

**The Highland Council**  
**Community Safety, Public Engagement and Equalities**  
**Committee - 26 March 2014**

Agenda Item	7ii(a)
Report No	CPE 8/14

**DRAFT Local Fire and Rescue Plan for Highland 2014-2017**

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

**Summary**

This Report and attached **DRAFT** Local Fire and Rescue Plan for Highland 2014-2017, sets out the **seven** key priorities for the Scottish Fire and Rescue Service within Highland area. It also recognises the importance of delivering risk reduction activities in partnership through the community planning partnership structure, aligned with strategic outcomes identified in the Single Outcome Agreement 2013-2019.

**1. Background**

- 1.1 Following the introduction of the Police and Fire Reform (Scotland) Act 2012, it was the responsibility of the new Scottish Fire and Rescue Service (SFRS) to produce a Strategic Plan for Scotland. The Strategic Plan 2013-2016 sets out the four strategic aims and how the service would achieve these through a greater focus on improved partnership working and engagement with the communities of Scotland.
- 1.2 In line with the 2012 Act, this responsibility extends to the creation of a Local Fire and Rescue Plan for each Local Authority, detailing how service activities would be delivered, therefore allowing communities and partners to scrutinise performance outcomes against published and agreed service delivery.

**2. Local Fire and Rescue Plan For Highland 2014-2017**

- 2.1 The attached **DRAFT** Local Fire and Rescue Plan for Highland 2014-2017 (Local Plan) sets out the **seven** priorities within Highland based on the local risk profile and risk analysis. The **DRAFT** Local Plan also recognises the importance of community planning and partnership working in achieving these priorities through the Community Planning Partnership (CPP) and related Single Outcome Agreement (SOA) 2013-2019.
- 2.2 The **seven** priorities of the **DRAFT** Local Plan 2014-2017 include:
- Local Risk Management and Preparedness
    - Ensuring the SFRS meets its statutory duty to reduce risk and respond to emergencies when and where they occur

- Reduction of Accidental Dwelling Fires
  - Delivering fire reduction strategies and activities e.g. home fire safety visits
- Reduction of Fire Casualties and Injuries
  - Identifying and targeting our activities to those most at risk in our communities e.g. the elderly and those living in deprived areas
- Reduction of Deliberate Fire Setting
  - Identifying areas of fire related antisocial behaviour (ASB) and delivering services to promote its reduction e.g. youth engagement activities
  - Working in partnership to deliver the Firesetter fire reduction programme
- Reduction of Fires in Non-Domestic Property
  - Targeting legislative fire safety audits and enforcement (where appropriate) to reduce deaths and injury in premises identified as high risk
  - Reducing secondary fires, e.g. wildfires, to reduce the demand on public resources and their subsequent impact on communities and the natural and fragile environment
- Reduction in Casualties from Non-Fire Emergencies
  - Reducing the number and outcomes from road traffic collisions
  - Continuing to deliver road safety advice and education to key groups
- Reduction of Unwanted Fire Alarm Signals
  - Target premises that regularly generate unwanted false alarms and working with duty holders to reduce their number and subsequent impact on community and fire and rescue service resources

### **3. Informing the Local Fire and Rescue Plan**

- 3.1 The **DRAFT** Local Plan is a link between the four strategic aims of the SFRS Strategic Plan 2013-2016 and how this will be delivered at local level for the communities of Highland. Local service delivery is influenced by the detailed analysis of risk across the communities of Highland, combined with and supported by community priorities. These priorities and concerns were captured during the joint ward level consultation sessions (**CPE report 46/13** - December 2013).
- 3.2 A process of wider consultation on the **DRAFT** Local Plan took place, ensuring all key partners and stakeholders were included, the results of which have been incorporated within the latest version of the **DRAFT** Local Plan, attached.

- 3.3 The communities of Highland told us of their **four** key concerns and priorities they wished to be addressed. This reinforces our continued focus on service activities, both service specific and partnership led, aimed at reducing:
- Accidental House Fires
  - Deliberate Fires
  - Road Traffic Collisions
  - Unwanted Fire Alarm Signals (UFAS)
- 3.4 Information from the wider consultation with key stakeholders and partner agencies is still being gathered. Early comments and feedback support a more focused alignment with the Highland SOA 2013-2019. This includes more area-specific target setting strengthening scrutiny of service delivery, as well as the focus on prevention for those most at risk, e.g. older people and those living in areas of deprivation.

#### **4. Next Steps**

- 4.1 Following the wider consultation, agreement and adoption of the **DRAFT** Local Fire and Rescue Plan for Highland 2014-2017, the Local Senior Officer (LSO) will finalise the Annual Action Plan for Highland 2014-2015, detailing the delivery of risk reduction activities within the communities in Highland.
- 4.2 Local targets and outcomes will be set and aligned to the Highland SOA 2013-2019. This will provide greater scrutiny opportunities for elected members, partner organisations within the community planning partnership and the wider communities of Highland.

#### **Recommendation**

Committee Members are invited to discuss and comment on the **DRAFT** Local Fire and Rescue Plan for Highland 2014-2017.

**Area Manager Scott Hay**

**Local Senior Officer for Highland**

**16 March 2014**



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

# LOCAL FIRE AND RESCUE PLAN FOR HIGHLAND

2014-2017



**Working together  
for a safer Scotland**



The Highland  
Council  
Comhairle na  
Gàidhealtachd



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# Foreword

Welcome to the Scottish Fire & Rescue Services (SFRS) Local Fire and Rescue Plan for the Local Authority Area of Highland. This plan is the mechanism through which the aims of the SFRSs Strategic Plan 2013 – 2016 are delivered to meet the agreed needs of Highland communities.

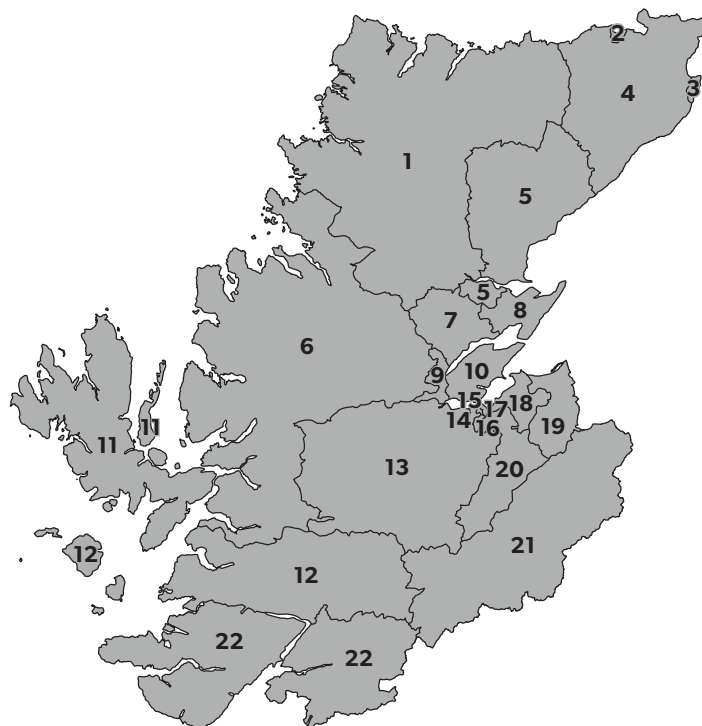
The Plan sets out the priorities and objectives for the SFRS within Highland for 2014 – 2017 and allows our Local Authority partners to scrutinise the performance outcomes of those priorities. SFRS will continue to work closely with our partners in Highland to ensure we are all “Working Together for a Safer Scotland” through targeting risks to our communities at a local level.

The Local Fire and Rescue Plan and associated Annual Action Plan 2014-2015 are aligned to the Community Planning Partnership structures within Highland. Through partnership working we will deliver continuous improvement in our performance and effective service delivery in our area of operations.

The SFRS will continue to use data analysis techniques to identify risk and to ensure resources are allocated to the point of need within our communities. While considering the strategic priorities of the SFRS we will develop local solutions to local needs and ensure equitable access to Fire and Rescue resources. Through our on-going involvement with local community safety groups in Highland we will continue to develop our understanding of local needs and proactively seek out consultation opportunities with all sections of the community. Using this approach we will ensure that the service we deliver is driven by consultation, in line with public expectations and helps to build strong, safe and resilient communities.

**Scott Hay, Local Senior Officer**

01 North, West and Central Sutherland
02 Thurso
03 Wick
04 Landward Caithness
05 East Sutherland and Edderton
06 Wester Ross, Strathpeffer and Lochalsh
07 Cromarty Firth
08 Tain and Easter Ross
09 Dingwall and Seaforth
10 Black Isle
11 Eilean a' Cheò
12 Caol and Mallaig
13 Aird and Loch Ness
14 Inverness West
15 Inverness Central
16 Inverness Ness-side
17 Inverness Millburn
18 Culloden and Ardersier
19 Nairn
20 Inverness South
21 Badenoch and Strathspey
22 Fort William and Ardnamurchan



# Introduction

The Scottish Government provides an overarching vision for public services that focuses on the creation of a more successful country, with opportunities for all through a sustainable increase in economic growth.

This direction is supported by Strategic Objectives to make Scotland a wealthier & fairer, smarter, healthier, safer & stronger and greener place. Through a concordat between the Scottish Government and the Convention for Scottish Local Authorities (COSLA), the Strategic Objectives have been expanded into Local Single Outcome Agreements (SOA) which include indicators and targets that provide the framework for how Local Authorities and their Community Planning partners such as the SFRS will deliver services.

The Fire (Scotland) Act 2005 as amended by The Police and Fire Reform (Scotland) Act 2012 provides the statutory basis for the SFRS to deliver a range of core services and functions that means while the service is ready to respond to fire and other emergencies, it also maintains a strong focus on prevention and protection arrangements to ensure the safety of our communities. The associated Fire and Rescue Framework for Scotland 2013 sets the overarching strategic direction for the SFRS in the delivery of its services to the communities of Highland.

*The Police and Fire Reform (Scotland) Act 2012 requires local plans to contain:*

- *Priorities and objectives for SFRS in connection with the carrying out duties in the local authority's area of SFRS's functions,*
- *The reasons for selecting each of those priorities and objectives,*
- *How SFRS proposes to deliver those priorities and objectives,*
- *In so far as is reasonably practicable, outcomes by reference to which delivery of those priorities and objectives can be measured,*
- *How those priorities and objectives are expected to contribute to the delivery of any other relevant local outcomes which are identified by community planning,*
- *Such other matters relating to the carrying out of SFRS's functions in the local authority's area as SFRS thinks fit.*



# Strategic Assessment

A strategic assessment for the SFRSs activities in Scotland established the type, frequency and impact of incidents that we attend. With this assessment in place the Local Senior Officer (LSO) for Highland can effectively identify key priority areas for the SFRS to target its resources at a local level.

## National Assessment

The Scottish Government within their National Performance Framework have identified 16 National Outcomes they wish to achieve. Through delivery of this Local Plan the SFRS in particular will contribute to the following Outcomes:

- **National Outcome 1:** We live in a Scotland that is the most attractive place for doing business in Europe
- **National Outcome 4:** Our young people are successful learners, confident individuals, effective contributors and responsible citizens
- **National Outcome 6:** We live longer healthier lives
- **National Outcome 8:** We have improved the life chances for children, young people and families at risk
- **National Outcome 9:** We live our lives safe from crime disorder and danger
- **National Outcome 11:** We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others
- **National Outcome 12:** We value and enjoy our built and natural environment and protect it and enhance it for future generations
- **National Outcome 15:** Our people are able to maintain their independence as they get older and are able to access appropriate support when they need it

The priorities for the SFRS have been laid out in the Fire and Rescue Framework for Scotland 2013 with the following Strategic Aims defined within the Strategic Plan 2013-2016:

- Strategic Aim 1:** Improve safety of our communities and staff
- Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- Strategic Aim 3:** Improved outcomes through partnership
- Strategic Aim 4:** Develop a culture of continuous improvement





## Equality Assessment

On 30 April 2013, the Scottish Fire and Rescue Service published its Equality Outcomes, in compliance with the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012. The SFRS Equality Outcomes are.

- Outcome 1:** People from all Scotland's community groups feel confident in contacting the Fire and Rescue Service for advice and information on relevant non-emergency issues.
- Outcome 2:** Disabled, LGBT, BME, older people and people from minority faiths are aware of the services provided by the SFRS, particularly how these can be adapted to meet their own individual needs.
- Outcome 3:** People from all Scotland's community groups feel safer in their homes and on our roads
- Outcome 4:** Establish the Scottish Fire and Rescue Service as an employer of choice for people across protected characteristics.
- Outcome 5:** Provide a positive and healthy workplace culture that welcomes, embraces and develops people from across all protected characteristics.
- Outcome 6:** People from across all communities are enabled to live lives free from hate crime, harassment and domestic abuse/violence.
- Outcome 7:** Gypsy Travellers and migrant workers are safer, better informed and confident in Scottish Fire and Rescue Service engagement



## Local Assessment

The local assessment addresses issues relevant to the local area. Through analysis of data, partnership working and consultation, local improvement and demand reduction plans can be developed to ensure positive outcomes and results are achieved.

The key priority areas in Highland that are considered in the Local Assessment and those that action plans will be developed for are:

- Local Risk Management and Preparedness
- Reduction of Dwelling Fires
- Reduction in Fire Fatalities and Casualties
- Reduction of Deliberate Fire Setting
- Reduction of Fires in Non Domestic Property
- Reduction in Casualties from Non Fire Emergencies (e.g. Road Traffic Collisions)
- Reduction of Unwanted Fire Alarm Signals

# Local Operational Assessment

Profile of Scottish Fire and Rescue Service activity levels across the Highland area including incidents by type and risk levels.

## Local Fire and Rescue Activity

Performance Indicator	2010/11	2011/12	2012/13	3 year average	Trend
All deliberate primary fires	50	48	26	41	↓
All deliberate other building fires	9	16	10	12	→
All deliberate secondary fires	255	288	154	232	↓
All accidental dwelling fires	151	136	128	138	↓
All accidental other building fires	81	73	82	79	→
All fatal fire casualties	2	9	1	4	↓
Non-fatal fire casualties excl. precautionary checkups	34	44	41	40	→
Non-fatal fire casualties incl. precautionary checkups	52	69	49	57	→
Special Service RTCs	181	206	208	198	→
Special Service flooding	85	124	61	90	↓
Special Service extrication	28	32	22	27	→
Special Service 'others'	140	189	180	170	↑
False Alarm: AFAs	1,416	1,344	1,231	1,330	↓
False Alarm: Good Intent	613	601	516	577	↓
False Alarm: Malicious	53	65	81	66	↑

# Highland Risk Profile

The Highland area covers a third of the Scottish landmass, including some of the most remote and sparsely populated areas in the UK. The scattered settlement pattern across the region means the population density, at 8.7 people per square kilometer is only a fraction of the Scottish average of 67 and compared to the European Union average of 166 is clearly one of the most sparsely populated parts of the continent.

Conversely, it has the seventh highest population of the 32 authorities in Scotland. Over the past 10 years the region has experienced population growth at more than double the rate for Scotland as a whole (an increase of 11% between 2001 and 2011 compared to an increase of 5% for Scotland). As a result, the fire and rescue service now serves a population of 232,000.

Approximately 51% of the Highland population live in the city of Inverness and eight of the main towns of Nairn, Fort William, Wick, Thurso, Dingwall, Alness, Invergordon and Tain. It also has an older population profile than that of Scotland as a whole with similar proportions of young people but higher proportions in all the age groups over 50 years old.

The Scottish Fire and Rescue Service (SFRS) recognises the unique challenges these factors create, in delivering services to rural and remote areas including populated islands and coastal communities. The SFRS has therefore been a positive contributor to the Highland Community Planning Partnership (CPP), the Highland Strategic Assessment for 2013 as well as the development of the latest Highland Single Outcome Agreement (SOA3), in order that fire and rescue priorities support and reflect those of our communities and our partners.

The region has structural challenges to overcome; but also immense potential with new economic, environmental and further/higher education opportunities to maximise. This is identified in the growth of the renewable energy sector and the establishment of the University of the Highlands and Islands.

The unemployment rate in Highland (claimant count) is below the Scottish average, and has been for some years. In February 2013 the figure for Highland is 3.1% compared to Scotland's figure of 4.1%. However, the average masks the variability of unemployment data across the region from a low of 2.4% in Badenoch to 4.2% in both Wick and Invergordon.

The Scottish Index of Multiple Deprivation (SIMD) identifies the most deprived areas in Scotland, 17 of the SIMD data zones in Highland are in the most deprived 15% of Scotland. As a result, the key aims for the Highland CPP are Prevention and Reducing Inequalities across the authority area, targeting those most in need in the communities of Highland.

The Local Fire and Rescue Plan 2014-17 reflects an appreciation that differing arrangements are required in Highland given the varied operating context in which the fire and rescue service deliver to our people and our communities.

This is recognised through the 22 Wards, five Area Committees structure including; Caithness and Sutherland, City of Inverness, Lochaber, Nairn, Badenoch and Strathspey and Skye and Wester Ross, as well as the wider Community Safety, Public Engagement and Equalities (CPE) Committee. These committees will work with and scrutinise local delivery of fire and rescue service performance in line with the priorities, actions and outcomes contained in the Local Fire and Rescue Plan 2014-17 and associated Annual Action Plan 2014-2015.

The response to, and recovery from, major emergencies as defined within the Civil Contingencies Act 2004 will continue through our participation in the Highlands and Island Local Resilience Partnership (LRP). These arrangements include, the emergency plans and agency specific operational procedures, intended to facilitate an effective joint Integrated Emergency Management (IEM) response to any emergency affecting Highland or the North of Scotland.

These emergency plans implement Scottish or UK Government guidance locally, address scenarios where there is no formal government guidance or are local plans written in response to identified hazards in the Community Risk Register (CRR), examples of which include large scale flooding and spate Wildfire incidents.

With specific reference to Wildfires, the roles of intervention, education, and education from the effect on the fragile wildlife and natural environment of the Highlands, are a local priority for the SFRS, as well as nationally. This is particularly crucial during the active Muirburn season, with recent data identifying the months of March and April as periods of unprecedented Wildfire activity. Supporting this emergency response, the SFRS, in partnership with the Scottish Wildfire Forum (incorporating CPP partners, land managers and other sector specific organisations) have implemented the National Wildfire Operational Guidance to support the effective and efficient management of and reduction in Wildfires. This is managed by delivering a combined prevention, protection and targeted specialist response, safeguarding life, property and mitigating damage to the natural environment.

Our staff are trained and ready to respond to a variety of emergencies and local risks including fires, chemical incidents, serious flooding and specialist rescue including road, rail and transport. In recent years the fire and rescue service has attended several large scale emergency incidents that have required a multi-agency response and the deployment of local and national assets including a Swift Water Rescue capability.

Road traffic collisions (RTC) contribute to a large percentage of joint emergency service response. The road network in Highland is the most extensive of all CPP areas, with several major arterial routes (A9, A82 and A96) and the rate of fatalities is the highest in Scotland and three times higher than that for Scotland as a whole. In almost a third of Highland cases fatal road collisions involve motorcycles. Most fatalities are among young men. [link to Highland Strategic Assessment](#)

The SFRS has a statutory duty to promote fire safety under Part 2 (section 8) of the Fire (Scotland) Act 2005 (as amended) to include provision of information and publicity aimed at preventing fire and reducing deaths and injuries, restricting fire spread and advising on means of escape from buildings. It also has a duty under section 16 of the Local Government (Scotland) Act 2003 to participate in the community planning process, which must be delegated to the Local Senior Officer (LSO) to undertake in each local authority area.

Fire prevention and protection activities over recent years has been key to reducing the number of fires, casualties and losses in Scotland, thus minimising loss of life and the economic and social impact of fire on communities.

A decisive shift towards prevention and protection reflects the provision of local and national resources to meet its legislative fire safety enforcement responsibilities including those under part 3 of the 2005 Act (as amended) and the Fire Safety (Scotland) Regulations 2006.

This includes working closely with duty holders to reduce the large percentage of incidents attended as a result of unwanted fire alarm signals (UFAS) with the aim to removing unnecessary demand on emergency resources and public finances.

The SFRS will not work alone. It will seek to build on the existing relationships with existing partnerships and engage with all interest groups in Highland including Ward Forums, Area Committees, District Partnerships, Community Councils and all other local partnership groups to ensure that a consistent, fair and equitable Service is provided to all people in the Highland area.

This will be achieved through working with and adhering to the Highland CPP values in that;

**'We are here to serve the Highland people and we will do this with honesty, openness and commitment. We will challenge each other constructively when necessary to ensure we deliver beyond expectations for the Highlands.'**

# Priorities, Actions and Outcomes

## 1. Local Risk Management and Preparedness

The SFRS has a statutory duty to reduce the risks to our communities to make certain that they receive the best possible service. The management of risk within our community means:

- Identifying the risks to the community which fall within the scope of responsibility of the SFRS.
- Undertaking a process to prioritise these risks.
- Ensuring that appropriate Local and National resource capability and trained Fire Service personnel are in place to address them.

### Aligns to:

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Highland Single Outcome Agreement (SOA) 2013 – 2019** Section 7.9.3: Table 14
- **Highland Community Planning Partnership (CPP) Strategic Assessment and Priorities**
- **Civil Contingencies Act 2004:** SFRS statutory duties for Category 1 Responder

### We will achieve it by:

- Ensuring our training, staff development and equipment is fit for purpose to meet our current risk profile and adaptable to changing circumstances
- Ensure all known local risk information is obtained, communicated and tested
- Working locally with partner organisations and agencies to ensure effective emergency response plans are developed for identified local risks including local business continuity plans
- Fulfilling our statutory duties in relation to the Civil Contingencies Act 2004 by way of our contribution to Highlands and Islands Local Resilience Partnership and North of Scotland Regional Resilience Partnership
- Working effectively with our community planning partners through our participation in Highland Community Planning Partnership arrangements
- Maintaining the continued focus on recruitment across all our communities and operational locations

### In doing so we will also add value by:

- Keeping our staff and members of the public safe should any incident occur
- Reducing the financial burden and disruption caused to our communities when emergencies occur
- Proactively helping the wider community by contributing to preventing emergencies and planning to mitigate their effects when they occur by adding value through focus on prevention and protection
- Reinforcing local resilience in communities and community fire stations

## 2. Reduction of Accidental Dwelling Fires

Throughout Highland, dwelling house fires occur within a wide variety of home types; this includes both private and rented sectors.

Accidental dwelling fires can have a significant negative impact upon both individuals and the wider community, are financially costly to house holders and housing providers in terms of repair and the reinstatement of homes. Key contributory risk factors include:

- Lifestyle including smoking and consumption of alcohol and prescribed and non-prescribed drugs
- Individual capability and vulnerability
- Ageing demographics

By the provision of home fire safety advice and fitting smoke detectors, the SFRS can reduce the risk of fire and its associated human and financial costs as well as enhancing community safety.

### **Aligns to:**

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Highland SOA 2013 – 2019** Sections 6.1.10, 6.3 and 6.4: Table 12. 8.3.25 and Table 16
- **Highland CPP Strategic Assessment and Priorities**

### **We will achieve it by:**

- Improved Information sharing processes between SFRS and local partners
- A targeted approach to the delivery of Home Fire Safety Visits focused on our most at risk and vulnerable members of the community, fire e.g. those who smoke and/or misuse alcohol, people with disabilities, older people and those who live in areas of deprivation
- Working with partners to deliver community safety initiatives influenced by evidence and partnership data
- Effective deployment of SFRS Post Domestic Incident Response (PDIR) procedures

**We will contribute to an on-going and sustained reduction in dwelling house fires across the Highland area. This is a partnership commitment in line with the Highland CPP SOA 2013-2019**

### **In doing so we will also add value by:**

- Reducing the financial burden and disruption caused to all housing tenures
- Reducing risk, personal and social impact of fire on our communities through helping people to be safe in their homes
- Promoting the wider community safety message to the residents of Highland



### 3. Reduction in Fire Casualties and Fatalities

The reduction of fire casualties is clearly linked to priority 2 - Reduction of Accidental Dwelling Fires. The reduction of fire fatalities and casualties is at the core of our preventative and early intervention activities carried out by SFRS in the Highland area.

Significant contributory factors associated with the number of fire casualties and fatalities include:

- Lifestyle including smoking and consumption of alcohol and prescribed and non-prescribed drugs
- Individual capability and vulnerability
- Ageing demographics

#### **Aligns to:**

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Highland SOA 2013 – 2019** Sections 6.1.10, 6.3 and 6.4: Table 12, 8.3.25 and Table 16
- **Highland CPP Strategic Assessment and Priorities**

#### **We will achieve it by:**

- Further developing referral process through improved partnership working and information sharing processes with local authority housing and social work, adult and children services committee, third sector and other key partners with regards those most vulnerable or at risk from fire e.g. those who smoke and/or misuse alcohol, people with disabilities, older people and those who live in areas of deprivation
- Delivery of thematic action plans tailored to meet local need
- Promoting Home Fire Safety Visits through targeted referrals from our partners for those most vulnerable or at risk fire e.g. those who smoke and/or misuse alcohol, people with disabilities, older people and those who live in areas of deprivation
- Through early intervention initiatives and case conferences we shall increase community fire safety education through a targeted approach in Highland
- Providing risk reduction measures to the people most vulnerable or at risk from fire through the development of area casualty reduction plans, e.g. our older people
- Effective deployment of SFRS PDIR procedures

**We will contribute to an on-going and sustained reduction in fire casualties and fatalities across the Highland area. This is a partnership commitment in line with the Highland CPP SOA 2013-2019**

#### **In doing so we will also add value by:**

- Helping people in Highland to be safe in their homes
- Reducing demand on the SFRS and partner services
- Assisting in referring vulnerable persons to other service providers
- Reducing the economic cost of casualty treatment on partner agencies

## 4. Reduction of Deliberate Fire Setting

In the Highland area, evidence reflects that deliberate fires are a problem in specific areas and can be closely linked to antisocial behaviour. Secondary fires (refuse and grass) are also a significant problem, particularly during Muirburn season and account for a high percentage of our operational activity.

Partnership working is key and through a partnership approach incorporating all key organisations that form the Scottish Wildfire Forum (SWF) and the communities, the service aims to reduce the number and severity of Wildfires in Highland. Wildfires can be devastating, and whether accidental or deliberate, the SFRS will continue to work with our partners to reduce the impact to the environment and communities in which they occur.

### Aligns to:

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Highland SOA 2013 – 2019** Sections 6.1.10, 6.3 and 6.4: Table 12. Section 9.4: Table 18
- **Highland CPP Strategic Assessment and Priorities**
- **Scottish Wildfire Forum Strategic and Operational Action Plan 2014-2015**

### We will achieve it by:

- Delivery of thematic and multi-agency action plans tailored to meet local need
- Increasing community fire safety education in targeted areas where deliberate wildfires occur
- Continuing to work with our Scottish Wildfire Forum partners in developing joint risk reduction strategies to further mitigate the impact of accidental wildfires and the economic and social cost to the community.
- Implementing specialist wildfire training to support multi-agency joint mobilising and management of wildfires incidents. This will be achieved through the increase of local Wildfire Groups in Highland allowing access to local resources and expertise
- Continuing to utilise Firesetters and other partnership diversionary programmes aligned with the partnership's practice model, getting it right for every child (GIRFEC) and, our involvement in the Safe Highlander youth engagement programme

**We will contribute to an on-going and sustained reduction in the number of deliberate and accidental fires across the Highland area. This is a partnership commitment in line with the Highland CPP SOA 2013-2019**

### In doing so we will also add value by:

- Through early intervention initiatives, allowing the SFRS to more effectively direct and use its resources to target other areas of operational activity
- Diverting young people away from anti-social behaviour by encouraging them to be good citizens such as our contribution to youth engagement and diversionary activities, supporting the partnership's practice model GIRFEC
- Supporting the National focus towards early intervention and preventative spend
- Reducing demand and contributing to positive outcomes for Highland communities
- Protecting our natural heritage, biodiversity and environment and reducing the impact on the fragile natural environment

## 5. Reduction of Fires in Non Domestic Properties

The SFRS has a statutory duty to promote fire safety under Part 2 (section 8) of the Fire (Scotland) Act 2005 (as amended) to include provision of information and publicity aimed at preventing fire and reducing deaths and injuries, restricting fire spread and advising on means of escape from buildings. All workplaces and business premises involved in fire are classed as Non Domestic Fires. Premises providing sleeping accommodation are seen as a particularly high fire risk since most fatal fires occur at night when people are less vigilant and at their most vulnerable. Residential care homes, student accommodation, Houses in Multiple Occupation (HMOs) and self-contained sheltered housing are included within this category of premises.

High fire risk properties are audited on a yearly basis by our staff to ensure that the fire precautions within the property are to a suitable standard.

Secondary Fires include fires involving agricultural, forestry and moorland. These areas of Highland contribute substantially to the provision of economic benefit through tourism, employment and industry.

### Aligns to:

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- Highland SOA 2013 – 2019
- Highland CPP Strategic Assessment and Priorities
- Scottish Wildfire Forum Strategic and Operational Action Plan 2014-2015

### We will achieve it by:

- Continue the annual audit programme for all high risk premises
- Engagement with the business community to highlight their responsibilities for compliance with fire legislation
- Identifying fire trends in particular building types and conducting thematic audits
- Continued close working with the Scottish Wildfire Forum and progression of the Strategic and Operational Action Plan 2014-2015
- Contribution and engagement with recognised national and local wildfire groups including, the development of local memorandums of understanding
- Meeting public expectations by reducing fire related anti-social behaviour as detailed in the CPP Strategic Assessment

**We will contribute to an on-going and sustained reduction in fires within non-domestic premises across the Highland area. This is a partnership commitment in line with the Highland CPP SOA 2013-2019**

### In doing so we will also add value by:

- Assisting the private and business sector in understanding their fire safety responsibilities
- Ensuring that buildings are safer, people feel protected and the opportunities for acts of deliberate or wilful fire raising are reduced
- Supporting and protecting business continuity and employment within Highland
- Protecting our natural heritage, biodiversity and environment and reducing the impact on the fragile natural environment

## 6. Reduction in Casualties from Non Fire Emergencies

A core part of the SFRSs activity locally is responding to emergencies such as Road Traffic Collisions (RTCs), other rescue situations and flooding. Firefighters are trained to a high standard and have at their disposal the most modern equipment for extricating people in rescue situations and administering first aid to casualties.

The SFRS has a crucial role at a local level in contributing to the wider road safety agenda, as statistically fire and rescue operational activity in Highland remains high. National statistics identify that the most at risk group is young male drivers and male motor cyclists.

Highland has also experienced flooding events in recent years. The SFRS has a duty to respond to and support communities recover from these incidents. The development of Water Rescue Teams strategically located across the area has significantly improved emergency response and public safety.

### **Aligns to:**

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Highland SOA 2013 – 2019** Sections 6.1.30, 6.3 and 6.4: Table 12
- **Highland CPP Strategic Assessment and Priorities**

### **We will achieve it by:**

- We shall continue to contribute to the Highland Road Safety Forum Casualty Reduction Action Plan as well as wider and more focused contribution to the Driving Ambition – Road Safety Programme
- Our contribution to evidence based and partnership led initiatives
- Contribution to development of local flood action plans and support local community initiatives
- Our contribution to the Highlands and Islands Local Resilience Partnership
- Staff development and allocation of resource to meet local and national need

**We will contribute to an on-going and sustained reduction in casualties from non-fire emergencies across the Highland area. This is a partnership commitment in line with the Highland CPP SOA**

### **In doing so we will also add value by:**

- Reducing the negative impact on local communities and reducing the costs to the NHS for the treatment of casualties
- Reducing rehabilitation and welfare costs for the casualty and employer
- Developing positive attitudes to safety within high risk groups within our communities e.g. our young people
- Supporting Go Safe on Scotland Roads, Scotland's Road Safety Framework to 2020, particularly focusing on those people most at risk e.g. male motor cyclists
- Reducing the impact of large scale flood events to business community and people

## 7. Reduction of Unwanted Fire Alarm Signals

The SFRSs aim is to reduce the impact of unwanted fire alarm signals generated by automatic detection systems on service delivery, business and commerce. This will improve the safety of the Highland communities by ensuring that our service is more readily available for genuine emergencies. An unwanted fire alarm signal (UFAS) is defined as a signal transmitted by an automatic fire detection (AFD) system reporting a fire, where on arrival of the fire service, it is found that a fire has not occurred. UFAS are entirely avoidable through good system design, management practice and procedure, maintenance and the appropriate use of space within buildings.

Other types of false alarm include malicious 999 calls and emergency calls made when a person genuinely believes that an emergency has occurred which requires the attendance of the SFRS, and that belief subsequently turns out to be unfounded.

### Aligns to:

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Reducing revenue spend and related demand on public finances and resources**

### We will achieve it by:

- Identifying premises with high UFAS activity levels to determine if they comply with the Fire (Scotland) Act 2005 and have appropriate fire safety management procedures in place
- Engaging with owners and occupiers to provide necessary support, advice and guidance for developing suitable action plans for UFAS reduction
- Call management and proactive monitoring of malicious calls, with engagement and educational programmes engaging with those identified as having made malicious calls

**We will contribute to an on-going and sustained reduction in unwanted fire alarm signals across the Highland area.**

### In doing so we will also add value by:

- Reducing unnecessary demand and impact on the public and business sector through lost working time including employers releasing Retained Duty System staff to respond to such calls
- Reducing risk to staff and the wider community
- Reduce unnecessary cost of fire and rescue service response

# Achieving Local Outcomes

## Achieving Safer Communities in Highland

*Following a process of identifying local risks within Highland, priority actions to address them and expected outcomes have been set within this plan. Local risks were identified following considerations of political direction set by the Scottish Government, community needs identified through consultation and the operational resources and capacity of the SFRS.*



## Outcomes

*The outcomes expected for the priority areas set out in the Highland Local Fire and Rescue Plan 2014-17 will be scrutinised by the Community Safety, Public Engagement and Equalities Committee.*

*Outcomes will be measured against reduction set within the Highland Annual Action Plan 2014-2015 and those agreed between the SFRS and the Highland CPP which are set out in the Highland Single Outcome Agreement (SOA3) 2013-2019. For the SFRS the outcomes will include reduced demand on operational intervention, resources and operating costs; reductions in reported dwelling house fires and related casualties and fatalities; reduction in fire related anti-social behaviour; and increased delivery of home fire safety visits to those identified as high and very high risk.*

# Review

To ensure the Highland Local Fire and Rescue Plan 2014-17 remains flexible to emerging local or national priorities, a review may be carried out at any time but will be reviewed at least once in its life time. A review may also be carried out if the Scottish Minister directs it or if a new Strategic Plan is approved.

Following a review the Local Senior Officer may revise the Plan.

# Feedback

## Contact Us

If you have something you'd like to share with us, you can get in touch in a number of ways:

- Use the feedback form on our website to send an email - [www.firescotland.gov.uk](http://www.firescotland.gov.uk)
- Contact your local community fire station - details are listed on our website or in your local telephone directory.
- Contact the Local Senior Officer (LSO) at Highland Area Headquarters on 01463 227000.
- Write to us at the address at the bottom of this page.

We are fully committed to continually improving the service we provide to our communities and recognise that to achieve this goal we must listen and respond to the views of the public.

We use all feedback we receive to monitor our performance and incorporate this information into our planning and governance processes in order to continually improve our service.

We are proud to say that the majority of the feedback we receive is positive, and we are keen to hear examples of good practice and quality service delivery that exemplifies the standards of care that we strive to provide for the communities of Scotland.

In instances where our standards of service are questioned, we welcome the opportunity to investigate the circumstances, and are committed to correcting any lapses and using the learning outcomes to improve our future service delivery.

**IF YOU WOULD LIKE A COPY OF THIS DOCUMENT IN A DIFFERENT FORMAT OR A VERSION IN ANOTHER LANGUAGE PLEASE CONTACT:**

Scottish Fire and Rescue Service, Service Delivery Area North (Highland) HQ, 16 Harbour Road, Longman West, Inverness, IV1 1TB Tel 01463 227000 Fax 01463 236979  
or alternatively visit our website [www.firescotland.gov.uk](http://www.firescotland.gov.uk)



# Glossary of Terms

<b>Accidental:</b>	Caused by accident or carelessness. Includes fires which accidentally get out of control.
<b>Casualty:</b>	Consists of persons requiring medical treatment beyond first aid given at the scene of the incident, those sent to hospital or advised to see a doctor for a check-up or observation (whether or not they actually do). People sent to hospital or advised to see a doctor as a precaution, having no obvious injury, are recorded as 'precautionary check-ups'. Casualty figures do not include fatalities.
<b>Deliberate:</b>	Covers fires where deliberate ignition is suspected
<b>False Automatic Fire Alarm:</b>	Is defined as an event in which the Fire and Rescue Service believes they are called to a reportable fire and then find there is no such incident. These can be Malicious, of Good Intent or caused by Apparatus. The False Fire Alarms recorded for our indicator are those caused by Apparatus, as these constitute a significant majority of False Fire Alarm incidents.
<b>Fatality:</b>	A casualty whose death is attributed to a fire is counted as a fatality even if the death occurred later. Fatalities associated with Other Incidents can include attendance to assist Police or Ambulance colleagues when a person has been found who has committed suicide, for example. Often there is little we can do as a Service to influence this particular figure.
<b>Primary Fires:</b>	Includes all fires in buildings, vehicles and most outdoor structures or any fire involving casualties, rescues or fire attended by five or more pumping appliances.
<b>Secondary Fires:</b>	These cover the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or if five or more appliances attend. They include fires in derelict buildings but not chimney fires.



## FREE Home Fire Safety Visit and FREE Smoke Alarm

### Fire can happen to anyone.

But it is our job to help make sure your home is as safe from fire as it can be. This is why we provide free Home Fire Safety Visits.

Our staff can help you spot a possible fire hazard, offer advice and guidance and fit smoke alarms free of charge if your home requires them.

A Home Fire Safety Visit only takes around 20 minutes. And that 20 minutes might just save your life.

### Visits are easy to arrange.

A Home Fire Safety Visit can be organised at a time that suits you, day or night. We would also like community members to think about anyone you know who could be at risk from fire. It could be a friend, relative, or neighbour. To book a free Home Fire Safety Visit for you, or for someone you know:

**CALL 0800 0731 999**  
**TEXT 'CHECK' TO 61611**  
or visit [www.firescotland.gov.uk](http://www.firescotland.gov.uk)



**Fact.**  
**Every hour of every day there's  
a house fire in Scotland.**



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

Always ask for official identification - all employees of the Scottish Fire and Rescue Service will be happy to produce this on request.



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