



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 2016 to September 2016)**

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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 the local communities of Aberdeen.

This report covers the 6 months of the reporting year from April 2016 to September 2016 inclusively.

Our current performance is 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 over the previous 6 months is one of a continuing reducing fire risk profile in Aberdeen over the long term.

We have noted a reduction in a number of our key priority areas most notably the reduction of Accidental Dwelling Fires and overall Fire Casualties.

Whilst responses to, and attendance at Unwanted Fire Alarms Signals (UFAS) remain at a high level we will continue to focus on seeking to reduce this type of activity.

Sixteen new full time trainee firefighters joined their local stations earlier this year following an intensive 14 week initial training course.

Our local firefighters continue to ensure they are effective, efficient and safe when carrying out their duties at emergency incidents and this is internally audited via our operational assurance processes.

We are progressing well in implementing enhanced response capability within specialist skill areas e.g. initial training has commenced for our planned Rope Rescue Team based at Altens Fire Station.

Over the last 6 months alongside our local Community Planning Partners we have continued to actively participate in the development of the City's Local Outcome Improvement Plan and are currently fully involved in community engagement related to locality planning.

Section 1 Introduction

This report provides detail on the performance of the Scottish Fire and Rescue Service in the Aberdeen City area. 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 is 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.

We continually assess our incident activity to match our risk reduction activities so that we can seek to deliver a positive outcome.

We balance our approach to our risk reduction activities with a complimentary focus on neighbourhoods who statistically are at higher risk from fire *and* identifying & supporting individual vulnerable people within our communities

We recognise that working with a wide range of our local partners is a key element in delivering improved outcomes and place high value on these strong relationships.

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 City.

Aberdeen City - 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:

The main areas of measurement of operational preparedness are:

- Staff competence
- Health and Safety
- Availability of Operational Intelligence
- Appliances, Equipment and Specialist Resources
- Operational Assurance

Staff Competence – All operational staff follow a nationally defined 3-year development programme which aims to ensure that all firefighters are equipped with the necessary skills required to perform their duties. The programme was significantly redesigned and commenced on the 1st April 2016 with a greater emphasis on standardisation aligned to national policy and procedures. The process provides the platform for individual and supported development and assessment for the core and expanded skill areas. Supporting elements such as our on-line learning materials and the personal development recording system were simultaneously updated to reflect the revised programme and to enhance the level of support available to our staff. The process has capacity for additional training categories specific to local risks such as Shipping, Airports, Rail, and Pipelines etc which are included within the programme to ensure that our firefighters are trained to deal with the incidents they may be called upon to deal with in the local areas.

A proportion of staff training and assessment is undertaken at the North Training College near Portlethen where they receive instruction in a number of risk critical firefighting techniques. Here they are supported by skilled instructors making use of the excellent live fire training facilities. Operational personnel are required to undertake refresher training and assessment on a two or three yearly basis depending on the particular discipline. These disciplines include Fire Behaviour, Tactical Ventilation and Breathing Apparatus as each of these skills is deemed essential to the operational role. It is extremely encouraging to note that our staff achievement rate is 100% in each of the critical skills areas.

Practical training and exercising is a constant feature of the operational training programme with local managers seeking opportunities to train with their staff in the “real life environment” wherever possible. This includes regular training and interaction with key partner services such as the Scottish Ambulance Service, Police Scotland, Special Operations Response Team, Aberdeen Airport Fire Service and Local authority. Training and development for all operational personnel builds from the very basic individual needs to that which covers the multi-agency and major disaster responses they may be involved with at local or national levels.

We are also focused on the development of skills which enable our staff to support the wider public prevention and protection agenda reflected within the current Aberdeen City Fire and Rescue Local Plan. The core development plan undertaken by all staff includes topics aimed at developing personal communications skills, working with others and understanding the diverse communities we serve.

Health and Safety – We continue to see a positive increase in the number of reported near-misses and view this as a positive trend and indicative of a strong H&S culture. This reporting allows us to proactively respond to an event that didn’t cause harm and consider any additional measures to avoid an actual H&S event. Against a backdrop of responding to a total of 1984 operational calls over the six month period accidents resulting in injuries to operational staff remain extremely low. Two such incidents occurred during the six month period. In these cases we provide full support to the individuals and work alongside Health and safety colleagues to ensure investigation and remedial actions are carried out as quickly as possible. We are pleased to report that none of the injuries sustained were of a serious or life changing nature.

On a very positive note we are able to confirm that no “Acts of violence” affecting operational personnel were recorded during the reporting period. This is evidence of the very positive support and engagement experiences the service has with the communities in Aberdeen on the vast majority of occasions.

Local Managers review health safety incidents on a daily basis as a means to identify trends and opportunities for reducing risk. With a local action plan aiming to reduce accidents involving low speed vehicle manoeuvring that, although reducing in numbers over the reporting period, continues to be a desired area of improvement.

Availability of Operational Information – Operational crews are now actively engaged in the review process for operational intelligence information. The review programme is focused on premises previously identified as high risk with crews inspecting and refreshing critical intelligence for these premises. Operational information is stored in a secure electronic format and can be accessed by firefighters from the cab of the fire engines should they attend an incident at that premise. The ability to access detailed information at incidents supports firefighters at critical times and is vital element of the services approach to fire fighter safety. Ensuring the availability of accurate supporting information through interactive site visits and inspections is an important feature of the firefighter's work. A key feature of our plans moving forward is to access specialist members of staff that are to be based in the North area and who can assist us to gather and provide operational intelligence for new risks which continue to be identified as the City expands and adjusts to new and evolving business opportunities. This will allow us to increase the data base of intelligence available to operational staff.

Appliances, Equipment and Specialist Resources – Aberdeen City has received a further two new fire engines which will replace the existing front line vehicles based at North Anderson Drive fire station. Driver training for staff is ongoing at this time prior to their introduction.

Fifty four operational staff based at Central Fire Station have now completed the initial training in advanced Water Rescue skills. The training plans was designed and delivered using local facilities and waterways with support from training instructors based both locally and nationally. Managers are now working with national capability leads to secure the additional equipment needs. This station will also host a new resource including a trailer mounted rescue boat with a dedicated response vehicle. Further training and provision of the associated equipment will take place in coming months aligned to our national Specialist Resources project.

The SFRS has also entered into a contract for the provision of new advanced breathing apparatus sets throughout Scotland. Aberdeen City has received a full complement of these new sets and the initial training has been completed for all personnel. The new breathing apparatus sets are now in full operational use throughout the City and across all areas. The feedback received from staff in relation to the new equipment has been extremely positive.

Pre-planning activity has increased for the development and introduction of a Rope Rescue resource which will be based at Altens Fire Station. Six members of staff have now completed the initial training stages on the pathway to becoming rope rescue supervisors. Once qualified they will support the further development and longer term maintenance needs of this skill for their colleagues.

Wholetime resources based in Aberdeen continue to be well supported by our retained (RDS) colleagues based at Dyce Fire Station. Following a recent retirement a new line manager has been appointed to support our retained staff based at Dyce. Managers are focused on maintaining staffing levels through the national recruitment programme to ensure the operational resilience of this resource. Retained staff by nature have primary employment out with the service and we rightly recognise the dedication and commitment of the personnel who provide this vital service.

In partnership with Union Square, The British Heart Foundation (BHF) and Save a Life for Scotland (SALFS) operational staff and managers spent a Saturday encouraging and developing members of the public to undertake a basic lifesaving skill session in the Union Square atrium. The event was well received and a total of 349 members of the public took the opportunity to learn or refresh their basic lifesaving skills. A similar opportunity was provided during the annual door open event where the on duty fire crews supported the basic lifesaving skills event. On this occasion a total of 176 members of the public took part.

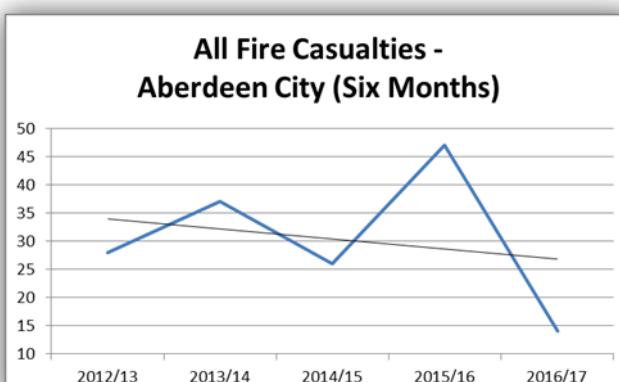
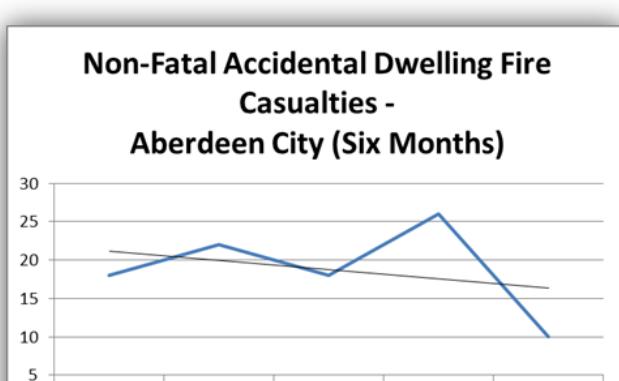
Operational Assurance – We have implemented a harmonised system of measuring operational readiness that provides assurance of the quality of service delivery. The process seeks to identify and confirm good performance with the potential of sharing good practice across the service as well as identifying potential areas for improvement. During 2015/16 all fire stations in Aberdeen City were internally audited. The information gathered from these audits has been used to confirm good practice and implement improvement. The audit process is continuous and will begin again starting in December of this year with a focus on Dyce Fire Station and then returning to the other City stations beginning in February 2017.

Status	

LPI 02 – Reduction of Accidental Dwelling Fires

LPI Assessment: <p>Over the reporting period, there has been a reduction in the overall number of Accidental Dwelling Fires. This has seen an overall fall of 26 incidents comparable to the previous year.</p> <p>We have identified that a significant number (87%) of these fires did not spread beyond the item that was first ignited.</p> <p>Whilst we have noted a very small higher than average level of activity the longer term trend continues to be positive.</p> <p>We have assigned a Green status to this outcome in line with our RAG assessment criteria.</p>	<table border="1"><caption>Data for All Accidental Dwelling Fires - Aberdeen City (Six Months)</caption><thead><tr><th>Financial Year</th><th>Number of Fires</th></tr></thead><tbody><tr><td>2012/13</td><td>125</td></tr><tr><td>2013/14</td><td>122</td></tr><tr><td>2014/15</td><td>121</td></tr><tr><td>2015/16</td><td>158</td></tr><tr><td>2016/17</td><td>135</td></tr></tbody></table>	Financial Year	Number of Fires	2012/13	125	2013/14	122	2014/15	121	2015/16	158	2016/17	135
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Situational Analysis: <p>Although the last 6 months has seen an encouraging reduction we would wish to highlight that the longer term trend in the numbers of Accidental Dwelling House fires also continues to indicate a steady overall reduction.</p> <p>We continue to observe a trend in dwelling fires which have self-extinguished prior to the arrival of firefighters and requiring no action other than ensuring that the scene is safe, investigating the cause and providing reassurance to occupants.</p> <p>During this reporting period 55% of dwelling fires had self-extinguished resulting in minimal impact for householders. Of the remaining incidents only 15% required the use of a fire hose to extinguish the fire.</p> <p>The targeting of Home Fire Safety Visits (HFSV) to those who may benefit most from our support and advice appears to be successful in influencing householders awareness of the risk of fire in the home</p> <p>Over the next 6 months we intend to focus on engaging with some of our key local partners to continue to increase referrals for our free HFSV service</p>	<table border="1"><caption>Data for All Accidental Dwelling Fires - Aberdeen City (Six Months)</caption><thead><tr><th>Financial Year</th><th>Number of Fires</th></tr></thead><tbody><tr><td>2012/13</td><td>125</td></tr><tr><td>2013/14</td><td>122</td></tr><tr><td>2014/15</td><td>121</td></tr><tr><td>2015/16</td><td>158</td></tr><tr><td>2016/17</td><td>135</td></tr></tbody></table>	Financial Year	Number of Fires	2012/13	125	2013/14	122	2014/15	121	2015/16	158	2016/17	135
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LPI 03 – Reduction in Fire Casualties and Fatalities

<p>LPI Assessment: The 5-year annual average for fire fatalities in dwelling houses in the Aberdeen City area currently averages at just fewer than 2 per year.</p> <p>Over the past six months there has been no fire fatality in Aberdeen City.</p> <p>The number of overall fire casualties has significantly reduced over the reporting year from 47 to 14 persons.</p> <p>There has been a corresponding reduction of Accidental Dwelling Fire casualties from 42 to 12 persons.</p>	 <table border="1"><thead><tr><th>Year</th><th>All Fire Casualties</th></tr></thead><tbody><tr><td>2012/13</td><td>28</td></tr><tr><td>2013/14</td><td>38</td></tr><tr><td>2014/15</td><td>25</td></tr><tr><td>2015/16</td><td>47</td></tr><tr><td>2016/17</td><td>14</td></tr></tbody></table>	Year	All Fire Casualties	2012/13	28	2013/14	38	2014/15	25	2015/16	47	2016/17	14
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<p>Situational Analysis: Analysis of casualty data indicated that a high proportion of casualties (57%) received minor injuries which were treated at the scene and did not require the person to go to hospital.</p> <p>While the number of fire fatalities remains low the Service will continue to aspire for zero fire deaths and it is encouraging to note that no person has lost their life in a fire-related incident in this reporting period.</p> <p>Our analysis suggests that the continued delivery of Home Fire Safety Visits (HFSV) has had a positive impact on our local communities i.e. less severe fires in dwellings and reduced harm to the occupants.</p> <p>We are continuing to explore the potential wider contribution that local firefighters can make to support a safer home environment in Aberdeen.</p> <p>We continue to work on establishing a joint collaboration with our local NHS colleagues where we have developed a referral process for healthcare professionals to use for individuals who they have assessed may be at risk of suffering a fire in the home.</p>	 <table border="1"><thead><tr><th>Year</th><th>Non-Fatal Accidental Dwelling Fire Casualties</th></tr></thead><tbody><tr><td>2012/13</td><td>18</td></tr><tr><td>2013/14</td><td>22</td></tr><tr><td>2014/15</td><td>17</td></tr><tr><td>2015/16</td><td>26</td></tr><tr><td>2016/17</td><td>10</td></tr></tbody></table>	Year	Non-Fatal Accidental Dwelling Fire Casualties	2012/13	18	2013/14	22	2014/15	17	2015/16	26	2016/17	10
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LPI 04 – Reduction of Deliberate Fire Setting

LPI Assessment:

The number of fires started deliberately in Aberdeen has reduced over the last 6 months.

So far this year a total of 154 fires have been started deliberately and this represents a 24.5% fall over the same period the previous year.

The longer term trend continues to indicate a reduction i.e. an overall 39% reduction in these types of fires has occurred over the last 5 years.

A high proportion of deliberate fires involve wheelie bins, grass and refuse although it is encouraging to report that these types of fires have fallen from 145 to 97 fires so far this year.

Overall these specific types of incidents have reduced by an average of 49% over the last 5 years.

The number of deliberately started dwelling house fires has continued to decrease. Over the last 6 months a total of 15 dwelling house fires were started deliberately compared to 17 incidents last year.

Situational Analysis:

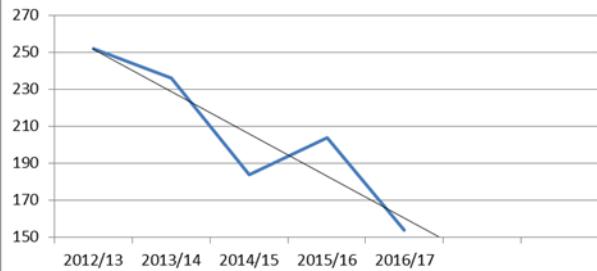
It is encouraging to note the longer trend of decreasing number of deliberate dwelling fires.

We believe this is reflective of our well established local partnership working especially with Aberdeen City Council and Police Scotland has contributed to this reduction.

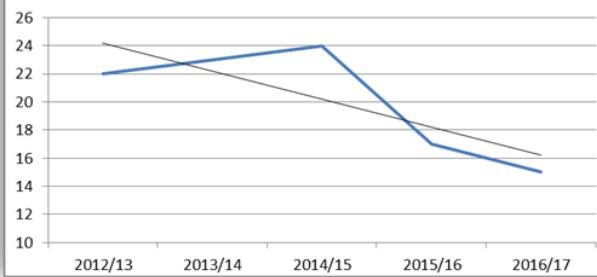
Regular inspections of multi-storey blocks of flats are carried out by local firefighters and partnership working arrangements are utilised to deliver any necessary improvements that reduce the risk of deliberate fire setting.

We are also prioritising the reduction of deliberately started fires via our local Thematic Plans to support the aim of an overall reduction of this type of fire risk e.g. our current Autumn Thematic campaign focuses on deliberate fires involving wheelie bins and bonfires.

**All Deliberate Fires -
Aberdeen City (Six Months)**



**All Deliberate Dwelling Fires -
Aberdeen City (Six Months)**



LPI 04 – Reduction of Deliberate Fire Setting

<p>Situational Analysis:</p> <p>Whilst we have seen a slight rise in the number of deliberate vehicle fires the sharing of information with partners using forums such as the Community Safety Hub has enabled immediate action to be taken on any emerging increases in incidents of this type.</p> <p>This is part of our overall support and participation in multi-agency Police Scotland led vehicle crime and annoyance operations and safety initiatives.</p> <p>We have experienced a very significant decrease in the number of deliberate secondary fires over the reporting period.</p> <p>However we will continually monitor these incidents, sharing information with partners and continuing to engage with local communities.</p> <p>Over the last 6 months we have also maintained our engagement with partners, notably with Park Rangers and Police Scotland colleagues, to limit the number of fires within areas of Aberdeen known to have a higher number of secondary fires.</p> <p>We have also carried out Community Safety Engagement with selected young persons who have become involved in deliberate fire setting in order to prevent escalation.</p> <p>This includes engaging with young persons who are at risk of deliberate fire setting in identified neighbourhoods and taking part in diversionary activities that seek to minimise and avoid a wide range of ASB events.</p>	<table border="1"><thead><tr><th>Year</th><th>Number of Fires</th></tr></thead><tbody><tr><td>2012/13</td><td>21</td></tr><tr><td>2013/14</td><td>31</td></tr><tr><td>2014/15</td><td>26</td></tr><tr><td>2015/16</td><td>24</td></tr><tr><td>2016/17</td><td>27</td></tr></tbody></table> <table border="1"><thead><tr><th>Year</th><th>Number of Fires</th></tr></thead><tbody><tr><td>2012/13</td><td>190</td></tr><tr><td>2013/14</td><td>155</td></tr><tr><td>2014/15</td><td>110</td></tr><tr><td>2015/16</td><td>140</td></tr><tr><td>2016/17</td><td>95</td></tr></tbody></table>	Year	Number of Fires	2012/13	21	2013/14	31	2014/15	26	2015/16	24	2016/17	27	Year	Number of Fires	2012/13	190	2013/14	155	2014/15	110	2015/16	140	2016/17	95
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LPI 05 – Reduction of Fires in Non Domestic Property

LPI Assessment: <p>During the last 6 months we have seen a very modest reduction in the number of Non-Domestic Fires compared to the previous year.</p> <p>Overall both accidental and deliberate fires of this incident type have reduced from 71 to 67 incidents.</p> <p>The Service also proactively sets a risk based annual programme of Fire Safety (FS) audit visits and we have met our targets for the number of audits carried out by our local Enforcement Officers.</p>	<table border="1"><caption>Non-Domestic Fires - Aberdeen City (Six Months)</caption><thead><tr><th>Year</th><th>Number of Fires</th></tr></thead><tbody><tr><td>2012/13</td><td>55</td></tr><tr><td>2013/14</td><td>74</td></tr><tr><td>2014/15</td><td>55</td></tr><tr><td>2015/16</td><td>58</td></tr><tr><td>2016/17</td><td>58</td></tr></tbody></table>	Year	Number of Fires	2012/13	55	2013/14	74	2014/15	55	2015/16	58	2016/17	58
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Situational Analysis: <p>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>A partnership approach is taken by the Service to maintain focus on this incident type and we continue to work with our partners to ensure void properties are as 'secure' as possible to reduce the opportunity for wilful fireraising.</p> <p>We have also maintained our approach of actively conducting an audit of every building covered by Fire Safety legislation following a recorded fire (100% compliance) to support duty holders.</p> <p>We also continue to engage with local businesses by offering goodwill re-assurance visits to neighbouring buildings adjoining or nearby to the building affected by the fire.</p> <p>This approach continues to be positively welcomed by building owners, managers and responsible persons.</p>	<table border="1"><caption>All Deliberate Other Building Fires - Aberdeen City (Six Months)</caption><thead><tr><th>Year</th><th>Number of Fires</th></tr></thead><tbody><tr><td>2012/13</td><td>13</td></tr><tr><td>2013/14</td><td>12</td></tr><tr><td>2014/15</td><td>12</td></tr><tr><td>2015/16</td><td>8</td></tr><tr><td>2016/17</td><td>6</td></tr></tbody></table>	Year	Number of Fires	2012/13	13	2013/14	12	2014/15	12	2015/16	8	2016/17	6
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LPI 06 – Reduction of Unwanted Fire Alarm Signals

LPI Assessment:

Over the last 6 months we have recorded an overall rise in the number of Fire Alarms responses notably in the number of False Alarm Good Intent and False Alarm Equipment Failure calls.

Of these calls it has been identified that 31% were due to system faults.

We have however recorded a welcome decrease in the number of False Alarm Malicious calls in the 6 months of this reporting year.

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:

Not all of these types of calls are necessarily unwanted, for example, increasing ownership of domestic smoke alarms does occasionally correlate in a subsequent increase in incidents being deemed as 'false alarm - good intent'.

The Unwanted Fire Alarm Signal (UFAS) Policy and Procedure is now fully embedded within Aberdeen City and trials are currently under way in other parts of the country to refine our approach.

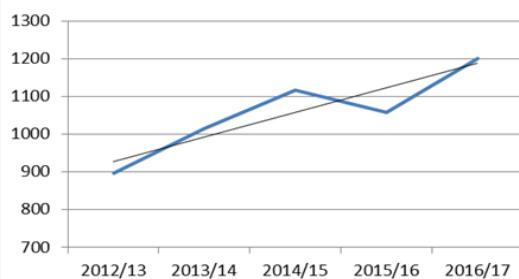
We continue to engage with the responsible person at UFAS incidents to give advice how to prevent further calls.

Additionally our Fire Safety Enforcement (FSE) Officers who have enhanced knowledge of fire alarm systems engage with duty holders of premises which generate unacceptably high numbers of calls.

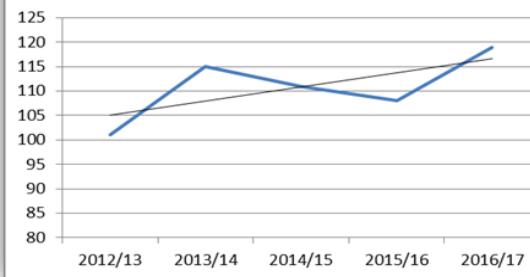
Engagement with duty holders continues to be positive and has resulted in a greater awareness of their responsibility for the management of automatic fire alarm systems within their premises.

Nevertheless we accept that there has been an overall rise in UFAS calls and we will continue to make efforts to reduce UFAS calls over the next 6 months and beyond.

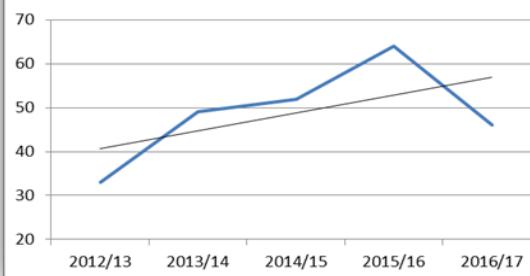
All False Alarms - Aberdeen City (Six Months)



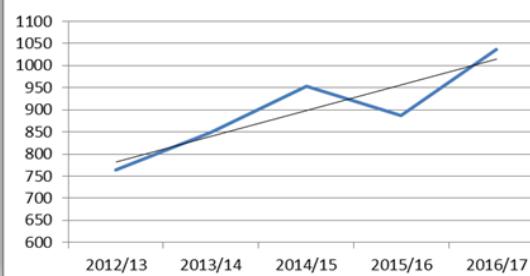
False Alarm Good Intent - Aberdeen City (Six Months)



False Alarm Malicious - Aberdeen City (Six Months)



False Alarm Equipment Failure - Aberdeen City (Six 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>
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>
Automatic Fire Alarms	<p>A fire call was initiated by fire alarm; this includes any accidental alert.</p>
Deliberate Dwelling Fires	<p>Includes fires where deliberate ignition is merely suspected, and recorded by the SFRS as "doubtful".</p>
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>

Glossary of Terms

Risk	Definition
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>
Home Fire Safety Visits	<p>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.</p>
Other Building Fires	<p>Non Domestic property including unoccupied, commercial and retail premises.</p>
Secondary Fires	<p>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.</p>
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
Vehicle Fires	<p>Uncontrolled burning involving a motor vehicle.</p>