

Appendix A



Performance Report

April to September 2018

Hampshire Fire and Rescue Authority

October 2018

Version 4

Performance Report

Version	Reviewed by	Date
0.1	Data, table and graphs by Justine Gray	15/10/2018
0.1	Data table reviewed by Sharnjit Rai	15/10/2018
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Approval Stage

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V0.1	Dawn Capp	Discussion and Review (declined)	17/10/2018
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Related Documents

Document
Data sourced from Incident Reporting Services (IRS) (16/10/2018), previous year data 2016/17 was sourced from the data library which was extracted from IRS (11/01/2018). The other data needed for the report was extracted from various systems by Daniel Walsh.

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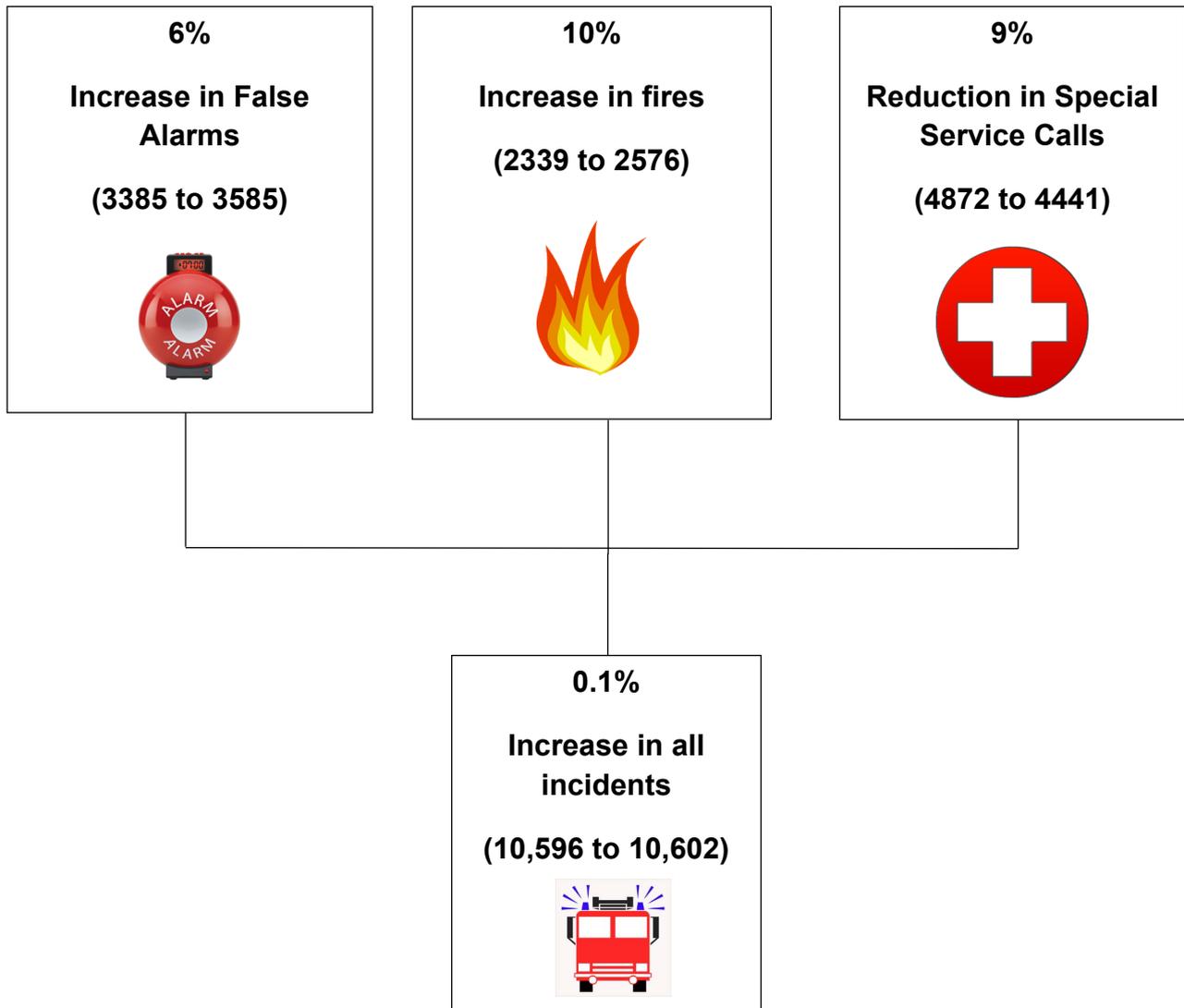
Introduction

The purpose of this report is to proactively report to HFRA on the Core Measures for Hampshire Fire and Rescue Services (HFRS) through the period April – September 2018 using previous years for comparison. By delving behind the headline figures with commentary and providing examples of activity to positively impact upon these measures, the report aims to provide assurance as to HFRS current performance.

Performance is tracked and monitored using agreed measures. The graphics contained within the report show how Hampshire Fire and Rescue Service has performed against its key targets **over the past 6 months** compared to the **previous year**. These measures help us focus our change activity across all our Service Plan Priority areas.

Incident Summary – April - September 2018

Each year the Service attends calls to a range of incidents. All incidents except for co-responder calls 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 6 months:



Incident Summary – Seasonal Comparison April to September 2017 & 2018

Incident type	April - September 2017	April - September 2018	Variance
Fires	2339	2576	237
Primary fires	1115	1063	-52
Primary building fires	632	573	-59
Primary Dwelling fires	437	377	-60
Accidental dwelling fires	401	346	-55
Deliberate dwelling fires	36	31	-5
Primary Other building fires	195	196	1
Primary vehicle fires	331	283	-48
Accidental vehicle fires	204	184	-20
Deliberate vehicle fires	127	99	-28
Other primary fires	152	207	55
Secondary fires	1199	1491	292
Accidental secondary fires	594	829	235
Deliberate secondary fires	605	662	57
Chimney fires	25	22	-3
False alarms	3385	3585	200
Malicious false alarms	141	151	10
False alarms with good intent	1172	1278	106
False alarms due to apparatus	2072	2156	84
Dwellings	954	1022	68
Other buildings	1111	1129	18
Special service calls	4872	4441	-431
Co-responder calls	2998	2491	-507
Road traffic collisions	406	396	-10
Other special service calls	1468	1554	86
All Incidents Total	10596	10602	6

Performance Commentary

The total number of all incidents (false alarms, fires, RTCs and SSCs) has **increased** by 0.1% from **April 2018 to September 2018** compared to the previous year. The number of fires and false alarms have increased whereas Special Service Calls have decreased.

Incident **reductions** are attributable to various factors including a 17% reduction in co-responder calls due to changes in how SCAS mobilise and increased use of community responders. Incident **increases** are attributable to factors such as accidental secondary fires and false alarms which increased by 40%. False alarms also saw an increase of an additional 200 incidents compared to the previous year.

Both primary¹ and secondary grass fires have seen an increase in the period April to September 2018 compared to 2017. The **greatest increase** was seen in secondary grass fires increased by 79% (203 additional fires) in April-September 2018 compared to 2017. It is assessed that this is due to the prolonged high temperatures; July being the second warmest on record since 1910. This trend was reflected in several parts of England by other Fire and Rescue Services. In July there were 194 more grass fires than in July 2017.

In contrast, primary fires have decreased by 9% (52 incidents), because of less dwelling and vehicle fires. Less accidental fires are occurring in the home.

The **6% increase** in false alarms is attributable to callers alerting the emergency services known as '**false alarm good intent**' in response to witnessing bonfires, carbon monoxide alarms, BBQ's and controlled burning. Where false alarms are **faulty** the reasons for the device alerting emergency services can be due to a systemic fault, dust or burnt cooking.

What are we doing to reduce false alarms?

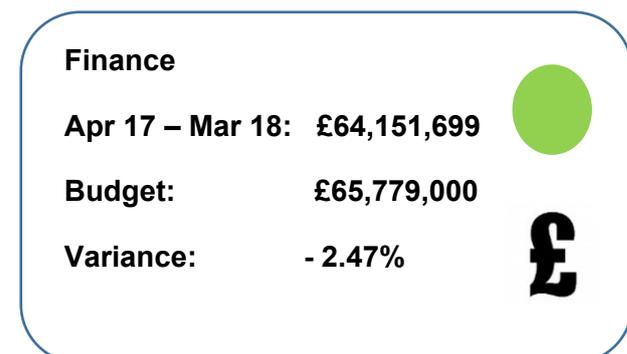
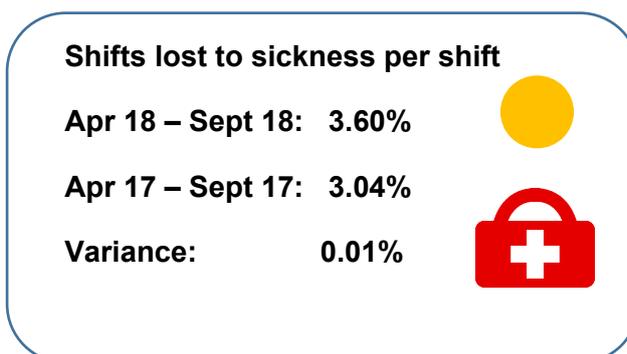
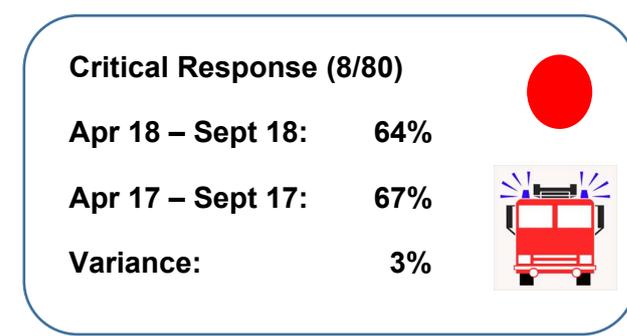
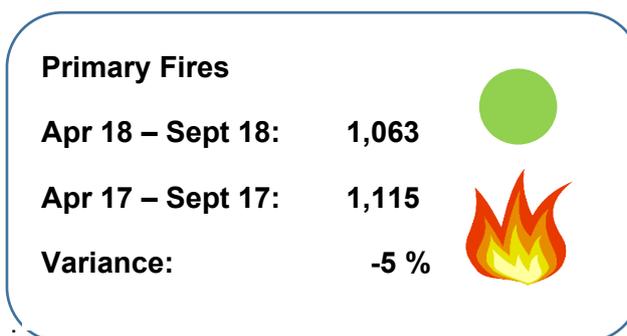
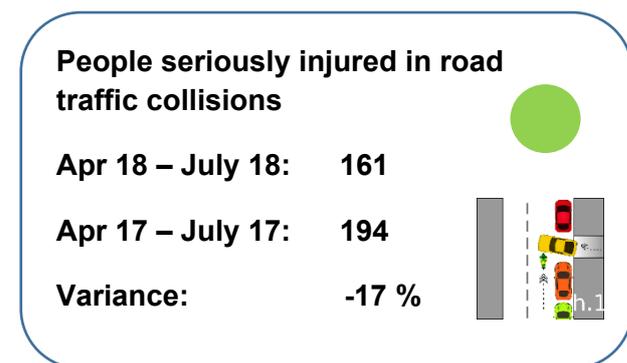
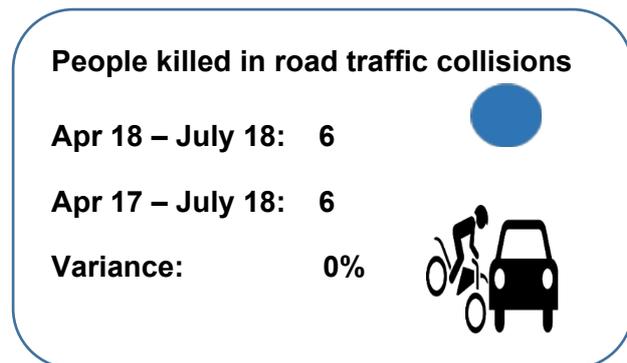
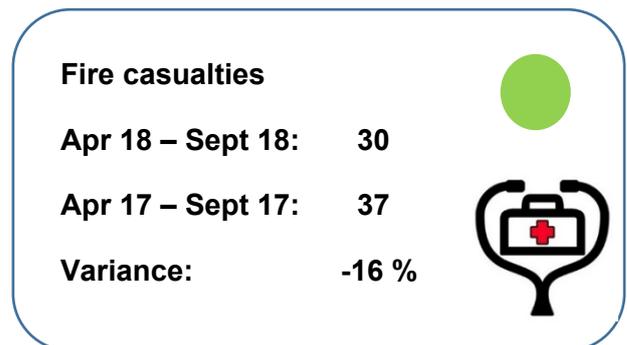
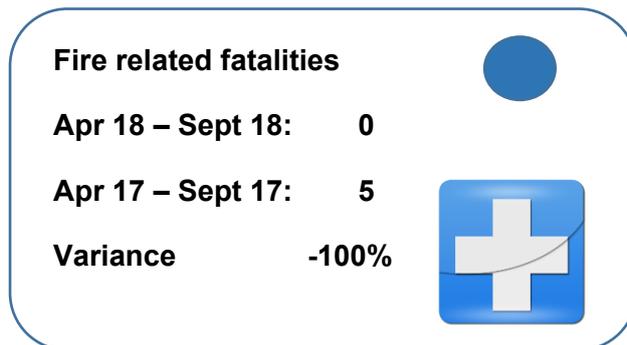
HFRS undertook to reduce demand on the Service by monitoring unwanted fire signals and lift rescues. Our Community Safety Delivery Managers have up to date information to enable prompt intervention with those properties that are repeat offenders. These staff contact the responsible person for fire safety for the premises and work to find pragmatic solutions to reduce the number of unwanted calls. Geographical Group Managers will be responsible for ensuring that Incident Commanders (IC) follow correct procedures, and actively pursue reductions of Unwanted Fire Signals (UwFS). Community Safety Staff contact the responsible person for fire safety for the premises and work to find pragmatic solutions to reduce the number of unwanted calls.

¹ Primary fires are non-primary outdoor locations that have casualties or five or more pumping appliances attending.

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. The tiles below provide an overview of our core measures and our performance against previous year. The data period is April 2018 to September 2018 apart from sickness and finance:

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



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.

Fire Fatalities and Casualties (April to September)

Fire related fatalities

Apr 18 – Sept 18: 0

Apr 17 – Sept 17: 5

Variance -100%



Fire casualties

Apr 18 – Sept 18: 30

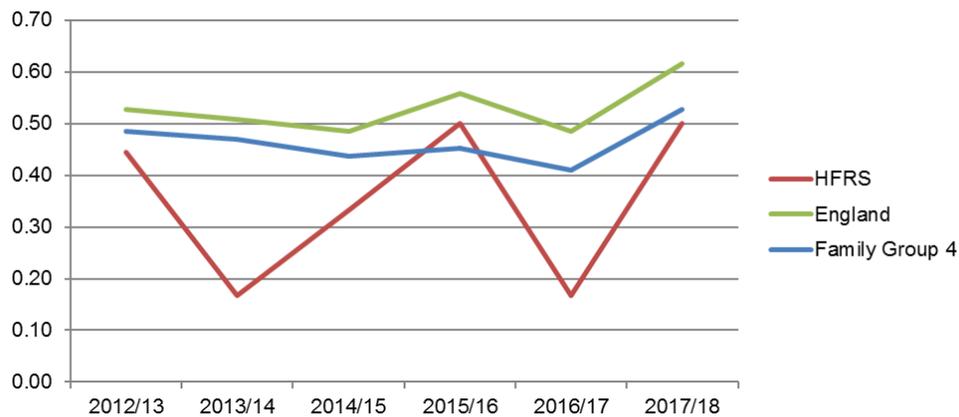
Apr 17 – Sept 17: 37

Variance: -16 %



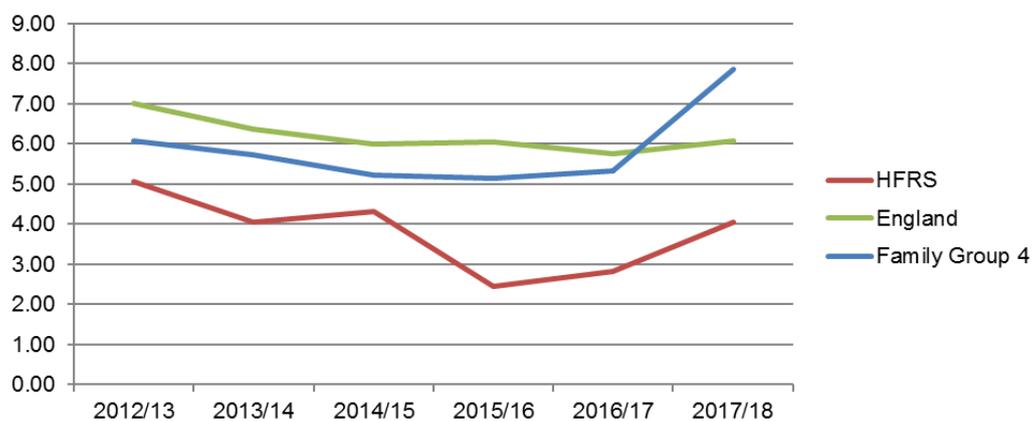
Comparison of Fire Fatalities

Fire related fatalities by year per 100,000 population



Comparison of Fire Casualties

Fire casualties (excluding precautionary checks and first aid) by year per 100,000 population



Performance Commentary

There have been **no fatalities** due to fire in the period April to September 2018. Fire casualties have **decreased** by 7 in the period April to September 2018 (30) compared to the same period in 2017.

The HFRS trend for fire related fatalities and casualties over the previous nine years is on an overall reduction.

Half of all fire casualties occur in dwellings and were recorded as accidental. The source of ignition on most of these fires were due to smoking material and lighted paper or card, or other naked flame. The majority were taken to hospital with slight injuries such as breathing difficulties and slight burns.

The trend of outperforming the national figures in fire casualties within Hampshire, with 4.69² casualties per 100,000 compared to an average of 8 in the family group and national figures for **year-end 2017**, was raised as a positive line of enquiry from HMICFRS. There were 625 non-fatal casualties requiring hospital treatment; a 23% decrease since 2010.

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. Our data shows us that those most at risk are the elderly, young single people and those living in social housing.

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 and our website** 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 and enable the public to sign-up for an email subscription service that gives alerts about incidents, news, community safety and other relevant topics.

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.

People Killed and Seriously injured in road traffic collision (RTCs) (April to September) – HFRS incident data

People killed in road traffic collisions

Apr 18 – July 18: 6

Apr 17 – July 17: 6

Variance: 0



People seriously injured in road traffic collisions

Apr 18 – July 18: 161

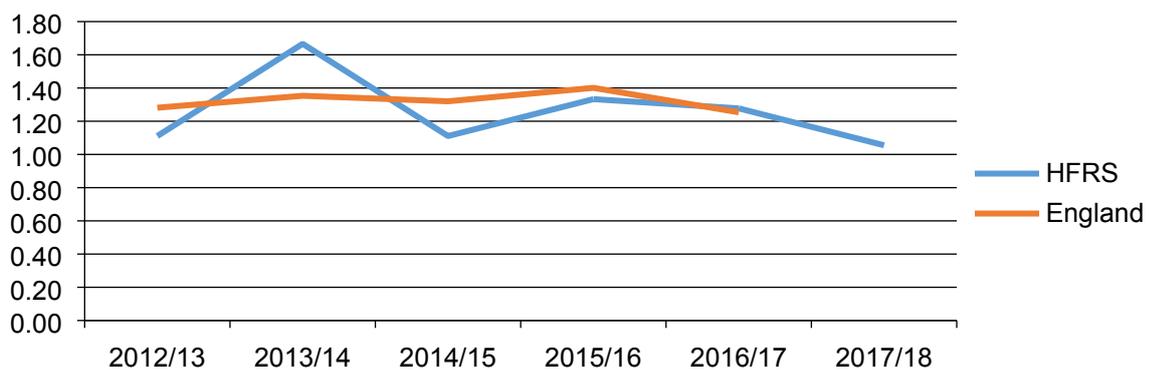
Apr 17 – July 17: 194

Variance: -17%



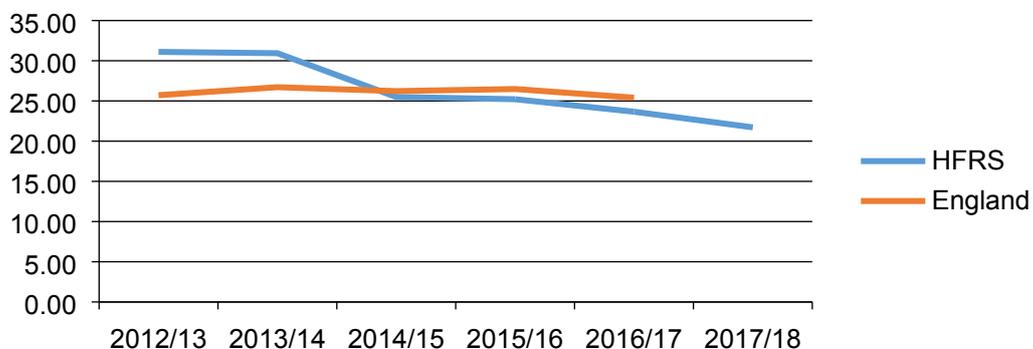
People killed in Road Traffic Collisions attended by HFRS and Other Fire Services in England

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



People seriously injured in Road Traffic Collisions attended by HFRS and Other Fire Services in England

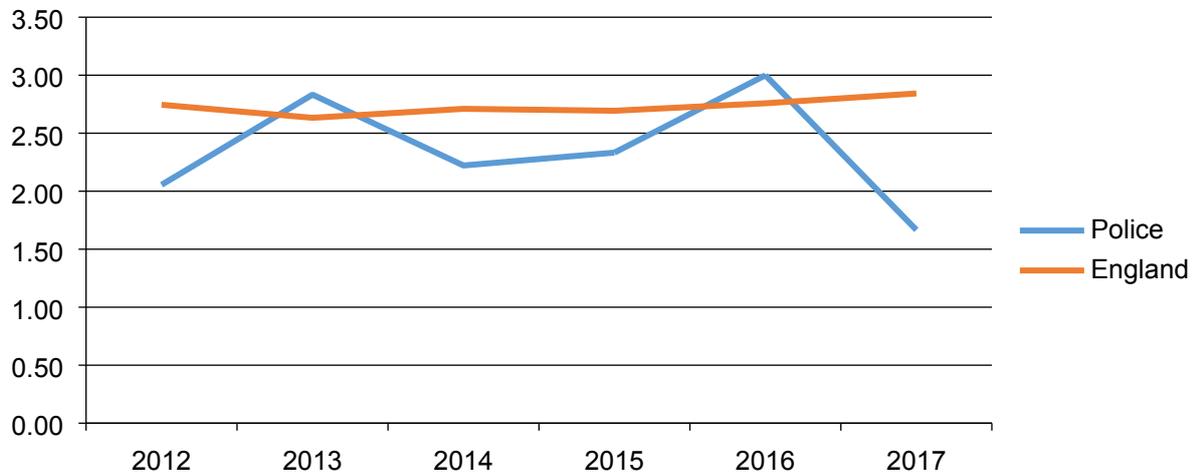
People seriously injured in road traffic collisions by year per 100,000 population



Note: 2017/18 figures for England FRS have not been released yet.

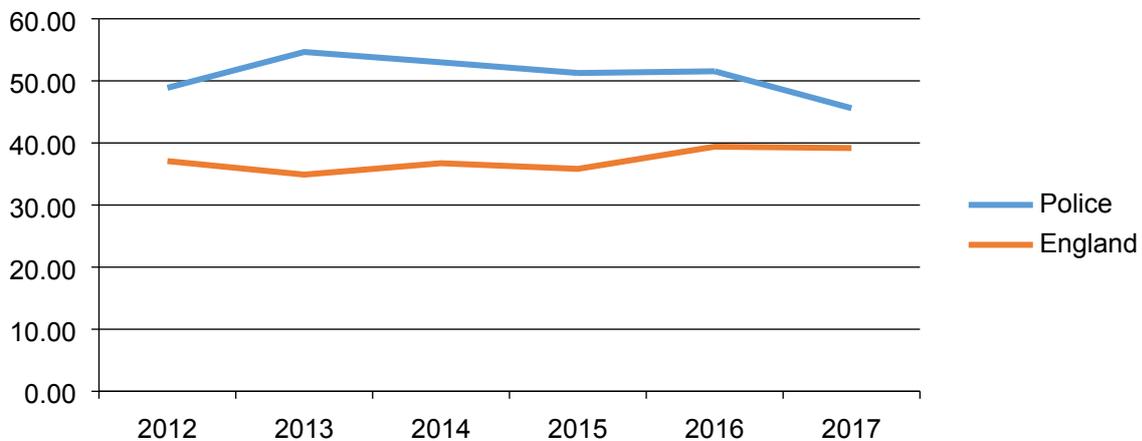
People killed in Road Traffic Collisions attended by Hampshire Police

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



People Seriously Injured in Road Traffic Collisions attended by Hampshire Police

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



Performance Commentary

Police will normally attend all RTCs whereas HFRS will normally only attend **more serious** incidents where the organisation's role is to make the scene safer and to extricate people from vehicles.

RTC with Police attendance

People killed in RTCs attended by the police³ **increased** by 6 during this period (15 fatalities) compared to the previous year (9 fatalities). June and July 2018 had the greatest number of fatalities.

³ Police data includes all RTCs, pedestrians, cyclist, motorbikes, vehicles etc. The formatting does not allow us to analyse the road, age, gender, etc.

People seriously injured in RTCs attended by the police in Hampshire remains **above the national average**. The number increased by 10 in April to July 2018 (310 people) compared to the previous year (320 people). The number of seriously injured casualties have remained stable between the months of April through to July 2018.

RTC with HFRS attendance

Most incidents that HFRS attends are on C class⁴ roads. For incidents attended by HFRS RTC fatalities for this period were the **same** as 2017 and serious injuries continues to be **close to national average**. The number decreased by 33 in April to July 2018 compared to the same period in 2017.

RTCs are **evenly spread** through the months of April to September 2018. 5 of HFRS 7 geographical groups have seen a **decrease** in RTCs over this period. Winchester and Test Valley have seen the greatest increase with 16 additional incidents.

How are we influencing a reduction in RTCs?

Whilst the **national trend is an overall reduction in RTC fatalities** (39% decrease in 2017 from 2007), the solution to reducing RTCs and increasing road safety is a complex area determined by many factors, from the distance people travel, choice of transport to driver, rider and pedestrian behaviour amongst many others. This mix of factors creates challenges in isolating these between months and years. HFRS are working with partners across Hampshire, looking at differences between our local authority areas and public perception of road safety to address safety, as well as being a lead member of the Hampshire Road Safety Partnership.

Through our community safety function, we focus on promoting central safety themes of the '**Fatal Four**' (Speed – Seatbelts – Distractions – Drink / Drug Impairment) and integrating our messaging practically into Group Delivery Plans. This is also woven into seasonal campaigns focussing on at risk groups at given times, such as college students, or festival goers.

The HFRS Schools education team deliver road safety 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.

Project Pictogram is a nationally recognised 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.

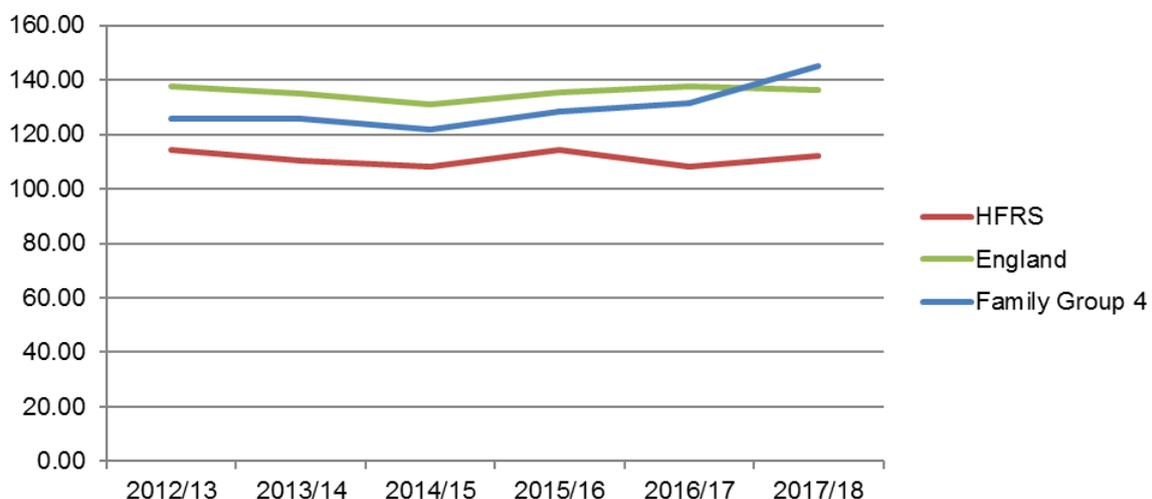
⁴ **C roads** (classified unnumbered) These are generally smaller **roads** intended to connect unclassified **roads** with A and B **roads**, and often linking a housing estate or a village to the rest of the network. A C **road** performs a more important function than an unclassified **road**

Primary Fire Incidents

Primary Fires		
Apr 18 – Sept 18:	1,063	
Apr 17 – Sept 17:	1,115	
Variance:	-5 %	

Comparison of Primary Fires

Primary Fires by year per 100,000 population



Performance Commentary

Primary fires have **decreased** in this period by 5% due to a decrease in primary dwelling and primary vehicle fires. However, in the categories of primary grass fires there was an **increase** by 49 incidents in 2018. In addition, secondary refuse and grass fires have also seen an **increase** in incidents during April to September 2018 compared to the previous year. Grass fires can generally be **correlated** to the weather, for example, July had high levels of sunshine and the greatest number of grass fires.

Accidental primary fires have seen a **decrease** of 40 incidents compared to the same period in 2017. Deliberate primary fires have **decreased** by 12 incidents in April to September 2018 compared to the previous year.

What are we doing to reduce primary fires occurring?

Much of our prevention work is the same as the activity that takes place to prevent fire fatalities and casualties as detailed earlier in this report.

Arson Task Force

A deliberate fire is deemed to be Arson when the Police prove, beyond a reasonable doubt, that it was a deliberate act by the human involved and not an accidental act.

Arson Task Force Results



Fire Investigations

The ATF investigates a broad range of incidents, beyond crime related such as investigations of white goods fires such as tumble dryers.

The relationship between the number of arsons, numbers arrested, charged and convicted is complex. As an FRS we support Hampshire Police in the detection and reduction in crime, reflected in the number of investigations and arsons we conduct. However, the burden of proof that leads to charging is high for the police and CPS which is reflected in the lower figures charged.

In general, there is no investigation at a forensic level by either the police or HFRS for grass fires. Any increases over a period of extreme hot weather is due to numerous factors. These include drying out of vegetation, sun light being refracted and reflected by glass and metal, careless disposal of an ignition source and of course this coincides with a time when schools are on holiday.

How are we reducing deliberate fires in Hampshire?

HFRS is leading the NFCC in accreditation for ISO17020. We are part of the pilot and once complete, will be the first FRS to be accredited to this standard. This has been put in place by the Forensic Science Regulator and mirrors the standards imposed on the police for work in the criminal justice system.

Our Arson Reduction Team work with colleagues from Hampshire Police to help secure convictions. We also look to support offenders through our Adult and Young Person's Fire Setters programme to prevent re-offending. The team and fire dogs are engaged in community safety activities targeting groups such as Princes Trust, National Citizen Service, WI as well as local businesses and schools.

The adult fire setter programme has been subject to several evaluations by University of Portsmouth academics to provide an evidence base that the programme is effective.

Critical Responses Times

Critical Response (8/80)	
Apr 18 – Sept 18:	64%
Apr 17 – Sept 17:	67%
Variance:	-3%




Urban Critical Response (8/80)	
Apr 18 – Sept 18:	78%
Apr 17 – Sept 17:	83%
Variance:	-5%

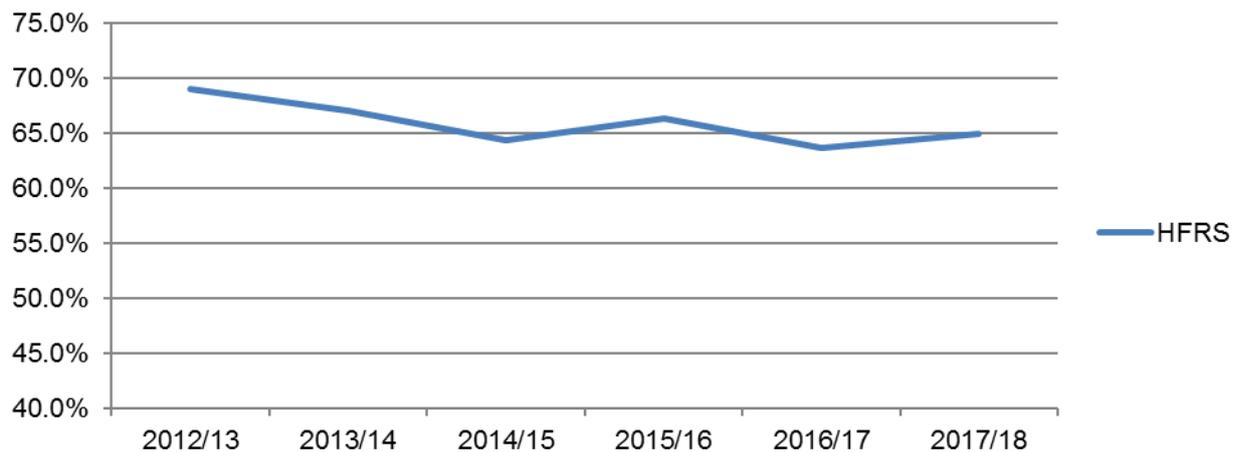
Rural Critical Response (8/80)	
Apr 18 – Sept 18:	34%
Apr 17 – Sept 17:	38%
Variance:	-4%

Urban stations include all 13 wholetime and wholetime/retained fire stations.

Rural stations include all 38 retained stations.

Critical Response Standards by Financial Year

Critical response standard (8/80) by year



Performance Commentary

64% of critical incidents were reached within 8 minutes during April to September 2018. This is a **decrease** of 3% compared to the same period in 2017. The critical response time for urban and rural times have also decreased in April to September 2018 compared to 2017.

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 and demand areas, which have been centred in our major towns and cities and are where our wholetime stations are located. These stations can achieve a quick response time due to operational personnel permanently on station.

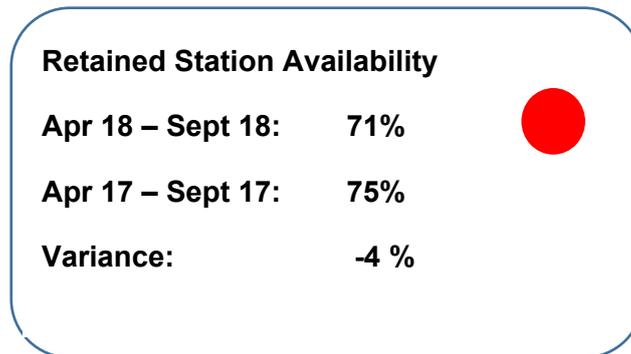
Reducing calls in densely populated areas has meant that, of the incidents we now attend, higher proportions are in the areas of our retained stations. This is where staff are 'on-call' and only respond to the station if there is an incident.

How are we improving critical response times?

The introduction of Retained Support Officers and a more efficient RDS recruitment process, has been successful in increasing the numbers joining the Service. Due to this it is expected that response times in rural areas will improve.

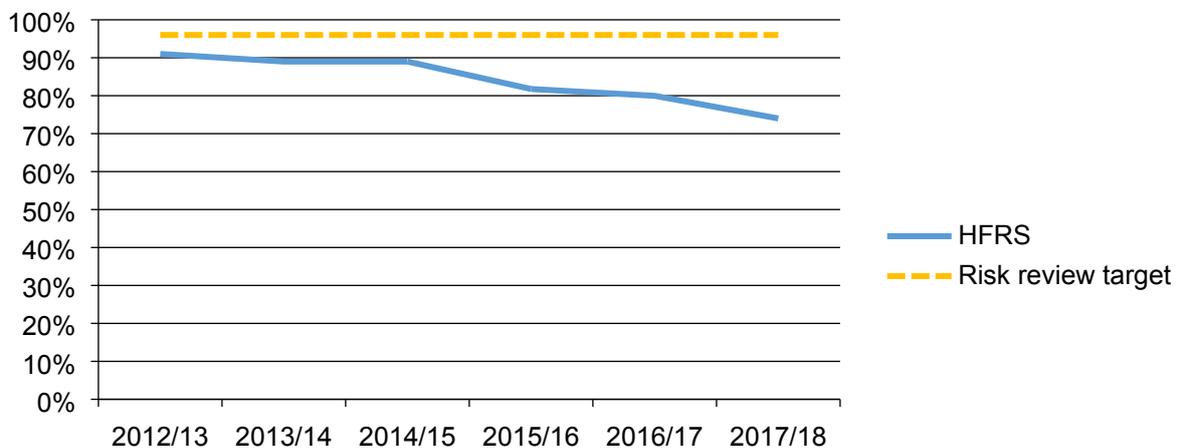
Further improvements are expected once the outcomes of Risk Review are implemented by changing the crewing models and types of vehicles. Through these change initiatives we are aiming to increase our critical response time to 77% by 2019/20.

Retained Station Availability



Comparison of Retained Station Availability and Risk Review Target

by year



Performance Commentary

Hampshire’s availability (first appliance) **reduced** from 75% in April to September 2017 to 71% April to September 2018.

How are we improving on-call availability?

Our 8 RDS Support Officers have a specific task to work alongside partners, employers and our workforce to improve the availability of on-call / RDS personnel and improve overall HFRS availability. This focusses on the recruitment and retention of retained personnel throughout their employment with HFRS.

Working closely with the Academy has resulted in an improved timescale of 100 days from initial recruitment meeting to firefighters attending a MOD A course and 130 new RDS personnel on station.

There are significant plans to further build on this work including reviewing RDS contracts, improving induction and the ability to facilitate the initial acquisition of skills within Groups. Best practice from existing national models will be used to review how to develop our RDS model to reflect the changing needs of our Service and 21st century employment and lifestyles.

Shifts lost to sickness

Shifts lost to sickness per shift

Apr 18 – Sept 18: 3.60%

Apr 17 – Sept 17: 3.04%

Variance: 0.01%




April 2018 to September 2018

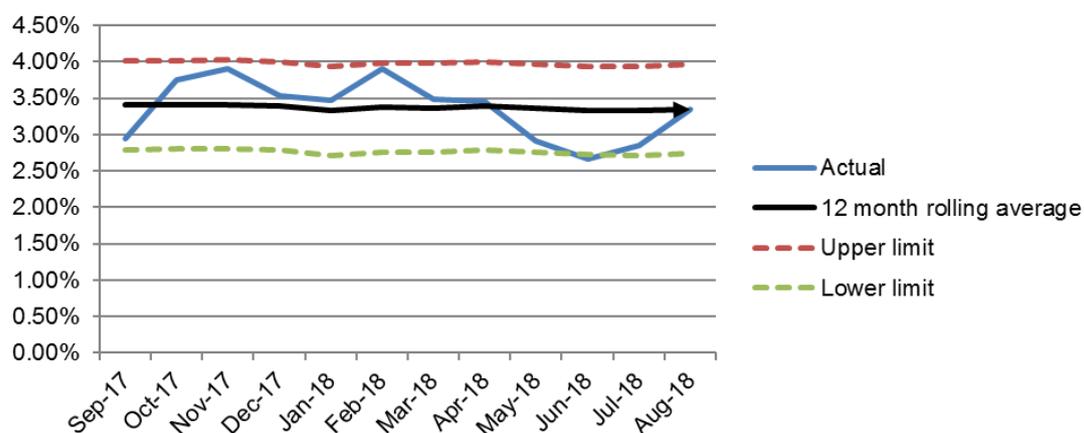
Comparison of shifts possible for our monthly break down.

Days/shifts lost per FTE for 2017/18	HFRS 2015/16	HFRS 2016/17	HFRS 2017/18	National Average
Whole-time (36 FRSs)	7.45	7.26	6.04	8.06
Retained (18 FRSs)	10.85	10.98	10.8	9.89
Fire Control (31 FRSs)	10.45	6.85	11.72	10.15
Green Book (36 FRSs)	8.94	8.75	9.13	9.12
All staff (37 FRSs)	No data	No data	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.

Percentage of Shifts Loss to Sickness for all Staff

by month



Data taken from SAP

Performance commentary

Shifts lost to sickness per shifts **remained constant** between October 2017 to April 2018, and slightly above the national average. However, from April 2018 to August 2018 the rate has dropped to below average. June 2018 has seen shifts loss to sickness drop below the lower limit, however this has started to increase in July and August.

How are we reducing sickness absence?

By **benchmarking** against other fire and rescue services quarterly we can reflect our sickness levels against broader trends and ensure that the measures we take to reduce reflect factors influencing those trends.

The Health and Safety Board is ensuring that all the processes involved in recording and monitoring sickness absence are effective. To support the **mental and physical wellbeing** of our staff we offer several interventions with partner agencies and a shared Occupational Health service with the Police.

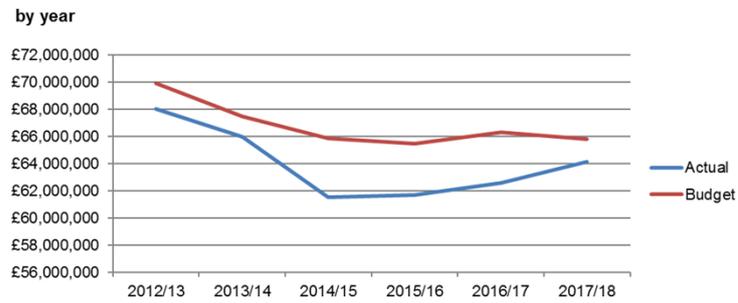
We continue to look to **reduce the number of injuries caused by a safety event** at work. Our Health & Safety Board monitors safety events and oversees the Health & Safety plan which contains activities designed to prevent these incidents and mitigate the effects should they occur.

Finance

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

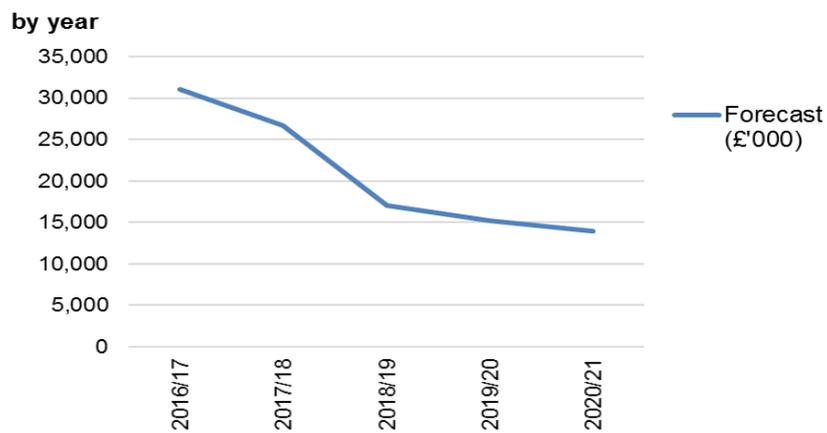
Net cost of service

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



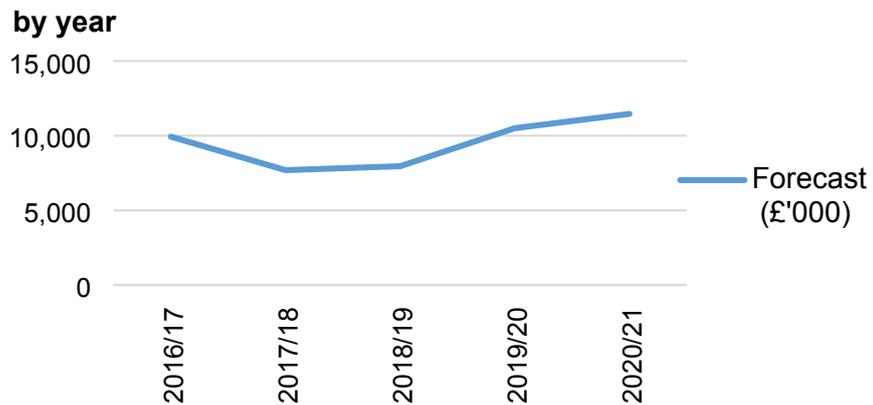
Reserves

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.



Savings Plan

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



Performance Commentary

Our net cost of service remains below budget. An underspend on wholetime firefighters due to the move towards the new Operating Model is expected to be partially offset by overspends on some non-pay areas.

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 have increased to £3.699m per annum for 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.

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

False Alarms are incidents where the FRS attends a location believing there to be an incident, but on arrival, discover 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 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.

Core Measures – There are different variables to consider when rating performance depending on the many comparators. We take a holistic approach, reviewing our current position against our short term and long-term direction of travel combined with a view of our position within Family Group 4 (FG4) and the National spectrum. FG4 is benchmark group of 18 similar sized Fire & Rescue Services. These are rated as follows:

GREEN Performing well

AMBER Performing within a tolerable level

RED Requires attention

BLUE Not rated for its performance