

**The Highland Council**

**Lochaber Committee**

**23<sup>rd</sup> of June 2017**

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

**Report by Local Senior Officer for Highland**

|                |                     |
|----------------|---------------------|
| Agenda<br>Item | <b>4</b>            |
| Report<br>No   | <b>LA/6/<br/>17</b> |

**Summary**

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

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

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

**1. Lochaber Area Performance Report**

1.1 The attached performance report shows the figures for 2016/17 as provided centrally from the Scottish Fire and Rescue Service (SFRS) performance management database and maintains the key indicators and timelines from previous reports.

1.2 In achieving the priorities within the Area Plan for Lochaber 2016 - 2017 a number of activities are being progressed including; the delivery of free home fire safety visits (HFSV=807 Local visits performed 2016-17) and post domestic incident response aimed at reducing dwelling house fires, supporting the partnership delivered road safety programmes, The introduction of the Lochaber 999 Road Show in September 2016, Lochaber Fire Station Open days, Driving Ambition and the reduction of fire-related antisocial behaviour through targeted youth engagement activities and thematic action plans. The continued application of the Unwanted Fire Alarm Signals (UFAS) Policy provides a means of targeting premises that the Service attends repeatedly and by engagement reduce the number of calls in a proactive approach.

- 1.3 The performance report shows that Accidental Dwelling Fires, Special Service – RTCs and False Alarms. Fire Fatalities and Fire Casualties remain low at zero and one respectively for the current year. Deliberate Fires show a slight decrease when compared to previous years but remain low in number. Lochaber personnel will continue to work in partnership with the clear aim of eliminating these types of incidents entirely.
- 1.4 The Service introduced a new retained duty system (RDS) recruitment process in 2015 and continue to target key stations and communities across Highland including Lochaber.(10 new recruits in 2016-17) SFRS personnel are promoting the campaigns with partner agencies, local media and are seeking more local area support in the communities identified. The new recruitment portal opened on the 21<sup>st</sup> of November 2016 which allows District staff to manage applicants locally as they apply and throughout the process.(22 interviews performed since December 2016)

### **Recommendation**

Committee Members are invited to **comment** and **scrutinise** the attached Area Performance Report.

**Group Manager Pat McElhinney**

**23<sup>rd</sup> of June 2017**

Attachment:

**Lochaber Area Performance Report**



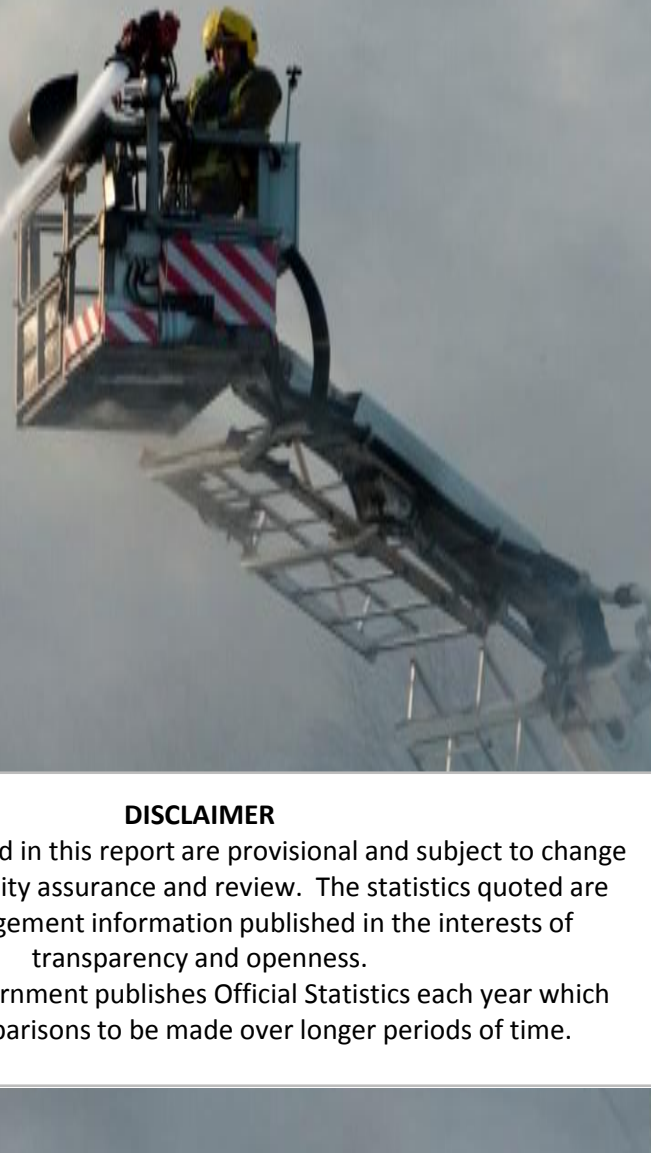
**SCOTTISH**  
**FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

## Highland

**Lochaber Area Committee**

**Performance Report**



### **DISCLAIMER**

The figures included in this report are provisional and subject to change as a result of quality assurance and review. The statistics quoted are internal management information published in the interests of transparency and openness.

The Scottish government publishes Official Statistics each year which allow for comparisons to be made over longer periods of time.

| ID   | Key Performance Indicator (KPI)  | Pg |
|------|--|----|
| 2bi  | All accidental dwelling fires  | 3  |
| 3bi  | All fatal accidental dwell. fire casualties                                | 4  |
| 3bii | Non-fatal accidental dwell. fire casualties (excl. precautionary checkups) | 5  |
| 1a   | All deliberate fires   | 6  |
| 5a   | Special Service - RTCs   | 7  |
| 10d  | False Alarm - UFAS   | 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.

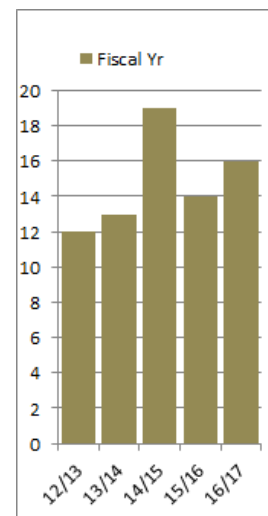
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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 and throughout 2015.

- Reducing accidental dwelling house fires and the resultant fatalities and casualties
- Reducing deliberate fires
- Reducing road traffic collisions
- Reducing the number of attendances to unwanted fire alarm signals (false alarms)

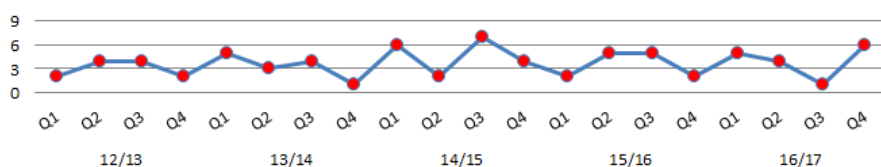
## All accidental dwelling fires

| Month/Year       | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | Highland |
|------------------|---------|---------|---------|---------|---------|----------|
| April            | 2       | 2       | 4       | 0       | 2       | 7        |
| May              | 0       | 2       | 1       | 2       | 2       | 18       |
| June             | 0       | 1       | 1       | 0       | 1       | 9        |
| July             | 1       | 0       | 1       | 1       | 1       | 11       |
| August           | 1       | 1       | 0       | 1       | 1       | 13       |
| September        | 2       | 2       | 1       | 3       | 2       | 16       |
| October          | 0       | 2       | 4       | 2       | 0       | 9        |
| November         | 0       | 1       | 0       | 3       | 0       | 14       |
| December         | 4       | 1       | 3       | 0       | 1       | 18       |
| January          | 1       | 0       | 2       | 0       | 4       | 14       |
| February         | 1       | 1       | 1       | 1       | 0       | 7        |
| March            | 0       | 0       | 1       | 1       | 2       | 14       |
| <b>Fiscal Yr</b> | 12      | 13      | 19      | 14      | 16      | 150      |



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

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



### Commentary

The tables above represent the number of accidental dwelling house fires that occurred within the Local Committee boundary. Tolerances are set in context of the number of previous incidents by reporting month and, where there has been an increase in overall incidents, the colour coding is identified with the application of the red, amber and green (RAG) system.

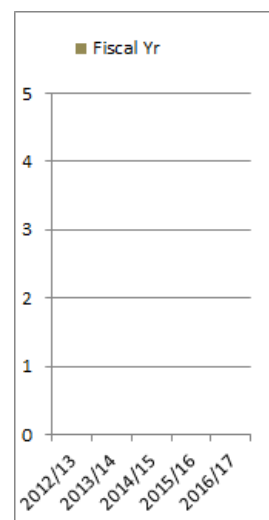
Trend lines also identify the number of incidents over the reporting 5 year period, both by month and by reporting quarter.

The Service works closely with partner agencies and communities to reduce the number of accidental dwelling house fires through the delivery of targeted Home Fire Safety Visits (HFSVs) and the installation of free smoke and heat detectors. Supporting the targeted delivery, partner agencies routinely share data identifying residents that would benefit from this free service, aiming to reduce the risk of fire and harm to householders and their property.

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

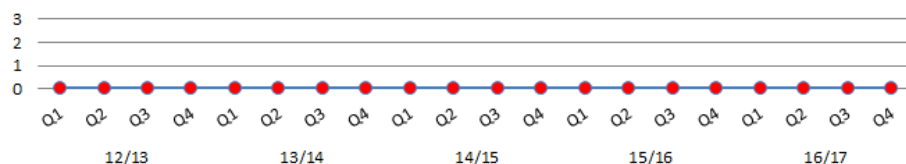
## All fatal accidental dwell. fire casualties

| Month/Year       | 2012/13  | 2013/14  | 2014/15  | 2015/16  | 2016/17  | Highland |
|------------------|----------|----------|----------|----------|----------|----------|
| April            | 0        | 0        | 0        | 0        | 0        | 0        |
| May              | 0        | 0        | 0        | 0        | 0        | 0        |
| June             | 0        | 0        | 0        | 0        | 0        | 0        |
| July             | 0        | 0        | 0        | 0        | 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        | 0        | 1        |
| January          | 0        | 0        | 0        | 0        | 0        | 0        |
| February         | 0        | 0        | 0        | 0        | 0        | 0        |
| March            | 0        | 0        | 0        | 0        | 0        | 1        |
| <b>Fiscal Yr</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>2</b> |



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

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

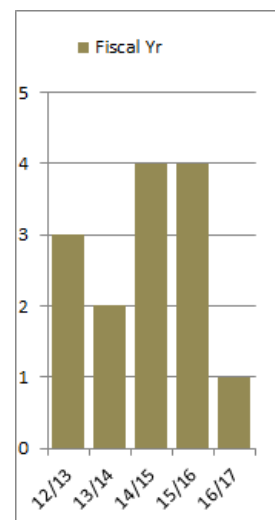


### Commentary

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.

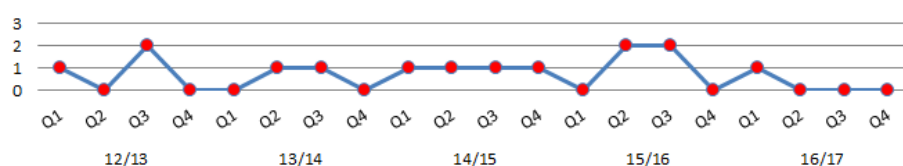
## Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)

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



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

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



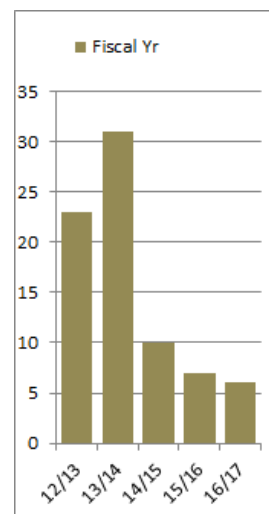
### Commentary

The attached tables identify the number of dwelling house fires that have resulted in fire related casualties over the report 5 year period. The Service is committed to reducing this figure overall, therefore reducing the impact on the community.

The Service will continue to work with partners to reduce the number of casualties.

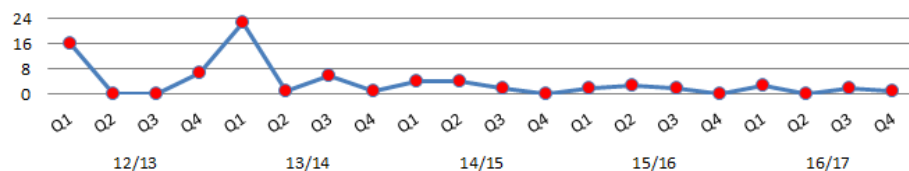
## All deliberate fires

| Month/Year       | 2012/13   | 2013/14   | 2014/15   | 2015/16  | 2016/17  | Highland   |
|------------------|-----------|-----------|-----------|----------|----------|------------|
| April            | 4         | 15        | 1         | 1        | 0        | 8          |
| May              | 11        | 2         | 1         | 1        | 1        | 10         |
| June             | 1         | 6         | 2         | 0        | 2        | 17         |
| July             | 0         | 0         | 3         | 1        | 0        | 11         |
| August           | 0         | 1         | 0         | 2        | 0        | 5          |
| September        | 0         | 0         | 1         | 0        | 0        | 16         |
| October          | 0         | 2         | 1         | 2        | 2        | 19         |
| November         | 0         | 3         | 0         | 0        | 0        | 13         |
| December         | 0         | 1         | 1         | 0        | 0        | 15         |
| January          | 1         | 0         | 0         | 0        | 1        | 6          |
| February         | 0         | 0         | 0         | 0        | 0        | 3          |
| March            | 6         | 1         | 0         | 0        | 0        | 9          |
| <b>Fiscal Yr</b> | <b>23</b> | <b>31</b> | <b>10</b> | <b>7</b> | <b>6</b> | <b>132</b> |



| Month/Year       | 2012/13   | 2013/14   | 2014/15   | 2015/16  | 2016/17  |
|------------------|-----------|-----------|-----------|----------|----------|
| <b>Fiscal Yr</b> | <b>23</b> | <b>31</b> | <b>10</b> | <b>7</b> | <b>6</b> |

| Qtr/Year  | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | Highland |
|-----------|---------|---------|---------|---------|---------|----------|
| Quarter 1 | 16      | 23      | 4       | 2       | 3       | 35       |
| Quarter 2 | 0       | 1       | 4       | 3       | 0       | 32       |
| Quarter 3 | 0       | 6       | 2       | 2       | 2       | 47       |
| Quarter 4 | 7       | 1       | 0       | 0       | 1       | 18       |



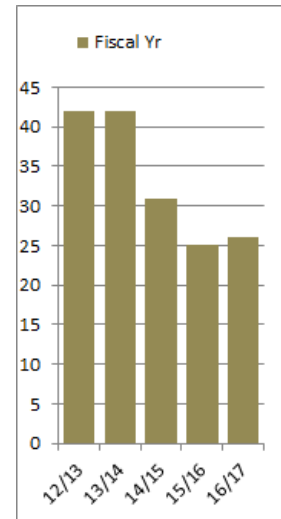
### Commentary

Deliberate fires include those as a result of fire related antisocial behaviour (ASB) and wildfires. Analysis of the overall incidents and the periods in which they occur, identify seasonal variations, e.g. muirburning season and holiday periods. The Service has introduced a number of fire reduction strategies and thematic action plans targeting these types of incidents. Working in partnership with other key agencies, the Service is working hard to reduce these incidents overall. Examples of which include the promotion of fire reduction through the Safer Highland ASB Group, promoting best practice and partnership working through the Scottish Wildfire Forum (SWF) and targeting key groups ahead of known peak activity periods.



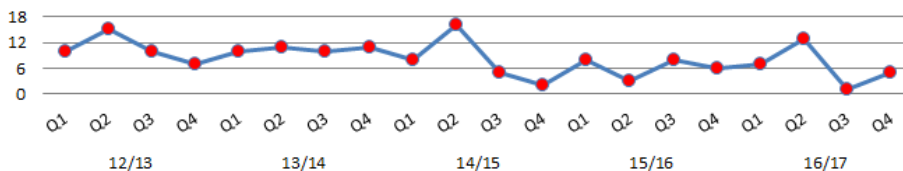
## Special Services - RTCs

| Month/Year       | 2012/13   | 2013/14   | 2014/15   | 2015/16   | 2016/17   | Highland   |
|------------------|-----------|-----------|-----------|-----------|-----------|------------|
| April            | 1         | 1         | 2         | 2         | 3         | 22         |
| May              | 6         | 4         | 1         | 4         | 2         | 12         |
| June             | 3         | 5         | 5         | 2         | 2         | 17         |
| July             | 3         | 4         | 9         | 1         | 5         | 29         |
| August           | 8         | 4         | 5         | 1         | 5         | 22         |
| September        | 4         | 3         | 2         | 1         | 3         | 23         |
| October          | 3         | 5         | 1         | 3         | 1         | 9          |
| November         | 3         | 1         | 3         | 4         | 0         | 16         |
| December         | 4         | 4         | 1         | 1         | 0         | 25         |
| January          | 5         | 4         | 1         | 1         | 2         | 14         |
| February         | 2         | 3         | 1         | 4         | 0         | 11         |
| March            | 0         | 4         | 0         | 1         | 3         | 15         |
| <b>Fiscal Yr</b> | <b>42</b> | <b>42</b> | <b>31</b> | <b>25</b> | <b>26</b> | <b>215</b> |



| Month/Year       | 2012/13   | 2013/14   | 2014/15   | 2015/16   | 2016/17   |
|------------------|-----------|-----------|-----------|-----------|-----------|
| <b>Fiscal Yr</b> | <b>42</b> | <b>42</b> | <b>31</b> | <b>25</b> | <b>26</b> |

| Qtr/Year  | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | Highland |
|-----------|---------|---------|---------|---------|---------|----------|
| Quarter 1 | 10      | 10      | 8       | 8       | 7       | 51       |
| Quarter 2 | 15      | 11      | 16      | 3       | 13      | 74       |
| Quarter 3 | 10      | 10      | 5       | 8       | 1       | 50       |
| Quarter 4 | 7       | 11      | 2       | 6       | 5       | 40       |



### Commentary

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

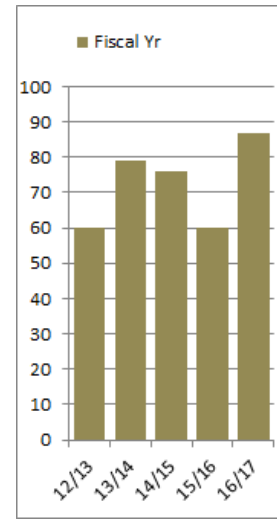
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies through the Highland Road Safety Group to reduce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

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

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

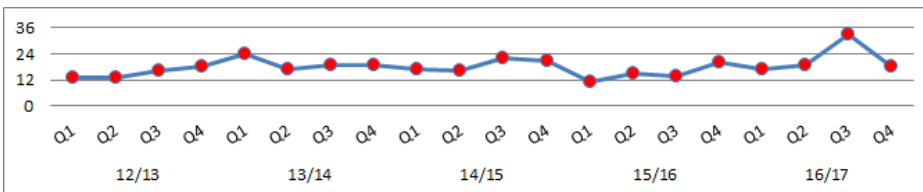
## False Alarm – UFAS

| Month/Year       | 2012/13   | 2013/14   | 2014/15   | 2015/16   | 2016/17   | Highland    |
|------------------|-----------|-----------|-----------|-----------|-----------|-------------|
| April            | 3         | 6         | 6         | 2         | 6         | 73          |
| May              | 6         | 11        | 5         | 3         | 4         | 68          |
| June             | 4         | 7         | 6         | 6         | 7         | 100         |
| July             | 1         | 4         | 4         | 3         | 13        | 99          |
| August           | 5         | 8         | 9         | 4         | 4         | 99          |
| September        | 7         | 5         | 3         | 8         | 2         | 81          |
| October          | 5         | 9         | 9         | 2         | 10        | 95          |
| November         | 6         | 6         | 3         | 7         | 8         | 90          |
| December         | 5         | 4         | 10        | 5         | 15        | 94          |
| January          | 3         | 4         | 8         | 6         | 5         | 86          |
| February         | 7         | 5         | 8         | 9         | 5         | 79          |
| March            | 8         | 10        | 5         | 5         | 8         | 73          |
| <b>Fiscal Yr</b> | <b>60</b> | <b>79</b> | <b>76</b> | <b>60</b> | <b>87</b> | <b>1037</b> |



| Month/Year       | 2012/13   | 2013/14   | 2014/15   | 2015/16   | 2016/17   |
|------------------|-----------|-----------|-----------|-----------|-----------|
| <b>Fiscal Yr</b> | <b>60</b> | <b>79</b> | <b>76</b> | <b>60</b> | <b>87</b> |

| Qtr/Year  | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | Highland |
|-----------|---------|---------|---------|---------|---------|----------|
| Quarter 1 | 13      | 24      | 17      | 11      | 17      | 241      |
| Quarter 2 | 13      | 17      | 16      | 15      | 19      | 279      |
| Quarter 3 | 16      | 19      | 22      | 14      | 33      | 279      |
| Quarter 4 | 18      | 19      | 21      | 20      | 18      | 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 number of calls across the area of Lochaber has been consistent when analysing like for like periods over the last 5 year reporting periods.

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

# Station Availability

| Station                               | Availability % | Male      | Female    | Staff     |
|---------------------------------------|----------------|-----------|-----------|-----------|
| Acharacle                             | 80%            | 7         | 0         | 7         |
| Fort William - 1st Appliance          | 100%           | 22        | 0         | 22        |
| Fort William - 2nd Appliance          | 100%           |           |           |           |
| Kilchoan                              | 97%            | 6         | 2         | 8         |
| Kinlochleven - 1st Appliance          | 100%           | 9         | 1         | 10        |
| Kinlochleven - 2nd Appliance          | 63%            |           |           |           |
| Lochaline                             | 95%            | 3         | 5         | 8         |
| Mallaig                               | 90%            | 9         | 0         | 9         |
| Muck (CRU)                            | N/A            | 3         | 2         | 5         |
| Spean Bridge (CRU)                    | N/A            | 8         | 0         | 8         |
| Strontian                             | 93%            | 5         | 1         | 6         |
| <b>Lochaber Area Committee Totals</b> |                | <b>72</b> | <b>11</b> | <b>83</b> |

## 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.