

The Highland Council

**Caithness and Sutherland Area Committee
16 September 2015**

Agenda Item	6.
Report No	CS/23/15

Scottish Fire and Rescue Area Committee Performance Report for 2015-16

Report by Local Senior Officer for Highland

Summary

To provide an update to Committee Members on the progress against the priorities outlined in the Area Committee Plan for Caithness and Sutherland 2015 - 2016.

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

The report also contains previously agreed information and performance as requested by Committee Members.

1. Caithness and Sutherland Performance Report

- 1.1 The attached performance report shows the current figures for 2015/16 as provided centrally from the Scottish Fire and Rescue Service (SFRS) performance management database and maintains the key indicators and timelines from previous reports.
- 1.2 In achieving the priorities within the Area Committee Plan for Caithness and Sutherland 2015 - 2016 a number of activities are being progressed including; 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 The performance report shows that, following a disappointing peak in domestic fires and associated casualties during the last two quarters of 2014/15, there has been a reassuring decrease in these figures to significantly lower levels during the first quarter of 2015/16. The implementation of SFRS Post Domestic Incident Response, Case Study and multi-agency Case Conference procedures seek to identify how similar occurrences of dwelling fires can be prevented and deliver appropriate fire safety interventions. The number of deliberate fires remained low during the first quarter, as did the number of Road Traffic Collisions attended by SFRS. There has been a notable and steady reduction in Unwanted Fire Alarm Signals over the last four quarters we will continue to work in partnership to continue this trend.

- 1.4 The SFRS has introduced a new Retained Duty System (RDS) recruitment process and is targeting key stations and communities across Highland, including those in Caithness and Sutherland. SFRS personnel are promoting the campaigns with partner agencies and are seeking more local area support in the communities identified.

Recommendation

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

Group Manager Mark Loynd

7 September 2015

Attachment:

Caithness and Sutherland Performance Report



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**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.

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
	Station Availability	9

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.

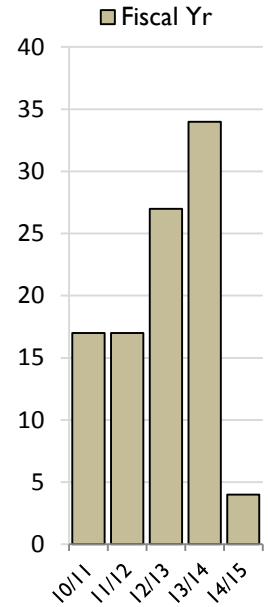
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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)

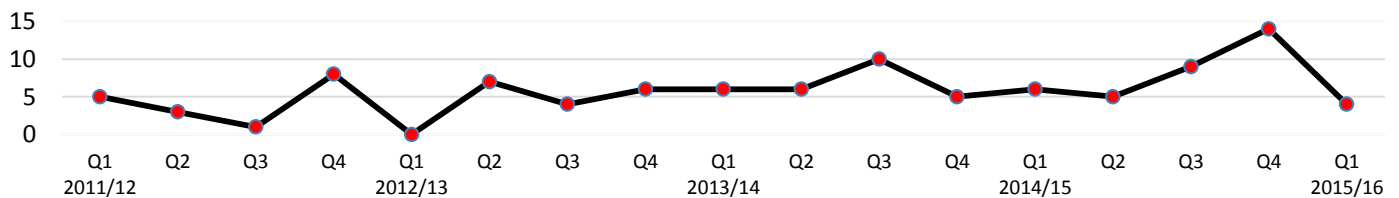
All accidental dwelling fires

Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
April	2	0	3	1	2	5
May	2	0	3	2	2	10
June	1	0	0	3	0	5
July	2	2	3	1		
August	1	2	2	3		
September	0	3	1	1		
October	1	3	3	3		
November	0	0	0	3		
December	0	1	7	3		
January	4	3	3	7		
February	2	0	0	2		
March	2	3	2	5		
Fiscal Yr	17	17	27	34	4	



Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16
Fiscal Yr	17	17	27	34	4

Qtr/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
Quarter 1	5	0	6	6	4	20
Quarter 2	3	7	6	5		
Quarter 3	1	4	10	9		
Quarter 4	8	6	5	14		



Commentary

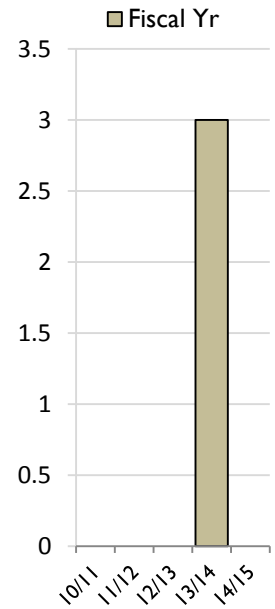
The tables above represent the number of accidental dwelling house fires that occurred within the Area Committee boundary. Tolerances are set in context of the number of previous incidents by reporting month and, where there has been an increase in overall incidents, the colour coding is identified with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

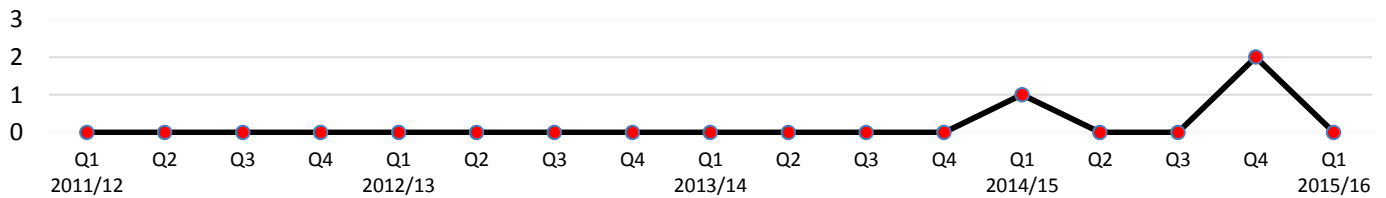
All fatal accidental dwell. fire casualties

Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
April	0	0	0	0	0	0
May	0	0	0	0	0	0
June	0	0	0	1	0	0
July	0	0	0	0		
August	0	0	0	0		
September	0	0	0	0		
October	0	0	0	0		
November	0	0	0	0		
December	0	0	0	0		
January	0	0	0	1		
February	0	0	0	0		
March	0	0	0	1		
Fiscal Yr	0	0	0	3	0	



Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16
Fiscal Yr	0	0	0	3	0

Qtr/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
Quarter 1	0	0	0	1	0	0
Quarter 2	0	0	0	0		
Quarter 3	0	0	0	0		
Quarter 4	0	0	0	2		

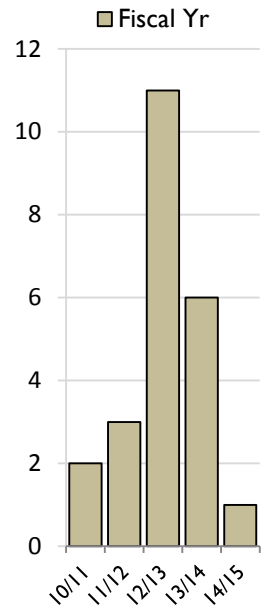


Commentary

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.

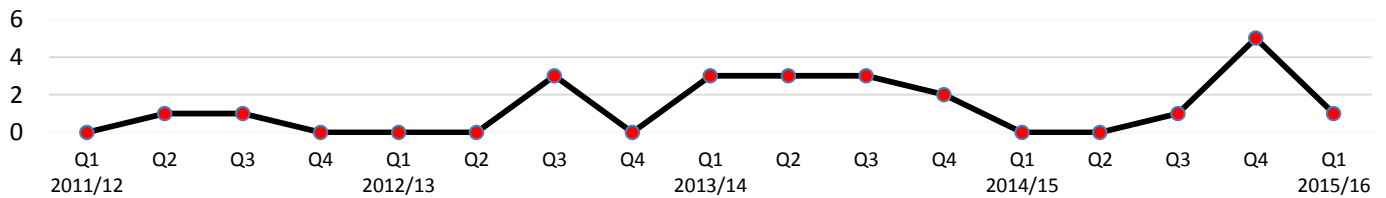
Non-fatal fire casualties (excl. precautionary checkups)

Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
April	0	0	2	0	0	0
May	0	0	1	0	1	1
June	0	0	0	0	0	0
July	1	0	1	0		
August	0	0	2	0		
September	0	0	0	0		
October	1	2	1	1		
November	0	1	0	0		
December	0	0	2	0		
January	0	0	1	3		
February	0	0	0	1		
March	0	0	1	1		
Fiscal Yr	2	3	11	6	1	



Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16
Fiscal Yr	2	3	11	6	1

Qtr/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
Quarter 1	0	0	3	0	1	1
Quarter 2	1	0	3	0		
Quarter 3	1	3	3	1		
Quarter 4	0	0	2	5		



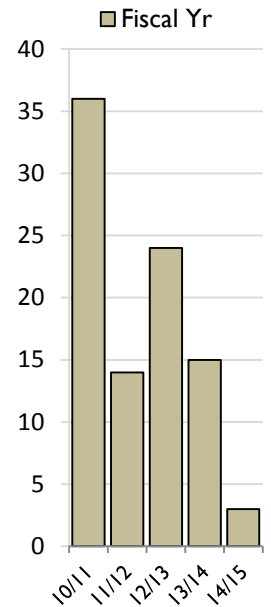
Commentary

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.

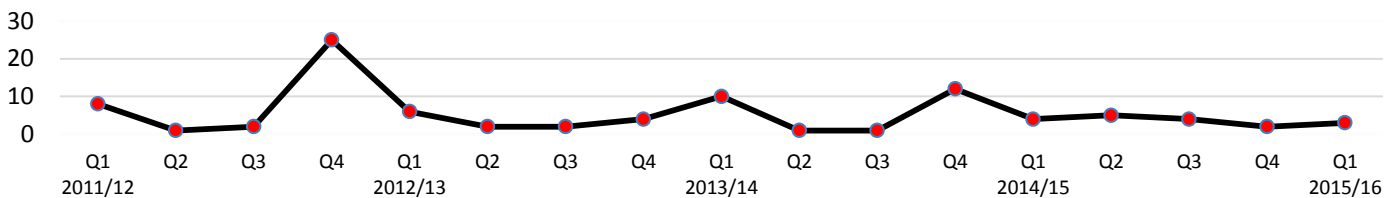
All deliberate fires

Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
April	3	0	2	3	2	16
May	3	4	2	1	0	13
June	2	2	6	0	1	17
July	0	1	0	1		
August	1	1	0	1		
September	0	0	1	3		
October	1	1	0	0		
November	0	1	1	4		
December	1	0	0	0		
January	1	0	3	0		
February	1	0	0	1		
March	23	4	9	1		
Fiscal Yr	36	14	24	15	3	



Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16
Fiscal Yr	36	14	24	15	3

Qtr/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
Quarter 1	8	6	10	4	3	46
Quarter 2	1	2	1	5		
Quarter 3	2	2	1	4		
Quarter 4	25	4	12	2		

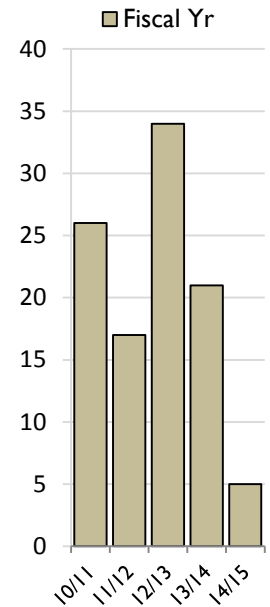


Commentary

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.

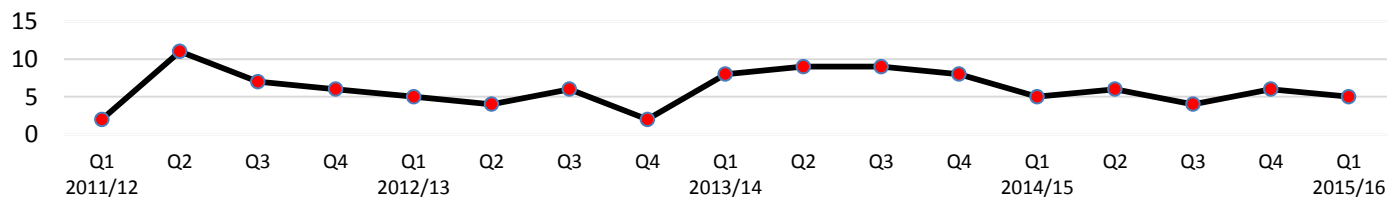
Special Service - RTCs

Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
April	0	2	4	2	1	11
May	1	1	1	1	3	17
June	1	2	3	2	1	14
July	5	3	6	3		
August	3	0	2	2		
September	3	1	1	1		
October	2	0	2	0		
November	3	1	6	1		
December	2	5	1	3		
January	4	0	2	3		
February	1	2	1	2		
March	1	0	5	1		
Fiscal Yr	26	17	34	21	5	



Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16
Fiscal Yr	26	17	34	21	5

Qtr/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
Quarter 1	2	5	8	5	5	42
Quarter 2	11	4	9	6		
Quarter 3	7	6	9	4		
Quarter 4	6	2	8	6		



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.

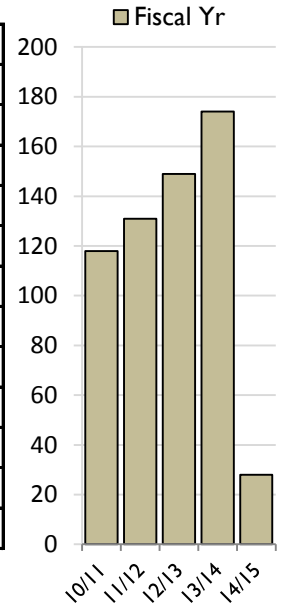
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies through the Safer Highland Road Safety Group to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

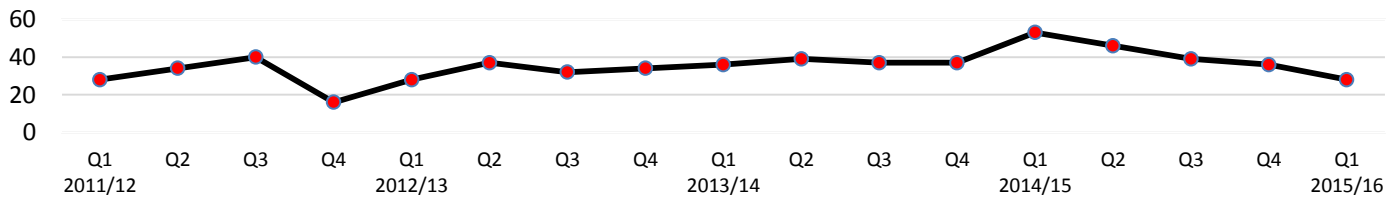
False Alarm - Equipment failure

Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
April	8	6	8	24	7	106
May	10	8	14	15	11	107
June	10	14	14	14	10	114
July	10	10	7	17		
August	13	14	18	17		
September	11	13	14	12		
October	14	12	17	17		
November	14	7	14	12		
December	12	13	6	10		
January	4	11	12	13		
February	5	12	13	14		
March	7	11	12	9		
Fiscal Yr	118	131	149	174	28	



Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16
Fiscal Yr	118	131	149	174	28

Qtr/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
Quarter 1	28	28	36	53	28	327
Quarter 2	34	37	39	46		
Quarter 3	40	32	37	39		
Quarter 4	16	34	37	36		



Commentary

The Service responds to a number of false alarms over the reporting year, most of which are unwanted fire alarm signals (UFAS). The number of calls across the area of Caithness and Sutherland has fallen consistently over the last 4 quarters.

A new policy was implemented on 1st December 2014 requiring SFRS personnel to work closely with duty holders in order to reduce the number of UFAS events.

Station Availability

Station	Availability as at June 2015 %	Staff
Bettyhill	12	5
Bonar Bridge	74	7
Dornoch	97	11
Dunbeath	65	10
Durness	68	8
Golspie	95	12
Helmsdale	91	10
John O Groats	83	10
Kinlochbervie	85	8
Lairg	99	10
Lochinver	0	4
Lybster (CRU)	n/a	10
Scourie	82	7
Thurso – 1 st Appliance	94	20
Thurso – 2 nd Appliance	82	
Tongue	86	6
Wick – 1 st Appliance	99	19
Wick – 2 nd Appliance	88	
Caithness and Sutherland Area Committee Totals		157

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.



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AREA COMMITTEE PLAN FOR CAITHNESS & SUTHERLAND AREA

2015-2016



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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

Caithness & Sutherland Area Priorities - in this year's plan we aim to...

At our Ward consultation sessions held throughout 2014-2015, you advised us that the priorities you wished the Fire and Rescue Service to concentrate on during 2015-2016 remained the same as those highlighted in 2013-2014. These key priorities are to:

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

In addition, we will continue to:

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

Caithness & Sutherland Area Objectives – what we are going to do

During 2015-16 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 Caithness & Sutherland
- 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 Caithness & Sutherland 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 in Caithness & Sutherland 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



Caithness & Sutherland Area Planned Activities

What we are going to do to deliver our priorities	North West and Central Sutherland	Thurso	Wick	Landward Caithness	East Sutherland and Edderton
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 2015-2016.
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
- 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



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 'FIRE' TO 80800
or visit 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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