

The Highland Council

Agenda Item	3
Report No	DSA/9/25

Committee: Dingwall and Seaforth

Date: 26 May 2025

Report Title: Scottish Fire and Rescue Service
Area Committee Performance Report - Q3+Q4

Report By: Local Senior Officer - Highland

1 Purpose/Executive Summary

- 1.1 This report provides an update to Dingwall and Seaforth, Area Committee Members on progress against the priorities outlined in the Scottish Fire and Rescue Service Area Committee Plan for Dingwall and Seaforth.
- 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 Dingwall and Seaforth.
- 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**, **scrutinise** and **note** 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) -**
- 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 Dingwall and Seaforth, Area Committee Performance Report

4.1 The attached performance report provides the current figures for Quarters Q3 & Q4 of 2024 - 25 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. 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.

Local managers continue to support the partners in delivering the road safety programme Rider refinement which is again being delivered during the summer months with Police Scotland. The New Drivers Early Intervention Scheme continues to be delivered to all schools across the Highlands and Biker down courses have begun to demonstrate what to do when things go wrong.

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

4.4 It must be emphasised that the baseline figures for some of the indicators within the report are 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.

4.5 The performance report shows.

There were 3 Accidental Dwelling fires (ADF's) recorded in this reporting period. The majority are classed as low severity, requiring little or no intervention from the Service and minimal fire damage. On all occasions we attend ADF a Home Fire Safety Visit (HFSV) was offered and if necessary appropriate partner agency referrals.

Fatalities/ Casualties - There was 0 Fire Fatalities and 0 Non-fatal Fire Casualties in this reporting period.

Deliberate Fires - There were 10 Deliberate Fire in this reporting period which is a slight increase and more prevalent between the hours of 1900 and 2100.

Special Service – there were 2 recorded road traffic collisions (RTC) reported during this period which resulted in 2 non-fatal casualties. Although this is a slight increase in the previous reporting period the number remains low.

There were 12 Non-Fire Emergencies related incidents in this reporting period.

Fire Alarms – We attended 8 Unwanted Fire Alarm Signals (UFAS), which continues to remain low following the changes made in July 2023 on how we respond to UFAS. demonstrates a dramatic drop from the previous 4 reporting years.

Home Fire Safety Visits – A total of 68 Home Fire Safety Visits (HFSV's) were carried out during this period. 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 HFSV's whilst the new system and referral pathways are embedded.

Appliance availability remains good with 1st appliance showing 99.87%, and the 2nd appliance showing 65.95%.

We currently have an establishment of 15 personnel at the station. Local management are continuing with recruitment activities to fill these vacancies. This has recently led to a very successful campaign with new recruits coming on board imminently.

Designation: Local Senior Officer for Highland

Date: 13th May 2025

Author: Station Commander Paul Young

Background Papers: Highland – Dingwall and Seaforth, Area Committee-
Performance Report

Appendices:



Highland Dingwall and Seaforth Area Committee

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



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Highland

Dingwall and Seaforth Area Committee

2024-25 Q3 & Q4

Scrutiny Report

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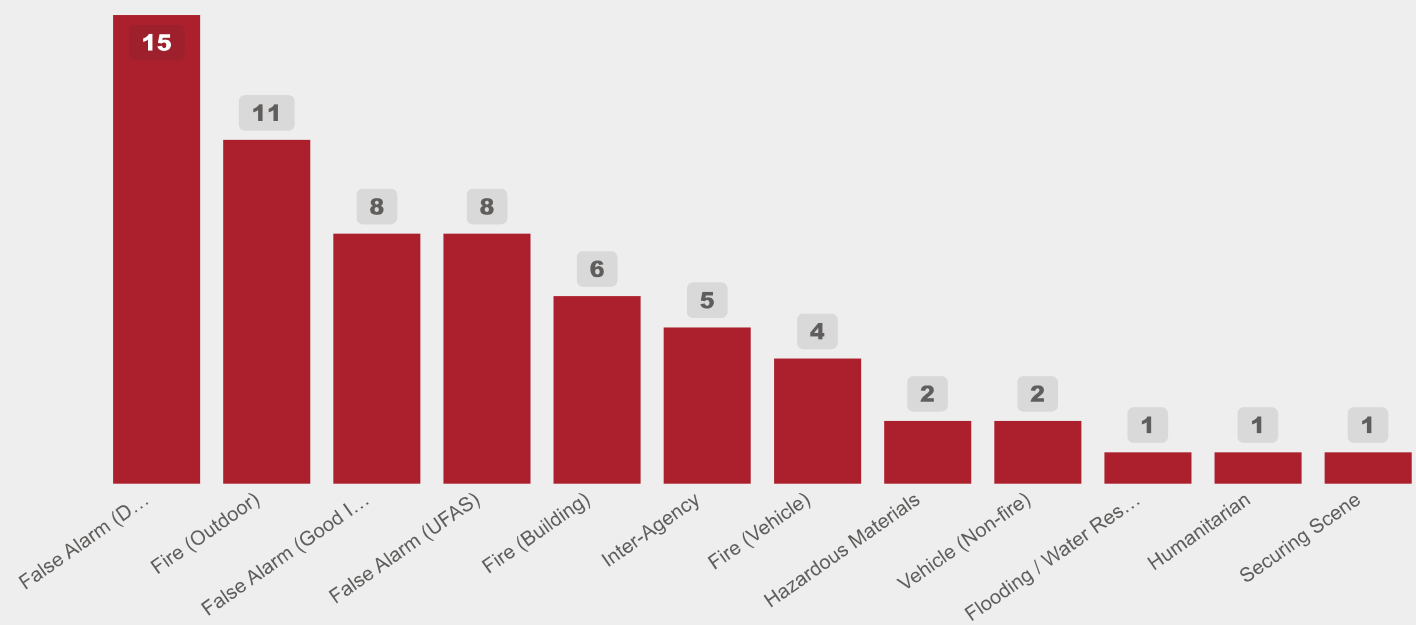
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About the statistics within this report

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.

 64 Total Incidents (Incl. Incompletes)	 21 Fires	 12 Non-Fire Incidents	 31 False Alarms	 8 UFAS
 1 People Rescued by Firefighters	 0 People Receiving First Aid or Hospital Treatment (Fires)	 0 Fire Fatalities	 2 People Receiving First Aid or Hospital Treatment (Non-Fire)	 0 Non-Fire Fatalities
 68 Home Fire Safety Visits	 2 Fire Safety Audits			

Top 10 Incident Types



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

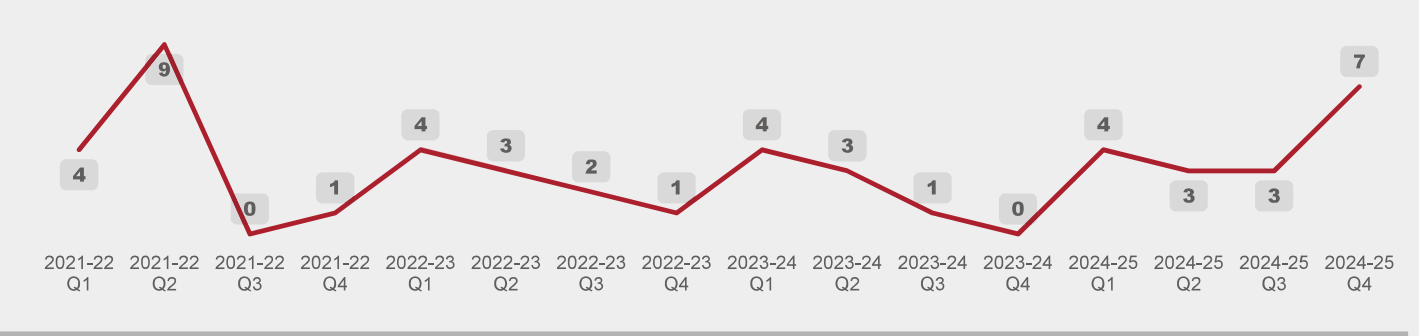
2. Trends

Previous 16 quarters (4 years)

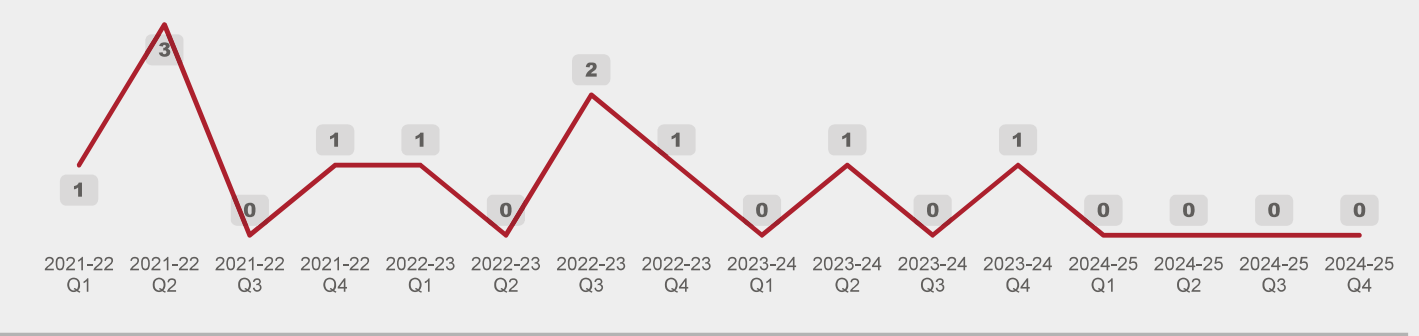
Accidental Dwelling Fires



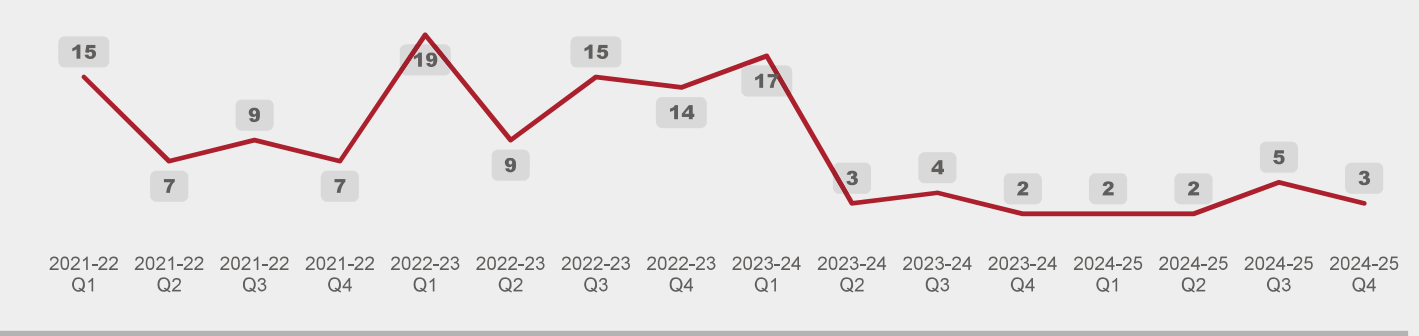
Deliberate Fires



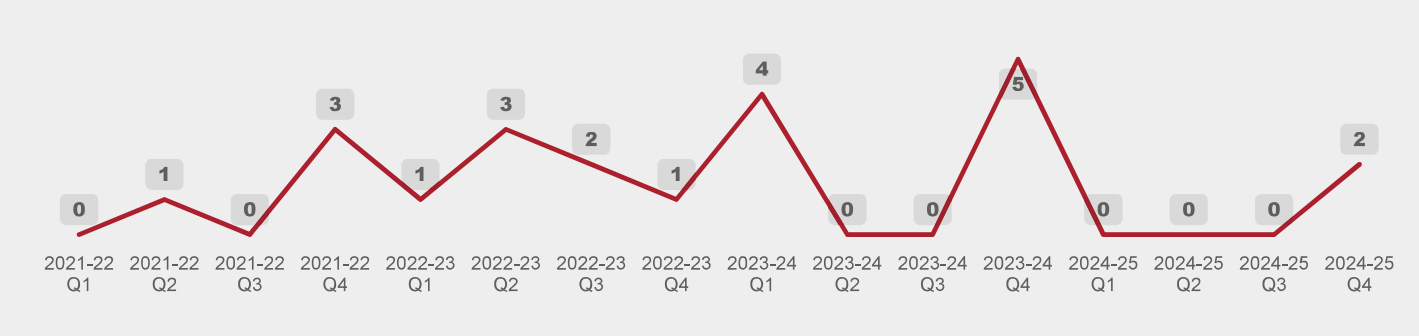
Non-Domestic Fires



Unwanted Fire Alarm Signals



Road Traffic Collisions



3. Accidental Dwelling Fires

2024-25 Q3 & Q4

Trend by Quarter (4 years)



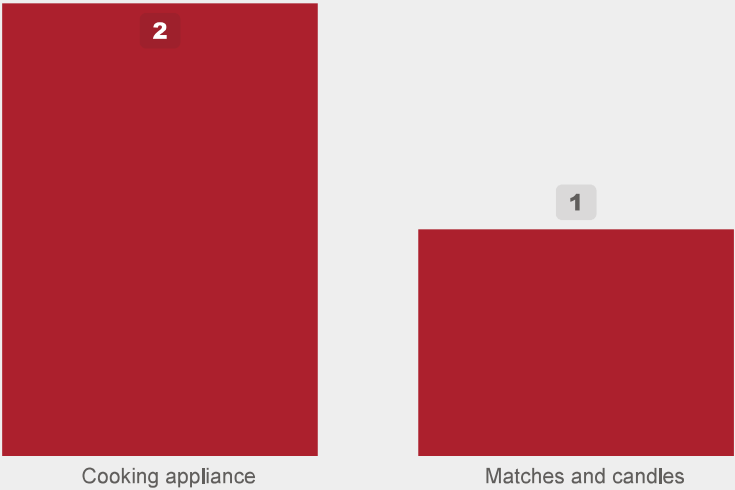
Extent of Damage	Incidents
Not applicable	2
Limited to item 1st ignited	1

Incidents by Ward

Dingwall & Seaforth

3

Source of Ignition (Top 10)



3
Accidental Dwelling Fires
in this period

There were **3 Accidental Dwelling Fires (ADF)**, the majority are classed as low severity, requiring little or no intervention from the Service and minimal fire damage.

All ADF's are followed up with HFSV's and agency referrals where required.

4. Accidental Dwelling Fire Casualties

2024-25 Q3 & Q4

Trend by Quarter (4 years)



Casualties by Ward

Nature of Injury/Cause of Death	Casualties
	▼

0

Non-Fatal Casualties

0

Fatal Casualties

0

People Rescued by Firefighters

Extent of Harm (Non-Fatal)

0

First Aid Given at Scene

0

Hospital Slight Injuries

0

Hospital Serious Injuries

There were **0 ADF Casualties** in this reporting period, which is a reduction when compared to previous years.

5. Non-Fire Casualties

2024-25 Q3 & Q4

Trend by Quarter (4 years)



Nature of Injury/Cause of Death	Casualties
Chest / Abdominal injury	1
Not known	1

Casualties by Ward



2

Non-Fatal Casualties

0

Fatal Casualties

1

People Rescued by Firefighters

Extent of Harm (Non-Fatal)



0

First Aid Given at Scene



2

Hospital Slight Injuries



0

Hospital Serious Injuries

The number of non-fire related casualties is in line with previous periods. Both were as a result of Road Traffic Collisions.

Trend by Quarter (4 years)



Property Type	Incident
Refuse	7
Grassland, woodland and crops	2
Dwelling	1

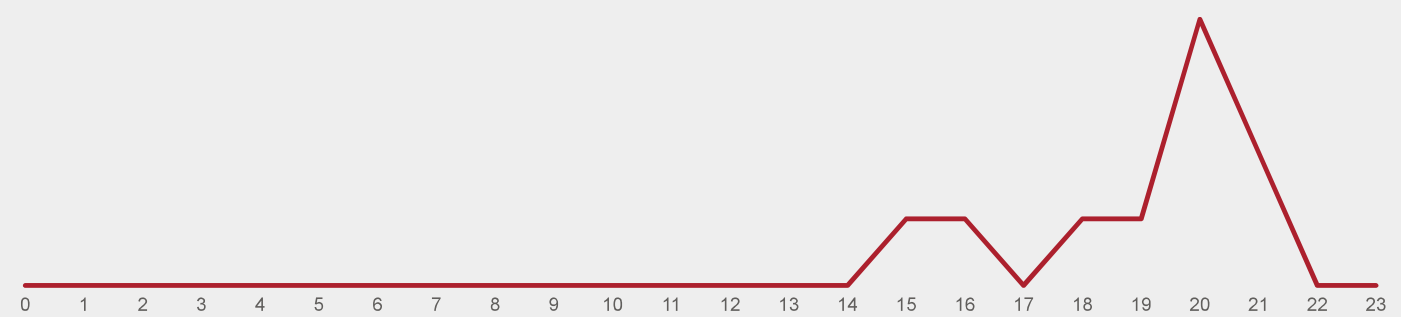
Incidents by Ward



10

Deliberate Fires
in this period

Hour of Day



There has been a slight increase in the number of deliberate fires in this period, with the incidents being more prevalent during the hours of 1900 and 2100.

7. Non-Domestic Fires

2024-25 Q3 & Q4

Trend by Quarter (4 years)



Incidents by Ward

Top 15 Property Types

Property Type	Incidents
---------------	-----------

- Accidental
- Deliberate

0

Non-Domestic
Fires in this
period

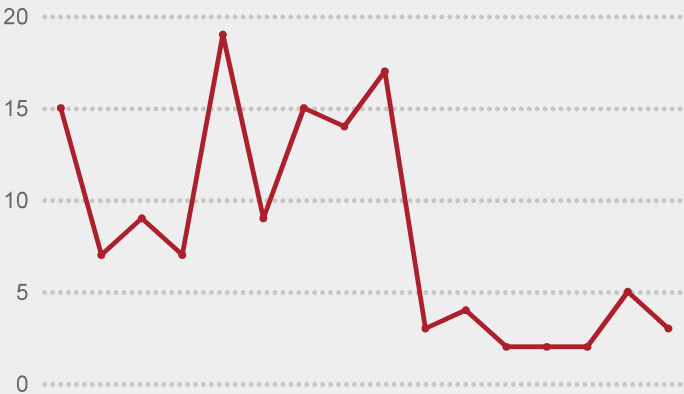
Extent of Damage

There were no Non-Domestic fires in this period.

8. Unwanted Fire Alarm Signals

2024-25 Q3 & Q4

Trend by Quarter (4 years)



Incidents by Ward



Top 15 Property Types

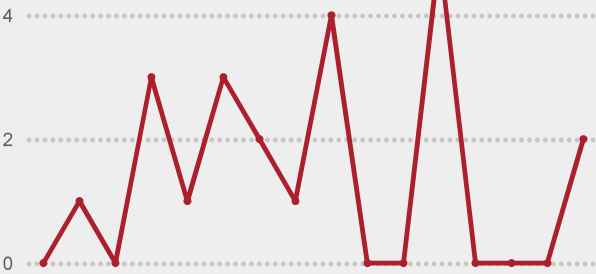
Property Type	Incidents
Residential Home	4
Hospitals and medical care	1
Hotel/motel	1
Retail	1
Sheltered Housing - not self contained	1

8

Unwanted Fire Alarm Signals in this period

The number of UFAS incidents continues to remain low following the changes made in July 2023 on how we respond to UFAS.

Trend by Quarter (4 years)



2

Road Traffic Collisions in this period

Property Type	Incidents
Car	1
Multiple Vehicles	1

Incident Type	Incidents
Vehicle (Non-fire)	2

Incidents by Ward

Dingwall & Seaforth

2

2

Non-Fatal Casualties

0

Fatal Casualties

1

People Rescued by Firefighters

Extent of Harm (Non-Fatal)



0

First Aid Given at Scene



2

Hospital Slight Injuries



0

Hospital Serious Injuries

Although there has been a slight increase in RTCs since the last reporting period, the overall number remains low.

HFSVs by Ward

68

Home Fire
Safety Visits

49

High Risk
HFSVs

24

Partner Referral
HFSVs



11. Fire Safety Enforcement

Job Type	Count
Audit	2

Audits by Ward



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 On-Call Retained Duty System appliances across 1 Station

These Stations serve the Dingwall and Seaforth Committee population

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

Station	Oct 24 – Mar 25 Availability* %	Male	Female	Staff
Dingwall – 1 st Appliance	99.87%	14	1	15
Dingwall – 2 nd Appliance	65.95%			

Dingwall Youth Development – 19 November 2024

Many thanks to Dingwall Fire Station crew for welcoming the young people from Highlights Youth Club to the station last night and showing them all that you do, they had an amazing night!

Highland fire stations benefit from £4 million upgrades



We recently marked the completion of a £1.6 million investment in Dingwall Community Fire Station.

Prior to his retirement, Chief Officer Ross Haggart unveiled a commemorative plaque on Monday, 28 October to mark the formal reopening of the on-call station.

This follows the £3 million upgrade at Inverness.

The refurbishment work saw essential repairs carried out and new welfare facilities fitted at both stations.

Area Commander Michael Humphreys, LSO for Highland, said: "This investment provides our firefighters with the modern facilities they need to work safely and deliver the highest level of service."

Further work has been undertaken to the appliance bays and front access to the station following the recent expansion and modernisation work. This includes work to make safe asbestos within the bays, repair and paint damaged walls and a new appliance bay floor. A fully accessible access ramp was also installed at the front entrance.



Women in the Fire Service Highland event

Women in the Fire Service held a networking event at Dingwall Community Fire Station, opened by Deputy First Minister Kate Forbes who spoke about her career and challenges.

Group Commander Karla Stevenson who organised the event, also gave a personal account of her own journey.

People attended from all over Highland, which included support staff and uniformed, as well as some board members. Deputy Chief Officer Andy Watt attended in his role as Women's Experience Liaison Forum.



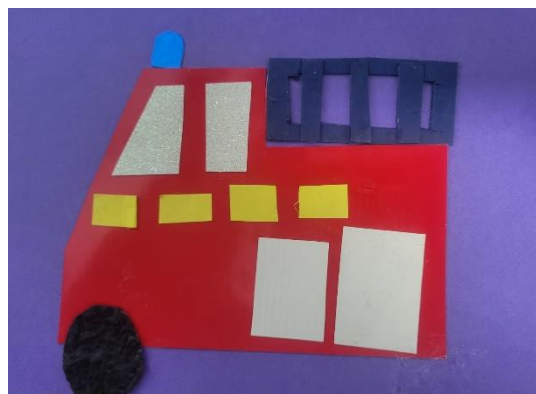
Support Appliance moved to Dingwall



Following a review of specialist appliance locations, the Welfare Unit has been moved to Dingwall Fire Station. This vehicle is crewed by two personnel and attends incidents across the Highland area at the request of the Incident Commander. It carries equipment to supply food and shelter to firefighters during protracted incidents.

Station Visits and Educational Tours

Station Visits and Educational Tours have sprung back into action following the upgrade works at Dingwall Fire Station. Six school/local groups have attended the station during the three months of Quarter 4 and thoroughly enjoyed getting to look around the station and appliances. Fire safety education is never dull or quiet!



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 \(www.gov.scot\)](https://www.gov.scot/publications/practical-guidance/annex-3-holiday-camping-and-caravan-sites/pages/1-1-spacing)

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/>

15. 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.



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BUSINESS
INTELLIGENCE

Design, figures and charts by the Business Intelligence team.