



# QUARTERLY PERFORMANCE REPORT FOR ANGUS



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

**Quarter 4: 2016-2017 (1<sup>st</sup> January – 31st March)**

**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	Q4 2011/12	Q4 2012/13	Q4 2013/14	Q4 2014/15	Q4 2015/16	Q4 2016/17	Q4 5 year Average	Quarterly Comparison RAG Rating	Year to Date RAG Rating
Accidental dwelling fires	29	26	12	27	23	18	23		
Fire casualties and fatalities	6	8	4	11	5	4	7		
Deliberate Fire Setting	37	36	17	22	29	20	28		
Non domestic property fires	12	14	6	9	10	6	10		
Special Service – All	28	45	33	45	87	46	48		
False Alarms – All	219	225	215	229	255	225	229		

## 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 fourth 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:

- Rural and wildfires;
- Hazardous Materials;
- Domestic fires, and
- Rescues from height

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 fourth quarter 2016/17, local firefighters completed their Care Home Visits, and are now developing Incident Response Plans for each Care Home in Angus.

On-going recruitment for RDS firefighters in the Angus area continued to be a priority during the fourth quarter 2016/17. All of our stations are now progressing well towards a full complement of firefighters, with Brechin and Kirriemuir having the greater challenges recruiting firefighters locally. Recruiting managers are making every effort to spread the message about vacancies at their stations.

Helping to build community resilience, so that residents have the capability to help themselves 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 320 members of the public with life-saving Cardiopulmonary Resuscitation (CPR) skills during the fourth quarter. Looking forward to the first quarter 2017/18, a CPR event at Brechin Community Campus is planned for the 15 June, where in conjunction with Angus Council and Save a Life Scotland we aim to equip pupils, staff and members of the public with life-saving CPR skills.

### Notable Incident/Event

In a joint effort by Angus Council and Kirriemuir Community Council, a defibrillator has been installed within a wall cabinet outside the ACCESS Office on Reform Street. In support of this initiative, firefighters ran public CPR training sessions at Kirriemuir Fire Station during February.



## PRIORITY 2: Reduction of Accidental Dwelling Fires

There were 18 accidental dwelling fires reported during the fourth quarter of 2016/17. This brings the number of accidental dwelling fires at year end to a total of 93, which is 5% higher than the total for the previous reporting year (2015/16) and 7% higher than the 5 year average.

Of the 18 accidental dwelling fires reported during the fourth quarter, 50% were already extinguished on arrival of the fire service and the remainder required limited firefighting intervention. This therefore continues the trend in Angus for very few high severity accidental dwelling fires and unattended cooking being the most common cause.

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 fourth quarter, almost three quarters of the dwellings affected by fire had working smoke alarms.

The accidental dwelling fires reported during the fourth quarter are broken down by ward location in the table below. Evidence indicates that it's those living in the Arbroath East and Lunan ward who continue to be at higher risk from fire in the home.

Ward	Number	Ward	Number
Arbroath East and Lunan	4	Forfar and District	2
Arbroath West and Letham	1	Kirriemuir and Dean	1
Brechin and Edzell	4	Monifieth and Sidlaw	4
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. Up-to the end of fourth quarter 2016/17, we delivered over 2000 HSV's in the Angus area and almost 50% of them were conducted in the homes of those most at risk from fire, including the elderly and people with mobility issues. During the fourth quarter, we received vulnerable person's HSV referrals from Angus Social Work and trained various groups on how to make HSV referrals to the Service.

The best way of reducing the potential for fires to occur, is to influence and change the behaviour of people. Looking forward to 2017/18, we will therefore continue to concentrate our efforts on how to improve fire safety awareness in the home.

### Notable Incident/Event

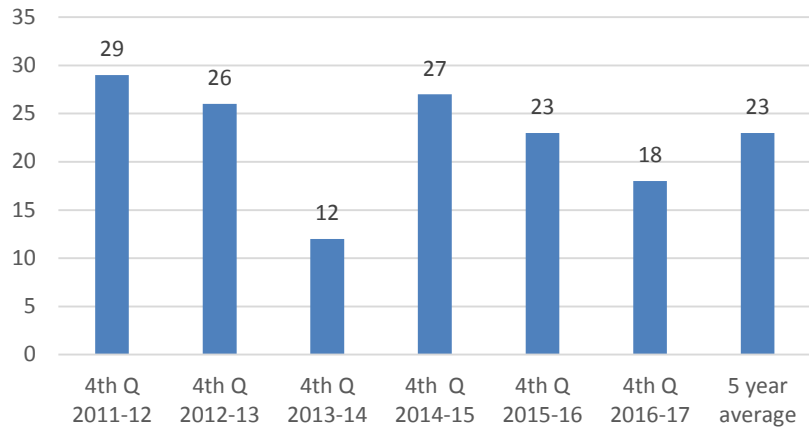
Angus Council Welfare Rights Officers received Home Safety Visit referral input in January, and in turn SFRS personnel received Welfare Rights referral information. As a pilot in the Kirriemuir area it is hoped to roll out this initiative across Angus, targeting the most vulnerable citizens for each service.



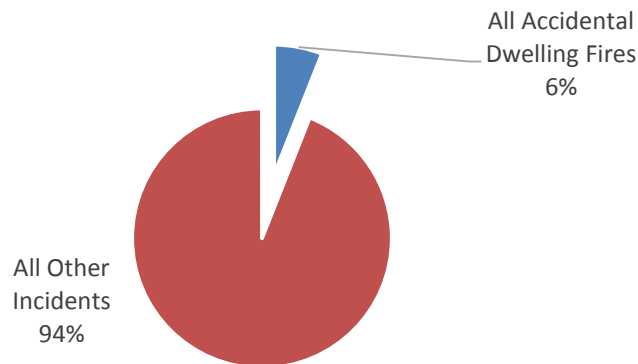
## Priority 2: Key Performance Indicators and Statistics – 4th Quarter 2016/17

Key Performance Indicator	Key Performance Indicator	Q4 2011/12	Q4 2012/13	Q4 2013/14	Q4 2014/15	Q4 2015/16	Q4 2016/17	5 year average	Trend
2b(i)	All accidental dwelling fires	29	26	12	27	23	<b>18</b>	<b>23</b>	↓

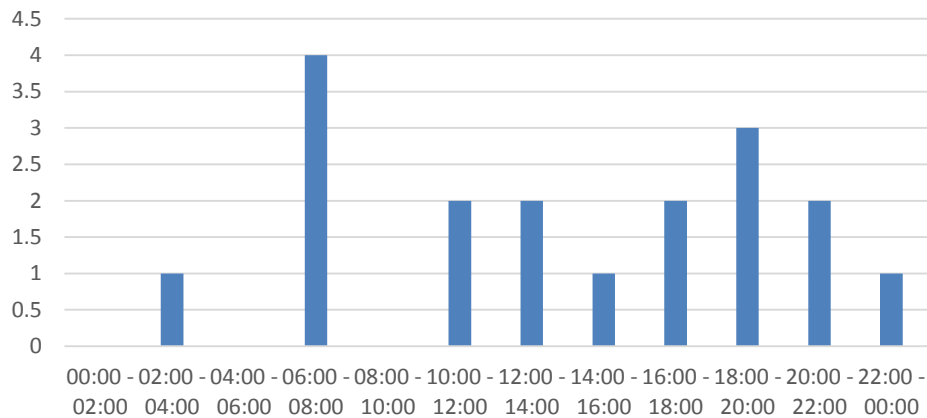
### Accidental Dwelling Fires - 4th Quarter



### % Accidental Dwelling Fires - 4th Quarter



### Accidental Dwelling Fires by Time of Day - 4th Quarter



## PRIORITY 3: Reduction in Fire Casualties and Fatalities

There were zero fire fatalities during the fourth quarter 2016/17. For Angus, this means that it's been over 18 months since the last fire fatality in the area, and the SFRS aims to maintain this positive statistic.

In relation to fire casualties, there were 4 reported during the fourth quarter 2016/17. The total number of fire casualties for the 2016/17 reporting year therefore stands at 20, which is a drop of almost half when compared to the previous year's total, and when compared to the 5 year average has fallen by 16%.

Factors contributing to the occupants becoming casualties during the fourth quarter included age (i.e. elderly) and being under the influence of alcohol/drugs. All fire casualties were as a result of fires being started accidentally, with three quarters of them being smoking related.

These factors match the profile of individuals who 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.

During the fourth quarter we worked with our partner agencies, to deliver a wide range of initiatives that focussed on targeting our resources at those most at risk from fire. This included continuing to deliver our fire safety in the home awareness training to the wide range of carers who support the most vulnerable people in the Angus area.

### Notable Incident/Event

In January and February, our Local Authority Liaison Officer delivered fire safety talks to Angus Carers staff at their Arbroath Centre. Focussing on common fire risks in the home and how to prevent them, this valuable input will allow our more vulnerable citizens to be better informed and more safety conscious.

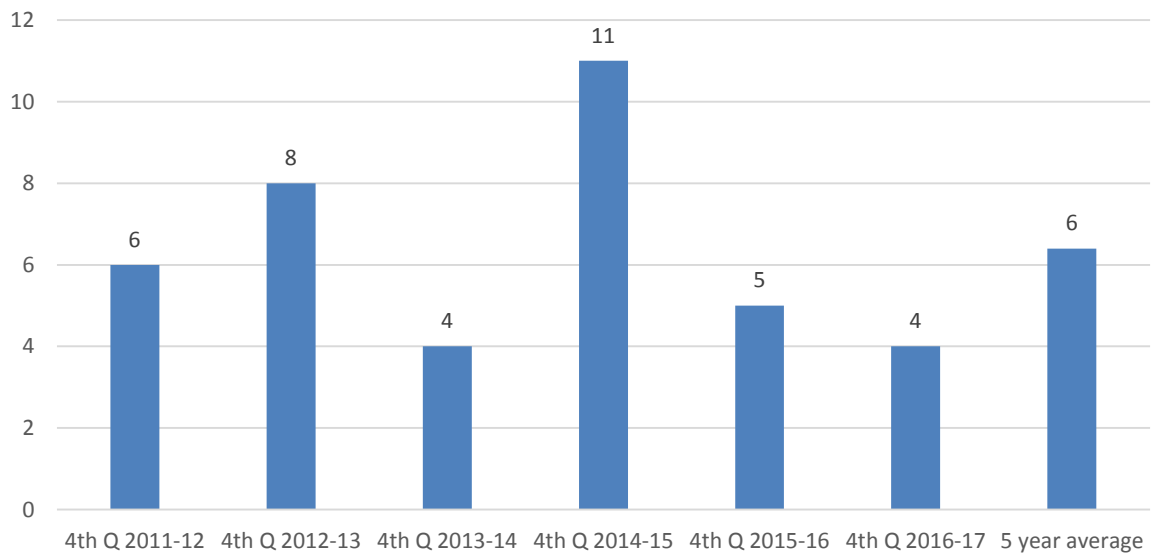


## PRIORITY 4: Reduction of Deliberate Fire Setting

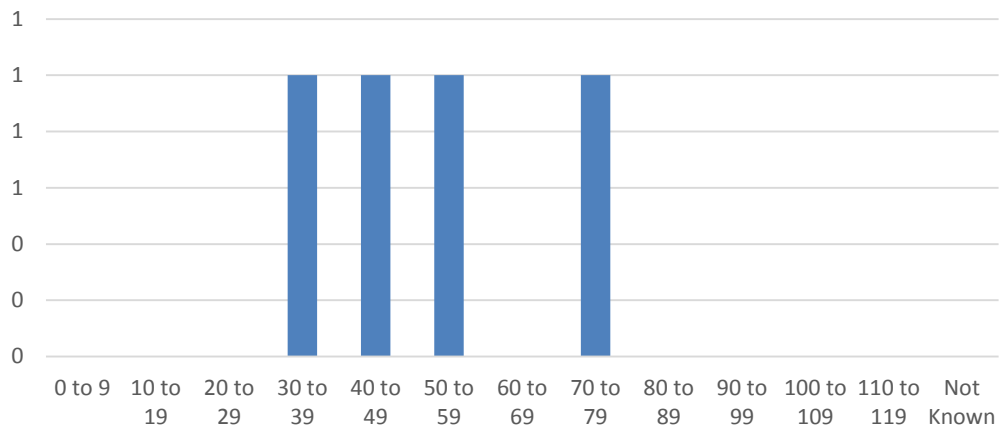
### Priority 3: Key Performance Indicators and Statistics – 4th Quarter 2016/17

Key Performance Indicator	Key Performance Indicator	Q4 2011 /12	Q4 2012 /13	Q4 2013 /14	Q4 2014 /15	Q4 2015 /16	Q4 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	6	8	2	7	4	4	5	↓
3a(iii)	Non-fatal fire casualties incl. precautionary check-ups	6	8	4	11	5	4	7	↓

Fires Involving Casualties and Fatalities - 4th Quarter



Age Profile of Casualties - 4th Quarter



During the fourth quarter of 2016/17, a total of 20 deliberate fires were reported in Angus. The total number of deliberate fires for the 2016/17 reporting year therefore stands at 103, which is a drop of 10% when compared to the previous year's total, and when compared to the 5 year average has fallen by over 20%. Over the past 5 years, deliberate fires in Angus have dropped by around half. This has brought us to a point where the rate of deliberate fires in Angus is well below the Scottish average.

A breakdown of deliberate fires for quarter four 2016/17 is outlined below and shows that deliberate secondary fires made up around 70% of the deliberate fires we attended that quarter.

#### Deliberate Primary Fires

There were 6 deliberate primary fires reported during the fourth quarter 2016/17. These are broken down by ward in the table below. The types of properties/structures subjected to deliberate fire setting included a motor vehicle, caravan and two very minor fires at a young offenders unit, which were extinguished before our arrival.

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

#### Deliberate Secondary Fires

During the fourth quarter of 2016/17, a total of 14 deliberate secondary fires were reported in Angus. These are broken down by ward in the table below and mainly involved rubbish/bins and grass being set alight.

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

Evidence indicates that youths are the biggest perpetrators of deliberate secondary fires in Angus. Working alongside our partners we will continue to focus our attention on building relationships with young people and educate them on the consequences of such anti-social behaviour.

#### **Notable Incident/Event**

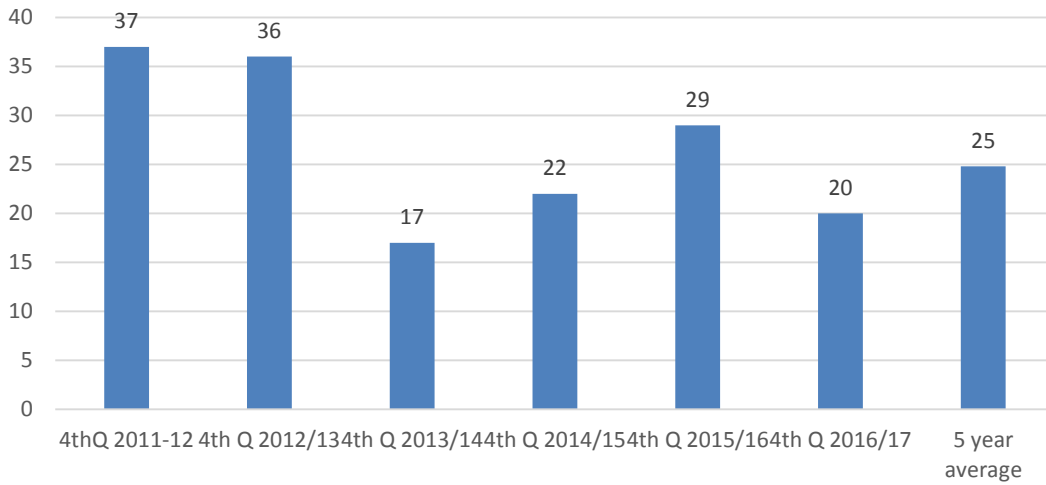


Dundee and Angus College combined campuses for the first time this year for Fire College 2017. Over the 11 week course students received SFRS youth engagement input at various fire stations and visited Dundee Airport together with water safety input at Keptie Pond, Arbroath. The students learned about team working, communication skills and confidence building, as well as fire safety and educating them of the risks of deliberate fire setting.

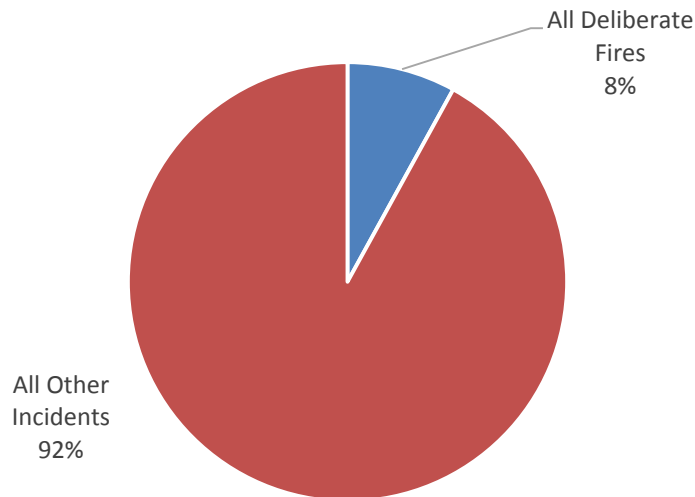


Key Performance Indicator	Key Performance Indicator	Q4 2011/12	Q4 2012/13	Q4 2013/14	Q4 2014/15	Q4 2015/16	Q4 2016/17	5 year average	Trend
1b	All deliberate primary fires	6	7	3	5	4	6	5	↑
1c	All deliberate secondary fires	31	29	14	17	25	14	23	↓

All Deliberate Fires - 4th Quarter



% Deliberate Fires - 4th Quarter



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

There were 6 non-domestic property fires reported during the fourth quarter of 2016/17. The total number of non-domestic fires for the 2016/17 reporting year therefore stands at 27, which is a drop of 35% when compared to the previous full year's total, and when compared to the 5 year average has fallen by almost 40%. These statistics are very positive and based on the previous 5 years data, will contribute to Angus continuing to have one of the lowest rates of non-domestic fires in Scotland.

The non-domestic property fires reported during the fourth 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	0
Carnoustie and District	1	Montrose and District	2

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 fourth 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, we conducted 23 audits during the fourth quarter. This brings the number of audits carried out during 2016/17 to a total of 87, and contributes to a safer, more resilient business community.

Looking forward to reporting year 2017/18 and beyond, we aim to build on our successes in reducing fires in non-domestic properties. We will operate a risk-based fire safety audit programme, which is intelligence led and focusses our resources on auditing non-domestic premises with high life risk and where there is greater likelihood of fire. We will also sample audit other types of non-domestic premises. These will include buildings important to our heritage and critical to our local infrastructure in Angus.

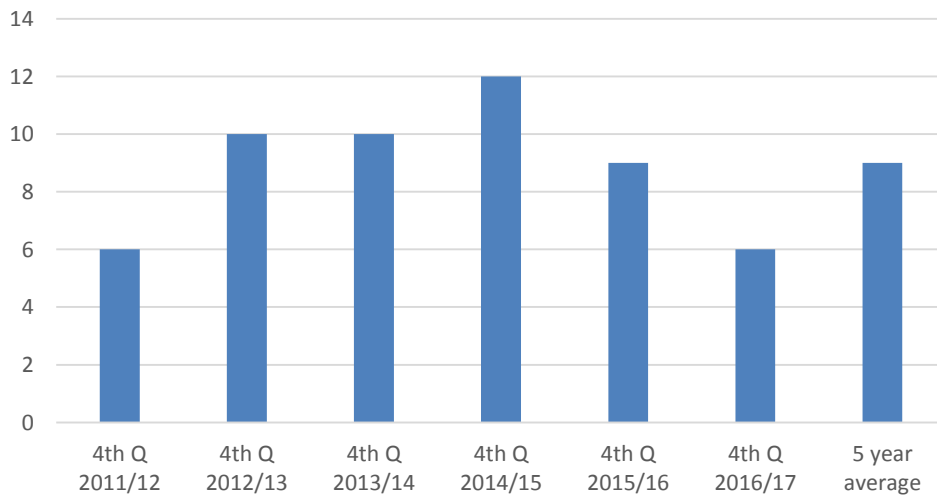
### Notable Incident/Event

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

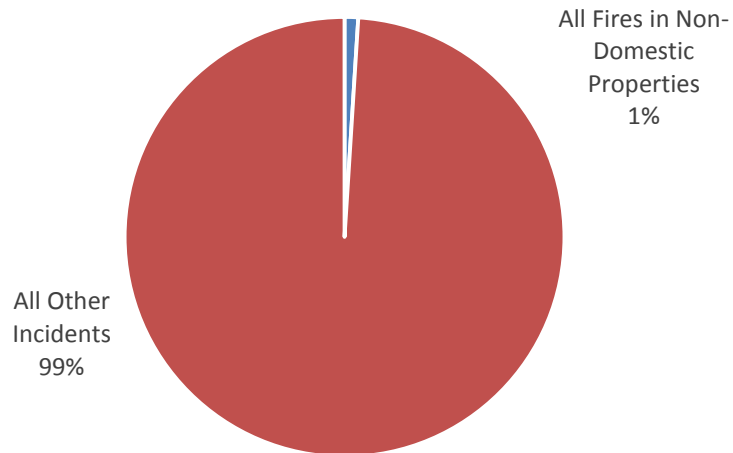
**Priority 5: Key Performance Indicators and Statistics – 4th Quarter 2016/17**

Key Performance Indicator	Key Performance Indicator	Q4 2011/12	Q4 2012/13	Q4 2013/14	Q4 2014/15	Q4 2015/16	Q4 2016/17	5 year average	Trend
2b(ii)	All accidental other building fires	8	12	6	7	9	4	8	↓
1b(ii)	All deliberate other building fires	4	2	0	2	1	2	2	↓

**All Fires in Non-Domestic Properties - 4th Quarter**



**% All Fires in Non-Domestic Properties - 4th Quarter**



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

Whilst the overall number of Non Fire Emergencies (Special Services) is relatively low compared to fire and unwanted fire alarm incidents, casualties arising from them exceed those from fires in the home.

Of the 46 Special Services we attended during the fourth quarter, there were 14 casualties (fatal and non-fatal) reported. The total number of casualties for the 2016/17 reporting year therefore stands at 57, which is an increase of 14% (7) when compared to the previous year's total, and an increase of 30% (13) when compared to the 5 year average. Evidence indicates that the increase is mainly attributed to casualties involved in Road Traffic Collisions (RTC).

A breakdown of the types of Special Services we attended and casualties during the fourth 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 12 RTC's we attended during the fourth quarter, there were a total of 7 casualties involved. This brings the total number of RTC casualties during reporting year 2016/17 to a total of 39, an increase of 60% when compared to the previous year's total. A further breakdown of RTC casualties shows that 3 reported during 2016/17 were fatal, which is a reduction of one on last year. The age categories that had the highest proportion of casualties during the 2016/17 reporting year were: 70-79; 50-59 and 20-29 respectively.

### Other Casualties

We attend a wide range of rescue incidents outside our traditional role, in support of a coordinated response from other blue light partners. During the fourth quarter, these incidents involved a total of 7 casualties and included gaining entry to premises where the occupant was in need of medical attention following a fall in their home, and responding to other medical emergencies such as cardiac arrests.

Looking forward to reporting year 2017/18 and beyond, we will be working with our community planning partners, to ensure there is a co-ordinated and joined up approach to road safety prevention activity in Angus. We will also position unintentional harm as a local priority, and work with our partners to make the most vulnerable people in Angus safer from safety risks in the home, such as slips, trips and falls.

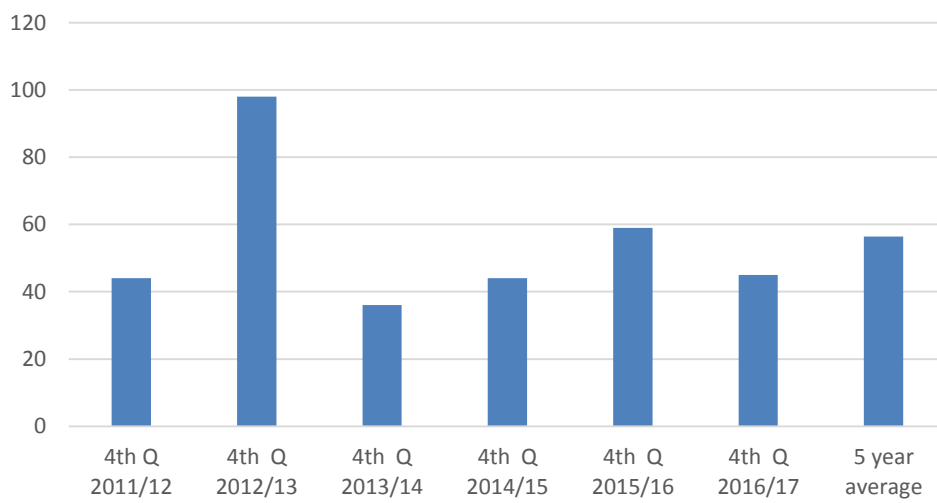
### **Notable Incident/Event**

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

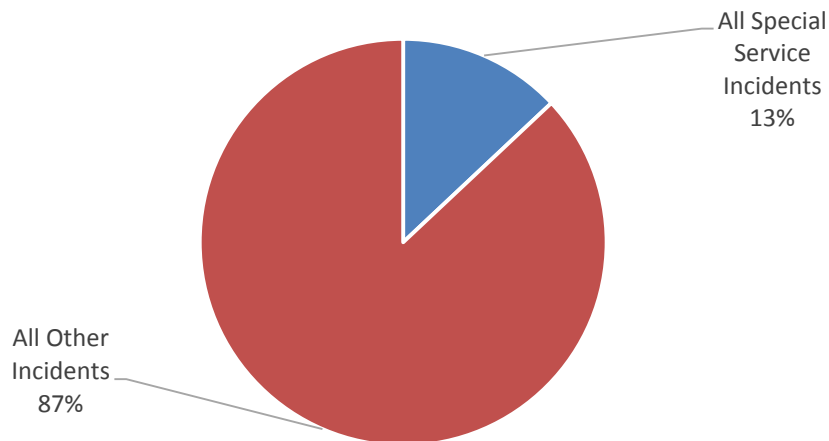
## Priority 6: Key Performance Indicators and Statistics – 4th Quarter 2016/17

Key Performance Indicator	Key Performance Indicator	Q4 2011/12	Q4 2012/13	Q4 2013/14	Q4 2014/15	Q4 2015/16	Q4 2016/17	5 year average	Trend
5a	Road Traffic Collisions (RTCs)	11	16	12	8	23	12	14	↓
5b	Flooding	2	3	4	1	34	2	9	↓
5c	Extrication	3	1	1	2	1	3	2	↑
5d	Others	12	25	16	34	30	28	23	↑

**All Special Service Incidents - 4th Quarter**



**% All Special Service Incidents - 4th Quarter**



## PRIORITY 7: Reduction of Unwanted Fire Alarm Signals

Of the 225 false alarms we were called to during the fourth quarter 2016/17, over 40% (95) of these were to Unwanted Fire Alarm Signals (UFAS) from premises across Angus. The total number of UFAS for the 2016/17 reporting year therefore stands at 375, which is a drop of 14% (52) when compared to the previous full year's total, and a reduction of 7% (29) when compared to the 5 year average.

Whilst the number of UFAS reported during 2016/17 is the lowest in a number of years, we recognise that more needs to be done to reduce the significant burden that responding to these calls has on our resources, and reduce the impact they have on the business community in terms of lost production and revenue.

Ward	No. of UFAS	Ward	No. of UFAS
Arbroath East and Lunan	13	Forfar and District	8
Arbroath West and Letham	13	Kirriemuir and Dean	12
Brechin and Edzell	6	Monifieth and Sidlaw	13
Carnoustie and District	11	Montrose and District	18

During the fourth quarter 2016/17, sheltered housing accommodation, and care homes were the biggest offenders of UFAS. Together, these types of premises accounted for around one quarter of our UFAS calls during the 2016/17 reporting year, and when analysed over the past 5 years, the same pattern emerges.

Over the past year, we have been working closely with Angus Council to start reducing UFAS within their sheltered housing. Using proven technological advances installed within their current fire alarm systems we are starting to see marked reductions in UFAS at these premises.

Looking forward to 2016/17 and beyond, our approach to driving down the number of UFAS we attend in Angus 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.

### Notable Incident/Event

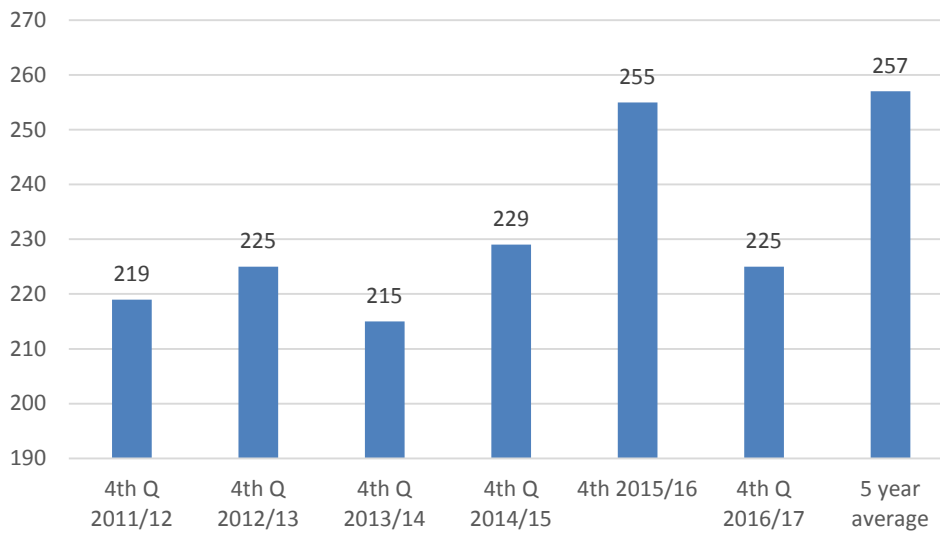
During the fourth quarter, a UFAS reduction forum was established by the local SFRS Prevention and Protection Manager, to focus on reducing UFAS at local level and supporting the SFRS's target reductions. Local SFRS Managers sit on the forum, and through engagement with the business community and sharing best practice, the forum coordinates and monitors local partnership arrangements to reduce UFAS demand.



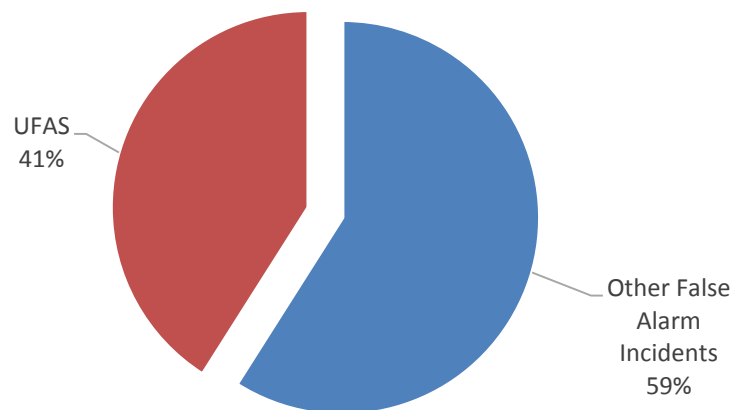
## Priority 7: Key Performance Indicators and Statistics – 4th Quarter 2016/17

Key Performance Indicator	Key Performance Indicator	Q4 2011/12	Q4 2012/13	Q4 2013/14	Q4 2014/15	Q4 2015/16	Q4 2016/17	5 year average	Trend
10a	False Alarm: All	219	225	215	229	255	<b>225</b>	<b>257</b>	↓
10b	False Alarm: Good Intent	49	29	28	24	22	<b>30</b>	<b>39</b>	↓
10c	False Alarm: Malicious	7	4	6	8	14	<b>8</b>	<b>6</b>	↑

All False Alarm Incidents - 4th Quarter



% False Alarm - 4th 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 which has required an operational attendance by the fire and rescue service due to the unwanted actuation of a fire alarm system. A UFAS incident will not have arisen from the occurrence of a genuine fire.

**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*