

The Highland Council

Ross and Cromarty Committee - 25 October 2016

Agenda Item	3
Report No	RC/031/16

Scottish Fire and Rescue Committee Performance Report for Q4 2015-16 and Q1 2016-17

Report by Local Senior Officer for Highland

Summary

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 2015-2016.

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.

1. Ross and Cromarty Performance Report

- 1.1 The attached performance report provides the current figures for Quarter 4 of 2015-16 and Quarter 1 of 2016-17 from the centrally Scottish Fire and Rescue Service (SFRS) performance management database against the key indicators and timelines from previous reports.
- 1.2 In achieving the priorities within the Committee Plan for Ross and Cromarty 2015-2017 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.
- 1.3 The performance report for the Ross and Cromarty area shows some mixed results across the performance indicators during Q4 2015-16 and Q1 2016-17 when compared to 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 2015/16 was lower than the annual figures for the previous three (3) years. Analysis of the twelve (12) domestic fires which occurred in Q4 and Q1 identified that six (6) incidents did not cause any damage and seven (7) did not require any form of intervention by SFRS crews. This suggests that the fires were detected at a very early stage and is testament to the success of SFRS domestic fire prevention activities.
- b. During Q4 of 2015-16 SFRS attended one Accidental Dwelling Fire which led to a Fatal Casualty. This was the first such fatality in the Ross and Cromarty area since June 2011. A Multi-Agency Case Conference was subsequently chaired by SFRS to identify how this death could have been prevented. Improvements have been identified, implemented and are being monitored by SFRS and its partner agencies to pro-actively protect householders found to have similar lifestyles and conditions.
- c. There have been two (2) Non-Fatal Fire Casualties at fire incidents attended by SFRS during Q4 and Q1. This represents a 33% improvement compared to the same reporting period in the previous year. The severity of injury in both of these cases was relatively slight.
- d. There have been twelve (12) Deliberate Fires attended by SFRS during Q4 and Q1. Detailed analysis identifies that six (6) of these were wildfires, three (3) were straw bales, two (2) were buildings, one (1) was refuse and one (1) was a car. 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 2015-16 was fifty-four (54). This was identical to the annual figure in 2014-15. During Q4 and Q1 twenty-three (23) RTCs were attended involving two (2) fatal and twenty-three (23) non-fatal casualties. Sixteen (16) of these incidents required SFRS to perform extrications and/or medical treatment.
- f. Since a peak in the number of Unwanted False Alarm Signals (UFAS) attended by SFRS in Q4 of 2014/15, the general trend is a reduction in the occurrence of this type of incident. Analysis shows that thirteen (13) premises were responsible for forty-three (43) of the one-hundred-and-eleven (111) incidents attended during Q4 and Q1. 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.

- 1.4 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 is requested for the communities identified.

Recommendation

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

Group Manager Mark Loynd

13 October 2016

Attachment: Highland – Ross and Cromarty Area 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 – 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.

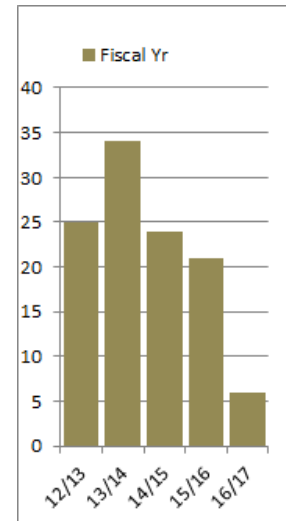
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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)

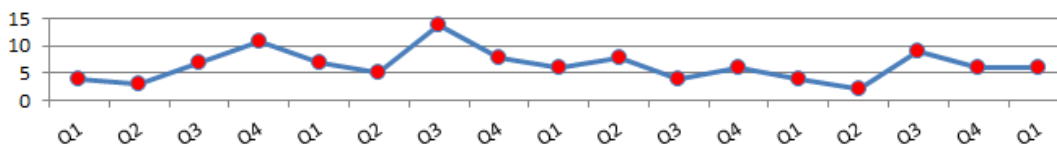
All accidental dwelling fires

Month/Year	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		
August	1	1	2	1		
September	2	1	3	0		
October	0	5	1	2		
November	2	4	1	2		
December	5	5	2	5		
January	2	1	2	1		
February	6	4	4	5		
March	3	3	0	0		
Fiscal Yr	25	34	24	21	6	34



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
Fiscal Yr	25	34	24	21	6

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		
Quarter 3	7	14	4	9		
Quarter 4	11	8	6	6		



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.

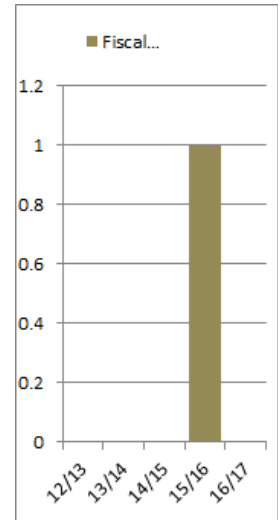
Trend lines also identify the number of incidents over the reporting 5 year period, both by month and by reporting quarter.

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.

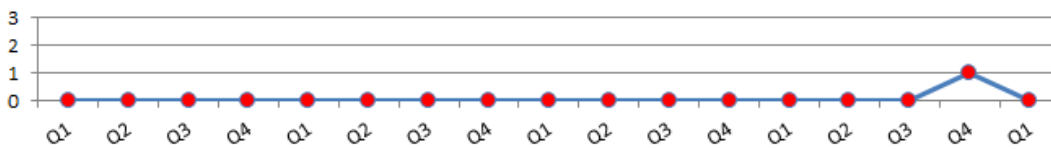
All fatal accidental dwell. fire casualties

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		
August	0	0	0	0		
September	0	0	0	0		
October	0	0	0	0		
November	0	0	0	0		
December	0	0	0	0		
January	0	0	0	0		
February	0	0	0	1		
March	0	0	0	0		
Fiscal Yr	0	0	0	1	0	0



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		
Quarter 3	0	0	0	0		
Quarter 4	0	0	0	1		

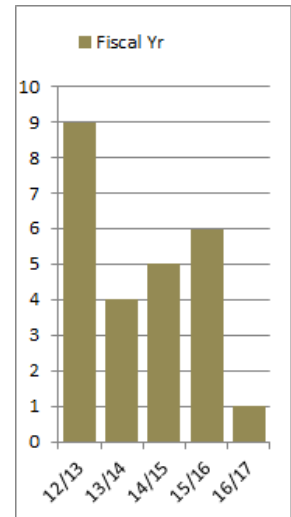


Commentary

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.

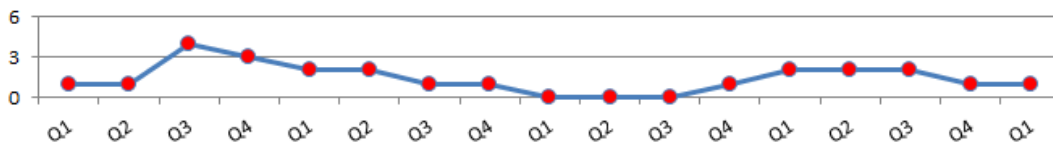
Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)

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



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
Fiscal Yr	9	4	5	6	1

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



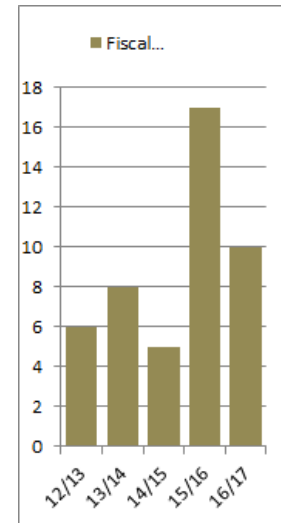
Commentary

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 with partners to reduce the number of casualties.

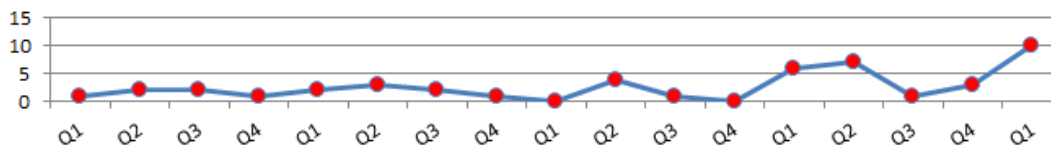
All deliberate fires

Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
April	0	0	0	4	2	18
May	1	2	0	1	5	10
June	0	0	0	1	3	17
July	0	0	2	3		
August	1	2	0	3		
September	1	1	2	1		
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	10	45



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
Fiscal Yr	6	8	5	17	10

Qtr/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
Quarter 1	1	2	0	6	10	45
Quarter 2	2	3	4	7		
Quarter 3	2	2	1	1		
Quarter 4	1	1	0	3		

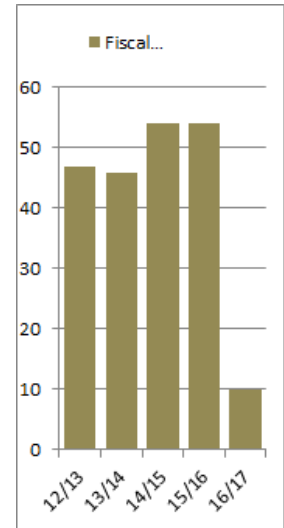


Commentary

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.

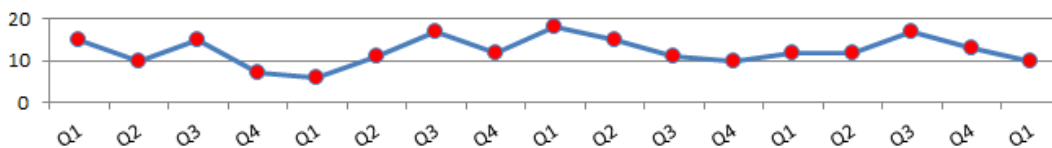
Special Service - RTCs

Month/Year	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	16
July	5	1	8	2		
August	2	6	3	3		
September	3	4	4	7		
October	3	4	5	3		
November	5	4	3	7		
December	7	9	3	7		
January	3	6	3	4		
February	0	4	4	4		
March	4	2	3	5		
Fiscal Yr	47	46	54	54	10	50



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
Fiscal Yr	47	46	54	54	10

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



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.

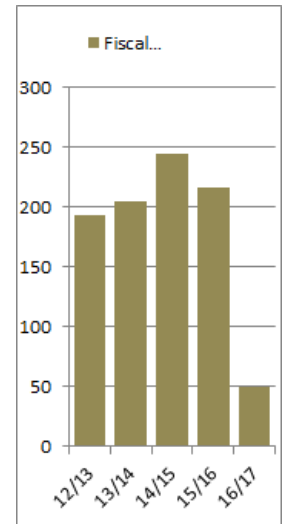
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies through the Highland Road Safety Group to reduce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

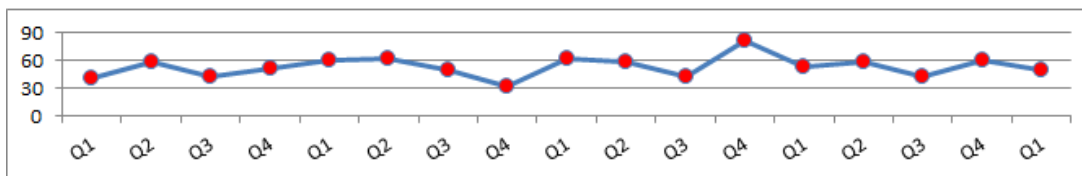
False Alarm - Equipment failure

Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
April	14	24	20	12	12	99
May	14	16	11	20	18	94
June	13	21	31	22	20	133
July	18	25	19	22		
August	28	19	21	17		
September	12	19	19	20		
October	16	19	13	17		
November	9	12	20	14		
December	18	18	10	11		
January	16	5	30	26		
February	19	10	23	17		
March	16	17	28	18		
Fiscal Yr	193	205	245	216	50	326



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
Fiscal Yr	193	205	245	216	50

Qtr/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
Quarter 1	41	61	62	54	50	326
Quarter 2	58	63	59	59		
Quarter 3	43	49	43	42		
Quarter 4	51	32	81	61		



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	88	7	0	7
Applecross	95	6	2	8
Aultbea	88	9	0	9
Balintore (CRU)	N/A	8	0	8
Cromarty (CRU)	N/A	5	1	6
Dingwall - 1st Appliance	100			
Dingwall - 2nd Appliance	61	21	0	21
Fortrose	88	9	0	9
Gairloch	96	7	2	9
Glenelg	86	5	1	6
Invergordon - 1st Appliance	99			
Invergordon - 2nd Appliance	70	15	2	17
Kinlochewe	62	5	1	6
Kyle	100	11	1	12
Lochcarron	83	8	0	8
Ratagan (CRU)	N/A	1	0	1
Tain	90	11	0	11
Torridon	99	9	2	11
Ullapool - 1st Appliance	100			
Ullapool - 2nd Appliance	82	13	0	13
Ross and Cromarty Local Committee Totals		150	12	162

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 and Campaign 3 generated 9 successful candidates for the Ross and Cromarty area.