

Agenda Item	6.
Report No	CC/08/17

HIGHLAND COUNCIL

Committee: Caithness Committee

Date: 16 June 2017

Report Title: Scottish Fire and Rescue Area Committee Performance Report for Q3 and Q4 2016-17

Report By: Local Senior Officer for Highland

1. Purpose/Executive Summary

- 1.1 This report provides an update to Caithness Committee Members on progress against the priorities outlined in the Scottish Fire and Rescue Service Area Committee Plan for Caithness and Sutherland 2016-2017.
- 1.2 Priority areas are identified through a range of Intervention, Prevention and Protection activities which are delivered through partnership to reduce the risk to the communities of Caithness.
- 1.3 The report also contains previously agreed information and performance as requested by Local Committees.

2. Recommendations

- 2.1 Members are asked to comment on and scrutinise the attached Area Performance Report.

3. Caithness Area Performance Report

- 3.1 The attached performance report provides the current figures for Quarter 3 and Quarter 4 of 2016/17 from the central Scottish Fire and Rescue Service (SFRS) performance management database against the key indicators and timelines from previous reports.
- 3.2 In achieving the priorities within the Area Committee Plan for Caithness and Sutherland 2016-2017 a number of activities are being progressed including: the delivery of free home fire safety visits (HFSVs) and post domestic incident response (PDIR) aimed at reducing dwelling house fires. SFRS continues to play an active part in the delivery of partnership safety initiatives including the Driving Ambition road safety programme and the reduction of fire-related antisocial behaviour through targeted youth engagement activities (such as HIFiReS) and thematic action plans. SFRS officers also attend Caithness Community Partnership meetings and are involved in creating Locality Plans to improve inequalities in outcome for communities. Caithness now has two Community Safety Advisors who educate, inform and safety check locally and participate in the Safer Caithness initiative as well as numerous other projects.
- 3.3 The performance reports for Q3 and Q4 show mixed results against the performance indicators in the Caithness area when compared to corresponding periods in previous years. However, it must be emphasised that the baseline figures for some indicators are very low and this can make meaningful statistical analysis challenging.
- a. There were six (6) Accidental Dwelling Fires attended by SFRS in Q3 of 2016/17. This is one less than the highest Q3 figure in the last five years. There were six (6) again in Q4 which is two better than the highest in the five years. Of the twelve (12) fires, five (5) caused little or no damage, five were limited to the room of origin and unfortunately one involved the entire building and caused a fatality.
 - b. Within Q3 of 2016-17 there was one incident which led to a Fatal Fire Casualty. This unfortunate event took place in December 2016. In this case SFRS had not made any previous contact with the resident or been informed of the need for preventative measures to be put in place. This underlines the difficulties in reaching vulnerable and remote households. A full Post Domestic Incident Response (PDIR) was carried out following the fatal fire and a Multi-Agency Case Conference is scheduled for the near future. SFRS is not complacent in making improvements to its preventative fire safety activities. A series of Multi-Agency Case Conferences have been chaired by SFRS over the past two years to identify how recent domestic fire deaths in Highland could have been prevented. Improvements have been identified, implemented and are being monitored by SFRS and its local partner agencies to pro-actively protect householders found to have vulnerable lifestyles or health conditions.
 - c. There have been two Non-Fatal Fire Casualties at fire incidents attended by SFRS in Caithness during Q3 and Q4 of 2016/17. Both were administered first aid at the scene for precautionary reasons and required no further treatment.

- d. There have been three Deliberate Fires attended by SFRS during Q3 and Q4 of 2016/17. This equals last year's total but is substantially better than 2014/2015. Community safety advisors regularly visit and educate local schools and community groups on the dangers of fire setting.
- e. There have been six (6) Special Service Road Traffic Collisions (RTCs) attended by SFRS in Q3 and Q4 of 2016/17 which is less than the eleven (11) during Quarters 1 and 2. Crews released trapped persons at three (3) of the RTCs and rescue services were not required at the other three. There were no fatalities at the RTCs attended by SFRS.
- f. There was a decrease in the number of False Alarms due to equipment failure attended by SFRS in Q3 and Q4 of 2016/17. Twenty four (24) in total compared to thirty two (32) for the same period last year.
 - a. Seven (7) False Alarms occurred in domestic dwellings four (4) in residential care homes and three (3) in other residential establishments hotels/accommodation.
 - b. Seventeen (17) False Alarms occurred in commercial or public premises with eleven (11) premises generating the 17 calls.

SFRS continues to work with the responsible person for premises which generate repeated false alarms. The aim is to prevent the occurrence of these types of incident by advising on equipment and its management.

- 3.4 The Service has refined the Retained Duty System (RDS) recruitment process to meet local needs and continues to target key stations and communities across Highland - including the Caithness Area. During Q3 & Q4 six (6) new retained fire-fighters joined Caithness stations and a further two (2) will attend initial training in the coming months. SFRS personnel are promoting the firefighter recruitment campaigns with partner agencies, local media and are seeking continued local area support in the communities identified.

Designation: Local Senior Officer for Highland

Date: 28 May 2017

Author: Station Manager Andrew Dick

Attachment: Highland - Caithness Area Committee - Performance Report



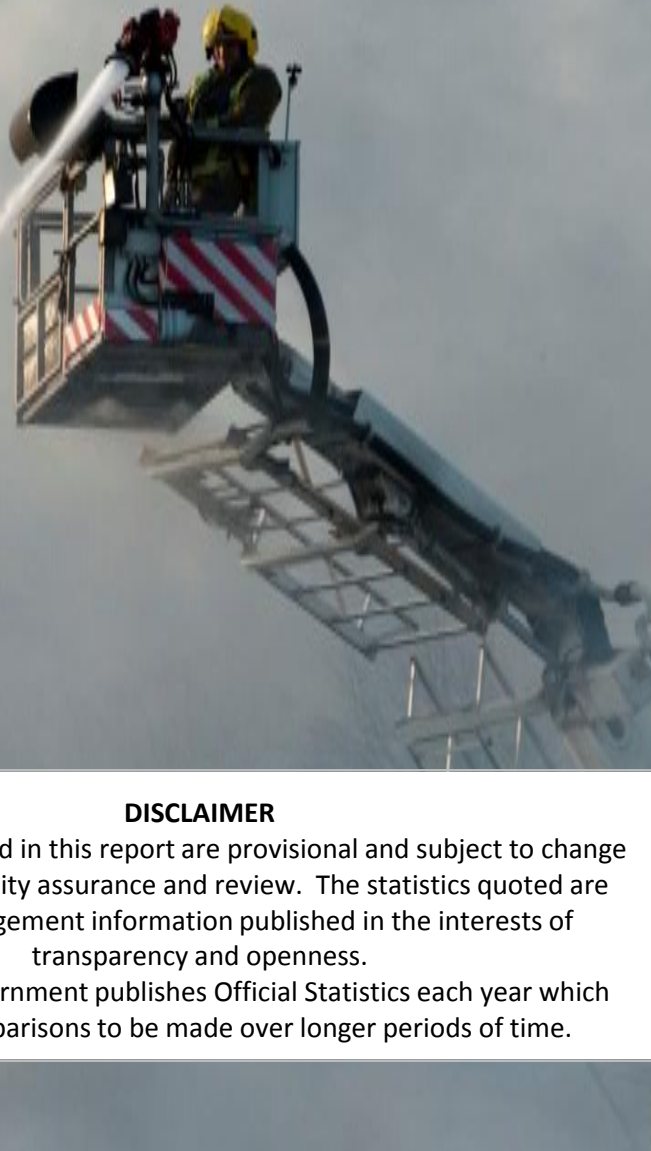
SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Highland

**Caithness
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.

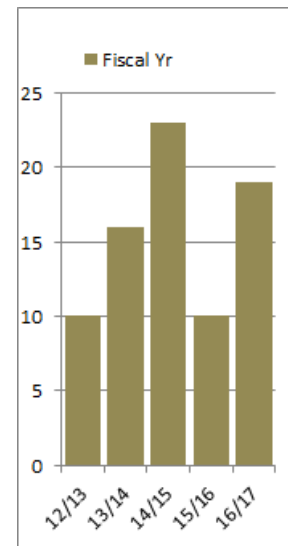
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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)

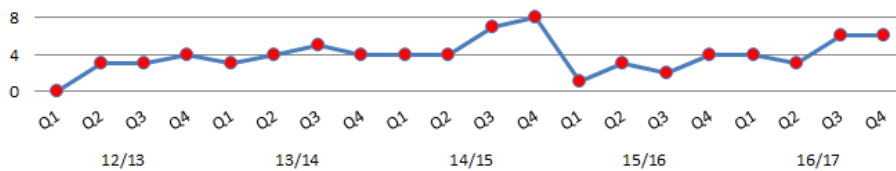
All accidental dwelling fires

Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
April	0	2	0	1	1	7
May	0	1	2	0	3	18
June	0	0	2	0	0	9
July	0	1	1	1	0	11
August	2	2	2	2	2	13
September	1	1	1	0	1	16
October	2	2	3	0	1	9
November	0	0	1	0	0	14
December	1	3	3	2	5	18
January	2	2	4	2	2	14
February	0	0	2	1	2	7
March	2	2	2	1	2	14
Fiscal Yr	10	16	23	10	19	150



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
Fiscal Yr	10	16	23	10	19

Qtr/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
Quarter 1	0	3	4	1	4	34
Quarter 2	3	4	4	3	3	40
Quarter 3	3	5	7	2	6	41
Quarter 4	4	4	8	4	6	35



Commentary

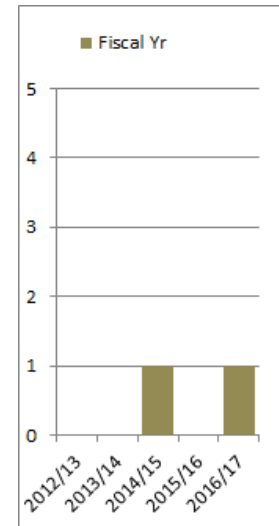
The tables above represent the number of accidental dwelling house fires that occurred within the Area Committee boundary. Tolerances are set in context of the number of previous incidents by reporting month and, where there has been an increase in overall incidents, the colour coding is identified with 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 and the installation of free smoke 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.

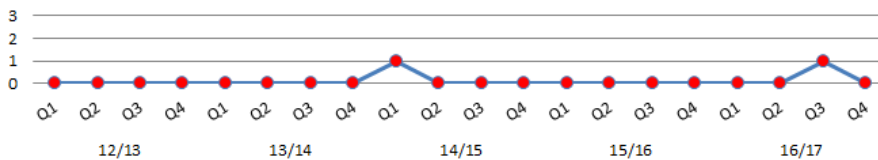
All fatal accidental dwell. fire casualties

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	1	0	0	0
July	0	0	0	0	0	0
August	0	0	0	0	0	0
September	0	0	0	0	0	0
October	0	0	0	0	0	0
November	0	0	0	0	0	0
December	0	0	0	0	1	1
January	0	0	0	0	0	0
February	0	0	0	0	0	0
March	0	0	0	0	0	1
Fiscal Yr	0	0	1	0	1	2



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
Fiscal Yr	0	0	1	0	1

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

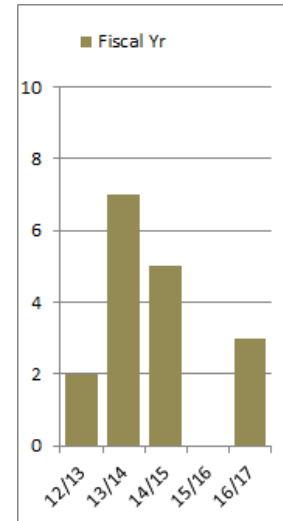


Commentary

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.

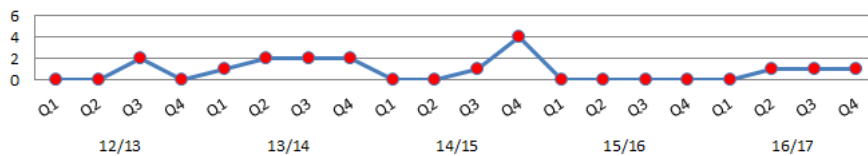
Non-fatal fire casualties (excl. precautionary checkups)

Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
April	0	0	0	0	0	2
May	0	1	0	0	0	1
June	0	0	0	0	0	3
July	0	0	0	0	0	2
August	0	2	0	0	0	1
September	0	0	0	0	1	1
October	2	1	1	0	0	1
November	0	0	0	0	0	2
December	0	1	0	0	1	4
January	0	1	2	0	0	2
February	0	0	1	0	0	3
March	0	1	1	0	1	3
Fiscal Yr	2	7	5	0	3	25



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
Fiscal Yr	2	7	5	0	3

Qtr/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
Quarter 1	0	1	0	0	0	6
Quarter 2	0	2	0	0	1	4
Quarter 3	2	2	1	0	1	7
Quarter 4	0	2	4	0	1	8



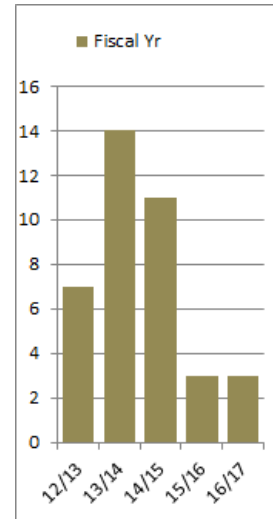
Commentary

The attached tables 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 will continue to work hard with partners to reduce the number of casualties.

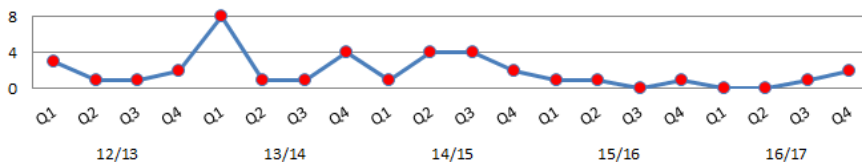
All deliberate fires

Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
April	0	1	0	1	0	8
May	3	2	1	0	0	10
June	0	5	0	0	0	17
July	1	0	1	0	0	11
August	0	0	1	1	0	5
September	0	1	2	0	0	16
October	0	0	0	0	0	19
November	1	1	4	0	0	13
December	0	0	0	0	1	15
January	0	3	0	0	2	6
February	0	0	1	0	0	3
March	2	1	1	1	0	9
Fiscal Yr	7	14	11	3	3	132



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
Fiscal Yr	7	14	11	3	3

Qtr/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
Quarter 1	3	8	1	1	0	35
Quarter 2	1	1	4	1	0	32
Quarter 3	1	1	4	0	1	47
Quarter 4	2	4	2	1	2	18

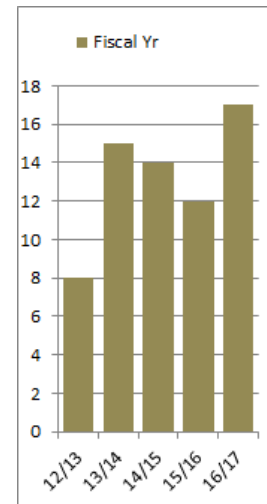


Commentary

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

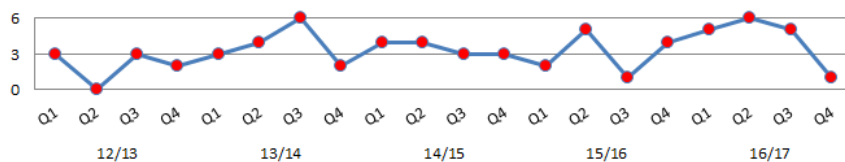
Special Service - RTCs

Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
April	2	2	1	1	3	22
May	1	0	1	0	0	12
June	0	1	2	1	2	17
July	0	2	2	2	4	29
August	0	1	1	1	1	22
September	0	1	1	2	1	23
October	0	1	0	0	1	9
November	0	5	0	1	2	16
December	3	0	3	0	2	25
January	0	0	2	1	0	14
February	2	1	1	2	0	11
March	0	1	0	1	1	15
Fiscal Yr	8	15	14	12	17	215



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
Fiscal Yr	8	15	14	12	17

Qtr/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
Quarter 1	3	3	4	2	5	51
Quarter 2	0	4	4	5	6	74
Quarter 3	3	6	3	1	5	50
Quarter 4	2	2	3	4	1	40



Commentary

Special Service incidents involve 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.

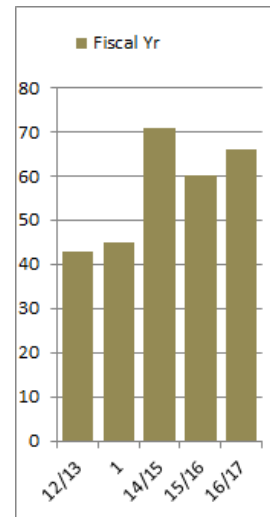
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies through the Safer Highland Road Safety Group to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

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>

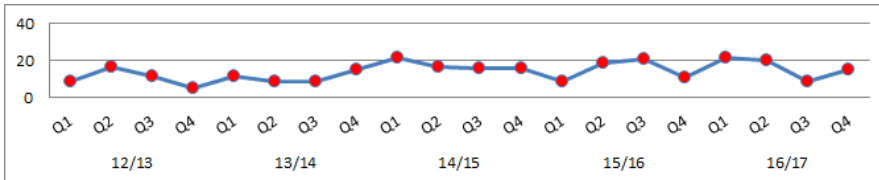
False Alarm - UFAS

Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
April	3	5	12	2	7	73
May	1	6	5	4	7	68
June	5	1	5	3	8	100
July	6	3	6	5	3	99
August	8	4	6	8	15	99
September	3	2	5	6	2	81
October	3	4	10	12	4	95
November	3	4	5	6	0	90
December	6	1	1	3	5	94
January	1	8	5	6	3	86
February	0	2	6	2	7	79
March	4	5	5	3	5	73
Fiscal Yr	43	45	71	60	66	1037



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
Fiscal Yr	43	45	71	60	66

Qtr/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
Quarter 1	9	12	22	9	22	241
Quarter 2	17	9	17	19	20	279
Quarter 3	12	9	16	21	9	279
Quarter 4	5	15	16	11	15	238



Commentary

The Service responds to a number of false alarms over the reporting year, most of which are unwanted fire alarm signals (UFAS).

The UFAS policy requires SFRS personnel to work closely with duty holders in order to reduce the number of UFAS events.

Station Availability

Station	Availability %	Male	Female	Staff
Dunbeath	71%	9	0	9
John O Groats	77%	10	1	11
Lybster (CRU)	N/A	7	1	8
Thurso - 1st Appliance	99%	16	3	19
Thurso - 2nd Appliance	86%			
Wick - 1st Appliance	100%	19	0	19
Wick - 2nd Appliance	95%			
Caithness Area Committee Totals		61	5	66

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.