

| | |
|-------------|-----------|
| Agenda item | 4 |
| Report no | RC/025/17 |

THE HIGHLAND COUNCIL

Committee: Ross and Cromarty Committee

Date: 31 October 2017

Report title: Scottish Fire and Rescue Committee Performance Report for Q1 and Q2 of 2017-18

Report by: Local Senior Officer for Highland

1. Purpose/Executive Summary

- 1.1 This report provides an update to Ross and Cromarty Committee Members on progress against the priorities outlined in the Scottish Fire and Rescue Service Committee Plan for Ross and Cromarty 2017-2018.

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 Ross and Cromarty.

The report also contains previously agreed information and performance data as requested by Local Committees.

2. Recommendation

- 2.2 Committee Members are invited to **comment on** and **scrutinise** the attached Ross and Cromarty Performance Report.

| | |
|-----|---|
| 3. | Ross and Cromarty 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 of previous reports. |
| 3.2 | In achieving the priorities within the Local Committee Plan for Ross and Cromarty 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 and thematic action plans. |
| 3.3 | <p>Analysis of the detail behind the performance report for the Ross and Cromarty area generally shows encouraging results across the performance indicators during Q1 and Q2 2017-18 when compared with the previous reporting periods. However, it must be emphasised that the baseline figures for some indicators are very low and this can make meaningful statistical analysis challenging.</p> <p>a. The occurrence of fifteen (15) Accidental Dwelling Fires attended by SFRS in Q1 and Q2 of 2017/18 is a reduction on the seventeen (17) attended in Q3 and Q4 of 2016/17. Analysis of these domestic fires identifies: five (5) incidents which did not result in any damage; eight (8) where damage was limited to the item first ignited; one (1) where damage was limited to the room of origin and one (1) where damage was limited to the floor of origin. Of the fifteen (15) fires: six (6) required no form of intervention by SFRS crews; three (3) involved removal of an item from a heat source; one (1) involved cutting away; and two (2) were contained using a hose-reel jet. These statistics suggest that 87% 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.</p> <p>b. During Q1 and Q2 of 2017-18 SFRS attended no Accidental Dwelling Fires in the Ross and Cromarty area which led to fatalities. This continues the existing trend.</p> <p>c. There have been zero (0) Non-Fatal Accidental Dwellings Fire Casualties at fire incidents attended by SFRS during Q1 and Q2. This six month reporting period is the first in the last five years during which there has been a zero return and suggests early detection of fire and escape of occupants.</p> <p>d. There were thirty-three (33) Deliberate Fires attended by SFRS during Q1 and Q2. These fires included: five (5) that were set by the owner of the property; thirteen (13) with undetermined ownership; and eighteen (18) that were known to be set by persons who did not own the property.</p> <p>Detailed analysis identifies that: fifteen (15) were wildfires; six (6) were</p> |

| | |
|--|---|
| | <p>refuse fires; six (6) were other fires in the open; four (4) were caravan/trailer fires; one (1) was car fire; and four (4) involved buildings.</p> <p>Nineteen (19) deliberate fires occurred within the Cromarty Firth ward; nine (9) in Dingwall and Seaforth; four (4) in Wester Ross, Strathpeffer and Lochalsh; three (3) in Tain and Easter Ross; and one (1) on the Black Isle.</p> <p>SFRS refers any suspicious fires, or patterns of potential wilful fire raising, to Police Scotland for detailed investigation.</p> <p>e. SFRS attended nineteen (19) Special Service Road Traffic Collisions (RTCs) during Q1 and Q2 of 2017-18. Of those incidents attended: sixteen (16) only required crews to make vehicles or the scene safe; two (2) did not require any action; and one (1) required the extrication of a casualty. This figure continues the reducing trend of SFRS attendance and involvement at RTCs in the Ross and Cromarty area over the last five years.</p> <p>f. A total of eighty-nine (89) occurrences of Unwanted False Alarm Signals (UFAS) were attended by SFRS during Q1 and Q2 in the Ross and Cromarty area. This is an increase of twelve (12) incidents compared to the previous six months. Detailed analysis has identified that UFAS incidents were dispersed over fifty-two (52) premises. This is five (5) less premises than in the previous six months. Nine (9) premises produced more than two UFAS occurrences and these accounted for thirty-four (34) of the total incidents attended. Only one (1) premises generated sufficient repeated UFAS to reach the trigger point for additional SFRS intervention.</p> <p>SFRS continues to work with the responsible person for each premises which generates repeated false alarms. The aim is to prevent the reoccurrence of this type of incident by advising on equipment and its effective management.</p> |
| 3.4 | <p>SFRS continues to actively deliver and refine its Retained Duty System (RDS) recruitment and training processes to meet national and local needs. Key stations and communities are targeted across the Ross and Cromarty area. SFRS promotes campaigns within partner agencies, through local media and key community contacts. Continued local area support is requested for the communities identified.</p> |
| 4. | Implications |
| 4.1 | Not applicable. |
| <p>Date: 20 October 2017</p> <p>Author: Group Manager Mark Loynd</p> <p>Attachment: Highland – Ross and Cromarty Committee - Performance Report</p> | |



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Highland

Ross and Cromarty 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.

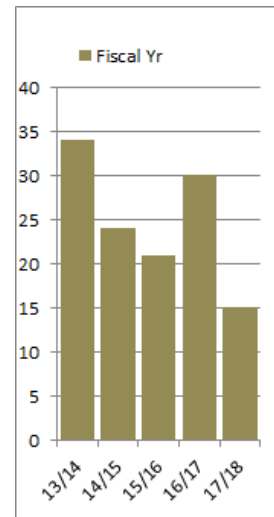
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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 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)

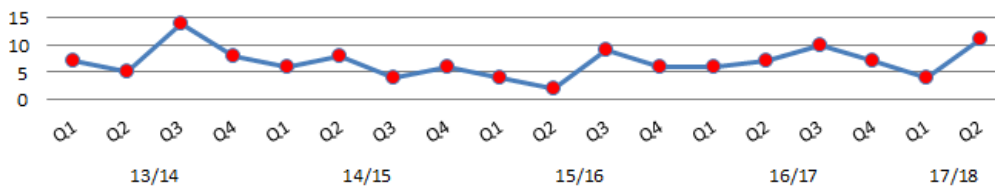
All accidental dwelling fires

| Month/Year | 2013/14 | 2014/15 | 2015/16 | 2016/7 | 2017/18 | Highland |
|------------|---------|---------|---------|--------|---------|----------|
| April | 2 | 3 | 0 | 0 | 2 | 15 |
| May | 1 | 0 | 3 | 3 | 2 | 9 |
| June | 4 | 3 | 1 | 3 | 0 | 11 |
| July | 3 | 3 | 1 | 2 | 3 | 11 |
| August | 1 | 2 | 1 | 1 | 5 | 14 |
| September | 1 | 3 | 0 | 4 | 3 | 11 |
| October | 5 | 1 | 2 | 2 | | |
| November | 4 | 1 | 2 | 5 | | |
| December | 5 | 2 | 5 | 3 | | |
| January | 1 | 2 | 1 | 3 | | |
| February | 4 | 4 | 5 | 0 | | |
| March | 3 | 0 | 0 | 4 | | |
| Fiscal Yr | 34 | 24 | 21 | 30 | 15 | 71 |



| Month/Year | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 |
|------------|---------|---------|---------|---------|---------|
| Fiscal Yr | 34 | 24 | 21 | 30 | 15 |

| Qtr/Year | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | Highland |
|-----------|---------|---------|---------|---------|---------|----------|
| Quarter 1 | 7 | 6 | 4 | 6 | 4 | 35 |
| Quarter 2 | 5 | 8 | 2 | 7 | 11 | 36 |
| Quarter 3 | 14 | 4 | 9 | 10 | | |
| Quarter 4 | 8 | 6 | 6 | 7 | | |



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.

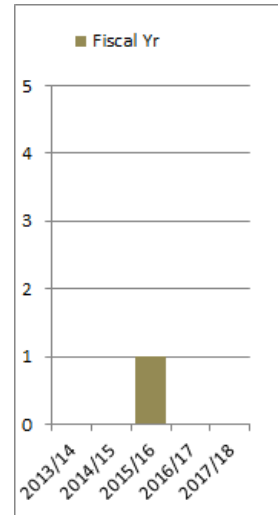
Trend lines also identify the number of incidents over the reporting 5 year period, both by month and by reporting quarter.

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 (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.

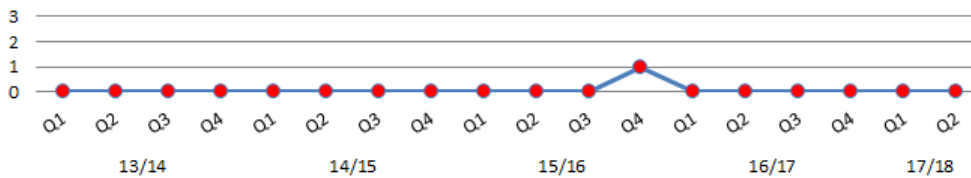
All fatal accidental dwell. fire casualties

| Month/Year | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 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 | 1 |
| October | 0 | 0 | 0 | 0 | | |
| November | 0 | 0 | 0 | 0 | | |
| December | 0 | 0 | 0 | 0 | | |
| January | 0 | 0 | 0 | 0 | | |
| February | 0 | 0 | 1 | 0 | | |
| March | 0 | 0 | 0 | 0 | | |
| Fiscal Yr | 0 | 0 | 1 | 0 | 0 | 1 |



| Month/Year | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 |
|------------------|---------|---------|---------|---------|---------|
| Fiscal Yr | 0 | 0 | 1 | 0 | 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 | 0 | 1 | 0 | | |

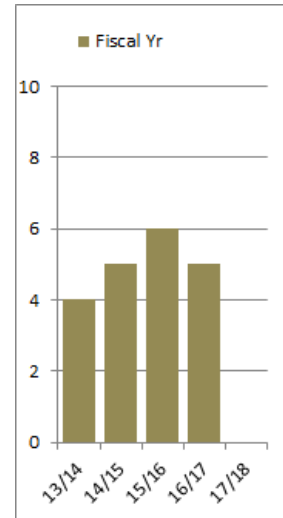


Commentary

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.

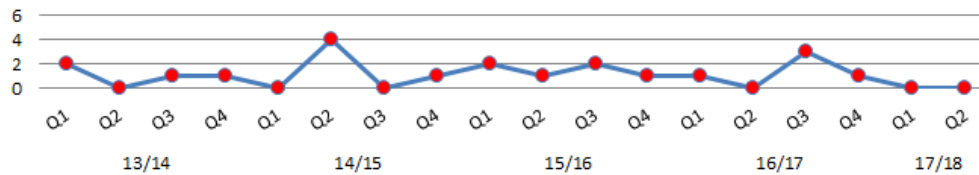
Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)

| Month/Year | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | Highland |
|------------------|----------|----------|----------|----------|----------|-----------|
| April | 0 | 0 | 0 | 0 | 0 | 7 |
| May | 1 | 0 | 2 | 0 | 0 | 1 |
| June | 1 | 0 | 0 | 1 | 0 | 3 |
| July | 0 | 2 | 1 | 0 | 0 | 0 |
| August | 0 | 1 | 0 | 0 | 0 | 1 |
| September | 0 | 1 | 0 | 0 | 0 | 2 |
| October | 1 | 0 | 1 | 1 | | |
| November | 0 | 0 | 0 | 1 | | |
| December | 0 | 0 | 1 | 1 | | |
| January | 0 | 0 | 0 | 0 | | |
| February | 0 | 1 | 1 | 0 | | |
| March | 1 | 0 | 0 | 1 | | |
| Fiscal Yr | 4 | 5 | 6 | 5 | 0 | 14 |



| Month/Year | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 |
|------------------|----------|----------|----------|----------|----------|
| Fiscal Yr | 4 | 5 | 6 | 5 | 0 |

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



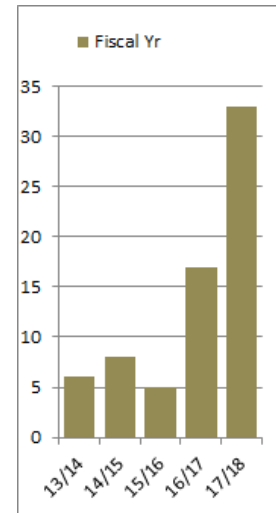
Commentary

The tables above 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 with partners to reduce the number of casualties.

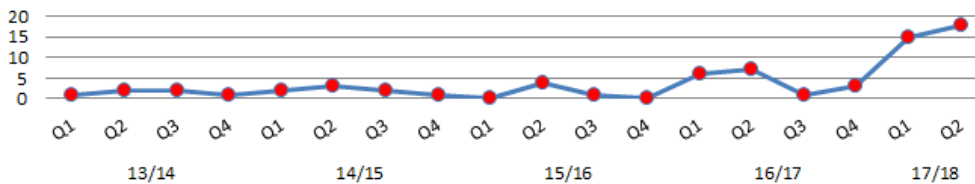
All deliberate fires

| Month/Year | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | Highland |
|------------------|----------|----------|----------|-----------|-----------|-----------|
| April | 0 | 0 | 0 | 4 | 2 | 20 |
| May | 1 | 2 | 0 | 1 | 11 | 22 |
| June | 0 | 0 | 0 | 1 | 2 | 14 |
| July | 0 | 0 | 2 | 3 | 6 | 18 |
| August | 1 | 2 | 0 | 3 | 7 | 12 |
| September | 1 | 1 | 2 | 1 | 5 | 10 |
| October | 1 | 2 | 0 | 1 | | |
| November | 0 | 0 | 1 | 0 | | |
| December | 1 | 0 | 0 | 0 | | |
| January | 0 | 1 | 0 | 0 | | |
| February | 1 | 0 | 0 | 0 | | |
| March | 0 | 0 | 0 | 3 | | |
| Fiscal Yr | 6 | 8 | 5 | 17 | 33 | 96 |



| Month/Year | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 |
|------------------|----------|----------|----------|-----------|-----------|
| Fiscal Yr | 6 | 8 | 5 | 17 | 33 |

| Qtr/Year | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | Highland |
|-----------|---------|---------|---------|---------|---------|----------|
| Quarter 1 | 1 | 2 | 0 | 6 | 15 | 56 |
| Quarter 2 | 2 | 3 | 4 | 7 | 18 | 40 |
| Quarter 3 | 2 | 2 | 1 | 1 | | |
| Quarter 4 | 1 | 1 | 0 | 3 | | |

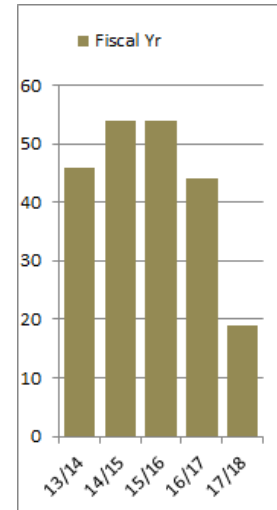


Commentary

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.

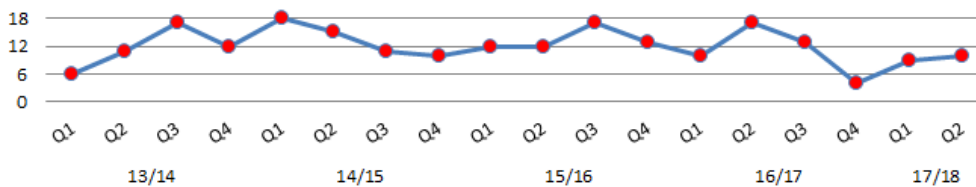
Special Service - RTCs

| Month/Year | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | Highland |
|------------------|-----------|-----------|-----------|-----------|-----------|------------|
| April | 1 | 2 | 3 | 6 | 3 | 18 |
| May | 3 | 9 | 6 | 0 | 3 | 9 |
| June | 2 | 7 | 3 | 4 | 3 | 18 |
| July | 1 | 8 | 2 | 6 | 5 | 25 |
| August | 6 | 3 | 3 | 6 | 4 | 22 |
| September | 4 | 4 | 7 | 5 | 1 | 12 |
| October | 4 | 5 | 3 | 1 | | |
| November | 4 | 3 | 7 | 2 | | |
| December | 9 | 3 | 7 | 10 | | |
| January | 6 | 3 | 4 | 2 | | |
| February | 4 | 4 | 4 | 0 | | |
| March | 2 | 3 | 5 | 2 | | |
| Fiscal Yr | 46 | 54 | 54 | 44 | 19 | 104 |



| Month/Year | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 |
|------------------|-----------|-----------|-----------|-----------|-----------|
| Fiscal Yr | 46 | 54 | 54 | 44 | 19 |

| Qtr/Year | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | Highland |
|-----------|---------|---------|---------|---------|---------|----------|
| Quarter 1 | 6 | 18 | 12 | 10 | 9 | 45 |
| Quarter 2 | 11 | 15 | 12 | 17 | 10 | 59 |
| Quarter 3 | 17 | 11 | 17 | 13 | | |
| Quarter 4 | 12 | 10 | 13 | 4 | | |



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.

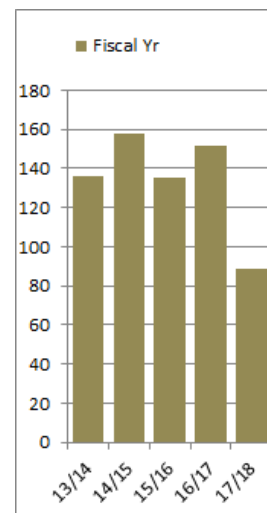
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies through the Highland Road Safety Group to reduce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

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>

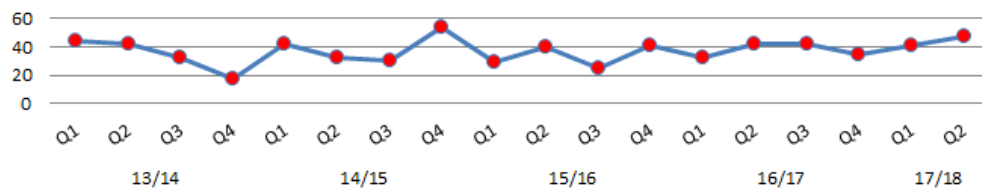
False Alarm - UFAS

| Month/Year | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | Highland |
|------------------|------------|------------|------------|------------|-----------|------------|
| April | 18 | 15 | 6 | 8 | 9 | 73 |
| May | 11 | 4 | 12 | 13 | 14 | 107 |
| June | 15 | 23 | 11 | 12 | 18 | 99 |
| July | 15 | 11 | 18 | 16 | 14 | 124 |
| August | 15 | 10 | 10 | 14 | 19 | 96 |
| September | 12 | 11 | 12 | 12 | 15 | 79 |
| October | 13 | 8 | 11 | 17 | | |
| November | 8 | 15 | 8 | 12 | | |
| December | 11 | 7 | 6 | 13 | | |
| January | 3 | 25 | 17 | 18 | | |
| February | 8 | 10 | 12 | 6 | | |
| March | 7 | 19 | 12 | 11 | | |
| Fiscal Yr | 136 | 158 | 135 | 152 | 89 | 578 |



| Month/Year | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 |
|------------------|------------|------------|------------|------------|-----------|
| Fiscal Yr | 136 | 158 | 135 | 152 | 89 |

| Qtr/Year | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | Highland |
|-----------|---------|---------|---------|---------|---------|----------|
| Quarter 1 | 44 | 42 | 29 | 33 | 41 | 279 |
| Quarter 2 | 42 | 32 | 40 | 42 | 48 | 299 |
| Quarter 3 | 32 | 30 | 25 | 42 | | |
| Quarter 4 | 18 | 54 | 41 | 35 | | |



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 |
|---|----------------|------------|-----------|------------|
| Achiltibuie | 83% | 7 | 0 | 7 |
| Applecross | 60% | 6 | 2 | 8 |
| Aultbea | 88% | 7 | 0 | 7 |
| Balintore (CRU) | N/A | 10 | 1 | 11 |
| Cromarty (CRU) | N/A | 5 | 2 | 7 |
| Dingwall - 1st Appliance | 99% | 18 | 0 | 18 |
| Dingwall - 2nd Appliance | 70% | | | |
| Fortrose | 77% | 11 | 1 | 12 |
| Gairloch | 96% | 7 | 2 | 9 |
| Glenelg | 84% | 6 | 1 | 7 |
| Invergordon - 1st Appliance | 99% | 15 | 1 | 16 |
| Invergordon - 2nd Appliance | 64% | | | |
| Kinlochewe | 42% | 5 | 1 | 6 |
| Kyle | 100% | 11 | 1 | 12 |
| Lochcarron | 70% | 7 | 0 | 7 |
| Ratagan (CRU) | N/A | 1 | 0 | 1 |
| Tain | 93% | 12 | 0 | 12 |
| Torridon | 96% | 8 | 2 | 10 |
| Ullapool - 1st Appliance | 100% | 16 | 0 | 16 |
| Ullapool - 2nd Appliance | 88% | | | |
| Ross and Cromarty Local Committee Totals | | 152 | 14 | 166 |

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.