

The Highland Council
Community Safety, Public Engagement and Equalities
Committee – 26 March 2013

Agenda Item	7i
Report No	CPE 7/14

Quarterly Performance Report for Quarter 3, 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 The attached quarterly performance report details fire and rescue service activities aligned with partnership agreed outcomes contained in the Highland SOA 2013-2019. These activities include the delivery of free home fire safety visits (HFSV) aimed at reducing dwelling house fires, supporting the partnership delivered road safety programme Driving Ambition and the reduction of fire related antisocial behaviour through delivery of the targeted youth engagement activities.
- 1.2 The service also has an obligation to carry out legislative fire safety audits, supporting a reduction in fires and fire related injuries in non-domestic premises, as well as a continued reduction of unwanted fire alarm signals. 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.

2. Key Performance Indicators (KPI) - Analysis

- 2.1 KPI 1 and KPI 2 indicators reflect key target areas for the Scottish Fire and Rescue Service (SFRS). Through the continued delivery of HFSV, partnership engagement and data sharing, the Service aims to reduce the impact of dwelling house fires. Therefore, it is essential that those most at risk in our communities are identified and receive a free HFSV. Both KPIs align to the SOA target of reducing the number of dwelling house fires, particularly those most at risk e.g. the elderly. More detail can be found in Highland SOA 2013-2019 Section 6.4 and table 12.
- 2.2 KPI 3 reflects the decrease in malicious fires including deliberate fires this reporting quarter, compared to quarter 2. This is a sustained reduction when compared with the same quarter from the previous reporting year. The

service has also seen a reduction in wildfire activity overall, and while we have yet to enter the potentially busy period of April-May (quarter 1), fire and rescue service managers are working closely with land managers and other partner agencies through the Scottish Wildfire Forum (SWF) to ensure a continued reduction in activity and related demand on resources.

- 2.3 KPI 4 identifies the number of HFSV performed this quarter as well as the cumulative figure for the reporting year to date. This figure is lower than expected and relates to specialist community safety advocate staff making career changes. The service is currently recruiting to fill known gaps and is committed to working with partner agencies to target homes and householders who would benefit most from a HFSV.
- 2.4 KPI 5 reflects a key target for reduction in SFRS activity across Highland area. As identified, 40% 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, due in April 2014.
- 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 an increase in day time availability. Recruitment is also key to improving this indicator. Service managers regularly perform targeted and focused recruitment in areas most in need of operational cover during core hours identified above.
- 2.6 KPI 7 identifies the overall number of injury accidents. 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 remained constant between quarter 2 and quarter 3. Encouragingly, the service has had no RIDDOR events, supporting its focus on safer firefighters through sustained training and personnel development.

3. Area Statistics

- 3.1 As identified above, service managers regularly target recruitment in areas most in need to maintain operational cover 24 hours a day, seven days a week. Workforce statistics are routinely monitored, supporting service managers when managing performance improvements and availability through recruitment and engagement.

4. News in Brief and Incident Summary

- 4.1 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

Committee Members are invited to **comment** and **question** service delivery and performance contained within the Report and attached QPR for Quarter 3, 2013-2014.

Area Manager Scott Hay

Local Senior Officer for Highland

16 March 2014

Attachments:

Highland Quarterly Performance Report: Quarter 3, 2013/14