CLACKMANNANSHIRE COUNCIL

Report to Resources & Audit Sub-committee

Date of Meeting: 10th June 2015

Subject: Quarter 4, 2014/15 Performance Report, Scottish Fire & Rescue Service

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Report by Head of Strategy & Customer Services

1.0 Purpose

1.1. This report presents to Sub-committee information relating to Quarter 4, 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 4, 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.

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 (parts 1 & 2) - Quarter 4, 2014/15 Performance Report

Appendix 2   - Unwanted Fire Alarms Signals 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 ☑

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Garry Dallas	Executive Director	███████████

Appendix 1 (part 1)

Report to: Resources and Audit Sub-Committee

Date of Meeting: 10th June 2015

Subject: Fire Performance Report - Annual 2014/15

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 annual 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 and Rescue Plan for Clackmannanshire 2014/17.   Performance indicators are detailed in the summary report at appendix 1 (part 2). A report on Unwanted Fire Signals in Clackmannanshire is included at appendix 2.

2.0   Recommendations

2.1.   It is recommended that committee note and challenge the report as appropriate.

3.0   Considerations

3.1.   A number of significant trends are worth highlighting.

3.2.   There have been no fire related fatalities and 4 fire casualties in 2014/15 which is an increase of 1 when compared to 2013/14. This is significantly below the 3 year average of 7.

3.3.   Accidental Dwelling fires have increased by 4 when compared with 2013/14. The cause of these fires has predominantly been cooking related activities.

3.4.   Work is on-going to identify and support vulnerable people in Clackmannanshire, through the Home Fire Safety Visit 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.

3.5. Deliberate fires have decreased by 20 when compared with 2013/14. The multi-agency approach to Anti-Social Behaviour (ASB) continues to deliver positive outcomes for fire related ASB.

3.6. Non-domestic fires have increased by 2 when compared with 2013/14. 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.

3.7. The number of casualties from special services has increased by 6 when compared to 2013/14. The majority of these have been caused by RTC's, 17 in total. There have not been any fatal RTC's attended by the SFRS. The SFRS has attended 2 fatal special services; their role at these incidents was to force entry for partner agencies.

3.8. The number of false alarm calls has risen sharply when compared to the previous year and is slightly above the 3 year average. It is noteworthy that false alarm calls continue to make up more than 50% of all calls received in Clackmannanshire and as such 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.

3.9. 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 reporting period the average response time to incidents in Clackmannanshire was 8 minutes 44 seconds which is well within the benchmark 10 minute period. This statistic will continue to be monitored and reported to the committee as appropriate.

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Clackmannanshire Local Fire and Rescue Plan 2014-17

Performance 2014-15

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
		▬	Performance has remained the same
		⬇	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.

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	100%	✔	All targeted modules were completed during 2014/15. Training and Employee Development staff continues to support Retained Staff at Alloa and Tillicoultry. This support has fallen short of the target due to staff pressures cause by sickness. The Station Commander has supported the station management teams during this shortfall. The 2015/16 training plan has been developed and issued.
SAP FIR 002	Support the development of officers through internal and external exercises.	31-Mar-2015	100%	✔	Operational staff continue to be developed. Staff have attended a broad variety of courses ensuring operational competence.

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP FIR 003	Ensure currency of operational intelligence by completing or reviewing tactical information plans in known high risk premises.	31-Mar-2015	100%	✔	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: • Identifying the risks to the community which fall within the scope of responsibility of the SFRS. • Undertaking a process to prioritise these risks. • Ensure appropriate Local and National resource capability and training. 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. Phase 1 of the National operational Intelligence Pilot has been completed with all premises risk rated for firefighter safety. This has risk rated all identified premises for Fire-fighter Risks. Phase 2 has now been initiated where templates are being developed for the key premises.
SAP FIR 004	Support the local communities in both the prevention and mitigating the impact of flood water.	31-Mar-2014	100%	✔	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	100%	✔	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. Adult Support and Protection met with all wholetime shifts improving the quality of our referrals to them.
SAP FIR 010	Improve information sharing with partners	31-Mar-2015	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 when valuable or unique service is offered to the community.
SAP FIR 012	Work in partnership to ensure business continuity	31-Mar-2015	100%	✔	Enforcement officers are available to give fire safety advice to duty holders when requested. One of the main focuses is the implementation of the new national unwanted fire signal procedure. A seminar was delivered on the 21st of January 2015 with additional meetings with targeted business to ensure that there is minimal business disruption through unwanted fire signals.

2. Reduction of Accidental Dwelling Fires

Covalent Ref.	PI Description	2013/14	2014/15			Latest Note
		Value	Target	Value	Long Trend	
SAP FIR 02	Number of accidental dwelling fires	38	38	42	⬇	There were 42 accidental dwelling fires during 2014/15. This is an increase of 4 when compared to 2013/14. 17 of the incidents occurred in Clackmannanshire South Ward, 12 in Clackmannanshire Central, 6 in Clackmannanshire West Ward, 4 in Clackmannanshire North and 3 in Clackmannanshire East Wards. The main cause of these incidents was cooking related activities. Alcohol and drugs were classed a contributory factor in 9 of these incidents. There were 38 incidents where an identifiable person was involved. 1 was aged between 0 and 9; 25 were aged between 18 and 64 and 12 were 65+. Of the fires where the person was 65+ 8 were caused by cooking and 7 were heat and smoke damage only. Nationally the average rate of accidental dwelling fires is 9.39 per 10,000 population for the reporting period, the Clacks rate is 8.27 for 2014/15.

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 781 home fire safety visits in the reporting period. 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	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. The service has over 12 partners referring HFSV regularly with Mobile Emergency Care Service continuing to deliver 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			Latest Note
		Value	Target	Value	Long Trend	
SAP FIR 03	Number of fire casualties and fatalities	3	7	4	⬇	There have not been any fatalities recorded during 2014/15. There have been 4 casualties, this is an increase of 1 casualty when compared to 2013/14. This is significantly below the 3 year average of 7.

4. Reduction of Deliberate Fire Setting

Covalent Ref.	PI Description	2013/14	2014/15			Latest Note
		Value	Target	Value	Long Trend	
SAP FIR 04	Number of deliberate fires	114	116	94	⬆	There were 94 deliberate fires in 2014/15. This is a decrease of 20 when compared with 2013/14. 28 of the fires occurred in Clackmannanshire North, 25 in Clackmannanshire South, 18 in Clackmannanshire West, 12 in Clackmannanshire Central and 11 in Clackmannanshire East. There have been 25 primary deliberate fires recorded. Nationally the average rate of deliberate fires is 25.75 per 10,000 population for the reporting period, the Clacks rate is 18.51.

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP FIR 008	Diversionary activities with young people at risk of fire setting and fire ASB, supporting young firesetters, school education.	31-Mar-2015	100%	✔	The SFRS continue to deliver educational talks, school visits and work with our partners to reduce the deliberate fires and fire related ASB within Clackmannanshire.
SAP FIR 009	Identify young people at risk of fire setting and fire ASB	31-Mar-2015	100%	✔	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.

5. Reduction of Fires in Non Domestic Properties

Covalent Ref.	PI Description	2013/14	2014/15			Latest Note
		Value	Target	Value	Long Trend	
SAP FIR 05	Number of non-domestic property fires	21	19	23	⬇	There were 23 non-domestic fires during 2014/15. 5 of the fires were deliberate with the remaining 18 being classed as accidental. Two of these fires caused injury to members of premise staff. 18 of these fires caused damage beyond heat and smoke only.

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	100%	✔	Premises that are identified as high risk are audited on an annual basis by a local enforcement officer. 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 013	Provide accessible information on fire safety and fire legislation for businesses through various communications 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.

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

Covalent Ref.	PI Description	2013/14 Value	2014/15 Target	Value	Long Trend	Latest Note
SAP FIR 06	Number of casualties from Road Traffic Collisions, Flooding and other Special Service Calls	20	25	26	⬇	Scottish Fire and Rescue Service attended 93 special service calls this is an increase from 82 the previous year. From the 25 Casualties that can be traced to local incidents, 2 were fatal, 4 classed as serious, 14 classed as outpatients and 5 were treated with first aid only. 17 of these casualties were from RTC's. At both incidents where fatalities were recorded the role carried out by the SFRS was to force entry for our partner agencies.

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	100%	✔	The service has supported the delivery of Safe Drive Stay Alive for all S4 pupils in Clackmannanshire. All 4 secondary schools in Clackmannanshire attended this year's event at the MacRobert Theatre. The service also has taken a leading role on Phase 2 of the Building Safer Communities Programme nationally where the main target is the reduction of unintentional injuries. In addition to Home Safety, which encompasses Falls, ageing safely, assistive technology, fire Safety, child safety and general accident prevention phase 2 will focus on Road Safety and Outdoor Safety.

7. Reduction of Unwanted Fire Alarm Signals

Covalent Ref.	PI Description	2013/14	2014/15			Latest Note
		Value	Target	Value	Long Trend	
SAP FIR 07	Number of unwanted fire alarm signals	407	445	452	⬇	There has been an increase in the number of false alarms during the reporting period when compared with the same period in 2013/14. There have been 3 premises where stage 2 of the UFAS policy has been breached and they have been lettered. 3 local businesses account for 67 of these calls. Local schools also account for 67 calls.

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	100%	✔	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	100%	✔	Following a rise in the number of malicious calls in 2013-14 there is close monitoring of all malicious calls received in the Clackmannanshire area. During the reporting period there have been 9 malicious calls this remains constant when compared to the same reporting period in 2013/14. A focus on this has been added to the input given during the visits to Schools.

Appendix 2

Report to: Resources and Audit Sub-Committee

Date of Meeting: 10th June 2015

Subject: Unwanted Fire Alarm Signals

Report by: Local Senior Officer Clackmannanshire and Stirling

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1.0   Purpose

1.1.   The purpose of this report is to provide committee with information on the Scottish Fire and Rescue Services (SFRS) Unwanted Fire Alarm Signal (UFAS) Policy.

2.0   Recommendations

2.1.   It is recommended that committee note and challenge the report as appropriate.

3.0   Considerations

3.1.   This report has been written to provide the committee with information on the UFAS Policy and Procedures adopted by the SFRS on the 1st of December 2014.

3.2   Nationally, out of a total 84,005 Incidents (Domestic & Non-Domestic) recorded for 2012/13 in Scotland, 47,043 or 56% of incidents were categorised as Fire Alarms. Of the 47,043 incidents categorised as Fire Alarms 66% or **31,048 occurred in non-domestic premises.** Of these 31,048 incidents, 3% were due to fire and 97% (or 30,116 incidents) were as a result of Unwanted Fire Alarm Signals, which do not necessarily require a SFRS attendance.

3.3   The negative impact of UFAS incidents can manifest itself in numerous ways, for example;

- Diverting essential services from potential emergency situations

- Disruption to;

    o Emergency Calls for Operations Control (OC)

    o Operational Personnel on their Training & Community Safety workloads

o   Planned work of Fire Safety Enforcement Officers

- Unnecessary blue light journeys leading to increased risk to;
  - SFRS Crews, and
  - The Public, and
  - The Environment
- Drain on Public Finances
- Loss of Revenue for Dutyholders and the business Community.

3.4   The SFRS Local Plan for Clackmannanshire details reduction in unwanted fire alarm signals as one of the key performance indicators that we report on to the Resources and Audit Committee, with a desire to drive down the number of such incidents. The current position for False Alarms within Clackmannanshire is displayed in Appendix 1 Section 7 of the fire service performance report. Local SFRS personnel will work with duty holders at premises which experience a high number of false alarms, in keeping with the policy outlined below, so as to determine specific causes for these and appropriate mitigation strategies.

3.5   By implementing the procedure, SFRS aims to:

- Produce a consistent UFAS procedure that can be applied across Scotland thereby removing and rescinding previous local arrangements
- Reduce the overall number of mobilisations to UFAS incidents
- Filter calls generated by fire alarm systems, thus ensuring that an appropriate operational response is always dispatched
- Identify premises that create demand and implement a risk-based system to reduce future UFAS incidents
- Engage with stakeholders in order to advise them of the actions which may be taken by themselves and the SFRS to manage UFAS incidents
- Provide a means to stage the normal Pre Determined Attendance (PDA) at identified trigger points
- Support Fire Safety Enforcement (FSE) activities

3.6   SFRS will mobilise four levels of Pre-Determined Attendance (PDA) to alarm actuations. These are defined as:

- Fire PDA

The full predetermined response to a suspected fire.

- Fire Alarm PDA

Where a call is filtered and the cause is undetermined, then the Fire Alarm PDA shall be dispatched by Operations Control (OC). This will be a normal blue light attendance, however:

- o the PDA shall be staged by removing one appliance from the initial weight of response.

- o A minimum of one appliance will always be mobilised where the cause of alarm actuation is undetermined.

- o Premises designated as sleeping risks will always attract a minimum mobilisation of two appliances.

- o Should a subsequent call be received to confirm a false alarm, attendance will be reduced to a UFAS incident PDA.

- UFAS Incident PDA

This is an examination only PDA – dispatching one appliance at normal road speed for inspection purposes' only, where a false alarm is confirmed by the occupier.

- Stage 4 PDA

In the case of frequent UFAS incidents, a decision may be made to stage the PDA by dispatching one appliance at normal road speed for 'inspection purposes' only on all occasions when a call is received, whether from an Alarm Receiving Centre (ARC) or 999/112 where no fire is confirmed.

- o This will be a temporary measure which shall be reviewed once corrective steps have been taken.

- o It must be stressed that, whilst it may be decided to stage the number of appliances dispatched to the initial actuation of a fire alarm system, this will always be implemented following a careful risk assessment.

- o **N.B.: Where an actual fire is confirmed by a subsequent emergency call, then the full Fire PDA shall always be dispatched without delay.**

3.7 SFRS will implement a UFAS Incident Action Plan in four stages, these are:

- Stage 1 – UFAS Incident
  - o Incident Commander shall complete a UFAS investigation and submit the result on the UFAS Incident Investigation Form and to the relevant Station Manager

- Stage 2 – 5 or more UFAS Incidents within 3 months
  - o Station Manager shall arrange to send the Premises Management (Dutyholder) a letter raising the issue for their immediate attention as well as indicating that persistent false alarms may result in staging of the emergency response

- Stage 3 – 10 or more UFAS Incidents within 6 months
  - o LSO and P&P Manager to initiate a thorough examination of the circumstances;
  - o Enforcement Officer will conduct a premise audit

- Stage 4 – 20 or more UFAS Incidents within 9 months.
  - o On occasions where fire alarm performance deteriorates, then a decision shall be taken to stage the premises PDA.
  - o Any such action shall be prompted by the relevant LSO and confirmed by the Director of the relevant SDA.
  - o In order to assist with this assessment, an Appliance Reduction Decision Matrix (ARDM) has been created as a method of considering, checking and documenting any risks against decisions taken with regards to reducing attendances.
  - o Only once all elements have been considered shall the premises be made subject to stage 4 intervention which shall involve the initial dispatch of one pumping appliance at normal road speed for 'inspection purposes' to any further automatic fire alarm actuations whether received from ARC or 999/112 call, where fire is unconfirmed.

  Note: Stage 4 interventions will not be applied to premises used for sleeping accommodation (these premises are defined within the incident recording system as hospitals and hospital accommodation, residential care homes, single private dwellings, including dwellings within a sheltered housing complex, houses in multiple occupation, hostels, hotels, bed and breakfast establishments, children's homes, places of lawful detention, boarding schools, military barracks, convents and monasteries).

  - o The UFAS incident attendance will be reinstated where a duty holder can fully demonstrate that a previously problematic automatic fire alarm system has been properly maintained, repaired, upgraded or replaced, or managerial arrangements at the premises have changed appropriately.

3.8 To ensure that local communities are aware of the implementation of this policy, the SFRS delivered a local seminar in Stirling. This was targeted at local businesses from throughout the Forth Valley who have called on the services of

the SFRS most frequently over the last 3 years. During this seminar, the SFRS aimed to demonstrate that this policy would lead to the investigation of every UFAS call and we would support every premise to reduce these calls.

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