



Quarterly Performance Report

Quarter 3 2016-2017 (1 October to 31 December)



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.

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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 3 2016-2017, (1 October – 31 December).

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.) Dec					RAG rating
	2012/13	2013/14	2014/15	2015/16	2016/17	YTD
All accidental dwelling fires	84	112	109	88	108	
All fatal accidental dwell. fire casualties	1	1	1	1	1	
Non-fatal accidental dwell. fire casualties (excl. p/c's)	25	31	23	17	15	
All deliberate fires	139	174	141	103	109	
Special Service - RTCs	182	161	156	148	168	
False Alarm - UFAs	650	694	749	688	763	

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

The number of deliberate fires has remained reasonably static over the past two years however the current figures are still significantly better than those from 2012/13, 2013/14 and 2014/15 for the same reporting period.

Unfortunately, the number of accidental dwelling fires, Road Traffic Collisions (RTCs) and Unwanted Fire Alarm Signals (UFAS) has increased however additional detail is provided within the relevant sections of this report pertaining to each of these categories of incident.

Tragically, this quarter also resulted in one person losing their life as a result of an accidental dwelling fire.

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.

Reduction of 'All accidental dwelling fires'

The table overleaf represents 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 statistics for quarter 3 are similar to those of quarters 1 and 2 in that there is 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.

The year to date figures confirm that we have had a total of 108 accidental dwelling fires. Of the 108 fires, the most common source of ignition is cooking appliances 43% (46). The most common room for a fire to start is the kitchen at 51% (55) of incidents with the most common item being first ignited recorded as food at 27% (29) of incidents.

In terms of area affected, 36% (39) of the fires resulted in no damage and a further 41% (47) had damage confined to an area of less than 5 square meters. The data on actual damage indicates that 35% of incidents had no damage at all, 38% had damage confined to the item first ignited, 13% had damage confined to the room of origin, 6% had damage confined to the floor of origin, 2% had damage affecting 2 floors, 2% with damage to the roof only and 5% with damage to the whole building.

In relation to firefighting activity, 40% (43) of the incidents required no SFRS intervention with 19% (21) just requiring the removal from a heat source or isolation of the fuel supply. A total of 27% (29) of the incidents required the application of water from a firefighting hose connected to a fire engine.

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

From the figures presented, it can be seen that the highest risk of fire in the home exists within the kitchen and is related to cooking activities. Firefighters and Community Safety staff from the Scottish Fire and Rescue Service are aware of this and will ensure that when visiting homes across all our communities that the necessary advice is provided to continually seek to improve the lives of everyone.

YTD ward ave. for Highland - 3	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	84	112	109	88	108	
North, West and Central Sutherland	3	6	3	3	3	
Thurso	1	4	5	2	6	
Wick	3	4	5	1	3	
Landward Caithness	2	4	5	3	2	
East Sutherland and Edderton	2	4	2	4	3	
Wester Ross, Strathpeffer and Lochalsh	4	6	5	0	3	
Cromarty Firth	2	3	2	6	3	
Tain and Easter Ross	3	7	4	0	3	
Dingwall and Seaforth	3	3	5	6	8	
Black Isle	2	7	2	3	4	
Eilean a'Cheo	3	5	4	8	4	
Caol and Mallaig	5	7	5	4	5	
Aird and Loch Ness	4	5	3	3	9	
Inverness West	1	4	4	1	7	
Inverness Central	14	11	10	12	13	
Inverness Ness-Side	3	8	5	1	3	
Inverness Millburn	4	7	7	5	3	
Culloden and Ardersier	5	2	6	6	7	
Nairn	6	1	8	9	6	
Inverness South	2	3	4	2	3	
Badenoch and Strathspey	7	6	5	1	5	
Fort William & Ardnamurchan	5	5	10	8	5	

Reduction of 'All fatal accidental dwell. fire casualties'

The table below identifies 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.

Tragically, this quarter resulted in an elderly gentleman losing his life as a result of an accidental dwelling fire in Caithness. This horrendous incident not only has a devastating impact on the family involved but also on the wider community and society as a whole where the appalling consequences of dwelling house fires is evident to all.

The Scottish Fire and Rescue Service is totally committed to not only reducing the number of fatal casualties as a result of dwelling house fires but also to eliminating them. This cannot be done in isolation and the service will continue to work in partnership with other agencies and communities to identify those most at risk, to deliver free home fire safety visits and to offer appropriate fire prevention advice and guidance to all communities across the Highland area.

YTD ward ave. for Highland - 3	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	1	1	1	1	1	
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	1	
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	1	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 table below identifies the number of dwelling house fires that have resulted in fire related casualties over the reporting 5 year period. The Service recognises that a reduction in the number of dwelling house fires will have the greatest impact on the number of fire related casualties and fatalities and we are committed to reducing this figure and therefore reducing the impact on the community.

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 reducing figure is very welcome, we are sadly still reporting that 15 people this year so far have been accidental dwelling fire casualties.

In terms of casualty information, of the 15 reported casualties, there are 9 female and 6 male with no casualties younger than 20 years of age. The table below provides a more detailed age breakdown

20 - 29	30 - 39	50 - 59	60 - 69	70 - 79	80 - 89	90 - 99	Unknown
1	2	3	2	1	1	1	4

Five of the casualties were rescued with two being hospitalised with apparent serious injuries, two hospitalised with apparent slight injuries and eleven receiving first aid at the scene of the fire.

YTD ward ave. for Highland - 3	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	25	31	23	17	15	
North, West and Central Sutherland	0	2	0	0	0	
Thurso	0	2	1	0	0	
Wick	0	2	0	0	1	
Landward Caithness	2	1	0	0	1	
East Sutherland and Edderton	0	1	0	0	0	
Wester Ross, Strathpeffer and Lochalsh	1	1	1	0	0	
Cromarty Firth	0	0	0	1	1	
Tain and Easter Ross	2	0	2	0	1	
Dingwall and Seaforth	1	0	0	3	1	
Black Isle	2	2	1	1	1	
Eilean a'Cheo	0	4	0	0	0	
Caol and Mallaig	2	2	1	2	1	
Aird and Loch Ness	1	2	1	1	0	
Inverness West	0	1	2	0	5	
Inverness Central	6	5	5	4	1	
Inverness Ness-Side	1	2	2	0	0	
Inverness Millburn	0	2	3	0	1	
Culloden and Ardersier	2	0	0	1	0	
Nairn	2	1	1	2	1	
Inverness South	0	0	0	0	0	
Badenoch and Strathspey	2	1	1	0	0	
Fort William & Ardnamurchan	1	0	2	2	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 quarter sees a very slight increase of 7% in the deliberate fires when compared to the same period last year however it is pleasing to note that the figure is considerably lower than for the same reporting period in 2012/13, 2013/14 and 2014/15, down an average of 27%.

In the year to date there have been 109 deliberate fires recorded. Of these 109 fires, 48% (52) of them have involved scrubland, bushes, grass or crops. A further 24% (26) have involved rubbish with 7% (8) involving vehicles.

There is a very clear pattern of late afternoon and evening activity with the peak being in the 2100 to 2200 time band. In the year to date, October has seen the highest number of deliberate fires followed by June and September with Thursdays and Sundays being equally the most common days followed by Saturday and Monday.

YTD ward ave. for Highland - 3	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	139	174	141	103	109	
North, West and Central Sutherland	1	2	3	2	1	
Thurso	1	1	1	1	0	
Wick	3	4	5	0	4	
Landward Caithness	1	5	3	1	0	
East Sutherland and Edderton	4	0	1	0	2	
Wester Ross, Strathpeffer and Lochalsh	3	1	5	3	2	
Cromarty Firth	36	28	13	9	15	
Tain and Easter Ross	9	6	8	5	2	
Dingwall and Seaforth	3	3	1	7	4	
Black Isle	2	3	2	3	2	
Eilean a'Cheo	0	5	1	0	1	
Caol and Mallaig	9	10	3	2	2	
Aird and Loch Ness	4	8	7	7	3	
Inverness West	8	9	9	9	11	
Inverness Central	13	26	26	17	16	
Inverness Ness-Side	13	10	13	10	10	
Inverness Millburn	4	2	10	1	6	
Culloden and Ardersier	8	17	7	9	6	
Nairn	6	3	3	1	4	
Inverness South	2	6	8	7	13	
Badenoch and Strathspey	2	5	5	4	2	
Fort William & Ardnamurchan	7	20	7	5	3	

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 have increased when compared to the same reporting period last year with a total of 168 incidents recorded, however it should also be noted that this reporting quarter has the lowest figure for this reporting year with only 43 incidents. It should also 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.

In the year to date, July has seen the highest number of incidents with 29, followed by September with 23 and August with 22. The day of the week with the highest number of incidents is Thursday followed by Wednesday and then Friday with a marked increase around the commute times of morning, lunch and early evening.

The table below provides a breakdown of the actions by SFRS personnel:

Make Scene Safe	Make Vehicle(s) Safe	Release/Extricate Persons	Standby No action	Medical assistance	Wash road	Provide advice
53	38	45	17	6	4	4

Of the 168 incidents recorded, 59% involved a single private motor car and 29% involving two or more vehicles.

YTD ward ave. for Highland - 3	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	182	161	156	148	168	
North, West and Central Sutherland	4	5	1	6	3	
Thurso	0	0	1	0	2	
Wick	1	1	2	0	0	
Landward Caithness	5	12	8	8	13	
East Sutherland and Edderton	5	8	3	2	8	
Wester Ross, Strathpeffer and Lochalsh	16	9	14	18	13	
Cromarty Firth	6	10	12	8	10	
Tain and Easter Ross	8	6	8	10	6	
Dingwall and Seaforth	3	3	3	1	3	
Black Isle	7	6	7	4	7	
Eilean a'Cheo	9	6	9	6	14	
Caol and Mallaig	18	17	14	11	8	
Aird and Loch Ness	32	22	17	21	17	
Inverness West	1	3	1	0	4	
Inverness Central	2	1	1	2	5	
Inverness Ness-Side	2	0	2	0	1	
Inverness Millburn	2	4	7	3	4	
Culloden and Ardersier	12	8	6	5	6	
Nairn	8	6	3	7	5	
Inverness South	6	4	4	13	9	
Badenoch and Strathspey	18	16	18	16	17	
Fort William & Ardnamurchan	17	14	15	7	13	

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.

In the year to date figures, there have been 763 UFAS incidents. Medical premises see the greatest number of UFAS incidents followed by hotels/motels and then education premises. The most common cause of alarm activation is the ingress of a contaminant such as steam, aerosol spray, or dust activating a detector, followed by a faulty detector or faulty system and then burnt toast or cooking fumes.

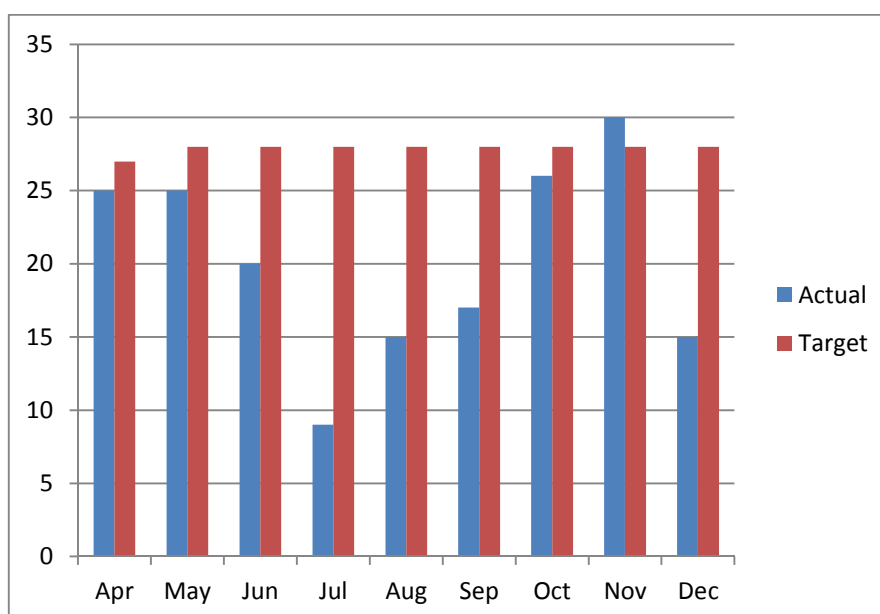
Locally based managers across the Highland area routinely monitor the UFAS activity within their respective areas and will where necessary engage with the duty holders at the offending premises. This is in addition to the advice and guidance provided by the operational fire crews every time they attend at a UFAS incident. In addition to the informal engagement, where necessary Fire Safety Enforcement Officers can be deployed to consider individual premises and ensure compliance with the fire safety requirements of the Fire Scotland Act 2005.

The Scottish Fire and Rescue Service is also trialing a UFAS Pre Determined Attendance Reduction which will see an individual risk assessment carried out on appropriate premises, the outcome of which may result in the number and type of fire engines sent to any fire alarm incident at that premises being reduced unless a confirmed fire is reported. This is currently being trialled in the West Service Delivery Area and depending on the findings of the trial may be introduced in the North.

YTD ward ave. for Highland - 3	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Highland	650	694	749	688	763	
North, West and Central Sutherland	15	7	10	4	1	
Thurso	9	8	12	9	7	
Wick	26	17	32	26	29	
Landward Caithness	3	5	11	13	15	
East Sutherland and Edderton	14	34	28	25	29	
Wester Ross, Strathpeffer and Lochalsh	26	29	21	15	26	
Cromarty Firth	23	27	28	26	33	
Tain and Easter Ross	12	13	6	12	7	
Dingwall and Seaforth	34	36	44	31	32	
Black Isle	10	13	5	10	15	
Eilean a'Cheo	13	28	34	23	28	
Caol and Mallaig	9	12	23	10	15	
Aird and Loch Ness	17	6	15	13	10	
Inverness West	39	42	63	51	43	
Inverness Central	99	121	114	105	130	
Inverness Ness-Side	12	17	25	30	27	
Inverness Millburn	115	101	103	121	115	
Culloden and Andersier	41	47	48	36	28	
Nairn	9	6	7	12	6	
Inverness South	47	35	33	32	48	
Badenoch and Strathspey	44	42	55	56	72	
Fort William & Ardnamurchan	33	48	32	28	47	

Legislative Fire Safety – Priorities 5 and 7

MONTHLY	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
Actual	25	25	20	9	15	17	26	30	15	182
Target	27	28	28	28	28	28	28	28	28	251
%	93%	89%	71%	32%	54%	61%	93%	107%	54%	73%



Commentary

Within Quarter 3, Fire Safety Enforcement Officers (FSEOs) completed 71 Fire Safety Enforcement Audits which equates to 85% of the target for the quarter and in the year to date 73% 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	Oct	Nov	Dec	Totals
Actual Visits	313	350	330	325	354	365	354	467	302	3160
Target Visits	333	333	333	334	334	334	334	334	334	3003
%	94%	105%	99%	97%	106%	109%	109%	109%	109%	105%

High	146	120	141	171	175	113	142	151	113	1272
Medium	88	125	97	107	95	140	108	158	82	1000
Low	79	105	92	47	84	112	104	158	107	888

Commentary

Firefighters and Community Safety staff within Highland area delivered a total of 1123 home fire safety visits in Quarter 3 2016-17 which represents 112% of the target for the period.

These visits can be further broken down into 406 high risk visits, 348 medium risk visits and 369 low risk visits. During the 1123 visits identified above, a total of 265 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.

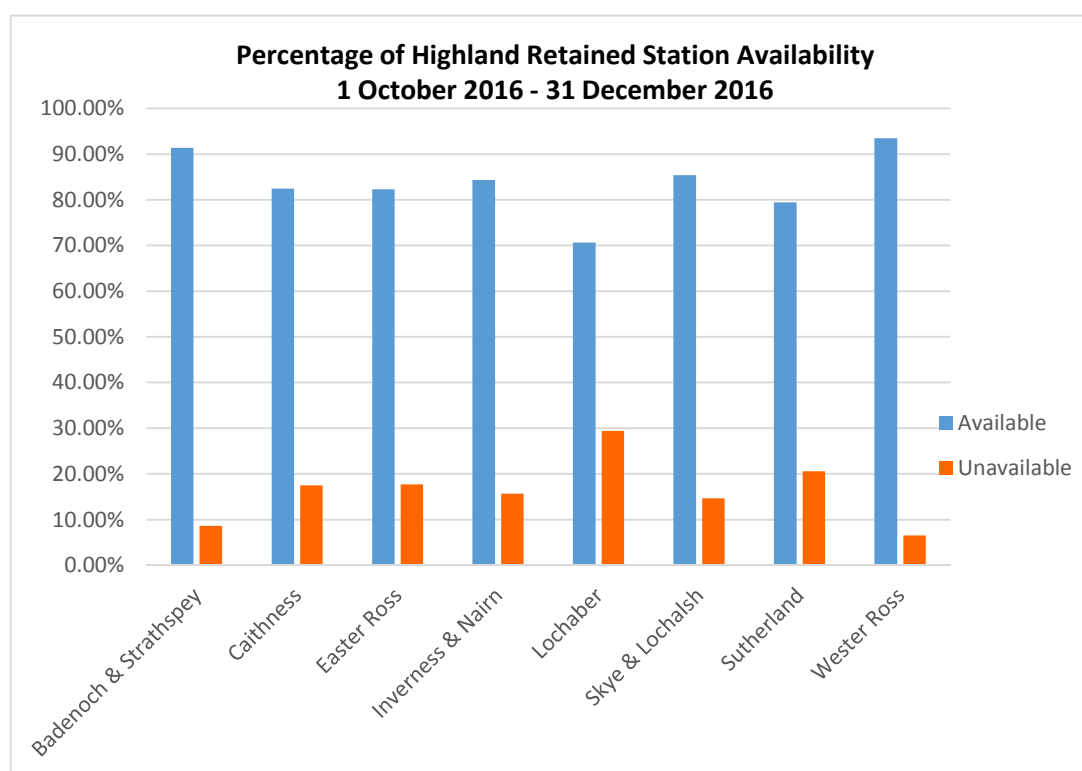
The Service is working closely with other agencies and partners in identifying those most at risk in our communities and routinely share risk identification skills and information to support the wider CPP risk reduction strategies e.g. fire safety and falls prevention.

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 October 2016 - 30 December 2016

	Badenoch & Strathspey	Caithness	Easter Ross	Inverness & Nairn	Lochaber	Skye & Lochalsh	Sutherland	Wester Ross
Available	91.36%	82.45%	82.26%	84.31%	70.59%	85.36%	79.42%	93.46%
Unavailable	8.64%	17.55%	17.74%	15.69%	29.41%	14.64%	20.58%	6.54%



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 third quarter, October to December for the year 2016-17.

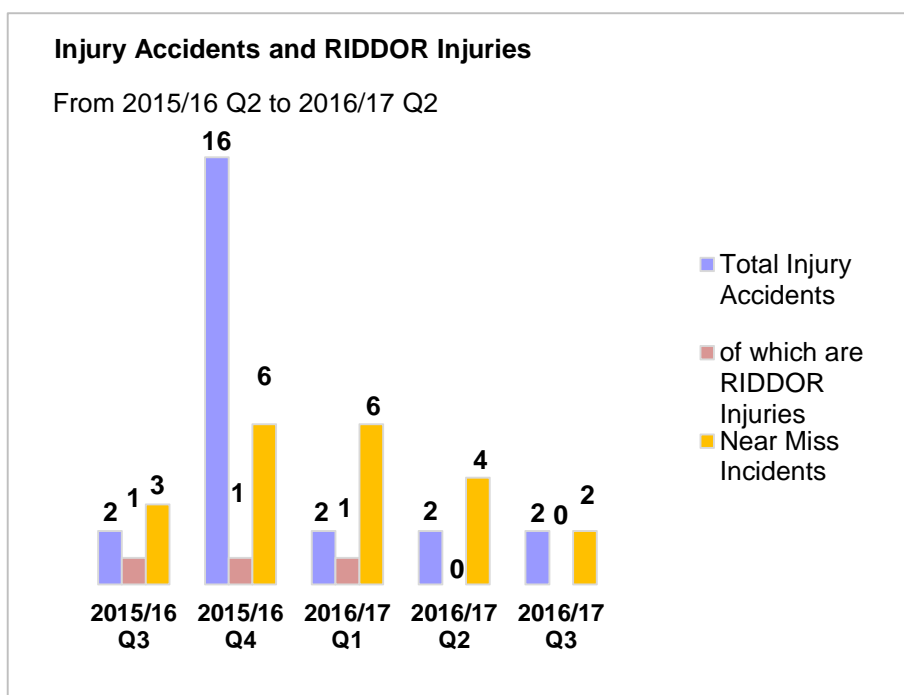
The Service works closely with employers and RDS staff to support an improvement in availability. However, we do recognise the challenges faced by RDS staff when combining primary employment and their operational availability across the communities in Highland area.

The Service introduced a new and improved RDS recruitment process across Scotland on 21 November 2016. This process is no longer campaign based and will remain permanently live and will reduce recruitment timescales to 12 weeks from application to appointment providing all criteria are passed. Since opening on 21 November, the new process has received 118 applications from people wishing to join the Scottish Fire and Rescue Service in the Highland area.

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 Q3	2015/16 Q4	2016/17 Q1	2016/17 Q2	2016/17 Q3
Total Injury Accidents	2	16	2	2	2
of which are RIDDOR Injuries	1	1	1	0	0
Near Miss Incidents	3	6	6	4	2



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 Q3

Station	Availability %	Male	Female	Staff
Dunbeath	71	9	0	9
John O Groats	66	8	1	9
Lybster (CRU)	N/A	8	1	9
Thurso - 1st Appliance	100	20	3	23
Thurso - 2nd Appliance	96			
Wick - 1st Appliance	100	18	0	18
Wick - 2nd Appliance	87			

Caithness Local Committee Totals		63	5	68
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Sutherland Local Committee - 2016/17 Q3

Station	Availability %	Male	Female	Staff
Bettyhill	53	6	1	7
Bonar Bridge	79	8	0	8
Dornoch	98	11	0	11
Durness	91	9	0	9
Golspie	99	11	0	11
Helmsdale	94	11	0	11
Kinlochbervie	96	9	0	9
Lairg	99	9	1	10
Lochinver	0	3	2	5
Scourie	77	7	1	8
Tongue	70	8	0	8

Sutherland Local Committee Totals		92	5	97
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City of Inverness Local Committee - 2016/17 Q3

Station	Availability %	Male	Female	Staff
Beauly	91	9	0	9
Cannich	44	5	0	5
Drumnadrochit	93	7	1	8
Fort Augustus	97	8	1	9
Foyers	70	7	1	8
Inverness Retained	91	11	1	12
Inverness Wholetime *	N/A	66	4	70

City of Inverness Local Committee Totals		113	8	121
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Station Statistics – Priority I

Badenoch & Strathspey Local Committee - 2016/17 Q3

Station	Availability %	Male	Female	Staff
Aviemore	92	11	2	13
Carrbridge (CRU)	N/A	7	4	11
Grantown – 1 st Appliance	99	17	1	18
Grantown – 2 nd Appliance	81			
Kingussie	94	12	0	12
Nethybridge (CRU)	N/A	1	0	1
Newtonmore (CRU)	N/A	10	0	10

Badenoch & Strathspey Local Committee Totals		58	7	65
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Nairn Local Committee - 2016/17 Q3

Station	Availability %	Male	Female	Staff
Nairn – 1 st Appliance	100	20	2	22
Nairn – 2 nd Appliance	90			

Nairn Local Committee Totals		20	2	22
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Lochaber Local Committee - 2016/17 Q3

Station	Availability %	Male	Female	Staff
Acharacle	47	8	0	8
Fort William – 1 st Appliance	100	21	0	21
Fort William – 2 nd Appliance	94			
Kilchoan	82	6	2	8
Kinlochleven – 1 st Appliance	85	9	1	10
Kinlochleven – 2 nd Appliance	21			
Lochaline	83	3	5	8
Mallaig	61	8	0	8
Muck (CRU)	N/A	3	2	5
Spean Bridge (CRU)	N/A	8	0	8
Strontian	62	5	2	7

Lochaber Local Committee Totals		71	12	83
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Station Statistics – Priority I

Ross and Cromarty Local Committee - 2016/17 Q3

Station	Availability %	Male	Female	Staff
Achiltibuie	94	7	0	7
Applecross	88	6	2	8
Aultbea	86	8	0	8
Balintore (CRU)	N/A	10	1	11
Cromarty (CRU)	N/A	7	2	9
Dingwall - 1st Appliance	100	18	0	18
Dingwall - 2nd Appliance	74			
Fortrose	80	9	0	9
Gairloch	97	7	2	9
Glenelg	84	5	1	6
Invergordon - 1st Appliance	99	14	1	15
Invergordon - 2nd Appliance	72			
Kinlochewe	46	5	1	6
Kyle	100	11	1	12
Lochcarron	89	8	0	8
Ratagan (CRU)	N/A	1	0	1
Tain	87	11	0	11
Torridon	96	9	2	11
Ullapool - 1st Appliance	100	15	0	15
Ullapool - 2nd Appliance	91			

Ross and Cromarty Local Committee Totals		151	13	164
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Skye Local Committee - 2016/17 Q3

Station	Availability %	Male	Female	Staff
Broadford	86	6	1	7
Dunvegan	73	8	1	9
Portree	100	10	0	10
Raasay	83	4	1	5
Staffin	88	10	0	10
Uig	69	6	0	6

Skye Local Committee Totals		44	3	47
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Operational Activity by Ward – Priorities 1-7

The figures shown are the number of incidents attended from 1 October to 31 December 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	22	9	8	10	41	17	6	113
Badenoch and Strathspey Ward	13	11	11	72	48	17	11	183
Black Isle Ward	11	9	4	15	23	7	5	74
Caol and Mallaig Ward	10	18	6	15	25	8	15	97
Cromarty Firth Ward	19	13	3	33	41	10	15	134
Culloden and Ardersier Ward	15	12	3	28	22	6	8	94
Dingwall and Seaforth Ward	9	7	2	32	48	3	14	115
East Sutherland and Edderton Ward	9	6	13	27	29	7	11	102
Eilean a'Cheo Ward	9	14	12	28	30	14	10	117
Fort William & Ardnamurchan Ward	17	25	6	47	39	13	18	165
Inverness Central Ward	27	25	2	130	112	5	43	344
Inverness Millburn Ward	8	7	2	115	52	4	18	206
Inverness Ness-Side Ward	8	15	0	27	35	1	15	101
Inverness South Ward	10	15	0	48	18	9	6	106
Inverness West Ward	14	14	1	43	36	4	16	128
Landward Caithness Ward	16	6	5	15	23	13	8	86
Nairn Ward	10	10	2	6	33	5	8	74
North, West and Central Sutherland Ward	9	22	6	1	14	3	10	65
Tain and Easter Ross Ward	11	8	7	7	40	6	4	83
Thurso Ward	12	3	0	7	30	2	5	59
Wester Ross, Strathpeffer and Lochalsh Ward	15	12	11	24	28	13	15	118
Wick Ward	5	3	1	29	31	0	8	77
TOTALS	279	264	105	759	798	167	269	2,641

Property Type	2016-17 Q3
Hospital	28
Hotel/Motel	28
Retail - Single shop	17
Purpose built office	11
Nurses'/Doctors' accommodation	11
Secondary school	10
Infant/Primary school	9
Nursing/Care Home	9
Sheltered Housing - not self contained	8
Student Hall of Residence	8

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

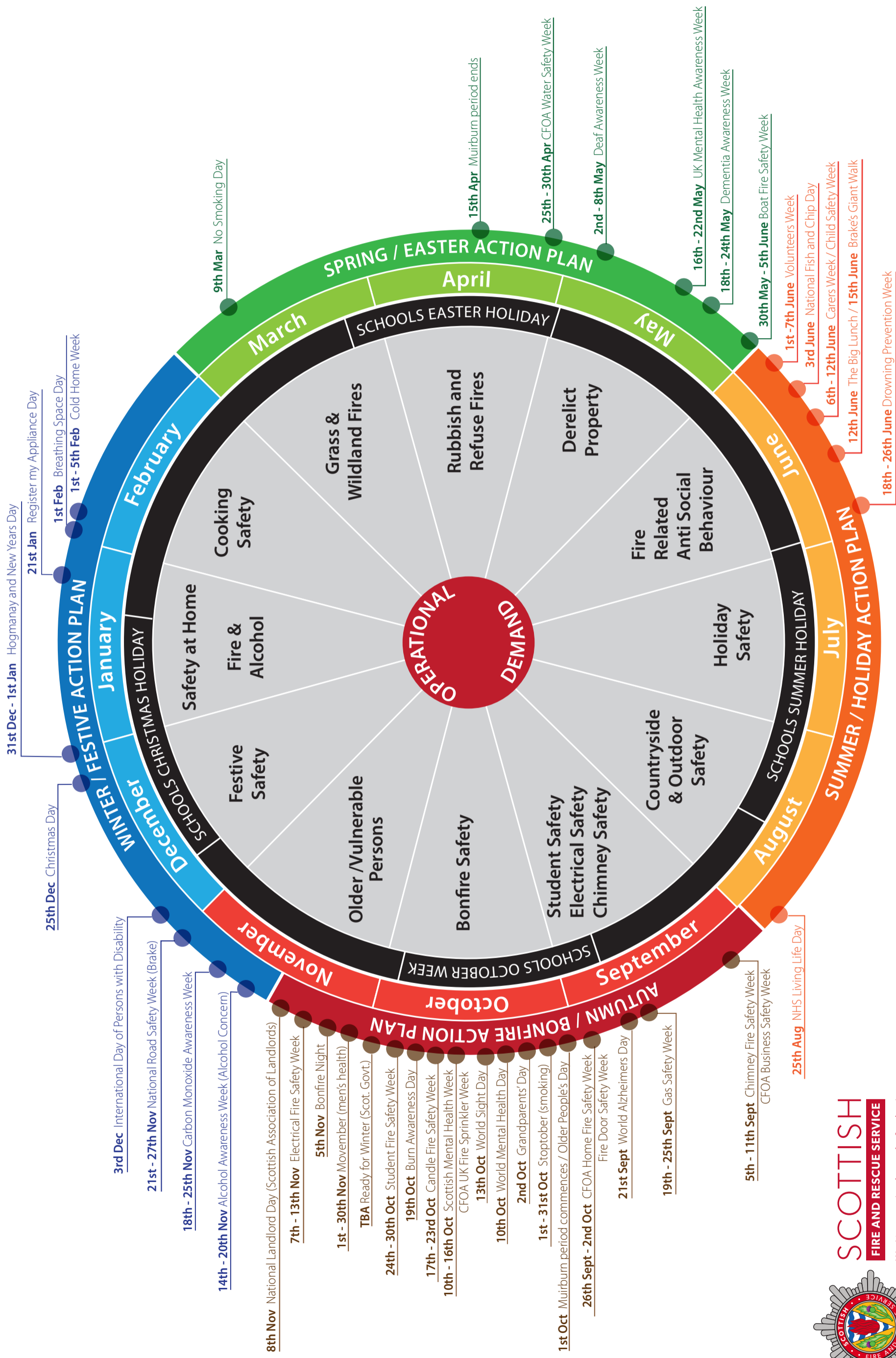
CFS

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