

**The Highland Council**  
**Communities and Partnerships Committee**  
**10 December 2015**

Agenda Item	<b>4</b>
Report No	<b>CP 02/15</b>

**Quarterly Performance Report for Quarter 2 2015-16**

**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 2, 2015-16.

The performance reporting aligns with the target outcomes of the Local Fire and Rescue Plan for Highland 2014-17 and the Highland single outcome agreement (SOA) 2013-19.

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

**1. Performance Reporting 2015-2016**

1.1 The attached QPR for quarter 2, 2015-16 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 2013-19. As with previous reports, it also aligns with the Local Fire and Rescue Plan for Highland area 2014-17 and supports the wider analysis of trends and performance in the short, medium and longer term.

1.2 Some notable performance improvements this quarter when compared with the same reporting period from previous years include:

- Reduction in non-fatal fire fatalities
- Reduction in all deliberate fires
- Reduction in special services including road traffic collisions
- Reduction in the number of unwanted fire alarm signals

1.3 Working in partnership and sharing data is key to supporting vulnerable people. The Service will continue to do this with the clear aim of eliminating incidents that result in casualties and fatalities. The dedication from staff in SFRS and our partner agencies reflects our collective performance during quarter 2 of 2015-16.

**2. Retained Recruitment Update**

2.1 Following the completion of Phase 3 of the retained duty system (RDS) recruitment process, we are now processing 71 applicants for a number of key stations and communities across Highland. This targeted recruitment is assisted greatly by partner agencies across the Community Planning Partnership (CPP) who share our vacancies internally through their own staff communication channels. This focused approach to advertising and

recruitment allows a greater promotion of and access to wider recruitment pools in Highland.

- 2.2 While the service and many of the communities across Highland benefit greatly from the successes of this new recruitment process, SFRS still need people who live and work in local communities to commit to becoming a firefighter and protect their local community.
- 2.3 The next planned public engagement event is on **7 December 2015** in the community of Lochinver. This event will be supported by a number of elected members and the local community council. This will be followed with the introduction of RDS recruitment Phase 4 early 2016.

### **3. Current and Future Activities - Update**

#### **3.1 Wider Partnership Working**

Members will recall the update provided at the CPE meeting of 30 September 2015 advising of the partnership between SFRS and British Heart Foundation (BHF) who provided 356 sets of Cardio Pulmonary Resuscitation (CPR) training kits. These kits have now been in use to great success across a number of community stations in Highland by providing communities with life safety training and instruction on how to undertake CPR. This will see local firefighters contributing to local resilience, supporting community empowerment and the wider Community Planning Partnership objectives.

- 3.2 Members will also recall the update provided on out of hospital cardiac arrest (OHCA) response supporting the Scottish Ambulance Service (SAS). Seven community fire stations across Scotland have been responding in support of SAS since October 2016. The outcomes from the six month trial will inform future partnership support and direction.

#### **3.3 Development of Scottish Fire and Rescue Service Strategic Plan 2016-19**

As you will be aware, the SFRS has a statutory requirement to produce a Strategic Plan every three years. Our second plan was scheduled to be published by 1 April 2016, however, as our first Strategic Plan was not approved and published until 1 October 2013 we have until 1 October 2016 before our second Plan officially needs to be published.

- 3.4 The service has therefore decided to utilise this additional time to extend our engagement period and to realise the benefits of moving to this date. The October 2016 production date will ensure the Strategic Plan is closer aligned to the new Fire and Rescue Framework for Scotland, the document which sets out Scottish Ministers priorities and expectation for the Service. The new Framework is currently in development and expected to be complete by the summer 2016.

- 3.5 Therefore, the SFRS draft Strategic Plan will be available for consultation around May 2016. To allow sufficient time to seek your views on the direction we have taken, formal consultation will still be carried out over a 12 week period as originally intended. It is expected that following the implementation of the new Fire and Rescue Framework document, consultation on the next SFRS Strategic Plan will commence, expected to be early 2016 with a publication date of October 2016.

**Recommendation**

Committee Members are invited to **scrutinise** and **comment** on SFRS service delivery and performance contained within the Report and attached QPR for quarter 2, 2015-16.

**Area Manager Scott Hay**

**29 November 2015**

**Attachments:** Highland Quarterly Performance Report: Quarter 2, 2015-2016



# Quarterly Performance Report

Quarter 2 2015-2016 (1 July to 30 September)



**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 2 2015-2016, (1 July – 30 September).

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.) Sep					RAG rating
	2011/12	2012/13	2013/14	2014/15	2015/16	YTD
All accidental dwelling fires	64	54	62	70	55	●
All fatal accidental dwell. fire casualties	2	1	1	1	0	●
Non-fatal accidental dwell. fire casualties (excl. p/c's)	22	14	18	15	9	●
All deliberate fires	186	85	146	97	73	●
Special Service - RTCs	119	119	96	112	94	●
False Alarm - UFAs	460	406	474	483	447	●

### 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.

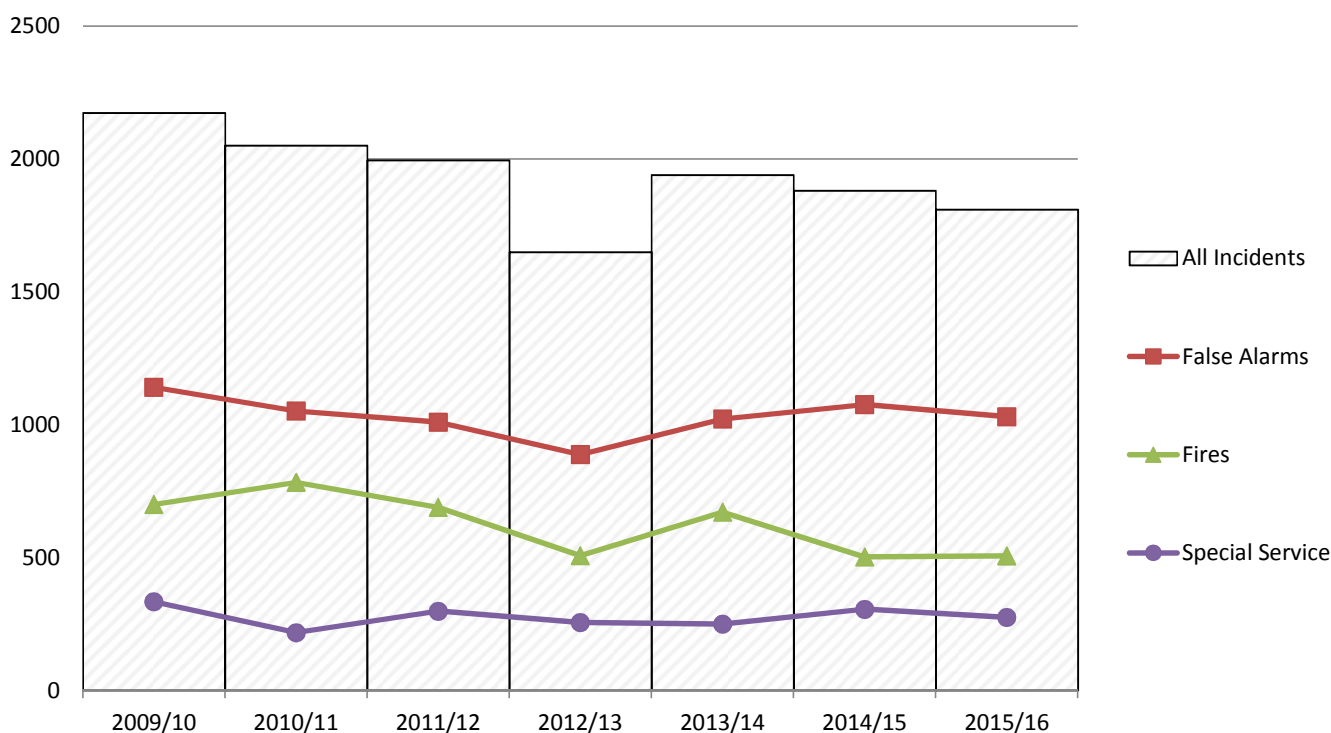
### Note

During the second quarter reporting period of 2015/16, the SFRS in Highland area has seen a decrease in the number of fires, including deliberate fires and Road Traffic Collisions in comparison to the same reporting quarter in previous years.

We have also seen a decrease in the number of Unwanted Fire Alarm Signals (UFAS). This close working with duty holders with the aim of reducing this type of activity overall, is in line with the Service's UFAS Reduction Procedure.

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





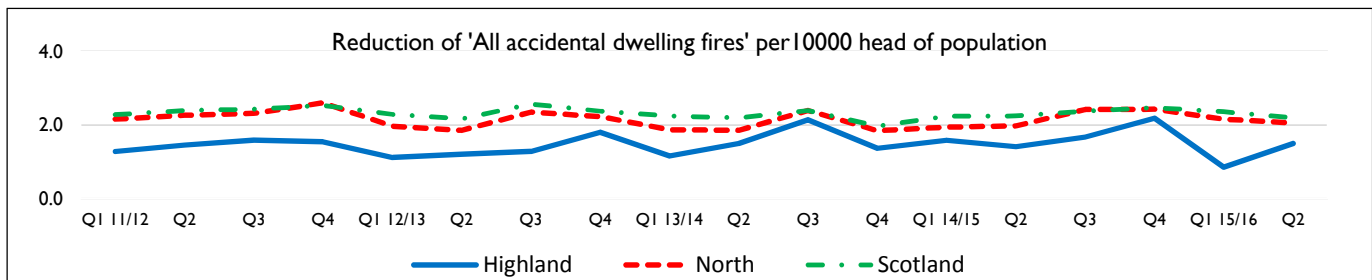
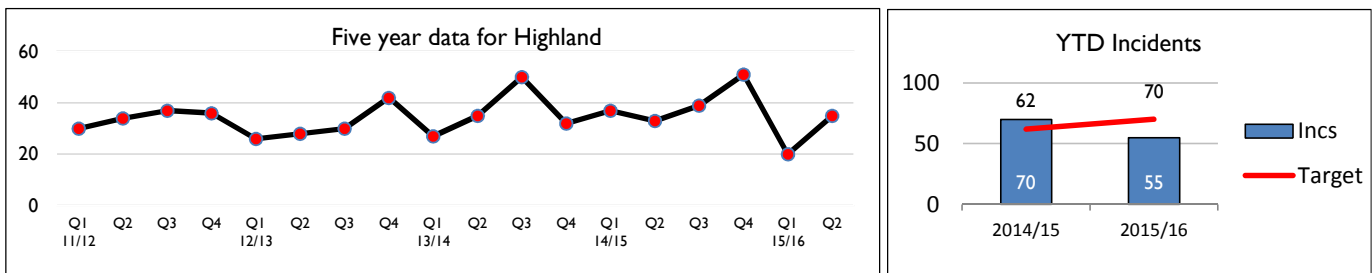
## Reduction of 'All accidental dwelling fires'

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, both for the Highland area and for Ward areas.

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.

SFRS staff are also working very closely with other agency staff in the delivery of alcohol brief interventions (ABI) and falls prevention advice. Both activities allow a wider delivery of essential risk identification and safety information for those most vulnerable in our communities. SFRS staff will then routinely refer those in need to the correct agencies for assistance and support.



YTD ward ave. for Highland - 3	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	64	54	62	70	55	
North, West and Central Sutherland	1	3	2	1	4	
Thurso	5	1	3	3	2	
Wick	0	2	3	3	0	
Landward Caithness	2	0	1	2	2	
East Sutherland and Edderton	0	1	3	2	3	
Wester Ross, Strathpeffer and Lochalsh	2	2	3	2	0	
Cromarty Firth	0	1	1	2	3	
Tain and Easter Ross	1	1	3	4	0	
Dingwall and Seaforth	4	2	2	5	2	
Black Isle	1	1	3	1	1	
Eilean a'Cheo	5	1	1	4	4	

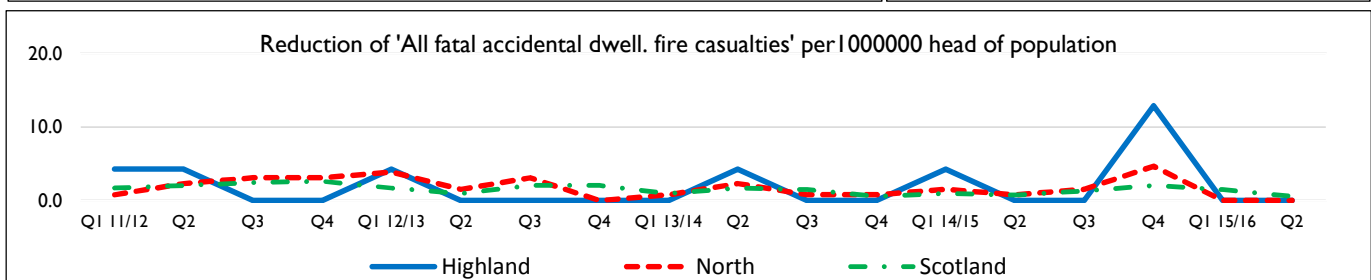
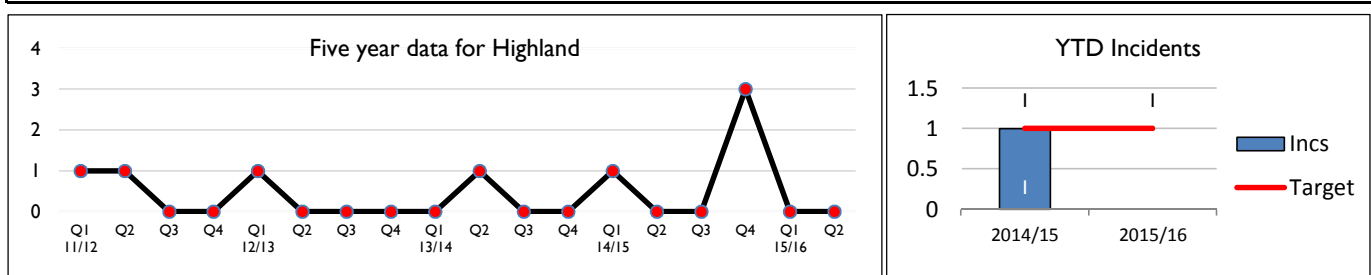


YTD ward ave. for Highland - 3	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	64	54	62	70	55	
Caol and Mallaig	5	1	5	3	2	
Aird and Loch Ness	3	1	4	2	1	
Inverness West	4	0	3	1	1	
Inverness Central	9	10	8	9	9	
Inverness Ness-Side	5	3	4	2	1	
Inverness Millburn	3	4	3	4	3	
Culloden and Ardersier	1	4	0	2	4	
Nairn	2	5	1	7	7	
Inverness South	2	1	1	3	1	
Badenoch and Strathspey	2	5	5	3	0	
Fort William & Ardnamurchan	7	5	3	5	5	

## 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. There have been no reported fire fatalities in Highland over the current reporting year 2015/16. The service is committed to maintaining 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 (HHH), alcohol brief interventions (ABI) which includes the installation of free smoke detectors, provision of life safety information and advice as well as supporting the referral to other key partner agencies for advice and assistance.



YTD ward ave. for Highland - 0	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	2	1	1	1	0	
North, West and Central Sutherland	0	0	0	0	0	
Thurso	0	0	0	0	0	
Wick	0	0	0	0	0	
Landward Caithness	0	0	0	1	0	
East Sutherland and Edderton	0	0	0	0	0	
Wester Ross, Strathpeffer and Lochalsh	0	0	0	0	0	
Cromarty Firth	0	0	0	0	0	
Tain and Easter Ross	1	0	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	

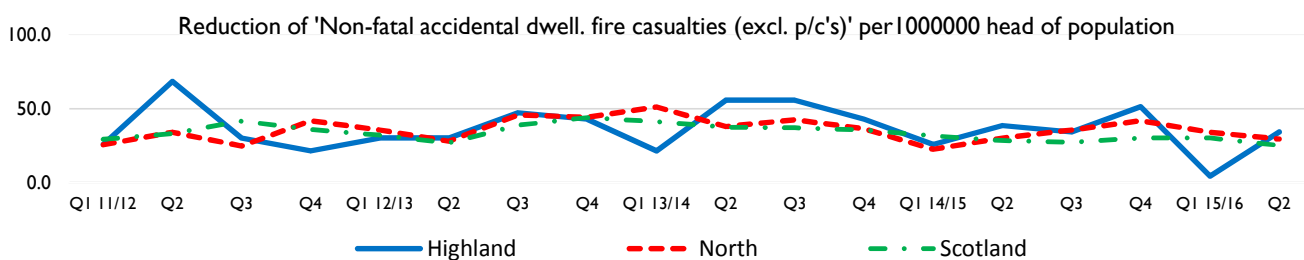
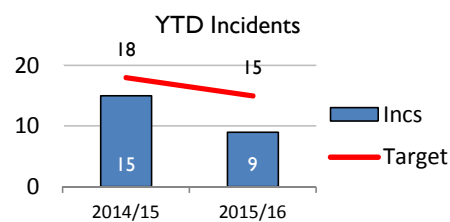
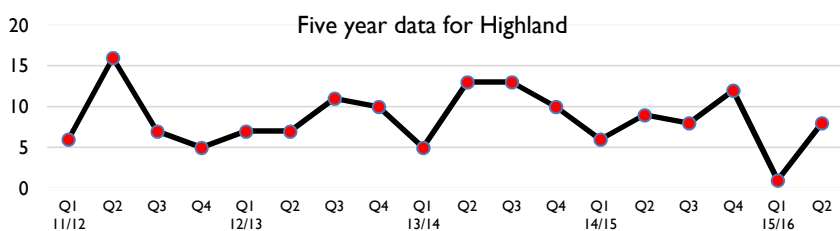
YTD ward ave. for Highland - 0	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	2	1	1	1	0	
Caol and Mallaig	0	0	0	0	0	
Aird and Loch Ness	0	0	0	0	0	
Inverness West	0	0	0	0	0	
Inverness Central	0	0	0	0	0	
Inverness Ness-Side	0	1	1	0	0	
Inverness Millburn	0	0	0	0	0	
Culloden and Ardersier	0	0	0	0	0	
Nairn	0	0	0	0	0	
Inverness South	0	0	0	0	0	
Badenoch and Strathspey	0	0	0	0	0	
Fort William & Ardnamurchan	1	0	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.

As you can see from the reporting quarter 2 figures, these figures reflect the considerable amount of work delivered by our staff in promoting a reduction in dwelling house fires as well as supporting partners in delivering key life safety information.



YTD ward ave. for Highland - 0	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	22	14	18	15	9	
North, West and Central Sutherland	0	0	1	0	0	
Thurso	0	0	1	0	0	
Wick	0	0	2	0	0	
Landward Caithness	1	0	0	0	0	
East Sutherland and Edderton	0	0	1	0	0	
Wester Ross, Strathpeffer and Lochalsh	0	0	1	1	0	
Cromarty Firth	0	0	0	0	0	
Tain and Easter Ross	2	1	0	2	0	
Dingwall and Seaforth	0	1	0	0	0	
Black Isle	0	0	1	1	1	
Eilean a'Cheo	0	0	1	0	0	

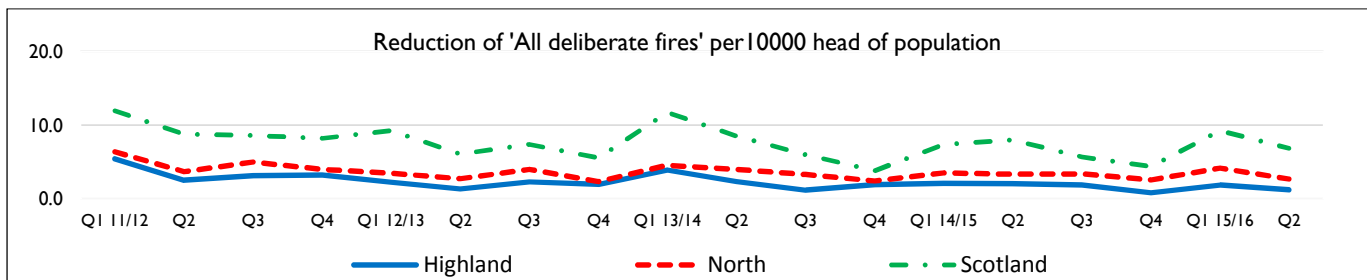
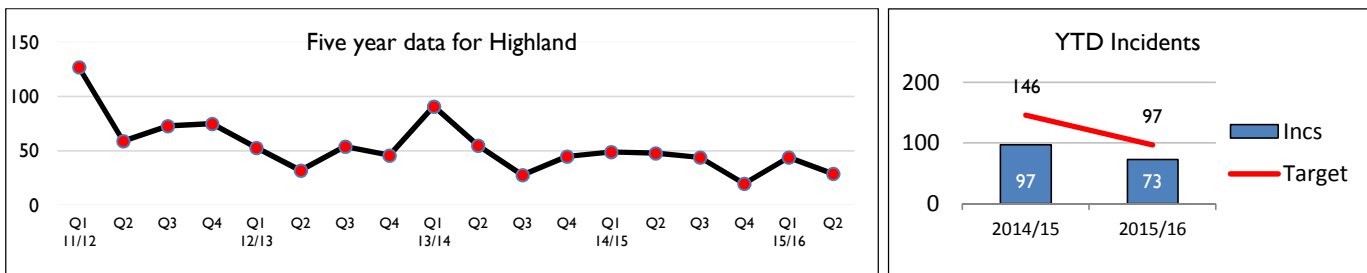
YTD ward ave. for Highland - 0	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	22	14	18	15	9	
Caol and Mallaig	1	0	1	1	0	
Aird and Loch Ness	0	0	1	0	1	
Inverness West	1	0	1	0	0	
Inverness Central	8	5	3	5	4	
Inverness Ness-Side	1	1	1	1	0	
Inverness Millburn	0	0	1	2	0	
Culloden and Ardersier	1	2	0	0	1	
Nairn	4	1	1	0	1	
Inverness South	0	0	0	0	0	
Badenoch and Strathspey	2	2	1	1	0	
Fort William & Ardnamurchan	1	1	0	1	1	

## 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 school 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 and the Inverness Response team where early intervention from partner agencies addresses occurrences right at the point of reporting. We also continue to promote best practice and partnership working through the Scottish Wildfire Forum (SWF) and targeting key groups ahead of known peak wildfire and muirburning periods.



YTD ward ave. for Highland - 3	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	186	85	146	97	73	
North, West and Central Sutherland	2	1	2	3	2	
Thurso	2	1	1	0	1	
Wick	1	2	4	4	0	
Landward Caithness	3	1	4	1	1	
East Sutherland and Edderton	1	3	0	1	0	
Wester Ross, Strathpeffer and Lochalsh	1	2	1	3	3	
<b>Cromarty Firth</b>	29	6	25	3	9	
<b>Tain and Easter Ross</b>	5	8	6	4	5	
<b>Dingwall and Seaforth</b>	2	3	0	1	5	
Black Isle	1	1	0	1	2	
Eilean a'Cheo	1	0	4	1	0	

YTD ward ave. for Highland - 3	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	186	85	146	97	73	
Caol and Mallaig	7	9	7	2	0	
Aird and Loch Ness	2	4	8	6	6	
Inverness West	10	7	7	8	6	
Inverness Central	28	5	25	17	10	
Inverness Ness-Side	10	9	8	11	2	
Inverness Millburn	9	4	2	5	1	
Culloden and Ardersier	13	6	12	6	6	
Nairn	8	2	3	2	0	
Inverness South	7	2	5	7	6	
Badenoch and Strathspey	3	2	5	5	3	
Fort William & Ardnamurchan	41	7	17	6	5	



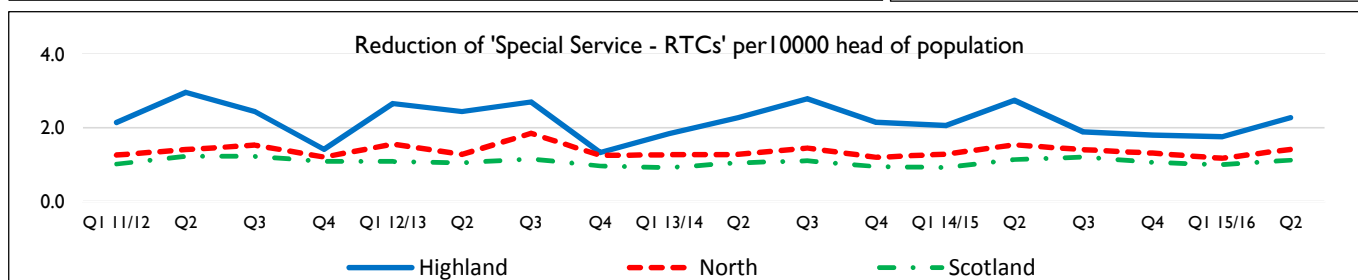
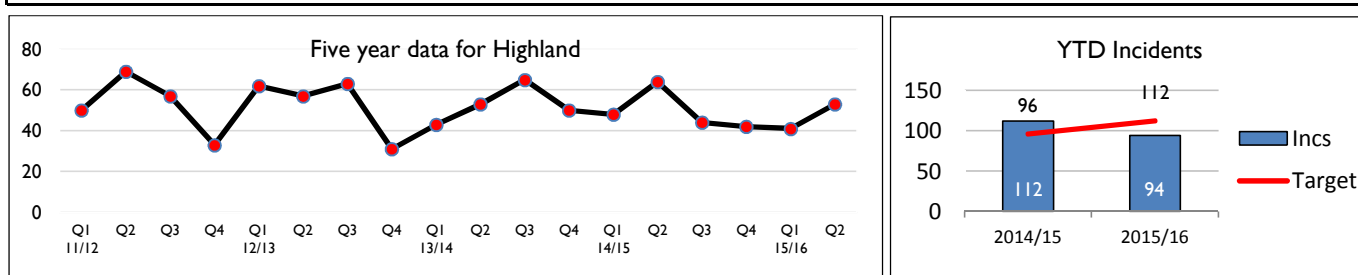
## Reduction of 'Special Service - RTCs'

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 - 4	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	119	119	96	112	94	
North, West and Central Sutherland	3	2	4	1	4	
Thurso	1	0	0	1	0	
Wick	1	1	1	2	0	
Landward Caithness	4	2	6	5	7	
East Sutherland and Edderton	4	4	6	2	1	
Wester Ross, Strathpeffer and Lochalsh	10	8	6	11	10	
Cromarty Firth	5	5	6	11	5	
Tain and Easter Ross	8	4	1	3	6	
Dingwall and Seaforth	1	3	1	3	1	
Black Isle	7	5	3	5	2	
Eilean a'Cheo	6	3	2	6	4	

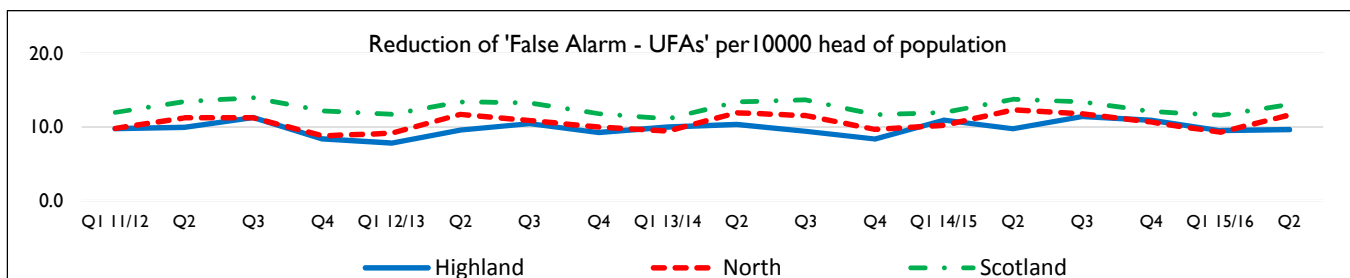
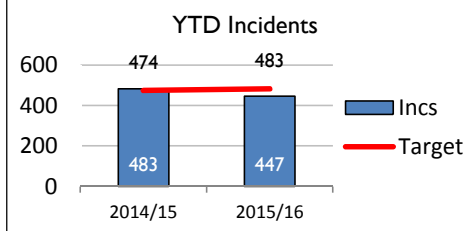
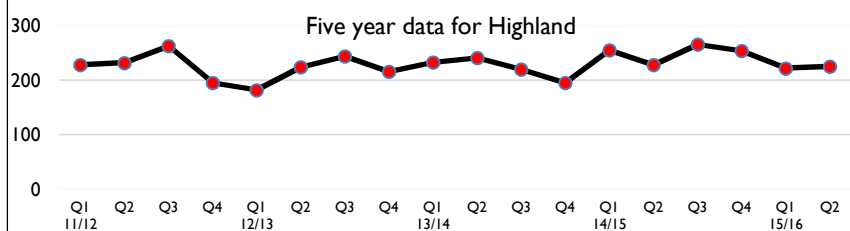
YTD ward ave. for Highland - 4	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	119	119	96	112	94	
Caol and Mallaig	7	13	12	11	5	
Aird and Loch Ness	22	21	17	10	14	
Inverness West	1	1	1	1	0	
Inverness Central	3	1	1	0	2	
Inverness Ness-Side	1	2	0	2	0	
Inverness Millburn	2	1	2	4	1	
Culloden and Ardersier	4	8	6	3	3	
Nairn	4	5	2	2	5	
Inverness South	3	4	1	3	9	
Badenoch and Strathspey	9	14	9	13	10	
Fort William & Ardnamurchan	13	12	9	13	5	

## 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 a decreased number of UFAS during Quarter 2, 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

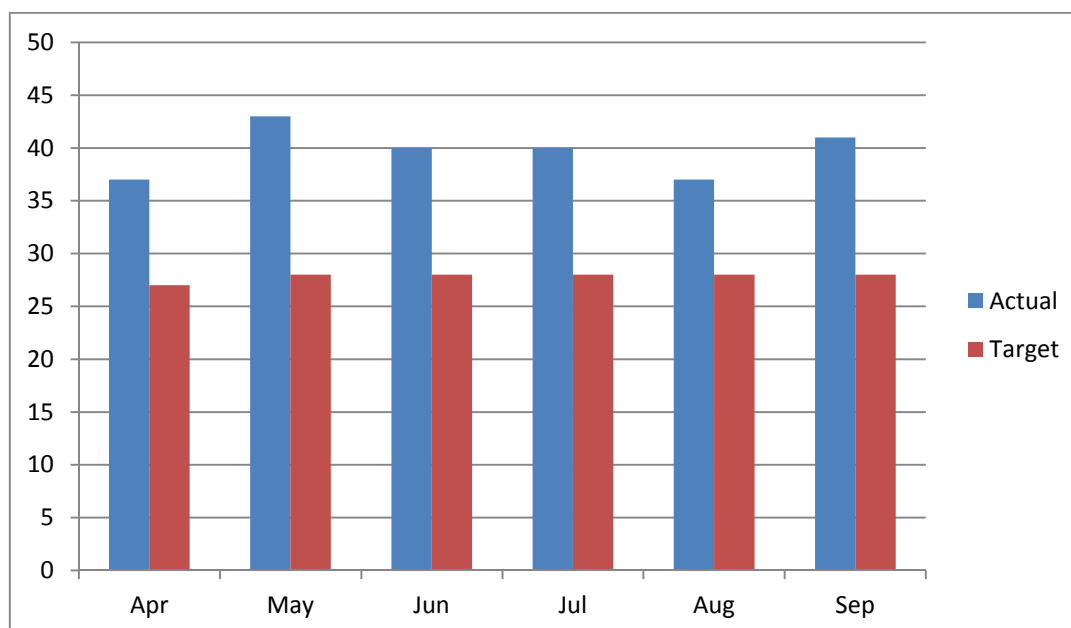


YTD ward ave. for Highland - 20	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	460	406	474	483	447	
North, West and Central Sutherland	4	12	5	8	0	
Thurso	9	6	5	7	8	
Wick	22	18	13	23	11	
Landward Caithness	0	2	3	9	8	
East Sutherland and Edderton	13	8	18	17	12	
Wester Ross, Strathpeffer and Lochalsh	16	21	21	17	11	
Cromarty Firth	7	21	22	17	16	
Tain and Easter Ross	8	5	11	4	11	
Dingwall and Seaforth	22	23	23	32	25	
Black Isle	5	6	9	4	6	
Eilean a'Cheo	5	10	17	17	14	

YTD ward ave. for Highland - 20	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	460	406	474	483	447	
Caol and Mallaig	3	6	8	14	7	
Aird and Loch Ness	11	9	3	13	7	
Inverness West	23	22	32	40	31	
Inverness Central	85	65	88	77	69	
Inverness Ness-Side	11	7	14	16	16	
Inverness Millburn	95	66	61	58	79	
Culloden and Ardersier	31	27	30	29	25	
Nairn	15	5	1	3	7	
Inverness South	30	20	22	21	22	
Badenoch and Strathspey	27	27	35	38	46	
Fort William & Ardnamurchan	18	20	33	19	16	

## Legislative Fire Safety – Priorities 5 and 7

MONTHLY	Apr	May	Jun	Jul	Aug	Sep	TOTAL
Actual	37	43	40	40	37	41	<b>238</b>
Target	27	28	28	28	28	28	<b>167</b>
%	<b>137%</b>	<b>154%</b>	<b>143%</b>	<b>143%</b>	<b>132%</b>	<b>146%</b>	<b>143%</b>



### Commentary

Within Quarter 2, Fire Safety Enforcement Officers (FSEOs) completed 118 Fire Safety Enforcement Audits which equates to 143% of the target for the quarter.

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

MONTHLY	Apr	May	Jun	Jul	Aug	Sep	Totals
Actual Visits	283	260	325	253	327	311	1759
Target Visits	333	333	333	334	334	334	4000
%	85%	78%	98%	76%	98%	93%	44%

SD Fitted	80	74	85	73	92	97	501
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<b>High</b>	129	92	137	111	103	111	683
<b>Medium</b>	83	87	107	81	110	99	567
<b>Low</b>	71	81	81	61	114	101	509

### Commentary

Staff within Highland area delivered a total of 891 home fire safety visits in Quarter 2 2015-16 which represents 89% of the target for the period.

These visits can be further broken down into 325 high risk visits, 290 medium risk visits and 276 low risk visits. During the 891 visits identified above, a total of 262 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 other emergencies.

The performance figures indicate that 89% of the target visits were delivered and the shortfall is influenced by the current vacancy within the cadre of Highland Community Safety Advocates as a result of retirement. The vacant post within the Caithness area is currently at advert and will be filled in the near future thus ensuring performance comes back in line with expected targets.

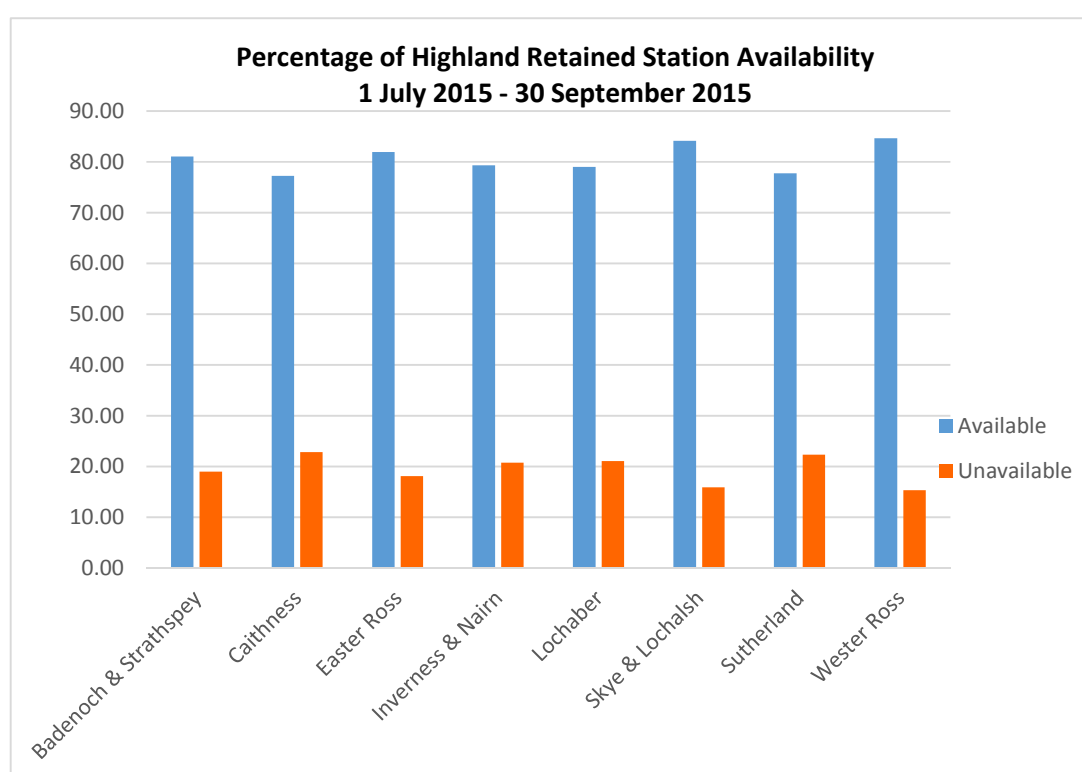
The Service is working closely with other agencies and partners in identifying those most at risk in our communities and routinely share risk identification skills and information to support the wider CPP risk reduction strategies e.g. fire safety and falls prevention.

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 July 2015 - 30 September 2015

	Badenoch & Strathspey	Caithness	Easter Ross	Inverness & Nairn	Lochaber	Skye & Lochalsh	Sutherland	Wester Ross
<b>Available</b>	81.05	77.21	81.90	79.28	78.97	84.09	77.72	84.65
<b>Unavailable</b>	18.95	22.79	18.10	20.72	21.03	15.91	22.28	15.35



### 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 second quarter, July to September for the year 2015-16.

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.

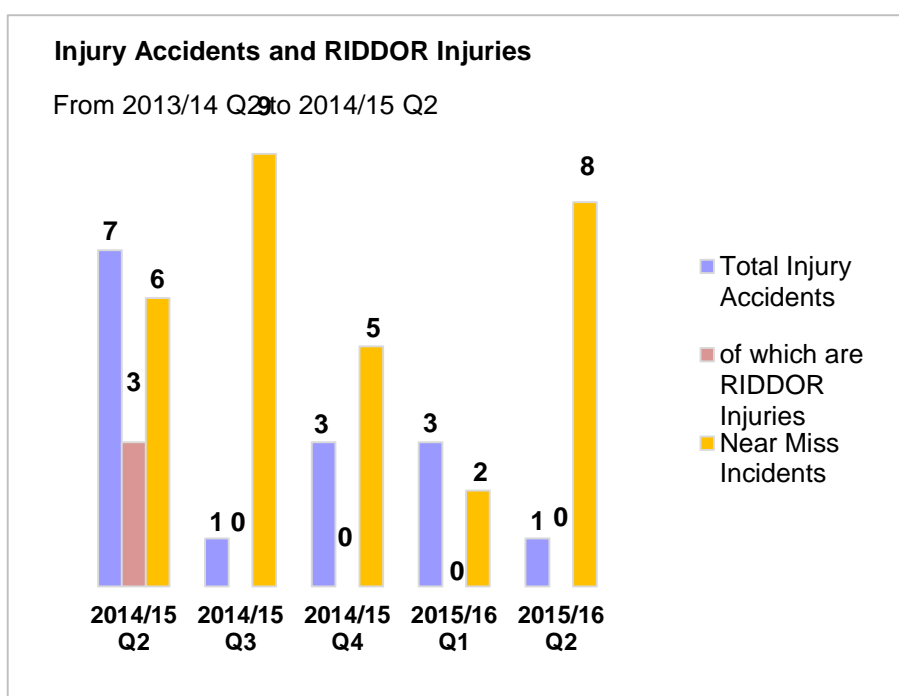
The Service has also introduced a new and improved RDS recruitment process across Scotland. This process targets recruitment in key locations as well as greatly reducing the time between application stage and final training stage.

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

	2014/15 Q2	2014/15 Q3	2014/15 Q4	2015/16 Q1	2015/16 Q2
Total Injury Accidents	7	1	3	3	1
of which are RIDDOR Injuries	3	0	0	0	0
Near Miss Incidents	6	9	5	2	8



### 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 2014-15.

## Station Statistics – Priority I

### Caithness and Sutherland Area Committee - 2015/16 Q2

Station	Availability %	Male	Female	Staff
Bettyhill	21	5	1	6
Bonar Bridge	73	6	0	6
Dornoch	96	10	0	10
Dunbeath	73	10	0	10
Durness	73	8	0	8
Golspie	96	12	0	12
Helmsdale	93	10	0	10
John O Groats	65	9	1	10
Kinlochbervie	91	11	0	11
Lairg	99	9	1	10
Lochinver	0	3	2	5
Lybster (CRU)	N/A	9	1	10
Scourie	78	6	1	7
Thurso - 1st Appliance	99	16	3	19
Thurso - 2nd Appliance	82			
Tongue	84	7	0	7
Wick - 1st Appliance	100	18	0	18
Wick - 2nd Appliance	83			

<b>Caithness and Sutherland Area Committee Totals</b>		<b>149</b>	<b>10</b>	<b>159</b>
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### City of Inverness Area Committee - 2015/16 Q2

Station	Availability %	Male	Female	Staff
Beauly	91	9	0	9
Cannich	50	5	0	5
Drumnadrochit	91	8	0	8
Fort Augustus	96	9	1	10
Foyers	65	6	1	7
Inverness Retained	83	14	2	16
Inverness Wholetime	N/A	67	6	73

<b>City of Inverness Area Committee Totals</b>		<b>118</b>	<b>10</b>	<b>128</b>
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### Nairn and Badenoch and Strathspey Area Committee - 2015/16 Q2

Station	Availability %	Male	Female	Staff
Aviemore	90	9	3	12
Carrbridge (CRU)	N/A	7	3	10
Grantown - 1st Appliance	89	16	1	17
Grantown - 2nd Appliance	52			
Kingussie	93	11	0	11
Nairn - 1st Appliance	95	20	0	20
Nairn - 2nd Appliance	64			
Nethybridge (CRU)	N/A	5	0	5
Newtonmore (CRU)	N/A	9	0	9

<b>Nairn and Badenoch and Strathspey Area Committee Totals</b>		<b>77</b>	<b>7</b>	<b>84</b>
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## Station Statistics – Priority I

### Lochaber Area Committee - 2015/16 Q2

Station	Availability %	Male	Female	Staff
Acharacle	69	8	0	8
Fort William - 1st Appliance	98	22	0	22
Fort William - 2nd Appliance	90			
Kilchoan	86	6	2	8
Kinlochleven - 1st Appliance	96	10	1	11
Kinlochleven - 2nd Appliance	50			
Lochaline	67	3	5	8
Mallaig	77	7	0	7
Muck (CRU)	N/A	4	2	6
Spean Bridge (CRU)	N/A	8	0	8
Strontian	77	7	3	10

<b>Lochaber Area Committee Totals</b>		<b>75</b>	<b>13</b>	<b>88</b>
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### Skye, Ross and Cromarty Area Committee - 2015/16 Q2

Station	Availability %	Male	Female	Staff
Achiltibuie	91	6	0	6
Applecross	72	6	2	8
Aultbea	61	9	0	9
Balintore (CRU)	N/A	9	0	9
Broadford	82	9	2	11
Cromarty (CRU)	N/A	5	1	6
Dingwall - 1st Appliance	99	17	0	17
Dingwall - 2nd Appliance	69			
Dunvegan	72	8	1	9
Fortrose	73	8	0	8
Gairloch	93	8	2	10
Glenelg	71	5	1	6
Invergordon - 1st Appliance	96	14	2	16
Invergordon - 2nd Appliance	64			
Kinlochewe	71	5	1	6
Kyle	97	11	0	11
Lochcarron	96	7	0	7
Portree	98	10	0	10
Raasay	86	5	1	6
Ratagan (CRU)	N/A	1	0	1
Staffin	94	9	0	9
Tain	88	11	0	11
Torridon	98	9	2	11
Uig	68	6	1	7
Ullapool - 1st Appliance	98	13	0	13
Ullapool - 2nd Appliance	80			

<b>Skye, Ross and Cromarty Area Committee Totals</b>		<b>191</b>	<b>16</b>	<b>207</b>
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## Operational Activity by Ward – Priorities 1-7

The figures shown are the number of incidents attended from 1 April 2015 to 30 September 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	9	14	4	7	22	14	3	73
Badenoch and Strathspey Ward	6	20	6	46	53	10	10	151
Black Isle Ward	9	7	1	6	17	2	4	46
Caol and Mallaig Ward	6	15	7	7	21	5	4	65
Cromarty Firth Ward	15	9	1	16	34	5	10	90
Culloden and Ardersier Ward	8	12	4	25	12	3	12	76
Dingwall and Seaforth Ward	12	11	6	25	26	1	5	86
East Sutherland and Edderton Ward	6	14	8	12	27	1	6	74
Eilean a'Cheo Ward	9	12	5	13	25	4	7	75
Fort William & Ardnamurchan Ward	19	11	4	16	28	5	7	90
Inverness Central Ward	24	14	2	69	65	2	42	218
Inverness Millburn Ward	10	6	0	79	40	1	9	145
Inverness Ness-Side Ward	2	9	2	16	20	0	8	57
Inverness South Ward	9	14	0	22	11	9	4	69
Inverness West Ward	6	3	0	31	42	0	7	89
Landward Caithness Ward	9	8	7	8	14	7	3	56
Nairn Ward	12	7	0	7	30	5	5	66
North, West and Central Sutherland Ward	4	18	13	0	15	4	5	59
Tain and Easter Ross Ward	6	6	7	11	15	6	7	58
Thurso Ward	6	1	1	8	18	0	3	37
Wester Ross, Strathpeffer and Lochalsh Ward	5	12	3	11	26	9	10	76
Wick Ward	3	2	3	11	19	0	6	44
<b>TOTALS</b>	<b>195</b>	<b>225</b>	<b>84</b>	<b>446</b>	<b>580</b>	<b>93</b>	<b>177</b>	<b>1,800</b>

Property Type	UFAS Incidents in 2015-16 Q2
Hospital	31
Nursing/Care Home	22
Hotel/motel	16
Offices and Call Centres	13
Primary School	10
Retail Shop	9
Sheltered Housing	8
Holiday Residence (cottage, flat, chalet)	6
Other Residential Home	6

## 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

