



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

North Service Delivery Area

Aberdeen City

2018/19 Q1 - Q4 Public Protection Report



The figures included in this report are provisional and subject to change as a result of quality assurance and review. The statistics quoted are internal management information published in the interests of transparency and openness.

The Scottish Government publishes Official Statistics each year which allow for comparisons to be made over longer periods of time.

Contents

	Page
Introduction	3
Performance Summary	3
Domestic Safety and Wellbeing	4-8
Deliberate Fire Setting	9-10
Non-Domestic Fire Safety	10-13
Unwanted Fire Alarm Signals	14-15
Emergency Response and Resilience	15-17

Introduction

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

The Scottish Government provides an overarching vision for public services. This vision is supported by 16 national outcomes, which demonstrate commitment to creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable growth. The SFRS can make a significant contribution to improving these outcomes for Aberdeen City by contributing to the Community Planning arrangements across the area.

The national priorities for the SFRS are set out in the Fire and Rescue Framework (Scotland) 2016. The SFRS Strategic Plan 2016-2019 outlines how the SFRS will deliver against these priorities and the outcomes against which this delivery can be measured.

The SFRS Local Fire and Rescue Plan for the Local Authority Area of Aberdeen City is the mechanism through which the aims of the SFRS Strategic Plan 2016-2019 are delivered to meet the agreed needs of Aberdeen City's communities.




The Plan sets out the priorities and objectives for SFRS within Aberdeen City and allows our Local Authority partners to scrutinise the performance outcomes of those priorities. The SFRS will continue to work closely with our partners in Aberdeen City to ensure we are all "Working Together for a Safer Scotland" through targeting risks to our communities at a local level.

The SFRS aspires to deliver the highest 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 Aberdeen City Community Safety working groups.

Performance Summary

We measure how well we are meeting our priorities using the 6 key indicators depicted below.

Key performance indicator	Apr to (& incl.) Mar					RAG rating
	2014/15	2015/16	2016/17	2017/18	2018/19	YTD
All accidental dwelling fires	274	299	226	240	261	Amber
All accidental dwelling fire casualties (fatal & non-fatal)	50	51	31	23	35	Red
All deliberate fires	407	437	346	361	442	Red
Non domestic fires	122	119	108	98	118	Red
All deliberate other building fires	17	17	11	18	16	Green
False Alarm - UFAs	1340	1349	1372	1259	1183	Green

	RED	10% higher than the previous YTD period, or local target not achieved.
	Amber	Up to 9% higher than the previous YTD period, or local target not achieved.
	Green	Equal to or improved upon the previous equivalent quarter (or YTD period), or local target achieved.

Note

Quarterly Performance RAG rating = the reporting period compared to the average over the previous quarterly reporting periods
 Year to Date RAG rating = the cumulative total of all quarterly performance in the current year compared to cumulative total of all quarterly performance in the previous year.

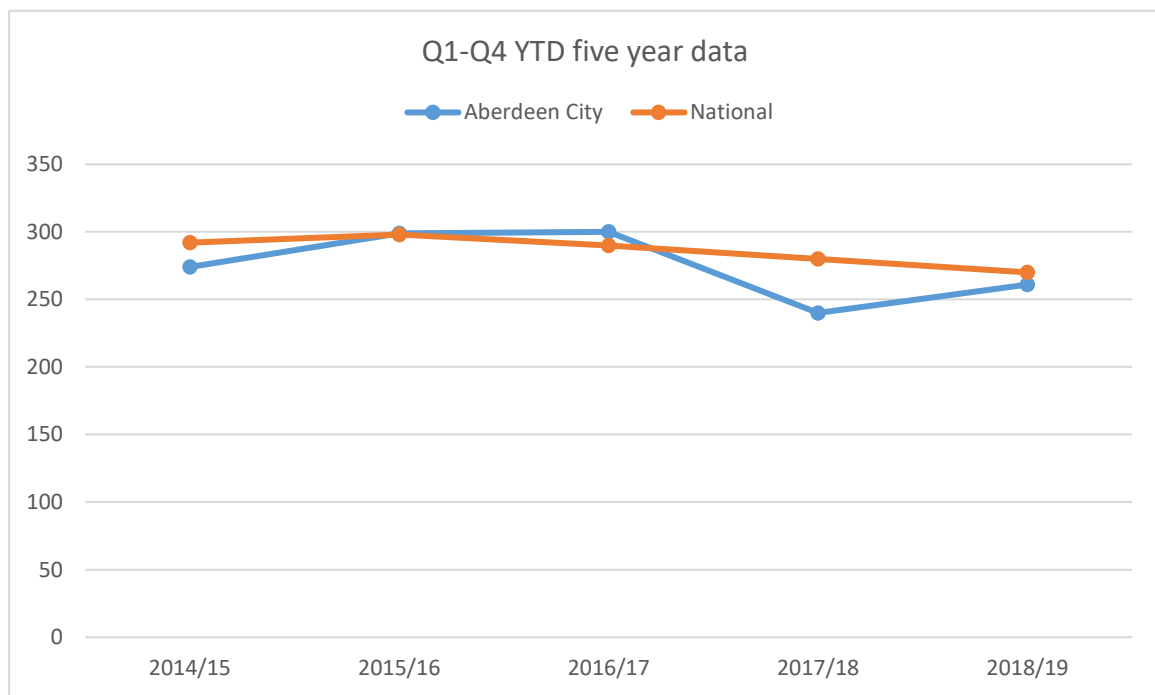
Progress on local fire & rescue plan priorities

LPI Assessment 1: Domestic Safety and Wellbeing

The main areas of measurement of Domestic Safety and Wellbeing are:

- Accidental Dwelling Fires
- Accidental Dwelling Fire Casualties and Fatalities
- Number of high risk Home Fire Safety Visits delivered
- Number of referrals for Home Fire Safety Visits received from partners

Accidental Dwelling Fires:



Dwelling fires can have a significant negative impact upon both individuals and the community and are financially costly to house holders and housing providers in terms of repair and the reinstatement of homes. By giving safety advice and fitting smoke detectors, SFRS have reduced the risk of fire and its associated human and financial costs as well as enhancing community safety.

Results:

The figure for the Q1-Q4 2018/19 reporting period of two hundred and sixty one (261) incidents demonstrates an increase of 9% from the same reporting period in 2017/18 of two hundred and forty (240) incidents.

Although there has been a rise in Accidental Dwelling Fires, this mirrors the trend across Scotland.

Conversely, the average over the previous four years for the same reporting period was two hundred and ninety (290) incidents. This shows a 10% decrease for the 2018/19 figures against the four year average.

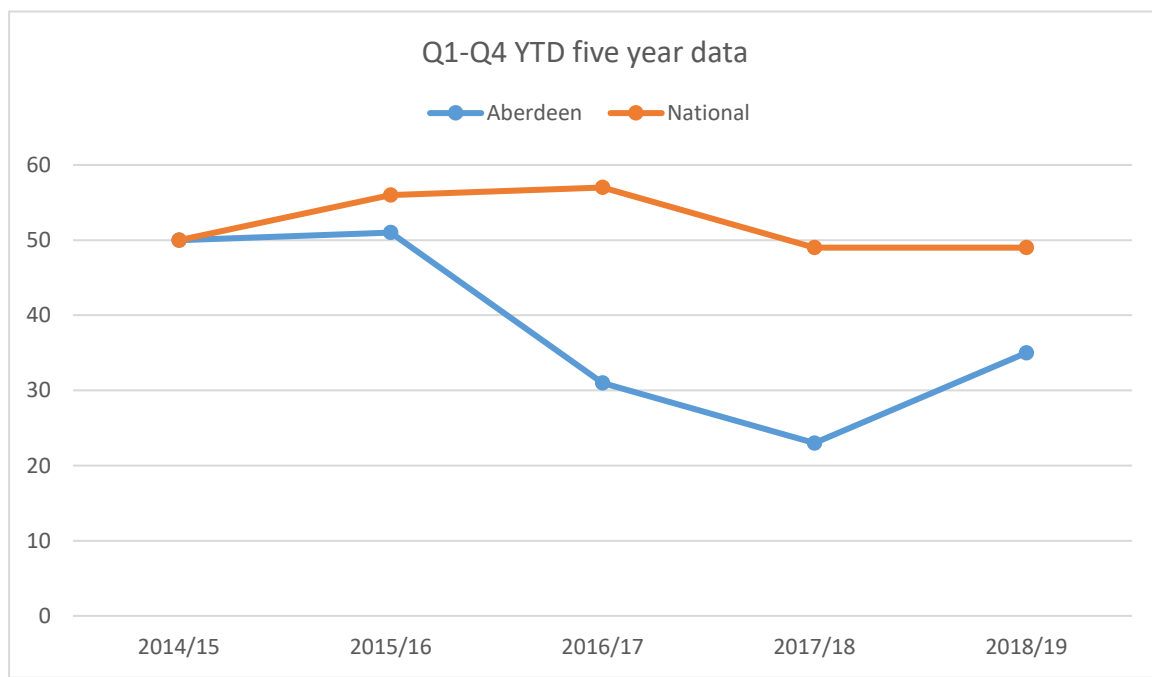
Reasons:

We have analysed statistical data which has helped us to identify the root cause of fire as food ignited via 'cooking appliances' in the kitchen. These are mainly caused by adults in the 18-64 age range. The most common human factors relate to occupants being distracted and under the influence of drugs/alcohol.

Actions:

We continue to use a targeted approach to promote fire safety, education and awareness programmes, and work with our communities and partners to deliver safety initiatives. We prioritised our 'Home Fire Safety' visits in our high risk areas to reduce the risk of fire within the home, and ensure individuals in our community remain safe from fire, this is facilitated through referrals from partner agency's to ensure we reach the most vulnerable members of the community.

Accidental Dwelling Fire Casualties and Fatalities



Fire casualty and fatality rates provide an indication of the number of serious, life threatening injuries that occur as a result of fire. This statistic is a key indicator of the success of our risk reduction and community engagement strategies.

The reduction of fire fatalities and casualties is linked to the reduction in severity of dwelling house fires and is at the core of preventative activities. The vulnerable in our communities continue to be those most at risk. Older people, those with disabilities, those who live alone and those with alcohol and drugs dependencies provide the SFRS with challenges in engagement and reduction strategies. Working with partner organisations with single shared assessments and signposting of vulnerable persons proves an effective method of

identification and engagement. Fire casualties are more likely to occur in the areas with highest operational demand.

Results:

The same Year to Date (YTD) period average over the previous four years confirms a downward trend in relation to all accidental dwelling fire casualties.

The figure for the 2018/19 reporting period is thirty six (36) which is up from the same reporting period in 2017-18 of twenty three (23).

The average over the previous four years for the same reporting period was thirty nine (39) which identifies a downward trend.

Unfortunately we must report that despite the efforts of SFRS Crews, tragically within the 2018/19 reporting period two fire deaths have occurred within Aberdeen City. On Thursday 15th November 2018 in Peterculter and 15th March 2019 at Gladstone Place Aberdeen. A Joint investigation has been carried out with Police Scotland for both incidents and the findings will be used to inform and direct future safety messages.

Reasons:

With a reduction in the number of 'Accidental Dwelling Fires' over recent years, the casualties from these type of incidents has followed the same reduction over the same reporting periods.

Analysis for this reporting period shows the fire incidents recorded were predominantly accidental by adults and elderly persons between 12:00hrs & 22:00hrs, with cooking appliances being the main source of ignition.

The casualties were recorded as overcome by smoke/breathing difficulties with one suffering burns. Eight casualties went to hospital with the remainder receiving first aid at the scene. Fire fighters rescued five persons at these incidents.

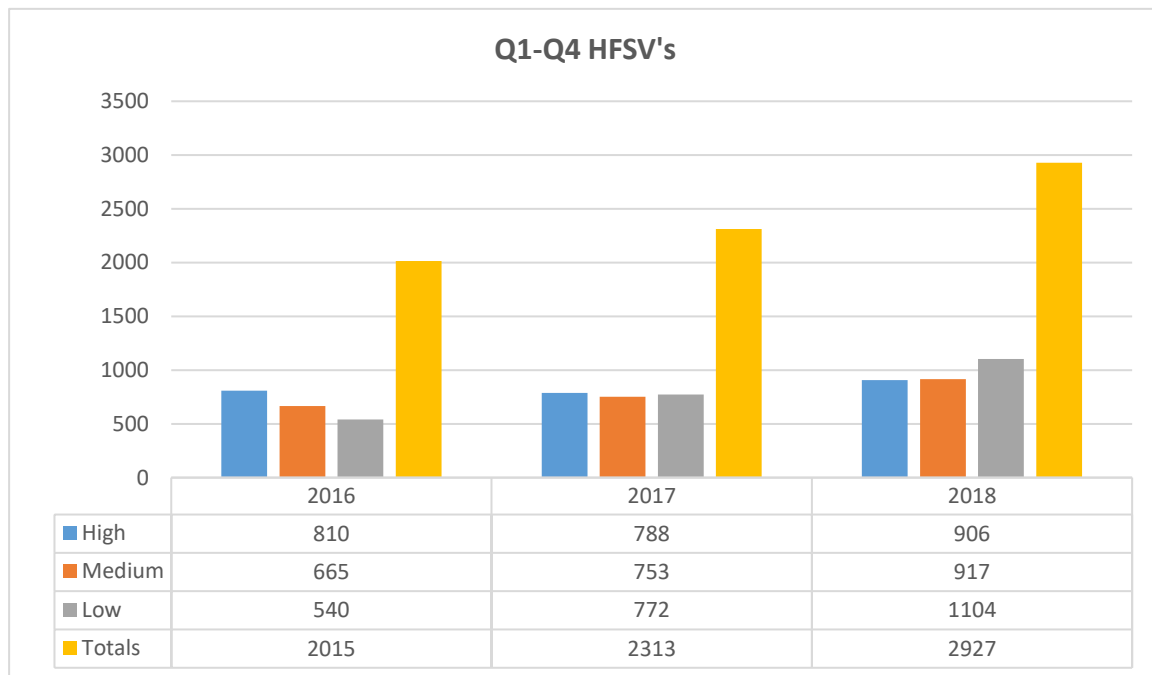
Actions:

Following all domestic incidents, SFRS personnel initiate effective and meaningful 'Community Engagement' through our 'Post Domestic Incident Response'. We engage with neighbouring households, and the wider community, offering Home Fire Safety Visits and providing community fire safety advice and guidance.

The area's Community Action Team actively targets where casualties have occurred, we have also invested in the provision of heat detectors which are being fitted on a risk basis to those most vulnerable from a kitchen fire. We have carried out two thousand and ninety seven (2927) free Home Fire Safety Visits which represents a 17% increase on 2017/18. We will continue to engage with the local communities to target the highest risk individuals.

Number of high risk Home Fire Safety Visits delivered:

A Home Fire Safety Visit is a comprehensive assessment by our Firefighters or Community Action Team which examines the levels of fire risk within the home. It provides a means to mitigate the risk through the provision of guidance, advice and if required, the installation of battery operated smoke alarms and heat alarms where additional risk has been identified. Where appropriate, the HFSV will permit the occupier to be referred to other agencies for additional support.



Results:

Currently we are seeing a slight increase in home fire safety visits provided to the most vulnerable members of the community in comparison to previous reporting periods.

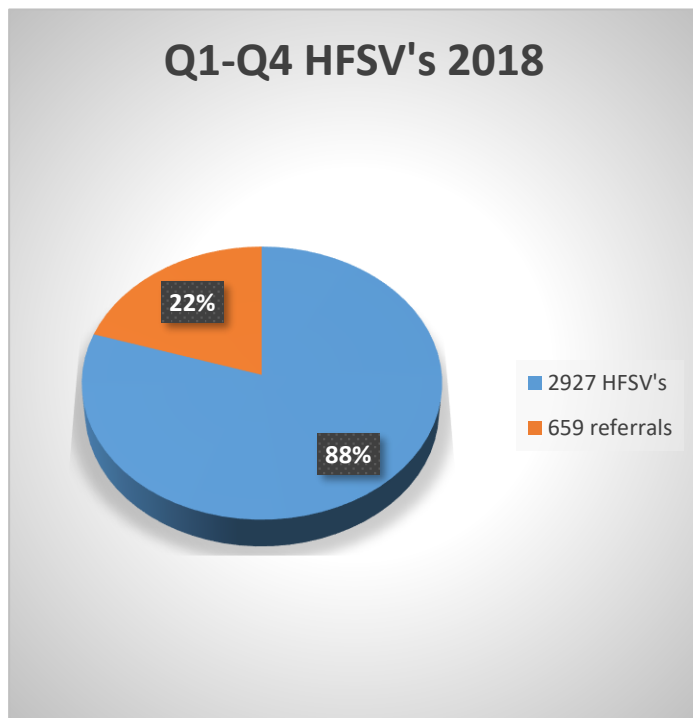
Reason:

Through engagement with partners involved in the Community Planning Partnership referral pathways have been put in place to allow partners to refer “High Risk” vulnerable members of the community to SFRS for a comprehensive free Home Fire Safety Visit to be carried out. As mentioned previously visits are carried out in the vicinity of accidental dwelling fires, this aids SFRS in reaching those at high risk of fire in specific wards of Aberdeen City.

Action:

Aberdeen City are currently engaged with a number of partners to identify the most vulnerable members of the community, who are considered as at high risk of fires. Referral pathways are established to ensure safety advice and working smoke detection is provided to those identified.

Number of referrals for Home Fire Safety Visits received from partners:



As part of our commitment to building a safer Scotland we offer everyone in Scotland a free home fire safety visit. We can also fit smoke alarms free of charge if your home requires them.

Get in touch with us, it's so easy to arrange:

- call [0800 0731 999](tel:0800 0731 999)
- text "FIRE" to 80800 from your mobile phone
- complete our online form
- call your local fire station

Results:

Currently 22% of all Home fire Safety Visits are referrals from partners. Our aim following the 2018/19 reporting period is to increase this to 50%.

Reason:

Referral pathways are in place and continually reviewed to ensure they are efficient and effective.

Action:

Our aim is to ensure that our resources are directed to those most vulnerable from fire, this part of the community can be the most difficult to reach, therefore partner referrals are key in assisting SFRS to create the opportunity to deliver lifesaving advice and increase smoke alarm ownership. Engagement with additional partners are currently underway to increase the number of referrals.

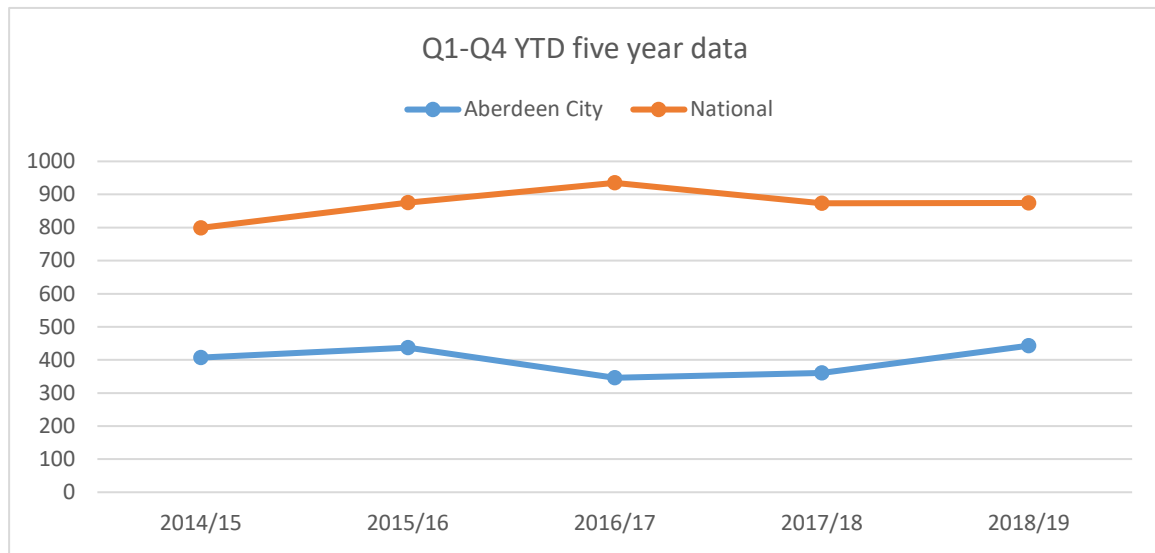
Status	
---------------	--

LPI Assessment 2: Deliberate Fire Setting

The main areas of measurement of Deliberate Fire Setting is:

- All deliberate fires

All Deliberate Fires:



Deliberate Fires include both Primary Fires (those that involve a building or property) and Secondary Fires (typically refuse fires or fires involving grass, trees or heathland). Deliberate fires are defined as fires which were ignited deliberately or the Fire and Rescue Service suspect they were started deliberately.

The reduction of deliberate dwelling fires continues to be a priority for the SFRS in Aberdeen City. SFRS continue to work in partnership with Police Scotland and Aberdeen City Council in order to reduce these incident types.

Results:

The same Year to Date (YTD) period average over the previous four years confirms an upward trend in relation to 'All Deliberate Fires'.

The figure for the 2018/19 reporting period is four hundred and forty three (443) incidents which is up on the same reporting period in 2017/18 of three hundred and sixty one (361).

The average over the previous four years for the same reporting period was three hundred and eighty eight (388) which identifies a continual upward trend.

On November 5th 2018 SFRS, Police Scotland and Aberdeen City Council increased joint visible patrols around the City to proactively remove combustible materials and discourage anti-social behaviour. This approach has seen a 43% reduction of deliberate fire setting against the same period last year.

Reasons:

The annual trend for this statistic shows a steady increase over the five year period with the main peak for this reporting period being September. The increase for the 2018/19 Q2 period from the previous year can be linked to an increase in anti-social behaviour from fire setting. As the committee is aware a significant amount of deliberate fires were recently set on the area known as The Gramps, this is reflected in the increased figures. Without the incidents on the Gramps area, a reduction in this fire type would have been reported within this reporting period.

Actions:

We worked closely with our partners, specifically Police Scotland and Aberdeen City Council in order to reduce deliberate fire setting across Aberdeen City, this partnership approach has seen a number of individuals arrested and subsequently charged with wilful fire raising. Our Community Action Team have delivered school presentations where the opportunity was taken to highlight the dangers from fire setting through anti-social behaviour to both secondary and primary children. This coupled with a close working relationship with Police Scotland and Aberdeen City council allows prevention activities such as clearing of combustibles and increased visibility patrols has had a positive impact on the number of fires.

Status

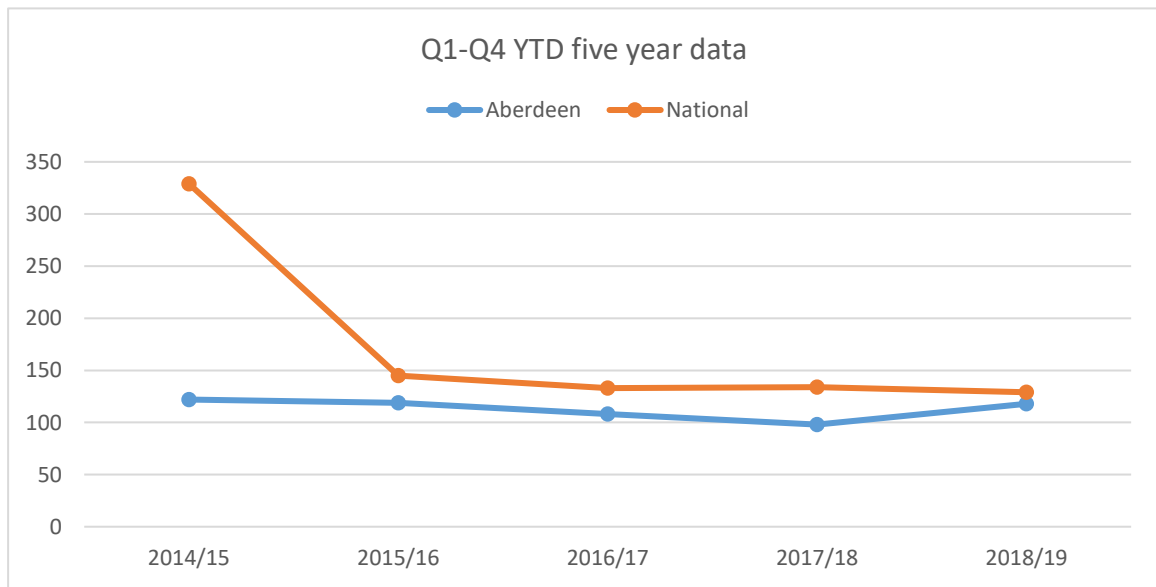


LPI Assessment 3: Non Domestic Fire Safety

The main areas of measurement of Domestic Safety and Wellbeing are:

- All non-domestic fires
- Number of Fire Safety Audits completed
- Deliberate fires in non-domestic properties

All non-domestic fires:



The most common cause of accidental fires in non-domestic buildings is accidental by adults aged 18 – 64yrs using cooking appliances in kitchens. Deliberate fire setting accounts for twelve percent (12%) of non-domestic fires with eight percent (8%) targeting other people's property.

While the number of deaths from fires in non-domestic buildings is less than domestic buildings the potential for significant life loss and injuries is far greater. This is due to the large occupancy capacities that may be involved and the complexity of occupant behaviour including the potential for delay in occupant evacuation following the outbreak of fire.

Results:

The same Year to Date (YTD) period average over the previous four years confirms an upward trend in relation to 'Non-domestic fires'.

The figure for the 2018/19 reporting period is one hundred and eighteen (118) incidents which is up on the same reporting period in 2017/18 of ninety eight (98).

The average over the previous four years for the same reporting period was one hundred and twelve (112) which identifies an upward trend.

Reasons:

We have analysed statistical data which has helped us to identify contributory factors in relation to non-domestic fires. These are;

- Food ignited via 'cooking appliances'
- Deliberate fire setting
- Faulty equipment or appliances
- Electrical

Actions:

Through our risk based fire safety audit programme our Fire Safety Enforcement Officers carry out fire safety audits. Working in partnership with duty holders to meet their legislative fire safety requirements we assist them to ensure that their buildings are safe for the building users. A white goods campaign was launched which was directed towards business owners in the Aberdeen area.

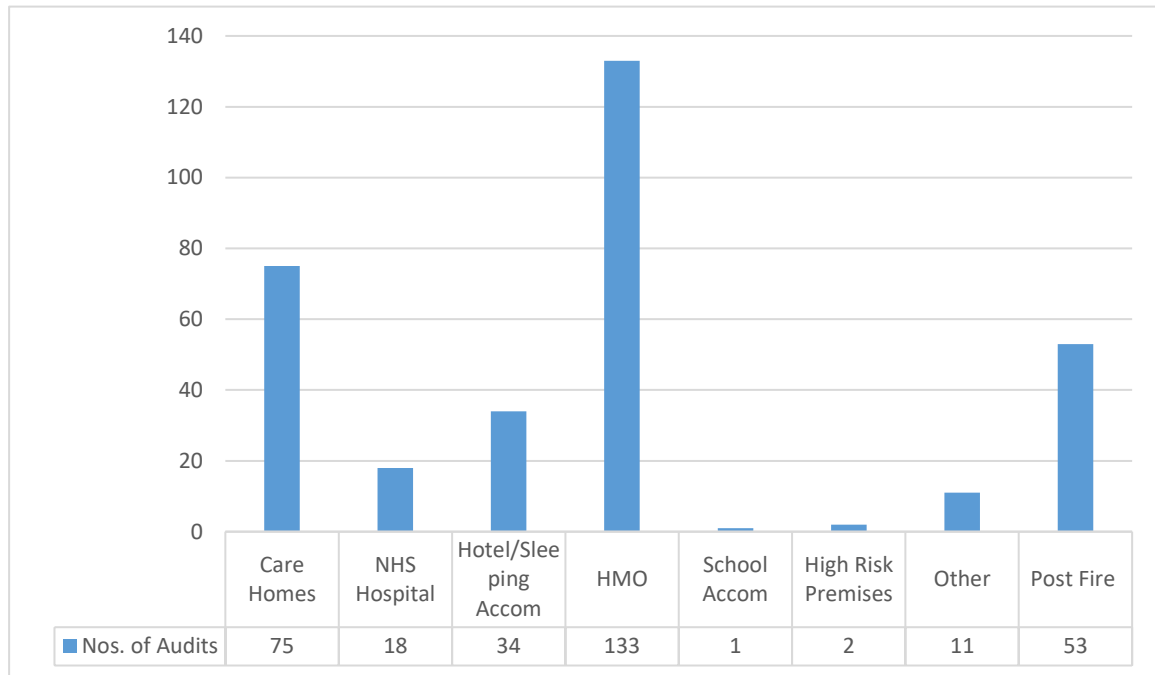
Our operational crews undertake Operational Intelligence visits to higher risk premises. This allows them to gather relevant operational information which is available to them in the event of an incident via our 'mobile data terminals' on appliances.

Number of Fire Safety Audits completed:-

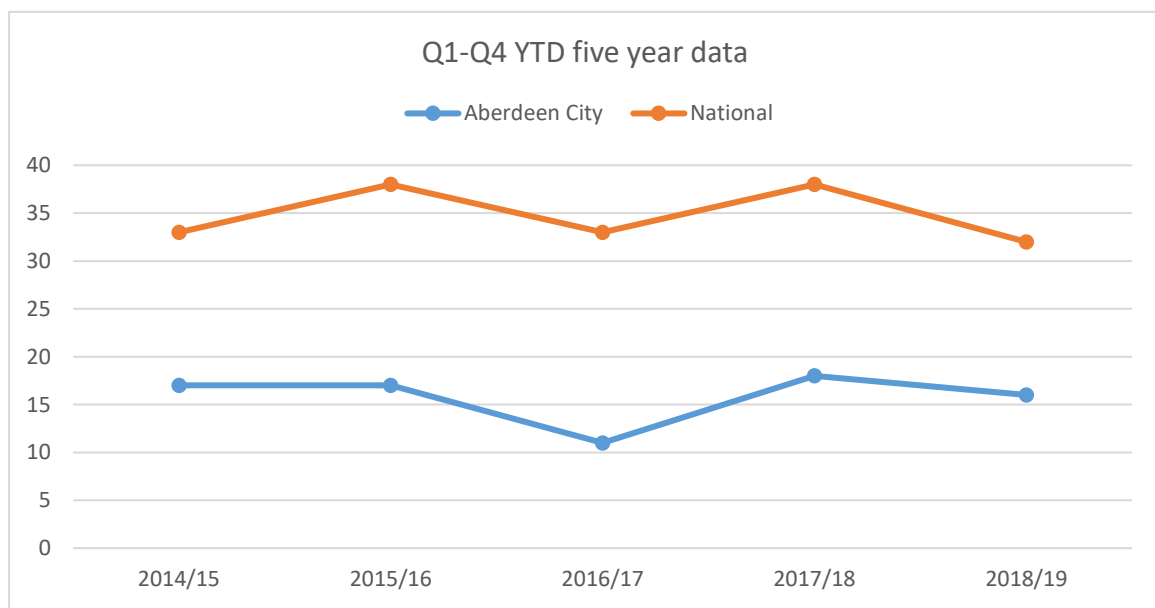
Fire safety legislation aims to ensure the safety of employees, residents, visitors or customers; it sets out rights and responsibilities in respect of fire safety.

Anyone who has control, to any extent, of any premises will have some responsibilities for ensuring that those occupying the premises are safe from harm caused by fire.

The legislation places a duty on those responsible for fire safety within relevant premises to carry out a fire risk assessment. These people are defined in the Fire (Scotland) Act 2005 as Duty Holders.



Deliberate fires in non-domestic properties:



Building fires are known as primary fires i.e. those that involve a building or property. Deliberate fires are defined as fires which were ignited deliberately or the Fire and Rescue Service suspect they were started deliberately.

The SFRS have a partnership arrangement with 'Crimestoppers Scotland' which encourages the public to report fire crime and vandalism.

Results:

The same Year to Date (YTD) period average over the previous four years confirms a downward trend in relation to 'All Deliberate other building fires.

The figure for the 2018/19 reporting period is sixteen (16) incidents which is down from the same reporting period in 2017/18 of eighteen (18).

The average over the previous four years for the same reporting period was sixteen (16) incidents which identifies a downward trend.

Reasons:

Our statistical analysis for these deliberate fires show that they are caused by persons unknown in most cases with private garden sheds being targeted predominantly followed by hospitals and education premises.

Actions:

Through our risk based fire safety audit programme our Fire Safety Enforcement Officers carry out fire safety audits. Working in partnership with duty holders to meet their legislative fire safety requirements we assist them to ensure that their buildings are safe for the building users.

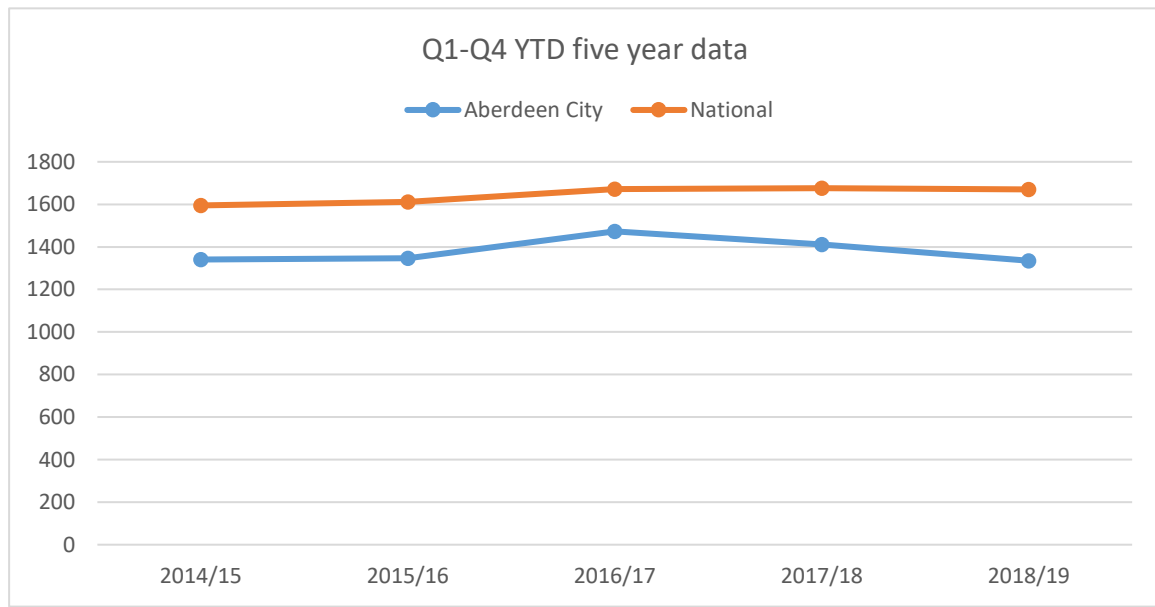
The SFRS do this through partnership work and engagement with stakeholders including the business sector .

Status	
---------------	--

LPI Assessment 4: Unwanted Fire Alarm Signals

The main areas of measurement of Unwanted Fire alarm Signals is:

- Number of UFAS incidents



Unwanted Fire Alarm Signals (UFAS) are defined as incidents where an automated fire alarm system activates and results in the mobilisation of SFRS resources, when the reason for that alarm turns out to be something other than a fire emergency. The SFRS are committed to working with partners and other stakeholders to reduce UFAS mobilisations.

Results:

The same Year to Date (YTD) period average over the previous four years confirms a downward trend in relation to 'False Alarms - UFAS'.

The figure for the 2018-19 reporting period is one thousand three hundred and thirty five (1335) which is down from the same reporting period in 2017-18 of one thousand four hundred and twelve (1412).

The average over the previous four years for the same reporting period was one thousand three hundred and thirty (1393) incidents which identifies a continual downward trend.

Reason:

The increased prevalence of automatic fire detection systems throughout all classes of building has inevitably contributed to difficulties in terms of system faults and failures. The SFRS has long been aware of the importance of developing a robust process for managing UFAS activity. We have policies and procedures detailing the processes to be used to engage with persons responsible for managing automated alarm systems and the mechanisms available to support them in dealing with identified issues.

The majority of false alarm actuations originate from Hospital and medical care premises with student accommodation, manufacturing & engineering premises and retail shopping centres equally to a lesser extent. The types of alarm actuation most prevalent are 'Due to Apparatus' from Human (testing, smoking, cooking) and System (poor maintenance, faulty, damaged).

Action:

SFRS has an electronic system for recording UFAS activity and providing an audit trail for all engagement undertaken. Officers manage the system and provide reports on progress. SFRS aims to reduce the number of UFAS calls and are currently working with partners at a local level to reduce these calls by applying national policy and process to ensure a consistent approach. This approach has seen significant investment from partners in order to reduce UFAS incidents across Aberdeen City. SFRS will continue to support duty holders in minimising the impact of false alarms on their day to day business and the subsequent impact on SFRS resources. Recently break glass call point covers have been issued to premises where accidental activation has occurred. Aberdeen is the first area to trial this and outcomes will be reported on.

Status

LPI Assessment 5: Emergency Response and Resilience

The main areas of measurement of Emergency Response and Resilience are:

- Staff competence
- Availability of operational intelligence risk information
- Appliances, equipment and specialist resources
- Operational assurance audits

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 process provides the platform for individual and supported development and assessment for the core and expanded skill areas. 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.

Promoted Crew and Watch Managers undertake a period of development to provide them with the skills that they require in their supervisory manager role. The period of development has a duration of approximately 18 months linked to the completion of each of the elements required to achieve competency.

	Watch Managers	Crew Manager	Firefighters	Overall Establishment
Competent	80%	60%	70%	74%
Development	20%	40%	30%	26%

Availability of Operational intelligence (OI) risk Information – Operational crews are 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. The new national approach to Operational intelligence has been implemented across the country. All appliances have been equipped with new tablet devices which allows access to a wide array of information at the incident ground.

Station Area	OI
Q01: Anderson Drive	271
Q02: Central	481
Q03: Altens	383
Q20: Dyce	305
Total	1,440

Appliances, Equipment and Specialist Resources – Altens Fire Station staff are progressing very well way through an extensive training programme which will provide them with the specialist skills required to undertake rescues utilising ropes, lines, harnesses and associated equipment. This specialist rescue resource will be mobilised to incidents were persons require rescue from locations such as flat roofs, gorges and steep embankments. The training programme is scheduled to be complete in late 2019. This is when this specialist resource is expected to be mobilised to these types of incidents.

Central fire station staff have completed training with a new Aerial Ladder Platform (ALP). This new appliance has been stationed at Central Fire Station to provide a replacement for the current high reach aerial appliance. The ALP has the same working height as the replaced appliance but has a greater reach capability and is fitted with the latest technology.

On 27 April 2018 Central Fire Station's new water rescue equipment and resources including a trailer mounted rescue boat and dedicated response vehicle were declared as an available specialist resource. This followed a period of extensive training. This resource is mobilised to incidents such as inland water rescues and flooding.

Staff based at North Anderson Drive Fire Station have a Major Incident Unit located at the Fire Station. The unit is equipped with high capability rescue equipment for rescue at large transport type incidents such as trains, HGVs and aircraft. The unit also carries equipment such as props and shoring to facilitate Urban Search and Rescue (USAR) from collapsed structures or trenches. Crews at this station have attended specialist training courses to acquire the skills need to undertake USAR using associated techniques, tools and equipment.

Fire Station	Pumps	Specialist Resources
Q01: North Anderson Drive	2	Major Incident Unit, Detection Identification and Monitoring vehicle.
Q02: Central	2	High reach aerial appliance, water rescue vehicle trailer and boat, Mass Decontamination Unit.
Q03: Altens	2	Incident Command Unit, Wildfire Unit, Foam Unit, Damage Control Unit, Environmental Unit, Timber Shoring Unit.
Q20: Dyce	1	Incident support van

CPR Lifesaving Awareness Skills Sessions - Personnel have facilitated sessions to support others to develop vital lifesaving skills. Increasing the number of people who can administer CPR will increase survivability for anyone suffering a heart attack. 9 sessions were facilitated and 243 persons trained.

Operational Assurance Audits – We have implemented a programme of Operational Assurance Audits for measuring operational readiness in fire stations 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. In January 2019 a new SFRS Station Standards Audit and Inspection process was implemented in accordance with National arrangements.

Fire Station	Operational Assurance Audits
Q01: North Anderson Drive	1
Q02: Central	1
Q03: Altens	1
Q20: Dyce	1
Total	4

Status



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland