CLACKMANNANSHIRE COUNCIL

Report to:  Resources and Audit Sub-Committee

Date of Meeting:  11<sup>th</sup> June 2014

Subject: Clackmannanshire Local Fire Plan 2013/14 Quarter 4 Report

Report by: Head of Strategy and Customer Services

## 1.0    Purpose

1.1.    The purpose of this report is to provide committee with the quarter four performance of the Scottish Fire and Rescue Service (SFRS) in Clackmannanshire.  The report is based on performance against objectives and targets set out in the interim Local Fire Plan for Clackmannanshire 2013/14.  Performance is detailed in the summary report at Appendix 1 and has been reported through Covalent.

## 2.0    Recommendations

2.1.    It is recommended that committee notes, challenges and comments on the report as appropriate.

## 3.0    Considerations

3.1.    This report is the fourth performance report under the new scrutiny arrangements set out in the Police and Fire Reform regulations.  The report refers to performance for the fourth quarter of 2013/14 and compares with the equivalent quarter of 2012/13.

3.2.    A number of significant trends are highlighted. There were 9 accidental dwelling fires during the fourth quarter, a decrease of 3 incidents when compared to the same reporting period of 2012/13 but an increase of 5 when compared to the previous quarter of the current year. One of the incidents occurred in Alloa Central Ward, 2 in Alloa South Ward, 2 in Alloa West Ward and 4 in Alloa East Ward.

3.3.    The cause of 4 of these incidents is recorded as cooking related, 4 were electrical faults or faulty electrical equipment and one was a chimney fire.   In 6 incidents we were able to identify the person whose actions caused the fire; 4 incidents involved adults between the age of 18 and 64, 1 involved a youth age between 10 and 17 and one involved a person over 65.  Smoke detection was present in 5 of the nine premises.  None of these incidents had alcohol or drugs noted as a contributory factor.

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3.4. There were 14 instances of deliberate fire setting in the fourth quarter which is a decrease of 9 when compared against quarter four of 2012/13. A specific initiative aimed at reducing fire related ASB was implemented which focused on youth education and fire related anti-social behaviour. This contributed to the reduction in deliberate fires in the reporting period.

3.5. Non-domestic fires are showing a slight reduction with 2 incidents reported representing a decrease of 2 when compared to the same period of 2012/13 and a decrease of 4 when compared to quarter 3 of the current year.

3.6. The downward trend in false alarm calls has continued during the reporting period with a reduction of 12 when compared to the 2012/13 figures but an increase of 3 when compared to the previous quarter. This overall decrease is mainly due to a reduction in alarm system equipment failures following support given to premises operators in improving the management of their alarm systems. It is noteworthy however that false alarm calls continue to make up over 50% of all calls received by SFRS in Clackmannanshire and therefore this continues to be a key area of focus.

3.7. There was 1 fire related casualty in the reporting period compared to 3 in the same period of 2012/13 with no casualties being reported in the previous quarter of the current year. Overall performance between 2012/13 and 2013/14 is positive with the number of casualties falling from 9 to 7.

3.8. Scotland currently has no national standard for response times to fire incidents but in the former Central Scotland Fire & Rescue Service the benchmark time was set at 10 minutes. During the fourth quarter of this year the average response time to incidents in Clackmannanshire was 7 minutes 50 seconds which is a slight improvement on the previous quarter and well within the benchmark 10 minute period. This statistic will continue to be monitored and reported to the committee as appropriate.

3.9. Attached at Appendix 2 is a copy of a letter received by the Chief Executive from Pat Watters, CBE, Chair of the Scottish Fire & Rescue Service Board that may be of interest to the Resources & Audit Sub-committee. The letter outlines the Board's decision on 30 January 2014 to establish 3 Fire Control centres for Scotland, these being in Dundee, Edinburgh and Johnstone.

## 4.0 Sustainability Implications

4.1. There are no sustainability implications directly arising from this report.

## 5.0 Resource Implications

*5.1. Financial Details*

5.2. There are no financial implications for Clackmannanshire Council arising from this report.

5.3. The full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate.                                                                 Yes ☑

5.4. Finance has been consulted and has agreed the financial implications as set out in the report.                                                                 Yes ☑

*5.5.* *Staffing*

*5.6.* There are no staffing implications directly arising from this report.

**6.0    Exempt Reports**

6.1.    Is this report exempt?    Yes ☐ (please detail the reasons for exemption below)    No ☑

**7.0    Declarations**

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1)    **Our Priorities** (Please double click on the check box☑)

| | |
|---|---|
| The area has a positive image and attracts people and businesses | ☑ |
| Our communities are more cohesive and inclusive | ☐ |
| People are better skilled, trained and ready for learning and employment | ☐ |
| Our communities are safer | ☑ |
| Vulnerable people and families are supported | ☑ |
| Substance misuse and its effects are reduced | ☑ |
| Health is improving and health inequalities are reducing | ☐ |
| The environment is protected and enhanced for all | ☐ |
| The Council is effective, efficient and recognised for excellence | ☐ |

**8.0    Appendices**

8.1    Please list any appendices attached to this report.  If there are no appendices, please state "none".

1) Performance Report (Covalent).

2) Letter from Chair of Scottish Fire & Rescue Services Board - Decision on Fire Controls

**9.0    Background Papers**

9.1    Have you used other documents to compile your report?  (All documents must be kept available by the author for public inspection for four years from the date of meeting at which            the            report            is            considered)
Yes ☐ (please list the documents below)  No ☑

**Author(s)**

| NAME | DESIGNATION | TEL NO / EXTENSION |
|---|---|---|
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**Approved by**

| NAME | DESIGNATION | SIGNATURE |
|---|---|---|
| Stuart Crickmar | Head of Strategy & Customer Services | ■■■■■■■ |
| Nikki Bridle | Director of Finance & Corporate Services | ■■■■■■■ |

# Clackmannanshire Local Fire Plan 2013-14 Q4 report

**Guide to symbols used in this report**

| ACTIONS | | PIs | |
|---|---|---|---|
| **Status** | | **Long Trend** **(this quarter compared with the same quarter last year)** | |
| 🔴 | Overdue | ⬆ | Performance has improved |
| ✅ | Complete | ▬ | Performance has remained the same |
| ⚠ | Not Started; Check Progress | ⬇ | Performance has declined |
| | | ❓ | No comparison available - May be new indicator or data not yet available |

| Covalent Ref. | PI Description | 2012/13 | 2013/14 | Q4 2013/14 | | Latest Note |
|---|---|---|---|---|---|---|
| | | Value | Value | Value | Long Trend | |
| SAP FIR 01a | Number of accidental dwelling fires | 39 | 35 | 9 | ⬇ | There were 9 accidental dwelling fire during the fourth quarter, a decrease of 3 incidents when compared to the same reporting period during 2012/13 and an increase of 5 when compared to the previous quarter of the current year. 1 of the incidents occurred in Alloa Central Ward, 2 occurred in Alloa South Ward, 2 occurred in Alloa West Ward and 4 occurred in Alloa East Ward. The causes of 4 of these incidents were cooking related activities, 4 were electrical faults or faulty electrical equipment and one was a chimney fire. In 6 incidents we were able to identify the person whose actions caused the fire; 4 incidents involved adults between the age of 18 and 64, 1 involved a youth age between 10 and 17 and on involved a person over 65. Smoke detection was present in 5 of the nine premises. None of these incidents had alcohol or drugs noted as a contributory factor. |
| SAP FIR 01c | Number of instances of deliberate fire setting | 111 | 100 | 14 | ⬆ | There were 14 instances in the fourth reporting quarter which is a decrease of 9 when compared against quarter four in 2012/13 and a decrease of 5 when compared to quarter 3 of the current year. 4 of the incidents were primary fires. During qtr. 4 a specific initiative aimed at reducing fire related ASB commenced. This contributed to the reduction in deliberate fire in the reporting period. |
| SAP FIR 01d | Number of non-domestic fires | 22 | 20 | 2 | ⬆ | There were 2 non-domestic fires during this reporting period, a decrease of 2 when compared to the same period during 2012/13 and a decrease of 4 when compared to quarter 3 of the current year. One of these fires was deliberately started. |
| SAP FIR 02c | Number of fire casualties | 9 | 7 | 1 | ⬆ | There was one fire casualty in the fourth quarter of 2012/13. This is a decrease of 2 when compared to the same reporting period during 2012/13 and an increase of 1 when compared to the previous quarter. |
| SAP FIR 03b | Number of false alarms | 367 | 330 | 95 | ⬆ | There has been a decrease of 12 false alarms during the reporting period when compared with the same period in 2012/13 and an increase of 3 when compared to the previous quarter. This decrease is mainly due to a reduction in equipment failure alarms.<br>A new national policy for dealing with false alarms is in the process of being implemented which will improve management of such calls and will promote a further reduction. |

| Covalent Ref. | PI Description | 2012/13 Value | 2013/14 Value | Q4 2013/14 Value | Long Trend | Latest Note |
|---|---|---|---|---|---|---|
| SAP FIR 04a | Number of road traffic collisions | 77 | 73 | 3 | ❓ | Scottish Fire and Rescue Service attended 1 RTC during the reporting period, a decrease of 6 incidents compared with the same period during 2012/13. No casualties required to be extricated. It should be noted that there were 12 collisions in the Clackmannanshire area in the recording period resulting in 1 serious injury and 16 slight injuries. The actions identified in SAP FIR 016 and SAP FIR 017 reflects this statistic in addition to the incidents attended by the service and the accepted role that SFRS has in road safety education. |

| Covalent Ref. | Action | Due Date | Progress | Status | Latest Note |
|---|---|---|---|---|---|
| SAP FIR 001 | Home Fire Safety visits. Number targeted at vulnerable people | 31-Mar-2014 | 100% | ✅ | 235 home fire safety visits have been carried out in the reporting qtr. 143 of these were targeted at people considered vulnerable or high risk. 97 visits required smoke detectors to be fitted. Following each accident dwelling fire the attending crews will complete a post domestic incident response which will include offering a HFSV to the occupier and to any neighbouring premises. Continued training to partner agencies such as Barnardo's to identify most vulnerable. |
| SAP FIR 002 | Data analysis to ensure engagement is targeted at vulnerable groups - progress | 31-Mar-2014 | 100% | ✅ | SFRS monitor engagement activities to ensure that they are targeted where most required. Through improved partnership referrals the skills and knowledge of our partners are being used to proactively target people at risk. The service also monitors the operational response to identify any trends and through reactive measures we ensure that these are addressed. There was a Strategic Case Conference as a result of recent fire fatalities involving a common trend of older victims. This had led to a number of recommendations with the main one being considered in Clackmannanshire is increasing the joint work with MECS. |
| SAP FIR 003 | Links with community and community partners | 31-Mar-2014 | 100% | ✅ | SFRS are represented on key partner forums including the Clackmannanshire Alliance, Community Well-being Partnership, Children's and Young Persons Tasking Group and are active in the Corporate Parenting Group. SFRS attend the JCCF and community Councils meetings on a rotational basis/by request. The LSO has taken over the chair of the CWPT. |
| SAP FIR 004 | Awareness raising in Clackmannanshire - social media. | 31-Mar-2014 | 100% | ✅ | The SFRS has started to access social media and are in the process of developing its use. Initial take up on the Twitter account has been very successful. Important messages updated regularly. |

| Covalent Ref. | Action | Due Date | Progress | Status | Latest Note |
|---|---|---|---|---|---|
| SAP FIR 005 | Diversionary activities with young people at risk of fire setting and fire ASB | 31-Mar-2014 | 100% | ✅ | One ASKS (Act Safe Keep Safe courses) was completed before end of financial year. These courses target 13-16 year olds who have been identified as at risk groups of fire related ASB, through their behaviours. Referrals to the course came from secondary support and Forth Valley College. Evaluation of previous courses has been positive and as part of this process, the referring agency is contacted at 6 and 12 months to confirm if there has been any reoffending. The fire service is working with the education department to launch Go Safe Scotland which is an internet based educational programme with a launch attended by some Clackmannanshire primary schools. 26 school or youth based educational event were completed. |
| SAP FIR 006 | Identify young people at risk of fire setting and fire ASB | 31-Mar-2014 | 100% | ✅ | Partnerships are established with Police Scotland, Barnardo's, Axis and Early and Effective Intervention - Youth Justice Referrals of which ASKS and one to one interventions are in place through the Children's Reporter. 1 young person has been referred in the reporting quarter. |
| SAP FIR 008 | Improve information sharing with partners | 31-Mar-2014 | 100% | ✅ | SFRS are represented on key partner forums including the Clackmannanshire Alliance and Community Well-being Partnership. Key officers also represent the service on a number of operational forums for example ASB Ops, Youth Justice Referral Group.<br>The service has an established Vulnerable Persons Referral process whereby Police Officers can refer members of the community who may be at risk of fire to the SFRS. During the current reporting period 16 people were identified through this process and received a visit. In addition, there were 58 people referred by MECS and 16 referred by the housing department. There have been 2 training events where partners have released staff to be educated in fire related preventative measures and an improved referral process. This mirrors into the national direction on improving the targeting of HFSV's. |
| SAP FIR 009 | Identify high risk commercial premises | 31-Mar-2014 | 100% | ✅ | Through the risk proportionate audit process high risk premises are identified. This process is under constant review. Businesses that are considered high risk commercially include premises where high numbers of people are employed or where a valuable or unique service is offered to the community. |
| SAP FIR 010 | Carry out annual safety audits of these premises | 31-Mar-2014 | 100% | ✅ | Premises that are identified as high risk are audited on an annual basis by a local enforcement officer. 9 high risk premises have been audited in the reporting qtr. |
| SAP FIR 011 | Work in partnership to ensure business continuity | 31-Mar-2014 | 100% | ✅ | Enforcement officers are available to give fire safety advice to duty holders when requested. The service works in partnership with Healthy Working Lives programme to support and educate businesses on risks at work. |

| Covalent Ref. | Action | Due Date | Progress | Status | Latest Note |
|---|---|---|---|---|---|
| SAP FIR 012 | Provide accessible information on fire safety and fire legislation for businesses through various comms channels | 31-Mar-2014 | 100% | ✓ | Relevant Fire Safety Risk Assessment advice is given to duty holders when required to support their compliance with Fire Safety Law. Businesses are signposted to the government web site for Fire Safety legislation on all correspondence. |
| SAP FIR 013 | Work with owners and occupiers of commercial premises to raise awareness of impact of false alarms and unwanted fire alarm signals | 31-Mar-2014 | 100% | ✓ | Through the audit process, advice and assistance is given to businesses to ensure that fire alarm systems are appropriately installed and maintained to reduce the incidences of unwanted fire alarm signals and the negative impact that they can have both on businesses and the fire service. |
| SAP FIR 014 | Target buildings with high levels of unwanted fire alarm signals to ensure they have appropriate procedures in place | 31-Mar-2014 | 100% | ✓ | Premises with high and disproportionate rates of unwanted fire alarm calls are visited. Managers and relevant duty holders are brought together to ensure that appropriate measures are put in place to reduce unwanted fire alarm signals. |
| SAP FIR 015 | Share information and develop engagement programmes to reduce the number of malicious calls | 31-Mar-2014 | 100% | ✓ | SFRS Works in partnership with Police Scotland, Restorative Justice and Education Authority to identify and work with partners to engage early on problem areas. The service adopts a call challenge process with calls that are perceived to be malicious. In addition, the consequences of malicious calls are identified during educational visits to schools and other youth groups. |
| SAP FIR 016 | Support educational work targeted at high risk groups on driving safety, work in partnership to get messages across to targetted groups | 31-Mar-2014 | 100% | ✓ | On-going delivery to Year 4-6 at high schools on Road Safety. Passenger and pedestrian advice forms part of the safety input delivered to primary schools. Safe Drive Stay Alive programme was delivered with 808 S4-6 pupils attending in Jan 2014. Road safety education partnership being set up with all partners to discuss and implement education. |
| SAP FIR 017 | Provide information and data to partners on RTC hotspots and inform road safety initiatives in Clacks | 31-Mar-2014 | 100% | ✓ | Working with Police Scotland to provide statistical info on "hot spots" delivering localised road safety inputs to local area(s). Partnership with Transport Planning Officers from Clackmannanshire and Stirling in place which will provide real time information and assistance. |

2 4 FEB 2014

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|---|---|
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| Date | 18 February 2014 |

Dear Ms McPherson

**DECISION ON FIRE CONTROLS, SCOTTISH FIRE AND RESCUE SERVICE**

On Thursday 30 January 2014, the Scottish Fire and Rescue Service (SFRS) Board took a decision in relation to the future location of Fire Controls in Scotland.

Following a robust discussion in public to scrutinise the proposals presented to the Board, members agreed that Edinburgh and Dundee would join Johnstone Control as the three Fire Controls for Scotland.

The decision to reduce the number of Fire Controls in Scotland is part of a wider 'Strategic Intent' to reduce duplication of services provided and the number of inherited property assets from the merger of the eight antecedent fire and rescue services to form a national service.

These proposals will allow us to create the appropriate infrastructure for a single, national service ensuring that we protect and improve frontline outcomes, make best use of our resources and ensure an equitable access to specialist resources across the country.

Creating the right infrastructure potentially realises an £18m capital receipt and annual resource savings of £4.7m, from property costs alone, which will allow us to invest that money elsewhere to support community safety and frontline activities and outcomes.

The SFRS Board was presented with a paper detailing six potential options from a combination involving Edinburgh, Dundee, Aberdeen and Inverness.

A range of criteria were used including an assessment of risks, which highlighted the combination of Blackness Road, Dundee and Tollcross, Edinburgh as the most suitable solution to complement Johnstone as the three Control room model for Scotland.

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The Board had previously agreed to retain Johnstone Control, the largest in Scotland, which currently handles more than 50% of all fire calls in Scotland. Activity levels have reduced significantly over previous years due to an increased focus on community safety and fire prevention activities meaning the remaining seven Controls handle a workload in the region of 100-130 incidents in a 24-hour period, with a significant variance in the number of calls handled at each location. Reducing the number of Controls will deliver efficiency savings and a more equitable distribution of calls between the Controls.

Presently eight separate systems are being maintained at Controls with many of the operating platforms approaching the end of their lifecycles. A replacement, single mobilising platform will allow for interoperability between the remaining Controls ensuring the most appropriate resources can be mobilised across Scotland, benefitting service delivery, community and firefighter safety.

There has been much discussion in relation to concerns over loss of local knowledge. It is important to say that efficient call handling is not solely dependent on local knowledge nor is it vested in the physical location of our properties but in the professional knowledge and training of our staff supported by sophisticated technology. Our systems use caller identification and location and dynamic mobilisation which identifies the nearest available appliance.

Each of the eight existing control rooms have been using gazetteers within their mobilising systems to assist Control personnel find the correct location of emergency incidents. These gazetteers have been developed and refined over a number of years, with information provided by address information suppliers, local councils, operational fire crews and various other sources.

The information includes postal addresses, but also objects without postal addresses including such things as lay-by numbers, forest access points, and landmarks, as well as places that have "locally known as" addresses.

As Control Rooms amalgamate, current mobilising gazetteers are transferred and merged in their entirety to ensure that this vital information is not lost.

I asked the Board to support the recommendation in favour of Dundee and Edinburgh to ensure the SFRS could provide a robust, resilient and fit for purpose, long-term solution for Fire Controls in Scotland.

In November, the SFRS Board endorsed a Working Together Framework, formalising the ethos of partnership working with Trade Unions. A partnership working group was established between officers and Fire Brigades Union officials to consider the options available in terms of Control Rooms in support of the final decision at the January Board meeting. SFRS will continue to work in partnership with staff representative bodies, staff groups, particularly Control personnel, end users and wider stakeholder groups as we develop our transitional plans.
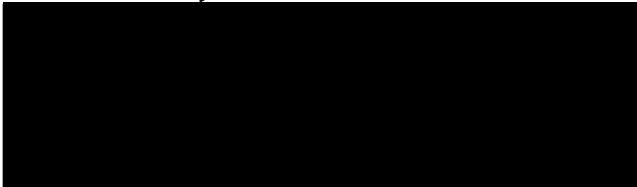
The Board also reiterated a commitment to staff of no compulsory redundancies with a range of change management policies in place to support affected personnel, including suitable and appropriate employment opportunities, redeployment, relocation and travel expenses or voluntary severance/early retirement.

The Service made the proposals on the back of a tested model. Johnstone Control in Renfrewshire, serves 12 local authority areas and a diverse range of communities from the very remote and rural parts of Argyll and Bute, 29 inhabited islands right through to some of the country's largest conurbations in and around Glasgow and down through into the Ayrshires. We know this model is safe and does work and will deliver effective command and control services.

SFRS will now begin to develop detailed implementation plans towards putting in place a proven model that will ensure the safety of communities and firefighters right across Scotland. Changes won't happen overnight but over a period of three to five years, giving the Service the opportunity to address any concerns people may have and ensure that this is a carefully managed transition.

If you would like to arrange a meeting with a Local Senior Officer or Board member to discuss these proposals in more detail please contact the SFRS Board Team on 01738 475260 or by email via BoardSupportTeam@firescotland.gov.uk.

Yours sincerely

**Pat Watters CBE**
**Chair, Scottish Fire and Rescue Service Board**