

Agenda item	<b>3.</b>
Report no	<b>SCC/06/24</b>

## THE HIGHLAND COUNCIL

**Committee:** Sutherland County Committee

**Date:** 14 May 2024

**Report title:** Scottish Fire and Rescue Committee Performance Report for Q4 January – March 2024

**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 Quarters 3 and 4, October to March 2024 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 in 2024 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.

#### 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, January to March 2024 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

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

b. During Q4 of 2024 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 2024 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 one (1) 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 2024.

f. A total of eleven (11) occurrences of Unwanted False Alarm Signals (UFAS) were attended by SFRS during Q4 in the Sutherland area. This represents a decrease from the same reporting period last year, with year-to-date figures at forty-one (41)

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

**SFRS have now implement the new UFAS response policy 1<sup>st</sup> July 2023 and this is reflected in the reduction in figures year to date.**

### **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

### **3.5 Community Safety / Community Action Team**

SFRS Community Action Team (CAT) continues to engage and deliver all aspects of Community Safety and education through out Sutherland, current and ongoing initiatives includes Road Safety presentations delivered to senior pupils in our high schools, having engaged with Tain, Dornoch and Golspie to date. Water Safety presentations are forming a Community Safety summer campaign, with delivery to Dornoch Primary School P4 -P7, reaching out to the wider communities in due course. SFRS Community Safety information for Camper Vans / Motor Homes and Caravan Safety is currently being distributed to camp sites through out Sutherland.

## **Implications**

4.1 Not applicable.

Date: 22/04/2024

Author: **Station Commander David Bell**

Attachment: Highland – Sutherland County - Performance Report



## SUTHERLAND COUNTY 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 – 111</b>		
<b>Accident Dwelling Fires (ADF)</b> 	<b>ADF Fatal Casualties</b> 	<b>ADF Non Fatal Casualties</b> 
<b>Q3 &amp; Q4 – 5 incidents</b> <b>YTD – 8 incidents</b>	<b>Q3 &amp; Q4 – 0</b> <b>YTD – 0</b>	<b>Q3 &amp; Q4 – 0</b> <b>YTD – 0</b>
<b>Home Fire Safety Visits</b> 	<b>Non-Fire Emergency</b> 	<b>Road Traffic Collisions (RTC)</b> 
<b>Q3 &amp; Q4 – 41 Visits</b> <b>YTD – 93 Visits</b>	<b>Q3 &amp; Q4 – 30 Incidents</b> <b>YTD – 50 Incidents</b>	<b>Q3 &amp; Q4 – 4 Incidents</b> <b>YTD – 12 Incidents</b>
<b>Fatal RTC Casualties</b> 	<b>Non-Fatal RTC Casualties</b> 	<b>All Deliberate Fires</b> 
<b>Q3 &amp; Q4 – 0</b> <b>YTD – 0</b>	<b>Q3 &amp; Q4 – 0</b> <b>YTD – 6</b>	<b>Q3 &amp; Q4 – 3 incidents</b> <b>YTD – 11 incidents</b>
<b>Deliberate Primary Fires</b> 	<b>Deliberate Secondary Fires</b> 	<b>Non Domestic Fires</b> 
<b>Q3 &amp; Q4 – 0 incidents</b> <b>YTD – 2 incidents</b>	<b>Q3 &amp; Q4 – 3 incidents</b> <b>YTD – 9 incidents</b>	<b>Q3 &amp; Q4 – 2 incidents</b> <b>YTD – 6 incidents</b>
<b>Unwanted Fire Alarm Signals</b> 		
<b>Q3 &amp; Q4 – 23 incidents</b> <b>YTD – 41 incidents</b>		



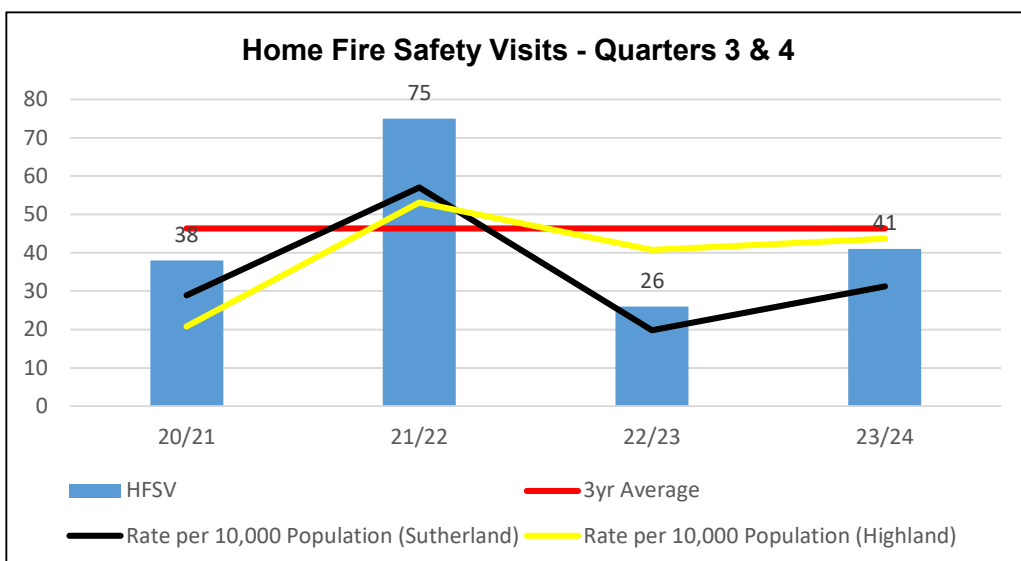
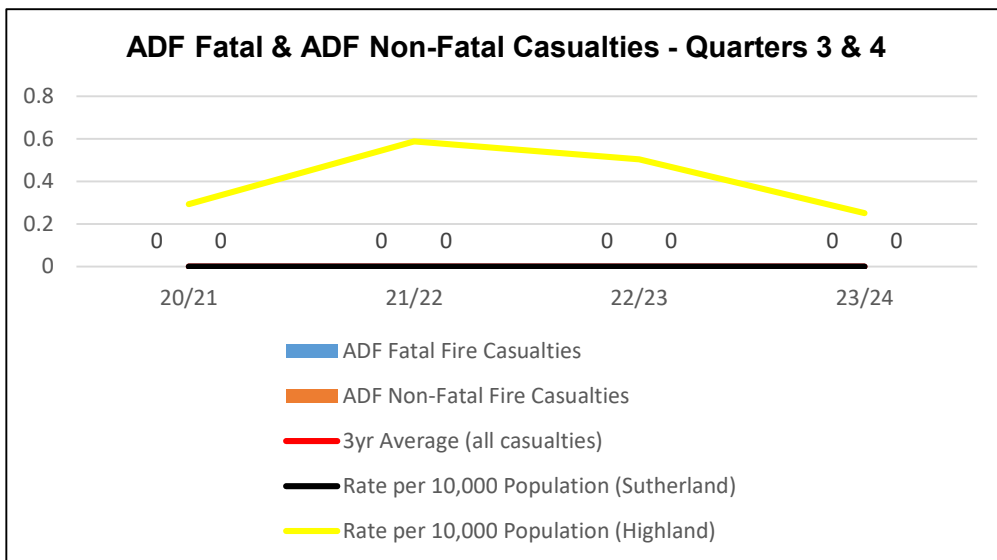
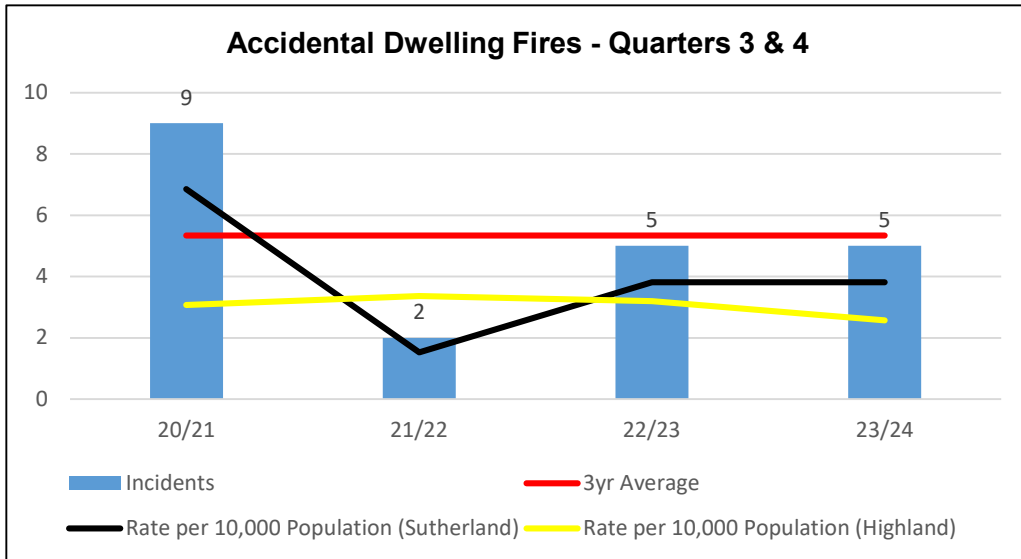
## PERFORMANCE HIGHLIGHTS

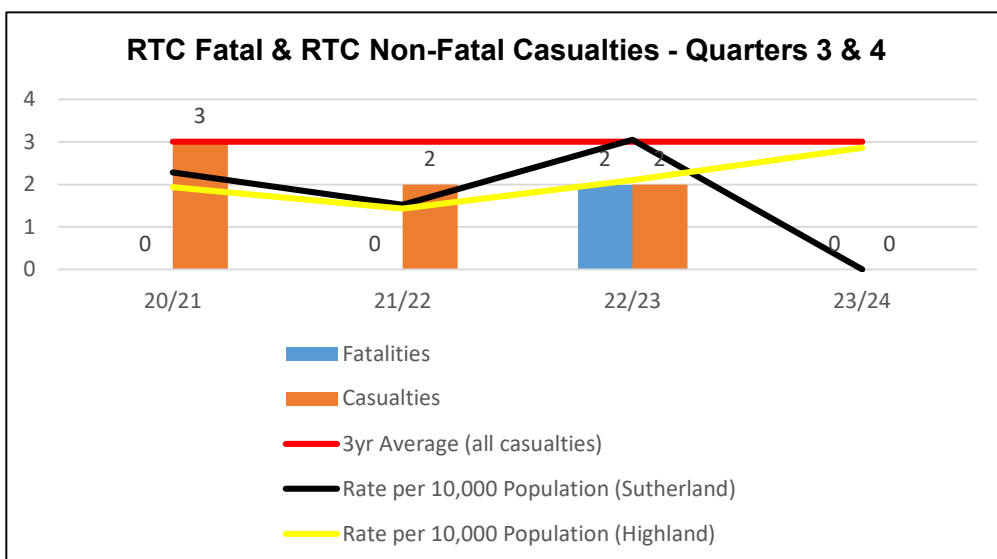
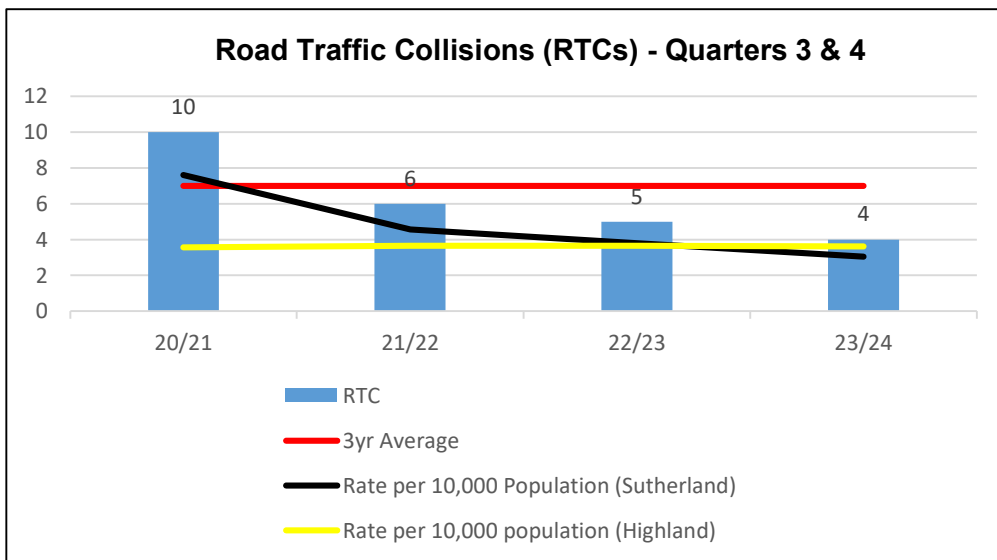
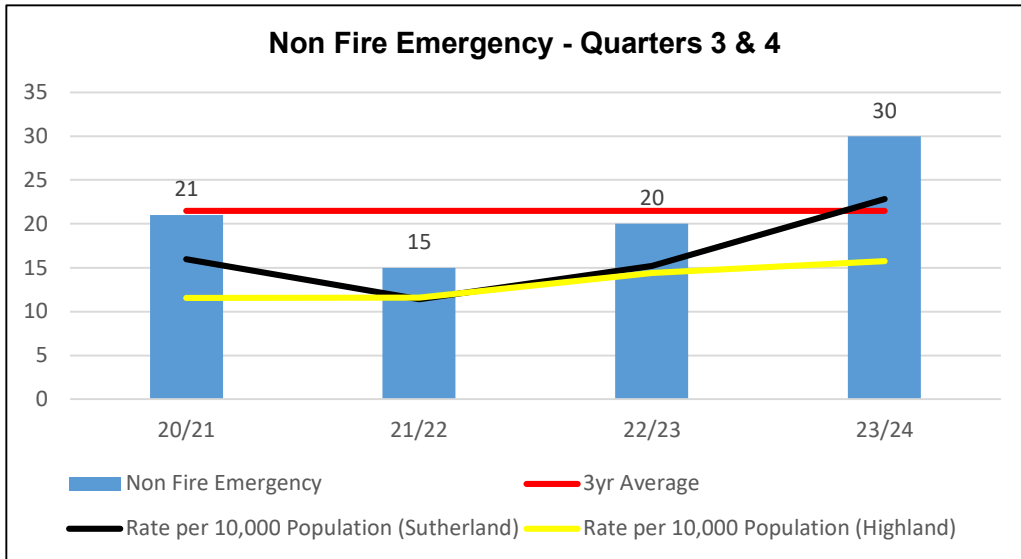
Of the 13 KPIs, the following performance should be noted for the six-month period 1 October 2023 to 31 March 2024.

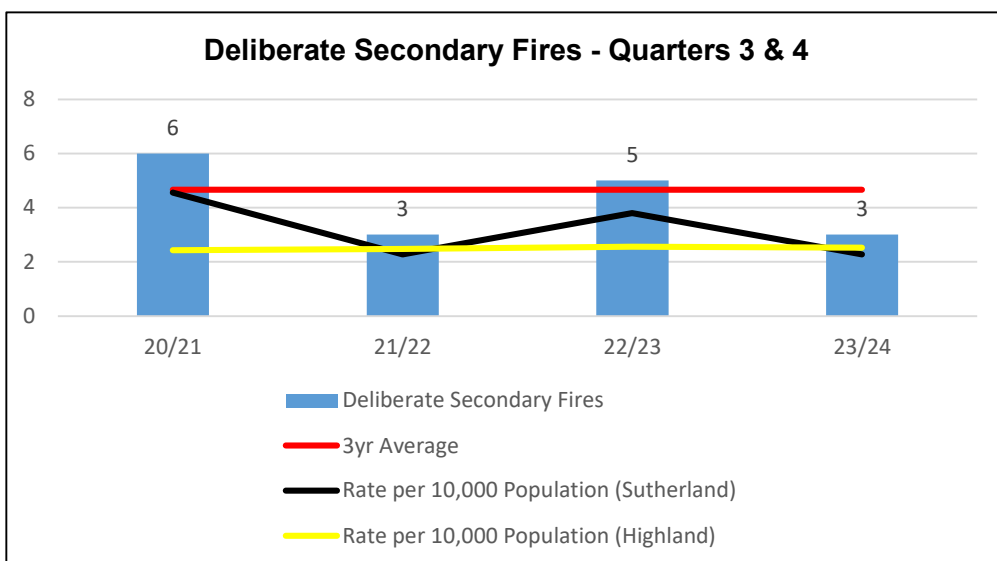
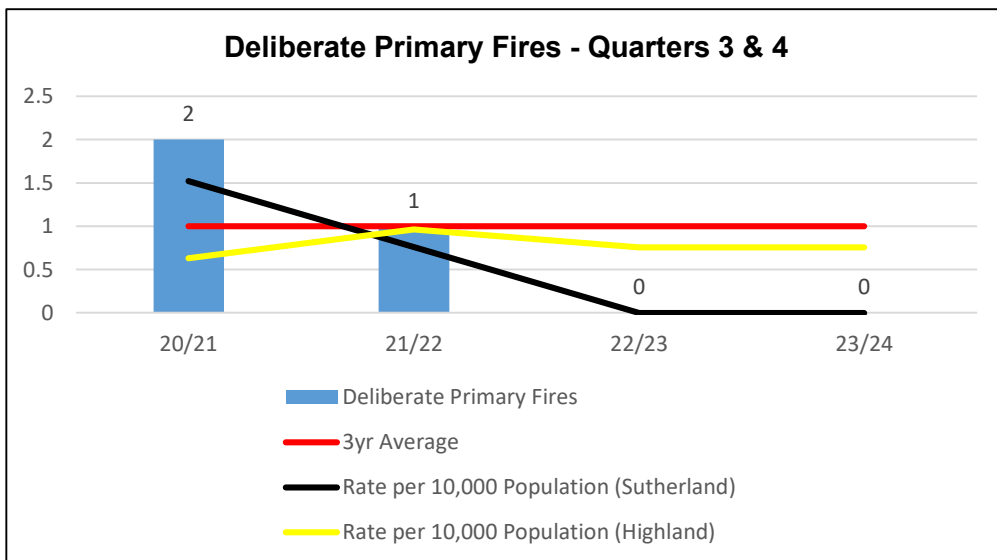
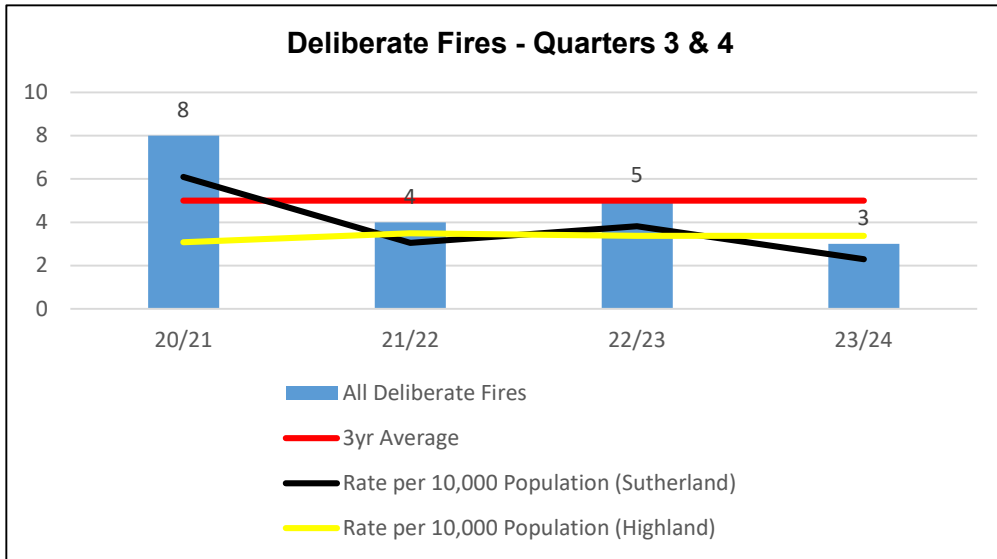
- There were **5 Accident Dwelling Fires (ADF)** which is just below the 3-year average. The majority are classed as low severity, requiring little or no intervention from the Service and minimal fire damage. There were **0 ADF Fatalities**, and **0 ADF Casualties**. All ADF's are offered Home Fire Safety Visits and agency referrals where required.
- There was **3 Deliberate Fires**, which were all Deliberate Secondary Fire, and which is below the average. Referrals are made to other agencies for those at work within our communities.
- There were **2 Non-Domestic Building Fires** which is in line with the average.
- We attended **4 Road Traffic Collisions (RTCs)** which is below average. There were **0 RTC Related Fatalities** and **0 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 **23 Unwanted Fire Alarm Signals (UFAS)** showing 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 **41 Home Fire Safety Visits**. The majority targeted the most at risk in our communities.

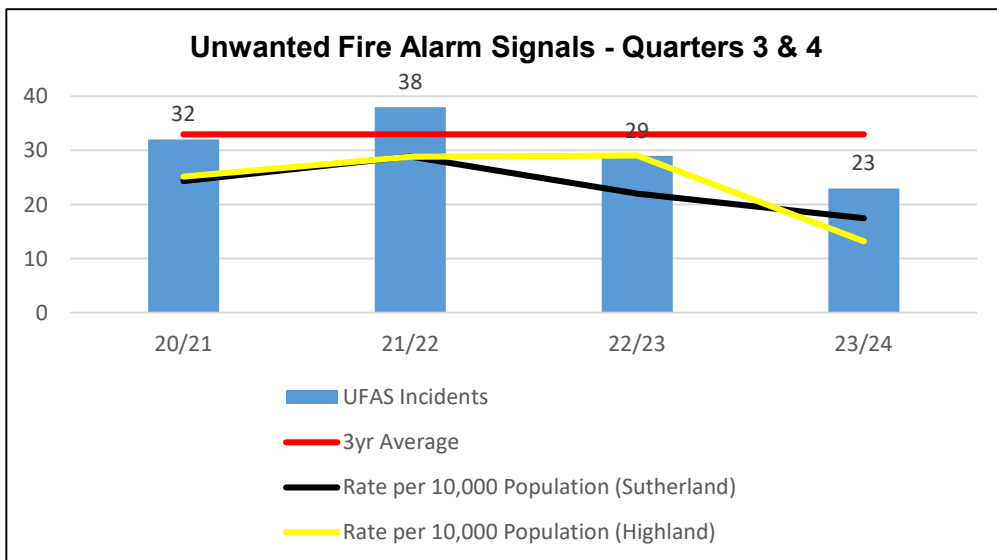
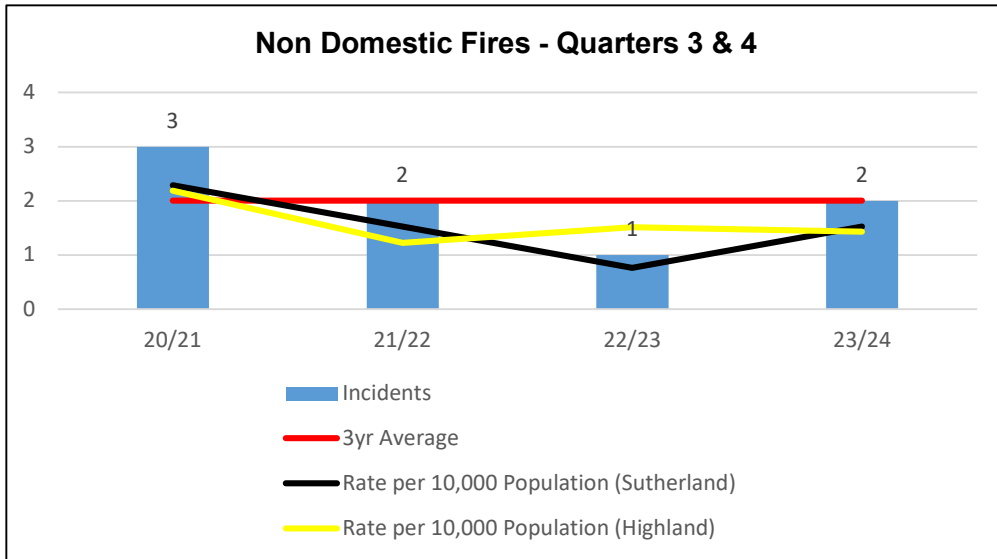
For more information please visit:

[Scottish Fire & Rescue Service: Unwanted Fire Alarm Signals \(UFAS\) \(firescotland.gov.uk\)](https://www.firescotland.gov.uk/unwanted-fire-alarm-signals-ufas)









## Station Establishment and Availability

- 11 x On-Call Retained Duty System appliances across 11 Stations

These Stations served the Sutherland County population

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

Station	1 Oct 2023 – 31 Mar 2024 Availability %	Male	Female	Staff
Bettyhill	27.68%	6	0	6
Bonar Bridge	23.31%	4	1	5
Dornoch	99.49%	13	0	13
Durness	78.35%	7	0	7
Golspie	94.68%	10	0	10
Helmsdale	80.37%	7	0	7
Kinlochbervie	70.37%	6	1	7
Lairg	83.20%	7	2	9
Lochinver	0%	2	0	2
Scourie	0%	1	0	1
Tongue	31.51%	4	0	4

## Appendix 1

**Late March 2024, our colleagues at Dornoch Community Fire Station took delivery of a brand new fire appliance.**

The Medium Weight Rescue Pump (MWRP) will provide station personnel with some of the latest firefighting and rescue equipment.

Crews have already received support and familiarisation from Drive Training and Training Safety and Assurance colleagues.

This is the latest MWRP to be delivered to on call fire stations across Scotland, with some of our most rural and remote communities having already benefitted from the arrival of their own new appliance.

