

**The Highland Council**

**Lochaber Committee**

**19 October 2016**

**Scottish Fire and Rescue Area Committee Performance  
Report for Quarter 1 of 2016-17**

**Report by Local Senior Officer for Highland**

Agenda Item	<b>4</b>
Report No	<b>LA/20/16</b>

**Summary**

To provide an update to Committee Members on the progress against the priorities outlined in the Area Plan for Lochaber 2016 – 2017 for Quarter 1.

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

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

**1. Lochaber Area Performance Report**

- 1.1 The attached performance report shows the figures for the first quarter of 2016/17 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 Lochaber 2016 - 2017 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 slight increase in Accidental Dwelling Fires, Fire Casualties, Deliberate Fires and False Alarms when compared to previous years. The report also shows the continuing reduction in special Services RTCs.

Lochaber 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 Lochaber 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.

**T/Group Manager David McDiarmid**

**4 October 2016**

Attachment:

**Lochaber Area Performance Report**



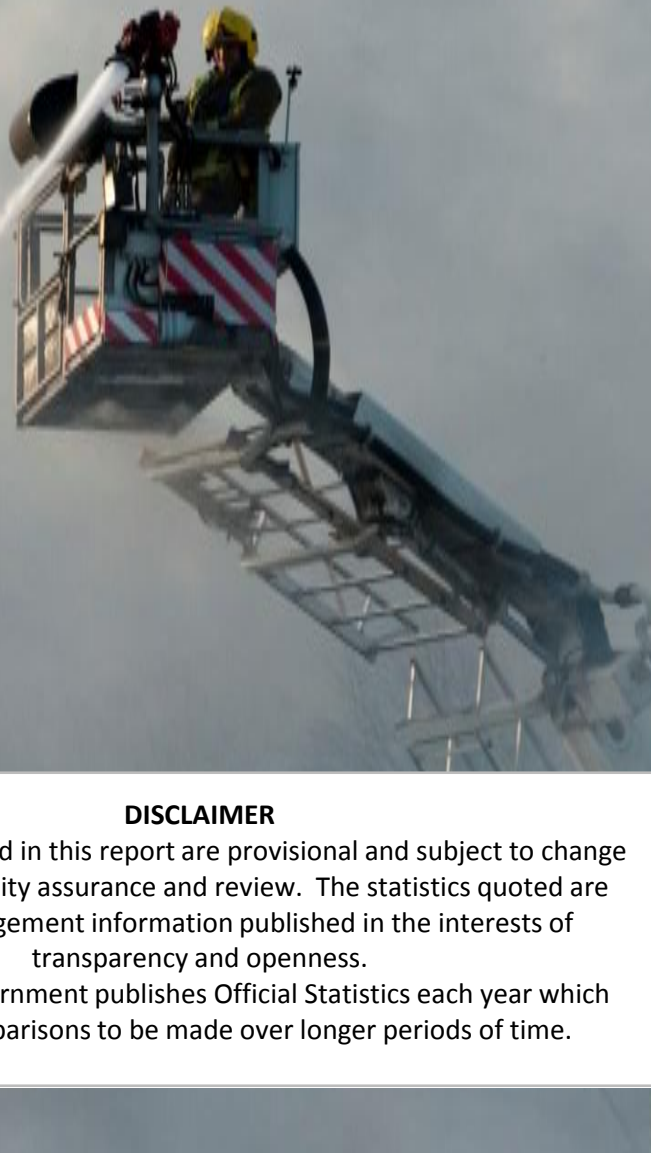
**SCOTTISH**  
**FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

## Highland

**Lochaber 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.

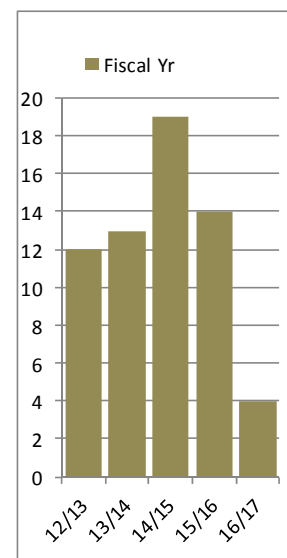
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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)

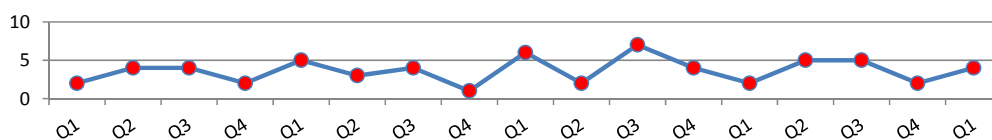
## All accidental dwelling fires

Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
April	2	2	4	0	2	7
May	0	2	1	2	1	18
June	0	1	1	0	1	9
July	1	0	1	1		
August	1	1	0	1		
September	2	2	1	3		
October	0	2	4	2		
November	0	1	0	3		
December	4	1	3	0		
January	1	0	2	0		
February	1	1	1	1		
March	0	0	1	1		
<b>Fiscal Yr</b>	12	13	19	14	4	34



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
<b>Fiscal Yr</b>	12	13	19	14	4

Qtr/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
Quarter 1	2	5	6	2	4	34
Quarter 2	4	3	2	5		
Quarter 3	4	4	7	5		
Quarter 4	2	1	4	2		



### Commentary

The tables above represent the number of accidental dwelling house fires that occurred within the Local 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.

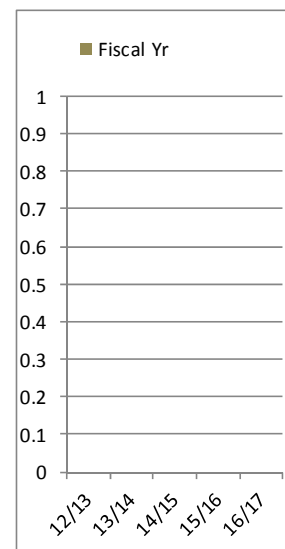
Trend lines also identify the number of incidents over the reporting 5 year period, both by month and by reporting quarter.

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 (HFSVs) and the installation of free smoke and heat 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.

Post Domestic Incident Response (PDIR) is undertaken after every incident as a means of generating HFSVs and raising fire safety awareness in the community.

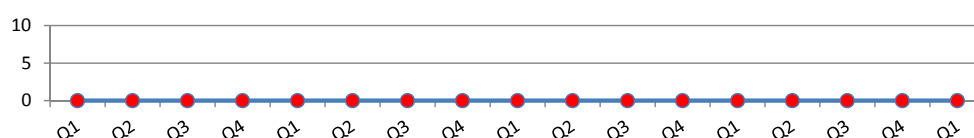
## All fatal accidental dwell. fire casualties

Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
April	0	0	0	0	0	0
May	0	0	0	0	0	0
June	0	0	0	0	0	0
July	0	0	0	0		
August	0	0	0	0		
September	0	0	0	0		
October	0	0	0	0		
November	0	0	0	0		
December	0	0	0	0		
January	0	0	0	0		
February	0	0	0	0		
March	0	0	0	0		
<b>Fiscal Yr</b>	0	0	0	0	0	0



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
<b>Fiscal Yr</b>	0	0	0	0	0

Qtr/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
Quarter 1	0	0	0	0	0	0
Quarter 2	0	0	0	0		
Quarter 3	0	0	0	0		
Quarter 4	0	0	0	0		

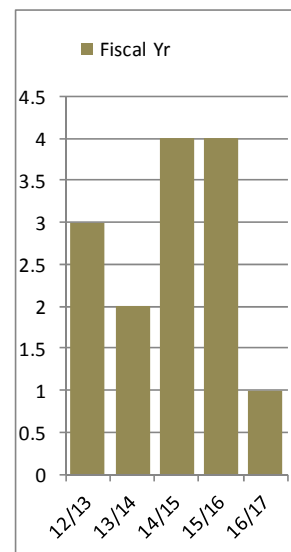


### Commentary

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.

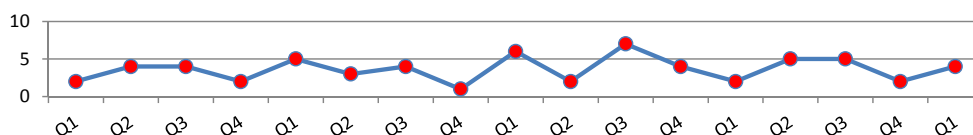
## Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)

Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
April	1	0	0	0	1	2
May	0	0	1	0	0	1
June	0	0	0	0	0	3
July	0	0	1	0		
August	0	0	0	1		
September	0	1	0	1		
October	0	0	1	0		
November	0	0	0	2		
December	2	1	0	0		
January	0	0	0	0		
February	0	0	1	0		
March	0	0	0	0		
<b>Fiscal Yr</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>6</b>



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
<b>Fiscal Yr</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>1</b>

Qtr/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
Quarter 1	1	0	0	0	1	6
Quarter 2	0	1	1	2		
Quarter 3	2	1	1	2		
Quarter 4	0	0	0	0		



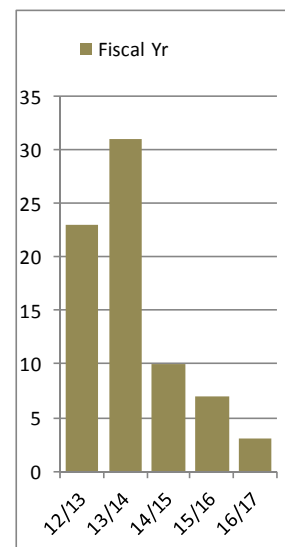
### Commentary

The attached tables identify the number of dwelling house fires that have resulted in fire related casualties over the report 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 with partners to reduce the number of casualties.

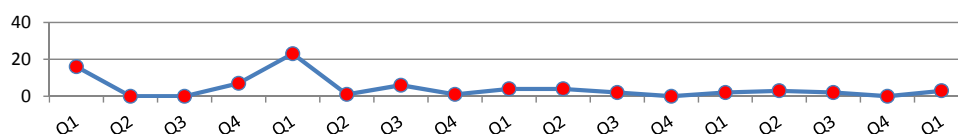
## All deliberate fires

Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
April	4	15	1	1	0	18
May	11	2	1	1	1	10
June	1	6	2	0	2	17
July	0	0	3	1		
August	0	1	0	2		
September	0	0	1	0		
October	0	2	1	2		
November	0	3	0	0		
December	0	1	1	0		
January	1	0	0	0		
February	0	0	0	0		
March	6	1	0	0		
<b>Fiscal Yr</b>	23	31	10	7	3	45



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
<b>Fiscal Yr</b>	23	31	10	7	3

Qtr/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
Quarter 1	16	23	4	2	3	45
Quarter 2	0	1	4	3		
Quarter 3	0	6	2	2		
Quarter 4	7	1	0	0		



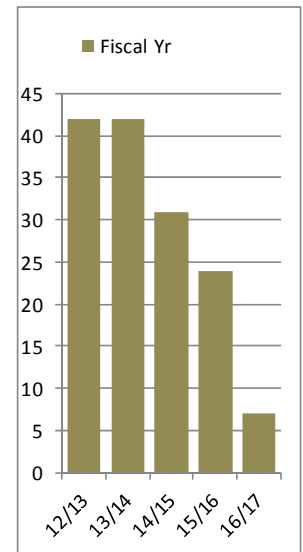
### Commentary

Deliberate fires include those as a result of fire related antisocial behaviour (ASB) and wildfires. Analysis of the overall incidents and the periods in which 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.



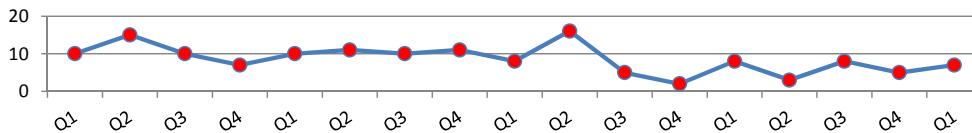
## Special Services - RTCs

Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
April	1	1	2	2	3	22
May	6	4	1	4	2	12
June	3	5	5	2	2	16
July	3	4	9	1		
August	8	4	5	1		
September	4	3	2	1		
October	3	5	1	3		
November	3	1	3	4		
December	4	4	1	1		
January	5	4	1	0		
February	2	3	1	4		
March	0	4	0	1		
<b>Fiscal Yr</b>	42	42	31	24	7	50



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
<b>Fiscal Yr</b>	42	42	31	24	7

Qtr/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
Quarter 1	10	10	8	8	7	50
Quarter 2	15	11	16	3		
Quarter 3	10	10	5	8		
Quarter 4	7	11	2	5		



### 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.

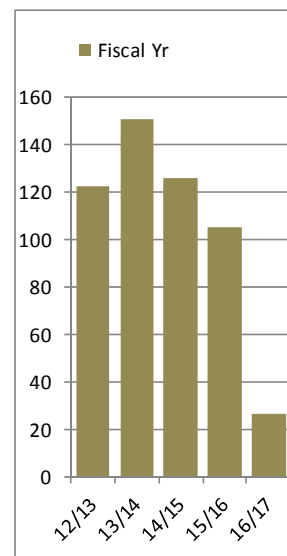
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies through the Highland Road Safety Group to reduce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

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>

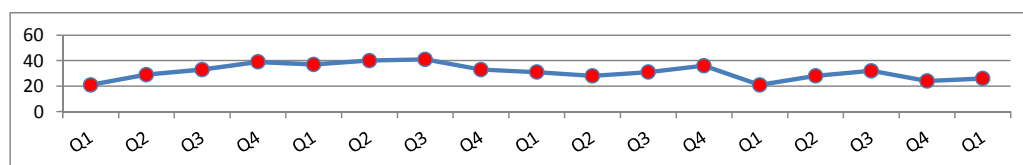
## False Alarm – Equipment failure

Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
April	4	8	10	5	8	99
May	8	20	12	6	7	94
June	9	9	9	10	11	133
July	4	11	7	6		
August	14	18	13	8		
September	11	11	8	14		
October	11	19	14	12		
November	12	11	4	11		
December	10	11	13	9		
January	13	10	11	8		
February	13	8	12	11		
March	13	15	13	5		
<b>Fiscal Yr</b>	122	151	126	105	26	326



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
<b>Fiscal Yr</b>	122	151	126	105	26

Qtr/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
Quarter 1	21	37	31	21	26	326
Quarter 2	29	40	28	28		
Quarter 3	33	41	31	32		
Quarter 4	39	33	36	24		



### 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 Lochaber has been consistent when analysing like for like periods over the last 5 year reporting periods.

A new policy has been implemented which requires SFRS personnel to work closely with duty holders in order to reduce the number of UFAS events.

# Station Availability

Station	Availability as at June 2016 %	Staff
Acharacle	67	8
Fort William – 1 <sup>st</sup> Appliance	100	22
Fort William – 2 <sup>nd</sup> Appliance	95	
Kilchoan	84	8
Kinlochleven – 1 <sup>st</sup> Appliance	80	10
Kinlochleven – 2 <sup>nd</sup> Appliance	15	
Lochaline	84	8
Mallaig	85	7
Muck (CRU)	N/A	6
Spean Bridge (CRU)	N/A	8
Strontian	85	9

<b>Lochaber Area Committee Totals</b>		<b>86</b>
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## 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.