

The Highland Council
Community and Partnerships Committee
8 December 2016

Agenda Item	4
Report No	CP 26/16

Fire and Rescue Service Quarterly Performance Report for Quarter 2 2016-17

Report by Local Senior Officer for Highland

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 2, 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 2, 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 This quarter has seen an increase in the number of accidental dwelling fires when compared to the same reporting period last year and is similar to the data presented for the first quarter this year. More detailed analysis, however, identifies that the severity of the fires are decreasing. Of the 73 incidents recorded, 85% (62) of them resulted in damage to less than 5m² with only 4% (3) of the incidents affecting the whole building. With more and more homes now having smoke alarms fitted, fires are being detected earlier meaning there is earlier intervention which in turn prevents the fire escalating and developing. The causes of accidental dwelling fires will continue to be monitored and analysed to ensure that SFRS personnel within Highland are providing appropriate advice and guidance to people in their homes, thereby contributing to making communities as safe as possible.

- 1.4 Within the category of fatal accidental dwelling fire casualties, it is very pleasing to note that the figure across Highland for both quarters of the current reporting year remains zero. This aligns with the desire to ensure nobody loses their lives as a result of a house fire. Despite this positive report, SFRS personnel across Highland will not become complacent and will continue to work in partnership with other agencies to ensure that those most vulnerable from fire in our communities are identified and that appropriate and targeted prevention activities are delivered.
- 1.5 The number of non-fatal fire casualties as a result of accidental dwelling fires is the lowest figure it has been in Highland for the same reporting period over the past 5 years. Whilst this low figure is most welcome, sadly in the year to date there have been 9 non-fatal fire casualties, 2 of whom required hospital treatment with 7 receiving first aid on scene from firefighters and/or paramedics. The Service will continue to target those most vulnerable from fire within the community with the ultimate aim of reducing the number of fire casualties to zero.
- 1.6 It is reassuring to note that for the second quarter in a row, the Service is able to report 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 supports the adoption of 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. This proactive, targeted, intelligence led and partnership approach will be maintained to ensure continued improvements in the deliberate fires category.
- 1.7 The number of Road Traffic Collisions (RTCs) attended by SFRS this quarter has increased and is indeed the highest when compared with the same reporting period for the past five years. Although the number of incidents has increased, this is not just specifically because there are overall more incidents occurring, it also relates to the information passed at the time of call. Often the caller requests the Fire and Rescue Service as they believe the car to be on fire due the smoke and dust from deployed airbags or even that persons are trapped when in fact they are not and just need a moment to compose themselves before exiting their vehicle and then on the arrival of firefighters it is then determined there is no entrapment or fire. Of the 122 incidents reported only 27% (33) of them required a person or persons to be cut out of the vehicle(s) by firefighters. A total of 58% (71) of the incidents required firefighters to make the scene safe, to make the vehicle safe or to wash down the road with 6% requiring medical assistance and 8% not requiring any action from SFRS resources. SFRS personnel across Highland will continue to work in partnership with the other emergency services and partner agencies as well as the Highland Road Safety Group to reduce the number of these incidents occurring and subsequently the impacts on our communities.

- 1.8 The number of Unwanted Fire Alarm Signals (UFAS) has increased this reporting quarter when compared to the same reporting period last year and is the highest recorded for the previous five years. There is no immediately obvious reason for this increase other than there have been more fire alarms activated, however local SFRS Fire Safety managers are analysing the information available to identify underlying causation factors. The SFRS is also introducing a new recording and reporting system for UFAS incidents which will allow for more detailed interrogation of incident data and identification of trends or significant factors. In addition, SFRS personnel across Highland will continue to work closely with dutyholders in all relevant premises to provide advice and guidance on how to ensure they comply with the law and reduce the number of UFAS incidents within their properties. Where appropriate, enforcement action will be taken.
- 1.9 In terms of the delivery of Fire Safety Enforcement activity, Fire Safety Enforcement Officers across the Highland area continue to deliver audits to mandatory premises as well as conducting post fire audits in all commercial premises. Every year since the creation of SFRS in 2013, all premises within Highland that are within the mandatory premises list, as detailed on page 17 of the accompanying Quarterly Performance Report, have been subject to a Fire Safety Enforcement Audit. Over the first two quarters this year the number of audits completed has reduced when compared to previous years due to capacity within the Fire Safety Enforcement Team, however an ongoing transfer and promotion process should ensure that appropriate resources are made available.
- 1.10 Firefighters and Community Safety personnel continue to deliver free Home Fire Safety checks to anyone who requests a visit or to any referral from a partner agency. The Highland area set a target of 4000 visits per year and at the half way point in the year a total of 2037 visits have been delivered with 541 smoke alarms being fitted. Of the 2037 visits, 866 or 42% of them have been delivered to those at greatest risk within our communities. This is a key area of focus for all operational and community safety SFRS personnel within Highland.

2. Retained Firefighter Recruitment & Training

- 2.1 The recruitment, retention and availability of Retained Duty System (RDS) Firefighters across the Highland area continues to present challenges. This is not a new challenge and is primarily borne out of demographics and the number of people available within a community who wish to join the service and then subsequently to provide the necessary operational cover. In the more rural and less densely populated areas, people tend to travel away from their community for their primary employment and return home in the evening which results in reduced personnel to maintain daytime cover but with good cover in the evening and at weekends.

- 2.2 On 21 November 2016, SFRS introduced a new RDS recruitment model which sees a move away from the previous campaign approach to permanently open recruitment. In addition, more responsibility will be passed to local managers so that there is a greater degree of control at a local level where local needs are better understood. In the first five days of the new model being active, a total of 49 applications have been received for posts across Highland, including two for Lochinver.
- 2.3 As well as the challenges associated with communities not having sufficient persons available to join the Fire and Rescue Service, there is anecdotal evidence to suggest that the expectations in terms of initial training are sometimes considered a barrier to applicants. New entrants into the service are required to undertake an initial training course which is two weeks duration followed by a breathing apparatus course which is another two weeks duration. The initial training course and breathing apparatus course have historically been run at a recognised training centre within the service, either at Invergordon, Portlethen, Perth, Thornton, Newbridge or the national training centre at Cambuslang and this requires candidates to be away from home, their primary employment and their personal commitments for a considerable period of time.
- 2.4 There has recently been an investment in training staff within the Highland area which will allow the Local Senior Officer and his staff to consider more innovative ways to deliver the necessary initial training which will not only suit the needs of the service but importantly will hopefully suit the needs of the new entrants. It will be possible to take a modularised approach to the delivery of the initial training course where it can perhaps be delivered on Friday, Saturday & Sunday on three occasions or even Saturday and Sunday on 5 occasions or some other suitable configuration. In addition, the initial training course does not have to be conducted at one of the recognised centres, if there was sufficient personnel requiring training, the training could be delivered locally but would need a core of 6 trainees to be able to run.
- 2.5 There has also been some commentary about the content of the initial training course being too detailed in terms of content and not necessary for the rural setting. There cannot and will not be a change to the content of the initial training course as it has been designed to provide all firefighters with the necessary skills and knowledge to operate safely on the incident ground. Firefighting is an inherently dangerous activity and fire does not discriminate based on location. It is therefore essential that every firefighter receives the same level of training, however there is certainly scope to alter and amend the delivery model.
- 2.6 With regards the wearing of breathing apparatus, this is without doubt one of the most dangerous activities a firefighter will undertake. Breathing apparatus is worn so that a firefighter can breathe in an irrespirable atmosphere and therefore should the breathing apparatus not be operated correctly or strict breathing apparatus procedures not followed, there is every likelihood that the firefighter could be seriously injured or lose their

life. It is therefore imperative that appropriate training is delivered for this activity and that can only be done at dedicated sites across the country where the appropriate and necessary facilities exist. Within the North Service Delivery area those sites exist at Invergordon, Portlethen and Perth.

- 2.7 In addition to the need for personnel to attend one of the dedicated sites for the breathing apparatus course, due to the safety critical nature of the training, it is not possible to modularise this course as all elements are linked together with each one supporting the other. As such, there is no way at this time that an alternative delivery method or delivery model for this course can be introduced and it will be absolutely necessary for every retained firefighter to successfully complete this course. For retained firefighters within Highland, when attending a breathing apparatus course, the course administrators will wherever possible always look to allocate a place at a course in Invergordon.

Recommendation

Committee Members are invited to **scrutinise** and **comment** on SFRS service delivery and performance contained within the Report and attached QPR for quarter 2, 2016-17.

Area Manager John MacDonald
28 November 2016

Attachments: **Highland Quarterly Performance Report: Quarter 2, 2016-2017**



Quarterly Performance Report

Quarter 2 2016-2017 (1 July to 30 September)



SCOTTISH
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.

Contents

1. Introduction	3
2. Key Performance Indicators (KPI)	
• All accidental dwelling fires	5
• All fatal accidental dwell. fire casualties	7
• Non-fatal accidental dwell. fire casualties	9
• All deliberate fires	11
• Special Service – RTCs	13
• False Alarm – Equipment Failure	15
• Legislative Fire Safety	17
• Fire Prevention Activities – Home Fire Safety Visits (HFSV)	18
• Proportion of Station Hours Available	19
• Injury Accidents (RIDDOR)	20
• Station Statistics	21
• Operational Activity by Ward	24
3. Glossary of Terms	25
Appendix A – Seasonal Community Safety Calendar 2016	26

*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 2 2016-2017, (1 July – 30 September).

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 2016. The SFRS Strategic Plan 2016-2019 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.) Sep					RAG rating
	2012/13	2013/14	2014/15	2015/16	2016/17	YTD
All accidental dwelling fires	54	62	70	54	73	◆
All fatal accidental dwell. fire casualties	1	1	1	0	0	●
Non-fatal accidental dwell. fire casualties (excl. p/c's)	14	18	15	14	9	●
All deliberate fires	85	146	97	74	66	●
Special Service - RTCs	119	96	112	96	121	◆
False Alarm - UFAs	406	474	483	457	517	◆

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.

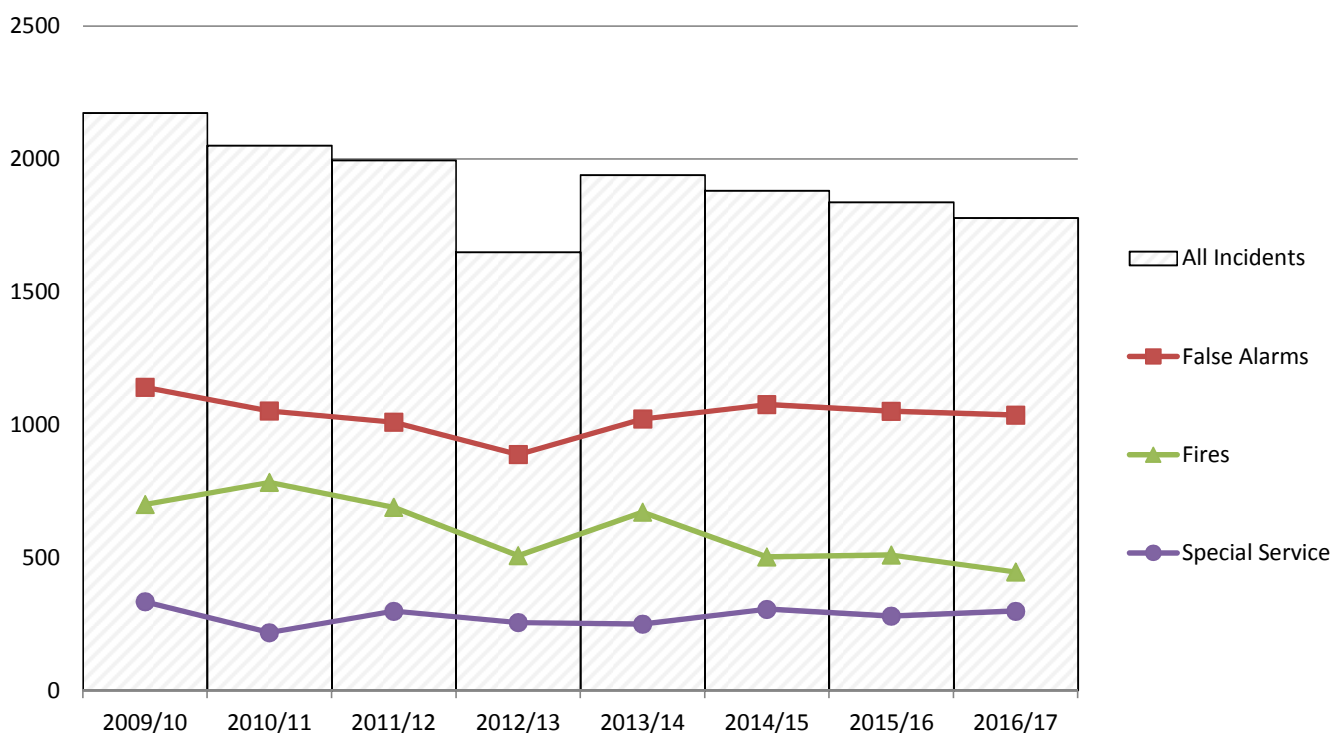
Note

During the first two quarters of the reporting period of 2016/17, the SFRS in Highland area has seen a decrease in the number of deliberate fires and non fatal accidental fire casualties when compared to the same reporting period over the past 5 years.

Unfortunately, the number of accidental dwelling fires, Road Traffic Collisions (RTCs) and Unwanted Fire Alarm Signals (UFAS) has increased.

We will continue to adopt a proactive approach and 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.

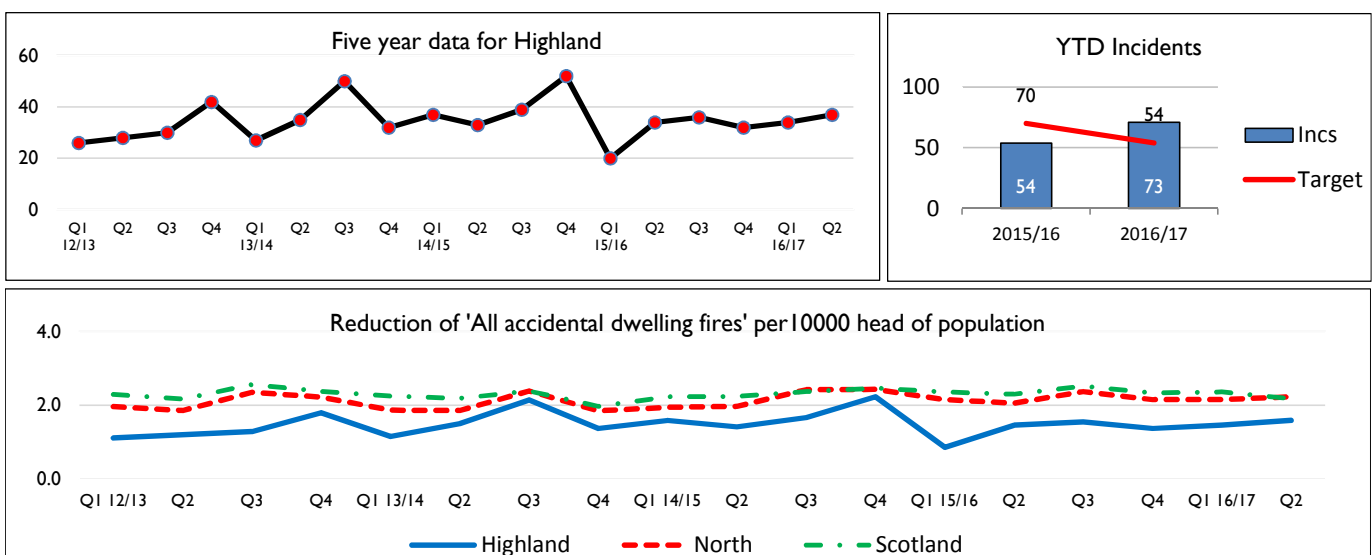
As well as linking with partners, SFRS staff are engaging with communities across Highland and actively encouraging members of the communities to request a free home fire safety visit by calling 0800 0731 999, by texting 'FIRE' to 80800 or by visiting www.firescotland.gov.uk

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.

The statistics for the last quarter identified an emerging trend of an increase in the number of accidental dwelling fires being reported but with a reduction in the severity of the fires and this trend continues this quarter. In terms of year to date figures, we have had a total of 73 accidental dwelling fires. Of the 73 fires, the source of ignition for 45% (33) of them is attributed to cooking appliances with smoking materials and other domestic appliances each accounting for 12% (9) of ignitions.

In terms of severity, 38% (28) of the fires resulted in no damage and a further 46% (34) had damage confined to an area of less than 5 square meters. Only 4% (3) of accidental dwelling fires have resulted in damage to the entire building.

In relation to firefighting activity, 44% (32) of the incidents required no SFRS intervention. Just over a quarter of the incidents 26% (19) required the application of water from a firefighting hose with 20% (15) of the incidents requiring removal from a heat source or disconnection of the fuel supply.



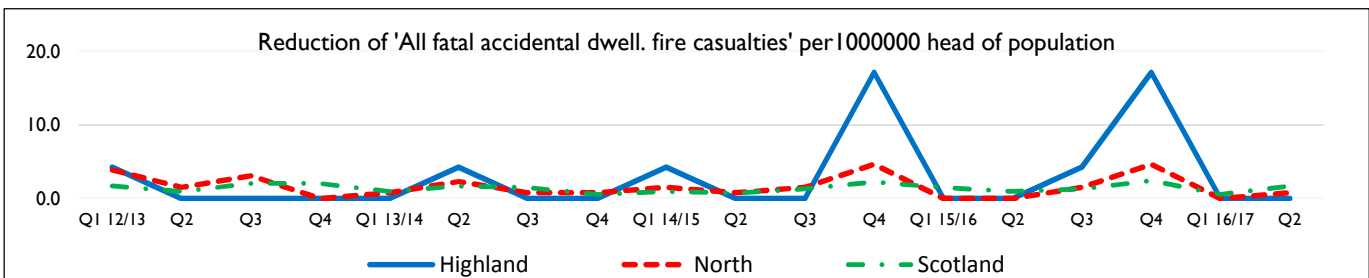
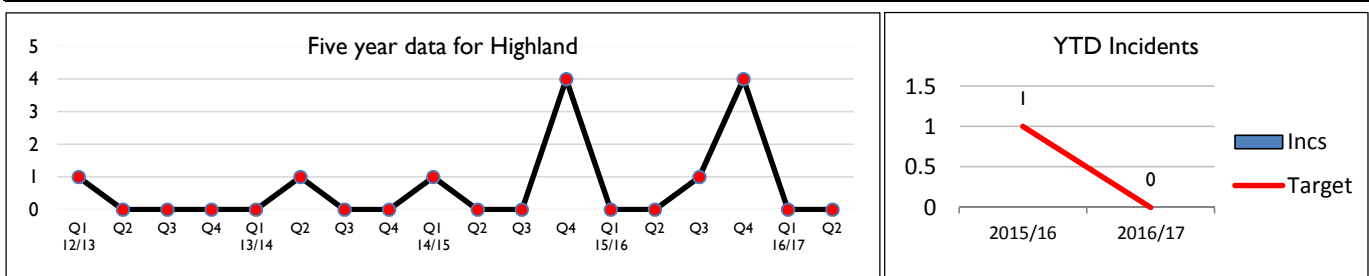
YTD ward ave. for Highland - 3	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	54	62	70	54	73	
North, West and Central Sutherland	3	2	1	3	2	
Thurso	1	3	3	2	5	
Wick	2	3	3	0	0	
Landward Caithness	0	1	2	2	1	
East Sutherland and Edderton	1	3	2	3	2	
Wester Ross, Strathpeffer and Lochalsh	2	3	2	0	3	
Cromarty Firth	1	1	2	3	1	
Tain and Easter Ross	1	3	4	0	1	
Dingwall and Seaforth	2	2	5	2	6	
Black Isle	1	3	1	1	2	
Eilean a'Cheo	1	1	4	4	0	
Caol and Mallaig	1	5	3	2	4	
Aird and Loch Ness	1	4	2	1	4	
Inverness West	0	3	1	1	6	
Inverness Central	10	8	9	9	10	
Inverness Ness-Side	3	4	2	1	3	
Inverness Millburn	4	3	4	3	2	
Culloden and Ardersier	4	0	2	4	6	
Nairn	5	1	7	7	4	
Inverness South	1	1	3	1	2	
Badenoch and Strathspey	5	5	3	0	4	
Fort William & Ardnamurchan	5	3	5	5	5	

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 second quarter, like 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 as well as continuing the positive partnership working with other agencies across the Highland area.



YTD ward ave. for Highland - 0	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	1	1	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	1	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	1	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	

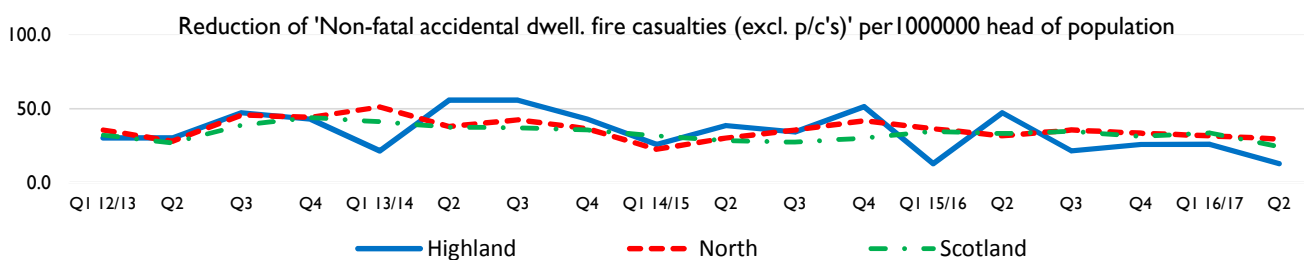
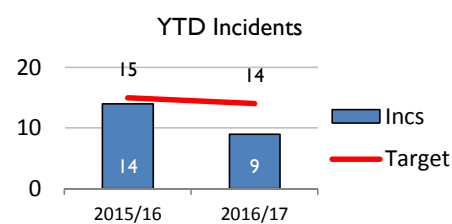
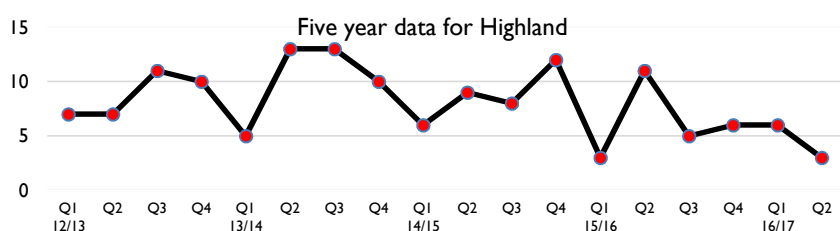
Reduction of 'Non-fatal accidental dwell. fire casualties (excl. p/c's)'

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, as previously stated, 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.

We are reporting the lowest year to date figure for non fatal accidental dwelling fire casualties over the past five years and whilst the low figure is welcome, we are sadly still reporting that 9 people this year so far have been accidental dwelling fire casualties. We will continue to offer advice and guidance to anyone who requests it and will work with partners to identify and target those most vulnerable in our communities with the aim of having no casualties.

In terms of casualty information, of the 9 reported casualties, there are 7 female and 2 male with no casualties younger than 20 or older than 80 with the highest figure in the 50 to 59 years age bracket. Firefighters rescued 3 of the 9 casualties and 2 required hospital treatment, 1 with serious injuries and 1 with minor injuries. The remaining 6 casualties received first aid treatment at the scene.



YTD ward ave. for Highland - 0	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	14	18	15	14	9	
North, West and Central Sutherland	0	1	0	0	0	
Thurso	0	1	0	0	0	
Wick	0	2	0	0	0	
Landward Caithness	0	0	0	0	0	
East Sutherland and Edderton	0	1	0	0	0	
Wester Ross, Strathpeffer and Lochalsh	0	1	1	0	0	
Cromarty Firth	0	0	0	0	0	
Tain and Easter Ross	1	0	2	0	1	
Dingwall and Seaforth	1	0	0	2	0	
Black Isle	0	1	1	1	0	
Eilean a'Cheo	0	1	0	0	0	

YTD ward ave. for Highland - 0	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	14	18	15	14	9	
Caol and Mallaig	0	1	1	1	1	
Aird and Loch Ness	0	1	0	1	0	
Inverness West	0	1	0	0	5	
Inverness Central	5	3	5	4	1	
Inverness Ness-Side	1	1	1	0	0	
Inverness Millburn	0	1	2	0	0	
Culloden and Ardersier	2	0	0	1	0	
Nairn	1	1	0	3	1	
Inverness South	0	0	0	0	0	
Badenoch and Strathspey	2	1	1	0	0	
Fort William & Ardnamurchan	1	0	1	1	0	

Reduction of 'All deliberate fires'

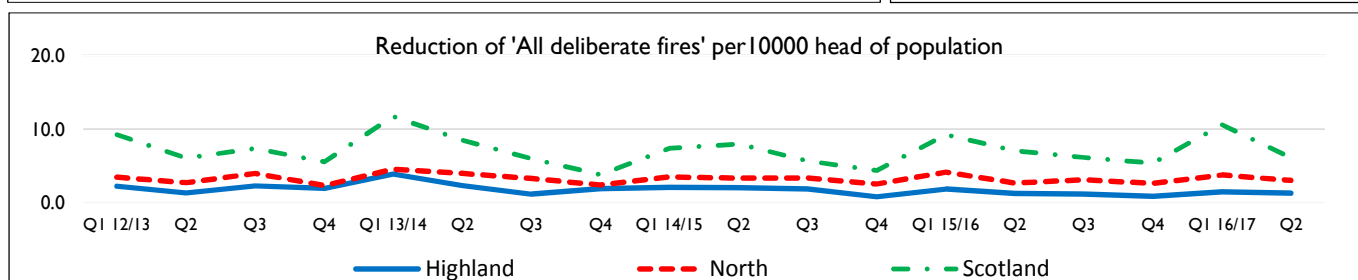
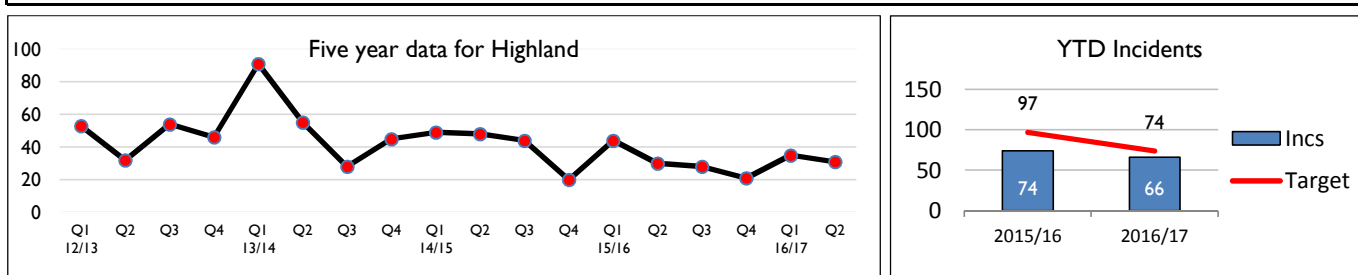
Deliberate fires include those as a result of fire related antisocial behaviour (ASB) and wildfires. Analysis of the overall incidents and the periods in when they occur, identify seasonal variations e.g. muirburning season and school holiday periods.

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.

It is pleasing to note that for the second quarter in a row we are able to report 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 and adopting a proactive intelligence led approach to prevention activities.

In the year to date there have been 66 deliberate fires. Of these 66 fires, 55% (36) of them have involved scrubland, bushes, grass or crops. A further 17% (11) have involved rubbish with 8% (5) involving vehicles. In terms of timings there is a very clear pattern of evening activity with the peak being in the 2100 to 2200 time band (14 incidents) and 1800 to 1900 time band (8 incidents).



YTD ward ave. for Highland - 3	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	85	146	97	74	66	
North, West and Central Sutherland	1	2	3	2	1	
Thurso	1	1	0	1	0	
Wick	2	4	4	0	0	
Landward Caithness	1	4	1	1	0	
East Sutherland and Edderton	3	0	1	0	2	
Wester Ross, Strathpeffer and Lochalsh	2	1	3	3	2	
Cromarty Firth	6	25	3	9	9	
Tain and Easter Ross	8	6	4	5	2	
Dingwall and Seaforth	3	0	1	5	3	
Black Isle	1	0	1	2	2	
Eilean a'Cheo	0	4	1	0	1	

YTD ward ave. for Highland - 3	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	85	146	97	74	66	
Caol and Mallaig	9	7	2	0	2	
Aird and Loch Ness	4	8	6	6	2	
Inverness West	7	7	8	6	7	
Inverness Central	5	25	17	10	9	
Inverness Ness-Side	9	8	11	2	4	
Inverness Millburn	4	2	5	1	4	
Culloden and Ardersier	6	12	6	7	4	
Nairn	2	3	2	0	4	
Inverness South	2	5	7	6	6	
Badenoch and Strathspey	2	5	5	3	1	
Fort William & Ardnamurchan	7	17	6	5	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.

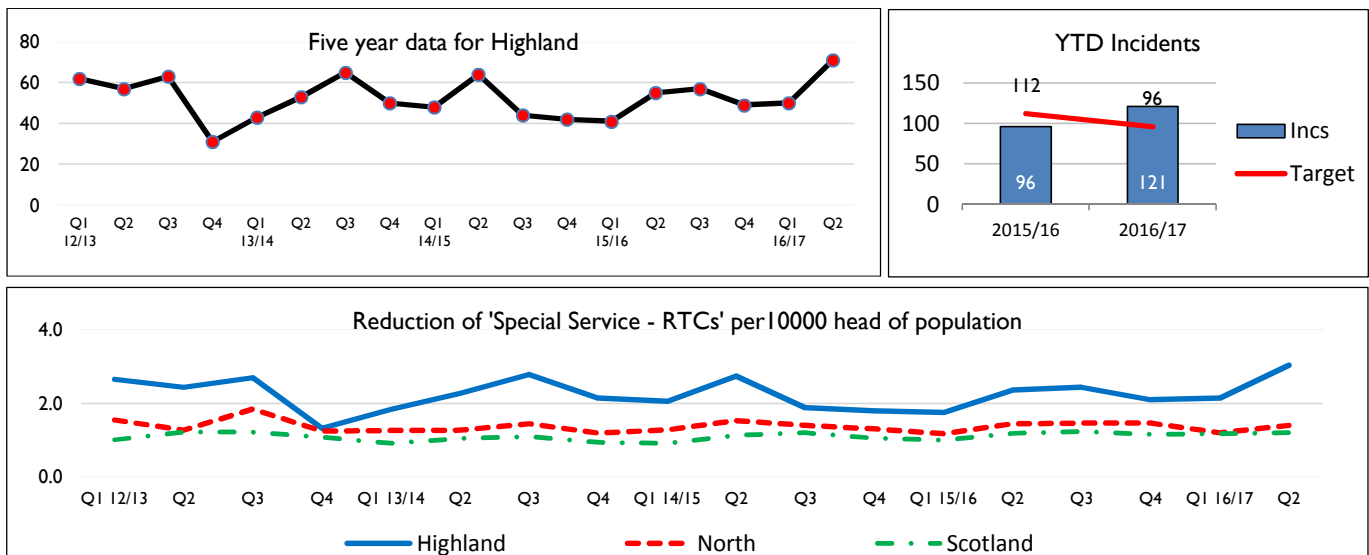
Road safety activities in the area include e.g. Driving Ambition and Safe Highlander, all of which have a focused message of road safety, targeting key groups in the reduction of road related incidents as identified in Scotland's Road Safety Framework to 2020.

<http://www.scotland.gov.uk/Resource/Doc/286643/0087268.pdf>

The year to date figures for RTCs are the highest recorded for the past five years, however it should be noted that the figures presented relate only to the incidents where an SFRS resource has been mobilised and does not represent the overall total figure for RTCs within the Highland area. Nonetheless, this higher figure gives cause for concern and the figures will be monitored over the next quarter to identify if there is any particular pattern emerging.

In terms of profiles of the 122 reported incidents in the year to date, 56% of them only required firefighters to make the scene and/or the vehicles involved safe. With regards rescue of trapped casualties, 27% of the incidents required the extrication of a person or persons from vehicles.

Of the 122 incidents, 56% involved a single private car, 31% involved two or more vehicles, 3% involved an LGV, and 2% involved a bus/coach or motorcycle.



YTD ward ave. for Highland - 6	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland		96	112	96	121	
North, West and Central Sutherland	2	4	1	4	2	
Thurso	0	0	1	0	2	
Wick	1	1	2	0	0	
Landward Caithness	2	6	5	7	7	
East Sutherland and Edderton	4	6	2	1	6	
Wester Ross, Strathpeffer and Lochalsh	8	6	11	10	11	
Cromarty Firth	5	6	11	5	8	
Tain and Easter Ross	4	1	3	6	1	
Dingwall and Seaforth	3	1	3	1	2	
Black Isle	5	3	5	2	5	
Eilean a'Cheo	3	2	6	4	9	
Caol and Mallaig	13	12	11	5	8	
Aird and Loch Ness	21	17	10	14	13	
Inverness West	1	1	1	0	4	
Inverness Central	1	1	0	2	3	
Inverness Ness-Side	2	0	2	0	0	
Inverness Millburn	1	2	4	1	2	
Culloden and Ardersier	8	6	3	4	5	
Nairn	5	2	2	5	4	
Inverness South	4	1	3	9	6	
Badenoch and Strathspey	14	9	13	10	12	
Fort William & Ardnamurchan	12	9	13	6	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).

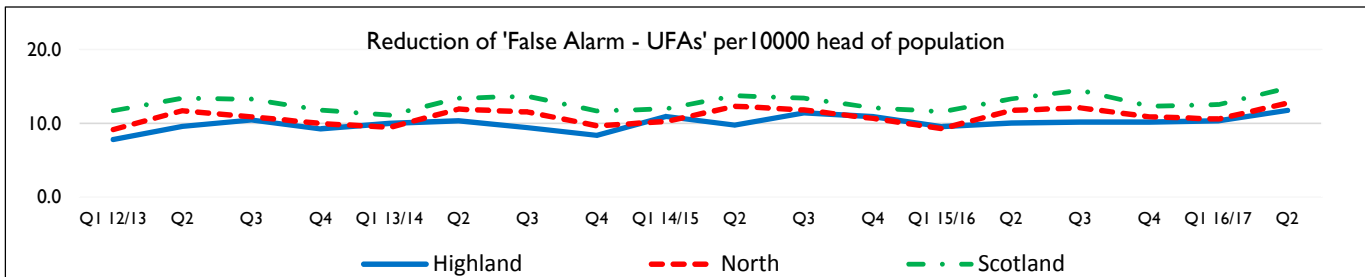
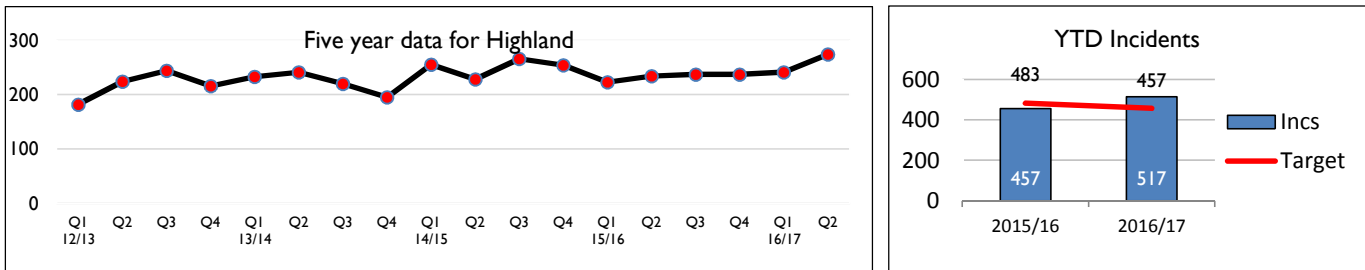
In addressing the number of UFAS incidents across Scotland, the Scottish Fire and Rescue Service (SFRS) introduced a UFAS Policy and Procedure on 1 December 2014. The key aim of this is the implementation of a standard management model to reduce the number of unwanted alarm signals across all areas of Scotland, which 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

This quarter has seen an increase in the number of UFAS incidents and the highest recorded year to date figure for the past five years. There is no obvious reason for this increase and may well be just a statistical bounce, however the figures will be monitored through the next quarter to ensure that if there are any underlying factors, they will be identified and appropriate action taken.

In the year to date figures, there have been 517 UFAS incidents with 15% involving hospitals or medical care premises, 10% involving nursing homes or residential care premises, 9% involving hotels or motels, 7% involving retail premises, 7% schools and colleges, 5% offices and 4% entertainment venues.

The most common cause of alarm activation is burnt toast (13%) and faulty detectors (13%). A faulty alarm system accounts for 12% of UFAS incidents with accidental alarm activation the next most common cause at 11%. Testing of systems has accounted for 10% of incidents, however it is reassuring to note that malicious/deliberate alarm activation is only recorded for 1 of the 517 incidents.

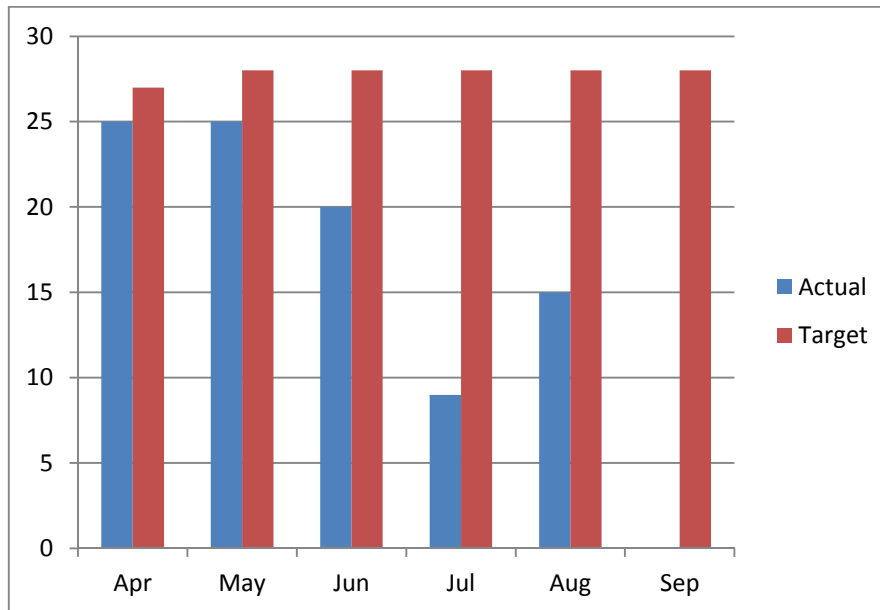


YTD ward ave. for Highland - 23	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	406	474	483	457	517	
North, West and Central Sutherland	12	5	8	1	0	
Thurso	6	5	7	8	4	
Wick	18	13	23	11	26	
Landward Caithness	2	3	9	9	10	
East Sutherland and Edderton	8	18	17	12	16	
Wester Ross, Strathpeffer and Lochalsh	21	21	17	11	16	
Cromarty Firth	21	22	17	16	21	
Tain and Easter Ross	5	11	4	11	5	
Dingwall and Seaforth	23	23	32	25	23	
Black Isle	6	9	4	6	10	
Eilean a'Cheo	10	17	17	14	23	

YTD ward ave. for Highland - 23	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	406	474	483	457	515	
Caol and Mallaig	6	8	14	7	11	
Aird and Loch Ness	9	3	13	7	7	
Inverness West	22	32	40	31	33	
Inverness Central	65	88	77	70	95	
Inverness Ness-Side	7	14	16	16	14	
Inverness Millburn	66	61	58	79	80	
Culloden and Ardersier	27	30	29	25	21	
Nairn	5	1	3	8	2	
Inverness South	20	22	21	22	27	
Badenoch and Strathspey	27	35	38	49	48	
Fort William & Ardnamurchan	20	33	19	19	25	

Legislative Fire Safety – Priorities 5 and 7

MONTHLY	Apr	May	Jun	Jul	Aug	Sep	TOTAL
Actual	25	25	20	9	15	0	94
Target	27	28	28	28	28	28	167
%	93%	89%	71%	32%	54%	0%	56%



Commentary

Within Quarter 2, Fire Safety Enforcement Officers (FSEOs) completed 24 Fire Safety Enforcement Audits which equates to 29% of the target for the quarter and in the year to date 56% of the target has been achieved.

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	Jul	Aug	Sep	Totals
Actual Visits	313	350	330	325	354	365	2037
Target Visits	333	333	333	334	334	334	2001
%	94%	105%	99%	97%	106%	109%	102%

SD Fitted	98	119	70	58	90	106	541
-----------	----	-----	----	----	----	-----	------------

High	146	120	141	171	175	113	866
Medium	88	125	97	107	95	140	652
Low	79	105	92	47	84	112	519

Commentary

Staff within Highland area delivered a total of 1044 home fire safety visits in Quarter 2 2016-17 which represents 104% of the target for the period.

These visits can be further broken down into 459 high risk visits, 342 medium risk visits and 243 low risk visits. During the 1044 visits identified above, a total of 254 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.

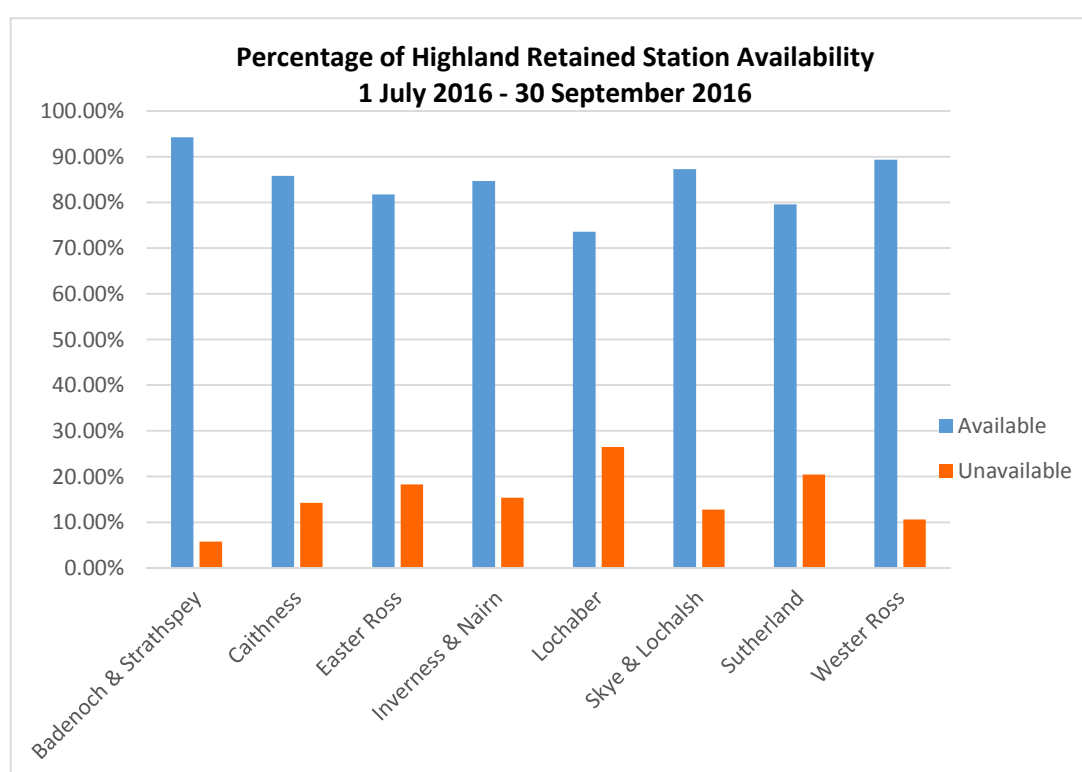
The Service is working closely with other agencies and partners in identifying those most at risk in our communities and routinely share risk identification skills and information to support the wider CPP risk reduction strategies e.g. fire safety and falls prevention.

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 July 2016 - 30 September 2016

	Badenoch & Strathspey	Caithness	Easter Ross	Inverness & Nairn	Lochaber	Skye & Lochalsh	Sutherland	Wester Ross
Available	94.25%	85.77%	81.70%	84.64%	73.57%	87.26%	79.53%	89.37%
Unavailable	5.75%	14.23%	18.30%	15.36%	26.43%	12.74%	20.47%	10.63%



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 second quarter, July to September for the year 2016-17.

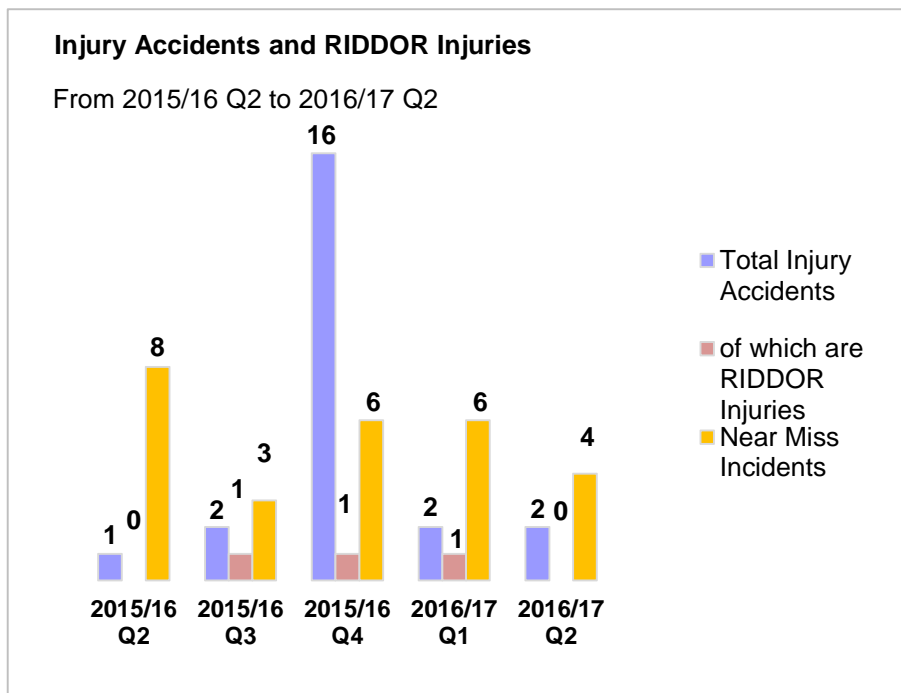
The Service works closely with employers and RDS staff to support an improvement in availability. However, we do recognise the challenges faced by RDS staff when combining primary employment and their operational availability across the communities in Highland area.

On 21 November 2016, the Service will introduce a new and improved RDS recruitment process across Scotland. This process will see continual RDS recruitment rather than the previous campaign approach, with greater responsibility, control and ownership at a local level.

The Service is actively recruiting across all of Highland 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 Q2	2015/16 Q3	2015/16 Q4	2016/17 Q1	2016/17 Q2
Total Injury Accidents	1	2	16	2	2
of which are RIDDOR Injuries	0	1	1	1	0
Near Miss Incidents	8	3	6	6	4



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 Q2

Station	Availability %	Male	Female	Staff
Dunbeath	70	9	0	9
John O Groats	68	8	1	9
Lybster (CRU)	N/A	8	1	9
Thurso - 1st Appliance	100	17	3	20
Thurso - 2nd Appliance	92			
Wick - 1st Appliance	100	18	0	18
Wick - 2nd Appliance	86			

Caithness Local Committee Totals		60	5	65
---	--	-----------	----------	-----------

Sutherland Local Committee - 2016/17 Q2

Station	Availability %	Male	Female	Staff
Bettyhill	43	5	1	6
Bonar Bridge	85	8	0	8
Dornoch	97	10	0	10
Durness	88	9	0	9
Golspie	99	11	0	11
Helmsdale	93	11	0	11
Kinlochbervie	97	9	0	9
Lairg	99	9	1	10
Lochinver	0	3	2	5
Scourie	88	7	1	8
Tongue	86	8	0	8

Sutherland Local Committee Totals		90	5	95
--	--	-----------	----------	-----------

City of Inverness Local Committee - 2016/17 Q2

Station	Availability %	Male	Female	Staff
Beauly	89	8	0	8
Cannich	46	5	0	5
Drumnadrochit	98	7	1	8
Fort Augustus	98	9	1	10
Foyers	71	6	1	7
Inverness Retained	90	12	1	13
Inverness Wholetime *	N/A	65	4	69

City of Inverness Local Committee Totals		112	8	120
---	--	------------	----------	------------

Station Statistics – Priority I

Badenoch & Strathspey Local Committee - 2016/17 Q2

Station	Availability %	Male	Female	Staff
Aviemore	91	10	3	13
Carrbridge (CRU)	N/A	7	3	10
Grantown – 1 st Appliance	100	17	1	18
Grantown – 2 nd Appliance	89			
Kingussie	97	12	0	12
Nethybridge (CRU)	N/A	4	0	4
Newtonmore (CRU)	N/A	10	1	11

Badenoch & Strathspey Local Committee Totals		60	8	68
---	--	-----------	----------	-----------

Nairn Local Committee - 2016/17 Q2

Station	Availability %	Male	Female	Staff
Nairn – 1 st Appliance	100	20	2	22
Nairn – 2 nd Appliance	86			

Nairn Local Committee Totals		20	2	22
-------------------------------------	--	-----------	----------	-----------

Lochaber Local Committee - 2016/17 Q2

Station	Availability %	Male	Female	Staff
Acharacle	53	8	0	8
Fort William – 1 st Appliance	100	22	0	22
Fort William – 2 nd Appliance	94			
Kilchoan	84	6	2	8
Kinlochleven – 1 st Appliance	88	9	1	10
Kinlochleven – 2 nd Appliance	24			
Lochaline	78	3	5	8
Mallaig	66	7	0	7
Muck (CRU)	N/A	3	2	5
Spean Bridge (CRU)	N/A	8	0	8
Strontian	75	5	2	7

Lochaber Local Committee Totals		71	12	83
--	--	-----------	-----------	-----------

Station Statistics – Priority I

Ross and Cromarty Local Committee - 2016/17 Q2

Station	Availability %	Male	Female	Staff
Achiltibuie	88	7	0	7
Applecross	83	6	2	8
Aultbea	83	9	0	9
Balintore (CRU)	N/A	11	0	11
Cromarty (CRU)	N/A	7	2	9
Dingwall - 1st Appliance	100	21	0	21
Dingwall - 2nd Appliance	65			
Fortrose	79	9	0	9
Gairloch	95	7	2	9
Glenelg	87	5	1	6
Invergordon - 1st Appliance	99	15	2	17
Invergordon - 2nd Appliance	66			
Kinlochewe	53	5	1	6
Kyle	100	11	1	12
Lochcarron	94	8	0	8
Ratagan (CRU)	N/A	1	0	1
Tain	78	11	0	11
Torridon	97	9	2	11
Ullapool - 1st Appliance	100	15	0	15
Ullapool - 2nd Appliance	82			

Ross and Cromarty Local Committee Totals		150	12	162
---	--	------------	-----------	------------

Skye Local Committee - 2016/17 Q2

Station	Availability %	Male	Female	Staff
Broadford	83	6	1	7
Dunvegan	80	8	1	9
Portree	100	12	0	12
Raasay	81	4	1	5
Staffin	93	10	0	10
Uig	75	6	0	6

Skye Local Committee Totals		46	3	49
------------------------------------	--	-----------	----------	-----------

Operational Activity by Ward – Priorities 1-7

The figures shown are the number of incidents attended from 1 July to 30 September 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	14	6	6	7	25	13	3	74
Badenoch and Strathspey Ward	9	7	3	48	36	12	7	122
Black Isle Ward	7	4	2	10	18	5	3	49
Caol and Mallaig Ward	8	16	4	11	16	8	12	75
Cromarty Firth Ward	14	9	1	21	28	8	8	89
Culloden and Ardersier Ward	11	9	2	21	14	5	5	67
Dingwall and Seaforth Ward	7	5	1	23	32	2	7	77
East Sutherland and Edderton Ward	7	5	7	16	19	6	10	70
Eilean a'Cheo Ward	5	12	6	23	22	9	6	83
Fort William & Ardnamurchan Ward	16	23	3	25	24	12	15	118
Inverness Central Ward	19	15	2	95	72	3	33	239
Inverness Millburn Ward	6	4	0	80	33	2	13	138
Inverness Ness-Side Ward	5	9	0	14	24	0	7	59
Inverness South Ward	7	7	0	27	9	6	4	60
Inverness West Ward	9	12	0	33	24	4	11	93
Landward Caithness Ward	14	6	5	10	16	7	4	62
Nairn Ward	6	7	1	2	22	4	3	45
North, West and Central Sutherland Ward	7	20	3	0	5	2	6	43
Tain and Easter Ross Ward	8	8	3	5	32	1	3	60
Thurso Ward	8	2	0	4	19	2	3	38
Wester Ross, Strathpeffer and Lochalsh Ward	12	10	8	16	18	11	9	84
Wick Ward	0	0	0	26	19	0	5	50
TOTALS	199	196	57	517	527	122	177	1,795

Property Type	2016-17 Q2
Hospital	31
Hotel/Motel	23
Nursing/Care Home	19
Purpose built office	16
Retail - Single shop	13
Other Residential Home	13
Sheltered Housing - not self contained	12
Secondary school	10
Large supermarket	10
Distillery plant (including alcohol)	9

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

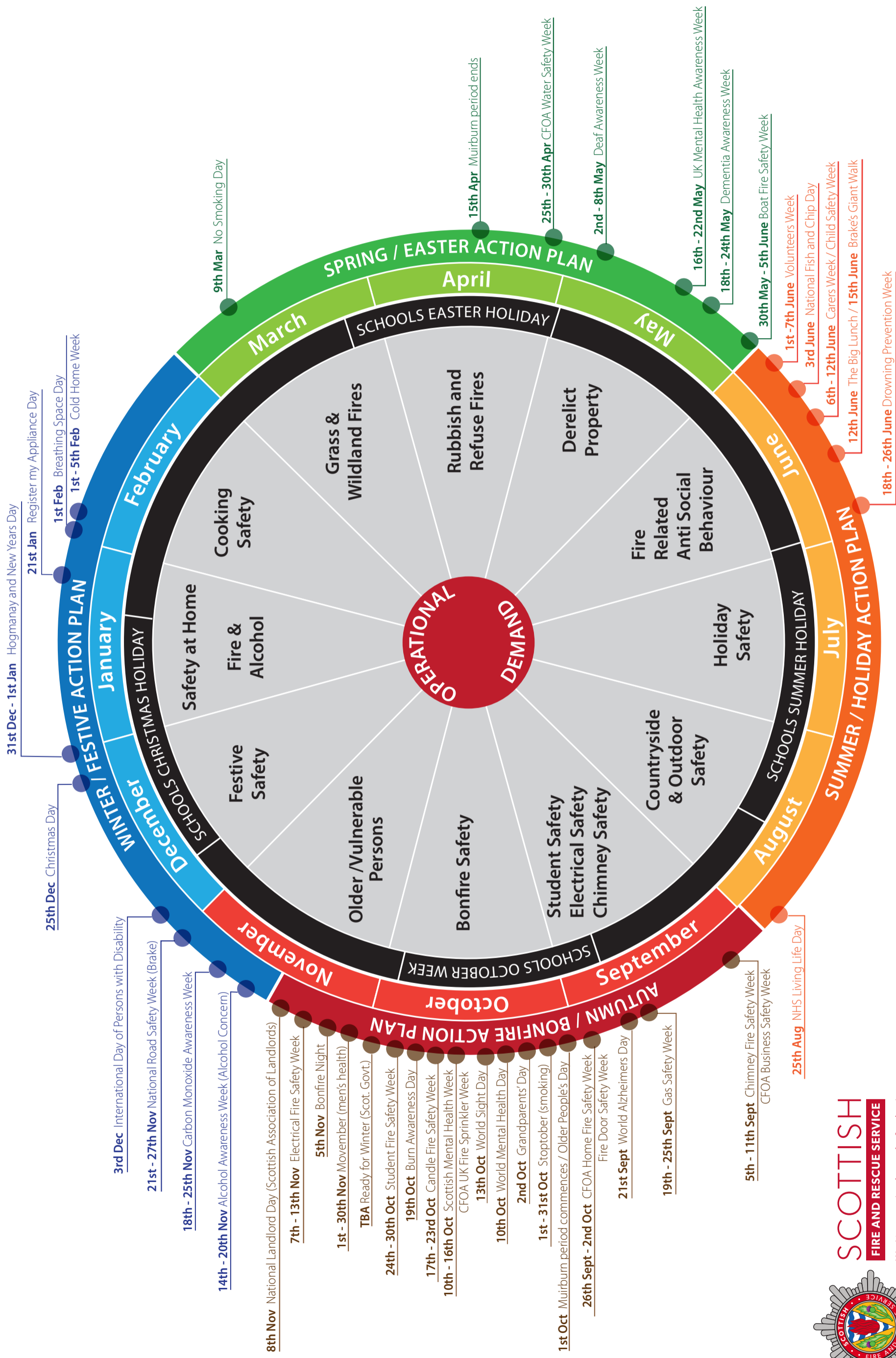
CFS

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