



2023 - 2024 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

APRIL 2023 to March 2024

**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 2023 to the 31st March 2024. 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 selected 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 vs 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, 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.









PERFORMANCE SUMMARY











The table below provides a summary of our 2023-24 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 2023 – March 2024 | | | | RAG STATUS |
|--|-------------------------|---------|---------|------------|---|
| | 2020/21 | 2021/22 | 2022/23 | 2023/24 | |
| Accidental Dwelling Fires  | 223 | 200 | 215 | 222 |  |
| Accidental Dwelling Fire Casualties  | 63 | 29 | 39 | 40 |  |
| Deliberate Secondary Fires  | 246 | 284 | 261 | 205 |  |
| Deliberate Primary Fires  | 96 | 83 | 103 | 90 |  |

| | | | | | |
|--|------|------|------|-------------|---|
| <p>Fires in Non-Domestic Premises</p>  | 89 | 70 | 92 | 70 |  |
| <p>Unwanted Fire Alarm Signals</p>  | 1220 | 1345 | 1366 | 671 |  |
| <p>Legislative Fire Safety Audits</p>  | 184 | 320 | 363 | 365 | Annual Target 366 |
| <p>Home Fire Safety Visits</p>  | 567 | 1559 | 1780 | 1849 | Annual Target 2500 |
| <p>Operational Intelligence</p>  | 59 | 211 | 650 | 435 | Annual Target 420 |
| <p>Multi-Storey Operational Assurance Visits</p>  | 98 | 215 | 224 | 266 | Annual Target 280 |
| <p>Staff Competence</p>  | | | | | On Target 174 Staff (116 Comp, 55 Dev) |
| <p>Appliance/Resource Availability</p>  | | | | | Wholtime availability never below 96% On-Call availability 80% |

PERFORMANCE HIGHLIGHTS

Of the 5 priority areas the following key performance indicators should be noted and are further explained in each indicator's performance management section from page 9 onwards.

Accidental Dwelling Fires

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

Accidental Dwelling Fire Casualties & Fatalities

Accidental Dwelling Fire Casualties have increased over the Three-year average. There were three fatalities during this reporting period.

Deliberate Primary and Secondary Fires

Deliberate Primary fire has seen a significant decrease over the three-year average.

Deliberate secondary fires have decreased compared to the three-year average, with deliberate secondary fires involving outdoors structures such wheelie bins, small refuse/recycle containers as the highest attended.

Non-Domestic Fires

Non-Domestic Fires have seen a significant decrease compared to the three-year average with 70 incidents covering a variety of premise types across the Aberdeen City area.

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 incidents have decreased compared to the three-year average with Hospitals / medical facilities contributing to the bulk of the calls.

Home Fire Safety Visits (HFSV)

We have seen a steady increase of HFSVs but are reporting below our target of 2500. We remain committed to providing those most at risk from fire within the home with support and education.

Appliance/Resource Availability

Appliance availability has remained strong throughout the reporting period. We continue to actively improve our appliance availability through positive recruitment and our staff training and competency programmes.

PRIORITY 1 – IMPROVING FIRE SAFETY IN THE HOME

KPI 1 - Accidental Dwelling Fires (ADF)

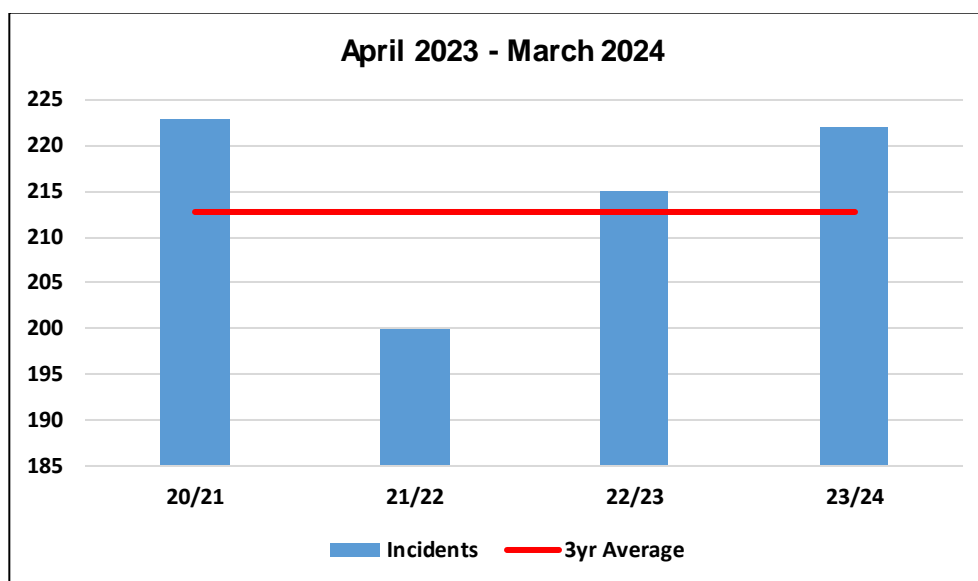


Table 1: Year to Date (April 23 – March 24) Performance

| ADF's | 20/21 | 21/22 | 22/23 | 23/24 | RAG |
|-------|-------|-------|-------|------------|--------------|
| | 223 | 200 | 215 | 222 | Amber |

Breakdown of Locations

| Area | 20/21 | 21/22 | 22/23 | 23/24 |
|---|-------|-------|-------|-----------|
| Airyhall, Broomhill & Garthdee | 12 | 9 | 19 | 15 |
| Bridge of Don | 5 | 8 | 6 | 8 |
| Dyce, Bucksburn & Danestone | 15 | 5 | 9 | 9 |
| George Street & Harbour | 26 | 30 | 43 | 41 |
| Hazelhead, Queens Cross & Countesswells | 16 | 10 | 10 | 11 |
| Hilton, Woodside & Stockethill | 22 | 29 | 22 | 23 |
| Kincorth, Nigg & Cove | 9 | 8 | 11 | 11 |
| Kingswells, Shedocksley & Summerhill | 14 | 11 | 10 | 12 |
| Lower Deeside | 4 | 3 | 2 | 5 |
| Midstocket & Rosemount | 18 | 20 | 11 | 12 |
| Northfield & Mastrick North | 19 | 12 | 17 | 18 |
| Tillydrone, Seaton & Old Aberdeen | 39 | 32 | 32 | 26 |
| Torry & Ferryhill | 24 | 23 | 23 | 31 |

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

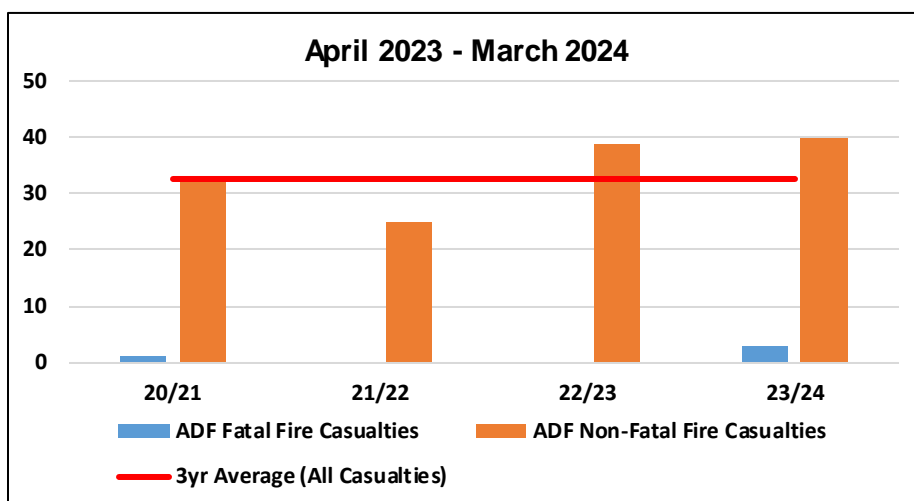
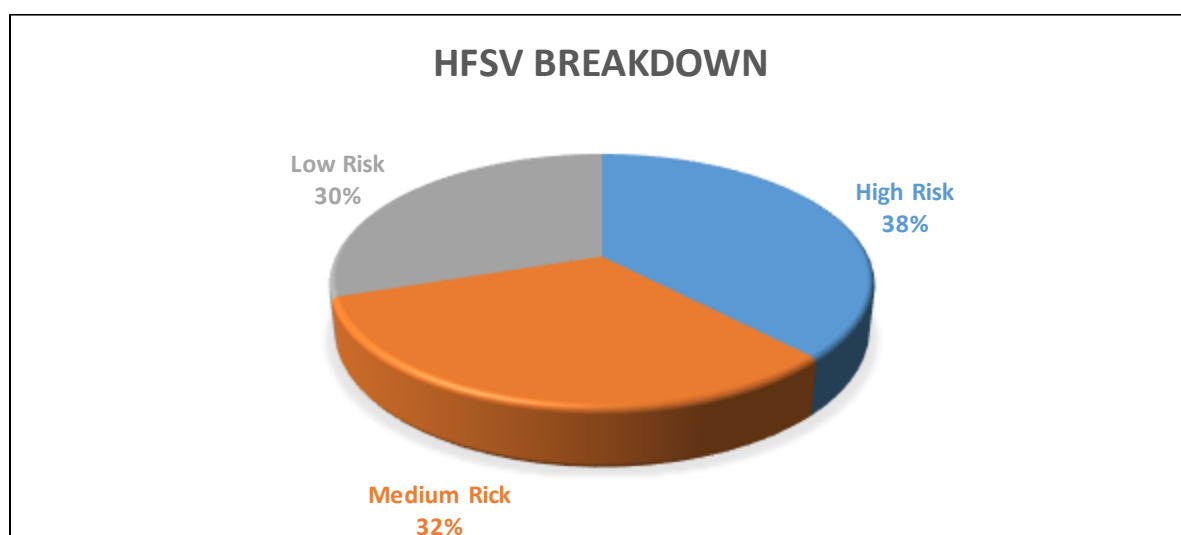


Table 2: Year to Date (April 23 – March 24)

Performance

| | 20/21 | 21/22 | 22/23 | 23/24 | RAG |
|---------------------------------|-------|-------|-------|-------|--------------|
| ADF Fatal Casualties | 3 | 1 | 0 | 3 | Red |
| ADF Non-Fatal Casualties | 33 | 25 | 39 | 40 | Amber |

KPI 4 – High Risk Home Fire Safety Visits YTD April 23 – March 24



| Home Fire Safety Visits | High Risk | Medium Risk | Low Risk | YTD Total | RAG |
|-------------------------|-----------|-------------|----------|-----------|------------|
| | 669 | 594 | 556 | 1849 | Red |
| | 38% | 32% | 30% | N/A | Red |

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.

KPI 3 - ADF Non-Fatal Casualties

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

As a target, the aim is to reduce the risk of injury from fire in the home, in 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

There have been 222 ADF's during the reporting period of 2022-24, which is above the three-year average. We are therefore showing amber in relation to our annual target. The highest category of cause is cooking due to distraction in adults (18-64). From the 222 incidents attend, 108 didn't require intervention from SFRS, with only reassurance being provided.

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.

There has been 3 ADF Fatal Casualties during the reporting period. We are therefore showing Red for in relation to our annual target. Within all three incidents, each property was fitted with a working smoke alarm and involved adults (18-64). Causes have been determined as accidental, 1 smoking related and 2 due to combustible articles too close to a heat source.

There have been 40 ADF Non-Fatal Casualties report, which is an increase of 6 above the three-year average. Analysis of these incidents has shown that main causes of ADFs were through human error relating to cooking and careless handling due to sleep or unconsciousness. From the 40 casualties reported, 1 required hospital treatment due to serious injury.

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 above show the number of HFSV's delivered during the reporting period. Actions are being taken to support how we target high/medium risk as our overall visits are below our aspirational target of 2500 visits.

The SFRS focus remains on delivery of high and very high risk HFSV's which are being carried out by both our Community Action Teams as well as operational front-line staff. To further improve engagement with our locally communities, specific Risk Reductions areas have allocated to front-line Watch Commanders. This approach will allow for a risk holder to build stronger relationships within their allocated areas and implement reduction strategies that are specific to the individual needs of each risk area.

PRIORITY 2 – REDUCING DELIBERATE FIRES

KPI 5 – All - Deliberate Secondary Fires / Location

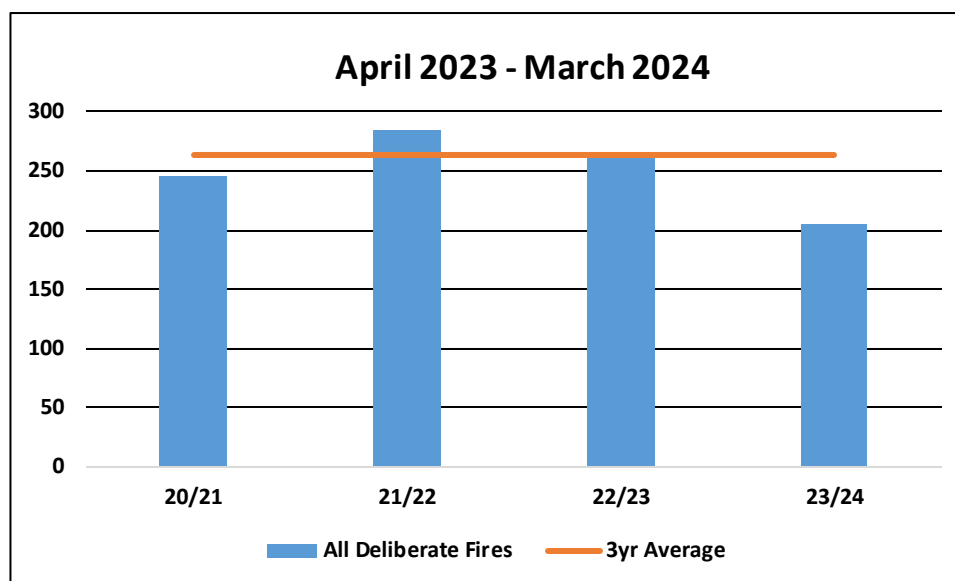


Table 3: Year to Date (April 23 to March 24) Performance

| All Deliberate Secondary Fires | 20/21 | 21/22 | 22/23 | 23/24 | YTD |
|--------------------------------|-------|-------|-------|-------|-------|
| | 246 | 284 | 261 | 205 | Green |

| Area | 20/21 | 21/22 | 22/23 | 23/24 |
|---|-------|-------|-------|-------|
| Airyhall, Broomhill & Garthdee | 6 | 28 | 10 | 8 |
| Bridge of Don | 11 | 7 | 13 | 6 |
| Dyce, Bucksburn & Danestone | 39 | 36 | 20 | 27 |
| George St & Harbour | 11 | 17 | 27 | 16 |
| Hazlehead, Queens Cross & Countesswells | 15 | 10 | 8 | 13 |
| Hilton, Woodside & Stockethill | 15 | 15 | 19 | 12 |
| Kincorth, Nigg & Cove | 14 | 63 | 52 | 38 |
| Kingswells, Shedocksley & Summerhill | 23 | 14 | 22 | 18 |
| Lower Deeside | 7 | 9 | 9 | 6 |
| Midsocket & Rosemount | 10 | 13 | 10 | 14 |
| Northfield & Mastrick North | 19 | 27 | 19 | 15 |
| Tillydrone, Seaton & Old Aberdeen | 12 | 21 | 28 | 17 |
| Torry & Ferryhill | 64 | 24 | 24 | 15 |

KPI 6 – All Deliberate Primary Fires / Location

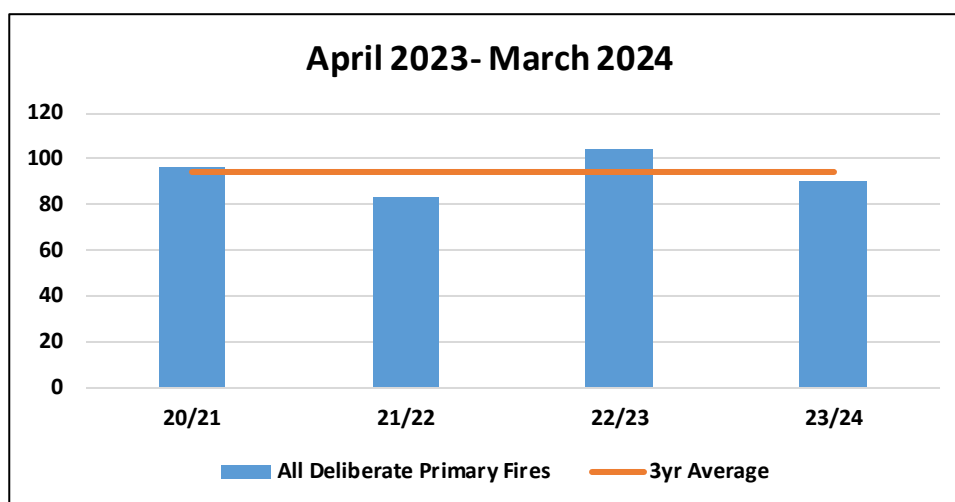


Table 4: Year to Date (April 23 to March 24) Performance

| All Deliberate Primary Fires | 20/21 | 21/22 | 22/23 | 23/24 | RAG |
|------------------------------|-------|-------|-------|-------|-------|
| | 96 | 83 | 103 | 90 | Green |

| Area | 20/21 | 21/22 | 22/23 | 23/24 |
|---|-------|-------|-------|-------|
| Airyhall, Broomhill & Garthdee | 4 | 3 | 4 | 4 |
| Bridge of Don | 4 | 4 | 5 | 5 |
| Dyce, Bucksburn & Danestone | 14 | 14 | 9 | 12 |
| George St & Harbour | 10 | 9 | 10 | 11 |
| Hazlehead, Queens Cross & Countesswells | 12 | 7 | 3 | 2 |
| Hilton, Woodside & Stockethill | 5 | 11 | 9 | 1 |
| Kincorth, Nigg & Cove | 4 | 9 | 20 | 11 |
| Kingswells, Sheddocksley & Summerhill | 9 | 4 | 7 | 12 |
| Lower Deeside | 2 | 0 | 1 | 1 |
| Midsocket & Rosemount | 7 | 1 | 8 | 9 |
| Northfield & Mastrick North | 12 | 9 | 4 | 8 |
| Tillydrone, Seaton & Old Aberdeen | 8 | 6 | 12 | 7 |
| Torry & Ferryhill | 5 | 6 | 11 | 7 |

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

As a target we aim to reduce the rate of deliberate primary fires in Aberdeen by keeping these **below 102** for the reporting year.

What we aim to Achieve

- Improved community safety and wellbeing
- Improved data analysis to ensure resources are directed to maximise community outcomes
- Protect Aberdeen's natural and built environment.

Performance Management

Deliberate secondary fire is showing a decrease compared to the three-year average and are below our area target of **266** with 205 incidents attended during this reporting period. SFRS and partners are committed to striving in the further reduction of deliberate secondary fires with this area. We will continue to work with our local schools and communities to educate our young people in the dangers associated with these types of incidents. Analysis of our incident data has indicated a notable shift from fire involving grasslands/wooded areas to outdoors structures (wheelie bins, small refuse/recycle containers). To address this trend, SFRS will work closely with our communities to provide advice and guidance to homeowners on the safe and responsible storage of refuse.

Deliberate Primary fires have seen a decrease compared to the three-year average and is 12 incidents below our area target of **102**. Analysis of our incident data has identified that highest activity type involved vehicle fire. We will actively work with our communities and Police Scotland in tackling anti-social behaviour associated with these types of incidents.

PRIORITY 3 – Improving Fire Safety in the Business Community

KPI 7 - Non-Domestic Building Fires

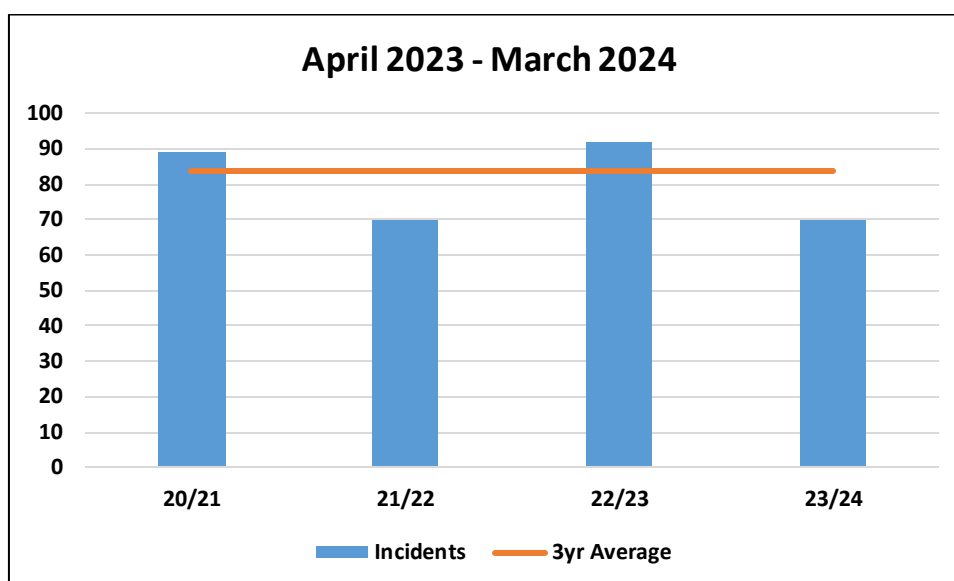


Table 4: Year to Date (April 23 to Sept 24) Performance

| Non-Domestic Building Fires | 20/21 | 21/22 | 22/23 | 23/24 | RAG |
|-----------------------------|-------|-------|-------|-----------|--------------|
| | 89 | 70 | 92 | 70 | Green |

| Area | 20/21 | 21/22 | 22/23 | 23/24 |
|---|-------|-------|-------|-------|
| Airyhall, Broomhill & Garthdee | 3 | 4 | 3 | 5 |
| Bridge of Don | 8 | 3 | 4 | 4 |
| Dyce, Bucksburn & Danestone | 12 | 8 | 8 | 7 |
| George St & Harbour | 13 | 14 | 15 | 14 |
| Hazelhead, Queens Cross & Countesswells | 2 | 3 | 5 | 3 |
| Hilton, Woodside & Stockethill | 0 | 0 | 6 | 0 |
| Kincorth, Nigg & Cove | 6 | 8 | 14 | 7 |
| Kingswells, Shedocksley & Summerhill | 7 | 2 | 1 | 2 |
| Lower Deeside | 3 | 2 | 1 | 2 |
| Midstocket & Rosemount | 13 | 14 | 20 | 13 |
| Northfield & Mastrick North | 6 | 2 | 3 | 1 |
| Tillydrone, Seaton & Old Aberdeen | 9 | 4 | 4 | 4 |
| Torry & Ferryhill | 7 | 6 | 6 | 8 |

KPI 8 - Legislative Fire Safety Audits

Table 5: Completed Audits

| Premises Category | 2020-21 | 2021-22 | 2022-23 | 2023-24 |
|-------------------------------|----------------|----------------|----------------|----------------|
| Care / Children's Homes | 71 | 54 | 100 | 78 |
| Houses in Multiple Occupation | 68 | 38 | 138 | 134 |
| Hotel | 1 | 42 | 40 | 42 |
| Hospital | 16 | 14 | 15 | 14 |
| Post Fire | 13 | 19 | 26 | 33 |
| Other, workplace | 15 | 153 | 44 | 64 |
| TOTAL | 184 | 320 | 363 | 365 |

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.

PM 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.

PM 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.

During the reporting period we were not able to achieve our target but did achieve 365 inspections of the 366 targets. Our dedicated team have work hard to return to normal inspections workplans post COVID to ensure that our local business owner are supported to ensure fire safety requirements are met.

PRIORITY 4 – Reducing Unwanted Fire Alarm Signals

KPI 10 – Number of UFAS Incidents

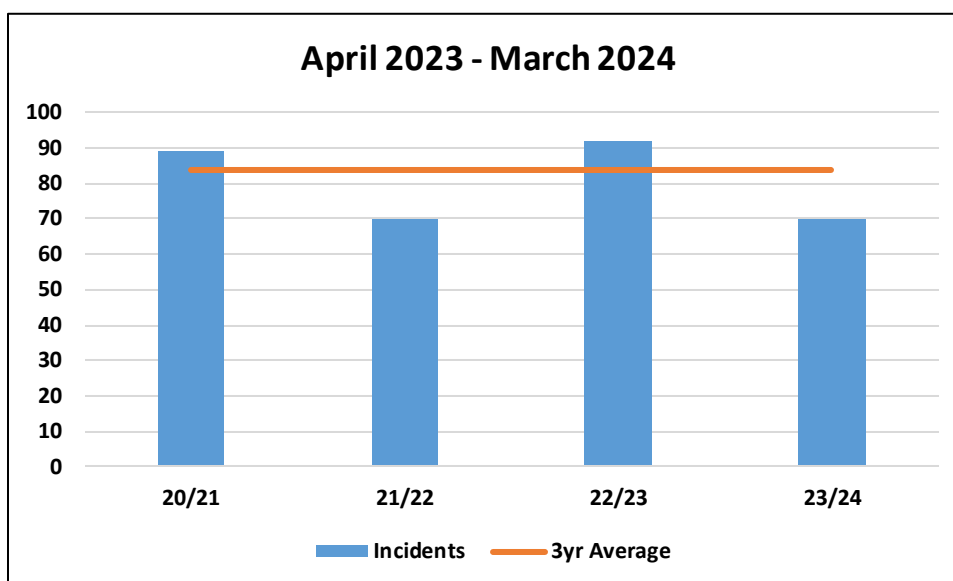


Table 6: Year to Date (April 23 – March 24) Performance

| Unwanted Fire alarm signals | 20/21 | 21/22 | 22/23 | 23/24 | RAG |
|-----------------------------|-------|-------|-------|-------|-------|
| | 1220 | 1345 | 1366 | 671 | Green |

| Area | 20/21 | 21/22 | 22/23 | 23/24 |
|---|-------|-------|-------|-------|
| Airyhall, Broomhill & Garthdee | 67 | 72 | 76 | 39 |
| Bridge of Don | 74 | 64 | 78 | 24 |
| Dyce, Bucksburn & Danestone | 147 | 169 | 197 | 53 |
| George St & Harbour | 178 | 207 | 210 | 102 |
| Hazlehead, Queens Cross & Countesswells | 43 | 54 | 92 | 39 |
| Hilton, Woodside & Stockethill | 7 | 14 | 3 | 7 |
| Kincorth, Nigg & Cove | 123 | 148 | 117 | 29 |
| Kingswells, Sheddocksley & Summerhill | 78 | 66 | 71 | 36 |
| Lower Deeside | 38 | 61 | 60 | 24 |
| Midsocket & Rosemount | 275 | 305 | 304 | 224 |
| Northfield & Mastrick North | 22 | 13 | 15 | 8 |
| Tillydrone, Seaton & Old Aberdeen | 48 | 68 | 51 | 17 |
| Torry & Ferryhill | 120 | 104 | 92 | 69 |

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 April 23 – March 24

| Property Types | No. of UFAS |
|----------------------------|--------------------|
| Hospitals | 206 |
| Student Halls of Residence | 59 |
| Sheltered Housing | 55 |
| Hotel/Motel | 51 |
| Office/Call Centre | 49 |

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.

During this reporting period we have seen a decrease compared to the three-year average and this is reflected by the Green RAG status. It should be noted that as of the 1st July 2023 SFRS implemented our new [UFAS response model](#) to attendance at UFAS incidents. This approach has seen a significant reduction in UFAS incidents. We are continuing to work closely with business and premises owners in preparation of these changes.

PRIORITY 5 – Effective Risk Management and Operational Preparedness

PM 11 – Operational Intelligence

Table 7: Year to Date Performance

| Operational Intelligence Visits | Q1 | Q2 | Q3 | Q4 | RAG | Annual Target |
|---------------------------------|-----|-----|-----|-----|-------|---------------|
| | 109 | 110 | 116 | 100 | GREEN | 420 |

PM 12 – high Rise Operational Assurance Visits

Table 8: Year to Date Performance

| Multi-Storey Operational Assurance Visits | Q1 | Q2 | Q3 | Q4 | RAG | Annual Target |
|---|----|----|----|----|-------|---------------|
| | 70 | 70 | 61 | 65 | AMBER | 280 |

PM 13 – Staff Competence

Table 9

| | Total | Competent | Development | Development Stage | | |
|-----------------|-------|-----------|-------------|-------------------|-------|-------|
| | | | | Red | Amber | Green |
| Firefighter | 111 | 71 | 40 | 12 | 16 | 12 |
| Crew Commander | 38 | 26 | 12 | | | |
| Watch Commander | 16 | 13 | 3 | | | |
| Senior Manager | 6 | 6 | 0 | | | |

PM 14 – Appliance/Resource Availability

Table 10: Year to Date Performance

| | Q1 | Q2 | Q3 | Q4 | RAG | Annual Target |
|---------------------|-------|-------|-------|-------|--------|---------------|
| On-Call Duty System | 89.49 | 81.63 | 72.08 | 92.22 | 83.85% | 80% |

Wholetime availability has remained strong throughout the year and in line with policy has never dropped below 95% 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

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 420 operational intelligence visits across Aberdeen during the reporting year.

KPI 12 – High Rise Operational Assurance Visits

Each identified high rise premises in Aberdeen City should receive a quarterly inspection.

As a performance target we aim to inspect 70 residential high rise 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 during the pandemic 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

Operational Intelligence (OI): During the reporting period of 2023/24, significant work has been undertaken to improve our OI processes to ensure sustainability and effectiveness. This work has demonstrated a welcome increase in the quality and quantity of inspections being achieved across Aberdeen City, therefore were showing Green in achieving our annual target.

Multi-Storey Operational Assurance Visits are below our annual target. Management teams are working to resolve this to ensure visits are conducted at regular intervals throughout the reporting year.

Staff competence are on track with continued support from the local and national training teams. We have seen a welcome increase of on-call personnel within our Dyce Fire Station, which can be problematic due to the nature of the on-call duty pattern. This increase has seen an improved picture in relation to appliance availability as we moved into quarter four.

