



# QUARTERLY PERFORMANCE REPORT FOR PERTH & KINROSS



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

**Quarter 3: 2016-2017 (1<sup>st</sup> October – 31<sup>st</sup> December)**

**Working together  
for a safer Scotland**















## Performance Summary

This report contains a review of the local performance of the Scottish Fire and Rescue Service (SFRS) against the seven agreed priorities as detailed in the Local Fire and Rescue Plan for Perth & Kinross 2014-17. The SFRS continues 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
- 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 broken down under each priority contained within pages 2-14 of this report:

Main Indicators	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	Q3 Oct-Dec 2016/17	Q3 5 Year Aver	Quarterly Comparison RAG Rating	Year to Date RAG Rating
Accidental dwelling fires	30	43	33	38	27	<b>34</b>	<b>34</b>		
Fire casualties and fatalities	2	9	15	5	8	<b>6</b>	<b>9</b>		
Deliberate Fire Setting	42	33	23	16	19	<b>24</b>	<b>27</b>		
Non domestic property fires	14	21	17	16	12	<b>14</b>	<b>16</b>		
Special Service – All	101	106	73	77	120	<b>66</b>	<b>95</b>		
False Alarms – All	339	293	311	296	299	<b>261</b>	<b>308</b>		

### 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 the 5 year average for the same period in previous years.
- *The statistics featured throughout this report are provisional until the year end.*

## PRIORITY 1: Local Risk Management and Preparedness

We are committed to the safety of our Firefighters and Community by ensuring that we have a competent workforce equipped with the essential knowledge and skills, so 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 and our communities at incidents. These skills, as well as other attributes, are maintained and delivered through a three year maintenance and development programme, which is delivered locally and nationally.

Personnel who cannot demonstrate competence in all areas are required to complete a development programme at the earliest opportunity. Examples of the ongoing training conducted during the second quarter 2016/17 were hazardous materials, high rise, incident command and breathing apparatus.

All station based operational personnel continue to visit premises within their station area so efforts are focused on premises which constitute a significant life, heritable or firefighter risk enhancing their awareness of associated risks and hazards that may be encountered in these buildings, and if required taking effective actions in dealing with incidents in the premises. During the third quarter 2016/17, this included visiting sheltered housing accommodation and sites where industrial silos are used (e.g. farms). Pre-planning and exercising has continued for a number of subject areas with personnel attending multi-agency meetings to ensure that appropriate fire safety and emergency response contingency measures are in place as part of a proactive approach to preparedness.

Crews also continue to conduct routine water hydrant inspections as it is important to check that there is access to and adequate provision of water supplies within the area should crews require them in the event of an incident. This also provides the opportunity for crews to familiarise themselves with the locations of hydrants in relation to the risks in their area and link-in other activities, such as conducting Home Safety Visits.

We currently have 73 Wholetime, 124 Retained and 21 Volunteer operational (station based) personnel working in Perth & Kinross to provide an emergency response capability, supported by a team of 7 managers. There is on-going recruitment for retained firefighters in the Perth & Kinross area. Support will be provided to any potential candidates to assist them in the recruitment process.

### Notable Incident/Event

#### RTC Exercise 31 October, Blairgowrie



The exercise scenario was that a JCB had been in collision with 2 other vehicles resulting in the entrapment of a number of casualties. Crews were tasked with the extrication of casualties and moving them to a place of safety. The exercise was made more realistic by the use of live casualties and was supported by local paramedics. The traditional Scottish weather also added to the atmosphere.

The exercise proved to be very challenging but the crews worked hard to achieve a successful conclusion. A hot debrief was conducted immediately following this positive, multi-agency exercise with a number of relevant learning points identified. The local press were also in attendance, which reflected in a 2 page report in a local newspaper.

## 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 34 ADF during this reporting period which was an increase of 7 (29%) from the same reporting period last year, equivalent to the five year average, and a slight increase of 1 (3%) from the last quarter. The number of ADF attended is 8% of all incidents in the reporting period.

Of the 34 premises 19 (58%) had a smoke detector fitted whilst 16 (79%) of the houses that had detectors fitted operated to give early warning of a fire. These incidents were attributed to a range of causes with 20 (58%) cooking related which continues to be the most significant cause. Other than cooking no identifiable trend emerges. Of the 32 incidents 5 (15%) involved drugs/Alcohol. All of these fire were recorded with minor fire related damage.

The cornerstone of this safer communities is preventative community safety work undertaken jointly through PKC Partnership - Safer Communities Wardens, SFRS Community Safety Engagement staff, Police Scotland and PKAVS Community Safety Volunteers etc. The partnership team is continually reviewed and extended to ensure that the widest range of community service knowledge, experience and resources are available for the communities of Perth & Kinross.

Year to date there were a total of 1508 HFSV's carried out across the twelve ward areas of which 302 (20%) were partnership Home Safety Visits and a number of these led to further onward referrals to additional partner agencies to help support the most vulnerable within our community.

Within Perth & Kinross we will continue to work with our partners to ensure we positively contribute to driving down the risk to our communities and Staff by analysis of our operational activities and targeting those most at risk and vulnerable particularly around unintentional harm in the home. These targeted approaches will continue to develop and improve as we move forward.

### Notable Incident/Event

#### Community Information Hub

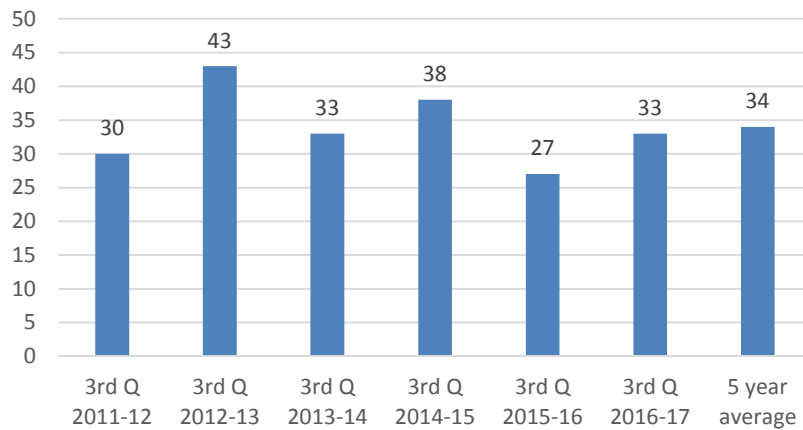


SFRS and numerous community safety partners worked together over the festive period at a pop-up hub in St Johns Centre, Perth to provide a wide range of safety advice and training including promoting safety visits, testing electric blankets, walking stick maintenance, CPR training, festive safety messages and much more.

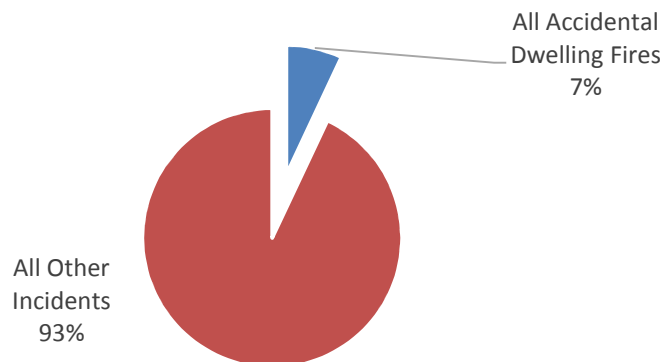
## Priority 2: Key Performance Indicators and Statistics – 3<sup>rd</sup> Quarter 2016/17

Key Performance Indicator	Key Performance Indicator	Oct - Dec 2011/12	Oct - Dec 2012/13	Oct - Dec 2013/14	Oct - Dec 2014/15	Oct - Dec 2015/16	Oct - Dec 2016/17	5 year average	Trend
2b(i)	All accidental dwelling fires	30	43	33	38	27	<b>33</b>	<b>34</b>	↓

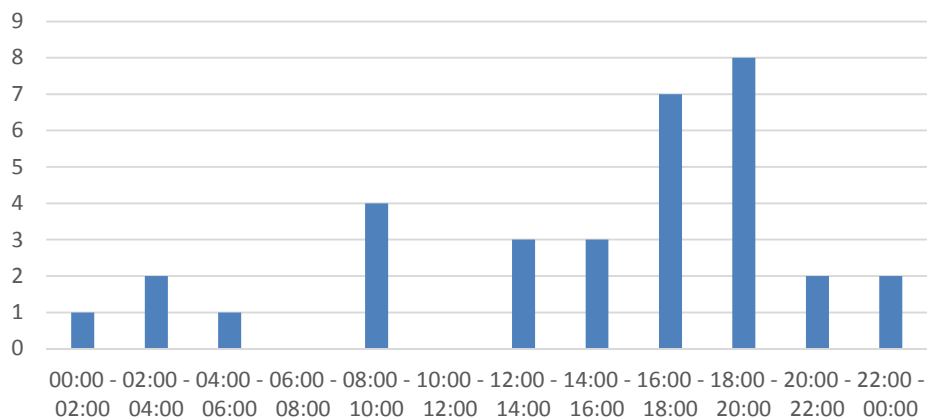
### Accidental Dwelling Fires - 3rd Quarter



### % Accidental Dwelling Fires - 3rd Quarter



### Accidental Dwelling Fires by Time of Day - 3rd Quarter



## PRIORITY 3: Reduction in Fire Casualties and Fatalities

There were no Fire Fatalities in the reporting period

A Fire casualty recording relates to any person who has received any form of first aid treatment or medical attention at the scene of an incident regardless of the nature of the injury. This could range from a person receiving a precautionary check at the scene of an incident to removal to hospital for severe smoke inhalation. In total there were 6 casualties reported which is a slight decrease of 2 (25%) within Perth & Kinross compared to the same quarter last year, a slight increase last quarter (July-September) of 3, and a decrease of 3 (66%) on the 5 year average of 9. The casualties were from 5 separate incidents and of the 6 casualties 4 were the recorded from private dwellings, 1 from a road vehicle and 1 from a bar/restaurant. 5 casualties received precautionary checks at the incidents and 1 person from a vehicle fire with resulted in minor burns.

In every case where a casualty is recorded, a case study is instigated to identify any on-going needs, inform other agencies and if appropriate, initiate a multi-agency case conference. In addition to this, a Post Domestic Incident Response (PDIR) visit is carried out after every domestic fire. This involves contacting the owner / occupier of the property affected and neighbouring residents to offer a HFSV in the immediate aftermath of the incident.

The SFRS vision is to have no fire fatalities/casualties throughout Scotland and we are striving to achieve this through partnership working with Perth & Kinross Council, Police Scotland, National Health Service, PKAVs, Housing Associations, local landlords and others. This joint working will continue to develop and implement risk reduction strategies. Crews regularly visit houses and provide free Home Safety Visits. These are instrumental in helping to reduce the number of fire fatalities/casualties through early detection/intervention and contributing to safer communities.

### Notable Incident/Event

#### Vehicle Fire – Dundee Road, Perth

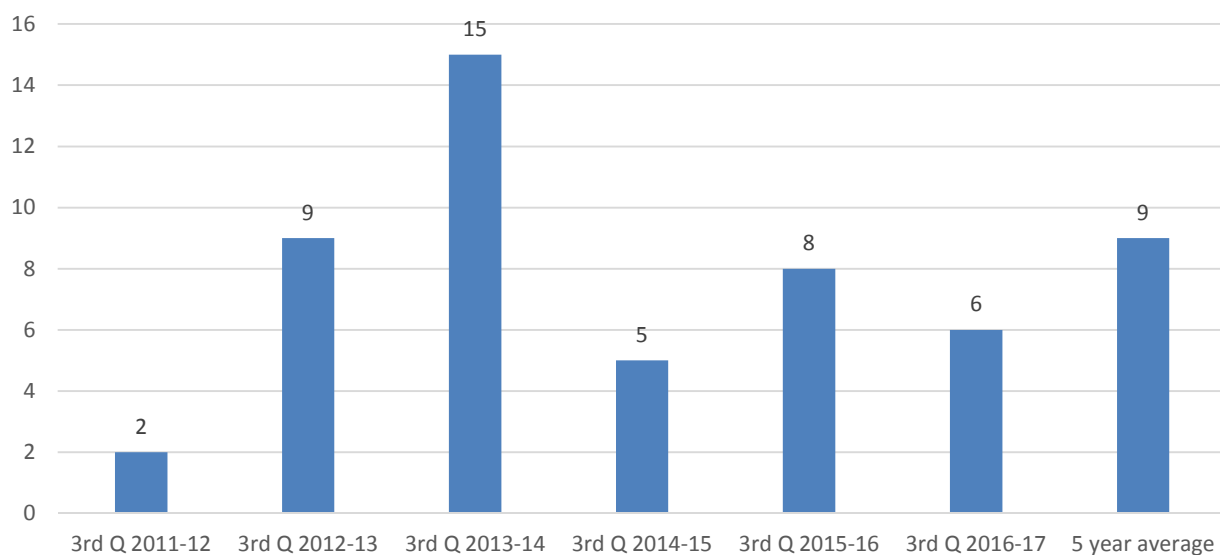


Perth Crews attended a van fire on Friday 11 November where the driver of the vehicle sustained non-life threatening injuries to his arms, hands and face after being trapped by his seatbelt when his van caught fire. The driver was assisted from the vehicle by a passer-by and taken to Ninewells Hospital, Dundee. It is important to acknowledge the remarkable courage and actions of a passer-by to assist in this hazardous fire.

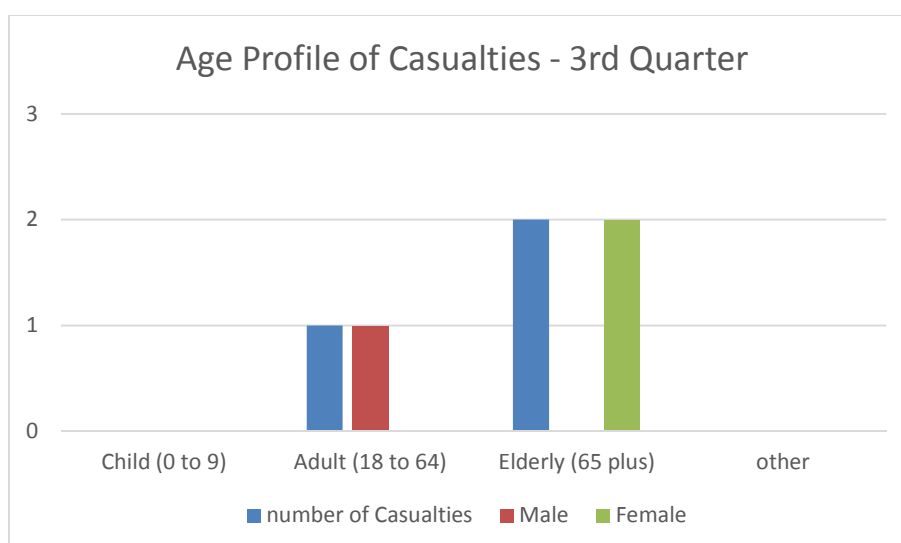
### Priority 3: Key Performance Indicators and Statistics – 3<sup>rd</sup> Quarter 2016/17

Key Performance Indicator	Key Performance Indicator	Oct - Dec 2011 /12	Oct - Dec 2012 /13	Oct - Dec 2013 /14	Oct - Dec 2014 /15	Oct - Dec 2015 /16	Oct - Dec 2016 /17	5 year average	Trend
3a(i)	All fatal fire casualties	0	0	0	0	0	<b>0</b>	<b>0</b>	→
3a(ii)	Non-fatal fire casualties excl. precautionary check-ups	2	6	10	3	8	<b>4</b>	<b>6</b>	↓
3a(iii)	Non-fatal fire casualties incl. precautionary check-ups	2	9	15	5	8	<b>6</b>	<b>9</b>	↓

Fires Involving Casualties and Fatalities - 3rd Quarter



Age Profile of Casualties - 3rd Quarter



## PRIORITY 4: Reduction of Deliberate Fire Setting

### All deliberate fires

There was a slight increase of 5 (20%) in the number of deliberate fires within Perth & Kinross during this reporting period with 24 incidents of this type being experienced in comparison to 19 last year. This is 11% below the 5 year average of 27 deliberate fire incidents. This is comparable to quarter 2016/17 with 24.

### Deliberate primary fires

There were 11 deliberate primary fires for the reporting period which is a slight increase of 3 (27%) for the same quarter last year of 8. This reflects a slight increase on the 5 year average of 10 whilst showing an increase of 8 (267%) on last quarter which reported 3 deliberate primary fires. 4 of these were road vehicles, 4 were outdoor fires, 2 dwelling fires and 1 at a secure facility.

### Deliberate secondary fires

There were 13 deliberate secondary fires such as rubbish, grassland, etc., compared to 11 for the same quarter last year and significant reduction (38%) from Q2 2016/17 of 21, which was in line with our longer term vision of reducing fires and fire-setting behaviour of this type in Perth & Kinross which is a welcomed reduction. There were 4 (31%) secondary fires relating to refuse fires which reflects a slight decrease on the same period last year with 5 incidents. 9 (69%) of these incidents were outdoor related; Grass/woodland/crops etc. There was no specific trend noted with the number of secondary fires.

There was no other identifiable trends during this reporting period and incident monitoring and review by SFRS Managers and Firefighters will continue with actions taken through our partnership meetings and other local initiatives as required. This is intended to further reduce these types of fire and continually improve the safety of our communities.

As a result of the excellent partnership work undertaken within the ward areas of Perth and Kinross we are fortunate to have a low number of deliberate fires which account for 5% of all Incidents. We will continue to work with our partner agencies and with groups within the community to help maintain and improve the reduction in deliberate fires.

### **Notable Incident/Event**

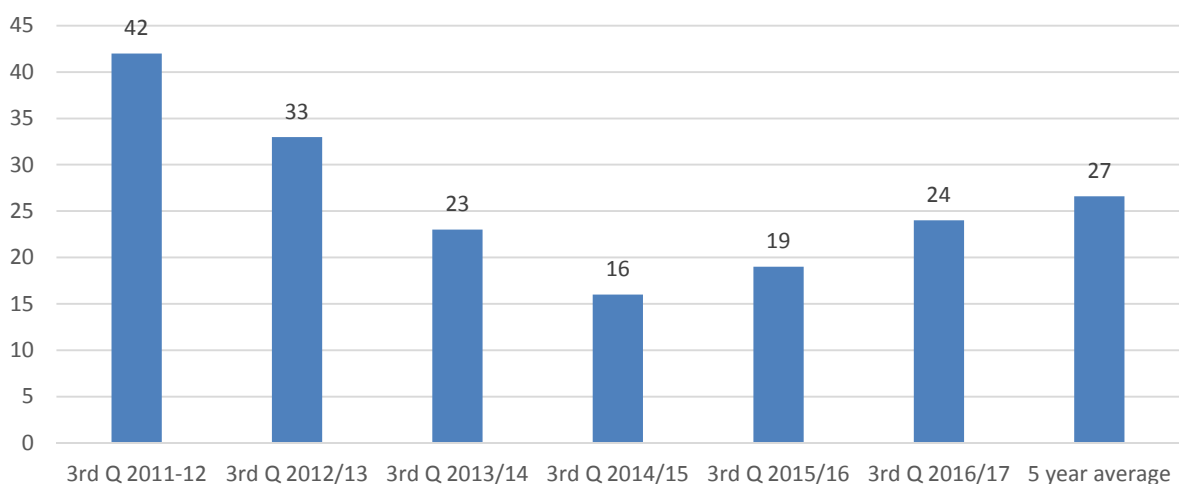
The reporting quarter included the historically busy period around bonfire night. As with previous years SFRS worked closely with Police Scotland and Safer Communities Wardens to deliver key messages, undertake bonfire inspections and engage with those building their own bonfires to ensure the events were appropriately supervised. Bonfire night itself saw only one secondary fire (apart from official, organised bonfires) across all of Perth & Kinross.



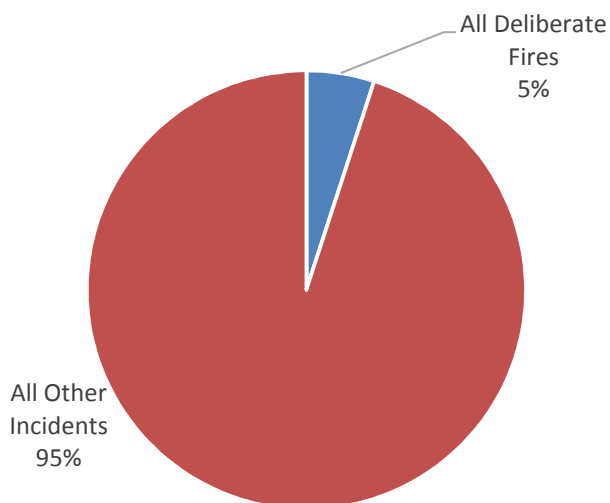
### Priority 4: Key Performance Indicators and Statistics – 3<sup>rd</sup> Quarter 2016/17

Key Performance Indicator	Key Performance Indicator	Oct - Dec 2011 /12	Oct - Dec 2012 /13	Oct - Dec 2013 /14	Oct - Dec 2014 /15	Oct - Dec 2015 /16	Oct - Dec 2016 /17	5 year average	Trend
1b	All deliberate primary fires	14	12	8	7	8	<b>11</b>	<b>10</b>	↑
1b(ii)	All deliberate other building fires	2	4	3	5	2	<b>1</b>	<b>3</b>	↓
1c	All deliberate secondary fires	28	21	15	9	11	<b>13</b>	<b>17</b>	↓

All Deliberate Fires - 3rd Quarter



% Deliberate Fires - 3rd Quarter



## PRIORITY 5: Reduction of Fires in Non-Domestic Properties

The number of fires in non-domestic premises within the Perth & Kinross area reports a slight increase from 12 last year to 14 this year for the corresponding reporting period. This figure is slightly below the 5 year average of 16. The 14 incidents recorded occurred in premises ranging from retail shops (4) to hotel/motel/restaurant/cafe (6). The number of non-domestic fires accounts for 3% of all incidents attended in Quarter 3.

The primary cause of the majority of incidents was overheating/faulty equipment (8), with other causes being recorded as careless handling/materials too close to heat source (1). All the 14 incidents were accidental fires, with the exception one being a deliberate cause.

These fires can often have a serious impact on our local business sector and wider economy, as a fire within companies' premises often results in significant monetary loss and in the worst cases, loss of employment for staff. Our Fire Safety Enforcement Officers (FSEO'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.

In relation to our statutory legislative fire safety requirements, our FSEOs personnel conduct audits of specific types of non-domestic properties ('relevant premises') to ensure they comply with the fire safety requirements of the Fire (Scotland) Act 2005 ('the Act'). Relevant premises audited in Perth and Kinross include: Care Homes; Hospitals; Houses of Multiple Occupation (HMO's); Hotels and High/ Very High risk premises identified during previous audits.

Of the 14 non-domestic property fires reported during the second quarter 2016/17, 13 were relevant premises. These were therefore subject to post fire audits by our FSEOs to ascertain how the premises were being managed and if the Act was complied with. This may require further actions to ensure the premises is compliant whilst also providing the appropriate level of support and advice for the owner/occupier.

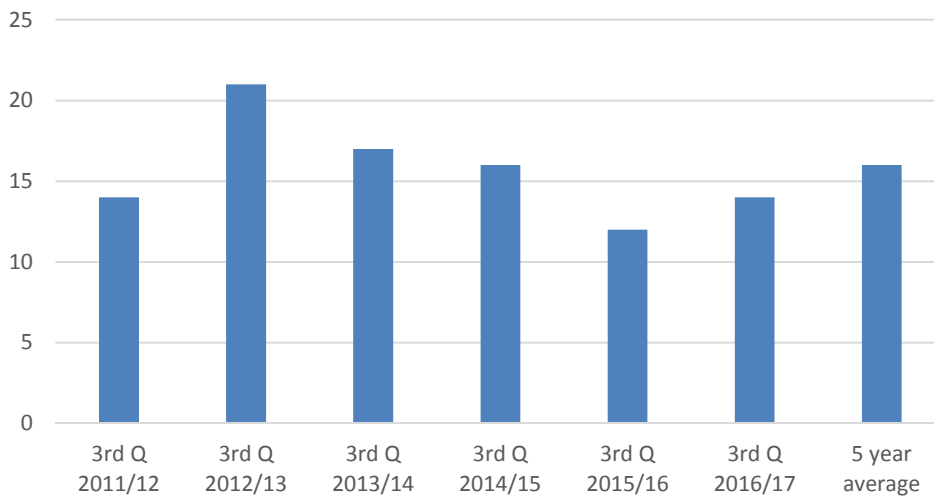
### **Notable Incident/Event**

Perth Prison (7/12/16) – Fire in an electrical substation forming part of prison complex. Four appliances attended and assisted SSE personnel to extinguish the fire and make the substation safe through the use of breathing apparatus sets and CO2 extinguishers.

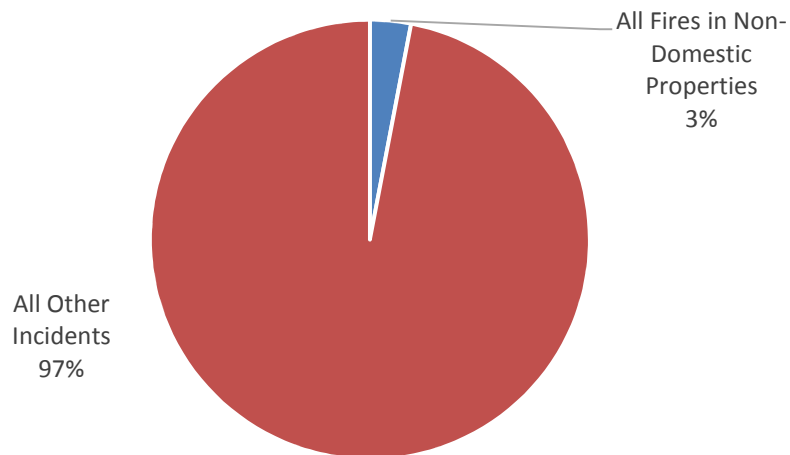
### Priority 5: Key Performance Indicators and Statistics – 3<sup>rd</sup> Quarter 2016/17

Key Performance Indicator	Key Performance Indicator	Oct - Dec 2011 /12	Oct - Dec 2012 /13	Oct - Dec 2013 /14	Oct - Dec 2014 /15	Oct - Dec 2015 /16	Oct - Dec 2016 /17	5 year average	Trend
2b(ii)	All accidental other building fires	12	17	14	11	11	<b>13</b>	<b>13</b>	→
1b(ii)	All deliberate other building fires	2	4	3	5	2	<b>1</b>	<b>3</b>	↓

**All Fires in Non-Domestic Properties - 3rd Quarter**



**% All Fires in Non-Domestic Properties - 3rd Quarter**



## **PRIORITY 6: Reduction in Casualties from Non Fire Emergencies**

There were 66 non-fire emergencies reported during the third quarter of 2016/17. This is a decrease of 55% non-fire emergencies when compared to the second quarter last year with 120, and a decrease of 31% (29) when compared to the five year average for that quarter of 95. The total number of non-fire emergencies to the end of the third quarter 2016/17 (209) is lower than the 5 year average (240) for the same period in previous years. There were a total of 21 casualties (3 fatal) from special service incidents. This type of incident accounts for 15% of all incidents attended this quarter.

### Road Traffic Collisions (RTC)

There were 23 RTC's during the second quarter 2016/17, which is a decrease of 7 (23%) RTC's when compared to the same quarter last year (30), and a decrease of 4 (15%) RTC's when compared to the five year average (27) for the third quarter. The total number of RTC's to the end of the third quarter 2016/17 (69) is equivalent to the 5 year average (69) for the same period in previous years. The 23 RTC's attended accounted for 1 fatalities and 17 casualties.

### Flooding

There were 3 flooding incidents during the third quarter 2016/17, two were low level domestic flooding and one was flooding in a care home.

### Rescue/Extrication

There were 3 rescue/extrication services during the second quarter 2016/17, which is a slight increase when compared to the same quarter last year (2) and when compared to the five year average (2).

### Special Service – Other

There were 37 incidents this quarter, a slight decrease of 10% on the same quarter for 2015/16 (41), and a decrease of 32% compared with the five year average.

There were 23 (62%) of these incidents where crews attended in support of our other blue light agencies to medical type responses. Personnel are now attending a higher number of this type of incident where they are providing support to the ambulance service or Police Scotland due to a member of our community suffering a medical emergency, including gaining access to homes. This type of special service call will continue to be supported by the SFRS in the future as we continue to develop mutual cross emergency service support to ensure we safeguard our communities' wellbeing.

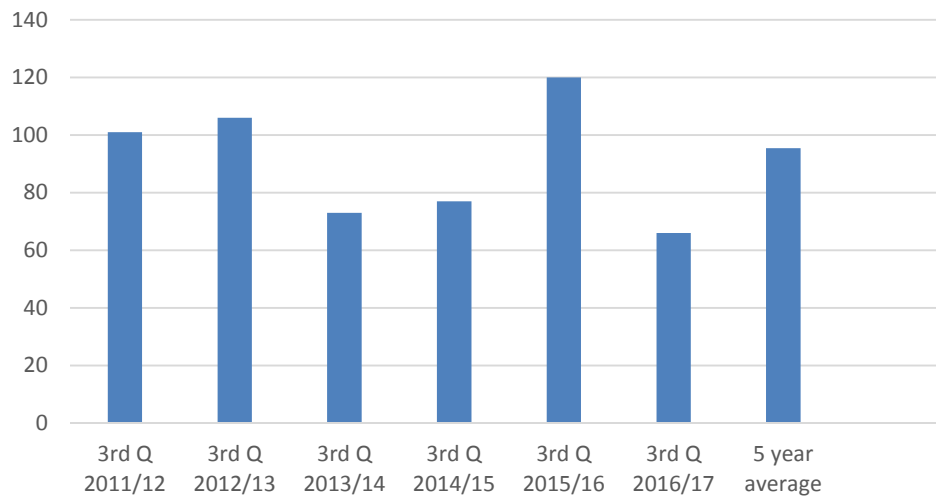
### **Notable Incident/Event**

SFRS again took the lead role, as part of the wider partnership, in the promotion and delivery of Safe Drive Stay Alive which took place at North Inch Campus over 3 days in November. More than 1500 young adults attended this hard-hitting event.

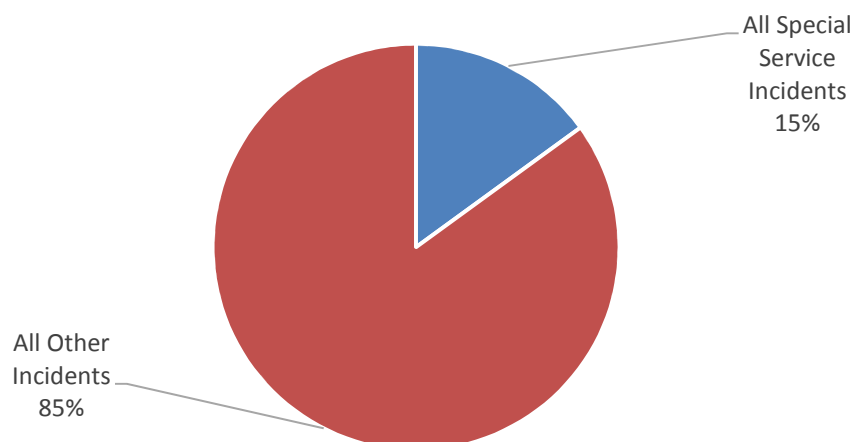
## Priority 6: Key Performance Indicators and Statistics – 3<sup>rd</sup> Quarter 2016/17

Key Performance Indicator	Key Performance Indicator	Oct - Dec 2011 /12	Oct - Dec 2012 /13	Oct - Dec 2013 /14	Oct - Dec 2014 /15	Oct - Dec 2015 /16	Oct - Dec 2016 /17	5 year average	Trend
5a	Road Traffic Collisions (RTCs)	21	29	21	33	30	<b>23</b>	<b>27</b>	↓
5b	Flooding	6	33	11	10	47	<b>3</b>	<b>21</b>	↓
5c	Extrication	1	3	2	4	2	<b>3</b>	<b>2</b>	↑
5d	Others	73	41	39	30	41	<b>37</b>	<b>45</b>	↓

### All Special Service Incidents - 3rd Quarter



### % All Special Service Incidents - 3rd Quarter



## **PRIORITY 7: Reduction of Unwanted Fire Alarm Signals**

There was a decrease in the overall number of Unwanted Fire Alarm Signals (UFAS) experienced (262) in comparison to previous year (299) and this figure remains below the 5 year average of 308. This figure is in line with the gradual longer term reduction in UFAS incidents which should be considered alongside the increased level of detectors within premises as being a positive trend. There was no significant pattern or trend identified in these incidents and actions were initiated as deemed necessary by Local Managers and FSEO's to offer guidance and support to premises striving to reduce the number of alarm activations.

It should also be noted that approximately 50% of these calls occurred 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 the 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 undertaken in an attempt to understand the reasons for these activations and encourage duty holders to be proactive in the reduction of UFAS. Our experience informs us that there is generally a responsible attitude towards reducing these incidents by duty holders in the area. All UFAS calls are being monitored and analysed for emerging trends and trigger points. With the assistance of the duty holders of these premises, and the knowledge and expertise of the local firefighters, we are actively addressing any issues to help reduce the number of unwanted fire calls 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.

Looking ahead, changes in the way we implement our UFAS Policy and Procedures at non-sleeping risk premises will allow us to tailor a more appropriate level of response to automatic fire alarm calls from such premises in the future, with the aim of reducing the number of unnecessary blue light journeys.

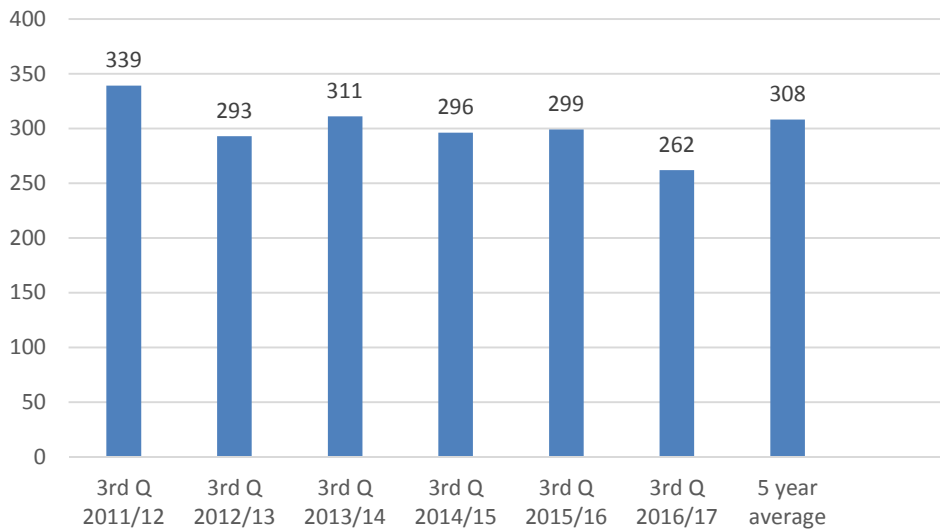
### **Notable Incident/Event**

No notable incident/event in the reporting period

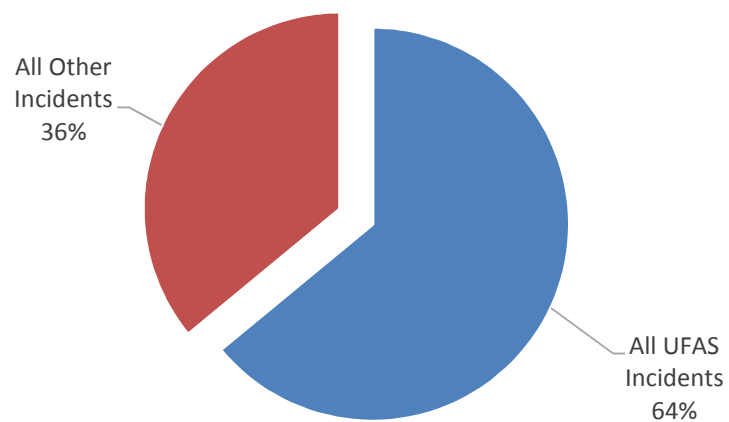
## Priority 7: Key Performance Indicators and Statistics – 3<sup>rd</sup> Quarter 2016/17

Key Performance Indicator	Key Performance Indicator	Oct - Dec 2011 /12	Oct - Dec 2012 /13	Oct - Dec 2013 /14	Oct - Dec 2014 /15	Oct - Dec 2015 /16	Oct - Dec 2016 /17	5 year average	Trend
10a	False Alarm: All	339	293	311	296	299	262	308	↓
10b	False Alarm: Good Intent	68	48	45	49	39	33	50	↓
10c	False Alarm: Malicious	7	11	9	6	7	7	8	↓

All UFAS Incidents - 3rd Quarter



% All UFAS - 3rd Quarter



## 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

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