

**The Highland Council**  
**Community Safety, Public Engagement and Equalities**  
**Committee – 11 June 2015**

Agenda Item	6i
Report No	CPE 9/15

**Quarterly Performance Report for Quarter 4 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 4, 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 4, 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 As previously advised, the report has been updated to reflect the available information provided centrally from the Scottish Fire and Rescue Service (SFRS) performance management database. The report is more streamlined and maintains the key indicators and timelines from previous reports, supporting the wider analysis of trends and performance in the short, medium and longer term.
- 1.3 Some notable performance improvements this year include:
  - Reduction in non-fatal fire fatalities
  - Reduction in all deliberate fires
  - Reduction in road traffic collisions
  - Exceeding legislative fire safety audit target

1.4 Tragically, the Service in Highland area attended a number of dwelling house fires over the reporting year which resulted in fatalities. These very tragic incidents impact on families and the wider communities and further reinforce the Service and partner agencies determination in continuing to help those most vulnerable in our communities. Working in partnership is key to supporting vulnerable people. The Service will continue to do this with the clear aim of eliminating these types of incidents entirely.

## **2. Improvements in Retained Recruitment**

2.1 Following the introduction of the new and improved retained duty system (RDS) recruitment process, the Service has targeted recruitment at a number of key stations and communities across Highland. These stations and related vacancies have been shared across agencies and sectors within the community planning partnership, further supporting the wider recruitment pools in Highland. This information has also been shared with all Councillors across Highland with the intention of seeking more local area support in the communities identified.

2.2 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.

### **Recommendation**

Committee Members are invited to **scrutinise** and **comment** on SFRS service delivery and performance contained within the Report and attached QPR for quarter 4, 2014-2015.

**Area Manager Scott Hay Local Senior Officer for Highland**

**29 May 2015**

Attachments: **Highland Quarterly Performance Report: Quarter 4, 2014-2015**



# Quarterly Performance Report

Quarter 4 2014-2015 (1 January to 31 March)



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

## 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.

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\*The KPIs above are extracted from the suite of KPIs contained within the Fire and Rescue Framework Document 2013, Annex A <http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

The KPIs also reflect the main priority areas for the Fire and Rescue Service in Highland area. These were identified during Ward consultations sessions on the Local Fire and Rescue Plan for Highland 2014-2017 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)

Supplementary statistics are also provided referencing the following;

- RDS staff availability and establishment figures by station
- Operational incident statistics by type for each Ward area of Highland

## I. Introduction

This performance report provides information on our prevention, protection and operational response activities within Highland over the period Quarter 4 2014-2015, (1 January – 31 March).

The Scottish Government provides an overarching vision for public services. This vision is supported by 16 National Outcomes which demonstrate commitment to creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable growth. The Scottish Fire and Rescue Service (SFRS) can make a significant contribution to improving these outcomes in Highland area by contributing to the Community Planning arrangements across the area.

The national priorities for the SFRS are set out in the Fire and Rescue Framework for Scotland 2013. The SFRS Strategic Plan 2013-2016 outlines how the SFRS will deliver against these priorities and the outcomes against which this delivery can be measured.

The priorities contained within the Local Fire and Rescue Plan for Highland 2014-2017 reflects the Highland Community Planning Partnership Strategic Assessment and Priorities and the Highland Community Planning Partnership, Single Outcome Agreement (SOA) 2013-19. The SOA includes a range of key themes focused on delivering improved outcomes for the communities of Highland. The key themes which this plan contributes to are;

- Economic Recovery and Growth,
- Early Years, Children and Young People,
- Safer, Stronger Communities and Reducing Reoffending,
- Health Inequalities and Physical Activity,
- Outcomes for Older People,
- Poverty and Welfare Reform.

The aims of the local Fire and Rescue Service in Highland are to reduce deaths, injuries and damage to property from fires and other emergency events. We aim to achieve this by working in partnership, being pro-active and targeting our prevention and protection activities to where they are most required, based on evidence.

Within the Local Fire and Rescue Plan for Highland 2014 - 2017, 7 priorities for the local Fire and Rescue Service have been identified;

- Priority 1. Local Risk Management and Preparedness
- Priority 2. Reduction of Accidental Dwelling Fires
- Priority 3. Reduction in Fire Casualties and Fatalities
- Priority 4. Reduction of Deliberate Fire Setting
- Priority 5. Reduction of Fires in Non Domestic Property
- Priority 6. Reduction in Casualties from Non Fire Emergencies
- Priority 7. Reduction of Unwanted Fire Alarm Signals

## Performance Summary

We measure how well we are meeting our priorities using 6 key indicators, depicted below

Key performance indicator	Apr to (& incl.) Mar					RAG rating
	2010/11	2011/12	2012/13	2013/14	2014/15	YTD
All accidental dwelling fires	151	137	126	144	156	▲
All fatal accidental dwell. fire casualties	1	2	1	1	5	◆
Non-fatal accidental dwell. fire casualties (excl. p/c's)	26	34	35	41	32	●
All deliberate fires	305	334	185	219	161	●
Special Service - RTCs	182	209	213	211	196	●
False Alarm - UFAs	908	919	867	889	1003	◆

RAG rating - KEY		
◆	RED DIAMOND	10% higher than the previous YTD period, or local target not achieved.
▲	YELLOW TRIANGLE	Up to 9% higher than the previous YTD period, or local target not achieved.
●	GREEN CIRCLE	Equal to or improved upon the previous equivalent quarter (or YTD period), or local target achieved.

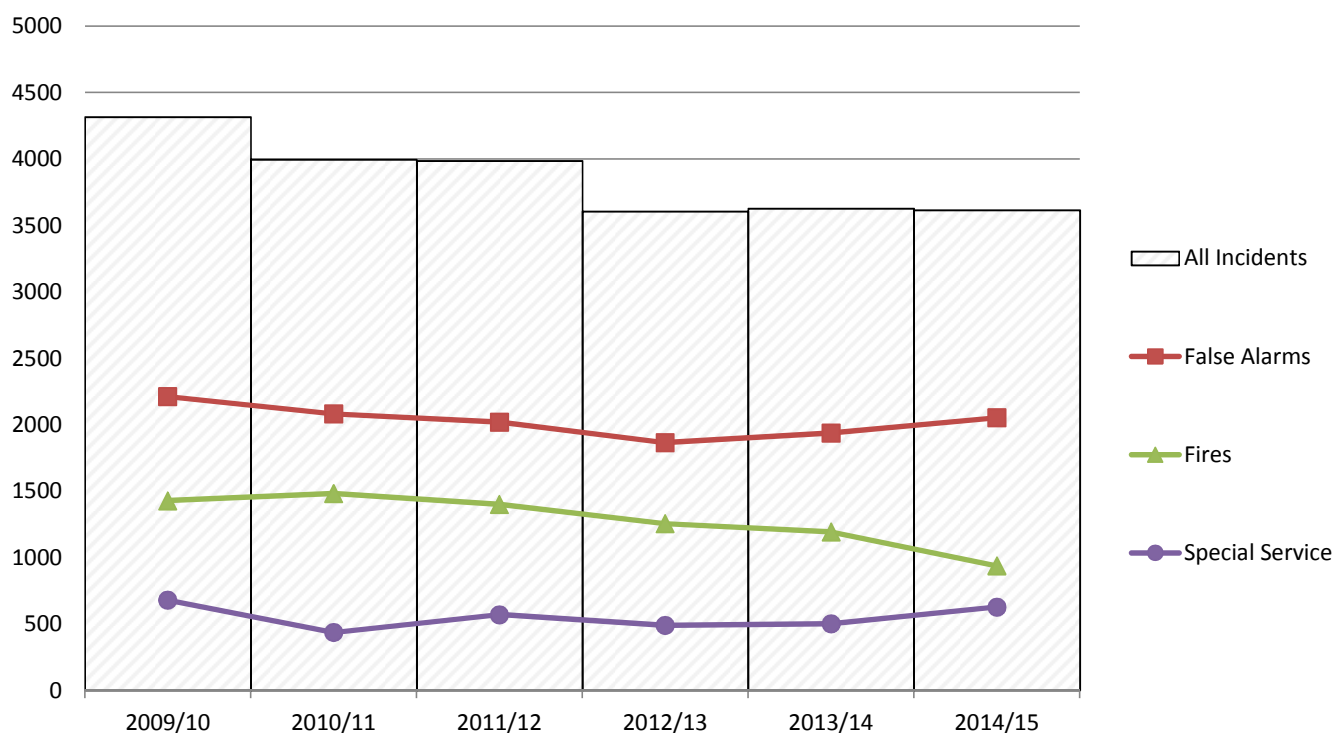
**Note**

Over the reporting year 2014/15 the Service has seen a decrease in fires, including deliberate fires, and Road Traffic Collisions in comparison to previous reporting years.

We have seen an increase in the number of Unwanted Fire Alarm Signals, and we will continue to work closely with duty holders to reduce these numbers overall in line with the Service's UFAS Reduction Procedure.

Tragically, there has been an increase in fire related fatalities, these incidents impact on families and the wider communities and further reinforce the Service and partner agencies determination in continuing to help those most vulnerable in our communities. We will continue to work with partner agencies to identify and support those most vulnerable and in need of our help.

The chart below illustrates incidents YTD attended within Highland council over the last 6 fiscal years



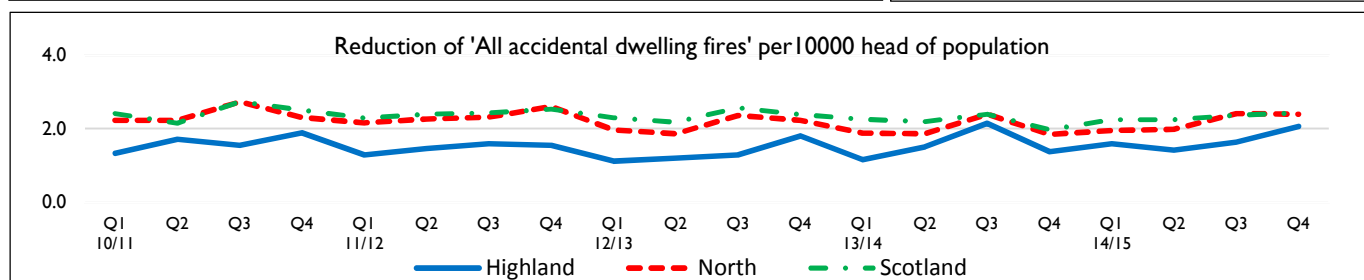
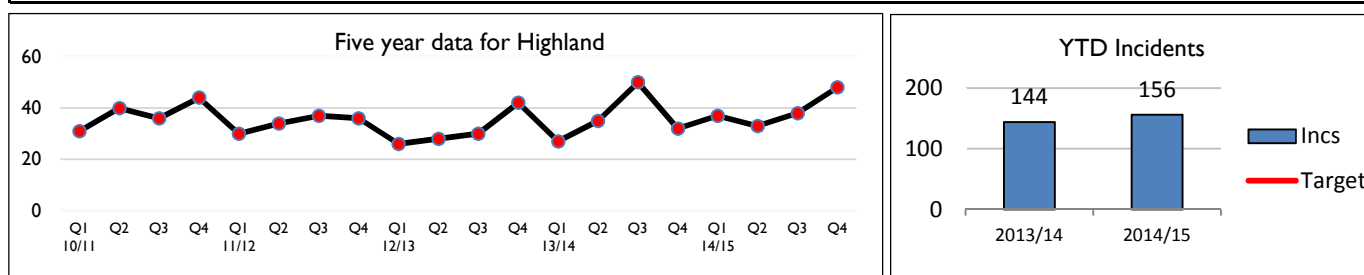
### 3. KEY PERFORMANCE INDICATORS (KPI)

#### Reduction of 'All accidental dwelling fires'

The tables below represent the number of accidental dwelling house fires that occurred in Highland area.

Trend lines also identify the number of incidents over the reporting 5 year period.

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.



YTD ward ave. for Highland - 7	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
Highland	151	137	126	144	156	
North, West and Central Sutherland	8	3	5	7	5	
Thurso	3	7	2	6	6	
Wick	3	2	4	5	6	
Landward Caithness	2	3	4	5	10	
East Sutherland and Edderton	6	2	2	4	6	
Wester Ross, Strathpeffer and Lochalsh	5	5	6	8	9	
Cromarty Firth	8	6	6	4	2	
Tain and Easter Ross	2	6	4	8	5	
Dingwall and Seaforth	3	6	5	6	5	
Black Isle	6	4	4	8	3	
Eilean a'Cheo	12	9	6	8	6	



YTD ward ave. for Highland - 7	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
Highland	151	137	126	144	156	
Caol and Mallaig	9	9	6	7	5	
Aird and Loch Ness	5	6	5	10	4	
Inverness West	3	7	1	5	6	
Inverness Central	22	18	17	15	18	
Inverness Ness-Side	5	8	7	8	5	
Inverness Millburn	4	5	6	10	7	
Culloden and Ardersier	8	2	8	3	9	
Nairn	10	7	10	2	10	
Inverness South	2	4	2	3	6	
Badenoch and Strathspey	9	5	10	6	10	
Fort William & Ardnamurchan	16	13	6	6	13	

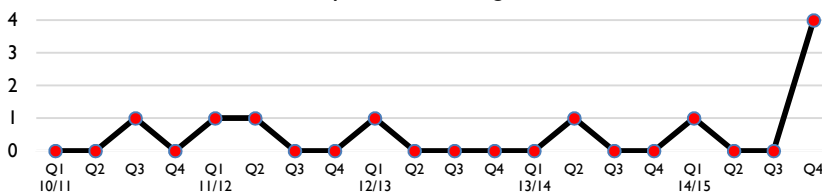


## Reduction of 'All fatal accidental dwell. fire casualties'

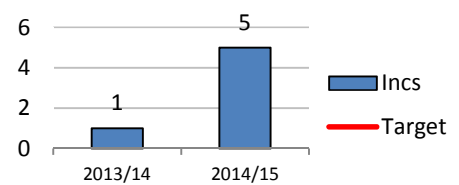
The tables below identify the number of dwelling house fires that have resulted in fire related fatalities over the reporting 5 year period. Tragically, there has been 5 reported fire fatalities in Highland over the reporting year 2014/15. The Service is committed to reducing this figure and eliminate 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.

We will continue to deliver free home fire safety visits (HFSV) to advise and inform residents in the dangers of fire in the home. We will also continue to work with partner agencies through a range of initiatives, e.g. Healthy Homes for Highland, which includes installation of free smoke detectors.

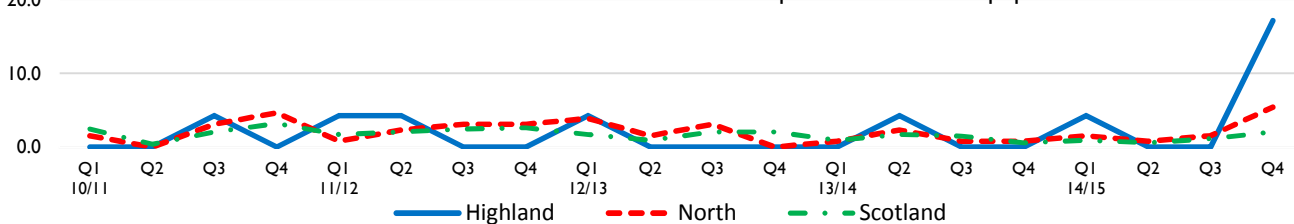
Five year data for Highland



YTD Incidents



Reduction of 'All fatal accidental dwell. fire casualties' per 1000000 head of population



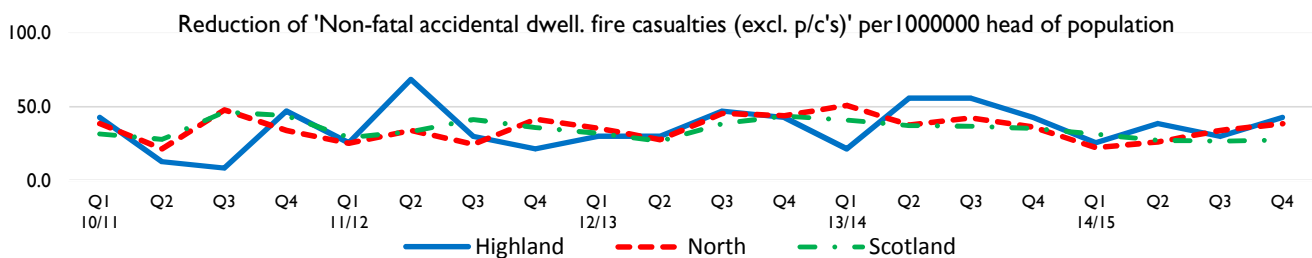
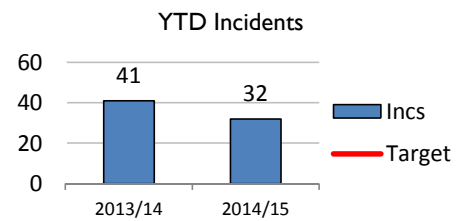
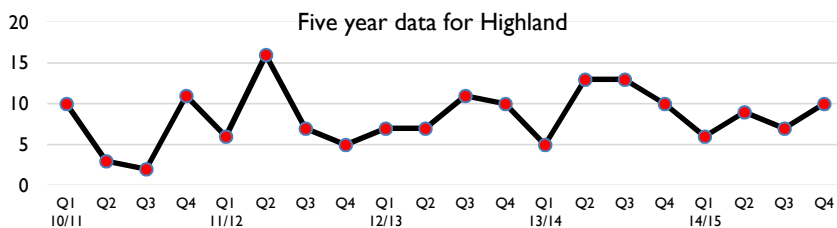
YTD ward ave. for Highland - 0	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
Highland	1	2	1	1	5	
North, West and Central Sutherland	0	0	0	0	1	
Thurso	0	0	0	0	0	
Wick	0	0	0	0	0	
Landward Caithness	0	0	0	0	1	
East Sutherland and Edderton	0	0	0	0	1	
Wester Ross, Strathpeffer and Lochalsh	0	0	0	0	0	
Cromarty Firth	0	0	0	0	0	
Tain and Easter Ross	0	1	0	0	0	
Dingwall and Seaforth	0	0	0	0	0	
Black Isle	0	0	0	0	0	
Eilean a'Cheo	0	0	0	0	0	

YTD ward ave. for Highland - 0	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
Highland	1	2	1	1	5	
Caol and Mallaig	0	0	0	0	0	
Aird and Loch Ness	1	0	0	0	1	
Inverness West	0	0	0	0	0	
Inverness Central	0	0	0	0	0	
Inverness Ness-Side	0	0	1	1	0	
Inverness Millburn	0	0	0	0	0	
Cullochen and Ardersier	0	0	0	0	0	
Nairn	0	0	0	0	0	
Inverness South	0	0	0	0	0	
Badenoch and Strathspey	0	0	0	0	1	
Fort William & Ardnamurchan	0	1	0	0	0	

## Reduction of 'Non-fatal accidental dwell. fire casualties (excl. p/c's)'

The tables below 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 recognises that the reduction in the number of dwelling house fires will have the greatest impact on the number of fire related casualties and fatalities. Therefore we will continue to work closely with partner agencies to identify those households that would benefit most from the delivery of a home fire safety visit.



YTD ward ave. for Highland - I	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
Highland	26	34	35	41	32	
North, West and Central Sutherland	0	0	0	2	1	
Thurso	0	0	0	3	2	
Wick	1	0	0	3	0	
Landward Caithness	0	1	2	1	2	
East Sutherland and Edderton	0	1	0	1	0	
Wester Ross, Strathpeffer and Lochalsh	1	0	3	2	2	
Cromarty Firth	3	1	0	0	0	
Tain and Easter Ross	1	2	2	0	2	
Dingwall and Seaforth	0	0	1	0	0	
Black Isle	0	0	3	2	1	
Eilean a'Cheo	2	3	0	8	0	

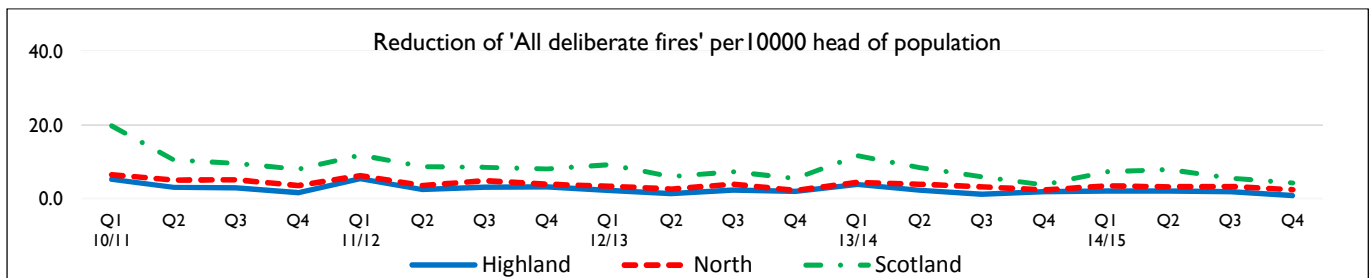
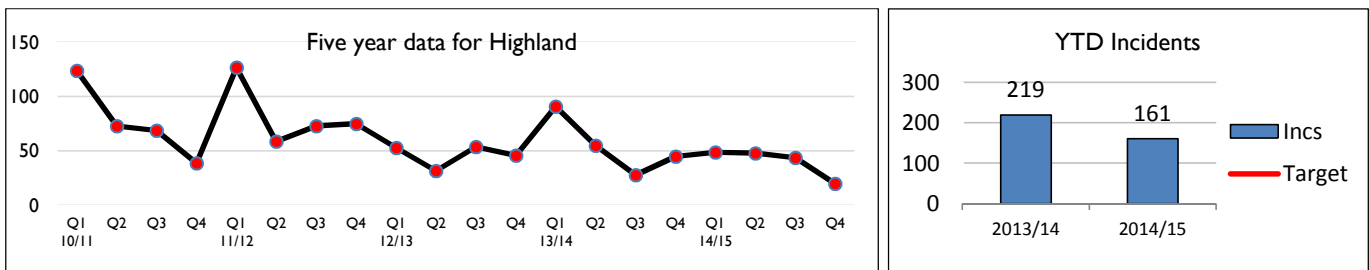
YTD ward ave. for Highland - I	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
Highland	26	34	35	41	32	
Caol and Mallaig	1	2	2	2	1	
Aird and Loch Ness	1	0	1	4	1	
Inverness West	1	2	0	1	3	
Inverness Central	8	8	9	6	6	
Inverness Ness-Side	0	2	1	2	2	
Inverness Millburn	0	0	0	2	3	
Culloden and Ardersier	0	1	3	0	1	
Nairn	2	6	5	1	1	
Inverness South	1	0	0	0	0	
Badenoch and Strathspey	1	3	2	1	2	
Fort William & Ardnamurchan	3	2	1	0	2	

## Reduction of 'All deliberate fires'

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, as indicated in the Seasonal Community Safer Calendar 2015 in Appendix A, targeting these types of incidents.

The Service is working with partner agencies 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.



YTD ward ave. for Highland - 7	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
Highland	305	334	185	219	161	
North, West and Central Sutherland	19	14	3	7	3	
Thurso	3	4	1	2	2	
Wick	7	3	4	5	5	
Landward Caithness	4	10	2	7	4	
East Sutherland and Edderton	4	5	4	3	1	
Wester Ross, Strathpeffer and Lochalsh	4	2	4	1	5	
<b>Cromarty Firth</b>	67	60	40	29	<b>14</b>	
<b>Tain and Easter Ross</b>	7	5	9	7	<b>8</b>	
Dingwall and Seaforth	9	2	4	4	1	
Black Isle	3	4	3	3	2	
Eilean a'Cheo	6	3	5	5	1	

YTD ward ave. for Highland - 7	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
Highland	305	334	185	219	161	
Caol and Mallaig	18	9	14	11	3	
Aird and Loch Ness	16	6	7	10	8	
Inverness West	13	20	9	11	12	
Inverness Central	22	55	18	28	31	
Inverness Ness-Side	18	17	17	25	16	
Inverness Millburn	7	16	4	3	11	
Culloden and Ardersier	12	21	13	21	8	
Nairn	5	10	6	4	5	
Inverness South	8	14	6	8	9	
Badenoch and Strathspey	7	8	3	5	5	
Fort William & Ardnamurchan	46	46	9	20	7	

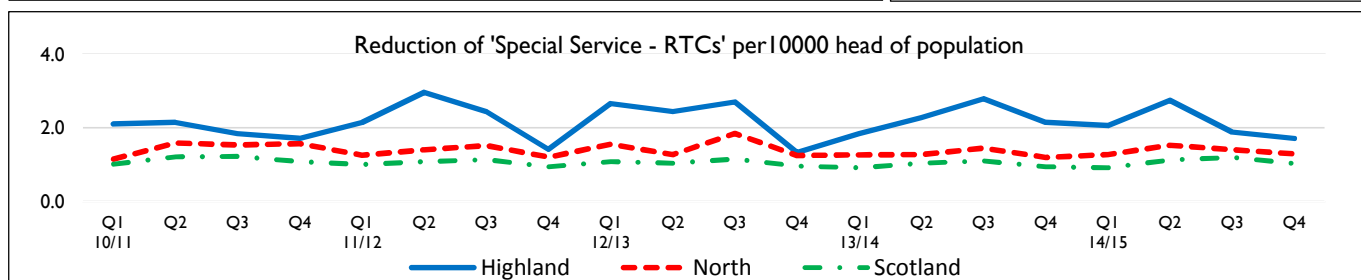
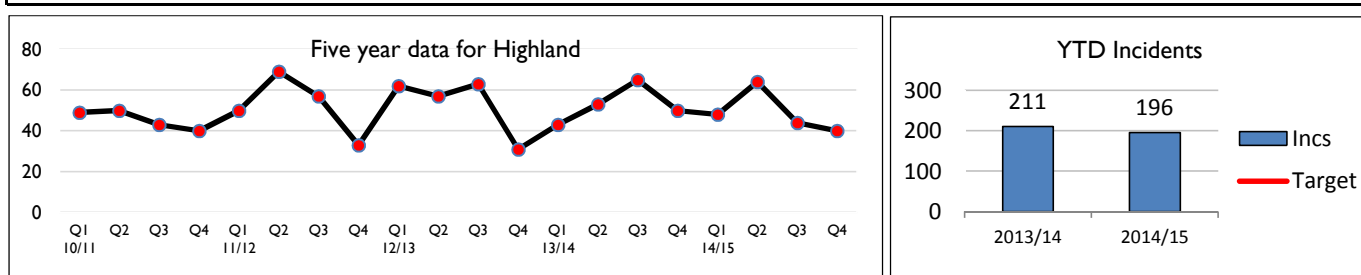
## Reduction of 'Special Service - RTCs'

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 the Highlands.

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>



YTD ward ave. for Highland - 9	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
Highland	182	209	213	211	196	
North, West and Central Sutherland	3	5	4	6	1	
Thurso	0	1	0	0	1	
Wick	5	2	1	2	2	
Landward Caithness	16	14	7	13	11	
East Sutherland and Edderton	14	4	5	13	6	
Wester Ross, Strathpeffer and Lochalsh	15	17	16	11	16	
Cromarty Firth	7	11	8	12	18	
Tain and Easter Ross	4	14	9	10	9	
Dingwall and Seaforth	4	3	4	5	3	
Black Isle	6	12	10	8	8	
Eilean a'Cheo	7	11	9	7	13	



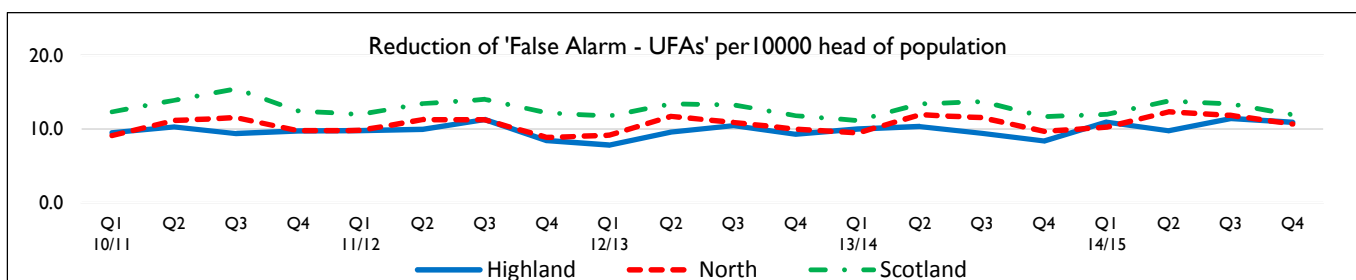
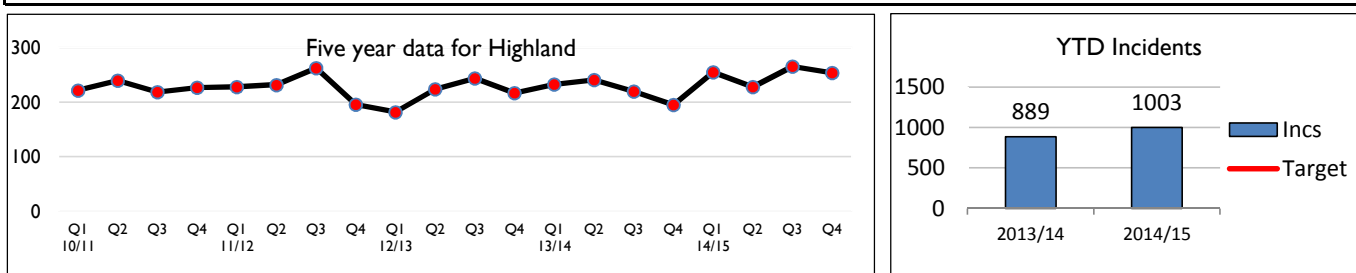
YTD ward ave. for Highland - 9	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
Highland	182	209	213	211	196	
Caol and Mallaig	14	12	19	22	15	
Aird and Loch Ness	23	34	35	26	21	
Inverness West	3	2	1	3	1	
Inverness Central	4	4	4	1	1	
Inverness Ness-Side	1	1	3	2	2	
Inverness Millburn	7	4	2	5	7	
Culloden and Ardersier	7	8	12	10	7	
Nairn	6	6	9	6	4	
Inverness South	8	7	9	7	8	
Badenoch and Strathspey	19	20	23	22	26	
Fort William & Ardnamurchan	9	17	23	20	16	

## Reduction of 'False Alarm - UFAs'

The Service responds to a number of false alarms over the reporting year, a number of which are unwanted fire alarm signals (UFAS). While we attended an increased number of UFAS during Quarter 4, we continue to work closely with duty holders to reduce the number of UFAS events.

In addressing the number of UFAS incidents across Scotland, the Scottish Fire and Rescue Service (SFRS) introduced a national UFAS Reduction Procedure on 1 December 2014. The key aim of this procedure is 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 responsible '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

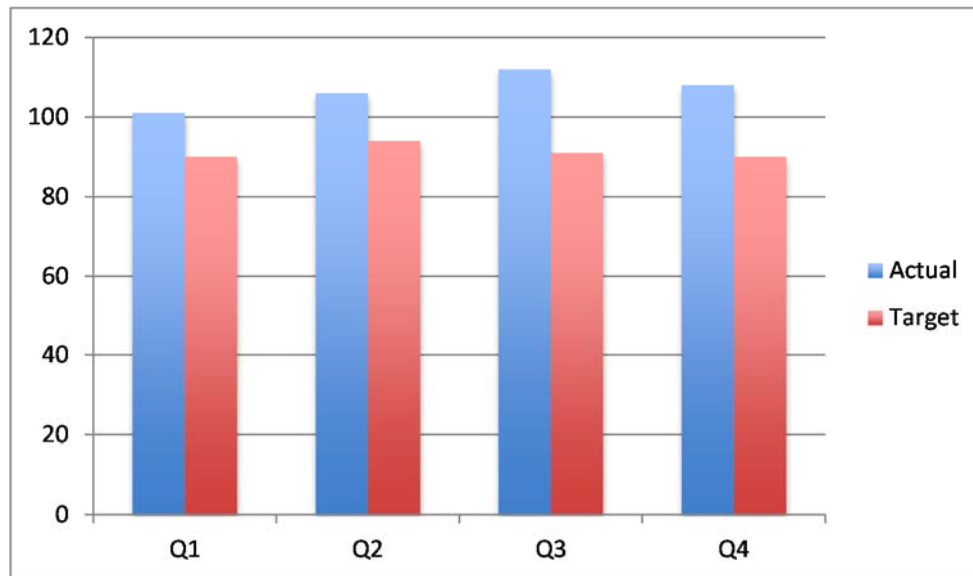


YTD ward ave. for Highland - 46	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
Highland	908	919	867	889	1003	
North, West and Central Sutherland	13	11	17	12	10	
Thurso	12	12	9	9	18	
Wick	35	38	31	29	38	
Landward Caithness	8	0	3	7	15	
East Sutherland and Edderton	36	30	21	41	40	
Wester Ross, Strathpeffer and Lochalsh	31	29	30	34	36	
Cromarty Firth	27	24	27	28	38	
Tain and Easter Ross	10	10	25	15	12	
Dingwall and Seaforth	41	34	36	43	62	
Black Isle	9	12	21	16	10	
Eilean a'Cheo	40	21	25	40	43	

YTD ward ave. for Highland - 46	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
Highland	908	919	867	889	1003	
Caol and Mallaig	31	18	12	17	27	
Aird and Loch Ness	17	21	17	10	18	
Inverness West	52	51	51	47	85	
Inverness Central	140	164	127	147	150	
Inverness Ness-Side	22	26	19	18	30	
Inverness Millburn	151	170	155	136	136	
Culloden and Ardersier	52	71	55	60	55	
Nairn	38	24	10	10	14	
Inverness South	42	49	63	54	53	
Badenoch and Strathspey	47	54	65	54	64	
Fort William & Ardnamurchan	54	50	48	62	49	

## Legislative Fire Safety – Priorities 5 and 7

MONTHLY	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	TOTAL
Actual	28	29	44	23	44	39	51	37	24	34	44	30	427
Target	30	30	30	32	31	31	31	30	30	30	30	30	365
%	93%	97%	147%	72%	142%	126%	165%	123%	80%	113%	147%	100%	117%



### Commentary

Within Quarter 4, Fire Safety Enforcement Officers (FSEOs) completed 108 Fire Safety Enforcement Audits which equates to 120% of the target for the quarter. Across the four quarters of the year a total of 427 Fire Safety Enforcement Audits have been completed and this equates to 117% of the annual target of 365 audits.

In line with the Prevention and Protection strategy all mandatory premises within the Highland area have been audited.

Mandatory premises are those falling within one of the following categories:

- All care home, school care accommodation and secure accommodation services registered with the Care inspectorate
- All NHS hospitals; and private hospitals and hospices registered with Healthcare Improvement Scotland
- All Houses in Multiple Occupation (HMOs) in accordance with the licensing cycle of the Local Authority
- All premises previously assessed as presenting a 'very high' or 'high' risk following an audit by a Fire Safety Enforcement Officer or Auditing Officer from the previous eight Scottish Fire and Rescue Service arrangements

In addition to the auditing of the mandatory premises, FSEOs are routinely involved in the consultation for new applications and renewals across the full range of licences issued by the local authority.

## Home Fire Safety Visits (HFSV) – Priorities 2, 3 and 4

### Home Fire Safety Visits (HFSV) Total in Highland - 2014/15 Q4 plus Year End Total

	CSET Risk			Total 2014/15 Q4	Total 2014/15
	High	Medium	Low		
No. of HFSVs	<b>392</b>	<b>339</b>	<b>211</b>	<b>942</b>	<b>3,586</b>
No. of HFSVs with Detectors Fitted	<b>79</b>	<b>114</b>	<b>73</b>	<b>266</b>	<b>927</b>
No. of HFSVs with Advice Only	<b>313</b>	<b>225</b>	<b>138</b>	<b>676</b>	<b>2,624</b>

### Commentary

Staff within Highland area delivered a total of 942 home fire safety visits in quarter 4 2014-15. This represents 94% of the Q4 target.

These visits can be further broken down into 392 high risk visits, 339 medium risk visits and 211 low risk visits. During the 942 visits identified above, a total of 266 free smoke detectors were fitted further demonstrating the Scottish Fire and Rescue Service's commitment to making our communities safer through reducing the risk from fire and providing the means for early detection and evacuation should a fire occur.

For year 2014/2015, Community Safety Staff and Firefighters within Highland delivered a total of 3586 HFSVs, 1795 of which were high risk, 1196 medium risk, 595 low risk and a total of 927 free smoke detectors were fitted.

A points scoring system is allocated to high, medium and low risk visits to ensure that those in greatest need receive the appropriate advice and guidance from the Fire and Rescue Service. High risk visits attract 24 points, medium risk 8 points and low risk 4 points.

The performance figures indicate that 90% of the target visits were delivered, however 100% of target points were delivered which indicates that the SFRS staff continue to support and target the more vulnerable within our communities and this further contributes to ensuring our communities are safer through reducing the risk from fire and other emergencies.

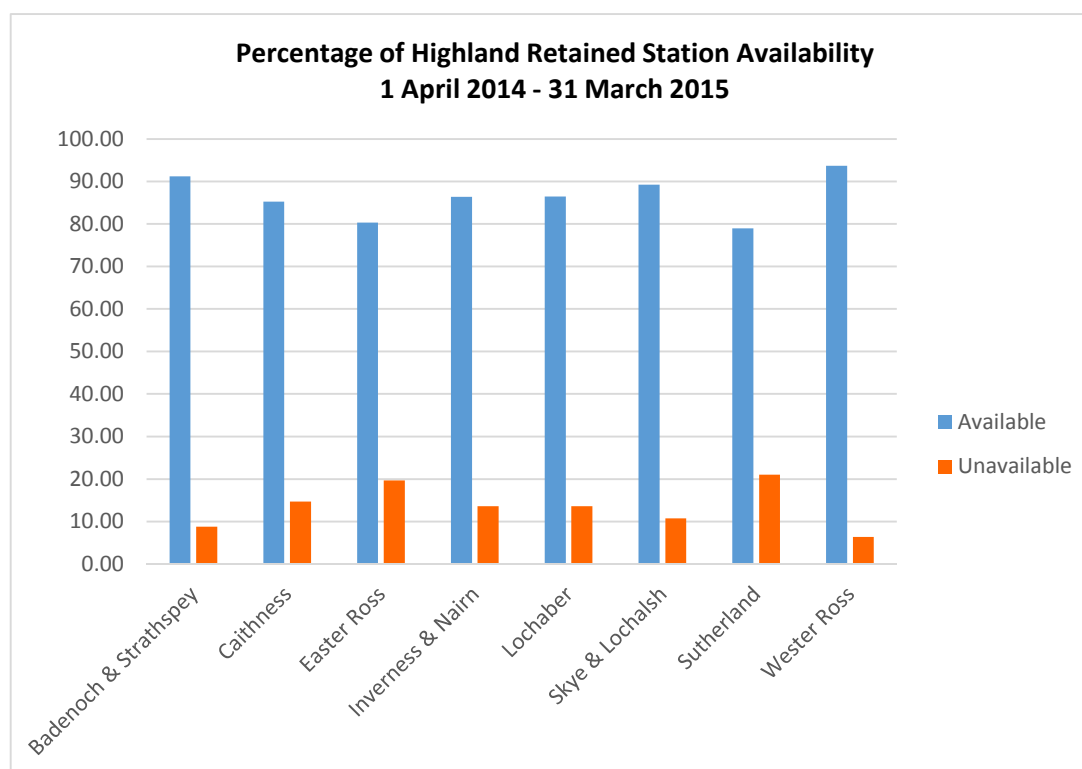
The Service is working closely with other agencies and partners in identifying those most at risk in our communities and routinely share risk identification skills and information to support the wider CPP risk reduction strategies e.g. fire safety and falls prevention.

To arrange a free home fire safety visit please visit: [www.firescotland.gov.uk](http://www.firescotland.gov.uk), telephone 0800 0731 999 or text "Check" to 61611.

## Proportion of Station Hours Available – Priority I

### Retained Station Availability - 1 April 2014 - 31 March 2015

	Badenoch & Strathspey	Caithness	Easter Ross	Inverness & Nairn	Lochaber	Skye & Lochalsh	Sutherland	Wester Ross
<b>Available</b>	91.22	85.25	80.32	86.41	86.43	89.24	78.98	93.65
<b>Unavailable</b>	8.78	14.75	19.68	13.59	13.57	10.76	21.02	6.35



### Commentary

The Service uses a Retained Availability system for staff who work on the Retained Duty System (RDS) to record when station staff are off-call, and how this affects the availability of the station's fire appliances.

The chart shows that the availability of stations across Highland for the year 2014-15.

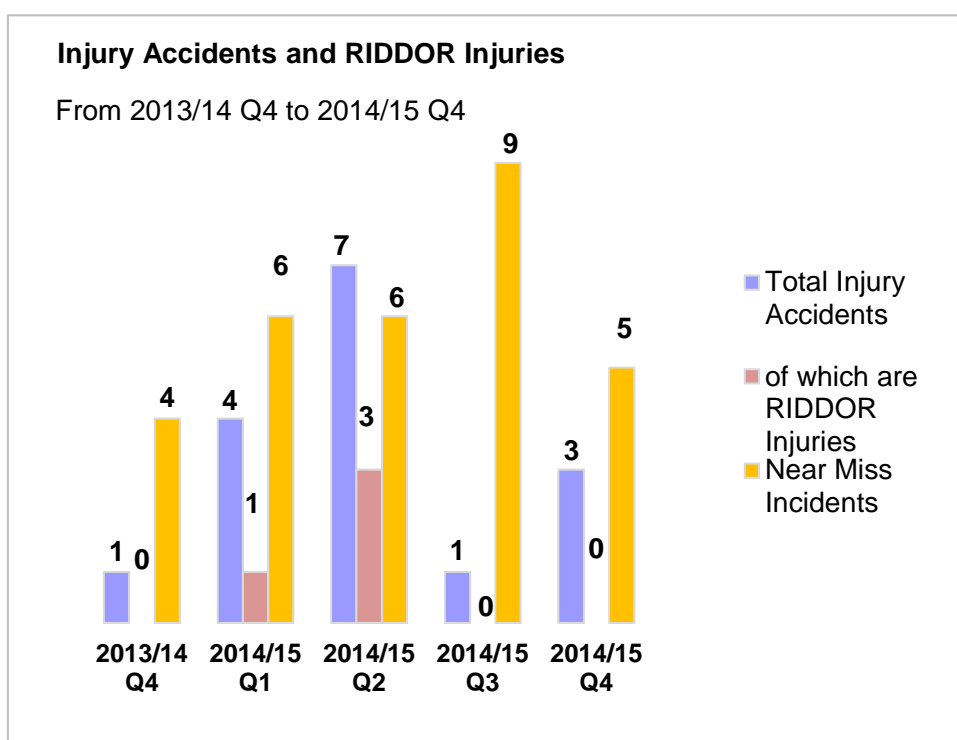
The Service works closely with employers and RDS staff to support an improvement in availability. However, we do recognise the challenges faced by RDS staff when combining primary employment and their operational availability across the communities in Highland area.

The Service has also introduced a new and improved RDS recruitment process across Scotland. This process targets recruitment in key locations as well as greatly reducing the time between application stage and final training stage.

The Service is actively recruiting in a number of key communities in line with the new process to improve station and fire appliance availability. The following hyperlink takes you to the Service Recruitment website: [www.myjobscotland.gov.uk](http://www.myjobscotland.gov.uk)

## Injury Accidents – Priority I

	2013/14 Q4	2014/15 Q1	2014/15 Q2	2014/15 Q3	2014/15 Q4
Total Injury Accidents	1	4	7	1	3
of which are RIDDOR Injuries	0	1	3	0	0
Near Miss Incidents	4	6	6	9	5



### Commentary

The Service aims to reduce the number of accidents that result in injury, and in particular the number of more serious injuries which must be reported to the Health & Safety Executive under the Reporting of Incidents Diseases and Dangerous Occurrence Regulations 1995 (RIDDOR). From 6 April 2012, the Fire Service must report any incident which results in an absence from work of seven days or more.

We actively encourage the reporting of near misses as identification of sources of potential harm before injury occurs to allow proactive action to be taken.

The graph shows the number of injury accidents and the number of those which were RIDDOR injuries within the Service, and compares the figures for this Quarter against the same period in 2013-14.



## Workforce Statistics for Highland RDS – Priority I

The tables below provide information on the current workforce within Highland area as at 31 March 2015. It details the gender breakdown within each category of staffing and role within the Highland area.

	Workforce	Actual in post	Male	Female
<b>CAITHNESS, SUTHERLAND, R&amp;C</b>				
<b>RETAINED</b>				
Watch Manager B	27	24	24	0
Crew Manager	57	50	44	6
Firefighter	264	204	191	13
<b>SUB TOTAL</b>	<b>348</b>	<b>278</b>	<b>259</b>	<b>19</b>
<b>CRU</b>				
Watch Manager A	3	3	3	0
Crew Manager	6	5	4	1
Firefighter	21	16	15	1
<b>SUB TOTAL</b>	<b>30</b>	<b>24</b>	<b>22</b>	<b>2</b>
<b>CFS</b>				
Watch Manager A	0	0	0	0
Crew Manager	0	1	1	0
Firefighter	0	8	8	0
<b>SUB TOTAL</b>	<b>0</b>	<b>9</b>	<b>9</b>	<b>0</b>

**Table: 1 Gender of Workforce within Highland North**

	Workforce	Actual in post	Male	Female
<b>I&amp;N, B&amp;S,</b>				
<b>RETAINED</b>				
Watch Manager B	10	9	9	0
Crew Manager	22	17	17	0
Firefighter	104	89	81	8
<b>SUB TOTAL</b>	<b>136</b>	<b>115</b>	<b>107</b>	<b>8</b>
<b>CRU</b>				
Watch Manager A	3	3	3	0
Crew Manager	6	2	2	0
Firefighter	21	21	18	3
<b>SUB TOTAL</b>	<b>30</b>	<b>26</b>	<b>23</b>	<b>3</b>
<b>CFS</b>				
Watch Manager A	0	0	0	0
Crew Manager	0	0	0	0
Firefighter	0	0	0	0
<b>SUB TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Table: 2 Gender of Workforce within Highland Central**

	Workforce	Actual in post	Male	Female
<b>LOCHABER, SKYE &amp; LOCHALSH</b>				
<b>RETAINED</b>				
Watch Manager B	15	15	13	2
Crew Manager	32	27	26	1
Firefighter	149	109	95	14
<b>SUB TOTAL</b>	<b>196</b>	<b>151</b>	<b>134</b>	<b>17</b>
<b>CRU</b>				
Watch Manager A	3	2	2	0
Crew Manager	6	3	3	0
Firefighter	21	10	8	2
<b>SUB TOTAL</b>	<b>30</b>	<b>15</b>	<b>13</b>	<b>2</b>
<b>CFS</b>				
Watch Manager A	0	0	0	0
Crew Manager	0	1	1	0
Firefighter	0	4	4	0
<b>SUB TOTAL</b>	<b>0</b>	<b>5</b>	<b>5</b>	<b>0</b>
<b>TOTAL FOR HIGHLAND</b>	<b>770</b>	<b>623</b>	<b>572</b>	<b>51</b>

**Table: 3 Gender of Workforce within Highland West**

## Station Statistics – Priority I

### Caithness and Sutherland Area Committee - 2014/15 Q4

Station	Availability %	Staff
Bettyhill	37	5
Bonar Bridge	77	7
Dornoch	98	11
Dunbeath	74	11
Durness	99	9
Golspie	97	12
Helmsdale	89	11
John O Groats	93	10
Kinlochberrie	83	8
Lairg	99	11
Lochinver	0	4
Lybster (CRU)	n/a	10
Scourie	94	7
Thurso - 1st Appliance	100	21
Thurso - 2nd Appliance	99	
Tongue	91	6
Wick - 1st Appliance	99	19
Wick - 2nd Appliance	89	

<b>Caithness and Sutherland Area Committee Totals</b>		<b>162</b>
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### City of Inverness Area Committee - 2014/15 Q4

Station	Availability %	Staff
Beauly	99	11
Cannich	55	5
Drumnadrochit	95	7
Fort Augustus	99	10
Foyers	88	7
Inverness Retained	100	15
Inverness Wholetime	n/a	73

<b>City of Inverness Area Committee Totals</b>		<b>128</b>
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### Nairn and Badenoch and Strathspey Area Committee - 2014/15 Q4

Station	Availability %	Staff
Aviemore	89	15
Carrbridge (CRU)	n/a	10
Grantown - 1st Appliance	100	17
Grantown - 2nd Appliance	89	
Kingussie	100	11
Nairn - 1st Appliance	100	21
Nairn - 2nd Appliance	98	
Nethybridge (CRU)	n/a	7
Newtonmore (CRU)	n/a	9

<b>Nairn and Badenoch and Strathspey Area Committee Totals</b>		<b>90</b>
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## Station Statistics – Priority I

### Lochaber Area Committee - 2014/15 Q4

Station	Availability %	Staff
Acharacle	87	9
Fort William - 1st Appliance	100	21
Fort William - 2nd Appliance	97	
Kilchoan	88	8
Kinlochleven - 1st Appliance	98	12
Kinlochleven - 2nd Appliance	72	
Lochaline	88	8
Mallaig	88	7
Muck (CRU)	n/a	6
Spean Bridge (CRU)	n/a	9
Strontian	97	11

<b>Lochaber Area Committee Totals</b>		<b>91</b>
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### Skye, Ross and Cromarty Area Committee - 2014/15 Q4

Station	Availability %	Staff
Achiltibuie	96	6
Applecross	75	7
Aultbea	99	9
Balintore (CRU)	n/a	9
Broadford	99	11
Cromarty (CRU)	n/a	5
Dingwall - 1st Appliance	100	17
Dingwall - 2nd Appliance	72	
Dunvegan	87	10
Fortrose	88	9
Gairloch	95	10
Glenelg	91	7
Invergordon - 1st Appliance	99	16
Invergordon - 2nd Appliance	87	
Kinlochewe	77	6
Kyle	100	11
Lochcarron	81	7
Portree	99	11
Raasay	90	6
Ratagan (CRU)	n/a	1
Staffin	98	10
Tain	89	11
Torridon	96	11
Uig	74	7
Ullapool - 1st Appliance	100	15
Ullapool - 2nd Appliance	95	

<b>Skye, Ross and Cromarty Area Committee Totals</b>		<b>212</b>
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## Operational Activity by Ward – Priorities 1-7

The figures shown are the number of incidents attended from 1 April 2014 to 31 March 2015.

WARDS	Fires		Chimney Fire	False Alarm		Special Services		Totals
	Primary	Secondary	Chimney Fire	Unwanted Fire Alarm Signal	Other	Road Traffic Collision	Other	
Aird and Loch Ness Ward	21	27	27	18	43	21	34	191
Badenoch and Strathspey Ward	22	20	23	64	75	26	31	261
Black Isle Ward	12	11	9	10	43	8	15	108
Caol and Mallaig Ward	10	24	21	27	22	15	10	129
Cromarty Firth Ward	10	16	9	38	35	18	11	137
Culloden and Ardersier Ward	16	15	10	55	42	7	26	171
Dingwall and Seaforth Ward	10	9	5	62	53	3	13	155
East Sutherland and Edderton Ward	12	5	38	40	37	6	15	153
Eilean a'Cheo Ward	14	6	36	43	53	13	22	187
Fort William & Ardnamurchan Ward	21	24	18	49	60	16	29	217
Inverness Central Ward	35	43	6	150	153	1	61	449
Inverness Millburn Ward	17	15	1	136	95	7	27	298
Inverness Ness-Side Ward	10	23	1	30	39	2	20	125
Inverness South Ward	16	13	3	53	32	8	16	141
Inverness West Ward	16	11	1	85	84	1	24	222
Landward Caithness Ward	27	7	8	15	35	11	7	110
Nairn Ward	19	11	0	14	51	4	18	117
North, West and Central Sutherland Ward	17	22	28	10	13	1	14	105
Tain and Easter Ross Ward	8	14	11	12	24	9	7	85
Thurso Ward	14	2	1	18	39	1	9	84
Wester Ross, Strathpeffer and Lochalsh Ward	22	14	17	36	50	16	35	190
Wick Ward	15	5	6	38	30	2	12	108
<b>TOTALS</b>	<b>364</b>	<b>337</b>	<b>279</b>	<b>1,003</b>	<b>1,108</b>	<b>196</b>	<b>456</b>	<b>3,743</b>

Property Type	UFAS Incidents
Hospital	134
Hotel/Motel	79
Nursing/Care Home	79
Infant/Primary School	48
Offices and call centres, Purpose built office	45
Nurses'/Doctors' accommodation	43
Retail - Single shop	42
Sheltered Housing - not self contained	28
Retirement/Elderly Home	24
Pub/wine bar/bar	21
Industrial Processing, Distillery plant (including alcohol)	19
Offices and call centres - converted office	19
Secondary School	18
Medical/Health Centre	18
Retail - Large supermarket	17
Holiday Residence (cottage, flat, chalet)	13
Community Centre/Village or Parish Hall	12
Industrial Manufacturing - Factory	12
Takeaway/Fast Food Establishments	11
Sporting Venues - Golf Clubhouse	11

## **4. Glossary**

### **Primary Fire**

Primary fires include all fires in non-derelict buildings and outdoor structures or any fires involving casualties or rescues or any fires attended by five or more appliances.

### **Secondary Fires**

Secondary fires are 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.

### **Accidental Dwelling Fires**

Building occupied by households, excluding hotels, hostels and residential institutions. In 2000, the definition of a dwelling was widened to include any non-permanent structure used solely as a dwelling, such as caravans, houseboats etc. Caravans, boats etc. not used as a permanent dwelling are shown according to the type of property. Accidental includes fires where the cause was not known or unspecified.

### **Fire Fatality**

A person whose death is attributed to a fire is counted as a fatality even if the death occurred weeks or months later.

### **Fire Casualty**

Non-fatal casualties, injured as a direct result of a fire attended by the service. Includes those who received first aid at the scene and those who were recommended to go for a precautionary check. Does not include injuries to fire service personnel.

### **Deliberate Fire**

Fires where deliberate ignition is suspected.

### **Special Services**

Special Services are non-fire incidents requiring the attendance of an appliance or officer. The Fire (Scotland) Act 2005 placed a statutory duty on FRS to attend fires and road traffic accidents. It also included an additional function order that covers non-fire incidents such as rescues from collapsed buildings or serious flooding.

### **CPP**

Community Planning Partnership.

### **SOA**

Single Outcome Agreement.

### **RTC**

Road Traffic Collision

### **UFAS**

Unwanted Fire Alarm Signals

### **RDS**

Retained Duty System – Staff who are employed on a retained (part time basis) and provide an emergency response within a local area

### **CRU**

Community Response Unit – staff who provide a specific role within a local area e.g. attending RTC or Wildfire type incidents

### **CFS**

Community Fire Safety - CRU staff providing a local prevention and protection role and deliver fire safety advice and information

### **PDIR**

Post Domestic Incident Response – A targeted delivery of key home fire safety advice and information to the local community and residents following a dwelling house fire

# Seasonal Community Safety Calendar 2015

