Appendix A

Performance Report

April to September 2017

Hampshire Fire and Rescue Authority
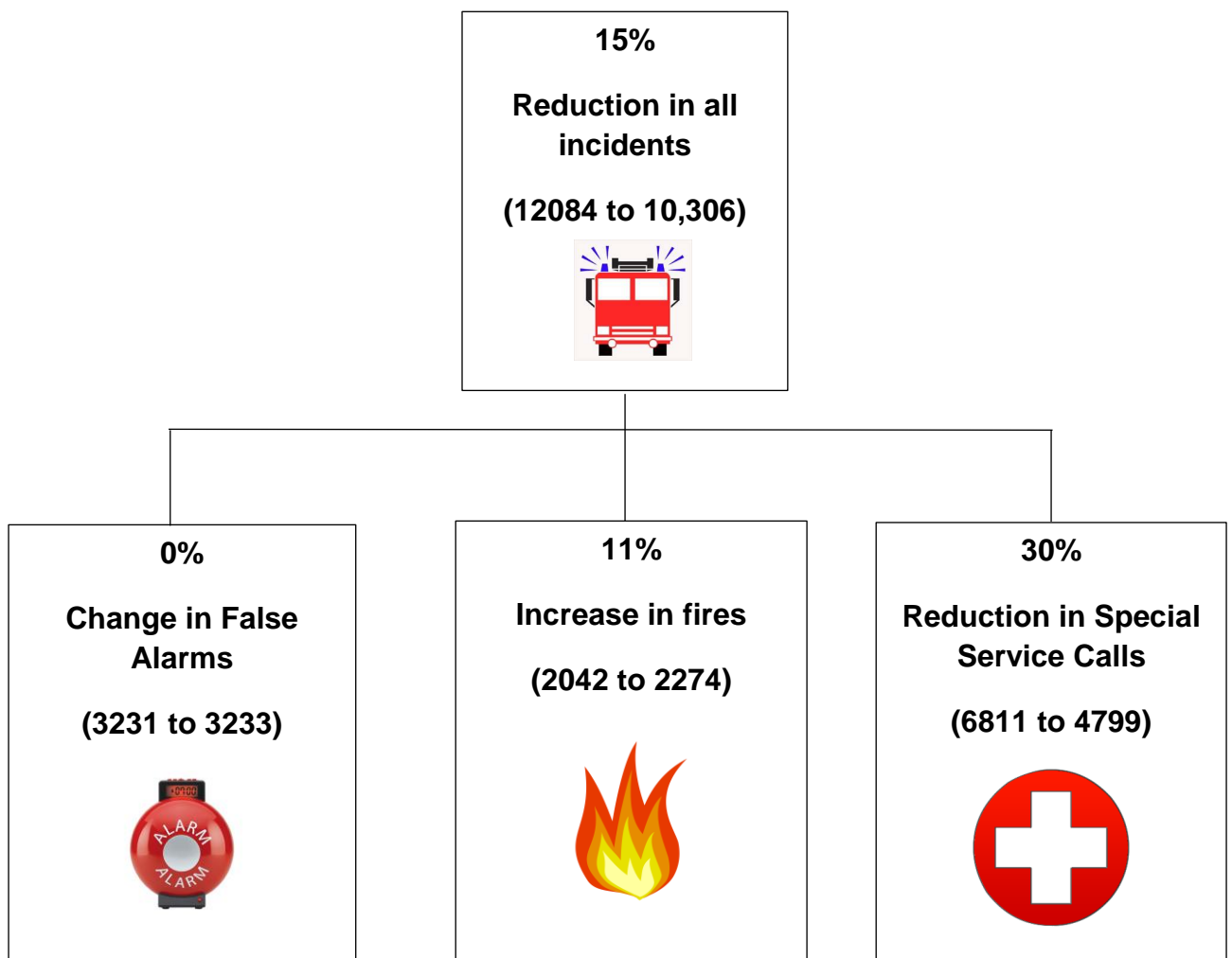
5 December 2017

Contents

Incident Summary – April to September 2017

Each year the Service attends calls to a range of incidents, each posing a different threat to the community and our staff. All incidents, except for CoResponder 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 on the following page provides a breakdown of all incidents over the last six months.

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

15%

Reduction in all incidents

(12084 to 10,306)

0%

Change in False Alarms

(3231 to 3233)

11%

Increase in fires

(2042 to 2274)

30%

Reduction in Special Service Calls

(6811 to 4799)

Incident type	April - September 2016	April - September 2017	Variance
Primary building fires	607	622	15
Accidental dwelling fires	*381*	*390*	*9*
Deliberate dwelling fires	*36*	*36*	*0*
• Primary dwelling fires	417	426	9
• Other building fires	190	196	6
Primary vehicle fires	276	307	31
Accidental vehicle fires	*169*	*188*	*19*
Deliberate vehicle fires	*107*	*119*	*12*
Other primary fires	124	146	22
Total number of primary fires	1007	1075	68
Accidental secondary fires	*489*	*575*	*86*
Deliberate secondary fires	*519*	*598*	*79*
Total number of secondary fires	1008	1173	165
Chimney fires	27	26	-1
Total number of fires	**2042**	**2274**	**232**
Malicious false alarms	118	136	18
False alarms with good intent	1059	1112	53
False alarms due to apparatus	2054	1985	-69
Dwellings	*892*	*913*	*21*
Other buildings	*1162*	*1072*	*-90*
Total number of false alarms	**3231**	**3233**	**2**
CoResponder calls	5017	3009	-2008
Road traffic collisions	426	393	-33
Other special service calls	1368	1397	29
Total number of special service calls	**6811**	**4799**	**-2012**
Total number of incidents	**12084**	**10306**	**-1778**

Commentary

The total number of incidents (False Alarms, Fire, RTC's and SSC's) has decreased by 15% from **April 2017 to September 2017** compared to the same period the previous year, despite a rise in fires. This was due to a large reduction in CoResponder calls which reduced by 40%, 2008 fewer incidents. Although the total number of incidents have decreased, the number of fires increased by 11%, an additional 232 fires. The increase was largely due to:

- o Secondary fires (outdoor structure and grass)
- o Accidental and deliberate vehicle fires
- o Accidental primary non-residential fires (private sheds and garages)

Core Measures

Our core measures are made up of the Service-wide impacts, our response standard to critical incidents and our staff wellbeing. 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 measure 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 September 2017 apart for Shifts loss to sickness and finance which show performance for the previous financial year.

GREEN   Performing well
AMBER   Performing within a tolerable level
RED   Requires attention

Fire related fatalities

April – Sept 2017**: 5**

April - Sept 2016**: 3**

Variance: 67%

Fire Casualties

April – Sept 2017**: 32**

April – Sept 2016**: 27**

Variance: 19%

People killed in road traffic collisions
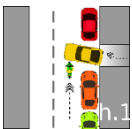
April - Sept 2017: **12**

April - Sept 2016: **16**

Variance: -25%

People seriously injured in road traffic collisions

April – Sept 2017: **289**

April – Sept 2016: **311**

Variance: -7%

Primary Fires

April – Sept 2017**: 1,075**

April – Sept 2016**: 1,007**

Variance: 7%

Critical Response (8/80)

April – Sept 2017: **67%**

April – Sept 2016: **66%**

Variance: 1%

Shifts lost to sickness

Year ended March 2017: **3.24%**

Year ended March 2016: **3.41%**

Variance: -0.17%

Finance - 2017

Expenditure   **£62,602,000**

Budget: **£66,282,000**

Variance: -6%

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

Fire Fatalities and Casualties (April to September)

67%	19%
Increase in fire fatalities	Increase in fire casualties
(3 to 5)	**(27 to 32)**
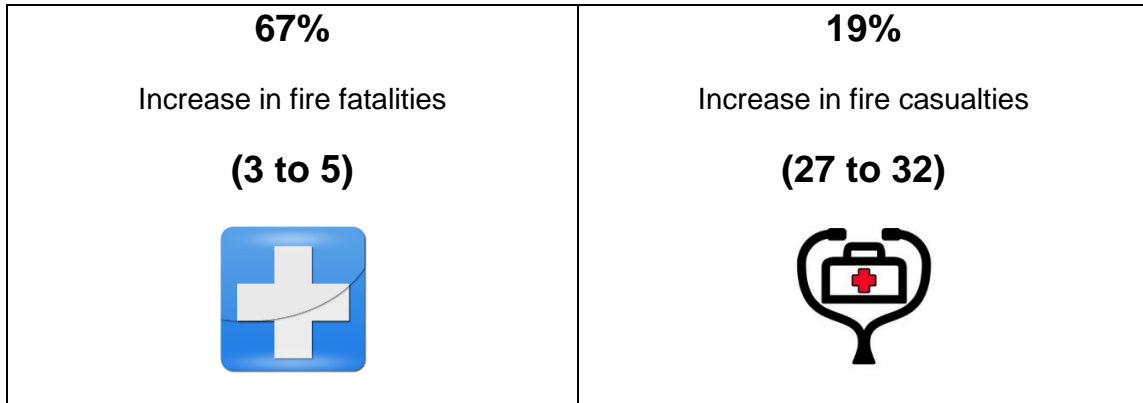
Fire related fatalities by year per 100,000 population
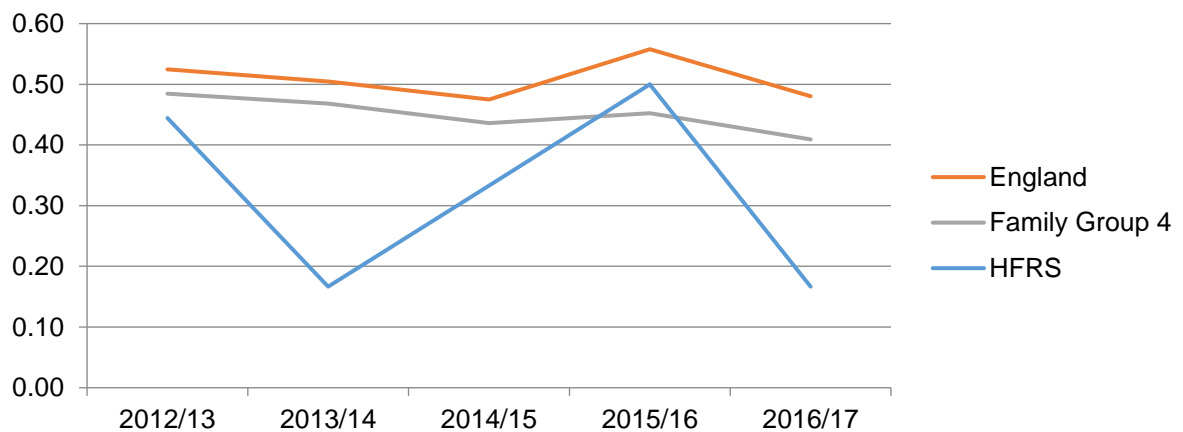
Fire casualties by year per 100,000 population
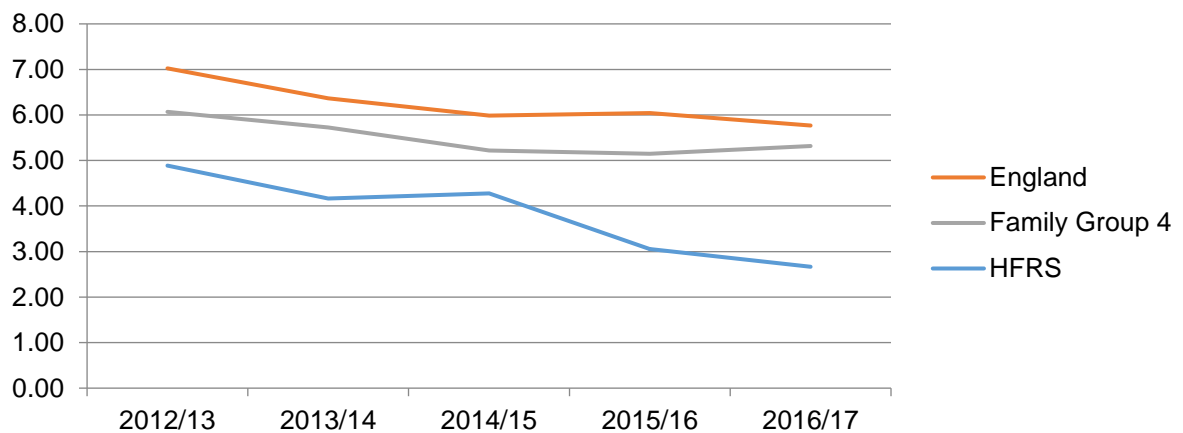
Commentary

The number of fatalities due to fire increased by two in April to September 2017 (5) compared to the same period the previous year (3).

All five of the fatalities were male, the cause of death for two was due to smoking materials.

Fire casualties have increased by five in the period April to September 2017 (32) compared to the same period in the previous year (27). The trend over the previous five years is downward.

Casualties due to a dwelling fire have seen a small increase in April to September 2017.

Actions

Our Fire Investigation Team work with the Police to assist the Coroner's inquest for all fatalities. We have implemented a robust 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.

Through our prevention activities, we continue to target the most vulnerable people in our community, particularly groups most likely to be at risk of dying in a fire using both local and national data sets.

We are working closely with partners such as universities and Electrical Safety First to reduce accidental dwelling fires in targeted populations. We are looking to develop targeted communication campaigns and use new technologies to reduce demand. These are based on academic research and evaluation methods.

To keep our prevention activities focused, we concentrate our efforts on the casualties from fire resulting in individuals being taken to hospital. This group tends 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.

People Killed and Seriously injured in road traffic collision (RTC's) (April to July)

-25% Reduction in people killed in road traffic collisions **(16 to 12)**	**-7%** Reduction in people seriously injured in road traffic collisions **(311 to 289)**
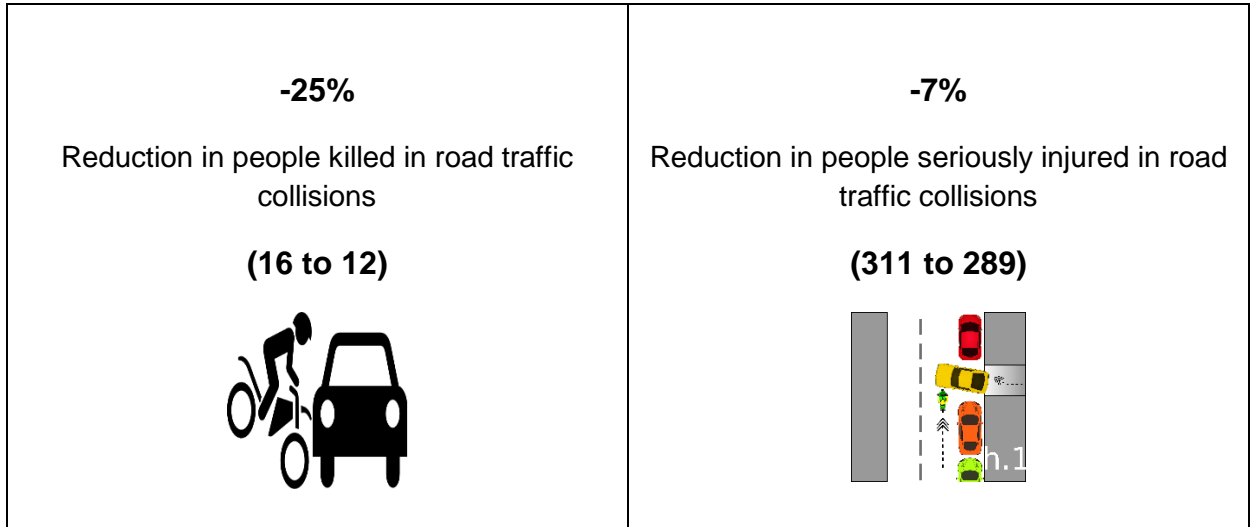
People seriously injured in road traffic collisions by year per 100,000 population
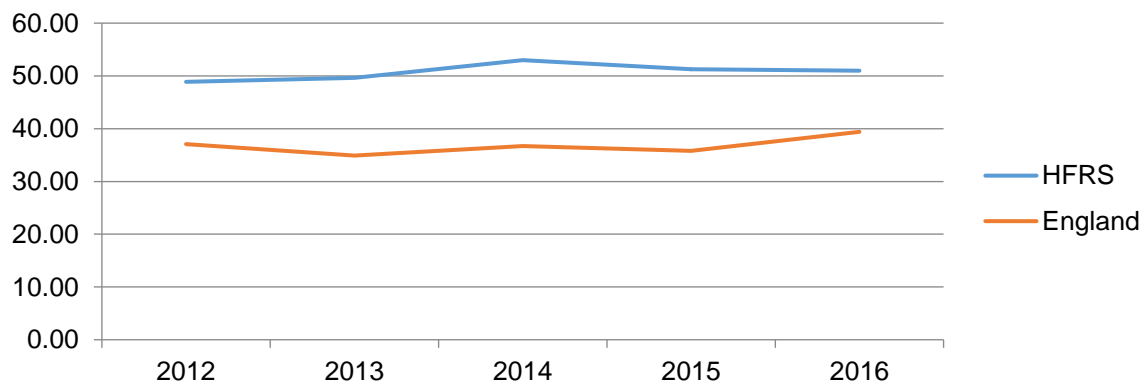
People killed in road traffic collisions by year per 100,000 population

Commentary

The number of people killed in RTCs reduced by four during the period April to July 2017 (12 fatalities) compared to the previous year (16 fatalities). June had the greatest number of fatalities (5), the other months were much lower.

People seriously injured in RTCs in Hampshire remains above the national average. The number decreased by 22 in April 2017 to July 2017 (289 people) compared to the previous year (311 people). The number of seriously injured casualties fluctuated over the four months.
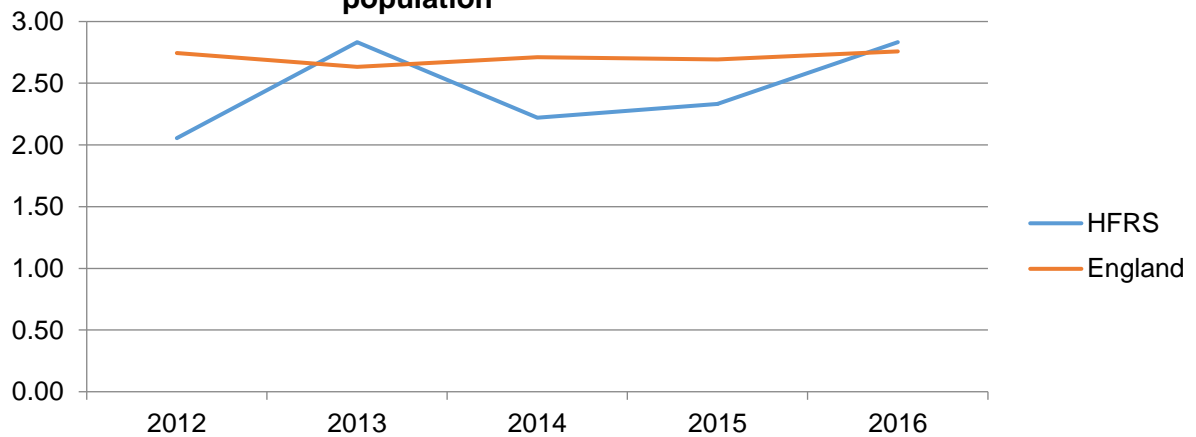
There is no single underlying factor that causes road casualties. Instead there are many influences. These include:

- The distance people travel (which is partly affected by economic factors)
- The mix of transport modes used
- Behaviour of drivers, riders and pedestrians
- Mix of groups of people using the road (eg. change in the number of newly qualified or older drivers)
- External effects such as weather, which can influence behaviour (for instance, encouraging/discouraging travel, or closing roads) or change the risk on the roads (by making the road surface more slippery).

It is very hard to isolate many of these factors between months/years. Road casualty data currently only gives a limited amount of information about behaviour changes and it's very rare to be able to identify such changes between individual months/years.

Actions

To help us make improvements to our initiatives, we have set up a collaborative working group with Police and partner analysts that has enabled us to carry out more research on the conditions and causes. Using this knowledge, we will ensure our joint campaigns and targeted initiatives deliver the right messages at the right time of year.

We have a Knowledge Sharing Forum with the Police, Hampshire County Council, Southampton City Council, Portsmouth City Council and the Public Health Board. This forum helps facilitate joined up analysis on a wide range of issues facing our communities.

With the Blue Light Collaboration Pilot, Knowledge Management are working with South Central Ambulance Service (SCAS) and Police Analysts investigating joint response, which include RTCs. The working group are analysing data to understand the factors involved and how we can provide preventive methods together.

Using our information, we will review our targeted campaigns to make sure we are reaching our at-risk people. Further analysis will also compare our serious injuries data with the types of roads we have in comparison to similar counties. This will help us to understand the factors involved in the high number compared to the national average.

We have delivered Road Safety events to Key Stage 2 and 3 schools, worked with Hampshire Constabulary on the drink drive campaign aimed at the Isle of Wight Festival. We have similarly supported cycle safety events in Portsmouth and older driver's events across the county.

We are an active partner in both the Safe Drive Stay Alive and National Road Safety week that takes place in November.

Primary Fire Incidents

7%

Increase in Primary Fires

1007 to 1075
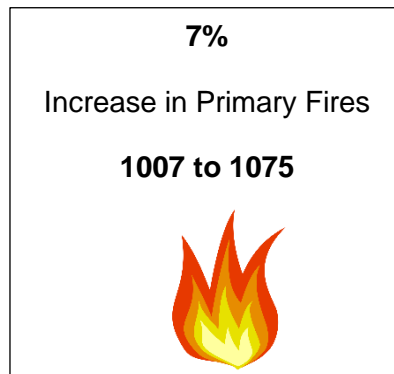
Primary Fires by year per 100,000 population
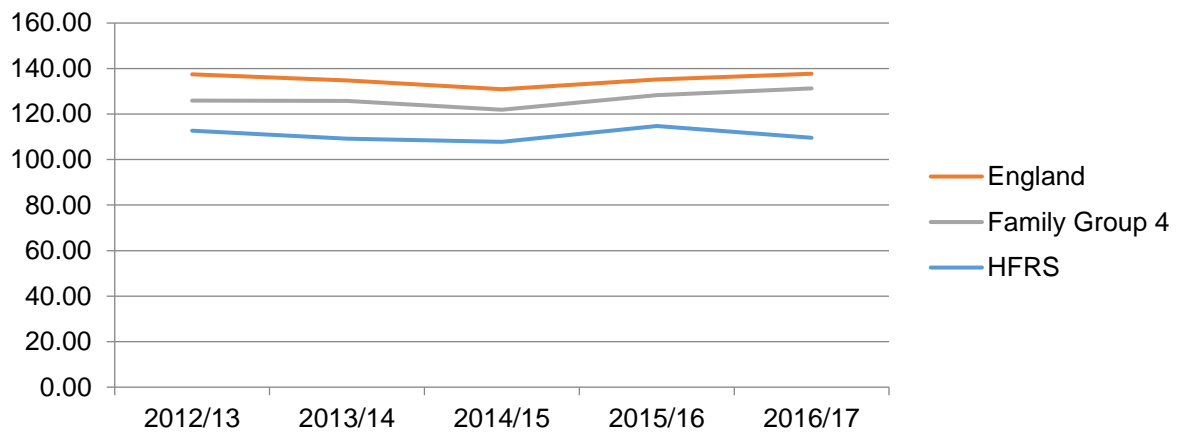

Commentary

Primary fires have increased in the period **April 2017 to September 2017** by 7% (additional 68 incidents). This is mostly due to an increase in primary grass fires and vehicle fires (31 additional incidents).

- The additional primary grass fires mostly occurred in North Hants Group; followed by Eastleigh, Fareham & Gosport group and Southampton Group. The increase mainly occurred in April and June. The dry and hot weather we had in these months would have been a factor because when the ground and vegetation is dry it can result in an increase in grass fires.

- Accidental primary fires have seen an increase compared to the same period the previous year mainly comprised:

    o primary non-residential (26 incidents, mostly in private garden sheds or garages)
    o primary grass fires
    o primary vehicle fires and primary dwellings

- The source of ignition to these fires were a mixture or BBQ's, spread from secondary fires, wiring, matches, smoking materials. There is no emerging trend now for these types of fires.

- Accidental and deliberate vehicle fires have increased in the first six financial months of 2017. These incidents have mainly occurred in Southampton and Portsmouth group.

- The percentage of fires contained to the room of origin remained at 86% in April to September 2017, consistent with the same data period in 2016.
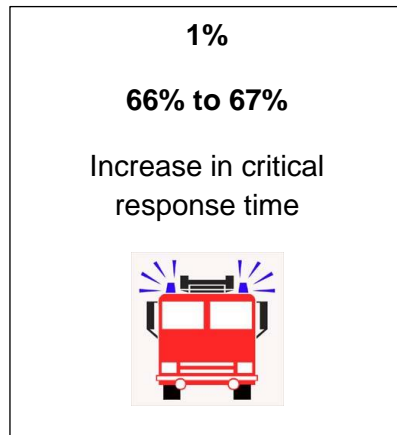
Actions

During the spring and summer months the Analyst team within Knowledge Management produced a monthly report on outdoor fires, especially grass fires for each Group. This was to keep the Group Managers informed and aware of any emerging trends in these incidents. The increase in grass fires appear to be linked with the warm dry spells we had.

Our post incident packs have been introduced to make neighbours aware that a fire has occurred and to give appropriate fire safety messages to the specific audience. This is being carried out to reduce the number of dwelling fires, along with our Safe and Well visits.

Knowledge Management are currently investigating the rise in vehicle fires with Hampshire Constabulary, but to date no obvious cause has been identified. This is being monitored every month to see if there are any emerging trends.

Knowledge Management analysts are working collaboratively with Police analysts to share data on current initiatives and emerging trends within Hampshire. These are then shared with the delivery groups to help inform targeted activity to reduce specific areas of demand.

Critical Reponses Times

1%

66% to 67%

Increase in critical response time

Critical response standard (8/80) by year
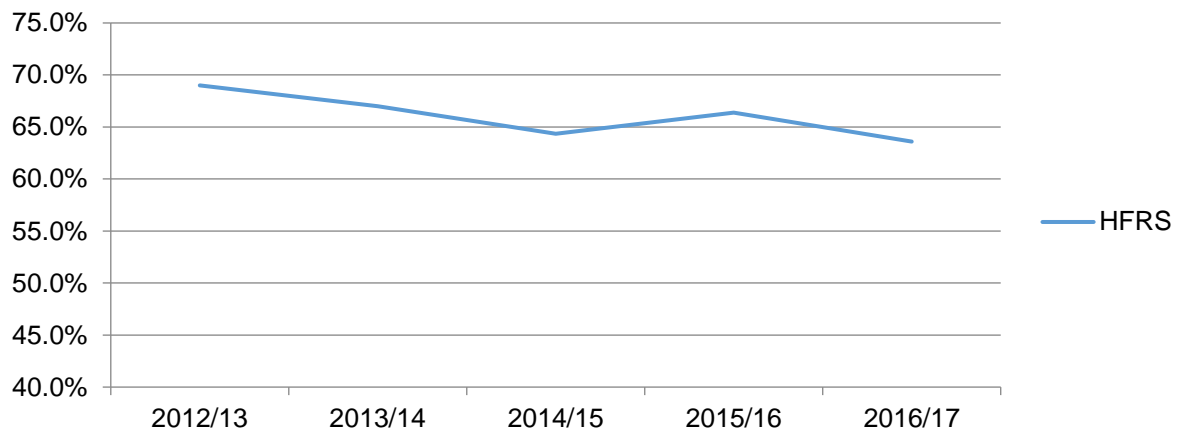
Commentary

67% of critical incidents were reached within 8 minutes during April to September 2017. This is an improvement of 1% compared to the same period as the previous year.

Actions

The work carried out in the Risk Review identified ways of making quicker response times by changing the crewing models and size of vehicles. Through these change initiatives we are aiming to increase our critical response time to 77% by 2019/20 when all the proposals will be in place. Knowledge Management are starting to evaluate some of the changes recommended by Risk Review.

We continue to work with the Retained Duty System (RDS) to improve availability and therefore reduce response times in rural areas. With the introduction of Retained Support Officers, the RDS crewing trials, along with a more efficient RDS recruitment process, it is expected that response times in rural areas will improve. Analysts are currently working with the Winchester & Test Valley Group Manager on evaluating an RDS trial.

Retained Station availability

Commentary

Hampshire's availability (first appliance) reduced from 82% to 80% April to September 2017 when compared to the same period in 2016.

Actions

We continue to work with the RDS to improve availability and therefore reduce response times in rural areas. With the introduction of Retained Support Officers, the RDS crewing trials planned, along with a more efficient RDS recruitment process, it is expected response times in rural areas will improve

Knowledge Management continue to monitor and investigate the reasons for variances in availability.

Finance – Head of Finance

This section looks at our financial performance over 2016/17 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
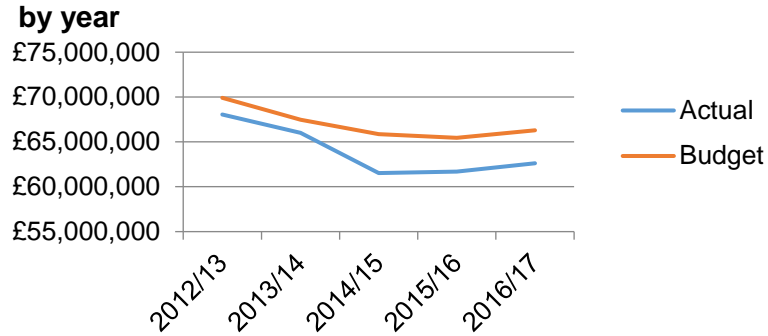
Reserves

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

by year
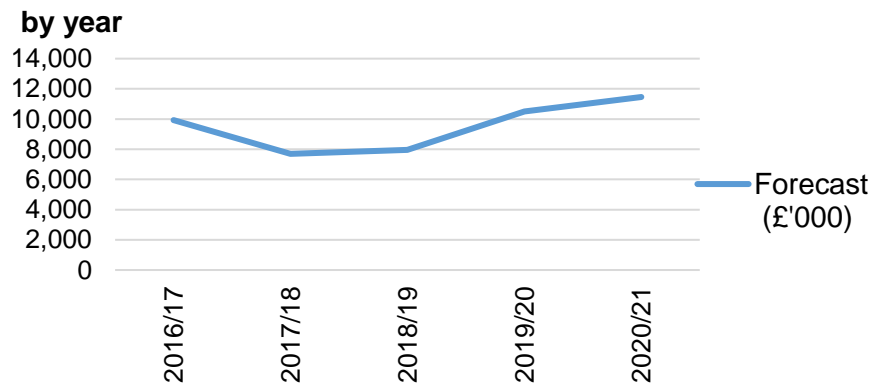
This measure shows our revenue budget reductions for 2016/17 and our further planned reduction over the next four years.
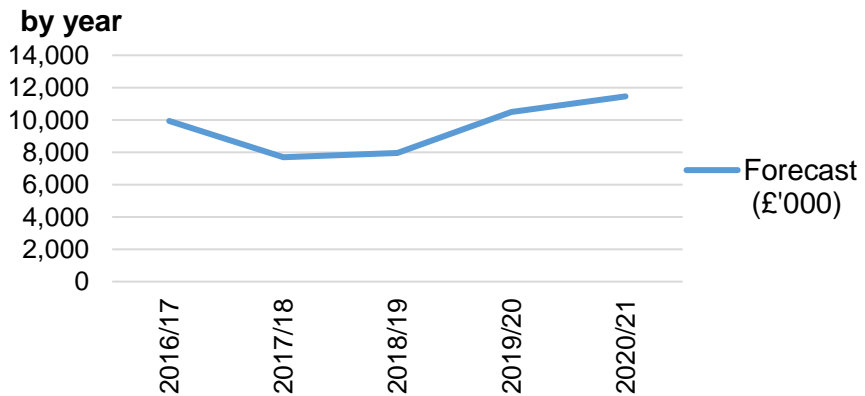
Performance commentary (2016-17)

Our net cost of service remains below our budget. A large part of the underspend was due to the number of vacancies across staff posts.

Furthermore, our Financial Reserves continue to reduce as we invest in transformational projects to help the Service achieve its Service Plan.

Actions

Revenue Contributions to Capital are expected to increase to £3.95m per annum from 2018/19 to help continue our support for capital programmes.

Shifts lost to sickness – Head of Human Resources

April 2016 to March 2017

Comparison or shifts possible for our monthly break down.

Days lost per FTE for 2016/17	HFRS	National Average
WholeTime (36 FRSs)	7.26	7.50
Retained (18 FRSs)	10.98	9.46
Fire Control (31 FRSs)	6.85	9.01
Green Book (36 FRSs)	8.75	7.97
All staff (37 FRSs)	**8.78**	**7.78**

Data taken from the National Fire Service Occupational Health Report 2016/17. 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.

Shift lost per shifts possible by month
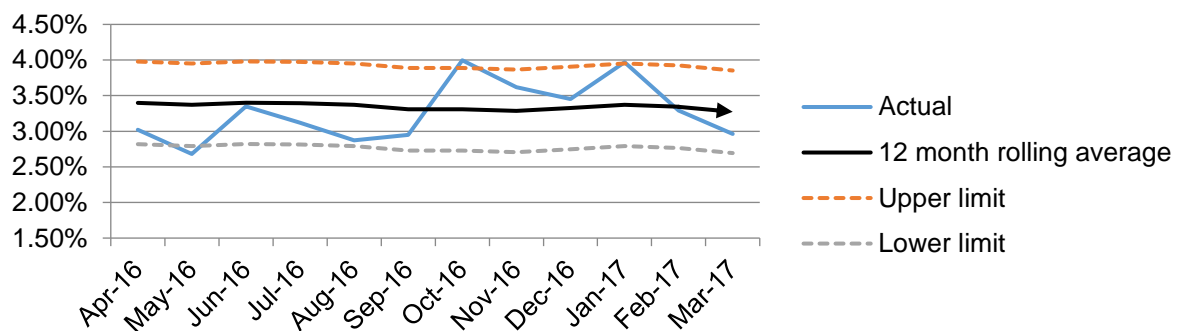
Data taken from SAP

Performance commentary

Shifts lost to sickness per shifts possible have decreased by 0.17% from April 2016 to March 2017 (3.24%) compared to the previous year (3.41%). The increase in October 2016 above the upper control limit, was seen right across all staff. The largest increase however occurred in our WholeTime personnel.

Actions

To support the wellbeing of our staff we offer several initiatives with external suppliers, partner agencies and a shared Occupational Health service with Hampshire Constabulary. This aims to support staff with not just physical injuries but also any mental health concerns they may have.

Furthermore, we are always looking to reduce the number of work days lost due to personal injuries caused by a safety event at work. To do this we have a well-established Health & Safety board which monitors our safety events and oversees the Health & Safety plan designed to prevent these incidents and mitigate the effects should they occur.

Optional measure

High Rise Inspection Update

High Rise Inspections
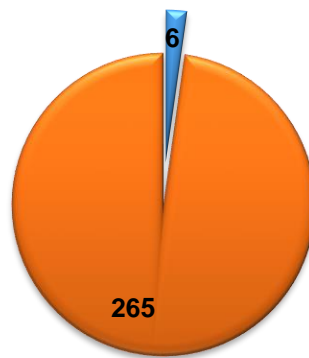
Legend:
- Number of High Rise inspections to do
- Number of inspections completed within Hampshire

In Hampshire, there were 271 premises on HFRS High Rise inspection list. HFRS have carried out 265 inspections up to 20/11/2017.

There were 16 premises identified to DCLG with 'Aluminium Cladding':

- Number of joint inspections completed - 16
- Inspections attended by Fire Engineer - 16

A re-inspection programme has been put in place as per the guidance of the DCLG.

Twenty-eight inspections were attended by a Fire Engineer; these were for more complex buildings.

All groups have completed their inspection for local authority high rises. Portsmouth Group have a few privately owned high rises left to inspect.

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 ie. 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

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 firefighting 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

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 eg. road traffic incidents, responding to medical emergencies, rescue of persons and/or animals or making areas safe
- major environmental disasters eg. flooding, hazardous material incidents or spills and leaks
- domestic incidents eg. 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.