

Agenda Item	4
Report No	ERA-13-23

## HIGHLAND COUNCIL

**Committee:** Easter Ross Area Committee

**Meeting Date:** 7th August 2023

**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 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 Easter Ross Area Committee Performance Report

- 3.1 The attached performance report provides the current figures for Quarter 1 of 2023/24 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. Please note that turnaround times and statistics available at this time of year can be delayed and some that have not yet been processed may carry forward to the next quarter.
- 3.2 In achieving priorities within the Area Plan for Easter Ross work is ongoing within our current HFSV framework as we move towards the implementation of a new system which will significantly increase information sharing between partner agencies and ensure our resources are targeted towards the most vulnerable in our communities. PDIR's are

routinely carried out at all domestic incidents regardless of type which are aimed at reducing accidental dwelling house fires following our attendance. Local engagement during the wildfire season has been used to raise awareness of fire safety when accessing the countryside and reduce the incidents of malicious fires.

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. This has led to a change in duty holder responsibilities in the event of an activation and work is ongoing to support premises affected by the new response procedures. It is estimated that this change will greatly reduce unnecessary call outs which will free up capacity to increase our operational availability, undertake more community safety prevention work and to upskill our staff and reduce operational road risk.

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 low in the area with one accidental dwelling fire for the quarter and zero fire deaths or casualties.

False Alarm UFAS incidents are lower than the previous quarter and further scrutiny will be required to ensure this represents a downward trend as we see the benefits from the implementation of the changes to the UFAS policy.

Special Service, Road traffic Collisions (RTC), remain low in the area. 1 incident was recorded this Quarter with limited service involvement, which is down on the Quarter 4 stats of 2022/23.

Station Availability remains high for all first appliances within the area and further recruitment at Invergordon and Tain since the report was generated will in turn provide greater on call cover.

**Designation:** Local Senior Officer for Highland

**Date:** 25/7/2023

**Author:** Station Commander Sam Freireich

**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 1 – April – June 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.

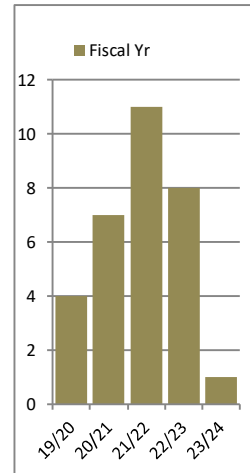
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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)

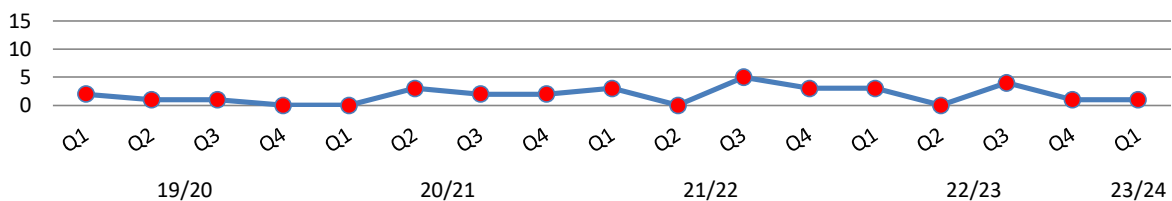
# All accidental dwelling fires

Month/Year	2019/20	2020/2021	2021/22	2022/23	2023/24	Highland
April	0	0	1	1	1	10
May	0	0	1	0	0	7
June	2	0	1	2	0	12
July	0	3	0	0		
August	0	0	0	0		
September	1	0	0	0		
October	0	1	2	2		
November	1	0	2	1		
December	0	1	1	1		
January	0	0	2	0		
February	0	1	0	1		
March	0	1	1	0		
<b>Fiscal Yr</b>	4	7	11	8	1	29



Month/Year	2019/20	2020/2021	2021/22	2022/23	2023/24
<b>Fiscal Yr</b>	4	7	11	8	1

Qtr/Year	2019/20	2020/2021	2021/22	2022/23	2023/24	Highland
Quarter 1	2	0	3	3	1	29
Quarter 2	1	3	0	0		
Quarter 3	1	2	5	4		
Quarter 4	0	2	3	1		



## 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.

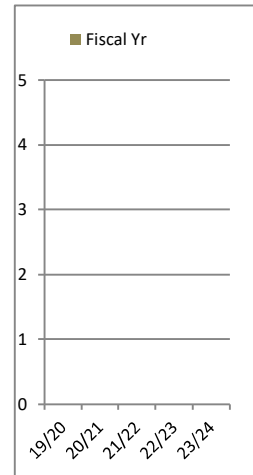
Trend lines also identify the number of incidents over the reporting 5 year period, both by month and by reporting quarter.

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.

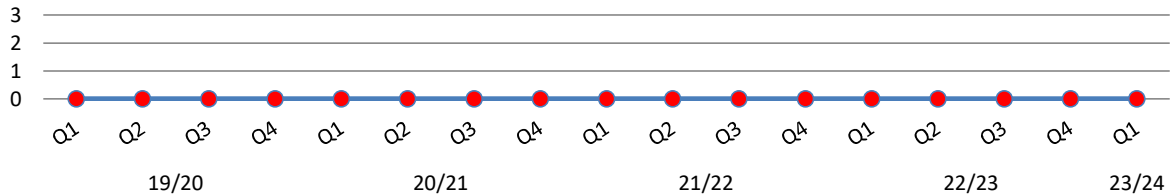
# All fatal accidental dwelling fire casualties

Month/Year	2019/20	2020/2021	2021/22	2022/23	2023/24	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		
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		
<b>Fiscal Yr</b>	0	0	0	0	0	0



Month/Year	2019/20	2020/2021	2021/22	2022/23	2023/24
<b>Fiscal Yr</b>	0	0	0	0	0

Qtr/Year	2019/20	2020/2021	2021/22	2022/23	2023/24	Highland
Quarter 1	0	0	0	0	0	0
Quarter 2	0	0	0	0		
Quarter 3	0	0	0	0		
Quarter 4	0	0	0	0		

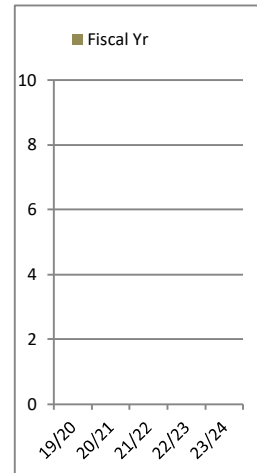


## Commentary

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.

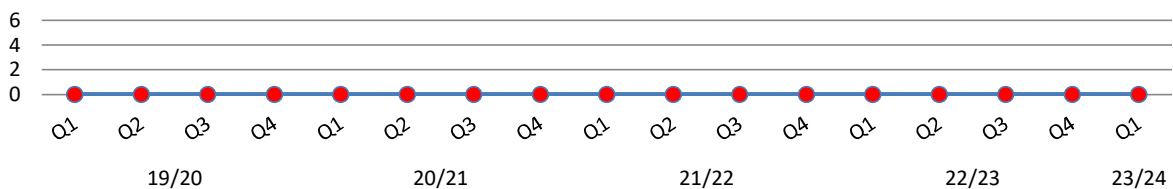
## Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)

Month/Year	2019/20	2020/2021	2021/22	2022/23	2023/04	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		
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		
<b>Fiscal Yr</b>	0	0	0	0	0	0



Month/Year	2019/20	2020/2021	2021/22	2022/23	2023/04
<b>Fiscal Yr</b>	0	0	0	0	0

Qtr/Year	2019/20	2020/2021	2021/22	2022/23	2023/04	Highland
Quarter 1	0	0	0	0	0	0
Quarter 2	0	0	0	0		
Quarter 3	0	0	0	0		
Quarter 4	0	0	0	0		



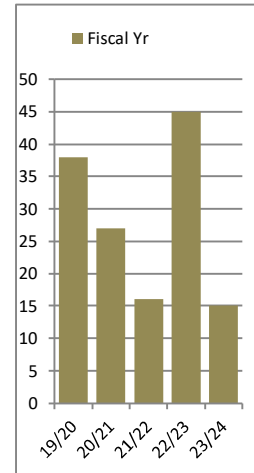
### Commentary

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.

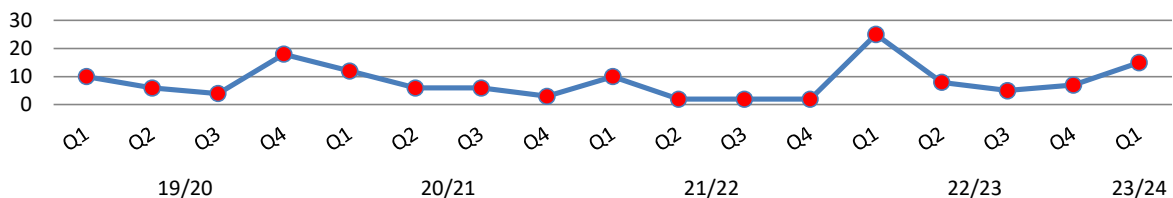
## All deliberate fires

Month/Year	2019/20	2020/2021	2021/22	2022/23	2023/24	Highland
April	3	8	2	5	9	41
May	6	1	2	8	5	38
June	1	3	6	12	1	27
July	2	2	0	5		
August	2	2	1	3		
September	2	2	1	0		
October	2	2	2	2		
November	2	1	0	1		
December	0	3	0	2		
January	0	0	1	0		
February	9	0	0	3		
March	9	3	1	4		
<b>Fiscal Yr</b>	<b>38</b>	<b>27</b>	<b>16</b>	<b>45</b>	<b>15</b>	<b>106</b>



Month/Year	2019/20	2020/2021	2021/22	2022/23	2023/24
<b>Fiscal Yr</b>	<b>38</b>	<b>27</b>	<b>16</b>	<b>45</b>	<b>15</b>

Qtr/Year	2019/20	2020/2021	2021/22	2022/23	2023/24	Highland
Quarter 1	10	12	10	25	15	106
Quarter 2	6	6	2	8		
Quarter 3	4	6	2	5		
Quarter 4	18	3	2	7		



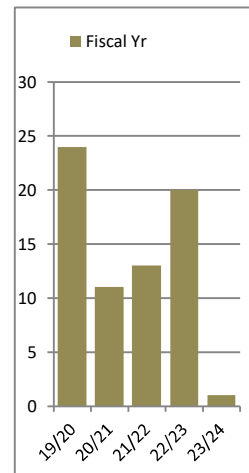
### Commentary

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. 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.



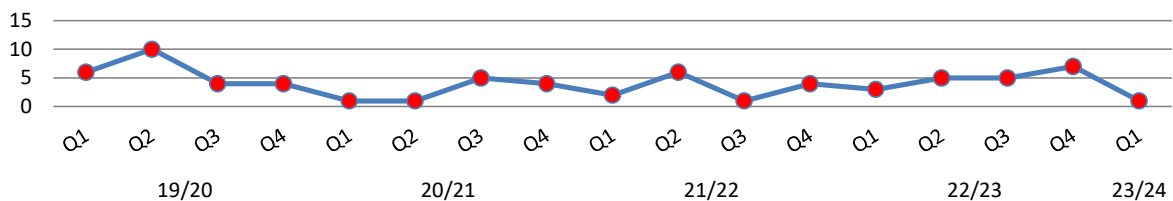
# Special Service - RTCs

Month/Year	2019/20	2020/2021	2021/22	2022/23	2023/24	Highland
April	2	0	0	3	0	15
May	2	1	1	0	0	16
June	2	0	1	0	1	12
July	2	0	3	2		
August	4	0	2	2		
September	4	1	1	1		
October	2	0	0	1		
November	1	3	1	2		
December	1	2	0	2		
January	1	1	0	4		
February	1	1	2	2		
March	2	2	2	1		
<b>Fiscal Yr</b>	<b>24</b>	<b>11</b>	<b>13</b>	<b>20</b>	<b>1</b>	<b>43</b>



Month/Year	2019/20	2020/2021	2021/22	2022/23	2023/24
<b>Fiscal Yr</b>	<b>24</b>	<b>11</b>	<b>13</b>	<b>20</b>	<b>1</b>

Qtr/Year	2019/20	2020/2021	2021/22	2022/23	2023/24	Highland
Quarter 1	6	1	2	3	1	43
Quarter 2	10	1	6	5		
Quarter 3	4	5	1	5		
Quarter 4	4	4	4	7		



## 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.

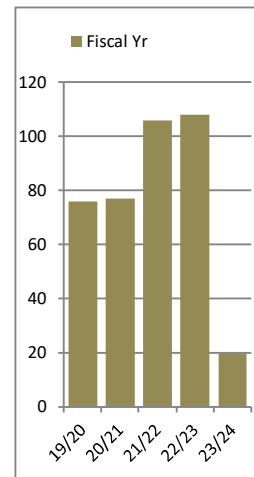
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies through the Highland Road Safety Group to reduce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

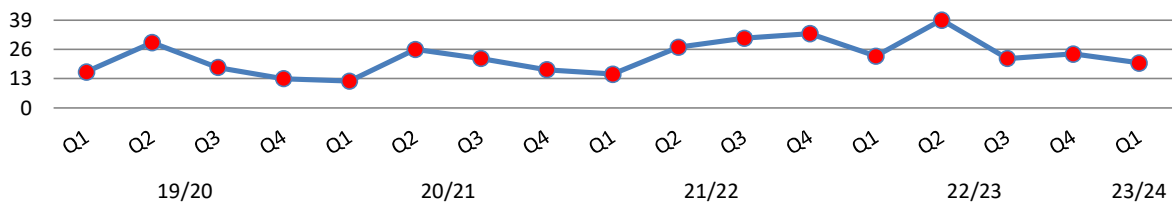
# False Alarm - UFAS

Month/Year	2019/20	2020/2021	2021/22	2022/23	2023/24	Highland
April	6	5	2	7	6	103
May	4	2	8	5	7	118
June	6	5	5	11	7	91
July	7	11	4	13		
August	11	8	10	9		
September	11	7	13	17		
October	4	8	6	7		
November	11	12	18	11		
December	3	2	7	4		
January	5	10	15	8		
February	1	4	8	7		
March	7	3	10	9		
<b>Fiscal Yr</b>	76	77	106	108	20	312



Month/Year	2019/20	2020/2021	2021/22	2022/23	2023/24
<b>Fiscal Yr</b>	76	77	106	108	20

Qtr/Year	2019/20	2020/2021	2021/22	2022/23	2023/24	Highland
Quarter 1	16	12	15	23	20	312
Quarter 2	29	26	27	39		
Quarter 3	18	22	31	22		
Quarter 4	13	17	33	24		



## 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.

The SFRS UFAS policy has been changed from the 1<sup>st</sup> of July 2023. Below is a link which explains the new response model.

[Scottish Fire & Rescue Service: Unwanted Fire Alarm Signals \(UFAS\) \(firescotland.gov.uk\)](https://firescotland.gov.uk)



## Station Availability

Station	Availability %	Male	Female	Staff	Staffing Change
Balintore (CRU)	N/A	7	0	7	→
Invergordon – 1 <sup>st</sup> Appliance	99.99%	17	1	18	↗
Invergordon – 2 <sup>nd</sup> Appliance	62.10%				
Tain	89.29%	12	0	12	→
<b>Easter Ross Local Committee Totals</b>		36	1	37	

### 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.

Establishment numbers at Tain have been increased to 13 to improve resilience and appliance availability.