



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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INTRODUCTION

Welcome to the Scottish Fire and Rescue Service (SFRS) Aberdeen City performance report for the reporting period 1st April 2021 to 31st 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

	Below 3 Year Average
	Less than 10% above 3 Year Average
	More than 10% above 3 Year Average

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

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

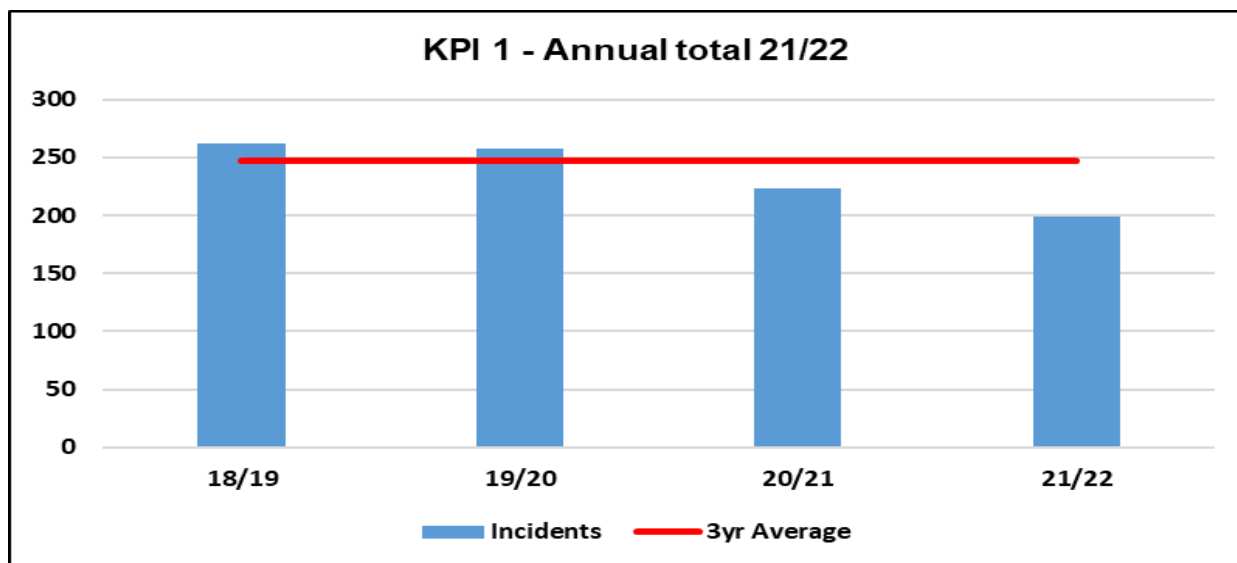
Despite COVID 19 restrictions and social distancing measures we have still carried out 1552 Home Fire Safety Visits aimed at the most vulnerable and highest risk households.

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
ADF's	262	257	223	199	Green

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

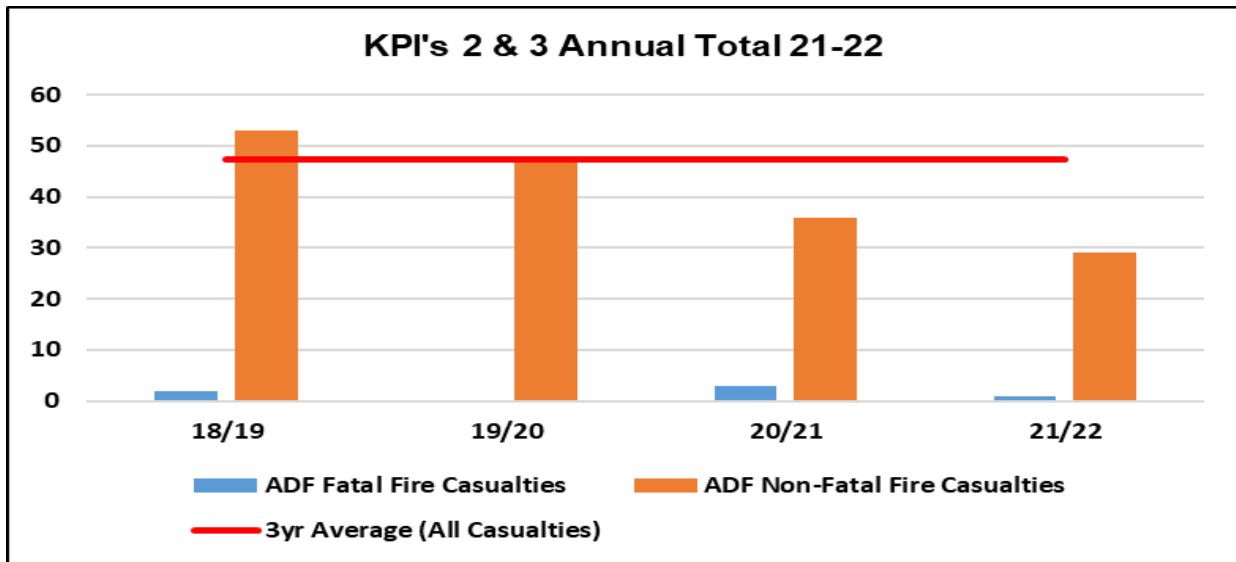
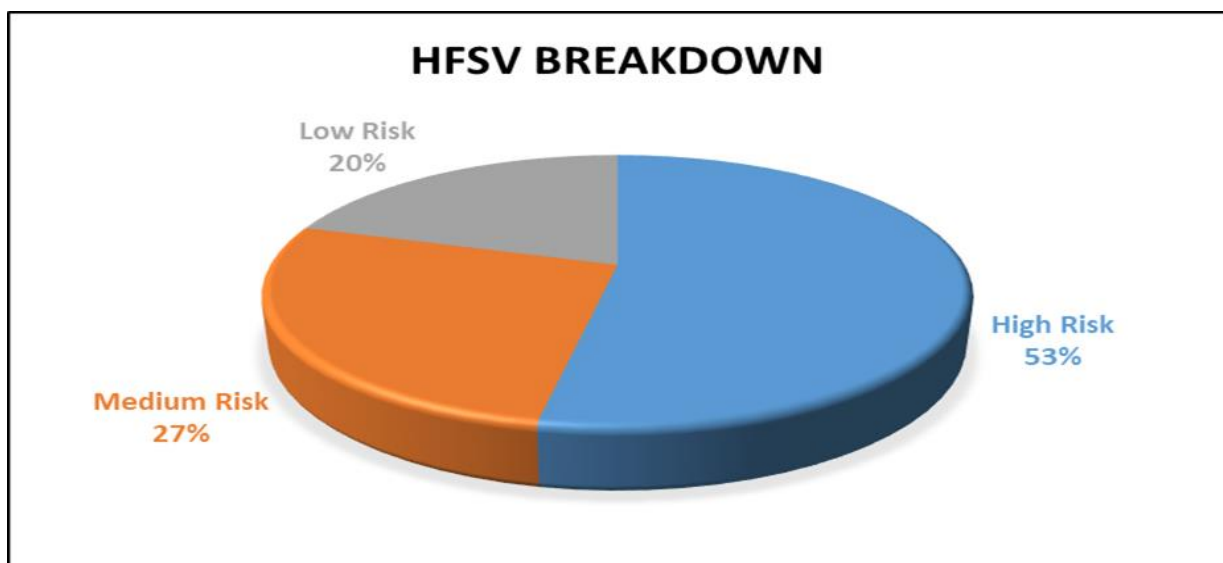


Table 2: April 2021 - March 2022 Performance

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

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

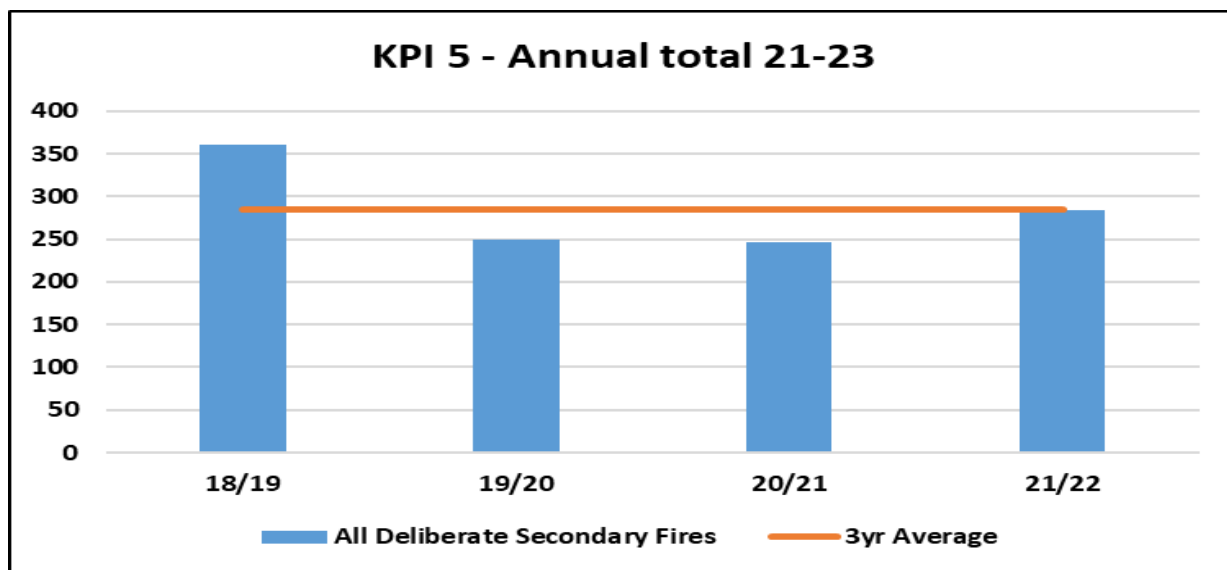


Table 3: April 2021 - March 2022 Performance

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

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

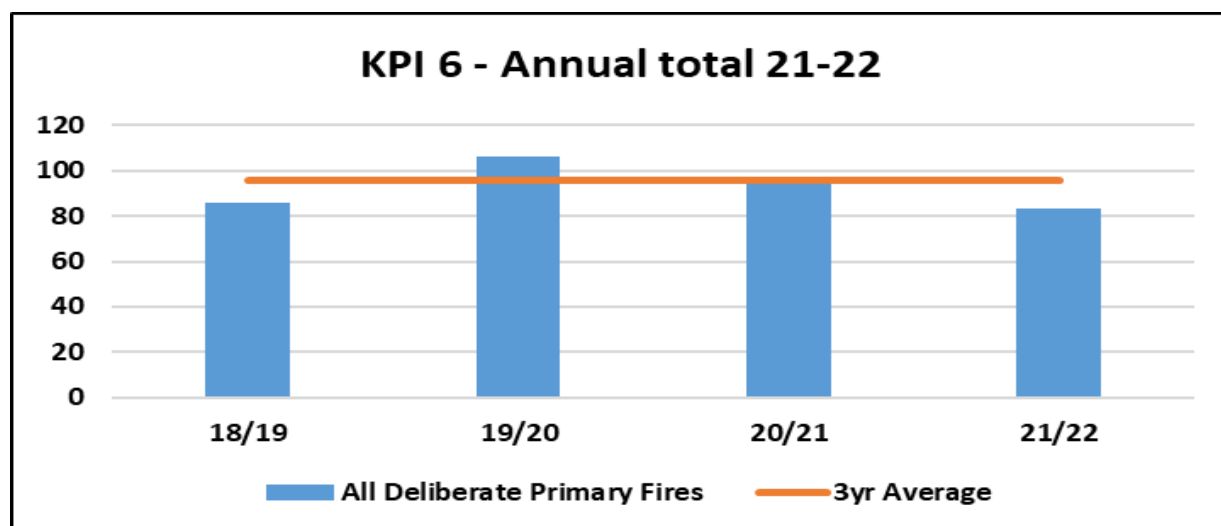


Table 4: April 2021 - March 2022 Performance

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

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

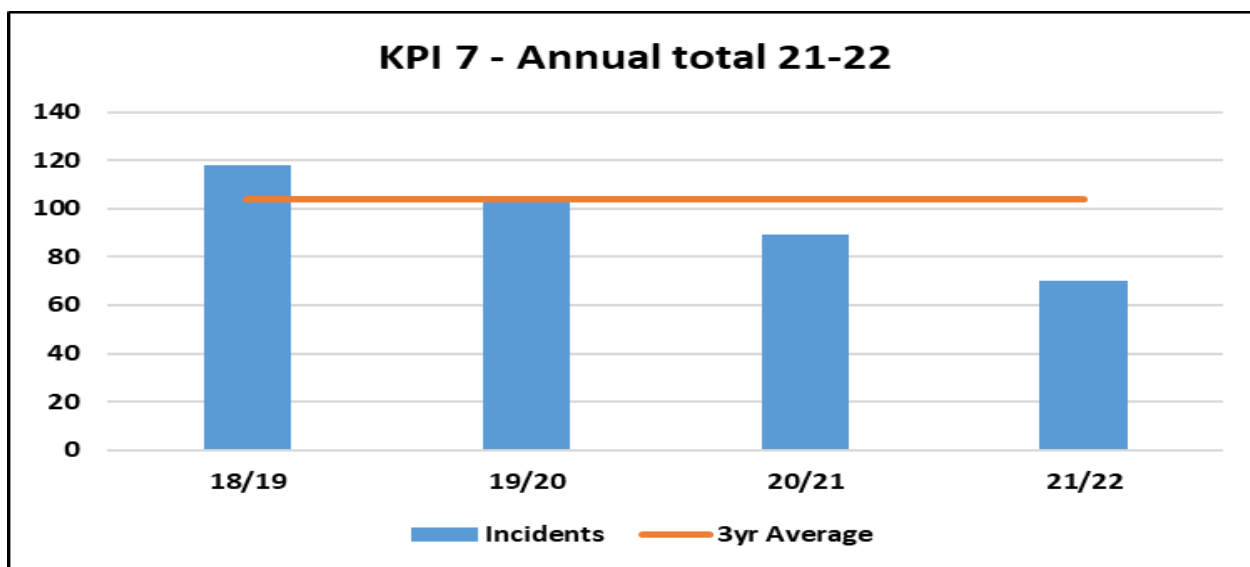


Table 4: April 2021 - March 2022 Performance

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

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	60
Houses in Multiple Occupation	136
Hotel	39
Hospital	13
Post Fire	18
Other workplace	2
TOTAL	268

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

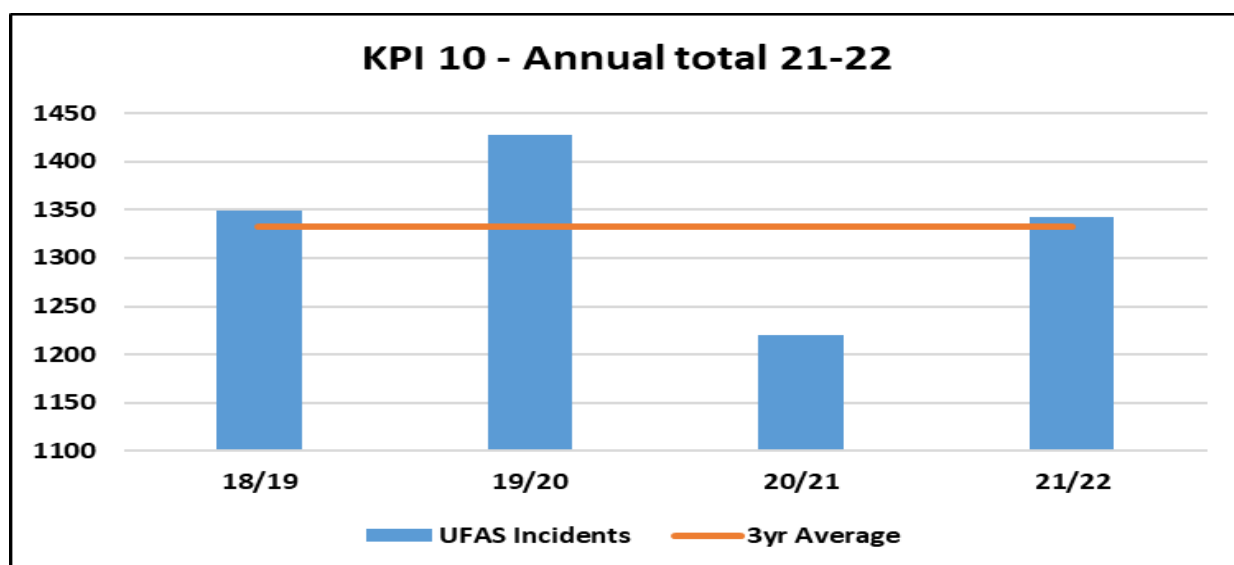


Table 6: April 2021 - March 2022 Performance

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

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

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

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.