

Item: 5

Police and Fire Sub-committee: 17 November 2020.

Performance against Orkney Fire and Rescue Plan.

Report by Iain Macleod, 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 July to 30 September 2020.

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 July to 30 September 2020, detailed in the Quarterly Performance Report attached as Appendix 1 to this report, in order to obtain assurance.

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 July to 30 September 2020.

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

Iain Macleod, Local Senior Officer for Western Isles, Orkney and Shetland,
Telephone 01851 705051/07795665722, Email iain.macleod4@firescotland.gov.uk.

Raymond Fallon, Group Commander, Orkney District Office, Telephone 01856
879821, Email raymond.fallon@firescotland.gov.uk.

8. Appendix

Appendix 1: Quarterly Performance Report for the period 1 July to 30 September
2020.



Quarterly Performance Report

Quarter 2 2020-21 (1 July to 30 September)



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.

CONTENTS	PAGE
1 Introduction	3
2 Performance Summary	4
3 Progress on local fire & rescue plan priorities	
<i>Priority 1 – Promoting Personal Safety and Wellbeing</i>	5
<i>Priority 2 – Non-Domestic Fire Safety</i>	7
<i>Priority 3 – Emergency Response Preparedness and Community Resilience</i>	8
<i>Priority 4 – Unwanted Fire Alarm Signals</i>	10
4. Our Outcomes	11
5. Seasonal Community Safety Calendar 2020	12

INTRODUCTION

This performance report provides information on our prevention, protection and operational response activities within Orkney over the period Quarter 2 2020-2021, (1st July – 30th September).

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 2019-2022 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 2018 reflects the Orkney Community Plan including the Local Outcomes Improvement Plan (LOIP) 2019 to 2022.

The LOIP includes a range of key themes focused on delivering improved outcomes for the communities of Orkney. The key themes which this plan contributes to 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 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 2018, 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.) Sept					RAG rating
	2016/17	2017/18	2018/19	2019/20	2020/21	YTD
All accidental dwelling fires	2	4	4	5	2	
All accidental dwelling fire casualties (fatal & non-fatal (incl. p/c's))	4	1	0	2	0	
All deliberate fires	2	1	3	1	2	
Non-domestic fires	3	1	4	4	0	
Special Services Casualties – All	9	2	4	4	3	
False Alarms – UFAS	22	16	26	30	14	

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. As part of this vision SFRS have 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 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						
	2016/17	2017/18	2018/19	2019/20	2020/21	Sparklines
Orkney Islands	2	4	4	5	2	
Kirkwall East	1	0	1	0	0	
Kirkwall West and Orphir	1	0	0	2	0	
Stromness and South Isles	0	2	1	3	1	
West Mainland	0	1	0	0	1	
East Mainland, South Ronaldsay and Burray	0	1	2	0	0	
North Isles (Orkney)	0	0	0	0	0	

All Dwelling Fire Casualties

All accidental dwelling fire casualties (fatal & non-fatal (incl. p/c's)) - number of Casualties						
	2016/17	2017/18	2018/19	2019/20	2020/21	Sparklines
Orkney Islands	4	1	0	2	0	
Kirkwall East	0	0	0	0	0	
Kirkwall West and Orphir	3	1	0	1	0	
Stromness and South Isles	0	0	0	1	0	
West Mainland	1	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 - 2020/21 Q2

CSET Risk

	High	Medium	Low	Total 2020/21 Q2
No. of HFSVs	18	3	0	21
No. of HFSVs with Detectors Fitted	9	3	0	12
No. of HFSVs with Advice Only	9	0	0	9

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 several factors and is calculated using the Community Safety Engagement Toolkit (CSET).

The target for Orkney District is 300 visits per year to be carried out by the Community Safety Advocate (CSA) and staff from the local stations. Per quarter that target is 75 total, therefore, as you can see, we are well below the target for Quarter two, however this is as a result of Covid-19 and lockdown where only visits to exceptionally high-risk premises were undertaken.

Road Traffic Collisions

To date this quarter there has been one RTC attended by SFRS.

Orkney Q2 2020/21

<u>Special Service - RTCs (05a) - Number of Incidents</u>						
	2016/17	2017/18	2018/19	2019/20	2020/21	Sparklines
Orkney Islands	2	0	1	1	1	
Kirkwall East	0	0	0	0	0	
Kirkwall West and Orphir	1	0	0	0	0	
Stromness and South Isles	0	0	0	0	0	
West Mainland	0	0	1	1	1	
East Mainland, South Ronaldsay and Burray	1	0	0	0	0	
North Isles (Orkney)	0	0	0	0	0	

<u>Non-Fatal Casualties - RTCs (06a)</u>						
	2016/17	2017/18	2018/19	2019/20	2020/21	Sparklines
Orkney Islands	1	0	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	0	0	1	0	0	
East Mainland, South Ronaldsay and Burray	1	0	0	0	0	
North Isles (Orkney)	0	0	0	0	0	

<u>Fatal Casualties - RTCs (06b)</u>						
	2016/17	2017/18	2018/19	2019/20	2020/21	Sparklines
Orkney Islands	0	0	0	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	0	0	0	0	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 Aberdeen. 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.

Orkney has two whole-time Watch Commanders who reside on the mainland who have successfully completed their Fire Safety Enforcement Modules however the current Covid-19 pandemic restrictions is curtailing competency. Post pandemic the two Watch Commanders will carry out Fire Safety Enforcement Duties negating the need for off island support.

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 maybe 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 Q2 2021/21

Non domestic fires (04a) - number of Incidents						
	2016/17	2017/18	2018/19	2019/20	2020/21	Sparklines
Orkney Islands	1	0	1	2	0	
Kirkwall East	0	0	0	1	0	
Kirkwall West and Orphir	1	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	

Orkney YTD 2020/21

Non domestic fires (04a) - number of Incidents						
	2016/17	2017/18	2018/19	2019/20	2020/21	Sparklines
Orkney Islands	3	1	4	4	0	
Kirkwall East	0	0	0	1	0	
Kirkwall West and Orphir	1	0	0	0	0	
Stromness and South Isles	0	0	0	0	0	
West Mainland	1	0	2	2	0	
East Mainland, South Ronaldsay and Burray	1	0	0	0	0	
North Isles (Orkney)	0	1	2	1	0	

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. All twelve stations were audited in 2019/2020 with satisfactory results and a program is now in place to allow audits to be carried out 2020/20/21.

Operational Intelligence

Operational Intelligence inspections of all risk premises across the Islands is currently underway. 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.

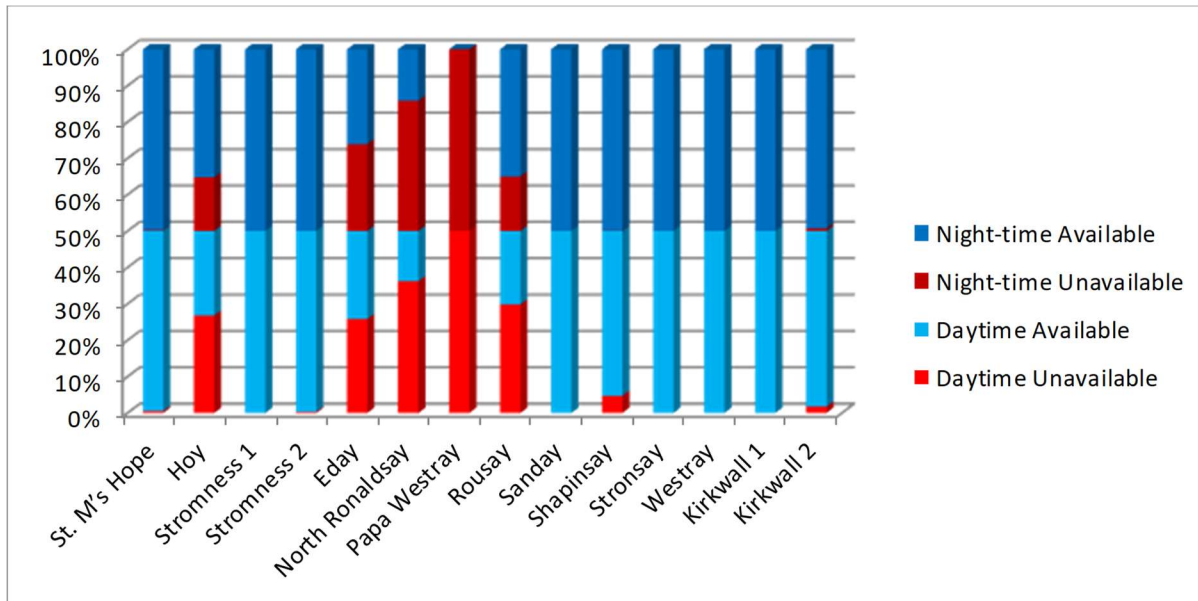
Resilience

We continue to ensure appropriate numbers of staff are recruited, developed and equipped to fulfil the purpose of meeting our current risk profile A continual recruitment drive is underway for all Orkney Stations and currently there are 13 applicants on the list with testing scheduled for December 2020. SFRS are seeking to employ one more Rural Full Time Support Watch Commander and have three successful candidates coming forward for interview with a forecast start date of January 2021.

The table below gives an indication of current staffing levels

Council Wards	Fire Station	Staffing Jun 2020	Staffing Sept 2020	Staffing Change	Full Staffing Compliment	Difference from Compliment	Recruit Applicants
East Mainland, South Ronaldsay and Burray	St. Margaret's Hope	9	10	↗	12	-2	0
West Mainland, Stromness and South Isles	Hoy	6	6	→	12	-6	4
	Stromness	18	18	→	20	-2	2
North Isles	Eday	4	4	→	12	-8	2
	North Ronaldsay	6	5	↘	12	-7	2
	Papa Westray	6	6	→	12	-6	0
	Rousay	7	6	↘	12	-6	0
	Sanday	9	9	→	12	-3	0
	Shapinsay	8	8	→	12	-4	1
	Stromsay	12	12	→	12	0	0
	Westray	9	9	→	12	-3	1
Kirkwall East, Kirkwall West and Orphir	Kirkwall	19	18	↘	20	-2	1

Station Availability Q2 – July – September 2020



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.

Progress on local fire & rescue plan priorities

Priority 4 – 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 28% of all call activity in Orkney during the second quarter of this year.

SFRS recognizes 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 Commander, 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 Predetermined Attendance Reduction Procedure has been on-going in Orkney for the last year which is a result of a new National Policy and Procedure which was implemented at the beginning of the 2018. This can 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 identified and have been subject to the application of the Reduction Decision Matrix. No premises has received in reduction in Appliance attendance.

The tables below give an indication of figures for UFAS.

Orkney Q2 2020/21

<u>Unwanted Fire Alarm Signals</u>						
	2016/17	2017/18	2018/19	2019/20	2020/21	Sparklines
Orkney Islands	12	8	18	17	9	
Kirkwall East	6	2	4	0	1	
Kirkwall West and Orphir	2	3	8	8	2	
Stromness and South Isles	1	1	3	4	2	
West Mainland	2	0	2	4	2	
East Mainland, South Ronaldsay and Burray	0	1	0	0	1	
North Isles (Orkney)	1	1	1	1	1	

Orkney YTD 2020/21

<u>Unwanted Fire Alarm Signals</u>						
	2016/17	2017/18	2018/19	2019/20	2020/21	Sparklines
Orkney Islands	22	16	26	30	14	
Kirkwall East	8	4	6	3	1	
Kirkwall West and Orphir	6	7	13	13	3	
Stromness and South Isles	3	1	3	6	4	
West Mainland	4	1	2	5	2	
East Mainland, South Ronaldsay and Burray	0	2	0	0	3	
North Isles (Orkney)	1	1	2	3	1	



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 2020

