



Annual Performance Report

1 April 2020 – 31 March 2021



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 2020-21, (1 April 2020 – 31 March 2021). It should be noted that the global Covid-19 pandemic and associated control measures have influenced behaviours, actions, and activities of private businesses and the general public. Consequently, there is expected deviation from 'usual' or 'expected' annual trends and this will be reflected within and through the performance reported upon.

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
	2016/17	2017/18	2018/19	2019/20	2020/21	Year End
All accidental dwelling fires	152	146	145	113	125	
All fatal accidental dwelling fire casualties	2	2	1	0	0	
Non-fatal accidental dwelling fire casualties	25	20	21	21	6	
All deliberate fires	132	154	192	198	201	
Special Services – RTCs	215	236	177	210	136	
False Alarms – UFAS	1034	1144	1270	1243	1136	

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 increased by 10% when compared to the previous year, however remains at the second lowest level throughout the 5 year data range. 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 2020-21 reporting period.

During the reporting period of 2020-21 the number of non-fatal dwelling fire casualties has reduced significantly in comparison to the previous year. This continues the longer term reduction trend over the last five years, resulting in the 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, and throughout the Covid-19 pandemic we have developed new ways to safely engage whilst still maintaining physical visits to those at highest risk. 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 (201) 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 in Highland are generally wildfires, primarily due to seasonal weather trends however Covid-19 restrictions throughout 2020-21 saw a temporary closure and/or reduction of opening of waste disposal/recycling which may have resulted in an increase in burning of waste which on occasion developed beyond control of the responsible person. 2020-21 figures are substantially higher 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. Additionally national media campaigns and local engagement were carried out to advise of the dangers and to encourage responsible behaviour.

The number of Road Traffic Collisions (RTCs) attended by SFRS in Highland during 2020-21 reduced considerably in comparison to the previous year, with Covid-19 travel restrictions likely to be a strong contributory factor. The overall figure can be further broken down to sadly indicate a total of 10 fatalities (a decrease of 33% over the previous year), while the number of people seriously injured (27) remains similar when compared to the previous year (28).

Unwanted Fire Alarm Signals (UFAS) has decreased 9% to 1136, in comparison to last year's figure of 1243 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 125 accidental dwelling fires. Of the 125 fires, the most common source of ignition is cooking appliances 42% (53). The most common room for a fire to start is the kitchen at 58% (72) of incidents with the most common item being first ignited recorded as food at 28% (35) of incidents.

In terms of area affected, 42% (53) of the fires resulted in no damage and a further 42% (53) had damage confined to an area of less than 5 square metres. The data on actual damage indicates that 34% of incidents had no damage at all, 38% had damage confined to the item first ignited, 14% had damage confined to the room of origin, 6% had damage confined to the floor of origin, 1% had damage affecting 2 floors, 2% with damage to the roof only and 2% with damage to the whole building.

In relation to firefighting activity, 39% (49) of the incidents required no SFRS intervention with 18% (23) just requiring the removal from a heat source or isolation of the fuel supply. A total of 19% (24) 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.

Throughout this period of the Covid-19 pandemic we have continued to work 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 to those at highest risk. The personal contact and restrictions on routinely entering premises through the pandemic have limited the overall number of physical HFSV's undertaken however SFRS continued to develop and implement support measures. 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 community to follow the advice in SFRS media campaigns, to engage with our online facilities such as our fire safety questionnaire, to engage with our 'Make the Call' campaign, and to request a free home fire safety visit for those at highest risk 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 of those at highest risk across all our communities, or providing advice remotely during the pandemic, that the necessary advice is provided to continually seek to improve the lives of everyone and reduce related risks.

All accidental dwelling fires	2016/17	2017/18	2018/19	2019/20	2020/21	Sparklines
Highland	152	146	145	113	125	
North, West and Central Sutherland	4	4	4	3	6	
Thurso and Northwest Caithness	12	5	11	6	8	
Wick and East Caithness	7	9	9	6	7	
East Sutherland and Edderton	5	10	6	2	7	
Wester Ross, Strathpeffer and Lochalsh	7	5	8	9	8	
Cromarty Firth	4	6	13	4	2	
Tain and Easter Ross	3	4	8	0	5	
Dingwall and Seaforth	10	8	4	7	6	
Black Isle	6	3	6	4	8	
Eilean a'Cheo	5	9	2	7	4	
Caol and Mallaig	10	4	13	4	1	
Aird and Loch Ness	13	10	7	4	2	
Inverness West	10	4	9	5	3	
Inverness Central	18	18	12	12	19	
Inverness Ness-side	5	2	4	7	5	
Inverness Millburn	3	6	6	6	11	
Culloden and Ardersier	7	2	2	5	3	
Nairn and Cawdor	8	8	8	4	4	
Inverness South	4	5	3	6	2	
Badenoch and Strathspey	5	10	4	6	4	
Fort William and Ardnamurchan	6	14	6	6	10	

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 2020-21 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 to those at highest risk, and to offer appropriate fire prevention and home safety advice to all communities across the Highland area.

All Fatal Accidental Dwelling Fire Casualties	2016/17	2017/18	2018/19	2019/20	2020/21	Sparklines
Highland	2	2	1	0	0	
North, West and Central Sutherland	1	0	0	0	0	
Thurso and Northwest Caithness	1	0	1	0	0	
Wick and East Caithness	0	1	0	0	0	
East Sutherland and Edderton	0	0	0	0	0	
Wester Ross, Strathpeffer and Lochalsh	0	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	0	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	1	0	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	0	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 by far the 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, national media campaigns, and adopting alternative methods of remote contact engagement throughout the pandemic. It should be noted however that Covid-19 restrictions may have resulted in changes in behaviours and actions with more people being at home throughout the pandemic. As Covid-19 restrictions ease our partnership approach will be revisited and reviewed with a longer term view to further strengthen partnership approaches through options such as co-location and shared working arrangements.

In terms of casualty information, of the 6 reported casualties, there were 2 females and 4 males. The table below provides a more detailed age breakdown.

10-19	30-39	40-49	90-99
1	3	1	1

Three of the casualties required to be rescued. Of the 6 casualties, two were hospitalised with apparent slight injuries and four receiving first aid at the scene of the fire.

Non-fatal Accidental Dwelling Fire Casualties (excl p/c's)	2016/17	2017/18	2018/19	2019/20	2020/21	Sparklines
Highland	25	20	21	21	6	
North, West and Central Sutherland	0	0	0	0	0	
Thurso and Northwest Caithness	2	0	0	0	0	
Wick and East Caithness	1	2	1	1	0	
East Sutherland and Edderton	0	1	0	0	0	
Wester Ross, Strathpeffer and Lochalsh	0	1	3	1	0	
Cromarty Firth	1	1	4	0	0	
Tain and Easter Ross	1	0	1	0	0	
Dingwall and Seaforth	2	0	0	2	1	
Black Isle	1	0	0	0	0	
Eilean a'Cheo	0	1	0	0	0	
Caol and Mallaig	1	0	0	0	0	
Aird and Loch Ness	1	0	2	0	0	
Inverness West	5	2	1	2	0	
Inverness Central	3	3	4	5	4	
Inverness Ness-side	1	4	0	2	0	
Inverness Millburn	1	0	0	0	0	
Culloden and Ardersier	0	0	2	1	1	
Nairn and Cawdor	4	2	1	0	0	
Inverness South	1	2	0	4	0	
Badenoch and Strathspey	0	0	0	2	0	
Fort William and Ardnamurchan	0	1	2	1	0	

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 which they occur has traditionally identified seasonal variations e.g. muirburning season and school holiday periods, although Covid-19 pandemic restrictions have particularly impacted upon school terms.

The Service has introduced a number of fire reduction strategies and thematic action plans, as indicated in the Seasonal Community Safer Calendar 2021 in Appendix A, targeting these types of incidents. Direct engagement with school pupils has been impacted by restrictions associated with Covid-19.

The Service continues to work with partner agencies to reduce these incidents overall. Traditional engagement methods such as 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, have been substantially affected by the Covid-19 pandemic throughout the reporting period. We 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, as well as through national media campaigns and local communications and engagement.

There has been a very slight increase in the number of deliberate fires during 2020-21 (201) in comparison to the previous year (198). When viewed over 5 years there is an increasing trend, which can be associated almost exclusively with warmer and drier weather resulting in an extended wildfire season as opposed to any notable increase in ASB. Restrictions were placed upon muirburning as a result of the Covid-19 pandemic through the 2020-21 reporting period, however the data indicates that this did not result in an overall reduction of 'All Deliberate Fires'. No singular cause can be attributed, however it should be noted that Covid-19 restrictions throughout 2020-21 saw a temporary closure and/or reduction of opening of waste disposal/recycling which may have resulted in an increase in burning of waste which on occasion developed beyond control of the responsible person.

Of the 201 fires, 54% (106) of them have involved scrubland, bushes, grass or crops, and loose refuse (including garden). 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. The recording category which incorporates loose refuse (including garden) has risen from 5th in the ranking in 2019-20 to 1st in the ranking in 2020-21.

The clear pattern of late afternoon and evening activity with the peak being in the 19:00 to 21:00hrs time bands has remained relatively unchanged although later evening activity has reduced. During 2020-21 increased activity was evidenced in May, July and August in comparison to peak activity in April during 2019-20. A definite trend during 2020-21 saw a move towards weekend activity of Friday, Saturday and Sunday being the most common days whereas 2019-20 evidenced Friday and Saturday being the most common days followed by Sunday and Thursday.

All Deliberate Fires	2016/17	2017/18	2018/19	2019/20	2020/21	Sparklines
Highland	132	154	192	198	201	
North, West and Central Sutherland	2	2	3	4	8	
Thurso and Northwest Caithness	0	1	3	1	7	
Wick and East Caithness	3	3	8	6	6	
East Sutherland and Edderton	2	0	4	1	16	
Wester Ross, Strathpeffer and Lochalsh	2	5	7	8	13	
Cromarty Firth	19	36	26	33	21	
Tain and Easter Ross	4	3	2	5	6	
Dingwall and Seaforth	4	13	13	22	12	
Black Isle	3	1	10	6	8	
Eilean a'Cheo	2	1	2	4	3	
Caol and Mallaig	2	2	0	1	3	
Aird and Loch Ness	4	8	16	8	13	
Inverness West	13	11	7	12	12	
Inverness Central	18	15	9	23	9	
Inverness Ness-side	9	13	8	4	5	
Inverness Millburn	9	8	6	2	6	
Culloden and Ardersier	6	8	21	15	9	
Nairn and Cawdor	9	15	26	21	10	
Inverness South	14	7	10	17	12	
Badenoch and Strathspey	3	0	9	1	20	
Fort William and Ardnamurchan	4	2	2	4	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. We continue to work in partnership with other emergency response colleagues and partner agencies to reduce these incidents in the communities of the Highlands, however the Covid-19 pandemic has impacted upon our traditional partnership delivery methods.

When Covid-19 restrictions ease the potential for 'in person' Road safety partnership activities will return such as 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>. We embraced the use of Virtual Reality (VR) Road Safety Engagement as this allows us to engage more effectively with pre and young drivers and we will continue to do so when easing of Covid-19 restrictions allow.

The figures for RTCs attended have decreased 35% when compared to last year with a total of 136 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. It should be noted that Covid-19 restrictions have contributed to reduced travel and are likely to have contributed to the reduction in Special Service RTC statistics.

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	Other
37	37	42	13	4	1	2

Of the 136 incidents recorded, 82% involved a single private motor car and 7% involving two or more vehicles.

Special Services - RTCs	2016/17	2017/18	2018/19	2019/20	2020/21	Sparklines
Highland	215	236	177	210	136	
North, West and Central Sutherland	5	8	4	7	5	
Thurso and Northwest Caithness	9	6	2	4	6	
Wick and East Caithness	8	13	7	12	9	
East Sutherland and Edderton	14	10	4	12	5	
Wester Ross, Strathpeffer and Lochalsh	13	22	13	10	7	
Cromarty Firth	13	12	12	10	8	
Tain and Easter Ross	7	5	10	14	3	
Dingwall and Seaforth	5	9	5	8	5	
Black Isle	6	6	11	23	3	
Eilean a'Cheo	15	14	14	13	9	
Caol and Mallaig	11	20	8	16	9	
Aird and Loch Ness	21	25	11	15	9	
Inverness West	5	1	2	3	0	
Inverness Central	8	3	3	3	1	
Inverness Ness-side	1	0	0	0	4	
Inverness Millburn	9	6	4	1	2	
Culloden and Ardersier	3	7	8	9	8	
Nairn and Cawdor	7	10	8	3	9	
Inverness South	11	10	8	4	5	
Badenoch and Strathspey	29	29	24	24	17	
Fort William and Ardnamurchan	15	20	19	19	12	

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 9% drop in UFAS, however Covid-19 restrictions may have impacted upon the frequency of use of business premises, and consequently this may have impacted upon statistics. During 2020-21 there have been 1136 UFAS incidents. Hotel/motel premises have seen the greatest number of UFAS incidents followed by hospitals and then nursing or care homes. The most common cause of alarm activation is faulty smoke alarm system, followed by contaminants (dust), and then burnt toast or cooking fumes.

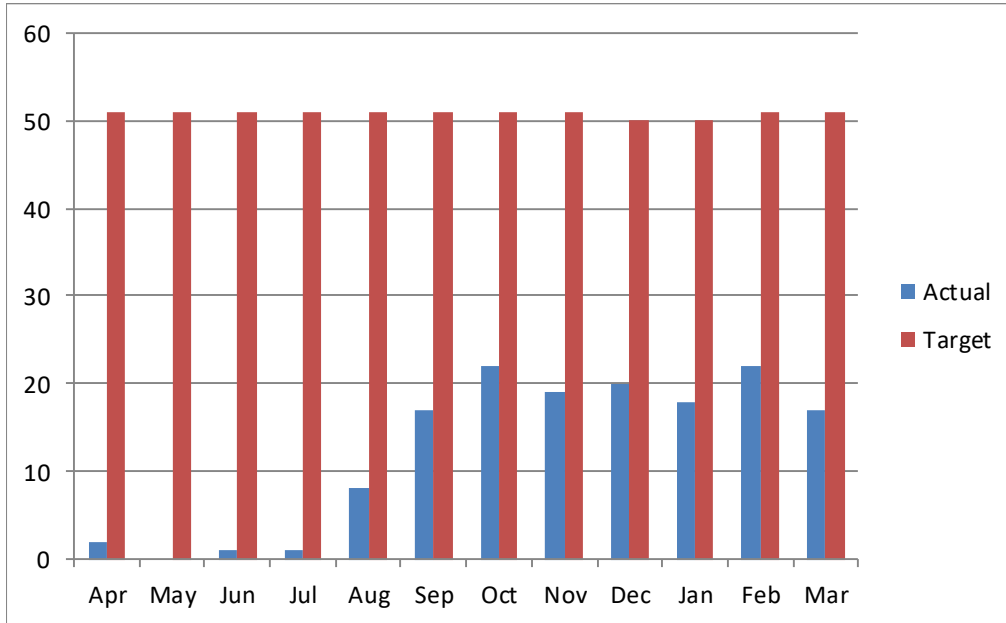
Locally based managers across the Highland area routinely monitor the UFAS activity within their respective areas and will where necessary engage with the duty holders at the offending premises. This is in addition to the advice and guidance provided by the operational fire crews every time they attend at a UFAS incident. In addition to the informal engagement, where necessary Fire Safety Enforcement Officers can engage with duty holders 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	2016/17	2017/18	2018/19	2019/20	2020/21	Sparklines
Highland	1034	1144	1270	1243	1136	
North, West and Central Sutherland	8	14	14	13	19	
Thurso and Northwest Caithness	20	25	29	47	25	
Wick and East Caithness	46	50	37	38	40	
East Sutherland and Edderton	41	57	72	67	60	
Wester Ross, Strathpeffer and Lochalsh	36	28	29	57	35	
Cromarty Firth	46	44	53	56	62	
Tain and Easter Ross	11	25	27	20	15	
Dingwall and Seaforth	42	42	53	28	47	
Black Isle	16	6	15	17	18	
Eilean a'Cheo	40	64	74	60	43	
Caol and Mallaig	17	23	24	17	25	
Aird and Loch Ness	12	28	30	36	42	
Inverness West	83	96	113	94	85	
Inverness Central	139	124	120	114	111	
Inverness Ness-side	31	41	32	38	62	
Inverness Millburn	182	167	173	188	189	
Culloden and Ardersier	17	26	21	17	23	
Nairn and Cawdor	17	39	62	46	38	
Inverness South	69	89	90	111	71	
Badenoch and Strathspey	92	93	106	97	70	
Fort William and Ardnamurchan	69	63	96	82	56	

Non-Domestic Fire Safety

MONTHLY	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	TOTAL
Actual	2	0	1	1	8	17	22	19	20	18	22	17	147
Target	51	51	51	51	51	51	51	51	50	50	51	51	610
%	4%	0%	2%	2%	16%	33%	43%	37%	40%	36%	43%	33%	24%



Commentary

During the year 2020-21, Fire Safety Enforcement Officers (FSEOs) completed 147 Fire Safety Enforcement Audits which equates to 24% of the target for the year. Covid-19 restrictions impacted significantly upon our ability to carry out physical audits of premises, with a revised 'remote audits' process being developed nationally which is more time consuming to complete. Additional factors also contribute to our ability to complete 100% of audits such as staff undertaking development in post, the number of Premises Fire Safety complaints received, and the extent of interaction required with responsible persons.

In line with the Prevention and Protection strategy all mandatory premises within the Highland area are 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.

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	2	10	26	23	80	156	117	214	87	21	18	38	792
Target Visits	333	333	333	334	334	334	334	333	333	333	333	333	4000
%	1%	3%	8%	7%	24%	47%	35%	64%	26%	6%	5%	11%	20%

High	1	6	23	16	54	116	95	175	67	15	13	29	610
Medium	1	4	3	3	20	36	18	32	18	6	4	2	147
Low	0	0	0	4	6	4	4	7	2	0	1	7	35

Commentary

Firefighters and Community Safety Engagement staff within Highland area delivered a total of 792 home fire safety visits in during 2020-21 which represents 20% of the target for the period. During the reporting period Covid-19 restrictions predominantly resulted in 'physical' home fire safety visits only being available to those deemed 'very high' risk and to those at risk of fire based crime in order to prevent potential for transfer of Covid-19 between people and premises. The statistics provided therefore do not reflect the remote contact made with those requesting home fire safety visits where guidance and advice has been provided by phone.

The visits carried out can be further broken down into 610 (77%) high risk visits, 147 (19%) medium risk visits and 35 (4%) low risk visits. During the 792 visits identified above, a total of 170 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, and that during Covid-19 restrictions both householders and personnel have been put at least risk.

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.

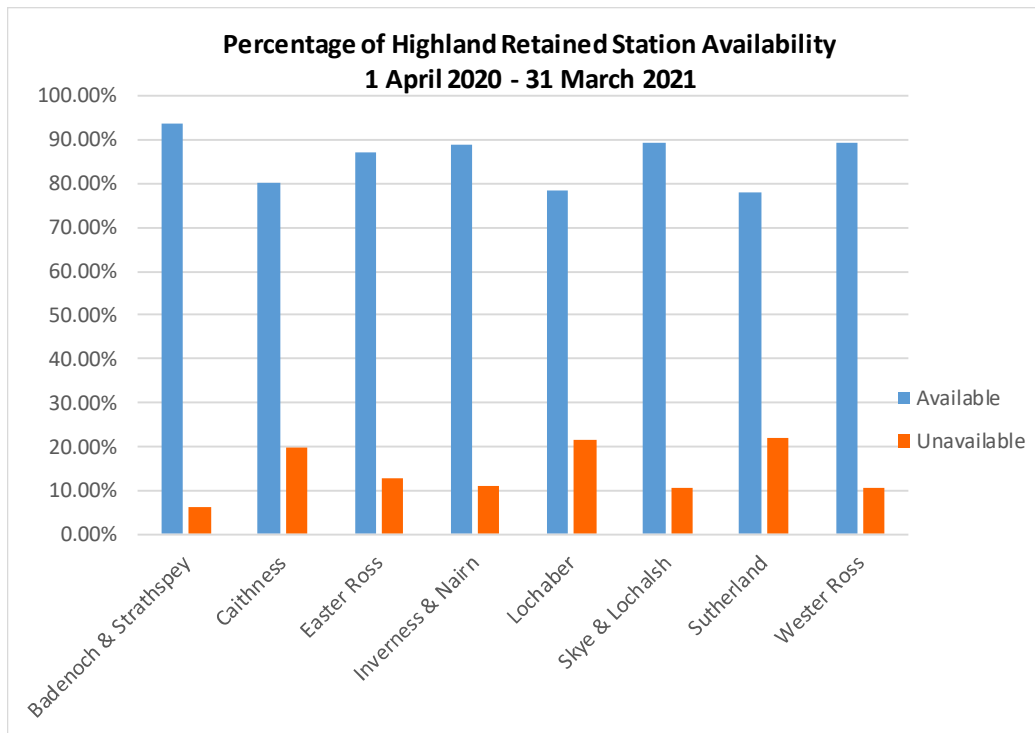
SFRS national media campaigns such as 'Make the Call' have sought to target those at highest risk, and our online resources have allowed individuals to undertake remote home safety risk assessments resulting in bespoke downloadable guidance to ensure they can remain as safe as possible within their own homes.

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 2020 - 31 March 2021

	Badenoch & Strathspey	Caithness	Easter Ross	Inverness & Nairn	Lochaber	Skye & Lochalsh	Sutherland	Wester Ross
Available	93.84%	79.97%	87.10%	89.02%	78.50%	89.15%	78.10%	89.17%
Unavailable	6.16%	20.03%	12.90%	10.98%	21.50%	10.85%	21.90%	10.83%



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 2020-21.

Despite the many and varied challenges of the Covid-19 pandemic our RDS and Volunteer staff have worked hard to ensure that they maximise the operational availability of fire appliances across Highland as well as contributing positively to Symptomatic Covid-19 testing arrangements across 14 Fire Stations. Additionally, our premises have been utilised for vaccinations and as locations for Mobile Testing Units (MTUs).

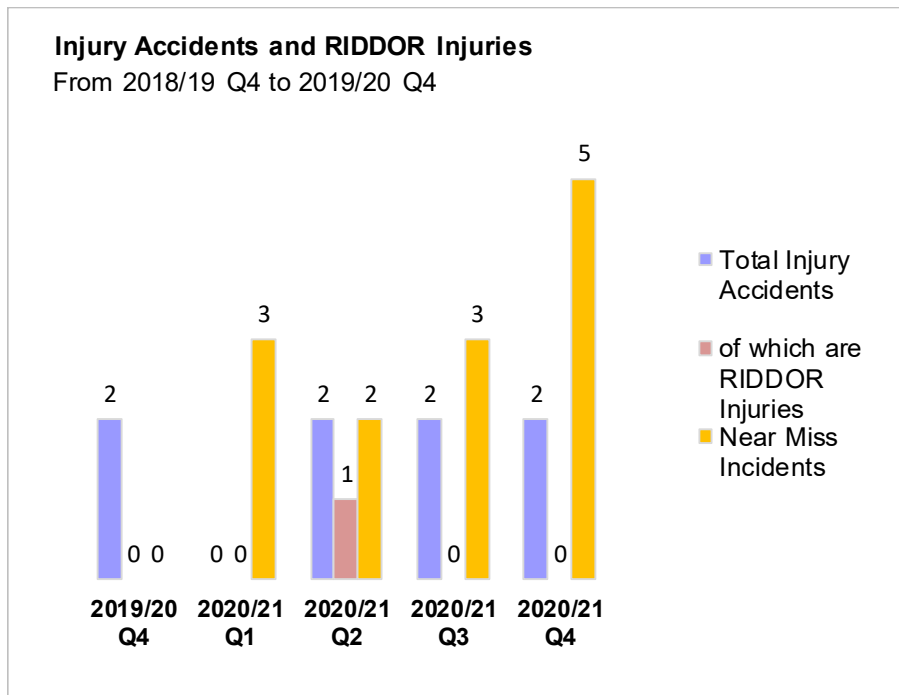
The Service works closely with employers and RDS staff to support an improvement in availability. However, we do recognise the challenges faced by RDS staff when combining primary employment and their operational availability across the communities in Highland area. Within Highland additional investment in new recruitment materials has resourced banners for every RDS and Volunteer Fire Station, pop up banners and signage for events upon easing of Covid-19 restrictions, and introduced new, localised social media recruitment engagement.

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 strengthened through the introduction of RDS and Volunteer Support Watch Commander posts being introduced over a 3 year period. 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

	2019/20 Q4	2020/21 Q1	2020/21 Q2	2020/21 Q3	2020/21 Q4
Total Injury Accidents	2	0	2	2	2
of which are RIDDOR Injuries	0	0	1	0	0
Near Miss Incidents	0	3	2	3	5



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 low levels of total number of injury accidents is to be welcomed, as is the continued low amount of RIDDOR injuries. The relatively steady number of near-miss incident 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 - 2020/21

Station	Availability %	Male	Female	Staff
Dunbeath	83%	8	0	8
John O Groats	80%	7	0	7
Lybster (CRU)	N/A	5	1	6
Thurso - 1st Appliance	100%	18	2	20
Thurso - 2nd Appliance	96%			
Wick - 1st Appliance	100%	19	1	20
Wick - 2nd Appliance	89%			

Caithness Local Committee Totals		57	4	61
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Sutherland Local Committee - 2020/21

Station	Availability %	Male	Female	Staff
Bettyhill	40%	5	0	5
Bonar Bridge	27%	7	0	7
Dornoch	99%	11	0	11
Durness	92%	6	0	6
Golspie	98%	13	0	13
Helmsdale	91%	9	0	9
Kinlochbervie	95%	9	1	10
Lairg	95%	8	1	9
Lochinver	39%	2	2	4
Scourie	83%	7	2	9
Tongue	23%	3	0	3

Sutherland Local Committee Totals		80	6	86
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City of Inverness Local Committee - 2020/21

Station	Availability %	Male	Female	Staff
Beauly	86%	11	0	11
Cannich	65%	5	0	5
Drumnadrochit	99%	9	1	10
Fort Augustus	96%	8	2	10
Foyers	88%	7	0	7
Inverness Retained	94%	13	0	13
Inverness Wholetime *	N/A	68	6	74

City of Inverness Local Committee Totals		121	9	130
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Station Availability and Staff Levels

Badenoch & Strathspey Local Committee - 2020/21

Station	Availability %	Male	Female	Staff
Aviemore	95%	10	2	12
Carrbridge (CRU)	N/A	7	1	8
Grantown – 1 st Appliance	99%	11	2	13
Grantown – 2 nd Appliance	82%			
Kingussie	99%	11	0	11
Nethybridge (CRU)	N/A	0	0	0
Newtonmore (CRU)	N/A	10	0	10

Badenoch & Strathspey Local Committee Totals		49	5	54
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Nairn Local Committee - 2020/21

Station	Availability %	Male	Female	Staff
Nairn – 1 st Appliance	100%	19	1	20
Nairn – 2 nd Appliance	84%			

Nairn Local Committee Totals		19	1	20
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Lochaber Local Committee - 2020/21

Station	Availability %	Male	Female	Staff
Acharacle	53%	4	0	4
Fort William – 1 st Appliance	100%	22	1	23
Fort William – 2 nd Appliance	96%			
Kilchoan	65%	3	1	4
Kinlochleven – 1 st Appliance	90%	10	2	12
Kinlochleven – 2 nd Appliance	46%			
Lochaline	87%	5	3	8
Mallaig	90%	7	0	7
Muck (CRU)	N/A	0	2	2
Spean Bridge (CRU)	N/A	8	0	8
Strontian	79%	3	2	5

Lochaber Local Committee Totals		62	11	73
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Station Availability and Staff Levels

Ross and Cromarty Local Committee - 2020/21

Station	Availability %	Male	Female	Staff
Achiltibuie	53%	5	0	5
Applecross	85%	5	1	6
Aultbea	99%	10	0	10
Balintore (CRU)	N/A	7	0	7
Cromarty (CRU)	N/A	4	2	6
Dingwall - 1st Appliance	100%	19	0	19
Dingwall - 2nd Appliance	92%			
Fortrose	94%	6	2	8
Gairloch	96%	8	1	9
Glenelg	95%	7	1	8
Invergordon - 1st Appliance	100%	16	1	17
Invergordon - 2nd Appliance	76%			
Kinlochewe	55%	6	0	6
Kyle	99%	10	0	10
Lochcarron	83%	6	0	6
Ratagan (CRU)	N/A	0	0	0
Tain	97%	12	0	12
Torridon	99%	6	2	8
Ullapool - 1st Appliance	100%	16	0	16
Ullapool - 2nd Appliance	98%			
Ross and Cromarty Local Committee Totals		143	10	153

Skye and Raasay Local Committee - 2020/21

Station	Availability %	Male	Female	Staff
Broadford	88%	6	1	7
Dunvegan	93%	6	1	7
Portree	100%	10	0	10
Raasay	100%	9	0	9
Staffin	75%	7	0	7
Uig	63%	5	0	5
Skye and Raasay Local Committee Totals		43	2	45

Operational Activity by Ward Areas

The figures shown are the number of incidents attended from 1 April 2020 to 31 March 2021.

Reporting Period	WARDS	Fires		Chimney Fire	False Alarm		Special Services		Totals
		Primary	Secondary	Chimney Fire	Unwanted Fire Alarm Signal	Other	Road Traffic Collision	Other	
2020-21	Aird & Loch Ness	16	13	11	42	38	9	16	145
2020-21	Badenoch & Strathspey	11	14	10	70	50	17	15	187
2020-21	Black Isle	16	7	5	18	18	3	11	78
2020-21	Caol & Mallaig	8	12	15	25	17	9	12	98
2020-21	Cromarty Firth	15	11	3	62	60	8	16	175
2020-21	Culloden & Ardersier	8	16	2	23	39	8	17	113
2020-21	Dingwall & Seaforth	17	3	7	47	30	5	11	120
2020-21	East Sutherland & Edderton	16	8	12	60	33	5	12	146
2020-21	Eilean a'Cheo	15	21	11	43	45	9	10	154
2020-21	Fort William & Ardnamurchan	22	17	14	56	47	12	13	181
2020-21	Inverness Central	30	7	2	111	150	1	55	356
2020-21	Inverness Millburn	22	6	1	189	62	2	30	312
2020-21	Inverness Ness-Side	9	3	1	62	26	4	17	122
2020-21	Inverness South	12	4	1	71	27	5	11	131
2020-21	Inverness West	10	6	1	85	59	0	19	180
2020-21	Nairn & Cawdor	17	16	2	38	70	9	23	175
2020-21	North, West & Central Sutherland	11	15	10	19	14	5	6	80
2020-21	Tain & Easter Ross	13	7	7	15	32	3	7	84
2020-21	Thurso & Northwest Caithness	18	9	4	25	31	6	17	110
2020-21	Wester Ross, Strathpeffer & Lochalsh	28	24	9	35	34	7	23	160
2020-21	Wick & East Caithness	20	13	1	40	55	9	35	173
	TOTALS	334	232	129	1136	937	136	376	3,280

UFAS - Property Type	2020-21
Hotel/motel	131
Hospital	112
Nursing/Care Home	100
Infant/primary school	55
Sheltered Housing	45
Distillery plant	39
Children's Home	37
Single shop	36
Secondary school	35

3. 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 2021

