

Agenda item	<b>3.</b>
Report no	<b>SCC/17/19</b>

## THE HIGHLAND COUNCIL

**Committee:** Sutherland County Committee

**Date:** 14 November 2019

**Report title:** Scottish Fire and Rescue Committee Performance Report for Q1 and Q2 of 2019

**Report by:** Local Senior Officer for Highland

### 1. Purpose/Executive Summary

- 1.1 This report provides an update to Sutherland County Committee Members on progress against the priorities outlined in the Scottish Fire and Rescue Service Committee Plan for Sutherland 2019-2020

Priority areas are identified through a range of Intervention, Prevention and Protection activities which are delivered through partnership to reduce the risk to the communities of Sutherland.

The report also contains previously agreed information and performance data as requested by Area Committees.

### 2. Recommendation

- 2.2 Committee Members are invited to **comment on** and **scrutinise** the attached Sutherland Performance Report.

### 3. Implications

- 3.1 Not applicable.

#### **4. Sutherland SFRS Performance Report**

4.1 The attached performance report provides the current figures for Quarter 1 and Quarter 2 of 2019/20 from the central Scottish Fire and Rescue Service (SFRS) performance management database against the key indicators and timelines of previous reports.

4.2 In achieving the priorities within the Local Committee Plan for Sutherland 2019/20 a number of key activities continue to form a significant part of our prevention and protection plan with a view to reducing accidental domestic property fire and serious injuries and deaths resulting from accidental property fire. Free Home Fire Safety Visits remain a key part of the prevention work undertaken by personnel across Sutherland, along with targeted activities aimed at young members of the community, including Driving Ambition, a significant road safety initiative, and Fire Skills, designed to reinforce self-esteem, self-confidence and team working, getting young people to achieve their maximum potential.

2019 saw an extremely successful Fire Skills course run at Dornoch Fire Station, with a 100% completion rate from those starting the 8-week programme. Young people from Dornoch and Tain Academy worked through a structured programme culminating in a passing out ceremony in front of friends and family during the summer.

#### **4.3 Operational Incidents**

Analysis of the detail behind the performance report for the Sutherland area shows mixed outcomes across the performance indicators during Q1 and Q2 2019/20 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 two (2) Accidental Dwelling Fires attended by SFRS in Q1 and Q2 of 2019/20 remains the same as the Q1 and Q2 reporting period in 2018/19.

Analysis of these domestic fires identifies: one (1) incident which did not result in any damage; One (1) where damage was considerable throughout the property

Of the two (2) fires: one (1) required extensive investigation with no ignition source identified and one which involved a protracted attendance

The crews continue to provide post domestic incident response (PDIR) in the community to provide reassurance and advice with positive results reflected in only two accidental domestic property fires.

b. During Q1 and Q2 of 2019/20 SFRS attended no Accidental Dwelling Fires in the Sutherland area which led to fatalities. This continues the pleasing current trend.

- c. There have been zero (0) Non-Fatal Accidental Dwellings Fire Casualties at fire incidents attended by SFRS during Q1 and Q2.
- d. There were three (3) Deliberate Fires attended by SFRS during Q1 and Q2. Two (2) of these involved grasslands and one (1) involved an outdoor structure.

Detailed analysis identifies that two of these were wildfires and one was anti-social behaviour

SFRS has been working 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 seven (7) Special Service Road Traffic Collisions (RTCs) during Q1 and Q2 of 2019/20. Of those incidents attended: Three (3) only required crews to make vehicles or the scene safe; One (1) involved a fatality with crews supporting other agencies at the scene; Two (2) required extrication of at least one person from a vehicle and one (1) was to provide medical intervention and extrication.
- f. A total of thirty (30) occurrences of Unwanted False Alarm Signals (UFAS) were attended by SFRS during Q1 and Q2 in the Sutherland area. This represents a decrease of 13 on from the same reporting period last year

Detailed analysis has identified that UFAS incidents were dispersed over twenty-two (22) premises. Nine (9) premises have more than one activation with two (2) having 4 activations each. Ten (10) premises have had one activation.

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.

#### 4.4 **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 Sutherland 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:

- Bettyhill
- Bonar Bridge
- Dornoch
- Durness
- Golspie
- Helmsdale
- Kinlochbervie

- Lairg
- Lochinver
- Scourie
- Tongue

Date: 30<sup>th</sup> October 2019

Author: **Station Commander Jason Gardiner**

Attachment: Highland – Sutherland County - Performance Report



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

Working together for a safer Scotland

## Highland

### Sutherland County Committee

### Performance Report



#### DISCLAIMER

The figures included in this report are provisional and subject to change as a result of quality assurance and review. The statistics quoted are internal management information published in the interests of transparency and openness.

The Scottish government publishes Official Statistics each year which allow for comparisons to be made over longer periods of time.

ID	Key Performance Indicator (KPI)	Pg
2bi	All accidental dwelling fires	3
3bi	All fatal accidental dwelling fire casualties	4
3bii	Non-fatal accidental dwelling fire casualties (excl. precautionary checkups)	5
1a	All deliberate fires	6
5a	Special Service – RTCs	7
10d	False Alarm – UFAS	8
	Station Availability	9

## Commentary

The key performance indicators (KPIs) above have been extracted from the suite of KPIs contained within the Scottish Fire and Rescue Framework Document 2013.

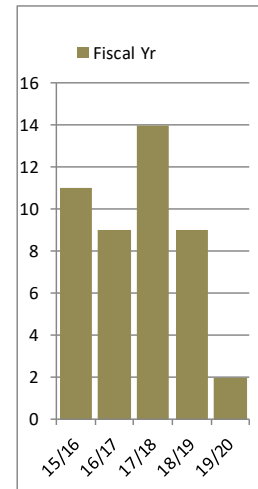
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

The KPIs above also represent the main priority areas for the Scottish Fire and Rescue Service, identified by elected members and communities during the ward consultation sessions in 2013 as;

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

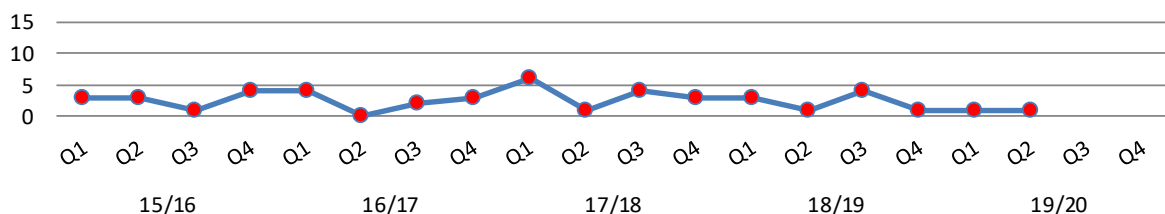
# All accidental dwelling fires

Month/Year	2015/16	2016/17	2017/18	2018/19	2019/20	Highland
April	1	1	3	1	1	6
May	2	2	1	0	0	8
June	0	1	2	2	0	16
July	0	0	0	0	1	10
August	2	0	1	1	0	6
September	1	0	0	0	0	8
October	0	0	1	0		
November	0	1	2	2		
December	1	1	1	2		
January	1	0	2	0		
February	1	0	1	0		
March	2	3	0	1		
<b>Fiscal Yr</b>	11	9	14	9	2	54



Month/Year	2015/16	2016/17	2017/18	2018/19	2019/20
<b>Fiscal Yr</b>	11	9	14	9	2

Qtr/Year	2015/16	2016/17	2017/18	2018/19	2019/20	Highland
Quarter 1	3	4	6	3	1	30
Quarter 2	3	0	1	1	1	24
Quarter 3	1	2	4	4		
Quarter 4	4	3	3	1		



## 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.

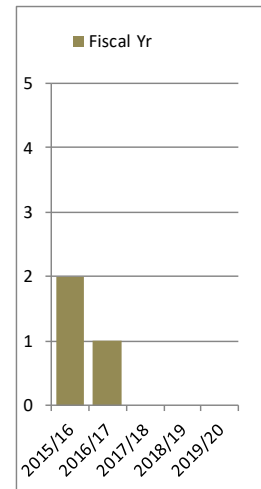
Trend lines also identify the number of incidents over the reporting 5 year period, both by month and by reporting quarter.

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.

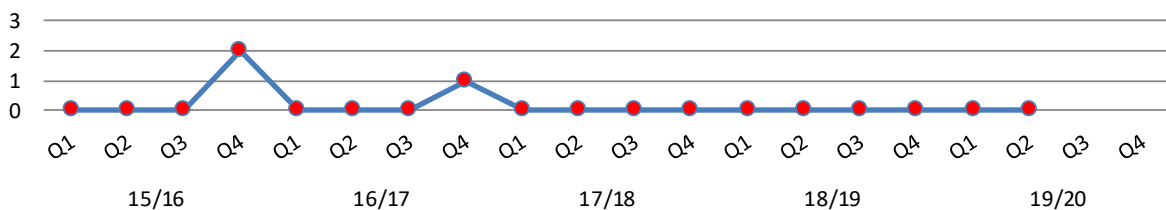
# All fatal accidental dwelling fire casualties

Month/Year	2015/16	2016/17	2017/18	2018/19	2019/20	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		
November	0	0	0	0		
December	0	0	0	0		
January	1	0	0	0		
February	1	0	0	0		
March	0	1	0	0		
<b>Fiscal Yr</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



Month/Year	2015/16	2016/17	2017/18	2018/19	2019/20
<b>Fiscal Yr</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>

Qtr/Year	2015/16	2016/17	2017/18	2018/19	2019/20	Highland
Quarter 1	0	0	0	0	0	0
Quarter 2	0	0	0	0	0	0
Quarter 3	0	0	0	0		
Quarter 4	2	1	0	0		



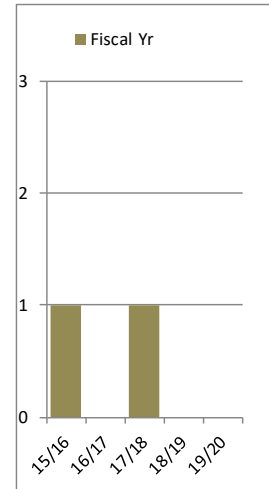
## Commentary

The tables above identify the number of dwelling house fires that have resulted in fire related fatalities over the reporting 5 year period. The Service is committed to reducing this figure to eliminate all events and occurrences that result in a fatality. As identified, partnership working and data sharing supports this key aim and the delivery of targeted life safety advice and information.



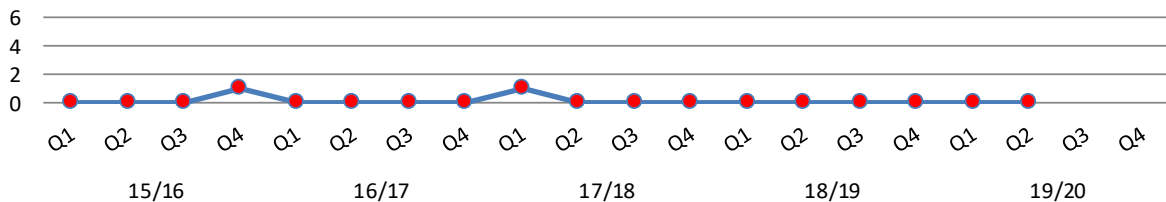
## Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)

Month/Year	2015/16	2016/17	2017/18	2018/19	2019/20	Highland
April	0	0	1	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	1
September	0	0	0	0	0	0
October	0	0	0	0		
November	0	0	0	0		
December	0	0	0	0		
January	1	0	0	0		
February	0	0	0	0		
March	0	0	0	0		
<b>Fiscal Yr</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>



Month/Year	2015/16	2016/17	2017/18	2018/19	2019/20
<b>Fiscal Yr</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>

Qtr/Year	2015/16	2016/17	2017/18	2018/19	2019/20	Highland
Quarter 1	0	0	1	0	0	0
Quarter 2	0	0	0	0	0	1
Quarter 3	0	0	0	0		
Quarter 4	1	0	0	0		



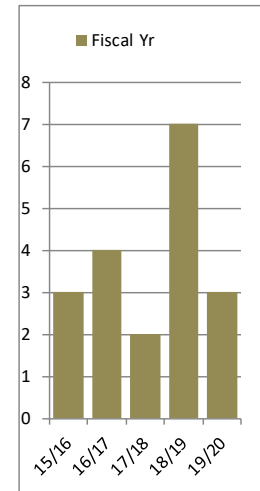
### Commentary

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.

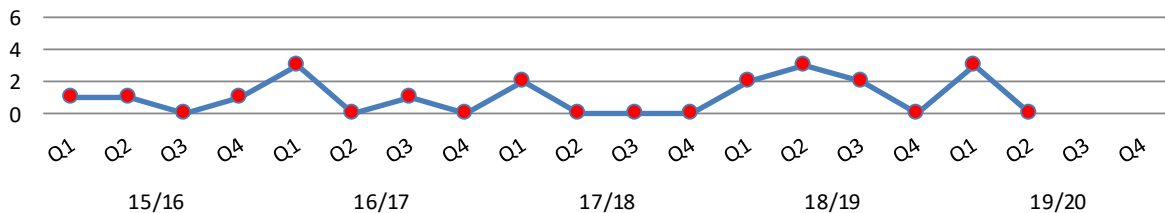
## All deliberate fires

Month/Year	2015/16	2016/17	2017/18	2018/19	2019/20	Highland
April	1	2	1	2	1	35
May	0	0	1	0	2	21
June	0	1	0	0	0	12
July	1	0	0	2	0	15
August	0	0	0	1	0	14
September	0	0	0	0	0	9
October	0	0	0	0		
November	0	0	0	1		
December	0	1	0	1		
January	0	0	0	0		
February	0	0	0	0		
March	1	0	0	0		
<b>Fiscal Yr</b>	3	4	2	7	3	106



Month/Year	2015/16	2016/17	2017/18	2018/19	2019/20
<b>Fiscal Yr</b>	3	4	2	7	3

Qtr/Year	2015/16	2016/17	2017/18	2018/19	2019/20	Highland
Quarter 1	1	3	2	2	3	68
Quarter 2	1	0	0	3	0	38
Quarter 3	0	1	0	2		
Quarter 4	1	0	0	0		

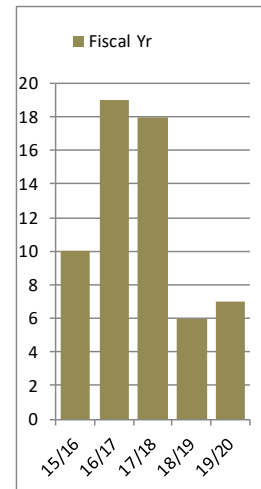


### Commentary

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.

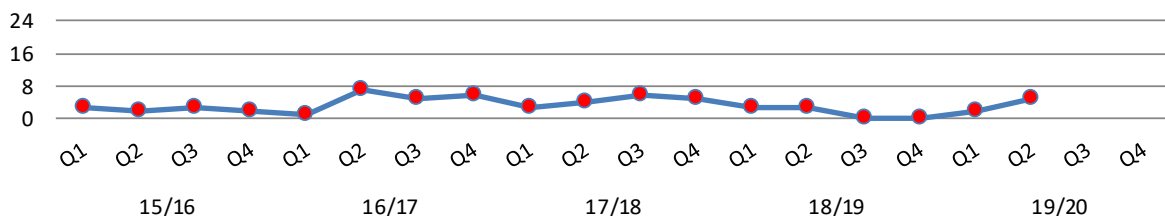
## Special Service - RTCs

Month/Year	2015/16	2016/17	2017/18	2018/19	2019/20	Highland
April	0	1	1	1	0	18
May	3	0	1	1	0	11
June	0	0	1	1	2	19
July	0	4	2	2	4	24
August	2	0	1	1	0	19
September	0	3	1	0	1	10
October	0	0	1	0		
November	2	1	2	0		
December	1	4	3	0		
January	1	2	2	0		
February	0	3	2	0		
March	1	1	1	0		
<b>Fiscal Yr</b>	10	19	18	6	7	101



Month/Year	2015/16	2016/17	2017/18	2018/19	2019/20
<b>Fiscal Yr</b>	10	19	18	6	7

Qtr/Year	2015/16	2016/17	2017/18	2018/19	2019/20	Highland
Quarter 1	3	1	3	3	2	48
Quarter 2	2	7	4	3	5	53
Quarter 3	3	5	6	0		
Quarter 4	2	6	5	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.

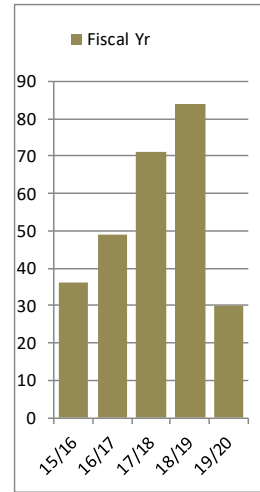
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies through the Highland Road Safety Group to reduce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

Road safety activities in the area include e.g. Driving Ambition and Safe Highlander, all of which have a focused message of road safety, targeting key groups in the reduction of road related incidents as identified in Scotland's Road Safety Framework to 2020.

<http://www.scotland.gov.uk/Resource/Doc/286643/0087268.pdf>

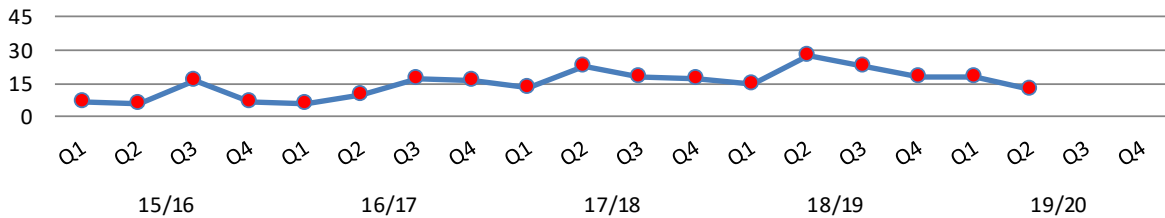
# False Alarm - UFAS

Month/Year	2015/16	2016/17	2017/18	2018/19	2019/20	Highland
April	2	0	2	5	9	90
May	2	1	6	5	3	73
June	3	5	5	5	6	98
July	3	2	8	4	6	101
August	2	5	7	11	4	128
September	1	3	8	13	2	99
October	3	5	5	11		
November	8	6	6	5		
December	5	6	7	7		
January	4	3	8	3		
February	2	7	4	6		
March	1	6	5	9		
<b>Fiscal Yr</b>	36	49	71	84	30	589



Month/Year	2015/16	2016/17	2017/18	2018/19	2019/20
<b>Fiscal Yr</b>	36	49	71	84	30

Qtr/Year	2015/16	2016/17	2017/18	2018/19	2019/20	Highland
Quarter 1	7	6	13	15	18	261
Quarter 2	6	10	23	28	12	328
Quarter 3	16	17	18	23		
Quarter 4	7	16	17	18		



## 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
Bettyhill	66%	8	1	9	↗
Bonar Bridge	50%	5	0	5	↘
Dornoch	99%	13	0	13	↗
Durness	95%	8	0	8	→
Golspie	97%	14	0	14	→
Helmsdale	82%	11	0	11	↗
Kinlochbervie	94%	9	1	10	→
Lairg	96%	8	1	9	↘
Lochinver	56%	4	2	6	→
Scourie	72%	5	1	6	↘
Tongue	26%	5	0	5	→

<b>Sutherland Committee Totals</b>		90	6	96	
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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.