



# QUARTERLY PERFORMANCE REPORT FOR ANGUS



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

**Quarter 2: 2017-2018 (1<sup>st</sup> July – 30<sup>th</sup> 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 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	Q2 2012/13	Q2 2013/14	Q2 2014/15	Q2 2015/16	Q2 2016/17	Q2 2017/18	Q2 5 Year Average	Quarterly Comparison RAG Rating	Year to Date RAG Rating
Accidental dwelling fires	27	22	29	20	30	13	26		
Fire casualties and fatalities	5	4	3	6	6	2	5		
Deliberate Fire Setting	21	40	34	22	33	36	30		
Non domestic property fires	13	10	8	9	10	5	11		
Special Service – All	36	39	48	47	51	60	44		
UFAS	100	109	113	112	109	130	109		

### 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 second 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:

- Incidents on Farms
- Hazardous materials
- Incidents involving Places of Public Entertainment

Firefighters continued 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 second quarter firefighters visited a range of sites to gather operational intelligence and review our response plans. These included hotels, care homes, industrial premises and sporting venues (e.g. Gayfield Football Park).

On-going recruitment for RDS firefighters in the Angus area continued to be a priority during the second quarter. Forfar and Montrose Community Fire Stations have been successful in recruiting staff and will soon be welcoming a trainee firefighter to each of their stations. Candidates for Brechin and Kirriemuir Fire Stations were also being progressed to the final stages of the recruitment process.

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 several members of the public with life-saving CPR skills during the second quarter. We also met with members of the East Haven Resilience Hub, to discuss the co-development of operational plans in this area, in particular incidents that may occur south of the railway line.

### Notable Incident/Event

On Sunday 23<sup>rd</sup> July, a CPR event took place at Glebe Park, to coincide with the Brechin City v Aberdeen friendly. Prior to the match starting, firefighters equipped approximately 50 members of the public and Brechin FC staff with vital life-saving skills.



## PRIORITY 2: Reduction of Accidental Dwelling Fires

There were 13 accidental dwelling fires (ADF) reported during the second quarter, which is well below the 5 year average of 24 for the second quarter and a drop of 3 ADF's when compared to the first quarter. The total number of ADF's for the first 6 months of 2017/18 therefore stands at 29, which is a drop of 43% when compared to the same six month period last year.

In Angus, high severity fires are not very common. Half of the ADF's reported during the second quarter required limited firefighting intervention ranging from removal from heat source, to immersing the item on fire in water. Four were already extinguished on arrival of the fire service and therefore required no firefighting intervention at all, and three accidental dwelling fires required the use of a hosereel jet to extinguish the fire.

There are a number of risk factors contributing to ADF's starting in the home. During the second quarter the main cause of fire continued to be cooking left unattended, accounting for half of our ADF's. Alcohol/drugs was a contributory factor in three of the ADF's and half of all ADF's during the second quarter were started by the elderly.

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 second quarter, 11 of the 13 dwellings affected by fire had working smoke alarms. Following these fires, crews made sure that all 13 homes affected by fire had working smoking alarms and appropriate fire safety advice was given to the occupiers.

The ADF's reported during the second quarter are broken down by ward location in the table below. We will continue to target our resources at the communities most at risk from fire in the home.

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

Working with our partners, we continue to target our Home Safety Visit (HSV) programme at those most at risk from fire in the home. For the first 6 months of 2017/18, we have delivered 800 HSV's in the Angus area and around 60% 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 HSV's along with highlighting the risks of cooking whilst under influence of alcohol and/or drugs.

### Notable Incident/Event

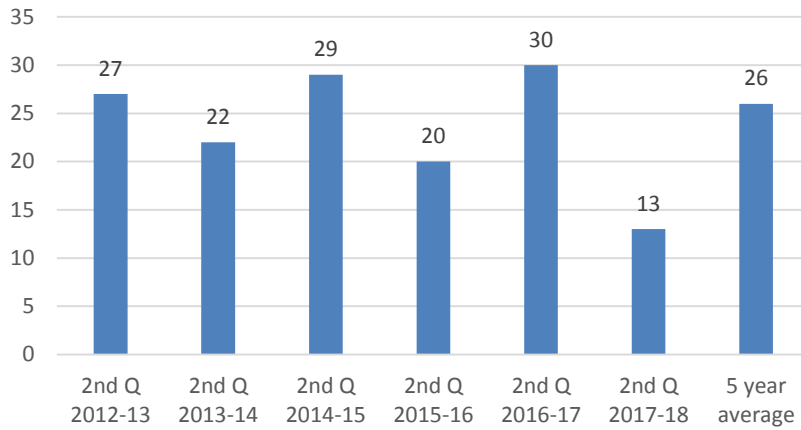
Our Community Safety Advocate went on the road with the Angus Alive Mobile Library, visiting the most rural areas of Angus, to provide home safety advice to residents who may have difficulties accessing our services. Using this approach, we extended our services to dozens of rural areas in Angus and generated a number of high risk referrals as a result.



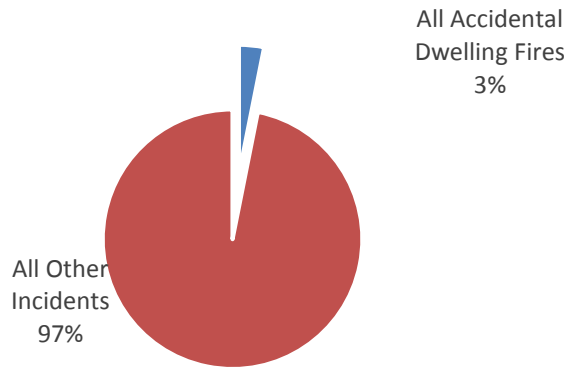
**Priority 2: Key Performance Indicators and Statistics – 2<sup>nd</sup> Quarter 2017/18**

Key Performance Indicator	Key Performance Indicator	Q2 2012/13	Q2 2013/14	Q2 2014/15	Q2 2015/16	Q2 2016/17	Q2 2017/18	5 year average	Trend
2b(i)	All accidental dwelling fires	27	22	29	20	30	13	26	↓

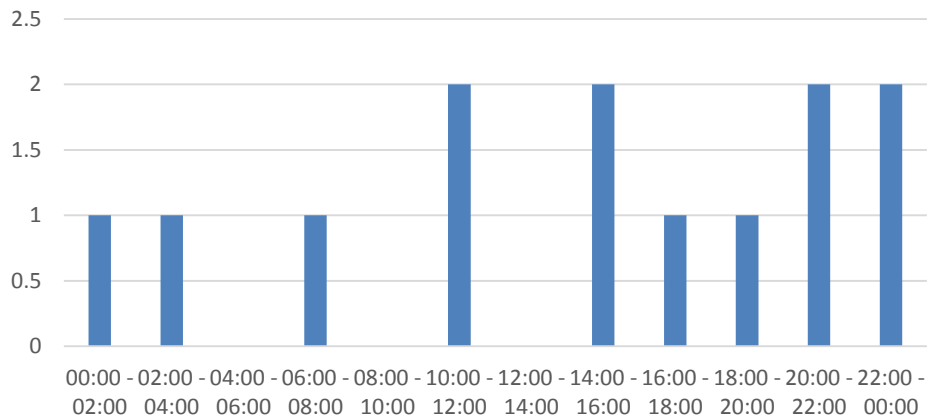
**Accidental Dwelling Fires - 2nd Quarter**



**% Accidental Dwelling Fires - 2nd Quarter**



**Accidental Dwelling Fires by Time of Day - 2nd Quarter**





## PRIORITY 3: Reduction in Fire Casualties and Fatalities

There were zero fire fatalities during the second quarter 2017/18. For Angus, this means that it's been a full two years since the last fire fatality in the area, and the SFRS aims to maintain this positive fire safety statistic.

In relation to fire casualties, there were 2 reported during the second quarter and both occurred as a result of fires in the home. This is a drop of 4 fire casualties when compared to the same period last year and well below the 5 year quarterly average of 5. The total number of fire casualties for the first six months of 2017/18 therefore stands at 6, which is a drop of 2 when compared to the same six month period last year. Records show that we have been experiencing a low rate of fire casualties over the past 18 months, which is pleasing to note and continues to be monitored very closely.

Alcohol/drugs was a contributing factor in one of the occupants becoming a fire casualty. The age category of this fire casualty was 30-39. The other fire casualty recorded was categorised as elderly. Both casualties were treated at the scene and did not require hospitalisation.

The elderly and people who are under the influence of alcohol/drugs 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 second quarter, to make the most vulnerable people in our communities safe from fire, included a Fire Safety Risk Recognition talk to falls victims in Arbroath and Carnoustie and numerous Joint Home Safety Visits with Community Mental Health Teams, Angus Council Home Care Assessors, Community Housing Teams and Deaf Links workers.

Looking forward to the third quarter, the SFRS's Mobile Museum is visiting key public places within the Angus area. As part of the SFRS Heritage Roadshow, the Angus Community Action Team (CAT) will be using the mobile museum as a means to engage and connect with local people and therefore share our community safety messages.

### Notable Incident/Event

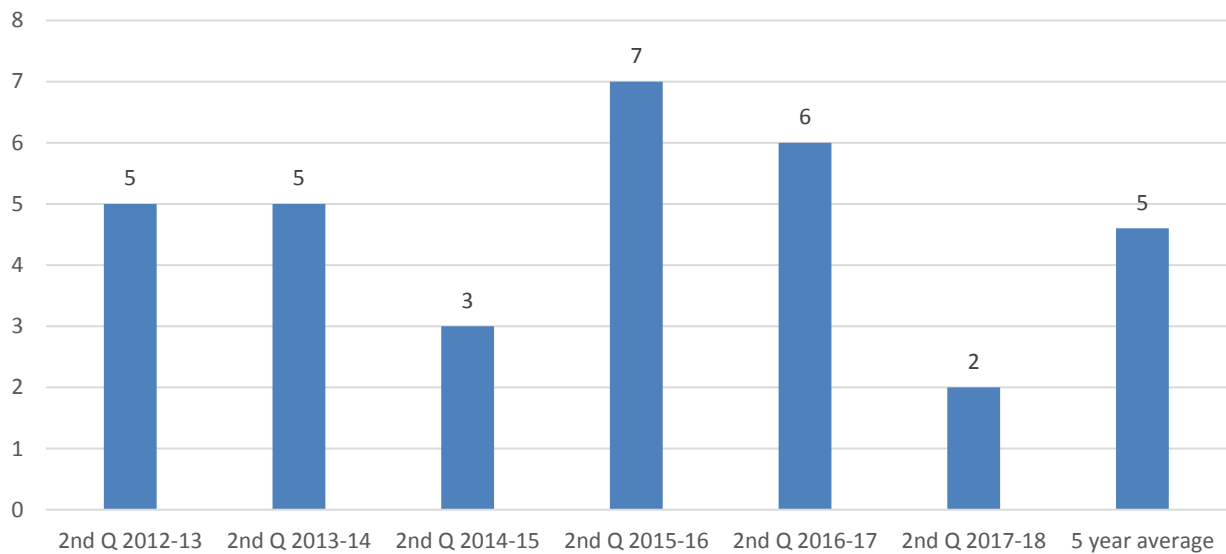
Working with Angus Council's Communities Learning & Development Team and Police Scotland's Community Officers, we supported an open day event for residents at Bruce Road, Arbroath. The event aimed to generate ideas for making more effective use of the open green space on Bruce Road and at the same time provided opportunities to engage with the residents and offer community safety support and advice.



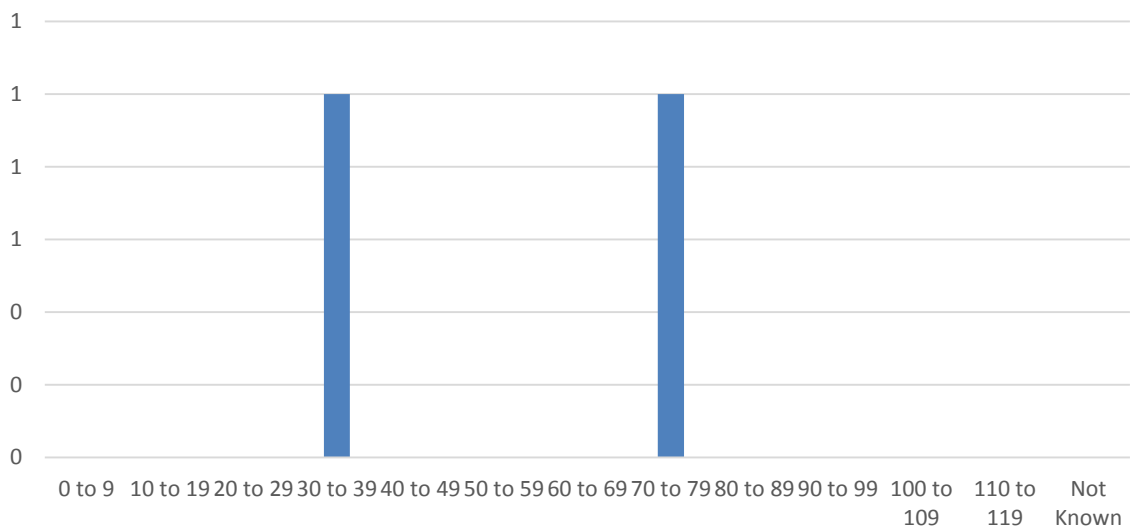
### Priority 3: Key Performance Indicators and Statistics – 2<sup>nd</sup> Quarter 2017/18

Key Performance Indicator	Key Performance Indicator	Q2 2012 /13	Q2 2013 /14	Q2 2014 /15	Q2 2015 /16	Q2 2016 /17	Q2 2017 /18	5 year average	Trend
3a	All fire casualties	5	4	3	6	6	2	5	↓
3a(i)	All fatal fire casualties	0	1	0	1	0	0	0	→

Fires Involving Casualties and Fatalities - 2nd Quarter



Age Profile of All Fire Casualties - 2nd Quarter



## PRIORITY 4: Reduction of Deliberate Fire Setting

During the second quarter of 2017/18, a total of 39 fires were reported as deliberate in Angus. This is a reduction of almost half when compared with the spike in deliberate fires reported last quarter and an increase of 18% (6) when compared to the same quarter last year. Comparisons against the 5 year average, indicate an above average number of deliberate fires during the second quarter 2017/18, with this increase being experienced across both categories and explained below.

### Deliberate Primary Fires

There were 8 deliberate primary fires reported during the second quarter, a reduction of 5 when compared to the last quarter and an increase of 3 when compared to the same quarter last year. These are broken down by ward in the table below and ranged from a small outdoor structure (e.g. a shed) to a significant fire that caused extensive damage and disruption to the operation of an abattoir in Brechin.

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

### Deliberate Secondary Fires

During the second quarter, a total of 31 deliberate secondary fires were reported in Angus, which is a drop of almost half following the spike last quarter. Deliberate secondary fires have increased by 10% (3) when compared to the same quarter last year and have increased by 29% (7) when compared to the five year average.

Ward	No. of Incidents	Ward	No. of Incidents
Arbroath East and Lunan	4	Forfar and District	4
Arbroath West and Letham	6	Kirriemuir and Dean	2
Brechin and Edzell	1	Monifieth and Sidlaw	9
Carnoustie and District	3	Montrose and District	2

During the second quarter, cross border initiatives with the Dundee Community Action Team and partners continued to focus on tackling deliberate fire setting in the Strathmartine area. We also co-delivered Safe Angus, which targeted 490 P7 pupils from across the Angus area and ran our 13<sup>th</sup> annual Fire Academy. Looking forward to the third quarter, our Autumn Thematic Action Plan focusses on the theme of deliberate fires. During the run upto Bonfire Night, SFRS staff will be talking to young people about the dangers of deliberate fire setting, as well as fireworks.

### **Notable Incident/Event**



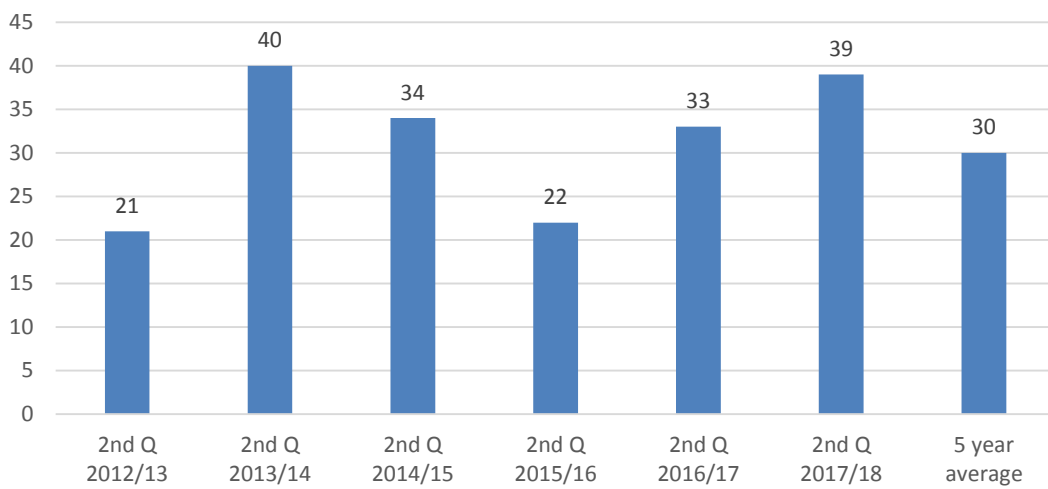
During September, SFRS and partners ran the 13<sup>th</sup> annual Fire Academy for 9 Angus school pupils. The 3-day residential course saw pupils take part in a variety of activities aimed at promoting positive behaviour, promoting fire safety awareness and reducing patterns of fire setting and other forms of anti-social behaviour



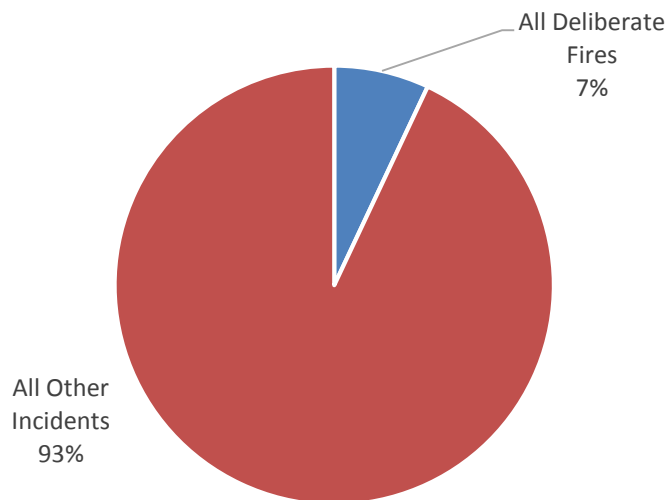
**Priority 4: Key Performance Indicators and Statistics – 2<sup>nd</sup> Quarter 2017/18**

Key Performance Indicator	Key Performance Indicator	Q2 2012/13	Q2 2013/14	Q2 2014/15	Q2 2015/16	Q2 2016/17	Q2 2017/18	5 year average	Trend
1b	All deliberate primary fires	7	4	9	4	5	8	6	↑
1c	All deliberate secondary fires	14	36	25	18	28	31	24	↑

All Deliberate Fires - 2nd Quarter



% Deliberate Fires - 2nd Quarter



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

There were 6 non-domestic property fires reported during the second quarter of 2017/18. This is a reduction of around half when compared to the first quarter 2017/18 and the second quarter last year, and is well below the five year average of 11 incidents.

When analysed further, deliberate non-domestic fires reported during the second quarter have reduced from 8 to 1 incident when compared to the first quarter. This drop is reflective of the overall reduction in reported deliberate fires during the second quarter.

A total of 5 non-domestic property fires were started accidentally and relatively minor in nature. The types of premises included a nursing home, retail supermarket and a restaurant. Factors contributing to these accidental fires included overheated electrical equipment and light fittings.

The non-domestic property fires reported during the second quarter 2017/18 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	0	Kirriemuir and Dean	0
Brechin and Edzell	1	Monifieth and Sidlaw	1
Carnoustie and District	0	Montrose and District	0

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 second 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, 39 non-domestic premises were audited during the second quarter. These included 3 post fire audits and taking enforcement action on one relevant premises. Working with the duty holder of this premises, the enforcement action has now been lifted and the totality of our audit work and enforcement action during the second quarter has contributed to a safer, more resilient business community.

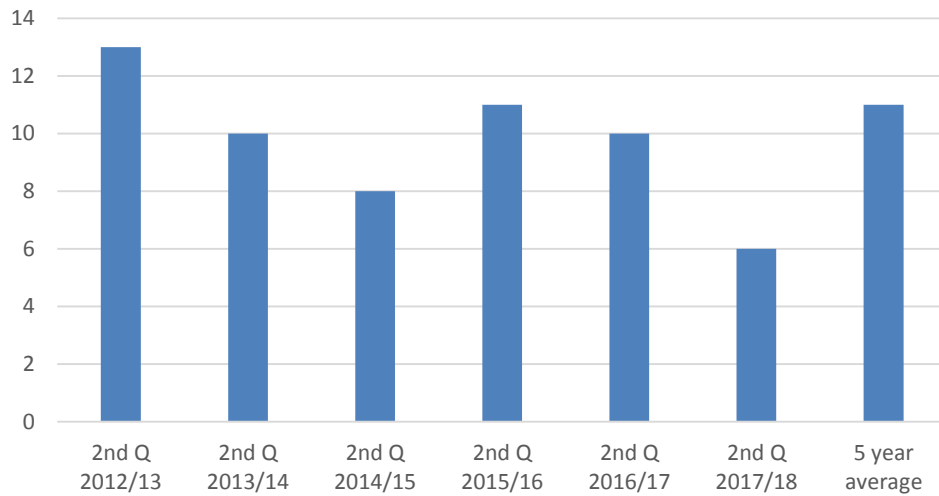
### Notable Incident/Event

There were no notable incidents/events during this reporting period.

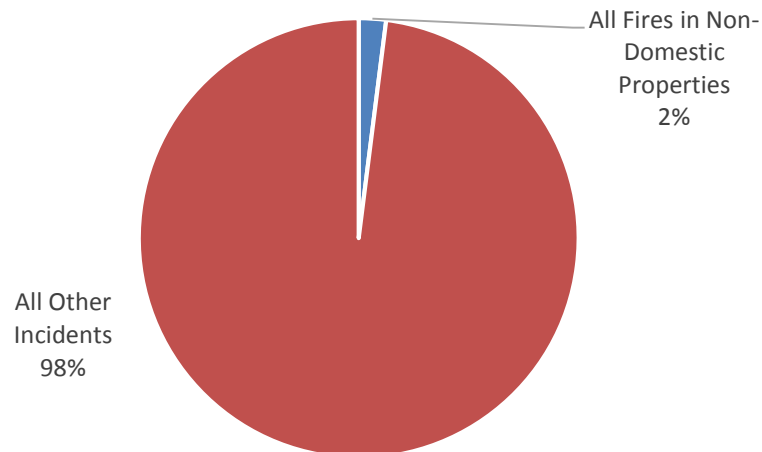
## Priority 5: Key Performance Indicators and Statistics – 2<sup>nd</sup> Quarter 2017/18

Key Performance Indicator	Key Performance Indicator	Q2 2012/13	Q2 2013/14	Q2 2014/15	Q2 2015/16	Q2 2016/17	Q2 2017/18	5 year average	Trend
2b(ii)	All accidental other building fires	11	9	5	10	9	5	9	↓
1b(ii)	All deliberate other building fires	2	1	3	1	1	1	2	↓

**All Fires in Non-Domestic Properties - 2nd Quarter**



**% All Fires in Non-Domestic Properties - 2nd Quarter**



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

During the second quarter, we attended 60 Non Fire Emergencies (Special Services), which is a reduction of 23% when compared to the previous quarter and an increase of 17% when compared to the same quarter last year. Comparisons against the 5 year average, indicate an above average number of Special Services during the second quarter 2017/18.

Of the 60 Special Services we attended during the second quarter, there were 18 casualties (fatal and non-fatal) reported, which is a reduction of 4 when compared to the previous quarter, but an increase of 10 when compared to the same quarter last year. Evidence indicates that almost two thirds of these casualties were as a result of Road Traffic Collisions (RTC).

A breakdown of the types of Special Services we attended and casualties during the second 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 15 RTC's we attended during the second quarter, there were a total of 11 casualties involved. Comparing this total to the same quarter last year, the number of casualties we dealt with has increased by 5, and compared to the last quarter they have reduced by 3. Tragically, 3 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 45 we attended during the second quarter, there were a total of 7 casualties involved. These included affecting 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 ahead to the next quarter, during November approximately 1,050 S5/S6 secondary school pupils, Dundee & Angus college students, and youth groups from across Angus will be attending the multi-award winning and hard hitting road safety event Safe Drive Stay Alive. This event is organised and delivered by the road safety partnership, which includes SFRS, NHS, Ambulance, Police and Angus Council.

### **Notable Incident/Event**

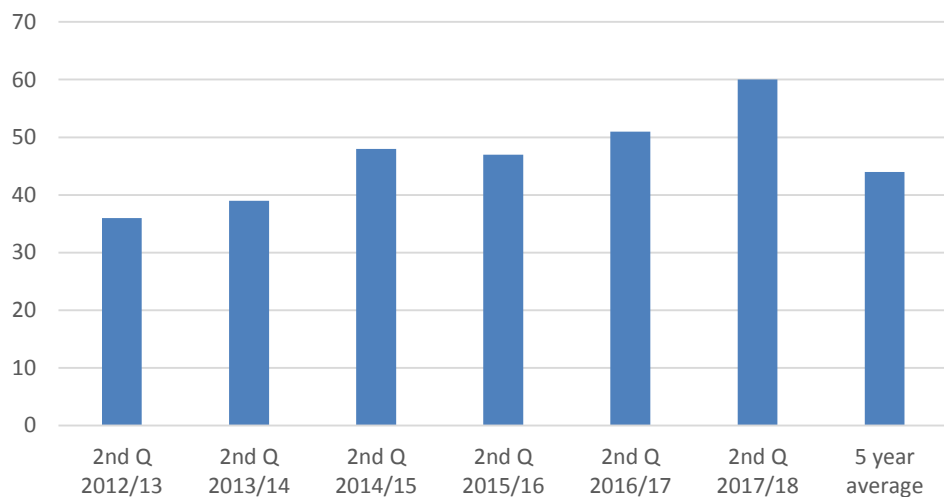
During September, staff from our Community Action Team and Arbroath Fire Station provided Technical Road Safety input to students of the Gateway to Motor Vehicle Skills Course at Dundee and Angus College, Arbroath. This input was followed by a visitation to Arbroath Fire Station, to observe firefighters dealing with a mock road traffic collision (RTC) scenario. In November, students will then conclude the programme with a visit to the Safe Drive Stay Alive roadshow event.

This piece of youth engagement work, aimed to give students an understanding of the fire and rescue services role at RTC's, and also educate them on the potential consequences of poor and dangerous driving.

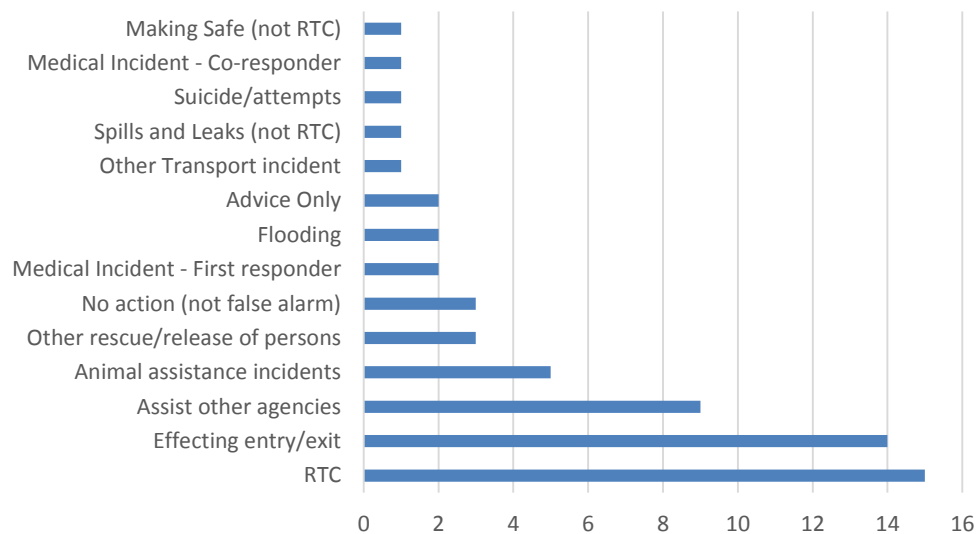
## Priority 6: Key Performance Indicators and Statistics – 2<sup>nd</sup> Quarter 2017/18

Key Performance Indicator	Key Performance Indicator	Q2 2012 /13	Q2 2013 /14	Q2 2014 /15	Q2 2015 /16	Q2 2016 /17	Q2 2017 /18	5 year average	Trend
5a	Road Traffic Collisions (RTCs)	11	10	12	12	10	15	11	↑
5b	Flooding	4	4	5	6	3	2	4	↓
5c	Extrication	5	8	10	4	7	3	7	↓
5d	Others	16	17	21	25	31	40	22	↑

### All Special Service Incidents - 2nd Quarter



### Special Service Types - 2nd Quarter





## PRIORITY 7: Reduction of Unwanted Fire Alarm Signals

During the second quarter, we were called out to 130 unwanted fire alarm signals (UFAS). This is an increase of 25% when compared to the last quarter, and an increase of 16% when compared to the 5 year quarterly average. UFAS accounted for 28% of our total operational demand during the second quarter and were the cause of 44% of all false alarms in Angus.

Property Types	No. of UFAS
Residential Care Homes	22
Sheltered Housing	16
Education	12
Hospitals/Medical Care	13
Industrial Manufacturing/Processing	10

The table above lists the 5 property types that had persistent call-outs due to UFAS during the second quarter. Together, these types of premises accounted for almost 60% of our UFAS calls during the second quarter. When analysed over the past 5 years, it is the same property types that are causing UFAS in Angus and nationally, the picture is very similar. The increase in UFAS experienced during the second quarter mainly came from Residential Care Homes and Sheltered Housing.

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 wide UFAS Reduction Forum meets regularly and through managers sharing best practice at this forum, we aim to reduce UFAS demand in Angus.

### Notable Incident/Event




As a result of a review of national best practice by the UFAS Reduction Forum, the SFRS launched a campaign with NHS Tayside, to help reduce the impact of UFAS at their hospital sites.

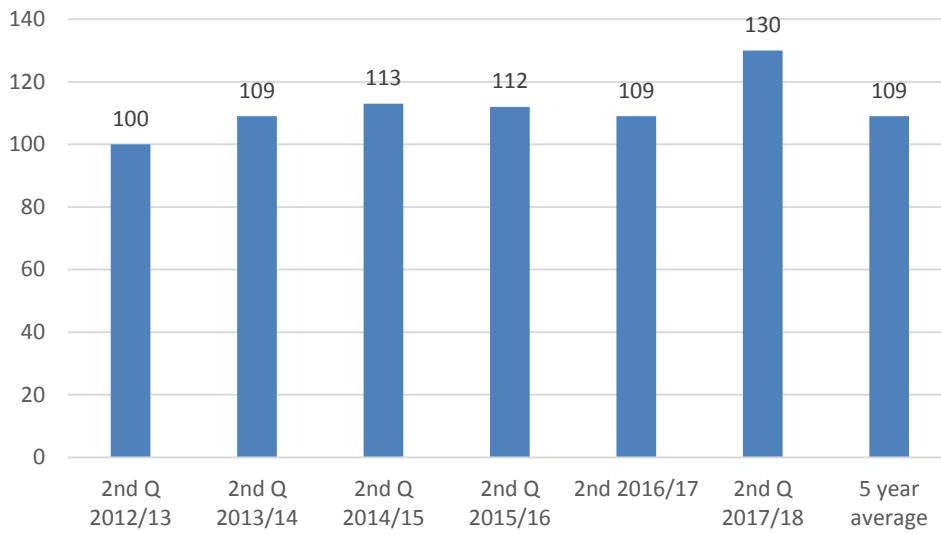
The 'Take 5' initiative encourages staff and contractors working on NHS Tayside sites to consider 5 key points for reducing the number of UFAS that are caused by human carelessness, by changing the way people go about their normal daily activity and considering the wider impact of their actions.

In the Angus area, the initiative was launched at Strathcathro Hospital, with future plans to roll-out to other NHS Tayside sites in Angus.

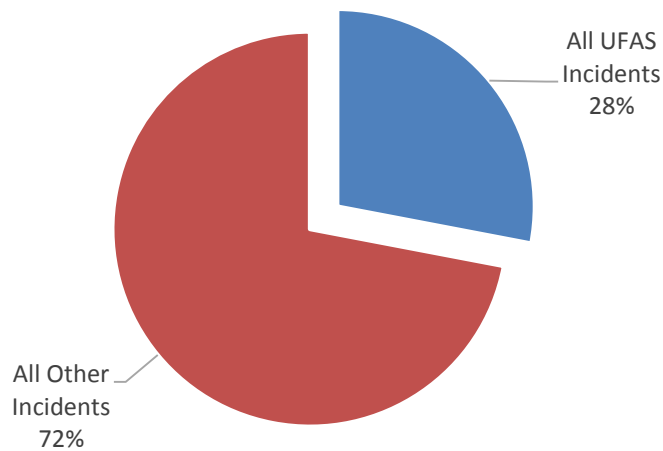
**Priority 7: Key Performance Indicators and Statistics – 2<sup>nd</sup> Quarter 2017/18**

Key Performance Indicator	Key Performance Indicator	Q2 2012/13	Q2 2013/14	Q2 2014/15	Q2 2015/16	Q2 2016/17	Q2 2017/18	5 year average	Trend
N/A	UFAS	100	109	113	112	109	<b>130</b>	<b>109</b>	

All UFAS Incidents - 2nd Quarter



% All UFAS - 2nd 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 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.

**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*