



COMMUNITY SAFETY COMMITTEE

30 March 2016

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

**SUBJECT: FIRE AND RESCUE QUARTERLY PERFORMANCE REPORT - 01
October To 31 December 2015**

Abstract

The Report contains performance information relating to the third quarter (October-December) 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 data collected during the reporting period.

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 3: 2015-2016 (1 October – 31 December)

**Working together
for a safer Scotland**















Performance Summary

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




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

Performance Scorecard

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

Key Performance Indicator	Q3 Oct-Dec 2011/12	Q3 Oct-Dec 2012/13	Q3 Oct-Dec 2013/14	Q3 Oct-Dec 2014/15	Q3 Oct-Dec 2015/16	5 Year Average	Quarterly Comparison RAG Rating	Year to Date RAG Rating
Accidental dwelling fires	30	43	33	38	28	34		
Fire casualties and fatalities	2	9	15	5	8	8		
Deliberate Fire Setting	42	33	23	16	19	27		
Non domestic property fires	14	21	17	16	11	16		
Special Service - All	101	106	73	77	118	95		
False Alarms - All	339	293	311	296	299	308		

Key

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

Note

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

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 76 Wholetime, 131 Retained and 22 Volunteer operational (station based) personnel working in Perth & Kinross to provide an emergency response capability. At the end of this reporting period the following percentage of personnel demonstrated competence in each of the risk critical core skills:

Breathing Apparatus -	87%	Compartment Fire Behaviour -	82%
Road Traffic Collisions -	87%	First Aid -	79%

The overall percentage of operational personnel that currently have demonstrated competence in all of the risk critical core skills is 57%.

Specialist water and rope rescue training is conducted by personnel based at Perth Community Fire Station which involves them training at various locations throughout the area to ensure that they maintain their competency.

All station based operational personnel continue to visit premises within their station area so that they are aware of the associated risks and hazards and if required can take effective actions in dealing with incidents in the premises.

There is on-going recruitment for retained firefighters in the 10 retained stations located within the Perth and Kinross area. Information will be provided to any potential candidates to assist them in the recruitment process.

Notable Incident/Event

Training Exercise – Kinpurnie Castle



Fire crews from Blairgowrie, Coupar Angus and Alyth participated in a training exercise in November. The exercise was an opportunity to train in a realistic environment and have a better understanding of the difficulties involved in fighting a fire and salvaging property from a fire in a castle.

Installation of Defibrillator in Kirkmichael



The Community Fire Station at Kirkmichael have received and installed a defibrillator which can be used by anyone within the community. Money was raised by the local tug o war team and a second defibrillator has been purchased and will be located outside Kinloch Rannoch Community Fire Station.

PRIORITY 2: Reduction of Accidental Dwelling Fires

A total 28 accidental dwelling fires were attended by operational crews during the third quarter of 2015-16. This figure is well below the five year average of 34 and is 10 less than for quarter 3 of 2014-15. 14 (50%) of these incidents were due to cooking with 4 incidents due to faults in the electrical appliance/source. 3 incidents each were due to careless disposal of flammable material and placing products too close to heat source.

The continued reduction in the number of dwelling fires reduces the risk of fire casualties and fatalities as well as reducing the need for local authorities to find alternative accommodation for those affected by fire.

This priority is intended to direct our Home Safety Visit and fire safety education activities to those at risk from fire. Our HSV programme is aimed at increasing the safety of our communities by preventing fires as well as improving the level of smoke detector ownership and maintenance which promotes early detection of fire and reduces the likelihood of occupiers suffering injury and limits any damage caused to property. The on-going partnership with the Safer Communities Team allows both parties to identify vulnerable persons and to target our initiatives more appropriately. Within P&K we have a very good network for the sharing of information and this has allowed us to develop Home Safety Visits which incorporate financial harm, falls assessment, home security and smoking cessation.

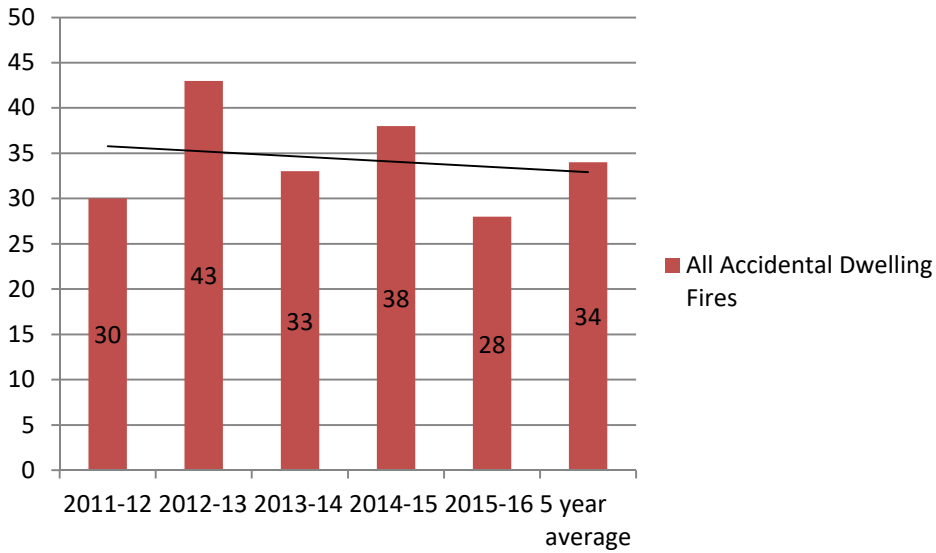
During the quarter advice was provided in line with the Seasonal Community Safety Calendar on Bonfire Safety and Festive Safety including the safe use of Christmas decorations and candles.

During the quarter there were 379 home safety visits conducted in the area.

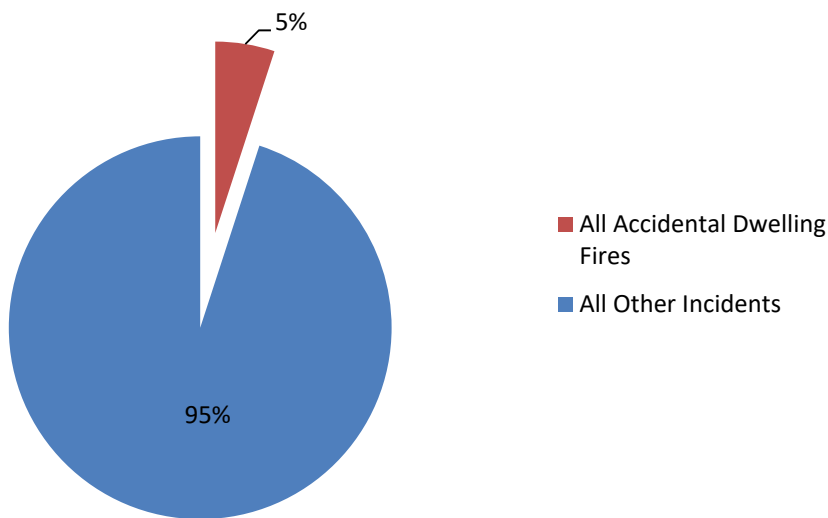
Notable Incident/Event

Key Performance Indicator	Key Performance Indicator	Q3 Oct-Dec	Q3 Oct-Dec	Q3 Oct-Dec	Q3 Oct-Dec	Q3 Oct-Dec	5 year average	Trend
2b(i)	All accidental dwelling fires	30	43	33	38	28	34	↓

3rd Quarter - 1 October to 31 December 2015



Incident Profile - Percentage of Accidental Dwelling Fires



PRIORITY 3: Reduction in Fire Casualties and Fatalities

Perth and Kinross continues to have no fatalities due to fire and this is in part due to all the good work that is conducted by all the agencies involved in making our communities safer.

There has been an increase in the number of fire casualties however this would have been limited to 3 if it had not been for 2 incidents involving vehicles on fire. The first incident involved an RTC between two vehicles which resulted in 3 casualties, the second incident was a fire in the brake system of an HGV which resulted in a small explosion which injured 2 firefighters at the scene.

There were 3 further casualties who received oxygen therapy and were not required to attend hospital. All 3 persons were elderly and the fires were due to cooking, at each of the properties there was smoke detection within the premises. SFRS on each occasion made contact with our partner agencies to inform them of the potential vulnerability of those involved and HSV's were conducted.

On each occasion that a casualty is reported a Case Study is instigated which allows SFRS personnel to inform other partner agencies of their concerns. Where required a multi-agency visit is adopted and additional services to the occupant are provided in order that they can lead a safer life.

Part of the casualty reduction strategy involves cross partner agency development inputs across various home safety themes enabling personnel to recognise the triggers for appropriate levels of further support for people in our communities. This partnership approach should assist in the reduction of the number of casualties from harm in the home.

The P&K Local Authority Liaison Officer (LALO) works closely with the Safer Communities Team and other agencies and has developed a number of case studies which highlight the issues faced in the local communities. Additional training is being provided for adult and child protection teams within P&K.

During Quarter 3 there have been 36 Joint Home Safety Visits conducted with 5 referrals to other agencies such as Drugs and Alcohol and Falls.

Notable Incident/Event

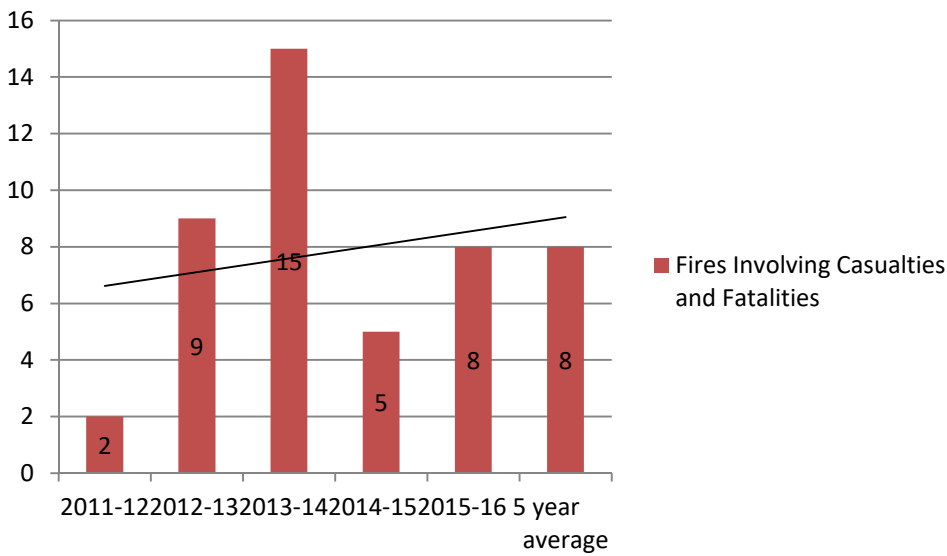
A93 RTC – 2 vehicles on fire – 26 October 2016

This was a 2 vehicle RTC where the crews arrived to find both vehicles on fire. Additional appliances were requested and the fire was extinguished using 2 jets. There were 3 casualties who had all been able to escape from the vehicles prior to the arrival of the SFRS, 1 female was transported to hospital suffering from serious injuries, 2 other casualties suffered minor injuries.

Key Performance Indicator	Key Performance Indicator	Q3 Oct-Dec	Q3 Oct-Dec	Q3 Oct-Dec	Q3 Oct-Dec	Q3 Oct-Dec	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	2	6	10	3	8	6	↑
3a(iii)	Non-fatal fire casualties incl. precautionary checkups	2	9	15	5	8	8	→

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

3rd Quarter - 1 October to 31 December 2015



PRIORITY 4: Reduction of Deliberate Fire Setting

The reduction in the number of deliberate fires, against the five year average, within the area is testament to the initiatives that have been initiated with Police Scotland, the Safer Community Wardens and Perth and Kinross Services. The work during October/November ensured that there were no deliberate fires on 5th November, as in previous years the planned prevention initiatives included school talks, safety campaigns using social media channels and local press, engagement with local communities to highlight the dangers of lighting unsupervised or poorly constructed bonfires and leaving flammable items lying around that increase the risk of deliberate fire setting.

The on-going work between local partners is testament to the importance of working together to make the local communities safer. The implementation of rubbish uplifts, the identification of discarded furniture and household goods at properties and the engagement with local community groups enables the continual improvement in community safety.

Of the 8 deliberate primary fires 2 were started within HMP Perth and 2 were deliberate vehicle fires. It should be noted that 2 of the deliberate secondary fires were community sponsored bonfires (Perth and Comrie) where agreement had been reached with SFRS that at the conclusion of the event crews would attend to extinguish the fire.

We will continue to educate the local communities in the dangers of deliberate fire setting with particular attention paid to providing education within both primary and secondary schools.

The Firesetters Programme is a referral scheme which allows individuals who have or who may start fires wilfully to receive counselling from fully trained fire service personnel.

Notable Incident/ Event

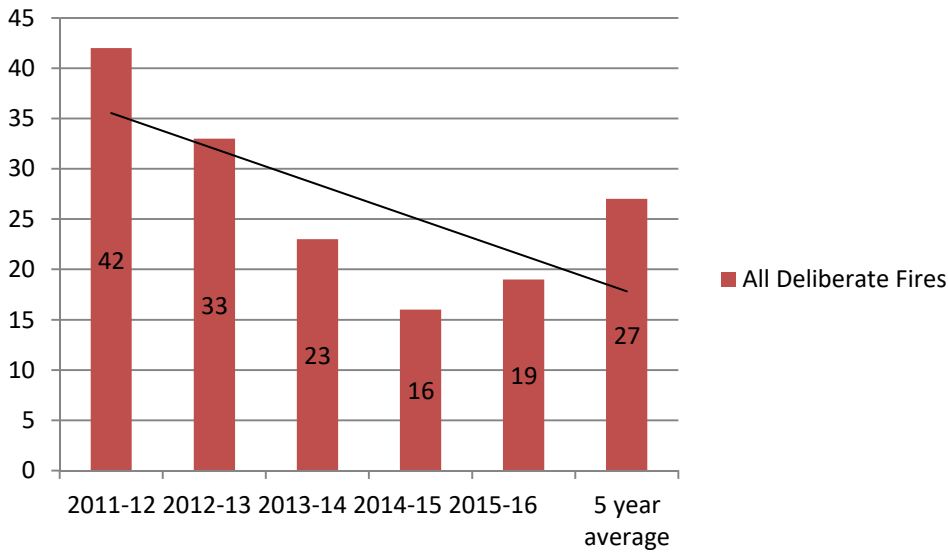
Waverley Hotel 17 November 2015



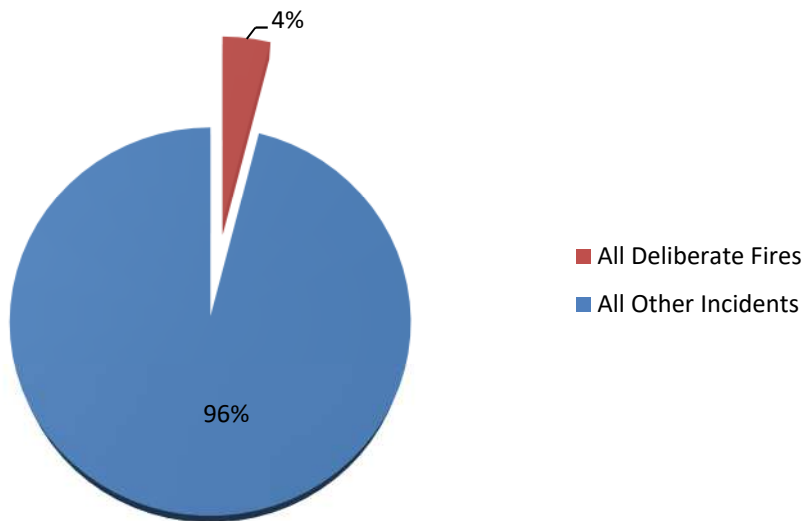
A fire was started in the derelict Waverley Hotel which required crews from Perth and the surrounding area to attend. A joint Fire Investigation was completed and 2 youths were charged with wilful fire raising.

Key Performance Indicator	Key Performance Indicator	Q3 Oct-Dec	Q3 Oct-Dec	Q3 Oct-Dec	Q3 Oct-Dec	Q3 Oct-Dec	5 year average	Trend
1b	All deliberate primary fires	14	12	8	7	8	10	↓
1b(ii)	All deliberate other building fires	2	4	3	5	2	3	↓
1c	All deliberate secondary fires	28	21	15	9	11	17	↓

3rd Quarter - 1 October to 31 December 2015



Incident Profile - Percentage of Deliberate Fires



PRIORITY 5: Reduction of Fires in Non Domestic Properties

Accidental other building fires have shown a decrease both against the 5 year average and the previous year's quarter. The 10 accidental fires occurred in premises ranging from retail shops to factories. The majority (5) were caused by a fault in an electrical appliance, other contributory factors were overheating (2), careless handling/ negligence (2) and placing combustible materials too close to the heat source (1).

The Fire Safety Enforcement Officers (FSEO) conduct audits of non-domestic properties in line with our statutory legislative fire safety requirements to ensure that premises comply with the fire safety requirements of the Fire (Scotland) Act 2005. Premises types that are being targeted are as follows:

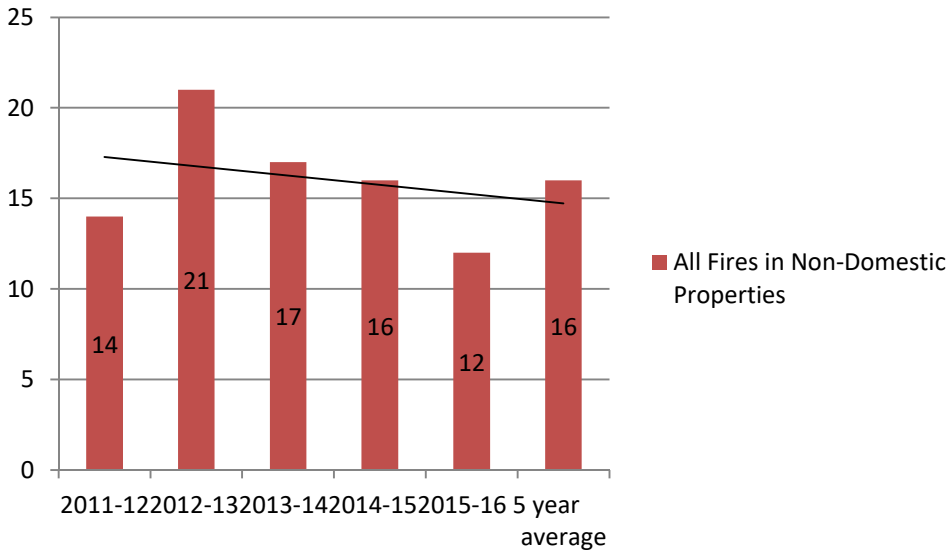
- Care Homes
- Hospitals
- Houses of Multiple Occupation (HMO's)
- High/ Very High risk premises previously identified.
- Any relevant premises who experiences a fire

There were 71 legislative fire safety audits conducted during this quarter.

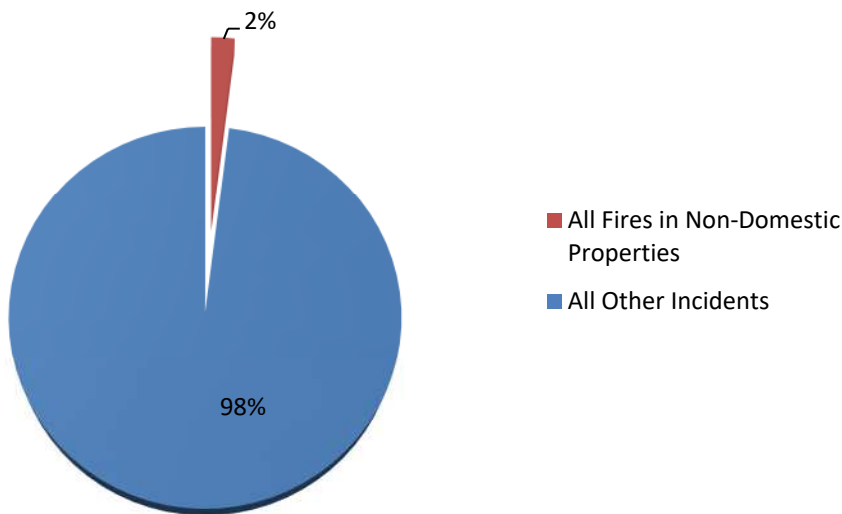
Notable Incident/Event

Key Performance Indicator	Key Performance Indicator	Q3 Oct-Dec	Q3 Oct-Dec	Q3 Oct-Dec	Q3 Oct-Dec	Q3 Oct-Dec	5 year average	Trend
2b(ii)	All accidental other building fires	12	17	14	11	10	13	↓
1b(ii)	All deliberate other building fires	2	4	3	5	2	3	↓

1st Quarter - 1 April to 30 June 2015



Incident Profile - Percentage of Fires in Non-Domestic Properties



PRIORITY 6: Reduction in Casualties from Non Fire Emergencies

Whilst the 5 year average shows an increase there is a decrease in the number of RTC's against the previous year's quarter. Whilst there were 30 RTC's in the quarter there were also an additional 8 incidents where SFRS personnel made vehicles safe after an RTC.

Approximately 1,500 S5/S6 secondary school pupils from across Perth & Kinross recently attended the multi-award winning and hard hitting road safety event Safe Drive Stay Alive.

Safe Drive Stay Alive was organised and delivered by representatives from Scottish Fire and Rescue Service along with partners from NHS Tayside, the Scottish Ambulance Service, Police Scotland, Perth & Kinross Council – Safer Communities Wardens and volunteers.

Due to the numerous storms and weather fronts that affected the area this has resulted in an increase in the number of flooding incidents that SFRS attended during the quarter. The excellent working relationship between P&K, Police Scotland, SEPA and SFRS allowed information to be passed and resources to be allocated in preparation for potential flooding in Perth and Bridge of Earn. During each of the flooding events specialist resources were deployed to the Perth and Kinross area, this included water rescue teams, High Volume Pumps and support appliances.

Even with 13 flooding incidents, including 2 water rescue incidents during the 30th and 31st December crews were still able to maintain a business as usual response which included responding to fire alarm activations and an RTC on the A9.

As part of our flood response once the floods had receded senior managers visited premises to offer additional advice and to see if the SFRS could assist in any way, this was well received especially by the business community.

Special Service Others include medical emergencies where SFRS personnel assist the Scottish Ambulance Service (SAS) with cardiac arrests, affecting entry to premises to allow Police Scotland or SAS to gain access to assist a person in distress.

Notable Incidents/Events

RTC Junction 7 M90 – 25 December 2015



Firefighters attended an RTC where 2 casualties were removed from the vehicle which had hit a bridge pillar. The RTC occurred on Christmas Day.

Safe Drive Stay Alive – 23-24 November 2015



Once again another successful Safe Drive Stay Alive roadshow with over 1500 S5/S6 pupils from around Perth and Kinross attending 3 shows at the Bells Sports Centre in Perth.

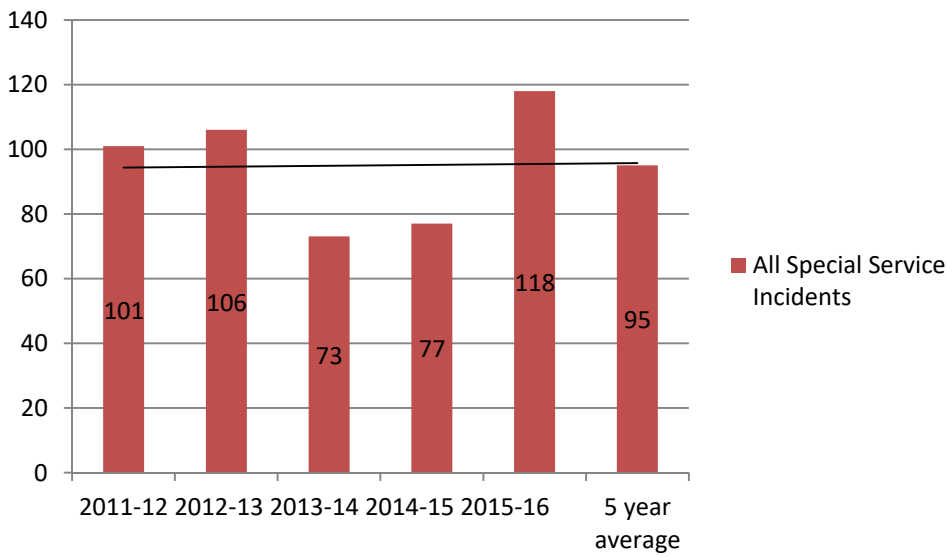
Flooding Incidents – 30-31 December 2015



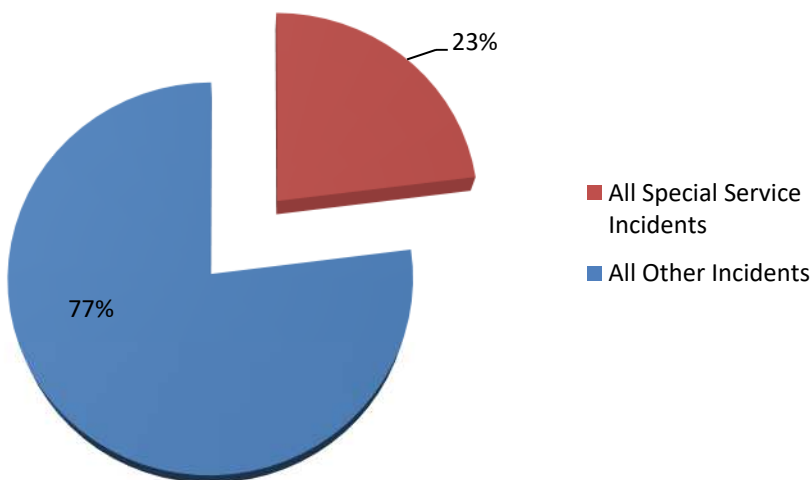
The weather conditions proved to be atrocious throughout December contributing to a high number of flooding incidents in the Perth and Kinross area.

Key Performance Indicator	Key Performance Indicator	Q3 Oct-Dec	Q3 Oct-Dec	Q3 Oct-Dec	Q3 Oct-Dec	Q3 Oct-Dec	5 year average	Trend
5a	Special Service Road Traffic Collisions (RTCs)	21	29	21	33	30	27	↑
5b	Special Service Flooding	6	33	11	10	46	21	↑
5c	Special Service Extrication	1	3	2	4	2	2	→
5d	Special Service Others	73	41	39	30	40	45	↓

3rd Quarter - 1 October to 31 December 2015



Incident Profile - Percentage of Special Service Incidents



PRIORITY 7: Reduction of Unwanted Fire Alarm Signals

There was a slight increase in the overall number of Unwanted Fire Alarm Signals (UFAS) experienced (299) in comparison to the previous year (296) and the 5 year average of 308. There was no significant pattern or trend identified in these incidents and local actions were initiated as deemed necessary by Local Risk Managers and FSEO's. Premises have been identified that have a high number of UFAS calls and the owner/occupier has been advised, by way of a letter, that corrective measures require to be taken to reduce the number of times the SFRS has to attend the premises.

It should also be noted that 72 of these calls occurred in either sheltered accommodation complexes (50) or nursing homes (22) and were predominantly as a result of cooking activities (33) that could potentially result in a fire affecting people that are at higher risk of harm, possibly due to age and/or mobility issues. Whilst attending such incidents puts additional pressures on the SFRS resources it also highlights the positive effect of having a working smoke detector to alert persons to a potential fire.

The main contributor of UFAS continues to be high number of calls that are received from larger premises with similar high numbers of detector heads and more complex systems such as hospitals, hotels and Prison establishments thereby increasing the chance of unwanted activations. Of the calls to these premises 37 of them were due to faults in the operating system.

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 to be proactive in the reduction of such incidents. Our experience informs us that there is generally a responsible attitude towards reducing these incidents by duty holders in the Perth & Kinross area.

All UFAS calls are monitored within monthly performance reports where trend analysis and actions are undertaken depending on the circumstances by local managers with the support of FSEO's. With the assistance of occupiers and owners and with the knowledge and expertise of the local firefighters we will reduce the number of unwanted fire calls in the Perth and Kinross area. The UFAS system is being automated and this will provide additional information that can be utilised to reduce the number of calls to premises which regularly require the attendance of SFRS due to false alarm calls.

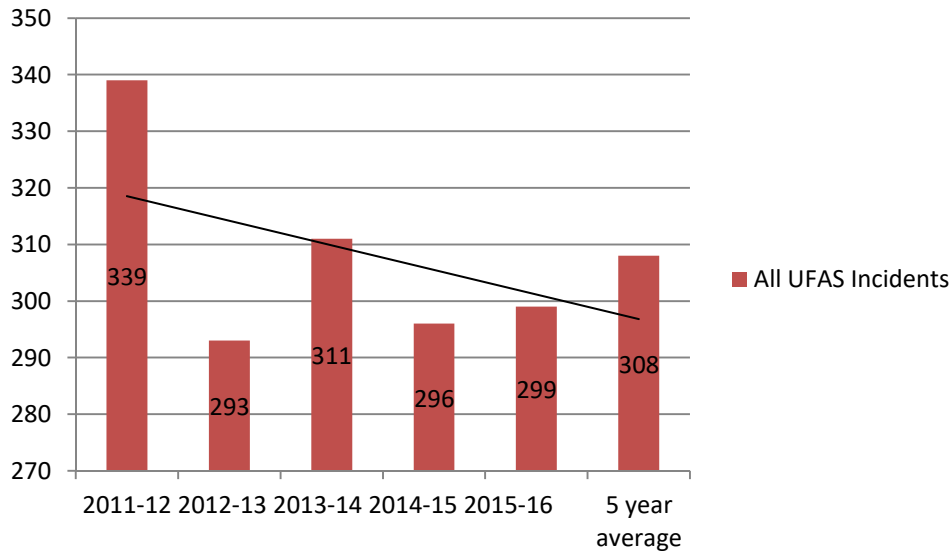
Notable Incident/Event

Industrial Premises reduction of UFAS

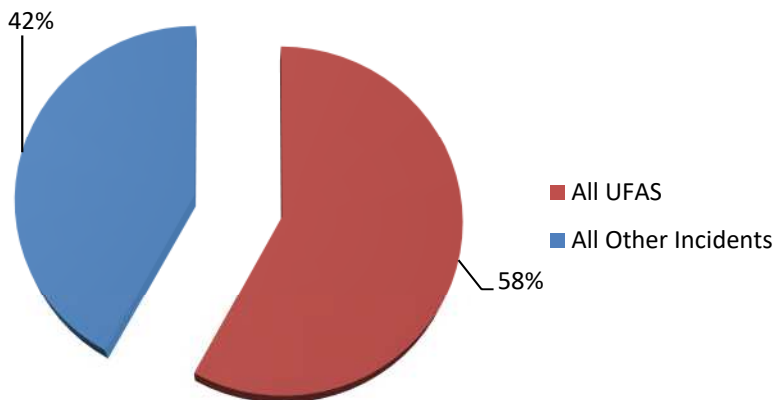
Due to a high number of fire alarm activations the local Station Manager and the local FSEO attended the premises to determine the best approach to reducing the number of unwanted calls to a business. It was identified that there were two issues, the poor housekeeping and subsequent build-up of dust in the detection system and the location of an air freshener close to a detector head. The regular cleaning of the detectors and the removal of the freshener from close proximity of the detector head has reduced the calls to the premises.

Key Performance Indicator	Key Performance Indicator	Q3 Oct-Dec 2011/12	Q3 Oct-Dec	Q3 Oct-Dec	Q3 Oct-Dec	Q3 Oct-Dec	5 year average	Trend
10a	False Alarm: All	339	293	311	296	299	308	↓
10b	False Alarm: Good Intent	68	48	45	49	39	50	↓
10c	False Alarm: Malicious	7	11	9	6	7	8	↓

3rd Quarter - 1 October to 31 December 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.