



# QUARTERLY PERFORMANCE REPORT FOR ANGUS



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

Quarter 1: 2017-2018 (1<sup>st</sup> April – 30 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 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                | Q1<br>2012/13 | Q1<br>2013/14 | Q1<br>2014/15 | Q1<br>2015/16 | Q1<br>2016/17 | Q1<br>2017/18 | Q1<br>5 year<br>Average | Quarterly<br>Comparison<br>RAG Rating   | Year<br>to<br>Date<br>RAG<br>Rating   |
|--------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|-------------------------|---|---|
| Accidental dwelling fires      | 9             | 20            | 17            | 21            | 21            | 16            | 18                      |    |    |
| Fire casualties and fatalities | 1             | 9             | 2             | 13            | 2             | 2             | 6                       |  |  |
| Deliberate Fire Setting        | 30            | 63            | 47            | 48            | 31            | 68            | 48                      |  |  |
| Non domestic property fires    | 11            | 19            | 6             | 12            | 7             | 13            | 11                      |  |  |
| Special Service – All          | 29            | 46            | 28            | 46            | 46            | 78            | 46                      |  |  |
| Unwanted Fire Alarm Signals    | 110           | 81            | 93            | 93            | 87            | 101           | 93                      |  |  |

## 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.

## PRIORITY 1: Local Risk Management and Preparedness

Local Risk Management and Preparedness is a key area of work for the SFRS. Locally, this means knowing what the risks are in Angus, and then making plans, so we are resilient to respond to any event that these risk may bring.

Our planning to ensure sufficient resilience involves:

- Ensuring our firefighters have an understanding of the risks in Angus, and are trained to deal with emergencies safely and effectively;
- Ensuring our stations are in a constant state of readiness;
- Working with our partners to deliver an integrated approach to emergency planning, and
- Helping to build community resilience.

During the first quarter we delivered our quarterly training commitment to Retained Duty Staff (RDS) and Wholetime personnel, whereby we trained and tested their preparedness to deal with:

- Marine incidents and water related rescues;
- Electrical hazards, and
- Rescues from Silo's, trenches, pits and wells

All station based operational personnel continue to visit sites 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 at these sites. During the first quarter firefighters visited all dwelling properties comprising 5 storeys or more, as part of their pre-planning for fires in such buildings. This activity followed the tragic fire at Grenfell Tower, Kensington London on 14 June and was part of a joint action plan with Angus Council, to reassure the safety of tenants in such dwellings.

On-going recruitment for RDS firefighters in the Angus area continued to be a priority during the first quarter. Efforts were made to fill vacancies at Kirriemuir Fire Station and 3 candidates are now being progressed following successful interview. Recruiting managers are making every effort to spread the message about RDS firefighter vacancies at their stations and the added value this role brings to the community.

Helping to build community resilience, so that residents are prepared in an emergency is important to us. As a key partner in delivering the Scottish Government's Out of Hospital Cardiac Arrest strategy we equipped 561 members of the public with life-saving CPR skills during the first quarter. Looking forward to the second quarter, a CPR event will take place at Glebe Park, to coincide with the Brechin City v Aberdeen friendly on Sunday 23rd July, and other multi-agency CPR events are in planning.

### Notable Incident/Event

A multi-agency CPR event at Brechin Community Campus took place on 15 June. Crews from Brechin Fire Station worked alongside colleagues from Angus Council, Angus Alive, Scottish Ambulance Service, Police Scotland, St Andrews First Aid and British Red Cross to equip 561 members of the public with life-saving CPR skills. This event was sponsored by Scottish and Southern Electricity Networks and will act as the blueprint for future multi-agency CPR events.



## PRIORITY 2: Reduction of Accidental Dwelling Fires

There were 16 accidental dwelling fires reported during the first quarter. This is below the 5 year average of 18 for the first quarter and continues a downward trend of accidental dwelling fires being experienced in Angus over the past 12 months.

Of the 16 accidental dwelling fires reported during the first quarter, six were already extinguished on arrival of the fire service and therefore required no firefighting intervention, and the remainder required limited firefighting intervention ranging from removal from heat source, to immersing the item on fire in water. The main cause of fire during the first quarter continues to be cooking left unattended. This cause accounted for over half of our accidental dwelling fires and contributory factors included distraction and being under the influence of alcohol. The first quarter therefore continues the long term trend of Angus having very few high severity accidental dwelling fires and unattended cooking being the most common cause of these fires.

The early detection and warning given by working smoke alarms are the key factors that contribute to saving life and limiting fire damage. During the first quarter, 10 of the 16 dwellings affected by fire had working smoke alarms. Following these fires, crews made sure that all 16 homes affected by fire had working smoking alarms and appropriate fire safety advice was given to the occupiers.

The accidental dwelling fires reported during the first quarter are broken down by ward location in the table below. Evidence indicates that it's those living in the Arbroath East and Lunan ward who continue to be at higher risk from fire in the home and this is where we will continue to concentrate our prevention activities.

| Ward                     | Number | Ward                  | Number |
|--------------------------|--------|-----------------------|--------|
| Arbroath East and Lunan  | 7      | Forfar and District   | 2      |
| Arbroath West and Letham | 1      | Kirriemuir and Dean   | 3      |
| Brechin and Edzell       | 2      | Monifieth and Sidlaw  | 0      |
| Carnoustie and District  | 1      | Montrose and District | 0      |

Working with our partners, we continue to target our Home Safety Visit (HSV) programme at those most at risk from fire in the home. During the first quarter, we delivered 335 HSV's in the Angus area and around 50% of these were conducted in the homes of those most at risk from fire. Kitchen safety is the main focus of our attention when providing advice during these visits along with highlighting the risks of cooking whilst under influence of alcohol and/or drugs.

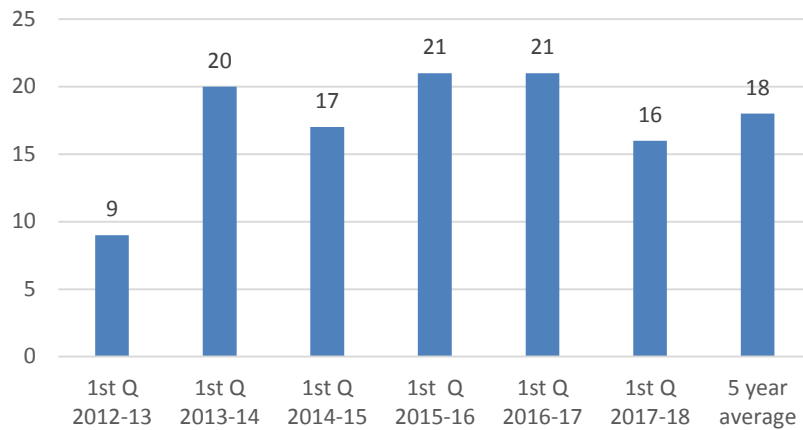
### Notable Incident/Event

Following the tragic fire at Grenfell Tower, a working group was set-up by Angus Council to assess the impact of this incident in Angus. Whilst the highest blocks of flats in Angus are not the same height or constructed of the same materials as Grenfell Tower, we worked in partnership with Angus Council and Hillcrest Housing Association, to reassure residents that their safety was a priority. We therefore conducted reassurance visits in all domestic buildings of 5 storey's or more, providing residents with fire safety advice and checking the general fire safety arrangements in each building.

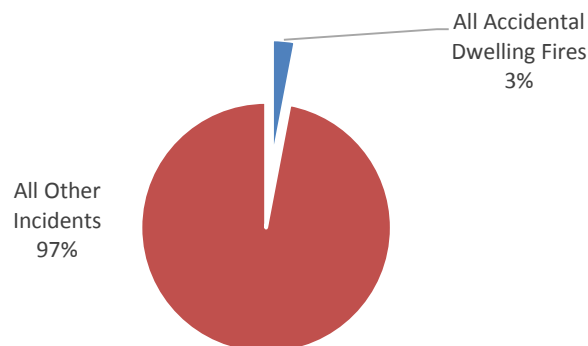
## Priority 2: Key Performance Indicators and Statistics – 1st Quarter 2017/18

| Key Performance Indicator | Key Performance Indicator     | Q1 2012/13 | Q1 2013/14 | Q1 2014/15 | Q1 2015/16 | Q1 2016/17 | Q1 2017/18 | 5 year average | Trend |
|---------------------------|-------------------------------|------------|------------|------------|------------|------------|------------|----------------|-------|
| 2b(i)                     | All accidental dwelling fires | 9          | 20         | 17         | 21         | 21         | 16         | 18             | ↓     |

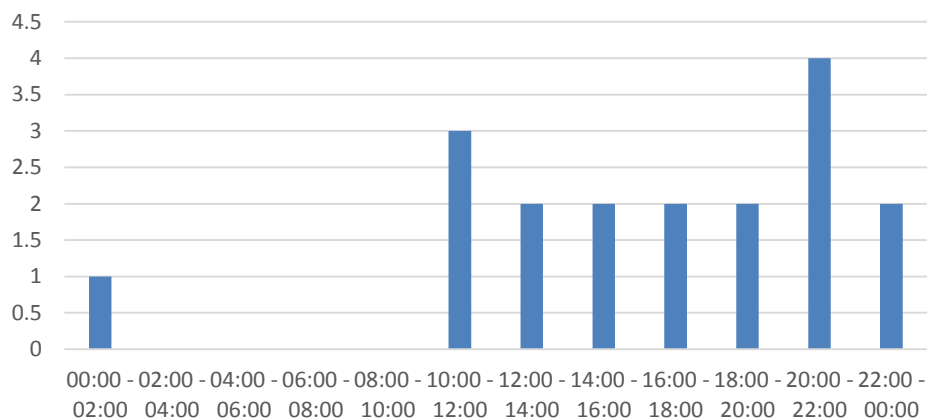
### Accidental Dwelling Fires - 1st Quarter



### % Accidental Dwelling Fires - 1st Quarter



### Accidental Dwelling Fires by Time of Day - 1st Quarter



## PRIORITY 3: Reduction in Fire Casualties and Fatalities

There were zero fire fatalities during the first quarter. For Angus, this means that it's been almost two years since the last fire fatality in the area, and the SFRS aims to maintain this positive statistic.

In relation to fire casualties, there were 2 reported during the first quarter. This equals the number of fire casualties reported during the same period last year and is well below the 5 year quarterly average of 6. When analysed over the past 5 years, evidence indicates a decline in the number of fire casualties over the past 18 months may be emerging. This trend will therefore be closely monitored during the remainder of this reporting year.

Alcohol was a contributing factor in one of the occupants becoming a fire casualty. The age profile of this casualty was 50-59 and required hospital treatment for smoke inhalation. The other fire casualty was a youth, where an attempt to start a fire deliberately in secure accommodation led to the individual being treated for smoke inhalation.

These factors match the profile of individuals who are at higher risk from fire, and more often than not, are known to other agencies. This highlights the absolute need to share knowledge and information between services about those most vulnerable in our communities and to work together, to reduce their risk from fire.

Activities we conducted during the first quarter, to make our most vulnerable people in our communities safe from fire, included taking part in Dementia week. This gave our Community Action Team the opportunity to provide fire safety advice and referral information to the carers of people with Dementia. In conjunction with North East Sensory Services, a number of deaf smoke alarms were also installed in the homes of people who are hard of hearing.

Looking forward to the second quarter, our Community Safety Advocate is on the road with the Angus Alive Mobile Library, visiting the most rural areas of Angus. By providing home safety advice to our more isolated residents, we aim to improve their safety and strengthen community resilience from fire and other safety risks in the home. This pilot will run for the remainder of the reporting year, and will then be evaluated for its effectiveness.

### Notable Incident/Event

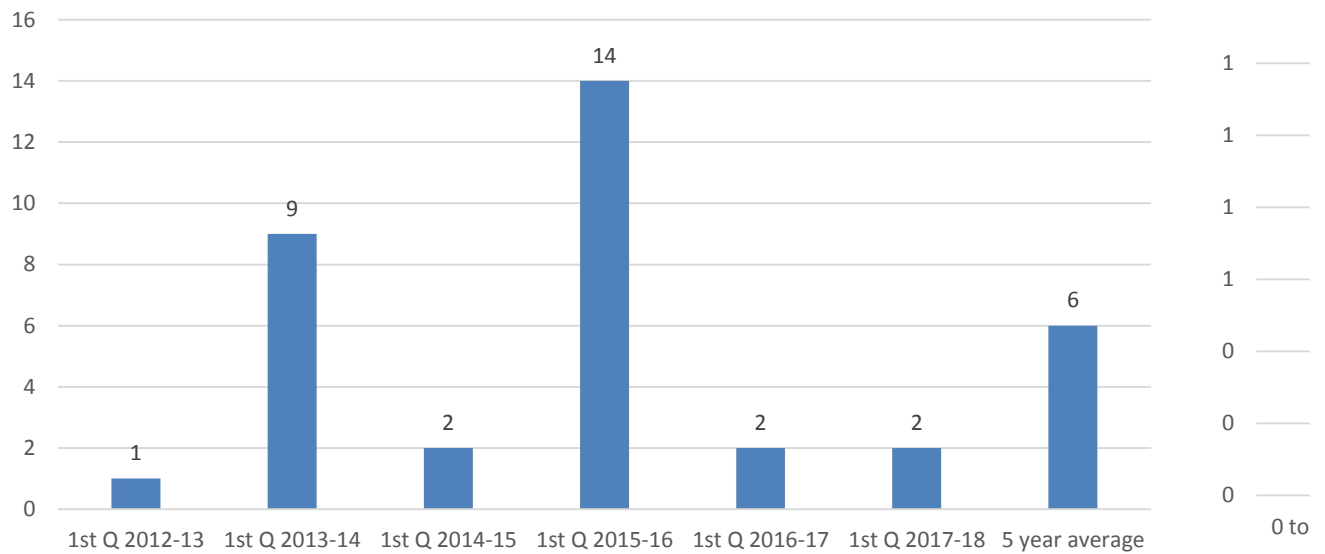
Safe Angus is 3-week multi-agency youth safety event. Held in May at the Jock Neish Scouting Centre, Tannadice by Finavon, the event was attended by over 700 Primary 6 Angus Schoolchildren and covered numerous mock scenario's aimed at teaching them to stay safe. The Scottish Fire and Rescue Service set up a mock fire scenario at the event which allowed the children to practice safe techniques, if ever confronted with a person trapped by fire.



## PRIORITY 4: Reduction of Deliberate Fire Setting

| Key Performance Indicator | Key Performance Indicator | Q1 2012 /13 | Q1 2013 /14 | Q1 2014 /15 | Q1 2015 /16 | Q1 2016 /17 | Q1 2017 /18 | 5 year average | Trend |
|---------------------------|---------------------------|-------------|-------------|-------------|-------------|-------------|-------------|----------------|-------|
| 3a                        | All fire casualties       | 1           | 9           | 2           | 14          | 2           | 2           | 6              | ↓     |
| 3a(i)                     | All fatal fire casualties | 0           | 0           | 0           | 0           | 0           | 0           | 0              | ↓     |

All Fire Casualties- 1st Quarter



## Priority 3: Key Performance Indicators and Statistics – 1st Quarter 2017/18

During the first quarter, a total of 68 deliberate fires were reported in Angus. When compared to the last quarter, the number of deliberate fires have more than trebled and are well above the 5 year average of 48. This significant increase bucks the sustained downward trend in deliberate fires we have been experiencing over the past 5 years and when analysed further, deliberate fires in Angus spiked during the month of April – a period which historically sees a rise in the number of deliberate fire-raising – and then fell back to a more normal demand pattern during May and June.

A breakdown of deliberate fires for the first quarter is outlined below and shows that deliberate secondary fires made up around 80% of the deliberate fires we attended that quarter.

#### Deliberate Primary Fires

There were 13 deliberate primary fires reported during the first quarter. These are broken down by ward in the table below. The types of properties/structures subjected to deliberate fire setting included outdoor structures (e.g. garages and sheds), an agricultural barn and 3 minor fires at a young offenders unit, which were extinguished before our arrival.

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

#### Deliberate Secondary Fires

During the first quarter, a total of 55 deliberate secondary fires were reported in Angus. These are broken down by ward in the table below and mainly involved refuse, grass and woodland being set alight.

| Ward                     | No. of Incidents | Ward                  | No. of Incidents |
|--------------------------|------------------|-----------------------|------------------|
| Arbroath East and Lunan  | 8                | Forfar and District   | 7                |
| Arbroath West and Letham | 8                | Kirriemuir and Dean   | 4                |
| Brechin and Edzell       | 4                | Monifieth and Sidlaw  | 15               |
| Carnoustie and District  | 2                | Montrose and District | 7                |

Evidence indicates that youths were the biggest perpetrators of deliberate secondary fires in Angus during the first quarter. In the Monifieth and Sidlaw Ward where a spate of deliberate secondary fires occurred, intelligence from Police Scotland suggests youths from the neighbouring North East and Strathmartine Wards of Dundee starting these fires.

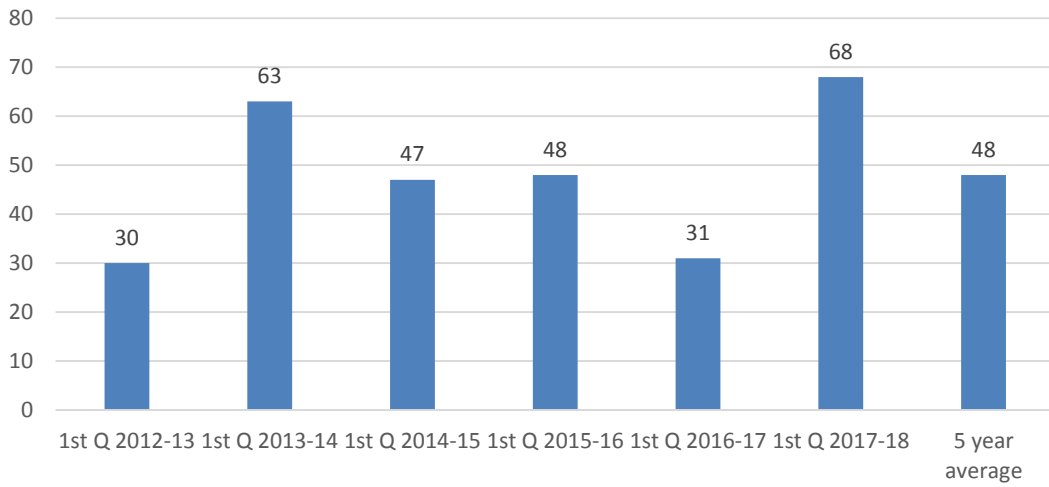
#### **Notable Incident/Event**

During April, a spate of deliberate secondary fires in the Monifieth and Sidlaw Ward and neighbouring North East and Strathmartine Wards of Dundee led to our Community Action Teams in Angus and Dundee joining together with Police Scotland, to tackle this issue. The unoccupied Strathmartine Hospital site, Burnside of Duntrune and Emmock Rd areas were frequently targeted in April. Diversionary youth engagement activities and joint school visits in Dundee, to highlight the consequences of deliberate fire setting were carried out, as well as highlighting this issue via local media channels.

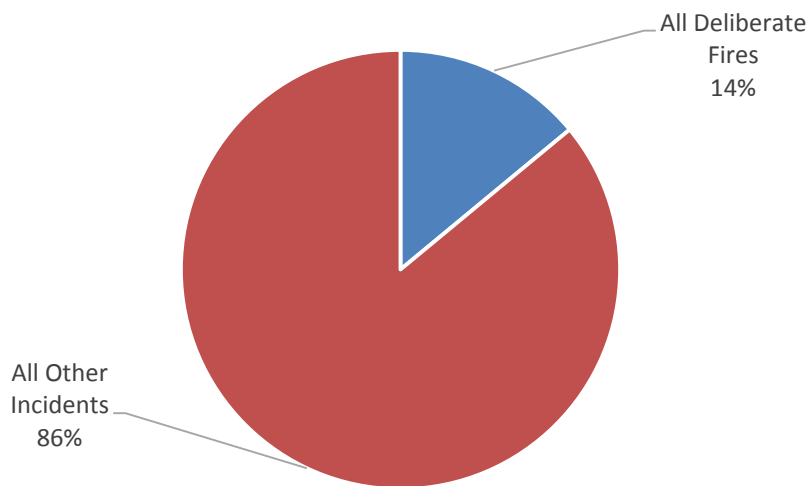


| Key Performance Indicator | Key Performance Indicator      | Q1 2012 /13 | Q1 2013 /14 | Q1 2014 /15 | Q1 2015 /16 | Q1 2016 /17 | Q1 2017 /18 | 5 year average | Trend |
|---------------------------|--------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|----------------|-------|
| 1b                        | All deliberate primary fires   | 6           | 10          | 5           | 12          | 7           | <b>13</b>   | <b>8</b>       | ↑     |
| 1c                        | All deliberate secondary fires | 24          | 53          | 42          | 36          | 24          | <b>55</b>   | <b>36</b>      | ↑     |

All Deliberate Fires - 1st Quarter



% Deliberate Fires - 1st Quarter



## PRIORITY 5: Reduction of Fires in Non-Domestic Properties

There were 13 non-domestic property fires reported during the first quarter, which is almost double the number of non-domestic fires when compared to the same period last year and 2 above the 5 year quarterly average.

When analysed further, the increase was mainly attributed to fires that had been started deliberately. These accounted for 8 of the 13 non-domestic property fires and whilst most of these were relatively minor in nature, they had the potential to cause significant damage and injury. Of the 8 deliberate fires, 3 occurred in a secure accommodation unit and were started by a youth in care at the premises. We have a zero tolerance approach to deliberate fire setting and working with Police Scotland, those that were found to be responsible for these acts are being managed through the criminal justice system.

A total of 5 non-domestic property fires were started accidentally and relatively minor in nature. The types of premises included a small industrial unit, retail supermarket and a restaurant. Factors contributing to these accidental fires included careless disposal of smoking materials, cooking related and electrical faults.

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

| Ward                     | No. of Incidents | Ward                  | No. of Incidents |
|--------------------------|------------------|-----------------------|------------------|
| Arbroath East and Lunan  | 2                | Forfar and District   | 2                |
| Arbroath West and Letham | 1                | Kirriemuir and Dean   | 2                |
| Brechin and Edzell       | 0                | Monifieth and Sidlaw  | 1                |
| Carnoustie and District  | 1                | Montrose and District | 4                |

The SFRS has a statutory duty under Part 3 of the Fire (Scotland) Act 2005, to provide advice and enforce fire safety regulations in most non-domestic premises. Non-domestic premises audited in Angus during the first quarter continued to focus on premises with high life risk, including Care Homes; Hospitals; Houses of Multiple Occupation (HMO's) and Hotels etc.

In total, we conducted 30 audits during the first quarter. These included post fire audits and taking enforcement action on 2 relevant premises. Working with the duty holders of these 2 premises, the enforcement action has now been lifted and the totality of our audit work and enforcement action during the first quarter has contributed to a safer, more resilient business community.

Looking forward to the second quarter, we will be developing a programme of audits that focus on relevant non-domestic premises important to our heritage and critical to our local infrastructure in Angus. This piece of work will therefore involve working with Angus Council and Heritage Scotland, to identify these premises.

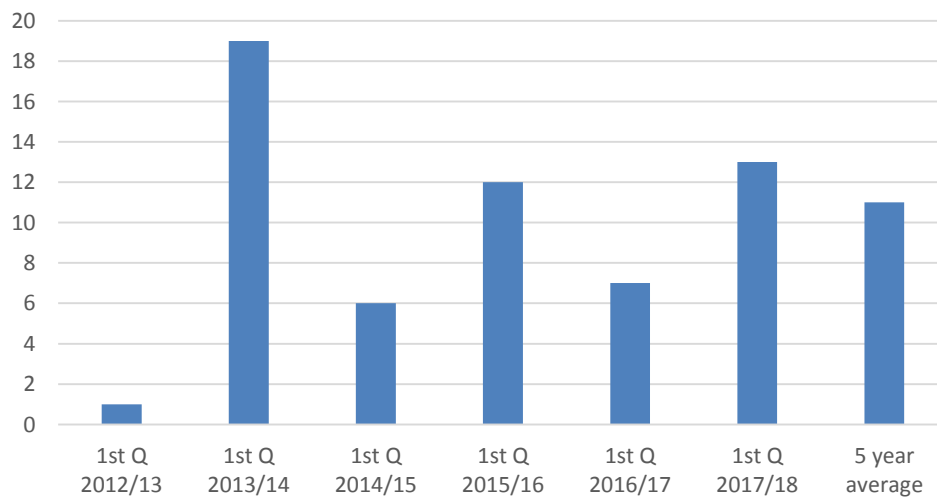
### Notable Incident/Event

There were no notable incidents/events during this reporting period

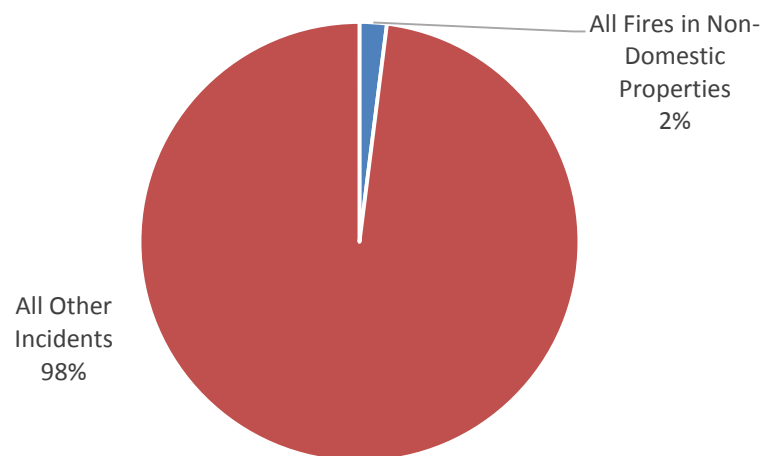
## Priority 5: Key Performance Indicators and Statistics – 1st Quarter 2017/18

| Key Performance Indicator | Key Performance Indicator           | Q1 2012 /13 | Q1 2013 /14 | Q1 2014 /15 | Q1 2015 /16 | Q1 2016 /17 | Q1 2017 /18 | 5 year average | Trend |
|---------------------------|-------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|----------------|-------|
| 2b(ii)                    | All accidental other building fires | 10          | 15          | 4           | 8           | 6           | 5           | 9              | ↓     |
| 1b(ii)                    | All deliberate other building fires | 1           | 4           | 2           | 4           | 1           | 8           | 2              | ↑     |

**All Fires in Non-Domestic Properties - 1st Quarter**



**% All Fires in Non-Domestic Properties - 1st Quarter**



## PRIORITY 6: Reduction in Casualties from Non Fire Emergencies

During the first quarter, we attended 78 Non Fire Emergencies (Special Services), which is an increase of almost 70% when compared to the previous quarter and the same quarter last year, and well above the 5 year quarterly average. We are now dealing with more incidents outside our traditional role, in response to changing demand and risks. As we deal with more special services, there is the risk that the number of casualties will rise with this increased demand.

Of the 78 Special Services we attended during the first quarter, there were 22 casualties (fatal and non-fatal) reported, which is an increase of 57% (8) when compared to the previous quarter, and the same quarter last year. Evidence indicates that the increase in casualties is mainly attributed to those involved in Road Traffic Collisions (RTC).

A breakdown of the types of Special Services we attended and casualties during the first quarter is detailed below.

### RTC Casualties

As part of a multi-agency response, we attend RTC's to assist in the release/extrication of person(s) trapped from vehicles. Of the 20 RTC's we attended during the first quarter, there were a total of 14 casualties involved. Comparing this total to the same quarter last year, the number of casualties we dealt with have increased by 3, and compared to the last quarter they have doubled. Tragically, 2 of these casualties were fatally injured.

### Other Casualties

We attend a wide range of rescue incidents outside our traditional role, and in support of a coordinated response from other blue light partners. Of the 58 we attended during the first quarter, there were a total of 8 casualties involved. These included gaining entry to premises where the occupant was in need of medical attention, responding to other medical emergencies such as cardiac arrests and extrications from machinery/equipment.

Looking forward to the second quarter, we will be working with our community planning partners, to ensure there is a co-ordinated and joined up approach to road safety prevention activity in Angus. This will include commencing the planning of our Tayside wide Safe Drive Stay Alive events.

### **Notable Incident/Event**

On 26 April, our specialist hazardous materials resources were deployed as part of a multi-agency response to a suspected white powder incident at Angus Council Municipal Buildings, Castle Street, Forfar. Due to the public safety risk, a safety cordon was established and our specialist officers using detection, identification and monitoring equipment were able to confirm that the substance posed no threat to the public.

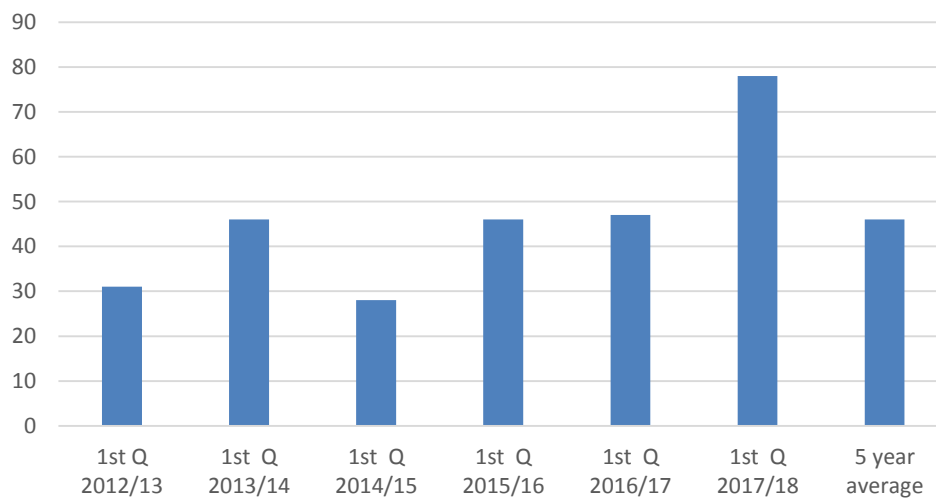


## PRIORITY 7: Reduction of Unwanted Fire Alarm Signals

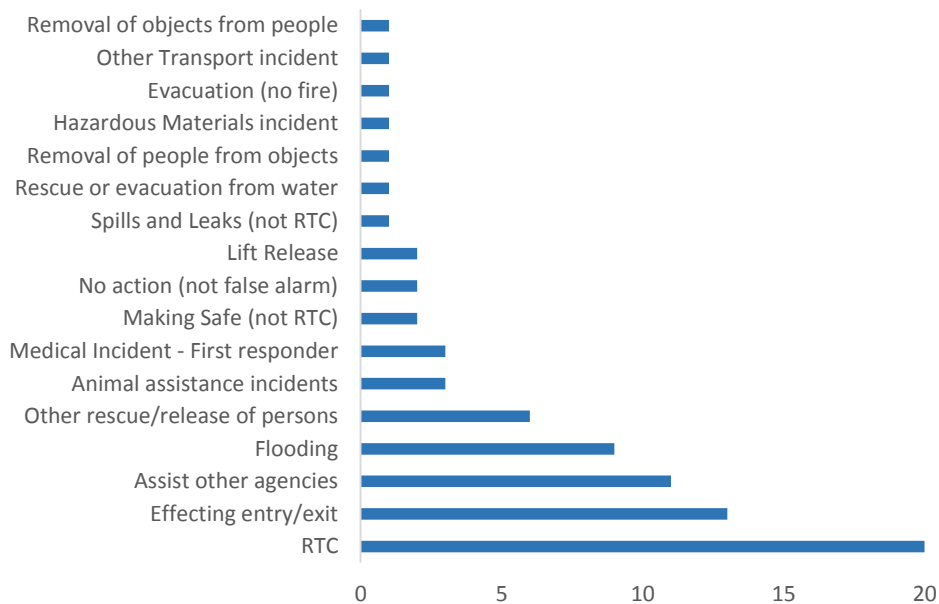
### Priority 6: Key Performance Indicators and Statistics – 1st Quarter 2017/18

| Key Performance Indicator | Key Performance Indicator | Q1 2012 /13 | Q1 2013 /14 | Q1 2014 /15 | Q1 2015 /16 | Q1 2016 /17 | Q1 2017 /18 | 5 year average | Trend |
|---------------------------|---------------------------|-------------|-------------|-------------|-------------|-------------|-------------|----------------|-------|
| 5a                        | Road Traffic Collisions   | 16          | 17          | 7           | 12          | 14          | <b>20</b>   | <b>13</b>      | ↑     |
| 5b                        | Flooding                  | 3           | 1           | 6           | 5           | 3           | <b>9</b>    | <b>4</b>       | ↑     |
| 5c                        | Extrication               | 3           | 2           | 2           | 5           | 3           | <b>8</b>    | <b>3</b>       | ↑     |
| 5d                        | Others                    | 7           | 26          | 13          | 24          | 26          | <b>41</b>   | <b>19</b>      | ↑     |

**All Special Service Incidents - 1st Quarter**



**Special Service Types - 1st Quarter**



During the first quarter, we were called out to 101 unwanted fire alarm signals (UFAS), which is an increase of 6 UFAS when compared to the last quarter, and an increase of 8 when compared to the 5 year quarterly average. UFAS accounted for 22% of our total operational demand during the first quarter and were the cause of 40% of all false alarms in Angus. These percentages are characteristic of national UFAS demand.

| Property Types         | No. of UFAS |
|------------------------|-------------|
| Education              | 17          |
| Sheltered Housing      | 16          |
| Residential Care Homes | 13          |
| Hospitals/Medical Care | 10          |
| Young Offenders Unit   | 5           |

The table above lists the 5 property types that had persistent call-outs due to UFAS during the first quarter. Together, these types of premises accounted for 60% of our UFAS calls during the first quarter, and when analysed over the past 5 years, the same pattern emerges.

Our operational crews continued to investigate the cause of every UFAS event and engaged with the duty holder when in attendance at these call-outs. Every UFAS call-out was used as an opportunity to educate the duty holder about the impact UFAS has on their businesses and the service. Our Fire Safety Enforcement Officers also worked with the duty holders to develop, implement and monitor UFAS demand reduction plans.

Looking forward to the second quarter, we will continue to focus on encouraging ownership of the issue by the property owners/occupiers. Working with them, we will investigate the cause of every UFAS event and agree measures for preventing reoccurrence in the future. Our Tayside UFAS Reduction Forum is also meeting and through managers sharing best practice at this forum, we aim to reduce UFAS demand in Angus.

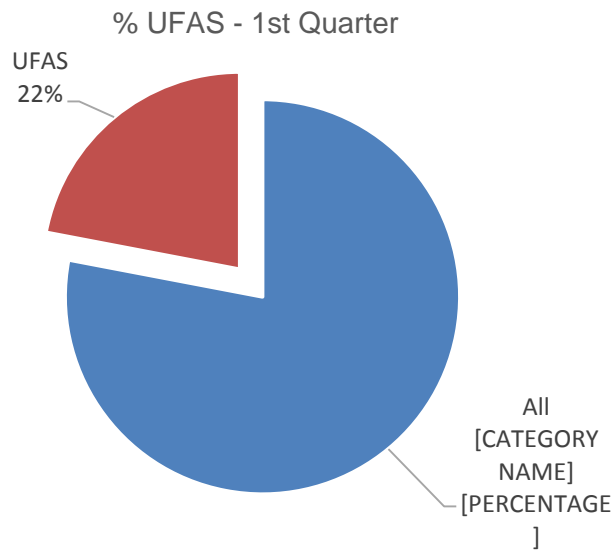
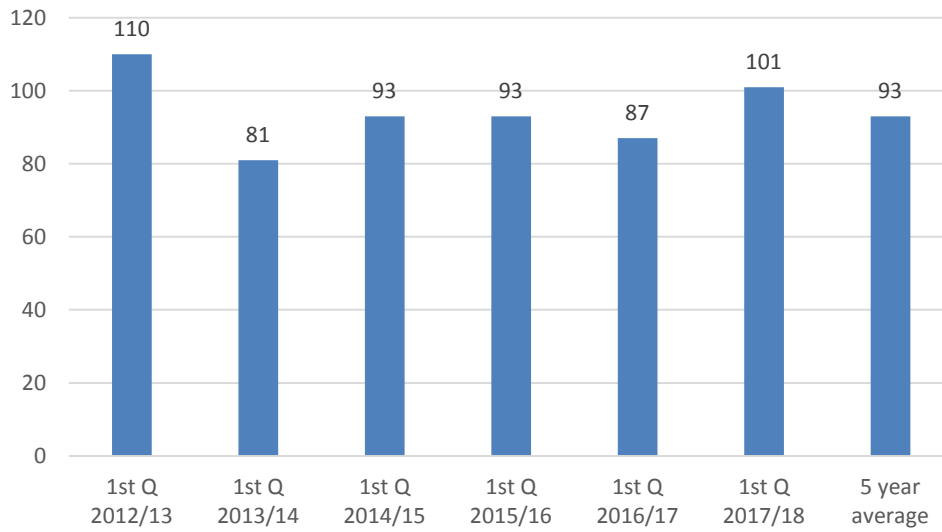
**Notable Incident/Event**

There were no notable incidents/events during this reporting period

### Priority 7: Key Performance Indicators and Statistics – 1st Quarter 2017/18

| Key Performance Indicator | Key Performance Indicator | Q1 2012 /13 | Q1 2013 /14 | Q1 2014 /15 | Q1 2015 /16 | Q1 2016 /17 | Q1 2017 /18 | 5 year average | Trend |
|---------------------------|---------------------------|-------------|-------------|-------------|-------------|-------------|-------------|----------------|-------|
| N/A                       | UFAS                      | 110         | 81          | 93          | 93          | 87          | <b>101</b>  | <b>93</b>      | ↑     |

UFAS - 1st 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 which has required an operational attendance by the fire and rescue service due to the unwanted actuation of a fire alarm system. A UFAS incident will not have arisen from the occurrence of a genuine fire.

**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.

**Wholetime Personnel:** full time firefighters who work 42 hours per week in what is their primary occupation and undertake some 20 hours of training and community engagement activity.

**Retained Duty Personnel:** part-time firefighters who primarily work in other occupations, receive two hours of training per week and respond by pager to provide 24/7 on call operational cover.

### KEY:

|   |                                  |
|---|----------------------------------|
|  | Reduction against 5 year average |
|  | Maintained                       |
|  | Increase against 5 year average  |

**NOTE:** *The statistics featured throughout this report are provisional*