



DRAFT

Highlands & Islands Fire & Rescue Service

HI-Performance - Highland

Quarterly Performance Report

1 January - 31 March 2013







Helping make the Highlands and Islands a safer and better place to live, work and visit

Introduction

Welcome to the final report in our series of quarterly reports for 2012/13. This report provides updates on progress against our Service Plan objectives, along with summaries of our fire safety activities, statistical and benchmarking information for the Highland area, and extracts of incidents that occurred between 1 January and 31 March 2013.










1. Service Plan Progress

The strategic objectives from the Service Improvement Action Plan for 2012/2013 are listed below, along with a brief progress report for each of the nine objectives.

Status	Strategic Objective	Progress
	1 Develop our Operational Capability	<ul style="list-style-type: none">All stations have been equipped with wireless-enabling (WAP) hardware.Mobile Data Terminal (MDT) software installation and training completed for Band 1 and 2 stations, with all remaining stations scheduled for reporting year 2013/14.Electronic Operational Risk Information (ORI) Data Gathering is programmed on a prioritised risk basis for 2013/14.
	2 Effective Management of our Retained Staff Availability	<ul style="list-style-type: none">The electronic retained availability system (FSi) is now fully integrated and is being used by all retained staff.The new medical and fitness standards are now embedded and 83% of retained personnel are medically fit for operational duties. Medicals have been scheduled for the remaining personnel during 2013/14.
	3 Undertake a Review of Training	<ul style="list-style-type: none">The rollout of PDRpro (electronic training package) training was completed for all stations prior to the 1st April.Phase 2 of the core skills delivery in Breathing Apparatus and Fire Behaviour training has been accomplished with 92 % of firefighters having completed these successfully.93 % of all firefighters have now participated in BA "Hot Wear" training within nationally recognised refresher timescales (12 months).85 % of staff required to undertake Incident Command training within this quarter of phase 2 have been successful in completing this training. This equates to 83% of the combined staff from Banded stations 1 - 3, who are required to undertake Incident Command training during the training year 2012/13.
	4 Review Station Sustainability	<ul style="list-style-type: none">Quarterly station sustainability reports were presented to the Board on 1st March which detailed key areas of activity and performance in line with the Board's agreed sustainability criteria.The Board requested future updates be presented to the Community Safety, Public Engagement and Equalities Committee for information.

Key:  Completed  In Progress  Not Yet Started  Not Completed

1. Service Plan Progress

Status	Strategic Objective	Progress
	5 Review our Asset Management Strategy	<ul style="list-style-type: none"> The new BA charging provisions in Shetland went live during this quarter. The building work in support of the BA rationalisation programme in Orkney is currently underway. Following implementation of the new helpdesk software we are now able to identify all connected hardware which is deployed across the whole Service area.
	6 Improve Communication within the Service	<ul style="list-style-type: none"> All staff have secure remote access to the Service Intranet which also gives access to Service network drives and webmail. A programme of regular communication updates on the Safer Firefighter Programme and other Service initiatives was introduced. The updated Service intranet will continue to be used in conjunction with the new Scottish Fire and Rescue Service intranet until it is fully integrated.
	7 Review our IT Strategy	<ul style="list-style-type: none"> The programme of replacement IT equipment for all stations has been completed. The final image for the operational risk information has been rolled out to appliances.
	8 Undertake a Review of our Key Documentation	<ul style="list-style-type: none"> The intranet is now the single storage point for all approved key documents. The reporting function for the key document area on the Service Intranet has been developed to assist in document control and archiving. The archiving programme for key documents will be undertaken by the new Scottish Fire and Rescue Service to ensure a consistent approach.
	9 Improve Legislative Fire Safety Delivery	<ul style="list-style-type: none"> During this quarter 255 Legislative Fire Safety (LFS) audits were undertaken by auditing staff. The total number of audits completed to 31st March 2013 was 1,178 which is in excess of the programmed 1014.
Key:	 Completed  In Progress  Not Yet Started  Not Completed	

2. Community Safety Activity

Preventing fires and emergency incidents from occurring in the communities we serve is a Service priority and is carried out through the promotion of fire safety in the delivery of home fire safety visits. To encourage cultural change and to build safer communities for the future, we also encourage pro-social behaviour events through partnership working. We protect the community and commercial premises through the delivery and enforcement of the Fire (Scotland) Act 2005.

Home Fire Safety Visits

During 2012/13 we set an ambitious target to carry out 5,000 home fire safety visits in the homes of people most at risk from fire with the aim of reducing the number of fire deaths and injuries. We have set a target of 3,800 for Highland, based on current estimates of population by the General Registry Office for Scotland. During these checks Fire Service personnel provide fire safety advice to the householders and, where necessary, fit smoke detectors. During this quarter, we undertook 1,118 home fire safety visits, which in addition to the updated figure of 2,313 completed in quarters 1 and 2, brings the total to 3,431 which is within 90% of the annual target.

Highland Totals

Home Fire Safety Visits	Annual Target	Completed	% Completed
	3,800	3431	90%
Smoke Detectors Fitted			1929
Telecare Smoke Detectors Fitted			330
Telecare Extreme Temp Detectors/Carbon Monoxide Detectors Fitted			30
Disabled Services Smoke Detectors Fitted			268

2. Community Safety Activity

Community Engagement - Activities

We promote fire safety and engage with the community through a number of different initiatives, which include working with partner agencies in promoting road safety, addressing anti-social behaviour, and providing fire and road safety advice to the community in general. Some of the community engagement activities undertaken this quarter include:

Rock Challenge 2013

The annual Rock Challenge event took place at Eden Court Theatre in Inverness on Tuesday 19 February. Rock Challenge is an anti-substance misuse and crime prevention vehicle, in the form of a performing arts competition for schools. The focus of the competition is on young people leading healthy lifestyles, without the need for alcohol or illegal substances.

Rock challenge is co-ordinated by Northern Constabulary in partnership with Highland Council, Highland Alcohol & Drugs Partnership, Choose Life, Highlands & Islands Fire & Rescue Service and the Scottish Courts Service.

Activities such as Rock Challenge are vital in raising the awareness of young people to the harmful consequences of alcohol and drug misuse which are significant contributory factors in many fires, fire injuries and fire deaths. Highlands and Islands Fire & Rescue Service supported this year's event by providing Fire Safety Education to attendees during breakout sessions.



Driving Ambition

During the quarter, three Driving Ambition events were held, one in Fortrose Academy on 27th February, one at Plockton High School on 5th March and one at Charleston Academy in Inverness on 13th March.



Driving Ambition is delivered in partnership with Northern Constabulary, Highland Council Road Safety team, the British Red Cross and the Driving Standards Agency. It is an intervention programme aimed at S5 and S6 pupils who are about to, or are already driving vehicles.

The programme takes positive steps towards forming safe young drivers of the future and aims to reduce the numbers of young drivers involved in road traffic collisions by engaging with potential and young drivers to give a wider knowledge of the issues relating to becoming a driver.

The students discuss lack of experience and peer pressures as well as legal issues and are provided with information which will positively influence driver behaviour as well as equipping the students to confidently deal with emergency situations.

The Service has developed a presentation in conjunction with the Highland Road Safety Working Group which provides information on the role of the Fire & Rescue Service at a road traffic collision (RTC). The session also emphasises the importance of driver safety and gives information on what to do at the scene of an RTC.







2. Community Safety Activity

Legislative Fire Safety

The Service has committed to auditing all high-risk sleeping accommodation during 2012/13 to fulfill its obligations under Part 3 of the Fire (Scotland) Act 2005.


In 2012/13 the Service set a target to complete fire safety planned audits of 126 hostels in Highland. A total of 110 hostels were audited, however, due to hostels operating seasonally 16 hostels were unable to be audited in 2012/13. The outstanding 16 hostels have been programmed for planned audit within the 2013/14 summer months when they are open and operating for business.

A Service target was set to complete planned audits of 143 HMOs in Highland. A total of 134 HMOs were audited with 9 remaining outstanding in 2012/13. The reason for the outstanding audits is due to premises being unoccupied and auditing officers being unable to gain access through the relevant dutyholders. The 9 HMO premises have been re-programmed for audit in 2013/14.

Highland Totals							
Status	Target Area	No of Premises	Annual Target	Completed	% Completed	Enforcement Notices	Prohibition Notices
	Care Homes	98	98	117	119%	2	0
	HMO	209	143	134	94%	1	1
	Hostels	160	126	110	87%	1	0
	Hotels	1095	447	542	121%	22	10
	Hospitals	18	18	20	111%	0	0
	TOTALS	1,580	832	923	111%	26	11

Key:  95% and above

 85% - 94%

 Less than 85%

3. Key Performance Indicators

We have developed a small set of Key Performance Indicators (KPIs) to report performance to the Strategic Management Team and Fire Board. We have concentrated on measures that we consider will be of particular importance to stakeholders.

Key:  Good/Acceptable

 Room for Improvement

 Below Standard

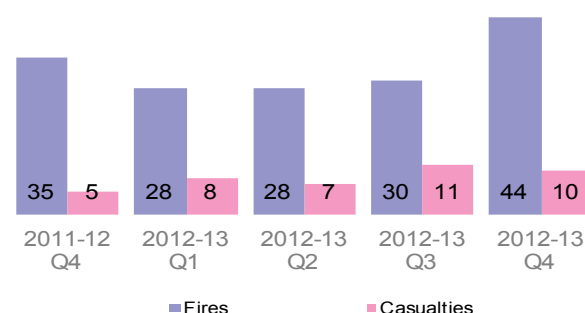
KPI-01 & KPI-02 Accidental Dwelling Fires and Fire Casualties

There were 44 accidental dwelling fires in the third quarter of this year, an increase of 9 when compared to the same quarter last year.

The number of casualties increased by 5, from 5 in the same quarter last year to 10 casualties this quarter. There were no fatalities in dwelling fires during this quarter.

The number of dwelling fires has increased compared to the same quarter in the previous year, and as the number of casualties has increased by more than 20% compared to the same quarter in the previous year, we therefore classify this KPI as red.

Accidental Dwelling Fires - Highland
From 2011-12 Q4 to 2012-13 Q4



3. Key Performance Indicators



KPI-03

Malicious Fires

The number of malicious (deliberately started) fires in the current reporting period decreased from 75 in the same quarter last year to 46 this quarter.

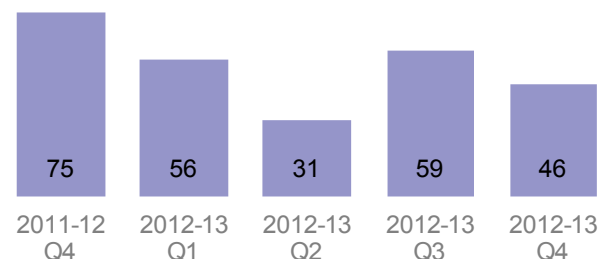
Of these 46 fires, 28 (61%) involved deliberately started grass or heath fires this quarter. However, the number of deliberately started grass or heath fires reduced by 19 from the same period in the previous year.

There were 11 refuse fires this quarter compared to 15 in the same period last year.

We classify this KPI as green because the number of malicious or deliberately started fires is lower than in the same period last year.

Malicious Fires - Highland

From 2011-12 Q4 to 2012-13 Q4



KPI-04

Fire Prevention Activities - Home Fire Safety Visits

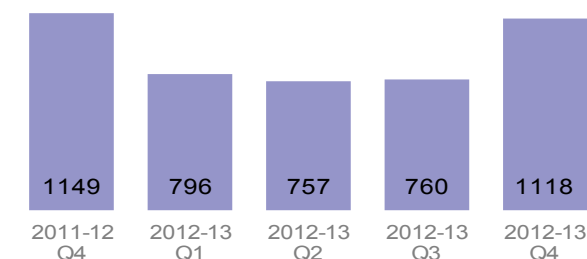
The number of home fire safety visits conducted this quarter increased on the number conducted in the second quarter of this year. The comparable figure for the third quarter of 2011/12 was 1,149.

The cumulative total for the number of home fire safety visits conducted during 2012/13 is 3,431. The annual target for the number of home fire safety visits was 3,800.

As the total number of home fire safety visits conducted within 10% of the annual target, we classify this KPI as green.

Home Fire Safety Visits - Highland

From 2011-12 Q4 to 2012-13 Q4



3. Key Performance Indicators (continued)



KPI-05

False Alarms as a Proportion of Incidents

We are committed to reducing the impact of unwanted fire alarm actuations (FAAs) over time, as attending unwanted calls is resource intensive and does little to reduce the risk of fire in the communities we serve.

We continue to identify premises which have two or more FAAs in a four week period, or three or more in a six month period. District staff use this information to inform them where a direct visit to discuss call reduction methods would be of most benefit.

FAAs vs Other Attendances - Highland	2011-12 Q4	2012-13 Q1	2012-13 Q2	2012-13 Q3	2012-13 Q4	Trend
Equipment-Related False Alarms	323	278	348	336	333	
Other Incidents	671	572	455	570	714	
Proportion of FAAs to Other Incidents	32%	33%	43%	37%	32%	
Service Average	32%	35%	47%	47%	31%	

Equipment related false alarms accounted for 32% of all incidents attended in the Highland area in the final quarter of this year. The number of incidents decreased slightly from 336 in the third quarter to 333 in the fourth quarter this year. However, this was a slight increase on the number of equipment related false alarm calls in the same quarter last year. As the number of equipment related false alarms is slightly higher than the same quarter last year we classify this KPI as amber.



KPI-06

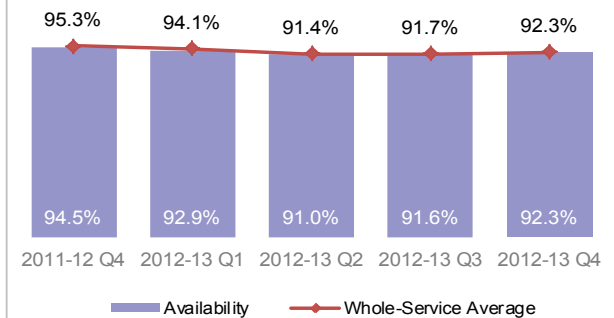
Proportion of Station Hours Available

We use a Retained Availability system to record when station staff are on call, and how this affects the availability of the station's fire appliances.

The availability of stations in the Highland area increased in the third quarter, from 91.6% in quarter three to 92.3% in the final quarter.

The chart shows that the availability of stations in Highland during this quarter is the same as Service average. As station availability is equal to the Service average, we classify this KPI as green.

Station Availability by Quarter - Highland
From 2011-12 Q4 To 2012-13 Q4



KPI-07

Efficiencies

The Board set a target of reducing its revenue budget by £638,312 for the financial year 2012/13.

We successfully identified savings of £657,299 which has exceeded the target which was set. Accordingly, we classify this KPI as green.

Details of the efficiencies identified by the Service can be seen in the table to the right.

Details	Savings £
Decommissioned Radio Masts	214,271
Procurement savings	138,081
Savings on Communication System Centre Configuration Management	62,000
Reduction in loan charges paid	168,000
Restructure savings	36,857
Redesign of training courses and use of mobile training unit	37,835
Reduction in travel due to use of video conferencing	255
Total	657,299

3. Key Performance Indicators (continued)



KPI-08

Absences

We are committed to effectively managing the number of days lost due to staff absences.

The table to the right shows the average number of days lost per person due to staff absences for wholetime and control staff within the Service over the previous quarters.

We have used the Scottish annual average of 7.8 days lost per Firefighter as a benchmark to compare the number of days lost per person in the table above. As the average days lost per person for wholetime and control staff over the last 12 months is more than 10% higher than the national annual average of 7.8 days, we classify this KPI as red.

Staff Absences - HIFRS Totals	Number of Staff in Post	Number of Days Lost				Average Days Lost per person over 12 months	
		2012/13 Q1	2012/13 Q2	2012/13 Q3	2012/13 Q4		
Wholetime	139	378	248	282	510	10.2	
Control	19	10	39	47	18	6.0	
Support	68	200	99	161	186	9.5	
TOTALS	226	588	386	490	714	9.6	

Due to nature of employment of Retained and Community Response Unit (CRU) staff, we report the number of calendar days lost instead of number of working days lost. The table to the right provides the calendar days lost for retained staff and the days lost for support staff for your information.

Retained & CRU	1,082	4,201	3,957	3,816	2,823	
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The figures for quarters 1 and 2 have been updated to show the latest information from our absence reporting records.



KPI-09

Injury Accidents

The Service aims to reduce the number of accidents that result in injury, and in particular the number of more serious injuries which must be reported to the Health & Safety Executive under the Reporting of Incidents Diseases and Dangerous Occurrence Regulations 1995 (RIDDOR). From 6th April 2012, the Service must report any incident which results in an absence from work of 7 days or more.

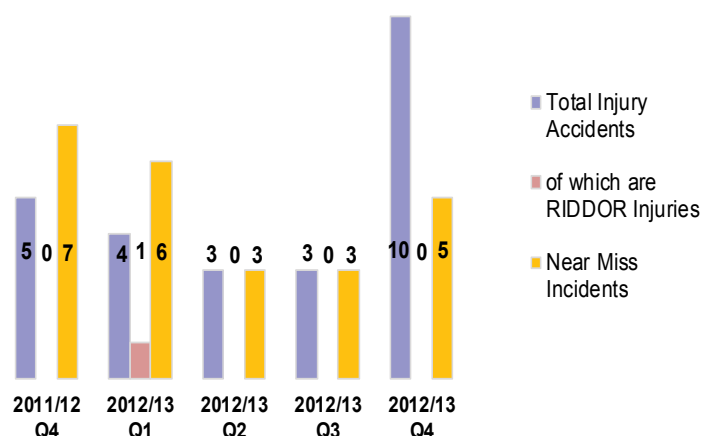
The total number of accidents has increased from 3 in the previous quarter to 10 in the current quarter. However, it is pleasing to report again that there were no RIDDOR injuries during this quarter.

There have been 5 reported near misses for this quarter, which is an increase of 2 compared to quarter 3. Collaborative work, via the Health & Safety Committee, is continuing in order to encourage the reporting of near misses.

As the overall number of injury accidents for quarter 4 of 2012/13 is higher than that in quarter 4 of 2011/12, we classify this KPI as red.

Injury Accidents and RIDDOR Injuries

From 2011/12 Q4 to 2012/13 Q4



3. Key Performance Indicators

KPI-10

Procurement

We aim to minimise non-contracted spend by ensuring that appropriate contracts are in place for all Service requirements in respect of supplies, services and works.

The graph to the right details the ratio of contracted spend for this quarter and also shows the ratio of contracted spend for the previous 12 months.

This information will be provided when this report is finalised. This will be completed when the 2012/13 financial accounts are finalised.

4. Area Statistics

Workforce Statistics

The tables below provide information on the current workforce within Highlands & Islands Fire & Rescue Service as at 31 March 2013.

Table 1 details the ethnicity within the Service. White British includes Scottish, English, Welsh and Irish personnel. Asian includes Asian Scottish, Asian English, Asian Welsh or other Asian British. Similarly, Black includes Black Scottish, Black English, Black Welsh or other Black British. Table 2 provides an age profile of the current workforce within the Service.

Table 3 provides information on vacancies and staff turnover within the Service. The table includes employee numbers for each category of staff within the Service and also provides information on leavers and joiners for each of the respective categories for the current quarter.

Table 1: Ethnicity of Workforce within HIFRS

Ethnicity within HIFRS	2012-13 Q4				
	Staff Total	Wholetime	Retained & CRU	Control	Support
White British	1,039	128	834	19	58
White Irish	3	1	2	0	0
White Other	14	0	13	0	1
Mixed	1	1	0	0	0
Asian	5	1	2	0	2
Black	1	0	1	0	0
Other	2	0	2	0	0
Unknown	243	8	228	0	7
TOTALS	1,308	139	1,082	19	68

4. Area Statistics

Table 2: Age Profile of Workforce within HIFRS at 31st March 2013

Age Bands *	2012-13 Q4				
	Staff Total	Wholetime	Retained & CRU	Control	Support
Under 20	7	0	5	0	2
20 to 29	138	8	127	0	3
30 to 39	334	38	280	4	12
40 to 44	272	45	215	3	9
45 to 49	280	37	229	3	11
50 to 54	161	11	128	8	14
55 to 65	115	0	97	1	17
66 and over	1	0	1	0	0
TOTALS	1,308	139	1,082	19	68

Table 3: Staff Turnover within HIFRS

Staff Turnover	Staffing Establishment	Number of Staff in Post	Vacancies	2012-13 Q4	
				Leavers	Joiners
Wholetime	155	139	16	5	5
Retained & CRU	1,503	1,082	421	34	34
Control	19	19	0	0	0
Support	87	68	19	12	0
TOTALS	1,764	1,308	456	51	39

Finance

The financial information will be provided once the 2012/13 Accounts have been finalised.

4. Area Statistics

Incident Statistics

The top chart shows the number of incidents attended in the fourth quarter of this year by category of incident.

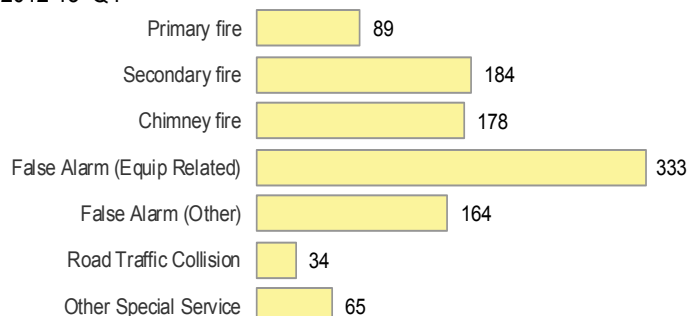
The second chart relates the proportion of the incidents attended in the Highlands (in yellow) to the average for the service as a whole (in white). If a yellow bar extends beyond the red marker in the middle of the chart the proportion is greater than the Service average; if to the left of the red marker it is below average.

As shown in the second chart, during quarter four the number of primary fires as a proportion of the total incidents in Highland was lower than the Service average (8.5% against 10.7%).

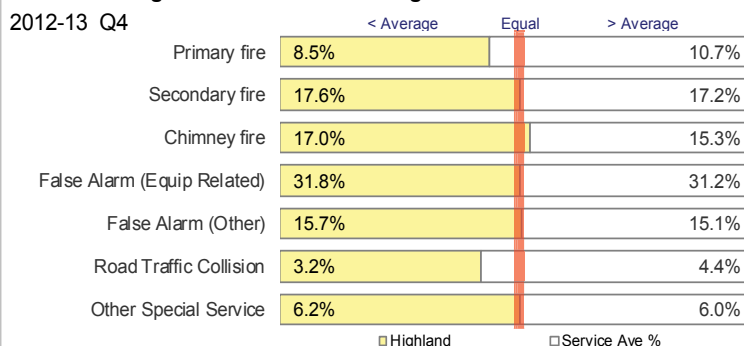
The number of non-equipment related false alarms this quarter was 164, which equates to 15.7% of all incidents in Highland compared to a Service average of 15.1%. The percentage of equipment related false alarms (31.8%) is slightly higher than the Service average of 31.2%.

Road traffic collisions in Highland this quarter is a lower percentage of the overall total than for the rest of the Service (3.2% against a service average of 4.4%).

Incidents Attended - Highland
2012-13 Q4



Incident % Highland vs Service Average



Station Statistics

On the next two pages we show the number of attendances for each station in the Highland area. As there are more stations in the Highland area than we can fit on one page, we have listed the Community Response Units (CRUs) separately. Please note that the tables show the number of incidents by station area in descending order by total number of attendances this year.

Attendances by Stations in Highland CRU 2012-13 Q4

Station	Availability %	Staff	Total Incidents		Number of Incidents This Quarter								
			This Year	This Qtr	Fires			False Alarms		Special Services		Other	
					Primary	Secondary	Chimney	Equipment	Other	Road Traffic Collision	Other		
Balintore (CRU)	-	9	12	0	-	-	-	-	-	-	-	-	-
Carrbridge (CRU)	-	10	14	4	-	1	-	-	-	-	2	-	1
Cromarty (CRU)	-	7	5	0	-	-	-	-	-	-	-	-	-
Lybster (CRU)	-	9	7	1	-	-	-	-	1	-	-	-	-
Muck (CRU)	-	5	0	0	-	-	-	-	-	-	-	-	-
Nethybridge (CRU)	-	7	1	0	-	-	-	-	-	-	-	-	-
Newtonmore (CRU)	-	10	9	2	-	-	-	-	-	1	-	1	-
Ratagan (CRU)	-	4	0	0	-	-	-	-	-	-	-	-	-
Spean Bridge (CRU)	-	9	24	10	-	4	-	-	-	1	-	5	-
Totals		70	72	17	-	5	-	-	1	4	-	7	-

Community Response Units are a wider Highland resource and as such are reported in the table above by the number of incidents attended.

4. Area Statistics

Incidents by Station Ground in Highland 2012-13 Q4

Station	Availability %	Staff	Total Incidents		Number of Incidents This Quarter							
			This Year	This Qtr	Fires			False Alarms		Special Services		Other
					Primary	Secondary	Chimney	Equipment	Other	Road Traffic Collision	Other	Standby
Inverness Wholetime	-	88	1282	340	26	33	15	149	80	8	29	-
Fort William	100	20	253	79	6	20	13	23	13	-	4	-
Dingwall	91	18	184	41	5	2	11	11	7	4	1	-
Invergordon	92	16	156	34	4	4	4	17	1	1	3	-
Nairn	95	18	145	37	6	1	9	14	2	1	4	-
Wick	97	19	136	32	7	2	3	11	8	-	1	-
Aviemore	89	11	110	38	1	1	5	18	4	4	5	-
Thurso	98	20	109	24	2	5	4	7	3	1	2	-
Tain	99	11	98	28	2	1	11	12	1	1	-	-
Portree	100	10	90	53	5	24	11	7	5	-	1	-
Grantown	90	19	88	24	2	1	8	13	-	-	-	-
Kinlochleven	83	15	69	25	-	6	7	5	3	2	2	-
Kingussie	100	12	64	14	1	1	6	2	2	1	1	-
Fortrose	83	9	60	24	1	1	4	11	2	1	4	-
Golspie	98	11	59	21	-	1	6	6	7	-	1	-
Mallaig	98	10	59	22	1	11	4	2	2	-	2	-
Fort Augustus	100	11	54	16	-	4	4	2	2	4	-	-
Dornoch	100	11	52	17	2	-	9	4	2	-	-	-
Kyle	100	12	48	13	1	5	5	-	1	1	-	-
Lairg	100	11	44	15	4	2	5	1	3	-	-	-
Broadford	100	12	41	18	2	10	1	3	1	-	1	-
Gairloch	98	9	41	19	-	12	4	1	2	-	-	-
Beaully	92	9	39	6	1	-	1	2	1	-	1	-
Strontian	94	10	36	14	1	6	-	3	1	3	-	-
Ullapool	90	15	31	9	1	2	3	-	2	-	1	-
Bonar Bridge	85	9	26	5	-	-	3	2	-	-	-	-
Drumnadrochit	95	10	25	5	1	-	1	1	2	-	-	-
Dunvegan	97	10	21	4	1	3	-	-	-	-	-	-
Kinlochbervie	92	9	17	7	-	2	5	-	-	-	-	-
Dunbeath	83	10	16	4	-	-	1	-	1	1	1	-
Lochinver	91	7	16	5	-	4	-	-	1	-	-	-
Acharacle	84	8	15	6	1	3	-	-	1	1	-	-
Bettyhill	58	7	14	7	1	3	-	3	-	-	-	-
Cannich	87	7	13	2	-	1	1	-	-	-	-	-
Helmsdale	93	10	11	5	-	-	5	-	-	-	-	-
Raasay	86	6	8	6	1	-	1	3	1	-	-	-
Lochcarron	91	11	7	3	1	-	2	-	-	-	-	-
Staffin	92	9	7	4	-	3	1	-	-	-	-	-
Achiltibuie	100	10	6	2	-	2	-	-	-	-	-	-
Aultbea	94	11	6	4	1	3	-	-	-	-	-	-
Glenelg	94	8	6	3	-	1	1	-	1	-	-	-
Kinlochewe	69	8	6	3	1	2	-	-	-	-	-	-
Foyers	96	10	5	3	-	1	1	-	1	-	-	-
Torridon	93	9	5	0	-	-	-	-	-	-	-	-
Durness	98	10	4	1	-	-	1	-	-	-	-	-
John O Groats	97	10	4	0	-	-	-	-	-	-	-	-
Kilchoan	96	8	4	1	-	-	-	-	-	-	1	-
Tongue	79	6	4	0	-	-	-	-	-	-	-	-
Applecross	84	9	3	2	-	-	1	-	1	-	-	-
Lochaline	98	10	3	1	-	-	1	-	-	-	-	-
Uig	90	10	3	1	-	1	-	-	-	-	-	-
Scourie	93	9	2	0	-	-	-	-	-	-	-	-
Totals		648	3605	1047	89	184	178	333	164	34	65	-

5. News in Brief

John O'Groats and Lochaline Station Openings



The official opening of John O'Groats Station on 19th March was attended by Chief Fire Officer, Stewart Edgar, Fire Board Convener, Andrew Drever, Vice-Convener, Audrey Sinclair

and Assistant Chief Fire Officer Billy Wilson.

Lochaline Fire Station was officially opened on 20th February and is a unique Station within the Highlands and Islands as 60% of the crew are female, and is



considered a one-off in the British Fire Service, if not beyond, in relation to the female representation on the station.

Looking Forward



The 1st April 2013 will be a momentous occasion in the history of the Fire & Rescue Service within the Highlands and Islands. It is not so much the conclusion of the history of the Highlands & Islands Fire & Rescue Service, but a proud continuation of the Service that started life as the Northern Area Fire Brigade, transitioned to the Northern Fire Brigade, then to Highland and Islands, and

most recently Highlands & Islands Fire & Rescue Service. Throughout its many guises, there has been a constant; a huge commitment to delivering the best possible services for our communities.

Scott Hay has been appointed as Local Senior Officer (LSO) for the Highland local authority area.

As LSO he will fulfil the statutory requirement for the Scottish Fire and Rescue Service to create stronger relationships with local councils and our other community partners to continue the provision of dedicated local fire and rescue services.

6. Incidents of Note

Fire at Royal Hotel, Dingwall

Fire Control in Inverness received a 999 call from the manager of the Royal Hotel building in Dingwall just before 3.30am on Monday 11th February stating that there was smoke in the building. The initial attending appliances were from Dingwall and Beaulieu, who were faced with a smoke logged four storey building. The ground floor consisted of retail premises with a former hotel occupying most of the upper storeys providing bedsit accommodation within a House in Multiple Occupation. The hotel manager had confirmed that all persons were accounted for.

The Incident Commander requested a further four appliances for additional BA wearers, which prompted the mobilisation of the wholetime appliances from Inverness. As BA teams penetrated deeper into the hotel they reported a rapid build-up of heat and were withdrawn as conditions became more arduous. The aerial ladder platform was mobilised to enable the fire to be attacked from the roof. At the height of the incident supporting appliances attended from Dingwall, Invergordon, Nairn and Fortrose, resulting in a total of eight appliances and a water carrier.



Over the following day and a half a succession of crews worked tirelessly to locate and extinguish the fire which had taken hold within inaccessible wall, ceiling and roof voids. Due to the tremendous efforts of firefighters the majority of the building sustained limited damage. The most badly affected section of the building required structural stabilisation by the wholetime Urban Search and Rescue (USAR) teams to create safe access.

Relief crews over the duration of attendance came from Bonar Bridge, Drumnadrochit, Cannich and Dornoch with stand-by crews coming from Tain, Grantown, Forres and Perth.

The successful resolution of this incident was a direct result of a multi-agency response from members of Northern Constabulary, the Scottish Ambulance Service and Highland Council staff. The range of this response included securing the scene, providing professional advice on building stability to assisting with the provision of first aid and emergency accommodation.

Photo courtesy of Inverness Courier