

Agenda Item	3
Report No	CIA/15/25

The Highland Council

Committee: City Of Inverness Area Committee

Date: 10/05/2025

Report Title: Scottish Fire and Rescue Area Committee Performance Report

Report By: Local Senior Officer for Highlands

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.

2 Recommendations

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

3 Implications

- 3.1 **Resource** - There are no implications arising from this report
- 3.2 **Legal** - There are no implications arising from this report
- 3.3 **Community (Equality, Poverty, Rural and Island)** - There are no implications arising from this report
- 3.4 **Climate Change / Carbon Clever** - There are no implications arising from this report
- 3.5 **Risk** - There are no implications arising from this report
- 3.6 **Health and Safety (risks arising from changes to plant, equipment, process, or people)** – There are no implications arising from this report
- 3.7 **Gaelic** - There are no implications arising from this report

4 City Of Inverness Area Committee

- 4.1 The attached performance report provides the current figures for Quarters Q3 & Q4 of 2024 - 25 and from the previous three reporting years from the central Scottish Fire and Rescue Service (SFRS) performance management database against the key indicators and timelines from previous reports. Please note that turnaround times and statistics available at this time of year can be delayed and some that have not yet been processed may carry forward to the next quarter.
- 4.2 In achieving priorities within the Area Plan work is ongoing within our current HFSV framework as we move towards the implementation of a new system which will significantly increase information sharing between partner agencies and ensure our resources are targeted towards the most vulnerable in our communities. PDIR's are routinely carried out at all domestic incidents regardless of type which are aimed at reducing accidental dwelling house fires following our attendance.

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.

- 4.3 It must be emphasised that the baseline figures for some of these 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
- 4.4 There were **11 Accident Dwelling Fires** (ADF) which is just below the 3-year average. The majority are classed as low severity, requiring little or no intervention from the Service and minimal fire damage. There were 0 ADF Fatalities, and 2 **ADF Casualties**. All ADF's are offered Home Fire Safety Visits and agency referrals where required. There were **32 Deliberate Fires**, of which **1 was a Deliberate Primary Fire** and **31 were Deliberate Secondary Fire**, this is below the average. Referrals are made to other agencies for those at work within our communities.

There were **4 Non-Domestic Building Fires** which is below the average. We attended **32 Road Traffic Collisions** (RTCs) which is slightly above the average. There was **3 RTC Related Fatality** and **18 RTC Related Injuries**.

Our Prevention teams are working with partner agencies through the Highland Road Safety group, older driver Virtual Reality Scheme and Road Safety Scheme for new drivers.

We attended **126 Unwanted Fire Alarm Signals (UFAS)** showing a significant decrease when compared to the 3-year average. From 1 July 2023, we have stopped attending AFA call outs to commercial business and workplace premises, such as factories, offices, shops and leisure facilities unless a fire has been confirmed. Our control room operators now ask anyone who reports a fire alarm to check whether there is an actual fire or signs of fire, before sending the nearest fire appliance. This does not apply to sleeping premises, such as hospitals, care homes, hotels or domestic dwellings who will receive the full pre-determined attendance (PDA). This change follows the SFRS public consultation in 2021.

Our Community Safety Advocates and Station personnel undertook **195 Home Fire Safety Visits**. All visits targeted the most at risk in our communities.

Designation: Local Senior Officer for Highlands

Date: 10/05/2025

Author: Station Commander Allan McLean

Background Papers: City Of Inverness Committee Performance Report

Appendices:



Highland

City of Inverness Area Committee

**2024-25 Q3 & Q4
Scrutiny Report**



**SCOTTISH
FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

**Working together
for a safer Scotland**

Highland
City of Inverness Area Committee

2024-25 Q3 & Q4

Scrutiny Report

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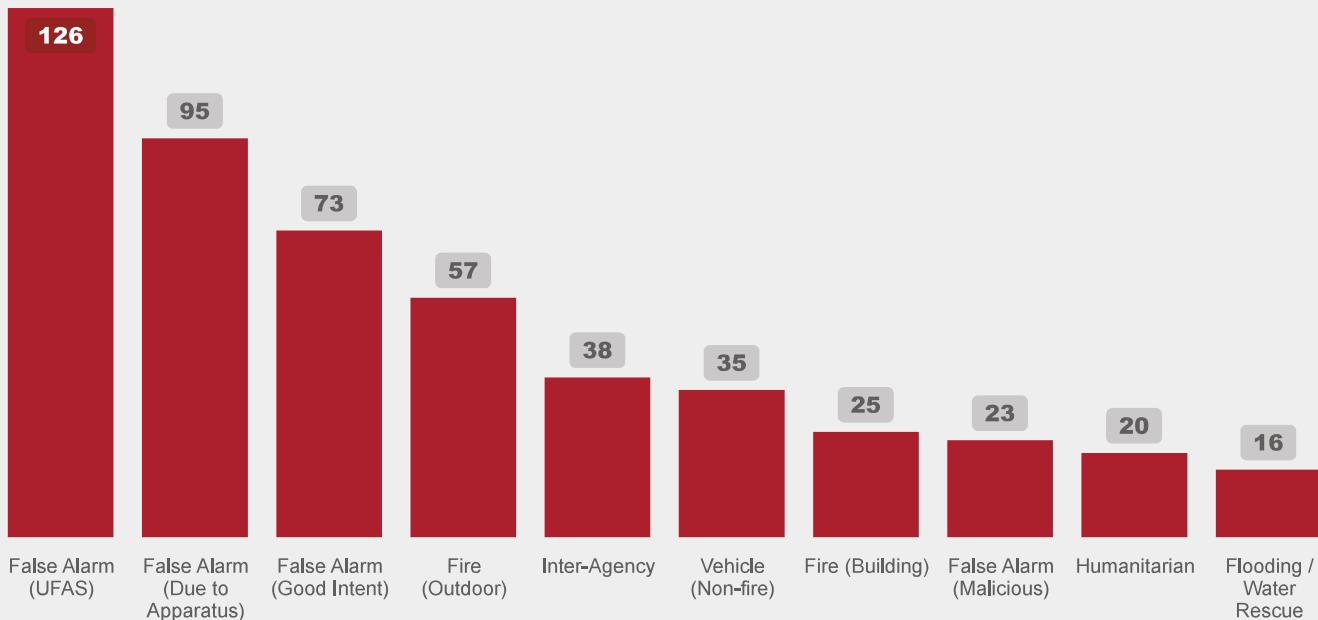
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About the statistics within this report

The activity totals and other statistics quoted within this report are published in the interests of transparency and openness. They are provisional in nature and subject to change as a result of ongoing quality assurance and review. Because all statistics quoted are provisional there may be a difference in the period totals quoted in our reports after local publication which result from revisions or additions to the data in our systems. The Scottish Government publishes official statistics each year which allow for comparisons to be made over longer periods of time.

 545 Total Incidents (Incl. Incompletes)	 97 Fires	 129 Non-Fire Incidents	 317 False Alarms	 126 UFAS
 37 People Rescued by Firefighters	 3 People Receiving First Aid or Hospital Treatment (Fires)	 2 Fire Fatalities	 30 People Receiving First Aid or Hospital Treatment (Non-Fire)	 1 Non-Fire Fatalities
 195 Home Fire Safety Visits	 42 Fire Safety Audits			

Top 10 Incident Types

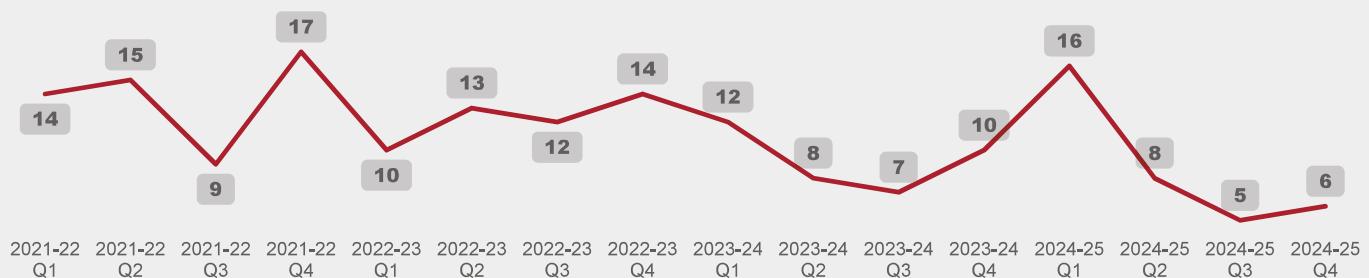


The table above provides a summary of the six months (1 October 2024 to 31 March 2025) activity against headline indicators. It aims to provide - at a glance - our direction of travel during the reporting year.

2. Trends

Previous 16 quarters (4 years)

Accidental Dwelling Fires



Deliberate Fires



Non-Domestic Fires



Unwanted Fire Alarm Signals



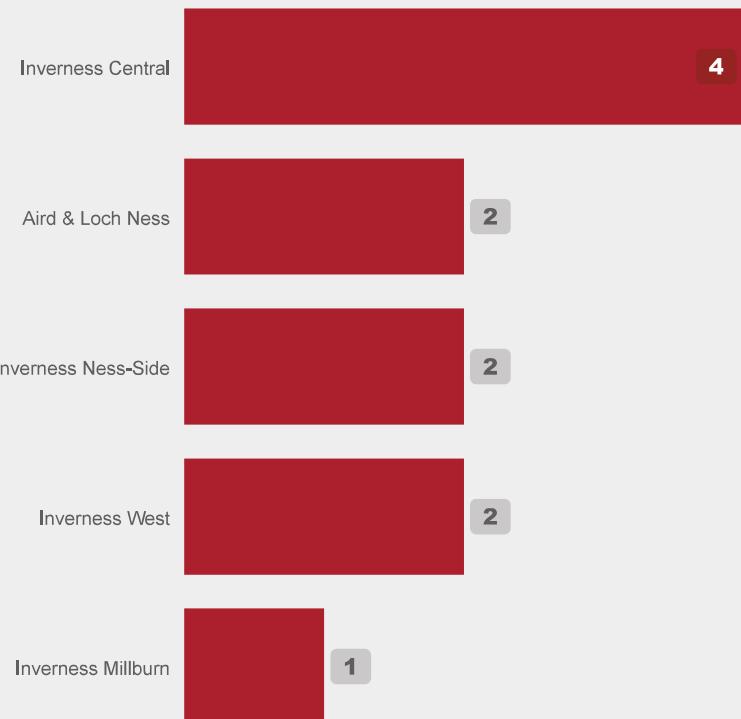
Road Traffic Collisions



Trend by Quarter (4 years)

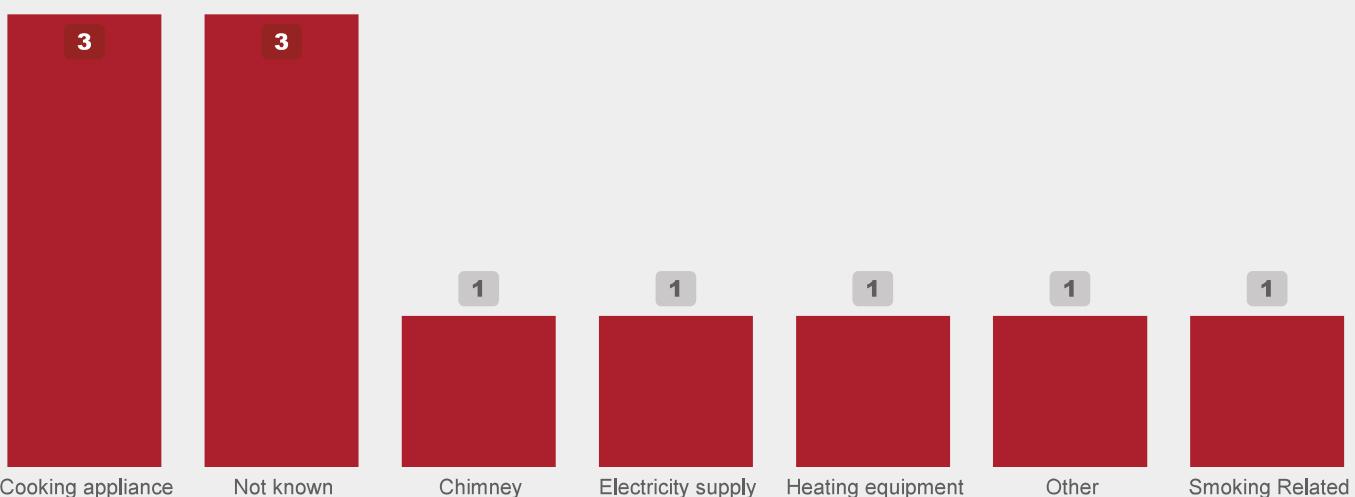


Incidents by Ward



Extent of Damage	Incidents
Limited to item 1st ignited	3
Limited to room of origin	3
Not applicable	2
Limited to floor of origin (not whole building)	1
Whole building	1
Whole roof (including roof space)	1

Source of Ignition (Top 10)

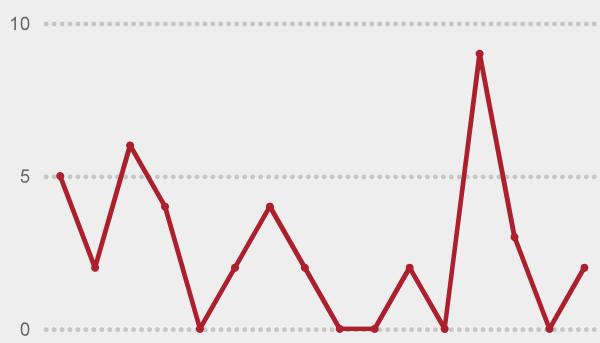


11

**Accidental Dwelling Fires
in this period**

There were **11 Accidental Dwelling Fires (ADFs)** which is lower than in previous periods. The majority are classed as low severity, requiring little or no intervention from the Service and minimal fire damage.

Trend by Quarter (4 years)



Casualties by Ward

Inverness Central

1

Inverness West

1

Nature of Injury/Cause of Death	Casualties
Burns - slight	1
Overcome by gas, smoke or toxic fumes; asphyxiation	1

2

Non-Fatal Casualties

0

Fatal Casualties

2

People Rescued by Firefighters

Extent of Harm (Non-Fatal)



1

First Aid Given at Scene



1

Hospital Slight Injuries



0

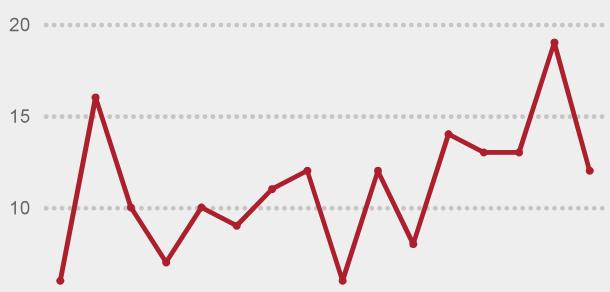
Hospital Serious Injuries

There was **0 ADF Fatalities**, however there were **2 ADF Casualties**. It should be noted that these figures do not include those who have been recommended to have a precautionary check. All ADFs are offered Home Fire Safety Visits and agency referrals where required.

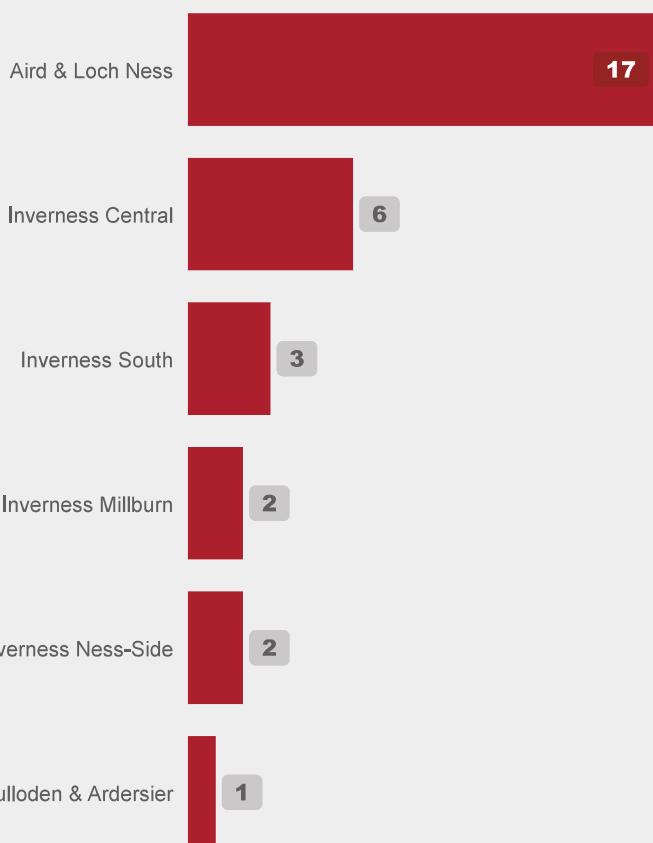
5. Non-Fire Casualties

2024-25 Q3 & Q4

Trend by Quarter (4 years)



Casualties by Ward



Nature of Injury/Cause of Death	Casualties
Back / Neck injury (spinal)	5
Fracture	4
Other medical condition	4
Bruising	3
Head injury	3
Not known	3
Cuts/Lacerations	2
Other	2
Chest / Abdominal injury	1
Chest pain / Heart condition / Cardiac arrest	1
Collapse	1
Combination of burns and overcome by gas/smoke	1
Unconscious, fitting or unresponsive (no other evident significant injury)	1

30

Non-Fatal
Casualties

1

Fatal
Casualties

35

People
Rescued by
Firefighters

Extent of Harm (Non-Fatal)



3

First Aid Given
at Scene



20

Hospital Slight
Injuries

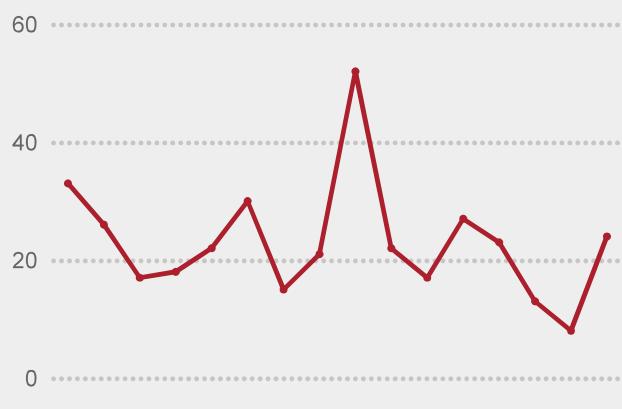


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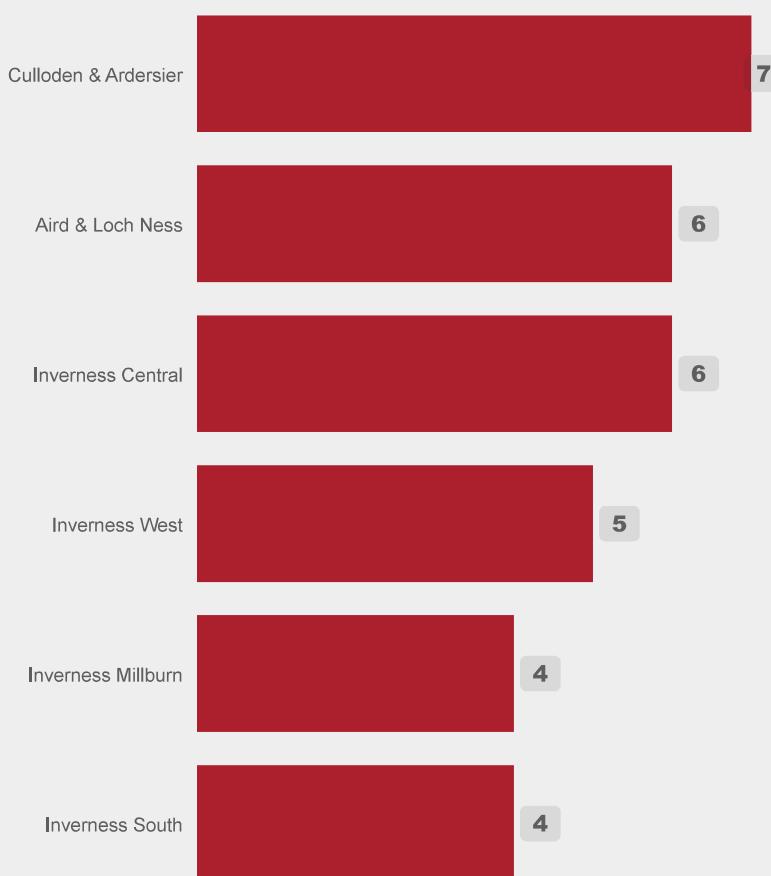
Hospital Serious
Injuries

The 1 fatality and 23 non-fatal casualties were results of Road Traffic Collisions (RTCs).

Trend by Quarter (4 years)



Incidents by Ward

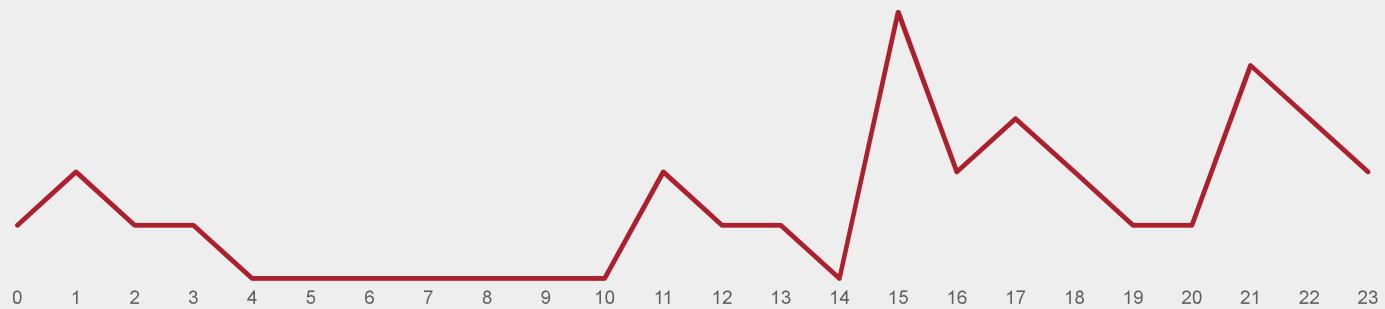


Property Type	Incident
Grassland, woodland and crops	15
Refuse	7
Road Vehicle	4
Other outdoors (including land)	2
Outdoor structures	2
Boats	1
Dwelling	1

32

**Deliberate Fires
in this period**

Hour of Day



There were **32 Deliberate Fires**, which is lower than in previous periods. Referrals are made to other agencies for those at work within our communities.

Trend by Quarter (4 years)



Incidents by Ward

Culloden & Ardersier



Aird & Loch Ness



Inverness Central



Top 15 Property Types

Property Type	Incidents
Food and Drink	1
Industrial Manufacturing	1
Permanent Agricultural	1
Retail	1

- Accidental
- Deliberate



4

Non-Domestic
Fires in this
period

Extent of Damage



Limited to item 1st ignited



Affecting more than 2 floors
(not whole building)



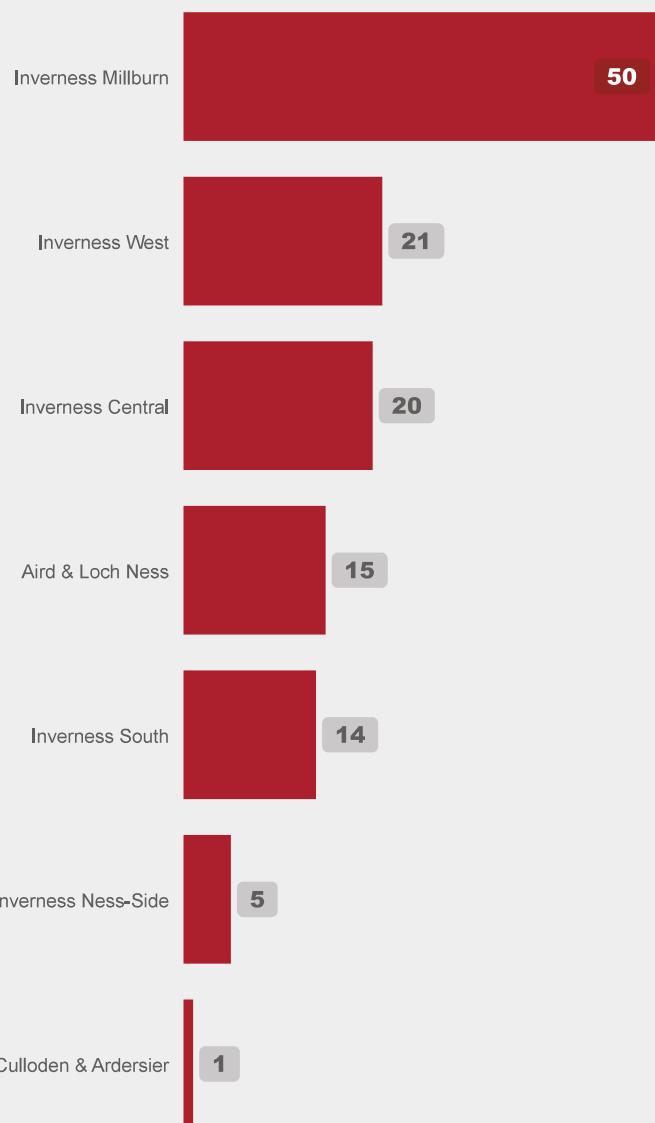
Not applicable

There were 4 Non-Domestic Building Fires which is lower than in previous periods.

Trend by Quarter (4 years)



Incidents by Ward



Top 15 Property Types

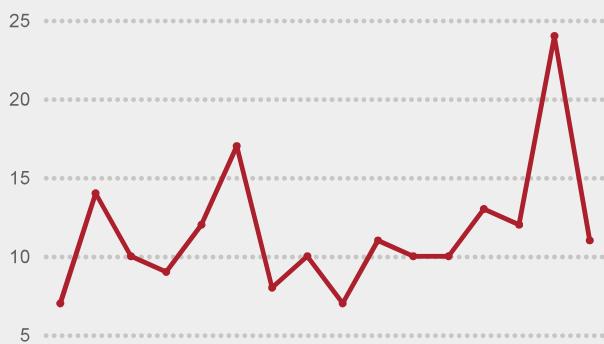
Property Type	Incidents
Hospitals and medical care	39
Hotel/motel	31
Residential Home	19
Other holiday residence (cottage, flat, chalet)	5
Food and Drink	4
Offices and call centres	4
Retail	4
Student Hall of Residence	4
Sheltered Housing - not self contained	3
Boarding House/B&B other	2
Youth hostel	2
Boarding House/B&B for homeless/asylum seekers	1
Entertainment and culture	1
Hostel (e.g. for homeless people)	1
Nurses'/Doctors' accommodation	1
Other buildings/use not known	1
Other Residential Home	1
Public admin, security and safety	1
Religious	1
Transport buildings	1

126

Unwanted Fire Alarm Signals in this period

We attended **126 Unwanted Fire Alarm Signals (UFAS)** which shows a slight decrease, the figure continues to remain low following the Service's change to attendance at commercial business and workplace premises.

Trend by Quarter (4 years)

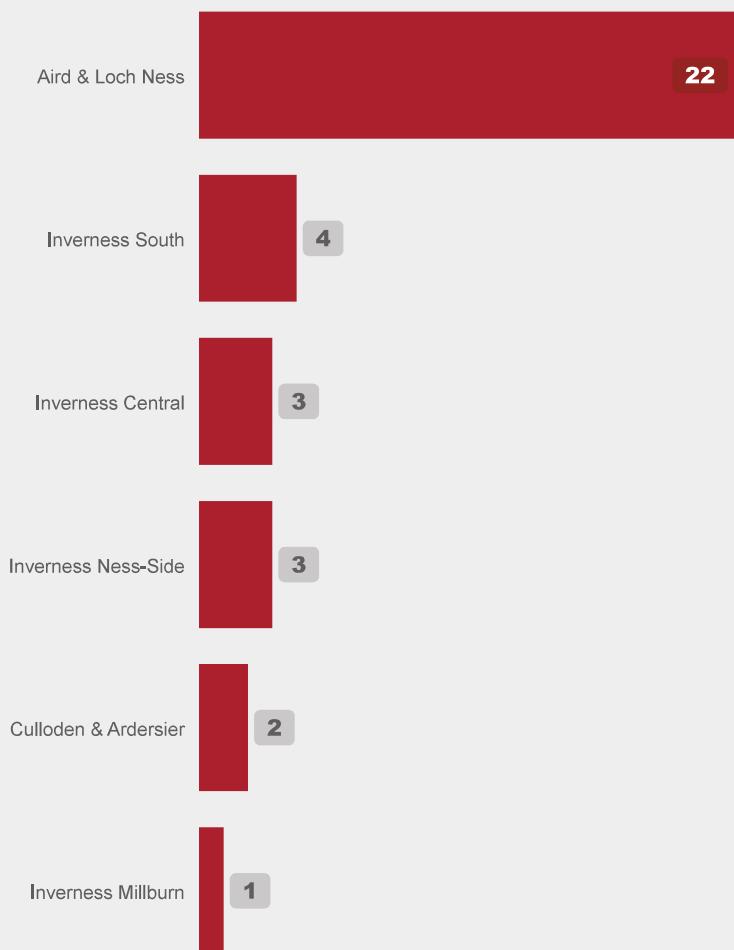


35

**Road Traffic
Collisions in
this period**

Property Type	Incidents
Car	27
Motor Home	2
Multiple Vehicles	2
Bus/coach	1
Minibus	1
Other	1
Van	1

Incidents by Ward



Incident Type	Incidents
Vehicle (Non-fire)	33
Fire (Vehicle)	2

21 **3** **8**
Non-Fatal Casualties **Fatal Casualties** **People Rescued by Firefighters**

Extent of Harm (Non-Fatal)



3

**First Aid Given
at Scene**



15

**Hospital Slight
Injuries**



3

**Hospital Serious
Injuries**

We attended **35 Road Traffic Collisions (RTCs)** which is above previous reporting periods. Two of these incidents were vehicle fires which resulted in 2 fatalities, the third fatality was as a result of a RTC.

Our Prevention teams continue to work with partner agencies through the Highland Road Safety group, older driver Virtual Reality Scheme and Road Safety Scheme of new drivers.

195

**Home Fire
Safety Visits**

129

**High Risk
HFSVs**

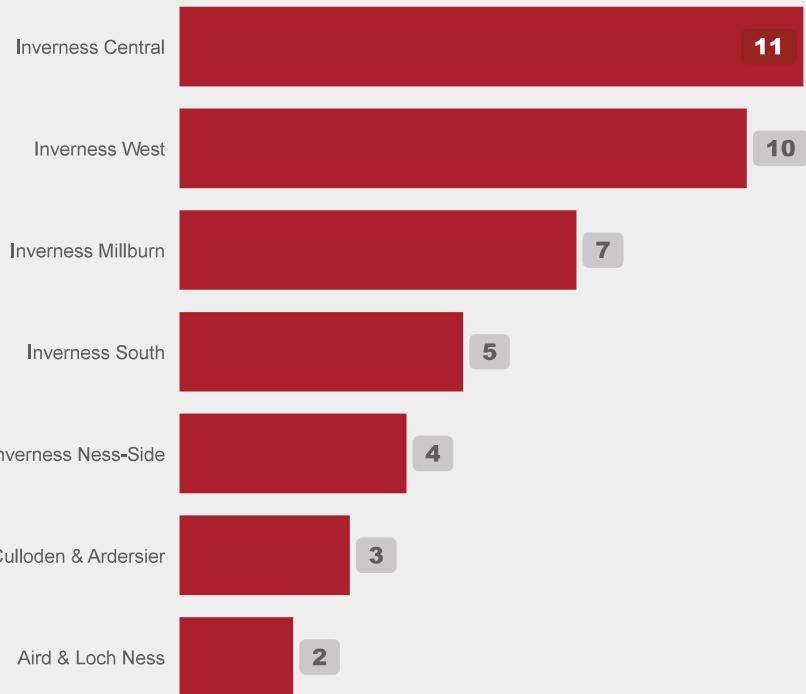
82

**Partner Referral
HFSVs**

11. Fire Safety Enforcement

Job Type	Count
Audit	42
Specific Visit	4
Short Post Fire Audit	2
Consultation	1

Audits by Ward



Our Community Safety Advocates and Station personnel undertook **195 Home Fire Safety Visits (HFSVs)**. With the introduction of a new, modernised Home Fire Safety Visit (HFSV) system that enhances how we identify, assess and support the most at risk from fire, we may see an initial decline in referrals and HFSVs whilst the new systems and referral pathways are embedded.

- 2 x Wholetime Duty System appliances at 1 Station*
- 6 x On-Call Retained Duty System appliances across 12 Stations

These Stations serve the City of Inverness and Inverness-shire population

***Please note the availability figures do not include Joint Mobilising availability.**

Station	Oct 24 – Mar 25 Availability* %	Male	Female	Staff
Beaul	80.01%	13	0	13
Cannich	0%	2	1	3
Drumnadrochit	89.59%	10	1	11
Fort Augustus	89.98%	8	1	9
Foyers	76.77%	7	0	7
Inverness	90.79%	17	0	17
Inverness Wholetime	N/A	58	12	70

Helicopter safety training takes off

On Monday, 24 March, a group of wildfire tactical advisors took part in a helicopter safety training course at PDG Helicopters' Dalcross, Inverness base.

PDG, a key provider of aerial firefighting support, collaborated with SFRS to deliver this vital training, enhancing understanding of helicopter capabilities and safety protocols at wildfire incidents.

This initiative stemmed from discussions at the National Wildfire Conference in Aberdeen last November, where opportunities for improved awareness and training were identified.

Led by PDG's Aviation Specialist, Ian Innes, the session provided hands-on experience for nine Wildfire Tac-ads, Wildfire Instructor Alex McKinley, and three Officers from the Highland area.

With overwhelmingly positive feedback, plans are now underway to integrate further helicopter training into the 2025/26 training program, ensuring crews remain well-prepared for future wildfire incidents.



On call crew take part in school career fair



Drumnadrochit's on call crew recently attended the annual Glenurquhart High School Careers Fair.

The event provides pupils from S3-S6 with the opportunity to engage with various employers and gives them an insight into job opportunities.

Our crews met with pupils, parents and guardians, facilitating discussions about a career in the Service, whether in a wholetime or on call capacity.

The event also allowed crews to promote the community safety agenda, discuss home fire safety guidance, and gain insight into the local on call station's commitment to protecting the community.

Christmas 2024

Inverness charity appeal brings smiles to children's faces

An appeal by Inverness Community Fire Station helped to make Christmas a little bit brighter for children in hospital.

The station organised an initiative and collected more than 100 presents which were donated to the Archie Foundation, the official children's charity of Raigmore Hospital.

In addition, £730 was raised, which was also donated to the charity to assist their vital work supporting children and their families.

Wildfire prevention campaign launches



You may have already noticed that we issued our first [**Wildfire Danger Assessment on Saturday 1 March.**](#)

Figures show that 80% of large outdoor fires since 2010 were recorded during March and May.

We will promote key prevention messages across our social media channels which will signpost to relevant website pages where people can learn what causes wildfires, how to prevent them and how to keep themselves safe.

Affiliate social media accounts can support the campaign by sharing safety messages on our corporate channels using the hashtag **#WildfirePrevention**.

A [**Wildfire Prevention Campaign communications toolkit**](#) has been shared all partner organisations.

Community Engagement

All operational crews and members of the Community Action team have continued to engage with all persons within our community to ensure we are keeping them safe from harm below is a snapshot of engagement activities the crews have been involved with:

03/10/2024 – Crews liaised with Police Scotland engaging with vulnerable youths

04/10/2024 – Attended Hilton Community Centre with various partners

21/10/2024 – Inverness youth crime initiative Fire skills at Inverness Fire Station

28/11/2024 – Winter safety event at Hilton lunch club with PS Highland Council

Crews carried out multiple Post Domestic Incident Responses following attendance at domestic incidents to provide safety advice and reassurance to occupiers.

Community safety department have started to run 2 well attended and successful Biker Down courses supported by Police Scotland and Scottish Ambulance Service giving advice and reassurance to motor cyclists within the Highland area ensuring we are trying to reduce incidents involving motorcycles.

Operational crews continue to offer support and guidance to maximise water safety within the Highland area by attending locations, which members of the public commonly use, to ensure they are made aware of the dangers.

Crews are working through the seasonal Thematic Action Plan targeting the most vulnerable within our communities ensuring they are fully supported and assisted for staying longer in their own property.

HOME FIRE SAFETY VISIT (HFSV)

The Scottish Fire and Rescue Service has introduced a new, modernised Home Fire Safety Visit (HFSV) system that enhances how we identify, assess, and support those most at risk from fire. 2025 is a transitional year as we embed these new systems and referral pathways, and as a result, we may initially see a decline in referrals and HFSVs.

However, we are working hard at a local level to ensure we continue reaching the most vulnerable in our communities. We are actively encouraging new and existing partner organisations to sign up to our Data Sharing Framework (DSF), which enables secure, GDPR-compliant referrals and supports timely, person-centred interventions.

Please share this information with your networks, and if interested in establishing a referral pathway, we encourage you to contact the Highland Community Action Team to arrange a local, face-to-face discussion and begin the sign-up process. [Home fire safety visits | Scottish Fire and Rescue Service](#)

WILDFIRE STRATEGY

We are advancing our Wildfire Strategy, aimed at enhancing our capability to manage and mitigate wildfires across Scotland. We are committed to improving wildfire prevention, response, and partnership efforts, ensuring both local communities and natural landscapes are better protected.

Area Commander Michael Humphreys has taken over as the Wildfire Capability Lead and Chair of the Scottish Wildfire Forum (SWF), following the groundwork laid by DACO Bruce Farquharson. Michael Humphreys said:

"I am honoured to step into this role, especially as someone who lives and works in the Highlands. I have witnessed first-hand the devastation wildfires can cause to both nature and communities. I'm committed to building on the excellent work started by Bruce Farquharson and continuing to innovate as we implement our Wildfire Strategy. This includes educating communities and visitors to Scotland on wildfire prevention and improving our response capabilities."

Our Wildfire Strategy focuses on four key pillars: **Partnership Working, Provision of Information, Prevention, and Response.**

Partnership Working and Information Sharing: We work closely with the land management sector and other agencies to ensure a unified approach to wildfire prevention. This includes fostering a shared understanding of **Muirburn** and **prescribed burning** practices, alongside utilising the collective expertise of our partners for prevention education and intervention when needed.

The Scottish Wildfire Forum plays a key role in raising awareness and sharing knowledge. Through the **Wildfire Danger Assessments** provided by the SWF, we inform **Tactical Advisors** and the public about wildfire risks using social media and traditional outlets. More information can be found on the [Scottish Wildfire Forum website](#).

Prevention: In early 2024, we revamped our wildfire prevention materials and expanded the wildfire section on our website from a single page to seven detailed theme pages. This coincided with a **22-week prevention campaign**, which successfully drove significant traffic and interaction with our online wildfire content. Visit our updated website pages at [Wildfires | Scottish Fire and Rescue Service](#).

Response: Our Wildfire Strategy, launched in 2023, is backed by a £1.6 million investment over three years. This includes acquiring all-terrain vehicles (ATVs), trailers, specialist equipment, and four 4x4 support vans, which will be deployed as part of a comprehensive response package.

Despite global challenges impacting supply chains, we continue to progress. Four of the **Tier 2** wildfire stations are set to receive the 4x4 support vans, and **Tier 3** stations will be equipped with ATVs and additional wildfire-specific PPE.

Tiered Approach: All SFRS operational personnel are trained to at least **Tier 1** in wildfire response.

Tier 2 Stations: 24 stations (13 of which within Highland) have received additional training and specialist PPE, with four stations also set to receive the new 4x4 support vans.

Tier 3 Stations: 10 stations (2 of which within Highland) will be equipped with Ford Rangers, trailers, and ATVs.

Flexi Duty Officers: These officers have undergone Wildfire Tactical Advisor training and will support wildfire incidents across the country.

BATTERY ENERGY STORAGE SYSTEMS

We can advise, the Scottish Fire and Rescue Service (SFRS) continuously engage with the Scottish Government and Building Standards regarding a range of fire safety issues that may impact on the built environment, of which BESS is one of many priorities.

SFRS do not regulate building standards but can, and do, get involved with consultations for new and emerging premises types with regard to fire risk and fire safety. Specifically, for BESS construction, SFRS continue to engage with building standards and local planning teams on this issue to ensure any additional and exceptional risks from these premise types are identified and managed accordingly. Ultimately, it is the remit for building standards to ensure that appropriate legislation and regulation is in place, and the responsibility of Local Authority Building Control to verify construction projects against the requirements.

SFRS are working closely with the Scottish Government to ensure that the processes in place are appropriate review and comment on these types of premises during the planning stages.

Please be assured that the safety of our firefighters and communities is a priority. The Scottish Fire and Rescue Service will respond to all reports of fire which are received and have the ability to deploy a range of standard and specialist resources as determined by the needs of the incident. At these incidents, personnel will employ a range of Standard Operating Procedures (SOPs) in order to effectively and safely resolve the incident, alongside working with partner agencies to mitigate the risk and impact to the public and the environment. The SOPs in use by SFRS are informed by the National Operational Guidance (NOG) produced by the National Fire Chiefs Council (NFCC) and this guidance includes incidents involving rechargeable batteries.

We would advise you to contact the Local Authority Building Control Team with any questions/concerns.

BESS sites do not fall within the building warrant consultation process and we are not made aware of these in the same format as other consultations. That said, we have processes in place to respond to such proposals and make comment where necessary around any concerns or issues we foresee when responding to such incidents and for making effective preparations to deal with any incidents should the need arise.

When considering these proposals, we look at appliance access and water supplies amongst several other things and follow national guidance produced by the National Fire Chief's Council for BESS systems.

OVERNIGHT CARAVAN / MOTORHOME SPACING IN CAR PARKS

Although a car park area used as a motorhome stopover is not typically considered relevant premises, and therefore outwith the scope of the Fire Scotland Act, the Scottish Fire and Rescue Service recommends that such sites should be risk assessed for fire safety and that this is reflected within the site fire risk assessment.

The Scottish Government's "Guidance for existing premises with sleeping accommodation. Annex 3: Holiday Camping and Caravan sites" which is the benchmark standard that SFRS audits existing caravan/ holiday parks

Annex 3: Holiday Camping and Caravan Sites

Spacing

1. Subject to the variations listed below, the distance between any two units should generally be not less than 6 m for permanent residential sites and touring sites, and 5 m for holiday caravan sites.
2. The 6 m distance between units may be reduced where caravan construction is inherently fire-resistant. Under such circumstances, the distance may be reduced to 5 m. Where there is a mix of fire-resistant and non fire-resistant construction, the larger separation distances apply.

**Screenshot of Scottish Government guidance:- [Fire safety - existing premises with sleeping accommodation: practical guidance - gov.scot \(www.gov.scot\)](#)*

If SFRS was auditing premises which deviated significantly from the benchmark standard, we would generally look for additional fire safety measures.

COMMUNITY ASSET REGISTER

- The Community Asset Register is a Scotland wide database of volunteers willing to help during an emergency. The database plots assets on a map so if an emergency incident occurs we can identify those who could help. Assets can be people with either skills or equipment.
- There's no obligation on volunteers to provide support, as we will always respond to deal with emergencies. However, if we believe a volunteer could help, we ask if they're available. If they are, we explain where they should go and what they should do.
- Volunteers acting under our instruction, are insured and can claim certain expenses, such as mileage, however we don't pay hourly rates for their time.

To register: <https://www.firescotland.gov.uk/your-area/community-asset-register/>

14. Glossary of Terms

Term - What it means

ADF

Accidental Dwelling Fire.

HFSV

Home Fire Safety Visit.

PDIR

Post Domestic Incident Response, a term used to indicate actions taken following attendance at a fire or other incident in the home. PDIRs include amongst things the offer of a free follow up home fire safety visit.

RTC

Road Traffic Collision.

Special Service

Calls to incidents which are not fires or false alarms such as RTCs, rescues, flooding, incidents involving hazardous materials or the provision of assistance to other agencies.

UFAS

Unwanted Fire Alarm Signals. When an automatic fire detection and alarm system is activated as a result of anything other than an actual fire the activation is classed as a false alarm. If an attendance is made to such an event by the Scottish Fire and Rescue Service, then the event is recorded as an UFAS incident.

UFAS Policy Change

In response to COVID, on the 6th May 2020, the SFRS decided to send 1 pump to UFAS premises that did not have their own Predetermined attendance (PDA).

As of 1st July 2023, the COVID interim 1 pump response was ended and a new UFAS policy was implemented.

The new policy is to call challenge all UFAS incidents with the intention of non-attendance. Hospitals, care homes, and sleeping risk premises are all exempt and receive either 2 pumps or their premise specific PDA.



SCOTTISH FIRE AND RESCUE SERVICE

Working together for a safer Scotland



Design, figures and charts by the Business Intelligence team.