



QUARTERLY PERFORMANCE REPORT FOR ANGUS



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Quarter 3: 2014-2015 (October-December)

**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	Q3 Oct-Dec 2010/11	Q3 Oct-Dec 2011/12	Q3 Oct-Dec 2012/13	Q3 Oct-Dec 2013/14	Q3 Oct-Dec 2014/15	5 Year Average	Quarterly Comparison RAG Rating	Year to Date RAG Rating
Accidental dwelling fires	23	23	17	17	30	22		
Fire casualties and fatalities	5	6	4	5	11	6		
Deliberate Fire Setting	24	22	27	43	33	30		
Non domestic property fires	9	6	10	10	12	10		
Special Service - All	87	44	98	36	44	61		
False Alarms – All	249	234	268	270	248	254		

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.

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 to ensure that 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. The identified risk critical core skills and frequency of refresher training and assessment are provided below:

- Breathing Apparatus – 2 yearly
- Road Traffic Collisions – 3 yearly
- Compartment Fire Behaviour – 2 yearly
- First Aid – 3 yearly

We currently have 25 wholtime and 105 retained operational (station based) personnel working in Angus to provide an emergency response capability. At the end of this reporting period the following percentage of personnel demonstrated competence in each of the risk critical core skills:

Breathing Apparatus -	90%	Compartment Fire Behaviour -	82%
Road Traffic Collisions -	87%	First Aid -	90%

On-going training in each of these areas continues to be provided at station level. Personnel who cannot demonstrate competence in all areas are required to complete a development programme at the earliest opportunity. All watches 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.

Notable Incident

New Breathing Apparatus Equipment



The Asset Management Department have been working to deliver a new single SFRS self-contained breathing apparatus set (SCBA) which will be rolled out across Scotland over the next 18 to 24 months. Draeger UK was selected as the successful supplier of the £6million contract.

The previous breathing apparatus equipment used in the Perth and Kinross, Angus and Dundee LSO area was nearing the end of its operational life therefore our area was the first to be issued with this new equipment. A programme was developed to coordinate the production of Technical Information Notes, training of personnel, reconfiguration of equipment such as compressors, B.A. boards and appliance stowage solutions. Initial training sessions were completed during the last three months of 2014 with the equipment being due for deployment at all Angus stations during January 2015, which is now complete with no issues.

PRIORITY 2: Reduction of Accidental Dwelling Fires

30 Accidental Dwelling Fires were reported during the third quarter (October – December) of 2014-15 which is an increase for this Quarter, Analysis is on-going to ensure an appropriate action plan is implemented. The location of these incidents are shown in the following table:

Ward	No of Incidents	Ward	No of Incidents
Arbroath East and Lunan	6	Forfar and District	2
Arbroath West and Letham	5	Kirriemuir and Dean	0
Brechin and Edzell	6	Monifieth and Sidlaw	1
Carnoustie and District	5	Montrose and District	5

There were 354 Home Fire Safety Visits conducted in the Angus area in the quarter. Broken down by risk High 109 (31%) med 139 (39%) low 106 (30%). The Friday Night Project (FNP) in Arbroath is very successful and continues to attract between 120 and 140 teenagers/youths. A FNP is to be reintroduced in Carnoustie in January. Crews at Arbroath and Montrose continue to work with various youth projects and provide Young Firefighters Courses.

Crews throughout the area visit schools and provide information relating to the dangers of fire, in the lead up to Bonfire Night personnel set up stands and attended all the secondary schools in the Angus East area. Additionally engagement has taken place with youths in second year at Forfar Academy to highlight the consequences of wilful fire raising and hoax calls. A follow up course is planned for last year's second year pupils. The project will now be rolled out in Brechin and hopefully Kirriemuir in the final quarter of the year.

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, this will continue to progress as we move forward.

Notable Incident

31st December 2014 – Fire in a flat, 32 North Bank Street, Monifieth

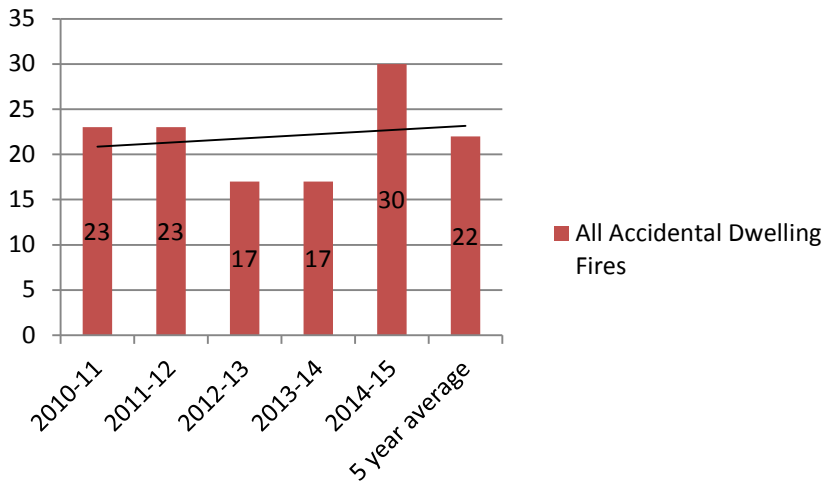


Fire Crews mobilised to a fire at the above address where a 55 year old female was discovered by crews from station 3 Balmossie, who tragically lost her life. The fire was accidental and was caused by the careless disposal of a cigarette. No Home Fire Safety Visit had been conducted for the property.

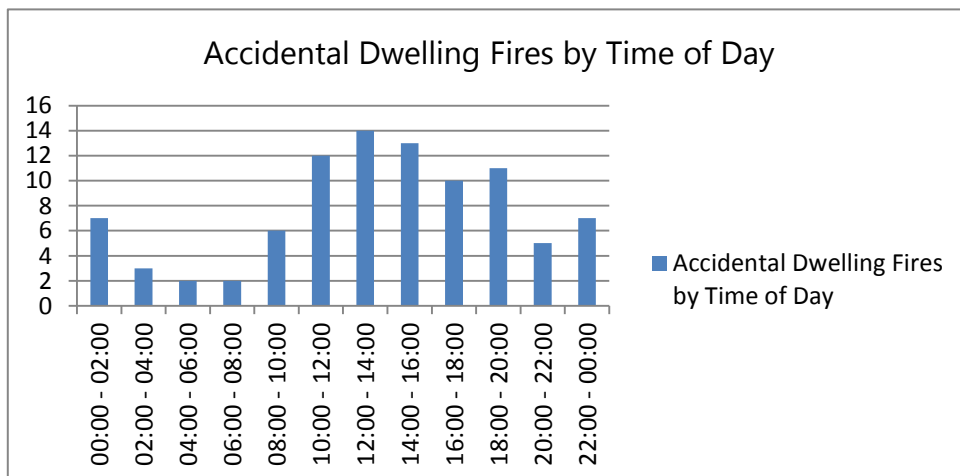
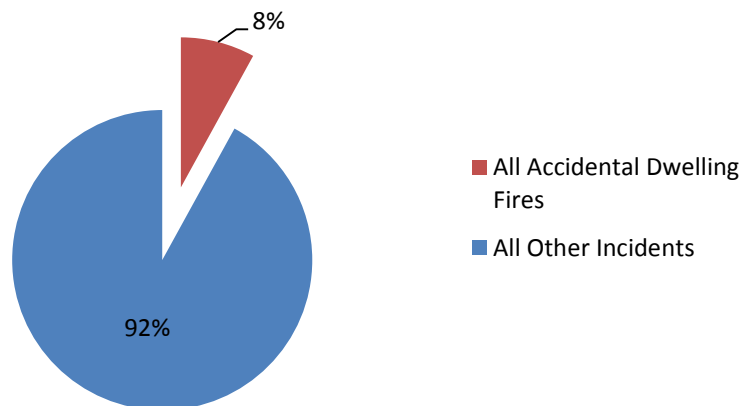
A Fire Investigation has been concluded and a Fatal Fire Case conference will be conducted by Station Manager Fraser Scott.

Key Performance Indicator	Key Performance Indicator	Oct-Dec 2010/11	Oct-Dec 2011/12	Oct-Dec 2012/13	Oct-Dec 2013/14	Oct-Dec 2014/15	5 year average	Trend
2b(i)	All accidental dwelling fires	23	23	17	17	30	22	↑

3rd Quarter - 1 October to 31 December 2014



Incident Profile - Percentage of Accidental Dwelling Fires



PRIORITY 3: Reduction in Fire Casualties and Fatalities

Tragically we had a fire fatality in Angus this quarter at a dwelling fire in a flat, 32 North Bank Street, Monifieth, as detailed in priority 2 above, which occurred during December 2014. This is the first fatality encountered within the Angus area in since 2011/12. The fire investigation report is still to be finalised, however permission to conduct a case conference from the Procurator Fiscal has been granted. This case conference is on-going with Background information been gathered in preparation. There were no suspicious circumstances in relation to this incident.

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 10 people recorded as injured, from 8 fire incidents, within the reporting period which is more than the five year average figure. A smoke alarm was present at all, but one, of these incidents and raised the alarm at five of these. All of the incidents we attended were started accidentally, except one, three of which were caused by careless cooking, one was caused by careless handling and one was caused self-harm. Most casualties were encountered in flatted property (5 incidents), single occupancy houses/ bungalows (1 incident), sheltered housing (1 incident), residential care home (1 incident) and Alcohol was a factor in five of the incidents attended and was unknown if this was a factor at a further one incident.

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 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

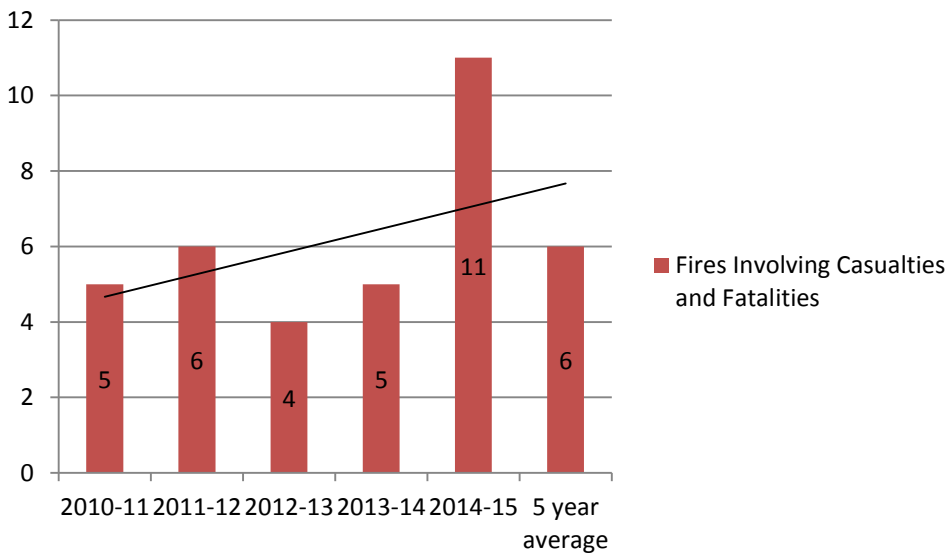
31st December 2014 – Fire in a flat, 32 North Bank Street, Monifieth
This is detailed in priority 2 above.

The case conference will identify any outcomes that require to be shared across our partners and will be supported by an action plan to ensure we continue to drive the risk of fire to our communities down by continuing to develop our partnership working.

Key Performance Indicator	Key Performance Indicator	Oct-Dec 2010/11	Oct-Dec 2011/12	Oct-Dec 2012/13	Oct-Dec 2013/14	Oct-Dec 2014/15	5 year average	Trend
3a(i)	All fatal fire casualties	0	1	0	0	1	0	↑
3a(ii)	Non-fatal fire casualties excl. precautionary checkups	4	4	4	5	6	5	↑
3a(iii)	Non-fatal fire casualties incl. precautionary checkups	5	5	4	5	10	6	↑

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

3rd Quarter - 1 October to 31 December 2014



PRIORITY 4: Reduction of Deliberate Fire Setting

Deliberate Primary Fires

During the second quarter of 2014-15 a total of nine deliberate primary fires were reported in Angus, as shown in the following table, which is a slight increase compared to the five year average.

	Ward	Type of Property
1	Arbroath East and Lunan	3 – Tenement building, vehicle and military barracks
	Brechin and Edzell	1 – Dwelling (HMO)
2	Carnoustie and District	1 – outdoor, grassland/bales/woodland & crops
3	Kirriemuir and Dean	2 – Dwelling (HMO) and retail shop
4	Monifieth and Sidlaw	2 – Agricultural barn and vehicle

Deliberate Secondary Fires

There is a decrease through this quarter with 21 secondary fires required the attendance of SFRS resources during this quarter compared to 36 in the comparable period of 2013/14. 13 of these incidents involved refuse.

Ward	No. of Incidents	Ward	No. of Incidents
Arbroath East and Lunan	6	Forfar and District	1
Arbroath West and Letham	1	Kirriemuir and Dean	3
Brechin and Edzell	1	Monifieth and Sidlaw	7
Carnoustie and District	2	Montrose and District	0

Firefighters 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. This includes providing information on the consequences of any criminal behaviour of this nature. Crews throughout the area visit schools and provide information relating to the dangers of fire, in the lead up to Bonfire Night personnel delivered valuable information to reduce the risk of injuries and promote the evening as an event to be enjoyed safely. Additionally engagement has taken place at Forfar Academy to highlight the consequences of wilful fire raising and hoax calls. A follow up course is planned for last year's second year pupils. The project will now be rolled out in Brechin and hopefully Kirriemuir in the final quarter of the year.

In reviewing the figures the most noticeable reduction was during November where the number of secondary fires reduced from 22 to 4. In explanation to this could be due to the work with the local schools but also 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.

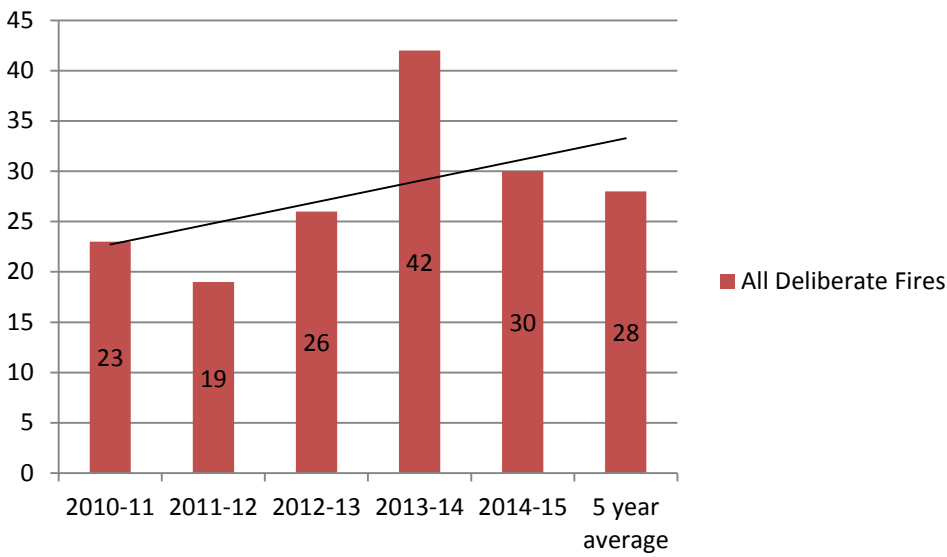
Notable Incident/ Event

Friday Night Project – Saltire Centre, Arbroath

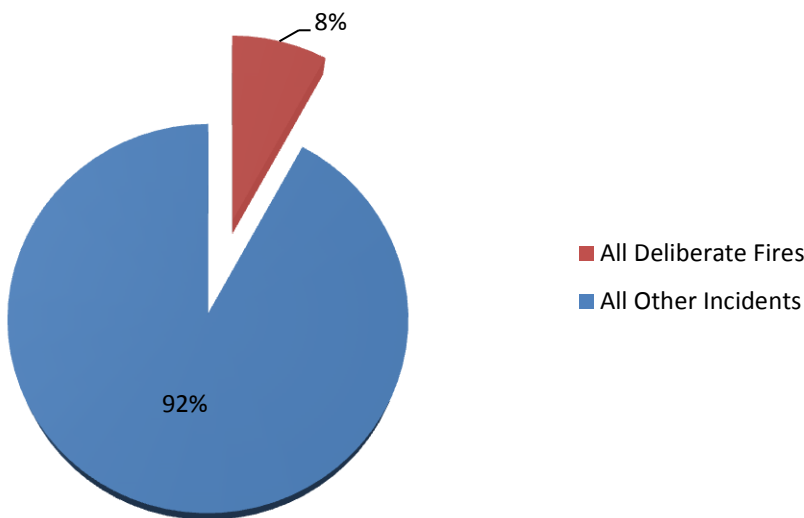
RDS firefighters attend this project on a regular basis and assisted by W/T crews provided between 120 and 140 children information on the dangers of fire and the potential consequences. Crews attended at the end of October in the run up to Bonfire Night and allowed the children to view the appliance but to also use extinguishers to put out gas fires within burning trays. Allowing everyone to engage makes a considerable difference and this has had a telling effect on both fire and police with regards to calls relating to children and teenagers.

Key Performance Indicator	Key Performance Indicator	Oct-Dec 2010/11	Oct-Dec 2011/12	Oct-Dec 2012/13	Oct-Dec 2013/14	Oct-Dec 2014/15	5 year average	Trend
1b	All deliberate primary fires	9	6	7	6	9	7	↑
1b(ii)	All deliberate other building fires	1	3	1	1	3	2	↑
1c	All deliberate secondary fires	14	13	19	36	21	21	→

3rd Quarter - 1 October to 31 December 2014



Incident Profile - Percentage of Deliberate Fires



PRIORITY 5: Reduction of Fires in Non Domestic Properties

Accidental Other Building Fires

Nine accidental fires occurred in Angus during this reporting period which reports on a par compared to the same period in 2013-14 (9) and slightly above the five year average.

No.	Ward	Type of Premise	Cause
1	Arbroath East and Lunan	Residential Home	Cooking
2	Brechin and Edzell	Education	
3			
4		Garden shed	Faulty equipment
5	Kirriemuir and Dean	Community centre	Faulty equipment
6		Private Garage	Overheating
7		Other retail	Overheating
8	Monifieth and Sidlaw	Sporting venue	Cooking
9		Residential Home	Faulty equipment

Deliberate Other Building Fires

Three deliberate other building fires were reported this quarter. One in Arbroath at RM Condor, one in Kirriemuir at a retail shop and one in a recycling centre.

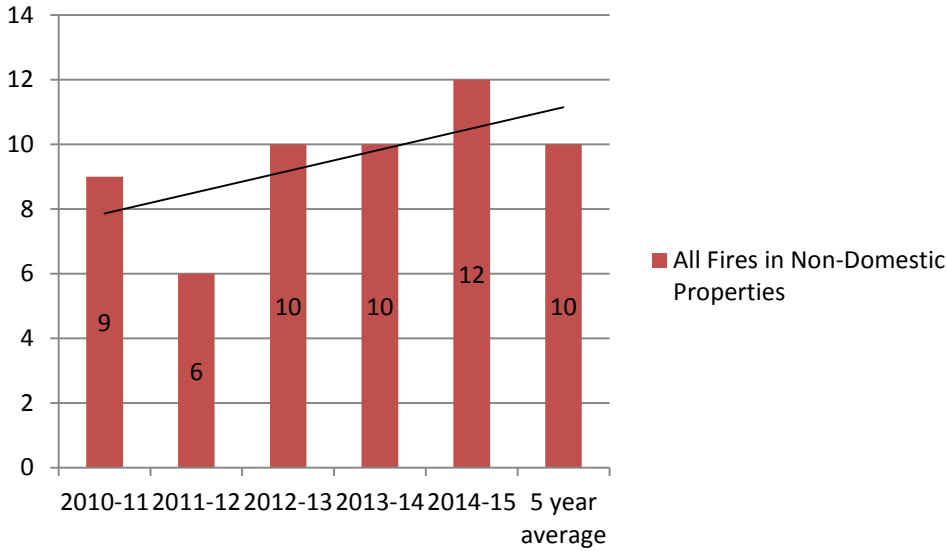
The efforts through our Community Safety Engagement (CSE) and Fire Safety Enforcement (FSE) staff in conjunction with various partners have been fundamental in improving the safety of our communities. In relation to our statutory legislative fire safety requirements our FSE personnel have been targeting 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 a total of 82 legislative fire safety audits and are on track to audit all premises located within Angus falling into the above categories during the year 2014-15.

Notable Incident

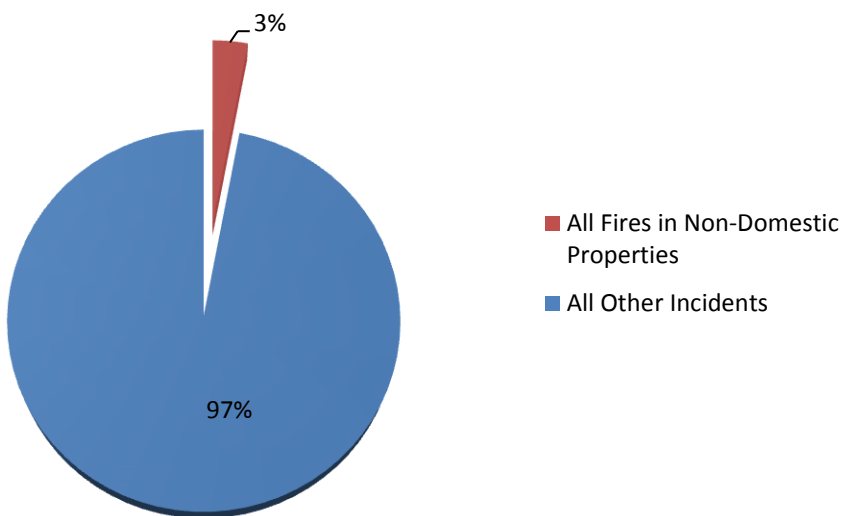
A Community Safety Event was held at Brechin Community Fire Station for owners of stable blocks and horses. The event was on November 12th and was a joint venture between Police Scotland and SFRS which saw 19 people attend. They received a presentation on the rescue of large animals and the procedures that should be adopted to prevent a fire in their stable blocks. The police also provided input on transportation of animals and the correct procedures for riding a horse on a public highway. The information was very well received and a further event is to be conducted in February 2015.

Key Performance Indicator	Key Performance Indicator	Oct-Dec 2010/11	Oct-Dec 2011/12	Oct-Dec 2012/13	Oct-Dec 2013/14	Oct-Dec 2014/15	5 year average	Trend
2b(ii)	All accidental other building fires	8	3	9	9	9	8	↑
1b(ii)	All deliberate other building fires	1	3	1	1	3	2	↑

3rd Quarter - 1 October to 31 December 2014



Incident Profile - Percentage of Fires in Non-Domestic Properties



PRIORITY 6: Reduction in Casualties from Non Fire Emergencies

Road Traffic Collisions

There were 11 RTC's this quarter which is an increase on the same quarter last year, however this is lower than the five average. This accounted for six casualties and one fatality. To assist in the risk reduction Angus Safe Drive Stay Alive (SDSA) was delivered as a partnership approach at Angus-Reid Hall in November. There were two shows delivered to seven Schools (950 pupils, 39 staff), D & A College (12 students, 2 staff) and Pit stop youth group (9, 1 staff) giving a total YP- 971, 42 staff - Stewards 28, First Aid 7. This event was well received



Special Service - Flooding

There were eleven flooding incidents this quarter which is an increase on the same quarter for 2013/14, however this is a decrease on the five year average.

Special Service - Extrication

There were no extrication services this quarter.

Special Service – Other

There were twenty two incidents this quarter which are slightly higher than the same quarter for 2013/14, however this is well below the five year average by 30%. A high number (55%) of these were to assist the Scottish ambulance service with medical incidents.

Notable Incident

31/10/2014 Incident 007976 A933 at Leysmill Junction

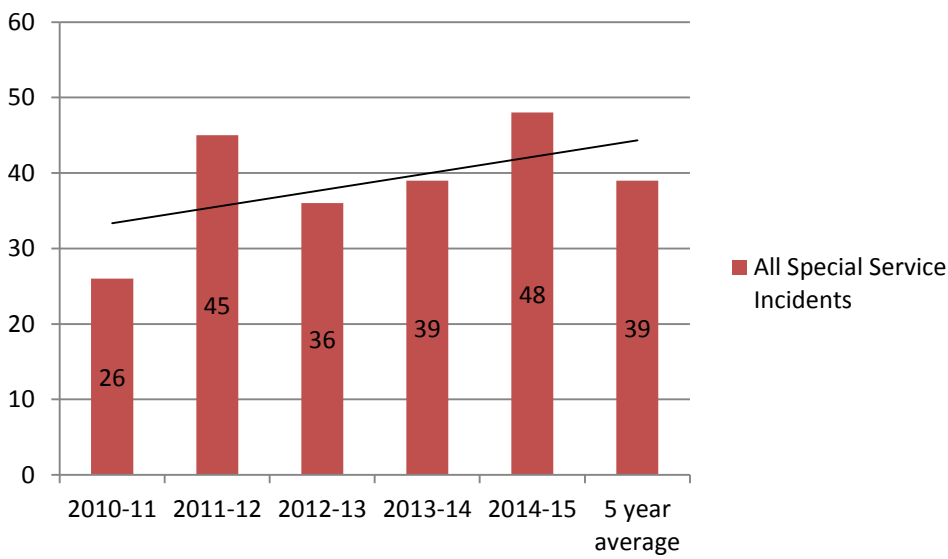
This was a 2 car RTC which resulted in 1 fatality and a further 2 casualties removed to hospital. The RTC occurred on a straight section of the road with 1 car heading north and the other car heading south, the RTC is under investigation by Police Scotland.

13/12/2015 Incident Number 009550 Keptie Pond, Arbroath

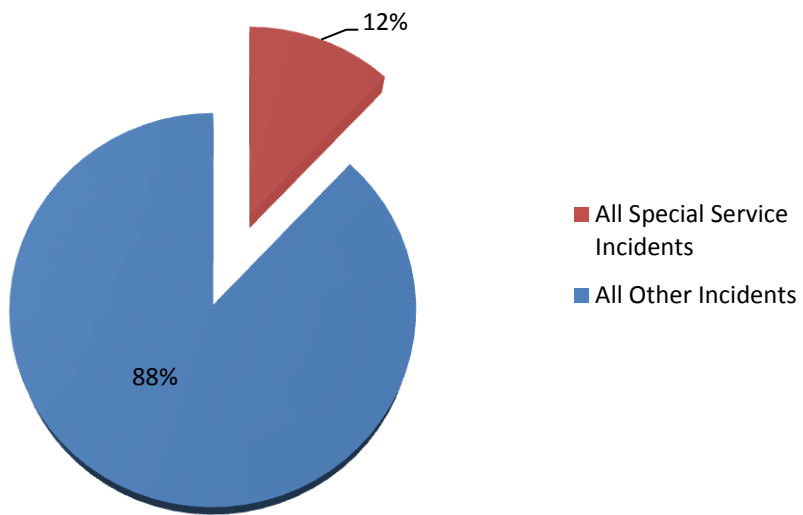
Crews were informed of an incident where a dog had fallen through the ice at Keptie Pond in Arbroath, a full water rescue PDA was initiated. On arrival crews made a good decision through local intelligence and information and conducted a safe and effective rescue of the dog. The incident was an ideal opportunity to focus on the dangers of frozen waterways and there was significant press coverage.

Key Performance Indicator	Key Performance Indicator	Oct-Dec 2010/11	Oct-Dec 2011/12	Oct-Dec 2012/13	Oct-Dec 2013/14	Oct-Dec 2014/15	5 year average	Trend
5a	Special Service Road Traffic Collisions (RTCs)	15	12	13	8	11	12	↓
5b	Special Service Flooding	14	6	51	5	11	17	↓
5c	Special Service Extrication	0	1	4	2	0	1	↓
5d	Special Service Others	58	25	30	21	22	31	↓

3rd Quarter - 1 October to 31 December 2014



Incident Profile - Percentage of Special Service Incidents



PRIORITY 7: Reduction of Unwanted Fire Alarm Signals

False Alarm: Automatic Fire Alarms

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

Ward	False Alarm – Fire Signal	False Alarm – System Fault
Arbroath East and Lunan	11	28
Arbroath West and Letham	3	19
Brechin and Edzell	7	20
Carnoustie and District	5	21
Forfar and District	4	29
Kirriemuir and Dean	3	20
Monifieth and Sidlaw	8	20
Montrose and District	3	44
Total Calls Received	44	201

The majority of unwanted Fire Alarm Fire Signal calls were caused by cooking activity (circa 32%). In total 79 (circa 32%) calls were received from sheltered housing accommodation.

False Alarm: Malicious

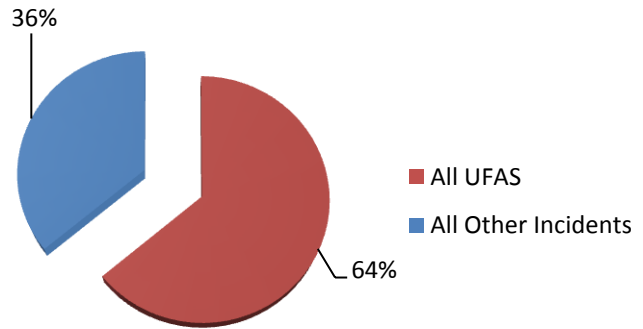
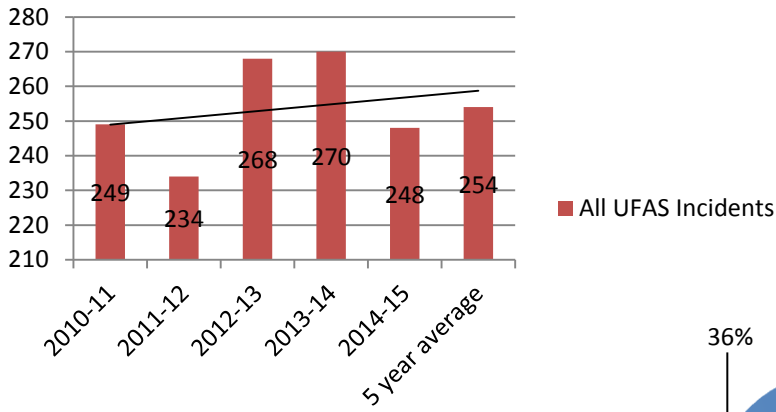
There were only 3 malicious activations which is well below (circa 60%) the same quarter last year and the five year average.

The introduction of UFAS will assist in the reduction of Unwanted Fire Alarm Signals but in Angus East 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.

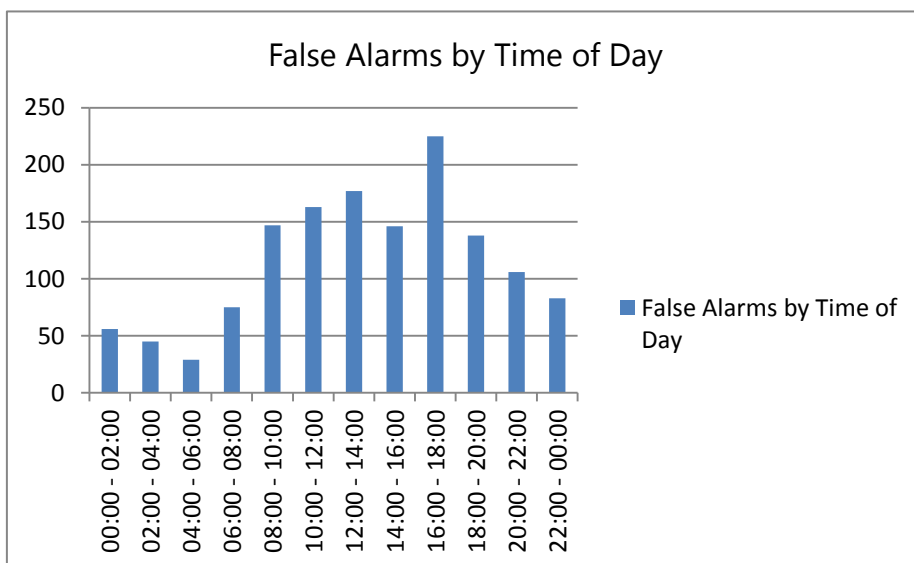
Work is also currently progressing to analyse the number and location of UFAS calls to identify any trends with a view to facilitating an action plan with our partners to reduce the number of activations within Angus area.

Key Performance Indicator	Key Performance Indicator	Oct-Dec 2010/11	Oct-Dec 2011/12	Oct-Dec 2012/13	Oct-Dec 2013/14	Oct-Dec 2014/15	5 year average	Trend
10a	False Alarm: All	249	234	268	270	248	254	↓
10b	False Alarm: Good Intent	39	38	44	42	44	41	↑
10c	False Alarm: Malicious	9	5	7	12	3	7	↓

3rd Quarter – 1 October – 31 December



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.