



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

**Highland**

**Lochaber 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.

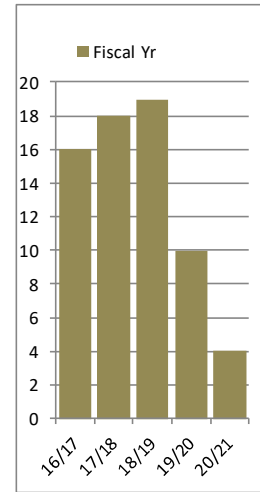
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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 and throughout 2015.

- 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)

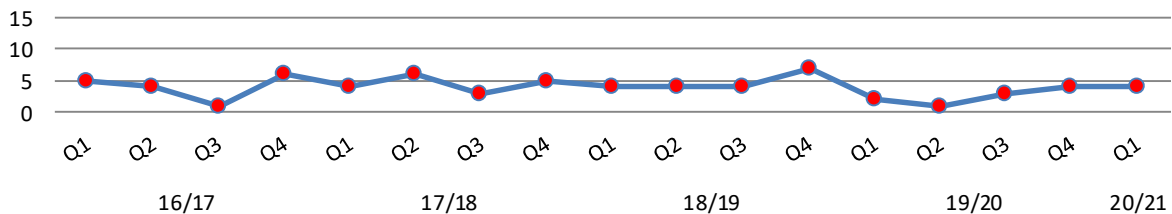
# All accidental dwelling fires

Month/Year	2016/17	2017/18	2018/19	2019/20	2020/21	Highland
April	2	2	1	0	1	6
May	2	0	1	0	3	15
June	1	2	2	2	0	4
July	1	3	2	1		
August	1	2	1	0		
September	2	1	1	0		
October	0	0	1	1		
November	0	1	1	0		
December	1	2	2	2		
January	4	2	3	2		
February	0	2	0	1		
March	2	1	4	1		
<b>Fiscal Yr</b>	16	18	19	10	4	25



Month/Year	2016/17	2017/18	2018/19	2019/20	2020/21
<b>Fiscal Yr</b>	16	18	19	10	4

Qtr/Year	2016/17	2017/18	2018/19	2019/20	2020/21	Highland
Quarter 1	5	4	4	2	4	25
Quarter 2	4	6	4	1		
Quarter 3	1	3	4	3		
Quarter 4	6	5	7	4		



## 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.

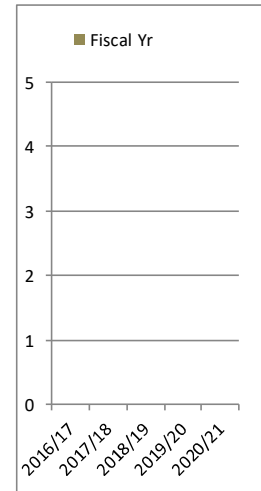
Trend lines also identify the number of incidents over the reporting 5-year period, both by month and by reporting quarter. The current figures indicate that the number of these types of incident have risen in Quarter 1 which will be reviewed, and appropriate actions taken to address any underlying cause through effective partnership working.

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.

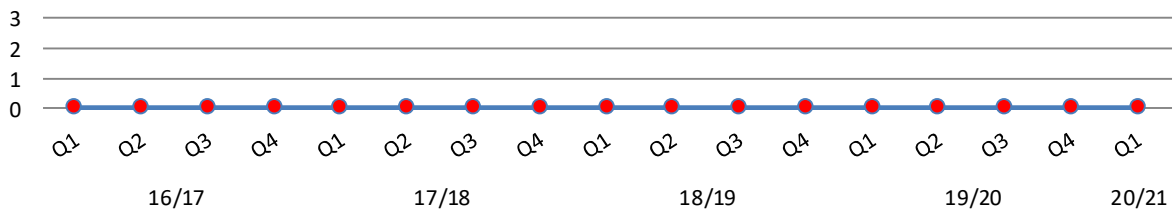
# All fatal accidental dwelling fire casualties

Month/Year	2016/17	2017/18	2018/19	2019/20	2020/21	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		
August	0	0	0	0		
September	0	0	0	0		
October	0	0	0	0		
November	0	0	0	0		
December	0	0	0	0		
January	0	0	0	0		
February	0	0	0	0		
March	0	0	0	0		
<b>Fiscal Yr</b>	0	0	0	0	0	0



Month/Year	2016/17	2017/18	2018/19	2019/20	2020/21
<b>Fiscal Yr</b>	0	0	0	0	0

Qtr/Year	2016/17	2017/18	2018/19	2019/20	2020/21	Highland
Quarter 1	0	0	0	0	0	0
Quarter 2	0	0	0	0		
Quarter 3	0	0	0	0		
Quarter 4	0	0	0	0		

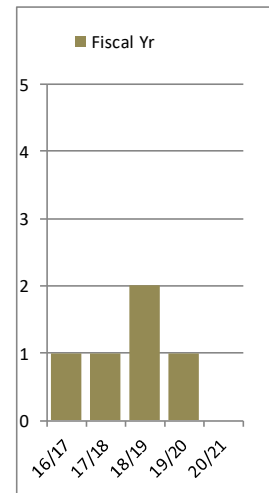


## Commentary

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.

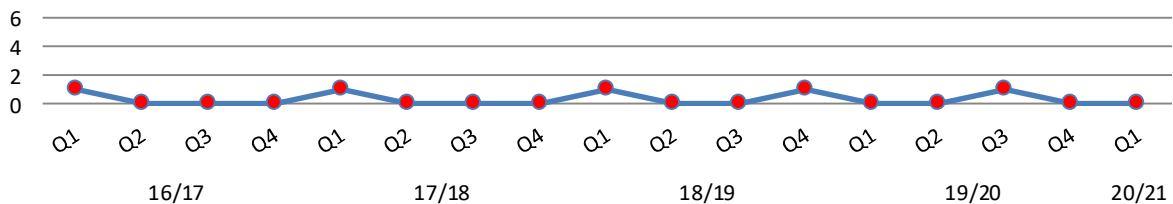
## Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)

Month/Year	2016/17	2017/18	2018/19	2019/20	2020/21	Highland
April	1	1	1	0	0	0
May	0	0	0	0	0	4
June	0	0	0	0	0	0
July	0	0	0	0		
August	0	0	0	0		
September	0	0	0	0		
October	0	0	0	0		
November	0	0	0	0		
December	0	0	0	1		
January	0	0	1	0		
February	0	0	0	0		
March	0	0	0	0		
<b>Fiscal Yr</b>	1	1	2	1	0	4



Month/Year	2016/17	2017/18	2018/19	2019/20	2020/21
<b>Fiscal Yr</b>	1	1	2	1	0

Qtr/Year	2016/17	2017/18	2018/19	2019/20	2020/21	Highland
Quarter 1	1	1	1	0	0	4
Quarter 2	0	0	0	0		
Quarter 3	0	0	0	1		
Quarter 4	0	0	1	0		



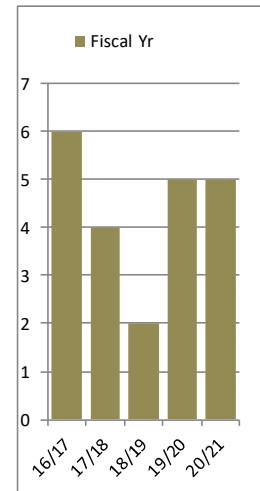
### Commentary

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.

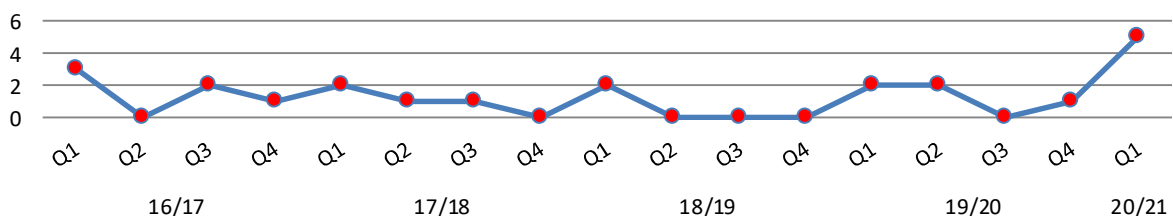
## All deliberate fires

Month/Year	2016/17	2017/18	2018/19	2019/20	2020/21	Highland
April	0	1	1	0	4	25
May	1	1	1	2	1	22
June	2	0	0	0	0	16
July	0	0	0	0		
August	0	1	0	0		
September	0	0	0	2		
October	2	0	0	0		
November	0	1	0	0		
December	0	0	0	0		
January	1	0	0	0		
February	0	0	0	0		
March	0	0	0	1		
<b>Fiscal Yr</b>	6	4	2	5	5	63



Month/Year	2016/17	2017/18	2018/19	2019/20	2020/21
<b>Fiscal Yr</b>	6	4	2	5	5

Qtr/Year	2016/17	2017/18	2018/19	2019/20	2020/21	Highland
Quarter 1	3	2	2	2	5	63
Quarter 2	0	1	0	2		
Quarter 3	2	1	0	0		
Quarter 4	1	0	0	1		

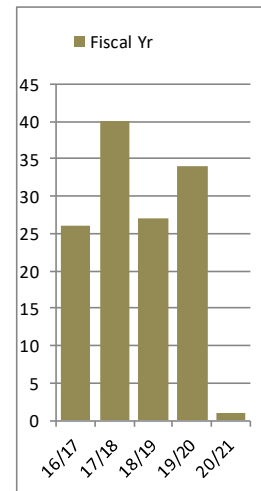


### Commentary

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.

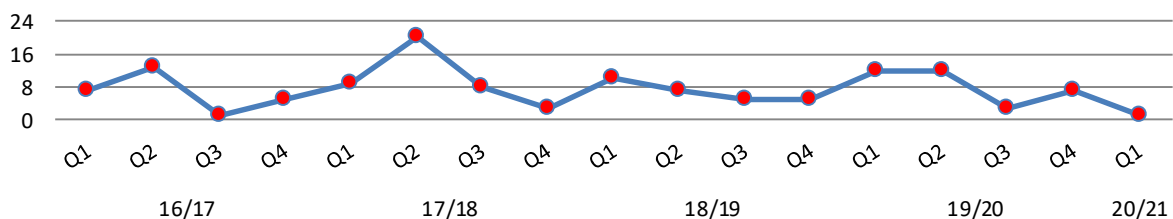
## Special Service - RTCs

Month/Year	2016/17	2017/18	2018/19	2019/20	2020/21	Highland
April	3	2	2	6	0	1
May	2	1	5	3	1	3
June	2	6	3	3	0	7
July	5	8	1	4		
August	5	10	3	4		
September	3	2	3	4		
October	1	3	0	1		
November	0	3	3	0		
December	0	2	2	2		
January	2	2	2	2		
February	0	0	1	5		
March	3	1	2	0		
<b>Fiscal Yr</b>	26	40	27	34	1	11



Month/Year	2016/17	2017/18	2018/19	2019/20	2020/21
<b>Fiscal Yr</b>	26	40	27	34	1

Qtr/Year	2016/17	2017/18	2018/19	2019/20	2020/21	Highland
Quarter 1	7	9	10	12	1	11
Quarter 2	13	20	7	12		
Quarter 3	1	8	5	3		
Quarter 4	5	3	5	7		



### 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.

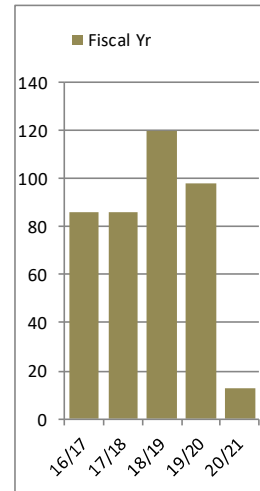
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies through the Highland Road Safety Group to reduce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

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>

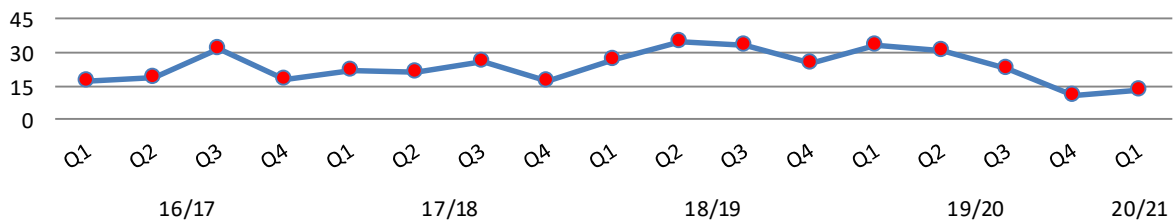
# False Alarm - UFAS

Month/Year	2016/17	2017/18	2018/19	2019/20	2020/21	Highland
April	6	5	6	6	6	64
May	4	12	6	9	4	67
June	7	5	15	18	3	77
July	13	9	10	9		
August	4	4	14	13		
September	2	8	11	9		
October	10	9	13	6		
November	7	10	13	11		
December	15	7	7	6		
January	5	7	10	5		
February	5	6	6	2		
March	8	4	9	4		
<b>Fiscal Yr</b>	86	86	120	98	13	208



Month/Year	2016/17	2017/18	2018/19	2019/20	2020/21
<b>Fiscal Yr</b>	86	86	120	98	13

Qtr/Year	2016/17	2017/18	2018/19	2019/20	2020/21	Highland
Quarter 1	17	22	27	33	13	208
Quarter 2	19	21	35	31		
Quarter 3	32	26	33	23		
Quarter 4	18	17	25	11		



## Commentary

The Service responds to a number of false alarms over the reporting year, most of which are unwanted fire alarm signals (UFAS). The number of calls across the area of Lochaber has decreased when analysing like for like periods over the last 5 year reporting periods.

A UFAS policy has been implemented which requires SFRS personnel to work closely with duty holders in order to reduce the number of UFAS events. Local managers are actively engaging with local duty holders and Prevention & Protection staff to identify challenges in the area and mitigate them.



## Station Availability

Station	Availability 12 mths to Mar 2020 %	Availability 3 mths to Jun 2020 %	Male	Female	Staff	Staffing Change
Acharacle	50%	75%	5	0	5	↓
Fort William – 1 <sup>st</sup> Appliance	100%	100%	19	1	20	→
Fort William – 2 <sup>nd</sup> Appliance	93%	99%				
Kilchoan	73%	82%	4	1	5	↓
Kinlochleven – 1 <sup>st</sup> Appliance	85%	96%	10	2	12	↑
Kinlochleven – 2 <sup>nd</sup> Appliance	25%	67%				
Lochaline	75%	77%	3	4	7	↓
Mallaig	83%	99%	7	0	7	→
Muck (CRU)	N/A	N/A	0	2	2	→
Spean Bridge (CRU)	N/A	N/A	8	0	8	→
Strontian	75%	95%	4	2	6	→
<b>Lochaber Committee Totals</b>			60	12	72	

### 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. It is recognised that losing members of staff can have an effect on appliance availability in the short term.

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 which includes targeted initiatives supported by our partners, for example recently in Kinlochleven.

The recent appointment of a District Support Manager based in Fort William will also assist in managing appliance availability across the Lochaber area as they can be moved dynamically across the Lochaber area to fill availability gaps.