



**HAMPSHIRE
FIRE AND
RESCUE
AUTHORITY**

Purpose: Noted

Date: 5 December 2018

Title: **Performance Report**

Report of Chief Fire 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 Appendix A) concerns outcomes and how Hampshire Fire and Rescue Service (HFRS) is doing in terms of general organisational performance progressing towards strategic goals.

BACKGROUND

3. 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.
4. Performance findings from across HFRS that relate to each of the Safer and Stronger Priorities contained within the Service Plan are then reported to the Executive Group (EG) before submission to the Fire Authority.

PERFORMANCE FRAMEWORK

5. 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.
6. The Performance Report in Appendix A provides members with a summary of the number and type of incidents that we attend. These are called our 'Core Measures'.
7. Additional measures may be included where there is a performance issue worthy of further scrutiny by EG 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.
8. 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

9. **No Fire Fatalities occurred during this period.** Whilst there were no fire fatalities during this reporting period, our efforts to identify those most at risk at having fires in the home (the elderly, young single people and those in housing association accommodation) and then target relevant and effective prevention activity continues.
10. The sustained hot dry weather over this period which resulted in several FRS across the UK having to contend with fires in the open did impact on HFRS

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

with an increase in grass fires and refuse fires in comparison to the same period in 2017. However, this specific increase was offset by the reduction in deliberate and accidental primary fires, indicating the effectiveness of our community safety awareness and engagement activities to prevent these incidents taking place in the community.

11. **Retained Availability** has decreased by 4% since the same period in 2017. However, the impact of the RDS Support Officers' various initiatives are resulting in increased numbers of RDS firefighters operational on station and medium-term plans building on national best practice will result in an increasingly flexible RDS workforce.
12. **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

13. 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. The CSPs focus on anti-social behaviour and share data and analysis on a wide range of incident types to support collaborative initiatives.

RESOURCE IMPLICATIONS

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

LEGAL IMPLICATIONS

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

PEOPLE IMPACT ASSESSMENT

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

RISK ANALYSIS

17. 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

18. That the Hampshire Fire and Rescue Authority notes the performance detailed in Appendix A.

APPENDIX ATTACHED

19. Appendix A - Performance Report

BACKGROUND PAPERS

20. Hampshire Fire and Rescue Service Plan 2015-2020

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