

## The Highland Council

### Community Safety, Public Engagement and Equalities Committee – 12 June 2014

Agenda Item	11
Report No	CPE 20/14

#### Quarterly Performance Report for Quarter 4 2013/14

#### Report by Local Senior Officer for Highland – Area Manager Scott Hay

##### Summary

This report and accompanying quarterly performance report (QPR) details fire and rescue service performance across a range of Intervention, Prevention and Protection activities in line with set target delivery for 2013/14.

Further commitment to fire and rescue service provision in Highland is identified in the recent investment in the asset centre in Inverness including upgraded workshops and stores.

This report also highlights the key outcomes from the recent HM Fire Service Inspectorate report following an examination of Equal Access to National Capacity.

#### 1. Performance Reporting 2013-14

- 1.1 The accompanying quarterly performance report details fire and rescue service activities aligned with partnership agreed outcomes contained in the Highland SOA 2013-2019. These activities include the delivery of free home fire safety visits (HFSV) aimed at reducing dwelling house fires, supporting the partnership delivered road safety programme Driving Ambition and the reduction of fire-related antisocial behaviour through delivery of the targeted youth engagement activities.
- 1.2 The service also has an obligation to carry out legislative fire safety audits, supporting a reduction in fires and fire related injuries in non-domestic premises, as well as a continued reduction of unwanted fire alarm signals. It is recognised that these activities and performance targets contribute to a reduction in risk in the community, as well as demand on fire and rescue service resources.

#### 2. Key Performance Indicators (KPI) - Analysis

- 2.1 KPI 1 and KPI 2 indicators reflect key target areas for the Scottish Fire and Rescue Service (SFRS). Through the continued delivery of HFSV, partnership engagement and data sharing, the Service aims to reduce the impact of dwelling house fires. More detail can be found in Highland SOA 2013-2019 Section 6.4 and table 12.

- 2.2 The graph for KPI's 1 and 2 has been updated reflecting recent requests for previous 5 year figures and trends. While at year-end 2013/2014 the overall figure for accidental house fires is up, this is set against the downward trend for the past 3 years.
- 2.3 KPI 3 and related graph has also been updated to reflect 5 year figures and trends. Similar to that above, the recent spike in activity for year-end 2013/2014 is set against the previous downward trend. The service has also seen a reduction in wildfire activity overall; nevertheless, when they do occur, the professionalism and commitment from those who attend and manage these incidents is recognised. Fire and rescue service managers are working closely with land managers and other partner agencies through the Scottish Wildfire Forum (SWF) to ensure a continued reduction in activity and related demand on resources.
- 2.4 KPI 4 identifies the number of HFSV performed for the reporting year 2013/2014. This figure is lower than expected and relates to specialist community safety advocate staff making career changes. The service has just appointed a new CSA to ensure we work towards the overall target, as well as ongoing commitment to work with partner agencies to target homes and householders who would benefit most from a HFSV. The outcome of this is an increase in the number of HFSV delivered in high risk premises, borne from partnership data sharing and referrals.
- 2.5 KPI 5 reflects a key target for reduction in SFRS activity across Highland area. As identified, 35% of all incidents attended in Highland are equipment related false alarms. SFRS auditing staff continue to work with duty holders to reduce these numbers overall.
- 2.6 KPI 6 identifies the proportion of station hours available, directly relating to the availability of operational personnel, mostly during the normal 9-5 working day. Operational managers routinely engage with retained staff and their primary employers to support and encourage an increase in day time availability. Recruitment is also key to improving this indicator. Service managers regularly perform targeted and focused recruitment in areas most in need of operational cover during core hours identified above.
- 2.7 KPI 7 identifies the overall number of injury accidents. The Service actively encourages the reporting of near miss incidents, supporting the analysis and implementation of reduction and safety measures. The total number of injury accidents has decreased to one. Encouragingly, the service has had no RIDDOR events, supporting its focus on safer firefighters through sustained training and personnel development.

### **3. Area Statistics**

- 3.1 As identified above, service managers regularly target recruitment in areas most in need to maintain operational cover 24 hours a day, seven days a week. Workforce statistics are routinely monitored, supporting service

managers when managing performance improvements and availability through recruitment and engagement.

#### **4. News in Brief and Incident Summary**

- 4.1 A number of engagement events and operational activities are captured in this section of the QPR, further reflecting the range and level of performance across the Highland area this quarter.

#### **5. HMI Audit of Equal Access to National Capacity**

- 5.1 The HM Fire Service Inspectorate carried out a recent audit to examine equal access to national capacity across Scotland. HMI inspectors were in Skye earlier this year with the purpose of examining access to national resources and support. This was measured against similar provision in other areas of rural Scotland. Outcomes from the report include:

- The large majority of staff felt well able and equipped to deal with local risks, supported by a robust monitoring system to ensure currency of skills and qualifications
- Access to risk information can be improved through populated mobile data terminals on fire engines
- Peripatetic training staff remain available to support remote and rural stations, supported with the development of a national training strategy
- Higher levels of HFSV being performed in Highland area than other areas audited
- Recruiting and retaining retained (part-time) staff is a challenge across all areas of Scotland
- Recognition of good partnership working across the community planning and community safety partnerships

The full report can be accessed through the following link  
<http://www.scotland.gov.uk/Resource/0043/00437774.pdf>

#### **6. SFRS Capital Commitment to Highland Area**

- 6.1 The SFRS recently completed phase 1 of a £300,000 investment in its asset centre in Inverness. The upgrade includes improved workshop capability to enhance operational vehicle maintenance across the North. It also includes increased capacity in fuel storage, further improving operational resilience and business continuity.
- 6.2 This work recognises Inverness and the asset centre as a key part in creating an appropriate infrastructure for a single, national service.

**Recommendation**

Committee Members are invited to **comment** on and **scrutinise** service delivery and performance contained within the Report and accompanying QPR for Quarter 4, 2013-2014.

**Area Manager Scott Hay**

**Local Senior Officer for Highland**

**1 June 2014**

Attachments:

**Highland Quarterly Performance Report: Quarter 4, 2013/14**