



QUARTERLY PERFORMANCE REPORT FOR PERTH & KINROSS



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Quarter 1: 2016-2017 (1st April – 30th June)

**Working together
for a safer Scotland**















Performance Summary

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




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

Performance Scorecard

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

Key Performance Indicator	Q1 Apr-Jun 2012/13	Q1 Apr-Jun 2013/14	Q1 Apr-Jun 2014/15	Q1 Apr-Jun 2015/16	Q1 Apr-Jun 2016/17	5 Year Average	Quarterly Comparison RAG Rating	Year to Date RAG Rating
Accidental dwelling fires	20	19	21	29	34	25		
Fire casualties and fatalities	4	11	4	5	20	9		
Deliberate Fire Setting	36	35	23	43	44	36		
Non domestic property fires	19	18	17	17	25	19		
Special Service - All	76	60	57	58	77	66		
False Alarms - All	265	263	285	253	259	265		

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. These skills, as well as other attributes, are maintained and delivered through a three year cyclical maintenance phase development programme which includes:

- On station skills maintenance and delivery (Local delivery)
- National delivery of skills competence (National delivery)

On-going training in each of these areas continues to be provided at station and national level and personnel who cannot demonstrate competence in any particular attribute are required to complete a development programme at the earliest opportunity.

We currently have 75 Wholetime, 124 Retained and 21 Volunteer operational (station based) personnel working in Perth & Kinross to provide an emergency response capability.

All Stations are active in carrying out Operational Risk Information (ORI) visitations and efforts are focused on premises which constitute a significant life, heritable or firefighter risk through enhancing their awareness of hazards that may be encountered in these buildings. In pursuit of increased firefighter safety, dynamic intelligence briefs are issued for specific risk critical situations identified in the course of ORI visits and these are shared locally. A total of 17 ORI visitations were carried out during this reporting period. Also pre-planning has continued for a number of major local events including T in the Park, Rewind Festival and The Scottish Game Fair at Scone Palace with SFRS personnel attending multi-agency meetings to ensure that appropriate fire safety and emergency response contingency measures are in place prior to the event.

Notable Events

Multi-agency exercise, Calvine - Sunday 29th May 2016: Red Watch from Perth Community Fire Station participated in this multi-agency exercise and familiarisation day, the main focus of which was inter-agency working and technical rescue techniques in a gorge rescue scenario.



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 9 more than the five year average and an increase of 5 from the same reporting period last year. These incidents were attributed to a range of causes with cooking related fires (22) continuing to be the most significant cause. There was no identifiable trend and all of these incidents appear to be unrelated.

Whilst we experienced an increase during this quarter, this comparison is made within a sustained period where we have experienced the lowest number of dwelling fires on record in recent years.

Within Perth & Kinross we will continue to work with our partners to identify and assist those most at risk within our communities. Home Fire Safety Visit's (HFSV) are offered at all ADF incidents and where undertaken, follow-up actions and information is shared with partner agencies where deemed necessary. The cornerstone of this community safety work is the partnership Home Safety Visits that are undertaken jointly by PKC - Safer Communities Wardens, SFRS Community Safety Engagement staff, Police Scotland and PKAVS Community Safety Volunteers. 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. Our visits continue to be specifically targeted to people that have been deemed to be at 'high risk' of unintentional harm in their homes.

During the reporting period there were a total of 566 HFSV's were carried out of which 109 were partnership Home Safety Visits and 28 of these led to further onward referrals to additional partner agencies.

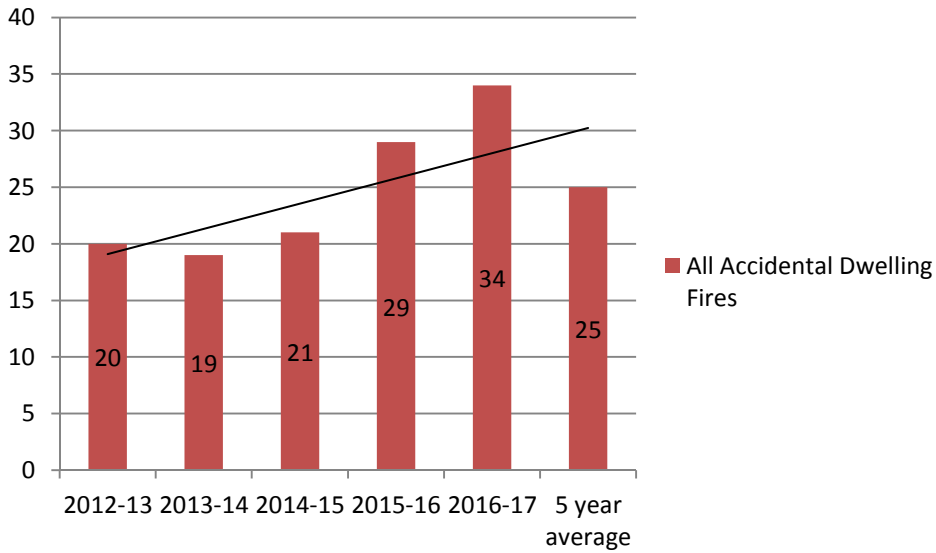
Notable Incidents

Fire in house, Greenloaning - Monday 2nd May 2016: Crews from Auchterarder and Crieff were mobilised shortly after midday following reports of a well-developed fire within a single storey house. Four Firefighters wearing Breathing Apparatus extinguished the fire using a hosereel jet and a main hoseline to contain the fire and searched the house to confirm that there were no occupants within. Crews then used a Thermal Imaging Camera to check for fire spread in the attic space.

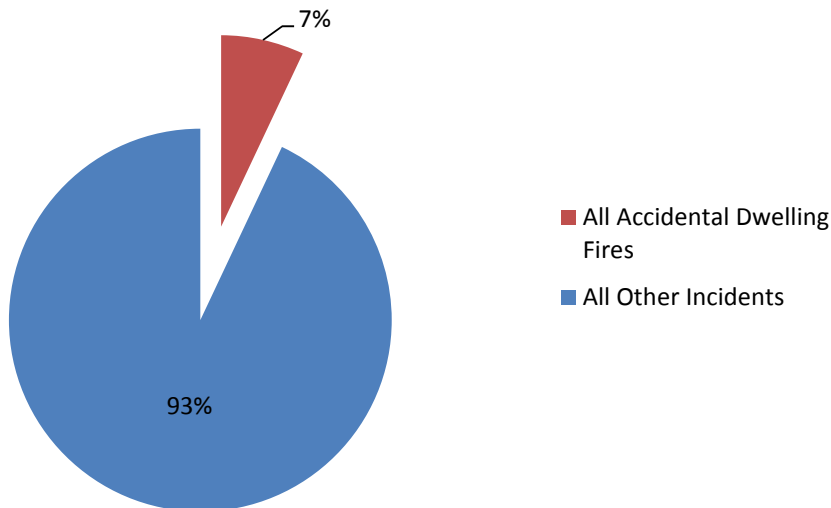
Fire in a Flat with Persons trapped within, Perth City Centre - Thursday 28th April 2016: Three Fire Crews from Perth responded to this incident at 5:30pm and immediately deployed 2 fire fighters wearing BA to fight the fire using a hosereel jet and search the property for occupants. The crews extinguished the fire and led two occupants to safety. Both occupants were treated at the scene by Firefighters and were later transferred to the care of the Scottish Ambulance Service.

Key Performance Indicator	Key Performance Indicator	Q1 Apr-Jun 2012/13	Q1 Apr-Jun 2013/14	Q1 Apr-Jun 2014/15	Q1 Apr-Jun 2015/16	Q1 Apr-Jun 2016/17	5 year average	Trend
2b(i)	All accidental dwelling fires	20	19	21	29	34	25	

1st Quarter - 1 April to 30 June 2016



Incident Profile - Percentage of Accidental Dwelling Fires



PRIORITY 3: Reduction in Fire Casualties and Fatalities

There was an increase in fire casualties within Perth & Kinross during this reporting period in comparison to the 38% reduction experienced in the last quarter (January – March). The longer term trend remains that there are a low level of casualties and fatalities locally and this is in part due to the work that is conducted by all the partner agencies striving to make our communities safer.

The increase during this reporting period in accidental dwelling fires is reflected in the number of fire casualties experienced with a total of 20 during this quarter in comparison to 5 last year. Of the 20 recorded casualties 3 attended hospital. It should be noted that 2 incidents accounted for 9 of the casualties recorded. These were the incidents at Newhouse Road in Letham, Perth where there were 4 casualties (see notable incident below) and on South Street, Perth City Centre where there were a further 5 casualties (see notable incident within Priority 4 – Reduction of Deliberate Fire Setting).

The recording of fire casualties 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 an incident to their removal to hospital for further treatment.

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.

These initiatives support the established programme of HFSV's, our well established partnership Home Safety Visits and PKC Safer Communities Team keeping in touch visits.

Notable Incident

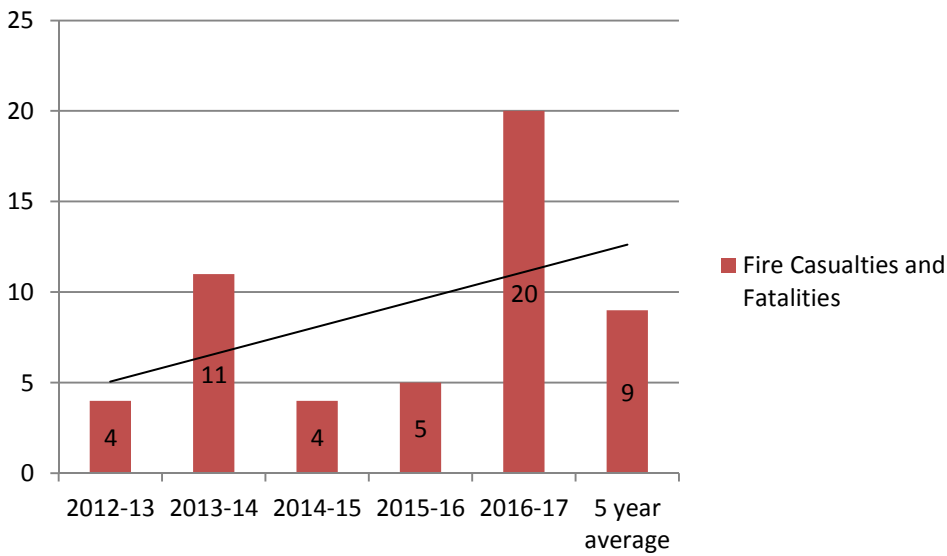


Fire in stairwell, Newhouse Road, Letham, Perth - Friday 27th May 2016: Four Fire Crews responded to multiple calls reporting a fire in a block of flats. Six BA wearers used hose reels and main hose lines to extinguish a serious fire in the stairwell. The occupants of two flats remained within their property accompanied by Firefighters until the fire was extinguished and it was safe to leave the premises. A PDIR was carried out in the immediate aftermath of the fire. A total of 30 premises were contacted with HFSV's being carried out at 22 properties.

Key Performance Indicator	Key Performance Indicator	Q1 Apr-Jun 2012/13	Q1 Apr-Jun 2013/14	Q1 Apr-Jun 2014/15	Q1 Apr-Jun 2015/16	Q1 Apr-Jun 2016/17	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	2	10	4	3	14	7	■
3a(iii)	Non-fatal fire casualties incl. precautionary checkups	3	11	4	5	20	9	■

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

1st Quarter - 1 April to 30 June 2016



PRIORITY 4: Reduction of Deliberate Fire Setting

There was an increase in the number of deliberate fires within Perth & Kinross during this reporting period with 44 incidents of this type being experienced in comparison to 43 last year. This is above the 5 year average of 36 deliberate fire incidents and the highest amount during the last five years for this reporting period.

This included 29 secondary fires such as rubbish, grassland, etc., compared to 33 last year which was in line with our longer term trend of reducing fires and fire-setting behaviour of this type in Perth & Kinross. These fires are often linked to levels of anti-social behaviour within our communities, therefore this reduction was to be welcomed.

There was a limited trend noted in the North Muirton area of Perth where Firefighters identified an increase in the number of secondary fires, particularly bins set alight. This was referred to our Community Safety Team and led to increased Community Safety Warden patrols in the area. Subsequent instances of this nature ceased in the latter half of June as a result of this positive community engagement by our key partners.

There were 15 deliberate primary fires for the period which is up from 11 from last year. Three of these incidents relate to Perth Prison and 2 related to fires within the stairwell areas of flats in the Letham area of Perth (see notable incident within Priority 3 – Reduction of Fire Casualties and Fatalities) and at the same address in Perth City Centre (see notable incident below). Both of these were subject to a joint Police and Fire Service Investigation and a person has been connected to the latter of these incidents. 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.

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

Notable Incident / Event



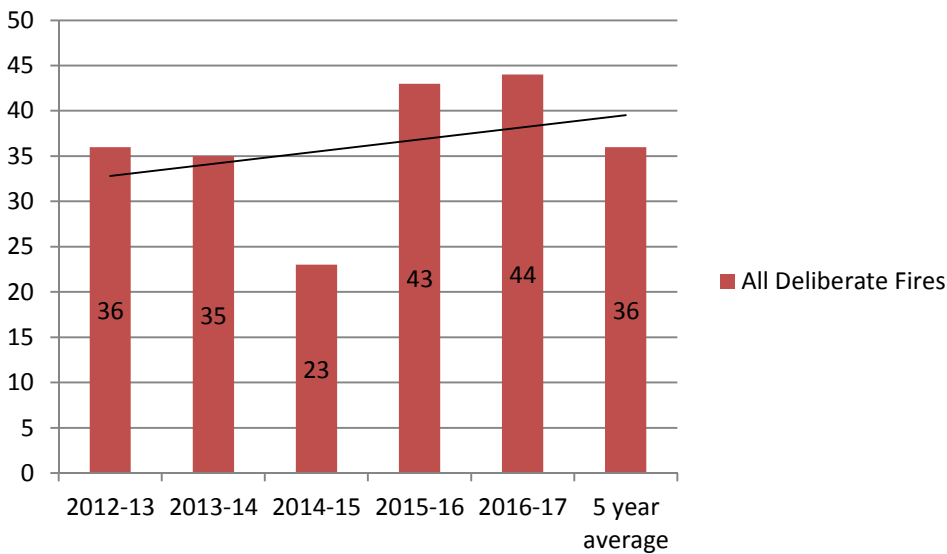
Fires in stairwell, South Street, Perth City Centre –Thursday 5th May 2016: Crews from Perth responded to a well-developed fire within the drying area of the stairwell at 3:15am. Sixteen people were evacuated from their homes including 5 people who were rescued by Firefighters wearing Breathing Apparatus. Two hosereel jets were used to contain the fire spread and there was significant smoke and heat damage on upper floors. This incident highlighted the risks of storing rubbish within stairwell areas and a number of existing and additional initiatives were undertaken following this incident.



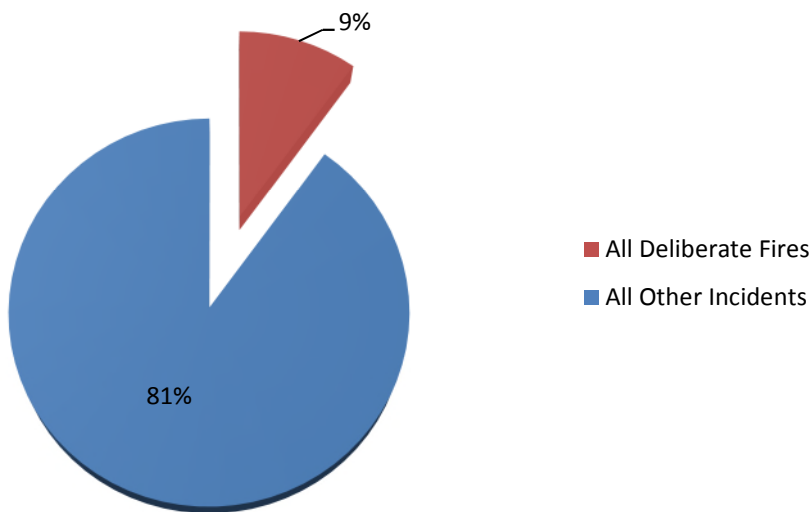
SafeTaysiders, Scone Race Course – 16-25th May 2016: Approximately 1,400 Primary 7 pupils attended this year's event, which provided crucial safety messages through participation in 15 different scenarios. The sets were hosted by a variety of partners from the Private, Public and Third Sector's and are designed to equip children with lifesaving skills, enhanced risk awareness and enable an increased sense of social responsibility.

Key Performance Indicator	Key Performance Indicator	Q1 Apr-Jun 2012/13	Q1 Apr-Jun 2013/14	Q1 Apr-Jun 2014/15	Q1 Apr-Jun 2015/16	Q1 Apr-Jun 2016/17	5 year average	Trend
1b	All deliberate primary fires	10	11	7	11	15	11	■
1b(ii)	All deliberate other building fires	7	6	2	5	5	5	■
1c	All deliberate secondary fires	26	24	16	33	29	26	■

1st Quarter - 1 April to 30 June 2016



Incident Profile - Percentage of Deliberate Fires



PRIORITY 5: Reduction of Fires in Non Domestic Properties

The number of accidental fires in non-domestic premises within the Perth & Kinross area increased from 12 last year to 20 this year for the corresponding reporting period. This figure is six above the 5 year average. The 20 accidental fires recorded occurred in premises ranging from retail shops (3) to agricultural buildings (4). Three of the agricultural incidents relate to a single fire (see notable incident below).

The primary cause of these incidents was overheating, with other causes being recorded as equipment fault (4) and faulty fuel supply (2).

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.

A total of 57 Fire Safety Enforcement audits were carried out during the reporting period to ensure that premises comply with the requirements of the Fire (Scotland) Act 2005. Premises types that are targeted are as follows:

- Care Homes
- Hospitals
- Houses of Multiple Occupation (HMO's)
- High/Very High risk premises previously identified as such during previous audits
- Any relevant premises that has experienced a fire

Notable Incident

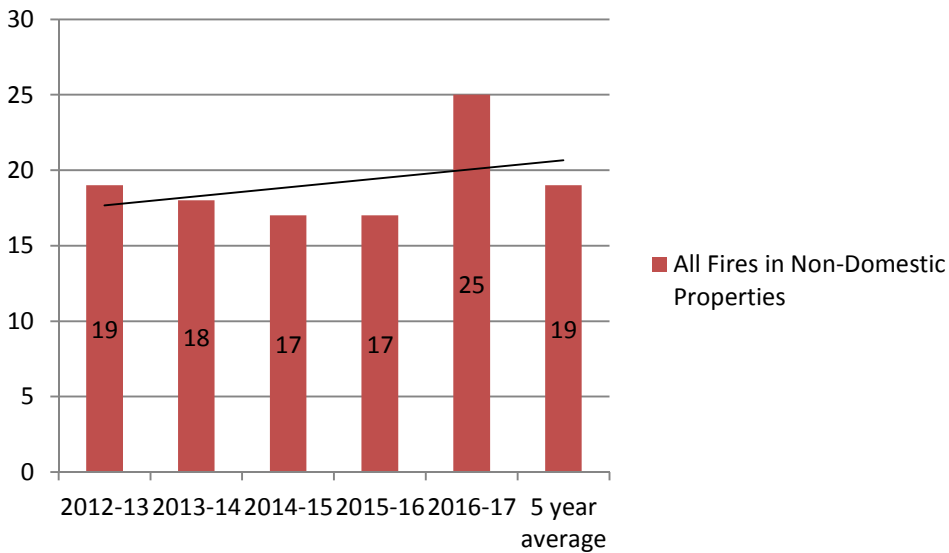


Farm Fire, Bankfoot - Wednesday 22nd June 2016: Three Fire Crews from Dunkeld and Perth were mobilised to a large barn on fire shortly after 2:00pm. An additional fire appliance was requested to assist with supplying water to the incident ground.

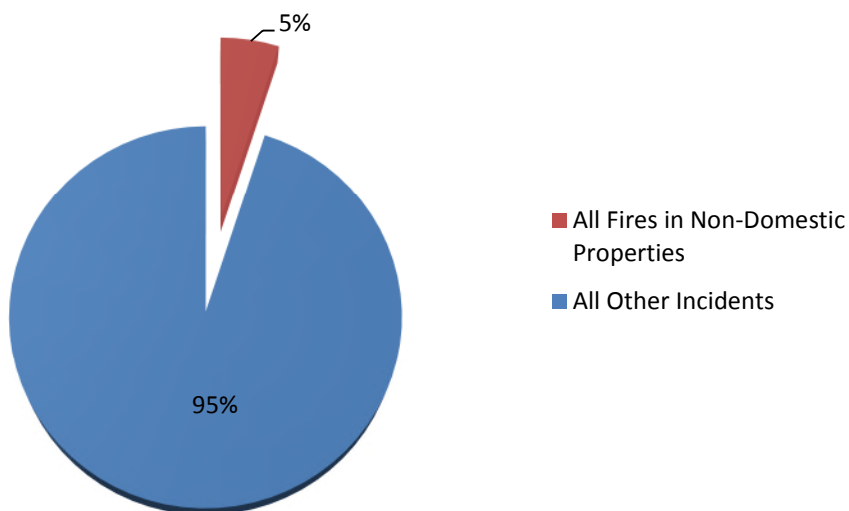
Firefighters used 2 main jets to protect neighbouring buildings and remained in attendance for 4 hours, returning on a further two occasions to deal with smouldering areas within the building.

Key Performance Indicator	Key Performance Indicator	Q1 Apr-Jun 2012/13	Q1 Apr-Jun 2013/14	Q1 Apr-Jun 2014/15	Q1 Apr-Jun 2015/16	Q1 Apr-Jun 2016/17	5 year average	Trend
2b(ii)	All accidental other building fires	12	12	15	12	20	14	■
1b(ii)	All deliberate other building fires	7	6	2	5	5	5	■

1st Quarter - 1 April to 30 June 2016



Incident Profile - Percentage of Fires in Non-Domestic Properties



PRIORITY 6: Reduction in Casualties from Non Fire Emergencies

There were 77 non-fire emergencies during this reporting period which is an increase of 19 on the same period last year and is 11 above the 5 year average. Road Traffic Collisions (16) account for approximately 12% of these incidents and this figures maintains the downward trend in these type of incidents and is below the 5 year average of 21. Water Rescue's account for 8 of these incidents and 6 related to flooding including the flash floods that affected Bridge of Earn on Tuesday 7th June.

Medically related incidents, which include assisting other agencies, effecting entry to a premises, providing medical assistance or acting as a medical co-responder with Scottish Ambulance Service's Paramedics account for 21 incidents, approximately 28% of the total. Firefighters are now attending a higher number of this type of incident where they are providing support to the Scottish 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' safety and wellbeing. Therefore attendance at this incident type should be seen as a positive trend in our emergency response capabilities.

Non-fire emergencies remain the most significant risk to the safety of our local communities with a greater number of people sustaining serious or fatal injuries from these in comparison to those that are fire related. There were a total of 27 casualties and 1 fatality for the reporting period. The majority of these result from RTC's (15 casualties, 1 fatality) and water related incidents (4).

Notable Events



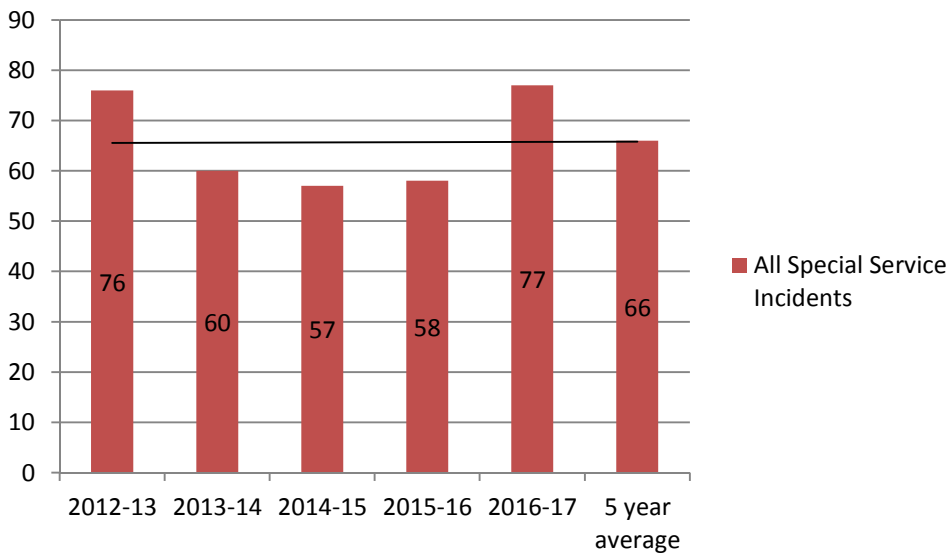
Mass CPR Day, The Community School of Auchterarder – Tuesday 7th June 2016: SFRS personnel joined a range of partners to provide potentially life-saving CPR skills to school pupils and members of the public in Auchterarder as aprt of the national Call – Push – Rescue campaign. A total of 527 people were trained and it is intended that this will ultimately help improve survival rates of people suffering OHCA - Out of Hospital Cardiac Arrest. Further events at local schools are being planned in conjunction with PKC Education Department.



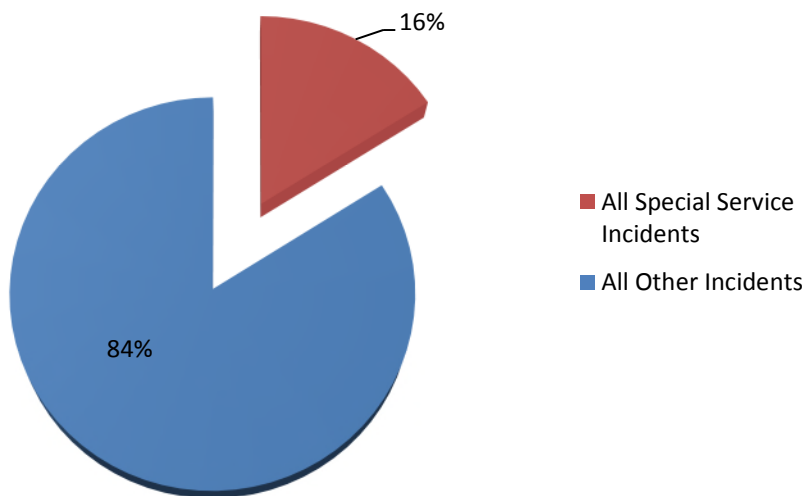
Water Rescue, River Tay, Perth – Wednesday 8th June 2016 – Four fire appliances along with specialist water rescue vehicles were mobilised to The Queen's Bridge following reports of a man in the River Tay at North Muirton. Four Firefighters wearing dry suits entered the water and were able to swim to the casualty then successfully bring him back to shore where he was passed to waiting Paramedics for initial treatment before being transported to Perth Royal Infirmary.

Key Performance Indicator	Key Performance Indicator	Q1 Apr-Jun 2012/13	Q1 Apr-Jun 2013/14	Q1 Apr-Jun 2014/15	Q1 Apr-Jun 2015/16	Q1 Apr-Jun 2016/17	5 year average	Trend
5a	Special Service Road Traffic Collisions (RTCs)	32	16	25	15	16	21	■
5b	Special Service Flooding	5	5	5	6	7	6	■
5c	Special Service Extrication	5	5	5	3	5	5	➔
5d	Special Service Others	34	34	22	34	49	35	■

1st Quarter - 1 April to 30 June 2016



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 (259) in comparison to previous year (251) although this figure remains below the 5 year average of 265. 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 30% 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.

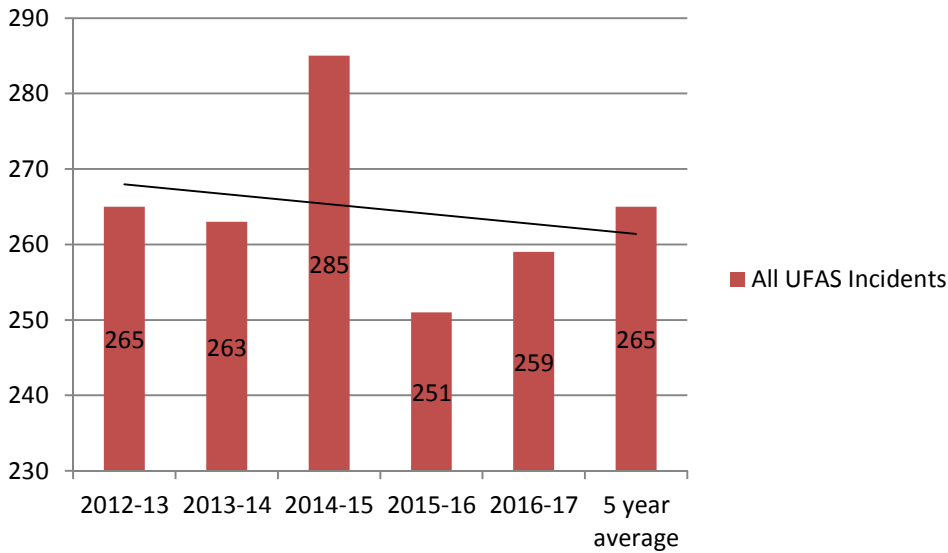
On scene investigations by responding crews into the activations continue to be routinely undertaken in an attempt to understand the reasons for these activations. At such instances SFRS managers challenge duty holders in an attempt to reduce these incidents. Our experience informs us that there is generally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

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

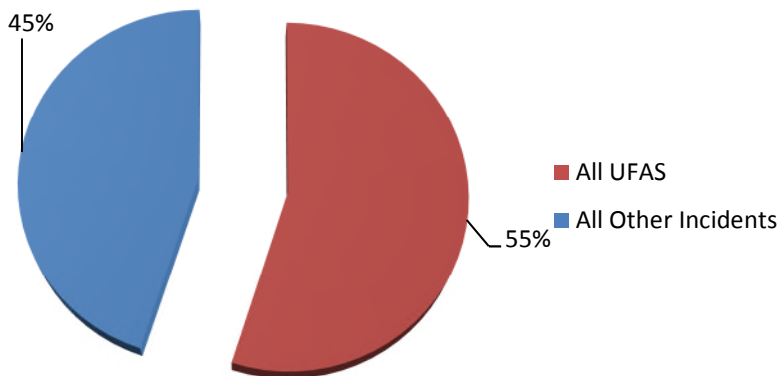
SFRS new UFAS reduction policy was introduced on 1st December 2014 which enables greater internal scrutiny and information gathering on this incident type; and engagement with responsible persons at premises affected by UFAS. This is further supported by the introduction of a national recording register on 1st April 2016 which has begun to provide more meaningful data to assist local performance management. This is assisting through enhancements in trend analysis information and will allow a greater degree of data to be available to support engagement with premises duty holders.

Key Performance Indicator	Key Performance Indicator	Q1 Apr-Jun 2012/13	Q1 Apr-Jun 2013/14	Q1 Apr-Jun 2014/15	Q1 Apr-Jun 2015/16	Q1 Apr-Jun 2016/17	5 year average	Trend
10a	False Alarm: All	265	263	285	251	259	265	■
10b	False Alarm: Good Intent	51	52	49	40	32	45	■
10c	False Alarm: Malicious	11	20	6	11	7	12	■

1st Quarter - 1 April to 30 June 2016



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.