

The Highland Council

Community Safety, Public Engagement and Equalities Committee – 5 December 2013

Agenda Item	6i
Report No	CPE 45/13

Quarterly Performance Report for Quarter 2 2013/14

Report by Local Senior Officer for Highland – Area Manager Scott Hay

Summary

This Report and attached quarterly performance report (QPR) details Fire and Rescue Service performance across a range of Intervention, Prevention and Protection activities in line with set target delivery for 2013/14.

1. Performance Reporting 2013-14

- 1.1 Performance reporting for 2013-14 is aligned to the planned target delivery of 4000 home fire safety visits (HFSV) and 528 legislative audits across the Highland area. The 4000 HFSV is in line with previous reporting years and reflects the notional target of 40 per 1000 households across Scotland, benchmarking other LA areas. The 528 legislative audits reflect the number of known high and very high risk premises across the Highland area.
- 1.2 It is recognised that these activities and performance targets contribute to a reduction in risk in the community, as well as demand on fire and rescue service resources. Therefore, continuing to deliver these activities and analysing the outcomes ensures continued improvement in the reduction of fires and fire related injuries and unwanted fire alarm signals.

2. Key Performance Indicators - Analysis

- 2.1 KP1 and KP2 indicators reflect key target areas for the SFRS. Through the continued delivery of HFSV, partnership engagement and data sharing, the Service aims to reduce these incidents overall. Therefore it is essential that those most at risk in our communities are identified, supporting the targeted delivery of free HFSV.
- 2.2 KPI 3 reflects the decrease in malicious fires, including deliberate fires, this reporting quarter compared to quarter 1. However, compared to the same quarter from year 2012-13, there has been a small increase. This is a direct result of the increased wildfire activity. The Service is working closely with land managers and other partner agencies to reduce the overall number, particularly now during the Muirburning season.
- 2.3 KPI 4 identifies the number HFSV performed this quarter. This figure is lower than the targeted delivery of 2004, however reflects the improving picture for overall delivery for the year to date. HFSV delivery is expected to increase

and improve during quarters 3 and 4, delivering the targeted 4000 by year-end.

- 2.4 KPI 5 reflects a key target for reduction in SFRS activity across Highland area. As identified, 39% of all incidents attended in Highland are equipment related false alarms. SFRS auditing staff continue to work with duty holders to reduce these numbers overall. This will be supported by the planned implementation of a Scotland wide unwanted fire alarm system (UFAS) policy and procedure.
- 2.5 KPI 6 identifies the proportion of station hours available, directly relating to the availability of operational personnel, mostly during the normal 9-5 working day. Operational managers routinely engage with retained staff and their primary employers to support and encourage improvements in day time availability.
- 2.6 KPI 7 identifies the overall number of injury incidents. The Service actively encourages the reporting of near miss incidents, supporting the analysis and implementation of reduction and safety measures. The total number of injury accidents decreased between Q1 and Q2, however remains slightly higher than the same reporting quarter from year 2012-13. The Service routinely performs a full and joint investigation, in partnership with representative bodies following each event and ensures the resultant outcomes and recommendations are implemented.

3. News in Brief

- 3.1 The SFRS has been participating in Ward consultation sessions in partnership with Police Scotland. These events have been well received and prove extremely beneficial in supporting and informing the creation of the Local Fire and Rescue Plan for 2014-17.
- 3.2 A number of engagement events and operational activities are captured in this section of the QPR, further reflecting the range and level of performance across the Highland area this quarter.

Recommendation

The Committee is invited to comment and question service delivery and performance contained within the Report and attached QPR for Quarter 2, 2013-2014.

Area Manager Scott Hay

Local Senior Officer for Highland

15 November 2013

Attachments: **Highland Quarterly Performance Report: Quarter 2, 2013/14**