



# QUARTERLY PERFORMANCE REPORT FOR ANGUS



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

Quarter 3: 2015-2016 (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 Angus 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	23	17	17	30	26	23		
Fire casualties and fatalities	6	4	5	11	12	8		
Deliberate Fire Setting	19	26	42	30	18	27		
Non domestic property fires	6	10	10	12	9	9		
Special Service - All	44	98	36	44	59	56		
False Alarms – All	234	268	270	248	264	257		

### 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 comparable period of all quarterly performance in previous 5 years.
- PLEASE NOTE: The statistics featured throughout this report are provisional until the year end.

## **PRIORITY 1: Local Risk Management and Preparedness**

We are committed the safety of our communities and firefighters by 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 in a 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 level and national level. Personnel who cannot demonstrate competence in all areas are required to complete a development programme at the earliest opportunity.

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 enhancing their awareness of hazards that may be encountered in these buildings. As part firefighter safety dynamic intelligence briefs are issued for specific risks identified in a number of areas shared across the SFRS. Crews have also been conducting hydrant inspections as it is important to check that there is 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 around their area. After a thorough SFRS safety process for hydraulic rescue equipment all personnel are conducting training and confirmation exercises. As part of all the above we review all the incidents we attend by facilitated debriefs to ensure that our experiences are captured, learned from and actioned taken as required.

We currently have 28 Wholetime and 105 Retained operational (station based) personnel working in Angus to provide an emergency response capability as well as prevention activities supported By a team of 5 managers.

Prevention will remain our top priority as we continue to work in partnership locally to drive down the risk to our Firefighters and communities we serve.

### **Notable Incident/Event**

A Retained Firefighter recruitment process has just concluded with the successful candidates being posted to Arbroath, Carnoustie and Montrose Stations. Further recruitment will be undertaken with the next 3 phases programmed for 2016 which will provide opportunities to maintain our retained establishment.

A number of exercises have been undertaken throughout the quarter with Arbroath (RDS) conducting a search and rescue exercise at Angus council offices and workshops, Montrose at Petrofac, Carnoustie at Kingsway East and Brechin at Laurencekirk with crews from Stonehaven & Laurencekirk.

Forfar Fire Station has recently taken delivery of two new fire appliances as part of the SFRS replacement programme.

## PRIORITY 2: Reduction of Accidental Dwelling Fires

There were twenty six Accidental Dwelling Fires reported during the third quarter (October - December) of 2015/16 which is a reduction (13%) on the same quarter last year and a slight increase on the five year average. There is an increase of 23% from last Quarter; Accidental dwelling fires account for 7% of all SFRS incidents in the Angus area. The ward location of these incidents are shown in the following table:

Ward	No of Incidents	Ward	No of Incidents
Arbroath East and Lunan	9	Forfar and District	4
Arbroath West and Letham	1	Kirriemuir and Dean	1
Brechin and Edzell	3	Monifieth and Sidlaw	0
Carnoustie and District	3	Montrose and District	5

Of the twenty six premises twenty one (81%) had a smoke detector fitted with 17 of these where detectors operated. Six (23%) of these incidents were due to cooking, 10 (38%) were due to careless use/disposal and seven (27%) were due to faulty equipment.

Firefighters across Angus, with support from our partners, have been continuing their efforts with educational programmes to residents' particularly Home safety delivering 1679 visits delivered in the Angus area to date. Broken down by risk High 310 (31%) medium 433 (43%) low 264 (26%). On completion of the high risk visits (31%) we have seen the high risk group reduce to 19%. As part of these visits fire safety advice is given on a number of home fire safety risk areas; for example leaving cooking unattended, a fire escape plan and testing and maintain smoke detectors.

Looking ahead we continue to work with our partners across Angus to ensure we positively contribute to driving down the risk to our communities and Staff by analyses 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

#### Technology Enable Care Programme

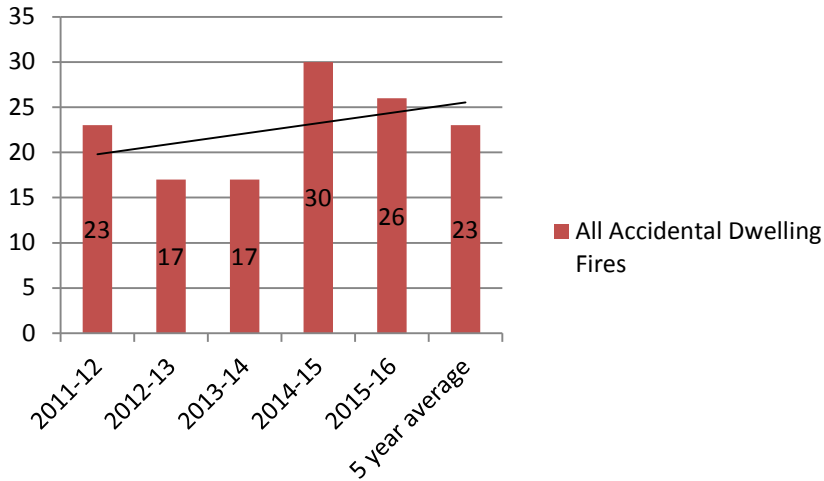
Partnership working continues to be developed within Angus, for example, the groundwork for working jointly with the Technology Enabled Care Programme being undertaken with the vision of working closely for the benefit of the local communities. On-going Home Fire Safety Visit referral training for Partner Agencies continues.

As part of this work further cross agency training will continue to enable all partners to support the most vulnerable in our communities.

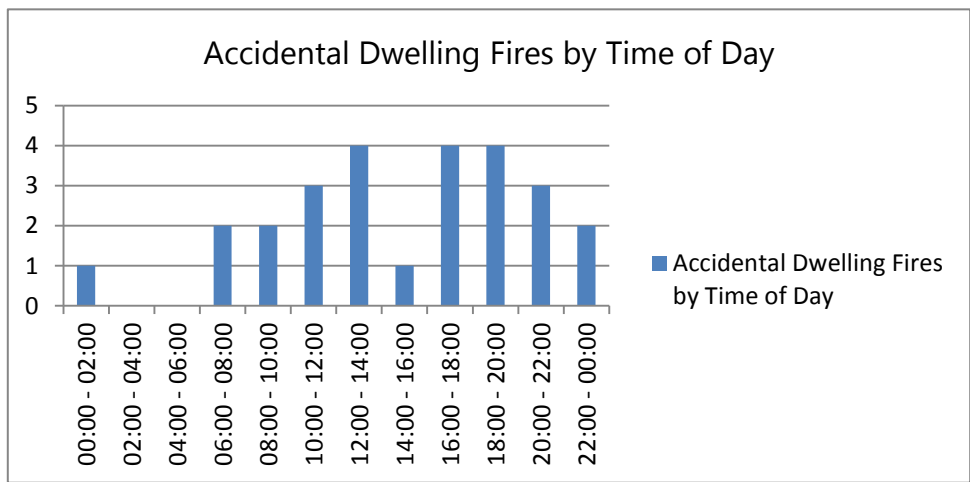
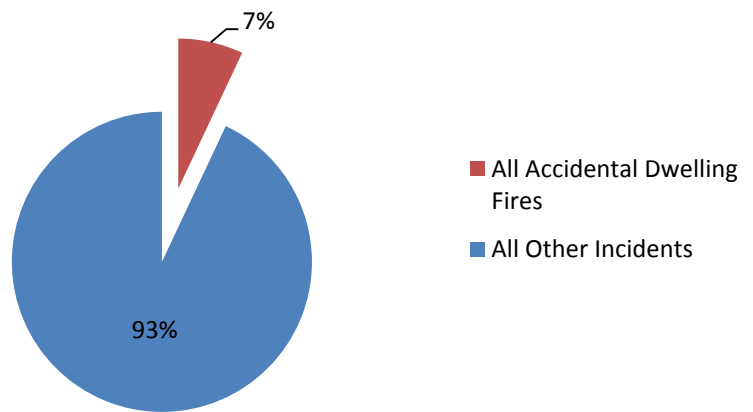


Key Performance Indicator	Key Performance Indicator	Q3 Oct-Dec 2011/12	Q3 Oct-Dec 2012/13	Q3 Oct-Dec 2013/14	Q3 Oct-Dec 2014/15	Q3 Oct-Dec 2015/16	5 year average	Trend
2b(i)	All accidental dwelling fires	23	17	17	30	26	23	↑

3<sup>rd</sup> Quarter – (October - December 2015)



Incident Profile - Percentage of Accidental Dwelling Fires



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

There were no fire fatalities reported in quarter three 2015/16 which is the same as the five year average for this quarter.

Fire casualties which 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 we encountered twelve people recorded as injured, from nine fire related incidents, within the reporting period which is a slight increase on same quarter last year and the five year average figure, However a significant increase from last quarter (3). A smoke alarm was present in all but two of these incidents and raised the alarm. All but one of the incidents we attended was started accidentally of which two were caused by cooking related activities. Five incidents were in tenement/flatted property, one of which was sheltered housing. Alcohol/drugs were reported as a factor in only two of the incidents attended. None of the injuries were of a serious nature.

The SFRS vision is to have no fire fatalities/casualties throughout Scotland and we are striving to achieve this through partnership working, e.g. with Angus Council, Police Scotland, Health, Voluntary Action Angus, Housing Associations and local landlords, and these links will continue to develop and implement risk reduction strategies. Crews regularly visit houses and provide free Home Fire Safety Visits which helps to reduce the number of casualties and fatalities through early detection/intervention which is instrumental in contributing to safer communities.

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 the more vulnerable people in our communities. Examples of this are Dementia, suicide and financial harm awareness given to Firefighters enabling them to identify triggers for additional support while at the same time training is provided to our partners on fire safety themes. This partnership approach will contribute to the reduction of the number of casualties particularly from unintentional harm in the home.

#### **Notable Incident/Event**

##### **Safe Drive Stay Alive November 2015**



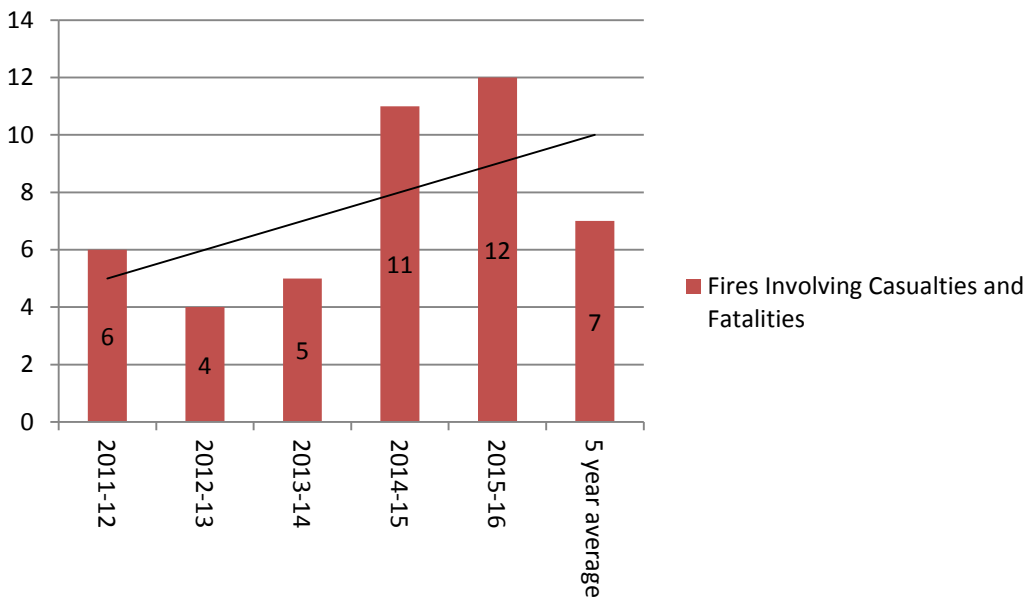
Multi-agency Safe Drive Stay Alive Road Safety Road show event ran 10<sup>th</sup> & 11<sup>th</sup> November in Reid Hall, Forfar for all Angus Secondary Schools and Dundee and Angus College students who are about to embark as potential learner drivers and car passengers.

This event continues to be provide positive feedback year on year whilst providing a hard hitting message to around 1,000 school pupils to develop their awareness of the serious dangers of driving. This event will be reviewed for the forthcoming year as part of the partnership approach to effective and efficient delivery of youth engagement activities.

Key Performance Indicator	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	Trend
3a(i)	All fatal fire casualties	1	0	0	1	0	0	→
3a(ii)	Non-fatal fire casualties excl. precautionary checkups	4	4	5	6	7	5	↑
3a(iii)	Non-fatal fire casualties incl. precautionary checkups	5	4	5	10	12	7	↑

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

### 3<sup>rd</sup> Quarter – (October - December 2015)



## PRIORITY 4: Reduction of Deliberate Fire Setting

### Deliberate Primary Fires

During the third quarter of 2015-16 a total of five deliberate primary fires were reported in Angus, as shown in the following table, this is a reduction (58%) compared with the same quarter last year and a slight reduction (28%) of the five year average.

No.	Ward	Type of Property
1	Arbroath West and Lunan	agricultural building
1	Carnoustie and District	Road vehicle
2	Forfar and District	Residential dwelling (flat) and a Road vehicle
1	Kirriemuir and Dean	Outdoor structure

### Deliberate Secondary Fires

There is a reduction (38%) this quarter compared with the same quarter 2014-15 with thirteen secondary fires which required SFRS attendance and a reduction (35%) in the five year average of twenty. Three (23%) of these incidents involved refuse fires, no fires were attended on bonfire night.

Ward	No. of Incidents	Ward	No. of Incidents
Arbroath East and Lunan	5	Forfar and District	1
Arbroath West and Letham	2	Kirriemuir and Dean	1
Brechin and Edzell	0	Monifieth and Sidlaw	0
Carnoustie and District	2	Montrose and District	2

Firefighters continue work very hard, along with our partners, to build relationships with the youth within the community and give advice on how to avoid getting involved in wilful fire raising and hoax calls. Crews throughout the area visit schools and provide information relating to the dangers of fire, wilful fire raising and hoax calls. Work with the local schools also includes the excellent partnership work that is delivered with the Safe Angus programme which is held at the Jock Neish centre where in excess of 400 primary 6 & 7 pupils attended the event.

As a result of the excellent partnership work undertaken within the ward areas of Angus 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**

#### **Safe Angus Event October 2015**

As part of this Community Safety education programme Whitehills Primary School, Forfar won the Safe Angus Event 2015 prize for demonstrating their Community Safety knowledge and application over a number of safety scenarios.

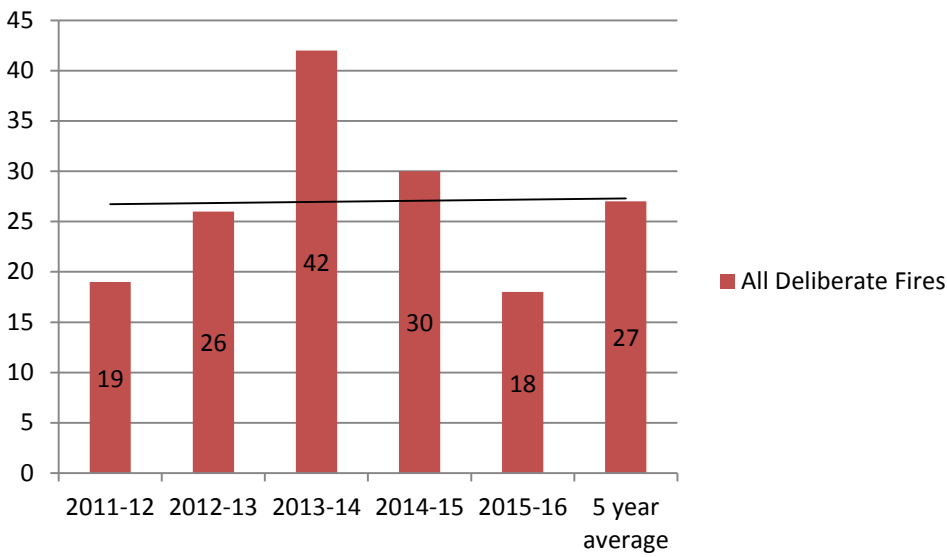
Presented by Councillor Jeanette Gaul



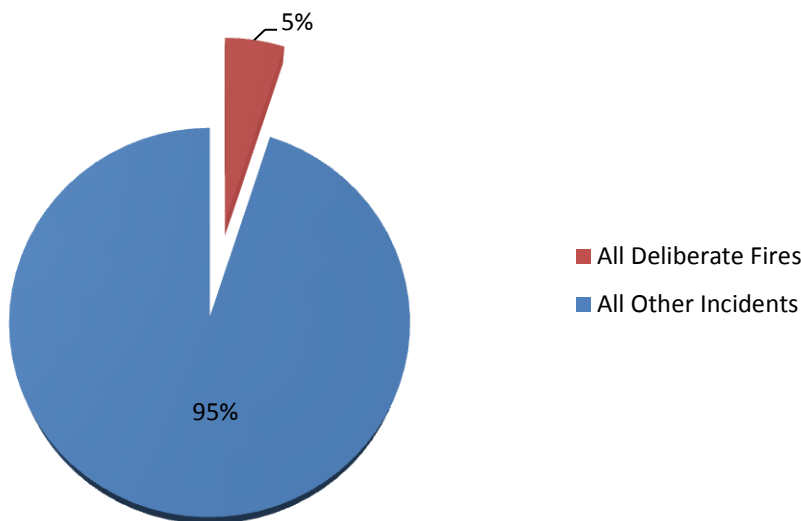


Key Performance Indicator	Key Performance Indicator	Q3 Oct-Dec 2011/12	Q3 Oct-Dec 2012/13	Q3 Oct-Dec 2013/14	Q3 Oct-Dec 2014/15	Q3 Oct-Dec 2015/16	5 year average	Trend
1b	All deliberate primary fires	6	7	6	9	5	7	↓
1b(ii)	All deliberate other building fires	3	1	1	3	2	2	→
1c	All deliberate secondary fires	13	19	36	21	13	20	↓

3<sup>rd</sup> Quarter – (October - December 2015)



Incident Profile - Percentage of Deliberate Fires



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

### Accidental Other Building Fires

Seven accidental fires occurred in Angus during this reporting period which reflects slightly lower compared to the same period in 2014-15 (9) as well as the last quarter (8) (Q3 2015-16) and equal to the five year average (7)

No.	Ward	Type of Premise	Cause
1	Kirriemuir & Dean	Industrial manufacturing	Overheating, unknown cause
2	Arbroath West & Letham	Retail warehouse Agricultural barn	other faulty equipment and overheating
2	Monifieth & Sidlaw	Retail shop Agricultural barn	Faulty equipment or appliance other
1	Montrose & District	Industrial processing	Faulty leads to equipment
1	Carnoustie & District	Private garage	Faulty equipment or appliance

### Deliberate Other Building Fires

There were only two fires reported this period thanks to the our efforts through Community Safety Engagement (CSE) and Fire Safety Enforcement (FSE) staff in conjunction with various partners have been fundamental in improving the safety of our communities. In relation to our statutory legislative fire safety requirements our FSE personnel have been targeting specific premises types to ensure they comply with the fire safety requirements of the Fire (Scotland) Act 2005, such as Care Homes, Hospitals, Houses of Multiple Occupation (HMO's), High/ Very High risk premises identified during a previous audit during 2014/15 and any relevant premise who experience a fire incident. During the reporting period we undertook a number legislative fire safety audits and are on track to audit all premises located within Angus falling into the above categories during the year 2015-16.

Priority 5 accounts for 3% all SFRS incidents within the Angus Area. The crews also identify premises throughout the area and conduct operational risk information visits in order to gather sufficient intelligence to ensure accurate information is available should an incident occur to ensure the safety of firefighters and members of the public.

### **Notable Incident/Event**

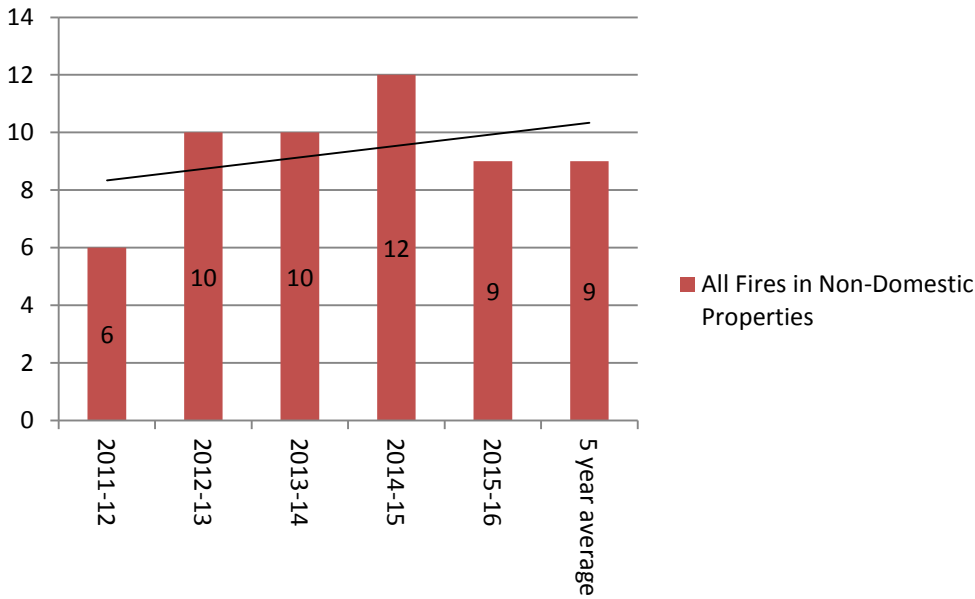
#### **East Denside Farm 3 December 2015**



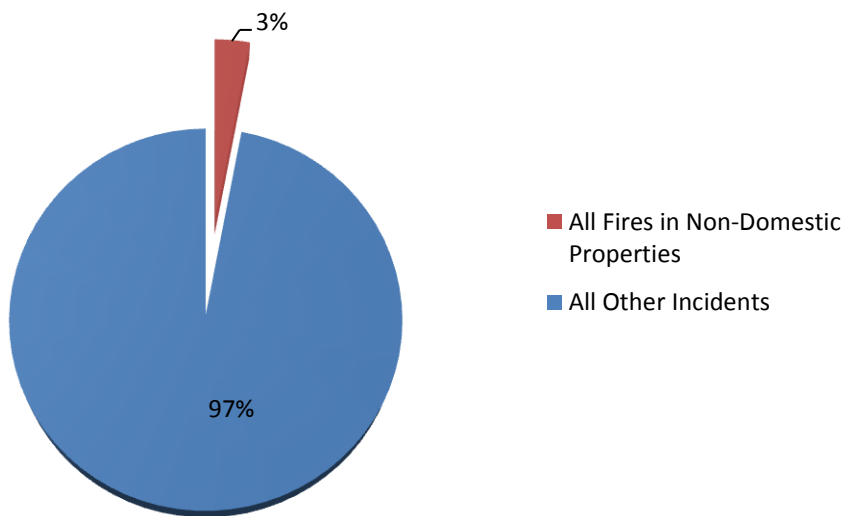
Fire fighters attended a farm fire at East Denside Farm, Monikie, Angus on the 3/12/2015. They were met with a well-developed fire in a barn containing 400 bales of hay. To complicate the issue there was, adjacent to the fire, a Biogas digester plant which produced methane gas and on the other side further buildings containing up to 300 pigs. Excellent work was done by the attending crews in sourcing a water supply and subsequently containing the fire to the barn and limiting the damage to the surrounding buildings

Key Performance Indicator	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	Trend
2b(ii)	All accidental other building fires	3	9	9	9	7	7	→
1b(ii)	All deliberate other building fires	3	1	1	3	2	2	→

3<sup>rd</sup> Quarter – (October - December 2015)



Incident Profile - Percentage of Fires in Non-Domestic Properties



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

Special Service attended by SFRS accounts for 15% of all SFRS incidents in Angus area detailed below;

### Road Traffic Collisions (RTC)

There were 22 RTC's this quarter which is a significant increase on the same quarter 2014/15 (11), the five year average and last quarter. These incidents accounted for six casualties and no fatality.

### Special Service - Flooding

There were 11 flooding incidents in quarter three which is equal to the same quarter for 2014/15 (11) and a reduction (35%) on the five year average (7).

### Special Service - Extrication

There were 2 rescue/extrication services this quarter which resulted in no casualty or fatality. Both rescues were from private dwellings in a domestic setting (in the home). This is a slight decrease on the same quarter last year and equal to the five year average.

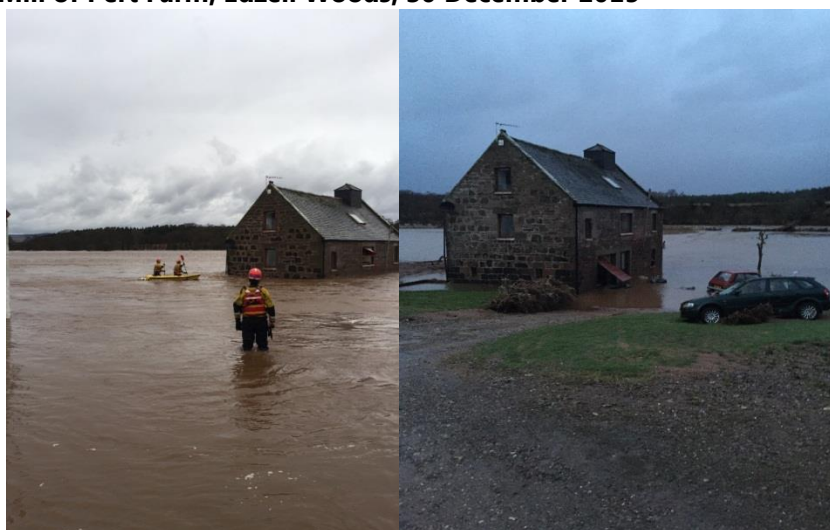
### Special Service – Other

There were 24 incidents this quarter which is a slight increase on the same quarter for 2014/15, this is equal to the five year average.

There were 12 (50%) 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

### Mill of Pert Farm, Edzell Woods, 30 December 2015

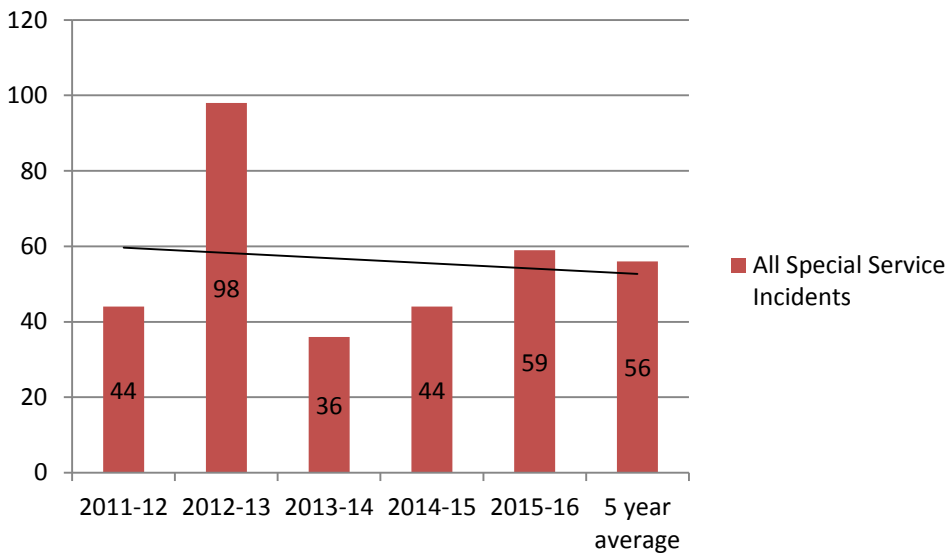


2 persons were rescued from the upper floor of a three floor property which had been cut off due to rising flood waters. Such was the extent of the flooding that it reached the first floor level.

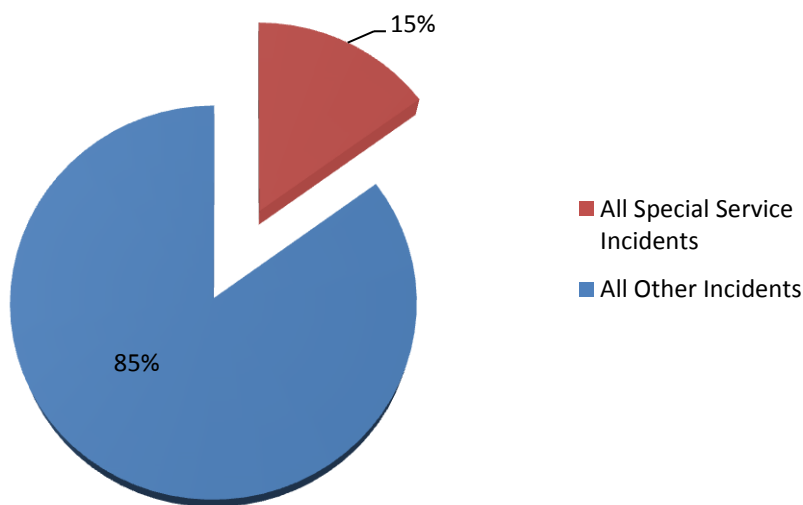
Water rescue teams from Angus supported by Dundee rescued the occupants with the use of the rig/raft with safety personnel placed down the bank to assist in pulling the raft to shore via throw lines.

Key Performance Indicator	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	Trend
5a	Special Service Road Traffic Collisions (RTCs)	12	13	8	11	22	13	↑
5b	Special Service Flooding	6	51	5	11	11	17	↓
5c	Special Service Extrication	1	4	2	0	2	2	→
5d	Special Service Others	25	30	21	22	24	24	→

### 3<sup>rd</sup> Quarter – (October - December 2015)



### Incident Profile - Percentage of Special Service Incidents



## PRIORITY 7: Reduction of Unwanted Fire Alarm Signals

### False Alarm: Automatic Fire Alarms

A total 264 false alarm calls were received from alarm systems in Angus for quarter 3 which is a slight increase than the same quarter for last year and the five year average. This is a 10% decrease on quarter 2 2015/16. 121 (46%) of the 264 activations were non domestic premises.

Ward	False Alarm All	Non domestic	False Alarm good intent	False Alarm System Fault
Arbroath East and Lunan	28	9	1	27
Arbroath West and Letham	43	21	5	38
Brechin and Edzell	20	12	1	19
Carnoustie and District	36	18	4	30
Forfar and District	42	17	5	35
Kirriemuir and Dean	13	5	2	11
Monifieth and Sidlaw	28	8	5	23
Montrose and District	54	31	5	48
<b>Total Calls Received</b>	<b>264</b>	<b>121</b>	<b>28</b>	<b>231</b>

The majority of unwanted Fire Alarm Signal (UFAS) calls were caused by cooking activity 83 (32%). In total 73 (28%) calls were received from sheltered housing accommodation which is a continued downward trend as a result of on-going partnership intervention.

### False Alarm: Malicious

There were 5 malicious activations which is a slight increase on the same quarter last year (3) and a slight reduction on the five year average (6).

UFAS continues to be monitored throughout Angus with those premises that reach the action point are given advice or visited by Fire Safety Enforcement. The introduction of SFRS UFAS policy will assist in the reduction of UFAS, in Angus we are aware of the issues and measures have been introduced to reduce the number of activations. E.g when an activation occurs to speak with the occupant and offer advice but to also arrange group sessions for all the residents where required.

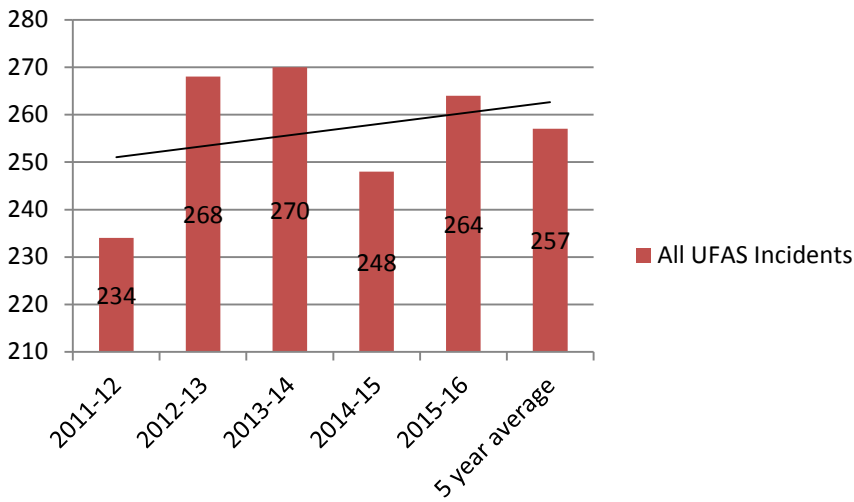
Operational and Protection staff are dedicated to continue to visit repeat callers to identify solutions for reducing this type of event. Annual engagement events with the student community as well as targeting sheltered housing and hostels is a priority for local crews. Work is also currently progressing to analyse the number and location of UFAS calls to identify any trends with a view to facilitating an action plan with our partners to reduce the number of activations within Angus area.

### **Notable Incident/Event**

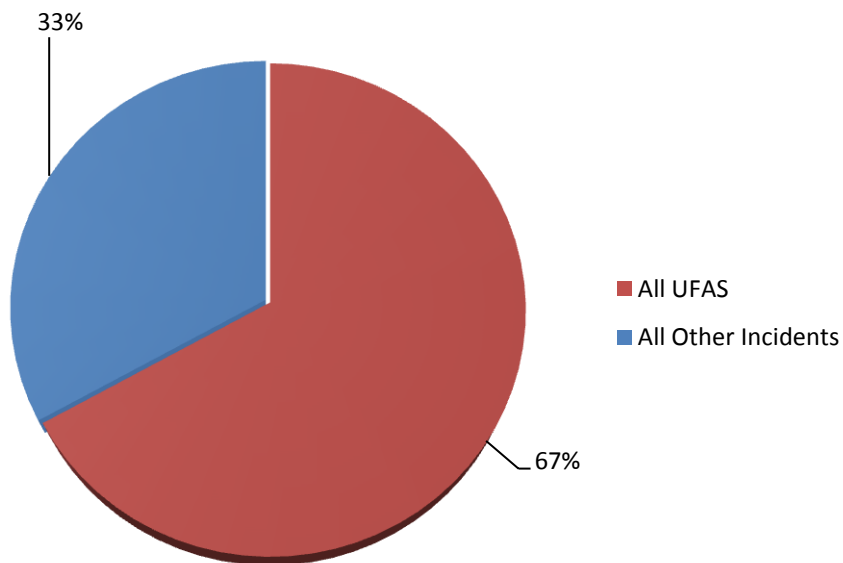
An initiative between SFRS, Angus Council and Alarm Companies is being undertaken in an attempt to reduce unwanted fire alarm signals within sheltered housing accommodation by enabling technological advances within the current alarm systems to reduce unwanted false alarm activations.

Key Performance Indicator	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	Trend
10a	False Alarm: All	234	268	270	248	264	257	↑
10b	False Alarm: Good Intent	38	44	42	44	28	39	↓
10c	False Alarm: Malicious	5	7	12	3	5	6	↓

3<sup>rd</sup> Quarter – (October - 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:

	<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.**