



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

# End of Year Performance

## 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022

This report focuses on our performance in 2021/22 (1<sup>st</sup> April 2021 - 31<sup>st</sup> March 2022) across key areas aligned with our Safety Plan priorities, as well as other crucial areas including the progress of our Year 2 Safety Plan improvements and compliance with national Fire Standards

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**Together We  
Make Life Safer**

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The last two years of the pandemic has had a significant impact on our people, our communities, and on our partnership working; and we also combined to become Hampshire and Isle of Wight Fire and Rescue Service on 1<sup>st</sup> April 2021.

We are incredibly proud of what the Service has achieved over this last year – even with increased staff sickness – improving performance or returning to pre-Covid levels many areas. We have also supported partners through a wide range of activities, including **ambulance driving, falls and cardiac arrest response, vaccinating (150,000+ vaccines & an estimated 200 lives saved) at Basingstoke, and ongoing pop-up clinics at stations (2,800+ vaccines since January 2022) while maintaining their operational response capacity**. We have also delivered various Year 2 Safety Plan improvements; and demonstrated strong compliance against the new national Fire Standards and National Operational Guidance.

As we now emerge from the pandemic, we have seen a slight reduction to our incident volumes, but the balance of incident types has changed. Following the trend identified in the mid-year performance report of December 2021, we have seen a reduction in fires and Special Service Calls, but an increase in false alarms. However, there are early signs the cost-of-living crisis is impacting our demand, with a slight increase in domestic fires, particularly in the latter part of 2021/22 – we will continue to monitor, mitigate and manage this risk in the year ahead.

There was also a significant increase (29%) in the number of Safe & Well visits we delivered, and we have undertaken detailed risk analysis and mapping using a wide range of internal and external data to support the introduction (on 1<sup>st</sup> April 2022) of a new risk based Safe & Well programme. Excellent Protection work also continues with our High-Risk Residential Inspection, Risk Based Inspection and Local Based Inspection Programmes and we continue to exceed targets in licensing consultations, fire safety audits and building regulation consultations.

We recognise that we have seen a reduction in on-call availability, increases in critical response times, and increases in fire fatalities and casualties. However:

- Our response performance is still below 8 minutes for critical incidents, remaining very strong compared to national benchmark data.
- Increases in casualties is owing to reduced lockdown restrictions, pandemic-related behaviour change and emerging risk factors, such as post-pandemic health challenges, home-working and increased use of electrical devices, and rising energy/cost of living impacting behaviours. We will continue to monitor these closely and flow any data and insights into our ongoing strategic assessment and management, of risk.
- Most casualties have slight (not severe) injuries or are treated on scene.

***DCFO Shantha Dickinson***  
***Director of Policy, Planning and Assurance***





Staff sickness increased from 10.7 average shifts/days lost in 2020/21 to **11.9 shifts/days lost** in 2021/22. This is owing to increases in Musculo-skeletal, mental health, and respiratory sickness. Despite Covid-19 still being a leading absence type, this declined compared to 2020/21 when the pandemic was at peak levels. It is also important to emphasise that **sickness has returned to 2019/20 levels**. See [page 7](#) for more details.

Sickness absences, staff turnover and other factors, such as our provision of support to partners, have affected availability levels, which reduced compared to 2020/21. Whole-time availability decreased to 89.3% (a decrease of 4.3% points from 2020/21) owing to our planned move in degradation procedure; and on-call availability was 62.4% - down 18% points versus 2020/21 when availability was at unprecedented high levels, partly owing to the furlough periods in the early pandemic. As we resume more normal activity (and sickness levels) following Covid-19 we anticipate on-call availability will improve over the year ahead, moving closer to pre-pandemic levels (2019/20 on-call availability: 75%). See [pages 5 and 6](#) for more details.


Our average critical response time in 2021/22, with a refined set of critical call types, was **7 minutes 35 seconds** - up 26 seconds, from 7 minutes 9 seconds in 2020/21. Response times increased towards the latter half of this year, driven by rises in some Road Traffic Collision (RTC) response times in more remote (rural) or difficult to access locations. We have seen increasing response times over the last 2 years, although improvements overall over a 3-to-5-year period. It is also important to note that **our response time performance when compared nationally remains strong**. National figures are split by incident types and by urban/rural locations. Home Office statistics (February 2022) showed that **predominately rural Services had an average response time (including call handling) for dwelling fires of 9 minutes 18 seconds vs 7 minutes 57 seconds in Hampshire and the Isle of Wight**. We also compare favourably vs the non-metropolitan average of 8 minutes 39 seconds. See [page 6](#) for more detail.





The number of Safe and Well checks increased by **+29%** compared to 2020/21, while the proportion of visits where we were refused entry or could not contact the individual remained stable (around a quarter) compared to last year. This is reflective of our extensive and ongoing focus on prevention activity. See [page 6](#).


Following the easing of Covid-19 restrictions we have also been able to increase our protection activity, including fire safety audits - of which we undertook **1,351** between April 2021 and March 2022, significantly more (+753, 126%) compared to the previous year when 598 audits were completed. Similarly, following the easing of lockdown restrictions, we have seen a significant increase in business regulation and licensing consultations – maintaining high levels of performance in this area. See [page 6](#) for more detail.



**21,358**  **Incidents attended** -213 (-1%) vs 2020/2021, and -1040 (-5%) vs the same period in 2019/20  
*The rolling 3-year average for incidents (2019/20-2021/22) is 21,776*  
2021/22 figures represent a decrease of 418 from the rolling average.

**3,808**  **Fires** -420 (-10%) vs 2020/21  
*3-year rolling average for fire incidents is 4,054*  
Influenced by a reduction in secondary grass fires. Continued dry warmer conditions may continue, however strong communications supported by local campaigns for safer use of BBQs has reduced this incident type. We also note a slight increase (+9%, +73 incidents) in domestic fires compared to last year, impacted by a variety of factors, such as accelerated energy costs giving rise to further seasonal influences in domestic fires, where alternative methods of heating are sought.

**8,125**  **False Alarms** +508 (+7%) vs 2020/21  
*3-year rolling average for false alarms is 7,860*  
Influenced by an increase in apparatus (smoke alarms) for domestic flat/maisonette, house (single occupancy) and educational facilities. This is partly due to fluctuations in use (educational), increases / changes to apparatus installed. We may see further rises owing to economic factor influencing behaviour changes relating to increased levels of cooking or heating device use.

**9,425**  **Special Service Calls (SSC)** (includes RTCs) -301 (-3%) vs 2020/21  
*3-year rolling average for SSCs is 9,862*  
Influenced by a reduction in co-responder calls, which were higher in 2020/21 owing to our additional medical response support to partners. However, increases were seen for the majority of other incident types, such as assisting other agencies, effecting entry/exit, lift release and RTCs; owing to C19 restrictions easing in 2021/22 and partners under additional pressure.



## Fire fatalities & casualties by all incident types

### 9 fire fatalities

vs a three (and five) year average of 7 fatalities per financial year



8 fire fatalities (including RTC fires and suicides) were recorded on IRS this year (with a further 1 changing to a 'fire death' following investigation) **vs 7 in 2020/21**.

The majority of the recorded 9 fatalities had **physical, sensory or cognitive impairments**. This year also marked a shift change in cause, seeing electrical heating/wiring equalling smoking materials as the primary cause.

This does not mirror the national trend which has seen a decrease in fire-fatalities year-on-year since April 2017 to March 2018 to April 2020 to March 2021. However, the national figures are now showing a slight increase with 243 fire-related fatalities in year-end September 2021 compared to 231 year-end September 2020.

A recent 5-year analysis showed 62% of fire fatalities were **male (61%)** and those **aged between 41-64** had a higher number of fatalities compared to other age groups.

The pandemic has also exacerbated risk factors, such as health, finances and behaviour changes (alternative sources of fuel, heating and lighting); these will be intensified by the current financial climate with additional pressures expected with the October 2022 energy cap increase.



### 103 fire casualties

*53% male, 24% related to cooking*  
*47% female, 37% related to cooking*  
Up 20% from 86 in 2020/21  
vs a 3-year average of 95  
vs a 5-year average of 99

50% (52) went to hospital with injuries that appeared slight, overcome by gas smoke or slight burns. This was followed by 29% (30) of casualties given first aid at the scene. This is mirrored in previous years. **Cooking** remains the main cause of fire casualties **Income and deprivation** remain significant influencing factors for fire casualties.



### 475 RTC casualties

No change vs the 3-year average of 475  
-2% vs the 5-year average of 487

Analysis over a 5-year period shows the majority of RTC casualties were male (61%) and within the 17-40 year old age range. 19% suffered back / neck injuries and 11% from lacerations – 58% of these injuries were 'slight' over the 5-year period.

There has been changes to patterns of RTC critical response. Response times have been extended over the latter half of 2021/22 due to the rural, remote and challenging location of some incidents.

### 240 SSC casualties

-10% vs the 3-year average of 267  
-8% vs a 5-year average of 260

+13% vs April – March 2021  
Influenced by 82% increase in assisting other agencies (52 to 95)





**62.4%**

**On-call availability**

vs 80% in 2020/21 and 74% in 2019/20 . This illustrates the impact the early stages of the pandemic had on on-call availability in 2020/21, as it reached unprecedented levels partly due to furlough periods.



**89.3%**

**Whole-time availability**

vs 93.6% in 2020/21 and 94.9% in 2019/20 . This illustrates an increase in performance from September 2021 (+2%), and overall is reflective of the impact of the pandemic (in terms of sickness and the detachment of staff to support partners)

**7 mins 35 secs** (all in), +26 seconds vs 7:09 in 2020/21

**Critical response**



Urban (all in) **7 mins 22 secs** Rural (all in) **11 mins 00 secs** vs Urban 6:58 & Rural 9:59 in 2020/21. Response times have also been impacted by the need for some appliances to travel into other station grounds due to incident location and availability.



**9,247 Safe & Well**

visits carried out

vs 7,143 (+2104) April 2020 – March 2021  
*Increase by 29%*

*The rolling average for 2019/20 - 2021/22 is 7,156*

Furthermore, the proportion of closed Safe & Well jobs where individuals have refused entry by HIWFRS personnel or where individuals have not replied to four attempts to contact them (so the job has been closed) has remained at around a quarter of closed jobs over the last two years. These figures are monitored on an ongoing basis with the aim of reducing this proportion over time.

**1,351 total audits**

+753 (+126%) vs Apr 20 – Mar 21

-102 (-7%) vs Apr 19 – Mar 20

*Three year rolling average: 1,134*

**80% (1,078)**

**Fire Safety Audits completed on time**

vs 78% (468) April 2020 – March 2021

vs 82% (1196) April 2019 – March 2020

*The rolling average for 2019/20 - 2021/22 is 80% (914)*

**1,859 total consultations**

+626 (+51%) vs Apr 20 – Mar 21

+ 184 (+11%) vs Apr 19 – Mar 20

**97% (1,795)**

**Building Regulation Consultations completed on time**

completed on time vs 96% (1189) April 2020 – March 2021

vs 83% (1,396) April 2019 – March 2020

*completed on time rolling average for 2019/20 - 2021/22 is 92% (1,460)*

**711 total consultations**

+123 (+21%) vs Apr 20 – Mar 21

+138 (+24%) vs Apr 19 – Mar 20

**95% (673)**

**Licensing Consultations completed on time**

completed on time vs 88% (516) April 2020 – March 2021

vs 69% (398) April 2019 – March 2020

*completed on time rolling average for 2019/20 - 2021/22 is 84% (529)*



**11.9**

average shifts/days lost to sickness  
**+1.2 shifts lost** (+11%) vs 2020/21  
**+0.1 shifts lost** (+1%) vs 2019/20

**Sickness absence**

Sickness has reverted to 2019/20 levels. The highest absence type being Musculo-skeletal (26%), followed by Covid-19 (24%). And then stress-related mental health (13%). Respiratory sickness accounted for a lower proportion of overall sickness (6%) but had the largest increase amongst sickness types year-on-year (up from 345 shifts lost to 1,123).

Musculo-skeletal was an increase of 6% points compared to the previous year and was mainly attributed to whole-time and on-call staff members.

The rolling average for the previous 3 financial years is 11.5 average shifts/days lost, but sickness in 2021/22 reverted to the pre-pandemic levels of 2019/20.

The upward trajectory of sickness, and changing nature of sickness types, correlates with national trends and benchmarks, both within the Fire and Rescue sector and in other sectors.

**Health & Safety**

**123**

+24 vs 2020/21  
 3-year average: 113

**Leading** (near miss/cause for concern) cases have increased during this period and although higher than the previous year they still exceed the laggings. These figures have increased compared to pre-Covid levels (2019/20: 106 leading cases).



**122**

+35 vs 2020/21  
 3-year average: 112

**Lagging** (injury) cases have increased in line with more people using the reporting system which in turn allows for learning and improving our training and techniques. Although an increase, the injuries are deemed minor and not requiring a RIDDOR. Lagging cases have returned closer to pre-Covid levels (113 in 2019/20).

**17**

-6 vs 2020/21  
 3-year average: 17

**RIDDOR** incidents have decreased when compared to the same period last year. RIDDOR incidents have increased compared to pre-Covid levels (2019/20: 11).

Injuries have increased since returning to normal working practises with more training courses and people in the workplace. Through learning we are changing the behaviour and culture of staff resulting in more injuries being reported. It is also important to note that, positively, leading indicators outweigh lagging indicators by 1 case. Most injuries happen during training and operational incidents, because of the environment they are more at risk. These mostly involve strains, sprains, slips, trips & falls, manual handling and burns.

There have been 17 injuries reported under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) preventing Fire and Rescue Service (FRS) staff from working 7 days or more, subdivided as follows: slips, lifting/handling, fall from height and another kind of accident. These injuries occurred during attended fire incidents, gym/PT sessions and drill yard/training. This is a positive reduction of 26%.



## CIPFA FRS net revenue expenditure by population



**£39.42**

**2021/22, estimated cost per population**

HIWFRS are 9<sup>th</sup> highest out of 22 combined fire authorities who provided data

**£36.39**

**2020/21 cost per population**

Hampshire ranked 13<sup>th</sup> of 24 Combined Fire Authorities

**£44.81**

**2020/21 cost per population**

Isle of Wight ranked 9<sup>th</sup> out of the 11 county authorities

**Source:** HIWFRS finance data; and CIPFA (Chartered Institute of Public Finance & Accountancy) is an institute and accountancy standards body for public service. Owing to CIPFA publication dates only estimated data is currently available for 2021/22.

## Cost breakdown & indication of how our communities' council tax is spent

The Fire Authority received an update on the forecast financial performance for 2021/22 at its meeting of 15 February 2022 as part of the budget setting report. This report anticipated a net underspend of about £0.87 million, or about 1% of the net current expenditure budget.

The forecast position was the result of a combination of good financial management in reducing reliance on the use of fixed term contracts as well as the impact of some difficulties in filling specialist roles offset partially by increases in fuel costs and reactive maintenance costs.

The finalised financial position will be reported to the Fire Authority on 26 July 2022 as part of the outturn report.

The Fire Authority's gross budget for 2022/23 is **£90.2 million**. About 60% of this is funded by Council Tax, 37% from government funding including business rates, and 3% from income generated by the Authority. About 70% of our budget is spent on our people – our most valuable resource.

Gross budget	£m
Wholetime firefighters	37.3
Retained firefighters	8.3
Staff	14.6
Other employee costs	2.2
<b>Total employee costs</b>	<b>62.4</b>
Premises	8.0
Transport	1.7
Supplies and services	7.6
Third party payments	2.0
Capital financing	1.3
Contribution to reserves	6.7
Contingencies	0.5
<b>Gross budget</b>	<b>90.2</b>

Band D Council Tax <i>How is it spent</i>	£
Wholetime firefighters	31.24
Retained firefighters	6.96
Staff	12.17
Other employee costs	1.81
Total employee costs	52.18
Premises	6.69
Transport	1.43
Supplies and services	6.28
Third party payments	1.7
Capital financing	1.1
Contribution to reserves	5.63
Contingencies	0.42
<b>Total</b>	<b>75.43</b>





## Learning & Improving

### Year 2 Safety Plan improvements

We committed to completing 34 improvements. We have completed 28 of these activities (see Appendix B):

- 28 improvements completed.
- 4 of the improvements have been carried forward into Year 3 – with planning completed but implementation happening in 2022/23.
- 2 improvements were incomplete at year end – see Appendix B for more details.

### National Fire Standards compliance

10 national fire standards have been published, covering a wide range of areas, with a total 119 requirements ('desirable outcomes') underneath the 10 standards.

The Service has undertaken a significant amount of assurance activity to assess our compliance with the standards, which has shown that we have 'reasonable' or 'substantial' assurance in 97% (116) of the 119 desirable outcomes.

### Health Heroes Award March 2022

In total, 27 firefighters assisted frontline medics at four of Hampshire's hospitals by helping to care for some of the most vulnerable patients. While volunteers from Hampshire Constabulary stepped in to help at University Hospital Southampton. To alleviate pressure on NHS staff at the peak of Covid-19, hospital leaders trained up the multi-agency team in proning, which involves putting patients onto their front to relieve pressure on their vital organs and assist breathing.



**New recruits successfully graduate January 2021:** Fifteen newly-qualified firefighters celebrated the completion of their 20-week training course with a graduation ceremony, as they get set to join their new stations. Following a successful recruitment drive and thorough application process in 2021, **eight female** candidates were offered a place on the course, more than ever before.



### Support for Ukraine

Hampshire & Isle of Wight Fire and Rescue Service is one of many services across the UK donating thousands of items of kit and equipment to Ukraine, to support firefighters on the frontline. This has included additional support from our **Fire Cadets** within communities and **Princes Trust**.

**2021 Regulatory Excellence Awards, Hampshire and Isle of Wight Fire and Rescue Service – NatWest Bank: Highly commended.** NatWest Group struggled to maintain sufficient staff numbers at their sites to cover fire marshal roles due to flexible working arrangements because of Coronavirus. They worked with their primary authority partner Hampshire and Isle of Wight Fire and Rescue Service to carry out a review and explore solutions. It was decided to implement a national evacuation strategy of a last person tag system influenced by the Health and Safety at Work Act 1974 reference to a buddy system for lone working. The new evacuation strategy is also being implemented globally in NatWest Group Poland and India sites.