



QUARTERLY PERFORMANCE REPORT FOR ANGUS



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Quarter 1: 2015-2016 (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 2011/12	Q1 Apr-Jun 2012/13	Q1 Apr-Jun 2013/14	Q1 Apr-Jun 2014/15	Q1 Apr-Jun 2015/16	5 Year Average	Quarterly Comparison RAG Rating	Year to Date RAG Rating
Accidental dwelling fires	22	9	20	17	21	18		
Fire casualties and fatalities	6	1	9	2	13	6		
Deliberate Fire Setting	65	30	63	47	48	51		
Non domestic property fires	6	11	19	6	12	11		
Special Service - All	44	29	46	28	46	39		
False Alarms – All	250	296	252	257	250	261		

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, including the CAB building in Arbroath, the sewage works at East Hatton and GSK in Montrose.

Crews have also been conducting hydrant inspections. 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 familiarises the personnel with the locations of hydrants around their area. Hydrant inspections have also been conducted with a particular emphasis in Carnoustie. Familiarisation training has also been conducted with the new dragger Breathing apparatus sets to ensure fire fighters develop confidence in their ability to use the new sets.

We currently have 25 wholetime and 105 retained operational (station based) personnel working in Angus to provide an emergency response capability.

Notable Incident

Exercise at Sunnyside Hospital, Montrose, April 2015



An exercise was arranged at Sunnyside Hospital to allow crews to utilise their skills and knowledge in a simulated water relay exercise. It was an ideal opportunity for crews from Montrose, Brechin, Laurencekirk and Stonehaven to enhance working together and develop their skills at this type of incident. The exercise was a great success with good learning to ensure any incident of this type will be dealt with effectively in a team environment.

PRIORITY 2: Reduction of Accidental Dwelling Fires

There were twenty one Accidental Dwelling Fires reported during the first quarter (April - June) of 2015-16 which is a slight increase on the same quarter last year and on the five year average. There is reduction from last Quarter from 27 to 21 (22%). Accidental dwelling fires account for 5% 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	4	Forfar and District	1
Arbroath West and Letham	1	Kirriemuir and Dean	0
Brechin and Edzell	4	Monifieth and Sidlaw	2
Carnoustie and District	3	Montrose and District	6

Of the twenty one premises fourteen (67%) had a smoke detector with three of these where the detectors did not operate. Fourteen (67%) of these incidents were due to cooking and 4 (19%) were due to careless use/disposal.

Fire fighters across Angus, with support from our community partners, have been continuing their efforts with educational programmes to residents regarding Home Fire safety. There were 513 Home Fire Safety Visits conducted in the Angus area in the quarter. Broken down by risk High 143 (28%) medium 211 (41%) low 159 (31%). 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 maintaining 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 analysis of our operational activities, shared intelligence and targeting of those most at risk. These targeted approaches will continue to develop and improve as we move forward together.

Notable Incident

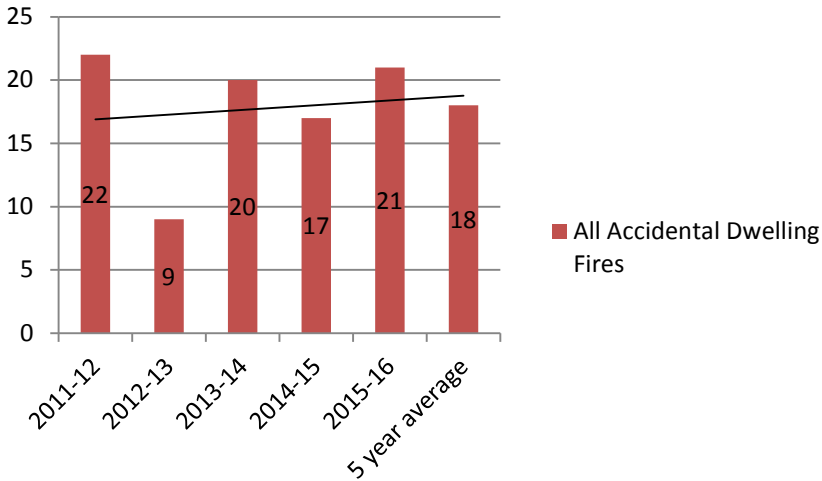
Migrant Worker Road shows



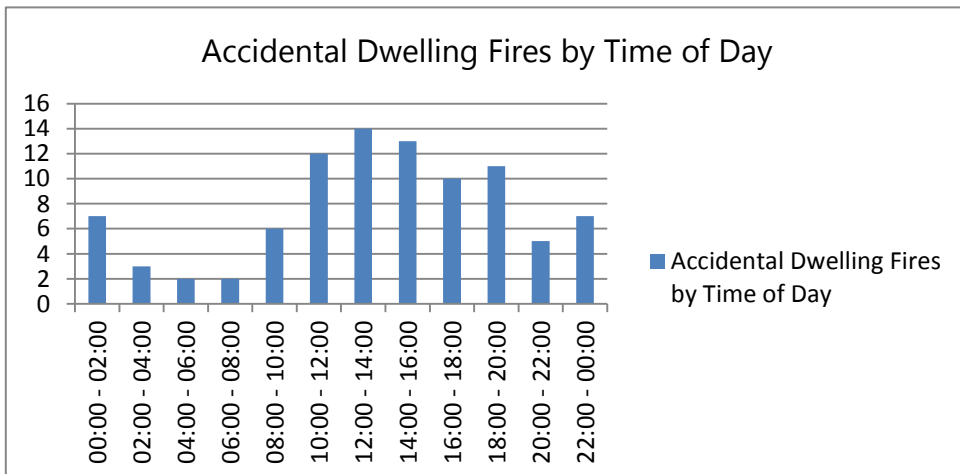
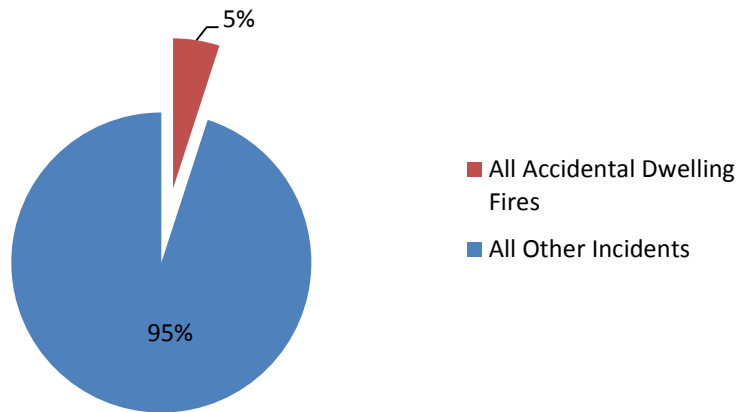
During June personnel from Carnoustie and Brechin attended road shows to promote safety in the homes and workplace. This was aimed at the large population of migrant workers (circa 5000) who work in the area over the summer months. The events were held in partnership with Police, NHS, Angus Council, Angus ADP and Gangmasters Licensing Authority (GLA)

Key Performance Indicator	Key Performance Indicator	Q1 Apr-Jun 2011/12	Q1 Apr-Jun 2012/13	Q1 Apr-Jun 2013/14	Q1 Apr-Jun 2014/15	Q1 Apr-Jun 2015/16	5 year average	Trend
2b(i)	All accidental dwelling fires	22	9	20	17	21	18	↑

1st Quarter – (April-June 2015)



Incident Profile - Percentage of Accidental Dwelling Fires



PRIORITY 3: Reduction in Fire Casualties and Fatalities

There were no fatalities this quarter which is the same as the same quarter last year 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 encountered thirteen people recorded as injured, from nine fire incidents, within the reporting period which is more than the five year average figure. A smoke alarm was present at five of these incidents and raised the alarm at three of these. All of the incidents we attended were started accidentally, except two, three of which were caused by careless cooking, two were caused by careless handling, one equipment fault and the remaining incident was a vehicle fire. Most casualties (4) were encountered at one incident. Four were in tenement/flatted property, three in houses, one in a road vehicle and the remaining incident was outdoors. Alcohol/drugs was a factor in only two of the incidents attended.

The SFRS vision is to have no fire fatalities throughout Scotland and we are striving to achieve this through partnership working, e.g. with Angus Council, Angus Care and Repair 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 help to reduce the number of casualties and fatalities through early detection/intervention which is instrumental in contributing to safer communities. Additionally a case study is conducted following every injury from fire in a dwelling. The purpose of the case study is to identify the circumstances surrounding the incident to enable the development of an action plan with the aim being to reduce or eliminate further risk based on the lessons learned. Where necessary our partner agencies contribute to these case studies to develop appropriate care packages aimed at reducing the risk of fire within our communities.

Notable Incident

Dementia Training

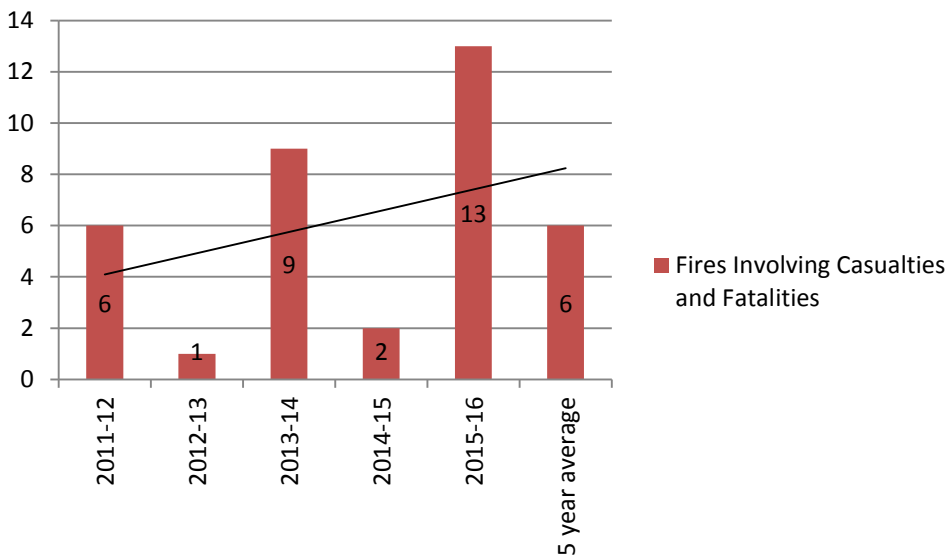


All of our personnel throughout the Angus area have been provided with additional training to recognise the signs of dementia. This will help assist them when conducting Home Safety visits and other activities and where necessary pass the individual on to the correct agency. This is to ensure the most appropriate level of support is in place minimising the risk to our communities.

Key Performance Indicator	Key Performance Indicator	Q1 Apr-Jun 2011/12	Q1 Apr-Jun 2012/13	Q1 Apr-Jun 2013/14	Q1 Apr-Jun 2014/15	Q1 Apr-Jun 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	5	1	7	1	9	5	↑
3a(iii)	Non-fatal fire casualties incl. precautionary checkups	6	1	9	2	13	6	↑

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

1st Quarter – (April-June 2015)



PRIORITY 4: Reduction of Deliberate Fire Setting

Deliberate Primary Fires

During the first quarter of 2015-16 a total of twelve deliberate primary fires were reported in Angus, as shown in the following table, which is an increase compared with the same quarter last year and the same as the five year average.

No.	Ward	Type of Property
5	Arbroath East and Lunan	3 outdoor, 1 Tenement building and 1 agricultural shed
1	Carnoustie and District	Road vehicle
3	Forfar and District	1 outdoor, dwelling (flat) and secondary school
2	Montrose & District	Secure accommodation and road vehicle
1	Monifieth and Sidlaw	Public toilets

Deliberate Secondary Fires

There is a decrease through this quarter with thirty six secondary fires required the attendance of SFRS resources compared with the same quarter 2014-15. This is an increase on the number of secondary fires last quarter (17), six (17%) of these incidents involved refuse.

Ward	No. of Incidents	Ward	No. of Incidents
Arbroath East and Lunan	3	Forfar and District	3
Arbroath West and Letham	3	Kirriemuir and Dean	2
Brechin and Edzell	5	Monifieth and Sidlaw	4
Carnoustie and District	3	Montrose and District	2

Firefighters continue to 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 work that is done with the Friday Night Project which is held at the Saltire Centre in Arbroath which has a regular attendance of 120 – 140 children/youths.

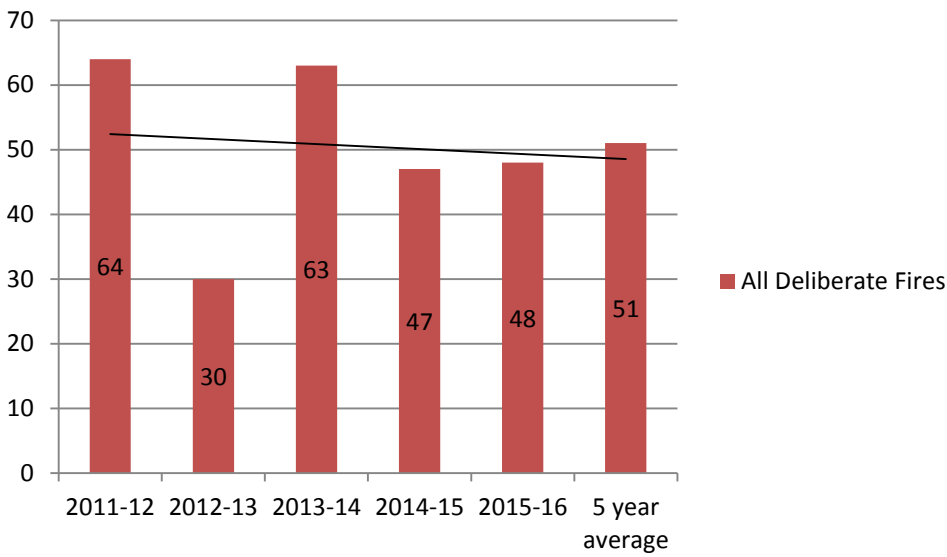
As a result of the excellent partnership work undertaken within the ward areas of Angus we are fortunate to have very few secondary fires. We will continue to work with our partner agencies and with groups within the community to help maintain the low numbers.

Notable Incident/ Event

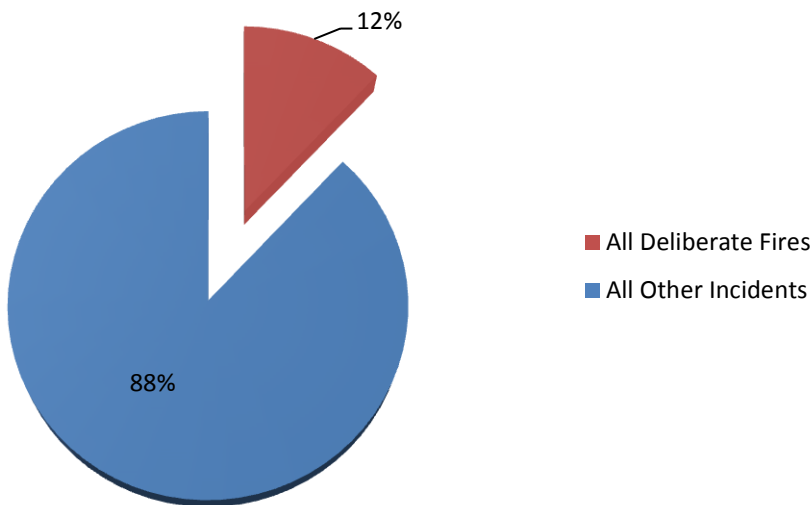
There were no notable incidents/events during this reporting period

Key Performance Indicator	Key Performance Indicator	Q1 Apr-Jun 2011/12	Q1 Apr-Jun 2012/13	Q1 Apr-Jun 2013/14	Q1 Apr-Jun 2014/15	Q1 Apr-Jun 2015/16	5 year average	Trend
1b	All deliberate primary fires	6	6	10	5	12	8	↑
1b(ii)	All deliberate other building fires	1	1	4	2	4	2	↑
1c	All deliberate secondary fires	59	24	53	42	36	43	↓

1st Quarter – (April-June 2015)



Incident Profile - Percentage of Deliberate Fires



PRIORITY 5: Reduction of Fires in Non Domestic Properties

Accidental Other Building Fires

Eight accidental fires occurred in Angus during this reporting period which reports slightly higher compared to the same period in 2014-15 (4) and equal to the five year average (8).

No.	Ward	Type of Premise	Cause
1	Arbroath East & Lunan	Public house	Careless disposal
1	Arbroath West & Letham	Industrial processing (recycling)	other
1	Brechin & Edzell	Agricultural barn	other
1	Carnoustie & District	Secondary school	cooking
1	Kirriemuir & Dean	Primary school	cooking
2	Montrose & District	Large supermarket Retail shop	Equipment fault Fuel supply fault
1	Monifieth and Sidlaw	Private garage	Equipment fault

Deliberate Other Building Fires

The efforts through our 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 premise 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 2012/13 and any relevant premise who experiences a fire incident. During the reporting period we undertook 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.

The crews also identify premises throughout the area and conduct operational risk information visits in order that sufficient information is provided for both firefighter safety and for the safety of members of the public.

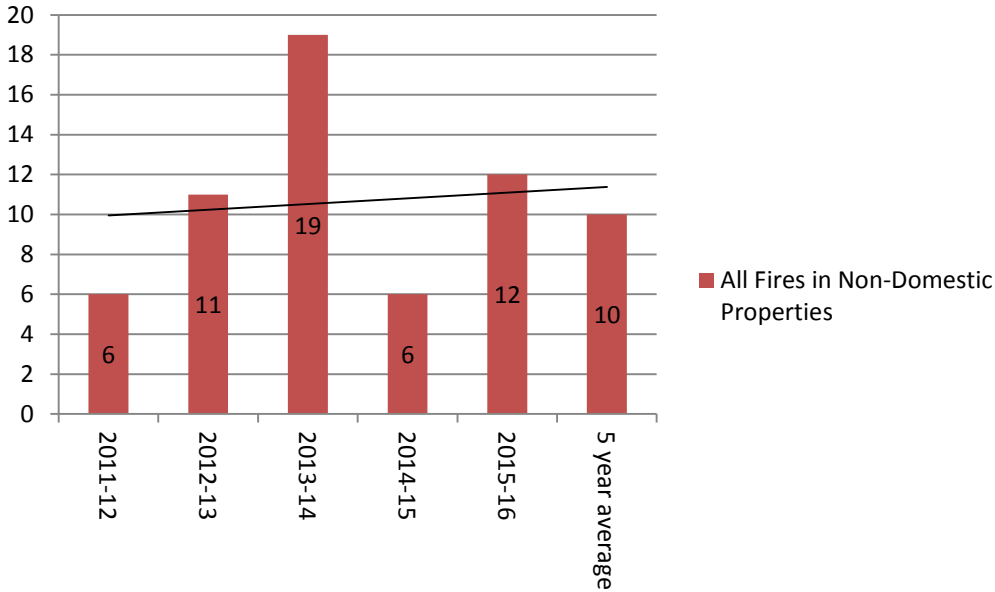
Notable Incident

01/05/2015 Incident No: 001232 Firewood Express, Arbroath

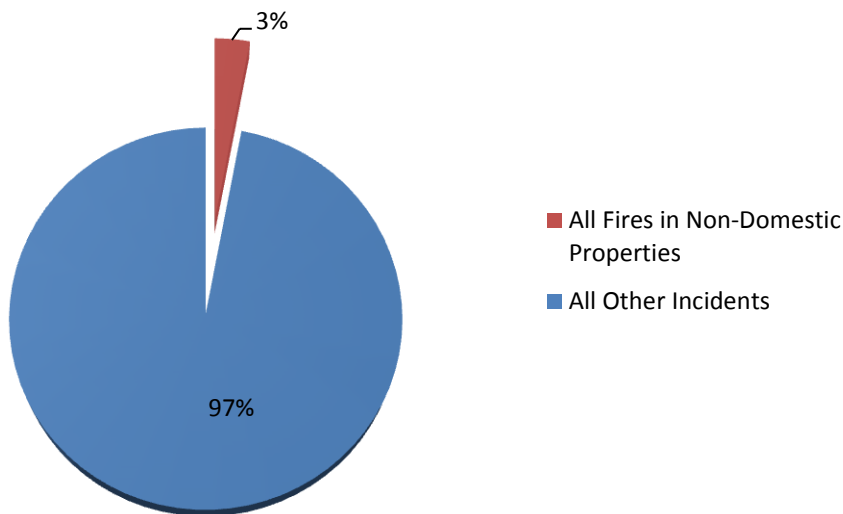
This was a fire in a wood processing unit on an industrial site. The fire is believed to have originated in the roof space and then spread throughout the building. The Incident Commander requested additional appliances and crews were on scene for 7 hours whilst the extinguished the fire and made the premises safe. After the fire and audit was conducted.

Key Performance Indicator	Key Performance Indicator	Q1 Apr-Jun 2011/12	Q1 Apr-Jun 2012/13	Q1 Apr-Jun 2013/14	Q1 Apr-Jun 2014/15	Q1 Apr-Jun 2015/16	5 year average	Trend
2b(ii)	All accidental other building fires	5	10	15	4	8	8	→
1b(ii)	All deliberate other building fires	1	1	4	2	4	2	↑

1st Quarter – (April-June 2015)



Incident Profile - Percentage of Fires in Non-Domestic Properties



PRIORITY 6: Reduction in Casualties from Non Fire Emergencies

Road Traffic Collisions

There were 12 RTC's this quarter which is a slight increase on the same quarter last year, this is lower than the five year average and accounted for one casualty and one fatality.

Special Service - Flooding

There were five flooding incidents this quarter which is a slight decrease on the same quarter for 2014/15 (4) and a slight increase on the five year average (4).

Special Service - Extrication

There were 5 extrication services this quarter. Two rescued being trapped by limbs (e.g. railings), two extricated from height incidents (e.g. tower crane, roof) and one extracted from being trapped on land (e.g. woodland).

Special Service – Other

There were 24 incidents this quarter which are significantly higher than the same quarter for 2014/15, this is above the five year average by 25%.

Eighteen (75%) of these twenty four incidents were attended by firefighters in support of our partner blue light agencies for medical response activities, which include gaining access to premises and providing first responder medical provision. This has created an increase for this type of special service call however one which SFRS and crews are skilled to support to ensure we protect our communities in a partnership approach.

Notable Incident

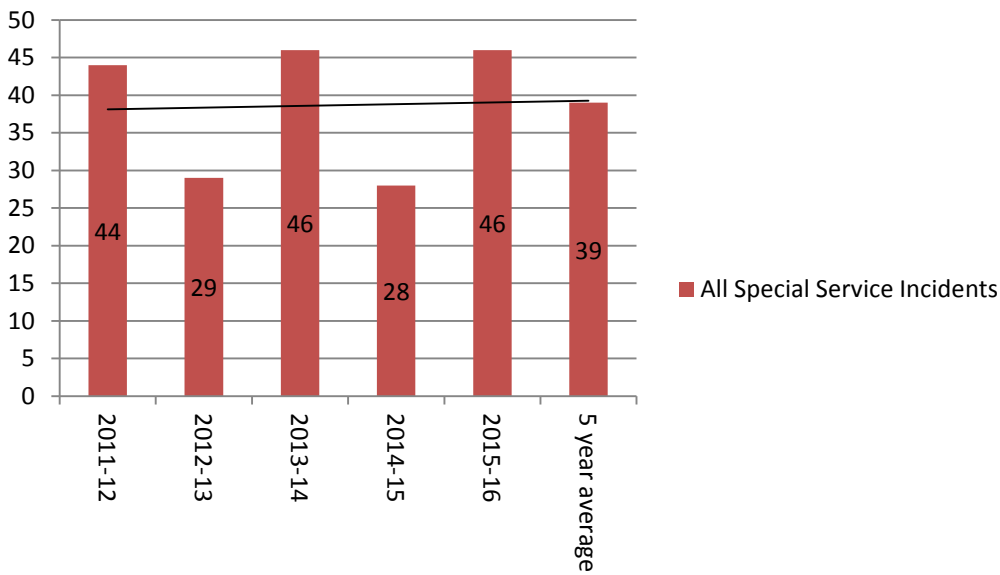
RTC Lunan Junction



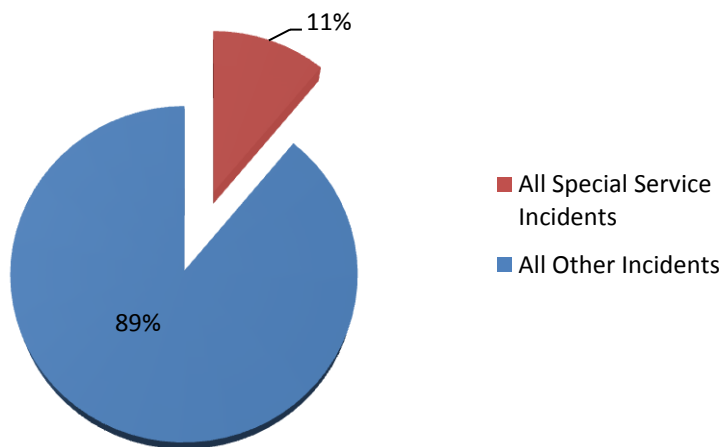
An RTC between a car and an articulated lorry resulted in a female casualty being extricated by fire crews and taken to Ninewells Hospital under Police escort.

Key Performance Indicator	Key Performance Indicator	Q1 Apr-Jun 2011/12	Q1 Apr-Jun 2012/13	Q1 Apr-Jun 2013/14	Q1 Apr-Jun 2014/15	Q1 Apr-Jun 2015/16	5 year average	Trend
5a	Special Service Road Traffic Collisions (RTCs)	17	16	17	7	12	14	↓
5b	Special Service Flooding	4	3	1	6	5	4	↑
5c	Special Service Extrication	2	3	2	2	5	3	↑
5d	Special Service Others	21	7	26	13	24	18	↑

1st Quarter – (April-June 2015)



Incident Profile - Percentage of Special Service Incidents



PRIORITY 7: Reduction of Unwanted Fire Alarm Signals

False Alarm: Automatic Fire Alarms

250 false alarm calls were received from alarm systems in Angus which is slightly below the same quarter for last year and the five year average.

Ward	False Alarm – good intent	False Alarm – System Fault
Arbroath East and Lunan	1	32
Arbroath West and Letham	6	39
Brechin and Edzell	6	29
Carnoustie and District	5	16
Forfar and District	1	29
Kirriemuir and Dean	1	15
Monifieth and Sidlaw	4	17
Montrose and District	5	39
Total Calls Received	29	216

The majority of unwanted Fire Alarm Fire calls were caused by cooking activity 103 (41%). In total 85 (34%) calls were received from sheltered housing accommodation.

False Alarm: Malicious

There were 5 malicious activations which is slightly above the same quarter last year (4) and the five year average (4).

The introduction of a UFAS Policy will assist in the reduction of Unwanted Fire Alarm Signals but 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. Operational and Prevention and Protection staff are committed to visit repeat callers to identify means of reducing this type of event. Annual engagement events with the student community as well as targeting HFSV's within 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

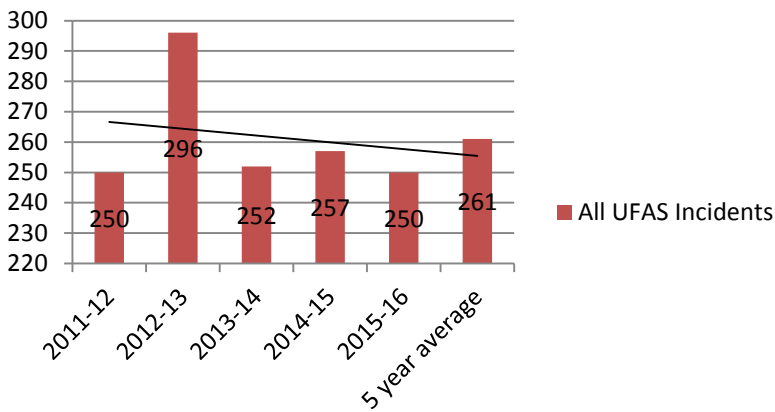
Visits to Sheltered Accommodation



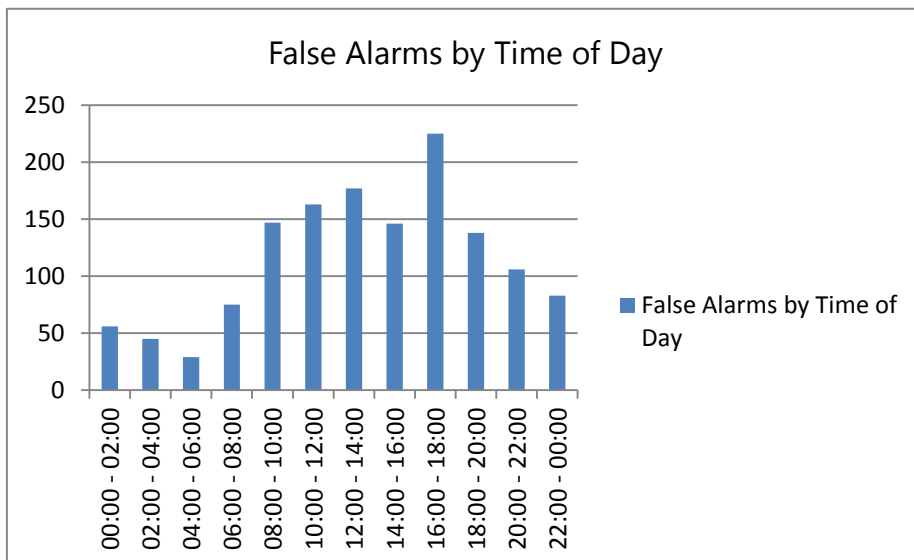
Arbroath crews visited a number of premises in the area including Adam Cargill Court, Cliffview Court and Andy Stewart Court to offer advice on Home Safety and how to cook safely and reduce UFAS calls.

Key Performance Indicator	Key Performance Indicator	Q1 Apr-Jun 2011/12	Q1 Apr-Jun 2012/13	Q1 Apr-Jun 2013/14	Q1 Apr-Jun 2014/15	Q1 Apr-Jun 2015/16	5 year average	Trend
10a	False Alarm: All	250	296	252	257	250	261	↓
10b	False Alarm: Good Intent	48	34	39	29	29	36	↓
10c	False Alarm: Malicious	1	5	6	4	5	4	↓

1st Quarter – (April-June 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:

	Reduction against 5 year average
	Maintained
	Increase against 5 year average

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