



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

**West Service Delivery Area  
Argyll & Bute  
2015 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 2013-2017 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

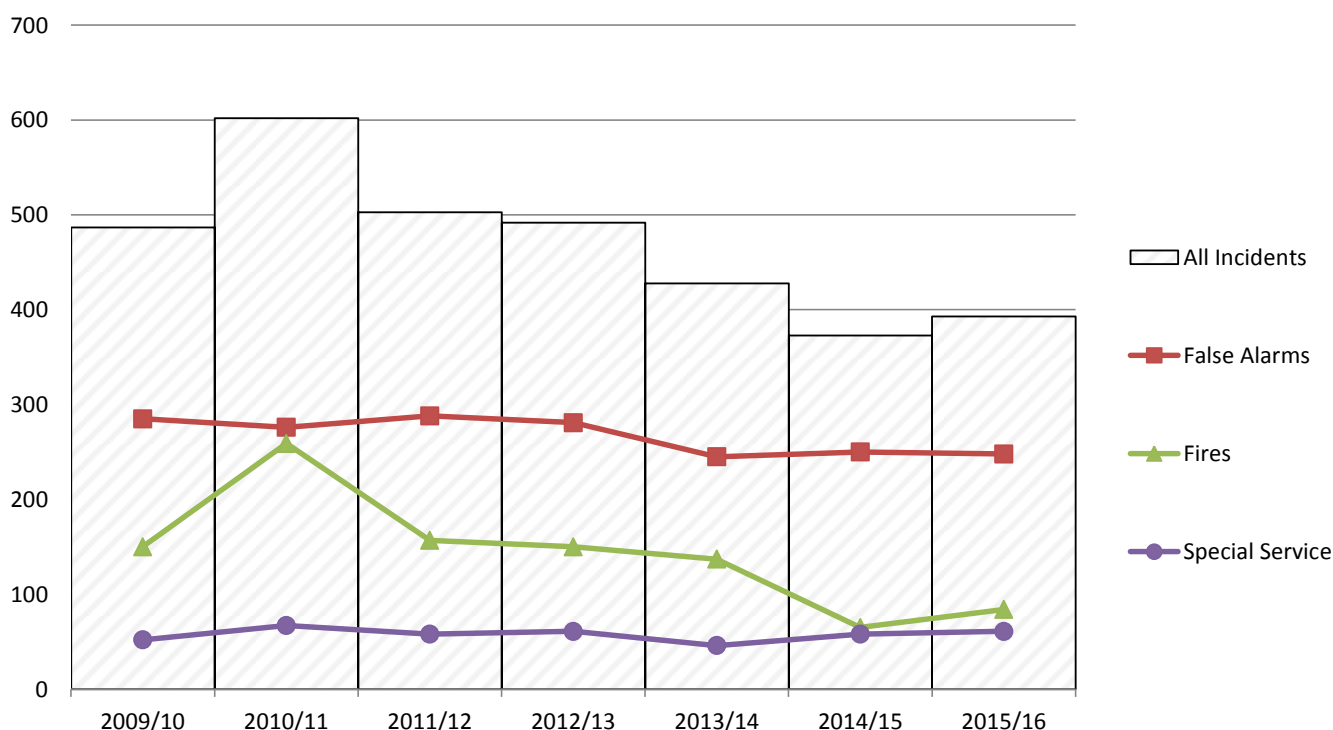
We measure how well we are meeting our priorities using 6 key indicators, depicted below

Key performance indicator	Apr to (& incl.) Jun					RAG rating
	2011/12	2012/13	2013/14	2014/15	2015/16	YTD
All accidental dwelling fires	23	19	16	16	14	●
All deliberate dwelling fires	0	3	4	4	2	●
All accidental dwelling fire casualties (fatal & non-fatal)	4	4	1	2	0	●
All deliberate fires	45	55	35	23	23	●
Special Service Casualties - All	22	23	20	29	12	●
False Alarms - All	288	281	245	250	248	●

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</p> <p>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 June) SFRS have responded to a total of 677 incidents. Although this shows a marginal increase on the 668 incidents the previous year, the same Year to Date (YTD) period average over the last six years confirms a downward trend.</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 period average over the last four years confirms a downward trend in relation to accidental dwelling house fires.

The average over the last four years for Q1 was 18 with this reporting year showing 14 incidents.

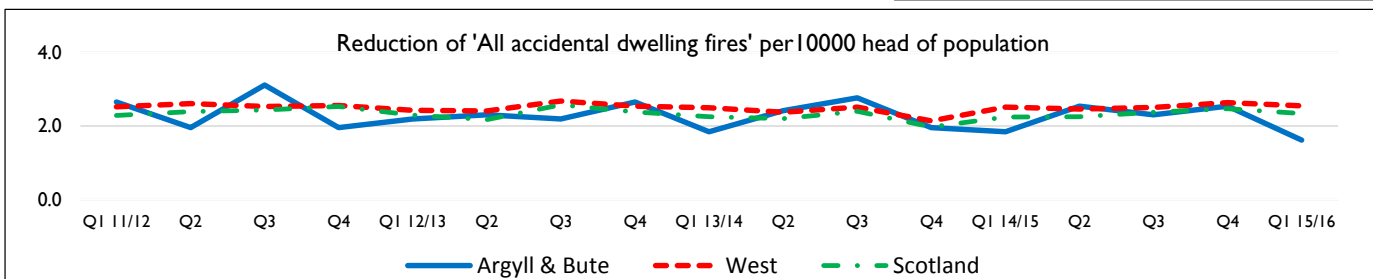
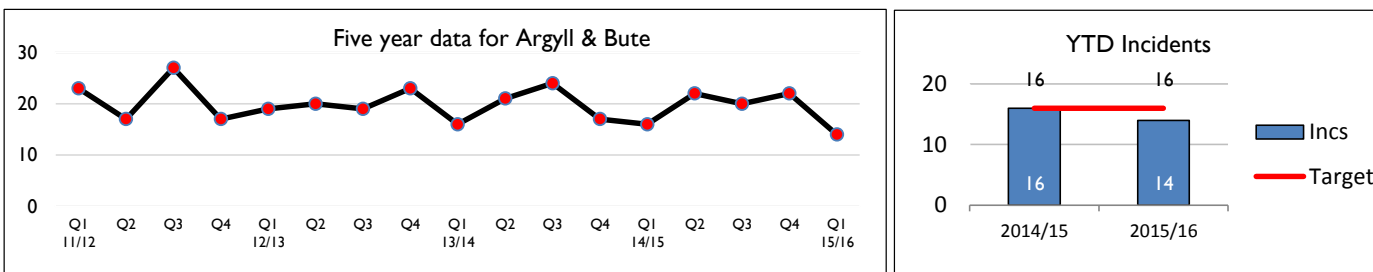
### Reasons

We are taking a proactive approach to reducing the fire risk by targeting higher risk areas and identifying, with support from our partners, high risk individuals. Operational crews and our Community Action Team are increasing the number of home fire safety visits in our relatively higher risk neighbourhoods with a view to reducing the risk of fire within the home.

Operational crews and partner agencies continue to refer higher risk vulnerable persons and are subject to a multi-agency case conference, to ensure individuals and the community remain safe from fire.

### Actions

We will deliver Home Fire Safety Visits targeted at individuals most at risk. We will work alongside partners to identify vulnerable individuals and convene case conferences to identify appropriate strategies for their protection. The area is currently drawing up a Risk Analysis Casualty Reduction Plan that will identify the root causes of these incidents and assist us in devising an action plan to deal with identified issues.



YTD ward ave. for Argyll & Bute - I	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Argyll & Bute	23	19	16	16	14	
South Kintyre	0	0	1	1	0	
Kintyre and the Islands	1	1	1	0	1	
Mid Argyll	0	0	0	2	0	
Oban South and the Isles	5	6	4	2	1	
Oban North and Lorn	5	0	2	1	2	
Cowal	2	0	0	2	0	
Dunoon	4	1	2	4	1	
Isle of Bute	2	2	2	2	2	
Lomond North	2	1	1	0	1	
Helensburgh Central	2	6	3	2	2	
Helensburgh and Lomond South	0	2	0	0	4	





## Reduction of 'All deliberate dwelling fires'

In the Argyll & Bute Area, deliberate fire setting has historically been a significant problem that can be closely linked to antisocial behaviour and secondary fires (refuse and grass).

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

Two incidents have been reported for the period covering Quarter 1, which is down from four incidents for the same period in 2014-15.

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.

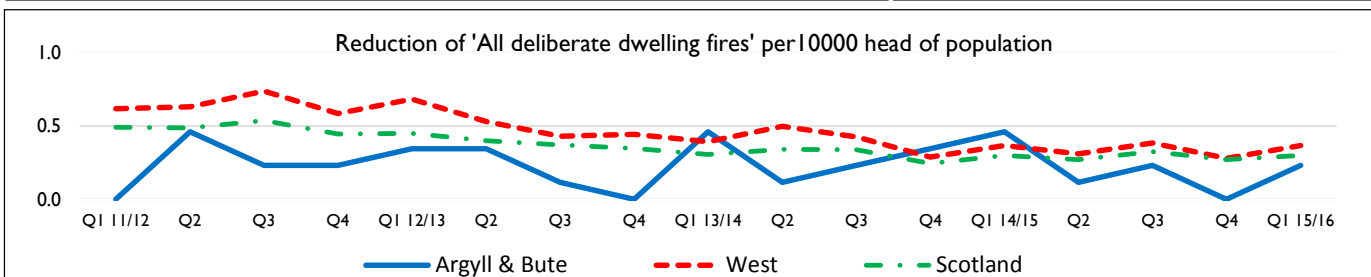
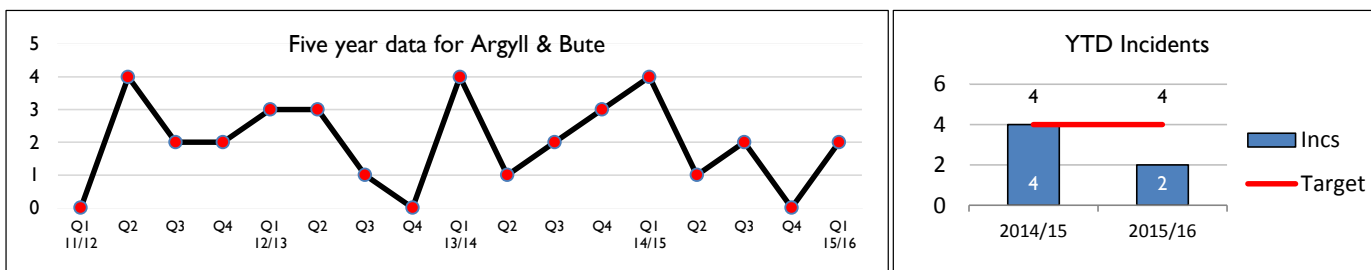
### Reasons

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.

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, to engage and educate at the point of contact.

### 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	0	3	4	4	2	
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	0	1	1	
Oban North and Lorn	0	0	0	0	0	
Cowal	0	0	0	0	0	
Dunoon	0	1	1	1	0	
Isle of Bute	0	1	1	0	0	
Lomond North	0	0	0	1	0	
Helensburgh Central	0	1	1	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))'

Vulnerable people within our communities continue to be those most at risk from fire. Older people, those with disabilities, those who live alone and those with alcohol and drugs dependencies provide the SFRS with serious challenges in relation to engagement and reduction strategies. Closer working with partner organisations with regards to 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

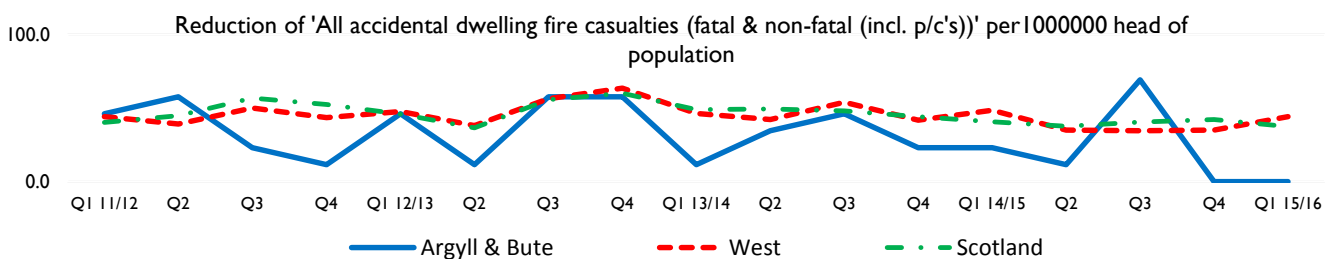
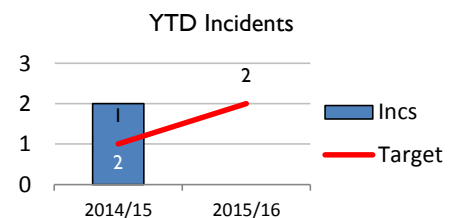
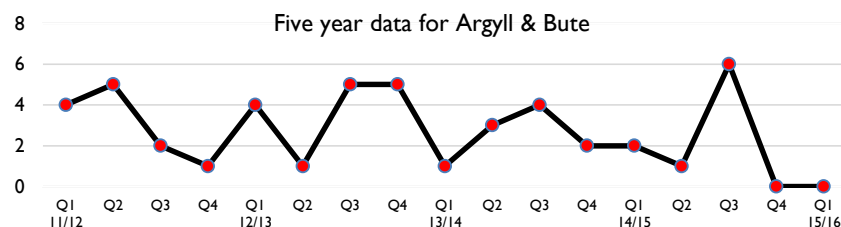
It is pleasing to report that there have been no fatal fire casualties or fire casualties in accidental dwelling fires in this reporting period.

### Reasons

This highlights the effective use of smoke detectors in alerting occupants to the situation and also to the speed and weight of attack of fire and rescue resources available.

### Actions

Although the zero fire fatalities and fire casualties is pleasing to note, the Service is not being complacent. We are increasing our community safety activities within areas where there is the highest risk of a dwelling house fire occurring.



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

This LPI includes deliberate primary and secondary fires. A primary fire is designated as a fire that involves a building or property and a secondary fire is defined as a fire in refuse or on grass or heathland. These are an indication of Anti-Social Behaviour and/or criminal acts.

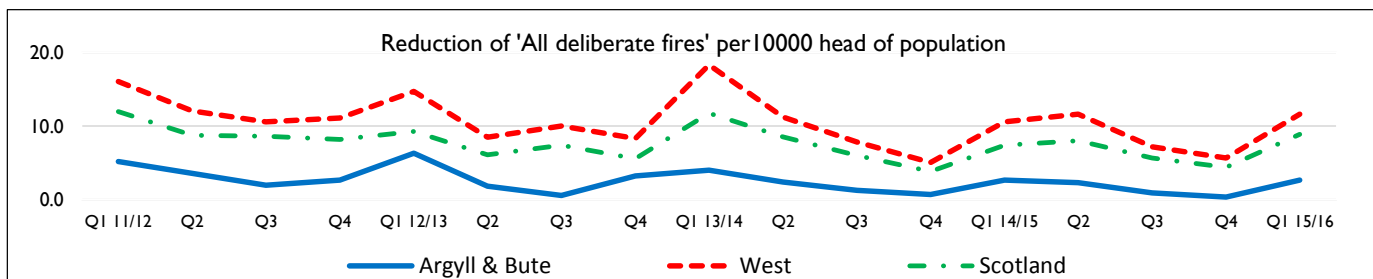
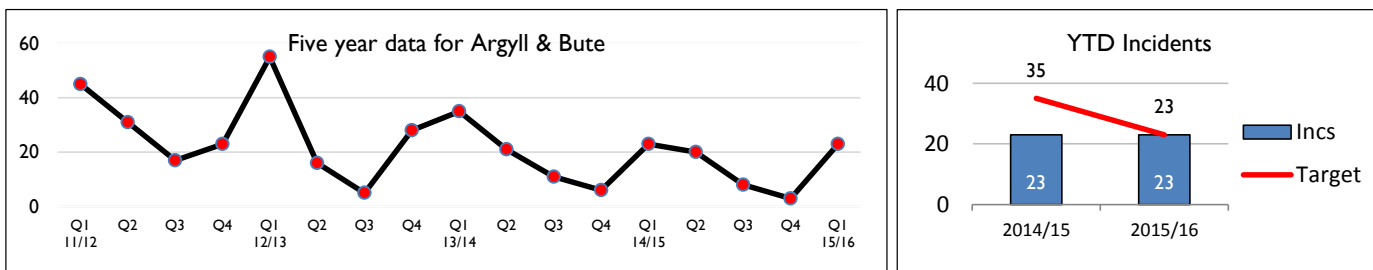
The Fire and Rescue Local Plan for Argyll & Bute 2014 – 17 aims to continually 'deliver a reduction' against the three year average. The 23 incidents recorded are identical for the same reporting period last year, but further analysis shows a downward trend for the same Year to Date Period over a 5 year period.

### Reasons

To reduce the risk of deliberate other building fires we are utilising the support of our partners working within the CPP to identify derelict or vacated properties and make them secure. 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 spring time saw a reduction in the number of grass and heath fires experienced in recent years and this is presumed to be a contributing factor for this reporting period.

### Actions

We will continue to work alongside partners within the CPP to identify 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 - 2	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Argyll & Bute	45	55	35	23	23	
South Kintyre	2	3	1	1	0	
Kintyre and the Islands	1	3	0	0	0	
Mid Argyll	2	4	0	0	0	
Oban South and the Isles	5	3	3	2	2	
Oban North and Lorn	3	1	9	2	2	
Cowal	2	3	0	1	2	
Dunoon	2	21	7	5	3	
Isle of Bute	3	3	1	1	1	
Lomond North	6	0	2	8	4	
Helensburgh Central	11	5	6	3	4	
Helensburgh and Lomond South	8	9	6	0	5	



## 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

This statistic includes casualties from emergencies that do not include fire i.e. RTC, flooding and other forms of entrapment. These forms of emergencies are known as Special Services.

Our statistics for this reporting period has seen a decrease in all Special Service Casualties to 12 for 76 incidents attended. This is in stark contrast to the same reporting period in 2014-15 of 29 Special Service Casualties for 61 incidents attended.

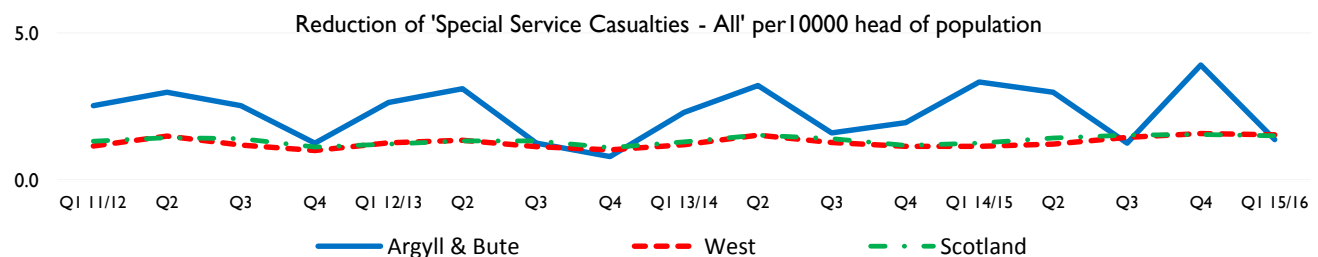
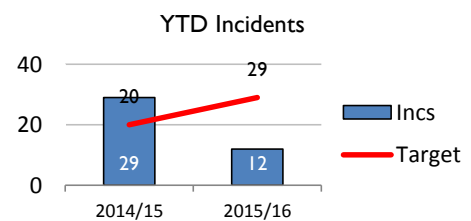
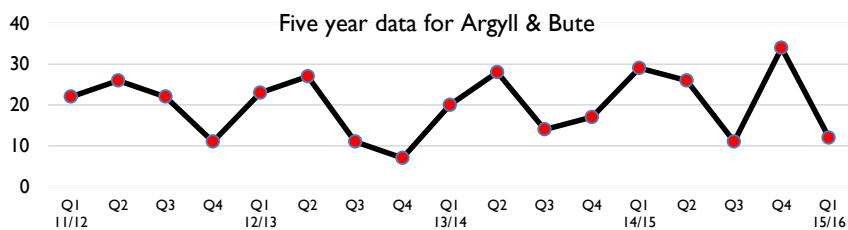
### Reasons

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 Mid Argyll remains the hotspot for activity and the A82 and A83 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 carried out a program of engagement with young drivers in conjunction with the Argyll & Bute Road Safety Team to local secondary schools, the aim of which has been 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 and thus an opportunity to engage with them prior to the event may not be possible.



YTD ward ave. for Argyll & Bute - I	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Argyll & Bute	22	23	20	29	12	
South Kintyre	0	3	2	0	0	
Kintyre and the Islands	4	4	0	2	2	
Mid Argyll	1	4	0	10	5	
Oban South and the Isles	1	4	1	1	2	
Oban North and Lorn	6	3	2	4	1	
Cowal	2	0	2	4	1	
Dunoon	0	2	0	0	0	
Isle of Bute	0	1	1	2	0	
Lomond North	5	0	2	5	0	
Helensburgh Central	2	1	4	1	0	
Helensburgh and Lomond South	1	1	6	0	1	





## 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 genuinely believes that an emergency has occurred which requires the attendance of the SFRS, and that belief subsequently turns out to be unfounded.

### Results

The figure (248) for 2015/16 shows a small reduction on the figure for the same period in the previous year (250). The same Year to Date average over the past five years shows a downward trend.

The average over the previous three years for the same reporting period is 266, and these figures show a downward trend over five years.

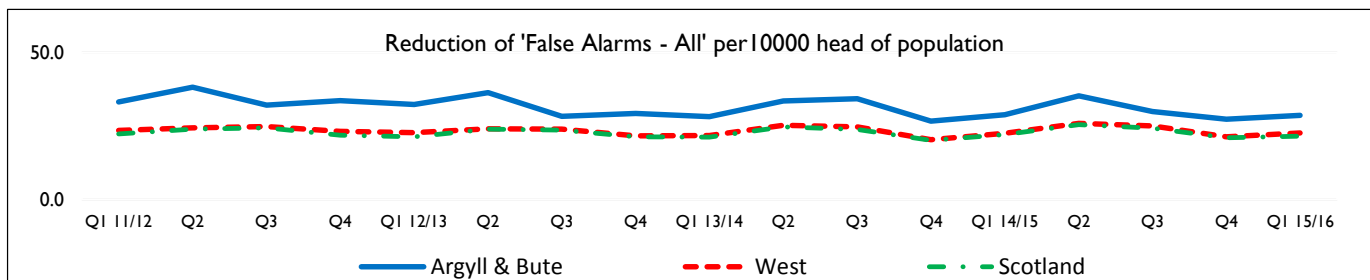
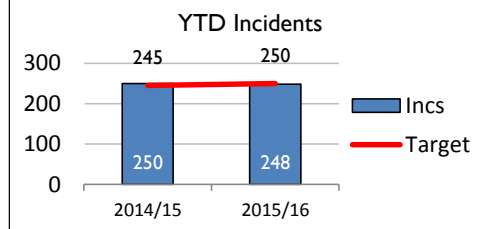
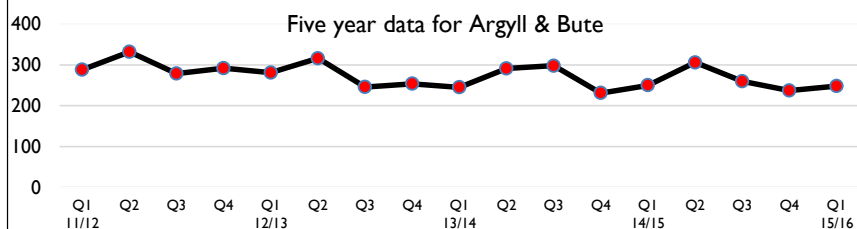
### Reasons

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 a bespoke electronic system for recording UFAS activity within the service 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. Training packages have also been developed to assist operational crews in the implementation of this procedure.

The SFRS aims to focus on reducing the number of AFA's during 2015-16 supported by applying national policy and process to ensure a consistent approach.



YTD ward ave. for Argyll & Bute - 23	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Argyll & Bute	288	281	245	250	248	
South Kintyre	16	21	23	8	25	
Kintyre and the Islands	14	21	27	38	29	
Mid Argyll	31	39	25	24	16	
Oban South and the Isles	50	56	42	54	49	
Oban North and Lorn	46	33	32	29	36	
Cowal	19	16	16	16	12	
Dunoon	21	19	22	19	15	
Isle of Bute	25	36	19	20	19	
Lomond North	24	6	12	11	12	
Helensburgh Central	33	31	22	27	32	
Helensburgh and Lomond South	9	3	5	4	3	

