



Scottish Fire and Rescue Service

Performance Report - Highland

Quarterly Performance Report

1 January - 31 March 2014



Introduction

Welcome to the fourth and final quarterly Performance Report for 2013/14. This report provides 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 2014.

1. Community Safety Activity

Community Engagement - Activities

Our Community Engagement Activities align with the Community Planning Partnership's agreed priorities and outcomes as detailed in the Single Outcome Agreement (SOA) 2013-2019.

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 antisocial behaviour and providing fire and road safety advice to the community in general. These activities are targeted at improving education, employment and good citizenship.

We undertook a variety of community engagement activities during this quarter, which included:

Driving Ambition

Two Driving Ambition events took place. These highly effective and informative road safety courses were held in Fortrose and Wick, where approximately 140 S6 pupils attended.

The multi-agency young driver road safety and education intervention is aimed at pre and young drivers. The half-day event aims to provide S5 and S6 pupils, with informative and practical information about driving and learning to drive. The agencies involved include Highland Council, Police Scotland, Scottish Fire and Rescue Service, British Red Cross, driving instructors and mechanics. We inform pupils about the role the Service performs at road traffic collisions, as well as providing information on how to stay safe at the scene and basic life saving skills involving airway and bleeding management.

Fire Safety Engagement Sessions

A variety of Fire Safety sessions were delivered to several groups within the Caithness area which included; a Thurso based disability group, a disability access panel in Wick and a young mums group. The talks included general fire safety advice within the home, what to do and how to react in the event of a fire within the home including access and egress. More specific information was provided relating to access and emergency egress following an emergency evacuation of public buildings for those with disabilities.

These talks were delivered to 36 people which resulted in 19 home fire safety visits, further supporting engagement and targeted fire safety advice, tailored to the householders specific needs.

Legislative Fire Safety

Fire Safety Enforcement Officers (FSEO) carry out audits to ensure we deliver our statutory responsibilities under the Fire (Scotland) Act 2005 and also provide advice to businesses on fire safety.

Within the Highland area, FSEO are maintaining a focused approach on performing legislative fire safety audits on the premises categorised as mandatory premises. This activity targets the highest risk premises for auditing throughout the reporting year.

1. Community Safety Activity cont../

Legislative Fire Safety

The targets specified within the local Prevention and Protection Plan ensure that the Service focuses its resources in the most appropriate areas and to date, the performance in terms of auditing identified premises is 90% of the target. This includes premises providing sleeping accommodation. Sleeping accommodation has been assessed as presenting a higher than normal risk to persons resorting to these types of premises due to unfamiliar surroundings and being seen as more vulnerable whilst asleep in this environment. This reinforces the Service's commitment to enhancing the safety and reducing the risk of fire for all people in the Highland area.

In addition to the planned audits, Service personnel also undertook ten post fire audits. These audits are required following any fire in a premises that is classed as a relevant premises, i.e. a premises to which Part 3 of the Fire (Scotland) Act 2005 applies, e.g. sleeping accommodation, shops, offices, care homes, factories and industrial premises.

The table below provides a summary of the legislative fire safety activity across the Highland area over the year 2013-14.

Target Area	No. of Targeted Premises for 2013/14	Target to 31/03/2014	Completed to 31/03/2014	% Completed to 31/03/2014	Enforcement Notices	Prohibition Notices
Care Homes	99	99	93	94%	3	0
Hospitals	17	17	17	100%	0	0
Registered HMOs	117	117	74	63%	1	0
High or Very High Risk Premises Previously Audited	136	136	138	101%	14	2
School Care Accommodation	6	6	2	33%	0	0
Hospices	1	1	0	0%	0	0
Follow On and Other Audits	152	152	150	99%	10	2
TOTALS	528	528	474	90%	28	4

2. Key Performance Indicators

The following KPIs reflect areas of targeted service delivery to support the reduction of risk in the communities of Highland. The outcomes also reflect partnership expectations as detailed in the Highland single outcome agreement (SOA) which are reported to the community planning partnership (CPP).

Key: ● Good/Acceptable ● Room for Improvement ● Below Standard

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

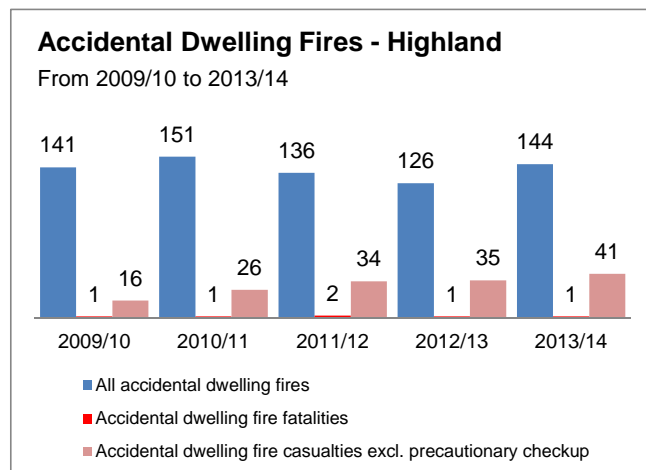
The number of accidental dwelling fires in the year 2013/14 has seen an increase of 18 when compared to the previous year. The average over the five year trend is 140 incidents.

There was a total of one fatality as a result of a dwelling fire in 2013/14 which is the same number when compared to the year 2012/13. However there has been an increase of casualties in during this reporting year.

As the number of accidental dwelling fires in this quarter has increased by less than 20% and the number of casualties has remained the same, we classify this KPI as amber.

Detailed analysis of each incident determines appropriate recommendations and actions to reduce and/or mitigate future events.

The reduction of accidental fires in the home aligns to Highland SOA key objective: People are supported and protected to stay safe and, the **national** stretch target of a sustained reduction in dwelling house fires and related fatalities and casualties based on a 3 year rolling average.



2. Key Performance Indicators

KPI-03

Malicious (Deliberately Started) Fires

The number of malicious fires, which includes those deliberately started, in the year 2013/14 has increased to 231, an increase of 36 when compared to the previous year. However when compared against the average of 283, over the five year trend, the number is lower.

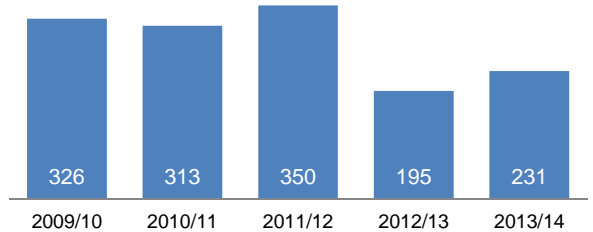
The Service is helping to reduce this number through participation in the multi-agency Go Safe Scotland school programme. This programme is designed to highlight, amongst other things, the dangers of fire setting and the promotion of fire safety in the home.

As the number of malicious fires has increased compared to the number in 2012/13 by less than 20%, we classify this KPI as amber. The Scottish Fire and Rescue Service and Police Scotland routinely share information, supporting joint investigations to identify possible causes.

This activity aligns to Highland SOA key objective: Reduction in Fire Related Antisocial Behaviour and, Reduction in Crimes of Vandalism.

Deliberate Fires - Highland

From 2009/10 to 2013/14



KPI-04

Fire Prevention Activities - Home Fire Safety Visits (HFSV)

This key activity is linked to the priorities identified in the Local Fire and Rescue Plan for Highland 2014/2017 and Highland SOA, aimed at reducing the number of accidental fires in the home.

	HFSV Targets for 2013/14	HFSVs Completed in 2013/14	HFSVs Completed As % of Annual Target	% Annual Target Completed	High Risk HFSVs Completed	High Risk As % of Total HFSVs	Agency Referral HFSVs Completed	Agency Referrals As % of Total HFSVs
Highland	4,008	3,823	95%	95%	1,473	39%	760	20%

At the end of 2013/14, a total of 3,823 HFSVs have been conducted.

This is 185 less than the target which was set, however the total number of visits undertaken equates to 95% of the overall target for 2013/14, being 4008.

As the total number of home fire safety visits conducted this quarter is within the tolerable margin of 10%, we classify this KPI as green.

KPI-05

False Alarms as a Proportion of Incidents

This indicator links to a key priority in the Local Fire and Rescue Plan for Highland 2014/2017.

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 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 where a direct visit to discuss call reduction methods would be of most benefit.

FAAs vs Other Attendances - Highland	2012-13 Q4	2013-14 Q1	2013-14 Q2	2013-14 Q3	2013-14 Q4	Trend
Equipment-Related False Alarms	332	330	361	351	281	
Other Incidents	714	678	567	518	540	
Proportion of FAAs to Other Incidents	32%	33%	39%	40%	34%	
Service Average	31%	36%	49%	45%	37%	

Equipment related false alarms accounted for 34% of all incidents attended in the Highland area in the final quarter of this year. This is 3% less than the Highland and Islands area average. The number of equipment related false alarm incidents attended is lower than in the same period last year; 281 this quarter against 332 in the final quarter of 2012/13.

As the number of equipment related false alarms decreased on the total for the same period last year we classify this KPI as green.

2. Key Performance Indicators

KPI-06

Proportion of Station Hours Available

We use a Retained Availability system for staff who work on the Retained Duty System (RDS) to record when station staff are off-call, and how this affects the availability of the station's fire appliances.

The chart shows that the availability of stations in the Highland area this quarter has increased by 1.9% to 87.4% when compared to the previous quarter.

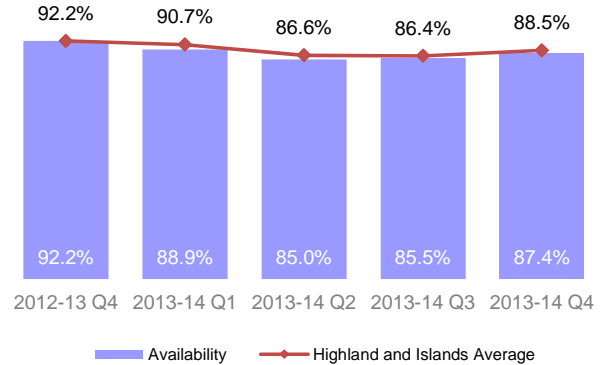
The availability is slightly lower than the average of 88.5%, however as the overall availability has increased in comparison to the previous quarter, we classify this KPI as green.

The Service works closely with employers and Fire and Rescue Service RDS staff to support an improvement in availability. However, we recognise the challenges staff face of combining primary employment and RDS operational cover across the communities in the Highland area.

The Service is actively recruiting in a number of communities to improve station and fire appliance availability. The following hyperlink takes you to the Service Recruitment website: www.myjobscotland.gov.uk

Station Availability by Quarter - Highland

From 2012-13 Q4 To 2013-14 Q4



KPI-07

Injury Accidents

We aim 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 6 April 2012, the Fire Service must report any incident which results in an absence from work of seven days or more.

We actively encourage the reporting of near misses as identification of sources of potential harm before injury occurs to allow proactive action to be taken.

The graph shows the number of injury accidents and the number of those which were RIDDOR injuries within the Service, and compares the figures for this quarter against the same period in 2012/13.

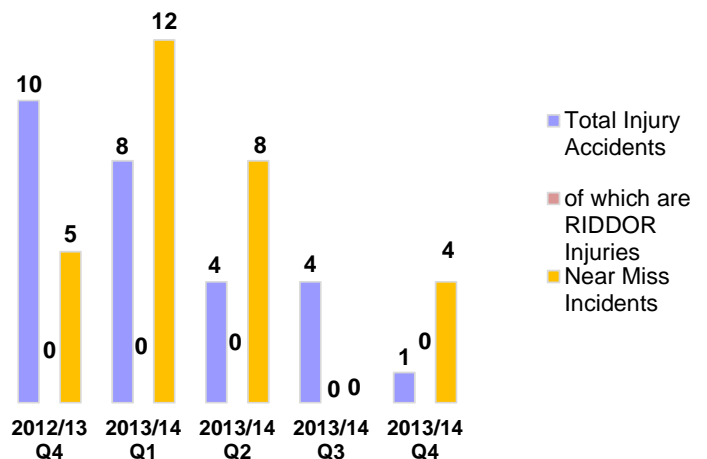
As the overall number of injury accidents for quarter 4 of 2013/14 is lower than that in quarter 4 of 2012/13, we classify this KPI as green.

We are pleased to report that again, as in the previous four quarters, there has been no RIDDOR reportable accidents.

This supports the Service's focus on safer firefighters through sustained training and personnel development.

Injury Accidents and RIDDOR Injuries

From 2012/13 Q3 to 2013/14 Q3



3. Area Statistics

The following statistical breakdown allows all stakeholders and the public to further analyse the Service's commitment to performance.

Workforce Statistics

The tables below provides information on the current workforce within the Highland area as at 31 March 2014. It details the breakdown of gender within each type of staffing and role within the Highland area.

	Workforce	Actual in post	Male	Female
CAITHNESS, SUTHERLAND, R&C				
RETAINED Watch Manager B	27	27	27	0
Crew Manager	57	52	45	7
Firefighter	264	212	196	16
SUB TOTAL	348	291	268	23
CRU Watch Manager A	3	3	3	0
Crew Manager	6	5	4	1
Firefighter	21	16	15	1
SUB TOTAL	30	24	22	2
CFS Watch Manager A	0	0	0	0
Crew Manager	0	1	1	0
Firefighter	0	8	8	0
SUB TOTAL	0	9	9	0

Table: 1 Gender of Workforce within Highland North

	Workforce	Actual in post	Male	Female
I&N, B&S,				
RETAINED Watch Manager B	10	9	9	0
Crew Manager	22	19	19	0
Firefighter	104	91	81	10
SUB TOTAL	136	119	109	10
CRU Watch Manager A	3	3	3	0
Crew Manager	6	2	2	0
Firefighter	21	23	20	3
SUB TOTAL	30	28	25	3
CFS Watch Manager A	0	0	0	0
Crew Manager	0	0	0	0
Firefighter	0	0	0	0
SUB TOTAL	0	0	0	0

Table: 2 Gender of Workforce within Highland Central

	Workforce	Actual in post	Male	Female
LOCHABER, SKYE & LOCHALSH				
RETAINED Watch Manager B	15	14	13	1
Crew Manager	32	30	27	3
Firefighter	149	114	102	12
SUB TOTAL	196	158	142	16
CRU Watch Manager A	3	2	2	0
Crew Manager	6	2	2	0
Firefighter	21	13	12	1
SUB TOTAL	30	17	16	1
CFS Watch Manager A	0	0	0	0
Crew Manager	0	1	1	0
Firefighter	0	5	5	0
SUB TOTAL	0	6	6	0

Table: 3 Gender of Workforce within Highland West

3. Area Statistics

Community Response Units

The tables below provides information on the current workforce within the Community Response Units (CRU) of the Highland area as at 31 March 2014. It details the breakdown of gender within each of the CRUs.

District	Station	Watch Manager A		Crew Manager		FF		TOTAL
		Male	Female	Male	Female	Male	Female	
Caithness	Lybster	1	0	1	0	7	1	10
Sutherland	Balintore	1	0	2	0	5	0	8
ER&C	Cromarty	1	0	1	1	3	0	6
SUB TOTAL		3	0	4	1	15	1	24

Table: 1 Gender of CRU Workforce within Highland North

District	Station	Watch Manager A		Crew Manager		FF		TOTAL
		Male	Female	Male	Female	Male	Female	
B&S	Carrbridge	1	0	1	0	5	3	10
	Nethybridge	1	0	0	0	6	0	7
	Newtonmore	1	0	1	0	9	0	11
SUB TOTAL		3	0	2	0	20	3	28

Table: 2 Gender of CRU Workforce within Highland Central

District	Station	Watch Manager A		Crew Manager		FF		TOTAL
		Male	Female	Male	Female	Male	Female	
Lochaber	Muck	1	0	0	0	3	1	5
	Spean Bridge	1	0	2	0	6	0	9
S&L	Ratagan	0	0	0	0	3	0	3
SUB TOTAL		2	0	2	0	12	1	17

Table: 3 Gender of CRU Workforce within Highland West

Incident Statistics

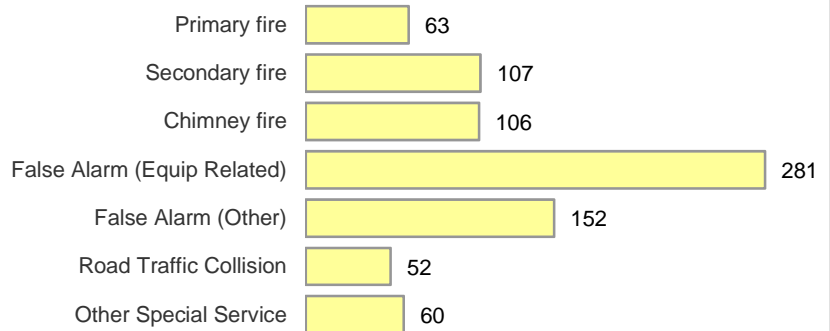
Figure 1 shows the number of incidents attended in the final quarter of this year by category of incident.

Figure 2 relates to the proportion of incidents attended in the Highland area (in yellow) to the average for the former Highlands & Islands Fire & Rescue 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 average; if to the left of the red marker it is below average.

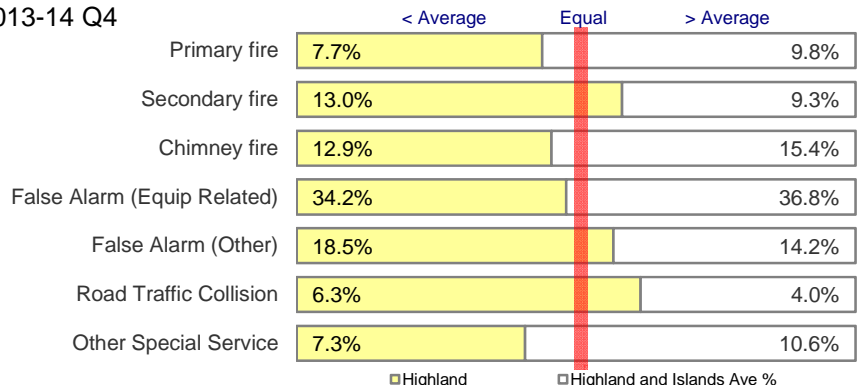
The incidents attended within the Highland area when compared against those within the same period in 2012/13 have all decreased, with the exception of road traffic collisions which have seen an increase from 34 incidents in 2012/13 to 52 in the same quarter in 2013/14.

When looking at the percentage of incidents within the Highland area, we see that incidents of secondary fires, false alarms and road traffic collisions are all higher than the average of the Highland and Islands total.

Incidents Attended - Highland 2013-14 Q4



Incident % Highland vs Highland and Islands Average 2013-14 Q4



3. Area Statistics

Station Statistics

This table shows the total number of incidents per station area in the Highland area, alphabetically by station.

Station Ground	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	
Acharacle	97	9	8	2	0	0	2	0	0	0	0	0	0
Achiltibuie	94	8	9	2	0	1	0	0	1	0	0	0	0
Applecross	79	8	1	0	0	0	0	0	0	0	0	0	0
Aultbea	92	9	6	1	0	0	1	0	0	0	0	0	0
Aviemore	91	13	119	20	2	1	5	7	2	3	0	0	0
Beauly	94	9	47	14	1	4	3	3	1	1	1	1	0
Bettyhill	61	7	17	4	1	3	0	0	0	0	0	0	0
Bonar Bridge	81	8	22	10	0	1	2	1	6	0	0	0	0
Broadford	98	11	40	10	0	0	3	5	1	0	1	1	0
Cannich	73	6	13	2	0	0	0	2	0	0	0	0	0
Dingwall	75	17	162	34	5	3	5	9	9	3	0	0	0
Domoch	100	12	50	13	3	0	2	4	0	3	1	1	0
Drumnadrochit	98	9	14	5	1	0	2	1	0	1	0	0	0
Dunbeath	86	11	19	4	1	0	0	3	0	0	0	0	0
Dunvegan	94	11	12	2	1	0	0	1	0	0	0	0	0
Dumess	94	10	3	1	0	0	1	0	0	0	0	0	0
Fort Augustus	99	10	52	9	3	0	2	1	0	2	1	1	0
Fort William	93	22	254	51	1	4	10	20	5	8	3	3	0
Fortrose	68	9	61	14	0	0	0	8	2	1	3	3	0
Foyers	80	8	21	3	1	0	0	0	0	0	2	2	0
Gairloch	100	10	28	8	0	2	1	2	2	0	1	1	0
Glenelg	89	8	7	1	0	0	1	0	0	0	0	0	0
Golspie	95	12	93	32	0	7	6	11	2	2	4	4	0
Grantown	84	19	73	18	0	5	4	3	3	1	2	2	0
Helmsdale	93	11	18	3	0	0	2	1	0	0	0	0	0
Invergordon	62	18	161	30	5	2	4	8	7	1	3	3	0
Inverness (Wholetime / Retained Duty System)	-	86	1,365	307	24	46	5	131	67	11	23	23	0
John O Groats	97	9	3	1	0	0	0	1	0	0	0	0	0
Kilchoan	97	9	1	1	0	0	0	0	0	0	1	1	0
Kingussie	99	11	64	13	0	0	3	3	4	3	0	0	0
Kinlochbervie	91	6	15	7	0	5	1	0	0	0	1	1	0
Kinlochewe	63	8	9	2	0	0	1	1	0	0	0	0	0
Kinlochleven	53	14	66	12	1	0	4	4	3	0	0	0	0
Kyle	98	11	40	8	0	0	3	1	2	0	2	2	0
Lairg	100	12	43	9	0	1	3	1	3	1	0	0	0
Lochaline	92	9	1	1	0	0	0	0	0	1	0	0	0
Lochcarron	86	10	6	1	0	0	1	0	0	0	0	0	0
Lochinver	62	6	10	6	0	4	2	0	0	0	0	0	0
Mallaig	86	8	48	6	0	0	2	2	2	0	0	0	0
Nairn	72	21	122	27	2	2	1	10	8	0	4	4	0
Portree	100	11	91	22	3	2	4	6	6	1	0	0	0
Raasay	90	6	21	0	0	0	0	0	0	0	0	0	0
Scourie	95	8	6	0	0	0	0	0	0	0	0	0	0
Staffin	87	10	1	0	0	0	0	0	0	0	0	0	0
Strontian	93	11	21	5	0	0	1	3	0	1	0	0	0
Tain	94	11	81	21	1	1	8	5	0	4	2	2	0
Thurso	96	21	125	29	2	5	3	10	7	0	2	2	0
Tongue	75	6	2	0	0	0	0	0	0	0	0	0	0
Torridon	96	10	1	0	0	0	0	0	0	0	0	0	0
Uig	80	8	0	0	0	0	0	0	0	0	0	0	0
Ullapool	88	15	40	14	1	3	4	1	2	2	1	1	0
Wick	95	19	133	36	4	5	4	12	7	2	2	2	0
Totals		641	3,625	821	63	107	106	281	152	52	60	60	0

4. News in Brief

Retirement - Neil Mutch, Granttown

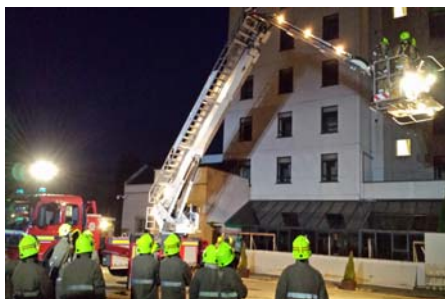


On 14 March, after 25 years of dedicated service to the Fire Service in the Strath, Neil Mutch retired as Watch Manager at Granttown-on-Spey Station.

Neil is pictured with friends and colleagues from across the Service at his retirement function where Station Manager Nixon presented a commemorative Silver Axe on behalf of Scottish Fire and Rescue Service.

Exercise - Four Seasons Hotel, Aviemore

On Thursday 27 March a joint wholtime and retained staff exercise was staged at the Four Seasons Hotel in Aviemore. The event was a multi pump exercise and training event involving crews from Aviemore, Kingussie, Newtonmore and the aerial platform from Inverness.



The exercise was successful in familiarising local crews with the capabilities of the aerial platform and strengthening the working relationship between Service staff whilst providing the public an insight into the work of the Fire and Rescue Service.

Long Service and Good Conduct Medal Presentation

Kevin Gray, a Firefighter at Nethybridge Wildfire Community Response Unit, received his Fire Service Long Service and Good Conduct Medal at a ceremony in Nethybridge on Monday 17 February.

Kevin joined Highland and Islands Fire Brigade on 8 February 1993 and has always been a keen and active member of the unit helping to build the shed that the unit calls home adjacent to Nethybridge Hotel. Kevin has been to many local wildfires and helped in fire safety education and prevention.

Partner Briefing – Highland Biodiversity Conference

Group Manager Philip Green of the Service Delivery department represented the Service at a multi-agency Biodiversity Conference, facilitated by the Highland Environmental Forum. This event raised awareness of biodiversity issues and allow forum members to put across their views prior to a public consultation on the future priorities for inclusion in the new Highland Biodiversity Action Plan.



The afternoon session included workshops focussing on sustainable habitat management, local biodiversity projects and highland habitats & species projects. This session allowed participants to discuss the morning input, supporting a wider discussion on protecting the delicate natural environment through controlled muirburning and its contribution to the above Action Plan.

5. Incident Summary

Road Traffic Collision - A9

On Saturday 15 March at 1257 hours, appliances from Tain, Dornoch and Golspie (Enhanced Rescue Pump) were mobilised to a three vehicle road traffic collision on the A9 adjacent with the junction of the B9174. On arrival crews were faced with one vehicle in the middle of the A9 with one female occupant trapped and one vehicle which had come off the road and down a small embankment with two occupants trapped. Police Scotland, Scottish Ambulance Service and NHS doctor were also in attendance.

The Incident Commander quickly assessed the scene and sectorised the incident. Crews from Tain and Dornoch, assisted by the enhanced equipment carried by the Golspie appliance, worked diligently with our partner agencies to safely extricate a total of three trapped casualties. One casualty was airlifted by air ambulance, with the other two casualties transported by road ambulance to hospital.

During the hot debrief the Doctor on scene complemented the professional actions of all the emergency crews, recognising their contribution in rescuing the trapped occupants.