

Agenda Item	14
Report No	HC/31/18

Highland Council

Highland Committee – 6 September 2018

Annual Performance Report for 2017-18 against the Local Fire and Rescue Plan for Highland

**Report by Area Manager Rab Middlemiss
Local Senior Officer - Highland, Scottish Fire and Rescue Service**

Summary

This Report and attached Annual Performance Report (APR) details fire and rescue service performance across a range of Intervention, Prevention and Protection activities for 2017-18.

1. Performance Reporting 2017-18

- 1.1 The attached APR for 2017-18 contains the key elements of fire and rescue service activities across the Highland area. These key elements also align with partnership agreed outcomes.
- 1.2 As with previous reports, this report also aligns with the Local Fire and Rescue Plan for the Highland area 2014-17 and supports the wider analysis of trends and performance in the short, medium and longer term.
- 1.3 Scottish Fire and Rescue Service performance within Highland area has been measured against the Key Performance Indicators (KPIs) that were identified during Ward consultation sessions on the Local Fire and Rescue Plan for the Highland area 2014-17. This was as follows:

The number of accidental dwelling fires (146) has reduced when compared to the previous year (152). This maintains the longer term trend of continuous improvement against historically low figures.

Tragically, during this reporting year two people lost their life as a result of accidental dwelling fires. The overall figure (146) remains low against previous five years.

Similarly, there was a continued decrease in the number of non-fatal accidental fires casualties (20) when compared to the last 5 years with the lowest number recorded over this reporting period.

There was an increase in the overall number of deliberate fires (154) in comparison to the previous two years though this was also still less than the five year average (158).

The number of Road Traffic Collisions (RTCs) attended by SFRS and Unwanted Fire Alarm Signals (UFAS) has increased during this reporting year. The number of RTC's (236) does not directly relate to the number of people fatally or seriously injured on Highland roads as this number has reduced over the past 3 years. UFAS remains a challenge for the Service with the highest number recorded (1,143) during the last five years. We are developing local initiatives whilst also sharing good practices from other areas and implementing national policy and guidance in an attempt to reduce the impact from UFAS on our service delivery.

- 1.4 A summary of the current performance against the six KPIs is provided in the attached APR along with supplementary statistics referencing Retained Duty System (RDS) staff availability and establishment figures by each community fire station and operational statistics by incident type for each Ward area of Highland. The period covered by the report is as at 31 March 2018 unless stated otherwise.

<p>Recommendation: It is recommended that members scrutinise and comment on SFRS service delivery and performance contained within the Annual Performance Report 2017-18.</p>
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Area Manager Rab Middlemiss
Local Senior Officer – Highland, Scottish Fire and Rescue Service
27 August 2018

Attachments: **Highland Annual Performance Report 2017-18**



Annual Performance Report

1 April 2017 – 31 March 2018



SCOTTISH
FIRE AND RESCUE SERVICE

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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.

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*The KPIs above are extracted from the suite of KPIs contained within the Fire and Rescue Framework for Scotland 2013, Annex A <https://www.gov.scot/Publications/2013/03/5509/7>.

The KPIs also reflect the main priority areas for the Scottish Fire and Rescue Service (SFRS) in Highland area. These were identified during Ward consultations sessions on the Local Fire and Rescue Plan for Highland 2014-17 as;

- Reducing accidental dwelling house fires and the resultant fatalities and casualties
- Reducing deliberate fires
- Reducing road traffic collisions
- Reducing the number of attendance to unwanted fire alarm signals (false alarms)

Supplementary statistics are also provided referencing the following:

- RDS staff availability and establishment figures by station
- Operational incident statistics by type for each Ward area of Highland

Note that the Local Fire and Rescue Plan for Highland was reviewed and a new plan approved during this reporting year (December 2017). This also coincided with the production and approval of the HOIP – Highland Outcome Improvement Plan in October 2017 and new KPIs are being developed for SFRS as outlined in the Fire and Rescue Framework for Scotland 2016, Annex <https://www.gov.scot/Publications/2016/09/8011/331969>.

Therefore reporting for forthcoming years will reflect these changes to ensure Elected Members and our communities in Highland receive improved performance measures that are related to these developments in local and national community planning and performance reporting.

I. Introduction

This performance report provides information on our prevention, protection and operational response activities within Highland over the period 2017-18, (1 April 2017 – 31 March 2018).

The Scottish Government provides an overarching vision for public services. This vision is supported by 16 National Outcomes which demonstrate commitment to creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable growth. The SFRS can make a significant contribution to improving these outcomes in Highland area by contributing to the Community Planning arrangements across the area.

The national priorities for the SFRS are set out in the Fire and Rescue Framework for Scotland. The SFRS Strategic Plan 2013-2016 outlines how the SFRS will deliver against these priorities and the outcomes against which this delivery can be measured.

The priorities contained within the SFRS Local Fire and Rescue Plan for Highland 2014-17 reflects the Highland Community Planning Partnership Strategic Assessment and Priorities and the Highland Community Planning Partnership, Single Outcome Agreement (SOA) 2013-19. The SOA includes a range of key themes focused on delivering improved outcomes for the communities of Highland. The key themes which this plan contributes to are:

- Economic Recovery and Growth,
- Early Years, Children and Young People,
- Safer, Stronger Communities and Reducing Reoffending,
- Health Inequalities and Physical Activity,
- Outcomes for Older People,
- Poverty and Welfare Reform.

The aims of the local Fire and Rescue Service in Highland are to reduce deaths, injuries and damage to property from fires and other emergency events. We aim to achieve this by working in partnership, being pro-active and targeting our prevention and protection activities to where they are most required, based on evidence.







Within the Local Fire and Rescue Plan for Highland 2014 - 2017, the following 7 priorities for the local Fire and Rescue Service were identified;




- | | |
|-------------|---|
| Priority 1. | Local Risk Management and Preparedness |
| Priority 2. | Reduction of Accidental Dwelling Fires |
| Priority 3. | Reduction in Fire Casualties and Fatalities |
| Priority 4. | Reduction of Deliberate Fire Setting |
| Priority 5. | Reduction of Fires in Non-Domestic Property |
| Priority 6. | Reduction in Casualties from Non Fire Emergencies |
| Priority 7. | Reduction of Unwanted Fire Alarm Signals |

2. Key Performance Indicators (KPIs)

PERFORMANCE SUMMARY

We measure how well we are meeting our priorities using 6 key indicators, depicted below

Key performance indicator	April to (& including) March					RAG rating
	2013/14	2014/15	2015/16	2016/17	2017/18	Year End
All accidental dwelling fires	144	161	122	152	146	
All fatal accidental dwelling fire casualties	1	4	5	2	2	
Non-fatal accidental dwelling fire casualties	41	35	25	25	20	
All deliberate fires	219	161	123	132	154	
Special Services – RTCs	211	198	202	215	236	
False Alarms – UFAS	880	999	926	1034	1143	

RAG rating - KEY		
	RED DIAMOND	10% higher than the previous period, or local target not achieved
	AMBER TRIANGLE	Up to 9% higher than the previous period, or local target not achieved
	GREEN CIRCLE	Equal to or improved upon the previous year or local target achieved

Note
<p>The number of accidental dwelling fires has reduced when compared to the previous year. This maintains the longer term trend of continuous improvement against challenging historically low figures.</p> <p>Tragically, during this year two people lost their life as a result of accidental dwelling fires.</p> <p>During the reporting period of 2017-18, the SFRS in Highland area has seen a continued decrease in the number of non-fatal accidental fires casualties when compared to the same reporting period over the last 5 years.</p> <p>We will continue to adopt a proactive approach and work with partner agencies to identify and support those members of our communities who are most at risk and in need of our help. Multi-agency case conferences are carried out after each fatal fire to identify key lessons and focus our prevention activities where needed.</p> <p>There was an increase in the overall number of deliberate fires in comparison to the previous two years though this was still less than the five year average (158).</p> <p>The number of Road Traffic Collisions (RTCs) and Unwanted Fire Alarm Signals (UFAS) has increased during this reporting year. Additional details are provided within the relevant sections of this report pertaining to each of these categories of incident.</p>

Reduction of 'All accidental dwelling fires'

The table overleaf represents the number of accidental dwelling fires that occurred in Highland area. Trend lines also identify the number of incidents over the reporting 5 year period, both for the Highland area and for Ward areas.

The year to date figures confirm that we have had a total of 146 accidental dwelling fires. Of the 146 fires, the most common source of ignition is cooking appliances 35% (51). The most common room for a fire to start is the kitchen at 47% (69) of incidents with the most common item being first ignited recorded as food at 21% (31) of incidents.

In terms of area affected, 34% (50) of the fires resulted in no damage and a further 44% (64) had damage confined to an area of less than 5 square meters. The data on actual damage indicates that 24% of incidents had no damage at all, 40% had damage confined to the item first ignited, 19% had damage confined to the room of origin, 6% had damage confined to the floor of origin, 2% had damage affecting 2 floors, 1% with damage to the roof only and 5% with damage to the whole building.

In relation to firefighting activity, 37% (54) of the incidents required no SFRS intervention with 14% (21) just requiring the removal from a heat source or isolation of the fuel supply. A total of 20% (30) of the incidents required the application of water from a firefighting hose connected to a fire engine. Overall this indicates that most of the fires were small in scale and extinguished in the early stages of the fires' development. There are a number of factors related to this, one being the continued partnership prevention work undertaken in the Highlands including the increased ownership of smoke detectors.

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 to assist with identifying residents that would benefit from this free service, aiming to reduce the risk of fire and harm to householders and their property.

As well as linking with partners, SFRS staff are engaging with communities across Highland and actively encouraging members of the communities to request a free home fire safety visit by calling 0800 0731 999, by texting 'FIRE' to 80800 or by visiting www.firescotland.gov.uk

From the figures presented, it can be seen that the highest risk of fire in the home exists within the kitchen and is related to cooking activities. This is very much in line with national trends. Firefighters and Community Safety Engagement (CSE) staff from the Scottish Fire and Rescue Service are aware of this and ensure that when visiting homes across all our communities that the necessary advice is provided to continually seek to improve the lives of everyone and reduce related risks.

All accidental dwelling fires	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
Highland	144	161	122	152	146	
North, West and Central Sutherland	7	5	3	4	4	
Thurso and Northwest Caithness	7	8	6	12	5	
Wick and East Caithness	9	15	4	7	9	
East Sutherland and Edderton	4	6	8	5	10	
Wester Ross, Strathpeffer and Lochalsh	8	9	3	7	5	
Cromarty Firth	4	2	7	4	6	
Tain and Easter Ross	8	5	1	3	4	
Dingwall and Seaforth	6	6	7	10	8	
Black Isle	8	3	3	6	3	
Eilean a'Cheo	8	6	8	5	9	
Caol and Mallaig	7	5	5	10	4	
Aird and Loch Ness	10	5	6	13	10	
Inverness West	6	7	1	10	4	
Inverness Central	14	17	16	18	18	
Inverness Ness-side	7	4	4	5	2	
Inverness Millburn	11	8	5	3	6	
Culloden and Ardersier	3	8	6	7	2	
Nairn and Cawdor	2	11	12	8	8	
Inverness South	3	6	3	4	5	
Badenoch and Strathspey	6	11	5	5	10	
Fort William and Ardnamurchan	6	14	9	6	14	

Reduction of 'All fatal accidental dwelling fire casualties'

The table below identifies the number of dwelling fires that have resulted in fire related fatalities over the 5 year reporting period.

A key element to delivering against our commitment to protecting our communities, particularly those most at risk and in need of our help, is the sharing of timely and accurate risk information between partner agencies.

Tragically, during the year two persons lost their life a result of an accidental dwelling fires. These fires not only have a devastating impact on the family involved but also on the wider community and society as a whole where the appalling consequences of house fires is evident to all.

The Scottish Fire and Rescue Service is totally committed to not only reducing the number of fatal casualties as a result of dwelling house fires but also to eliminating them. This cannot be done in isolation and the service will continue to work in partnership with other agencies and communities to identify those most at risk, to deliver free home fire safety visits and to offer appropriate fire prevention and home safety advice to all communities across the Highland area.

All Fatal Accidental Dwelling Fire Casualties	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
Highland	1	4	5	2	2	
North, West and Central Sutherland	0	1	0	1	0	
Thurso and Northwest Caithness	0	0	0	1	0	
Wick and East Caithness	0	1	0	0	1	
East Sutherland and Edderton	0	1	2	0	0	
Wester Ross, Strathpeffer and Lochalsh	0	0	1	0	0	
Cromarty Firth	0	0	0	0	0	
Tain and Easter Ross	0	0	0	0	0	
Dingwall and Seaforth	0	0	0	0	0	
Black Isle	0	0	0	0	0	
Eilean a'Cheo	0	0	1	0	0	
Caol and Mallaig	0	0	0	0	0	
Aird and Loch Ness	0	0	0	0	0	
Inverness West	0	0	0	0	0	
Inverness Central	0	0	0	0	1	
Inverness Ness-side	1	0	0	0	0	
Inverness Millburn	0	0	0	0	0	
Culloden and Ardersier	0	0	0	0	0	
Nairn and Cawdor	0	0	0	0	0	
Inverness South	0	0	0	0	0	
Badenoch and Strathspey	0	1	1	0	0	
Fort William and Ardnamurchan	0	0	0	0	0	

Reduction of 'Non-fatal accidental dwelling fire casualties'

The table below identifies the number of dwelling fires that have resulted in fire related casualties over the 5 year reporting period. The Service recognises that a reduction in the number of dwelling house fires will subsequently have the greatest impact on the number of fire related casualties and fatalities. We are committed to reducing this figure and therefore reducing the impact on the community.

As previously stated, we will continue to work closely with partner agencies to identify those households that would benefit most from the delivery of a home fire safety visit and/or other prevention activities. We are reporting the lowest year to date figure for non-fatal accidental dwelling fire casualties over the past five years which is very welcome and testimony to close working relationships and partnership activities in the Highlands. This will continue to be further strengthened as we move towards more co-location and shared working arrangements, such as the Partnership Hub being developed at Inverness Town House and other proposals throughout the Highland area.

In terms of casualty information, of the 20 reported casualties, there were 8 females and 11 males and 1 person which was not declared. The table below provides a more detailed age breakdown.

10-19	40-49	50-59	60-69	70-79	80-89	90-99	Unknown
2	2	3	3	1	1	1	7

Six of the casualties required to be rescued. Of the 20 casualties, seven were hospitalised with apparent slight injuries and thirteen receiving first aid at the scene of the fire.

Non-fatal Accidental Dwelling Fire Casualties (excl p/c's)	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
Highland	41	35	25	25	20	
North, West and Central Sutherland	2	1	0	0	0	
Thurso and Northwest Caithness	3	3	0	2	0	
Wick and East Caithness	4	2	0	1	2	
East Sutherland and Edderton	1	0	1	0	1	
Wester Ross, Strathpeffer and Lochalsh	2	2	0	0	1	
Cromarty Firth	0	0	1	1	1	
Tain and Easter Ross	0	2	1	1	0	
Dingwall and Seaforth	0	0	3	2	0	
Black Isle	2	1	1	1	0	
Eilean a'Cheo	8	0	1	0	1	
Caol and Mallaig	2	1	2	1	0	
Aird and Loch Ness	4	1	1	1	0	
Inverness West	1	3	0	5	2	
Inverness Central	6	6	5	3	3	
Inverness Ness-side	1	2	2	1	4	
Inverness Millburn	3	3	0	1	0	
Culloden and Ardersier	0	1	1	0	0	
Nairn and Cawdor	1	1	4	4	2	
Inverness South	0	0	0	1	2	
Badenoch and Strathspey	1	3	0	0	0	
Fort William and Ardnamurchan	0	3	2	0	1	

Reduction of 'All Deliberate Fires'

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 school holiday periods.

The Service has introduced a number of fire reduction strategies and thematic action plans, as indicated in the Seasonal Community Safer Calendar 2018 in Appendix A, targeting these types of incidents.

The Service is working with partner agencies to reduce these incidents overall. Examples of which include the promotion of fire reduction through the Safer Highland ASB Group and the Inverness Response Team where early intervention from partner agencies ensures that actions are promptly taken right at the point of reporting. We also continue to promote best practice and partnership working through the Scottish Wildfire Forum (SWF) and targeting key groups ahead of known peak wildfire and muirburning periods.

There was an increase in the overall number of deliberate fires in comparison to the previous two years though this was still less than the five year average.

Of these 154 fires, 55% (84) of them have involved scrubland, bushes, grass or crops. A further 18% (27) have involved rubbish with 6% (9) involving vehicles.

There is a very clear pattern of late afternoon and evening activity with the peak being in the 20:00 to 21:00hrs time band. May has seen the highest number of deliberate fires followed by April and July with Mondays being the most common day followed by Wednesday and Friday.

All Deliberate Fires	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
Highland	219	161	123	132	154	
North, West and Central Sutherland	7	3	2	2	2	
Thurso and Northwest Caithness	5	5	2	0	1	
Wick and East Caithness	9	6	1	3	3	
East Sutherland and Edderton	3	1	1	2	0	
Wester Ross, Strathpeffer and Lochalsh	1	5	4	2	5	
Cromarty Firth	29	14	10	19	36	
Tain and Easter Ross	7	8	6	4	3	
Dingwall and Seaforth	4	1	7	4	13	
Black Isle	3	2	2	3	1	
Eilean a'Cheo	5	1	0	2	1	
Caol and Mallaig	11	3	2	2	2	
Aird and Loch Ness	10	9	9	4	8	
Inverness West	11	11	11	13	11	
Inverness Central	28	31	22	18	15	
Inverness Ness-side	24	15	11	9	13	
Inverness Millburn	7	12	4	9	8	
Culloden and Ardersier	18	8	7	6	8	
Nairn and Cawdor	4	5	5	9	15	
Inverness South	8	9	7	14	7	
Badenoch and Strathspey	5	5	5	3	0	
Fort William and Ardnamurchan	20	7	5	4	2	

Reduction of 'Special Service – RTCs'

Special Service incidents involves an operational response to a range of emergency activities including life critical road traffic collisions (RTCs), 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 RTC 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 communities of the Highlands.

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>

The figures for RTCs have increased when compared to last year with a total of 236 incidents recorded and this is the highest amount of RTCs attended by SFRS in the last five reporting years. It should be noted that the figures presented relate only to the incidents where an SFRS resource has been mobilised and does not represent the overall total figure for RTCs within the Highland area. More importantly, performance figures presented by Police Scotland against their Local Policing Plan 2017-2020 showed that the overall number of people killed and seriously injured on Highland roads has reduced over the past 3 years. Therefore the figures presented relate more to SFRS activity and attendance at RTCs as opposed to outcomes. It is intended that this will be addressed in future performance reports to better reflect outcomes from our prevention and emergency response activities.

The table below provides a breakdown of the actions by SFRS personnel:

Make Scene Safe	Make Vehicle(s) Safe	Release/Extricate Persons	Standby No Action	Medical Assistance	Wash Road	Provide Advice	Other
58	83	36	29	5	1	3	4

Of the 236 incidents recorded, 59% involved a single private motor car and 28% involving two or more vehicles.

Special Services - RTCs	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
Highland	211	198	202	215	236	
North, West and Central Sutherland	6	1	7	5	8	
Thurso and Northwest Caithness	4	4	7	9	6	
Wick and East Caithness	11	10	5	8	13	
East Sutherland and Edderton	13	6	3	14	10	
Wester Ross, Strathpeffer and Lochalsh	11	16	20	13	22	
Cromarty Firth	12	18	11	13	12	
Tain and Easter Ross	10	9	11	7	5	
Dingwall and Seaforth	6	4	4	5	9	
Black Isle	7	7	8	6	6	
Eilean a'Cheo	7	13	10	15	14	
Caol and Mallaig	22	15	13	11	20	
Aird and Loch Ness	28	21	28	21	25	
Inverness West	1	1	0	5	1	
Inverness Central	2	1	2	8	3	
Inverness Ness-side	2	2	0	1	0	
Inverness Millburn	5	8	4	9	6	
Culloden and Ardersier	8	7	8	3	7	
Nairn and Cawdor	7	4	10	7	10	
Inverness South	7	8	16	11	10	
Badenoch and Strathspey	22	27	23	29	29	
Fort William and Ardnamurchan	20	16	12	15	20	

Reduction of 'False Alarms - UFAS'

The Service responds to a number of false alarms over the reporting year, a number of which are unwanted fire alarm signals (UFAS). In addressing the number of UFAS incidents across Scotland, SFRS introduced a UFAS Policy and Procedure on 1 December 2014. The key aim of this is the implementation of a standard management model to reduce the number of unwanted alarm signals across all areas of Scotland, which will be achieved through working more closely with responsible 'duty holders' post UFAS events to review, and where appropriate, improve management arrangements within premises and effectively managing an appropriate response to repeat UFAS calls from known premises.

This reporting year has seen an increase in the number of UFAS incidents and the highest recorded figure for the past five years. During 2017-18 there have been 1143 UFAS incidents. Hospital premises see the greatest number of UFAS incidents followed by hotels/motels and then nursing or care homes. The most common cause of alarm activation is faulty detectors or faulty Automatic Fire Alarm systems, followed by burnt toast or cooking fumes resulting in systems being accidentally or carelessly set off.

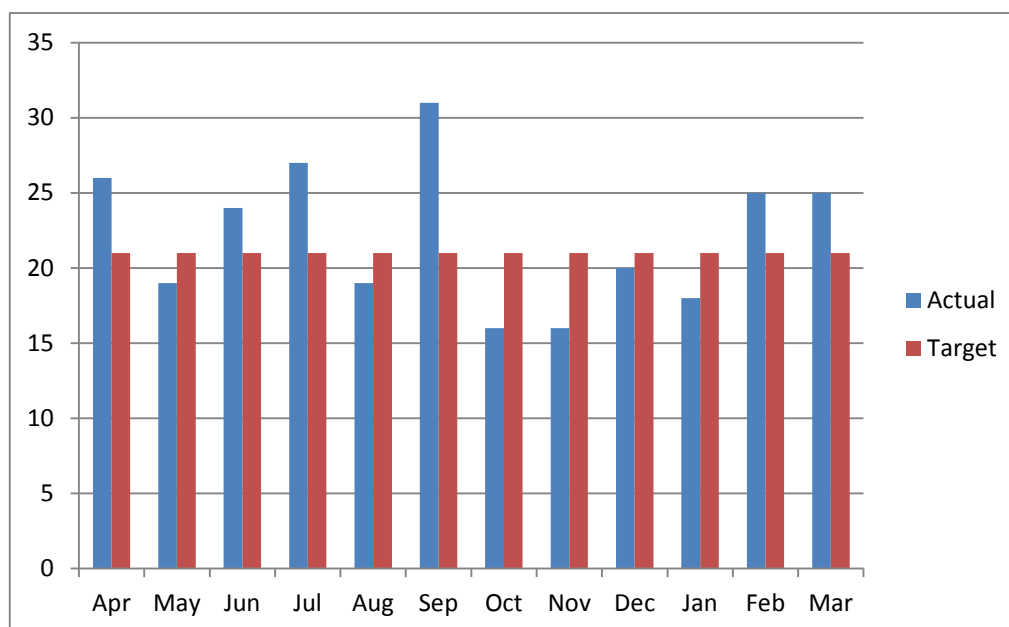
Locally based managers across the Highland area routinely monitor the UFAS activity within their respective areas and will where necessary engage with the duty holders at the offending premises. This is in addition to the advice and guidance provided by the operational fire crews every time they attend at a UFAS incident. In addition to the informal engagement, where necessary Fire Safety Enforcement Officers can be deployed to consider individual premises and ensure compliance with the fire safety requirements of the Fire Scotland Act 2005.

SFRS has been sharing good practices being utilised in other parts of Scotland and introduced a UFAS Pre-Determined Attendance Reduction initiative which will see an individual risk assessment carried out on appropriate premises, the outcome of which may result in the number and type of fire engines sent to any fire alarm incident at that premises being reduced, unless a confirmed fire is reported. This has been introduced in the Highland area during the latter part of the reporting year and combined with a partnership approach being developed with NHS Highland at Raigmore Hospital, activities are being undertaken in a further attempt to reduce UFAS.

False Alarms - UFAs	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
Highland	880	999	926	1034	1143	
North, West and Central Sutherland	12	10	6	8	14	
Thurso and Northwest Caithness	14	26	22	20	25	
Wick and East Caithness	31	45	37	46	50	
East Sutherland and Edderton	41	39	30	41	57	
Wester Ross, Strathpeffer and Lochalsh	34	35	30	36	28	
Cromarty Firth	28	38	38	46	44	
Tain and Easter Ross	15	12	13	11	25	
Dingwall and Seaforth	43	62	42	42	42	
Black Isle	15	10	11	16	6	
Eilean a'Cheo	39	43	32	40	64	
Caol and Mallaig	16	27	11	17	23	
Aird and Loch Ness	10	19	21	12	27	
Inverness West	78	108	93	83	96	
Inverness Central	115	124	113	139	124	
Inverness Ness-side	17	30	35	31	41	
Inverness Millburn	153	148	162	182	167	
Culloden and Ardersier	26	27	29	17	26	
Nairn and Cawdor	26	32	24	17	39	
Inverness South	54	51	46	69	89	
Badenoch and Strathspey	54	64	84	92	93	
Fort William and Ardnamurchan	59	49	47	69	63	

Legislative Fire Safety – Priorities 5 and 7

MONTHLY	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	TOTAL
Actual	26	19	24	27	19	31	16	16	20	18	25	25	266
Target	21	21	21	21	21	21	21	21	21	21	21	21	252
%	124%	90%	114%	129%	90%	148%	76%	76%	95%	86%	119%	119%	106%



Commentary

During the year 2017-18, Fire Safety Enforcement Officers (FSEOs) completed 266 Fire Safety Enforcement Audits which equates to 106% of the target for the year.

In line with the Prevention and Protection strategy all mandatory premises within the Highland area will be subject to a Fire Safety Enforcement Audit.

Mandatory premises are those falling within one of the following categories:

- All care home, school care accommodation and secure accommodation services registered with the Care inspectorate
- All NHS hospitals; and private hospitals and hospices registered with Healthcare Improvement Scotland
- All Houses in Multiple Occupation (HMOs) in accordance with the licensing cycle of the Local Authority
- All premises previously assessed as presenting a 'very high' or 'high' risk following an audit by a Fire Safety Enforcement Officer from the previous eight Scottish Fire and Rescue Service arrangements

In addition to the auditing of the mandatory premises, FSEOs are routinely involved in the consultation for new applications and renewals across the full range of licences issued by the local authority, where necessary to do so, as well as conducting a post fire audit in any relevant premises experiencing a fire incident.

Home Fire Safety Visits (HFSV) – Priorities 2, 3 and 4

MONTHLY	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Totals
Actual Visits	329	335	404	486	494	412	486	385	368	522	466	527	5214
Target Visits	333	333	333	334	334	334	334	333	333	333	333	333	4000
%	99%	101%	121%	146%	148%	123%	146%	116%	111%	157%	140%	158%	130%

High	146	151	181	203	164	154	168	109	128	224	180	240	2048
Medium	93	96	126	139	162	151	156	121	133	163	172	145	1657
Low	90	88	97	144	168	107	162	155	107	135	114	142	1509

Commentary

Firefighters and Community Safety Engagement staff within Highland area delivered a total of 5214 home fire safety visits in during 2017-18 which represents 130% of the target for the period.

These visits can be further broken down into 2048 high risk visits, 1657 medium risk visits and 1509 low risk visits. During the 5214 visits identified above, a total of 1292 homes were fitted with free smoke detectors further demonstrating the Scottish Fire and Rescue Service's commitment to making our communities safer through reducing the risk from fire and other emergencies.

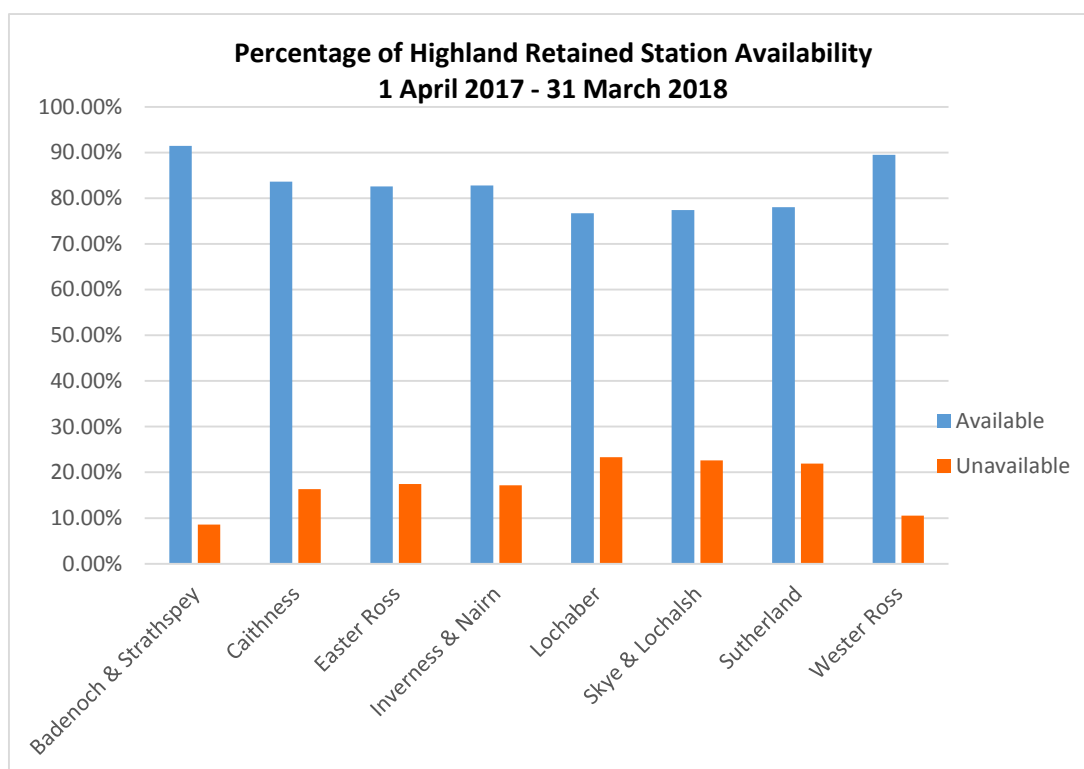
The Service is working closely with other agencies and partners in identifying those most at risk in our communities and routinely share risk identification skills and information to support the wider CPP risk reduction strategies e.g. fire safety and falls prevention.

To arrange a free home fire safety visit please visit: www.firescotland.gov.uk, telephone 0800 0731 999 or text "Check" to 61611.

Proportion of Station Hours Available – Priority 1

Retained Station Availability - 1 April 2017 - 31 March 2018

	Badenoch & Strathspey	Caithness	Easter Ross	Inverness & Nairn	Lochaber	Skye & Lochalsh	Sutherland	Wester Ross
Available	91.42%	83.65%	82.54%	82.81%	76.68%	77.37%	78.05%	89.50%
Unavailable	8.58%	16.35%	17.46%	17.19%	23.32%	22.63%	21.95%	10.50%



Commentary

The Service uses a Retained Availability system for staff who work on the Retained Duty System (RDS) to record when station staff are off-call, and how this affects the availability of each stations fire appliances.

The chart shows that the availability of stations across Highland during the year 2017-18.

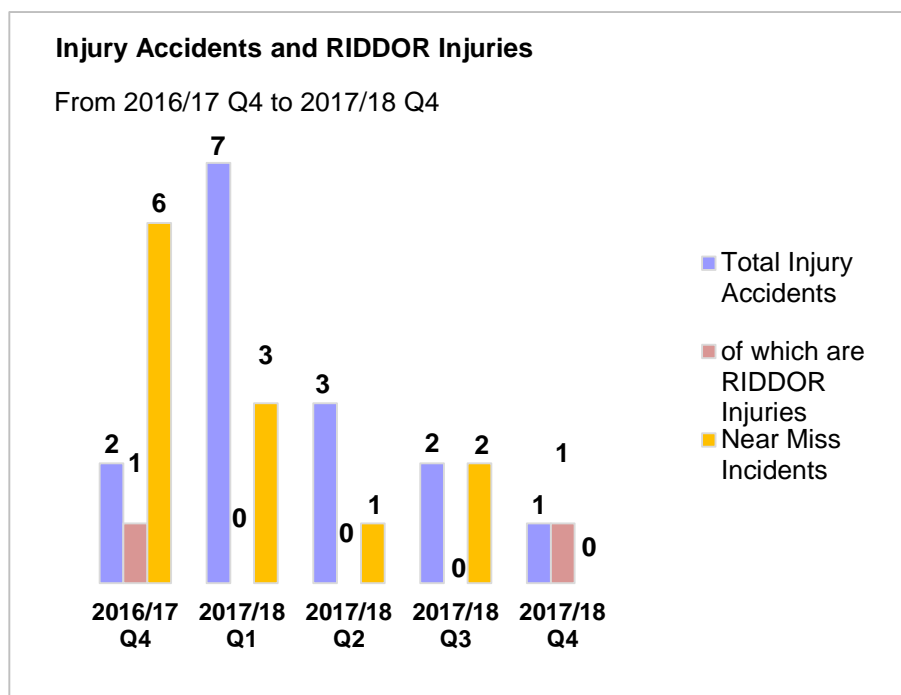
The Service works closely with employers and RDS staff to support an improvement in availability. However, we do recognise the challenges faced by RDS staff when combining primary employment and their operational availability across the communities in Highland area.

The Service introduced a new and improved RDS recruitment process across Scotland on 21 November 2016. This process is no longer campaign based and will remain permanently live and is intended to reduce recruitment timescales from application to appointment providing all criteria are passed. Further work is being undertaken to enable local managers to directly support potential Firefighters within our communities and this will be further strengthened through the introduction of Rural Full-Time Posts being introduced as part of SFRS recent Transformation proposals.

The Service is actively recruiting in a number of key communities in line with the new process to improve station and fire appliance availability. The following hyperlink takes you to the Service Recruitment website: www.myjobscotland.gov.uk

Injury Accidents – Priority I

	2016/17 Q4	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4
Total Injury Accidents	2	7	3	2	1
of which are RIDDOR Injuries	1	0	0	0	1
Near Miss Incidents	6	3	1	2	0



Commentary

The Service aims to reduce the number of accidents that result in injury, and in particular the number of more serious injuries which must be reported to the Health & Safety Executive under the Reporting of Incidents Diseases and Dangerous Occurrence Regulations 1995 (RIDDOR). From 6 April 2012, the Fire and Rescue Service must report any incident which results in an absence from work of seven days or more.

We actively encourage the reporting of near misses as identification of sources of potential harm before injury occurs to allow proactive action to be taken.

The graph shows the number of injury accidents and the number of those which were RIDDOR injuries within the Service, and compares the figures for reporting Quarters over the last year. The reduction in the total number of injury accidents is to be welcomed, as is the continued low amount of RIDDOR injuries. The reduction in the amount of near-miss reporting is not necessarily an indication of safer community fire stations and workplaces. Pro-active near-miss reporting is encouraged amongst staff throughout Highland area to identify and reduce risks, thereby creating a good safety culture and reducing the likelihood of accidents and injuries.

Station Statistics – Priority I

Caithness Local Committee - 2017/18

Station	Availability %	Male	Female	Staff
Dunbeath	60%	10	0	10
John O Groats	70%	10	1	11
Lybster (CRU)	N/A	6	1	7
Thurso - 1st Appliance	98%	18	2	20
Thurso - 2nd Appliance	83%			
Wick - 1st Appliance	100%	20	0	20
Wick - 2nd Appliance	91%			

Caithness Local Committee Totals		64	4	68
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Sutherland Local Committee - 2017/18

Station	Availability %	Male	Female	Staff
Bettyhill	41%	5	1	6
Bonar Bridge	70%	7	0	7
Dornoch	99%	12	0	12
Durness	90%	9	0	9
Golspie	95%	12	0	12
Helmsdale	86%	9	0	9
Kinlochbervie	95%	9	0	9
Lairg	98%	9	1	10
Lochinver	51%	5	2	7
Scourie	94%	6	1	7
Tongue	57%	6	0	6

Sutherland Local Committee Totals		89	5	94
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City of Inverness Local Committee - 2017/18

Station	Availability %	Male	Female	Staff
Beauly	87%	11	0	11
Cannich	50%	5	0	5
Drumnadrochit	95%	8	1	9
Fort Augustus	93%	8	1	9
Foyers	65%	7	1	8
Inverness Retained	91%	11	1	12
Inverness Wholetime *	N/A	62	6	68

City of Inverness Local Committee Totals		112	10	122
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Station Statistics – Priority I

Badenoch & Strathspey Local Committee - 2017/18

Station	Availability %	Male	Female	Staff
Aviemore	88%	10	1	11
Carrbridge (CRU)	N/A	7	4	11
Grantown – 1 st Appliance	98%	15	2	17
Grantown – 2 nd Appliance	81%			
Kingussie	99%	12	0	12
Nethybridge (CRU)	N/A	1	0	1
Newtonmore (CRU)	N/A	9	0	9

Badenoch & Strathspey Local Committee Totals		54	7	61
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Nairn Local Committee - 2017/18

Station	Availability %	Male	Female	Staff
Nairn – 1 st Appliance	99%	21	2	23
Nairn – 2 nd Appliance	82%			

Nairn Local Committee Totals		21	2	23
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Lochaber Local Committee - 2017/18

Station	Availability %	Male	Female	Staff
Acharacle	73%	8	0	8
Fort William – 1 st Appliance	100%	21	0	21
Fort William – 2 nd Appliance	95%			
Kilchoan	72%	6	1	7
Kinlochleven – 1 st Appliance	83%	9	2	11
Kinlochleven – 2 nd Appliance	22%			
Lochaline	92%	4	6	10
Mallaig	89%	9	0	9
Muck (CRU)	N/A	2	2	4
Spean Bridge (CRU)	N/A	9	1	10
Strontian	64%	5	2	7

Lochaber Local Committee Totals		73	14	87
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Station Statistics – Priority I

Ross and Cromarty Local Committee - 2017/18

Station	Availability %	Male	Female	Staff
Achiltibuie	74%	6	0	6
Applecross	69%	6	1	7
Aultbea	89%	8	0	8
Balintore (CRU)	N/A	10	1	11
Cromarty (CRU)	N/A	7	1	8
Dingwall - 1st Appliance	100%	17	0	17
Dingwall - 2nd Appliance	79%			
Fortrose	79%	11	1	12
Gairloch	96%	8	1	9
Glenelg	83%	6	1	7
Invergordon - 1st Appliance	99%	15	1	16
Invergordon - 2nd Appliance	70%			
Kinlochewe	58%	5	1	6
Kyle	100%	10	1	11
Lochcarron	81%	7	0	7
Ratagan (CRU)	N/A	0	0	0
Tain	94%	12	0	12
Torridon	96%	7	2	9
Ullapool - 1st Appliance	100%	15	0	15
Ullapool - 2nd Appliance	85%			

Ross and Cromarty Local Committee Totals		150	11	161
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Skye and Raasay Local Committee - 2017/18

Station	Availability %	Male	Female	Staff
Broadford	87%	8	1	9
Dunvegan	48%	8	0	8
Portree	100%	10	0	10
Raasay	73%	7	1	8
Staffin	92%	9	0	9
Uig	64%	7	0	7

Skye and Raasay Local Committee Totals		49	2	51
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Operational Activity by Ward – Priorities 1-7

The figures shown are the number of incidents attended from 1 April 2017 to 31 March 2018.

WARDS	Fires		Chimney Fire	False Alarm		Special Services		Totals
	Primary	Secondary	Chimney Fire	Unwanted Fire Alarm Signal	Other	Road Traffic Collision	Other	
Aird & Loch Ness	21	29	9	27	47	25	13	171
Badenoch & Strathspey	24	17	24	93	79	29	20	286
Black Isle	14	9	12	6	25	6	5	77
Caol & Mallaig	14	43	11	23	22	20	19	152
Cromarty Firth	19	46	7	44	61	12	18	207
Culloden & Ardersier	9	21	2	26	36	7	11	112
Dingwall & Seaforth	18	22	8	42	48	9	16	163
East Sutherland & Edderton	17	15	18	57	40	10	17	174
Eilean a'Cheo	17	23	8	64	41	14	21	188
Fort William & Ardnamurchan	30	43	26	63	65	20	19	266
Inverness Central	27	38	2	124	142	3	57	393
Inverness Millburn	19	11	1	167	68	6	20	292
Inverness Ness-Side	7	23	1	41	28		13	113
Inverness South	16	24	1	89	31	10	13	184
Inverness West	14	23	1	96	73	1	21	229
Nairn & Cawdor	17	34	8	39	87	10	17	212
North, West & Central Sutherland	13	10	8	14	28	8	11	92
Tain & Easter Ross	14	11	5	25	40	5	8	108
Thurso & Northwest Caithness	14	3	4	25	47	6	21	120
Wester Ross, Strathpeffer & Lochalsh	13	16	16	28	41	22	21	157
Wick & East Caithness	23	10	9	50	49	13	33	187
TOTALS	360	471	181	1143	1098	236	394	3,883

Property Type	2017-18
Hospital	126
Hotel/Motel	102
Nursing/Care Home	77
Infant/Primary School	59
Purpose Built Office	52
Other Residential Home	44
Secondary school	43
Retail - Single shop	34
Student Hall of Residence	34
Distillery plant (including alcohol)	32

4. Glossary

Primary Fire

Primary fires include all fires in non-derelect buildings and outdoor structures or any fires involving casualties or rescues or any fires attended by five or more appliances.

Secondary Fires

Secondary fires are the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or if five or more appliances attend. They include fires in derelect buildings but not chimney fires.

Accidental Dwelling Fires

Building occupied by households, excluding hotels, hostels and residential institutions. In 2000, the definition of a dwelling was widened to include any non-permanent structure used solely as a dwelling, such as caravans, houseboats etc. Caravans, boats etc. not used as a permanent dwelling are shown according to the type of property. Accidental includes fires where the cause was not known or unspecified.

Fire Fatality

A person whose death is attributed to a fire is counted as a fatality even if the death occurred weeks or months later.

Fire Casualty

Non-fatal casualties, injured as a direct result of a fire attended by the service. Includes those who received first aid at the scene and those who were recommended to go for a precautionary check. Does not include injuries to fire service personnel.

Deliberate Fire

Fires where deliberate ignition is suspected.

Special Services

Special Services are non-fire incidents requiring the attendance of an appliance or officer. The Fire (Scotland) Act 2005 placed a statutory duty on FRS to attend fires and road traffic accidents. It also included an additional function order that covers non-fire incidents such as rescues from collapsed buildings or serious flooding.

CPP

Community Planning Partnership.

SOA

Single Outcome Agreement.

RTC

Road Traffic Collision

UFAS

Unwanted Fire Alarm Signals

RDS

Retained Duty System – Staff who are employed on a retained (part time basis) and provide an emergency response within a local area

CRU

Community Response Unit – Staff who provide a specific role within a local area e.g. attending RTC or Wildfire type incidents

CSE

Community Safety Engagement - Staff providing a local prevention and protection role and deliver fire safety advice and information

PDIR

Post Domestic Incident Response – A targeted delivery of key home fire safety advice and information to the local community and residents following a dwelling house fire

Seasonal Community Safety Calendar 2018

