

<b>Agenda item</b>	<b>5.</b>
<b>Report no</b>	<b>CC/18/19</b>

## HIGHLAND COUNCIL

**Committee:** Caithness Committee  
**Date:** 19 November 2019  
**Report Title:** Scottish Fire and Rescue Area Performance Report  
**Report By:** Local Senior Officer for Highland

### 1. Purpose/Executive Summary

- 1.1 This report provides an update to Caithness Area Committee Members on progress against the priorities outlined in the Scottish Fire and Rescue Service Area Committee Plan for Caithness 2016-2019.
- 1.2 Priority areas are identified through a range of Intervention, Prevention and Protection activities which are delivered in partnership to reduce the risk to the communities of Caithness.
- 1.3 The report also contains previously agreed information and performance as requested by Area Committees.

### 2. Recommendations

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

### 3. Caithness Area Committee Performance Report

- 3.1 The attached performance report provides the current figures for Quarter 1 to Quarter 2 of 2019 and from the previous four reporting years from the central Scottish Fire and Rescue Service (SFRS) performance management

database against the Key Performance Indicators and timelines from previous reports.

3.2 In achieving the priorities within the Area Plan for Caithness 2016 - 2019 numerous prevention activities are being progressed:

Operational Retained Duty System (RDS) Crews and Community Safety Advocates (CSAs) facilitate the delivery of Free Home Fire Safety Visits (HFSVs) and Post Domestic Incident Response (PDIR). Both of which are aimed at reducing accidental dwelling fires proactively and following attendance at incidents.

Local Crews also support the partnership delivered road safety programme Driving Ambition, and the reduction of fire-related antisocial behaviour through targeted youth engagement activities and thematic action plans. In addition, our local CSAs and crews have been proactive in co-ordinating local multi-agency initiatives in Caithness with the aim of engaging with young people and targeting inequalities and employability issues by running the Fireskills Scottish Credit and Qualifications Framework (SCQF) accredited programme.

In addition, our local District Commander has been proactive in leading the Locality Plan for Lybster to Berriedale, working with the community to reduce inequalities and improve community resilience.

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 to reduce the number of unwanted fire calls.

### **3.3 Operational Incidents**

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.

The performance report shows that Accidental Dwelling fires, Fire Fatalities, Fire Casualties and Deliberate Fires remain consistent with the figures from previous years with the incident numbers remaining reassuringly low. Special Service - RTCs had a slight increase in April but total incidents remain low for the Caithness Area in comparison to the Highland total.

Caithness crews will continue to work in partnership with the clear aim of trying to eliminate all incidents types through preventative work and targeted engagement with partners.

Crews also undertake Operational Intelligence (OI) visits to higher risk premises to gather vital information on the hazards and risks which significantly benefit firefighter, partner and public safety and can greatly improve operational response.

### **3.4 Station Crewing Levels**

SFRS continues to actively deliver and refine its RDS recruitment and training processes to meet national and local requirements. 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 (priority)
- John O Groats
- Lybster Community Response Unit (Community Response Unit)
- Wick

**Designation:** Local Senior Officer for Highland

**Date:** 6 November 2019

**Author:** Station Commander Jim Donaldson

**Background Papers:** Highland – Caithness Area Committee - 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.

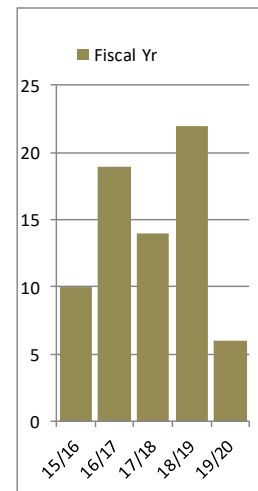
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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)

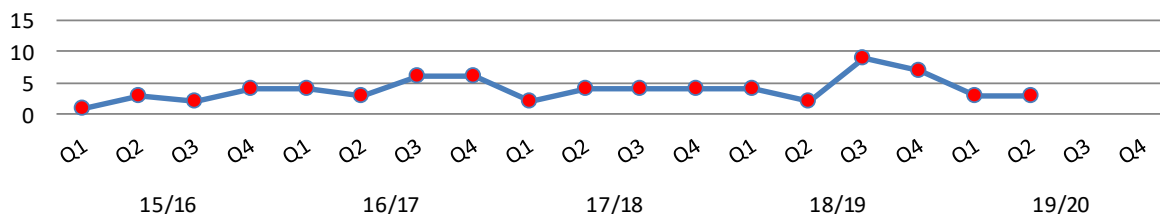
## All accidental dwelling fires

Month/Year	2015/16	2016/17	2017/18	2018/19	2019/20	Highland
April	1	1	1	2	1	6
May	0	3	0	0	1	8
June	0	0	1	2	1	16
July	1	0	1	0	0	10
August	2	2	0	1	1	6
September	0	1	3	1	2	8
October	0	1	1	4		
November	0	0	2	2		
December	2	5	1	3		
January	2	2	3	2		
February	1	2	0	2		
March	1	2	1	3		
<b>Fiscal Yr</b>	10	19	14	22	6	54



Month/Year	2015/16	2016/17	2017/18	2018/19	2019/20
<b>Fiscal Yr</b>	10	19	14	22	6

Qtr/Year	2015/16	2016/17	2017/18	2018/19	2019/20	Highland
Quarter 1	1	4	2	4	3	30
Quarter 2	3	3	4	2	3	24
Quarter 3	2	6	4	9		
Quarter 4	4	6	4	7		



### 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.

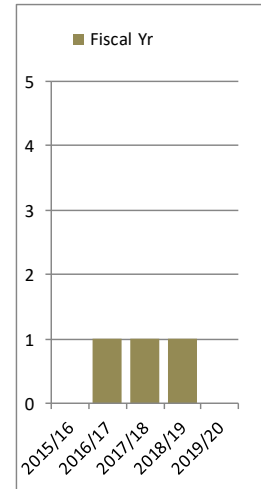
The Service works closely with partner agencies and communities to reduce the number of accidental dwelling house fires through the delivery of targeted Home Fire Safety Visits (HFSVs) and the installation of free smoke and heat detectors. Supporting the targeted delivery, partner agencies routinely 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.



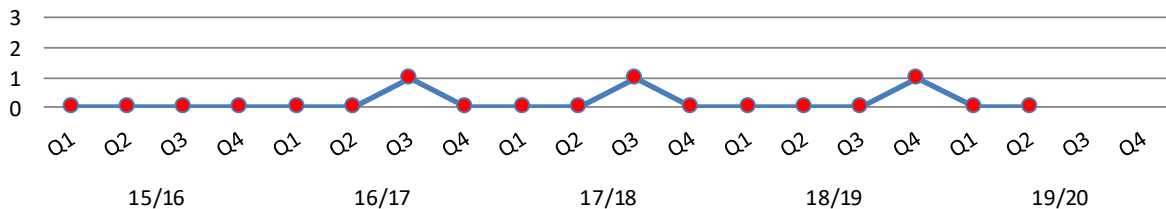
# All fatal accidental dwelling fire casualties

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	1	0		
December	0	1	0	0		
January	0	0	0	0		
February	0	0	0	1		
March	0	0	0	0		
<b>Fiscal Yr</b>	0	1	1	1	0	0



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

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	1	1	0		
Quarter 4	0	0	0	1		

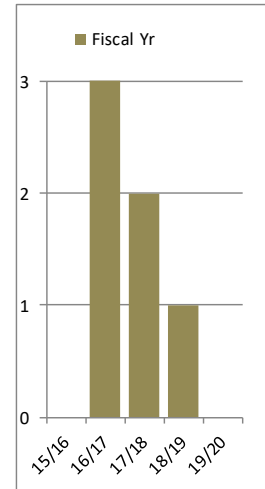


## Commentary

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.

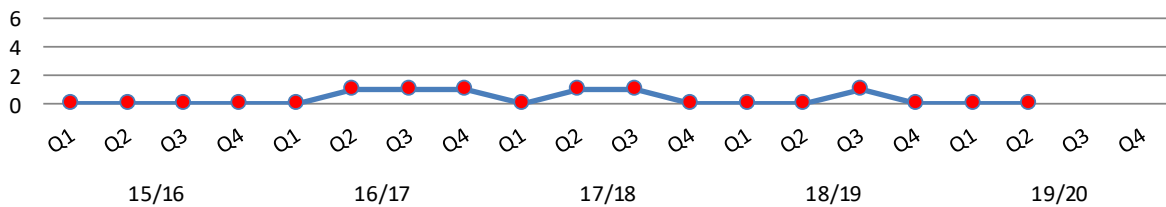
## Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)

Month/Year	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	1	0	0	0	1
September	0	0	1	0	0	0
October	0	0	0	0		
November	0	0	0	0		
December	0	1	1	1		
January	0	0	0	0		
February	0	0	0	0		
March	0	1	0	0		
<b>Fiscal Yr</b>	0	3	2	1	0	1



Month/Year	2015/16	2016/17	2017/18	2018/19	2019/20
<b>Fiscal Yr</b>	0	3	2	1	0

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



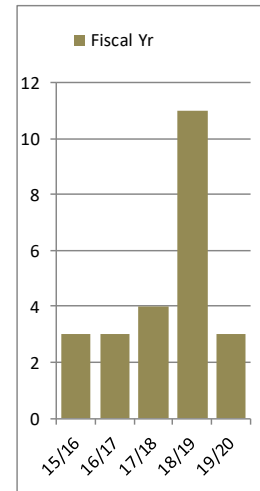
### Commentary

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.

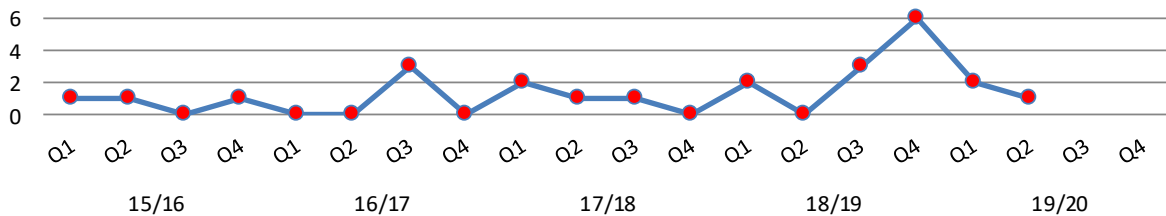
## All deliberate fires

Month/Year	2015/16	2016/17	2017/18	2018/19	2019/20	Highland
April	1	0	1	1	2	35
May	0	0	0	0	0	21
June	0	0	1	1	0	12
July	0	0	1	0	1	15
August	1	0	0	0	0	14
September	0	0	0	0	0	9
October	0	0	0	1		
November	0	1	0	0		
December	0	2	1	2		
January	0	0	0	1		
February	0	0	0	4		
March	1	0	0	1		
<b>Fiscal Yr</b>	3	3	4	11	3	106



Month/Year	2015/16	2016/17	2017/18	2018/19	2019/20
<b>Fiscal Yr</b>	3	3	4	11	3

Qtr/Year	2015/16	2016/17	2017/18	2018/19	2019/20	Highland
Quarter 1	1	0	2	2	2	68
Quarter 2	1	0	1	0	1	38
Quarter 3	0	3	1	3		
Quarter 4	1	0	0	6		

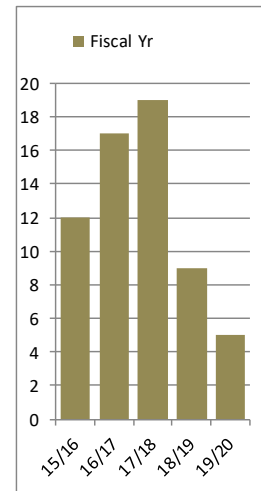


### Commentary

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.

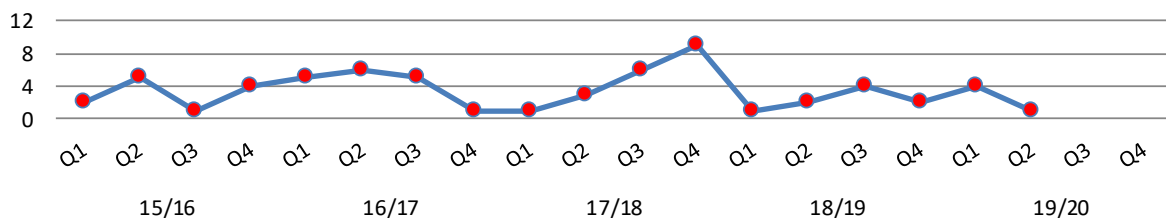
## Special Service - RTCs

Month/Year	2015/16	2016/17	2017/18	2018/19	2019/20	Highland
April	1	3	1	0	3	18
May	0	0	0	1	1	11
June	1	2	0	0	0	19
July	2	4	1	1	0	24
August	1	1	1	0	1	19
September	2	1	1	1	0	10
October	0	1	1	0		
November	1	2	1	0		
December	0	2	4	4		
January	1	0	5	1		
February	2	0	2	1		
March	1	1	2	0		
<b>Fiscal Yr</b>	12	17	19	9	5	101



Month/Year	2015/16	2016/17	2017/18	2018/19	2019/20
<b>Fiscal Yr</b>	12	17	19	9	5

Qtr/Year	2015/16	2016/17	2017/18	2018/19	2019/20	Highland
Quarter 1	2	5	1	1	4	48
Quarter 2	5	6	3	2	1	53
Quarter 3	1	5	6	4		
Quarter 4	4	1	9	2		



### 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.

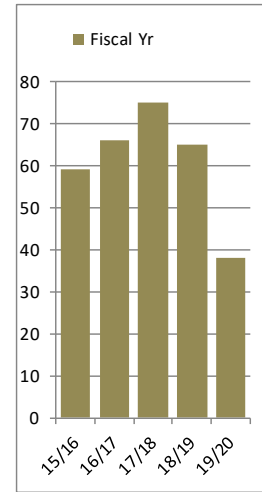
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies through the Highland Road Safety Group to reduce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

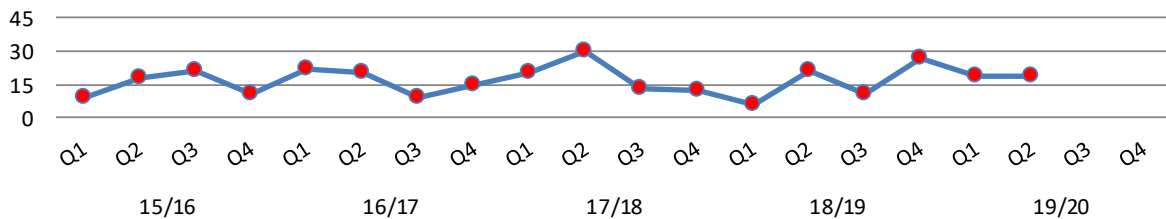
# False Alarm - UFAS

Month/Year	2015/16	2016/17	2017/18	2018/19	2019/20	Highland
April	2	7	5	2	7	90
May	4	7	8	1	6	73
June	3	8	7	3	6	98
July	5	3	18	8	6	101
August	7	15	3	6	10	128
September	6	2	9	7	3	99
October	12	4	6	7		
November	6	0	4	3		
December	3	5	3	1		
January	6	3	3	12		
February	2	7	4	7		
March	3	5	5	8		
<b>Fiscal Yr</b>	59	66	75	65	38	589



Month/Year	2015/16	2016/17	2017/18	2018/19	2019/20
<b>Fiscal Yr</b>	59	66	75	65	38

Qtr/Year	2015/16	2016/17	2017/18	2018/19	2019/20	Highland
Quarter 1	9	22	20	6	19	261
Quarter 2	18	20	30	21	19	328
Quarter 3	21	9	13	11		
Quarter 4	11	15	12	27		



## 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	69%	9	0	9	→
John O'Groats	82%	11	1	12	→
Lybster (CRU)	N/A	6	1	7	↘
Thurso – 1 <sup>st</sup> Appliance	100%	19	2	21	↗
Thurso – 2 <sup>nd</sup> Appliance	94%				
Wick – 1 <sup>st</sup> Appliance	100%	20	0	20	→
Wick – 2 <sup>nd</sup> Appliance	84%				

<b>Caithness Committee Totals</b>		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.