



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

West Service Delivery Area  
Argyll & Bute  
2016/17 Q1  
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 2013-2016 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

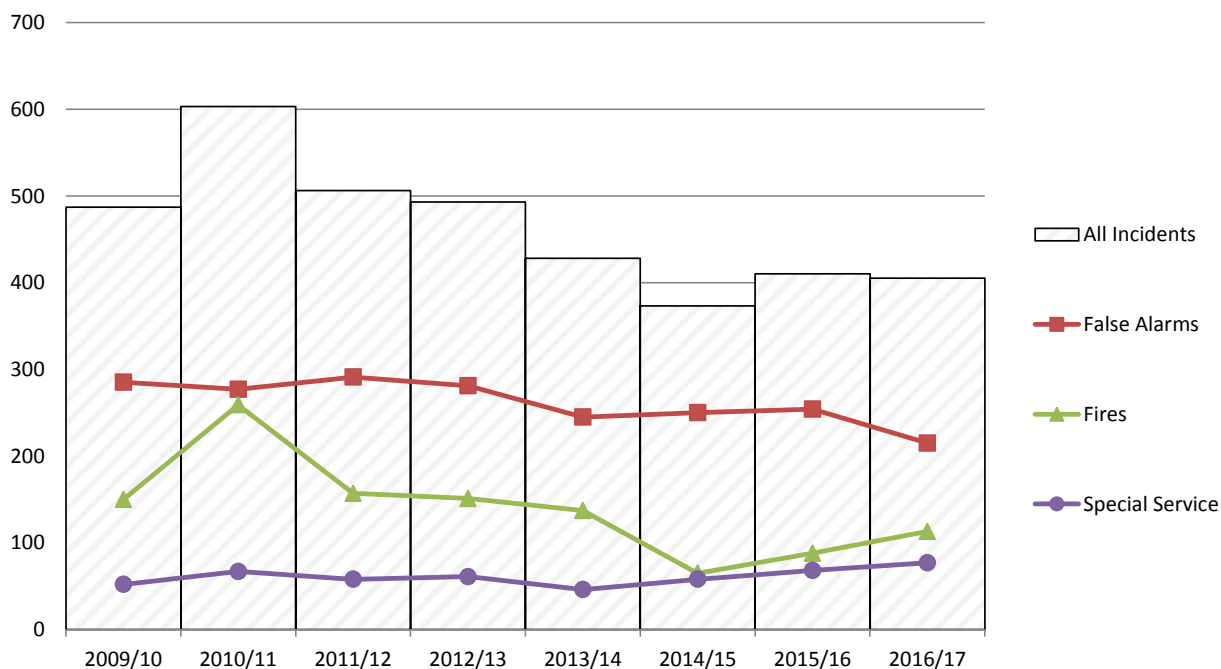
We measure how well we are meeting our priorities using 6 key indicators, depicted below

Key performance indicator	Apr to (& incl.) Jun					RAG rating
	2012/13	2013/14	2014/15	2015/16	2016/17	YTD
All accidental dwelling fires	18	14	12	13	16	◆
All deliberate dwelling fires	2	3	3	2	1	●
All accidental dwelling fire casualties (fatal & non-fatal)	4	1	1	0	1	◆
All deliberate fires	35	28	18	20	36	◆
Special Service Casualties - All	21	20	29	26	34	◆
False Alarms - All	262	223	231	239	200	●

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 2016-17 (April to June) SFRS responded to a total of four hundred &amp; five (405) incidents. This shows a decrease of five (5) from the same period last year of four hundred &amp; ten (410). The Year to Date (YTD) period average for the previous five (5) years was four hundred &amp; forty two (442). This shows a continual downward trend over a six (6) 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 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 and associated delivery plans. This has seen the creation of Local Performance Indicators (LPI's) that provide 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. 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 proactively 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

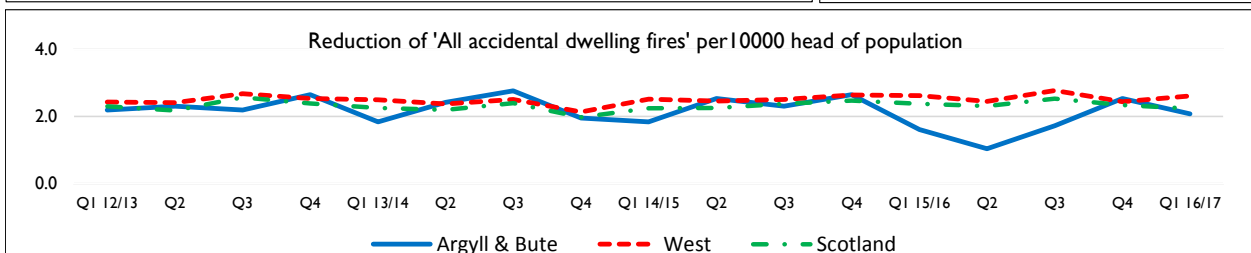
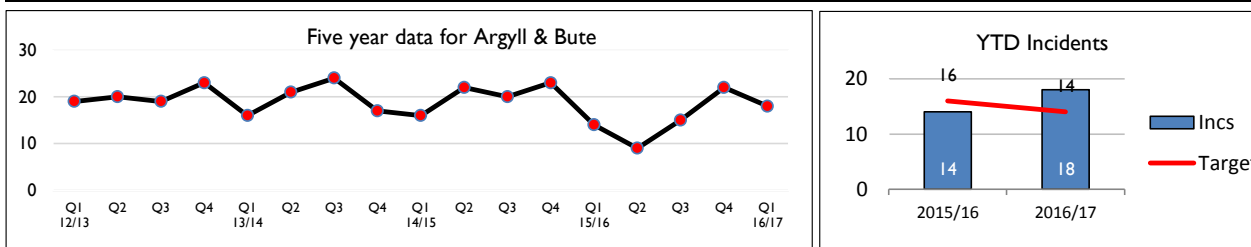
The same Year to Date (YTD) period average over the previous four years confirms an upward trend in relation to accidental dwelling house fires. The figure for the Q1 2016/17 reporting period of sixteen (16) incidents demonstrates an increase of 23% from the same reporting period in 2015/16 of thirteen (13) incidents. The average over the previous four years for the same reporting period was fourteen (14) 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 for Q1 2016/17 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. We have prioritised 'Home Fire Safety' visits in our higher risk areas to reduce the risk of fire within the home, and ensure individuals in our community remain safe from fire. We will run Cook Safe awareness programs and fit heat detectors within the homes of vulnerable adults.



YTD ward ave. for Argyll & Bute - 2	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Argyll & Bute	18	14	12	13	16	
South Kintyre	0	1	1	0	1	
Kintyre and the Islands	1	1	0	1	2	
Mid Argyll	0	0	2	0	1	
Oban South and the Isles	6	4	2	1	1	
Oban North and Lorn	0	2	1	2	2	
Cowal	0	0	2	0	3	
Dunoon	1	2	4	1	2	
Isle of Bute	2	2	2	2	2	
Lomond North	1	1	0	1	0	
Helensburgh Central	6	3	2	2	4	
Helensburgh and Lomond South	2	0	0	4	0	





## 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

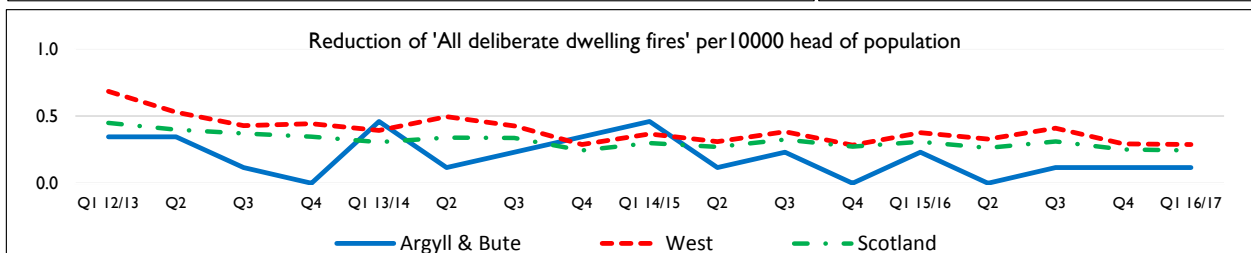
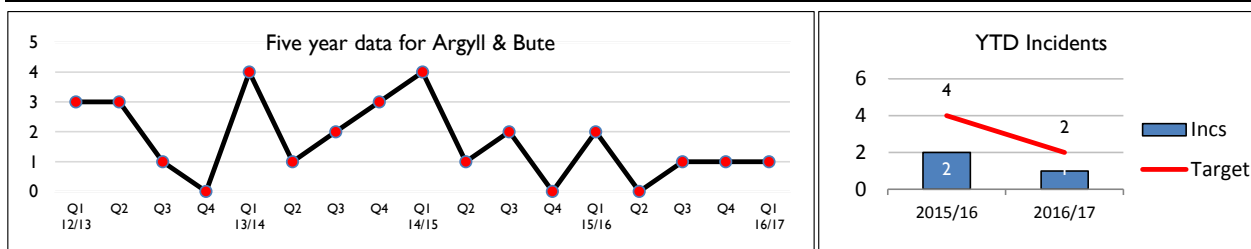
The number of deliberate dwelling fires for the Q1 YTD 2016/17 period is one (1) incident. This is a 50% decrease on the figure for the same period in 2015/16 which was two (2) incidents. When we compare the 2016/17 figure of one (1) with the average for the previous four years of three (3) we see that it represents a 66% reduction in this type of incident over a five year period.

### Reasons

The one incident recorded relates to the cause of fire as 'deliberate – others property'. 1) Naked flame applied to doormat on the first floor of a three storey tenement property.

### 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 Action Teams will continue with their youth engagement activities and will deliver a series of school programs 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	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Argyll & Bute	2	3	3	2	1	
South Kintyre	0	0	0	0	0	
Kintyre and the Islands	0	0	0	0	0	
Mid Argyll	0	0	0	0	0	
Oban South and the Isles	0	0	1	1	0	
Oban North and Lorn	0	0	0	0	0	
Cowal	0	0	0	0	0	
Dunoon	1	1	1	0	0	
Isle of Bute	1	1	0	0	1	
Lomond North	0	0	1	0	0	
Helensburgh Central	1	1	1	0	0	
Helensburgh and Lomond South	0	1	0	1	0	



## 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

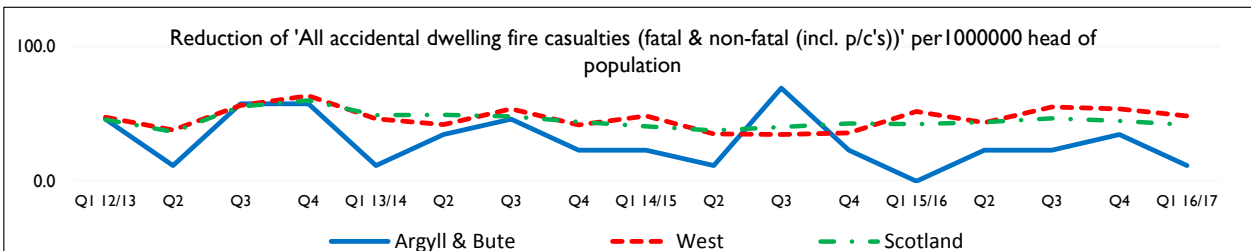
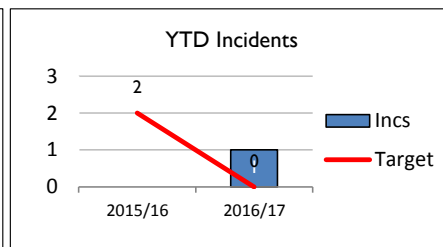
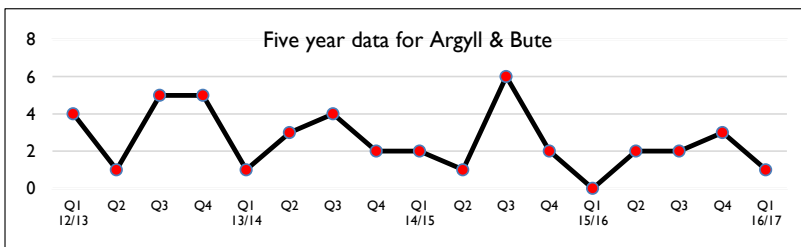
The figure for Q1 YTD 2016/17 reporting period is one (1). This figure shows an increase from the Q1 YTD 2015/16 figure which was a zero (0) figure. The average figure over the last four years is two (2) with this year's figure therefore representing a decrease on the four year average of 50%.

### Reasons

The one reported casualty relates to an elderly female, sustaining burns while escaping from the premises.

### Actions

Following all domestic incidents, SFRS personnel initiate effective and meaningful 'Community Engagement' through our 'Post Domestic Incident Response'. We engage with neighbouring households, and the wider community, offering Home Fire Safety Visits (HFSVs) and providing Community Fire Safety (CFS) advice and guidance. We have carried out three hundred and eighty four (384) FREE Home Fire Safety Visits and provided detection in one hundred and ninety five (195) premises in the A&B area. We will continue to engage with the local communities to target the highest risk individuals.



YTD ward ave. for Argyll & Bute - 0	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Argyll & Bute	4	1	1	0	1	
South Kintyre	0	0	0	0	0	
Kintyre and the Islands	0	0	0	0	0	
Mid Argyll	0	0	0	0	0	
Oban South and the Isles	3	0	0	0	0	
Oban North and Lorn	0	0	1	0	0	
Cowal	0	0	0	0	1	
Isle of Bute	0	0	1	0	0	
Lomond North	0	0	0	0	0	
Helensburgh Central	1	1	0	0	0	
Helensburgh and Lomond South	0	0	0	0	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 94% of all fires under consideration.

### Results

The figure for Q1 YTD 2016/17 reporting period is thirty six (36) incidents. This figure shows an increase of 80% from the Q1 YTD 2015/16 figure of twenty (20) incidents.

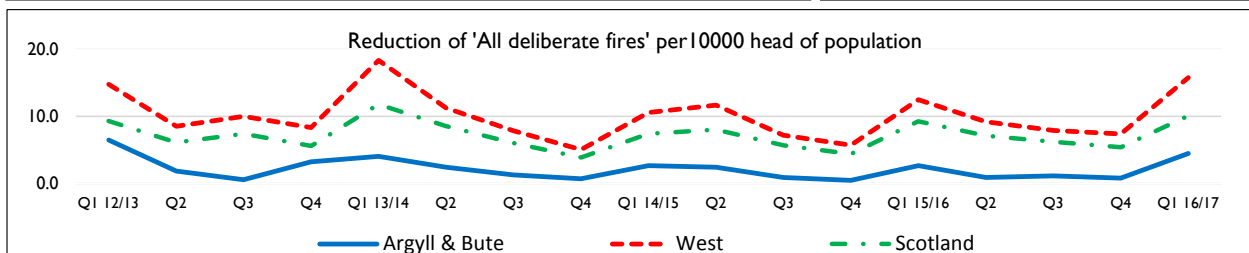
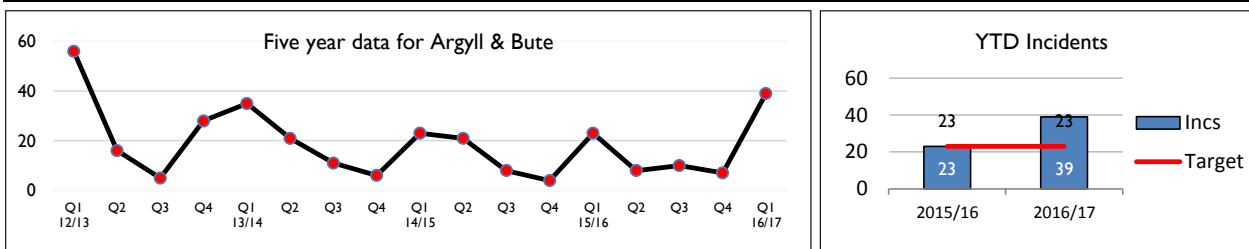
When we compare the 2016/17 figure of thirty six (36) with the average for the previous four years of twenty five (25) we see that it represents a 44% increase over the previous four year period.

### Reasons

The annual trend for this statistic shows a steady decrease over the previous five years with the main peak being consistently during the Q1 period. The increase for the 2016/17 Q1 period from the previous year can be linked to the improved weather conditions which contributed to a rise in secondary outdoor fire incidents.

### Actions

We will continue to work alongside our 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 and Young Firefighter schemes. We will provide information leaflets in tourist areas to inform and educate visitors to Argyll & Bute to continue to reduce the incidence of secondary fires.



YTD ward ave. for Argyll & Bute - 4	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Argyll & Bute	35	28	18	20	36	
South Kintyre	3	1	1	0	0	
Kintyre and the Islands	3	0	0	0	1	
Mid Argyll	4	0	0	0	1	
Oban South and the Isles	3	3	2	2	4	
Oban North and Lorn	1	9	2	2	6	
Cowal	3	0	1	2	0	
<b>Isle of Bute</b>	21	7	5	3	3	
Lomond North	3	1	1	1	5	
Helensburgh Central	0	2	8	4	3	
Helensburgh and Lomond South	5	6	3	4	9	
	10	6	0	5	7	



## 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

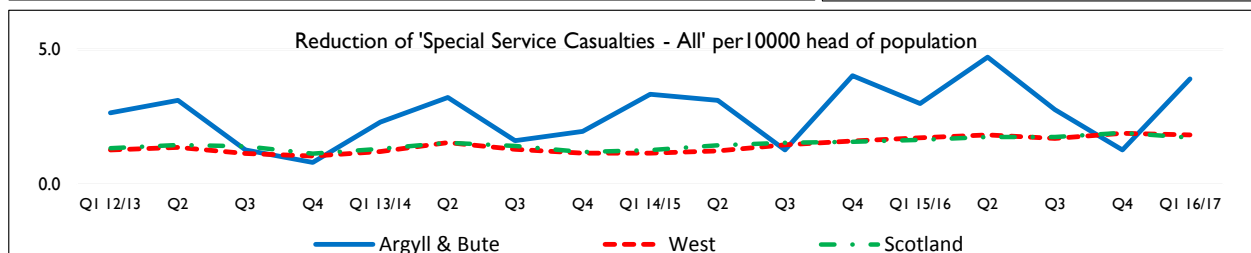
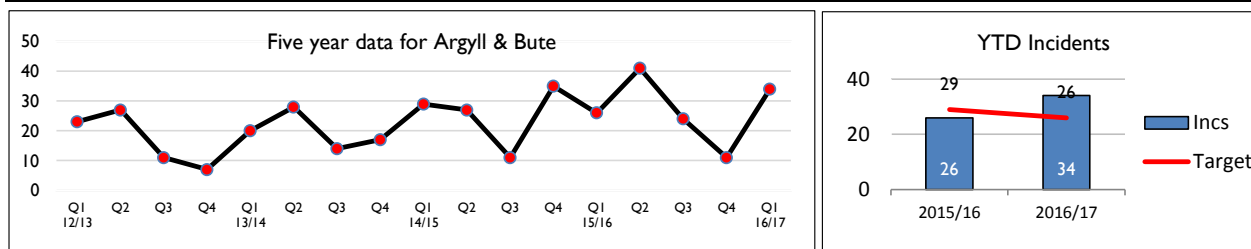
The casualty figure for the Q1 YTD 2016-17 reporting period is thirty four (34). This figure shows an increase of 31% from the Q1 YTD 2015/16 figure of twenty six (26). The average over the previous four years for the same reporting period is twenty four (24). These figures show an upward trend over five (5) years for 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 'Out of Hospital Cardiac Arrests'. This has seen an increase in the number of casualties that we attend at these types of incidents.

### Actions

We have engaged with young drivers in conjunction with 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 and we will be delivering 'Biker Down Events' over the summer period. We also work closely with our partners to raise water safety awareness and flood response.



YTD ward ave. for Argyll & Bute - 3	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Argyll & Bute	21	20	29	26	34	
South Kintyre	3	2	0	0	0	
Kintyre and the Islands	4	0	2	2	6	
Mid Argyll	4	0	10	5	0	
Oban South and the Isles	4	1	1	4	6	
Oban North and Lorn	3	2	4	3	9	
Cowal	0	2	4	1	2	
Isle of Bute	2	0	0	0	0	
Lomond North	1	1	2	5	0	
Helensburgh Central	0	2	5	0	8	
Helensburgh and Lomond South	1	4	1	0	3	
Helensburgh and Lomond South	1	6	0	6	0	





## 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

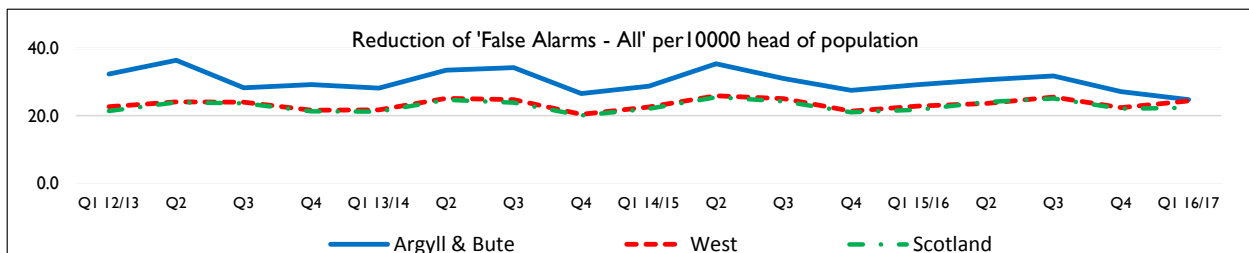
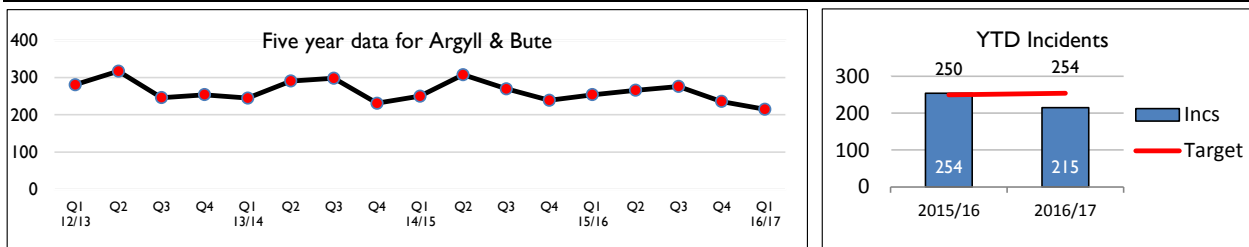
The figure for 2016/17 is two hundred (200) which shows a reduction on the figure for the same period in the previous year of two hundred and thirty nine (239), or a 16% decrease in activity. When we look at the average for the previous four years which is also two hundred and thirty nine (239) we can see that the figure for 2016/17 shows a positive reduction over a five year period.

### 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 & 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 which 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 - 20	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Argyll & Bute	262	223	231	239	200	
South Kintyre	21	23	8	25	12	
Kintyre and the Islands	21	27	38	29	36	
Mid Argyll	39	25	24	16	19	
Oban South and the Isles	56	42	54	51	32	
Oban North and Lorn	33	32	29	36	22	
Cowal	16	16	16	15	13	
	19	22	19	15	15	
Isle of Bute	36	19	20	19	19	
Lomond North	6	12	11	13	11	
Helensburgh Central	31	22	27	32	26	
Helensburgh and Lomond South	3	5	4	3	10	

