



QUARTERLY PERFORMANCE REPORT FOR ANGUS



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

Quarter 2: 2015-2016 (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 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	Q2 July - Sept 2011/12	Q2 July - Sept 2012/13	Q2 July - Sept 2013/14	Q2 July - Sept 2014/15	Q2 July - Sept 2015/16	5 Year Average	Quarterly Comparison RAG Rating	Year to Date RAG Rating
Accidental dwelling fires	21	27	22	29	20	24		
Fire casualties and fatalities	4	5	4	3	3	4		
Deliberate Fire Setting	26	21	40	24	22	29		
Non domestic property fires	8	13	10	8	9	10		
Special Service - All	45	36	39	48	47	43		
False Alarms – All	315	296	314	334	294	311		

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 were issued for premises in Forfar and Brechin.

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. After a thorough SFRS safety process for hydraulic rescue equipment all personnel are conducting training and confirmation exercises.

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

Notable Incident



On Monday 14th September crews from Brechin and Laurencekirk had a joint visit to Stracathro Hospital X-Ray Department for a demonstration and discussion about the MRI facility. The crews were given a presentation on the dangers of MRI scanners by 3rd year Medical Physics student who showed images from an incident attended by Firefighters in Royal Hampshire , Clare also showed an educational video of ferromagnetic objects being “pulled” into the magnetic field. This will ensure Firefighters have the necessary information should we attend an incident at this type of facility.

PRIORITY 2: Reduction of Accidental Dwelling Fires

There were twenty Accidental Dwelling Fires reported during the second quarter (July - September) of 2015/16 which is a significant reduction (31%) on the same quarter last year and a decrease of 17% on the five year average. There is slight decrease from last Quarter; Accidental dwelling fires account for 10% 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	2
Arbroath West and Letham	1	Kirriemuir and Dean	3
Brechin and Edzell	4	Monifieth and Sidlaw	0
Carnoustie and District	2	Montrose and District	4

Of the twenty premises fifteen (75%) had a smoke detector with six of these where detectors did not operate. Eight (40%) of these incidents were due to cooking and six (30%) were due to careless use/disposal.

Fire fighters across Angus, with support from our partners, have been continuing their efforts with educational programmes to residents regarding Home safety delivering 1007 visits delivered in the Angus area to date. Broken down by risk High 310 (31%) medium 433 (43%) low 264 (26%). On completion of the high risk visits (31%) we have seen the high risk group reduce to 19%. As part of these visits fire safety advice is given on a number of home fire safety risk areas; for example leaving cooking unattended, a fire escape plan and testing and maintain smoke detectors.

Looking ahead we continue to work with our partners across Angus to ensure we positively contribute to driving down the risk to our communities and Staff by analyses of our operational activities and targeting those most at risk and vulnerable. These target approaches will continue to develop and improve as we move forward.

Notable Incident

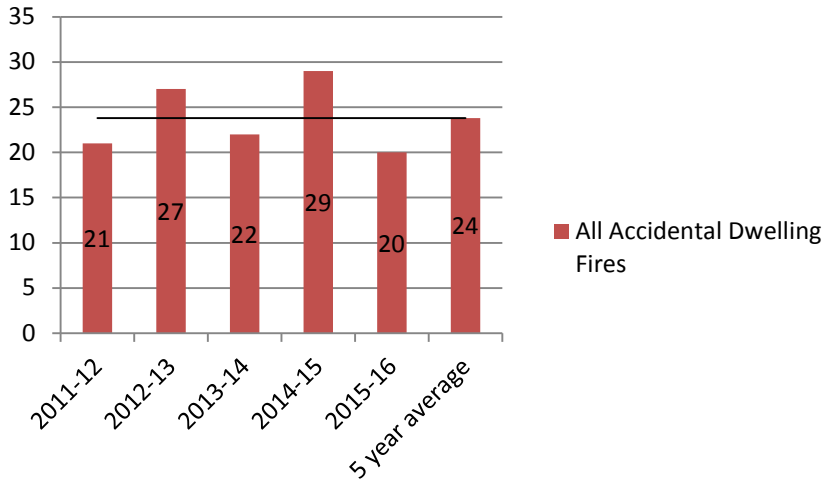
Visits to Caravan Sites



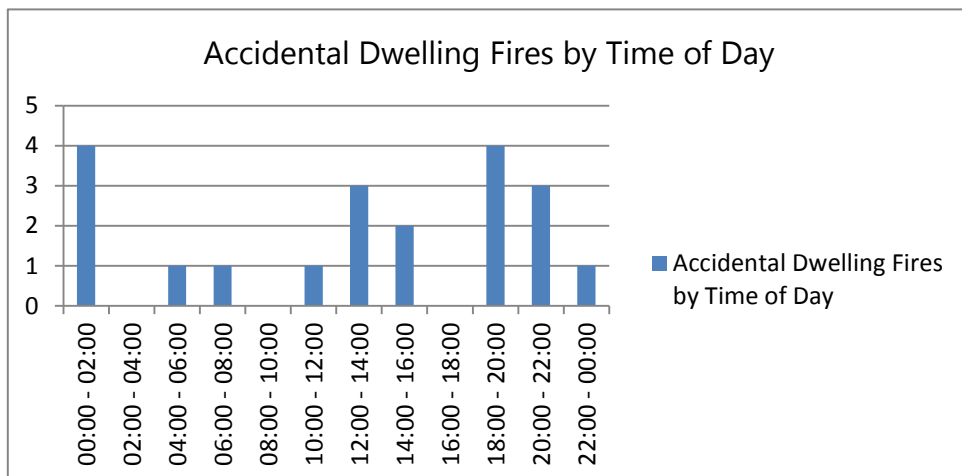
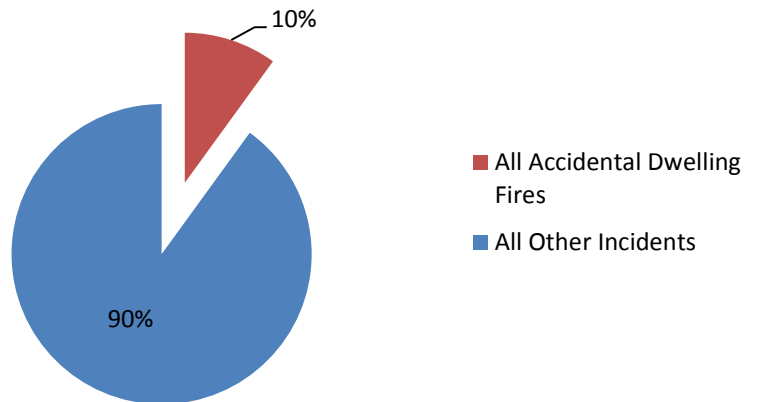
As part of the Angus Community Safety Engagement activities we have delivered education programmes that include crews visiting caravan sites in the area to offer of range safety advice. This includes advice about barbeques, gas appliances as well as information leaflets which will assist in risk reduction at these locations.

Key Performance Indicator	Key Performance Indicator	Q2 Jul-Sept 2011/12	Q2 Jul-Sept 2012/13	Q2 Jul-Sept 2013/14	Q2 Jul-Sept 2014/15	Q2 Jul-Sept 2015/16	5 year average	Trend
2b(i)	All accidental dwelling fires	21	27	22	29	20	24	↓

2nd Quarter – (July - September 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 second quarter last year and the five year average for this quarter. However as a result of a fire in September the number of fatalities may change to one on completion of the joint fire investigation and clarification of the cause of death.

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 three people recorded as injured, from three fire incidents, within the reporting period which is equal to the five year average figure. However a significant reduction from last quarter (77%). A smoke alarm was present in all of these incidents and raised the alarm. All of the incidents we attended were started accidentally of which two were caused by cooking related activities. The three were in tenement/flatted property, one of which was sheltered housing. Alcohol/drugs were a factor in only one of the incidents attended.

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, 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.

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 people in our communities. This partnership approach should assist in the reduction of the number of casualties from harm in the home.

Notable Incident

Housing Team Training Session

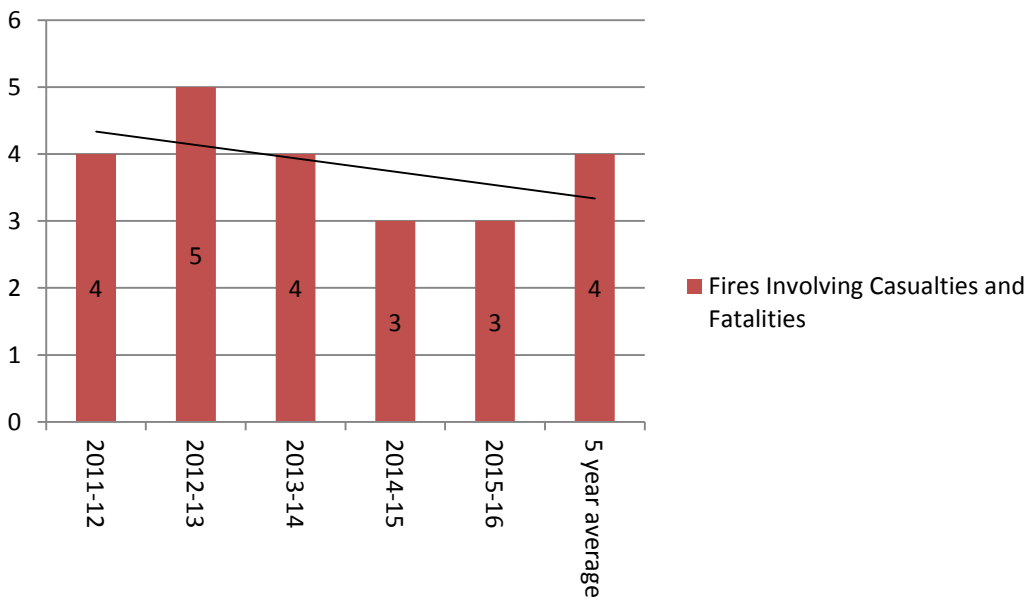


The SFRS Community Safety staff for Angus conducted training sessions for the local housing teams so that the teams could identify potential areas of concern around fire risks. Housing officers visit premises on a regular basis and have close contact with residents and are therefore an excellent partner group to work with to facilitate risk reduction in the home.

Key Performance Indicator	Key Performance Indicator	Q2 Jul-Sept 2011/12	Q2 Jul-Sept 2012/13	Q2 Jul-Sept 2013/14	Q2 Jul-Sept 2014/15	Q2 Jul-Sept 2015/16	5 year average	Trend
3a(i)	All fatal fire casualties	1	0	1	0	0	0	➔
3a(ii)	Non-fatal fire casualties excl. precautionary checkups	2	3	1	3	2	2	➔
3a(iii)	Non-fatal fire casualties incl. precautionary checkups	3	5	3	3	3	3	➔

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

2nd Quarter – (July - September 2015)



PRIORITY 4: Reduction of Deliberate Fire Setting

Deliberate Primary Fires

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

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

Deliberate Secondary Fires

There is a reduction (32%) through this quarter with seventeen secondary fires required the attendance of SFRS resources compared with the same quarter 2014-15 and a reduction (26%) in the five year average. Ten (59%) of these incidents involved refuse fires.

Ward	No. of Incidents	Ward	No. of Incidents
Arbroath East and Lunan	2	Forfar and District	1
Arbroath West and Letham	3	Kirriemuir and Dean	2
Brechin and Edzell	1	Monifieth and Sidlaw	2
Carnoustie and District	2	Montrose and District	4

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 work that is done with the Safe Angus programme with other partners which is held at the Jock Neish centre where in excess of 400 p6 & 7 pupils attended the event.

As a result of the excellent partnership work undertaken within the ward areas of Angus we are fortunate to have 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

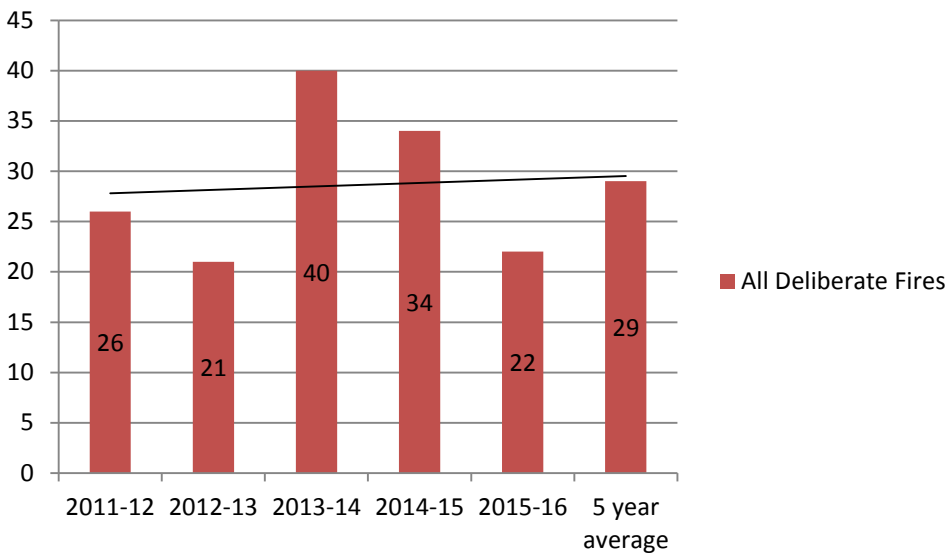
02/07/2015 Incident No: 002396 35 Warddykes Avenue, Arbroath



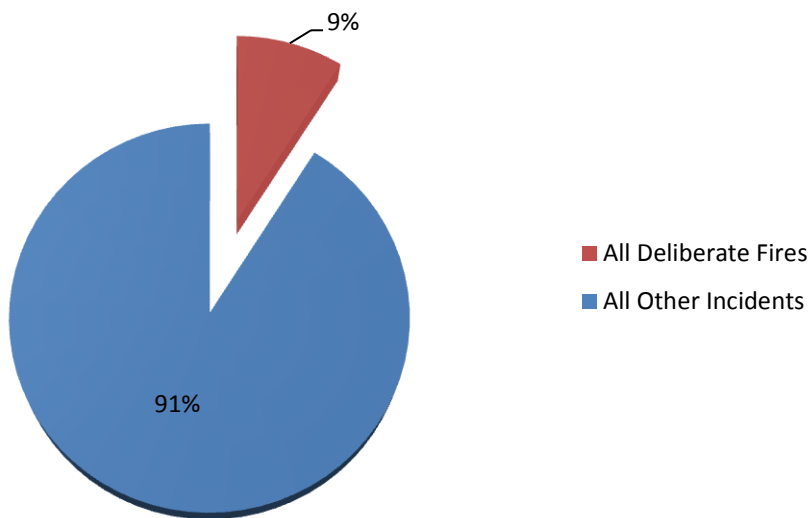
This was a fire in a house where it was subsequently identified that the occupant had deliberately started the fire. There were 4 casualties removed from the block of flats and they were treated for smoke inhalation. After this incident a number of agencies worked together through the Joint Services Team to ensure that appropriate measures were put in place for the safety of the tenant and neighbours.

Key Performance Indicator	Key Performance Indicator	Q2 Jul-Sept 2011/12	Q2 Jul-Sept 2012/13	Q2 Jul-Sept 2013/14	Q2 Jul-Sept 2014/15	Q2 Jul-Sept 2015/16	5 year average	Trend
1b	All deliberate primary fires	3	7	4	9	5	6	↓
1b(ii)	All deliberate other building fires	2	2	1	3	1	2	↓
1c	All deliberate secondary fires	23	14	36	25	17	23	↓

2nd Quarter – (July - September 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 reflects slightly higher compared to the same period in 2014-15 (5) and equal to the five year average (8) and the last quarter (Q1 2015-16)

No.	Ward	Type of Premise	Cause
1	Arbroath East & Lunan	Garden Shed	Combustible material near a heat source
5	Arbroath West & Letham	1 x Industrial processing 2 x Residential home 1 x Educational 1 x Agricultural	Overheating faulty equipment and overheating overheating faulty equipment and overheating
1	Brechin & Edzell	Garden Shed	other
1	Carnoustie & District	Garden Shed	Faulty equipment

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 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.

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

Notable Incident

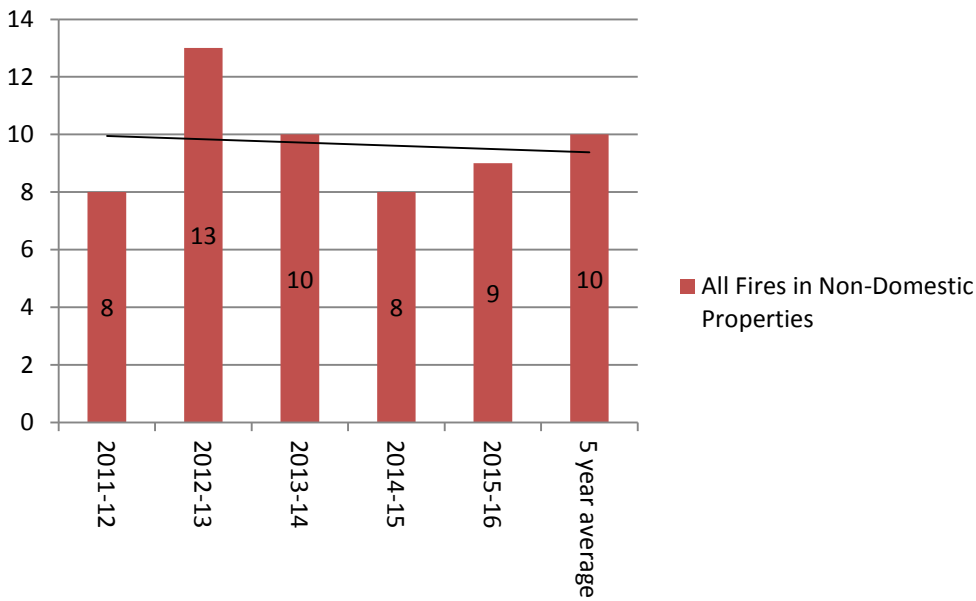
Fire Academy



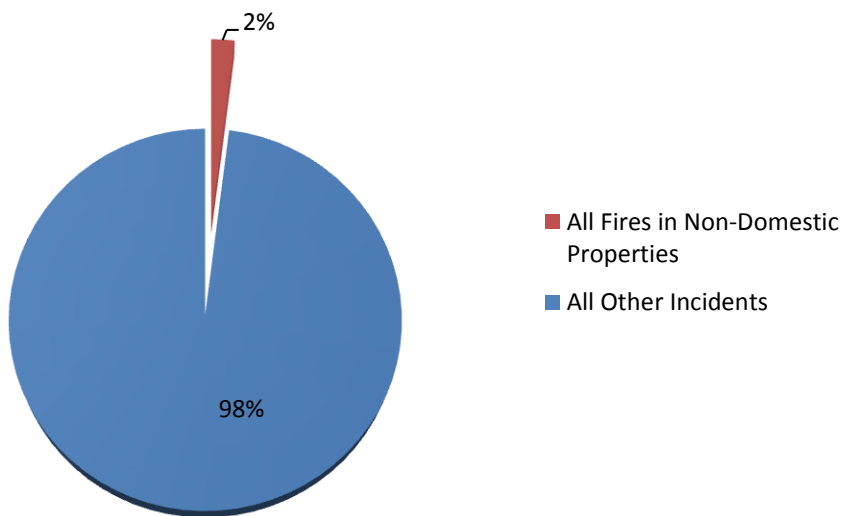
Fire Academy is a programme aimed at young people who may have issues within society. They are offered the opportunity and support to attend a week long course which enhances their confidence, team working ability and sense of community. It is a multi-agency project between Community Planning, TCA, and SFRS. This is a hugely successful worthwhile event for the participants, the facilitators as well as the wider Angus community.

Key Performance Indicator	Key Performance Indicator	Q2 Jul-Sept 2011/12	Q2 Jul-Sept 2012/13	Q2 Jul-Sept 2013/14	Q2 Jul-Sept 2014/15	Q2 Jul-Sept 2015/16	5 year average	Trend
2b(ii)	All accidental other building fires	6	11	9	5	8	8	→
1b(ii)	All deliberate other building fires	2	2	1	3	1	2	↓

2nd Quarter – (July - September 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 equal to the same quarter 2014/15, the five year average and last quarter. These incidents accounted for no casualty or fatality.

Special Service - Flooding

There were six flooding incidents this quarter which is a slight increase on the same quarter for 2014/15 (5) and a slight reduction on the five year average (7).

Special Service - Extrication

There were 4 rescue/extrication services this quarter all within the Arbroath area which resulted in no casualty or fatality. Two were from Height (e.g. tower crane, roof), one from underground (e.g. tunnel, sewer) and one entrapment in a domestic setting (in the home).

Special Service – Other

There were 25 incidents this quarter which is a slight increase on the same quarter for 2014/15, this is above the five year average by 28%.

There were 16 (64%) 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.

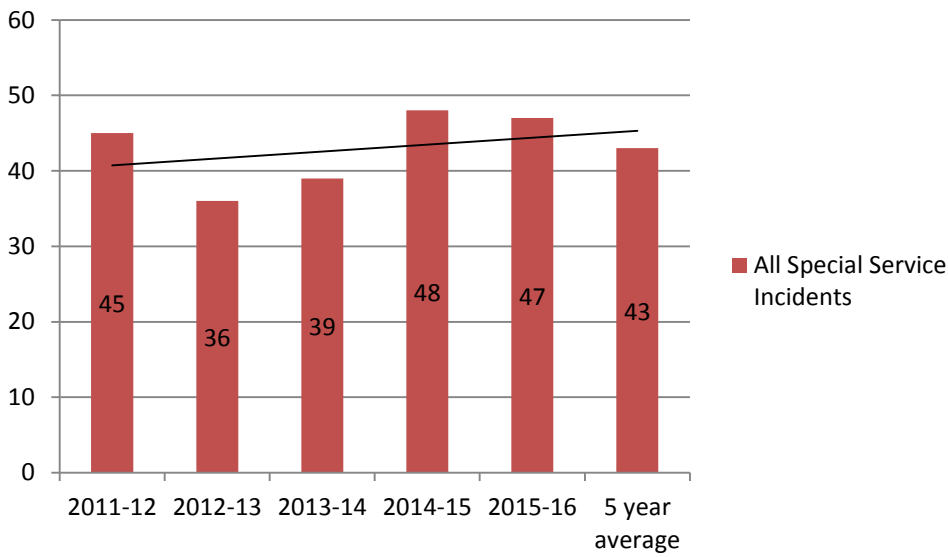
Notable Incident

29/09/15 Incident No:006826 Inverkeillor

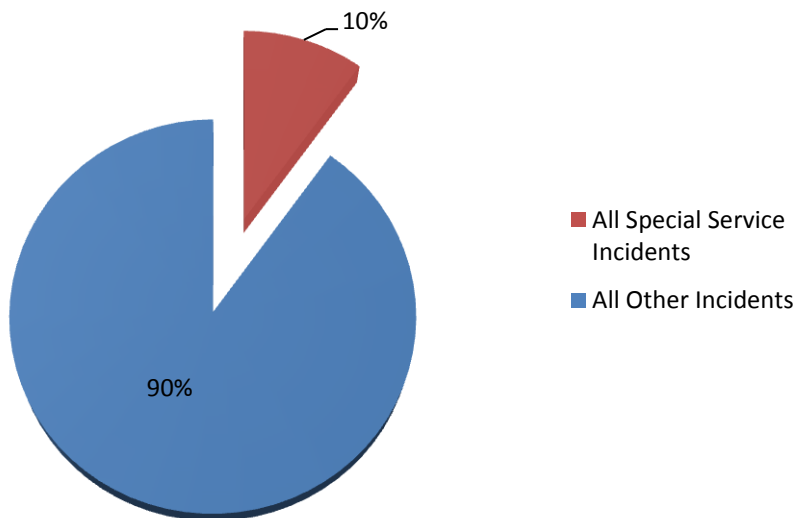
An Arbroath crew was requested to attend Kirkton Cottages near Inverkeillor to assist a gentleman who had suffered from a cardiac arrest. The ambulance service had made the request as their nearest crewed ambulance was further away. The fire crew attended the incident and utilised a defibrillator and oxygen therapy until the arrival of the ambulance crew a few minutes later. Due to the actions of the fire crew the gentleman survived the cardiac arrest and was transferred to hospital.

Key Performance Indicator	Key Performance Indicator	Q2 Jul-Sept 2011/12	Q2 Jul-Sept 2012/13	Q2 Jul-Sept 2013/14	Q2 Jul-Sept 2014/15	Q2 Jul-Sept 2015/16	5 year average	Trend
5a	Special Service Road Traffic Collisions (RTCs)	13	11	10	12	12	12	→
5b	Special Service Flooding	17	4	4	5	6	7	↓
5c	Special Service Extrication	5	5	8	10	4	6	↓
5d	Special Service Others	10	16	17	21	25	18	↑

2nd Quarter – (July - September 2015)



Incident Profile - Percentage of Special Service Incidents



PRIORITY 7: Reduction of Unwanted Fire Alarm Signals

False Alarm: Automatic Fire Alarms

A total 294 false alarm calls were received from alarm systems in Angus for quarter 2 which is 12% lower than the same quarter for last year, slightly below the five year average. This is a 15% increase on quarter 1 2015/16. 111 (38%) of these activations were non domestic premises.

Ward	False Alarm All	Non domestic	False Alarm good intent	False Alarm System Fault
Arbroath East and Lunan	35	10	1	32
Arbroath West and Letham	47	26	6	39
Brechin and Edzell	25	8	6	29
Carnoustie and District	27	11	5	16
Forfar and District	35	13	1	29
Kirriemuir and Dean	19	6	1	15
Monifieth and Sidlaw	31	8	4	17
Montrose and District	75	29	5	39
Total Calls Received	294	111	29	216

The majority of unwanted Fire Alarm Fire calls were caused by cooking activity 113 (38%). In total 87 (30%) calls were received from sheltered housing accommodation.

False Alarm: Malicious

There were 3 malicious activations which is a reduction on the same quarter last year (7) and the five year average (7).

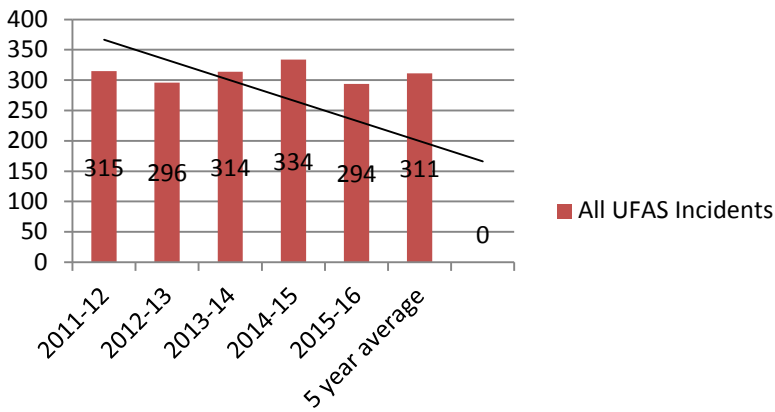
The introduction of SFRS UFAS policy will assist in the reduction of Unwanted Fire Alarm Signals but in Angus we are aware of the issues and measures have been introduced to reduce the number of activations. E.g when an activation occurs to speak with the occupant and offer advice but to also arrange group sessions for all the residents. Operational and Prevention and Protection staff are dedicated to continue 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

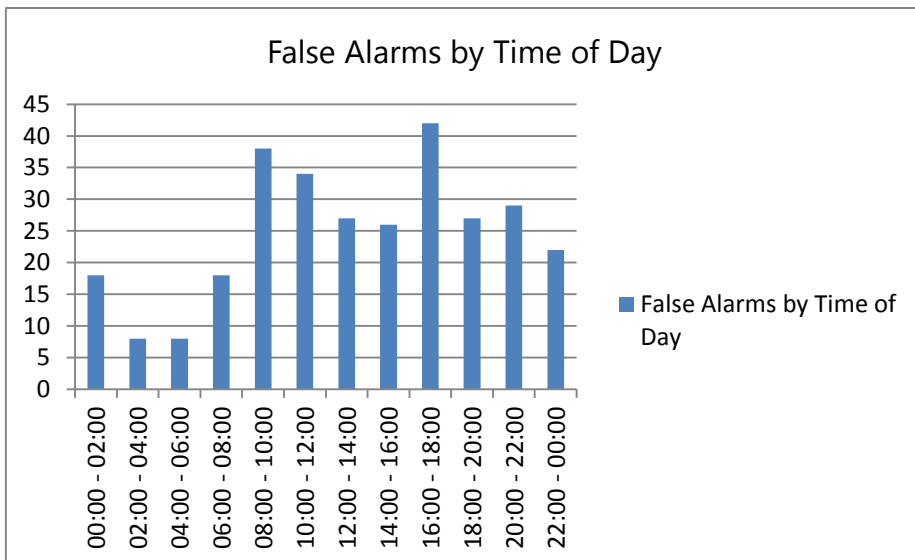
There were no notable incidents during this reporting period

Key Performance Indicator	Key Performance Indicator	Q2 Jul-Sept 2011/12	Q2 Jul-Sept 2012/13	Q2 Jul-Sept 2013/14	Q2 Jul-Sept 2014/15	Q2 Jul-Sept 2015/16	5 year average	Trend
10a	False Alarm: All	315	296	314	334	294	311	↓
10b	False Alarm: Good Intent	45	32	33	33	34	35	↓
10c	False Alarm: Malicious	9	6	10	7	3	7	↓

2nd Quarter – (July - September 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.