters and young people through various schemes and interventions.



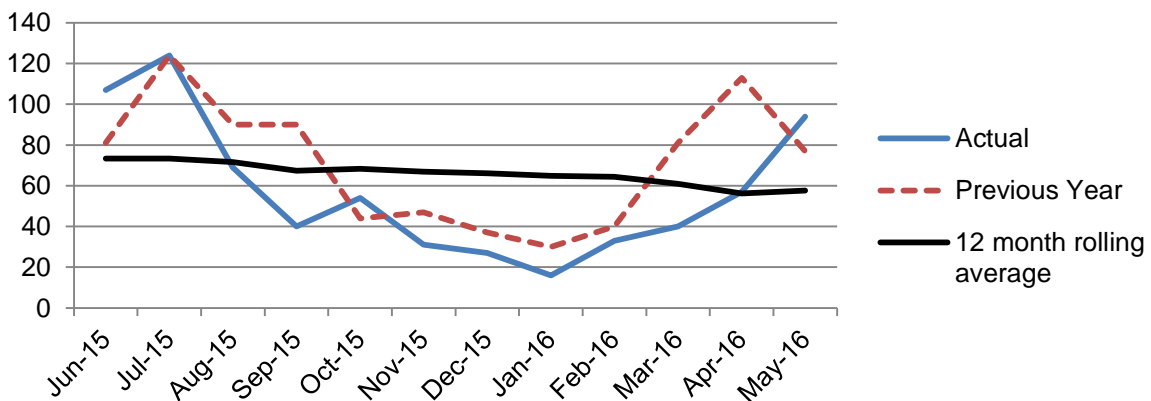
## Deliberate Secondary Fires

Deliberate secondary fires are most outdoor fires, including grassland or rubbish, unless five or more fire engines attend, someone is injured or needs to be rescued, or property is damaged; that the attending crew deem to be started deliberately. Many of these fires may result in arson convictions pending police and fire investigations with follow up legal action.

### By financial year per 10,000 population



### By month



### Performance summary



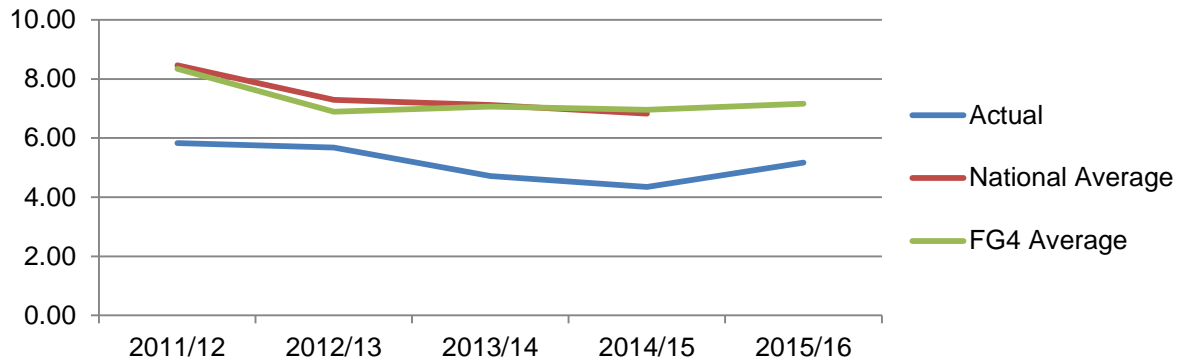
Our Environmental Visual Audits enable crews to identify premises that are vulnerable from arson, combustible items discarded in the streets, or any items that would allow us to provide the local community with fire safety advice. Identifying areas that could be susceptible to arson attacks enables us to intervene at an early stage and either encourages homeowners to remove these risks or, where on public land, contact the local authority and arrange removal of these items. The number of secondary fires often correlates to weather patterns. With prolonged periods of dry weather we often see an increase in these fires, which makes it extremely important for us to intervene as early as possible when signs of dry weather are likely to be on the horizon. Our significant reduction and continuously exceptional performance in this area is a result of a reduction in grass and refuse fires.



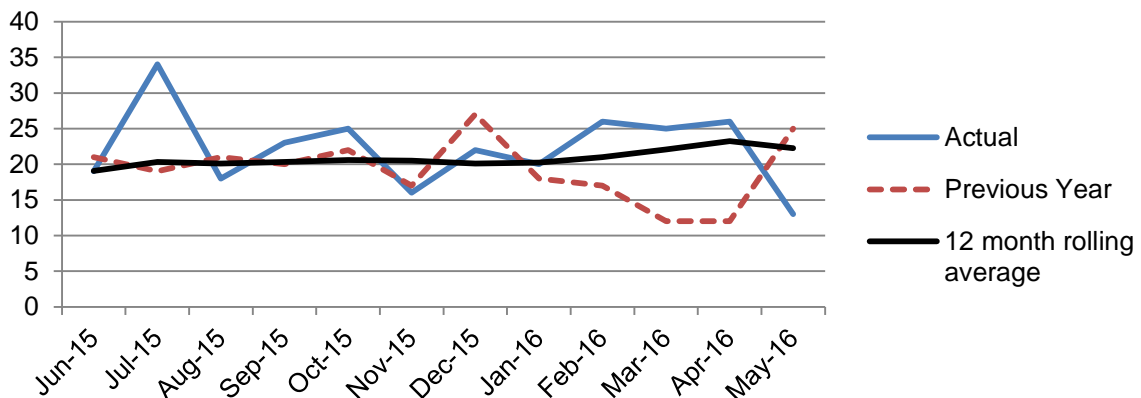
## Fires in non-domestic properties

Fires in non-domestic properties include both accidental and deliberate fires in buildings regulated under the Fire Safety Order. This excludes dwellings, houses of multiple occupancy and other private structures.

### By financial year per 1,000 non-domestic properties



### By month



### Performance summary

The number of fires in non domestic properties dropped from 2012/13 to 2014/15 at a much quicker rate than that of the National average and Family Group 4 average. However, in 2015/16 (265 incidents) we saw a 19% increase compared to the previous year (223 incidents). Once again with the low numbers of fires in this category a small increase may see more severe that those with much larger numbers.

Within our new community safety plan we now distinguish between the actions we take to educate building owners and occupiers, to ensure they manage their buildings safely, and our work with architects, developers and builders, to ensure new buildings and alterations are designed to be safe from fire. This use of our specialist skills supports continued performance in this area.



## Responding to Incidents



Our response activity is broken down into four main call categories:

- **Fires**
- **False Alarms**
- **Special Service Calls**
- **Co-Responder Calls**

These four categories are the high-level classifications given to any incident we send a fire service vehicle to attend. As part of increasing our capabilities at incidents we also monitor the following:

- **Medical Interventions**

In commitment to making life safer, should an incident occur, We recognise the importance of fast response with the appropriate resources. Therefore, we measure our response using the following response standards:

- **Critical (8 minutes 80 percent of the time)**
- **Non-critical (15 minutes 100 percent of the time)**
- **Other (60 minutes 100 percent of the time)**

Another important measure for our responding to incidents priority is the percentage availability of our retained fire appliances. As we have had a new control management system, this measure only shows our performance since April 2015:

- **Retained Appliance Availability**

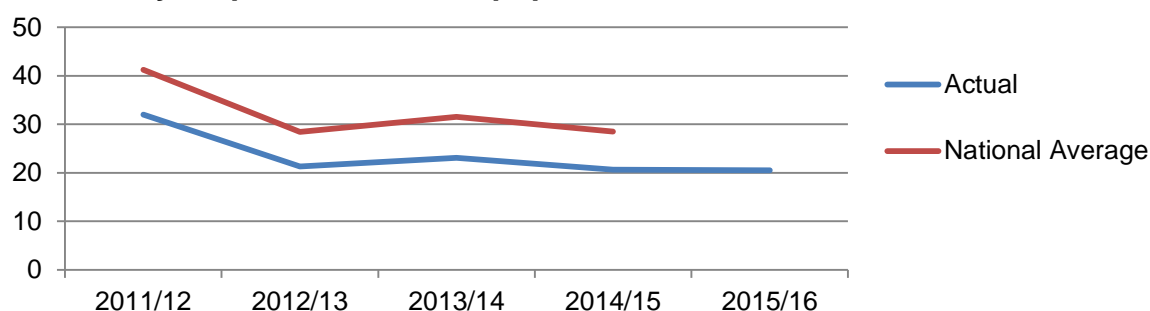


## All Fires

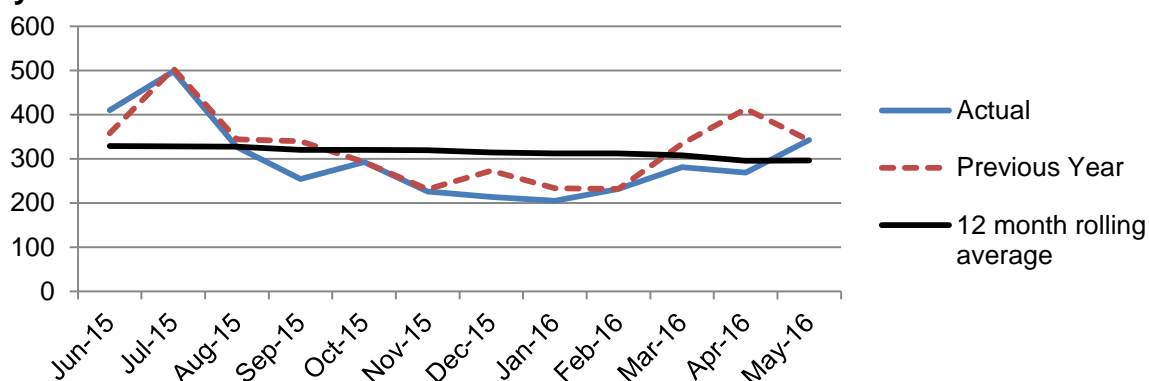
Fires are made up of three main types:

- **Primary fire** - a building/vehicle fire (not derelict), a fire where someone is killed or injured or where five or more fire engines attend the incident.
- **Secondary fire** - most outdoor fires, including grassland or rubbish, derelict building/ vehicle, unless five or more fire engines attend, someone is injured or needs to be rescued.
- **Chimney fire** - Chimney fires are classified as their own category because they occur within buildings but are often contained to that one location.

### By financial year per 10,000 of the population



### By month



### Performance summary



The total number of fires has reduced by 36% since 2011/12 compared to 2015/16. This reduction began with a sharp fall in secondary fires in 2012/13 and despite an increase the following year, has remained well below that of previous financial years. Our prevention and protection work over the years has had a positive effect on this reduction and we continue to maintain our high standards to ensure these stay low. We also recognise that many other external factors also have an influence on these numbers, such as climate, weather, and changes in legislation and manufacturing regulations.

### Breakdown

IRS data 2015/16

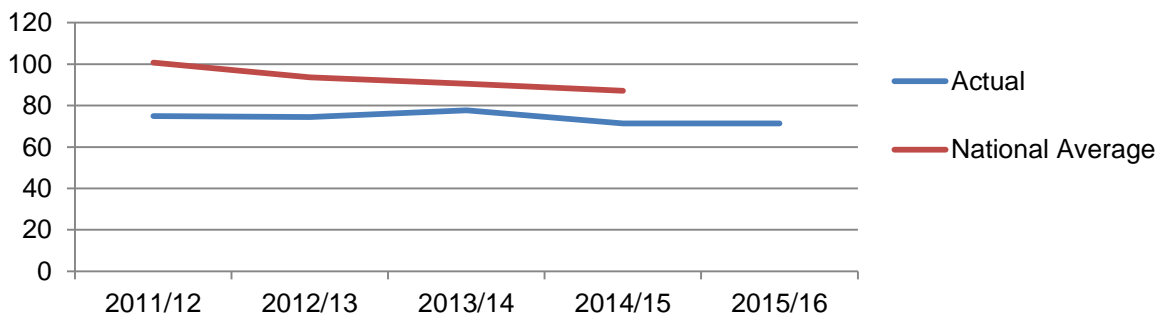
	2011/12	2012/13	2013/14	2014/15	2015/16
<b>Fires</b>	<b>5,766</b>	<b>3,833</b>	<b>4,160</b>	<b>3,714</b>	<b>3,695</b>
Primary	2,438	2,051	1,982	1,936	2,022
Secondary	3,041	1,455	1,924	1,598	1,531
Chimney	287	327	254	180	142

## False Alarms

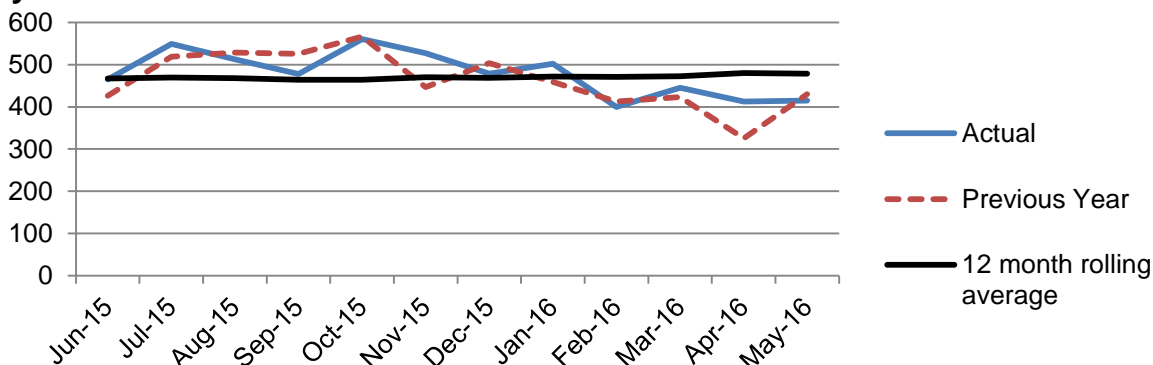
False alarms are made up of three main types:

- **Good intent** - those discovered and reported by human intervention, such as visual signs of smoke.
- **Malicious calls** - those deliberately made by people, knowing there is no fire present.
- **Due to apparatus** - automatic fire detectors that have been set off by various means, such as a faulty detector or water intrusion in domestic and non-domestic properties.

### By financial year per 10,000 properties



### By month



### Performance summary



False alarms we attended have fallen by 5% since 2011/12 but have fluctuated over the years. We operate a call challenge system where appropriate and work with repeat offenders to try and reduce system faults that may cause unwanted fire signals. In 2015/16 we saw an increase in malicious calls attended across the county. Work is underway to establish any potentially commonalities that will help us target these in the future.

### Breakdown

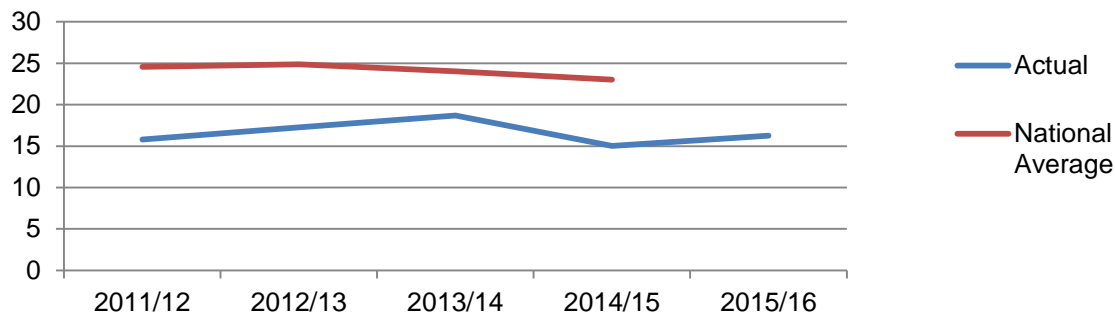
IRS data 2015/16	2011/12	2012/13	2013/14	2014/15	2015/16
<b>False Alarms</b>	<b>5,959</b>	<b>5,918</b>	<b>6,180</b>	<b>5,683</b>	<b>5,674</b>
Good Intent	1,867	1,785	1,792	1,713	1,834
Malicious	217	201	191	169	200
Due to apparatus	3,875	3,932	4,197	3,801	3,640



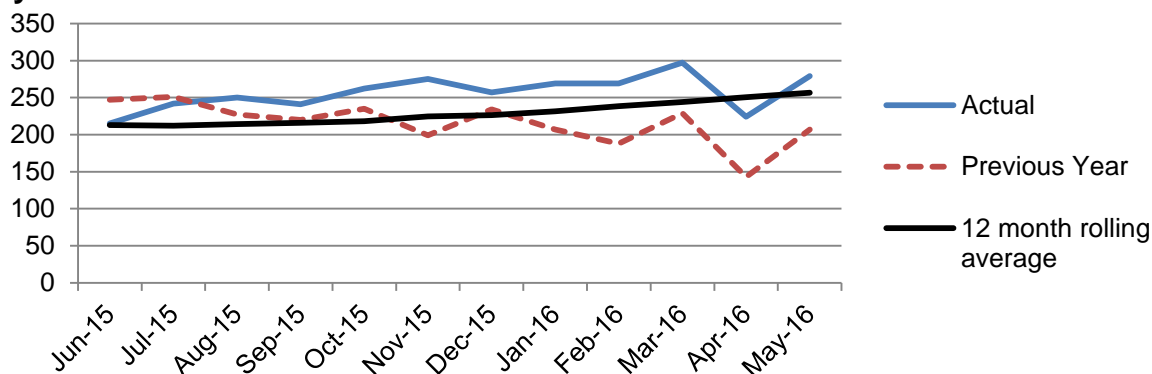
## Special Service Calls

Special service calls are the non fire related incidents we attend. These consist of incidents such as road traffic collisions, lift releases, water rescues, flooding, assisting other agencies and animal rescues and more.

### By financial year per 10,000 of the population



### By month



### Performance summary

Whilst our aim is to prevent incidents from occurring, we are also increasing our capabilities to provide value in areas beyond our traditional fire fighting. We are currently trialling expanding our effecting entry service on behalf of the ambulance service. This is a service, previously provided by the police, to gain entry into a building where a suspected patient is believed to be. This has had a significant impact on our special service call levels in 2015/16.

### Breakdown

IRS data 2014/15

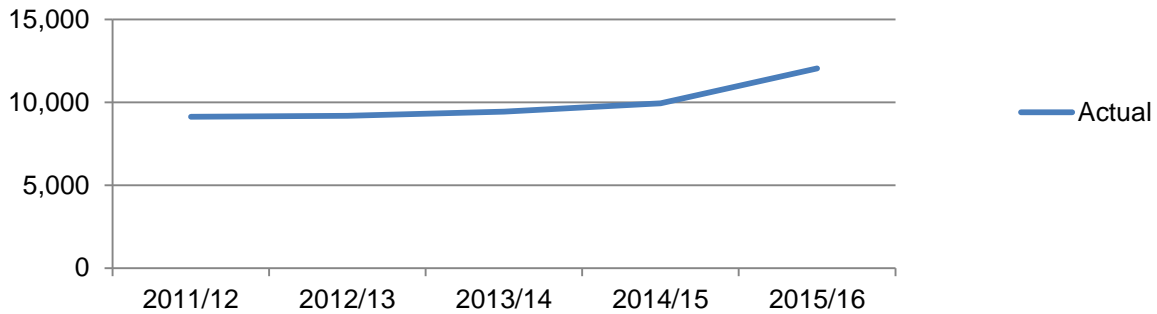
	2011/12	2012/13	2013/14	2014/15	2015/16
<b>Special service calls</b>	<b>2,842</b>	<b>3,108</b>	<b>3,365</b>	<b>2,708</b>	<b>2,927</b>
Road traffic collision	909	1,038	952	868	800
Effecting entry	355	386	367	377	779
Other	1,578	1,684	2,046	1,463	1,348



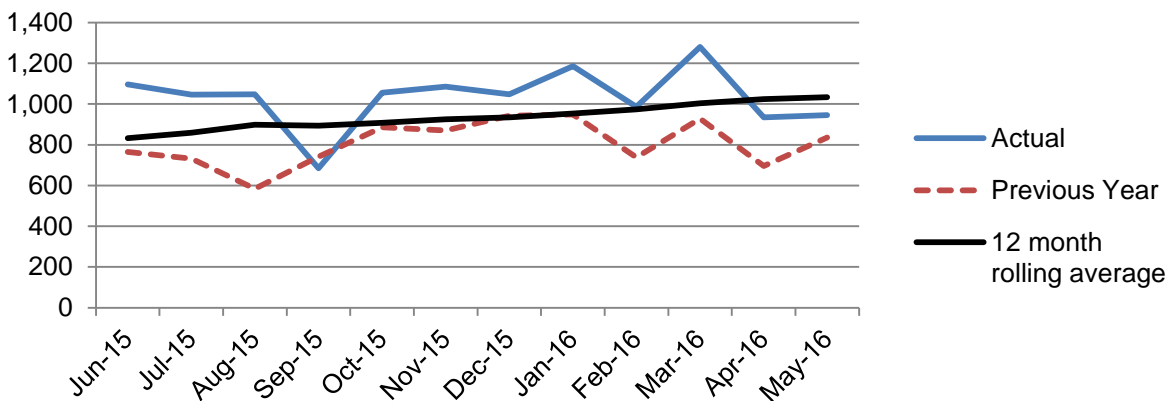
## Co-Responder Calls

Co-responder calls are incidents we attend in a successful partnership with the Ambulance Service to provide immediate medical care to members of our communities suffering a life threatening injury or illness such as cardiac arrest, asthma, anaphylactic shock (spell) and breathing difficulties. This has become a large part of our activity over the years and is funded by the Ambulance Service.

### By financial year



### By month



### Performance summary



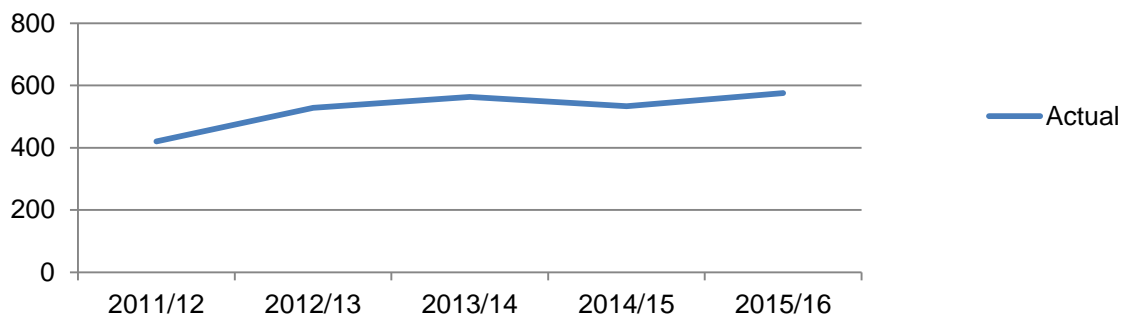
The annual increase in our call levels has come as the scheme has been widened to more crews. We do not attend all occurrences of category 1 medical incidents so these trends are based on the calls we have been sent to by South Central Ambulance Service when needed. Each co-responder fire station has a co-responder vehicle in which they attend these incidents. An ambulance always complements our attendance to these incidents but this initial response assists in a positive outcome for patients.



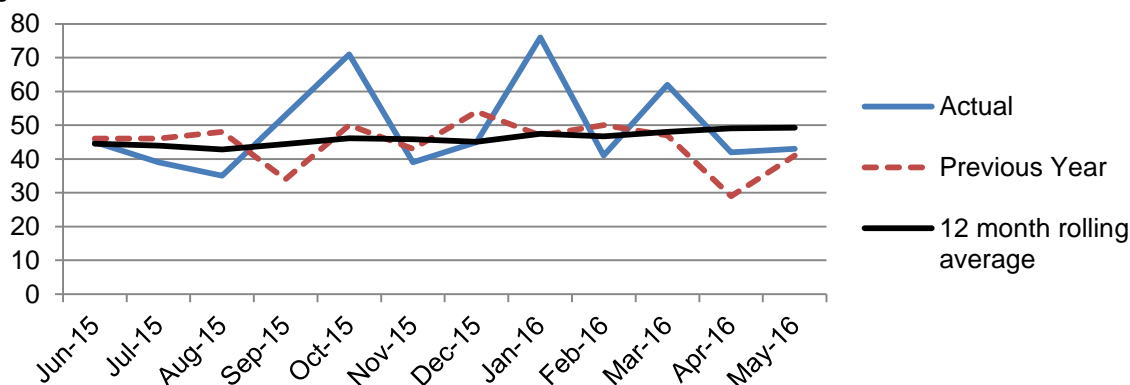
## Medical Interventions

Medical interventions are where we have had to provide oxygen or deliver basic first aid. We now include the use of defibrillators as we move to enhance our medical capability through our 'Red Fleet'.

### By financial year



### By month



### Performance summary

We are currently working on further developing our medical capabilities and we may find that the provision of medical interventions will increase over the next few years which will support a positive outcome from those we are assisting. This measure is currently not rated but we will keep this under review. There were, however, two significant spikes that occurred in October 2015 and January 2016. This was caused by a combination of isolated road traffic collisions and other special service incidents that occurred during those months.

### Breakdown

IRS data 2015/16	2011/12	2012/13	2013/14	2014/15	2015/16
<b>Medical interventions</b>	<b>422</b>	<b>534</b>	<b>563</b>	<b>534</b>	<b>576</b>
Medical intervention at fire	102	74	82	81	79
Medical intervention at road traffic collision	178	245	272	232	243
Medical intervention at other special service incidents	142	215	209	221	254



## Response Standards

Our response standards are made up of three categories:

- **Critical response (8/80)** - An appliance will be in attendance within 8 minutes, 80% of the time, where there is risk to life or property.
- **Non-critical response (15/100)** – 15 minutes where no apparent threat to life or major risk to property, 100% of the time.
- **Other response (60/100)** - 60 minutes for a single officer to give expertise on a situation that may require further fire service intervention, 100% of the time.

### By financial year

Response Standards	2011/12	2012/13	2013/14	2014/15	2015/16
Critical (8/80)	69%	67%	65%	67%	67%
Non critical (15/100)	97%	96%	96%	95%	95%
Other (60/100)	97%	97%	95%	96%	95%

### Performance summary



The reducing number of incidents we attend and their location has an impact on our response standards. We have targeted resources to reduce the calls in our highest risk areas, which have been centred in our major towns and cities and are where we have our 'whole-time' fire stations. These stations are able to achieve a quick response time due to there being operational personnel permanently on station. Reducing calls in these more densely populated areas has meant that, of the incidents we now attend, higher proportions are in the areas of our 'retained' stations. This is where staff are 'on-call' (or retained) and only respond to the station if there is an incident. Because these personnel are on-call, the time it takes for us to respond is usually higher.

Whilst our response to critical incidents within 8 minutes remains outside of our 80% target our average response time to these incidents has improved in 2015/16 giving us an average response of 7 minutes and 29 seconds. This improvement may be due to the introduction of GPS mobilisation (mobilising nearest resource to incident). Furthermore, crews now book in attendance using the Mobile Data Terminals on the appliance rather than having to radio control. This may also be a contributing factor to quicker response times.

Some of our proposals through the Risk Review will support our ability to improve our response standards over time and particularly in more rural areas.

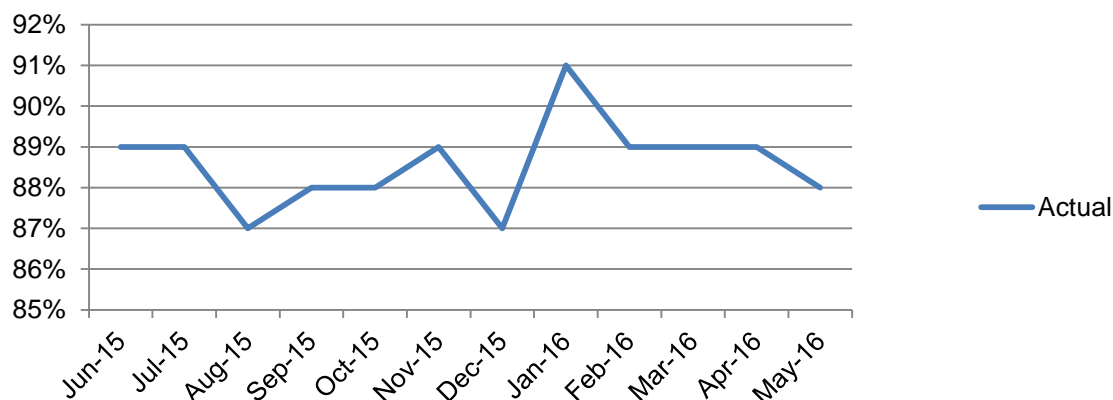
### Breakdown

IRS data 2014/15	2011/12	2012/13	2013/14	2014/15	2015/16
Critical average response time	00:07:25	00:07:40	00:08:04	00:07:44	00:07:29
Non critical average response time	00:07:02	00:06:56	00:07:26	00:07:41	00:07:26
Other average response time	00:13:40	00:13:34	00:15:54	00:12:29	00:11:38

## Retained appliance availability

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

### By month



### Performance summary

As the new command & control system Vision was only introduced in April 2015 we are not able to compare our performance against previous years. This measure looks at station appliance availability; however, work is under way to develop a more sophisticated view that will focus on our capabilities available to respond within our allocated response times. This will not only look at the crewing levels at any given time but will take into consideration the individual skills and equipment that can be deployed.

