

## HIGHLAND COUNCIL

**Committee:** City of Inverness Area Committee

**Date:** Thursday 27 August 2020

**Report Title:** Scottish Fire and Rescue Area Committee Performance Report

**Report By:** Local Senior Officer for Highland

### 1. Purpose/Executive Summary

- 1.1 This report provides an update to City of Inverness Area Committee Members on progress against the priorities outlined in the Scottish Fire and Rescue Service Area Committee Plan.
- 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 the City of Inverness.
- 1.3 The report also contains previously agreed information and performance as requested by Area Committees.

### 2. Recommendations

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

### 3. City of Inverness Area Committee Performance Report

- 3.1 The attached performance report provides the current figures for Quarter 1 2020 and from the previous four reporting years from the central Scottish Fire and Rescue Service (SFRS) performance management database against the key indicators and timelines from previous reports.
- 3.2 In achieving the priorities within the Area Plan a number of prevention activities are being progressed including; the delivery of free home fire safety visits (HFSV) through our operational RDS Staff and Community Safety Advocates (CSA), post domestic incident response (PDIR) both of which are aimed at reducing accidental dwelling house fires following our attendance at any incidents of this type.  
Local managers also support the partnership delivered road safety programmes, Driving Ambition and the reduction of fire-related antisocial behaviour through targeted youth engagement activities and thematic action plans.  
The continued application of the Unwanted Fire Alarm Signals (UFAS) Policy provides a means of targeting premises that the Service attends repeatedly and by engagement reduce the number of calls.

Staff also undertake Operational Intelligence (OI) visits to the higher risk premises in Lochaber to gather vital information on the hazards and risks on these sites which can help our operational response and firefighter safety.

The restriction imposed by the COVID pandemic has caused a significant disruption to the Services ability to deliver partnership and community activities, however the Service continue to commit to adapting their support through electronic and adapted methods.

- 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.
- 3.4 The performance report shows that Accidental Dwelling fires had a spike of 10 incidents in May 2020. This is not seen as a trend but a possible consequence of COVID lockdown restrictions leading to increased activity in homes with a possible link to consumption of alcohol being investigated. Fire Fatalities and Fire Casualties remain very low in the area despite a spike in Accidental Dwelling fires in this reporting period. Deliberate Fires are consistent with previous years.

Special Service – RTCs are lower than in previous years and the reduction in incidents of this type continues is encouraging, SFRS are conscious of lockdown restrictions easing and the volume of traffic returning to normal levels. We will continue to work with partners to continue to reduce these even further.

False Alarm UFAS incidents continue to show a downward trend when compared to previous years. SFRS personnel will continue to work in partnership with the clear aim of trying to eliminate all incident types through our preventative work and targeted engagement with premises.

**Designation:** Local Senior Officer for Highland

**Date:** Thursday 27 August 2020

**Author:** Group Commander Ross Nixon

**Background Papers:** Highland – City of Inverness Area Committee - Performance Report



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

## Highland

### City of Inverness Committee

### Performance Report

### Quarter 1 – April – June 2020



#### 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.

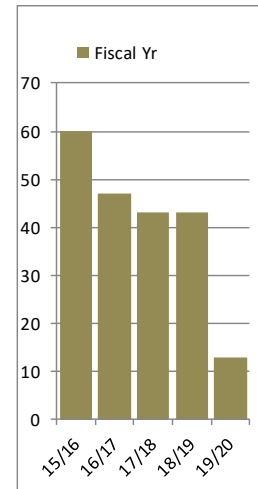
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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)

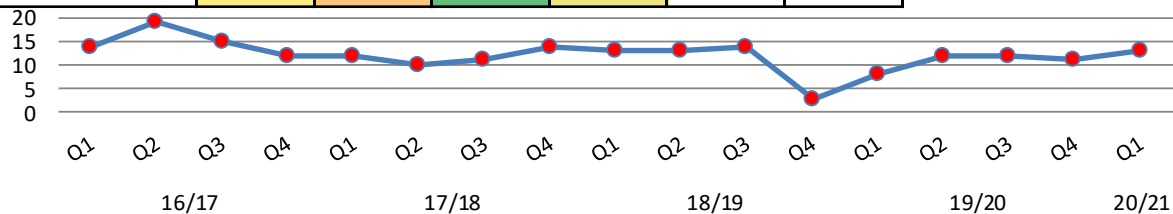
# All accidental dwelling fires

| Month/Year       | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 | Highland |
|------------------|---------|---------|---------|---------|-----------|----------|
| April            | 3       | 6       | 5       | 2       | 1         | 6        |
| May              | 7       | 4       | 3       | 1       | 10        | 14       |
| June             | 4       | 2       | 5       | 5       | 2         | 4        |
| July             | 7       | 2       | 4       | 5       |           |          |
| August           | 6       | 6       | 4       | 5       |           |          |
| September        | 6       | 2       | 5       | 2       |           |          |
| October          | 3       | 4       | 4       | 2       |           |          |
| November         | 5       | 6       | 5       | 8       |           |          |
| December         | 7       | 1       | 5       | 2       |           |          |
| January          | 5       | 7       | 1       | 2       |           |          |
| February         | 2       | 2       | 2       | 4       |           |          |
| March            | 5       | 5       | 0       | 5       |           |          |
| <b>Fiscal Yr</b> | 60      | 47      | 43      | 43      | 13        | 24       |



| Month/Year       | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 |
|------------------|---------|---------|---------|---------|-----------|
| <b>Fiscal Yr</b> | 60      | 47      | 43      | 43      | 13        |

| Qtr/Year  | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 | Highland |
|-----------|---------|---------|---------|---------|-----------|----------|
| Quarter 1 | 14      | 12      | 13      | 8       | 13        | 24       |
| Quarter 2 | 19      | 10      | 13      | 12      |           |          |
| Quarter 3 | 15      | 11      | 14      | 12      |           |          |
| Quarter 4 | 12      | 14      | 3       | 11      |           |          |



## 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.

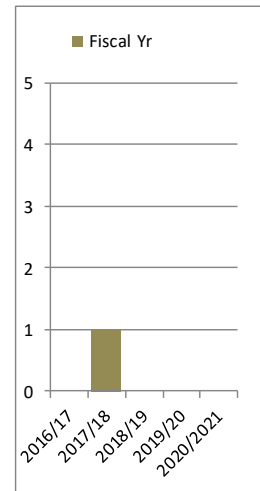
Trend lines also identify the number of incidents over the reporting 5 year period, by reporting quarter.

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.

This quarter shows a significant increase in accidental dwelling fires, particularly in the month of May. This can be attributed in some part to the impact of COVID lockdown restrictions. SFRS continues to work with partners and communities to educate and improve fire safety in the home across the city.

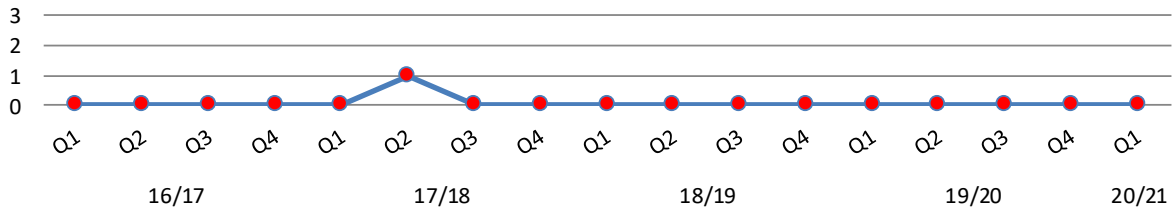
## All fatal accidental dwelling fire casualties

| Month/Year       | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 | 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       |           |          |
| August           | 0       | 0       | 0       | 0       |           |          |
| September        | 0       | 1       | 0       | 0       |           |          |
| October          | 0       | 0       | 0       | 0       |           |          |
| November         | 0       | 0       | 0       | 0       |           |          |
| December         | 0       | 0       | 0       | 0       |           |          |
| January          | 0       | 0       | 0       | 0       |           |          |
| February         | 0       | 0       | 0       | 0       |           |          |
| March            | 0       | 0       | 0       | 0       |           |          |
| <b>Fiscal Yr</b> | 0       | 1       | 0       | 0       | 0         | 0        |



| Month/Year       | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 |
|------------------|---------|---------|---------|---------|-----------|
| <b>Fiscal Yr</b> | 0       | 1       | 0       | 0       | 0         |

| Qtr/Year  | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 | Highland |
|-----------|---------|---------|---------|---------|-----------|----------|
| Quarter 1 | 0       | 0       | 0       | 0       | 0         | 0        |
| Quarter 2 | 0       | 1       | 0       | 0       |           |          |
| Quarter 3 | 0       | 0       | 0       | 0       |           |          |
| Quarter 4 | 0       | 0       | 0       | 0       |           |          |



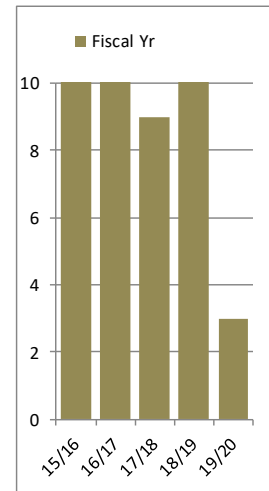
### Commentary

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 figures show no fatal accidental dwelling fire casualties during the current reporting period as per the previous year. SFRS continue to work with partners to ensure that this positive trend is maintained.

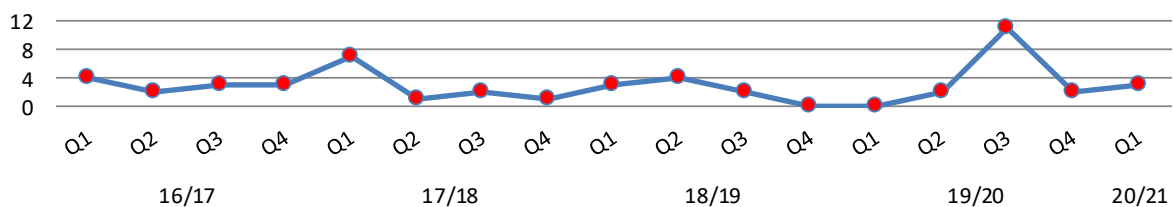
## Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)

| Month/Year       | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 | Highland |
|------------------|---------|---------|---------|---------|-----------|----------|
| April            | 1       | 5       | 1       | 0       | 0         | 0        |
| May              | 1       | 1       | 1       | 0       | 3         | 3        |
| June             | 2       | 1       | 1       | 0       | 0         | 0        |
| July             | 1       | 0       | 2       | 1       |           |          |
| August           | 0       | 1       | 1       | 1       |           |          |
| September        | 1       | 0       | 1       | 0       |           |          |
| October          | 0       | 0       | 0       | 6       |           |          |
| November         | 1       | 2       | 2       | 5       |           |          |
| December         | 2       | 0       | 0       | 0       |           |          |
| January          | 2       | 1       | 0       | 1       |           |          |
| February         | 0       | 0       | 0       | 0       |           |          |
| March            | 1       | 0       | 0       | 1       |           |          |
| <b>Fiscal Yr</b> | 12      | 11      | 9       | 15      | 3         | 3        |



| Month/Year       | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 |
|------------------|---------|---------|---------|---------|-----------|
| <b>Fiscal Yr</b> | 12      | 11      | 9       | 15      | 3         |

| Qtr/Year  | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 | Highland |
|-----------|---------|---------|---------|---------|-----------|----------|
| Quarter 1 | 4       | 7       | 3       | 0       | 3         | 3        |
| Quarter 2 | 2       | 1       | 4       | 2       |           |          |
| Quarter 3 | 3       | 2       | 2       | 11      |           |          |
| Quarter 4 | 3       | 1       | 0       | 2       |           |          |



### 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 first quarter date for 2020/21 shows a slight increase in non-fatal accidental dwelling fire casualties with 3 casualties in May, 2 of which were at the same incident. The Service will continue to work with partners to reduce the number of casualties, targeting visits to those most at risk and continuing this positive trend.

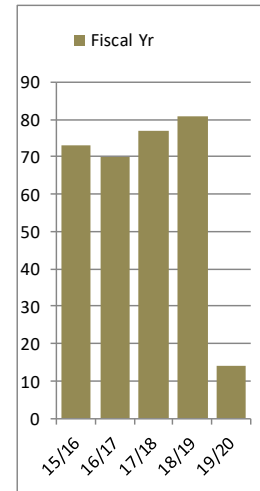
COVID lockdown restrictions are likely to have contributed to this increase and this continues to be analysed with partners in Police Scotland.





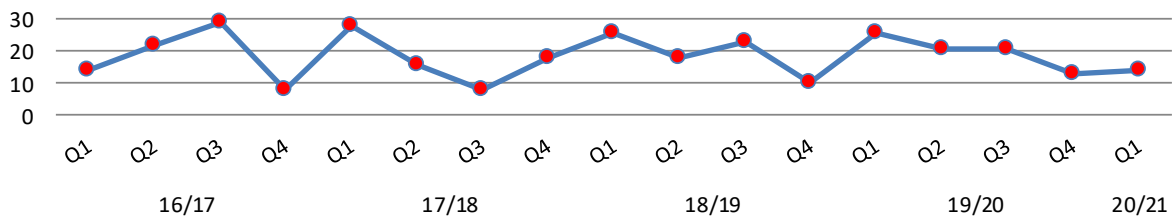
## All deliberate fires

| Month/Year       | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 | Highland |
|------------------|---------|---------|---------|---------|-----------|----------|
| April            | 2       | 10      | 10      | 11      | 2         | 25       |
| May              | 4       | 8       | 12      | 9       | 8         | 20       |
| June             | 8       | 10      | 4       | 6       | 4         | 15       |
| July             | 5       | 9       | 9       | 8       |           |          |
| August           | 3       | 3       | 5       | 10      |           |          |
| September        | 14      | 4       | 4       | 3       |           |          |
| October          | 12      | 6       | 7       | 5       |           |          |
| November         | 10      | 1       | 11      | 7       |           |          |
| December         | 7       | 1       | 5       | 9       |           |          |
| January          | 4       | 3       | 3       | 4       |           |          |
| February         | 1       | 5       | 4       | 1       |           |          |
| March            | 3       | 10      | 3       | 8       |           |          |
| <b>Fiscal Yr</b> | 73      | 70      | 77      | 81      | 14        | 60       |



| Month/Year       | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 |
|------------------|---------|---------|---------|---------|-----------|
| <b>Fiscal Yr</b> | 73      | 70      | 77      | 81      | 14        |

| Qtr/Year  | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 | Highland |
|-----------|---------|---------|---------|---------|-----------|----------|
| Quarter 1 | 14      | 28      | 26      | 26      | 14        | 60       |
| Quarter 2 | 22      | 16      | 18      | 21      |           |          |
| Quarter 3 | 29      | 8       | 23      | 21      |           |          |
| Quarter 4 | 8       | 18      | 10      | 13      |           |          |



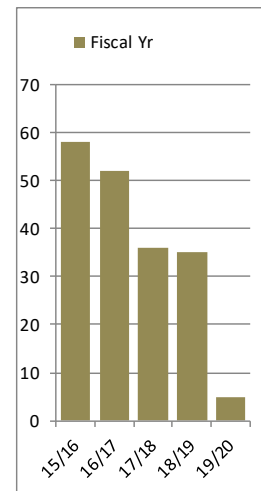
### Commentary

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.

The low incident figures, relative to 1<sup>st</sup> Quarter figures in previous years is welcomed and were contributed to by lockdown restrictions and reduced public activity in the outdoors.

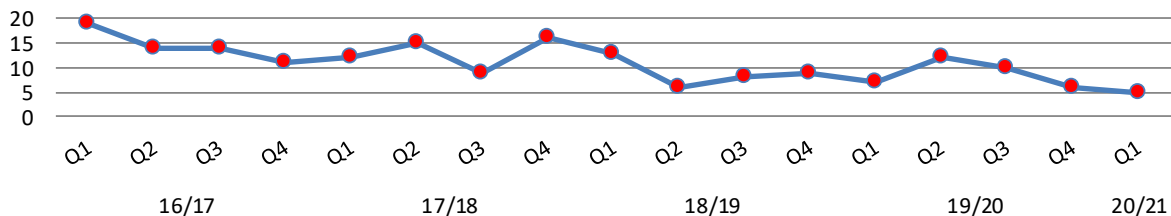
## Special Service - RTCs

| Month/Year       | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 | Highland |
|------------------|---------|---------|---------|---------|-----------|----------|
| April            | 7       | 8       | 3       | 3       | 0         | 0        |
| May              | 6       | 0       | 5       | 1       | 1         | 3        |
| June             | 6       | 4       | 5       | 3       | 4         | 7        |
| July             | 3       | 6       | 2       | 7       |           |          |
| August           | 6       | 5       | 2       | 3       |           |          |
| September        | 5       | 4       | 2       | 2       |           |          |
| October          | 4       | 3       | 2       | 2       |           |          |
| November         | 6       | 5       | 5       | 3       |           |          |
| December         | 4       | 1       | 1       | 5       |           |          |
| January          | 6       | 7       | 5       | 2       |           |          |
| February         | 2       | 6       | 4       | 3       |           |          |
| March            | 3       | 3       | 0       | 1       |           |          |
| <b>Fiscal Yr</b> | 58      | 52      | 36      | 35      | 5         | 10       |



| Month/Year       | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 |
|------------------|---------|---------|---------|---------|-----------|
| <b>Fiscal Yr</b> | 58      | 52      | 36      | 35      | 5         |

| Qtr/Year  | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 | Highland |
|-----------|---------|---------|---------|---------|-----------|----------|
| Quarter 1 | 19      | 12      | 13      | 7       | 5         | 10       |
| Quarter 2 | 14      | 15      | 6       | 12      |           |          |
| Quarter 3 | 14      | 9       | 8       | 10      |           |          |
| Quarter 4 | 11      | 16      | 9       | 6       |           |          |



### 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.

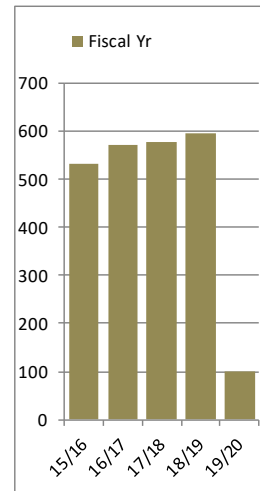
The number of incidents of this type continues to reduce which is encouraging, but with lockdown restrictions easing the volume of traffic has significantly increased. We will continue to work with partners to continue to reduce these even further.

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>

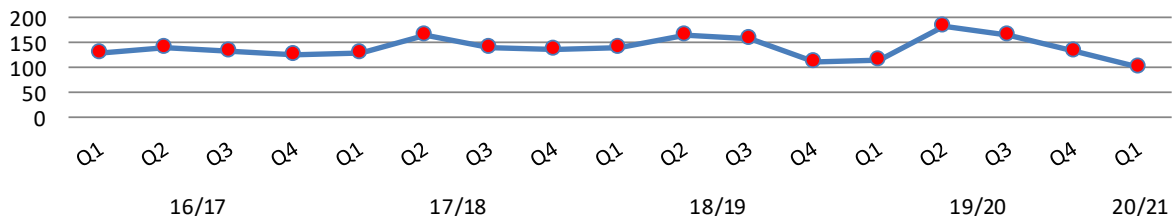
# False Alarm - UFAS

| Month/Year       | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 | Highland |
|------------------|---------|---------|---------|---------|-----------|----------|
| April            | 41      | 42      | 38      | 40      | 28        | 61       |
| May              | 36      | 47      | 49      | 37      | 27        | 60       |
| June             | 54      | 41      | 54      | 39      | 46        | 69       |
| July             | 48      | 65      | 56      | 54      |           |          |
| August           | 47      | 44      | 57      | 72      |           |          |
| September        | 47      | 55      | 54      | 56      |           |          |
| October          | 46      | 50      | 57      | 61      |           |          |
| November         | 51      | 53      | 62      | 55      |           |          |
| December         | 37      | 37      | 40      | 49      |           |          |
| January          | 46      | 51      | 37      | 39      |           |          |
| February         | 44      | 38      | 39      | 54      |           |          |
| March            | 36      | 48      | 36      | 41      |           |          |
| <b>Fiscal Yr</b> | 533     | 571     | 579     | 597     | 101       | 190      |



| Month/Year       | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 |
|------------------|---------|---------|---------|---------|-----------|
| <b>Fiscal Yr</b> | 533     | 571     | 579     | 597     | 101       |

| Qtr/Year  | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/2021 | Highland |
|-----------|---------|---------|---------|---------|-----------|----------|
| Quarter 1 | 131     | 130     | 141     | 116     | 101       | 190      |
| Quarter 2 | 142     | 164     | 167     | 182     |           |          |
| Quarter 3 | 134     | 140     | 159     | 165     |           |          |
| Quarter 4 | 126     | 137     | 112     | 134     |           |          |



## Commentary

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

The figures show a further reduction in the UFAS within the first quarter of 2020/21 in comparison with the same period in the previous 4 years. SFRS will continue to engage with duty holders during the COVID recovery phase to ensure that UFAS incidents remain controlled.

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                                    | 94%            | 10   | 0      | 10    | ↑               |
| Cannich                                   | 85%            | 5    | 0      | 5     | è               |
| Drumnadrochit                             | 100%           | 8    | 1      | 9     | ↑               |
| Fort Augustus                             | 99%            | 8    | 2      | 10    | è               |
| Foyers                                    | 98%            | 8    | 0      | 8     | ↑               |
| Inverness Retained                        | 100%           | 12   | 0      | 12    | ↑               |
| Inverness Wholetime*                      | N/A            | 64   | 7      | 71    | ì               |
| <b>City of Inverness Committee Totals</b> |                | 115  | 10     | 125   | ↑               |

\* 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.

The Service maintain an excellent level of availability confidence during the quarter despite COVID related issues. Inverness Wholetime Station had no staff members testing positive for COVID.

