



# Quarterly Performance Report

Quarter 1 2018-19 (1 April to 30 June)



**Orkney Islands Council**



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

Working together for a safer Scotland

## **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.

<b>CONTENTS</b>	<b>PAGE</b>
<b>1 Introduction</b>	<b>3</b>
<b>2 Performance Summary</b>	<b>4</b>
<b>3 Progress on local fire &amp; rescue plan priorities</b>	
<i>Priority 1 – Promoting Personal Safety and Wellbeing</i>	<b>5</b>
<i>Priority 2 – Non Domestic Fire Safety</i>	<b>7</b>
<i>Priority 3 – Emergency Response Preparedness and Community Resilience</i>	<b>8</b>
<i>Priority 4 – Unwanted Fire Alarm Signals</i>	<b>10</b>

## INTRODUCTION

This performance report provides information on our prevention, protection and operational response activities within Orkney over the period Quarter 1 2018-2019, (1<sup>st</sup> April – 30<sup>th</sup> June).

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 make a significant contribution to improving 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 2016-2019 outlines how the SFRS will deliver against these priorities and the outcomes against which this delivery can be measured.

The priorities contained within the Local Fire and Rescue Plan for Orkney 2017 reflects the Orkney Community Plan including the Local Outcomes Improvement Plan (LOIP) 2018 to 2021.







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 aimed at making Orkney a safer and more attractive place to live. We aim to achieve this by working in partnership, being pro-active 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 2017, four priorities for the local Fire and Rescue Service have been identified;

- 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.

## PERFORMANCE SUMMARY

One way in which we can measure how well we are meeting our priorities is by using 6 key indicators, depicted below

Key performance indicator	Apr to (& incl.) Jun					RAG rating
	2014/15	2015/16	2016/17	2017/18	2018/19	YTD
All accidental dwelling fires	2	2	1	1	3	
All accidental dwelling fire casualties (fatal & non-fatal (incl. p/c's))	0	0	3	0	0	
All deliberate fires	2	0	1	0	3	
Non domestic fires	0	2	2	1	2	
Special Services Casualties – All	2	2	4	2	2	
False Alarms – UFAS	12	15	10	8	7	

RAG rating - KEY		
	RED DIAMOND	10% higher than the previous YTD period, or local target not achieved
	AMBER TRIANGLE	Up to 9% higher than the previous YTD period, or local target no 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

**Safety and wellbeing of individuals and communities is a primary ambition of the Scottish Fire and Rescue Service.**

Unintentional harm, or injuries as a result of fires in the home, road traffic collisions, slips, trips and falls; all impact on the health and wellbeing of the communities of the Orkney Isles.

SFRS is expanding its vision on how it can contribute to reducing injuries and assisting people to live 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 from risk.

**The information below gives an indication of performance in relation to 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						
	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Orkney Islands	2	2	1	1	3	
Kirkwall East	0	0	0	0	1	
Kirkwall West and Orphir	0	1	1	0	0	
Stromness and South Isles	0	0	0	0	0	
West Mainland	0	1	0	1	0	
East Mainland, South Ronaldsay and Burray	1	0	0	0	2	
North Isles (Orkney)	1	0	0	0	0	

## All Dwelling Fire Casualties

All accidental dwelling fire casualties (fatal & non-fatal (incl. p/c's)) - number of Casualties						
	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Orkney Islands	0	0	3	0	0	
Kirkwall East	0	0	0	0	0	
Kirkwall West and Orphir	0	0	3	0	0	
Stromness and South Isles	0	0	0	0	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	0	0	

## HFSV Total for Orkney Committee - 2018/19 Q1

### CSET Risk

	High	Medium	Low	Total 2018/19 Q1
No. of HFSVs	<b>66</b>	<b>17</b>	<b>3</b>	<b>86</b>
No. of HFSVs with Detectors Fitted	22	7	1	<b>30</b>
No. of HFSVs with Advice Only	44	10	2	<b>56</b>

In order for these visits to genuinely reduce risk, we must ensure that they are targeted towards the most vulnerable in our communities. This is achieved through the application of a risk based approach where the risk is determined on a number of factors and is calculated through the use of the Community Safety Engagement Toolkit (CSET).

The target for Orkney District is 270 visits per year to be carried out by the Community Safety Advocate (CSA), and another 30 visits to be carried out by staff from the local stations. Per quarter that target is 75 total, therefore, as you can see we are ahead of target.

## Road Traffic Collisions

### Orkney Q1 2018/19

Special Service - RTCs (05a) - Number of Incidents						
	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Orkney Islands	1	2	2	1	1	
Kirkwall East	0	0	0	0	0	
Kirkwall West and Orphir	0	1	0	0	0	
Stromness and South Isles	0	0	0	0	0	
West Mainland	1	0	1	1	0	
East Mainland, South Ronaldsay and Burray	0	1	1	0	1	
North Isles (Orkney)	0	0	0	0	0	

Non-Fatal Casualties - RTCs (06a)						
	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Orkney Islands	2	1	1	0	0	
Kirkwall East	0	0	0	0	0	
Kirkwall West and Orphir	0	0	0	0	0	
Stromness and South Isles	0	0	0	0	0	
West Mainland	2	0	0	0	0	
East Mainland, South Ronaldsay and Burray	0	1	1	0	0	
North Isles (Orkney)	0	0	0	0	0	

Fatal Casualties - RTCs (06b)						
	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Orkney Islands	0	0	1	1	0	
Kirkwall East	0	0	0	0	0	
Kirkwall West and Orphir	0	0	0	0	0	
Stromness and South Isles	0	0	0	0	0	
West Mainland	0	0	1	1	0	
East Mainland, South Ronaldsay and Burray	0	0	0	0	0	
North Isles (Orkney)	0	0	0	0	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 which took place in buildings that are not domestic households.

Legislative fire safety audits are managed by a Fire Safety Enforcement Team based in Inverness. 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, are sporadic as the team have to batch together visits in order to carry out a number when attending the islands. The specialist teams did not visit Orkney during this quarter.

#### 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 (normally the employer or occupier) within 3 working days of the fire, advising that an audit may be carried out. A full audit will be carried out by an auditor 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 Q1 2018/19

Non domestic fires (04a) - number of Incidents						
	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Orkney Islands	0	2	2	1	2	
Kirkwall East	0	0	0	0	0	
Kirkwall West and Orphir	0	0	0	0	0	
Stromness and South Isles	0	0	0	0	0	
West Mainland	0	2	1	0	0	
East Mainland, South Ronaldsay and Burray	0	0	1	0	0	
North Isles (Orkney)	0	0	0	1	2	

## Progress on local fire & rescue plan priorities

### Priority 3 – Emergency Response Preparedness and Community Resilience

#### Preparedness

The ability to respond in emergencies effectively whilst ensuring community resilience is a key area of work for SFRS. Considering the operational service on the islands is provided by Retained Duty System Firefighters this means that the service is provided by the community for the community. The SFRS continues to prepare for, and respond to major emergencies. It is essential that we have enough staff with the right skills in the right place at the right time to deliver our services when communities need them.

To achieve this we have in place 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.

#### Operational Intelligence

A current review is underway in relation to Operational Intelligence of all risk premises across the Islands. 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

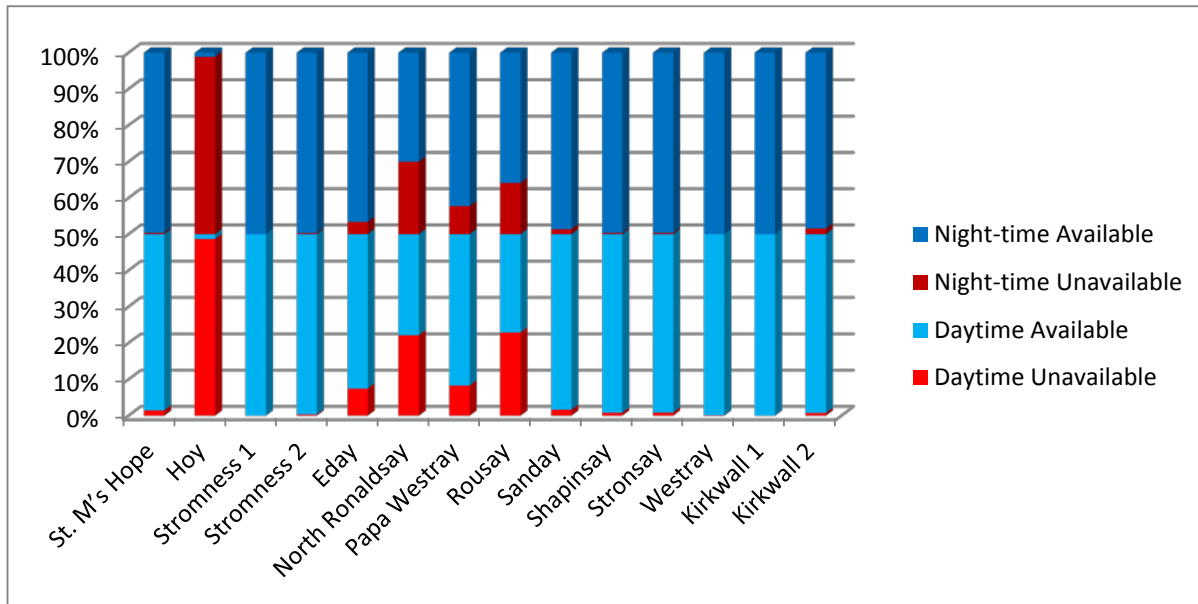
We continue to ensure appropriate numbers of staff are recruited, developed and equipped to fulfil the purpose of meeting our current risk profile. A recruitment drive is on-going continually for all Orkney Stations and currently there are 18 applicants on the list with testing and interviews scheduled for 10th September 2018.

The table below gives an indication of current staffing levels

Council Wards	Fire Station	Staffing Mar 2018	Staffing Jun 2018	Staffing Change	Full Staffing Compliment	Difference from Compliment	Recruit Applicants
East Mainland, South Ronaldsay and Burray	St. Margaret's Hope	8	8	→	12	-4	1
West Mainland, Stromness and South Isles	Hoy	4	3	↘	12	-9	1
	Stromness	18	17	↘	20	-3	1
North Isles	Eday	4	4	→	12	-8	1
	North Ronaldsay	6	6	→	12	-6	1
	Papa Westray	5	5	→	12	-7	0
	Rousay	4	4	→	12	-8	4
	Sanday	6	6	→	12	-6	2
	Shapinsay	7	7	→	12	-5	1
	Stronsay	10	11	↗	12	-1	0
Kirkwall East, Kirkwall West and Orphir	Westray	9	9	→	12	-3	1
	Kirkwall	19	19	→	20	-1	7



## Station Availability Q1 – April – June 2018



## Retained Duty System Recruitment Process Review

SFRS have reviewed the RDS recruitment process to ensure a smooth and more efficient experience for potential candidates and one which is geared towards the needs of our communities. In addition, the new process makes it easier for us to target specific stations which are most in need of RDS cover.

The new process also means that candidates hoping to serve in remote communities will be able to 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 RDS 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 local managers and LSOs for greater involvement and efficiency in the process and ensures applicants remain engaged in the process.

After a recent application and interview process, two new Crew Managers have been appointed at Kirkwall and Stromness. A further advert has now been placed for a Crew Manager for St Margaret's Hope.

## Progress on local fire & rescue plan priorities

### Priority 4 – Unwanted Fire Alarm Signals

The high level of equipment related false alarms as a proportion of all false alarms continues to be a feature in Orkney. False alarms account for between approximately 13% of all call activity in Orkney during the first quarter of this year.

SFRS recognises that high levels of UFAS can have a significant impact on our staff and their day-to-day employers. Evidence suggests that UFAS also has a detrimental impact on businesses and the economy.

All UFAS will be primarily investigated by the attending Watch or Crew Manager, leaving the duty holder with appropriate advice and a written copy. Should the premises be involved in further UFAS activity then this would escalate to district involvement, notification in writing and the possibility of a reduction of any pre-determined attendance, within approved guidelines.

A new Pre Determined Attendance Reduction Procedure has commenced in Orkney which is a result of a new National Policy and Procedure which was implemented at the beginning of the year. This may result in the reduction in the amount of Fire Appliances attending an Automatic Fire Alarm at a specific premise. The aim of this is to reduce the risk to firefighters and communities through a reduction of unnecessary blue light journeys and to provide a standard approach that will assist in determining an appropriate emergency response to Automatic Fire Alarms.

Thus far a total of 7 premises have been assessed through this process and have been subject to the application of the Reduction Decision Matrix. All decisions so far have been to remain with the current PDA. (No Reductions).

**The tables below give an indication of figures for UFAS.**

### Orkney Q1 2018/19

Unwanted Fire Alarm Signals						
	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Orkney Islands	12	15	10	8	7	
Kirkwall East	2	0	2	2	2	
Kirkwall West and Orphir	4	6	4	4	5	
Stromness and South Isles	3	4	2	0	0	
West Mainland	1	0	2	1	0	
East Mainland, South Ronaldsay and Burray	0	3	0	1	0	
North Isles (Orkney)	2	2	0	0	0	



**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