

HIGHLAND COUNCIL

Committee: Communities & Place Committee

Date: 17th August 2022

Report Title: Scottish Fire and Rescue Service (SFRS) Highland Performance Report

Report By: Local Senior Officer for Highland

1. Purpose/Executive Summary

- 1.1 This report provides an update to Communities & Place Committee Members on progress against the priorities outlined in the SFRS Highland Local Fire & Rescue Plan.
- 1.2 Priority areas are identified through a range of Intervention and Prevention and Protection activities which are delivered through partnership to reduce the risk to the communities of Highland.
- 1.3 The report also contains previously agreed information and performance as requested by Communities & Place Committee.

2. Recommendations

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

3. Communities & Place Committee Performance Report

- 3.1 The attached performance report provides the performance figures for the 6 month period 01.10.2021 to 31.03.2022, and from the previous four reporting years from the central SFRS performance management database against the key indicators and timelines from previous reports.
- 3.2 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.
- 3.3 In achieving the priorities within the Highland Plan a number of prevention activities are being progressed including; the delivery of free home fire safety visits (HFSV) through our operational On-Call 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 such incidents.

We continue to support partnership delivery of road safety programmes including Driving Ambition, as well as working to reduce fire-related antisocial

behaviour through targeted youth engagement activities and thematic action plans, as well as our Youth Volunteer programme in Wick.

Our pandemic approach to electronic and innovative 'remote' methods to deliver partnership and community activities to support those most vulnerable within our communities continues and supplements our return to traditional 'in person' approaches.

- 3.4 The performance report shows that Accidental Dwelling fires across Highland are at the second highest level in 5-years within this reporting period, with these levels similar to pre-pandemic levels as reflected across Scotland.

Accidental dwelling fire fatalities within the reporting period have reached the highest level in 5 years. A partnership approach is taken to investigate all fatal fires through multi-agency case conferences to seek opportunities to prevent re-occurrence.

Special Service – Road Traffic Collisions (RTCs) are at the third lowest level in 5 years within this period and remain considerably lower than the peak in 2017/18 and below pre-pandemic levels in 19/20. We will continue to work with partners and educational establishments to promote road safety.

False Alarm (UFAS) incidents are at the highest level in 5 years reflecting the national trend and the increase in tourism as pandemic restrictions have eased. Advice, guidance and support is provided directly to responsible persons via crews attending alarm calls and where improvement cannot be demonstrated via our Fire Safety Enforcement teams liaising with premises holders.

- 3.5 Station establishment levels and appliance availability have proved challenging over the reporting period however we continue to work tirelessly and innovatively to introduce bespoke solutions to assist.

Eleven On Call Support Watch Commanders (the highest number in Scotland) are strategically placed around Highland to support appliance crewing levels to maintain availability wherever possible.

A joint mobilising procedure has been created for Tongue and Bettyhill to assist with appliance response, with further options being developed.

A Pre Recruitment Engagement Programme (PREP) has been rolled out across SFRS to assist applicants in being successfully employed. PREP Phase 2 is being piloted in the most challenging recruitment areas of Highland to further improve applicant to employment ratio.

A 'Bank Staff' model is being developed for introduction where On Call staff can assist crewing at other Stations who have reduced availability without affecting their own Stations' availability.

As well continual improvement to national approaches, our Highland staff will continue to develop and implement local solutions to increase Station establishment and Appliance availability wherever possible.

Designation: Local Senior Officer for Highland

Date: 01/08/2022

Author: Background Local Senior Officer Derek Wilson

Papers: Highland – Communities & Place Committee -
Performance Report



Six Monthly Performance Report

1 October 2021 – 31 March 2022



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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 2016, Annex A <https://www.gov.scot/Publications/2016/09/8011/331969>.

The KPIs also reflect the main priority areas for the Scottish Fire and Rescue Service (SFRS) in Highland area. These were identified during Ward consultation sessions on the Local Fire and Rescue Plan for Highland 2017 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:

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

Note that new KPIs are being developed for SFRS as outlined in the Fire and Rescue Framework for Scotland 2022, Annex <https://www.gov.scot/Publications/2016/09/8011/331969>. A new Performance Management Framework is being developed by SFRS to support monitoring and scrutiny arrangements. Similarly, the SFRS Strategic Plan 2019-22 was published in October 2019 following extensive consultation, and a new Draft Strategic Plan 2022-2025 was released for consultation from 09th May to 10th July 2022.

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 emergency response activities within Highland over the six month period 1 October 2021 – 31 March 2022. It should be noted that the continuing global Covid-19 pandemic and associated range of control measures have altered and may be less impactful on behaviours, actions, and activities of private businesses and the general public. Consequently, there is more limited deviation from 'usual' or 'expected' annual trends than in the previous performance report and this will be reflected within and through the performance reported upon.

The Scottish Government provides an overarching vision for public services. This vision is supported by 11 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. For this reporting period the SFRS Strategic Plan 2019-2022 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 2021-2024 reflects the Highland Community Planning Partnership Strategic Assessment and Priorities and the Highland Community Planning Partnership, Highland Outcome Improvement Plan (HOIP) 2017-27. The HOIP 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:

1. Poverty Reduction – More people in Highland will live a life free from the experience of poverty
2. Community Participation & Dialogue – People in Highland will be more involved in decisions that affect their lives
3. Infrastructure – Fewer people in Highland experience transport or digital connectivity as a barrier to accessing opportunities
4. Community Safety & Resilience – People in Highland will benefit from living in stronger, safer and more resilient communities
5. Mental Health & Wellbeing – People in Highland will benefit from good mental health & wellbeing

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 incidents. 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 2021-2024, the following 7 priorities for the local Fire and Rescue Service were identified;




- | | |
|-------------|---|
| Priority 1. | Domestic Fire Safety |
| Priority 2. | Unintentional Harm |
| Priority 3. | Non-Fire Emergencies |
| Priority 4. | Deliberate Fire Setting |
| Priority 5. | Non-Domestic Fire Safety |
| Priority 6. | Unwanted Fire Alarm Signals |
| Priority 7. | Operational Resilience and Preparedness |

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	Oct to (& including) Mar					RAG rating
	2017/18	2018/19	2019/20	2020/21	2021/22	Year End
All accidental dwelling fires	72	82	59	73	80	
All fatal accidental dwelling fire casualties	1	1	0	0	3	
Non-fatal accidental dwelling fire casualties	5	6	19	7	11	
All deliberate fires	55	76	91	73	83	
Special Services – RTCs	124	82	95	85	86	
False Alarms – UFAS	536	609	605	599	687	

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 no achieved
	GREEN CIRCLE	Equal to or improved upon the previous year or local target achieved

Note

The number of accidental dwelling fires has increased by 10% when compared to the same period in the previous year. The reasons for the reversal in the long term trend are difficult to identify, and may be affected by changes in behaviour and activity as society has moved towards living with the pandemic.

This unwelcome increase has tragically resulted in 3 fire fatalities in Highland within the six month reporting period of 1 October 2021 to 31 March 2022.

During the reporting period the number of non-fatal dwelling fire casualties has increased slightly in comparison to the previous year, however remains considerably lower than the 2019/20 peak. This however identifies an increase over pre-pandemic levels.

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. Throughout the pandemic we developed new ways to safely engage whilst still maintaining physical visits to those at highest risk and we have retained and included these innovative solutions within our range of engagement. It is important to note that Multi-agency case conferences are carried out after each fatal fire to identify key lessons and focus our prevention activities where needed.

There has been a slight increase in the overall number of deliberate fires (83) in comparison to the previous four years. The Deliberate fires indicator includes Anti-Social Behaviour fires, but it should be noted that this also includes wildfires. The majority of the reported numbers of deliberate fires in Highland are generally wildfires, primarily due to seasonal weather trends. However behavioural changes in tourism following lockdown have resulted in an increase in 'dirty camping' and use of campfires in areas, and in numbers not previously experienced nationally. 2020/22 figures are higher than the five year average (61.6), however are lower than the 2019/20 peak. Liaison with local landowners and attendance at Scottish Wildfire Forum has been undertaken, along with a review of national emergency response arrangements to assist procedures, promote understanding and build local working arrangements in order to reduce wildfires. Additionally, national media campaigns and local engagement have been carried out extensively in conjunction with partners to advise of the dangers and to encourage responsible behaviour.

The number of Road Traffic Collisions (RTCs) attended by SFRS in Highland during the reporting period are the third lowest across the 5-year period. This is welcome given the increase in tourism travel witnessed across Highland. The overall figure can be further broken down to sadly indicate a total of 2 fatalities a 75% decrease over the same period of the previous year. This has maintained the lower level experienced following the peak in 2017/18.

Unwanted Fire Alarm Signals (UFAS) has increased 14.7% to 687, in comparison to last year's figure of 599 during this reporting year and remains a challenge for the Service with a generally increasing trend over the extended reporting period. It is likely that the most recent increase may be attributable to an increase in tourism. We are continuing to develop 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.

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 first six months of the year figures confirm that we have had a total of 80 accidental dwelling fires. Of the 80 fires, the most common source of ignition is cooking appliances 34% (27). The most common room for a fire to start is the kitchen at 43% (34) of incidents with the most common item being first ignited recorded as food at 21% (17) of incidents.

In terms of area affected, 44% (35) of the fires resulted in no damage and a further 33% (26) had damage confined to an area of less than 5 square metres. The data on actual damage indicates that 25% of incidents had no damage at all, 41% had damage confined to the item first ignited, 14% had damage confined to the room of origin, 5% had damage confined to the floor of origin, 3% had damage affecting 2 floors, 3% with damage to the roof only and 6% with damage to the whole building.

In relation to firefighting activity, 29% (23) of the incidents required no SFRS intervention with 23% (18) just requiring the removal from a heat source or isolation of the fuel supply. A total of 28% (22) 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 stage 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.

Throughout this period of living with the pandemic we have continued to work 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 to those at highest risk. The personal contact and restrictions on routinely entering premises through the pandemic have been lifted allowing physical HFSV's to be reinstated. 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 working with partners, SFRS staff are engaging with communities across Highland and actively encouraging members of the community to follow the advice in SFRS media campaigns, to engage with our online facilities such as our fire safety questionnaire, to engage with our 'Make the Call' campaign, and to request a free home fire safety visit for those at highest risk 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 of those at highest risk across all our communities, or providing advice remotely if requested, that the necessary advice is provided to continually seek to improve the lives of everyone and reduce related risks.

All accidental dwelling fires	2017/18	2018/19	2019/20	2020/21	2021/22	Sparklines
Highland	72	82	59	73	80	
North, West and Central Sutherland	2	3	1	5	1	
Thurso and Northwest Caithness	3	9	2	4	3	
Wick and East Caithness	5	5	4	5	4	
East Sutherland and Edderton	5	3	1	4	1	
Wester Ross, Strathpeffer and Lochalsh	1	4	3	3	7	
Cromarty Firth	3	8	1	0	4	
Tain and Easter Ross	2	4	0	4	4	
Dingwall and Seaforth	4	4	5	4	4	
Black Isle	0	5	3	6	2	
Eilean a'Cheo	5	1	4	3	4	
Caol and Mallaig	2	9	2	0	3	
Aird and Loch Ness	7	3	1	1	3	
Inverness West	3	5	3	1	4	
Inverness Central	9	3	6	10	12	
Inverness Ness-side	1	3	5	2	1	
Inverness Millburn	3	1	2	7	3	
Culloden and Ardersier	1	0	2	1	0	
Nairn and Cawdor	3	5	2	3	8	
Inverness South	1	2	5	2	3	
Badenoch and Strathspey	7	3	2	3	5	
Fort William and Ardnamurchan	5	2	5	5	4	

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.

It is tragic to report that during the reporting period there have been 3 fire fatalities, the highest number across the 5 year period. Fatal 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 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 to those at highest risk, and to offer appropriate fire prevention and home safety advice to all communities across the Highland area. It is important to note that multi-agency case conferences are held following every fatal fire to ensure that all partners can review their activities and involvement, and seek opportunities to prevent re-occurrence by focussing resources on prevention activities.

All Fatal Accidental Dwelling Fire Casualties	2017/18	2018/19	2019/20	2020/21	2021/22	Sparklines
Highland	1	1	0	0	3	
North, West and Central Sutherland	0	0	0	0	0	
Thurso and Northwest Caithness	0	1	0	0	0	
Wick and East Caithness	1	0	0	0	1	
East Sutherland and Edderton	0	0	0	0	0	
Wester Ross, Strathpeffer and Lochalsh	0	0	0	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	0	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	1	
Inverness Central	0	0	0	0	1	
Inverness Ness-side	0	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	0	0	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 a considerably lower figure than the pre-pandemic high of 19 which is very welcome and testimony to close working relationships and partnership activities in the Highlands, national media campaigns, and continuing to adopt and include alternative methods of remote contact engagement required by some as a consequence of the pandemic. As Covid-19 restrictions have eased our partnership approach has been reviewed and revisited with continued inclusion of the innovative options developed throughout the pandemic and a focus on continuing to strengthen partnership working arrangements.

In terms of casualty information, of the 11 reported casualties, there were 4 female and 6 males, with one casualty recorded as unknown. The table below provides a more detailed age breakdown.

10-19	50-59	60-69	70-79	80-89	Not Known
2	4	1	1	2	1

Two of the casualties required to be rescued. Of the 11 casualties, five were hospitalised with apparent slight injuries and six received first aid at the scene of the fire.

Non-fatal Accidental Dwelling Fire Casualties (excl p/c's)	2017/18	2018/19	2019/20	2020/21	2021/22	Sparklines
Highland	5	6	19	7	11	
North, West and Central Sutherland	0	0	0	0	0	
Thurso and Northwest Caithness	0	0	0	0	1	
Wick and East Caithness	1	1	1	1	0	
East Sutherland and Edderton	0	0	0	0	0	
Wester Ross, Strathpeffer and Lochalsh	1	1	1	0	0	
Cromarty Firth	0	0	0	0	0	
Tain and Easter Ross	0	0	0	0	0	
Dingwall and Seaforth	0	0	2	1	0	
Black Isle	0	0	0	1	1	
Eilean a'Cheo	0	0	0	0	0	
Caol and Mallaig	0	0	0	0	0	
Aird and Loch Ness	0	0	0	0	0	
Inverness West	2	0	2	0	2	
Inverness Central	1	2	4	3	2	
Inverness Ness-side	0	0	2	0	0	
Inverness Millburn	0	0	0	1	4	
Culloden and Ardersier	0	0	0	0	0	
Nairn and Cawdor	0	1	0	0	0	
Inverness South	0	0	4	0	0	
Badenoch and Strathspey	0	0	2	0	1	
Fort William and Ardnamurchan	0	1	1	0	0	

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 which they occur has traditionally identified 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 2022 in Appendix A, targeting these types of incidents. Following easing of Covid-19 restrictions direct engagement with school pupils has returned to normal, with engagement particularly focussed on areas of highest activity.

The Service continues to work with partner agencies to reduce these incidents overall. Traditional engagement methods such as the promotion of fire reduction through the Safe Highlander Programme and the Fireskills Employability award where early intervention with partner agencies ensures that actions are promptly taken right at the point of reporting, were impacted by the Covid-19 pandemic throughout the reporting period but have since returned to normal. We 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, as well as through national media campaigns and local communications and engagement.

There has been a very slight increase in the number of deliberate fires during the period 1 October 2021 to 31 March 2022 (83) in comparison to the same period of the previous year (73). When viewed over 5 years there has been a fluctuating but increasing trend, which can be associated with warmer and drier weather resulting in an extended wildfire season. It is widely acknowledged that there have been behavioural changes in tourism upon lockdown easing, which has seen an increase in 'dirty camping' and the use of campfires in areas and numbers not previously experienced nationally.

Of the 83 fires, 86% (72) of them have involved scrub land, bushes, grass or crops, and loose refuse (including garden). It should be noted that anti-social behaviour wheelie bin fires were limited to just 2 in the reporting period.

Activity was at its peak in November and March, with the highest levels of activity on Fridays and Saturdays.

All Deliberate Fires	2017/18	2018/19	2019/20	2020/21	2021/22	Sparklines
Highland	55	76	91	73	83	
North, West and Central Sutherland	0	1	1	6	0	
Thurso and Northwest Caithness	0	2	1	6	2	
Wick and East Caithness	1	7	3	1	3	
East Sutherland and Edderton	0	1	1	2	4	
Wester Ross, Strathpeffer and Lochalsh	1	2	2	5	3	
Cromarty Firth	17	7	19	4	4	
Tain and Easter Ross	0	1	3	4	0	
Dingwall and Seaforth	3	4	8	5	1	
Black Isle	0	1	5	2	2	
Eilean a'Cheo	0	1	0	1	9	
Caol and Mallaig	0	0	0	0	12	
Aird and Loch Ness	1	5	2	1	4	
Inverness West	3	1	4	9	3	
Inverness Central	6	6	8	4	13	
Inverness Ness-side	9	3	3	5	5	
Inverness Millburn	2	3	1	1	2	
Culloden and Ardersier	3	11	5	3	5	
Nairn and Cawdor	6	11	13	5	2	
Inverness South	2	4	11	3	3	
Badenoch and Strathspey	0	5	0	6	5	
Fort William and Ardnamurchan	1	0	1	0	1	

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. We continue to work in partnership with other emergency response colleagues and partner agencies to reduce these incidents in the communities of the Highlands.

As Covid-19 restrictions have eased 'in person' SFRS Road Safety and Partnership road safety activities have returned, 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 2030 <https://www.transport.gov.scot/publication/scotland-s-road-safety-framework-to-2030/>. We continue to embrace the use of Virtual Reality (VR) Road Safety Engagement as this allows us to engage more effectively with pre and young drivers and we have returned to using this innovative approach as Covid-19 restrictions have eased.

The figures for RTCs have only increased by 1 incident when compared to same period last year with a total of 86 incidents recorded. 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. The figures presented relate more to SFRS activity and attendance at RTCs as opposed to outcomes.

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	Other
28	22	24	7	3	1	1

Of the 86 incidents recorded, 84% involved a single private motor car and 7% involving two or more vehicles.

Special Services - RTCs	2017/18	2018/19	2019/20	2020/21	2021/22	Sparklines
Highland	124	82	95	85	86	
North, West and Central Sutherland	5	2	4	6	5	
Thurso and Northwest Caithness	5	0	2	4	3	
Wick and East Caithness	10	6	8	5	5	
East Sutherland and Edderton	6	0	6	5	1	
Wester Ross, Strathpeffer and Lochalsh	14	3	6	5	8	
Cromarty Firth	7	6	2	7	2	
Tain and Easter Ross	4	6	6	2	3	
Dingwall and Seaforth	8	3	4	3	4	
Black Isle	0	4	13	2	5	
Eilean a'Cheo	7	6	6	6	4	
Caol and Mallaig	5	2	6	5	7	
Aird and Loch Ness	10	4	5	4	11	
Inverness West	0	0	0	0	0	
Inverness Central	2	1	3	1	1	
Inverness Ness-side	0	0	0	1	2	
Inverness Millburn	3	3	1	1	2	
Culloden and Ardersier	4	6	6	5	1	
Nairn and Cawdor	7	2	1	6	4	
Inverness South	6	3	2	4	1	
Badenoch and Strathspey	15	17	9	9	12	
Fort William and Ardnamurchan	6	8	5	4	5	

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 incidents to review, and where appropriate, improve management arrangements within premises and effectively managing an appropriate response to repeat UFAS calls from known premises. A 12 week UFAS public consultation was carried out in 2021 with the outcome of 'Option A' being adopted by SFRS Board in December 2021 as the option to be implemented from April 2023. Ongoing engagement will be carried out with stakeholders to assist them in preparing for this change.

This reporting period has seen a 14.7% rise in UFAS, with the continual easing of restrictions and the subsequent increase in tourism likely contributing to this. During the period 1 October 2021 to 31 March 2022 there have been 687 UFAS incidents. Hotels/Motels have seen the greatest number of UFAS incidents followed by Hospitals and then nursing or care homes. The most common cause of alarm activation is faulty smoke alarms, followed by burnt toast or cooking fumes and then accidentally/carelessly set off smoke alarm system.

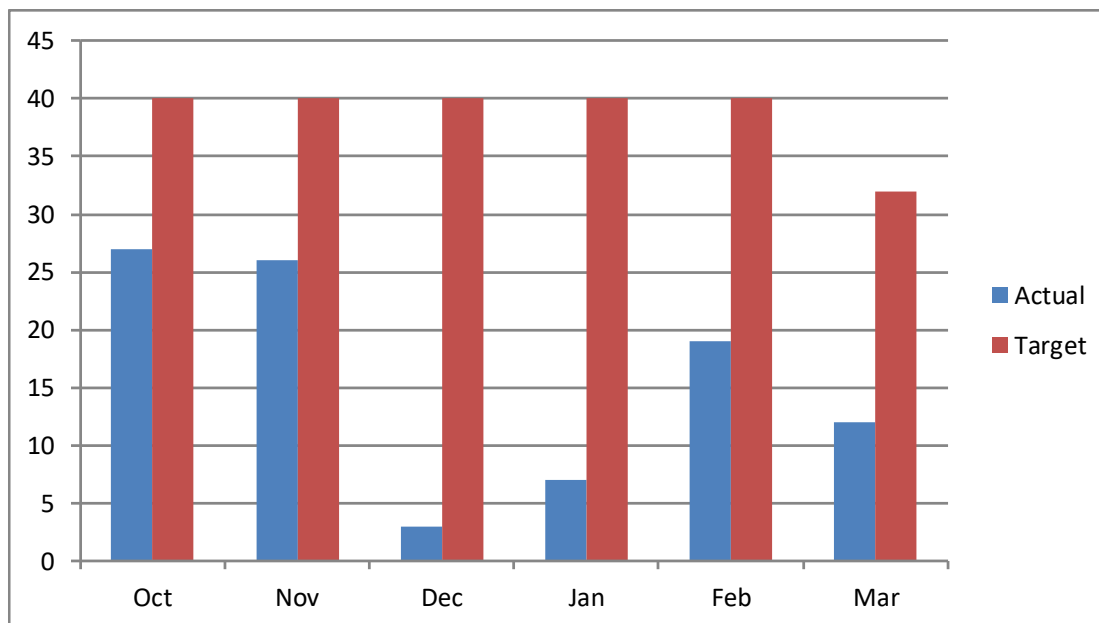
Locally based managers across the Highland area routinely monitor the UFAS activity within their respective areas and will where necessary engage with the duty holders at the offending premises. This is in addition to the advice and guidance provided by the operational fire crews every time they attend a UFAS incident. In addition to the informal engagement, where necessary Fire Safety Enforcement Officers can engage with duty holders 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 has seen 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 was introduced to the Highland Area several years ago and combined with a partnership working approach with NHS Highland at Raigmore Hospital, activities are being undertaken to continually challenge UFAS and its impacts upon staff, patients and responding SFRS resources.

False Alarms - UFAs	2017/18	2018/19	2019/20	2020/21	2021/22	Sparklines
Highland	536	609	605	599	687	
North, West and Central Sutherland	7	8	3	6	13	
Thurso and Northwest Caithness	6	16	24	9	16	
Wick and East Caithness	19	23	20	24	10	
East Sutherland and Edderton	28	35	37	26	25	
Wester Ross, Strathpeffer and Lochalsh	11	14	25	15	13	
Cromarty Firth	21	23	26	33	60	
Tain and Easter Ross	12	14	5	6	4	
Dingwall and Seaforth	11	21	17	27	16	
Black Isle	1	7	15	9	8	
Eilean a'Cheo	31	35	32	24	41	
Caol and Mallaig	7	15	7	14	19	
Aird and Loch Ness	16	16	20	16	27	
Inverness West	45	49	47	46	63	
Inverness Central	63	51	53	64	44	
Inverness Ness-side	13	11	21	43	41	
Inverness Millburn	80	97	98	113	121	
Culloden and Ardersier	11	6	9	5	13	
Nairn and Cawdor	15	29	21	18	15	
Inverness South	50	40	52	33	58	
Badenoch and Strathspey	53	56	45	36	35	
Fort William and Ardnamurchan	36	43	28	32	45	

Non-Domestic Fire Safety

MONTHLY	Oct	Nov	Dec	Jan	Feb	Mar	TOTAL
Actual	27	26	3	7	19	12	94
Target	40	40	40	40	40	32	232
%	68%	65%	8%	18%	48%	38%	41%



Commentary

During the second half of the year 2021-22, Fire Safety Enforcement Officers (FSEOs) completed 94 Fire Safety Enforcement Audits which equates to 41% of the target for the year. Covid-19 restrictions impacted significantly upon our ability to carry out physical audits of premises in the earlier part of the year with a revised 'remote audits' process being implemented, however SFRS have since returned to physical audits upon restrictions easing. Additional factors also contribute to our ability to complete 100% of audits such as staff undertaking development in post, the number of Premises Fire Safety complaints received, and the extent of interaction required with responsible persons.

In line with the Prevention and Protection strategy all mandatory premises within the Highland area are 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 a wide 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.

In late 2021 SFRS employed additional staff in the non-uniformed Fire Safety Auditing Officer role. Two FSAO's are based in Highland and are undertaking the relevant training to allow them to contribute to improving fire safety audit performance.

Domestic Fire Safety and Unintentional Harm - Home Fire Safety Visits (HFSV)

MONTHLY	Oct	Nov	Dec	Jan	Feb	Mar	Totals
Actual Visits	264	167	174	197	273	188	1263
Target Visits	333	334	333	333	333	333	1999
%	79%	50%	52%	59%	82%	56%	63%

High	209	125	129	158	208	118	947
Medium	31	35	27	25	53	45	216
Low	24	7	18	14	12	25	100

Commentary

Firefighters and Community Safety Engagement staff within Highland area delivered a total of 1263 home fire safety visits during the last 6 months of 2021-22 which represents 63% of the target for the period. During the earlier part of the reporting period variations in Covid-19 restrictions predominantly resulted in limited 'physical' home fire safety visits to only being available to those deemed at highest risk and to those at risk of fire based crime in order to prevent potential for transfer of Covid-19 between people and premises, however in the latter part there was a return to physical visits for all risk levels. The statistics provided therefore do not reflect the remote contact made with those requesting home fire safety visits where guidance and advice has been provided by phone.

The visits carried out can be further broken down into 947 (75%) high risk visits, 216 (17%) medium risk visits and 100 (8%) low risk visits. Across SFRS Highland consistently has one of the highest percentages of high risk visits. The focus on visits to the most high risk homes ensures that our resources are targeted towards the point of greatest impact.

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.

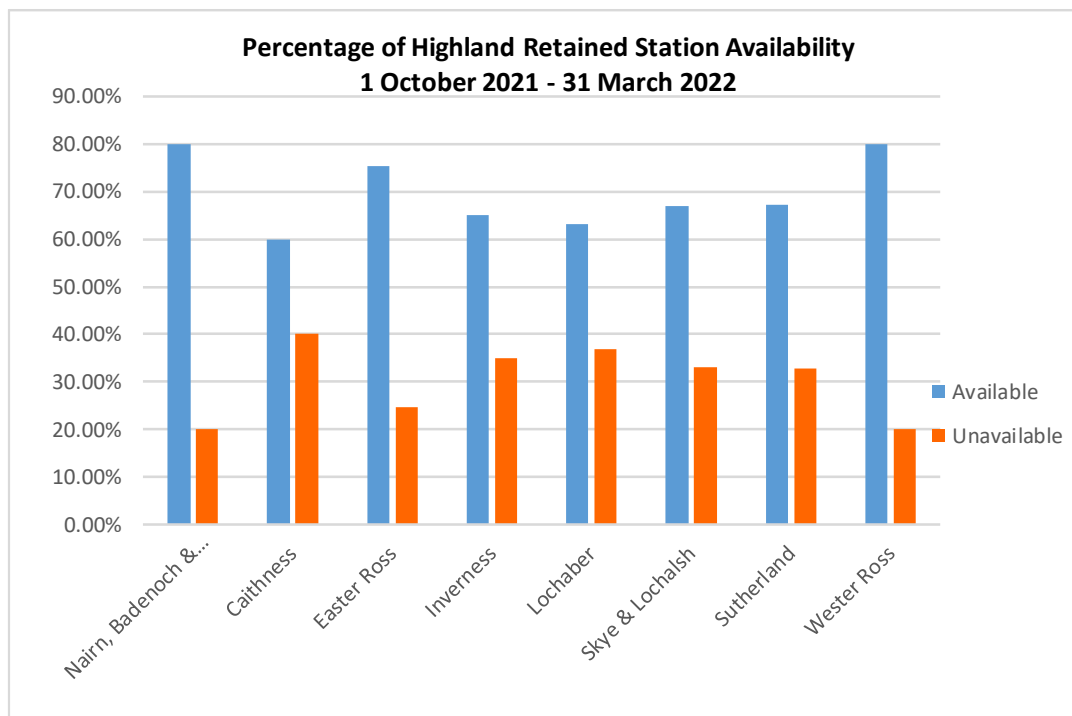
SFRS national media campaigns such as 'Make the Call' have sought to target those at highest risk, and our online resources have allowed individuals to undertake remote home safety risk assessments resulting in bespoke downloadable guidance to ensure they can remain as safe as possible within their own homes.

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 for Emergency Response

Retained Station Availability - 1 October 2021 - 31 March 2022

	Nairn, Badenoch & Strathspey	Caithness	Easter Ross	Inverness	Lochaber	Skye & Lochalsh	Sutherland	Wester Ross
Available	80.04%	59.81%	75.27%	65.12%	63.18%	66.93%	67.30%	79.92%
Unavailable	19.96%	40.19%	24.73%	34.88%	36.82%	33.07%	32.70%	20.08%



Commentary

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

The chart shows that the availability of stations across Highland during the last 6 months of the year 2021-22.

Despite the many and varied challenges of EU Exit and the Covid-19 pandemic our 'On call' RDS and Volunteer staff have worked hard to ensure that they maximise the operational availability of fire appliances across Highland as well as contributing positively to Symptomatic Covid-19 testing arrangements across 14 Fire Stations. Additionally, our premises have been utilised for vaccinations and as locations for Mobile Testing Units (MTUs).

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

The Service has continued to refine its national processes for 'On Call' RDS and Volunteer recruitment, and continues to adapt these based upon the experience and feedback from areas such as Highland. Recruitment processes are permanently open rather than being campaign based and processes have been, and continue to be, refined to reduce timescales and burden on applicants.

Across Scotland a Pre Recruitment Engagement Programme (PREP Phase 1) has been implemented which increases the potential of applicants to be successful. Local Stations and Officers use innovative engagement with individuals and employers to seek applicants including social media, radio and printed media as well as engaging with groups, Community Councils and Councillors to provide their support and influence. Within Highland a PREP Phase 2 pilot is being initiated to provide even more localised support, guidance, and on Station experience to prepare applicants and vastly increase their likelihood of progressing to employment.

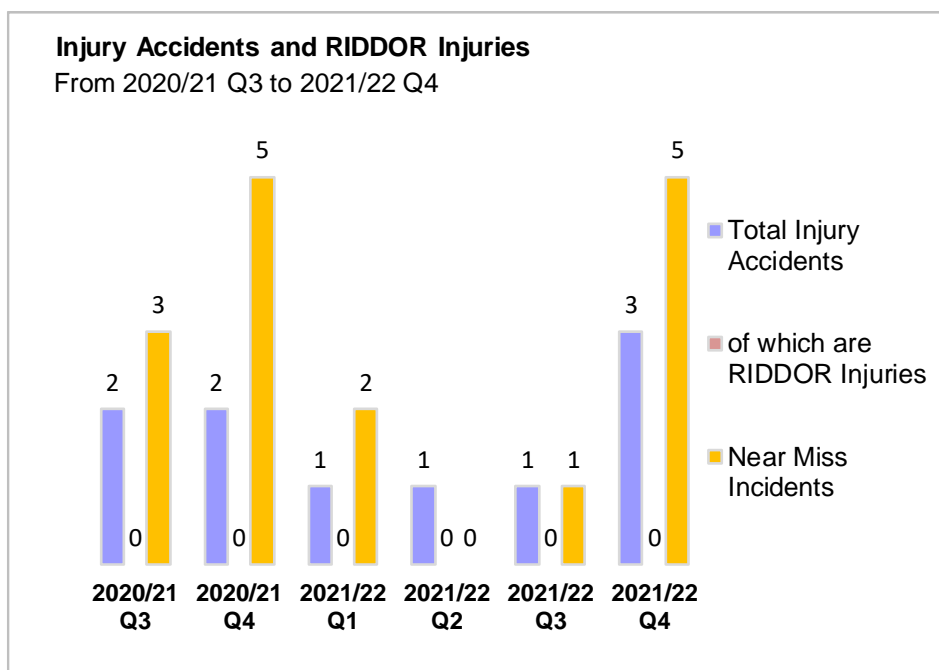
Our On Call Support Watch Commander cadre has reached its full complement with 11 locally based staff (the highest number of any Area of Scotland) supporting availability across clusters of Stations and, with the District Officer teams, bringing a local focus to attraction, recruitment and employment.

Within the scope of the Highland LSO Area we have also introduced innovative options to increase appliance availability including a joint mobilising process for Tongue and Bettyhill, and we are developing and implementing a formalised process which will allow 'On Call' staff to undertake paid duties at other Stations to increase their staffing levels and thereby increase appliance availability. We continue to develop, refine and implement innovative solutions to improve appliance availability within the most challenging areas of Highland.

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

	2020/21 Q3	2020/21 Q4	2021/22 Q1	2021/22 Q2	2021/22 Q3	2021/22 Q4
Total Injury Accidents	2	2	1	1	1	3
of which are RIDDOR Injuries	0	0	0	0	0	0
Near Miss Incidents	3	5	2	0	1	5



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 low levels of total number of injury accidents is to be welcomed, as is the continued low amount of RIDDOR injuries. The relatively steady number of near-miss incident reporting is not necessarily an indication of safer community fire stations and workplaces. Pro-active near-miss reporting is actively encouraged amongst staff throughout Highland area to identify and reduce risks, thereby creating a positive safety culture and reducing the likelihood of accidents and injuries.

Station Availability and Staff Levels

Caithness Local Committee - 2021/22

Station	12 mth Availability %	Oct 21-Mar 22 Availability %	Male	Female	Staff
Dunbeath	66%	60%	8	0	8
John O Groats	58%	58%	11	0	11
Lybster (CRU)	N/A	N/A	5	1	6
Thurso - 1st Appliance	99%	98%	16	2	18
Thurso - 2nd Appliance	77%	65%			
Wick - 1st Appliance	99%	99%	18	1	19
Wick - 2nd Appliance	77%	75%			

Caithness Local Committee Totals			58	4	62
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Sutherland Local Committee - 2021/22

Station	12 mth Availability %	Oct 21-Mar 22 Availability %	Male	Female	Staff
Bettyhill	12%	10%	5	0	5
Bonar Bridge	12%	10%	5	1	6
Dornoch	96%	98%	11	0	11
Durness	91%	84%	9	0	9
Golspie	95%	96%	10	0	10
Helmsdale	73%	82%	9	0	9
Kinlochbervie	94%	93%	7	1	8
Lairg	92%	91%	9	1	10
Lochinver	6%	4%	3	1	4
Scourie	35%	16%	6	2	8
Tongue	0%	0%	3	0	3

Sutherland Local Committee Totals			77	6	83
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City of Inverness Local Committee - 2021/22

Station	12 mth Availability %	Oct 21-Mar 22 Availability %	Male	Female	Staff
Beauly	69%	68%	9	0	9
Cannich	7%	0%	3	0	3
Drumnadrochit	99%	98%	10	1	11
Fort Augustus	92%	91%	8	2	10
Foyers	54%	48%	6	0	6
Inverness Retained	85%	85%	12	0	12
Inverness Wholetime *	N/A	N/A	63	7	70

City of Inverness Local Committee Totals			111	10	121
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Station Availability and Staff Levels

Badenoch & Strathspey Local Committee - 2021/22

Station	12 mth Availability %	Oct 21-Mar 22 Availability %	Male	Female	Staff
Aviemore	79%	76%	8	1	9
Carrbridge (CRU)	N/A	N/A	6	1	7
Grantown – 1 st Appliance	91%	96%	11	3	14
Grantown – 2 nd Appliance	35%	46%			
Kingussie	95%	95%	11	0	11
Nethybridge (CRU)	N/A	N/A	0	0	0
Newtonmore (CRU)	N/A	N/A	8	0	8

Badenoch & Strathspey Local Committee Totals			44	5	49
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Nairn Local Committee - 2021/22

Station	12 mth Availability %	Oct 21-Mar 22 Availability %	Male	Female	Staff
Nairn – 1 st Appliance	98%	98%	18	1	19
Nairn – 2 nd Appliance	69%	68%			

Nairn Local Committee Totals			18	1	19
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Lochaber Local Committee - 2021/22

Station	12 mth Availability %	Oct 21-Mar 22 Availability %	Male	Female	Staff
Acharacle	32%	28%	5	0	5
Fort William – 1 st Appliance	100%	100%	21	1	22
Fort William – 2 nd Appliance	96%	95%			
Kilchoan	43%	46%	3	1	4
Kinlochleven – 1 st Appliance	85%	88%	11	3	14
Kinlochleven – 2 nd Appliance	22%	32%			
Lochaline	40%	29%	2	3	5
Mallaig	83%	77%	6	0	6
Muck (CRU)	N/A	N/A	0	2	2
Spean Bridge (CRU)	N/A	N/A	6	0	6
Strontian	72%	75%	6	2	8

Lochaber Local Committee Totals			60	12	72
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Station Availability and Staff Levels

Ross and Cromarty Local Committee - 2021/22

Station	12 mth Availability %	Oct 21-Mar 22 Availability %	Male	Female	Staff
Achiltibuie	34%	29%	5	0	5
Applecross	63%	61%	4	1	5
Aultbea	93%	91%	9	0	9
Balintore (CRU)	N/A	N/A	7	0	7
Cromarty (CRU)	N/A	N/A	4	2	6
Dingwall - 1st Appliance	10%	100%	19	1	20
Dingwall - 2nd Appliance	82%	84%			
Fortrose	75%	76%	4	2	6
Gairloch	89%	93%	6	2	8
Glenelg	87%	86%	7	1	8
Invergordon - 1st Appliance	99%	100%	15	1	15
Invergordon - 2nd Appliance	51%	50%			
Kinlochewe	63%	69%	6	0	6
Kyle	95%	94%	8	0	8
Lochcarron	66%	63%	5	0	5
Ratagan (CRU)	N/A	N/A	0	0	0
Tain	92%	92%	12	0	12
Torridon	80%	75%	5	3	8
Ullapool - 1st Appliance	100%	100%	16	4	20
Ullapool - 2nd Appliance	89%	88%			

Ross and Cromarty Local Committee Totals			132	17	148
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Skye and Raasay Local Committee - 2021/22

Station	12 mth Availability %	Oct 21-Mar 22 Availability %	Male	Female	Staff
Broadford	74%	69%	6	1	7
Dunvegan	63%	55%	6	1	7
Portree	99%	100%	7	0	7
Raasay	89%	84%	7	0	7
Staffin	7%	0%	2	1	3
Uig	46%	47%	5	0	5

Skye and Raasay Local Committee Totals			33	3	36
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Operational Activity by Ward Areas

The figures shown are the number of incidents attended from 1 October 2021 to 31 March 2022.

Reporting Period Oct-Mar	WARDS	Fires		Chimney Fire	False Alarm		Special Services		Totals
		Primary	Secondary	Chimney Fire	Unwanted Fire Alarm Signal	Other	Road Traffic Collision	Other	
2021-22	Aird & Loch Ness	7	2	5	27	5	11	5	62
2021-22	Badenoch & Strathspey	13	1	5	35	22	12	15	103
2021-22	Black Isle	2	4	4	8	5	5	7	35
2021-22	Caol & Mallaig	4	5	3	19	10	7	7	55
2021-22	Cromarty Firth	6	2	2	60	31	2	9	112
2021-22	Culloden & Ardersier	3	6	0	13	15	1	7	45
2021-22	Dingwall & Seaforth	7	5	2	16	18	4	11	63
2021-22	East Sutherland & Edderton	8	4	6	25	26	1	7	77
2021-22	Eilean a'Cheo	9	8	3	41	21	4	10	96
2021-22	Fort William & Ardnamurchan	13	13	6	45	38	5	6	126
2021-22	Inverness Central	16	5	3	44	73	1	23	165
2021-22	Inverness Millburn	8	4	1	121	33	2	8	177
2021-22	Inverness Ness-Side	1	0	0	41	16	2	6	66
2021-22	Inverness South	8	4	0	58	5	1	5	81
2021-22	Inverness West	5	2	0	63	29	0	11	110
2021-22	Nairn & Cawdor	11	3	1	15	37	4	11	82
2021-22	North, West & Central Sutherland	4	10	4	13	19	5	2	57
2021-22	Tain & Easter Ross	8	3	5	4	11	3	7	41
2021-22	Thurso & Northwest Caithness	4	1	4	16	18	3	9	55
2021-22	Wester Ross, Strathpeffer & Lochalsh	11	13	10	13	17	8	6	78
2021-22	Wick & East Caithness	6	2	2	10	13	5	13	51
TOTALS		154	97	66	687	462	86	185	1,737

UFAS - Property Type	Oct 2021-Mar 2022
Other Residential, Hotel/motel	81
Hospitals and medical care, Hospital	72
Residential Home, Nursing/Care	67
Education, Secondary school	65
Education, Infant/primary school	32
Other Residential, Student Hall of Residence	30
Residential Home, Children's	30
Offices and call centres, Purpose built office	26
Industrial Processing, Distillery plant (including alcohol)	24

3. Glossary

Primary Fires

Primary fires include all fires in non-derelict buildings and outdoor structures or any fires involving casualties, 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 derelict 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.

HOIP

Highland Outcome Improvement Plan.

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

On Call

Collective term for staff who are employed on a retained or volunteer 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 2022



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland