

APRIL - SEPTEMBER 2023



**Hampshire
& Isle of Wight**
FIRE & RESCUE SERVICE

ANNUAL PERFORMANCE REPORT MID-YEAR UPDATE

This report focuses on our performance to date in 2023/24 (1st April 2023 - 30th September 2023) across key areas aligned with our Safety Plan priorities.



TOGETHER WE MAKE LIFE SAFER

FOREWORD

This report provides an update on how we are performing in key areas, building upon the more detailed analysis outlined in our [Annual Performance Report](#).

Firstly, I want to take this opportunity to recognise the dedication of all our teams who have continued to work together to make life safer across Hampshire and the Isle of Wight.

I would like to particularly highlight the expertise and determination of the HIWFRS team deployed to aid rescue efforts in Morocco in September. Equally, I pay tribute to all those involved in the Shirley Towers red plaque event at St Marys Fire Station in memory of Alan Bannon and Jim Shears.

Throughout April to September 2023, we have seen reduced incident demand; largely driven by cooler, less extreme weather conditions resulting in a 37% reduction in fires when compared to the same period last year.

More widely, our response times and the availability of On-call crews remain broadly stable. However, there is continued organisational focus on what can be done to improve availability of, and further support to, On-call colleagues.

In terms of our people, we continue to focus on ensuring everyone has had the opportunity to discuss their personal development with their manager. I am delighted to see that the reporting of these conversations continues to improve, with 62% of colleagues already recording their Personal Development Review (PDR).

“We have made excellent progress in areas like carbon reduction and PDR completion”.

Work continues to improve the accessibility of the PDR recording process to ensure it is as user-friendly as possible for all our staff groups.

Alongside these improving performance metrics, we have also continued to undertake improvements following our HMICFRS inspection and progress delivery of the 10 activities identified as part of the fourth year of the Authority's 2020-2025 Safety Plan, including:

- Completing the first stage of our Community Risk Management Plan analysis and assessment of risks across Hampshire & the Isle of Wight
- Completing the construction of new live fire training facilities at our Headquarters site.



Matt Robertson

Director of Corporate Services

About this report

This report explores how the Service performed against key operational and corporate health measures in the period 1 April 2023 through to 30 September 2023.

The report is structured around our key organisational priorities while also providing an assessment of progress against our Safety Plan deliverables.

This Mid-Year Update is structured differently to our Annual Performance Report that includes longer-term trend analysis and more detailed benchmarking.

This report provides an update on how we are performing in crucial areas, with a particular emphasis on those measures that we outlined in the Annual Performance Report as needing improvement.



PART 1

Safety Plan Improvements

This section summarises progress against our Safety Plan deliverables and activities for the first six months of 2023/24, the fourth year of our five-year plan. It also discusses other activities that we plan to complete by the end of 2023/24.



PART 2

Our Performance

This section analyses our performance against key operational and corporate health measures. The section is structured around our five Safety Plan priorities.



The Annual Performance Report

Whilst there is some trend and benchmark data in this report, a more detailed and comprehensive assessment of our performance over time is undertaken within the Annual Performance Report that is scrutinised by the Fire Authority in June each year.

The Annual Performance Report also includes analysis on additional performance measures that have not been included in this report. These include: wholtime availability, income generation, our reserves position, and our assurance position against the national fire standards. The Annual Performance Report also provides supplementary case study examples of notable practice undertaken across a range of Service areas.

01

Safety Plan Improvements

This section summarises progress against our Safety Plan deliverables and activities for the completed year (2022/23); the fourth year of our five year plan.



Delivering our Safety Plan -

Year 4 (2023/24) Safety Plan improvements

The five-year Hampshire and Isle of Wight Fire and Rescue Service (HIWFRS) Safety Plan was launched in April 2020. This plan sets out our priorities, our values, how we will build on our strengths and how we will address the areas that require focus and improvement.

Each year, the Fire Authority approves a range of in-year improvement activity. The 2023/24 improvements were approved by the Fire Authority on 21 February 2023.

There are 10 Safety Plan improvements for 2023/24 (Year 4), though one improvement includes four different assurance activities - making 13 improvements overall. Two improvements (on on-call ways of working and our Community Risk Management Planning) were also carried forward from Year 3.

To date, 3 of these have been completed (with overall self-assessed progress against the 15 improvements at 48%):

- ▶ We have completed stage 1 of our Community Risk Management Planning (identifying risks in our communities).
- ▶ We have reviewed the 2022/23 HMICFRS report and considered the areas for improvement they suggested. Subsequent actions are being delivered from 2023/24, though some may fall into subsequent financial years.
- ▶ We have reviewed the Manchester Arena Inquiry report and are responding accordingly. We have adopted the NFCC recommendations and are tracking what we have completed and what we are working towards.

Conversely, one improvement activity is yet to commence:

- ▶ Identifying any gaps or risks by undertaking assurance activity against and respond as necessary, to Grenfell Phase 2.

This is yet to start owing to the Grenfell phase 2 report not yet been released. It is expected to be published in December 2023; therefore, this improvement activity will carry over into 2024/25.

Of the remaining 11 improvements, all are on-track to complete by 31 March 2024. Some highlights of work to date include:

- ▶ Recruitment of a project manager, an application developer and two systems trainers to help further improve support to our on-call staff.
- ▶ Developed, and made progress against, a Culture Action Plan, including launching a Cultural Review. This work also ensures that all accountable owners are clear on their actions to continue to improve the way we work together.
- ▶ Feasibility, planning and tendering for the work to improve some of our existing stations; advancing the construction of Cosham fire station and delivering the new live fire training facilities at our headquarters.
- ▶ Completion and evaluation of a trial of a proposed new contract and way of working for On-call teams and ongoing work to create a single set of terms and conditions for Hampshire and Isle of Wight On-call staff.
- ▶ Considerable progress has been made to strengthen the Service's health and safety function. The newly enlarged team is now at full establishment and staff are being upskilled. Our annual Health & Safety Statement of Intent was agreed in April, which we are working towards.
- ▶ Continuing to deliver Carbon improvement works to help mitigate our impact on the environment.

02

Our Performance

This section analyses our performance against key operational and corporate health measures.

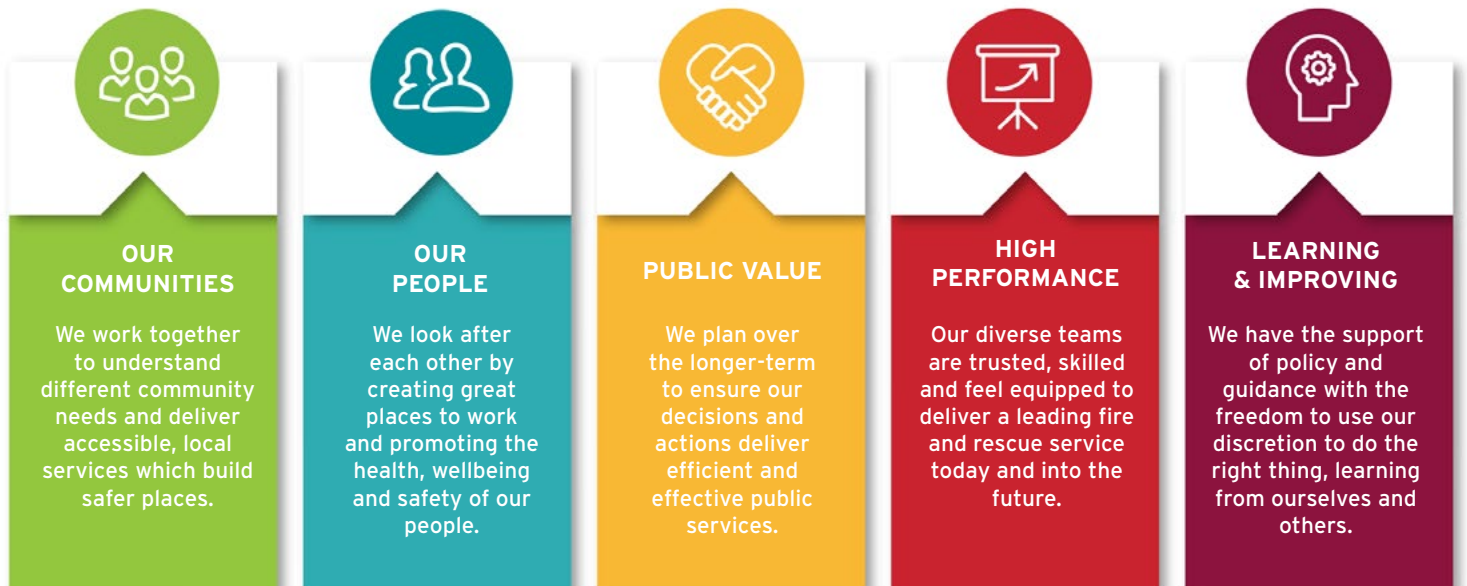
The section is structured around our five Safety Plan priorities.

Our approach to performance

The Service assesses its performance against each of the Hampshire and Isle of Wight Fire Authority's Safety Plan priorities through a range of performance metrics, with comparisons made against previous years and to other fire and rescue services.

The Service uses performance reporting and data analysis to assess our effectiveness, efficiency and financial position; and to inform decisions we make and where we target our resources.

Our performance measures help us find areas for improvement, as well as identify successes and good practice to be shared, where applicable, across public services and the fire sector.



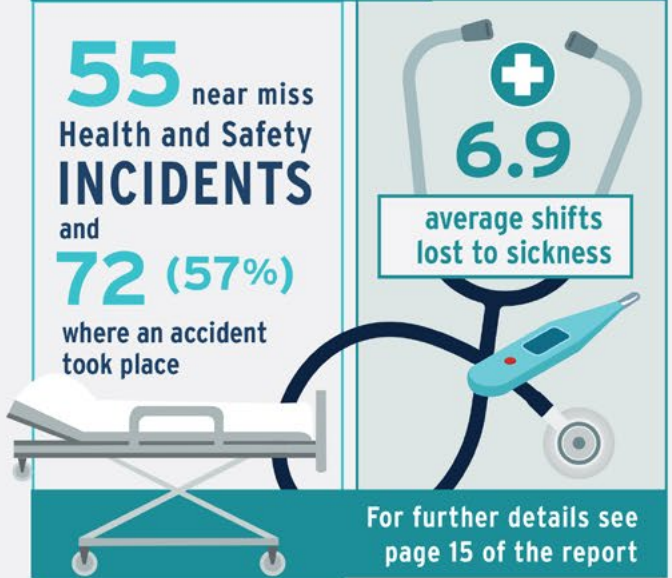
OUR 2022/23 PERFORMANCE AT A GLANCE



OUR COMMUNITY



OUR PEOPLE



HIGH PERFORMANCE



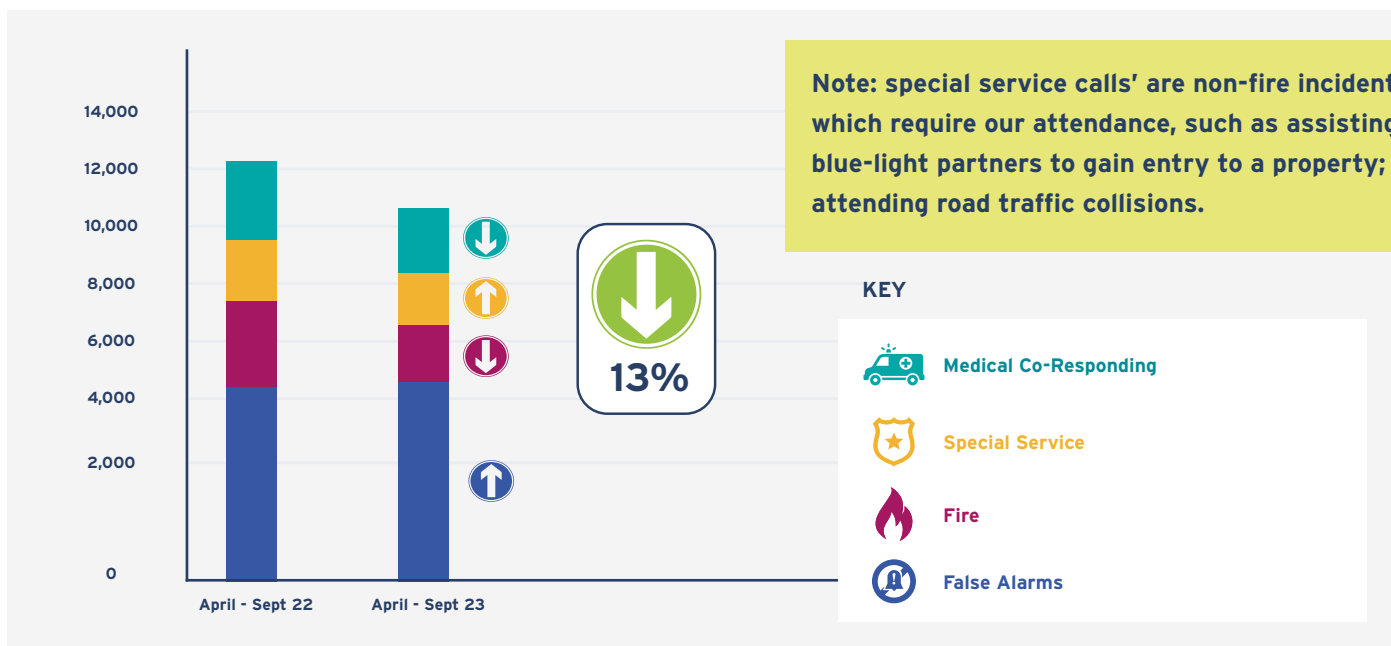
LEARNING & IMPROVING



Our Communities - Incidents

In our 2022/23 Annual Performance Report we noted a slight 4% reduction in incident volumes from the previous year - though there was a significant (21%) increase in fires primarily owing to the impact of the unprecedented heatwaves and large number of fires in the open. This was offset by a substantial (40%) reduction in medical co-responding calls.

The first six months of 2023/24 has been markedly different to the same period in 2022/23 - with cooler weather and significantly fewer incidents, particularly in terms of the number of fires. Overall incident volumes, including our co-responding and medical incidents, have decreased by 13% from 12,371 to 10,775. In terms of the change by incident types:



Despite the decrease in fires, false alarms have increased slightly with 63% of false alarms being domestic and 37% commercial.

In addition to the Annual and Mid-Year Update, the identification and analysis of risk to inform the 2025-2030 Safety Plan includes supplementary trend analysis and mapping of our incident demand.



Average Critical Response Time (excluding call handling)

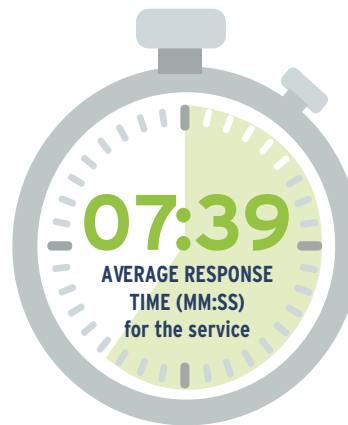
An incident that endangers people or property, such as a building fire or road traffic collision.

The Annual Performance Report 2022/23 noted that across the year, the average critical response time was 7 minutes 41 seconds.

The average critical response time in April to September 2023 was 7 minutes and 39 seconds. This has increased slightly (5 seconds slower) versus the same period in 2022. When reviewing long-term trends, there is a strong correlation between on-call availability and critical response time performance, as lower on-call availability means appliances have to travel further from other station grounds to respond to incidents. However, for the first six months of this year response times were marginally slower, despite a slight increase in on-call availability. The Service is undertaking work in 2023/24 to improve on-call availability. More detail on this is provided on pages 5 and 11.



April - September 2022

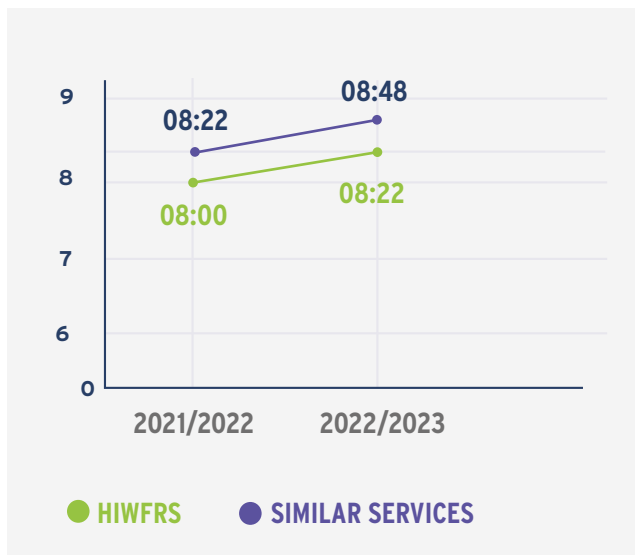


April - September 2023



Average primary fire response time compared to similar services

Benchmark data on critical response times is not available as this is measured differently across Services, but for 'primary fire' response times HIWFRS significantly outperforms similar services (by 26 seconds in 2022/23, the latest available data).



Like HIWFRS, other services also saw an increase from 2021/22 to 2022/23, with similar trends of reduced on-call availability. We anticipate improvements once our efforts to improve on-call availability have taken place. Furthermore, 2022/23 was far busier than 2021/22, particularly in the summer months, for HIWFRS and most services, which will have impacted the response time trend.

Primary fires include all fires in buildings, vehicles and outdoor structures or any fire involving casualties, rescues or fires attended by five or more appliances.



Our Communities

On-call availability

The Annual Performance Report 2022/23 noted on-call availability was at 59% across the year and flagged that in 2023/24 the Service is undertaking work to help further support on-call colleagues and improve on-call availability.

Average on-call availability was 59.1% for April to September 2023, slightly higher (1.1% points) than the same period in the previous year.

HIWFRS has lower day-time availability (42% in April to September 2023) compared to night-time availability (70%).

Whilst average on-call availability for all similar services was 67% in 2022/23; the figure for South-East similar services was 47%, highlighting the regional demographic challenges with on-call.

As a result of the ongoing (and national) on-call availability challenges, increasing on-call availability is a high priority for our Service, as recognised in the 2023/24 Safety Plan improvements.

Accordingly, we are investing in our on-call support officers, efforts to ensure we are retaining our on-call staff, and targeted recruitment, alongside bolstering the support and systems available to On-call teams.





Our Communities

Fire fatalities

The 2022/23 Annual Performance Report noted there were six fire fatalities last year, all of which were subject to coroner's investigations that are yet to conclude.

HIWFRS have not responded to any incidents that have resulted in a confirmed fire fatality in April to September 2023, which is very positive.

HIWFRS have the lowest number of fire fatalities by population over the last 10 years, compared to similar services.



Fire casualties



The Annual Performance Report 2022/23 noted there were 103 fire casualties, but only 12% were severe.

Of the 32 fire casualties which have occurred from April to September 2023, a decrease of 24% compared to the same period the previous year, 41% were slight injuries where the victim, went to hospital and 6% were severe casualties. 47% of the fire casualties were given first aid at the scene, with 6% who went to hospital for precautionary checks.

HIWFRS performs consistently very well when compared to similar services by population for fire casualties, we also have lower rates for severe casualties.



Our Communities

Safe and Well Visits

The Annual Performance Report highlighted the significant progress and increase in the delivery of Safe & Well visits, with around 12,000 visits delivered last year.

Between April to September 2023, we undertook 5,867 Safe and Well visits, a slight decrease of 2% versus the same period in 2022/23.

This reduction has been caused by slightly fewer visits being completed by operational crews.

Furthermore, whilst Community Safety teams have carried out a similar number to last year this is fewer than was planned due to resourcing challenges. At the current run rate we will finish the year on around 11,700 visits).



6,009

April - September
2022



5,867

April - September
2023

A working group has been created to develop tools to assist with increasing the number of quality 'risk based' referrals. The first priorities are: to create a targeted social media campaign where we will target members of the public who are deemed most at risk and a campaign to reach those living within our most deprived areas, centralised around the 21 food banks across the county. We will provide awareness sessions for the bank's volunteers and post cards provided for placement in the food boxes.

Furthermore, to improve the quality of referrals we are receiving from partner agencies in terms of accurate and relevant information, our Health team will be working with these partner agencies to improve referral quality and to use our online referral form which will give us everything we need to complete a timely visit.





Our Communities

Fire Safety Audits

The Annual Performance Report highlighted that in 2022/23 we carried out fewer fire safety audits than in the preceding year, but that our enforcement activity did not reduce at the same rate.

In the year to date, 2023/24, we have completed around 20% more Fire Safety Audits (an examination of the premises and relevant documents to ascertain how the premises are being managed with regards to fire safety) than we had at the same time last year.

This has been driven by an increase in fully competent Fire Safety Inspectors from 5 to 9 and an increase in Level 3 certificate qualified inspectors so we expect this positive trend in the delivery of fire safety audits to continue.

Enforcements have decreased this year to date (compared to the same period in 2022/23) by 22%. Prohibition Restrictions have decreased by 40%. These reductions are primarily owing to a greater number of satisfactory audits (67% satisfactory for April to September 2023).





Our People

Staff Sickness

The Annual Performance Report noted that a growth in long-term absences increased the amount of shifts lost to sickness.

In April to September 2023, on average we lost 6.9 shifts lost to sickness, which is level with what we saw in the same period last year.

Over the longer term HIWFRS's trend mirrors the national position with sickness increasing nationally for other services across all staff groups. HIWFRS, though, had slightly higher sickness levels compared to the national average for the sector.

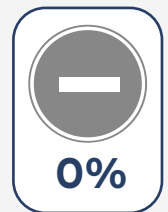


6.9

April - September
2022

6.9

April - September
2023



43%
Lagging
(accidents)

120
EVENTS

April - September 2022



57%
Lagging
(accidents)

127
EVENTS

April - September 2023



Health and Safety

The Annual Performance Report noted a slight increase in the number of health and safety incidents - with 47% being near misses and 53% where accidents occurred.

There has been a 3% increase in health and safety events between April-September 2023 when compared with the same period in 2022/23. The main causes of accidents are: slips, trips and falls; and manual handling.

HIWFRS had 13 RIDDOR events in April-September 2023 compared with 11 in April-September 2022. However, in the 2023 period there has been far fewer days lost to injury (203 vs 682 in April-September 2022).



Public Value



The Mid-Year Update is our opportunity to report areas on an exceptions basis - and in terms of the public value financial metrics, there are no notable areas to report on in terms of our efficiency, reserves and income generation figures.

The Chartered Institute of Public Finance and Accountancy (CIPFA) is also yet to publish updated (2023/24 estimates) cost per resident data.

A detailed assessment of efficiencies, our reserves position and income generation, as well as how our cost per resident figures compare to other similar services will be undertaken in the 2023/24 Annual Performance Report.

Furthermore, extensive financial and budget update reports are separately provided to the fire authority on a quarterly basis.





High Performance



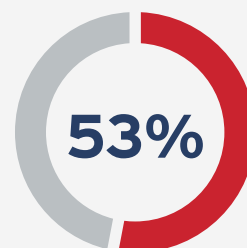
Personal Development Review (PDR) completion

In our Annual Performance Report we noted how 53% of our staff had recorded a Personal Development Review in 2022/23.

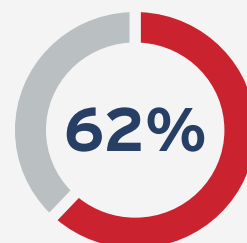
A positive increase in the number of completed PDR's has been seen from April-September 2023. This is 9% higher than the figure for the whole of last year.

Therefore, with the ongoing organisational focus on PDRs, we are confident we will continue to increase our PDR completion rate in the latter half of 2023/24; and perform far better than previous years when comparing ourselves to similar Services at the end of 2023/24.

THE WHOLE OF 2022/23



April - September 2023





High Performance

Diversity



DIVERSITY

There continues to be a significant focus on the equality, diversity, inclusion and culture of the Service, with steady progress.

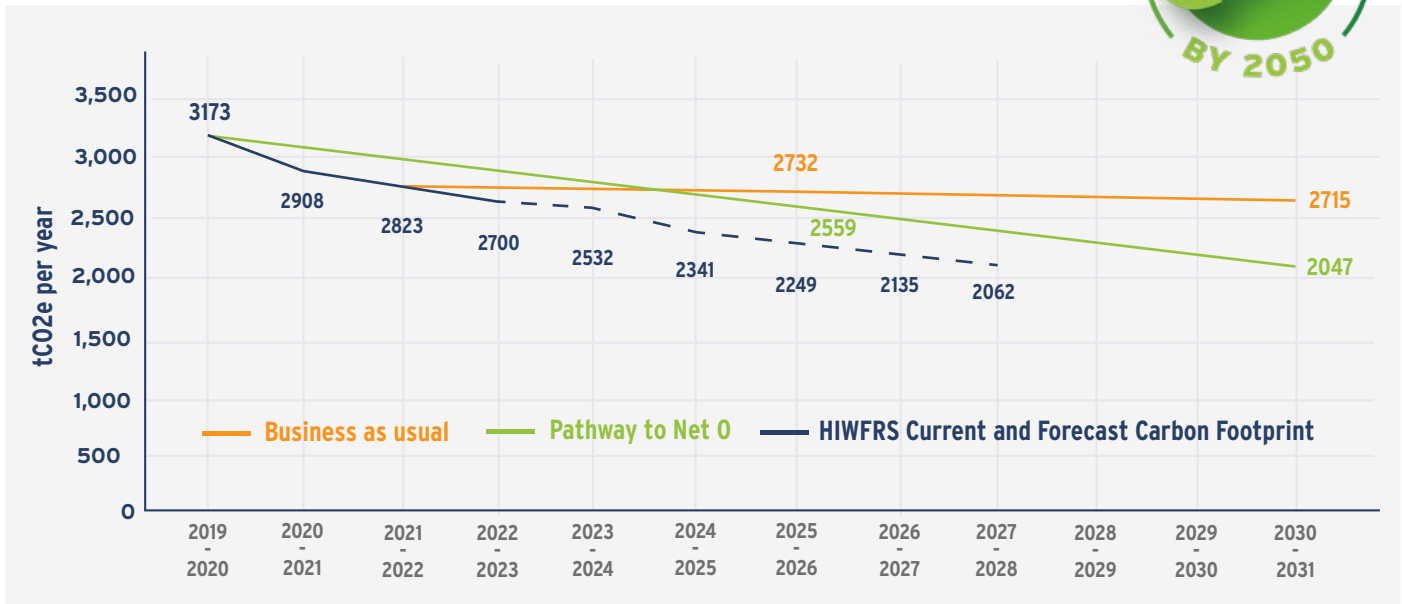
Some small but notable changes in the last six months include:

- The HIWFRS position for firefighters aged 46 and over is broadly consistent with the population of Hampshire and the Isle of Wight and owing to wholetime recruitment and retirements, we have seen this percentage reduce slightly, by 2% points.
- 11% of staff have not disclosed their ethnicity, 1% point better than at the end of March. This compares with 9% for England as a whole and 11% for similar services.
- 53% of staff have not disclosed their sexuality, 7% points better than six months ago.
- There is regular internal scrutiny and review of our equality, diversity and inclusion (EDI) statistics and activity, as well as an ongoing review of our culture. Furthermore, a detailed assessment of HIWFRS diversity figures and how we compare to other similar services will be undertaken in the 2023/24 Annual Performance Report.



High Performance

Carbon Pathway (to Net Zero by 2050)



The Service has provided regular updates to the Authority on the progress of our Carbon Reduction strategy and our pathway to net zero by 2050. Furthermore, since the Annual Performance Report was scrutinised by the Authority the 2022/23 carbon footprint figure was finalised.

HIWFRS continues to take a proactive approach to reducing our environmental impact and **in 2022/23 our carbon footprint was 2,700 tCO2e.**

This is:

- **15% lower than our 2019/20 baseline of 3,173 tCO2e**
- **63 tCO2e lower (and better) than the carbon footprint we previously forecast we would have at the end of 2022/23.**

As a result, we are now forecasting better reductions moving forward in future years, down to a forecast carbon footprint of tCO2 2,062 in 2027/28.

Compared to the 2019/20 baseline:

- there has been sustained improvement in the energy efficiency of the estate, driven by programmes to improve the building fabric and replace single skin steel concertina appliance bay doors
- there has been a large decrease in the fuel use of specialised vehicles, which is likely due to the purchase of new, more fuel-efficient rescue pumps.

We continue to assess our regional emissions of our premises and our estates and fleet teams continue to co-ordinate the roll-out of electric vehicle charging infrastructure, where charging points have been rolled out to 37 sites with 277 vehicles being suitable for full or partial electrification.

277 vehicles suitable for full or partial electrification.





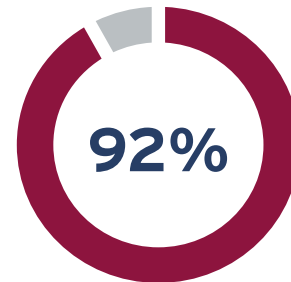
Site Specific Risk Information (SSRI) in date

The Annual Performance Report noted improvements over time, but that there was more to do to: ensure all our risk information was in date and to improve our systems, processes and training in this area.

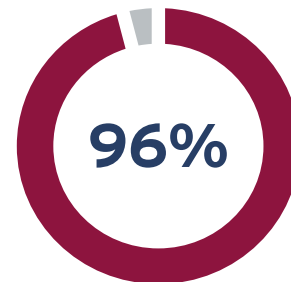
We continue to have a strong focus on the risk information we hold and maintain - and we have seen notable improvement with an additional 4% of premises risk information now in date.

There is further to go to reach 100% of the Service's SSRIs being in date; but the improvement activity has begun to have a positive impact with 96% of SSRIs now in date.

2023
(as at 31st March)



2023
(as at 30th September)



Service Learning

April - September
2022



April - September
2023



In the Annual Performance Report it was recognised that more needed to be done to improve the capture and actioning of learning from across the Service.

In April-September 2023, there were 263 learning points which is 53% less than the same period in the previous year. The Learning and Assurance team have focused efforts on engaging with the Service to ensure the Service Learning Tool is being utilised in the correct way. This has resulted in valuable learning points, which can be actioned, being processed alongside the redirection of any submissions that are not relevant to the tool.

Furthermore, additional resource has been allocated to the team to enable a greater focus on all operational learning and assurance activity. The team have carried out closer scrutiny of open learning points to ensure a more effective closure process and have worked with key stakeholders to discuss learning and incident debriefs.



**Hampshire
& Isle of Wight**
FIRE & RESCUE SERVICE

