



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

West Service Delivery Area  
Argyll & Bute  
2015 Q1 - Q3  
Scrutiny Report



**DISCLAIMER**

The figures included in this report are provisional and subject to change as a result of quality assurance and review. The statistics quoted are internal management information published in the interests of transparency and openness.

The Scottish government publishes Official Statistics each year which allow for comparisons to be made over longer periods of time.

Please ensure any external partners in receipt of these reports are aware of this.

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## **Introduction**

This report provides detail on the performance of the Scottish Fire and Rescue Service (SFRS) in the Argyll & Bute area. In doing so it outlines our progress in the delivery of local priorities as set out within the Local Fire and Rescue Plan and the SFRS framework document.

The Scottish Government provides an overarching vision for public services. This vision is supported by 16 national outcomes, which demonstrate commitment to creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable growth. The SFRS can make a significant contribution to improving these outcomes for Argyll & Bute by contributing to the Community Planning arrangements across the area.

The national priorities for the SFRS are set out in the Fire and Rescue Framework for Scotland. The SFRS Strategic Plan 2013-2016 outlines how the SFRS will deliver against these priorities and the outcomes against which this delivery can be measured.

The SFRS Local Fire and Rescue Plan for the Local Authority Area of Argyll & Bute is the mechanism through which the aims of the SFRS Strategic Plan 2013-2017 are delivered to meet the agreed needs of Argyll & Bute's communities.

The Plan sets out the priorities and objectives for the SFRS within Argyll & Bute for 2014 - 2017 and allows our Local Authority partners to scrutinise the performance outcomes of those priorities. The SFRS will continue to work closely with our partners in Argyll & Bute to ensure we are all "Working Together for a Safer Scotland" through targeting risks to our communities at a local level.

The SFRS aspires to deliver very high standards to our communities and our current performance is testament to the commitment, professionalism and dedication of our staff and the positive local partnerships embedded within Argyll & Bute Community Safety working groups.

## Performance Summary

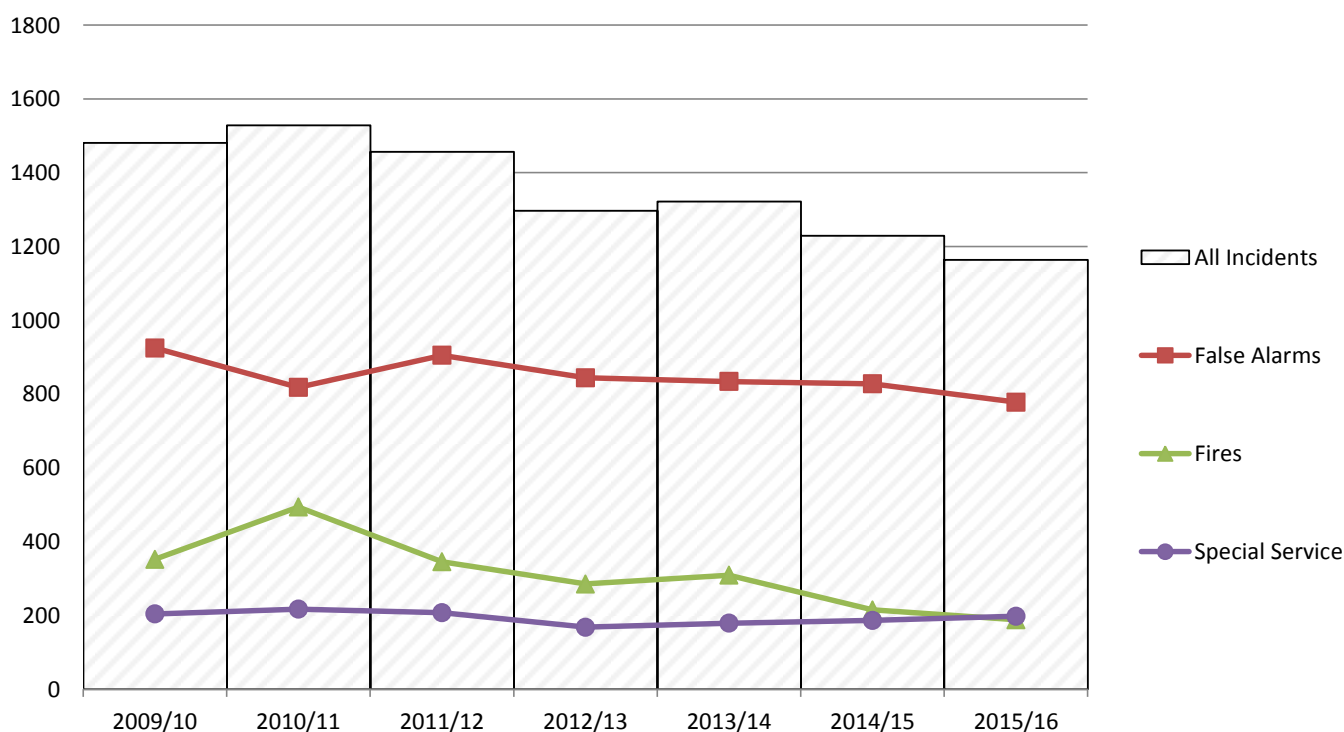
We measure how well we are meeting our priorities using 6 key indicators, depicted below

Key performance indicator	Apr to (& incl.) Dec					RAG rating
	2011/12	2012/13	2013/14	2014/15	2015/16	YTD
All accidental dwelling fires	67	58	61	58	36	●
All deliberate dwelling fires	6	7	7	7	2	●
All accidental dwelling fire casualties (fatal & non-fatal)	11	10	8	9	3	●
All deliberate fires	93	77	67	52	40	●
Special Service Casualties - All	70	61	62	67	76	◆
False Alarms - All	905	844	834	828	778	●

RAG rating - KEY		
◆	RED DIAMOND	10% higher than the previous YTD period, or local target not achieved.
▲	YELLOW TRIANGLE	Up to 9% higher than the previous YTD period, or local target not achieved.
●	GREEN CIRCLE	Equal to or improved upon the previous equivalent quarter (or YTD period), or local target achieved.

Note
<p>Quarterly Performance RAG rating = the reporting period compared to the average over the previous quarterly reporting periods                      Year to Date RAG rating = the cumulative total of all quarterly performance in the current year compared to cumulative total of all quarterly performance in the previous year</p>
Incident Overview
<p>During the Year to Date period 2015-16 (April to December) SFRS have responded to a total of one thousand and sixty four (1064) incidents. This shows a decrease on the same period last year of one thousand two hundred and twenty nine (1229) incidents, with the Year to Date (YTD) period average for the previous six years of one thousand three hundred and eighty five (1385) showing a continual downward trend over a seven (7) year period.</p>

The chart below illustrates incidents YTD attended within Argyll & Bute council over the last 6 fiscal years



## Progress on local fire & rescue plan priorities

### Local Risk Management and Preparedness

The SFRS has a statutory duty under the Civil Contingencies Act 2004 to reduce the risks to our communities and 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 locally and map resources to them.
- Ensuring that appropriate Local and National resources capability and trained Fire Service personnel are in place to address them.

### Train our staff to deal with our local risks

Operational personnel shall possess the ability to make professional judgements about the appropriate use of available resources, in order to control the risks inherent in the unique circumstances of any emergency situation. In particular, all Operational Personnel shall be:

- Competent to perform tasks assigned
- An effective member of a team
- Possess self-discipline to work within accepted systems of work
- Adaptable to changing circumstances
- Vigilant for his or her own safety and that of colleagues and others
- Able to recognise their abilities and limitations

### Gather and analyse risk information

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

Our community engagement teams scrutinise operational statistics to identify trends which will allow SFRS to identify risk and ensure resources are allocated to the point of need in our communities.

Following operational incidents SFRS conduct 'Post Incident Debriefs' using a structured debrief process to identify any lessons that can be learned from our preparedness and response to emergency events.

### Work with partners to mitigate risks

SFRS will continue to work with a range of partners in order that, together we can all make a difference to the overall safety within our communities. Our partners include:

Police Scotland, NHS, Social Work, Scottish Ambulance Service, Mountain Rescue, Forestry Commission, RNLI, Local Authority Community Planning Groups, Local Resilience, Partnership Groups, Highlands and Islands Argyll Airports Contingency Planning Liaison Group, Clyde Local Liaison Group, Wildfire Group, Voluntary Sector

### Deal with major events

During this reporting period SFRS in Argyll & Bute did not deal with an incident that would be regarded as 'Major'.



## Reduction of 'All accidental dwelling fires'

Dwelling fires can have a significant negative impact upon both individuals and the community and are financially costly to house holders and housing providers in terms of repair and the reinstatement of homes. By giving safety advice and fitting smoke detectors, the SFRS can reduce the risk of fire and its associated human and financial costs as well as enhancing community safety.

### Results

The same Year to Date (YTD) period average over the previous four years confirms a downward trend in relation to accidental dwelling house fires.

The figure for the 2015-16 reporting period is thirty six (36) incidents which are down from the same reporting period in 2014-15 of fifty eight (58) incidents.

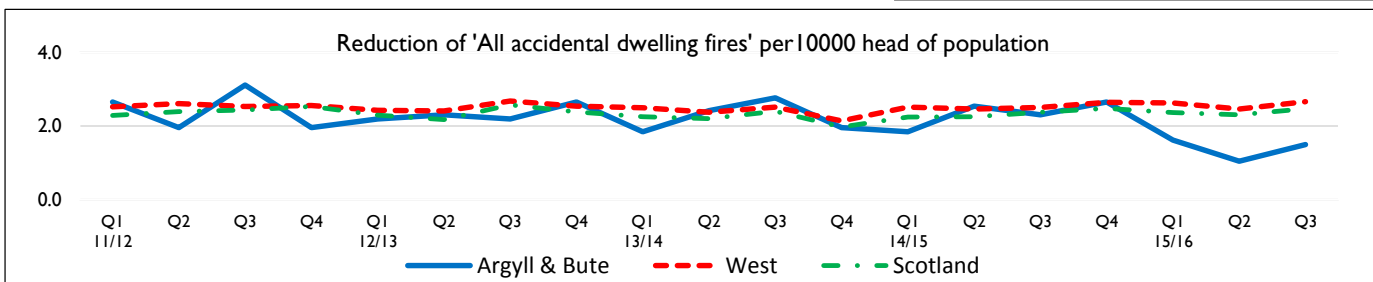
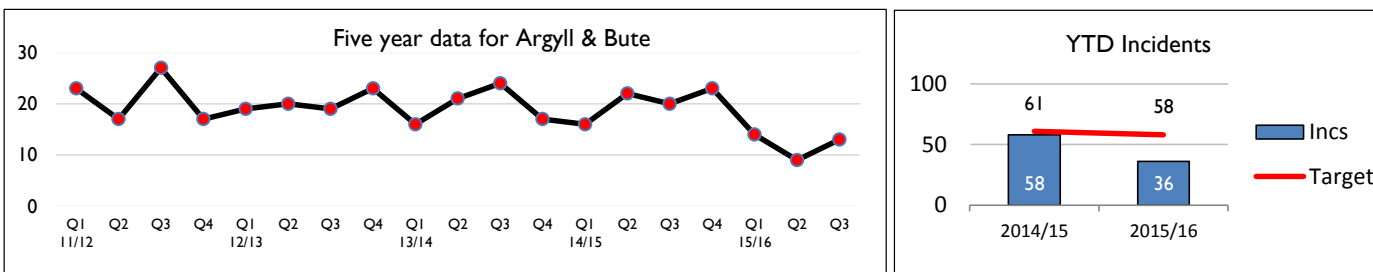
The average over the previous four years for the same reporting period was sixty one (61) which is a downward trend.

### Reasons

The area has analysed statistical data to produce a 'Risk Analysis Casualty Reduction Plan' that has identified a root cause as 'cooking appliances'. The 'Plan' will use a targeted approach to promote fire safety, continue and develop our education and awareness programmes, and work with our communities and partners to deliver safety initiatives.

### Actions

We reduce the fire risk by targeting higher risk areas and identify higher risk individuals with referrals to and from our partners. Home fire safety visits have increased in our higher risk areas to reduce the risk of fire within the home and ensure individuals in our community, remain safe from fire. Discussions are taking place with the third sector regarding building capacity and using volunteers to raise fire safety awareness within island communities.



YTD ward ave. for Argyll & Bute - 3	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Argyll & Bute	67	58	61	58	36	
South Kintyre	1	1	3	4	2	
Kintyre and the Islands	2	1	5	4	2	
Mid Argyll	3	3	2	7	2	
Oban South and the Isles	23	15	11	11	6	
Oban North and Lorn	6	5	8	5	3	
Cowal	6	3	3	4	2	
Dunoon	7	4	7	8	2	
Isle of Bute	6	7	8	7	6	
Lomond North	2	3	3	0	4	
Helensburgh Central	10	13	10	6	2	
Helensburgh and Lomond South	1	3	1	2	5	





## Reduction of 'All deliberate dwelling fires'

Deliberate fires are defined as fires which were ignited deliberately or the Fire and Rescue Service suspect they were started deliberately.

The reduction of deliberate dwelling fires continues to be a priority for the SFRS in Argyll & Bute. The SFRS have a partnership arrangement with 'Crimestoppers Scotland' which encourages the public to report fire crime and vandalism.

### Results

The same Year to Date (YTD) period average over the previous four years confirms a downward trend in relation to all deliberate dwelling fires. The figure for the 2015-16 reporting period is two (2) which is down from the same reporting period in 2014-15 of seven (7) incidents. The average over the previous four years for the same reporting period was seven (7) which identifies a continual downward trend. This number is relatively low compared to other local authority areas but SFRS will continue to work with our partners in Police Scotland to ensure that it remains low by ensuring all incidents are fully investigated as to the cause and origin.

### Reasons

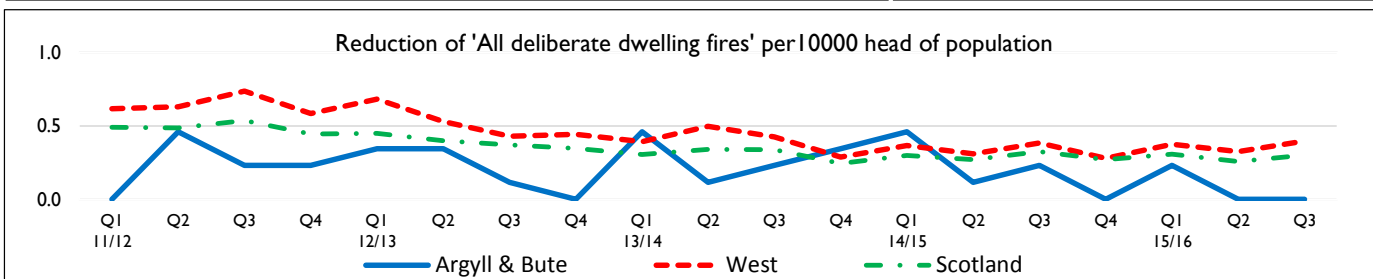
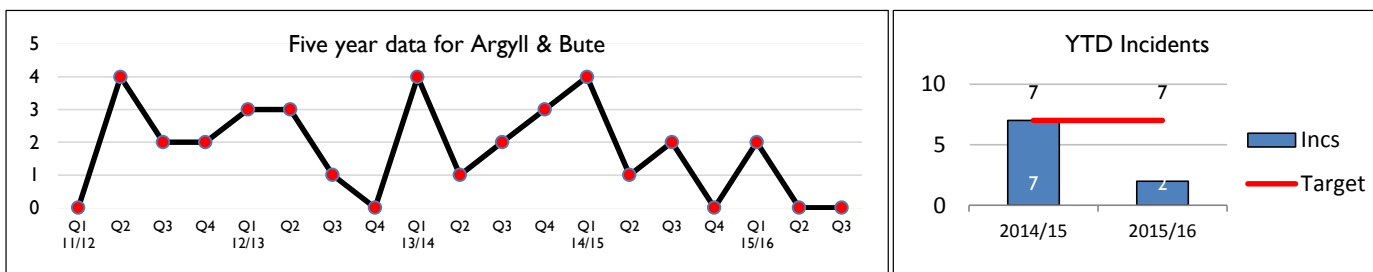
The two (2) incidents recorded relate to the Q1 period and have been reported previously.

For this 'Year to Date' report it is pleasing to note that there have been no incidents of 'Deliberate Dwelling Fires' during the Q3 period.

To reduce the risk of deliberate building fires we are utilising the support of our partners working within the Argyll & Bute area to identify and target resources in the environment of greatest demand.

### Actions

We will work with our partners in Police Scotland to ensure that it remains low by ensuring all incidents are investigated. To support individuals and communities affected by fire vandalism 'Crimestoppers Scotland' cards can be issued within communities (as part of Post Incident Response Procedures) where fire setters are known to be active. Working with partners we will identify areas of high operational demand and put in place measures to reduce demand and hold those responsible to account.



YTD ward ave. for Argyll & Bute - 0	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Argyll & Bute	6	7	7	7	2	
South Kintyre	0	0	0	1	0	
Kintyre and the Islands	0	0	0	0	0	
Mid Argyll	0	1	0	0	0	
Oban South and the Isles	0	0	0	1	1	
Oban North and Lorn	0	0	0	0	0	
Cowal	0	1	0	1	0	
Dunoon	1	2	2	1	0	
Isle of Bute	1	1	1	1	0	
Lomond North	1	0	0	1	0	
Helensburgh Central	3	2	3	1	0	
Helensburgh and Lomond South	0	0	1	0	1	



## Reduction of 'All accidental dwelling fire casualties (fatal & non-fatal (incl. p/c's))'

The reduction of fire fatalities and casualties is linked to the reduction in dwelling house fires and is at the core of preventative activities. The vulnerable in our communities continue to be those most at risk. Older people, those with disabilities, live alone or alcohol and drugs dependencies provide the SFRS with challenges in engagement and reduction strategies. Working with partner organisations with single shared assessments and signposting of vulnerable persons proves an effective method of identification and engagement. Fire casualties are more likely to occur in the areas with highest operational demand.

### Results

The same Year to Date (YTD) period average over the previous four years confirms a downward trend in relation to all accidental dwelling fire casualties.

The figure for the 2015-16 reporting period is three (3) which is down from the same reporting period in 2014-15 of nine (9).

The average over the previous four years for the same reporting period was nine (9) which identifies a continual downward trend.

It is pleasing to note that there have been no fatal fire casualties during this reporting period.

### Reasons

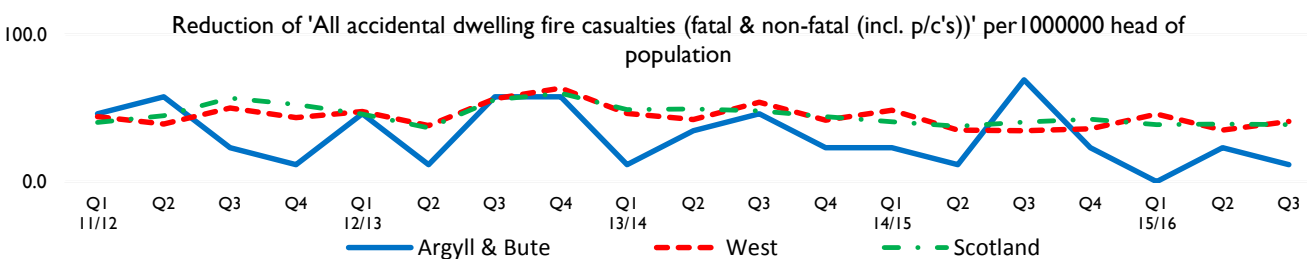
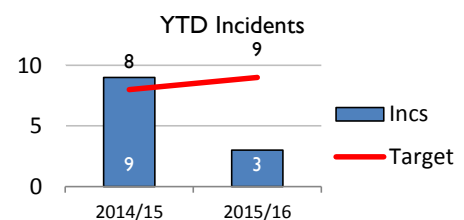
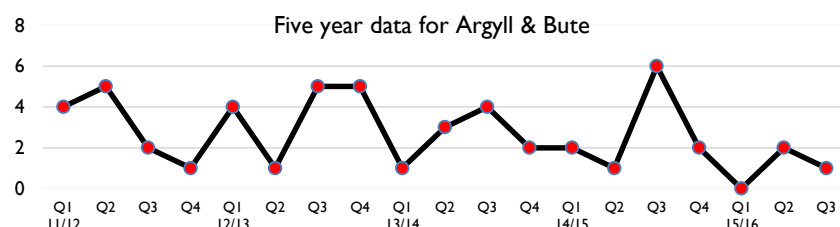
With a reduction in the number of 'Accidental Dwelling Fires' over recent years, the casualties from these type of incidents has followed the same reduction over the same reporting periods.

The three recorded casualties relate to two incidents. Two relate to a small fire in a kitchen and one was a female adult who fell asleep while smoking in bed. It is pleasing to note that there have been no fatal casualties in this reporting period.

### Actions

SFRS are not being complacent, we are increasing our community safety activities within areas where there is the highest risk of a dwelling house fire occurring.

By utilising information obtained from our various partners, we will identify community groups with appropriate members and offer to provide fire safety talks to the targeted groups.



YTD ward ave. for Argyll & Bute - 0	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Argyll & Bute	11	10	8	9	3	
South Kintyre	0	0	0	0	2	
Kintyre and the Islands	0	0	3	0	0	
Mid Argyll	1	1	0	0	0	
Oban South and the Isles	3	5	0	0	0	
Oban North and Lorn	0	0	2	2	0	
Cowal	0	0	0	0	0	
Dunoon	1	0	0	2	0	
Isle of Bute	0	1	0	2	0	
Lomond North	0	1	0	0	1	
Helensburgh Central	6	2	3	2	0	
Helensburgh and Lomond South	0	0	0	1	0	



## Reduction of 'All deliberate fires'

In the Argyll & Bute Area, deliberate fire setting has historically been a significant problem that can be closely linked to antisocial behaviour. Secondary fires (refuse and grass) are a major priority, and account for a high percentage of our operational activity in the dry seasons placing a huge strain on the SFRS ability to effectively provide its operational response to real emergencies. Working with partners we will identify areas of high operational demand and put in place measures to reduce demand, and where possible, hold those responsible to account.

### Results

The same Year to Date (YTD) period average over the previous four years confirms a downward trend in relation to 'All Deliberate Fires'.

The figure for the 2015-16 reporting period is forty (40) incidents which are down from the same reporting period in 2014-15 of fifty two (52).

The average over the previous four years for the same reporting period was seventy two (72) which identifies a continual downward trend.

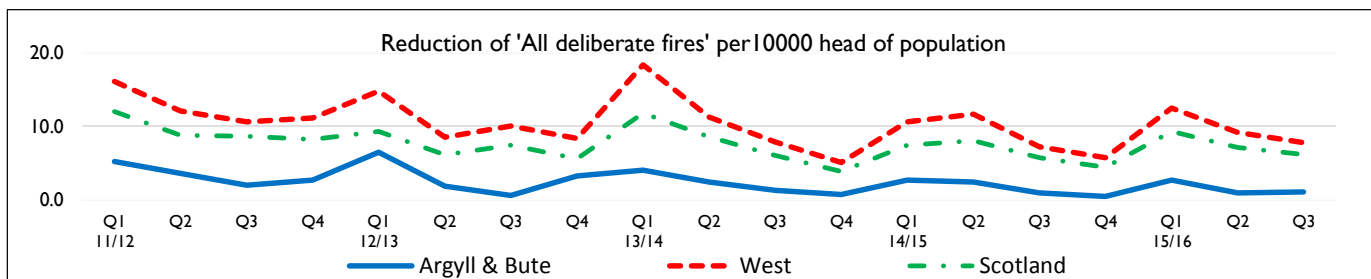
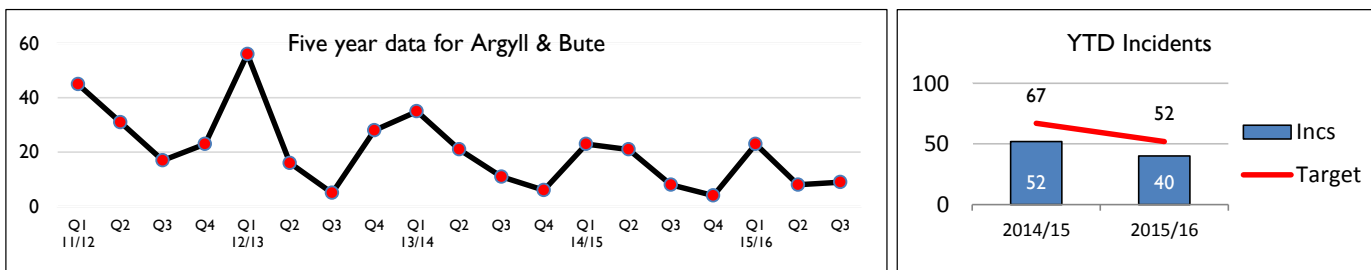
### Reasons

Operational crews and our Community Action Team are engaging in a variety of multi-agency youth diversionary projects e.g. Young Firefighters Schemes and Fire reach programmes. A wetter summer time saw a reduction in the number of grass and heath fires experienced in recent years and this is assumed to be a contributing factor for this reporting period. Analysis shows that these incidents are more prominent in specific locations.

### Actions

Operational crews and our Community Action Team are engaging in a variety of multi-agency youth diversionary projects e.g. Young Firefighters Schemes. A wetter summer time saw a reduction in the number of grass and heath fires experienced in recent years and this is assumed to be a contributing factor for this reporting period.

Statistical analysis shows that these incidents are currently more prominent in Helensburgh and Dunoon. Our Community Action Team will be distributing 'Crimestoppers' leaflets in these areas to encourage the public to report deliberate fire setting.



YTD ward ave. for Argyll & Bute - 4	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Argyll & Bute	93	77	67	52	40	
South Kintyre	7	3	4	5	0	
Kintyre and the Islands	1	3	2	1	0	
Mid Argyll	3	6	0	2	1	
Oban South and the Isles	10	6	6	4	4	
Oban North and Lorn	5	3	14	4	4	
Cowal	3	8	3	4	3	
Dunoon	8	27	11	8	5	
Isle of Bute	5	3	2	3	2	
Lomond North	9	0	4	12	5	
Helensburgh Central	31	7	11	6	6	
Helensburgh and Lomond South	11	11	10	3	10	



## Reduction of 'Special Service Casualties - All'

SFRS respond to non-fire emergencies such as Road Traffic Collisions (RTCs), building collapse, water rescue incidents and flooding. Operational Firefighters are trained to a high standard and have at their disposal the most modern equipment for extricating people in rescue situations and administering first aid to casualties. RTCs are a core role for the SFRS but primary responsibility for road safety lies with Transport Scotland, Police Scotland and Local Authorities. The SFRS has a crucial role in supporting those organisations activities at a local level and can provide access to hard hitting education programmes aimed at the most at risk groups to highlight the consequences of RTCs and dangerous driving.

### Results

The same Year to Date (YTD) period average over the previous four years shows an increase in relation to 'Special Service Casualties - All'.

The figure for the 2015-16 reporting period is seventy six (76) which shows an increase from the same reporting period in 2014-15 of sixty seven (67).

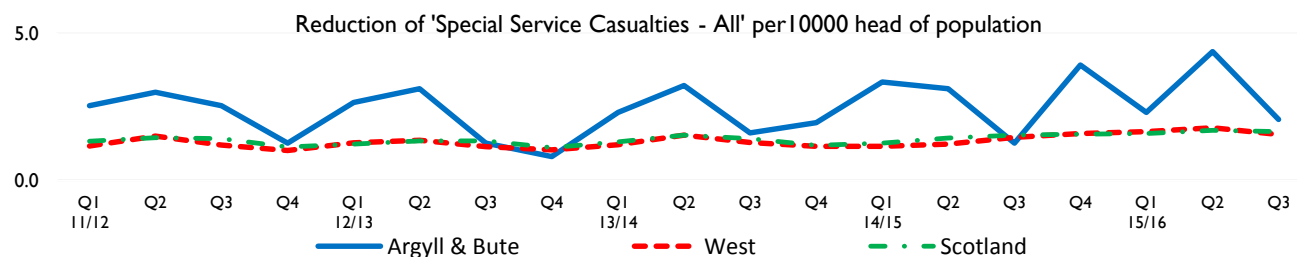
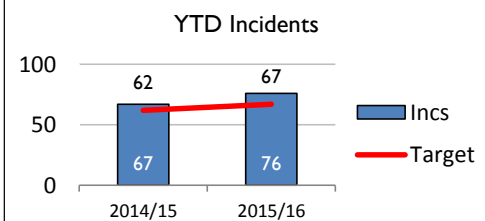
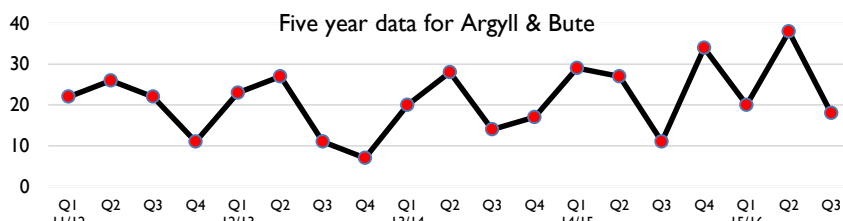
The average over the previous four years for the same reporting period is sixty five (65) which identifies an upward trend.

### Reasons

Road Traffic Collisions remain a major part of our attendance at 'Special Service' incidents and the major contributor to Special Service Casualties. Analysis shows that Lomond North followed equally by 'Oban North & Lorne' and 'Mid Argyll' remain the most affected roads for RTCs. National statistics identify that the most at risk group are young male drivers who we include in our "Cut it out" programme which is aimed at 5th and 6th year school pupils.

### Actions

We have engaged with young drivers in conjunction with the Argyll & Bute Road Safety Team at local secondary schools to reduce the number and severity of this type of incident. There are a number of factors that present a challenge when trying to affect the number of RTC's within a local authority area, these include, the fact that drivers involved in collisions may not be resident within that local authority. SFRS are going to provide a road safety partner to assist driving down RTC casualties.



YTD ward ave. for Argyll & Bute - 7	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Argyll & Bute	70	61	62	67	76	
South Kintyre	0	3	4	1	1	
Kintyre and the Islands	11	7	1	4	3	
Mid Argyll	2	10	5	13	21	
Oban South and the Isles	5	5	6	6	8	
Oban North and Lorn	19	18	17	14	12	
Cowal	4	5	6	10	4	
Dunoon	0	2	1	1	0	
Isle of Bute	2	1	2	3	1	
Lomond North	14	7	8	10	13	
Helensburgh Central	8	1	6	3	1	
Helensburgh and Lomond South	5	2	6	2	12	





## Reduction of 'False Alarms - All'

Unwanted Fire Alarm Signals (UFAS) are those occasions when an automated fire alarm activates and results in a mobilisation of SFRS resources, when the reason for that alarm turns out to be something other than a fire emergency. These can be categorised as either UFAS incidents from relevant premises under the Fire (Scotland) Act 2005 or from dwellings.

Other types of false alarm include malicious 999 calls, and 'good intent' emergency calls made when a person believes that an emergency has occurred which requires the attendance of the SFRS, and that belief subsequently turns out to be unfounded.

### Results

The same Year to Date (YTD) average over the previous four years confirms a downward trend in relation to 'False Alarms - All'. The figure for the 2015-16 reporting period is seven hundred and seventy eight (778) which is down from the same reporting period in 2014-15 of eight hundred and twenty eight (828).

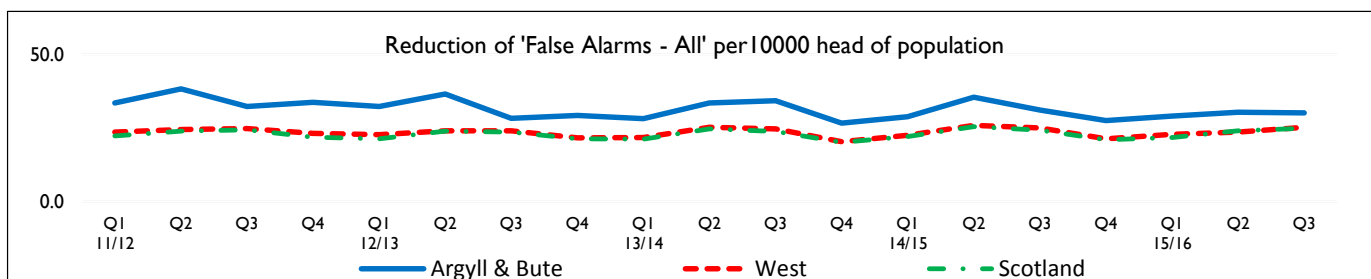
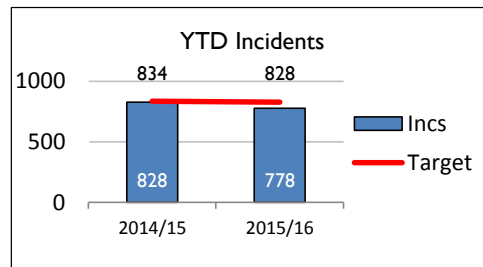
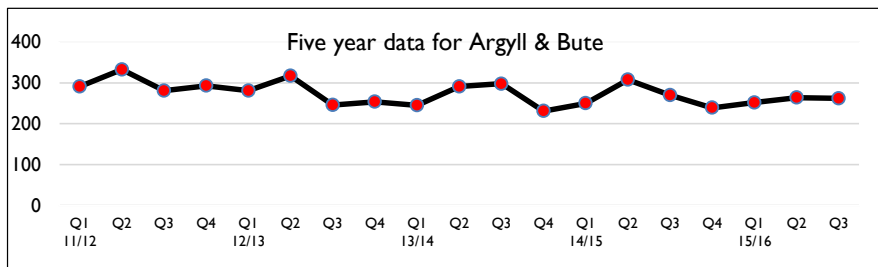
The average over the previous four years for the same reporting period was eight hundred and fifty two (852) which identifies a continual downward trend.

### Reasons

The increased prevalence of automatic fire detection systems throughout all classes of building has inevitably contributed to difficulties in terms of system faults and failures. The SFRS has long been aware of the importance of developing a robust process for managing UFAS activity and released a policy and procedure detailing the processes to be used to engage with persons responsible for managing automated alarm systems and the mechanisms available to support them in dealing with identified issues.

### Actions

SFRS has developed an electronic system for recording UFAS activity and providing an audit trail for all engagement undertaken. Specific officers have been nominated to manage this system and provide periodic reports on progress achieved. Premises have been identified and shared with various partners for assistance in reducing UFAS from their alarm systems.



YTD ward ave. for Argyll & Bute - 71	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Argyll & Bute	905	844	834	828	778	
South Kintyre	61	75	59	42	60	
Kintyre and the Islands	50	74	92	113	94	
Mid Argyll	113	95	67	92	66	
Oban South and the Isles	182	173	177	155	140	
Oban North and Lorn	119	87	91	82	120	
Cowal	54	55	50	55	39	
Dunoon	77	61	63	65	52	
Isle of Bute	94	99	85	65	63	
Lomond North	50	26	44	48	43	
Helensburgh Central	91	82	91	89	82	
Helensburgh and Lomond South	14	17	15	22	19	

