



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Service Delivery Area – North

Aberdeen City Local Fire and Rescue Plan

Local Performance Report
(April to September 2014)

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Executive Summary

The Aberdeen City Local Fire and Rescue Plan sets out the local priorities, actions and outcomes for the Scottish Fire and Rescue Service (SFRS) to deliver within Aberdeen for the period 2014-2017.

This is the local performance report for Aberdeen City and covers the first six months of the reporting year from April to September 2014 inclusively.

Our current performance has been reported via 6 high-level local performance indicators (LPI) aligned to the priorities detailed within the current Aberdeen City Local Fire and Rescue Service Plan designed to deliver a meaningful positive difference to our local communities.

These priorities have provided a clear direction for setting our local activities in order to continuously reduce fire risk within Aberdeen and concurrently maintain an effective and efficient response model.

It is encouraging to report that following analysis of the LPI's that the overall trend is one of a reducing fire risk profile in Aberdeen.

There continues to be a welcome reduction in dwelling house fires and although tragically one person lost their life in a dwelling fire during this reporting period it is noted that the overall recorded fire casualty rate is below the 5 year average.

The number of Home Fire Safety Visits (HFSV's) undertaken by our staff is being maintained at the high levels delivered during the previous year and we are on target to deliver the baseline established during Year 1 of the SFRS.

Targeting our HFSV's to those individuals who we deem most vulnerable from fire is a major focus of our risk reduction strategy this year and we are pleased to report that emerging activity suggests that we are being successful in increasing the number of referrals from our partners.

Responses to, and attendance at Unwanted Fire Alarms Signals (UFAS) remain at a high level as a proportion of the incidents we attend. We have noted this and have put in place plans that will seek to engage and work with local partners to reduce activity in this area.

We would however wish to highlight that attending UFAS calls does not necessarily increase community risk or the overall safety of our local communities.

Local firefighters continue to ensure they are effective, efficient and safe when carrying out their duties at emergency incidents. We align to national training programmes and are building enhanced knowledge capacity in key priority areas e.g. local dementia awareness training.

It is encouraging to report that we continue to experience relatively low number of H&S events comparable to the wide range of emergency and non-emergency activities we undertake.

Section 1 Introduction

This report provides detail on the performance of the Scottish Fire and Rescue Service in the Aberdeen city area. In doing so it outlines our progress in the delivery of local priorities as set out within the current Local Fire and Rescue Plan and the Scottish Fire and Rescue Service framework document.

These priorities are underpinned by local risk factors as identified and defined within the Single Outcome Agreement, local community safety strategic risk assessments and the known fire risk profile within Aberdeen.

It supports the drive to deliver continuous improvement in reducing the risk from fire for the citizens of Aberdeen and aims to provide sufficient information to allow the Committee to gauge how the Service are achieving the aspirations set out within the current local Fire and Rescue Plan.

The outcomes and measures provided in this report details a blend of quantitative and qualitative information to support Committee members in their local scrutiny role.

The Service aspires to deliver very high standards to our communities and our current performance is testament to the commitment, professionalism and dedication of our staff and the positive local partnerships embedded within the Aberdeen Community Planning and Safety forums.

However, we recognise that wherever our performance falls short of expectations we will respond promptly to address the areas of concern.

The report contains a series of Local Performance Indicators (LPI) that provides an assessment of the current fire risk within Aberdeen by:

- Subdividing the various fire related incidents into meaningful categories
- Setting out our direction of travel in reducing that risk
- Contextualising the fire risk profile
- Confirming the continued proactive measures that the Scottish Fire and Rescue Service are implementing.

Section 2 Performance Criteria

Our focus remains on delivering long term sustainable positive outcomes by prioritising our activities to support continuous improvement.

Our current suite of performance indicators is not necessarily permanent and will be kept under continual review to reflect that risk reduction is a continual and dynamic process in a changing environment.

Local Performance Indicator Outcomes

LPI 1 - Local Risk Management and Preparedness

Our target is:

- To ensure our training, staff development and equipment continue to be fit for purpose to meet our current risk profile and is adaptable to changing circumstances
- To work locally with partner organisations and agencies to ensure effective wider consequence emergency response plans are developed for identified local risks including local business continuity plans.
- To fulfil our statutory duties in relation to the Civil Contingencies Act 2004 by way of our contribution to Grampian Local Resilience Partnership and North of Scotland Regional Resilience Partnership.

LPI 2 – Reduction of Accidental Dwelling Fires

- Our target is to deliver a long term continuous improvement in the outcomes from accidental dwelling fires

LPI 3 - Reduction in Fire Casualties and Fatalities

- Our target is to deliver a long term continuous improvement in the outcomes of fire casualties and fatalities

LPI 4 – Reduction of Deliberate Fire Setting

- Our target is to deliver a long term continuous improvement in the outcomes from deliberate fires

LPI 5 - Reduction of Fires in Non Domestic Property

- Our target is to deliver a long term continuous improvement in the outcomes from fires in non-domestic properties

LPI 6 - Reduction of Unwanted Fire Alarm Signals

- Our target is to deliver a long term continuous improvement in the responses to Unwanted Fire Alarm signals

We have employed a Red, Amber, and Green (RAG) performance status measure that is primarily based against the previous rolling average of five years' incident data.

This allows us to take into account seasonal and yearly fluctuations within each LPI by allowing for deviation from normal activity levels.

Detailed below is an explanation of the RAG rating:

- Red: The level is greater than 10% on average over the five year period
- Amber: The level is greater than 5% but less than 10% on average over the five year period
- Green: The level is less than 5% or better on average over the five year period

We would wish to highlight that a number of the LPI's already demonstrate a relatively low baseline in terms of number of incidents, e.g. a reduction from eight to four incidents within a limited timescale would show a 50% decrease and not necessarily provide a true reflection of the risk level.

We have therefore provided, in Section 3, further context within a situational assessment that provides further information for the committee to scrutinise the Service's current performance.

On some of the high level LPI's we have also provided further segmentation of the data to provide additional information to support Committee members in their scrutiny role.

Section 3 Performance Outcomes

Determining how successful the Service is in reducing the fire risk profile within Aberdeen is a complex task.

There are many factors that may impact on our ability to reduce fire risk. External environmental factors such as deprivation, substance dependency and lifestyle to name but a few can influence the fire risk profile within Aberdeen.

In recent years, positive progress has been delivered in reducing the fire risk profile in Aberdeen and our task remains to continuously improve these risk levels further.

The Service takes a balanced approach by assessing incident activity to influence our risk reduction activities with a particular focus on neighbourhoods who statistically are at higher risk from fire and identifying vulnerable people within our communities.

Working locally with our partners is a key element in delivering improved outcomes.

The RAG assessment highlights the continual improvements that have been made during this reporting period and identifies areas where future work is required to be carried out.

The LPI summary table below provides Committee members with a visual overview of the current SFRS performance for Aberdeen.

Strategic Local Performance Summary		
LPI	Risk	RAG status
01	Local Risk Management and Preparedness	Green
02	Reduction of Accidental Dwelling Fires	Green
03	Reduction in Fire Casualties and Fatalities	Green
04	Reduction of Deliberate Fire Setting	Green
05	Reduction of Fires in Non Domestic Property	Green
06	Reduction of Unwanted Fire Alarm Signals	Red

LPI 1 - Local Risk Management and Preparedness

LPI Assessment:

At present we are still developing national performance indicators and, when established, it is intended to provide relevant quantitative data to the Committee in support of future analysis for this indicator.

All firefighters follow a nationally approved 'maintenance of skills' development programme. This is a 3 year rolling programme which aims to ensure that all firefighters are equipped with the necessary skills required to perform their duties.

It is pleasing to report that all operational personnel are 'on track' with regard to the agreed development programme and are now entering into Quarter 4 of this year's annual training programme. This includes significant amount of continuous realistic training.

Preparations have commenced to develop our training arrangements further with a planned series of thematic realistic exercises. Our first theme will focus on marine type incidents and we have held some discussions with local operators and partners on the potential of holding an exercise on a ship at Aberdeen harbour.

Operational personnel are completing a series of visitations to all Council owned multi-storey premises to ensure they are familiar with key building safety features and providing our partners with feedback on the status of those features.

In support of continuous improvement within health & safety, two Aberdeen City based Officers have recently received advance training skills in Accident Investigation and Incident Review.

These advanced skills in Accident Investigation will be used to continuously monitor our H&S arrangements by highlighting good safety practice and identifying any areas for improvement.

Considering the significant amount of engagement and contact we have had with local communities so far this year it is encouraging to note that we have only recorded one act of violence against one of our Firefighters which did not result in any injury.

It is therefore a source of great encouragement that we continue to experience positive support from the public in Aberdeen.

Two of our local partners, Telecare, have provided inputs to all our operational personnel to raise awareness of the technological capabilities in the context of community safety that can be delivered by the Telecare approach.

A series of local awareness talks on people suffering a dementia has been delivered to all firefighters by representatives from Alzheimer Scotland. These talks have been designed to raise our own awareness and provide wider support and referral opportunities whilst we carry out HFSV's.

Our Fire Safety Enforcement Team attended two internal seminars organised and delivered by our regional Prevention & Protection Officers. Areas of common interest were discussed in relation to the application of fire safety policy and procedures.

Status

LPI 02 – Reduction of Accidental Dwelling Fires

<p>LPI Assessment: The number of accidental house fires in Aberdeen has been steadily decreasing over the last few years.</p> <p>The outcomes so far this year (6 months) have continued on this trend with a reducing number of incidents.</p> <p>Overall (5 year average) we have has seen a 6.2% reduction in accidental dwelling fires.</p>																			
<p>Situational Analysis: It is encouraging to report the continued downward trend in the number of accidental dwelling house fires in Aberdeen City.</p> <p>We regard Home Fire Safety Visits as a critical element of reducing risk of fire in the home.</p> <p>During 2013-14 we significantly increased the level of Home Fire Safety Visits. We have maintained this baseline number of inputs and are on target to deliver a similar number of visits during this reporting year.</p> <p>During 2014/15 we have increased our focus on delivering a higher proportion to vulnerable ‘at risk’ people.</p> <p>We are continuing to work closely with partners to identify & support the most vulnerable members of our communities from fire.</p> <p>We have noted that a sizeable proportion of these fires are caused by overheated pans left unattended on cookers which are already self-extinguished prior to the arrival of firefighters.</p> <p>Whilst we aim to prevent fires occurring in the first place this trend indicates & supports the benefits of early warning of fire made by working smoke alarms.</p>	<div data-bbox="724 757 1426 1169" data-label="Figure"> <p style="text-align: center;">All Accidental Dwelling Fires - Aberdeen City (6 Months)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>All Accidental Dwelling Fires - Aberdeen City (6 Months)</th> <th>Linear (All Accidental Dwelling Fires - Aberdeen City (6 Months))</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>130</td> <td>145</td> </tr> <tr> <td>2011/12</td> <td>170</td> <td>140</td> </tr> <tr> <td>2012/13</td> <td>125</td> <td>135</td> </tr> <tr> <td>2013/14</td> <td>122</td> <td>130</td> </tr> <tr> <td>2014/15</td> <td>120</td> <td>125</td> </tr> </tbody> </table> </div>	Year	All Accidental Dwelling Fires - Aberdeen City (6 Months)	Linear (All Accidental Dwelling Fires - Aberdeen City (6 Months))	2010/11	130	145	2011/12	170	140	2012/13	125	135	2013/14	122	130	2014/15	120	125
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LPI 03 – Reduction in Fire Casualties and Fatalities

LPI Assessment:

The number of fire fatalities experienced in Aberdeen City is very low and therefore small changes can dramatically affect statistical data.

The 5 year average for fire fatalities in the Aberdeen City area is currently defined at 2 per year.

One fire fatality has occurred within a dwelling in Aberdeen at this point in the reporting year.

The number of overall fire casualties continues to highlight a decreasing trend with the number so far this year at 14 which is a reduction of 8 from the same point last year.

Situational Analysis:

We continue to strive for zero fire deaths and maintain our focus in identifying & providing safety advice to those who are most vulnerable and at risk from fire in the home.

We continue to nurture and develop our strong local partnerships to deliver enhanced referral pathways and access to vulnerable and at risk people.

We are encouraged in the reduction of overall fire casualties (excluding precautionary check-ups) but sadly note that one person died in a dwelling fire over the reporting period.

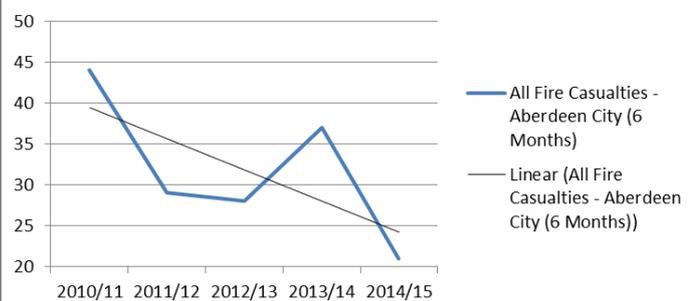
We strongly believe the positive trend reported within LPI 02 (number of accidental house fires) correlates to a linked reduction in the number of fire casualties.

Evidence suggests that the increased focus on 'fire vulnerability' has also had a positive impact on the reduction in the number of casualties.

We now conduct case reviews of fire casualties, including fatal incidents, to seek to identify any areas for improvement in our risk reduction activities.

Key partners are encouraged to engage with this process so that a whole system approach is adopted.

All Fire Casualties - Aberdeen City (6 Months)



Non-Fatal Accidental Dwelling Fire Casualties - Aberdeen City (6 Months)



Status

LPI 04 – Reduction of Deliberate Fire Setting

LPI Assessment:

The number of deliberately started fires continues to decrease over the last 5 years.

This year a total of 183 fires have been started deliberately. This is a decrease from the same point last year and represents a 47% reduction over the last 5 years.

The number of deliberate dwelling fires remains relatively static although the longer trend is downward.

There has been a reduction in the number of deliberate secondary fires recorded both this year against the 5 year average.

Situational Analysis:

It is very encouraging to report an overall continuing positive trend.

This downward trend is indicative of the partnership approach to reducing fires of this nature, in particular, working with our partners by proactively targeting known risk areas.

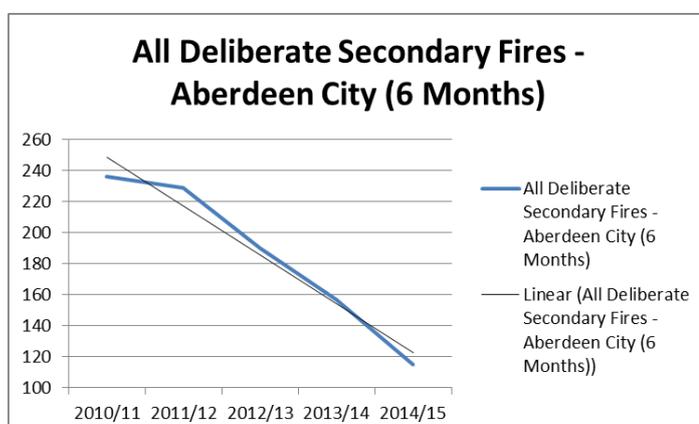
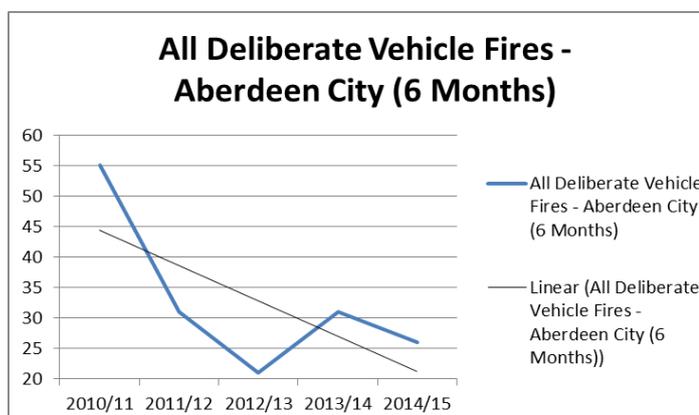
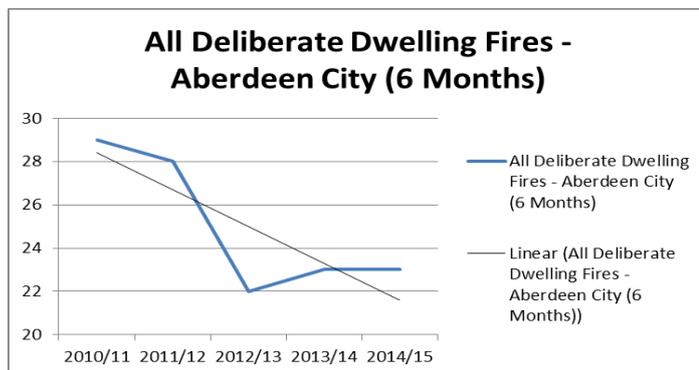
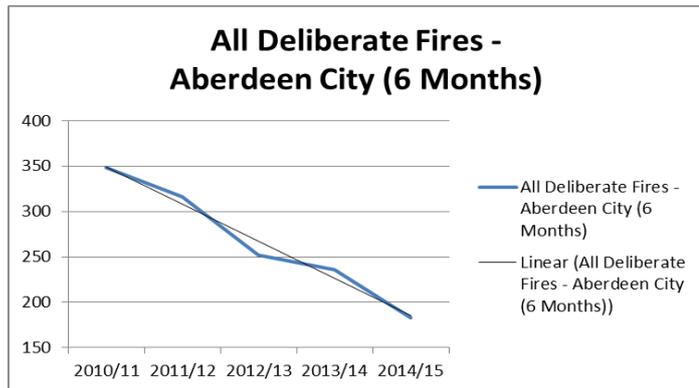
Whilst we note the outcomes from deliberate dwelling fires is static compared to last year this should be viewed in the context of a very low baseline comparable to all fires.

We work very closely with Police Scotland to look at ways in which the number of these incidents can be reduced and support our partners whenever possible in local risk reduction initiatives.

Our engagement with young people continues within & outwith the school environment to educate on the dangers & negative outcomes of starting fires.

We continue to maintain our contribution to local initiatives that, although focused on ASB issues, have a link to the level of secondary fires e.g. Project Fit in Northfield

We believe this contribution to other partner priorities highlights a good example of the 'Team Aberdeen' approach emphasised within our current community planning SOA.



Status

LPI 05 – Reduction of Fires in Non Domestic Property

<p>LPI Assessment: We have recorded a decrease in the number of incidents of this nature from 74 to 55 this year so far.</p> <p>We have also noted the number of deliberate fires in these building types has remained static.</p>																																					
<p>Situational Analysis: This indicator covers the number of fires in all buildings excluding dwelling houses.</p> <p>In particular, it includes ‘void’ (unoccupied) properties, as well as businesses duty-bound to adhere to specific fire safety measures required by legislation.</p> <p>We continue to work with partners, most notably via the Community Safety Hub, to ensure all void properties are as ‘secure’ as possible to reduce the opportunity for wilful fire-raising. This work is currently lead by the multi-agency Void Property group.</p> <p>We also pro-actively carry out a risk based annual programme of Fire Safety (FS) audit visits.</p> <p>We are currently on course to deliver our internal annual target of FS audit visits.</p> <p>This application of audit visits supports local businesses not only by assessing their compliance with fire safety legislation but also has the beneficial impact of minimising business interruption or financial loss as a result of fire.</p> <p>If a fire does occur we conduct post-fire audits to all commercial premises to further assess and offer guidance/advice to building owners and occupiers.</p>	<div data-bbox="715 539 1422 958"> <h3 style="text-align: center;">Non-Domestic Fires - Aberdeen City (6 Months)</h3> <table border="1"> <caption>Non-Domestic Fires - Aberdeen City (6 Months)</caption> <thead> <tr> <th>Year</th> <th>Non-Domestic Fires - Aberdeen City (6 Months)</th> <th>Linear (Non-Domestic Fires - Aberdeen City (6 Months))</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>74</td> <td>74</td> </tr> <tr> <td>2011/12</td> <td>80</td> <td>72</td> </tr> <tr> <td>2012/13</td> <td>57</td> <td>70</td> </tr> <tr> <td>2013/14</td> <td>74</td> <td>68</td> </tr> <tr> <td>2014/15</td> <td>55</td> <td>66</td> </tr> </tbody> </table> </div> <div data-bbox="715 1003 1422 1422"> <h3 style="text-align: center;">All Deliberate Other Building Fires - Aberdeen City (6 Months)</h3> <table border="1"> <caption>All Deliberate Other Building Fires - Aberdeen City (6 Months)</caption> <thead> <tr> <th>Year</th> <th>All Deliberate Other Building Fires - Aberdeen City (6 Months)</th> <th>Linear (All Deliberate Other Building Fires - Aberdeen City (6 Months))</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>20</td> <td>20</td> </tr> <tr> <td>2011/12</td> <td>19</td> <td>18</td> </tr> <tr> <td>2012/13</td> <td>12</td> <td>16</td> </tr> <tr> <td>2013/14</td> <td>12</td> <td>14</td> </tr> <tr> <td>2014/15</td> <td>12</td> <td>12</td> </tr> </tbody> </table> </div>	Year	Non-Domestic Fires - Aberdeen City (6 Months)	Linear (Non-Domestic Fires - Aberdeen City (6 Months))	2010/11	74	74	2011/12	80	72	2012/13	57	70	2013/14	74	68	2014/15	55	66	Year	All Deliberate Other Building Fires - Aberdeen City (6 Months)	Linear (All Deliberate Other Building Fires - Aberdeen City (6 Months))	2010/11	20	20	2011/12	19	18	2012/13	12	16	2013/14	12	14	2014/15	12	12
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LPI 06 – Reduction of Unwanted Fire Alarm Signals

LPI Assessment:

This indicator reports on the number of Unwanted Fire Alarms Signals (UFAS) that are activated and result in our attendance.

Although this does not increase the risk within Aberdeen city it does result in increased activity for our local firefighters.

It is noted that we are continuing to record a steady rise in most categories of False Alarms.

Whilst we have recorded a modest reduction in the number of False Alarm Good Intent calls this has been offset by the increase in False Alarm Equipment Failures.

Using our rating system, the average increase over a 5 year period has been determined as over 10% and subsequently we have designated this outcome as having a Red status.

Situational Analysis:

The number of all UFAS calls has continued to rise.

We believe it is important to highlight to Committee Members that not all of these types of calls are necessarily unwanted.

For example, increasing installation of domestic smoke alarms does occasionally correlate in a subsequent increase in incidents being deemed as 'false alarm - good intent'.

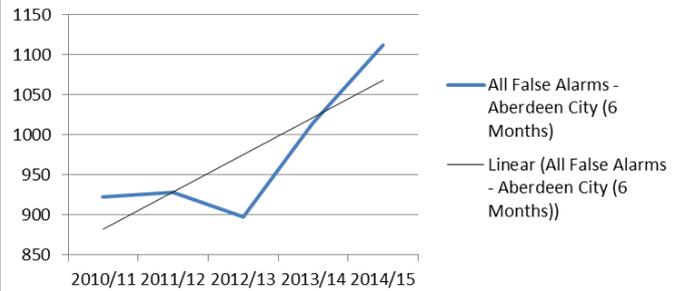
We are currently targeting this performance outcome for improvement and fully implemented the SFRS policy on Unwanted Fire Alarm Signals (UFAS) on the 1st December 2014.

The adoption of the UFAS policy will formalise our engagement with local businesses to reduce the impact of this type of call.

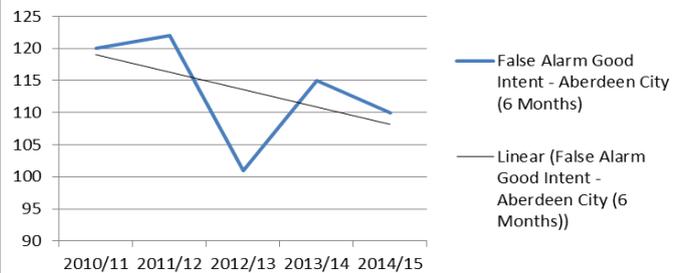
We would wish to highlight that the UFAS policy does not apply to single private dwelling houses.

We believe that positive engagement in this area with a focus on working together in partnership will deliver future positive trends for this LPI over the period of the Local Plan

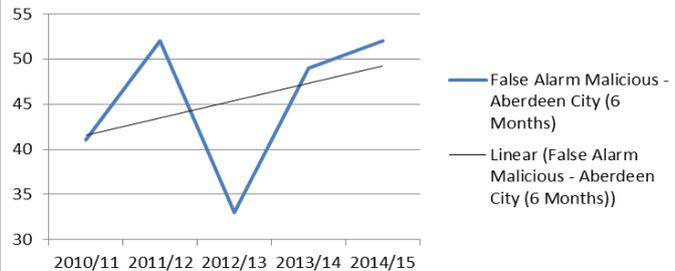
All False Alarms - Aberdeen City (6 Months)



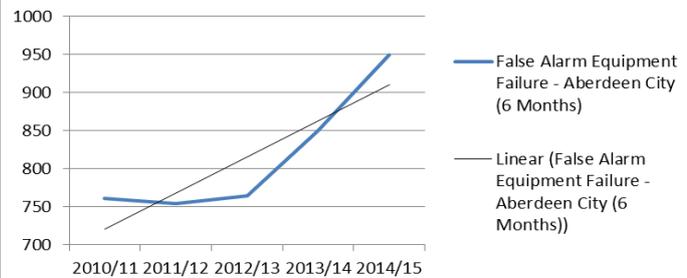
False Alarm Good Intent - Aberdeen City (6 Months)



False Alarm Malicious - Aberdeen City (6 Months)



False Alarm Equipment Failure - Aberdeen City (6 Months)



Status

Glossary of Terms

Risk	Definition
Accidental Dwelling Fires	<p>Accidental: includes fires where the cause was not known or unspecified.</p> <p>Dwellings: buildings occupied by households, excluding hotels, hostels and residential institutions. Mobile homes are specifically included in the dwelling count.</p>
Deliberate Dwelling Fires	Includes fires where deliberate ignition is merely suspected, and recorded by the SFRS as "doubtful".
Fatalities Dwelling Fires	<p>Fire fatalities include any fatal casualty which is the direct or indirect result of injuries caused by a fire incident. Even if the fatal casualty dies subsequently, any fatality whose cause is attributed to a fire is included.</p> <p>There are also occasional cases where it transpires subsequently that fire was not the cause of death. For all of these reasons, fatalities data may therefore be subject to revision.</p>
Fire Casualties	<p>Within a dwelling house people requiring medical treatment beyond first aid given at the scene of the fire, and those sent to hospital or advised to see a doctor for a check-up or observation (whether or not they actually do).</p> <p>People sent to hospital or advised to see a doctor as a precaution, having no obvious injury, is recorded as "precautionary check-ups".</p>
Other Building Fires	Non Domestic property including unoccupied, commercial and retail premises.
Vehicle Fires	Uncontrolled burning involving a motor vehicle.

Glossary of Terms

Risk	Definition
Secondary Fires	Outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or if five or more appliances attend. They include fires in derelict buildings but not chimney fires.
Home Fire Safety Visits	The SFRS must have entered the householder premises to make a full home fire safety visit where during this visit or a follow up visit to the premises a smoke or heat alarm was installed or home fire safety advice was provided.
Automatic Fire Alarms	A fire call was initiated by fire alarm, this includes any accidental alert.
Unwanted Fire Alarm Signal (UFAS)	<p>A UFAS incident may be defined as “an event which has required an operational attendance by the fire and rescue service due to the unwanted actuation of a fire alarm system”.</p> <p>A UFAS incident will not have arisen from the occurrence of a genuine fire and as a result they can generally be divided into four categories:</p> <ul style="list-style-type: none"> • UFAS, in which a system has responded to: <ul style="list-style-type: none"> ➢ A fire like phenomenon or environmental influence ➢ Accidental damage ➢ Inappropriate human action • Equipment false alarms • Malicious false alarms • False alarms with good intent
Accidents and Near Misses	<p>Accident: An unplanned uncontrolled occurrence that resulted in personal injury or property damage.</p> <p>Near Miss: Any accident or incident that did not result in property and or equipment damage but had the potential to do so.</p>
Acts of Violence on Firefighters	<p>An incident where there was an attack on SFRS personnel travelling to/from or at the incident.</p> <p>Any incident, in which an employee is abused, threatened or assaulted by a member of the public in circumstances arising out of the course of his/her employment.</p>