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| Agenda Item | 4                 |
| Report No   | <b>BIER-09-24</b> |

## HIGHLAND COUNCIL

**Committee:** Black Isle & Easter Ross Area Committee

**Meeting Date:** 13 May 2024

**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 Black Isle & Easter Ross Area Committee members on progress against the priorities outlined in the Scottish Fire and Rescue Service Area Committee Plans for Black Isle & 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 Black Isle & Easter Ross Area Committee Performance Report

- 3.1 The attached performance report provides the current figures for Quarters 3&4 of 2023/24 and from the previous three 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 with academy pupils throughout the area has been targeted towards the elimination of deliberate fire setting and nuisance calls.

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. This change to how we respond incidents of this type has greatly reduced unnecessary call outs which has freed 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 five accidental dwelling fires over the two quarters 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 (RTCs) are slightly above average with 16 incidents recorded these Quarters there were no fatalities and 12 casualties. SFRS continues to engage with the public and partner agencies to reduce casualty statistics through targeted activities such as the upcoming Rider Refinement Program.

Station Availability remains high for all first appliances within the area. Slight drops in availability can be in part explained by retirements from the service in recent months. Work is ongoing to increase station crewing levels and this in turn should see higher levels of availability in coming quarters.

**Designation:** Local Senior Officer for Highland

**Date:** 1/5/2024

**Author:** Station Commander Sam Freireich

**Background Papers** Highland – Black Isle & Easter Ross Area Committee – Performance Report



## BLACK ISLE AND EASTER ROSS COMMITTEE

### PERFORMANCE REPORT

#### 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.



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

Working together for a safer Scotland

**Working together  
for a safer Scotland**

**QUARTERS 3 & 4  
1 OCTOBER 2023 – 31 MARCH  
2024**

## **ABOUT THE STATISTICS IN THIS REPORT**

The activity totals and other statistics quoted in this report are provisional in nature and subject to change as a result of ongoing quality assurance and review.

Because all statistics quoted are provisional there may be differences in the period totals quoted in our reports after original publication which result from revisions or additions to the data on our systems.

From 2015-16 onwards responsibility for the publication of end-year statistical data transferred from the Scottish Government to the Scottish Fire and Rescue Service (SFRS). This change of responsibility does not change the status of the figures quoted in this and other SFRS reports reported to the Committee.

## **INTRODUCTION**

The 6-monthly monitoring report covers the SFRS's performance and activities in support of the seven priorities in the Local Fire and Rescue Plan for Highland:

- Priority 1 – Domestic Fire Safety
- Priority 2 – Unintentional Harm
- Priority 3 – Non-Fire Emergencies
- Priority 4 – Deliberate Fire Setting
- Priority 5 – Non-Domestic Fire Safety
- Priority 6 – Unwanted Fire Alarm Signals
- Priority 7 – Operational Resilience and Preparedness













As well as supporting the seven priorities in the Local Fire and Rescue Plan for Highland, this monitoring report shows how SFRS activities and performance contribute to the wider priorities of the Highland Council Community Planning Partnership (CPP), as set out in the Highland Community Plan.

The figures in this report are provisional, to provide the Committee with the SFRS's direction of travel in the Highland area, in terms of performance against headline indicators and targets. Most figures will not change; however, members should note that there may be some small variations for some indicators when the final confirmed figures are published by the SFRS.

The Highland Council Scrutiny and Audit Committee agreed to the Local Fire and Rescue Plan for Highland, covering the subsequent 3-year period. In support of delivering the priorities in this plan, 13 headline indicators and targets have been set, and form the basis of the report.

## PERFORMANCE SUMMARY

The table below provides a summary of the six months (1 October 2023 to 31 March 2024) activity and year to date (YTD) progress, based on annual targets set against headline indicators. It aims to provide – at a glance – our direction of travel during the current reporting year.

| <b>Q3 &amp; Q4: All Incidents Attended – 142</b>  |  |   |
|---|--|---|
| <b>Accident Dwelling Fires (ADF)</b><br> | <b>ADF Fatal Casualties</b><br>         | <b>ADF Non Fatal Casualties</b><br>        |
| <b>Q3 &amp; Q4 – 5 incidents</b><br><b>YTD – 8 incidents</b>  | <b>Q3 &amp; Q4 – 0</b><br><b>YTD – 0</b>   | <b>Q3 &amp; Q4 – 1</b><br><b>YTD – 1</b>  |
| <b>Home Fire Safety Visits</b><br>     | <b>Non-Fire Emergency</b><br>         | <b>Road Traffic Collisions (RTC)</b><br> |
| <b>Q3 &amp; Q4 – 138 Visits</b><br><b>YTD – 266 Visits</b>  | <b>Q3 &amp; Q4 – 43 Incidents</b><br><b>YTD – 84 Incidents</b>   | <b>Q3 &amp; Q4 – 16 Incidents</b><br><b>YTD – 28 Incidents</b>  |
| <b>Fatal RTC Casualties</b><br>        | <b>Non-Fatal RTC Casualties</b><br>   | <b>All Deliberate Fires</b><br>          |
| <b>Q3 &amp; Q4 – 0</b><br><b>YTD – 0</b>  | <b>Q3 &amp; Q4 – 12</b><br><b>YTD – 19</b>   | <b>Q3 &amp; Q4 – 10 incidents</b><br><b>YTD – 33 incidents</b>  |
| <b>Deliberate Primary Fires</b><br>    | <b>Deliberate Secondary Fires</b><br> | <b>Non Domestic Fires</b><br>            |
| <b>Q3 &amp; Q4 – 3 incidents</b><br><b>YTD – 6 incidents</b>  | <b>Q3 &amp; Q4 – 6 incidents</b><br><b>YTD – 26 incidents</b>  | <b>Q3 &amp; Q4 – 4 incidents</b><br><b>YTD – 8 incidents</b>  |

## Unwanted Fire Alarm Signals



Q3 & Q4 – 17 incidents  
YTD – 59 incidents

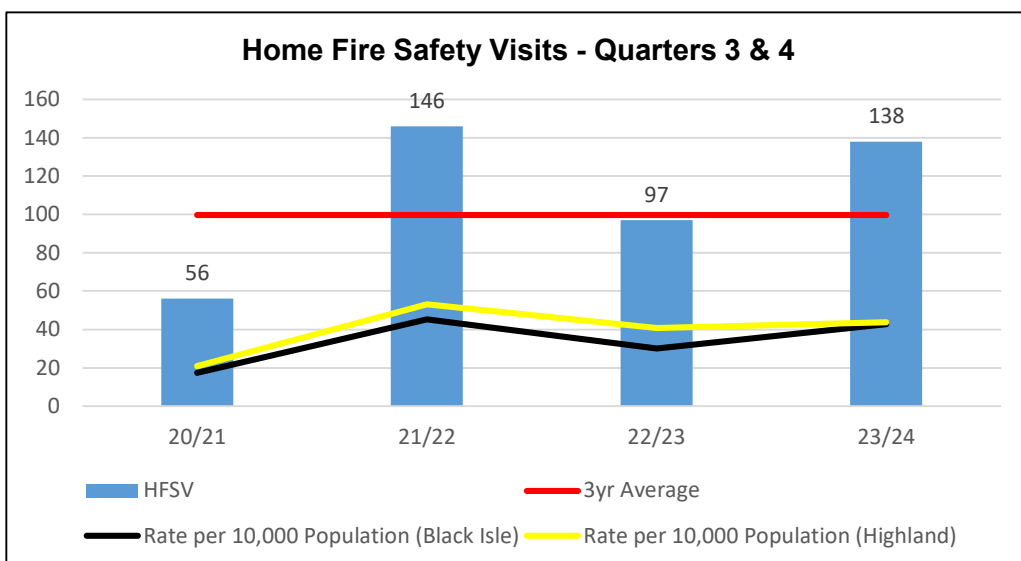
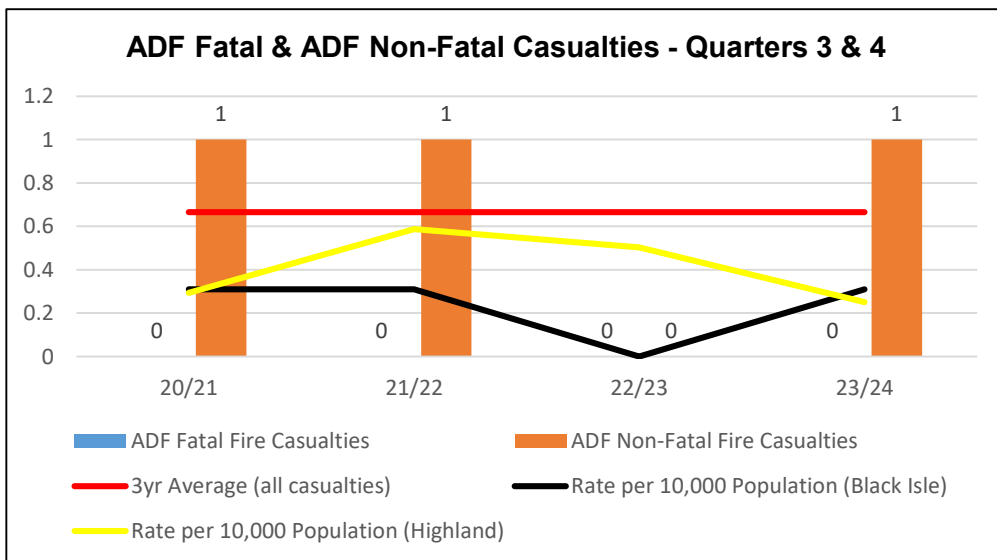
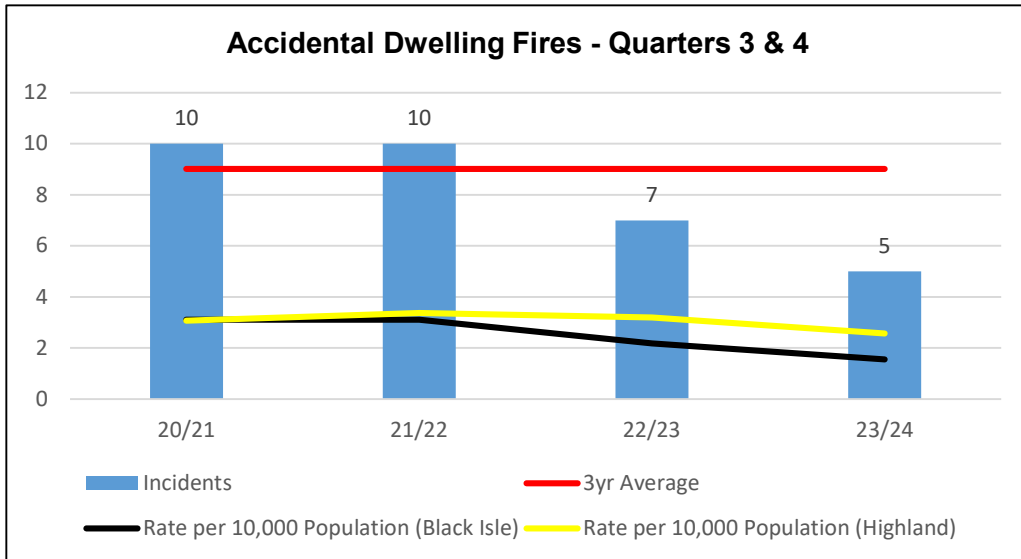
## PERFORMANCE HIGHLIGHTS

Of the 13 KPIs, the following performance should be noted for the six-month period 1 October 2023 to 31 March 2024.

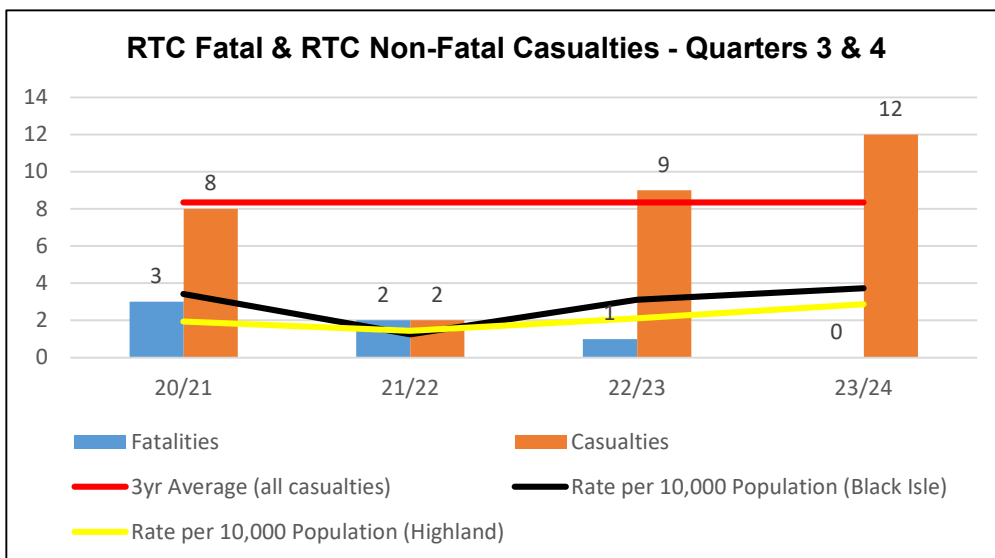
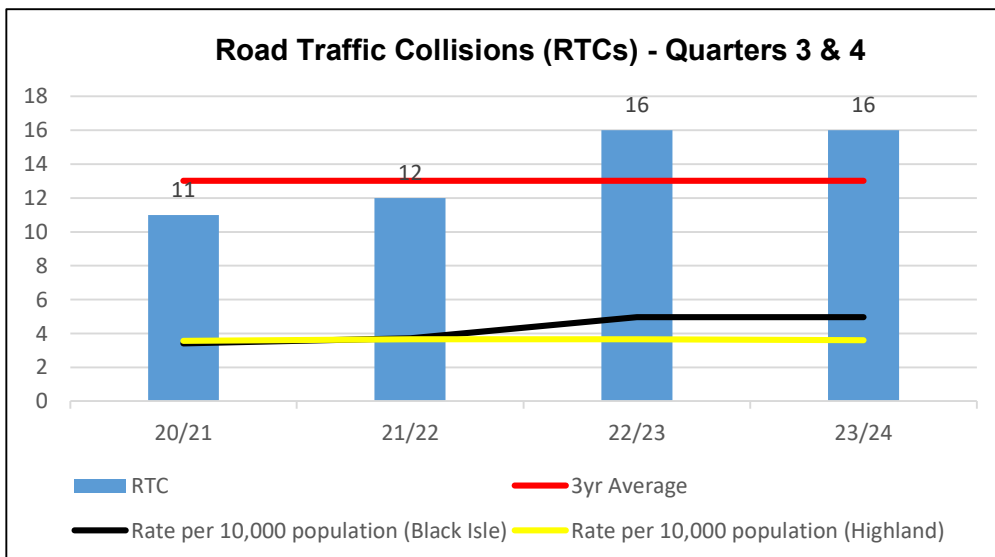
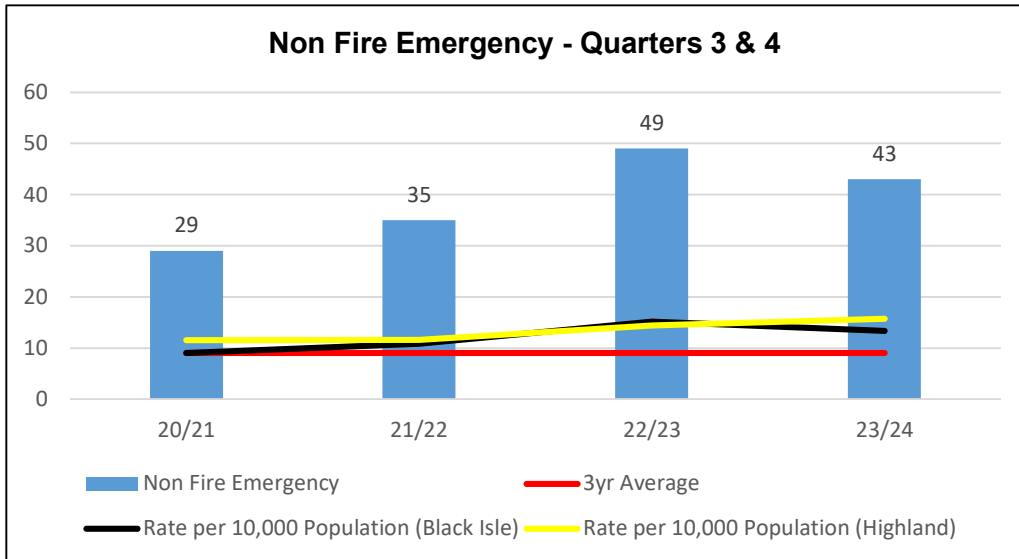
- There were **5 Accidental Dwelling Fires (ADF)** which is below the 3-year average. The majority are classed as low severity, requiring little or no intervention from the Service and minimal fire damage. There were **0 ADF Fatalities**, and **1 ADF Casualties** who required first aid at the scene. All ADF's are offered Home Fire Safety Visits and agency referrals where required.
- There were **10 Deliberate Fires**, which were **3 Deliberate Primary Fire, 6 Deliberate Secondary Fire** and one chimney fire, which is in line with the average. Referrals are made to other agencies for those at work within our communities.
- There were **4 Non-Domestic Building Fires** which is in line with the average.
- We attended **16 Road Traffic Collisions (RTCs)** which is above average. There were **0 RTC Related Fatalities** however there was **12 RTC Related Injuries**. Our Prevention teams are working with partner agencies through the Highland Road Safety group, Older Driver Virtual Reality Scheme and Road Safety Scheme for new drivers.
- We attended **17 Unwanted Fire Alarm Signals (UFAS)** showing a trend of a decrease. From 1 July 2023, we have stopped attending AFA call outs to commercial business and workplace premises, such as factories, offices, shops and leisure facilities unless a fire has been confirmed. Our control room operators now ask anyone who reports a fire alarm to check whether there is an actual fire or signs of fire, before sending the nearest fire appliance. This does not apply to sleeping premises, such as hospitals, care homes, hotels or domestic dwellings who will receive the full pre-determined attendance (PDA). This change follows the SFRS public consultation in 2021.
- Our Community Safety Advocates and Station personnel undertook **138 Home Fire Safety Visits**. The majority targeted the most at risk in our communities.

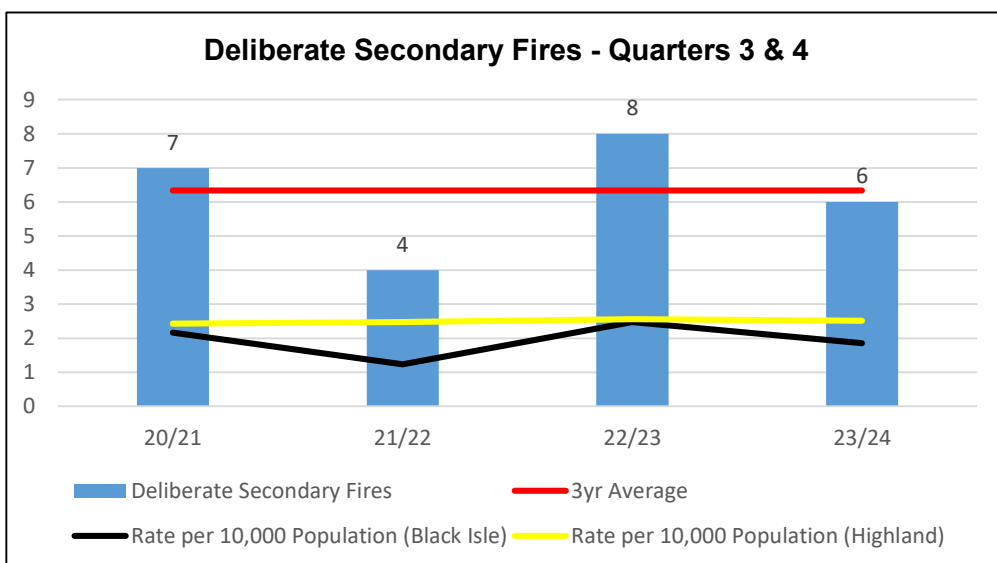
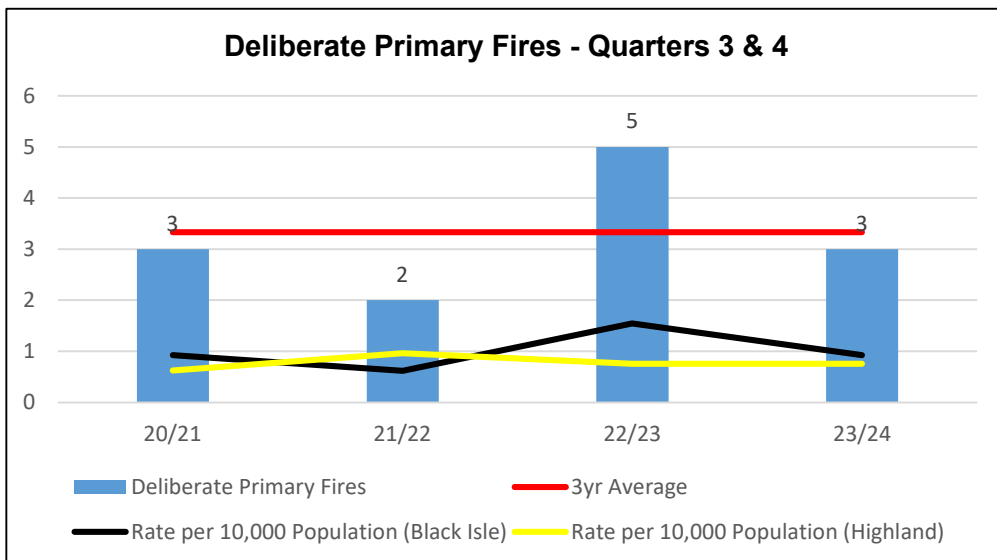
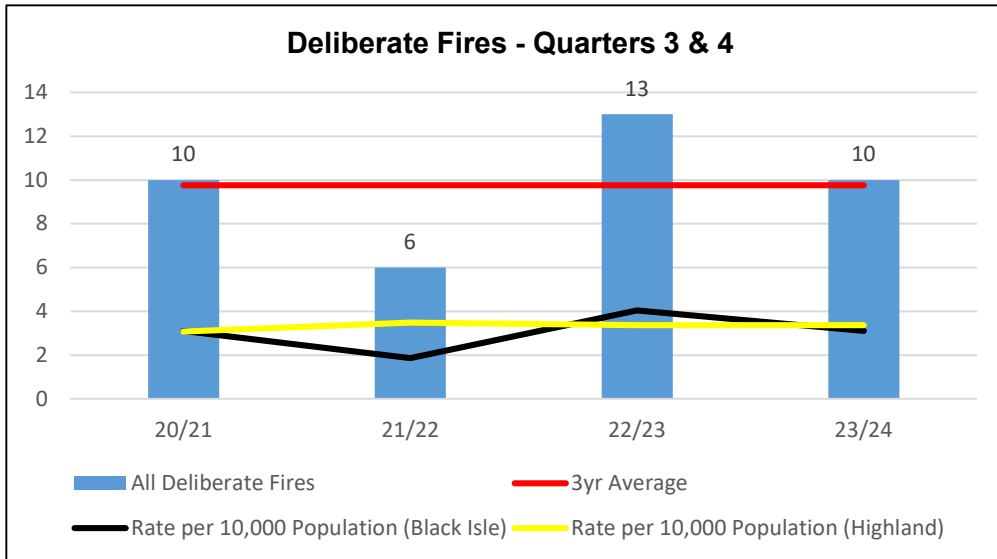
For more information please visit:

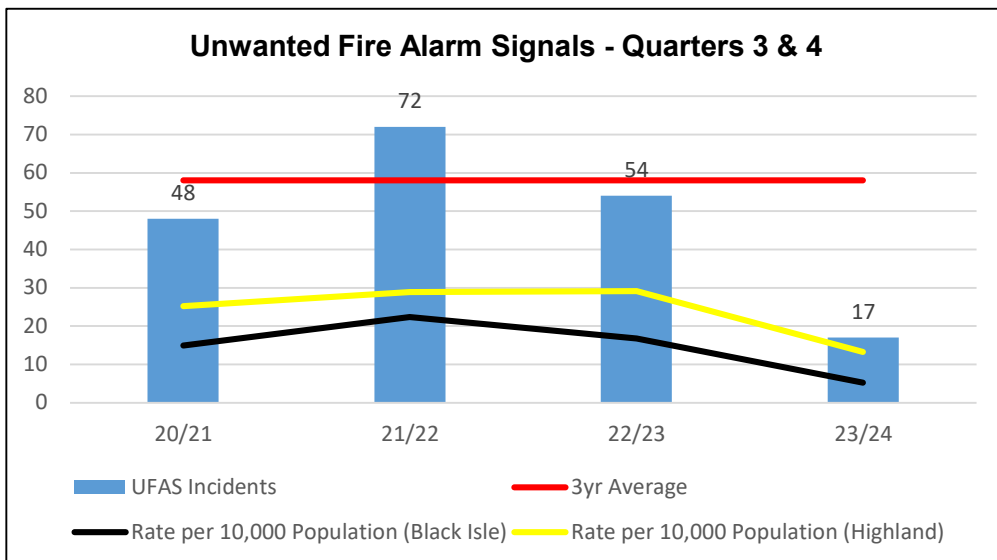
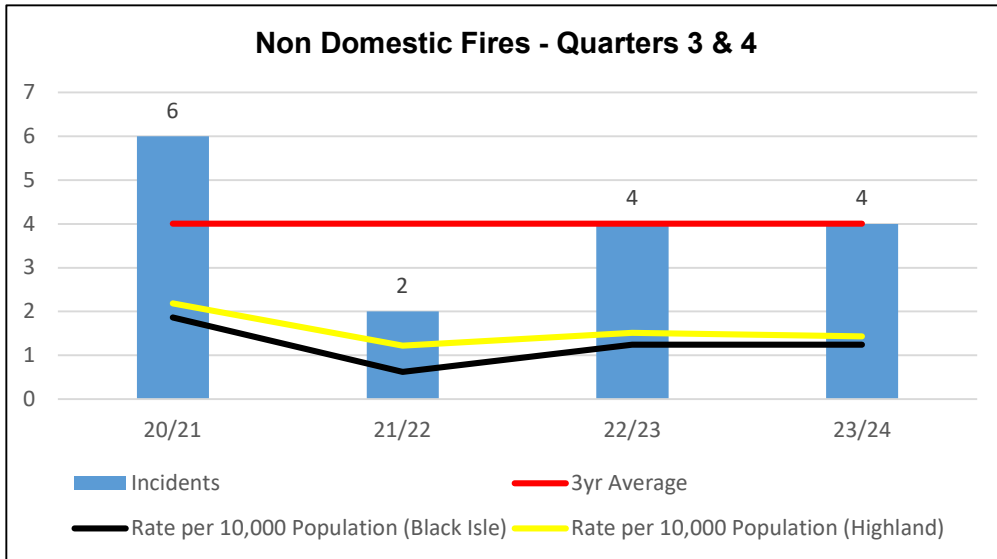
[Scottish Fire & Rescue Service: Unwanted Fire Alarm Signals \(UFAS\) \(firescotland.gov.uk\)](https://firescotland.gov.uk)











### Station Establishment and Availability

- 4 x On-Call Retained Duty System appliances across 3 Station
- 2 x On-Call Volunteer Duty System vehicles / Community Response Units across Station

These Stations served the Black Isle and Easter Ross Committee population.

**\*Please note the availability figures do not include Joint Mobilising availability.**

| Station                                 | Oct 23 – Mar 24<br>Availability % | Male | Female | Staff |
|---|-----------------------------------|------|--------|-------|
| Balintore (CRU)                         | N/A                               | 8    | 0      | 8     |
| Cromarty (CRU)                          | N/A                               | 6    | 2      | 8     |
| Fortrose                                | 78.99%                            | 6    | 3      | 9     |
| Invergordon – 1 <sup>st</sup> Appliance | 99.99%                            | 17   | 2      | 19    |
| Invergordon – 2 <sup>nd</sup> Appliance | 88.05%                            |      |        |       |
| Tain                                    | 91.52%                            | 10   | 0      | 10    |

## Appendix 1

### Invergordon Fire Station to receive ATV



Invergordon Fire Station is to receive an ATV as part of the National Wildfire Strategy as part of a tiered response to Wildfires to ensure that these types of incidents are dealt with quickly and efficiently.

Invergordon is to receive a Ford Ranger with polaris ATV with fogging lance unit which is on a trailer as part of their role as a Tier 3 station. The Service used a tiered response to wildfires.

- Tier 1 Stations: General first responder firefighting, hose, beaters, water back packs
- Tier 2 Stations: Sprinter vans with wildfire suppression and management equipment. This includes leaf blowers, excavation tools, beaters and lighting
- Tier 3 Stations: Ford Ranger with polaris ATV with fogging lance unit on trailer
- Tier 4: Wildfire Tactical Advisors

### Fireskills Courses

Fireskills is a fully flexible programme aimed to develop core skills and includes a range of sessions based on firefighter drills. The programme is for any young people aged between 12 and 18 years of age who want to develop key skills in a practical setting.

Personnel at Invergordon Fire Station have received training on how to deliver these Fireskills courses to local schools. Invergordon High School will be the first to attend a course later in the year.



### Rider Refinement Program

Motorcyclists in the North East are being invited to take part in a one day course to improve their safety on the roads. These courses will take place between April and September across the Highlands, Islands, Grampian and Tayside areas.

The Rider Refinement Program is running in conjunction with Police Scotland, with courses taking place at Fortrose Community Fire Station on 21 April, 19 May, 26 May, 2 June, 30 June and 21 July.

## Ultralightweight Fire Appliances



A significant investment in Ultralightweight Fire Appliances is being made to replace the aging fleet of vehicles at our CRU Stations.