

# Public Document Pack



To: Councillor McRae, Convener; Councillor Henrickson, Vice-Convener; and Councillors Bonsell, Clark, Copland, Cormie, Cross, Greig, McLeod, Radley, Stewart, Thomson and Watson.

Town House,  
ABERDEEN 21 June 2022

## **PUBLIC PROTECTION COMMITTEE**

The Members of the **PUBLIC PROTECTION COMMITTEE** are requested to meet in **Council Chamber - Town House** on **TUESDAY, 28 JUNE 2022 at 10.00 am**. This is a hybrid meeting and Members may also attend remotely.

The meeting will be webcast and a live stream can be viewed on the Council's website. <https://aberdeen.public-i.tv/core/portal/home>

FRASER BELL  
CHIEF OFFICER - GOVERNANCE

## **BUSINESS**

### **NOTIFICATION OF URGENT BUSINESS**

1.1. Urgent Business

### **DETERMINATION OF EXEMPT BUSINESS**

2.1. Exempt Business

### **DECLARATIONS OF INTEREST**

3.1. Declarations of Interest

## **DEPUTATIONS**

- 4.1. Deputations

## **MINUTE OF PREVIOUS MEETING**

- 5.1. Minute of Previous Meeting of 23 February 2022 (Pages 5 - 12)

## **COMMITTEE PLANNER**

- 6.1. Committee Planner (Pages 13 - 16)

## **NOTICES OF MOTION**

- 7.1. Notices of Motion

## **REFERRALS FROM COUNCIL, COMMITTEES AND SUB COMMITTEES**

- 8.1. Referrals from Council, Committees or Sub Committees

## **POLICE AND FIRE RESCUE SERVICE**

- 9.1. Police Scotland - Thematic Report - POL/22/132 (Pages 17 - 28)

- 9.2. Scottish Fire and Rescue Service Annual Scrutiny Report 2022-2025 - SFR/11/125 (Pages 29 - 54)

- 9.3. Scottish Fire and Rescue Service Thematic Report: Inspections SFR/22/126 (Pages 55 - 62)

- 9.4. Scottish Fire and Rescue Service Draft Strategic Plan - SFR/22/141 (Pages 63 - 78)

## **CHILD AND ADULT PROTECTION**

- 10.1. Adult Support and Protection - Inspection Report - HSCP/22/145 (Pages 79 - 112)

## **PROTECTIVE SERVICES**

11.1. UKAS Annual Audit of Scientific Services OPE/22/140 (Pages 113 - 118)

## **BUILDING STANDARDS**

12.1. Building Standards Activity Report - COM/22/127 (Pages 119 - 124)

## **DATE OF NEXT MEETING**

13.1. Date of Next Meeting - 12 October 2022 at 10:00am

EHRIAs related to reports on this agenda can be viewed [here](#)

To access the Service Updates for this Committee please click [here](#)

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Should you require any further information about this agenda, please contact Emma Robertson, tel 01224 522499 or email [emmrobertson@aberdeencity.gov.uk](mailto:emmrobertson@aberdeencity.gov.uk)

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## PUBLIC PROTECTION COMMITTEE

ABERDEEN, 23 February 2022. Minute of Meeting of the PUBLIC PROTECTION COMMITTEE. Present:- Councillor Councillor Stewart, the Depute Provost, Convener; Councillor Graham, Vice-Convener; and Councillors Allard, Delaney, Lesley Dunbar, Henrickson, Houghton, MacGregor and Wheeler.

The agenda and reports associated with this minute can be found [here](#).

Please note that if any changes are made to this minute at the point of approval, these will be outlined in the subsequent minute and this document will not be retrospectively altered.

### URGENT BUSINESS

1. There was no urgent business.

### EXEMPT BUSINESS

2. There was no exempt business.

### DECLARATIONS OF INTEREST

3. Members were requested to intimate any declarations.

There were no declarations of interest intimated.

### MINUTE OF PREVIOUS MEETING OF 7 DECEMBER 2021

4. The Committee had before it the minute of its previous meeting of 7 December 2021, for approval.

#### **The Committee resolved:-**

to approve the minute as a correct record.

### COMMITTEE PLANNER

5. The Committee had before it the Committee Business Planner prepared by the Chief Officer – Governance.

**PUBLIC PROTECTION COMMITTEE**

23 February 2022

**The Committee resolved:-**

- (i) to note that Police Scotland - Thematic Report: Mental Health & Wellbeing Support report had been delayed to the meeting on 12 October 2022; and
- (ii) to otherwise note the content of the planner.

**NOTICES OF MOTION**

- 6. There were no notices of motion.

**REFERRALS FROM COUNCIL, COMMITTEES OR SUB COMMITTEES**

- 7. There were no referrals.

**POLICE SCOTLAND PERFORMANCE REPORT: APRIL - SEPTEMBER 2021**

- 8. The Committee had before it the Police Scotland Performance Report April - September 2021.

Kate Stephen, Chief Superintendent – Police Scotland, spoke to the report and took questions from Members.

**The Committee resolved:-**

- (i) to welcome Chief Superintendent Kate Stephen to her first meeting of the Committee and to thank her predecessor George MacDonald;
- (ii) to request that the Chief Superintendent submit a report to the Committee in relation to Operation Armour;
- (iii) to request that the Chief Superintendent submit a report to the Councillor Lesley Dunbar in relation to recent road fatalities in her ward; and
- (iv) to otherwise endorse the report.

**SCOTTISH FIRE AND RESCUE SERVICE SIX MONTHLY PERFORMANCE REPORT**

- 9. The Committee had before it the Scottish Fire and Rescue Service year to date for April to December 2021 Performance Report, presenting the performance of SFRS against the objectives contained within the Aberdeen City Local Fire and Rescue Plan.

Chay Ewing, Local Senior Officer – SFRS, spoke to the report and took questions from Members.

**The Committee resolved:-**

to note the information provided in the report.

**PUBLIC PROTECTION COMMITTEE**

23 February 2022

**SFRS - THEMATIC REPORT: RESCUE AND SPECIALIST SUPPORT**

**10.** The Committee had before it the Scottish Fire and Rescue Service Thematic Report – Rescue and Specialist Support.

Chay Ewing, Local Senior Officer – SFRS, spoke to the report and took questions from Members.

**The report recommended:**

that the Committee:-

- (a) note the information provided in the report; and
- (b) note that the Local Senior Officer would make arrangements with the clerk to facilitate a visit(s) to SFRS facilities in Aberdeen.

**The Committee resolved:-**

to agree the recommendations.

**SCOTTISH FIRE AND RESCUE SERVICE - THEMATIC REPORT: HOME SAFETY CHECKS**

**11.** The Committee had before it the Scottish Fire and Rescue Service Thematic Report on New Scottish Government Legislation for Fire Detection in Domestic Properties.

Chay Ewing, Local Senior Officer – SFRS, spoke to the report and took questions from Members.

**The report recommended:**

that the Committee consider and note the information provided in the report.

**The Committee resolved:-**

- (i) to note the information provided in the report;
- (ii) to note that the Local Senior Officer, SFRS would provide an update report to Committee concerning the responsibilities of Airbnb properties with regard to the new fire detection legislation;
- (iii) to note that the Operations Manager, Operations and Protective Services would provide an update report to Committee concerning the responsibilities of private landlords' properties with regard to the new fire detection legislation; and
- (iv) to instruct officers to bring a progress report on the installation of the new fire detection systems to Council housing stock to Committee on 12 October 2022.

## PUBLIC PROTECTION COMMITTEE

23 February 2022

### SFRS - THEMATIC REPORT: MANAGING AUTOMATIC ALARMS/ FALSE CALLS

12. The Committee had before it the Scottish Fire and Rescue Service Thematic Report - Reducing Unwanted Fire Alarm Signals: Approved Response Model for Automatic Fire Alarms.

Chay Ewing, Local Senior Officer – SFRS, spoke to the report and took questions from Members.

**The report recommended:**

that the Committee consider and note the information provided in the report.

**The Committee resolved:-**

to agree the recommendation.

### HM FIRE SERVICE INSPECTORATE - REVIEW OF INSPECTION ARRANGEMENTS ACROSS LOCAL AUTHORITY AREAS - FOR INFORMATION

13. The Committee had before it for information a letter from HM Chief Inspector of the Scottish Fire and Rescue Service regarding a Review of Inspection Arrangements across Local Authority Areas.

**The Committee resolved:-**

- (i) to note the information provided; and
- (ii) to instruct the Local Senior Officer, SFRS to provide an update to a future Committee.

### STORM ARWEN RESPONSE

14. The Committee had before it a report on the Storm Arwen Response and Recovery, detailing the Council's response to and recovery from Storm Arwen in order to provide assurance that lessons had been learned and actions identified for similar future incidents. The report also touched upon the very recent Storms Malik and Corrie which were similar in nature to Arwen.

Fiona Mann, Emergency Planning, Resilience and Civic Lead – Governance introduced the report. Steven Shaw, Environmental Manager – Operations and Protective Services spoke in furtherance of the report in respect of the environmental impact of tree damage, and took questions from Members.



## PUBLIC PROTECTION COMMITTEE

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### **The report recommended:**

that the Committee:-

- (a) note that the Council's emergency planning structures responded well to the challenge of Storm Arwen, as well as during subsequent Storms Malik and Corrie;
- (b) note that, whilst officers are yet to complete the debrief of Malik and Corrie, it was likely that this would be consistent with the findings of the review of Arwen due to the similar nature of the incident; and
- (c) note the priority workstreams identified which would be overseen by the City Resilience Group during 2022.

### **The Committee resolved:-**

- (i) to commend all of the relevant staff in their response to the storms;
- (ii) to instruct the Chief Executive to write to the Scottish Government seeking support for the recovery process; and
- (iii) to otherwise agree the recommendations.

## **BROTHERS AND SISTERS LEGISLATION**

15. The Committee had before it a report on Brothers and Sisters Legislation, the purpose of which was to provide to the Committee assurances that Children's Social Work were taking full cognisance of the new duties set out in the legislation relating to the relationship between brothers and sisters.

Graeme Simpson, Chief Social Work Officer, introduced the report and took questions from Members.

### **The report recommended:**

that the Committee:-

- (a) note and endorse the intentions within the report in relation to realising legislative duties and how they would be reported;
- (b) note that the Council would continue to ensure brothers and sisters children who were safe and were loved would remain within their families; and
- (c) note the presumption that brothers and sisters remain together would be reported annually to the Public Protection Committee within the Corporate Parenting Annual Report.

### **The Committee resolved:-**

to agree the recommendations.

## **CORPORATE PARENTING ANNUAL REPORT**

16. The Committee had before it the Corporate Parenting Annual Report which had been provided in response to the Committee's request for an annual report on the

## PUBLIC PROTECTION COMMITTEE

23 February 2022

progress of the Council's Corporate Parenting responsibilities outlined in part 9 of the Children and Young People (Scotland) Act 2014.

Graeme Simpson, Chief Social Work, introduced the report.

### **The report recommended:**

that the Committee:-

- (a) note and endorse progress and activities against key Corporate Parenting duties;
- (b) note the Corporate Parenting Policy and Plan 2021-2023;
- (c) note the Champions Board Plan 2021-2023;
- (d) note the Aberdeen Care Experienced Participation Report June –December 2021;
- (e) note the progress update from Care Experienced Young People on delivery of the Corporate Parenting and Champions Board Action Plans; and
- (f) note that further opportunities for care experienced young people to share their experiences of Corporate Parenting activity would be explored, in collaboration with our young people, for a future Committee.

### **The Committee resolved:-**

to agree the recommendations.

## **ADULT SUPPORT AND PROTECTION – INSPECTION UPDATE**

17. The Committee had before it an update report on the Adult Support and Protection Inspection.

Val Vertigans, Lead Strategic Officer Adult Public Protection – ACHSCP, spoke to the report and took questions from Members.

### **The report recommended:**

that the Committee note the preparations being made for the forthcoming Joint Inspection of Adult Support and Protection in Aberdeen.

### **The Committee resolved:-**

- (i) to agree the recommendation; and
- (ii) to instruct officers to bring the final published report to Committee on 12 October 2022.

## **ADULT PROTECTION COMMITTEE ANNUAL REPORT**

18. The Committee had before it the Adult Protection Committee Annual Report 2020-21 which was presented in order to provide assurance about the impact and effectiveness of partnership working to support and protect vulnerable adults at risk of harm in Aberdeen during the period.

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Val Vertigans, Lead Strategic Officer Adult Public Protection – ACHSCP, introduced the report.

**The report recommended:**

that the Committee:-

- (a) note the Adult Protection Committee Annual Report 2020-21; and
- (b) note that the Biennial Report for the period April 2020 to March 2022 would be submitted to the Scottish Government in October 2022.

**The Committee resolved:-**

- (i) to agree the recommendations; and
- (ii) to note that the Biennial Report for the period April 2020 to March 2022 would be submitted to the Scottish Government in October 2022 and thereafter shared with Committee in March 2023.

**DATE OF NEXT MEETING - 28 JUNE 2022 AT 10:00AM**

19. The Convener stated that this was the last meeting of the Public Protection Committee for this electoral term. She thanked the Chief Executive whose idea it had been to create the Committee, and also Councillors Lesley Dunbar and Graham for their time as Vice Convener. The Convener also expressed her gratitude to Councillors Townson and Alphonse as former members of the Committee, Graeme Simpson and his Team, Police Scotland and Scottish Fire and Rescue colleagues and the clerks.

Councillor Lesley Dunbar paid tribute to the Convener for her role as Convener of the Committee since its inception.

**The Committee resolved:-**

- (i) to note the comments: and
- (ii) to note the date of the next meeting.

**- COUNCILLOR JENNIFER STEWART, Convener.**

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	A	B	C	D	E	F	G	H	I
1	<b>PUBLIC PROTECTION COMMITTEE BUSINESS PLANNER</b> The Business Planner details the reports which have been instructed by the Committee as well as reports which the Functions expect to be submitting for the calendar year.								
2	<b>Report Title</b>	<b>Minute Reference/Committee Decision or Purpose of Report</b>	<b>Update</b>	<b>Report Author</b>	<b>Chief Officer</b>	<b>Directorate</b>	<b>Terms of Reference</b>	<b>Delayed or Recommended for removal or transfer, enter either D, R, or T</b>	<b>Explanation if delayed, removed or transferred</b>
3	<b>28 June 2022</b>								
4	Police Scotland - Thematic Report POL/22/132	Road Safety		Kate Stephen / Graham Alder	Police Scotland	Police Scotland	5.7		Added 20/01/22 after email from Graham Alder
5	Scottish Fire and Rescue -Annual Scrutiny Report	SFR/22/125		Chay Ewing	Scottish Fire and Rescue Service	Scottish Fire and Rescue Service	5.6		On today's agenda
6	Scottish Fire and Rescue Service Thematic Report: Inspections SFR/22/126	To provide Committee with an update and comparisons of Inspection stats from report to PPC on 7/12/21		Chay Ewing	Scottish Fire and Rescue Service	Scottish Fire and Rescue Service	5.7		Added 7/12/21 after PPC.
7	Scottish Fire and Rescue Service - Strategic Plan 2022-25 SFR/22/141	Briefing by Chay Ewing on SFRS Strategic Plan	Added 31/05/22 after discussion with Convener.	Chay Ewing	Scottish Fire and Rescue Service	Scottish Fire and Rescue Service	5.6		On today's agenda
8	ASP report on Inspection	At COG on 10 May 2022, Angela Scott requested that, given the ASP Inspection report will be in the public domain on 21st June, a short report including the link to the publicly available inspection report, should be submitted to Public Protection Committee on 28 June 2022.	Added 10/05/22 after request from Angela Scott at Aberdeen City Executive Group for Public Protection (COG)	Claire Wilson	HSCP	HSCP	1.1		On today's agenda
9	UKAS Annual Audit of Scientific Services OPE/22/140	To present Annual Audit of Scientific Services by the United Kingdom Accreditation Service	James Darroch advised 19/05/22 that Laura Cruickshank is new contact.	Laura Cruickshank	Operations and Protective Services	Operations	3.1 and 3.2		On today's agenda
10	Building Standards Activity Report	At its meeting on 10 October 2019, the Committee agreed to six monthly assurance reporting. COM/22/127		Gordon Spence/ Grant Tierney	Place	Governance	4.1		Added 7/12/21 after PPC.
11	Scottish Fire and Rescue Service Thematic Report: Home Safety Checks	Following presentation of the SFRS Thematic Report: Home Safety Checks - at its meeting on 23 February 2022, the Committee requested that the Local Senior Officer, SFRS provide an update to Committee concerning the responsibilities of Airbnb properties with regard to the new fire detection legislation; and that the Operations Manager, Operations - Operations and Protective Services would provide an update to Committee concerning the responsibilities of private landlords' properties with regard to the new fire detection legislation.		Chay Ewing / Graham Williamson	Scottish Fire and Rescue Service / Operations and Protective Services	Scottish Fire and Rescue Service / Operations and Protective Services	5.7	T	Update - this will now be covered in SFR/22/126 Thematic Report on Inspections at 28/06/22 PPC.
12	<b>12 October 2022</b>								
13	Scottish Fire and Rescue Service Six Monthly Performance Report	To present the most recent 6 monthly Performance Report		Chay Ewing	Scottish Fire and Rescue Service	Scottish Fire and Rescue Service	5.6		

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2	SFRS - Thematic Report	As suggested by Members	Regular SFRS updates; Chay Ewing to identify the topic and propose.	Chay Ewing	Scottish Fire and Rescue Service	Scottish Fire and Rescue Service	5.7		
14									
15	HM Fire Service Inspectorate - Review of Inspection Arrangements across Local Authority Areas - for information	a letter from HM Fire Service Inspectorate regarding a review of Inspection Arrangements, Committee agreed to instruct the Local Senior Officer, SFRS to provide an update to a future Committee		Chay Ewing	Scottish Fire and Rescue Service	Scottish Fire and Rescue Service	5.7		Added 23/02/22 after PPC.
16	Chief Social Work Officer Annual Report	To present the Chief Social Work Officer annual report.		Graeme Simpson	Integrated Children's and Family Services	Operations	1.6		
17	Adult Support and Protection - Inspection Update	At its Committee on 23 February 2022, it was agreed to instruct officers to bring the final published report to Committee on 12 October 2022		Claire Wilson	HSCP	HSCP			Added 23/02/22 after PPC.
18	Police Scotland - Thematic Report : Mental Health & Wellbeing Support	To provide information to the Committee on the approach to mental health matters for all staff, in particular front line Officers in regard to the recognition and treatment of Post-Traumatic Stress Disorder.		Kate Stephen	Police Scotland	Police Scotland	5.7		Following contact with Fraser Bell and new Commander Kate Stephen, agreed on 23/02/22 to defer to PPC October 2022.
19	Fire detection systems in Council housing stock	Following presentation of the SFRS Thematic Report: Home Safety Checks at its meeting on 23 February 2022, the Committee requested that officers bring a progress report on the installation of the new fire detection systems to Council housing stock to Committee on 12 October 2022		Graham Williamson	Operations and Protective Services	Operations	5.7		Added 23/02/22 after PPC.
20	<b>12 December 2022</b>								
21	Resilience Annual Report			Vikki Cuthbert	Governance	Governance	2.1, 2.3, 2.5		
22	Building Standards Activity Report	At its meeting on 10 October 2019, the Committee agreed to six monthly assurance reporting		Gordon Spence	Place	Governance	4.1		Added 7/12/21 after PPC.
23	<u>National Hub for Reviewing and Learning from the Deaths of Children and Young People</u>	At its meeting on 7 December 2021, the Committee instructed the Chief Social Work Officer to provide the Committee with the National Hub's Annual Report when it is published in approximately 12 months from December 2021 - Mr Simpson to liaise with the Clerk re appropriate timing when Annual Report is ready.		Graeme Simpson	Integrated Children's and Family Services	Operations			Added 7/12/21 after PPC.
24	<u>National Guidance for Child Protection in Scotland 2021 and National Guidance for Child Protection Committees undertaking Learning Reviews 2021</u>	At its meeting on 7 December 2021, the Committee instructed the Chief Social Work Officer to provide an update within next year's CPC Annual Report on progress made implementing the updated National Guidance for Child Protection		Graeme Simpson	Integrated Children's and Family Services	Operations			Added 7/12/21 after PPC.

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
25	Secure Care - Children's Rights	At its meeting on 7 December 2021, the Committee agreed to an update report at the end of 2022 on the use of Secure Care and compliance with the Secure Care regulations. .		Graeme Simpson	Integrated Children's and Family Services	Operations			Added 7/12/21 after PPC.

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## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Public Protection
<b>DATE</b>	02/06/2022
<b>EXEMPT</b>	No
<b>REPORT TITLE</b>	Road Safety in North East Scotland
<b>REPORT NUMBER</b>	POL/22/132
<b>DIRECTOR</b>	
<b>CHIEF OFFICER</b>	
<b>REPORT AUTHORS</b>	<ul style="list-style-type: none"> <li>• Ian Wallace, Coordinator, Road Safety North East Scotland (RSNES)</li> <li>• Chief Superintendent Kate Stephen, North East Division, Police Scotland</li> </ul>
<b>TERMS OF REFERENCE</b>	

### 1. PURPOSE OF REPORT

- 1.1 To update members regarding road safety delivery and performance across North East Scotland.

### 2. RECOMMENDATION(S)

- 2.1 The Committee discuss, comment on and endorse the report.

### 3. BACKGROUND

- 3.1 Road safety and road casualty reduction remains a priority both in communities across North East Scotland and among the various public service organisations tasked with promoting safe road use.
- 3.2 For the purposes of this report and the appendices, references to North East Scotland relate to the combined local authority areas of Aberdeen City; Aberdeenshire; and Moray. No distinction per local authority area is made.
- 3.3 The statutory responsibility for road safety is held by local authorities who undertake a wide range of tasks to deliver this important function. When appropriate, local authorities will partner with other organisations to deliver road safety approaches which have a wider North East Scotland context.

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- 3.4 On a national basis, the strategic direction for road safety is provided by the Scottish Government's '*Scotland's Road Safety Framework to 2030*' publication which was released in early 2021. This sets out the national context and provides a strategic vision which is '*for Scotland to have the best road safety performance in the world by 2030.*'
- 3.5 The framework introduces the 'Safe System' methodology – an internationally recognised, multifaceted road safety approach with five specific outcomes: Safe Road Use; Safe Vehicles; Safe Speeds; Safe Roads and Roadsides; and Post-Crash Response.
- 3.6 Numerical targets remain an important element of road casualty reduction activities and the framework '*sets out a compelling and long-term goal for road safety where no-one dies or is seriously injured by 2050.*' Over the next thirty years, several interim target dates will be set as we move towards 2050 with first occurring in 2030, at which point it is hoped to have achieved:
- a 50% reduction in people killed
  - a 50% reduction in people seriously injured
  - a 60% reduction in children killed
  - a 60% reduction in children seriously injured
- 3.7 All of the reductions indicated above will be set against the 2014-18 statistical baseline figure, and a further range of intermediate outcome targets have been set based upon travel mode (i.e. pedestrians; pedal cyclists; motorcyclists) or age-specific road users (i.e. those aged 70 and above; those aged 17 to 25.)
- 3.8 Road Safety North East Scotland (RSNES) was established in 2017 and formalised earlier structures which had considered road safety across North East Scotland.
- 3.9 While road collision and casualty trends vary when comparing the largely urban area of Aberdeen against the rurality of Aberdeenshire and Moray, the wider RSNES partnership approach used to promote, monitor, co-ordinate and deliver road safety across the wider north east is considered good practice.
- 3.10 RSNES partners are drawn from the three local authorities, Bear Scotland, Nestrans, NHS Grampian, Police Scotland, Road Safety Scotland, Robert Gordon University, Scottish Fire & Rescue Service and Transport Scotland. A co-ordinator is employed/hosted on a part-time basis by Aberdeenshire Council to maintain oversight of local road safety activity.
- 3.11 RSNES operates at two levels – a Lead Officers Group which considers strategic issues and an Operational Group, whose function includes monitoring ongoing road collision and casualty performance, responding to developing trends and focusing preventative actions on vulnerable road users.
- 3.12 Many RSNES partners already have plans, strategies and actions which specifically address local road safety issues; these include local authority Road Safety Plans and Local Police Plans. RSNES has produced a Road Casualty Reduction Strategy to provide an overarching context in North East Scotland.

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- 3.13 Police Scotland, at both a national and local level, places a significant operational focus on road safety. 'Road casualties' feature as a priority in the Police Scotland Annual Police Plan 2021/22 and, given the importance which local communities attach to the issue, 'Road Safety and Road Crime' is included as a priority in the North East Division's three Local Police Plans 2020-2023.
- 3.14 Operation CEDAR (Challenge, Educate, Detect and Reduce) remains a key element of the operational police response to local road safety. This is demonstrated through a wide range of police activity including: the targeting of inappropriate driving behaviours; providing road safety related information, advice and support; and performing speed checks in local communities - all with the aim of reducing road casualties across North East Scotland.
- 3.15 In addition to North East Division staff, specialist Road Policing Officers are based across North East Scotland with their primary role focusing upon road safety and road casualty reduction.

### **ROAD COLLISION AND ROAD CASUALTY PERFORMANCE**

- 3.16 National and local road collision and casualty data is produced annually by Transport Scotland in their Reported Road Casualties Scotland publication. The most recent iteration was published in October 2021 and contains confirmed data for the period up to 31 December 2020.
- 3.17 The United Kingdom Department for Transport estimates that motor traffic volume in Scotland reduced by 23% during 2020. During some of 2020's lockdown periods, Transport Scotland estimates that car journeys reduced by up to 75% and cycle journeys increased by up to 50%.
- 3.18 Over the past decade, the general trend for the number of North East Scotland road collisions and casualties has been downward, with significant reductions achieved. This is a positive outcome, however, the toll which serious or fatal injury road traffic collisions can have on individuals, families, friends, and wider communities can never be underestimated.
- 3.19 Statistical data on road collisions and casualties is included within the attached Appendices 1 and 2.

### **SUMMARY**

- 3.20 North East Scotland has well-developed road safety and road casualty reduction processes, with active involvement and support from partner organisations. The long-term partnership goal is the achievement of the 2030 road casualty reduction targets and most within road safety circles agree that these will be challenging to meet.

- 3.21 The pandemic period, and 2020 in particular, resulted in the lowest number of recorded north east road collisions and casualties from data which extends back to the early 1970s. RSNES recognises that these reductions must be viewed through the prism of changed road use patterns during that period, which lessened the likelihood of conflict between road users. Provisional local data for 2021 (not yet published) suggests a return to statistical performance which is more akin to that of 2019.
- 3.22 RSNES works with partners to review the circumstances of fatal and serious injury collisions across North East Scotland and sadly, human error remains the primary cause for the vast majority. A tragic outcome on the road can arise from a wide range of circumstances; serious and fatal injury collisions can occur from a relatively minor error or misjudgement, through to extremely dangerous road-based behaviours.
- 3.23 While the physical elements behind a serious road traffic collision can usually be established by forensic examination and scientific calculations, in some cases the prevailing circumstances or reasons which affected or influenced an involved driver immediately prior to the collision are unfortunately never ascertained. In such cases, the missing piece of the investigatory jigsaw means that it is regrettably almost impossible to be definitive about the cause of the collision.
- 3.24 Moving forward, a range of challenges are highlighted in the framework which will likely have an impact on future road safety performance. These include climate change; increases in active and sustainable travel; emerging technologies; work-place riding/driving practices; road maintenance; and post-crash response, with all these having to be considered locally.
- 3.25 A range of road safety initiatives which focus upon vulnerable road users and are undertaken locally is detailed in Appendix 3.
- 3.26 In the past decade local road safety performance has been positive and previous casualty reduction targets achieved. The challenge which lies ahead is to sustain and improve upon the reductions to achieve the RSNES vision of *'a future where no one is killed on north east roads and the injury rate is much reduced.'*

#### **4. FINANCIAL IMPLICATIONS**

- 4.1 There are no direct financial implications arising from the recommendations of this report.

#### **5. LEGAL IMPLICATIONS**

- 5.1 There are no direct legal implications arising from the recommendations of this report.

**6. MANAGEMENT OF RISK**

	Risk	Low (L), Medium (M), High (H)	Mitigation
<b>Financial</b>	N/A		
<b>Legal</b>	N/A		
<b>Employee</b>	N/A		
<b>Customer</b>	N/A		
<b>Environment</b>	N/A		
<b>Technology</b>	N/A		
<b>Reputational</b>	N/A		

**7. OUTCOMES**

<b>Local Outcome Improvement Plan Themes</b>	
	<b>Impact of Report</b>
<b>Prosperous People</b>	Police Scotland are key partners within Community Planning Aberdeen and help contribute to the shared vision for 2026 that 'Aberdeen is a place where all people can prosper' and towards the achievement of the LOIP theme which aims to make people more resilient and protect them from harm; where every child, irrespective of their circumstances, is supported to grow, develop and reach their full potential; and where all people in Aberdeen are entitled to live within our community in a manner in which they feel safe and protected from harm, supported when necessary and fully included in the life of the City.
<b>Prosperous Place</b>	Police Scotland are key partners within Community Planning Aberdeen and help contribute to the shared vision for 2026 that 'Aberdeen is a place where all people can prosper' and towards the achievement of the LOIP theme which aims to support individuals and communities to live in healthy, sustainable ways; and the development of sustainable communities with strong and resilient communities.

<b>Design Principles of Target Operating Model</b>	
	<b>Impact of Report</b>
<b>Governance</b>	The Council has an oversight role of the North East Division of Police Scotland in terms of its performance and delivery of the Local Police Plan.
<b>Partnerships and Alliances</b>	The Council and Police Scotland are Community Planning Aberdeen partners with a shared commitment to deliver the LOIP.

**8. IMPACT ASSESSMENTS**

<b>Assessment</b>	<b>Outcome</b>
<b>Equality &amp; Human Rights Impact Assessment</b>	Not required.
<b>Data Protection Impact Assessment</b>	Not required.
<b>Duty of Due Regard/Fairer Scotland Duty</b>	Not applicable.

**9. BACKGROUND PAPERS**

N/A

**10. APPENDICES (if applicable)**

Appendix 1 – North East Scotland Road Traffic Collision / Casualties 2011-2020

Appendix 2 – North East Scotland Vulnerable Road User Casualties 2011-2020

Appendix 3 – Current Vulnerable Road User Interventions

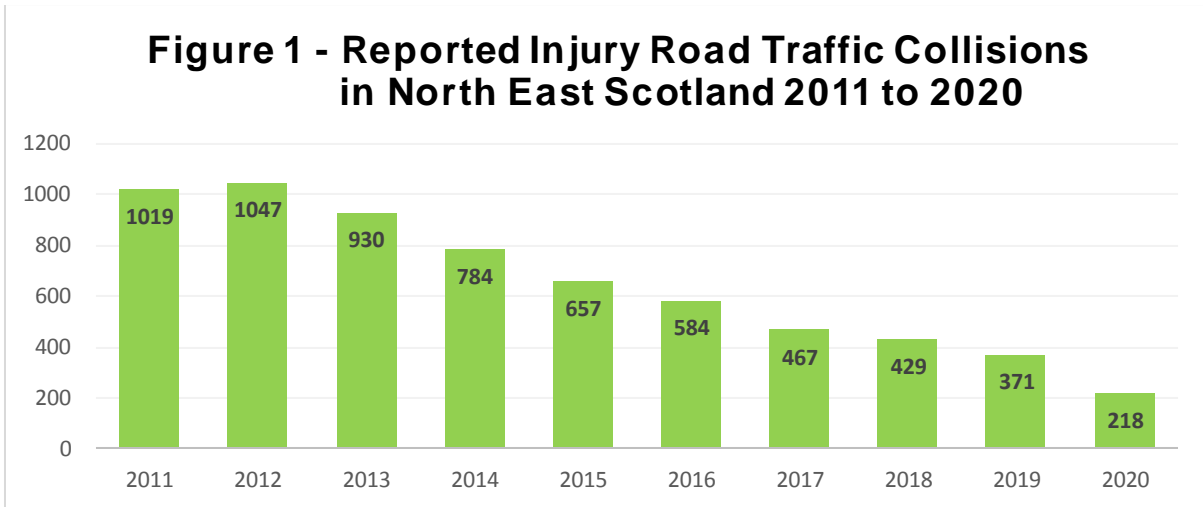
**Note** - When reviewing the three tables in Appendix 1 it should be noted that the year 2020 was significantly impacted by COVID-19 and this without doubt affected the numbers of both road collisions and casualties. With significant periods of 'lock-down' and changes to road use patterns, it is not unexpected to find both collisions and casualties reduced during that year.

**11. REPORT AUTHOR CONTACT DETAILS**

Ian Wallace, Coordinator, Road Safety North East Scotland (RSNES)

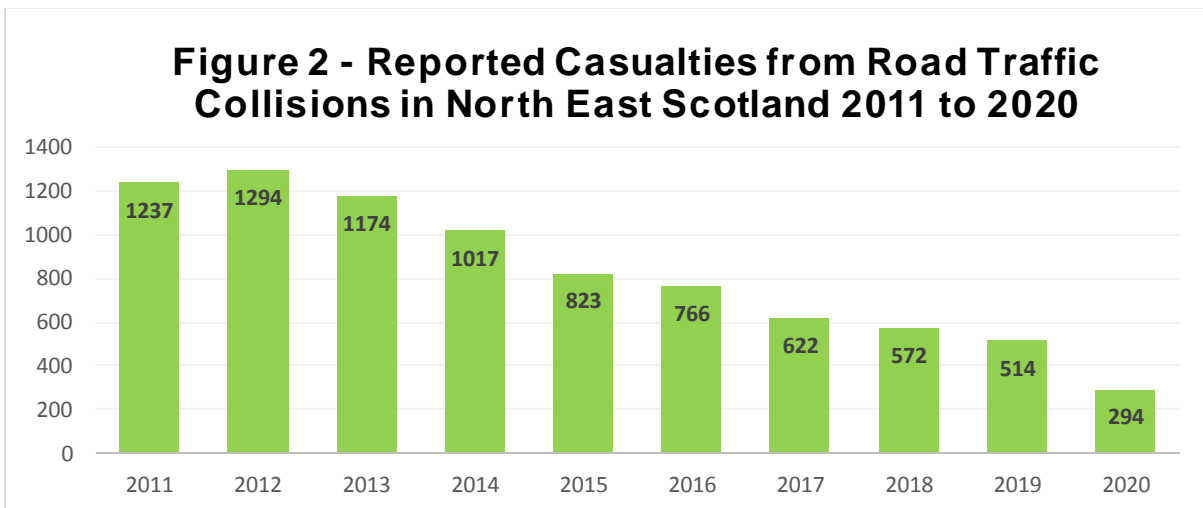
Chief Superintendent Kate Stephen, North East Division, Police Scotland

## Appendix 1 – Road Traffic Collision / Casualty Statistics



### Figure 1 Summary

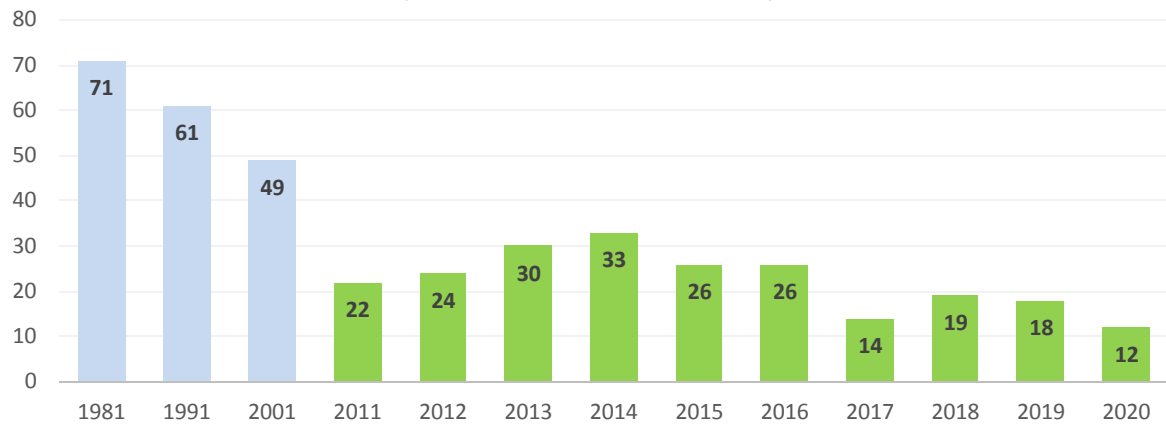
- a 79% reduction in the total number of reported injury collisions when comparing the highest year (2012) and 2020.
- a 63% reduction in the total number of reported injury collisions when comparing the 2014-18 average with 2020.



### Figure 2 Summary

- a 77% reduction in the total number of reported road casualties when comparing the highest year (2012) and 2020.
- a 61% reduction in the total number of reported road casualties when comparing the 2014-18 average with 2020.

**Figure 3 - Reported Fatal Road Casualties from Road Traffic Collisions in North East Scotland 2011 to 2020, incl. data for 1981, 1991 and 2001**



**Figure 3 Summary**

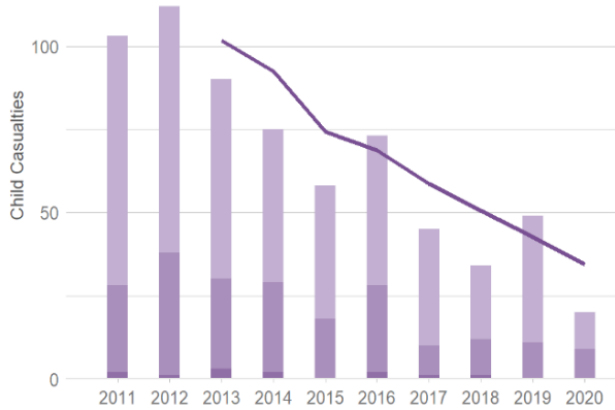
- an 83% reduction in the total number of reported fatal road casualties when comparing 1981 with 2020.
- a 49% reduction in the total number of reported fatal road casualties when comparing the 2014-18 average with 2020.



## Appendix 2

### North East Scotland Vulnerable Road User Casualties 2011 – 2020

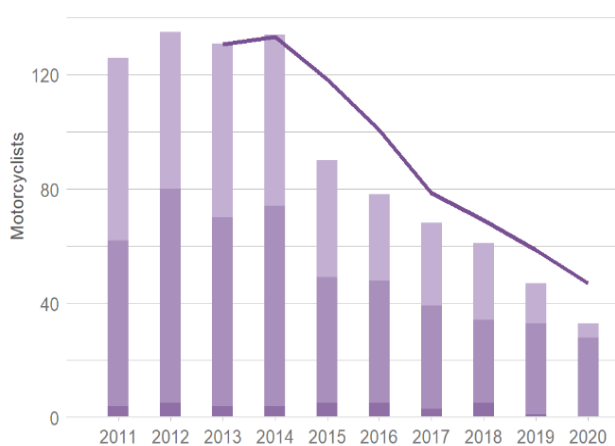
**Figure 1 – Child Casualties 0-15 yrs**



Reported child casualties peaked in 2012 at 112 casualties before seeing a generally downward trend over the following eight years. The total number of child casualties seen in 2020 was 20 - the lowest recorded during the decade long review period.

*Change between 2020 and 2012: -82%*

**Figure 2 – Motorcycle Casualties**

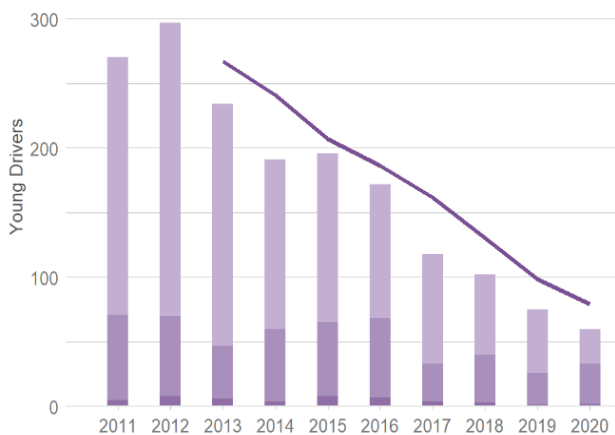


Higher levels of recorded motorcycle casualties were seen between 2011-2014, with an average of 131 casualties during that four-year period. From 2015, a period of sustained casualty reduction commenced and the 2020 total of 33 casualties was the lowest recorded during the review period.

**N.B.** The most serious of motorcycle casualties normally arise on rural roads with 60mph maximum speed limits.

*Change between 2012 and 2020: -76%*

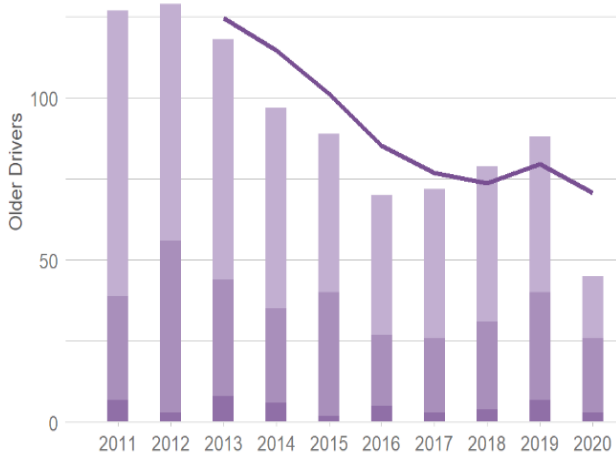
**Figure 3 – Young Driver Casualties 16-24 yrs**



The number of north east young driver casualties was a particular concern during the 1990s/early 2000s (not shown on Figure 3). 2012 saw 297 young driver casualties, however, since 2013 this vulnerable road user group has seen significant and sustained reductions in casualty numbers, reaching their lowest recorded level in 2020 with 60 casualties.

*Change between 2012 and 2020: -80%*

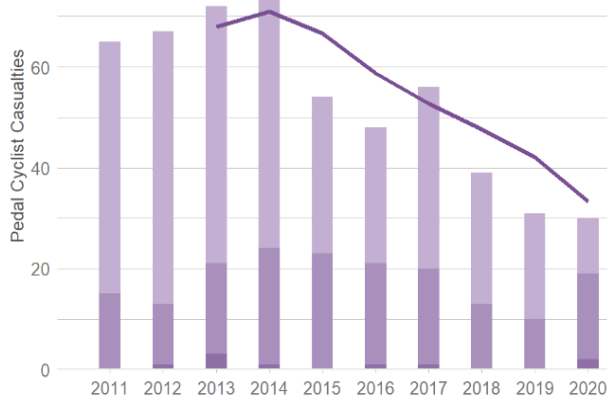
Figure 4 – Older Driver Casualties (65 years+)



Reported older driver casualties peaked in 2012 with 129 casualties before seeing several years of reductions. Increases occurred between 2017 and 2019 before falling again to their lowest recorded level in 2020 with 45 casualties. **N.B.** Older drivers were the only local vulnerable road user group whose statistical performance showed an increase pre-pandemic.

Change between 2012 and 2020: **-65%**

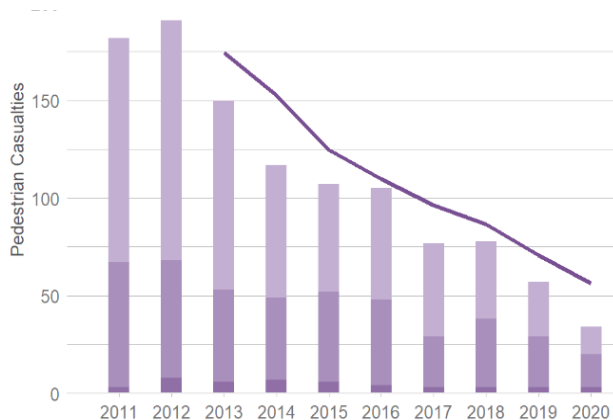
Figure 5 – Pedal Cycle Casualties



Reported pedal cycle casualties increased during the first half of the review period attaining a peak of 74 casualties in 2014 before moving to a generally downward trend. Casualty totals in both 2019 and 2020 - at 31 and 30 respectively - were relatively constant.

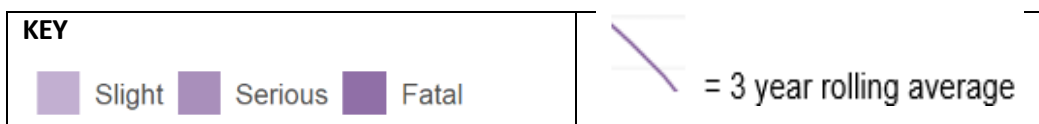
Change between 2014 and 2020: **-59%**

Figure 6 – Pedestrian Casualties



Reported pedestrian casualties have significantly reduced from their peak in 2012 which saw 191 casualties. Year-on-year reductions followed, ending with 30 casualties in 2020.

Change between 2020 and 2012: **-84%**



## Appendix 3

### Current Vulnerable Road User Interventions

Vulnerable Road User Group	Intervention
<b>Children</b>	<ul style="list-style-type: none"> <li>• School based interventions following the Curriculum for Excellence</li> <li>• Road Safety Scotland assets, e.g. Ziggy (pre-school), Streetsense, Junior Road Safety Officers</li> <li>• Absafe presentations</li> <li>• Child car seat safety sessions</li> </ul>
<b>Motorcyclists</b>	<ul style="list-style-type: none"> <li>• Rider Refinement North</li> <li>• Road Safety Scotland assets, e.g. <i>Live Fast, Die Old</i></li> </ul>
<b>Young Drivers (17-25)</b>	<ul style="list-style-type: none"> <li>• New Driver Early Intervention Scheme</li> <li>• Road Safety Scotland assets, e.g. <i>Drive Like Gran's in the Car</i></li> <li>• Virtual Reality goggles (SF&amp;RS)</li> </ul>
<b>Older Drivers (65+)</b>	<ul style="list-style-type: none"> <li>• Driver Engagement North (interactive driving simulator)</li> </ul>
<b>Pedal Cyclists</b>	<ul style="list-style-type: none"> <li>• Pedal cycle training</li> <li>• Bikeability (schools)</li> <li>• Operation Close Pass (Police initiative focussing on driver action/response when passing pedal cyclists)</li> <li>• '<i>Light for Dark Nights</i>' (Nestrans funded)</li> </ul>
<b>Pedestrians</b>	<ul style="list-style-type: none"> <li>• Winter pedestrian safety campaign (which coincides with seasonal increases to pedestrian casualties – Nestrans funded)</li> </ul>

**Note** – This is not an exhaustive list and it should be noted that since 2020, COVID-19 related restrictions have affected the ability to deliver several of the interventions.

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## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Public Protection
<b>DATE</b>	28 <sup>th</sup> June
<b>EXEMPT</b>	No
<b>CONFIDENTIAL</b>	No
<b>REPORT TITLE</b>	Scottish Fire and Rescue Service Annual Performance Report 2021-22
<b>REPORT NUMBER</b>	SFR/22/125
<b>DIRECTOR</b>	Chay Ewing, Local Senior Officer, SFRS
<b>CHIEF OFFICER</b>	Group Commander Andrew Dick, SFRS
<b>REPORT AUTHOR</b>	Group Commander Andrew Dick, SFRS
<b>TERMS OF REFERENCE</b>	5.6

### 1. PURPOSE OF REPORT

- 1.1 To present the performance of SFRS against the objectives contained within the Aberdeen City Local Fire and Rescue Plan

### 2. RECOMMENDATION(S)

- 2.1 That the Committee consider and note the performance data provided in **Appendix A** in relation to the SFRS 2021/22 Performance Report

### 3. BACKGROUND

- 3.1 This report invites you to review the Scottish Fire and Rescue Service Aberdeen City Annual Performance for 2021-22
- 3.2 This update shows the progress made by the SFRS locally against the priorities and objectives for Aberdeen City.
- 3.3 This report allows scrutiny from Local Authority Partners to ensure that the priorities of the SFRS Strategic Plan, and the Aberdeen city Local Outcome Improvement Plan are being delivered.

#### 4. FINANCIAL IMPLICATIONS

4.1 There are no significant financial implications for the Council.

#### 5. LEGAL IMPLICATIONS

5.1 There are no significant legal implications for the Council.

#### 6. MANAGEMENT OF RISK

6.1 Not applicable

#### 7. OUTCOMES

<b>Local Outcome Improvement Plan Themes</b>	
	<b>Impact of Report</b>
<b>Economy</b>	Whilst not specific to any Stretch Outcome, the paper seeks contribution to fire safety which will assist achieve a safer place to live, work and visit.
<b>People</b>	<p>The proposals within this report support the delivery of the following LOIP Stretch Outcomes</p> <p>10. 25% fewer people receiving a first ever Court conviction and 2% fewer people reconvicted within one year by 2026.</p> <p>11. Healthy life expectancy (time lived in good health) is five years longer by 2026.</p> <p>The paper seeks contribution to the Strategic Plan to reduce instances of deliberate fire setting and improve fire safety and prevention.</p>
<b>Place</b>	Whilst not specific to any Stretch Outcome, the paper seeks contribution to fire safety which will assist achieve a safer place to live, work and visit.

<b>Design Principles of Target Operating Model</b>	
	<b>Impact of Report</b>
<b>Customer Service Design</b>	
<b>Organisational Design</b>	
<b>Governance</b>	
<b>Workforce</b>	
<b>Process Design</b>	
<b>Technology</b>	
<b>Partnerships and Alliances</b>	

## **8. IMPACT ASSESSMENTS**

<b>Assessment</b>	<b>Outcome</b>
<b>Equality &amp; Human Rights Impact Assessment</b>	N/A
<b>Privacy Impact Assessment</b>	N/A
<b>Duty of Due Regard / Fairer Scotland Duty</b>	Not required.

## **9. BACKGROUND PAPERS**

None

## **10. APPENDICES (if applicable)**

**Appendix A** – SFRS Aberdeen City Annual Performance Report 2021-22

## **11. REPORT AUTHOR CONTACT DETAILS**

Group Commander Andrew dick  
 Scottish Fire and Rescue Service  
[andrew.dick@firescotland.gov.uk](mailto:andrew.dick@firescotland.gov.uk)

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# ANNUAL PERFORMANCE MONITORING REPORT

*Covering the performance in support of the Local  
Fire and Rescue Plan for Aberdeen City 2020-23*



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

**01 APRIL 2021 to 31 MARCH 2022**

**Working together  
for a safer Scotland**

## **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 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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KPI 2 - Number of ADF Fatal Casualties	
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KPI 6 - All Deliberate Primary Fires (and their locations)	
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KPI 8 - Number of framework fire safety audits completed.	
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KPI 12 - Number of Multi-Storey Operational Assurance Visits undertaken	
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KPI 14 - Availability of Appliances and Specialist resources.	

## INTRODUCTION

Welcome to the Scottish Fire and Rescue Service (SFRS) Aberdeen City performance report for the reporting period 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022. The report is aligned to and reports on progress against the priorities set out in the Local Fire and Rescue Plan for Aberdeen City 2020 - 2023.

The information presented in this report provides a comparison against key performance indicators, the performance indicators are selected to best inform and support the priorities within the Local Fire and Rescue Plan for Aberdeen City 2020-23. Each indicator displays the activity reflecting performance for year to date versus a specific target or previous 3 years rolling average. The performance indicators within the report support the local priorities:

- Priority 1 – Improving Fire Safety in the Home
- Priority 2 – Reducing Deliberate Fires
- Priority 3 – Improving Fire Safety in the Business Community
- Priority 4 – Reducing Unwanted Fire Alarm Signals (UFAS)
- Priority 5 – Effective Risk Management and Operational Preparedness

As well as supporting the five priorities in the Local Fire and Rescue Plan for Aberdeen City, SFRS activities and performance contribute to the wider priorities of Community Planning Aberdeen (CPA) Local Outcomes Improvement Plan and its 15 stretch outcomes. The SFRS is a statutory and active member of CPA's Outcome Improvement Groups and is committed to CPA's vision; "Aberdeen, a place where all people can prosper".




The figures in this report are provisional and aims to provide the Committee with the SFRS's direction of travel in Aberdeen City, 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.









## ANNUAL PERFORMANCE SUMMARY










The table below provides a summary of our year to date performance against headline indicators and annual targets. It aims to provide, at a glance, our direction of travel during the current reporting year.


### Performance against Aberdeen City Local Fire and Rescue Plan 2020-23

#### Year-to-Date Legend

	<b>Below 3 Year Average</b>
	<b>Less than 10% above 3 Year Average</b>
	<b>More than 10% above 3 Year Average</b>

Key Performance Indicator	April 2021- March 2022				RAG STATUS
	2018/19	2019/20	2020/21	2021/22	
Accidental Dwelling Fires 	262	257	223	<b>199</b>	
Accidental Dwelling Fire Casualties 	40	42	36	<b>25</b>	
Deliberate Secondary Fires 	360	250	246	<b>284</b>	
Deliberate Primary Fires 	86	106	96	<b>83</b>	

<p>Fires in Non-Domestic Premises</p> 	118	105	89	<b>70</b>	
<p>Unwanted Fire Alarm Signals</p> 	1349	1428	1220	<b>1343</b>	
<p>Legislative Fire Safety Audits</p> 	353	204	101	<b>268</b>	Annual Target 244
<p>Home Fire Safety Visits</p> 	1914	2069	474	<b>1552</b>	Annual Target 2000
<p>Operational Intelligence</p> 	N/A	180	99	<b>390</b>	Annual Target 525
<p>Multi-Storey Operational Assurance Visits</p> 	N/A	127	98	<b>215</b>	Annual Target 248
<p>Staff Competence</p> 					On Target 170 Staff 114 Comp 56 Dev

<p>Appliance/Resource Availability</p> 					<p>Wholetime availability never below 96% / On Call availability 80%</p>
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## ANNUAL PERFORMANCE HIGHLIGHTS

Of the 5 priority areas the following key performance indicators should be noted and are further explained in each indicators performance management section from page 8 onwards.

### **Accidental Dwelling Fires**

The statistics against the key performance indicators show that we have a significant decrease compared to the three-year rolling average for Accidental Dwelling Fires.

### **Accidental Dwelling Fire Casualties & Fatalities**

Accidental Dwelling Fire Casualties have decreased over the three-year average. Unfortunately, there was one fatality however this calendar year in Q4.

### **Deliberate Primary and Secondary Fires**

Deliberate Secondary Fires have increased by less than 10% compared to the three-year average, with deliberate secondary fires (grassland/scrub) contributing to the bulk of the calls.

### **Non-Domestic Fires**

Non-Domestic Fires have decreased compared to the three-year average with 382 incidents covering a wide variety of premise types with the highest numbers in halls of residence and care/nursing homes. We continue to work with owners and occupiers through our Fire Safety Enforcement Programme and Post Fire Audits to reduce the number of Non-Domestic Fires.

### **False Alarm – Unwanted Fire Alarm Signal (UFAS)**

UFAS incidents have increased by less than 10% compared to the three-year average with Hospitals / Medical facilities contributing to the bulk of the calls.

### **Home Fire Safety Visits (HFSV)**

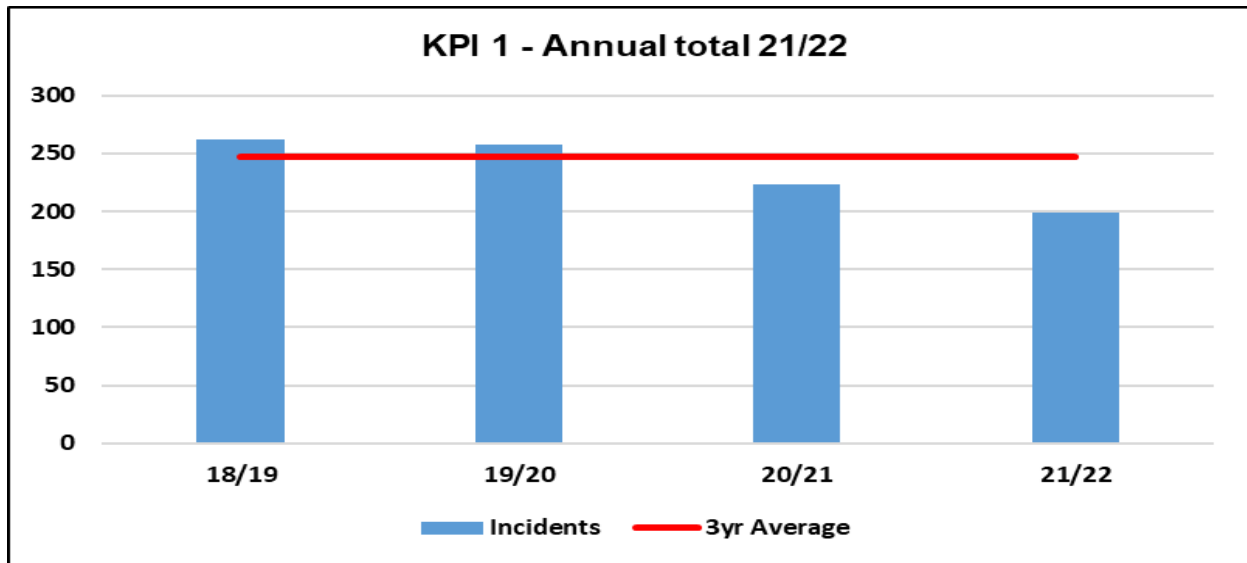
Despite COVID 19 restrictions and social distancing measures we have still carried out 1552 Home Fire Safety Visits aimed at the most vulnerable and highest risk households.

### **Appliance/Resource Availability**

Appliance availability has remained strong throughout the pandemic with only the occasional drop in availability of some specialist resources due to difficulties faced through COVID absence.

## PRIORITY 1 – IMPROVING FIRE SAFETY IN THE HOME

### KPI 1 - Accidental Dwelling Fires (ADF)



### Breakdown of Locations

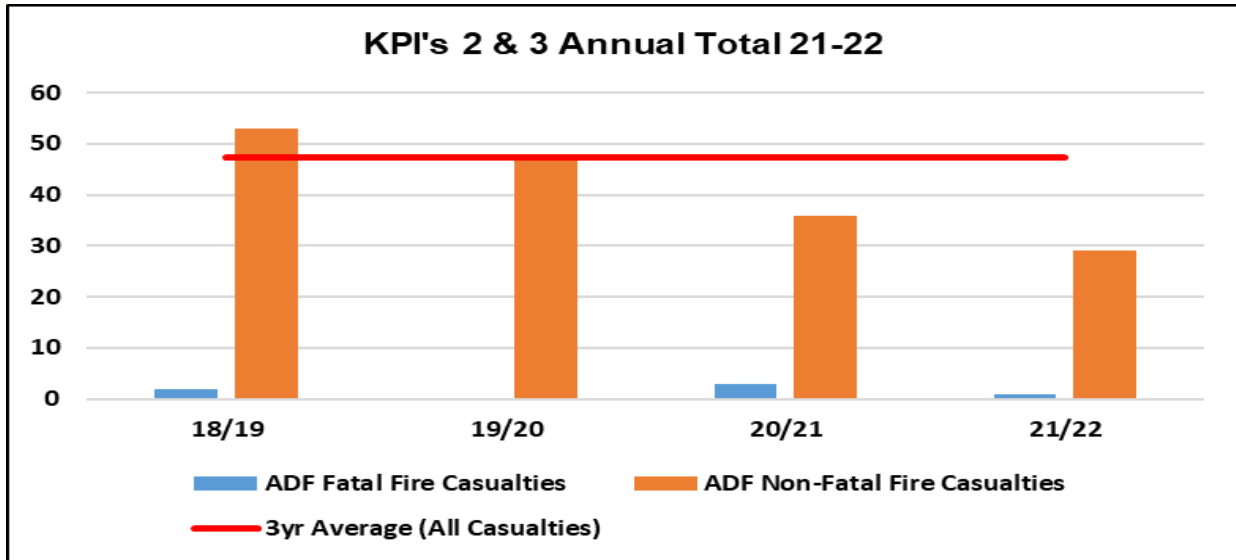
Area	18/19	19/20	20/21	21/22
Airyhall, Broomhill & Garthdee	28	11	12	9
Bridge of Don	4	8	5	8
Dyce, Bucksburn & Danestone	5	11	15	5
George Street & Harbour	50	37	26	29
Hazelhead, Queens Cross & Countesswells	18	15	16	10
Hilton, Woodside & Stockethill	24	26	22	28
Kincorth, Nigg & Cove	14	12	9	8
Kingswells, Shedocksley & Summerhill	14	13	14	11
Lower Deeside	4	5	4	3
Midsocket & Rosemount	22	18	18	21
Northfield & Mastrick North	26	31	19	12
Tillydrone, Seaton & Old Aberdeen	27	35	39	32
Torry & Ferryhill	26	35	24	23



**Table 1: April 2021 - March 2022 Performance**

	18/19	19/20	20/21	21/22	YTD
<b>ADF's</b>	262	257	223	199	<b>Green</b>

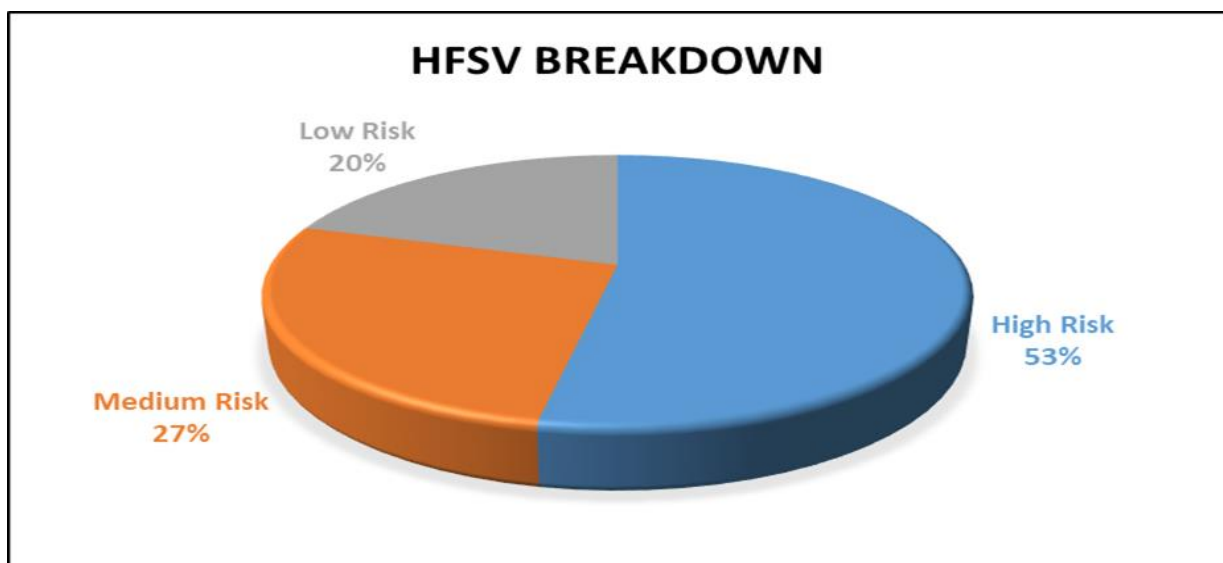
**KPI 2 & 3 - ADF Fatal Casualties & - ADF Non-Fatal Casualties**



**Table 2: April 2021 - March 2022 Performance**

	18/19	19/20	20/21	21/22	YTD
<b>ADF Fatal Casualties</b>	2	0	3	1	<b>Red</b>
<b>ADF Non-Fatal Casualties</b>	53	48	36	29	<b>Green</b>

**KPI 4 – High Risk Home Fire Safety Visits April 21- March 2022**



	High Risk	Medium Risk	Low Risk	YTD Total	YTD
Home Fire Safety Visits	821	428	303	1552	Amber
	53%	27%	20%	N/A	Green

### Priority 1 Description – Improving Fire Safety in the Home

#### KPI 1 - Accidental Dwelling Fires (ADF)

The largest single type of primary fire in Aberdeen City is accidental fires in the home, similarly accidental dwelling fires are also the primary cause of most fire casualties and fatalities. Their prevention, therefore, is a key focus of the Service's community safety activity.

The reduction of fire casualties is clearly linked to this priority. The reduction of fire fatalities and casualties is at the core of our preventative and early intervention activities carried out throughout the Aberdeen City area. Significant contributory factors associated with the number of fire casualties and fatalities include, lifestyle, independent living strategies, smoking, consumption of alcohol and prescribed and non-prescribed drugs, Individual capacity and vulnerability, and ageing demographics.

#### KPI 2 - ADF Fatal Casualties

This KPI counts those people for whom fire has been clearly identified as the cause of death, including those who succumb due to their injuries sometime later. Those who succumb at, or after, the fire but where fire is **not** identified as the cause of death are not included in these figures.

As a target, the aim is to have **Zero ADF Fatal Casualties** in Aberdeen each year. Any other number is seen as a failure whether it is below the 3 year average or not.

#### KPI 3 - ADF Non-Fatal Casualties

This KPI counts all types of non-fatal fire injuries in the home, including precautionary checks.

As a target, the aim is to reduce the risk of injury from fire in the home, despite an increasing Aberdeen population, by keeping fire injuries **below 32** each year.

#### KPI 4 - High Risk Home Fire Safety Visits

This measure counts the percentage of all home fire safety visits that are delivered to addresses that are identified as high risk.

As a target, the aim is that **61%** of all completed home fire safety visits are categorised as high risk.

## **What we aim to Achieve**

- Improved community safety and wellbeing
- Reduction in number of accidental dwelling fires
- Reduction in number of casualties and fatalities resulting from accidental dwelling fires

## **Performance Management – April 21- March 2022**

There were 199 ADF's reported, which is below the three-year average. We are therefore showing green for achieving the annual target.

Accidental dwelling fires can have a significant negative impact upon both individuals, the wider community and are financially damaging to house holders and housing providers in terms of repair and the reinstatement of homes. Key contributory risk factors include, lifestyle, independent living strategies, smoking, consumption of alcohol and prescribed and non-prescribed drugs. Individual capability and vulnerability, and aging demographics.

Unfortunately, in Q4 this there was one fatality within the City. A full fire investigation was carried out and post domestic response was put in place on the day. SFRS are working closely with partners on a case conference which will go ahead on response from the procurator fiscal.

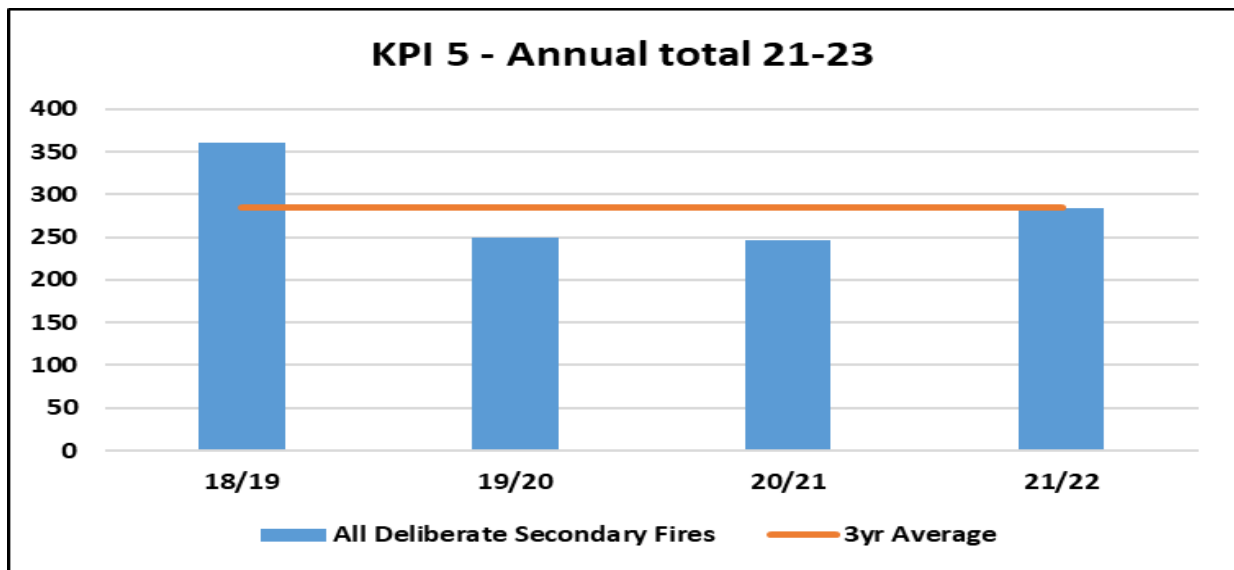
There were 29 ADF Non-Fatal Casualties, which is below the three-year average showing green for achieving the annual target. It is worth noting that 8 of these casualties only required a precautionary check-up, 8 required hospital for slight injury and 13 were given first aid on scene. Operational staff give advice and guidance after every incident as well as distributing fire safety information to any nearby addresses and neighbours.

Home Fire Safety Visits remain a key focus in our community safety activity to reduce accidental dwelling fires and casualties resulting from these. We continue to explore and develop partnerships throughout the area to identify those most vulnerable and/or at risk from fire and/or harm in the home. Through our contribution to Aberdeen City Community Safety Hub and the CPA collectively we have raised awareness of our referral process and promote a better understanding of fire risk in the home. The figures presented in the graph above show the number of HFSV's delivered year-to-date and are lower than we would hope for an annual report but represent the difficulties even in the later stages of COVID 19 restrictions and social distancing limits.

The SFRS focus remains on delivery of high and very high risk HFSV's these are being carried out by both our Community Action Teams as well as operational front-line staff. We continue to monitor emerging risk and are in line with the Scottish governments recommendations. HFSV's have been fully reinvigorated and the percentage of the public we reach will continue to increase throughout the next year.

## PRIORITY 2 – REDUCING DELIBERATE FIRES

### KPI 5 – All - Deliberate Secondary Fires / Location

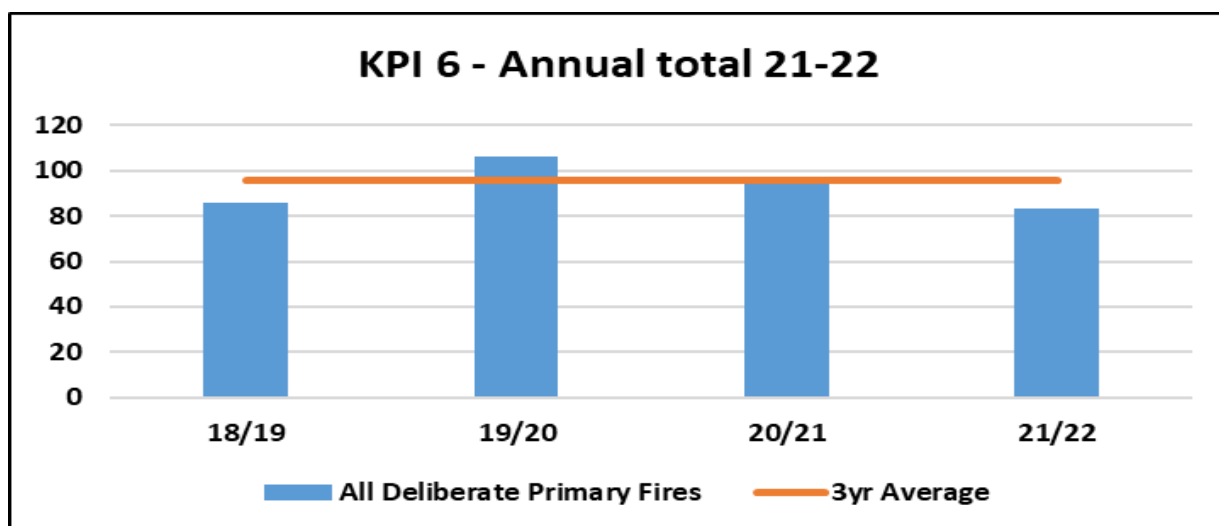


**Table 3: April 2021 - March 2022 Performance**

	18/19	19/20	20/21	21/22	YTD
<b>All Deliberate Secondary Fires</b>	360	250	246	284	<b>Amber</b>

Location	18/19	19/20	20/21	21/22
Airyhall, Broomhill & Garthdee	4	12	6	28
Bridge of Don	14	6	11	7
Dyce, Bucksburn & Danestone	43	19	39	36
George St & Harbour	12	16	11	16
Hazlehead, Queens Cross & Countesswells	22	4	15	10
Hilton, Woodside & Stockethill	20	20	15	15
Kincorth, Nigg & Cove	57	30	14	63
Kingswells, Shedocksley & Summerhill	20	28	23	14
Lower Deeside	9	11	7	9
Midstocket & Rosemount	13	21	10	13
Northfield & Mastrick North	37	25	19	27
Tillydrone, Seaton & Old Aberdeen	24	21	12	22
Torry & Ferryhill	85	37	64	24

## KPI 6 – All Deliberate Primary Fires / Location



**Table 4: April 2021 - March 2022 Performance**

	18/19	19/20	20/21	21/22	YTD
<b>All Deliberate Primary Fires</b>	86	106	96	83	<b>Green</b>

Location	18/19	19/20	20/21	21/22
Airyhall, Broomhill & Garthdee	1	5	4	3
Bridge of Don	1	1	4	4
Dyce, Bucksburn & Danestone	6	10	14	14
George St & Harbour	13	10	10	9
Hazlehead, Queens Cross & Countesswells	2	0	12	7
Hilton, Woodside & Stockethill	7	12	5	11
Kincorth, Nigg & Cove	10	14	4	9
Kingswells, Sheddocksley & Summerhill	4	4	9	4
Lower Deeside	2	2	2	0
Midstocket & Rosemount	7	9	7	1
Northfield & Mastrick North	8	12	12	9
Tillydrone, Seaton & Old Aberdeen	8	14	8	6
Torry & Ferryhill	17	13	5	6

## **Priority 2 Description – Reducing Deliberate Fires**

These KPI's and targets account for all types of fire that are believed to have been started intentionally and are categorised as deliberate primary fires and deliberate secondary fires.

### **KPI 5 – Deliberate Secondary Fires**

Deliberate secondary fires cover the majority of outdoor fires including grassland and refuse fires along with fires in derelict property.

As a target the aim is to reduce the rate of deliberate secondary fires in Aberdeen by keeping these **below 266** for the reporting year.

### **KPI 6 – Deliberate Primary Fires**

These deliberate fires cover the following property types;

- Fires in the home
- Fires in non-domestic premises
- Fires in motor vehicles

## **What we aim to Achieve**

- Reduce the number of deliberate fires by 10% (LOIP Key Driver 10.2)
- Improved community safety and wellbeing
- Improved data analysis to ensure resources are directed to maximise community outcomes

## **Performance Management**

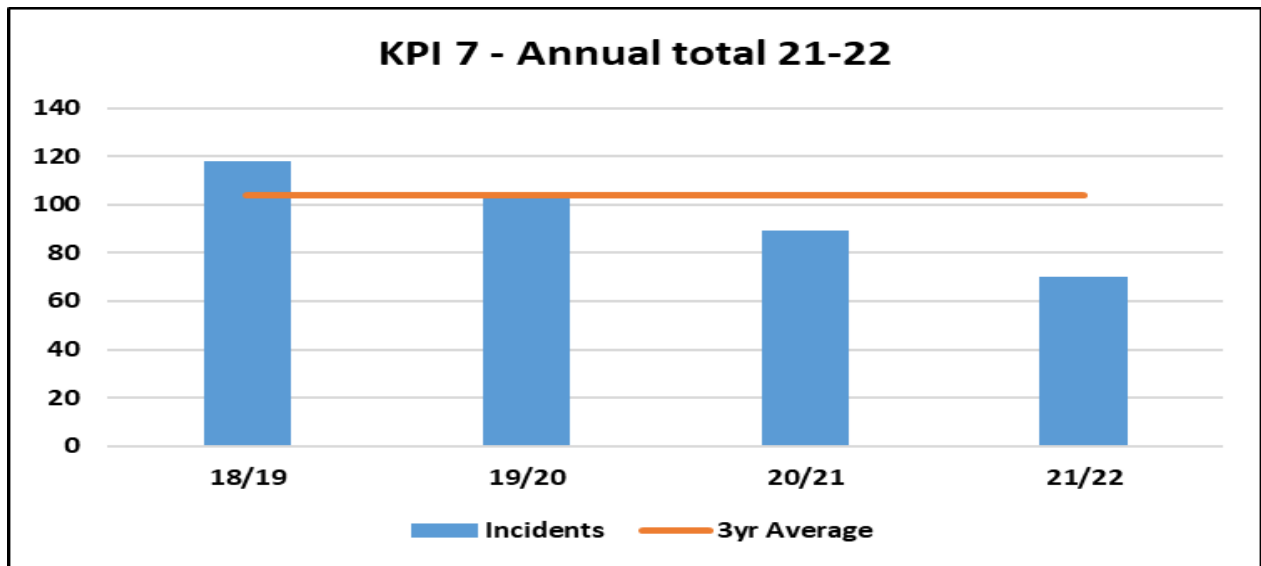
Results for this indicator show that we are below the average number of deliberate fires in Aberdeen City compared against the average for comparable areas in Scotland. During this reporting period we have seen an increase in deliberate secondary fires but a welcome reduction in deliberate primary fires.

This year the clear majority of the 284 deliberate secondary fires were fires involving grassland and refuse. Partnership work was carried out through 'Gramps Walks and Talks', school engagement sessions, the Safety Hub and through the CPA as a project within the Stretch outcomes. (LOIP Key Driver 10.2). These projects reached 861 pupils across 13 local schools and will carry forward into 2022-23.

As part of our Thematic Action Plans, we focus on deliberate fires and carry out interventions in identified problem areas. We use both traditional and social media communication channels to highlight the hazards and consequences of deliberate fires and use our Fire-setter's intervention programme to carry out engagement activity with youths that have been identified as being involved in Deliberate Fires.

## PRIORITY 3 – Improving Fire Safety in the Business Community

### KPI 7 - Non-Domestic Building Fires



**Table 4: April 2021 - March 2022 Performance**

	18/19	19/20	20/21	21/22	YTD
<b>Non-Domestic Building Fires</b>	118	105	89	70	<b>Green</b>

Location	18/19	19/20	20/21	21/22
Airyhall, Broomhill & Garthdee	6	6	3	4
Bridge of Don	6	1	8	3
Dyce, Bucksburn & Danestone	15	14	12	8
George St & Harbour	21	18	13	14
Hazelhead, Queens Cross & Countesswells	5	8	2	3
Hilton, Woodside & Stockethill	2	1	0	0
Kincorth, Nigg & Cove	11	15	6	8
Kingswells, Shedocksley & Summerhill	6	2	7	2
Lower Deeside	3	2	3	2
Midstocket & Rosemount	18	15	13	14
Northfield & Mastrick North	3	2	6	2
Tillydrone, Seaton & Old Aberdeen	8	7	9	4
Torry & Ferryhill	14	14	7	6

## **KPI 8 - Legislative Fire Safety Audits April 21- March 2022**

**Table 5: Completed Audits**

Care / Children's Homes	<b>60</b>
Houses in Multiple Occupation	<b>136</b>
Hotel	<b>39</b>
Hospital	<b>13</b>
Post Fire	<b>18</b>
Other workplace	<b>2</b>
<b>TOTAL</b>	<b>268</b>

### **Priority 3 Description – Improving Fire Safety in the Business Community**

These performance measures and targets cover the type of non-domestic premises applicable to Part 3 of the Fire (Scotland) Act 2005 i.e. business premises, and is designed to reflect the effectiveness of fire safety management in respect of these types of buildings.

### **KPI 7 – Non-Domestic Building Fires Applicable to the Act**

As a performance measure we aim to reduce the rate of fires in non-domestic premises (where the Act applies) by keeping them **below 100** for the reporting year.

### **KPI's 8 & 9 – Legislative Fire Safety Audits**

As a performance measure we aim to ensure all premises that meet the SFRS framework requirements are subject to an annual fire safety audit.

### **What we aim to achieve**

- Through a risk-based audit programme, we will protect Aberdeen's built environment and heritage at the same time supporting economic growth.
- Enhanced understanding of fire safety legislation and responsibilities across the business sector.

### **Performance Management**

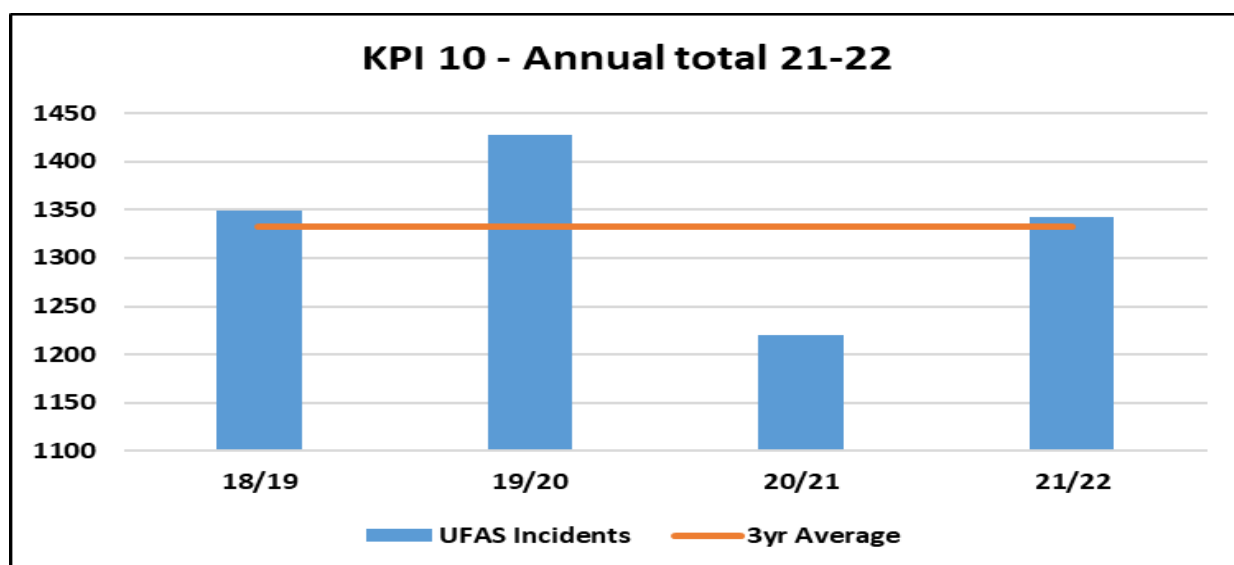
A dedicated team of legislative Fire Safety Enforcement and Auditing Officers work across Aberdeen City auditing relevant premises that are considered as presenting the highest risk to life in the event of a fire.

Throughout this year and with the pressure of COVID 19 restrictions we concentrated on our Framework premises such as care homes, hospitals and hotels. At times throughout the year following Scottish government guidance, we continued to work intuitively utilising our remote auditing procedure. Although not ideal it did give us a path forward when many establishments were unavailable for physical visits. Towards the end of the year however in Q4 the lifting of restrictions enabled us to resume physical visits and as shown above reach our annual target.



## PRIORITY 4 – Reducing Unwanted Fire Alarm Signals

### KPI 10 – Number of UFAS Incidents



**Table 6: April 2021 - March 2022 Performance**

	18/19	19/20	20/21	21/22	YTD
<b>Unwanted Fire Alarm Signals</b>	1,349	1,428	1,220	1,343	<b>Amber</b>

Location	18/19	19/20	20/21	21/22
Airyhall, Broomhill & Garthdee	44	85	67	72
Bridge of Don	75	82	74	64
Dyce, Bucksburn & Danestone	166	165	147	169
George St & Harbour	231	259	178	208
Hazlehead, Queens Cross & Countesswells	64	60	43	54
Hilton, Woodside & Stockethill	14	15	6	14
Kincorth, Nigg & Cove	109	136	123	145
Kingswells, Sheddocksley & Summerhill	62	80	78	66
Lower Deeside	52	42	38	61
Midstocket & Rosemount	345	310	276	305
Northfield & Mastrick North	18	20	22	13
Tillydrone, Seaton & Old Aberdeen	62	65	48	68
Torry & Ferryhill	107	109	120	104

#### **Priority 4 Description – Reducing unwanted Fire alarm signals**

Automatic Fire Alarms (AFA) are fundamental to providing early warning from fire, giving people the chance to evacuate safely. However, to be effective, they must be properly installed and maintained, and a good fire safety management regime must be in place by the duty holder, so they do not activate when there is no fire.

Every Unwanted Fire Alarm Signal (UFAS) from an AFA has an impact in terms of unnecessary blue light journeys, redirecting SFRS resources away from other activities such as community safety work and causing considerable disruption to businesses.

#### **KPI 10 – Unwanted Fire Alarm Signals (UFAS)**

As a headline target, the aim is to improve fire safety management and awareness, by reducing the number of attendances to unwanted fire alarm signals (UFAS) from automatic systems in non-domestic buildings to **less than 1375** each year.

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

Reduced impact on businesses, communities and the SFRS, creating capacity to deliver against other local and national priorities.

- Reduce SFRS' carbon footprint through less vehicle movements.
- Reduction in unnecessary demand on retained firefighters and their primary employers.
- Reduced road risk for SFRS operational personnel and the general public.

#### **Performance Management**

The table below lists the 5 property types that had persistent call-outs due to UFAS 01 April 2021 – 31 March 2022

<b>Property Types</b>	<b>No. of UFAS</b>
Hospitals	<b>241</b>
Purpose Built Office	<b>132</b>
Student Halls of Residence	<b>70</b>
Education / College University	<b>55</b>
Offices and call centres, Converted office	<b>50</b>

SFRS personnel proactively engage with any premises that are identified as “repeat offenders” to assist them in developing strategies and procedures that will reduce false alarms of all types. The UFAS reduction policy as presented in our last report will go live in April 2023 after further consultation.

## PRIORITY 5 – Effective Risk Management and Operational Preparedness

### KPI 11 – Operational Intelligence

**Table 7: April 2021 – March 2022 Performance**

	Q1	Q2	Q3	Q4	Total	Annual Target
Operational Intelligence Visits	45	79	87	114	325	525

### KPI 12 – Multi-Storey Operational Assurance Visits

**Table 8: April 2021 – March 2022 Performance**

	Q1	Q2	Q3	Q4	Total	Annual Target
Multi-Storey Operational Assurance Visits	31	59	54	71	215	236

### KPI 13 – Staff Competence

**Table 9: April 2021 – March 2022 Performance**

	Total	Competent	Development	Red	Amber	Green	Beyond Target
Firefighter	110	74	36	21	11	4	
Crew Commander	37	24	13				
Watch Commander	16	11	5				
Senior Manager	7	5	2				

### KPI 14 – Availability of Appliance and Specialist Resources

**Table 10: April 2021 – March 2022 Performance**

	Q1	Q2	Q3	Q4	YTD	Annual Target
On Call	75.41%	82.35%	83.70%	84.02%	80.92%	N/A

Wholetime availability has remained strong throughout the year and in line with policy has never dropped below 96% of resource available on any given day.

## **Priority 4 Description – Effective Risk Management and Operational Preparedness**

Risk Management and operational preparedness are key areas of work for the SFRS. For Aberdeen City this means;

- Knowing what the risks are and making appropriate plans to ensure we are resilient and informed to respond effectively to any event at that risk.
- Being prepared to respond to national threats or major emergencies.
- Firefighters being trained and equipped to deal with emergencies safely and effectively and our stations being ready to respond.

### **KPI 11 – Operational Intelligence (OI)**

Each operational Watch is tasked with undertaking 7 Operational Intelligence inspections each 7-week cycle. These will be a combination of new inspections and re-visits to validate the currency of the information held.

As a performance target, we aim to complete 525 Operational Intelligence visits across Aberdeen during the reporting year.

### **KPI 12 – Multi-Storey Operational Assurance Visits**

Each identified multi-storey premise in Aberdeen City should receive a quarterly inspection.

As a performance target, we aim to inspect 62 residential multi-storey premises every quarter.

### **KPI 13 – Staff Competence**

On initial appointment, and upon promotion, all personnel enter a period of development where it is expected that they follow an appropriate development plan that will see them achieve competency in role within a defined period.

For new appointments there is a development period of 36 months. For newly promoted personnel achieving competence is expected within 12-24 months.

As a performance target we aim to have all personnel competent in role within these defined timescales.

### **KPI 14 – Appliance/Resource Availability**

Good application and efficient use of attendance management, crewing and resourcing policies assists us to keep, as far as reasonably possible, all appliances available at all times. It should be noted that whole-time availability in Aberdeen City has not dropped below 96% at any time this year and we expect this figure to improve as we move forward to more settled times.

As a performance target we aim to achieve 100% resource availability for the reporting year.

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

- Support the wellbeing and safety of the public, SFRS personnel and other emergency responders
- Improved community resilience.

A Fire and Rescue Service that can respond effectively and efficiently across Aberdeen, and beyond

### **Performance Management**

Due to the restrictions of COVID 19 Risk Management and operational preparedness performance indicators have been problematic to meet especially in relation to Operational Intelligence. Premises being closed and having their own restrictions in place have hampered efforts to reach targets. This picked up in Q4 and will return to 'business as usual' in 2022-2023.

Multi-Storey Operational Assurance Visits were lower than would be expected for an annual report again due to restrictions that were in place. It did pick up in Q4 and any inspections that were missed will be caught in the coming period 2022-2023.

Staff competence is on track due to the support of the local training team which has included catch-up assessments due to COVID impact and local mitigation measures. Five new Development Firefighters joined our ranks in Q4.

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## ABERDEEN CITY COUNCIL

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<b>COMMITTEE</b>	Public Protection
<b>DATE</b>	28 June 2022
<b>EXEMPT</b>	No
<b>CONFIDENTIAL</b>	No
<b>REPORT TITLE</b>	Scottish Fire and Rescue Service Thematic Report Inspections
<b>REPORT NUMBER</b>	SFR/22/126
<b>DIRECTOR</b>	Chay Ewing, Local Senior Officer, SFRS
<b>CHIEF OFFICER</b>	Andrew Dick, Group Commander, SFRS
<b>REPORT AUTHOR</b>	Craig Wallace, Group Commander, SFRS
<b>TERMS OF REFERENCE</b>	5.6

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### 1. PURPOSE OF REPORT

- 1.1 To present the Scottish Fire and Rescue Service Thematic Report Inspections, for 2021-22 reporting year.

### 2. RECOMMENDATION(S)

- 2.1 That the Committee Consider and note the information provided in this report in relation to prevention and protection. **Appendix A** Thematic Report – Inspections.

### 3. BACKGROUND

- 3.1 This report invites you to review the Scottish Fire and Rescue Service Aberdeen City Inspections for 2021-22 reporting year.
- 3.2 This update shows the progress being made by the SFRS locally against the priorities and objectives for Aberdeen City as Covid-19 restrictions ease.

#### 4. FINANCIAL IMPLICATIONS

4.1 There are no significant financial implications for the Council.

#### 5. LEGAL IMPLICATIONS

5.1 There are no significant legal implications for the Council.

#### 6. MANAGEMENT OF RISK

6.1 Not applicable

#### 7. OUTCOMES

<b>Local Outcome Improvement Plan Themes</b>	
	<b>Impact of Report</b>
<b>Economy</b>	Whilst not specific to any Stretch Outcome, the paper seeks contribution to fire safety which will assist achieve a safer place to live, work and visit.
<b>People</b>	<p>The proposals within this report support the delivery of the following LOIP Stretch Outcomes</p> <p>10. 25% fewer people receiving a first ever Court conviction and 2% fewer people reconvicted within one year by 2026.</p> <p>11. Healthy life expectancy (time lived in good health) is five years longer by 2026.</p> <p>The paper seeks contribution to the Strategic Plan to reduce instances of deliberate fire setting and improve fire safety and prevention.</p>
<b>Place</b>	Whilst not specific to any Stretch Outcome, the paper seeks contribution to fire safety which will assist achieve a safer place to live, work and visit.



	Impact of Report
Customer Service Design	
Organisational Design	
Governance	
Workforce	
Process Design	
Technology	
Partnerships and Alliances	

## 8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	N/A
Privacy Impact Assessment	N/A
Duty of Due Regard / Fairer Scotland Duty	Not required.

## 9. BACKGROUND PAPERS

None

## 10. APPENDICES (if applicable)

Appendix A – Scottish Fire and Rescue Service Thematic Report Inspections

## 11. REPORT AUTHOR CONTACT DETAILS

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Group Commander  
Scottish Fire and Rescue Service  
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**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

## **ABERDEEN CITY LOCAL SENIOR OFFICER AREA**

### **SCOTTISH FIRE AND RESCUE SERVICE THEMATIC REPORT INSPECTIONS**

**Report Ref SFR/22/126**

#### **1 RECOMMENDATION**

The Aberdeen Public Protection Committee is recommended to:

- 1.1 Consider and note the information provided in this report in relation to prevention and protection.

#### **2 INTRODUCTION**

- 2.1 Fire Safety Enforcement (FSE) refers to our programme of legislative fire safety audits within relevant premises as defined in Part 3 of the Fire (Scotland) Act 2005.
- 2.2 Fire safety legislation aims to ensure the safety of employees, residents, visitors or customers and sets out the responsibilities in respect of fire safety.

Anyone who has control, to any extent, of any premises will have some responsibilities for ensuring that those occupying the premises are safe from harm caused by fire.

The legislation places a duty on those responsible for fire safety within relevant premises to carry out a fire risk assessment. They are defined in the Fire (Scotland) Act 2005 as Duty Holders.

- 2.3 The SFRS has developed a fire safety policy framework that prioritises FSE audits in premises where the greatest risk of harm from fire is present e.g. care homes, hospitals, HMO's etc.
- 2.4 Through a risk-based fire safety audit programme, our Fire Safety Officers will work in partnership with duty holders to assist them in meeting their fire safety legislative requirements and ensure that their buildings are safe for the building users.

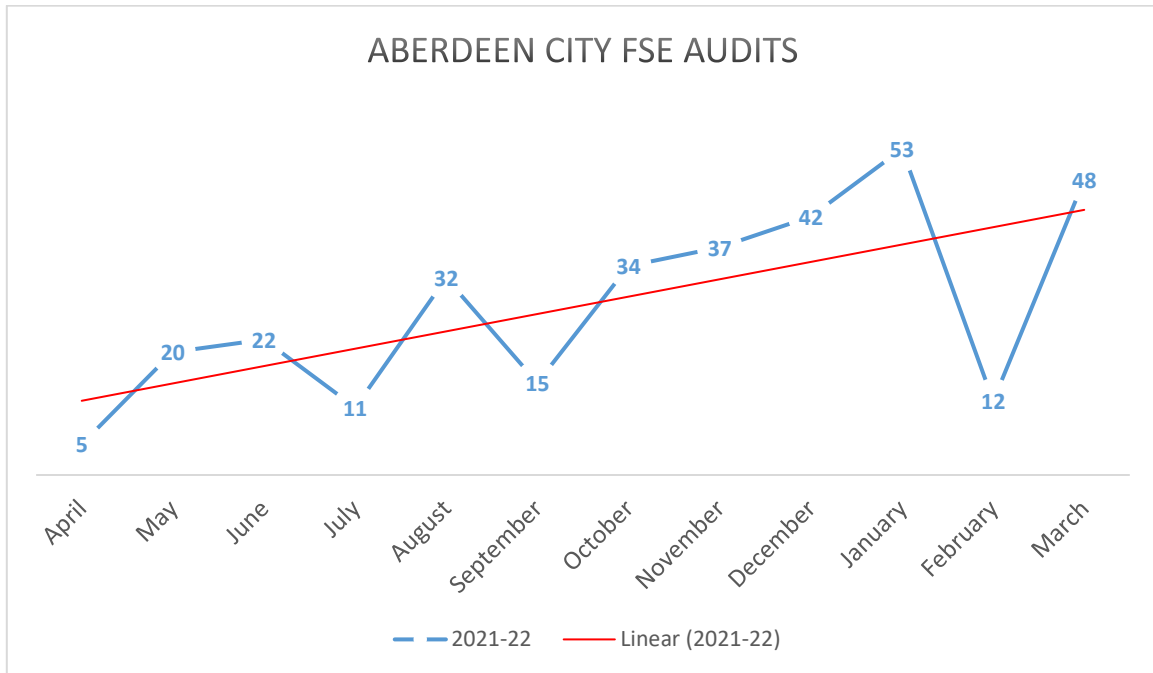
#### **3 FIRE SAFETY ENFORCEMENT VISITATIONS**

- 3.1 With the reduction in restriction levels for Covid-19 during this reporting period, SFRS have resumed their fire safety audit activities.

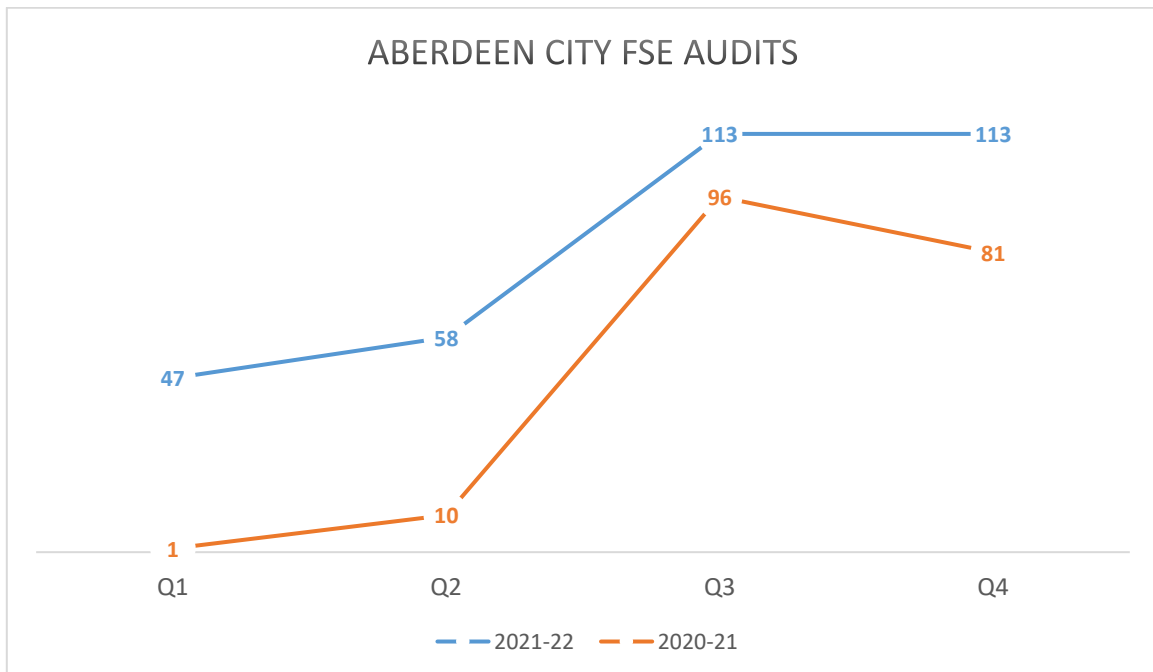
Scottish Government guidance has been followed when working in the community with physical visits to business premises conducted where possible.

Due to some sector specific restrictions at times to reduce or mitigate infection due to increased levels of illness, a remote audit procedure has been utilised by local officers.

3.2 The table below shows our audit activity for the 2021-22 reporting period.



3.3 The table below shows a comparison between our 2020-21 and 2021-22 audit activity.



3.4 Additionally, our Fire Safety Enforcement Team have been providing support to both

Orkney and Shetland Isles. This approach by SFRS is intended to ensure that we carry out our framework audits in all areas across Scotland.

- 3.5 Looking forward, the SFRS has increased the number of Fire Safety Officers across Aberdeen City, Aberdeenshire and Moray to ten. This team will flex to meet the needs of the local area on a risk-based approach.

#### **4 SHORT TERM LETS**

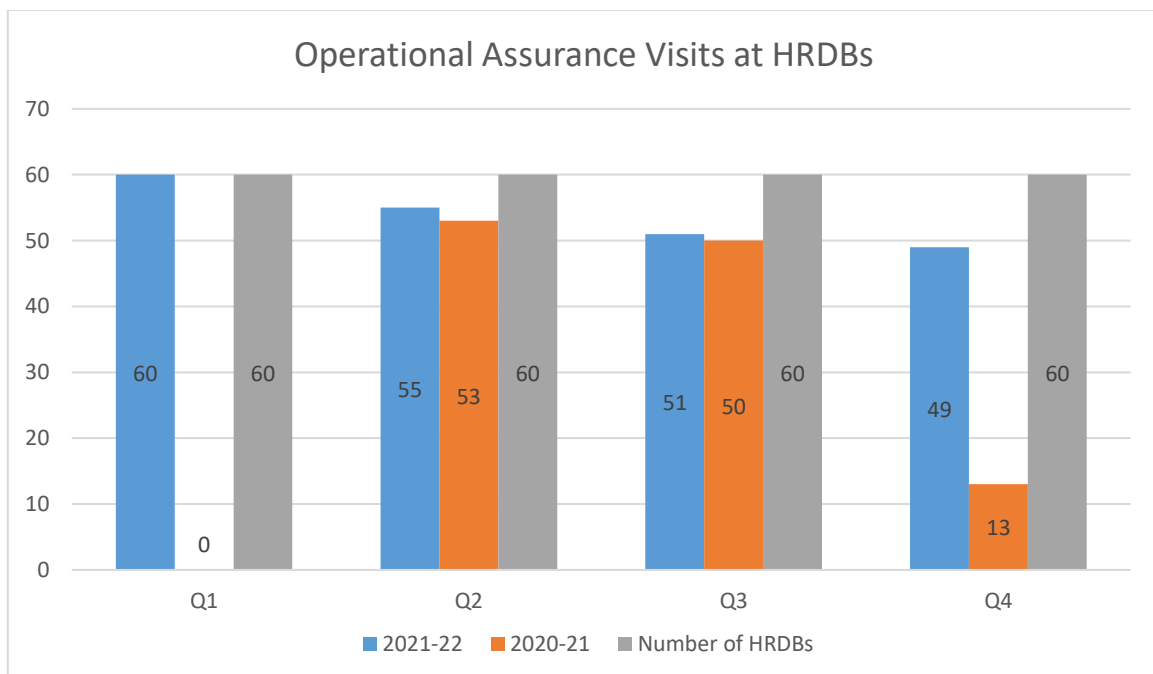
- 4.1 The new Short Term Lets (STL) legislation impacts on thousands of existing, and new, relevant premises that are providing sleeping accommodation across Scotland. Whilst a number of these premises may already be identified within the SFRS Policy Framework and be a part of the current auditing process, the likelihood is that the majority will not currently be subject to audit.
- 4.2 The SFRS will be engaging with external partners to identify the additional challenges in terms of numbers of licensing applications for STL type relevant premises.
- 4.3 This engagement will inform how SFRS manage to meet licensing demands, whilst ensuring they continue to provide support and appropriate education for duty holders with responsibility for STL type accommodation in respect of fire safety.
- 4.4 Local authorities will have until 1 October 2022 to establish a licensing scheme for implementation and existing STL hosts will have until 1 April 2023 to apply for an operating licence. The final deadline for all STL hosts and operators to have an operating licence is 1 July 2024.

The licensing will apply to the following:

- a) a licence for home sharing;
  - b) a licence for home letting;
  - c) a licence for home sharing and home letting; or
  - d) a licence for secondary letting.
- 4.5 Currently it is difficult to estimate the number of new license applications that may come from this new legislation. One local authority has already indicated that they have identified 1400 new premises, however further discussion shall be required across Scotland to provide more accurate figures.
- 4.6 The possible impact on SFRS may be significant and a standardised national approach shall be required for the appropriate management of any additional workload.
- 4.7 SFRS continue to process various licensing applications in partnership with local authorities but any additional workload will impact on SFRS resource capability and steps will be required to manage this, and other licensing demands.
- 4.8 A number of options are being considered for implementation and further consultation with local authorities may be appropriate, to review all current working practices for licensing activities.
- 4.9 An SFRS working group has been established to oversee this which will support the delivery of a process for managing STL within appropriate timescales.

## 5 INSPECTIONS

- 5.1 Operational Intelligence visits (390), The Scottish Fire and Rescue Service (SFRS) is committed to firefighter safety. The provision of Operational Intelligence (OI) is a key component of this by providing readily accessible information regarding operational risk at the point of need. Despite the reduction in COVID levels, the first half of the reporting period saw resistance in the business community to allowing crews to physically carry out Operational Intelligence visits. This has eased in the second half of the period, and we have worked extremely hard to capture or review 390 premises on the O.I. system.
- 5.2 Operational Assurance visits to High Rise Domestic Buildings (HRDB) have continued, with these visits providing benefits similar to OI but also giving SFRS the opportunity to check safety features within the HRDB, such as self-closing fire doors. 215 inspections have been carried out for the 2021-22 reporting period. Aberdeen City Council have been swift in rectifying issues reported as a result.



- 5.3 Care Home Visits (30) There has been an understandable unwillingness to carry out familiarisation visits to care homes during the reporting period, given the extra risks posed by COVID 19 to occupants. 30 familiarisation visits have been carried out, and the majority of these have been in the last few weeks. O.I. inspections have occurred where needed however.
- 5.4 Hydrant Inspection (429) Section 17(1) of the 2005 Fire (Scotland) Act states that the Scottish Fire and Rescue Service (SFRS) has a duty to 'take all reasonable measures for securing an adequate supply of water' Hydrants are inspection in a blended approach by operational and hydrant operators across Scotland. Within Aberdeen City this is solely carried out by operational crews. 429 Hydrant Inspections have been carried out over the period, with a range of faults being reported where needed.

## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Public Protection
<b>DATE</b>	28 <sup>th</sup> June
<b>EXEMPT</b>	No
<b>CONFIDENTIAL</b>	No
<b>REPORT TITLE</b>	Scottish Fire and Rescue Service Draft Strategic Plan 2022-2025
<b>REPORT NUMBER</b>	SFR/22/141
<b>DIRECTOR</b>	Chay Ewing, Local Senior Officer, SFRS
<b>CHIEF OFFICER</b>	Group Commander Andrew Dick, SFRS
<b>REPORT AUTHOR</b>	Chay Ewing, Local Senior Officer, SFRS
<b>TERMS OF REFERENCE</b>	5.6

### 1. PURPOSE OF REPORT

- 1.1 The Scottish Fire and Rescue Service (SFRS) invites you to share your views on our draft Strategic Plan 2022-25.

### 2. RECOMMENDATION(S)

- 2.1 That the Committee consider and provide feedback on the SFRS Strategic Plan 2022-2025 provided in **Appendix A** <https://firescotland.citizenspace.com/>

### 3. BACKGROUND

- 3.1 Our Strategic Plan details the activities we want to achieve to contribute to the safety and wellbeing of Scottish communities, whilst keeping our firefighters safe.
- 3.2 The seven Outcomes set out within our Plan complement the priorities in the Fire and Rescue Framework for Scotland 2022. The Fire and Rescue Framework is developed by the Scottish Government and our Strategic Plan has been designed to show how we will deliver against it.
- 3.3 We also have an aspirational Long-Term Vision which was shaped by our staff and stakeholders. It sets out our future direction and outlines where we want to be in ten years' time. The Strategic Plan 2022-25 outlines the next stage in that journey.

**4. FINANCIAL IMPLICATIONS**

4.1 There are no significant financial implications for the Council.

**5. LEGAL IMPLICATIONS**

5.1 There are no significant legal implications for the Council.

**6. MANAGEMENT OF RISK**

6.1 Not applicable

**7. OUTCOMES**

<b>Local Outcome Improvement Plan Themes</b>	
	<b>Impact of Report</b>
<b>Economy</b>	
<b>People</b>	
<b>Place</b>	

<b>Design Principles of Target Operating Model</b>	
	<b>Impact of Report</b>
<b>Customer Service Design</b>	
<b>Organisational Design</b>	
<b>Governance</b>	
<b>Workforce</b>	
<b>Process Design</b>	
<b>Technology</b>	
<b>Partnerships and Alliances</b>	



## 8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	N/A
Privacy Impact Assessment	N/A
Duty of Due Regard / Fairer Scotland Duty	Not required.

## 9. BACKGROUND PAPERS

None

## 10. APPENDICES (if applicable)

Appendix A – SFRS Draft Strategic Plan 2022-2025

## 11. REPORT AUTHOR CONTACT DETAILS

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Scottish Fire and Rescue Service  
Aberdeen City,  
Aberdeenshire and Moray  
2 Mounthooly Way, Aberdeen AB24 3ER  
**firescotland.gov.uk**

Public Protection Committee  
Aberdeen City Council  
Town House  
Broad Street  
ABERDEEN  
AB10 1FY

Our Ref: APPC/C/0622  
Your Ref: SFRS/SP22-25  
Contact: AC Chay Ewing  
Contact No.: 07971 031953  
Email: Chay.ewing@firescotland.gov.uk  
Date: 3<sup>1st</sup> May 2022

Dear Councillor

This email invites you to review the Scottish Fire and Rescue Service draft Strategic Plan 2022-25.

This critical milestone in the continued development of the Service will ensure we remain fully committed to improving the safety and wellbeing of the communities we serve both now and in the future.

As a key stakeholder, we would like to hear your views. Your input will help us to critically assess if the strategy we are proposing is right. Listening to your views will help us to continuously develop and improve the services we provide.

You'll find the draft Plan and an opportunity to share your thoughts on [our website](#). The consultation closes on 10 July 22.

If you would like to discuss the contents of this Plan in greater detail or have any questions, I would be happy to arrange a meeting with you.

I look forward to hearing from you.

Yours sincerely,

**Chay Ewing**  
**Local Senior Officer**  
**Aberdeen City, Aberdeenshire and Moray**

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**Scottish Fire and Rescue Service**  
**Strategic Plan**  
**2022-2025**

# 1. INTRODUCTION

## We are delighted to introduce the Scottish Fire and Rescue Service (SFRS) Strategic Plan 2022-2025

As we approach our 10th anniversary in 2023, this is our fourth Strategic Plan and the first one that aligns to our [Long-Term Vision](#) for the Service which we published in 2021. In our Vision we set out our ambitions to be a progressive organisation, centred around people's needs, inclusive of all and better connected to our communities. This Plan marks the next steps towards realising that Vision. It also builds on our organisational [Values](#), demonstrates our commitment to further modernising the Service by doing more for our communities and changing how we work. It further strengthens our approach to prevention while maintaining an excellent emergency response and addressing the repair and replacement challenges within our estate.

This Plan will deliver against the strategic priorities set out for the Service by the Scottish Government in the [Fire and Rescue Framework for Scotland 2022](#). It comes at an important time for Scotland as we recover and learn lessons from COVID-19. In response to the pandemic and to help Scotland recover from its impacts, the Scottish Government has committed to:

- Developing a progressive, wellbeing economy for Scotland
- Building public services on a person-centred basis
- Addressing issues of systemic social and economic inequality
- Strengthening partnership working across public services

As a Service committed to the Christie reform principles, we will play our part in achieving these wider ambitions for Scotland. In producing this plan, we have ensured that our actions will support these priorities for Scotland as we work to improve the safety and wellbeing of our communities.

Although we pride ourselves on our ability to plan our services for a future Scotland, the pandemic has shown it is impossible to fully predict the future. As such, we have set out what we need to achieve over the next three years within this Plan. We also highlight some of the challenges we are faced with and the barriers we will need to overcome to achieve more for Scotland. We must address the problems of an ageing estate and operating systems that need upgraded. We also need to maintain an extensive fleet of vehicles and equipment that supports what we do, whilst taking steps to reduce our carbon consumption. We will have to achieve this by working more flexibly across the whole country. But to do so, we will require significant investment and sustained commitment over the next three years and beyond.

Finally, the commitments within this Plan are only possible because of the excellent work of all our people. They are truly inspirational and we would like to thank them all for everything they do for each other and the people of Scotland. We would also like to thank our partners and communities who we proudly serve and who support us in what we do.

# 2. WHAT IS THE STRATEGIC PLAN 2022-25?

The SFRS was established in April 2013. Since then we have produced strategic plans every three years to detail the activities we undertake to contribute to the safety and wellbeing of Scotland's communities, whilst keeping our firefighters safe.

This Strategic Plan outlines the high-level outcomes through which we will continually work towards our overall purpose, as outlined in the Fire and Rescue Framework for Scotland 2022: **'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 wellbeing of people throughout Scotland.'**

[The Fire and Rescue Framework for Scotland 2022](#) also sets for us seven strategic priorities and we have a statutory duty to have regard to these when developing our Strategic Plan:

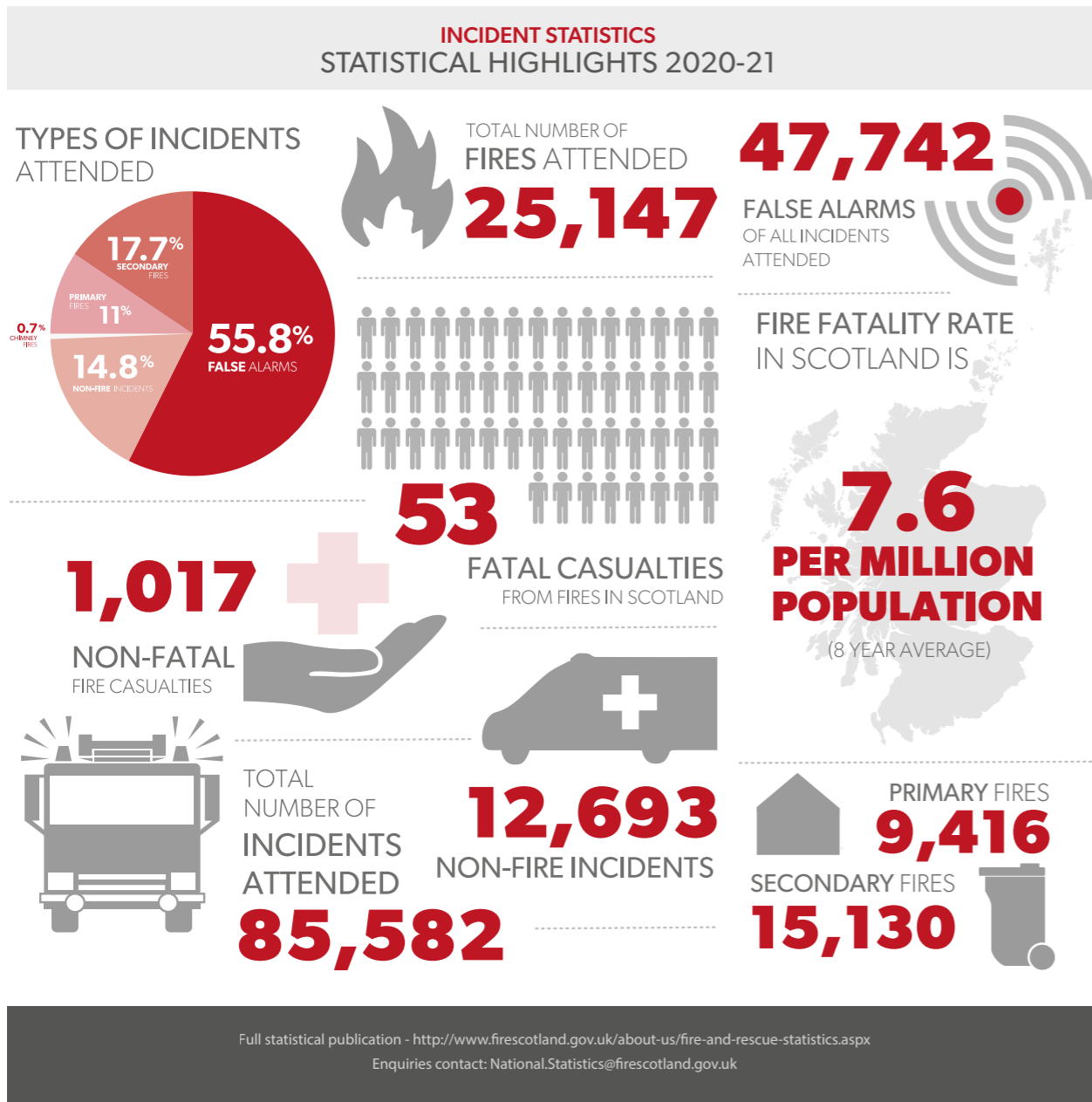
- Prevention and Protection
- Response
- Innovation and Modernisation
- Climate Change
- Effective Governance and Performance
- Partnership
- People

### SFRS Long-Term Vision

As well as considering the Fire Framework, this Strategic Plan supports the achievement of our [SFRS Long-Term Vision](#). Our Vision is an aspirational document which was shaped by our staff and stakeholders. It sets out our future direction and outlines where we want to be in ten years' time. This Plan outlines the next stage in that journey.

Our Plan has been developed with these important documents in mind, with our seven Outcomes complementing the strategic priorities of the Fire and Rescue Framework for Scotland. We have developed this Plan in consultation with our people, a range of our partners across the country and the people of Scotland.

### 3. HOW WE HELPED TO KEEP SCOTLAND SAFE DURING 2020/21



### 4. OUR SERVICE, OUR AMBITIONS FOR SCOTLAND'S COMMUNITIES

We are the fourth largest fire and rescue service in the world. Our key role will always be to respond to fires and other emergency incidents but we do much more than that. In communities across Scotland, you'll find us:



We firmly believe that the best way to deal with any type of emergency is to try and stop it from happening in the first place. With a key focus on prevention, particularly in support of the most vulnerable members of society, we work with our partners across the country to deliver: crucial fire safety campaigns; prevention interventions; and work on a wide range of public safety initiatives that keep people and businesses safe. Because of this and because our firefighters, both wholtime and on call, are so valued within their communities, we have an ambition to develop our offer to Scotland. As we develop this offer we must ensure

that the facilities and equipment we use are of the highest standard. They need to be modern, purpose designed for the 21st century and safe for our people. This will help us retain those who currently work for us while attracting new people to help us become a more diverse organisation that reflects the communities of modern Scotland.

We will keep improving people's lives and the safety and wellbeing of the communities we serve; by reducing the risk from harm and working in collaboration with our partners and communities.

## 5. OUR OPERATING ENVIRONMENT FOR THE NEXT 3 YEARS

The delivery of this Plan will be influenced by the following challenges we face within our operating environment and how we will work to resolve them.

### Recovering and learning from COVID-19

Throughout the pandemic, we adapted swiftly alongside our partners to provide life-saving and innovative services for our communities. The impacts of the pandemic are not over and will have a lasting effect on us, communities and businesses over the years ahead. It is imperative that we put key lessons we have learned from the pandemic into place to help us, and Scotland, fully recover.

### Flexibility

Being a more flexible organisation was key to how we responded to the COVID-19 pandemic. We will maintain our agile and flexible approach to deliver what is required of us by our communities. This means avoiding a "one size fits all" mentality and approach so that we can respond to differing community needs appropriately.

### Service Modernisation

We will develop our offer to communities as an emergency service based on a better understanding of changing risk and reshape the use of our resources and service activities. However, achieving more to support and safeguard our communities within existing resources will be our biggest challenge.

### Budgeting Responsibly

Over the next three years we will face significant budgetary pressures in both our resource and capital budgets. We will be faced with high levels of inflation in the goods and services we need to purchase to deliver our services. We are likely to see challenges emerging for our people around the increased cost of living and the pressures this places on them and their households. We also face a significant and growing investment need in our estate which requires ongoing decarbonisation. Our buildings are ageing and many require substantial upgrading or replacement. Failure to invest in our estate will add further pressure to our resource budget as we increasingly spend more money to overcome the repair costs that come from an ageing set of buildings. We will

always balance our budget; we are required to do so by law. However, given these pressures we will need to make hard choices on timing and financial capacity as we modernise the Service whilst maintaining current financial sustainability and budgetary control.

### Climate Emergency

The impacts of climate change will increase over time. We will have to respond to more weather-related incidents which will increase in intensity, impact and frequency and continue to ensure our firefighters are properly trained, equipped and supported in this.

### Demographic Change

People are living longer and care will increasingly shift from institutional settings towards home-based care. This change will generate new demands as Scotland seeks to support our population to age well in safe and resilient communities, while we work to reduce the risk of fire and other forms of unintentional harm within homes. We will continue our crucial work with communities and our partners to prevent such harm from happening and develop our service offer in supporting the vulnerable members of Scotland's communities.

### Place

We are a national service, delivered locally. We are committed to understanding the changing risks across the country and meeting community needs in ways that work best for them. We will support the wider public service reform agenda of adopting a place-based approach to how public services are designed and delivered. This will shape how we work to ensure that our communities are safer, stronger and more resilient.

### Resilience

We play an important role helping communities become more resilient. Whether in safeguarding people and communities against the impacts of a pandemic, the effects of adverse weather events, dealing with the threat of terrorism and much more. There remains a vital need and a statutory duty for us to work with our communities and emergency service partners to prepare better to meet these threats as they evolve over time.

### People

Ensuring the safety of our firefighters and ensuring the wellbeing of communities has always been at the heart of how we operate. This approach of putting people first remains at our core. We will continue to place a strong focus on meeting people's needs as we change how we work.

### Engagement and Empowerment

To make good decisions you need to engage people in the decision-making process and empower them to make appropriate choices for themselves. We are committed to working this way, both with our own people and with our communities. This will help us

arrive at better decisions which will make us a stronger and more successful organisation.

### Managing Change

We have and will continue to run large change projects across the Service. Projects can range from introducing new technology systems, undertaking large scale building projects, working with suppliers to develop new types of emergency response vehicles, to changing the ways we work. Throughout the duration of this Plan we will further improve how we manage projects to ensure their effective and efficient delivery.

As we proceed over the next three years we will continually revisit our assumptions about our operating environment and how any changes may impact on how we will work. The detail in the following sections outlines what we will achieve over the lifetime of this Plan. How we will do so will be set out, scrutinised and monitored through both our Annual Operating Plan and Change Plan by our Board and the wider public as we deliver on this Plan's ambitions.



## 6. OUR OUTCOMES

### OUTCOME ONE:

Community safety and wellbeing improves as we deploy targeted initiatives to prevent emergencies and harm.

#### WHAT WE WILL DO

We firmly believe that preventing problems from arising is better than dealing with them when they occur. Our approach to prevention helps people, communities and the economy stay safe and enables us to support work addressing wider inequalities. As we did during the pandemic, we will continue to share data appropriately with our partners to protect the vulnerable in our communities. To support Scotland's economy we will continue to enforce and provide advice around fire safety legislation to business owners in shops, offices, workshops and factories. We will further expand our prevention work to Scottish households and develop our prevention approaches to influence people's behaviours to help keep themselves safe and improve their wellbeing. We will build on the work with our partners to target education and safety initiatives to those who need it most, including the young and the vulnerable. We will develop our home fire safety visit programme to incorporate wider health and social care considerations and develop a coordinated approach to reducing unintentional harm throughout Scotland.

#### WHAT SUCCESS WILL LOOK LIKE IN THREE YEARS

By 2025 our prevention work will help individuals, communities, organisations and businesses feel more confident regarding safety within their homes, premises and localities. We will achieve this by:

- Refocusing our preventative activities to address issues of social, economic and health inequalities.
- Leading initiatives with our partners to appropriately share data and information.
- Leading initiatives to reduce unintentional harm in our communities.
- Working with communities, partners and stakeholders to produce and disseminate safety advice and information effectively.
- Improving community safety and wellbeing by working to encourage sustained behavioural change within households.
- Supporting business owners to protect Scotland's non-domestic buildings and premises.

#### SUPPORTING OUR LONG-TERM VISION PRIORITIES

- Prevention will be at the heart of our service delivery model as it evolves to meet Scotland's changing needs.
- We will be innovative in our use of technology, data and information to change how we work.
- Partnership working will be at the core of how we work.
- We will be driven by a deeper understanding of the needs of our communities.
- We will be a more environmentally sustainable organisation.

#### EXISTING SFRS STRATEGIES/PLANS THAT WILL HELP US ACHIEVE OUR STRATEGIC OUTCOMES

- Fire Safety Enforcement (Protection) Framework for Scotland 2021
- Community Safety Engagement Planning and Evaluation Policy and Procedure
- Communications and Engagement Strategy

### OUTCOME TWO:

Communities are safer and more resilient as we respond effectively to changing risks.

#### WHAT WE WILL DO

We will apply the lessons learned from the COVID-19 pandemic to how we operate. We will continue our work to understand the changing risks within our communities and strategically decide how best to locate our operational resources based on where the greatest risks lie. We will deliver on the commitments made in our Operational Strategy, ensuring we have the right resources in the right places at the right times and further improve our on call service. We will have the best systems to direct our firefighting activities effectively and continue to ensure all our people have the right skills, training and equipment. We will continue to plan and respond with other emergency services to improve firefighter and public safety.

#### WHAT SUCCESS WILL LOOK LIKE IN THREE YEARS

By 2025 our effective emergency response will ensure communities remain safe. We will achieve this by:

- Building upon our knowledge of and responding to the changing risks and inequalities faced by our communities.
- Applying the lessons we have learned from COVID-19 to drive sustainable improvement in how we work.
- Training effectively and efficiently as a Service and with our partners to improve community safety.
- Providing the right technology and equipment to keep firefighters safe.
- Improving how we manage calls from the public and deploy our resources to emergency incidents.
- More efficiently responding to false fire alarm calls and improving road safety by reducing the number of blue light journeys we make to them.

#### SUPPORTING OUR LONG-TERM VISION PRIORITIES

- Prevention will be at the heart of our service delivery model as it evolves to meet Scotland's changing needs.
- We will be innovative in our use of technology, data and information to change how we work.
- Partnership working will be at the core of how we work.
- We will be driven by a deeper understanding of the needs of our communities.

#### EXISTING SFRS STRATEGIES/PLANS THAT WILL HELP US ACHIEVE OUR STRATEGIC OUTCOMES

- COVID-19 Recovery Plan
- Operational Strategy 2022-2032
- Asset Management Strategy 2019-2029
- Community Asset Register

**OUTCOME THREE:**

We value and demonstrate innovation across all areas of our work.

**WHAT WE WILL DO**

We will continue to embed innovation into how we work and operate. As we did throughout the pandemic we will work with others to seek innovative opportunities to drive change and improvement. We will further use our talent, partnerships and resources to develop and improve our systems, processes and performance. We will develop our first Innovation and Improvement Strategy which will set out how, as one of the largest fire and rescue services in the world, we will encourage and drive innovation across all areas of our work and help us make the best use of our resources, adapt to changing risks and drive good practice.

**WHAT SUCCESS WILL LOOK LIKE IN THREE YEARS**

By 2025 we will embrace innovative approaches to how we operate. We will achieve this by:

- Promoting and embedding a culture of innovation in the Service to develop new ways of thinking and working.
- Delivering new opportunities, partnerships and collaborations to improve both public and our peoples’ safety and wellbeing.
- Developing and deploying new digital and other technologies to change how we work and to keep firefighters safe.
- Improving inter-departmental working and knowledge sharing across the Service.
- Implementing a new approach to undertaking research and development.
- Developing further innovative approaches to modernising our estate.

**SUPPORTING OUR LONG-TERM VISION PRIORITIES**

- We will be innovative in our use of technology, data and information to change how we work.
- Partnership working will be at the core of how we work.
- We will be driven by a deeper understanding of the needs of our communities.

**EXISTING SFRS STRATEGIES/PLANS THAT WILL HELP US ACHIEVE OUR STRATEGIC OUTCOMES**

- Innovation and Improvement Strategy
- Business Intelligence Strategy 2021-2024
- Digital Strategy
- Operational Strategy 2022-2023

**OUTCOME FOUR:**

We respond to the impacts of climate change in Scotland and reduce our carbon emissions.

**WHAT WE WILL DO**

We will further develop the resources needed to tackle the impacts of climate change and we will ensure that these are strategically located across the country. Our firefighters will remain fully trained and equipped to support communities in meeting extreme weather events. We will also make use of other local resources that are available to bolster our response during prolonged or widespread incidents. We will continue to work to reduce our own organisational impact on the environment by changing how we work, how we consume and manage energy and how we behave as we adapt to climate change. Reducing our carbon emissions is the first step in this journey. By 2045 we will become a carbon neutral organisation.

**WHAT SUCCESS WILL LOOK LIKE IN THREE YEARS**

By 2025 we will reduce our carbon emissions and continue to support our communities to tackle climate change. We will achieve this by:

- Ensuring our people continue to plan, are trained for and equipped to respond to climate change incidents.
- Working with partners to prevent fires, thereby reducing carbon released into the atmosphere.
- Strategically placing specialist resources in areas where there is a greater risk of flooding.
- Reducing our carbon consumption by investing in renewable technologies and reducing energy waste across the Service.
- Investing further in the greening of our fleet by acquiring zero emission vehicles where appropriate.
- Supporting staff to adopt changes and behaviour to support more environmentally friendly working practices.

**SUPPORTING OUR LONG-TERM VISION PRIORITIES**

- We will be innovative in our use of technology, data and information to change how we work.
- Partnership working will be at the core of how we work.
- We will be a more environmentally sustainable organisation.

**EXISTING SFRS STRATEGIES/PLANS THAT WILL HELP US ACHIEVE OUR STRATEGIC OUTCOMES**

- Carbon Management Plan 2020-2025
- Climate Change Response Plan 2045
- Energy and Carbon Strategy 2020-2030
- Wildfire Strategy
- Operational Strategy 2022-2032

**OUTCOME FIVE:**

We are a thriving organisation, use our resources responsibly and provide value for money to the public.

**WHAT WE WILL DO**

As a progressive organisation our Board will continue to provide robust scrutiny whilst governing responsibly and transparently. We will continue to collect and publish the right data to show how well we are performing, making this information available to the public in ways that are accessible and easy to understand. We will continue to manage our finances, physical and digital infrastructure, vehicles, equipment and supporting infrastructure responsibly and maintain them to the very best of our ability. In addition, as an emergency service and an organisation that is always learning and looking to improve, we will continue to focus on the effective management of risk, and the health, safety and wellbeing of our staff and members of the public.

**WHAT SUCCESS WILL LOOK LIKE IN THREE YEARS**

By 2025 we will continue to demonstrate how effective we are at managing and sharing our resources, and performing against our objectives and obligations. We will achieve this by:

- Remaining open and transparent in how we make decisions.
- Improving levels of Service performance whilst providing value for money to the public.
- Improving the use of data and business intelligence to support decision making.
- Proactively engaging with and providing more accessible information on what we do for the public and our stakeholders.
- Managing and maintaining our buildings, vehicles and wider infrastructure as well as we can.
- Managing further major change projects and organisational risks effectively and efficiently.

**SUPPORTING OUR LONG-TERM VISION PRIORITIES**

- We will be innovative in our use of technology, data and information to change how we work.
- We will be driven by a deeper understanding of the needs of our communities.
- We will be a more environmentally sustainable organisation.

**EXISTING SFRS STRATEGIES/PLANS THAT WILL HELP US ACHIEVE OUR STRATEGIC OUTCOMES**

- Asset Management Strategy 2019-2029
- Long Term Financial Strategy 2019-2029 (revised 2022/2023)
- Medium Term Finance Model 2023 - 2026
- Procurement Strategy 2021-2024
- Governance and Accountability Framework
- Carbon Management Plan 2020-2025
- Climate Change Response Plan 2045
- Energy and Carbon Strategy 2020-2030
- Communications and Engagement Strategy

**OUTCOME SIX:**

The experience of those who work for SFRS improves as we are the best employer we can be.

**WHAT WE WILL DO**

We will be the best employer we can be. As an aspirational employer, we will invest to attract and retain the best people to deliver our services to the public. Throughout the COVID-19 pandemic we had to work in more flexible and agile ways. Over the next three years we will embed those changes in how we work and use technology to make day to day tasks easier for our people. We will continue to improve our training to enable our people to develop and maintain their competencies and skills. We will improve our recruitment processes and make our roles more attractive to all members of our communities and develop our approach to youth engagement and employment further. We will continue to nurture an inclusive culture that values and welcomes everybody to be themselves at work. We will provide our people with the dignified work facilities that they deserve and we will work with our representative bodies to champion fairness, equality, partnership, engagement and respect for all. We will continue to be a Fair Work Employer, paying the Living Wage for all of our staff.

**WHAT SUCCESS WILL LOOK LIKE IN THREE YEARS**

By 2025 we will be an employer that demonstrates our commitment to our people. We will achieve this by:

- Continuing to work in partnership with our representative bodies to ensure the safety and wellbeing of the public and our people.
- Developing and deploying new and more agile ways of working to protect the safety, wellbeing, physical and mental health of our people.
- Providing the best training and development opportunities for all our people to ensure they have the right mix of knowledge and skills.
- Further promoting diversity and expanding our youth engagement and employment programmes.
- Continuing to make working for SFRS more fulfilling and ensuring all our people can have their say regarding how we work.
- Promoting a culture that values inclusion, promotes fairness, equality and respect for all while providing dignified work facilities for our people.

**SUPPORTING OUR LONG-TERM VISION PRIORITIES**

- We will be an organisation that works in agile and smart ways to support our staff to achieve a positive work/life balance.
- We will invest in developing our leaders and train our staff to the highest standards.
- We will value difference of views, experiences and backgrounds within and out with our organisation.

**EXISTING SFRS STRATEGIES/PLANS THAT WILL HELP US ACHIEVE OUR STRATEGIC OUTCOMES**

- Mental Health Strategy 2020-2030
- Agile Working Framework
- Communications and Engagement Strategy
- Positive Action Strategy
- Corporate Parenting Plan 2020-2023
- Training Strategy 2020-2025
- Resourcing Plan 2021-2026

## 7. TELL US WHAT YOU THINK

This draft Strategic Plan 2022-2025 sets out what our broad ambitions will be over the next three years. Your views are important to us and you are invited to tell us what you think of our approach.

The formal consultation for this draft Strategic Plan opened on **Monday 9 May 2022 and will run until Sunday 10 July 2022**. To ensure we review and manage all responses consistently please feedback to us using our online survey. This can be accessed at [firescotland.citizenspace.com](https://firescotland.citizenspace.com). After the consultation is closed we will publish the results.

If you cannot access our online survey, or if you would like more information about the Scottish Fire and Rescue Service you can:

- Write to: Scottish Fire and Rescue Service Headquarters  
Westburn Drive  
Cambuslang  
G72 7NA
- Phone: 0141 646 4501
- Visit our website: [www.firescotland.gov.uk](https://www.firescotland.gov.uk)

### **OUTCOME SEVEN:** Community safety and wellbeing improves as we work effectively with our partners.

#### **WHAT WE WILL DO**

Partnership working is at our core. The difference it made to our operations throughout the pandemic was key to helping communities through this challenging time. We will continue to work closely with our partners, including with other fire and rescue services throughout the UK and internationally, to improve firefighter safety and the wellbeing of individuals and communities. We will remain fully committed to Community Planning, and work with partners including Police Scotland, the Scottish Ambulance Service, Local Authorities, Health Boards, the Third Sector and Community Groups throughout Scotland. Partnership working is vital to ensure we perform at our best in all that we do. We will work more closely with our communities to understand their changing needs and include them in the design, development and prioritisation of our services.

#### **WHAT SUCCESS WILL LOOK LIKE IN THREE YEARS**

By 2025 we will be recognised as a reliable and valued partner, delivering an effective emergency service and a wide range of place based initiatives with partners across Scotland and further afield. We will achieve this by:

- Continuing our commitment to Community Planning and partnership working across all localities in Scotland.
- Working with our partners to further safeguard the young and our vulnerable adults.
- Working with our partners to address common service demand challenges.
- Sharing more of our premises with partners and seeking efficiencies where we can through collaborative working.
- Engaging more with communities and partners when designing, developing and delivering services.
- Being positively valued by our partners and communities in all that we do.

#### **SUPPORTING OUR LONG-TERM VISION PRIORITIES**

- Partnership working will be at the core of how we work.
- We will be innovative in our use of technology, data and information to change how we work.
- We will be driven by a deeper understanding of the needs of our communities.
- We will be a more environmentally sustainable organisation.

#### **EXISTING SFRS STRATEGIES/PLANS THAT WILL HELP US ACHIEVE OUR STRATEGIC OUTCOMES**

- Business Intelligence Strategy 2021-2024
- Communications and Engagement Strategy

## Acknowledgements

The Scottish Fire and Rescue Service would like to thank the many people of Scotland and our own staff members who contributed their time, knowledge and experiences to help us develop this document.



SCOTTISH  
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

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## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Public Protection Committee
<b>DATE</b>	28 <sup>th</sup> June 2022
<b>EXEMPT</b>	No
<b>CONFIDENTIAL</b>	No
<b>REPORT TITLE</b>	Adult Support and Protection Inspection Report
<b>REPORT NUMBER</b>	HSCP/22/145
<b>DIRECTOR</b>	Sandra Macleod, IJB Chief Officer
<b>CHIEF OFFICER</b>	Claire Wilson, ACHSCP Lead for Social Work
<b>REPORT AUTHOR</b>	Val Vertigans, Lead Strategic Officer Adult Public Protection, ACHSCP
<b>TERMS OF REFERENCE</b>	Section 1.1

### 1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to share the findings of the recent Joint Inspection of Adult Support and Protection (ASP) in Aberdeen which were published on 21<sup>st</sup> June 2022 on the Care Inspectorate website [[Joint inspection of adult support protection in the Aberdeen City partnership \(careinspectorate.com\)](https://www.careinspectorate.com/joint-inspection-of-adult-support-protection-in-the-aberdeen-city-partnership)] and next steps. The report can also be found as an Appendix to this report.

### 2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Notes the findings of the recent Joint Inspection of Adult Support and Protection in Aberdeen and next steps.

### 3. BACKGROUND

- 3.1 The programme of Joint Inspections was paused at the start of the pandemic, but, in a letter to COSLA and SOLACE dated 3 March 2021, the Cabinet Secretary for Health and Sport requested that the inspection programme resumes in a proportionate and sensitive manner.
- 3.2 The inspection programme is being led by the Care Inspectorate in collaboration with Her Majesty's Inspectorate of Constabulary Scotland (HMICS) and Healthcare improvement Scotland (HIS). This scrutiny and assurance will be undertaken in the context of health and social care integration. A phased approach is being adopted, using adapted methodology developed during 2020 which ensures the lightest possible approach.
- 3.3 The commencement of the inspection was delayed, in conjunction with inspectors, due to the significant and extreme pressures on systems, services

and staff across the partnership, responding to Covid 19 and winter pressures, and formal Notification of inspection was finally received on 14th February 2022.

3.4 The inspection focused on key processes and leadership (see national [quality indicator framework](#)). The key activities included submission of a short position statement, submission of supporting evidence under specific themes, a case file audit and a staff survey across social work, health and police, which was completed by 327 staff across the multi agency partnership. Guidance and information about the methodology used can be found on the [Care Inspectorate website](#).

3.5 Scrutiny of the necessary files took place on the basis of Healthcare Improvement Scotland colleagues reading health records on location in Aberdeen, and Social Work records being read remotely, by the Care Inspectorate, via a Sharepoint site. Police records were examined via a nationally-agreed approach / mechanism.

#### 4. INSPECTION FINDINGS

4.1 The main findings of the inspection were as follows:

- Our **Key Processes** are effective, with areas for improvement which are outweighed by clear strengths supporting positive experiences and outcomes for individuals;
- Our **Strategic Leadership** is very effective, demonstrating major strengths in supporting positive experiences and outcomes for individuals.

4.2 Key Strengths were identified as:

- The new Adult Protection Social Work Team undertaking collaborative and effective screening of referrals;
- Communication and information-sharing, at every stage of the process;
- Our commitment to joint learning and development;
- Our Vision being well embedded, with a strong culture of strategic change and improvement; and
- Our user engagement strategy and initiatives – including seeking feedback from users at the end of the process, and the Adult Protection Committee's User Forum.

4.3 Areas for Improvement were identified as:

- Quality of chronologies and protection planning (albeit the inspectors noted that we have well-designed tools and templates in place);
- Length of time taken to complete some investigations and case conferences;
- Lack of consistent and accurate recording by Health staff of their involvement in ASP;
- Need for more adults at risk to access independent advocacy; and
- Need to develop multi-agency evaluation approach, and better involve staff in change and improvement work.



It should be noted that all of these issues had previously been identified as areas for improvement, through local quality assurance and self evaluation work, and related activity had been incorporated into the Adult Protection Committee (APC) Improvement Plan.

## 5. NEXT STEPS

- 5.1 Following receipt of the final published report, the APC will further review its Improvement Plan in light of the detailed findings. This is required to be submitted to the Care Inspectorate by 3<sup>rd</sup> August 2022.
- 5.2 Progress in relation to the areas identified for improvement will be overseen by the Care Inspectorate Link Inspector, who is a member of the APC.

## 6. FINANCIAL IMPLICATIONS

- 6.1 There are no direct financial implications arising from the recommendations of this report.

## 7. LEGAL IMPLICATIONS

- 7.1 There are no direct legal implications arising from the recommendations of this report.

## 8. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
<b>Strategic Risk</b>			
<b>Compliance</b>	Care Inspectorate inspections offer assurance on how well relevant policies, procedures and risk management arrangements are working.	L	The findings of the inspection were overall very positive. Work is being undertaken to address areas identified for improvement through quality assurance.
<b>Operational</b>	Risk that an essentially positive inspection report leads to complacency in delivering high quality operational services and driving forwards improvement.	L	A communication plan is in development to keep staff appraised and seek their input and involvement to progress the necessary improvements.
<b>Financial</b>			

<b>Reputational</b>	The publication of regulatory inspection reports can have a reputational management impact,	L	As the report is mainly positive this is unlikely to have a detrimental impact on reputation.
<b>Environment / Climate</b>			

## 9. OUTCOMES

<b><u>COUNCIL DELIVERY PLAN</u></b>	
	<b>Impact of Report</b>
<b>Aberdeen City Council Policy Statement</b>	The proposals in this report have no impact on the Council Delivery Plan
<b>Aberdeen City Local Outcome Improvement Plan</b>	
Prosperous Economy Stretch Outcomes	N/A
Prosperous People Stretch Outcomes	The report aligns closely with Stretch Outcome 11 of the LOIP
Prosperous Place Stretch Outcomes	N/A
<b>Regional and City Strategies</b>	
	N/A
<b><i>UK and Scottish Legislative and Policy Programmes</i></b>	The report highlights the outcome of the recent joint inspection of adult support and protection in Aberdeen, which should provide assurance as to our effectiveness in fulfilling statutory obligations under the Adult Support & Protection (Scotland) Act 2007.

## 8. IMPACT ASSESSMENTS

<b>Assessment</b>	<b>Outcome</b>
<b>Impact Assessment</b>	N/A
<b>Data Protection Impact Assessment</b>	N/A

## 9. BACKGROUND PAPERS

None

## 10. APPENDICES

Inspection Report

## 11. REPORT AUTHOR CONTACT DETAILS

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JOINT INSPECTION  
OF **ADULT SUPPORT**  
AND **PROTECTION**

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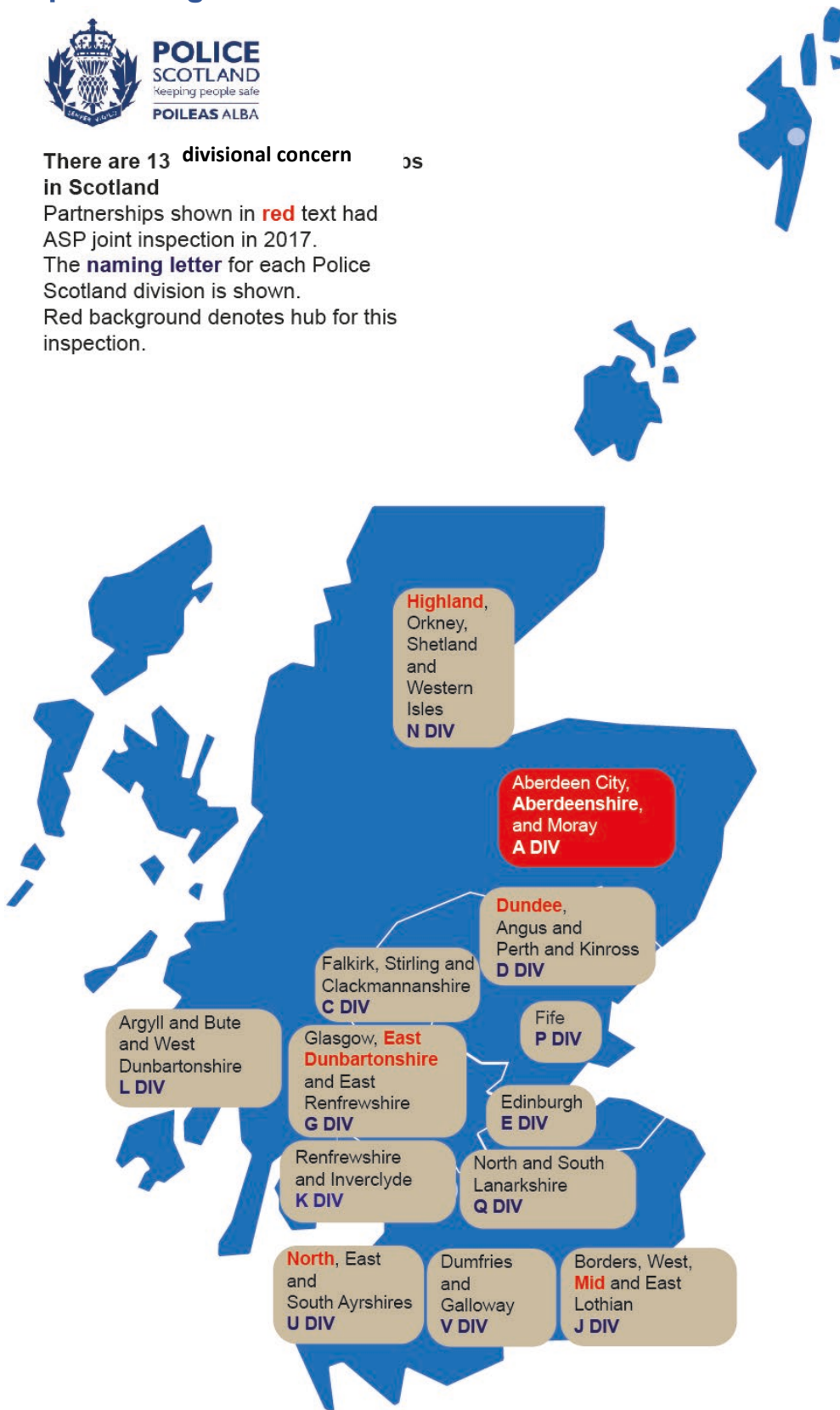
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## Map showing divisional concern hubs



There are 13 divisional concern hubs in Scotland

Partnerships shown in red text had ASP joint inspection in 2017. The naming letter for each Police Scotland division is shown. Red background denotes hub for this inspection.



## Joint inspection of adult support and protection in the Aberdeen City partnership

### Joint inspection partners

Scottish Ministers requested that the Care Inspectorate lead these joint inspections of adult support and protection in collaboration with Healthcare Improvement Scotland and Her Majesty's Inspectorate of Constabulary in Scotland.

### The joint inspection focus

Building on the 2017-2018 inspections, this is one of 26 adult support and protection inspections to be completed between 2020 and 2023. They aim to provide timely national assurance about individual local partnership<sup>1</sup> areas' effective operations of adult support and protection key processes, and leadership for adult support and protection. Both the findings from these 26 inspections and the previous inspection work we undertook in 2017-2018 will inform a report to the Scottish Government giving our overall findings. This will shape the development of the remit and scope of further scrutiny and/or improvement activity to be undertaken. The focus of this inspection was on whether adults at risk of harm in the Aberdeen City area were safe, protected and supported.

The joint inspection of the Aberdeen City partnership took place between January and April 2022. This partnership and all others across Scotland faced the unprecedented and ongoing challenges of recovery and remobilisation because of the Covid-19 pandemic. We appreciate the partnership's co-operation and support for the joint inspection of adult support and protection at this difficult time.

### Quality indicators

Our quality indicators<sup>2</sup> for these joint inspections are on the [Care Inspectorate website](#).

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1

[https://www.careinspectorate.com/images/Adult\\_Support\\_and\\_Protection/1.\\_Definition\\_of\\_adult\\_protection\\_partnership.pdf](https://www.careinspectorate.com/images/Adult_Support_and_Protection/1._Definition_of_adult_protection_partnership.pdf)

2

<https://www.careinspectorate.com/images/documents/5548/Adult%20support%20and%20protection%20quality%20indicator%20framework.pdf>



## Progress statements

To provide Scottish Ministers with timely high-level information, this joint inspection report includes a statement about the partnership’s progress in relation to our two key questions.

How good were the partnership’s key processes for adult support and protection?

How good was the partnership’s strategic leadership for adult support and protection?

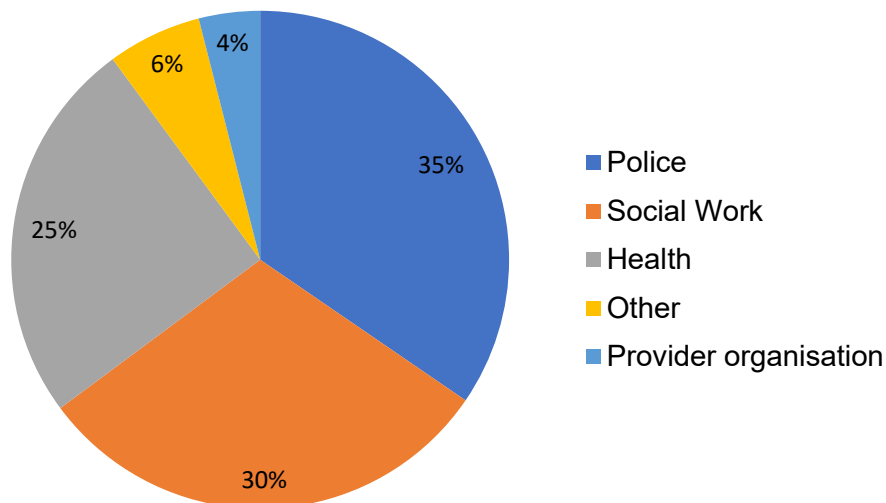
## Joint inspection methodology

In line with the targeted nature of our inspection programme, the methodology for this inspection included five proportionate scrutiny activities.

**The analysis of supporting documentary evidence** and a position statement submitted by the partnership.

**Staff survey.** Three hundred and twenty-seven staff from across the partnership responded to our adult support and protection staff survey. This was issued to a range of health, police, social work and third sector organisations. It sought staff views on adult support and protection outcomes for adults at risk of harm, key processes, staff support and training and strategic leadership. The survey was structured to take account of the fact that some staff have more regular and intensive involvement in adult support and protection work than others.

### Respondents by Employer type



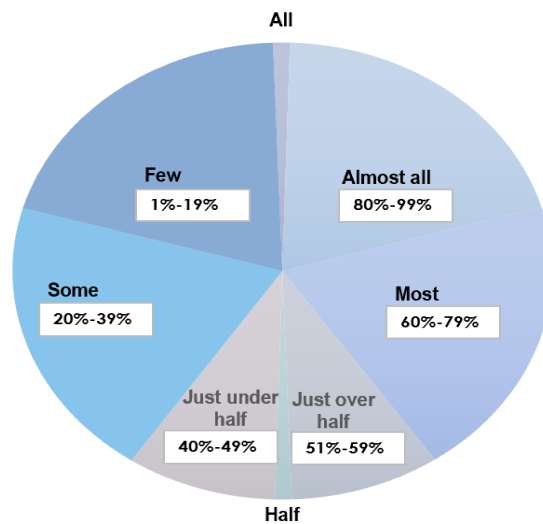
**The scrutiny of social work records of adults at risk of harm.** This involved the records of 40 adults at risk of harm who did not progress beyond adult support and protection inquiry stage.

**The scrutiny of the health, police, and social work records of adults of risk of harm.** This involved the records of 50 adults at risk of harm where their adult protection journey progressed to at least the investigation stage.

**Staff focus groups.** We carried out two focus groups and met with 21 members of staff from across the partnership to discuss adult support and protection practice and adults at risk of harm. This also provided us with an opportunity to discuss how well the partnership had implemented the Covid-19 national adult support and protection guidance.

### Standard terms for percentage ranges

Data descriptors for percentage scale



## Summary – strengths and priority areas for improvement

### Strengths

- In October 2021 the Aberdeen City Adult Support and Protection Partnership merged the adult protection unit and the duty social work team and introduced an adult protection social work team. They carried out screening, triage and inquiry work collaboratively and effectively.
- There was effective communication and information sharing between agencies at every stage of adult support and protection activity. The quality of risk assessment work was central to improvements in nearly every adult's safety and protection.
- The partnership was committed to joint training and development and a recently implemented framework was in place to ensure this was delivered and governed effectively.
- The partnership's vision was well embedded and supported by a strong culture of strategic change and improvement.
- Working relationships across the strategic leadership team had strengthened during the last few years. They worked closely together to address priority areas of work collaboratively and effectively.
- The partnership had recently implemented a refreshed engagement strategy and accompanying initiatives with adults at risk of harm and unpaid carers at the heart of protection processes. It was too early to determine the full impact of the measures and ongoing work was needed to ensure they made a positive difference.

### Priority areas for improvement

- While the partnership's tools and templates were well designed, the quality of chronologies and protection planning was mixed.
- Some adult support and protection investigations and initial case conferences took too long to be initiated or conclude. This exposed a few adults to ongoing risk. There was room for improvement in these important areas of practice.
- Health staff played a key supporting role in adult protection work but were not consistently or accurately recording this in their records. Increased oversight should be introduced to ensure the necessary change.

- More adults at risk of harm needed access to independent advocacy. This will ensure adults subject to protection processes have their views represented.

The partnership's strategic leadership team should develop their multi-agency evaluation approach. Ways of better involving staff in the subsequent change and improvement work should be implemented.

## How good were the partnership's key processes to keep adults at risk of harm safe, protected and supported?

### Key messages

- There were improvements in nearly all adult at risk of harm's circumstances in relation to safety and protection.
- The partnership had invested and re-structured their screening, triage, and initial inquiry arrangements. The work was of a consistently high standard.
- Risk assessments were comprehensive, timely and completed to a high standard. These were a clear strength in the partnerships key processes.
- Communication and information sharing was a strong feature of adult protection activity, but health staff needed to accurately record their work more consistently.
- Tools and templates incorporating chronologies and protection planning were well designed but these were inconsistently applied in practice.
- Closer collaboration and quicker decision making between key agencies was required during adult protection investigation work. Particularly where adults had very complex needs and their capacity was unclear.
- Adult protection case conferences were carried out to a high standard. More work was needed to ensure they were timely and that both health staff and adults themselves attended and meaningfully participated.
- Risk assessments were comprehensive, timely and completed to a high standard. These were a clear strength in the partnerships key processes.

**We concluded the partnership's key processes for adult support and protection were effective with areas for improvement. There were clear strengths supporting positive experiences and outcomes for adults at risk of harm, which collectively outweighed the areas for improvement**

## **Inquiries into concerns about an adult at risk of harm**

### **Screening and triaging of adult protection concerns.**

A new system for carrying out adult support and protection inquiries was established in October 2021. This was the central point for all adult protection referrals. Administrative staff were responsible for receiving the initial information and accurately recording referrals before passing them on to social work staff for further interventions. Processes were clear and well delivered.

### **Initial inquiries into concerns about adults at risk of harm**

The quality of the referral screening process was mostly good or better. Commendably, inquiries were carried out in a timely manner on every occasion. The new adult support and protection team was well resourced. There was a high degree of confidence amongst wider staff in the new duty system. Staff felt encouraged to make referrals to the adult support and protection team, and nearly all were confident in the newly developed guidance and key processes. Almost all initial inquiries had clearly recorded the three-point test, been completed in a timely manner and evidenced good communication between agencies.

The partnership had jointly implemented new initial referral discussion (IRD) guidance upon the introduction their adult support and protection team. Implementation was at an early stage and there was limited evidence of this policy in practice. It was often difficult to tell the difference between the recording of informal inquiry discussions and a formal initial referral discussion process. The template would benefit from adjustment to make this clearer. The partnership had plans to implement a new recording system later in 2022 to address this. Evidence of clear management oversight also needed strengthened. In some instances, the person completing the inquiry and signing it off was the same. The introduction of the new adult support and protection team and system for carrying out inquiry work had strengthened practice in this area.

## Investigation and risk management

### Chronologies

Chronologies are an important element of risk assessment and risk management. While most adults at risk of harm had a chronology some (32%) did not. This represented a significant minority. Just over half of the chronologies were evaluated as good or better. The template used by council officers supported good practice but a more consistent approach to its use and quality of completion was required.

### Risk assessments

Risk assessments are crucial to adult support and protection work. Commendably nearly every adult at risk of harm had one in their record. The risk assessments were typically detailed in the investigation report and laid out in a way that helped staff describe a well-balanced picture of both risks and protective factors. Most were evaluated as good or better. They were also completed in a timely and collaborative manner. Risk assessments were a clear strength in adult support and protection practice.

### Full investigations

Almost all adults (98%) at risk of harm whose case should have been progressed to investigation were. Investigations were of a good standard, and they almost always effectively determined if the adult was at risk of harm. Council officers appropriately led every investigation, and second workers were deployed nearly every time. In some instances, it would have been beneficial to have a health member of staff as the second worker. The operational procedures allowed for this, but practice was that council staff undertook these roles with health supporting with clinical input where required. In a few cases (14%) the police should have been more closely involved. Collaboration needed strengthened for this critical point in adult protection work.

Most investigations were carried out in a timescale that met the needs of the individual, but a significant minority (27%) did not. Adults experiencing delays by a month, or more were typically those with complex needs who refused support and or where their capacity to make informed decisions was uncertain and needed assessed. Importantly, the partnership had identified this area for improvement through audit work. The introduction of the initial referral discussion protocol at the inquiry stage will help to address delays as would better use of multi-agency professional planning meetings for complex cases.

## Adult protection case conferences

Most (67%) case conferences were convened in a timescale that met the needs of the adult at risk of harm. When they took place, they were of good quality and effectively determined what needed to be done to ensure the adult at risk of harm was safe, protected and supported. Some case conferences (33%) were delayed, and in many instances for lengthy periods, leaving a few adults exposed to ongoing risk. Critically, those adults who should have progressed to case conference but did not, were not afforded the opportunity to have their risks and protection needs formally considered.

Key people were invited to case conferences nearly every time with police officers attending routinely. Both GP and health board colleagues attended less frequently with room for improvement in this area of practice. Some GPs who did not attend submitted reports to the chair of the case conference. Similarly, just over half of the records evidenced that the adults at risk of harm had been invited to the case conference. The reasons for those not invited were not consistently recorded in the records. Of all those adults at risk of harm invited to attend case conferences only a very small number attended. The partnership recognised improvement was needed and had plans to address this. More positively, unpaid carers were invited and attended most of the time.

## Adult protection plans / risk management plans

Most adults at risk had a risk management or protection plan. While this was very positive, the quality of these was mixed with just over half evaluated as good or better. Nearly all were up to date and evidenced the contribution of other agencies.

## Adult protection review case conferences

Review case conferences were convened most of the time and in a timelier manner than initial case conferences. Importantly, not all convened when they should have. When they were held, almost all determined what needed to happen to keep the adult safe from harm.

## Implementation / effectiveness of adult protection plans

Protection plans were collaborative and used well, although their quality was variable. The templates being used in both the duty to inquire, and investigation stages were thoughtfully designed and helped the social work staff to consider risk and reflect on how this should be managed from an early stage. The templates encouraged staff to address the immediate risks and consider the required support for the adult at risk of harm. The design of the templates also encouraged protection planning to naturally evolve from the inquiry to investigation stages. On a few occasions protection plans would have benefitted from being updated, particularly when there

were delays at the investigation stage. This can be a period of high risk for adults at risk of harm and up to date protection plans would support better outcomes.

Initial case conferences effectively determined what needed to be done to keep the adult safe and protection plans reflected this. However, some review case conferences did not re-visit key factors detailed in protection plans and a few were not convened at all. This meant opportunities to determine progress in protection management were missed.

### **Large-scale investigations**

There were no cases subject to large scale investigations in the records we read. However, there were two large scale investigations (LSI) in the partnership over the last two years. Recently refreshed Grampian wide large-scale investigation guidance was in place which supported the process. The health and social care partnership had a well-defined lead role in the process with a clear governance and reporting structure through the adult protection committee. As a follow up the adult protection training lead officer also provided large scale investigation training to provider organisations. This offered clarity to key processes, including better understanding of adult protection thresholds and the three-point test.

### **Collaborative working to keep adults at risk of harm safe, protected and supported.**

#### **Overall effectiveness of collaborative working**

Nearly all (95%) duty to inquire episodes evidenced good communication between partners. There was a similarly positive picture for information sharing in adult protection cases that went to investigation or beyond. In nearly every case that progressed to investigation and beyond, all agencies were sharing information and communicating well. Social work and police records effectively captured and recorded the joint work well.

#### **Health involvement in adult support and protection**

NHS Grampian took the positive step of appointing an adult public protection lead. The post is well positioned to consider and lead improvement. The partnership undertook audit work in 2018 that showed good levels of health participation at case conferences, but we found that both GP and health board staff attendance could be improved. We welcome the partnership's plan to repeat this audit process and to introduce training that encourages, and better prepares health staff for, attendance at case conferences.



The multi-agency care home oversight group was established to support care home homes during the pandemic and was recently made a permanent part of the partnership's governance arrangements. The health and social care partnership had a care home team and the support and assurance visits undertaken enabled early identification and response to any protection issues.

Health staff effectively collaborated, shared information, and participated in adult support and protection activity. They played key supporting roles and this confidence was reflected in their responses to our staff survey. Overall, this was positive with more work to be done around health staff's understanding of the three-point test and other agency roles with respect to adult protection. Crucially, more needed done by NHS Grampian to encourage health staff to record their adult support and protection activity routinely and accurately. Despite high confidence in the recording system, records did not reflect the true extent of the valuable support health staff provided. This should be better governed.

### **Capacity and assessment of capacity**

Where there were concerns about an adult at risk of harm's capacity independent advocacy was not consistently offered and accepted. A significant minority (28%) of adults at risk who would have benefitted from such a critical service were not offered an advocate. This is a critical service that adults at risk of harm need when they cannot make decisions for themselves. Only some of those who were offered this service accepted it. Overall, the partnership had more work to do to embed this important service in adult protection practices.

In almost all cases where there was a concern about capacity a formal request was made to a health practitioner for an assessment. These were completed in a timely manner most of the time. Some were not and for nearly all that were delayed, this exceeded one month. The partnership recognised improvement was required and had taken proactive measures to introduce a Grampian wide capacity assessment tool. This allowed staff to make routine or urgent referrals to health staff for capacity assessments. Early performance information being gathered by the partnership showed an upward trend in performance around response times by health staff which the partnership should build on. This was a commendable joint approach to addressing an important practice issue.

## Police involvement in adult support and protection

Almost all contacts made to the police about adults at risk of harm were effectively assessed by staff thereafter most incident types were coded accurately on the system.

Initial attending officers' actions were evaluated as good or better in almost all cases. Evidence of effective practice and meaningful contribution to the multi-agency response was included. In almost all cases the assessment of risk of harm, vulnerability and wellbeing was accurate and informative. The wishes and feelings of the adult were properly considered and recorded in almost all instances.

Officers referred adult support and protection concerns promptly and efficiently on almost all occasions, using the interim vulnerable persons database (iVPD). In most instances frontline supervisory input was evident. This contribution was good or better in just under half all cases reviewed. There were occasions where greater evidence of supervisory input to assessment and management of risk was required, particularly in more complex incidents.

Divisional Concern Hub staff actions and recording were good or better in most cases with a resilience matrix in each record. Almost all included a well-developed narrative in support of police concerns. There was evidence of considered assessment and input by staff, and on every occasion the referral was shared swiftly with partners.

Where the escalation protocol was initiated following repeat police involvement, it was used to good effect. On occasions, adult support and protection trigger plans (pre-agreed interventions) formed part of the response to escalating circumstances. These were innovative, clearly referenced and developed in collaboration with partners.

In a few of the cases communication between social work and police could have been better in the early stages of the adult protection intervention. Initial referral discussions (IRD's) have recently been introduced within the partnership and they should help enhance local practice and information sharing across the professionals group. Police almost always attended Case Conference, when invited. The contribution of officers was viewed as being good or better on almost all occasions.

## **Third sector and independent sector provider involvement**

The third sector worked collaboratively with partner agencies to ensure additional health and social care needs were met for adults at risk of harm. Almost all of those working in the third sector agreed they were making a positive difference to people's lives. Provider organisations were central to both the partnership's refreshed learning strategy and framework and plan for practice improvement.

Following learning arising from a large-scale investigation, and as part of care home assurance work, the partnership engaged with provider organisations to develop awareness of adult support and protection duties and to improve collaborative working.

The third sector was well represented and embedded in the work of the adult protection committee. They were actively involved in driving the partnership's engagement work forward, overseen by the adult protection committee's stakeholder engagement subgroup.

## **Key adult support and protection practices**

### **Information sharing**

Staff were encouraged and supported to work collaboratively and in almost all instances adult protection partners were effectively sharing information. Inquiry, investigation, and adult protection case conference activity all supported a timely and positive joint approach to information sharing and protecting adults at risk of harm.

### **Management oversight and governance**

Evidence of management oversight in social work duty activity should be more clearly recorded. This was being strengthened under the new system for handling inquiries. In social work records for adults at risk of harm who progressed to investigation or beyond management oversight was clearer. There was good evidence of discussions and decisions taken in partnership with seniors in nearly every record. This strengthened governance. This was also evident in the police records but much less so in health records with just under half indicating management oversight. This was not necessarily a deficit due to the types of health records scrutinised.

## **Involvement and support for adults at risk of harm**

Almost all adults were well supported at the duty to inquire, investigation and protection planning stages. There was more work to be done to involve adults in case conferences. Only some (39%) adults were invited. Records indicated that adults lacking capacity was a factor in decisions not to involve adults. However, the reasons for not inviting adults were not consistently outlined in case records or the minutes of meetings. The small number of adults at risk of harm who did attend were well supported and contributed meaningfully.

The partnership identified these challenges and had taken several important steps to strengthen the voice of adults and unpaid carers. These included a user forum that met prior to adult protection committees. There was also a dedicated stakeholder engagement adult protection sub-committee and lived experience feedback initiatives. These were all initiatives that should increase participation in case conferences.

## **Independent advocacy**

Some (28%) adults at risk of harm should have been offered independent advocacy but were not despite refreshed guidance in place. Similarly, only some of those who were offered this critical service accepted it. The partnership commissioned an independent advocacy service that provided support and they jointly worked on a few initiatives to effectively engage and support adults at risk of harm. While progress was needed to ensure adults got more timely access to independent advocacy, the partnership was clearly committed and had steps in place to address this.

## **Financial harm and alleged perpetrators of all types of harm**

There was evidence of financial harm in some of the records we read. On most occasions the partnership took measures to stop the harm. Where action was taken it was multi-agency and almost always stopped the harm from re-occurring. While this was positive, the quality of this collaborative work could be further strengthened with only some of this work evaluated good or better. The perpetrator of harm was known in nearly every case, but actions were not consistently applied. Where work with them occurred, the quality was of a good standard. Overall, better adherence to the partnership's operational procedures was needed to achieve consistency in this area of practice.

## Safety outcomes for adults at risk of harm

There were improvements in almost all the adult at risk of harm's circumstances in relation to safety and protection. Some adults on the margins of capacity who were difficult to engage experienced poor outcomes. The partnership should continue to embed initial referral discussions and professional meetings as means to help plan, and mitigate the risks for this group of adults.

## Adult support and protection training

The adult protection committee had an overarching learning strategy and framework which incorporated its plan for practice improvement. This plan set out priority learning and development requirements across the partnership's general, specific and specialist adult protection roles. The framework and plan were progressed by the new adult protection committee learning & development sub-committee, with sound governance arrangements in place to assess progress. The committee had provided funding for a dedicated lead trainer and appointed someone to this role. This role oversaw the planning and implementation of the adult protection training needs of the partnership with other professionals, agencies, and sector support. These measures should help to increase more joint training initiatives and complement the existing single agency training resources for public protection already in place. Where joint training was delivered almost all staff agreed it helped them to understand protection risks better. Council officer training was well received and underpinned understanding of the legislation and critical role.

A Grampian wide multi-agency training needs analysis was undertaken in late 2021. Aberdeen City specific requirements were identified and aligned to the plan for practice improvement. A public protection website was developed with plans to include an adult support and protection training calendar aimed at growing existing interest. NHS Grampian put in place a dedicated pathway for council officers to seek clinical advice on skincare and pressure ulcer concerns where there was a risk of neglect. Tissue viability staff provided training and awareness in this area for staff from across the partnership. There were also plans in place for practitioner groups to be developed around areas of interest/specialisms such as self-neglect and hoarding and service user engagement

## How good was the partnership's strategic leadership for adult support and protection?

### Key messages

- The partnership's vision was well embedded in strategic and operational adult support and protection documents and policies. It was well understood by staff.
- Revised engagement policies and reform of adult support and protection committee structures put adults and unpaid carers at the centre of the partnership's vision.
- The partnership had a well-structured governance framework in place for adult support and protection. It was appropriately aligned to other public protection, health and social care and community planning groups. Some areas of practice required closer oversight of required change and improvement.
- The partnership demonstrated a strong culture of audit, self-evaluation and learning and this had driven positive adult support and protection changes. A rolling multi-agency self-evaluation framework to review the quality of joint adult protection work needed implemented.
- Strategic leaders took effective measures to support staff over the last few years. These helped to ensure staff remained optimistic and well-motivated to undertake adult support and protection activity going forward.
- During the pandemic the strategic leadership team commendably invested and progressed their vision for adult support and protection. This was through a programme of well delivered operational and structural change and improvement.

**We concluded the partnership's strategic leadership for adult support and protection was very effective and demonstrated major strengths supporting positive experiences and outcomes for adults at risk of harm.**

## Vision and strategy

The Aberdeen City adult support and protection partnership had a clear, and recently refreshed, vision. This was dedicated to an inclusive approach to preventing and responding to harm and protecting adults at risk. This was well understood across agencies and embedded in the work of the community planning partnership, health and social care partnership and the adult protection committee. The vision was also threaded through the committee's new strategy and terms of reference. There was a clear focus on family support, early intervention, and prevention. These areas of focus were reflected in the partnership's inter-agency guidance and 'Aberdeen protects' website. Most staff agreed strategic leaders provided a strong vision.

## Effectiveness of strategic leadership and governance for adult support and protection across partnership

The Chief Officer Group in Aberdeen shared a close and effective working relationship which was consolidated through the pandemic. This was reflected in the clear governance arrangements in place that connected the work of the adult protection committee and its sub-groups to the health and social care partnership, child protection committee and wider public protection arrangements. Over the last few years strategic leaders demonstrated an ongoing commitment to improving adult support and protection practice. This was a clear and obvious priority recognised by most staff who agreed there was effective leadership driving change and improvement.

The partnership ensured the frequency of key meetings was stepped up during the pandemic. Attendance remained positive and the necessary oversight and decision-making structures provided a flexible and responsive governance framework. Public protection was a recognised priority. The partnership took positive steps to re-align its adult protection committee sub-committees with those of the child protection committee. This allowed a more cohesive approach to how it delivers its 'whole family' agenda. The partnership also established and increased resources to a dedicated adult support and protection team which enabled them to recognise and respond to protection matters more effectively. Early performance indicators relating to this investment were positive. NHS Grampian was committed to support adult support and protection activity and had appointed an adult public protection lead. Police Scotland's Northeast division was progressively included in adult and public protection processes. There was a strong shared responsibility across the partnership with each agency sharing lead roles for areas of work and the joint child and adult protection committee chairing arrangements.

The chief officers' group for public protection recognised the need for change and improvement prior to the pandemic. Work already started was aligned to the requests to implement change from the Scottish Government during the Covid-19 pandemic, meaning national requests for data and performance information translated well for the partnership.

### **Effectiveness of leadership's engagement with adults at risk of harm and their unpaid carers**

Most staff agreed that adults at risk of harm were involved in decisions that affected their lives. This positive view was aided by the partnership's inclusive and person-centred approach. There was a helpful engagement strategy and guidance for staff to follow. A higher-level communication and engagement strategy further supported this positive messaging. The adult protection committee embedded the underpinning principles of these policies into their refreshed terms of reference. Evidence that this was delivered was highlighted in commissioned work. This oversaw the formation of a user forum which met in advance of adult protection committee meetings and provided views on a range of topics and user feedback. They also oversaw the implementation of the 'making safeguarding personal' initiative which invited adults subject to harm to share their experiences. A dedicated service user and carer involvement officer supported this work.

The partnership sought to improve further in this area. Both the adult protection committee and chief officers' group were well placed to keep progress under review through their risk register and improvement plan activity. This provided a strong platform to demonstrate how the voices of adults at risk of harm were shaping strategic improvement.

### **Delivery of competent, effective, and collaborative adult support and protection practice**

Strategic leadership was integrated and had been galvanised over the last few years. Oversight arrangements were increased and strengthened including the role of provider organisations. Both local and pan-Grampian governance arrangements were maintained and consolidated. Performance reporting and subsequent improvement work was progressed, and strategic leadership of change and improvement was evident. Care home oversight arrangements and the approach to 'hidden harm' were robust. There was evidence of this throughout the delivery of adult protection work from the revision of the duty system arrangements through to investigation activity and case conferences.



Changes to policy, guidance, tools, and templates were significant, but at an early stage of implementation. That said, there was signs of early impact and progress. Most staff however, had confidence in the delivery of revised key processes and in the strategic leadership team's ability to steer them through what had been a difficult time. An ongoing commitment to training during the pandemic was initially led by the adult protection committee and Grampian working group. The learning and development sub-committee had advanced this work further and it was underpinned by coherent overarching strategies. This will have helped to embed the changes needed to the delivery of key processes.

Crucially, there was evidence of initiatives from each agency that had been introduced by the partnership to support staff in their daily work. This included ensuring the availability of personal protective equipment, providing various on-line briefings, dedicated council officer update sessions and measures to promote staff resilience. The partnership also ensured adults at risk of harm remained their priority at the outset of the pandemic. A host of measures were put in place to ensure the wellbeing and continued participation of adults at risk of harm. These included reviewing the protection plans of everyone subject to one and the introduction of a risk rating system to determine who needed the most support during the restricted period.

New digital arrangements and ways of working were deployed, and others were in development. There was innovation around the design and development of new client information systems for social workers and a public facing website. Digital devices for use at case conferences had also been jointly resourced and implemented by independent advocacy services and the third sector. These measures helped to keep staff and adults at risk of harm engaged. Sustainability and capability were issues already being considered by the partnership's strategic leadership team. This was an important factor in the development of their vision for a hybrid approach that balanced face to face activity and digital alternatives.

### **Quality assurance, self-evaluation, and improvement activity**

The partnership's over-arching adult support and protection strategy was recently informed by a process of self-evaluation and development events facilitated by an external improvement agency. This process clearly set out the strategic priorities and areas of focus in the adult protection committee improvement plan. The development of the strategy led to the adult protection committee structures and implementation of four new sub-committees.

Social work had its own overarching quality assurance framework embedded into their operational procedures. These were established processes that involved the sampling and reading of adult support and protection casework where adults at risk progressed to the investigation stage of adult support and protection and beyond. The aim was to

undertake at least 200 case audits a year. Both health and police undertook aspects of self-evaluation work, but these were limited in scope. The partnership acknowledged there was more work to do to design and implement a rolling programme of multi-agency self-evaluation activity. Our staff survey also showed that staff did not feel as involved in self-evaluation and improvement work as they should be. The adult protection committee performance & quality assurance sub-committee were well positioned to respond and drive forward the necessary improvement work needed.

The partnership made good use of audit and evaluation of outcomes. Positive examples of collaborative measures to address areas for improvement included the re-design of adult support and protection duty system including the single point of contact with health, a more consistent approach to initial referral discussions, changes to requests for capacity assessment processes, and the refreshed involvement focus.

The adult protection committee had a risk register in place. The independent convener oversaw the actions arising and updated the committee and chief officer's group at each meeting. The social work client information system was being replaced across children and adult services. This was co-designed with stakeholders and the risk register had appropriately recognised the potential to significantly improve the quality of data harvesting and performance reporting.

### **Initial case reviews and significant case reviews**

There were seven cases that progressed to initial case review since the beginning of 2020. None have yet progressed to significant case review, but two have led to the initiation of alternative multi-agency review meetings. The development of the self-neglect and hoarding guidance was a good example of multi-agency collaboration following these meetings. The partnership's initial and significant case review processes have been undertaken in accordance with the national guidance and in consultation with appropriate stakeholders. We noted the adult protection committee improvement plan showed a continued focus on improving how learning from initial and significant case reviews are taken forward and we support this view. The Scottish Fire and Rescue Service were partners in the initial case review pathway and protocols.

A Grampian-wide multi-agency external significant case review group chaired and facilitated by NHS Grampian was established to enable appropriate reflection, discussion and learning from national significant case reviews with actions and findings reported to the adult protection committee and chief officers' group. Findings augmented those from the partnership's own processes providing a comprehensive learning review approach. This work was at an early stage and strategic leaders recognised this. They acknowledged more work was needed to link the learning from this group to improved outcomes for adults at risk of harm.

## Summary

The partnership had a strong and well understood vision for adult support and protection which was threaded throughout the appropriate key strategies, policies, and procedures. Resources and capacity to undertake key activity had been positively invested. The adult protection committee showed effective strategic leadership and had driven significant structural and procedural change forward during the pandemic. It was well led and aligned closely to child protection and a 'whole family' approach with good links to other public protection groups. Audit, aspects of self-evaluation and improvement work were collaborative and well embedded. Lead officers from across agencies were working well together and there was evidence of innovation embedded throughout the re-design of their key process, including capacity assessments, initial referral discussions and screening and triage and links to early intervention and prevention pathways. The changes to key processes were significant and new, making it difficult for us to measure impact, but there were some early indicators of progress in their key performance indicators. Some areas for improvement to key processes required to be addressed with ongoing work to be done. Tools and templates were well designed and implemented and overall, this supported collaboration and involvement with good outcomes for almost all adults at risk of harm.

Strategic leaders had successfully led on the necessary changes required as set out in the 2018 'Services for Older People in Aberdeen City' progress review. Staff were very positive about the strategic leadership team's ability to continue delivering this and our findings fully support this view.

## Next steps

We asked the Aberdeen City partnership to prepare an improvement plan to address the priority areas for. The Care Inspectorate, through its link inspector, Healthcare Improvement Scotland and HMICS will monitor progress implementing this plan.

## Appendix 1 – core data set

### Scrutiny of recordings results and staff survey results about initial inquiries – key process 1

#### Initial inquiries into concerns about adults at risk of harm scrutiny recordings of initial inquiries

- 100% of initial inquiries were in line with the principles of the ASP Act
- 100% of adult at risk of harm episodes were passed from the concern hub to the HSCP in good time
- 0% delay in the concern hub passing on concerns by less than one week, 0% were delayed by one to two weeks.
- 88% of episodes where the application of the three-point test was clearly recorded by the HSCP
- 88% of episodes where the three-point test was applied correctly by the HSCP
- 95% of episodes were progressed timeously by the HSCP
- Of those that were delayed, 50% less than one week, 50% one to two weeks.
- 68% of episodes evidenced management oversight of decision making
- 71% of episodes were rated good or better.

#### Staff survey results on initial inquiries

- 90% concur they are aware of the three-point test and how it applies to adults at risk of harm, 6% did not concur, 3% didn't know
- 78% concur that interventions for adults at risk of harm uphold the Act's principles of providing benefit and being the least restrictive option, 5% did not concur, 17% didn't know
- 83% concur they are confident that the partnership deals with initial adult at risk of harm concerns effectively, 7% did not concur, 10% didn't know

#### Information sharing among partners for initial inquiries

- 95% of episodes evidenced communication among partners

## File reading results 2: for 50 adults at risk of harm, staff survey results (purple)

### Chronologies

- 68% of adults at risk of harm had a chronology
- 53% of chronologies were rated good or better, 47% adequate or worse

### Risk assessment and adult protection plans

- 88% of adults at risk of harm had a risk assessment
- 62% of risk assessments were rated good or better
- 87% of adults at risk of harm had a risk management / protection plan (when appropriate)
- 54% of protection plans were rated good or better, 45% were rated adequate or worse

### Full investigations

- 94% of investigations effectively determined if an adult was at risk of harm
- 73% of investigations were carried out timeously
- 73% of investigations were rated good or better

### Adult protection case conferences

- 78% were convened when required
- 67% were convened timeously
- 29% were attended by the adult at risk of harm (when invited)
- Police attended 90%, health 47% (when invited)
- 72% of case conferences were rated good or better for quality
- 94% effectively determined actions to keep the adult safe

### Adult protection review case conferences

- 79% of review case conferences were convened when required
- 82% of review case conferences determined the required actions to keep the adult safe

### **Police involvement in adult support and protection**

- 97% of adult protection concerns were sent to the HSCP in a timely manner
- 80% of inquiry officers' actions were rated good or better
- 77% of concern hub officers' actions were rated good or better

### **Health involvement in adult support and protection**

- 72% good or better rating for the contribution of health professionals to improved safety and protection outcomes for adults at risk of harm
- 44% good or better rating for the quality of ASP recording in health records
- 48% rated good or better for quality information sharing and collaboration recorded in health records

### File reading results 3: 50 adults at risk of harm and staff survey results (purple)

#### Information sharing

- 94% of cases evidenced partners sharing information
- 98% of those cases local authority staff shared information appropriately and effectively
- 96% of those cases police shared information appropriately and effectively
- 98% of those cases health staff shared information effectively

#### Management oversight and governance

- 72% of adults at risk of harm records were read by a line manager
- Evidence of governance shown in records - social work 86%, police 84%, health 41%

#### Involvement and support for adults at risk of harm

- 85% of adults at risk of harm had support throughout their adult protection journey
- 62% were rated good or better for overall quality of support to adult at risk of harm
- 78% concur adults at risk of harm are supported to participate meaningfully in ASP decisions that affect their lives, 6% did not concur, 16% didn't know

#### Independent advocacy

- 36% of adults at risk of harm were offered independent advocacy
- 25% of those offered, accepted and received advocacy
- 50% of adults at risk of harm who received advocacy got it timeously.

#### Capacity and assessments of capacity

- 87% of adults where there were concerns about capacity had a request to health for an assessment of capacity
- 69% of these adults had their capacity assessed by health
- 72% of capacity assessments done by health were done timeously

#### Financial harm and all perpetrators of harm

- 22% of adults at risk of harm were subject to financial harm
- 36% of partners' actions to stop financial harm were rated good or better
- 72% of partners' actions against known harm perpetrators were rated good or better

### Safety and additional support outcomes

- 88% of adults at risk of harm had some improvement for safety and protection
- 94% of adults at risk of harm who needed additional support received it
- 77% concur adults subject to ASP, experience safer quality of life from the support they receive, 7% did not concur, 16% didn't know

### Staff survey results about strategic leadership

#### Vision and strategy

- 68% concur local leaders provide staff with clear vision for their adult support and protection work. 9% did not concur, 23% didn't know

#### Effectiveness of leadership and governance for adult support and protection across partnership

- 70% concur local leadership of ASP across partnership is effective, 7% did not concur, 23% didn't know
- 67% concur I feel confident there is effective leadership from adult protection committee, 6% did not concur, 26% didn't know
- 51% concur local leaders work effectively to raise public awareness of ASP, 15% did not concur, 35% didn't know

#### Quality assurance, self-evaluation, and improvement activity

- 58% concur leaders evaluate the impact of what we do, and this informs improvement of ASP work across adult services, 9% did not concur, 32% didn't know
- 63% concur ASP changes and developments are integrated and well managed across partnership, 8% did not concur, 30% didn't know



## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Public Protection Committee
<b>DATE</b>	28 <sup>th</sup> June 2022
<b>EXEMPT</b>	No
<b>CONFIDENTIAL</b>	No
<b>REPORT TITLE</b>	Implementation of the approved recommendations of the United Kingdom Accreditation Service (UKAS) assessment of the Aberdeen Scientific Services Laboratory (ASSL).
<b>REPORT NUMBER</b>	OPE/22/140
<b>DIRECTOR</b>	Rob Polkinghorne
<b>CHIEF OFFICER</b>	Mark Reilly
<b>REPORT AUTHOR</b>	Laura Cruickshank
<b>TERMS OF REFERENCE</b>	3.1 and 3.2

### 1. PURPOSE OF REPORT

- 1.1 To update Committee on the status of United Kingdom Accreditation Service (UKAS) accreditation and the progress of recommendations of assessment of the Aberdeen Scientific Services Laboratory (ASSL).

### 2. RECOMMENDATION(S)

That the Committee: -

- 2.1 notes the work being undertaken to implement and develop the recommendations of the 2022 UKAS re-assessment report, following a remote assessment carried out between 16 and 30 March 2022.
- 2.2 endorses the continuation of accreditation as a license to operate.

### 3. BACKGROUND

- 3.1 ASSL provides analytical and scientific services to a wide range of local authority and private clients. It provides statutory functions under food and agriculture legislation. When at full complement, it is a team of 20 staff within Operations and Protective Services, consisting of 18 scientific and technical staff and 2 support staff. Among the staff are individuals who have the appropriate qualifications and experience to carry out the statutory functions of Public Analyst, Food Examiner and Agricultural Analyst which they do on behalf of Aberdeen City Council, Aberdeenshire Council and The Moray Council. The Feed (Transfer of Functions) (Miscellaneous Amendments) (Scotland) Regulations 2020 Act transferred competence for feed law functions from local

authorities to Food Standards Scotland (FSS) resulting in one member of staff being appointed as the Agricultural Analyst for FSS and one as Deputy Agricultural Analyst. Public Analyst and Agricultural Analyst appointments are also held for The City of York Council.

- 3.2 ASSL provides both chemical analysis and microbiological examination on a range of sample types, principally food, animal feeds, potable water, swimming pools, legionella monitoring, air monitoring and surface/ground waters and leachates from landfill site monitoring. It provides support for the Environmental Health services and plays an integral part in the process of protecting the health of the people of the North East of Scotland.
- 3.3 ASSL is an Official Feed and Food laboratory (OCL) jointly designated for Great Britain by FSS and the Food Standards Agency (FSA) under the Official Feed and Food Control Regulation (2017/625). Without this status, the laboratory would not be able to undertake any enforcement work and UKAS accreditation is a prerequisite for this.
- 3.4 ASSL has successfully maintained UKAS accreditation status since 1994. Between 16 and 30 March 2022, the laboratory received an annual Surveillance assessment audit by UKAS. Due to the ongoing Covid-19 pandemic, both aspects of the assessment were carried out remotely.

The Surveillance audit was the third assessment of the current 4-year accreditation cycle for the laboratory (2020 to 2023). The 2020 and 2021 Surveillance audit assessments were successfully completed via remote assessment, with the current cycle due to end with a Re-assessment audit in 2023.

During the 2022 assessment, a small number of findings were raised that identified areas where further work was required. These findings were addressed, and further evidence submitted to demonstrate this on 23 May 2022. The recommendation of the assessment audit was that ASSL retained its ISO17025:2017 accreditation. However, this has since been voluntarily suspended for a 3-month period as a consequence of the laboratory's permanent relocation to the James Hutton Institute in May 2022. This relocation has seen the laboratories move to bespoke facilities, within the building of a renowned scientific research institute, designed to improve resilience and enhanced service provision. It is hoped that this will also provide opportunities for income generating joint working between the organisations. It is anticipated that UKAS reaccreditation will be completed for all microbiological and water methods by July 2022, and for all food and feed chemistry methods by October 2022.

- 3.5 UKAS assessments (whether Re-assessment or Surveillance) are all encompassing audits of ASSL's operating and technical practices. Work undertaken by the Laboratory, including the implementation of the Quality

Management System, are assessed against the ISO standard criteria, Food Standards Scotland and Drinking Water Inspectorate guidelines.

- 3.6 As legislative and technical amendments are made accreditation requirements adapt to reflect and accommodate best practice. As such, the UKAS technical assessors make annual reports on surveillance visits of ASSL. The findings of the 2022 re-assessment are attached in Appendix A for reference.

#### 4. FINANCIAL IMPLICATIONS

- 4.1 The estimate of total expenditure required by UKAS to maintain the accreditation cycle is approximately £45,000 over the 4 years.
- 4.2 The estimate of the total expenditure, including laboratory staff time, required by the Council to allow ASSL to maintain accreditation and implement recommendations over the same period is approximately £80,000.
- 4.3 All costs of maintaining accreditation are built into existing budgets.
- 4.4 The expenditure is required as the maintenance of UKAS accreditation, including to the Drinking Water Testing Specification (DWTS), forms part of existing service level agreements with local authority partners, Aberdeen City Council, Aberdeenshire Council and Moray Council. Local authority income currently forms approximately 85% of the £1.2 million turnover of the laboratory. This allows ASSL to function as a cost neutral entity.
- 4.5 UKAS accreditation is also required by most private customers seeking analytical services.

#### 5. LEGAL IMPLICATIONS

- 5.1 There are no direct legal implications arising from the recommendations of this report.

#### 6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
<b>Strategic Risk</b>	None identified		
<b>Compliance</b>	Failure to maintain UKAS accreditation would result in ASSL being unable to provide its Official Control Laboratory, Drinking Water	M	Continue to invest the necessary time and resources required to maintain UKAS accreditation.

	Testing Specification (DWTS), and other functions, in ensuring that submitted samples comply with current legislation		
<b>Operational</b>	More than 95% of the work carried out by ASSL relies on the laboratory holding UKAS accreditation, loss of accreditation would result in the service being unable to operate.	M	Continue to invest the necessary time and resources required to maintain UKAS accreditation.
<b>Financial</b>	Loss of significant part of local authority client base due to failure to maintain UKAS accreditation, as required by existing service level agreements.	M	Continue to invest the necessary time and resources required to maintain UKAS accreditation.
<b>Reputational</b>	Loss of credibility of ASSL, with clients and other organisations, in ability to provide quality services through failure to maintain UKAS accreditation.	M	Continue to invest the n necessary time and resources required to maintain UKAS accreditation
<b>Environment / Climate</b>	None identified		

## 7. OUTCOMES

<u><b>COUNCIL DELIVERY PLAN</b></u>	
<b>Impact of Report</b>	
<b>Aberdeen City Council Policy Statement</b>	The activity outlined in this report supports the ACC Policy Statement through protection of public health, provision of advice and support to local authorities and businesses.
<b>Aberdeen City Local Outcome Improvement Plan</b>	
Prosperous Economy Stretch Outcomes	ASSL supports the Prosperous Economy element of the LOIP through the provision of a locally based UKAS accredited laboratory service which can be accessed by local businesses, both new and established.
Prosperous People Stretch Outcomes	By providing local businesses with access to an accredited laboratory, as well as sound advice, an opinion on the significance of results they are more likely to succeed and contribute to the local economy.
Prosperous Place Stretch Outcomes	
<b>Regional and City Strategies</b>	None identified
<b>UK and Scottish Legislative and Policy Programmes</b>	None identified

## 8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Not required.
Privacy Impact Assessment	Not required.
Duty of Due Regard / Fairer Scotland Duty	Not required.
Data Protection Impact Assessment	Not required.

## 9. BACKGROUND PAPERS

None.

## 10. APPENDICES

Appendix A : United Kingdom Accreditation Service (UKAS) Assessment Report detailing the visit made to Aberdeen Scientific Services Laboratory between the 16<sup>th</sup> and 30<sup>th</sup> March 2022.

## 11. REPORT AUTHOR CONTACT DETAILS

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## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Public Protection Committee
<b>DATE</b>	28 <sup>th</sup> June 2022
<b>EXEMPT</b>	No
<b>CONFIDENTIAL</b>	No
<b>REPORT TITLE</b>	Building Standards Activity Report
<b>REPORT NUMBER</b>	COM/22/127
<b>DIRECTOR</b>	Gale Beattie
<b>CHIEF OFFICER</b>	David Dunne (Interim)
<b>REPORT AUTHOR</b>	Grant Tierney
<b>TERMS OF REFERENCE</b>	4.1, 4.2, 4.3

### 1. PURPOSE OF REPORT

- 1.1 To provide assurance and an overview of Council responsibilities in relation to securing dangerous buildings and protecting public safety, as well as activity on unauthorised building work and unauthorised occupation of buildings.

### 2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Notes and endorses the contents of the report and appendix and
- 2.2 agrees to receive a further Building Standards Activity Report at the meeting of the Public Protection Committee on 12 December 2022.

### 3. Current Situation

- 3.1 Aberdeen City Council act as verifier to administer the Building (Scotland) Act 2003 which is intended to secure the health, safety, welfare and convenience of persons in or about buildings and of others who may be affected by buildings or matters connected with buildings. In addition, the Building Standards team complete enforcement duties under the above Act with the objective of protecting the public from harm caused by buildings. This report provides an

update to the committee following a report to this committee on 27<sup>th</sup> October 2021 which covered the reporting period of Mar 2021 to Sep 2021.

3.2 Details of formal and non-formal enforcement activity can be found in Appendix 1 relating to:

- Public Safety and dangerous buildings
- Unauthorised building work; and
- Unauthorised occupation of buildings without a completion certificate

Where informal discussions with an owner do not result in a speedy resolution to remove a danger to the public, a Notice will be served to set a deadline for resolution for completion of any necessary work. Where the deadline is exceeded, the Local Authority can complete the necessary work and seek expenses from the owner.

During the last reporting period, there have been no major incidents requiring significant intervention by Building Standards. For example, evacuation of a tenement building or fatal accident inquiry. Only 2 notices were served relating to minor incidents, a further notice was served for unauthorised work.

3.3 It should be noted that these activities do not have targets or performance measures as each case is dealt with in accordance with the Regulators Code of Conduct supported by the Building Standards Enforcement Charter.

#### **4. FINANCIAL IMPLICATIONS**

4.1 The costs of verification and enforcement activities undertaken are included in the Building Standards revenue budget. There are no increased financial implications in relation to on-going activities.

4.2 Details of the Covid impact on the service are outlined in Appendix 1. No additional costs are being incurred from resuming inspections.

#### **5. LEGAL IMPLICATIONS**

5.1 Occasional legal input required to determine ownership / responsibility especially in relation to buildings with common ownership prior to serving enforcement action in accordance with the Building (Scotland) Act 2003.

#### **6. ENVIRONMENTAL IMPLICATIONS**

6.1 There are no direct environmental implications arising from the recommendations in this report.

#### **7. RISK**



<b>Category</b>	<b>Risks</b>	<b>Primary Controls/Control Actions to achieve Target Risk Level</b>	<b>*Target Risk Level (L, M or H)</b>  <b>*taking into account controls/control actions</b>	<b>*Does Target Risk Level Match Appetite Set?</b>
<b>Strategic Risk</b>	None			
<b>Compliance</b>	Failing to meet statutory obligations in terms of public safety	Dangerous building processes and procedures established, 24 hour on call service established, regular staff training and lessons learned sessions	M	<b>Yes</b>
<b>Operational</b>	Sufficient qualified staff to provide the service	Competency assessment for all staff. Regular staff training and lessons learned sessions Seven members of staff operate the dangerous building call out	L	<b>Yes</b>
<b>Financial</b>	Potential increase in work completed by Building Standards	Legislation permits monies to be retrieved from owners of buildings	L	<b>Yes</b>
<b>Reputational</b>	Delay in processing building warrant applications	Management of resources system in place	M	<b>Yes</b>
<b>Environment / Climate</b>	None			

**\*Note – if there are inconsistencies between the target risk level and the risk appetite level set, please provide rationale for your proposals.**

## **8. OUTCOMES**

The proposals in this report have no impact on the Council Delivery Plan.

UK and Scottish Legislative and Policy Programmes	The report provides evidence which fulfils the requirements placed upon the Council by the Building (Scotland) Act 2003, Section 27 – Building Warrant Enforcement Notices, Section 29 – Dangerous Buildings.
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## **9. IMPACT ASSESSMENTS**

<b>Assessment</b>	<b>Outcome</b>
<b>Impact Assessment</b>	Full impact assessment not required
<b>Data Protection Impact Assessment</b>	Not required

## **10. BACKGROUND PAPERS**

None

## **11. APPENDICES**

11.1 Appendix 1 – Building Standards Activity

## **12. REPORT AUTHOR CONTACT DETAILS**

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## Appendix 1 – Building Standards Activity

Period 01/10/21 – 30/04/22	Live Notices at start of period	Notices Served during period	Notices Closed during period	Live Notices at end of period
Public Safety and Dangerous Buildings	9	2	1	10
Unauthorised Building Work	2	1	0	3
Unauthorised Occupation of Buildings	0	0	0	0

Number of visits resulting in formal or informal action	9 visits
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For information – a Notice is principally served in 2 instances:

1. When negotiations seeking a speedy resolution to removing a danger have failed e.g. informal action
2. When a building has suffered a substantial incident and requires a higher degree of control to maintain public safety e.g. fire damaged.

Once a Notice is served, there is a statutory period of 21 days to allow an owner to appeal the notice. Thereafter, there is an expiry date by which the terms of the Notice must be met.

During periods of Covid lockdown, Building Standards site inspections have been restricted except for the 24-hour emergency dangerous building call out which is deemed a critical service. Call outs are generated through the Regional Call Centre reacting to reports from members of the public or the emergency services of a potentially dangerous building. A suitably qualified officer responds by making a site visit and assessing any necessary action to secure public safety.

Also, during these periods, the availability for owners to access contractors has been difficult and therefore delayed the successful closure of some notices.

Whilst lockdown restrictions changed during the reporting period, Building Standards staff have liaised with owners of buildings which are subject of a live notice, continuing to monitor the live notices and maintain public safety.

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