

Agenda item	<b>3.</b>
Report no	<b>SCC/05/23</b>

## THE HIGHLAND COUNCIL

**Committee:** Sutherland County Committee

**Date:** 16 May 2023

**Report title:** Scottish Fire and Rescue Committee Performance Report for Q4 January –March 23

**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

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 4 2022//23 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 the Sutherland area 2022/23 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, targeting High, Medium and Low risk households to prioritise those most at risk within our community. Post Covid we have now returned to a full HFSV programme.

#### 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 Q4 2022/23 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 Q4 2022/23

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

b. During Q4 of 2022/23 SFRS attended zero (0) Fatal Accidental Dwelling Fires in the Sutherland area. This continues the pleasing current trend.

c. There were Zero (0) Accidental Fire Casualties across Sutherland for Q4 of the 2022/23 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 Q4. and crews will continue to engage with local partners and communities to reduce this.

e. SFRS attended one (1) Special Service Road Traffic Collisions (RTCs) during Q4 in 2022/23.

f. A total of Thirteen (13) occurrences of Unwanted False Alarm Signals (UFAS) were attended by SFRS during Q4 in the Sutherland area. This represents a slight decrease from the same reporting period last year.

Crews are continuing to engage with premises to identify causes and reduce occurrences.

SFRS will implement the new UFAS response policy 1<sup>st</sup> July 2023 .

### 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.

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

## 4. **Implications**

4.1 Not applicable.

Date: 01/05/2023

Author: **Station Commander Mark Leavey**

Attachment: Highland – Sutherland County - Performance Report



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

Working together for a safer Scotland

## Highland

### Sutherland County Committee

### Performance Report

### Quarter 4 – January – March 2023



#### 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.

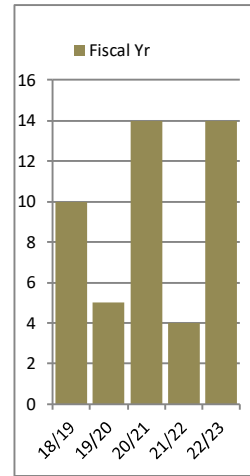
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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)

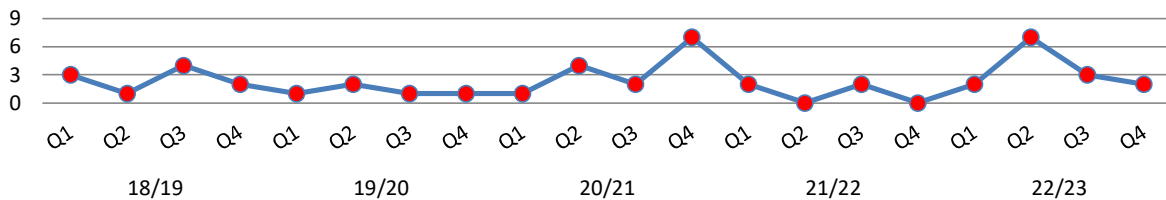
# All accidental dwelling fires

Month/Year	2018/19	2019/20	2020/21	2021/22	2022/23	Highland
April	1	1	0	0	1	12
May	0	0	1	0	1	9
June	2	0	0	2	0	10
July	0	1	1	0	3	11
August	1	1	0	0	2	13
September	0	0	3	0	2	10
October	0	0	0	0	1	17
November	2	1	1	1	0	12
December	2	0	1	1	2	12
January	0	0	2	0	1	10
February	0	1	3	0	1	14
March	2	0	2	0	0	11
<b>Fiscal Yr</b>	10	5	14	4	14	141



Month/Year	2018/19	2019/20	2020/21	2021/22	2022/23
<b>Fiscal Yr</b>	10	5	14	4	14

Qtr/Year	2018/19	2019/20	2020/21	2021/22	2022/23	Highland
Quarter 1	3	1	1	2	2	31
Quarter 2	1	2	4	0	7	34
Quarter 3	4	1	2	2	3	41
Quarter 4	2	1	7	0	2	35



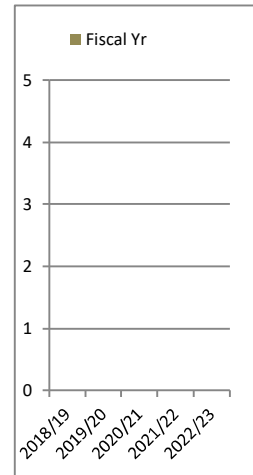
## Commentary

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.

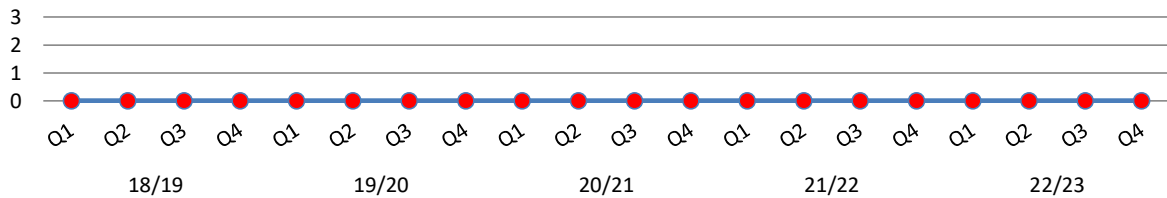
# All fatal accidental dwelling fire casualties

Month/Year	2018/19	2019/20	2020/21	2021/22	2022/23	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	2018/19	2019/20	2020/21	2021/22	2022/23
<b>Fiscal Yr</b>	0	0	0	0	0

Qtr/Year	2018/19	2019/20	2020/21	2021/22	2022/23	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

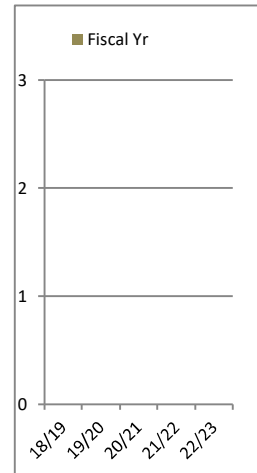


## Commentary

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.

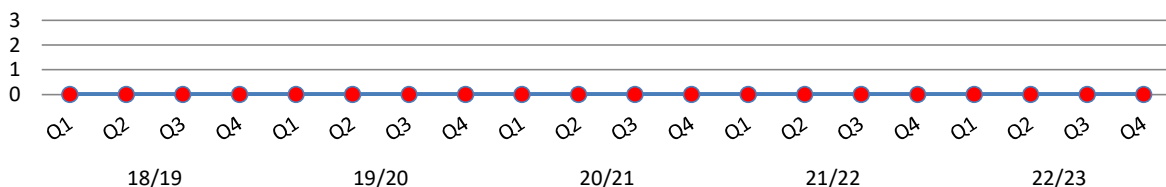
## Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)

Month/Year	2018/19	2019/20	2020/21	2021/22	2022/23	Highland
April	0	0	0	0	0	1
May	0	0	0	0	0	0
June	0	0	0	0	0	0
July	0	0	0	0	0	4
August	0	0	0	0	0	0
September	0	0	0	0	0	1
October	0	0	0	0	0	1
November	0	0	0	0	0	5
December	0	0	0	0	0	0
January	0	0	0	0	0	3
February	0	0	0	0	0	3
March	0	0	0	0	0	0
<b>Fiscal Yr</b>	0	0	0	0	0	18



Month/Year	2018/19	2019/20	2020/21	2021/22	2022/23
<b>Fiscal Yr</b>	0	0	0	0	0

Qtr/Year	2018/19	2019/20	2020/21	2021/22	2022/23	Highland
Quarter 1	0	0	0	0	0	1
Quarter 2	0	0	0	0	0	5
Quarter 3	0	0	0	0	0	6
Quarter 4	0	0	0	0	0	6



### 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.

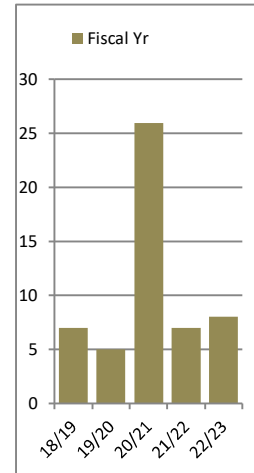
The Service will continue to work with partners to reduce the number of casualties. Initiatives have been impacted by the pandemic, but crews are still working to provide smoke detection for the most vulnerable households across Scotland and the Highlands.

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



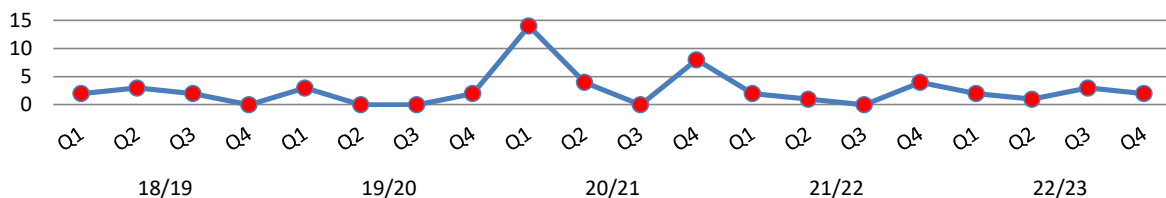
## All deliberate fires

Month/Year	2018/19	2019/20	2020/21	2021/22	2022/23	Highland
April	2	1	4	2	0	25
May	0	2	8	0	1	21
June	0	0	2	0	1	28
July	2	0	0	1	1	29
August	1	0	4	0	0	20
September	0	0	0	0	0	14
October	0	0	0	0	3	11
November	1	0	0	0	0	15
December	1	0	0	0	0	6
January	0	0	1	0	0	6
February	0	1	5	1	2	17
March	0	1	2	3	0	23
<b>Fiscal Yr</b>	<b>7</b>	<b>5</b>	<b>26</b>	<b>7</b>	<b>8</b>	<b>215</b>



Month/Year	2018/19	2019/20	2020/21	2021/22	2022/23
<b>Fiscal Yr</b>	<b>7</b>	<b>5</b>	<b>26</b>	<b>7</b>	<b>8</b>

Qtr/Year	2018/19	2019/20	2020/21	2021/22	2022/23	Highland
Quarter 1	2	3	14	2	2	74
Quarter 2	3	0	4	1	1	63
Quarter 3	2	0	0	0	3	32
Quarter 4	0	2	8	4	2	46

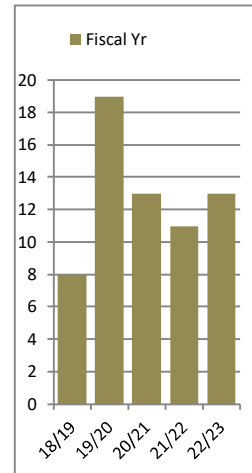


### Commentary

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.

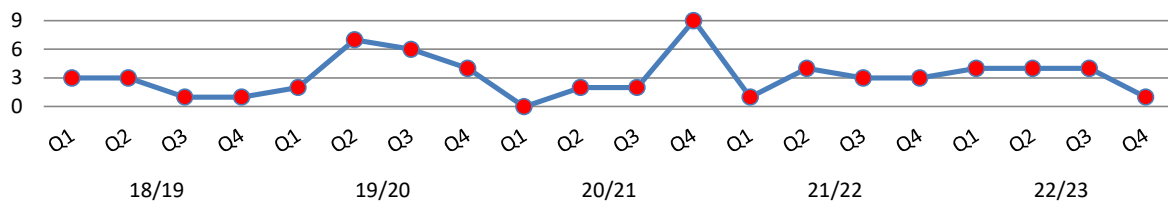
## Special Service - RTCs

Month/Year	2018/19	2019/20	2020/21	2021/22	2022/23	Highland
April	1	0	0	0	2	19
May	1	0	0	1	0	13
June	1	2	0	0	2	14
July	2	5	0	4	0	19
August	1	0	1	0	1	19
September	0	2	1	0	3	22
October	0	2	2	2	2	16
November	1	1	0	0	1	11
December	0	3	0	1	1	16
January	0	2	5	3	0	21
February	0	2	3	0	0	13
March	1	0	1	0	1	10
<b>Fiscal Yr</b>	<b>8</b>	<b>19</b>	<b>13</b>	<b>11</b>	<b>13</b>	<b>193</b>



Month/Year	2018/19	2019/20	2020/21	2021/22	2022/23
<b>Fiscal Yr</b>	<b>8</b>	<b>19</b>	<b>13</b>	<b>11</b>	<b>13</b>

Qtr/Year	2018/19	2019/20	2020/21	2021/22	2022/23	Highland
Quarter 1	3	2	0	1	4	46
Quarter 2	3	7	2	4	4	60
Quarter 3	1	6	2	3	4	43
Quarter 4	1	4	9	3	1	44



### 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.

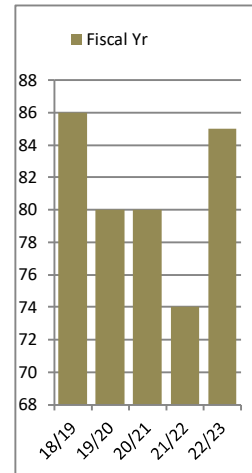
RTC's have shown a marked decreased in Q4 compared to the previous reporting period

Although road safety education has not yet been resumed within our local area schools post Covid, the Scottish Fire and Rescue Service are in the process to roll out road safety education in the Sutherland area, including Driving Ambition, but some local community initiatives are also being developed with local community action teams that can be delivered to our 5<sup>th</sup> and 6<sup>th</sup> year pupils within the next quarter alongside partners from Police Scotland and the SAS.

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

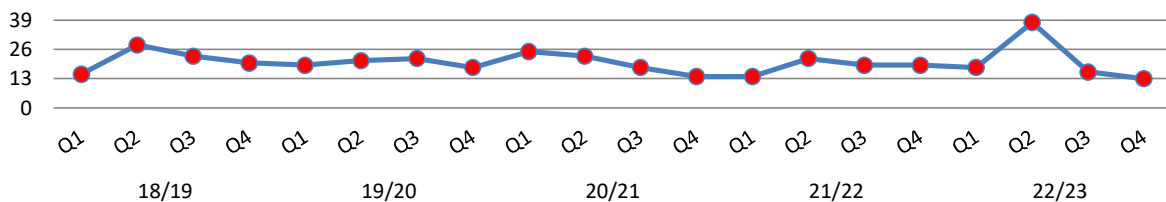
# False Alarm - UFAS

Month/Year	2018/19	2019/20	2020/21	2021/22	2022/23	Highland
April	5	9	6	3	5	115
May	5	3	11	6	3	123
June	5	7	8	5	10	114
July	4	7	12	4	8	113
August	11	8	4	4	11	147
September	13	6	7	14	19	152
October	11	10	5	6	5	139
November	5	10	11	8	4	152
December	7	2	2	5	7	108
January	3	7	8	5	5	86
February	7	7	4	6	4	95
March	10	4	2	8	4	108
<b>Fiscal Yr</b>	86	80	80	74	85	1452



Month/Year	2018/19	2019/20	2020/21	2021/22	2022/23
<b>Fiscal Yr</b>	86	80	80	74	85

Qtr/Year	2018/19	2019/20	2020/21	2021/22	2022/23	Highland
Quarter 1	15	19	25	14	18	352
Quarter 2	28	21	23	22	38	412
Quarter 3	23	22	18	19	16	399
Quarter 4	20	18	14	19	13	289



## 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.

It should be noted that the new UFAS response policy will go live on 1<sup>st</sup> July 2023 where non-domestic, non-sleeping risks will no longer receive a response from SFRS unless a confirmed fire is indicated by the Duty Holder.

## Station Availability

Station	Availability %	Male	Female	Staff	Staffing Change
Bettyhill	20.89%	5	0	5	→
Bonar Bridge	0.45%	3	1	4	↓
Dornoch	84.95%	14	0	14	↗
Durness	63.97%	8	0	8	↓
Golspie	93.26%	9	0	9	↓
Helmsdale	68.96%	8	0	8	↗
Kinlochbervie	65.36%	7	1	8	→
Lairg	95.93%	8	1	9	↓
Lochinver	0.82%	3	2	5	→
Scourie	28.92%	4	1	5	↓
Tongue	0%	4	0	4	↗

<b>Sutherland Committee Totals</b>		73	6	79	
------------------------------------	--	----	---	----	--

### 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.