

The Highland Council

**Community and Partnerships Committee
23 March 2016**

Agenda Item	5
Report No	CP/02/16

Quarterly Performance Report for Quarter 3 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 3, 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 the Highland area as requested by Community and Partnerships Committee Members.

1. Performance Reporting 2015-2016

1.1 The attached QPR for quarter 3, 2015-16 contains the key elements of fire and rescue service activities across the Highland area. These key elements also align with partnership agreed outcomes contained in the Highland SOA 2013-19.

1.2 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.

1.3 Some notable performance improvements this quarter when compared with the same reporting period from last year include:

- Reduction in all accidental dwelling fires
- Reduction in non-fatal fire casualties
- Reduction in all deliberate fires
- Reduction in special services including road traffic collisions
- Reduction in Unwanted Fire Alarm Signals (UFAS)
- Exceeding overall legislative fire safety audit target

1.4 In December 2015 community based fire and rescue staff were mobilised to a house fire in the community of Kilvaxter, North Skye where tragically an elderly gentleman lost his life. These events have significant and in many cases immeasurable impacts on individuals, families and communities and the Service is absolutely committed to eliminating these types of incidents.

1.5 This commitment can only be delivered through effective partnership working and the sharing of risk critical information across all agencies and from within the community itself. This is vitally important, particularly where vulnerable people are concerned so that targeted activities can be delivered to those most in need should an incident occur.

2. Inverness Fire Appliance Accident

2.1 Committee Members will be aware of the accident involving two Inverness based fire appliances which occurred on the morning of Saturday 6 February 2016. The two appliances were proceeding to a road traffic collision, however both left the B9006 road on the approach to Newlands of Culloden and came to rest on their sides in an adjacent field. A third specialist rescue appliance mobilised as part of the initial attendance stopped on the road to assist.

2.2 As a result of the accident five firefighters, two of which being trapped, were rescued by their colleagues, treated at the scene and transferred to Raigmore Hospital by the Scottish Ambulance Service suffering from varying degrees of injuries. All five firefighters were treated in hospital for a period of time ranging from one day to a number of weeks, however all have now been released from hospital and are recovering from their injuries. All other members of the crews involved that morning have returned to normal operational duties at Inverness community fire station.

2.3 Local operational resilience ensured an appropriate and immediate response to the original road traffic collision, as well as providing reserve appliances and equipment from the national fleet to replace those damaged at the incident. This, combined with the redeployment of staff ensured that operational cover was maintained with no impact on the ability to deliver fire and rescue services to the communities of Highland.

Recommendation

Committee Members are invited to **scrutinise** and **comment** on SFRS service delivery and performance contained within the Report and attached QPR for quarter 3, 2015-16.

Area Manager John MacDonald
12 March 2016

Attachments: **Highland Quarterly Performance Report: Quarter 3, 2015-2016**



Quarterly Performance Report

Quarter 3 2015-2016 (1 October to 30 December)



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 3 2015-2016, (1 October – 31 December).

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.) Dec					RAG rating
	2011/12	2012/13	2013/14	2014/15	2015/16	YTD
All accidental dwelling fires	101	84	112	109	88	●
All fatal accidental dwell. fire casualties	2	1	1	1	1	●
Non-fatal accidental dwell. fire casualties (excl. p/c's)	29	25	31	23	17	●
All deliberate fires	259	139	174	141	103	●
Special Service - RTCs	176	182	161	156	148	●
False Alarm - UFAs	723	650	694	749	688	●

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.

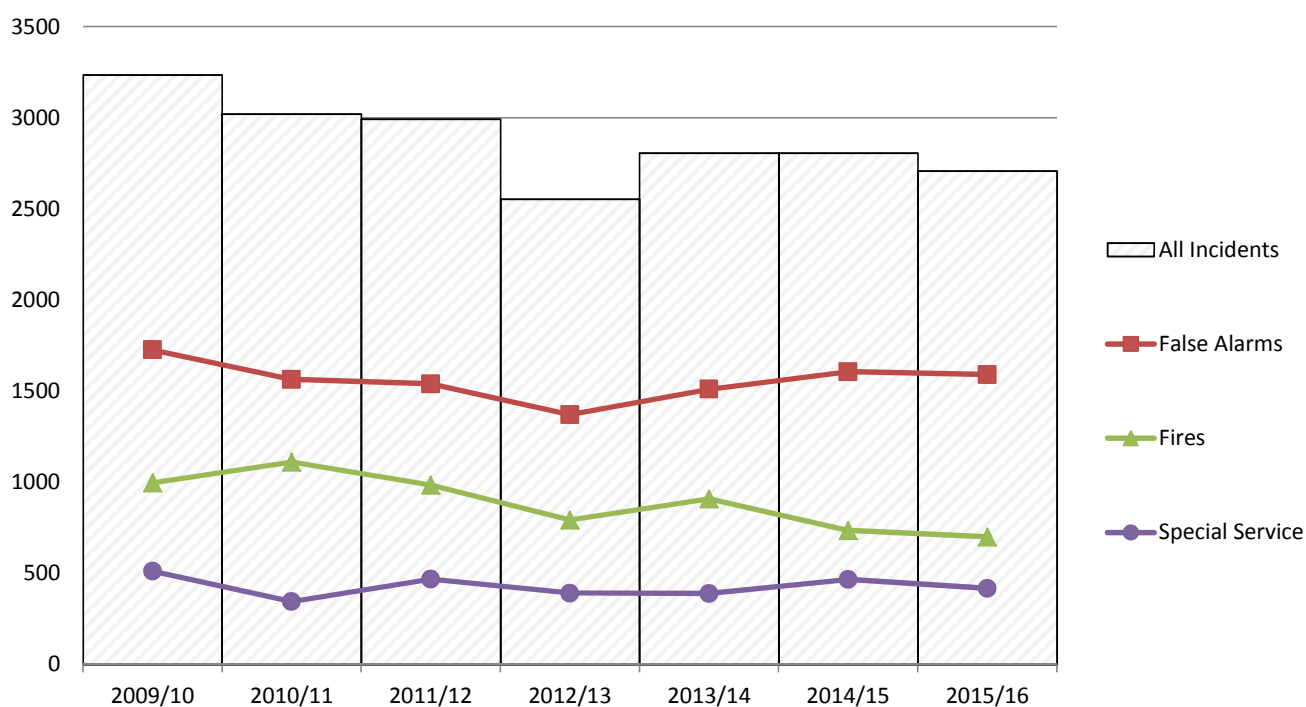
Note

During the third 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 is primarily due to a targeted approach and close working with duty holders with the overall aim of reducing this type of activity in line with the Service's UFAS Reduction Procedure.

We will continue to work with partner agencies to identify and support those members of our communities who are most vulnerable and in need of our help.

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



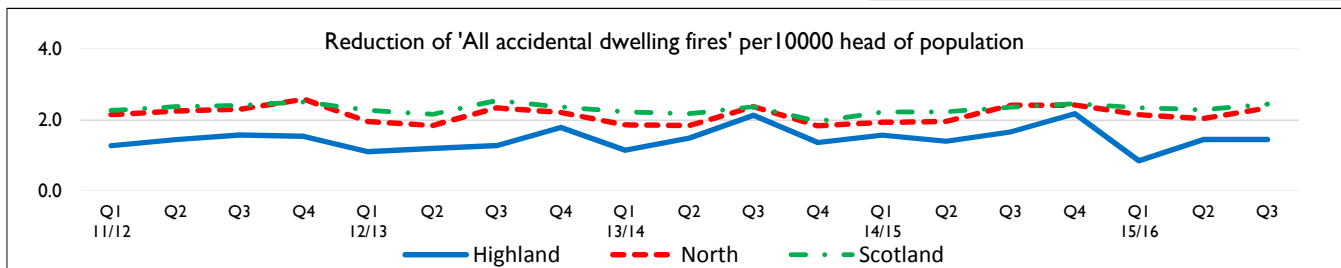
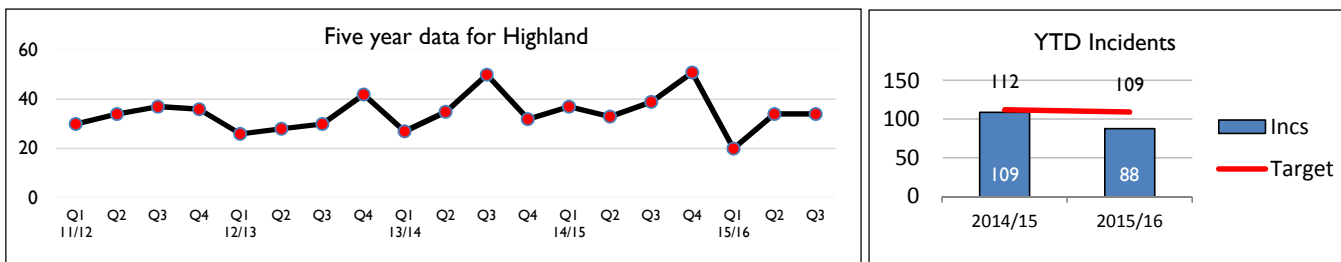
Reduction of 'All accidental dwelling fires'

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 to assist with 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 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 routinely refer those who may benefit from support and assistance to the appropriate agencies and partners with a reciprocal referral process for home safety back to SFRS.



YTD ward ave. for Highland - 4	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	101	84	112	109	88	
North, West and Central Sutherland	1	3	6	3	3	
Thurso	5	1	4	5	2	
Wick	0	3	4	5	1	
Landward Caithness	2	2	4	5	3	
East Sutherland and Edderton	1	2	4	2	4	
Wester Ross, Strathpeffer and Lochalsh	3	4	6	5	0	
Cromarty Firth	3	2	3	2	6	
Tain and Easter Ross	3	3	7	4	0	
Dingwall and Seaforth	4	3	3	5	6	
Black Isle	2	2	7	2	3	
Eilean a'Cheo	9	3	5	4	8	

YTD ward ave. for Highland - 4	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	101	84	112	109	88	
Caol and Mallaig	7	5	7	5	4	
Aird and Loch Ness	6	4	5	3	3	
Inverness West	5	1	4	4	1	
Inverness Central	16	14	11	10	12	
Inverness Ness-Side	7	3	8	5	1	
Inverness Millburn	5	4	7	7	5	
Culloden and Ardersier	2	5	2	6	6	
Nairn	5	6	1	8	9	
Inverness South	3	2	3	4	2	
Badenoch and Strathspey	4	7	6	5	1	
Fort William & Ardnamurchan	8	5	5	10	8	

Reduction of 'All fatal accidental dwell. fire casualties'

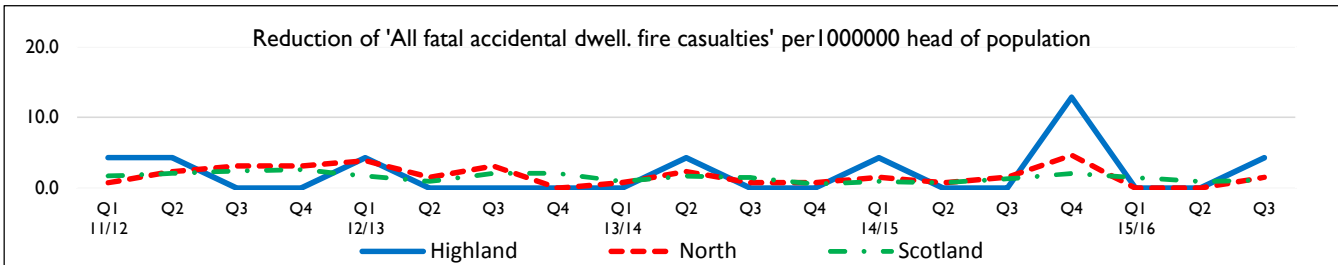
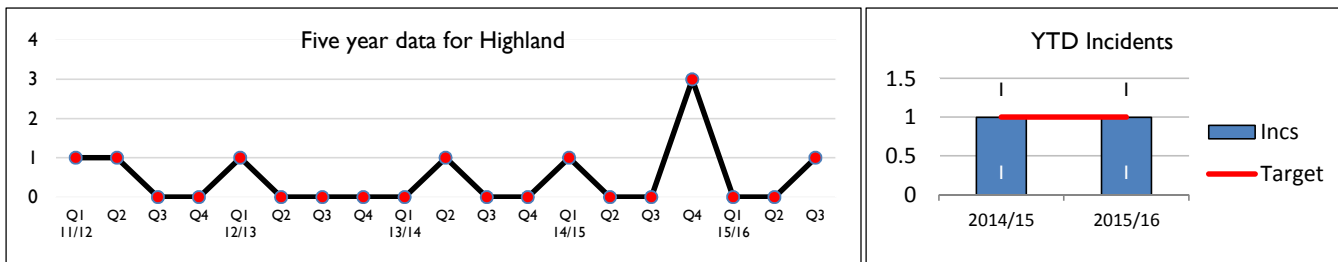
The tables below identify the number of dwelling house fires that have resulted in fire related fatalities over the reporting 5 year period.

In December there was a fatal fire in Kilvaxter, North Skye where an elderly gentleman tragically and sadly lost his life.

The impact on individuals, families and communities from these types of incidents is significant and the service is committed to eliminating all events and occurrences that result in a fire fatality.

Ensuring the sharing of timely and accurate risk information between partner agencies is a key element of delivering against that commitment and protecting our communities, particularly the most vulnerable people in those communities.

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	1	
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	1	

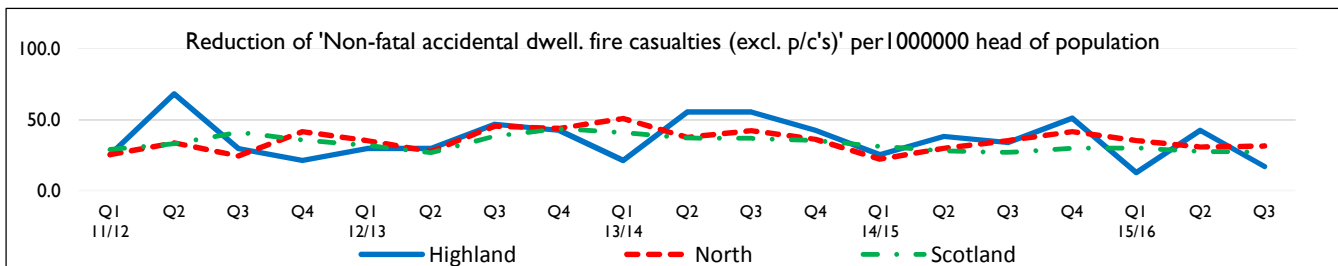
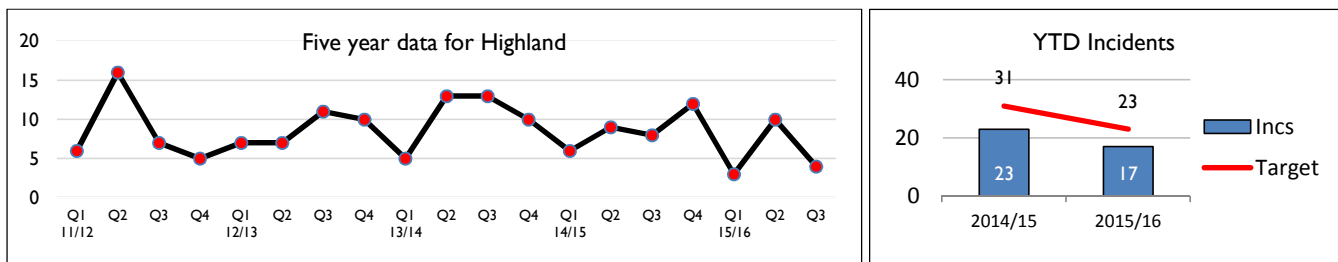
YTD ward ave. for Highland - 0	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	2	1	1	1	1	
Caol and Mallaig	0	0	0	0	0	
Aird and Loch Ness	0	0	0	0	0	
Inverness West	0	0	0	0	0	
Inverness Central	0	0	0	0	0	
Inverness Ness-Side	0	1	1	0	0	
Inverness Millburn	0	0	0	0	0	
Culloden and Ardersier	0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

The ongoing prevention work being delivered by SFRS staff and partner agencies has delivered the lowest figure for this reporting period over the last 5 years and this is extremely encouraging, however it is essential that we maintain that progress and continue to seek a reduction in these figures, thereby delivering positive outcomes for our communities.



YTD ward ave. for Highland - I	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	29	25	31	23	17	
North, West and Central Sutherland	0	0	2	0	0	
Thurso	0	0	2	1	0	
Wick	0	0	2	0	0	
Landward Caithness	1	2	1	0	0	
East Sutherland and Edderton	1	0	1	0	0	
Wester Ross, Strathpeffer and Lochalsh	0	1	1	1	0	
Cromarty Firth	1	0	0	0	1	
Tain and Easter Ross	2	2	0	2	0	
Dingwall and Seaforth	0	1	0	0	3	
Black Isle	0	2	2	1	1	
Eilean a'Cheo	3	0	4	0	0	

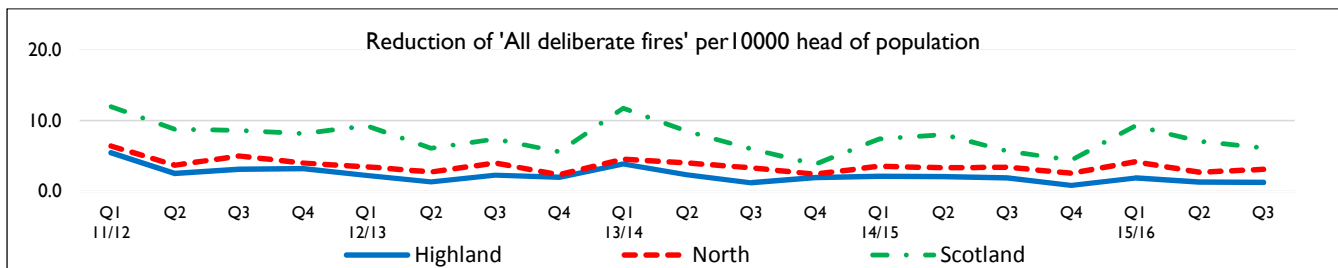
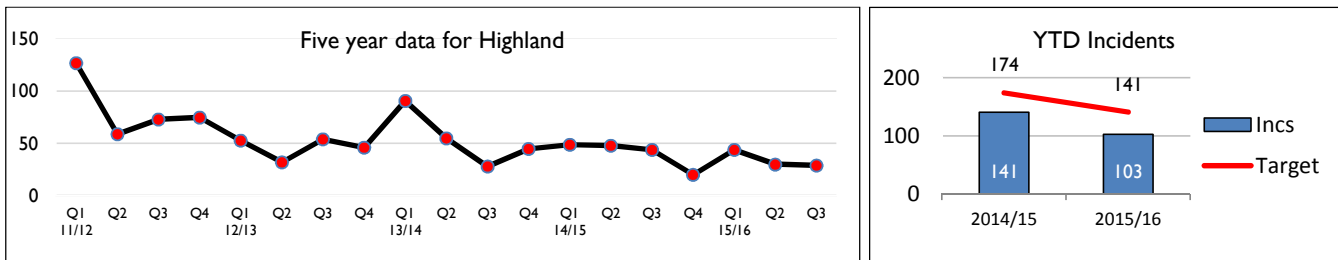
YTD ward ave. for Highland - I	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	29	25	31	23	17	
Caol and Mallaig	1	2	2	1	2	
Aird and Loch Ness	0	1	2	1	1	
Inverness West	1	0	1	2	0	
Inverness Central	8	6	5	5	4	
Inverness Ness-Side	1	1	2	2	0	
Inverness Millburn	0	0	2	3	0	
Culloden and Ardersier	1	2	0	0	1	
Nairn	5	2	1	1	2	
Inverness South	0	0	0	0	0	
Badenoch and Strathspey	2	2	1	1	0	
Fort William & Ardnamurchan	2	1	0	2	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 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 - 5	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	259	139	174	141	103	
North, West and Central Sutherland	2	1	2	3	2	
Thurso	2	1	1	1	1	
Wick	2	3	4	5	0	
Landward Caithness	4	1	5	3	1	
East Sutherland and Edderton	1	4	0	1	0	
Wester Ross, Strathpeffer and Lochalsh	2	3	1	5	3	
Cromarty Firth	58	36	28	13	9	
Tain and Easter Ross	5	9	6	8	5	
Dingwall and Seaforth	2	3	3	1	7	
Black Isle	3	2	3	2	3	
Eilean a'Cheo	1	0	5	1	0	

YTD ward ave. for Highland - 5	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	259	139	174	141	103	
Caol and Mallaig	8	9	10	3	2	
Aird and Loch Ness	4	4	8	7	7	
Inverness West	14	8	9	9	9	
Inverness Central	44	13	26	26	17	
Inverness Ness-Side	14	13	10	13	10	
Inverness Millburn	14	4	2	10	1	
Culloden and Ardersier	14	8	17	7	9	
Nairn	10	6	3	3	1	
Inverness South	9	2	6	8	7	
Badenoch and Strathspey	5	2	5	5	4	
Fort William & Ardnamurchan	41	7	20	7	5	

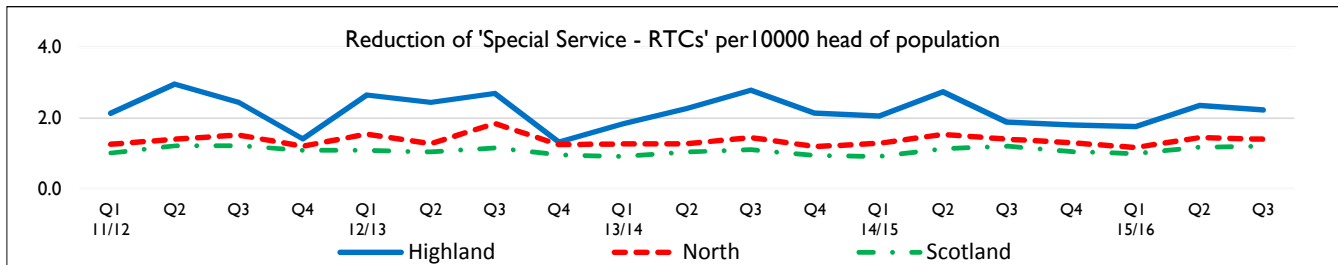
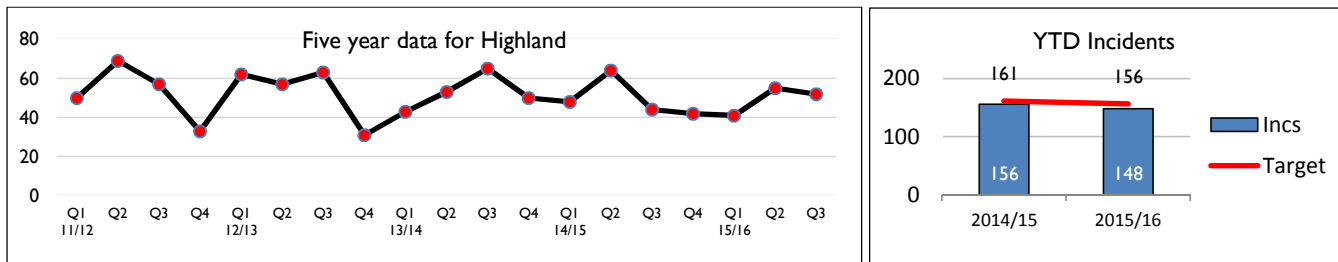
Reduction of 'Special Service - RTCs'

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 - 7	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	176	182	161	156	148	
North, West and Central Sutherland	5	4	5	1	6	
Thurso	1	0	0	1	0	
Wick	1	1	1	2	0	
Landward Caithness	9	5	12	8	8	
East Sutherland and Edderton	4	5	8	3	2	
Wester Ross, Strathpeffer and Lochalsh	15	16	9	14	18	
Cromarty Firth	9	6	10	12	8	
Tain and Easter Ross	10	8	6	8	10	
Dingwall and Seaforth	2	3	3	3	1	
Black Isle	11	7	6	7	4	
Eilean a'Cheo	10	9	6	9	6	

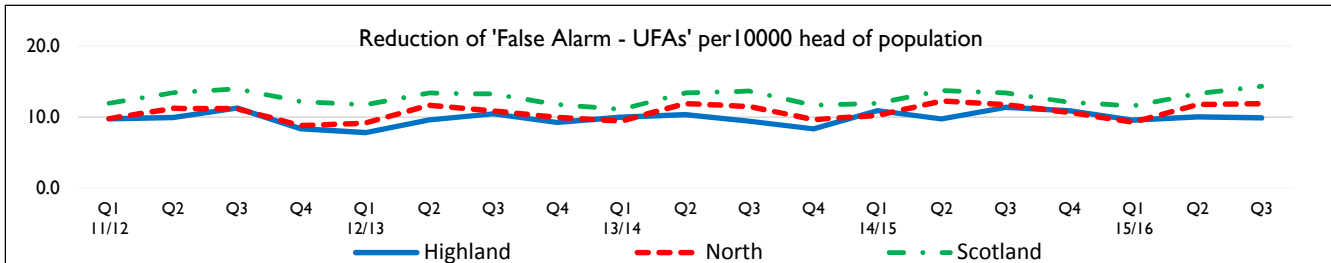
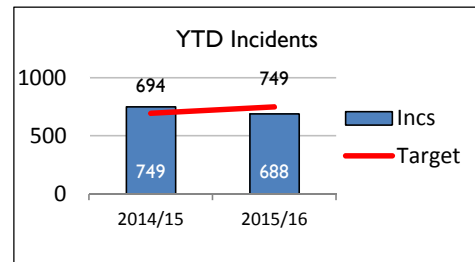
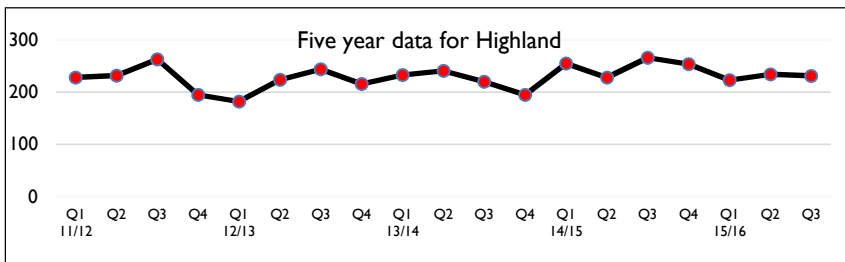
YTD ward ave. for Highland - 7	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	176	182	161	156	148	
Caol and Mallaig	10	18	17	14	11	
Aird and Loch Ness	32	32	22	17	21	
Inverness West	1	1	3	1	0	
Inverness Central	4	2	1	1	2	
Inverness Ness-Side	1	2	0	2	0	
Inverness Millburn	4	2	4	7	3	
Culloden and Ardersier	6	12	8	6	5	
Nairn	5	8	6	3	7	
Inverness South	6	6	4	4	13	
Badenoch and Strathspey	16	18	16	18	16	
Fort William & Ardnamurchan	14	17	14	15	7	

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 3, 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

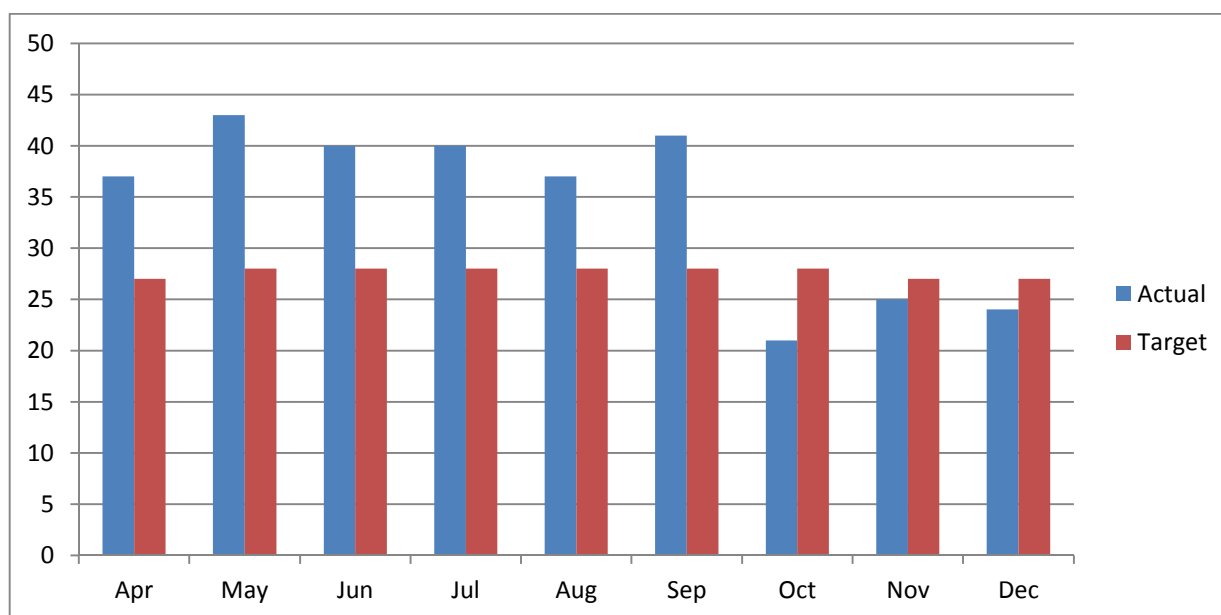


YTD ward ave. for Highland - 31	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	723	650	694	749	688	
North, West and Central Sutherland	9	15	7	10	4	
Thurso	11	9	8	12	9	
Wick	32	26	17	32	26	
Landward Caithness	0	3	5	11	13	
East Sutherland and Edderton	24	14	34	28	25	
Wester Ross, Strathpeffer and Lochalsh	22	26	29	21	15	
Cromarty Firth	14	23	27	28	26	
Tain and Easter Ross	10	12	13	6	12	
Dingwall and Seaforth	30	34	36	44	31	
Black Isle	9	10	13	5	10	
Eilean a'Cheo	13	13	28	34	23	

YTD ward ave. for Highland - 31	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	723	650	694	749	688	
Caol and Mallaig	10	9	12	23	10	
Aird and Loch Ness	17	17	6	15	13	
Inverness West	42	39	42	63	51	
Inverness Central	125	99	121	114	105	
Inverness Ness-Side	22	12	17	25	30	
Inverness Millburn	136	115	101	103	121	
Culloden and Ardersier	53	41	47	48	36	
Nairn	18	9	6	7	12	
Inverness South	39	47	35	33	32	
Badenoch and Strathspey	45	44	42	55	56	
Fort William & Ardnamurchan	42	33	48	32	28	

Legislative Fire Safety – Priorities 5 and 7

MONTHLY	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
Actual	37	43	40	40	37	41	21	25	24	308
Target	27	28	28	28	28	28	28	27	27	249
%	137%	154%	143%	143%	132%	146%	75%	93%	89%	124%



Commentary

Within Quarter 3, Fire Safety Enforcement Officers (FSEOs) completed 70 Fire Safety Enforcement Audits which equates to 85% 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	Oct	Nov	Dec	Totals
Actual Visits	283	260	325	253	327	311	257	333	192	2541
Target Visits	333	333	333	334	334	334	334	333	333	3001
%	85%	78%	98%	76%	98%	93%	77%	100%	58%	85%

SD Fitted	80	74	85	73	92	97	111	139	101	852
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High	129	92	137	111	103	111	106	144	80	1013
Medium	83	87	107	81	110	99	71	95	41	774
Low	71	81	81	61	114	101	80	94	71	754

Commentary

Staff within Highland area delivered a total of 782 home fire safety visits in Quarter 3 2015-16 which represents 78% of the target for the period.

These visits can be further broken down into 330 high risk visits, 207 medium risk visits and 245 low risk visits. During the 782 visits identified above, a total of 351 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 78% 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 expected to be filled by the end of March 2016 thus ensuring performance comes back in line with expected targets.

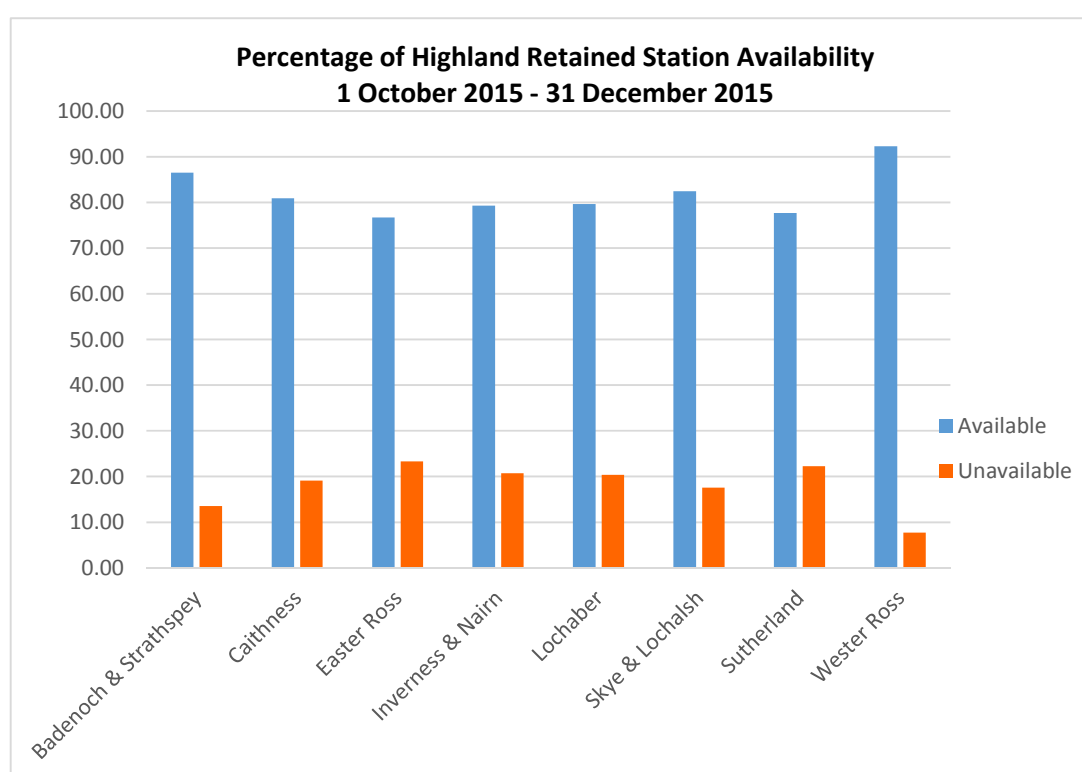
The Service is working closely with other agencies and partners in identifying those most at risk in our communities and routinely share risk identification skills and information to support the wider CPP risk reduction strategies e.g. fire safety and falls prevention.

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

Proportion of Station Hours Available – Priority I

Retained Station Availability - 1 October 2015 - 31 December 2015

	Badenoch & Strathspey	Caithness	Easter Ross	Inverness & Nairn	Lochaber	Skye & Lochalsh	Sutherland	Wester Ross
Available	86.47	80.86	76.71	79.28	79.62	82.44	77.71	92.29
Unavailable	13.53	19.14	23.29	20.72	20.38	17.56	22.29	7.71



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 third quarter, October to December for the year 2015-16.

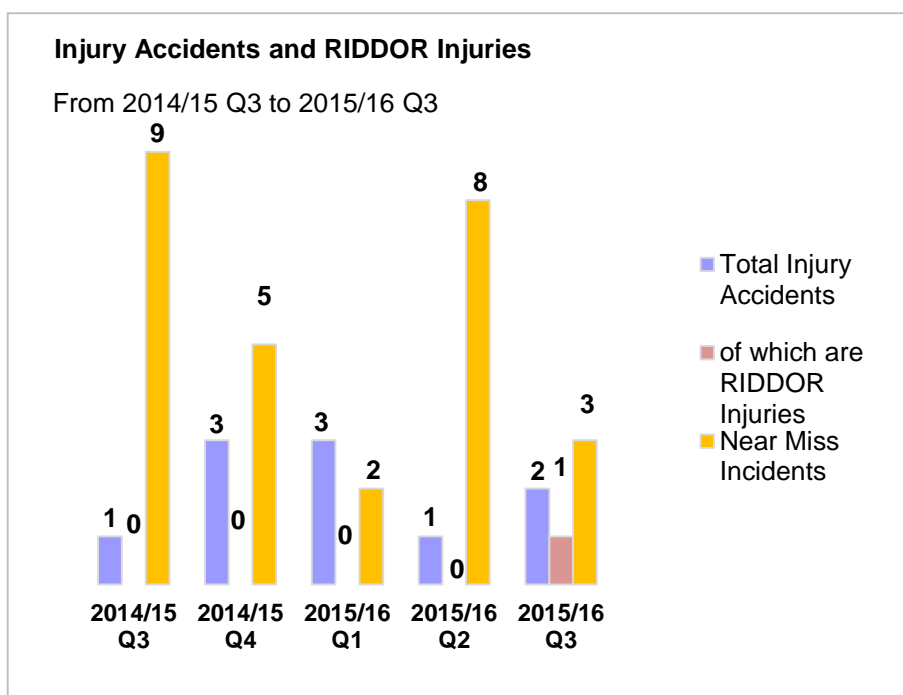
The Service works closely with employers and RDS staff to support an improvement in availability. However, we do recognise the challenges faced by RDS staff when combining primary employment and their operational availability across the communities in Highland area.

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

Injury Accidents – Priority I

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



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 Q3

Station	Availability %	Male	Female	Staff
Bettyhill	45%	5	1	6
Bonar Bridge	71%	7	0	7
Dornoch	99%	10	0	10
Dunbeath	79%	10	0	10
Durness	64%	8	0	8
Golspie	98%	12	0	12
Helmsdale	90%	11	0	11
John O Groats	72%	9	1	10
Kinlochbervie	87%	11	0	11
Lairg	99%	9	1	10
Lochinver	0%	3	2	5
Lybster (CRU)	N/A	9	1	10
Scourie	84%	6	1	7
Thurso - 1st Appliance	100%	19	3	22
Thurso - 2nd Appliance	94%			
Tongue	77%	7	0	7
Wick - 1st Appliance	100%	17	0	17
Wick - 2nd Appliance	87%			

Caithness and Sutherland Area Committee Totals		153	10	163
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City of Inverness Area Committee - 2015/16 Q3

Station	Availability %	Male	Female	Staff
Beauly	96%	9	0	9
Cannich	39%	5	0	5
Drumnadrochit	88%	8	0	8
Fort Augustus	94%	9	1	10
Foyers	71%	6	1	7
Inverness Retained	86%	14	2	16
Inverness Wholetime	N/A	68	4	72

City of Inverness Area Committee Totals		119	8	127
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Nairn and Badenoch and Strathspey Area Committee - 2015/16 Q3

Station	Availability %	Male	Female	Staff
Aviemore	88%	9	3	12
Carrbridge (CRU)	N/A	7	3	10
Grantown - 1st Appliance	97%	15	1	16
Grantown - 2nd Appliance	68%			
Kingussie	94%	11	0	11
Nairn - 1st Appliance	95%	20	0	20
Nairn - 2nd Appliance	66%			
Nethybridge (CRU)	N/A	5	0	5
Newtonmore (CRU)	N/A	9	0	9

Nairn and Badenoch and Strathspey Area Committee Totals		76	7	83
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Station Statistics – Priority I

Lochaber Area Committee - 2015/16 Q3

Station	Availability %	Male	Female	Staff
Acharacle	65%	7	0	7
Fort William - 1st Appliance	100%	22	0	22
Fort William - 2nd Appliance	92%			
Kilchoan	82%	6	2	8
Kinlochleven - 1st Appliance	92%	10	1	11
Kinlochleven - 2nd Appliance	43%			
Lochaline	93%	3	5	8
Mallaig	83%	7	0	7
Muck (CRU)	N/A	4	2	6
Spean Bridge (CRU)	N/A	8	0	8
Strontian	82%	7	2	9

Lochaber Area Committee Totals		74	12	86
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Skye, Ross and Cromarty Area Committee - 2015/16 Q3

Station	Availability %	Male	Female	Staff
Achiltibuie	97%	6	0	6
Applecross	73%	6	2	8
Aultbea	92%	9	0	9
Balintore (CRU)	N/A	9	0	9
Broadford	93%	7	2	9
Cromarty (CRU)	N/A	5	1	6
Dingwall - 1st Appliance	100%	17	0	17
Dingwall - 2nd Appliance	62%			
Dunvegan	62%	8	1	9
Fortrose	81%	8	0	8
Gairloch	93%	8	2	10
Glenelg	64%	5	1	6
Invergordon - 1st Appliance	97%	14	2	16
Invergordon - 2nd Appliance	68%			
Kinlochewe	31%	4	1	5
Kyle	99%	11	1	12
Lochcarron	89%	7	0	7
Portree	99%	10	0	10
Raasay	76%	4	1	5
Ratagan (CRU)	N/A	1	0	1
Staffin	92%	9	0	9
Tain	88%	11	0	11
Torridon	90%	9	2	11
Uig	74%	6	1	7
Ullapool - 1st Appliance	98%	13	0	13
Ullapool - 2nd Appliance	81%			

Skye, Ross and Cromarty Area Committee Totals		187	17	204
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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 31 December 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	13	22	6	13	33	21	4	112
Badenoch and Strathspey Ward	12	21	10	57	78	16	17	211
Black Isle Ward	15	9	2	10	30	4	6	76
Caol and Mallaig Ward	10	19	7	10	29	11	10	96
Cromarty Firth Ward	21	12	2	26	47	8	12	128
Culloden and Ardersier Ward	13	16	5	36	27	5	16	118
Dingwall and Seaforth Ward	19	11	7	31	38	1	9	116
East Sutherland and Edderton Ward	8	14	12	25	45	2	10	116
Eilean a'Cheo Ward	16	12	13	23	36	6	12	118
Fort William & Ardnamurchan Ward	25	11	8	28	43	7	13	135
Inverness Central Ward	32	23	2	105	99	2	65	328
Inverness Millburn Ward	16	7	1	121	66	3	14	228
Inverness Ness-Side Ward	6	16	2	30	32	0	9	95
Inverness South Ward	10	16	0	32	22	13	8	101
Inverness West Ward	6	9	0	51	79	0	9	154
Landward Caithness Ward	11	10	10	13	23	8	4	79
Nairn Ward	18	9	1	12	41	7	8	96
North, West and Central Sutherland Ward	3	20	18	4	23	6	6	80
Tain and Easter Ross Ward	7	18	8	12	30	10	7	92
Thurso Ward	7	1	2	9	25	0	6	50
Wester Ross, Strathpeffer and Lochalsh Ward	8	13	10	15	35	18	20	119
Wick Ward	4	2	4	26	22	0	5	63
TOTALS	280	291	130	689	903	148	270	2,711

Property Type	2015-16 Q3
Hospital	32
Infant/primary school	18
Offices and call centres	16
Retail Shop	12
Nursing/Care Home	12
Hotel/Motel	10
Sheltered Housing	10
Nurses'/Doctors' Accommodation	8
Secondary school	7
Other Residential Home	7

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

