

Agenda item	3.
Report no	SCC/11/21

THE HIGHLAND COUNCIL

Committee: Sutherland County Committee

Date: 16th August 2021

Report title: Scottish Fire and Rescue Committee Performance Report for Q1 2021/22

Report by: Local Senior Officer for Highland

1. Purpose/Executive Summary

- 1.1 This report provides an update to Sutherland County Committee Members on progress against the priorities outlined in the Scottish Fire and Rescue Service Committee Plan for Sutherland 2021/22

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 Sutherland.

The report also contains previously agreed information and performance data as requested by Area Committees.

2. Recommendation

- 2.2 Committee Members are invited to **comment on** and **scrutinise** the attached Sutherland Performance Report.

3. Sutherland SFRS Performance Report

3.1 The attached performance report provides the current figures for Quarter 1 2021/22 from the central Scottish Fire and Rescue Service (SFRS) performance management database against the key indicators and timelines of previous reports.

3.2 In achieving the priorities within the Local Committee Plan for Sutherland 2021/22 a number of activities continue to form a significant part of our prevention and protection plan with a view to reducing accidental domestic property fire and serious injuries and deaths resulting from accidental property fire. Free Home Fire Safety Visits remain a key part of the prevention work undertaken by personnel across Sutherland, although due to the COVID Pandemic, a number of restrictions were placed on personnel carrying out low risk visits, with only Very High and High risk households receiving a visit during the lockdown period. This was both to protect vulnerable members of the community and the SFRS workforce. With Scottish Government guidance, we are now returning to a full HFSV programme.

Again, as a result of the pandemic, a number of key prevention activities have been suspended and are awaiting re-introduction in safe, socially distanced and controlled format, including Driving Ambition and Fire Skills course, although no date has been identified for these to commence at this stage.

2020 and 2021 have provided a number of significant challenges in terms of providing fire safety advice across communities, with station personnel and community safety advocates working hard to ensure that those at most risk have been supported through the pandemic. 2020 saw the Winter flu vaccines being administered in Dornoch through a partnership approach with NHS Highland, each vaccine was administered with the patient in their car, driving through the appliance bay, not having to leave the vehicle or come into close contact with NHS staff. Each car occupant was given a Fire Safety pack containing vital information and guidance to help them stay safe over the winter months.

3.3 Operational Incidents

Analysis of the detail behind the performance report for the Sutherland area shows very positive outcomes across the performance indicators during Q1 2021/22 when compared with the previous reporting periods. However, it must be emphasised that the baseline figures for some indicators are very low and this can make meaningful statistical analysis challenging.

a. The occurrence of two (2) Accidental Dwelling Fires attended by SFRS in Q1 2021/22

Analysis of these domestic fires identifies: one (1) incident which did not result in any damage to the property (cooking fire that resulted in damage to food stuff) and One (1) where damage was confined to the bathroom as a result of combustible clothing placed on a heater. In both cases the occupier was 65+ and advice was given by crews with AP1's submitted post incident.

The crews continue to provide post domestic incident response (PDIR) in the community to provide reassurance and advice with positive results reflected in only two accidental domestic property fires.

- b. During Q1 of 2020/22 SFRS attended no Fatal Accidental Dwelling Fires in the Sutherland area which led to fatalities. This continues the pleasing current trend.
- c. There were zero (0) Accidental Fire Casualties across Sutherland for Q1 of the 2021/22 reporting period, which again provides pleasing reporting. The service remains committed to supporting communities through the Home Fire Safety programme and continues to work closely with partner agencies to identify those most at risk and provide early preventative support and advice.
- d. There were two (2) Deliberate Fires attended by SFRS during Q1 and both Two (2) of these involved grasslands. One in Brora and one at the Mound on the A9

Detailed analysis identifies that both of these were grassland fires both being classed as anti-social behaviour

- e. SFRS attended One (1) Special Service Road Traffic Collisions (RTCs) during Q1 in 2021/22. This was to attend to make a vehicle safe following a single vehicle RTC in Brora on the A9
- f. A total of ten (10) occurrences of Unwanted False Alarm Signals (UFAS) were attended by SFRS during Q1 in the Sutherland area. This represents a decrease of 15 on from the same reporting period last year, and 11 on the previous year.
- g. Ongoing work with care homes to reduce UFAS has been challenging during the pandemic, but significant efforts by district commander, watch commanders and crews have seen a positive decrease across the district in 2021/22.

SFRS continues to work with the responsible person for each premises which generates repeated false alarms. The aim is to prevent the reoccurrence of this type of incident by advising on equipment and its effective management.

3.4 **Station Crewing Levels**

SFRS continues to actively deliver and refine its Retained and Volunteer Duty System (RVDS) recruitment and training processes to meet national and local needs. Key stations and communities are targeted across the Sutherland area. SFRS promotes campaigns within partner agencies, through local media and key

community contacts. Continued local area support is requested for recruitment in the following communities:

Scottish Fire and Rescue Service has made significant investment in RVDS Recruitment with an RVDS support team now in place and working at a national level. The team has been put together with personnel from all three service delivery areas to support key issues, including staff recruitment and retention.

Recruitment banners and advertising material have been produced for all stations across the Highlands to raise awareness of the RVDS roles within communities.

The pandemic has impacted on both retention of personnel with some personnel having to resign from their role to undertake additional or remote work during COVID-19, and to ensure that recruits remain safe during the pandemic, course numbers on initial recruits' courses have been reduced by 50% to ensure social distancing can be maintained throughout the two-week course.

- Bettyhill
- Bonar Bridge
- Dornoch
- Durness
- Golspie
- Helmsdale
- Kinlochbervie
- Lairg
- Lochinver
- Scourie
- Tongue

4. Implications

4.1 Not applicable.

Date: 30th July 2021

Author: **Station Commander Jason Gardiner**

Attachment: Highland – Sutherland County - Performance Report



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Highland

Sutherland County Committee

Performance Report

Quarter 1 – April – June 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.

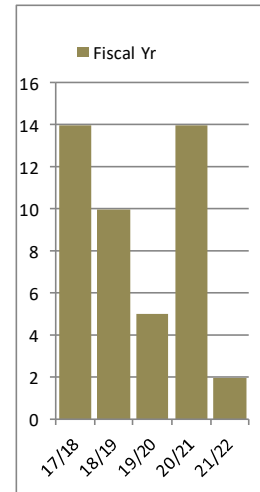
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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)

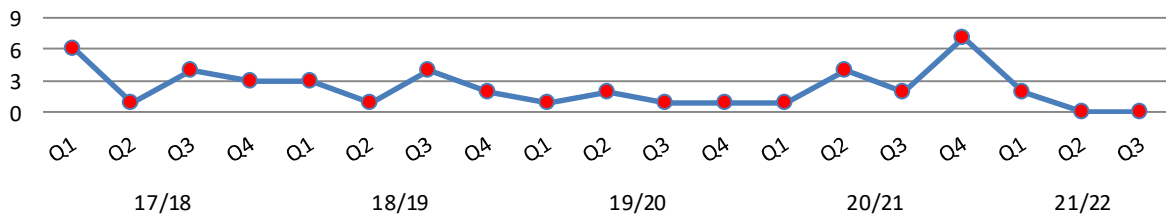
All accidental dwelling fires

Month/Year	2017/18	2018/19	2019/20	2020/21	2021/22	Highland
April	3	1	1	0	0	19
May	1	0	0	1	0	14
June	2	2	0	0	2	11
July	0	0	1	1		
August	1	1	1	0		
September	0	0	0	3		
October	1	0	0	0		
November	2	2	1	1		
December	1	2	0	1		
January	2	0	0	2		
February	1	0	1	3		
March	0	2	0	2		
Fiscal Yr	14	10	5	14	2	44



Month/Year	2017/18	2018/19	2019/20	2020/21	2021/22
Fiscal Yr	14	10	5	14	2

Qtr/Year	2017/18	2018/19	2019/20	2020/21	2021/22	Highland
Quarter 1	6	3	1	1	2	44
Quarter 2	1	1	2	4		
Quarter 3	4	4	1	2		
Quarter 4	3	2	1	7		



Commentary

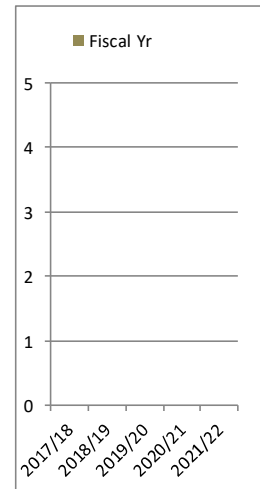
The tables above represent the number of accidental dwelling house fires that occurred within the Area Committee boundary. Tolerances are set in context of the number of previous incidents by reporting month and, where there has been an increase in overall incidents, the colour coding is identified with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

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

The impact of the CoVid-19 lockdown on domestic property fires has not materialised in Sutherland with a positive outcome in the early part of the phase 1 response and continuing through into the current Scottish Government lockdown restrictions. Significant work has been undertaken to ensure those at the highest risk still have access to help and support from Community Safety Advocates and fire and rescue service personnel locally.

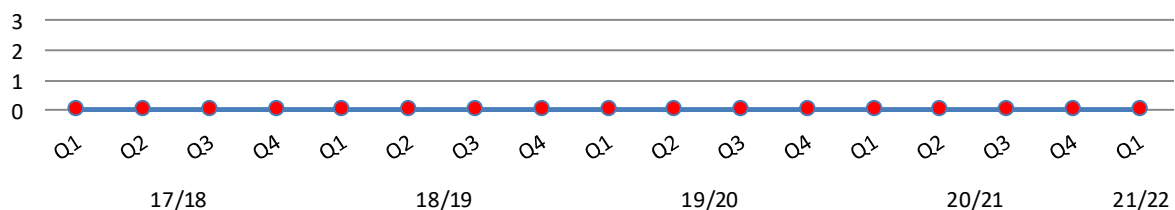
All fatal accidental dwelling fire casualties

Month/Year	2017/18	2018/19	2019/20	2020/21	2021/22	Highland
April	0	0	0	0	0	1
May	0	0	0	0	0	1
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		
Fiscal Yr	0	0	0	0	0	2



Month/Year	2017/18	2018/19	2019/20	2020/21	2021/22
Fiscal Yr	0	0	0	0	0

Qtr/Year	2017/18	2018/19	2019/20	2020/21	2021/22	Highland
Quarter 1	0	0	0	0	0	2
Quarter 2	0	0	0	0		
Quarter 3	0	0	0	0		
Quarter 4	0	0	0	0		



Commentary

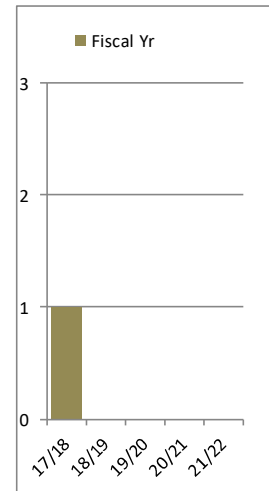
The tables above identify the number of dwelling house fires that have resulted in fire related fatalities over the reporting 5 year period. The Service is committed to reducing this figure to eliminate all events and occurrences that result in a fatality. As identified, partnership working and data sharing supports this key aim and the delivery of targeted life safety advice and information.

Following an increase in accidental domestic property fire deaths across Scotland during lockdown and particularly a number of high-profile fire deaths, a fatal fire was recorded in Golspie in November 2020. Work has continued under CoVid-19 restrictions to support the highest risk and most vulnerable households across Sutherland.

Working closely with Police Scotland, Social Services and other key agencies, AP1's (Vulnerable persons referral forms) has continued to be generated and shared. And close partnership links and a multi-agency approach was used effectively to manage the fatality in Golspie and continues with a case conference planned for a date to be confirmed in the future.

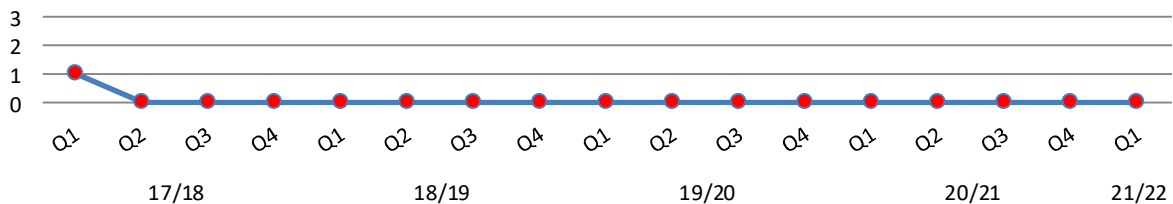
Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)

Month/Year	2017/18	2018/19	2019/20	2020/21	2021/22	Highland
April	1	0	0	0	0	1
May	0	0	0	0	0	1
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		
Fiscal Yr	1	0	0	0	0	2



Month/Year	2017/18	2018/19	2019/20	2020/21	2021/22
Fiscal Yr	1	0	0	0	0

Qtr/Year	2017/18	2018/19	2019/20	2020/21	2021/22	Highland
Quarter 1	1	0	0	0	0	2
Quarter 2	0	0	0	0		
Quarter 3	0	0	0	0		
Quarter 4	0	0	0	0		



Commentary

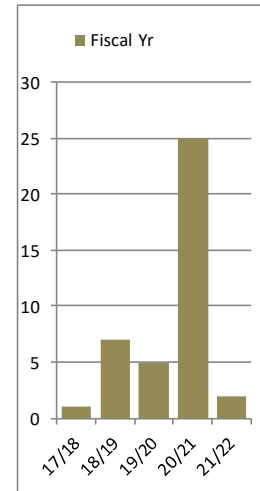
The tables above identify the number of dwelling house fires that have resulted in fire related casualties over the reporting 5 year period. The Service is committed to reducing this figure overall, therefore reducing the impact on the community.

The Service will continue to work with partners to reduce the number of casualties. Initiatives have been impacted by the pandemic, but crews are still working to provide smoke detection for the most vulnerable households across Scotland and the Highlands.

Whilst the number of domestic property fires have increased slightly, casualty figures remain low

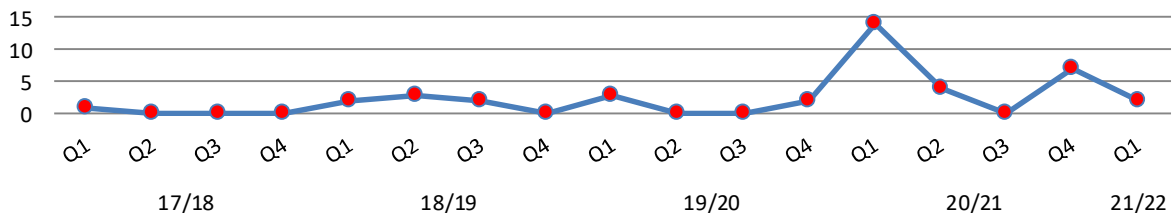
All deliberate fires

Month/Year	2017/18	2018/19	2019/20	2020/21	2021/22	Highland
April	1	2	1	4	2	26
May	0	0	2	8	0	22
June	0	0	0	2	0	30
July	0	2	0	0		
August	0	1	0	4		
September	0	0	0	0		
October	0	0	0	0		
November	0	1	0	0		
December	0	1	0	0		
January	0	0	0	1		
February	0	0	1	4		
March	0	0	1	2		
Fiscal Yr	1	7	5	25	2	78



Month/Year	2017/18	2018/19	2019/20	2020/21	2021/22
Fiscal Yr	1	7	5	25	2

Qtr/Year	2017/18	2018/19	2019/20	2020/21	2021/22	Highland
Quarter 1	1	2	3	14	2	78
Quarter 2	0	3	0	4		
Quarter 3	0	2	0	0		
Quarter 4	0	0	2	7		



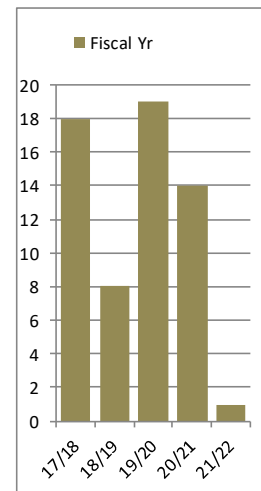
Commentary

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. Muir burning season and holiday periods. The Service has introduced many 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.

Close working relationships with local officers from Police Scotland have shown to be effective in terms of offering advice and reminding communities of the changes to rules around controlled burning and Muirburning during the CoVid-19 pandemic

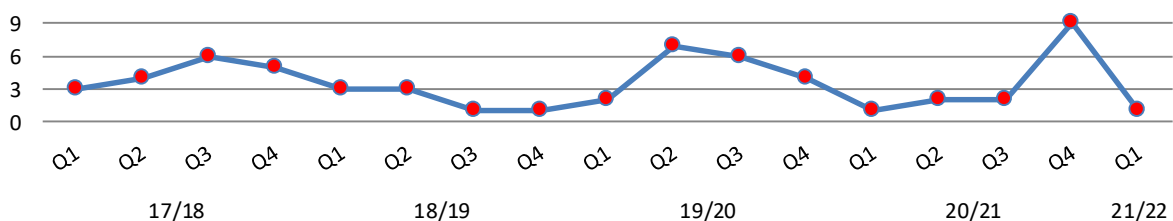
Special Service - RTCs

Month/Year	2017/18	2018/19	2019/20	2020/21	2021/22	Highland
April	1	1	0	1	0	4
May	1	1	0	0	1	14
June	1	1	2	0	0	6
July	2	2	5	0		
August	1	1	0	1		
September	1	0	2	1		
October	1	0	2	2		
November	2	1	1	0		
December	3	0	3	0		
January	2	0	2	5		
February	2	0	2	3		
March	1	1	0	1		
Fiscal Yr	18	8	19	14	1	24



Month/Year	2017/18	2018/19	2019/20	2020/21	2021/22
Fiscal Yr	18	8	19	14	1

Qtr/Year	2017/18	2018/19	2019/20	2020/21	2021/22	Highland
Quarter 1	3	3	2	1	1	24
Quarter 2	4	3	7	2		
Quarter 3	6	1	6	2		
Quarter 4	5	1	4	9		



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.

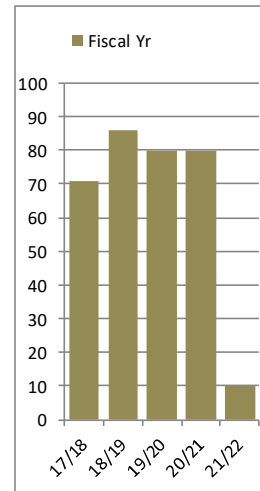
RTC's have increased in Q3 in partially during December and attributed to weather conditions. Crews have attended a number of incidents with colleagues from Police Scotland, where icy conditions have played a part in the incident.

Similarly, due to the lockdown in schools, road safety education has not been possible. The Scottish Fire and Rescue Service will resume all road safety education in schools, including Driving Ambition when schools re-open and the necessary risk assessments support schools engagement activity commencing

<http://www.scotland.gov.uk/Resource/Doc/286643/0087268.pdf>

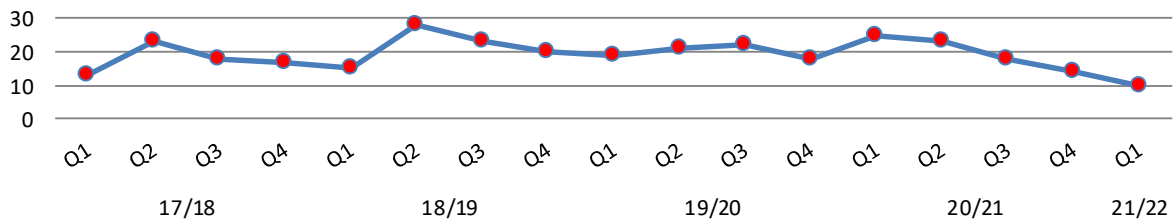
False Alarm - UFAS

Month/Year	2017/18	2018/19	2019/20	2020/21	2021/22	Highland
April	2	5	9	6	2	60
May	6	5	3	11	6	114
June	5	5	7	8	2	94
July	8	4	7	12		
August	7	11	8	4		
September	8	13	6	7		
October	5	11	10	5		
November	6	5	10	11		
December	7	7	2	2		
January	8	3	7	8		
February	4	7	7	4		
March	5	10	4	2		
Fiscal Yr	71	86	80	80	10	268



Month/Year	2017/18	2018/19	2019/20	2020/21	2021/22
Fiscal Yr	71	86	80	80	10

Qtr/Year	2017/18	2018/19	2019/20	2020/21	2021/22	Highland
Quarter 1	13	15	19	25	10	268
Quarter 2	23	28	21	23		
Quarter 3	18	23	22	18		
Quarter 4	17	20	18	14		



Commentary

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

Work continues to be ongoing with local businesses and stakeholders during the lockdown, with a number of significant measures put in place for appliances responding to Care Home UFAS incidents.

Local measures are being put in place to investigate the cause of the fire alarm at a number of premises where incidents have been higher to ensure that direct advice and guidance is available to the duty holder to prevent further actuations.

Station Availability

Station	Availability %	Male	Female	Staff	Staffing Change
Bettyhill	16%	5	0	5	↓
Bonar Bridge	16%	5	0	5	↓
Dornoch	99%	11	0	11	↓
Durness	97%	7	0	7	→
Golspie	96%	11	0	11	↓
Helmsdale	72%	8	0	8	↓
Kinlochbervie	95%	8	1	9	↓
Lairg	91%	8	1	9	↓
Lochinver	17%	1	2	3	↓
Scourie	80%	7	2	9	↓
Tongue	0%	3	0	3	→

Sutherland Committee Totals		74	6	80	
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Commentary

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

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

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

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

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

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