



QUARTERLY PERFORMANCE REPORT FOR ANGUS



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Quarter 2: 2016-2017 (1st July – 30th September)

**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 continues 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 safety of our communities and staff
- 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 broken down under each priority contained within pages 4-14 of this report:

Main Indicators	Q2 Jul-Sep 2011/12	Q2 Jul-Sep 2012/13	Q2 Jul-Sep 2013/14	Q2 Jul-Sep 2014/15	Q2 Jul-Sep 2015/16	Q2 Jul-Sep 2016/17	Q2 5 Year Average	Quarterly Comparison RAG Rating	Year to Date RAG Rating
Accidental dwelling fires	21	27	22	29	20	30	26		
Fire casualties and fatalities	4	5	4	3	6	6	5		
Deliberate Fire Setting	26	21	40	34	22	33	30		
Non domestic property fires	8	13	10	8	9	10	10		
Special Service – All	45	36	39	48	47	50	44		
False Alarms – All	315	296	314	334	295	296	307		

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 the 5 year average for the same period in previous years.
- *The statistics featured throughout this report are provisional until the year end.*

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, so 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 maintenance and development programme, which is delivered locally and nationally.

Personnel who cannot demonstrate competence in all areas are required to complete a development programme at the earliest opportunity. Examples of the ongoing training conducted during the second quarter 2016/17 were hazardous materials, high rise, incident command and breathing apparatus.

All station based operational personnel continue to visit premises within their station area so that they are aware of the associated risks and hazards, and if required can take effective actions in dealing with incidents in the premises. During the second quarter 2016/17, this included visiting sheltered housing accommodation and sites where industrial silos are used (e.g. farms).

Crews also continue to conduct routine water hydrant inspections as it is important to check that there is access and adequate 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 in relation to the risks in their area and link-in other activities, such as conducting Home Fire Safety Visits.

We currently have 27 Wholtime 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. There is on-going recruitment for retained firefighters in the Angus area. Information will be provided to any potential candidates to assist them in the recruitment process.

Notable Incident/Event



Firefighters from Arbroath visited Petrofac Training in Montrose, to gain experience of gas and hydrocarbon pressure fires and hydrocarbon spills. Firefighters were also given an insight to the logistics involved at a ship/marine incident and were able to familiarise themselves with the hazards and risks associated with marine incidents.

PRIORITY 2: Reduction of Accidental Dwelling Fires

There were 30 accidental dwelling fires reported during the second quarter of 2016/17. This is an increase of 10 accidental dwelling fires when compared to the second quarter last year, and an increase of 6 accidental dwelling fires when compared to the second quarter five year average. The total number of accidental dwelling fires to the end of the second quarter 2016/17, (51) is 18% higher than the 5 year average (43) for the same period in previous years.

The majority of accidental dwelling fires reported during the second quarter were already extinguished on arrival of the fire service, or the firefighting intervention and damage was of a very limited extent. Cooking continues to be the most common cause of these accidental dwelling fires, with careless use/disposal being the second most common cause of fire.

The accidental dwelling fires reported during the second quarter are broken down by ward location in the table below. The wards of Arbroath East and Lunan, and Kirriemuir and Dean exhibited the biggest increase in accidental dwelling fires when compared to the last quarter, whilst some other wards experienced reductions (e.g. Arbroath West and Letham, and Monifieth and Sidlaw).

Ward	Number	Ward	Number
Arbroath East and Lunan	8	Forfar and District	3
Arbroath West and Letham	1	Kirriemuir and Dean	6
Brechin and Edzell	2	Monifieth and Sidlaw	0
Carnoustie and District	6	Montrose and District	4

Of the 30 accidental dwelling fires, 80% of the properties had smoke alarms fitted and 75% of these operated. The early detection and warning given by those detectors that operated, are key factors contributing to the majority of accidental dwelling fires being of such low severity.

Working with our partners, we continue to deliver our home safety educational programmes to the residents of Angus. Up-to the end of second quarter 2016/17, we have delivered 1179 Home Fire Safety Visits in the Angus area, with 40% of these being conducted within the homes of people who are most vulnerable from fire and other forms of unintentional harm.

During the 3rd quarter 2016/17, we will be coordinating our winter/thematic actions plans, with our partners, to ensure the most vulnerable of our Angus residents are safe in their home during the run up to the festive period, and are resilient in their homes throughout the winter months.

Notable Incident/Event

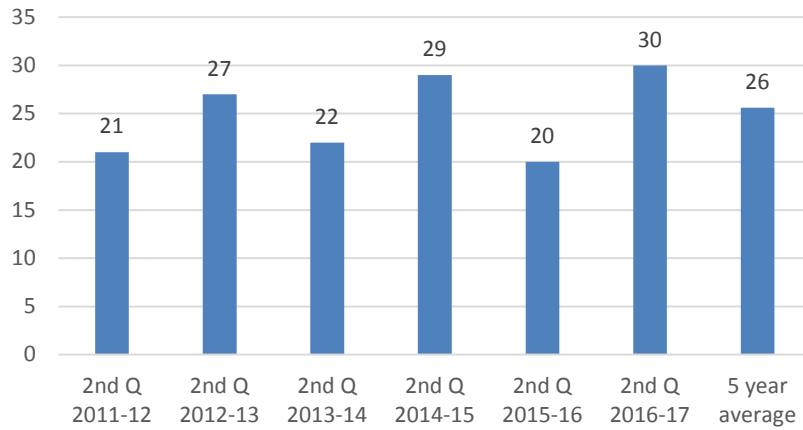
During the second quarter, the SFRS Angus Community Action Team (CAT) completed a Joint Technology Enabled Care (TEC) funding application for deaf smoke alarms with Angus Health and Social Care and Community Alarms. The funding will help to sustain our focus on protecting the deaf or hard of hearing from fire in their home.

The SFRS Angus CAT team also delivered HFSV referral training to various different referral pathways such as Occupational Therapists at Bruce House, Arbroath, and Angus Council Social Work Department at Ravenswood, Forfar. This training will ensure that our partners who provide home care to the most vulnerable people in our society are equipped to assess individuals at high risk from fire and refer them to the SFRS for advice and support.

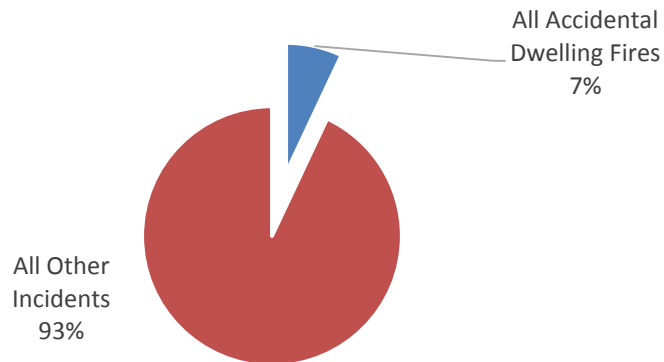
Priority 2: Key Performance Indicators and Statistics – 2nd Quarter 2016/17

Key Performance Indicator	Key Performance Indicator	July-Sep 2011/12	July-Sep 2012/13	July-Sep 2013/14	July-Sep 2014/15	July-Sep 2015/16	July-Sep 2016/17	5 year average	Trend
2b(i)	All accidental dwelling fires	21	27	22	29	20	30	24	↑

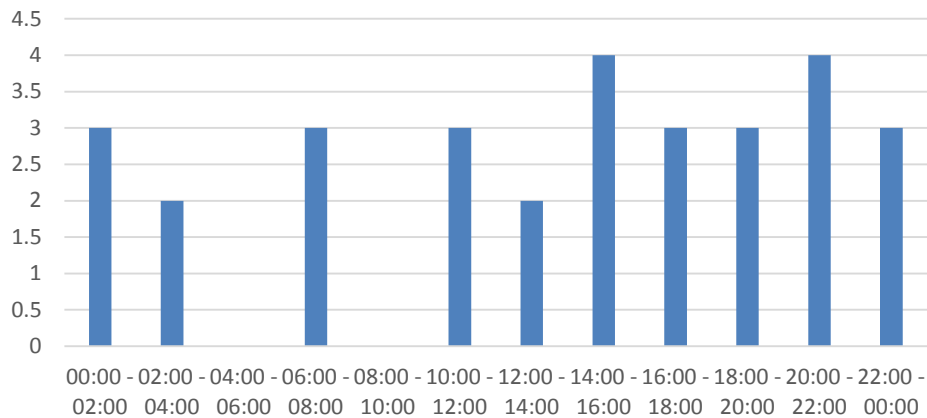
Accidental Dwelling Fires - 2nd Quarter



% Accidental Dwelling Fires - 2nd Quarter



Accidental Dwelling Fires by Time of Day - 2nd Quarter



PRIORITY 3: Reduction in Fire Casualties and Fatalities

There were no fire fatalities reported during the second quarter 2016/17, against one fire fatality reported during the same quarter last year. The five year average for fire fatalities in Angus during the second quarter is one.

A fire casualty is defined as any person who has received any form of first aid treatment or medical attention at the scene of a fire 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. During the second quarter 2016/17, there were 6 fire casualties, which is an increase of one when compared to same quarter last year, and an increase of two when compared to the 5 year average for this quarter. The total number of fire casualties to the end of the second quarter 2016/17, (8) is 20% lower than the 5 year average (10) for the same period in previous years.

A smoke alarm was present in all but one of the fire casualty incidents during the second quarter 2016/17, with 3 operating and raising the alarm, and preventing further harm. All fire casualties were as a result of fires being started accidentally, the main cause being due to unattended cooking.

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

House fires and casualties are known to increase during winter, with a high risk over the festive period. Looking ahead to the 3rd quarter 2016/17, our winter/festive thematic action plans will focus on: educating people to take extra care when cooking; safety in relation to using portable heaters and electric blankets; the links between fires in the home and alcohol, and protecting the elderly and the vulnerable who are at greater risk from fire.

Notable Incident/Event

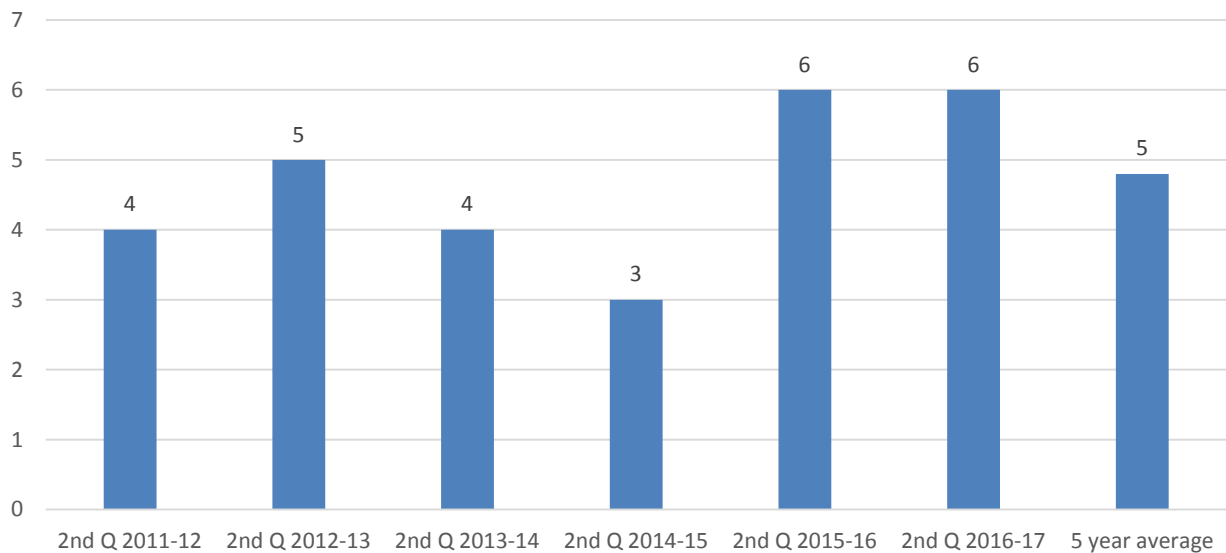


Crews from Forfar Community Fire Station responded to a report of a fire in a two storey house. The occupants had managed to get out of the house and were able to provide information about what and where the fire was. The fire caused extensive damage on the ground floor and was caused by an electrical fault within the kitchen area. The owner of this property had received a HFSV, including the fitting of a smoke alarm, the day before the fire. It was the smoke alarm operating that alerted him to the fire and allowed him to get his family out of the property.

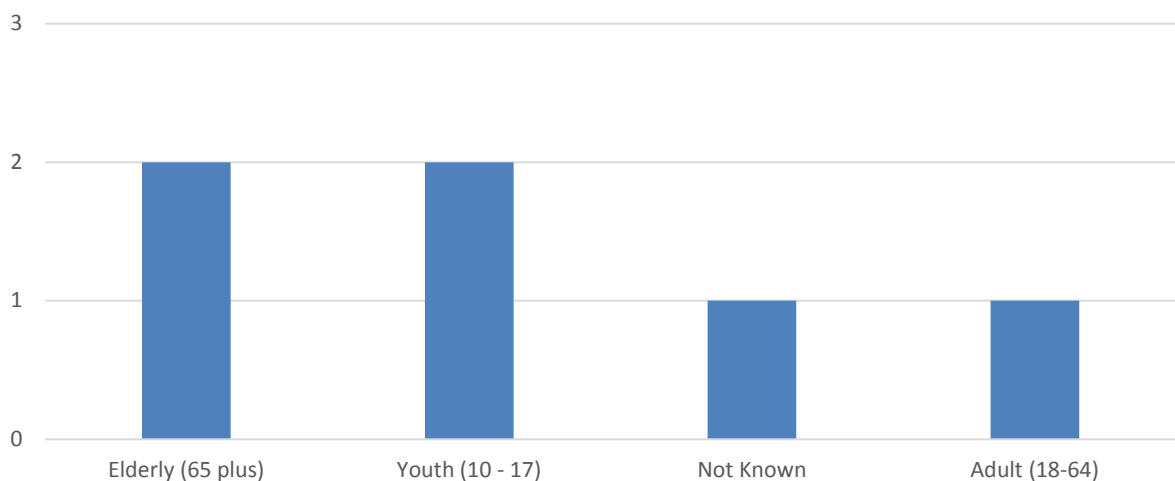
Priority 3: Key Performance Indicators and Statistics – 2nd Quarter 2016/17

Key Performance Indicator	Key Performance Indicator	July-Sep 2011 /12	July-Sep 2012 /13	July-Sep 2013 /14	July-Sep 2014 /15	July-Sep 2015 /16	July-Sep 2016 /17	5 year average	Trend
3a(i)	All fatal fire casualties	1	0	1	0	1	0	1	↓
3a(ii)	Non-fatal fire casualties excl. precautionary check-ups	2	3	1	3	4	3	3	→
3a(iii)	Non-fatal fire casualties incl. precautionary check-ups	3	5	3	3	5	6	4	↑

Fires Involving Casualties and Fatalities - 2nd Quarter



Age Profile of Casualties - 2nd Quarter



PRIORITY 4: Reduction of Deliberate Fire Setting

Deliberate Primary Fires

During the second quarter of 2016/17, a total of 5 deliberate primary fires were reported in Angus, as shown in the table below. This is a reduction of one when compared with the second quarter last year, and is comparable with the five year average for that quarter. The total number of deliberate primary fires to the end of the second quarter 2016/17, (12) is 8% lower than the 5 year average (13) for the same period in previous years.

No.	Ward	Type of Property
2	Arbroath East & Lunan	1 x Dwelling, Tenement; 1 x Vehicle, Car
1	Arbroath West & Letham	Vehicle, Car
1	Kirriemuir & Dean	Vehicle, Car
1	Montrose & District	Private, Garden Shed

Deliberate Secondary Fires

During the second quarter of 2016/17, a total of 28 deliberate secondary fires were reported in Angus. This is an increase of 55% when compared with the second quarter last year and an increase of 21% when compared to the five year average for that quarter. The total number of deliberate secondary fires to the end of the second quarter 2016/17, (52) is 19% lower than the 5 year average (64) for the same period in previous years.

During the second quarter of 2016/17, around 60% of the deliberate secondary fires involved grassland, woodland, crops and scrub, with the remainder attributed to refuse fires. Broken down by ward, 50% (14) of all deliberate secondary fires occurred in the Montrose and District area. This above average number of secondary fires was attributed to youths who were quickly apprehended by Police Scotland, and referred to the SFRS's fire-setters programme.

Ward	No. of Incidents	Ward	No. of Incidents
Arbroath East and Lunan	2	Forfar and District	7
Arbroath West and Letham	3	Kirriemuir and Dean	2
Brechin and Edzell	0	Monifieth and Sidlaw	0
Carnoustie and District	0	Montrose and District	14

We continue to work very hard, along with our partners, to build relationships with young people in the community and educate them on the consequences of anti-social behaviour. During the second quarter of 2016/17, we worked with Angus Council and Police Scotland on the Friday Night Project at Lochside Leisure Centre, and co-delivered Safe Angus, which targeted 490 P7 pupils from across the Angus area.

As a result of the excellent partnership work undertaken within the Angus area, we have seen a steady reduction in deliberate secondary fires over the past five years. We will therefore continue this work to help maintain the reduction in deliberate fires.

Notable Incident/Event

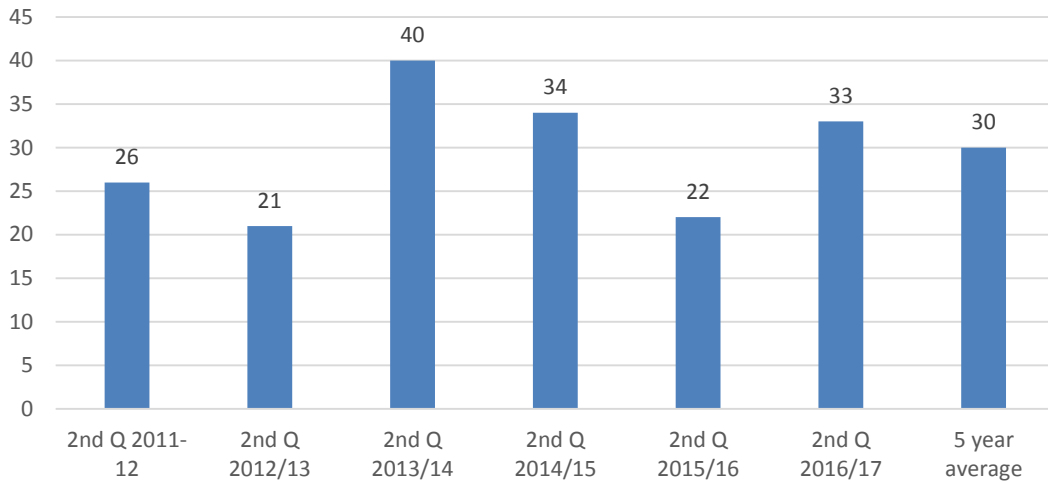


During September SFRS ran the 12th annual Fire Academy for 4 Angus school pupils who had recent history of offending, in particular fire-setting. The 4-day programme saw pupils take part in a variety of activities aimed to change their behaviour, promote fire safety awareness and reduce offending. A study found that there is a 54% success rate in reducing repeat

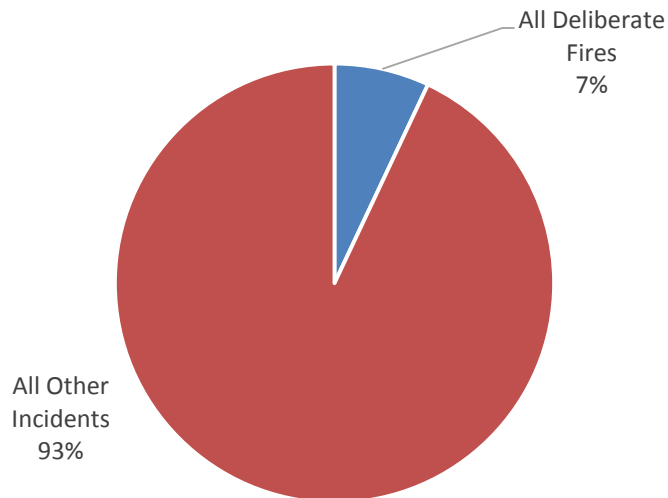
Priority 4: Key Performance Indicators and Statistics – 2nd Quarter 2016/17

Key Performance Indicator	Key Performance Indicator	July-Sep 2011/12	July-Sep 2012/13	July-Sep 2013/14	July-Sep 2014/15	July-Sep 2015/16	July-Sep 2016/17	5 year average	Trend
1b	All deliberate primary fires	3	7	4	9	4	5	5	→
1b(ii)	All deliberate other building fires	2	2	1	3	1	1	2	↓
1c	All deliberate secondary fires	23	14	36	25	18	28	23	↑

All Deliberate Fires - 2nd Quarter



% Deliberate Fires - 2nd Quarter



PRIORITY 5: Reduction of Fires in Non-Domestic Properties

There were 10 non-domestic property fires reported during the second quarter of 2016/17. This is a reduction of one non-domestic property fire when compared to the second quarter last year, and is comparable with the five year average for that quarter. The total number of non-domestic property fires to the end of the second quarter 2016/17, (17) is 19% lower than the 5 year average (21) for the same period in previous years.

The non-domestic property fires reported during the second quarter 2016/17 are broken down by ward location in the table below.

Ward	No.	Type of Premise	Cause
Arbroath East and Lunan	1	Private, Garden Shed	Intentional burning out of control
Arbroath West and Letham	2	1. Industrial Processing 2. Industrial Manufacturing	1. Overheating 2. Accumulation of flammable material
Brechin and Edzell	1	Private, Garden Shed	Intentional burning out of control
Forfar and District	1	Offices	Fault in Equipment/appliance
Kirriemuir and Dean	2	1. Hotel 2. Private Garage	1. Fault in Equipment/appliance 2. Negligent use of equipment/appliance
Monifieth and Sidlaw	1	Private, Garden Shed	Careless Disposal
Montrose and District	2	1. Hospital 2. Private, Garden Shed	1. Overheating 2. Deliberate Act

In relation to our statutory legislative fire safety requirements, our Fire Safety Enforcement (FSE) personnel conduct audits of specific types of non-domestic properties ('relevant premises') to ensure they comply with the fire safety requirements of the Fire (Scotland) Act 2005 ('the Act'). Relevant premises audited in Angus include: Care Homes; Hospitals; Houses of Multiple Occupation (HMO's); Hotels and High/ Very High risk premises identified during previous audits.

Of the 10 non-domestic property fires reported during the second quarter 2016/17, 5 were relevant premises. These were therefore subject to post fire audits to ascertain how the premises were being managed and if the Act was complied with.

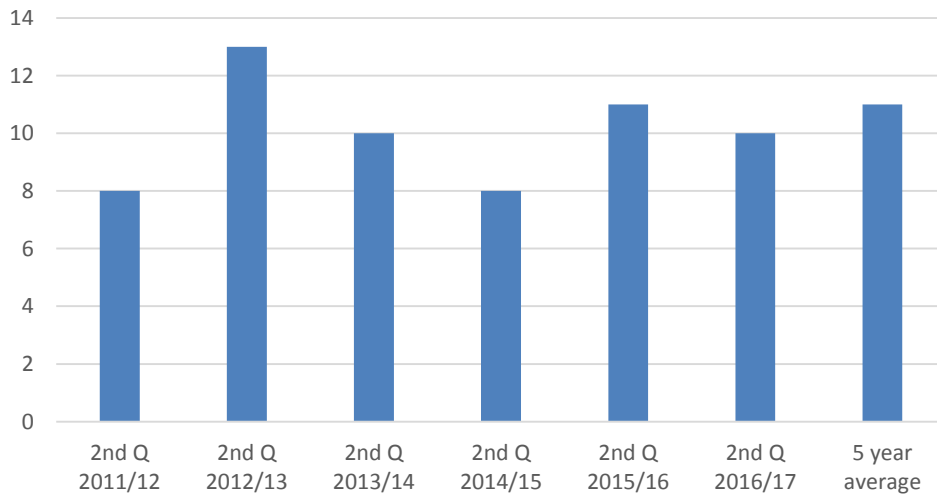
Notable Incident/Event

There were no notable incidents/events during this reporting period.

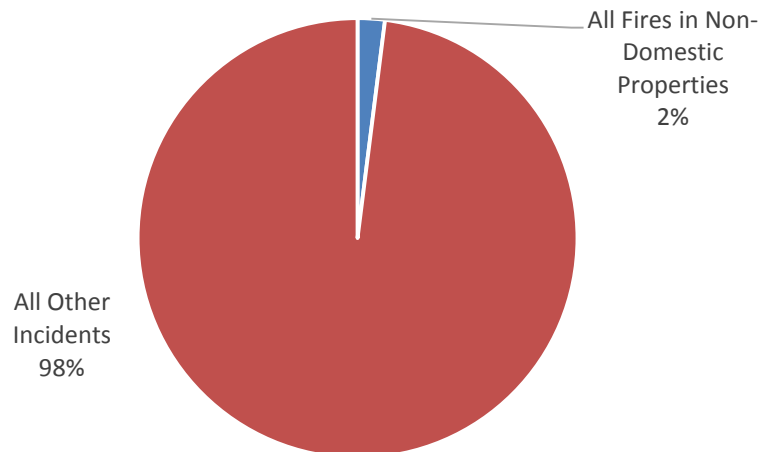
Priority 5: Key Performance Indicators and Statistics – 2nd Quarter 2016/17

Key Performance Indicator	Key Performance Indicator	July-Sep 2011/12	July-Sep 2012/13	July-Sep 2013/14	July-Sep 2014/15	July-Sep 2015/16	July-Sep 2016/17	5 year average	Trend
2b(ii)	All accidental other building fires	6	11	9	5	10	9	8	↑
1b(ii)	All deliberate other building fires	2	2	1	3	1	1	2	↓

All Fires in Non-Domestic Properties - 2nd Quarter



% All Fires in Non-Domestic Properties - 2nd Quarter



PRIORITY 6: Reduction in Casualties from Non Fire Emergencies

There were 50 non-fire emergencies reported during the second quarter of 2016/17. This is an increase of 3 non-fire emergencies when compared to the second quarter last year, and is an increase of 26% (7) when compared to the five year average for that quarter. The total number of non-fire emergencies to the end of the second quarter 2016/17, (97) is 18% higher than the 5 year average (82) for the same period in previous years. There were a total of 8 casualties, 7 of which were as a result of Road Traffic Collisions.

Road Traffic Collisions (RTC)

There were 10 RTC's during the second quarter 2016/17, which is a reduction of 2 RTC's when compared to the same quarter last year (12), and a reduction of 2 RTC's when compared to the five year average (12) for the second quarter. The total number of RTC's to the end of the second quarter 2016/17 (25) is comparable to the 5 year average (25) for the same period in previous years. Of the 10 RTC's, 4 accounted for one fatality and 5 casualties.

Flooding

There were 3 flooding incidents during the second quarter 2016/17. These three incidents were not weather related, but originated within premises due to burst pipes, and other accidental causes.

Rescue/Extrication

There were 7 rescue/extrication services during the second quarter 2016/17, which is an increase of 3 when compared to the same quarter last year (4) and an increase of one when compared to the five year average (6). The total number of extrication incidents to the end of the second quarter 2016/17 (10) is one incident higher than the 5 year average (9) for the same period in previous years.

Other

There were 30 other types of non-fire emergencies during the second quarter 2016/17 ranging from effecting entry to premises, to assisting other emergency services, including medical emergencies (e.g. cardiac arrests). Of these 30 incidents, 20 were in response to assistance from other emergency services.

Looking ahead to the next quarter, during November approximately 1,050 S5/S6 secondary school pupils, Dundee & Angus college students, and youth groups from across Angus will be attending the multi-award winning and hard hitting road safety event Safe Drive Stay Alive. This event is organised and delivered by the road safety partnership, which includes SFRS, NHS, Ambulance, Police and Angus Council.

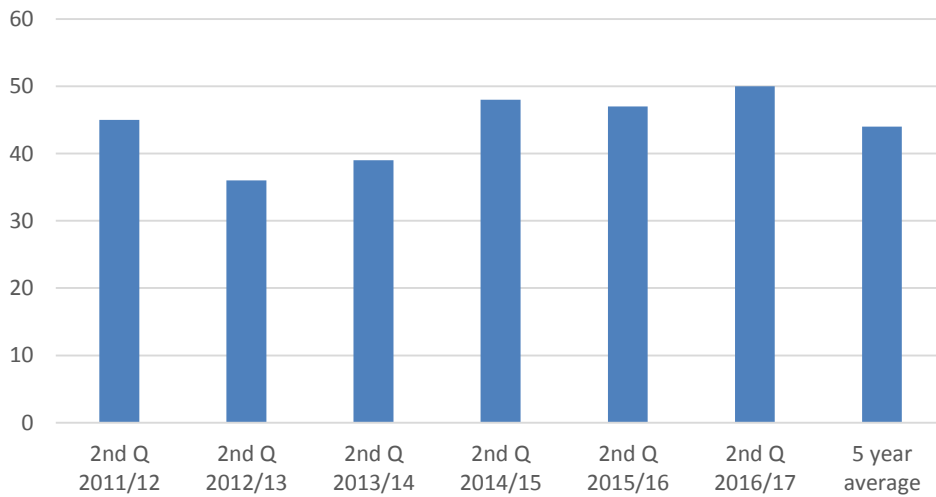
Notable Incident/Event

A fire crew were requested to attend a Cardiac Arrest that had occurred on the cycle path at Tayview Caravan Park, Monifieth. On arrival they found a middle aged gentleman on the ground receiving CPR from an off duty firefighter. The crew administered oxygen and utilised the defibrillator in an attempt to resuscitate the gentleman. Subsequently an ambulance crew arrived and provided further medical treatment and took the gentleman to hospital, unfortunately he passed away. Whilst this incident had an unfortunate outcome, it shows how firefighters further assist in the local community through their extensive life-saving skills.

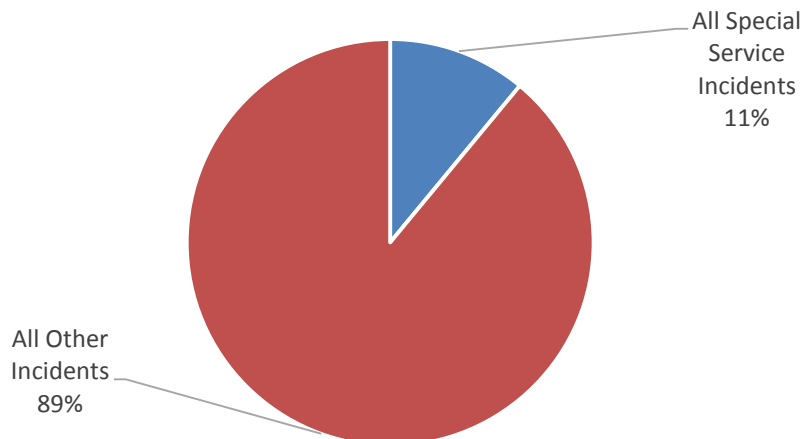
Priority 6: Key Performance Indicators and Statistics – 2nd Quarter 2016/17

Key Performance Indicator	Key Performance Indicator	Jul-Sep 2011 /12	Jul-Sep 2012 /13	Jul-Sep 2013 /14	Jul-Sep 2014 /15	Jul-Sep 2015 /16	Jul-Sep 2016 /17	5 year average	Trend
5a	Road Traffic Collisions (RTCs)	13	11	10	12	12	10	12	↓
5b	Flooding	17	4	4	5	6	3	7	↓
5c	Extrication	5	5	8	10	4	7	6	↑
5d	Others	10	16	17	21	25	30	18	↑

All Special Service Incidents - 2nd Quarter



% All Special Service Incidents - 2nd Quarter



PRIORITY 7: Reduction of Unwanted Fire Alarm Signals

There were 296 calls to unwanted fire alarm signals (UFAS) during the second quarter of 2016/17. This is a very slight increase when compared to the second quarter last year (295), and a reduction of 15 UFAS (4%) when compared to the second quarter five year average. The total number of UFAS to the end of the second quarter 2016/17, (540) is 5% lower than the 5 year average (567) for the same period in previous years. There was no particular pattern or trend to note during this quarter, with cooking and system faults continuing to be the most common causes of these types of unwanted calls.

Ward	False Alarm All	Non domestic	False Alarm good intent	False Alarm System Fault
Arbroath East and Lunan	44	16	7	35
Arbroath West and Letham	49	19	6	41
Brechin and Edzell	40	14	3	36
Carnoustie and District	36	18	6	30
Forfar and District	44	17	4	40
Kirriemuir and Dean	7	2	1	6
Monifieth and Sidlaw	24	2	6	18
Montrose and District	52	20	6	44
Total Calls Received	296	108	39	250

The main contributor of UFAS in Angus, continues to be sheltered housing accommodation and nursing homes. Together, these type of premises accounted for 36% of all UFAS calls in the Angus area during the second quarter of 2016/17. Educational establishments, Retail and Office premises are also frequent offenders of UFAS calls. We are therefore working in partnership with the duty holders of these premises, to tackle UFAS reduction and reduce the impact these have on SFRS resources and the business continuity of these premises.

On scene investigations by responding crews into the activations continue to be undertaken in an attempt to understand the reasons for these activations and encourage duty holders to be proactive in the reduction of UFAS. Our experience informs us that there is generally a responsible attitude towards reducing these incidents by duty holders in the Angus area. All UFAS calls are being monitored and analysed for emerging trends and trigger points. With the assistance of the duty holders of these premises, and with the knowledge and expertise of the local firefighters, we are actively addressing any issues to help reduce the number of unwanted fire calls in the Angus area.

Looking ahead, changes in the way we implement our UFAS Policy and Procedures at non-sleeping risk premises will allow us to tailor a more appropriate level of response to automatic fire alarm calls from such premises in the future, with the aim of reducing the number of unnecessary blue light journeys.

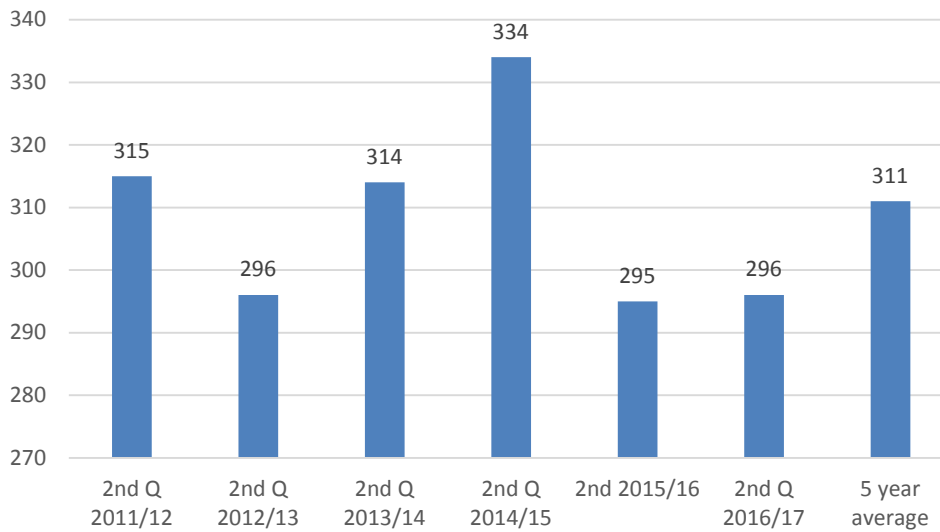
Notable Incident/Event

A joint initiative between SFRS and Angus Council is underway in an attempt to reduce UFAS within local authority sheltered housing accommodation. The initiative uses proven technological advances installed within the current fire alarm systems to reduce UFAS calls. One of the initial premises to be retro-fitted, Jubilee Court, Letham is starting to see UFAS reductions. We will therefore continue to monitor the positive impact of this initiative as it is rolled-out to other sheltered housing accommodation within the Angus area.

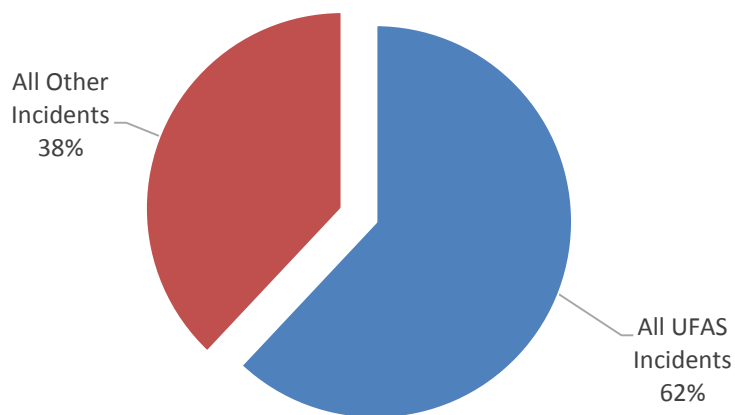
Priority 7: Key Performance Indicators and Statistics – 2nd Quarter 2016/17

Key Performance Indicator	Key Performance Indicator	July-Sep 2011/12	July-Sep 2012/13	July-Sep 2013/14	July-Sep 2014/15	July-Sep 2015/16	July-Sep 2016/17	5 year average	Trend
10a	False Alarm: All	315	296	314	334	295	296	311	↓
10b	False Alarm: Good Intent	45	32	33	33	35	39	36	↑
10c	False Alarm: Malicious	9	6	10	7	3	7	7	→

All UFAS Incidents - 2nd Quarter



% All UFAS - 2nd Quarter



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

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