



**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**

The Scottish Fire and Rescue Service (SFRS) have a robust and extensive approach to the measurement and management of national and local performance.

This report outlines the key findings from the (SFRS) quarterly review of local performance within Argyll & Bute for 2016-2017. In so doing it outlines our progress in the delivery of our local priorities as set within the Local Fire and Rescue Plan for the area.

Moreover, the report benchmarks performance against the previous year's activity and identifies emerging themes and trends which, moving forward, the service will focus on to enhance our preventative activities. Our primary focus will always be to reduce the risk to life and our attention is aimed towards safety in the home, where the vast majority of fire deaths and injuries occur. Every fire fatality is a tragic event, bringing years of misery for a family. It is particularly pleasing to note that there were no fire fatalities during this reporting period and any injuries sustained were of a minor nature.

Our most important engagement and protection activity is the carrying out of a Home Fire Safety Visit which the acceptance rate continues to increase across the area. This critical, free advice includes the fitting of smoke and heat detection to all householders within Argyll & Bute's local communities.

We recognise and are grateful for all the tremendous work of our partners within the Community Planning Partnership both at a strategic and operational level. Together we continue to proactively target the most vulnerable and at risk groups who are more likely to suffer from the consequences of fire in the home.

Looking ahead, the intelligence and data that has been captured over the course of this quarter will be proactively used to inform on the next iteration of the Local Fire and Rescue plan; so ensuring that we continue to strive to deliver better outcomes for local communities across Argyll & Bute.

## Performance Summary

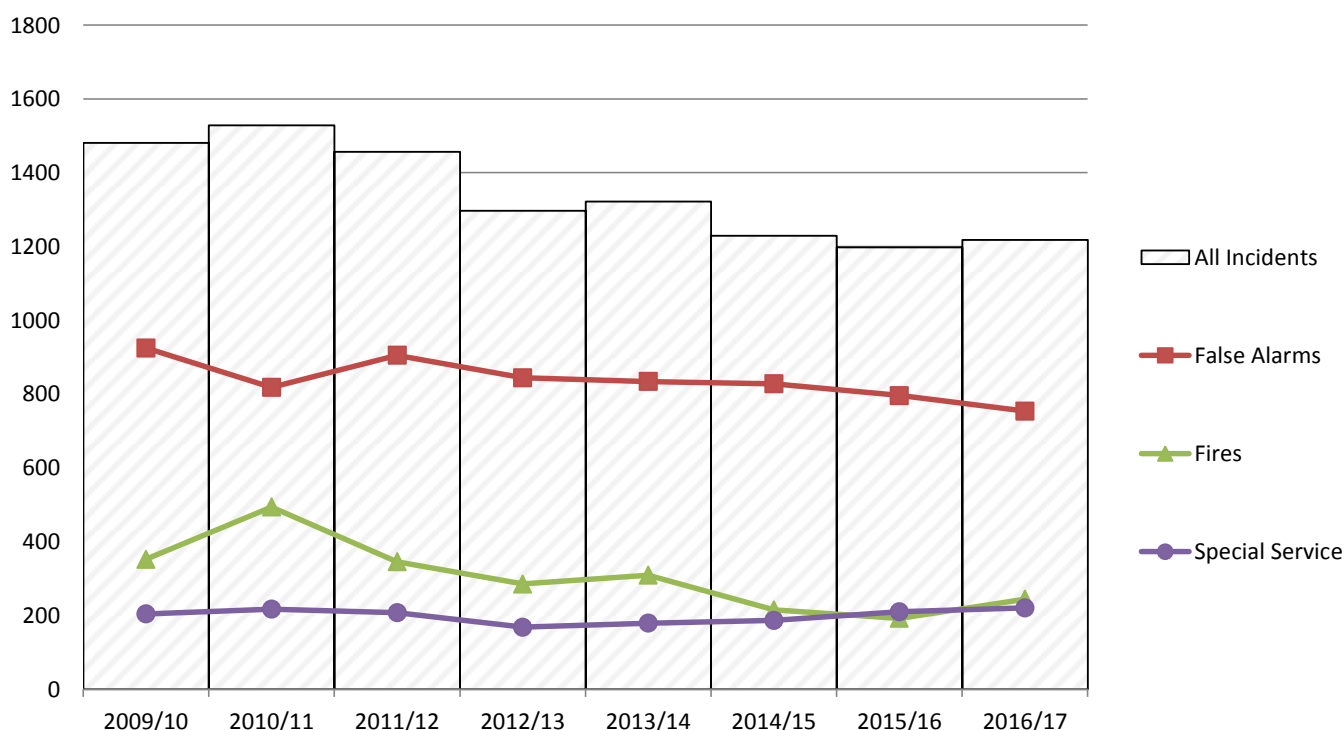
We measure how well we are meeting our priorities using 6 key indicators, depicted below

Key performance indicator	Apr to (& incl.) Dec					RAG rating
	2012/13	2013/14	2014/15	2015/16	2016/17	YTD
All deliberate fires	77	67	52	41	63	◆
All accidental dwelling fires	58	61	58	38	56	◆
All accidental dwelling fire casualties (fatal & non-fatal)	10	8	9	4	5	◆
All accidental other building fires	31	26	25	30	24	●
Special Service - RTCs	55	65	60	63	63	●
False Alarm - UFAs	460	485	476	462	385	●

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 October) SFRS have responded to a total of one thousand two hundred and forty seven (1247) incidents. This shows an increase on the same period last year of seventeen (17) incidents, with the Year to Date (YTD) period average for the previous four years of one thousand two hundred and ninety five (1295) showing a continual downward trend.</p>

The chart below illustrates incidents YTD attended within Argyll & Bute council over the last 8 fiscal years



## Progress on local fire & rescue plan priorities

### Local Risk Management and Preparedness

The Local Fire Plan 2014-17 sets out the priorities in order that the SFRS will meet the objectives of the Argyll & Bute Single Outcome Agreement. This has seen the creation of Local Performance Indicators (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. Whilst it is disappointing to note an increase in accidental dwelling fires it is important to bear in mind the majority of these incidents were minor in nature, this is borne out by the fact that we had no fire fatalities during this period and the number of casualties suffering minor injuries remains low. Crews 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 (HFSVs).

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

Using Argyll & Bute's Non-Fatal Fire Casualty Reduction Plan 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 all our partners 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 emergency incident that would be regarded as 'Major'. However we were involved in ensuring public safety at major events throughout the area, an example of this would be the Mull Rally.



## 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

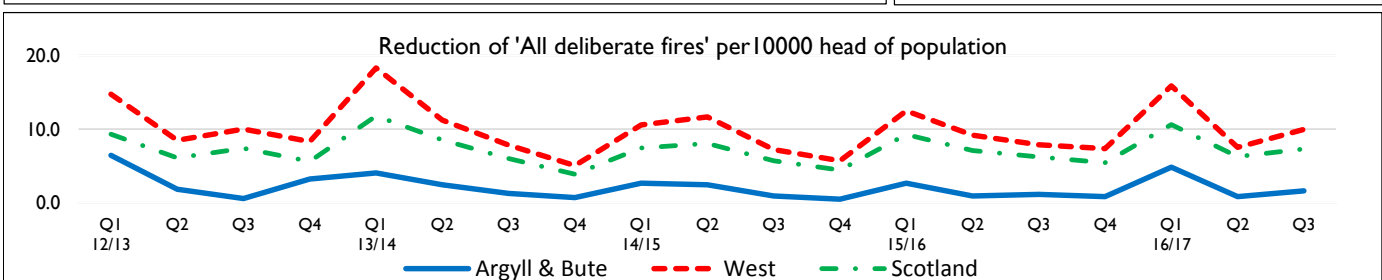
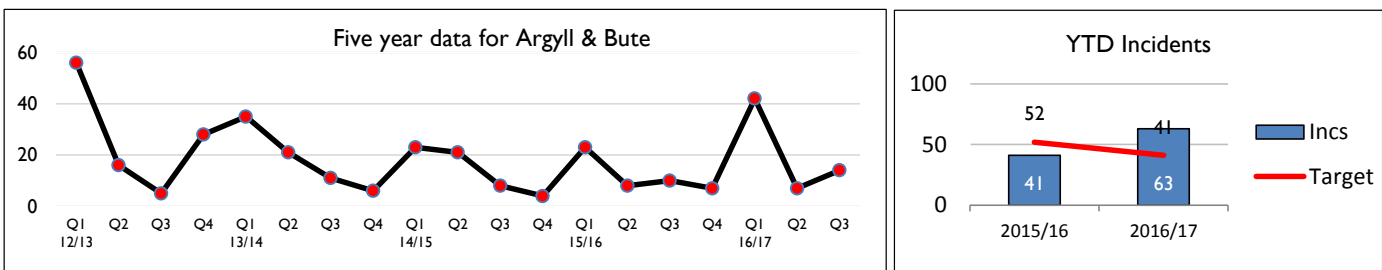
Deliberate Fires YTD 2016/17 have seen a 26% increase on the figure for the same period in 2015/16. The figure for 2015/16 was 41 which were unusually low compared to the average number of incidents for the previous four years 59. When we compare the 2016/17 figure of 63 with the average for the previous four years 59 we see that it represents a 3.75% increase in this type of incident.

### Reasons

We typically see a rise in deliberate fires at this time of the year, this spike being the result of an increase in youth related anti-social behaviour in the weeks before and after Bonfire night. Analysis of the data indicates of the 63 deliberate fires YTD that have been recorded, 42 occurred within the first quarter, 7 in the second quarter, and only 14 in the third quarter. The increase from quarter 2 to quarter 3 follows the trend for the whole of Scotland, but the numbers remain low in Argyll and Bute.

### 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 Bonfire and Firework talks, Fire Reach courses and Young Firefighter schemes.



YTD ward ave. for Argyll & Bute - 6	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Argyll & Bute	77	67	52	41	63	
South Kintyre	3	4	5	0	2	
Kintyre and the Islands	3	2	1	0	4	
Mid Argyll	6	0	2	1	2	
Oban South and the Isles	6	6	4	4	5	
Oban North and Lorn	3	14	4	4	8	
Cowal	8	3	4	3	1	
Dunoon	27	11	8	5	4	
Isle of Bute	3	2	3	2	5	
Lomond North	0	4	12	6	6	
Helensburgh Central	7	11	6	6	14	
Helensburgh and Lomond South	11	10	3	10	12	





## Reduction of 'All accidental dwelling fires'

Dwelling fires can have a devastating effect on our community and reducing the number of accidental dwelling fires will always be a priority for the SFRS. Moreover by proactively targeting this category we will aim to reduce fire fatalities and injuries as a consequence. We will work alongside our partners to drive down the number of accidental dwelling fires through a program of targeted engagement directed towards those members of our community most at risk.

### Results

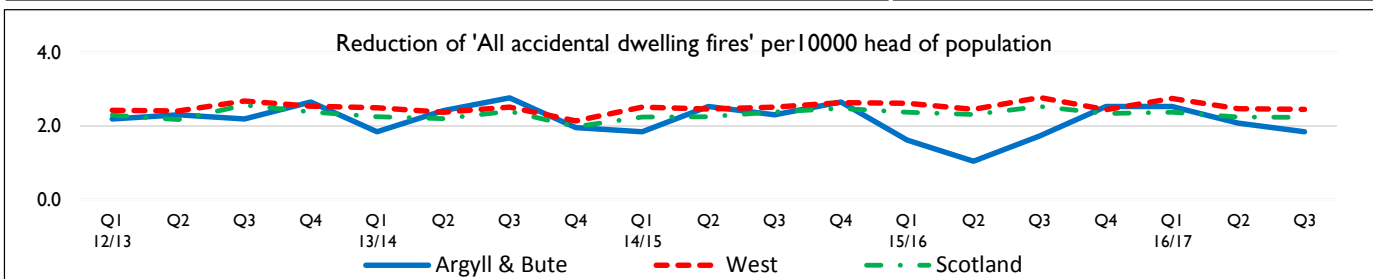
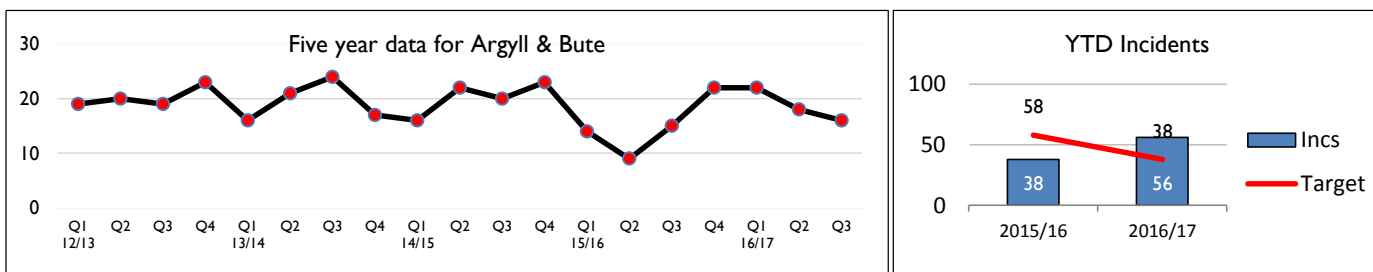
The number of accidental dwelling fires for Q3 2016/17 of 56 has increased on the previous year figure of 38. Data analysis demonstrates that last year was unusually low and this quarters figure is in line with the previous three years figures. We have carried out 373 HFSVs in Q3 2016/17, resulting in 167 smoke/heat detectors being fitted, to homes within Argyll & Bute.

### Reasons

Following detailed analysis of the root causes for this increasing figure, there is a constant theme of very small fires within kitchens which are relatively minor in nature. These mainly involve lone persons over the pensionable age that have become distracted or fallen asleep. However with the increase in telecare and general smoke detector ownership these fires are early detected resulting in early alert and quicker notification to SFRS.

### Actions

We will continue to deliver Home Fire Safety Visits targeted towards those individuals most at risk. We will work alongside partners to identify vulnerable individuals and convene case conferences to identify appropriate strategies for the protection of these persons. The area has launched a media campaign to provide safety information via different sources including social media. Whilst carrying out HFSVs our staff will continue to be vigilant and cooking has been given a greater focus.



YTD ward ave. for Argyll & Bute - 5	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Argyll & Bute	58	61	58	38	56	
South Kintyre	1	3	4	3	4	
Kintyre and the Islands	1	5	4	3	3	
Mid Argyll	3	2	7	2	4	
Oban South and the Isles	15	11	11	6	6	
Oban North and Lorn	5	8	5	3	4	
Cowal	3	3	4	2	10	
Dunoon	4	7	8	2	4	
Isle of Bute	7	8	7	6	6	
Lomond North	3	3	0	4	1	
Helensburgh Central	13	10	6	2	11	
Helensburgh and Lomond South	3	1	2	5	3	



## 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. We robustly scrutinise any injury to ensure any lessons are captured, measures implemented and the people of Argyll & Bute are better protected.

### Results

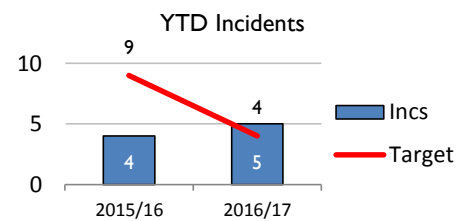
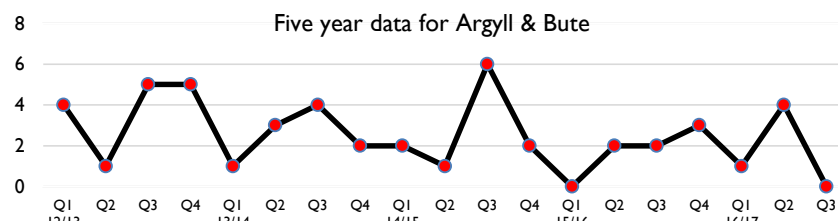
The figure for 2016/17 has shown an increase on the same period for the previous year by one casualty however there were no casualties in any of the wards within this quarter.

### Reasons

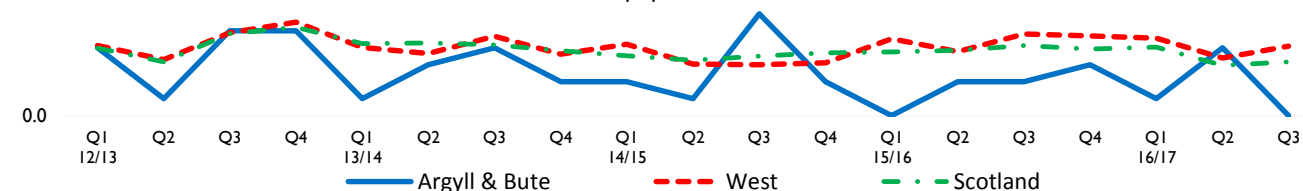
Due to the continued partnership working that the service is engaging in, we now have a wide range of referral pathways which allow us early access to the homes of the vulnerable members of our community where valuable home safety information is given.

### Actions

We will continue to deliver Home Fire Safety Visits targeted towards those individuals most at risk. We will work alongside partners to identify vulnerable individuals and convene case conferences to identify appropriate strategies for the protection of these persons. We have also broadened our visits to including Slips, Trips and Falls and Alcohol Brief Intervention as part of our assessment.



Reduction of 'All accidental dwelling fire casualties (fatal & non-fatal (incl. p/c's))' per 1000000 head of population



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



## Reduction of 'All accidental other building fires'

This category of incident looks at all accidental fires within buildings that are not dwellings. It includes all residential and non residential buildings in both the private and public sector.

### Results

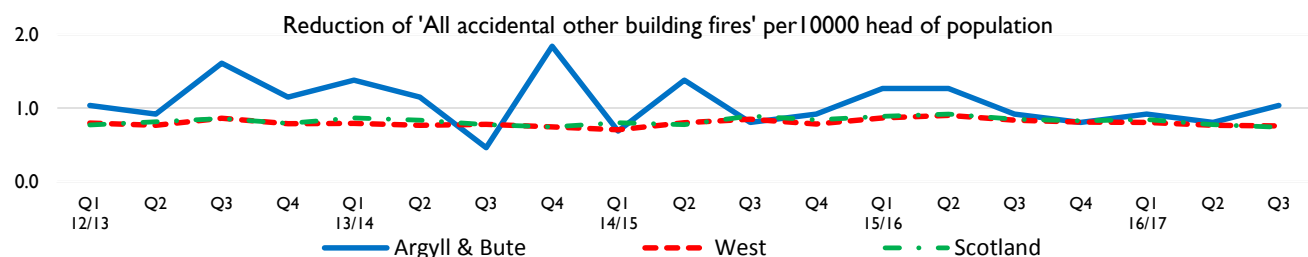
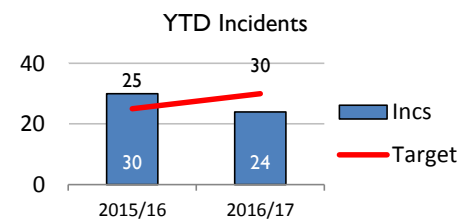
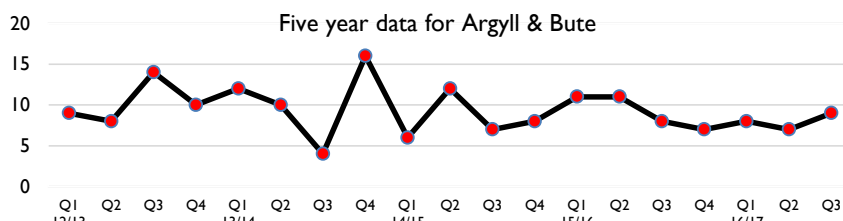
The figure for 2016/17 represents a decrease of 20% on the figure for the same period in the previous year. It also represents a 15% decrease on the average figure for the previous four years.

### Reasons

In analysing the data for this quarter it was identified that just under a third of these incidents started within the kitchen of the property due to faults with electrical appliances.

### Actions

Fire Safety Enforcement Officers will continue to conduct themed audits of buildings and will proactively engage with duty holders to raise awareness of fire safety. All premises that fall under the auspices of the Fire Scotland Act 2005 and have a fire, irrespective of the size of the fire, are subject to a post fire audit in order that lessons can be captured and shared with duty holders.



YTD ward ave. for Argyll & Bute - 2	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Argyll & Bute	31	26	25	30	24	
South Kintyre	1	1	2	2	3	
Kintyre and the Islands	1	3	4	4	0	
Mid Argyll	4	3	2	3	3	
Oban South and the Isles	10	6	7	4	2	
Oban North and Lorn	4	6	4	1	2	
Cowal	5	3	2	4	3	
Dunoon	2	3	2	5	2	
Isle of Bute	0	1	0	3	0	
Lomond North	1	0	0	0	2	
Helensburgh Central	2	0	1	4	4	
Helensburgh and Lomond South	1	0	1	0	3	



## Reduction of 'Special Service - RTCs'

Whilst much of this risk is out with the control of SFRS, responding to Special Services & Road Traffic Collisions (RTC) is a key element of our intervention strategy. We are committed to working with partners and other stakeholders to reduce the number of RTC's that occur within Argyll & Bute.

### Results

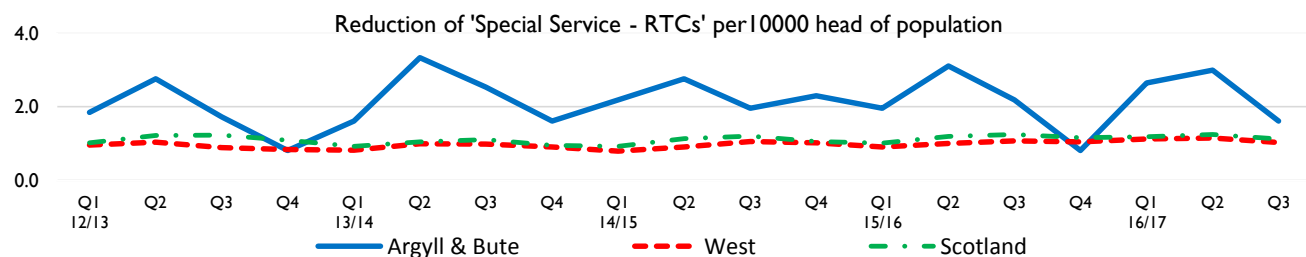
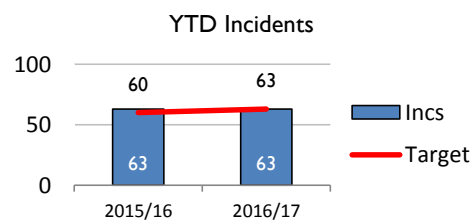
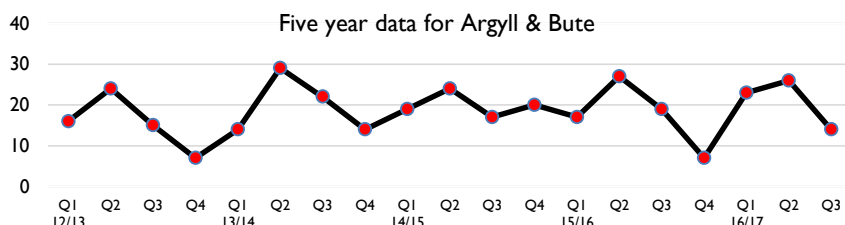
The figure of 63 incidents for quarter 3 2016/17 when compared to the last four years has remained largely static. As well as Special Services involving RTC's the service attended a host of varied incidents including seventeen (17) Medical Incidents, thirteen (13) Flooding, four (4) Water Rescues and provided support and assistance to Police Scotland and the Scottish Ambulance Service on thirty eight (38) occasions.

### Reasons

In relation to RTC's we will continue to work in conjunction with Police Scotland, with the aim of reducing 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.

### Actions

The Area realises how critical this work is and has found budgetary provision to create the role of road safety partner. This individual will work in conjunction with Police Scotland, ROSPA and partners within the local authority to identify and action effective measures of communicating road safety messages to all road users and pedestrians.



YTD ward ave. for Argyll & Bute - 6	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Argyll & Bute	55	65	60	63	63	
South Kintyre	2	5	1	1	3	
Kintyre and the Islands	5	2	4	5	8	
Mid Argyll	9	7	6	10	9	
Oban South and the Isles	2	7	5	9	6	
Oban North and Lorn	17	22	16	12	12	
Cowal	4	8	5	4	8	
Dunoon	0	1	0	0	0	
Isle of Bute	1	0	2	1	1	
Lomond North	11	10	12	12	11	
Helensburgh Central	2	2	6	1	3	
Helensburgh and Lomond South	2	1	3	8	2	





## Reduction of 'False Alarm - UFAs'

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

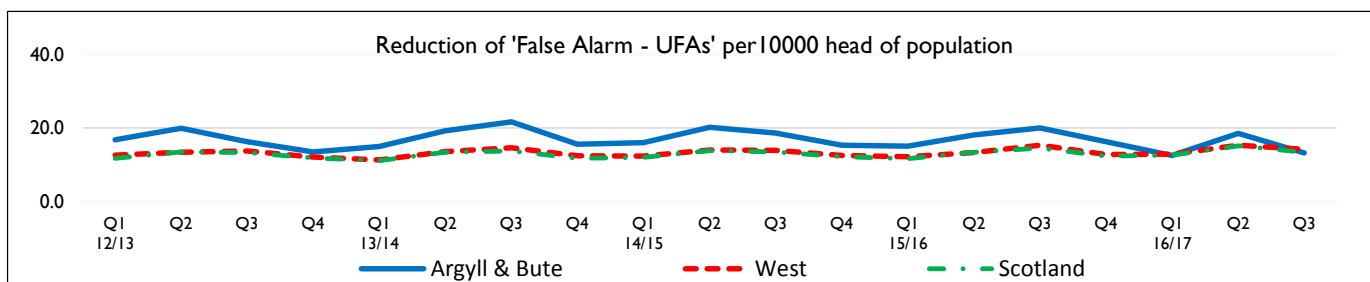
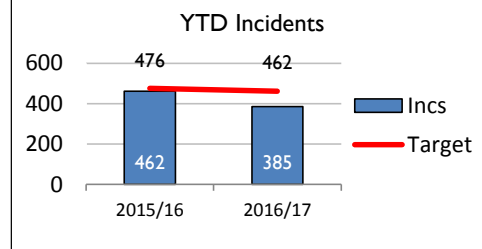
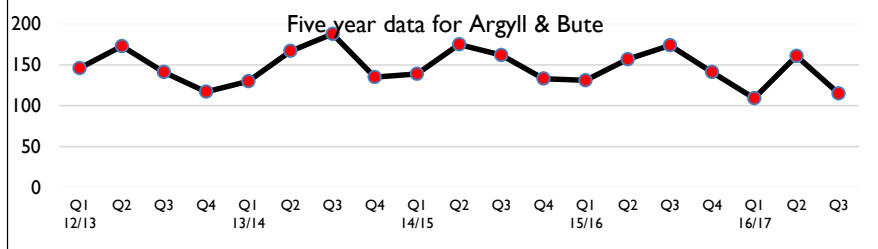
The figure for 2016/17 shows a reduction of 77 UFAS incidents on the figure for the same period in the previous year. When we look at the figures for the previous four years we see that the figures for quarter 3 2016/17 are 86 less than the average of 471.

### 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

Our area has developed a bespoke electronic system for recording UFAS activity within Argyll & Bute 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. Fire safety teams have been allocated buildings to work with similar to the excellent initiative that is being taken forward in partnership with the Head of the Health and Safety department within Argyll and Bute Council in introducing management regimes within education establishments.



YTD ward ave. for Argyll & Bute - 35	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Argyll & Bute	460	485	476	462	385	
South Kintyre	25	30	20	39	27	
Kintyre and the Islands	34	59	61	61	53	
Mid Argyll	37	35	43	33	50	
Oban South and the Isles	112	117	115	88	71	
Oban North and Lorn	65	67	69	94	40	
Cowal	38	26	28	20	32	
Dunoon	29	28	17	17	15	
Isle of Bute	40	38	34	29	38	
Lomond North	15	22	31	27	16	
Helensburgh Central	58	58	50	46	37	
Helensburgh and Lomond South	7	5	8	8	6	

