



# QUARTERLY PERFORMANCE REPORT FOR PERTH & KINROSS



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

**Quarter 4: 2015-2016 (1st January – 31st March)**

**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	Q4 Jan-Mar 2011/12	Q4 Jan-Mar 2012/13	Q4 Jan-Mar 2013/14	Q4 Jan-Mar 2014/15	Q4 Jan-Mar 2015/16	5 Year Average	Quarterly Comparison RAG Rating	Year to Date RAG Rating
Accidental dwelling fires	36	28	27	36	34	32		
Fire casualties and fatalities	7	11	14	13	8	11		
Deliberate Fire Setting	43	18	14	24	30	26		
Non domestic property fires	18	10	14	21	20	17		
Special Service - All	63	59	80	70	109	76		
False Alarms - All	262	243	241	283	268	259		

## Key

Red	10% more than performance in previous 5 years (worse than)	
Amber	Up to 9% more than performance in previous 5 years (worse than)	
Green	Equal to or better than performance in previous 5 years (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 74 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%

During this quarter incident debriefs have been conducted in relation to the flooding that occurred throughout the Perth & Kinross area. The close links with emergency planning and Police have ensured that all relevant information has been captured and can be used for future events. The most notable benefit has been the increased engagement from local communities in relation to future community resilience and how they can help themselves whilst having the background help of a multi-agency approach.

Pre-planning has commenced for T in The Park with SFRS personnel attending meetings to ensure that appropriate fire safety and emergency response contingency measures are in place prior to the event.

Pre-planning has also commenced for The Scottish Game Fair at Scone Palace with personnel in attendance at the table top exercise held at Balhousie Castle in March.

Perth & Kinross crews hold regular training exercises to ensure that they maintain their core skills, the most recent exercise was a large scale breathing apparatus exercise in Blairgowrie. Local crews and FSEO's continue to gather risk information relating to the premises and risks within each station area, this information is used to assist Incident Commanders and Firefighters at emergency incidents to maintain the safety of both our Communities and Firefighters.

## PRIORITY 2: Reduction of Accidental Dwelling Fires

A total of 34 accidental dwelling fires were attended by operational crews during the fourth quarter of 2015-16. Whilst this shows a reduction in comparison to last years figures of 36 it is slightly above the 5 year average of 32 ADF.

15 of these incidents were directly attributable to cooking-related activities with 26 of all accidental dwelling fires starting in the kitchen.

Within Perth & Kinross we will continue to work with our partners in particular with PKC Safer Communities Team who provide valuable information in identifying and assisting those most vulnerable within our communities which ensures that we target our initiatives more appropriately. The importance of these inter-agency relationships was highlighted at an engagement session in January which demonstrated the value of appropriate information being effectively passed between services. This combined with our close working relationships assist in improving outcomes for people within our communities identified as being at risk. Three 3 case studies of cross-agency partnership working were presented by our LALO – Local Authority Liaison Officer Sarah Robertson, which emphasised the benefits of this approach.

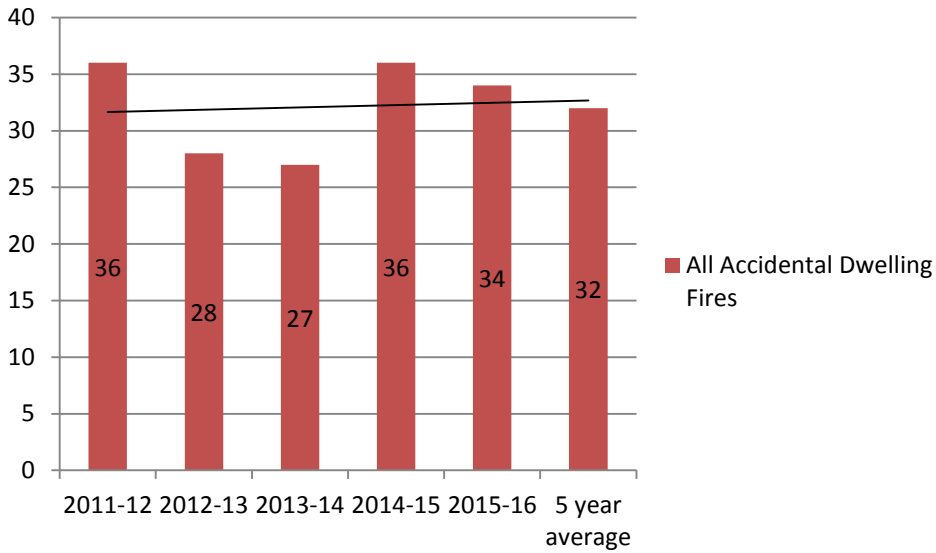
During the quarter there were 461 Home Safety Visits conducted in the Perth & Kinross area. SFRS will continue to provide Home Safety Visits to anyone within our communities who requests this but will target, with the assistance of other agencies, those that are most at risk within society.

### Notable Incidents

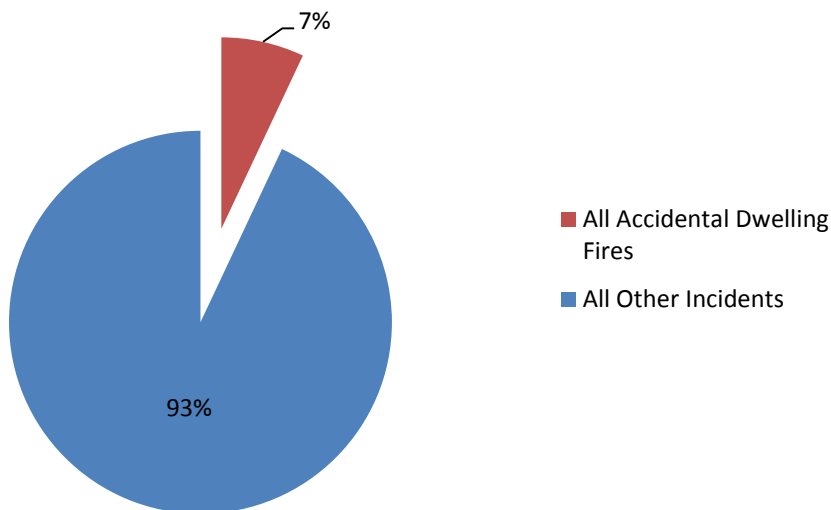
None during this reporting period.

Key Performance Indicator	Key Performance Indicator	Q4 Jan-Mar 2011/12	Q4 Jan-Mar 2012/13	Q4 Jan-Mar 2013/14	Q4 Jan-Mar 2014/15	Q4 Jan-Mar 2015/16	5 year average	Trend
2b(i)	All accidental dwelling fires	36	28	27	36	34	32	↑

#### 4th Quarter - 1 January to 31 March 2016



#### Incident Profile - Percentage of Accidental Dwelling Fires



### **PRIORITY 3: Reduction in Fire Casualties and Fatalities**

Perth & Kinross continued to have no fatalities due to fire during this reporting period, this is in part due to all the good work that is conducted by all partner agencies involved in making our communities safer.

There were 8 casualties during the quarter in comparison to the 5 year average of 13 which is a 38% reduction.

4 of these casualties were given a precautionary check-up by Paramedics at the request of Firefighters and only 1 person was taken to hospital with serious, but no life-threatening, injuries. This was as a consequence of a fire incident in HMP Perth.

Firefighters including our LALO and other SFRS Prevention & Protection staff work closely with local partners in Perth & Kinross to advertise the dangers of fires within domestic premises. Home Safety Visits have assisted in reducing the number of casualties. The continuing good work of the PKC Safer Communities Team particularly where our Wardens return to an address and undertake longer-term KIT - Keep in Touch visits with those people identified as being at risk, assists us greatly in maintaining their safety.

#### **Notable Incident**

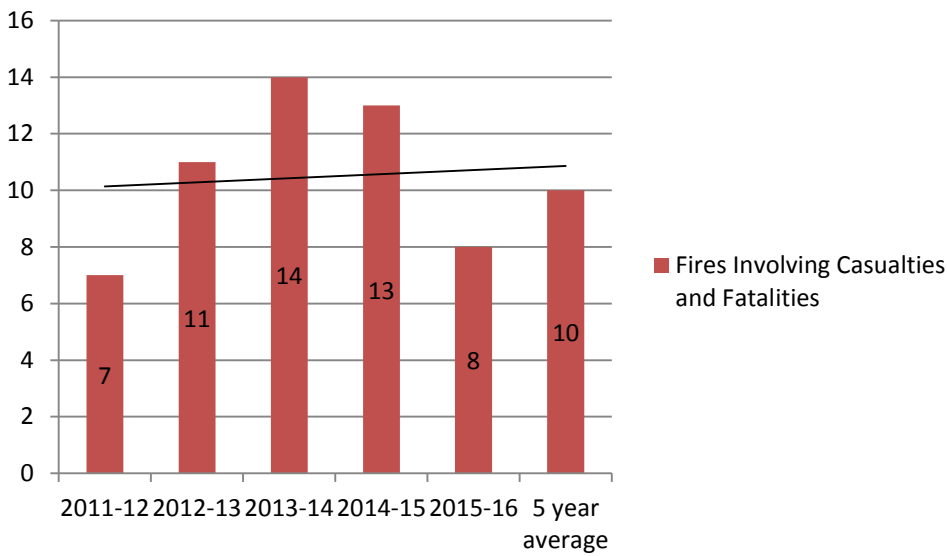
**Prison Cell Fire, HMP Perth - Monday 1<sup>st</sup> February 2016** - A Prisoner set fire to a mattress inside his cell and refused to leave. SPS personnel used their own equipment to effect a rescue of the prisoner before SFRS extinguished the fire.

Prisoner was then taken to hospital for treatment due to smoke inhalation.

Key Performance Indicator	Key Performance Indicator	Q4 Jan-Mar 2011/12	Q4 Jan-Mar 2012/13	Q4 Jan-Mar 2013/14	Q4 Jan-Mar 2014/15	Q4 Jan-Mar 2015/16	5 year average	Trend
3a(i)	All fatal fire casualties	1	0	0	0	0	0	→
3a(ii)	Non-fatal fire casualties excl. precautionary checkups	6	11	11	11	4	9	↓
3a(iii)	Non-fatal fire casualties incl. precautionary checkups	6	11	14	13	8	10	↓

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

#### 4th Quarter - 1 January to 31 March 2016



## PRIORITY 4: Reduction of Deliberate Fire Setting

There has been an increase from 32 deliberate fires for this quarter last year to 36 for the same period this year. This is also higher than the 5 year average for this incident type.

The most significant rise is recorded against secondary fires which can be an indicator of anti-social behaviour.

Where it is highlighted that there are anti-social behaviour issues we will work with our partners to prevent the issues continuing, this can be highlighted by the work in St. Catherine's Square, Perth, where Police Scotland, PKC Safer Community Wardens and Firefighters including our LALO and other SFRS Prevention & Protection staff attended the area and offered advice and reassurance to residents following incidents there.

Analysis of these fires highlights that there were 20 fires which were started deliberately that involved grass or vegetation this includes those where someone has started a fire to burn garden refuse and it has subsequently become too big for them to control. SFRS has advertised the dangers of controlled burning and the implications in rural areas. It should be noted that our Fire Control in Dundee have received over 200 calls from responsible Landowners informing us that controlled burning is being conducted in a given location, thereby reducing the likelihood of false alarm calls by well-intentioned members of the public.

Three of these fires occurred at HMP Perth and were started deliberately by inmates. SFRS continues to work closely with our colleagues in the Scottish Prison Service to reduce the number of fires being started deliberately within the Prison.

### Notable Incident / Event

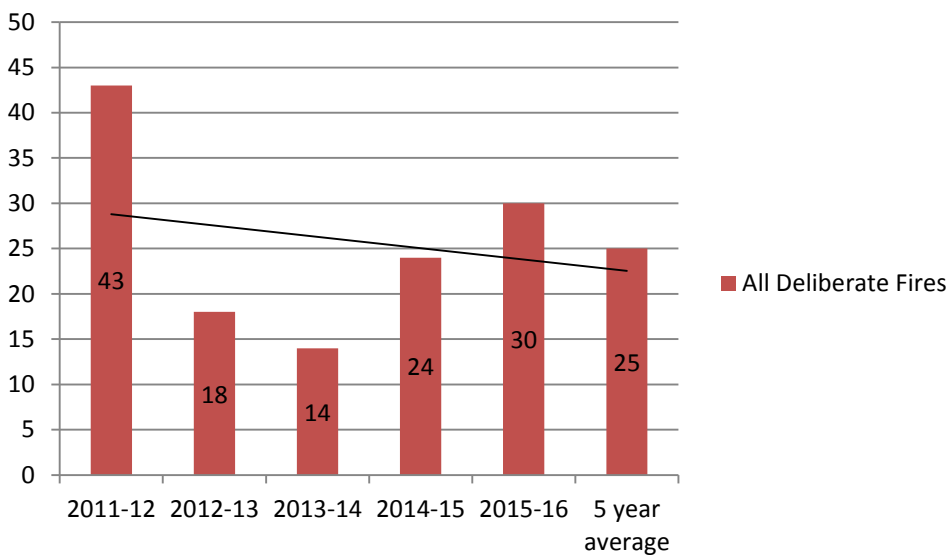


**Removal of Water Safety Throwline, North Muirton, Perth - Sunday 20<sup>th</sup> March 2016** – PKC Safer Community Wardens identified that water safety throwlines were being damaged in the N.Muirton area of Perth and this has led, in partnership with Safe-Tay water safety organisation and Perth & Kinross Council to damaged throwlines being identified and replaced in line with our Water Safety Policy. SFRS personnel, when visiting schools, have and will continue to reiterate the importance of the throwlines in conducting rescues from water as well as the dangers associated with setting deliberate fires.

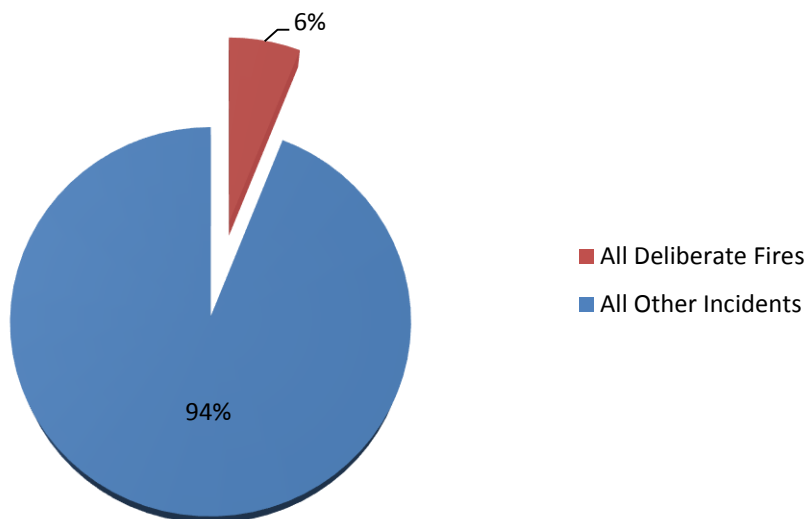


Key Performance Indicator	Key Performance Indicator	Q4 Jan-Mar 2011/12	Q4 Jan-Mar 2012/13	Q4 Jan-Mar 2013/14	Q4 Jan-Mar 2014/15	Q4 Jan-Mar 2015/16	5 year average	Trend
1b	All deliberate primary fires	11	2	6	11	7	7	→
1b(ii)	All deliberate other building fires	0	0	6	8	6	4	↑
1c	All deliberate secondary fires	32	16	8	13	23	18	↑

#### 4th Quarter - 1 January to 31 March 2016



#### Incident Profile - Percentage of Deliberate Fires



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

There were a total of 20 incidents (14 accidental, 6 deliberate) for this reporting quarter, a slight decrease on the corresponding quarter last year (21) though slightly above the 5 year average (17).

Three of the aforementioned deliberately started fires occurred in HMP Perth. Incidents in this premises tends to be cyclical and is heavily influenced by inmate mood and demographic.

Post-fire legislative fire safety audits are undertaken by our FSEO's after any fire incident within non-domestic premises along with a fire investigation by the SFRS Incident Commander. These fire investigations can be escalated to our specialist Fire Investigation Team and undertaken with other agencies, primarily Police Scotland, where necessary. None of the incidents within the reporting quarter were considered to be as a consequence of any deficiencies in the fire safety measures within any of the premises involved; and there was no identified pattern or trend to these.

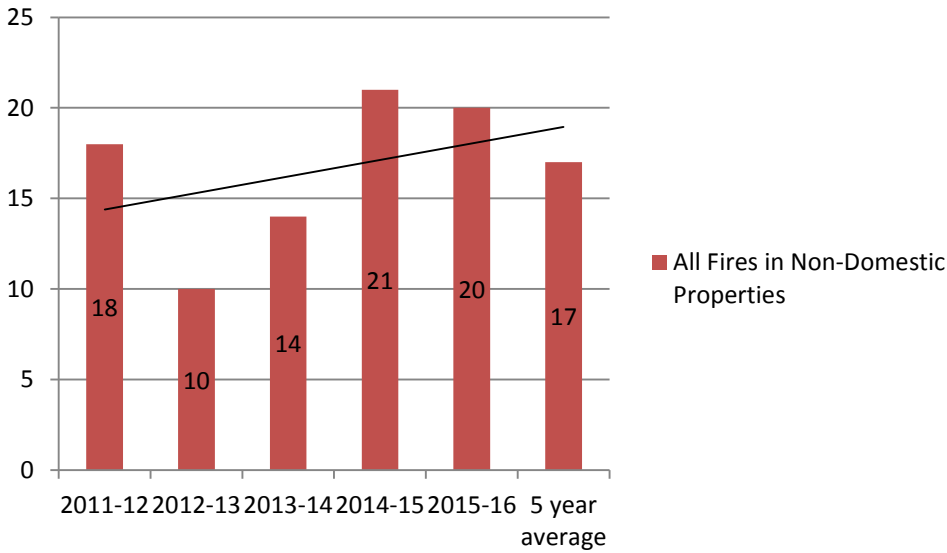
### Notable Incident

**Fire in Industrial Premises, Gordon's Tyres, Pitlochry – Wednesday 21<sup>st</sup> January 2016** - The prompt action of local fire crews prevented the spread of fire from a garage and game dealers factory to domestic properties at the rear of the premises. The industrial premises were fully involved in fire and crews from Pitlochry, Dunkeld and Perth attended to extinguish the fire. A joint investigation was conducted between SFRS Fire Investigation Team and Police Scotland. The cause of the fire was determined as being accidental.

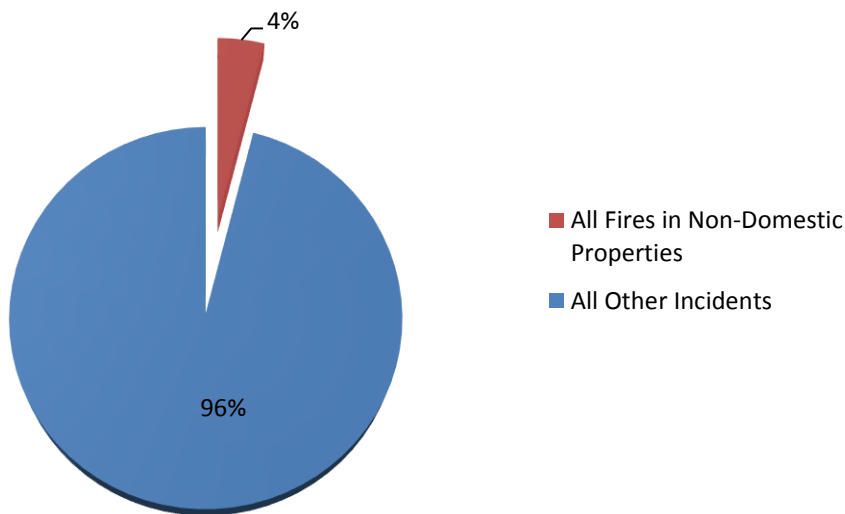


Key Performance Indicator	Key Performance Indicator	Q4 Jan-Mar 2011/12	Q4 Jan-Mar 2012/13	Q4 Jan-Mar 2013/14	Q4 Jan-Mar 2014/15	Q4 Jan-Mar 2015/16	5 year average	Trend
2b(ii)	All accidental other building fires	18	10	8	13	14	13	↑
1b(ii)	All deliberate other building fires	0	0	6	8	6	4	↑

#### 4th Quarter - 1 January to 31 March 2016



#### Incident Profile - Percentage of Fires in Non-Domestic Properties



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

The storm fronts that swept across Scotland in January clearly had a significant impact on our local communities and SFRS crews were needed to attend numerous flooding incidents across the country with much of this activity within the Perth & Kinross area. Locally SFRS attended 36 flooding incidents which included 9 situations where members of the public had to be evacuated/removed from the water. SFRS cannot control the weather but what we are is prepared for the various climatic changes which affect our communities, the ability to request personnel and equipment from across the country ensured that all our local communities were protected. Following on from the flooding incidents there have been community debriefs facilitated by Perth & Kinross Council and supported by emergency services and other support agencies, which has assisted in highlighting to affected communities what they can do in the future. There are an ever increasing number of local groups establishing community emergency plans to improve the safety and resilience within their local areas with the support of PKC, SFRS local managers and other partner agencies. These will not only benefit those communities but also the agencies who respond to these emergency situations.

SFRS is conducting trials throughout Scotland with the Scottish Ambulance Service whereby assistance is provided by local Fire Crews to those suffering an Out of Hospital Cardiac Arrest (OHCA). There have been 10 instances in this reporting period where SFRS personnel have been requested to assist with potential medical emergencies, this has either been by way of forcing entry into premises or to provide medical care to a person whilst awaiting the arrival of the Scottish Ambulance Service.

### Notable Incidents



#### **Rescue of Persons Trapped by Floodwater, Bridgehaugh Cottage, Boglea Farm, Coupar Angus – Monday 4<sup>th</sup> January 2016**

The Maritime and Coastguard Agency and Firefighters undertake the rescue of an elderly couple trapped by floodwater. This included a wheelchair user with a serious medical condition.

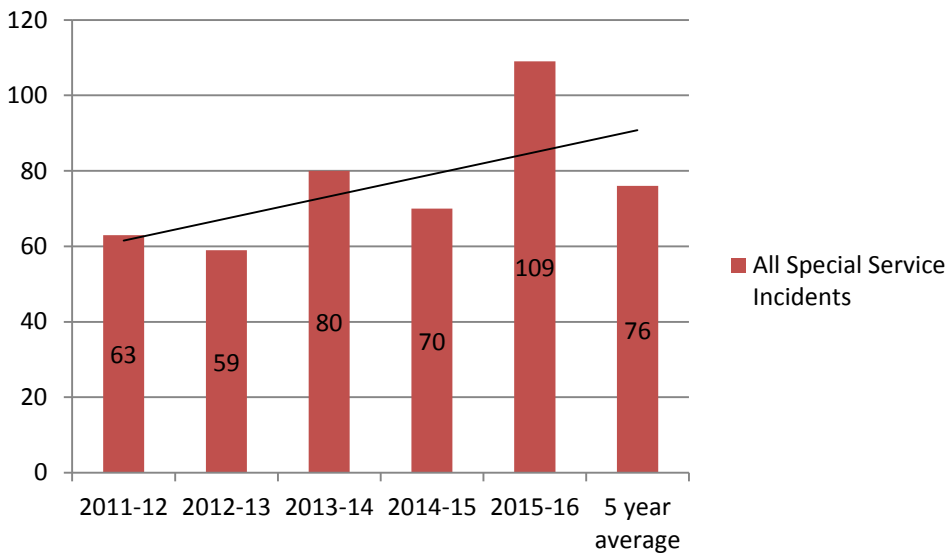


#### **Chemical Incident, Perth Royal Infirmary – Monday 25<sup>th</sup> January 2016**

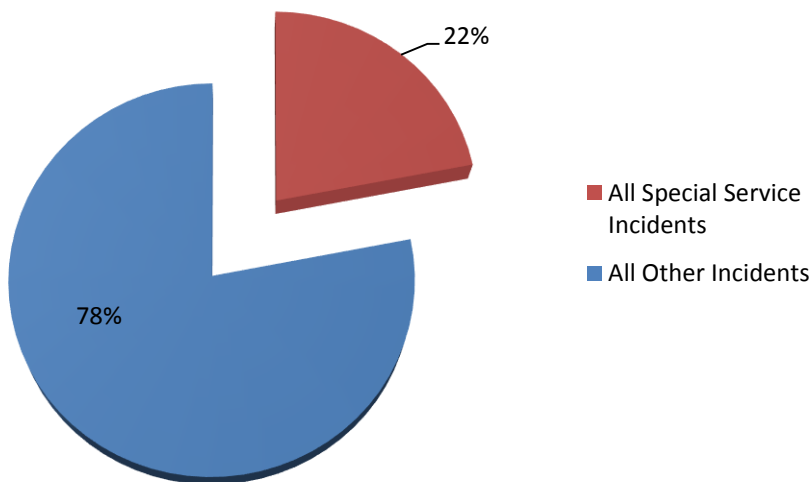
Hospital personnel were removing plant equipment, used for the dosing of water treatment, from the boiler room when they were overcome by fumes. SFRS responded and dealt with the incident. A full investigation was conducted which involved SFRS, SAS and senior hospital managers to determine the cause of the spillage and the lessons to be learnt. There were no lasting injuries and the quick response ensured that the evacuation of patients was limited and controlled.

Key Performance Indicator	Key Performance Indicator	Q4 Jan-Mar 2011/12	Q4 Jan-Mar 2012/13	Q4 Jan-Mar 2013/14	Q4 Jan-Mar 2014/15	Q4 Jan-Mar 2015/16	5 year average	Trend
5a	Special Service Road Traffic Collisions (RTCs)	23	22	23	13	19	20	↓
5b	Special Service Flooding	1	4	22	10	36	15	↑
5c	Special Service Extrication	3	4	3	3	3	3	→
5d	Special Service Others	36	29	32	44	51	38	↑

#### 4th Quarter - 1 January to 31 March 2016



#### Incident Profile - Percentage of Special Service Incidents



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

There were 268 UFAS incidents in this reporting quarter. This was reduction from the corresponding quarter in the previous year (283) though slightly above the 5 year average (259).

Cooking-related activities continue to be the most frequent specific cause of false alarms accounting for 43 of all incidents.

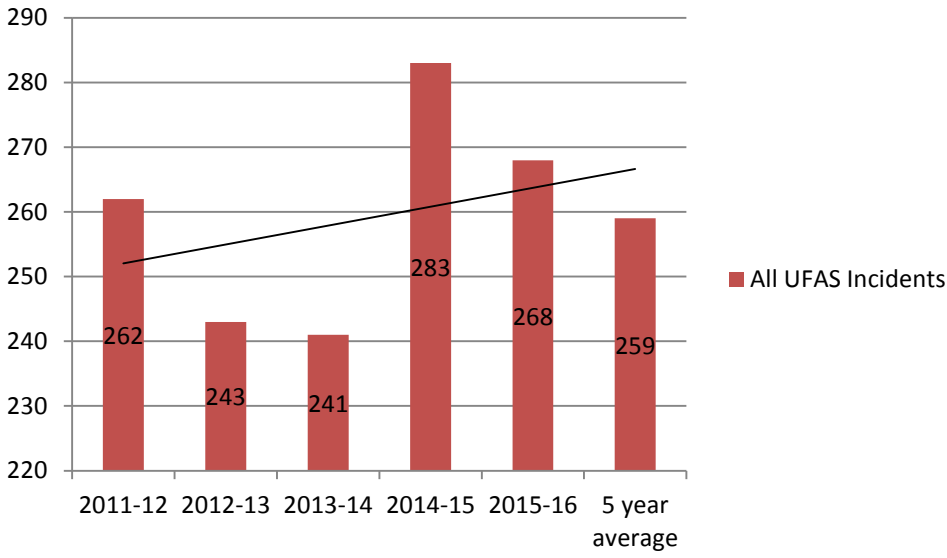
There were 15 alarm activations that were recorded as being malicious in origin. Incidents of this type can be an indicator of anti-social behaviour, however, there was no discernible pattern to these incidents. Firefighters including our LALO and other SFRS Prevention & Protection staff continue to educate our communities about the negative impact that these calls have upon our emergency response capability.

On scene investigations by responding crews into the activations continue to be routinely undertaken in an attempt to understand the reasons for these activations whereby SFRS managers challenge duty holders in an attempt to reduce such incidents. Our experience informs us that there is generally a responsible attitude towards reducing these incidents by duty holders in the Perth & Kinross area.

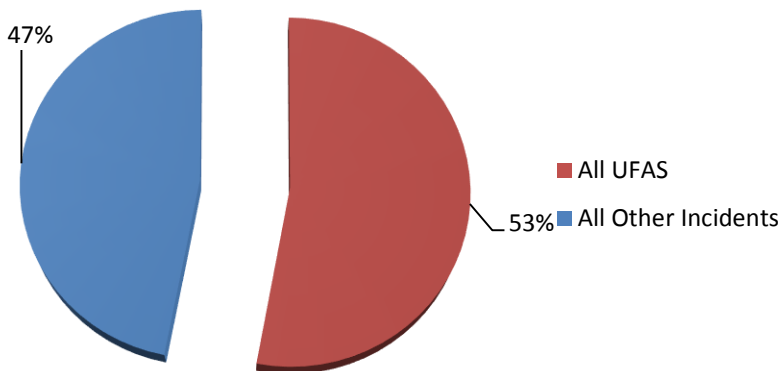
All UFAS calls are monitored within monthly performance reports where trend analysis and actions are undertaken relevant to the findings by local Station Managers with the support of FSEO's.

### **Notable Incident**

None during this reporting period.



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:**

	<b>Reduction against 5 year average</b>
	<b>Maintained</b>
	<b>Increase against 5 year average</b>

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