

The Highland Council
Sutherland County Committee

24 May 2016

**Scottish Fire and Rescue Local Committee Performance
Report for 2015-16**

Report by Local Senior Officer for Highland

Agenda Item	4.
Report No	SCC/ 10/16

Summary

This report provides an update to Sutherland County Committee Members on progress against the priorities outlined in the Scottish Fire and Rescue Service Area Committee Plan for Caithness and Sutherland 2015-2016.

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 as requested by Committee Members.

1. Sutherland County Performance Report

- 1.1 The attached performance report provides the current figures for quarters 1 to 4 of 2015/16 from the central Scottish Fire and Rescue Service (SFRS) performance management database against the key indicators and timelines from previous reports.
- 1.2 In achieving the priorities within the Area Committee Plan for Caithness and Sutherland 2015-2016 a number of activities are being progressed including: the delivery of free home fire safety visits (HFSVs) and post domestic incident response (PDIR) aimed at reducing dwelling house fires. SFRS continues to play an active part in the delivery of partnership safety initiatives including the Driving Ambition road safety programme and the reduction of fire-related antisocial behaviour through targeted youth engagement activities and thematic action plans.

- 1.3 It must be emphasised that the baseline figures for some of the indicators within the report are very low and this can make meaningful statistical analysis challenging.
- a. The occurrence of Accidental Dwelling Fires attended by SFRS in Sutherland dipped in the third quarter of 2015/16 before rising again in the fourth quarter to its previous level. The annual total for this incident type has remained the same for the last three years. SFRS continues to work with a range of partner agencies to identify the households which are deemed most vulnerable to accidental dwelling fires and then seek to deliver a free Home Fire Safety Check. Following each dwelling fire SFRS also conducts Post Domestic Incident Response activities in the immediate vicinity. Home fire safety advice is distributed and Home Fire Safety Visits offered.
 - b. Regrettably there were two Fatal Fire Casualties during the fourth quarter of 2015/16 which resulted from two separate Accidental Dwelling Fires. Baseline figures for this indicator have otherwise remained at zero over the last five years – with the exception of the fourth quarter of 2014/15. In response to these fire deaths, SFRS is leading multi-agency Case Conferences which seek to improve opportunities for identifying potentially vulnerable households, refer them for Home Fire Safety Checks and then ensure that effective preventative measures are implemented to mitigate fire risks.
 - c. One of the Fatal Accidental Dwelling Fires which occurred during the fourth quarter of 2015/16 which resulted also resulted in a Non-Fatal Fire Casualty. This incident is similar to one in the same reporting period in 2014/15. The relevant multi-agency Case Conferences also seek to address the prevention of circumstances which may give rise to these fire related injuries.
 - d. Over the last five years there has been a steady decline in the number of Deliberate Fires attended by SFRS in Sutherland. The vast majority have been seasonal wildfires which occurred during the months of March and April. SFRS continues to collaborate with local land managers and land users to reduce the occurrence of wildfires through media messages, responsible muirburn practices and the development of protocols for joint operational response when such incidents occur.
 - e. There has been a relatively constant number of Special Service Road Traffic Collisions (RTCs) attended by SFRS in Sutherland across all four quarters of 2015/16. This is a substantial improvement on the 2013/14 figures, but a slight rise on other years within the five year reporting period. SFRS continues to work with other agencies to deliver Driving Ambition and Safe Highlander events which educate young people on driver and road safety.

- f. There was a peak in the number of Unwanted False Alarm Signals (UFAS) attended by SFRS in quarter 3 of 2015/16. Over the year:
- Forty (40) UFAS occurred in domestic dwellings, with three (3) addresses generating repeat signals and one sheltered housing complex being responsible for twenty-one (21) signals.
 - Thirty-six (36) UFAS occurred in commercial or public premises with six (6) premises generating repeated UFAS.

SFRS continues to work with the responsible person for any premises which generates repeated false alarms. The aim is to prevent the occurrence of these types of incident by advising on fire detection equipment and its management.

- 1.4 SFRS introduced a new Retained Duty System (RDS) recruitment process in 2015 and continues to target key stations and communities across Highland - particularly the Sutherland area. SFRS personnel are promoting the campaigns with partner agencies, local media and are seeking more local area support in the communities identified.

Recommendation

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

Group Manager Mark Loynd

15 April 2016

Attachment: Highland – Sutherland County Committee - Performance Report



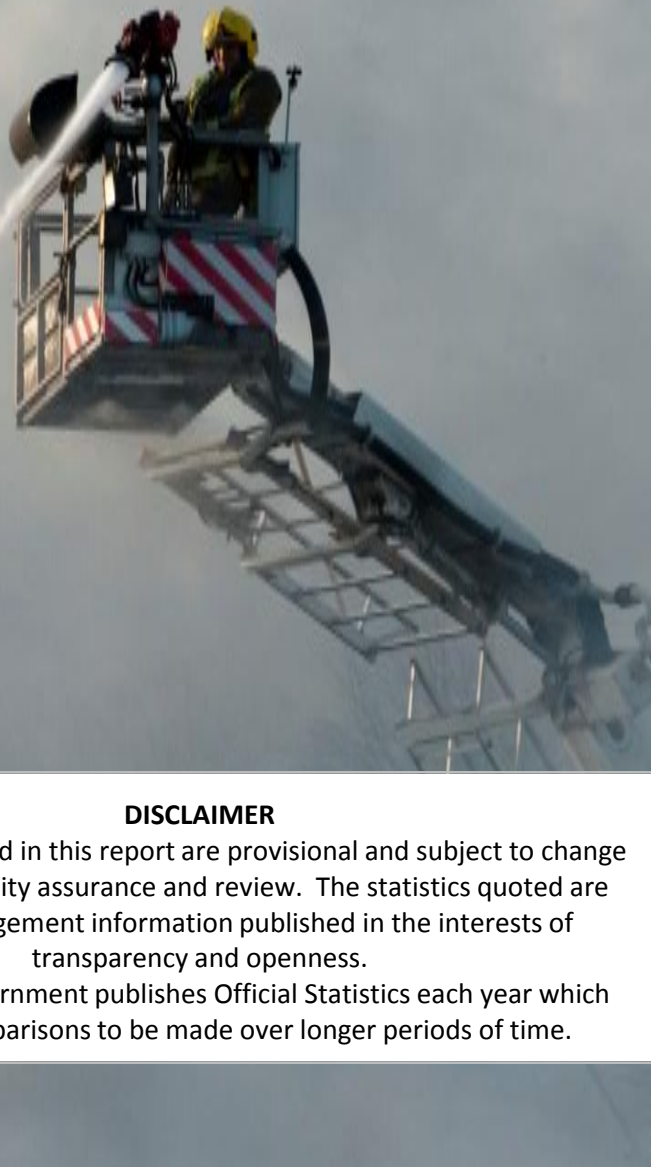
SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Highland

**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.

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.

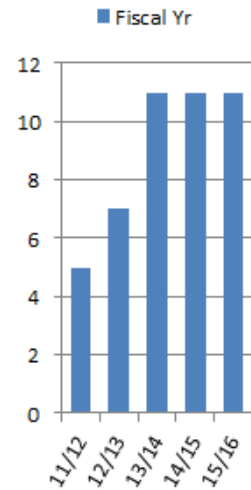
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
April	0	0	1	1	1	5
May	0	0	2	0	2	10
June	1	0	0	1	0	5
July	0	2	2	0	0	8
August	0	0	0	1	2	13
September	0	2	0	0	1	13
October	1	1	1	0	0	7
November	0	0	0	2	0	11
December	0	0	4	0	1	18
January	3	1	1	3	1	1
February	0	0	0	0	1	13
March	0	1	0	3	2	6
Fiscal Yr	5	7	11	11	11	120



Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16
Fiscal Yr	5	7	11	11	11

Qtr/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
Quarter 1	1	0	3	2	3	20
Quarter 2	0	4	2	1	3	34
Quarter 3	1	1	5	2	1	36
Quarter 4	3	2	1	6	4	30



Commentary

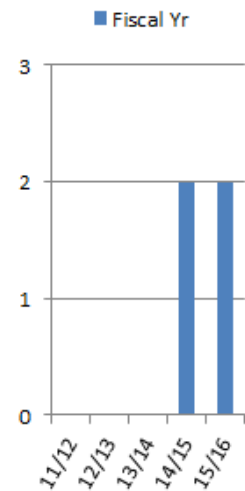
The tables above represent the number of accidental dwelling house fires that occurred within the Area Committee boundary. Tolerances are set in context of the number of previous incidents by reporting month and, where there has been an increase in overall incidents, the colour coding is identified with 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	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
April	0	0	0	0	0	1
May	0	0	0	0	0	0
June	0	0	0	0	0	0
July	0	0	0	0	0	0
August	0	0	0	0	0	0
September	0	0	0	0	0	0
October	0	0	0	0	0	0
November	0	0	0	0	0	0
December	0	0	0	0	0	1
January	0	0	0	1	1	2
February	0	0	0	0	1	2
March	0	0	0	1	0	0
Fiscal Yr	0	0	0	2	2	6



Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16
Fiscal Yr	0	0	0	2	2

Qtr/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
Quarter 1	0	0	0	0	0	1
Quarter 2	0	0	0	0	0	0
Quarter 3	0	0	0	0	0	1
Quarter 4	0	0	0	2	2	4



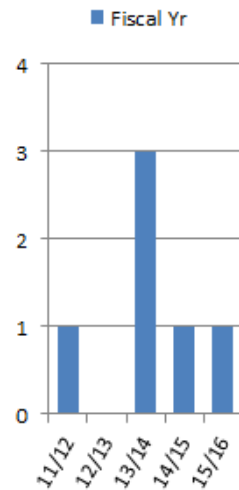
Commentary

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.

The Service conducts a multi-agency Case Conference following each accidental dwelling fire, which results in a fire related fatality.

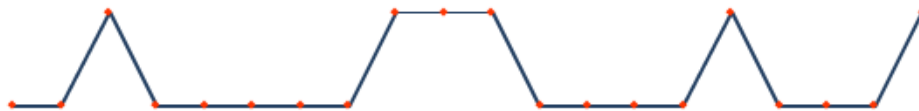
Non-fatal fire casualties (excl. precautionary checkups)

Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
April	0	0	1	0	0	0
May	0	0	0	0	0	3
June	0	0	0	0	0	0
July	0	0	1	0	0	4
August	0	0	0	0	0	3
September	0	0	0	0	0	3
October	1	0	0	0	0	1
November	0	0	0	0	0	2
December	0	0	1	0	0	2
January	0	0	0	1	1	4
February	0	0	0	0	0	2
March	0	0	0	0	0	0
Fiscal Yr	1	0	3	1	1	24



Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16
Fiscal Yr	1	0	3	1	1

Qtr/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
Quarter 1	0	0	1	0	0	3
Quarter 2	0	0	1	0	0	10
Quarter 3	1	0	1	0	0	5
Quarter 4	0	0	0	1	1	6



Commentary

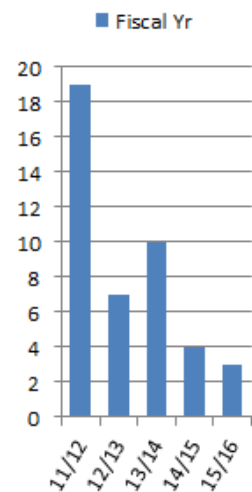
The attached tables identify the number of dwelling house fires that have resulted in fire related casualties over the 5 year reporting period. The Service is committed to reducing this figure overall, therefore reducing the impact on the community.

The Service conducts an internal Case Study following each accidental dwelling fire, which results in a fire related casualty.

The Service will continue to work hard with partners to reduce the number of casualties.

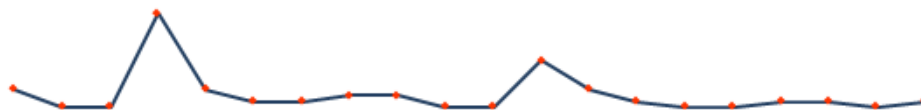
All deliberate fires

Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
April	2	0	1	3	1	16
May	1	1	0	0	0	13
June	0	2	1	0	0	15
July	0	0	0	0	1	14
August	0	1	0	0	0	11
September	0	0	0	1	0	5
October	0	1	0	0	0	14
November	0	0	0	0	0	10
December	0	0	0	0	0	4
January	0	0	0	0	0	6
February	0	0	0	0	0	4
March	16	2	8	0	1	11
Fiscal Yr	19	7	10	4	3	123



Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16
Fiscal Yr	19	7	10	4	3

Qtr/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
Quarter 1	3	3	2	3	1	44
Quarter 2	0	1	0	1	1	30
Quarter 3	0	1	0	0	0	28
Quarter 4	16	2	8	0	1	21

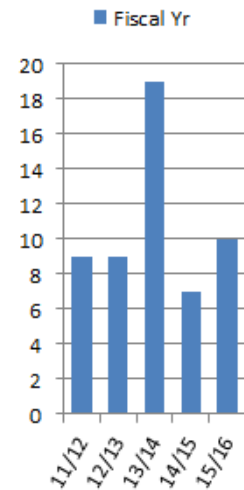


Commentary

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	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
April	0	0	2	1	0	10
May	1	0	1	0	3	16
June	1	2	2	0	0	15
July	3	3	4	1	0	15
August	1	0	1	1	2	23
September	1	1	0	0	0	17
October	1	0	1	0	0	15
November	1	1	1	1	2	26
December	0	2	1	0	1	16
January	0	0	2	1	1	11
February	0	0	0	1	0	22
March	0	0	4	1	1	15
Fiscal Yr	9	9	19	7	10	201



Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16
Fiscal Yr	9	9	19	7	10

Qtr/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
Quarter 1	2	2	5	1	3	41
Quarter 2	5	4	5	2	2	55
Quarter 3	2	3	3	1	3	57
Quarter 4	0	0	6	3	2	48



Commentary

Special Service incidents involve 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.

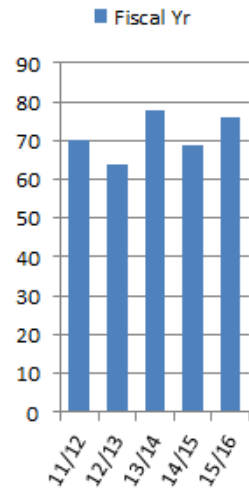
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies through the Safer Highland Road Safety Group to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

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>

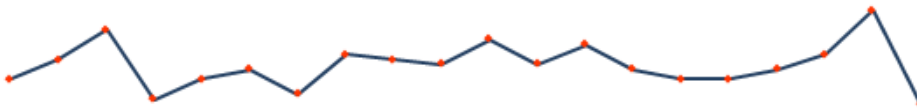
False Alarm - Equipment failure

Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
April	6	3	3	6	5	106
May	6	4	7	8	5	115
June	3	8	9	8	7	123
July	7	3	1	5	6	129
August	7	4	9	7	8	111
September	5	10	8	5	6	121
October	9	8	12	5	12	139
November	9	1	9	5	11	113
December	7	3	2	5	6	102
January	3	8	3	5	4	114
February	3	9	10	6	5	109
March	5	3	5	4	1	102
Fiscal Yr	70	64	78	69	76	1384



Month/Year	2011/12	2012/13	2013/14	2014/15	2015/16
Fiscal Yr	70	64	78	69	76

Qtr/Year	2011/12	2012/13	2013/14	2014/15	2015/16	Highland
Quarter 1	15	15	19	22	17	344
Quarter 2	19	17	18	17	20	361
Quarter 3	25	12	23	15	29	354
Quarter 4	11	20	18	15	10	325



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 across the area of Sutherland dipped in quarter 1, but rose again in quarter 2 and quarter 3 before falling again in quarter 4.

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. Local managers are re-invigorating this UFAS Reduction Strategy.

Station Availability

Station	Availability as at March 2016 %	Staff
Bettyhill	46	6
Bonar Bridge	79	7
Dornoch	99	11
Durness	76	9
Golspie	98	12
Helmsdale	93	11
Kinlochbervie	99	11
Lairg	100	10
Lochinver	0	5
Scourie	72	7
Tongue	83	7
Sutherland Area Committee Totals		96

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.

The Service is actively recruiting in a number of communities to improve station and fire appliance availability.