

|             |                  |
|-------------|------------------|
| Agenda Item | <b>3</b>         |
| Report No   | <b>ERA/11/21</b> |

## HIGHLAND COUNCIL

**Committee:** Easter Ross Area Committee

**Date:** 25 May 2021

**Report Title:** Scottish Fire and Rescue Area Committee Performance Report

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

### **1 Purpose/Executive Summary**

- 1.1 This report provides an update to Easter Ross Area Committee Members on progress against the priorities outlined in the Scottish Fire and Rescue Service Area Committee Plan for Easter Ross.
- 1.2 Priority areas are identified through a range of Intervention, Prevention and Protection activities which are delivered through partnership to reduce the risk to the communities of Easter Ross.
- 1.3 The report also contains previous

### **2 Recommendations**

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

### **3 Easter Ross Area Committee Performance Report**

- 3.1 The attached performance report provides the current figures for Quarter 4 of 2020/21 and from the previous four reporting years from the central Scottish Fire and Rescue Service (SFRS) performance management database against the key indicators and timelines from previous reports.
- 3.2 In achieving priorities within the Area Plan for Easter Ross, a number of prevention activities are still being progressed during COVID. These include; the delivery of free home fire safety visits (HFSV) to high and very high risk groups, through our operational RDS staff and Community Safety Advocates (CSA), post domestic incident response (PDIR) both of which are aimed at reducing accidental dwelling house fires following our attendance at any incident of this type. Local managers continue to support the partners

in delivering road safety programmes, and the reduction of fire related antisocial behaviour through targeted youth engagement, utilising digital platforms within schools.

The continued application of the Unwanted Fire Alarm Signals (UFAS) Policy provides a means of targeting premises that the Service attends repeatedly and by engagement to reduce the number of calls.

Staff also undertake Operational Intelligence (OI) visits to the higher risk premises in Easter Ross to gather vital information on the hazards and risks on these sites which help our operational response and fire fighter safety.

- 3.3 It must be emphasised that the baseline figures for some of these indicators within the report are very low and this can make meaningful statistical analysis challenging. The low figures can also make it inappropriate to provide detailed data analysis which could compromise personal information.
- 3.4 The performance report shows that Accidental Dwelling fires remain very low in the area. With only two Accidental Dwelling fires in this reporting period, slightly higher than 2019/20 Quarter 4, it remains consistent with the low fire year trend. Fire fatalities and Fire Casualties remain at zero. Deliberate Fires are significantly lower than the period in the previous year and the total number of incident remain low for the Easter Ross Area in comparison to the Highland total.

False Alarm UFAS incidents are similar to the previous quarter with a spike of activity in January 2021 with ten incidents. Easter Ross personnel will continue to work in partnership with the clear aim of trying to eliminate all incident types through our preventative work and targeted engagement with premises.

Special Service, Road traffic Collisions (RTC), remain low in the area. Four incidents were recorded in this Quarter, which is the same as Quarter 4 in 2019/20. The overall reported incident for this year is eleven, which significantly lower when compared to the previous five years.

**Designation:** Local Senior Officer for Highland

**Date:** 12 May 2021

**Author:** Station Commander Aldene Woodward

**Background Papers** Highland - Easter Ross Area Committee – Performance Report



**SCOTTISH**

**FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

**Highland**

**Easter Ross Committee**

**Performance Report**

**Quarter 4 – January – March 2021**



**DISCLAIMER**

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

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



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

## Commentary

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

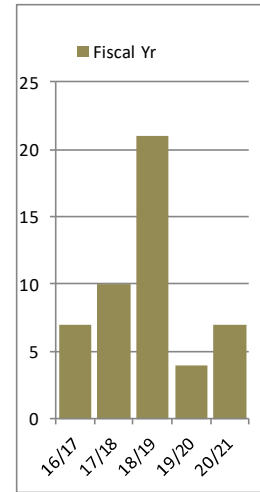
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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

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

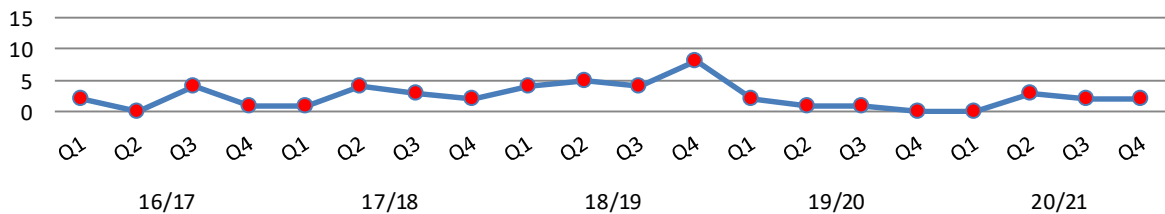
## All accidental dwelling fires

| Month/Year       | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 | Highland |
|------------------|---------|---------|---------|---------|-----------|----------|
| April            | 0       | 1       | 3       | 0       | 0         | 6        |
| May              | 0       | 0       | 1       | 0       | 0         | 16       |
| June             | 2       | 0       | 0       | 2       | 0         | 5        |
| July             | 0       | 1       | 3       | 0       | 3         | 7        |
| August           | 0       | 1       | 2       | 0       | 0         | 6        |
| September        | 0       | 2       | 0       | 1       | 0         | 14       |
| October          | 0       | 1       | 2       | 0       | 1         | 12       |
| November         | 2       | 2       | 1       | 1       | 0         | 11       |
| December         | 2       | 0       | 1       | 0       | 1         | 13       |
| January          | 0       | 1       | 3       | 0       | 0         | 11       |
| February         | 0       | 0       | 5       | 0       | 1         | 13       |
| March            | 1       | 1       | 0       | 0       | 1         | 15       |
| <b>Fiscal Yr</b> | 7       | 10      | 21      | 4       | 7         | 129      |



| Month/Year       | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 |
|------------------|---------|---------|---------|---------|-----------|
| <b>Fiscal Yr</b> | 7       | 10      | 21      | 4       | 7         |

| Qtr/Year  | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 | Highland |
|-----------|---------|---------|---------|---------|-----------|----------|
| Quarter 1 | 2       | 1       | 4       | 2       | 0         | 27       |
| Quarter 2 | 0       | 4       | 5       | 1       | 3         | 27       |
| Quarter 3 | 4       | 3       | 4       | 1       | 2         | 36       |
| Quarter 4 | 1       | 2       | 8       | 0       | 2         | 39       |



### Commentary

The tables above represent the number of accidental dwelling house fires that occurred within the Area Committee boundary. Tolerances are set in context of the number of previous incidents by reporting month and, where there has been an increase in overall incidents, the colour coding is identified with the application of the red, amber and green (RAG) system.

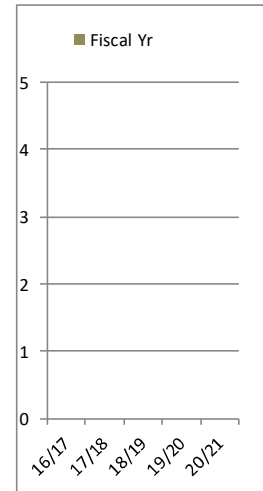
Trend lines also identify the number of incidents over the reporting 5 year period, both by month and by reporting quarter.

The Service works closely with partner agencies and communities to reduce the number of accidental dwelling house fires through the delivery of targeted Home Fire Safety Visits (HFSVs) and the installation of free smoke and heat detectors. Supporting the targeted delivery, partner agencies routinely share data identifying residents that would benefit from this free service, aiming to reduce the risk of fire and harm to householders and their property.

Post Domestic Incident Response (PDIR) is undertaken after every incident as a means of generating HFSVs, and raising fire safety awareness in the community.

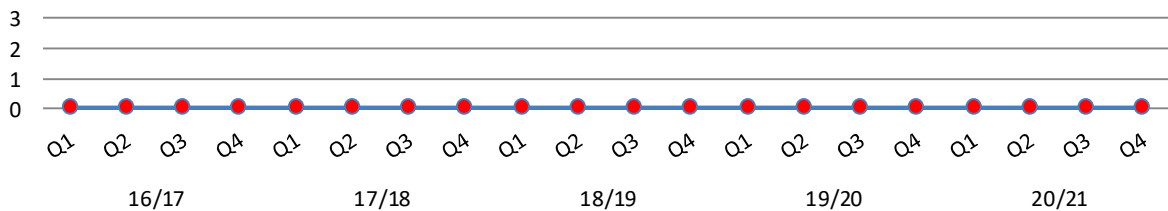
# All fatal accidental dwelling fire casualties

| Month/Year       | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 | Highland |
|------------------|---------|---------|---------|---------|-----------|----------|
| April            | 0       | 0       | 0       | 0       | 0         | 0        |
| May              | 0       | 0       | 0       | 0       | 0         | 0        |
| June             | 0       | 0       | 0       | 0       | 0         | 0        |
| July             | 0       | 0       | 0       | 0       | 0         | 0        |
| August           | 0       | 0       | 0       | 0       | 0         | 0        |
| September        | 0       | 0       | 0       | 0       | 0         | 0        |
| October          | 0       | 0       | 0       | 0       | 0         | 0        |
| November         | 0       | 0       | 0       | 0       | 0         | 0        |
| December         | 0       | 0       | 0       | 0       | 0         | 0        |
| January          | 0       | 0       | 0       | 0       | 0         | 0        |
| February         | 0       | 0       | 0       | 0       | 0         | 0        |
| March            | 0       | 0       | 0       | 0       | 0         | 0        |
| <b>Fiscal Yr</b> | 0       | 0       | 0       | 0       | 0         | 0        |



| Month/Year       | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 |
|------------------|---------|---------|---------|---------|-----------|
| <b>Fiscal Yr</b> | 0       | 0       | 0       | 0       | 0         |

| Qtr/Year  | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 | Highland |
|-----------|---------|---------|---------|---------|-----------|----------|
| Quarter 1 | 0       | 0       | 0       | 0       | 0         | 0        |
| Quarter 2 | 0       | 0       | 0       | 0       | 0         | 0        |
| Quarter 3 | 0       | 0       | 0       | 0       | 0         | 0        |
| Quarter 4 | 0       | 0       | 0       | 0       | 0         | 0        |

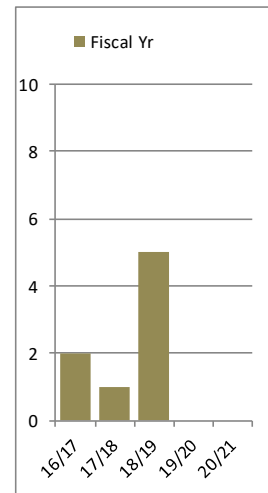


## Commentary

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.

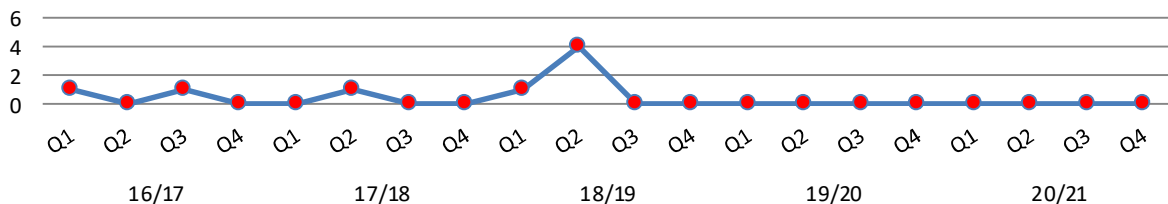
## Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)

| Month/Year       | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 | Highland |
|------------------|---------|---------|---------|---------|-----------|----------|
| April            | 0       | 0       | 1       | 0       | 0         | 0        |
| May              | 0       | 0       | 0       | 0       | 0         | 4        |
| June             | 1       | 0       | 0       | 0       | 0         | 0        |
| July             | 0       | 0       | 4       | 0       | 0         | 0        |
| August           | 0       | 0       | 0       | 0       | 0         | 0        |
| September        | 0       | 1       | 0       | 0       | 0         | 0        |
| October          | 0       | 0       | 0       | 0       | 0         | 0        |
| November         | 0       | 0       | 0       | 0       | 0         | 1        |
| December         | 1       | 0       | 0       | 0       | 0         | 0        |
| January          | 0       | 0       | 0       | 0       | 0         | 1        |
| February         | 0       | 0       | 0       | 0       | 0         | 0        |
| March            | 0       | 0       | 0       | 0       | 0         | 0        |
| <b>Fiscal Yr</b> | 2       | 1       | 5       | 0       | 0         | 6        |



| Month/Year       | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 |
|------------------|---------|---------|---------|---------|-----------|
| <b>Fiscal Yr</b> | 2       | 1       | 5       | 0       | 0         |

| Qtr/Year  | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 | Highland |
|-----------|---------|---------|---------|---------|-----------|----------|
| Quarter 1 | 1       | 0       | 1       | 0       | 0         | 4        |
| Quarter 2 | 0       | 1       | 4       | 0       | 0         | 0        |
| Quarter 3 | 1       | 0       | 0       | 0       | 0         | 1        |
| Quarter 4 | 0       | 0       | 0       | 0       | 0         | 1        |



### Commentary

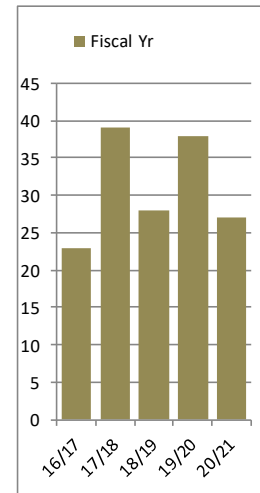
The tables above identify the number of dwelling house fires that have resulted in fire related casualties over the reporting 5 year period. The Service is committed to reducing this figure overall, therefore reducing the impact on the community.

The Service will continue to work with partners to reduce the number of casualties.



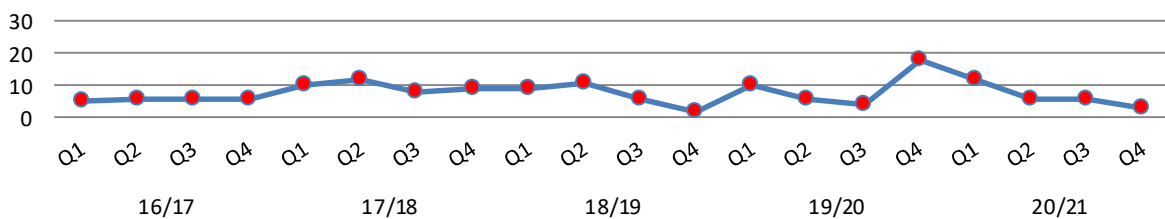
# All deliberate fires

| Month/Year       | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 | Highland |
|------------------|---------|---------|---------|---------|-----------|----------|
| April            | 1       | 5       | 5       | 3       | 8         | 25       |
| May              | 2       | 5       | 1       | 6       | 1         | 25       |
| June             | 2       | 0       | 3       | 1       | 3         | 16       |
| July             | 4       | 5       | 2       | 2       | 2         | 31       |
| August           | 1       | 4       | 3       | 2       | 2         | 21       |
| September        | 1       | 3       | 6       | 2       | 2         | 13       |
| October          | 5       | 3       | 1       | 2       | 2         | 10       |
| November         | 1       | 2       | 4       | 2       | 1         | 14       |
| December         | 0       | 3       | 1       | 0       | 3         | 6        |
| January          | 1       | 5       | 1       | 0       | 0         | 4        |
| February         | 1       | 1       | 0       | 9       | 0         | 13       |
| March            | 4       | 3       | 1       | 9       | 3         | 25       |
| <b>Fiscal Yr</b> | 23      | 39      | 28      | 38      | 27        | 203      |



| Month/Year       | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 |
|------------------|---------|---------|---------|---------|-----------|
| <b>Fiscal Yr</b> | 23      | 39      | 28      | 38      | 27        |

| Qtr/Year  | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 | Highland |
|-----------|---------|---------|---------|---------|-----------|----------|
| Quarter 1 | 5       | 10      | 9       | 10      | 12        | 66       |
| Quarter 2 | 6       | 12      | 11      | 6       | 6         | 65       |
| Quarter 3 | 6       | 8       | 6       | 4       | 6         | 30       |
| Quarter 4 | 6       | 9       | 2       | 18      | 3         | 42       |

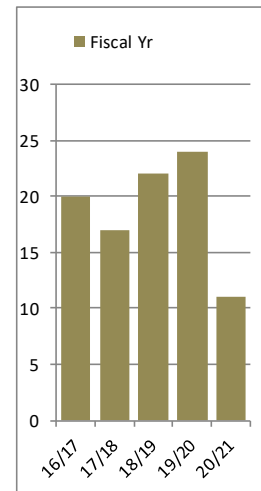


## Commentary

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.

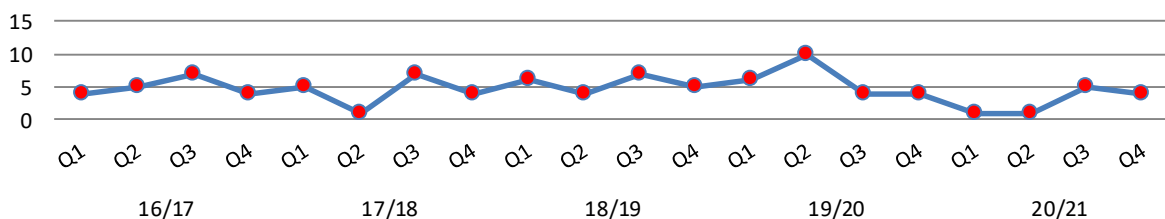
## Special Service - RTCs

| Month/Year       | 2016/17   | 2017/18   | 2018/19   | 2019/20   | 2020/2021 | Highland   |
|------------------|-----------|-----------|-----------|-----------|-----------|------------|
| April            | 4         | 2         | 2         | 2         | 0         | 1          |
| May              | 0         | 2         | 3         | 2         | 1         | 3          |
| June             | 0         | 1         | 1         | 2         | 0         | 7          |
| July             | 0         | 1         | 2         | 2         | 0         | 12         |
| August           | 2         | 0         | 0         | 4         | 0         | 18         |
| September        | 3         | 0         | 2         | 4         | 1         | 14         |
| October          | 1         | 4         | 3         | 2         | 0         | 20         |
| November         | 2         | 1         | 2         | 1         | 3         | 16         |
| December         | 4         | 2         | 2         | 1         | 2         | 18         |
| January          | 2         | 1         | 2         | 1         | 1         | 18         |
| February         | 0         | 2         | 2         | 1         | 1         | 6          |
| March            | 2         | 1         | 1         | 2         | 2         | 5          |
| <b>Fiscal Yr</b> | <b>20</b> | <b>17</b> | <b>22</b> | <b>24</b> | <b>11</b> | <b>138</b> |



| Month/Year       | 2016/17   | 2017/18   | 2018/19   | 2019/20   | 2020/2021 |
|------------------|-----------|-----------|-----------|-----------|-----------|
| <b>Fiscal Yr</b> | <b>20</b> | <b>17</b> | <b>22</b> | <b>24</b> | <b>11</b> |

| Qtr/Year  | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 | Highland |
|-----------|---------|---------|---------|---------|-----------|----------|
| Quarter 1 | 4       | 5       | 6       | 6       | 1         | 11       |
| Quarter 2 | 5       | 1       | 4       | 10      | 1         | 44       |
| Quarter 3 | 7       | 7       | 7       | 4       | 5         | 54       |
| Quarter 4 | 4       | 4       | 5       | 4       | 4         | 29       |



### 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.

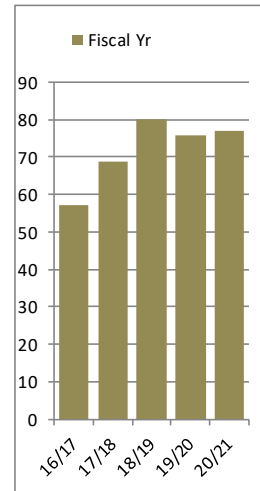
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies through the Highland Road Safety Group to reduce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

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>

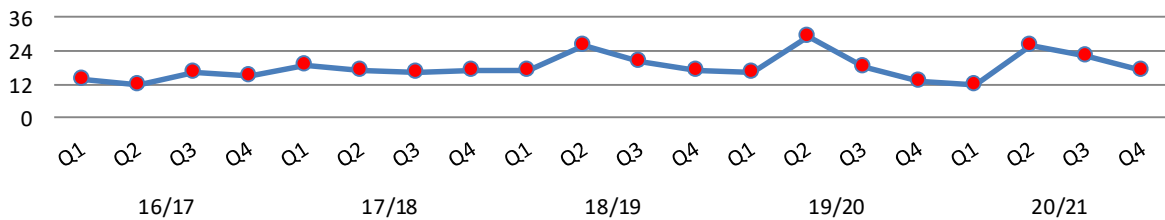
# False Alarm - UFAS

| Month/Year       | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 | Highland |
|------------------|---------|---------|---------|---------|-----------|----------|
| April            | 3       | 3       | 5       | 6       | 5         | 66       |
| May              | 4       | 8       | 2       | 4       | 2         | 71       |
| June             | 7       | 8       | 10      | 6       | 5         | 78       |
| July             | 4       | 6       | 13      | 7       | 11        | 102      |
| August           | 3       | 4       | 7       | 11      | 8         | 108      |
| September        | 5       | 7       | 6       | 11      | 7         | 118      |
| October          | 5       | 3       | 7       | 4       | 8         | 138      |
| November         | 3       | 8       | 8       | 11      | 12        | 119      |
| December         | 8       | 5       | 5       | 3       | 2         | 86       |
| January          | 8       | 9       | 9       | 5       | 10        | 98       |
| February         | 3       | 4       | 4       | 1       | 4         | 76       |
| March            | 4       | 4       | 4       | 7       | 3         | 81       |
| <b>Fiscal Yr</b> | 57      | 69      | 80      | 76      | 77        | 1141     |



| Month/Year       | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 |
|------------------|---------|---------|---------|---------|-----------|
| <b>Fiscal Yr</b> | 57      | 69      | 80      | 76      | 77        |

| Qtr/Year  | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 | Highland |
|-----------|---------|---------|---------|---------|-----------|----------|
| Quarter 1 | 14      | 19      | 17      | 16      | 12        | 215      |
| Quarter 2 | 12      | 17      | 26      | 29      | 26        | 328      |
| Quarter 3 | 16      | 16      | 20      | 18      | 22        | 343      |
| Quarter 4 | 15      | 17      | 17      | 13      | 17        | 255      |



## Commentary

The Service responds to a number of false alarms over the reporting year, most of which are unwanted fire alarm signals (UFAS).

The SFRS Unwanted Fire Alarm Signals Policy requires operational crew and managers to work closely with duty holders in order to reduce the number of UFAS events.

## Station Availability

| Station                                   | Availability % | Male | Female | Staff | Staffing Change |
|---|----------------|------|--------|-------|-----------------|
| Balintore (CRU)                           | N/A            | 7    | 0      | 7     | ↓               |
| Invergordon – 1 <sup>st</sup> Appliance   | 100%           | 16   | 1      | 17    | →               |
| Invergordon – 2 <sup>nd</sup> Appliance   | 86%            |      |        |       |                 |
| Tain                                      | 96%            | 12   | 0      | 12    | →               |
| <b>Easter Ross Local Committee Totals</b> |                | 35   | 1      | 36    |                 |

### Commentary

The table shows the current staffing levels on stations and total availability that these individuals have been available for calls, and how this affects the availability of the station's fire appliances.

There are no set staffing levels for crew members at RDS and CRU fire stations. A station's compliment is based on the ability of the crew to achieve 100% appliance availability with a resilience provision for absences.

The former working figures for station compliments were 12 crew members at a one pump station and 20 at a two pump station.

The actual number of crew members at a fire station will vary according to the daily availability of individual crew members and their personal skill sets.

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

The Service is actively recruiting in a number of communities to improve station and fire appliance availability.