

The Fire and Rescue Service Plan 2008 - 2011

Hampshire Fire and Rescue Authority's plan, which outlines how it intends to make life safer in Hampshire



HAMPSHIRE
FIRE AND
RESCUE
SERVICE

We make life safer

Welcome

Welcome to our plan. This is a three-year plan that we produce and update annually. It shows how we intend to make life safer through the service we deliver in our local communities. If you would like more information on any of the points shown in this plan, or would like to make a comment on the content of the plan, please call our Performance Review department on 023 8062 6850 or email: performance.review@hantsfire.gov.uk.

To request this information in an alternative format or language please call 023 8062 6812 or email marketing.communications@hantsfire.gov.uk.

Foreword

This plan is very important to us. It is our one corporate plan that outlines how the fire and rescue service in Hampshire will devise, deliver and review its activity over the next three years. We produce this plan annually but you will see that many of our activities run for more than a year. This is to allow valuable time for the objectives to be delivered in the most efficient and effective way.

You will see that our objectives cover a range of important areas of work and new innovative ideas that focus on reducing community risk. We have also focussed on developing new ways of understanding our communities, so that we can constantly improve the quality of our service. This includes developing a network of advisors from our vulnerable groups and introducing Diversity Liaison Officers on our stations to help us reach the whole community that we serve. This year we are also going to take the time to focus on reviewing and evaluating our work with young people and our home safety strategy to ensure that we really are using our resources in the best way to make life safer.

It is very important that this plan is responsive to the thoughts and ideas of people living and working in our local communities as well as our staff and for that reason it has been developed in consultation with them. For the first time this year we ran an 'Ideas Week' for all of our staff to have the opportunity to put their ideas forward. From this week and priorities listed in our station plans, we added three new objectives to the plan. In addition, we also asked the public and the business community what they thought of our objectives through focus groups and events. As a result of their feedback, 12 of the 18 objectives in the back of this plan were changed. We have even changed the name from Integrated Risk Management Plan to Fire and Rescue Service Plan. This is simply to make it more interesting and understandable to a wider range of people.

That said, the Authority has taken some challenging decisions this year. As a result we will be closing one of our fire stations and relocating the resources to stations in the Portsmouth area. Whilst this is not a popular proposal with many people, the fire and rescue service has a legal and moral responsibility to identify ways to use its resources in the most flexible and efficient way for the greater good of everyone it serves. For that reason alone we remain committed to exploring new and innovative ways to reduce risk and save lives.

Chairman Michael Cartwright and Chief Officer John Bonney





Contents

Foreword	3
Our vision and corporate aims	6
Our strong foundations	7
The risks in Hampshire	8
How we intend to reduce risks	9
Celebrating our achievements	11
Celebrating our work in the community	13
Celebrating our new ways of responding	14
Celebrating the skills and contribution of our staff	17
Finding out what you think	18
2008 – 2011 Objectives	19
2008 – 2011 Group risk profiles	31

Our vision and corporate aims

Our vision is to make life safer. We intend to achieve this vision by reducing risk in our local communities thereby making it safer for people who live in, work in or visit Hampshire.

This plan outlines our corporate aims and the objectives in the back of this plan show the work we intend to undertake to achieve these aims and our vision.

Our corporate aims

Reduce deaths and injuries from accidental fires by 20% by 2010

Reduce the number of deliberate fires by 20% by 2010

Reduce the number of fires by 20% by 2010

Work with others to reduce deaths and serious injuries on the road by 40% by 2010

Be in the top 10 fire and rescue services in the country by 2010

Our strong foundations

All of our staff are essential to providing a highly professional service in our local communities and in helping us to achieve our vision to make life safer.

To support our staff, we have a comprehensive Workforce Strategy in place. This is a practical and important guide that illustrates our commitment to investing in all members of staff.

Our values are essential in helping us to become an excellent organisation and making Hampshire Fire and Rescue Service an even better place to work. They are not just words on paper. We encourage all of our staff, whatever their level and role in the organisation, to behave and take action in line with our values.

Our commitment to the development of a positive and inclusive working environment, with high levels of staff engagement has recently been recognised by the organisation being awarded the Investor in People Standard. To us this is much more than just a plaque on the wall; it is a journey and shows true commitment to staff development, engagement, and high standards of service.

Our work is also underpinned by high professional standards and ways of working. We adhere to strict health and safety policies and procedures to ensure the safety and wellbeing of all of our staff and the people in our local communities at all times.

It is important to us that we are able to respond to emergencies efficiently and professionally at all times. To ensure that we can do this we are developing a comprehensive 'Business Continuity Plan.'

This plan outlines the actions we would undertake if we were unable to follow our usual procedures for working, due to such things as a terrorist attack, to ensure that we could still provide our high standards of service without disruption.

Diversity to deliver a better service is important to us and our partnership work with other agencies and organisations helps us to achieve our goals. In the last year we have focussed on building these partnerships to achieve mutual aims. Working in partnership not only helps us widen our reach but allows us to target more vulnerable people in an efficient way.

At all times we take into account the impact of our activities on the environment and for the last year we have been undertaking an environmental audit to identify areas where we can improve further. This is such an important area for us and you will see a target to reduce our carbon emissions in the objectives in the back of this plan.

All of our work is undertaken in the most efficient way and providing a service that offers value for money to people living in Hampshire is a priority for us. We strive to keep our share of the Council Tax to the most cost effective level and make efficiency savings throughout the year.

The risks in Hampshire...

The county of Hampshire contains a wide range of risks. This plan tells you what those risks are, how we have identified these risks and how we intend to reduce these risks to make the county a safer place to live, visit and work.

Transport

There is a wide range of industry spread throughout the county, which is served by a network of motorways, major and minor roads and a railway system. We have a large expanse of coastline, including a public and a military port, civilian and military airports and private airfields. The greatest proportion of people in Hampshire travel to work by car or van. This increasing volume of traffic has resulted in an increase in the number of road traffic collisions that we attend and as a result you will see that we have a corporate aim to help to reduce this risk.

Places and buildings

The county of Hampshire is large and relatively prosperous with a mix of rural and urban areas, there are however areas of significant deprivation. The majority of the population is situated in the main towns and cities, which cover about 10% of Hampshire. The remainder of the county is rural, with large areas of natural beauty. Protecting our environment and heritage is of key importance to us.

The built environment within the county presents a wide variety of risks including:

- A wide range of industry
- Major shopping centres
- Leisure and sporting facilities
- National heritage sites such as Winchester Cathedral
- Portsmouth Dockyard
- Buildings that serve as workplaces.

People

The Authority serves a population of 1,687,800 and covers an area of 3770 km² making it the seventh largest combined fire and rescue authority in the UK.

Hampshire's age structure is very similar to the national average, with the largest percentage increase being in persons of 85 years and over. As people get older they sadly become more vulnerable to the risks of fire. We therefore focus our safety campaigns to target these older age groups, as well as other vulnerable groups, such as families with young children, people with disabilities and people who live in more deprived and highly populated areas.



...and how we intend to reduce them

Ethnic minority groups account for 3.27% of the population in Hampshire - this is less than half that of the national average (estimated at 7.77%). Nevertheless, we continue to work hard to make our public information accessible to all minority groups and as an employer we want our workforce to be more representative of the community we serve in order that we best meet the needs of our community.

Lifestyles of individuals continue to present increased risks of fire or other accidents so we continue to focus our educational campaigns on changing behaviour. Campaigns include road safety, safety in the home, dangers of smoking in the home, winter safety and summer safety.

Young people and children are at risk from the dangers of fire and engaging with them continues to be important to us. Through our Schools Education Team, the Prince's Trust and locally established schemes such as the LIFE (Local Intervention Fire Education) programme we aim to reduce this risk.

Emergency incidents

On average we attend 25,000 incidents every year, ranging from minor accidents/fires to major chemical spills and fires involving industrial processes.

To manage the risks in Hampshire we have

- 52 fire stations, 783 wholtime firefighters, 713 retained firefighters, 41 control room staff and 306 other support personnel
- A headquarters complex that incorporates the fire control suite, central stores, training centre, and the fleet maintenance centre
- We have a fleet of 235 vehicles, including 77 frontline fire engines, and a comprehensive range of specialist fire vehicles and equipment to deal with complex and wide-ranging incidents.

Reducing risk through the way we work

Last year we undertook a review of how we were working to ensure we could effectively respond to community risks and achieve our corporate aims, whilst also taking account of other emerging national projects that impact upon our work, such as the introduction of Regional Control Centres. As a result, four new directorates were created: Service Delivery, Strategic Projects and Specialist Response, Corporate Services and Human Resources. Within the area of Service Delivery, our work in the key areas of Prevention, Protection and Response are now integrated to reduce risks in our communities.





Celebrating our achievements

In the last year we have successfully introduced a new structure within the Service, to ensure that we are more able to focus on reducing risks in the local community through coordinated service delivery activity.

This has meant looking at how we prevent fires and other emergencies, how we work with businesses and other organisations to protect their staff and premises, and how we respond to fires and coordinate our services to provide the best possible service that we can to make our communities safer. Our new structure has also meant we are better able to support and implement national projects that are introduced by Central Government.

In 2007 we undertook a 'Public Opinion Survey', which is a statutory requirement but we also took the opportunity to seek the public's views on a range of other issues and were pleased with the key findings:

- 66% of people are satisfied with the service provided by Hampshire Fire and Rescue Authority. Only 1% are dissatisfied
- The majority of people have positive perceptions of Hampshire Fire and Rescue Service
- 70% of people can recall having seen or heard a fire safety message in the past 12 months
- The most common messages which people recalled were about smoke alarms/detectors, firework safety and smoking
- Almost 100% understood the safety message and 99% understood what they had to do to improve their own safety

- 95% of people have at least one smoke alarm in their home and 45% of people test their smoke alarms at least once a month

We are pleased with these results as we have been undertaking a range of campaigns to raise awareness of important safety messages to make our communities safer.

The results of our 'after the incident' survey showed that we were ranked second (out of the 33 participating fire and rescue services) in terms of satisfaction and performance in dealing with emergency incidents in domestic dwellings. We are delighted with this feedback, which confirms our belief that we provide an excellent value for money service to the public.



ARSON
TASK FORCE



Celebrating our work in the community

We are very pleased to have achieved our ambitious target to carry out 20,000 Home Fire Safety Visits during the last year.

We will maintain this target for the next year and direct our resources towards the more vulnerable, harder to reach residents. To achieve this we have already established successful partnerships with Southampton and Basingstoke Primary Care Trusts to obtain referrals for Home Fire Safety Visits.

Our very successful and widely recognised schools education programme continues to provide a high quality fire safety education and awareness programme to children at Key Stages 1, 2 and 3. We regard this as an important investment in influencing behaviour in later life. We have also developed a programme to meet the needs of pre-school age children and their carers and from September 2007, our programme also incorporated road safety.

During 2007 we launched our Arson Task Force, established in conjunction with Hampshire Police who have seconded an experienced Detective Constable. In addition, we have a specialist detection dog and handler, used to identify the use of ignitable fluids at scenes of deliberate or suspicious fires. Since its introduction, this partnership has already shown positive benefits in terms of arson reduction, arson detection and conviction rates. We have also run a number of innovative station based schemes to reduce arson and incidents of anti-social behaviour, including LIVE 999, (Hardley), the Motorcycle Project (Redbridge), Woodwork Project (Eastleigh) and 'car clear' schemes.

During the last year we have been determined to achieve significant reductions in the number of unwanted Automatic Fire Alarms we attend. Since setting up a specialist team to tackle this problem, we are extremely proud to have achieved an impressive 25% reduction in calls since October 2006. Apart from the reduction in unwanted calls, it has also resulted in considerable resource savings due to a reduction in the number of times we have had to respond to false calls. We have also made steady progress in persuading developers to install domestic sprinkler systems in new-build housing schemes. These include new social housing developments in Basingstoke, Portsmouth and Southampton.

Our former Commercial Training Department was relaunched in April 2007 to form a new 'Business Education Team'. This was largely in response to the impact of the new Regulatory Reform (Fire Safety) Order 2005. With this new team in place, we have been able to focus on increasing awareness in the business community of the new fire safety requirements.

We have successfully developed our water safety work including a comprehensive water safety leaflet, which highlights important safety messages for a range of audiences. This leaflet was distributed through our staff on fire stations to ensure the information reached the right people, to reduce the number of drownings.

Celebrating our new ways of responding

During 2007, we introduced a highly innovative ‘Personnel Reserve System’ to the Service to better use our people.

This now provides additional resources to support important community safety activities, such as Home Fire Safety Visits, as well as providing back up crewing cover for Retained Duty System stations and advanced training activities.

The change in crewing arrangements at Andover Fire Station is now complete, providing more comprehensive emergency cover to the local community. Winchester Fire Station also became continuously crewed in October 2007. The resources to do this came from Redbridge and Eastleigh Fire Stations through the introduction of new working arrangements. This flexible way of working means we can allocate our resources where they are needed most to reduce risk.

A fire engine from Eastleigh Fire Station has been relocated to our Service Headquarters during office hours from Monday to Friday. This fire engine is crewed by headquarters based staff who are also Retained Duty System firefighters. This effectively allows us to provide a similar response to our continuously crewed stations during the working week, at no additional cost.

We are pleased with the progress made on the introduction of a Retained Duty System (RDS) at St Mary’s Community Fire Station. We believe that this is the first retained unit to operate in a major UK city. Personnel have been selected and training is currently taking place. This will enhance operational resilience in the area as well as improve the diversity of our workforce.

The introduction of our first-ever ‘First Response Vehicle’ is making good progress. This vehicle enables us to respond to a range of smaller and routine, but nevertheless, ‘emergency’ incidents that do not require the attendance of a conventional fire appliance and full crew. It helps to free up resources to enable more Home Fire Safety Visits and other safety activities to be undertaken.

Our six co-responder schemes, operated in partnership with South Central Ambulance Service, continue to work well in saving lives and reducing community risk. During the last year we attended over 2000 life-saving incidents.

In September 2006 we launched our Rural Safety Team – a project aimed at providing specialist emergency response and delivering targeted safety initiatives to risks that occur mainly in rural communities. We have received national acclaim for this initiative and are now actively sharing our experience and knowledge with other fire and rescue services. We have been instrumental in developing national protocols for rural safety.

We are proactive partners in the National Resilience Programme, which has meant successfully supporting other services during the last year with such incidents as the floodings across the country. Due to the skills of our personnel and specialist equipment, we have been commended for our actions at several different incidents across the country, including the floodings in Gloucestershire and South Yorkshire.





Celebrating the skills and contribution of our staff

The move from 'Rank to Role' has been successfully introduced in the Service and stage one of our equal pay audit has been completed.

A successful partnership working arrangement between Trade Unions and management has enabled us to introduce an effective system to manage working time to comply with the Working Time Regulations.

A thorough review has been undertaken of the Retained Duty System and work is underway to develop a new system.

During the last year we conducted Assessment and Development Centres (ADCs) at Strategic, Middle and Supervisory manager levels to identify new uniformed managers at different levels in the Service. At the middle manager level we opened up the selection process to people from outside of the Service to encourage and improve diversity within our workforce.

We continue to make a major investment in the professional development of our managers through higher education courses and over 70 personnel have undertaken these courses. This has significantly increased our skills and knowledge base and improved the competency and capacity of our middle management structure.

We have confirmed achievement of the Equality Standard for Local Government Level 2. To achieve this we have demonstrated and implemented a range of positive initiatives and systems. We have received national acclaim and recognition for our work in accessing and engaging with the Black and Minority Ethnic (BME)

Community. Our fire safety officers have provided informal advice to the local business community in Portsmouth - primarily targeting the Chinese business community.

A formal assessment against the Equality Standard for Local Government, undertaken between September and November 2007, identified the additional work the Service needs to undertake to achieve Level 3. We will develop upon our achievements and improve on our ability to performance manage equality and to be able to demonstrate outcomes. The Formal Assessment has highlighted the commitment and enthusiasm across the Service.

Following an external audit in December 2007, we were pleased to be awarded the Investor in People Standard. This national award is recognition of the hard work and effort of all staff across the Service. In addition to demonstrating good planning and communications throughout the organisation, the auditors were impressed with the enthusiasm, professionalism, and passion from all of the staff they met. With the involvement of staff, the Service will continue to seek improvement in the future.

Finding out what you think...

Managing our performance is very important to us. It helps us to develop the most efficient and effective Service that we can.

We use a number of Performance Indicators (PIs), some of which are driven from Central Government but many have been developed within our Service to address local concerns. Our Performance Indicators cover a wide range of issues from monitoring the number of fire deaths and injuries, to the percentage of children given fire safety education at school. They can all be seen on our website at www.hantsfire.gov.uk/performance.

Our staff and public consultation for this plan has been improved and the consultation strategy for this plan now includes user focus groups for the general public (including hard to reach groups) so that we can more accurately gauge needs within our communities.

Last year we also proactively wrote to stakeholders who could be affected by our proposed changes to personally invite them to our consultation events. This helped to ensure they were kept informed and were able to say what they thought of the proposals.

As a result of the extensive consultation for this plan, we have made changes to 12 out of the 18 objectives outlined in the back of this plan.

2008 - 2011

Objectives

01 Reducing preventable incidents



What and why?

We will focus our resources on the reduction and impact of the number of preventable incidents to which we currently respond. This includes incidents involving acetylene cylinders or incidents when people are stuck inside defective lifts.

Acetylene cylinders are highly dangerous and when involved in fire these incidents cause widespread disruption to business and local communities that could undoubtedly be avoided. Lift rescues tie up emergency resources for long periods of time, but could be avoided allowing our emergency response resources to be more effective in the delivery of our community safety campaigns.

How and when?

We will tackle the high volume of calls to incidents involving people stuck inside of defective lifts in similar ways to those we have used to successfully reduce preventable automatic fire detection system calls. From April 2008, we will work with building occupiers and owners to reduce these calls by 25% by March 2011.

We will encourage businesses and industry to use alternatives to acetylene cylinders for cutting and welding. Through targeted deployment of our Business Education Team we will reduce the number of high impact fires involving acetylene cylinders to zero by 2011.

02 Mainstreaming equality and diversity



What and why?

We are committed to embedding equality and diversity into everything we do, including policy development, service delivery and employment. Implementing the Equality Standard and making progress against its five levels of achievement is therefore a high level priority for us. Our objective is to deliver real and meaningful outcomes that make a difference to the communities we serve through our service provision and our employment practices. We believe that making continued progress against the Equality Standard will help us further enhance our reputation as an organisation that both lives and practices its values of equality and diversity.

How and when?

In 2008 we will carry out a review of our current equality policies and resources. The review will include a close look at how our Local Diversity Group is performing. This is our scrutiny and monitoring body for equality and diversity.

An action plan will be produced to address any issues or gaps that may be identified. The Local Diversity Group will be responsible for implementing the action plan. As a measure of our progress we aim to achieve Level 4 of the Equality Standard for Local Government by the end of 2010.

03 Working with volunteers



What and why?

Evidence tells us that there is a large untapped pool of people who would like to volunteer their time and services to support our work. We will therefore build on our existing community engagement strategy by working with volunteers to support key areas of service delivery activity.

Unlocking this currently untapped resource will enable us to build on our existing skills, capacity and diversity to deliver a wider range of risk reduction initiatives.

How and when?

We will undertake research with voluntary services to identify how we recruit a volunteer workforce and where best to deploy successful candidates within the Service.

We will research how best to identify potential volunteers and what activities they can realistically undertake by July 2009. We will advertise for volunteers by October 2009 and will implement a voluntary services programme by March 2010.

04 Introducing Diversity Liaison Officers



What and why?

We will establish Diversity Liaison Officers to work on our city fire stations (Portsmouth and Southampton) to engage people living in local communities and ensure we deliver a service that meets the needs of the minority groups in the area. This initiative will support the Service's aim to provide the highest quality service to the whole community and contribute to achieving level 4 in the Local Government Equality Standard, as outlined in objective 2.

How and when?

We will select one firefighter to become the Diversity Liaison Officer on each watch on our city fire stations. The firefighters will be given training and development to undertake the role as well as allocated time to undertake local liaison. An allowance will be given for this additional responsibility.

We will establish this new team over the next year and the Diversity Liaison Officer role will then be revised to ensure it is improving our service to the local community.

05 Learning more about our community



What and why?

We will improve the way we deliver our service by introducing a network of 'Advisors' to the Service. The Advisors will represent each of our identified 'at risk' and vulnerable groups within the Hampshire community. This will further enhance our understanding of local communities and their particular needs, as well as reducing risk in their lives, homes and businesses.

How and when?

We will create a network of Advisors to represent the hard to reach and at risk groups within the community. This will be developed using existing staff, volunteers and contacts in relevant agencies to ensure we have the right Advisors to develop the Service. We will commence this initiative in April 2008 and look to include Advisors in line with the needs of the community.

06 Improving emergency cover in Havant



What and why?

We will complete our one-year project to change the shift system used at Havant Fire Station. This will improve our response times to emergencies in this area, as well as increasing our ability to deliver community safety initiatives.

How and when?

Within our existing resources we will increase the number of full-time staff at Havant Fire Station in October 2008.

07 Reducing our impact on the environment



What and why?

We want to reduce the impact we have on the environment in everything we do. As a responsible public authority whose primary aim is to make life safer, we are committed to engaging all our staff to play a part in protecting the environment.

How and when?

In April 2007 we began a two-year wide-ranging best value review to identify how we might reduce our carbon footprint. As we identify any quick and easy ways to do this, we will implement them as soon as practically possible. From April 2008 we will improve the monitoring of energy use in all our buildings with the initial aim of reducing consumption (in 2008/09 & 2009/10) below the average used for the previous three years. In 2008/09 we will review staff travelling arrangements and make recommendations for reducing carbon emissions. All future fire stations will be designed to be energy efficient with the lowest carbon footprint possible.

08 Promoting fire protection systems



What and why?

We will build on our existing strategy to promote the benefits of fire protection systems, particularly automatic water suppression systems (AWSS), including sprinklers, for both business and domestic premises. This will reduce the loss of life, and the impact of fire on the wider community.

How and when?

We will extend our sprinkler strategy to include all types of risk, including domestic and commercial buildings. We will support this strategy with action plans focussing on the areas of domestic and residential property; large single storey retail buildings and 'community asset' premises, particularly school buildings.

These action plans will include initiatives to secure landmark installations of sprinklers. These will be used to influence planning considerations for future developments. The action plans will be in place by October 2008, followed by formal agreements with planning authorities by April 2010.

09 Improving safety in the home



What and why?

We will further develop our home fire safety strategy to focus our delivery of visits towards those members of the community who are statistically shown to be most at risk. Our experiences have shown us that we can be more effective in reducing risk by targeting our resources towards those sections of the community that need our help most.

We will work with our partners and other agencies to improve safety in the home on a wider scale than just fire safety.

How and when?

Our home fire safety visit referral system will prioritise homes occupied by vulnerable people, such as the elderly, families with young children, people with disabilities, low incomes, single occupancy or where English is not the first spoken language.

For one year from April 2008 we will utilise a variety of delivery solutions to deliver 20,000 home fire safety visits across Hampshire. During 2008 we will also review the number of visits we programme each year and from 2009 onwards, in line with the development of our home safety strategy for working with other agencies, the number of visits may reduce.

10 Relocating our resources in Portsmouth



What and why?

Personnel and equipment will be relocated from Copnor Fire Station to Southsea and Cosham Fire Stations; and, that the Chief Officer is instructed to establish, in conjunction with local partners, a community contact point as a location for the deployment for a pumping appliance and crew at key times of the day that is closer to highest risk areas within the current Copnor Fire Station ground prior to its final closure.

How and when?

As in previous moves we will involve our staff in the movement of our resources and will commence the closure of Copnor Fire Station from 2 April 2008. We will also involve our staff in the proposed establishment of a community contact point. The Chief Officer is requested to report back to the June HFRA meeting with a progress report on the establishment of the community contact point.

11 Improving road safety

What and why?

To achieve our corporate aim to reduce the number of people killed or injured in road traffic collisions by 40% by 2010, we will develop a road safety strategy to work closely with other agencies and become fully engaged in the Government's road safety work.

Every day around 10 people are killed on Britain's roads and around 30,000 people a year are seriously injured. The Government and the Audit Commission provide clear expectations for fire and rescue services to make best use of all available local resources to reduce these tragic figures.

How and when?

We will take a multi-agency approach to road safety through the Hampshire Safer Roads partnership and the Road Safety Councils and we will lead on a range of road safety initiatives over the next 12 months. We will also work closely with the Police and will intervene when young people have become involved, or have been identified as likely to become involved, in road crime. From April 2008 we will pilot a scheme to educate sixth form students in Hampshire. We will evaluate all youth engagement initiatives throughout 2008. By April 2009 we will have developed a road safety partnership framework and established a clear multi-agency approach.



12 Relocating Winchester Fire Station

What and why?

We will develop a new community fire station building at Winnall, Winchester which is operationally, strategically, and environmentally a better location than the existing site. From October 2007 Winchester Fire Station has been operating a duty system that has significantly improved emergency cover in the City and surrounding area, but the current site and building are not capable of accommodating the long term needs of a modern, continuously crewed and strategically important community fire station.

How and when?

Our vehicle workshop was relocated to our Headquarters site at Eastleigh in December 2007. This has provided the opportunity to develop a replacement community fire station for Winchester at a site the Authority already owns at Winnall. The design brief will take account of concerns about road traffic congestion in the immediate vicinity and the potential operational impact on access to, and egress from, the site. It is anticipated that building work could start in 2009/10. In the meantime, actions will continue to be taken to recruit sufficient personnel to operate an effective retained duty system unit at the new location.





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13 Developing regional working



What and why?

We will continue to play an active and influential role in the South East Regional Management Board as we recognise that working with other fire and rescue services in our region can achieve savings through economies of scale and by sharing best practice.

How and when?

We will work with Kent and Isle of Wight Fire and Rescue Services to manage the South East Fire Improvement Partnership's regional funding.

Hampshire will play a significant role in progressing the following:

1. Assessment and Development Centres for Senior Fire Officers
2. Regional Fire Control
3. A peer review of diversity activities and action planning

We will also support the development of the regional procurement strategy and will continue to contribute to the funding of a regional Procurement Manager.

14 Children and young people review



What and why?

To ensure our contact with young people is having a positive effect, we will undertake a review of our youth engagement strategy and evaluate the delivery of local youth engagement initiatives.

The fire and rescue service is well respected by members of the local community, particularly young people. We will use this good standing as an opportunity to positively influence young people to become good citizens and to educate them about emergency safety.

How and when?

We will utilise our current youth engagement team and contacts in the community to undertake a review of our youth engagement strategy and local initiatives from April 2008. We will develop an updated strategy for implementation in April 2009.

15 RDS staff delivering community safety



What and why?

Our Retained Duty System (RDS) fire fighting staff are closely engaged with their local communities. We will capitalise on this relationship and specialist knowledge by using these members of staff to develop and deliver targeted risk reduction activities within their local areas.

Using our RDS staff to introduce locally developed schemes and initiatives, including Home Fire Safety Visits, will lead to safer communities in Hampshire and also optimise the use of resources on all of our fire stations within the county.

How and when?

The capacity within our RDS stations and sections to deliver community safety initiatives varies from station to station. Where there is capacity, we will utilise it to the full and will identify ways that we can reward our staff for delivering this wider range of duties.

By April 2008 all RDS sections will be able to contribute to the delivery of Home Fire Safety Visits. From April 2009 onwards we will have developed the means to deliver local risk reduction schemes and initiatives, in line with station and group planning activity.

16 Community Safety Liaison Officers



What and why?

Building upon successful initiatives within the Portsmouth and Waterlooville area, we will look to extend the use of Community Liaison Officers across the Service.

Our existing Liaison Officers have been extremely successful in delivering on a wide range of risk reduction activities within the south of the county, such as Home Fire Safety Visits, environmental scanning, arson reduction and youth engagement. This has greatly reduced risk in our local communities.

How and when?

Over the next 12 months our group managers will assess opportunities to utilise a Community Liaison Officer to address risk in each of our delivery groups and identify those areas of the county where the need is greatest. During this period, on the basis of working with our partners, we will seek appropriate funding opportunities to establish the introduction of these posts in line with need.

By April 2009 we will commence the phasing in of these positions, subject to the attainment of funding opportunities and the outcomes of delivery group assessments.



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17 Cosham Community Fire Station



What and why?

We will develop a design specification for a new community fire station to replace the existing station in Wayte Street, Cosham. The fire station building no longer meets the requirements of a modern fire and rescue service.

How and when?

Following research undertaken in 2007/08 to determine the most suitable location for a new fire station in the Cosham area, we will work with Portsmouth City Council to secure the car park at the King George V site for a new community fire station.

Subject to securing this site and provision in the capital programme, a design specification for a new community fire station will be produced in 2009/2010. If this preferred site is not made available a different design specification for a new community fire station on the existing Cosham site will be produced in 2009/2010.

18 Learning from our presence at Popley Fields



What and why?

We will review and develop our initiative at the Popley Fields Community Centre as we believe the reduction in arson and anti-social behaviour in the area is directly influenced by our presence at the Centre. The benefits of integration with the local community that we have learnt through this initiative will inform the development of a model for use to reduce risk in other parts of the county.

How and when?

Over the next 12 months we will review similar opportunities within the county where this model could be used. We will also undertake a consultation process with our staff and the local community of Popley to further evaluate the benefits of our existing arrangements.

The review will commence in April 2008, with outcomes being reported to the Service Management Team in April 2009.

2008 - 2011

Group Risk Profiles



Basingstoke and Deane - Tom Carr

This Group comprises of the towns and villages of Basingstoke, Kingsclere, Overton, Tadley and Whitchurch, which is where our fire stations are located. It has a population of 153,000, with two thirds of residents living in Basingstoke. Basingstoke town continues to be regenerated with the redevelopment of office buildings into high density residential units and a major shopping complex. The Group has a variety of urban, rural and transportation risks and approximately 90% of Basingstoke and Deane is used for agriculture, woodland and forest.

During the last year we have been successful in developing Home Fire Safety Visit referral programmes with Hampshire Primary Care Trust and Minority Group Community Associations and we are delivering road safety programmes to vulnerable people. We have also delivered fire and road safety education programmes through Local Fire Intervention Education (LIFE) courses, Young Firefighters Association, and also by supporting The Prince's Trust through referrals and supplying resources.

We work with Basingstoke and Deane Community Safety Partnership, carrying out Environmental Visual Audits, reporting vulnerable people, premises and fire setting behaviour to reduce arson and the direct risk to our community.

During the next year we will continue to identify and educate vulnerable people to reduce deaths and injuries caused by fire and road traffic collisions and will continue to develop and deliver strategies to reduce arson through partnership working.

Our Community Safety Team has successfully identified high risk premises to reduce risk through education and enforcement measures. This has been achieved by increasing the awareness of our response personnel to fire safety standards, leading to a fully integrated approach to risk reduction. We have developed and will continue to improve our partnership working with Hampshire County Council in the area of installation of fixed fire protection systems. We will continue to assess high risk premises, particularly, where people sleep or where acetylene cylinders are used to reduce risk to the community. In addition, working with the local authority, we will specifically target houses of multiple occupation to ensure satisfactory fire safety standards.

Total Incidents	05/06	06/07
Primary Fires	260	159
Secondary Fires	399	283
Chimney Fires	30	27
False Alarms Good Intent	248	183
Automatic Fire Alarms	583	295
False Alarms Malicious	36	31
Road Traffic Collisions	158	100
Special Service Calls	197	145
Total	1911	1223

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East Hampshire - Dave Lock

The risks within this Group are created by the urban and rural nature of the area and the reliance on transport, with the area served by major road and rail links. In addition there is an airfield with associated services at Lasham and oil/gas storage facilities.

In the last year we have been successful in identifying high risk premises and reduced risk through education and enforcement measures. We are on course to achieve our targets to increase the availability of our personnel, reduce unwanted automatic fire alarms, and property fires. The stations of Bordon, Liphook and Horndean are successfully delivering the lifesaving Co-Responder Schemes to their communities.

Our priorities for the next year include the assessment of high risk premises, particularly where people sleep or where acetylene is used, which will reduce the risk to the community. With the local authority housing officers we will specifically target houses in multiple occupation to ensure premises are correctly licensed.

We will continue to identify and deliver safety in the home and road safety initiatives along with developing further strategies to reduce arson. We are a member of the East Hampshire Road Safety Council and will continue to participate in seasonal campaigns. During the last year we have supported fire and road safety education programmes through the Local Fire Intervention Education (LIFE) courses.

As a member of the East Hampshire Community Safety Partnership team we will continue to develop our working with its voluntary organisation members to achieve a safer community through the reduction in anti-social behaviour and arson.

We will also manage our resources to maintain staffing levels, particularly in the Retained Duty System (RDS) stations, to provide an effective response to incidents and identify high risk premises in the rural areas e.g. farms and thatches.

We aim to enhance the awareness of our response personnel to fire safety standards in commercial premises, leading to a fully integrated approach to risk reduction.

Total Incidents	05/06	06/07
Primary Fires	195	156
Secondary Fires	263	221
Chimney Fires	52	38
False Alarms Good Intent	153	172
Automatic Fire Alarms	347	255
False Alarms Malicious	11	10
Road Traffic Collisions	94	112
Special Service Calls	103	106
Total	1218	1070

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Eastleigh and Test Valley - Kevin Evenett

The Eastleigh and Test Valley Group comprises of Eastleigh, Romsey, Stockbridge and Andover fire stations and Community Safety Delivery Officers at Winchester and Hightown. The Group is made up of a mix of older urban areas, modern suburban settlements, and historic villages with large areas of green landscape and farmland. It also contains more than 20 sites of special scientific interest.

The area is home to over 226,000 people. It is relatively prosperous with unemployment being lower than the national average and Eastleigh and Andover are the major areas of employment. Whilst the economy is generally buoyant, the area has small areas of relative deprivation and low incomes. The infrastructure is well served by good road links and with extensive rail links and an expanding airport at Eastleigh; a considerable amount of people and freight travel through this area on a daily basis.

We work closely with our partners to adopt a multi-agency approach to reduce risk. We have partnerships with the Primary Care Trust and other local agencies that work with higher risk groups to provide us with referrals for Home Fire Safety Visits. Protection staff have also pioneered a joint approach with local authority staff to manage public safety at large open air events such as music concerts.

Community Safety Delivery resources will focus on reducing risk to life within non-domestic premises; protecting the environment by targeting acetylene users and safeguarding community assets, such as schools and hospitals. We will continue to build on and expand our arson reduction initiatives. Last year we ran seven YEAR (Youth Engagement Arson Reduction) courses and two LIFE (Local Intervention Fire Education) courses aimed at young people. Crews carry out environmental audits to identify potential arson risks. This information is then passed to our partners within local council departments who remove the risk before it becomes an arson target.

Road collisions remain a major cause of death and serious injury. Last year we ran cycle training at three stations, and driver education talks at Andover and Stockbridge. This year we will launch a prevention scheme in partnership with the Police and other agencies aimed at the 15 to 25 year old age group.

Total Incidents	05/06	06/07
Primary Fires	302	311
Secondary Fires	515	499
Chimney Fires	49	43
False Alarms Good Intent	275	315
Automatic Fire Alarms	783	578
False Alarms Malicious	40	34
Road Traffic Collisions	179	154
Special Service Calls	180	232
Total	2323	2166

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Fareham and Gosport - Peter Watson

Fareham and Gosport has its own unique local risks and circumstances that we take into account when planning our service delivery provision. The Fareham and Gosport local authorities combine areas of urban deprivation and its associated community issues. The main risks come from an arterial motorway, main line rail link, heavy and light industry, military establishments, an airfield (including a search and rescue asset), extensive agriculture and areas of dense housing predominantly within Fareham and Gosport.

The Group has a large number of military establishments such as HMS Sultan, HMS Collingwood, Haslar Hospital and the Institute of Naval Medicine which present specific risks. Also located within Gosport are the Ministry of Defence Oil Fuel Depot/Jetty, which are used to store and distribute bulk quantities of fuel oil and the Defence Storage and Distribution Agency which stores, maintains and distributes munitions to the Royal Navy.

Along the M27 corridor there has been extensive commercial development comprising a large number of light and heavy industrial premises being built. The growth of the commercial and service sector has resulted in the development of industrial parks, primarily around Fareham, Hedge End and Whiteley.

As a service delivery team we will look to develop a partnership approach with the local authorities of both Gosport and Fareham where areas of responsibility for risk reduction complement each other. We will integrate response crews with prevention and protection in order to identify and reduce the risk to life where the people of Gosport and Fareham both sleep and work using education, advice and where necessary, enforcement. We will develop relationships with the Ministry of Defence, building on the Service partnership with Defence Fire Risk Management Organisation (DFRMO) to advise on safety measures in their high risk premises.

Our previous plans have enabled us to make significant progress in tackling the key issues. An example of this is secondary arson within the Group has been reduced due to proactive initiatives undertaken in conjunction with Gosport and Fareham Community Safety Partnerships. We intend to deliver an overall reduction in this area by 20% by 2010.

Total Incidents	05/06	06/07
Primary Fires	280	275
Secondary Fires	492	573
Chimney Fires	14	9
False Alarms Good Intent	252	305
Automatic Fire Alarms	680	488
False Alarms Malicious	42	47
Road Traffic Collisions	114	122
Special Service Calls	298	300
Total	2172	2119

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Havant - Ian Gray

The Havant Group is situated in the south east corner of Hampshire and is located within the local authority boundary of Havant Borough Council. Comprising of four fire stations: Havant, Waterlooville, Emsworth and Hayling Island, personnel working from these stations protect a residential population of 117,000 occupying approximately 48,400 dwellings. The Group consists of some of the most socially deprived areas in the country, with Havant almost five times more densely populated than the average density for Hampshire.

The Group comprises of both urban and rural risk, and boasts a range of major road networks, as well as high speed rail links. Historically there have been a significant number of deliberate fires within the Havant Borough Council area. To combat this, the local authority is fully engaged in partnership with Hampshire Fire and Rescue Service in order to reduce the number and impact of these fires. As service delivery partners within the Havant area, we are committed to the integrated approach to risk reduction. We will combine both Response and Protection resources in order to identify at risk groups whether in residential premises or work places, and by information, education or enforcement will reduce the risk of death and injury from fire. We will look to develop a formal partnership with Havant Borough Council in order to support the identification and reduction of risk, and the installation where appropriate, of automatic water suppression systems.

Group and Station plans enable us to identify local risk, emphasising the need to reduce deliberate fires, deliver Home Fire Safety Visits to vulnerable persons in the local community and actively engage in the enforcement of fire safety legislation. The growing success of the Group Community Liaison Officers has ensured that proactive measures are undertaken to reduce deliberate fire setting, whilst supporting our partner agencies in actively undertaking Environmental Audits.

**The figures in the first column are for the Portsmouth and Havant Group. In 2007, the two groups were split. The figures in the second columns are therefore for Havant only.*

Total Incidents	05/06*	06/07*
Primary Fires	650	305
Secondary Fires	1045	576
Chimney Fires	14	5
False Alarms Good Intent	498	205
Automatic Fire Alarms	1273	307
False Alarms Malicious	187	34
Road Traffic Collisions	203	81
Special Service Calls	726	144
Total	4596	1657

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New Forest North - Kevin Oxlade

New Forest North covers a significant proportion of the New Forest National Park as well as Totton, Fordingbridge and Ringwood. These towns provide risks similar to other large towns such as high population density, old housing, and light industrial units.

There are also large areas of plantation and heathland which are at increased risk of fire during the summer months. The area is very popular with tourists, resulting in a large increase in the population profile. Many people choose to camp and barbecue which increases the risk of accidental fires.

The busy A31 and A35 trunk roads run through the National Park and we are called to a significant number of road traffic collisions. We are engaging with other key agencies to develop initiatives to reduce the risk and number of incidents on these stretches of road.

There are a large number of dwellings in remote locations within the New Forest. Many of these properties being of thatched roof construction with a reliance on traditional heating methods. This results in the Group having the highest number of chimney fires per head of population within Hampshire. The reduction of chimney fires is therefore a priority for our plan.

As Service Delivery partners within the New Forest area we are committed to an integrated approach to risk reduction and we will further develop and strengthen our partnerships within the National Park and New Forest District Council in order to reduce community risk.

Total Incidents	05/06	06/07
Primary Fires	133	146
Secondary Fires	139	138
Chimney Fires	49	42
False Alarms Good Intent	131	128
Automatic Fire Alarms	247	160
False Alarms Malicious	12	16
Road Traffic Collisions	112	100
Special Service Calls	88	85
Total	911	815

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New Forest South - Phil White

The New Forest South Group is situated in the south west of Hampshire and covers a large part of the New Forest and National Park with a population of 100,500 people.

The National Park attracts large numbers of visitors (13,555,400 in 2005), many of whom utilise accommodation in campsites around the forest and holiday complexes near the coast. Lymington is a bustling market town with several marinas and a car ferry to the Isle of Wight.

The Waterside, adjoining Southampton water, is home to the largest petrochemical refinery in Europe along with five other major hazard sites and six lower tier. In addition, there are power stations, an incinerator and Britain's principal military port. The risk profile for this Group also includes major roads, transport infrastructure, railway and significant areas of residential housing concentrated in the Waterside and from Lymington to New Milton.

Total Incidents	05/06	06/07
Primary Fires	154	157
Secondary Fires	213	336
Chimney Fires	20	29
False Alarms Good Intent	136	162
Automatic Fire Alarms	299	286
False Alarms Malicious	23	26
Road Traffic Collisions	67	70
Special Service Calls	105	109
Total	1017	1175

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Current priorities for this Group are to review and upgrade our operational plans for the major hazard sites in conjunction with the operators following the final report regarding the Buncefield incident.

Group success to date includes a significant reduction of arson in the Waterside following a concerted partnership campaign involving a variety of preventative and proactive measures.

As Service Delivery partners within the New Forest area we are committed to an integrated approach to risk reduction and we will further develop and strengthen our partnerships within the National Park and New Forest District Council in order to reduce community risk.



Portsmouth - Mick Crennell

The Portsmouth Group is situated on the south coast of the county and covers a highly populated major city with an array of inherent community risks. Portsmouth's population density is the highest in the UK outside of London. The built environment includes an extremely busy commercial port and a naval base with ship-building facility, a number of historic buildings, and national maritime treasures. In addition, Portsmouth has several large shopping complexes, a prison facility, two large and busy hospital sites, numerous high rise buildings, a growing number of industrial sites, a university campus, boating marinas, a Premiership football stadium, and a high density of Houses in Multiple Occupation (HMOs), flats and terraced properties. The communications network also includes a very busy railway system and a number of major roads and interchanges.

The residential population of the Group is approximately 190,000. This figure increases regularly, particularly with a high influx of university students and tourists throughout the year. Forecasts across the Group show an increasingly diverse and ageing population in the future. The Group also contains some of the most socially deprived wards in the county. Historically there have been a significant number of deliberate fires within the Portsmouth City area. The local authority is fully engaged in partnership with us to reduce the number and impact of these fires. Portsmouth City Council has adopted the target of a 20% decrease in the number of fires started deliberately in the City as part of their Local Public Service Agreement and Local Area Agreement.

Our established partnership with Portsmouth City Council Environmental Health Department illustrates a commitment to reduce risk in residential premises and to promote the installation of water suppression systems (particularly sprinklers), where appropriate, in Houses in Multiple Occupation. We will also target our higher risk premises and look to develop closer links with all ethnic minority groups. We will further develop and strengthen our partnerships with Portsmouth City Council to reduce community risk to make Portsmouth a safer place to live, work and travel.

**The figures in the first column are for the Portsmouth and Havant Group. In 2007, the two groups were split. The figures in the second column are therefore for Portsmouth only.*

Total Incidents	05/06*	06/07*
Primary Fires	650	497
Secondary Fires	1045	810
Chimney Fires	14	3
False Alarms Good Intent	498	445
Automatic Fire Alarms	1273	686
False Alarms Malicious	187	141
Road Traffic Collisions	203	109
Special Service Calls	726	605
Total	4596	3296

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Rushmoor and Hart - Paul Cater

Situated in North East Hampshire, the Group encompasses the Rushmoor Borough and Hart District Council areas, having a combined population of 180,000. Rushmoor is predominately urban incorporating the towns of Aldershot and Farnborough; Hart being mainly rural. The main transport risks within the Group include the M3 Motorway, Farnborough Airport, and the Waterloo to West Country and South Coast railway lines.

There are five fire stations in the Group located at Rushmoor, Fleet, Yateley, Hartley Wintney and Odiham. Station personnel and our Community Safety team provide prevention and protection advice, protection enforcement and emergency response for the local community.

We will prioritise the assessment of high risk premises where people sleep, or where acetylene cylinders are used or stored, to reduce the risk to the community. We will identify vulnerable people in order to deliver safety in the home initiatives as well as developing road safety accident reduction initiatives and further develop strategies to reduce arson.

Our Community Safety team has successfully identified high risk premises and reduced risk through education and enforcement measures, and enhanced the awareness of our response personnel to fire safety standards in commercial premises, leading to a fully integrated approach to risk reduction.

Our response personnel have met the target of delivering 1,450 Home Fire Safety Visits per year over the past two years and will achieve similar success during 2008-2009.

We have developed effective partnerships with Hampshire County Council to increase the number of fixed fire protection installations, and with Road Safety Councils to reduce the number of deaths and injuries that occur on our roads.

We have formalised partnership agreements with the Primary Care Trust and local Youth Services, and are fully participating members of both the Rushmoor and Hart Community Safety Partnerships.

Total Incidents	05/06	06/07
Primary Fires	300	250
Secondary Fires	552	485
Chimney Fires	21	9
False Alarms Good Intent	267	295
Automatic Fire Alarms	572	509
False Alarms Malicious	22	30
Road Traffic Collisions	157	145
Special Service Calls	197	283
Total	2088	2006

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Southampton - Steve Pegler

The Southampton Group consists of the City of Southampton, which is a complex and vibrant centre for shopping, leisure, tourism and industry and extends outside of Southampton into areas such as Hamble, which is famous for its yachting connections. The Group has four fire stations in the areas of Hightown, Redbridge, Hamble and St Mary's.

The population within the Group is representative of those groups that would be found in any large city within the UK. It shows a mix of all ages, religions and cultural backgrounds with many ethnic minority communities located around the St Mary's area.

We have worked hard over the past year to reduce arson within the Group. Arson is a problem that affects us all either directly by damaging our own property, or indirectly by damaging our community. We have set up a multi-agency team which will work with Hampshire Police to reduce arson and criminal damage and although the number of calls to these types of incidents are dropping, we will continue to work with other agencies to reduce the problem even further.

As Service Delivery partners within the Southampton area we are committed to an integrated approach to risk reduction for the benefit of the public we serve. Our established partnership with Southampton City Council Private Sector Housing Team provides an all-encompassing commitment to risk reduction in residential premises and the installation of water suppression systems (particularly sprinklers), where appropriate, in Houses in Multiple Occupation. We will further develop and strengthen our partnerships with Southampton City Council. Additionally targeting higher risk premises such as sleeping risks and small industrial units and will seek to develop closer links with all ethnic minorities groups in order to reduce community risk.

Total Incidents	05/06	06/07
Primary Fires	754	704
Secondary Fires	1215	1243
Chimney Fires	10	9
False Alarms Good Intent	509	598
Automatic Fire Alarms	1393	1082
False Alarms Malicious	197	189
Road Traffic Collisions	169	177
Special Service Calls	629	624
Total	4876	4626

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Winchester - Steve Trevethick

The Group comprises of six fire stations located in Winchester City, Bishops Waltham, Droxford, Wickham, Alresford and Sutton Scotney. In October 2007, Winchester Fire Station improved emergency response cover with the introduction of continuous crewing, providing 24 hour fire cover. Sutton Scotney is new to the Group replacing Waterlooville making the Group boundary the same as that of the District and Community Safety Partnership.

The Group serves a population of 110,000 people, around 25% of which are 60 years and over. The majority of the population occupy 42,000 households, 40% of which are located in Winchester City. Winchester and the transient population has a high incidence of road traffic collisions and with partners we will focus on the reduction of this risk.

The Borough of Winchester surrounds the Cathedral and extends to around 250 square miles of which much is predominately rural. The Group has four diverse buildings which attract specific operational plans. Two present a sleeping risk these being the Royal Hampshire County Hospital and Winchester Prison. The Brooks shopping centre and the heritage importance of Winchester Cathedral also attract specific planning.

We are a member of the Community Safety Partnership, created to build a safer and cohesive community. In the last year, the Group has run its first Junior Citizen Think Safe event when 500 school children received a wide range of safety education. The Halloween "Respect" initiative was run and as a result 999 calls reporting antisocial behaviour and fires were reduced for the third year running. Engagement with young people has been successful through the delivery of the 'First Gear' project, focusing on the promotion of road safety, and a week long Local Intervention Fire Education (LIFE) programme, with a focus on arson reduction and antisocial behaviour has also been run.

Home Fire Safety Visits are now actively targeted at people who are at higher risk from fire, which provides effective risk reduction and greater efficiency. Part of which has been achieved by supporting local partnerships with the Primary Care Trust. Our Community Safety Delivery resources will also focus on reducing risk to life within non-domestic premises; protecting the environment by targeting acetylene users in particular; and safeguarding community assets, such as schools and hospitals.

Total Incidents	05/06	06/07
Primary Fires	250	183
Secondary Fires	216	207
Chimney Fires	44	36
False Alarms Good Intent	155	187
Automatic Fire Alarms	500	396
False Alarms Malicious	35	27
Road Traffic Collisions	141	145
Special Service Calls	181	135
Total	1522	1316

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