

Agenda Item	6.
Report No	SCC/08/17

HIGHLAND COUNCIL

Committee: Sutherland County Committee

Date: 23 June 2017

Report Title: Scottish Fire and Rescue Area Committee Performance Report for Q3 and Q4 2016-17

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 Area Committee Plan for Sutherland 2016-2017 Q3 & Q4.
- 1.2 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.
- 1.3 The report also contains previously agreed information and performance as requested by Local Committees.

2. Recommendations

- 2.1 Members are invited to **comment** on and **scrutinise** the attached Area Performance Report.

3. Sutherland County Performance Report

- 3.1 The attached performance report provides the current figures for Quarters 3 and 4 (Q3/4) of 2016/17 from the central Scottish Fire and Rescue Service (SFRS) performance management database against the key indicators and timelines from previous reports.
- 3.2 With the introduction of the Community Empowerment Act and new Criminal Justice Framework, SFRS continues to be an important partner in the development of the Local Outcome Improvement Plan (LOIP) for Highland and Locality Plans across Sutherland. Working alongside colleagues from NHS Highland, Police Scotland, Highland Council, Highland and Islands Enterprise and Third Sector representatives, SFRS is developing and delivering initiatives to reduce inequalities in outcome for local communities.
- 3.3 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. The low figures can also make it inappropriate to provide detailed data analysis which could compromise personal information.

There were five (5) Accidental Dwelling Fires across Sutherland during the Q3/Q4 period. This was a repeat of the same period during 2015/16. Post Domestic Incident Response (PDIR), co-ordinated by our Community Safety Advocates, remains an effective and efficient method of prevention and re-assurance for communities following an accidental property fire. Thirteen (13) PDIR's were completed during Q3/Q4, with twenty-nine (29) completed during 2016/17 across the county.

- (a) There was one (1) Fatal Domestic Dwelling Fire in Sutherland during the Q3/4 period. Crews across the county continue to identify those most at risk and, through a number of key partnerships, support vulnerable households. The PDIR for the recent fatal dwelling fire is continuing to support households in the affected community. Case studies and case conferences will progress shortly and remain an effective method of sharing information with our partners and signposting concerns to the relevant agencies for early intervention and prevention.
- (b) Once again there have been zero (0) occurrences of Non-Fatal Fire Casualties at dwelling fire incidents in Sutherland. This makes 2016/17 the first fiscal year since 2012/13 with a zero (0) return. Community education and an increased percentage of properties with working smoke alarms are likely to be a basis for this statistic. SFRS continues to engage at all levels, including school education, home visits and group/organisational talks to promote fire safety in the home and raise awareness of the key factors involved in accidental dwelling fires.
- (c) Q3/4 of the 2016/17 report identified one (1) Deliberate Fire in Sutherland. There was no increase in the number of incidents occurring but the circumstances, severity and impact of this particular incident was

significant within the local community. A focused approach to recruitment is successfully addressing the availability of the local fire appliance.

In terms of wildfire prevention, SFRS continues to support landowners, land managers and members of the public across Sutherland. Along with wildfire warnings and closer links with local agencies, work continues to develop robust strategies to prevent wildfires. The maintenance of up-to-date wildfire plans is an integral way in which SFRS effectively manages and deals with incidents when they do occur.

- (d) The RTC's attended by SFRS showed an increase in the 2016/17 fiscal year compared with 2015/16 - although only three (3) RTC's in Q3/4 required SFRS crews to carry out extrication of occupants. Trend analysis failed to identify key times of the day for the RTCs but the A9 was a significant route with six (6) incidents. There were two (2) RTCs on the A836. Education continues with young and newly qualified drivers who make up a disproportional number involved in accidents nationally. Multi-agency work is ongoing to support older drivers.
- (e) Quarters 3 and 4 showed an increase in the number of UFAS's across Sutherland. There were seventeen (17) occurrences in Q3 and sixteen (16) in Q4. Analysis shows that of the thirty-three (33) UFAS calls in Q3/4 over half (17) are attributable to four (4) properties. SFRS continues to work directly with staff and management of these establishments to provide support and guidance which will reduce or eliminate the cause of false alarms and consequentially reduce the risk and cost of blue light responses.

- 3.4 SFRS is continuing its recruitment campaigns. During the Q3/4 reporting period there was a general increase across Sutherland in the number of Retained Duty System (RDS) personnel entering the service and successfully completing their initial training course.
- 3.5 Work continues with local businesses and primary employers to support the RDS stations. An active recruitment programme continues across Sutherland to ensure that appliance availability at each community fire station is maintained and improved.
- 3.6 Significant work has been carried out at the Lochinver RDS station to recruit and train sufficient personnel to re-establish the operational capability of the unit and develop a new team. Their first fire call for over three years was an attendance to the recent wildfire at Suilven where they formed an effective and integral part of a multiple fire appliance response over a number of days.

Designation: Local Senior Officer for Highland
Date: 5th June 2017
Author: Station Manager Jason Gardiner
Background Papers: Highland – Sutherland County Committee - Performance Report



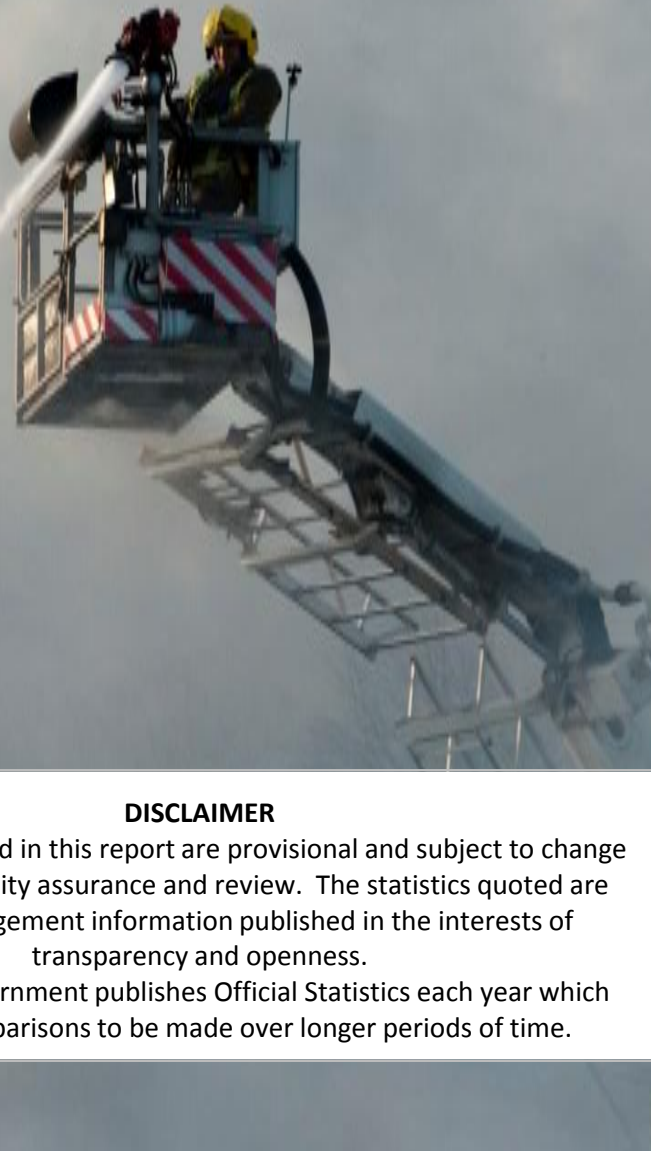
SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Highland

**Sutherland
Local 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 - UFAS	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.

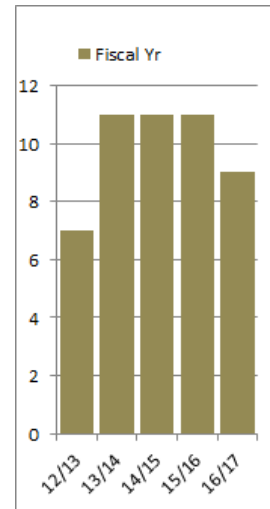
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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 and throughout 2015.

- 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)

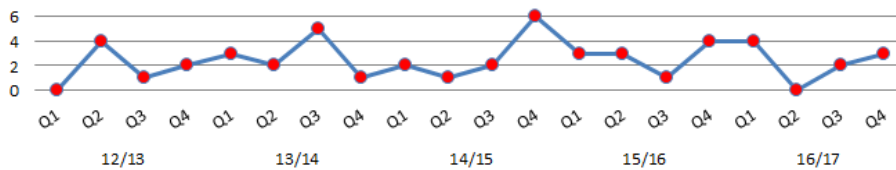
All accidental dwelling fires

Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
April	0	1	1	1	1	7
May	0	2	0	2	2	18
June	0	0	1	0	1	9
July	2	2	0	0	0	11
August	0	0	1	2	0	13
September	2	0	0	1	0	16
October	1	1	0	0	0	9
November	0	0	2	0	1	14
December	0	4	0	1	1	18
January	1	1	3	1	0	14
February	0	0	0	1	0	7
March	1	0	3	2	3	14
Fiscal Yr	7	11	11	11	9	150



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
Fiscal Yr	7	11	11	11	9

Qtr/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
Quarter 1	0	3	2	3	4	34
Quarter 2	4	2	1	3	0	40
Quarter 3	1	5	2	1	2	41
Quarter 4	2	1	6	4	3	35



Commentary

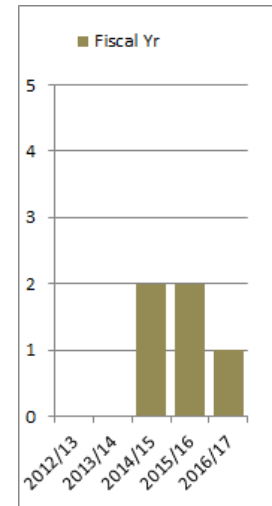
The tables above represent the number of accidental dwelling house fires that occurred within the Area Committee boundary. Tolerances are set in context of the number of previous incidents by reporting month and, where there has been an increase in overall incidents, the colour coding is identified with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

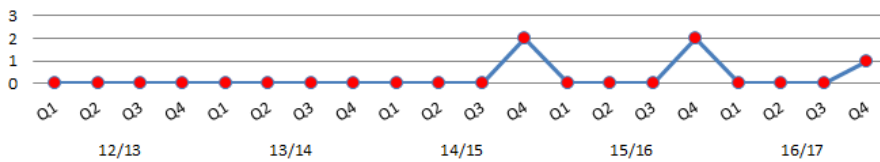
All fatal accidental dwell. fire casualties

Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
April	0	0	0	0	0	0
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	1	1	0	0
February	0	0	0	1	0	0
March	0	0	1	0	1	1
Fiscal Yr	0	0	2	2	1	2



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
Fiscal Yr	0	0	2	2	1

Qtr/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
Quarter 1	0	0	0	0	0	0
Quarter 2	0	0	0	0	0	0
Quarter 3	0	0	0	0	0	1
Quarter 4	0	0	2	2	1	1

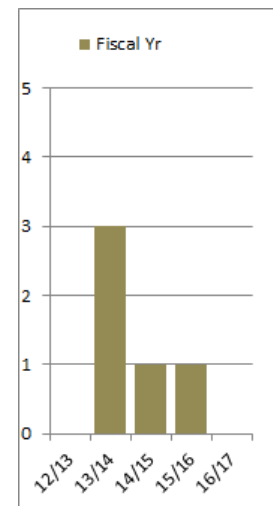


Commentary

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.

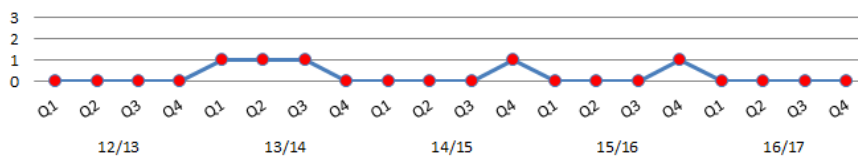
Non-fatal fire casualties (excl. precautionary checkups)

Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
April	0	1	0	0	0	2
May	0	0	0	0	0	1
June	0	0	0	0	0	3
July	0	1	0	0	0	2
August	0	0	0	0	0	1
September	0	0	0	0	0	1
October	0	0	0	0	0	1
November	0	0	0	0	0	2
December	0	1	0	0	0	4
January	0	0	1	1	0	2
February	0	0	0	0	0	3
March	0	0	0	0	0	3
Fiscal Yr	0	3	1	1	0	25



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
Fiscal Yr	0	3	1	1	0

Qtr/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
Quarter 1	0	1	0	0	0	6
Quarter 2	0	1	0	0	0	4
Quarter 3	0	1	0	0	0	7
Quarter 4	0	0	1	1	0	8



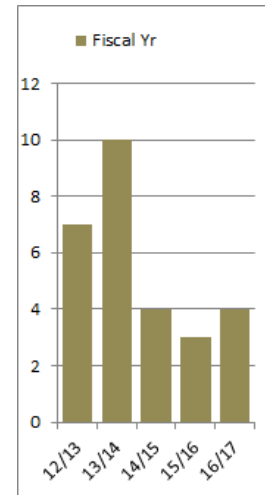
Commentary

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.

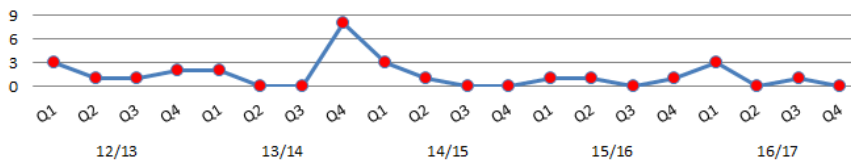
All deliberate fires

Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
April	0	1	3	1	2	8
May	1	0	0	0	0	10
June	2	1	0	0	1	17
July	0	0	0	1	0	11
August	1	0	0	0	0	5
September	0	0	1	0	0	16
October	1	0	0	0	0	19
November	0	0	0	0	0	13
December	0	0	0	0	1	15
January	0	0	0	0	0	6
February	0	0	0	0	0	3
March	2	8	0	1	0	9
Fiscal Yr	7	10	4	3	4	132



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
Fiscal Yr	7	10	4	3	4

Qtr/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
Quarter 1	3	2	3	1	3	35
Quarter 2	1	0	1	1	0	32
Quarter 3	1	0	0	0	1	47
Quarter 4	2	8	0	1	0	18

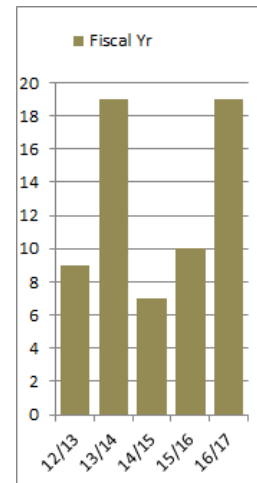


Commentary

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.

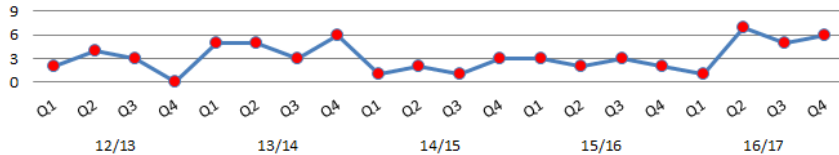
Special Service - RTCs

Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
April	0	2	1	0	1	22
May	0	1	0	3	0	12
June	2	2	0	0	0	17
July	3	4	1	0	4	29
August	0	1	1	2	0	22
September	1	0	0	0	3	23
October	0	1	0	0	0	9
November	1	1	1	2	1	16
December	2	1	0	1	4	25
January	0	2	1	1	2	14
February	0	0	1	0	3	11
March	0	4	1	1	1	15
Fiscal Yr	9	19	7	10	19	215



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
Fiscal Yr	9	19	7	10	19

Qtr/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
Quarter 1	2	5	1	3	1	51
Quarter 2	4	5	2	2	7	74
Quarter 3	3	3	1	3	5	50
Quarter 4	0	6	3	2	6	40



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.

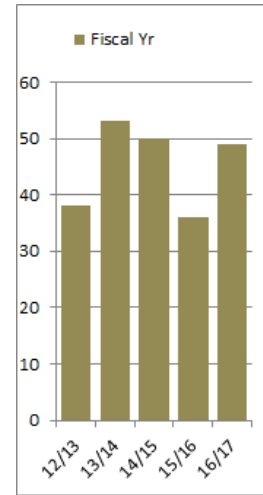
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies through the Safer Highland Road Safety Group to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

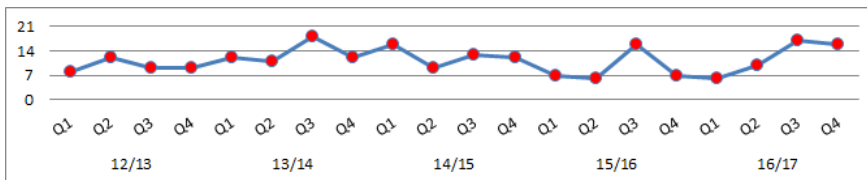
False Alarm - UFAS

Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
April	2	2	5	2	0	73
May	1	6	7	2	1	68
June	5	4	4	3	5	100
July	2	1	0	3	2	99
August	2	4	7	2	5	99
September	8	6	2	1	3	81
October	6	10	5	3	5	95
November	1	6	4	8	6	90
December	2	2	4	5	6	94
January	2	2	3	4	3	86
February	4	7	5	2	7	79
March	3	3	4	1	6	73
Fiscal Yr	38	53	50	36	49	1037



Month/Year	2012/13	2013/14	2014/15	2015/16	2016/17
Fiscal Yr	38	53	50	36	49

Qtr/Year	2012/13	2013/14	2014/15	2015/16	2016/17	Highland
Quarter 1	8	12	16	7	6	241
Quarter 2	12	11	9	6	10	279
Quarter 3	9	18	13	16	17	279
Quarter 4	9	12	12	7	16	238



Commentary

The Service responds to a number of false alarms over the reporting year, most of which are unwanted fire alarm signals (UFAS).

The UFAS policy requires SFRS personnel to work closely with duty holders in order to reduce the number of UFAS events.

Station Availability

Station	Availability %	Male	Female	Staff
Bettyhill	20%	6	1	7
Bonar Bridge	70%	8	0	8
Dornoch	99%	11	0	11
Durness	73%	8	0	8
Golspie	95%	11	0	11
Helmsdale	89%	9	0	9
Kinlochbervie	97%	9	0	9
Lairg	99%	9	1	10
Lochinver	11%	4	3	7
Scourie	79%	8	1	9
Tongue	66%	8	0	8
Sutherland Area Committee Totals		91	6	97

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.