



**PERTH AND KINROSS COUNCIL
COMMUNITY SAFETY COMMITTEE**

4 March 2015

**Report by Group Manager R. Middlemiss, Group Manager – Perth & Kinross
Area, Scottish Fire and Rescue Service**

**SUBJECT: FIRE AND RESCUE QUARTERLY PERFORMANCE REPORT –
1 OCTOBER TO 31 DECEMBER 2014**

Abstract

The Report contains performance information relating to the third quarter (October - December) of 2014 - 15 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 information for the Committee regarding the performance of the Scottish Fire and Rescue Service, against the priorities, performance indicators and targets detailed within the Local Fire and Rescue Plan for Perth & Kinross 2014 - 2017, to facilitate local scrutiny.

2 RECOMMENDATIONS

It is recommended that members:

Note, scrutinise and question the content of this report.

3 FINANCIAL IMPLICATIONS

None.

4 PERFORMANCE

- 4.1 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.
- 4.2 The Local Fire and Rescue Plan for Perth & Kinross 2014 – 2017 was approved by the Community Safety Committee on the 21st of May 2014.
- 4.3 The priorities and outcomes contained within the Local Fire and Rescue Plan reflect 'place' and the contribution of Scottish Fire and Rescue Service to the Perth & Kinross Single Outcome Agreement / Community Plan 2013 – 2023 and Community Planning Partnership.

4.4 In summary the following priorities and targets are detailed within the plan:

- Priority 1 – Local Risk Management and Preparedness
- Priority 2 – Reduction of Accidental Dwelling Fires
- Priority 3 – Reduction in Fire Casualties and Fatalities
- Priority 4 – Reduction of Deliberate Fire Setting
- Priority 5 – Reduction of Fires in Non Domestic Properties
- Priority 6 – Reduction in Casualties from Non Fire Emergencies
- Priority 7 – Reduction of Unwanted Fire Alarm Signals

4.5 Appendix 1 attached to this report provides a detailed breakdown and analysis of all data collected during the reporting period. A performance summary and scorecard is detailed on page 1 of the report. In addition further sections are included to provide Members with an overview of a range of notable incidents and events undertaken by the local personnel / stations in support of prevention activities and preparation for emergency response.

5 EQUALITY IMPACT ASSESSMENT

5.1 Not applicable.

6 ENVIRONMENTAL ISSUES

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

7 SUMMARY

7.1 The attached report updates members regarding significant community safety engagement activities and operational matters; and gives context to the performance of the Scottish Fire and Rescue Service in the Perth & Kinross area.

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QUARTERLY PERFORMANCE REPORT FOR PERTH & KINROSS



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Quarter 3: 2014-2015 (October – December)

**Working together
for a safer Scotland**















Performance Summary

This report contains a review of the local performance of the Scottish Fire and Rescue Service (SFRS) against the seven agreed priorities as detailed in the Local Fire and Rescue Plan for Perth & Kinross 2014-17. The SFRS continue to deliver a range of services to improve the safety of our local communities. These will directly contribute to the four strategic aims of the SFRS:




- Improved safety of our communities and staff
- Improved outcomes through partnership
- More equitable access to fire and rescue services
- Develop a culture of continuous improvement

Performance Scorecard

We measure how well we are meeting our priorities using a number of key performance indicators. The main indicators are detailed below with further ones detailed under each priority contained within pages 2-14 of this report:

Key Performance Indicator	Q3 Oct-Dec 2010/11	Q3 Oct-Dec 2011/12	Q3 Oct-Dec 2012/13	Q3 Oct-Dec 2013/14	Q3 Oct-Dec 2014/15	5 Year Average	Quarterly Comparison RAG Rating	Year to Date RAG Rating
Accidental dwelling fires	37	30	43	33	37	36		
Fire casualties and fatalities	3	2	9	15	5	7		
Deliberate Fire Setting	33	44	37	26	17	32		
Non domestic property fires	13	14	21	17	17	17		
Special Service - All	207	100	96	73	77	113		
False Alarms - All	340	338	293	311	296	316		

Key

Red	10% more than previous result or local target not met (worse than)	
Amber	Up to 9% more than previous result or local target not met (worse than)	
Green	Equal to or better than previous result / or local target met (better than)	

Note

- Quarterly comparison Red, Amber or Green (RAG) Rating = The reporting period compared to the average of the five previous quarterly reporting periods.
- Year to Date RAG Rating = The cumulative total of all quarterly performance in current year compared to comparable period of all quarterly performance in previous 5 years.

PRIORITY 1: Local Risk Management and Preparedness

We are committed to ensuring that we have a competent workforce equipped with the essential knowledge and skills to ensure that they can undertake their role in an efficient, effective and safe manner. We have therefore identified core skills which have been deemed as critical to maintaining competence and ensuring the safety of Firefighters at incidents. The identified risk critical core skills and frequency of refresher training and assessment are provided below:

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

We currently have 74 Wholetime, 129 Retained and 24 Volunteer operational (station based) personnel working in Perth & Kinross to provide an emergency response capability. At the end of this reporting period the following percentage of personnel demonstrated competence in each of the risk critical core skills:

Breathing Apparatus -	87%	Compartment Fire Behaviour -	75%
Road Traffic Collisions -	82%	First Aid -	76%

The overall percentage of operational personnel that currently have demonstrated competence in all of the risk critical core skills is 44%, this is a 4% increase from the previous quarterly report. On-going training in each of these areas continues to be provided at station level. Personnel who cannot demonstrate competence in all areas are required to complete a development programme at the earliest opportunity.

All station based operational personnel are active in carrying out Operational Risk Information (ORI) visitations and efforts are focused on premises which constitute a significant life, heritable or firefighter risk, enhancing their awareness of hazards that may be encountered in these buildings.

Introduction of new BA equipment

Extensive training for all operational crews has taken place on new breathing apparatus equipment. The new BA sets supplied by the approved provider Dräger marks the beginning of an extensive replacement and integration programme to enhance the provision of equipment to our Firefighters throughout Scotland. Our local crews have been included in the first phase of the roll-out programme. The new equipment has been well received by local Firefighters and all planned training has been undertaken as scheduled to enable the BA sets to go operationally live in early January.



PRIORITY 2: Reduction of Accidental Dwelling Fires

The reduction of Accidental Dwelling Fires (ADF) remains a key focus for SFRS in Perth & Kinross and nationally as part of our 'Join Scotland's Fight Against Fire' campaign.

There were 37 ADF during this reporting period which was 1 more than the five year average. The majority of these occurred in October (16 ADF's) though there were no specific trends identified to these incidents which appear to be unrelated. These incidents were attributed to a range of causes with cooking related fires (14) continuing to be the most significant cause.

Whilst we experienced this slight increase, the longer term trend continues to be of a reduction in this type of incident and follows on from last year where locally we experienced the lowest number of dwelling fires on record.

HFSV's are offered at all ADF incidents and were undertaken in the majority of instances with follow-up actions and information shared with partner agencies where deemed necessary. This includes partnership Home Safety Visits by PKC Safer Communities Wardens, SFRS Community Safety Engagement staff and PKAVS Community Safety Volunteers where people have been deemed to be at 'high risk' of unintentional harm in their homes.

Notable Incidents



Two ADF during this reporting period highlighted the dangers not only to people but also family pets within the home from fire.

Friday 28th November – Logie Crescent, Letham, Perth.

A fire at around 3pm resulted in a severe damage to the kitchen which also took the lives of 2 family dogs which were in the flat at the time. Following a fire investigation it was

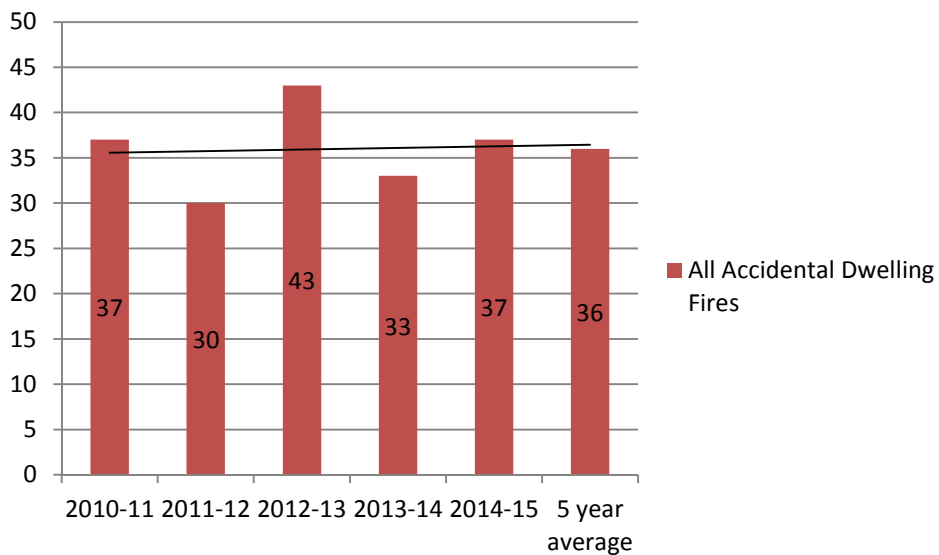
established that there had been food left on the electrical cooker hob. It is thought that the dogs had jumped up in an attempt to get the food and knocked the hob on which set light to the food and subsequently the kitchen units above. Firefighters wearing breathing apparatus entered the flat and used a hosereel to extinguish the fire then removed residual smoke and heat using a Positive Pressure Ventilation fan to minimise damage. The occupier suffered slight smoke inhalation due to entering the flat on his return to the property and discovering the fire. He was treated at the scene by Firefighters and Paramedics and did not require hospital treatment.

Thursday 30th December – Fordel House, Glenfarg.

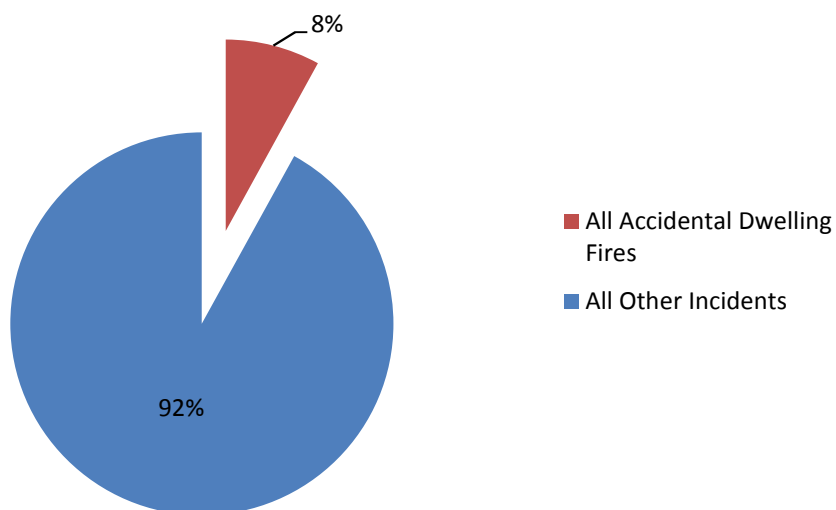
Our fire crew from Kinross attended a late fire call at this premises in the early afternoon. On arrival it was established that the fridge freezer within the kitchen had been on fire and burnt itself out due to closed doors and windows sealing the compartment. Other than the damage to the freezer, the kitchen had suffered a significant degree of smoke logging. Unfortunately this fire also took the lives of 3 family dogs who had suffered smoke inhalation.

Key Performance Indicator	Key Performance Indicator	Oct-Dec 2010/11	Oct-Dec 2011/12	Oct-Dec 2012/13	Oct-Dec 2013/14	Oct-Dec 2014/15	5 year average	Trend
2b(i)	All accidental dwelling fires	37	30	43	33	37	36	↑

3rd Quarter – 1 October to 31 December 2014



Incident Profile - Percentage of Accidental Dwelling Fires



PRIORITY 3: Reduction in Fire Casualties and Fatalities

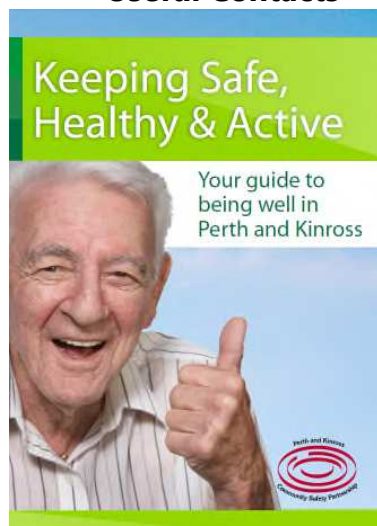
Despite the slight increase in ADF this was not reflected in the number of fire casualties experienced with a total of 5 during this quarter. We have continued to see an overall reduction in comparison to last year and the 5 year average. There have been no fatal injuries from fire in Perth & Kinross area since 7th April 2012, whilst none of the people that sustained injuries during this reporting period were deemed as being serious.

HFSV's undertaken by operational crews and enhanced Partnership Home Safety Visits are being increasingly targeted at people with identified risk through sharing information and working together with key agencies. This joined-up approach is beginning to demonstrate clear benefits and improved outcomes for our local communities.

Notable Event

The Perth & Kinross Home Safety Partnership Group has been responsible for progressing a number of home safety themed issues including the introduction of our 'Keeping Safe, Healthy & Active' booklet which was launched at an Age Scotland event in the Salvation Army Hall in Perth on 1st October 2014. This launch coincided with National Older People's Day. The booklet provides comprehensive practical guidance under the following thematic headings:

- **Keeping Well** – Covering Healthy Eating, Food Safety, Physical Activity, Mental Activity, Memory, Continence, Sight, Hearing, Dental Services, Minor Ailment Service, Medication, NHS 24, NHS Inform, Alcohol, Smoking, Suspected Stroke, Keeping Warm in Winter, Emergency Information Scheme, Feet, Falls Prevention and what to do if you have a fall
- **Keeping Safe** – Fire Safety, Cigarette Safety, Candle Safety, Electrical Safety, Cooking Safety, Escape Plan, Your Night Time Routine and Home Safety Visit
- **Crime Prevention** – Home Security, Adults at Risk of Harm, Bogus Callers and Workmen, Bogus Telephone Calls, How to avoid becoming the victim of a scam, Cold Calling, How to contact the Police
- **Keeping Independent** – Occupational Therapy, Community Alarm / Telecare Service, Care and Repair, Assisted Lift for Bins, Perth & Kinross Carers Centre, Society for the Blind, North East Sensory Service – NESS, Home Energy Advice Team and Age Scotland - HEAT
- **Useful Contacts** – This includes a range of relevant local and national contact details

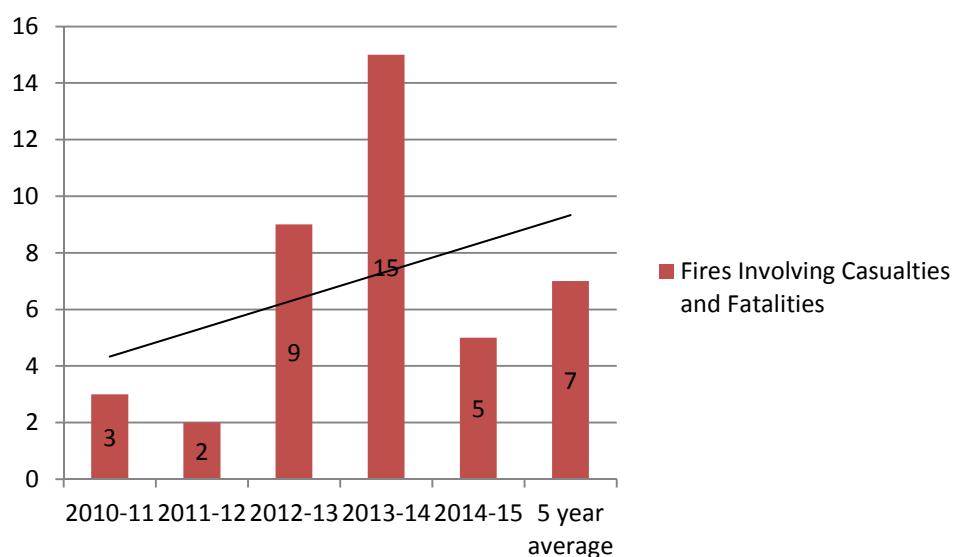


These booklets have been distributed in a number of ways (e.g. Community events, GP's Surgeries, Libraries, etc) and are also issued as part of our partnership Home Safety Visits. An initial order of 5,000 booklets has been distributed with a further order of an additional 10,000 booklets recently being placed due to the popularity of these. All funding has been secured through Perth and Kinross ADP – Focus on Alcohol.

Key Performance Indicator	Key Performance Indicator	Oct-Dec 2010/11	Oct-Dec 2011/12	Oct-Dec 2012/13	Oct-Dec 2013/14	Oct-Dec 2014/15	5 year average	Trend
3a(i)	All fatal fire casualties	0	0	0	0	0	0	→
3a(ii)	Non-fatal fire casualties excl. precautionary checkups	3	2	6	10	3	5	↓
3a(iii)	Non-fatal fire casualties incl. precautionary checkups	3	2	9	15	5	7	↓

(The figure shown in graph below show all fatal fire and non-fatal fire casualties)

3rd Quarter – 1 October to 31 December 2014



PRIORITY 4: Reduction of Deliberate Fire Setting

There was a continued reduction in the number of deliberate fires within Perth & Kinross during this reporting period with only 14 incidents of this type being experienced. This is significantly less than the 5 year average of 29 deliberate fire incidents which is particularly encouraging as it included the bonfire period (see 'Notable Incidents' below).

This is a continuation of a positive longer term trend in reducing fires and fire setting behaviour in Perth & Kinross. Firefighters trained in counselling fire-setters continue to make interventions in an attempt to prevent this challenging behaviour where people have been identified. This is in an attempt to further reduce these types of fire and continually improve the safety of our communities.

Notable Incidents

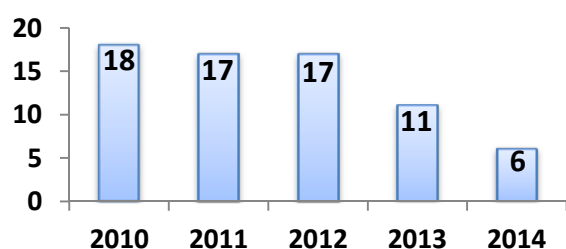


Bonfire Period – Lowest number of deliberate fires on record

This bonfire period was the safest ever to date for our communities in Perth & Kinross. This was achieved through a series of partnership initiatives with Police Scotland, Perth & Kinross Council's - Safer Communities Team, Housing Officers and Environmental Services, who worked closely together prior to bonfire night to implement safety initiatives that had outstanding results including zero deliberate fires being recorded on 5th November. The only work for the local area Firefighters was extinguishing the official organised bonfire at South Inch as Perth & Strathearn Roundtable provided another spectacular and safe display where attendance was encouraged and well promoted.

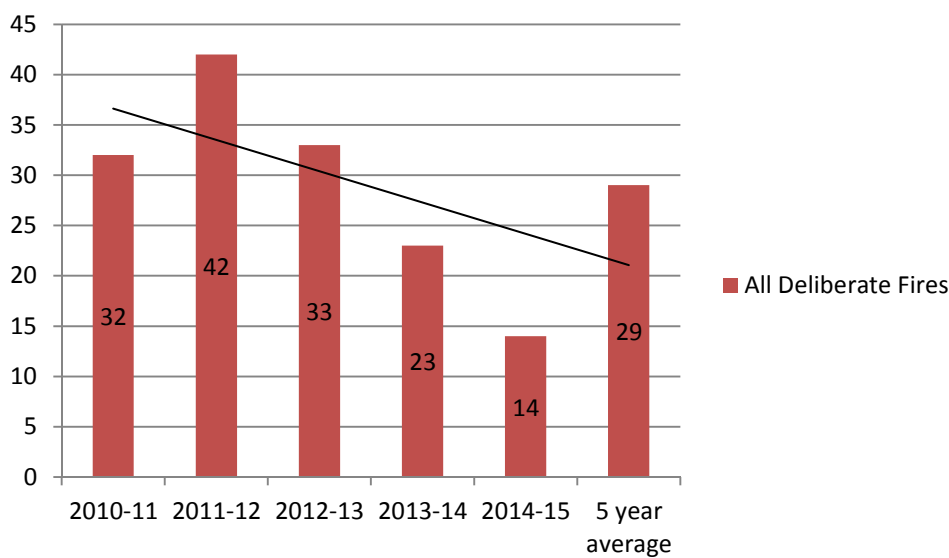
These planned prevention initiatives included school talks, safety campaigns using social media channels and local press, engagement with local communities to highlight the dangers of lighting unsupervised or poorly constructed bonfires and leaving flammable items lying around that increase the risk of deliberate fire setting. A joint mobile patrol by a Firefighter and PKC Safer Communities Warden was also undertaken on Bonfire Night of known local hotspots where there was a historic risk of deliberate fire setting. This proactive collaborative working approach proved to be a great success resulting in a fun and safe bonfire night for the residents of Perth & Kinross.

All Deliberate Fires 11th October - 08th November

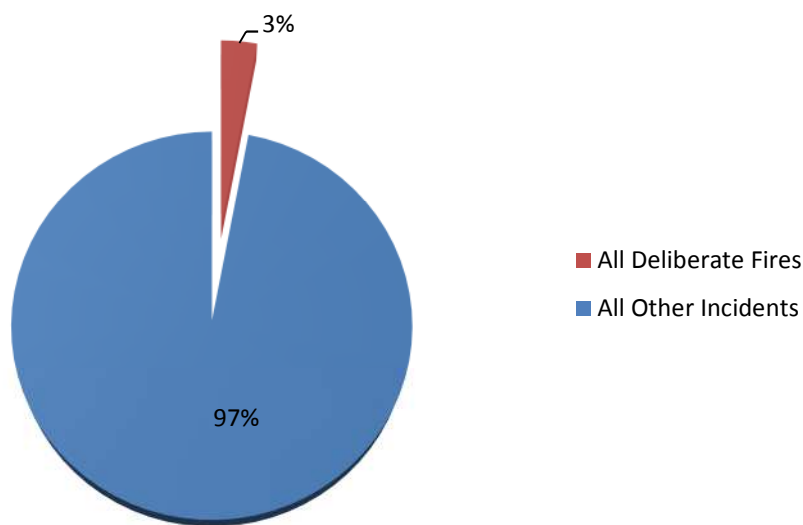


Key Performance Indicator	Key Performance Indicator	Oct-Dec 2010/11	Oct-Dec 2011/12	Oct-Dec 2012/13	Oct-Dec 2013/14	Oct-Dec 2014/15	5 year average	Trend
1b	All deliberate primary fires	6	14	12	8	5	9	↓
1b(ii)	All deliberate other building fires	1	2	4	3	3	3	→
1c	All deliberate secondary fires	26	28	21	15	9	20	↓

3rd Quarter – 1 October to 31 December 2014



Incident Profile - Percentage of Deliberate Fires



PRIORITY 5: Reduction of Fires in Non Domestic Properties

We have seen an identical number of fires in non-domestic premises within the Perth & Kinross area in comparison to last year with 17 incidents experienced during this reporting period. This is also the same as the 5 year average though our longer term trend demonstrates a gradual reduction in this incident type which is to be welcomed. These fires can often have a serious impact on our local business sector and wider economy, as a fire within companies' premises often results in significant monetary loss and in the worst cases, loss of employment for staff.

Our Fire Safety Enforcement Officers (FSEO) will continue to provide support to local businesses to enable suitable legislative fire safety guidance and enforcement to be undertaken. This includes post-fire audits following each incident.

Whilst we experience this longer term overall reduction in these incidents the potential impact of these fires was highlighted in the notable incident outlined below.

Notable Incident

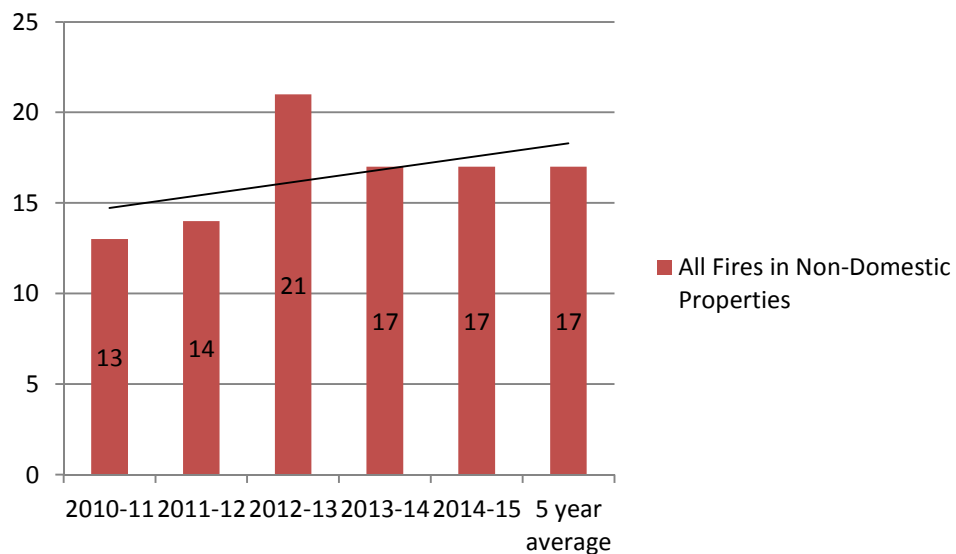


Wednesday 29th October – Birnam Hotel Fire crews from Dunkeld and Pitlochry were mobilised to an electrical fire in the fuse box at this premises shortly before 9:00pm. The first crew were in attendance in less than 5 minutes where on arrival two Firefighters wearing breathing apparatus used CO² extinguishers to knock down the fire and contain damage to the immediate area. Crews then made use of thermal imaging cameras to ensure that there had been no fire spread within wall cavities to other parts of the building. An electrician was also requested and attended to ensure the supply had been isolated and made safe whilst Firefighters and staff ensured the safety of guests.

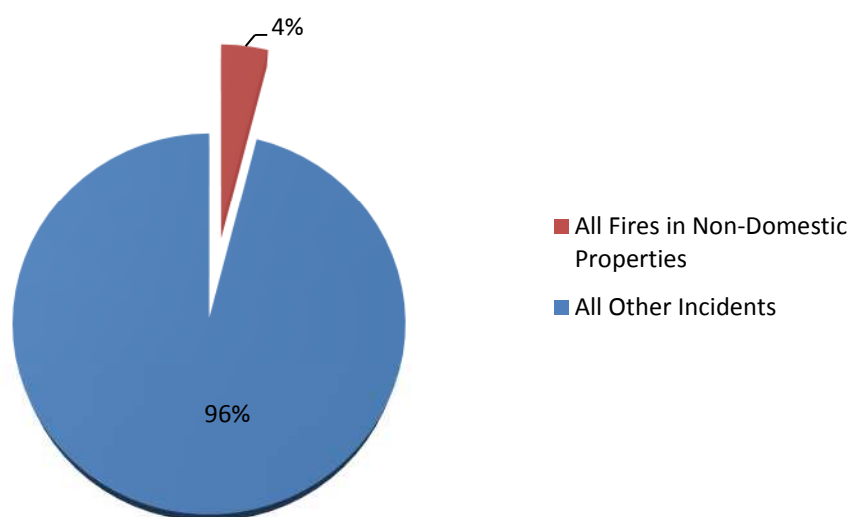


Key Performance Indicator	Key Performance Indicator	Oct-Dec 2010/11	Oct-Dec 2011/12	Oct-Dec 2012/13	Oct-Dec 2013/14	Oct-Dec 2014/15	5 year average	Trend
2b(ii)	All accidental other building fires	12	12	17	14	14	14	→
1b(ii)	All deliberate other building fires	1	2	4	3	3	3	→

3rd Quarter – 1 October to 31 December 2014



Incident Profile - Percentage of Fires in Non-Domestic Properties



PRIORITY 6: Reduction in Casualties from Non Fire Emergencies

There was a slight increase in non-fire emergencies during this reporting period with 77 incidents against 73 for the same period last year, though overall there continues to be gradual longer term reduction in these incidents. This was still significantly less than the five year average of 113, there was no obvious pattern or trend to these incidents which are strongly influenced by severe weather conditions. From these incidents there were 2 people fatally injured, both of whom were involved in Road Traffic Collisions (RTC). Twenty two people sustained injuries in other RTC's throughout Perth & Kinross that required an emergency response from SFRS.

Non-fire emergencies remain the most significant risk to the safety of our local communities with a far greater number of people sustaining serious or fatal injuries in comparison to those that are fire related (24 in comparison to 5).

Notable Incidents



Tuesday 14th October – Animal Rescue by Glenfarg This rescue of a horse from a 4ft deep water filled ditch had a successful outcome as crews from Perth – White Watch and Kinross made use of new equipment and improvised with the use of a Farmer's Tele-handler to release the animal.

A heavy rescue device was used to push lifting straps underneath the horse through deep mud and silt by water rescue trained Firefighters whilst the Tele-handler was positioned and assisted by lifting and moving the horse clear of the ditch. A local animal rescue trained Veterinarian also attended to advise and support crews. The horse was wrapped in blankets and given food to assist its recovery and approximately 30 minutes after being released it was strong enough to return to its feet and move around the field.

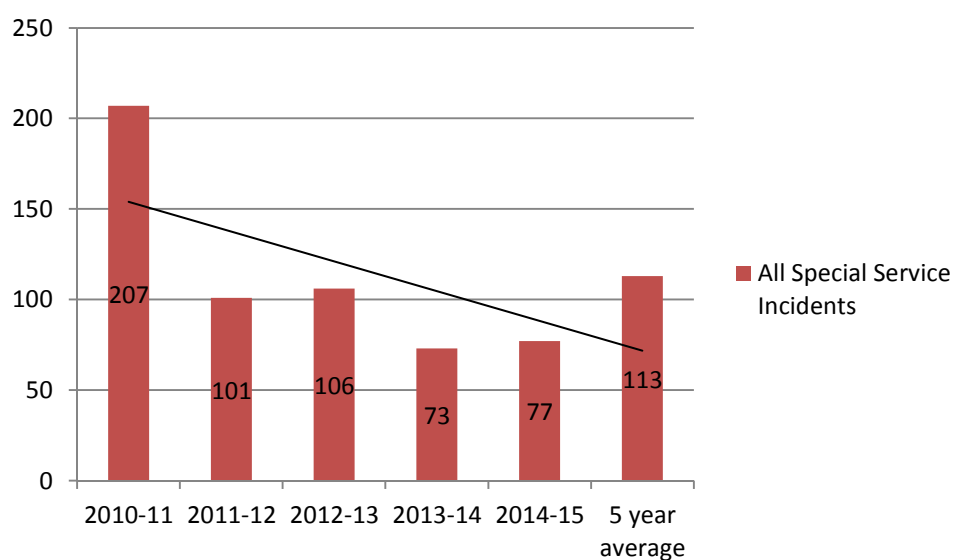


Tuesday 25th and Wednesday 26th November – Safe Drive Stay Alive Events at Bell's Sports Centre Approximately 1,500 S5 secondary school pupils from across Perth & Kinross recently attended this multi-award winning and hard hitting road safety event. This was organised and delivered by representatives from SFRS along with partners from NHS Tayside, the Scottish Ambulance Service, Police Scotland, PKC – Safer Communities Wardens and volunteers. SDSA has been held for several years and continues to play a key role in helping to reduce road traffic casualties on our roads. Many young people, who attended shows as school pupils have commented on the positive effect the show has had on them. Several former attendees are now helping with the event as volunteers, which is a testament to the lasting effect of the road safety message delivered.

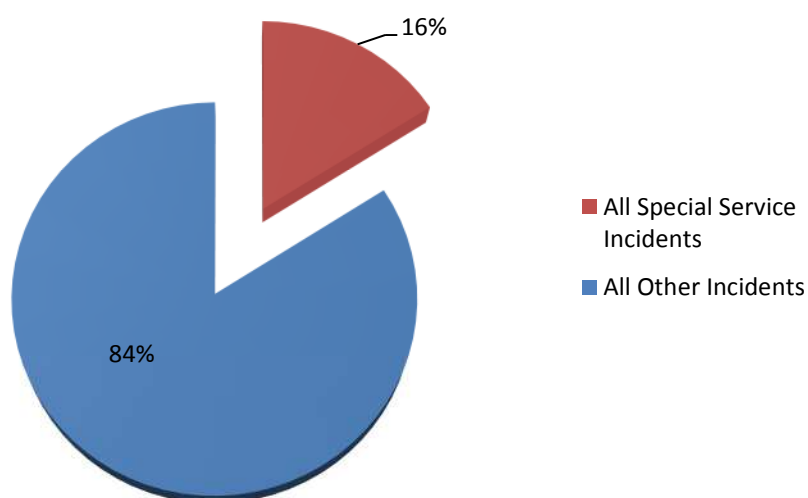


Key Performance Indicator	Key Performance Indicator	Oct-Dec 2010/11	Oct-Dec 2011/12	Oct-Dec 2012/13	Oct-Dec 2013/14	Oct-Dec 2014/15	5 year average	Trend
5a	Special Service Road Traffic Collisions (RTC)	24	21	29	21	33	26	↑
5b	Special Service Flooding	27	6	33	11	10	17	↓
5c	Special Service Extrication	4	1	3	2	4	3	↑
5d	Special Service Others	152	73	41	39	30	67	↓

3rd Quarter – 1 October to 31 December 2014



Incident Profile - Percentage of Special Service Incidents



PRIORITY 7: Reduction of Unwanted Fire Alarm Signals

There was a decrease in the overall number of Unwanted Fire Alarm Signals (UFAS) experienced (296) in comparison to previous year (311) and the 5 year average of 316. It was also the second lowest number of incidents recorded for this reporting period in the last 5 years. There was no significant pattern or trend identified in these incidents and local actions were initiated as deemed necessary by Local Risk Managers and FSEO's.

Whilst this reduction was pleasing to note, it also highlights the fluctuating nature of this call type. It should also be noted that approximately 30% of these calls occurred in domestic premises (e.g. Sheltered Housing Complexes) predominantly as a result of cooking activities that could potentially result in a fire affecting people that are at higher risk of harm, possibly due to age and / or mobility issues.

The main contributor of UFAS continues to be high number of calls that are received from larger premises with similar high numbers of detector heads and more complex systems such as hospitals, hotels and Prison establishments thereby increasing the chance of unwanted activations.

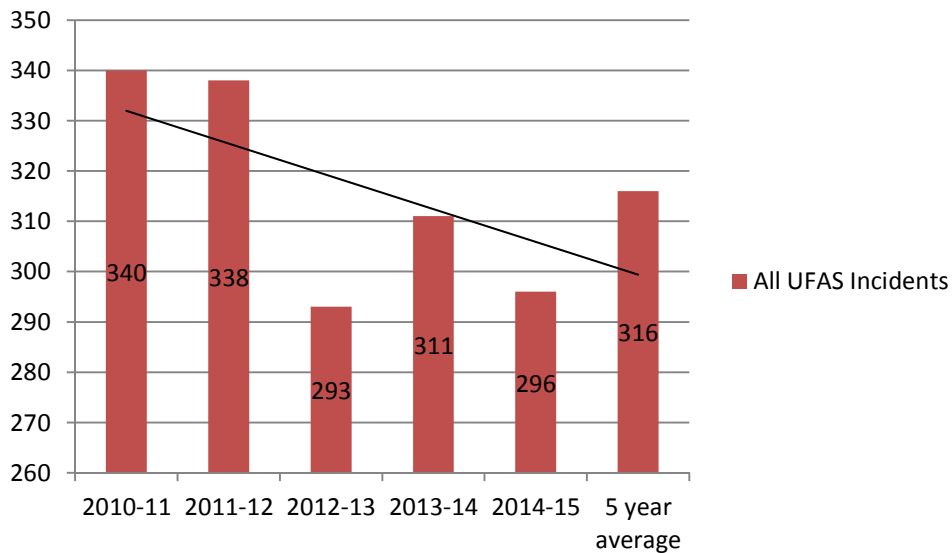
On scene investigations by responding crews into the activations continue to be routinely undertaken in an attempt to understand the reasons for these activations whereby SFRS managers challenge duty holders in an attempt to reduce such incidents. Our experience informs us that there is generally a responsible attitude towards reducing these incidents by duty holders in the Perth & Kinross area.

All UFAS calls are monitored within monthly performance reports where trend analysis and actions are undertaken depending on the circumstances by local managers with the support of FSEO's.

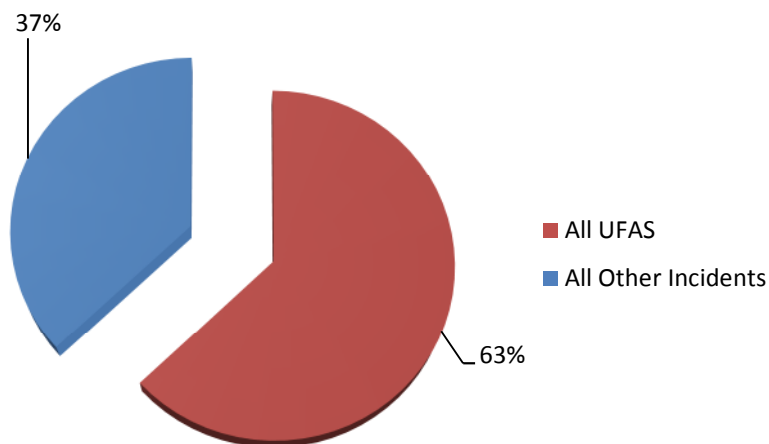
SFRS new UFAS reduction policy was introduced on 1st December which enables greater internal scrutiny and information gathering on this incident type; and engagement with responsible persons at premises affected by UFAS. It is too early to determine the effects of this new policy and this will be monitored and reviewed in the coming months to establish its longer term impact.

Key Performance Indicator	Key Performance Indicator	Oct-Dec 2010/11	Oct-Dec 2011/12	Oct-Dec 2012/13	Oct-Dec 2013/14	Oct-Dec 2014/15	5 year average	Trend
10a	False Alarm: All	340	338	293	311	296	316	↓
10b	False Alarm: Good Intent	69	68	48	45	49	56	↓
10c	False Alarm: Malicious	8	7	11	9	6	8	↓

3rd Quarter – 1 October to 31 December 2014



Incident Profile - Percentage of Unwanted Fire Alarm Signals (UFAS)



Glossary of Terms

Accidental: Caused by accident or carelessness. Includes fires which accidentally get out of control.

Casualty: consists of persons requiring medical treatment including first aid given at the scene of the incident and also those sent to hospital or advised to see a doctor for a check-up or observation (whether or not they actually do). People sent to hospital or advised to see a doctor as a precaution, having no obvious injury, are recorded as 'precautionary check-ups'. Casualty figures do not include fatalities.

Deliberate: covers fires where deliberate ignition is suspected

Unwanted Fire Alarm Signal (UFAS): is defined as an event in which the Fire and Rescue Service believes they are called to a reportable fire and then find there is no such incident. These can be Malicious, of Good Intent or caused by faults/ unsuitable equipment within the alarm system.




Fatality: a casualty whose death is attributed to a fire is counted as a fatality even if the death occurred later. Fatalities associated with Other Incidents can include attendance to assist Police or Ambulance colleagues when a person has been found who has committed suicide, for example. Often there is little we can do as a Service to influence this particular figure.

Primary Fires: includes all fires in buildings, vehicles and most outdoor structures or any fire involving casualties, rescues or fire attended by five or more pumping appliances.

Secondary Fires: These cover the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or if five or more appliances attend. They include fires in derelict buildings but not chimney fires.

Tayside Local Resilience Partnership: Local resilience partnerships (LRP's) are multi-agency partnerships made up of representatives from local public services, the emergency services, local authorities, the NHS, the Scottish Environmental Protection Agency and others. These agencies are known as Category 1 Responders, as defined by the Civil Contingencies Act. They are supported by organisations, known as Category 2 responders, such as public utility companies etc. and have a responsibility to co-operate with other Category 1 organisations and to share relevant information with the LRP. LRPs also work with other partners in the military and voluntary sectors who provide a valuable contribution to LRP work in emergency preparedness. The LRPs aim to plan and prepare for localised incidents and catastrophic emergencies. They work to identify potential risks and produce emergency plans to either prevent or mitigate the impact of any incident on their local communities.

KEY:

	Reduction against 5 year average
	Maintained
	Increase against 5 year average

PLEASE NOTE: The statistics featured throughout this report are provisional until the year end.