
Report to Resources & Audit Sub-committee

Date of Meeting: 18 February 2015

Subject: Quarter 3, 2014/15 Performance Report, Scottish Fire & Rescue Service

Report by Head of Strategy & Customer Services

1.0 Purpose

- 1.1. This report presents to Sub-committee information relating to Quarter 3, 2014/15 performance that has been provided by the Scottish Fire & Rescue Service for the purposes of scrutiny in relation to progress against the approved Clackmannanshire Fire & Rescue Plan.

2.0 Recommendations

- 2.1. It is recommended that the Committee notes, challenges and comments on the performance information provided by the Scottish Fire & Rescue Service for Quarter 3, 2014/15.

3.0 Considerations

- 3.1. The report at Appendix 1 was provided to the Head of Strategy & Customer Services by the Local Senior Officer of the Scottish Fire & Rescue Service for the purposes of scrutiny at the Resources & Audit Sub-committee in relation to progress against the approved Clackmannanshire Fire & Rescue Plan.
- 3.2. There are no unbudgeted financial implications for Clackmannanshire Council

4.0 Sustainability Implications

- 4.1. There are no direct sustainability implications for Clackmannanshire Council.

5.0 Resource Implications

5.1. Financial Details

- 5.2. 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

5.3. Finance have been consulted and have agreed the financial implications as set out in the report. Yes

5.4. *Staffing* - no implications for Clackmannanshire Council.

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)

Not applicable

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

(2) **Council Policies** (Please detail)

Not applicable

8.0 Equalities Impact

8.1 Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?

Yes No Not applicable

9.0 Legality

9.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

10.0 Appendices

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

Appendix 1- Quarter 3, 2014/15 Performance Report

11.0 Background Papers


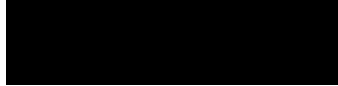
11.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

Yes (please list the documents below) No

Author(s)

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Approved by

NAME	DESIGNATION	SIGNATURE
Stuart Crickmar	Head of Strategy & Customer Services	
Garry Dallas	Executive Director	

Report to: Resources and Audit Sub-Committee

Date of Meeting: 18th February 2015

Subject: Fire Performance Report - Quarter 3

Report by: Local Senior Officer Clackmannanshire and Stirling

1.0 Purpose

- 1.1. The purpose of this report is to provide committee with the 2014/15 quarter 3 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 Local Fire Plan for Clackmannanshire 2014/17. Performance indicators are detailed in the summary report at appendix 1.

2.0 Considerations

- 2.1. A number of significant trends are worth highlighting.
- 2.2. There have been no fire related fatalities and three casualties in the reporting quarter which is an increase of 3 when compared to the third quarter of 2013/14. Two of these incidents were caused by cooking in domestic premises.
- 2.3. Accidental Dwelling fires have increased by 4 compared with quarter 3 in 2013/14. The cause of these fires has predominantly been cooking related activities.
- 2.4. Work is on-going to identify and support vulnerable people in Clackmannanshire, through the Home Fire Safety Programme and Fire Safety referrals through the multi-agency Vulnerable Persons Reporting (VPR) system. The quantity and quality of referrals from partners allow the service to target resources within Clackmannanshire, this will aim to reduce the number of accidental dwelling fires in the long term.
- 2.5. Non-domestic fires have remained the same when compared to the third quarter of 2013/14. While the recorded incidents have not caused significant damage the high risk potential of this type of fire prompts a thorough incident review and a post fire audit completed where required. This ensures that we work closely with local businesses to reduce fire risks in this sector.

- 2.6. The number of false alarm calls has risen sharply in this period when compared to the third quarter the previous year. It is noteworthy that false alarm calls continue to make up more than 50% of all calls received in Clackmannanshire and such as their reduction remains a focus for the SFRS. This is achieved by SFRS working with local businesses on their legislative responsibility in relation to fire safety and will be supported by the implementation of a new false alarm reduction policy from the 1st of December.
- 2.7. Incident response time is the time which elapses from the Service receiving an emergency call to a fire appliance arriving at the incident location. Scotland currently has no national standard for response times but in the former Central Scotland Fire & Rescue Service the benchmark time was set at 10 minutes. During the second quarter of this year the average response time to incidents in Clackmannanshire was 8 minutes 45 seconds which is well within the benchmark 10 minute period. This statistic will continue to be monitored and reported to the committee as appropriate

Author(s)

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Clackmannanshire Local Fire Plan 2014-17








Performance Q3 2014-15



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland



Guide to symbols used in this report

ACTIONS		PIs	
Expected Outcome		Trend (Average since start of year)	
	Meet target/complete within target dates		Performance has improved
	Will complete, but outwith target		Performance has remained the same
	Fail to complete or cancelled		Performance has declined
			No comparison available - May be new indicator or data not yet available

1. Local Risk Management and Preparedness

Latest Note

The Service identifies, prioritises and plans to meet the risks in each local community.

We said we would:

- actively participate in the Community Planning Arrangements
- develop our staff to deal with our local risks
- gather and analyse risk information
- work with partners to mitigate risks
- deal with major events.

All our operational staff continue to gather and analyse local risk information and operational intelligence which is used in our preparations to resolve incidents.

We conduct Post Incident debriefs to identify any lessons that can be learned from our preparedness and response to emergency events.

We use Urgent Operational Intelligence Briefings to inform our operational staff of any safety critical information that ensure their, and the communities , continued safety.


We continue to be an active member of the Forth Valley Local Resilience Partnership.





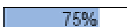

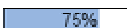

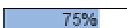



We share information with local authority partners and other key stakeholders (e.g. Police Scotland, Scottish Ambulance Service, Clackmannanshire Council Emergency Planning Department) to ensure emergency event risks are mitigated. The Forth Valley Local Resilience Partnership Risk Management Sub Group is currently reviewing risk mapping within the Forth Valley area.

During the reporting period the service did not attend any major fires or incidents in the Clackmannanshire area.


Incident response time is the time which elapses from the Service receiving an emergency call to a fire appliance arriving at the incident location. Scotland currently has no national standard for response times but in the former Central Scotland Fire & Rescue Service the benchmark time was set at 10 minutes. During the second quarter of this year the average response time to incidents in Clackmannanshire was





8 minutes 45 seconds, which is well within the benchmark 10 minute period. This statistic will continue to be monitored and reported to the committee as appropriate.

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP FIR 001	Support operational staff through a centrally supported maintenance phase development programme	31-Mar-2015	70%		All targeted modules were completed during the reporting period. 9 scheduled visitations to Alloa and Tillicoultry Retained Duty Stations by an officer from the Training and Employee development department occurred, this is below the target of 12 due to sickness.


Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP FIR 002	Support the development of officers through internal and external exercises.	31-Mar-2015	 75%		12 members of staff attended course during the reporting period. These course included command competence, health and safety, breathing apparatus instructor's courses and compartment fire behaviour training.
SAP FIR 003	Ensure currency of operational intelligence by completing or reviewing tactical information plans in known high risk premises.	31-Mar-2015	 75%		<p>The SFRS has a statutory duty to reduce the risks to our communities to make certain that they receive the best possible service. The management of risk within our community means:</p> <ul style="list-style-type: none"> • Identifying the risks to the community which fall within the scope of responsibility of the SFRS. • Undertaking a process to prioritise these risks. • Ensuring that appropriate Local and National resource capability and trained A new process to ensure that the operational intelligence gathered in an efficient manner ensuring the information remains current is being piloted in the LSO area. If successful, this will then be delivered through the East Service delivery area. <p>Phase 1 of the pilot has been completed with all premises risk rated for firefighter safety.</p>
SAP FIR 004	Support the local communities in both the prevention and mitigating the impact of flood water.	31-Mar-2014	 75%		SFRS is represented on the local Flood Liaison Advisory Group and is working closely with this Group and Clacks Emergency Planning Officer to integrate flood response plans. The service has offered support to local groups and will offer further support to deliver these plans.
SAP FIR 007	Links with community and community partners	31-Mar-2014	 75%		Local Officers are involved in the local Community planning process at all levels with the Station commander for Alloa and Tillicoultry now embedded in the local community planning partnership and the Prevention and Protection team supporting the CTSI develop their annual action plan. The service continues to support the Asset Based Approach in Hawkhill. There are also a number of local initiatives that Alloa station are involved in with the various groups at the Hawkhill community centre.
SAP FIR 010	Improve information sharing with partners	31-Mar-2015	 75%		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 when valuable or unique service is offered to the community.
SAP FIR 012	Work in partnership to ensure business continuity	31-Mar-2015	 65%		<p>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. The main focus of the partnership work with Healthy Working Lives is the implementation of the new national unwanted fire signal procedure.</p> <p>A seminar is planned for the 21st of January 2015 with additional meetings with targeted business to ensure that there is minimal business disruption through unwanted fire signals.</p>

2. Reduction of Accidental Dwelling Fires


Covalent Ref.	PI Description	2013/14	2014/15	Q3 2014/15		Latest Note
		Value	Target	Value	Long Trend	
SAP FIR 02	Number of accidental dwelling fires	38	38	9		<p>There were 9 accidental dwelling fires during the third quarter. This is an increase of 4 when compared to the same period in 2013/14. 3 of the incidents occurred in Clackmannanshire Central Ward, 3 in Clackmannanshire South Ward, 1 each in the other 3 wards. The main cause of these incidents was cooking related activities. In 9 incidents we were able to identify the person whose actions caused the fire; 3 incidents involved adults between the age of 18 and 64 with 5 incidents involving adults aged 65 or over. Smoke detection was present in 8 of the 9 premises. None of these incidents had alcohol or drugs noted as a contributory factor.</p> <p>Nationally the average rate of accidental dwelling fires is 2.29 per 10,000 population for the reporting period. The Clacks rate is 1.77 which is significantly lower.</p>





Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP FIR 005	Home Fire Safety visits. Number targeted at vulnerable people	31-Mar-2015	 100%		The service has completed 133 home fire safety visits in the reporting period. 97 of these have been in dwellings we class as most vulnerable and we have fitted smoke detectors at 50 of these visits. The focus on dwellings classed as high risk has been enhanced by local partnership working with referral processes set up with partner organisations in Clacks.
SAP FIR 006	Data analysis to ensure engagement is targeted at vulnerable groups	31-Mar-2015	 75%		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. During the reporting period we have been working with MECS to improve the targeting and service to those most at risk. The service has over 12 partners referring HFSV regularly with Scottish Autism and the Mobile Emergency Care Service delivering an especially high quality of referrals during the reporting period.

3. Reduction in Fire Casualties and Fatalities


Covalent Ref.	PI Description	2013/14	2014/15	Q3 2014/15		Latest Note
		Value	Target	Value	Long Trend	
SAP FIR 03	Number of fire casualties and fatalities	3	8	3		There have not been any fatalities recorded during the reporting period and there have been three casualties; two were from domestic fire and one was a fire in a nursing home. This is an increase of 3 casualties when compared to the same period in 2013/14.





4. Reduction of Deliberate Fire Setting

Covalent Ref.	PI Description	2013/14	2014/15	Q3 2014/15		Latest Note
		Value	Target	Value	Long Trend	
SAP FIR 04	Number of deliberate fires	114	116	23		<p>There were 19 instances in the quarter. This has remained the same when compared to the same period in 2013/14.</p> <p>There have been 3 primary deliberate fires recorded. Two were in dwelling and one was woodland.</p> <p>Of the secondary fires 55% involved refuse or refuse containers, 40% involved trees/hedges and 5% involved recreational equipment.</p> <p>Nationally the average rate of deliberate fires is 5.69 per 10,000 population for the reporting period. The Clacks rate is 3.74 which is significantly lower.</p>


Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP FIR 008	Diversions activities with young people at risk of fire setting and fire ASB, supporting young fire setters, school education.	31-Mar-2015	 80%		During the reporting period there have been 15 educational talks, 18 school visits and 6 partnership activities.
SAP FIR 009	Identify young people at risk of fire setting and fire ASB	31-Mar-2015	 75%		Partnerships are established with Police Scotland, Barnardos, Axis and Early and Effective Intervention (EEI) - Youth Justice Referrals with the local area liaison officer from the fire service attending the EEI each time a youth has been identified with fire related issues. There has been one young fire setter visit required during the reporting period.


5. Reduction of Fires in Non Domestic Properties

Covalent Ref.	PI Description	2013/14	2014/15	Q3 2014/15		Latest Note
		Value	Target	Value	Long Trend	
SAP FIR 05	Number of non-domestic property fires	21	19	4		There were 4 non-domestic fires during this reporting period. None of these fires were deliberately started. This has remained the same when compared to the same period in 2013/14.


Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP FIR 011	Identify high risk commercial premises and carry out annual safety audits of these premises.	31-Mar-2015			Premises that are identified as high risk are audited on an annual basis by a local enforcement officer. 20 premises have been audited in the reporting quarter. 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. In addition there have been 7 consultations carried out in Clackmannanshire.
SAP FIR 013	Provide accessible information on fire safety and fire legislation for businesses through various communications channels	31-Mar-2014			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.





6. Reduction in Casualties from Road Traffic Collisions, Flooding and other Special Service Calls

Covalent Ref.	PI Description	2013/14	2014/15	Q3 2014/15		Latest Note
		Value	Target	Value	Long Trend	
SAP FIR 06	Number of casualties from Road Traffic Collisions, Flooding and other Special Service Calls	8	17	7		<p>Scottish Fire and Rescue Service attended 6 RTC` s during the reporting period. There were 6 casualties reported. The actions identified in SAP FIR 016 reflect this statistic in addition to the incidents attended by the service and the accepted role that SFRS has in road safety education.</p> <p>In addition to the RTC's, the service attended a further 17 special service incidents. Incident attended included 2 medical cases, 4 assisting other agencies, assisting 1 lift rescue, 2 ring removal, 1 chemical incident, 2 flooding incidents, 1 rescue from a roof, making a vehicle safe after a tree fell on a car and an animal rescue. The service also attended an incident and released a worker who had a hand caught in machinery. Whilst attending these incidents we forced entry to a number of premises for the Police Scotland and the Scottish Ambulance Service.</p>

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP FIR 016	Support educational work targeted at high risk groups on driving safety, work in partnership to get messages across to targeted groups	31-Mar-2015	<div style="width: 50%;"><div style="background-color: #4f81bd; height: 10px; width: 50%;"></div></div> 50%		The service has taken an active role in developing the road safety agenda through the development of a Forth Valley wide multiagency partnership and supporting the local authority in delivering road safety advice to local schools. A modular educational resource called "Go- Safe Scotland" has been rolled out to all Primary Schools in Clackmannanshire which contains a Road Safety module in addition to modules on Fire and Water Safety. The service also has taken a leading role on Phase 2 of the building safer communities where the main target is the reduction of unintentional injuries.

7. Reduction of Unwanted Fire Alarm Signals

Covalent Ref.	PI Description	2013/14	2014/15	Q3 2014/15		Latest Note
		Value	Target	Value	Long Trend	
SAP FIR 07	Number of unwanted fire alarm signals	407	445	132		There has been an increase in the number of false alarms during the reporting period when compared with the same period in 2013/14. This increase is mainly due to an increase of 38 in equipment failure incidents. A new national policy for dealing with False Alarms was implemented on the 1st of December which will improve management of such calls and will promote a further reduction.

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP FIR 014	Deliver a national unwanted fire alarm signal procedure ensuring the targeting of buildings with high levels of unwanted fire alarm signals to ensure they have appropriate procedures in place	31-Mar-2015	 90%		This procedure is now live and local premises are being closely monitored to ensure compliance. Further support and meetings are planned with local businesses as described in SAP FIR 012
SAP FIR 015	Share information and develop engagement programmes to reduce the number of malicious calls	31-Mar-2015	 35%		Following a rise in the number of malicious calls in 2013-14 there is close monitoring of all malicious calls received in the Stirling and Clacks area. During the reporting period there has only been one malicious call, a reduction of 2 from the same reporting period in 2013/14. A focus on this has been added to the input given during the visits to schools.