

Agenda item	<b>3.</b>
Report no	<b>SCC/20/17</b>

## THE HIGHLAND COUNCIL

**Committee:** Sutherland County Committee

**Date:** 29 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 Sutherland County Committee members on progress against the priorities outlined in the Scottish Fire and Rescue Service Area Committee Plan for 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 Sutherland.
- 1.3 The report also contains previously agreed information and performance as requested by the Committee.

### 2. Recommendations

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

### 3. Sutherland County Performance Report

3.1 The attached performance report provides the current figures for Quarter 3 and Quarter 4 (Q3 and Q4) 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 Following local implementation of the Community Empowerment Act and Criminal Justice Framework, SFRS continues to be a core partner in the development of the Highland Outcome Improvement Plan (HOIP) and Locality Plans across Sutherland. Working alongside colleagues from Highland and Islands Enterprise, Highland Council, NHS Highland, Police Scotland, and Third Sector representatives, SFRS is developing and delivering initiatives to reduce inequalities of outcome for local communities.

3.3 It must be emphasised that the baseline figures for some of the indicators within the report are very low and this can make meaningful statistical analysis challenging. The low figures can also make it inappropriate to provide detailed data analysis which could compromise personal information.

- (a) There were seven (7) Accidental Dwelling Fires attended by SFRS within Sutherland during the Q1 and Q2 period of 2017/18. A spike occurred in the number of incidents during Q1 when compared to the underlying quarterly trend. Detailed analysis has revealed that six (6) of the fires resulted in little or no fire damage. Only one (1) incident required the use of SFRS equipment to extinguish a fire.

These statistics suggest that 86% of the dwelling fires were detected at a very early stage and is likely to be linked to SFRS domestic fire prevention activities.

- (b) There were zero (0) Fatal Domestic Dwelling Fires in Sutherland during the Q1 and Q2 period of 2017/18.

SFRS crew members and Community Safety Advocates continue to identify those residents who are most at risk from the occurrence and effects of domestic fires. SFRS works with partner agencies to cross refer any vulnerable households identified. This facilitates implementation of appropriate preventative solutions wherever possible.

A multi-agency case conference was recently led by SFRS following a fatal dwelling fire which occurred in Sutherland during March 2017. This process has proven to be an effective method of sharing information and signposting concerns about vulnerable residents across relevant agencies to improve early intervention and prevention.

- (c) During Q1 and Q2 of 2017/18 there was one (1) occurrence of a Non-Fatal Fire Casualty at a dwelling fire incident in Sutherland. This continues the five year trend of very low fire casualty numbers.

Continued community education and an increased percentage of properties with working smoke alarms are likely to be the basis for this statistic. SFRS engages across all age groups, including school education, home visits and group talks to promote fire safety in the home and raise awareness of the key factors which could lead to accidental dwelling fires and casualties.

- (d) There was one (1) Deliberate Fire in Sutherland during Q1 and Q2 of 2017/18. This was a wildfire.

SFRS continues to offer engagement with landowners, land managers and members of the public to promote wildfire prevention across Sutherland. Along with wildfire warnings and closer links with local agencies, work continues nationally to develop robust strategies to prevent wildfires. The maintenance of up-to-date wildfire plans is an integral method for SFRS to effectively manage and deal with wildfire incidents when they do occur.

- (e) There has been a slight decrease in the number of Road Traffic Collisions (RTCs) attended by SFRS in Q1 and Q2 of 2017/18 when compared to the two previous reporting periods. Analysis reveals that of the seven (7) RTC incidents: three (3) required the extrication of casualties; three (3) only required crews to make vehicles or the scene safe; and one (1) required no fire service intervention.

The Driving Ambition initiative is delivered to high school pupils in partnership with relevant agencies and continues to target young drivers who make up a disproportionate number of those involved in accidents nationally.

- (f) The number of Unwanted Fire Alarm Activation (UFAS) incidents occurring in Sutherland has shown a steady increase over the last six quarters. Analysis shows that of the thirty-six (36) UFAS calls in Q1 and Q2, twenty-two (22) were attributable to seven (7) premises.

SFRS continues to work directly with the staff and management of these establishments to provide support and guidance which will reduce or eliminate the cause of false alarms and consequentially reduce the risk and cost of blue light responses.

- 3.4 SFRS continues its recruitment campaigns across the eleven Community Fire Stations in Sutherland. There are currently eight (8) Retained Duty System (RDS) Firefighters in the Development phase, two (2) in the Trainee phase, five (5) recruited and programmed to attend an initial Task and Task Management course and a further four (4) applicants being processed.

Due to recruitment and training successes there have been significant improvements in fire appliance availability at a number of stations when compared to the last reporting period: Lochinver +24%; Durness +18%; Bettyhill +11%. The key focuses for recruitment are currently at Bettyhill, Bonar Bridge, Tongue and Helmsdale Community Fire Stations.

**Designation:** Local Senior Officer for Highland

**Date:** 14th November 2017

**Author:** Group Manager Mark Loynd

**Background Papers:** Scottish Fire and Rescue Service  
Highland, Sutherland County Committee  
Performance Report - Q1 and Q2 2017/18

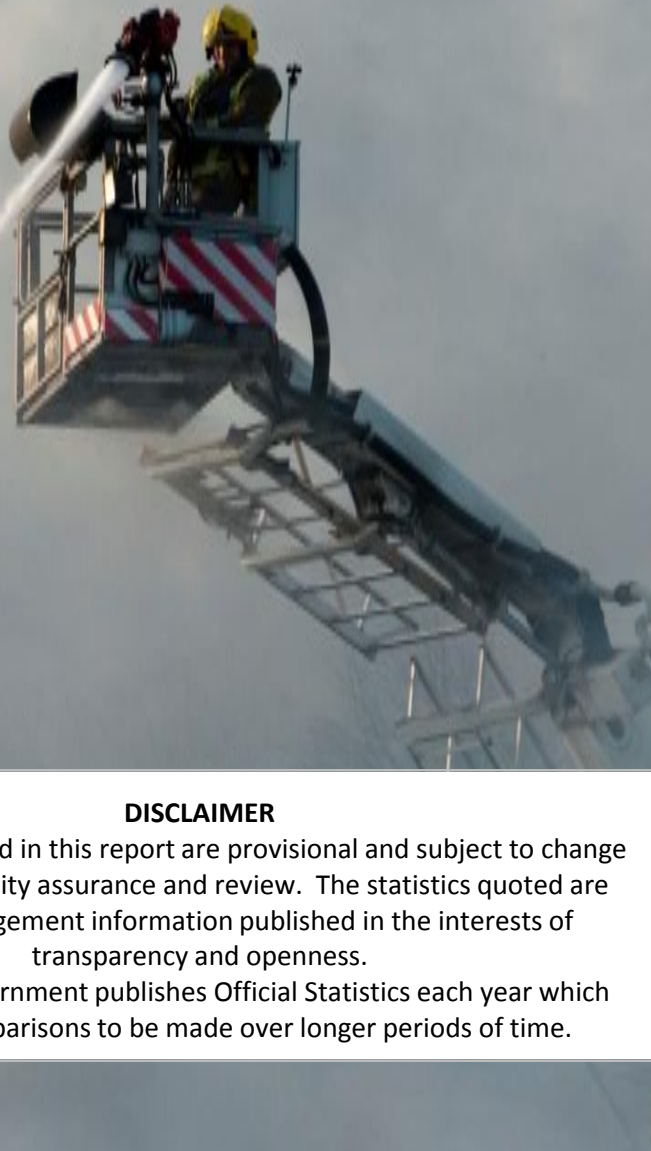


**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

## Highland

**Sutherland  
County 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.

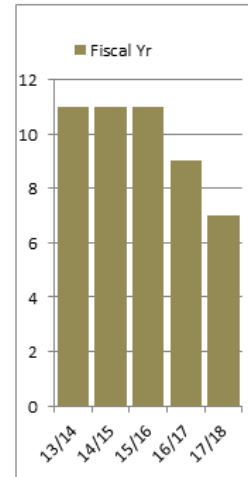
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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)

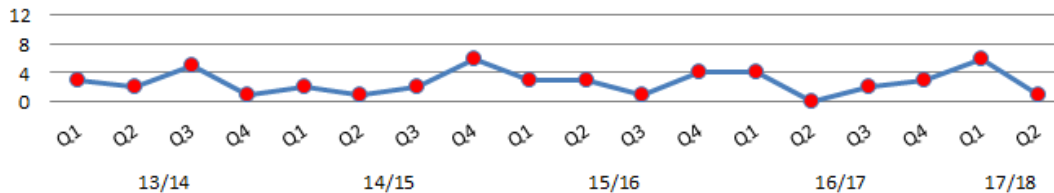
## All accidental dwelling fires

Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
April	1	1	1	1	3	15
May	2	0	2	2	1	9
June	0	1	0	1	2	11
July	2	0	0	0	0	11
August	0	1	2	0	1	15
September	0	0	1	0	0	11
October	1	0	0	0		
November	0	2	0	1		
December	4	0	1	1		
January	1	3	1	0		
February	0	0	1	0		
March	0	3	2	3		
Fiscal Yr	11	11	11	9	7	72



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
<b>Fiscal Yr</b>	11	11	11	9	7

Qtr/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
Quarter 1	3	2	3	4	6	35
Quarter 2	2	1	3	0	1	37
Quarter 3	5	2	1	2		
Quarter 4	1	6	4	3		



### 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.

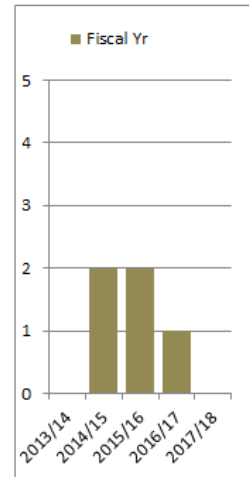
Trend lines also identify the number of incidents over the reporting 5 year period, both by month and by reporting quarter.

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.

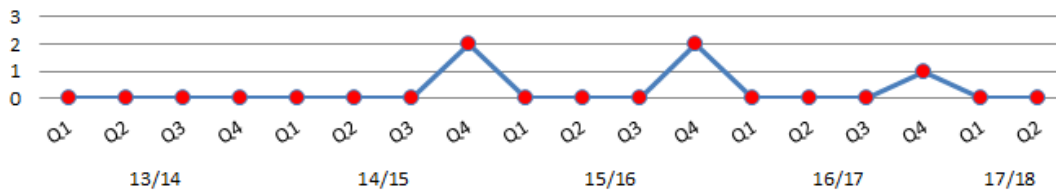
## All fatal accidental dwell. fire casualties

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	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	1
October	0	0	0	0		
November	0	0	0	0		
December	0	0	0	0		
January	0	1	1	0		
February	0	0	1	0		
March	0	1	0	1		
<b>Fiscal Yr</b>	0	2	2	1	0	1



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
<b>Fiscal Yr</b>	0	2	2	1	0

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



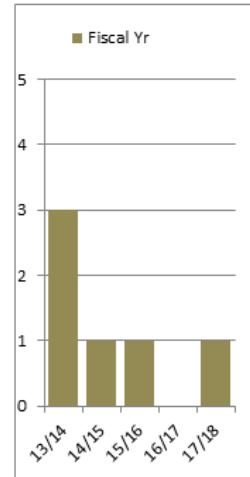
### Commentary

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.



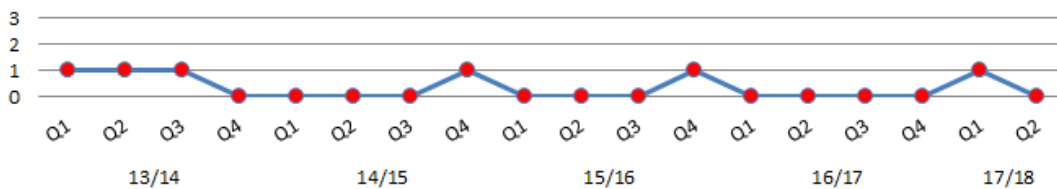
## Non-fatal fire casualties (excl. precautionary checkups)

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



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
<b>Fiscal Yr</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>

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



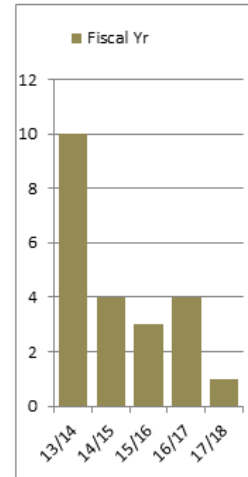
### Commentary

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.

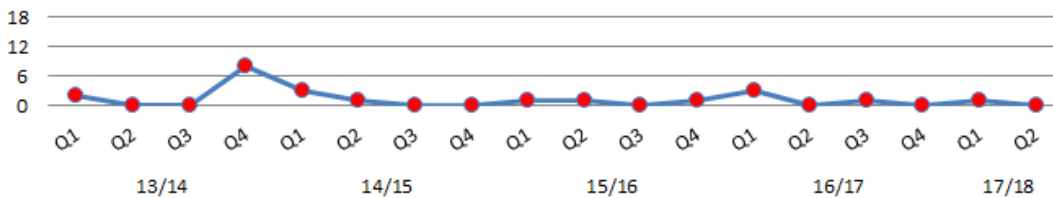
## All deliberate fires

Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
April	1	3	1	2	1	20
May	0	0	0	0	0	22
June	1	0	0	1	0	14
July	0	0	1	0	0	18
August	0	0	0	0	0	12
September	0	1	0	0	0	11
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	8	0	1	0		
<b>Fiscal Yr</b>	<b>10</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>97</b>



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
<b>Fiscal Yr</b>	<b>10</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>1</b>

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

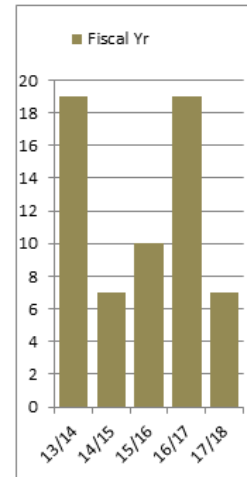


### Commentary

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.

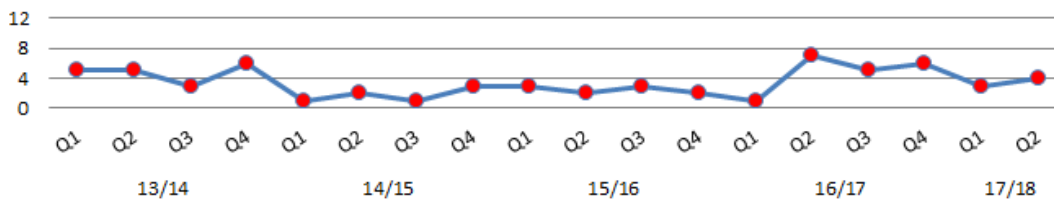
## Special Service - RTCs

Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
April	2	1	0	1	1	18
May	1	0	3	0	1	9
June	2	0	0	0	1	18
July	4	1	0	4	2	25
August	1	1	2	0	1	22
September	0	0	0	3	1	17
October	1	0	0	0		
November	1	1	2	1		
December	1	0	1	4		
January	2	1	1	2		
February	0	1	0	3		
March	4	1	1	1		
<b>Fiscal Yr</b>	<b>19</b>	<b>7</b>	<b>10</b>	<b>19</b>	<b>7</b>	<b>109</b>



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
<b>Fiscal Yr</b>	<b>19</b>	<b>7</b>	<b>10</b>	<b>19</b>	<b>7</b>

Qtr/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
Quarter 1	5	1	3	1	3	45
Quarter 2	5	2	2	7	4	64
Quarter 3	3	1	3	5		
Quarter 4	6	3	2	6		



### 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.

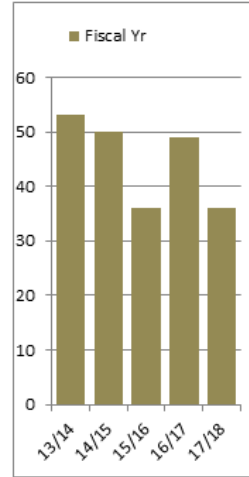
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies through the Safer Highland Road Safety Group to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

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>

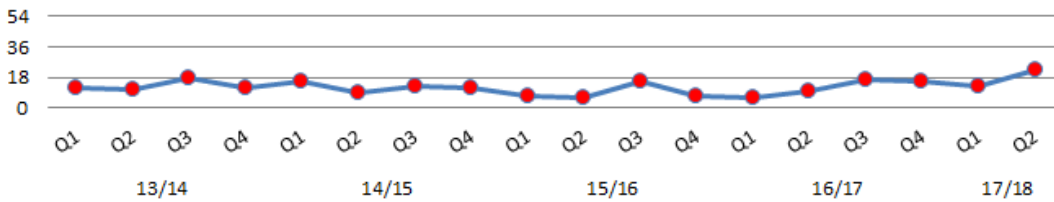
## False Alarm - UFAS

Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
April	2	5	2	0	2	73
May	6	7	2	1	6	107
June	4	4	3	5	5	99
July	1	0	3	2	8	124
August	4	7	2	5	7	97
September	6	2	1	3	8	107
October	10	5	3	5		
November	6	4	8	6		
December	2	4	5	6		
January	2	3	4	3		
February	7	5	2	7		
March	3	4	1	6		
<b>Fiscal Yr</b>	<b>53</b>	<b>50</b>	<b>36</b>	<b>49</b>	<b>36</b>	<b>607</b>



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
<b>Fiscal Yr</b>	<b>53</b>	<b>50</b>	<b>36</b>	<b>49</b>	<b>36</b>

Qtr/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
Quarter 1	12	16	7	6	13	279
Quarter 2	11	9	6	10	23	328
Quarter 3	18	13	16	17		
Quarter 4	12	12	7	16		



### 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
Bettyhill	31%	6	1	7
Bonar Bridge	68%	7	0	7
Dornoch	99%	11	0	11
Durness	91%	8	0	8
Golspie	93%	10	0	10
Helmsdale	86%	9	0	9
Kinlochbervie	98%	10	0	10
Lairg	98%	9	1	10
Lochinver	35%	6	2	8
Scourie	78%	6	1	7
Tongue	64%	6	0	6
<b>Sutherland Committee Totals</b>		<b>88</b>	<b>5</b>	<b>93</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.