

The Highland Council
Communities and Partnerships Committee
9 June 2016

Agenda Item	3
Report No	CP 10/16

Quarterly Performance Report for Quarter 4 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 4, 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 4, 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 Following on from the update provided to Members at the March 2016 meeting regarding recent fire fatalities, local SFRS managers and lead officers from NHS Highland, Police Scotland, Highland Council and relevant housing associations etc. attended a case conference in Dornoch in May 2016.

1.5 Initial findings identified a number of common themes present in most of the incidents ranging from mobility, age, physical and mental health and living alone. Partner agencies will continue to work together to support those most vulnerable in our communities and will use the information gathered and analysed to ensure we best deliver our services to those most in need.

2. Community and Partnership Engagement

2.1 Members will recall previous updates regarding partnership activities delivered by SFRS staff based at our community fire stations across Highland. These activities include free home fire safety visits and youth engagement programme e.g. Hi-Fires courses. Other activities include CPR training utilising equipment received from the British Heart Foundation. This equipment can be used at every community fire station or at any other community based event managed and delivered by partner and voluntary organisations.

2.2 Our team of community safety advocates (CSA) are also delivering alcohol brief intervention (ABI) engagement and falls prevention advice and information, supporting partnership delivery of the wider community safety programme.

2.3 Further to this, SFRS staff are working in partnership with NHS colleagues to pilot a falls assistance programme where we are able to provide a response and support to non-injured fallers in need of assistance. Further updates on this pilot and partnership working in attendance at out of hospital cardiac arrest (OHCA) incidents will be provided at future Committee meetings.

Recommendation

Committee Members are invited to scrutinise and comment on Scottish Fire and Rescue Service delivery and performance contained within the Report and attached QPR for quarter 4, 2015-16.

Scott Hay – Local Senior Officer
30 May 2016

Attachments: **Highland Quarterly Performance Report: Quarter 4, 2015-2016**



Quarterly Performance Report

Quarter 4 2015-2016 (1 January to 31 March)



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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 4 2015-2016, (1 January – 31 March).

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.) Mar					RAG rating
	2011/12	2012/13	2013/14	2014/15	2015/16	YTD
All accidental dwelling fires	137	126	144	160	119	●
All fatal accidental dwell. fire casualties	2	1	1	4	5	◆
Non-fatal accidental dwell. fire casualties (excl. p/c's)	34	35	41	35	24	●
All deliberate fires	334	185	219	161	121	●
Special Service - RTCs	209	213	211	198	195	●
False Alarm - UFAs	918	866	889	1003	922	●

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.

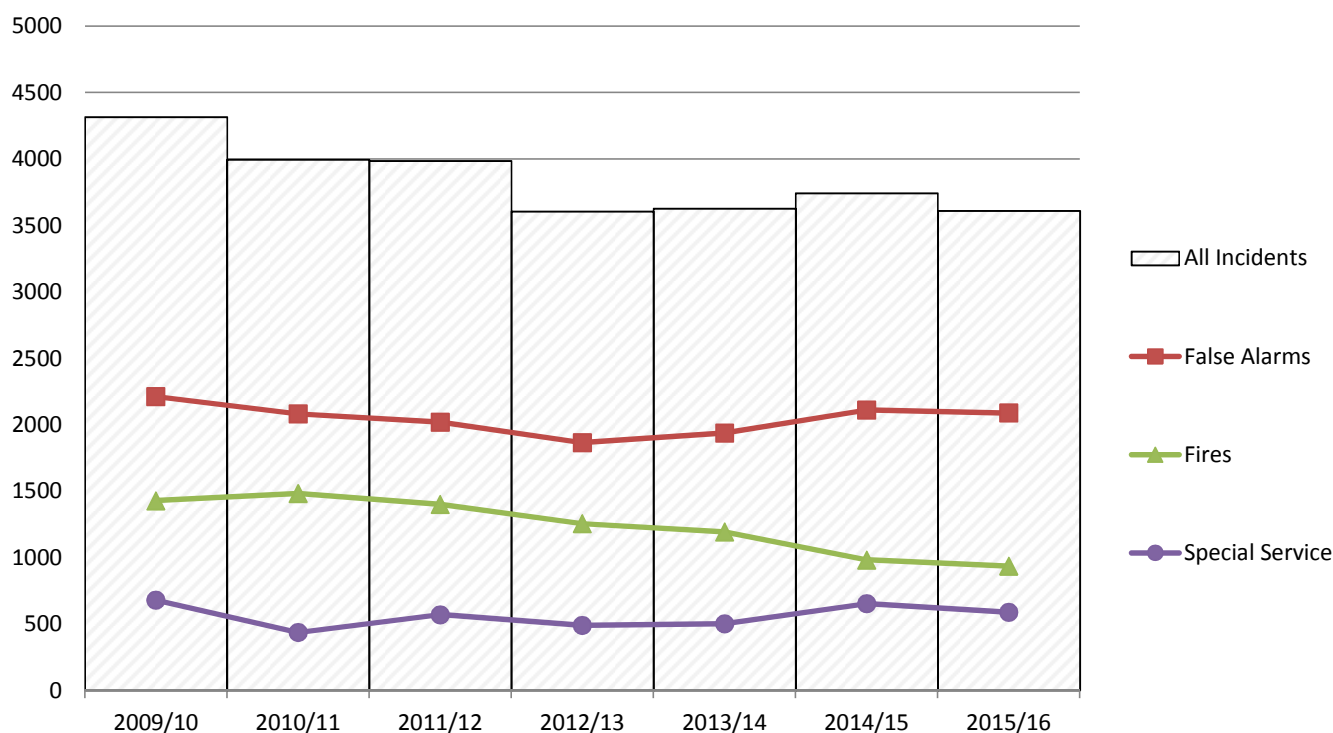
Note

During the final quarter of the 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 (RTC) 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



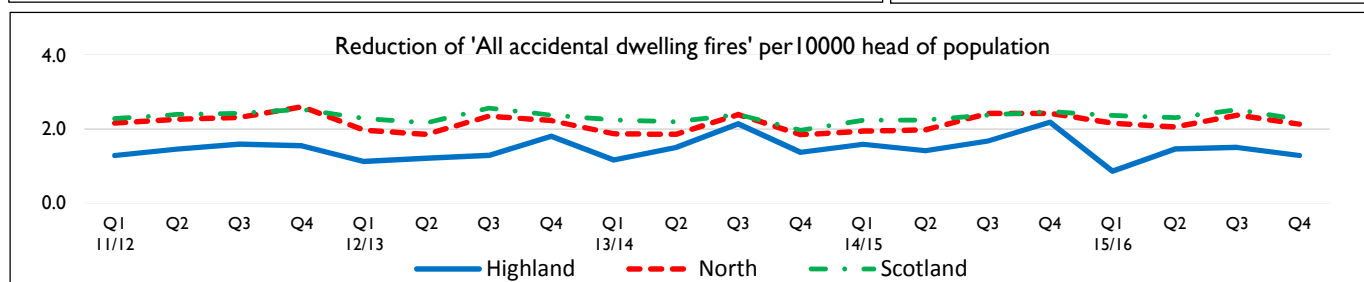
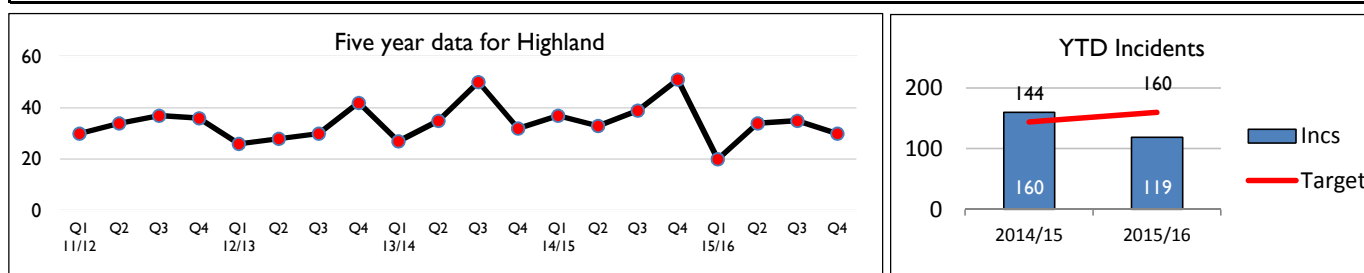
Reduction of 'All accidental dwelling fires'

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.

SFRS staff are working in partnership with NHS colleagues to pilot a falls assistance programme where we are able to provide a response and support to non-injured fallers in need of assistance. Further updates on this pilot will be provided at future Committee meetings



YTD ward ave. for Highland - 5	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	137	126	144	160	119	
North, West and Central Sutherland	3	5	7	5	3	
Thurso	7	2	6	6	3	
Wick	2	4	5	6	2	
Landward Caithness	3	4	5	11	5	
East Sutherland and Edderton	2	2	4	6	7	
Wester Ross, Strathpeffer and Lochalsh	5	6	8	9	2	
Cromarty Firth	6	6	4	2	7	
Tain and Easter Ross	6	4	8	5	1	
Dingwall and Seaforth	6	5	6	5	7	
Black Isle	4	4	8	3	4	
Eilean a'Cheo	9	6	8	6	8	

YTD ward ave. for Highland - 5	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	137	126	144	160	119	
Caol and Mallaig	9	6	7	5	5	
Aird and Loch Ness	6	5	10	5	6	
Inverness West	7	1	5	6	1	
Inverness Central	18	17	15	18	16	
Inverness Ness-Side	8	7	8	5	3	
Inverness Millburn	5	6	10	7	5	
Culloden and Ardersier	2	8	3	9	8	
Nairn	7	10	2	10	10	
Inverness South	4	2	3	6	3	
Badenoch and Strathspey	5	10	6	11	4	
Fort William & Ardnamurchan	13	6	6	14	9	

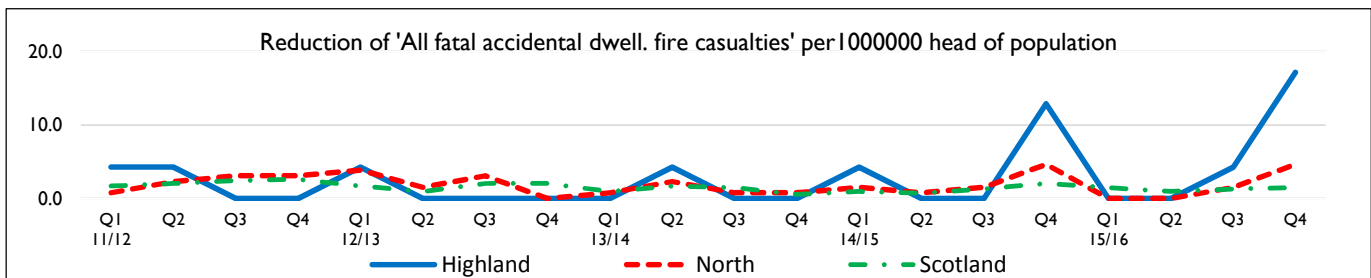
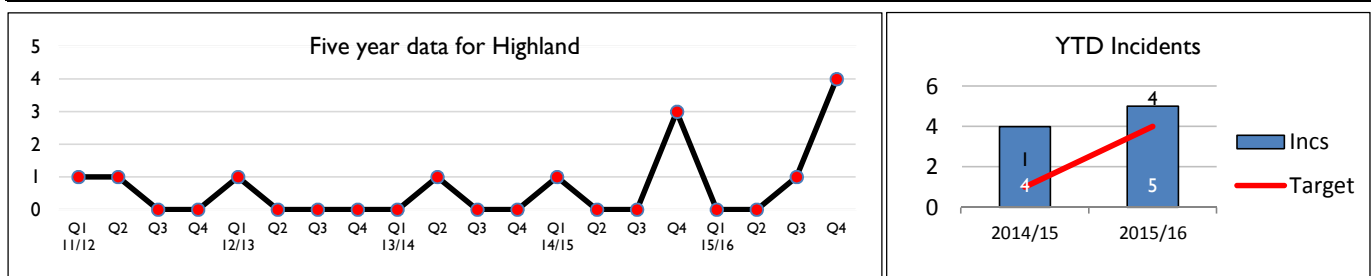
Reduction of 'All fatal accidental dwell. fire casualties'

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





As identified, we have experienced an unacceptable level of dwelling house fire fatalities this reporting year. 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.

A key element to delivering against this commitment and protecting our communities, particularly those most vulnerable and in need of our help, is the sharing of timely and accurate risk information between partner agencies. We will also convene a case conference to ensure we identify the root cause(s) and work to eliminate future occurrences.

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	4	5	
North, West and Central Sutherland	0	0	0	1	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	1	2	
Wester Ross, Strathpeffer and Lochalsh	0	0	0	0	1	
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	

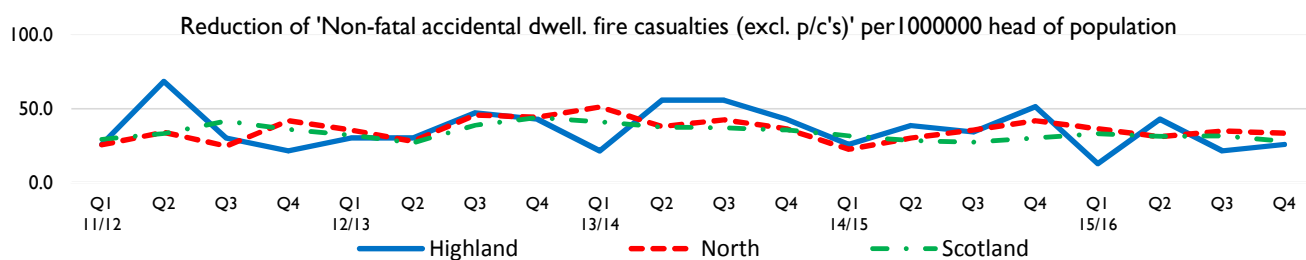
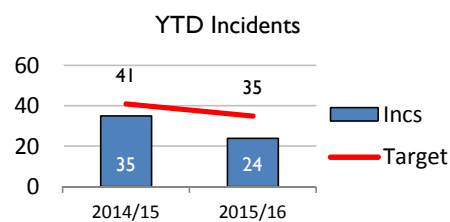
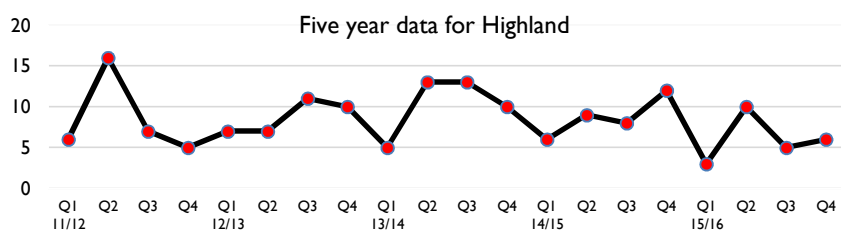
YTD ward ave. for Highland - 0	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	2	1	1	4	5	
Caol and Mallaig	0	0	0	0	0	
Aird and Loch Ness	0	0	0	0	0	
Inverness West	0	0	0	0	0	
Inverness Central	0	0	0	0	0	
Inverness Ness-Side	0	1	1	0	0	
Inverness Millburn	0	0	0	0	0	
Culloden and Ardersier	0	0	0	0	0	
Nairn	0	0	0	0	0	
Inverness South	0	0	0	0	0	
Badenoch and Strathspey	0	0	0	1	1	
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 relates 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 this 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	34	35	41	35	24	
North, West and Central Sutherland	0	0	2	1	0	
Thurso	0	0	3	2	0	
Wick	0	0	3	1	0	
Landward Caithness	1	2	1	2	0	
East Sutherland and Edderton	1	0	1	0	1	
Wester Ross, Strathpeffer and Lochalsh	0	3	2	2	0	
Cromarty Firth	1	0	0	0	1	
Tain and Easter Ross	2	2	0	2	1	
Dingwall and Seaforth	0	1	0	0	3	
Black Isle	0	3	2	1	1	
Eilean a'Cheo	3	0	8	0	1	

YTD ward ave. for Highland - I	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	34	35	41	35	24	
Caol and Mallaig	2	2	2	1	2	
Aird and Loch Ness	0	1	4	1	1	
Inverness West	2	0	1	3	0	
Inverness Central	8	9	6	6	5	
Inverness Ness-Side	2	1	2	2	2	
Inverness Millburn	0	0	2	3	0	
Culloden and Ardersier	1	3	0	1	2	
Nairn	6	5	1	1	2	
Inverness South	0	0	0	0	0	
Badenoch and Strathspey	3	2	1	3	0	
Fort William & Ardnamurchan	2	1	0	3	2	

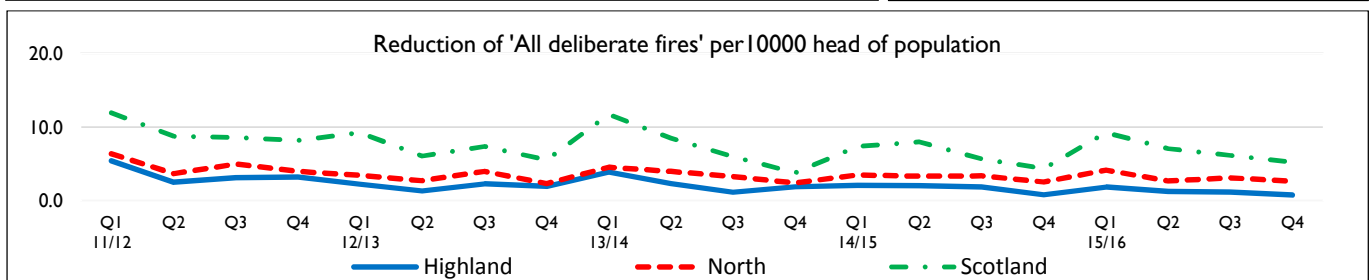
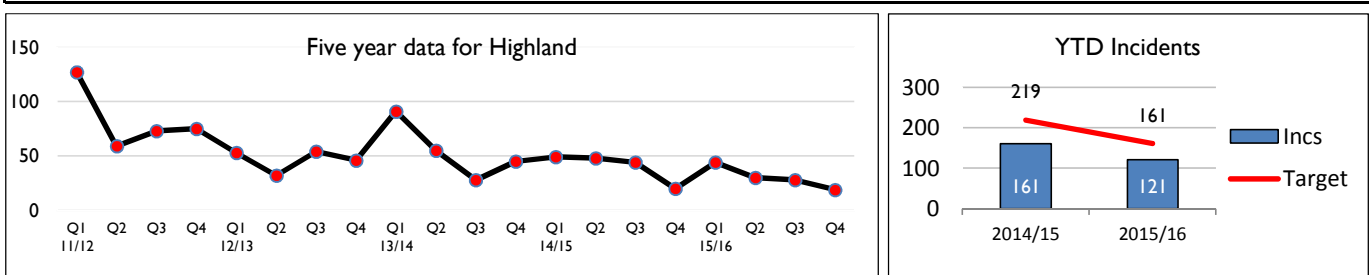
Reduction of 'All deliberate fires'

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 2016 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.

The Seasonal Community Safety Calendar also sets out the other areas where SFRS will be focusing our risk reduction partnership work, particularly those identified as most vulnerable. Examples include UK Mental Health Awareness Week, Dementia Awareness Week etc.



YTD ward ave. for Highland - 6	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	334	185	219	161	121	
North, West and Central Sutherland	14	3	7	3	2	
Thurso	4	1	2	2	1	
Wick	3	4	5	5	0	
Landward Caithness	10	2	7	4	1	
East Sutherland and Edderton	5	4	3	1	1	
Wester Ross, Strathpeffer and Lochalsh	2	4	1	5	4	
Cromarty Firth	60	40	29	14	10	
Tain and Easter Ross	5	9	7	8	6	
Dingwall and Seaforth	2	4	4	1	7	
Black Isle	4	3	3	2	2	
Eilean a'Cheo	3	5	5	1	0	

YTD ward ave. for Highland - 6	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	334	185	219	161	121	
Caol and Mallaig	9	14	11	3	2	
Aird and Loch Ness	6	7	10	8	9	
Inverness West	20	9	11	12	11	
Inverness Central	55	18	28	31	21	
Inverness Ness-Side	17	17	25	16	12	
Inverness Millburn	16	4	3	11	2	
Culloden and Ardersier	21	13	21	8	10	
Nairn	10	6	4	5	3	
Inverness South	14	6	8	9	7	
Badenoch and Strathspey	8	3	5	5	5	
Fort William & Ardnamurchan	46	9	20	7	5	

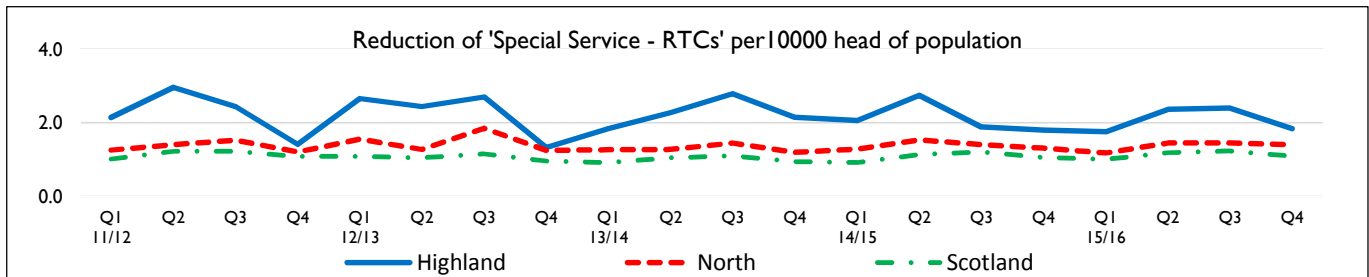
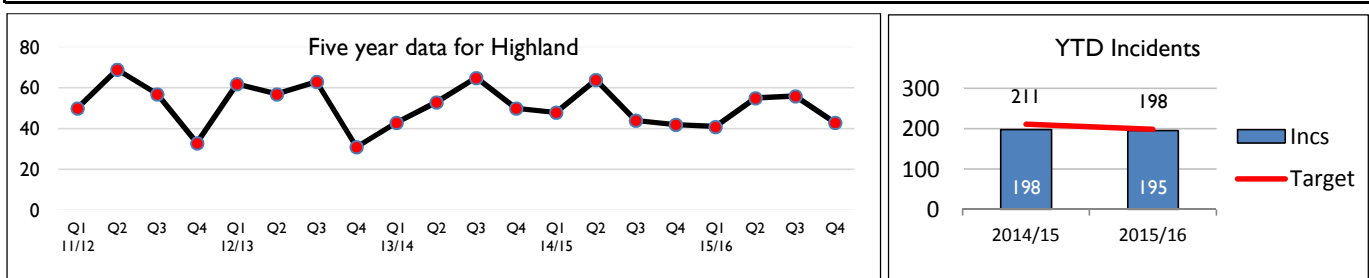
Reduction of 'Special Service - RTCs'

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 - 9	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	209	213	211	198	195	
North, West and Central Sutherland	5	4	6	1	7	
Thurso	1	0	0	1	0	
Wick	2	1	2	2	0	
Landward Caithness	14	7	13	11	12	
East Sutherland and Edderton	4	5	13	6	3	
Wester Ross, Strathpeffer and Lochalsh	17	16	11	16	18	
Cromarty Firth	11	8	12	18	11	
Tain and Easter Ross	14	9	10	9	11	
Dingwall and Seaforth	3	4	5	3	3	
Black Isle	12	10	8	8	9	
Eilean a'Cheo	11	9	7	13	10	

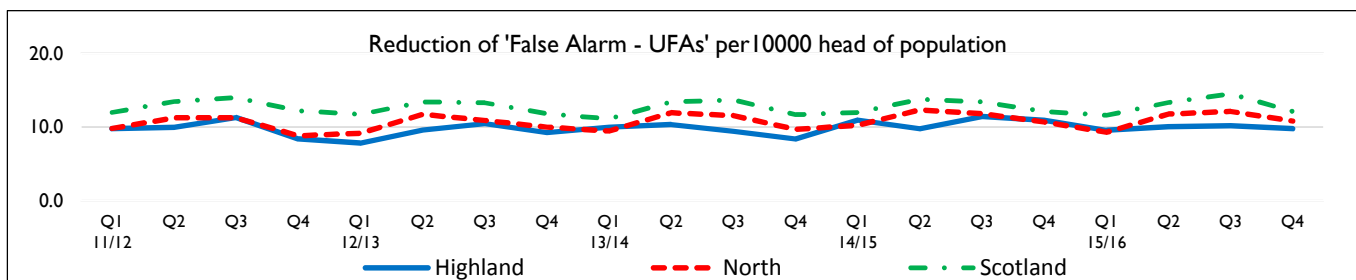
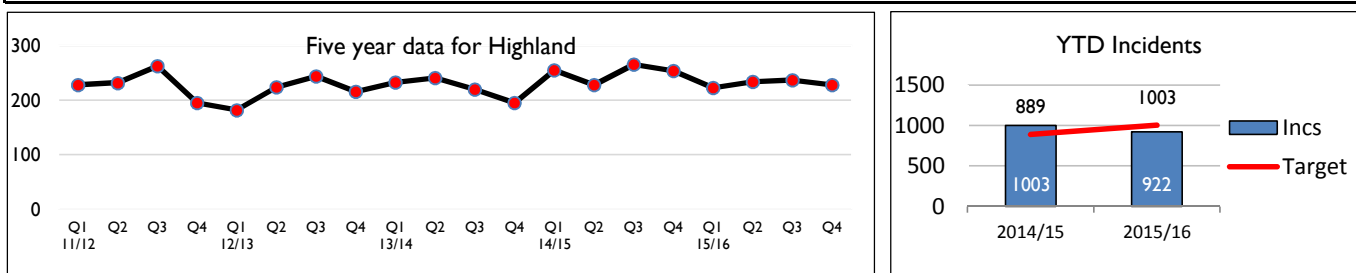
YTD ward ave. for Highland - 9	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	209	213	211	198	195	
Caol and Mallaig	12	19	22	15	13	
Aird and Loch Ness	34	35	26	21	28	
Inverness West	2	1	3	1	0	
Inverness Central	4	4	1	1	2	
Inverness Ness-Side	1	3	2	2	0	
Inverness Millburn	4	2	5	7	3	
Culloden and Ardersier	8	12	10	7	6	
Nairn	6	9	6	4	9	
Inverness South	7	9	7	9	15	
Badenoch and Strathspey	20	23	22	27	24	
Fort William & Ardnamurchan	17	23	20	16	11	

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 4, 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

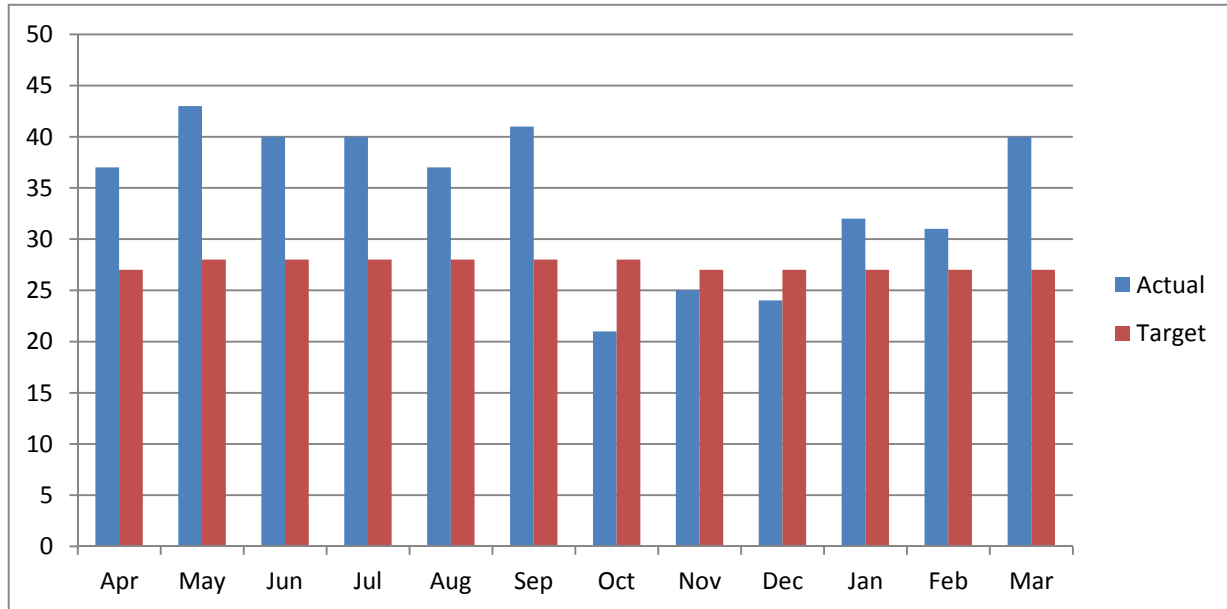


YTD ward ave. for Highland - 42	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	918	866	889	1003	922	
North, West and Central Sutherland	11	17	12	10	6	
Thurso	12	9	9	18	12	
Wick	38	31	29	38	32	
Landward Caithness	0	3	7	15	16	
East Sutherland and Edderton	29	21	41	40	30	
Wester Ross, Strathpeffer and Lochalsh	29	30	34	36	27	
Cromarty Firth	24	27	28	38	38	
Tain and Easter Ross	10	25	15	12	13	
Dingwall and Seaforth	34	36	43	62	42	
Black Isle	12	20	16	10	12	
Eilean a'Cheo	21	25	40	43	32	

YTD ward ave. for Highland - 42	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Highland	918	866	889	1003	922	
Caol and Mallaig	18	12	17	27	12	
Aird and Loch Ness	21	17	10	18	19	
Inverness West	51	51	47	85	70	
Inverness Central	164	127	147	150	137	
Inverness Ness-Side	26	19	18	30	35	
Inverness Millburn	170	155	136	136	143	
Culloden and Ardersier	71	55	60	55	54	
Nairn	24	10	10	14	18	
Inverness South	49	63	54	53	46	
Badenoch and Strathspey	54	65	54	64	82	
Fort William & Ardnamurchan	50	48	62	49	46	

Legislative Fire Safety – Priorities 5 and 7

MONTHLY	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	TOTAL
Actual	37	43	40	40	37	41	21	25	24	32	31	40	411
Target	27	28	28	28	28	28	28	27	27	27	27	27	330
%	137%	154%	143%	143%	132%	146%	75%	93%	89%	119%	115%	148%	125%



Commentary

Within Quarter 4, Fire Safety Enforcement Officers (FSEOs) completed 103 Fire Safety Enforcement Audits which equates to 127% 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	Jan	Feb	Mar	Totals
Actual Visits	282	260	321	254	327	316	262	333	192	333	436	354	3670
Target Visits	333	333	333	334	334	334	334	333	333	333	333	333	4000
%	85%	78%	96%	76%	98%	95%	78%	100%	58%	100%	131%	106%	92%

SD Fitted	80	74	85	73	92	98	72	81	68	89	124	113	1049
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High	128	92	134	111	103	112	106	144	80	122	143	131	1406
Medium	83	87	106	82	110	103	81	94	71	141	162	114	1234
Low	71	81	81	61	114	101	75	95	41	70	131	109	1030

Commentary

Staff within Highland area delivered a total of 1123 home fire safety visits in Quarter 4 2015-16 which represents 112% of the target for the period.

These visits can be further broken down into 396 high risk visits, 417 medium risk visits and 310 low risk visits. During the 1123 visits identified above, a total of 326 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 92% 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 service has now recruited a new CSA to fill the vacant post within the Caithness area. This will support the delivery of HFSV and partnership delivered safety advice and assistance, as well as support improved performance in line with expected targets.

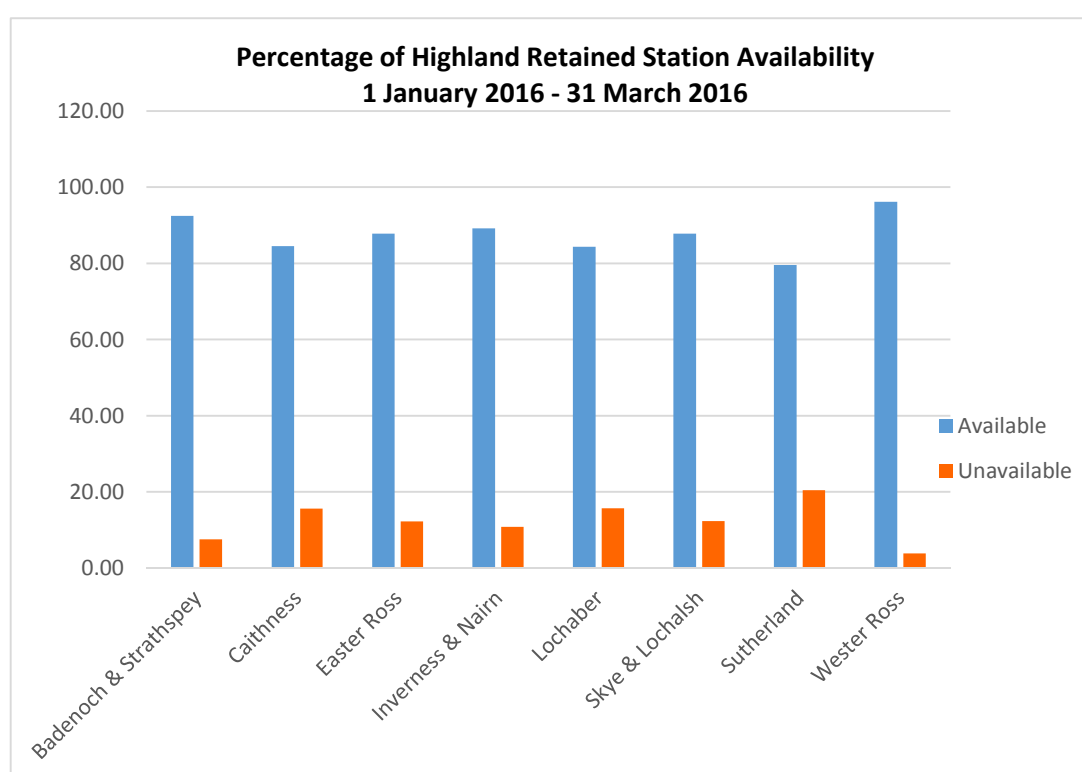
The Service is working closely with other agencies and partners in identifying those most at risk in our communities and routinely share risk identification skills and information to support the wider CPP risk reduction strategies e.g. fire safety and falls prevention.

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 January 2016 - 31 March 2016

	Badenoch & Strathspey	Caithness	Easter Ross	Inverness & Nairn	Lochaber	Skye & Lochalsh	Sutherland	Wester Ross
Available	92.48	84.46	87.77	89.19	84.31	87.73	79.57	96.14
Unavailable	7.52	15.54	12.23	10.81	15.69	12.27	20.43	3.86



Commentary

The Service uses an electronic availability programme 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 fourth quarter, January to March for the year 2015-16.

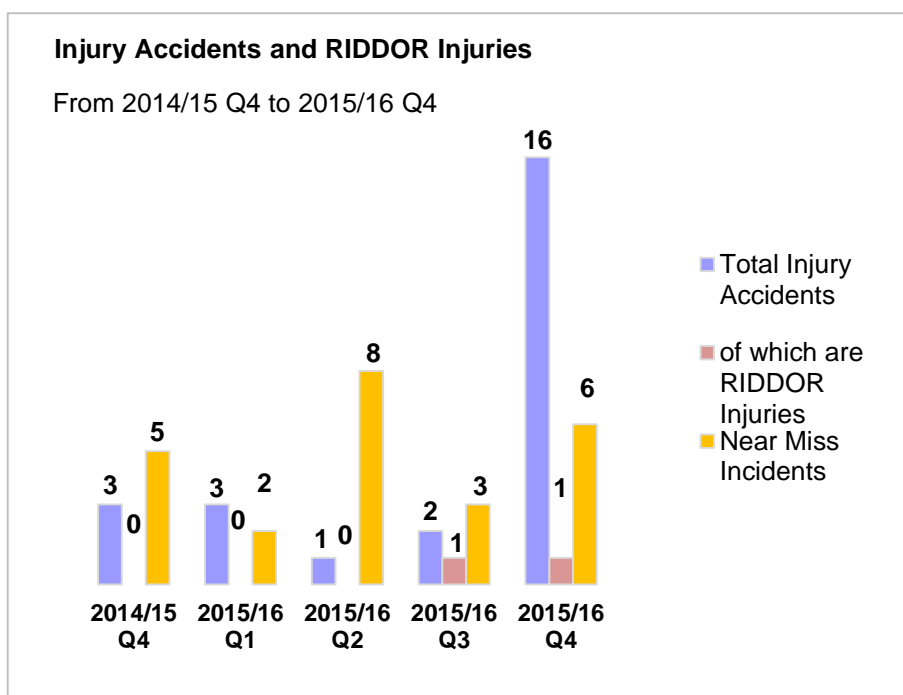
The service works closely with employers and RDS staff to support an improvement in availability. However, we do recognise the challenges faced by RDS staff when combining primary employment and their operational availability across the communities in Highland area.

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



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 Local Committee - 2015/16 Q4

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%	19	3	22
Thurso - 2nd Appliance	94%			
Wick - 1st Appliance	100%	17	0	17
Wick - 2nd Appliance	87%			

Caithness Local Committee Totals		64	5	69
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Sutherland Local Committee- 2015/16 Q4

Station	Availability %	Male	Female	Staff
Bettyhill	46	5	1	6
Bonar Bridge	79	7	0	7
Dornoch	99	11	0	11
Durness	76	9	0	9
Golspie	98	12	0	12
Helmsdale	93	11	0	11
Kinlochbervie	99	11	0	11
Lairg	100	9	1	10
Lochinver	0	3	2	5
Scourie	72	6	1	7
Tongue	83	7	0	7

Sutherland Local Committee Totals		91	5	96
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City of Inverness Local Committee 2015/16 Q4

Station	Availability %	Male	Female	Staff
Beauly	98	9	0	9
Cannich	59	5	0	5
Drumnadrochit	91	7	1	8
Fort Augustus	96	9	1	10
Foyers	84	6	1	7
Inverness Retained	95	12	1	13
Inverness Wholetime *	n/a	68	4	72

City of Inverness Local Committee Totals		116	8	124
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Station Statistics – Priority I

Badenoch & Strathspey Local Committee 2015/16 Q4

Station	Availability %	Male	Female	Staff
Aviemore	92	9	3	12
Carrbridge (CRU)	n/a	7	3	10
Grantown – 1 st Appliance	98	15	1	16
Grantown – 2 nd Appliance	82			
Kingussie	99	12	0	12
Nethybridge (CRU)	n/a	5	0	5
Newtonmore (CRU)	n/a	9	0	9

Badenoch & Strathspey Local Committee Totals		57	7	64
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Nairn Local Committee 2015/16 Q4

Station	Availability %	Male	Female	Staff
Nairn – 1 st Appliance	100	18	2	20
Nairn – 2 nd Appliance	90			

Nairn Local Committee Totals		18	2	20
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Lochaber Local Committee 2015/16 Q4

Station	Availability %	Male	Female	Staff
Acharacle	86	7	0	7
Fort William – 1 st Appliance	100	22	0	22
Fort William – 2 nd Appliance	93			
Kilchoan	86	5	2	7
Kinlochleven – 1 st Appliance	88	10	1	11
Kinlochleven – 2 nd Appliance	42			
Lochaline	89	3	5	8
Mallaig	87	7	0	7
Muck (CRU)	n/a	4	2	6
Spean Bridge (CRU)	n/a	8	0	8
Strontian	88	7	2	9

Lochaber Local Committee Totals		73	12	85
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Station Statistics – Priority I

Ross and Cromarty Local Committee 2015/16 Q4

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
Cromarty (CRU)	N/A	5	1	6
Dingwall - 1st Appliance	100%	17	0	17
Dingwall - 2nd Appliance	62%			
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
Ratagan (CRU)	N/A	1	0	1
Tain	88%	11	0	11
Torridon	90%	9	2	11
Ullapool - 1st Appliance	98%	13	0	13
Ullapool - 2nd Appliance	81%			
Ross and Cromarty Local Committee Totals		143	12	155

Skye Local Committee 2015/16 Q4

Station	Availability %	Male	Female	Staff
Broadford	95	7	2	9
Dunvegan	78	8	1	9
Portree	99	10	0	10
Raasay	83	4	1	5
Staffin	93	9	0	9
Uig	77	6	1	7
Skye Local Committee Totals		44	5	49

Operational Activity by Ward – Priorities 1-7

The figures shown are the number of incidents attended from 1 April 2015 to 31 March 2016.

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	19	24	17	19	40	28	5	152
Badenoch and Strathspey Ward	24	25	26	84	92	24	22	297
Black Isle Ward	17	10	6	12	40	9	12	106
Caol and Mallaig Ward	15	21	15	12	34	13	15	125
Cromarty Firth Ward	25	13	6	38	64	11	17	174
Culloden and Ardersier Ward	15	17	9	54	36	8	17	156
Dingwall and Seaforth Ward	22	13	10	42	57	3	15	162
East Sutherland and Edderton Ward	16	19	23	30	53	3	15	159
Eilean a'Cheo Ward	19	15	19	32	47	10	19	161
Fort William & Ardnamurchan Ward	28	13	15	48	49	12	22	187
Inverness Central Ward	43	28	3	137	144	2	82	439
Inverness Millburn Ward	19	8	2	144	82	3	20	278
Inverness Ness-Side Ward	11	18	2	35	40	0	13	119
Inverness South Ward	13	16	0	46	26	17	9	127
Inverness West Ward	7	11	3	71	105	0	13	210
Landward Caithness Ward	15	12	16	16	31	12	18	120
Nairn Ward	21	14	2	18	54	9	14	132
North, West and Central Sutherland Ward	6	27	21	6	28	7	9	104
Tain and Easter Ross Ward	11	20	13	13	37	11	11	116
Thurso Ward	11	1	5	12	33	0	10	72
Wester Ross, Strathpeffer and Lochalsh Ward	13	15	20	30	48	20	31	177
Wick Ward	7	2	5	32	33	0	12	91
TOTALS	377	342	238	931	1,173	202	401	3,664

Property Type Full	2015-16 Q4
Hotel/Motel	36
Hospital	19
Offices and call centres	18
Nursing/Care Home	10
Sheltered Housing	9
Distillery Plant	8
Infant/Primary School	7
Secondary School	7
Industrial Processing - Animal Products	7
Large Supermarket	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

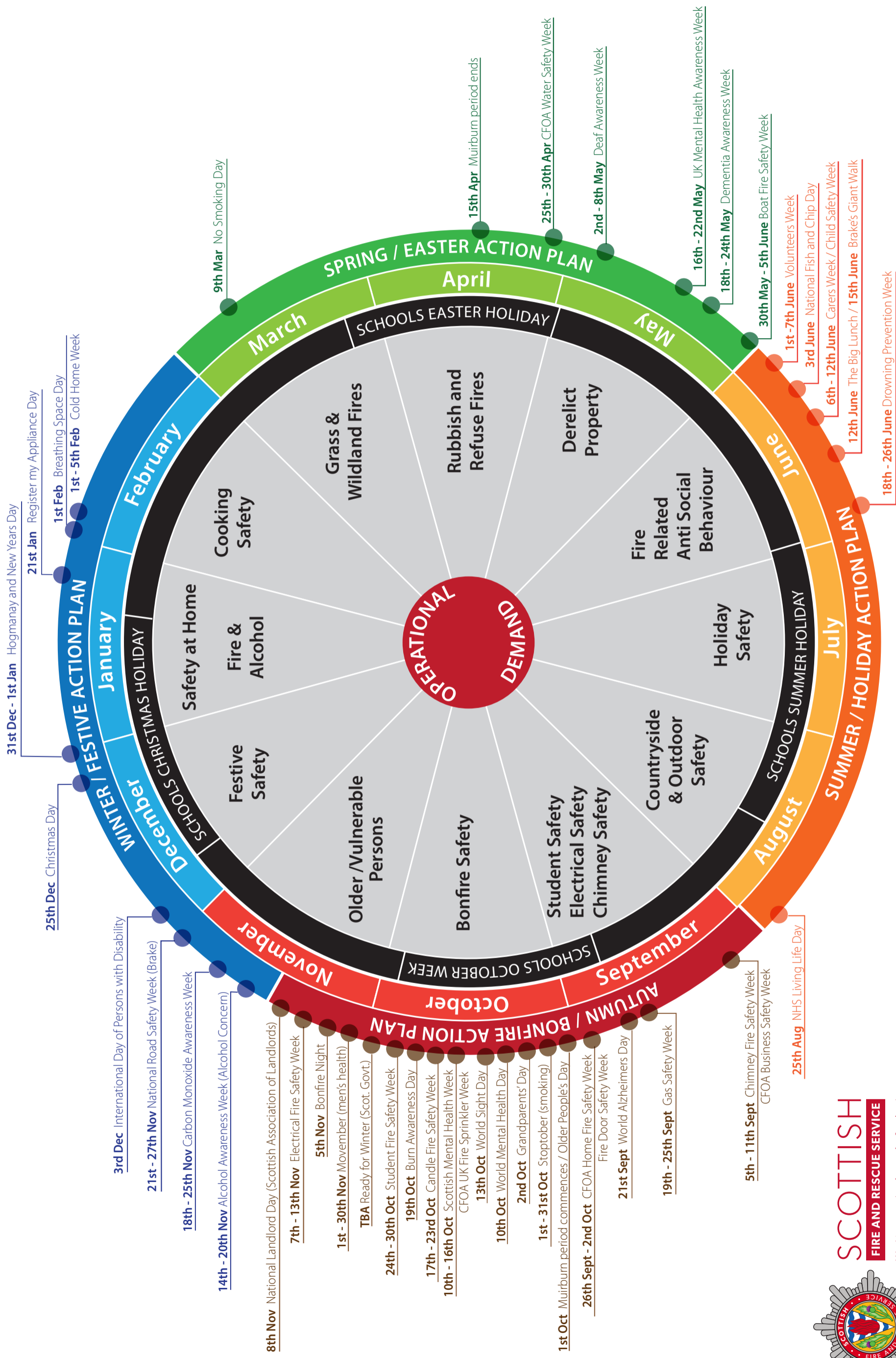
CFS

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 2016



SCOTTISH

FIRE AND RESCUE SERVICE

Working together for a safer Scotland