



PERTH AND KINROSS COUNCIL
COMMUNITY SAFETY COMMITTEE

28 AUGUST 2013

Report by Area Manager David Stapley, Local Senior Officer, Scottish Fire and Rescue Service

SUBJECT: FIRE AND RESCUE QUARTERLY PERFORMANCE REPORT
1 APRIL - 30 JUNE

Abstract

The Report contains performance information relating to the first quarter of 2013/14 on the performance of the Scottish Fire and Rescue Service in support of Member scrutiny of local service delivery.

1 PURPOSE OF THE REPORT

To provide suitable performance information relating to the first quarter of reporting year 2013/14 to facilitate local scrutiny into the performance of the Scottish Fire and Rescue Service against the priorities and objectives detailed within the Perth and Kinross Fire and Rescue Plan.

2 RECOMMENDATIONS

It is recommended that members:

- (a) Scrutinise and question the quarterly performance report attached at Appendix A.
- (b) Where relevant provide feedback on the suitability or otherwise of the report to meet the needs of the Committee for on-going scrutiny of performance.

3 FINANCIAL IMPLICATIONS

None.

4 BACKGROUND

- 4.1 The Police and Fire Reform (Scotland) Act 2012 established the new Scottish Fire and Rescue Service and introduced new arrangements to improve governance and local scrutiny.

- 4.2 The Act places a requirement to publish a Local Fire and Rescue Plan for each local authority area, setting out the priorities and objectives for reducing risk and improving community safety.
- 4.3 The Perth and Kinross Local Fire and Rescue Plan was approved by the Council at the meeting held on the 1 of May 2013.
- 4.4 A performance management framework has been developed to facilitate the monitoring of performance against the agreed priorities and outcomes ensuring effective targeting of resources and the principles of Best Value are met.

5 PERFORMANCE FRAMEWORK OVERVIEW

- 5.1 The priorities and outcomes detailed within the Local Perth and Kinross Plan were identified through a detailed process that involved strategic assessment and engagement with a range of stakeholders and Community Planning partners.
- 5.2 In summary the following priorities were identified.
- Reduce Casualties by 5%
 - Reduce Primary Fires by 5%
 - Maintain Firefighter Safety and Operational Preparedness
 - Reduce Deliberate Fires by 5%
 - Reduce Emergency Special Service Calls by 5%
 - Reduce Unwanted Calls by 10%
 - Increase Working Smoke Alarm Ownership by 5%
- 5.3 The above priorities are linked to a suite of 14 Local Area Performance Indicators (LAPI) to provide a strategic overview across the Perth and Kinross area. Supporting these are ward level Performance Indicators (PI) which facilitate more detailed analysis of localised issues and a greater degree of managerial accountability.
- 5.4 The attached Performance Report (Appendix A) provides detail on activity levels and how the Service has performed across the Perth and Kinross area to inform members of the performance against the priorities detailed within the Local Perth and Kinross Plan. For the purposes of this Committee the detail contained therein has been restricted to a high level.
- 5.5 The Performance Report includes a summary analysis on how the Service has performed highlighting areas where performance is off target and detailing the action which will be taken to address the situation.
- 5.6 Ward level performance detail is reported by Local Risk Managers when they attend the Local Community Planning Partnership meetings. This enables issues which have a particular relevance to a local area to be discussed and suitable measures implemented to address any areas of concern.

6 PERFORMANCE SUMMARY

- 6.1 A lot of good work has been conducted to make our communities safer with a number of the local area performance indicator quarterly targets achieved. We cannot however be complacent and the good work undertaken will continue to ensure the safety of our communities with more targeted work being undertaken to address specifically those LAPI's that are off target.

6.2 Reduce Casualties

- 6.2.1 This local priority is measured against four LAPI's: LAPI 1 – Number of fatalities arising from fires, LAPI 2 – Number of injuries arising from fires, LAPI 12 – Number of Home Fire Safety Visits and LAPI 13 – Number of Legislative Fire Safety Audits. We are achieving our intended targets against LAPI's 1 and 12, borderline against LAPI 13 and not achieving LAPI 2 at present. Overall we are on track to achieve this priority during this reporting period.
- 6.2.2 There have been no fatalities arising from fires within the Perth and Kinross area during this reporting period. Last year saw one fatality in the local area between April and June, previous to that there was also a single fatality recorded in the reporting year 2011-12, no fatalities during 2010-11 and a high of 3 in 2009-10.
- 6.2.3 Unfortunately we have encountered more people injured from fires than our targeted reduction with 11 persons injured during this quarter against a target of only 5. Analysis of these and previous years' data tells us that this is a comparatively large increase though historically the numbers of people injured in fires can often fluctuate without any easily identifiable links in causation. Nonetheless these are a key indicator of fire trends that we will closely scrutinise during the next quarter along with undertaking identified actions to prevent or reduce further similar incidents occurring.
- 6.2.4 In contrast to the increase in fire related injuries experienced during this reporting period we have seen a continuation of similar levels of performance output for the number of Home Fire Safety Visits undertaken. During this year we aim to maintain the same target of performance output for HFSV's as last year (4,411). We remain ahead of target to achieve this with 1,320 visits undertaken within people's homes from April to June this year. These are delivered throughout Perth and Kinross with each community fire station having their respective targets.
- 6.2.5 Similarly to the number of planned HFSV's for this year we intend to deliver the same level of performance output for legislative fire safety audits (870). These audits are primarily directed at premises where there is an identified life risk such as care homes, hospitals, hotels and shared accommodation. During this quarter we undertook 194 audits against a target of 216. This was slightly less than intended though this quarter and the next reporting period

typically results in an increase of fire safety event planning work in support of larger events that are held within the Perth and Kinross area (e.g. T in the Park and Rewind Festivals). Therefore a greater number of audits are typically planned and completed within the 3rd and 4th reporting quarters of the year.

6.3 Reduce Primary Fires

6.3.1 This local priority is measured against four LAPI's: LAPI 3 – Number of dwelling fires,

LAPI 4 – Number of other primary fires, LAPI 12 – Number of Home Fire Safety Visits and LAPI 13 – Number of Legislative Fire Safety Audits. We are achieving our intended targets against LAPI's 3, 4 and 12, whilst we are borderline against LAPI 13 at present. Overall we are on track to achieve this priority during this reporting period.

6.3.2 The overall number of dwelling fires has slightly reduced with 21 being recorded this quarter against a target of 23. This is only 1 less than the same period last year but pleasingly when carrying out comparisons with the last 5 years data, this quarter's total is the lowest for the same April to June periods during those years. This is in line with our longer term trend for a reduction of fires within the home.

6.3.3 Similar to the number of dwelling fires, we have seen a slight reduction in the number of other primary fires within the Perth and Kinross area during this reporting period with 34 incidents experienced against a target of 35. This was 2 less than the same period last year when there were 36 incidents in the local area. Again, this is only 1 less than the same period last year but pleasingly when carrying out comparisons with the last 5 years data, this quarter's total is the lowest for the same April to June period which is in line with our longer term trend for an overall reduction of other primary fires.

6.3.4 As per 6.2.4, we have seen a continuation of similar levels of performance output for the number of Home Fire Safety Visits with 1,320 visits undertaken within peoples' homes from April to June this year.

6.3.5 As per 6.2.5, similarly to the number of planned HFSV's for this year we intend to deliver the same level of performance output for legislative fire safety audits (870). During this quarter we undertook 194 audits against a target of 216. We plan to meet our intended target through increase in this activity during the latter part of this year.

6.4 Maintain Firefighter Safety and Operational Preparedness

6.4.1 This local priority is measured against two LAPI's: LAPI 5 Percentage of operational personnel who have retained currency of risk critical core skills and LAPI 14 – Number of all work related injuries. We are achieving our intended targets against LAPI 5 and borderline against LAPI 14 at present. Overall we are on track to achieve this priority during this reporting period.

- 6.4.2. There are now 61% of our firefighters deemed competent in the four core skill set areas in comparison to 46% at the end of last year. Therefore we are currently above our target for this year though this figure may fluctuate throughout the year as we introduce new staff to our service.
- 6.4.3 This quarter we experienced 2 injuries to our firefighters. Whilst we have noted that this is an increase of 1 in comparison to the same reporting period last year our target for this recording period is 2 and therefore we remain on target for the year to achieve a further reduction in injuries to our firefighters, both during training events and attendance at emergency incidents. Over recent years we have seen a significant reduction in the number of injuries experienced from a high of 18 in 2010-11 to 5 and 7 injuries respectively in the last two years.

6.5 Reduce Deliberate Fires

- 6.5.1 This local priority is measured against two LAPI's: LAPI 6 – Number of deliberate primary fires and LAPI 7 – Number of deliberate secondary fires. We are achieving our intended targets against LAPI 7 and borderline against LAPI 6 at present. Overall we are on track to achieve this priority during this reporting period.
- 6.5.2 As stated, there was a reduction in the number of deliberate primary fires within the local area in comparison to last year from 12 to 10, though was slightly over the quarterly target of 9.
- 6.5.3 The number of deliberate secondary fires during this period was 24 against a target of 25. This is the same as last year though pleasingly when comparing this figure against the last 5 years data, this matches the lowest figures during this period. It also reflects the longer term trend of a reduction in deliberate secondary fires that are often associated with anti-social behaviour that impacts upon the quality of life experienced within our communities.

6.6 Reduce Emergency Service Calls

- 6.6.1 This local priority is measured against LAPI 8 – Number of Emergency Special Service Calls (including Road Traffic Collisions and flooding). We are borderline in achieving our intended target against this priority during this reporting period.
- 6.6.2 This quarter SFRS attended 59 ESSC's within Perth and Kinross. This was 2 more than our intended target of 57 though comparatively less than last year's total of 75 and also the second lowest recorded amount over the last 5 years. These included the tragic incidents at Dow Loch by Cleish and the RTC on the M90 at Friarton in April.

6.7 Reduce Unwanted Calls

- 6.7.1 This local priority is measured against two LAPI's: LAPI 9 – Number of malicious false alarm calls and LAPI 10 – Number of unwanted fire signal calls from non-domestic premises. During this quarter we did not achieve our intended target against LAPI 9 and were borderline against LAPI 10 at present. Overall we assess this as not achieving our intended target against this priority during this reporting period.
- 6.7.2 There was a significant increase in malicious false alarm calls during this reporting period with 21 calls received. This was the highest recorded number in the last 5 year period during which we have previously seen a longer term trend of a reduction in incidents of this kind. Analysis of these incidents showed that there was no obvious pattern, with phone calls being received from a variety of areas throughout Perth and Kinross. This will be closely monitored in the following months to ensure that no longer term trend emerges for incidents of this type.
- 6.7.3 There were 211 Unwanted Fire Signal (UwFS) calls from non-domestic premises' Automatic Fire Alarm (AFA) systems during this quarter against a target of 191. This was slightly less than last year (214) and the lowest for the first quarter reporting period for the last 4 years, though this remains the most common incident type within the Perth and Kinross area. UwFS originate from a variety of premises throughout the area with the highest number of calls being linked to larger buildings where more detector heads and complex AFA systems carry an increased likelihood of UwFS, such as hospitals, hotels and prison establishments.

6.8 Increase Working Smoke Alarm Ownership

- 6.8.1 This local priority is measured against LAPI 11 – Percentage of dwelling fires where a smoke detector operated. We are not achieving our intended target against this priority during this reporting period.
- 6.8.2 Smoke detectors operated in 47% of the dwelling fires that we experienced within Perth and Kinross. This was 15% below our target of 62% and slightly less than was recorded for the same quarter last year when the smoke detector operated in 51% of the dwelling fires that we attended. This has a tendency to fluctuate and when analysed against the recorded figures for the first quarter of the last five years this proved to be an average return, as 47% was the third highest over this longer period.
- 6.8.3 Further initiatives are being developed through the Perth & Kinross Home Safety Partnership to improve the sharing of information and wider 'Home Safety' related activities that can be incorporated into these visits (e.g. slips, trips and falls assessments). This is intended to ensure improved targeting of our prevention activities to those deemed to be most at risk from fire in their homes.

7 EQUALITY IMPACT ASSESSMENT

- 7.1 An equality impact assessment has been carried out in line with the services current equality policy.

8 ENVIRONMENTAL ISSUES

- 8.1 There are no environmental issues arising as a consequence of this report.

9 SUMMARY

- 9.1 This report provides an overview of performance covering the period of April to June 2013 and highlighting areas where performance has either been exceeded or below target.

10 BACKGROUND PAPERS

- 10.1 No background papers, as defined in Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above report.

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Perth and Kinross

Local Fire and Rescue Plan

2013-14

Quarterly Performance Report

(Quarter ending 30th June 2013)



BACKGROUND TO THIS QUARTERLY PERFORMANCE REPORT

As from April 2013, the Police and Fire Reform (Scotland) Act 2012 has required the Scottish Fire and Rescue Service to publish a Local Fire and Rescue Plan for each local authority area, setting out the priorities for reducing risk and improving community safety.

The Local Fire and Rescue Plan is a key part of the local scrutiny and engagement arrangements set out in the Act, and along with the designation of a Local Senior Officer for each Local Authority Area, aims to create a stronger, more formal relationship between councils and the Scottish Fire and Rescue Service, whereby elected members will play a direct and more formal role in shaping local priorities and scrutinising performance.

The Perth and Kinross Local Fire and Rescue Plan sets out the local fire and rescue priorities for reporting year 2013-14. A Challenging target has also been set against each priority to ensure that successful outcomes are achieved and continuous improvement is maintained.

Performance against the priorities is monitored and reviewed internally on a monthly basis and will be reported on, at the Community Safety Committee on a quarterly basis. The enclosed report covers reporting period 1st April 2013 to the 30th June 2013, in addition it will also be published on the Perth and Kinross Council Website and Scottish Fire and Rescue Website for wider public scrutiny.

UNDERSTANDING THE QUARTERLY PERFORMANCE REPORT

Performance Indicators

Data is collected for a total of 14 Local Area Performance Indicators (LAPI), which together with annual targets are used to assist in tracking the performance of the local fire and rescue service against the priorities within the Perth and Kinross Local Fire and Rescue Plan 2013-14. The LAPI's and associated targets are reported within section four of this report to aide a more detailed analysis of performance.




Reporting Format

The quarterly performance report is divided into five sections:

- 1. Performance at a glance** – provides a summary of performance against the priorities.
- 2. Prevention and Protection** – provides details of the Community Safety Engagement and Fire Safety Enforcement activities within the Perth and Kinross area
- 3. Response and Resilience** – provides details of the emergency response and resilience planning activities within the Perth and Kinross area
- 4. Local Area Performance Indicators** – provides a detailed analysis of each LAPI.
- 5. Contact Details** – should you wish to discuss anything relating to this report.

Performance Symbols







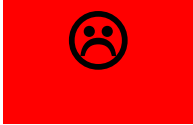
Colour coding and symbols are used to illustrate if the local fire and rescue service is on track for achieving the annual priorities within the Local Fire and Rescue Plan 2013-14. The colour coding is based on a 'traffic light' system set out in the table below

Key	Symbol
Achieving the Target	
Borderline between achieving or failing to achieve the Target	
Not achieving the Target	

1 PERFORMANCE AT A GLANCE

The table below provides a summary of how the service is performing against its priorities for the quarter ending 30th June 2013. At a glance, it can be seen that the service performed on target or above target against five out of its seven priorities.

Areas of good performance and areas where performance needs to be improved upon are set out in section four of this report. In this section, Local Area Performance Indicators (LAPI) have been set against service priorities to give an overview of performance.

Priorities	Direction of Travel
1. Reduce Casualties by 5%	
2. Reduce Primary Fires by 5%	
3. Maintain Firefighter Safety and Operational Preparedness	
4. Reduce Deliberate Fires by 5%	
5. Reduce Emergency Special Service Calls (ESSC) by 5%	
6. Reduce Unwanted Calls by 5%	
7. Increase Smoke Alarm Ownership by 5%	

2 PREVENTION AND PROTECTION

This section provides a summary of our performance in relation to the prevention and protection activities that the local fire and rescue service deliver which ultimately contribute towards making our communities safer.

As part of the implementation of local plans, targets have been set for both legislative fire safety audits through our Fire Safety Enforcement (FSE) activities and Community Safety Engagement (CSE) primarily through delivery of HFSV's. The targets match those of previous years and continue to prove challenging to achieve, however, we intend to demonstrate to our communities that we are continuing to deliver the same levels of service post-reform whilst taking steps to make further improvements. Locally we have had high levels of performance in terms of our service delivery output for these key community safety activities over a number of years and it is expected that other areas of Scotland will increase their performance levels to a similar standard that has been set locally.

To assist share notable practice in other areas and in support of our mission of 'Working together for a safer Scotland' our CSE Watch Manager within Perth and Kinross attended Altens Community Fire Station in Aberdeen to share our experiences gained locally with crews as to delivering HFSV's in a direct targeted approach. This including demonstrating the use of undertaking visits to areas of our communities that have a higher likelihood of experiencing fires by going door-to-door to offer our services.

The local crews in Aberdeen have previously had a comparatively low level of activity in terms of HFSV delivery and had not used this method of direct engagement within their communities. Our local Watch Manager outlined the benefits of this delivery method and answered any queries from the local firefighters before undertaking a practical demonstration of this within a residential area near to the station. The local firefighters readily engaged in this, separated into teams and 9 HFSV's were completed within a 90 minute period with the positive feedback being received from the public and firefighters.

Similarly a community based firefighter from Coupar Angus who works part-time on our retained duty system undertook a similar initiative when he travelled to Elgin in a further example of sharing notable CSE practices from our local area with managers from Moray and Aberdeen-shire. This was well received and the firefighter was commended by the their LSO for his assistance.

A new IT software system to support the management of our CSE activities has been introduced, named CSET (Community Safety Engagement Tool) this was originally developed within the former Strathclyde Fire and Rescue area and has now being rolled out to all areas within SFRS. This system enables a direct link to each local community fire station in Scotland when requesting a HFSV from the SFRS website (see link below). It also enables a complete audit trail to be stored for all CSE activity at each postal address in Scotland. This is one of a number of early shared benefits that we have experienced from our transition to SFRS.

<http://www.firescotland.gov.uk/your-safety/for-householders/home-fire-safety-visit.aspx>

This system was demonstrated to several of our local partners at a meeting in Perth Community Fire Station of the Perth and Kinross Home Safety Partnership. An overview of the system and its use by local partner agencies to request HFSV's for members of our community deemed to be at risk from fire in their homes was given at the meeting by our local CSE Watch Manager.

The meeting was attended by a wide range of partners including PKC Safer Communities Team, NHS Falls Service, Age Scotland and Police Scotland. Further training with partner agency staff groups is to be undertaken to ensure that we make full use of our system to target our resources to those with the greatest need for our CSE services.

Roseanna Cunningham, MSP for Perthshire South and Kinross-shire and Minister for Community Safety and Legal Affairs (including SFRS) recently requested a HFSV from her local firefighters in Crieff. They visited her home on 17 May and the opportunity to promote our HFSV service was used through issuing a press release to local media outlets.

As part of his role as Community Safety Committee Convener, Cllr. Douglas Pover has commenced a series of visits to each of the 14 community fire stations throughout Perth and Kinross where he has undertaken a very practical hands-on approach to understanding the role of our community based firefighters. Cllr. Pover has extended the offer of attending these visits to all ward councillors with many taking this opportunity to do so. During this quarter he has attended Coupar Angus, Alyth, Dunkeld, Pitlochry, Crieff and Comrie community fire stations accompanied by a local manager to listen and talk to local crews who have demonstrated various skill sets and services that they provide.

This included pump, hose and ladder drills, wearing breathing apparatus, water and flood response and undertaking a HFSV. An outline of the other community based groups that use our fire stations was detailed at each location to emphasise their use as wider community hubs.

The local First Response medical team in Comrie that operate from their local community fire station demonstrated the 4x4 vehicle and equipment they utilise in support of the Scottish Ambulance Service, including defibrillators. Cllr. Rhona Brock also attended the visits to Crieff and Comrie where they also viewed the flood sack storage facility at Comrie that has been provided in partnership with PKC and the flood defence works undertaken following last year's serious flooding incidents.

He also twice attended Perth visiting White and Red Watch where demonstrations were given of rope and water rescue skills available locally, as shown below.



As part of our youth engagement diversionary activities we have facilitated two Young Firefighter Courses in Aberfeldy and Perth. The programme in Aberfeldy has been supported by Cllr. Mike Williamson who has attended sessions with the local crew whilst in Perth we have seen the continuation of our partnership with UHI - Perth College through our 'Fire College' initiative. These programmes involve learning the basic skills of firefighters in a series of team building exercises and visitations by young people that have been identified as being likely to benefit from this positive learning experience. It is felt that these programmes have assisted in reducing the amount of anti-social behaviour and firesetting (particularly secondary fires) within our communities. This has also led to building many positive relationships between local firefighters and young people which can be demonstrated through the fact that we have experienced no attacks on fire crews over several years.

Further partnership working benefits have been realised to prevent serious fire related incidents occurring through timely intervention and the links established via PKC Community Tasking and Co-ordination Groups (CTAC) when dangerous build-ups of combustible materials and hazardous waste were discovered in Pitlochry and Perth.

Information shared at a North CTAC meeting led to a partnership approach to identify the owners of a derelict building in Pitlochry that children were known to be playing in, where LPG and oxygen cylinders had been discarded. The private owners were identified using the local knowledge of our partners and actions agreed with them to remove the cylinders and secure the premises.

Similarly, crews from Perth found a large quantity of combustible rubbish and drugs paraphernalia in the common close of a tenement block whilst carrying out HFSV's in the city centre area. Links established through the Perth CTAC Group enabled local managers to liaise with PKC representatives to arrange the prompt specialist uplift of the hazardous waste and rubbish thereby reducing the immediate risk to our community.

This followed on from partnership initiatives that have been undertaken in the Perth North Ward in recent months after we experienced a series of dangerous and deliberate fires that had been started in the Letham, Tulloch and Hillyland areas towards the end of last year and the start of 2013. This has led to security door entry systems being fitted to blocks of flats in Letham by PKC – Housing Department, along with increased patrols and stairwell checks with leaflet drops to local residents by PKC Community Safety Wardens, firefighters and Police. As a result of this we have experienced only one fire of this type during this reporting period which was on 17 April. Due to the success of this initiative we are continuing to work with our partners to extend this to other local areas where similar risks are identified. . PKC have included these works within an extensive programme of upgrades to communal blocks of flats throughout Perth and Kinross over the next 18 months. The works also include the use of fire retardant paints and the installation of emergency lighting thereby reducing the risk of fire spread and assisting residents to escape from buildings where practicable to do so. This initiative is already having tangible benefits for the safety of our communities and this will be monitored as the programme of works are undertaken to evaluate the longer term outcomes for community safety.

In its 20th year, the multi-agency 'Safetaysiders' event was held at Perth Race Course in the grounds of Scone Palace during May where around 1,900 local primary schoolchildren attended. Local firefighters again provided support for the event with our 'car fire' scenario, pictured below. The event continues to inform thousands of children from across Perth and Kinross how to handle themselves in a number of potentially dangerous situations and equips them with valuable lifesaving skills.



3 RESPONSE AND RESILIENCE

This section provides a summary of our performance in relation to the Response and Resilience activities that the local fire and rescue service deliver which ultimately contribute towards making our communities safer.

On Sunday 28 April firefighters from our training and development centre in Perth participated in a multi-agency rescue event at Bruar Gorge alongside colleagues from Tayside Mountain Rescue, Police Scotland Search and Rescue Team, Scottish Ambulance Service SORT Team, Scottish Ambulance Service HELIMED Team and members of the Scottish Mountain Rescue Management Team.

The day involved a number of joint training sessions and culminated in a joint exercise which simulated casualties trapped in Bruar Gorge. The rescue involved all agencies working together to recover the casualties using both water rescue and rope access techniques.



Our crews in Highland Perthshire played their part in the success of the recent Etape Caledonia cycling event. With access to Pitlochry Community Fire Station being unavailable during the event, the local crew moved the fire engine to the nearby High School at 6am on the day of the race. They then used their time to carry out local HFSV's and checks of hydrant water supplies whilst maintaining their readiness to respond to emergencies.

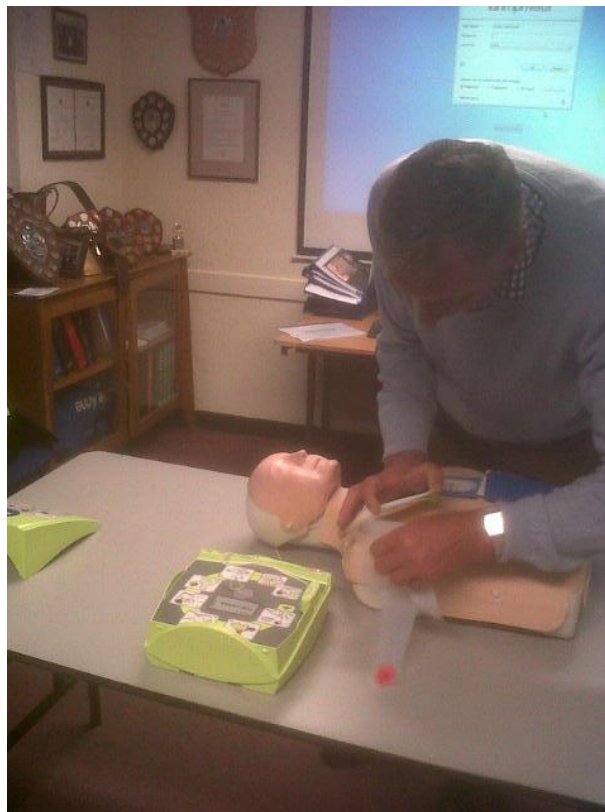
Our community fire station in Kinloch Rannoch was used as a rest centre and medical triage point during the event with the local volunteer fire crew assisting. It is also next to the village football pitch which can be used as a helicopter landing site with the local fire crew equipped and trained to provide landing lights to enable it to be used during the hours of darkness.

The value of this resource has been seen in previous years when severe weather has been experienced and it was used as a shelter. This year it again proved its worth when two separate collisions took place at around the 30 mile point on the north side of Loch Rannoch. A large number of riders suffered injuries whilst coming off their bikes and were transported to Kinloch Rannoch for medical triage assessment by a doctor and ambulance crews. Seven competitors were subsequently transferred to hospital, three to Ninewells, three to PRI and one to Pitlochry Community Hospital.

A senior manager from SFRS was present within the JOC – Joint Operations Centre in Pitlochry to ensure that we had the latest information to enable our crews to support the event and move fire engines as necessary to maintain emergency response cover.

Training has been undertaken on life-saving defibrillators that are to be carried on every fire engine within Perth and Kinross. Our Training Instructors have been busy delivering courses to all stations whilst our vehicle maintenance staff have been ensuring the defibrillators can be safely stored on each fire engine. A rolling programme is in progress that is scheduled to be completed in September.

It is intended that these will be used as necessary when attending fire or other emergencies to further improve the safety of our communities. The picture below shows Cllr. Mike Williamson participating in the defibrillator training that was delivered to the firefighters at Aberfeldy Community Fire Station in June.



The first day of the single national services for Police and FRS brought a tragic accident by Cleish in Kinross-shire when a local man fell through the ice on Dow Loch and lost his life despite the best efforts of a large multi-agency emergency response team. Initial rescue efforts were carried out by SFRS water rescue teams from Perth supported by crews from Kinross and Lochgelly with local Police, Scottish Ambulance Service including Heli-med and RAF Search and Rescue helicopter all providing assistance. Further SFRS water rescue teams from Glenrothes were also put on stand-by to assist but were not required on this occasion.



A fire at Perth Railway Station had the potential to have resulted in significant damage and disruption to a main part of our local and national transport infrastructure. A fire was reported within the main building on platform 4 on Saturday 18 May just after 11:30am.

Two fire appliances were mobilised to respond to the incident from Perth community fire station and arrived within five minutes.

On arrival crews found that the fire had spread within the wall cavity of the two storey Victorian railway building and requested a further fire engine. Four firefighters in full breathing apparatus quickly got to work using a high pressure hose reel line, thermal imaging camera and hand axes to breach through the traditional lathe and plaster walls and contain the fire.

Firefighting operations were then extended to the upper floor of the building to remove floor boards whilst using thermal imaging cameras to check for hidden fire spread with the incident being brought under control at 12:37pm.

During firefighting operations trains were diverted to other platforms by railway station staff and there was no disruption to scheduled services. A joint investigation with British Transport Police into the cause of the fire confirmed that there were no suspicious circumstances.

In the early hours of 11 June a deliberate fire within the vacant White Horse Inn premises on North William Street, Perth led to a large emergency response effort with 3 fire engines, aerial appliance and command support unit attending. Firefighters wearing breathing apparatus and using hoselines found a well-developed fire spreading from the ground and first floors to the roof space. It eventually broke through the roof and was attacked from above using our aerial appliance as a water tower.

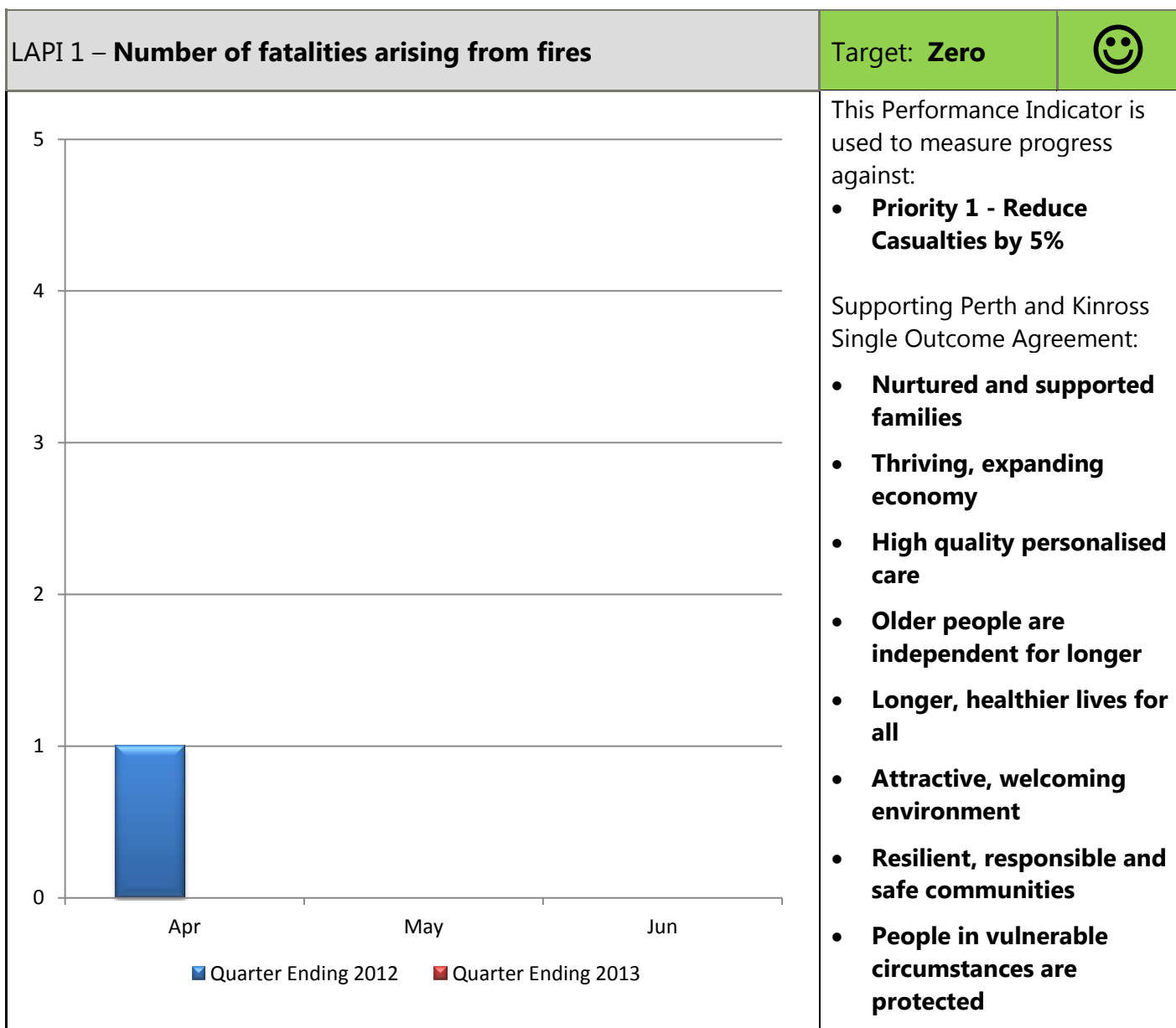
The actions of our crews prevented the fire spreading to other areas of the building including the flat accommodation within the premises and neighbouring buildings. This was subsequently subject to a full fire investigation which confirmed this as being wilful fire-raising.

4 LOCAL AREA PERFORMANCE INDICATORS

The local service continues to improve performance in a number of areas. For period ending 30th June 2013, eleven of the fourteen LAPI's are showing that performance is on track/or exceeding the target and at this stage are therefore contributing towards achieving the priorities in the Perth and Kinross Local Fire and Rescue Plan 2013-14.

Detailed on the following pages are the Local Area Performance Indicators, associated graphs and commentary that provide an analysis of the performance, and highlight factors that have contributed to good levels of performance against the priorities set out in the Local Fire and Rescue Plan.

Where a LAPI's shows that performance is not on track for meeting a target, this triggers an action plan, which details the steps that will be taken to bring performance back on track for delivering the priorities in the Local Fire and Rescue Plan 2013-14.



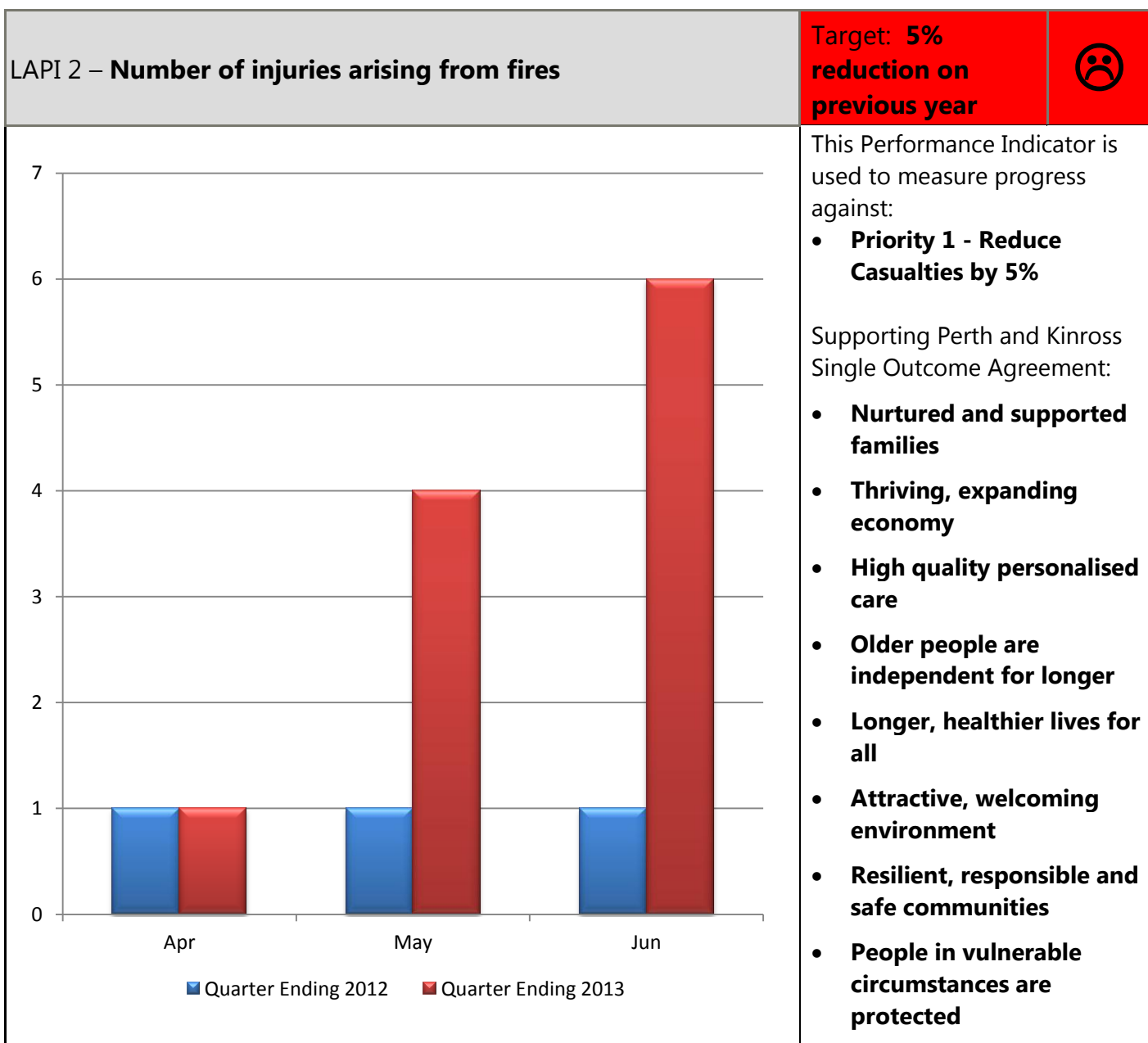
Local Senior Officer's Comments:

The prevention of all fire related deaths remains our key aim hence why nothing less than zero fire deaths remains our target.

There have been no fatalities arising from fires within the Perth and Kinross area during this reporting period. Last year saw one fatality in the local area, previous to that there was also a single fatality recorded in 2011-12, no fatalities during 2010-11 and a high of 3 in 2009-10.

Local managers and our Community Safety Engagement staff utilise case study meetings when fire injuries have been experienced and case conferences following fires where there has been serious injuries or fatalities. These are carried out with multi-agency partners (e.g. NHS, Social Work, PKC Access Teams, etc) as deemed necessary to establish underlying causes, identify lessons and develop local solutions in partnership to reduce or prevent similar events occurring.

There has been no requirement for any case conferences to be convened during this reporting period though case study meetings have been undertaken to address matters arising from the fire related injuries that have occurred.



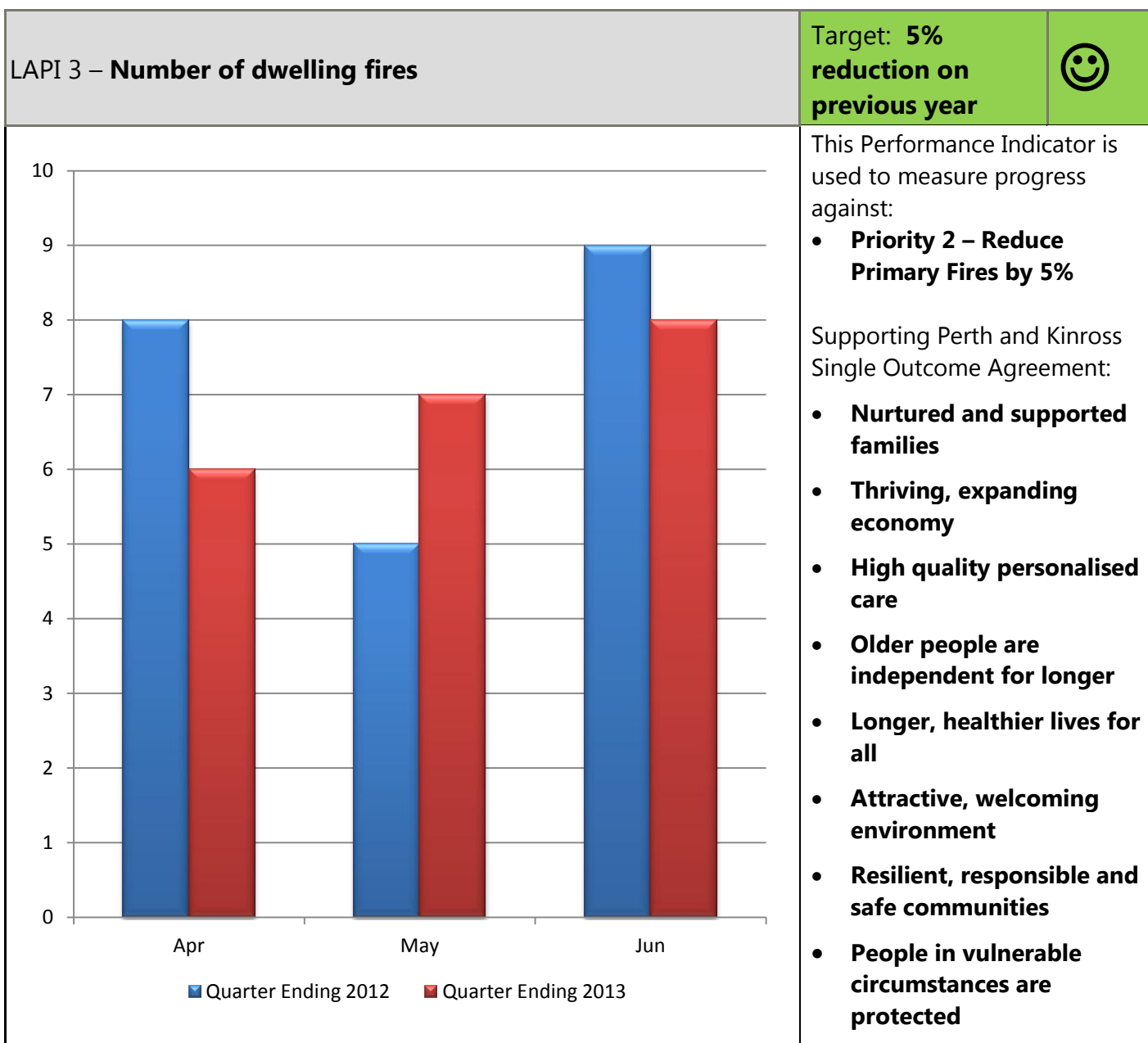
Local Senior Officer's Comments:

Unfortunately we have encountered more people injured from fires than our targeted reduction with 11 persons injured during this quarter against a target of only 5. Analysis of these and previous years' data tells us that this is a comparatively large increase though historically the numbers of people injured in fires can often fluctuate without any easily identifiable links in causation. Nonetheless these are a key indicator of fire trends that we will closely scrutinise during the next quarter along with undertaking identified actions to prevent or reduce further similar incidents occurring.

From these only one incident resulted in multiple casualties when 3 members of the same family were taken to hospital as a precautionary measure in June following a house fire. There were two incidents where alcohol was deemed to be a factor and another two of these incidents were cooking related. One of these incidents was as a result of a candle being accidentally knocked over and two incidents were attributed to being electrical fires. A further 2 of these injuries were

accidents that occurred outside of the home, one relating to a vehicle that caught fire whilst maintenance work was being undertaken and another when a person attempted to light a fire using petrol. In some cases treatment provided at the scene was adequate to deal with the casualties encountered though 7 were required to be taken to hospital as a precautionary measure for further treatment. None of these fire casualties suffered their injuries as a result of deliberate fires.

Internal reviews / case studies have been facilitated for each of these incidents by local managers in conjunction with our CSE team as deemed necessary. The majority of these are on-going with follow-up visits planned that include HFSV's being undertaken where we have not already done so. From these, 2 of the fire casualties were referred to other partner agencies to be offered further support and advice. Our internal case study process will continue to be monitored by our staff and actions taken to reduce or eliminate further risk where practicable.



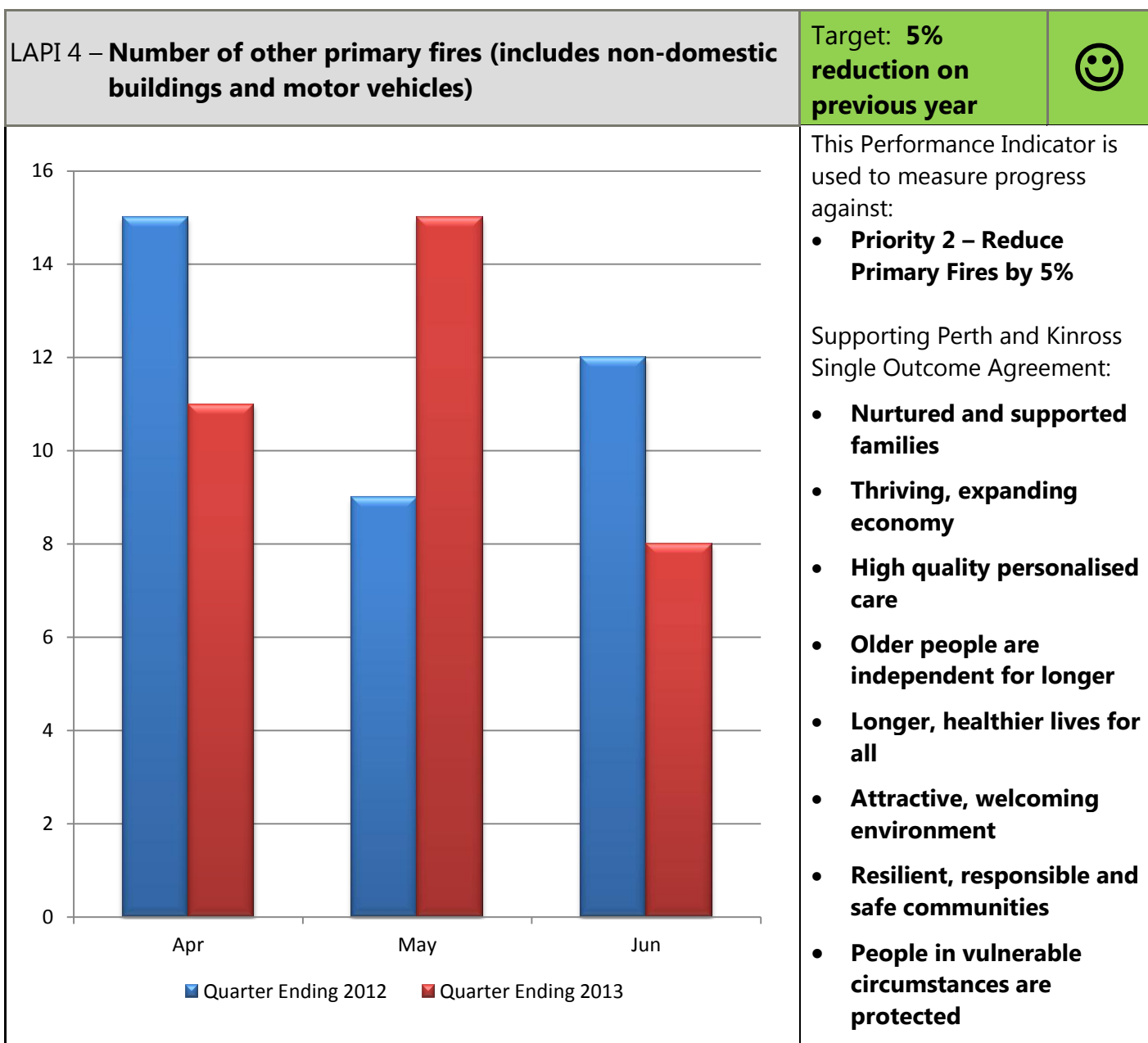
Local Senior Officer's Comments:

In contrast to the increase in fire related injuries experienced during this reporting period the overall number of dwelling fires has slightly reduced with 21 being recorded this quarter against a target of 23. This is only 1 less than the same period last year but pleasingly when carrying out comparisons with the last 5 years data, this quarter's total is the lowest of the same April to June periods. This is in line with our longer term trend for a reduction of fires within people's homes.

One of these fires was deliberately lit within the common stairwell of a block of flats in the Hillyland area of Perth in April. Fires of this nature carry an enhanced risk to life and property particularly when they start on lower floors of the building as they can spread rapidly and typically affect the only recognised means of escape, thereby often trapping residents on upper floors.

We experienced an increasing number of fires of this nature during last year and the early part of this year. This has subsequently led to an increased partnership focus to reduce and where

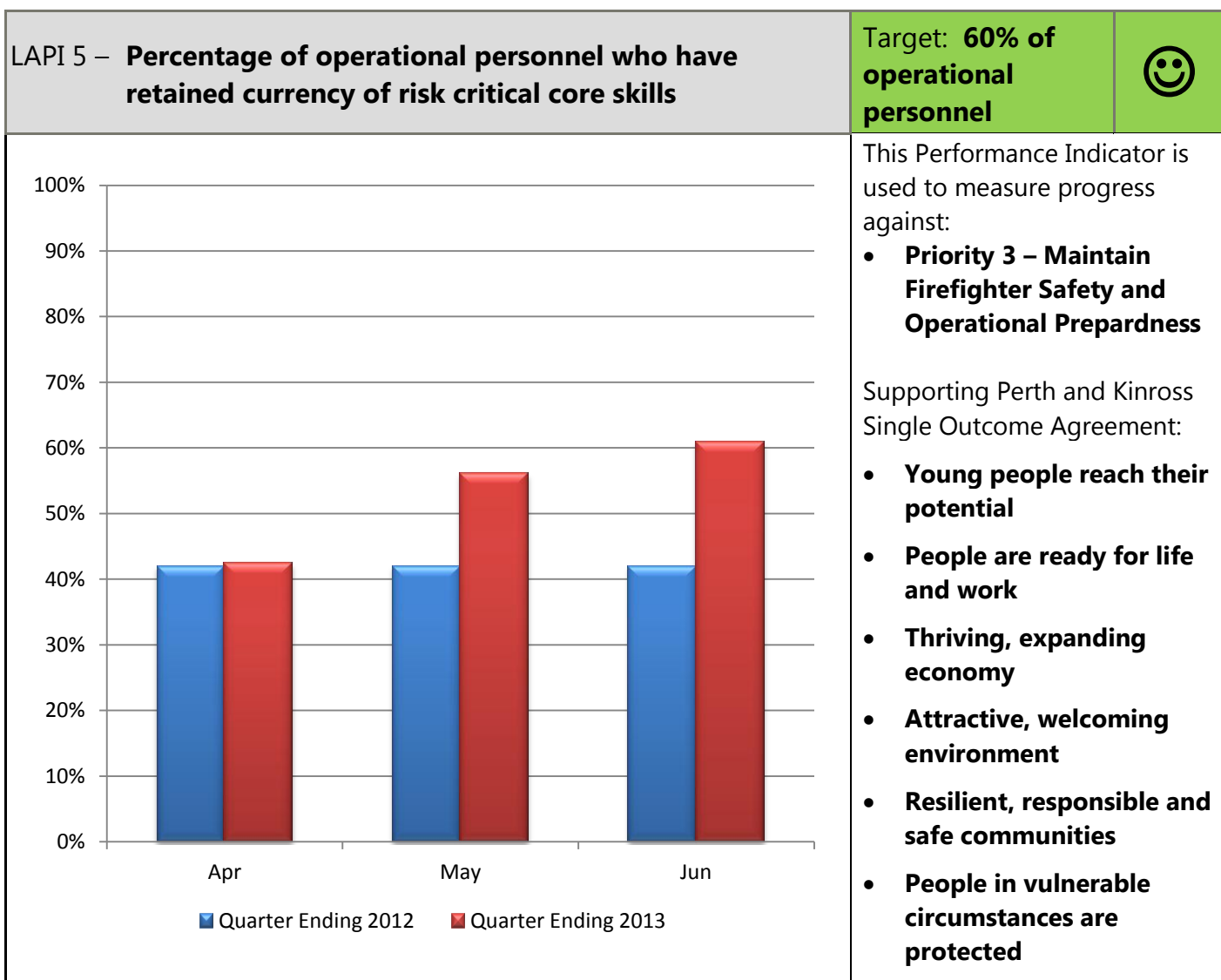
possible eliminate further similar fires of this type occurring. The shared lessons from this are now being extended to other local areas that have similar identified risks (as outlined within our Prevention and Protection section of this report).



Local Senior Officer's Comments:

Similar to LAPI 3 we seen a slight reduction in the number of other primary fires within the Perth and Kinross area during this reporting period with 34 incidents experienced against a target of 35. This was 2 less than the same period last year when there were 36 incidents in the local area. Again, this is only 1 less than the same period last year but pleasingly when carrying out comparisons with the last 5 years data, this quarter's total is the lowest for the same April to June period which is in line with our longer term trend for an overall reduction of other primary fires.

These fires can often have a serious impact on our local business sector and economy as a fire within companies' premises often results in significant monetary loss and in the worst cases, loss of employment for staff. Our FSE managers will continue to provide support to local businesses to enable suitable legislative fire safety guidance and enforcement is undertaken.



Local Senior Officer's Comments:

Within SFRS we place great value on the safety of our firefighters which subsequently assists us to ensure the safety of our communities. To assist us in achieving this we have identified key risk critical core skills that will enable our local firefighters to be ready to respond to the wide variety of emergency incidents that we experience within Perth and Kinross.

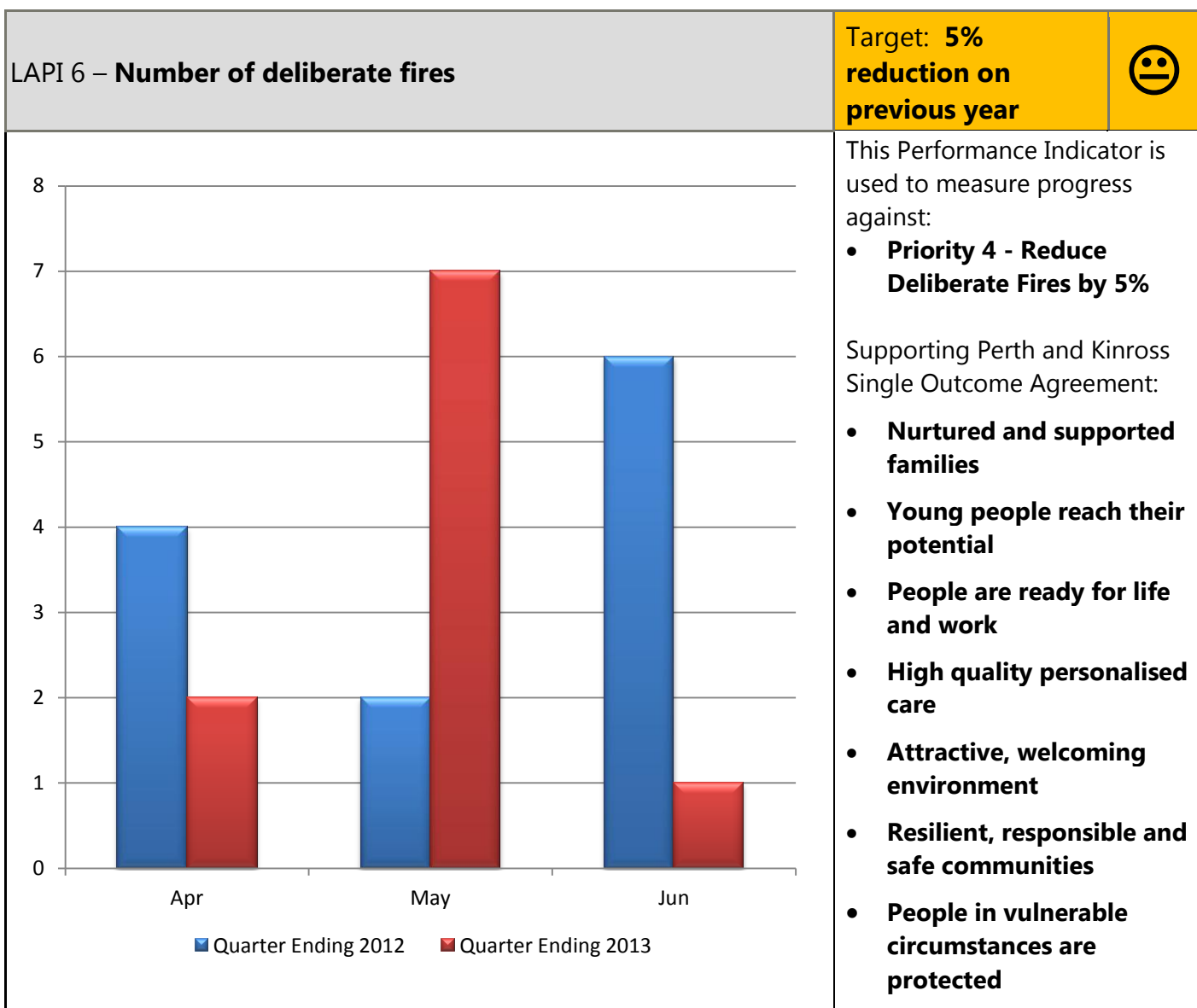
To ensure currency of risk critical core skills all operational personnel are required to be assessed by our training delivery staff in four areas over pre-defined timescales, as follows:

- Breathing Apparatus – 2 yearly
- Compartment Fire Behaviour – 2 yearly
- Road Traffic Collisions – 3 yearly
- First Aid – 3 yearly

The assessment of these skill sets was introduced within our antecedent service and has been carried forward locally within SFRS as a means to ensuring our 'business as usual' approach. These personal development courses are in addition to the on-going station based training which continues to be undertaken locally.

Due to our firefighters covering a wide area within Perth and Kinross whilst working a variety of full-time, part-time and volunteer duty systems, the acquisition and maintenance of these skills can prove to be challenging. We are continuing to facilitate these courses at our local training and development centre in Perth with increasing numbers of personnel acquiring and maintaining these skill sets.

There are now 61% of our firefighters deemed competent in the four skill set areas in comparison to 46% at the end of last year. Therefore we are currently above our target for this year though this figure may fluctuate throughout the year as we introduce new staff to our service.



Local Senior Officer's Comments:

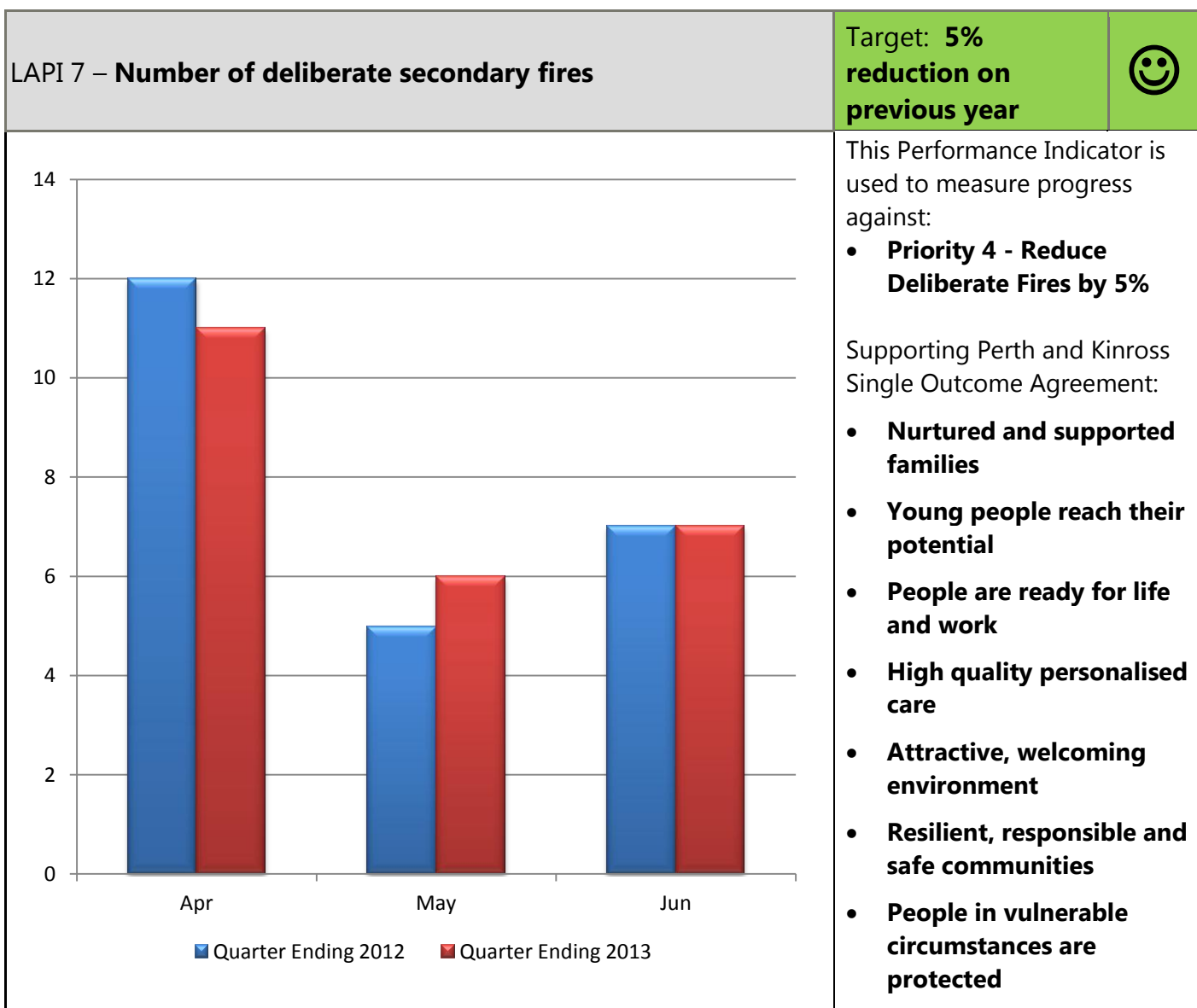
There was a reduction in the number of deliberate primary fires within the local area in comparison to last year from 12 to 10, though was slightly over the quarterly target of 9.

This included a serious fire within a vacant premise in June and a fire within the common stairwell of flats in April. Both of these fires were fully investigated and a young person was charged by Police following the fire in April.

Deliberate setting of primary fires has fluctuated greatly within recent years with there being no apparent longer term trend or pattern. More serious primary fire setting can follow-on from perpetrators lighting smaller and often less damaging secondary fires, such as discarded rubbish in the open or grassland.

Local managers have been working closely with partner agencies and tenants associations particularly within the Perth City North Ward area to identify those responsible and reduce incidences of this type. Where young people are identified as having committed these acts they

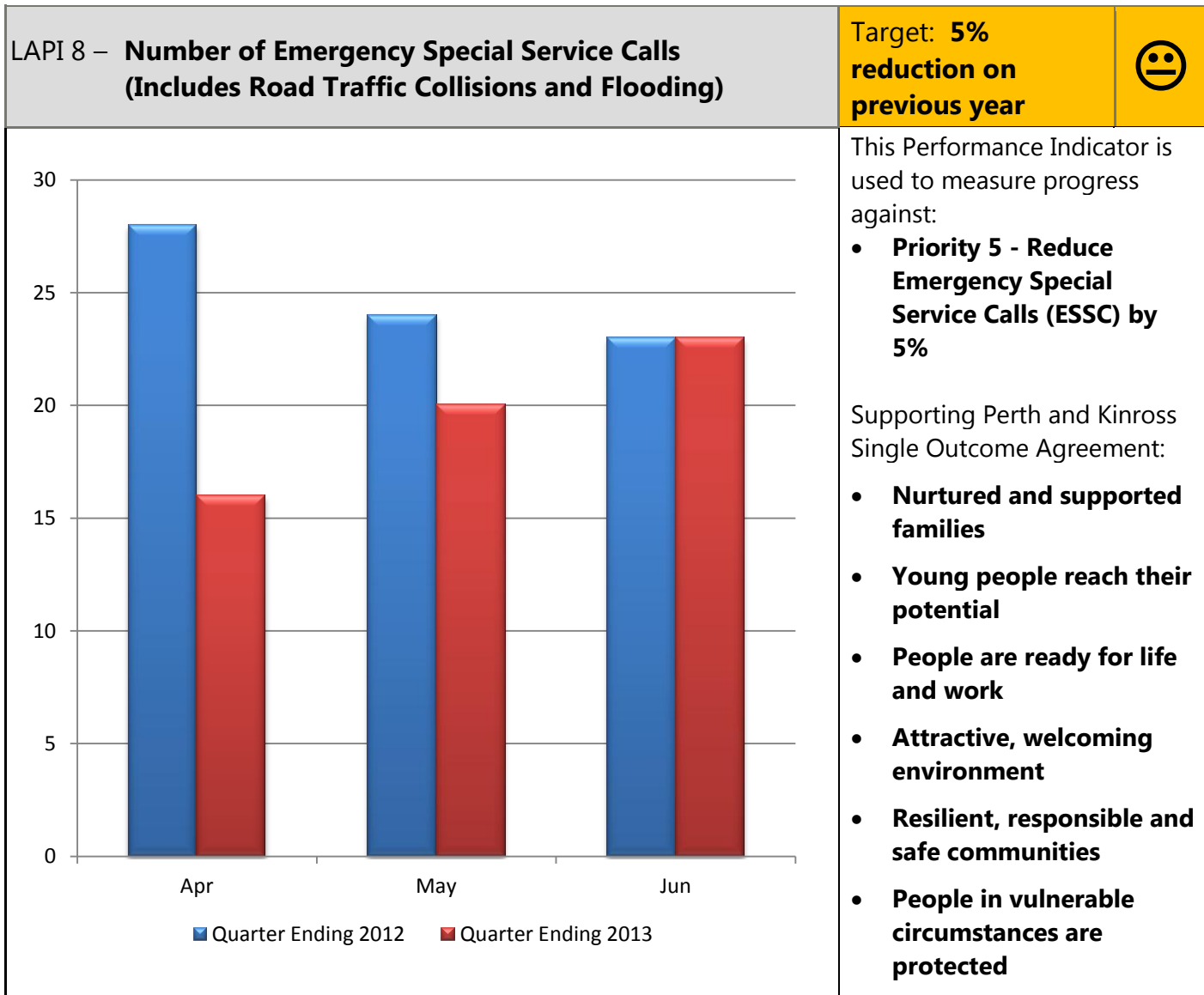
are referred to our CSE Team where appropriate, as part of our 'Fire Setters' intervention programme.



Local Senior Officer's Comments:

The number of deliberate secondary fires during this period was 24 against a target of 25. This is the same as last year though pleasingly when comparing this figure against the last 5 years data, this matches the lowest figures experienced during this period. It also reflects the longer term trend of a reduction in deliberate secondary fires that are often associated with anti-social behaviour that impact upon the quality of life within our communities.

We have continued to work within our communities with partner agencies to facilitate youth diversionary activities such as local Young Firefighter Courses and our Fire College initiative in partnership with UHI Perth College. Twelve students graduated from the most recent Fire College Course in May. It is intended that facilitating these events will continue to result in positive outcomes for young people and our communities.



Local Senior Officer's Comments:

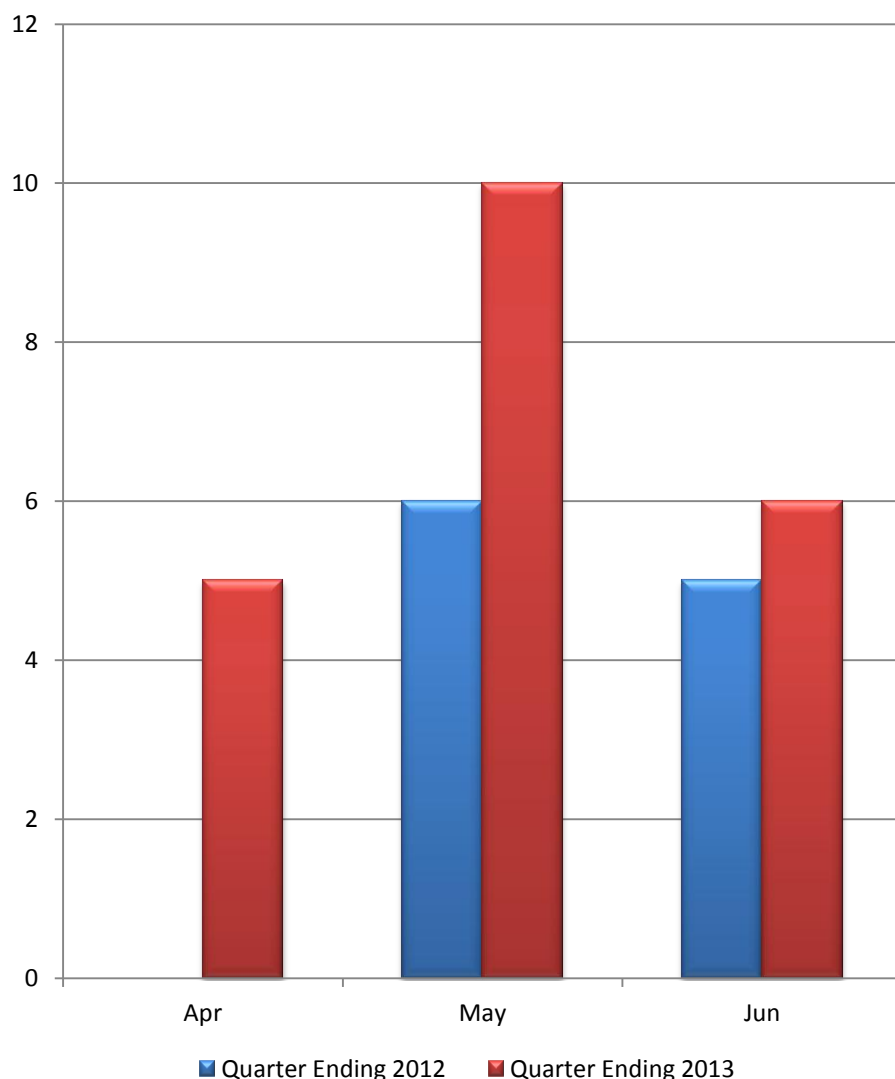
Emergency Special Service Calls (ESSC's) can include a wide variety of incidents from Road Traffic Collisions (RTC's), water rescues and flooding, through to the removal of dangerous objects from height such as loose masonry or people becoming trapped and requiring to be rescued. The number of these calls can often be attributed to severe weather conditions being experienced within the local area therefore the number of incidents of this type has a tendency to fluctuate with trends proving to be challenging to predict.

This quarter SFRS attended 59 ESSC's within Perth and Kinross. This was 2 more than our intended target of 57 though comparatively less than last year's total of 75 and also the second lowest recorded amount over the last 5 years. These included the tragic incidents at Dow Loch by Cleish and the RTC on the M90 at Friarton in April. Other incidents ranged from someone being inadvertently locked within a cemetery, a glider crashing at Balado airfield and a local fire crew monitoring rising river levels due to the risk of flooding following receipt of flood warnings from SEPA and Met Office.

Locally we have continued to work within our communities to raise awareness of non-fire related risks. This includes supporting the work of Perth and Kinross Community Resilience Development Group who continue to support local community based groups to develop their own emergency plans. These plans are intended to improve the preparedness and resilience of local communities in the event of emergencies including severe weather conditions, enabling them to develop arrangements that will assist PKC, emergency services and other agencies to improve response and promote recovery arrangements. Early preparatory work has also commenced for SFRS to continue to support the Safe Drive Stay Alive partnership initiative aimed at secondary school pupils prior to them becoming young drivers.

LAPI 9 – Number of malicious false alarm calls

Target: **5% reduction on previous year**



This Performance Indicator is used to measure progress against:

- **Priority 6 - Reduce Unwanted Calls by 10%**

Supporting Perth and Kinross Single Outcome Agreement:

- **Nurtured and supported families**
- **Young people reach their potential**
- **People are ready for life and work**
- **Thriving, expanding economy**
- **High quality personalised care**
- **Attractive, welcoming environment**
- **Resilient, responsible and safe communities**
- **People in vulnerable circumstances are protected**

Local Senior Officer's Comments:

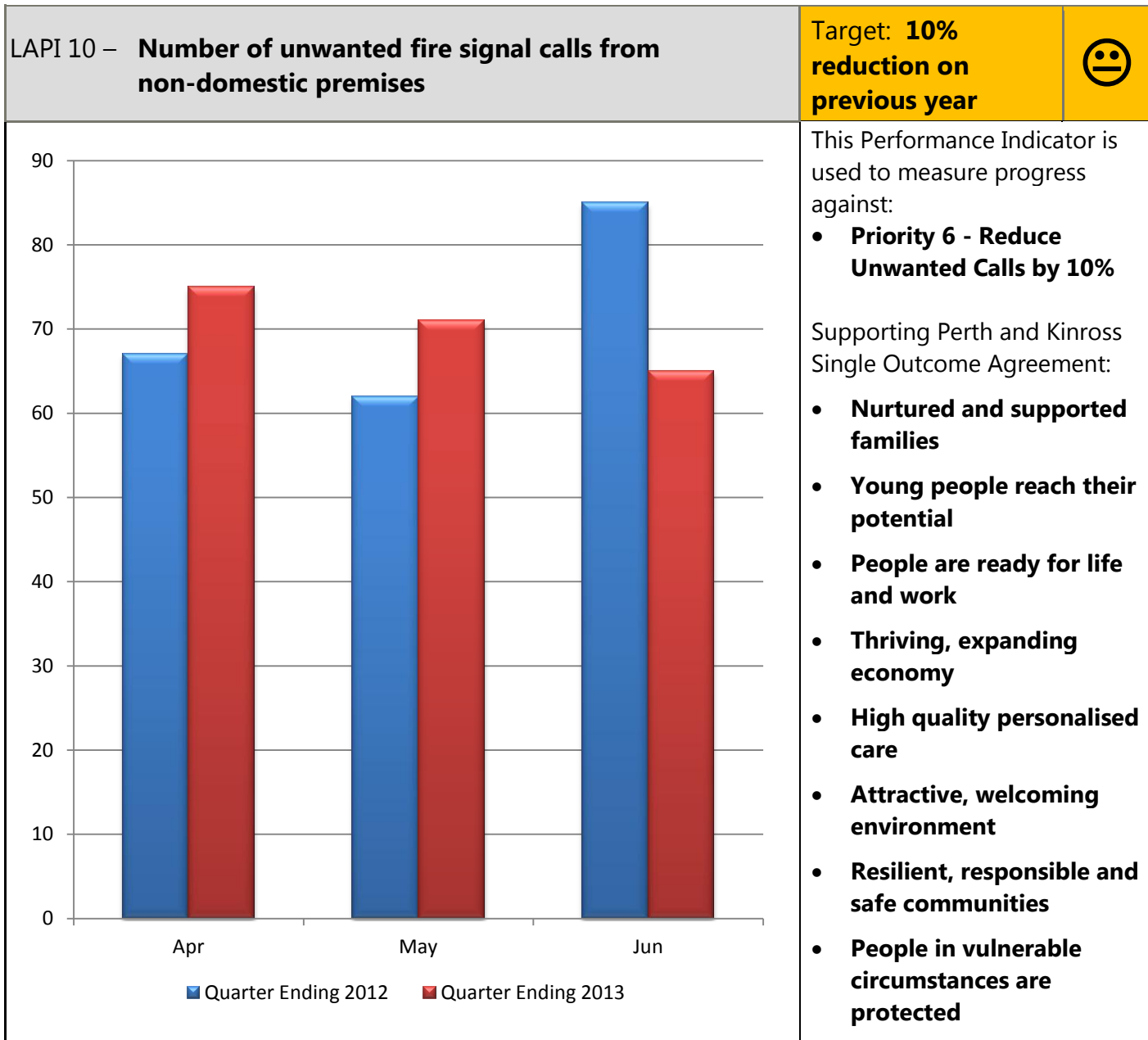
Malicious false alarms take the form of calls to SFRS reporting fires or other emergency incidents. These include the deliberate activation of fire alarm systems normally through the activation of break glass points.

There was a significant increase in these during this reporting period with 21 malicious calls received. This was the highest recorded number in the last 5 year period in which we have previously seen a longer term trend of reduction in incidents of this kind.

Analysis of these incidents showed that there was no obvious pattern with phone calls being received from a variety of areas throughout Perth and Kinross. These calls were made from phone boxes mainly from young children. Similarly the deliberate activation of break glass points occurred on 2 occasions within different residential care homes where local managers

subsequently undertook work with staff to prevent or reduce the risk of further incidents. We continue to raise awareness and educate target groups including young children of the dangers and impact of the misuse of our 999 system.

This will be closely monitored in the following months to ensure that no longer term pattern emerges for incidents of this type.



Local Senior Officer's Comments:

Unwanted Fire Signal (UwFS) calls are experienced where an Automatic Fire Alarm (AFA) system is activated due to reasons other than a fire. This can range from accidental activations from cooking, steam from a shower or technical fault with the premise's system.

There were 211 UwFS calls from non-domestic premises during this quarter against a target of 191. This was slightly less than last year (214) and the lowest for the first quarter reporting period for the last 4 years though this remains the most common incident type within the Perth and Kinross area. These originate from a variety of premises throughout the area with the highest number of calls being linked to larger buildings where more detector heads and complex AFA systems carry an increased likelihood of UwFS, such as hospitals, hotels and prison establishments.

Responding crews spend time with whoever is deemed to be the 'responsible person' at the premises' once it has been determined that the actuation has been as a result of an UwFS call. This

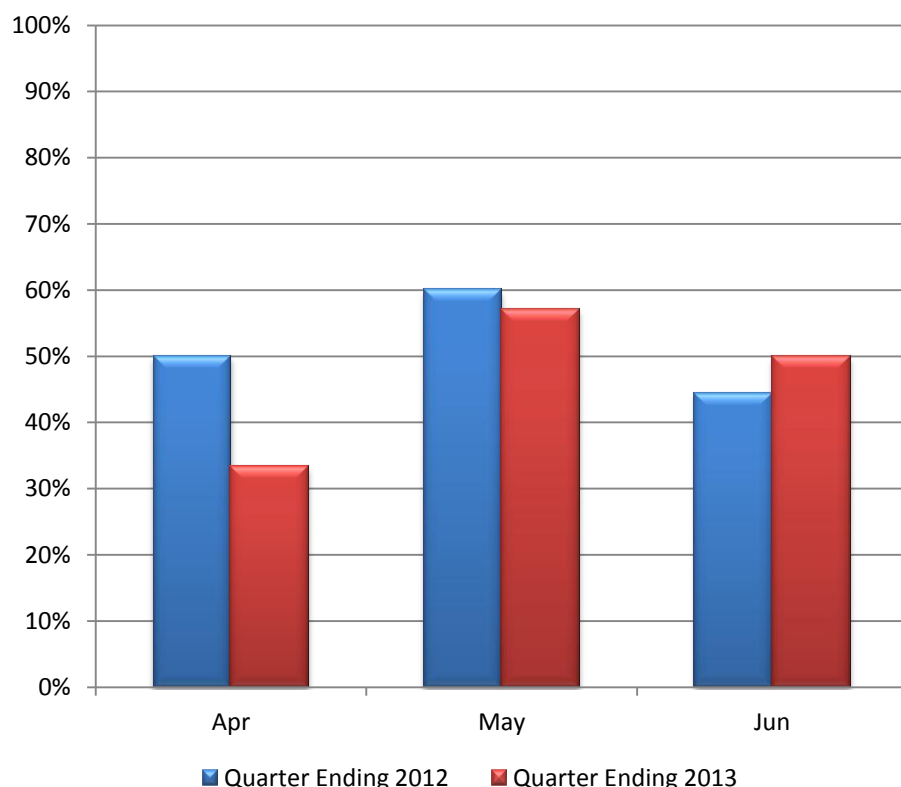
is to analyse the cause and identify any actions that can be undertaken to reduce the likelihood of reoccurrence. This can range from requesting the attendance of a fire alarm engineer to repair faults to the notification or training of staff on internal practices within the premise. Where there are longer term issues we undertake specific action plans through our FSE managers working with the responsible person(s) for these premises. These are recorded and monitored by the local risk managers for their respective areas.

We have found that premise owners and members of the business community have been very receptive to reducing UwFS as they recognise the impact this has on their business, our service delivery and our wider public safety. Through our FSE activities we ensure that buildings have the correct AFA system fitted. With an increasing amount of AFA systems being installed it is proving to be challenging to reduce the number of UwFS experienced.

It is our intention to continue to support the premise owners and business community to ensure high standards of fire safety are maintained whilst reducing the incidences where we experience UwFS.

LAPI 11 – Percentage of dwelling fires where a smoke detector operated

Target: **5% increase on previous year**



This Performance Indicator is used to measure progress against:

- **Priority 7 – Increase Smoke Alarm Ownership by 5%**

Supporting Perth and Kinross Single Outcome Agreement:

- **Nurtured and supported families**
- **High quality personalised care**
- **Attractive, welcoming environment**
- **Resilient, responsible and safe communities**
- **People in vulnerable circumstances are protected**

Local Senior Officer's Comments:

This performance indicator is intended to direct our HFSV's and fire safety education activities to those most at risk from fire, thereby increasing smoke alarm ownership and early detection of fires which subsequently prevents or reduces injuries and damage within peoples' homes.

During this reporting period smoke detectors operated in 47% of the dwelling fires that we experienced within Perth and Kinross. This was 15% below our target of 62% also slightly less than recorded for the same quarter last year when the smoke detector operated in 51% of the dwelling fires that we attended. This has a tendency to fluctuate and when analysed against the recorded figures for the first quarter of the last five years this proved to be an average return as 47% was the third highest over this longer period.

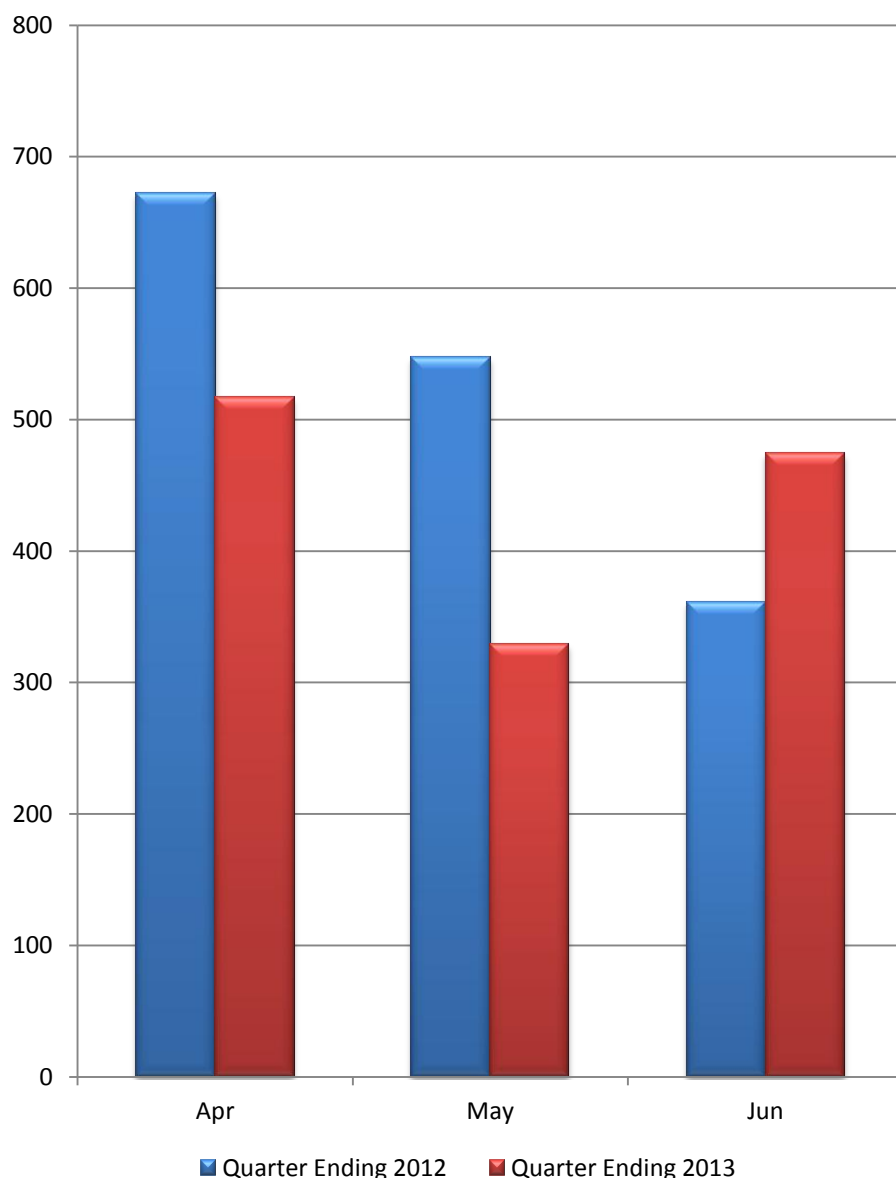
We have continued to develop links with partner agencies to share information to directly target our HFSV's towards members of our communities identified as being at risk. Our firefighter's routinely carry out visits and fit smoke detectors to homes affected by fire and neighbouring properties following attendance at incidents in what is termed as a 'hot strike'.

Further initiatives are being developed through the P&K Home Safety Partnership to improve the sharing of information and wider 'Home Safety' related activities that can be incorporated into

these visits (e.g. slips, trips and falls assessments). This is intended to ensure improved targeting of our prevention activities to those deemed most at risk.

LAPI 12 – Number of Home Fire Safety Visits (HFSV)

Target: Maintain
Target from
previous year



This Performance Indicator is used to measure progress against:

- **Priority 1 - Reduce Casualties by 5%**
- **Priority 2 – Reduce Primary Fires by 5%**

Supporting Perth and Kinross Single Outcome Agreement:

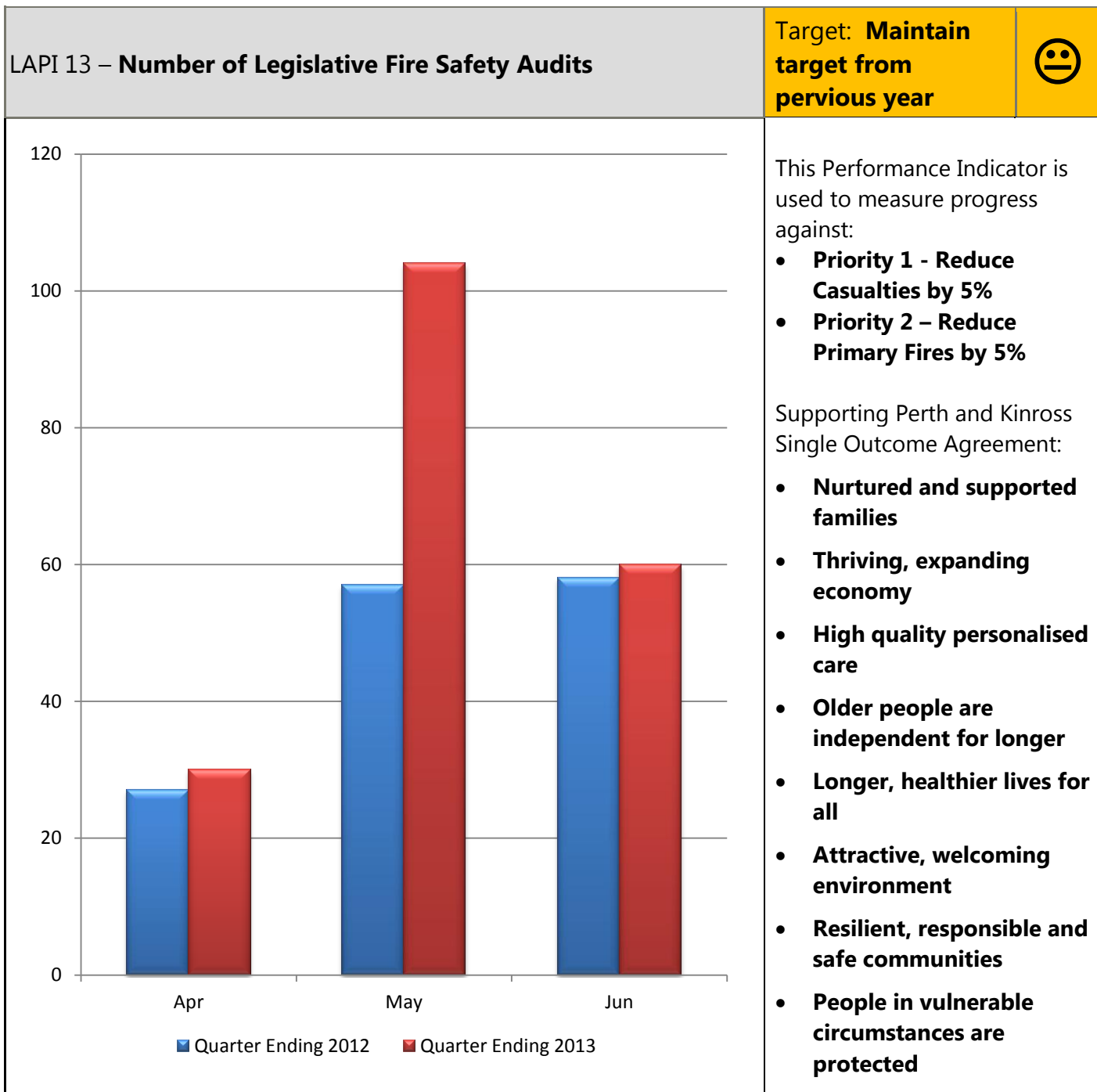
- **Nurtured and supported families**
- **Thriving, expanding economy**
- **High quality personalised care**
- **Older people are independent for longer**
- **Longer, healthier lives for all**
- **Attractive, welcoming environment**
- **Resilient, responsible and safe communities**
- **People in vulnerable circumstances are protected**

Local Senior Officer's Comments:

During this year we aim to maintain the same target of performance output for HFSV's as last year (4,411). We remain ahead of target to achieve this with 1,320 visits undertaken within people's homes from April to June this year. These are delivered throughout Perth and Kinross with each community fire station having their respective targets.

This performance indicator is monitored closely along with LAPI's 2, 3 and 11 to establish links between the number of fires, related injuries and smoke detector operation within people's homes. From this we note the need to have an increasing focus on delivering prevention through early intervention to target those most at risk from fire. We will continue to work in collaboration

to develop longer term partnership initiatives to improve these outcomes and ensure safer communities.



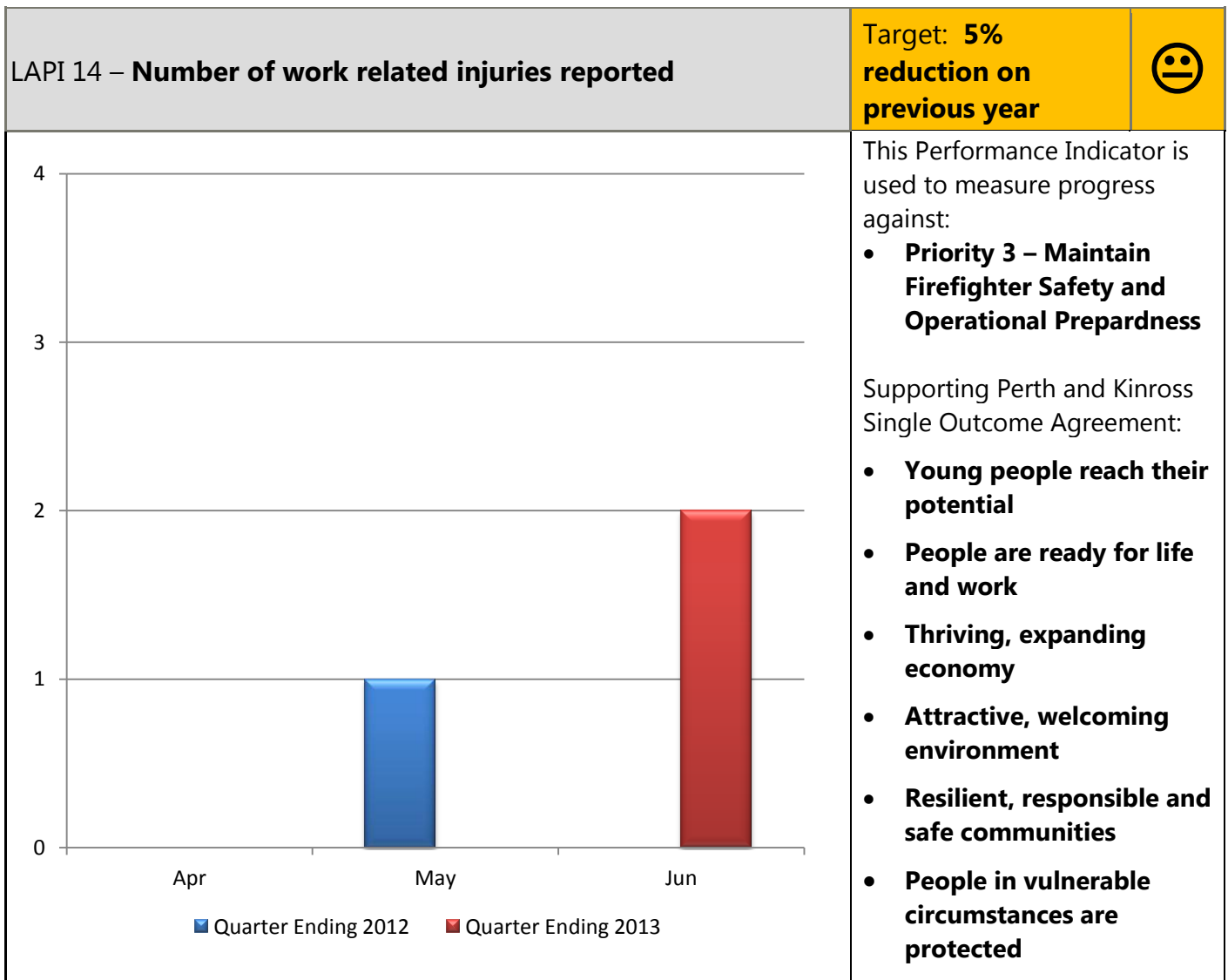
Local Senior Officer's Comments:

Similarly to the number of planned HFSV's for this year we intend to deliver the same level of performance output for legislative fire safety audits (870). These audits are primarily directed at premises where there is an identified life risk such as care homes, hospitals and shared accommodation.

During this quarter we undertook 194 audits against a target of 216. This was slightly less than intended though this quarter (and the next reporting period) typically results in an increase of fire safety event planning work in support of larger events that are held within the Perth and Kinross area. This work is undertaken to ensure the safety of using the temporary structures that are erected and safe working practices at these events that include T in the Park and the Rewind

Festivals. The number of audits facilitated during the summer months is therefore expected to be less though we remain confident of achieving our annual target. We also continued our strategy of ensuring that post fire audits are undertaken in all non-domestic premises where we have attended incidents.

Our levels of activity will continue to be monitored and reviewed throughout this year to ensure we deliver the expected outcomes to our communities including those within the business sector.



Local Senior Officer's Comments:

This quarter we experienced 2 injuries to our firefighters. We have noted that this is an increase of 1 in comparison to the same reporting period last year. Our target for this recording period is 2 and we therefore remain on target for the year to achieve a reduction in injuries to our firefighters, both during training events and attendance at emergency incidents. Over recent years we have seen a significant reduction in the number of injuries experienced from a high of 18 in 2010-11 to 5 and 7 injuries respectively in the last two years.

Both the injuries that were sustained this quarter occurred at training events and were relatively minor. These were investigated by local managers with practices and information relating to these activities being reviewed and amended where deemed necessary to prevent or reduce the likelihood of reoccurrence.

We greatly value the safety of our firefighters whilst also recognising the need to facilitate frequent realistic and meaningful training events to ensure both their safety and the safety of our communities by responding effectively to emergencies. Therefore we intend to continue to review our practices and procedures to eliminate or reduce the likelihood of injuries being sustained to our staff as far as reasonably practicable.

5 CONTACT DETAILS

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