



QUARTERLY PERFORMANCE REPORT FOR ANGUS



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Quarter 2: 2014-2015 (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 Jul - Sep 2010/11	Q2 Jul - Sep 2011/12	Q2 Jul - Sep 2012/13	Q2 Jul - Sep 2013/14	Q2 Jul - Sep 2014/15	5 Year Average	Quarterly Comparison RAG Rating	Year to Date RAG Rating
Accidental dwelling fires	58	60	61	75	62	63		
Fire casualties and fatalities	2	4	5	4	3	3		
Deliberate Fire Setting	48	26	21	40	34	34		
Non domestic property fires	10	8	13	10	8	10		
Special Service - All	26	45	36	39	48	38		
False Alarms – All	290	315	296	314	334	310		

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

Training and Development

A number of training events were conducted by personnel to maintain the required skills to enable SFRS to provide an effective emergency response to protect the communities that we serve. The themes that were covered in our training plans included Chemicals, R.T.C., Trauma Care, B.A., Farms, Silos, Aircraft and Retail Warehouses.

Crews must also demonstrate competence in a number of disciplines including:

Breathing Apparatus (2 yearly) – 87% of personnel deemed competent

Compartment Fire Behaviour (2 yearly) – 77% of personnel deemed competent

Road Traffic Collisions (3 yearly) – 86% of personnel deemed competent

First Aid and Trauma Care (3 yearly) – 79% of personnel deemed competent

At the end of this reporting period 59% of our 26 Wholetime and 47% of our 79 Retained personnel were deemed competent in all four of the above criteria. This level of performance will be improved by ensuring personnel attend training courses at the earliest opportunity.

Risk Information

Personnel continue to gather information regarding premises in their station area. This information is stored on mobile data terminals on appliances and is used to inform tactical decision making at operational incidents. This information is gathered during Legislative Fire Safety Visits and on occasions when a risk to firefighter safety has been identified.

Station Performance Audits

Personnel in Arbroath participated in Operational Assurance audits during which a drill was completed, personal protective equipment was inspected along with inspections of station administration, building fabric, fire appliances and equipment. Some minor improvements were required regarding the recording of building faults but this has been rectified by Watch Managers.

Notable Incident



Following an incident at a dwelling in Tannadice crews from Kirriemuir conducted an incident debrief to ensure that the lessons learnt at the incident were integrated into operational procedures. One of the topics discussed was the hazards associated with solar panels at buildings on fire. These included electric shock, the weight applied to damaged structures, concerns regarding the application of water near panels and the means in which electricity supplies may be isolated. A local contractor visited the station to deliver some further guidance which has subsequently been discussed at an RDS manager's seminar.

PRIORITY 2: Reduction of Accidental Dwelling Fires

29 Accidental Dwelling Fires were reported during the first quarter of 2014-15. The location and causes of these incidents are shown in the following table:

Ward	No of Incidents	Cause of Fire
Arbroath East and Lunan	8	4 - cooking, 2 - careless disposal of smoking materials, faulty electrical supply, faulty electrical appliance
Arbroath West and Letham	4	2 - faulty electrical appliance, lightning strike, refuse
Brechin and Edzell	0	
Carnoustie and District	2	Cooking, faulty light fitting
Forfar and District	2	Careless disposal of smoking materials, faulty electrical appliance
Kirriemuir and Dean	2	2 – cooking, faulty electrical appliance
Monifieth and Sidlaw	4	Cooking, careless disposal of smoking materials, faulty electrical supply, faulty gas fire
Montrose and District	7	2 - cooking, 2 - careless disposal of smoking materials, faulty electrical appliance, hair straighteners, playing with heat source

The number of incidents that occurred is higher than the five year average. The main cause of this type of incident continues to be cooking activity where pots are left unattended or residual fat/grease in grill pans reaches temperatures that result in ignition.

Personnel across Angus continue to deliver Home Fire Safety Visits where advice is given to residents to promote safe cooking. 526 visits were conducted (97 smoke detectors were fitted) during this quarter with 35% classed as high risk visits, 43% medium and 22% low. The activation of smoke detectors raised the alarm in 12 of the 29 (41%) accidental dwelling fires that occurred.

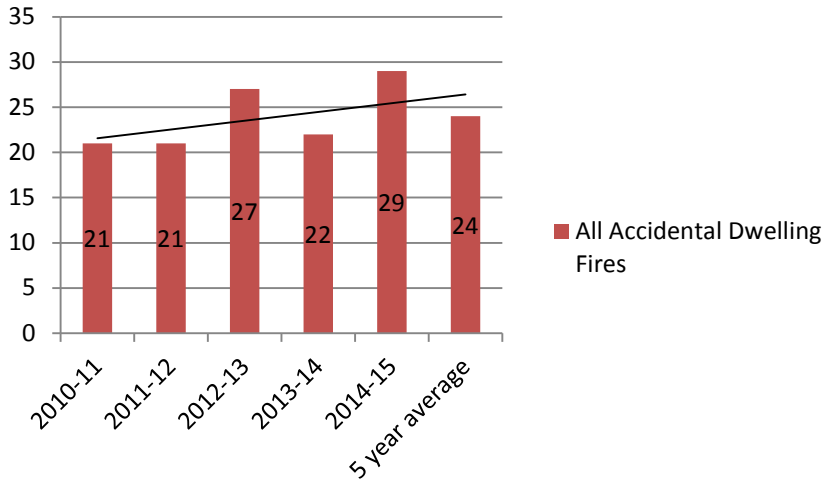
Notable Incident

Firefighters from the White Watch at Arbroath Community Fire Station attended the Dundee and Angus College Freshers' Fair at the Arbroath Campus. Firefighters were on hand to offer Home Fire Safety Visits and to also provide advice to students and members of the public about general safety around the home. Student life brings about new challenges and the Scottish Fire and Rescue Service will provide fire safety advice to make students safer when they are in new college or university accommodation or in flats of their own. The main input was on the use of electrical equipment with an emphasis on the use of charging equipment for mobile phones and tablets.

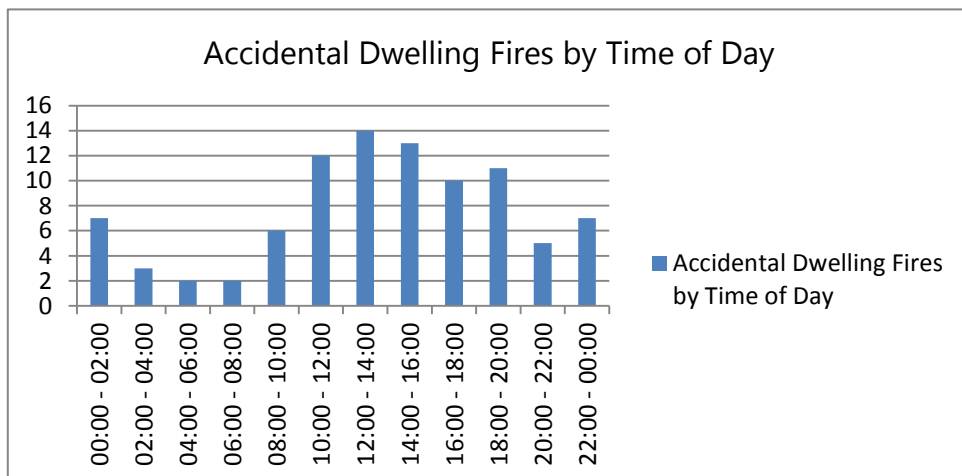
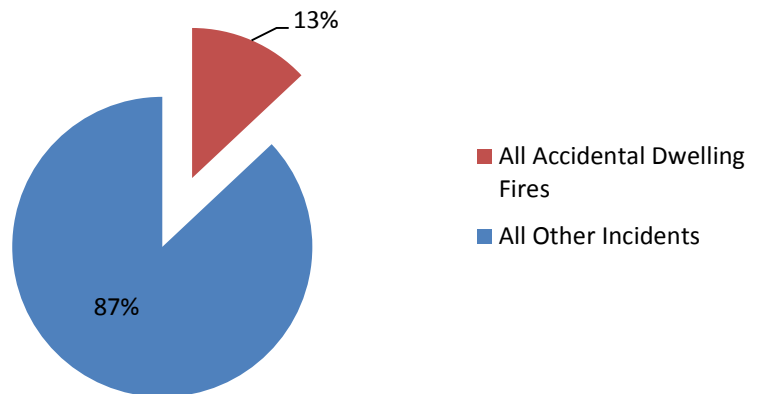


Key Performance Indicator	Key Performance Indicator	Jul - Sep 2010/11	Jul - Sep 2011/12	Jul - Sep 2012/13	Jul - Sep 2013/14	Jul - Sep 2014/15	5 year average	Trend
2b(i)	All accidental dwelling fires	21	21	27	22	29	24	↑

2nd Quarter - 1 July to 30 September 2014



Incident Profile - Percentage of Accidental Dwelling Fires



PRIORITY 3: Reduction in Fire Casualties and Fatalities

All Fatal Fire Casualties

There were no fatal fire casualties in Angus during this reporting period.

Non Fatal Fire Casualties

Three people suffered injuries caused by fire in this reporting period. All three suffered slight smoke inhalation at the scene and were given first aid. Two of these incidents were as a result of chip pan fires with the third resulting from careless disposal of smoking materials. All three casualties received precautionary checks at the scene by ambulance personnel but did not require further hospital treatment.

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

Safe Angus

Safe Angus (Autumn) event took place at Jock Neish Scouting Centre, Tannadice, Angus during September. P6/7 pupils from schools across Angus attended the event with Ferryden being the highest performing group of young people..

Pupils were tasked with a number of realistic scenarios and tests, designed to make them consider personal safety and responsibility. The SFRS exercise confronted them with a person trapped in a simulated burning building. They had to stay safe themselves while summoning help by phone and encouraging the trapped person to get to a safer place where they could survive until the Fire Service arrived.

Emergency Services Weekend – House of Dun

A multi-agency event that was arranged by House of Dun with the Scottish Fire and Rescue, Police Scotland, Scottish Ambulance Service, Maritime Coastguard Agency and RNLI all in attendance. This provided an opportunity for personnel to gain an understanding of the rescue capabilities of partner agencies.

Local schools attended the event on the Saturday to gain an insight into what each service did whilst receiving information regarding safety in the home, water safety and general outdoor safety. The Sunday was an open day for the general public and was focussed upon providing safety information relating to each service.

Key Performance Indicator	Key Performance Indicator	Jul - Sep 2010/11	Jul - Sep 2011/12	Jul - Sep 2012/13	Jul - Sep 2013/14	Jul - Sep 2014/15	5 year average	Trend
3a(i)	All fatal fire casualties	0	1	0	1	0	0	→
3a(ii)	Non-fatal fire casualties excl. precautionary checkups	2	2	3	1	3	2	↑
3a(iii)	Non-fatal fire casualties incl. precautionary checkups	2	3	5	3	3	3	→

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

2nd Quarter - 1 July to 30 September 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	Garden shed, refuse
2	Carnoustie and District	Vehicle
3	Kirriemuir and Dean	2 – bales of hay, persons own property in a flat
4	Montrose and District	2 – dwellings, wooden pallets

All of these incidents are investigated in partnership with Police Scotland. The incidents that occurred in in farmland in Kirriemuir occurred on consecutive days.

Deliberate Secondary Fires

25 secondary fires required the attendance of SFRS resources during this quarter compared to 36 in the comparable period of 2013/14. 21 of these incidents involved grass/scrubland with a further 3 resulting from the ignition of refuse. The other incident attended was the deliberate ignition of play equipment in Monifieth.

Ward	Number of Incidents
Arbroath East and Lunan	10
Arbroath West and Letham	0
Brechin and Edzell	1
Carnoustie and District	1
Forfar and District	3
Kirriemuir and Dean	0
Monifieth and Sidlaw	7
Montrose and District	3

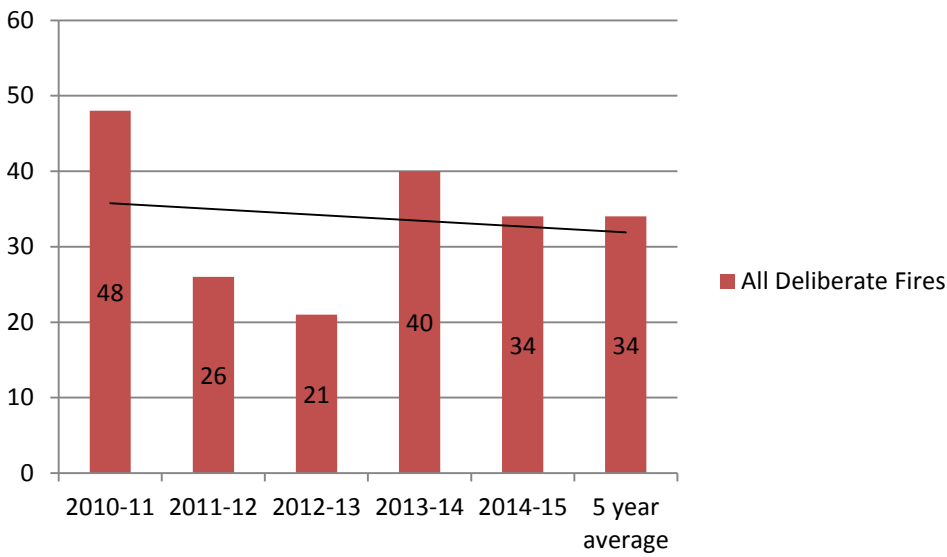
Notable Incident/ Event



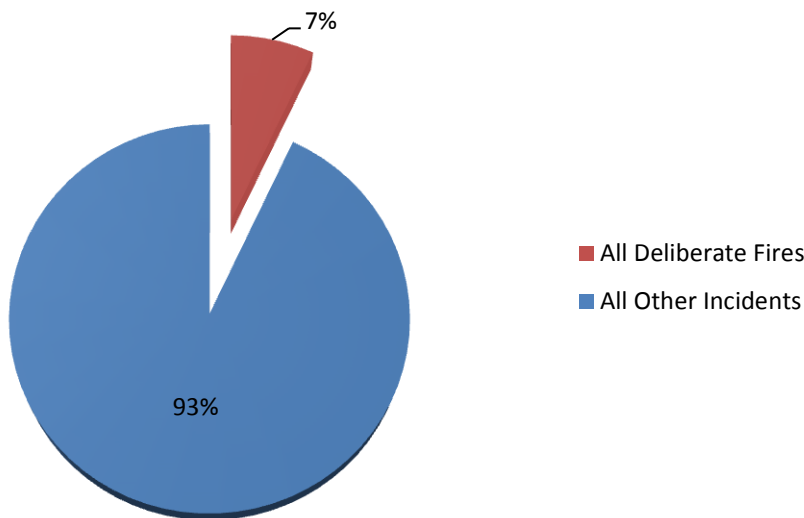
Fire Academy is a joint project between Angus Council's Communities Team, Scottish Fire and Rescue Service, Tayside Council on Alcohol and Police Scotland and is celebrating its 10th anniversary. It targets young people who may have a history of fire setting or anti-social behaviour. The course aims to reduce these occurrences whilst promoting personal safety and development to allow the young people to grow and become responsible young citizens.

Key Performance Indicator	Key Performance Indicator	Jul - Sep 2010/11	Jul - Sep 2011/12	Jul - Sep 2012/13	Jul - Sep 2013/14	Jul - Sep 2014/15	5 year average	Trend
1b	All deliberate primary fires	11	3	7	4	9	7	↑
1b(ii)	All deliberate other building fires	1	2	2	1	3	2	↑
1c	All deliberate secondary fires	37	23	14	36	25	27	↓

2nd Quarter - 1 July to 30 September 2014



Incident Profile - Percentage of Deliberate Fires



PRIORITY 5: Reduction of Fires in Non Domestic Properties

Accidental Other Building Fires

Five accidental fires occurred in Angus during this reporting period which is a significant reduction compared to the same period in 2013-14 (9) and the five year average.

	Ward	Type of Premise	Cause
1	Arbroath East and Lunan	Public House	Cooking
2	Arbroath West and Letham	Holiday Home	Faulty gas fire
3	Brechin and Edzell	Hospital	Cooking
4	Forfar and District	School	Faulty heating boiler
5	Montrose and District	Agricultural	Controlled burning

Deliberate Other Building Fires

Two deliberate other building fires were reported in Arbroath East and Lunan which caused damage to the roof of the Abbeygate Shopping Centre and a garden shed. Wooden pallets were also ignited causing a fire in an industrial unit storage yard in Montrose.

Legislative Fire Safety Audits

A downward trend in other building fires is our long term aim as this type of incident can have a serious impact on our local business sector and economy. District Enforcement Officers continue to support local businesses by providing fire safety guidance and taking enforcement action when required. Premise types that are being targeted are care homes, hospitals, HMOs, premises identified as high/very high fire risk along with any relevant premise where a fire occurs. District Enforcement Officers have completed 37 audits this quarter which is slightly lower than the projected performance. An action plan has been put in place to ensure that the annual target is achieved.

Notable Incident

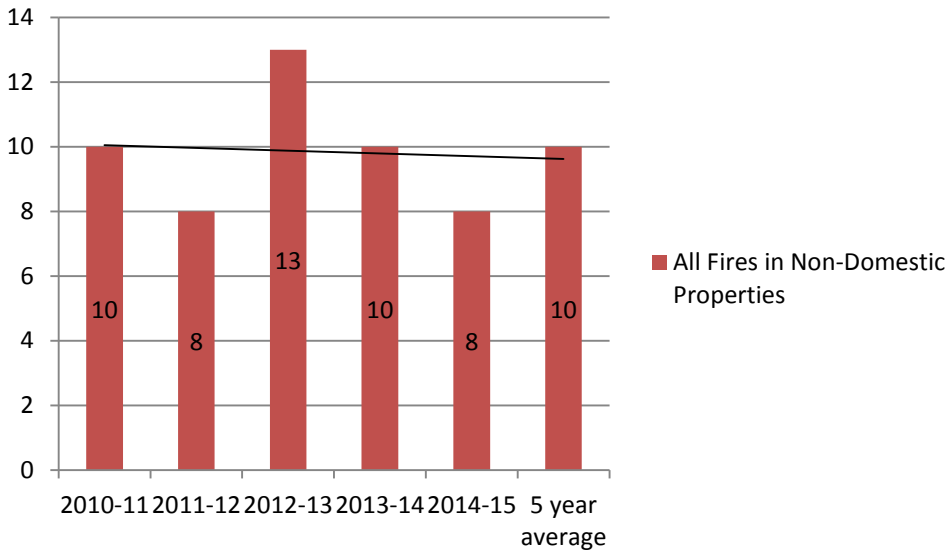
Dundee Control was informed of a fire within a stable block at Bonnyton Farm and mobilised appliances from Brechin. Crews were faced with a stable block on fire and the farmer reporting that a horse was in the building. Crews attacked the fire with 2 jets but unfortunately they were unable to save the horse and it succumbed to its injuries. The incident highlighted the dangers associated with farm fires and also the need to provide safety information to our rural communities.

SFRS have conducted two Community Safety Farming events and an event in support of horse owners. These will be supplemented with a further horse safety event due to take place at Brechin Community Fire Station on 12 November at 19:00 hours.

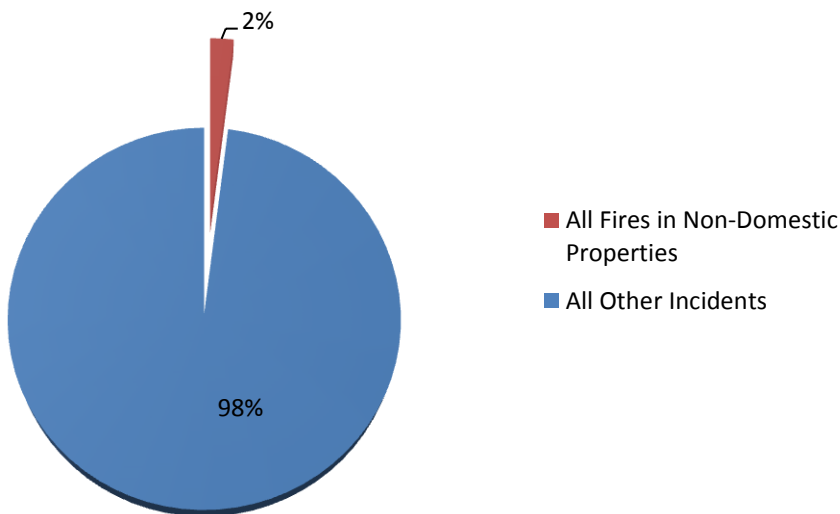


Key Performance Indicator	Key Performance Indicator	Jul - Sep 2010/11	Jul - Sep 2011/12	Jul - Sep 2012/13	Jul - Sep 2013/14	Jul - Sep 2014/15	5 year average	Trend
2b(ii)	All accidental other building fires	9	6	11	9	5	8	↓
1b(ii)	All deliberate other building fires	1	2	2	1	3	2	↑

2nd Quarter - 1 July to 30 September 2014



Incident Profile - Percentage of Fires in Non-Domestic Properties



PRIORITY 6: Reduction in Casualties from Non Fire Emergencies

Road Traffic Collisions

Twelve RTCs required the attendance of SFRS personnel during this reporting period. These accounted for five casualties all of whom were injured in single vehicle incidents. Nine of the RTCs involved single cars, two single vans and one motorhome.

This number of incidents is consistent with the five year average but is slightly higher than the previous two years.

Special Service - Flooding

Five incidents were classed as flooding during the reporting period which is lower than the five year average. Only one incident was caused by floodwater, three were caused by leaking pipes and one was due to blocked guttering.

Special Service - Extrication

Personnel were required to assist at ten incidents including people trapped in machinery, swings, and a high chair. It appears that a trend of adults posting photographs on social media whilst using items such as baby swings and chairs has been evolving. Four other incidents were reported where crews assisted Police and Ambulance staff to release people in distress.

Special Service – Other

21 other incidents were attended which included: 5 Hazmats (4 of these were fuel leaks), 4 animal rescues, 3 people stuck on roofs, 3 lockfasts, 3 requests to lift elderly/bariatric people, 2 people stuck on railway lines.

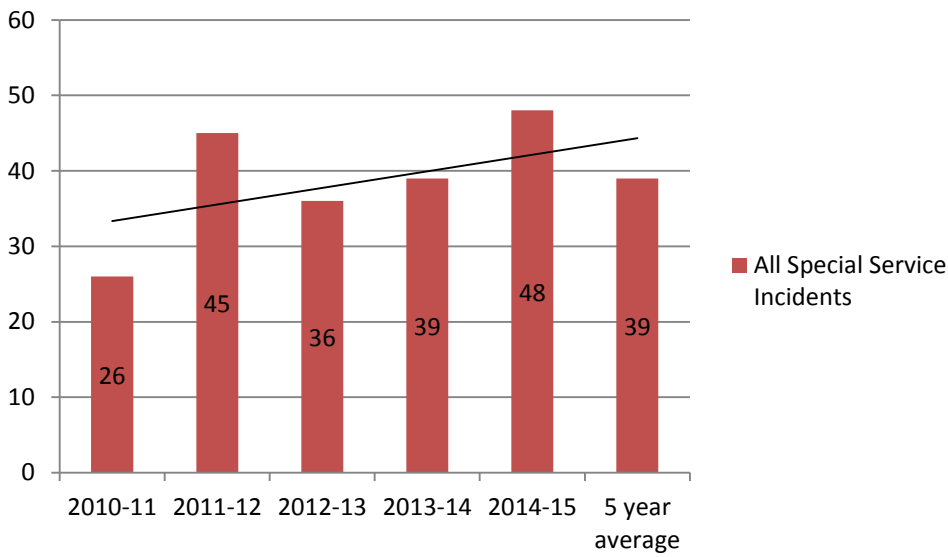
Notable Incident

Reducing Emergency Special Service Calls – Rail Safety

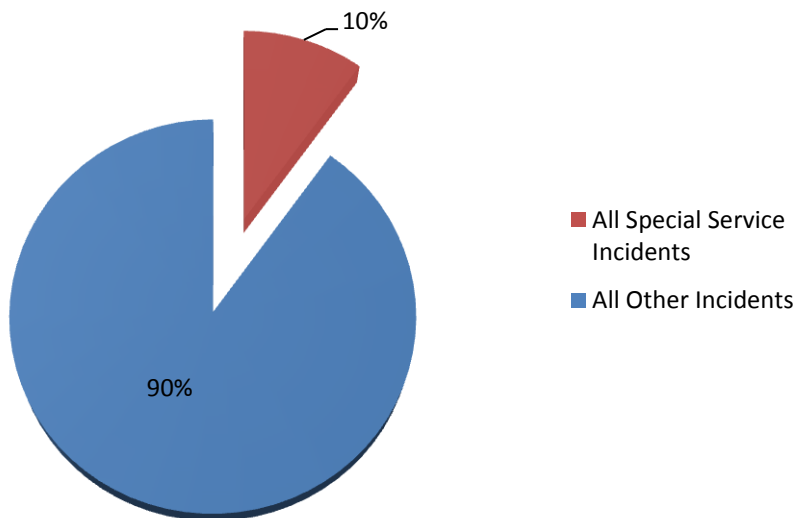
W.M. Mike Cassie at Montrose Community Fire Station requested funding through Network Rail to produce a 2 session training package considering safety next to railway tracks. The sessions were aimed at teenagers and youths within the Montrose area as the East Coast rail line passes through Montrose. An advert was distributed through local groups and the Emergency Services Group with a dozen attending the 2 sessions. The sessions included the dangers of playing near or on railway tracks, the dangers of leaving debris on the tracks, setting fires in the vicinity and also consideration was given to the correct procedures when using railway crossings.

Key Performance Indicator	Key Performance Indicator	Jul - Sep 2010/11	Jul - Sep 2011/12	Jul - Sep 2012/13	Jul - Sep 2013/14	Jul - Sep 2014/15	5 year average	Trend
5a	Special Service Road Traffic Collisions (RTCs)	12	13	11	10	12	12	→
5b	Special Service Flooding	2	17	4	4	5	6	↓
5c	Special Service Extrication	1	5	5	8	10	6	↑
5d	Special Service Others	11	10	16	17	21	15	↑

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Incident Profile - Percentage of Special Service Incidents



PRIORITY 7: Reduction of Unwanted Fire Alarm Signals

False Alarm: Automatic Fire Alarms

294 false alarm calls were received from alarm systems in Angus.

Ward	False Alarm – Fire Signal	False Alarm – System Fault
Arbroath East and Lunan	31	14
Arbroath West and Letham	17	5
Brechin and Edzell	42	5
Carnoustie and District	13	10
Forfar and District	27	16
Kirriemuir and Dean	15	4
Monifieth and Sidlaw	23	11
Montrose and District	46	15
Total Calls Received	214	80

The majority of unwanted Fire Alarm Fire Signal calls were caused by cooking activity (134 with 94 of these occurring in sheltered housing accommodation). In total 117 calls were received from sheltered housing accommodation, 39 from domestic properties and a further 29 calls from Hospitals/Care Homes. Other causes of alarm activation included:

- Testing of equipment (19)
- Steam (17)
- Contents of aerosol cans (14)

The 80 calls to system faults included 60 activations due to faulty equipment, 13 caused by dust entering detectors and 5 due to poor maintenance, 2 damaged systems.

False Alarm: Malicious

Ward	Landline	Mobile Phone	Fire Alarm System
Carnoustie and District	0	0	1
Forfar and District	4	0	1
Kirriemuir and Dean	1	0	0
Total	5	0	2

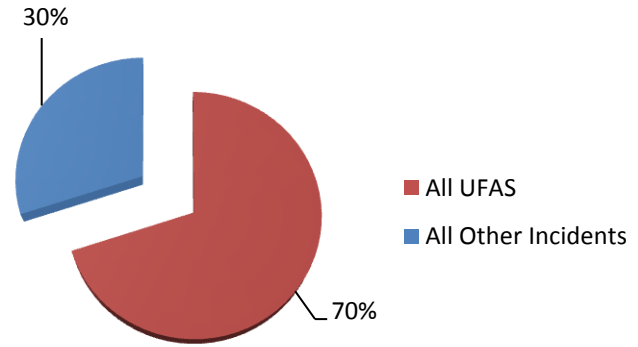
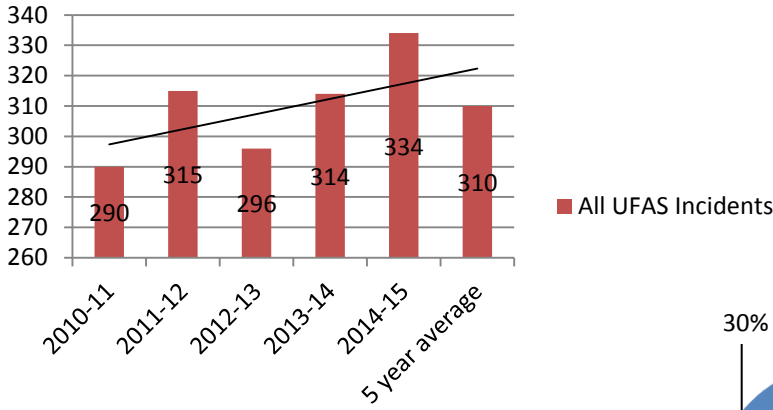
Three calls were received to Forfar Loch Leisure Centre which turned out to be false alarms.

Notable Incident

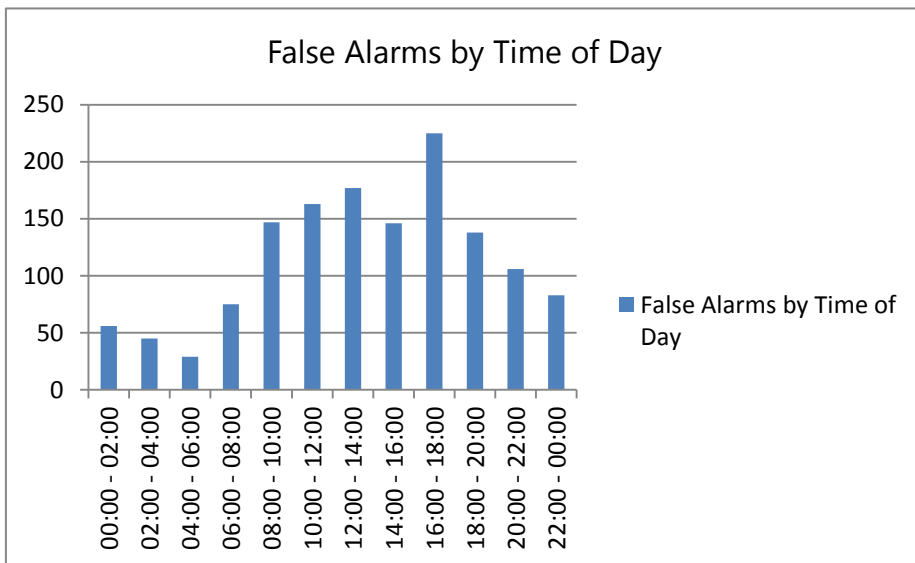
Local Risk Managers monitor the premises where alarm actuations occur repeatedly. Meetings are arranged with the occupier to determine if any action can be taken to reduce this type of unwanted fire call. This approach has proved successful over recent months to reduce the number of calls generated by automatic detection systems caused by inappropriately sited equipment and commissioning issues.

Key Performance Indicator	Key Performance Indicator	Jul - Sep 2010/11	Jul - Sep 2011/12	Jul - Sep 2012/13	Jul - Sep 2013/14	Jul - Sep 2014/15	5 year average	Trend
10a	False Alarm: All	290	315	296	314	334	310	↑
10b	False Alarm: Good Intent	45	45	32	33	33	38	↓
10c	False Alarm: Malicious	9	9	6	10	7	8	↓

2nd Quarter - 1 July to 30 September 2014



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.