

HIGHLAND COUNCIL

Committee: City of Inverness Area Committee

Date: Thursday 18th November 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 City of Inverness Area Committee Members on progress against the priorities outlined in the Scottish Fire and Rescue Service Area Committee Plan.
- 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 the City of Inverness.
- 1.3 The report also contains previously agreed information and performance as requested by Area Committees.

2. Recommendations

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

3. City of Inverness Area Committee Performance Report

- 3.1 The attached performance report provides the current figures for Quarter 2 2021/22 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 the priorities within the Area Plan a number of prevention activities are being progressed including; the delivery of free home fire safety visits (HFSV) 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 incidents of this type.
Local managers also support the reduction of fire-related antisocial behaviour through youth engagement activities and thematic action plans.
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 reduce the number of calls. The SFRS UFAS Policy Public Consultation has recently concluded the results of which will be published in December 2021.

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

The restriction imposed by the COVID pandemic has caused a significant disruption to the Services ability to deliver partnership and community activities, however the Service continue to commit to adapting their support through electronic and modified methods.

3.3 It must be emphasised that the baseline figures for some of the 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 increased against the average for previous quarters in Inverness. 9 of the 15 Incidents were related to cooking activities. Fire Fatalities and Fire Casualties continue to remain extremely low in the area. However, SFRS note the two fatalities that occurred in Q1. Deliberate fires in this reporting quarter rose due to a combination of factors including Anti Social Behaviour, Wild camping and negligent use of Open fires. We are committed to the continued work with partners, particularly Police Scotland and Countryside Rangers to reduce fire incidents of this type down.

Special Service – RTCs (Road Traffic Collisions) incidents remain low which is encouraging, however SFRS continue to prepare and train for incidents of this type which can have significant human consequences.

Unwanted Fire Alarm Signals (UFAS) incidents have shown an increase against Q1 with 3 premises accounting for a considerable number of these incidents. SFRS Prevention and Protection Directorate continue to work with all premises holders to reduce these and have reviewed the UFAS policy with the results of the public consultation on UFAS response due for publication in December.

SFRS 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.

Designation: Local Senior Officer for Highland

Date: 1st November 2021

Author: Group Commander Ross Nixon

Background Papers: Highland – City of Inverness Area Committee - Performance Report



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Highland

City of Inverness Committee

Performance Report

Quarter 2 – July – September 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.

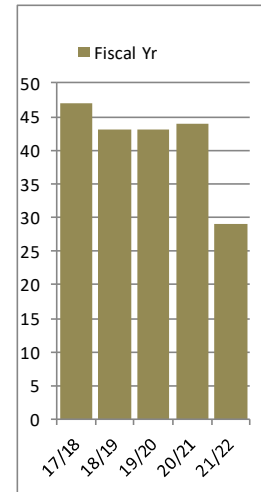
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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)

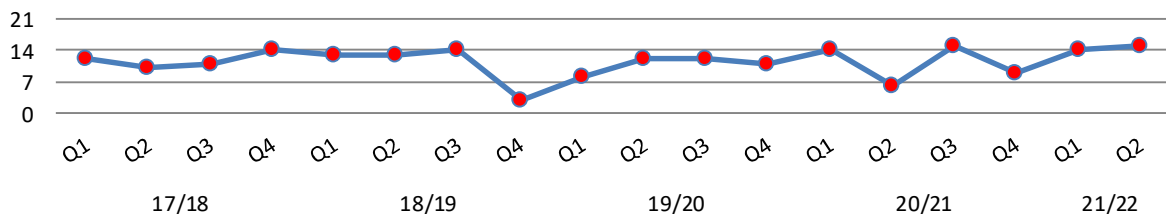
All accidental dwelling fires

Month/Year	2017/18	2018/19	2019/20	2020/2021	2021/22	Highland
April	6	5	2	1	6	19
May	4	3	1	10	3	14
June	2	5	5	3	5	13
July	2	4	5	1	1	7
August	6	4	5	1	8	11
September	2	5	2	4	6	7
October	4	4	2	6		
November	6	5	8	7		
December	1	5	2	2		
January	7	1	2	3		
February	2	2	4	4		
March	5	0	5	2		
Fiscal Yr	47	43	43	44	29	71



Month/Year	2017/18	2018/19	2019/20	2020/2021	2021/22
Fiscal Yr	47	43	43	44	29

Qtr/Year	2017/18	2018/19	2019/20	2020/2021	2021/22	Highland
Quarter 1	12	13	8	14	14	46
Quarter 2	10	13	12	6	15	25
Quarter 3	11	14	12	15		
Quarter 4	14	3	11	9		



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.

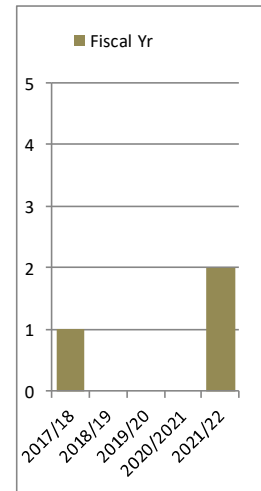
Trend lines also identify the number of incidents over the reporting 5 year period, by reporting quarter.

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 and the installation of free smoke 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. This quarter shows an increase in accidental dwelling fires, particularly in the month of August. 9 of the 15 incidents were attributable to cooking activities. SFRS continues to work with partners and communities to educate and improve fire safety in the home across the city.

The impact of COVID lockdown restrictions has affected SFRS total engagements but the Service continues to target the most vulnerable in the community and will continue to work with partners and communities to educate and improve fire safety in the home across the city.

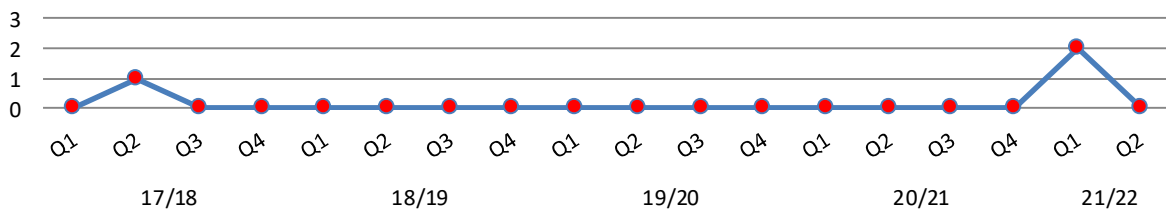
All fatal accidental dwelling fire casualties

Month/Year	2017/18	2018/19	2019/20	2020/2021	2021/22	Highland
April	0	0	0	0	1	2
May	0	0	0	0	1	1
June	0	0	0	0	0	0
July	0	0	0	0	0	0
August	0	0	0	0	0	0
September	1	0	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	2	3



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

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



Commentary

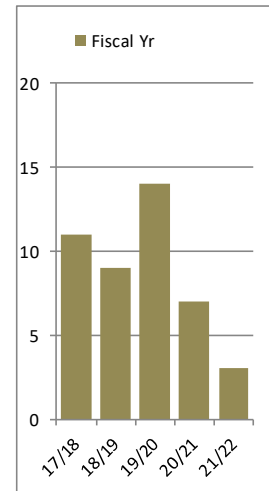
The attached tables identify the number of dwelling house fires that have resulted in fire related fatalities over the reporting 5 year period. The Service is committed to reducing this figure to eliminate all events and occurrences that result in a fatality. As identified, partnership working and data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

The figures show no fatal accidental dwelling fire casualties during the current reporting period as per the previous year. SFRS continue to work with partners to ensure that this positive trend is maintained.

There were however 2 Fatalities in Q1. These were the first fire fatalities since September 2017, both incidents had significant underlying issues which are being examined jointly by SFRS and partner agencies.

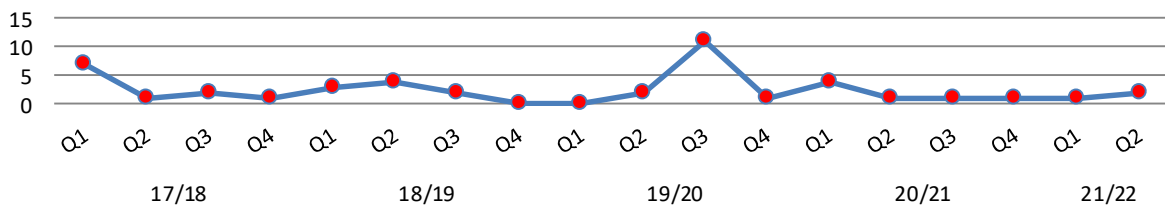
Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)

Month/Year	2017/18	2018/19	2019/20	2020/2021	2021/22	Highland
April	5	1	0	0	0	0
May	1	1	0	4	1	1
June	1	1	0	0	0	0
July	0	2	1	0	0	0
August	1	1	1	0	1	1
September	0	1	0	1	1	1
October	0	0	6	0		
November	2	2	5	1		
December	0	0	0	0		
January	1	0	1	1		
February	0	0	0	0		
March	0	0	0	0		
Fiscal Yr	11	9	14	7	3	3



Month/Year	2017/18	2018/19	2019/20	2020/2021	2021/22
Fiscal Yr	11	9	14	7	3

Qtr/Year	2017/18	2018/19	2019/20	2020/2021	2021/22	Highland
Quarter 1	7	3	0	4	1	1
Quarter 2	1	4	2	1	2	2
Quarter 3	2	2	11	1		
Quarter 4	1	0	1	1		



Commentary

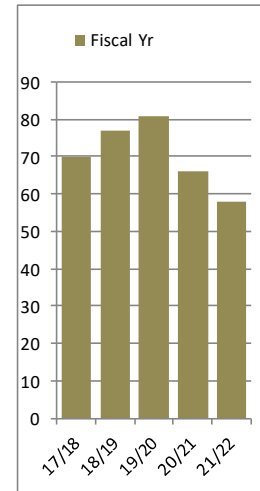
The attached tables identify the number of dwelling house fires that have resulted in fire related casualties over the reporting 5 year period.

There were 2 in this reporting period both of which were precautionary treatment by SAS following light smoke inhalation due to cooking fumes.

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 total number of casualties.

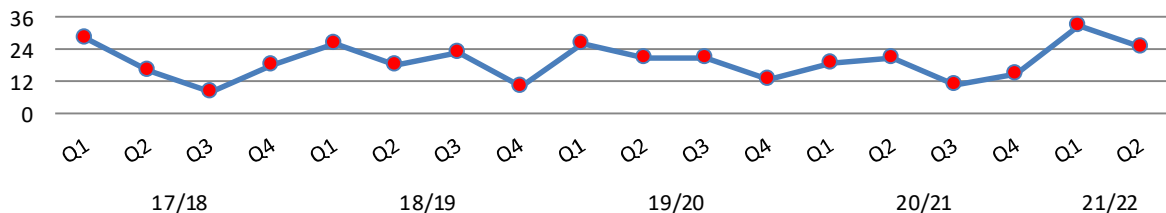
All deliberate fires

Month/Year	2017/18	2018/19	2019/20	2020/2021	2021/22	Highland
April	10	10	11	2	9	26
May	8	12	9	12	14	22
June	10	4	6	5	10	30
July	9	9	8	11	16	33
August	3	5	10	6	4	10
September	4	4	3	4	5	17
October	6	7	5	7		
November	1	11	7	4		
December	1	5	9	0		
January	3	3	4	1		
February	5	4	1	4		
March	10	3	8	10		
Fiscal Yr	70	77	81	66	58	138



Month/Year	2017/18	2018/19	2019/20	2020/2021	2021/22
Fiscal Yr	70	77	81	66	58

Qtr/Year	2017/18	2018/19	2019/20	2020/2021	2021/22	Highland
Quarter 1	28	26	26	19	33	78
Quarter 2	16	18	21	21	25	60
Quarter 3	8	23	21	11		
Quarter 4	18	10	13	15		



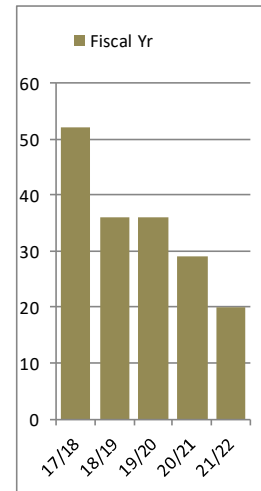
Commentary

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. SFRS continues to engage and promote best practice and partnership working through the Scottish Wildfire Forum (SWF) and targeting key groups ahead of known peak activity periods.

This quarter, and July in particular, saw an increase in this type of incident. There were 2 specific areas of anti-social behaviour at Craig Phadraig Forest and Alturle Point which accounted for over half the incidents. SFRS and Police Scotland worked in partnership to address the causes of the activity.

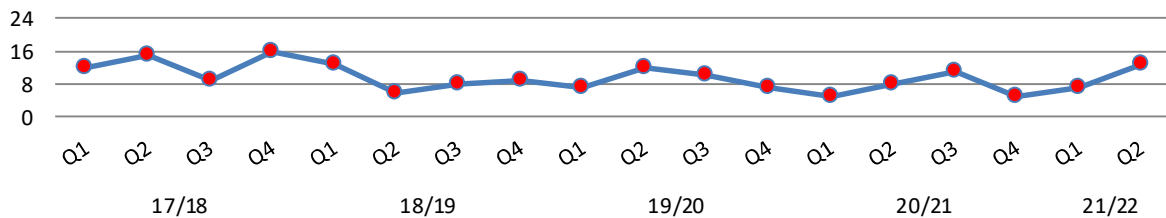
Special Service - RTCs

Month/Year	2017/18	2018/19	2019/20	2020/2021	2021/22	Highland
April	8	3	3	0	1	4
May	0	5	1	1	4	15
June	4	5	3	4	2	10
July	6	2	7	3	3	16
August	5	2	3	2	3	17
September	4	2	2	3	7	14
October	3	2	2	3		
November	5	5	3	5		
December	1	1	5	3		
January	7	5	3	3		
February	6	4	3	0		
March	3	0	1	2		
Fiscal Yr	52	36	36	29	20	76



Month/Year	2017/18	2018/19	2019/20	2020/2021	2021/22
Fiscal Yr	52	36	36	29	20

Qtr/Year	2017/18	2018/19	2019/20	2020/2021	2021/22	Highland
Quarter 1	12	13	7	5	7	29
Quarter 2	15	6	12	8	13	47
Quarter 3	9	8	10	11		
Quarter 4	16	9	7	5		



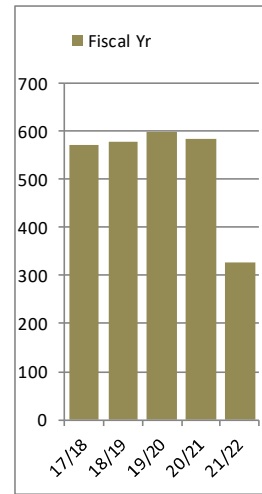
Commentary

Special Service incidents involves 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 to reduce these incidents in the City of Inverness.

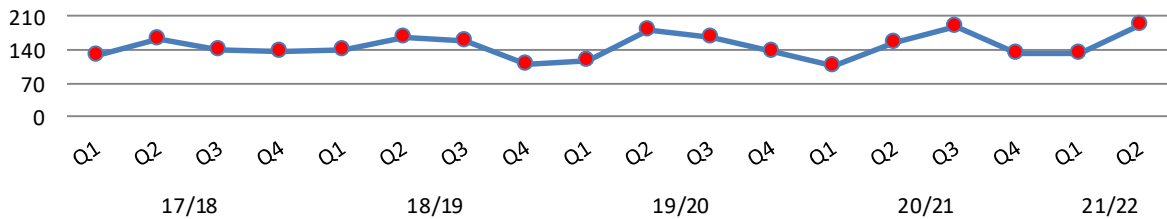
False Alarm - UFAS

Month/Year	2017/18	2018/19	2019/20	2020/2021	2021/22	Highland
April	42	38	40	30	33	61
May	47	49	37	30	50	114
June	41	54	39	48	50	102
July	65	56	54	41	62	124
August	44	57	72	60	63	110
September	54	54	56	54	69	143
October	51	57	61	71		
November	53	62	55	65		
December	37	40	49	51		
January	51	37	40	50		
February	38	38	54	38		
March	48	36	41	45		
Fiscal Yr	571	578	598	583	327	654



Month/Year	2017/18	2018/19	2019/20	2020/2021	2021/22
Fiscal Yr	571	578	598	583	327

Qtr/Year	2017/18	2018/19	2019/20	2020/2021	2021/22	Highland
Quarter 1	130	141	116	108	133	277
Quarter 2	163	167	182	155	194	377
Quarter 3	141	159	165	187		
Quarter 4	137	111	135	133		



Commentary

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

Unwanted Fire Alarm Signals (UFAS) incidents have shown an increase against Q1 with 3 premises accounting for a significant number of these incidents. Premises engagement has taken place on all occasions. SFRS Prevention and Protection Directorate continue to work with all premises holders to reduce these and have reviewed the UFAS policy with the results of the public consultation on UFAS response due for publication in December 21.

Station Availability

Station	Availability %	Male	Female	Staff	Staffing Change
Beauly	68%	8	0	8	↓
Cannich	0%	3	0	3	↓
Drumnadrochit	99%	9	1	10	→
Fort Augustus	90%	8	2	10	→
Foyers	55%	6	0	6	↓
Inverness Retained	78%	12	0	12	↓
Inverness Wholetime*	N/A	65	6	71	↓

City of Inverness Committee Totals		111	9	120	
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* Denotes two pumps

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.

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. SFRS have recently employed a dedicated Watch Commander to specifically address issues in the Retained Stations in the Loch Ness and Aird Area. They have undertaken significant local engagement and media work to identify suitable applicants for the rural stations in Loch Ness and Aird.