The Highland Council	Agenda Item **6.**
Caithness and Sutherland Area Committee - 10 February 2015	Report No **CS/ 03/ 15**
Scottish Fire and Rescue Area Committee Performance Report for 2014-15	
Report by Local Senior Officer for Highland	

Summary

This report and accompanying Caithness and Sutherland Area Performance Report details Fire and Rescue Service performance against the key areas of planned activity identified during the Ward consultation sessions.

Activity areas were identified through a range of Intervention, Prevention and Protection activities delivered in partnership to reduce risk to the communities of Caithness and Sutherland.

1. **Caithness and Sutherland Performance Report**

1.1   The attached area performance report for Caithness and Sutherland 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)

1.2   In achieving these priorities a number of activities have been identified which include; the delivery of free home fire safety visits (HFSV) and post domestic incident response aimed at reducing dwelling house fires, supporting the partnership delivered road safety programmes, Driving Ambition and the reduction of fire-related antisocial behaviour through targeted youth engagement activities and thematic action plans.

1.3   Through the Fire Safety Enforcement Staff the Service continues to carry out legislative fire safety audits, supporting a reduction in fires and fire related injuries in non-domestic premises.

1.4   With the introduction of the Scottish Fire and Rescue Service unwanted fire alarm signals (UFAS) procedure on 1 December 2014 there is now a standard management model to reduce the number of UFAS across all areas of Scotland and effectively manage an appropriate response to repeat UFAS calls from known premises. Personnel throughout Caithness and Sutherland are tasked with:

- Working more closely with all 'duty holders' post UFAS events to review, and where appropriate, improve management arrangements within premises.

1.5   Community and Firefighter safety remain at the forefront of service delivery activities in Caithness and Sutherland and activity includes operational risk visits, multi-agency training and exercises, community resilience initiatives and management of resource availability.

Additional information as requested at the last round of Area Committees has been included in the performance report:

- Workforce statistics including establishment and availability figures
- Highland wide performance

Recommendation

The Committee is invited to comment on and scrutinise the attached Area Performance Report.

Group Manager Robert Scott

22 January 2014

Attachment:

Caithness and Sutherland Performance Report

SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Highland

**Caithness and Sutherland
Area Committee**

Performance Report

DISCLAIMER
The figures included in this report are provisional and subject to change as a result of quality assurance and review. The statistics quoted are internal management information published in the interests of transparency and openness.
The Scottish government publishes Official Statistics each year which allow for comparisons to be made over longer periods of time.

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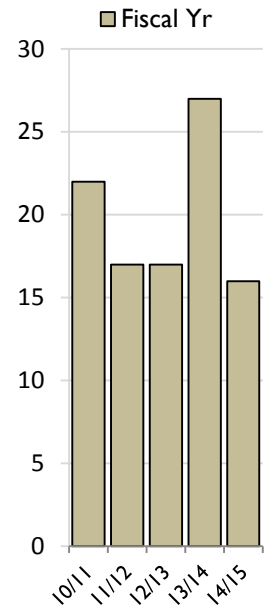http://www.scotland.gov.uk/Resource/0041/00416181.pdf

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)
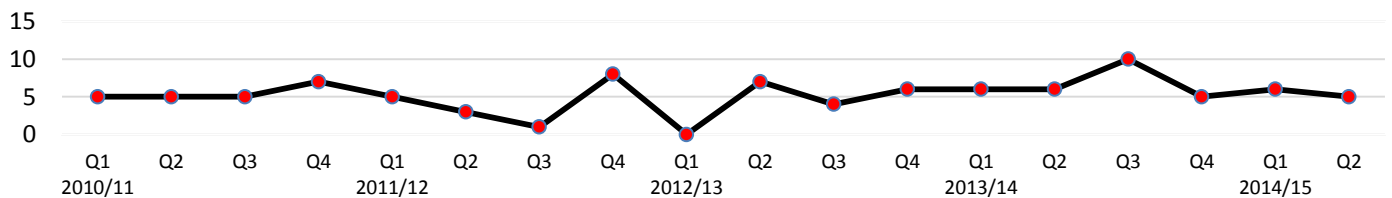
All accidental dwelling fires

Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15	Highland
April	2	2	0	3	1	12
May	1	2	0	3	2	12
June	2	1	0	0	3	12
July	0	2	2	3	1	12
August	1	1	2	2	3	9
September	4	0	3	1	1	12
October	1	1	3	3	3	11
November	2	0	0	0	2	11
December	2	0	1	7	#N/A	#N/A
January	2	4	3	3	#N/A	#N/A
February	3	2	0	0	#N/A	#N/A
March	2	2	3	2	#N/A	#N/A
Fiscal Yr	**22**	**17**	**17**	**27**	**16**	**91**

Month/Year	2010/11	2010/11	2011/12	2012/13	2013/14
Fiscal Yr	22	17	17	27	16

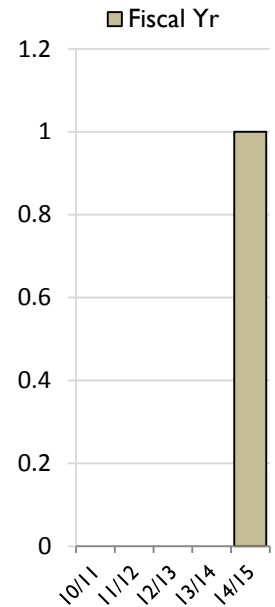| Qtr/Year	2010/11	2010/11	2011/12	2012/13	2013/14	Highland
Quarter 1	5	5	0	6	6	36
Quarter 2	5	3	7	6	5	33
Quarter 3	5	1	4	10	#N/A	#N/A
Quarter 4	7	8	6	5	#N/A	#N/A

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.
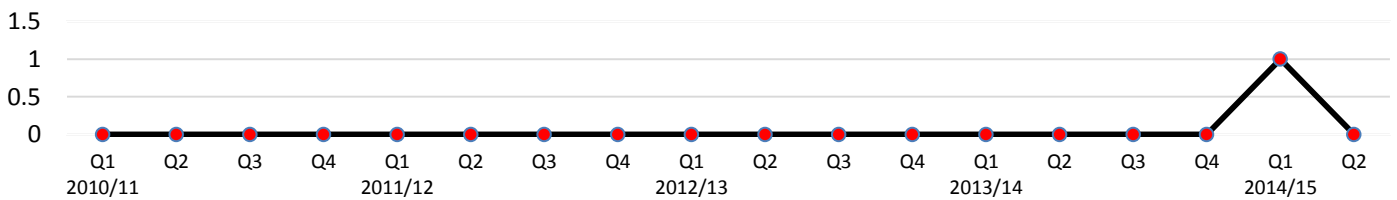
All fatal accidental dwell. fire casualties

Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15	Highland
April	0	0	0	0	0	0
May	0	0	0	0	0	0
June	0	0	0	0	1	1
July	0	0	0	0	0	0
August	0	0	0	0	0	0
September	0	0	0	0	0	0
October	0	0	0	0	0	0
November	0	0	0	0	0	0
December	0	0	0	0	#N/A	#N/A
January	0	0	0	0	#N/A	#N/A
February	0	0	0	0	#N/A	#N/A
March	0	0	0	0	#N/A	#N/A
Fiscal Yr	**0**	**0**	**0**	**0**	**1**	**1**

Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15
Fiscal Yr	0	0	0	0	1

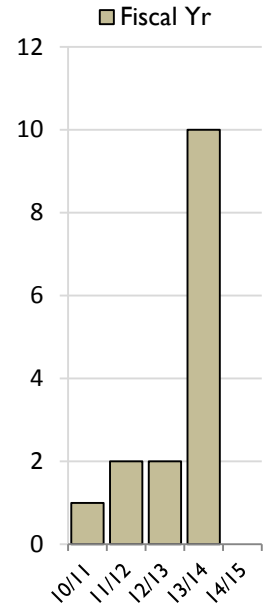| Qtr/Year	2010/11	2011/12	2012/13	2013/14	2014/15	Highland
Quarter 1	0	0	0	0	1	1
Quarter 2	0	0	0	0	0	0
Quarter 3	0	0	0	0	#N/A	#N/A
Quarter 4	0	0	0	0	#N/A	#N/A

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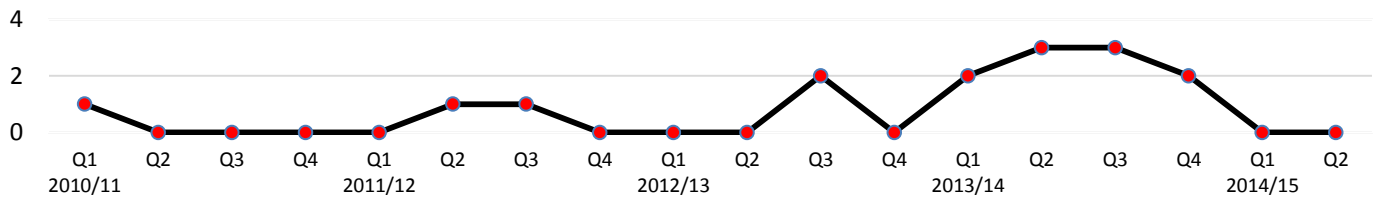
Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)

Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15	Highland
April	1	0	0	1	0	1
May	0	0	0	1	0	2
June	0	0	0	0	0	3
July	0	1	0	1	0	5
August	0	0	0	2	0	1
September	0	0	0	0	0	1
October	0	1	2	1	0	0
November	0	0	0	0	0	3
December	0	0	0	2	#N/A	#N/A
January	0	0	0	1	#N/A	#N/A
February	0	0	0	0	#N/A	#N/A
March	0	0	0	1	#N/A	#N/A
Fiscal Yr	**1**	**2**	**2**	**10**	**0**	**16**

Fiscal Yr

Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15
Fiscal Yr	1	2	2	10	0

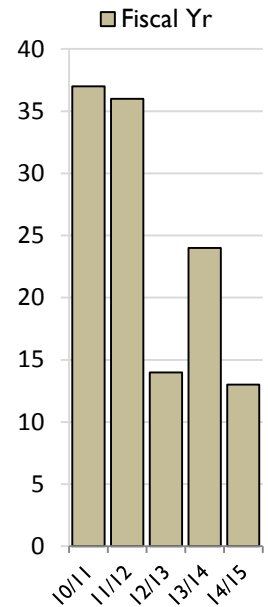| Qtr/Year	2010/11	2011/12	2012/13	2013/14	2014/15	Highland
Quarter 1	1	0	0	2	0	6
Quarter 2	0	1	0	3	0	7
Quarter 3	0	1	2	3	#N/A	#N/A
Quarter 4	0	0	0	2	#N/A	#N/A

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.
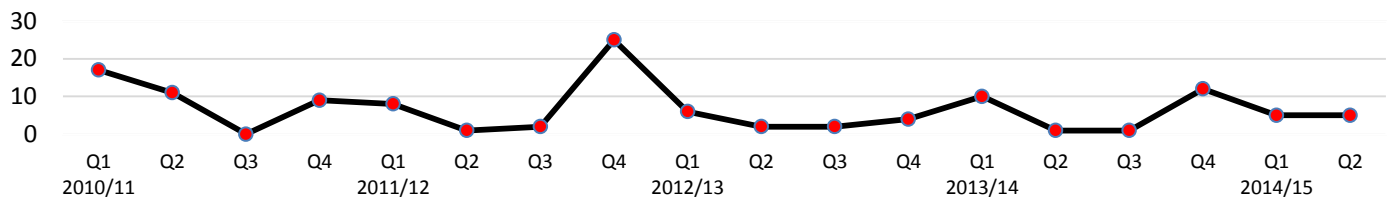
All deliberate fires

Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15	Highland
April	16	3	0	2	3	19
May	0	3	4	2	2	15
June	1	2	2	6	0	17
July	7	0	1	0	1	17
August	2	1	1	0	1	10
September	2	0	0	1	3	21
October	0	1	1	0	0	18
November	0	0	1	1	3	18
December	0	1	0	0	#N/A	#N/A
January	0	1	0	3	#N/A	#N/A
February	1	1	0	0	#N/A	#N/A
March	8	23	4	9	#N/A	#N/A
Fiscal Yr	**37**	**36**	**14**	**24**	**13**	**135**

Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15
Fiscal Yr	37	36	14	24	13

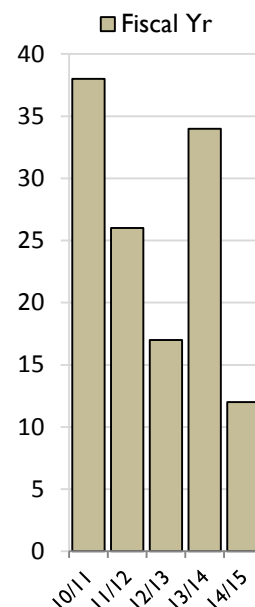| Qtr/Year	2010/11	2011/12	2012/13	2013/14	2014/15	Highland
Quarter 1	17	8	6	10	5	51
Quarter 2	11	1	2	1	5	48
Quarter 3	0	2	2	1	#N/A	#N/A
Quarter 4	9	25	4	12	#N/A	#N/A

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.
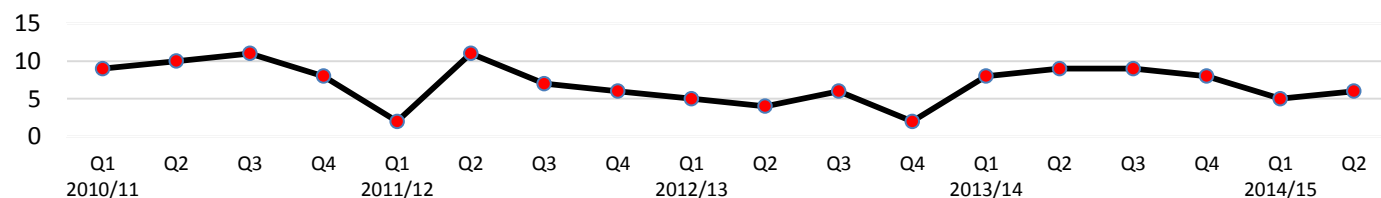
Special Service - RTCs

Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15	Highland
April	3	0	2	4	2	12
May	3	1	1	1	1	20
June	3	1	2	3	2	16
July	3	5	3	6	3	26
August	3	3	0	2	2	20
September	4	3	1	1	1	17
October	4	2	0	2	0	9
November	5	3	1	6	1	18
December	2	2	5	1	#N/A	#N/A
January	3	4	0	2	#N/A	#N/A
February	2	1	2	1	#N/A	#N/A
March	3	1	0	5	#N/A	#N/A
Fiscal Yr	**38**	**26**	**17**	**34**	**12**	**138**

Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15
Fiscal Yr	38	26	17	34	12

Qtr/Year	2010/11	2011/12	2012/13	2013/14	2014/15	Highland
Quarter 1	9	2	5	8	5	48
Quarter 2	10	11	4	9	6	63
Quarter 3	11	7	6	9	#N/A	#N/A
Quarter 4	8	6	2	8	#N/A	#N/A

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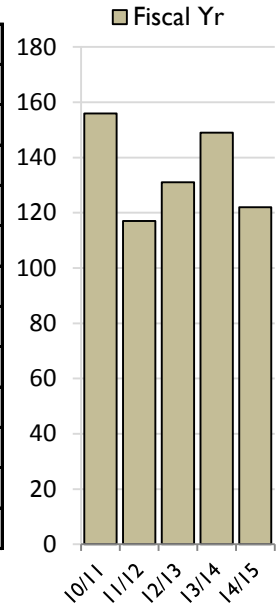
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies through the Safer Highland Road Safety Group to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

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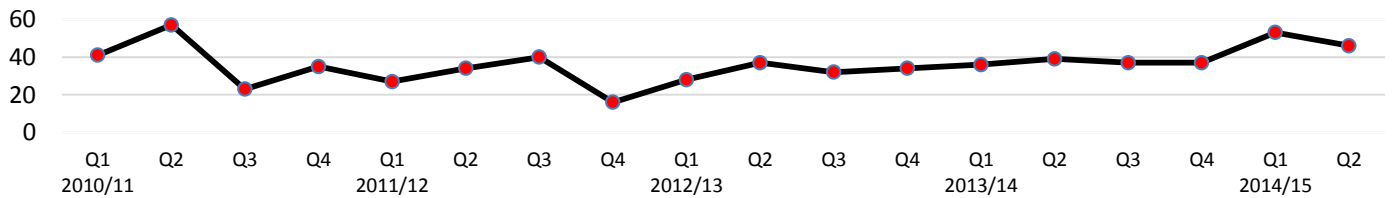
http://www.scotland.gov.uk/Resource/Doc/286643/0087268.pdf

False Alarm - Equipment failure

Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15	Highland
April	22	7	6	8	24	145
May	13	10	8	14	15	103
June	6	10	14	14	14	123
July	22	10	10	7	17	129
August	20	13	14	18	17	129
September	15	11	13	14	12	104
October	10	14	12	17	17	129
November	6	14	7	14	6	110
December	7	12	13	6	#N/A	#N/A
January	8	4	11	12	#N/A	#N/A
February	14	5	12	13	#N/A	#N/A
March	13	7	11	12	#N/A	#N/A
Fiscal Yr	**156**	**117**	**131**	**149**	**122**	**972**

Month/Year	2009/10	2010/11	2011/12	2012/13	2013/14
Fiscal Yr	156	117	131	149	122

Qtr/Year	2009/10	2010/11	2011/12	2012/13	2013/14	Highland
Quarter 1	41	27	28	36	53	371
Quarter 2	57	34	37	39	46	362
Quarter 3	23	40	32	37	#N/A	#N/A
Quarter 4	35	16	34	37	#N/A	#N/A

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 Caithness and Sutherland when analysing like for like periods over the last 5 year reporting periods.

Station Availability

Station	Availability as at Dec 2014 %	Staff
Bettyhill	63	7
Bonar Bridge	83	7
Dornoch	99	11
Dunbeath	87	11
Durness	98	9
Golspie	95	12
Helmsdale	89	11
John O Groats	91	10
Kinlochbervie	79	7
Lairg	98	11
Lochinver	77	4
Lybster (CRU)	n/a	10
Scourie	81	7
Thurso *	94	20
Tongue	74	6
Wick *	82	19
Caithness and Sutherland Area Committee Totals		**162**

* Denotes two pumps

Commentary

The table shows the current staffing levels on stations and total availability that these individuals have been available for calls, and how this affects the availability of the station's fire appliances.

The Service works closely with employers and RDS staff to support an improvement in availability. However, we recognise the challenges faced by RDS staff when combining primary employment and their operational availability across the communities in Highland area.

The Service is actively recruiting in a number of communities to improve station and fire appliance availability.