

The Highland Council
City of Inverness Committee

2 June 2016

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

Report by Local Senior Officer for Highland

Agenda Item	3
Report No	CIA/ 20/16

Summary

To provide an update to Committee Members on the progress against the priorities outlined in the Area Plan for The City of Inverness 2015 - 2016.

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

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

1. City of Inverness Area Performance Report

- 1.1 The attached performance report shows the figures for 2015/16 as provided centrally from the Scottish Fire and Rescue Service (SFRS) performance management database and maintains the key indicators and timelines from previous reports.
- 1.2 In achieving the priorities within the Area Plan for The City of Inverness 2015 - 2016 a number of activities are being progressed including; the delivery of free home fire safety visits (HFSV) and post domestic incident response aimed at reducing dwelling house fires, supporting the partnership delivered road safety programmes, Driving Ambition and the reduction of fire-related antisocial behaviour through targeted youth engagement activities and thematic action plans. The Unwanted Fire Alarm Signals (UFAS) Policy provides a means to target premises that the Service attends repeatedly and by engagement reduce the number of calls.
- 1.3 The performance report shows that there has been a reduction in Accidental Dwelling Fires, Fire Casualties, Deliberate Fires and False Alarms when compared to previous years. Special Service – RTCs remain consistent with previous years showing a slight increase in activity.

City of Inverness personnel will continue to work in partnership with the clear aim of eliminating these types of incidents entirely.

- 1.4 The Service introduced a new retained duty system (RDS) recruitment process in 2015 and is targeting key stations and communities across Highland including The City of Inverness 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 Fraser Nixon

18 May 2016

Attachment:

City of Inverness Area Performance Report



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Highland

**City of Inverness
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.

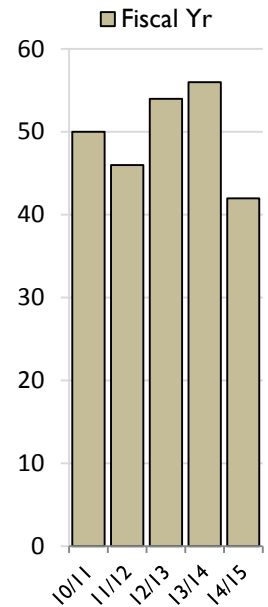
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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 and also in 2015 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)

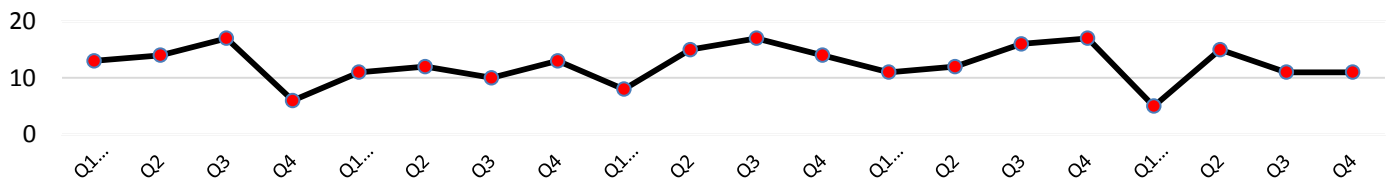
All accidental dwelling fires

Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
April	3	6	2	3	1	5
May	4	2	1	5	2	10
June	6	3	5	3	2	5
July	7	1	6	6	5	8
August	3	6	5	1	5	13
September	4	5	4	5	5	13
October	8	3	6	4	2	7
November	4	2	5	6	5	11
December	5	5	6	6	4	18
January	2	6	6	5	5	11
February	1	2	2	7	4	13
March	3	5	6	5	2	6
Fiscal Yr	50	46	54	56	42	120



Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16
Fiscal Yr	50	46	54	56	42

Qtr/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
Quarter 1	13	11	8	11	5	20
Quarter 2	14	12	15	12	15	34
Quarter 3	17	10	17	16	11	36
Quarter 4	6	13	14	17	11	30



Commentary

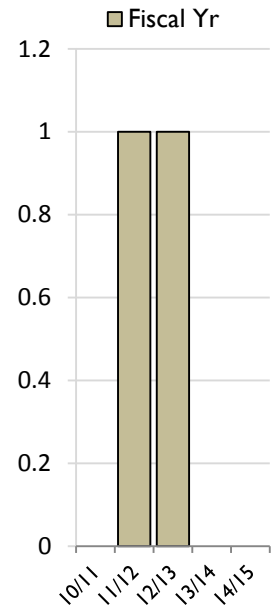
The tables above represent the number of accidental dwelling house fires that occurred within the Committee boundary. Tolerances are set in context of the number of previous incidents by reporting month and, where there has been an increase in overall incidents, the colour coding is identified with the application of the red, amber and green (RAG) system. This year's figures show an encouraging fall in incidents of this type, the lowest figure for five years.

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

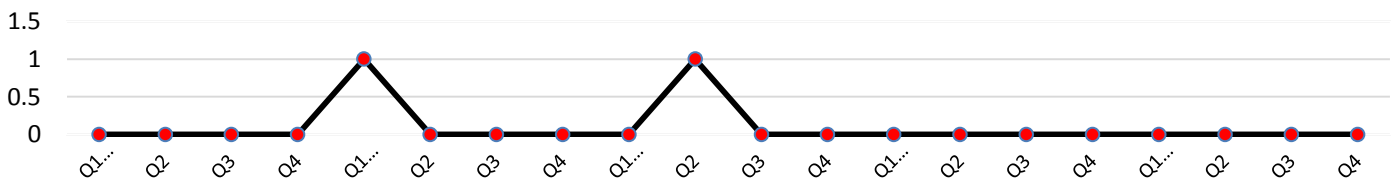
All fatal accidental dwell. fire casualties

Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
April	0	0	0	0	0	1
May	0	1	0	0	0	0
June	0	0	0	0	0	0
July	0	0	0	0	0	0
August	0	0	1	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	0	2
February	0	0	0	0	0	2
March	0	0	0	0	0	0
Fiscal Yr	0	1	1	0	0	6



Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16
Fiscal Yr	0	1	1	0	0

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

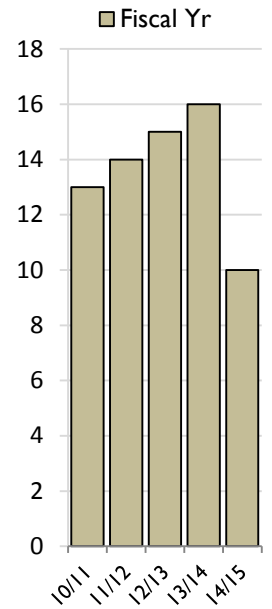


Commentary

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.

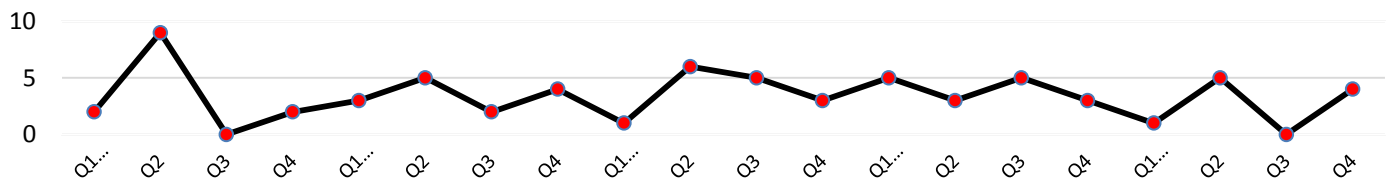
Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)

Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
April	0	2	0	1	0	0
May	1	1	0	1	1	3
June	1	0	1	3	0	0
July	8	0	1	3	3	4
August	1	4	1	0	1	3
September	0	1	4	0	1	3
October	0	1	2	0	0	1
November	0	0	1	4	0	2
December	0	1	2	1	0	2
January	1	3	1	1	3	4
February	0	1	0	2	1	2
March	1	0	2	0	0	0
Fiscal Yr	13	14	15	16	10	24



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

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



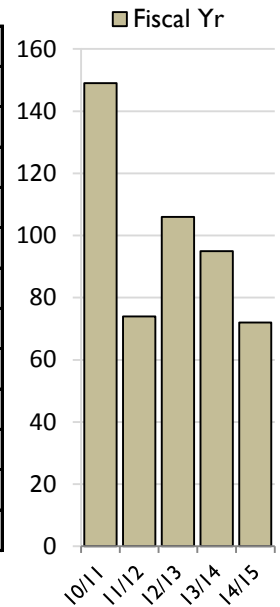
Commentary

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. Again this year's figures show a five year low in the Inverness area.

The Service will continue to work hard with partners to reduce the number of casualties.

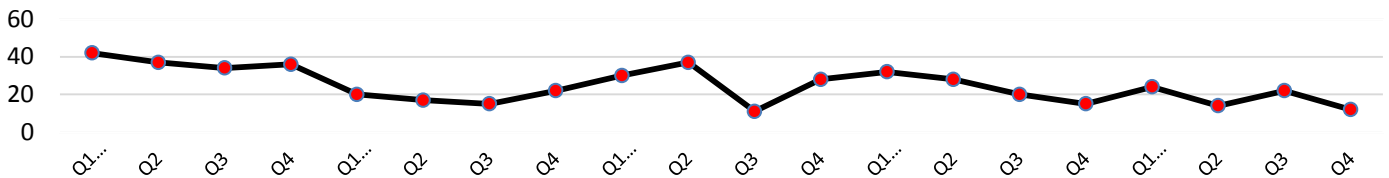
All deliberate fires

Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
April	21	6	9	11	7	16
May	12	11	9	9	7	13
June	9	3	12	12	10	15
July	19	4	19	8	8	14
August	7	7	6	7	3	11
September	11	6	12	13	3	5
October	20	5	3	11	10	14
November	12	7	5	6	9	10
December	2	3	3	3	3	4
January	7	3	8	5	4	6
February	7	8	4	6	3	4
March	22	11	16	4	5	11
Fiscal Yr	149	74	106	95	72	123



Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16
Fiscal Yr	149	74	106	95	72

Qtr/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
Quarter 1	42	20	30	32	24	44
Quarter 2	37	17	37	28	14	30
Quarter 3	34	15	11	20	22	28
Quarter 4	36	22	28	15	12	21

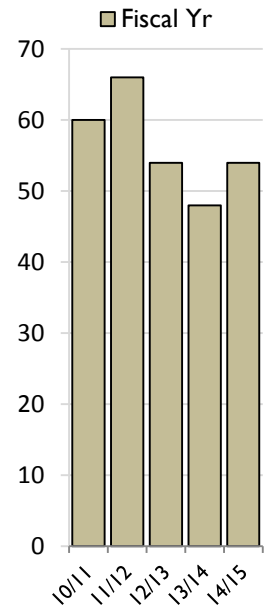


Commentary

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.

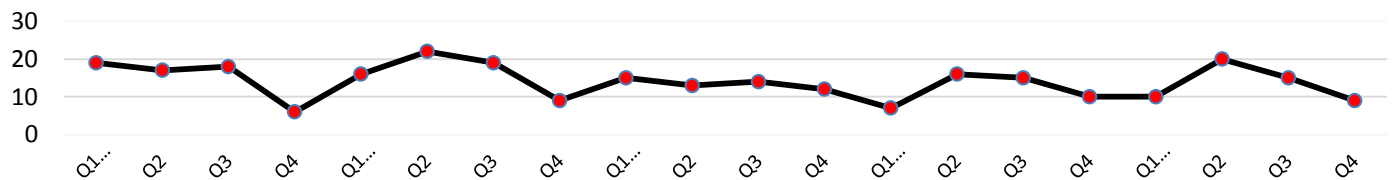
Special Service - RTCs

Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
April	4	6	4	4	3	10
May	6	6	6	1	2	16
June	9	4	5	2	5	15
July	4	6	5	4	5	15
August	9	8	4	6	11	23
September	4	8	4	6	4	17
October	3	6	4	3	7	15
November	5	8	6	11	6	26
December	10	5	4	1	2	16
January	3	3	4	4	1	11
February	1	1	7	3	3	22
March	2	5	1	3	5	15
Fiscal Yr	60	66	54	48	54	201



Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16
Fiscal Yr	60	66	54	48	54

Qtr/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
Quarter 1	19	16	15	7	10	41
Quarter 2	17	22	13	16	20	55
Quarter 3	18	19	14	15	15	57
Quarter 4	6	9	12	10	9	48



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.

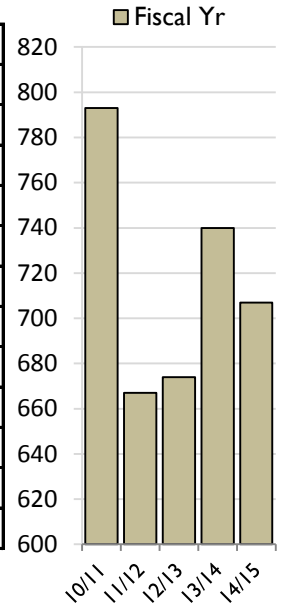
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies through the Safer Highland Road Safety Group to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

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>

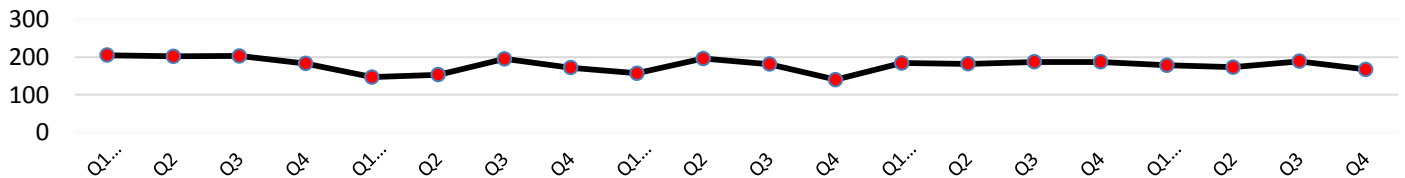
False Alarm - Equipment failure

Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
April	59	42	56	79	57	106
May	73	53	66	51	56	115
June	73	52	35	54	65	123
July	61	42	67	67	66	129
August	69	53	62	60	53	111
September	72	58	67	55	54	121
October	51	74	64	63	63	139
November	86	59	55	73	63	113
December	66	62	62	51	63	102
January	67	63	48	72	50	114
February	64	48	44	63	57	109
March	52	61	48	52	60	102
Fiscal Yr	793	667	674	740	707	1384



Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16
Fiscal Yr	793	667	674	740	707

Qtr/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
Quarter 1	205	147	157	184	178	344
Quarter 2	202	153	196	182	173	361
Quarter 3	203	195	181	187	189	354
Quarter 4	183	172	140	187	167	325



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 in the area of the City of Inverness has shown a downward trend on the previous year.

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. This has been undertaken locally and is having a positive impact.

Station Availability

Station	Availability as at March 2016 %	Staff
Beauly	98	9
Cannich	59	5
Drumnadrochit	91	8
Fort Augustus	96	10
Foyers	84	7
Inverness Retained	95	13
Inverness Wholetime *	n/a	72

City of Inverness Area Committee Totals		124
--	--	------------

* Denotes two pumps

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.