

The Highland Council

Caithness Committee

25 April 2016

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

Report by Local Senior Officer for Highland

| | |
|-------------|-----------------|
| Agenda Item | 4. |
| Report No | CC/07/16 |

Summary

This report provides an update to Caithness Committee Members on progress against the priorities outlined in the Scottish Fire and Rescue Service Area Committee Plan for Caithness and Sutherland 2015-2016.

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

The report also contains previously agreed information and performance as requested by Area Committees.

1. Caithness Area Performance Report

- 1.1 The attached performance report provides the current figures for quarters 1 to 3 of 2015/16 from the centrally Scottish Fire and Rescue Service (SFRS) performance management database against 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 (HFSVs) and post domestic incident response (PDIR) aimed at reducing dwelling house fires. SFRS continues to play an active part in the delivery of partnership safety initiatives including the Driving Ambition road safety programme and the reduction of fire-related antisocial behaviour through targeted youth engagement activities and thematic action plans.
- 1.3 The performance report for quarters 2 and 3 shows that, for the majority of performance indicators, the Caithness area has shown positive improvements when compared to previous years. However, it must be emphasised that the baseline figures for some indicators are very low and this can make meaningful statistical analysis challenging.

- a. There have been 50% and 66% reductions respectively in the occurrence of Accidental Dwelling Fires attended by SFRS in the first three quarters of 2015/16 when compared to the same reporting periods of 2013/14 and 2014/15.
- b. Within the first three quarters of 2015-16 there have been no incidents which led to a Fatal Fire Casualty. This represents a 100% improvement on the previous year and aligns with the longer term trend for the Caithness area.
- c. There have been no Non-Fatal Fire Casualties at fire incidents attended by SFRS during the first three quarters of 2015/16. This represents a 100% improvement on the 2014/15 figures and is the best performance for the equivalent period over the last five years.
- d. Similarly, there have been no Deliberate Fires attended by SFRS during the first three quarters of 2015/16 and this is the best performance for the equivalent period in the last five years.
- e. There has been a reduction in Special Service Road Traffic Collisions (RTCs) attended by SFRS in the first three quarters of 2015/16 when compared to the same reporting period in 2013/14 and 2014/15. This continues a downward trend in such incidents over the last five years.
- f. There has been a peak in the number of Unwanted False Alarm Signals (UFAS) attended by SFRS in quarters 2 and 3 of 2015/16.
 - a. Eighteen (18) UFAS occurred in domestic dwellings with only one being a repeat signal from the same address.
 - b. Thirty-five (35) UFAS occurred in commercial or public premises with seven (7) premises generating repeated UFAS.SFRS continues to work with the responsible person for premises which generate repeated false alarms. The aim is to prevent the occurrence of these types of incident by advising on equipment and its management.

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

Recommendation

Committee Members are invited to **comment** and **scrutinise** the attached Area Performance Report.

Group Manager Mark Loynd
15 April 2016

Attachment: Highland - Caithness Area Committee - Performance Report

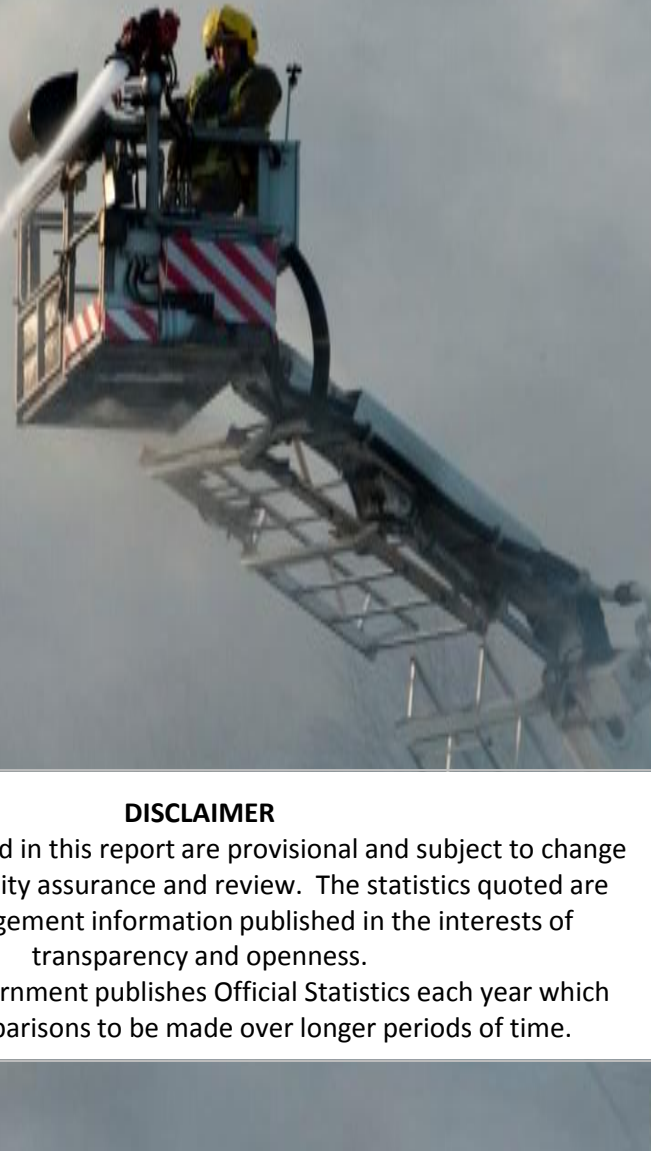


SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Highland

**Caithness
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.

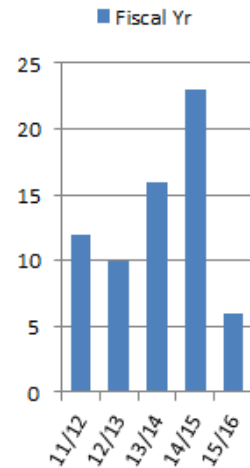
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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)

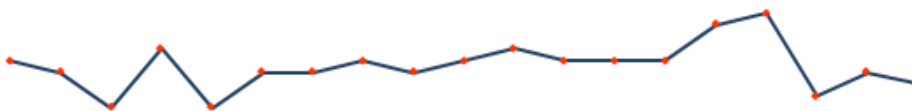
All accidental dwelling fires

| Month/Year | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 | Highland |
|------------------|-----------|-----------|-----------|-----------|----------|-----------|
| April | 2 | 0 | 2 | 0 | 1 | 5 |
| May | 2 | 0 | 1 | 2 | 0 | 10 |
| June | 0 | 0 | 0 | 2 | 0 | 5 |
| July | 2 | 0 | 1 | 1 | 1 | 8 |
| August | 1 | 2 | 2 | 2 | 2 | 13 |
| September | 0 | 1 | 1 | 1 | 0 | 13 |
| October | 0 | 2 | 2 | 3 | 0 | 7 |
| November | 0 | 0 | 0 | 1 | 0 | 11 |
| December | 0 | 1 | 3 | 3 | 2 | 17 |
| January | 1 | 2 | 2 | 4 | | |
| February | 2 | 0 | 0 | 2 | | |
| March | 2 | 2 | 2 | 2 | | |
| Fiscal Yr | 12 | 10 | 16 | 23 | 6 | 89 |



| Month/Year | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 |
|------------------|---------|---------|---------|---------|---------|
| Fiscal Yr | 12 | 10 | 16 | 23 | 6 |

| Qtr/Year | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 | Highland |
|-----------|---------|---------|---------|---------|---------|----------|
| Quarter 1 | 4 | 0 | 3 | 4 | 1 | 20 |
| Quarter 2 | 3 | 3 | 4 | 4 | 3 | 34 |
| Quarter 3 | 0 | 3 | 5 | 7 | 2 | 35 |
| Quarter 4 | 5 | 4 | 4 | 8 | | |



Commentary

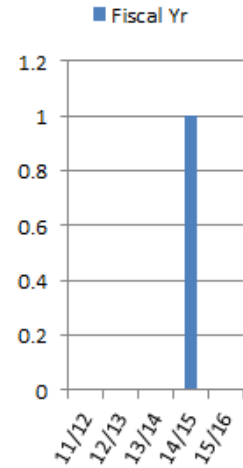
The tables above represent the number of accidental dwelling house fires that occurred within the Area Committee boundary. Tolerances are set in context of the number of previous incidents by reporting month and, where there has been an increase in overall incidents, the colour coding is identified with 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 | 0 | 0 |
| August | 0 | 0 | 0 | 0 | 0 | 0 |
| September | 0 | 0 | 0 | 0 | 0 | 0 |
| October | 0 | 0 | 0 | 0 | 0 | 0 |
| November | 0 | 0 | 0 | 0 | 0 | 0 |
| December | 0 | 0 | 0 | 0 | 0 | 1 |
| January | 0 | 0 | 0 | 0 | | |
| February | 0 | 0 | 0 | 0 | | |
| March | 0 | 0 | 0 | 0 | | |
| Fiscal Yr | 0 | 0 | 0 | 1 | 0 | 1 |



| Month/Year | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 |
|------------------|---------|---------|---------|---------|---------|
| Fiscal Yr | 0 | 0 | 0 | 1 | 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 | 0 | 0 |
| Quarter 3 | 0 | 0 | 0 | 0 | 0 | 1 |
| Quarter 4 | 0 | 0 | 0 | 0 | | |

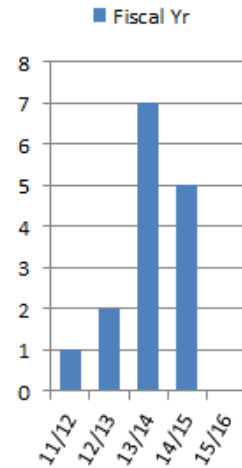


Commentary

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.

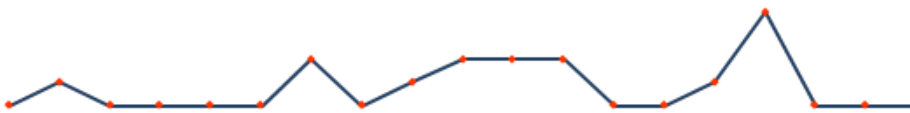
Non-fatal fire casualties (excl. precautionary checkups)

| Month/Year | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 | Highland |
|------------------|----------|----------|----------|----------|----------|-----------|
| April | 0 | 0 | 0 | 0 | 0 | 0 |
| May | 0 | 0 | 1 | 0 | 0 | 3 |
| June | 0 | 0 | 0 | 0 | 0 | 0 |
| July | 1 | 0 | 0 | 0 | 0 | 4 |
| August | 0 | 0 | 2 | 0 | 0 | 3 |
| September | 0 | 0 | 0 | 0 | 0 | 3 |
| October | 0 | 2 | 1 | 1 | 0 | 1 |
| November | 0 | 0 | 0 | 0 | 0 | 2 |
| December | 0 | 0 | 1 | 0 | 0 | 2 |
| January | 0 | 0 | 1 | 2 | | |
| February | 0 | 0 | 0 | 1 | | |
| March | 0 | 0 | 1 | 1 | | |
| Fiscal Yr | 1 | 2 | 7 | 5 | 0 | 18 |



| Month/Year | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 |
|------------------|----------|----------|----------|----------|----------|
| Fiscal Yr | 1 | 2 | 7 | 5 | 0 |

| Qtr/Year | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 | Highland |
|-----------|---------|---------|---------|---------|---------|----------|
| Quarter 1 | 0 | 0 | 1 | 0 | 0 | 3 |
| Quarter 2 | 1 | 0 | 2 | 0 | 0 | 10 |
| Quarter 3 | 0 | 2 | 2 | 1 | 0 | 5 |
| Quarter 4 | 0 | 0 | 2 | 4 | | |



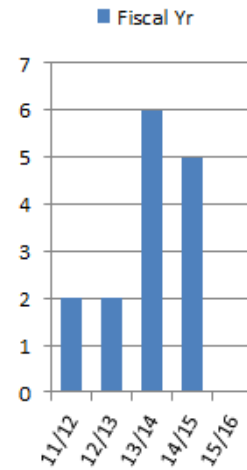
Commentary

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.

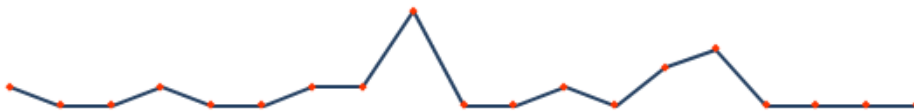
All deliberate fires

| Month/Year | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 | Highland |
|------------------|----------|----------|----------|----------|----------|------------|
| April | 0 | 0 | 0 | 0 | 0 | 16 |
| May | 0 | 0 | 1 | 0 | 0 | 13 |
| June | 1 | 0 | 4 | 0 | 0 | 15 |
| July | 0 | 0 | 0 | 1 | 0 | 14 |
| August | 0 | 0 | 0 | 1 | 0 | 11 |
| September | 0 | 0 | 0 | 0 | 0 | 5 |
| October | 0 | 0 | 0 | 0 | 0 | 14 |
| November | 0 | 1 | 0 | 3 | 0 | 10 |
| December | 0 | 0 | 0 | 0 | 0 | 4 |
| January | 1 | 0 | 1 | 0 | | |
| February | 0 | 0 | 0 | 0 | | |
| March | 0 | 1 | 0 | 0 | | |
| Fiscal Yr | 2 | 2 | 6 | 5 | 0 | 102 |



| Month/Year | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 |
|------------------|---------|---------|---------|---------|---------|
| Fiscal Yr | 2 | 2 | 6 | 5 | 0 |

| Qtr/Year | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 | Highland |
|-----------|---------|---------|---------|---------|---------|----------|
| Quarter 1 | 1 | 0 | 5 | 0 | 0 | 44 |
| Quarter 2 | 0 | 0 | 0 | 2 | 0 | 30 |
| Quarter 3 | 0 | 1 | 0 | 3 | 0 | 28 |
| Quarter 4 | 1 | 1 | 1 | 0 | | |

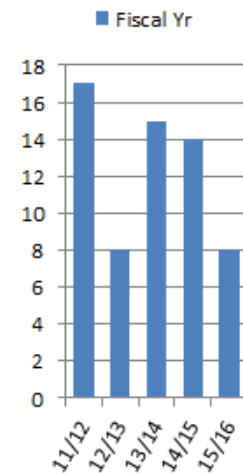


Commentary

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.

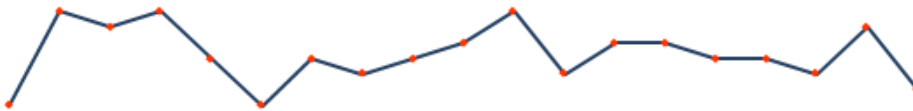
Special Service - RTCs

| Month/Year | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 | Highland |
|------------------|-----------|----------|-----------|-----------|----------|------------|
| April | 0 | 2 | 2 | 1 | 1 | 10 |
| May | 0 | 1 | 0 | 1 | 0 | 16 |
| June | 0 | 0 | 1 | 2 | 1 | 15 |
| July | 2 | 0 | 2 | 2 | 2 | 15 |
| August | 2 | 0 | 1 | 1 | 1 | 23 |
| September | 2 | 0 | 1 | 1 | 2 | 17 |
| October | 1 | 0 | 1 | 0 | 0 | 15 |
| November | 2 | 0 | 5 | 0 | 1 | 26 |
| December | 2 | 3 | 0 | 3 | 0 | 15 |
| January | 4 | 0 | 0 | 2 | | |
| February | 1 | 2 | 1 | 1 | | |
| March | 1 | 0 | 1 | 0 | | |
| Fiscal Yr | 17 | 8 | 15 | 14 | 8 | 152 |



| Month/Year | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 |
|------------------|---------|---------|---------|---------|---------|
| Fiscal Yr | 17 | 8 | 15 | 14 | 8 |

| Qtr/Year | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 | Highland |
|-----------|---------|---------|---------|---------|---------|----------|
| Quarter 1 | 0 | 3 | 3 | 4 | 2 | 41 |
| Quarter 2 | 6 | 0 | 4 | 4 | 5 | 55 |
| Quarter 3 | 5 | 3 | 6 | 3 | 1 | 56 |
| Quarter 4 | 6 | 2 | 2 | 3 | | |



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.

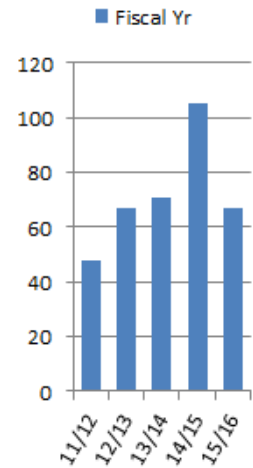
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies through the Safer Highland Road Safety Group to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

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>

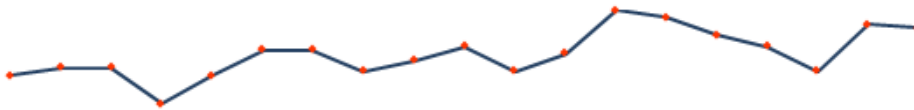
False Alarm - Equipment failure

| Month/Year | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 | Highland |
|------------------|-----------|-----------|-----------|------------|-----------|-------------|
| April | 2 | 3 | 5 | 18 | 2 | 106 |
| May | 4 | 4 | 7 | 7 | 7 | 115 |
| June | 7 | 6 | 5 | 6 | 5 | 123 |
| July | 3 | 7 | 6 | 12 | 6 | 129 |
| August | 6 | 10 | 9 | 10 | 8 | 111 |
| September | 6 | 3 | 6 | 7 | 13 | 121 |
| October | 5 | 4 | 5 | 12 | 14 | 139 |
| November | 5 | 6 | 5 | 7 | 7 | 113 |
| December | 5 | 10 | 4 | 5 | 5 | 102 |
| January | 1 | 3 | 9 | 8 | | |
| February | 2 | 3 | 3 | 8 | | |
| March | 2 | 8 | 7 | 5 | | |
| Fiscal Yr | 48 | 67 | 71 | 105 | 67 | 1059 |



| Month/Year | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 |
|------------------|---------|---------|---------|---------|---------|
| Fiscal Yr | 48 | 67 | 71 | 105 | 67 |

| Qtr/Year | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 | Highland |
|-----------|---------|---------|---------|---------|---------|----------|
| Quarter 1 | 13 | 13 | 17 | 31 | 14 | 344 |
| Quarter 2 | 15 | 20 | 21 | 29 | 27 | 361 |
| Quarter 3 | 15 | 20 | 14 | 24 | 26 | 354 |
| Quarter 4 | 5 | 14 | 19 | 21 | | |



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 dipped in quarter 1, but rose again in quarter 2 and has remained steady in quarter 3.

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. Local managers are re-invigorating this UFAS Reduction Strategy.

Station Availability

| Station | Availability % | Male | Female | Staff |
|--|----------------|-----------|----------|-----------|
| Dunbeath | 79% | 10 | 0 | 10 |
| John O Groats | 72% | 9 | 1 | 10 |
| Lybster (CRU) | N/A | 9 | 1 | 10 |
| Thurso - 1st Appliance | 100% | | | |
| Thurso - 2nd Appliance | 94% | 19 | 3 | 22 |
| Wick - 1st Appliance | 100% | | | |
| Wick - 2nd Appliance | 87% | 17 | 0 | 17 |
| Caithness Area Committee Totals | | 64 | 5 | 69 |

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.