

# **Item: 3**

**Police and Fire Sub-committee: 27 February 2024.**

**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 October to 31 December 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 October to 31 December 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 October to 31 December 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 October to 31 December 2023.



# ORKNEY PERFORMANCE REPORT

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

Appendix 1



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**Quarter Three: 2023/24**

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## **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 Police and Fire Sub-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, 9 headline indicators have been set, and form the basis of this performance report.

## PERFORMANCE SUMMARY

The table below provides a summary of the three-months (1 October – 31 December 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>Q3 : All Incidents Attended – 55</b>		
<p><b>HI 1</b> <b>Accidental Dwelling Fires</b></p>  <p><b>Q3 – 1 Incidents</b> <b>YTD – 6 Incidents</b></p>	<p><b>HI 2</b> <b>ADF Fatal Casualties</b></p>  <p><b>Q3 – 0</b> <b>YTD – 0</b></p>	<p><b>HI 3</b> <b>ADF Non-Fatal Casualties</b></p>  <p><b>Q3 – 0</b> <b>YTD – 0</b></p>
<p><b>HI 4</b> <b>Home Fire Safety Visits</b></p>  <p><b>Q3 – 62 Visits</b> <b>YTD – 134 Visits</b></p>	<p><b>HI 5</b> <b>Non-domestic Building fires</b></p>  <p><b>Q3 – 2 Incidents</b> <b>YTD – 3 Incidents</b></p>	<p><b>HI 6</b> <b>Fire Safety Enforcement Audits</b></p>  <p><b>Q3 – 0 Audits</b> <b>YTD – 10 Audits</b></p>
<p><b>HI 7</b> <b>Unwanted Fire Alarm Signals</b></p>  <p><b>Q3 – 6 Incidents</b> <b>YTD – 31 Incidents</b></p>	<p><b>HI 8</b> <b>Road Traffic Collisions (RTC)</b></p>  <p><b>Q3 – 5</b> <b>YTD – 10 Incidents</b></p>	<p><b>HI 9</b> <b>RTC Casualties</b></p>  <p><b>Q3 – 4</b> <b>YTD – 9</b></p>

### Incidents per Ward Area in Q3

Ward	HI 1	HI 2	HI 3	HI 5	HI 7	HI 8	HI 9
East Mainland, South Ronaldsay and Burray	0	0	0	0	0	0	0
Kirkwall East	1	0	0	0	2	0	0
Kirkwall West and Orphir	0	0	0	1	2	0	0
North Isles (Orkney)	0	0	0	0	1	1	0
Stromness and South Isles	0	0	0	0	0	0	0
West Mainland	0	0	0	1	1	4	4



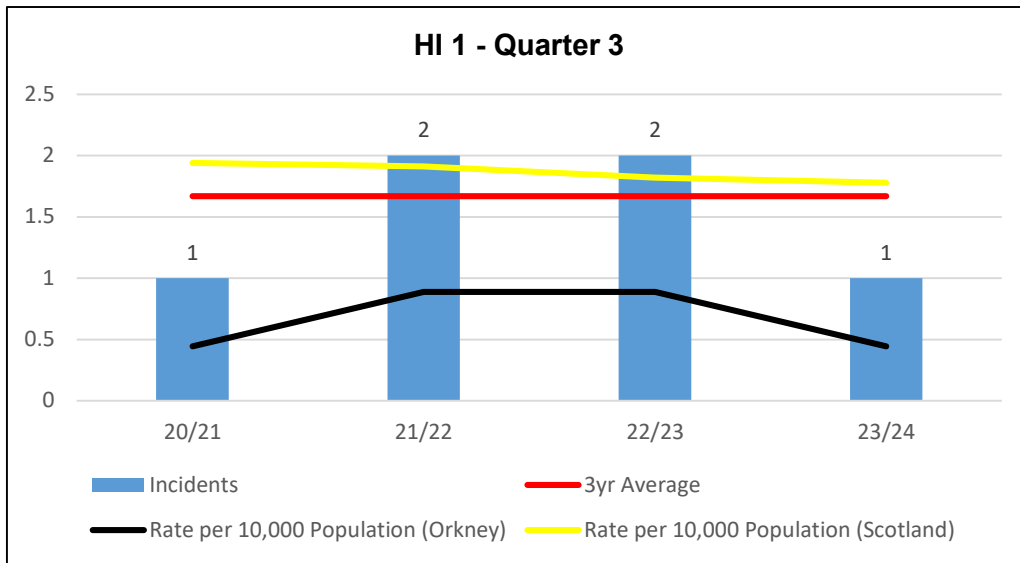
## PERFORMANCE HIGHLIGHTS

Of the 9 headline indicators, the following performance should be noted for quarter three 2023/24:

- There were **1 Accidental Dwelling Fires (ADF)** during quarter three. The incident statistics for Q3 is below the 3 year average for ADFs. This incident resulted in very limited damage to item ignited. Advice given to residents at time of call.
- There were **0 ADF Fatalities**, and **0 ADF Casualties** during quarter three which has been the average for the last 3 year Q3 period.
- There were **2 Non-Domestic Building Fires** during Q3 which is above the 3 year average. Both incidents have occurred within residential care homes causing minimal damage. Duty holders engaged with at time of call.
- We responded to **31 False Alarm incidents** with **6** classed as **Unwanted Fire Alarm Signals (UFAS)** during Q3 which is significantly below 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.
- We have **0 Active Action Plans** in place following audit where our Officers are working with the responsible persons for compliance. We have processed 100 Short Term Let (STL) applications without objections, we have consulted and provided further guidance to additional SLT applications requiring further fire safety measures. All SLT applications pending are within the 28-day consultation time frame.
- Our Community Safety Advocates and Station personnel undertook **62 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.
- We attended **5 Road Traffic Collisions (RTCs)** which is slightly above average. There were **0 RTC Related Fatalities and 4 RTC Related Injuries**. We continue to support Orkney's Road Safety Strategy through education and engagement.
- 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

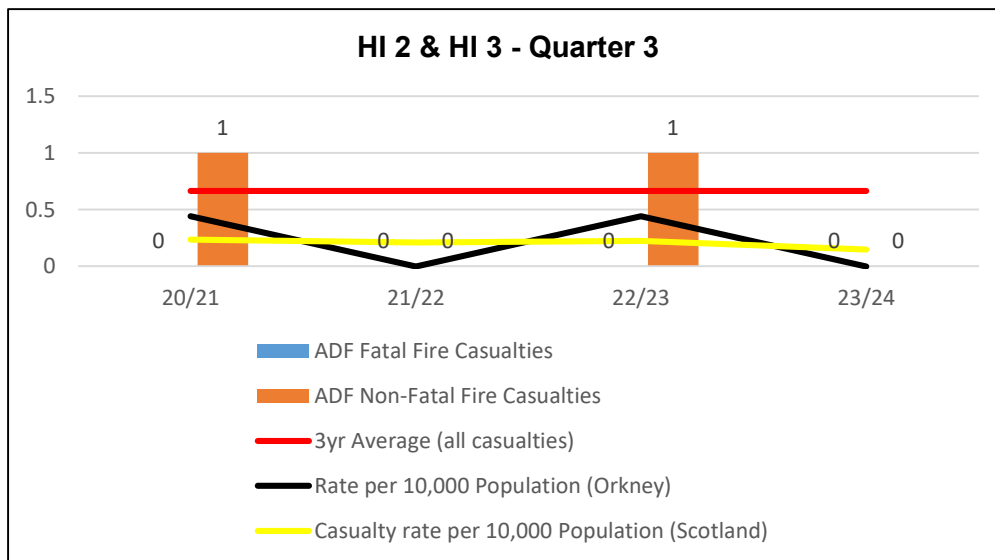
## HI 1 – Accidental Dwelling Fires (ADF)



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

	20/21	21/22	22/23	<b>23/24</b>
<b>HI 1: ADF's</b>	3	8	7	<b>6</b>

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



**Table 2: 2023/24 Year to Date 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>	1	0	1	<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.

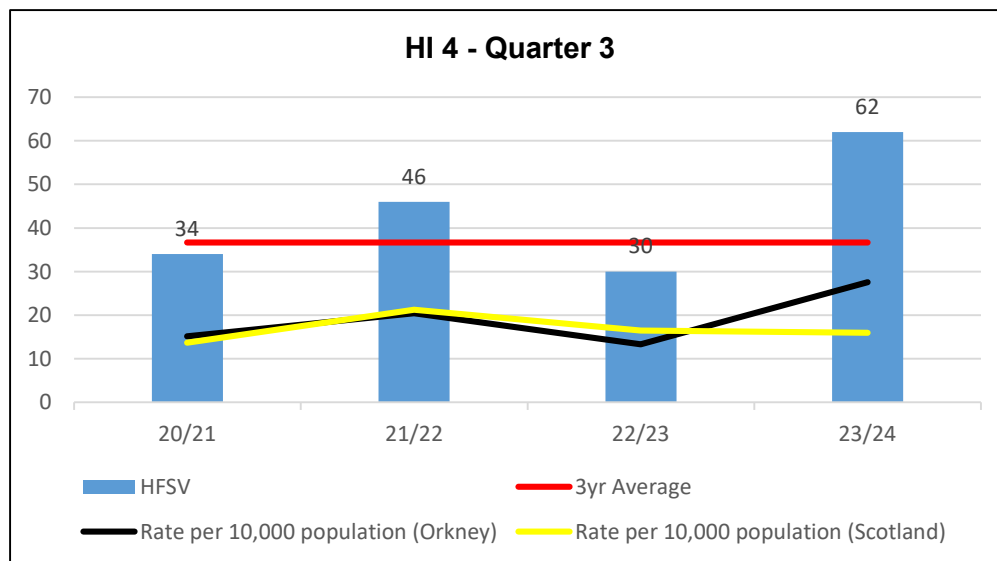
**What we are doing to improve on this performance:**

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 **1 Accidental Dwelling Fires (ADF)** is lower than the previous year and below the 3-year average.

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 to Date Performance**

	20/21	21/22	22/23	<b>23/24</b>
<b>HI 4: Home Fire Safety Visits</b>	61	163	86	<b>134</b>

### What we aim to Achieve

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

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

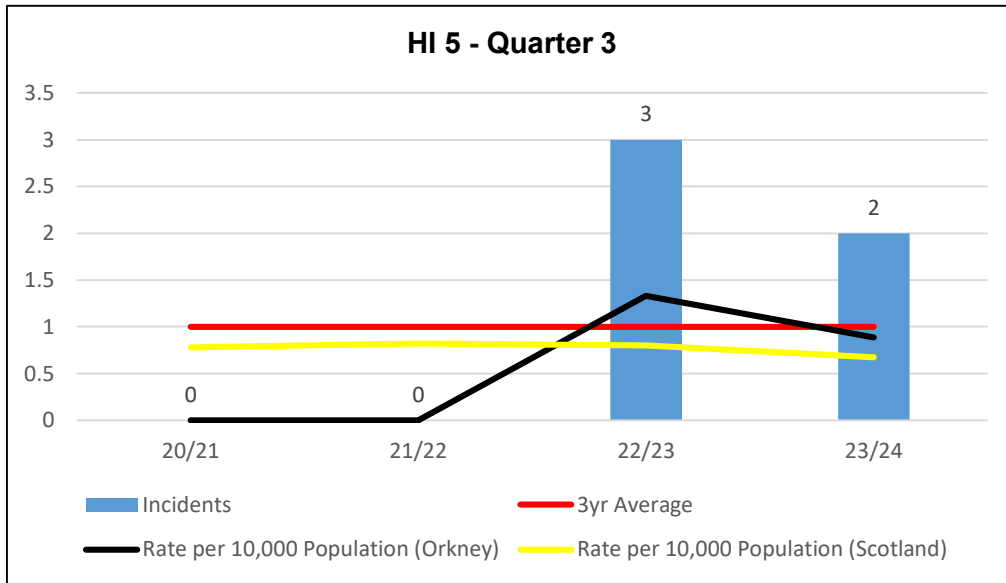
Our Community Safety Advocates and Station personnel undertook **62 Home Fire Safety Visits..**

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 **7 referrals to partner agencies and 2 Adult at Risk of Harm referrals** 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 4: 2023/24 Year to Date Performance**

	20/21	21/22	22/23	<b>23/24</b>
<b>HI 5: Non-Domestic Building Fires</b>	1	3	7	<b>3</b>

**HI 6 – Fire Safety Enforcement Audits** - A total of 0 audit was undertaken during Quarter 3.

#### 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 **2 non-domestic building fires** this period which is a decrease on last year and although it is above the average per population.

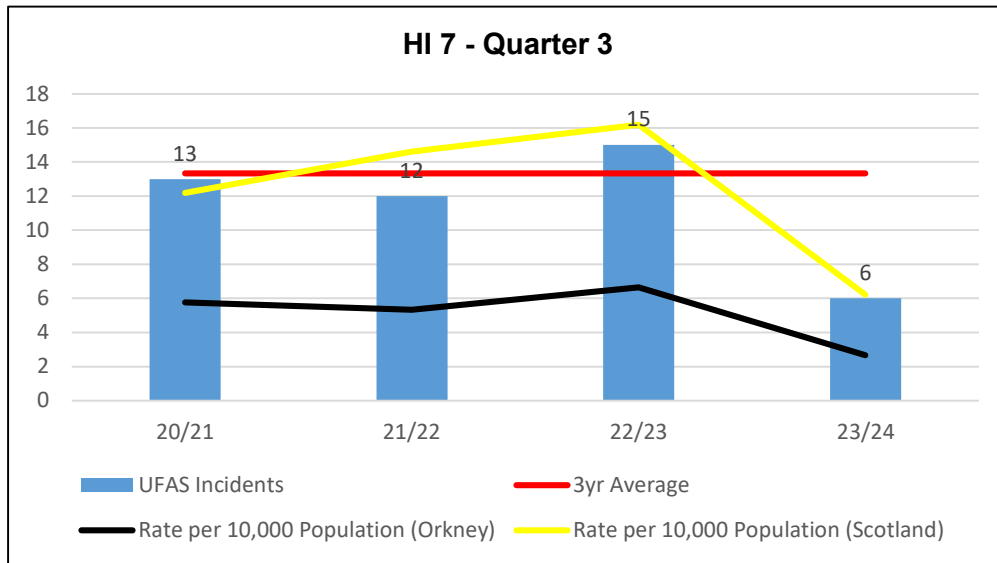
#### What we are doing to improve on this performance:

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. Focus has been placed on Short Term Let applications in order to ensure that we are responding within the agreed 28-day consultation period. 100 Processed to completion. Guidance for acceptance is communicated to applicants requiring additional action to make the standard. To date there has been no objections to any SLT applications.

SFRS auditing officers have been conducting audits during Q4 and will form part of next reporting period.

## PRIORITY 3 – UNWANTED FIRE ALARM SYSTEMS

### HI7 – Unwanted Fire Alarm Signals



**Table 5: 2023/24 Year to Date Performance**

	20/21	21/22	22/23	<b>23/24</b>
<b>HI 7: UFAS Incidents</b>	32	35	42	<b>31</b>

Property Type	Number
Residential Home, Nursing/Care	2
Fire Station	1
Other Residential Home	2
Youth Hostel	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 **31 False Alarm incidents** with **6** classed as **Unwanted Fire Alarm Signals (UFAS)** during Q3 which is significantly below 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 embedded an Unwanted Fire Alarm Signals (UFAS) Champion within its 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 its 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 (**12 of our appliances above 90% availability, 1 available over 80% and 1 available over 70% 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.

We continue to implement options 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	Oct – Dec 23 Availability* %	Male	Female	Totals
Eday	73.29%	5	1	6
Hoy	91.71%	5	0	5
Kirkwall – 1 <sup>st</sup> Appliance	100%	15	3	18
Kirkwall – 2 <sup>nd</sup> Appliance	96.47%			
North Ronaldsay	90.85%	3	2	5
Papa Westray	97.79%	7	0	7
Rousay	86.73%	6	0	6
Sanday	99.46%	9	0	9
Shapinsay	94.26%	6	1	7
St Margaret's Hope	91.41%	8	0	8
Stromness – 1 <sup>st</sup> Appliance	99.93%	18	2	20
Stromness – 2 <sup>nd</sup> Appliance	91.45%			
Stronsay	100%	10	1	11
Westray	100%	11	0	11

- 113 x Station based personnel.
- 2 x Wholetime On-Call Watch Commanders.
- 1 x Wholetime 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 AND RESILIENCE EXERCISING**

### **FireSkills Development and Graduation**

Participants undertook firefighting and rescue skills training in the drill yards at the Kirkwall and Stromness fire stations, and also visited Kirkwall Airport Fire Service to see the difference in equipment used there.

FireSkills is a unique learning experience, developing core employability skills such as leadership, team building, alongside more practical ones such as and first aid, health and safety, and manual handling.

Specific fire and rescue skills explored includes working with ladders and in small and dark spaces, community fire safety, how to rescue a casualty from a car involved in a collision and emergency first aid, search and rescue of casualty in a building, and safe and appropriate use of equipment including PPE and breathing apparatus.



Young people who successfully complete FireSkills also receive a Dynamic Youth Award or put this towards their Bronze Youth Achievement Award – both SCQF accredited (Scottish Credit and Qualifications Framework) at levels 3 and 4 respectively.



This was the first opportunity to be able to offer a FireSkills course to both Mainland and Island based young people. Area Commander Scott Gibson

Highlighting the benefits of FireSkills - A recent participant of a FireSkills programme in the East of Scotland used her newly acquired CPR skills to save a friend when injured. This is one of the many hidden values of this style of course.

## **Fostering further opportunities with Community Learning and Development**

Plans are underway to deliver further FireSkills courses with the next carrying a focus on young people aged 16-18 allowing us to incorporate some employability elements into the programme broadening out the already varied life skills that participants gain from attending.

Some crew members from Kirkwall Fire Station are embarking on a piece of work alongside CLD to engage with young persons who often gather at the bus depot and travel centre. The crew are eager to support CLD in encouraging participation in other diversionary activities.

## **Joining forces with Stronsay Community Hall**

Our On Call Firefighters on Stronsay are spreading into the community and using the hall to meet and deliver theory-based learning during their allocated training sessions. This type of cross over has the potential to offer opportunities for recruitment and being on hand to discuss safety matters with their fellow neighbours in this more visible location.

## **Community Safety round up**

Community Safety Advocate (CSA) Michael Marcus has been carrying out Home Fire Safety training with our operational stations in Orkney and provided peer support training with his CSA counterpart on Shetland.

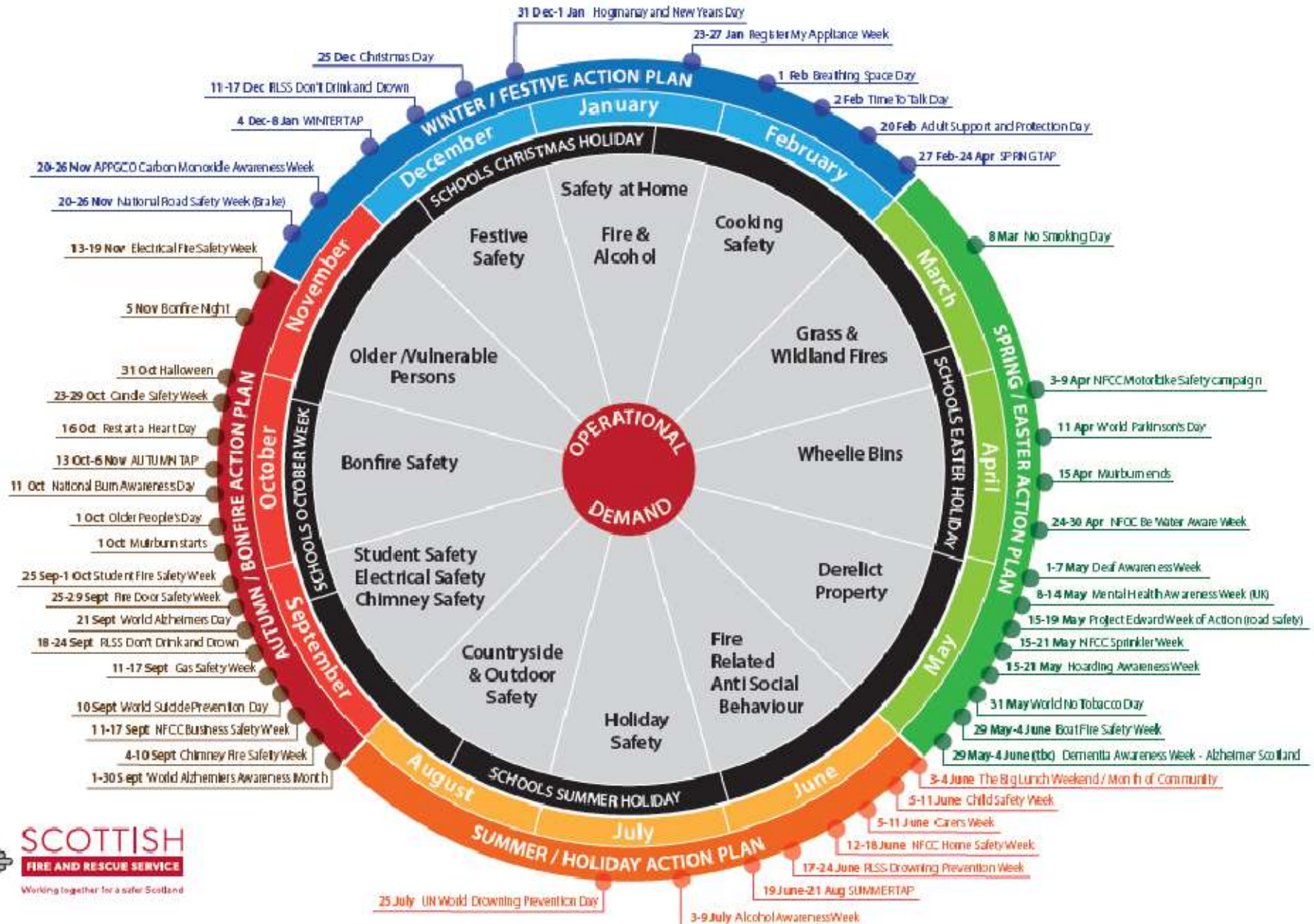
Michael has also continued to provide vital Road Safety awareness using the Virtual Reality platform to engage with 92 members of the community.

## **Shapinsay working with the First Responders**

Our Watch Commander on Shapinsay built on some learning opportunities during a Road Traffic Collision exercise and followed this up by inviting the Island based First Responders to attend a walk through demonstration of casualty care techniques.



# Seasonal Community Safety Calendar 2023



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