

Agenda item	5
Report no	CIA/16/18

THE HIGHLAND COUNCIL

Committee: City of Inverness Committee

Date: 31 May 2018

Report title: Scottish Fire and Rescue Committee Performance Report for Q3 and Q4 of 2017-18

Report by: Local Senior Officer for Highland

1. Purpose/Executive Summary

- 1.1 This report provides an update to City of Inverness Committee Members on progress against the priorities outlined in the Scottish Fire and Rescue Service Plan for the city of Inverness 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 Inverness.

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 City of Inverness Performance Report.

3.	City of Inverness Performance Report
3.1	The attached performance report provides the current figures for Quarter 3 and Quarter 4 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 Plan for the City of Inverness 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 City of Inverness generally shows a consistent theme across performance indicators during Q3 and Q4 2017-18 when compared with the previous reporting periods and in comparison to the 5 year average.</p> <ul style="list-style-type: none"> a. The occurrence of twenty-four (24) Accidental Dwelling Fires attended by SFRS in Q3 and Q4 of 2017/18 shows a slight decrease on the same reporting period from last year and a welcome decrease of fourteen (14) within the reporting year 2017/18 in comparison to 2016/17. This year's figure is below average on the overall 5 year reporting period. b. During Q3 and Q4 of 2017-18 SFRS attended Zero (0) Fatal Accidental Dwelling Fires within the area. c. There have been Three (3) Non-Fatal Accidental Dwellings Fire Casualties at fire incidents attended by SFRS during Q3 and Q4. This figure shows the lowest number of Non-Fatal Accidental Dwellings Fire Casualties within a reporting period over a 5 year period and we continue to be pro-active in delivering free HFSVs. d. There were Twenty-seven (27) Deliberate Fires attended by SFRS during Q3 and Q4. The total number of Deliberate Fires attended in 2017/18 was Seventy-One (71), the lowest annual figure in the previous 5 years. e. SFRS attended Twenty-five (25) Special Service Road Traffic Collisions (RTCs) during Q3 and Q4 of 2017-18. We will continue to work with partner agencies in reducing the trend of SFRS attendance and involvement at RTCs in the City of Inverness area. f. A total of two hundred and Seventy-five (275) occurrences of Unwanted False Alarm Signals (UFAS) were attended by SFRS during Q1 and Q2 in the City of Inverness area.

3.4	<p>As you may well be aware we are currently undergoing a period of consultation in relation to the SFRS transformation proposals.</p> <p>Our operating model has served us well but it was developed for the needs of Scotland in the 1940's. The risks and the needs of our communities are different especially here in the Highlands and to meet these needs we now require a more flexible operating model.</p> <ul style="list-style-type: none"> • Fires are reducing but new risks are emerging, including terrorism, emergency medical response and severe weather. • We need to better align our response model to today's risk and utilise new and safer firefighting technologies. • Prevention is key but within our current model our crews are in the wrong place at the wrong time to allow us to do more in this area. • Transformation will help us to deploy our people and resources more effectively and efficiently to where the needs of our communities is greatest. • Increased flexibility will strengthen our RDS model giving us the ability to safely deploy crews in a more flexible way and enhance the safety in our rural communities.
4.	Implications
4.1	Not applicable.
<p>Date: 9 May 2018</p> <p>Author: Group Manager Gordon Morrison</p> <p>Attachment: Highland – City of Inverness Committee - Performance Report</p>	



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Highland

City of Inverness 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.

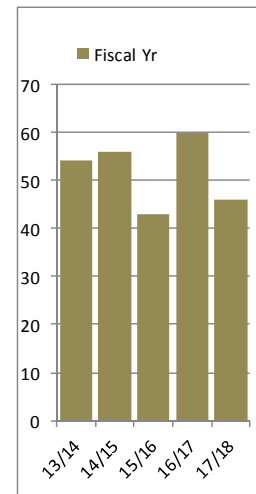
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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)

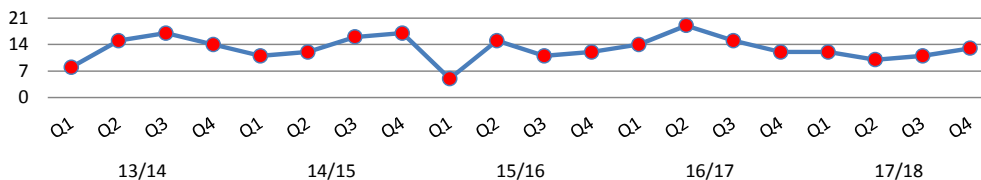
All accidental dwelling fires

Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
April	2	3	1	3	6	15
May	1	5	2	7	4	9
June	5	3	2	4	2	11
July	6	6	5	7	2	11
August	5	1	5	6	6	15
September	4	5	5	6	2	11
October	6	4	2	3	4	13
November	5	6	5	5	6	18
December	6	6	4	7	1	6
January	6	5	5	5	7	18
February	2	7	5	2	1	8
March	6	5	2	5	5	10
Fiscal Yr	54	56	43	60	46	145



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
Fiscal Yr	54	56	43	60	46

Qtr/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
Quarter 1	8	11	5	14	12	35
Quarter 2	15	12	15	19	10	37
Quarter 3	17	16	11	15	11	37
Quarter 4	14	17	12	12	13	36



Commentary

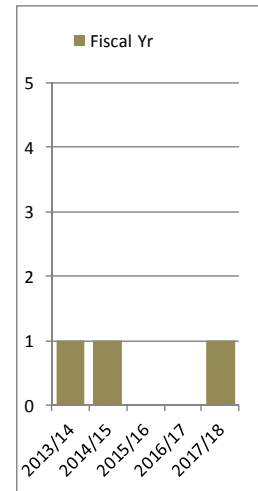
The tables above represent the number of accidental dwelling house fires that occurred within the Area Committee boundary. Tolerances are set in context of the number of previous incidents by reporting month and, where there has been an increase in overall incidents, the colour coding is identified with the application of the red, amber and green (RAG) system.

Trend lines also identify the number of incidents over the reporting 5 year period, 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 and the installation of free smoke 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.

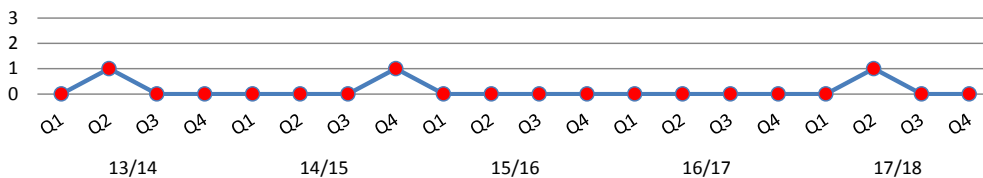
All fatal accidental dwelling fire casualties

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	1	0	0	0	0	0
September	0	0	0	0	1	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	0	0	0	0
February	0	0	0	0	0	0
March	0	0	0	0	0	0
Fiscal Yr	1	1	0	0	1	2



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

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

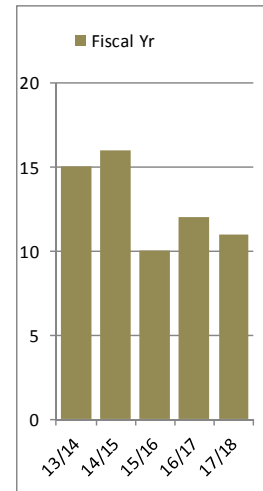


Commentary

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.

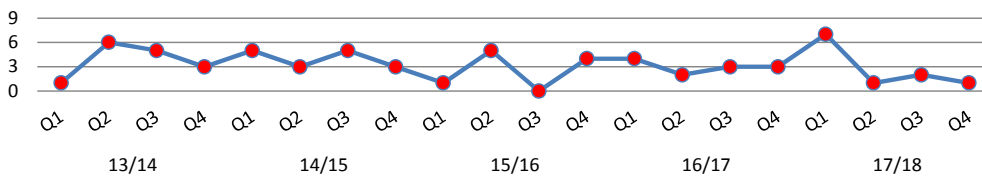
Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)

Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
April	0	1	0	1	5	7
May	0	1	1	1	1	1
June	1	3	0	2	1	3
July	1	3	3	1	0	0
August	1	0	1	0	1	1
September	4	0	1	1	0	3
October	2	0	0	0	0	0
November	1	4	0	1	2	2
December	2	1	0	2	0	1
January	1	1	3	2	1	1
February	0	2	1	0	0	0
March	2	0	0	1	0	0
Fiscal Yr	15	16	10	12	11	19



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
Fiscal Yr	15	16	10	12	11

Qtr/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
Quarter 1	1	5	1	4	7	11
Quarter 2	6	3	5	2	1	4
Quarter 3	5	5	0	3	2	7
Quarter 4	3	3	4	3	1	8



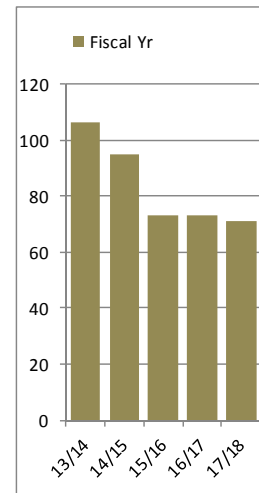
Commentary

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 hard with partners to reduce the number of casualties.

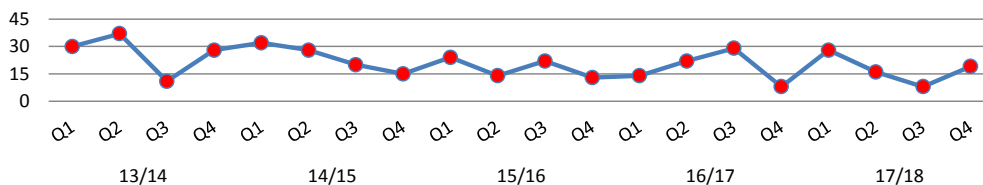
All deliberate fires

Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
April	9	11	7	2	10	20
May	9	9	7	4	8	24
June	12	12	10	8	10	14
July	19	8	8	5	9	18
August	6	7	3	3	3	12
September	12	13	3	14	4	10
October	3	11	10	12	6	10
November	5	6	9	10	1	9
December	3	3	3	7	1	5
January	8	5	4	4	3	8
February	4	6	3	1	5	7
March	16	4	6	3	11	21
Fiscal Yr	106	95	73	73	71	158



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
Fiscal Yr	106	95	73	73	71

Qtr/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
Quarter 1	30	32	24	14	28	58
Quarter 2	37	28	14	22	16	40
Quarter 3	11	20	22	29	8	24
Quarter 4	28	15	13	8	19	36

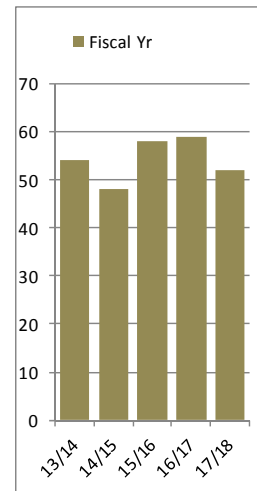


Commentary

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.

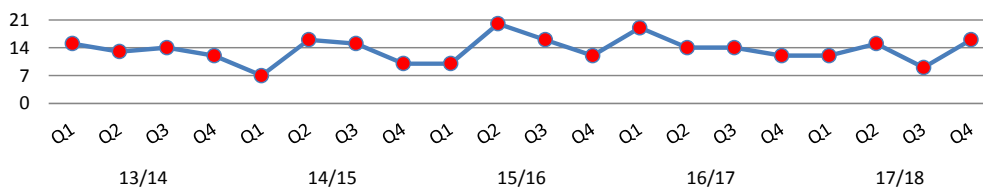
Special Service - RTCs

Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
April	4	4	3	7	8	18
May	6	1	2	6	0	9
June	5	2	5	6	4	18
July	5	4	5	3	6	25
August	4	6	11	6	5	23
September	4	6	4	5	4	17
October	4	3	7	4	3	18
November	6	11	6	6	5	24
December	4	1	3	4	1	20
January	4	4	1	6	7	24
February	7	3	5	3	6	18
March	1	3	6	3	3	13
Fiscal Yr	54	48	58	59	52	227



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
Fiscal Yr	54	48	58	59	52

Qtr/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
Quarter 1	15	7	10	19	12	45
Quarter 2	13	16	20	14	15	65
Quarter 3	14	15	16	14	9	62
Quarter 4	12	10	12	12	16	55



Commentary

Special Service incidents involves 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 City of Inverness.

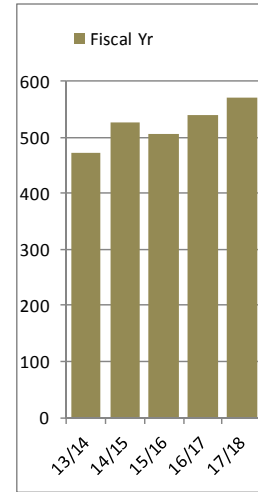
The number of incidents of this type remain consistent with previous years.

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>

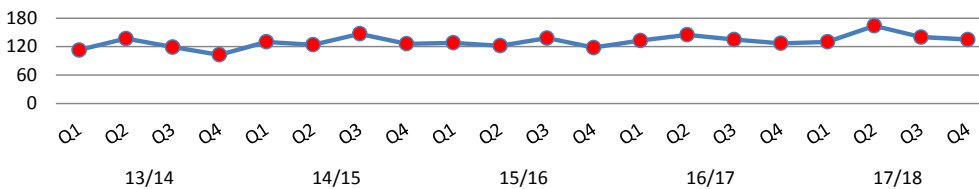
False Alarm - UFAS

Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
April	38	59	40	42	42	73
May	50	36	41	36	47	107
June	25	35	47	55	41	98
July	50	48	46	51	65	124
August	40	39	36	47	44	96
September	47	37	40	47	55	108
October	44	47	42	46	50	91
November	36	59	48	51	53	100
December	39	41	48	38	37	82
January	34	47	36	46	50	96
February	32	41	37	45	38	72
March	37	38	45	36	47	79
Fiscal Yr	472	527	506	540	569	1126



Month/Year	2013/14	2014/15	2015/16	2016/17	2017/18
Fiscal Yr	472	527	506	540	569

Qtr/Year	2013/14	2014/15	2015/16	2016/17	2017/18	Highland
Quarter 1	113	130	128	133	130	278
Quarter 2	137	124	122	145	164	328
Quarter 3	119	147	138	135	140	273
Quarter 4	103	126	118	127	135	247



Commentary

The Service responds to a number of false alarms over the reporting year, most of which are unwanted fire alarm signals (UFAS).

A new policy was implemented on 1st December 2014 requiring SFRS personnel to work closely with duty holders in order to reduce the number of UFAS events. This has been undertaken locally and is having a positive impact.

Station Availability

Station	Availability %			Male	Female	Staff
	Q2	Q4	+/-			
Beauly	83%	91%	↓	11	0	11
Cannich	50%	51%	↑	5	0	5
Drumnadrochit	98%	93%	↓	8	1	9
Fort Augustus	94%	92%	↓	8	1	9
Foyers	57%	72%	↑	7	1	8
Inverness Retained	92%	90%	↓	11	1	12
Inverness Wholetime*	N/A	N/A	N/A	62	6	68

City of Inverness Committee Totals				112	10	122
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* Denotes two pumps

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.