

HIGHLAND COUNCIL

Committee: City of Inverness Area Committee
Date: Thursday 24th November 2022
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 2 2022/23 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 reduction of fire-related antisocial behaviour through 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. The SFRS UFAS Policy Public Consultation has recently been agreed by the SFRS Board and the response to AFAs agreed as a result of public consultations will come into effect from 1st April 2023.

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

The majority of restrictions imposed by the COVID pandemic have been removed and a significant increase in face to face delivery of partnership and community activities has occurred as a result. The Service continue to commit to adapting their support through electronic and modified methods where necessary.

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 increased against the average for previous quarters in Inverness. 7 of the 13 Incidents were related to cooking activities. Fire Fatalities and Fire Casualties continue to remain extremely low in the area. Deliberate fires in this reporting quarter rose due to a combination of factors including Anti-Social Behaviour, Wild camping and negligent use of Open fires. We are committed to the continued work with partners, particularly Police Scotland and Countryside Rangers to reduce fire incidents of this type down.

Special Service – RTCs (Road Traffic Collisions) increased in line with a significant increase in the volume of visitors to the area. SFRS continue to prepare and train for incidents of this type which can have significant human consequences.

Unwanted Fire Alarm Signals (UFAS) incidents have shown a slight increase against Q1 with care and sleeping premises accounting for 48% of these incidents. SFRS Prevention and Protection Directorate continue to work with all premises holders to reduce these. Amended UFAS mobilisation procedures will come into effect as of 1st April 2023 following results of the public consultation on UFAS which was passed by the SFRS Board in December 2021.

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: 17 November 2022

Author: Station Commander Robbie MacDougall

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 2 – July – September 2022



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.

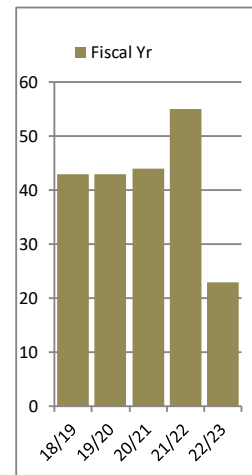
<http://www.scotland.gov.uk/Resource/0041/00416181.pdf>

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)

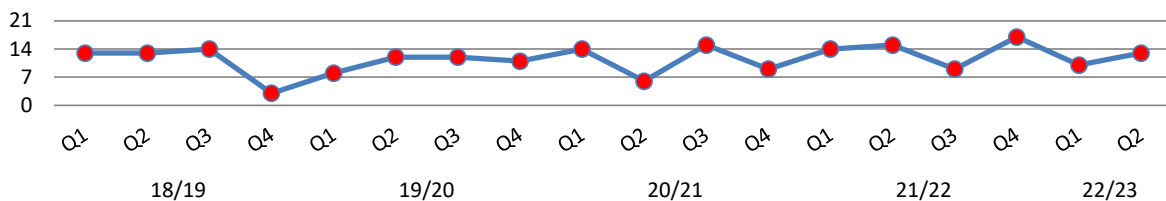
All accidental dwelling fires

Month/Year	2018/19	2019/20	2020/2021	2021/22	2022/23	Highland
April	5	2	1	6	2	6
May	3	1	10	3	5	8
June	5	5	3	5	3	16
July	4	5	1	1	4	10
August	4	5	1	8	4	6
September	5	2	4	6	5	8
October	4	2	6	3		
November	5	8	7	2		
December	5	2	2	4		
January	1	2	3	7		
February	2	4	4	5		
March	0	5	2	5		
Fiscal Yr	43	43	44	55	23	54



Month/Year	2018/19	2019/20	2020/2021	2021/22	2022/23
Fiscal Yr	43	43	44	55	23

Qtr/Year	2018/19	2019/20	2020/2021	2021/22	2022/23	Highland
Quarter 1	13	8	14	14	10	30
Quarter 2	13	12	6	15	13	24
Quarter 3	14	12	15	9		
Quarter 4	3	11	9	17		



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 if necessary.

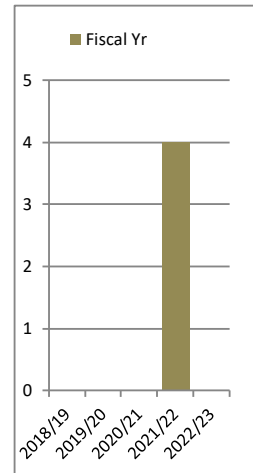
This quarter shows a slight increase in accidental dwelling fires, particularly in the month of September, however overall numbers remain low across the area.

7 of the 13 incidents were attributable to cooking activities. SFRS continues to work with partners and communities to educate and improve fire safety in the home across the city.

The relaxation of many COVID restrictions has allowed SFRS to increase engagement and to target the most vulnerable in the community. Continued work with partners and communities to educate and improve fire safety in the home across the city will remain a priority for the Service.

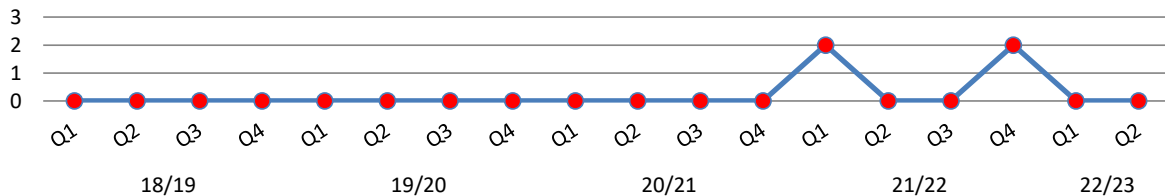
All fatal accidental dwelling fire casualties

Month/Year	2018/19	2019/20	2020/2021	2021/22	2022/23	Highland
April	0	0	0	1	0	0
May	0	0	0	1	0	0
June	0	0	0	0	0	0
July	0	0	0	0	0	0
August	0	0	0	0	0	0
September	0	0	0	0	0	0
October	0	0	0	0		
November	0	0	0	0		
December	0	0	0	0		
January	0	0	0	1		
February	0	0	0	1		
March	0	0	0	0		
Fiscal Yr	0	0	0	4	0	0



Month/Year	2018/19	2019/20	2020/21	2021/22	2022/23
Fiscal Yr	0	0	0	4	0

Qtr/Year	2018/19	2019/20	2020/21	2021/22	2022/23	Highland
Quarter 1	0	0	0	2	0	0
Quarter 2	0	0	0	0	0	0
Quarter 3	0	0	0	0		
Quarter 4	0	0	0	2		



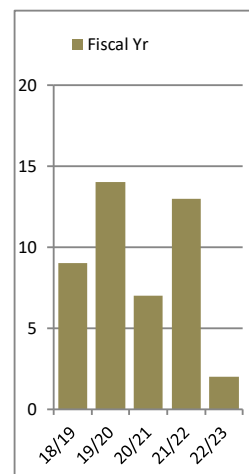
Commentary

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 reporting period. SFRS welcome this however will continue to work with partners to ensure that this positive trend is maintained and that focus remains on engagement with the most vulnerable in the community.

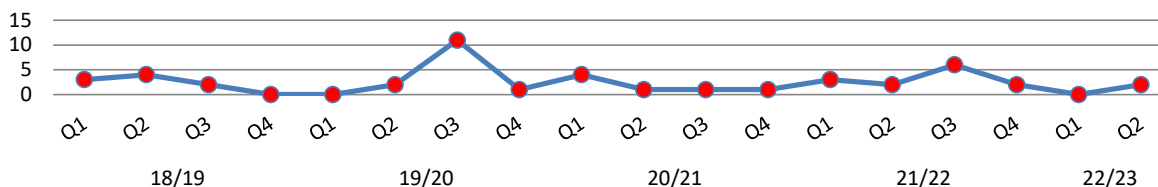
Non-fatal accidental dwell. fire casualties (excl. precautionary check-ups)

Month/Year	2018/19	2019/20	2020/2021	2021/22	2022/23	Highland
April	1	0	0	0	0	0
May	1	0	4	1	0	0
June	1	0	0	2	0	0
July	2	1	0	0	1	0
August	1	1	0	1	0	1
September	1	0	1	1	1	0
October	0	6	0	5		
November	2	5	1	0		
December	0	0	0	1		
January	0	1	1	1		
February	0	0	0	1		
March	0	0	0	0		
Fiscal Yr	9	14	7	13	2	1



Month/Year	2018/19	2019/20	2020/21	2021/22	2022/23
Fiscal Yr	9	14	7	13	2

Qtr/Year	2018/19	2019/20	2020/21	2021/22	2022/23	Highland
Quarter 1	3	0	4	3	0	0
Quarter 2	4	2	1	2	2	1
Quarter 3	2	11	1	6		
Quarter 4	0	1	1	2		



Commentary

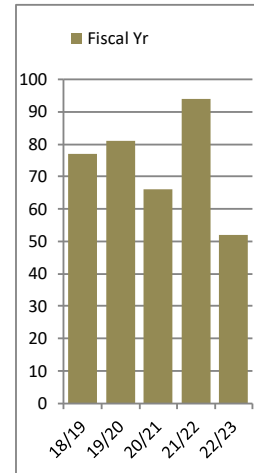
The attached tables identify the number of dwelling house fires that have resulted in fire related casualties over the reporting 5-year period.

There were 2 in this reporting period one due to careless use of smoking materials and one due to cooking fumes.

The Service is committed to reducing this figure overall, therefore reducing the impact on the community. The Service will continue to work with partners to reduce the total number of casualties and target those groups most at risk from fire.

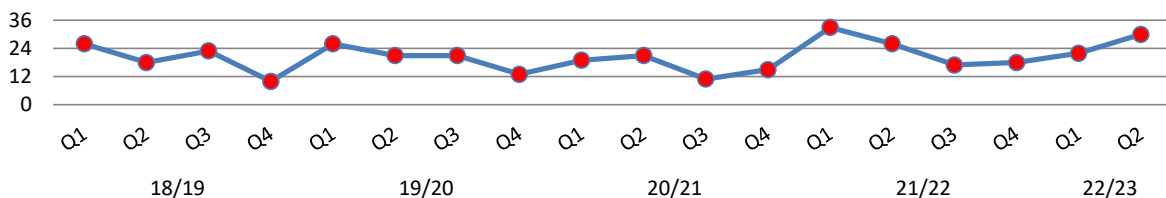
All deliberate fires

Month/Year	2018/19	2019/20	2020/2021	2021/22	2022/23	Highland
April	10	11	2	9	10	35
May	12	9	12	14	6	21
June	4	6	5	10	6	12
July	9	8	11	16	12	15
August	5	10	6	4	9	14
September	4	3	4	6	9	9
October	7	5	7	8		
November	11	7	4	6		
December	5	9	0	3		
January	3	4	1	4		
February	4	1	4	3		
March	3	8	10	11		
Fiscal Yr	77	81	66	94	52	106



Month/Year	2018/19	2019/20	2020/21	2021/22	2022/23
Fiscal Yr	77	81	66	94	52

Qtr/Year	2018/19	2019/20	2020/21	2021/22	2022/23	Highland
Quarter 1	26	26	19	33	22	68
Quarter 2	18	21	21	26	30	38
Quarter 3	23	21	11	17		
Quarter 4	10	13	15	18		



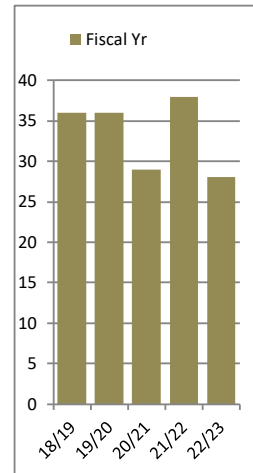
Commentary

Deliberate fires include those as a result of fire related antisocial behaviour (ASB) and wildfires. Analysis of the overall incidents and the periods in when they occur, identify seasonal variations e.g. muirburning season and holiday periods. The Service has introduced a number of fire reduction strategies and thematic action plans targeting these types of incidents. Working in partnership with other key agencies, the Service is working hard to reduce these incidents overall. SFRS continues to engage and promote best practice and partnership working through the Scottish Wildfire Forum (SWF) and targeting key groups ahead of known peak activity periods.

This quarter saw 30 incidents of deliberate fires, 19 of which were fires in grass, woodland or vegetation. Whilst these were deemed to be set deliberately, not all are attributable to fires with malicious intent. Historically, as is the case this quarter, July was the most active month for campfires and this correlates with holiday periods and warm weather. SFRS and Police Scotland worked in partnership to address the causes of malicious activity and identify methods of reducing fires through awareness and education.

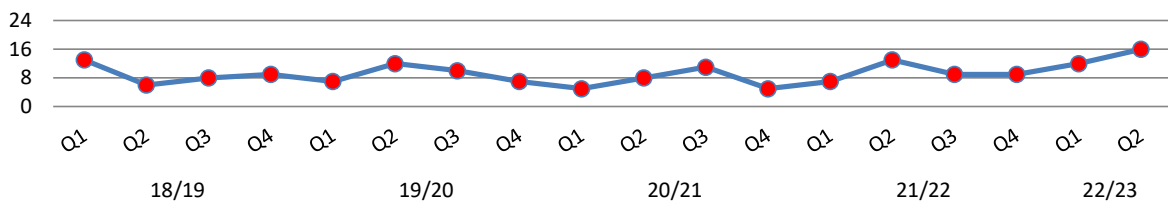
Special Service - RTCs

Month/Year	2018/19	2019/20	2020/2021	2021/22	2022/23	Highland
April	3	3	0	1	8	18
May	5	1	1	4	1	11
June	5	3	4	2	3	19
July	2	7	3	3	8	24
August	2	3	2	3	1	19
September	2	2	3	7	7	10
October	2	2	3	5		
November	5	3	5	1		
December	1	5	3	3		
January	5	3	3	2		
February	4	3	0	2		
March	0	1	2	5		
Fiscal Yr	36	36	29	38	28	101



Month/Year	2018/19	2019/20	2020/21	2021/22	2022/23
Fiscal Yr	36	36	29	38	28

Qtr/Year	2018/19	2019/20	2020/21	2021/22	2022/23	Highland
Quarter 1	13	7	5	7	12	48
Quarter 2	6	12	8	13	16	53
Quarter 3	8	10	11	9		
Quarter 4	9	7	5	9		



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.

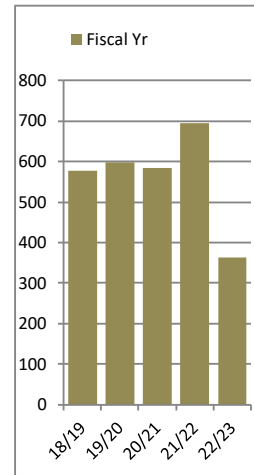
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies to reduce these incidents in the City of Inverness.

This quarter, and July in particular, has shown an increase in Special Services attended by the Service. A significant increase in the level of visitors to the area has been noted with a significant number of RTCs occurring on the roads in the vicinity of Loch Ness such as B852, B851, A887 and A82.

SFRS are committed to working with Police Scotland, Highland Council and all other partners to educate road users and reduce the occurrences of all special service incidents.

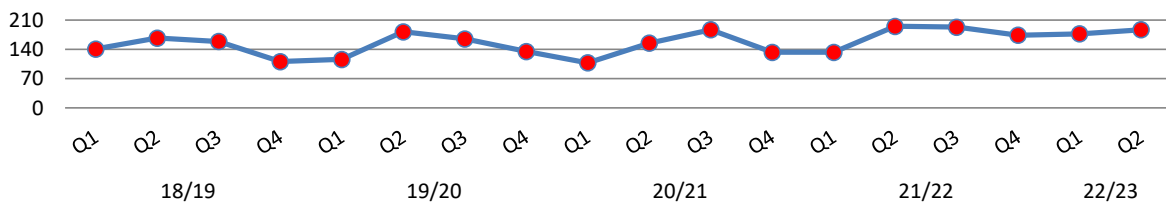
False Alarm - UFAS

Month/Year	2018/19	2019/20	2020/2021	2021/22	2022/23	Highland
April	38	40	30	33	70	90
May	49	37	30	50	61	73
June	54	39	48	50	46	98
July	56	54	41	62	50	101
August	57	72	60	63	72	128
September	54	56	54	70	65	99
October	57	61	71	59		
November	62	55	65	63		
December	40	49	51	71		
January	37	40	50	62		
February	38	54	38	51		
March	36	41	45	61		
Fiscal Yr	578	598	583	695	364	589



Month/Year	2018/19	2019/20	2020/21	2021/22	2022/23
Fiscal Yr	578	598	583	695	364

Qtr/Year	2018/19	2019/20	2020/21	2021/22	2022/23	Highland
Quarter 1	141	116	108	133	177	261
Quarter 2	167	182	155	195	187	328
Quarter 3	159	165	187	193		
Quarter 4	111	135	133	174		



Commentary

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

Unwanted Fire Alarm Signals (UFAS) incidents have shown a similar trend to the Quarter 1 and to Quarter 2 of year 21/22. Care premises and sleeping accommodation accounted for 46% of calls. Providers of care and/or sleeping accommodation do not come under the revised procedure for Automatic Fire Alarms (AFAs) which comes into force from April 2023. Retail, Offices, and other non-sleeping premises accounted for 54% of calls and the majority of these premises will come under the scope of revised response procedure from April 23. Premises engagement has taken place on all occasions where a UFAS incident has occurred. SFRS Prevention and Protection Directorate continue to work with all premises holders to reduce these and recognise that the SFRS response to AFAs will change from April 2023 onwards.

Station Availability

Station	Availability %	Male	Female	Staff	Staffing Change
Beauly	76.34%	8	0	8	↓
Cannich	0.14%	3	0	3	→
Drumnadrochit	97.35%	10	1	11	→
Fort Augustus	87.47%	7	2	9	→
Foyers	66.42%	8	0	8	↗
Inverness Retained	95.50%	16	0	16	↗
Inverness Wholetime*	N/A	62	9	71	↗

City of Inverness Committee Totals		114	12	126	
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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.