**Appendix A**


HAMPSHIRE FIRE AND RESCUE AUTHORITY

# Performance Report

**April to March 2018**
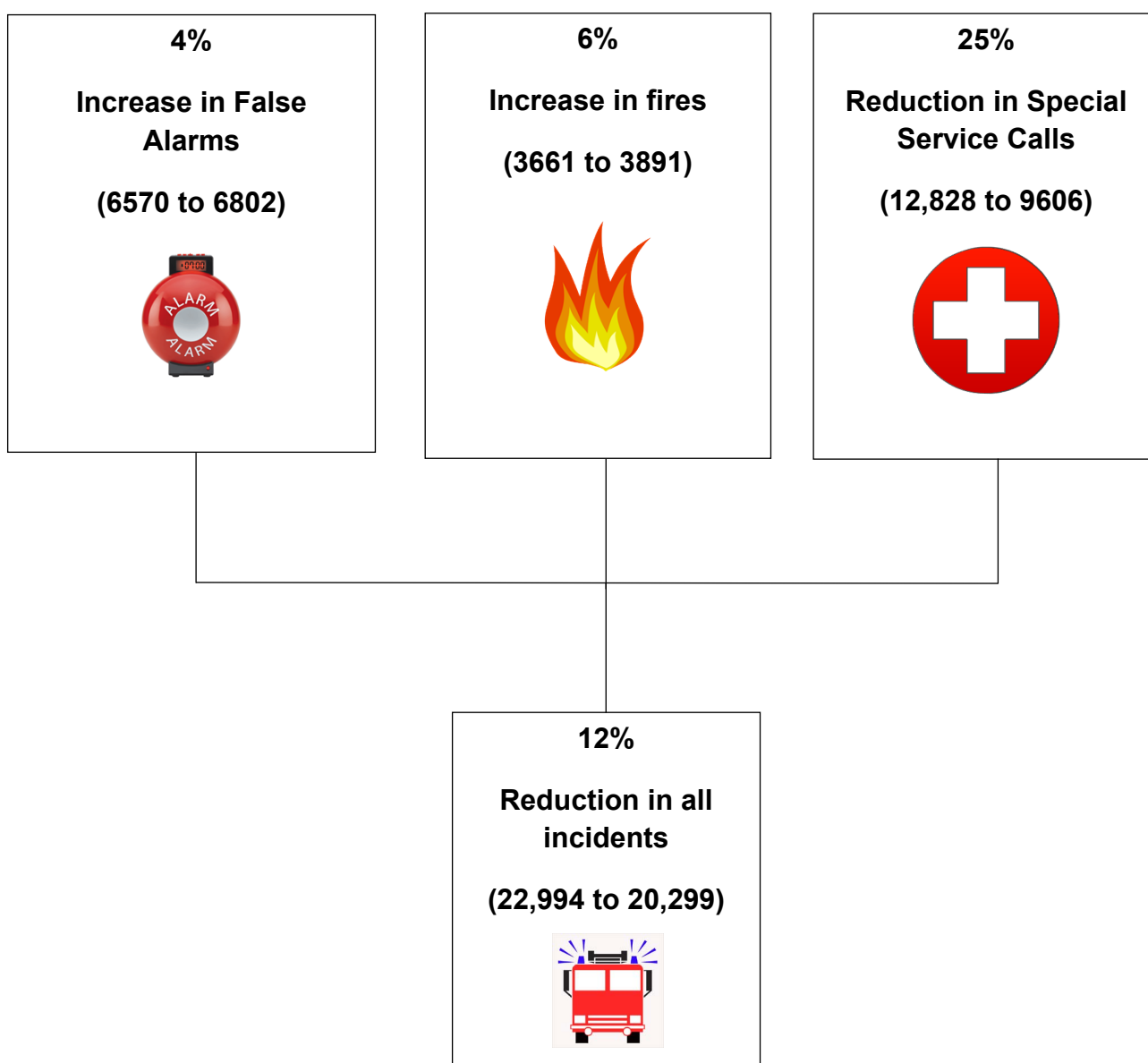
**Hampshire Fire and Rescue Authority**

**June 2018**

# Contents

## Incident Summary
**(April 2017 to March 2018)**

Each year the Service attends calls to a range of incidents. All incidents (except for Co-responder calls which are recorded in our mobilising system), are recorded in the **IRS** (Incident Recording System), which is used by all English fire and rescue services. Data is used by the Service and provided to the Home Office. The system classifies each of these incidents into one of three categories: **'Fire', 'False alarm' or 'Special service call'**. The data below provides a breakdown of all incidents over the last 12 months:

Performance is tracked and monitored using a mix of agreed Core and local performance indicators. The infographics below show how Hampshire Fire and Rescue Service has performed against some of its key targets over the past 12 months compared to the previous year.

**4%**

**Increase in False Alarms**

**(6570 to 6802)**

**6%**

**Increase in fires**

**(3661 to 3891)**

**25%**

**Reduction in Special Service Calls**

**(12,828 to 9606)**

**12%**

**Reduction in all incidents**

**(22,994 to 20,299)**

| Incident type | April - March 2017 | April - March 2018 | Variance |
|---|---|---|---|
| **Fires** | **3,661** | **3,891** | **230** |
| **Primary fires** | **1,949** | **2,017** | **68** |
| **Primary building fires** | **1,216** | **1,233** | **17** |
| **Primary Dwelling fires** | **828** | **862** | **34** |
| Accidental dwelling fires | 769 | 796 | **27** |
| Deliberate dwelling fires | 59 | 66 | **7** |
| **Primary Other building fires** | **388** | **371** | **-17** |
| **Primary vehicle fires** | **545** | **567** | **22** |
| Accidental vehicle fires | 326 | 385 | **59** |
| Deliberate vehicle fires | 219 | 197 | **-22** |
| **Other primary fires** | **188** | **217** | **29** |
| **Secondary fires** | **1,556** | **1,726** | **170** |
| Accidental secondary fires | 765 | 805 | **40** |
| Deliberate secondary fires | 791 | 921 | **130** |
| **Chimney fires** | **156** | **148** | **-8** |
| **False alarms** | **6,570** | **6,802** | **232** |
| Malicious false alarms | 254 | 306 | **52** |
| False alarms with good intent | 2,149 | 2,238 | **89** |
| False alarms due to apparatus | 4,167 | 4,258 | **91** |
| Dwellings | 1,846 | 1,992 | **146** |
| Other buildings | 2,307 | 2,256 | **-51** |
| **Special service calls** | **12,763** | **9,606** | **-3,157** |
| Co-responder calls | 9,193 | 5,917 | **-3,276** |
| Road traffic collisions | 848 | 812 | **-36** |
| Other special service calls | 2,722 | 2,877 | **155** |
| **Total** | **22,994** | **20,299** | **-2,695** |

## Performance Commentary

The total number of incidents (False Alarms, Fires, RTCs and SSCs) has decreased by 12% (2695 fewer incidents) from *April 2017 to March 2018* compared to the previous year. This was due to a large reduction in co-responder calls which reduced by 36%, 3276 fewer incidents.

- The number of fires increased by 6%, which was largely down to an increase in secondary accidental and deliberate fires (which are generally small outdoor fires, such as grass and refuge).

- Primary dwelling fires have increased by 4% (34 incidents).

- HM Winchester Prison has seen the greatest decrease with 19 fewer incidents at the prison (63% decrease). The decrease could be due to the new policy introduced by the prison. The change has been a no smoking and no match/lighter for the occupants of HMP last year

**False Alarms / Unwanted Fire Signals**

- False alarms increased by 4%, 232 additional incidents. The increase can be seen across all false alarm categories, the largest of which being 'due to apparatus', followed by false alarm good intent.

- False alarm due to apparatus is mainly due to smoke alarm faulty, other fault, cooking/burnt toast and contaminants dust.

- False alarm malicious were mostly due to call not challenged by control at the time of the call being reported.

**How are we reducing false alarms?**

- HFRS undertook to reduce demand on the Service by monitoring unwanted fire signals and lift rescues. Using information gained from Knowledge Management, Community Safety Team could effectively target the top 10 offenders.

- Our Community Safety Delivery Managers have up to date information to enable prompt intervention with those properties that are repeat offenders. These staff contact the responsible person for fire safety for the premises and work to find pragmatic solutions to reduce the number of unwanted calls.

## Core Measures

Our core measures are made up of the Service-wide impacts, our response standard to critical incidents and our staff well-being. These measures help us focus our change activity across all our Service Plan Priority areas. By 'Strengthening' the organisation we aim to deliver 'Safer' outcomes and these measures the impacts of those activities. The tiles below provide an overview of our core measures and our performance against previous year. The data period is April 2017 to March 2018 apart for Shifts loss to sickness and finance:

GREEN          Performing well
AMBER          Performing within a tolerable level
RED            Requires attention
BLUE            Not rated for its performance

**Fire related fatalities**

Apr 17 – March 2018: 9

Apr 16 – March 2017: 3

Variance          200%

**Fire Casualties**

Apr 17 – March 2018: 73

Apr 16 – March 2017: 51

Variance:          43 %

**People killed in road traffic Collisions**

Apr 17 – March 2018: 30
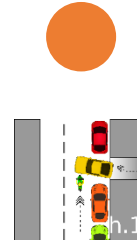
Apr 16 – March 2017: 49

Variance:          39%

**People seriously injured in road traffic collisions**

Apr 17 – March 2018: 821

Apr 16 – March 2017: 796

Variance:          3%

**Primary Fires**

Apr 17 – March 2018: 2,017
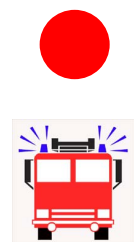
Apr 16 – March 2017: 1,949

Variance:          3%

**Critical Response (8/80)**

Apr 17 – March 2018: 65%

Apr 16 – March 2017: 64%

Variance:          1%

**Shifts lost to sickness per shift possible**

Apr 17 –  Mar 18:  3.60%

Apr 16 – Mar 17:  3.59%

Variance:          0.01%

**Finance**

Apr 16 –  Mar 17:  £61,259,000

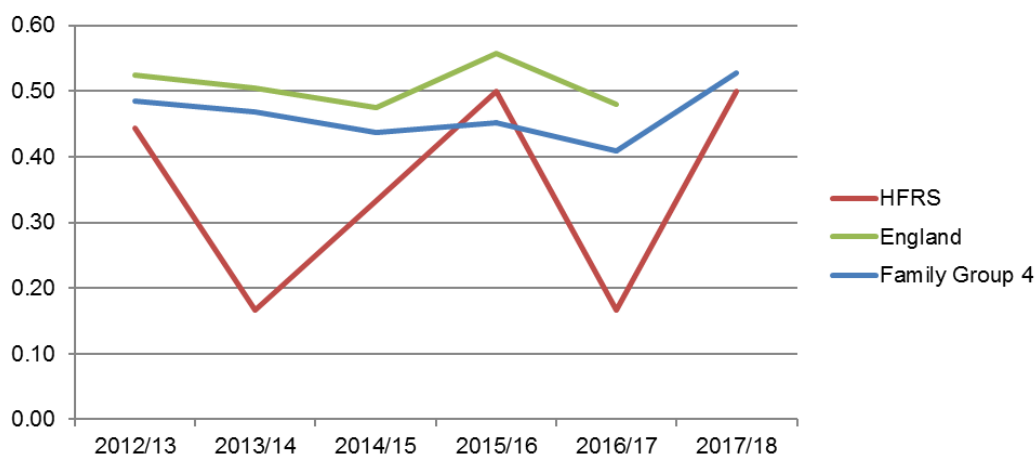Budget:          £61,592,000

Variance:          0.5%

The following pages provide more detail for each measure accompanied by performance commentary which includes a section on 'Actions' highlighting the current and future activities being undertaken to improve performance.

## Primary Fires, Fatalities and Casualties
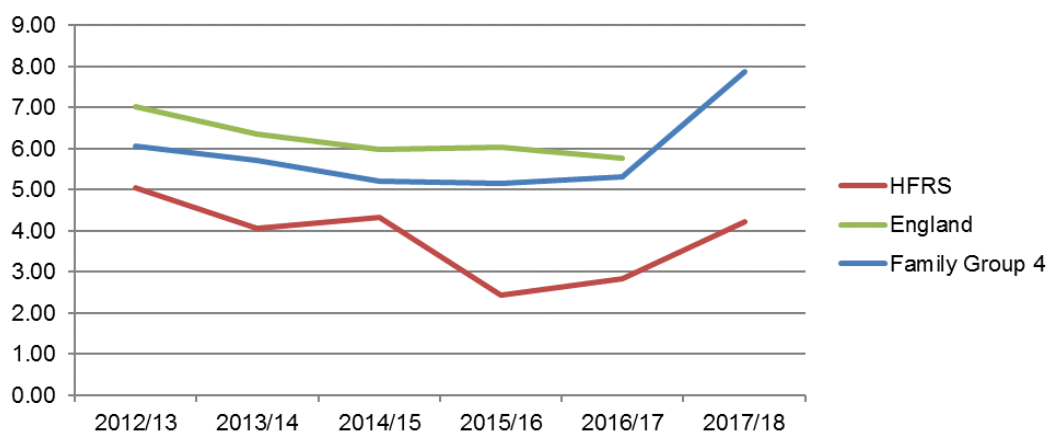## (April 2017 to March 2018)

**Primary Fires by year per 100,000 population**
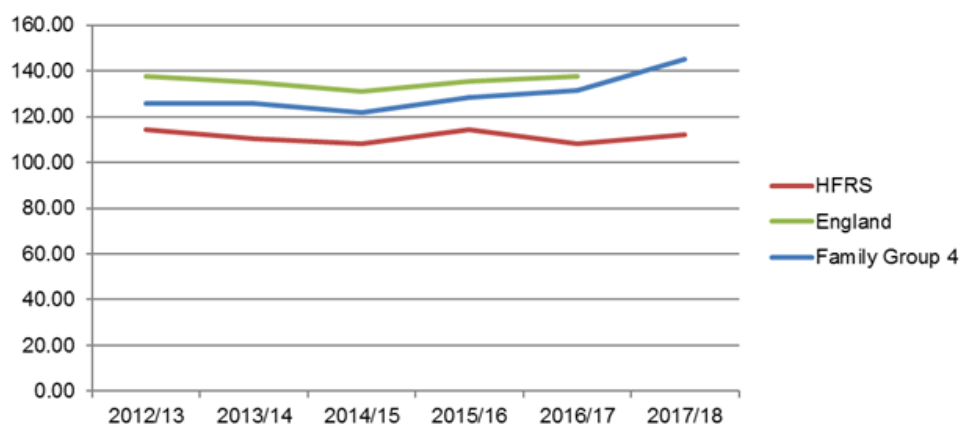


**Fire related fatalities by year per 100,000 population**



**Fire casaulties (excluding precationary checks and first aid by year per 100,000 population**

| 3% | 200% | 43% |
|---|---|---|
| Increase in Primary Fires | Increase in fire fatalities | Increase in fire casualties |
| **1,949 to 2,017** | **(3 to 9)** | **(51 to 73)** |

## Commentary

Primary fires have increased in the period *April 2017 to March 2018* by 3% (additional 51 incidents). This is mostly due to an increase in primary dwelling (34 additional incidents) and primary other fires (additional 29 incidents).

- Accidental primary fires have seen an increase of 79 incidents compared to the same period the previous year. These are due to an increase in dwelling, other fires and other building fires. Deliberate primary fires have decreased by 27 incidents in 2017/18 compared to the previous year.

- Although the first six months of the year saw a spike in vehicle fires exceeding the upper limit, the number of primary vehicle fires have increased by 22 additional incidents this financial year compared to the previous year.

- The percentage of fires contained to the room of origin increased by 1% to 86% in the year ending March 2018, compared with 2016/17.

- The number of fatalities due to fire have increased by six in April to March 2018 (9) compared to the same period the previous year (3). Two of these fatalities were a result of suicide whilst the others were a mixture of careless disposal of smoking materials, electrical faults and combustible articles too close to a heat source.

- Fire casualties have increased by 23 in the period April to March 2018 (74) compared to the same period in the previous year (51). The trend over the previous six years is downward. Half of all fire casualties occur in dwellings during the period April to March 2018. Most of these were recorded as accidental and were due to cooking related and combustible articles too close to heat source (or fire). The majority were taken to hospital with slight injuries such as breathing difficulties and slight burns.

## What are we doing to reduce Fire Fatalities and Casualties?

**Broader prevention offering** targeting the most vulnerable people in our community, particularly groups most likely to be at risk of dying in a fire incident using both local and national data sets. **Safe and Well** visits delivered to those at most risk in their home to identify risks and offer up practical solutions such as fitting of new smoke alarms, fire retardant bedding and/or referring the individual to other services for further support and professional assessment.

**Safe and Sound** is our online home fire safety checker, accessible to all county wise with access to the internet. We understand it's not realistic for HFRS crews to be able to visit every Hampshire

household so Safe and Sound acts as our filter and allows those who qualify and score red to refer themselves for a Safe and Well home fire safety visit.

**Post Incident** we implement an incident protocol for Fire Fatalities to ensure that any learning points are identified and shared with partner agencies these inform new activities that are being developed.

**Response crews** are used to support post incident, local, and national campaigns. The central Community Safety support team identify trends and produce campaigns, resources, and literature, this is then passed to local teams to deliver.

We use **social media** to engage with our communities and those that are hard to reach. These help to raise awareness and promote community safety aimed at reducing fires.

Our Community Safety team has created a campaign with partners to reduce the number of cooking fires, identified from MOSAIC data as the top three groups at risk as being, elderly people, young single people living alone and those in social housing. A partnership working group we will create a resource for each audience which our partners will deliver to create maximum impact.

**Fire Engineering and Building Consultation (FECT) and inspection** underpin our integrated approach to risk management by prioritising the inspections carried out by Community Safety staff. The Fire Authority has developed and publicised position statements on the sprinkler fitting and recently the requirements to consult with the fire service when building new premises or carrying out alterations to old.

Working with **Children and Young People (CYP)** we deliver fire, roads and water safety messages to Key Stages 1 and 2 using our dedicated schools' vehicles and our **Safe & Well** home safety truck which children identify the hazards around the home as well as our arson awareness truck showing children the before and after effect of a fire.
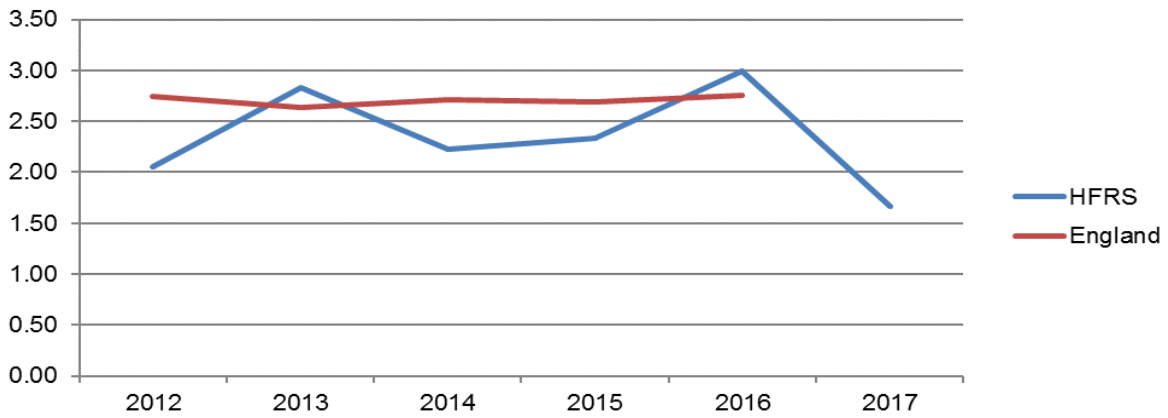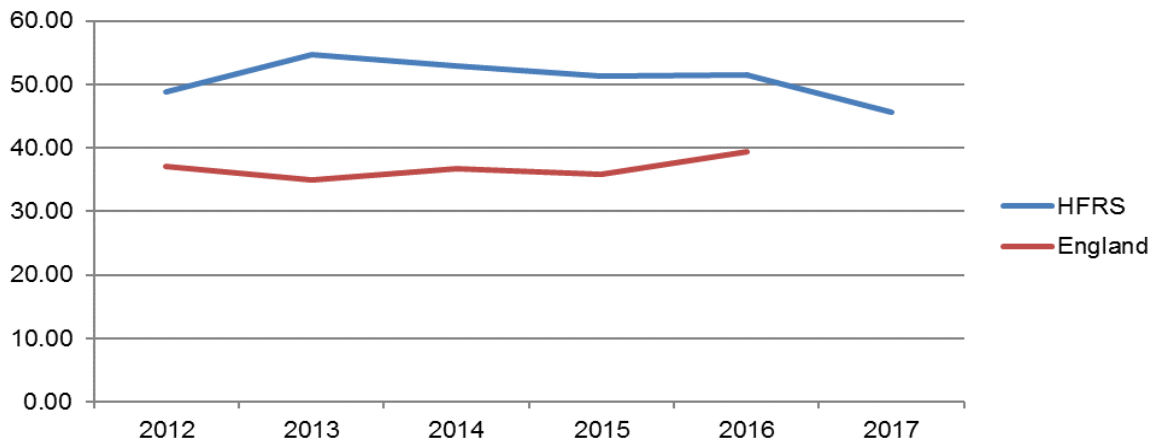
## Arson Task Force
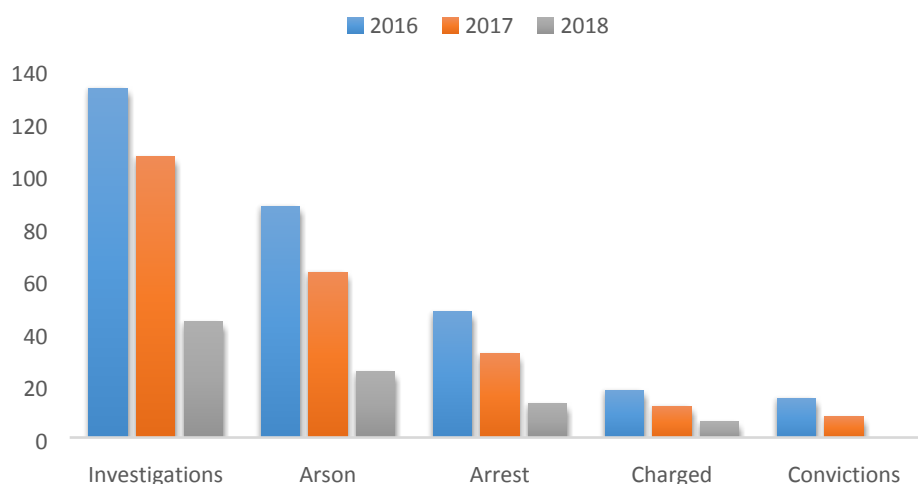


A deliberate fire is deemed to be an Arson when the Police prove, beyond a reasonable doubt, that it was a deliberate act by the human involved and not an accidental act.
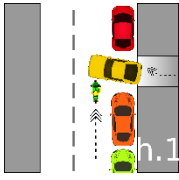
## People Killed and Seriously injured in road traffic collision (RTCs) (April 2017 to March 2018)

**People killed in road traffic collisions by year per 100,000 population**



**People seriously injured in road traffic collisions by year per 100,000 population**



| **39%** | **3%** |
|---|---|
| Reduction in people killed in road traffic collisions | Increase in people seriously injured in road traffic collisions |
| **(49 to 30)** | **(796 to 821)** |
|  |  |

## Commentary

People killed in RTCs reduced by 24 during the period April to March 2018 (30 fatalities) compared to the previous year (54 fatalities). September 2017 and January 2018 had the greatest number of fatalities (7).

People seriously injured in RTCs in Hampshire remains above the national average. The number increased by 25 in April 2017 to January 2018 (821 people) compared to the previous year (796 people). The number of seriously injured casualties has fluctuated over the four months.

The factors that cause road casualties are multiple, including but not limited to: distance people travel; transport used, driver, riders and pedestrian behaviour; weather affecting route selected and road conditions.

It is challenging therefore to isolate these factors between months/years. Police-reported road casualty data currently only gives a limited amount of information about behaviour changes and it is rare to be able to identify such changes between individual months/years.

## How are we influencing a reduction in RTCs?

HFRS is a member of the **Hampshire road safety partnership** which determines direction through intelligence led collaboration and national guidance.  Member are; Hampshire County Council, Hampshire Police, Southampton and Portsmouth City Councils, HFRS, IOWFRS and Highways England. Participation at local and national level ensures quality control of HFRS initiatives and strategic direction. HFRS sit on the three road safety councils that operate across Hampshire.

A HFRS road safety practitioner lead represents HFRS as member of the wider partnership, allowing continuity and consistency of message and deliverables in accordance with strategic direction of the Service. They act as single point of contact within the Service ensuring a mechanism is in place to disseminate information and resources to all those engaged in road safety activities and allow opportunities for local intelligence and innovation to be fed into the road safety agenda.

HFRS promote the central road safety themes of "**The Fatal Four**" namely; Speed - Seatbelts - Distractions - Drink/Drug impairment.

**Children and Young People** are targeted through the Schools education team at key stage 1 and 2. They target messaging based on fire and road safety statistics from the road safety partnership and categorise schools by risk.

**Fire Station personnel** carry out targeted campaigns alongside partners such as the drink drive campaign aimed at the Isle of Wight festival, older driver's forum events and wider initiatives such as "Safe Drive Stay Alive" and "Drive Safe" targeting college students. **Project Pictogram** is a national campaign to advertise the "fatal four" through nudge messaging by applying branding to fleet vehicles. This is available through the HFRS website and users may download artwork free of charge.

**Critical Reponses Times**
**(April 2017 to March 2018)**

### Critical response standard (8/80) by year
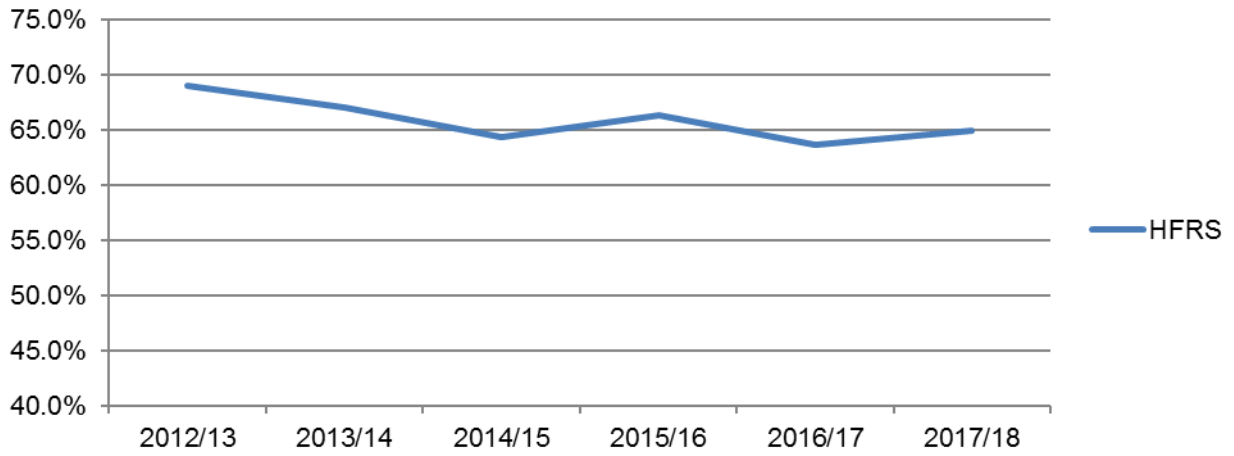


### HFRS average RDS appliance availability
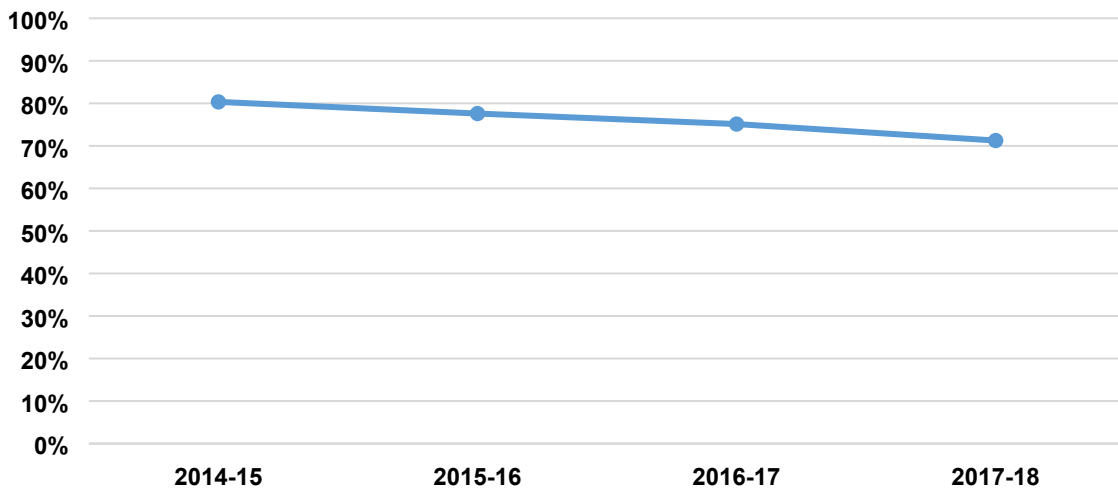


**1%**

**64% to 65%**

Increase in critical response time

## Commentary

65% of critical incidents were reached within 8 minutes during April to March 2018.  This is an improvement of 1% compared to the same period as the previous year.

The reducing number of incidents we attend, and their location has an impact on our response times. 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 our 'wholetime' fire stations are located. These stations can 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 and can be affected by staff availability.

## How are we improving critical response?

The Service Delivery Redesign initiatives are expected to improve our critical response time to 77% by 2019/20, with new crewing models and vehicle capability. Following RDS initiatives such as the RDS officers and recent RDS recruitment process, has resulted in increased numbers joining the Service and therefore excepted improved response times.
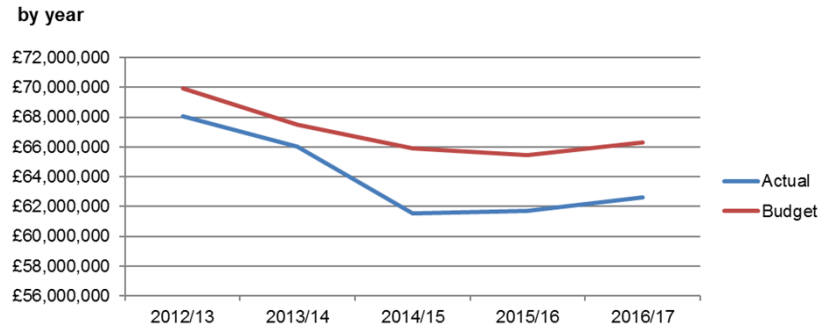
# Finance
## (April 2016 to March 2017)

This section looks at our financial performance over 2017/18 but also looks forward at our financial reserves and savings plan targets.
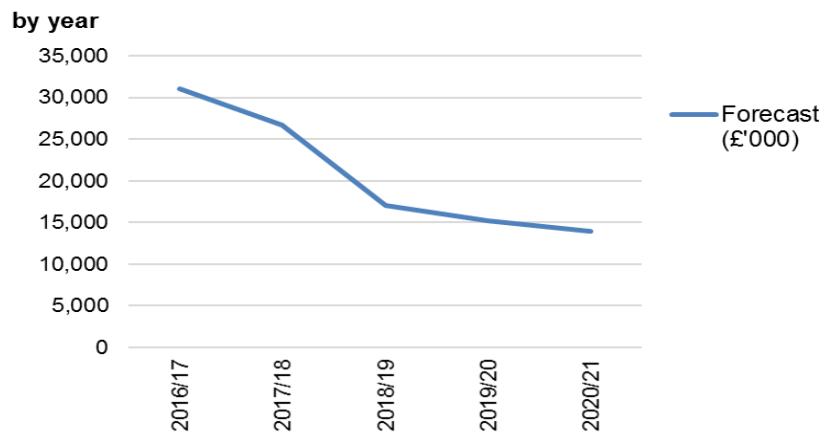
## Net cost of service

This measure shows the performance of our expenditure against our planned budget.

**by year**



## Reserves

This measure shows the amount of reserves we had in 2016/17 and forecast reserves for the next four years. This money has been accumulated over the years from under spends in the budget and the selling of estates and assets. It is used to fund capital programmes.

**by year**



## Savings Plan

This measure shows our revenue budget reductions for 2016/17 and our further planned reduction over the next four years.

**by year**
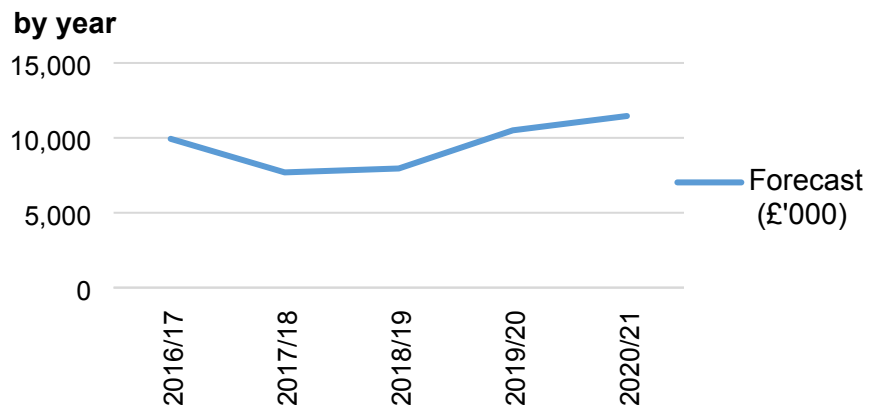


## Performance commentary

Our net cost of service remains below our budget. An underspend on whole-time and retained firefighters has been partially offset by the overspend on ICT Transformation. Furthermore, our Financial Reserves continue to reduce as we invest in transformational projects to help the Service achieve its Service Plan

Revenue Contributions to Capital are expected to increase to £3.474m per annum from 2018/19 to help continue our support for capital programmes. The Service Delivery Redesign programme continues to progress the changes to the provision of frontline services. Phase 2 of the savings will be incorporated into the budget 2019/20 budget.

# Shifts lost to sickness
## (April 2017 to March 2018)

Comparison or shifts possible for our monthly break down.

| Days/shifts lost per FTE for 2017/18 | HFRS | National Average |
|---|---|---|
| Whole-time (36 FRSs) | 6.04 | 8.06 |
| Retained (18 FRSs) | 10.8 | 9.89 |
| Fire Control (31 FRSs) | 11.72 | 10.15 |
| Green Book (36 FRSs) | 9.13 | 9.12 |
| **All staff (37 FRSs)** | **8.28** | **8.18** |

Data taken from the National Fire Service Occupational Health Report 2017/18. Note this is a voluntary report and therefore not all Fire & Rescue Services (FRS) contribute to this report. The number of FRSs in this comparison is indicated next to each category.

### by month
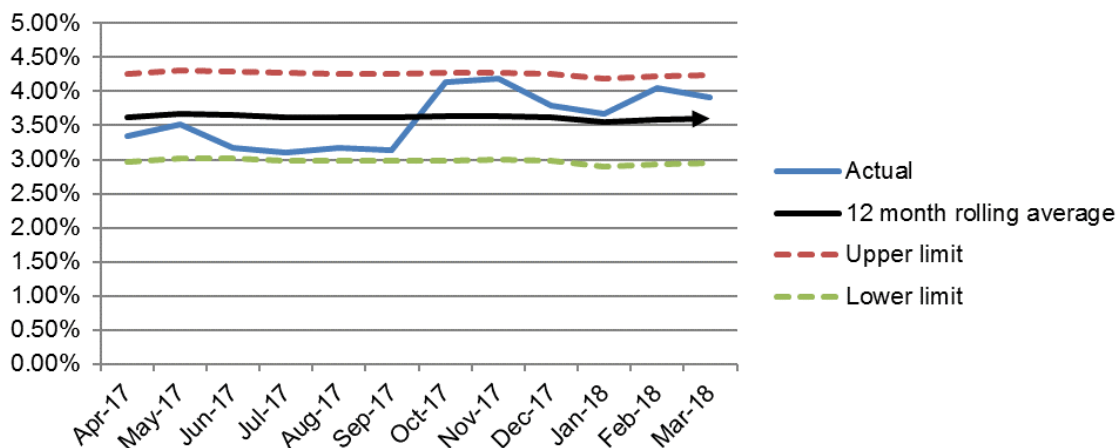


Data taken from SAP

## Performance commentary

Shifts lost to sickness per shifts possible remained constant over the last two years, and slightly above the national average.

## How are we reducing sickness levels?

The Health and Safety Board is reviewing the processes involved in recording and monitoring sickness absence is as effective as possible.

To support the physical and mental wellbeing of our staff we offer several initiatives with external suppliers, partner agencies and a shared Occupational Health service with the Police. We continue to look to reduce the number of injuries caused by a safety event at work. Our Health and Safety Board monitors safety events and oversees the Health & Safety plan which contains activities designed to prevent these incidents and mitigate the effects should they occur.

**Definitions**

**Primary fires** are generally more serious fires that harm people or cause damage to property. Primary fires are defined as fires that cause damage by fire/heat/smoke and meet at least one of the following conditions:

- any fire that occurred in a (non-derelict) building, vehicle or (some)outdoor structures

- any fire involving fatalities, casualties or rescues

- any fire attended by five or more pumping appliances.

Primary fires are split into four sub-categories:

**Dwelling fires** are fires in properties that are a place of residence i.e. Places occupied by households such as houses and flats, excluding hotels/hostels and residential institutions. Dwellings also include non-permanent structures used solely as a dwelling, such as houseboats and caravans.

**Other buildings fires** are fires in other residential or non-residential buildings. Other (institutional) residential buildings include properties such as hostels/hotels/B&Bs, nursing/care homes, student halls of residences. Non-residential buildings include properties such as offices, shops, factories, warehouses, restaurants, public buildings, religious buildings etc.

**Road vehicle fires** are fires in vehicles used for transportation on public roads, such as cars, vans, buses/coaches, motorcycles, lorries/HGVs etc. 'road vehicles' does not include aircraft, boats or trains, which are categorised in 'other outdoors'.

**Other outdoors fires** are fires in either primary outdoor locations, or fires in non-primary outdoor locations that have casualties or five or more pumping appliances attending. Outdoor primary locations include aircraft, boats, trains and outdoor structures such as post or telephone boxes, bridges, tunnels etc.

**Secondary fires** are generally small outdoor fires, not involving people or property. These include refuse fires, grassland fires and fires in derelict buildings or vehicles, unless these fires involved casualties or rescues, or five or more pumping appliances attended, in which case they become primary other outdoor fires.

**Chimney fires** are fires in buildings where the flame was contained within the chimney structure and did not involve casualties, rescues or attendance by five or more pumping appliances. Chimneys in industrial buildings are not included.

**Accidental fires** include those where the motive for the fire was presumed to be either accidental or not known (or unspecified).

**Deliberate fires** include those where the motive for the fire was 'thought to be' or 'suspected to be' deliberate. This includes fires to an individual's own property, others' property or property of an unknown owner. Despite deliberate fire records including arson, deliberate fires are not the same as arson. Arson is defined under the Criminal Damage Act of 1971 as 'an act of attempting to destroy or damage property, and/or in doing so, to endanger life'.

**False Alarms** are incidents where the FRS attends a location believing there to be an incident, but on arrival, discovers that no such incident exists or existed.
False alarms are split into three sub-categories:

- **Malicious False Alarms** are calls made with the intention of getting the FRS to attend a non-existent event, including deliberate and suspected malicious intentions and are usually via a hoax phone call or activation of fire alarms.

- **Good Intent False Alarms** are calls made in good faith in the belief that there really was an incident the FRS should attend, such as when people smell burning or see smoke.

- **False Alarms Due to Apparatus** are calls initiated by fire alarm and fire-fighting equipment operating, including accidental initiation of alarms by persons or where an alarm operates erroneously, and a person then routinely calls the FRS.

**Non-fire incidents** (also known as Special Service incidents) are incidents requiring the attendance of an appliance or officer. They include, but are not limited to:

- local emergencies e.g. road traffic incidents, responding to medical emergencies, rescue of persons and/or animals or making areas safe

- major environmental disasters e.g. flooding, hazardous material incidents or spills and leaks

- domestic incidents e.g. persons locked in/out, lift releases, suicide/attempts

prior arrangements to attend or assist other agencies, which may include some provision of advice or standing by to tackle emergency situations.

Non-fire incidents also include Special Service Good Intent False Alarms and Malicious False Alarms.

Medical incidents attended by FRSs include but are not limited to cases of: lifting people, people experiencing breathing difficulties, cardiac arrests, those who are unresponsive, collapses, choking, shock etc.