



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



**AGENDA ITEM NO 4**

**REPORT TO: ANGUS COUNCIL POLICE AND FIRE SUB COMMITTEE**

**REPORT NUMBER – 635/13**

**21st NOVEMBER 2013**

**Report by Area Manager David Stapley, Local Senior Officer, Scottish Fire and Rescue Service**

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**SUBJECT: FIRE AND RESCUE QUARTERLY PERFORMANCE REPORT - 1 JULY TILL 30 SEPTEMBER 2013**

**Abstract**

The Report contains performance information relating to the second quarter (July-September) of 2013/14 on the performance of the Scottish Fire and Rescue Service in support of Member scrutiny of local service delivery.

**1 PURPOSE OF THE REPORT**

To provide information for the Committee regarding the performance of the Scottish Fire and Rescue Service, against the performance indicators and targets detailed within the interim Angus Fire and Rescue Plan 2013/14, to facilitate local scrutiny.

**2 RECOMMENDATIONS**

It is recommended that members:

Note, scrutinise and question the content of this report.

**3 FINANCIAL IMPLICATIONS**

None.

**4 INTRODUCTION**

4.1 A performance management framework has been developed to facilitate the monitoring of performance against the agreed priorities and outcomes ensuring effective targeting of resources and the principles of Best Value are met.

4.2 The Angus City local Fire and Rescue Plan was approved by the Police and Fire Sub Committee on the 25th of March 2013.

4.3 The priorities and outcomes contained within the local Fire and Rescue Plan reflect “place” and the contribution of Scottish Fire and Rescue Service to the Single Outcome Agreement and Community Planning Partnership.

4.4 In summary the following priorities and targets are detailed within the plan.

- Reduce Casualties by 5%
- Reduce Primary Fires by 5%
- Maintain Firefighter Safety and Operational Preparedness
- Reduce Deliberate Fires by 5%
- Reduce Emergency Service Calls by 5%
- Reduce Unwanted Calls by 10%
- Increase Working Smoke Alarm Ownership

## 5 QUARTER 2 PERFORMANCE SUMMARY

5.1 [Appendix 1](#) attached to this report provides a detailed breakdown and analysis of all data collected during the reporting period. In addition a further two sections are included to provide Members with an overview of a range of additional activities undertaken by the local personnel/stations in support of Prevention and preparation for emergency response.

5.2 A suite of 14 indicators enable the measurement of performance across the seven priorities. The annual targets have been further broken down into quarters to facilitate performance monitoring and assist Members in their scrutiny role.

5.3 In summary during the reporting period, we have achieved positive results in 8 out of the 14 indicators and targets set, these were;

Performance Indicator	Quarterly Target	Actual Performance	Variance
Number of injuries arising from fires	4	3	-1
Number of other primary fires	29	22	-7
% of personnel retaining currency in core skills	80%	79%	N/A
Number of deliberate primary fires	6	4	-2
Number of emergency special service calls	44	40	-4
Number of home fire safety visits	885	1157	+272
Number of legislative fire safety audits	120	169	+49
Number of work related injuries	2	1	-1

5.4 Conversely there are 6 indicators and targets which were not met, these were;

	Performance Indicator	Quarterly Target	Actual Performance	Variance
1	Fatalities arising from fire	0	1	+1
3	Number of dwelling fires	21	25	+4
7	Number of deliberate secondary fires	17	36	+19
9	Number of malicious false alarm calls	7	10	+3
10	Number of unwanted fire signals from non domestic premises	238	276	+38
11	% of dwelling fires where smoke alarm operated	45%	35%	-10%

## 6 SIX MONTH PERFORMANCE REVIEW

6.1 Taking account of the accumulative performance across the first two reporting periods 5 out of the 14 indicators which are on target or better and are summarised below.

Performance Indicator	6 Month Target	Actual Performance	Variance
Number of emergency special service calls	87	81	-6
% of dwelling fires where smoke alarm operated	45%	45%	N/A
Number of home fire safety visits	1776	1975	+199
Number of legislative fire safety audits	240	285	+45
Number of work related injuries	4	1	-3

6.2 Conversely the accumulative performance across the first two reporting periods there are 9 indicators which are off target and are summarised below.

	Performance Indicator	6 Month Target	Actual Performance	Variance
1	Fatalities arising from fire	0	1	+1
2	Number of injuries arising from fires	8	12	+4
3	Number of dwelling fires	38	48	+10
4	Number of other primary fires	52	55	+3
5	% of personnel retaining currency in core skills	80%	71%	-9%
6	Number of deliberate primary fires	12	18	+6
7	Number of deliberate secondary fires	54	83	+29
9	Number of malicious false alarm calls	10	16	+6
10	Number of unwanted fire signals from non domestic premises	439	485	+46

6.3 Fatalities arising from fire. Tragically an elderly female lost her life in July of Q2 this was the first fire fatality since November 2011. A multi-agency case conference was conducted to reduce the likelihood of such events occurring in the future.

6.4 Number of injuries arising from fire. As a consequence of a high number of injuries in Q1 the target was exceeded by 5. The numbers have reduced in Q2 to more predictable levels. The annual target (17) which was set is unlikely to be achieved. This is a situation that is being experienced across Scotland and the wider LSO area. There are a number of factors which have contributed to this

- Incident Reporting System parameters have changes as a consequence all persons receiving minor medical treatment are categorised as casualties.
- A large percentage of fires attended involve elderly or vulnerable people. The outcome of this is that frequently first aid is administered or assistance of the ambulance service requested as a precautionary step.

- 6.5 Number of dwelling fires. The target which was set has been exceeded in both Q1 and Q2. When the most common cause of these incidents analysed is cooking related. This situation is mirrored across Scotland and the SFRS have implemented a national media campaign to raise awareness.
- 6.6 Number of other primary fires. This target was narrowly missed by 3 incidents as a consequence of a high number of incidents recorded within Q1. During Q2 the performance improved due to the targeting of resources and support from partners to address issues around wilful fire raising.
- 6.7 % of personnel retaining currency of core skills. This indicator is only marginally off target in Q2 (79%) which showed an improvement from Q1 at 63%. With some careful management the annual target should be achievable.
- 6.8 Number of deliberate primary fires. There has been a significant reduction in the number of incidents that were recorded from 14 in Q1 to 4 in Q2. A problem involving a number of firesetters was identified and a programme of youth engagement and counselling implemented.
- 6.9 Number of deliberate secondary fires. These were significantly higher than expected and typically not a pattern that has previously experienced with Arbroath East, Lunan and Montrose and District wards most affected. The two main contributory causes have been the prolonged spell of dry weather and wilful firesetters. Following intervention the early trend has been reversed with significant reductions in August and September.
- 6.10 Number of malicious false alarm calls. The problem is most prevalent within the Arbroath wards and operation of a break glass point the common cause. No patterns have been identified and we continue to educate communities about the negative impact of such calls.
- 6.11 Number of unwanted fire signals from non-domestic premises. There was a disappointingly high proportion of calls during Q2. The main contributor is the high number of calls that are received from sheltered housing complexes as a consequence of cooking related incidents. A range of control measures have been implemented including – engagement with Angus Council housing and safety officers, engagement with staff and residents and undertaking a programme of Home Fire Safety Visits to sheltered housing complexes.

## **7 EQUALITY IMPACT ASSESSMENT**

- 7.1 Not applicable.

## **8 ENVIRONMENTAL ISSUES**

- 8.1 There are no environmental issues arising as a consequence of this report.

## **9 SUMMARY**

- 9.1 This report provides a summary of performance during Quarter 2 (July to September 2013) and summarises performance against target for the six months covering April to September. The analysis and summary included within this report and Appendix 1 highlights where performance is off target and where targets have been exceeded.
- 9.2 A range of work has been undertaken within the areas of Community Safety Engagement, Fire Safety Enforcement and Firefighter training. These

prevention and risk reduction measures have contributed significantly to improve the safety of our communities across the City of Angus.

- 9.3 The focus of our activity during the third and fourth quarters will be to maintain the standard where performance meets or exceeds the target whilst seeking improvement in the areas where performance is off target.

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