

Agenda Item	3
Report No	CIA/19/19

THE HIGHLAND COUNCIL

Committee: City of Inverness Committee

Date: 30th May 2019

Report title: Scottish Fire and Rescue Committee Performance Report for Q3 and Q4 of 2018-19

Report by: Local Senior Officer for Highland

1. Purpose/Executive Summary

- 1.1** This report provides an update to City of Inverness Committee Members on progress against the priorities outlined in the Scottish Fire and Rescue Service Plan for the city of Inverness 2018-2019.

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 Inverness.

The report also contains previously agreed information and performance data as requested by Local Committees.

2. Recommendation

- 2.1** Committee Members are invited to **comment on** and **scrutinise** the attached City of Inverness Performance Report.

3. City of Inverness Performance Report

- 3.1 The attached performance report provides the current figures for Quarter 3 and Quarter 4 of 2018-19 from the central Scottish Fire and Rescue Service (SFRS) performance management database against the key indicators and timelines of previous reports.
- 3.2 In achieving the priorities within the Local Plan for the City of Inverness 2018-2019 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.
- 3.3 Analysis of the detail behind the performance report for the City of Inverness generally shows a reduction across performance indicators during Q3 and Q4 2018-19 when compared with the previous reporting periods and in comparison, to the 5 year average.
- a. SFRS attended only seventeen (17) Accidental Dwelling Fires in Q3 and Q4 of 2018/19.
 - b. During Q3 and Q4 of 2018-19 SFRS attended Zero (0) Fatal Accidental Dwelling Fires within the area.
 - c. There have been Zero (0) Non-Fatal Accidental Dwellings Fire Casualties at fire incidents attended by SFRS during Q3 and Q4. The best continuous quarter since 2015
 - d. There were Thirty (30) Deliberate Fires attended by SFRS during Q3 and Q4. 22 in Q3 but only 8 in Q4 which is the lower in the whole of last year
 - e. SFRS only attended Fourteen (14) Special Service Road Traffic Collisions (RTCs) during Q3 and Q4 of 2018-19. As you can see we, this is the lowest number of RTC's attended by SFRS in a 5-year reporting period throughout the entire year which is very positive but leaves more work to be done.
 - f. A total of two hundred and sixty-four (264) occurrences of Unwanted False Alarm Signals (UFAS) were attended by SFRS during Q3 and Q4 in the City of Inverness area. The majority of these incidents continues to be within hospital and medical premises. We continue to see that cooking and burnt toast is the primary cause of these activations along with alarms being carelessly or maliciously set off.
- 3.4 As you may well be aware we have carried out a number of positive engagement sessions over the past 12 months with members with regard to our transformation proposals. I am delighted to inform you that 2 of our new RRU (Rapid Response Units) have gone live in our area namely within Cannich and Foyers fire stations.

Investment within the Highland area continues to be made by SFRS to bolster our front line services and we have recently taken delivery of a new water rescue vehicle based in Inverness and also a new Height vehicle as part of the 3 million pound investment throughout Scotland. This vehicle has a reach of 32 metres and can house 4 fire-fighters and a rescued party or combined weight of 500kg. All operational crews are now trained on this appliance

During the spate of wildfires experienced within the Highland area during this reporting period, it was pleasing to note that crews from the Inverness area attended wildfires across the Highlands. Further appliances remained readily available throughout the area ensuring that SFRS had a sufficient response should any incident occur locally. Local primary employers in the area should be thanked for their commitment ensuring that SFRS RDS personnel were released to attend these incidents during the spate conditions.

4. Implications

4.1 Not applicable.

Date: 30TH May 2019

Author: **Group Manager Pat McElhinney**

Attachment: Highland – City of Inverness Committee - Performance Report



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Highland

City of Inverness 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 dwelling fire casualties	4
3bii	Non-fatal accidental dwelling 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.

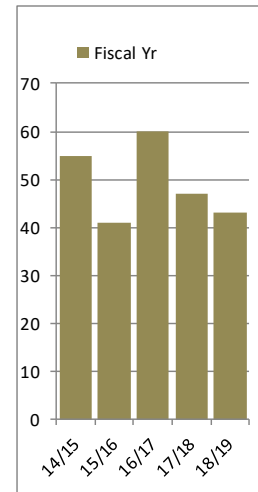
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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 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)

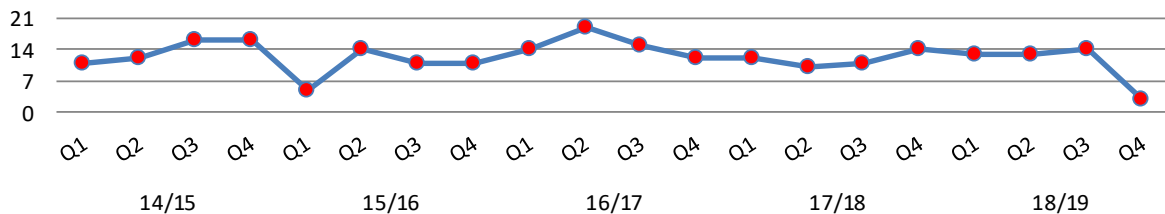
All accidental dwelling fires

Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
April	3	1	3	6	5	14
May	5	2	7	4	3	6
June	3	2	4	2	5	13
July	6	5	7	2	4	10
August	1	4	6	6	4	10
September	5	5	6	2	5	10
October	4	2	3	4	4	17
November	6	5	5	6	5	14
December	6	4	7	1	5	18
January	5	5	5	7	1	10
February	7	4	2	2	2	12
March	4	2	5	5	0	10
Fiscal Yr	55	41	60	47	43	144



Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19
Fiscal Yr	55	41	60	47	43

Qtr/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
Quarter 1	11	5	14	12	13	33
Quarter 2	12	14	19	10	13	30
Quarter 3	16	11	15	11	14	49
Quarter 4	16	11	12	14	3	32



Commentary

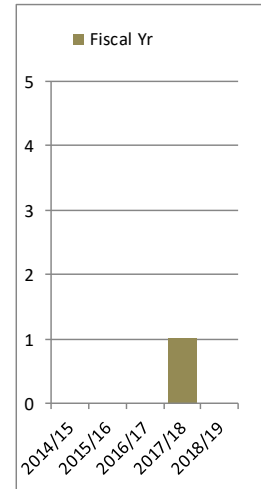
The tables above represent the number of accidental dwelling house fires that occurred within the Area Committee boundary. Tolerances are set in context of the number of previous incidents by reporting month and, where there has been an increase in overall incidents, the colour coding is identified with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

Trend lines also identify the number of incidents over the reporting 5 year period, 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.

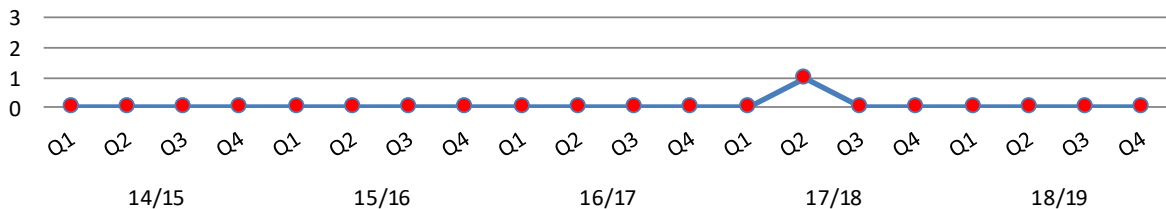
All fatal accidental dwelling fire casualties

Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19	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	1	0	0
October	0	0	0	0	0	0
November	0	0	0	0	0	0
December	0	0	0	0	0	0
January	0	0	0	0	0	0
February	0	0	0	0	0	1
March	0	0	0	0	0	0
Fiscal Yr	0	0	0	1	0	1



Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19
Fiscal Yr	0	0	0	1	0

Qtr/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
Quarter 1	0	0	0	0	0	0
Quarter 2	0	0	0	1	0	0
Quarter 3	0	0	0	0	0	0
Quarter 4	0	0	0	0	0	1

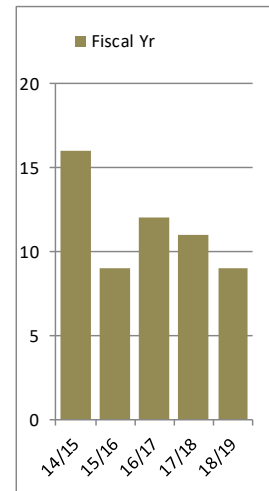


Commentary

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.

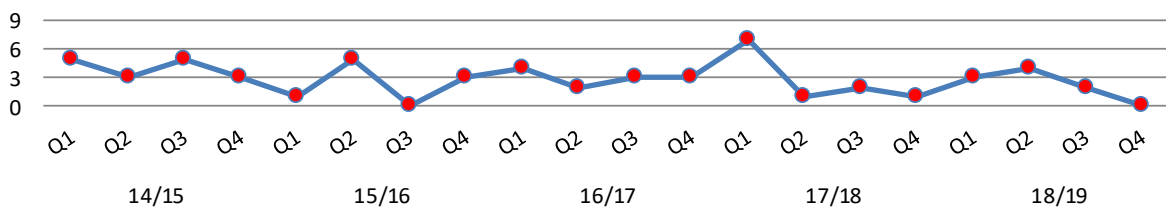
Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)

Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
April	1	0	1	5	1	3
May	1	1	1	1	1	1
June	3	0	2	1	1	2
July	3	3	1	0	2	6
August	0	1	0	1	1	1
September	0	1	1	0	1	1
October	0	0	0	0	0	0
November	4	0	1	2	2	3
December	1	0	2	0	0	1
January	1	3	2	1	0	1
February	2	0	0	0	0	0
March	0	0	1	0	0	0
Fiscal Yr	16	9	12	11	9	19



Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19
Fiscal Yr	16	9	12	11	9

Qtr/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
Quarter 1	5	1	4	7	3	6
Quarter 2	3	5	2	1	4	8
Quarter 3	5	0	3	2	2	4
Quarter 4	3	3	3	1	0	1



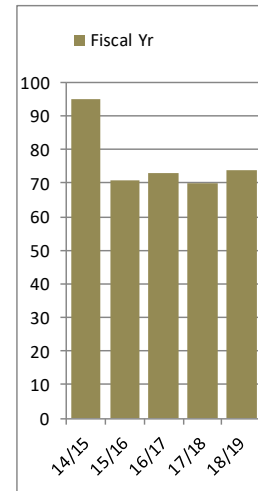
Commentary

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.

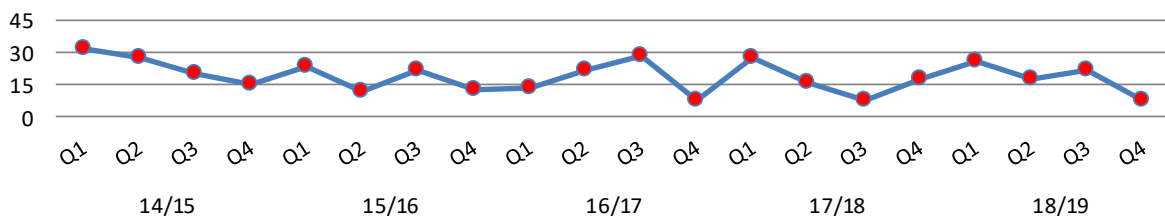
All deliberate fires

Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
April	11	7	2	10	10	32
May	9	7	4	8	12	21
June	12	10	8	10	4	15
July	8	7	5	9	9	19
August	7	3	3	3	5	15
September	13	2	14	4	4	13
October	11	10	12	6	7	21
November	6	9	10	1	11	19
December	3	3	7	1	4	11
January	5	4	4	3	3	7
February	6	3	1	5	3	9
March	4	6	3	10	2	6
Fiscal Yr	95	71	73	70	74	188



Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19
Fiscal Yr	95	71	73	70	74

Qtr/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
Quarter 1	32	24	14	28	26	68
Quarter 2	28	12	22	16	18	47
Quarter 3	20	22	29	8	22	51
Quarter 4	15	13	8	18	8	22

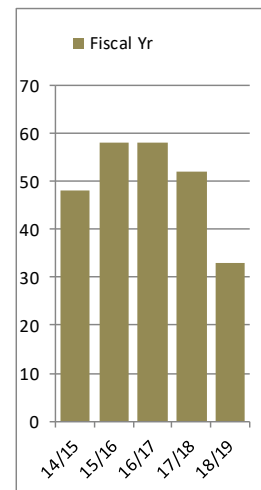


Commentary

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.

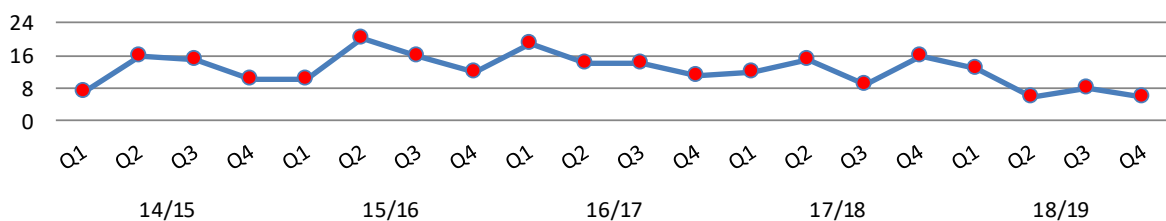
Special Service - RTCs

Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
April	4	3	7	8	3	11
May	1	2	6	0	5	22
June	2	5	6	4	5	16
July	4	5	3	6	2	15
August	6	11	6	5	2	16
September	6	4	5	4	2	12
October	3	7	4	3	2	10
November	11	6	6	5	5	18
December	1	3	4	1	1	13
January	4	1	6	7	4	13
February	3	5	2	6	2	12
March	3	6	3	3	0	8
Fiscal Yr	48	58	58	52	33	166



Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19
Fiscal Yr	48	58	58	52	33

Qtr/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
Quarter 1	7	10	19	12	13	49
Quarter 2	16	20	14	15	6	43
Quarter 3	15	16	14	9	8	41
Quarter 4	10	12	11	16	6	33



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.

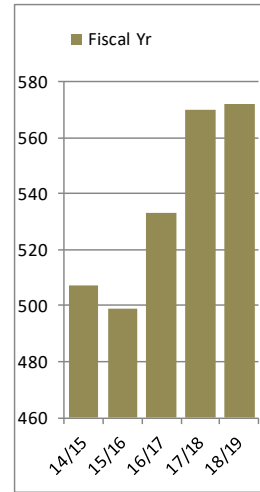
The number of incidents of this type have dropped by near 30% in the last year which is encouraging, but we will endeavour to work with partners to continue to reduce these even further.

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>

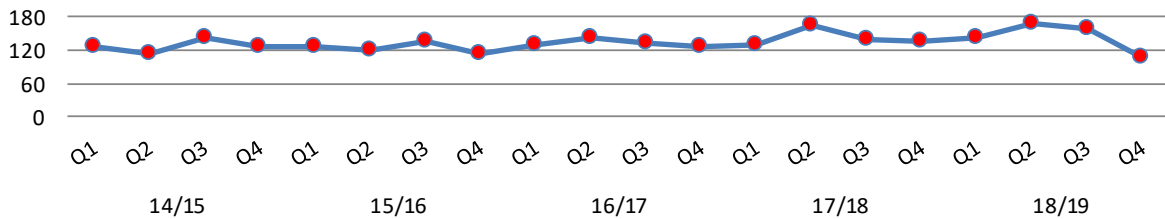
False Alarm - UFAS

Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
April	59	40	41	42	38	79
May	34	41	36	47	49	99
June	34	46	54	41	54	108
July	43	45	48	65	56	118
August	37	36	47	44	57	127
September	33	40	47	55	54	124
October	43	40	46	50	57	124
November	58	48	51	53	62	126
December	40	48	37	37	39	85
January	47	35	46	50	37	99
February	41	36	44	38	37	71
March	38	44	36	48	32	79
Fiscal Yr	507	499	533	570	572	1239



Month/Year	2014/15	2015/16	2016/17	2017/18	2018/19
Fiscal Yr	507	499	533	570	572

Qtr/Year	2014/15	2015/16	2016/17	2017/18	2018/19	Highland
Quarter 1	127	127	131	130	141	286
Quarter 2	113	121	142	164	167	369
Quarter 3	141	136	134	140	158	335
Quarter 4	126	115	126	136	106	249



Commentary

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

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. This has been undertaken locally and is having a positive impact.

Station Availability

Station	Availability %	Male	Female	Staff	Staffing Change
Beauly	90%	11	0	11	→
Cannich	53%	5	0	5	→
Drumnadrochit	99%	8	1	9	→
Fort Augustus	93%	8	2	10	↗
Foyers	86%	7	1	8	→
Inverness Retained	94%	14	1	15	→
Inverness Wholetime*	N/A	64	6	70	↗

City of Inverness Committee Totals		117	11	128	
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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.

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