



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

West Service Delivery Area
Argyll & Bute
2015/16 Q1 - Q4
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.) Mar					RAG rating
	2011/12	2012/13	2013/14	2014/15	2015/16	YTD
All accidental dwelling fires	84	81	78	81	58	●
All deliberate dwelling fires	8	7	10	7	3	●
All accidental dwelling fire casualties (fatal & non-fatal)	12	15	10	11	6	●
All deliberate fires	116	105	73	56	47	●
Special Service Casualties - All	81	68	79	101	100	●
False Alarms - All	1198	1098	1065	1067	1026	●

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.

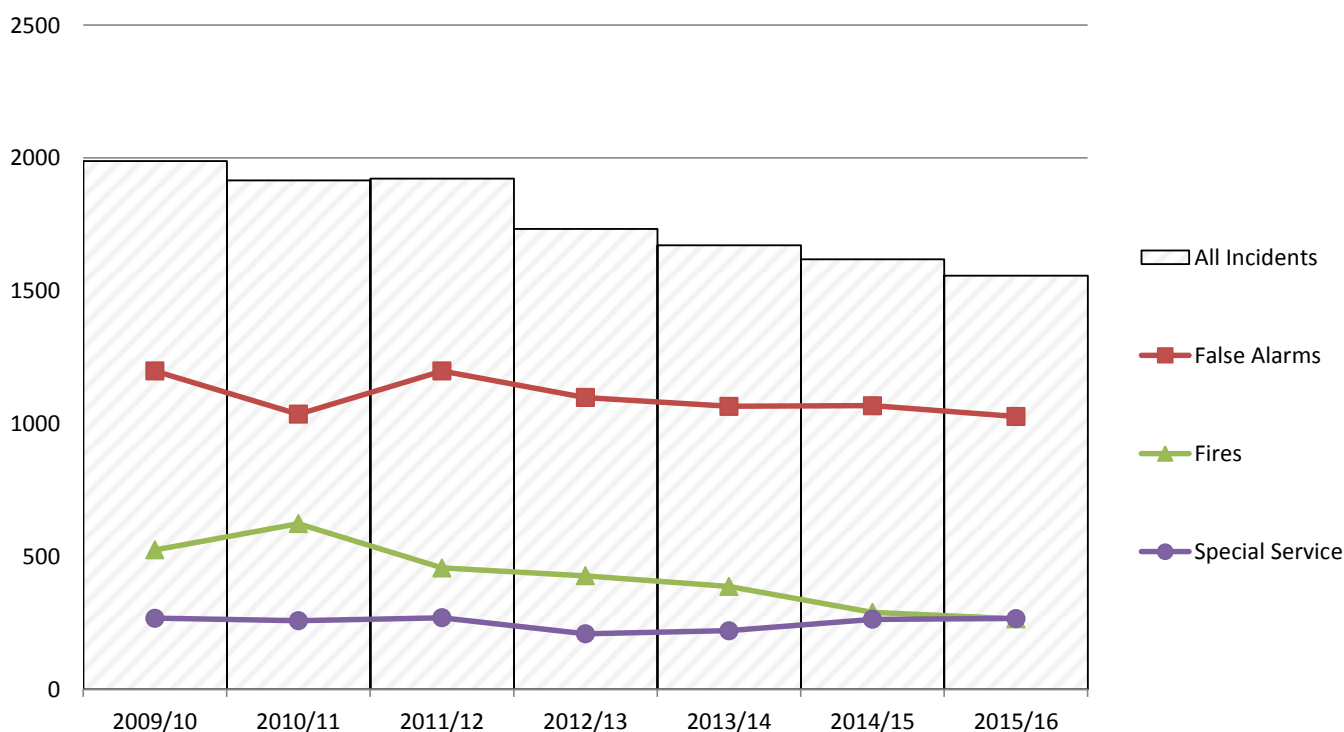
Note

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

Incident Overview

During the Year to Date period 2015-16 (April to March) SFRS have responded to a total of one thousand five hundred & fifty seven (1557) incidents. This shows a decrease of sixty two (62) for the same period last year from one thousand six hundred & nineteen (1619) incidents. The Year to Date (YTD) period average for the previous six years of one thousand eight hundred & eight (1808) shows a continual downward trend over a seven (7) year period.

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 Local Fire Plan 2014-17 sets out the priorities for the next three years in order that the SFRS will meet the objectives of the Argyll & Bute Single Outcome Agreement. This has seen the creation of Local Performance Indicator (LPI) that provides a focus on delivering these priorities and has been set at a challenging level intended to deliver a meaningful difference to our communities and staff alike. During this period the number of casualties suffering minor injuries remains low however there was a fatality that is not included within the reports figures due to an ongoing investigation. SFRS staff will continue to identify and engage with those members of the community that are most at risk and we will reduce that risk through a targeted program of Home Fire Safety Visits.

Train our staff to deal with our local risks

Using Argyll & Bute's Non-Fatal Fire Casualty Reduction Plan 2015/2016 as our guide, we are working closely with our partners in targeting areas and groups that our risk analysis has identified for areas of improvement. We will continue to use a targeted approach to promote fire safety, to continue and develop our education and awareness programmes and to work with our communities and partners to deliver safety initiatives. The Station Managers for Helensburgh and Oban will contribute to the development of a risk based approach by monitoring activity and emerging risks at a tactical level. We will also enhance our engagement with the local business community to target those age and gender risk categories identified within our analysis.

Gather and analyse risk information

This report provides detail on the performance of the Scottish Fire and Rescue Service in the Argyll & Bute area. The outcomes and measures provided in this report detail a blend of quantitative and qualitative information to support committee members in their scrutiny role. The service aims to deliver very high standards to our communities; however we recognise that wherever our performance falls short of expectations we will respond promptly to address the areas of concern. This report contains a series of Local Performance Indicators (LPI) that provide an assessment of the risk within Argyll & Bute by: 1. Subdividing the various fire related incidents into meaningful categories. 2. Setting out our direction of travel in reducing that risk. 3. Contextualising the fire risk profile. 4. Confirming the continued proactive measures that the Scottish Fire and Rescue Service are implementing.

Work with partners to mitigate risks

We are continuing to work with Argyll & Bute Alcohol and Drug Partnership (A&BADP) to strengthen referral pathways. We have engaged with Argyll & Bute Health & Social Care highlighting the value of referring clients for our HFSV service. We are a key member of partnership groups within Argyll & Bute in targeting areas of concern and delivering safety messages to all residents. We also attend and contribute to Multi Agency meetings that may be called for specific incidents to identify and improve risks / training needs to reduce reoccurrence.

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

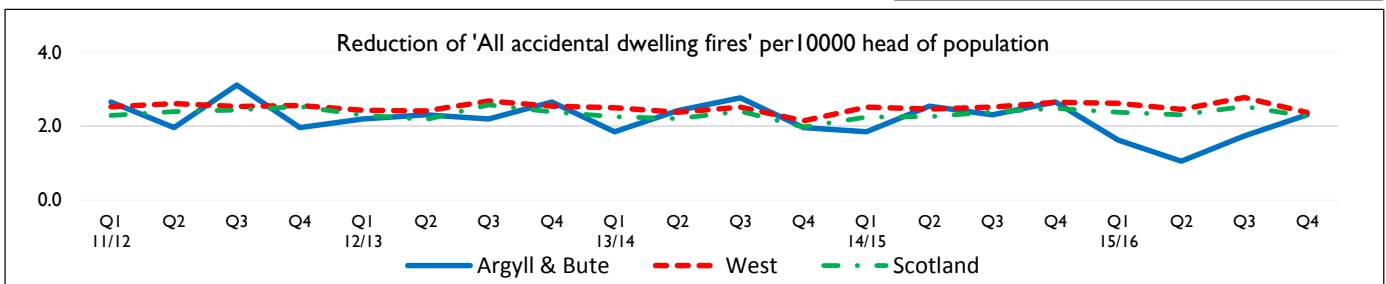
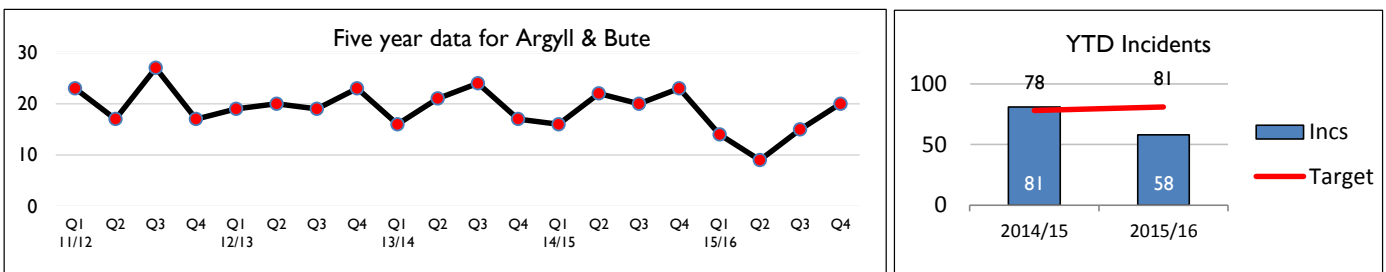
The same Year to Date (YTD) period average over the previous four years confirms a downward trend in relation to accidental dwelling house fires. The figure for the 2015-16 reporting period is fifty eight (58) incidents demonstrates a decrease of 28% from the same reporting period in 2014-15 from eighty one (81) incidents. The average over the previous four years for the same reporting period was also eighty one (81) incidents.

Reasons

The area analysed statistical data which has helped formulate a Casualty Reduction Plan. This has allowed us to identify the root causes of these incidents and assist us in devising an action plan to deal with these issues. The main issues are fires originating in the kitchen area with the major cause being cooking appliances. The most common factors relate to occupants being distracted and/or falling asleep by adults in the 18-64 age range.

Actions

The area will use a targeted approach to promote fire safety, education and awareness programmes, and work with our communities and partners to deliver safety initiatives an example of this is "Cook Safe" and targeted Home Fire Safety Visits to those individuals most at risk.



YTD ward ave. for Argyll & Bute - 5	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Argyll & Bute	84	81	78	81	58	
South Kintyre	1	4	3	6	4	
Kintyre and the Islands	4	3	6	5	6	
Mid Argyll	3	3	3	11	4	
Oban South and the Isles	24	20	15	14	12	
Oban North and Lorn	6	6	9	7	4	
Cowal	8	6	5	5	3	
Dunoon	8	5	9	10	4	
Isle of Bute	11	9	9	11	6	
Lomond North	2	4	6	0	5	
Helensburgh Central	16	18	12	9	5	
Helensburgh and Lomond South	1	3	1	3	5	

Reduction of 'All deliberate dwelling fires'

Deliberate dwelling 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.

Results

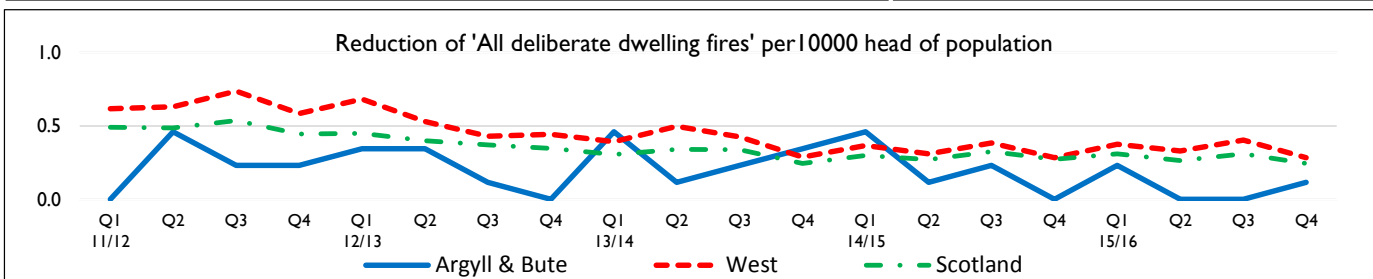
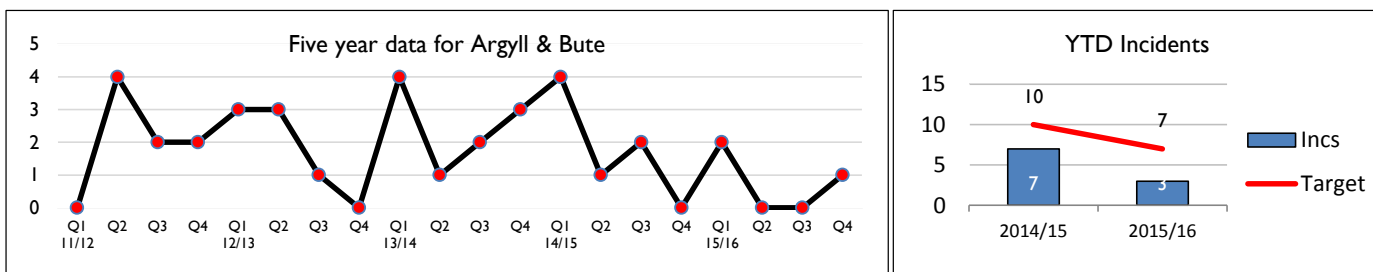
The number of deliberate dwelling fires YTD 2015/16 are three (3). This is a 57% decrease on the figure for the same period in 2014/15 which was seven (7). The figure for 2014/15 was slightly below the four year average of eight (8) incidents. When we compare the 2015/16 figure of three (3) with the average for the previous four years of eight (8), we see that it represents a huge 63% reduction in this type of incident.

Reasons

Two incidents recorded relate to the cause of fire as 'deliberate – others property'. 1) naked flame applied to 'peat briquette' which ignited floorboards in the bedroom of a dwelling under construction 2) naked flame applied to a furniture/furnishings in an unused binroom on the ground floor of a communal close. One incident relates to 'deliberate – own property'. 1) naked flame applied to a 'rag' in the living room by the occupant.

Actions

The figures in Argyll & Bute are exceptionally low with regards to the rest of Scotland, however we will continue to work closely with our partners in Police Scotland and the Local Authority to ensure that these figures remain low and ensure that all incidents are fully investigated as to cause and origin. Operational crews and Community Advocate Teams will continue with their youth engagement activities and will deliver a series of school programs, Fire Reach courses and Young Firefighter schemes. The SFRS have a partnership arrangement with 'Crimestoppers Scotland' which encourages the public to report fire crime and vandalism.



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

Fire casualty and fatality rates provide an indication of the number of serious, life threatening injuries that occur as a result of fire. Reduction of this statistic is a key indicator of the success of our risk reduction and community engagement strategies.

Results

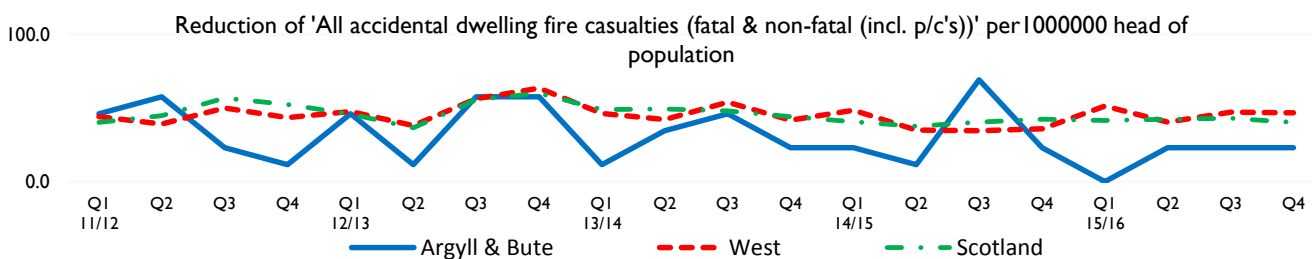
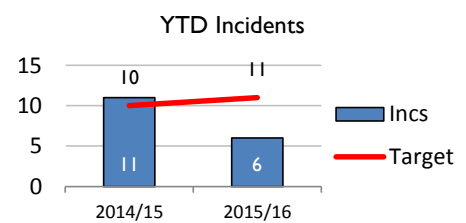
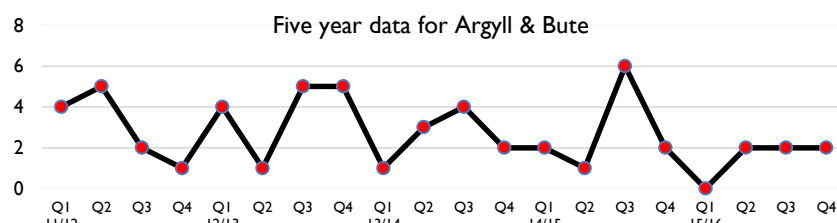
The figure for 2015/16 reporting period is six(6) demonstrates a decrease of 45% on the same reporting period in 2014/15. The average figure over the last four years is nine (9) with this years figures therefore representing a decrease on the four year average of 33%.

Reasons

Of the six reported casualties, four (4) were related to cooking with one (1) relating to a heating appliance and one (1) relating to smoking materials. These injuries were all of a minor nature.

Actions

The Area's Community Action team actively targets where casualties have occurred, we have also invested in the provision of heat detectors which are being fitted on a risk basis to those most vulnerable from a kitchen fire. We have carried out one thousand six hundred and forty seven (1647) FREE Home Fire Safety Visits in the A&B area over this reporting period and will continue to engage with the local communities to target the highest risk individuals. The area has fitted 1015 domestic smoke detectors and 87 heat detectors.



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

Reduction of 'All deliberate fires'

Deliberate Fires include both Primary Fires (those that involve a building or property) and Secondary Fires (typically refuse fires or fires involving grass, trees or heathland). The majority of fires analysed in the Deliberate Fire category will be Secondary Fires, they account for approximately 85% of all fires under consideration.

Results

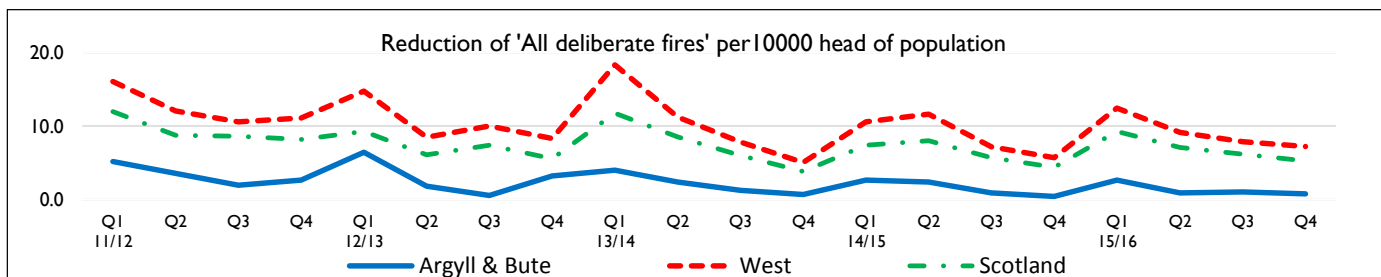
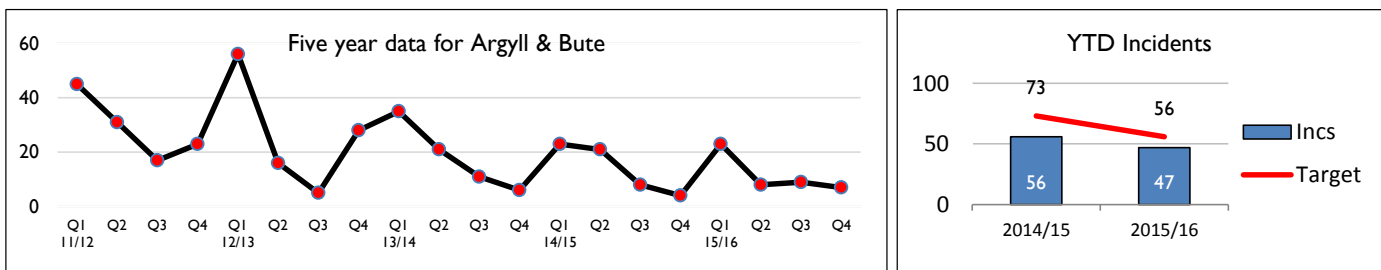
Deliberate Fires YTD 2015/16 are forty seven (47) which is a 16% decrease on the figure for the same period in 2014/15. The figure for 2014/15 was 56 which was below the four year average of 87. When we compare the 2015/16 figure of 47 with the average for the previous four years of 87, we see that it represents a 46 % reduction in this type of incident.

Reasons

The figures in Argyll & Bute are exceptionally low with regards to the rest of Scotland, however we will continue to work closely with our partners in Police Scotland and the Local Authority to ensure that these figures remain low.

Actions

We will continue to work alongside partners within the CPP to identify areas of demand including derelict or vacated properties with the aim of securing these properties or ensuring their demolition. Operational crews and Community Advocate Teams will continue with their youth engagement activities and will deliver a series of school programs, Fire Reach courses and Young Firefighter schemes.



YTD ward ave. for Argyll & Bute - 4	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Argyll & Bute	116	105	73	56	47	
South Kintyre	7	3	4	5	0	
Kintyre and the Islands	3	3	2	1	0	
Mid Argyll	4	7	1	2	1	
Oban South and the Isles	10	10	9	4	5	
Oban North and Lorn	7	10	15	5	4	
Cowal	5	8	4	4	4	
Dunoon	15	32	11	10	7	
Isle of Bute	7	5	2	3	4	
Lomond North	10	3	4	12	5	
Helensburgh Central	37	9	11	6	6	
Helensburgh and Lomond South	11	15	10	4	11	

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. The SFRS has a crucial role in supporting partner organisations when responding to special services and assisting in reducing the effects on our communities and reducing the casualties from these types of incidents.

Results

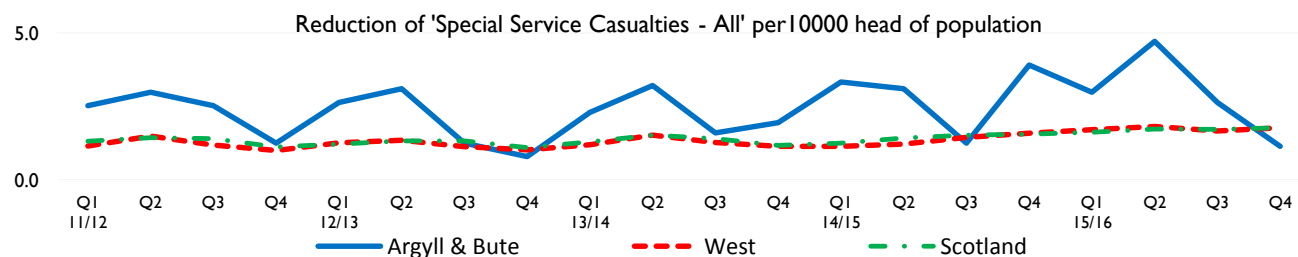
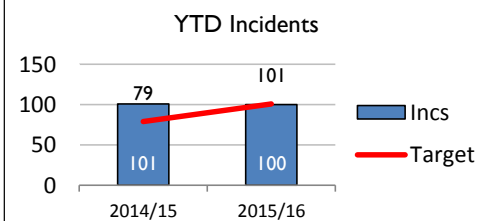
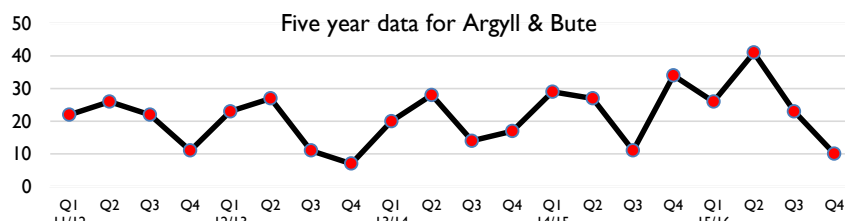
The casualty figure for the 2015-16 YTD reporting period is one hundred (100) this shows similar performance in the same reporting period in 2014-15 of one hundred & one (101). The average over the previous four years for the same reporting period is eighty two (82) which identifies an increase of 22% in casualties from Special Services.

Reasons

Road Traffic Collisions remain a major part of our attendance at 'Special Service' incidents and the major contributor to Special Service Casualties. It should also be noted that the service has seen an increase in special services where we assist our partners within the ambulance service in dealing with falls and OHCA, this has seen an increase in the numbers of casualties that we attend at these type of incidents.

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 have provided a road safety partner to assist in driving down RTC casualties. We also work closely with our partners to raise water safety awareness and flood response.



YTD ward ave. for Argyll & Bute - 9	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Argyll & Bute	81	68	79	101	100	
South Kintyre	0	3	4	2	1	
Kintyre and the Islands	15	7	1	4	5	
Mid Argyll	3	10	7	13	21	
Oban South and the Isles	8	6	7	7	13	
Oban North and Lorn	20	18	22	15	16	
Cowal	6	9	12	12	5	
Dunoon	0	2	1	2	0	
Isle of Bute	2	1	2	3	10	
Lomond North	14	9	9	35	13	
Helensburgh Central	8	1	6	3	4	
Helensburgh and Lomond South	5	2	8	5	12	

Reduction of 'False Alarms - All'

Unwanted Fire Alarm Signals (UFAS) are defined as incidents where an automated fire alarm system activates and results in the mobilisation of SFRS resources, when the reason for that alarm turns out to be something other than a fire emergency. The SFRS is committed to working with partners and other stakeholders to reduce UFAS mobilisations.

Results

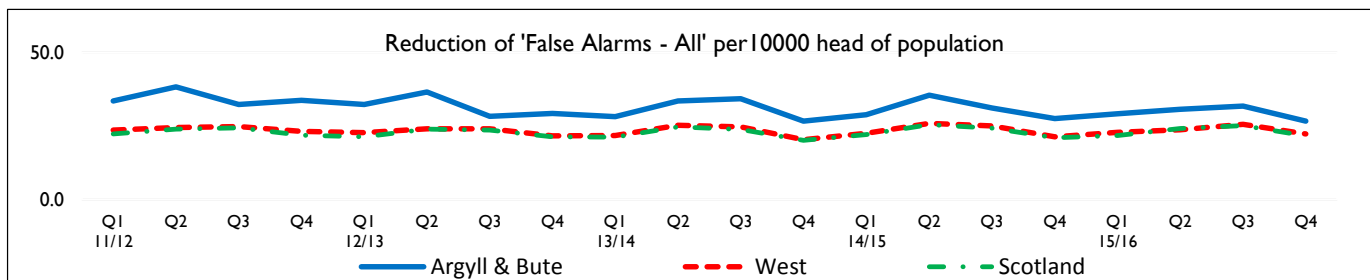
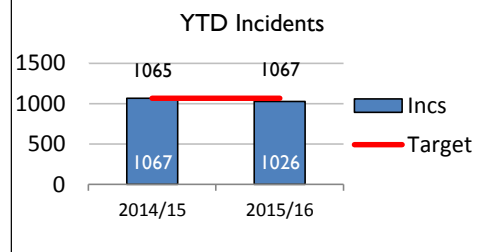
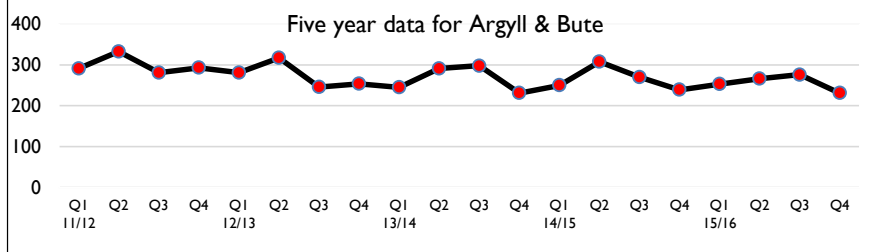
The figure for 2015/16 is one thousand and twenty six (1026) which is a small reduction on the figure for the same period in the previous year, one thousand and sixty seven (1067), or a 4% decrease in activity. When we look at the average for the previous four years we can see that the figure for 2015/16 is a 7% decrease on the four year average.

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 are working with Argyll & Bute Council's Health and Safety and Education departments in reducing the amount of UFAS calls to educational establishments. Engagement is also underway with different sectors within the area to introduce staged alarms including large retail premises. We have also developed a system will allow more accurate recording of the alarm causes to allow us and our partners to tackle these types of incident more effectively.



YTD ward ave. for Argyll & Bute - 93	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Argyll & Bute	1198	1098	1065	1067	1026	
South Kintyre	80	108	78	60	77	
Kintyre and the Islands	85	99	122	141	116	
Mid Argyll	151	117	84	120	100	
Oban South and the Isles	231	227	219	188	185	
Oban North and Lorn	159	114	115	116	148	
Cowal	73	68	59	65	58	
Dunoon	93	80	80	88	66	
Isle of Bute	127	122	111	84	90	
Lomond North	66	40	59	65	56	
Helensburgh Central	118	98	119	107	106	
Helensburgh and Lomond South	15	25	19	33	24	