

Agenda item	6
Report no	RC/012/17

THE HIGHLAND COUNCIL

Committee: Ross and Cromarty Committee

Date: 19 June 2017

Report title: Scottish Fire and Rescue 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 Ross and Cromarty Committee Members on progress against the priorities outlined in the Scottish Fire and Rescue Service Committee Plan for Ross and Cromarty 2016-2017.

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 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 Local Committee Plan for Ross and Cromarty 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 and thematic action plans.
- 3.3 The performance report for the Ross and Cromarty area shows some mixed results across the performance indicators during Q3 and Q4 2016-17 when compared with 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.
- a. The annual occurrence of Accidental Dwelling Fires attended by SFRS in 2016/17 is slightly higher than the annual figures for the previous two (2) years. Analysis of the seventeen (17) domestic fires which occurred in Q3 and Q4 identified that: five (5) incidents did not cause any damage; five (5) where damage was limited to item first ignited; three (3) where damage was limited to the room of origin; one (1) where damage was limited to the floor of origin; and three (3) which affected whole building. Of the seventeen (17) fires: six (6) required no form of intervention by SFRS crews; one (1) involved removal of an item from a heat source; three (3) involved cutting away; five (5) were contained using a hose-reel jet; and two (2) with a main jet. These statistics suggest that about two thirds of the dwelling fires were detected at a very early stage and is testament not only to the success of SFRS domestic fire prevention activities, but also to a swift response from the Service to contain the fires.
 - b. During Q3 and Q4 of 2016-17 SFRS attended no Accidental Dwelling Fires in the Ross and Cromarty area which led to fatalities.
 - c. There have been four (4) Non-Fatal Fire Casualties at fire incidents attended by SFRS during Q3 and Q4. All four cases involved smoke inhalation or breathing difficulties. Two (2) casualties were taken to hospital and two (2) were given first aid at the scene. The 2016-17 annual figure of five (5) was slightly less than the previous annual figure of six (6).

- d. There have been thirteen (13) Deliberate Fires attended by SFRS during Q3 and Q4. Detailed analysis identifies that eight (8) of these were wildfires, two (2) were small bin fires, one (1) was a skip fire, one (1) was a car and one (1) was a dwelling house. Seven (7) of the deliberate fires occurred in the Alness area over a five (5) week period. SFRS refers any suspicious fires or patterns of potential wilful fire raising to Police Scotland for detailed investigation.
- e. The annual figure for Special Service Road Traffic Collisions (RTCs) attended by SFRS in 2014-15 and 2015-16 was fifty-four (54). This figure has reduced to forty four (44) for 2016-17. During Q3 and Q4 seventeen (17) RTCs were attended by SFRS. Of these eleven (11) only required crews to make vehicles safe and no action required at one (1) incident. Five (5) of the RTC incidents required SFRS to perform extrications and/or provide medical treatment.
- f. A total of seventy-seven (77) occurrences of Unwanted False Alarm Signals (UFAS) were attended by SFRS during Q3 and Q4 in the Ross and Cromarty area. These were dispersed over fifty-seven (57) premises. Eleven (11) premises were responsible for more than one UFAS and these accounted for a total of twenty-nine (29) of the total incidents. None of the premises generated sufficient repeated UFAS to reach the trigger point for further SFRS intervention.

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.

- 3.4 SFRS continues to support 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.

4. Implications

- 4.1 Not applicable.

Date: 19 June 2017

Author: **Group Manager Mark Loynd / Station Manager Ricky Dibble**

Attachment: Highland – Ross and Cromarty Committee - Performance Report



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Highland

Ross and Cromarty

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.

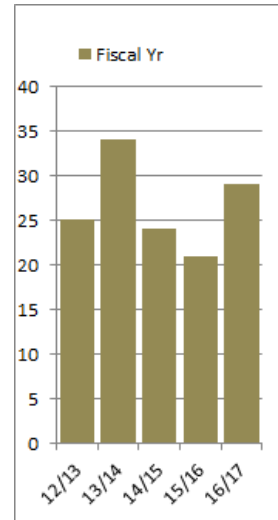
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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 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)

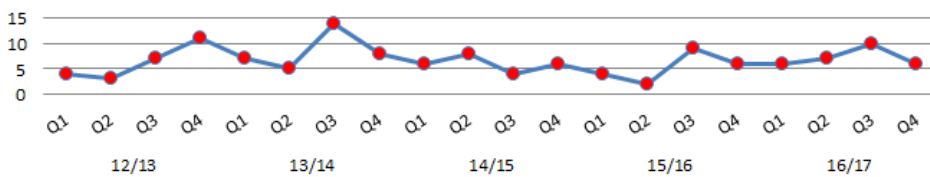
All accidental dwelling fires

Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
April	0	2	3	0	0	7
May	3	1	0	3	3	18
June	1	4	3	1	3	9
July	0	3	3	1	2	11
August	1	1	2	1	1	13
September	2	1	3	0	4	16
October	0	5	1	2	2	9
November	2	4	1	2	5	14
December	5	5	2	5	3	18
January	2	1	2	1	3	14
February	6	4	4	5	0	7
March	3	3	0	0	4	14
Fiscal Yr	25	34	24	21	30	150



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
Fiscal Yr	25	34	24	21	30

Qtr/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
Quarter 1	4	7	6	4	6	34
Quarter 2	3	5	8	2	7	40
Quarter 3	7	14	4	9	10	41
Quarter 4	11	8	6	6	7	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.

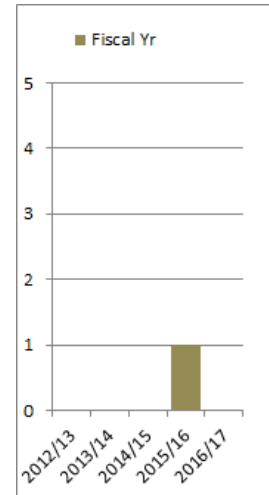
Trend lines also identify the number of incidents over the reporting 5 year period, both by month and by reporting quarter.

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 (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.

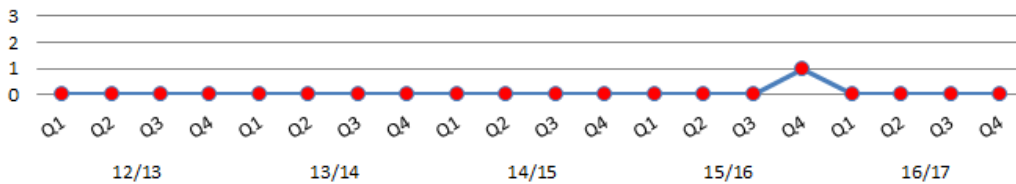
All fatal accidental dwell. fire casualties

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	1	0	0
March	0	0	0	0	0	1
Fiscal Yr	0	0	0	1	0	2



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

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	1	0	1

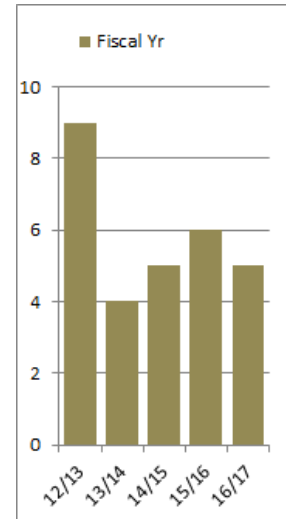


Commentary

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.

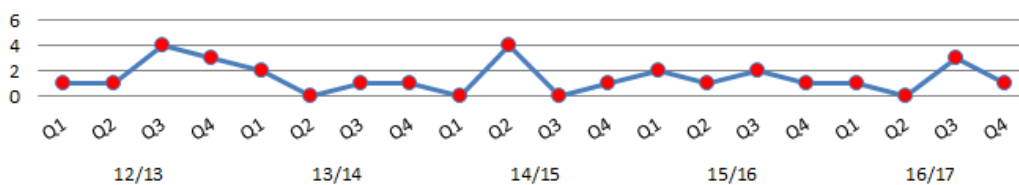
Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)

Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
April	0	0	0	0	0	2
May	0	1	0	2	0	1
June	1	1	0	0	1	3
July	0	0	2	1	0	2
August	0	0	1	0	0	1
September	1	0	1	0	0	1
October	0	1	0	1	1	1
November	1	0	0	0	1	2
December	3	0	0	1	1	4
January	0	0	0	0	0	2
February	2	0	1	1	0	3
March	1	1	0	0	1	3
Fiscal Yr	9	4	5	6	5	25



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
Fiscal Yr	9	4	5	6	5

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



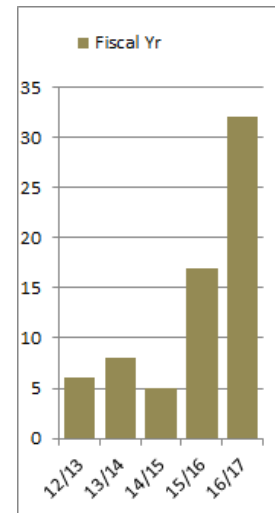
Commentary

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 with partners to reduce the number of casualties.

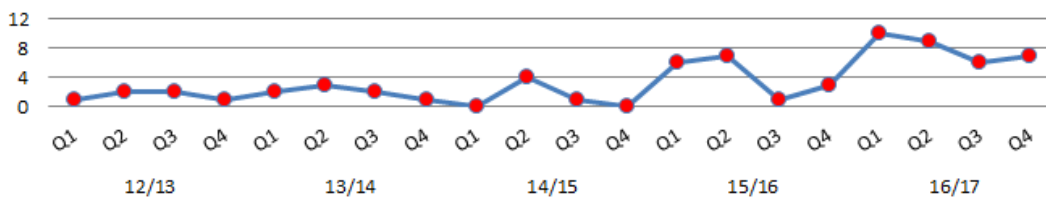
All deliberate fires

Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
April	0	0	0	4	2	8
May	1	2	0	1	5	10
June	0	0	0	1	3	17
July	0	0	2	3	6	11
August	1	2	0	3	1	5
September	1	1	2	1	2	16
October	1	2	0	1	5	19
November	0	0	1	0	1	13
December	1	0	0	0	0	15
January	0	1	0	0	1	6
February	1	0	0	0	2	3
March	0	0	0	3	4	9
Fiscal Yr	6	8	5	17	32	132



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
Fiscal Yr	6	8	5	17	32

Qtr/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
Quarter 1	1	2	0	6	10	35
Quarter 2	2	3	4	7	9	32
Quarter 3	2	2	1	1	6	47
Quarter 4	1	1	0	3	7	18

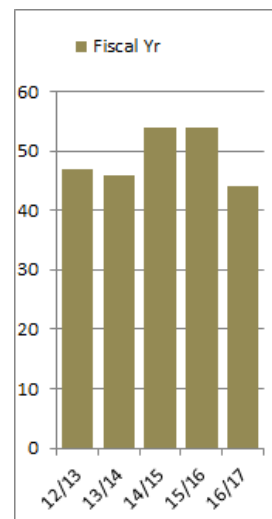


Commentary

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.

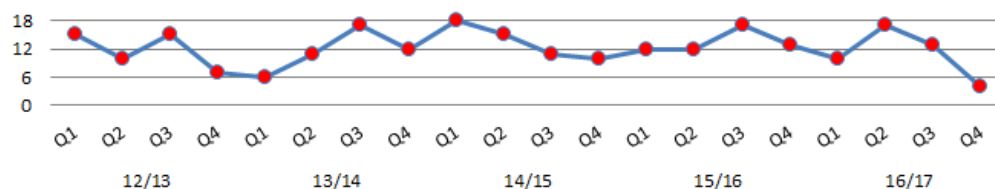
Special Service - RTCs

Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
April	4	1	2	3	6	22
May	7	3	9	6	0	12
June	4	2	7	3	4	17
July	5	1	8	2	6	29
August	2	6	3	3	6	22
September	3	4	4	7	5	23
October	3	4	5	3	1	9
November	5	4	3	7	2	16
December	7	9	3	7	10	25
January	3	6	3	4	2	14
February	0	4	4	4	0	11
March	4	2	3	5	2	15
Fiscal Yr	47	46	54	54	44	215



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
Fiscal Yr	47	46	54	54	44

Qtr/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
Quarter 1	15	6	18	12	10	51
Quarter 2	10	11	15	12	17	74
Quarter 3	15	17	11	17	13	50
Quarter 4	7	12	10	13	4	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.

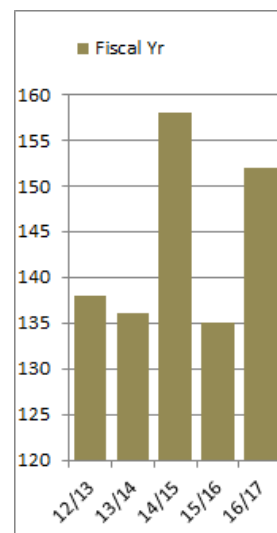
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies through the Highland Road Safety Group to reduce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

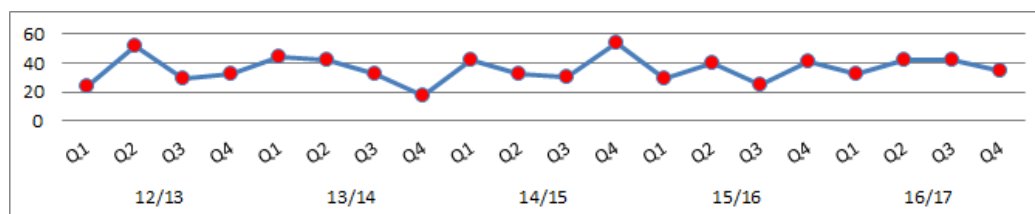
False Alarm - UFAS

Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
April	7	18	15	6	8	73
May	9	11	4	12	13	68
June	8	15	23	11	12	100
July	17	15	11	18	16	99
August	25	15	10	10	14	99
September	10	12	11	12	12	81
October	11	13	8	11	17	95
November	5	8	15	8	12	90
December	13	11	7	6	13	94
January	12	3	25	17	18	86
February	12	8	10	12	6	79
March	9	7	19	12	11	73
Fiscal Yr	138	136	158	135	152	1037



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
Fiscal Yr	138	136	158	135	152

Qtr/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
Quarter 1	24	44	42	29	33	241
Quarter 2	52	42	32	40	42	279
Quarter 3	29	32	30	25	42	279
Quarter 4	33	18	54	41	35	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 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	93%	7	0	7
Applecross	62%	6	2	8
Aultbea	89%	8	0	8
Balintore (CRU)	N/A	10	1	11
Cromarty (CRU)	N/A	7	2	9
Dingwall - 1st Appliance	99%	19	0	19
Dingwall - 2nd Appliance	71%			
Fortrose	84%	10	0	10
Gairloch	99%	8	1	9
Glenelg	94%	5	1	6
Invergordon - 1st Appliance	100%	15	1	16
Invergordon - 2nd Appliance	78%			
Kinlochewe	50%	5	1	6
Kyle	100%	11	1	12
Lochcarron	97%	8	0	8
Ratagan (CRU)	N/A	1	0	1
Tain	96%	12	0	12
Torridon	100%	10	2	12
Ullapool - 1st Appliance	100%	16	0	16
Ullapool - 2nd Appliance	91%			
Ross and Cromarty Local Committee Totals		158	12	170

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.