

THE HIGHLAND AND ISLANDS FIRE BOARD
Integrated Risk Management Planning Working Group

6 November 2009

Agenda Item	
Report No	

IRMP RISK REVIEW - Stage IIa

Report by Chief Fire Officer

Summary

This report introduces the IRMP Risk Review Stage IIa Sustainability Report.

Background

The appended Stage IIa IRMP Risk Review Report was requested at the Fire Board Meeting on 10 September 2009 as the next step in the IRMP Risk Review Process. The purpose of this report is to:

- promote performance improvements
- promote involvement in the Risk Review process

The resultant updated performance data will ultimately provide base line data for the Board's Risk Review Stage III. This was identified and agreed by Members at the recent Board meeting on 10 September 2009 as the next step (Stage IIa) in the IRMP Risk Review process.

Overview

To facilitate the progression of the Board's IRMP Risk Review, as well as improving station performance (a key outcome of the sustainability review), the Service has applied the previously agreed methodology, which will provide an evidenced based priority to target future performance improvements.

Recommendation

Members are requested to note those stations considered under the IRMP Risk Review Stage IIa.

BRIAN A MURRAY
CHIEF FIRE OFFICER
28th October 2009

Highland and Islands Fire Board



IRMP Risk Review

Stage IIa Sustainability Report

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Appendix 1

Stations by Call Band (Risk Review Stage 2 classification by number of calls received over the Sustainability Review period 1 April 2006-30 September 2009) with Crew Confidence Failure > 10%

Appendix 2

Stations Sustainability Review Data from 01/04/2009 to 30/09/2009 (Highlighting stations in blue which require development action plans to be progressed as appropriate).

Review of Stations Which Present Performance Issues

1.0 Introduction

Following the production of the Stage II report on 'stations causing concern in terms of their effectiveness, availability and safety', the Board agreed that an additional stage (Stage IIa) should be included in the IRMP Risk Review process. This additional stage would analyse all other station/units to highlight issues relating to station establishment, crew confidence and contract of availability that impacts on performance. The aim is to facilitate the progression of the Board's IRMP Risk Review and improve station performance, a key outcome of the Sustainability Review.

The report identifies stations/units which present performance issues with the aim of:

- promoting performance improvements
- promoting station and community involvement in the Risk Review process

The resultant performance data will ultimately provide base line data for the Board's Risk Review Stage III.

2.0 Background

Following development of the methodology and its application to Stage I and Stage II of the IRMP Risk Review, the analysis of the primary data sets has now been applied to all other stations/units over the now extended 42 month Sustainability Review period (1 April 2006 to 30 September 2009) It highlights performance issues in the following areas;

2.1 Crew Confidence

It is essential that when an appliance and crew receive an emergency call for assistance, they mobilise promptly on each occasion. A crew confidence failure is recorded when the appliance fails to respond to an emergency call as a result of insufficient crew members. The minimum number of personnel required by HIFRS to form a safe crew is four.

For an emergency incident the public expectation is that an appropriate response will always be available. To achieve this, the service has a network of stations strategically located which for the majority of cases will provide a local response.

Using appropriate management controls available, to match public expectation, an appliance should never be unavailable to respond to an emergency. However for the purpose of this report, to make analysis manageable, an unacceptable but notional emergency incident failure rate of 10% has been utilised.

Table 1, Appendix 1 and 2 detail the crew confidence failures for stations and units over the sustainability reporting period, highlighting those stations with a

10% and more failure rate within the 36 month period 1 April 2006 to 31 March 2009 as well as the most recent six months data 1 April to 30 September 2009.

2.2 Station Figures

Appendix 2 details the most current station/unit establishment figures as of 30 September 2009.

It is important to maintain an appropriate station establishment to ensure crew confidence is achieved as it can be seen that there is a direct correlation between stations with a higher crew confidence failure and those stations with a lower establishment figure. Whilst there is no absolute level of establishment we need to ensure sufficient crew exists to maintain 24 hour emergency cover.

2.3 Contract of Availability

Appendix 2 relates to station members' declared contractual hours of availability. It is essential to ensure there are sufficient station personnel providing appropriate availability periods to achieve the required crew confidence to effect appropriate safe systems of work.

2.4 Off the Run

The "Off the Run" times detailed within **Appendix 2** are the actual times an appliance was recorded unavailable for calls to emergencies with the service's command and control centre due to lack of crew. This data is provided for information only.

3.0 The Way Forward

The information will now be utilised in the Service to work with stations and communities to improve the long term sustainability of stations. The resulted improvement performance information will then provide the base line data for the Board's Risk Review Stage III.

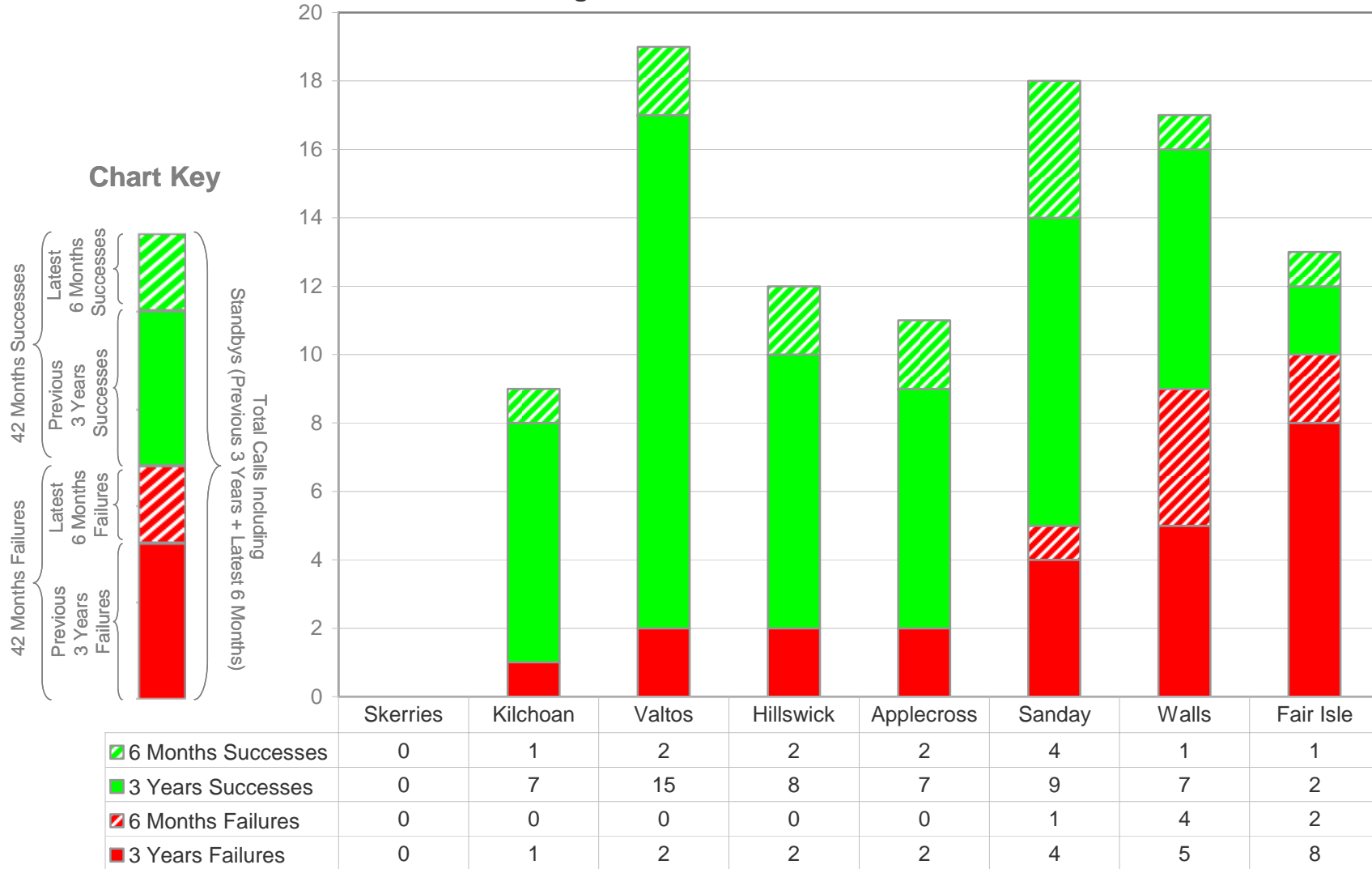
Table 1 contains a summary of stations with crew confidence failures of 10% and more grouped in order of total calls received over the reporting period 1 April 2006 to 30 September 2009 combined with those stations highlighted in **Appendix 2** which require consideration and support to ensure a strong resilient unit.

Table 1 – Stations

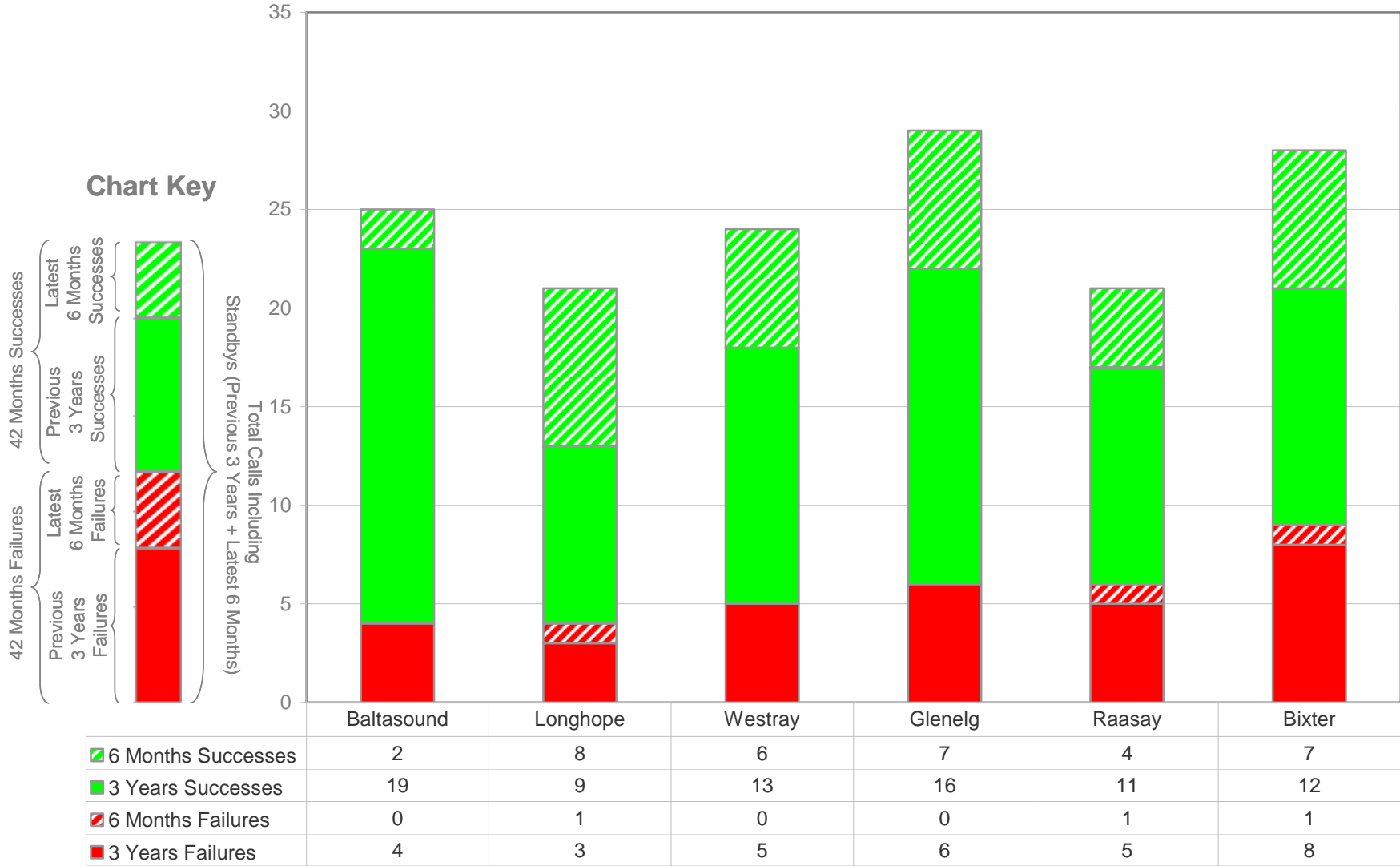
Station	%age Crew Confidence Failure	Calls Received (0-20)	
		Total calls	Failed calls
Skerries	N/A	0	0
Kilchoan	11	9	1
Valtos	11	19	2
Hillswick	17	12	2
Applecross	18	11	2
Sanday	28	18	5
Walls	53	17	9
Fair Isle	77	13	10

Station	%age Crew Confidence Failure	Calls Received (21-30)	
		Total calls	Failed calls
Baltasound	16	25	4
Longhope	19	21	4
Westray	21	24	5
Glenelg	21	29	6
Raasay	29	21	6
Bixter	32	28	9
Station	%age Crew Confidence Failure	Calls Received (31-70)	
		Total calls	Failed calls
Tongue	13	63	8
St Margaret's Hope	18	49	9
Staffin	18	56	10
Kinlochewe	31	36	11
Foyers	36	61	22
Cannich	46	48	22
Lochmaddy	49	65	32
Station	%age Crew Confidence Failure	Calls Received (71-120)	
		Total calls	Failed calls
Scourie	11	75	8
Dunbeath	11	87	10
Sandwick	14	94	13
Sumburgh	17	87	15
Bayhead	21	84	18
Bettyhill	19	111	21
Aultbea	26	100	26
2 Appliance Stations	Second Appliance %age Crew Confidence Failure	Calls Received	
		Total calls	Failed calls
Brae	12	83	10
Grantown	16	196	32
Kinlochleven	11	376	41
Nairn	18	412	74
Invergordon	17	717	119
CRU	%age Crew Confidence Failure	Calls Received	
		Total calls	Failed calls
Sleat	67	3	2
Lybster	11	35	4
Balintore	22	45	10
Spean Bridge	20	92	18
Ratagan	86	29	25
Knoydart	67	3	2
Boat of Garten	61	54	33

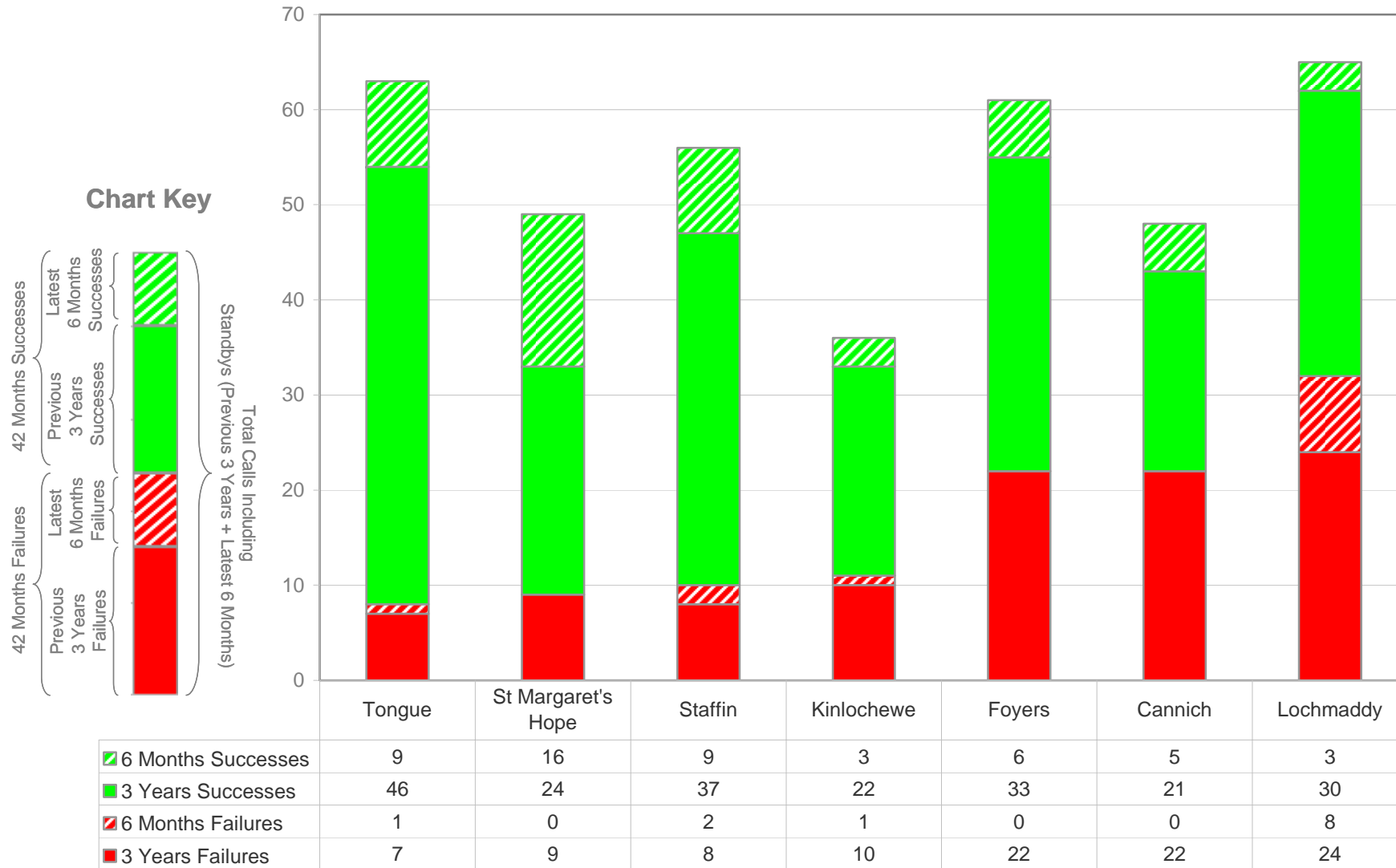
**Stations by Call Band (0 to 20 Calls) Failing Crew Confidence Above 10%
Illustrating Latest 6 Months Performance 01/04/2009 to 30/09/2009**



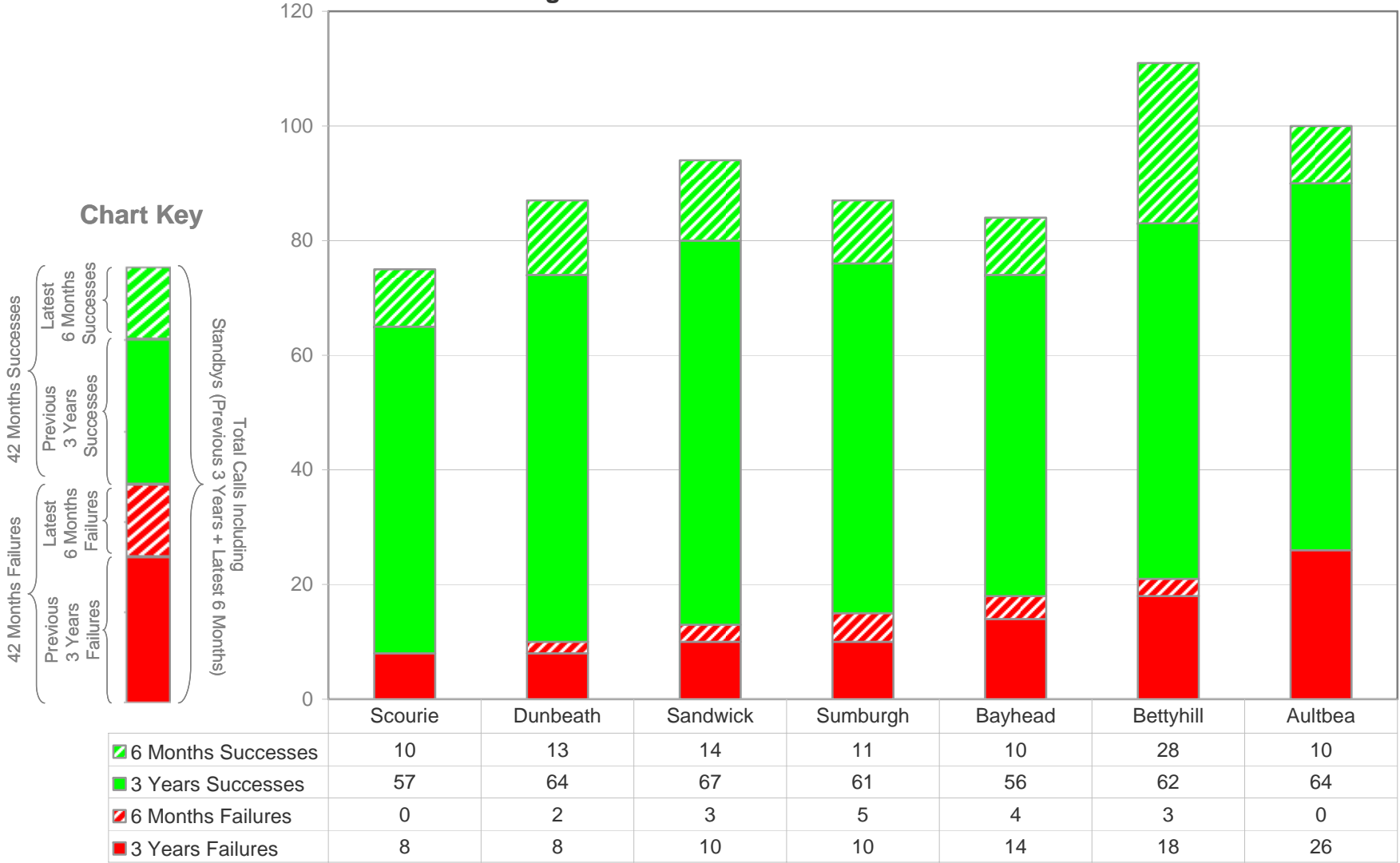
**Stations by Call Band (21 to 30 Calls) Failing Crew Confidence Above 10%
Illustrating Latest 6 Months Performance 01/04/2009 to 30/09/2009**



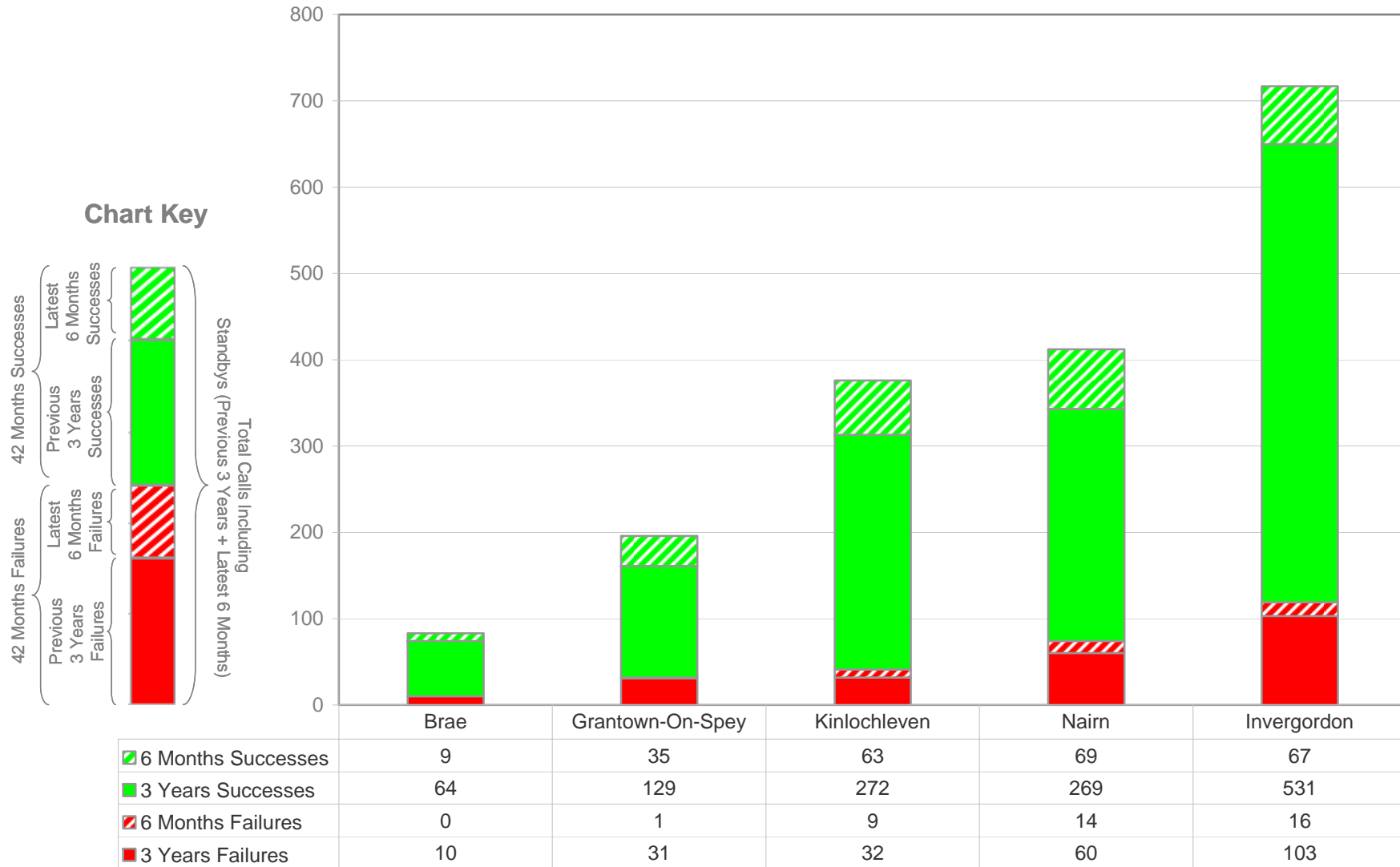
**Stations by Call Band (31 to 70 Calls) Failing Crew Confidence Above 10%
Illustrating Latest 6 Months Performance 01/04/2009 to 30/09/2009**



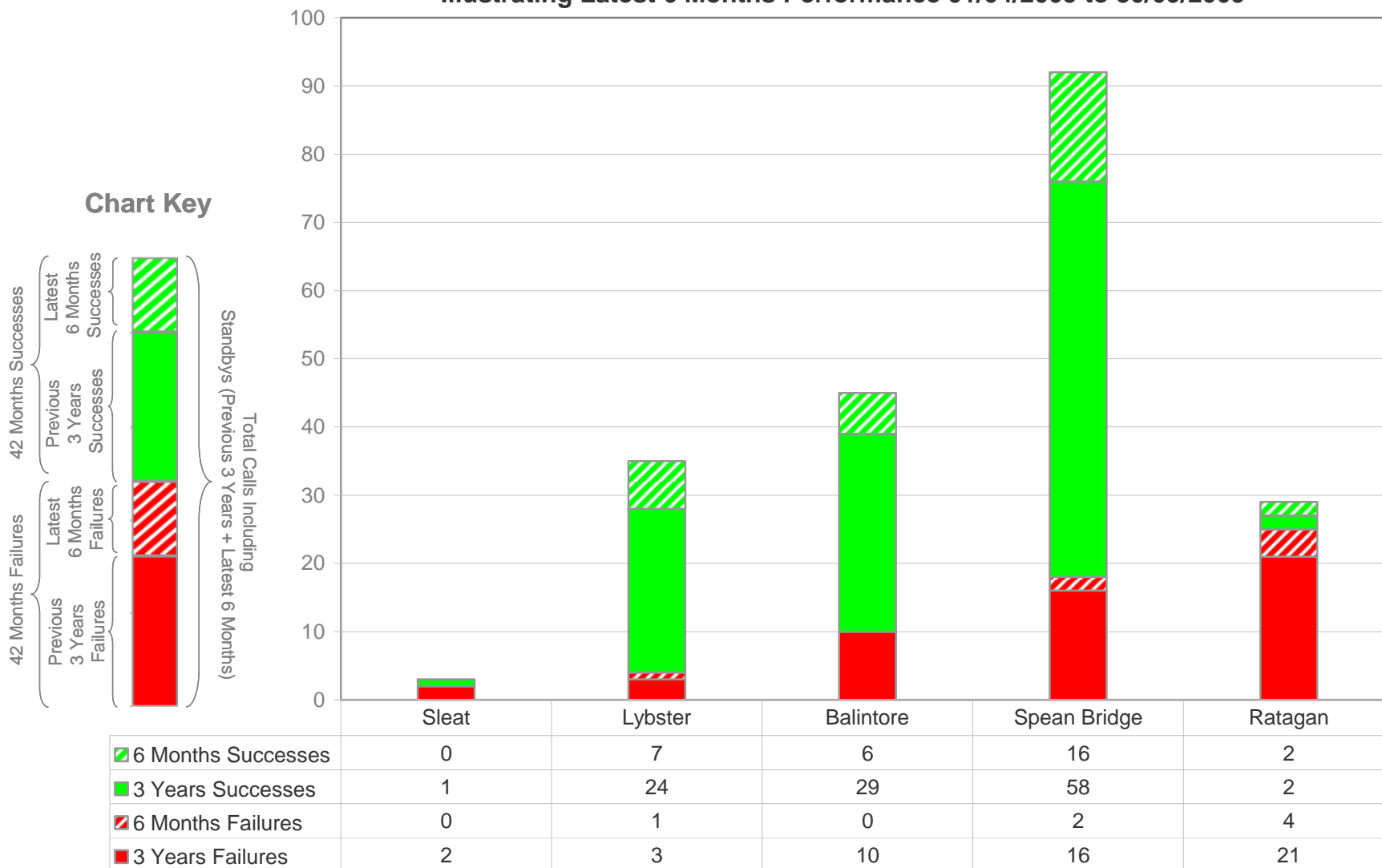
**Stations by Call Band (71 to 120 Calls) Failing Crew Confidence Above 10%
Illustrating Latest 6 Months Performance 01/04/2009 to 30/09/2009**



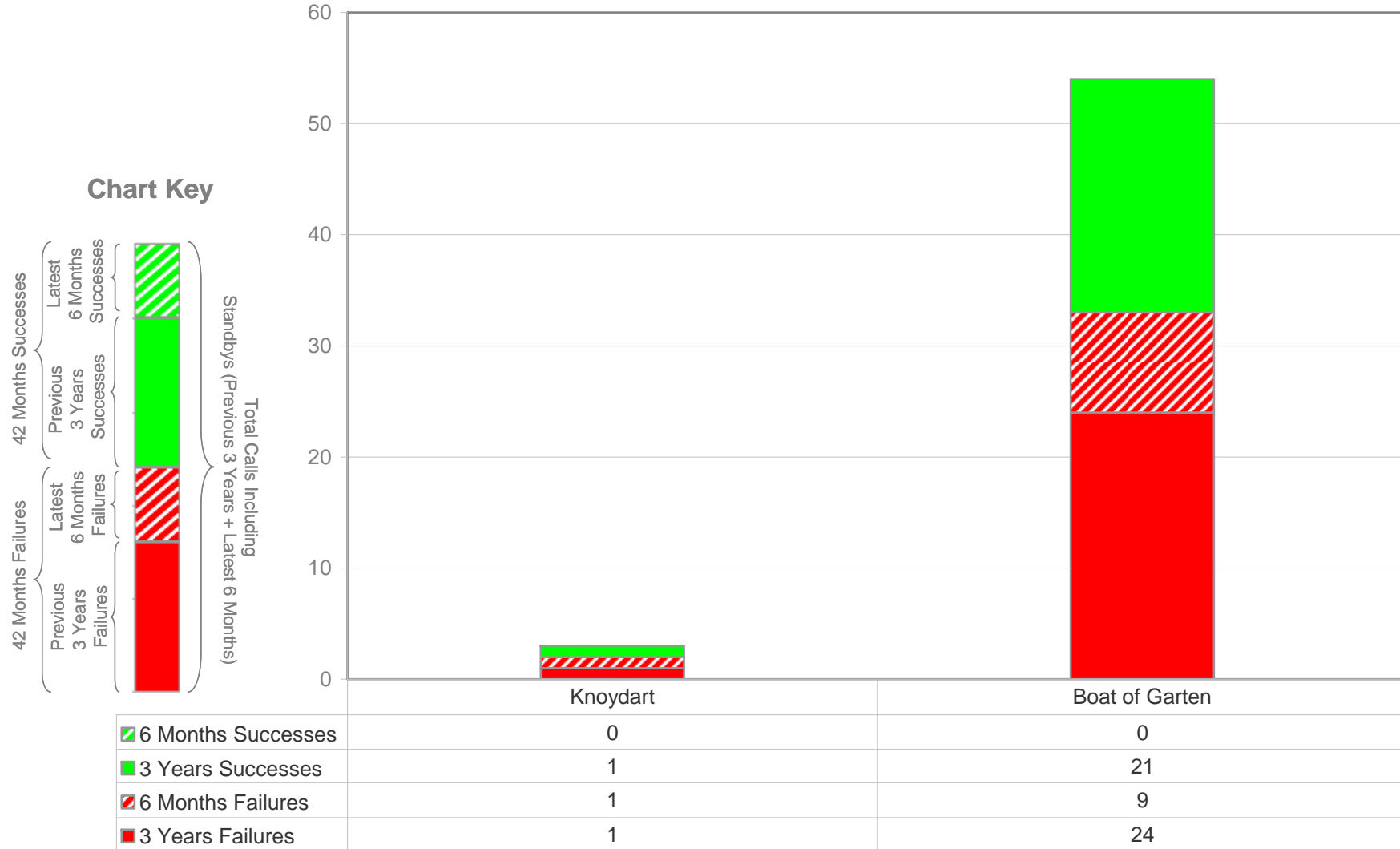
**Stations with Second Appliance Failing Crew Confidence Above 10%
Illustrating Latest 6 Months Performance 01/04/2009 to 30/09/2009**



**RTC / Wildfire Community Response Units Failing Crew Confidence Above 10%
Illustrating Latest 6 Months Performance 01/04/2009 to 30/09/2009**



**Community Response Units Failing Crew Confidence Above 10%
Illustrating Latest 6 Months Performance 01/04/2009 to 30/09/2009**



Retained Second Appliance

Retained 2nd Appliance	1st Apr 2009 - 30th Sep 2009 Crew Confidence Levels			Contract Availability Total No of Contract Hrs as at 30th Sep 2009	Establishment Total No of Crew as at 30th Sep 2009	Off the Run (OTR) Statistics, 01/04/09 - 30/09/09				
	Failed	Total No of Calls Inc Standby	Overall %age Failure			OTR Recorded by Control	Reason for OTR			Total Off Run Time
						Lack of Crew	Lack of Driver	Appliance Related		
Kinlochleven	9	72	13	1950	18	2	1	0	1	1 hr 7 mins
Nairn	14	83	17	2010	18	16	13	0	3	82 hrs 26 mins
Stromness	2	33	6	2040	17	2	0	0	2	10 hrs 6 mins
Invergordon	16	83	19	2100	19	0	0	0	0	-
Dingwall	16	117	14	2160	19	11	10	0	1	75 hrs 31 mins
Brae	1	9	11	2280	19	0	0	0	0	-
Wick	1	78	1	2280	19	0	0	0	0	-
Kirkwall	0	71	0	2280	19	1	0	0	1	1 hr
Fort William	2	139	1	2310	20	11	11	0	0	60 hrs 6 mins
Stornoway	1	111	1	2370	20	7	5	0	2	32 hrs 43 mins
Thurso	3	60	5	2430	21	2	0	0	2	5 hrs 30 mins
Grantown on Spey	1	36	3	2460	21	0	0	0	0	-
Lerwick	4	78	5	2520	21	4	1	0	3	8 hrs 25 mins
70	970									

CRU Stations

CRU Mobile RTA/WILDFIRE/CFS	1st Apr 2009 - 30th Sep 2009 Crew Confidence			Contract Availability Total No of Contract Hrs as at 30th Sep 2009	Establishment Total No of Crew as at 30th Sep 2009	Off the Run (OTR) Statistics, 01/04/09 - 30/09/09				
	Failed	Total No of Calls Inc Standby	Overall %age Failure			OTR Recorded by Control	Reason for OTR			Total Off Run Time
						Lack of Crew	Lack of Driver	Appliance Related		
Ratagan	4	6	67	n/a	7	0	0	0	0	-
Steat	0	0	No Calls	n/a	8	0	0	0	0	-
Cromarty	0	3	0	n/a	8	1	0	0	1	5 hrs 5 mins
Balintore	0	6	0	n/a	9	18	18	0	0	135 hrs 37 mins
Lybster	1	8	13	n/a	10	0	0	0	0	-
Spean Bridge	2	18	11	n/a	10	0	0	0	0	-
Newtonmore	0	6	0	n/a	10	13	13	0	0	39 hrs 38 mins
Carrbridge	0	13	0	n/a	11	9	8	1	0	40 hrs 56 mins
7	60									

CRU Mobile WILDFIRE/CFS	1st Apr 2009 - 30th Sep 2009 Crew Confidence			Contract Availability Total No of Contract Hrs as at 30th Sep 2009	Establishment Total No of Crew as at 30th Sep 2009	Off the Run (OTR) Statistics, 01/04/09 - 30/09/09				
	Failed	Total No of Calls Inc Standby	Overall %age Failure			OTR Recorded by Control	Reason for OTR			Total Off Run Time
						Lack of Crew	Lack of Driver	Appliance Related		
Minginish	0	0	No Calls	n/a	2	0	0	0	0	-
Glenuig	0	0	No Calls	n/a	5	0	0	0	0	-
Nethybridge	0	2	0	n/a	7	1	0	0	1	2 hrs 22 mins
Boat of Garten	9	9	100	n/a	8	1	1	0	0	End time not recorded
9	11									

CRU Mobile FIRST AID/ FIREFIGHTING/ CFS	1st Apr 2009 - 30th Sep 2009 Crew Confidence			Contract Availability Total No of Contract Hrs as at 30th Sep 2009	Establishment Total No of Crew as at 30th Sep 2009	Off the Run (OTR) Statistics, 01/04/09 - 30/09/09				
	Failed	Total No of Calls Inc Standby	Overall %age Failure			OTR Recorded by Control	Reason for OTR			Total Off Run Time
						Lack of Crew	Lack of Driver	Appliance Related		
Isle of Muck	0	0	No Calls	n/a	4	0	0	0	0	-
Eigg	1	1	100	n/a	5	0	0	0	0	-
Knoydart	1	1	100	n/a	6	0	0	0	0	-
2	2									

All stations highlighted yellow have been previously reported on within IRMP Risk Review Stage II

All stations highlighted blue - Crew Confidence Failures > 10%
Contract Availability < 672 hours for a 1 Pump Station and < 1344 hours for a 2 Pump Station
Establishment <= 9 Crew for a 1 Pump Station and <= 19 Crew for a 2 Pump Station