

The Highland Council
Communities and Partnerships Committee
28 September 2016

Agenda Item	7
Report No	CP 21/16

Fire and Rescue Service

Quarterly Performance Report for Quarter 1 2016-17

Report by Local Senior Officer for Highland – Area Manager John MacDonald

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 1, 2016-17.

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 2016-2017

- 1.1 The attached QPR for quarter 1, 2016-17 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 It is reassuring to note the lowest figure for deliberate fires across Highland for the same reporting period for the past five years. The Service has a seasonal community safety calendar, which is based on taking a thematic and targeted approach to specific risks at specific times of the year where there is a known or anticipated increase in the likelihood of a fire occurring. Examples include:
 - the promotion of best practice and partnership working with land owners and land managers ahead of and during peak wildfire and muirburning periods.

- early identification of fire related anti social behaviour with the promotion of fire reduction and early intervention/prevention activities through the Safer Highland Anti Social Behaviour Group and the Inverness Response Team and Safer Caithness models to deliver better outcomes to our local communities.
- 1.4 This targeted, intelligence led and partnership approach will be maintained to ensure continued improvements in the deliberate fires category.
- 1.5 Although there has been an increase in the number of accidental dwelling fires this reporting quarter when compared to the same period last year, more detailed analysis identifies that the severity of the fires are decreasing. Of the 34 fires reported, 16 of them did not require any firefighting intervention with 5 of them only requiring removal of the fuel supply or removal from a heat source. 28 of the fires did not spread beyond the item first ignited, 19 of them had damage confined to an area of less than 5 square meters with 11 of them having no damage at all. The most common cause of fire was as a result of cooking (11 of 34).
- 1.6 During Home Fire Safety Visits, fire service personnel are fitting smoke detectors and advising people to call the fire and rescue service when their detector activates. This increased provision of detectors results in more events being detected thus the increased number of incidents, however the early identification allows for early intervention resulting in less damage and as stated, in many cases no firefighting intervention at all.

Recommendation

Committee Members are invited to **scrutinise** and **comment** on SFRS service delivery and performance contained within the Report and attached QPR for quarter 1, 2016-17.

Area Manager John MacDonald
16 September 2016

Attachments: **Highland Quarterly Performance Report: Quarter 1, 2016-2017**



Quarterly Performance Report

Quarter 1 2016-2017 (1 April to 30 June)



SCOTTISH
FIRE AND RESCUE SERVICE

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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 1 2016-2017, (1 April – 30 June).

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.) Jun					RAG rating
	2012/13	2013/14	2014/15	2015/16	2016/17	YTD
All accidental dwelling fires	26	27	37	20	34	◆
All fatal accidental dwell. fire casualties	1	0	1	0	0	●
Non-fatal accidental dwell. fire casualties (excl. p/c's)	7	5	6	3	6	◆
All deliberate fires	53	91	49	44	36	●
Special Service - RTCs	62	43	48	41	46	◆
False Alarm - UFAs	182	233	255	223	234	▲

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.

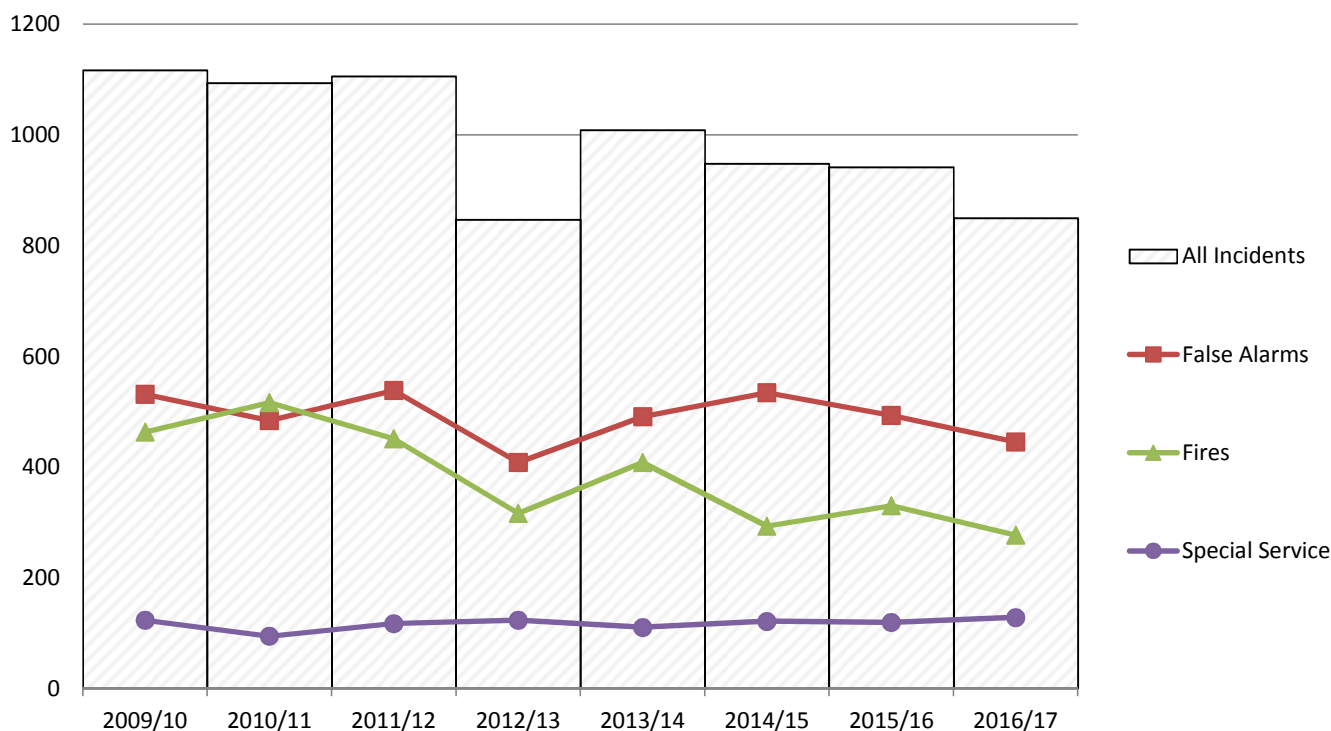
Note

During the first quarter of the reporting period of 2016/17, the SFRS in Highland area has seen a decrease in the number of deliberate fires with road traffic collisions and unwanted fire alarm signals remaining relatively static when compared to the same reporting period over the past 5 years.

Unfortunately, during the first quarter reporting period this year, the number of accidental dwelling fires has increased as has the number of non fatal fire casualties when compared to the same period last year.

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



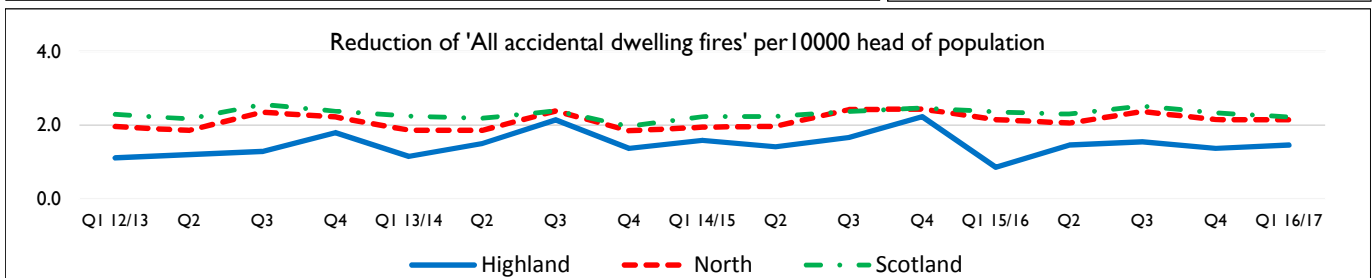
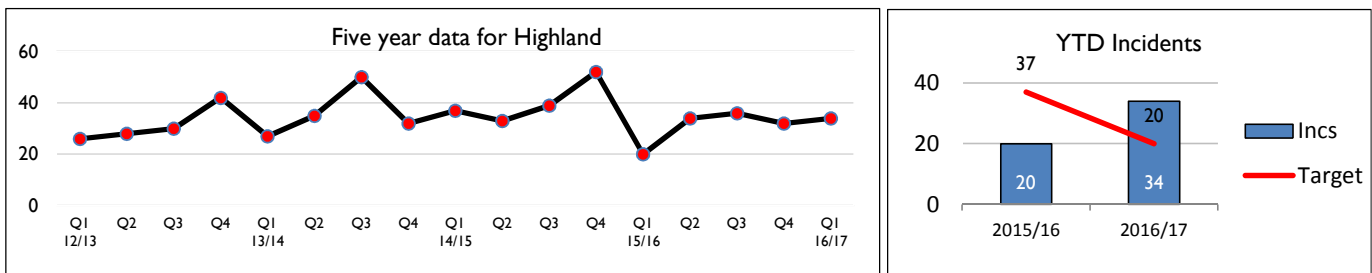
Reduction of 'All accidental dwelling fires'

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

Whilst this reporting quarter sees an increase the number of accidental dwelling fires. More detailed analysis identifies that although the number has increased the severity of the fires has decreased, with cooking related incidents being the most common cause. Of the 34 fires reported, 28 of them did not spread beyond the item first ignited, 16 of them did not require any firefighting intervention and 5 of them only required the removal of fuel supply or heat source.



YTD ward ave. for Highland - 2	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	26	27	37	20	34	
North, West and Central Sutherland	0	2	1	1	2	
Thurso	0	1	1	1	3	
Wick	0	1	1	0	0	
Landward Caithness	0	1	2	0	1	
East Sutherland and Edderton	0	1	1	2	2	
Wester Ross, Strathpeffer and Lochalsh	1	2	1	0	2	
Cromarty Firth	1	1	0	2	2	
Tain and Easter Ross	0	3	2	0	1	
Dingwall and Seaforth	1	0	3	2	1	
Black Isle	1	1	0	0	1	
Eilean a'Cheo	1	0	2	3	1	

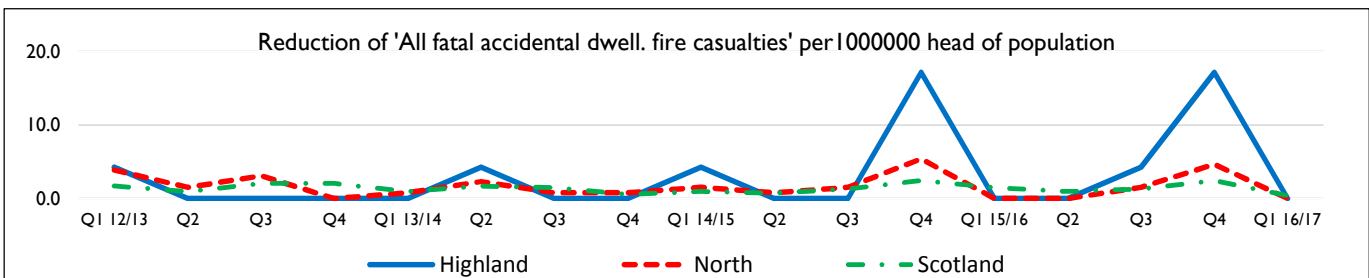
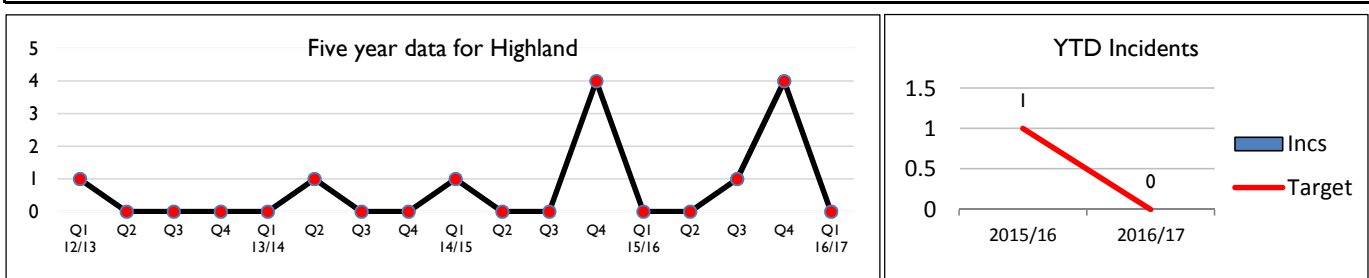
YTD ward ave. for Highland - 2	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	26	27	37	20	34	
Caol and Mallaig	0	2	2	0	3	
Aird and Loch Ness	0	3	0	1	2	
Inverness West	0	2	0	0	5	
Inverness Central	5	2	3	3	1	
Inverness Ness-Side	1	1	2	0	1	
Inverness Millburn	3	0	3	1	2	
Culloden and Ardersier	2	0	0	0	2	
Nairn	4	0	5	2	0	
Inverness South	0	0	3	0	0	
Badenoch and Strathspey	4	1	1	0	0	
Fort William & Ardnamurchan	2	3	4	2	2	

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.

A key element to delivering against our commitment to 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.

The data for the first quarter is positive and very much welcomed, however, we will not become complacent and 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	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	1	0	1	0	0	
North, West and Central Sutherland	0	0	0	0	0	
Thurso	0	0	0	0	0	
Wick	0	0	0	0	0	
Landward Caithness	0	0	1	0	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	0	0	0	0	0	
Dingwall and Seaforth	0	0	0	0	0	
Black Isle	0	0	0	0	0	
Eilean a'Cheo	0	0	0	0	0	

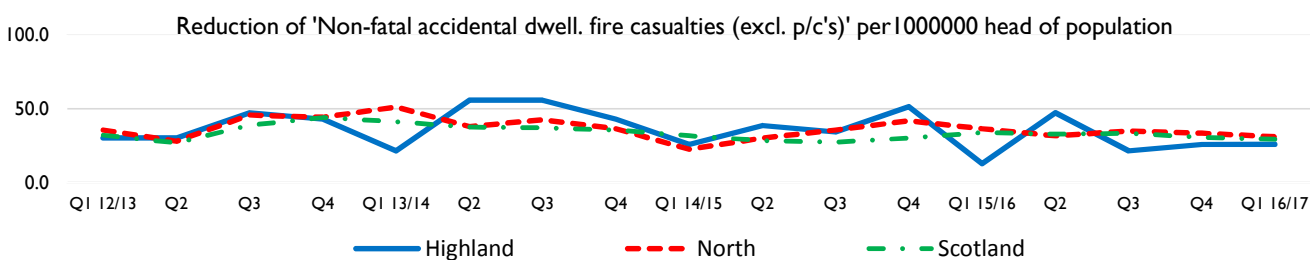
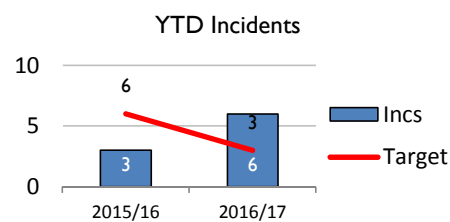
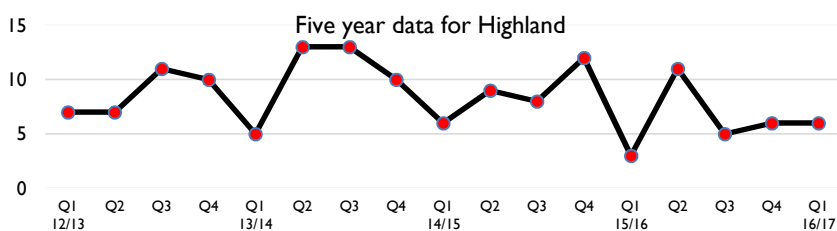
YTD ward ave. for Highland - 0	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	1	0	1	0	0	
Caol and Mallaig	0	0	0	0	0	
Aird and Loch Ness	0	0	0	0	0	
Inverness West	0	0	0	0	0	
Inverness Central	0	0	0	0	0	
Inverness Ness-Side	1	0	0	0	0	
Inverness Millburn	0	0	0	0	0	
Culloden and Ardersier	0	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	0	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 and/or other prevention activities.

Of the 6 casualties reported during this period, 5 received first aid on scene and 1 was admitted to hospital for further treatment.



YTD ward ave. for Highland - 0	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	7	5	6	3	6	
North, West and Central Sutherland	0	1	0	0	0	
Thurso	0	1	0	0	0	
Wick	0	0	0	0	0	
Landward Caithness	0	0	0	0	0	
East Sutherland and Edderton	0	0	0	0	0	
Wester Ross, Strathpeffer and Lochalsh	0	1	0	0	0	
Cromarty Firth	0	0	0	0	0	
Tain and Easter Ross	0	0	0	0	1	
Dingwall and Seaforth	1	0	0	2	0	
Black Isle	0	1	0	0	0	
Eilean a'Cheo	0	0	0	0	0	

YTD ward ave. for Highland - 0	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	7	5	6	3	6	
Caol and Mallaig	0	0	1	0	1	
Aird and Loch Ness	0	0	0	1	0	
Inverness West	0	1	0	0	4	
Inverness Central	3	0	2	0	0	
Inverness Ness-Side	0	0	1	0	0	
Inverness Millburn	0	0	2	0	0	
Culloiden and Ardersier	0	0	0	0	0	
Nairn	0	0	0	0	0	
Inverness South	0	0	0	0	0	
Badenoch and Strathspey	2	0	0	0	0	
Fort William & Ardnamurchan	1	0	0	0	0	

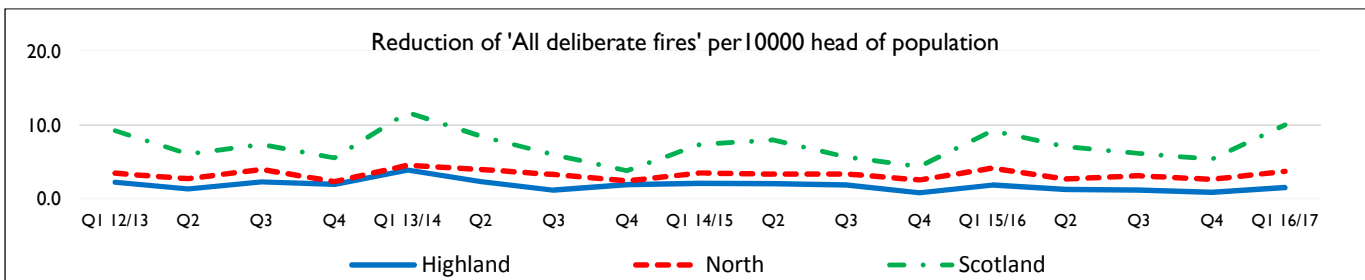
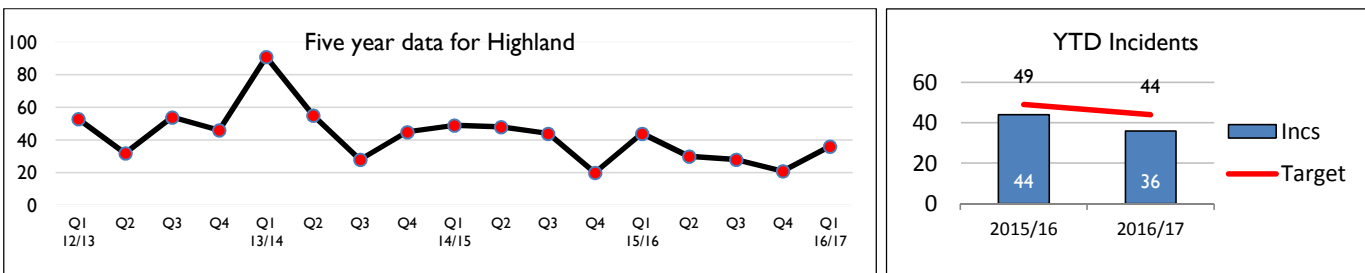
Reduction of 'All deliberate fires'

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.

This targeted approach has delivered the lowest figure for deliberate fires in Highland across the same reporting period during the past 5 years. The Service will continue to seek these improvements through ongoing engagement and partnership working.



YTD ward ave. for Highland - 2	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	53	91	49	44	36	
North, West and Central Sutherland	1	2	3	1	1	
Thurso	1	1	0	0	0	
Wick	1	3	1	0	0	
Landward Caithness	1	4	0	1	0	
East Sutherland and Edderton	2	0	0	0	2	
Wester Ross, Strathpeffer and Lochalsh	1	1	1	2	1	
Cromarty Firth	5	12	1	4	4	
Tain and Easter Ross	1	4	1	3	1	
Dingwall and Seaforth	1	0	1	4	2	
Black Isle	0	0	1	1	2	
Eilean a'Cheo	0	4	0	0	1	

YTD ward ave. for Highland - 2	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	53	91	49	44	36	
Caol and Mallaig	9	7	0	0	2	
Aird and Loch Ness	4	1	4	4	1	
Inverness West	3	6	2	5	2	
Inverness Central	1	9	6	7	1	
Inverness Ness-Side	4	5	7	1	4	
Inverness Millburn	3	1	4	1	2	
Culloden and Ardersier	3	6	5	3	2	
Nairn	2	3	2	0	3	
Inverness South	2	2	4	3	3	
Badenoch and Strathspey	1	4	2	2	1	
Fort William & Ardnamurchan	7	16	4	2	1	

Reduction of 'Special Service - RTCs'

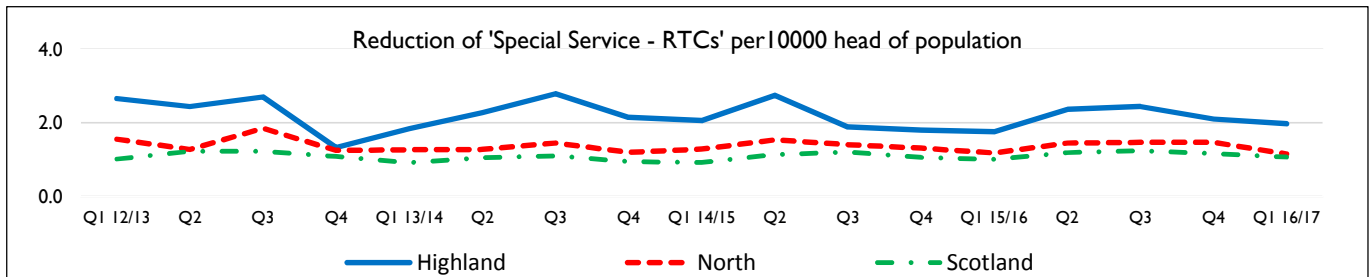
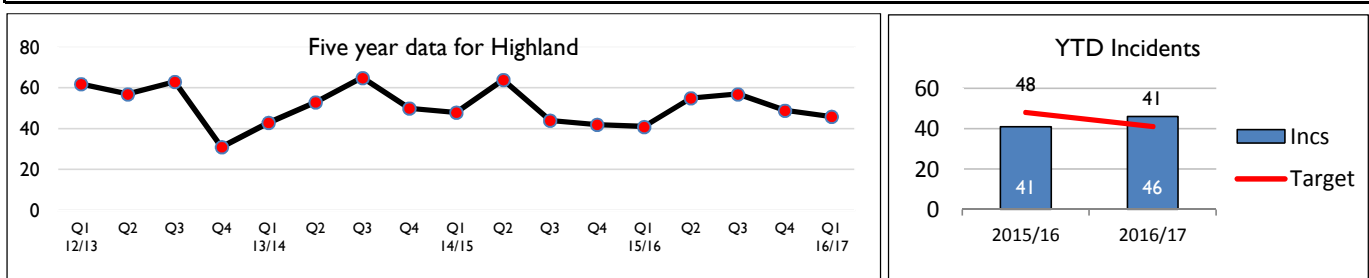
Special Service incidents involves an operational response to a range of emergency activities including life critical road traffic collisions, flooding events, industrial accidents and in support of other emergency service colleagues at larger multi-agency non-fire related events.

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>

The Service recently run a road safety week within the Lochaber area which was very well supported by partners, including Highland Council, Police Scotland, Highlife Highland, Scottish Ambulance Service, Maritime and Coastguard Agency, British Red Cross, Breedon Aggregates Scotland, Fort William Rotary Club, NHS Highland and local driving instructors. Initial feedback from the event was that it was a huge success, so much so that we are now looking to make it an annual event as well as exploring what opportunities exist to roll it out across the wider Highland area.



YTD ward ave. for Highland - 2	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	62	43	48	41	46	
North, West and Central Sutherland	2	2	0	2	0	
Thurso	0	0	0	0	1	
Wick	1	0	2	0	0	
Landward Caithness	2	3	2	2	3	
East Sutherland and Edderton	0	3	1	1	1	
Wester Ross, Strathpeffer and Lochalsh	4	2	2	3	2	
Cromarty Firth	3	3	8	2	4	
Tain and Easter Ross	2	0	2	5	0	
Dingwall and Seaforth	2	0	3	0	0	
Black Isle	4	1	3	2	2	
Eilean a'Cheo	3	1	5	1	4	

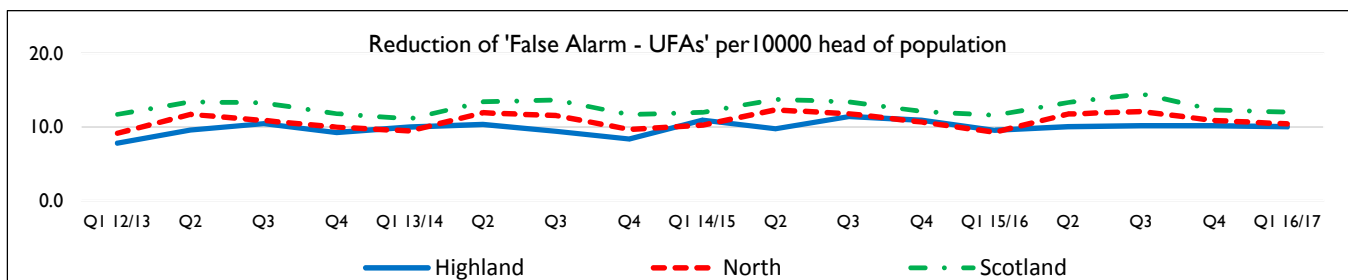
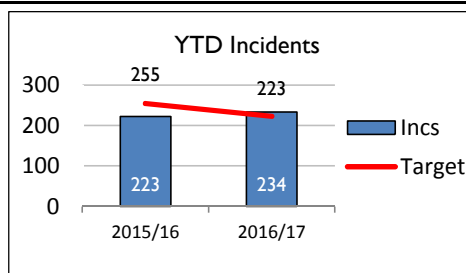
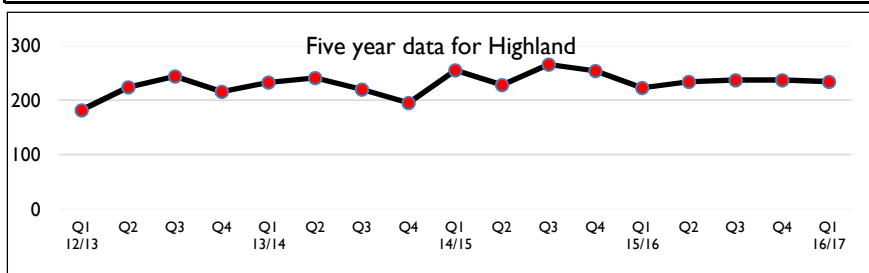
YTD ward ave. for Highland - 2	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	62	43	48	41	46	
Caol and Mallaig	5	6	5	5	2	
Aird and Loch Ness	9	9	2	3	6	
Inverness West	0	0	1	0	3	
Inverness Central	1	1	0	1	1	
Inverness Ness-Side	0	0	1	0	0	
Inverness Millburn	1	1	2	0	2	
Culloden and Ardersier	4	3	0	2	4	
Nairn	3	1	0	1	2	
Inverness South	1	1	1	4	1	
Badenoch and Strathspey	10	2	5	4	3	
Fort William & Ardnamurchan	5	4	3	3	5	

Reduction of 'False Alarm - UFAs'

The Service responds to a number of false alarms over the reporting year, a number of which are unwanted fire alarm signals (UFAS). Although we are seeing a downward trend in the number of UFAS, 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 through:

- 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

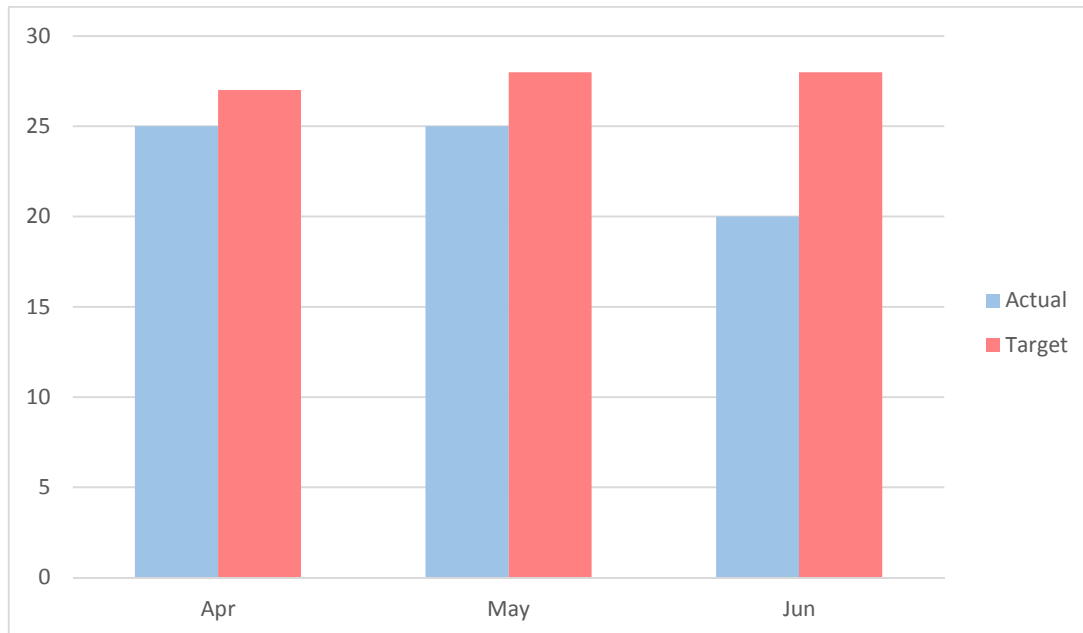


YTD ward ave. for Highland - I I	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	182	233	255	223	234	
North, West and Central Sutherland	3	1	4	1	0	
Thurso	1	3	1	4	0	
Wick	7	7	17	3	18	
Landward Caithness	1	2	4	2	4	
East Sutherland and Edderton	5	11	12	6	6	
Wester Ross, Strathpeffer and Lochalsh	8	11	11	6	9	
Cromarty Firth	6	15	11	6	12	
Tain and Easter Ross	1	2	1	5	2	
Dingwall and Seaforth	9	10	18	8	8	
Black Isle	0	6	1	4	2	
Eilean a'Cheo	5	7	10	12	4	

YTD ward ave. for Highland - 11	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	182	233	255	223	234	
Caol and Mallaig	2	2	8	4	6	
Aird and Loch Ness	5	1	5	2	5	
Inverness West	6	16	26	20	11	
Inverness Central	41	41	42	37	52	
Inverness Ness-Side	6	7	8	4	7	
Inverness Millburn	28	21	28	33	35	
Culloden and Ardersier	11	17	8	19	6	
Nairn	4	1	2	6	1	
Inverness South	9	10	13	13	14	
Badenoch and Strathspey	13	20	16	21	22	
Fort William & Ardnamurchan	11	22	9	7	10	

Legislative Fire Safety – Priorities 5 and 7

MONTHLY	Apr	May	Jun	Totals
Actual	25	25	20	70
Target	27	28	28	83
%	93%	89%	71%	84%



Commentary

Within Quarter 1, Fire Safety Enforcement Officers (FSEOs) completed 70 Fire Safety Enforcement Audits which equates to 84% of the target for the quarter.

In line with the Prevention and Protection strategy all mandatory premises within the Highland area will be subject to a Fire Safety Enforcement Audit.

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 as well as conducting a post fire audit in any relevant premises experiencing a fire event.

Home Fire Safety Visits (HFSV) – Priorities 2, 3 and 4

MONTHLY	Apr	May	Jun	Totals
Actual Visits	313	350	330	993
Target Visits	333	333	333	999
%	94%	105%	99%	99%

Smoke Detector Fitted	98	119	70	287
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High	146	120	141	407
Medium	88	125	97	310
Low	79	105	92	276

Commentary

Staff within Highland area delivered a total of 993 home fire safety visits in Quarter 1 2016-17 which represents 99% of the target for the period.

These visits can be further broken down into 407 high risk visits, 310 medium risk visits and 276 low risk visits. During the 993 visits identified above, a total of 287 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.

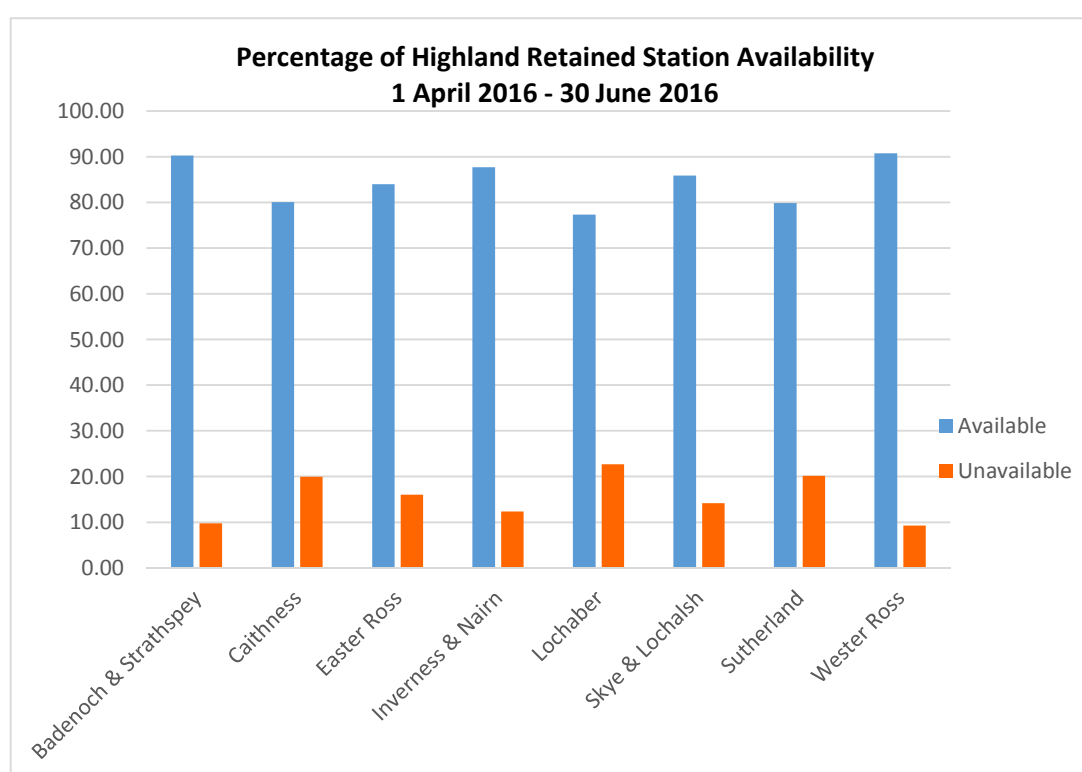
The Service is working closely with other agencies and partners in identifying those most at risk in our communities and routinely share risk identification skills and information to support the wider CPP risk reduction strategies e.g. fire safety and falls prevention.

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 April 2016 - 30 June 2016

	Badenoch & Strathspey	Caithness	Easter Ross	Inverness & Nairn	Lochaber	Skye & Lochalsh	Sutherland	Wester Ross
Available	90.26	80.05	83.95	87.68	77.31	85.82	79.81	90.73
Unavailable	9.74	19.95	16.05	12.32	22.69	14.18	20.19	9.27



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 first quarter, April to June for the year 2016-17.

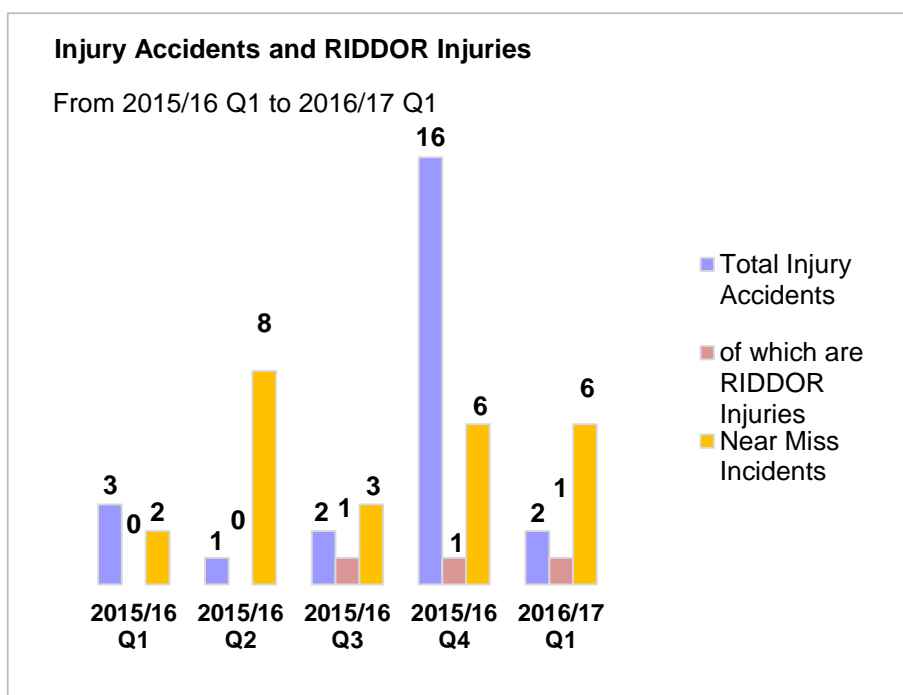
The Service works closely with employers and RDS staff to support an improvement in availability. However, we do recognise the challenges faced by RDS staff when combining primary employment and their operational availability across the communities in Highland area.

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

	2015/16 Q1	2015/16 Q2	2015/16 Q3	2015/16 Q4	2016/17 Q1
Total Injury Accidents	3	1	2	16	2
of which are RIDDOR Injuries	0	0	1	1	1
Near Miss Incidents	2	8	3	6	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 2015-16.

Station Statistics – Priority I

Caithness Local Committee - 2016/17 Q1

Station	Availability %	Male	Female	Staff
Dunbeath	75	10	0	10
John O Groats	71	9	1	10
Lybster (CRU)	N/A	8	1	9
Thurso - 1st Appliance	100	19	3	22
Thurso - 2nd Appliance	98			
Wick - 1st Appliance	100	17	0	17
Wick - 2nd Appliance	89			

Caithness Local Committee Totals		63	5	68
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Sutherland Local Committee - 2016/17 Q1

Station	Availability %	Male	Female	Staff
Bettyhill	14	5	1	6
Bonar Bridge	83	8	0	8
Dornoch	97	11	0	11
Durness	88	9	0	9
Golspie	98	12	0	12
Helmsdale	92	11	0	11
Kinlochbervie	96	11	0	11
Lairg	99	9	1	10
Lochinver	0	8	0	8
Scourie	62	7	1	8
Tongue	86	7	0	7

Sutherland Local Committee Totals		98	3	101
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City of Inverness Local Committee - 2016/17 Q1

Station	Availability %	Male	Female	Staff
Beauly	92	8	0	8
Cannich	51	5	0	5
Drumnadrochit	97	7	1	8
Fort Augustus	99	9	1	10
Foyers	81	6	1	7
Inverness Retained	92	12	1	13
Inverness Wholetime *	N/A	68	4	72

City of Inverness Local Committee Totals		115	8	123
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Station Statistics – Priority I

Badenoch & Strathspey Local Committee - 2016/17 Q1

Station	Availability %	Male	Female	Staff
Aviemore	90	9	3	12
Carrbridge (CRU)	N/A	7	3	10
Grantown – 1 st Appliance	97	16	1	17
Grantown – 2 nd Appliance	76			
Kingussie	98	11	0	11
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 - 2016/17 Q1

Station	Availability %	Male	Female	Staff
Nairn – 1 st Appliance	100	19	2	21
Nairn – 2 nd Appliance	90			

Lochaber Local Committee - 2016/17 Q1

Station	Availability %	Male	Female	Staff
Acharacle	67	8	0	8
Fort William – 1 st Appliance	100	22	0	22
Fort William – 2 nd Appliance	95			
Kilchoan	84	6	2	8
Kinlochleven – 1 st Appliance	80	9	1	10
Kinlochleven – 2 nd Appliance	15			
Lochaline	84	3	5	8
Mallaig	85	7	0	7
Muck (CRU)	N/A	4	2	6
Spean Bridge (CRU)	N/A	8	0	8
Strontian	85	7	2	9

Lochaber Local Committee Totals		74	12	86
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Station Statistics – Priority I

Ross and Cromarty Local Committee - 2016/17 Q1

Station	Availability %	Male	Female	Staff
Achiltibuie	88	7	0	7
Applecross	95	6	2	8
Aultbea	88	9	0	9
Balintore (CRU)	N/A	8	0	8
Cromarty (CRU)	N/A	5	1	6
Dingwall - 1st Appliance	100	21	0	21
Dingwall - 2nd Appliance	61			
Fortrose	88	9	0	9
Gairloch	96	7	2	9
Glenelg	86	5	1	6
Invergordon - 1st Appliance	99	15	2	17
Invergordon - 2nd Appliance	70			
Kinlochewe	62	5	1	6
Kyle	100	11	1	12
Lochcarron	83	8	0	8
Ratagan (CRU)	N/A	1	0	1
Tain	90	11	0	11
Torridon	99	9	2	11
Ullapool - 1st Appliance	100	13	0	13
Ullapool - 2nd Appliance	82			
Ross and Cromarty Local Committee Totals		150	12	162

Skye Local Committee - 2016/17 Q1

Station	Availability %	Male	Female	Staff
Broadford	81	7	2	9
Dunvegan	75	8	1	9
Portree	100	11	0	11
Raasay	88	4	1	5
Staffin	84	10	0	10
Uig	73	6	1	7
Skye Local Committee Totals		46	5	51

Operational Activity by Ward – Priorities 1-7

The figures shown are the number of incidents attended from 1 April to 30 June 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	4	4	5	5	13	7	2	40
Badenoch and Strathspey Ward	6	5	3	24	13	3	4	58
Black Isle Ward	3	4	2	2	7	2	2	22
Caol and Mallaig Ward	7	16	2	6	8	2	6	47
Cromarty Firth Ward	9	3	1	12	17	4	4	50
Culloden and Ardersier Ward	3	5	1	6	8	4	4	31
Dingwall and Seaforth Ward	2	3	0	8	16	1	5	35
East Sutherland and Edderton Ward	6	4	4	6	14	1	4	39
Eilean a'Cheo Ward	2	10	6	4	11	4	1	38
Fort William & Ardnamurchan Ward	8	17	2	11	7	5	6	56
Inverness Central Ward	4	5	2	52	25	1	17	106
Inverness Millburn Ward	4	2	0	35	15	2	8	66
Inverness Ness-Side Ward	3	8	0	7	9	0	2	29
Inverness South Ward	4	1	0	14	1	2	3	25
Inverness West Ward	8	5	0	12	9	3	2	39
Landward Caithness Ward	8	6	4	4	4	3	0	29
Nairn Ward	1	5	1	2	10	2	2	23
North, West and Central Sutherland Ward	4	17	3	0	3	0	2	29
Tain and Easter Ross Ward	5	5	3	2	12	0	0	27
Thurso Ward	3	2	0	0	8	1	2	16
Wester Ross, Strathpeffer and Lochalsh Ward	8	9	7	9	7	3	6	49
Wick Ward	0	0	0	18	7	0	1	26
TOTALS	102	136	46	239	224	50	83	880

Property Type	2016-17 Q1
Hotel/motel	23
Hospital	21
Nursing/Care Home	17
Retail - Single shop	13
Offices and call centres	10
Nurses'/Doctors' accommodation	9
Infant/primary school	8
Theatre	8
Other Residential Home	8
Children's Residential Home	8
College/University	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

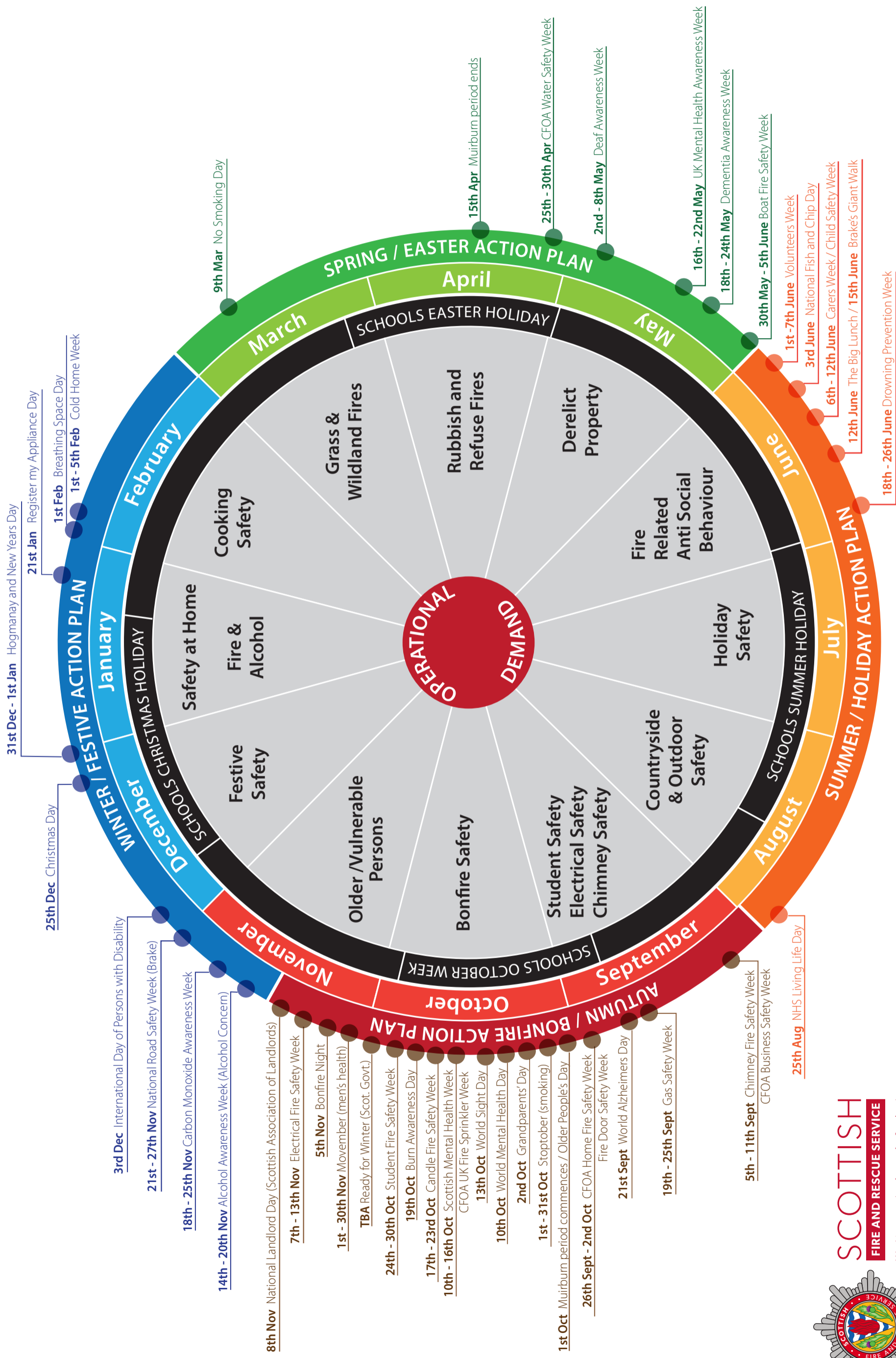
CFS

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