

The Highland Council
Community Safety, Public Engagement and Equalities
Committee – 25 March 2015

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| Agenda Item | 12i |
| Report No | CPE 6/15 |

Quarterly Performance Report for Quarter 3 2014-2015

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 for quarter 3, 2014-2015.

The performance reporting aligns with the target outcomes of the Local Fire and Rescue Plan for Highland 2014-2017 and the Highland single outcome agreement (SOA) 2013-2019.

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

1. Performance Reporting 2014-2015

- 1.1 The attached QPR for quarter 3, 2014-2015 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 delivering these priorities, a number of activities have been identified which include; the provision 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 targeted youth engagement activities.
- 1.3 The Service continues to deliver on its legal obligations in performing 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 demands on fire and rescue service resources.
- 1.4 Following the introduction of the national UFAS reduction procedure in December 2014, SFRS routinely engage with duty holders at a number of key premises across Highland. This engagement has seen a steady reduction of UFAS. Nevertheless, we will continue to focus our attention in this area to reduce these types of calls which are particularly demanding on SFRS resources and community based retained firefighters. Page 17 of the attached

QPR contains a breakdown of UFAS by premises type identifying those where SFRS staff are actively working with duty holders in addressing these UFAS events.

2. Key Performance Indicators (KPI)

2.1 KPIs contained within the QPR focus on the priorities of reducing dwelling house fire and resultant fatalities and injuries, reduction in deliberate fires and special services. These were confirmed following recent joint ward consultation events during 2014-2015. The additional information requested by CPE Members includes:

- Workforce statistics including establishment and availability figures for one and two appliance stations
- Operational incidents by type for each Highland Ward area
- Identifying UFAS incidents from other automatic alarms and by premises type
- Operational incidents and community safety activities of note

2.2 Supporting the ongoing recruitment across a number of areas in Highland, the SFRS has introduced an improved recruitment process to recruit new RDS staff across Scotland. While this new process supports the improvements required in reducing the timescales for recruiting new RDS staff, SFRS still need people who live and work in local communities to commit to becoming a firefighter and protect their local community.

2.3 SFRS is also maintaining its ongoing commitment and support for rural communities through the provision of new and upgraded fire engines. This is supported through the continued delivery of high quality training and skills development for all firefighters therefore, maintaining the Service's strategic commitments to safer firefighters and safer communities.

Recommendation

Committee Members are invited to **scrutinise** and **comment** on SFRS service delivery and performance contained within the Report and attached QPR for quarter 3, 2014-2015.

Area Manager Scott Hay Local Senior Officer for Highland

13 March 2015

Attachments: **Highland Quarterly Performance Report: Quarter 3, 2014-2015**