



**HAMPSHIRE
FIRE AND
RESCUE
AUTHORITY**

Purpose: Noted

Date **June 2018**

Title **Performance Report**

Report of Chief Officer

EXECUTIVE SUMMARY

1. The Performance Report focuses on the Service mission 'to make life safer', our response standard to critical incidents, financial performance and our staff well-being.
2. The Performance Report (contained in the Annex) concerns outcomes and how Hampshire Fire & Rescue Service (HFRS) is doing in terms of general organisational performance progressing towards strategic goals. In October we will include an update on progress against actions in the Service Plan 2015 - 2020.

BACKGROUND

3. As part of the governance arrangements within HFRS, several sub groups have been established under the Chief Officers Group (COG) to effectively manage important areas of the organisation. One of these is the Performance Board.
4. This Board has delegated authority from COG to act in a monitoring capacity for managing and improving the performance of all organisational activity that HFRS undertakes. The Board is aligned with all other COG Boards.
5. Performance findings from across the Service that relate to each of the Safer and Stronger Priorities contained within the Service Plan are then reported to COG before submission to the Fire Authority.
6. The HFRS vision for performance underpins our purpose of making life safer. The vision is that all people connected to the Service are personally committed to making the organisation better through their daily work. The purpose of the Performance Board is to enable this vision.

PERFORMANCE FRAMEWORK

7. The performance framework is focussed on identifying what difference HFRS makes to creating safer communities in Hampshire, identified as benefits. The

performance framework is therefore underpinned by a logic model¹ where each component can be qualified and tangible and intangible benefits measured. This translates into understanding at all levels of the impact of our activities on our communities and how successful HFRS is at achieving its purpose of making life safer. This logic model helps to identify what measures are required to ensure a balanced approach can be used to manage performance or monitor the impact of a service improvement.

8. The Performance Report in Appendix A provides members with a summary of the number and type of incidents that we attend. It also uses a combination of all the measure types above that the Performance Board have chosen for this report. These are called our 'Core Measures'.
9. Additional measures will be included where the Board feel there is a performance issue they wish to raise with COG and the Fire Authority. These measures will focus on important Service Improvements being delivered or in response to an emerging issue that has been identified. These are called our 'Optional Measures'. The report captures our performance commentary and actions where exceptions are identified.
10. HFRS benchmarks against Service standards, past performance and the Family Group 4 (Membership was decided by grouping 'similar' fire services based upon factors such as population, deprivation, risk profiles and incident volumes).

HIGHLIGHTS

11. **Fire Fatality** – The number of fatalities in Hampshire are lower than the Family Group 4 average for 2017/18, despite an increase compared to the previous year. Whilst the changes in society and broader prevention work by HFRS have impacted positively on the overall numbers of incidents, the profile of those who die in fires has not. Shared traits often being age, living alone, known to Adult Services and/or Health. The post fire fatality protocol, working alongside other agencies and identifying new ways of interrogating and combining Experian data, Exeter data and being embedded in the Multi Agency Safeguarding Hub are ways to ensure that HFRS does everything within our jurisdiction to prevent deaths caused by fire.
12. **Fire Casualties** – In 2017/18 we saw a significant increase in fire related casualties compared to the previous year. This increase appears to be in line with our Family Group 4 colleagues indicating that this increase is not a localised issue. Despite this increase we remain well below the Group average. Our initial analysis suggests a correlation between our low number of deliberate fires and our low number of injuries as compared to National statistics.

¹ The headings of the logic model are: **Activity** – activities being under taken; **Input** – resources available to deliver the activity; **Output** – quantifiable metrics to show productivity and quality of activity; **Outcome** – immediate measurable change the activity hopes to deliver; **Impact** – wider benefits the Service or public may realise

13. **Critical Response** - The Hampshire set standard for attending 80% of incidents within 8 minutes is increasing. We strive for this standard everywhere, irrespective of whether the location is urban or rural. This is an improving picture with 65% of critical incidents within 8 minutes for 2017/18. This is a 1% increase compared to the previous year. As the benefits of the Service Delivery Redesign are realised such as our crewing trials, attribute based response, we anticipate this figure to rise to 77% by 2020. Our critical response figures currently do not include our response to category 1 incidents on behalf of the ambulance service (co-responder calls). In 2017/18 our average response time to co-responder calls was 5 minutes and 21 seconds.
14. **Shifts lost to sickness** - We are on par with national figures regarding shifts/days lost to sickness, across all categories of staff we lost 8.28 days/shifts per FTE over 2017/18 compared with 8.18 national average. The crewing trials are impacting positively on sickness levels; Hightown station in its report evaluating the crewing trial identified a 73% reduction in sickness levels, with this trend mirrored WDS stations where self-rostering is take place.

COLLABORATION

15. The Knowledge Management team have been collaborating with Hampshire Constabulary on the analysis of road traffic collisions and those who are seriously injured or killed (KSI). We participate across all Community Safety Partnerships (CSPs) in the county via our Group Managers work with counterparts across multiple agencies such Hampshire Constabulary, South Central Ambulance Service and district/local Councils. The CSPs focus on anti-social behaviour and share data and analysis on a wide range incident types to support collaborative initiatives.

RESOURCE IMPLICATIONS

16. There are no additional resource implications from the contents of this report.

LEGAL IMPLICATIONS

17. There are no legal implications of the contents of this report.

PEOPLE IMPACT ASSESSMENT

18. The proposals in this report are compatible with the provisions of equality and human rights legislation.

RISK ANALYSIS

19. Failure to regularly report on, and scrutinise, our performance could result in no action being taken to address reducing our poor performance which may affect the outcomes for our communities. The information may, in some cases, indicate increasing (or reducing) risks for the Authority. Consideration of this progress report is therefore an important process within the Authority's risk management

strategy. It ensures that Members are aware of any problems associated with achieving the improvements set by the Authority, and the priority given to eliminating or mitigating any implied or specific risks.

RECOMMENDATION

20. That the Hampshire Fire and Rescue Authority reviews the performance detailed in Appendix A and notes the strategies for improvement.

APPENDIX ATTACHED

21. Appendix A - Performance Report

BACKGROUND PAPERS

22. Hampshire Fire and Rescue Service Plan 2015-2020

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