

Agenda Item	<b>3.</b>
Report No	<b>CC/15/17</b>

## HIGHLAND COUNCIL

**Committee:** Caithness Committee

**Date:** 21 November 2017

**Report Title:** Scottish Fire and Rescue Area Committee Performance Report for Q1 and Q2 2017-18

**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 2017-2018.
- 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 Committee Members are invited to **comment on** and **scrutinise** the attached Caithness Performance Report.

### 3. Caithness Area Performance Report

- 3.1 The attached performance report provides the current figures for Quarter 1 and Quarter 2 of 2017/18 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 2017-2018 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 has two Community Safety Advisors who educate, inform and participate in the Safer Caithness initiative as well as numerous other projects.
- 3.3 The performance reports for Q1 and Q2 are generally positive but show some 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 Q1 and Q2 of 2017/18. This is six (6) less than the figure for the previous six months and one (1) less than the equivalent period in 2016/17. Of these six (6) fires, two (2) caused very limited damage, three (3) were limited to the room of origin and one (1) involved the whole building. These statistics suggest that 83% of the dwelling fires were detected at a very early stage and is testament to the success of SFRS domestic fire prevention activities and the swift response from SFRS crews to contain the fires.
  - b. Within Q1 and Q2 of 2016-17 there were no dwelling fire incidents which led to a Fatal Fire Casualty. This follows the underlying trend over the last five years.
  - c. There has been one (1) Non-Fatal Domestic Fire Casualty at fire incidents attended by SFRS in Caithness during Q1 and Q2 of 2017/18. The person was administered oxygen therapy at the scene for precautionary reasons and required no further treatment. This maintains the low level trend evidenced over the last two and a half years.
  - d. There were four (4) Deliberate Fires attended by SFRS during Q1 and Q2 of 2017/18. This is an increase of one (1) on the figure for the previous six months and four (4) more than the equivalent period in 2016/17. Two (2) were refuse fires and two (2) were fires in the open.

- e. There have been four (4) Special Service Road Traffic Collisions (RTCs) attended by SFRS in Q1 and Q2 of 2017/18. This is the lowest half year figure for RTC incidents in the last five years. Crews released a trapped person at one (1) RTC, made vehicles safe at two (2) incidents and were not required to get involved at one (1) incident.
- f. From a low of nine (9) Unwanted Fire Alarm Signals (UFAS) incidents attended by SFRS in Q3 of 2016/17 there has been an increase across the last three quarters to thirty (30) in Q2 of 2017/18.

Detailed analysis of the fifty (50) UFAS incidents which occurred during Q1 and Q2 of 2017/18 has identified that they were dispersed over twenty-six (26) premises. Eight (8) premises were responsible for generating thirty-two (32) of the UFAS incidents, with one of these premises generating eleven (11) calls alone.

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 continues to refine the Retained Duty System (RDS) recruitment process to meet local needs and targets key stations and communities across Caithness.

There has been a decrease in appliance availability in Caithness across Q1 and Q2 of 2017-18 when compared to the previous reporting period. This has been due to a combination of retirements, resignations and leave of absence from stations in the area. SFRS has been successful in recruiting replacement Firefighters who are programmed to receive the necessary training in core operational skills:

- Dunbeath x 1
- John O'Groats x 3
- Thurso x 3
- Wick x 2

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: 9 November 2017

Author: Group Manager Mark Loynd

Attachment: Highland - Caithness Area Committee - Performance Report

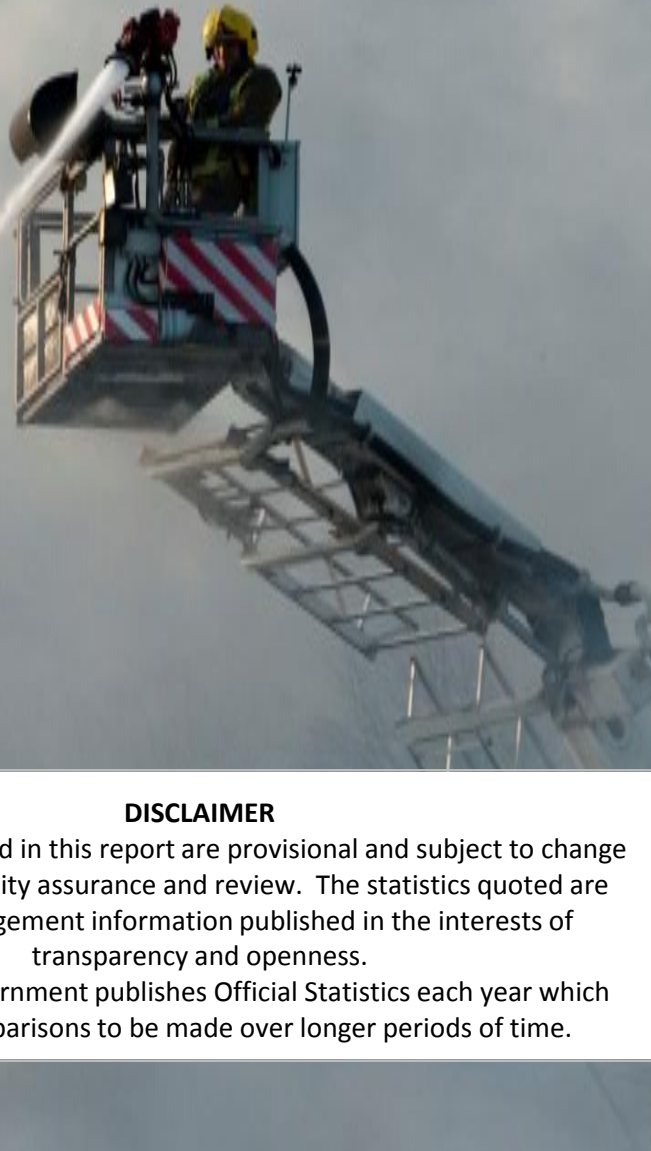


**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

## Highland

**Caithness 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.

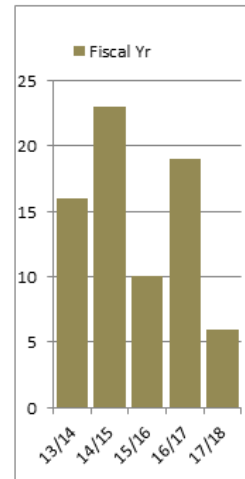
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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)

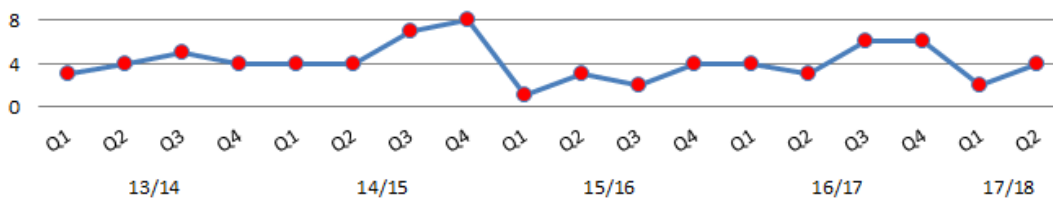
## All accidental dwelling fires

Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
April	2	0	1	1	1	15
May	1	2	0	3	0	9
June	0	2	0	0	1	11
July	1	1	1	0	1	11
August	2	2	2	2	0	15
September	1	1	0	1	3	11
October	2	3	0	1		
November	0	1	0	0		
December	3	3	2	5		
January	2	4	2	2		
February	0	2	1	2		
March	2	2	1	2		
Fiscal Yr	16	23	10	19	6	72



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
Fiscal Yr	16	23	10	19	6

Qtr/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
Quarter 1	3	4	1	4	2	35
Quarter 2	4	4	3	3	4	37
Quarter 3	5	7	2	6		
Quarter 4	4	8	4	6		



### Commentary

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

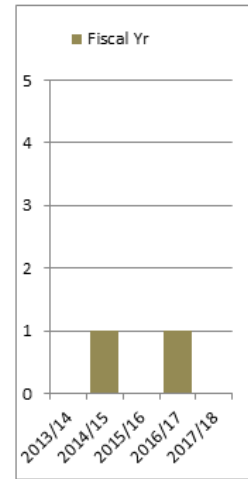
Trend lines also identify the number of incidents over the reporting 5 year period, both by month and by reporting quarter.

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.

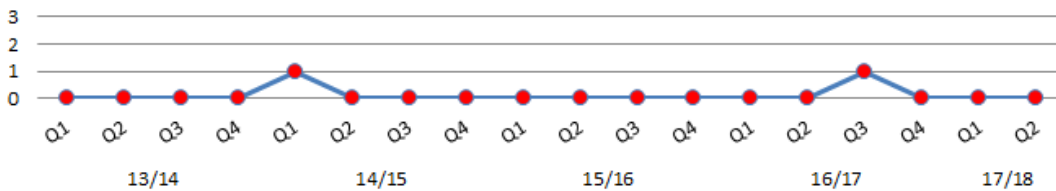
## All fatal accidental dwell. fire casualties

Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
April	0	0	0	0	0	0
May	0	0	0	0	0	0
June	0	1	0	0	0	0
July	0	0	0	0	0	0
August	0	0	0	0	0	0
September	0	0	0	0	0	1
October	0	0	0	0		
November	0	0	0	0		
December	0	0	0	1		
January	0	0	0	0		
February	0	0	0	0		
March	0	0	0	0		
<b>Fiscal Yr</b>	0	1	0	1	0	1



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
<b>Fiscal Yr</b>	0	1	0	1	0

Qtr/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
Quarter 1	0	1	0	0	0	0
Quarter 2	0	0	0	0	0	1
Quarter 3	0	0	0	1	0	0
Quarter 4	0	0	0	0	0	0



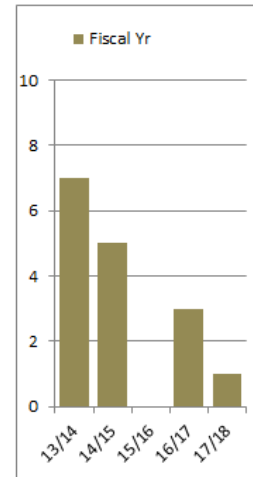
### Commentary

The tables above 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.



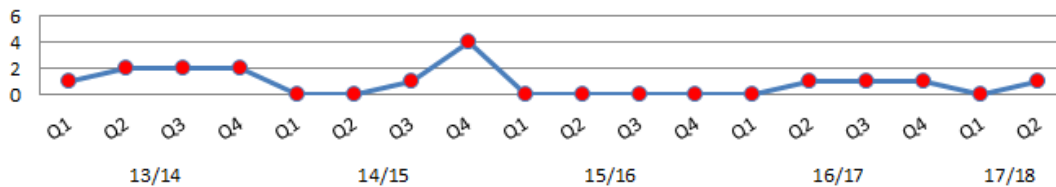
# Non-fatal accidental dwelling fire casualties (excl. precautionary checkups)

Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
April	0	0	0	0	0	7
May	1	0	0	0	0	1
June	0	0	0	0	0	3
July	0	0	0	0	0	0
August	2	0	0	0	0	1
September	0	0	0	1	1	2
October	1	1	0	0		
November	0	0	0	0		
December	1	0	0	1		
January	1	2	0	0		
February	0	1	0	0		
March	1	1	0	1		
Fiscal Yr	7	5	0	3	1	14



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
Fiscal Yr	7	5	0	3	1

Qtr/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
Quarter 1	1	0	0	0	0	11
Quarter 2	2	0	0	1	1	3
Quarter 3	2	1	0	1		
Quarter 4	2	4	0	1		



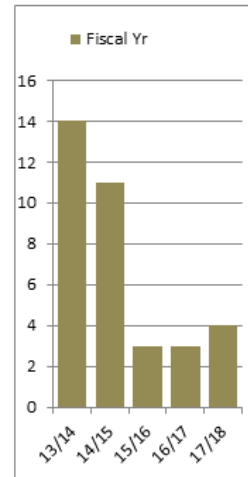
## Commentary

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.

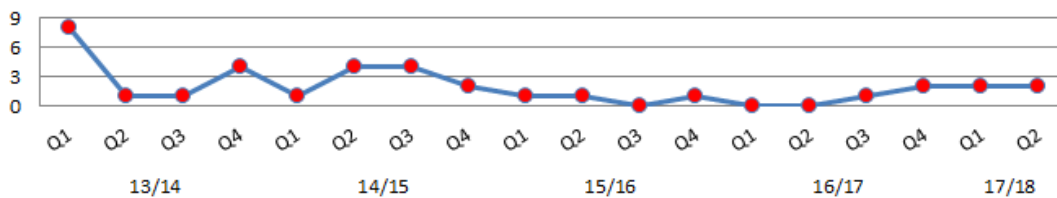
## All deliberate fires

Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
April	1	0	1	0	1	20
May	2	1	0	0	0	22
June	5	0	0	0	1	14
July	0	1	0	0	1	18
August	0	1	1	0	0	12
September	1	2	0	0	1	11
October	0	0	0	0		
November	1	4	0	0		
December	0	0	0	1		
January	3	0	0	2		
February	0	1	0	0		
March	1	1	1	0		
<b>Fiscal Yr</b>	<b>14</b>	<b>11</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>97</b>



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
<b>Fiscal Yr</b>	<b>14</b>	<b>11</b>	<b>3</b>	<b>3</b>	<b>4</b>

Qtr/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
Quarter 1	8	1	1	0	2	56
Quarter 2	1	4	1	0	2	41
Quarter 3	1	4	0	1		
Quarter 4	4	2	1	2		

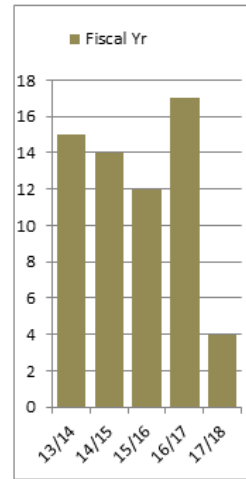


### Commentary

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.

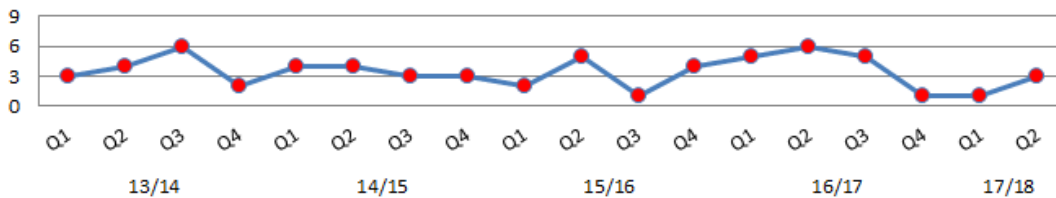
## Special Service - RTCs

Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
April	2	1	1	3	1	18
May	0	1	0	0	0	9
June	1	2	1	2	0	18
July	2	2	2	4	1	25
August	1	1	1	1	1	22
September	1	1	2	1	1	17
October	1	0	0	1		
November	5	0	1	2		
December	0	3	0	2		
January	0	2	1	0		
February	1	1	2	0		
March	1	0	1	1		
Fiscal Yr	15	14	12	17	4	109



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
Fiscal Yr	15	14	12	17	4

Qtr/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
Quarter 1	3	4	2	5	1	45
Quarter 2	4	4	5	6	3	64
Quarter 3	6	3	1	5		
Quarter 4	2	3	4	1		



### 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.

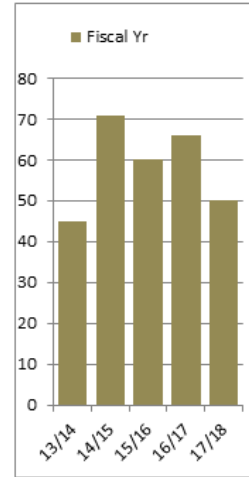
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies through the Highland Road Safety Group to reduce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

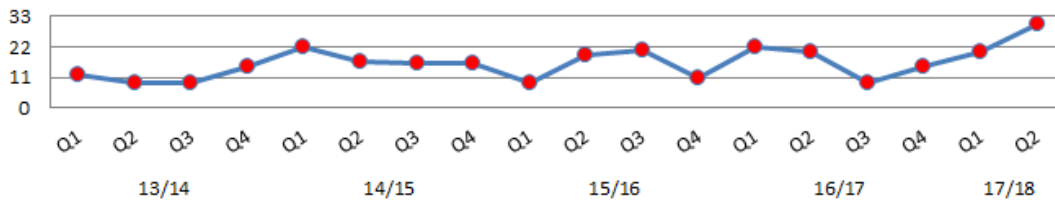
# False Alarm - UFAS

Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
April	5	12	2	7	5	73
May	6	5	4	7	8	107
June	1	5	3	8	7	99
July	3	6	5	3	18	124
August	4	6	8	15	3	97
September	2	5	6	2	9	107
October	4	10	12	4		
November	4	5	6	0		
December	1	1	3	5		
January	8	5	6	3		
February	2	6	2	7		
March	5	5	3	5		
<b>Fiscal Yr</b>	<b>45</b>	<b>71</b>	<b>60</b>	<b>66</b>	<b>50</b>	<b>607</b>



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
<b>Fiscal Yr</b>	<b>45</b>	<b>71</b>	<b>60</b>	<b>66</b>	<b>50</b>

Qtr/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
Quarter 1	12	22	9	22	20	279
Quarter 2	9	17	19	20	30	328
Quarter 3	9	16	21	9		
Quarter 4	15	16	11	15		



## Commentary

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

The SFRS Unwanted Fire Alarm Signals Policy requires operational crew and managers to work closely with duty holders in order to reduce the number of UFAS events.

# Station Availability

Station	Availability %	Male	Female	Staff
Dunbeath	69%	8	0	8
John O Groats	63%	10	1	11
Lybster (CRU)	N/A	7	1	8
Thurso - 1st Appliance	98%	18	3	21
Thurso - 2nd Appliance	80%			
Wick - 1st Appliance	100%	19	0	19
Wick - 2nd Appliance	93%			
<b>Caithness Committee Totals</b>		<b>62</b>	<b>5</b>	<b>67</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.

There are no set staffing levels for crew members at RDS and CRU fire stations. A station's compliment is based on the ability of the crew to achieve 100% appliance availability with a resilience provision for absences.

The former working figures for station compliments were 12 crew members at a one pump station and 20 at a two pump station.

The actual number of crew members at a fire station will vary according to the daily availability of individual crew members and their personal skill sets.

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.