



Annual Performance Report

1 April 2019 – 31 March 2020



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 was published in 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 2019-20, (1 April 2019 – 31 March 2020).

The Scottish Government provides an overarching vision for public services. This vision is supported by 11 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 2019-2022 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
	2015/16	2016/17	2017/18	2018/19	2019/20	Year End
All accidental dwelling fires	122	152	146	145	112	
All fatal accidental dwelling fire casualties	5	2	2	1	0	
Non-fatal accidental dwelling fire casualties	25	25	20	21	21	
All deliberate fires	123	132	154	192	198	
Special Services – RTCs	202	215	236	177	208	
False Alarms – UFAS	926	1034	1144	1270	1232	

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.

It is comforting to note that this improving trend has thankfully resulted in zero fire fatalities in Highland within 2019-20.

During the reporting period of 2019-20 the number of non-fatal dwelling fire casualties remained static and mirrored the previous year. This continues the longer term reduction trend over the last five years, repeating the recording of the second lowest number within 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 (198) in comparison to the previous four years. The Deliberate fires indicator includes Anti-Social Behaviour fires, but it should be noted that this also includes wildfires. The majority of the reported numbers of deliberate fires were in fact wildfires, primarily due to seasonal weather trends and an increase in wildfire activity throughout the Highland area. This was substantially more than the five year average (160). 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 increased in comparison to last year however maintains the average of 208 over the extended reporting period. The overall figure can be further broken down to sadly indicate a total of 15 fatalities (an increase in 2 over the previous year), however a reduction in the number of people seriously injured (26) in comparison to the previous year (31).

Unwanted Fire Alarm Signals (UFAS) has decreased to 1232, in comparison to last year's figure of 1270 during this reporting year and remains a challenge for the Service with a generally increasing trend over the extended reporting period. 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 112 accidental dwelling fires. Of the 112 fires, the most common source of ignition is cooking appliances 38% (43). The most common room for a fire to start is the kitchen at 54% (61) of incidents with the most common item being first ignited recorded as food at 24% (27) of incidents.

In terms of area affected, 35% (39) of the fires resulted in no damage and a further 45% (50) had damage confined to an area of less than 5 square meters. The data on actual damage indicates that 31% of incidents had no damage at all, 29% had damage confined to the item first ignited, 21% had damage confined to the room of origin, 8% had damage confined to the floor of origin, 1% had damage affecting 2 floors, 1% with damage to the roof only and 6% with damage to the whole building.

In relation to firefighting activity, 42% (47) of the incidents required no SFRS intervention with 11% (12) just requiring the removal from a heat source or isolation of the fuel supply. A total of 22% (25) 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

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	2015/16	2016/17	2017/18	2018/19	2019/20	Sparklines
Highland	122	152	146	145	112	
North, West and Central Sutherland	3	4	4	4	2	
Thurso and Northwest Caithness	6	12	5	11	6	
Wick and East Caithness	4	7	9	9	6	
East Sutherland and Edderton	8	5	10	6	2	
Wester Ross, Strathpeffer and Lochalsh	3	7	5	8	9	
Cromarty Firth	7	4	6	13	4	
Tain and Easter Ross	1	3	4	8	0	
Dingwall and Seaforth	7	10	8	4	7	
Black Isle	3	6	3	6	4	
Eilean a'Cheo	8	5	9	2	7	
Caol and Mallaig	5	10	4	13	4	
Aird and Loch Ness	6	13	10	7	4	
Inverness West	1	10	4	9	5	
Inverness Central	16	18	18	12	12	
Inverness Ness-side	4	5	2	4	7	
Inverness Millburn	5	3	6	6	6	
Culloden and Ardersier	6	7	2	2	5	
Nairn and Cawdor	12	8	8	8	4	
Inverness South	3	4	5	3	6	
Badenoch and Strathspey	5	5	10	4	6	
Fort William and Ardnamurchan	9	6	14	6	6	

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.

It is comforting to note that this improving trend has resulted in zero fire casualties during the 2019-20 period. Fatal 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	2015/16	2016/17	2017/18	2018/19	2019/20	Sparklines
Highland	5	2	2	1	0	
North, West and Central Sutherland	0	1	0	0	0	
Thurso and Northwest Caithness	0	1	0	1	0	
Wick and East Caithness	0	0	1	0	0	
East Sutherland and Edderton	2	0	0	0	0	
Wester Ross, Strathpeffer and Lochalsh	1	0	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	1	0	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	1	0	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	0	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 11 females, 9 males and one not specified. The table below provides a more detailed age breakdown.

10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-80	Unknown
2	1	1	3	5	1	2	1	5

Three of the casualties required to be rescued. Of the 21 casualties, two were hospitalised with apparently serious injuries, ten were hospitalised with apparent slight injuries and nine receiving first aid at the scene of the fire.

Non-fatal Accidental Dwelling Fire Casualties (excl p/c's)	2015/16	2016/17	2017/18	2018/19	2019/20	Sparklines
Highland	25	25	20	21	21	
North, West and Central Sutherland	0	0	0	0	0	
Thurso and Northwest Caithness	0	2	0	0	0	
Wick and East Caithness	0	1	2	1	0	
East Sutherland and Edderton	1	0	1	0	0	
Wester Ross, Strathpeffer and Lochalsh	0	0	1	3	1	
Cromarty Firth	1	1	1	4	0	
Tain and Easter Ross	1	1	0	1	0	
Dingwall and Seaforth	3	2	0	0	2	
Black Isle	1	1	0	0	0	
Eilean a'Cheo	1	0	1	0	0	
Caol and Mallaig	2	1	0	0	0	
Aird and Loch Ness	1	1	0	2	0	
Inverness West	0	5	2	1	2	
Inverness Central	5	3	3	4	6	
Inverness Ness-side	2	1	4	0	2	
Inverness Millburn	0	1	0	0	0	
Culloden and Ardersier	1	0	0	2	1	
Nairn and Cawdor	4	4	2	1	0	
Inverness South	0	1	2	0	4	
Badenoch and Strathspey	0	0	0	0	2	
Fort William and Ardnamurchan	2	0	1	2	1	

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 Safe Highlander Programme and the Fireskills Employability award 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 was almost exclusively attributable to warmer and drier weather resulting in an extended wildfire season as opposed to any notable increase in ASB.

Of these 198 fires, 54% (106) of them have involved scrubland, bushes, grass or crops. A further 20% (40) involving outdoor structures, i.e. wheelie bins and recycle containers and a further 10% (19) have involved outdoor areas including loose refuse and golf courses.

There is a very clear pattern of late afternoon and evening activity with the peak being in the 19:00 to 21:00hrs time bands. April has seen the highest number of deliberate fires followed by May and March with Friday and Saturday being the most common days followed by Wednesday and Sunday.

All Deliberate Fires	2015/16	2016/17	2017/18	2018/19	2019/20	Sparklines
Highland	123	132	154	192	198	
North, West and Central Sutherland	2	2	2	3	4	
Thurso and Northwest Caithness	2	0	1	3	1	
Wick and East Caithness	1	3	3	8	6	
East Sutherland and Edderton	1	2	0	4	1	
Wester Ross, Strathpeffer and Lochalsh	4	2	5	7	8	
Cromarty Firth	10	19	36	26	33	
Tain and Easter Ross	6	4	3	2	5	
Dingwall and Seaforth	7	4	13	13	22	
Black Isle	2	3	1	10	6	
Eilean a'Cheo	0	2	1	2	4	
Caol and Mallaig	2	2	2	0	1	
Aird and Loch Ness	9	4	8	16	8	
Inverness West	11	13	11	7	12	
Inverness Central	22	18	15	9	23	
Inverness Ness-side	11	9	13	8	4	
Inverness Millburn	4	9	8	6	2	
Culloden and Ardersier	7	6	8	21	15	
Nairn and Cawdor	5	9	15	26	21	
Inverness South	7	14	7	10	17	
Badenoch and Strathspey	5	3	0	9	1	
Fort William and Ardnamurchan	5	4	2	2	4	

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 use of Virtual Reality (VR) Road Safety Engagement has been embraced in Highland as this allows us to engage more effectively with pre and young drivers. We also use this technology to engage with Construction Apprentices.

The figures for RTCs attended have increased when compared to last year with a total of 208 incidents recorded. 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. 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
57	52	65	18	9	1	4	2

Of the 208 incidents recorded, 79% involved a single private motor car and 10% involving two or more vehicles.

Special Services - RTCs	2015/16	2016/17	2017/18	2018/19	2019/20	Sparklines
Highland	202	215	236	177	208	
North, West and Central Sutherland	7	5	8	4	7	
Thurso and Northwest Caithness	7	9	6	2	4	
Wick and East Caithness	5	8	13	7	12	
East Sutherland and Edderton	3	14	10	4	12	
Wester Ross, Strathpeffer and Lochalsh	20	13	22	13	10	
Cromarty Firth	11	13	12	12	10	
Tain and Easter Ross	11	7	5	10	14	
Dingwall and Seaforth	4	5	9	5	8	
Black Isle	8	6	6	11	23	
Eilean a'Cheo	10	15	14	14	13	
Caol and Mallaig	13	11	20	8	15	
Aird and Loch Ness	28	21	25	11	15	
Inverness West	0	5	1	2	3	
Inverness Central	2	8	3	3	3	
Inverness Ness-side	0	1	0	0	0	
Inverness Millburn	4	9	6	4	1	
Culloden and Ardersier	8	3	7	8	9	
Nairn and Cawdor	10	7	10	8	3	
Inverness South	16	11	10	8	4	
Badenoch and Strathspey	23	29	29	24	23	
Fort William and Ardnamurchan	12	15	20	19	19	

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 a slight drop in UFAS, however remains the second highest recorded figure for the past five years. During 2019-20 there have been 1232 UFAS incidents. Hospital premises see the greatest number of UFAS incidents followed by nursing or care homes and then hotels/motels. The most common cause of alarm activation is faulty smoke alarm system followed by burnt toast or cooking fumes and then systems being accidentally or carelessly set off.

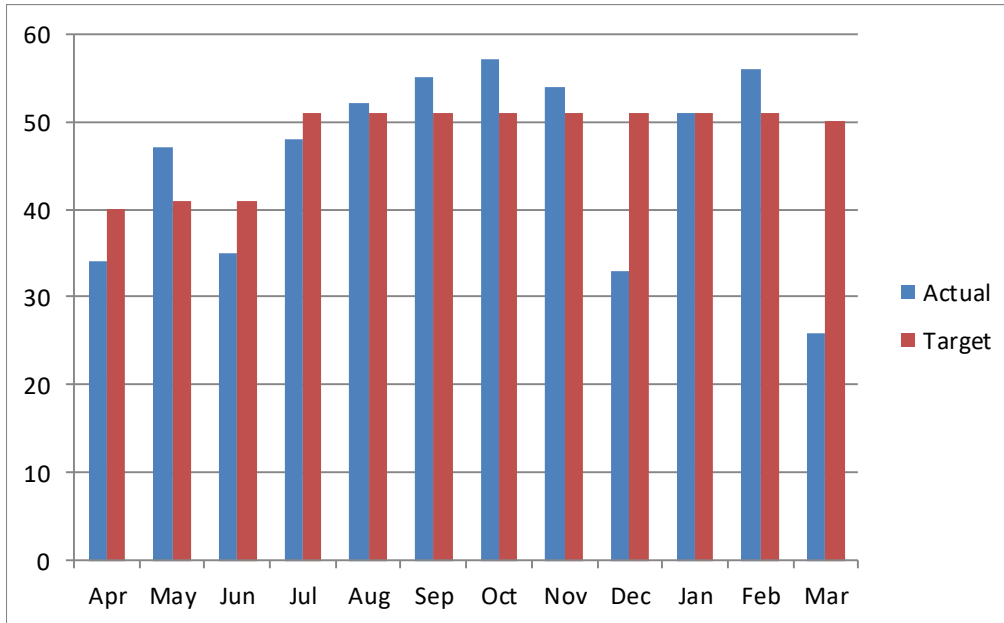
Locally based managers across the Highland area routinely monitor the UFAS activity within their respective areas and will where necessary engage with the duty holders at the offending premises. This is in addition to the advice and guidance provided by the operational fire crews every time they attend 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 was introduced to the Highland Area several years ago and combined with a partnership working approach with NHS Highland at Raigmore Hospital, activities are being undertaken to continually challenge UFAS and its impacts upon staff, patients and responding SFRS resources.

False Alarms - UFAs	2015/16	2016/17	2017/18	2018/19	2019/20	Sparklines
Highland	926	1034	1144	1270	1232	
North, West and Central Sutherland	6	8	14	14	13	
Thurso and Northwest Caithness	22	20	25	29	47	
Wick and East Caithness	37	46	50	37	38	
East Sutherland and Edderton	30	41	57	72	67	
Wester Ross, Strathpeffer and Lochalsh	30	36	28	29	55	
Cromarty Firth	38	46	44	53	56	
Tain and Easter Ross	13	11	25	27	20	
Dingwall and Seaforth	42	42	42	53	28	
Black Isle	11	16	6	15	17	
Eilean a'Cheo	32	40	64	74	59	
Caol and Mallaig	11	17	23	24	17	
Aird and Loch Ness	21	12	28	30	36	
Inverness West	93	83	96	113	94	
Inverness Central	113	139	124	120	113	
Inverness Ness-side	35	31	41	32	38	
Inverness Millburn	162	182	167	173	187	
Culloden and Ardersier	29	17	26	21	17	
Nairn and Cawdor	24	17	39	62	46	
Inverness South	46	69	89	90	110	
Badenoch and Strathspey	84	92	93	106	93	
Fort William and Ardnamurchan	47	69	63	96	81	

Non-Domestic Fire Safety

MONTHLY	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	TOTAL
Actual	34	47	35	48	52	55	57	54	33	51	56	26	548
Target	40	41	41	51	51	51	51	51	51	51	51	50	580
%	85%	115%	85%	94%	102%	108%	112%	106%	65%	100%	110%	52%	94%



Commentary

During the year 2019-20, Fire Safety Enforcement Officers (FSEOs) completed 548 Fire Safety Enforcement Audits which equates to 94% 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 a wide 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.

Many factors can impact upon our ability to undertake 100% of audits, including staff undertaking development in post, number of Premises Fire Safety complaints received, and the extent of interaction required with responsible persons. Collectively this resulted in a 6% shortfall in Fire Safety Enforcement Audits during the 2019-20 period.

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	189	257	240	201	245	223	265	277	164	326	330	144	2861
Target Visits	333	333	333	334	334	334	334	333	333	333	333	333	4000
%	57%	77%	72%	60%	73%	67%	79%	83%	49%	98%	99%	43%	72%

High	104	151	114	100	137	128	161	122	101	188	193	88	1587
Medium	47	60	72	63	58	77	76	96	36	97	90	43	815
Low	38	46	54	38	50	18	28	59	27	41	47	13	459

Commentary

Firefighters and Community Safety Engagement staff within Highland area delivered a total of 2,861 home fire safety visits in during 2019-20 which represents 72% of the target for the period.

These visits can be further broken down into 1,587 (55%) high risk visits, 815 (29%) medium risk visits and 459 (16%) low risk visits. During the 2,861 visits identified above, a total of 573 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 focus on visits to the most high risk homes ensures that our resources are targeted towards the point of greatest impact. This has a proportionately greater impact upon community safety than simply high numbers of visits alone and will continue to be the focus of our Home Fire Safety Visits.

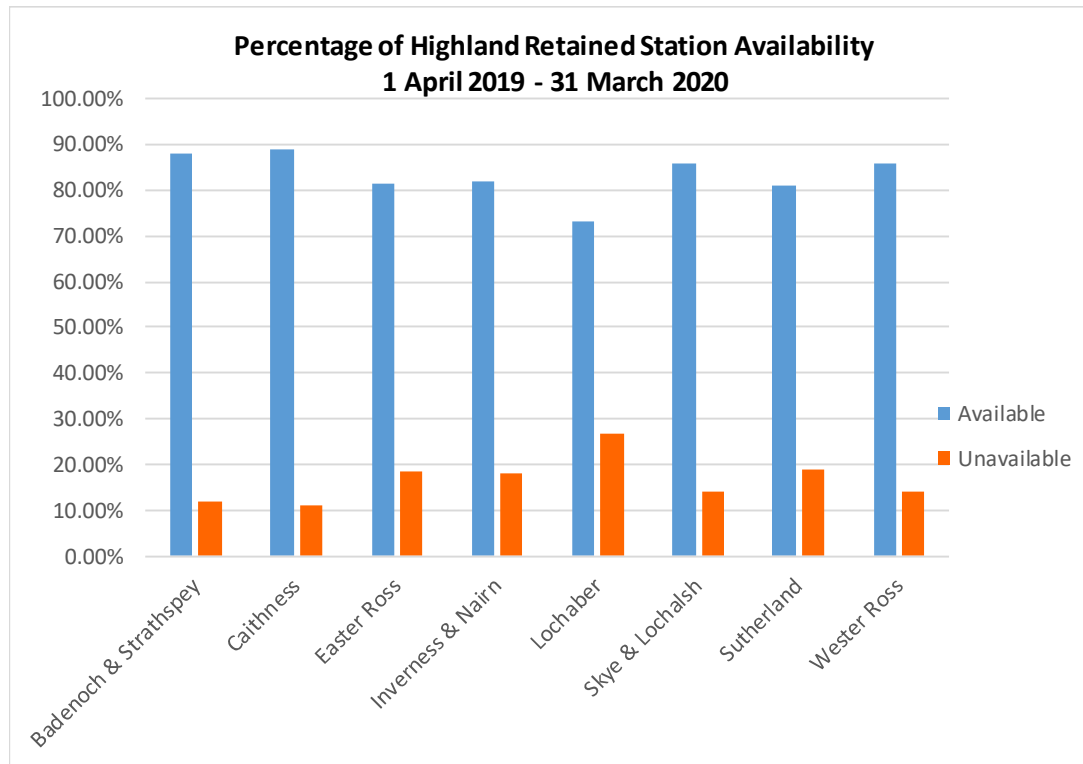
The Service is working closely with other agencies and partners in identifying those most at risk in our communities and routinely share risk identification skills and information to support the wider CPP risk reduction strategies e.g. fire safety and falls prevention.

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

Proportion of Station Hours Available for Emergency Response

Retained Station Availability - 1 April 2019 - 31 March 2020

	Badenoch & Strathspey	Caithness	Easter Ross	Inverness & Nairn	Lochaber	Skye & Lochalsh	Sutherland	Wester Ross
Available	88.16%	88.99%	81.63%	81.88%	73.31%	85.83%	80.87%	85.93%
Unavailable	11.84%	11.01%	18.37%	18.12%	26.69%	14.17%	19.13%	14.07%



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 2019-20.

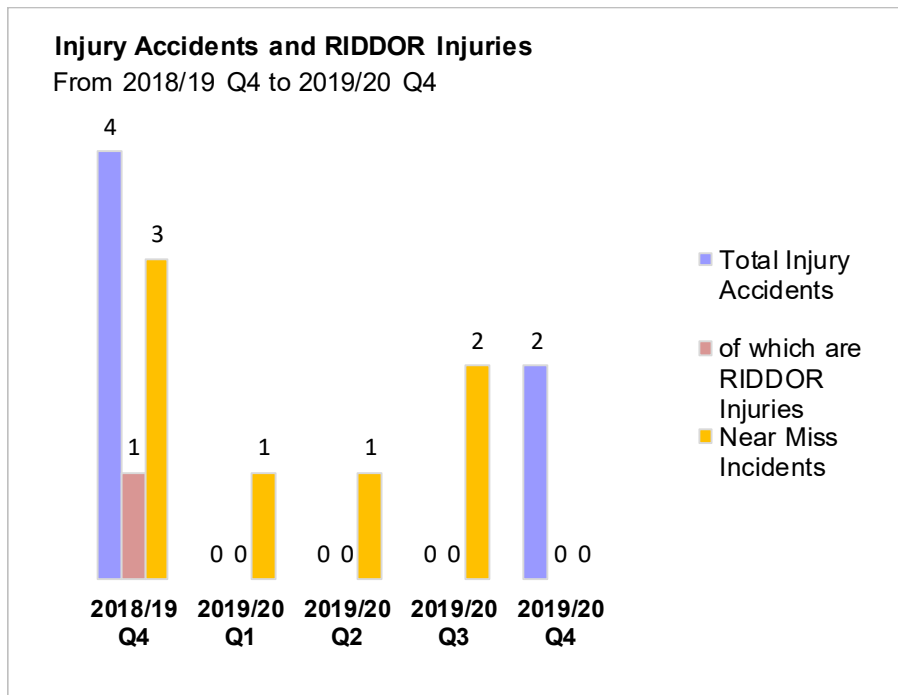
The Service works closely with employers and RDS staff to support an improvement in availability. However, we do recognise the challenges faced by RDS staff when combining primary employment and their operational availability across the communities in Highland area.

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 RDS and Volunteer Support Watch Commander posts being introduced as part of SFRS recent Transformation proposals. As well as supporting existing RDS and Volunteer staff, these posts assist with recruitment and in ensuring the operation availability of our appliances across Highland.

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

Injury Accidents

	2018/19 Q4	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 Q4
Total Injury Accidents	4	0	0	0	2
of which are RIDDOR Injuries	1	0	0	0	0
Near Miss Incidents	3	1	1	2	0



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 positive safety culture and reducing the likelihood of accidents and injuries.

Station Availability and Staff Levels

Caithness Local Committee - 2019/20

Station	Availability %	Male	Female	Staff
Dunbeath	70%	9	0	9
John O Groats	57%	9	1	10
Lybster (CRU)	N/A	6	1	7
Thurso - 1st Appliance	97%	18	2	20
Thurso - 2nd Appliance	78%			
Wick - 1st Appliance	95%	17	0	17
Wick - 2nd Appliance	67%			

Caithness Local Committee Totals		59	4	63
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Sutherland Local Committee - 2019/20

Station	Availability %	Male	Female	Staff
Bettyhill	74%	7	1	8
Bonar Bridge	39%	6	0	6
Domoch	98%	13	0	13
Dumess	93%	10	0	10
Golspie	96%	13	0	13
Helmsdale	85%	11	0	11
Kinlochbervie	92%	10	1	11
Lairg	93%	8	1	9
Lochinver	53%	2	2	4
Scourie	66%	7	2	9
Tongue	33%	5	0	5

Sutherland Local Committee Totals		92	7	99
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City of Inverness Local Committee - 2019/20

Station	Availability %	Male	Female	Staff
Beauly	83%	10	0	10
Cannich	44%	5	0	5
Drumnadrochit	92%	8	1	9
Fort Augustus	92%	8	2	10
Foyers	78%	8	0	8
Inverness Retained	78%	13	0	13
Inverness Wholetime *	N/A	65	6	71

City of Inverness Local Committee Totals		117	9	126
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Station Availability and Staff Levels

Badenoch & Strathspey Local Committee - 2019/20

Station	Availability %	Male	Female	Staff
Aviemore	82%	10	2	12
Carrbridge (CRU)	N/A	6	1	7
Grantown – 1 st Appliance	92%	14	2	16
Grantown – 2 nd Appliance	58%			
Kingussie	92%	12	0	12
Nethybridge (CRU)	N/A	0	0	0
Newtonmore (CRU)	N/A	10	0	10

Badenoch & Strathspey Local Committee Totals		52	5	57
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Nairn Local Committee - 2019/20

Station	Availability %	Male	Female	Staff
Nairn – 1 st Appliance	93%	19	1	20
Nairn – 2 nd Appliance	66%			

Nairn Local Committee Totals		19	1	20
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Lochaber Local Committee - 2019/20

Station	Availability %	Male	Female	Staff
Acharacle	50%	5	0	5
Fort William – 1 st Appliance	99%	19	1	20
Fort William – 2 nd Appliance	84%			
Kilchoan	73%	4	1	5
Kinlochleven – 1 st Appliance	84%	10	2	12
Kinlochleven – 2 nd Appliance	24%			
Lochaline	75%	3	4	7
Mallaig	84%	8	0	8
Muck (CRU)	N/A	0	2	2
Spean Bridge (CRU)	N/A	8	0	8
Strontian	75%	4	2	6

Lochaber Local Committee Totals		61	12	73
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Station Availability and Staff Levels

Ross and Cromarty Local Committee - 2019/20

Station	Availability %	Male	Female	Staff
Achiltibuie	49%	4	0	4
Applecross	68%	4	2	6
Aultbea	95%	10	0	10
Balintore (CRU)	N/A	7	1	8
Cromarty (CRU)	N/A	4	2	6
Dingwall - 1st Appliance	96%	19	0	19
Dingwall - 2nd Appliance	74%			
Fortrose	92%	8	3	11
Gairloch	96%	7	2	9
Glenelg	83%	7	2	9
Invergordon - 1st Appliance	98%	16	1	17
Invergordon - 2nd Appliance	59%			
Kinlochewe	51%	5	0	5
Kyle	90%	10	1	11
Lochcarron	84%	6	0	6
Ratagan (CRU)	N/A	0	0	0
Tain	96%	12	0	12
Torridon	96%	8	2	10
Ullapool - 1st Appliance	97%	16	0	16
Ullapool - 2nd Appliance	79%			

Ross and Cromarty Local Committee Totals		143	16	159
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Skye and Raasay Local Committee - 2019/20

Station	Availability %	Male	Female	Staff
Broadford	91%	6	1	7
Dunvegan	81%	7	1	8
Portree	98%	9	0	9
Raasay	96%	9	0	9
Staffin	74%	7	0	7
Uig	63%	6	0	6

Skye and Raasay Local Committee Totals		44	2	46
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Operational Activity by Ward Areas

The figures shown are the number of incidents attended from 1 April 2019 to 31 March 2020.

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	13	13	5	36	35	15	27	144
Badenoch & Strathspey	18	14	9	93	66	23	20	243
Black Isle	10	2	6	17	18	23	13	89
Caol & Mallaig	10	39	1	17	15	15	14	111
Cromarty Firth	9	4	3	56	64	10	28	174
Culloden & Ardersier	12	10	2	17	35	9	19	104
Dingwall & Seaforth	19	5	8	28	48	8	35	151
East Sutherland & Edderton	13	8	13	67	34	12	18	165
Eilean a'Cheo	19	16	16	59	45	13	14	182
Fort William & Ardnamurchan	15	26	7	81	41	19	21	210
Inverness Central	20	4	1	113	169	3	40	350
Inverness Millburn	16	2	0	187	66	1	19	291
Inverness Ness-Side	9	6	0	38	29	0	15	97
Inverness South	16	11	0	110	24	4	7	172
Inverness West	10	8	1	94	49	3	16	181
Nairn & Cawdor	9	17	1	46	69	3	14	159
North, West & Central Sutherland	12	23	10	13	21	7	19	105
Tain & Easter Ross	4	5	10	20	29	14	17	99
Thurso & Northwest Caithness	14	6	2	47	54	4	19	146
Wester Ross, Strathpeffer & Lochalsh	21	32	15	55	42	10	11	186
Wick & East Caithness	14	24	7	38	43	12	23	161
TOTALS	283	275	117	1232	996	208	409	3,520

UFAS - Property Type	2019-20
Hospital	129
Nursing/Care Home	128
Hotel/Motel	122
Offices and call centres - Purpose built office	57
Student Hall of Residence	49
Secondary school	48
Sheltered Housing	41
Large supermarket	40
Infant/primary school	33

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

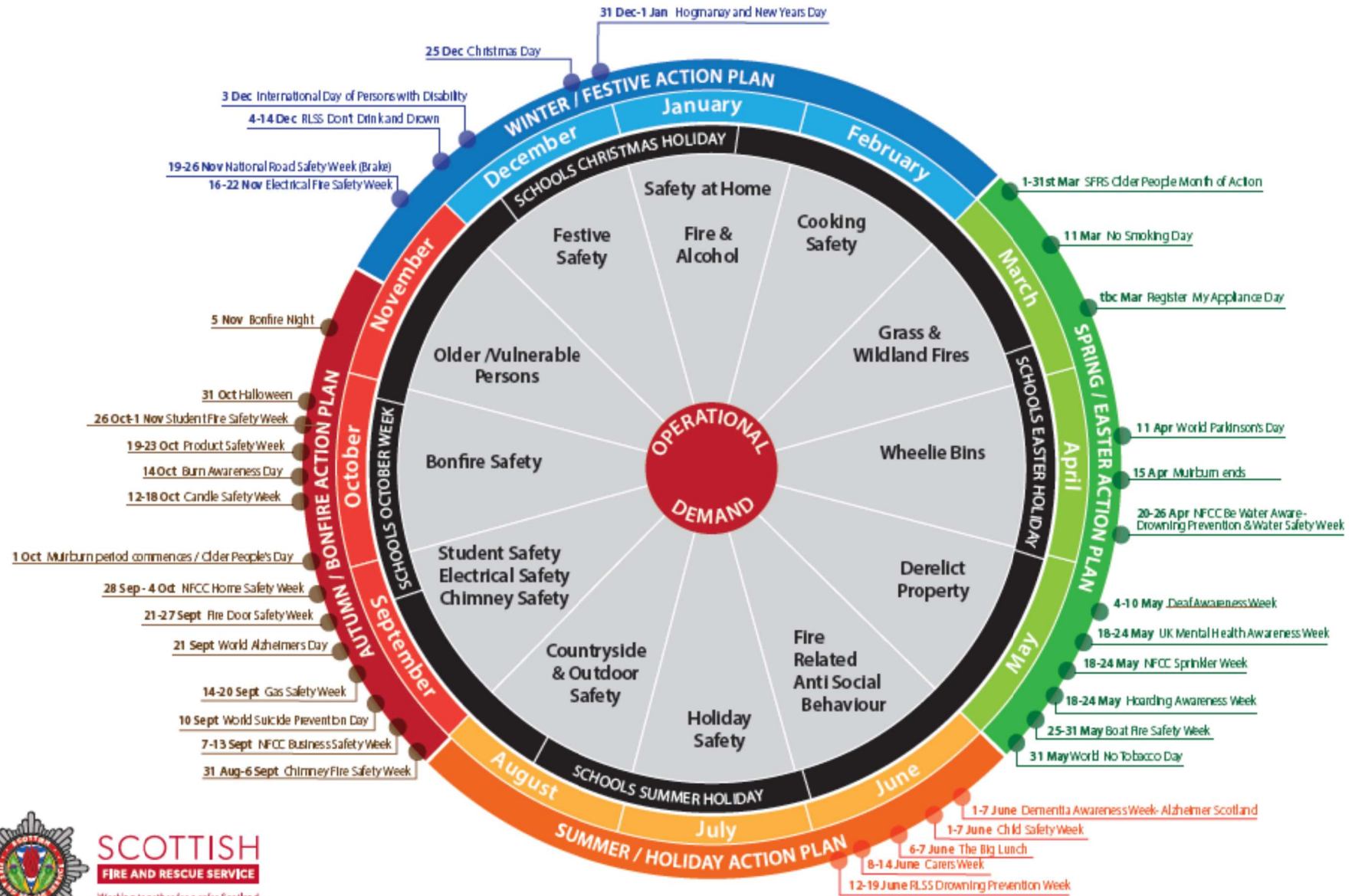
CSE

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 2020



SCOTTISH
FIRE AND RESCUE SERVICE
 Working together for a safer Scotland