

Agenda item	4.
Report no	SCC/05/18

THE HIGHLAND COUNCIL

Committee: Sutherland County Committee

Date: 23 May 2018

Report Title: Scottish Fire and Rescue Area Committee Performance Report for Q3 and Q4 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 Committee 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 eight (8) Accidental Dwelling Fires attended by SFRS within Sutherland during the Q3 and Q4 period of 2017/18. This is one (1) more than the Q1 and Q2 period and three (3) more than the same period last year. Detailed analysis has revealed that six (6) of the fires resulted in little or no damage. Two (2) incidents required limited use of SFRS equipment to extinguish the fire.

These statistics suggest that 75% of the dwelling fires were detected at a very early stage and is likely to be linked to the presence of domestic fire detectors.

- (b) There were zero (0) Fatal Domestic Dwelling Fires in Sutherland during the Q3 and Q4 period of 2017/18. This continues the trend of reducing fatal fire casualties over the last four years.

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 residents identified. This facilitates implementation of appropriate preventative solutions.

- (c) During Q3 and Q4 of 2017/18 there were zero (0) Non-Fatal Fire Casualties at dwelling fire incidents in Sutherland. This continues the trend of very low fire casualty numbers over the last four years.

Continued community education and an increased percentage of properties with working smoke alarms are likely to be the basis for these statistics. 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 were zero (0) Deliberate Fires in Sutherland during Q3 and Q4 of 2017/18. The 2017/18 annual total is two (2) deliberate fires, which is the lowest figure in the

last five years.

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 an increase in the number of Road Traffic Collisions (RTCs) attended by SFRS in Q3 and Q4 of 2017/18 when compared with the Q1 and Q2 period but the number of extrications required has slightly decreased. Analysis reveals that of the eleven (11) RTC incidents: two (2) required the extrication of casualties; one (1) required medical assistance only; seven (7) 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 had been on an upward trend over six quarters, but is now starting to decrease. Analysis shows that of the thirty-four (34) UFAS calls in Q3 and Q4, twenty-two (22) were attributable to five (5) 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.

SFRS continues its recruitment campaigns across the eleven Community Fire Stations in Sutherland. There are currently:

- 3.4
- Seventeen (17) Retained Duty System (RDS) Firefighters in the Development phase (training programme usually completed within 2 years);
 - Seven (7) in the Trainee phase (completed initial Task and Task Management training but yet to undertake Breathing Apparatus training);
 - Nine (9) completed recruitment and programmed to attend an initial Task and Task Management course; and
 - Two (2) applicants engaged in the recruitment process.

Due to recruitment and training successes there have been some significant improvements in fire appliance availability at a number of stations when compared to the last reporting period, notably: Lochinver +32% and Bettyhill +21%. The key focuses for recruitment are currently at Bettyhill, Bonar Bridge, Lochinver, Scourie and Tongue Community Fire Stations.

Designation: Local Senior Officer for Highland

Date: 10 May 2018

Author: Group Manager Mark Loynd

Background Papers: Scottish Fire and Rescue Service
Highland, Sutherland County Committee
Performance Report – Q3 and Q4 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 dwelling fire casualties	4
3bii	Non-fatal accidental dwelling 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.

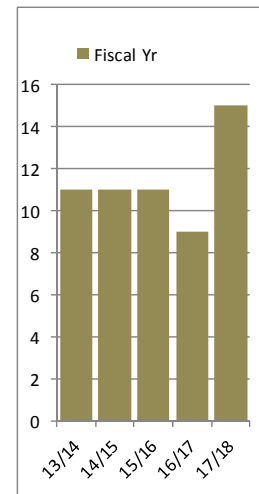
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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)

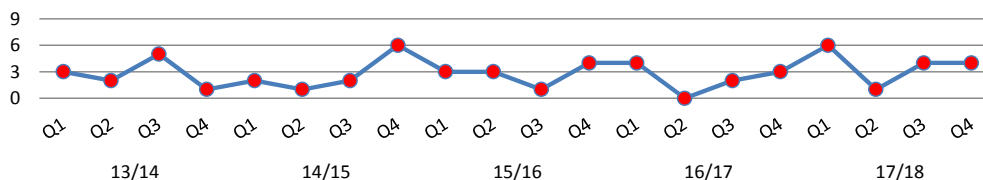
All accidental dwelling fires

Month/Year	2013/14	2014/15	2015/16	2016/17	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	1	13
November	0	2	0	1	2	18
December	4	0	1	1	1	6
January	1	3	1	0	2	18
February	0	0	1	0	2	8
March	0	3	2	3	0	10
Fiscal Yr	11	11	11	9	15	145



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

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	4	37
Quarter 4	1	6	4	3	4	36



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.

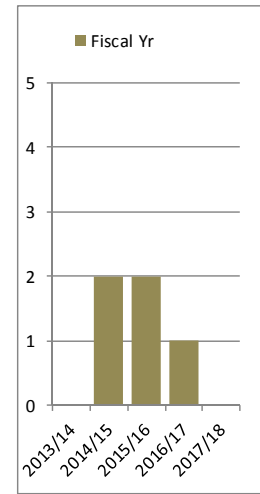
Trend lines also identify the number of incidents over the reporting 5 year period, both by month and by reporting quarter.

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.

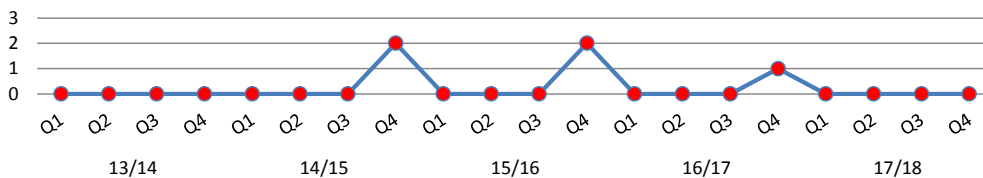
All fatal accidental dwelling fire casualties

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	0	0
November	0	0	0	0	0	1
December	0	0	0	0	0	0
January	0	1	1	0	0	0
February	0	0	1	0	0	0
March	0	1	0	1	0	0
Fiscal Yr	0	2	2	1	0	2



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
Fiscal Yr	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	0	1
Quarter 4	0	2	2	1	0	0

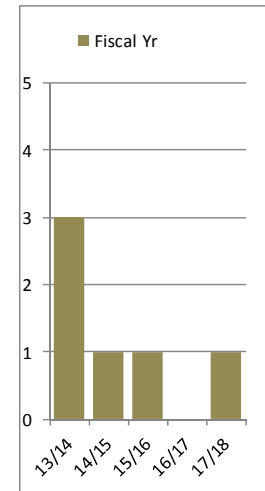


Commentary

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.

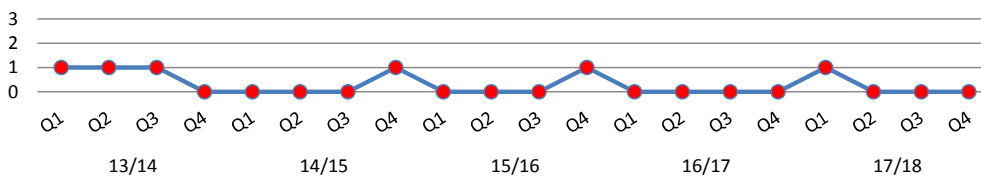
Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)

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	3
October	0	0	0	0	0	0
November	0	0	0	0	0	2
December	1	0	0	0	0	1
January	0	1	1	0	0	1
February	0	0	0	0	0	0
March	0	0	0	0	0	0
Fiscal Yr	3	1	1	0	1	19



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

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	4
Quarter 3	1	0	0	0	0	7
Quarter 4	0	1	1	0	0	8



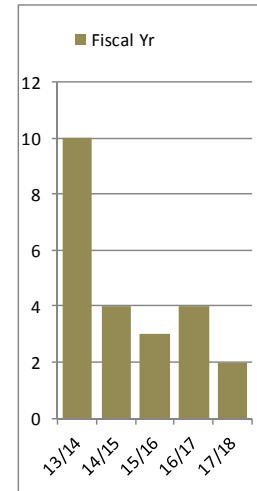
Commentary

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.

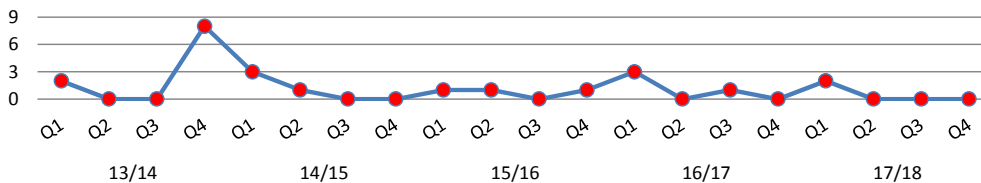
All deliberate fires

Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
April	1	3	1	2	1	20
May	0	0	0	0	1	24
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	10
October	0	0	0	0	0	10
November	0	0	0	0	0	9
December	0	0	0	1	0	5
January	0	0	0	0	0	8
February	0	0	0	0	0	7
March	8	0	1	0	0	21
Fiscal Yr	10	4	3	4	2	158



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
Fiscal Yr	10	4	3	4	2

Qtr/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
Quarter 1	2	3	1	3	2	58
Quarter 2	0	1	1	0	0	40
Quarter 3	0	0	0	1	0	24
Quarter 4	8	0	1	0	0	36

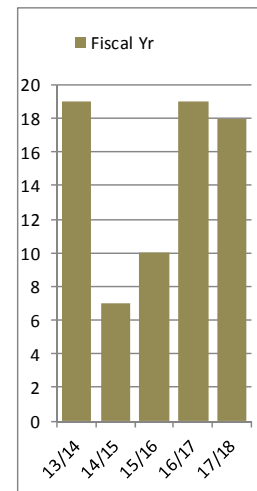


Commentary

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.

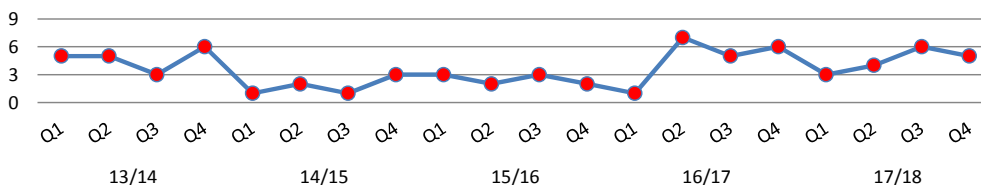
Special Service - RTCs

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	23
September	0	0	0	3	1	17
October	1	0	0	0	1	18
November	1	1	2	1	2	24
December	1	0	1	4	3	20
January	2	1	1	2	2	24
February	0	1	0	3	2	18
March	4	1	1	1	1	13
Fiscal Yr	19	7	10	19	18	227



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

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	65
Quarter 3	3	1	3	5	6	62
Quarter 4	6	3	2	6	5	55



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.

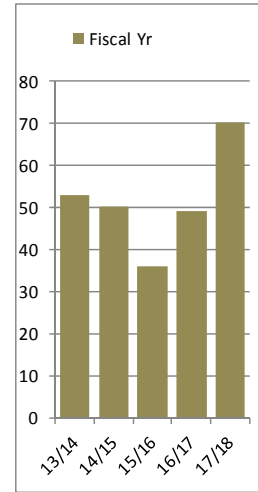
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies through the Highland Road Safety Group to reduce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

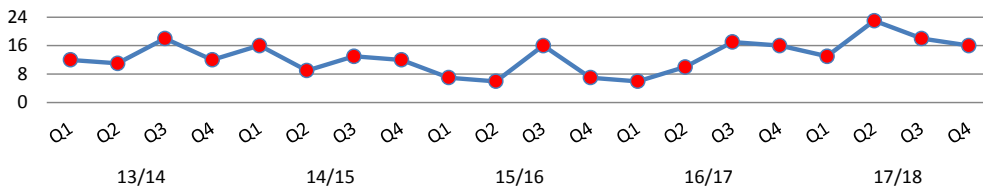
False Alarm - UFAS

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	98
July	1	0	3	2	8	124
August	4	7	2	5	7	96
September	6	2	1	3	8	108
October	10	5	3	5	5	91
November	6	4	8	6	6	100
December	2	4	5	6	7	82
January	2	3	4	3	8	96
February	7	5	2	7	3	72
March	3	4	1	6	5	79
Fiscal Yr	53	50	36	49	70	1126



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
Fiscal Yr	53	50	36	49	70

Qtr/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
Quarter 1	12	16	7	6	13	278
Quarter 2	11	9	6	10	23	328
Quarter 3	18	13	16	17	18	273
Quarter 4	12	12	7	16	16	247



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	Staffing Change
	Q2	Q4	+/-				
Bettyhill	31%	52%	↗	5	1	6	↘
Bonar Bridge	68%	72%	↗	7	0	7	→
Dornoch	99%	99%	→	12	0	12	↗
Durness	91%	88%	↘	9	0	9	↗
Golspie	93%	96%	↗	12	0	12	↗
Helmsdale	86%	85%	↘	9	0	9	→
Kinlochbervie	98%	92%	↘	9	0	9	↘
Lairg	98%	98%	→	9	1	10	→
Lochinver	35%	67%	↗	5	2	7	↘
Scourie	78%	78%	→	6	1	7	→
Tongue	64%	49%	↘	6	0	6	→

Sutherland Committee Totals	89	5	94
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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.