



# QUARTERLY PERFORMANCE REPORT FOR ANGUS



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

Quarter 4: 2015-2016 (1<sup>st</sup> January – 31<sup>st</sup> 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 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	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	29	26	12	27	23	23		
Fire casualties and fatalities	6	8	4	11	5	7		
Deliberate Fire Setting	37	36	17	22	29	28		
Non domestic property fires	12	14	6	9	10	10		
Special Service - All	28	45	33	45	87	48		
False Alarms – All	219	225	215	229	255	229		

### 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 to 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 7 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**

Recruitment for retained Firefighters within Angus continues to progress with one recruitment campaign just being concluded with the successful candidates being progressed on to induction training courses. Further recruitment will be undertaken with another 2 phases programmed for 2016 which will provide opportunities to maintain our retained establishment locally within Angus stations.

## PRIORITY 2: Reduction of Accidental Dwelling Fires

There were twenty three Accidental Dwelling Fires reported during the fourth quarter (January - March) of 2015/16 which is a reduction (15%) on the same quarter last year whilst the equivalent to the five year average. There is a decrease of 12% from last Quarter; Accidental dwelling fires account for 6% 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	5	Forfar and District	3
Arbroath West and Letham	4	Kirriemuir and Dean	0
Brechin and Edzell	3	Monifieth and Sidlaw	2
Carnoustie and District	3	Montrose and District	3

Of the twenty three premises seventeen (74%) had a smoke detector fitted whilst eleven (65%) of these detectors operated. Ten (43%) of these incidents were due to careless use/disposal, five (22%) were due to cooking and 4 (17%) 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 2166 visits delivered in the Angus area to date. Broken down by risk High 780 (36%) medium 851 (39%) low 535 (25%). On completion of the high risk visits (36%) we have seen the high risk group reduce to 26%. 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

#### Community Safety training

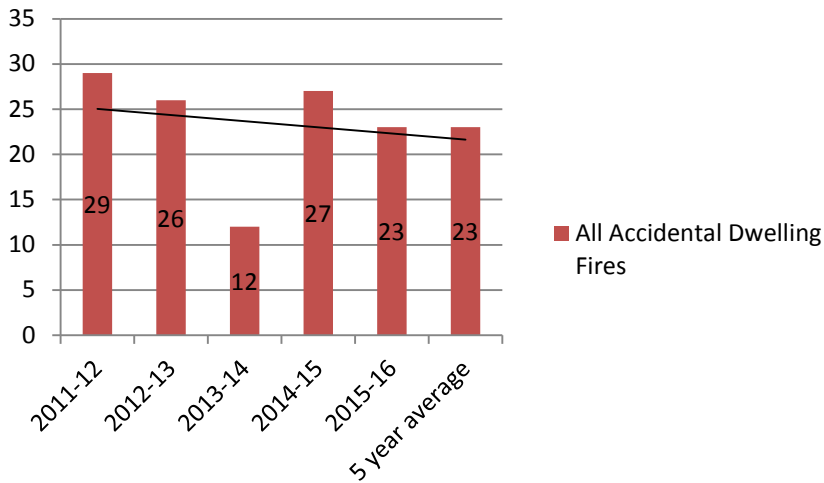


Angus based managers have been involved in various meetings and initiatives such as Fire Academy Reward day, Talks with Angus Carers groups, Better Balance Class Falls Groups, Social Work at Ravenswood, all have now received CSET referral training, to ensure we maintain our focus on CSE activities through a partnership approach.

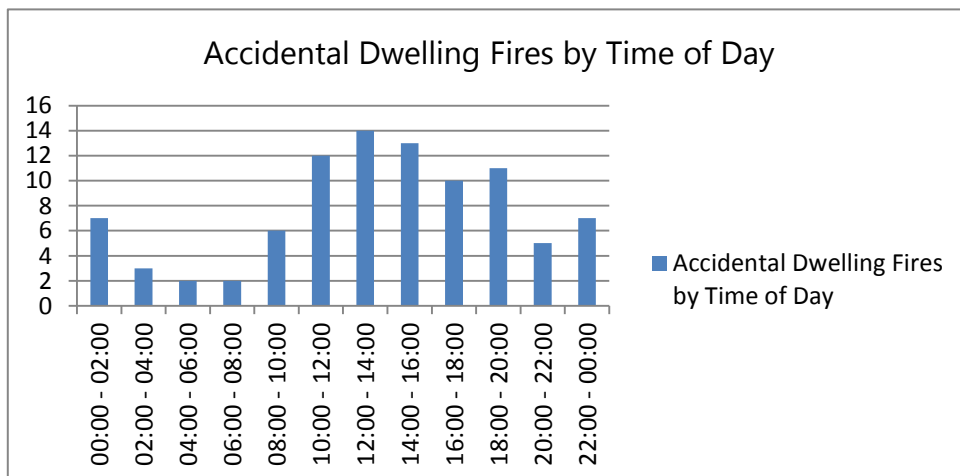
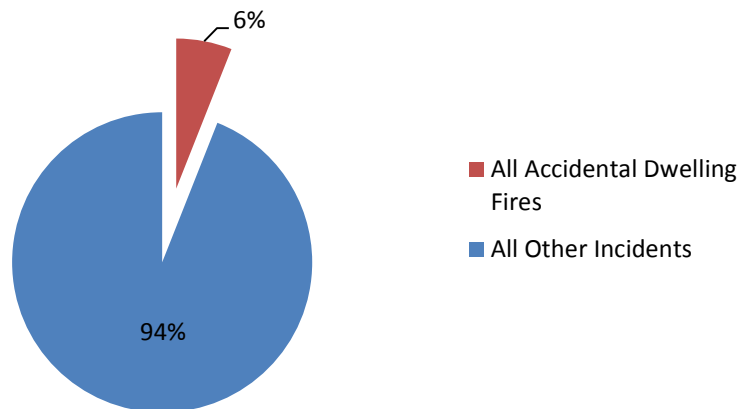
As part of this work further cross agency training will continue to enable all partners to support the most vulnerable in our communities to help reduce the risk of unintentional harm.

Key Performance Indicator	Key Performance Indicator	Jan-Mar 2011/12	Jan-Mar 2012/13	Jan-Mar 2013/14	Jan-Mar 2014/15	Jan-Mar 2015/16	5 year average	Trend
2b(i)	All accidental dwelling fires	29	26	12	27	23	23	→

4th Quarter – 1 January – 31 March 2016



Incident Profile - Percentage of Accidental Dwelling Fires



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

There were no fire fatalities reported in quarter four 2015/16 which is comparable to quarter three and 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 treated five people recorded as injured from five fire related incidents within the reporting period which is a significant decrease (50%) on same quarter last year and from last quarter whilst also showing a decrease (20%) the five year average figure. A smoke alarm was present in all but one of these incidents and raised the alarm. All five of the incidents we attended were started accidentally of which four were caused by careless use related activities. Four incidents were in bungalow type property, all being classed a single occupancy, and one incident within a multi-story tenement. No alcohol/drugs were reported as a contributing factor in any of the incidents attended. Only one 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

##### Angus Fire College



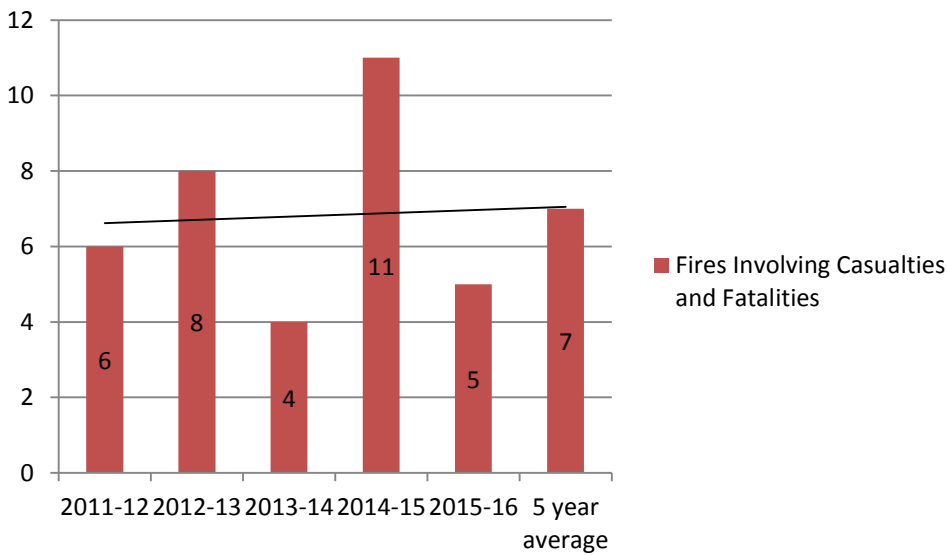
The aim of the project is to build confidence, team building, communication and life skills in the 10 students as they learn about the role of a firefighter and take part in drills, home safety, crucial fire prevention awareness and the importance of having and testing a smoke alarm.

Following the 11 week mentoring programme at Arbroath, supported by Dundee and Angus College, all the students successfully completed the course which will give them valuable life skills to help them prepare to live on their own for the first time.

Key Performance Indicator	Key Performance Indicator	Jan-Mar 2011/12	Jan-Mar 2012/13	Jan-Mar 2013/14	Jan-Mar 2014/15	Jan-Mar 2015/16	5 year average	Trend
3a(i)	All fatal fire casualties	0	0	0	0	0	0	→
3a(ii)	Non-fatal fire casualties excl. precautionary checkups	6	8	2	7	4	5	↓
3a(iii)	Non-fatal fire casualties incl. precautionary checkups	6	8	4	11	5	7	↓

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

#### 4th Quarter – 1 January – 31 March 2016



## PRIORITY 4: Reduction of Deliberate Fire Setting

### Deliberate Primary Fires

During the fourth quarter of 2015-16 a total of four deliberate primary fires were reported in Angus, as shown in the following table, this is an reduction (20%) compared with the same quarter last year, the five year average and quarter three 2015-16.

No.	Ward	Type of Property
2	Montrose and District	Residential dwelling (flat) and a garden shed
1	Brechin and Edzell	Road vehicle
1	Monifieth and Sidlaw	Outdoor structure

### Deliberate Secondary Fires

There is an increase (32%) this quarter compared with the same quarter 2014-15 with 25 secondary fires which required SFRS attendance and a slight increase (8%) in the five year average of 23. Seventeen (68%) of these incidents involved grassland/trees and seven (28%) were refuse fires.

Ward	No. of Incidents	Ward	No. of Incidents
Arbroath East and Lunan	1	Forfar and District	2
Arbroath West and Letham	5	Kirriemuir and Dean	3
Brechin and Edzell	1	Monifieth and Sidlaw	5
Carnoustie and District	3	Montrose and District	5

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 in a proactive way to ensure we engage with target audience.

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 7% 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**

#### **Montrose Academy Education seminar**

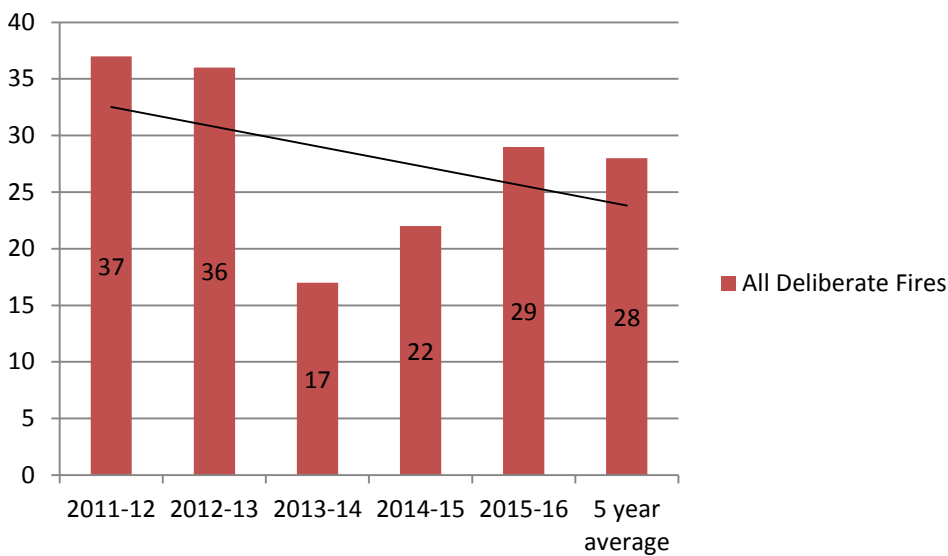


As part of our Angus joint Community Safety Education initiatives along with Police Scotland and Angus Council Education delivered an event at Montrose Academy for football supporter related anti-social behaviour concerning local issues with flares and smoke bombs at these types of events. The event was very well received with the students.

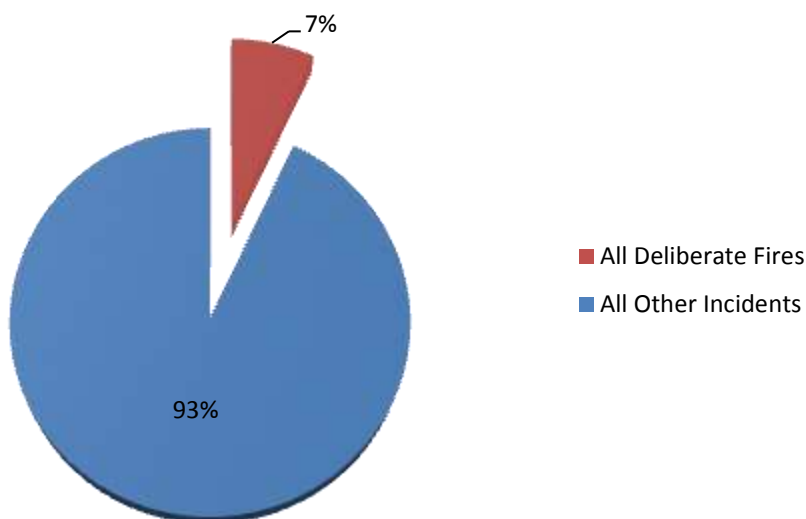


Key Performance Indicator	Key Performance Indicator	Jan-Mar 2011/12	Jan-Mar 2012/13	Jan-Mar 2013/14	Jan-Mar 2014/15	Jan-Mar 2015/16	5 year average	Trend
1b	All deliberate primary fires	6	7	3	5	4	5	↓
1b(ii)	All deliberate other building fires	4	2	0	2	1	2	↓
1c	All deliberate secondary fires	31	29	14	17	25	23	↑

#### 4th Quarter – 1 January – 31 March 2016



#### Incident Profile - Percentage of Deliberate Fires



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

### Accidental Other Building Fires

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

No.	Ward	Type of Premise	Cause
3	Brechin and Edzell	Industrial manufacturing School Hospital	Other Faulty equipment Faulty equipment
2	Arbroath West & Letham	Retail Laundrette Private shed	other faulty electricity supply
2	Montrose & District	Retail shop Health centre	Faulty leads to equipment Cooking
2	Carnoustie & District	Private garage Public bar	Other Faulty equipment

### Deliberate Other Building Fires

There was only one fire 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**

#### **Fire at Brechin Community Campus**

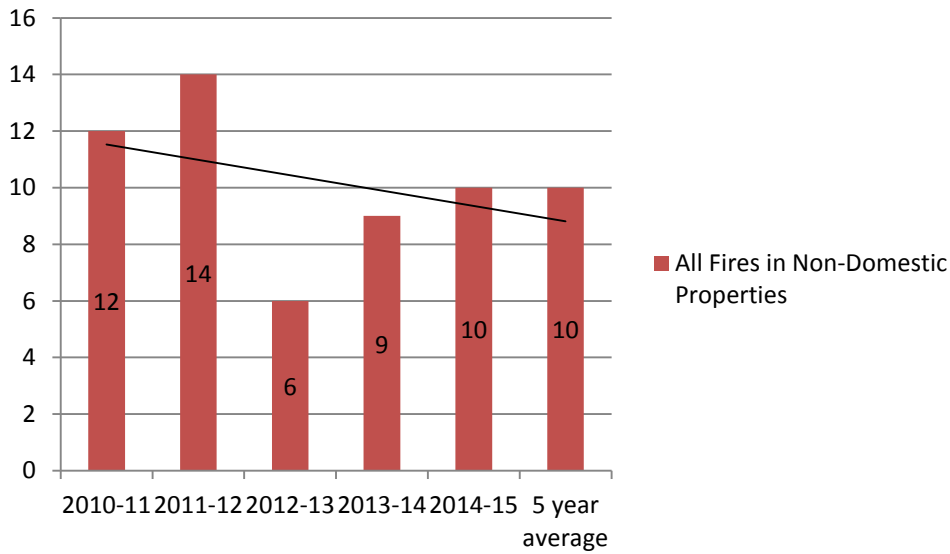


On 18 March we attended a fire at Brechin Community Campus which was quickly dealt with as a result of good work by staff at the premises and Firefighters. The incident resulted in minor fire and smoke damage to a technical classroom.

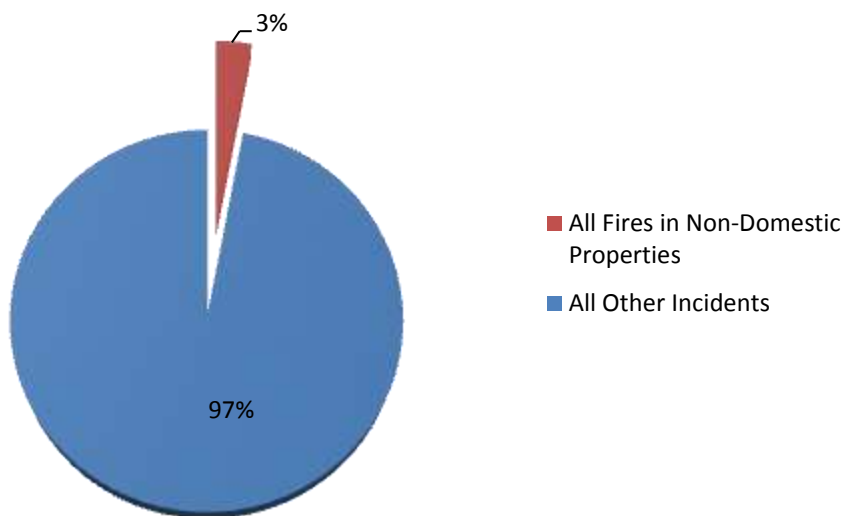
This incident was investigated jointly to ascertain the source of the cause of fire. Once this was identified actions were taken to ensure this type of incident does not occur in the future.

Key Performance Indicator	Key Performance Indicator	Jan-Mar 2011/12	Jan-Mar 2012/13	Jan-Mar 2013/14	Jan-Mar 2014/15	Jan-Mar 2015/16	5 year average	Trend
2b(ii)	All accidental other building fires	8	12	6	7	9	8	↑
1b(ii)	All deliberate other building fires	4	2	0	2	1	2	↓

#### 4th Quarter – 1 January – 31 March 2016



#### 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 22% of all SFRS incidents in Angus area detailed below;

### Road Traffic Collisions (RTC)

There were 23 RTC's this quarter which is a significant increase on the same quarter 2014/15 (8), the five year average and a slight increase on last quarter. These incidents accounted for thirteen casualties and two fatalities from 13 incidents.

### Special Service - Flooding

There were 33 flooding incidents in quarter four which is a significant increase to the same quarter for 2014/15 (8) and a 72% on the five year average (9). This was as a direct impact as a result of the adverse weather during this period.

### Special Service - Extrication

There was only 1 rescue/extrication service this quarter which resulted in no casualty or fatality. This involved a rescue were from height in a domestic premises. This is a slight decrease on the same quarter last year, the five year average and quarter three 2015-16.

### Special Service – Other

There were 30 incidents this quarter which is a slight decrease on the same quarter for 2014/15, this reflects increase of 20% compared with quarter three 2015-16 and the five year average.

There were 13 (43%) 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

### Angus Wide Spread Flooding

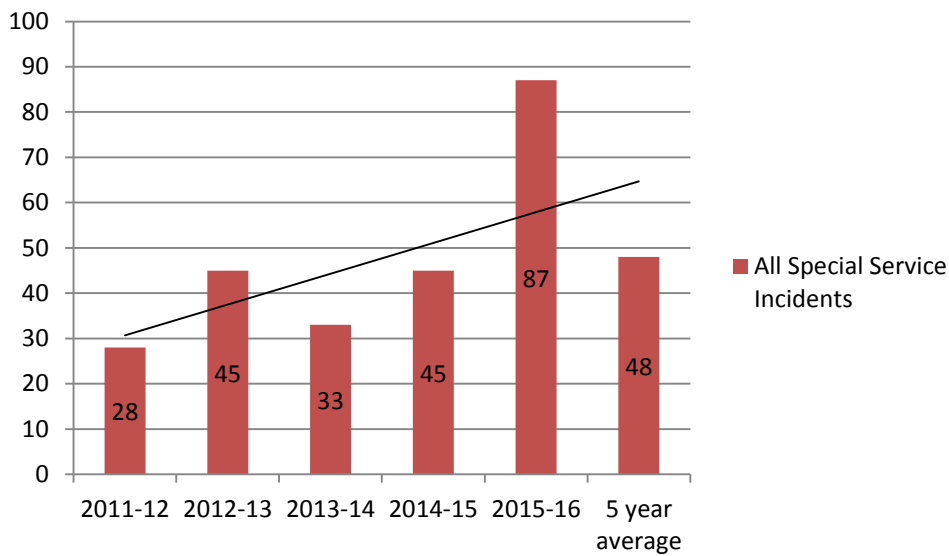


In the early part of January Scotland sustained further relentless heavy rainfall which resulted major incident being declared with significant impact on Angus area.

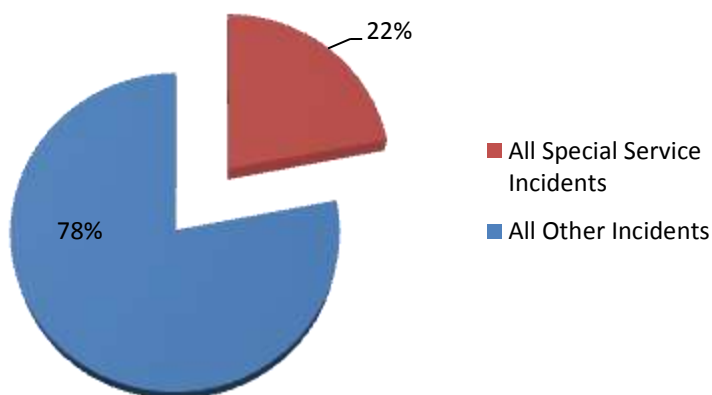
All agencies worked together across Angus and wider to provide a resilient approach to deal with the flooding and its impact as part of the integrated emergency response. After which there was a significant period of activity to support the return to normality. Structured debriefs have been completed to ensure we learn from the experiences.

Key Performance Indicator	Key Performance Indicator	Jan-Mar 2011/12	Jan-Mar 2012/13	Jan-Mar 2013/14	Jan-Mar 2014/15	Jan-Mar 2015/16	5 year average	Trend
5a	Special Service Road Traffic Collisions (RTCs)	11	16	12	8	23	14	↑
5b	Special Service Flooding	2	3	4	1	33	9	↑
5c	Special Service Extrication	3	1	1	2	1	2	↓
5d	Special Service Others	12	25	16	34	30	23	↑

4th Quarter – 1 January – 31 March 2016



Incident Profile - Percentage of Special Service Incidents



## PRIORITY 7: Reduction of Unwanted Fire Alarm Signals

### False Alarm: Automatic Fire Alarms

A total 255 false alarm calls were received from alarm systems in Angus for quarter four which is a slight increase than the same quarter for last year and the five year average. This is a slight decrease on quarter three 2015/16. 99 (39%) of the 255 activations were non domestic premises.

Ward	False Alarm All	Non domestic	False Alarm good intent	False Alarm System Fault
Arbroath East and Lunan	43	12	3	38
Arbroath West and Letham	45	22	4	40
Brechin and Edzell	32	17	4	27
Carnoustie and District	14	8	3	11
Forfar and District	39	16	1	35
Kirriemuir and Dean	22	6	3	18
Monifieth and Sidlaw	30	5	2	23
Montrose and District	30	13	2	27
<b>Total Calls Received</b>	<b>255</b>	<b>99</b>	<b>22</b>	<b>219</b>

The majority of unwanted Fire Alarm Signal (UFAS) calls were caused by cooking activity 84 (33%). In total 88 (35%) calls were received from sheltered housing accommodation.

### False Alarm: Malicious

There were 14 malicious activations which is an increase on the same quarter last year (8), the five year average (8) and quarter three (5) 2015-16.

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.

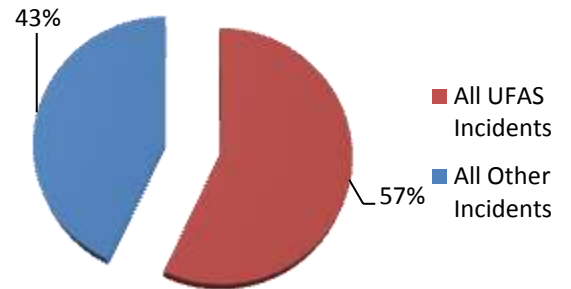
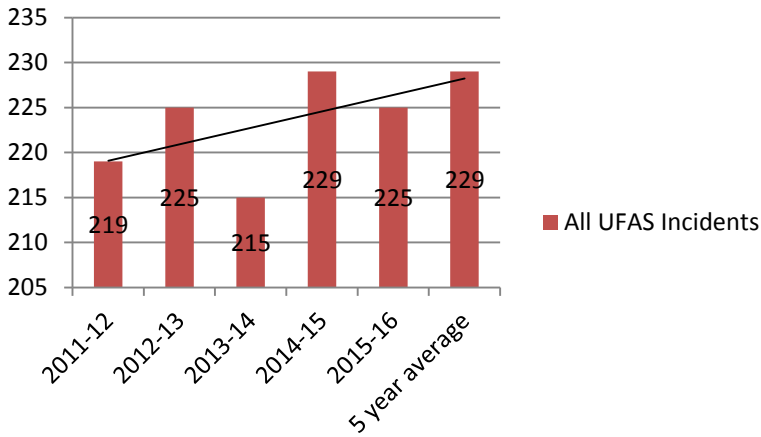
Operational and Protection staff are dedicated to continue to visit repeat callers to identify solutions for reducing this type of event. Annual engagement events with the student community as well as targeting sheltered housing and hostels is a priority for local crews. Work is also currently progressing 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**

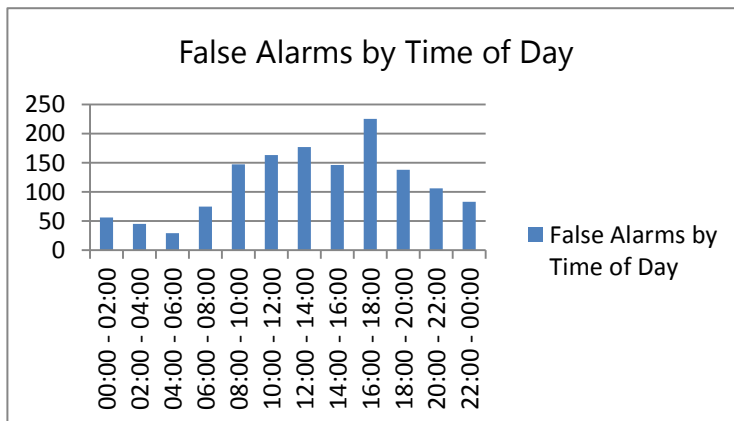
Staff in Angus are working closely with Angus Council to reduce the number of unwanted fire signals being generated from sheltered housing complexes and in particular calls received due to fumes from cooking. A two pronged approach is being adopted whereby community safety staff will engage with and educate the residents of the complexes around good cooking practices and at the same time we will work with the alarm companies and maintenance companies in order to use technological solutions such as multi sensor heads and open protocol panels in a further attempt to reduce the numbers of unwanted fire alarm signals.

Key Performance Indicator	Key Performance Indicator	Jan-Mar 2011/12	Jan-Mar 2012/13	Jan-Mar 2013/14	Jan-Mar 2014/15	Jan-Mar 2015/16	5 year average	Trend
10a	False Alarm: All	219	225	215	229	255	229	↑
10b	False Alarm: Good Intent	49	29	28	24	22	30	↓
10c	False Alarm: Malicious	7	4	6	8	14	8	↑

#### 4th Quarter – 1 January – 31 March 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:

	<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.**