

Agenda item	3.
Report no	CC/06/19

THE HIGHLAND COUNCIL

Committee: Caithness Committee

Date: 15 May 2019

Report title: Scottish Fire and Rescue Committee Performance Report for Q3 and Q4 of 2018

Report by: Local Senior Officer for Highland

1. Purpose/Executive Summary

- 1.1 This report provides an update to Caithness Committee Members on progress against the priorities outlined in the Scottish Fire and Rescue Service Committee Plan for Caithness 2018-2019.

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 Caithness.

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 Caithness Performance Report.

3. Caithness SFRS Performance Report

- 3.1 The attached performance report provides the current figures for Quarter 3 and Quarter 4 of 2018/19 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 Committee Plan for Caithness 2018-2019 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 **Operational Incidents**

Analysis of the detail behind the performance report for the Caithness area shows mixed outcomes across the performance indicators during Q3 and Q4 2018-19 when compared with the 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 occurrence of sixteen (16) Accidental Dwelling Fires attended by SFRS in Q3 and Q4 of 2018/19 is an increase of ten (10) on the six (6) attended in Q1 and Q2 of 2018/19.

Analysis of these domestic fires identifies: three (3) incidents which did not result in any damage; six (6) where damage was limited to the item first ignited; five (5) where damage was to the room of origin; 2 where the damage was limited to the floor of origin.

Of the sixteen (16) fires: eight (8) required no fire service intervention; two (2) only involved removal of an item from a heat source or disconnection of power; four (4) were extinguished using a Hosereel jet; two (2) involved cutting away.

These statistics suggest that the dwelling fires were detected at a very early stage and is testament to the success of SFRS domestic fire prevention activities and the swift response from SFRS crews to contain the fires.

- b. During Q3 and Q4 of 2018/19 SFRS attended one Accidental Dwelling Fire in the Caithness area which led to a fatality. This unfortunate incident happened in Thurso in February.
- c. There has been one (1) Non-Fatal Accidental Dwellings Fire Casualty at fire incidents attended by SFRS during Q3 and Q4. This occurred in Wick in December with the victim suffering from serious burns.
- d. There were nine (9) Deliberate Fires attended by SFRS during Q3 and Q4. Seven were Outdoor fires involving Grassland, Woodland and scrub; two (2) were outdoor refuse fires.

SFRS continues to work with a number of key partner agencies to tackle wilful fire raising, and ongoing activity to address broader anti-social behaviour issues is continuing throughout the area.

- e. SFRS attended six (6) Special Service Road Traffic Collisions (RTCs)

during Q3 and Q4 of 2018/19. Of those incidents attended: three (3) only required crews to make vehicles or the scene safe and three (3) required extrication of casualties.

- f. A total of thirty-seven (37) occurrences of Unwanted False Alarm Signals (UFAS) were attended by SFRS during Q3 and Q4 in the Caithness area. This represents an increase of 10 incidents from the (27) incidents which occurred in the previous six months.

Detailed analysis has identified that UFAS incidents were dispersed over twenty-four (24) premises. Six (6) premises produced more than one UFAS occurrence and these accounted for seventeen (17) of the total incidents attended. Only two (2) premises generated sufficient repeated UFAS to reach the trigger point for additional 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 Station Crewing Levels

SFRS continues to actively deliver 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 Caithness area. SFRS promotes campaigns within partner agencies, through local media and key community contacts. Continued local area support is requested for recruitment in the following communities:

- Dunbeath
- John O Groats
- Lybster (CRU)
- Thurso
- Wick

4. Implications

4.1 Not applicable.

Date: 3rd May 2019

Author: **Group Manager Ricky Dibble**

Attachment: Highland – Caithness - Performance Report



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Highland

Caithness 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.

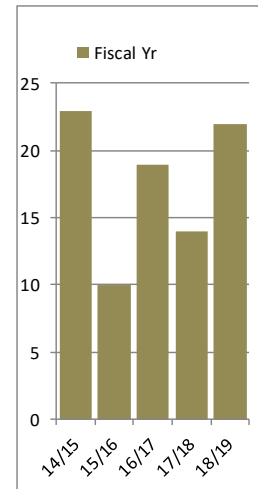
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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)

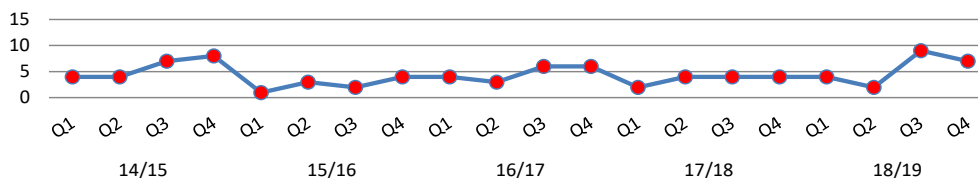
All accidental dwelling fires

Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
April	0	1	1	1	2	14
May	2	0	3	0	0	6
June	2	0	0	1	2	13
July	1	1	0	1	0	10
August	2	2	2	0	1	10
September	1	0	1	3	1	10
October	3	0	1	1	4	17
November	1	0	0	2	2	14
December	3	2	5	1	3	18
January	4	2	2	3	2	10
February	2	1	2	0	2	12
March	2	1	2	1	3	10
Fiscal Yr	23	10	19	14	22	144



Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19
Fiscal Yr	23	10	19	14	22

Qtr/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
Quarter 1	4	1	4	2	4	33
Quarter 2	4	3	3	4	2	30
Quarter 3	7	2	6	4	9	49
Quarter 4	8	4	6	4	7	32



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.

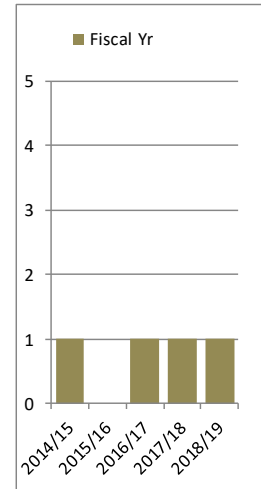
Trend lines also identify the number of incidents over the reporting 5 year period, both by month and by reporting quarter.

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.

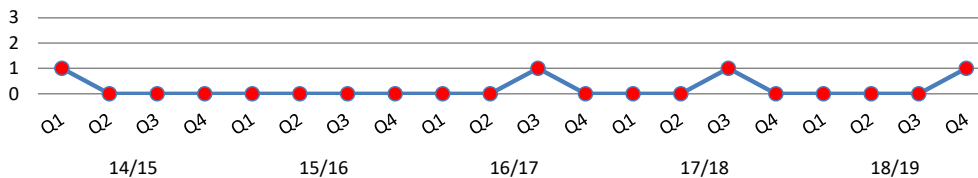
All fatal accidental dwelling fire casualties

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



Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19
Fiscal Yr	1	0	1	1	1

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

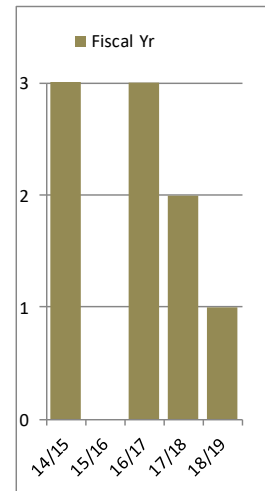


Commentary

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.

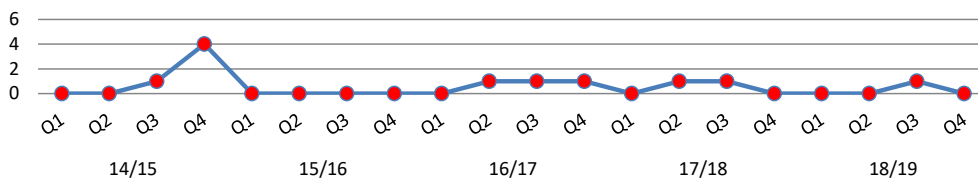
Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)

Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
April	0	0	0	0	0	3
May	0	0	0	0	0	1
June	0	0	0	0	0	3
July	0	0	0	0	0	6
August	0	0	1	0	0	1
September	0	0	0	1	0	1
October	1	0	0	0	0	0
November	0	0	0	0	0	3
December	0	0	1	1	1	1
January	2	0	0	0	0	1
February	1	0	0	0	0	0
March	1	0	1	0	0	0
Fiscal Yr	5	0	3	2	1	20



Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19
Fiscal Yr	5	0	3	2	1

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



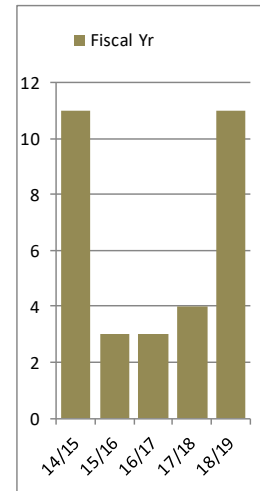
Commentary

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.

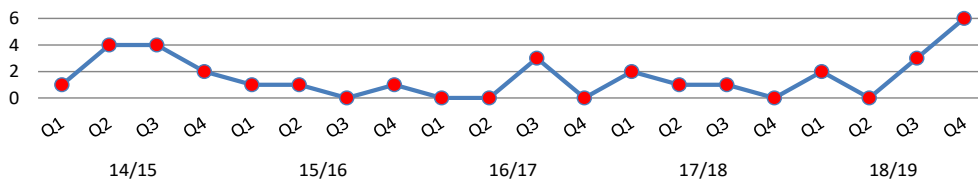
All deliberate fires

Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
April	0	1	0	1	1	32
May	1	0	0	0	0	21
June	0	0	0	1	1	15
July	1	0	0	1	0	20
August	1	1	0	0	0	15
September	2	0	0	0	0	13
October	0	0	0	0	1	21
November	4	0	1	0	0	19
December	0	0	2	1	2	11
January	0	0	0	0	1	7
February	1	0	0	0	4	9
March	1	1	0	0	1	4
Fiscal Yr	11	3	3	4	11	187



Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19
Fiscal Yr	11	3	3	4	11

Qtr/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
Quarter 1	1	1	0	2	2	68
Quarter 2	4	1	0	1	0	48
Quarter 3	4	0	3	1	3	51
Quarter 4	2	1	0	0	6	20

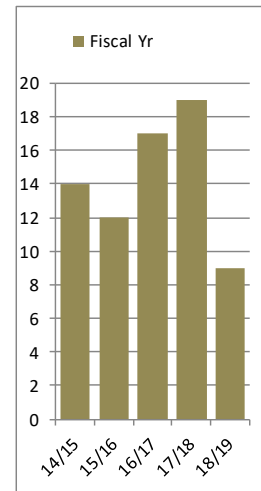


Commentary

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.

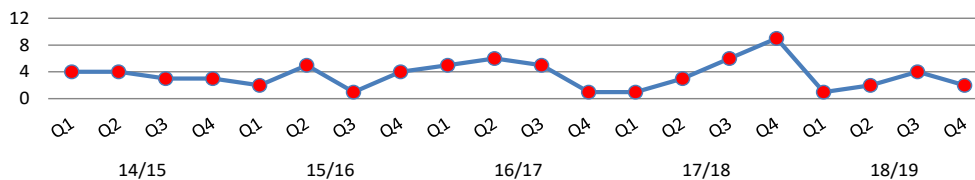
Special Service - RTCs

Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
April	1	1	3	1	0	11
May	1	0	0	0	1	22
June	2	1	2	0	0	16
July	2	2	4	1	1	15
August	1	1	1	1	0	16
September	1	2	1	1	1	12
October	0	0	1	1	0	10
November	0	1	2	1	0	18
December	3	0	2	4	4	13
January	2	1	0	5	1	13
February	1	2	0	2	1	12
March	0	1	1	2	0	8
Fiscal Yr	14	12	17	19	9	166



Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19
Fiscal Yr	14	12	17	19	9

Qtr/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
Quarter 1	4	2	5	1	1	49
Quarter 2	4	5	6	3	2	43
Quarter 3	3	1	5	6	4	41
Quarter 4	3	4	1	9	2	33



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.

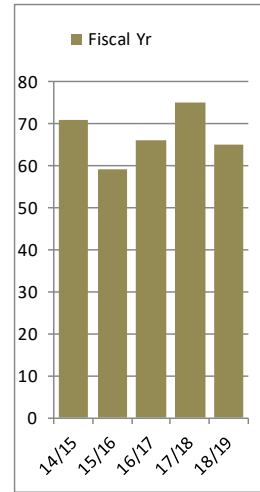
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies through the Highland Road Safety Group to reduce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

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>

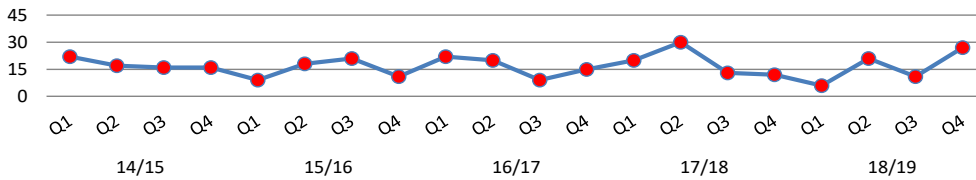
False Alarm - UFAS

Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
April	12	2	7	5	2	79
May	5	4	7	8	1	99
June	5	3	8	7	3	108
July	6	5	3	18	8	118
August	6	7	15	3	6	127
September	5	6	2	9	7	124
October	10	12	4	6	7	123
November	5	6	0	4	3	126
December	1	3	5	3	1	85
January	5	6	3	3	12	99
February	6	2	7	4	7	71
March	5	3	5	5	8	79
Fiscal Yr	71	59	66	75	65	1238



Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19
Fiscal Yr	71	59	66	75	65

Qtr/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
Quarter 1	22	9	22	20	6	286
Quarter 2	17	18	20	30	21	369
Quarter 3	16	21	9	13	11	334
Quarter 4	16	11	15	12	27	249



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
Dunbeath	71%	9	0	9	↓
John O'Groats	90%	11	1	12	→
Lybster (CRU)	N/A	7	1	8	↗
Thurso – 1 st Appliance	100%	18	2	20	↗
Thurso – 2 nd Appliance	95%				
Wick – 1 st Appliance	100%	20	0	20	→
Wick – 2 nd Appliance	96%				

Caithness Committee Totals		65	4	69	
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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.