

**The Highland Council**  
**Skye, Ross and Cromarty Area Committee**

Agenda Item	<b>5</b>
Report No	<b>SRC 22/14</b>

**6 August 2014**

**Fire and Rescue Service – Area Committee Plan and Performance Report for 2014-15**

**Report by Local Senior Officer for Highland**

**Summary**

This report and attachments sets out the key areas of planned activity and performance identified during the Ward consultation sessions in 2013. Attachments include:

- Area Committee Plan for Skye, Ross and Cromarty for 2014-15; and
- Skye, Ross and Cromarty Performance Report

Activity areas are identified through a range of Intervention, Prevention and Protection activities delivered in partnership to reduce risk to the communities of Skye, Ross and Cromarty.

**1. Area Committee Plan 2014-15**

- 1.1 The attached Plan sets out the fire and rescue service and wider partnership activities for delivery across the Skye, Ross and Cromarty area.
- 1.2 The Plan also provides the link between the local area activities and the Highland Local Priorities as set out in the Local Fire and Rescue Plan for Highland 2014-2017.

**2. Skye, Ross and Cromarty Performance Report**

- 2.1 The attached performance report for Skye, Ross and Cromarty details the areas of activity and service delivery set against the main priority areas as identified by communities during the Ward consultation sessions of 2013.

These areas are

- Reducing accidental dwelling house fires and the resultant fatalities and casualties
- Reducing deliberate fires
- Reducing road traffic collisions
- Reducing the number of attendances to unwanted fire alarm signals (false alarms)

**Recommendation**

Committee Members are invited to **comment** and **scrutinise** the attached Area Committee Plan for 2014-15 and Performance Report.

**Group Manager Phil Green**  
**14 July 2014**

Attachments: **Area Committee Plan for Skye, Ross and Cromarty 2014-15**  
**Skye, Ross and Cromarty Performance Report**



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# AREA COMMITTEE PLAN FOR SKYE, ROSS & CROMARTY

2014-2015



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The Highland  
Council  
Comhairle na  
Gàidhealtachd

## Highland Local Priorities 2014-17

The Highland Local Fire and Rescue Plan sets out the local priorities, actions and outcomes for the Scottish Fire and Rescue Service to deliver within Highland for the period 2014-2017. These are:

- Local Risk Management and Preparedness
- Reduction in Accidental Dwelling Fires
- Reduction in Fire Fatalities and Casualties
- Reduction of Deliberate Fires
- Reduction of Non Domestic and Secondary Fires
- Reduction in Casualties from Road Traffic Collision, Flooding and other Special Service Calls
- Reduction of Unwanted Fire Alarm Signals

## Skye, Ross & Cromarty Priorities - in this year's plan we aim to...

At our Ward consultation sessions held throughout 2013-2014, you advised us of the priorities you wished the Fire and Rescue Service to concentrate on during 2014-2015. These key priorities are to:

- Reduce the number of accidental dwelling house fires
- Reduce the resultant fire casualties across Skye, Ross & Cromarty
- Reduce the number of deliberate fires, including Wildfires, across Skye, Ross & Cromarty
- Reduce the number of people killed or seriously injured on our roads
- Reduce the number of Unwanted Fire Alarm Signals (UFAS) across Skye, Ross & Cromarty

**In addition, we will continue to:**

- Support partnership working to reduce identified and emerging risks and make Skye, Ross & Cromarty a safer place to live, work and visit
- Contribute to improve the resilience of Skye, Ross & Cromarty
- Maintain a safe and efficient workforce
- Make life safer for vulnerable groups or people at risk in the communities of Skye, Ross & Cromarty

## Skye, Ross & Cromarty Objectives – what we are going to do

During 2014-15 we will focus on the following key areas:

- We will continue to deliver free Home Fire Safety Visits (HFSVs), advice and education to the communities in Skye, Ross & Cromarty
- Safety of our staff is a priority. We will continue to educate, develop, train and test our operational crews to ensure they are able to respond to a wide range of emergencies in a safe and highly effective way
- We will further strengthen our links to partner agencies in Skye, Ross & Cromarty to ensure that our fire safety work is targeted towards those individuals and groups who are most vulnerable and are most at risk from fire
- Continue to work closely with our partner agencies Skye, Ross & Cromarty with regards to reducing further our attendances at Wildfires, secondary and deliberate fires
- We will improve our capability and road safety awareness to increase the impact of our road safety reduction activities



## Skye, Ross & Cromarty Planned Activities

What we are going to do to deliver our priorities	Wester Ross, Strathpeffer and Lochalsh	Cromarty Firth	Tain and Easter Ross	Dingwall and Seaforth	Black Isle	Eilean a' Cheo
Targeted Home Fire Safety Visits	✓	✓	✓	✓	✓	✓
Sheltered Housing Initiative	✓	✓	✓	✓	✓	✓
Post Domestic Incident Response	✓	✓	✓	✓	✓	✓
Road Safety Events	✓	✓	✓	✓	✓	✓
Deliberate Fire Reduction Initiatives	✓	✓	✓	✓	✓	✓
Thematic Action Plans (e.g. Bonfire and Wildfire campaigns)	✓	✓	✓	✓	✓	✓
Reduction of Unwanted Fire Alarm Signals	✓	✓	✓	✓	✓	✓
Operational Risk Visits	✓	✓	✓	✓	✓	✓
Multi-agency training and exercising	✓	✓	✓	✓	✓	✓
Community Resilience Initiatives (e.g. Flooding)	✓	✓	✓	✓	✓	✓
Management of Resource Availability (including recruitment and retention of staff)	✓	✓	✓	✓	✓	✓
Fire Safety Enforcement Audits and Inspections	*	*	*	*	*	*

\* Will be carried out by Fire Safety Enforcement Staff

## Measuring Our Success

In order to keep us focused on delivering our planned outcomes, we will monitor and report our performance in a number of ways.

1. Monitor and review our performance against the Highland Local Fire Plan 2014-2017.
2. Evaluate our performance against the priorities specified in the respective Area Committee Plans 2014-2015.
3. Evaluate our contribution to improved outcomes for our communities, and our active participation within Community Planning Partnerships as detailed in the Highland Single Outcome Agreement 2013-2019.
4. Reporting of performance and responding to scrutiny at the Community Safety, Public Engagement and Equalities Committee and Area Committees.



## 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 (LSO) Area Headquarters at 16 Harbour Road, Longman West, Inverness, IV1 1TB
- 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)



# 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.**



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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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## Highland

Skye, Ross and Cromarty

Area Committee

Performance Report



ID	Key Performance Indicator (KPI)	Pg
2bi	All accidental dwelling fires	3
3bi	All fatal accidental dwell. fire casualties	4
3bii	Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)	5
1a	All deliberate fires	6
5a	Special Service - RTCs	7
10d	False Alarm - Equipment failure	8

### Commentary

The key performance indicators (KPIs) above have been extracted from the suite of KPIs contained within the Scottish Fire and Rescue Framework Document 2013.

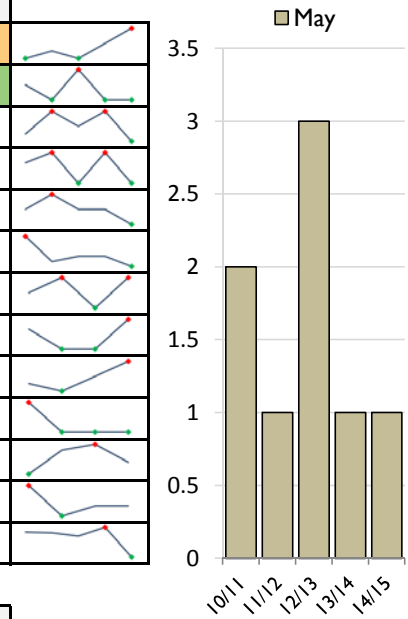
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

The KPIs above also represent the main priority areas for the Scottish Fire and Rescue Service, identified by elected members and communities during the ward consultation sessions in 2013 as;

- Reducing accidental dwelling house fires and the resultant fatalities and casualties
- Reducing deliberate fires
- Reducing road traffic collisions
- Reducing the number of attendances to unwanted fire alarm signals (false alarms)

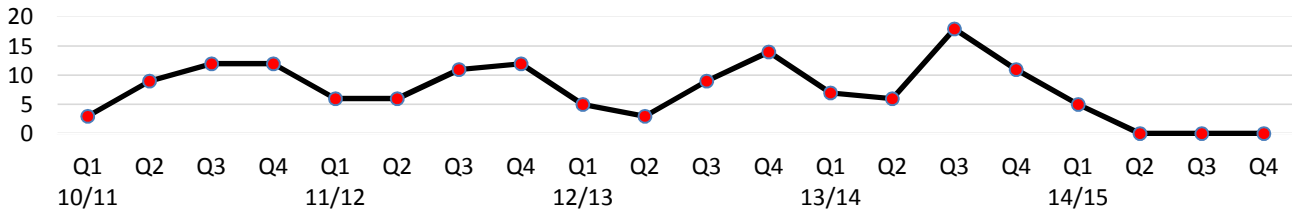
## All accidental dwelling fires

Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15
April	0	1	0	2	4
May	2	1	3	1	1
June	1	4	2	4	0
July	2	3	0	3	0
August	1	2	1	1	0
September	6	1	2	2	0
October	3	5	1	5	0
November	5	3	3	6	0
December	4	3	5	7	0
January	5	4	4	4	0
February	2	6	7	4	0
March	5	2	3	3	0
<b>Fiscal Yr</b>	<b>36</b>	<b>35</b>	<b>31</b>	<b>42</b>	<b>5</b>



Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15
<b>May</b>	2	1	3	1	1

Qtr/Year	2010/11	2011/12	2012/13	2013/14	2014/15
Quarter 1	3	6	5	7	5
Quarter 2	9	6	3	6	0
Quarter 3	12	11	9	18	0
Quarter 4	12	12	14	11	0



### Commentary

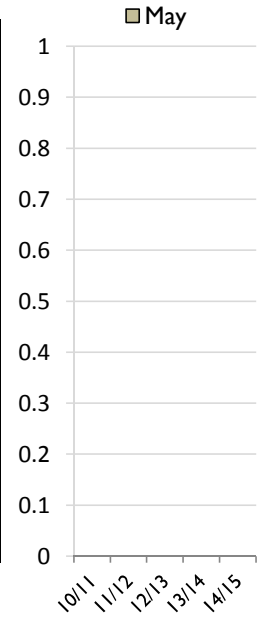
The tables above represent the number of accidental dwelling house fires that occurred within the Area Committee boundary. Tolerances are set in context of the number of previous incidents by reporting month and, where there has been an increase in overall incidents, the colour coding is identified with the application of the red, amber and green (RAG) system.

Trend lines also identify the number of incidents over the reporting 5 year period, both by month and by reporting quarter.

The Service works closely with partner agencies and communities to reduce the number of accidental dwelling house fires through the delivery of targeted home fire safety visits and the installation of free smoke detectors. Supporting the targeted delivery, partner agencies routinely share data identifying residents that would benefit from this free service, aiming to reduce the risk of fire and harm to householders and their property.

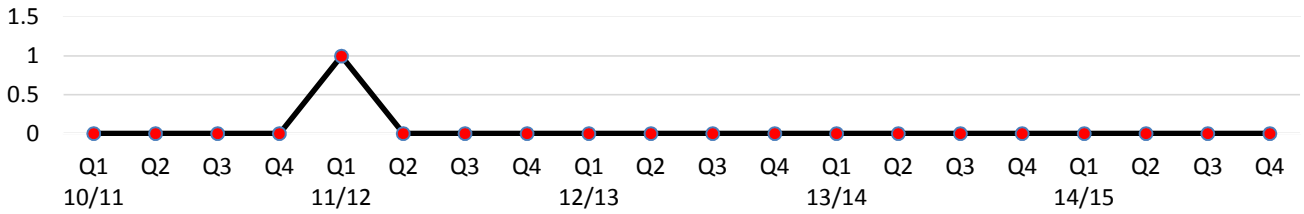
## All fatal accidental dwell. fire casualties

Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15
April	0	0	0	0	0
May	0	0	0	0	0
June	0	1	0	0	0
July	0	0	0	0	0
August	0	0	0	0	0
September	0	0	0	0	0
October	0	0	0	0	0
November	0	0	0	0	0
December	0	0	0	0	0
January	0	0	0	0	0
February	0	0	0	0	0
March	0	0	0	0	0
<b>Fiscal Yr</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>



Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15
May	0	0	0	0	0

Qtr/Year	2010/11	2011/12	2012/13	2013/14	2014/15
Quarter 1	0	1	0	0	0
Quarter 2	0	0	0	0	0
Quarter 3	0	0	0	0	0
Quarter 4	0	0	0	0	0

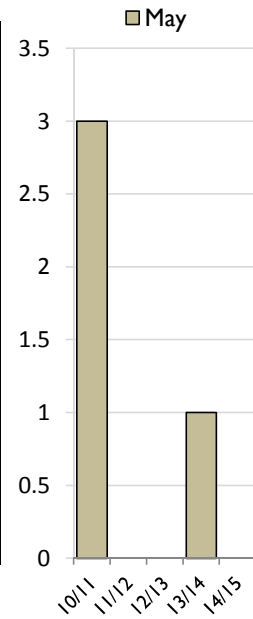


### Commentary

The attached tables identify the number of dwelling house fires that have resulted in fire related fatalities over the reporting 5 year period. The Service is committed to reducing this figure to eliminate all events and occurrences that result in a fatality. As identified, partnership working and data sharing supports this key aim and the delivery of targeted life safety advice and information.

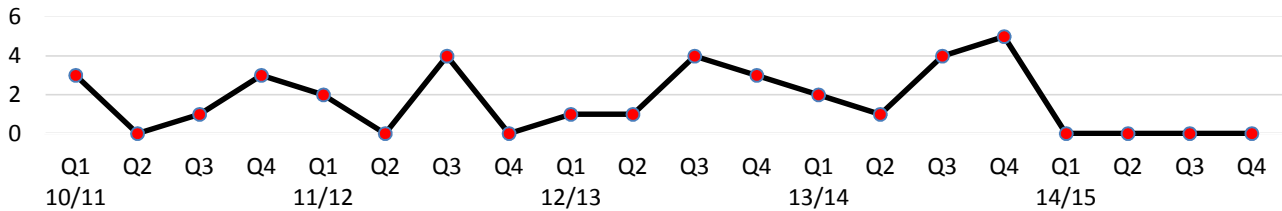
## Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)

Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15
April	0	0	0	0	0
May	3	0	0	1	0
June	0	2	1	1	0
July	0	0	0	0	0
August	0	0	0	0	0
September	0	0	1	1	0
October	0	1	0	1	0
November	1	1	1	1	0
December	0	2	3	2	0
January	2	0	0	4	0
February	0	0	2	0	0
March	1	0	1	1	0
<b>Fiscal Yr</b>	<b>7</b>	<b>6</b>	<b>9</b>	<b>12</b>	<b>0</b>



Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15
<b>May</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>

Qtr/Year	2010/11	2011/12	2012/13	2013/14	2014/15
Quarter 1	3	2	1	2	0
Quarter 2	0	0	1	1	0
Quarter 3	1	4	4	4	0
Quarter 4	3	0	3	5	0



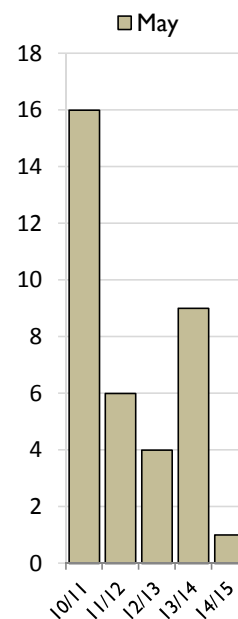
### Commentary

The attached tables identify the number of dwelling house fires that have resulted in fire related casualties over the reporting 5 year period. The Service is committed to reducing this figure overall, therefore reducing the impact on the community.

The Service will continue to work hard with partners to reduce the number of casualties.

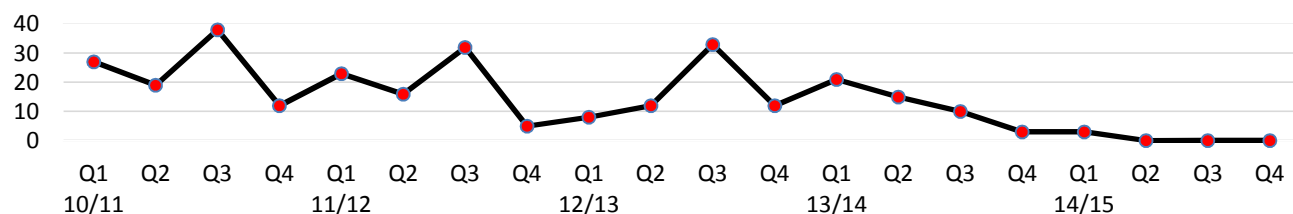
## All deliberate fires

Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15
April	8	12	3	6	2
May	16	6	4	9	1
June	3	5	1	6	0
July	6	8	3	3	0
August	9	8	5	8	0
September	4	0	4	4	0
October	15	4	28	6	0
November	21	27	4	2	0
December	2	1	1	2	0
January	3	2	1	2	0
February	4	1	4	0	0
March	5	2	7	1	0
<b>Fiscal Yr</b>	<b>96</b>	<b>76</b>	<b>65</b>	<b>49</b>	<b>3</b>



Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15
<b>May</b>	16	6	4	9	1

Qtr/Year	2010/11	2011/12	2012/13	2013/14	2014/15
Quarter 1	27	23	8	21	3
Quarter 2	19	16	12	15	0
Quarter 3	38	32	33	10	0
Quarter 4	12	5	12	3	0

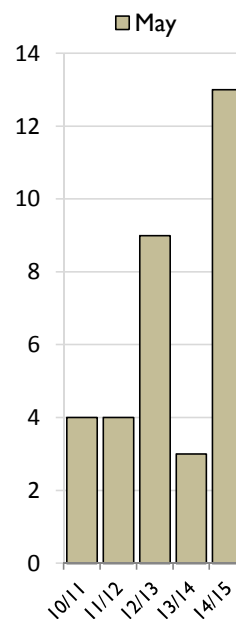


### Commentary

Deliberate fires include those as a result of fire related antisocial behaviour (ASB) and wildfires. Analysis of the overall incidents and the periods in when they occur, identify seasonal variations e.g. muirburning season and holiday periods. The Service has introduced a number of fire reduction strategies and thematic action plans targeting these types of incidents. Working in partnership with other key agencies, the Service is working hard to reduce these incidents overall. Examples of which include the promotion of fire reduction through the Safer Highland ASB Group, promoting best practice and partnership working through the Scottish Wildfire Forum (SWF) and targeting key groups ahead of known peak activity periods.

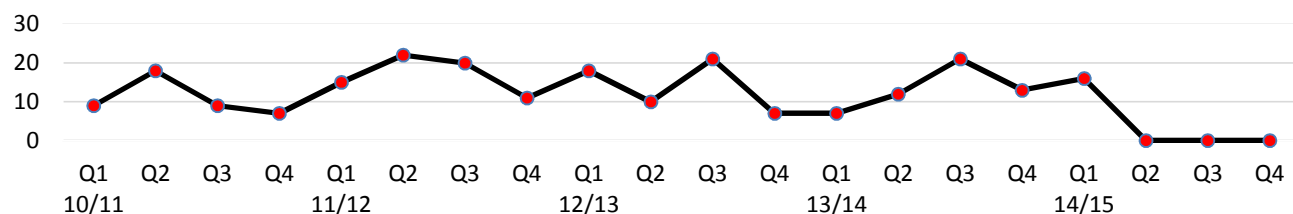
## Special Service - RTCs

Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15
April	0	1	5	1	3
May	4	4	9	3	13
June	5	10	4	3	0
July	6	7	5	2	0
August	9	8	2	6	0
September	3	7	3	4	0
October	1	7	3	4	0
November	7	5	10	6	0
December	1	8	8	11	0
January	2	5	3	6	0
February	2	4	0	4	0
March	3	2	4	3	0
<b>Fiscal Yr</b>	<b>43</b>	<b>68</b>	<b>56</b>	<b>53</b>	<b>16</b>



Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15
<b>May</b>	4	4	9	3	13

Qtr/Year	2010/11	2011/12	2012/13	2013/14	2014/15
Quarter 1	9	15	18	7	16
Quarter 2	18	22	10	12	0
Quarter 3	9	20	21	21	0
Quarter 4	7	11	7	13	0



### Commentary

Special Service incidents involves an operational response to a range of emergency activities including life critical road traffic collisions, flooding events, industrial accidents and in support of other emergency service colleagues at larger multi-agency non-fire related events.

The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies through the Safer Highland Road Safety Group to reduce these incidents in the communities of Skye, Ross and Cromarty.

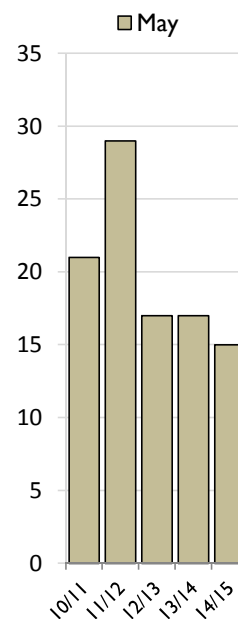
Road safety activities in the area include e.g. Driving Ambition and Safe Highlander, all of which have a focused message of road safety, targeting key groups in the reduction of road related incidents as identified in Scotland's Road Safety Framework to 2020

<http://www.scotland.gov.uk/Resource/Doc/286643/0087268.pdf>



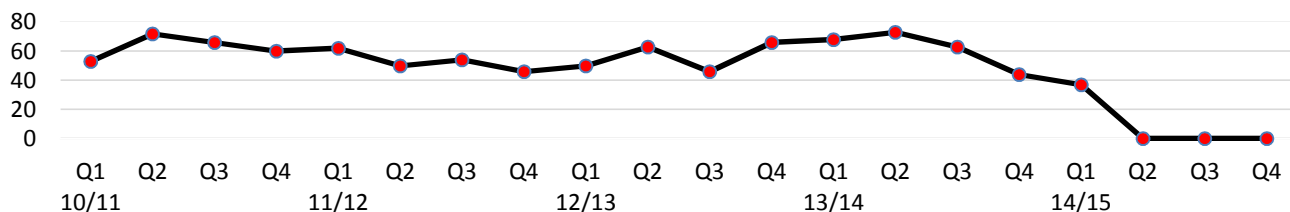
## False Alarm - Equipment failure

Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15
April	17	21	15	28	22
May	21	29	17	17	15
June	15	12	18	23	0
July	20	23	21	29	0
August	29	7	29	24	0
September	23	20	13	20	0
October	19	16	18	20	0
November	21	22	9	19	0
December	26	16	19	24	0
January	23	11	20	10	0
February	18	18	22	13	0
March	19	17	24	21	0
<b>Fiscal Yr</b>	<b>251</b>	<b>212</b>	<b>225</b>	<b>248</b>	<b>37</b>



Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15
<b>May</b>	21	29	17	17	15

Qtr/Year	2010/11	2011/12	2012/13	2013/14	2014/15
Quarter 1	53	62	50	68	37
Quarter 2	72	50	63	73	0
Quarter 3	66	54	46	63	0
Quarter 4	60	46	66	44	0



### Commentary

The Service responds to a number of false alarms over the reporting year, most of which are unwanted fire alarm signals (UFAS). The Service is working closely with duty holders to reduce the number of UFAS events, as a result, the numbers have been decreasing slightly across the area of Skye, Ross and Cromarty when analysing like for like periods over the last 5 year reporting periods.