

## REPORT TO POLICY AND RESOURCES COMMITTEE – 11 JUNE 2015

### SCOTTISH FIRE AND RESCUE SERVICE – PERFORMANCE REPORT FOR 1<sup>ST</sup> APRIL 2014 TO 31<sup>ST</sup> MARCH 2015.

#### 1 Recommendations

The Committee is recommended to:

- 1.1 **Acknowledge and discuss the attached performance report relating to annual performance for 1<sup>st</sup> April 2014 to 31<sup>st</sup> March 2015 for Aberdeenshire division of the Scottish Fire and Rescue Service.**
- 1.2 **Acknowledge and discuss the national and operational matters arising, together with key resource issues, as detailed within appendices attached to this report.**

#### 2 Background / Discussion

- 2.1 The main purpose of this report is to advise members how the Scottish Fire & Rescue Service is performing against key performance measures and associated targets, as set out in the Aberdeenshire Fire and Rescue Plan 2014-17 approved at the meeting of the Policy & Resources Committee on 3 April, 2014.
- 2.2 The performance reports (**Appendices 1 and 2**) provides those outcomes, as per Section 41H and 41K of the Police and Fire Reform (Scotland) Act 2012, applicable to the annual report on performance for The Aberdeenshire Council Area in the context of the Aberdeenshire Local Fire and Rescue Plan 2014-17.
  - Appendix 1 is a summary report of annual performance for 1<sup>st</sup> April 2014 to 31<sup>st</sup> March 2015.
  - Appendix 2 provides a narrative for national and local updates including, resources.
- 2.3 The performance monitoring report will provide a regular opportunity for elected members to maintain scrutiny of significant fire and rescue activities, in order to achieve good outcomes for the residents of Aberdeenshire.
- 2.4 In terms of the Police and Fire Reform (Scotland) Act 2012, it is worth noting the respective powers and duties that are relevant to the Committee's consideration of Fire and Rescue matters.

The Scottish Fire and Rescue Service must:

- involve each local authority in determining priorities and objectives;
- provide the local authority with information/reports relating to the carrying out of its functions in the local authority area;
- designate an employee of SFRS as Local Senior Officer for each local authority area following consultation with the local authority.

The local authority may:

- monitor and provide feedback to SFRS on the manner in which it carries out its functions;
- provide feedback by reference to any local fire and rescue plan in force in its area.

2.5 The Head of Finance and Monitoring Officer within Business Services have been consulted in the preparation of this report and their comments incorporated therein.

### **3 Equalities, Staffing and Financial Implications**

3.1 An equality impact assessment is not required because this report is principally designed to advise members of the reporting template intended to measure the performance of the Fire & Rescue Service. There will be no differential impact, as a result of the report, on people with protected characteristics.

3.2 The report contains a detailed summary of performance and a narrative of key areas of improvement or best practice, as provided by the Local Senior Officer on his deployment of resources required to support fire and rescue activities.

**Alan Wood**  
**Director of Business Services**

Report prepared by David Rout  
Local Senior Officer Aberdeenshire and Moray  
Date 21<sup>st</sup> May 2015

## APPENDIX 1

### **SCOTTISH FIRE AND RESCUE SERVICE, ABERDEENSHIRE SUMMARY PERFORMANCE INFORMATION 1<sup>st</sup> April 2014 TO 31<sup>ST</sup> March 2015.**

The information presented in this performance summary report provides comparison against key performance indicators, those indicators are as detailed within the Aberdeenshire Local Fire and Rescue Plan 2014 -17 and Fire and Rescue Framework for Scotland 2013 (Annex B).

Each indicator displays the activity reflecting performance for the fiscal period of 1<sup>st</sup> April 2014 to 31<sup>st</sup> March 2015 vs. a specific target OR previous 3 year rolling average, as defined below.

#### **Fire Casualties - Displayed as "CASUALTY"**

- To reduce the rate of fire fatalities and casualties (excl. precautionary check-ups) by 5% based on the previous 3 year rolling average.

#### **Accidental Dwelling Fires - Displayed above as "DWELLING".**

- To reduce the rate of accidental dwelling fires by 10% based on the previous 3 year average.

#### **Non Domestic - Displayed above as "NON DOMESTIC".**

- To reduce the rate of non-domestic fires from the previous year

The report shows 2014-15 performance in addition to the previous 4 years for historical comparison.

The following background information\* is used in the preparation of the report:

- 19 Wards,
- Population base of 247 600
- Dwelling properties of 110 998 within a landmass of 633 882 hectares.

Source: GROS - General Register Office for Scotland\*

The information provided below is extracted from the SFRS Aberdeenshire 2014/15 Annual Ward Performance Report that is shared with elected members and officers via Aberdeenshire Council Ward Pages.

## PERFORMANCE INDICATORS

Analysis of the report indicates a continued positive downward trend across the majority of the key indicators with some very slight variations in other areas. Although it should be noted, the primary key indicators such as **accidental dwellings** reflect an increase whereas; **fire fatalities** and **accidental dwelling fire casualties** reflect an improvement. The key performance indicators extracted from the Aberdeenshire Local Fire and Rescue Plan and SFRS Strategic Plan are identified in table 1 below:

Table 1:

KPI	Descriptor	Reduction/Increase	Status	Target
<b>1</b>	All deliberate fires	13% reduction	▼	
<b>2bi</b>	All accidental dwelling fires	6% increase	▲	-10%
<b>3a</b>	All fire casualties (fatal & non-fatal)	7% reduction	▼	
<b>3ai</b>	All fatal fire casualties	25% reduction	▼	-5%
<b>3aii</b>	Non-fatal fire casualties (excl. precautionary check ups)	19% reduction	▼	-5%
<b>3aiii</b>	Non-fatal fire casualties (incl. precautionary check ups)	5% reduction	▼	
<b>3bi</b>	All fatal accidental dwelling fire casualties	14% reduction	▼	-5%
<b>3bii</b>	Non-fatal accidental dwelling fire casualties (excl. precautionary check ups)	10% reduction	▼	-5%
<b>3biii</b>	Non-fatal accidental dwelling fire casualties (incl. precautionary check ups)	6% increase	▲	
<b>4a</b>	Non domestic fires	25% increase	▲	prev year
<b>5</b>	Special Services – All	18% increase	▲	
<b>10a</b>	False Alarms - All	20% increase	▲	

Within the key indicators from table 1 it is appropriate to distil and highlight the reduction across the following key categories/ indicators:

Table 2:

KPI	Descriptor	Reduction/Increase	Status	Target
1	All deliberate fires	13% reduction	▼	
1bi	All deliberate dwelling fires	21% reduction	▼	
1biii	All deliberate vehicle fires	28% reduction	▼	
1c	All deliberate secondary fires	22% reduction	▼	
3a	All fire casualties (fatal & non-fatal)	7% reduction	▼	-5%
3ai	All fatal fire casualties	25% reduction	▼	-5%
3bi	All fatal accidental dwelling fire casualties	14% reduction	▼	-5%
5c	Special Service - Extrication	13% reduction	▼	
10c	False alarm malicious	20% reduction	▼	

Notwithstanding the above we have identified the following areas from annual report that require additional focus and intervention to make necessary improvements:

Table 3:

KPI	Descriptor	Reduction/Increase	Status	Target
2bi	All accidental dwelling fires	6% increase	▲	-10%
4a	Non domestic fires	25% increase	▲	prev year
5a	Special Service RTCs	14% increase	▲	
6b	Fatal casualties -RTC	80% increase	▲	
10a	False Alarms - All	16% increase	▲	

## PERFORMANCE SUMMARY

### KPI 1 All Deliberate Fires

Council area totals within LSO	2010/11	2011/12	2012/13	2013/14	2014/15	Sparkline
Aberdeenshire	246	228	178	188	173	

Compared to the three year rolling average covering the same period we have seen a 13% decrease from 198 to 173 incidents of this type.

Figures show this indicator to be at a five year low.

### KPI 2bi All Accidental Dwelling Fires

Council area totals within LSO	2010/11	2011/12	2012/13	2013/14	2014/15	Sparkline
Aberdeenshire	192	198	163	173	188	

Compared to the three year rolling average covering the same period we have seen a 6% increase from 178 to 188 incidents of this type.

This is an identified area for improvement. In line with our priorities as contained within Aberdeenshire Local Fire and Rescue Plan and respective Multi Member Ward Plans, we continue to focus on this area through our delivery of Home Fire Safety Visits, installation of Smoke Alarms and partnership working to identify those most vulnerable and at risk from fire and its associated human and financial costs as well as enhancing community safety.

### KPI 3a All Fire Casualties (fatal & non-fatal - incl. precautionary check-ups)

Council area totals within LSO	2010/11	2011/12	2012/13	2013/14	2014/15	Sparkline
Aberdeenshire	36	35	39	32	33	

Compared to the three year rolling average covering the same period we have seen a 7% decrease from 35 to 33 against this indicator.

We will continue working towards this area through our delivery of Home Fire Safety Visits, installation of Smoke Alarms and partnership working to identify those most vulnerable and at risk from fire.

### KPI 3bi All Fatal Accidental Dwelling Fire Casualties

Council area totals within LSO	2010/11	2011/12	2012/13	2013/14	2014/15	Sparkline
Aberdeenshire	4	2	2	3	2	

Compared to the three year rolling average covering the same period we have seen a 14% decrease from 2.33 to 2 against this indicator.

We continue work towards reducing the number of accidental dwelling fire fatalities through the delivery of Home Fire Safety Visits the installation of Smoke Alarms and working with partners to identify those most vulnerable and at risk from fire.

### KPI 3biii Non Fatal Accidental Dwelling Fire Casualties (incl. precautionary check ups)

Council area totals within LSO	2010/11	2011/12	2012/13	2013/14	2014/15	Sparkline
Aberdeenshire	19	18	28	25	25	

Compared to the three year rolling average covering the same period we have seen a 6% increase from 23.66 to 25 in this indicator.

We continue working towards reducing this through the delivery of Home fire Safety Visits, the installation of Smoke Alarms and working with partners to identify those most vulnerable and at risk from fire.

### KPI 4a Non Domestic Fires

Council area totals within LSO	2010/11	2011/12	2012/13	2013/14	2014/15	Sparkline
Aberdeenshire	106	94	89	88	110	

Compared to the previous year covering the same period we have seen a 25% increase from 88 to 110 of this type incident type.

Fire Safety Enforcement Officers completed a very successful year in delivering against the SFRS Community Safety Engagement and Fire Engineering Framework through our local Fire Safety Enforcement Audit programme in non-domestic premises.

Our Area annual target for 2014-15 was 542 and we delivered 564. This included 32 post fire audits ensuring the safety of public, visitors and businesses across Aberdeenshire.

### KPI 5a Special Service – RTC’s, 6a Non-Fatal Casualties - RTC and 6b Fatal Casualties - RTC

Special Services – All:

Council area totals within LSO	2010/11	2011/12	2012/13	2013/14	2014/15	Sparkline
Aberdeenshire	472	350	368	432	451	

Special Service – RTC’s:

Council area totals within LSO	2010/11	2011/12	2012/13	2013/14	2014/15	Sparkline
Aberdeenshire	210	176	172	173	198	

Special Service – Extrication:

Council area totals within LSO	2010/11	2011/12	2012/13	2013/14	2014/15	Sparkline
Aberdeenshire	20	17	19	33	20	

Non-fatal casualties – RTC:

Council area totals within LSO	2010/11	2011/12	2012/13	2013/14	2014/15	Sparkline
Aberdeenshire	251	217	167	218	211	

Fatal Casualties – RTC:

Council area totals within LSO	2010/11	2011/12	2012/13	2013/14	2014/15	Sparkline
Aberdeenshire	14	9	10	16	21	

Nationally we have the highest activity levels in North Service Delivery Area and as such the fire and rescue service locally has identified the reduction of casualties from road traffic collisions as a priority, as contained within, Aberdeenshire Local Fire and Rescue Plan 2014-17 Area/Ward Fire Plans.

Information reflects a 14% (174 to 198) reduction in our attendances at RTC's and correspondingly an increase of 5% (total of 211) non-fatal and an increase of 80% (total of 21) fatal casualties as a result of involvement in RTC's across the Aberdeenshire roads infrastructure.

We continue in our contribution to educate and reduce these types of incidents by our direct involvement in Safe Drive Stay Alive and Crash Live Events.

The Local Senior Officer represents the Service on the North East Scotland Road Casualty Reduction Strategy, Lead Officers Group who is in the process of reviewing local strategy.

**KPI 10a False Alarms All**

Council area totals within LSO	2010/11	2011/12	2012/13	2013/14	2014/15	Sparkline
Aberdeenshire	834	836	829	934	1007	

The overall trend line for this category is increasing (from 866 to 1007).

On the 1<sup>st</sup> December 2014 the SFRS introduced a new Unwanted Fire Alarm Signals Policy that will see Operational staff and Fire Safety Enforcement Officers undertaking a more robust approach to unwanted calls. It is acknowledged the embedding of this policy may result in increased recording of calls although thereafter through robust management processes those repeat offending premises will be provided with direct management and support to reduce unwanted calls.

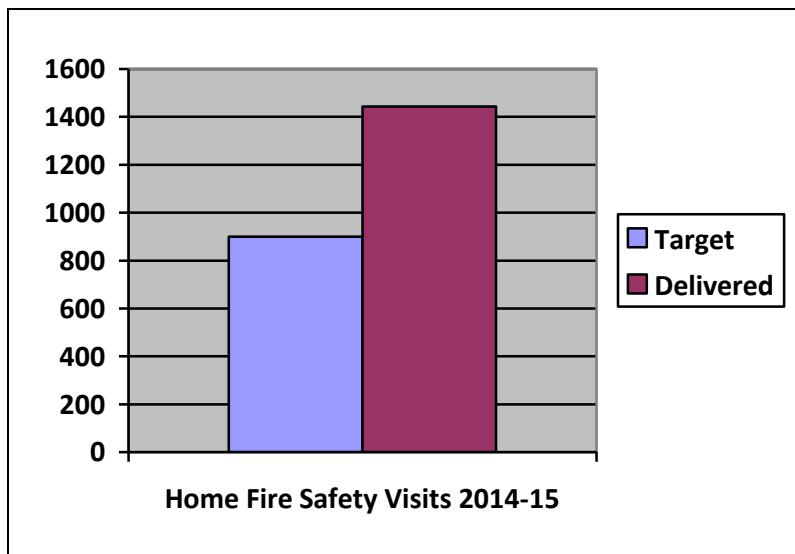
It is pleasing to report a reduction of 20% reduction (33 to 26) in Malicious calls during this reporting period compared to the three year average for the same reporting period.



## PREVENTION AND PROTECTION

During 2014-15 and in a continuing positive direction of travel reflects significant improvement in the generation and delivery in the number of Home Fire Safety Visits (HFSV). The total number of visits for Aberdeenshire is detailed in figure 1 below.

Figure 1.



The target set for 2014-15 was 900 and we achieved **1444**. It is also encouraging to record our points ratio for High-Medium-Low risk categories reflected a significant uptake and delivery in High risk households. HFSV's are a proven method of engaging with people at risk from fire and provide appropriate fire safety information and advice this can be reflected against the reduction fire casualties.

We are focused on continuing to improve this performance and are working to further develop our partnerships which allow us to identify those most at risk from fire and deliver appropriate interventions through the following, as examples:

1. Collaborative opportunities with the local authority in the provision of funding to support respective prevention agendas in the offer of secondment of staff.
2. SFRS Local Area Liaison Officer now operating effectively in Aberdeenshire
3. Working closely with Scottish Fire and Rescue Service Station Manager (Buchan and Banff and Buchan), the Community Planning Officer (Banff and Buchan) is assist with the delivery of community fire safety and respective prevention agendas through:
  - The closer integration of services, improving the identification, management and delivery of high risk referrals. This will be achieved through the development of referral pathways for older people, cared for and those in supported accommodation and in particular, ageing people living alone in rural communities.
  - Extend the generation of safety visits in the home to include local authority housing and care homes.
  - Improved identification, management and delivery of high risk referrals.

4. The establishment of a unique partnership with Aberdeenshire “Care & Repair” scheme in support of the identification of those most vulnerable or at risk from fire and subsequent high risk referral processes in the delivery of home fire safety visits.

## **LOOK FORWARD**

In 2015-16 and in line with the identified priorities, as contained within Aberdeenshire Local Fire and Rescue Plan 2014-17, it is our intention to focus on the following key areas:

- Safety of our staff is a priority. We will continue to educate, develop, train and test our operational crews to ensure they are able to respond to a wide range of emergencies in a safe and highly effective way
- We will further strengthen our links with partner agencies and in particular, the local authority, to ensure that our fire safety work is targeted towards those individuals and groups who are most vulnerable and are most at risk from fire or harm
- Provide necessary investment into local prevention and protection resources and agendas and ensuring improvements are made to referral pathways for those most vulnerable and at risk from fire or harm
- Continue to work closely with our partner agencies with regards to reducing emergencies and our attendances at Road Traffic Collisions, Accidental Dwelling Fires and Unwanted Fire Alarm Signals
- Publish and deliver against fire and rescue Aberdeenshire Multi Member Ward Plans
- Make an effective contribution to Aberdeenshire Community Planning arrangements, through our key priorities and objectives as identified in our Local Fire and Rescue Plan, in order to contribute to reducing identified and emerging risks within the Aberdeenshire area.

## APPENDIX 2

### **SCOTTISH FIRE AND RESCUE SERVICE – NATIONAL AND OPERATIONAL UPDATE INCLUDING LOCAL SENIOR OFFICER RESOURCES**

The purpose of this appendix is to inform the Policy and Resources Committee of national and operational updates, the proposed structure and resources allocated to Aberdeenshire and Moray Local Senior Officer (LSO).

#### **NATIONAL AND LOCAL OPERATIONAL UPDATE**

##### **SFRS Strategic Plan 2016 – 19.**

Please refer to agenda item and accompanying report entitled “SFRS Strategic Plan 2016-19 Development”.

##### **Performance Reporting**

Please refer to agenda item and accompanying report entitled “SFRS Aberdeenshire Revised Performance Report” and proposals for future performance reporting.

##### **Local Senior Officer Resources**

As previously reported to this committee any changes to resource allocation within the Local Senior Officer Area would be provided as an update.

In relation to whole-time resource provision there is no identified areas of concern other than planned retirements and succession planning for our resources at Peterhead.

The recruitment and retention of retained duty system (RDS) staff continues to remain a challenge since last update provided to this committee. A revised recruitment and selection process was recently implemented in March with a further two events planned for June and September of which we will be identifying specific stations whereby local managers will engage with communities in delivering against targeted recruitment campaigns.

As an example, we intend to hold a local business engagement event in Alford and will consult with the Area Manager for support in the delivery of this.

##### **Operational Update**

Verbal update provided.

