

**Working together
for a safer Scotland**



Appendix 2

**SCOTTISH
FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

ANGUS AREA

LOCAL FIRE AND RESCUE PLAN REVIEW 2017-2020

Safety. Teamwork. Respect. Innovation.

Introduction

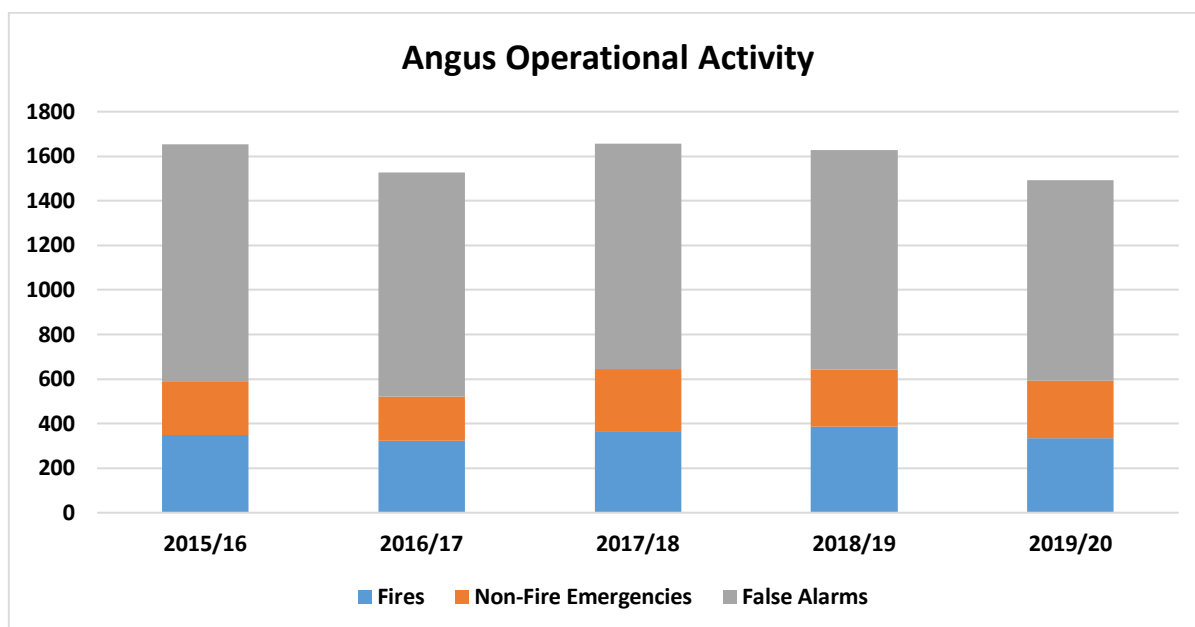
The Scottish Fire and Rescue Service is required under the Fire (Scotland) Act 2005, as amended by the Police and Fire Reform (Scotland) Act 2012, to prepare Local Fire and Rescue Plans for each local authority in Scotland. Our first Local Fire and Rescue Plans were published in April 2014. These were reviewed and replaced in 2017/18.

These Plans were developed to direct the Service through its initial transformation journey and 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 tackle inequalities and improve community outcomes through strong and open collaborative working.

The publication of our new Strategic Plan 2019-22 in October 2019 now instigates a 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.

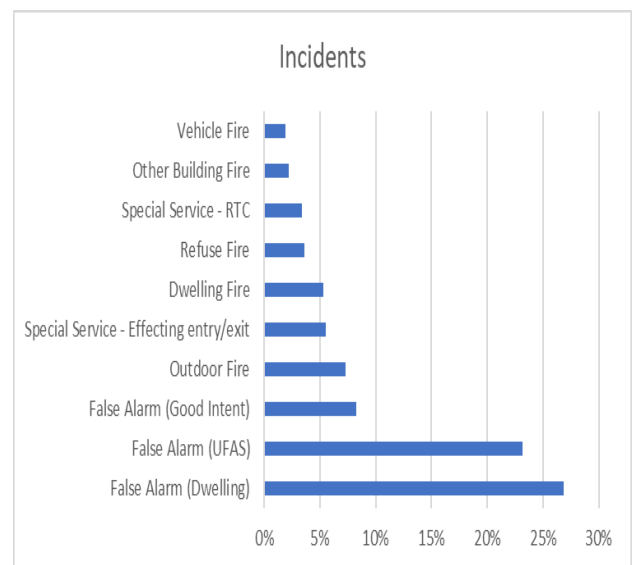
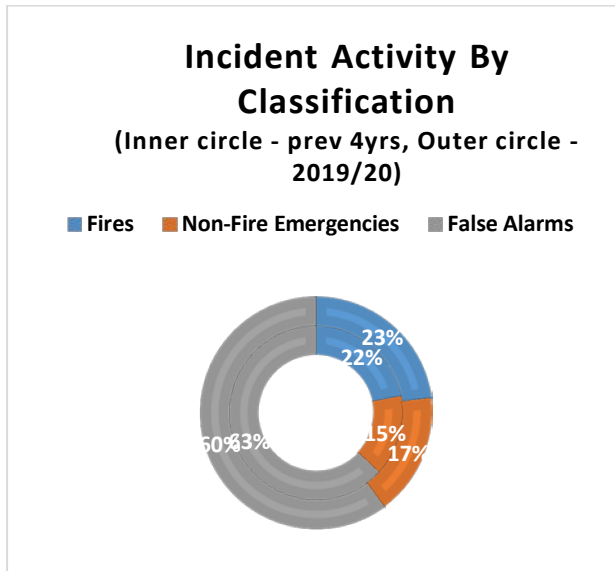
Performance Data – what the figures told us

Over the past 5 years within Angus, the SFRS responded to an average of 1591 incidents per year. Review of operational demand has indicated a similar trend overall, with activity levels remaining the same between 01 April 2015 and 31 March 2020. There has been a drop in False Alarms but an increase in Non-Fire Emergencies.



	2015/16	2016/17	2017/18	2018/19	2019/20
Fires	349	323	367	386	335
Non-Fire Emergencies	240	197	278	255	259
False Alarms	1064	1006	1012	988	898
Total Incidents	1653	1526	1657	1629	1492

The review of operational demand has identified False Alarms being the most common type of incidents attended within Angus. These accounted for 60% of operational activity, with Fires and Non-Fire Emergency (Special Service) incidents accounting for 23% and 17% respectively. Activity levels for 2019/20, has determined minimal change in the demand ratio across these three incident classifications, as shown below. The table on the right gives an insight to the top 10 incident types over the period of the plan.



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 2017-20, as shown in the table below.

Performance during 2019/20, indicates five priorities are equal to or have experienced a reduction against the three-year average figure (Green) and one priority is showing a greater than 10% increase against the three-year average (Red).

Angus Local Fire & Rescue Plan Priorities	16-17	17-18	18-19	19-20	RAG
Reducing Accidental Dwelling Fires	93	77	80	79	Green
Reducing Fire Casualties and Fire Fatalities	21	21	17	15	Green
Reducing Deliberate Fire Setting	103	145	137	132	Red
Reducing Fires in Non-Domestic Properties	27	34	35	32	Green
Reducing Casualties from Non-Fire Emergencies	57	83	64	56	Green
Reducing Unwanted Fire Alarm Signals (UFAS) (non-domestic property)	375	381	367	361	Green

Red	10% worse than the 3-year average
Amber	0-10% worse than the 3-year average
Green	Equal to or better than the 3-year average

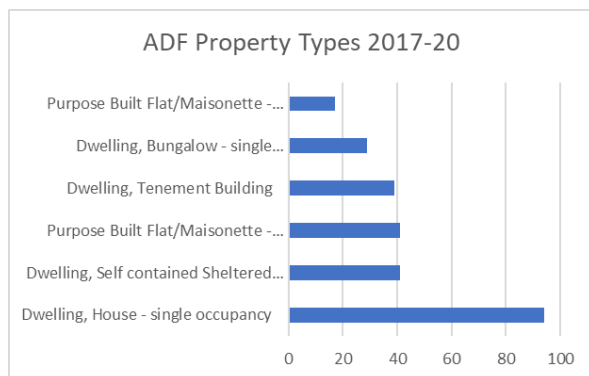
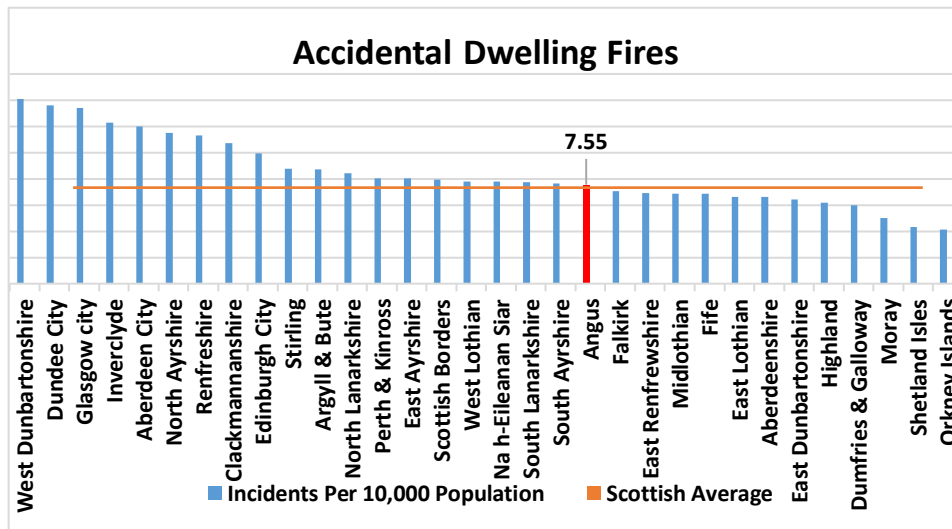
NB - Figures are provisional in nature and subject to change because of ongoing quality assurance and review.

Reducing Accidental Dwelling Fires



Performance Explained

Performance against the three-year average target for 2019/20 is classed as Green due to an overall reduction in the number of Accidental Dwelling Fires (ADF). In reviewing data over the last 5 years, the rate of ADFs per 10,000 population within Angus is 7.55, 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 36% of all incidents. Overall there has been a general decline in ADFs over the past 2-3 years with approximately 90% being classed as low to medium severity. High severity ADFs have remained relatively static and their numbers continue to be low, representing 10% of all ADFs in

Angus over the past 5 years. Approximately 72% of homes affected by fire had smoke or heat detection present, which raised the alarm on 52% of occasions. The early detection and warning given by those detectors that operated, are key factors in 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 Arbroath West, Letham and Friockheim Wards suffered the greatest number of ADFs in Angus.

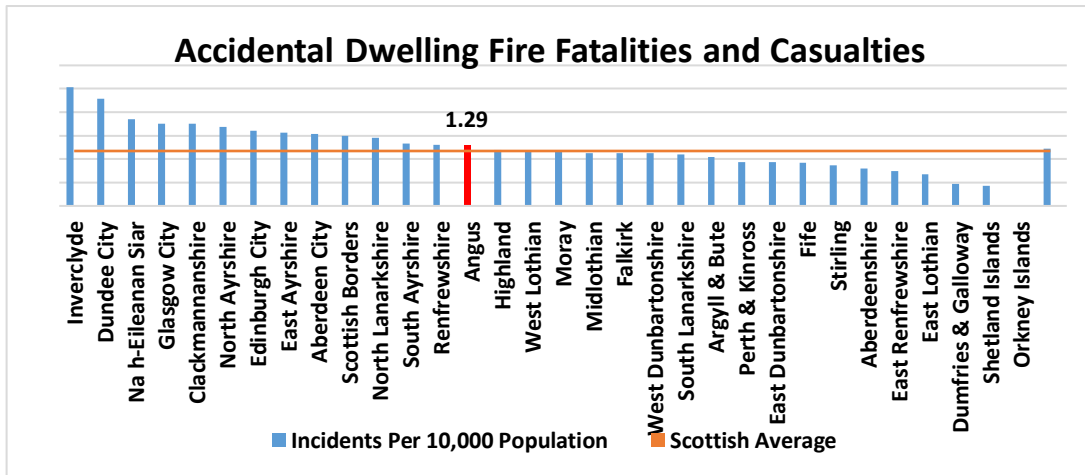
An example of what we are doing to improve performance in Angus is working through referrals with over 32 partners to target those who are most vulnerable within our communities and due to the rurality, we are also going out with the mobile library to offer advice outwith our towns and villages. Angus is also leading the way with the installation of sprinkler systems in new builds which will also drive down the severity of ADFs within these premises.

Reducing Fire Casualties and Fatalities

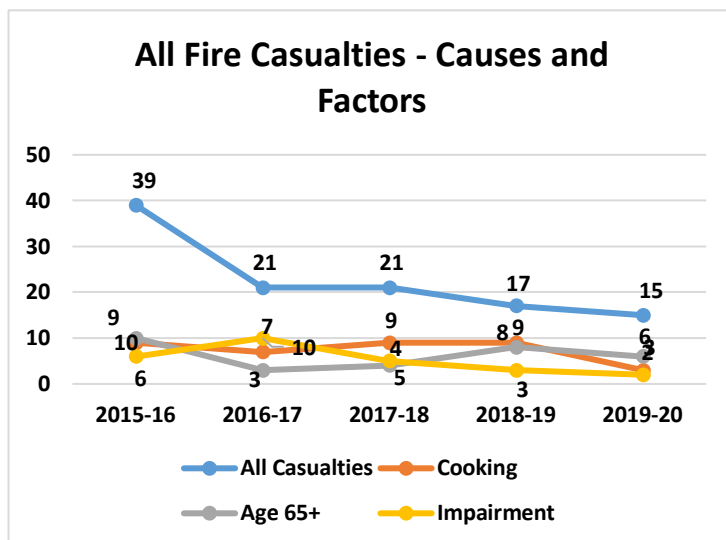


Performance Explained

Performance against the three-year average target for 2019/20 is classed as Green due to a fall in the number of fire casualties. In reviewing data over the last 5 years, 82% of all fire fatalities and casualties within Angus arose because of Accidental Dwelling Fires (ADF). The rate of ADF fatalities and casualties per 10,000 population within Angus is 1.29, which is average compared to other local authorities and slightly above the Scottish average. Angus has suffered a total of 3 ADF fatalities in the past 5 years, which is a ratio of ADF fatalities to ADF casualties of 1:34.



Analysis of ADF fatalities and casualties has identified a link to fires within the kitchen, accounting on average for two thirds of all incidents where injuries arise. The most common risk factors to ADF fatalities and casualties were living alone, smoking, alcohol, health & mobility issues. Smoking was the primary cause in 2 of the 3 fatalities. A review of the nature of ADF injuries has determined that 75% did not require hospital treatment. Of the 22 that did require hospital treatment, 3 were classed as having serious injuries. In Angus, over 40% of all ADF casualties were elderly people which also accounted for 1 of the 3 ADF fatalities. Arbroath East & Lunan and Brechin & Edzell have suffered the greatest number of ADF casualties including 1 of the 3 fatalities.



An example of what we did to improve performance

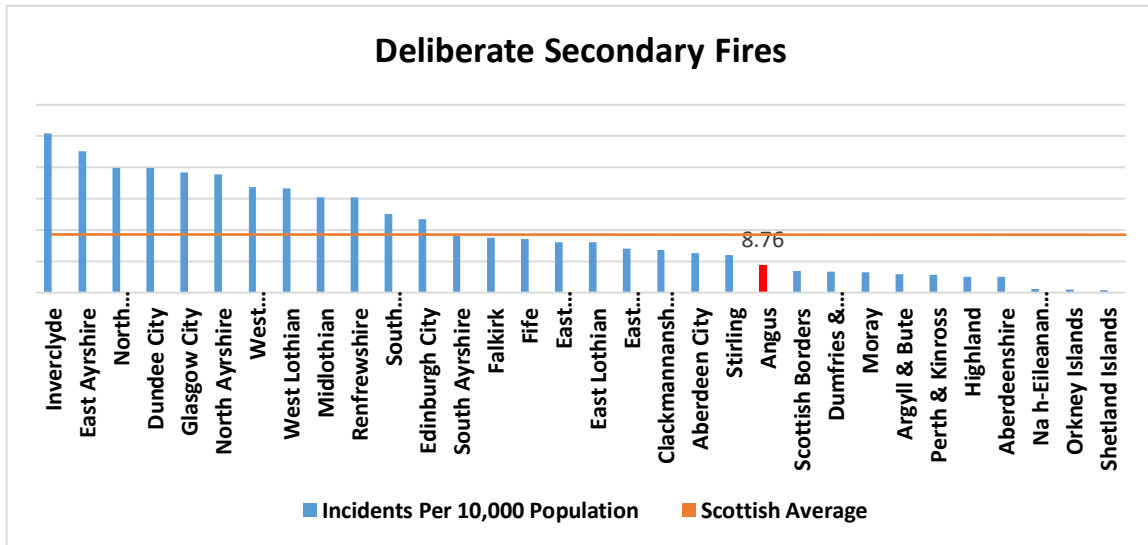
Over the past 3 years we delivered HSVs free of charge, to over 6000 homes in Angus. We also tailored solutions to suit each household, such as a deaf smoke alarm or heat detection units in some higher risk homes. We aim to target HSVs towards those who need it most. We therefore worked with our local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

Reducing Deliberate Fire Setting

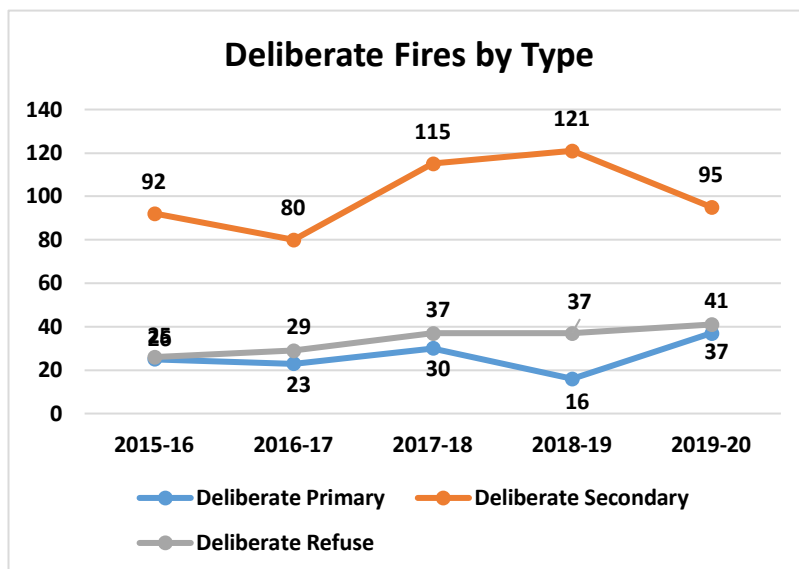


Performance Explained

Performance against the three-year average target for 2019/20 is classed Red as activity was above three-year average. 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 8.76, which is well 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 a slight increase in 2019-20.



Analysis of Deliberate Secondary Fire Setting over the past 5 years, has identified that this accounted for 80% of all Deliberate Fire Setting activity within Angus, with Deliberate Refuse Fires Accounting for the majority of all Deliberate Secondary Fires. Records show that the highest incidences of Deliberate Secondary Fire setting occur in the Monifieth & Sidlaw, Arbroath East & Lunan, and Montrose Wards respectively, with the least activity occurring in the Brechin and Edzell Ward.



An example of what we did to improve performance

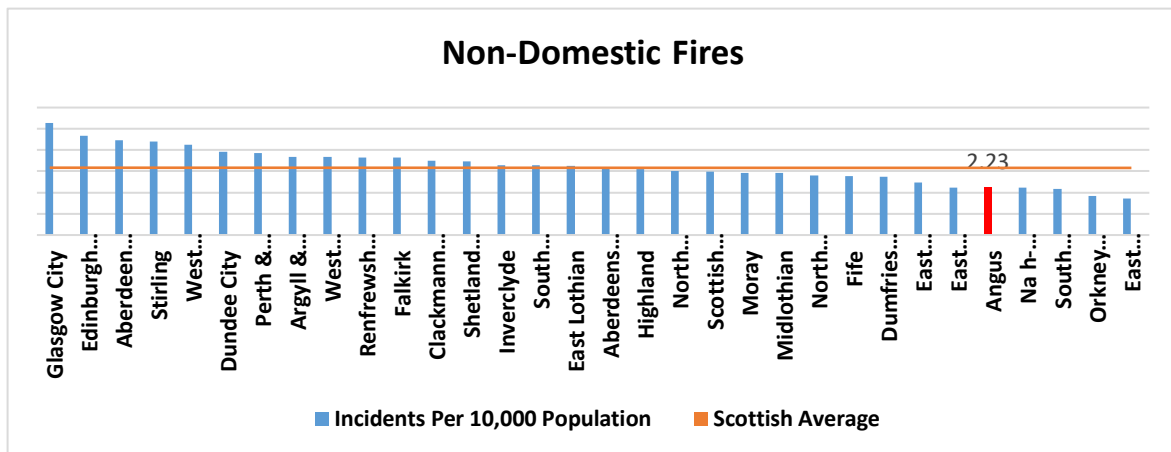
Angus Fire Academy has been running for 15 years and involves school pupils who have a history of offending, in particular fire-setting. The school pupils undertake a 4-day programme covering activities aimed at changing their behaviour, promoting fire safety awareness and reducing offending. Over 130 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

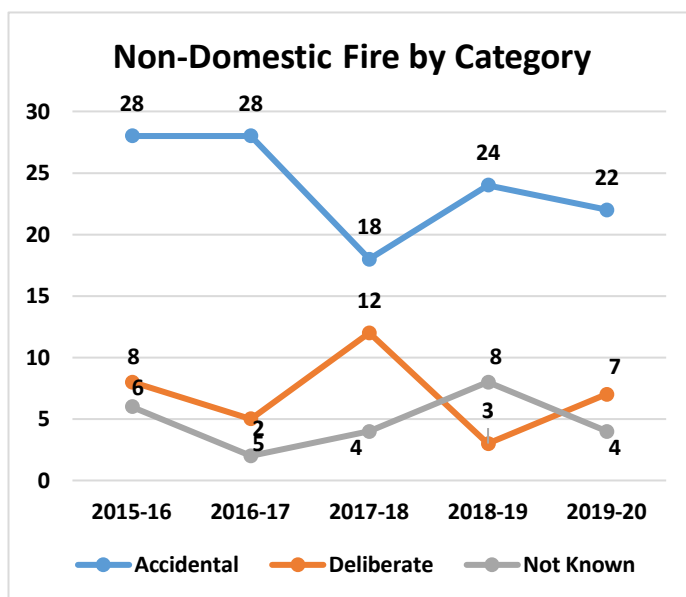
Green

Performance Explained

Performance against the three-year average target for 2019/20 is classed as Green due to being the same as the 3 year average for Non-Domestic Property fires. 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 2.23, which is one of the lowest in Scotland when compared against all local authorities in the graph below.



Reviewing the previous 5 years activity for non-domestic property fires, 65% were classed as accidental in origin, and 17% were classed as deliberate in origin. Most Business and Service sector premises must 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 similar picture from 2015-20 with no trends identified.



An example of what we did to improve performance

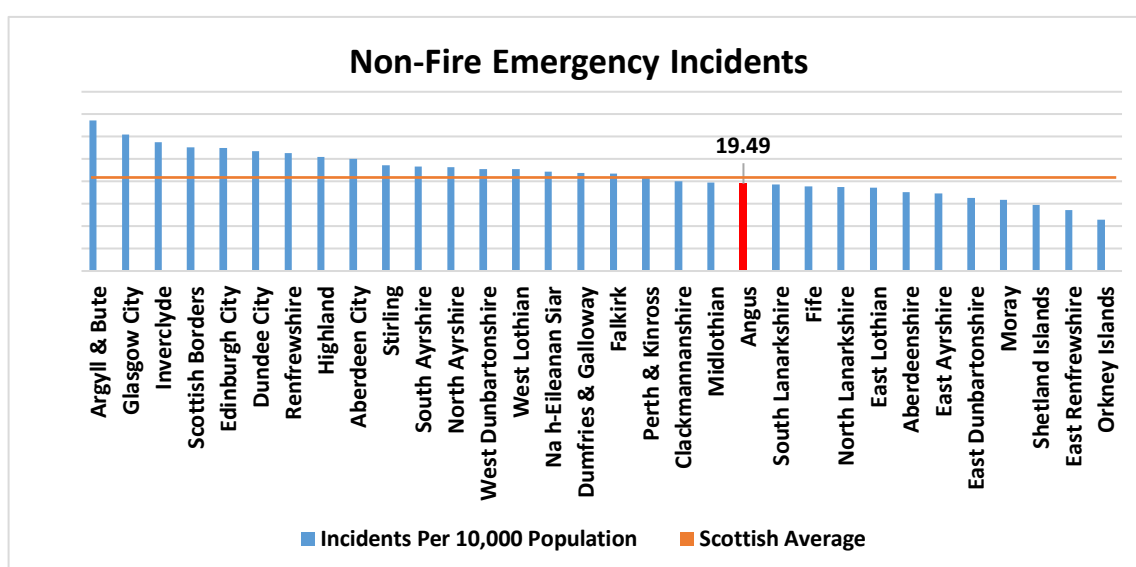
Sleeping risks in Angus are routinely audited by Fire Safety Enforcement Officers, to ensure they meet critical levels of fire compliance. Other businesses have also been the focus of post fire and thematic audits. Our work continues to assist the Angus business sector in understanding their fire safety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

Reducing Casualties from Non-Fire Emergencies

Green

Performance Explained

Performance against the three-year average target for 2019/20 is classed as Green with a static trend evident over the past few years. This 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. The number of these types of incidents is catching up with the number of fires we deal with and we see more casualties and fatalities from Special Services than we do from fires. In reviewing data over the last 5 years, the rate of special service incidents per 10,000 population within Angus is 19.49, which is 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 24% of these incidents, but accounted for 58% of all special service casualties. Of the RTCs attended by the fire service in Angus, around 1 in 10 casualties is a fatality. Other special service casualties recorded over the last five years included those resulting from attendance at 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

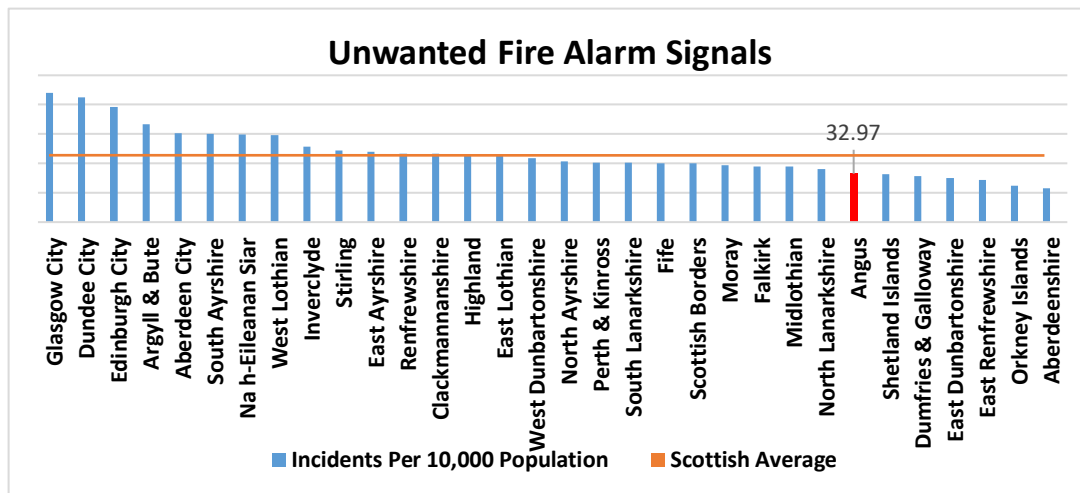
The Angus Safe Drive Stay Alive road safety event is held in the Reid Hall, Forfar every November. This multi-agency road safety event runs over two days and is aimed at S5/S6 school pupils and College students who may be about to learn to drive. It is presented to around 900 young people to raise awareness about the importance of road safety as a young driver and passenger.

Reducing Unwanted Fire Alarm Signals

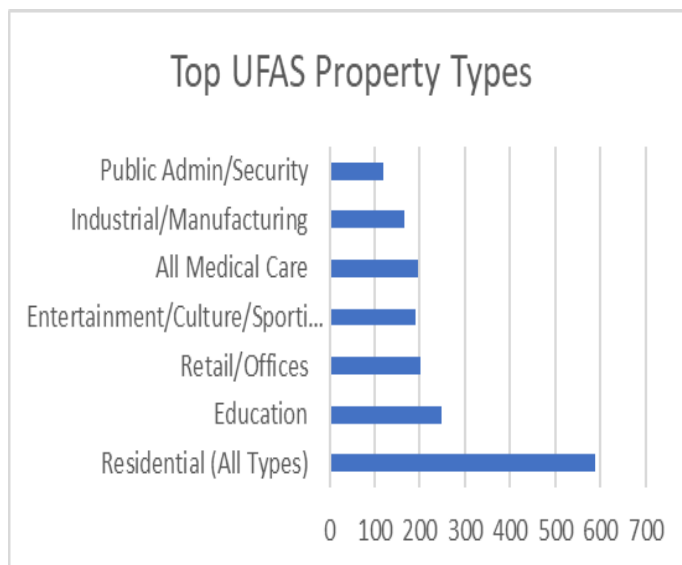
Green

Performance Explained

Performance against the three-year average target for 2019/20 is classed as Green with a 4% reduction against the three-year average. 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 32.97, which is towards the lower range of the spectrum when compared against all local authorities and is well 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, education and hospital/medical care facilities. Collectively over the past 5 years, these 4 types of premises have been responsible for almost 40% of all UFAS incidents in Angus.



An example of what we did to improve performance

Our Enforcement Officers are carrying out regular engagement with those who present the highest number of UFAS incidents and looking at solutions to reduce the impact of these. We have introduced leaflets that our operational staff provide to owners/occupiers when we attend UFAS incidents which also offer advice on solutions to negate the problem. 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 consultation of our Strategic Plan 2019-22 we re-engaged with our key stakeholders to seek further views on our local service delivery.

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

Most of comments noted were from Angus Council, and our 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:

1. All were either quite or very satisfied with the performance of the SFRS in Angus and felt that we understood local needs and adopted them into our plans and activities.
2. It was evident that most respondents felt that there had been a big improvement in our service over the past 3 years however there was also an overriding opinion that we could be more innovative with the service we provide.
3. It was felt that we could communicate with our local community better on the services we offer and how our service is developing to meet the changing needs of our communities.
4. There is overwhelming support for us to maintain our core activities and to continue to engage with communities through our home safety visits and to increase that engagement to incorporate prevention of accidents in the home.
5. There is a strong desire for us to work more with our partners to reduce crime and improve safety and help our communities prepare better for any emergency situations.
6. We need to continue to work with younger people and older groups to improve the health and wellbeing of communities and support those in our communities who live in poverty.
7. People who replied wanted reassurance that we have fully crewed appliances across the rural locations within Angus to ensure they have a service when they require it in a timely manner.

Local Planning – what we learned from other local plans

We have also considered the cross cutting themes within the Angus Community Plan 2017-30 of economy, people and place and how we can contribute best to these through our Local Fire and Rescue Plan. We aim to include tackling inequality within our plan in line with this and making Scotland a fairer place to live and work. We are aware of the Angus priorities within this of reducing poverty, improving mental health and wellbeing and improving accessibility and connectivity and where possible we aim to contribute to this locally.

Scrutiny – what we learned from the Inspectorate

To support this formal review the outcomes from HM Fire Service Inspectorate's (HMFSI) Local Area Inspections of SFRS service delivery within local authority areas have been considered.

In total, 12 local authority area inspections have been concluded since 2015. These include Aberdeen City, East Renfrewshire, Western Isles, West Lothian, Dundee City, South Ayrshire, Scottish Borders, Moray, Glasgow City, Highland, North Lanarkshire, and most recently Dumfries and Galloway. Once prepared and agreed, inspection reports are published by HMFSI on their [website](#).

The findings of HMFSI inspections influenced how Local Fire and Rescue Plans were developed in 2017. In response to these findings, our reports on the review of our first tranche of Plans provided risk-based evidence to identify and shape new priorities. The review reports also provided benchmark information against other authority areas. The timing of preparation and publication of new Plans was also staggered to enable alignment with the development of Local Outcome Improvement Plans.

Although a common corporate template is used to prepare Plans, Local Senior Officers have the flexibility to identify specific local priorities supported by appropriate local performance measures relevant to their area.

An area HMFSI highlights for exploration is the identification of local targets. To avoid expressing desired results which are unachievable, uncontrollable or impractical the SFRS will only apply targets when it is appropriate to do so.

HMFSI Local Area Inspection Reports will continue to be monitored to ensure the continuous improvement of Local Plans and to identify good practice.

Conclusion

In reviewing the progress against the priorities within the Local Fire and Rescue Plan for Angus 2017 – 2020, 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. safe and well visits, out of hospital cardiac arrests 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 can 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 2017–2020 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 Community 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 working with partners in 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 or are crucial to the infrastructure.

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 to prepare, plan and respond to these risks safely and effectively, and strengthening community resilience.