

The Highland Council

Community Safety, Public Engagement and Equalities Committee – 3 December 2014

Agenda Item	5
Report No	CPE 36/14

Quarterly Performance Report for Quarter 2 2014-2015

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

Summary

This Report and accompanying interim quarterly performance report (QPR) details fire and rescue service performance across a range of Intervention, Prevention and Protection activities for Quarter 2, 2014-2015.

The interim QPR reflects current progress in performance reporting for scrutiny committees across Scotland, as well as aligning with the Local Fire and Rescue Plan for Highland 2014-2017.

The QPR also contains previously agreed information and performance specifically for Highland area as requested by CPE Committee Members.

1. Performance Reporting 2014-2015

- 1.1 As detailed in quarterly performance report (QPR) Quarter 1, the accompanying interim Q2 report contains the key elements of fire and rescue service activities across Highland area. These key elements also align with partnership agreed outcomes contained in the Highland SOA 2013-2019.
- 1.2 In achieving these priorities, a number of activities have been identified which 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.
- 1.3 The service will also continue to deliver on its 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 in unwanted fire alarm signals (UFAS). 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.

1.4 In addressing the number of UFAS incidents across Scotland, the Scottish Fire and Rescue Service (SFRS) will introduce a national UFAS Reduction Procedure on 1 December 2014. The key aim of this procedure will be the implementation of a standard management model to reduce the number of unwanted alarm signals across all areas of Scotland. This will be achieved in a number of ways:

- Working more closely with all ‘duty holders’ post UFAS events to review, and where appropriate, improve management arrangements within premises
- Effectively managing an appropriate response to repeat UFAS calls from known premises

2. Key Performance Indicators (KPI)

2.1 KPIs contained within the interim QPR recognise the priorities agreed by elected members and communities in Highland. The KPIs and supporting performance data also align with the previous QPR template, incorporating additional information as requested by CPE Committee Members, in particular:

- Workforce statistics including establishment and availability figures
- Operational incidents by type for each Highland Ward area
- Incidents and activities of note

3. Next Steps

3.1 The national performance reporting template is progressing and will be utilised for future CPE Committee meetings. Nevertheless, current and future performance reporting will continue to reflect key priorities contained within the Local Fire and Rescue Plan for Highland 2014-2017 as well as providing local and area specific information as requested by CPE Committee Members.

Recommendation

Committee Members are invited to **comment** and **scrutinise** service delivery and performance contained within the Report and accompanying revised QPR for Quarter 2, 2014-2015.

Area Manager Scott Hay

Local Senior Officer for Highland

20 November 2014

Attachments:

Highland Quarterly Performance Report: Quarter 2, 2014-2015