

**The Highland Council**  
**Community Safety, Public Engagement and Equalities**  
**Committee – 13 June 2013**

**Scottish Fire and Rescue Service**  
**Highland Area**  
**Quarterly Performance Report for 2012/13**

Agenda Item	4
Report No	CPE 18/13

**Summary**

This Report and attached **DRAFT** quarterly performance report (QPR) details Fire and Rescue Service performance across a range of Intervention, Prevention and Protection activities.

The report also contains update information relating to Station Sustainability (**APPENDIX A**) and the Safer Firefighter Programme (**APPENDIX B**) as requested by Members of the Highland and Islands Fire Board following its final meeting of 1 March 2013.

**1. Background**

1.1 As directed by the Fire (Scotland) Act 2005, fire and rescue personnel within the Highland area of the Scottish Fire and Rescue Service (SFS) continue to deliver a variety of community safety activities through Prevention, Protection and Intervention methods. These methods range from performing home fire safety visits (HFSV), legislative fire safety audits, post incident fire investigation(s) and responding and attending operational incidents.

**2. Managing Performance**

2.1 The Service reports on performance through its Performance Management framework which includes the production of quarterly performance reports (QPR) (See **APPENDIX C** for QPR 4 for the Highland area). QPRs are informed by the detailed analysis of previous activity set against performance targets, allowing all stakeholders to examine outcomes against set and agreed targets.

**3. Service Delivery**

3.1 Some notable successes from the reporting year 2012/2013 are:

- Completion of Phase 2 of the Safer Firefighter Programme (SFP) with an increased number of operational personnel achieving national standards in key core skills.
- An increased number of operational personnel achieving national medical standards in Highland area; this is now 81% of all staff

- Increased legislative fire safety audits performed across the Service area meeting the Service's duties within the Fire (Scotland) Act 2005.
- Through continued community engagement and partnership activities, the Service has seen a reduction in the number of malicious fires and fire related anti-social behaviour.

3.2 As Local Senior Officer for the Highland area, I will continue to present performance data for detailed scrutiny in line with statutory obligations and agreed local service delivery.

Recommendation

CPE Committee Members are asked to **SCRUTINISE** the contents of the attached report and appendices.

Signature: Area Manager Scott Hay

Designation: Local Senior Officer

Date: 4 June 2013

Appendices:

- Station Sustainability Update
- Safer Firefighter Programme Update 2012/2013
- **DRAFT** Quarterly Performance Report 2012/2013 for Highland Area

## APPENDIX A

### STATION SUSTAINABILITY UPDATE

#### 1. BACKGROUND

At its meeting of 19 March 2012, Members of the Highland and Islands Fire Board approved the criteria for considering the sustainability of a fire station in the Highlands and Islands Fire and Rescue Service area which included the following;

<b>Personnel</b>	Sufficient individuals coming forward from a community that maintains a minimum of competently trained personnel to be mobilised to emergency calls at all times.
<b>Physical Attributes</b>	Personnel meet national physical requirements and medical standards to provide a safe and effective Service response.
<b>Commitment</b>	Personnel fulfil their contractual commitment to provide the time to be available for emergency cover and to maintain the range of core skills required to deliver an effective, safely operating station.
<b>Training</b>	The Service is able to provide a suitable and comprehensive training programme, tailored to the risk profile and activity rate of the station that ensures effective operation and Community and Firefighter safety.
<b>Best Value and Wellbeing</b>	The provision of the station complies with the duty of the Board to deliver Best Value in the use of its resources in relation to risk as defined in consultation with the Constituent Authorities.

#### 2. STATION SUSTAINABILITY UPDATES

The above criteria were used to provide Board Members with regular station sustainability updates as well as supporting them in making informed decisions on the future of resource allocation.

At the Fire Board meeting on 1 March 2013, Members were presented with the final station sustainability report (**FIRE 5/13**) identifying four stations. With specific reference to those in the Highland Council area, these stations included:

- Eigg
- Knoydart
- Tongue

Members of the Highland and Islands Fire Board made the decision to close Eigg and Knoydart and a focused Prevention and Protection action plan was implemented specifically for those areas. This included: fire and rescue staff performing home fire safety visits (HFSV), working with relevant partner agencies to target those most in need, providing lifesaving fire safety advice and installing smoke detectors and alarms.

Legislative fire safety (LFS) audits are also being performed in designated premises with the aim of supporting duty holders to comply with the Fire (Scotland) Act 2005.

The above report (**FIRE 5/13**) also highlighted the concerns relating to Tongue which included:

- Only 4 staff employed
- Challenges to day time cover impacting on overall availability to respond to operational incidents at certain times of the day

At the final Fire Board meeting on 1 March 2013, Members requested and agreed that station sustainability updates be provided to inform future meetings of the respective Scrutiny Committees.

The information presented would also support the on-going scrutiny of performance in service delivery as well as identifying areas for improvement, i.e. continuing targeted recruitment and personnel availability in the local community.

### 3. TONGUE STATION UPDATE

Tongue station has been identified previously as having significant challenges in maintaining fire appliance availability to respond to emergencies at all times. This is primarily due to a combination of a limited number of local community members willing to become a member of the fire and rescue service, and where they do, those entering the recruitment process not meeting the national selection criteria for the role of firefighter.

The Service and local community are working hard to improve sustainability at Tongue station. Details of the current situation regarding the sustainability at Tongue are detailed below:

#### **SUSTAINABILITY CRITERIA**

<b>Personnel</b>	The unit currently has 4 personnel, 2 further members have recently been recruited. 1 recruit is currently attending a Trainee Firefighter Course at Invergordon in May 2013, while the remaining recruit is now on sick leave.
<b>Physical Attributes</b>	All personnel are within the 3 yearly cycle for Occupational Health medicals. 1 member is planned to attend later this reporting year. All 4 personnel are currently deemed fit for their role
<b>Commitment</b>	Appliance available 77% for 2013 (year to date) and 82% for reporting year 2012 (Annual Appliance Availability Report), although availability between the hours of 0800 and 1600 is challenging. Tongue personnel are also committed to delivering HFSV in the local area.
<b>Training</b>	3 crew members are within the Breathing Apparatus competency cycle. The remaining crew member is programmed for refresher in June 2013 and currently

	<p>available for operational attendance following local interim assessment.</p> <p>The Watch Manager has successfully undertaken Incident Command Training.</p>
<b>Best Value and Wellbeing</b>	The provision of Tongue station meets the strategic aim of the Scottish Fire and Rescue Service (SFRS) and Board to support front line services and reduce risk within the communities in Scotland

#### 4. CONCLUSIONS

Tongue have been operating at a minimum crewing level for some time, however unit personnel and district managers based at Thurso have undertaken a significant amount of work to address these sustainability issues which have included:

- Recent recruitment drive in summer of 2012 identifying two successful candidates
- Regular station engagement meetings held with station personnel to examine the challenges and seek opinion on possible local solutions
- Current recruitment drive in progress for 2013 including focused engagement with local community council and relevant groups. Local elected member highlighting the urgent need for recruitment in local area newspaper
- Tongue station personnel are all committed to training and responding to operational incidents when available. Additionally, they have been active in encouraging recruitment amongst local residents

## **APPENDIX B**

### **SAFER FIREFIGHTER PROGRAMME UPDATE**

This summary provides an update for Committee Members on progress against the aims of the Safer Firefighter Programme (SFP) for the reporting year 2012/2013. It also details the achievements and projected outcomes to maintain core and specialist skills training across the Highland area of the Scottish Fire and Rescue Service.

#### **1. BACKGROUND**

The SFP is built on the 'Safe Person Concept' which focusses on making firefighters safe in an inherently dangerous workplace by concentrating on all aspects of safety including instruction, supervision, training and the provision of safe systems of work.

This is achieved through the continued work in implementing national standards for training across the former Highlands and Islands FRS area and has now become imbedded as part of the national training programme for the Scottish Fire and Rescue Service.

Under the Scottish Fire and Rescue Service, Phase 3 of the Safer Firefighter Programme is now well underway and a training planner for 2013/14 has been produced which reflects the focus of training on the continuation of Incident Command and Breathing Apparatus competence, while also making progress on the delivery of Road Traffic Collision refresher training, Shore Based and Swift Water Rescue training.

## 2. SFP PERFORMANCE - 1 April 2012 to 31 March 2013

### Breathing Apparatus

The following table identifies the number of personnel who completed BA Training during 1 April 2012 to 31 March 2013

<b>Breathing Apparatus Refresher (BAR)</b>	<b>423</b>
<b>Fire Behaviour Training (FBT)</b>	<b>585</b>
This represents <b>93%</b> of all firefighters having now participated in BA "Hot Wear" training within nationally recognised refresher timescale (12 months). The remaining 7% are programmed for 2013/14	

### Incident Command

The following table identifies the number of personnel who have completed Incident Command Training (ICT) courses during 1 April 2012 to 31 March 2013

<b>Incident Command</b>	<b>226</b>
This represents <b>71%</b> of all Retained Band 2 and 3 Supervisory Personnel. The remaining 29% of Retained staff are programmed for 2013/14 along with all band 4 and 5 stations	

These figures represent a major accomplishment in ensuring the safety and competence of personnel and staff within the Service, recognising the hard work and commitment to produce substantial improvement across these critical areas of service delivery.

### Shore Based Rescue and Swift Water Rescue

Phase 2 of the SFP was introduced in November 2012 and recognised the need to deliver Specialist Skills elements including Shore based and Swift Water Rescue. A significant amount of training has been delivered to Wholetime and Retained personnel in the focus areas of Flooding and Water Rescue.

The following table identifies the number of personnel who completed water related rescue training courses from 1 November 2012 to 31 March 2013

<b>Level 1 - Shore Based Rescue</b>	<b>139</b>
<b>Level 3 - Swift Water Rescue</b>	<b>55</b>

### 3. SFP PERFORMANCE AND PROJECTIONS – 1 April 2013 Onwards

#### **Breathing Apparatus**

From 1 to 30 April 2013, 16 personnel undertook BA training courses (8 FBT and 8 BAR). The following table identifies the number of personnel who are projected to undertake BA Training courses from 1 May 2013 to 31 March 2014

<b>Fire Behaviour Training</b>	<b>466</b>
<b>BA Refresher and Local BA Courses</b>	<b>570</b>
In addition there are 42 new trainee retained firefighters who will undertake BA Initial Training courses by 31 <sup>st</sup> March 2014 and 9 Wholetime Trainee Firefighters who will undertake BA training events by 31 <sup>st</sup> December 2013	

#### **Incident Command**

18 personnel completed ICS training during April 13 and a further 158 are projected to undertake Incident Command training between 23 June 2013 and 31 March 2014. Additionally, the Service has now entered the maintenance of skills (MOS) phase of ICS, further supporting on-going competency training into 2013 and beyond.

#### **Swift Water Rescue and Shore Based Rescue**

Since 1 April 2013, 21 personnel have undertaken the Swift Water Rescue course with the final 8 personnel programmed to complete the training by the 13 June 2013. This will complete the training of wholetime operational personnel at Inverness station. In addition, 54 personnel have undertaken the Shore Based rescue training since April 1 and a further 72 personnel are projected to undertake this training before 30 June 2013.

#### **Medical standards**

Occupational health supported by the Inverness based fitness adviser continue to make good progress in the delivery of medicals, fitness tests and occupational surveillance while aligning to the aspects of fire reform, thus ensuring a smooth transition to the Scottish Fire and Rescue Service.

There are 355 individuals who require a medical between 1 April 2013 and 31 December 2013. This will complete the 3 yearly medical processes for all staff. Arrangements are in hand to ensure that this element of the programme is completed successfully.

#### **Fitness testing**

A fitness testing pilot programme commenced across twenty retained stations, one wholetime watch and one wholetime department in the final quarter of 2012/13. A review of the outcomes from the pilot scheme will now be undertaken prior to full



implementation to ensure the delivery of a standard procedure to meet the needs of the Scottish Fire and Rescue Service in the Highland area.

#### 4. SUMMARY OF KEY FIGURES

##### Number of Personnel - Completed SFP Courses - 1 April 2012 to 31 March 2013

<b>BA Refresher</b>	<b>423</b>
<b>Fire Behaviour Training</b>	<b>585</b>
<b>Incident Command</b>	<b>226</b>
<b>Level 1 - Shore Based Rescue</b>	<b>139</b>
<b>Level 3 - Swift Water Rescue</b>	<b>55</b>

##### Number of Personnel - Completed SFP Courses - 1 April 2013 to 30 April 2013

<b>BA Refresher</b>	<b>8</b>
<b>Fire Behaviour Training</b>	<b>8</b>
<b>Incident Command</b>	<b>18</b>
<b>Level 1 - Shore Based Rescue</b>	<b>54</b>
<b>Level 3 - Swift Water Rescue</b>	<b>21</b>

##### Current Projected SFP Course Places BA/ICS - 1 May 2013 to 30 April 2014

<b>BA Refresher</b>	<b>466</b>
<b>Fire Behaviour Training</b>	<b>570</b>
<b>Incident Command</b>	<b>158</b>

##### Current Projected SFP Course Places SBR/SWR - 1 May to 30 June 2013

<b>Level 1 - Shore Based Rescue (SBR)</b>	<b>72</b>
<b>Level 3 - Swift Water Rescue (SWR)</b>	<b>8</b>