

**HIGHLAND COUNCIL**

**Committee:** Lochaber Area Committee  
**Date:** 10 April 2019  
**Report Title:** Scottish Fire and Rescue Area Committee Performance Report  
**Report By:** Local Senior Officer for Highland

**1. Purpose/Executive Summary**

- 1.1 This report provides an update to Lochaber Area Committee Members on progress against the priorities outlined in the Scottish Fire and Rescue Service Area Committee Plan for Lochaber 2016-2018.
- 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 Lochaber.
- 1.3 The report also contains previously agreed information and performance as requested by Area Committees.

**2. Recommendations**

- 2.1 Committee Members are invited to **comment** and **scrutinise** the attached Area Performance Report.

**3. Lochaber Area Committee Performance Report**

- 3.1 The attached performance report provides the current figures for Quarter 1 to Quarter 3 of 2018 and from the previous four reporting years 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 Area Plan for Lochaber 2016 - 2019 a number of prevention activities are being progressed including; the delivery of free home fire safety visits (HFSV) through our operational RDS Staff and Community Safety Advocates (CSA), post domestic incident response (PDIR) both of which are aimed at reducing accidental dwelling house fires following our attendance at any incidents of this type.  
Local managers also support the partnership delivered road safety programmes, Driving Ambition and the reduction of fire-related antisocial behaviour through targeted youth engagement activities and thematic action plans. In addition our local District Manager has been proactive in co-ordinating a local multi-agency road safety initiative in Lochaber with the aim of reducing Road Traffic Collisions (RTCs).

The continued application of the Unwanted Fire Alarm Signals (UFAS) Policy provides a means of targeting premises that the Service attends repeatedly and by engagement reduce the number of calls.

Staff also undertake Operational Intelligence (OI) visits to the higher risk premises in Lochaber to gather vital information on the hazards and risks on these sites which can help our operational response and firefighter safety.

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.

3.4 The performance report shows that Accidental Dwelling fires, Fire Fatalities, Fire Casualties and Deliberate Fires remain consistent with or below the figures from previous years with the incident numbers remaining reassuringly low. Special Service RTCs are significantly down on the same period in the previous year with total incidents remaining low for the Lochaber Area in comparison to the Highland total.

False Alarm UFAS incidents have risen slightly over the previous quarters showing a slight increase in activity for the months of October and November 2018.

Lochaber personnel will continue to work in partnership with the clear aim of trying to eliminate all incidents types through our preventative work and targeted engagement with premises.

**Designation:** Local Senior Officer for Highland

**Date:** 20 March 2019

**Author:** Group Manager Fraser Nixon

**Background Papers:** Highland – Lochaber Area Committee - Performance Report



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

## Highland

### Lochaber 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.

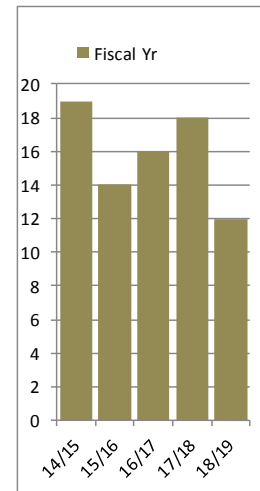
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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 and throughout 2015.

- 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)

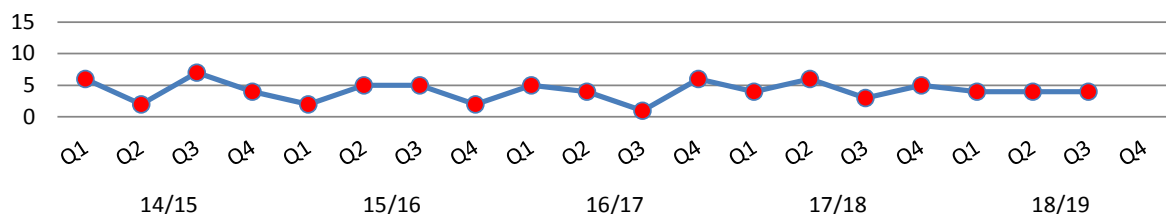
# All accidental dwelling fires

Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
April	4	0	2	2	1	14
May	1	2	2	0	1	6
June	1	0	1	2	2	13
July	1	1	1	3	2	10
August	0	1	1	2	1	10
September	1	3	2	1	1	10
October	4	2	0	0	1	17
November	0	3	0	1	1	14
December	3	0	1	2	2	18
January	2	0	4	2		
February	1	1	0	2		
March	1	1	2	1		
<b>Fiscal Yr</b>	19	14	16	18	12	112



Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19
<b>Fiscal Yr</b>	19	14	16	18	12

Qtr/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
Quarter 1	6	2	5	4	4	33
Quarter 2	2	5	4	6	4	30
Quarter 3	7	5	1	3	4	49
Quarter 4	4	2	6	5		0



## 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.

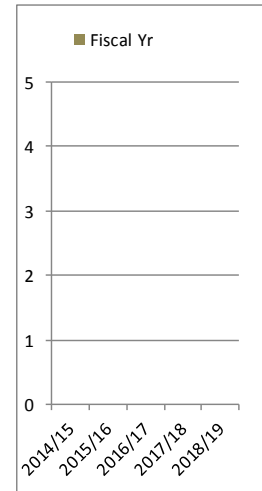
Trend lines also identify the number of incidents over the reporting 5 year period, both by month and by reporting quarter.

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.

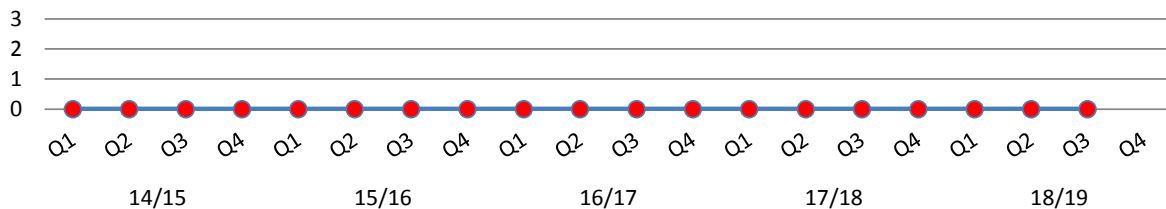
# All fatal accidental dwelling fire casualties

Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19	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	0
January	0	0	0	0		
February	0	0	0	0		
March	0	0	0	0		
<b>Fiscal Yr</b>	0	0	0	0	0	0



Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19
<b>Fiscal Yr</b>	0	0	0	0	0

Qtr/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
Quarter 1	0	0	0	0	0	0
Quarter 2	0	0	0	0	0	0
Quarter 3	0	0	0	0	0	0
Quarter 4	0	0	0	0		0

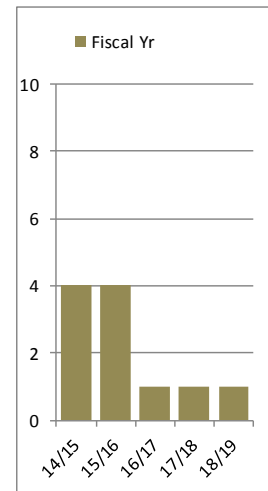


## Commentary

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.

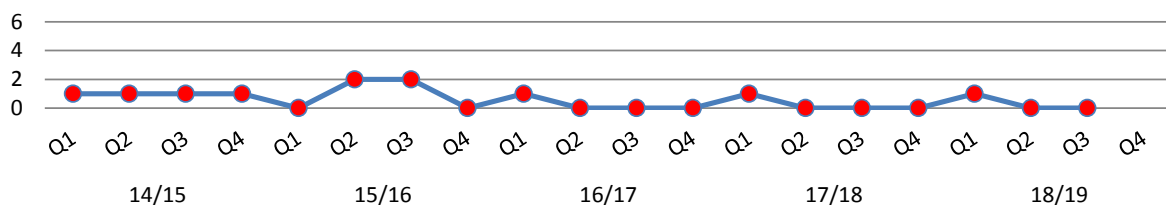
## Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)

Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
April	0	0	1	1	1	3
May	1	0	0	0	0	1
June	0	0	0	0	0	3
July	1	0	0	0	0	6
August	0	1	0	0	0	1
September	0	1	0	0	0	1
October	1	0	0	0	0	0
November	0	2	0	0	0	3
December	0	0	0	0	0	1
January	0	0	0	0		
February	1	0	0	0		
March	0	0	0	0		
<b>Fiscal Yr</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>19</b>



Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19
<b>Fiscal Yr</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>

Qtr/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
Quarter 1	1	0	1	1	1	7
Quarter 2	1	2	0	0	0	8
Quarter 3	1	2	0	0	0	4
Quarter 4	1	0	0	0		0



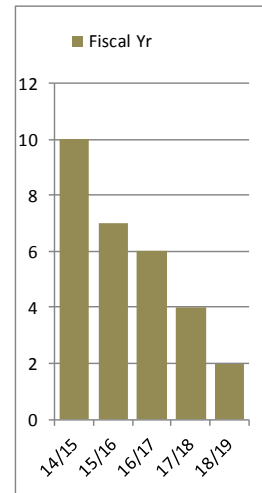
### Commentary

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.

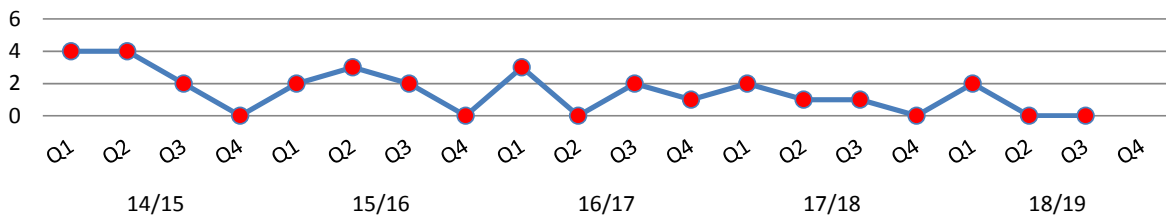
## All deliberate fires

Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
April	1	1	0	1	1	32
May	1	1	1	1	1	21
June	2	0	2	0	0	15
July	3	1	0	0	0	20
August	0	2	0	1	0	15
September	1	0	0	0	0	13
October	1	2	2	0	0	21
November	0	0	0	1	0	19
December	1	0	0	0	0	11
January	0	0	1	0		
February	0	0	0	0		
March	0	0	0	0		
<b>Fiscal Yr</b>	10	7	6	4	2	167



Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19
<b>Fiscal Yr</b>	10	7	6	4	2

Qtr/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
Quarter 1	4	2	3	2	2	68
Quarter 2	4	3	0	1	0	48
Quarter 3	2	2	2	1	0	51
Quarter 4	0	0	1	0		0



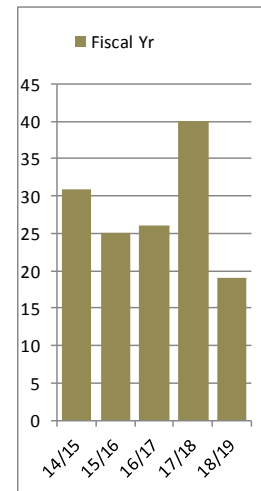
### Commentary

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.



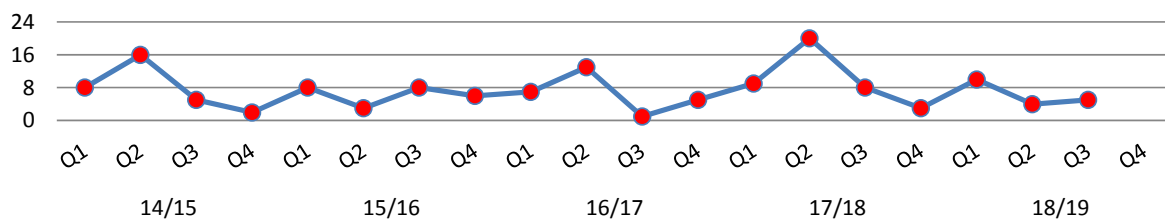
## Special Service - RTCs

Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
April	2	2	3	2	2	11
May	1	4	2	1	5	22
June	5	2	2	6	3	16
July	9	1	5	8	1	15
August	5	1	5	10	3	16
September	2	1	3	2	0	12
October	1	3	1	3	0	10
November	3	4	0	3	3	18
December	1	1	0	2	2	13
January	1	1	2	2		
February	1	4	0	0		
March	0	1	3	1		
<b>Fiscal Yr</b>	31	25	26	40	19	133



Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19
<b>Fiscal Yr</b>	31	25	26	40	19

Qtr/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
Quarter 1	8	8	7	9	10	49
Quarter 2	16	3	13	20	4	43
Quarter 3	5	8	1	8	5	41
Quarter 4	2	6	5	3		0



### 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.

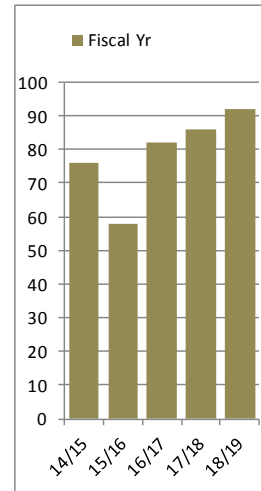
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies through the Highland Road Safety Group to reduce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

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>

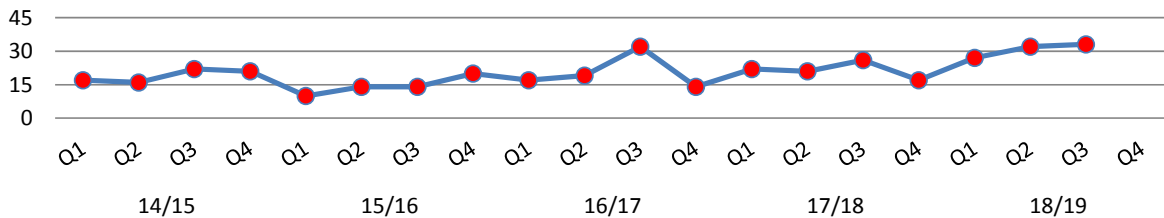
# False Alarm - UFAS

Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
April	6	2	6	5	6	79
May	5	2	4	12	6	99
June	6	6	7	5	15	108
July	4	3	13	9	10	117
August	9	4	4	4	14	124
September	3	7	2	8	8	105
October	9	2	10	9	13	123
November	3	7	7	10	13	126
December	10	5	15	7	7	81
January	8	6	3	7		
February	8	9	3	6		
March	5	5	8	4		
<b>Fiscal Yr</b>	<b>76</b>	<b>58</b>	<b>82</b>	<b>86</b>	<b>92</b>	<b>962</b>



Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19
<b>Fiscal Yr</b>	<b>76</b>	<b>58</b>	<b>82</b>	<b>86</b>	<b>92</b>

Qtr/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
Quarter 1	17	10	17	22	27	286
Quarter 2	16	14	19	21	32	346
Quarter 3	22	14	32	26	33	330
Quarter 4	21	20	14	17		0



## Commentary

The Service responds to a number of false alarms over the reporting year, most of which are unwanted fire alarm signals (UFAS). The number of calls across the area of Lochaber has risen slightly when analysing like for like periods over the last 5 year reporting periods.

A UFAS policy has been implemented which requires SFRS personnel to work closely with duty holders in order to reduce the number of UFAS events. Local managers are actively engaging with local duty holders and Prevention & Protection staff to identify challenges in the area and mitigate them.

## Station Availability

Station	Availability 6 mths to Sept 2018 %	Availability 9 mths to Dec 2018 %	Male	Female	Staff	Staffing Change
Acharacle	51%	65%	6	0	6	↘
Fort William – 1 <sup>st</sup> Appliance	100%	100%	20	0	20	↘
Fort William – 2 <sup>nd</sup> Appliance	92%	90%				
Kilchoan	86%	86%	5	1	6	↘
Kinlochleven – 1 <sup>st</sup> Appliance	77%	78%	9	2	11	→
Kinlochleven – 2 <sup>nd</sup> Appliance	12%	10%				
Lochaline	96%	100%	4	6	10	→
Mallaig	87%	84%	7	0	7	↘
Muck (CRU)	N/A	N/A	0	2	2	↘
Spean Bridge (CRU)	N/A	N/A	8	0	8	→
Strontian	65%	70%	4	2	6	→
<b>Lochaber Committee Totals</b>			63	13	76	

### 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. It is recognised that losing members of staff can have an effect on appliance availability in the short term.

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 which includes targeted initiatives supported by our partners, for example recently in Kinlochleven.

The recent appointment of a District Support Manager based in Fort William will also assist in managing appliance availability across the Lochaber area as they can be moved dynamically across the Lochaber area to fill availability gaps.