

Agenda Item	12
Report No	HC/37/19

## Highland Council

### Highland Committee – 5 September 2019

#### Annual Performance Report for 2018-19 against the Local Fire and Rescue Plan for Highland

##### Report by Area Manager Rab Middlemiss Local Senior Officer - Highland, Scottish Fire and Rescue Service

#### Summary

This Report and attached Annual Performance Report (APR) details fire and rescue service performance across a range of Emergency Response, Prevention and Protection activities for 2018-19.

#### 1. Performance Reporting 2018-19

- 1.1 The attached APR for 2018-19 contains the key elements of fire and rescue service activities across the Highland area. These key elements also align with partnership agreed outcomes.
- 1.2 As with previous reports, this report also aligns with the Local Fire and Rescue Plan for the Highland Area 2017 and supports the wider analysis of trends and performance in the short, medium and longer term.
- 1.3 Scottish Fire and Rescue Service performance within Highland area has been measured against the Key Performance Indicators (KPIs) that were identified during Ward consultation sessions on the Local Fire and Rescue Plan for the Highland Area 2017. This was as follows:

The number of accidental dwelling fires (143) has reduced when compared to the previous year (146). This maintains the longer term trend of continuous improvement against historically low figures.

Tragically, during this reporting year one person lost their life as a result of accidental dwelling fires. The overall figure of accidental dwelling fires (143) is the lowest against the previous five reporting years.

There was a marginal in the number of non-fatal accidental fires casualties (21) in comparison to last year (20). This does continue the longer term trend when compared to the last 5 years with the second lowest number recorded over this extended reporting period.

There was an increase in the overall number of deliberate fires (188) in comparison to the previous four years. This was primarily due to seasonal

weather trends and an increase in wildfires activity throughout the Highland area. This was substantially more than the five year average (152). Liaison with local land owners and attendance at Scottish Wildfire Forum has been undertaken, along with a review of national emergency response arrangements to assist procedures, promote understanding and build local working arrangements in order to reduce wildfires.

The number of Road Traffic Collisions (RTCs) attended by SFRS has significantly reduced during the reporting year (170). This is also the lowest of the last 5 years. Unfortunately this does not directly relate to the number of people fatally or seriously injured on Highland roads as this number increased (21) during 2018-19 in comparison to the previous year (15).

Unwanted Fire Alarm Signals (UFAS) has increased during this reporting year and remains a challenge for the Service with the highest number recorded (1,260) during the last five years which continues a longer term trend. We are continuing to develop local initiatives whilst also sharing good practices from other areas and implementing national policy and guidance in an attempt to reduce the impact from UFAS on our service delivery.

- 1.4 A summary of the current performance against the six KPIs is provided in the attached APR along with supplementary statistics referencing Retained Duty System (RDS) staff availability and establishment figures by each community fire station and operational statistics by incident type for each Ward area of Highland. The period covered by the report is as at 31 March 2019 unless stated otherwise.

<p><b>Recommendation:</b> It is recommended that members <b>scrutinise</b> and <b>comment</b> on SFRS service delivery and performance contained within the Annual Performance Report 2017-18.</p>
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**Area Manager Rab Middlemiss**  
**Local Senior Officer – Highland, Scottish Fire and Rescue Service**  
**29 August 2019**

Attachments: **Highland Annual Performance Report 2018-19**



# Annual Performance Report

1 April 2018 – 31 March 2019



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

Working together for a safer Scotland

## 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.

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\*The KPIs above are extracted from the suite of KPIs contained within the Fire and Rescue Framework for Scotland 2013, Annex A <https://www.gov.scot/Publications/2013/03/5509/7>.

The KPIs also reflect the main priority areas for the Scottish Fire and Rescue Service (SFRS) in Highland area. These were identified during Ward consultations sessions on the Local Fire and Rescue Plan for Highland 2017 as;

- Reducing accidental dwelling house fires and the resultant fatalities and casualties
- Reducing deliberate fires
- Reducing road traffic collisions
- Reducing the number of attendance to unwanted fire alarm signals (false alarms)

Supplementary statistics are also provided referencing the following:

- RDS staff availability and establishment figures by station
- Operational incident statistics by type for each Ward area of Highland

Note that new KPIs are being developed for SFRS as outlined in the Fire and Rescue Framework for Scotland 2016, Annex <https://www.gov.scot/Publications/2016/09/8011/331969>. A new Performance Management Framework is being developed by SFRS to support monitoring and scrutiny arrangements. Similarly, a new SFRS Strategic Plan 2019-22 is scheduled to be published by October 2019 following extensive consultation.

Therefore, reporting for forthcoming years will reflect these changes to ensure Elected Members and our communities in Highland receive improved performance measures that are related to these developments in local and national community planning and performance reporting.

## **I. Introduction**

This performance report provides information on our prevention, protection and operational emergency response activities within Highland over the period 2018-19, (1 April 2018 – 31 March 2019).

The Scottish Government provides an overarching vision for public services. This vision is supported by 16 National Outcomes which demonstrate commitment to creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable growth. The SFRS can make a significant contribution to improving these outcomes in Highland area by contributing to the Community Planning arrangements across the area.

The national priorities for the SFRS are set out in the Fire and Rescue Framework for Scotland. The SFRS Strategic Plan 2013-2016 outlines how the SFRS will deliver against these priorities and the outcomes against which this delivery can be measured.

The priorities contained within the SFRS Local Fire and Rescue Plan for Highland 2017 reflects the Highland Community Planning Partnership Strategic Assessment and Priorities and the Highland Community Planning Partnership, Highland Outcome Improvement Plan (HOIP) 2017-27. The HOIP includes a range of key themes focused on delivering improved outcomes for the communities of Highland. The key themes which this plan contributes to are:

1. Poverty Reduction – More people in Highland will live a life free from the experience of poverty
2. Community Participation & Dialogue – People in Highland will be more involved in decisions that affect their lives
3. Infrastructure – Fewer people in Highland experience transport or digital connectivity as a barrier to accessing opportunities
4. Community Safety & Resilience – People in Highland will benefit from living in stronger, safer and more resilient communities
5. Mental Health & Wellbeing – People in Highland will benefit from good mental health & wellbeing

The aims of the local Fire and Rescue Service in Highland are to reduce deaths, injuries and damage to property from fires and other emergency incidents. We aim to achieve this by working in partnership, being pro-active and targeting our prevention and protection activities to where they are most required, based on evidence.







Within the Local Fire and Rescue Plan for Highland 2017, the following 6 priorities for the local Fire and Rescue Service were identified;




- |             |   |
|-------------|---|
| Priority 1. | Domestic Fire Safety and Unintentional Harm |
| Priority 2. | Non-Fire Emergencies                        |
| Priority 3. | Deliberate Fire Setting                     |
| Priority 4. | Non-Domestic Fire Safety                    |
| Priority 5. | Unwanted Fire Alarm Signals                 |
| Priority 6. | Operational Resilience and Preparedness     |

## 2. Key Performance Indicators (KPIs)

### PERFORMANCE SUMMARY

We measure how well we are meeting our priorities using 6 key indicators, depicted below

Key performance indicator	April to (& including) March					RAG rating
	2014/15	2015/16	2016/17	2017/18	2018/19	Year End
All accidental dwelling fires	161	122	152	146	143	
All fatal accidental dwelling fire casualties	4	5	2	2	1	
Non-fatal accidental dwelling fire casualties	35	25	25	20	21	
All deliberate fires	161	123	132	154	188	
Special Services – RTCs	198	202	215	236	170	
False Alarms – UFAS	999	926	1034	1143	1260	

RAG rating - KEY		
	RED DIAMOND	10% higher than the previous period, or local target not achieved
	AMBER TRIANGLE	Up to 9% higher than the previous period, or local target no achieved
	GREEN CIRCLE	Equal to or improved upon the previous year or local target achieved

#### Note

The number of accidental dwelling fires has reduced when compared to the previous year. This maintains the longer term trend of continuous improvement against challenging historically low figures.

Tragically, during this year one person lost their life as a result of an accidental dwelling fire.

During the reporting period of 2018-19 there was a marginal increase in the number of non-fatal accidental fires casualties (21) in comparison to last year (20). This does continue the longer term trend when compared to the last 5 years with the second lowest number recorded over this extended reporting period.

We will continue to adopt a proactive approach and work with partner agencies to identify and support those members of our communities who are most at risk and in need of our help. Multi-agency case conferences are carried out after each fatal fire to identify key lessons and focus our prevention activities where needed.

There was an increase in the overall number of deliberate fires (188) in comparison to the previous four years. This was primarily due to seasonal weather trends and an increase in wildfires activity throughout the Highland area. This was substantially more than the five year average (152). Liaison with local land owners and attendance at Scottish Wildfire Forum has been undertaken, along with a review of national emergency response arrangements to assist procedures, promote understanding and build local working arrangements in order to reduce wildfires.

The number of Road Traffic Collisions (RTCs) attended by SFRS has significantly reduced during the reporting year (170). This is also the lowest of the last 5 years. Unfortunately, this does not directly relate to the number of people fatally or seriously injured on Highland roads as this number increased (21) during 2018-19 in comparison to the previous year (15).

Unwanted Fire Alarm Signals (UFAS) has increased during this reporting year and remains a challenge for the Service with the highest number recorded (1,260) during the last five years which continues a longer term trend. We are continuing to develop local initiatives whilst also sharing good practices from other areas and implementing national policy and guidance in an attempt to reduce the impact from UFAS on our service delivery.

## Reduction of 'All accidental dwelling fires'

The table overleaf represents the number of accidental dwelling fires that occurred in Highland area. Trend lines also identify the number of incidents over the reporting 5 year period, both for the Highland area and for Ward areas.

The end of year figures confirm that we have had a total of 143 accidental dwelling fires. Of the 143 fires, the most common source of ignition is cooking appliances 33% (47). The most common room for a fire to start is the kitchen at 46% (66) of incidents with the most common item being first ignited recorded as food at 23% (33) of incidents.

In terms of area affected, 33% (50) of the fires resulted in no damage and a further 37% (53) had damage confined to an area of less than 5 square meters. The data on actual damage indicates that 28% of incidents had no damage at all, 34% had damage confined to the item first ignited, 18% had damage confined to the room of origin, 9% had damage confined to the floor of origin, 1% had damage affecting 2 floors, 1% with damage to the roof only and 8% with damage to the whole building.

In relation to firefighting activity, 37% (53) of the incidents required no SFRS intervention with 13% (19) just requiring the removal from a heat source or isolation of the fuel supply. A total of 34% (48) of the incidents required the application of water from a firefighting hose connected to a fire engine. Overall this indicates that most of the fires were small in scale and extinguished in the early stages of the fires' development. There are a number of factors related to this, one being the continued partnership prevention work undertaken in the Highlands including the increased ownership of smoke detectors.

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 to assist with identifying residents that would benefit from this free service, aiming to reduce the risk of fire and harm to householders and their property.

As well as linking with partners, SFRS staff are engaging with communities across Highland and actively encouraging members of the communities to request a free home fire safety visit by calling 0800 0731 999, by texting 'FIRE' to 80800 or by visiting [www.firescotland.gov.uk](http://www.firescotland.gov.uk)

From the figures presented, it can be seen that the highest risk of fire in the home exists within the kitchen and is related to cooking activities. This is very much in line with national trends. Firefighters and Community Safety Engagement (CSE) staff from the Scottish Fire and Rescue Service are aware of this and ensure that when visiting homes across all our communities that the necessary advice is provided to continually seek to improve the lives of everyone and reduce related risks.

All accidental dwelling fires	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Highland	161	122	152	146	143	
North, West and Central Sutherland	5	3	4	4	3	
Thurso and Northwest Caithness	8	6	12	5	11	
Wick and East Caithness	15	4	7	9	9	
East Sutherland and Edderton	6	8	5	10	6	
Wester Ross, Strathpeffer and Lochalsh	9	3	7	5	8	
Cromarty Firth	2	7	4	6	13	
Tain and Easter Ross	5	1	3	4	8	
Dingwall and Seaforth	6	7	10	8	4	
Black Isle	3	3	6	3	6	
Eilean a'Cheo	6	8	5	9	2	
Caol and Mallaig	5	5	10	4	13	
Aird and Loch Ness	5	6	13	10	7	
Inverness West	7	1	10	4	9	
Inverness Central	17	16	18	18	12	
Inverness Ness-side	4	4	5	2	4	
Inverness Millburn	8	5	3	6	6	
Culloden and Ardersier	8	6	7	2	2	
Nairn and Cawdor	11	12	8	8	8	
Inverness South	6	3	4	5	3	
Badenoch and Strathspey	11	5	5	10	4	
Fort William and Ardnamurchan	14	9	6	14	5	



## Reduction of 'All fatal accidental dwelling fire casualties'

The table below identifies the number of dwelling fires that have resulted in fire related fatalities over the 5 year reporting period.

A key element to delivering against our commitment to protecting our communities, particularly those most at risk and in need of our help, is the sharing of timely and accurate risk information between partner agencies.

Tragically, during the year one person lost their life a result of an accidental dwelling fire. These fires not only have a devastating impact on the family involved but also on the wider community and society as a whole where the appalling consequences of house fires is evident to all.

The Scottish Fire and Rescue Service is totally committed to not only reducing the number of fatal casualties as a result of dwelling house fires but also to eliminating them. This cannot be done in isolation and the service will continue to work in partnership with other agencies and communities to identify those most at risk, to deliver free home fire safety visits and to offer appropriate fire prevention and home safety advice to all communities across the Highland area.

All Fatal Accidental Dwelling Fire Casualties	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Highland	4	5	2	2	1	
North, West and Central Sutherland	1	0	1	0	0	
Thurso and Northwest Caithness	0	0	1	0	1	
Wick and East Caithness	1	0	0	1	0	
East Sutherland and Edderton	1	2	0	0	0	
Wester Ross, Strathpeffer and Lochalsh	0	1	0	0	0	
Cromarty Firth	0	0	0	0	0	
Tain and Easter Ross	0	0	0	0	0	
Dingwall and Seaforth	0	0	0	0	0	
Black Isle	0	0	0	0	0	
Eilean a'Cheo	0	1	0	0	0	
Caol and Mallaig	0	0	0	0	0	
Aird and Loch Ness	0	0	0	0	0	
Inverness West	0	0	0	0	0	
Inverness Central	0	0	0	1	0	
Inverness Ness-side	0	0	0	0	0	
Inverness Millburn	0	0	0	0	0	
Culloden and Ardersier	0	0	0	0	0	
Nairn and Cawdor	0	0	0	0	0	
Inverness South	0	0	0	0	0	
Badenoch and Strathspey	1	1	0	0	0	
Fort William and Ardnamurchan	0	0	0	0	0	

## Reduction of 'Non-fatal accidental dwelling fire casualties'

The table below identifies the number of dwelling fires that have resulted in fire related casualties over the 5 year reporting period. The Service recognises that a reduction in the number of dwelling house fires will subsequently have the greatest impact on the number of fire related casualties and fatalities. We are committed to reducing this figure and therefore reducing the impact on the community.

As previously stated, we will continue to work closely with partner agencies to identify those households that would benefit most from the delivery of a home fire safety visit and/or other prevention activities. We are reporting the second lowest end of year figure for non-fatal accidental dwelling fire casualties over the past five years which is very welcome and testimony to close working relationships and partnership activities in the Highlands. This will continue to be further strengthened as we move towards more co-location and shared working arrangements, such as the Partnership Hub at Inverness Town House and other proposals throughout the Highland area.

In terms of casualty information, of the 21 reported casualties, there were 9 females and 12 males. The table below provides a more detailed age breakdown.

10-19	20-29	50-59	60-69	70-79	80-89	90-99	Unknown
1	2	4	2	1	4	2	5

Five of the casualties required to be rescued. Of the 21 casualties, three were hospitalised with apparently serious injuries, six were hospitalised with apparent slight injuries and twelve receiving first aid at the scene of the fire.

Non-fatal Accidental Dwelling Fire Casualties (excl p/c's)	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Highland	35	25	25	20	21	
North, West and Central Sutherland	1	0	0	0	0	
Thurso and Northwest Caithness	3	0	2	0	0	
Wick and East Caithness	2	0	1	2	1	
East Sutherland and Edderton	0	1	0	1	0	
Wester Ross, Strathpeffer and Lochalsh	2	0	0	1	3	
Cromarty Firth	0	1	1	1	4	
Tain and Easter Ross	2	1	1	0	1	
Dingwall and Seaforth	0	3	2	0	0	
Black Isle	1	1	1	0	0	
Eilean a'Cheo	0	1	0	1	0	
Caol and Mallaig	1	2	1	0	0	
Aird and Loch Ness	1	1	1	0	2	
Inverness West	3	0	5	2	1	
Inverness Central	6	5	3	3	4	
Inverness Ness-side	2	2	1	4	0	
Inverness Millburn	3	0	1	0	0	
Culloden and Ardersier	1	1	0	0	2	
Nairn and Cawdor	1	4	4	2	1	
Inverness South	0	0	1	2	0	
Badenoch and Strathspey	3	0	0	0	0	
Fort William and Ardnamurchan	3	2	0	1	2	

## Reduction of 'All Deliberate Fires'

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 school holiday periods.

The Service has introduced a number of fire reduction strategies and thematic action plans, as indicated in the Seasonal Community Safer Calendar 2019 in Appendix A, targeting these types of incidents.

The Service is working with partner agencies to reduce these incidents overall. Examples of which include the promotion of fire reduction through the Safer Highland Programme and the Fire Skills Development Programme where early intervention with partner agencies ensures that actions are promptly taken right at the point of reporting. We also continue to promote best practice and partnership working through the Scottish Wildfire Forum (SWF) and targeting key groups ahead of known peak wildfire and muirburning periods.

There was a substantial increase in the overall number of deliberate fires in comparison to the previous five years though this almost exclusively attributable to warmer and drier weather resulting in an extended wildfire season as opposed to any notable increase in ASB.

Of these 188 fires, 55% (103) of them have involved scrubland, bushes, grass or crops. A further 15% (28) have involved outdoor areas including loose refuse and wasteland and a further 14% (26) involving outdoor structures, i.e. fences and bins.

There is a very clear pattern of late afternoon and evening activity with the peak being in the 21:00 to 22:00hrs time band. April has seen the highest number of deliberate fires followed by April and October with Sundays being the most common day followed by Thursday and Friday.

All Deliberate Fires	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Highland	161	123	132	154	188	
North, West and Central Sutherland	3	2	2	2	3	
Thurso and Northwest Caithness	5	2	0	1	3	
Wick and East Caithness	6	1	3	3	8	
East Sutherland and Edderton	1	1	2	0	4	
Wester Ross, Strathpeffer and Lochalsh	5	4	2	5	5	
Cromarty Firth	14	10	19	36	26	
Tain and Easter Ross	8	6	4	3	2	
Dingwall and Seaforth	1	7	4	13	13	
Black Isle	2	2	3	1	10	
Eilean a'Cheo	1	0	2	1	2	
Caol and Mallaig	3	2	2	2	0	
Aird and Loch Ness	9	9	4	8	16	
Inverness West	11	11	13	11	7	
Inverness Central	31	22	18	15	8	
Inverness Ness-side	15	11	9	13	8	
Inverness Millburn	12	4	9	8	6	
Culloden and Ardersier	8	7	6	8	21	
Nairn and Cawdor	5	5	9	15	26	
Inverness South	9	7	14	7	10	
Badenoch and Strathspey	5	5	3	0	8	
Fort William and Ardnamurchan	7	5	4	2	2	

## Reduction of 'Special Service – RTCs'

Special Service incidents involves an operational response to a range of emergency activities including life critical road traffic collisions (RTCs), 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 RTC 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 communities of the Highlands.

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>

The figures for RTCs attended have decreased when compared to last year with a total of 170 incidents recorded and this is the lowest amount of RTCs attended by SFRS in the last five reporting years. It should be noted that the figures presented relate only to the incidents where an SFRS resource has been mobilised and does not represent the overall total figure for RTCs within the Highland area. More importantly, performance figures presented by Police Scotland against their Local Policing Plan 2017-2020 showed that the overall number of people fatally injured on Highland roads increased against the previous reporting year with 21 people in 2018-19 against 15 in 2017-18. Therefore the figures presented relate more to SFRS activity and attendance at RTCs as opposed to outcomes.

The table below provides a breakdown of the actions by SFRS personnel:

Make Scene Safe	Make Vehicle(s) Safe	Release/Extricate Persons	Standby No Action	Medical Assistance	Wash Road	Provide Advice	Other
51	46	50	14	5	2	1	1

Of the 170 incidents recorded, 78% involved a single private motor car and 12% involving two or more vehicles.

Special Services - RTCs	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Highland	198	202	215	236	170	
North, West and Central Sutherland	1	7	5	8	3	
Thurso and Northwest Caithness	4	7	9	6	2	
Wick and East Caithness	10	5	8	13	7	
East Sutherland and Edderton	6	3	14	10	4	
Wester Ross, Strathpeffer and Lochalsh	16	20	13	22	13	
Cromarty Firth	18	11	13	12	12	
Tain and Easter Ross	9	11	7	5	10	
Dingwall and Seaforth	4	4	5	9	5	
Black Isle	7	8	6	6	11	
Eilean a'Cheo	13	10	15	14	14	
Caol and Mallaig	15	13	11	20	8	
Aird and Loch Ness	21	28	21	25	11	
Inverness West	1	0	5	1	2	
Inverness Central	1	2	8	3	3	
Inverness Ness-side	2	0	1	0	0	
Inverness Millburn	8	4	9	6	3	
Culloden and Ardersier	7	8	3	7	7	
Nairn and Cawdor	4	10	7	10	8	
Inverness South	8	16	11	10	8	
Badenoch and Strathspey	27	23	29	29	21	
Fort William and Ardnamurchan	16	12	15	20	18	

## Reduction of 'False Alarms - UFAS'

The Service responds to a number of false alarms over the reporting year, a number of which are unwanted fire alarm signals (UFAS). In addressing the number of UFAS incidents across Scotland, SFRS introduced a UFAS Policy and Procedure on 1 December 2014. The key aim of this is the implementation of a standard management model to reduce the number of unwanted alarm signals across all areas of Scotland, which will be achieved through working more closely with responsible 'duty holders' post UFAS incidents to review, and where appropriate, improve management arrangements within premises and effectively managing an appropriate response to repeat UFAS calls from known premises.

This reporting year has seen an increase in the number of UFAS incidents and the highest recorded figure for the past five years. During 2018-19 there have been 1260 UFAS incidents. Hospital premises see the greatest number of UFAS incidents followed by hotels/motels and then nursing or care homes. The most common cause of alarm activation is burnt toast or cooking fumes resulting in systems being accidentally or carelessly set off, followed by faulty detectors or faulty Automatic Fire Alarm systems.

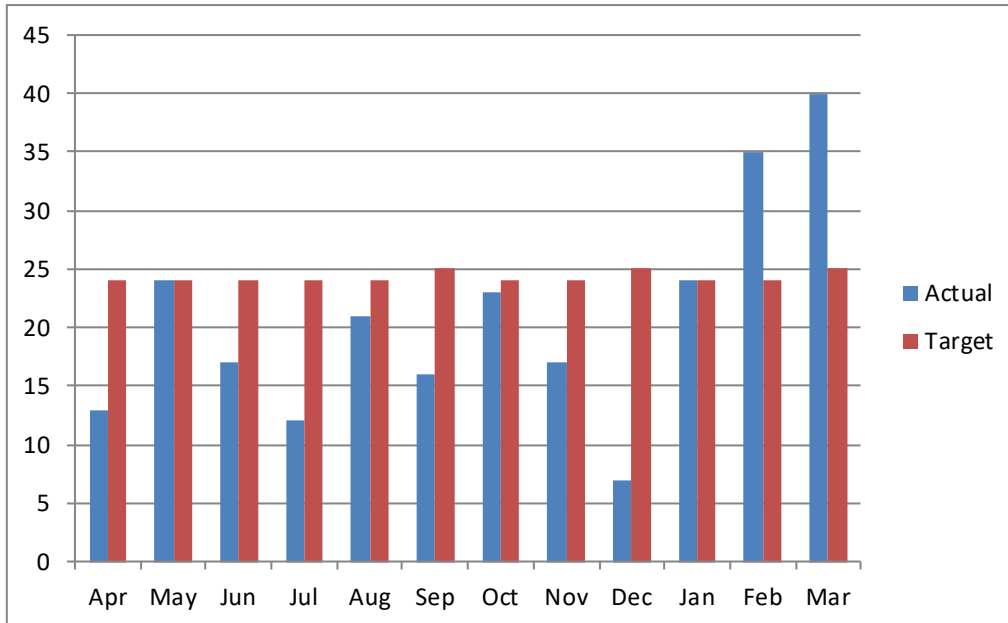
Locally based managers across the Highland area routinely monitor the UFAS activity within their respective areas and will where necessary engage with the duty holders at the offending premises. This is in addition to the advice and guidance provided by the operational fire crews every time they attend at a UFAS incident. In addition to the informal engagement, where necessary Fire Safety Enforcement Officers can be deployed to consider individual premises and ensure compliance with the fire safety requirements of the Fire Scotland Act 2005.

SFRS has been sharing good practices being utilised in other parts of Scotland and introduced a UFAS Pre-Determined Attendance Reduction initiative which has seen an individual risk assessment carried out on appropriate premises, the outcome of which may result in the number and type of fire engines sent to any fire alarm incident at that premises being reduced, unless a confirmed fire is reported. This has been introduced in the Highland area during this reporting year and combined with a partnership approach being developed with NHS Highland at Raigmore Hospital, activities are being undertaken in a further attempt to reduce UFAS.

False Alarms - UFAs	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Highland	999	926	1034	1143	1260	
North, West and Central Sutherland	10	6	8	14	14	
Thurso and Northwest Caithness	26	22	20	25	29	
Wick and East Caithness	45	37	46	50	37	
East Sutherland and Edderton	39	30	41	57	72	
Wester Ross, Strathpeffer and Lochalsh	35	30	36	28	27	
Cromarty Firth	38	38	46	44	52	
Tain and Easter Ross	12	13	11	25	27	
Dingwall and Seaforth	62	42	42	42	53	
Black Isle	10	11	16	6	15	
Eilean a'Cheo	43	32	40	64	74	
Caol and Mallaig	27	11	17	23	24	
Aird and Loch Ness	19	21	12	27	30	
Inverness West	108	93	83	96	112	
Inverness Central	124	113	139	124	120	
Inverness Ness-side	30	35	31	41	32	
Inverness Millburn	148	162	182	167	172	
Culloden and Ardersier	27	29	17	26	21	
Nairn and Cawdor	32	24	17	39	62	
Inverness South	51	46	69	89	89	
Badenoch and Strathspey	64	84	92	93	102	
Fort William and Ardnamurchan	49	47	69	63	96	

## Non-Domestic Fire Safety

MONTHLY	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	TOTAL
Actual	13	24	17	12	21	16	23	17	7	24	35	40	249
Target	24	24	24	24	24	25	24	24	25	24	24	25	291
%	54%	100%	71%	50%	88%	64%	96%	71%	28%	100%	146%	160%	86%



### Commentary

During the year 2018-19, Fire Safety Enforcement Officers (FSEOs) completed 249 Fire Safety Enforcement Audits which equates to 86% of the target for the year.

In line with the Prevention and Protection strategy all mandatory premises within the Highland area will be subject to a Fire Safety Enforcement Audit.

Mandatory premises are those falling within one of the following categories:

- All care home, school care accommodation and secure accommodation services registered with the Care inspectorate
- All NHS hospitals; and private hospitals and hospices registered with Healthcare Improvement Scotland
- All Houses in Multiple Occupation (HMOs) in accordance with the licensing cycle of the Local Authority
- All premises previously assessed as presenting a 'very high' or 'high' risk following an audit by a Fire Safety Enforcement Officer from the previous eight Scottish Fire and Rescue Service arrangements

In addition to the auditing of the mandatory premises, FSEOs are routinely involved in the consultation for new applications and renewals across the full range of licences issued by the local authority, where necessary to do so, as well as conducting a post fire audit in any relevant premises experiencing a fire incident.

There has been changes within our FSE staff group providing SFRS's protection services to our communities where newly qualified FSEOs have undertaken development in post. This coupled with retirements of staff has resulted in a reduction in the overall number of FSE Audits completed during this reporting year.

## Domestic Fire Safety and Unintentional Harm - Home Fire Safety Visits (HFSV)

MONTHLY	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Totals
Actual Visits	402	384	274	290	373	278	285	321	237	380	311	254	<b>3789</b>
Target Visits	333	333	333	334	334	334	334	333	333	333	333	333	<b>4000</b>
%	121%	115%	82%	87%	112%	83%	85%	96%	71%	114%	93%	76%	<b>95%</b>

<b>High</b>	176	189	149	152	178	152	137	159	124	197	132	145	<b>1890</b>
<b>Medium</b>	114	110	66	88	103	71	92	108	73	106	99	65	<b>1095</b>
<b>Low</b>	112	85	59	50	92	55	56	54	40	77	80	44	<b>804</b>

### Commentary

Firefighters and Community Safety Engagement staff within Highland area delivered a total of 3,789 home fire safety visits in during 2018-19 which represents 95% of the target for the period.

These visits can be further broken down into 1,890 high risk visits, 1,095 medium risk visits and 804 low risk visits. During the 3,789 visits identified above, a total of 812 homes were fitted with free smoke detectors further demonstrating the Scottish Fire and Rescue Service's commitment to making our communities safer through reducing the risk from fire and other emergencies.

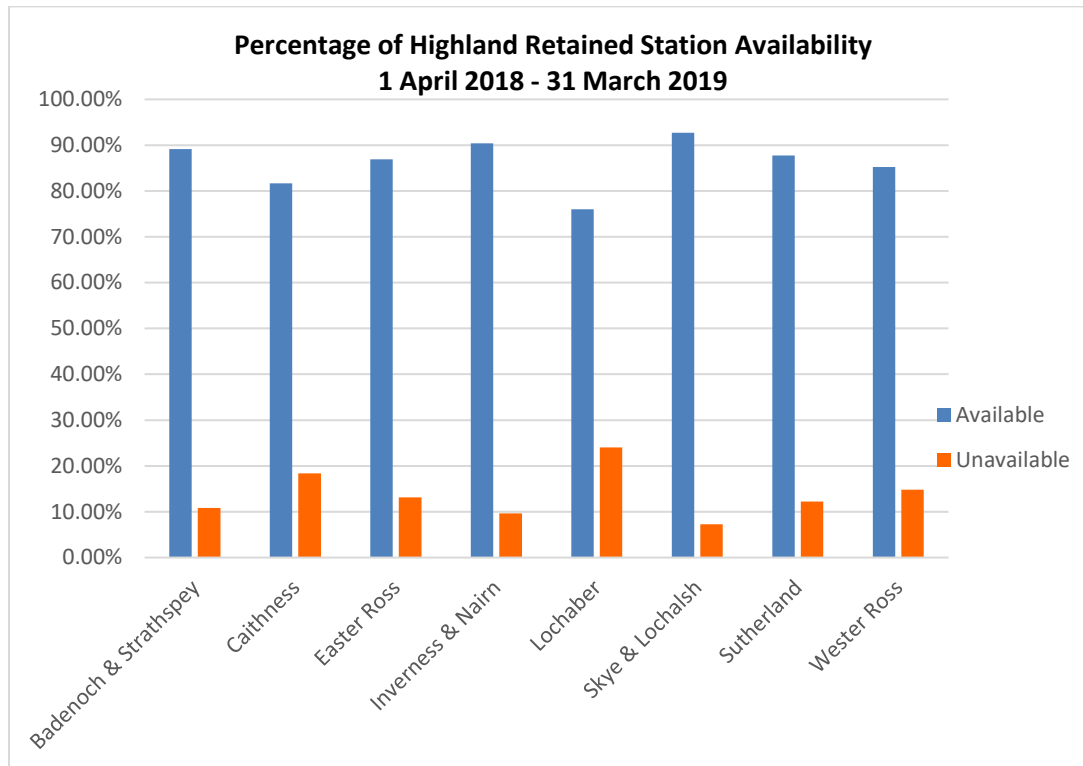
The Service is working closely with other agencies and partners in identifying those most at risk in our communities and routinely share risk identification skills and information to support the wider CPP risk reduction strategies e.g. fire safety and falls prevention.

To arrange a free home fire safety visit please visit: [www.firescotland.gov.uk](http://www.firescotland.gov.uk), telephone 0800 0731 999 or text "Check" to 61611.

# Proportion of Station Hours Available for Emergency Response

## Retained Station Availability - 1 April 2018 - 31 March 2019

	Badenoch & Strathspey	Caithness	Easter Ross	Inverness & Nairn	Lochaber	Skye & Lochalsh	Sutherland	Wester Ross
<b>Available</b>	89.16%	81.65%	86.89%	90.39%	76.00%	92.74%	87.74%	85.22%
<b>Unavailable</b>	10.84%	18.35%	13.11%	9.61%	24.00%	7.26%	12.26%	14.78%



### Commentary

The Service uses a Retained Availability system for staff who work on the Retained Duty System (RDS) to record when station staff are off-call, and how this affects the availability of each stations fire appliances.

The chart shows that the availability of stations across Highland during the year 2018-19.

The Service works closely with employers and RDS staff to support an improvement in availability. However, we do recognise the challenges faced by RDS staff when combining primary employment and their operational availability across the communities in Highland area.

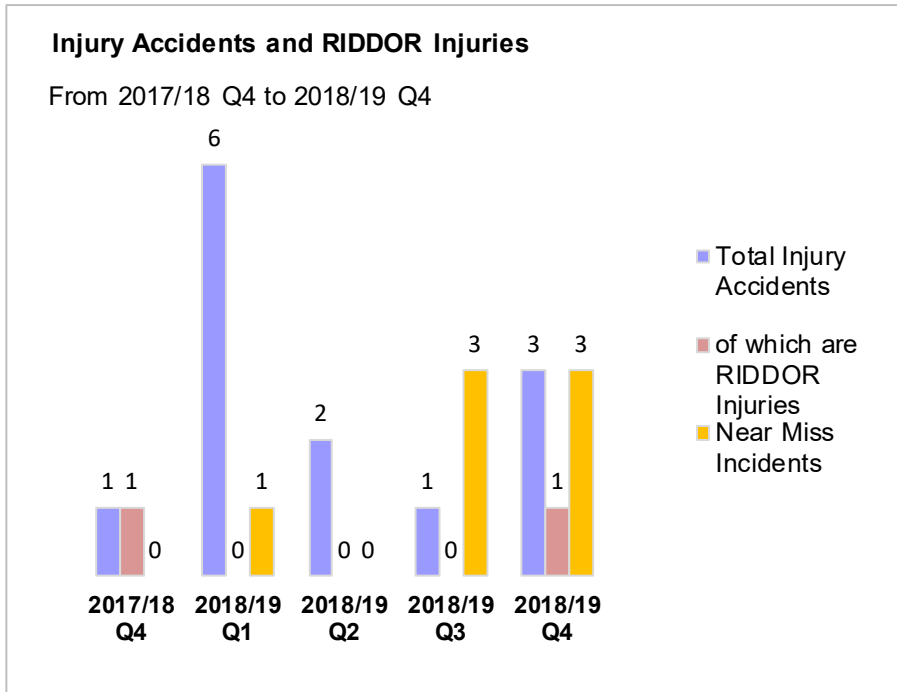
The Service introduced a new and improved RDS recruitment process across Scotland on 21 November 2016. This process is no longer campaign based and will remain permanently live and is intended to reduce recruitment timescales from application to appointment providing all criteria are passed. Further work is being undertaken to enable local managers to directly support potential Firefighters within our communities and this has been further strengthened through the introduction of Rural Full-Time Posts being introduced as part of SFRS recent Transformation proposals.

The Service is actively recruiting in a number of key communities in line with the new process to improve station and fire appliance availability. The following hyperlink takes you to the Service Recruitment website: [www.myjobscotland.gov.uk](http://www.myjobscotland.gov.uk)



# Injury Accidents

	2017/18 Q4	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 Q4
Total Injury Accidents	1	6	2	1	3
of which are RIDDOR Injuries	1	0	0	0	1
Near Miss Incidents	0	1	0	3	3



## Commentary

The Service aims to reduce the number of accidents that result in injury, and in particular the number of more serious injuries which must be reported to the Health & Safety Executive under the Reporting of Incidents Diseases and Dangerous Occurrence Regulations 1995 (RIDDOR). From 6 April 2012, the Fire and Rescue Service must report any incident which results in an absence from work of seven days or more.

We actively encourage the reporting of near misses as identification of sources of potential harm before injury occurs to allow proactive action to be taken.

The graph shows the number of injury accidents and the number of those which were RIDDOR injuries within the Service, and compares the figures for reporting Quarters over the last year. The reduction in the total number of injury accidents is to be welcomed, as is the continued low amount of RIDDOR injuries. The reduction in the amount of near-miss reporting is not necessarily an indication of safer community fire stations and workplaces. Pro-active near-miss reporting is encouraged amongst staff throughout Highland area to identify and reduce risks, thereby creating a good safety culture and reducing the likelihood of accidents and injuries.

## Station Availability and Staff Levels

### Caithness Local Committee - 2018/19

Station	Availability %	Male	Female	Staff
Dunbeath	61%	9	0	9
John O Groats	80%	11	1	12
Lybster (CRU)	N/A	7	1	8
Thurso - 1st Appliance	99%	18	2	20
Thurso - 2nd Appliance	90%			
Wick - 1st Appliance	100%	20	0	20
Wick - 2nd Appliance	92%			

<b>Caithness Local Committee Totals</b>		<b>65</b>	<b>4</b>	<b>69</b>
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### Sutherland Local Committee - 2018/19

Station	Availability %	Male	Female	Staff
Bettyhill	86%	7	1	8
Bonar Bridge	66%	7	0	7
Dornoch	99%	12	0	12
Durness	90%	8	0	8
Golspie	94%	14	0	14
Helmsdale	82%	10	0	10
Kinlochbervie	87%	9	1	10
Lairg	98%	9	1	10
Lochinver	81%	4	2	6
Scourie	73%	7	1	8
Tongue	42%	5	0	5

<b>Sutherland Local Committee Totals</b>		<b>92</b>	<b>6</b>	<b>98</b>
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### City of Inverness Local Committee - 2018/19

Station	Availability %	Male	Female	Staff
Beauly	92%	11	0	11
Cannich	79%	5	0	5
Drumnadrochit	99%	8	1	9
Fort Augustus	90%	8	2	10
Foyers	94%	7	1	8
Inverness Retained	87%	14	1	15
Inverness Wholetime *	N/A	64	6	70

<b>City of Inverness Local Committee Totals</b>		<b>117</b>	<b>11</b>	<b>128</b>
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## Station Availability and Staff Levels

### Badenoch & Strathspey Local Committee - 2018/19

Station	Availability %	Male	Female	Staff
Aviemore	89%	10	2	12
Carrbridge (CRU)	N/A	8	2	10
Grantown – 1 <sup>st</sup> Appliance	98%	17	2	19
Grantown – 2 <sup>nd</sup> Appliance	72%			
Kingussie	98%	12	0	12
Nethybridge (CRU)	N/A	1	0	1
Newtonmore (CRU)	N/A	10	0	10

<b>Badenoch &amp; Strathspey Local Committee Totals</b>		<b>58</b>	<b>6</b>	<b>64</b>
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### Nairn Local Committee - 2018/19

Station	Availability %	Male	Female	Staff
Nairn – 1 <sup>st</sup> Appliance	100%	21	1	22
Nairn – 2 <sup>nd</sup> Appliance	81%			

<b>Nairn Local Committee Totals</b>		<b>21</b>	<b>1</b>	<b>22</b>
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### Lochaber Local Committee - 2018/19

Station	Availability %	Male	Female	Staff
Acharacle	58%	6	0	6
Fort William – 1 <sup>st</sup> Appliance	100%	19	0	19
Fort William – 2 <sup>nd</sup> Appliance	93%			
Kilchoan	84%	5	1	6
Kinlochleven – 1 <sup>st</sup> Appliance	81%	9	2	11
Kinlochleven – 2 <sup>nd</sup> Appliance	15%			
Lochaline	97%	5	5	10
Mallaig	85%	8	0	8
Muck (CRU)	N/A	0	2	2
Spean Bridge (CRU)	N/A	8	0	8
Strontian	71%	4	2	6

<b>Lochaber Local Committee Totals</b>		<b>64</b>	<b>12</b>	<b>76</b>
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## Station Availability and Staff Levels

### Ross and Cromarty Local Committee - 2018/19

Station	Availability %	Male	Female	Staff
Achiltibuie	61%	5	0	5
Applecross	92%	6	1	7
Aultbea	99%	9	0	9
Balintore (CRU)	N/A	10	1	11
Cromarty (CRU)	N/A	6	3	9
Dingwall - 1st Appliance	100%	19	0	19
Dingwall - 2nd Appliance	77%			
Fortrose	84%	10	3	13
Gairloch	98%	8	2	10
Glenelg	95%	6	2	8
Invergordon - 1st Appliance	99%	18	2	20
Invergordon - 2nd Appliance	60%			
Kinlochewe	80%	5	0	5
Kyle	99%	9	1	10
Lochcarron	91%	8	0	8
Ratagan (CRU)	N/A	0	0	0
Tain	94%	12	0	12
Torridon	100%	8	2	10
Ullapool - 1st Appliance	99%	16	0	16
Ullapool - 2nd Appliance	70%			

<b>Ross and Cromarty Local Committee Totals</b>		<b>155</b>	<b>17</b>	<b>172</b>
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### Skye and Raasay Local Committee - 2018/19

Station	Availability %	Male	Female	Staff
Broadford	95%	8	1	9
Dunvegan	68%	8	1	9
Portree	100%	12	0	12
Raasay	98%	8	0	8
Staffin	98%	8	0	8
Uig	88%	6	0	6

<b>Skye and Raasay Local Committee Totals</b>		<b>50</b>	<b>2</b>	<b>52</b>
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## Operational Activity by Ward Areas

The figures shown are the number of incidents attended from 1 April 2018 to 31 March 2019.

WARDS	Fires		Chimney Fire	False Alarm		Special Services		Totals
	Primary	Secondary	Chimney Fire	Unwanted Fire Alarm Signal	Other	Road Traffic Collision	Other	
Aird & Loch Ness	29	39	12	30	34	11	10	165
Badenoch & Strathspey	22	35	18	102	80	21	20	298
Black Isle	22	17	6	15	20	11	12	103
Caol & Mallaig	20	27	10	24	21	8	10	120
Cromarty Firth	35	24	1	52	66	12	12	202
Culloden & Ardersier	7	34	1	21	24	7	3	97
Dingwall & Seaforth	23	18	11	53	40	5	5	155
East Sutherland & Edderton	18	18	15	72	50	4	17	194
Eilean a'Cheo	15	21	16	74	35	14	24	199
Fort William & Ardnamurchan	21	24	11	96	44	18	25	239
Inverness Central	25	20	3	120	120	3	41	332
Inverness Millburn	17	11	2	172	64	0	24	290
Inverness Ness-Side	9	13	0	32	28	3	8	93
Inverness South	19	22	2	89	40	8	8	188
Inverness West	14	16	0	112	60	2	30	234
Nairn & Cawdor	23	55	1	62	70	8	20	239
North, West & Central Sutherland	9	22	7	14	27	3	11	93
Tain & Easter Ross	18	21	15	27	41	10	13	145
Thurso & Northwest Caithness	19	12	2	29	43	2	18	125
Wester Ross, Strathpeffer & Lochalsh	27	33	15	27	46	13	13	174
Wick & East Caithness	23	32	10	37	49	7	21	179
<b>TOTALS</b>	<b>415</b>	<b>514</b>	<b>158</b>	<b>1260</b>	<b>1002</b>	<b>170</b>	<b>345</b>	<b>3,864</b>

UFAS - Property Type	2018-19
Hospital	144
Hotel/Motel	118
Nursing/Care Home	92
Nursing/Care Home	72
Purpose Built Office	55
Student Hall of Residence	55
Secondary school	54
Sheltered Housing	43
Distillery plant (including alcohol)	39
Infant/Primary School	36

## **4. Glossary**

### **Primary Fire**

Primary fires include all fires in non-derelect buildings and outdoor structures or any fires involving casualties or rescues or any fires attended by five or more appliances.

### **Secondary Fires**

Secondary fires are the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or if five or more appliances attend. They include fires in derelect buildings but not chimney fires.

### **Accidental Dwelling Fires**

Building occupied by households, excluding hotels, hostels and residential institutions. In 2000, the definition of a dwelling was widened to include any non-permanent structure used solely as a dwelling, such as caravans, houseboats etc. Caravans, boats etc. not used as a permanent dwelling are shown according to the type of property. Accidental includes fires where the cause was not known or unspecified.

### **Fire Fatality**

A person whose death is attributed to a fire is counted as a fatality even if the death occurred weeks or months later.

### **Fire Casualty**

Non-fatal casualties, injured as a direct result of a fire attended by the service. Includes those who received first aid at the scene and those who were recommended to go for a precautionary check. Does not include injuries to fire service personnel.

### **Deliberate Fire**

Fires where deliberate ignition is suspected.

### **Special Services**

Special Services are non-fire incidents requiring the attendance of an appliance or officer. The Fire (Scotland) Act 2005 placed a statutory duty on FRS to attend fires and road traffic accidents. It also included an additional function order that covers non-fire incidents such as rescues from collapsed buildings or serious flooding.

### **CPP**

Community Planning Partnership.

### **HOIP**

Highland Outcome Improvement Plan.

### **RTC**

Road Traffic Collision

### **UFAS**

Unwanted Fire Alarm Signals

### **RDS**

Retained Duty System – Staff who are employed on a retained (part time basis) and provide an emergency response within a local area

### **CRU**

Community Response Unit – Staff who provide a specific role within a local area e.g. attending RTC or Wildfire type incidents

### **CSE**

Community Safety Engagement - Staff providing a local prevention and protection role and deliver fire safety advice and information

### **PDIR**

Post Domestic Incident Response – A targeted delivery of key home fire safety advice and information to the local community and residents following a dwelling house fire

# Seasonal Community Safety Calendar 2019

