



COMMUNITY SAFETY COMMITTEE

28 OCTOBER 2015

**Report by Area Manager Colin Grieve, Local Senior Officer,
Scottish Fire and Rescue Service**

SUBJECT: FIRE AND RESCUE QUARTERLY PERFORMANCE REPORT - 1 JULY TO 30 SEPTEMBER 2015

Abstract

The Report contains provisional performance information relating to the second quarter (July - September) of 2015 - 16 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 2014-17, 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 provisional data collected during the reporting period. Due to the timescales of this meeting only provisional performance information is available; any amendments will be detailed at the next meeting.

4.6 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 2: 2015-2016 (1st July – 30th September)

**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	Q2 Jul - Sep 2011/12	Q2 Jul - Sep 2012/13	Q2 Jul - Sep 2013/14	Q2 Jul - Sep 2014/15	Q2 Jul - Sep 2015/16	5 Year Average	Quarterly Comparison RAG Rating	Year to Date RAG Rating
Accidental dwelling fires	23	23	18	29	28	24		
Fire casualties and fatalities	14	6	6	6	10	8		
Deliberate Fire Setting	49	27	40	29	27	34		
Non domestic property fires	23	18	9	16	24	18		
Special Service - All	96	80	66	54	94	78		
False Alarms - All	318	340	348	357	330	339		

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

- ***Due to the timescales of this meeting only provisional performance information is available; any amendments will be detailed at the next meeting.***
- *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 75 Wholetime, 135 Retained and 23 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 -	84% (76%)	Compartment Fire Behaviour -	79% (78%)
Road Traffic Collisions -	80% (78%)	First Aid -	83% (86%)

The overall percentage of operational personnel that currently have demonstrated competence in all of the risk critical core skills is 53%; this is a 5% 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.

A review of training course provision has recently been undertaken with a new series being programmed for the remainder of 2015-16.

Our on-going campaign will see more personnel join the Retained and Volunteer services in the next few months.

Notable Events



Perth – White Watch facilitated a joint rope rescue exercise with Encron Ltd's Rope Rescue Team on 30th September at Lochelbank Windfarm, Wicks o' Baigle by Bridge of Earn. This proved to be very beneficial in improving our crews' skills in a number of challenging rescue scenarios.



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 28 ADF during this reporting period which was 4 more than the five year average. These were relatively evenly spread over this quarter with 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 (19) 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.

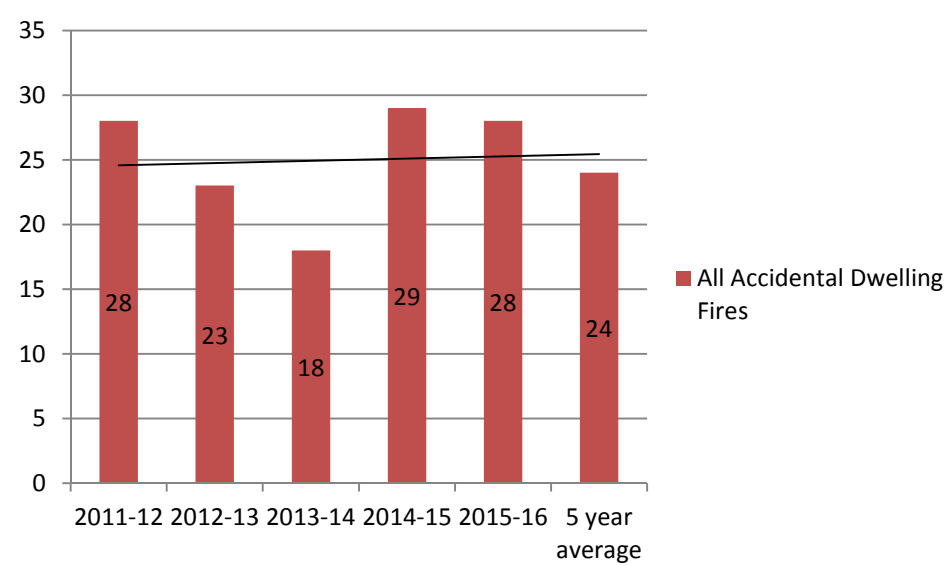
HFSV's are offered at all ADF incidents and were undertaken with follow-up actions and information shared with partner agencies where deemed necessary. Follow-up actions include partnership Home Safety Visits that are undertaken by PKC - Safer Communities Wardens, SFRS Community Safety Engagement staff, PKAVS Community Safety Volunteers, PKC - Community Alarms Team and Community Police Officers also add their knowledge and experience to this initiative. Our visits continue to be specifically targeted towards people that have been deemed to be at 'high risk' of unintentional harm in their homes.

Notable Incidents

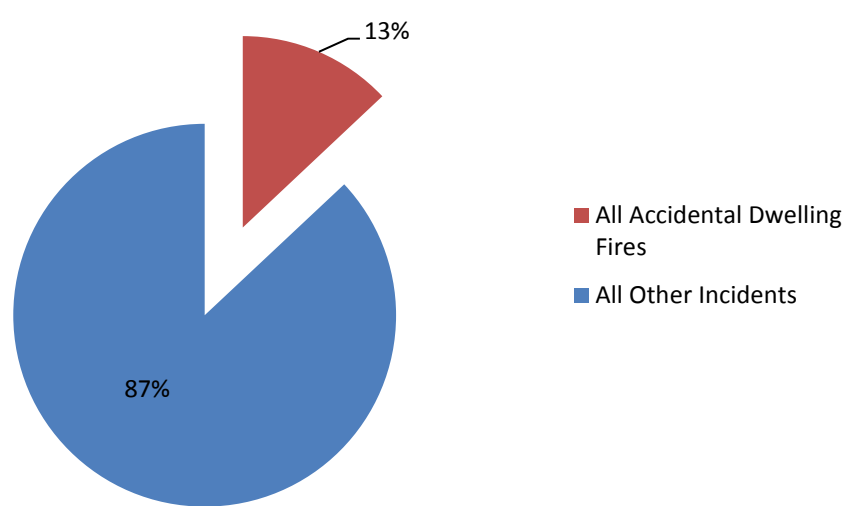
There were no notable incidents during this reporting period.

Key Performance Indicator	Key Performance Indicator	Jul - Sep 2011/12	Jul - Sep 2012/13	Jul - Sep 2013/14	Jul - Sep 2014/15	Jul - Sep 2015/16	5 year average	Trend
2b(i)	All accidental dwelling fires	23	23	18	29	28	24	↑

2nd Quarter - 1 July to 30 September 2015



Incident Profile - Percentage of Accidental Dwelling Fires



PRIORITY 3: Reduction in Fire Casualties and Fatalities

The slight increase in ADF was also reflected in the number of fire casualties experienced with a total of 10 during this quarter in comparison to 6 last year, which was above the 5 year average of 8 for this reporting period. The positive longer term trend remains of a reduction in the number of fire related casualties.

There have been no fatal injuries from fire in Perth & Kinross area since 7 April 2012 which is the longest time on record that this has been experienced. None of the people that sustained injuries during this reporting period was 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.

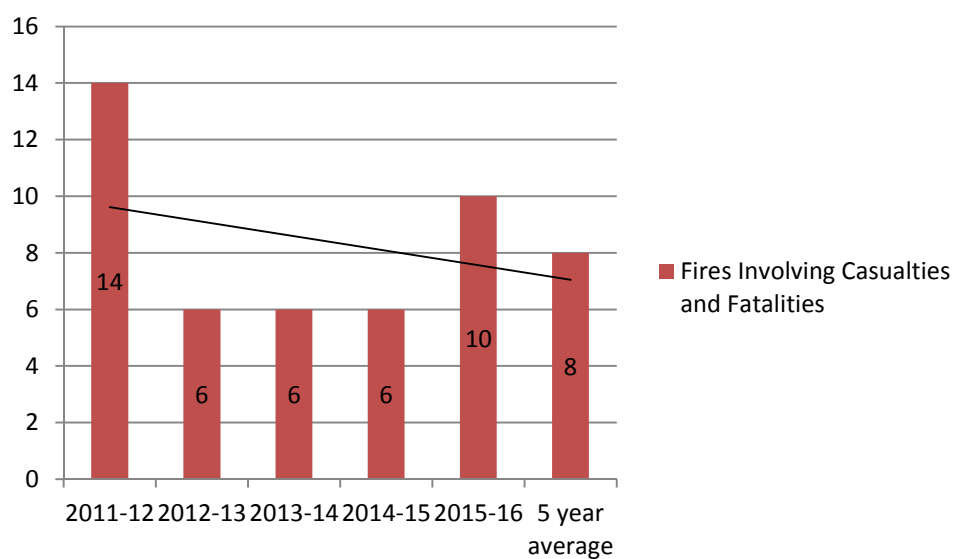
Notable Incident

There were no notable incidents during this reporting period.

Key Performance Indicator	Key Performance Indicator	Jul - Sep 2011/12	Jul - Sep 2012/13	Jul - Sep 2013/14	Jul - Sep 2014/15	Jul - Sep 2015/16	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	14	6	6	4	6	7	↓
3a(iii)	Non-fatal fire casualties incl. precautionary checkups	14	6	6	6	10	8	↑

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

2nd Quarter - 1 July to 30 September 2015



PRIORITY 4: Reduction of Deliberate Fire Setting

There was a decrease in the number of deliberate fires within Perth & Kinross during this reporting period with 27 incidents of this type being experienced in comparison to only 29 last year. This is also below than the 5 year average of 34 deliberate fire setting incidents and the equal lowest amount during the last five years for this reporting period. Whilst this reduction was welcomed there were two more significant deliberate fire setting incidents, as outlined below (see – Notable Incidents). Whilst these incidents were more resource intensive and also required the assistance of Police and other partners it is felt that there was no significant pattern or trend that appears to indicate a serious issue.

Incident monitoring and review by SFRS Managers and Firefighters will continue with actions taken through our partnership MATAC – Multi-Agency Tasking and Co-ordination Group and other local initiatives as needed.

Firefighters trained in counselling fire-setters continue to make interventions where deemed necessary and appropriate to do so in an attempt to prevent this challenging behaviour. This is in an attempt to further reduce these types of fire and continually improve the safety of our communities.

Notable Incidents



Woodfield Cottage by Meikleour: House on fire, Wednesday 15 July 2015

– Fire Crews from Dunkeld, Perth and Blairgowrie responded to this incident with the first call being received at 1:52am. On arrival, they found the unoccupied cottage fully involved in fire and used 3 main jets to bring the fire under control.



A joint Police and SFRS fire investigation took place to establish deliberate fire setting as being the most likely cause.

Kilgraston Mains Farm by Bridge of Earn: Barn on Fire, Saturday 5 September 2015

– Two fire crews from Perth attended this incident at 3:27am and found a large barn 50m x 20m well-alight. Firefighters used two main jets to tackle the fire and a covering jet was also directed on an adjoining property and crops during the incident whilst a tele-porter was used to remove straw from an adjacent barn.

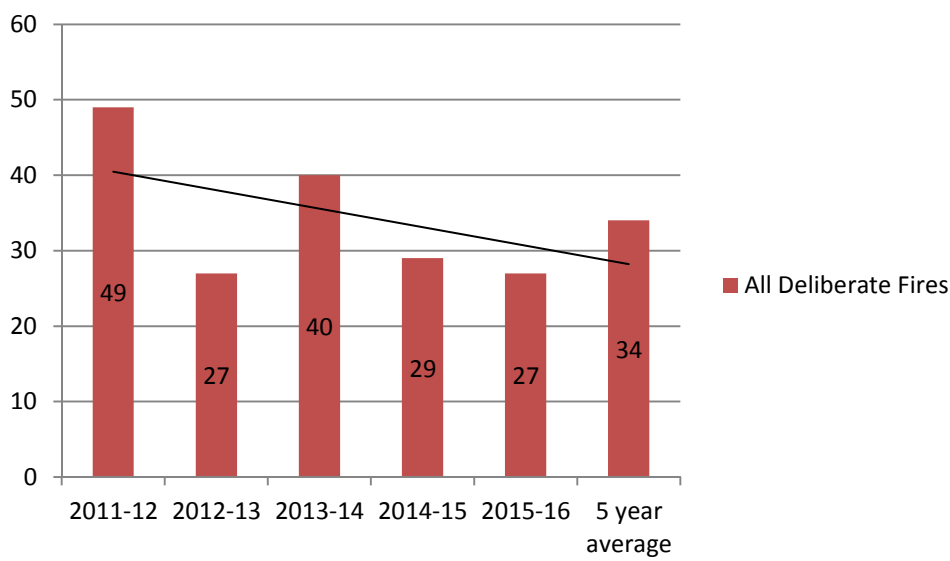
Firefighters worked through the night before relief crews arrived around 8am. They continued the damping down operation. Farm workers also helped by creating a fire break in a nearby field, using agricultural equipment. The fire was finally brought under control by 4:09am on 6 September.

Both incidents were subject to Police investigations.

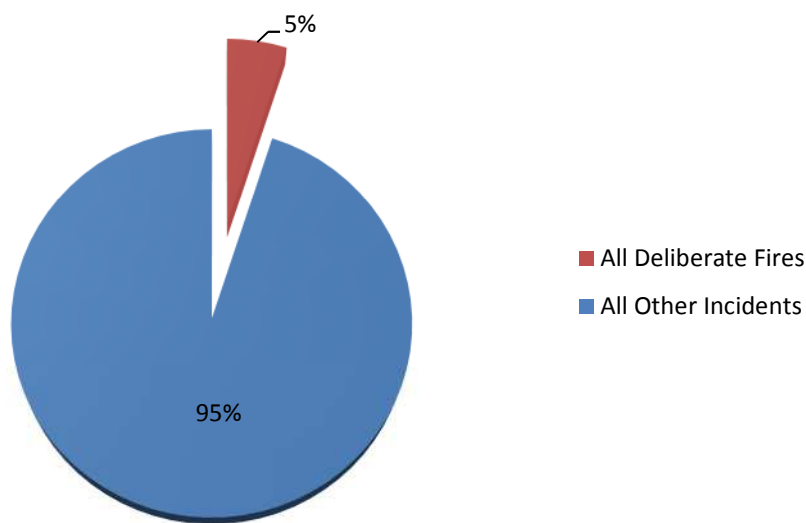


Key Performance Indicator	Key Performance Indicator	Jul - Sep 2011/12	Jul - Sep 2012/13	Jul - Sep 2013/14	Jul - Sep 2014/15	Jul - Sep 2015/16	5 year average	Trend
1b	All deliberate primary fires	18	7	9	7	6	9	↓
1b(ii)	All deliberate other building fires	5	2	2	4	3	3	→
1c	All deliberate secondary fires	31	20	31	22	21	25	↓

2nd Quarter – 1 July to 30 September 2015



Incident Profile – Percentage of Deliberate Fires



PRIORITY 5: Reduction of Fires in Non Domestic Properties

There was an increase in the number of fires in non-domestic premises within the Perth & Kinross area in comparison to recent years with 24 incidents experienced during this reporting period. This is six more than the 5 year average (18).

These incidents included small-scale fires at Fishers Laundry Services Ltd in Inveralmond Industrial estate, Perth and their premises at Aberfeldy. Our Fire Safety Enforcement Officers have provided additional advice and support to their managers and improvements are currently being implemented that will enhance safety at these sites.

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 FSEO's 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.

Notable Incident

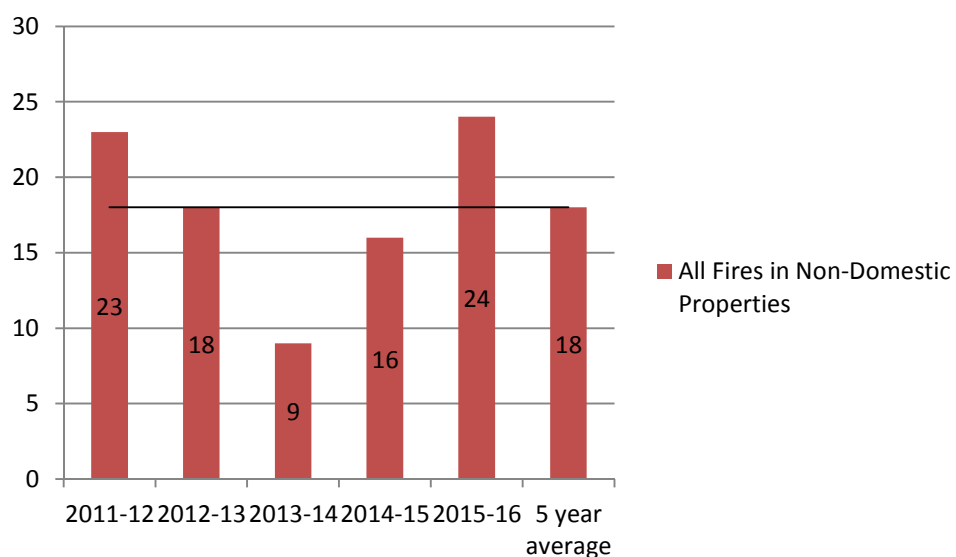


M90 Northbound, Junction 10 - Craigend: Fuel Tanker on fire, Thursday 23 July 2015 – Fire Crews from Perth and Newburgh responded to this incident with the first call being received at 6:31am. On arrival, Firefighters wearing Breathing Apparatus quickly got to work using a main jet, a hose reel and a dry powder extinguisher to tackle the fire. They also used a short extension ladder, thermal imaging camera to check for hot spots.

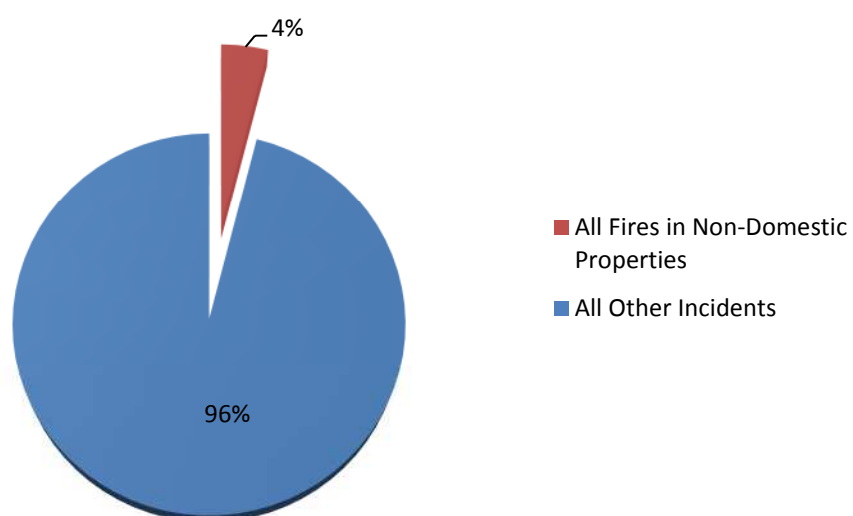
The fire was contained to the cab area and was brought under control by 7.26am with the last appliance leaving the scene at 8.04am. Police Scotland attended the scene to ensure an effective traffic management system was established whilst the tanker was recovered, thereby minimising the overall disruption to our roads network.

Key Performance Indicator	Key Performance Indicator	Jul - Sep 2011/12	Jul - Sep 2012/13	Jul - Sep 2013/14	Jul - Sep 2014/15	Jul - Sep 2015/16	5 year average	Trend
2b(ii)	All accidental other building fires	18	16	7	12	21	15	↑
1b(ii)	All deliberate other building fires	5	2	2	4	3	3	→

2nd Quarter - 1 July to 30 September 2015



Incident Profile - Percentage of Fires in Non-Domestic Properties



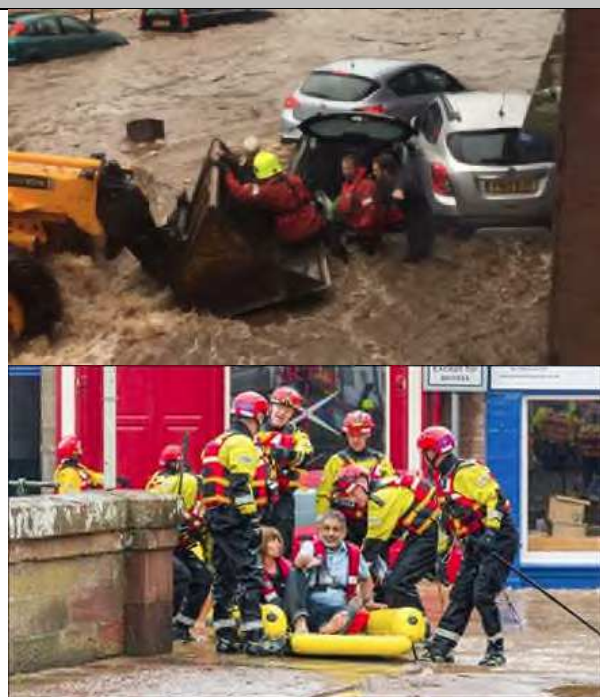
PRIORITY 6: Reduction in Casualties from Non Fire Emergencies

There were 94 non-fire emergencies during this reporting period, which is significantly more than the same period last year (54) and above the 5 year average of 78. This was partially due to the increase in flooding incidents experienced on 17 July. There were 15 incidents on this date including the serious floods in Alyth and Bankfoot. There were also an increased number of rescues of animals and water rescues during this quarter.

SFRS also continue to experience a rise in calls to assist the Scottish Ambulance Service as Firefighters and Paramedics continue to develop an improved understanding of how we can work together to assist each other at emergencies. This includes proving an initial response to assist people where out-of-hospital cardiac arrest is suspected and Ambulance Crews are further away from the patient.

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 from these in comparison to those that are fire related, with 13 people sustaining injuries in comparison to 10 fire related injuries during this reporting period.

Notable Incidents



Serious Flooding Incidents: North Perthshire - Friday 17 July 2015

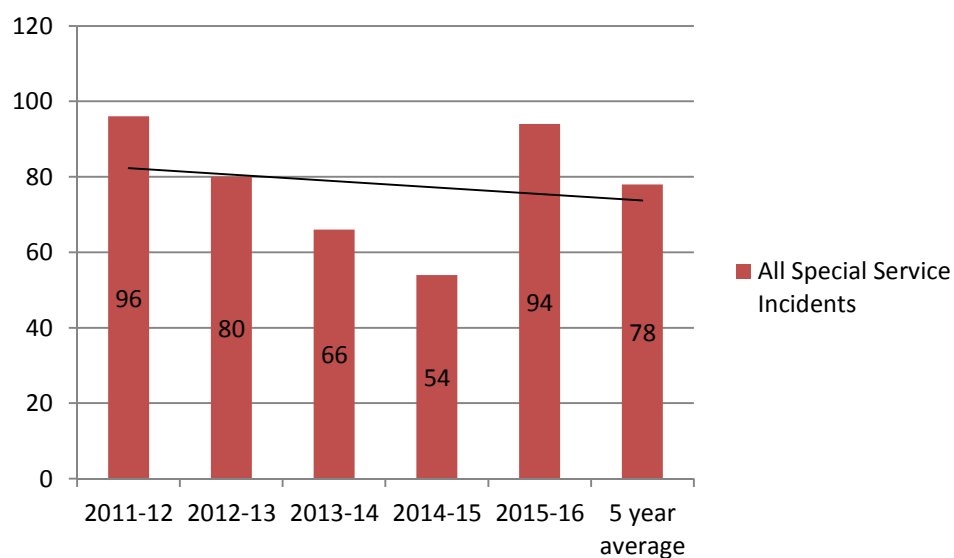
– SFRS Command and Control Centre in Dundee received a large number of calls to reports of flooding throughout North Perthshire. The first call was received at 6:44am reporting flooding at the Post Office at Ballintuim and these were quickly followed by calls in Perth, Glen Isla, Bankfoot, Alyth, Glenshee and Bridge of Cally. The most serious of these incidents was in Alyth where Firefighters undertook a series of rescues of people trapped in buildings and vehicles by the rising and fast flowing floodwater.

A separate Incident Command Room was established in Dundee to co-ordinate SFRS emergency response and a number of other fire crews and specialist resources from other areas of Scotland requested to assist and ensure emergency cover was maintained in the local area.

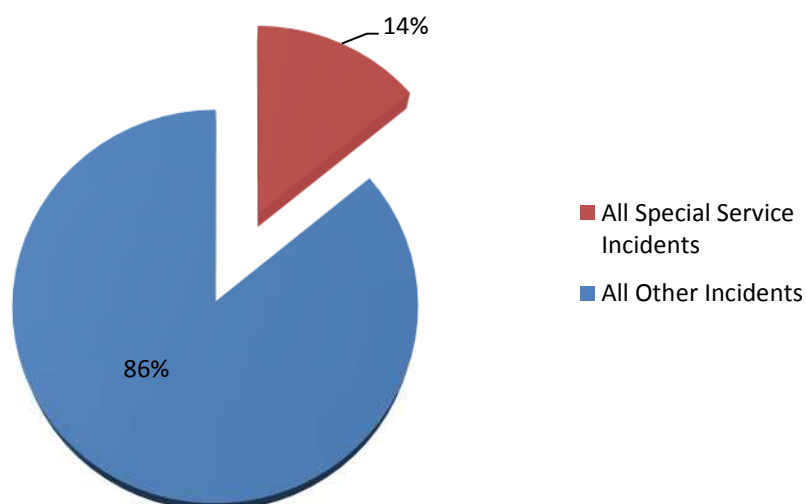
Water and Rope Rescue at Bridge of Tilt: Tuesday 1 September 2015 – A large scale multi-agency emergency was undertaken to rescue a 27 year old man who fell from a cliff into water 50ft below at around 3am. Fire crews from Pitlochry, Dunkeld and Perth attended along with Paramedics, Police, NHS Tayside Trauma Team and Royal Navy Search & Rescue Helicopter crew. Firefighters were lowered into the gully to establish contact with the injured man, they then lowered a Paramedic would be assisted by the Trauma Team Doctor via Radio to give medical advice. Firefighters placed the injured man onto a water rescue inflatable stretcher where he was moved across the water to the other side of the gorge where he was raised to the cliff top and transported to hospital via helicopter in an operation that lasted 3 hours.

Key Performance Indicator	Key Performance Indicator	Jul - Sep 2011/12	Jul - Sep 2012/13	Jul - Sep 2013/14	Jul - Sep 2014/15	Jul - Sep 2015/16	5 year average	Trend
5a	Special Service Road Traffic Collisions (RTC)	19	23	15	21	27	21	↑
5b	Special Service Flooding	34	15	5	2	15	14	↑
5c	Special Service Extrication	2	4	6	5	6	5	↑
5d	Special Service Others	41	38	40	26	46	38	↑

2nd Quarter - 1 July to 30 September 2015



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 (330) in comparison to previous year (357) and the 5 year average of 339. There was no significant pattern or trend identified in these incidents and local actions were initiated as deemed necessary by Local Managers and FSEO's.

It should also be noted that approximately 30% of these calls continue to occur in domestic premises (e.g. Sheltered Housing Complexes) where we encourage the installation of Tele-care services such as PKC's Community Alarms Service which are targeted at people identified as being at risk of unintentional injury in their homes. A number of UFAS incidents recorded from these premises are 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, health 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 Sheltered Housing Complexes, Hospitals, Hotels, Care Homes 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 relevant to the findings by local Station Managers with the support of FSEO's.

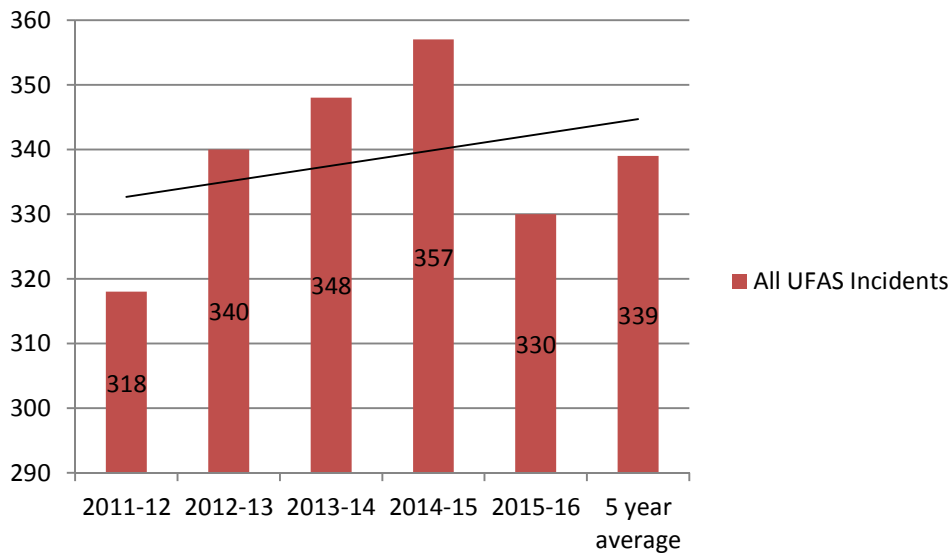
SFRS new UFAS reduction policy was introduced on 1st December 2014 which enables greater internal scrutiny and information gathering on this incident type; and engagement with responsible persons at premises affected by UFAS. It is too early to determine the effects of this new policy and this will continue to be monitored and reviewed to establish its longer term impact though it is encouraging to see that in both quarters this reporting year we have experienced notable reductions in UFAS incidents.

Notable Incident

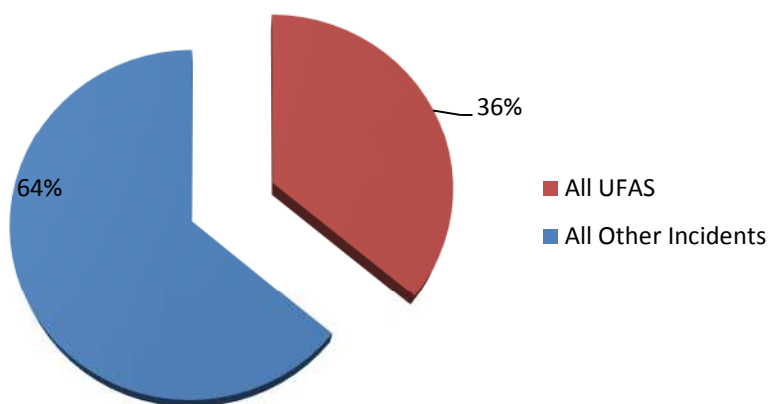
There were no notable incidents during this reporting period.

Key Performance Indicator	Key Performance Indicator	Jul - Sep 2011/12	Jul - Sep 2012/13	Jul - Sep 2013/14	Jul - Sep 2014/15	Jul - Sep 2015/16	5 year average	Trend
10a	False Alarm: All	318	340	348	357	330	339	↓
10b	False Alarm: Good Intent	59	56	35	52	39	48	↓
10c	False Alarm: Malicious	10	7	11	9	7	9	↓

2nd Quarter – 1 July to 30 September 2015



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.