

# **Item: 3**

**Police and Fire Sub-committee: 12 September 2023.**

**Performance against Orkney Fire and Rescue Plan.**

**Report by Scott Gibson, Local Senior Officer.**

## **1. Purpose of Report**

To provide details of the statistical performance of the Scottish Fire and Rescue Service, Orkney Islands area, for the period 1 April to 30 June 2023.

## **2. Recommendations**

The Sub-committee is invited to scrutinise:

### **2.1.**

The statistical performance of the Scottish Fire and Rescue Services, Orkney Islands area, for the period 1 April to 30 June 2023, detailed in the Quarterly Performance Report attached as Appendix 1 to this report, in order to obtain assurance that progress is being made against the objectives.

## **3. Performance Update**

The Quarterly Performance Report, attached as Appendix 1 to this report, reflects the performance outcomes outlined within the Orkney Fire and Rescue Plan, and provides performance information for the period 1 April to 30 June 2023.

## **4. Corporate Governance**

This report relates to the Council complying with governance and its scrutiny role and therefore does not directly support and contribute to improved outcomes for communities as outlined in the Council Plan and the Local Outcomes Improvement Plan.

## **5. Financial Implications**

There are no immediate financial implications arising directly from this report.

## **6. Legal Aspects**

There are no immediate legal implications arising directly from this report.

## **7. Contact Officers**

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## **8. Appendix**

Appendix 1: Quarterly Performance Report for the period 1 April to 30 June 2023.



## ORKNEY PERFORMANCE REPORT

*Covering the activities and performance in support of the Local Fire and Rescue Plan for Orkney*



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

**Quarter One: 2023/24**

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**ORKNEY**  
ISLANDS COUNCIL

## **ABOUT THE STATISTICS IN THIS REPORT**

The activity totals and other statistics quoted in this report are provisional in nature and subject to change as a result of ongoing quality assurance and review.

Because all statistics quoted are provisional there may be differences in the period totals quoted in our reports after original publication which result from revisions or additions to the data on our systems.

From 2015-16 onwards responsibility for the publication of end-year statistical data transferred from the Scottish Government to the Scottish Fire and Rescue Service (SFRS). This change of responsibility does not change the status of the figures quoted in this and other SFRS reports reported to the Committee.

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## **INTRODUCTION**

The 3-monthly monitoring report covers the SFRS's performance and activities in support of the four priorities in the Local Fire and Rescue Plan for Orkney, namely:

- Priority 1 – Promoting Personal Safety and Wellbeing
- Priority 2 – Non-Domestic Fire Safety
- Priority 3 – Unwanted Fire Alarm Signals
- Priority 4 – Emergency Response Preparedness and Community Resilience








As well as supporting the four priorities in the Local Fire and Rescue Plan for Orkney, this monitoring report shows how SFRS activities and performance contribute to the wider priorities of the Orkney Council Community Planning Partnership (CPP), as set out in the Orkney Community Plan.

The figures in this report are provisional, to provide the Committee with the SFRS's direction of travel in the Orkney area, in terms of performance against headline indicators and targets. Most figures will not change; however, members should note that there may be some small variations for some indicators when the final confirmed figures are published by the SFRS.

The Orkney Council Scrutiny and Audit Committee agreed the new Local Fire and Rescue Plan for Orkney in 2021, covering the subsequent 3-year period. In support of delivering the priorities in this plan, 7 headline indicators and targets have been set, and form the basis of this performance report.

## PERFORMANCE SUMMARY

The table below provides a summary of the three-months (1 April – 30 June 2023) activity and year to date (YTD) progress, based on annual targets set against headlines indicators. It aims to provide – at a glance – our direction of travel during the current reporting year.

<b>Q1 : All Incidents Attended - 63</b>		
<p><b>HI 1</b> <b>Accident Dwelling Fires</b></p>  <p><b>Q1 – 3 Incidents</b> <b>YTD – 3 Incidents</b></p>	<p><b>HI 2</b> <b>ADF Fatal Casualties</b></p>  <p><b>Q1 – 0</b> <b>YTD – 0</b></p>	<p><b>HI 3</b> <b>ADF Non-Fatal Casualties</b></p>  <p><b>Q1 – 0</b> <b>YTD – 0</b></p>
<p><b>HI 4</b> <b>Home Fire Safety Visits</b></p>  <p><b>Q1 – 26 Visits</b> <b>YTD – 26 Visits</b></p>	<p><b>HI 5</b> <b>Non-domestic Building fires</b></p>  <p><b>Q1 – 1 Incidents</b> <b>YTD – 1 Incidents</b></p>	<p><b>HI 6</b> <b>Fire Safety Enforcement Audits</b></p>  <p><b>Q1 – 10 Audits</b> <b>YTD – 10 Audits</b></p>
<p><b>HI 7</b> <b>Unwanted Fire Alarm Signals</b></p>  <p><b>Q1 – 16 Incidents</b> <b>YTD – 16 Incidents</b></p>		



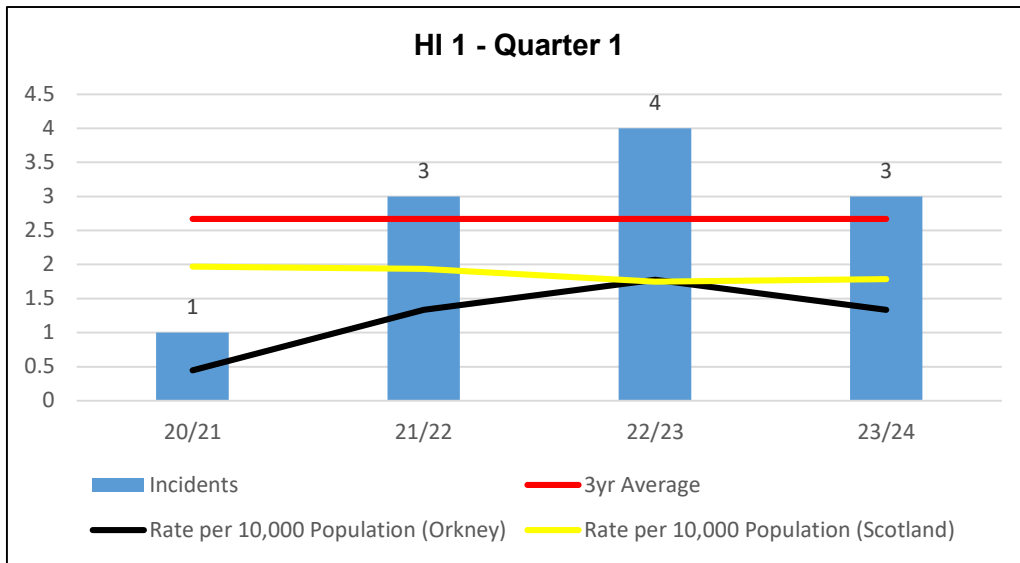
## PERFORMANCE HIGHLIGHTS

Of the 7 headline indicators, the following performance should be noted for quarter one 2023/24:

- There were **3 Accidental Dwelling Fires (ADF)** during Q1. The incident statistics for Q1 is slightly below the 3 year average for ADFs. These incidents noted within Q1 are classed as low severity, requiring little or no intervention from the Service and minimal fire damage. All properties had an alarm system present which operated.
- There were **0 ADF Fatalities**, and **0 ADF Casualties** during quarter three which has been the average for the last 3 year Q1 period.
- There were **1 Non-Domestic Building Fires** during Q1. This was accidental in nature and caused minimal interruption to business.
- We responded to **30 False Alarm incidents** with **16** classed as **Unwanted Fire Alarm Signals (UFAS)** during Q1 which is above the average based on the previous 3-year figures. We continue to work towards reducing UFAS consulting with duty holders on ways to achieve this.
- To support our communities in complying with their obligations we have conducted **10 Fire Safety Audits** during this period on non-domestic buildings. These audits have resulted in **1 Action Plan** where our Officers are working with the responsible persons for compliance.
- Our Community Safety Advocates and Station personnel undertook **26 Home Fire Safety Visits**. The majority targeted the most at risk in our communities. We continue to work with our partners in gaining referrals and engage with our communities to provide education and vital safety information.
- Our firefighters continue to train in all aspects of their role to ensure they are operationally prepared for what is required and we have continued where possible to gather information on local risks to assist us in an emergency through our operational intelligence visits.

# PRIORITY 1 – PROMOTING PERSONAL SAFETY AND WELLBEING

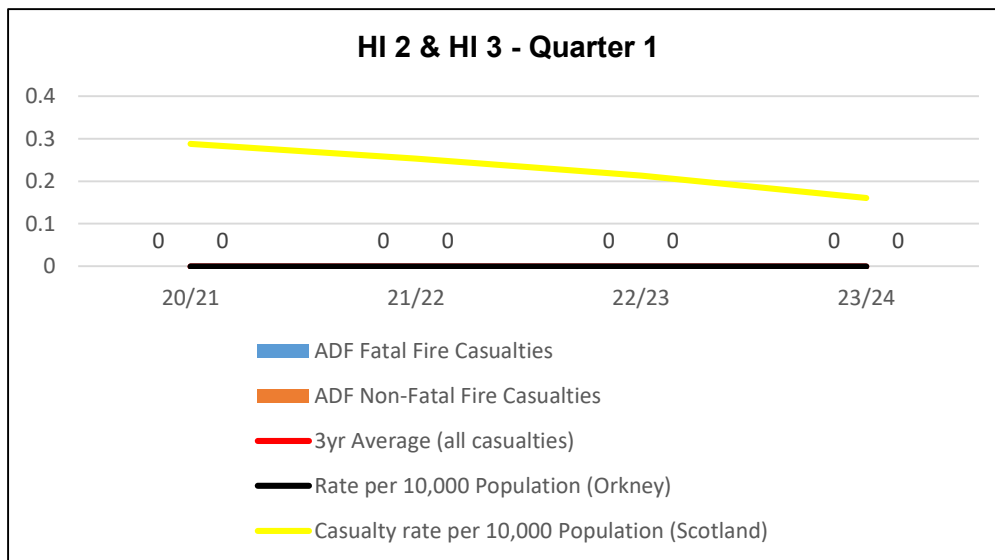
## HI 1 – Accidental Dwelling Fires (ADF)



**Table 1: 2023/24 Year Performance**

	20/21	21/22	22/23	<b>23/24</b>
<b>HI 1: ADF's</b>	1	3	4	<b>3</b>

## HI 2 - ADF Fatal Casualties & HI 3 - ADF Non-Fatal Casualties



**Table 2: 2023/24 Year Performance**

	20/21	21/22	22/23	<b>23/24</b>
<b>HI 2: ADF Fatal Casualties</b>	0	0	0	<b>0</b>
<b>HI 3: ADF Non-Fatal Casualties</b>	0	0	0	<b>0</b>

**What we aim to Achieve:**

- Downward trend in the number of accidental dwelling fires.
- Downward trend in the number of accidental dwelling fires casualties and fatalities.

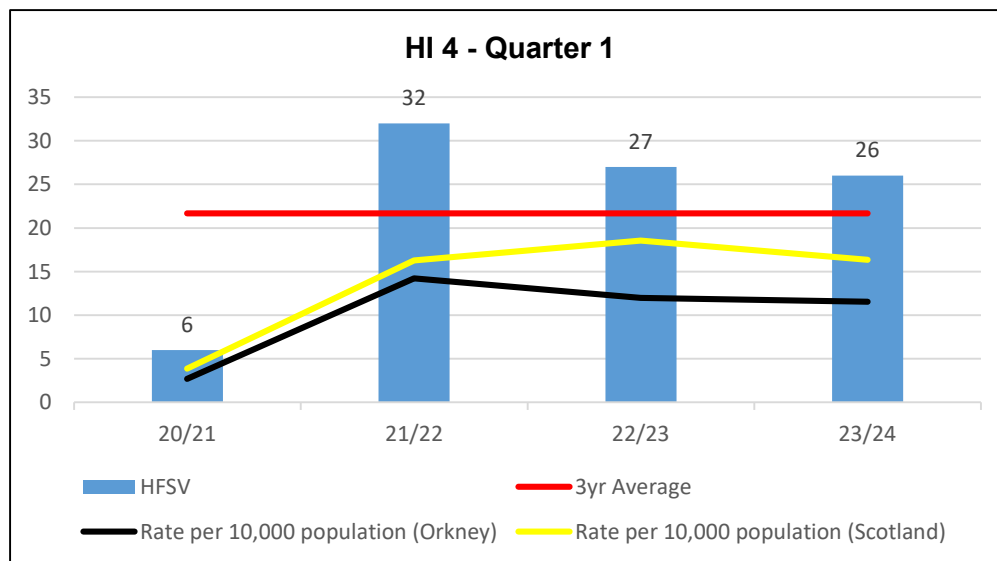
**What we are doing to improve on this performance:**

There were **0 ADF Fatalities** for this period and year to date.

There were **0 ADF Casualties** which matches the 3-yearly average. However, the overall **3 Accidental Dwelling Fires (ADF)** is slightly lower than the previous year and slightly below the 3-year average. The majority are classed as low severity, requiring little or no intervention from the Service and minimal fire damage.

All ADF's are followed up with HFSV's and agency referrals where required.

## HI 4 – Home Fire Safety Visits



**Table 3: 2023/24 Year Performance**

	20/21	21/22	22/23	<b>23/24</b>
<b>HI 4: Home Fire Safety Visits</b>	6	32	27	<b>26</b>

### What we aim to Achieve

- Reduced societal and economic cost of unintentional harm or injury.
- Improved safety and wellbeing of Highland residents.
- Support independent living of vulnerable residents within our communities.

### What we are doing to improve on this performance:

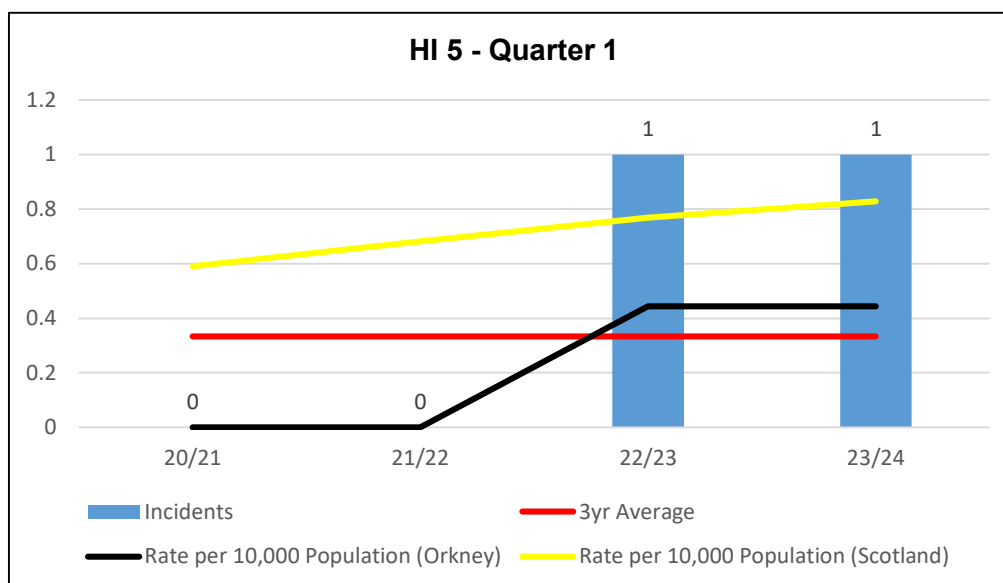
Our Community Safety Advocates and Station personnel undertook **26 Home Fire Safety Visits**. The majority targeted the most at risk in our communities and clearing the backlog from the period affected by COVID.

Our operational personnel engage with householders at time of incident through our Post Incident Domestic Response procedure offering information and advice as well as the fitment of detection where necessary.

To support our communities, we made **8 referrals to partner agencies** based on the needs of the individuals. Our partner referrals to the are made through Social Services, NHS, Falls Prevention, Telecare, Deaf services, mental wellbeing services and Police Scotland in order to improve on the safety and wellbeing in the domestic setting.

## PRIORITY 2 – NON-DOMESTIC FIRE SAFETY

### HI 5 – Non-Domestic Building Fires



**Table 3: 2023/24 Year Performance**

	20/21	21/22	22/23	<b>23/24</b>
<b>HI 5: Non-Domestic Building Fires</b>	0	0	1	<b>1</b>

**HI 6 – Fire Safety Enforcement Audits** - A total of 6 audits were undertaken during Quarter 1.

#### What we aim to Achieve

- Reduction in the number of non-domestic fires.
- Support for duty holders to understand their duties and responsibilities to comply with fire safety legislation.
- Reducing the social and economic impact of non-domestic fires and supporting business continuity and employment on Orkney.
- Contributing to the protection of our built and natural heritage.

We attended **1 non-domestic building fires** this period which is an increase on last year but significantly below the average per population.

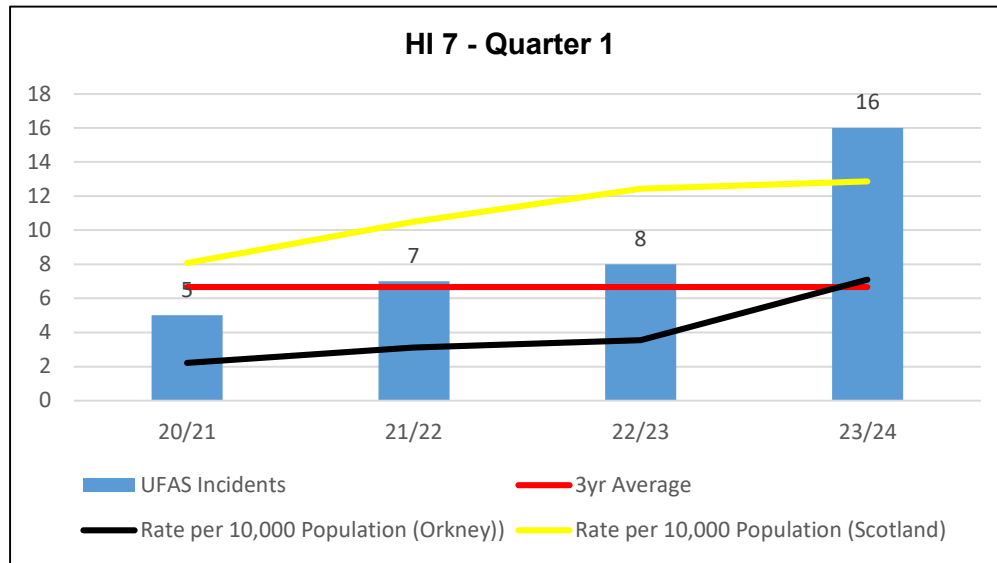
#### What we are doing to improve on this performance:

All fires within non-domestic properties are reported to our Fire Safety Enforcement teams so that further support and guidance can be offered to assist duty holders comply with their obligations.

As well as conducting 10 Fire Safety Audits during this period, our Fire Safety Officers have also been answering questions and giving advice on the introduction of Short Term Let licensing, to date we have processed approximately 150 STL applications. We have also been engaging and promoting the change to the way we will respond to Unwanted Fire Alarm Signals.

## PRIORITY 3 – UNWANTED FIRE ALARM SYSTEMS

### HI7 – Unwanted Fire Alarm Signals



**Table 7: 2023/24 Year Performance**

	20/21	21/22	22/23	<b>23/24</b>
<b>HI 7: UFAS Incidents</b>	5	7	8	<b>16</b>

Property Type	Number
Residential Home	5
Offices and Call Centres	3
Transport Buildings	3
Education	1
Entertainment and Culture	1
Hostel (e.g. for homeless people)	1
Hotel/Motel	1
Public admin security and safety	1

### **What we aim to Achieve:**

- Reduction in the number of UFAS incidents across Orkney, particularly amongst the highest offenders.
- Reduction in unnecessary demand on On-Call Firefighters and their primary employers.
- Reduced road risk for SFRS staff and the wider community.
- Release capacity for staff training and community engagement through reduction in UFAS attendance
- Reduced costs to SFRS associated with UFAS response.

We responded to **30 False Alarm incidents** with **16** classed as **Unwanted Fire Alarm Signals (UFAS)** during Q1 which is above the average based on the previous 3-year figures.

### **What we are doing to improve on this performance:**

We have continued our engagement with these premises and made recommendations to reduce occurrences.

Orkney has imbedded an Unwanted Fire Alarm Signals (UFAS) Champion within it's management structure. UFAS Champions are part of a network of national Champions that exists across Scotland to support local areas in delivering priorities that balance SFRS national direction against local needs, for reducing UFAS demand.

Our Operations Control centers will actively call challenge Alarm Receiving Centers to determine our response to Automatic Fire Alarm incidents.

The 1st of July has seen the introduction of our updated response to UFAS. We will continue to monitor the effectiveness of it's implementation and to embrace good practice.

## PRIORITY 4 – OPERATIONAL RESILIENCE AND PREPAREDNESS

### What we aim to Achieve

- Responding to and resolving operational incidents in a safe, effective and efficient manner that keeps staff, partners, and the public safe
- Contributing to wider safety by focusing on preventing emergencies occurring
- Planning and preparing for response and mitigating the social and economic impact of emergencies upon communities
- Reinforcing local resilience within communities and in Community Fire Stations

### What we are doing to improve on this performance:

During this period, we delivered our quarterly training commitment to operational firefighters, whereby we trained and tested their preparedness to deal with a variety of incident types.

Firefighters continue to carry out Operational Intelligence within their station area so that they are aware of the associated risks and hazards, and if required can take effective actions in dealing with incidents at these sites. All this information is continually updated on our tablets carried on frontline appliances thus giving our staff information at the point of need.

In areas of Orkney, we have seen successful recruitment and availability (**11 of our appliances above 90% availability and the remaining 3 available between 88 – 75% of the time**). However, we recognise that we still face some challenges on our islands where population levels are low or decreasing.

To support our On-Call stations, increase recruitment and provide cover we employ 2 full-time On-Call Watch Commanders to plan and deliver activities to support resilience in the community.

Within Q1 we implemented the following additions to increase resilience and flexibility of response in support of the On-Call improvement programme.

- A joint mobilising process whereby two appliances who do not have safe minimum crewing numbers available can meet at an agreed rendezvous point to give them enough crew to safely respond to the incident.
- A formalised process which will allow On-Call staff to undertake paid duties at other stations to increase their staffing levels, undertake prevention activities and thereby increase appliance availability.



## Station Establishment and Availability

- 14 x On-Call Retained Duty System appliances across 12 Stations

Station	Apr – Jun 23 Availability* %	Male	Female	Totals
Eday	92.23%	4	1	5
Hoy	74.68%	5	0	5
Kirkwall – 1 <sup>st</sup> Appliance	100%	17	3	20
Kirkwall – 2 <sup>nd</sup> Appliance	96.60%			
North Ronaldsay	81.80%	3	2	5
Papa Westray	88.05%	7	0	7
Rousay	91.31%	6	0	6
Sanday	99.10%	8	0	8
Shapinsay	95.01%	7	1	8
St Margaret's Hope	96.04%	8	0	8
Stromness – 1 <sup>st</sup> Appliance	100%	18	2	20
Stromness – 2 <sup>nd</sup> Appliance	93.97%			
Stronsay	100%	10	1	11
Westray	100%	11	0	11

- 114 x Station based personnel.
- 2 x Wholtime On-Call Watch Commanders.
- 1 x Wholtime Community Safety Advocate.
- 2 x Station Commanders, 1 x Group Commander, 1 x Area Commander.
- In addition to the above Orkney is remotely supported through the provision of Fire Safety Enforcement, Instructional staff and administrative functions.

## **APPENDIX 1: COMMUNITY SAFETY ENGAGEMENT**

This section provides details of community safety engagement programmes undertaken within Orkney during the first quarter of 2023-24, in support of our priorities and targets.

Initiative	Descriptor
Road Safety / Road Traffic Collision	Using Virtual Reality technology, the learner experiences an immersive environment teaching them about road safety and the impacts of Road Traffic Collisions.
Non-Fire Service Islands (Our populated islands that do not have a Fire Service resource)	Direct targeting of island households with the offer of Home Fire Safety advice and installation of detection systems where applicable. Signposting to other partners as appropriate.  Flotta / Egilsay and Wyre
Home Fire Safety Visit Signposting	Our Community Safety Advocate has a rolling programme of training and standardisation sessions with partner agencies on hazard recognition, risk rating completion and referral pathway.  Engagement with Sensory Impairment and NHS Orkney Occupational Therapy personnel.



Fireskills Development

## **APPENDIX 2: NEW INTRODUCTION TO FLEET**

New Appliance have been delivered and placed 'On the Run' in Kirkwall. These appliances are an extension to our diverse fleet of response vehicles and include upgrades to hydraulic rescue equipment and the provision of thermal imaging technology and powered ventilation equipment. This new appliance also carries vital casualty care equipment including a defibrillator to enhance public, crew and partner agency safety.

Training and familiarisation took place in May with the official placement on the run in the month of June.

