



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Angus Area

Local Fire and Rescue Plan Review 2017

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Introduction

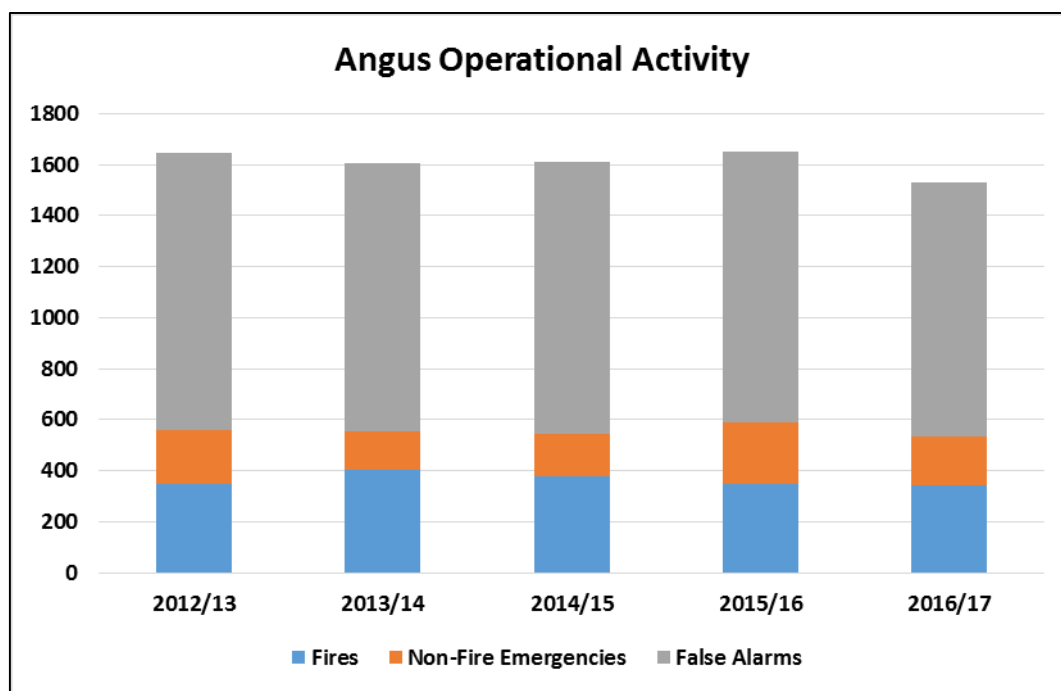
The Scottish Fire and Rescue Service is required under the Fire (Scotland) Act 2005 as amended to prepare Local Fire and Rescue Plans for each local authority in Scotland. Following the publication of our Strategic Plan in our inaugural year, our first Local Plans were published in April 2014.

These plans were developed to direct the Service through its initial transformation journey and have helped to forge our place as a national organisation with a strong sense of local accountability. Against the drive of public sector reform, the local planning landscape continues to evolve to provide a greater focus on protecting the most vulnerable and improving community outcomes through collaborative working.

The publication of our new Strategic Plan 2016-19 in October 2016 now instigates a timely requirement to carry out a mandatory review of all Local Fire and Rescue Plans. This review will provide us with information on how well we are performing against our existing priorities as well as highlighting areas for continued improvement and opportunities for change against the growing needs of our communities.

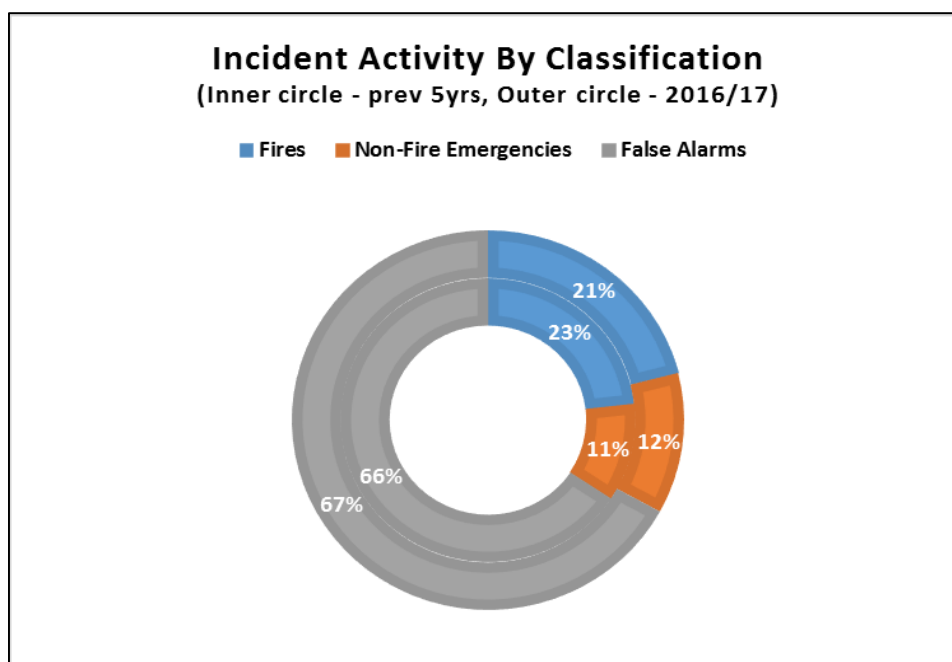
Performance Data – what the figures told us

Over the past 5 years within Angus, the SFRS responded to an average of 1609 incidents per year. Review of operational demand has indicated a downward trend overall, with activity levels dropping by 7% between 01 April 2012 and 31 March 2017. This is mainly attributed drop in False Alarms.



	2012/13	2013/14	2014/15	2015/16	2016/17	
Fires	350	402	377	349	343	
Non-Fire Emergencies	210	154	165	240	190	
False Alarms	1085	1051	1068	1064	999	
Total Incidents	1645	1607	1610	1653	1532	

The review of operational demand has identified False Alarms being the most common type of incidents attended within Angus. These accounted for 66% of operational activity, with Fires and Non-Fire Emergency (Special Service) incidents accounting for 23% and 9% respectively. Activity levels for 2016/17, has determined minimal change in the demand ratio across these three incident classifications, as shown below.



As part of the process of scrutinising local service delivery, the SFRS are required to submit quarterly performance reports to Angus Council’s Scrutiny and Audit Committee. The basis of these reports is to present information on the performance of the SFRS against the priorities contained within the [Angus Local Fire and Rescue Plan 2014-17](#), and shown in the table below.

Performance during 2016/17, indicates five priorities that have experienced a reduction against the three-year average figure (Green), and one priority that has experienced an increase against the three-year average figure (Red).

Angus Local Fire & Rescue Plan Priorities	13-14	14-15	15-16	16-17	RAG
Reducing Accidental Dwelling Fires	71	103	88	93	Red
Reducing Fire Casualties and Fire Fatalities	22	27	39	20	Green
Reducing Deliberate Fire Setting	162	133	117	101	Green
Reducing Fires in Non-Domestic Properties	45	35	42	26	Green
Reducing Casualties from Non-Fire Emergencies	46	35	49	57	Red
Reducing Unwanted Fire Alarm Signals (UFAS) (non-domestic property)	411	369	424	370	Green

- Red** increase against the 3-year average
- Amber** 0-9% reduction against the 3-year average
- Green** >9% reduction against the 3-year average

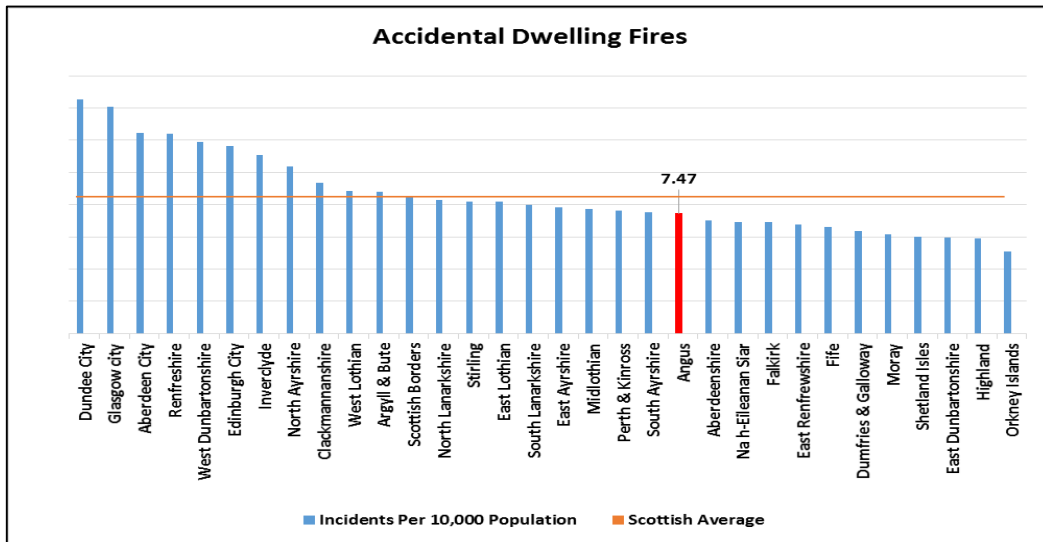
NB - 2016/17 figures are provisional in nature and subject to change as a result of ongoing quality assurance and review.

Reducing Accidental Dwelling Fires

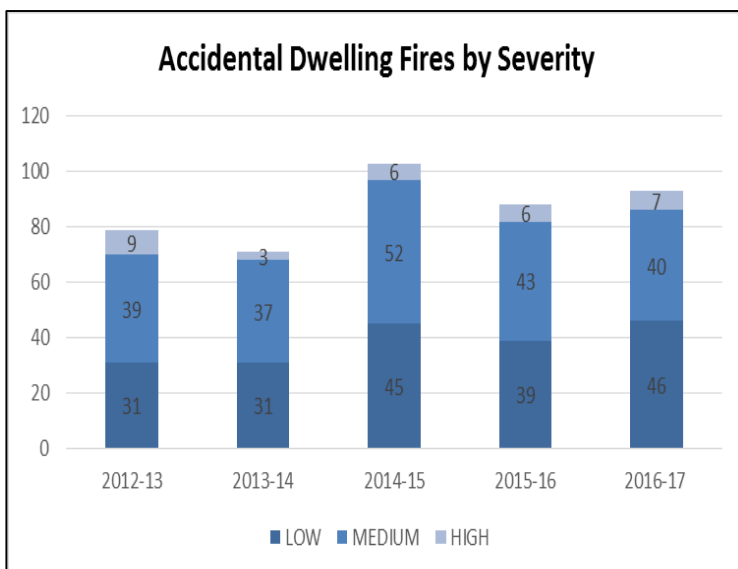


Performance Explained

Performance against the three year average target for 2016/17 is classed as Red due to an overall rise in the number of Accidental Dwelling Fires (ADF) during 2016/17. In reviewing data over the last 5 years, the rate of ADFs per 10,000 population within Angus is 7.47, which is below the Scottish average and towards the lower end of the spectrum when compared against all local authorities in the benchmark graph below.



Analysis of ADFs over the past five years has identified the most common cause being attributed to cooking, accounting for 53% of all incidents. Whilst there has been a general rise in ADFs over the past 2-3 years, low severity ADFs have increased and medium severity ADFs have fallen. High severity ADFs have remained relatively static and their numbers continue to be low, representing 7% of all ADFs in Angus over the past 5 years. Approximately 74% of homes affected by fire had smoke or heat detection present, which raised the alarm on 65% of occasions. The early detection and warning given by those detectors that operated, are key factors contributing to the majority of ADFs in Angus being of low and medium severity, and so few being of high severity. Arbroath East & Lunan, Montrose & District and Forfar & District Wards suffered the greatest number of ADFs in Angus.



An example of what we did to improve performance

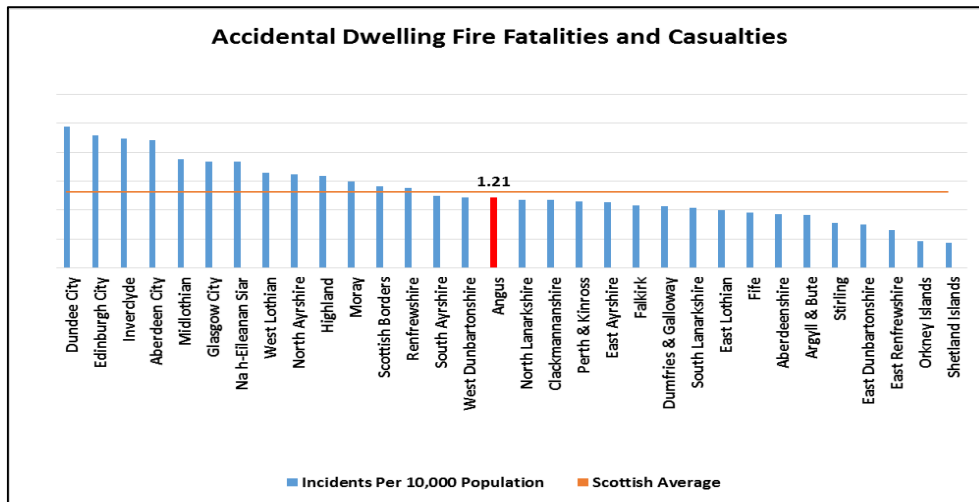
To tie in with a national campaign, to reduce a rise in fire fatalities and injuries in the home, we held a week of action with our local partners during June 2015. Our activities focussed on those of highest risk in Angus, such as the elderly, particularly those in sheltered housing and living alone. We drew attention to common risks, in particular cooking and smoking, and installed additional smoke alarms in bedrooms, for example.

Reducing Fire Casualties and Fatalities

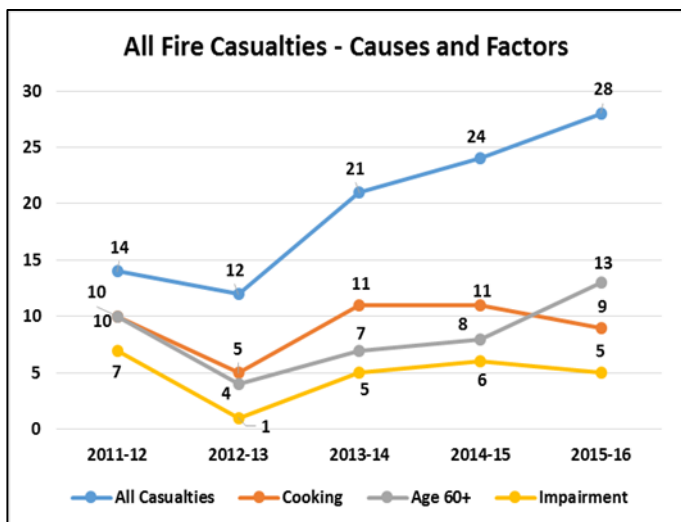
Green

Performance Explained

Performance against the three-year average target for 2016/17 is classed as Green due to a significant fall in the number of fire casualties during 2016/17. In reviewing data over the last 5 years, 77% of all fire fatalities and casualties within Angus arose as a result of Accidental Dwelling Fires (ADF). The rate of ADF fatalities and casualties per 10,000 population within Angus is 1.21, which is middle range compared against all local authorities and just below the Scottish average. By separating ADF fatalities from ADF casualties, Angus has suffered a total of 5 ADF fatalities in the past 5 years, which is a ratio of ADF fatalities to ADF casualties of 1:20.



Analysis of ADF fatalities and casualties has identified a link to fires within the kitchen, accounting on average for 62% of all incidents where injuries arise. The most common risk factors contributing to ADF fatalities and casualties were living alone, smoking, alcohol, and health & mobility issues. Smoking was the primary cause in 3 of the 5 ADF fatalities. A review of the nature of ADF injuries has determined that 75% of recorded ADF casualties in Angus did not require hospital treatment. Of the 15 ADF casualties that required hospital treatment, a total of 3 were classed as having serious injuries. In Angus, over 40% of all ADF casualties were elderly people. The elderly also accounted for 3 of the 5 ADF fatalities. Arbroath East & Lunan, Brechin & Edzell and Montrose & District have suffered the greatest number of ADF casualties, with 3 of the 5 ADF fatalities occurring within the Arbroath East & Lunan Ward.



An example of what we did to improve performance

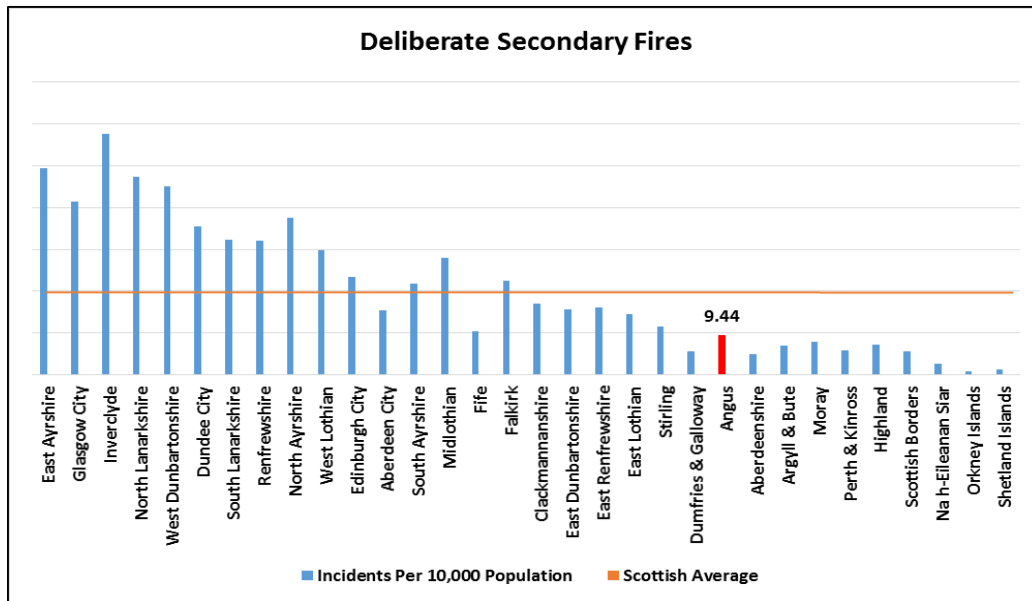
Over the past 3 years we delivered HSVs free of charge, to over 6000 homes in Angus. We also tailored solutions to suit each household, such as a deaf smoke alarm or heat detection units in some higher risk homes. We aim to target HSVs towards those who need it most. We therefore worked with our local partners including housing officers, social workers, district nurses and occupational therapists to access the most vulnerable people in Angus.

Reducing Deliberate Fire Setting

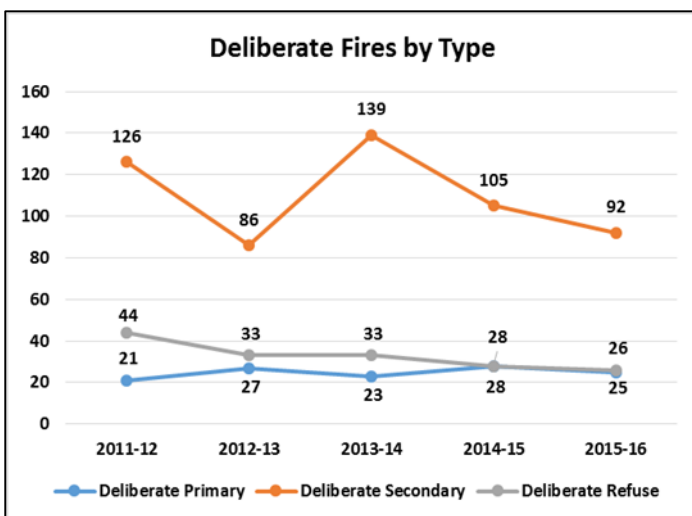


Performance Explained

Performance against the three-year average target for 2016/17 is classed as Green as activity during 2016/17 was below the three year average, and has been in decline in Angus for the past 5 years. On average, 1 in every 12 incidents within Angus is attributed to Deliberate Fire Setting. In reviewing data over the last 5 years, the rate of Deliberate Secondary Fire Setting per 10,000 population within Angus is 9.44, which is below the Scottish average and towards the lower end of the spectrum when compared against all local authorities in the benchmark graph below. Deliberate Primary Fire Setting has remained relatively static over the past five years, with activity during the current reporting year below the 5 year average.



Analysis of Deliberate Secondary Fire Setting over the past 5 years, has identified that this accounted for 70% of all Deliberate Fire Setting activity within Angus, with Deliberate Refuse Fires Accounting for just over a quarter of all Deliberate Secondary Fires. Records show that the highest incidences of Deliberate Secondary Fire setting occur in the Arbroath East & Lunan, Monifieth & Sidlaw, Arbroath West & Letham, and Montrose Wards respectively, with the least activity occurring in the Carnoustie and District Ward.



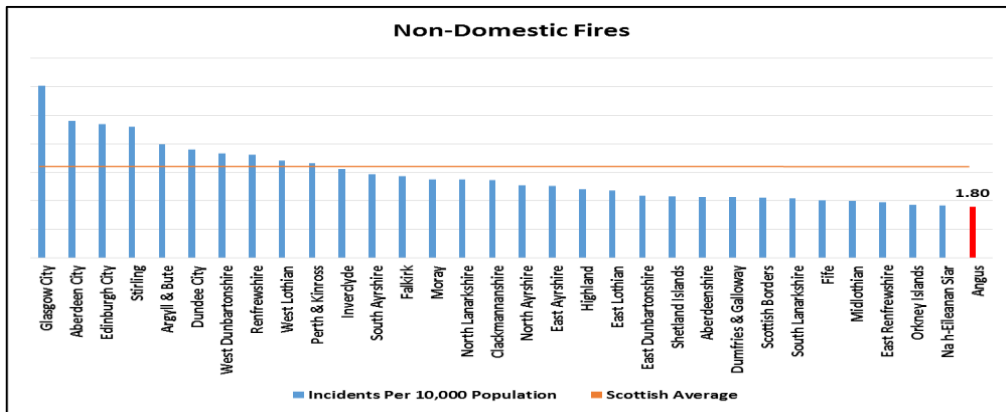
An example of what we did to improve performance
 Angus Fire Academy has been running for 12 years and involves school pupils who have a history of offending, in particular fire-setting. The school pupils undertake a 4-day programme covering activities aimed at changing their behaviour, promoting fire safety awareness and reducing offending. Over 100 youths have attended the programme, since it came into being and a recent study found that there is a 54% success rate in reducing repeat offending.

Reducing Fires in Non-Domestic Properties

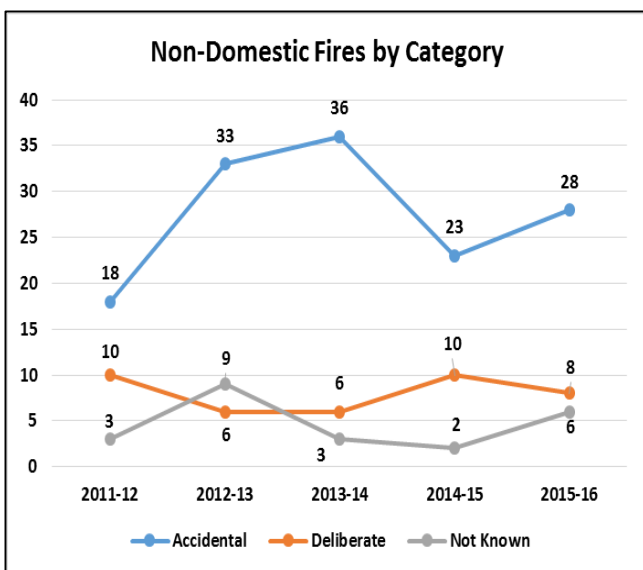


Performance Explained

Performance against the three-year average target for 2016/17 is classed as Green due to a significant fall in Non-Domestic Property fires during 2016/17. Whilst overall the number of non-domestic property fires account for only 2% of operational demand within Angus, almost 75% of all non-domestic fires involve premises within the Business or Service sectors and therefore have the potential to impact the local economy. In reviewing data over the last 5 years, the rate of non-domestic premises involving the business or service sector per 10,000 population within Angus is 1.80, which is the lowest rate in Scotland when compared against all local authorities in the graph below.



Reviewing the previous 5 years activity for non-domestic property fires, 69% were classed as accidental in origin, and 17% were classed as deliberate in origin. A general downward trend in accidental and deliberate non-domestic property fires has been emerging over the past 5 years. Most Business and Service sector premises have to comply with the fire safety requirements of the Fire (Scotland) Act 2005 as amended and are audited by fire safety enforcement officers for compliance with the Act. Current analysis has identified a downward trend in fires within these premises between 2011 and 2015, and significant reductions are being experienced during the current reporting year.



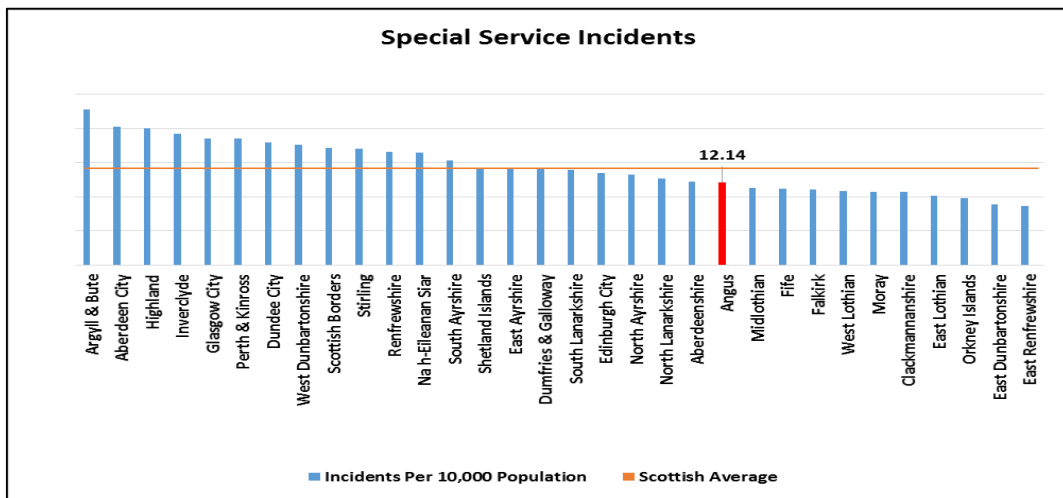
An example of what we did to improve performance

Sleeping risks in Angus, including Care Homes, Hospitals, Hotels and Houses in Multiple Occupation, are routinely audited by Fire Safety Enforcement Officers, to ensure they meet critical levels of fire compliance. Other businesses have also been the focus of post fire and thematic audits. Our work continues to assist the Angus business sector in understanding their fire safety responsibilities thereby supporting business continuity, and economic growth and development.

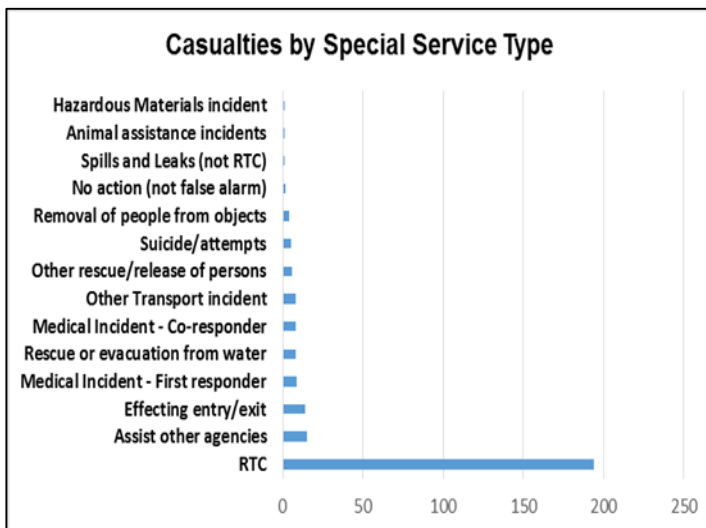


Performance Explained

Performance against the three-year average target for 2016/17 is classed as Red with an upward trend evident over the past few years. This increase corresponds with a need to deal with more Non-Fire Emergency (Special Service) incidents outside the SFRS’s traditional role, such as flooding or medical response. Whilst overall the number of Special Service incidents is relatively low compared to fire and unwanted fire alarm incidents, fatal and non-fatal casualties arising from special service incidents exceed those from ADFs. In reviewing data over the last 5 years, the rate of special service incidents per 10,000 population within Angus is 12.14, which is the 11th lowest rate when compared against all local authorities and below the Scottish average in the graph below.



Analysis of the previous 5 years activity for special service incidents shows that Road Traffic Collisions (RTC) made up 28% of these incidents, but accounted for 70% of all special service casualties. Of the RTCs attended by the fire service in Angus, around 1 in every 11 casualties is a fatality. Other special service casualties recorded over the last five years included those as a result of attending incidents to assist other agencies, rescues from water, the provision of medical responses and to assist in body recovery for example. Overall, in Angus, evidence indicates an upward trend in the number of fatal and non-fatal special service casualties.



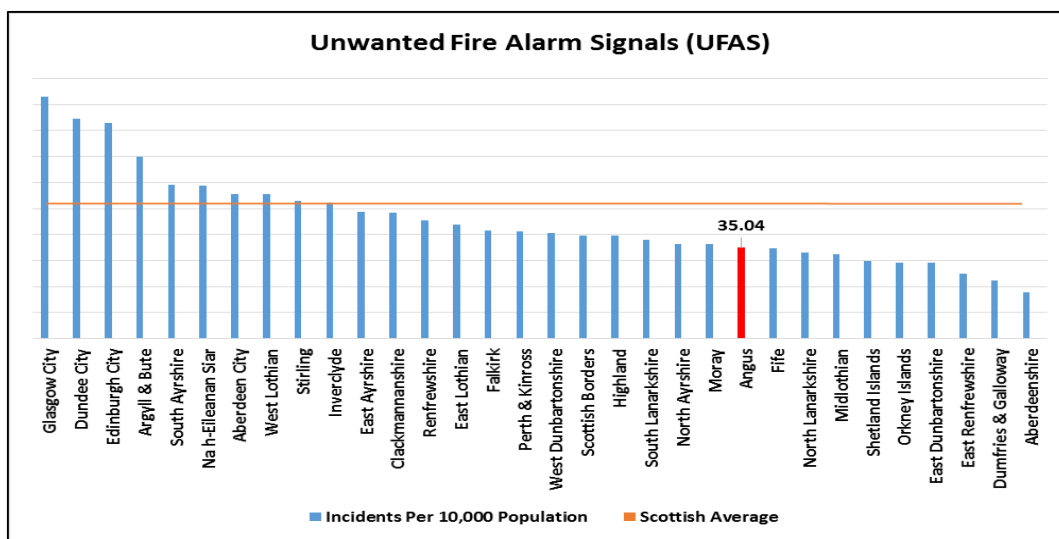
An example of what we did to improve performance
 The Angus Safe Drive Stay Alive road safety event is held in the Reid Hall, Forfar every November. This multi-agency road safety event runs over two days and is aimed at S5/S6 school pupils and College students who may be about to learn to drive. It is presented to around 900 young people to raise awareness about the importance of road safety as a young driver and passenger. As with all long term safety initiatives this will be reviewed in 2017.

Reducing Unwanted Fire Alarm Signals

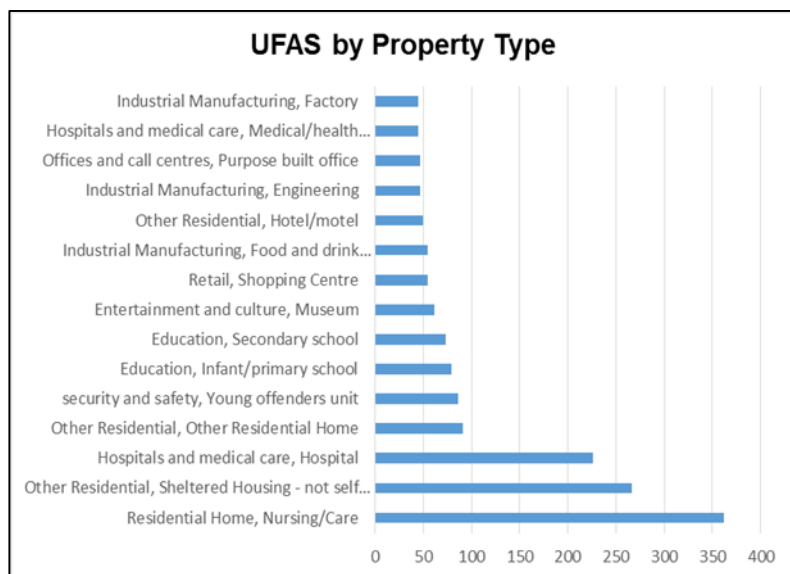


Performance Explained

Performance against the three-year average target for 2016/17 is classed as Green with an 8% reduction against the three year average noted during 2016/17. Unwanted Fire Alarm Signals (UFAS) are the cause of almost 40% of all false alarms in Angus. These types of false alarm redirect our resources away from other incidents and cause considerable disruption to the business community. In reviewing data over the last 5 years, the rate of UFAS incidents per 10,000 population within Angus is 35.04, which is towards the lower range of the spectrum when compared against all local authorities and is below the Scottish average as shown in the graph below.



In analysing the previous 5 years activity for UFAS incidents, the property types mainly responsible for UFAS incidents in Angus are residential/care homes, sheltered housing and hospital/medical care facilities. Collectively over the past 5 years, these 3 types of premises have been responsible for almost 40% of all UFAS incidents in Angus.



An example of what we did to improve performance
 During 2016, we worked with Angus Council, to start reducing UFAS within the authorities sheltered housing complexes where higher levels of UFAS are being experienced. The initiative uses proven technological advances installed within the current fire alarm systems to reduce UFAS calls. With UFAS incidents during the current reporting year at its lowest for the past 5 years, evidence suggests that this initiative is having a positive impact.

Engagement – what our stakeholders told us

Building on the intelligence we gathered during engagement and consultation of the SFRS Strategic Plan 2016-19 we re-engaged with our key stakeholders to seek further views on our local service delivery in the Angus area.

Questions around the key strengths of the SFRS, how well it was performing in Angus, shared challenges and opportunities and what we can do better together were posed to our staff and partners.

The majority of comments noted were from Angus Council, and its Community Planning Partners, but also included responses from the third sector, education sector and the business community. Key themes arising from this engagement are summarised below, under each of the questions posed:

What are the key strengths of the SFRS?

The SFRS's good reputation and ability to work effectively with its partners, through effective communication and engagement is widely recognised, as is the SFRS's proven track record in the prevention arena and the high level of trust amongst the public.

How well is the SFRS Performing in Angus?

It is widely recognised that the SFRS is performing well and providing a high level of service delivery in the Angus area. Of particular value were the comments around the effectiveness of the SFRS's youth engagement work in the Angus area.

What really matters to our local communities?

The overriding theme emerging is that people want to feel safe in their community. They want effective local services responsive to local needs. The safety and wellbeing of the most vulnerable and disadvantaged people in our communities is seen as very important.

With regards to local outcomes, what are our shared challenges and opportunities?

Joint financial challenges along with reaching the socially isolated and most vulnerable members of our community are acknowledged along with a willingness to collaborate and share more information. Through the Angus Local Outcome Improvement Plan (LOIP) and associated Locality Plans, better aligning Angus' collective resources and developing new ways of co-delivering services, is recognised as an opportunity for addressing these challenges.

What do you think the SFRS can do to help improve matters at local partnership level or nationally?

The need to continue to develop and deepen a commitment to a locality focussed approach, in the way that the SFRS and its partners plan and deliver services together is an emerging theme.

Scrutiny – what we learned from the Inspectorate

To support this formal review the outcomes from Her Majesty's Fire Service Inspectorate's (HMFSI) Local Area Inspections that examine the development and delivery of Local Fire and Rescue Plans, have also been considered.

By undertaken inspections of our service delivery within local authority areas, HMFSI can provide independent assurance to Scottish Ministers and the public that adequate provision for local service delivery is being made, there is equal access to specialist resources, service provision and partnership working is of sound quality and strong scrutiny arrangements are in place. This allows them to maintain a good awareness of how well we are functioning and build intelligence to inform future inspections.

By the end of the period 2016/17 it is planned that SFRS service provision will have been examined in nine local authority areas. These areas were Aberdeen City, East Renfrewshire, Western Isles, West Lothian, Dundee, South Ayrshire, Scottish Borders, Moray and Glasgow City. Once prepared, these inspection reports are published by HMFSI on their [website](#).

On examining the published Local Area Inspection Reports, we noted that HMFSI generally felt there was a need to identify unique characteristics for each local area and provide clearer use of risk-based evidence to identify and shape priorities across our Local Plans. They would also like to see a stronger emphasis made on specific local priorities and contribution supported by appropriate level of local performance measures. Local priorities and measures should be balanced against our national needs as well as aligned to the collaborative partnership working requirements of Local Outcome Improvement Plan delivery.

Conclusion

In reviewing the progress against the priorities within the Local Fire and Rescue Plan for Angus 2014 – 2017, it has been identified that fire related operational demand in the longer term has been reducing. However, demand in areas such as non-fire emergencies continues to rise and changing socio-demographics (e.g. ageing population) place an emphasis on protecting the most vulnerable members of our communities and the geographical areas that experience the poorest outcomes.

A key approach to reducing demand and inequalities is through effective engagement and by working in partnership to support our more vulnerable members within our communities. As a national organisation the SFRS is also progressing with its transformational agenda to develop the organisation in an environment of continuous financial challenges, and new and emerging risks (e.g. flooding and terrorism). This presents opportunities for the SFRS to develop its role at a local level in the protection of our communities across Angus, through the strengthening of existing partnerships, and seeking new partnership approaches to manage, mitigate and reduce new and emerging risks.

To support the pursuance of transformational efficiencies, reducing service demand is essential to provide the means to utilise the totality of SFRS resources to maximum benefit. It is recognised however, regardless of how active the SFRS is in its prevention agenda, operational demand will still be present. It is therefore vital to ensure the SFRS is able to respond as and when such demand arises. The process of identifying and reviewing the range of risks within our communities will provide the basis as to how we will manage and respond to such risks to maintain the safety of our firefighters and our communities.

The review of the Local Fire and Rescue Plan for Angus 2014 – 2017 has considered the progress that has been made to date and supported the development of key priorities for the next plan. Meeting the priorities in the new plan will not be achieved in isolation, but through effective partnership working. Therefore, the new Local Fire and Rescue Plan will seek to contribute to the collaborative approach to Community Planning and help deliver on the ambitions of the Angus Community Planning Partnership through the Local Outcome Improvement Plan and Locality Plans.

Recommendation

It is recommended that the following priorities are taken forward in the new Local Fire and Rescue Plan for Angus area, whereby they will be drawn down into further detail for action:

Priority 1: Improving fire safety in the home – with a focus on making the most vulnerable members and communities of Angus safer from fire in the home.

Priority 2: Improving fire safety and resilience in the business community – with a focus on targeting the highest life risk non-domestic premises, and commercial and business premises in Angus that have been affected by fire.

Priority 3: Minimising the impact of unintentional harm – with a focus on supporting our partners in Health and Social Care, to reduce safety risks in the home, such as slips, trips and falls.

Priority 4: Reducing unwanted fire alarm signals – with a focus on pro-active engagement with the commercial and business premises in Angus that create the most demand and implementing risk based reduction measures.

Priority 5: Reducing deliberate fires – with a focus on educating children and young people in Angus, on the dangers and consequences of deliberate fire-setting.

Priority 6: Effective risk management and operational preparedness – with a focus on understanding the risk profile of Angus in order to prepare, plan and respond to these risks safely and effectively, and strengthening community resilience.