



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 March 2017)

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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. A timeline has been identified for reviewing the local plan aligned to the introduction of the Local Outcome Improvement Plan for Aberdeen City. The current Local Fire and Rescue Plan will continue until April 2018 as acknowledged by the CHI Committee at their meeting in January 2017.

This document reports on the local performance against the Local Fire and Rescue Plan for Aberdeen City and covers the twelve months of the reporting year from April 2016 to March 2017 inclusively.

Our performance has been reported via six 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 twelve months is one of a continuing reducing fire risk profile in Aberdeen over the long term.

Whilst we have experienced some slight rises in operational activity in specific areas over the twelve month period we continue to deliver steady progress over the longer term.

Our main risk reduction activity is our free Home Fire Safety Visit (HFSV) service and we have continued to refine our approach most notably our continued desire to work in partnership to increase local referral pathways. A key success has been the joint collaboration with NHS colleagues to deliver a robust assessment checklist and referral process for those who may be at greater risk of suffering a fire in their home.

Responses to, and attendance at Unwanted Fire Alarms Signals (UFAS) has increased overall and remain a high proportion of the incidents we attend. It is notable that the increase was entirely based on alarms caused by faulty or defective apparatus. We are committed to work with local businesses to seek opportunities to reduce this type of activity. It is pleasing to report that malicious fire calls to the service decreased during the reporting period. We view this as a positive outcome of the proactive partnership work which takes place across the city.

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

We align to national training programmes and continue to build enhanced local response capacity and capability within specialist skill areas e.g. delivering advanced water rescue teams at Central Fire Station and looking ahead to Rope Rescue capabilities being introduced at Altens fire station

Over the last 12 months alongside our local Community Planning Partners we have actively participated in the development of the Local Outcome Improvement Plan and are now fully involved with our partners developing the local priorities for Aberdeen City.

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 Outcome Improvement Plan), 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 should our performance fall 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	
02	Reduction of Accidental Dwelling Fires	
03	Reduction in Fire Casualties and Fatalities	
04	Reduction of Deliberate Fire Setting	
05	Reduction of Fires in Non Domestic Property	
06	Reduction of Unwanted Fire Alarm Signals	

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 – Operational staff in roles from firefighter to senior manager follow a nationally defined 3-year development programme designed to equip and assess a wide range of skills. The programme was redesigned for 2016 with a greater emphasis on standardisation aligned to national policy and procedures. Supporting elements such as the on-line learning materials and the personal recording system were simultaneously updated to reflect the revised programme and to enhance the level of support available to staff. The redesigned programme also has the capacity to accommodate additional elements which cover training for specific local risks.

A key focus has been our commitment to improve the opportunities for undertaking skills development at a very local level. The aim being to reduce the impact on our staff and to protect resourcing levels on the local fire stations. Reducing the need for staff to travel to training establishments out with the local area is a positive development in both cases. It is pleasing to report once again that all operational personnel are 'on track' with regard to the national development programme. The programme includes a significant amount of continuous realistic training equipping firefighters with essential skills for ensuring their safety in the variety of emergency situations they encounter.

Our staff continue to train alongside a range of key partners such as the Scottish Ambulance, Police Scotland colleagues and other blue light services in support of the wider resilience needs. Preparations for natural and man-made disasters have an increased focus with skills being tested in situations such as the widespread flooding events which affected the local area in early 2016. Our local resources are regularly contributing to combined training events, for example, at Aberdeen Harbour, The AWPR and Aberdeen Airport with operational crews working closely with partner services simulating various emergency scenarios.

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 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.

This broadens into a focus in wider opportunities for contributing to public well-being e.g. our partnership with the British Heart Foundation in raising awareness of passer-by CPR.

Health and Safety – During 2016/17 we once again note an 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. During the same reporting period there were two accidents resulting in minor injuries to members of staff although neither of these occurred during operational deployment. It is also extremely reassuring for us to note that none of the injuries sustained were of a serious or life changing nature.

There was one reported "Act of Violence" against staff during the twelve month period which is a reduction on the previous year. We would highlight that this category includes occurrences of verbal assault as well as those involving any physical acts. In this case the incident reported was verbal and did not result in any physical harm. We are extremely pleased to report that we continue to experience positive support from the vast majority of the public in Aberdeen.

Local Managers review any reported health safety incidents on a daily basis as a means to identify trends and opportunities for reducing risk. All uniformed members of staff undertake specific development in order to ensure operational competence and risk understanding of the fire and rescue working environment and this has proven to be extremely effective.

Availability of Operational Information – During the last year we have continued to develop the process used to gather and maintain Operational intelligence which is used to support our staff and other services when attending incidents. Ensuring the availability of accurate up to date information through interactive site visits and inspections is an important feature of the firefighter’s work.

We remain focused on a continuous programme designed to gather and refresh intelligence information pertaining to high risk categories. Operational staff are regularly involved in this work as part of their operational preparedness activity and a set programme of re-familiarisation visits is planned each year.

Appliances, Equipment and Specialist Resources – The fleet of fire vehicles and equipment based in Aberdeen City continues to develop and is well supported.

It was recently announced that Aberdeen City is to receive a new dedicated high reach fire appliance. This vehicle will be a direct replacement for the existing vehicle based at Central fire station. The new vehicle is currently undergoing final fitment at the service workshops prior to delivery. Once located at the local fire station staff will undertake operator and driver training prior to it becoming operational in the City later this year.

Operational personnel based at Central Fire Station have now completed their initial training in advanced water rescue skills. A number of staff have also completed rescue boat operator courses with more to follow. This station will host a new resource including a trailer mounted rescue boat with a dedicated response vehicle in due course.

Aberdeen City received a full complement of new breathing apparatus sets in July 2016 and following completion of the training plans they are now in use at all City stations. Training has started for a number of personnel based at Altens fire station for the development of a rope rescue resource which will operate from that location in the future. Further development for the remaining staff will take place throughout 2017. Personnel based at North Anderson Drive fire station continue to develop their skills for the specialist urban search and rescue role as well as heavy rescue capabilities and support for wider multi agency focused resilience issues.

Aberdeen City continues to be well supported by our retained (RDS) personnel based at Dyce fire station. Managers are focused on maintaining staffing levels through the national staff recruitment programme. RDS personnel undertake the same development pathway and provide the same level of service to the local community responding to the fire station when called upon from their workplace or home. The ongoing dedication of the retained personnel is acknowledged as a welcome and valuable local resource.

Aberdeen City will have a key role in a service project for piloting innovative firefighting solutions. Crews based at Central fire station will be involved in this project once the training plans are complete. The pilot will also involve a variety of equipment being distributed to other City stations designed to test innovation with strong links to firefighter safety and enhanced firefighting capability.

Aberdeen City recently welcomed 16 new trainee firefighters following completion of their initial training course and subsequent graduation. These personnel have now started work in Aberdeen and will continue their development in an operational capacity.

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 2016/17 all fire stations in Aberdeen City were internally audited using this prescribed process. It allowed measurement of operational performance during emergency incidents as well as providing a process to reflect on performance following an incident. The information gathered from these audits has been used to confirm good practice and implement improvement. The audit process is continuous and a programme is in place for the coming year. Aberdeen City managers have expanded the audit process to include monthly assurance inspections carried out by the watch managers at each fire station.

Status

LPI 02 – Reduction of Accidental Dwelling Fires

<p>LPI Assessment:</p> <p>Over the reporting period 2016/17, there has been a slight reduction in the overall number of Accidental Dwelling Fires. This has seen an overall drop comparable to the previous year of 4 incidents.</p> <p>We have identified that a significant number (86%) of these fires did not spread beyond the item that was first ignited.</p> <p>The longer term trend continues to be positive nevertheless we have assigned an Amber status to this outcome in line with our RAG assessment criteria.</p>													
<p>Situational Analysis:</p> <p>Although there has been a slight decrease in the past year, we acknowledge that the longer term trend in the numbers of Accidental Dwelling House fires has increased by 7%</p> <p>We have observed a continuation in the trend of 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>In the 2016/17 reporting period 46% of dwelling fires had self-extinguished resulting in minimal impact for householders. Of the remaining incidents only 16% required the use of a fire hose or water from a domestic tap.</p> <p>The rising number of Home Fire Safety Visits being delivered is increasing smoke alarm provision. This is providing early warning of a fire and enabling occupiers to promptly call the Fire and Rescue Service before the fire spreads.</p> <p>Looking forward over the next twelve months we intend to focus on delivering a reduction in the overall number of accidental dwelling fires to support our desire to see a fall in this type of incident</p>	<table border="1"> <caption>All Accidental Dwelling Fires - Aberdeen City</caption> <thead> <tr> <th>Reporting Period</th> <th>Number of Fires</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>265</td> </tr> <tr> <td>2013/14</td> <td>245</td> </tr> <tr> <td>2014/15</td> <td>280</td> </tr> <tr> <td>2015/16</td> <td>300</td> </tr> <tr> <td>2016/17</td> <td>295</td> </tr> </tbody> </table>	Reporting Period	Number of Fires	2012/13	265	2013/14	245	2014/15	280	2015/16	300	2016/17	295
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LPI 03 – Reduction in Fire Casualties and Fatalities

LPI Assessment:

The five year average for fire fatalities in dwelling houses in the Aberdeen City area currently averages at 2 per year.

Sadly we report that there were 2 fire related fatalities in Aberdeen City during the twelve month period. This is an increase from a total of 1 fatal incident the previous year.

We are able to report that the overall number of fire casualties has reduced significantly over the twelve month period and the longer term trend continues to be positive with an average reduction of 33% over the five year period.

Situational Analysis:

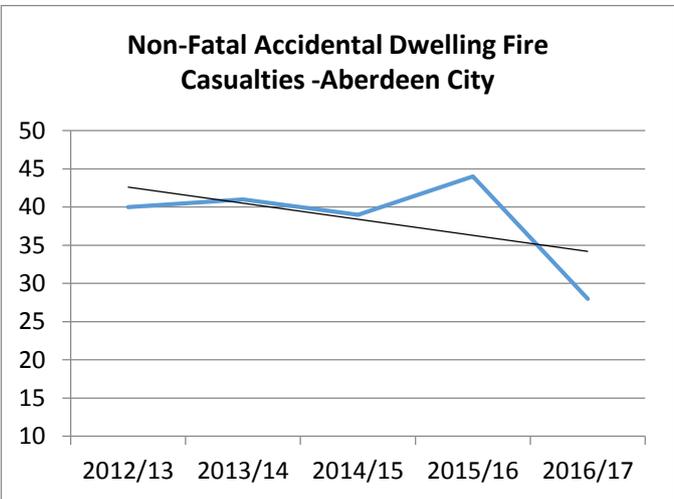
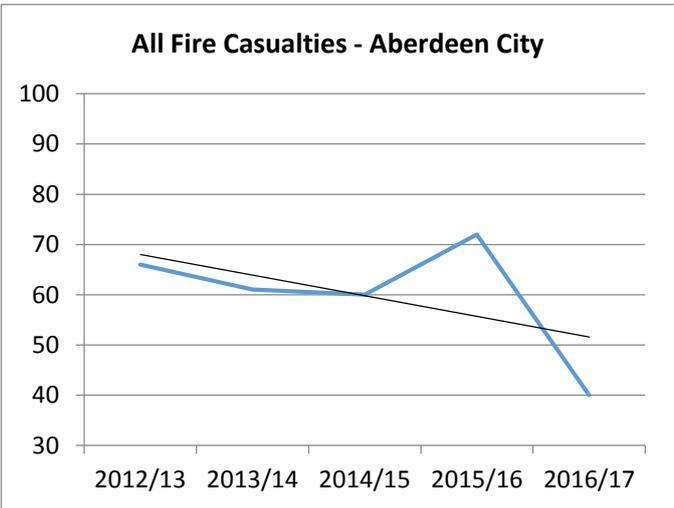
The continued fall in the number of people suffering injuries from fire is extremely encouraging. The service remains committed to protecting the people in Aberdeen from harm through proactive working practices.

Analysis of the casualty data indicated that a high proportion of the people involved suffered minor injuries which were treated at the scene and did not require them to go to hospital.

While the number of fire fatalities remains low the Service will continue to aspire for zero fire deaths. The SFRS considers the most appropriate way to achieve this is to work with our partner agencies and the people in Aberdeen to identify and pro-actively support those who are most at risk from fire.

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 severity of injury to the occupants.

We are making significant progress with the 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.



Status



LPI 04 – Reduction of Deliberate Fire Setting

LPI Assessment:

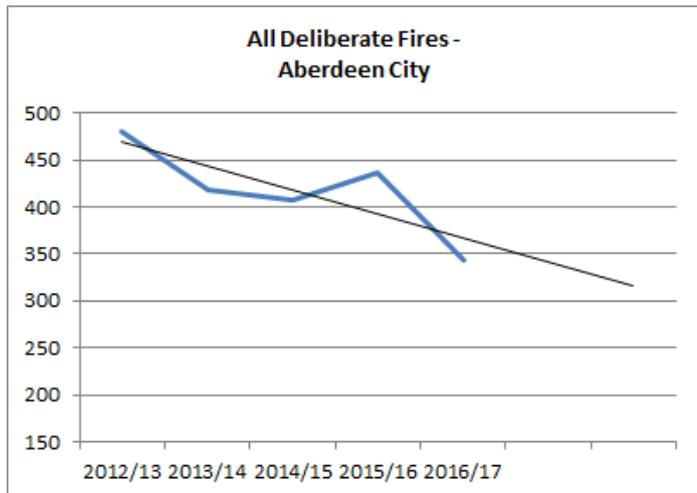
The total number of fires started deliberately in Aberdeen has reduced over the twelve month period.

Over the twelve month period a total of 344 fires were started deliberately representing a 21% decrease over the previous year.

The trend for deliberate fire raising continues to indicate a longer term reduction i.e. an overall 29% reduction in these types of fires has occurred over the five year period.

A high proportion of deliberate fires involve wheelie bins, grass and refuse.

The number of deliberately started dwelling house fires has increased. Over the last twelve months a total of 49 dwelling house fires were started deliberately compared to 35 incidents the previous year. The longer term trend does remain positive with a 9% reduction over the five year period



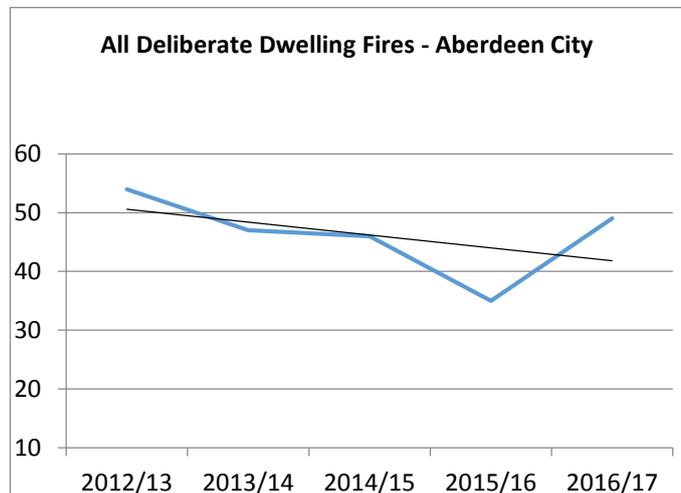
Situational Analysis:

It is encouraging to note the longer trend of reduction for the total number of deliberate fires. We believe this is reflective of our well established local partnership working especially with Aberdeen City Council and Police Scotland.

Regular inspections of multi-storey blocks of flats are carried out by the Service and partnership working arrangements utilised to deliver any necessary improvements.

We are investigating the rise in the number of deliberate dwelling fires in order to target local prevention activity appropriately during the coming year.

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



LPI 04 – Reduction of Deliberate Fire Setting

<p>Situational Analysis:</p> <p>The number of deliberate vehicle fires has remained static this year with 50 incidents being recorded the same as in the previous year.</p> <p>The sharing of information with partners using forums such as the Community Safety Hub is viewed as key to reducing incidents of this type.</p> <p>We continue to support and actively participate in multi-agency Police Scotland led vehicle crime and annoyance operations and safety initiatives.</p> <p>The total number of deliberate secondary fires has reduced significantly over the last twelve months with 221 incidents being recorded against 319 the previous year. It is extremely encouraging to note that these types of incident have reduced by 24% over the five year period.</p> <p>We continually monitor these incidents and share information with partners.</p> <p>Over the last twelve 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 which are 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>In partnership with others, we also engage with young persons who are at risk of deliberate fire setting in identified neighbourhoods and take part in diversionary activities that seek to minimise and avoid a wide range of ASB events.</p>	<div data-bbox="746 235 1422 741"> <p>All Deliberate Vehicle Fires - Aberdeen City</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Number of Fires</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>42</td> </tr> <tr> <td>2013/14</td> <td>53</td> </tr> <tr> <td>2014/15</td> <td>45</td> </tr> <tr> <td>2015/16</td> <td>50</td> </tr> <tr> <td>2016/17</td> <td>50</td> </tr> </tbody> </table> </div> <div data-bbox="746 891 1422 1368"> <p>All Deliberate Secondary Fires - Aberdeen City</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Number of Fires</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>340</td> </tr> <tr> <td>2013/14</td> <td>275</td> </tr> <tr> <td>2014/15</td> <td>285</td> </tr> <tr> <td>2015/16</td> <td>320</td> </tr> <tr> <td>2016/17</td> <td>225</td> </tr> </tbody> </table> </div>	Year	Number of Fires	2012/13	42	2013/14	53	2014/15	45	2015/16	50	2016/17	50	Year	Number of Fires	2012/13	340	2013/14	275	2014/15	285	2015/16	320	2016/17	225
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LPI 05 – Reduction of Fires in Non Domestic Property

LPI Assessment:

During 2016/17 we have seen a further reduction in the number of Non-Domestic Fires compared to the previous year.

Overall both accidental and deliberate fires of this incident type reduced from 136 to 118 incidents during the twelve month period

A risk based, targeted annual programme of Fire Safety (FS) audits is carried out. In 2016/17 the number of audits carried out by our local Enforcement Officers exceeded the target number of audits set.

Situational Analysis:

This indicator covers the number of fires in all buildings excluding dwelling houses. Fires affecting local commerce is reflected in these totals and It is reassuring to note the continued downward trend.

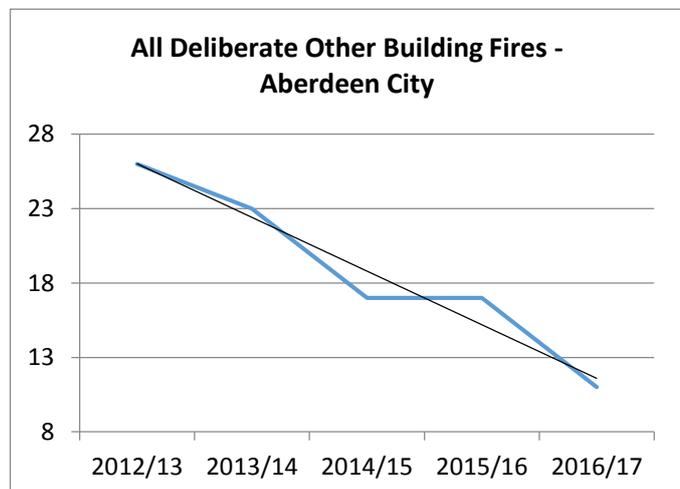
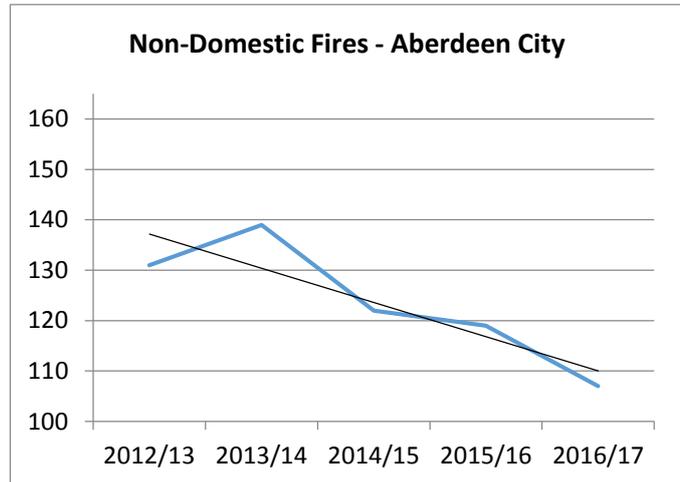
In particular, it includes ‘void’ (unoccupied) properties, as well as local businesses duty-bound to adhere to specific fire safety measures required by legislation.

A holistic approach is taken by the Service to maintain focus on this incident type. We continue to work with our partners to ensure void properties are as ‘secure’ as possible to reduce the opportunity for wilful fireraising.

We have also maintained our approach of actively conducting an audit of every building covered by Fire Safety legislation following a recorded fire to assess duty holder compliance.

In addition, we have widened our engagement with local businesses by offering goodwill re-assurance visits to neighbouring buildings adjoining or nearby to the building affected by the fire

This approach and the subsequent engagements that have taken place continues to be positively welcomed by building owners, managers and responsible persons.



Status



LPI 06 – Reduction of Unwanted Fire Alarm Signals

LPI Assessment:

During the twelve month period we have recorded an overall increase in the number of Fire Alarm responses. Analysis shows that the increase is entirely due to the number of calls caused by equipment failure.

False alarm calls resulting from genuine good intent have shown a small reduction while malicious calls to the service have again shown a positive and welcome decrease

Using our rating system, the total average increase over the five year period has been determined as being 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'.

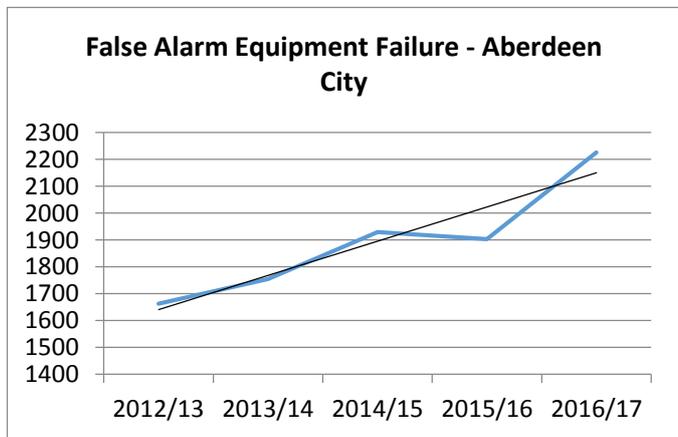
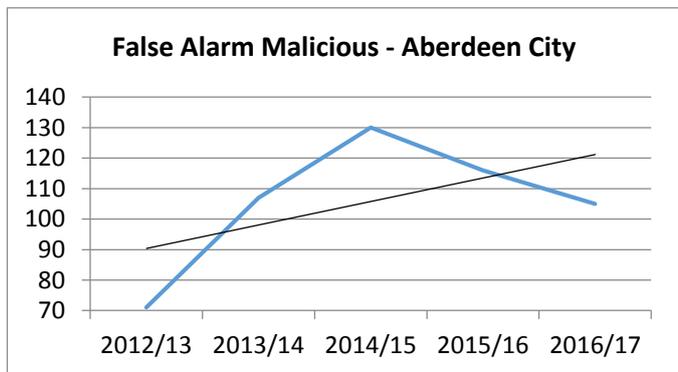
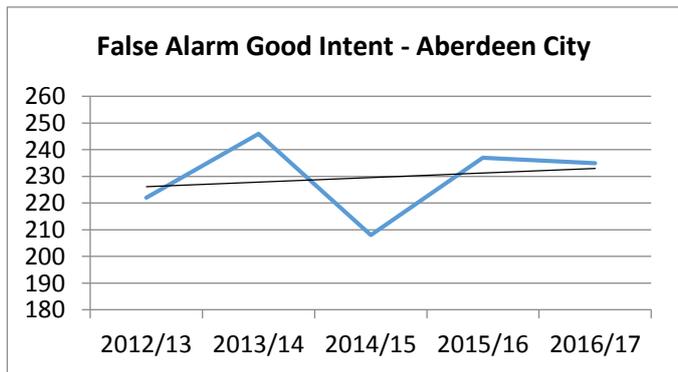
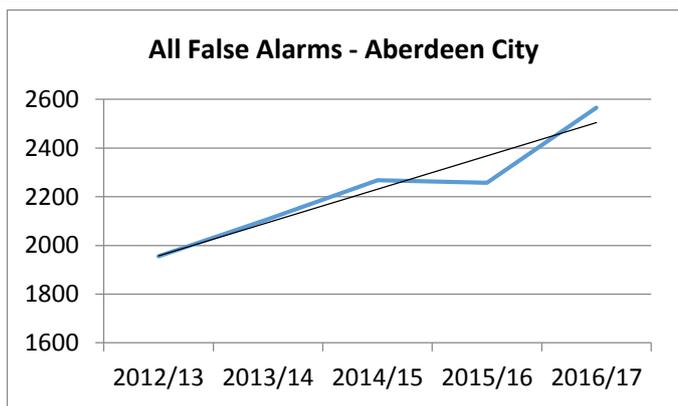
The Unwanted Fire Alarm Signal (UFAS) Policy and Procedure is now fully embedded within the area. Operational crews engage with the responsible person at UFAS incidents to give advice how to prevent further calls.

Our Fire Safety Enforcement staff 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 has been very positive and has resulted in a greater awareness of their responsibility for the management of automatic fire alarm systems within their premises.

Despite the services proactive approach the number of calls caused by equipment failures has risen across the local area during the twelve month period

A renewed approach will be required as the number of fire alarm systems in operation continues to grow so does the potential for equipment failure. The service is acutely aware of the impact this has on resources and is actively seeking ways to address this issue on a national basis. An updated version of the UFAS policy is planned for 2017



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 a physical or verbal 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	A fire call was initiated by a fire alarm system; this includes any accidental alert.
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>

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>