

QUARTERLY PERFORMANCE REPORT FOR ANGUS



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 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	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	9	20	17	21	21	18		
Fire casualties and fatalities	1	9	2	13	2	5		
Deliberate Fire Setting	30	63	47	48	31	44		
Non domestic property fires	11	19	6	12	7	11		
Special Service – All	29	46	28	46	46	39		
False Alarms – All	296	252	257	250	244	260		

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 27 Wholetime and 98 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

Safe Angus 10 to 27 May



A multi-agency initiative aimed at enhancing the personal safety of young people delivered to 728 primary six pupils from schools across Angus at the Jock Neish Scouting Centre, Tannadice, Angus.

Safe Angus includes inputs from SFRS, Angus Council, Police Scotland, the Maritime and Coastguard Agency and the British Red Cross. Pupils are tasked with a number of realistic scenarios and challenges, designed to make them consider personal safety and responsibility. This safety awareness event is very successful and well received by those attending.

PRIORITY 2: Reduction of Accidental Dwelling Fires

There were twenty one Accidental Dwelling Fires reported during the first quarter (April - June) of 2016/17 which is equivalent to the same quarter last year whilst an increase (14%) to the five year average. There is a slight decrease of 8% 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		
Arbroath East and Lunan	2	Forfar and District	3
Arbroath West and Letham	4	Kirriemuir and Dean	1
Brechin and Edzell	3	Monifieth and Sidlaw	4
Carnoustie and District	3	Montrose and District	1

Of the twenty one premises sixteen (76%) had a smoke detector fitted whilst eleven (69%) of these detectors operated. seven (33%) of these incidents were due to careless use/disposal, five (24%) were due to cooking and 6 (29%) 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 717 visits delivered in the Angus area to date. Broken down by risk High 270 (38%) medium 326 (45%) low 121 (17%) and fitting 98 smoke detectors. On completion we have seen the high risk group reduce to 7%. 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

House Fire, Grampian View, Montrose. 5th May 3pm

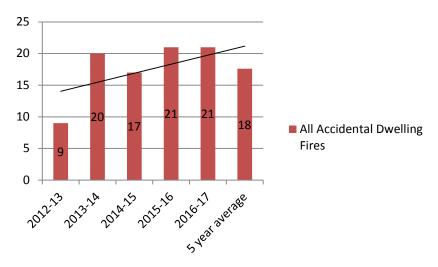


An accidental fire occurred at Grampian View in Montrose in May. The fire was believed to have started due to a roofer conducting hot work on the flat roof of the house which spread quickly causing a well-developed fire in the roof space of the dwelling.

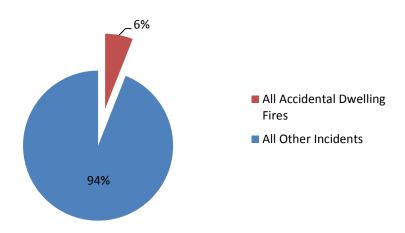
Three fire appliances attended the property and whilst the property where the fire started was extensively damaged the adjoin property was saved due to the speedy intervention of firefighters. There were no reported injuries at the incident.

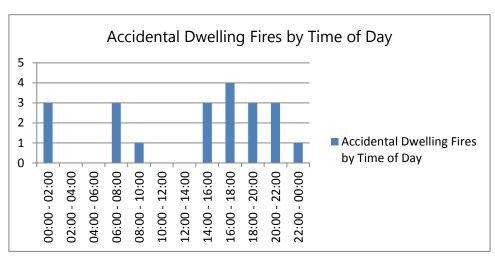
Key Performance Indicator	Key Performance Indicator		Apr-Jun 2013/14				5 year average	Trend
2b(i)	All accidental dwelling fires	9	20	17	21	21	18	

1st Quarter – 1 April – 30 June 2016



Incident Profile - Percentage of Accidental Dwelling Fires





PRIORITY 3: Reduction in Fire Casualties and Fatalities

There we no fire fatalities reported in quarter one 2016/17 which is the comparable to quarter three and the five year average for this quarter.

A Fire casualty recording relates to any person who has received any form of first aid treatment or medical attention at the scene of an incident regardless of the nature of the injury. This could range from a person receiving a precautionary check at the scene of an incident to removal to hospital for severe smoke inhalation. In total we treated two people recorded as injured from two fire related incidents within the reporting period which is a significant decrease (85%) on same quarter last year, from last quarter (60%) and showing a decrease (60%) the five year average figure. A smoke alarm was present in one of these incidents and raised the alarm. Both of the incidents we attended were started accidentally, and one incident within a multi-story tenement caused by cooking and the other was an outdoor fire going out of control. Alcohol/drugs is reported as a contributing factor in one of the incidents attended and 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

Montrose Young Firefighters



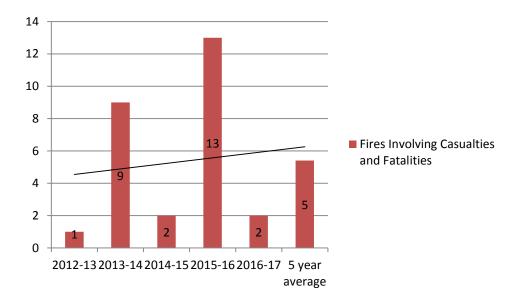
As part of the SFRS national project enabling CPR training for all, local crews delivered CPR training integrated to the Young Firefighters programme for a number of pupils from Montrose Academy.

Whilst the course is primarily aimed at fire safety education a further aspect has been the introduced to enable CPR training. The whole course and in particular the CPR training was very well received.

Key Performance Indicator	Key Performance Indicator	Apr-Jun 2012/13	Apr-Jun 2013/14	Apr-Jun 2014/15	Apr-Jun 2015/16	Apr-Jun 2016/17	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	1	7	1	9	0	5	•
3a(iii)	Non-fatal fire casualties incl. precautionary checkups	1	9	2	13	2	5	•

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

1st Quarter – 1 April – 30 June 2016



PRIORITY 4: Reduction of Deliberate Fire Setting

Deliberate Primary Fires

During the first quarter of 2016/17 a total of seven deliberate primary fires were reported in Angus, as shown in the following table, this is an reduction (42%) compared with the same quarter last year, a slight reduction the five year average and an increase (43%) quarter four 2015-16.

No.	Ward	Type of Property
2	Arbroath East & Lunan	Road Vehicle - car & Outdoor grassland
2	Arbroath West & Letham	Dwelling – single occupancy & outdoor storage unit
2	Brechin and Edzell	Hospital & Rail Vehicle
1	Forfar & District	Road vehicle - Car

Deliberate Secondary Fires

There is a decrease (33%) this quarter compared with the same quarter 2015/16 and the five year average with 24 secondary fires which required SFRS attendance. fifteen (63%) of these incidents involved grassland/trees and five (21%) were refuse fires.

Ward No. of Incider		Ward	No. of Incidents
Arbroath East and Lunan	2	Forfar and District	2
Arbroath West and Letham	2	Kirriemuir and Dean	3
Brechin and Edzell	1	Monifieth and Sidlaw	5
Carnoustie and District	1	Montrose and District	8

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 8% 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



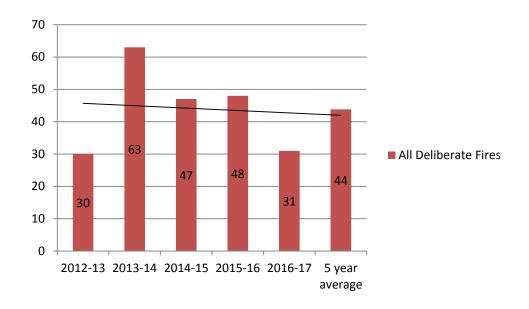


During April and May there were two severe fires at the former Strathmartine Hospital. On both occasions the fires had been started deliberately by persons unknown which put the building structure under threat as well as the safety of the public and firefighters.

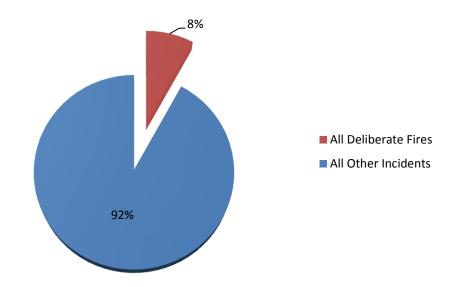
After both incidents the dangers of these premises were highlighted and by engaging with Angus Council, Police Scotland and the owners of the premises the security was enhanced.

Key Performance Indicator	Key Performance Indicator	Apr-Jun 2012/13	Apr-Jun 2013/14	Apr-Jun 2014/15	Apr-Jun 2015/16	Apr-Jun 2016/17	5 year average	Trend
1b	All deliberate primary fires	6	10	5	12	7	8	•
1b(ii)	All deliberate other building fires	1	4	2	4	1	2	•
1c	All deliberate secondary fires	24	53	42	36	24	36	•

1st Quarter – 1 April – 30 June 2016



Incident Profile - Percentage of Deliberate Fires



PRIORITY 5: Reduction of Fires in Non Domestic Properties

Accidental Other Building Fires

Six accidental other building fires occurred in Angus during this reporting period which reflects slightly lower compared to the same period in 2015/16 (8) as well as the last quarter (9) (Q4 2015-16) and the five year average (9)

No.	Ward	Type of Premise	Cause
1	Brechin and Edzell	Hospital	Other
1	Arbroath East & Lunan	Retail shop	faulty equipment
2	Montrose & District	Restaurant/Café	Cooking
		Hotel	Negligent use of equipment
1	Carnoustie & District	Building – Vehicle repair	Faulty Electricity supply
1	Forfar & District	Primary School	Combustibles too close to heat source

<u>Deliberate Other Building Fires</u>

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 and any relevant premises as required. 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 2016/17.

Priority 5 accounts for 2% 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 Blair House, Glen Clova, Angus on Saturday 14 May, 0630hrs.

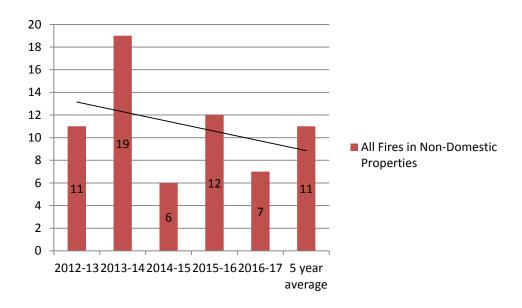


This property is a converted farmhouse, now divided into two holiday homes, situated within the foothills of the Cairngorms National Park, approximately 500m beyond the Ranger Station, entering into Glen Doll.

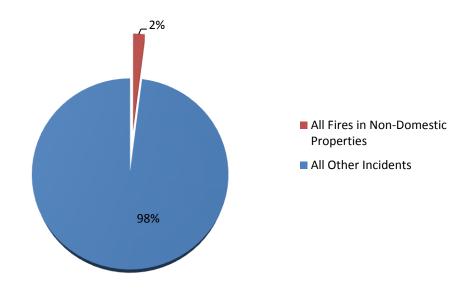
Operations Control mobilised the 2 nearest fire appliances from Kirriemuir, who despite the remote rural location of the property, arrived on scene very quickly. Upon arrival the Officer-in-Charge assessed the severity of the fire facing them which had already seen fire engulf 75% of the roof space. A further two appliances we mobilised from Forfar to assist to extinguish the fire.

Key Performance Indicator	Key Performance Indicator	Apr-Jun 2012/13	Apr-Jun 2013/14		Apr-Jun 2015/16	Apr-Jun 2016/17	5 year average	Trend
2b(ii)	All accidental other building fires	10	15	4	8	6	9	•
1b(ii)	All deliberate other building fires	1	4	2	4	1	2	•

1st Quarter – 1 April – 30 June 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 12% of all SFRS incidents in Angus area detailed below;

Road Traffic Collisions (RTC)

There were 14 RTC's this quarter which is a slight increase on the same quarter 2015/16 (12), a slight increase on the five year average (13) and a reduction on last quarter (39%). These incidents accounted for no fatalities and eleven casualties from seven incidents.

Special Service - Flooding

There were 3 flooding incidents in quarter one which is a slight decrease to the same quarter for 2015/16 (5) and on the five year average (4). There is a significant decrease (91%) on quarter 4 2016/15. These three incidents for this quarter all occurred within Dwellings.

Special Service - Extrication

There were 3 rescue/extrication services this quarter which resulted in no casualty or fatality. This involved two rescues from height and one rescue from entrapment in machinery. This is a slight decrease on the same quarter last year, equivalent to the five year average and a slight increase quarter four 2015-16 (1).

Special Service - Other

There were 26 incidents this quarter, a slight increase on the same quarter for 2015/16 (24), an increase of 25% compared with the five year average and a decrease quarter four 2015-16 (30).

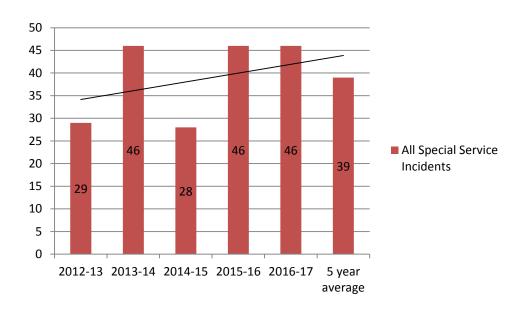
There were 11 (42%) of these incidents where crews attended in support of our other blue light agencies to medical type responses. Personnel are now attending a higher number of this type of incident where they are providing support to the ambulance service or Police Scotland due to a member of our community 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

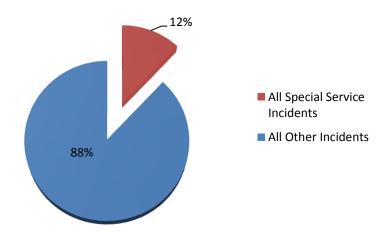
There were no notable incidents during this reporting period	d	

Key Performance Indicator	Key Performance Indicator	Apr-Jun 2012/13	Apr-Jun 2013/14	Apr-Jun 2014/15	Apr-Jun 2015/16	Apr-Jun 2016/17	5 year average	Trend
5a	Special Service Road Traffic Collisions (RTCs)	16	17	7	12	14	13	1
5b	Special Service Flooding	3	1	6	5	3	4	1
5c	Special Service Extrication	3	2	2	5	3	3	
5d	Special Service Others	7	26	13	24	26	19	

1st Quarter – 1 April – 30 June 2016



Incident Profile - Percentage of Special Service Incidents



PRIORITY 7: Reduction of Unwanted Fire Alarm Signals

False Alarm: Automatic Fire Alarms

A total 244 false alarm calls were received from alarm systems in Angus for quarter one which is a slight decrease than the same quarter for last year and the five year average. This is a slight decrease on quarter four 2015/16 (255). 86 (35%) of the 244 activiations were non domestic premises.

Ward	False Alarm All	Non domestic	False Alarm good intent	False Alarm System Fault	
Arbroath East and Lunan	31	11	3	26	
Arbroath West and Letham	37	16	5	31	
Brechin and Edzell	33	16	2	31	
Carnoustie and District	19	10	2	17	
Forfar and District	30	9	4	26	
Kirriemuir and Dean	15	5	5	9	
Monifieth and Sidlaw	34	7	4	30	
Montrose and District	45	12	2	43	
Total Calls Received	244	86	27	213	

The majority of unwanted Fire Alarm Signal (UFAS) calls were caused by cooking activity 91 (37%). In total 92 (38%) calls were received from sheltered housing accommodation.

False Alarm: Malicious

There were 4 malicous activations which is a slight decrease on the same quarter last year (5), the five year average (5) and a significant decrease (71%) on quarter four (14) 2015-16.

UFAS contiues 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.

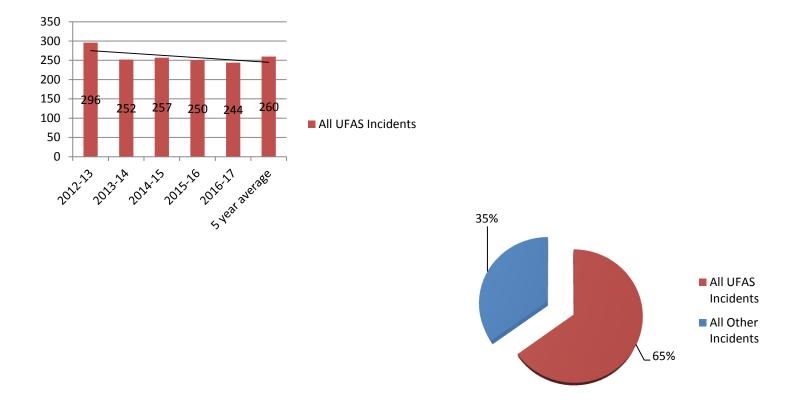
Operational and Protection staff are dedicated to continue to visit repeat callers to identify solutions for reducing this type of event. Annual engagement events with the student community as well as targeting sheltered housing and hostels is a priority for local crews. Work is also currently progressing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

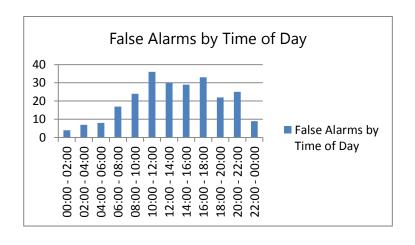
Staff in Angus are working closely with Angus Council and other owners to reduce the number of unwanted fire signals being generated from sheltered housing complexes and in particular targeting calls received from the highest type of cause (cooking) and type of premises (sheltered housing). This is a two pronged approach being adopted whereby staff will engage with and educate the residents around good cooking practices and at the same time working 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. This action should result in a significant reduction of false alarms.

Key Performance Indicator	Key Performance Indicator	Apr-Jun 2012/13	Apr-Jun 2013/14	Apr-Jun 2014/15	Apr-Jun 2015/16	Apr-Jun 2016/17	5 year average	Trend
10a	False Alarm: All	296	252	257	250	244	260	•
10b	False Alarm: Good Intent	34	39	29	29	27	32	+
10c	False Alarm: Malicious	5	6	4	5	4	5	1

1st Quarter – 1 April – 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		
1	Increase against 5 year average		

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