

**The Highland Council**  
**City of Inverness Area Committee**

**5 March 2015**

Agenda Item	4
Report No	CIA/2/15

**Scottish Fire and Rescue Area Committee Performance Report for 2014-15**

**Report by Local Senior Officer for Highland**

**Summary**

This report and accompanying City of Inverness Area Performance Report details fire and rescue service performance against the key areas of planned activity identified during the Ward consultation sessions.

Activity areas were identified through a range of Intervention, Prevention and Protection activities delivered in partnership to reduce risk to the communities in the City of Inverness Area.

**1. City of Inverness Area Performance Report**

- 1.1 The attached area performance report for the City of Inverness Area details the areas of activity and service delivery set against the main priorities as identified by communities during the Ward consultation sessions of 2013.

These areas are:

- 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)

- 1.2 In achieving these priorities a number of activities have been identified which include; the delivery of free home fire safety visits (HFSV) and post domestic incident response aimed at reducing dwelling house fires, supporting the partnership delivered road safety programmes, Driving Ambition and the reduction of fire-related antisocial behaviour through targeted youth engagement activities and thematic action plans.

- 1.3 Through the Fire Safety Enforcement Staff the Service continues to carry out legislative fire safety audits, supporting a reduction in fires and fire related injuries in non-domestic premises.

1.4 With the introduction of the Scottish Fire and Rescue Service unwanted fire alarm signals (UFAS) procedure on 1 December 2014 there is now a standard management model to reduce the number of UFAS across all areas of Scotland and effectively manage an appropriate response to repeat UFAS calls from known premises. Personnel throughout the City of Inverness Area are tasked with:

- Working more closely with all 'duty holders' post UFAS events to review, and where appropriate, improve management arrangements within premises.

1.5 Community and Firefighter safety remain at the forefront of service delivery activities in the City of Inverness Area and activity includes operational risk visits, multi-agency training and exercises, community resilience initiatives and management of resource availability.

Additional information as requested at the last round of Area Committees has been included in the performance report:

- Workforce statistics including establishment and availability figures
- Highland wide performance

#### **Recommendation**

Committee Members are invited to **comment** and **scrutinise** the attached Area Performance Report.

**Group Manager Fraser Nixon**

**13 February 2015**

Attachment:

**City of Inverness Area Performance Report**

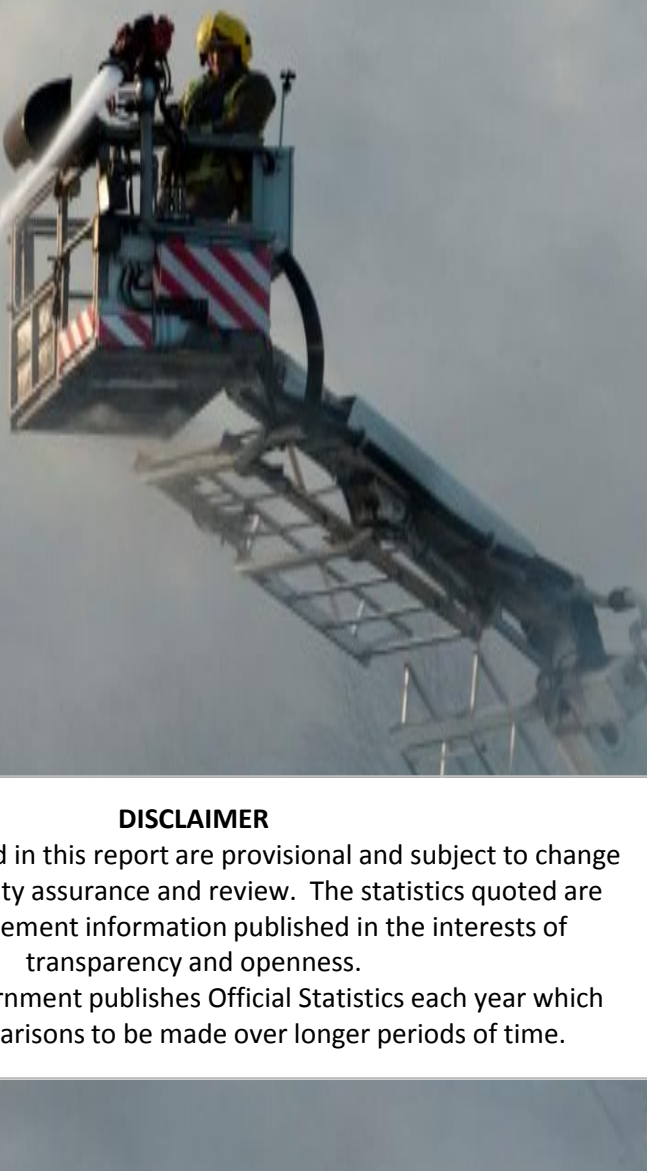


**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

## Highland

**City of Inverness  
Area 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.

ID	Key Performance Indicator (KPI)	Pg
2bi	All accidental dwelling fires	3
3bi	All fatal accidental dwell. fire casualties	4
3bii	Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)	5
1a	All deliberate fires	6
5a	Special Service – RTCs	7
10d	False Alarm – Equipment failure	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.

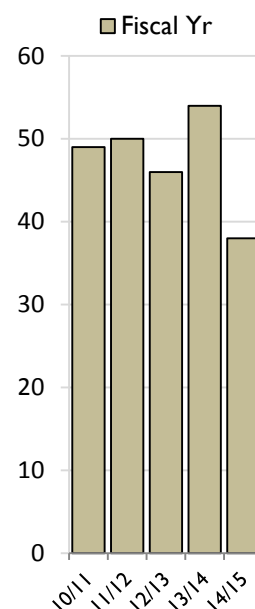
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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)

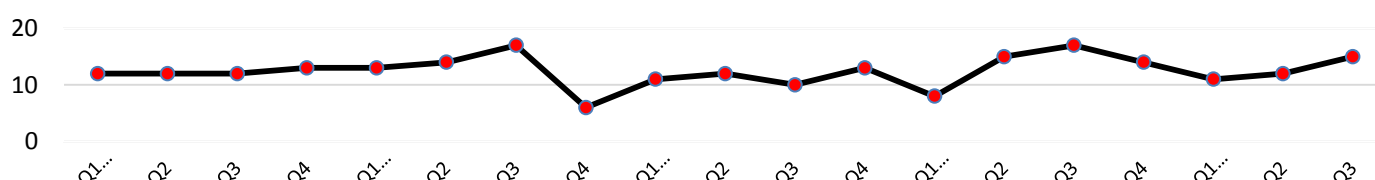
## All accidental dwelling fires

Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15	Highland
April	4	3	6	2	3	12
May	2	4	2	1	5	12
June	6	6	3	5	3	12
July	4	7	1	6	6	12
August	4	3	6	5	1	9
September	4	4	5	4	5	12
October	2	8	3	6	4	11
November	6	4	2	5	6	10
December	4	5	5	6	5	11
January	5	2	6	6	#N/A	#N/A
February	6	1	2	2	#N/A	#N/A
March	2	3	5	6	#N/A	#N/A
<b>Fiscal Yr</b>	<b>49</b>	<b>50</b>	<b>46</b>	<b>54</b>	<b>38</b>	<b>101</b>



Month/Year	2010/11	2010/11	2011/12	2012/13	2013/14
<b>Fiscal Yr</b>	<b>49</b>	<b>50</b>	<b>46</b>	<b>54</b>	<b>38</b>

Qtr/Year	2010/11	2010/11	2011/12	2012/13	2013/14	Highland
Quarter 1	12	13	11	8	11	36
Quarter 2	12	14	12	15	12	33
Quarter 3	12	17	10	17	15	32
Quarter 4	13	6	13	14	#N/A	#N/A



### Commentary

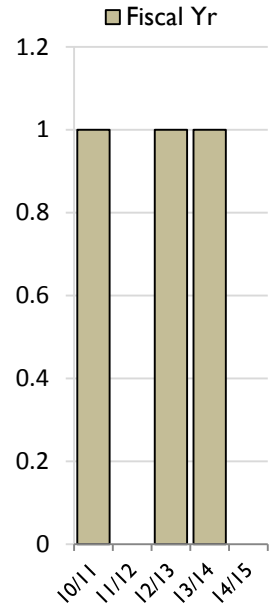
The tables above represent the number of accidental dwelling house fires that occurred within the Area Committee boundary. Tolerances are set in context of the number of previous incidents by reporting month and, where there has been an increase in overall incidents, the colour coding is identified with 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 and the installation of free smoke 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.

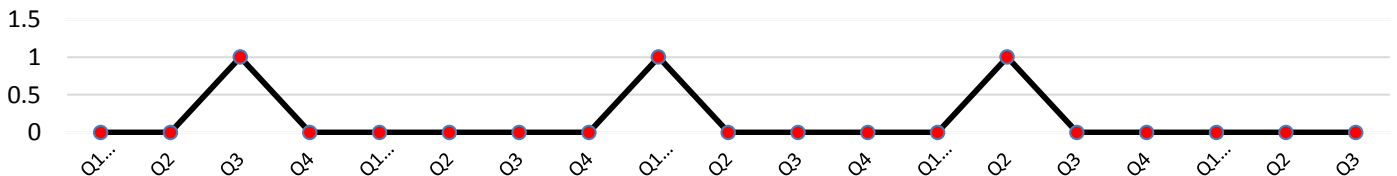
## All fatal accidental dwell. fire casualties

Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15	Highland
April	0	0	0	0	0	0
May	0	0	1	0	0	0
June	0	0	0	0	0	1
July	0	0	0	0	0	0
August	0	0	0	1	0	0
September	0	0	0	0	0	0
October	1	0	0	0	0	0
November	0	0	0	0	0	0
December	0	0	0	0	0	0
January	0	0	0	0	#N/A	#N/A
February	0	0	0	0	#N/A	#N/A
March	0	0	0	0	#N/A	#N/A
<b>Fiscal Yr</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>



Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15
<b>Fiscal Yr</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>

Qtr/Year	2010/11	2011/12	2012/13	2013/14	2014/15	Highland
Quarter 1	0	0	1	0	0	1
Quarter 2	0	0	0	1	0	0
Quarter 3	1	0	0	0	0	0
Quarter 4	0	0	0	0	#N/A	#N/A

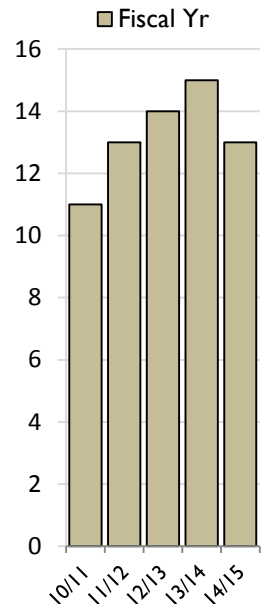


### Commentary

The attached tables 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.

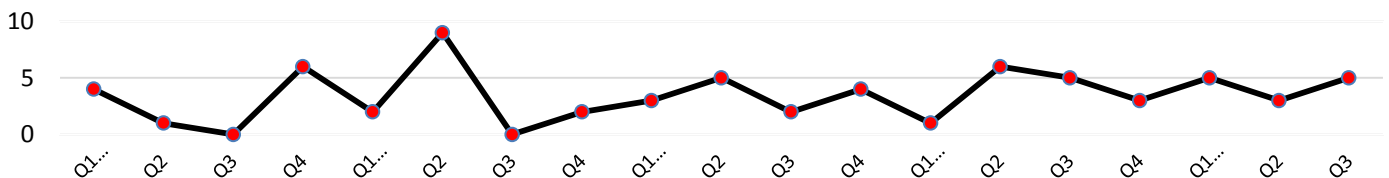
## Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)

Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15	Highland
April	0	0	2	0	1	1
May	1	1	1	0	1	2
June	3	1	0	1	3	3
July	0	8	0	1	3	6
August	1	1	4	1	0	2
September	0	0	1	4	0	1
October	0	0	1	2	0	1
November	0	0	0	1	4	5
December	0	0	1	2	1	1
January	2	1	3	1	#N/A	#N/A
February	4	0	1	0	#N/A	#N/A
March	0	1	0	2	#N/A	#N/A
<b>Fiscal Yr</b>	<b>11</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>13</b>	<b>22</b>



Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15
<b>Fiscal Yr</b>	<b>11</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>13</b>

Qtr/Year	2010/11	2011/12	2012/13	2013/14	2014/15	Highland
Quarter 1	4	2	3	1	5	6
Quarter 2	1	9	5	6	3	9
Quarter 3	0	0	2	5	5	7
Quarter 4	6	2	4	3	#N/A	#N/A



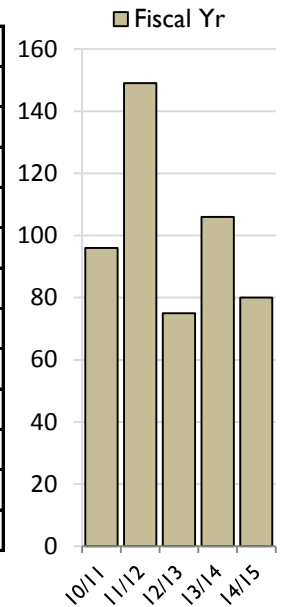
### Commentary

The attached tables 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 hard with partners to reduce the number of casualties.

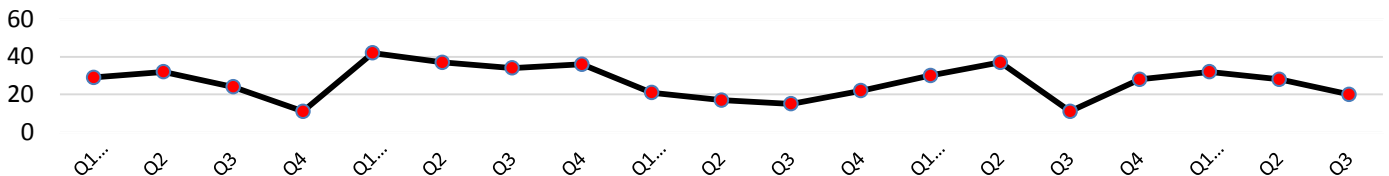
## All deliberate fires

Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15	Highland
April	11	21	7	9	11	19
May	7	12	11	9	9	15
June	11	9	3	12	12	17
July	13	19	4	19	8	17
August	11	7	7	6	7	10
September	8	11	6	12	13	21
October	6	20	5	3	11	18
November	16	12	7	5	6	19
December	2	2	3	3	3	5
January	1	7	3	8	#N/A	#N/A
February	7	7	8	4	#N/A	#N/A
March	3	22	11	16	#N/A	#N/A
<b>Fiscal Yr</b>	<b>96</b>	<b>149</b>	<b>75</b>	<b>106</b>	<b>80</b>	<b>141</b>



Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15
<b>Fiscal Yr</b>	<b>96</b>	<b>149</b>	<b>75</b>	<b>106</b>	<b>80</b>

Qtr/Year	2010/11	2011/12	2012/13	2013/14	2014/15	Highland
Quarter 1	29	42	21	30	32	51
Quarter 2	32	37	17	37	28	48
Quarter 3	24	34	15	11	20	42
Quarter 4	11	36	22	28	#N/A	#N/A



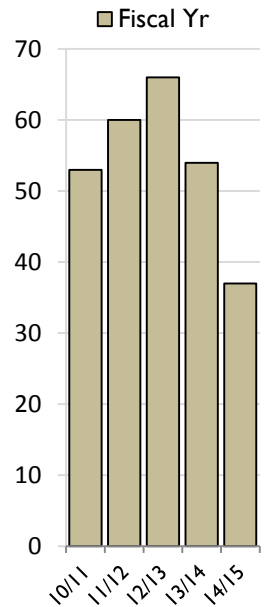
### Commentary

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.



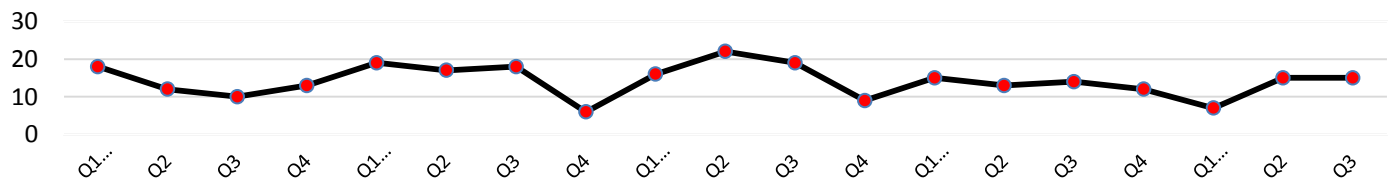
## Special Service - RTCs

Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15	Highland
April	6	4	6	4	4	12
May	6	6	6	6	1	20
June	6	9	4	5	2	16
July	5	4	6	5	4	26
August	6	9	8	4	6	20
September	1	4	8	4	5	17
October	6	3	6	4	3	9
November	2	5	8	6	11	20
December	2	10	5	4	1	12
January	5	3	3	4	#N/A	#N/A
February	3	1	1	7	#N/A	#N/A
March	5	2	5	1	#N/A	#N/A
<b>Fiscal Yr</b>	<b>53</b>	<b>60</b>	<b>66</b>	<b>54</b>	<b>37</b>	<b>152</b>



Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15
<b>Fiscal Yr</b>	<b>53</b>	<b>60</b>	<b>66</b>	<b>54</b>	<b>37</b>

Qtr/Year	2010/11	2011/12	2012/13	2013/14	2014/15	Highland
Quarter 1	18	19	16	15	7	48
Quarter 2	12	17	22	13	15	63
Quarter 3	10	18	19	14	15	41
Quarter 4	13	6	9	12	#N/A	#N/A



### Commentary

Special Service incidents involves 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.

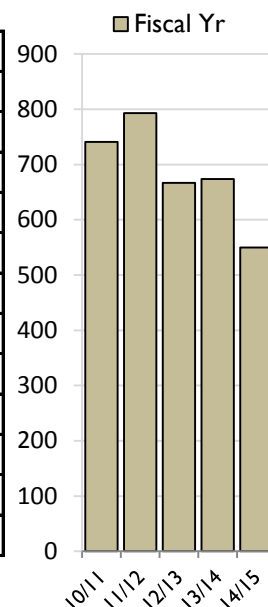
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies through the Safer Highland Road Safety Group to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

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>

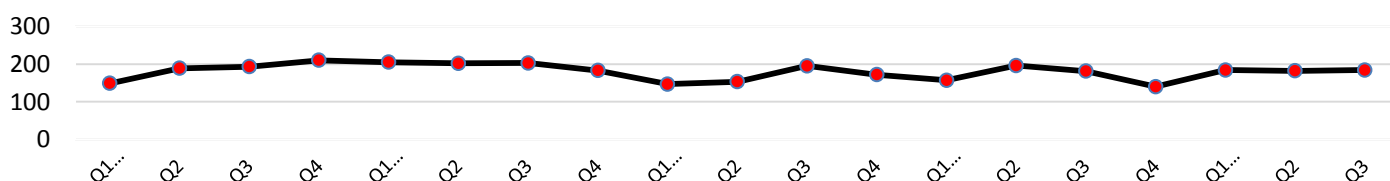
## False Alarm - Equipment failure

Month/Year	2010/11	2011/12	2012/13	2013/14	2014/15	Highland
April	52	59	42	56	79	145
May	50	73	53	66	51	103
June	47	73	52	35	54	123
July	59	61	42	67	67	129
August	67	69	53	62	60	129
September	63	72	58	67	55	104
October	63	51	74	64	63	128
November	63	86	59	55	73	115
December	67	66	62	62	48	93
January	81	67	63	48	#N/A	#N/A
February	63	64	48	44	#N/A	#N/A
March	66	52	61	48	#N/A	#N/A
<b>Fiscal Yr</b>	<b>741</b>	<b>793</b>	<b>667</b>	<b>674</b>	<b>550</b>	<b>1069</b>



Month/Year	2009/10	2010/11	2011/12	2012/13	2013/14
<b>Fiscal Yr</b>	<b>741</b>	<b>793</b>	<b>667</b>	<b>674</b>	<b>550</b>

Qtr/Year	2009/10	2010/11	2011/12	2012/13	2013/14	Highland
Quarter 1	149	205	147	157	184	371
Quarter 2	189	202	153	196	182	362
Quarter 3	193	203	195	181	184	336
Quarter 4	210	183	172	140	#N/A	#N/A



### Commentary

The Service responds to a number of false alarms over the reporting year, most of which are unwanted fire alarm signals (UFAS). The number of calls in the area of the City of Inverness has been fairly consistent when analysing like for like periods over the last 5 year reporting periods.

A new policy was implemented on 1st December 2014 requiring SFRS personnel to work closely with duty holders in order to reduce the number of UFAS events.

# Station Availability

Station	Availability as at Dec 2014 %	Staff
Beauly	93	11
Cannich	44	5
Drumnadrochit	94	7
Fort Augustus	93	10
Foyers	85	8
Inverness Retained	95	14
Inverness Wholetime *	n/a	74

<b>City of Inverness Area Committee Totals</b>		<b>129</b>
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\* Denotes two pumps

## 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.

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.

# **Review of Specialist Equipment in the Scottish Fire and Rescue Service**

## **Background**

The Scottish Fire and Rescue Service (SFRS) is legislated to deal with a wide range of emergency incidents in addition to fire, requiring the maintenance of specialist skills and equipment to successfully resolve such incidents. The Fire and Rescue Framework for Scotland 2013 takes this a stage further by making it a priority for the SFRS to create more equal access to specialist resources and national capacity.

Following the creation of SFRS, it inherited a wide array of specialist equipment from the eight legacy fire and rescue services. As the demands on services progressively increased over the years, the deployment of additional equipment was undertaken on a local basis, using existing geographical boundaries without any real attempts at mutual aid or cross-border cooperation. A clear imperative to review this position has resulted in the publication of the Review of Specialist Equipment (RSE) report, which recommended a range of changes designed to enhance service delivery from a more strategic viewpoint.

## **Specialist Resources – Analysis and Outcomes**

The SFRS has therefore, carried out an evaluation of the specialist resources across Scotland and has completed a report indicating the outcomes of the review.

The principles of the review are outlined below.

- The first principle is that specialist resources be sited based on risk, operational activity, population and geography as appropriate, but providing equity of access as far as reasonably possible.
- The review forms part of a long term plan to ensure standardisation and simplification of vehicles and equipment across Scotland.
- Wherever possible, specialist resources will be sited in wholetime fire stations to allow the necessary training time to ensure crews are confident and competent.

The direct impact of this review on resources within the Highland area is the relocation of a range of smaller vehicles and Prime Mover with pods incorporating urban search and rescue and mass decontamination equipment, from Inverness Community Fire Station. The benefits realised from their relocation, while key to maintaining the principles identified above, are identified below.

- A considerable reduction in the excessive burden of training and maintenance of skills and equipment currently within Inverness Community Fire Station. This is recognised through the reallocation of equipment which is seldom or never used.

- A greater focus and maintenance of key core skills and operational competencies for all operational personnel based at Inverness Community Fire Station.
- Improving key core skills based on risk profile and planning assumptions across the Highland area. This includes swift water rescue teams (SWRT) and associated specialist equipment.
- The provision of a dedicated heavy rescue vehicle (HRV) which will undoubtedly improve life safety in the communities and on the roads across Highland area
- Ensuring specialist skills and resources remain available across the wider North area, strategically positioned at Elgin and Aberdeen.
- The wider review of risk across the area supports the introduction of additional water rescue resources (incorporating equipment and skills) based at Fort William Community Fire Station.

### **Next Steps**

The outcomes of the review will be implemented over the next three years after the completion of additional training and vehicle and equipment procurement requirements.

Following completion of the implementation plan the specialist resources within Scotland will have a more even distribution giving a more equal access across the country.

Elected Members of the Highland Council are asked to note the contents of this paper and are invited to discuss any items for further detail or clarity.

### **Full Report**

The Report and its recommendations were agreed by the Scottish Fire and Rescue Service Board at its meeting on 29 January 2015 and is available via the web link below.

<http://www.firescotland.gov.uk/about-us/sfrs-board/board-meetings/29th-january-2015.aspx>