

Item: 3

Police and Fire Sub-committee: 16 May 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 January to 31 March 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 January to 31 March 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 January to 31 March 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 January to 31 March
2023.



Quarterly Performance Report

Quarter 4 2022-23 (1 January to 31 March)



Orkney Islands Council



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FIRE AND RESCUE SERVICE

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DISCLAIMER

The figures included in this report are provisional and subject to change due to 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 yearly, allowing comparisons over extended periods.

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INTRODUCTION

This performance report provides information on our prevention, protection and operational response activities within Orkney over Quarter 4 2022-2023 (1st January – 31st March).

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 Scottish Fire and Rescue Service (SFRS) can significantly improve these outcomes in Orkney by contributing to the Community Planning arrangements in Orkney.

The national priorities for the SFRS are set out in the Fire and Rescue Framework for Scotland (2016).

The SFRS Strategic Plan 2019-2022 outlines how the SFRS will deliver against these priorities and the outcomes against which this delivery can be measured.

The priorities within the Local Fire and Rescue Plan for Orkney 2018 reflect the Orkney Community Plan, including the Local Outcomes Improvement Plan (LOIP) 2019 to 2022.

The LOIP includes a range of critical themes focused on delivering improved outcomes for the communities of Orkney. The key themes to which this plan contributes are;

- Strong Communities
- Living well
- Vibrant Economy







The aims of the local Fire and Rescue Service in Orkney are to reduce deaths, injuries and damage to property from fires and other emergency events and to support the development of initiatives to make Orkney a safer and more attractive place to live. We aim to achieve this by working in partnership, being proactive and targeting our prevention and protection activities to where they are most required, based on evidence.




Within the Local Fire and Rescue Plan for Orkney 2018, four priorities for the local Fire and Rescue Service have been identified;

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

PERFORMANCE SUMMARY

We can measure how well we meet our priorities using the six key indicators below.

| Key performance indicator | Apr to (& incl.) Mar | | | | | RAG rating |
|---|----------------------|---------|---------|---------|---------|---|
| | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | YTD |
| All accidental dwelling fires | 7 | 11 | 4 | 10 | 17 |  |
| All accidental dwelling fire casualties (fatal & non-fatal (incl. p/c's)) | 0 | 2 | 1 | 1 | 3 |  |
| All deliberate fires | 4 | 1 | 6 | 9 | 10 |  |
| Non-domestic fires | 5 | 6 | 2 | 3 | 8 |  |
| Special Services Casualties – All | 9 | 9 | 8 | 13 | 12 |  |
| False Alarms – UFAS | 47 | 58 | 37 | 52 | 55 |  |

| RAG rating - KEY | | |
|---|----------------|---|
|  | RED DIAMOND | 10% higher than the previous YTD period, or the local target not achieved |
|  | AMBER 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 |

Progress on local fire & rescue plan priorities

Priority 1 – Promoting Personal Safety and Wellbeing

The safety and well-being of individuals and communities is a primary ambition of the Scottish Fire and Rescue Service.

Unintentional harm or injuries resulting from fires in the home, road traffic collisions, slips, trips and falls; all impact the health and well-being of the communities of the Orkney Isles.

SFRS is expanding its vision on how it can contribute to reducing injuries and assisting people in living longer and independently in their own homes. SFRS continues to work with partners on the Orkney Isles to ensure a robust referral process is maintained in line with the LOIP enabling us to target and support those most vulnerable to risk.

As part of this vision, SFRS has led a short-life working group which has provided the strategy board with recommendations on progressing a robust multilevel framework which identifies secure reporting and referral pathways for all partner agencies as part of the safe and independent at-home workstream.

The information below gives an indication of performance about the following:

- The number of accidental dwelling fires
- The number of accidental dwelling fire casualties and fatalities
- The number of Home Fire Safety Visits undertaken
- The number of casualties as a result of Road Traffic Collisions

Accidental Dwelling Fires

| All accidental dwelling fires (02bi) - number of Incidents | | | | | | |
|--|---------|---------|---------|---------|---------|------------|
| | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | Sparklines |
| Orkney Islands | 7 | 11 | 4 | 10 | 17 | |
| Kirkwall East | 1 | 1 | 0 | 3 | 2 | |
| Kirkwall West and Orphir | 1 | 2 | 0 | 2 | 9 | |
| Stromness and South Isles | 1 | 6 | 2 | 2 | 1 | |
| West Mainland | 0 | 1 | 2 | 2 | 1 | |
| East Mainland, South Ronaldsay and Burray | 3 | 1 | 0 | 0 | 2 | |
| North Isles (Orkney) | 1 | 0 | 0 | 1 | 2 | |

All Dwelling Fire Casualties

| All accidental dwelling fire casualties (fatal & non-fatal (incl. p/c's)) - number of Casualties | | | | | | |
|--|---------|---------|---------|---------|---------|------------|
| | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | Sparklines |
| Orkney Islands | 0 | 2 | 1 | 1 | 3 | |
| Kirkwall East | 0 | 0 | 0 | 0 | 0 | |
| Kirkwall West and Orphir | 0 | 1 | 0 | 1 | 1 | |
| Stromness and South Isles | 0 | 1 | 1 | 0 | 0 | |
| West Mainland | 0 | 0 | 0 | 0 | 0 | |
| East Mainland, South Ronaldsay and Burray | 0 | 0 | 0 | 0 | 2 | |
| North Isles (Orkney) | 0 | 0 | 0 | 0 | 0 | |

HFSV Total for Orkney Committee - 2022/23 Q4

CSET Risk

| | High | Medium | Low | Total 2022/23 Q4 |
|------------------------------------|-----------|----------|----------|------------------|
| No. of HFSVs | 52 | 9 | 1 | 62 |
| No. of HFSVs with Detectors Fitted | 20 | 2 | 0 | 22 |
| No. of HFSVs with Advice Only | 32 | 7 | 1 | 40 |

The historical target-based approach to Home Fire Safety Visits, HFSV, is being reviewed. The 300-per-year target for Orkney will change to targeting the most vulnerable in our communities. This will be achieved by applying a risk-based approach. The risk is determined on several factors and calculated using the Community Safety Engagement Toolkit (CSET), providing a risk rating of Unknown, High, Medium or Low. This process will generate Unknown and High-risk addresses on each station's CSET 'Pending List'. Local crews supported by our Community Safety Advocate will contact all occupiers on the Pending Lists and offer a HFSV.

We also propose to report on our performance against Post Domestic Incident Response, PDIR. This process is where crews attending an incident at a domestic dwelling will offer the occupier a HFSV if appropriate depending on the incident's particular nature.

In addition, we will continue to work closely with our partners and follow up on any concerns signposted to us by them regarding fire safety at any domestic dwelling.

From Quarter 1 of 2023/24, we propose to report on our performance against the following criteria for HFSV:

1. Station pending lists for high-risk and unknown-risk addresses
2. Post-Domestic Incident Response
3. Referrals from partners

We propose that this report will show quarterly totals, visits offered, completed, declined and smoke detection fitted.

Road Traffic Collisions

To date this quarter, there have been no RTCs attended by SFRS.

Orkney Q4 2022/23

| Special Service - RTCs (05a) - Number of Incidents | | | | | | |
|--|---------|---------|---------|---------|---------|------------|
| | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | Sparklines |
| Orkney Islands | 3 | 2 | 3 | 6 | 0 | |
| Kirkwall East | 0 | 1 | 0 | 0 | 0 | |
| Kirkwall West and Orphir | 0 | 1 | 1 | 1 | 0 | |
| Stromness and South Isles | 1 | 0 | 0 | 1 | 0 | |
| West Mainland | 2 | 0 | 2 | 3 | 0 | |
| East Mainland, South Ronaldsay and Burray | 0 | 0 | 0 | 0 | 0 | |
| North Isles (Orkney) | 0 | 0 | 0 | 1 | 0 | |

Non-Fatal Casualties - RTCs (06a)

| | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | Sparklines |
|---|---------|---------|---------|---------|---------|------------|
| Orkney Islands | 0 | 1 | 0 | 2 | 0 | |
| Kirkwall East | 0 | 1 | 0 | 0 | 0 | |
| Kirkwall West and Orphir | 0 | 0 | 0 | 1 | 0 | |
| Stromness and South Isles | 0 | 0 | 0 | 0 | 0 | |
| West Mainland | 0 | 0 | 0 | 1 | 0 | |
| East Mainland, South Ronaldsay and Burray | 0 | 0 | 0 | 0 | 0 | |
| North Isles (Orkney) | 0 | 0 | 0 | 0 | 0 | |

Fatal Casualties - RTCs (06b)

| | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | Sparklines |
|---|---------|---------|---------|---------|---------|------------|
| Orkney Islands | 0 | 0 | 0 | 3 | 0 | |
| Kirkwall East | 0 | 0 | 0 | 0 | 0 | |
| Kirkwall West and Orphir | 0 | 0 | 0 | 0 | 0 | |
| Stromness and South Isles | 0 | 0 | 0 | 1 | 0 | |
| West Mainland | 0 | 0 | 0 | 0 | 0 | |
| East Mainland, South Ronaldsay and Burray | 0 | 0 | 0 | 0 | 0 | |
| North Isles (Orkney) | 0 | 0 | 0 | 2 | 0 | |

Progress on local fire & rescue plan priorities

Priority 2 – Non-Domestic Fire Safety

Legislative Fire Safety Enforcement Audits

Fires in Non-Domestic Property can have a detrimental effect on the built environment and the prosperity of the local area. Non-domestic fires are classed as fires in buildings that are not domestic households.

A Fire Safety Enforcement Team based in Aberdeen manages legislative fire safety audits. This arrangement results in peaks and troughs in performance rather than a “smoothed” performance profile. Progress against the annual fire safety enforcement targets set out in the prevention and protection plan is sporadic as the team have to batch together visits to carry out a number when attending the islands.

Post Fire Audits

Fires in relevant premises will be made the subject of a post-fire audit. Written communication will be sent to the duty holder (usually the employer or occupier) within three working days of the fire, advising that an audit may be conducted. An auditor will conduct a full audit at an agreed time and date, where appropriate, when personal safety has been compromised or when a criminal investigation is required.

Figures for Non-Domestic Fires are indicated in the tables below.

Orkney Q4 2022/23

| Non domestic fires (04a) - number of Incidents | | | | | | |
|--|---------|---------|---------|---------|---------|------------|
| | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | Sparklines |
| Orkney Islands | 0 | 1 | 1 | 0 | 1 | |
| Kirkwall East | 0 | 0 | 0 | 0 | 0 | |
| Kirkwall West and Orphir | 0 | 0 | 1 | 0 | 0 | |
| Stromness and South Isles | 0 | 0 | 0 | 0 | 0 | |
| West Mainland | 0 | 1 | 0 | 0 | 1 | |
| East Mainland, South Ronaldsay and Burray | 0 | 0 | 0 | 0 | 0 | |
| North Isles (Orkney) | 0 | 0 | 0 | 0 | 0 | |

Orkney YTD 2022/23

| Non domestic fires (04a) - number of Incidents | | | | | | |
|--|---------|---------|---------|---------|---------|------------|
| | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | Sparklines |
| Orkney Islands | 5 | 6 | 2 | 3 | 8 | |
| Kirkwall East | 0 | 1 | 0 | 2 | 0 | |
| Kirkwall West and Orphir | 0 | 0 | 1 | 0 | 1 | |
| Stromness and South Isles | 0 | 0 | 0 | 0 | 1 | |
| West Mainland | 2 | 4 | 0 | 0 | 2 | |
| East Mainland, South Ronaldsay and Burray | 1 | 0 | 0 | 1 | 2 | |
| North Isles (Orkney) | 2 | 1 | 1 | 0 | 2 | |

Progress on local fire & rescue plan priorities

Priority 3 – Unwanted Fire Alarm Signals

The level of equipment-related false alarms as a proportion of all false alarms continues to be a feature in Orkney. False alarms account for approximately 42% of all call activity in Orkney during the fourth quarter of this year.

Our response to fire alarms in commercial business and workplace premises is changing. We annually attend around 28,000 automatic fire alarm (AFA) call-outs to commercial business and workplace premises.

AFA systems provide an early warning of fire and are one of the most effective ways to keep businesses, staff and customers safe during a fire. However, most signals from these systems are not actual fires - they are false alarms often caused by cooking fumes, dust or a lack of maintenance. These unwanted fire alarm signals (UFAS) mean our fire crews are called out unnecessarily.

From 1 July 2023, we will only attend AFA call-outs to commercial business and workplace premises, such as factories, offices, shops and leisure facilities, if a fire has been confirmed.

Operations Control colleagues will now ask anyone who reports a fire alarm to check whether there is an actual fire or signs of fire before sending the nearest response.

This change does not apply to sleeping premises like hospitals, care homes, hotels or domestic dwellings. This change follows our [public consultation](#) in 2021.

This change is estimated to reduce significantly unnecessary call-outs, free up capacity to increase operational availability, undertake more community safety prevention work, and upskill our staff.

We want to give duty-holders as much notice as possible to allow them to make the necessary preparations ahead of the change.

What are we doing to advise duty holders?

A direct email communication was sent to stakeholders on Monday, 6 February informing them of the change in response from 1 July 2023 and to ensure they have the appropriate guidance and advice by directing them to our [website](#).

We created a survey to help us identify what this means for duty-holders and what we can do to help them prepare for the change. The survey was held over four weeks and has now closed. We are currently analysing the results, which will be shared on ihub.

On Monday, 20 February 2023, we held a virtual duty holder engagement event where 253 attendees joined our session to receive guidance and advice to help them to reduce Unwanted Fire Alarm Signals (UFAS) ahead of our change in response from 1 July 2023.

This virtual event was the first external engagement to support workplaces to prevent false alarms by working with those responsible for fire safety to understand their legal obligations.

The tables below indicate figures for UFAS.

Orkney Q4 2022/23

| <u>Unwanted Fire Alarm Signals</u> | | | | | | |
|---|---------|---------|---------|---------|---------|------------|
| | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | Sparklines |
| Orkney Islands | 12 | 12 | 5 | 17 | 13 | |
| Kirkwall East | 4 | 2 | 1 | 6 | 3 | |
| Kirkwall West and Orphir | 4 | 8 | 1 | 8 | 4 | |
| Stromness and South Isles | 1 | 1 | 0 | 0 | 0 | |
| West Mainland | 0 | 1 | 1 | 2 | 4 | |
| East Mainland, South Ronaldsay and Burray | 0 | 0 | 0 | 0 | 1 | |
| North Isles (Orkney) | 3 | 0 | 2 | 1 | 1 | |

Orkney YTD 2022/23

| <u>Unwanted Fire Alarm Signals</u> | | | | | | |
|---|---------|---------|---------|---------|---------|------------|
| | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | Sparklines |
| Orkney Islands | 47 | 58 | 37 | 52 | 55 | |
| Kirkwall East | 12 | 8 | 9 | 15 | 11 | |
| Kirkwall West and Orphir | 18 | 32 | 8 | 25 | 16 | |
| Stromness and South Isles | 6 | 8 | 8 | 2 | 6 | |
| West Mainland | 4 | 6 | 5 | 4 | 11 | |
| East Mainland, South Ronaldsay and Burray | 0 | 0 | 2 | 2 | 3 | |
| North Isles (Orkney) | 7 | 4 | 5 | 4 | 8 | |

Progress on local fire & rescue plan priorities

Priority 4 – Emergency Response Preparedness and Community Resilience

Preparedness

The ability to respond to emergencies effectively whilst ensuring community resilience is a key area of work for SFRS. Considering the operational service on the islands is provided by On Call Duty System Firefighters, the community offers the service for the community. The SFRS continues to prepare for and respond to major emergencies. We must have enough staff with the right skills in the right place and time to deliver our services when communities need them.

To achieve this, we have an Operational Assurance framework to ensure our firefighters possess the skills, knowledge and expertise to respond to all incidents efficiently with sufficient numbers and appropriate equipment and information. The effectiveness of this framework is assessed annually through a programmed series of Station Audits for each Station on the Islands. Ten satisfactory audits have been completed to date. The remaining audits will be conducted during Quarter 4.

Operational Intelligence

Operational Intelligence inspections of all risk premises across the Islands are progressing very well. This includes a new information collation system which will help produce a bespoke package available to operational crews in attendance at a premise and will contain all known risk information. We continue to work with partner organisations to ensure effective emergency response plans are developed and tested for identified local risks.

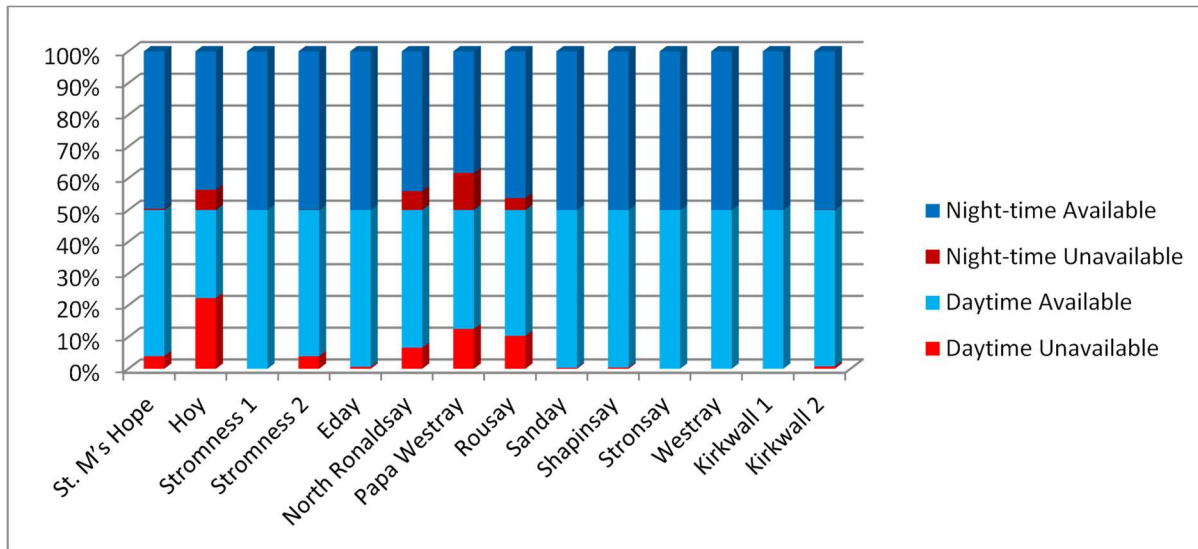
Resilience

Ongoing recruitment drives are continuing within all Orkney Stations, which has seen three new successful Trainee Firefighters (*North Ronaldsay, Sanday & Westray Fire Stations*) recruited in April of this year. In addition, we have a further potential candidate (*Hoy Fire Station*) who will undertake a Practical Selection Test in May of this year. As well as the live online National Recruitment website, we are proactively looking to attend more local events to support our recruitment campaign further. We intend to visit these events, engage with the public at a grassroots level, and be inclusive in our approach.

The table below indicates the current staffing levels.

| Council Wards | Fire Station | Staffing Dec 2022 | Staffing Mar 2023 | Full Staffing Compliment | Difference from Compliment | Recruit Applicants |
|---|---------------------|-------------------|-------------------|--------------------------|----------------------------|--------------------|
| East Mainland, South Ronaldsay and Burray | St. Margaret's Hope | 8 | 8 | 12 | -4 | 0 |
| West Mainland, Stromness and South Isles | Hoy | 5 | 5 | 12 | -7 | 1 |
| | Stromness | 20 | 20 | 20 | 0 | 0 |
| North Isles | Eday | 5 | 5 | 12 | -7 | 0 |
| | North Ronaldsay | 5 | 4 | 12 | -8 | 1 |
| | Papa Westray | 7 | 7 | 12 | -5 | 0 |
| | Rousay | 6 | 6 | 12 | -6 | 0 |
| | Sanday | 9 | 9 | 12 | -3 | 1 |
| | Shapinsay | 8 | 8 | 12 | -4 | 0 |
| | Stronsay | 12 | 12 | 12 | 0 | 0 |
| Westray | 11 | 11 | 12 | -1 | 1 | |
| Kirkwall East, Kirkwall West and Orphir | Kirkwall | 19 | 20 | 20 | 0 | 0 |

Station Availability Q4 – January – March 2023



On-Call Duty System Recruitment Process Review

SFRS has reviewed the On Call recruitment process to ensure a smooth, more efficient experience for potential candidates and one geared towards our community needs. In addition, the new approach makes it easier for us to target specific stations that most need On Call cover.

The new process also means that candidates hoping to serve in remote communities can go through the application process with fewer long-distance trips than has previously been the case, reducing the time, inconvenience and expense incurred by applicants and their employers.

This revised On Call recruitment and selection process has been designed to make the process more efficient and provide greater involvement and ownership of local managers for decision-making. It reflects requests from regional managers and LSOs for greater participation and efficiency in the process and ensures applicants remain engaged.



OUR PURPOSE
 To work in partnership with communities and with others in the public, private and third sectors, on prevention, protection and response, to improve the safety and well-being of people throughout Scotland

OUR MISSION
 Working together for a safer Scotland

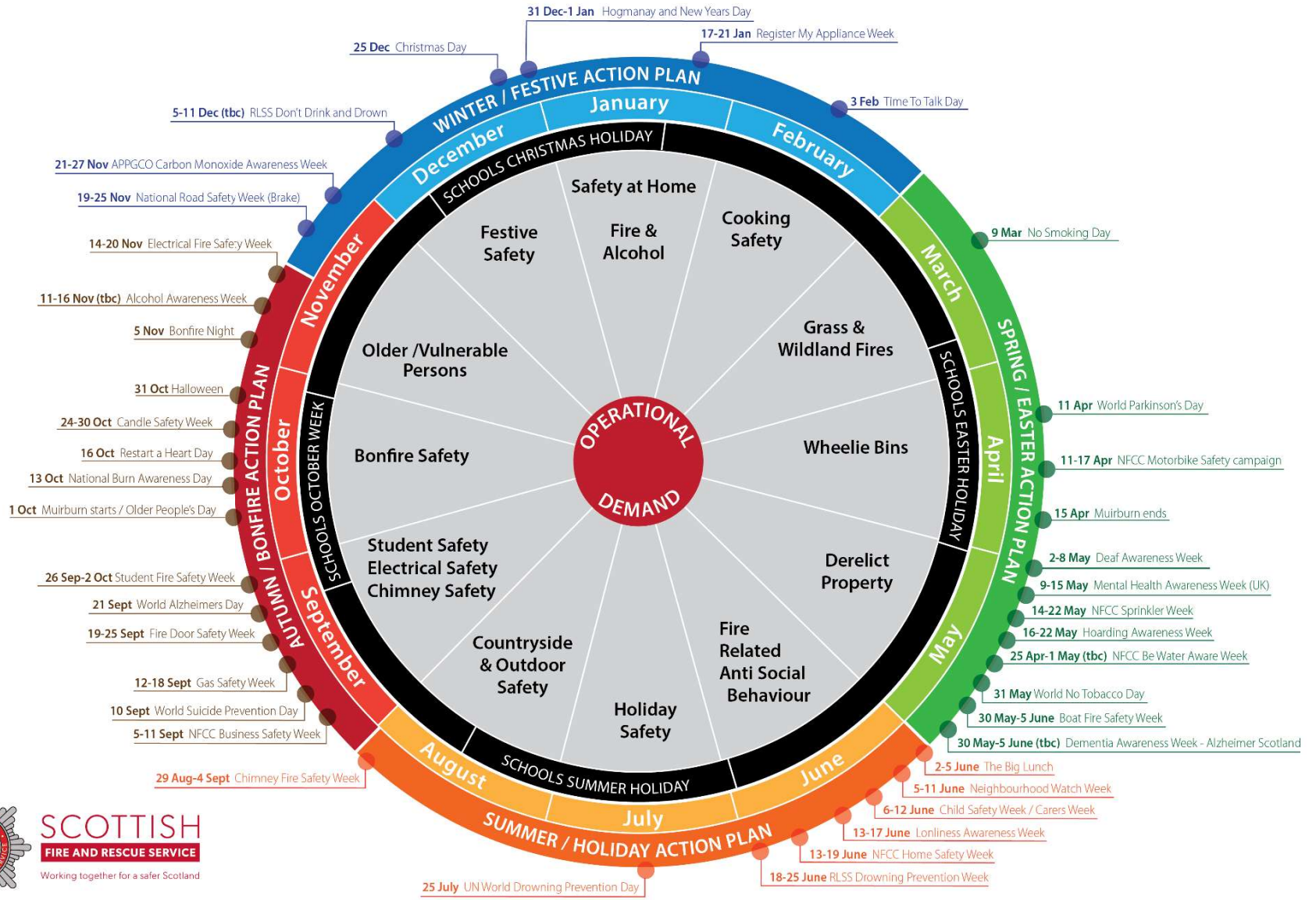
OUR VALUES

- Safety
- Teamwork
- Respect
- Innovation

OUR PRIORITIES

- Improved Local Outcomes
- National and Community Resilience
- Modernising Response
- Workforce Development
- Governance and Social Responsibility
- Transformation

Seasonal Community Safety Calendar 2022



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