



**PERTH AND KINROSS COUNCIL**  
**COMMUNITY SAFETY COMMITTEE**

**5 MARCH 2014**

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

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**FIRE AND RESCUE QUARTERLY PERFORMANCE REPORT - 1 OCTOBER TO 31 DECEMBER 2013**

**Abstract**

The Report contains performance information relating to the third quarter (October - December) 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 information for the Committee regarding the performance of the Scottish Fire and Rescue Service, against the performance indicators and targets detailed within the interim Perth & Kinross Fire and Rescue Plan 2013/14, 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 INTRODUCTION**

- 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 Perth & Kinross Fire and Rescue Plan was approved by the Full Council Committee on the 1st of May 2013.

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 Single Outcome Agreement and Community Planning Partnership.

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

- Reduce Casualties by 5%
- Reduce Primary Fires by 5%
- Maintain Firefighter Safety and Operational Preparedness
- Reduce Deliberate Fires by 5%
- Reduce Emergency Service Calls by 5%
- Reduce Unwanted Calls by 10%
- Increase Working Smoke Alarm Ownership

## 5 QUARTER 3 PERFORMANCE SUMMARY

5.1 Appendix 1 attached to this report provides a detailed breakdown and analysis of all data collected during the reporting period. In addition a further two sections are included to provide Members with an overview of a range of additional activities undertaken by the local personnel/stations in support of Prevention and preparation for emergency response.

5.2 A suite of 14 indicators enable the measurement of performance across the seven priorities. The annual targets have been further broken down into quarters to facilitate performance monitoring and assist Members in their scrutiny role.

5.3 In summary during the reporting period, we have achieved positive results in seven out of the fourteen indicators and targets set, these were:

	Performance Indicator	Quarterly Target	Actual Performance	Positive Variance
1	Fatalities arising from fire	0	0	0
4	Number of other primary fires	33	30	3
5	% of personnel retaining currency in core skills	60%	67%	7%
6	Number of deliberate primary fires	8	7	1
7	Number of deliberate secondary fires	16	15	1
8	Number of emergency special service calls	105	72	33
14	Number of work related injuries	1	1	0

- 5.4 Conversely there are seven indicators and targets which were not met, these were:

	<b>Performance Indicator</b>	<b>Quarterly Target</b>	<b>Actual Performance</b>	<b>Negative Variance</b>
2	Number of injuries arising from fires	5	15	10
3	Number of dwelling fires	34	37	3
9	Number of malicious false alarm calls	8	10	2
10	Number of unwanted fire signals from non-domestic premises	234	266	32
11	% of dwelling fires where smoke alarm operated	53%	40%	13%
12	Number of home fire safety visits	1,103	1,021	82
13	Number of legislative fire safety audits	219	128	91

## 6 NINE MONTH PERFORMANCE REVIEW

- 6.1 Taking account of the accumulative performance across the first three reporting periods eight out of the fourteen indicators which are on target or better and are summarised below.

	<b>Performance Indicator</b>	<b>9 Month Target</b>	<b>Actual Performance</b>	<b>Positive Variance</b>
1	Fatalities arising from fire	0	0	0
3	Number of dwelling fires	81	78	3
4	Number of other primary fires	106	95	11
5	% of personnel retaining currency in core skills	60%	67%	7%
6	Number of deliberate primary fires	28	27	1
8	Number of emergency special service calls	238	197	140
12	Number of home fire safety visits	3,309	3,481	172
14	Number of work related injuries	5	5	0

- 6.2 Conversely the accumulative performance across the first three reporting periods there are six indicators which are off target and are summarised below.

	<b>Performance Indicator</b>	<b>9 Month Target</b>	<b>Actual Performance</b>	<b>Negative Variance</b>
2	Number of injuries arising from fires	18	32	14
7	Number of deliberate secondary fires	57	68	11
9	Number of malicious false alarm calls	23	42	19
10	Number of unwanted fire signals from non-domestic premises	672	787	115
11	% of dwelling fires where smoke alarm operated	58%	43%	15%
13	Number of legislative fire safety audits	651	536	120

6.3 Number of injuries arising from fire. As a consequence of a high number of injuries in Q1 (11 injuries) and Q3 (15 injuries) where the targets were exceeded by 6 and 10 respectively. The numbers reduced in Q2 to more predictable levels where 6 injuries were sustained against a target of 8. The annual target (28) has now been surpassed and therefore will not be achieved. This is a situation that is being experienced across Scotland and the wider LSO area. There are a number of factors which have contributed to this:

- Incident Reporting System parameters have changes as a consequence all persons receiving minor medical treatment are categorised as casualties.
- A large percentage of fires attended involve elderly or vulnerable people. The outcome of this is that frequently first aid is administered or assistance of the ambulance service requested as a precautionary step.

6.4 Number of deliberate secondary fires. The target which was set was exceeded in Q2 but was achieved in Q1 and Q3. The extended dry summer conditions were determined as being the main contributory factor to not achieving this target at present. Analysis during Q2 established that there was no obvious pattern or location to these incidents with there being a wide spread across Perth & Kinross. Excellent results in this most recent quarter as the lowest number of incidents in any reporting period over the last 5 years were recorded locally.

6.5 Number of malicious false alarm calls. Similarly there has been no obvious pattern or trend to these a variety of causes though not always connected to malicious phone calls. A number of these occurred within residential care homes where older people often suffering from dementia had activated break glass points. We are working with Police Scotland to identify those responsible for these calls and continue to educate communities about the negative impact of such actions.

- 6.6 Number of unwanted fire signals from non-domestic premises. There were a disappointingly higher proportion of calls during each quarter. The main contributor continues to be the high number of calls that are received from larger premises with a high number of detector heads such as hospitals, hotels and prison establishments thereby increasing the chance of unwanted activations.

A range of control measures have been implemented including – engagement with engagement with staff and residents. This is part of a continuing trend and this remains the most common incident type within Perth & Kinross.

SFRS strategies are being developed nationally to support Prevention and Protection activities including Unwanted Fire Alarm Signals (UFAS) and will be implemented locally in an attempt to reduce the impact this has on our local service delivery.

- 6.7 Percentage of dwelling fires where smoke alarm operated. This target has proven to be challenging to achieve with between 40% - 50% in each quarter against a target of 52% in Q1 and Q2, and 53% in Q3. Interpretation of this performance information indicates to us that the large increase in smoke alarm ownership in Perth & Kinross from the 20,000+ HFSV's undertaken in recent years will mean that more potential fires will be detected in the early stages as intended (e.g. cooking left unattended).

This results in SFRS often not needing to be called as householders are alerted to this threat and can take remedial action such as turning appliances off and opening windows to remove any residual light smoke or steam. It is felt that this information is also linked to the gradual reduction in dwelling fires that we have experienced over the longer term.

- 6.8 Number of legislative fire safety audits. This target will not be achieved during this reporting as part of our transition into a single national service SFRS have contributed to wider equitable service delivery across the north and implemented our recently introduced Fire Safety Enforcement Framework 2013 -2016 in order to establish a common standard of risk categorisation across Scotland. All premises that present the highest risk to life have been audited across Perth & Kinross as part of this strategy.

Due to this our planned annual target will be no longer be pursued and the focus will now resume on undertaking audits by our local FSE Officers in their respective Perth City and South Perthshire, Highland and East Perthshire areas to further protect our communities including those within the business sector.

## **7 EQUALITY IMPACT ASSESSMENT**

- 7.1 Not applicable.

## **8 ENVIRONMENTAL ISSUES**

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

## **9 SUMMARY**

- 9.1 This report provides a summary of performance during Quarter 3 (October to December 2013) and summarises performance against target for the nine months covering April to December. The analysis and summary included within this report and Appendix 1 highlights where performance is off target and where targets have been exceeded.
- 9.2 A range of work has been undertaken within the areas of Community Safety Engagement, Fire Safety Enforcement and Firefighter training. These prevention and risk reduction measures have contributed significantly to improve the safety of our communities across Perth & Kinross.
- 9.3 The focus of our activity during the fourth quarter will be to maintain the standard where performance meets or exceeds the target whilst seeking improvement in the areas where performance is off target.

**Area Manager David Stapley**

**Local Senior Officer**

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# **Perth & Kinross**

## **Local Fire and Rescue Plan**

### **2013-14**

## **Quarterly Performance Report**

**(Quarter ending 31st December 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 (SFRS) 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 & 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 1<sup>st</sup> October 2013 to the 31st December 2013, in addition it will also be published on the Perth & Kinross Council Website and Scottish Fire and Rescue Service 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 & 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






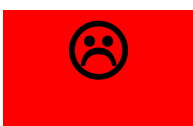

Colour coding and symbols are used to illustrate if the local fire and rescue service is on track for achieving the annual priorities within the Local Fire and Rescue Plan 2013-14. The colour coding is based on a 'traffic light' system set out in the table below

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 31st December 2013. At a glance, it can be seen that the service performed on target or above target against four 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.

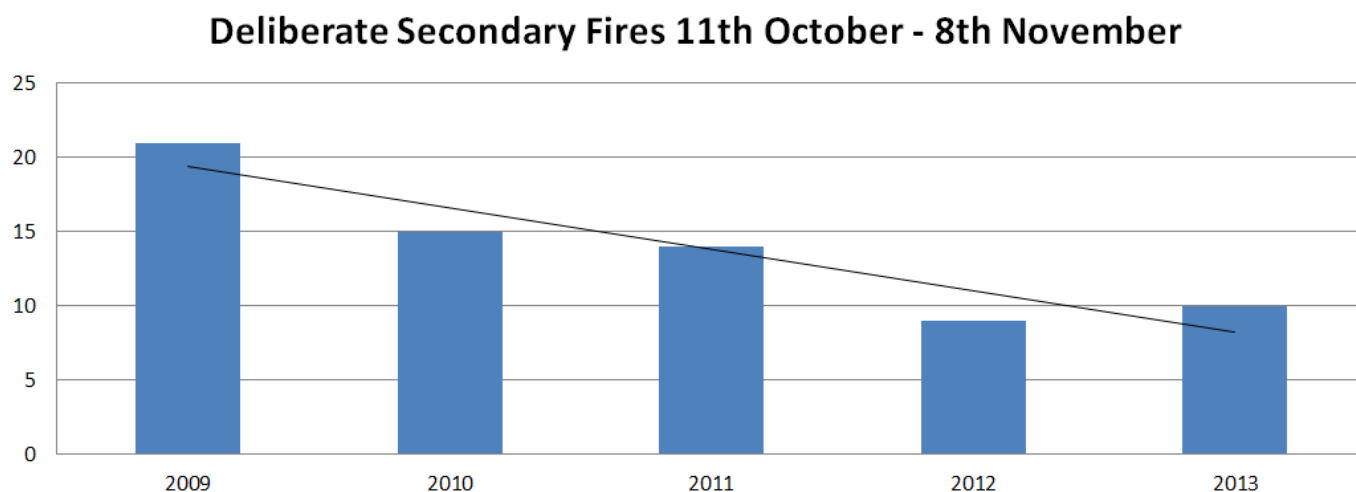
Priorities	Direction of Travel
1. Reduce Casualties by 5%	
2. Reduce Primary Fires by 5%	
3. Maintain Firefighter Safety and Operational Preparedness	
4. Reduce Deliberate Fires by 5%	
5. Reduce Emergency Special Service Calls (ESSC) by 5%	
6. Reduce Unwanted Calls by 5%	
7. Increase Smoke Alarm Ownership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

### Bonfire Season Activity – Continued Longer Term Reduction in Deliberate Fire Setting

Activity third quarter seen the continued longer term reduction of deliberate fire setting within our communities in Perth & Kinross. This was emphasised over the bonfire season where there were 10 deliberate secondary fires involving grassland or discarded rubbish over a 4 week analysis period. Whilst this was one more than last year, these figures can fluctuate in relation to the weather conditions with relatively drier periods often resulting in slightly more fires being encountered.



These figures also take into account SFRS crews attendance at locally organised bonfire events in Perth, Burrelton and Coupar Angus to carry out community safety engagement activity during each event and extinguishing the bonfire at the end of the night thereby ensuring safer events for our communities.

This successful long term approach to is testimony to a range of partnership working initiatives over several years and ultimately the young people in Perth & Kinross who are known to be the target group who are responsible for deliberate fire setting behaviour of this nature. Previous years' initiatives have included PKC providing organised buses from outlying areas of Perth to the organised event on South Inch, Local Firefighters facilitating Street Sports sessions with young people in areas known to have higher occurrences of deliberate fire setting, joint patrols with PKC Safer Communities Wardens and SFRS staff to identify illegal bonfires and engage with those people planning to hold these. This has resulted in significant decreases in deliberate fire setting

which can lead to fear within our communities and an increasingly more responsible attitude towards fire by young people.

This focus on prevention through early intervention with our partners has also resulted in no reported attacks on our fire crews within Perth & Kinross for several years. These are still too common in other parts of Scotland. The initiatives described have all contributed towards this change in culture and behaviour, though it is felt that the youth engagement and diversionary activities are primarily responsible for this success.

This year seen a continuation of patrols within residential areas to identify illegal bonfires and arrange for uplifts of bonfire materials where necessary. Specific Bonfire Safety and Fireworks Safety guidance was issued by SFRS within our local and national press:

Bonfire Safety Guidance - <http://www.firescotland.gov.uk/your-safety/bonfire-safety.aspx>

Fireworks Safety Guidance - <http://www.firescotland.gov.uk/your-safety/fireworks-safety.aspx>

Locally SFRS continued their partnership approach of recent years with Perth and Strathearn 200 Round Table to promote and encourage members of the public to attend the largest organised event in the area at the city's South Inch.

<http://www.firescotland.gov.uk/news-campaigns/news/2013/10/sfrs-join-forces-with-perth-and-kinross-round-table-to-encourage-public-to-attend-organised-bonfire-events.aspx>



We also seen the lowest number of deliberate secondary fires in the last 5 years for any reporting quarter during this period (see LAPI 2).

### Local Partnership 'Fire Warning Tape' initiative

SFRS and partner agencies in Perth & Kinross have devised an innovative new way of reducing the number of fires which happen in common stairwell and closes.

A multi-agency group has introduced 'fire warning tape', which is used to tie round combustible items in order to encourage the person(s) who dumped them to have them removed due to the high risk of them being set alight.

The idea came as a direct result of a number of fires caused by the build-up of rubbish and combustible items in common stairwells or closes in the Letham, Tulloch, Craigie and Perth City Centre areas.

The Perth & Kinross Community Tasking Group is a multi-agency group, made up of SFRS, Police Scotland, Caledonia Housing and Perth & Kinross Council. Its aim is to make communities safer places to live, protecting vulnerable people and reducing anti-social behavior.



Safer Communities Wardens have now been issued with the tape, which they use to mark any dumped items that pose a fire risk by blocking an escape route from a block of flats, or items that would make access difficult for the emergency services.

The brightly-coloured tape is intended to highlight these dangers to people who dump household items, and the initiative has already seen some success with local residents arranging for special uplifts of abandoned items via PKC.

<http://www.firescotland.gov.uk/news-campaigns/news/2014/01/new-firetape-initiative-in-perth-area-to-reduce-fires-in-common-stairwells.aspx>

### 3 RESPONSE AND RESILIENCE

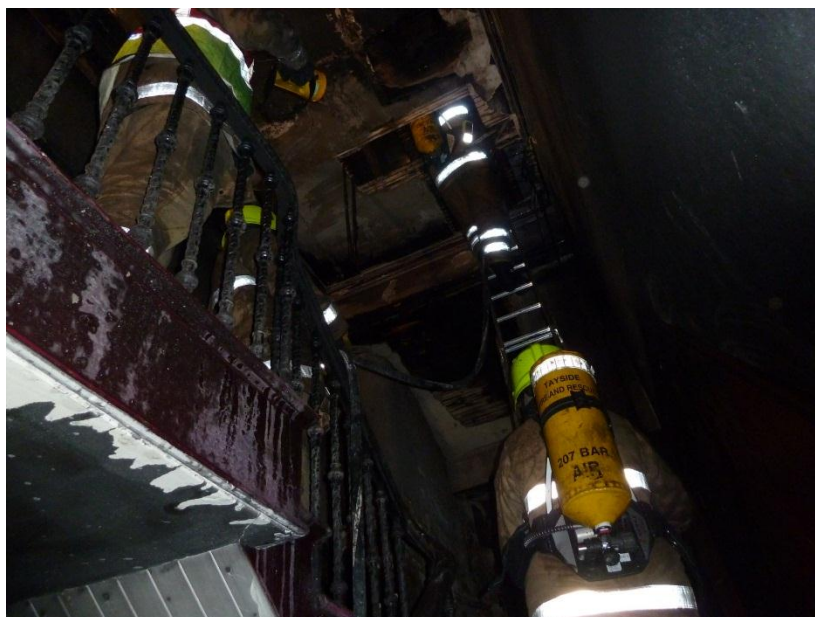
This section provides a summary of our performance in relation to the Response and Resilience activities that the local fire and rescue service deliver which ultimately contribute towards making our communities safer.

Whilst there was an overall reduction in deliberate primary and secondary fire setting this quarter there were three significant instances of this within Perth & Kinross that presented a serious threat to life. There was also a fire on Christmas Day that was relatively small and contained yet had a significant impact on a large number of householders that were left without power over the festive period due to the fire damage sustained.

#### Deliberate Fire Setting – Crieff and Perth City Centre

The first of these occurred on Sunday 3<sup>rd</sup> November, shortly after 2:20am within the stairwell of a tenement block at Cornton Place, Crieff. Items of discarded household items were set alight causing extensive fire and smoke damage trapping one resident in their home whilst others had to evacuate the block.

Local crews from Crieff and Comrie were quickly on the scene and were supplemented by firefighters from Auchterarder and the Aerial rescue Pump crew from Green Watch - Perth as the fire spread to the roof space and threatened to break through the roof. The rapid intervention of local firefighters wearing breathing apparatus using hose lines, thermal imaging cameras and ladders to access the roof space, contain and extinguish the fire prevented far more serious damage being incurred. The person trapped within their top floor flat made contact with firefighters outside in the street, who talked to them until crews rescued him. He suffered slight injuries and was taken to hospital as a precautionary measure and was discharged shortly afterwards.





SFRS, Police and PKC representatives assisted the occupants of the flats to seek alternative accommodation whilst repair work was undertaken. The Red Cross – Fire Emergency Support Service vehicle based at Balmossie Community Fire and Rescue Station which is staffed by local volunteers attended the scene to offer immediate shelter, food and drinks to those affected and emergency services staff.

The fire was subjected to a full joint SFRS and Police fire investigation with the supposed cause determined as being a deliberate act. Police inquiries continue into this incident.

The second incident of this type occurred on Sunday 24<sup>th</sup> November at 1:49am within a storage cupboard next to a fire escape stairwell at The Mercure Hotel, West Mill Street in Perth City Centre. The fire involved a single bed frame that was adjacent to other beds in the store.



Fire crews from Red Watch – Perth were in attendance within 4 minutes of receiving the call. Two firefighters wearing breathing apparatus and using a hosereel quickly extinguished the fire limiting damage to the storage cupboard only and ventilated smoke from the stairwell area. A full evacuation of residents and staff was undertaken.

Despite the fire being relatively small there was the potential for this to have been a far more serious incident due to the time of day, building type, location of the fire and the large number of guests sleeping within the hotel. It also highlighted the value of automatic fire alarm systems in large buildings, particularly where there is a life risk.

The alert from this system which was backed up by a phone call to our Fire Control Centre in Dundee by a member of staff, along with well-rehearsed evacuation drills enabled our crews to promptly locate and extinguish this fire, ensure the safety of guests and staff whilst also minimising the fire damage to the building. A post fire audit by our local Fire Safety Enforcement

Officers confirmed that there were generally good practices and procedures at the hotel with guidance given on modifications to storage being accepted and implemented by staff.

No one was injured at this incident and a joint fire and police investigation was carried out that determined that the supposed cause was also determined as being a deliberate act. Police Scotland subsequently made an arrest in connection with this incident.

The third of these incidents occurred the following day, Monday 25<sup>th</sup> November at 5:21am when a fire was discovered in the stairwell area of flats in High Street, Perth. Four people made their way out of a window onto a roof where they were rescued by firefighters from Perth – Blue Watch using a ladder and were not seriously injured. Two of them were taken to Perth Royal Infirmary by Ambulance for treatment, but later released. Three fire engines attended the incident.



Four firefighters wearing breathing apparatus used a hosereel and hoseline to contain and extinguish the fire whilst using a thermal imaging camera to check for fire spread. Both flats were searched to confirm that no-one else was inside and a Positive Pressure Ventilation (PPV) fan was used to force air through the stairwell and flats to remove smoke and heat thereby limiting further damage.



Once again this fire was subjected to a full joint SFRS and Police fire investigation with the supposed cause determined as being a deliberate act and Police inquiries continue into this incident.

#### Fire affects Power Supply to Pomarium Street Flats on Christmas Day

A fire on Christmas Day at Pomarium Street Flats in Perth resulted in the electricity power supply being affected and residents having to be evacuated whilst repair work was undertaken. The incident occurred at around mid-day when a fire was discovered in the bin chutes area on the fifth floor of the flats. Fire crews from Perth – Blue Watch were in attendance in less than 4 minutes where firefighters wearing breathing apparatus again used a hosereel to contain to a localised area. One resident suffered slight smoke inhalation and was administered oxygen by firefighters until he was handed over to Paramedics.

This incident presented a number of challenges to multi-agency partners post fire as a large number of residents were displaced and required alternative accommodation for an extended period whilst power was isolated for repairs to be carried out. Police provided a security presence until an alternative means of ensuring this was secured by PKC.

The work of PKC Housing Staff and electrical contractors enabled power to be restored as soon as practicable, whilst local SFRS managers advised on materials that could be used to replace cable trunking to improve the fire protection and reduce the likelihood of similar damage being sustained in future, which was accepted and installed.

Local SFRS crews subsequently visited all 45 flats to offer Home Fire Safety Visits (HFSV) and general advice to residents. The fire was investigated and no suspicious circumstances were found.

These incidents highlight that whilst we continue to see a longer term reduction in the number of fires within Perth & Kinross these still pose a serious threat to the safety of our communities. Local firefighters offered HFSV to those residents immediately affected by each of these fires in what is termed as a 'hot strike'. Our capability to have access to specialist resources was also demonstrated with Fire Investigation Teams based in Aberdeen or Livingston attending these incidents to work with Police Scotland Forensic Teams where applicable to share intelligence and capture lessons learned.

## Community and Business Resilience Development – Open Doors Day Event in Pitlochry

A unique and informative community resilience day was held at Pitlochry Power Station on Saturday 12<sup>th</sup> October. A mixture of public, private and voluntary sector organisations came together as part of the Perth & Kinross Community and Business Resilience Partnership to stage an event to support our communities to become better prepared for the effects of severe weather and other emergencies.



There were display stands from all emergency partners and charitable voluntary bodies to share information about how communities can take steps to plan and prepare for such events and explain they can do to help with this process. There were also a number of activities for children to make it a fun family day out which coincided with Scottish Government's Ready Winter Campaign.

This was intended to raise awareness amongst our communities and encourage the production of local emergency plans to improve resilience and enable community based groups to work effectively with PKC, emergency services and other agencies at incidents.

<http://www.firescotland.gov.uk/news-campaigns/news/2013/10/scottish-hydro-electric-power-distribution-and-its-resilience-partners-open-doors-day-in-perthshire.aspx>

## **4 LOCAL AREA PERFORMANCE INDICATORS**

The local service continues to improve performance in a number of areas. For period ending 31st December 2013, ten 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 & 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 an LAPI 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:**

There were no fatalities arising from fires during this reporting period. It is now in excess of 600 days since a fire death occurred within Perth & Kinross.

## LAPI 2 – Number of injuries arising from fires

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

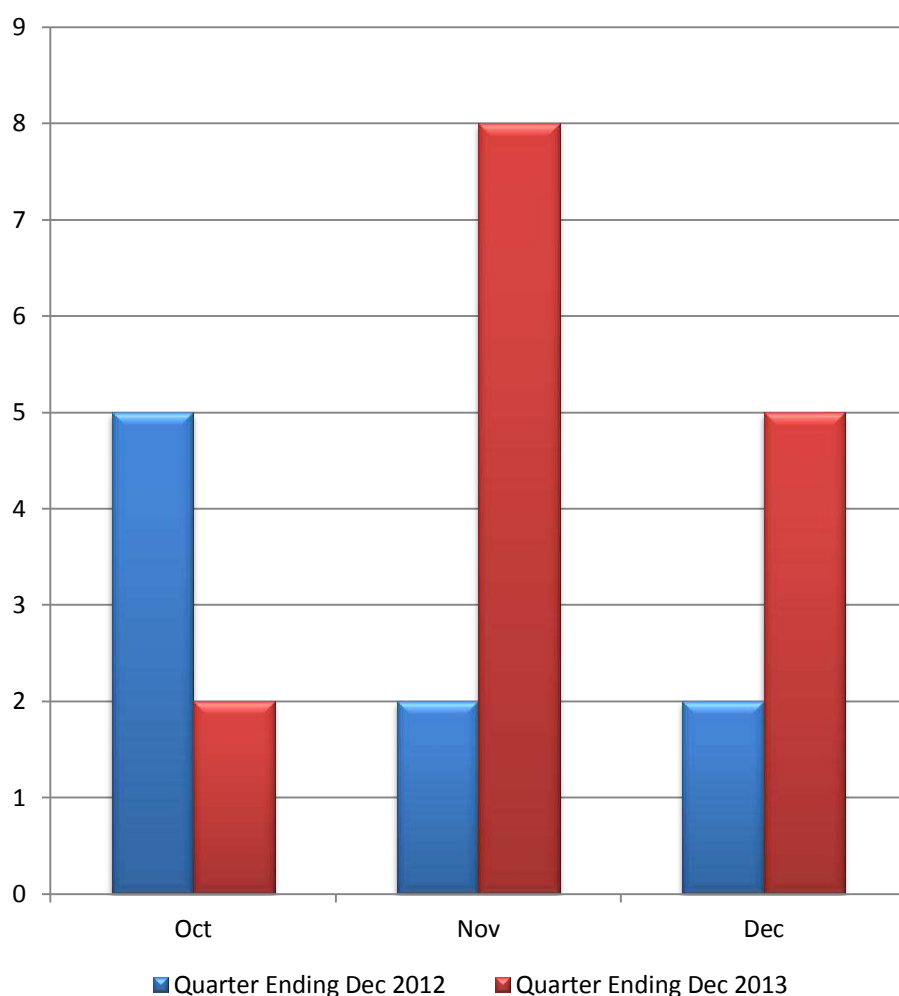


This Performance Indicator is used to measure progress against:

- **Priority 1 - Reduce Casualties 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**



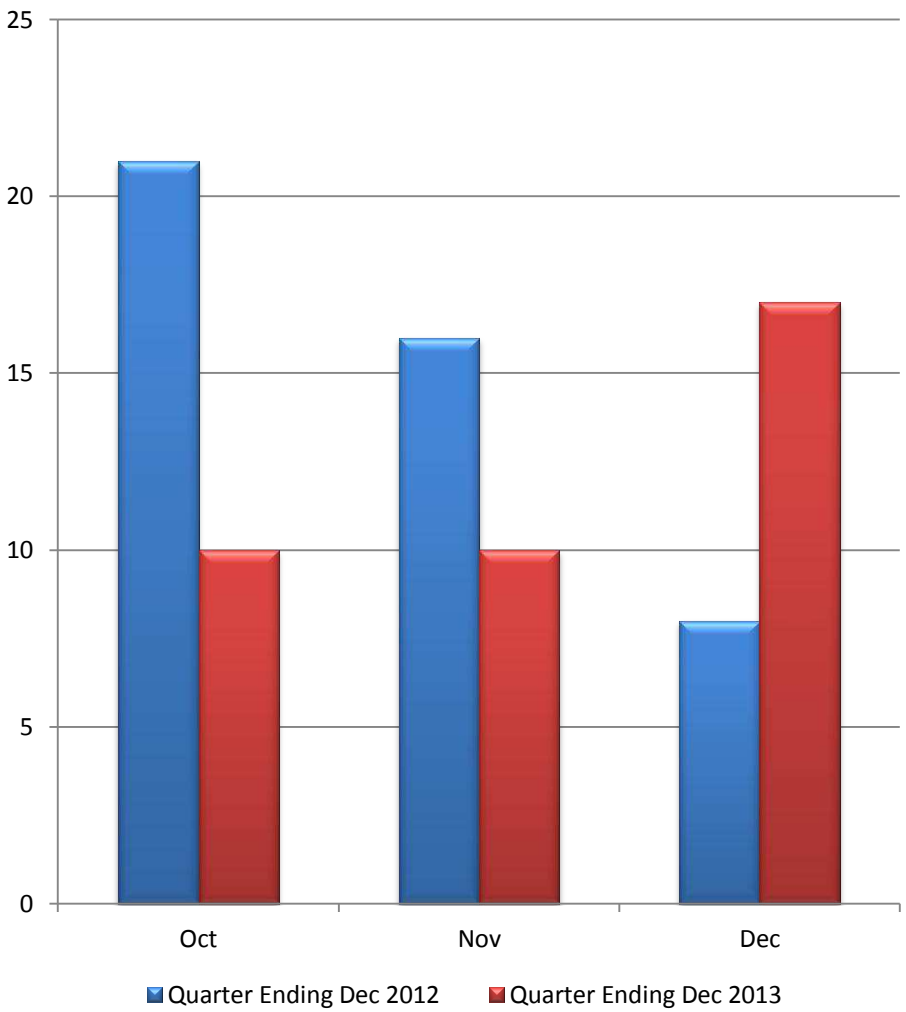
### Local Senior Officer's Comments:

Contrary to the continued success in reducing fire deaths (LAPI 1), this quarter seen a significant increase in fire related injuries with 15 being recorded. Last quarter saw a reduction in injuries, yet during this reporting period we had the highest experienced for the last 5 years. There was no significant pattern or trend to these incidents with a range of age groups involved though older people continue to be most at risk from fire. These were partially attributable to serious fire incidents highlighted within the Response and Resilience section of this report.

Whilst we seen a rise in injuries, none of these were deemed to be serious or life threatening. Firefighters have developed an improved understanding of the effects of smoke inhalation and carbon monoxide poisoning from fire over recent years and routinely administer high flow oxygen

to reduce the effects of this. The attendance of the Ambulance Service is also routinely requested including when moderate smoke inhalation has been experienced to ensure the health, safety and wellbeing of those affected due to the often delayed effects experienced by fire casualties.

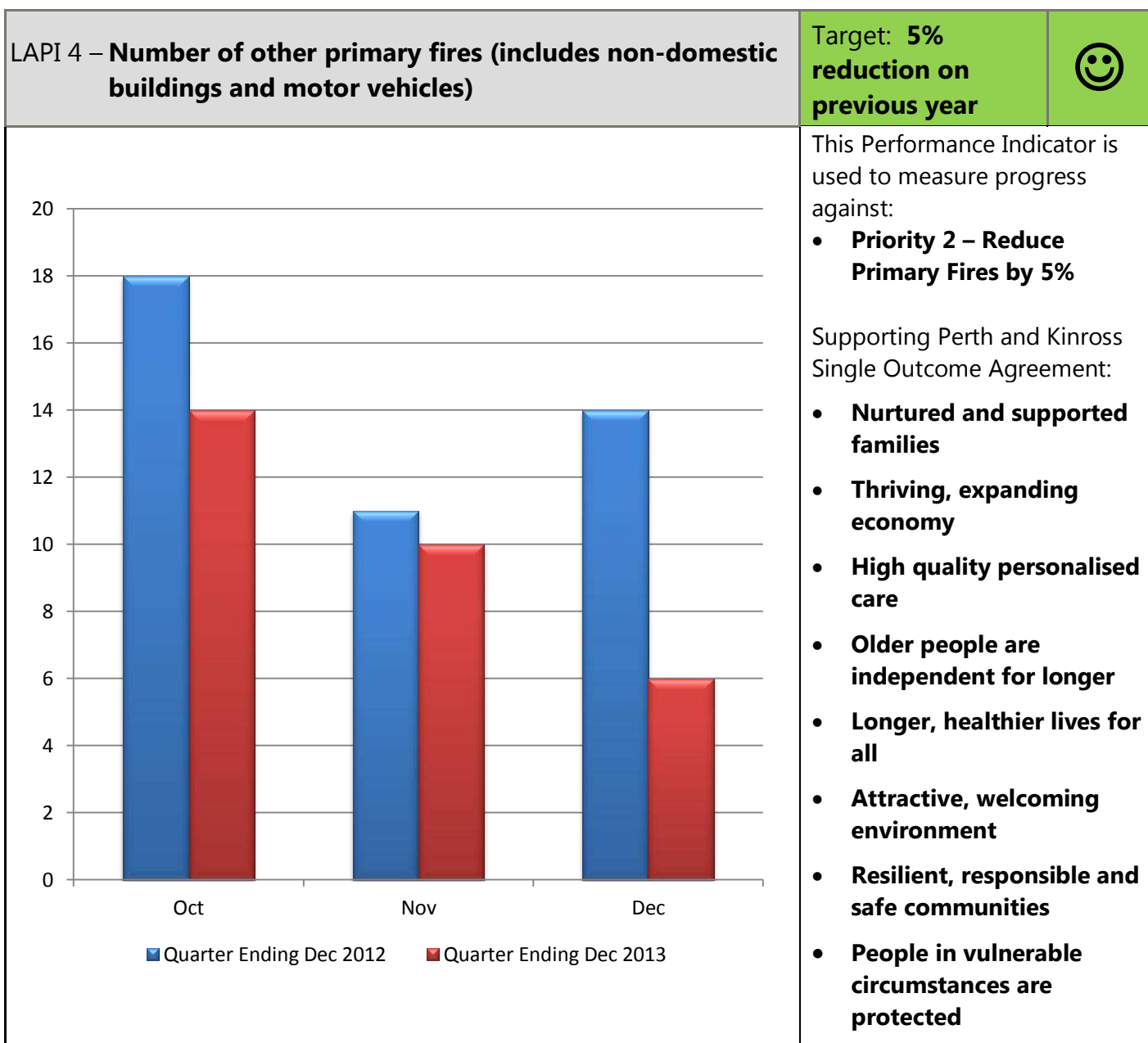
From these recent incidents, all of the people affected have either had a case study completed or initiated by local managers with further information / follow-up visits required to establish underlying causes, identify lessons and develop local solutions in partnership to reduce or prevent similar events occurring.

LAPI 3 – Number of dwelling fires	Target: <b>5% reduction on previous year</b>	☹️												
 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Quarter Ending Dec 2012</th> <th>Quarter Ending Dec 2013</th> </tr> </thead> <tbody> <tr> <td>Oct</td> <td>21</td> <td>10</td> </tr> <tr> <td>Nov</td> <td>16</td> <td>10</td> </tr> <tr> <td>Dec</td> <td>8</td> <td>17</td> </tr> </tbody> </table>	Quarter	Quarter Ending Dec 2012	Quarter Ending Dec 2013	Oct	21	10	Nov	16	10	Dec	8	17	<p>This Performance Indicator is used to measure progress against:</p> <ul style="list-style-type: none"> <li>• <b>Priority 2 – Reduce Primary Fires by 5%</b></li> </ul> <p>Supporting Perth and Kinross Single Outcome Agreement:</p> <ul style="list-style-type: none"> <li>• <b>Nurtured and supported families</b></li> <li>• <b>Thriving, expanding economy</b></li> <li>• <b>High quality personalised care</b></li> <li>• <b>Older people are independent for longer</b></li> <li>• <b>Longer, healthier lives for all</b></li> <li>• <b>Attractive, welcoming environment</b></li> <li>• <b>Resilient, responsible and safe communities</b></li> <li>• <b>People in vulnerable circumstances are protected</b></li> </ul>	
Quarter	Quarter Ending Dec 2012	Quarter Ending Dec 2013												
Oct	21	10												
Nov	16	10												
Dec	8	17												

#### Local Senior Officer's Comments:

There were 37 dwelling fires during this quarter against a target of 34 which was the second lowest for this reporting period over the last 5 years. Fires in home continued to be primarily cooking related though there were instances of electrical fires from washing machines and an electric blanket. The longer term trend continues to be a slight decrease in the overall number of dwelling fires experienced within Perth & Kinross.

A HFSV is undertaken at every home that experiences a fire either at the time of the incident or arrangements are made for a follow-up visit.



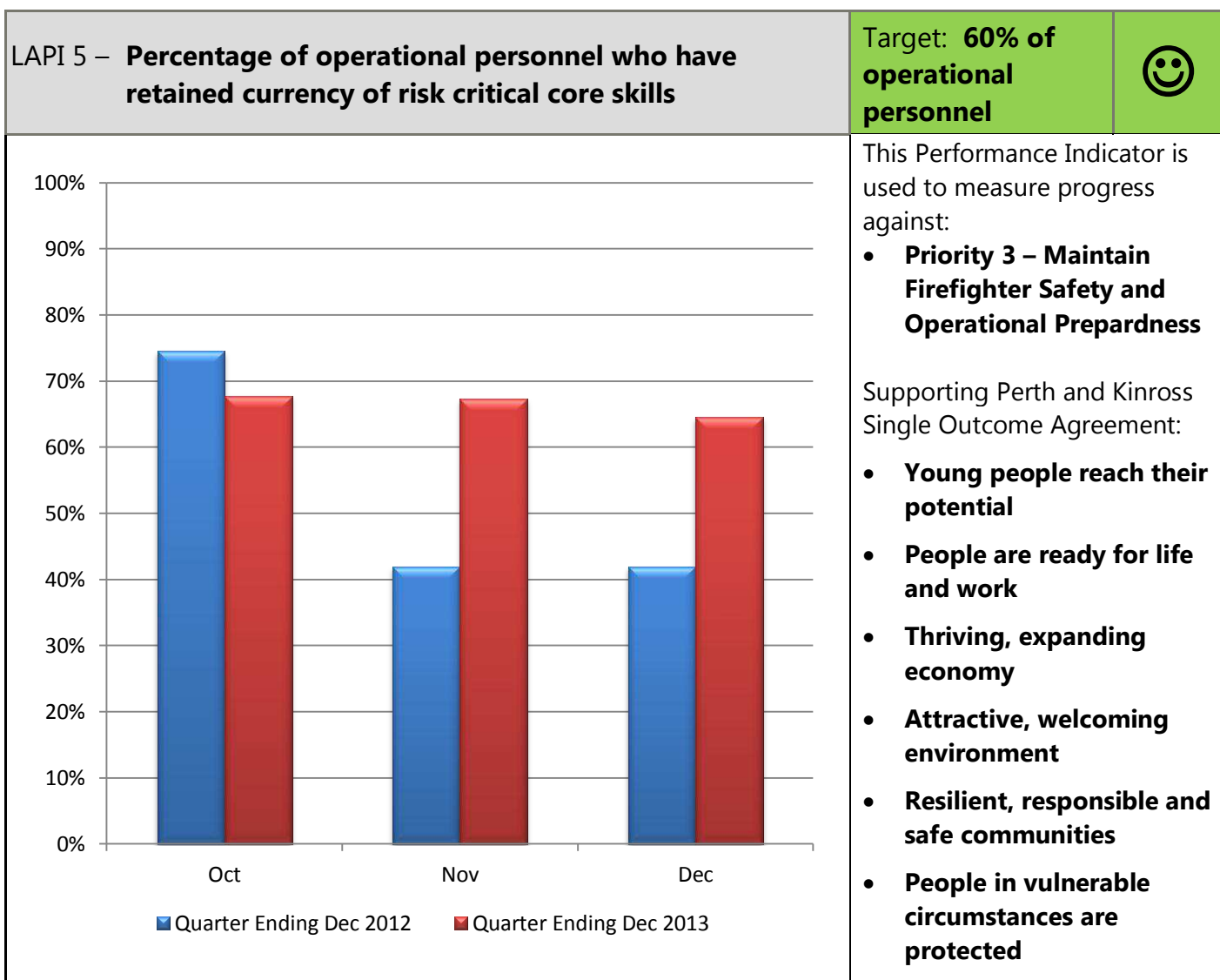
### Local Senior Officer's Comments:

There were 30 other primary fires during this quarter which is the lowest for the same reporting period over the last 5 years, where figures have varied from 43 in 2012-13 to 37 in 2011-12, therefore marking a continued significant reduction in this incident type.

An established process is in place to undertake a post-fire audit by Fire Safety Enforcement Officers on each occasion we experience a fire in non-domestic premises. Similar to case studies that are facilitated for fire casualties, these audits have been initiated for each incident with the majority having been concluded and some minor follow-up actions being progressed to date. These audits are intended to review practices and procedures to prevent further fire incidents occurring. None of these incidents were deemed to be significant (e.g. multiple casualties or multi-



pump: 5 or more) with the most potentially serious incident being the one highlighted at Mercure Hotel within the Response and Resilience section of this report.



### 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 & Kinross.

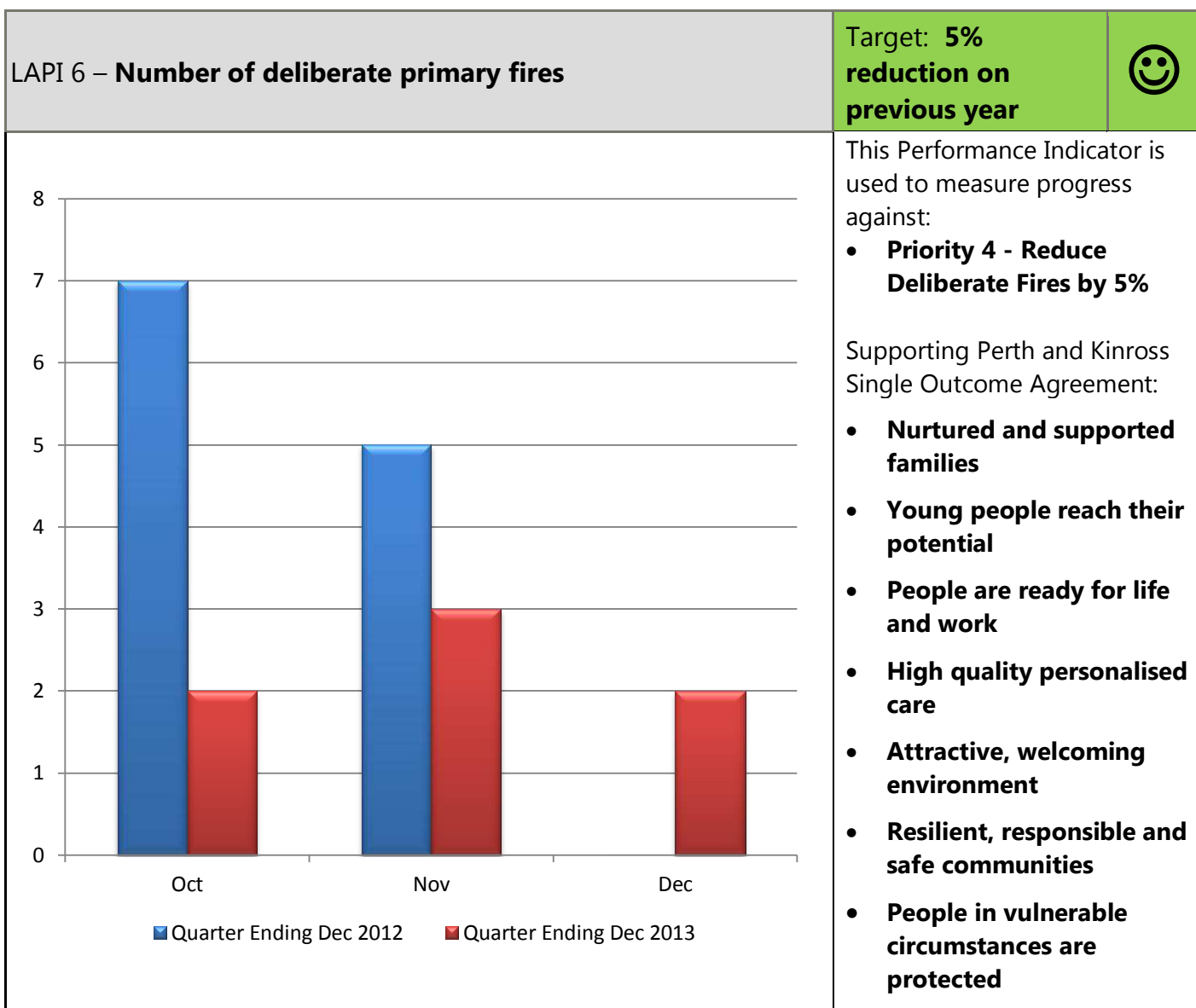
To ensure currency of risk critical core skills all operational personnel are required to be assessed by our training delivery staff in four areas over pre-defined timescales, as follows:

- 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 SFRRS as a means to ensuring our 'business as usual' approach whilst new standards are introduced within our new service. 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 & 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 an increasing number of personnel acquiring and maintaining these skill sets in comparison to the first quarter though this is less than last year. There are now 67% of our firefighters deemed competent in the four skill set areas in comparison to 61% in the first quarter and 66% in the second quarter.

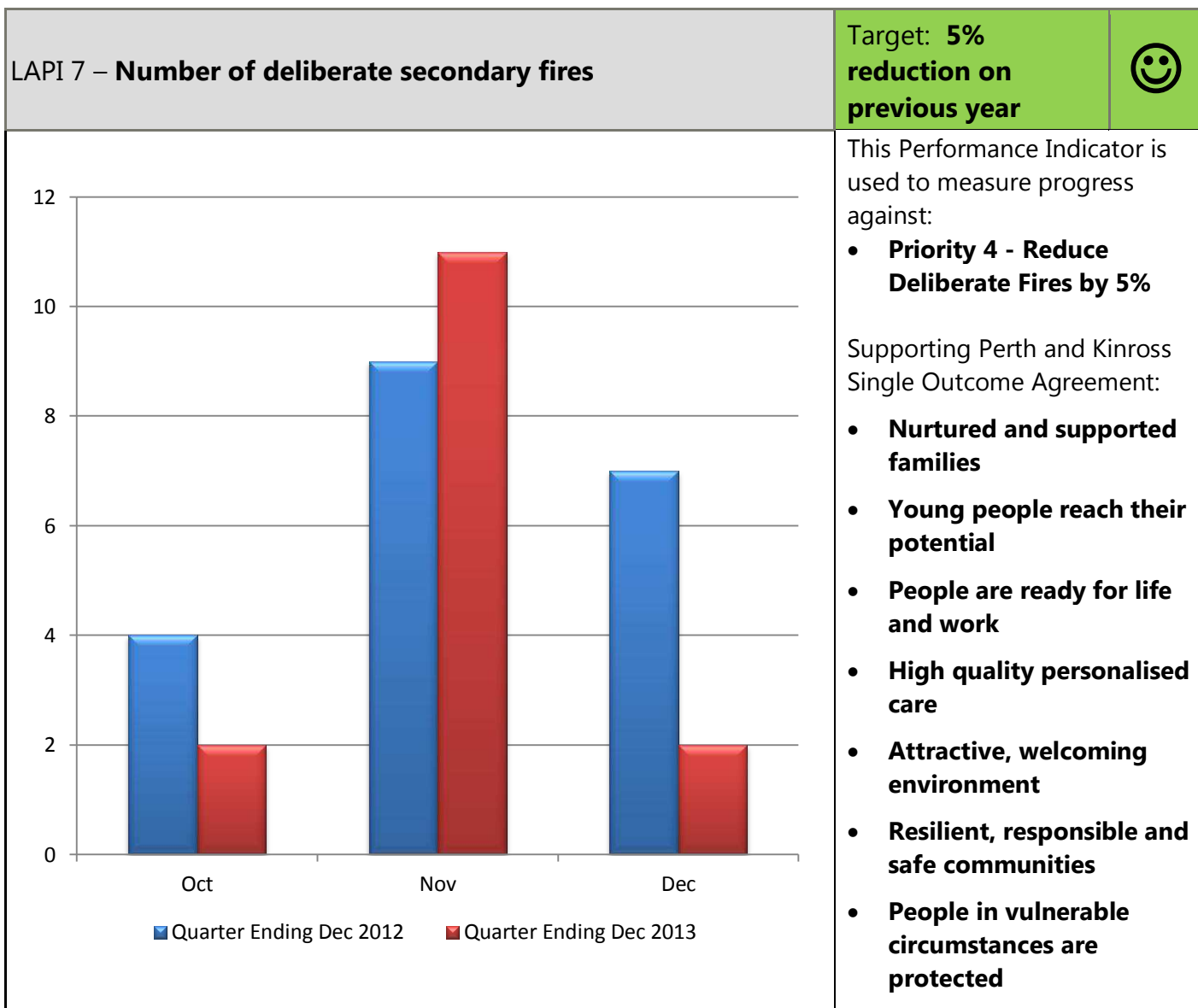
Therefore we are currently above our target for this year (60%) though this figure may fluctuate throughout the year as we introduce new staff to our service who have yet to acquire these skill sets.



#### Local Senior Officer's Comments:

Despite their being the 3 serious deliberate primary fires highlighted earlier in this report there was still a reduction during this quarter with 7 incidents of this nature. This was the second lowest over the last 5 years for this reporting period with 10, 2, 14 and 12 incidents being recorded in previous to this year.

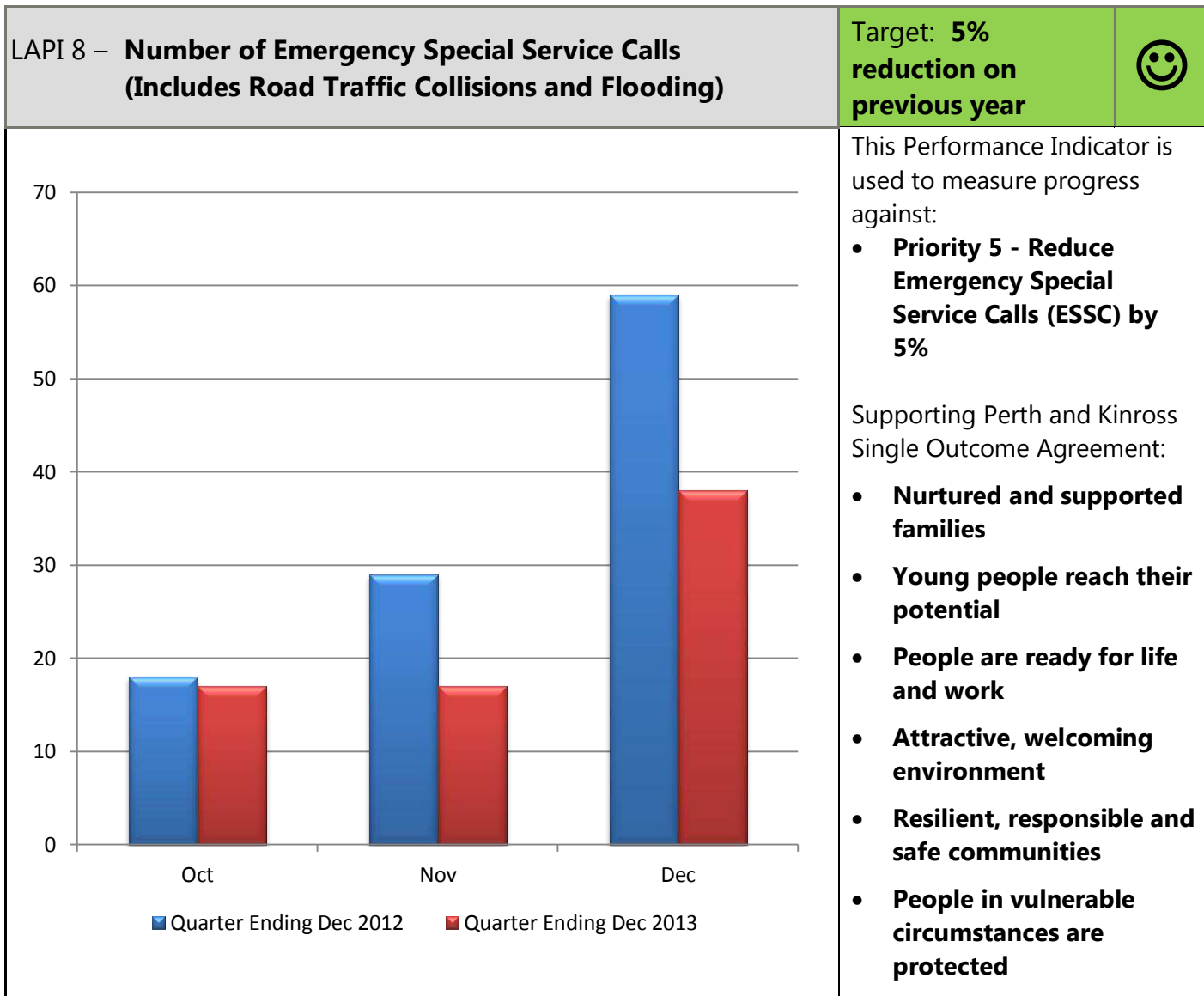
Fire investigations were carried out by attending SFRS Incident Commanders at a local level on four occasions with the assistance of our specialist Fire Investigation Team being requested at the three most serious incidents.



#### Local Senior Officer's Comments:

Similarly to deliberate primary fires there was also a significant reduction in the overall number of deliberate secondary fires with 15 incidents being recorded. This is lowest number recorded for any reporting period in the last 5 years and reflects the longer term analysis for a continued reduction in secondary fires which mainly involve grassland, wheelie bins, skips and discarded rubbish that are often associated anti-social behaviour within our communities.

This was particularly welcomed as it coincided with the bonfire period where Perth & Kinross has bucked the national trends with this significant reduction in this type of fire setting behaviour. This has been primarily achieved through a series of Community Safety Engagement partnership initiatives, as highlighted within the Prevention and Protection section of this report.

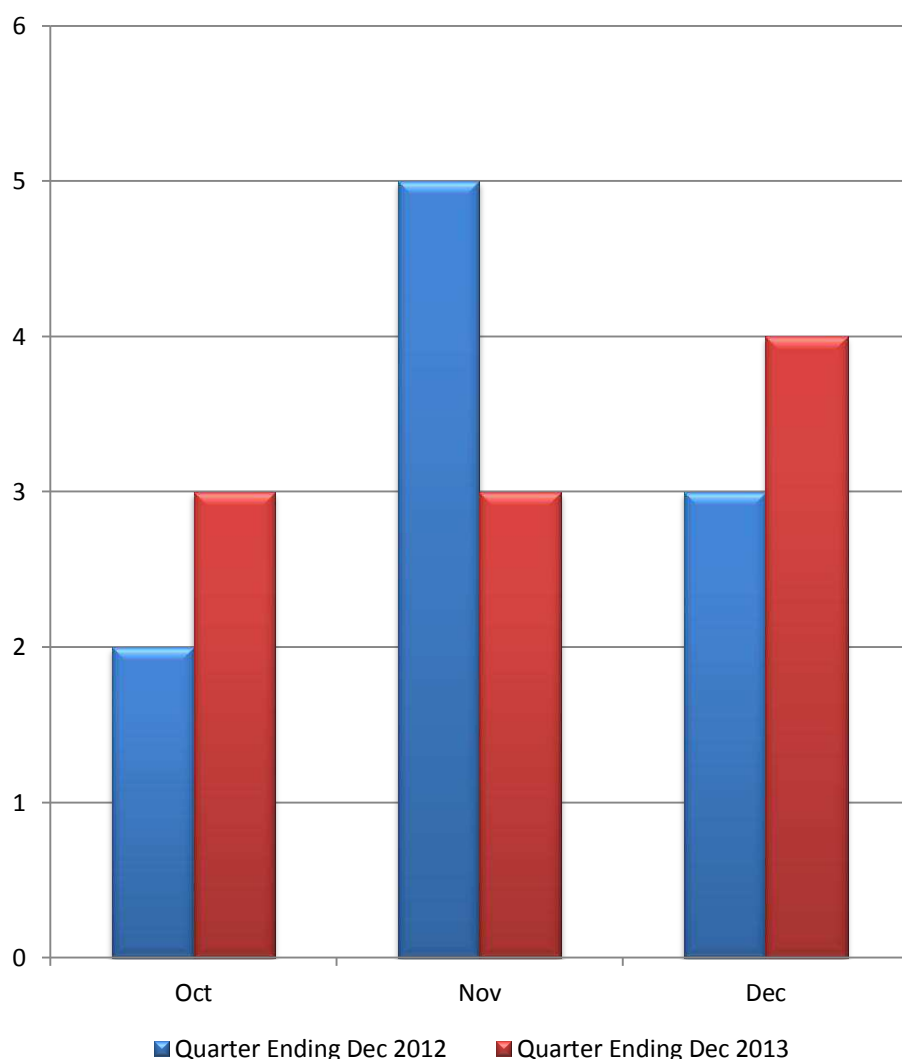


### Local Senior Officer's Comments:

There were 72 Emergency Special Service Calls (ESSC) this quarter in comparison to 106 for the same period last year. Incidents of this type are strongly influenced by weather conditions therefore the unseasonably warm and relatively dry conditions experienced in Scotland has had a positive influence on the number of ESSC attended. This was the lowest amount of ESSC for the last 5 years during this same October to December reporting period which seen a high of 206 during this quarter in 2010-11.

## 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:

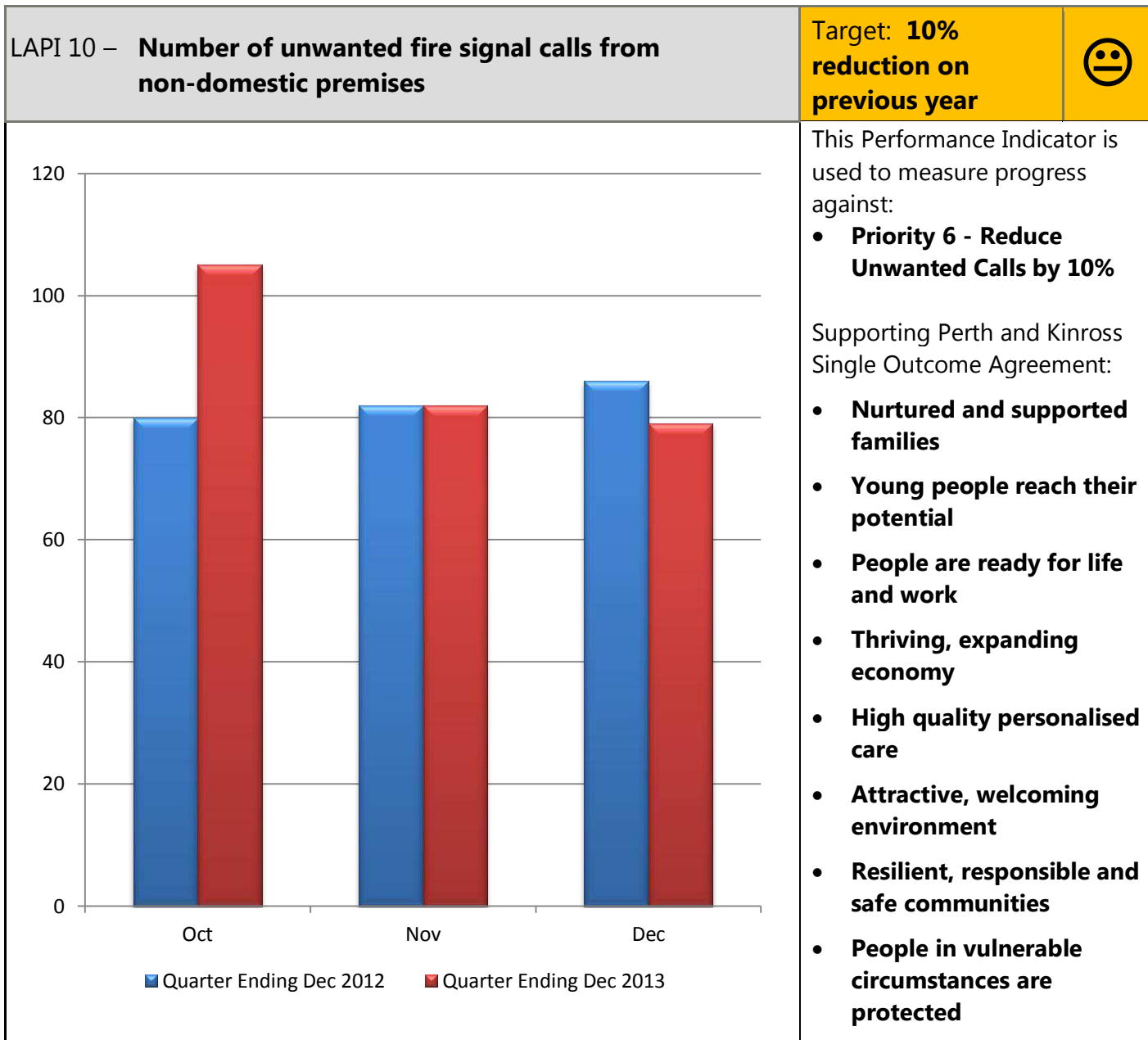
There were 10 malicious false alarm calls during this quarter, which is the same amount in four of the last five reporting years with 12 calls being experienced in 2009-10.

Analysis of these incidents in Perth & Kinross has shown that there were a variety of causes though not always connected to malicious phone calls. A number of these occurred within residential care homes where older people often suffering from dementia had activated break glass points. Time has been spent by responding crews and / or Fire Safety Enforcement Officers to carry out follow-up visits and spend time with staff to establish means of preventing

reoccurrence. Whilst we have identified this as one of the main causes there has been no pattern established as these have occurred at various residential care homes.

This will continue to be monitored with locally tailored solutions being identified to reduce the likelihood of further incidents occurring where applicable.





### Local Senior Officer's Comments:

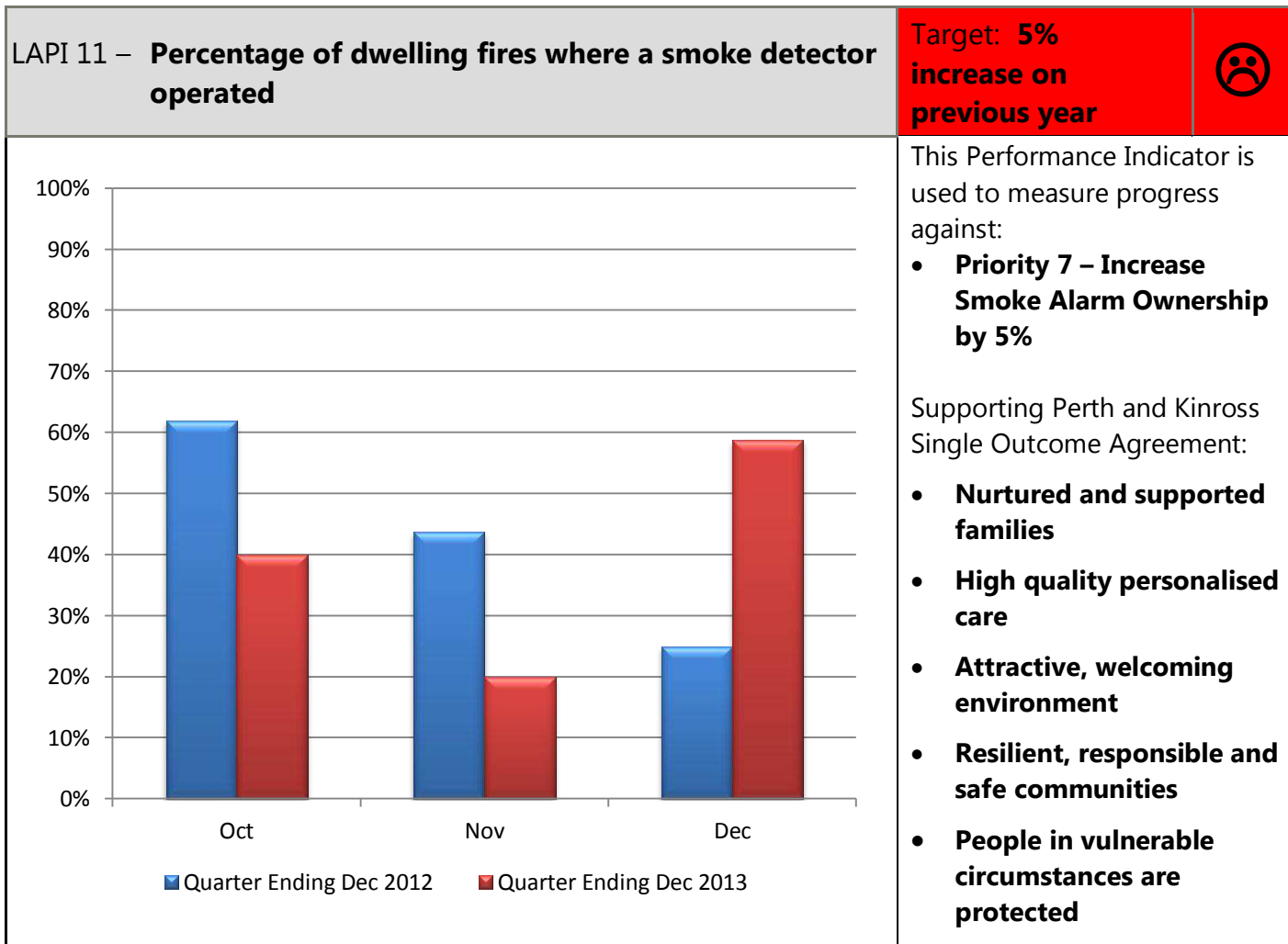
Unwanted Fire Alarm Signal (UFAS) calls are experienced where an Automatic Fire Alarm (AFA) system is activated due to reasons other than a fire. This can range from accidental activations from cooking, steam from a shower or technical fault with the premise's AFA system.

There were 266 UFAS calls from non-domestic premises during this quarter against a target of 234. This was higher than last year (248) and the third highest for this reporting period over the last 5 years. It also remains to be the most common incident type within the Perth and Kinross area with 42% of our calls being attributable to UFAS between July and September. Our longer term trend analysis has indicated that there will be a continued increase in this incident type as there has been a marginal increase over a sustained period.

Responding crews have continued to spend time with whoever is deemed to be the 'responsible person' at each premise once it has been determined that the actuation has been as a result of an UFAS call. This is to analyse the cause and identify any actions whilst at the scene 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 and procedures within the premise. Where there are longer term issues we undertake specific action plans through our FSE Officers working with the responsible person(s) for these premises. These are recorded and monitored by the local risk managers for their respective areas.

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

SFRS strategies are being developed nationally to support Prevention and Protection activities including UFAS and will be implemented locally in an attempt to reduce the impact this has on our local service delivery.



### 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 40% of the dwelling fires that we experienced within Perth & Kinross. This was 13% below our target of 53% also less than was recorded for the same quarter last year when the smoke detector operated in 65% of the dwelling fires that we attended. This has a tendency to fluctuate and when analysed against the recorded figures for the second quarter of the last five years this proved to be a similar return, as 44% was the second highest over this longer period.

Interpretation of this performance information indicates to us that the large increase in smoke alarm ownership in Perth & Kinross from the 20,000+ HFSV's undertaken in recent years will mean that more potential fires will be detected in the early stages as intended (e.g. cooking left unattended). This results in SFRS often not needing to be called as householders are alerted to this threat and can take remedial action such as turning appliances off and opening windows to

remove any residual light smoke or steam. It is felt that this information is also linked to the gradual reduction in dwelling fires that we have experienced over the longer term (see LAPI 3).

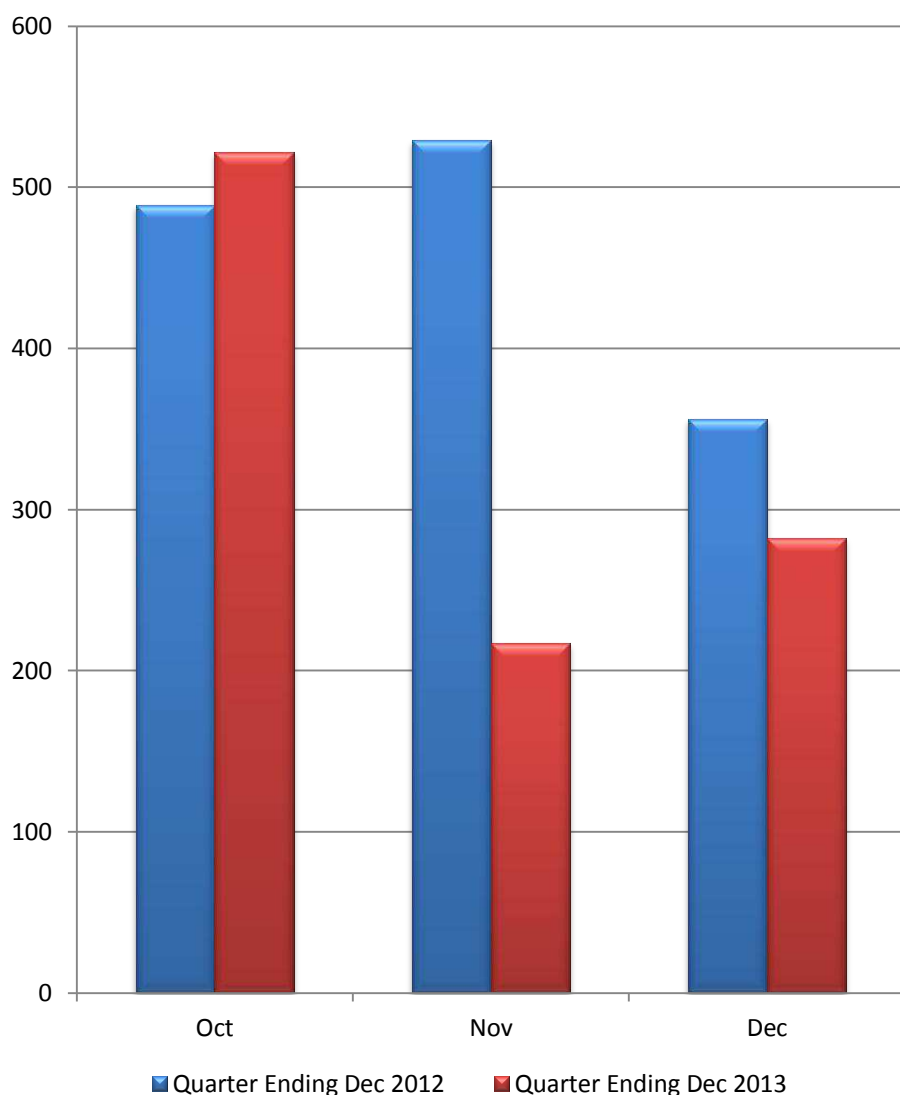
Therefore these proactive prevention activities are attributable to less dwelling fires being attended where smoke detectors have operated indicating that smoke alarms are being installed within homes that may have otherwise experienced fires. It has been our intention that HFSV's have been targeted towards these homes.

Our firefighters will continue to carry out HFSV's including incidents where they have attended a fire in people's homes. This is to fit smoke alarms where needed in the property affected and often neighbouring homes at the same time as a 'hot strike' by our crews. This is in an attempt to further reduce the risk from fire to our communities.

Further initiatives continue to be 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**

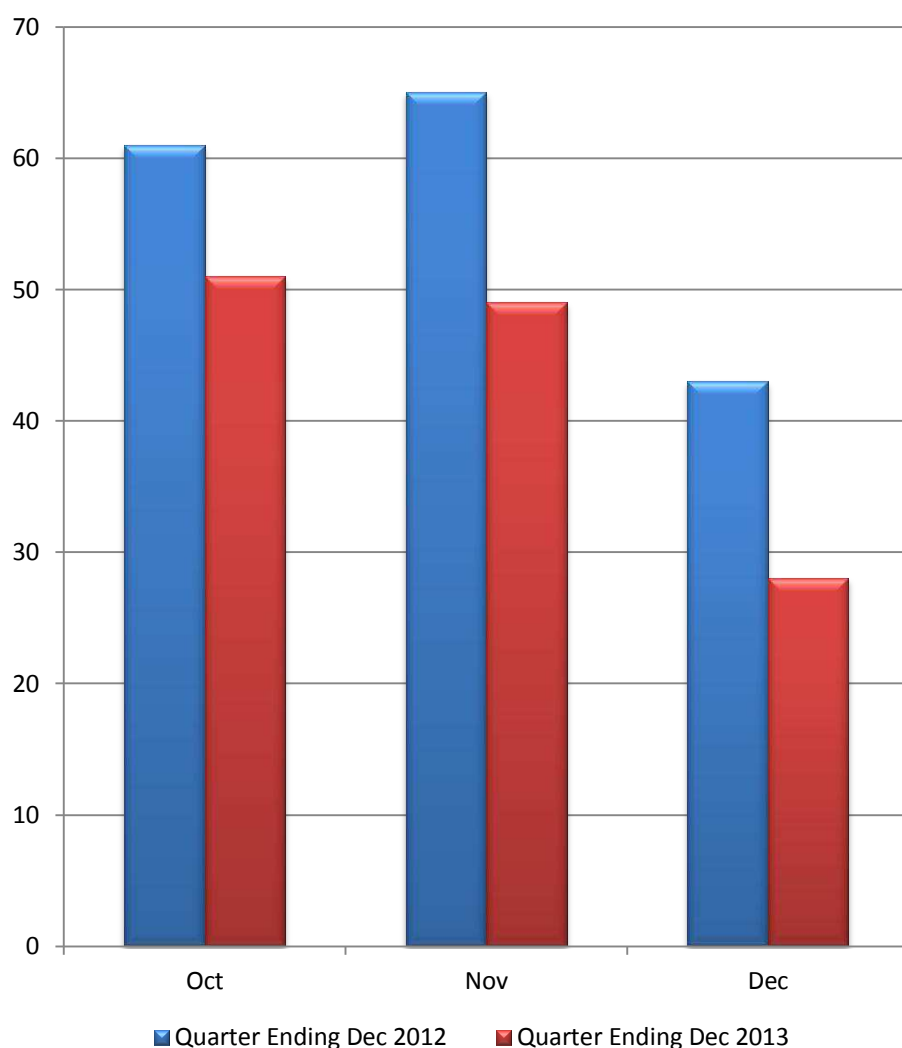
### Local Senior Officer's Comments:

Our local crews continued to make good progress towards our annual target of 4,411 HFSV despite being slightly below the quarterly target with 1,021 visits of the 1,103 planned visits undertaken throughout Perth & Kinross. It is typical for local firefighters to record slightly less visits during this quarter which covers the festive period and the public are less likely to request our services.

A number of community fire and rescue stations have reached their annual target. On doing so local firefighters are organised to deliver and support neighbouring station areas in the delivery of HFSV's through flexible crewing arrangements. This is to ensure that we deliver equitable levels of service delivery to all our communities across Perth & Kinross.

## LAPI 13 – Number of Legislative Fire Safety Audits

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**
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- **Attractive, welcoming environment**
- **Resilient, responsible and safe communities**
- **People in vulnerable circumstances are protected**

### Local Senior Officer's Comments:

During this quarter we undertook 128 audits against a target of 219 and local FSE Officers will not be able to deliver the planned target that was established at the beginning of this reporting year.

The reasons for this reduction are two-fold. Firstly due to the transitional arrangements within SFRS where local FSE Officers with specialist skills in Fire Engineering are on occasions being utilised to deliver technical building solutions across other parts of the North Service Delivery Area. Similar to the way in which we have benefitted locally with access to specialist skills and

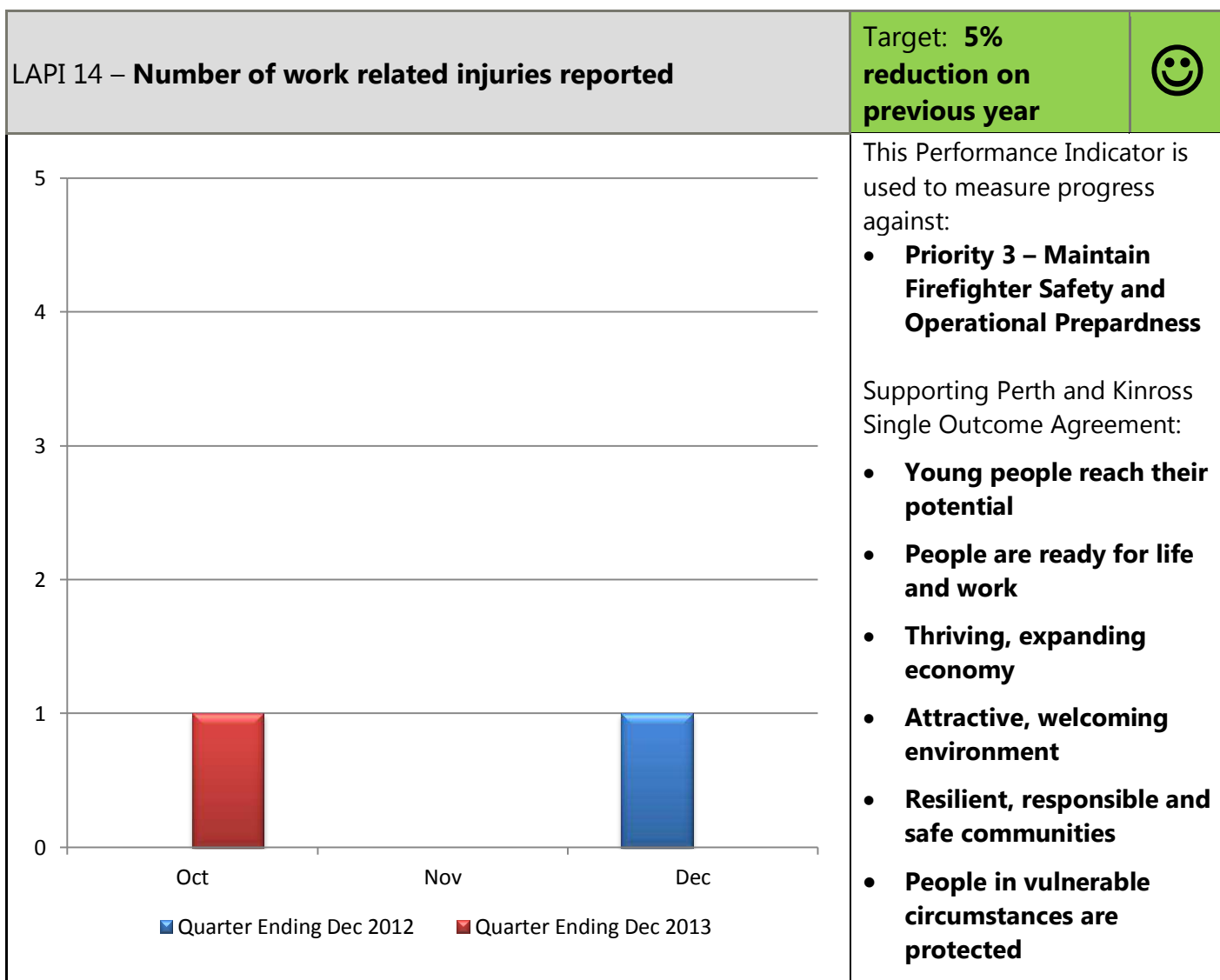
resources such as Fire Investigation Teams from Aberdeen and Livingston, FSE Officers who we had invested in locally to acquire specialist Fire Engineering skills are offering their knowledge and expertise to contribute to building plans during the technical design phases.

Secondly, during the first year of our service a number of integrated strategies have been developed and implemented nationally to ensure a consistent approach is undertaken across Scotland. This includes our Fire Safety Enforcement Framework 2013 -2016 where in order to establish a common standard of risk categorisation across Scotland, during the lifetime of the Framework the SFRS will target on an annual basis the auditing of the following premises types:

- All Care Home, School Care Accommodation and Secure Accommodation Services registered with the Care Inspectorate
- All NHS Hospitals; and Private Hospitals and Hospices registered with Healthcare Improvement Scotland
- All Houses in Multiple Occupation (HMO's) in accordance with the licensing cycle of the Local Authority; and
- All premises previously assessed as presenting a "very high" or "high" risk following an audit by Fire Safety Enforcement Officer or Auditing Officer from the previous eight Scottish FRS arrangement

This strategy has been fully implemented over recent months and was similar to our local legacy policy in many aspects. All premise types within Perth & Kinross that meet this criteria have now been audited. Due to this our planned annual target will be no longer be pursued and the focus will now resume on undertaking audits by our local FSE Officers in their respective Perth City and South Perthshire, Highland and East Perthshire areas to protect our communities including those within the business sector.





### Local Senior Officer's Comments:

This quarter we experienced 1 injury to a firefighter which is the same amount recorded as last year. Our target for this reporting period was 1 and we therefore remain on target for the year to achieve a further reduction in injuries at work to our firefighters. 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.

This injury occurred at the serious fire incident within a tenement block in Crieff that was detailed within the Response and Resilience section of this report when entry was being forced to locked flats with a sledge hammer where people were suspected to be trapped during the early actions of our emergency response. The firefighter sustained an injury to his hand that was relatively minor and he received first aid by Paramedics at the scene. Less than 3 days were lost from work.

As with all workplace accidents and injuries this was 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.

## **5 CONTACT DETAILS**

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