



# QUARTERLY PERFORMANCE REPORT FOR ANGUS



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

**Quarter 3: 2016-2017 (1<sup>st</sup> October – 31st December)**

**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	Q3 2011/12	Q3 2012/13	Q3 2013/14	Q3 2014/15	Q3 2015/16	Q3 2016/17	Q3 5 year Average	Quarterly Comparison RAG Rating	Year to Date RAG Rating
Accidental dwelling fires	23	17	17	30	26	23	23		
Fire casualties and fatalities	6	4	5	11	14	6	8		
Deliberate Fire Setting	19	26	42	30	18	20	27		
Non domestic property fires	6	10	10	12	9	3	9		
Special Service – All	44	98	36	44	59	47	56		
False Alarms – All	234	268	270	248	264	240	257		

### 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 until the year end.*

## PRIORITY 1: Local Risk Management and Preparedness

We are committed to ensuring that we have a competent workforce equipped with the essential knowledge and skills, so they can undertake their role in an efficient, effective and safe manner. We have therefore identified core skills which have been deemed as critical to maintaining competence and ensuring the safety of firefighters at incidents. These skills, as well as other attributes, are maintained and delivered through a three year maintenance and development programme, which is delivered locally and nationally.

Examples of the ongoing training conducted during the third quarter of 2016/17 were:

- Road Traffic Collision Extrication Techniques;
- Casualty Handling, and
- Fire Behaviour.

All station based operational personnel continue to visit sites within their station area so that they are aware of the associated risks and hazards, and if required can take effective actions in dealing with incidents at these sites. During the third quarter 2016/17, local firefighters visited Forfar and Brechin Community Campuses, and across Angus there continues to be a focus on gathering operational intelligence on migrant worker sites, sheltered housing complexes and nursing homes, in support of a focus on premises and sites that are high life risk.

Crews also continue to conduct routine water hydrant inspections as it is important to check that there is access and adequate provision of water supplies within the area should crews require them in the event of an incident. This also provides the opportunity for crews to familiarise themselves with the locations of hydrants in relation to the risks in their area and link-in other activities, such as conducting Home Safety Visits (HSV).

On-going recruitment for retained firefighters in the Angus area continued to be a priority during the third quarter 2016/17 for local recruiting managers. Candidates that met the initial selection criteria are now progressing through the final stages of testing.

Looking forward to the fourth quarter, Montrose and Arbroath firefighters are planning an exercise on board a ship at the Port of Montrose. This exercise will test the Service's and Port Authorities preparedness to deal with such eventualities. Furthermore, it will ensure any learning from this exercise is used to enhance our capabilities for dealing with incidents on board ships, which are inherently challenging.

### **Notable Incident/Event**

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

## PRIORITY 2: Reduction of Accidental Dwelling Fires

There were 23 accidental dwelling fires reported during the third quarter of 2016/17. This is a reduction of 3 accidental dwelling fires when compared to the third quarter last year, and matches the third quarter five year average. The total number of accidental dwelling fires to the end of the third quarter 2016/17, (74) is 15% higher than the 5 year average (64) for the same period in previous years.

A total of 10 accidental dwelling fires reported during the third quarter were already extinguished on arrival of the fire service and a total of 8 were assessed as requiring very limited firefighting intervention. Cooking continues to be the most common cause of these accidental dwelling fires – a total of 12 accidental dwelling fires were caused by cooking.

The accidental dwelling fires reported during the third quarter are broken down by ward location in the table below. Based on historical incident data, Arbroath Wards continue to experience the greatest number of accidental dwelling fires when compared to the other Angus wards.

Ward	Number	Ward	Number
Arbroath East and Lunan	6	Forfar and District	3
Arbroath West and Letham	6	Kirriemuir and Dean	2
Brechin and Edzell	2	Monifieth and Sidlaw	2
Carnoustie and District	0	Montrose and District	2

Of the 23 accidental dwelling fires, 19 had smoke alarms fitted and 16 of these operated. The early detection and warning given by detectors that operated therefore continue to be key factors contributing to the majority of accidental dwelling fires being of such low severity and impact.

Working with our partners, we continue to deliver our home safety educational programmes to the residents of Angus. Up-to the end of third quarter 2016/17, we have delivered 1542 HSV in the Angus area. Our local HSV strategy continues to focus on targeting people most vulnerable from fire and other forms of unintentional harm. During the third quarter, this included conducting joint HSVs with Angus Social Work and training various Angus Carer Groups on how to make HSV referrals to the Service.

### Notable Incident/Event



A new partnership between SFRS and Angus Council Welfare Rights is aiming to increase HSV referrals and help protect the Angus area's most vulnerable people from harm.

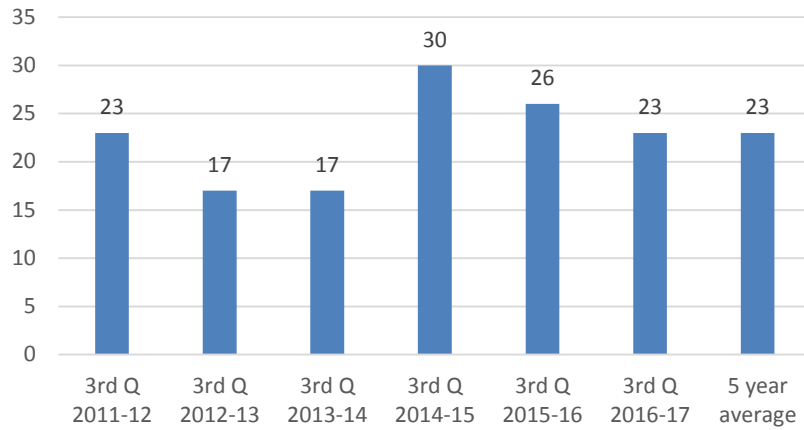
Angus Welfare rights officers have been taught how to identify and initiate HSV referrals and on the flip-side, retained crews in Kirriemuir are to receive training from welfare rights officers about how to identify and refer people with welfare needs to Angus Council during the delivery of HSVs.

This partnership approach aimed at addressing unintentional harm is a 6-month pilot and will be rolled out across Angus if successful.

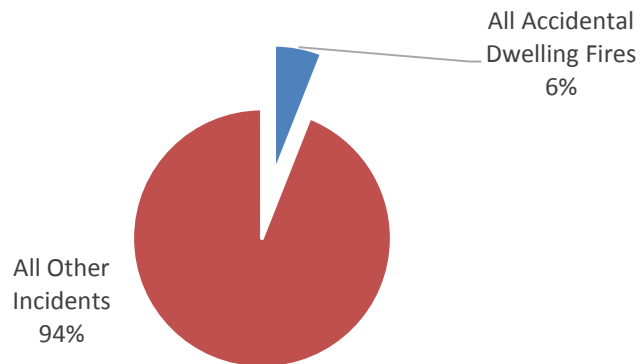
## Priority 2: Key Performance Indicators and Statistics – 3rd Quarter 2016/17

Key Performance Indicator	Key Performance Indicator	Q3 2011/12	Q3 2012/13	Q3 2013/14	Q3 2014/15	Q3 2015/16	Q3 2016/17	5 year average	Trend
2b(i)	All accidental dwelling fires	23	17	17	30	26	<b>23</b>	<b>23</b>	➔

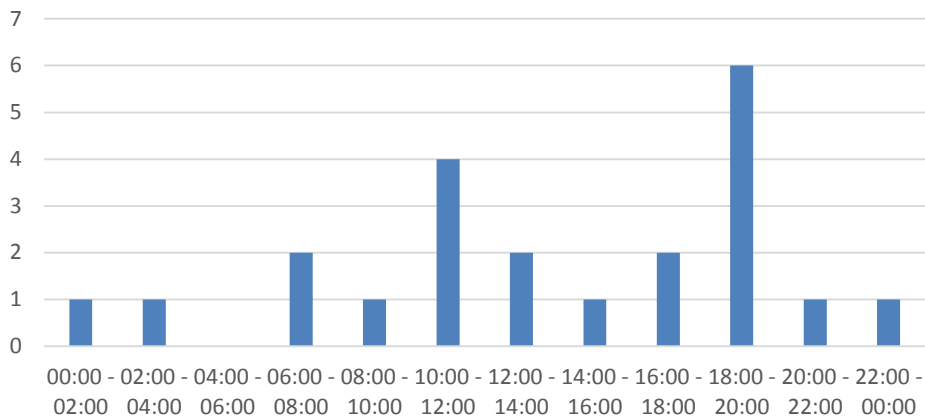
**Accidental Dwelling Fires - 3rd Quarter**



**% Accidental Dwelling Fires - 3rd Quarter**



**Accidental Dwelling Fires by Time of Day - 3rd Quarter**



## PRIORITY 3: Reduction in Fire Casualties and Fatalities

There were no fire fatalities during the third quarter 2016/17. The five year average for fire fatalities in Angus during the third quarter is zero.

In relation to fire casualties, there were 6 reported during the third quarter 2016/17. This is a reduction of 8 when compared to same quarter last year, and a reduction of two when compared to the 5 year average for this quarter. The total number of fire casualties up to the end of the third quarter 2016/17 (14) is 18% lower than the 5 year average for the same period, and 55% lower when compared to last year for the same period.

A smoke alarm was present in half (3) of the fire casualty incidents during the third quarter 2016/17. Of the 3 smoke alarms present, one operated, and the other two failed to operate. All fire casualties were as a result of fires being started accidentally, with 50% being due to unattended cooking.

The SFRS vision is to have no fire fatalities/casualties throughout Scotland and we are striving to achieve this through partnership working with Angus Council, Police Scotland, Health and Social Care, Voluntary Action Angus, Housing Associations, local landlords and others. Those most at risk from becoming a fire casualty include: people living alone; people with poor physical and mental health, and the elderly.

During the third quarter we worked with our partner agencies, to deliver a wide range of initiatives that focussed on making those most at risk safer from fire. This included delivering fire safety in the home awareness training to better balance classes (Falls Victims) and dementia carers across Angus, and attending case conferences of the newly set up Significant Complex Case Integration Group (SCCIG) – a multi-agency group that pulls together the collective skills and resources of local agencies, to address the needs of the most vulnerable people in Angus.

### Notable Incident/Event



Members of the Scottish Fire and Rescue Service's Angus Community Action Team and the Angus Council Community Alarm Coordinator received Deaf Alert Smoke Alarm training as part of a successful Technology Enabled Care joint funding bid with Angus Health and Social Care Partnership.

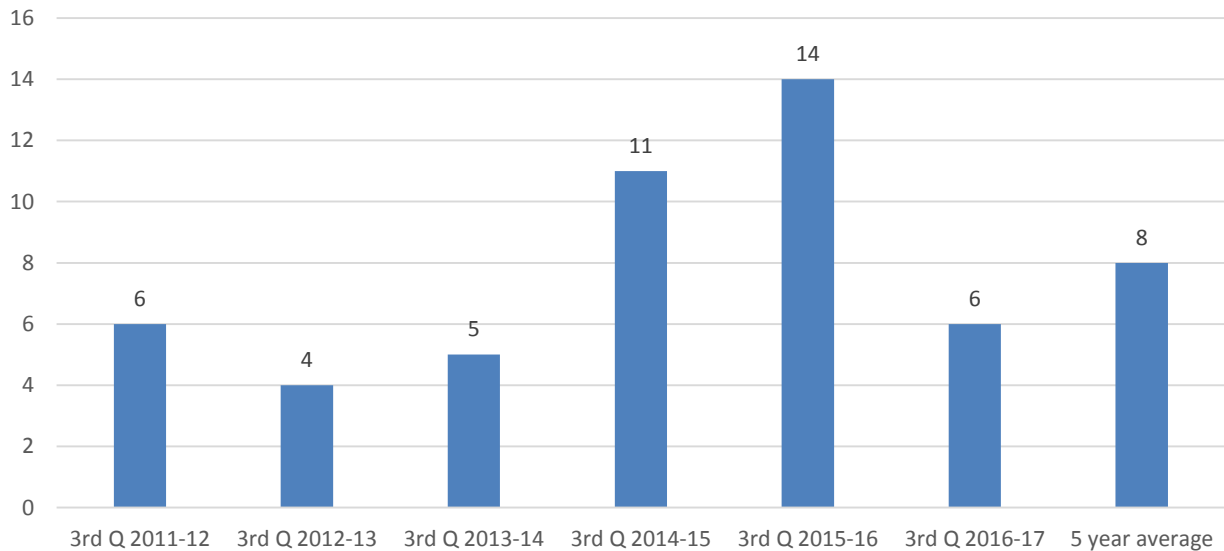
Numerous Smoke Alarms for hard of hearing residents have been installed within Angus through partnership referral working with North East Sensory Services. Through this initiative we aim to improve the safety and wellbeing of our more vulnerable members of society.

## PRIORITY 4: Reduction of Deliberate Fire Setting

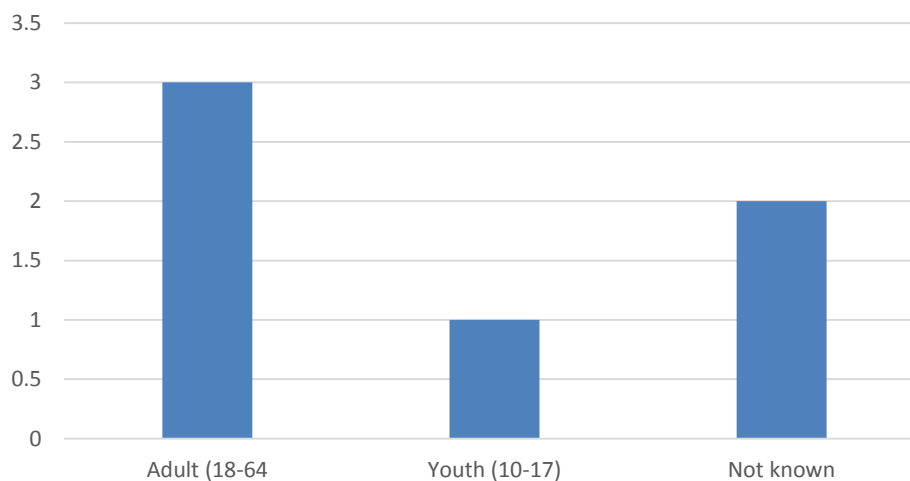
### Priority 3: Key Performance Indicators and Statistics – 3rd Quarter 2016/17

Key Performance Indicator	Key Performance Indicator	Q3 2011 /12	Q3 2012 /13	Q3 2013 /14	Q3 2014 /15	Q3 2015 /16	Q3 2016 /17	5 year average	Trend
3a(i)	All fatal fire casualties	1	0	0	1	0	0	0	↓
3a(ii)	Non-fatal fire casualties excl. precautionary check-ups	4	4	5	6	7	5	5	→
3a(iii)	Non-fatal fire casualties incl. precautionary check-ups	5	4	5	10	14	6	8	↓

Fires Involving Casualties and Fatalities - 3rd Quarter



Age Profile of Fire Casualties - 3rd Quarter



### Deliberate Primary Fires

During the third quarter of 2016/17, a total of 5 deliberate primary fires were reported in Angus, as shown in the table below, which is comparable to the third quarter last year, and 2 below the five year average for that quarter. The total number of deliberate primary fires to the end of the third quarter 2016/17, (16) is 20% lower than the 5 year average (20) for the same period in previous years.

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	0	Monifieth and Sidlaw	1
Carnoustie and District	1	Montrose and District	0

### Deliberate Secondary Fires

During the third quarter of 2016/17, a total of 14 deliberate secondary fires were reported in Angus. This is an increase of one when compared with the third quarter last year and a reduction of 20% when compared to the five year average for that quarter. The total number of deliberate secondary fires to the end of the third quarter 2016/17, (66) is 23% lower than the 5 year average (86) for the same period in previous years.

During the third quarter of 2016/17, around half of the deliberate secondary fires were attributed to refuse fires, with the remainder involving scrubland and vegetation.

Ward	No. of Incidents	Ward	No. of Incidents
Arbroath East and Lunan	0	Forfar and District	0
Arbroath West and Letham	3	Kirriemuir and Dean	3
Brechin and Edzell	4	Monifieth and Sidlaw	0
Carnoustie and District	2	Montrose and District	2

We continue to work very hard, along with our partners, to build relationships with young people in the community and educate them on the consequences of anti-social behaviour. During the third quarter of 2016/17, we worked with Police Scotland on a number of initiatives. This included running a Young Firefighters course at Montrose Fire Station, whereby local youths were educated on the consequences of fire related anti-social behaviour. We also supported Police Scotland with a football related anti-social behaviour project called 'Pitchin in' at Forfar Academy.

Looking forward to the fourth quarter, we will be planning our Spring Thematic Action Plans, which focuses on reducing deliberate fire setting and anti-social behaviour during the start of the lighter nights around April and the Easter School Holiday period.

### **Notable Incident/Event**

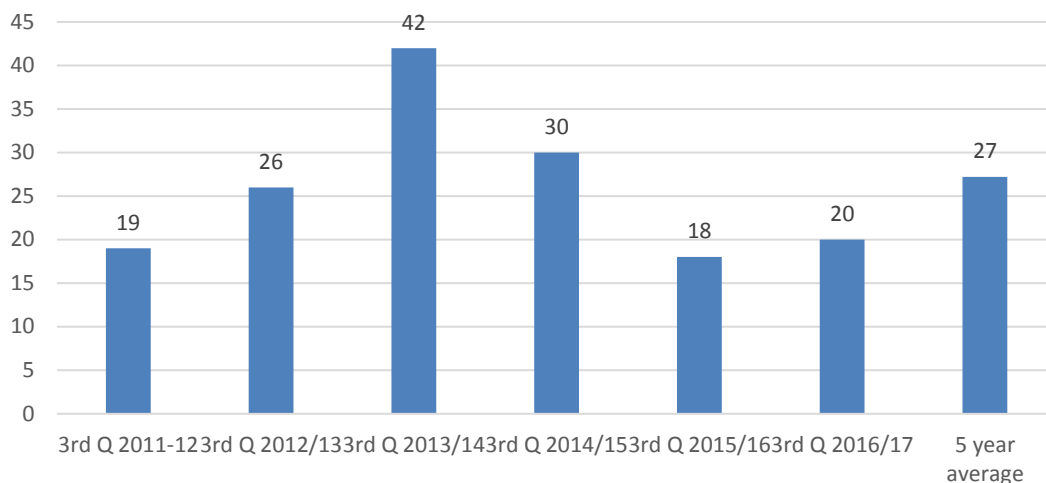


On 22 October 2016, a fire destroyed the former Wellbrae Primary School, in Forfar. It required the combined effort of 50 Firefighters from across Angus and Dundee, and other emergency responders to bring the fire under control, protect the immediate surrounding area and deal with the aftermath. The fire was deliberate and a group of youths were apprehended and charged in connection with the incident.

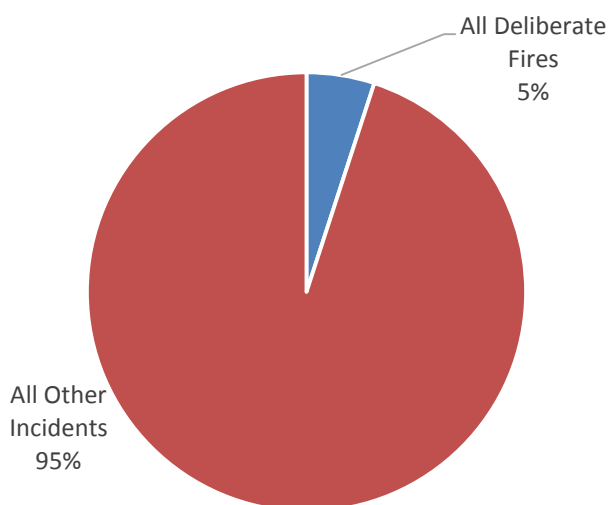


Key Performance Indicator	Key Performance Indicator	Q3 2011/12	Q3 2012/13	Q3 2013/14	Q3 2014/15	Q3 2015/16	Q3 2016/17	5 year average	Trend
1b	All deliberate primary fires	6	7	6	9	5	<b>5</b>	<b>7</b>	↓
1b(ii)	All deliberate other building fires	3	1	1	3	2	<b>1</b>	<b>2</b>	↓
1c	All deliberate secondary fires	13	19	36	21	13	<b>14</b>	<b>20</b>	↓

All Deliberate Fires - 3rd Quarter



% Deliberate Fires - 3rd Quarter



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

There were 4 non-domestic property fires reported during the third quarter of 2016/17. This is a reduction of 5 non-domestic property fires when compared to the third quarter last year, and well below the five year average of 9 for that quarter. The total number of non-domestic property fires to the end of the third quarter 2016/17, (17) is 29% lower than the 5 year average (24) for the same period in previous years.

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

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

In relation to our statutory legislative fire safety requirements, our Fire Safety Enforcement (FSE) personnel conduct audits of specific types of non-domestic properties ('relevant premises') to ensure they comply with the fire safety requirements of the Fire (Scotland) Act 2005 ('the Act'). Relevant premises audited in Angus during the third quarter included Care Homes; Hospitals; Houses of Multiple Occupation (HMO's); Hotels and High/ Very High risk premises identified during previous audits.

Of the 4 non-domestic property fires reported during the third quarter 2016/17, 2 were relevant premises. These were therefore subject to post fire audits to ascertain how the premises were being managed and areas of improvement discussed with the duty holder.

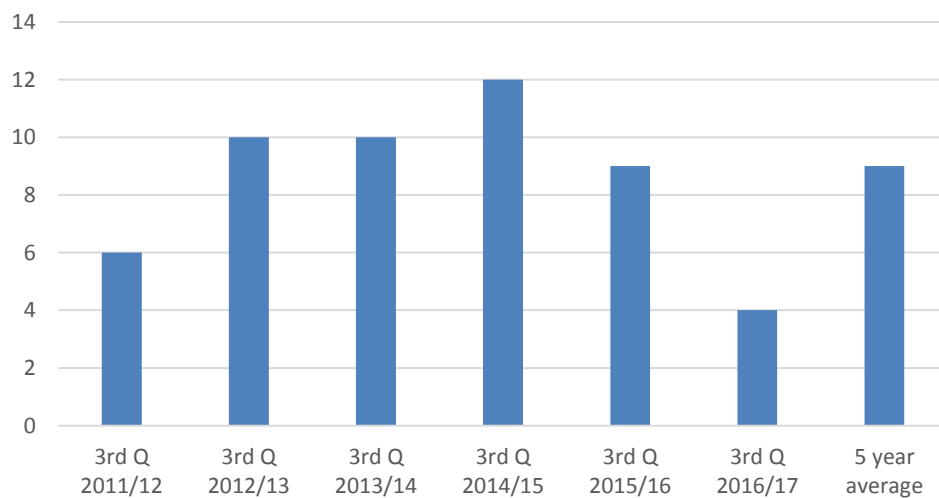
### Notable Incident/Event

Over the festive period of 2016, a programme of visits to any 'Pop-up' Christmas Shops within the Angus Area was conducted by our FSE personnel. Any temporary shops that are deemed relevant premises still have a requirement to comply with the fire safety requirements of the Act. Based on information from local operational crews and other sources such as Angus Council Licensing Department, we were therefore able to identify such premises and work with the duty holders to ensure their businesses and customers were safe from fire and harm.

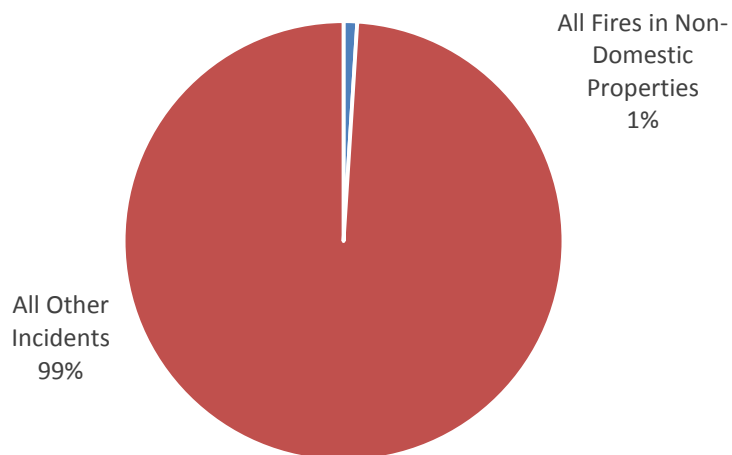
## Priority 5: Key Performance Indicators and Statistics – 3rd Quarter 2016/17

Key Performance Indicator	Key Performance Indicator	Q3 2011/12	Q3 2012/13	Q3 2013/14	Q3 2014/15	Q3 2015/16	Q3 2016/17	5 year average	Trend
2b(ii)	All accidental other building fires	3	9	9	9	7	3	7	↓
1b(ii)	All deliberate other building fires	3	1	1	3	2	1	2	↓

**All Fires in Non-Domestic Properties - 3rd Quarter**



**% All Fires in Non-Domestic Properties - 3rd Quarter**



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

There were 47 non-fire emergencies reported during the third quarter of 2016/17. This is a reduction of 12 non-fire emergencies when compared to the third quarter last year, and is a reduction of 16% when compared to the five year average for that quarter (56). The reduction during the third quarter is mainly attributed to incidents of flooding. The total number of non-fire emergencies to the end of the third quarter 2016/17, (145) is 5% higher than the 5 year average (138) for the same period in previous years. There were a total of 21 casualties from non-fire emergencies, 15 of which were as a result of Road Traffic Collisions.

### Road Traffic Collisions (RTC)

There were 16 RTC's attended by the fire and rescue service during the third quarter 2016/17, which is a reduction of 6 RTC's when compared to the same quarter last year (22), and an increase of 3 RTC's when compared to the five year average (13) for the third quarter. The total number of RTC's to the end of the third quarter 2016/17 (41) is slightly above the 5 year average (39) for the same period in previous years. Of the 16 RTC's attended by the fire and rescue service, there were 14 casualties and one fatality.

### Flooding

There were 2 flooding incidents during the third quarter 2016/17. These two incidents were not weather related, but originated within premises due to burst pipes, and other accidental causes. The fire and rescue service were called upon to help make the situation safe.

### Rescue/Extrication

There were 3 rescue/extrication services during the third quarter 2016/17, which is an increase of 1 when compared to the same quarter last year (2) and is comparable to the five year average. The total number of extrication incidents to the end of the third quarter 2016/17 (13) is 2 incidents above the 5 year average (11) for the same period in previous years.

### Other

There were 26 other types of non-fire emergency during the third quarter 2016/17. Effecting entry to premises and calls to assist other agencies (e.g. assisting with medical emergencies) were the most frequent other type of non-fire emergency.

Looking ahead to the fourth quarter, we will be working with Angus Council Community and Business Resilience Sub-group partners, to plan future joint CPR training events across Angus, in support of the Save a Life for Scotland campaign. The plan will focus on the partnership delivering CPR training events at Secondary Schools, Leisure Centres and Community Resilience Hubs across Angus, and aims to train as many members of the public as possible during 2017/18.

## Notable Incident/Event

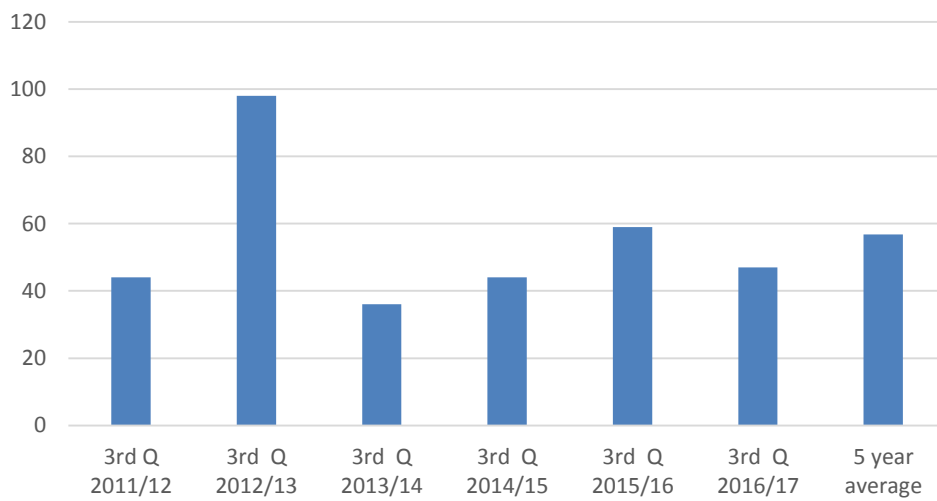


Safe Drive Stay Alive took place at Reid Hall in November 2016. Running over two days, a total of 884 S5/S6 secondary school pupils attended the multi award winning and hard hitting road safety event, aimed at influencing the driving behaviour of young drivers.

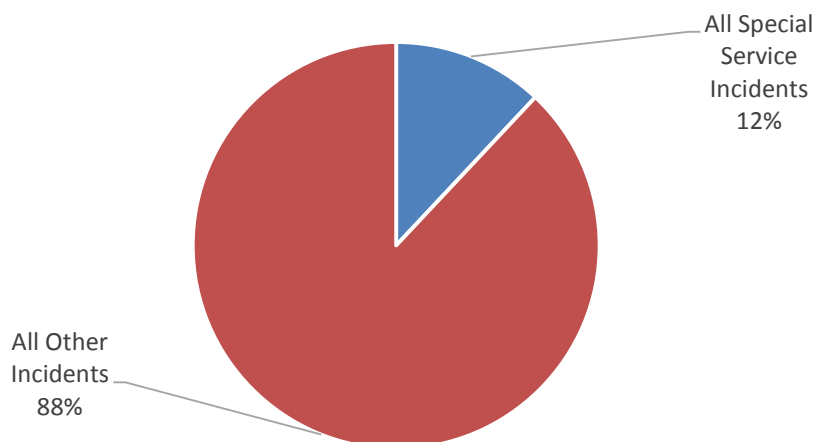
## Priority 6: Key Performance Indicators and Statistics – 3rd Quarter 2016/17

Key Performance Indicator	Key Performance Indicator	Q3 2011/12	Q3 2012/13	Q3 2013/14	Q3 2014/15	Q3 2015/16	Q3 2016/17	5 year average	Trend
5a	Road Traffic Collisions (RTCs)	12	13	8	11	22	16	13	↑
5b	Flooding	6	51	5	11	11	2	17	↓
5c	Extrication	1	4	2	0	2	3	3	→
5d	Others	25	30	21	22	24	26	24	↑

**All Special Service Incidents - 3rd Quarter**



**% All Special Service Incidents - 3rd Quarter**



## PRIORITY 7: Reduction of Unwanted Fire Alarm Signals

There were 240 calls to unwanted fire alarm signals (UFAS) during the third quarter of 2016/17, which was 65% of the total number of incidents attended during that quarter. This is a reduction of 10% when compared to the third quarter last year, and a reduction of 6% when compared to the third quarter five year average. The total number of UFAS to the end of the third quarter 2016/17, (781) is 6% lower than the 5 year average (829) for the same period in previous years.

It is pleasing to note that the number of UFAS up to the end of the third quarter 2016/17 was at it's the lowest for the past 5 years. We will therefore continue to monitor this emerging trend, to see if our UFAS reduction strategies with Angus Council and the Angus business community are contributing towards this reduction.

Ward	No. of Incidents	Ward	No. of Incidents
Arbroath East and Lunan	44	Forfar and District	29
Arbroath West and Letham	32	Kirriemuir and Dean	12
Brechin and Edzell	30	Monifieth and Sidlaw	33
Carnoustie and District	18	Montrose and District	42

During the third quarter 2016/17, main contributor of UFAS in Angus continued to be sheltered housing accommodation, and nursing homes. Together, these type of premises accounted for 41% of all UFAS calls in the Angus area during the third quarter of 2016/17. We are continuing to work with the duty holders of these types of premises, to tackle UFAS reduction and reduce the impact these have on our resources and the business community.

On scene investigations by responding crews into the activations continue to be undertaken in an attempt to understand the reasons for these activations and encourage duty holders to be proactive in the reduction of UFAS. Our experience informs us that there is generally a responsible attitude towards reducing these incidents by duty holders in the Angus area. All UFAS calls are being monitored and analysed for emerging trends and trigger points. With the assistance of the duty holders of these premises, and with the knowledge and expertise of the local firefighters, we are actively addressing any issues to help reduce the number of UFAS in the Angus area.

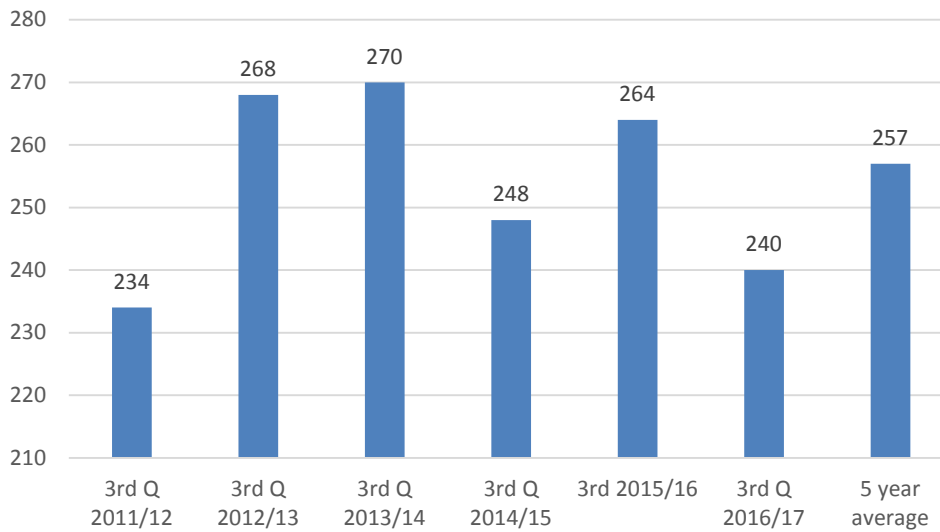
### Notable Incident/Event

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

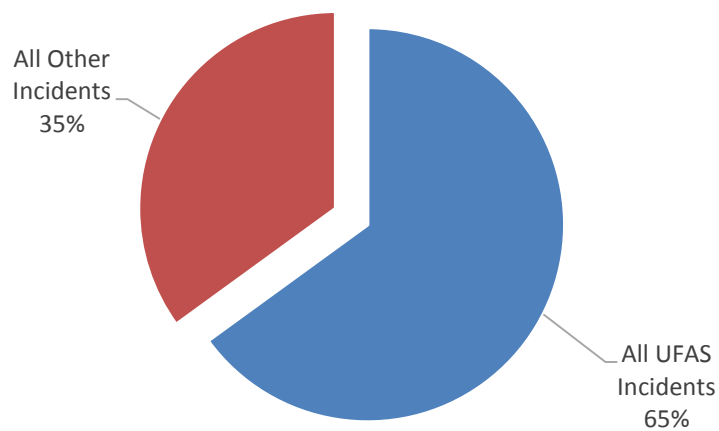
## Priority 7: Key Performance Indicators and Statistics – 3rd Quarter 2016/17

Key Performance Indicator	Key Performance Indicator	Q3 2011/12	Q3 2012/13	Q3 2013/14	Q3 2014/15	Q3 2015/16	Q3 2016/17	5 year average	Trend
10a	False Alarm: All	234	268	270	248	264	<b>240</b>	<b>257</b>	↓
10b	False Alarm: Good Intent	38	44	42	44	28	<b>37</b>	<b>39</b>	↓
10c	False Alarm: Malicious	5	7	12	3	5	<b>2</b>	<b>6</b>	↓

All UFAS Incidents - 3rd Quarter



% All UFAS - 3rd 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.

**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

**NOTE:** The statistics featured throughout this report are provisional until the year end.