

**HIGHLAND COUNCIL**

**Committee:** Nairn Area Committee  
**Date:** 11<sup>th</sup> 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 Nairn 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 Nairn and Nairnshire.
- 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. Nairn Area Committee Performance Report**

- 3.1 The attached performance report provides the current figures for Quarter 2 2021 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.  
Upon removal of pandemic enforced restrictions, local managers will also support the partnership delivered road safety programmes, Driving Ambition and the reduction of fire-related antisocial behaviour through targeted 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.

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

Since March 2020, the restrictions imposed by the COVID pandemic has caused a significant disruption to the Service's ability to deliver partnership and community activities, however the Service continues to commit to agile working 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 remain low in Nairn despite the increase of such incidents across Scotland during COVID lockdown restrictions. The consequence of these restrictions has seen an increased level of accidental dwelling fires across Scotland with increased activity in homes and links to consumption of alcohol being investigated nationally. The fact that this trend is not reflected in Nairn is welcomed by SFRS. Fire Fatalities and Fire Casualties remain at zero for the area in this reporting period. Deliberate Fires continue to be at a very low level in the area across the reporting period.

Special Service – Road Traffic Collisions (RTCs) are low, with the total annual figure remaining comparable with previous years. We will continue to work with partners and educational establishments to promote road safety.

False Alarm UFAS incidents show a spike in activity in July which was largely attributable to issues at 2 premises within Nairn. SFRS personnel 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, particularly those who have had multiple alarm actuations. Where improvement cannot be demonstrated, SFRS Enforcement teams will liaise with premises holders to improve building management and reduce unwanted fire alarms.

**Designation:** Local Senior Officer for Highland

**Date:** 11<sup>th</sup> November 2021

**Author:** Group Commander Ross Nixon

**Background Papers:** Highland – Nairn Area Committee - Performance Report



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

## Highland

### Nairn-shire Committee

### Performance Report 2021/22

### Quarter 2



#### 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 check-ups)	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.

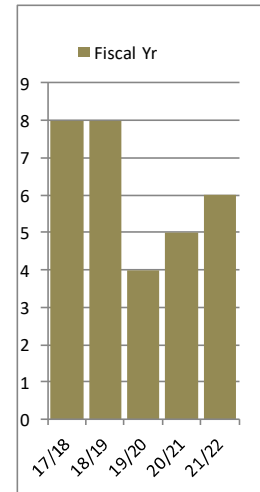
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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)

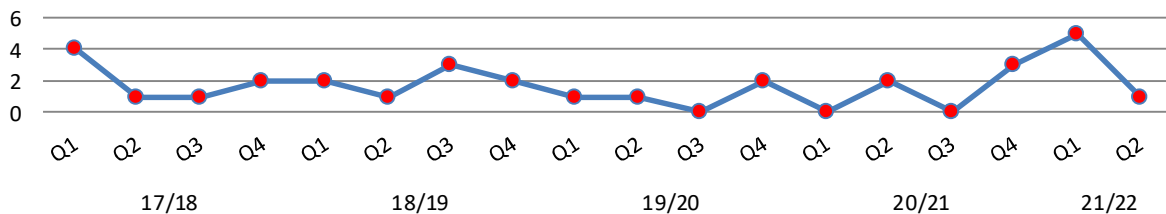
# All accidental dwelling fires

Month/Year	2017/18	2018/19	2019/20	2020/21	2021/22	Highland
April	1	1	1	0	2	19
May	1	1	0	0	2	14
June	2	0	0	0	1	13
July	0	1	0	0	0	7
August	0	0	0	1	0	11
September	1	0	1	1	1	9
October	1	0	0	0		
November	0	2	0	0		
December	0	1	0	0		
January	1	1	2	0		
February	0	1	0	0		
March	1	0	0	3		
<b>Fiscal Yr</b>	8	8	4	5	6	73



Month/Year	2017/18	2018/19	2019/20	2020/21	2021/22
<b>Fiscal Yr</b>	8	8	4	5	6

Qtr/Year	2017/18	2018/19	2019/20	2020/21	2021/22	Highland
Quarter 1	4	2	1	0	5	46
Quarter 2	1	1	1	2	1	27
Quarter 3	1	3	0	0		
Quarter 4	2	2	2	3		



## 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.

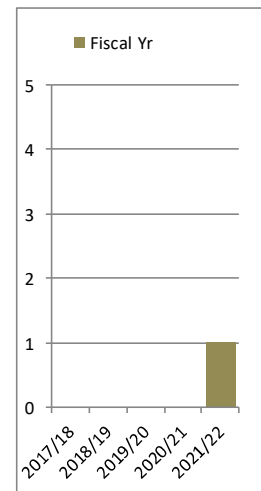
Trend lines also identify the number of incidents over the reporting 5 year period, by reporting quarter.

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 only 1 accidental dwelling fire but SFRS continues to work with partners and communities to educate and improve fire safety to drive this top zero consistently.

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.

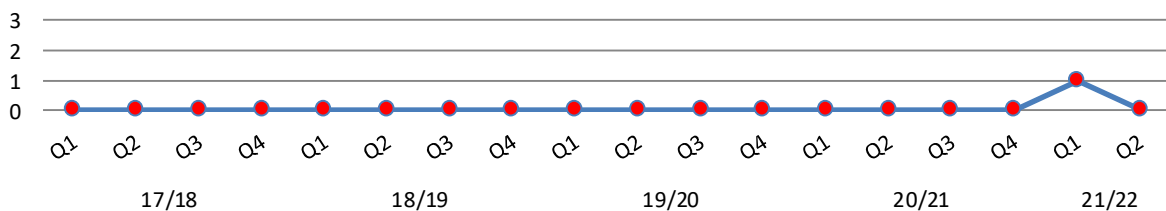
## All fatal accidental dwelling fire casualties

Month/Year	2017/18	2018/19	2019/20	2020/21	2021/22	Highland
April	0	0	0	0	1	2
May	0	0	0	0	0	1
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		
November	0	0	0	0		
December	0	0	0	0		
January	0	0	0	0		
February	0	0	0	0		
March	0	0	0	0		
<b>Fiscal Yr</b>	0	0	0	0	1	3



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

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



### Commentary

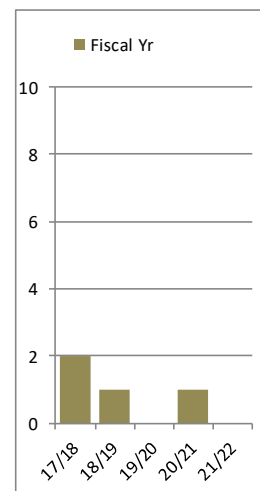
The attached tables identify the number of dwelling house fires that have resulted in fire related fatalities over the reporting 5 year period. The Service is committed to reducing this figure to eliminate all events and occurrences that result in a fatality. As identified previously, partnership working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

The data shows no accidental dwelling fire fatalities during the reporting period.

SFRS continue to work in communities to ensure that this positive trend continues.

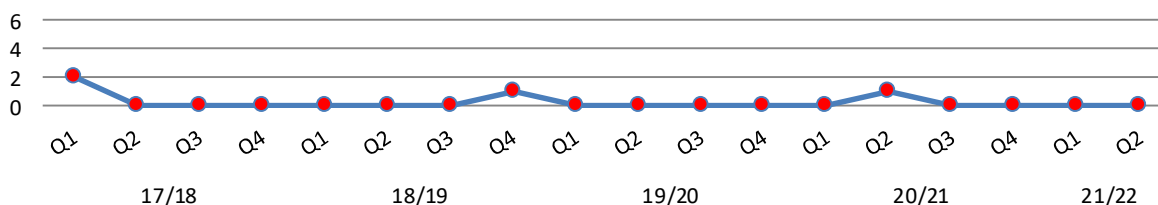
## Non-fatal accidental dwell. fire casualties (excl. precautionary check-ups)

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



Month/Year	2017/18	2018/19	2019/20	2020/21	2021/22
<b>Fiscal Yr</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>

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



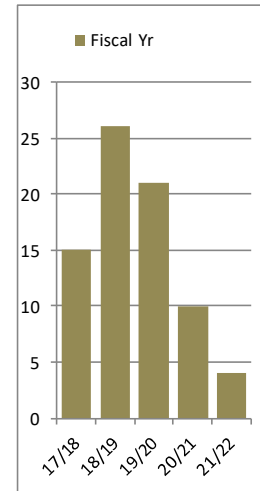
### Commentary

The attached tables 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 numbers show no accidental dwelling fire casualties during the reporting period. As previously stated, SFRS continue to work in communities to ensure that these positive trends continue. SFRS recognise the continued effect that COVID lockdown restrictions may have and are working with all partners to mitigate the issues that may arise as a result of isolation, loneliness and potential increase consumption of alcohol in the home.

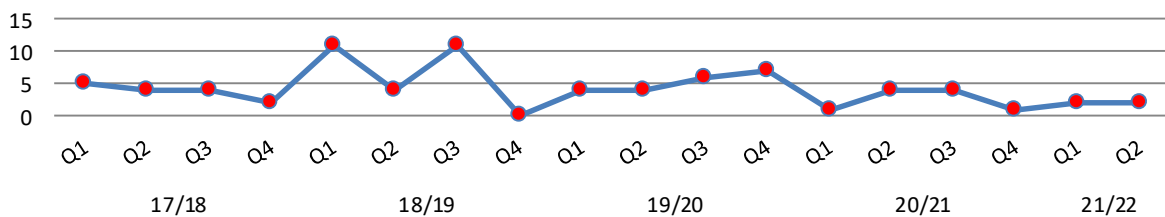
## All deliberate fires

Month/Year	2017/18	2018/19	2019/20	2020/21	2021/22	Highland
April	2	8	3	0	2	26
May	2	1	0	1	0	22
June	1	2	1	0	0	30
July	2	1	2	3	0	33
August	0	1	2	1	0	10
September	2	2	0	0	2	20
October	0	11	2	0		
November	4	0	4	4		
December	0	0	0	0		
January	0	0	7	1		
February	1	0	0	0		
March	1	0	0	0		
<b>Fiscal Yr</b>	15	26	21	10	4	141



Month/Year	2017/18	2018/19	2019/20	2020/21	2021/22
<b>Fiscal Yr</b>	15	26	21	10	4

Qtr/Year	2017/18	2018/19	2019/20	2020/21	2021/22	Highland
Quarter 1	5	11	4	1	2	78
Quarter 2	4	4	4	4	2	63
Quarter 3	4	11	6	4		
Quarter 4	2	0	7	1		



### Commentary

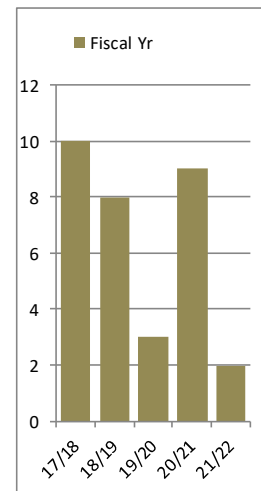
Deliberate fires include those as a result of fire related antisocial behaviour (ASB) and wildfires. Analysis of the overall incidents and the periods in when they occur, identify seasonal variations e.g. muirburning season and holiday periods. The Service has introduced a number of fire reduction strategies and thematic action plans targeting these types of incidents. Working in partnership with other key agencies, the Service is working hard to reduce these incidents overall. 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.

Whilst SFRS are encouraged by the consistently low numbers of incidents, September, saw 2 refuse fires started deliberately. SFRS and Police Scotland work in partnership to address the causes of such activity.



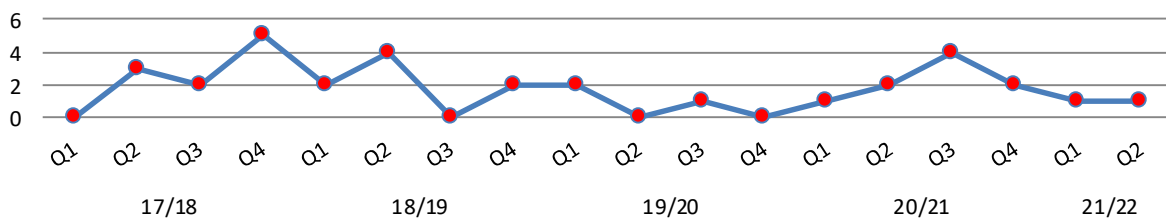
## Special Service - RTCs

Month/Year	2017/18	2018/19	2019/20	2020/21	2021/22	Highland
April	0	0	0	1	0	4
May	0	1	0	0	1	15
June	0	1	2	0	0	10
July	0	2	0	1	1	16
August	2	1	0	0	0	17
September	1	1	0	1	0	16
October	0	0	0	1		
November	0	0	1	1		
December	2	0	0	2		
January	4	1	0	2		
February	1	1	0	0		
March	0	0	0	0		
<b>Fiscal Yr</b>	10	8	3	9	2	78



Month/Year	2017/18	2018/19	2019/20	2020/21	2021/22
<b>Fiscal Yr</b>	10	8	3	9	2

Qtr/Year	2017/18	2018/19	2019/20	2020/21	2021/22	Highland
Quarter 1	0	2	2	1	1	29
Quarter 2	3	4	0	2	1	49
Quarter 3	2	0	1	4		
Quarter 4	5	2	0	2		



### Commentary

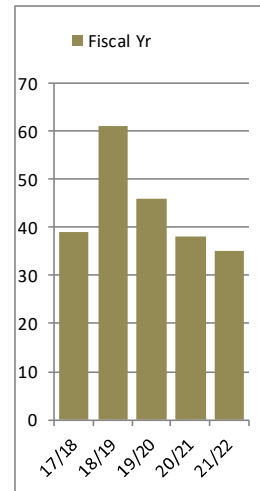
Special Service incidents involves an operational response to a range of emergency activities including life critical road traffic collisions, flooding events, industrial accidents and in support of other emergency service colleagues at larger multi-agency non-fire related events.

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 to reduce these incidents in the community of Nairn and Nairnshire.

Due to Pandemic restrictions, Road Safety initiatives with Secondary age school pupils have been on hold, however these are under review by SFRS Community Action Team with a view to re-engaging with these in 2022.

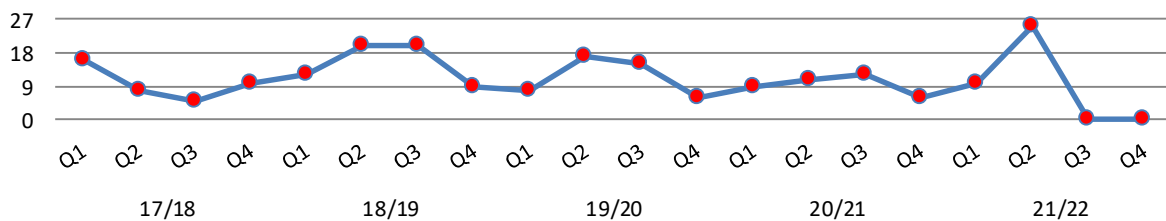
# False Alarm - UFAS

Month/Year	2017/18	2018/19	2019/20	2020/21	2021/22	Highland
April	5	6	2	0	3	61
May	6	5	3	5	4	114
June	5	1	3	4	3	102
July	2	9	2	4	14	124
August	4	6	7	5	8	110
September	2	5	8	2	3	151
October	2	4	4	8		
November	3	9	4	2		
December	0	7	7	2		
January	1	5	0	2		
February	5	4	4	2		
March	4	0	2	2		
<b>Fiscal Yr</b>	39	61	46	38	35	662



Month/Year	2017/18	2018/19	2019/20	2020/21	2021/22
<b>Fiscal Yr</b>	39	61	46	38	35

Qtr/Year	2017/18	2018/19	2019/20	2020/21	2021/22	Highland
Quarter 1	16	12	8	9	10	277
Quarter 2	8	20	17	11	25	385
Quarter 3	5	20	15	12	0	0
Quarter 4	10	9	6	6	0	0



## 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 2 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
Nairn – 1 <sup>st</sup> Appliance	98%	18	1	19	↓
Nairn– 2 <sup>nd</sup> Appliance	68%				
<b>Nairn-shire Committee Totals</b>		19	1	20	

### 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 now has a dedicated Watch Commander whose role is to work with Stations across Nairnshire, Badenoch and Strathspey. Their duties include recruitment, training and supplementing fire appliance availability.