

**PERTH AND KINROSS COUNCIL**

**Community Safety Committee  
21 May 2014**

**FIRE AND RESCUE QUARTERLY AND YEAR END PERFORMANCE REPORT –  
1 JANUARY TO 31 MARCH 2014**

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

**Abstract**

The Report contains performance information relating to the fourth quarter (January-March) of 2013 - 14 on the performance of the Scottish Fire and Rescue Service in support of Member scrutiny of local service delivery as well as the accumulative performance for the first full year of the new Service.

**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 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.

- 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 4 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 six out of the fourteen indicators and targets set, these were:

Performance Indicator	Quarterly Target	Actual Performance	Positive Variance
Fatalities arising from fire	0	0	0
Number of dwelling fires	34	27	7
Number of other primary fires	31	22	9
Number of deliberate secondary fires	15	8	7
Number of malicious false alarm calls	8	8	0
% of dwelling fires where smoke alarm operated	57%	60%	3%

5.4 Conversely there are eight 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>
Number of injuries arising from fires	10	14	4
% of personnel retaining currency in core skills	60%	55%	5%
Number of deliberate primary fires	5	6	1
Number of emergency special service calls	64	77	13
Number of unwanted fire signals from non-domestic premises	192	203	11
Number of home fire safety visits	1,103	872	231
Number of legislative fire safety audits	219	75	144
Number of work related injuries	2	3	1

## 6 TWELVE MONTH PERFORMANCE REVIEW

6.1 Taking account of the accumulative performance across the first year of the Scottish Fire and Rescue Service, five out of the fourteen indicators are on target or better and are summarised below.

<b>Performance Indicator</b>	<b>2010/11 Actual</b>	<b>2011/12 Actual</b>	<b>2012/13 Actual</b>	<b>3 Year Average</b>	<b>2013/14 Actual</b>	<b>2013/14 Target</b>	<b>Positive Variance</b>
Fatalities arising from fire	0	1	1	1	0	0	1
Number of dwelling fires	138	127	121	129	105	115	10
Number of other primary fires	182	179	144	168	117	137	20
Number of deliberate primary fires	23	53	35	37	33	33	0
Number of Emergency Special Service Calls	453	338	318	370	274	302	28

It is pleasing to note these reductions in key performance areas, particularly fatalities arising from fire where it is now in excess of two years since we last experienced a fatal injury within Perth & Kinross (7<sup>th</sup> April 2012). Similarly the longer term trends of reductions of fires in peoples' homes, other primary fires (e.g. vehicles, businesses, etc) including those deemed to be of a deliberate

nature is to be welcomed. Whilst the number of Emergency Special Service Calls experienced can often be related to the local weather conditions experienced (e.g. flooding, rescues from open water, etc) these figures also include attendance at Road Traffic Collisions and therefore relates to fatal and serious injuries sustained.

6.2 Conversely the accumulative performance across the same reporting period there are nine indicators which are off target and are summarised below.

<b>Performance Indicator</b>	<b>2010/11 Actual</b>	<b>2011/12 Actual</b>	<b>2012/13 Actual</b>	<b>3 Year Average</b>	<b>2013/14 Actual</b>	<b>2013/14 Target</b>	<b>Negative Variance</b>
Number of injuries arising from fires	20	25	29	25	46	28	18
% of personnel retaining currency in core skills	N/A	N/A	46%	N/A	55%	60%	5%
Number of deliberate secondary fires	150	127	76	118	76	72	4
Number of malicious false alarm calls	40	53	33	42	50	31	19
Number of unwanted fire signals from non-domestic premises	969	966	961	965	990	864	126
% of dwelling fires where smoke alarm operated	42%	39%	53%	45%	48%	58%	10
Number of home fire safety visits	3,954	4,496	4,538	4,329	4,373	4,411	38
Number of legislative fire safety audits	N/A	N/A	829	N/A	622	870	248
Number of work related injuries	N/A	N/A	8	N/A	11	7	4

6.3 Number of injuries arising from fire. The target set has not been achieved with a total of 46 injuries being encountered and therefore the annual reduction target of 28 has not been achieved. There are a number of factors which have contributed to this:

- Incident Reporting System parameters have changed and as a consequence all persons receiving minor medical treatment are categorised as casualties
- A large percentage of fires attended involve older or vulnerable people. The outcome of this is that frequently first aid is administered or the assistance of the Scottish Ambulance Service requested as a precautionary measure. In the majority of cases however there has been no requirement for further treatment other than that provided at the scene.

Whilst we have experienced a significant increase in injuries from fire almost all of these were not considered to be serious injuries. The exception to this was the serious injuries sustained at the fire in a top floor flat at Lickley Street, St. Catherines Square, Perth on 18<sup>th</sup> February where a 26 year old man jumped from a window to escape a rapidly developing fire. A partnership case conference has been facilitated by SFRS locally in response to this and an improvement plan implemented as detailed in Appendix 1 – Prevention and Protection section.

- 6.4 Percentage of personnel retaining currency of core skills. Although this indicator had been on or above target for most of the reporting year, it latterly dropped below target and subsequently this performance indicator has not been met. In the majority of cases this is due to a number of personnel requiring to demonstrate competence in just one area / skill set.

The end of year figure is that 55% of personnel have current competence in all of the core skills. A caveat in relation to this performance indicator is that this continuously changes throughout the year as and when personnel are due for assessment or new staff are recruited and therefore the figure taken at the end of each quarter is a snap shot in time and may not give a true reflection of the percentage of personnel who retained currency over the reporting period.

This had been on or above target for the first 3 quarters of this year before dropping below our target of 60% in the last quarter. One of the contributory factors in this was that a number of Retained and Volunteer Firefighters were recruited in the last reporting quarter. Whilst our new personnel have acquired their entry level skills they have yet to do so for entire set of core skills (i.e. Breathing Apparatus, Compartment Fire Behaviour, First Aid and Road Traffic Collisions).

- 6.5 Number of deliberate secondary fires. In total 76 deliberate secondary fires (e.g. discarded rubbish, wheelie bins, grassland, etc) have been attended and therefore the annual reduction target of 72 incidents has not been achieved. Although we have not achieved this target, this equals last year's total and is the lowest recorded figures for the last 5 years. This continues a significant longer term reduction of deliberate secondary fires with 135, 150, 127 and 76 recorded incidents in the previous reporting years. From local analysis there has been no obvious pattern or trend to these incidents.

The deliberate setting of secondary fires is a good indicator of levels of anti-social behaviour within our communities and therefore the continuing experience of low levels of this incident type reflects continuing improved safety outcomes for our residents.

- 6.6 Number of malicious false alarm calls. Similarly there has been no obvious pattern or trend to these with a variety of causes experienced though not always connected to malicious phone calls. An increasing number of these occurred within residential care homes where older people often suffering from dementia had activated break glass points where we have commenced engagement with care staff to identify ways of reducing calls of this type. Similarly, we continue to work with colleagues from Police Scotland to identify those responsible for malicious calls received via phones and to educate communities and target groups about the negative impact of such actions.
- 6.7 Number of unwanted fire signals from non-domestic premises. There were a disappointingly higher proportion of calls during this year. 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 staff and residents. This is part of a continuing longer term trend and 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.

- 6.8 Percentage of dwelling fires where smoke detector operated. This target has proven to be challenging to achieve with varying percentages experienced in each quarter and whilst we had a higher proportion (48%) this year than the 3 year average (45%) we still were short of our overall target set of 58%. 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 (e.g. cooking left unattended) which was our intended outcome from this strategy.

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 continued gradual reduction in dwelling fires that we have experienced over the longer term.

- 6.9 Number of Home Fire Safety Visits. This year's total of 4,373 was in excess of the 3 year average (4,329) though 38 visits below our intended target of 4,411. Local crews throughout Perth & Kinross have experienced difficulties in

achieving our high output performance targets, particularly in our rural communities where most if not all of the households in the local area of our community fire stations have received or been offered a visit as part of a direct targeting approach going door-to-door to engage with residents.

Proportionately more HFSV's continued to be delivered within this area of Scotland than anywhere else during this year. We intend to continue to deliver comparatively more visits locally during 2014 – 15, whilst having an increasingly risk based outcome focused service delivery strategy incorporating a wider 'Home Safety' theme. Many of these visits will be undertaken with our partners to prevent duplication and promote joined-up services, primarily delivered where there is an identified need.

- 6.10 Number of legislative fire safety audits. This target has not been achieved during this reporting year due to the following reasons. As part of our transition into a single national service, SFRS has contributed to wider equitable service delivery across the north and implemented our 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 output target was suspended and replaced by an improved outcomes focused approach based on risk.

- 6.11 Number of work related injuries. There has been an increase in the work related injuries experienced by our staff during this reporting year from 8 to 11. All of these injuries have been 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. None of the injuries sustained were deemed to be serious or resulted in a prolonged absence from work.

## **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 4 (January to March 2014) and summarises performance for the first full year of the new Service locally. The analysis and summary included within this report and Appendix 1 highlights where performance was 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 next reporting year 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**  
Fire and Rescue Headquarters  
Blackness Road, Angus  
DD1 5PA





**SCOTTISH**  
**FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

# **Perth & Kinross**

## **Local Fire and Rescue Plan**

### **2013-14**

## **Quarterly Performance Report**

**(Quarter ending 31<sup>st</sup> March 2014)**



## **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 1st January 2014 to the 31st March 2014, 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.



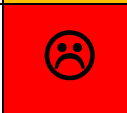
## Reporting Format

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

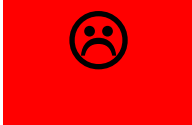

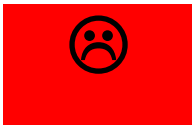

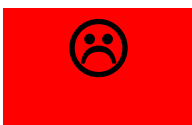


Colour coding and symbols are used to illustrate if the local fire and rescue service is on track for achieving the annual priorities within the Local Fire and Rescue Plan 2013-14. The colour coding is based on a 'traffic light' system set out in the table below

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 March 2014. 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.

### **Multi-Agency Case Conference – St. Catherines Square, Perth**

A multi-agency case conference was facilitated by local SFRS managers following a serious fire in a top floor flat at Lickley Street, St. Catherines Square in Perth City Centre on Tuesday 18<sup>th</sup> February. A 26 year old man was forced to jump from the top floor flat as the fire rapidly spread and he became trapped. He sustaining serious injuries to his legs from the fall. Home Fire Safety Visits were offered to all tenants in St. Catherines Square over the next two days by local crews with 9 visits completed and safety leaflets delivered to all other flats.

The subsequent case conference was held with key local partners from PKC's - Safer Communities Team, Senior Housing Managers, Homeless Property Co-ordinator, Housing Improvements Team, Environmental Services and local Police where a number of improvements were identified and contained within a shared action plan.

It was agreed that partners would not restrict any identified improvements to this specific incident and from this a number of the improved outcomes have already been realised at both St. Catherines Square and Tayview House on Shore Road, Perth through the implementation of these actions, as follows:

- Key Safes added at both locations to enable emergency services to gain prompt access to individual flats / rooms when deemed necessary without having to force entry. This can often result in unnecessary time delays and damage to properties
- Local SFRS Community Safety Engagement (CSE) staff have given advice and information to PKC's Homeless Property Co-ordinator to enable new tenants or any other persons deemed to be at risk to be registered on our CSE Toolkit System. This will enable a Partnership Home Safety Visit to be undertaken as soon as practicable to assess and provide prevention advice and safety measures applied through effective early intervention by staff

A further action was identified that will also commence in the near future. This is to undertake a partnership review of council housing stock by PKC - Housing Department and SFRS – CSE and Fire Safety Enforcement (FSE) staff to identify if further practical improvements could be made to reduce the risk of fire.

This is similar to the initiative that was carried out at Pomarium Street flats following the fire within the bin store area on Christmas Day that affected a large number of residents. Improved cable trunking was installed to provide protection to main power lines within the building during the subsequent repair work as staff demonstrated the shared benefits that can be realised through effectively working together to identify practical fire safety solutions from a collaborative approach.

### **Partnership Home Safety Visits**

Work has continued to develop a wider 'Home Safety' visit to be delivered in partnership with PKC – Community Safety Wardens and Perth & Kinross Association of Voluntary Services (PKAVS) – Community Safety Volunteers. These visits are intended to ensure that a range of home safety issues are identified and actions taken to prevent accidents, injuries and other risks to people in our communities. These are particularly aimed at protecting people who may be in vulnerable circumstances. The visits will cover a range of home safety risks with referrals to other agencies to provide additional support where applicable, as follows:

- Falls in the home including a basic falls assessment with referral to NHS Falls Service and PKC – Community Alarms Team as necessary
- Home Security
- Financial Crime including Door Step Scams
- Fire Detection and Action to be taken
- Smoking including referrals to NHS – Smoke Free Homes
- Cooking
- Electricity Safety including the testing of electric blankets
- Heating / Gas Safety and Household Energy Concerns
- Adult / Child Protection including potential referrals to PKC – Access Team

A six month trial project commenced on 1<sup>st</sup> April and will also involve Local Police Community Officers to enhance the range of knowledge and experience available within the partnership, whilst also further improving information sharing between services. This is intended to improve service delivery and prevent duplication where practicable with clear links to our Community Plan / Single Outcome Agreement 2013 – 2023 including our Strategic Objective 'Creating a safe and sustainable place for future generations' and Local Outcome 'People in vulnerable circumstances are protected'.

This is the first partnership initiative of this type to be routinely undertaken in Scotland and further updates will be provided to Community Safety Committee Members as the trial project develops.

### **Perth & Kinross Water Safety Review**

The local partnership review of water safety throughout Perth & Kinross is nearing completion and early actions have been identified to make improvements in and around the North Muirton area next to the River Tay. These specific measures are in response to the tragic drowning last summer of 16 year old Mateusz

Wilamowski with further improvements planned for other areas of identified local risk. A number of new signs are to be strategically positioned in this area with a clear water safety message (as shown below) along with additional emergency throw lines.



The partnership group comprises of representatives from PKC – Safer Communities Team, Safe-Tay Water Safety Charity and SFRS. The first phase of these planned improvements at North Muirton are scheduled to be installed by late May / early June. Updates will be provided to Community Safety Committee Members as the project develops and further recommendations implemented.

### **Home Flood Information Visits**

Work continues to be progressed towards the implementation of a subsidised property level flood protection scheme in partnership with PKC – Environment Service. It is proposed that SFRS staff will undertake Home Flood Information Visits to provide advice and introduce householders to the scheme and recommend approved products to mitigate the risk of floodwater affecting their properties. Flood Information Training for SFRS staff is being arranged and product procurement is being progressed by PKC with trials within pilot areas being planned for later this year.

### 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.

#### **St. Catherines Square, Perth – Injuries sustained following Serious Fire**

As reported with the Prevention and Protection section of this report there was a serious fire within a top floor flat at Lickley Street, St. Catherines Square in Perth City Centre on Tuesday 18<sup>th</sup> February. SFRS Control in Dundee were alerted at approximately 23:35hrs to a report of this fire with people still being trapped in the building. The first fire engine from Perth Community Fire Station was on the scene within three minutes and found that a 26 year old man had jumped moments earlier from the top floor flat landing on the pavement below sustaining serious injuries to his legs.



Firefighters administered first aid until the Ambulance Service arrived where the injured man was treated by Paramedics and transferred to Ninewells Hospital in Dundee. Work was undertaken by fire crews wearing breathing apparatus and using hoselines to attack the fire and contain it largely to this flat whilst also preventing spread to the roof space above which mitigated the overall damage sustained to the building including the properties below.

A systematic search was undertaken of all other flats in the building to ensure the safety of residents and utility companies were requested and attended to ensure the safety of gas and electricity supplies and a multi-agency case conference facilitated by SFRS to establish our partnership improvement plan.



## **River Tay at Perth – Large Scale Search and Rescue Operations**

Two emergency incidents resulting in large scale multi-agency search and rescue operations were undertaken in and around the River Tay at Perth during this reporting period. The first of these occurred on Sunday 23<sup>rd</sup> February just after 17:00hrs when reports were received of a person floating in the water passing under Smeaton's Bridge. Following an extensive search involving SFRS, Police, Coastguard and Scottish Ambulance Service personnel, along with air searches by helicopter from Police Scotland and Royal Navy, operations were suspended at 21:20hrs with no person being located.

Operations were resumed the following day by Police in conjunction with their Underwater Search Team. No person was recovered or located for this incident.



The second incident was on Tuesday 11<sup>th</sup> March when the body of a young woman was recovered close to Friarton Bridge shortly before 17:00hrs following reports of a person entering the river at Moncrieffe Island a few hours earlier.



## **Localised Flood Risk – Crieff and Comrie**

SFRS resources were mobilised to Crieff and Comrie on Sunday 23<sup>rd</sup> February when emergency calls and SEPA flood warnings were received for the area as water levels on the Rivers Ruchill, Earn and Lednock rose.



The most serious flood risks faced were in Comrie where the River Earn came within approximately 300mm of breaching its banks. PKC and Tayside Contracts staff along with fire crews from Comrie and Auchterarder used additional sandbag supplies brought into the area to build temporary defences on Strowan Road. SFRS Incident Commanders liaised with members of Comrie's Local Emergency Group in developing a plan for potential escalation should conditions have worsened. By 13:45hrs river levels had dropped and further information had been received by SEPA and Met Office that this would continue.




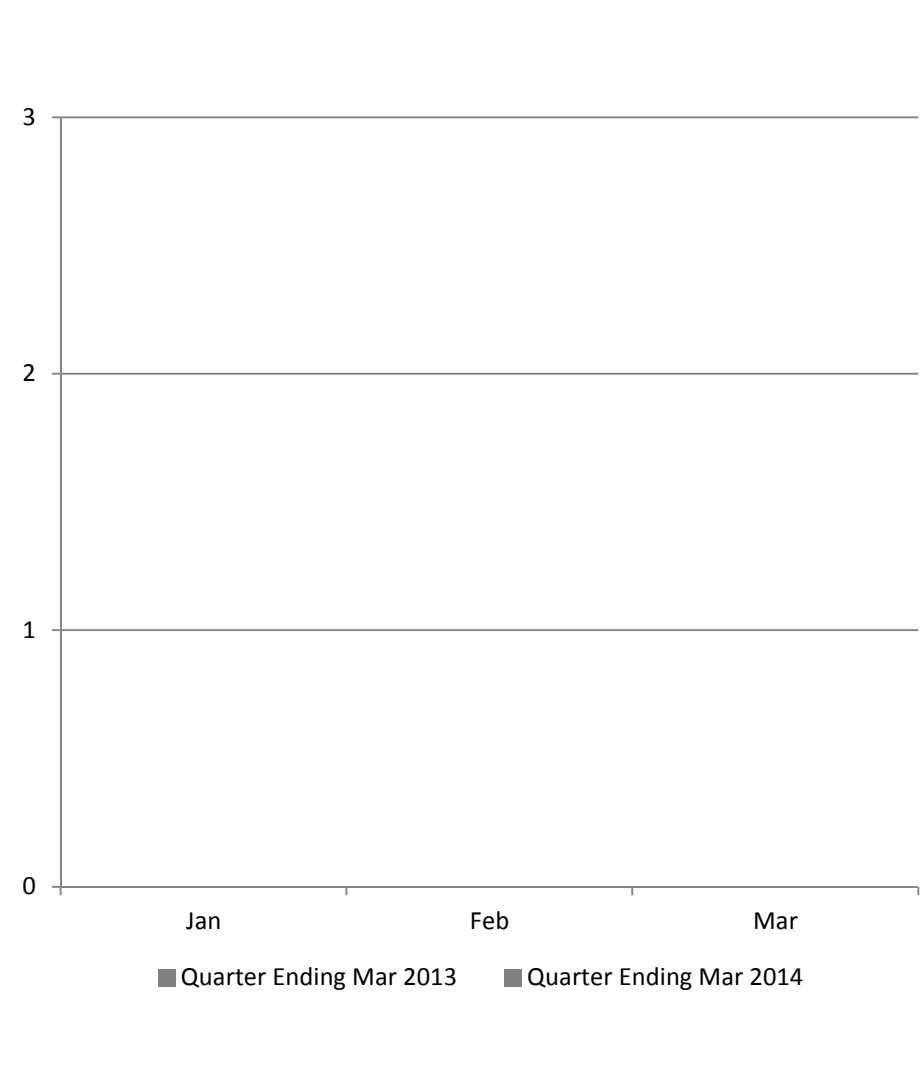
Water related incidents continue to pose a significant risk to our local communities in Perth & Kinross and challenges to our emergency services, PKC and other partners.

## **4 LOCAL AREA PERFORMANCE INDICATORS**

The local service continues to improve performance in a number of areas. For period ending 31st March 2014, seven of the fourteen LAPI's are showing that performance was on track / or exceeding the target and are therefore contributing towards achieving the priorities in the Perth & Kinross Local Fire and Rescue Plan 2013-14.

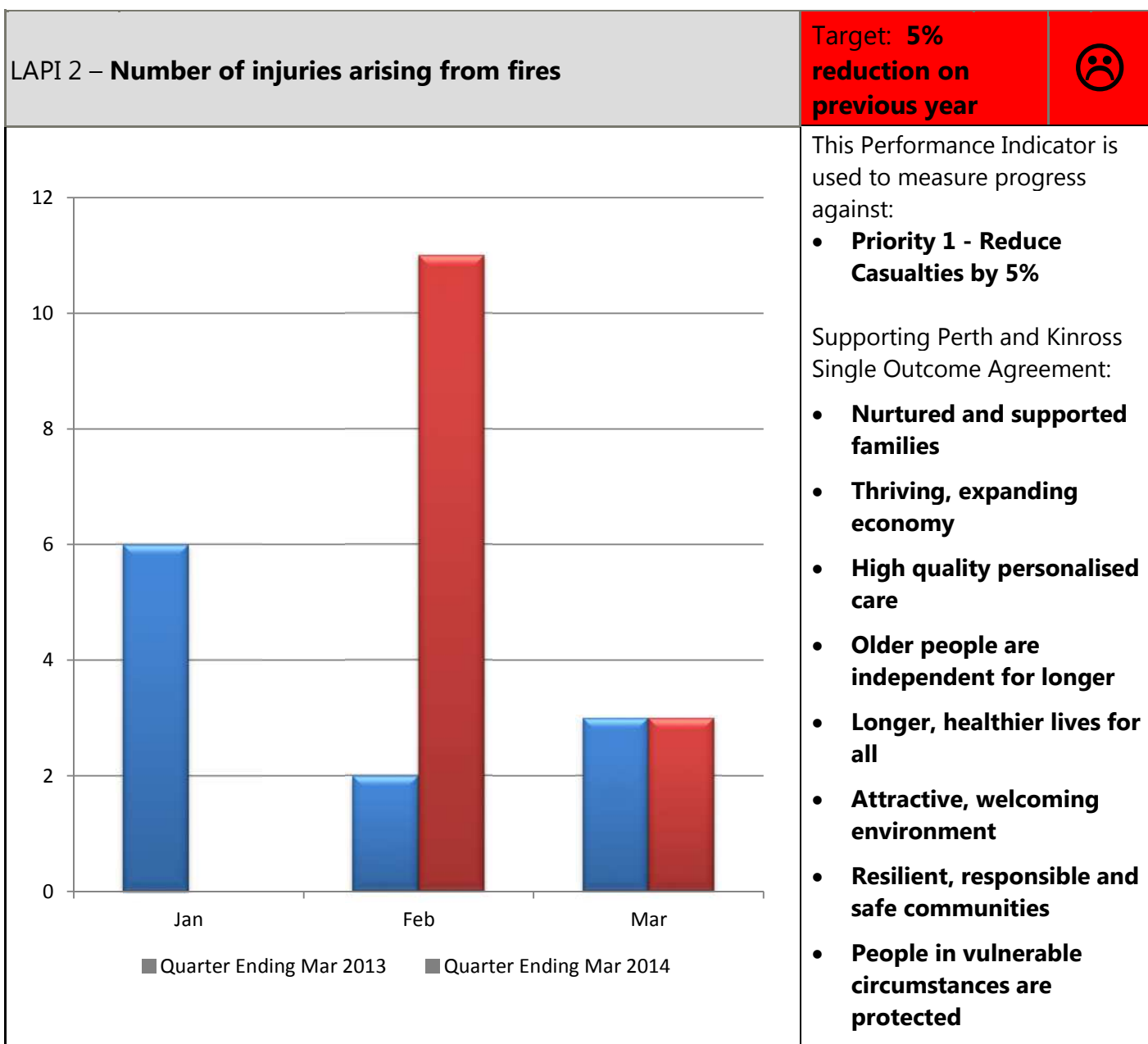
Detailed on the following pages are the Local Area Performance Indicators, associated graphs and commentary that provide an analysis of the performance, and highlight factors that have contributed to our performance against the priorities set out in the Local Fire and Rescue Plan.

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.

LAPI 1 – Number of fatalities arising from fires	Target: <b>Zero</b>	
 <p>■ Quarter Ending Mar 2013    ■ Quarter Ending Mar 2014</p>	<p>This Performance Indicator is used to measure progress against:</p> <ul style="list-style-type: none"> <li>• <b>Priority 1 - Reduce Casualties 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>	

#### Local Senior Officer's Comments:

There were no fatalities arising from fires during this reporting period. It is now almost 2 years since a fire death occurred within Perth & Kinross (7<sup>th</sup> April 2012).



#### Local Senior Officer's Comments:


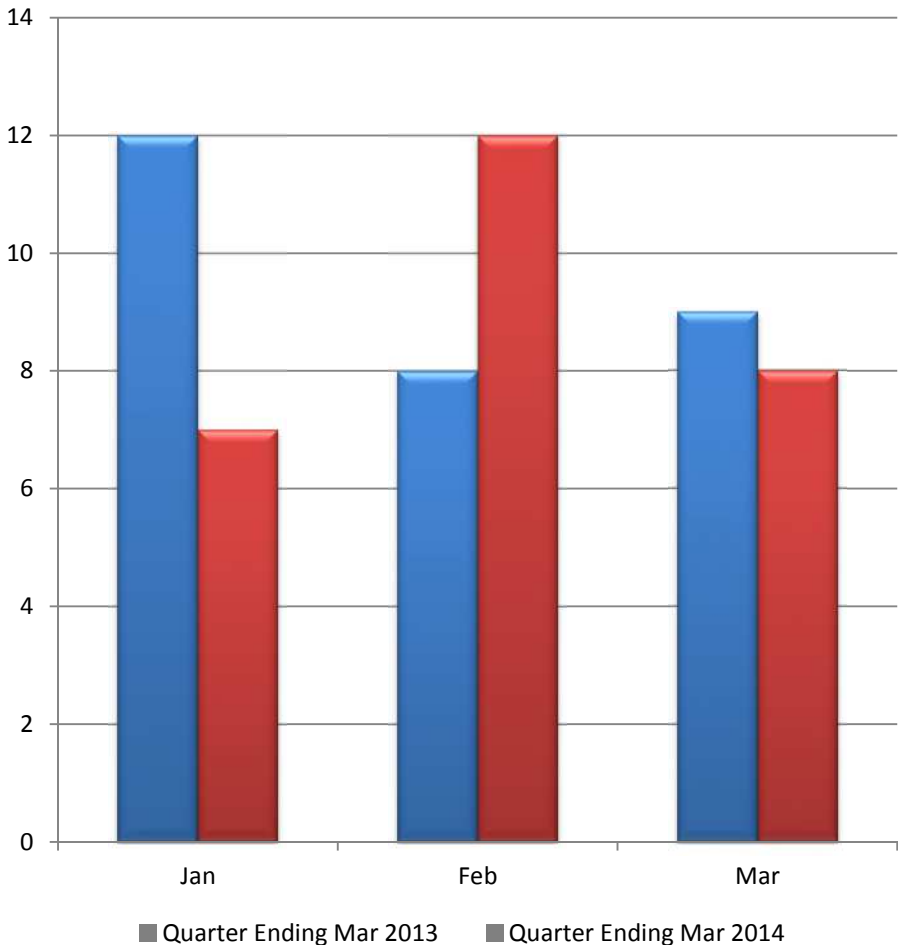
Contrary to the continued success in reducing fire deaths (LAPI 1), this quarter seen a significant number of fire related injuries with 14 being recorded, which was the highest for the last 5 years in this reporting period. As shown above the vast majority of these were recorded in February (11 injuries) with none in January and two fire related injuries in March. Analysis of these incidents has shown that 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 and cooking was the main attributable cause.

The only person that sustained serious injury during this reporting period was the 26 year old man who jumped from a top floor window to escape a rapidly developing fire at Lickley Street, St. Catherines Square, Perth on 18<sup>th</sup> February as highlighted within the Response and Resilience section of this report.

Whilst we have seen a rise in injuries, none of the other injuries were deemed to be serious or life threatening. Local 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 Scottish Ambulance Service is also routinely requested including when moderate smoke inhalation has been experienced due to the often delayed effects experienced by fire casualties to ensure the health, safety and wellbeing of those affected.

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 to be learned and develop local solutions in partnership to reduce or prevent similar events occurring. A full partnership case conference was undertaken following the serious fire on 18<sup>th</sup> February as highlighted within the Prevention and Protection section of this report.

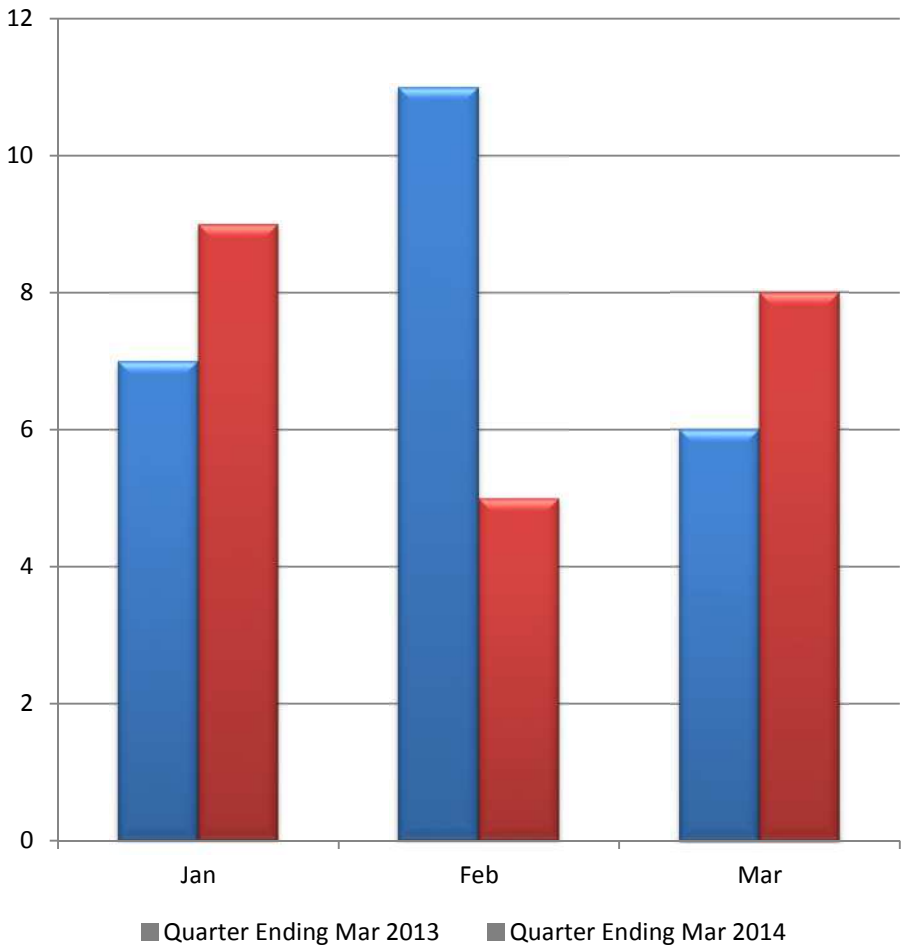


LAPI 3 – Number of dwelling fires	Target: <b>5% reduction on previous year</b>	
 <p>■ Quarter Ending Mar 2013   ■ Quarter Ending Mar 2014</p>	<p>This Performance Indicator is used to measure progress against:</p> <ul style="list-style-type: none"> <li>• <b>Priority 2 – Reduce Primary Fires by 5%</b></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>	

#### Local Senior Officer's Comments:

There were 27 dwelling fires during this quarter against a target of 34 which contrary to the number of injuries sustained from fire (LAPI 2) was the lowest for this same reporting period over the last 5 years. Fires in home continued to be primarily cooking related though there were instances of electrical fires and an external fire in a log store which subsequently affected the main residence.

The longer term trend continues to be a 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.

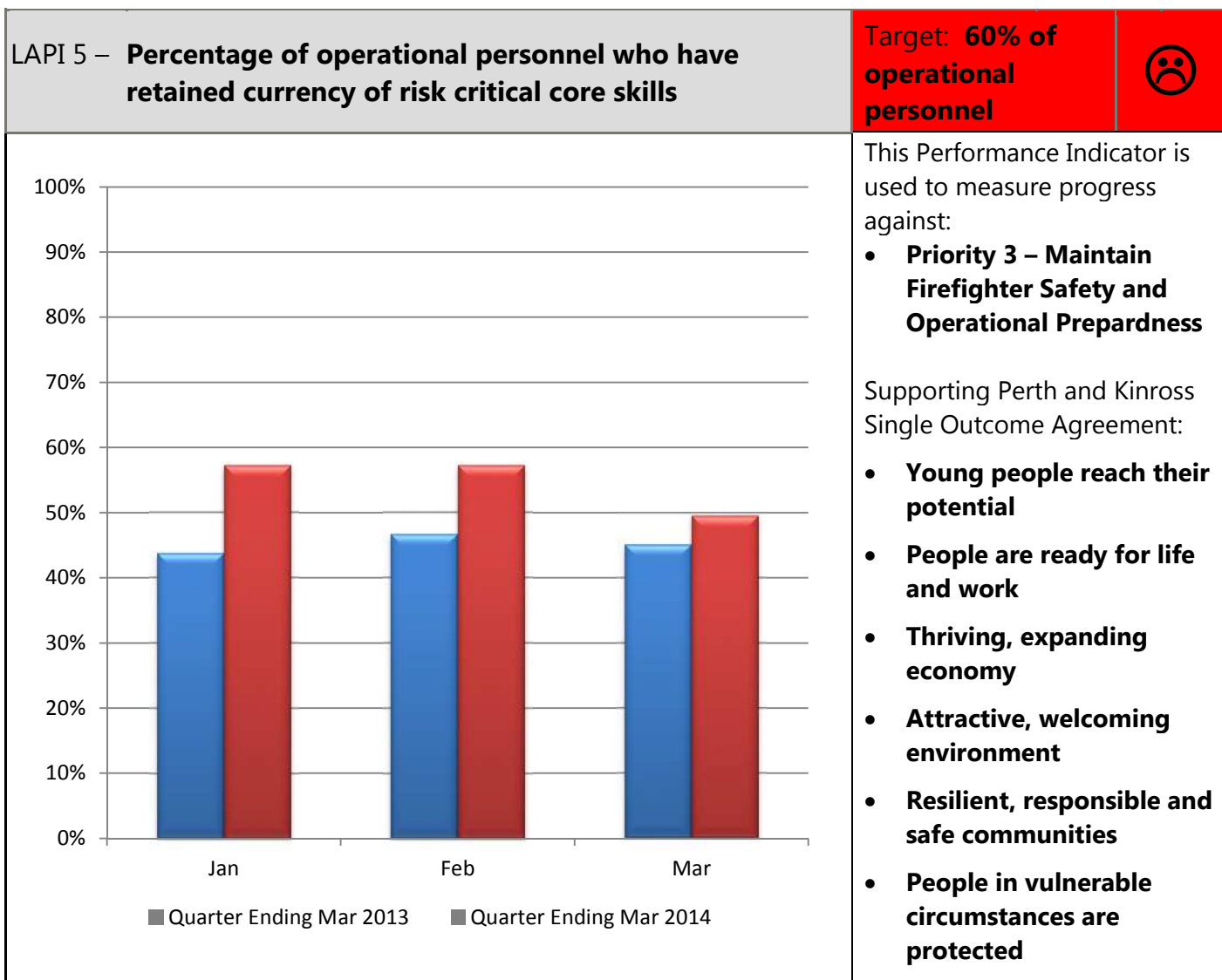
LAPI 4 – Number of other primary fires (includes non-domestic buildings and motor vehicles)	Target: 5% reduction on previous year	😊												
 <table border="1"> <thead> <tr> <th>Month</th> <th>Quarter Ending Mar 2013</th> <th>Quarter Ending Mar 2014</th> </tr> </thead> <tbody> <tr> <td>Jan</td> <td>7</td> <td>9</td> </tr> <tr> <td>Feb</td> <td>11</td> <td>5</td> </tr> <tr> <td>Mar</td> <td>6</td> <td>8</td> </tr> </tbody> </table>	Month	Quarter Ending Mar 2013	Quarter Ending Mar 2014	Jan	7	9	Feb	11	5	Mar	6	8	<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>	
Month	Quarter Ending Mar 2013	Quarter Ending Mar 2014												
Jan	7	9												
Feb	11	5												
Mar	6	8												

#### Local Senior Officer's Comments:

There were 22 other primary fires during this quarter which is the lowest for any quarterly reporting period over the last 5 years 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).

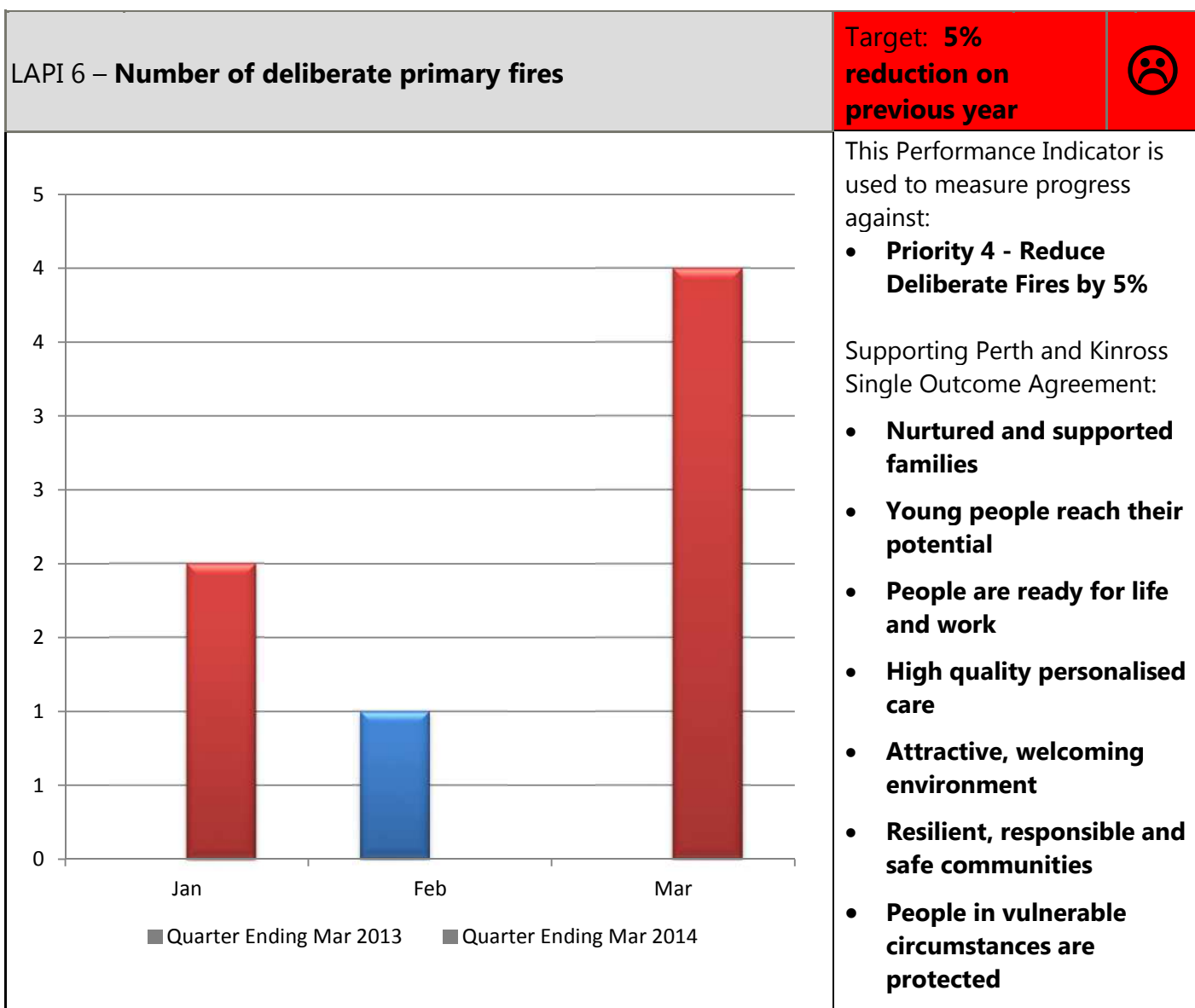




#### Local Senior Officer's Comments:

The percentage of operational personnel who have retained currency of risk critical core skills has dropped to 55% during this reporting period. This had been on or above target for the first 3 quarters of this year before dropping below our target of 60% in this quarter. One of the contributory factors in this was that a number of Retained and Volunteer Firefighters were recruited during this quarter. Whilst our new personnel have acquired their entry level skills they have yet to do so for the entire set of core skills (i.e. Breathing Apparatus, Compartment Fire Behaviour, First Aid and Road Traffic Collisions). These further skill sets will be acquired through attendance at courses during the coming months.

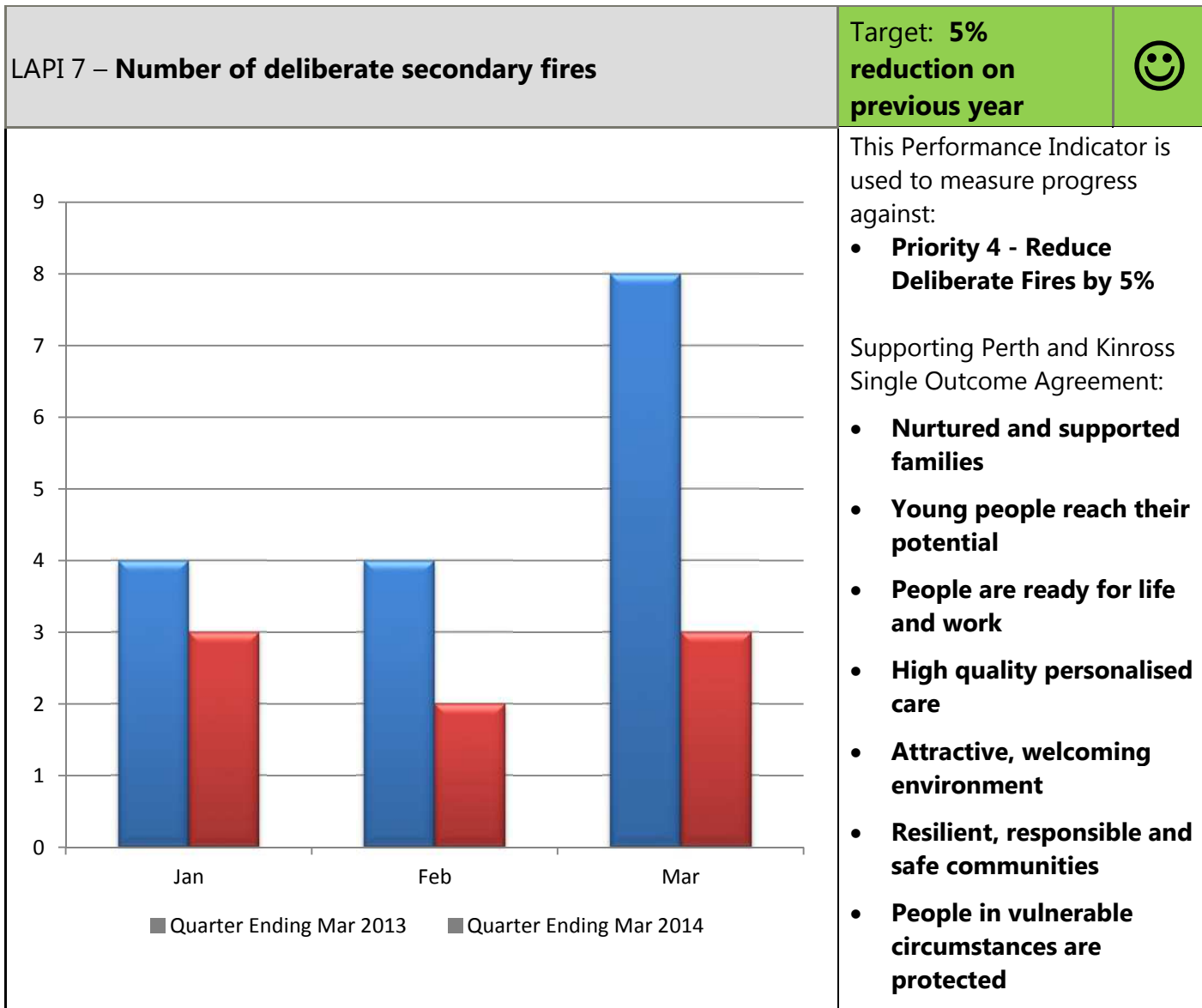
Increased access to these courses and flexibility for staff to attend has been achieved since our transition to the Scottish Fire and Rescue Service with various Training and Development Centres facilitating these throughout the year in addition to our facilities at Perth.



#### Local Senior Officer's Comments:

There were 6 deliberate primary fires within this reporting period against a target of 5, none of which were deemed to be significant in scale or damage sustained. The majority of these were within Perth Prison during the month of March. Local SFRS managers engaged with Prison staff and solutions were established to prevent recurrence of these.

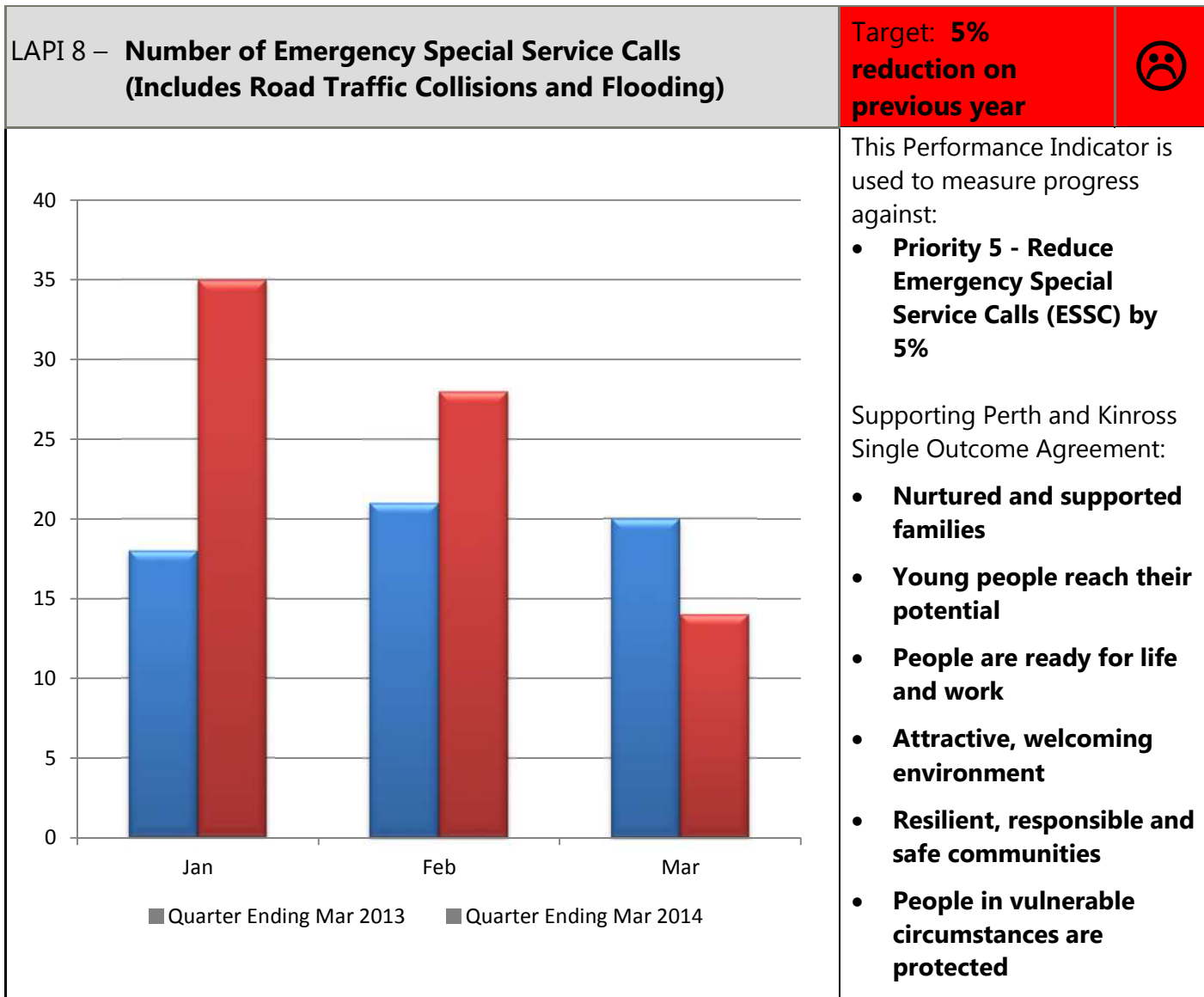
The longer term trend continues to be a decrease in the overall number of deliberate primary fires experienced within Perth & Kinross.



#### Local Senior Officer's Comments:

There were 8 deliberate secondary fires during this quarter against a target of 15 which was the lowest for this same reporting period over 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. This is a good indicator of continual improvements being experienced in ensuring increasingly resilient, responsible and safe communities within Perth & Kinross.

This was particularly welcomed as it follows on from last quarter which included reports of activity around the bonfire period where Perth & Kinross bucked the national trends with a further significant reduction in this type of fire setting behaviour. This has been primarily achieved through a series of Community Safety Engagement initiatives over a number of years with key partners including PKC – Safer Communities Team and local Police.



#### Local Senior Officer's Comments:

There were 77 Emergency Special Service Calls (ESSC) this quarter against a target of 64. Incidents of this type are strongly influenced by weather conditions therefore the period of high rainfall experienced in late February had a negative impact on the number of ESSC attended.

These incidents included two separate serious Road Traffic Collisions in the Carse of Gowrie that occurred in relatively close proximity to each other. One person was fatally injured and two others seriously injured on 23<sup>rd</sup> March in a two vehicle collision, whilst a young male driver was seriously injured in a single vehicle collision on 27<sup>th</sup> February. A partnership review of these incidents and this section of road is to be facilitated with local Police Scotland – Roads Division and PKC – Roads Department colleagues to establish if any preventative measures can be implemented to reduce the likelihood of reoccurrence.

LAPI 9 – Number of malicious false alarm calls	Target: 5% reduction on previous year	😊												
 <table border="1"> <thead> <tr> <th>Month</th> <th>Quarter Ending Mar 2013</th> <th>Quarter Ending Mar 2014</th> </tr> </thead> <tbody> <tr> <td>Jan</td> <td>3</td> <td>2</td> </tr> <tr> <td>Feb</td> <td>1</td> <td>2</td> </tr> <tr> <td>Mar</td> <td>1</td> <td>4</td> </tr> </tbody> </table>	Month	Quarter Ending Mar 2013	Quarter Ending Mar 2014	Jan	3	2	Feb	1	2	Mar	1	4	<p>This Performance Indicator is used to measure progress against:</p> <ul style="list-style-type: none"> <li>• <b>Priority 6 - Reduce Unwanted Calls by 10%</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>Young people reach their potential</b></li> <li>• <b>People are ready for life and work</b></li> <li>• <b>Thriving, expanding economy</b></li> <li>• <b>High quality personalised care</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>	
Month	Quarter Ending Mar 2013	Quarter Ending Mar 2014												
Jan	3	2												
Feb	1	2												
Mar	1	4												

#### Local Senior Officer's Comments:


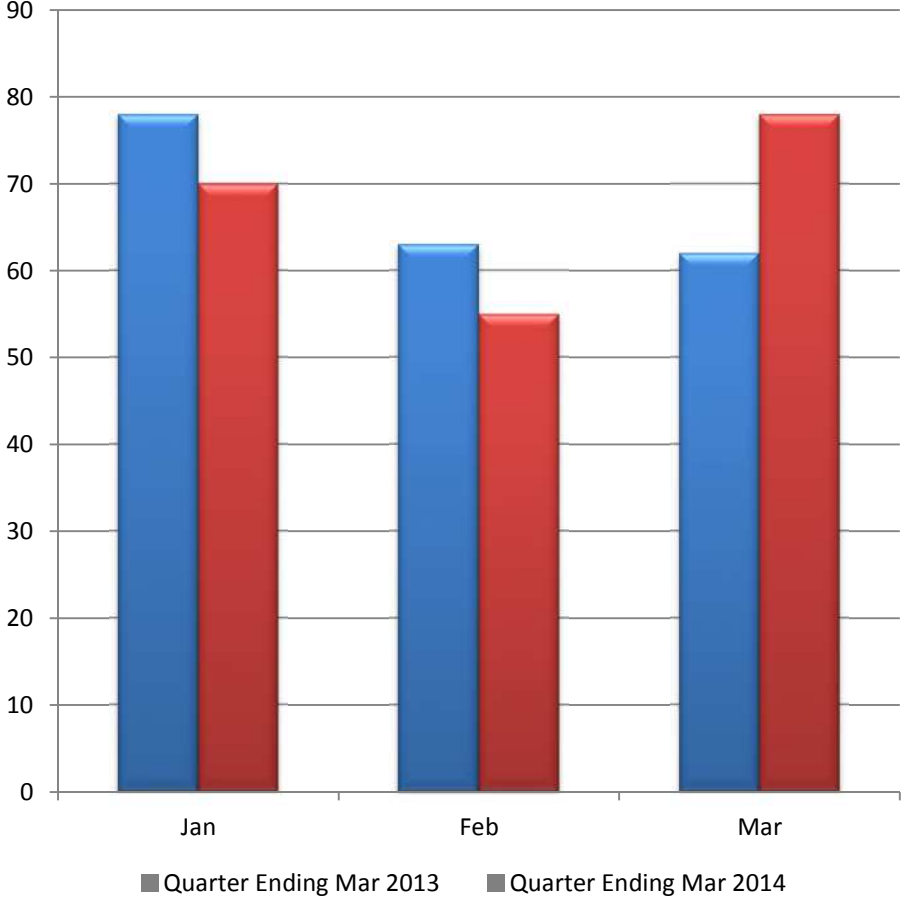
There were eight malicious false alarm calls during this quarter against a target of eight. Despite meeting our intended target these incidents continue to be challenging in our attempts to further reduce calls of this nature.

Analysis of these incidents in Perth & Kinross has shown that there were a variety of causes though these are less likely to be connected to malicious phone calls than in years gone by as mobile phones and calls

from landlines are traceable by our Control staff and actions can be undertaken with Police to identify those responsible and take appropriate action.

A number of these incidents occurred within residential care homes where older people suffering from dementia had activated break glass points. Our Community Safety Engagement Team and Fire Safety Enforcement Officers have carried out follow-up visits at specific residential care homes to work with care staff and establish means of further supporting those people that have caused the activations to prevent reoccurrence.

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

LAPI 10 – Number of unwanted fire signal calls from non-domestic premises	Target: <b>10% reduction on previous year</b>													
 <table border="1"> <thead> <tr> <th>Month</th> <th>Quarter Ending Mar 2013</th> <th>Quarter Ending Mar 2014</th> </tr> </thead> <tbody> <tr> <td>Jan</td> <td>78</td> <td>70</td> </tr> <tr> <td>Feb</td> <td>63</td> <td>55</td> </tr> <tr> <td>Mar</td> <td>62</td> <td>78</td> </tr> </tbody> </table>	Month	Quarter Ending Mar 2013	Quarter Ending Mar 2014	Jan	78	70	Feb	63	55	Mar	62	78	<p>This Performance Indicator is used to measure progress against:</p> <ul style="list-style-type: none"> <li>• <b>Priority 6 - Reduce Unwanted Calls by 10%</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>Young people reach their potential</b></li> <li>• <b>People are ready for life and work</b></li> <li>• <b>Thriving, expanding economy</b></li> <li>• <b>High quality personalised care</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>	
Month	Quarter Ending Mar 2013	Quarter Ending Mar 2014												
Jan	78	70												
Feb	63	55												
Mar	62	78												

#### 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 203 UFAS calls from non-domestic premises during this quarter against a target of 192. This was the lowest for this reporting period over the last 5 years. Despite this these remain to be the most common incident type within the Perth & Kinross area with 58% of our calls being attributable to UFAS

between January and March. 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.

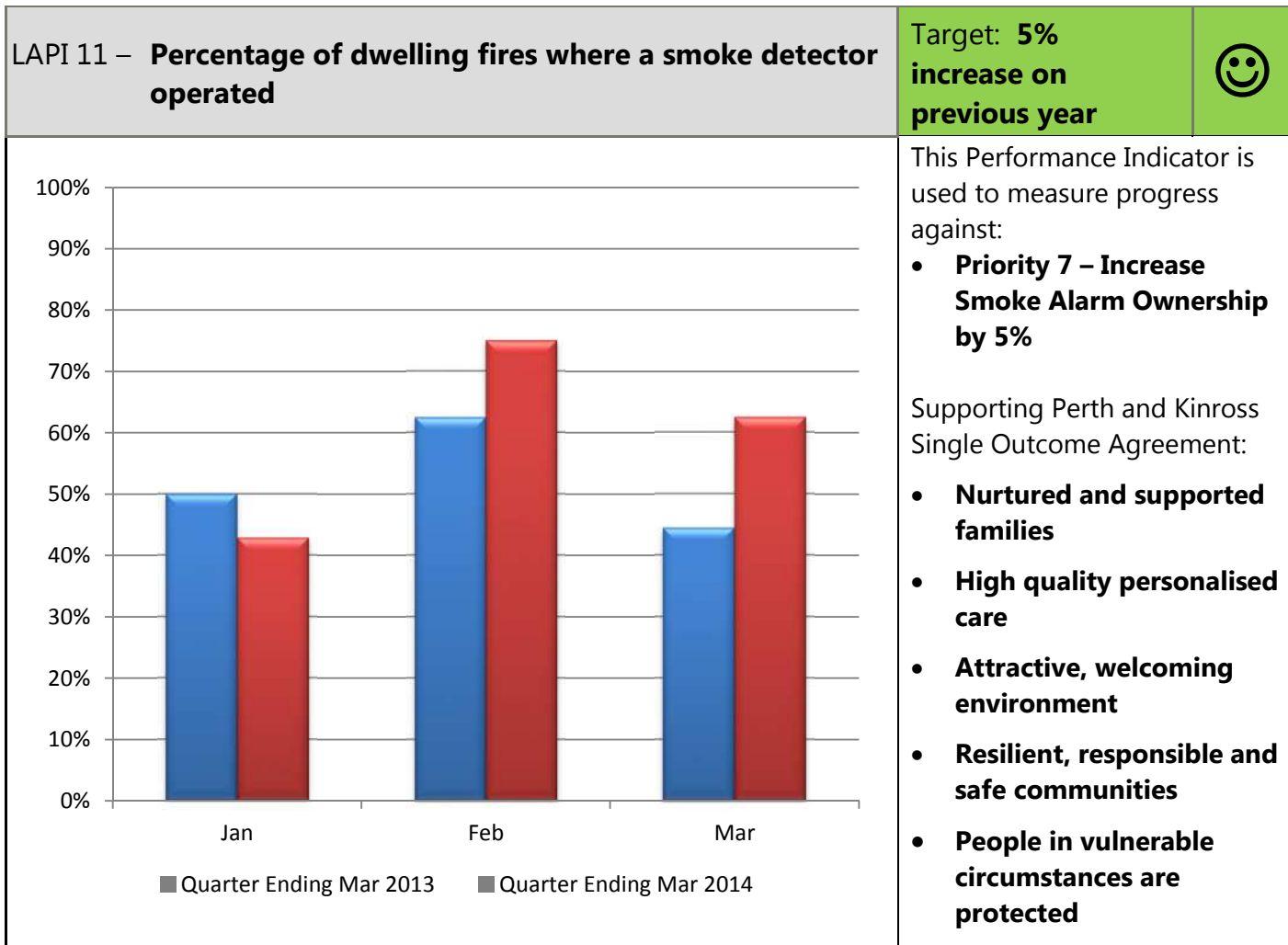
Responding crews have continued to spend time with whoever is deemed to be the 'responsible person' at each premise once it has been determined that the actuation has been as a result of an UFAS call. This is to analyse the cause and identify any actions that can be undertaken to reduce the likelihood of reoccurrence whilst at the scene. 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 the wider public safety. Amongst the highest amount of UFAS recorded is at Murray Royal Hospital (MRH) where there are a far higher number of detectors located due to the size of the premises and occupancy type. The NHS Fire Safety staff at MRH provides an excellent example of this as they have been exceptionally pro-active in recording details of all activations and fires, along with the prevention measures that have been implemented to reduce the likelihood and risk on each occasion. Similar examples are evident at Perth Prison and Perth Royal Infirmary.

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 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 60% of the dwelling fires that we experienced within Perth & Kinross against a target of 57%. This has a tendency to fluctuate though when analysed against the recorded figures for this same quarter over the last five years it was pleasing to note this was the highest reported percentage during this extended 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 danger 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).

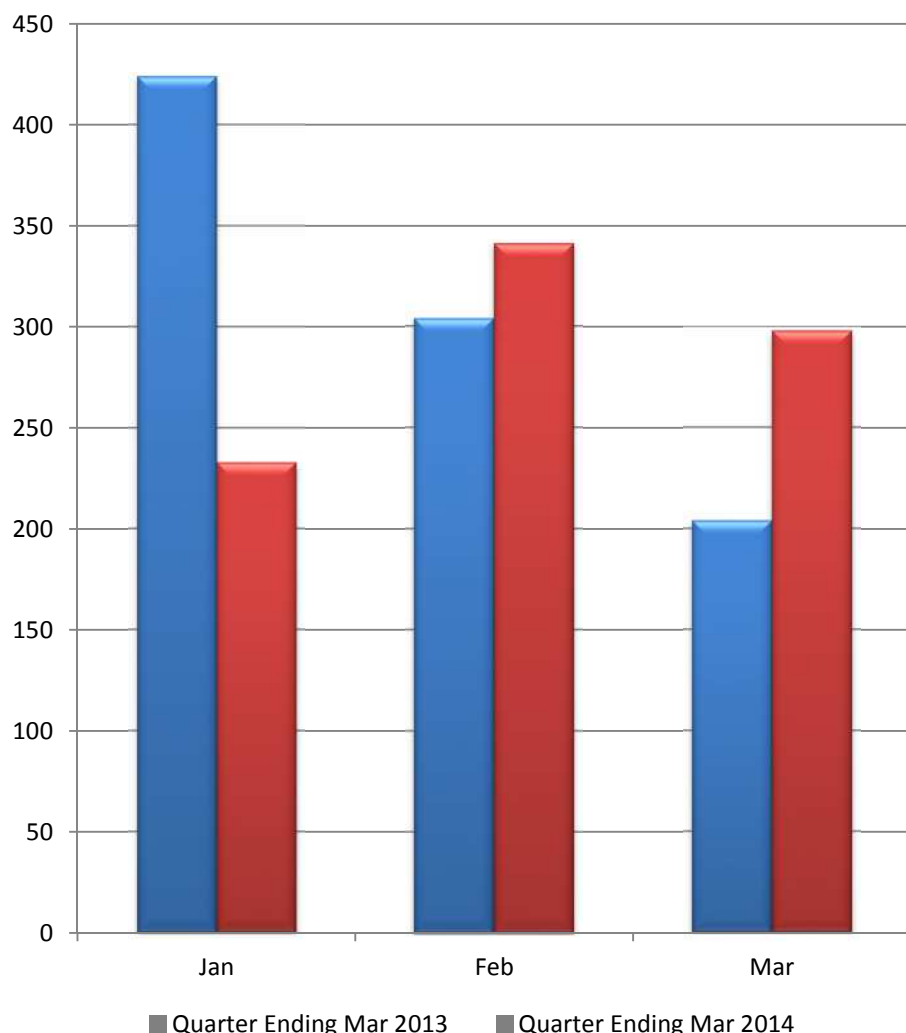
Therefore these proactive prevention activities are attributable to less dwelling fires being attended where smoke detectors have operated indicating that smoke alarms are being installed within homes that may have otherwise experienced fires. It has been our strategic intention that HFSV's have been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

Our Firefighters will continue to carry out HFSV's including incidents where they have attended a fire in peoples' homes. This is to fit smoke alarms where needed in the property affected and often neighbouring homes at the same time as part of our Post Domestic Incident Response (PDIR) 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) as highlighted within the Prevention and Protection section of this report. 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:

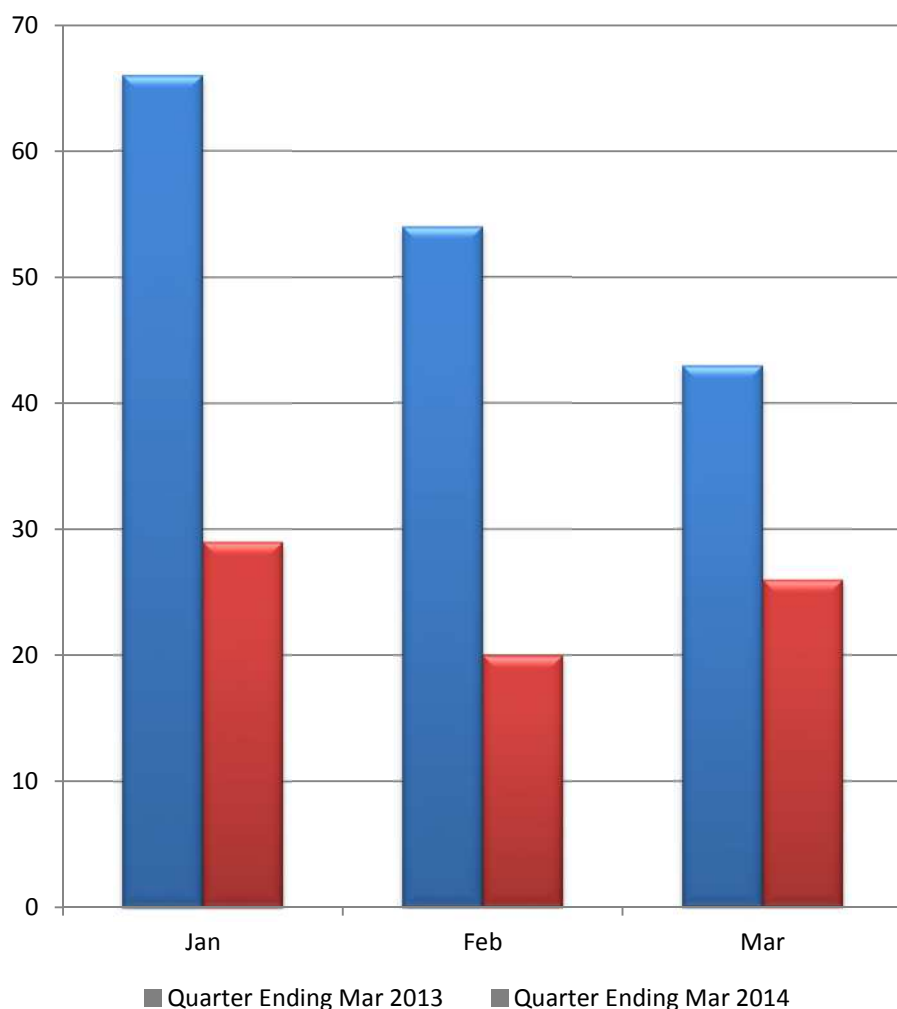
- **Nurtured and supported families**
- **Thriving, expanding economy**
- **High quality personalised care**
- **Older people are independent for longer**
- **Longer, healthier lives for all**
- **Attractive, welcoming environment**
- **Resilient, responsible and safe communities**
- **People in vulnerable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

### Local Senior Officer's Comments:

A total of 872 HFSV were undertaken by our local crews against a target of 1,103 during this reporting period. Whilst this falls short of our target, our efforts have been directed towards undertaking more visits in household where there is a higher risk. This is established through the pre-screening risk rating questions that are asked when booking a HFSV through our CSE Toolkit System as highlighted within the Prevention and Protection section of this report.

## 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**
- **Longer, healthier lives for all**
- **Attractive, welcoming environment**
- **Resilient, responsible and safe communities**
- **People in vulnerable circumstances are protected**

### Local Senior Officer's Comments:

During this quarter we undertook 75 audits against an original target of 219. As outlined in last quarter's performance report, local FSE Officers would not be able to deliver the planned target that was established at the beginning of this reporting year.

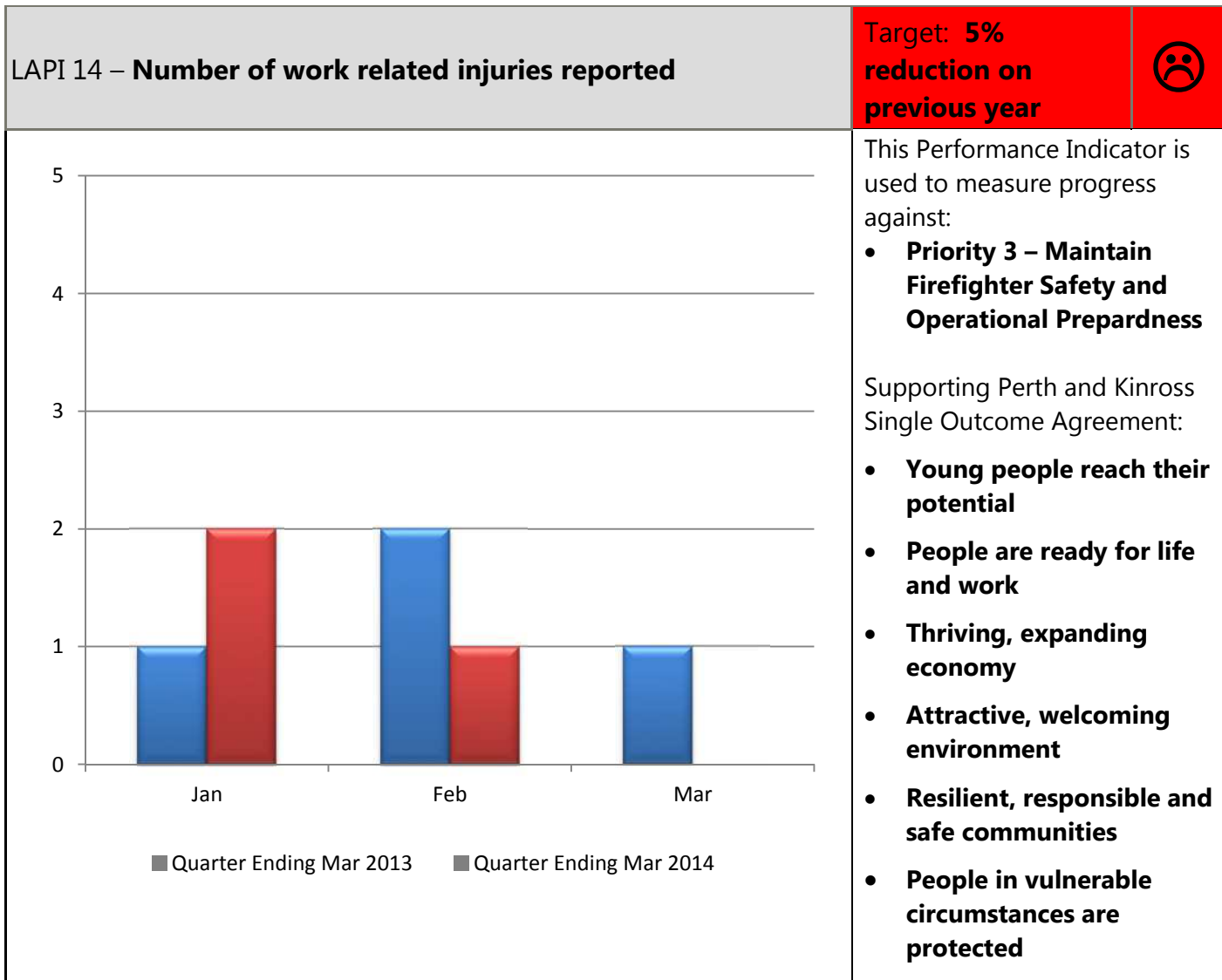
The reasons for this reduction were two-fold. Firstly, due to the transitional arrangements within SFRS where local FSE Officers with specialist skills in Fire Engineering are on occasions being utilised to deliver technical building solutions across other parts of the North Service Delivery Area. Also in a similar way to that which we have benefitted locally with access to specialist skills and resources such as Fire Investigation Teams from Aberdeen and Livingston, FSE Officers who had locally acquired specialist Fire Engineering skills are now providing 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 premise 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 Officers from the previous eight Scottish FRS arrangements.

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 these criteria have now been audited. Due to this our planned annual target was 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.

Our FSE activities have also been directed in support of the emergency planning work towards major events being held in Perth & Kinross later this year (i.e. Commonwealth Games – Queen's Baton Relay, T in the Park, Rewind Festival and Ryder Cup).



#### Local Senior Officer's Comments:

This quarter we experienced 3 injuries to Firefighters against a target of two. All of these injuries were relatively minor.

As with all workplace accidents and injuries these were investigated by local managers with practices and information relating to the activities undertaken at the time being reviewed and amended where deemed necessary to prevent or reduce the likelihood of reoccurrence.

## **5 CONTACT DETAILS**

**If you have any questions about this report, please contact:**

**Group Manager Rab Middlemiss  
Scottish Fire and Rescue Service  
401 Old High Street  
Perth  
PH1 1PL**

**Telephone: 01738 622226**

**Email: [rab.middlemiss@firescotland.gov.uk](mailto:rab.middlemiss@firescotland.gov.uk)**

