

REPORT TO: DUNDEE CITY COUNCIL POLICY AND RESOURCES COMMITTEE

REPORT NUMBER – 149/2014

17th MARCH 2014

Report by Area Manager David Stapley, Local Senior Officer, Scottish Fire and Rescue Service

**SUBJECT: FIRE AND RESCUE QUARTERLY PERFORMANCE REPORT - 1 OCTOBER
TILL 31 DECEMBER 2013**

Abstract

The Report contains performance information relating to the third quarter (October-December) of 2013/14 on the performance of the Scottish Fire and Rescue Service in support of Member scrutiny of local service delivery.

1 PURPOSE OF THE REPORT

1.1 To provide information for the Committee regarding the performance of the Scottish Fire and Rescue Service, against the performance indicators and targets detailed within the interim Dundee Fire and Rescue Plan 2013/14, to facilitate local scrutiny.

2 RECOMMENDATIONS

2.1 It is recommended that members:

Note, scrutinise and question the content of this report.

3 INTRODUCTION

3.1 A performance management framework has been developed to facilitate the monitoring of performance against the agreed priorities and outcomes ensuring effective targeting of resources and the principles of Best Value are met.

3.2 The Dundee City local Fire and Rescue Plan was approved by the Policy and Resources Committee on the 18th of March 2013.

3.3 The priorities and outcomes contained within the local Fire and Rescue Plan reflect “place” and the contribution of Scottish Fire and Rescue Service to the Single Outcome Agreement and Community Planning Partnership.

3.4 In summary the following priorities and targets are detailed within the plan:

- Reduce Casualties by 5%
- Reduce Primary Fires by 5%
- Maintain Firefighter Safety and Operational Preparedness
- Reduce Deliberate Fires by 5%
- Reduce Emergency Service Calls by 5%
- Reduce Unwanted Calls by 10%
- Increase Working Smoke Alarm Ownership

4 QUARTER 3 PERFORMANCE SUMMARY

4.1 Appendix 1 attached to this report provides a detailed breakdown and analysis of all data collected during the reporting period. In addition a further two sections are included to provide Members with an overview of a range of additional activities undertaken by the local personnel/stations in support of Prevention and preparation for emergency response.

4.2 A suite of 15 indicators enable the measurement of performance across the seven priorities. The annual targets have been further broken down into quarters to facilitate performance monitoring and assist Members in their scrutiny role.

4.3 In summary during the reporting period, we have achieved positive results in 7 out of the 15 indicators and targets set, these were;

Performance Indicator	Quarterly Target	Actual Performance	Positive Variance
Fatalities arising from fire	0	0	0
Number of dwelling fires	64	61	3
Number of primary fires	34	32	2
Number of deliberate primary fires	18	8	10
Number of emergency special service calls	113	79	34
% of dwelling fires where smoke alarm operated	54%	61%	7%
Number of work related injuries	6	1	5

4.4 Conversely there are 8 indicators and targets which were not met, these were;

Performance Indicator	Quarterly Target	Actual Performance	Negative Variance
Number of injuries arising from fires	11	14	3
% of personnel retaining currency in core skills	80%	75%	5%
Number of deliberate secondary fires	106	153	47
Number of malicious false alarm calls	25	32	7
Number of unwanted fire signals from non domestic premises	482	491	9
Number of home fire safety visits	1764	1496	268
Number of legislative fire safety audits	213	198	15
Number of acts of violence against firefighters	0	1	1

5 NINE MONTH PERFORMANCE REVIEW

5.1 Taking the accumulative performance across the first three reporting periods, 10 out of the 15 indicators/targets are on track and are summarised below.

Performance Indicator	9 Month Target	Actual Performance	Positive Variance
Fatalities arising from fire	0	0	0
Number of dwelling fires	190	172	16
Number of primary fires	91	78	13
Number of deliberate primary fires	55	49	6
Number of Emergency Special Service Calls	248	240	8
Number of malicious false alarm calls	80	79	1
% of dwelling fires where smoke alarm operated	58%	60%	2%
Number of home fire safety visits	5292	6492	1200
Number of legislative fire safety audits	637	1140	503
Number of work related injuries	17	16	1

5.2 Conversely the accumulative performance across the same period has highlighted that there are 5 indicators that are off track and are summarised below.

Performance Indicator	9 Month Target	Actual Performance	Variance
Number of injuries arising from fires	39	60	21
% of personnel retaining currency in core skills	80%	72%	8%
Number of deliberate secondary fires	275	455	180
Number of unwanted fire signals from non domestic premises	1370	1473	103
Number of acts of violence against firefighters	0	1	1

5.3 Number of injuries arising from fire. The target set has not been achieved in each of the first three quarters with a total of 60 injuries being encountered and therefore the annual reduction target of 52 cannot be met. There are a number of factors which have contributed to this:

- Incident Reporting System parameters have changes as a consequence all persons receiving minor medical treatment are categorised as casualties.
- A large percentage of fires attended involve elderly or vulnerable people. The outcome of this is that frequently first aid is administered or assistance of the ambulance service requested as a precautionary step. In the majority of cases however there has been no requirement for further treatment other than that provided at the scene.

5.4 % of personnel retaining currency of core skills. This indicator is only slightly off target and has improved significantly from the 1st reporting period (64%). In the majority of cases this is due to a number of personnel required to demonstrate competence in just one area. Personnel who have not demonstrated competency within the agreed timescales are required to attend training courses at the earliest opportunity.

5.5 Number of deliberate secondary fires. In total 455 deliberate secondary fires have been attended and therefore the annual reduction target of 340 incidents cannot be achieved. Historically Dundee has experienced a large number of such incidents. Over a number of years much effort has been focused by the fire and rescue service supported by the Police and other community safety partners, with significant gains made. Analysis of the fires attended has highlighted a significant number of incidents coincide with school holidays as well as the build-up to bonfire night. It was however pleasing to note that on 5th November 2013 there was a significant reduction of unauthorised bonfires attended by local fire and rescue resources with 31 incidents being attended in comparison to 44 the previous year. The prevention team will seek to concentrate messaging and education of young people prior to holiday periods and during the build-up to bonfire night as well as work in partnership to reduce the occurrence of deliberate fires.

5.6 Number of unwanted fire signal calls from non-domestic premises. The trend locally and across Scotland in this category is on the rise and accounts for approximately 50% of our response activity. Attending such calls is a major drain on resources and capacity and impacts on our ability to undertake activities such as Prevention and undertaking response training. Analysis undertaken highlights the main cause as the number of calls received from hospitals, student accommodation, sheltered housing and temporary accommodation providers. Dedicated Prevention and Protection personnel are undertaking a number of actions to address this issue.

5.7 Number of acts of violence against firefighters. Unfortunately there has been one recorded act of violence against firefighters which occurred on the evening of 5th November 2013. This happened whilst attending an unauthorised bonfire where a number of youths threw fireworks at the attending firefighters. Thankfully no one was injured as a consequence of this.

6 FINANCIAL IMPLICATIONS

6.1 None.

7 EQUALITY IMPACT ASSESSMENT

7.1 Not applicable.

8 ENVIRONMENTAL ISSUES

8.1 There are no environmental issues arising as a consequence of this report.

9 SUMMARY

9.1 This report provides a summary of performance during Quarter 3 (October to December 2013) and summarises performance against target for the nine months covering April to December. The analysis and summary included within this report and Appendix 1 highlights where performance is off target and where targets have been exceeded.

9.2 A range of work has been undertaken within the areas of Community Safety Engagement, Fire Safety Enforcement and Firefighter training. These prevention and risk reduction measures have contributed significantly to improve the safety of our communities across the City of Dundee.

9.3 The focus of our activity during the fourth quarter will be to maintain the standard where performance meets or exceeds the target whilst seeking improvement in the areas where performance is off target.

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SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Dundee City

Local Fire and Rescue Plan

2013-14

Quarterly Performance Report

(Quarter ending December 2013)



BACKGROUND TO THIS QUARTERLY PERFORMANCE REPORT

As from April 2013, the Police and Fire Reform (Scotland) Act 2012 has required the Scottish Fire and Rescue Service (SFRS) to publish a Local Fire and Rescue Plan for each local authority area, setting out the priorities for reducing risk and improving community safety.

The Local Fire and Rescue Plan is a key part of the local scrutiny and engagement arrangements set out in the Act, and along with the designation of a Local Senior Officer for each Local Authority Area, aims to create a stronger, more formal relationship between councils and the Scottish Fire and Rescue Service, whereby elected members will play a direct and more formal role in shaping local priorities and scrutinising performance.

The Dundee Local Fire and Rescue Plan sets out the local fire and rescue priorities for reporting year 2013-14. A Challenging target has also been set against each priority to ensure that successful outcomes are achieved and continuous improvement is maintained.

Performance against the priorities is monitored and reviewed internally on a monthly basis and will be reported on, at the Policy and Resources Committee on a quarterly basis. The enclosed report covers reporting period 1st October 2013 to the 31st December 2013, in addition it will also be published on the Dundee Council Website and Scottish Fire and Rescue Website for wider public scrutiny.

UNDERSTANDING THE QUARTERLY PERFORMANCE REPORT

Performance Indicators

Data is collected for a total of 15 Local Area Performance Indicators (LAPI), which together with annual targets are used to assist in tracking the performance of the local fire and rescue service against the priorities within the Dundee Local Fire and Rescue Plan 2013-14. The LAPI's and associated targets are reported within section four of this report to aide a more detailed analysis of performance.

Reporting Format

The quarterly performance report is divided into five sections:

- 1. Performance at a glance** – provides a summary of performance against the priorities.
- 2. Prevention and Protection** – provides details of the Community Safety Engagement and Fire Safety Enforcement activities within the Dundee area
- 3. Response and Resilience** – provides details of the emergency response and resilience planning activities within the Dundee area
- 4. Local Area Performance Indicators** – provides a detailed analysis of each LAPI.
- 5. Contact Details** – should you wish to discuss anything relating to this report.

Performance Symbols

Colour coding and symbols are used to illustrate if the local fire and rescue service is on track for achieving the annual priorities within the Local Fire and Rescue Plan 2013-14. The colour coding is based on a 'traffic light' system set out in the table below

Key	Symbol
Achieving the Target	
Borderline between achieving or failing to achieve the Target	
Not achieving the Target	

1 PERFORMANCE AT A GLANCE

The table below provides a summary of how the service is performing against its priorities for the quarter ending 31st December 2013. At a glance, it can be seen that the service performed on target or above target for five of the seven priorities.

Areas of good performance and areas where performance needs to be improved upon are set out in section four of this report. In this section, Local Area Performance Indicators (LAPI) have been set against service priorities to give an overview of performance.

Priorities	Direction of Travel
1. Reduce Casualties by 5%	
2. Reduce Primary Fires by 5%	
3. Maintain Firefighter Safety and Operational Preparedness	
4. Reduce Deliberate Fires by 5%	
5. Reduce Emergency Special Service Calls (ESSC) by 5%	
6. Reduce Unwanted Calls by 5%	
7. Increase Smoke Alarm Ownership by 5%	

2 PREVENTION AND PROTECTION

This section provides a summary of our performance in relation to the prevention and protection activities that the local fire and rescue service deliver which ultimately contribute towards making our communities safer.

Home Fire Safety – Targetting high risk individuals/ properties

Occupational Therapist Student Placement



In November 2013, SFRS joined forces with NHS Tayside and Robert Gordon University to deliver a new initiative which aims to protect vulnerable older people and people living with dementia from fire.

Occupational Therapists regularly come into contact with vulnerable people and patients within their home environment and, with the right training and assistance from SFRS, are in a perfect position to identify individuals who are at high risk from fire and refer them on for a free Home Fire Safety Visit. With this in mind, two students, currently enrolled in a Occupational Therapy degree course at Robert Gordon University, embarked on a contemporary six-week student placement in conjunction

with SFRS and NHS Tayside’s Community Mental Health Team for Older Peoples Services in Dundee, back in November.

During their placements, the students accompanied fire service staff whilst conducting Home Fire Safety Visits and gained a knowledge on the equipment and interventions that can be provided. They also attended and witnessed various prevention initiatives, as well observed various partnership meetings that the fire service attend and contribute too. They then developed a presentation that they delivered to a number of key personnel that highlighted the linkages between the work of an Occupational Therapist and SFRS.

Multi-agency training events

To further target members of our community who are at highest risk from fire, a number of awareness raising sessions have been conducted during the quarter with our key partners who already work with particularly vulnerable service users. This has allowed the opportunity to raise awareness of the need to refer people who are at risk for a Home Fire Safety Visit from the SFRS.



Targetted talks with elderly and other vulnerable groups

A number of safety talks have been conducted during the reporting period with elderly and other vulnerable groups to highlight the importance of home fire safety and to encourage them to accept a Home Fire Safety Visit from the SFRS.

Targetting the reduction of deliberate fires

To further address the issues of deliberate fire setting within Dundee a representative of the Scottish Fire and Rescue Service chairs the Fire Related Anti-Social Behaviour group which is attended by a range of different partners.

As part of the remit of this group arrangements are in place for the removal of waste items that pose a particular high risk for deliberate fire setting which has the potential to endanger lives. As such a total of 30 waste issues which have been reported, have been assessed and authorised for collection as part of our preventative partnership approach. Additionally all key partners have been involved in conducting leaflet drops in areas where there are particular problems that are highlighted.



The SFRS continue to play an instrumental role as part of the multi agency tasking and co-ordinating briefings that take place at the West District Housing Office every Tuesday and Friday. This has allowed the sharing of vital intelligence and targetting of resources to address issues relating to community safety. In particular during this quarter, intelligence has been shared on a number of derelict properties that have been targetted for deliberate fire raising which as led to a number of actions being taken such increased security measures of premises, increased patrols conducted by police and community safety wardens. Further discussions have also taken place between key partners following an increase in wheelie bin fires and a number of actions are currently being progressed.

Additionally several youth engagement activities have been undertaken to promote responsible citizenship and encourage safer behaviour. In particular some of our station and prevention personnel have been involved in working the offsite education services and some of the pupils they support in the local area.

Bonfire Night

The Scottish Fire and Rescue Service in conjunction with Dundee City Council and Partner Agencies used the opportunity of a high profile media launch to encourage attendance at organised bonfire and firework displays at Baxter Park And Lochee Park which are far safer and more enjoyable rather than members of the public having their own displays. The opportunity was also taken to encourage the community of Dundee to be vigilant in the storage of waste materials in common stairwells. Waste items dumped in communal areas provide a tempting invitation for a fire-setter, therefore removing these items greatly reduces the risk of fire.



A lot of focus was placed on safety throughout the build up to bonfire night with both operational and dedicated prevention personnel having been involved in bonfire related initiatives to ensure that our community is kept safe from harm during this period. Various schools were visited and business premises storing fireworks were the subject of unannounced inspections.

Road Safety - Safe Drive Stay Alive

The annual road safety event took place across the Tayside area during November 2013. This initiative is supported by the Scottish Fire and Rescue Service, Police Scotland, NHS Tayside, Scottish Ambulance Service, Angus Community Safety Partnership, Dundee Community Safety Partnership, Perth and Kinross Community Safety Partnership, Angus Council, Dundee City Council, Perth and Kinross Council and the Tayside and Central Scotland Transport Partnership (Tactran).

In 2012/13 2 people were killed, a further 40 people were seriously injured and 207 suffered slight injuries on the roads within Dundee. Statistically young drivers are much more likely to be involved in a crash, often due to inexperience and a lack of understanding of the risks.



Safe Drive Stay Alive is a theatre education project which explores the circumstances that can lead to a road traffic collision and the consequences that follow. It is a hard hitting production, aimed at young people in the Tayside area, aged between 16 and 18, who may be new drivers or about to learn. The aim is to educate these young people about the dangers of drink driving, speeding, use of mobile phones and failure to wear a seatbelt and highlight, to them, their vulnerability whilst travelling in a vehicle. Emergency service personnel and road traffic collision victims gave their account of real life experiences and offered straight talking advice to one of the most vulnerable groups on our roads today.

The show continues to be a well received community engagement event with two shows having been held at the Caird Hall in Dundee. A total of 1226 young people and 60 members of staff from

10 Dundee schools, Dundee and Angus College, Helm Youth Group and Action for Children attended the Dundee events.

Reducing Unwanted Fire Signal (UwFS) Calls from Non-Domestic Premises

There are a number of actions that have been undertaken to attempt to reduce UwFS type incidents. During our attendance operational crews provide the responsible person with additional safety advice on how reduce the occurrence of false alarms. Where appropriate follow up visits are also arranged by our dedicated fire safety enforcement personnel. A number of meetings have also been conducted with the relevant personnel to discuss ongoing issues in some of the repeat offender premises.

As an annual event operational and prevention staff commenced the delivery of Home Fire Safety Visits and essential safety talks for all personnel residing in student accommodation. The visits and safety talks are aimed at this particular group due to them being identified as a higher risk group taking cognisance of the fact that this may be the first time they have left their parents/ guardians to live alone in student accommodation and is aimed to improve their safety. It also has the added benefit of giving them essential advice on how to reduce the occurrence of false alarm automatic fire alarm actuations which impacts on the local fire and rescue resources. Student accommodation has been identified as one of the most frequently attended premise type for false alarms.

3 RESPONSE AND RESILIENCE

This section provides a summary of our performance in relation to the Response and Resilience activities that the local fire and rescue service deliver which ultimately contribute towards making our communities safer.

Large Scale Training Events

To ensure our preparedness to deal with a variety of incidents the fire stations within Dundee have been involved in a number of exercises at locations across the area.

Flooding Exercise 'Operation Responder' - Monikie Country Park (26 October 2013).

Scottish Fire and Rescue Service successfully staged a multi-agency major incident exercise during October. The live play event provided emergency services with an excellent training opportunity. Like any exercise, lessons learned on the day will be discussed during the de-briefing process and be used to enhance emergency plans already in place and created by Tayside Local Resilience Partnership.

10 agencies, including SFRS, Police Scotland, Scottish Ambulance Service, Tayside Mountain Rescue Team and Dundee Airport Fire Service, took part in the exercise which saw "players," rescued or evacuated from flood or fast water affected scenarios including properties.

The event, which SFRS organised on behalf of Tayside Local Resilience Partnership, was designed to test multi-agency command and control, communication, co-ordination and response to an incident of severe flooding.



As part of Tayside Local Resilience Partnership responsibilities under the Civil Contingencies Act agencies are duty bound to carry out such exercises to ensure they are best positioned to warn, inform and protect the public, property, infrastructure and business during a real major incident.

Airex 2013 – Invercarse Hotel (13 November 2013).

A joint training exercise took place between the Tayside Local Resilience Partnership, SFRS and Highlands and Islands Airports Ltd during November 2013. This was a table top exercise based on a mock scenario where an aircraft crashed into a restaurant and industrial units located directly adjacent to Dundee Aiport.

This scenario bears a stark resemblance to the tragic event that took place at the Clutha Bar in Glasgow a few weeks later, highlighting the real need to be prepared for emergency



The exercise was designed to test all levels of command and response by all the Category 1 and 2 responders in Tayside. It also allowed Dundee Airport and Highlands and Islands Airports Ltd to test their own emergency plans and procedures to ensure that they are fully compatible with all the other emergency services, and that they are sufficient and fit for purpose. A number of learning points were highlighted and these will be fully discussed at the structured debrief in an attempt to further refine all plans and procedures currently in place.

Urban Search and Rescue (USAR) Exercise - Strathmartine Hospital (11 December 2013)

Crews from Macalpine Road USAR team were put through their paces at a challenging rescue scenario in one of the old ward blocks at Strathmartine Hospital. The USAR teams had to use their whole range of skills to successfully resolve the 'incident' which simulated a collapsed building following a gas explosion. The teams identified the location of the casualties using sophisticated looking and listening devices. Following the initial reconnaissance phase they shored up the collapsed sections with timber structures, allowing them to cut access holes in brick walls and concrete floors to rescue the casualties.

A thorough debrief was carried out after the exercise and the learning points are fed back through the relevant departments. The same team who were involved in this exercise also attended the Clutha Vaults incident in Glasgow.

Notable Incidents

Some of the more notable incidents attended by the local fire and rescue resources during the reporting period are detailed below. The variance of these incident types highlights the diverse nature of the role of the modern day fire and rescue service.

1 October 2013 – Doubletree by Hilton Hotel (Hazchem incident)

Crews from Macalpine Road, Blackness Road, Kingsway East and the Detection Identification and Monitoring (DIM) vehicle from Dundee attended a call for assistance following a chemical leak at the Hilton Double Tree hotel. On arrival the Incident Commander quickly ascertained that the building had been fully evacuated and that there were no casualties involved. Crews were

committed to the building wearing Gas Tight Chemical Protection Suits to investigate further. It quickly transpired that two chemicals had been accidentally mixed together resulting in a release of Chlorine gas. The Hazardous Materials (HazMat) and DIM advisor utilised a national arrangement with Glasgow Scientific Services to identify the likely extent of the release and the incident was quickly resolved.

15 October 2013 – Job Centre, Wellgate House (Hazchem incident)

Scottish Fire and Rescue Service were called to attend an incident at the Job Centre, Wellgate Centre, after Scottish Ambulance Service reported that they were treating three people who were having difficulty breathing. The Job Centre was evacuated as a precaution and SFRS initially treated the incident as one involving hazardous chemicals.

Two appliances from Blackness Road, a heavy rescue unit and one appliance from Macalpine Road were deployed to the scene, along with a hazardous materials unit from Balmossie Station. The Detection Identification Monitoring Unit (DIM) from Aberdeen also attended the incident.

Crews used gas monitoring devices and breathing apparatus to investigate further, but no airborne contaminants were found. Tests were carried out by firefighters at a nearby lift in an effort to identify any other contaminants. The lift was cordoned off and ventilated by firefighters. Two casualties were subsequently taken to hospital for treatment.

31 October 2013 – Miln Street, Dundee (Road Traffic Collision (RTC))

Crews from Blackness Road Fire Station attended a two vehicle RTC. There were a total of three people injured as a result of this RTC with one of the casualties trapped in their vehicle. Working in close partnership with other emergency service personnel, Firefighters used specialised hydraulic rescue equipment to release the casualty from the vehicle.

24 November 2013 – Clatto Country Park (Water Rescue)

Crews from Macalpine Road and the specialist Water Rescue team from Kingsway East responded to a call for assistance to the reservoir at Clatto Country Park. A lady had entered the water to retrieve her dog that had fallen through the ice. The lady was distressed and her condition was causing concern. The Scottish Ambulance Service also attended due to the potential for hypothermia. Unfortunately crews could not retrieve the dog which had disappeared under the ice. This particular incident was one of many across the country which prompted calls for members of the public to stay away from frozen waterways, as they present a significant risk to life.

29 November 2013 – Clutha Bar (Major Incident)

Resources from all over Scotland attended the scene of a helicopter that had crashed into a bar in Glasgow City Centre. Specialist resources from the Scottish Fire and Rescue Service (SFRS) including a team from Macalpine Road Fire Station in Dundee trained in Urban Search and Rescue, Scottish Ambulance Service and Police Scotland attended the incident at the Clutha Bar on Stockwell Street, Glasgow.

Around 125 firefighters, including specialist urban search and rescue teams, worked to shore-up the unstable building and excavate collapsed areas. This was an extremely difficult and complex

incident to deal with which tragically resulted in the loss of ten lives as well as many other people being injured.

5 December 2013 – Brown Constable Street (Dwelling Fire)

A total of 12 people were evacuated from a fire in a three storey block which is a converted mill in Brown Constable Street, Dundee in the early hours of the morning.

Eight people were led from flats within the block and four from the first floor flat, where the fire originated, were rescued by firefighters. Two were rescued using a 13.5m ladder and two were taken down the stairwell. The flat was extensively damaged by smoke and fire and firefighters in breathing apparatus used two main jets and two hosereel jets to extinguish the fire. Firefighters worked closely with their colleagues at Police Scotland to ensure everyone was removed from the building and accounted for.

Two people were taken to hospital for treatment in relation to minor burns and smoke inhalation and two were checked over at the scene and later discharged.

30 December 2013 – Lochee Road (Emergency Special Service)

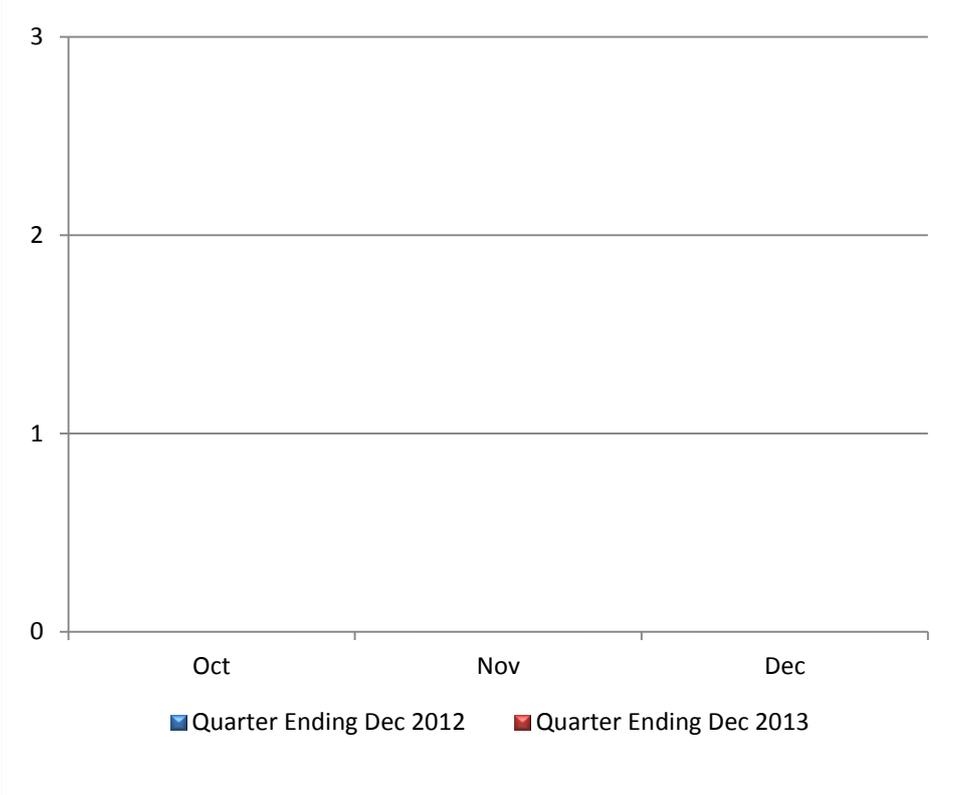
Crews from Macalpine Road Fire Station attended the incident following reports of a wall collapse in the Lochee Road area. It was quickly established that there had been a major collapse of the retaining wall between Rankine Street and Lochee Road leading to a substantial landslide. Crews worked in conjunction with other emergency service personnel and local authority staff to evacuate a number of affected properties and ensure the safety of members of the public. Crews also used specialist Thermal Image Camera's (TIC) to ensure there were no persons within the affected area.

4 LOCAL AREA PERFORMANCE INDICATORS

The local service continues to improve performance in a number of areas. For period ending 31st December 2013, Eleven of the Fifteen LAPI's are showing that performance is on track/or exceeding the target and at this stage are therefore contributing towards achieving the priorities in the Dundee Local Fire and Rescue Plan 2013-14.

Detailed on the following pages are the Local Area Performance Indicators, associated graphs and commentary that provide an analysis of the performance, and highlight factors that have contributed to good levels of performance against the priorities set out in the Local Fire and Rescue Plan.

Where a LAPI's shows that performance is not on track for meeting a target, this triggers an action plan, which details the steps that will be taken to bring performance back on track for delivering the priorities in the Local Fire and Rescue Plan 2013-14.

LAPI 1 – Number of fatalities arising from fires	Target: Zero													
 <p>The chart displays the number of fatalities arising from fires for two quarters: Quarter Ending Dec 2012 (blue bars) and Quarter Ending Dec 2013 (red bars). The Y-axis represents the number of fatalities, ranging from 0 to 3. The X-axis shows the months Oct, Nov, and Dec. Both quarters show zero fatalities across all three months.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Quarter Ending Dec 2012</th> <th>Quarter Ending Dec 2013</th> </tr> </thead> <tbody> <tr> <td>Oct</td> <td>0</td> <td>0</td> </tr> <tr> <td>Nov</td> <td>0</td> <td>0</td> </tr> <tr> <td>Dec</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Month	Quarter Ending Dec 2012	Quarter Ending Dec 2013	Oct	0	0	Nov	0	0	Dec	0	0	<p>This Performance Indicator is used to measure progress against:</p> <ul style="list-style-type: none"> • Priority 1 - Reduce Casualties by 5% <p>Supporting Dundee Single Outcome Agreement:</p> <ul style="list-style-type: none"> • Our communities are safe and feel safe • We have improved the safety of our local communities by reducing risk to life, property and the environment from fire. 	
Month	Quarter Ending Dec 2012	Quarter Ending Dec 2013												
Oct	0	0												
Nov	0	0												
Dec	0	0												

Local Senior Officer’s Comments:

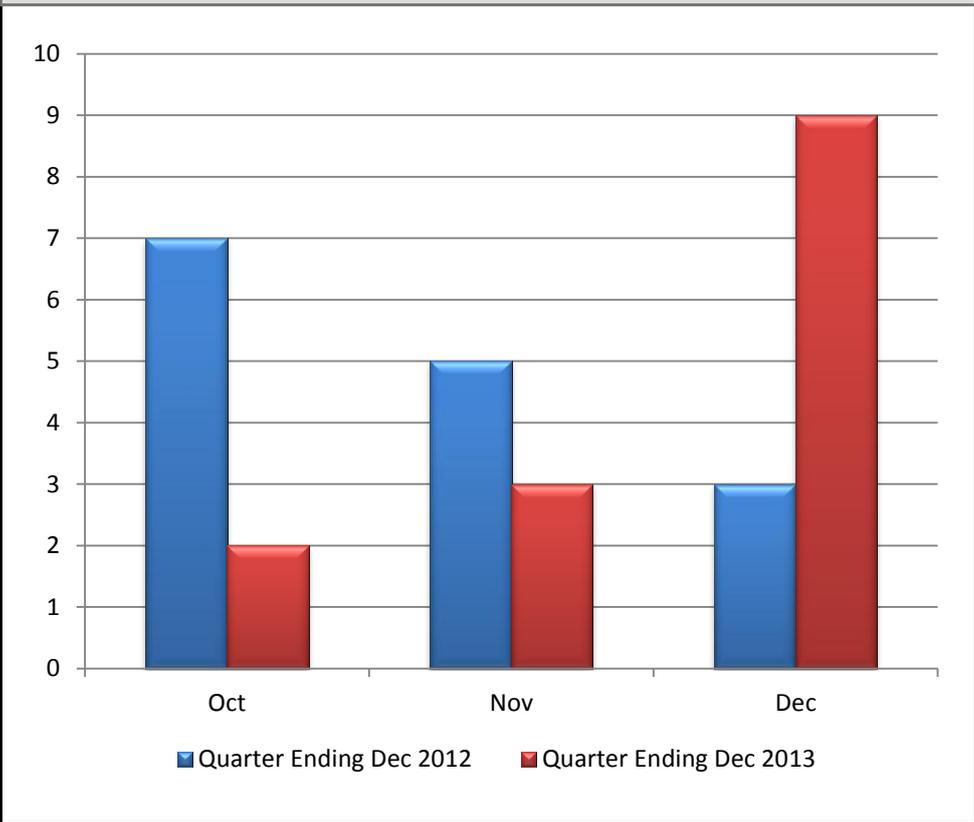
The prevention of fire related deaths is a key priority therefore a target of zero fire deaths has been set.

Pleasing to report is the fact that there have been no fatalities arising from fire within the Dundee area during this reporting period and we remain on track to achieve our annual target.

We continue to develop links with partner agencies with the aim of identifying persons considered vulnerable to the effects of fire in order that we can develop joint risk reduction strategies. Our Home Fire Safety Visit initiative and local strategy in conjunction with the development of closer partnership working arrangements has been instrumental in contributing to safer communities.

LAPI 2 – Number of injuries arising from fires

Target: 5%
reduction on
previous year



This Performance Indicator is used to measure progress against:

- **Priority 1 - Reduce Casualties by 5%**
Supporting Dundee Single Outcome Agreement:
- **Our communities are safe and feel safe**
- **We have improved the safety of our local communities by reducing risk to life, property and the environment from fire.**

Local Senior Officer's Comments:

This performance indicator measures any person who has received any form of first aid treatment or medical attention at the scene of an incident regardless of the nature of the injury. This could range from a person receiving a precautionary check at the scene of an incident to removal to hospital for severe smoke inhalation.

We have established a challenging target for the reduction of injuries arising from fires and unfortunately have encountered more people recorded as injuries within the reporting period than our established target. In total we have encountered and reported a total of 14 people injured as a consequence of fires within domestic properties against a target of 11. Further analysis has identified that of the nine incidents that resulted in fire casualties, three separate incidents resulted in multiple casualties (8 casualties in total). A total of three casualties were taken to hospital for further treatment/ assessment. At one of the incidents 4 occupants from the flat affected by fire were checked over by paramedics, two of which were taken to hospital for further treatment/assessment, one for minor burns and one for smoke inhalation. A further casualty from a separate incident was taken to hospital as a precaution with smoke inhalation, none of the three casualties taken to hospital suffered any severe injuries. By far the biggest cause of fire in all incidents resulting in injuries was careless cooking (12 casualties), alcohol was also a contributory factor in four of the incidents (7 casualties).

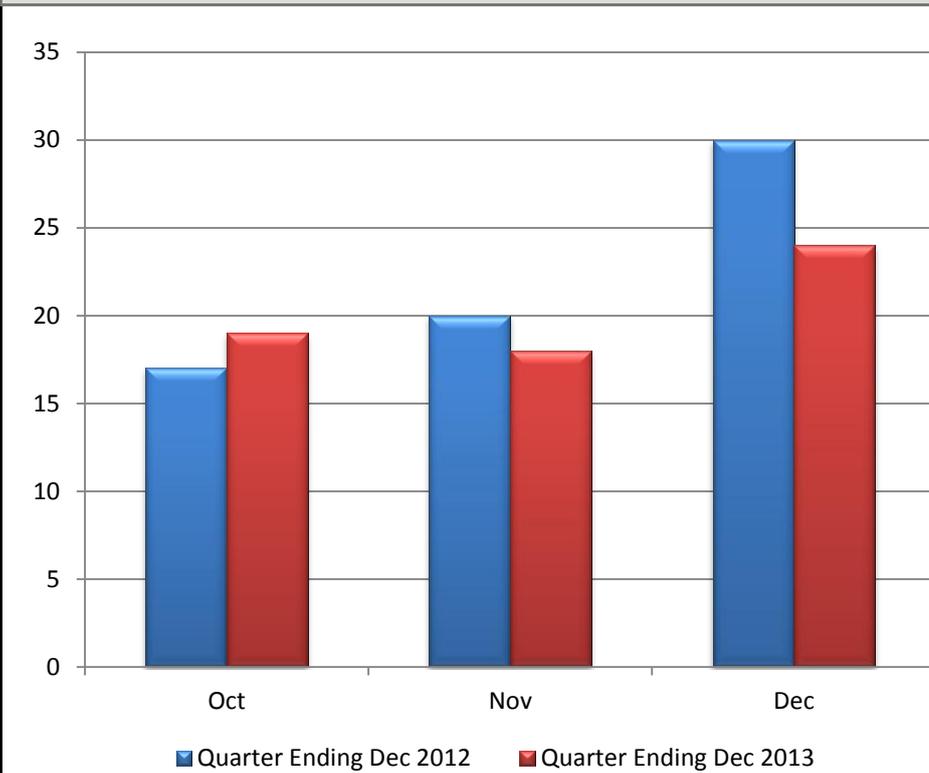
This is the third consecutive quarter where we have encountered more casualties than our target. In total we have encountered 60 casualties during the first nine months of the year against a target of 39. Our annual reduction target is 52 and therefore this won't be achieved.

Although very much anecdotal, an improved awareness of the effects of smoke inhalation particularly amongst older people has led to attending crews requesting an ambulance and administering oxygen as a precautionary measure more frequently. Although this statistically demonstrates that we are experiencing an increase in fire related casualties this clearly contributes to improved outcomes for patient care which correlates to the continued reduction in fire fatalities.

A case study is conducted following every injury from fire in a dwelling. The purpose of the case study is to identify the circumstances surrounding the incident to enable the development of an action plan with the aim being to reduce or eliminate further risk based on the lessons learned. Where necessary our partner agencies contribute to these case studies to develop appropriate care packages aimed at reducing the risk of fire within our communities.

LAPI 3 – Number of dwelling fires

Target: 5% reduction on previous year



This Performance Indicator is used to measure progress against:

- **Priority 2 – Reduce Primary Fires by 5%**

Supporting Dundee Single Outcome Agreement:

- **Our Communities are safe and feel safe.**

We have improved safety of our local communities by reducing the risk to life, property and the environment from fire.

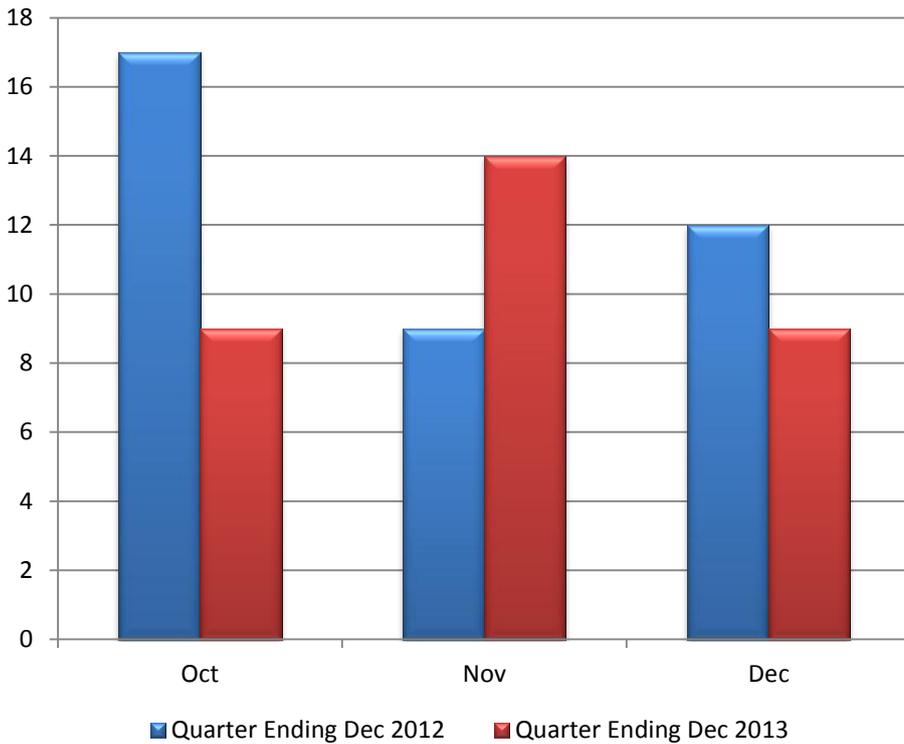
Local Senior Officer’s Comments:

A total 61 dwelling fires were attended by operational crews during the third quarter of 2013-14. This number of incidents is below the set target of 64 and is the third consecutive quarter that we have achieved our target reduction and are on track to achieve our annual target. In total during the first nine months we have attended 172 dwelling fires against a target 190. Our annual target is 256.

Local Risk Managers will continue to provide Home Fire Safety visits within all areas of Dundee to ensure that our communities are not at risk to fire within their homes. During these visits crews will ensure that occupiers are made aware of the risk of fire caused when cooking and disposing of smoking materials as almost half, seven of each, incidents were attributed to these activities.

LAPI 4 – Number of other primary fires (includes non-domestic buildings and motor vehicles)

Target: **5% reduction on previous year**



This Performance Indicator is used to measure progress against:

- **Priority 2 – Reduce Primary Fires by 5%**

Supporting Dundee Single Outcome Agreement:

- **Our Communities are safe and feel safe.**

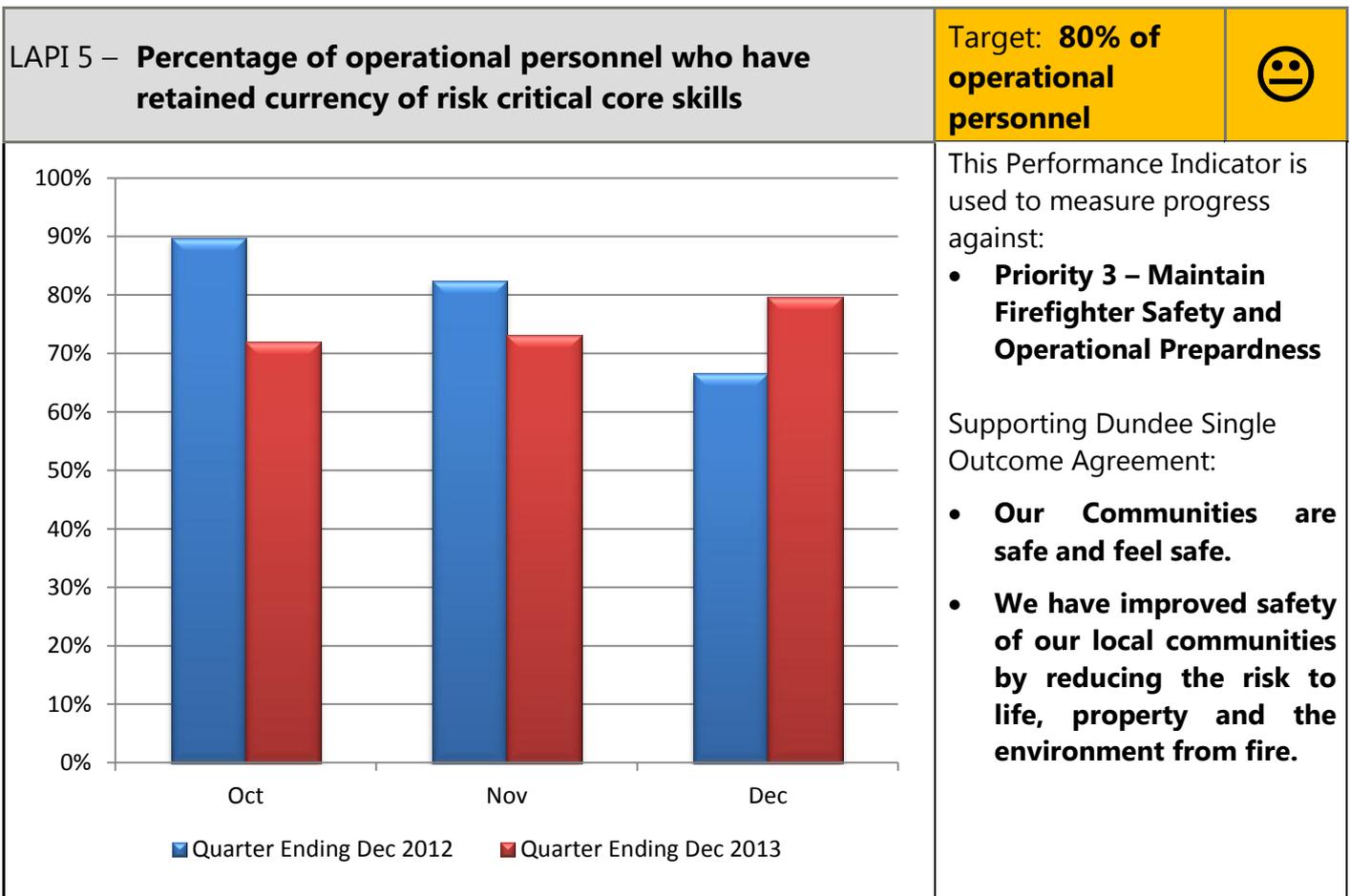
We have improved safety of our local communities by reducing the risk to life, property and the environment from fire.

Local Senior Officer’s Comments:

There were a total of 32 other primary fire incidents which were attended by operational crews during the third quarter of 2013-14. This number of incidents is again below the set target of 34 and is the third consecutive quarter that we have achieved our target reduction and are on track to achieve our annual target. In total during the first nine months we have attended 78 other primary fire incidents against a target 91. Our annual target is 121.

Of the 32 incidents attended 13 were recorded as vehicle fires, two of which were caused by deliberate ignition. The other 19 incidents were in non-domestic buildings including unoccupied buildings, student residences, engineering premises etc. where all but two were recorded as accidental ignition. The main cause of these fires appears to be electrical.

Fires within commercial premises can have a serious impact upon the local economy. Fire Safety managers continue to support local businesses to provide advice and to ensure compliance with fire safety legislation.

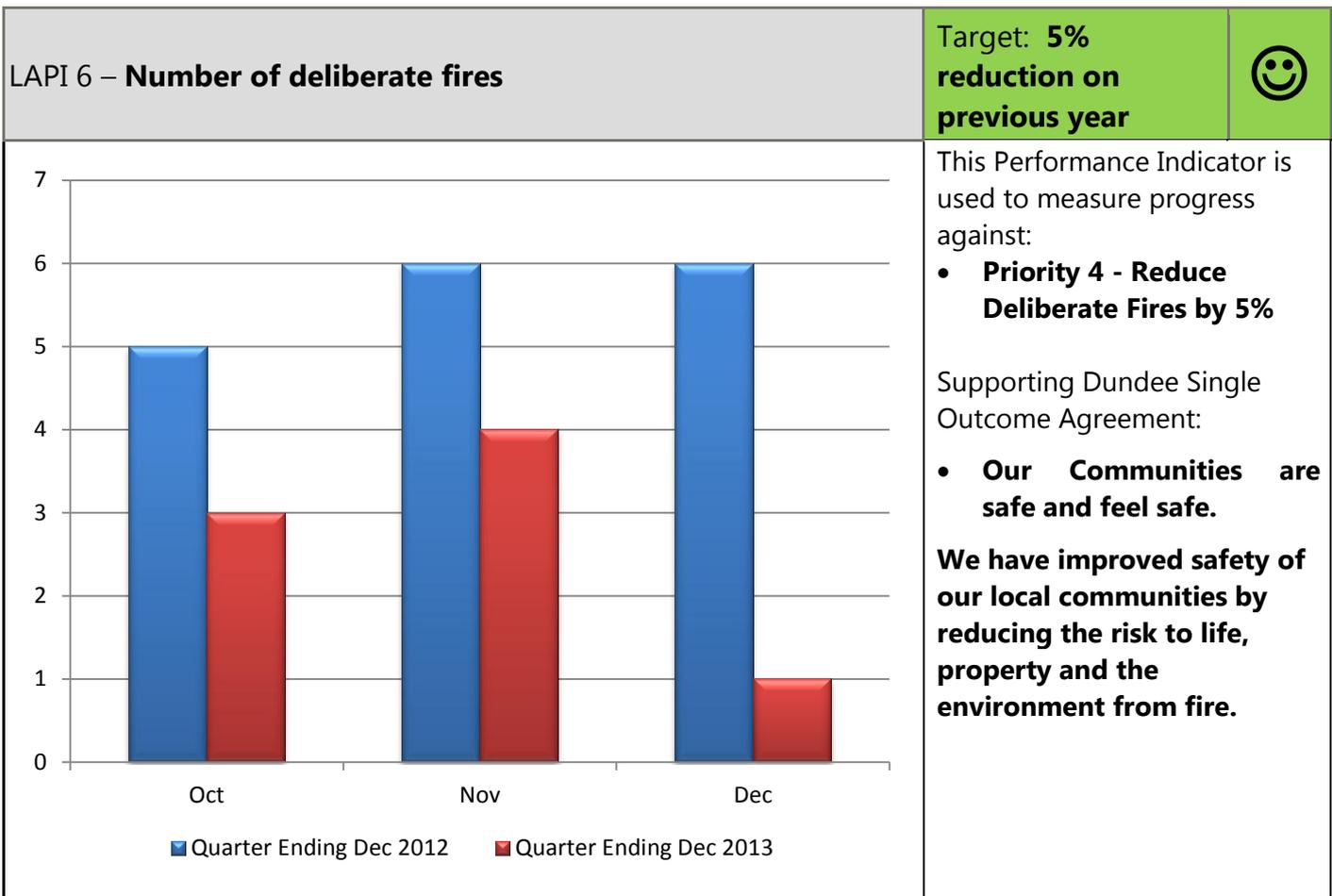


Local Senior Officer’s Comments:

We are committed to ensuring that we have a competent workforce equipped with the essential knowledge and skills to ensure that they can undertake their role in an efficient, effective and safe manner. We have therefore identified core skills which have been deemed as critical to maintaining competence and ensuring the safety of firefighters at incidents. The identified risk critical core skills and frequency of refresher training and assessment are provided below:

- Breathing Apparatus – 2 yearly
- Compartment Fire Behaviour – 2 yearly
- Road Traffic Collisions – 3 yearly
- First Aid – 3 yearly

We currently have 204 wholtime and 14 retained (including 26 trainees who are not yet deemed competent in their role) operational (station based) personnel working in Dundee to provide an emergency response capability. At the end of this reporting period a total of 75% of personnel have demonstrated competence in all of the core skills. Whilst this is slightly below the target of 80% this is mainly due to the number of individuals who are waiting to be assessed in just one of the areas detailed above as well as a number of individuals who are on long term sick. On-going training in each of these areas however continues to be provided at station level. Personnel who cannot demonstrate competence in all areas are required to complete the required development programme at the earliest opportunity.



Local Senior Officer’s Comments:

A total of 8 deliberate primary fires were attended by operational crews during the third quarter of 2013-14. This number of incidents is well below the set target of 18 for the quarter. In total during the first nine months we have attended 49 deliberate primary fires against a target of 55. Our annual target is 69.

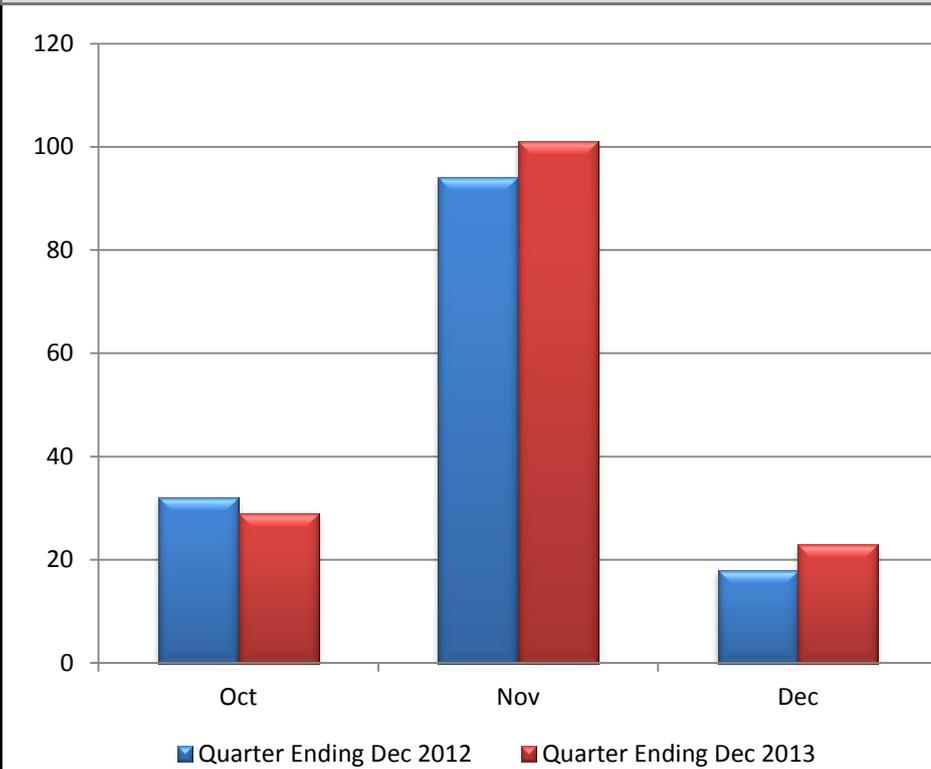
Five of these incidents were dwelling fires, two were vehicle fires and one was located within a non-domestic buildings.

Intelligence specifically in relation to the building fires has been shared with our partners as part of the multi-agency tasking and co-ordinating meetings and also the fire related anti-social behaviour group where discussions have led to improvements with the security at these premises and increased patrols in their area.

Local managers have been working closely with partner agencies to identify those responsible in order to reduce incidents of this type. Where young people are identified as having committed these acts they are referred to our prevention team where appropriate, as part of our ‘Fire Setters’ intervention programme.

LAPI 7 – Number of deliberate secondary fires

Target: 5% reduction on previous year



This Performance Indicator is used to measure progress against:

- **Priority 4 - Reduce Deliberate Fires by 5%**

Supporting Dundee Single Outcome Agreement:

- **Our Communities are safe and feel safe.**

We have improved safety of our local communities by reducing the risk to life, property and the environment from fire.

Local Senior Officer’s Comments:

A total of 153 deliberate secondary fires were attended by operational crews during the third quarter of 2013-14. Disappointingly this number of incidents is well above the set target of 106 for the quarter. This is the third consecutive quarter where we have attended more deliberate secondary fires than our target. In total we have attended 455 deliberate secondary fires during the first nine months of the year against a target of 275. Our annual target is 340 and therefore won't be achieved.

Analysis of the incidents attended has highlighted that only three wards (Coldside, Lochee and The Ferry) have met their individual target for the quarter. Further analysis of the quarter has identified the areas that are of particular concern are located within the East End Ward (Actual 33, Target 16), Strathmartine Ward (Actual 32, Target 16), North East Ward (Actual 35, Target 25) and West End Ward areas (Actual 13, Target 5).

It was however pleasing to note that on 5th November 2013 there was a significant reduction of unauthorised bonfires attended by local fire and rescue resources with 31 incidents being attended in comparison to 44 the previous year.

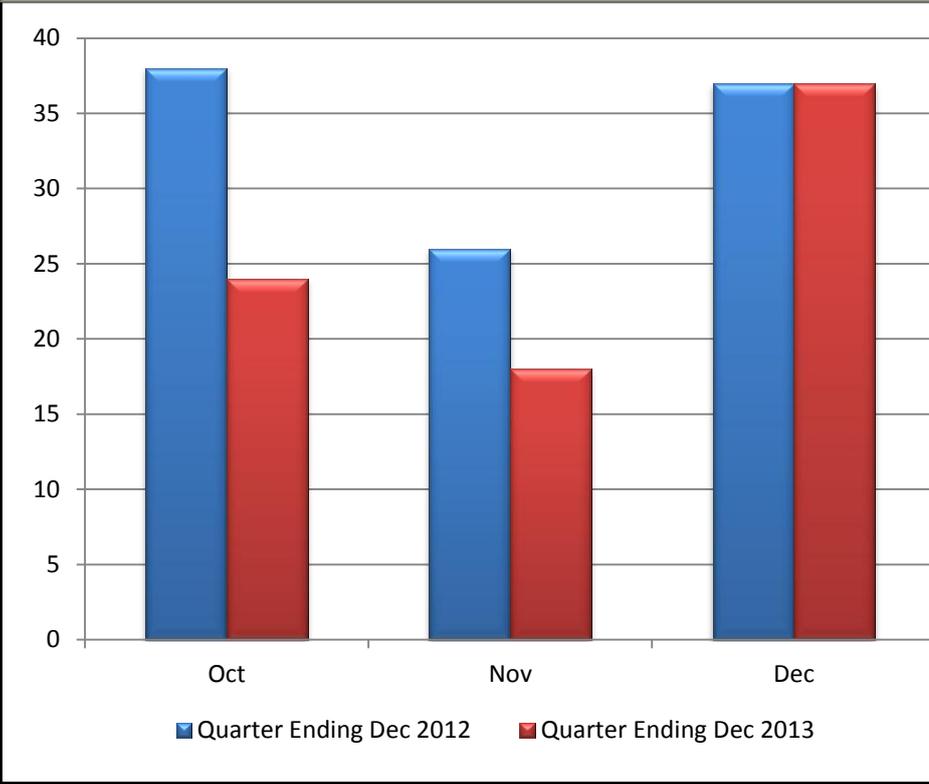
Local managers have been working closely with Police Scotland and other partners to address this matter. Intelligence is shared regularly as part of the multi-agency tasking and co-ordinating meetings and also the fire related anti-social behaviour group where discussions have led to a number of actions being taken to address this issue. In conjunction with the social work

department we continue to work with a number of youths in our 'Fire Setters' intervention programme which aims to educate youths against the dangers of firesetting.

Analysis of data has determined that occurrences of secondary fires rise during the build too, and including bonfire night. The prevention team will seek to concentrate messaging and education of young people during the build-up to bonfire night as well as work in partnership to reduce the occurrence of deliberate fires.

**LAPI 8 – Number of Emergency Special Service Calls
(Includes Road Traffic Collisions and Flooding)**

Target: **5% reduction on previous year**



This Performance Indicator is used to measure progress against:

- **Priority 5 - Reduce Emergency Special Service Calls (ESSC) by 5%**

Supporting Dundee Single Outcome Agreement:

Our Communities are safe and feel safe.

Local Senior Officer’s Comments:

Emergency Special Service Calls (ESSC’s) can include a wide variety of incidents from Road Traffic Collisions (RTC’s), water rescues and flooding, through to the removal of dangerous objects from height such as loose masonry or people becoming trapped and requiring to be rescued. The number of these calls can often be attributed to severe weather conditions being experienced within the local area therefore the number of incidents of this type has a tendency to fluctuate with trends proving to be challenging to predict.

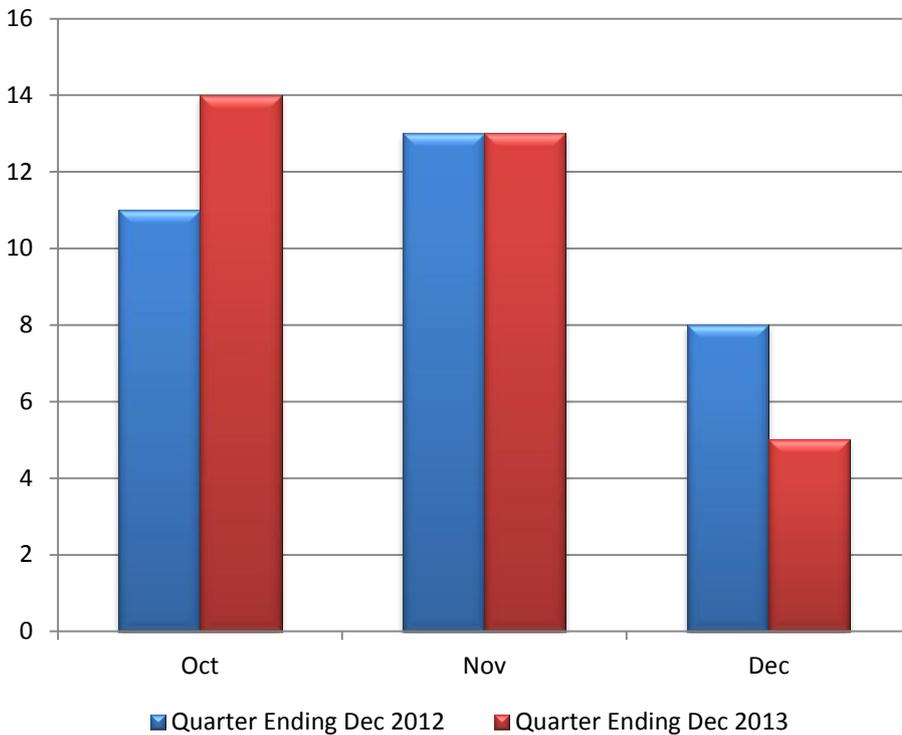
A total of 79 ESSC incidents were attended by operational crews during the third quarter of 2013-14. This number of incidents is well below the set target of 113 for the quarter. In total during the first nine months we have attended 240 ESSC incidents against a target of 248. Our annual target is 318.

Further analysis of the ESSC’s attended by the SFRS has highlighted that largest percentage of incidents attended were to deal with dangerous structures/ making areas safe (30). Other incidents attended were to assist people locked either in or out of their property (8), persons stuck in lifts (8), incidents involving flooding (4) and hazardous material incidents (2). There were also three RTC’s attended by the SFRS during the reporting period, only one of which required Firefighters to extricate a casualty. The remaining incidents were lower in number and ranged from animal rescues to assisting other agencies and clearing away non-hazardous waste.

Locally we continue to work with partners to raise awareness of non-fire related risks. We continue to support road safety initiatives such as the Safe Drive Stay Alive event took place in the Caird Hall during November 2013.

LAPI 9 – Number of malicious false alarm calls

Target: 5% reduction on previous year



This Performance Indicator is used to measure progress against:

- **Priority 6 - Reduce Unwanted Calls by 10%**

Supporting Dundee Single Outcome Agreement:

- **Our Communities are safe and feel safe.**

Local Senior Officer’s Comments:

Malicious false alarms take the form of calls to the Scottish Fire and Rescue Service from mobile telephones and landlines reporting fires or other emergency incidents. These calls also include the deliberate actuation of fire alarm systems normally through the activation of break glass call points or detector heads.

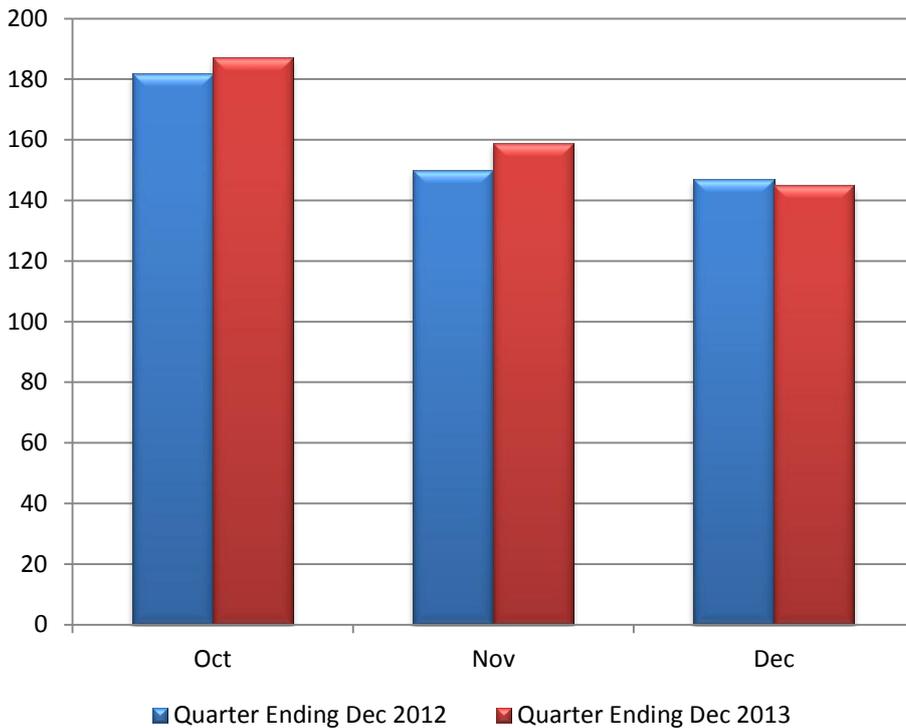
There were a total of 32 malicious false alarm calls which were attended by operational crews during the third quarter of 2013-14. This number of incidents is unfortunately above the set target of 25, however due to our target reduction being achieved in both the 1st and 2nd quarter we remain on track to achieve our annual target. In total during the first nine months we have attended 79 malicious false alarm calls against a target 80. Our annual target is 107.

Analysis of the malicious false alarm calls attended during the reporting period has highlighted that 9 incidents were directly linked to student accommodation (Heathfield/ Belmont Halls/Campus apartments/ Crosslane Students Accommodation). A further 5 incidents were to St Pauls Roman Catholic Academy, 2 were to the Carseview Centre at Ninewells and another 2 incidents were at 2 different primary schools. The remaining incidents were isolated and were at a mixture of shopping centres, supermarkets, nursing home and individual addresses.

Station personnel and prevention staff continue to educate our communities about the negative impact that these calls have upon our emergency response capability.

LAPI 10 – **Number of unwanted fire signal calls from non-domestic premises**

Target: **10% reduction on previous year**



This Performance Indicator is used to measure progress against:

- **Priority 6 - Reduce Unwanted Calls by 10%**

Supporting Dundee Single Outcome Agreement:

- **Our Communities are safe and feel safe.**

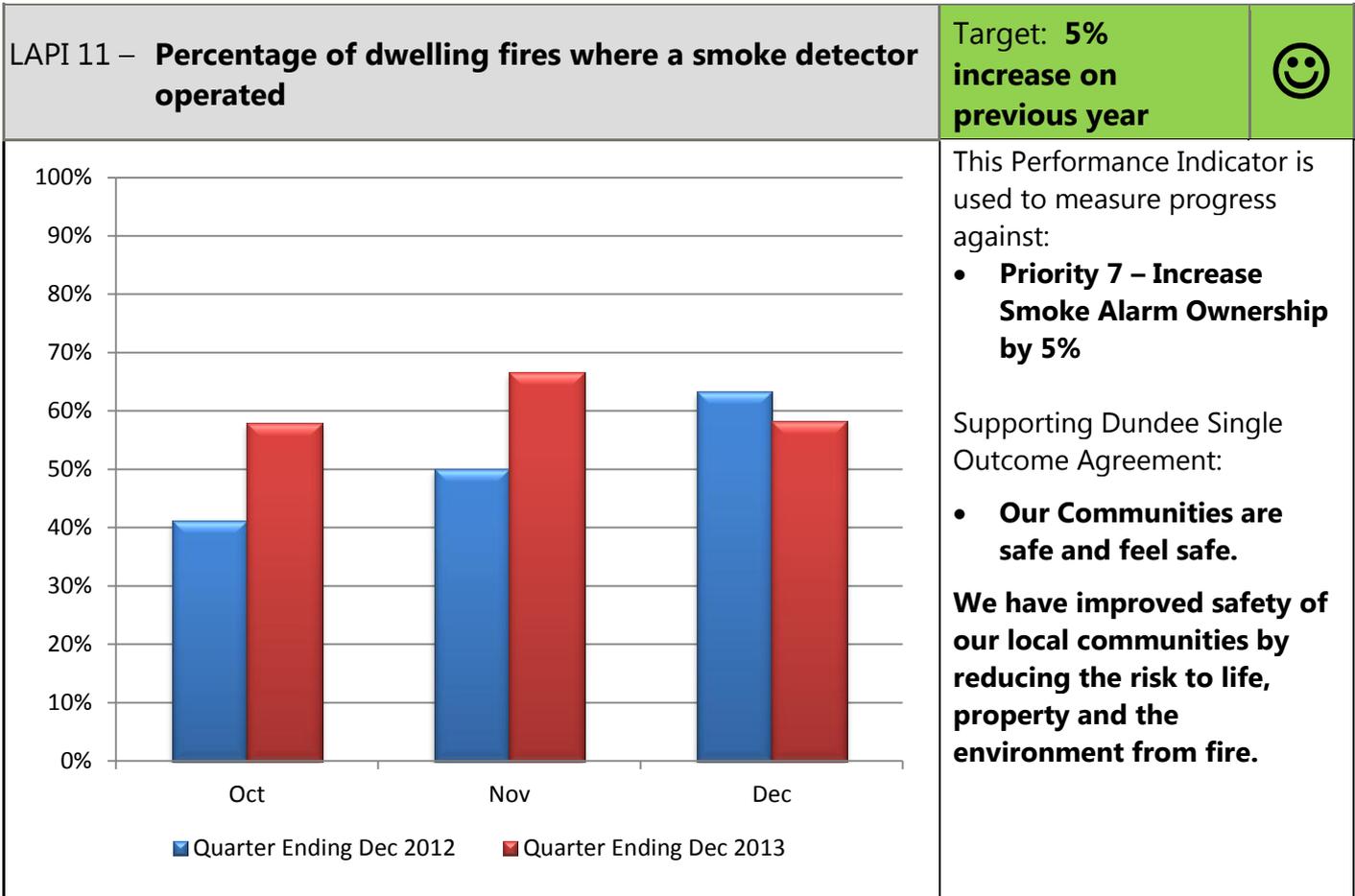
Local Senior Officer’s Comments:

Unwanted Fire Signal (UwFS) calls are experienced where an Automatic Fire Alarm (AFA) system is activated due to reasons other than a fire. This can range from accidental activations from cooking, steam from a shower or a technical fault with a system.

A total of 491 UwFS were attended by operational crews during the second quarter of 2013-14. Disappointingly this number of incidents is above the target of 482 for the quarter. This is the third consecutive quarter where we have attended more UwFS calls than our target. In total we have attended 1473 UwFS calls during the first 6 months of the year against a target of 1370. Our annual target is 1704.

The main cause of the number of unwanted fire calls can be attributed to the number of calls received to sheltered housing complexes, student accommodation, hospitals and temporary accommodation providers.

Operational personnel as well as dedicated Prevention and Protection staff continue to visit repeat callers to identify means of reducing this type of event.



Local Senior Officer’s Comments:

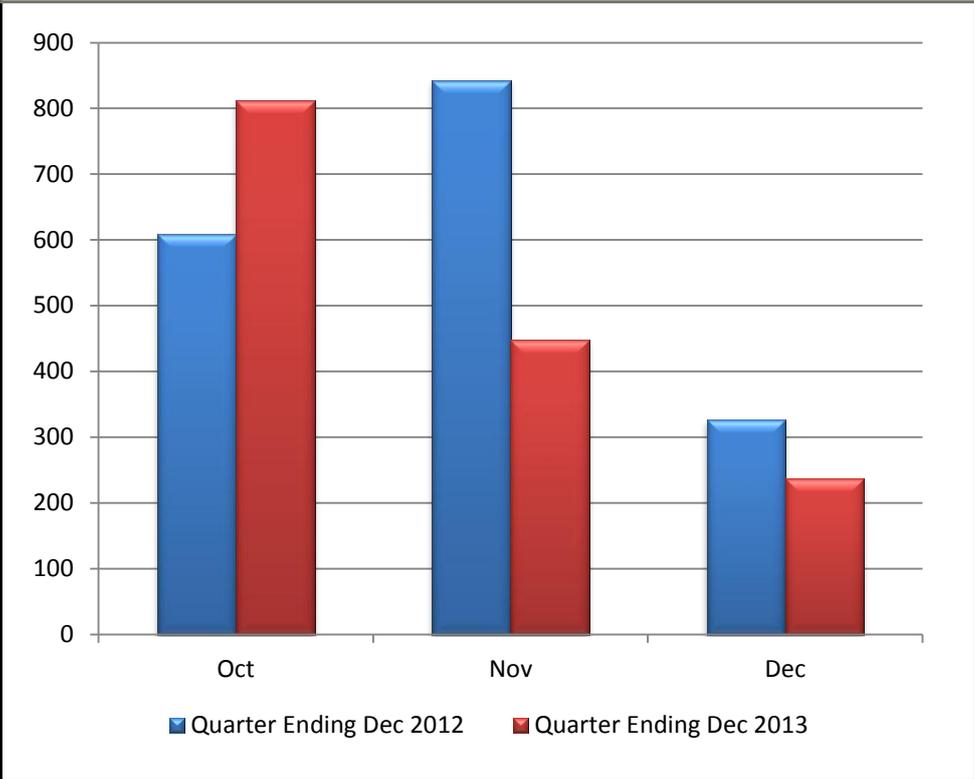
This performance indicator is intended to direct our HFSV and fire safety education activities to those at risk from fire. Increasing smoke detector ownership promotes the early detection of fire, reduces the likelihood of occupiers suffering injury and limits any damage caused to property. For the second consecutive quarter we have achieved our target of dwelling fires that have had a working smoke detector. During the third quarter, of the dwelling fires attended 61% had a working smoke detector that activated. We have therefore achieved our target of 54% for the third quarter and are on track to achieve our annual target of 57%.

Our HFSV programme is aimed at increasing the level of smoke detector ownership and maintenance. We continue to work with partner agencies and recently shared information with Community Alarm users to conduct HFSV in their properties.

We continue to work with partner agencies to identify those most vulnerable to the effects of fire in order that we can properly target our initiatives and HFSV’s. We are also endeavouring to improve the sharing of information to expand the scope of ‘Home Safety’ activities that can be incorporated into these visits e.g. referral to falls, smoking cessation, crime prevention etc. The intention being to ensure improved targeting of prevention activities to those deemed most at risk.

LAPI 12 – Number of Home Fire Safety Visits (HFSV)

Target: **Maintain Target from previous year**



This Performance Indicator is used to measure progress against:

- **Priority 1 - Reduce Casualties by 5%**
- **Priority 2 – Reduce Primary Fires by 5%**

Supporting Dundee Single Outcome Agreement:

- **Our communities are safe and feel safe**
- **We have improved the safety of our local communities by reducing risk to life, property and the environment from fire.**

Local Senior Officer’s Comments:

During 2013/14 we aim to maintain the same target of performance output for HFSV’s as during 2012/13 (7,054).

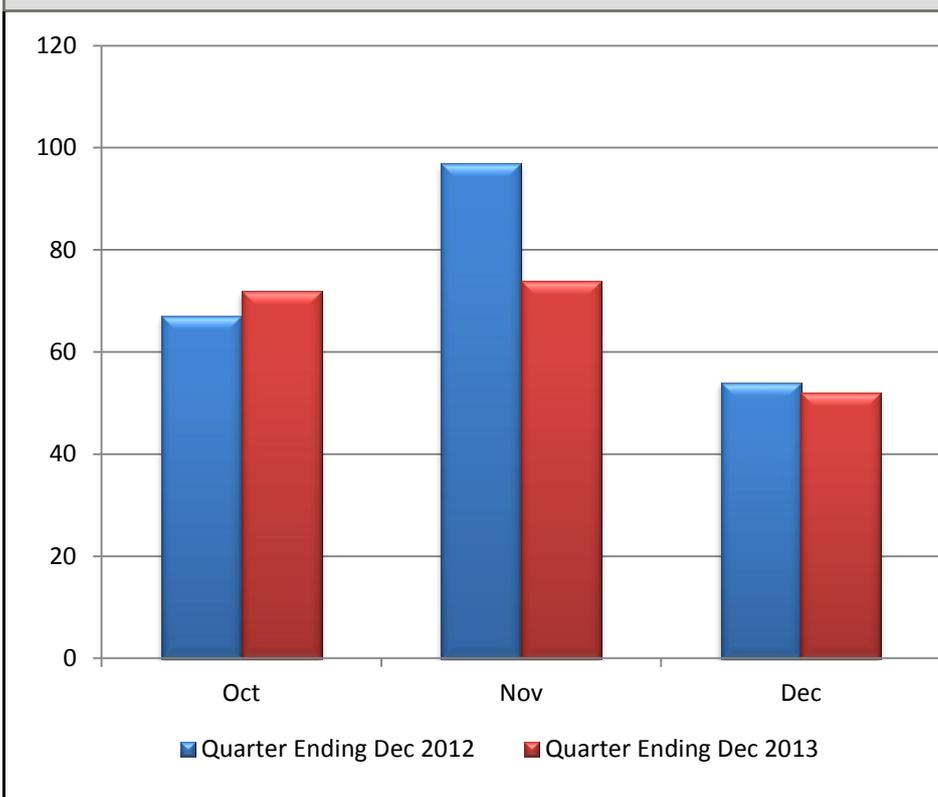
During the reporting period we undertook a total of 1,496 HFSV’s. Whilst this is below the target of 1,764 this is mainly due to the focus on reducing deliberate fires during October/November in the build up to bonfire night as well as the festive period forming part of the quarter. We are however well on track to achieve our annual target with 6,492 HFSV’s conducted during the first nine months of the year against a target of 5,292.

The majority of visits have been conducted using a direct targeted approach using local knowledge and intelligence to target higher risk areas. Additionally visits have been conducted following self referral and referral from a range of partner organisations as well as being conducted following our attendance at incidents.

Local managers continue to closely monitor the performance of all stations to ensure that these targets are achieved and to ensure fire safety advice and smoke detectors are available to all of our communities.

LAPI 13 – Number of Legislative Fire Safety Audits

Target: **Maintain target from previous year**



This Performance Indicator is used to measure progress against:

- **Priority 1 - Reduce Casualties by 5%**
- **Priority 2 – Reduce Primary Fires by 5%**

Supporting Dundee Single Outcome Agreement:

- **Our communities are safe and feel safe**
- **We have improved the safety of our local communities by reducing risk to life, property and the environment from fire.**

Local Senior Officer's Comments:

Similar to the planned HFSV target we aim to maintain the same target of performance output for legislative fire safety audits during 2013/14 as during 2012/13 (850).

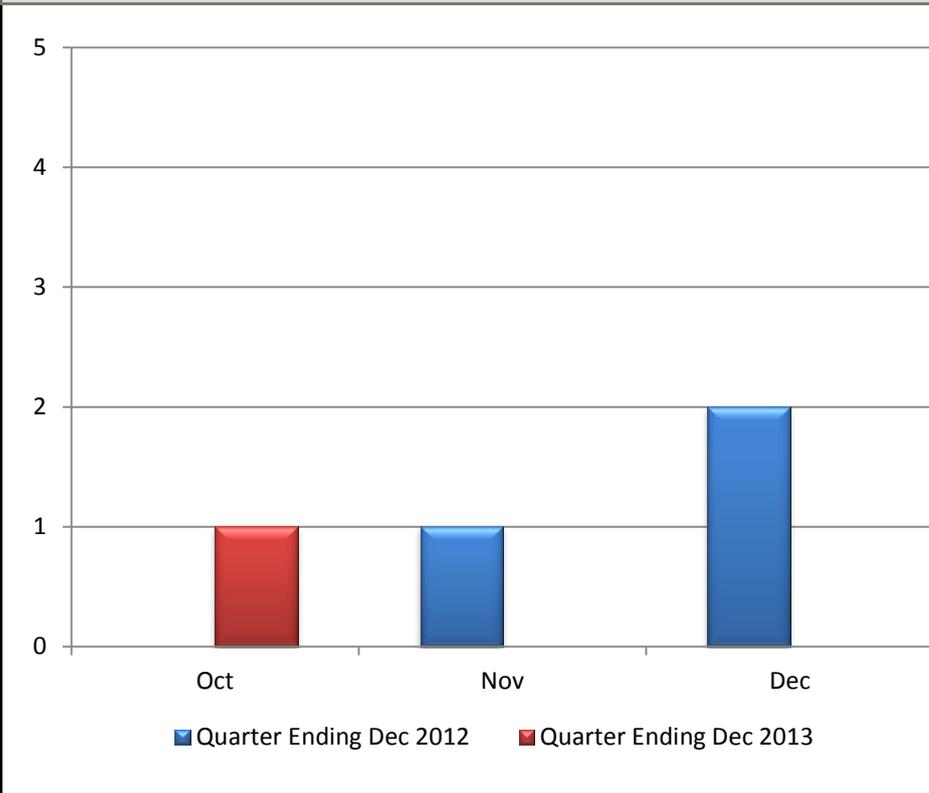
In relation to our statutory legislative fire safety requirements our fire safety enforcement personnel have been targeting specific premise types to ensure they comply with the fire safety requirements of the Fire (Scotland) Act 2005. Premise types that have been targeted are as follows:

- Care Homes
- Hospitals
- Houses of Multiple Occupation (HMO's)
- High/ Very High risk premises identified during a previous audit during 2012/13
- Any relevant premise who experiences a fire

During the reporting period we undertook a total of 198 legislative fire safety audits. Whilst this is just below the target of 213 this is mainly due a member of staff being unavailable as well as the festive period forming part of the quarter. We have however already achieved our annual target of audits with 1,140 legislative fire safety audits having been conducted during the first nine months of the year against a target of 637. The main reason for exceeding the target has been the high number of audits required in accordance with the Local Authority re-licensing schedule for HMO's.

LAPI 14 – Number of work related injuries reported

Target: 5% reduction on previous year



This Performance Indicator is used to measure progress against:

- **Priority 3 – Maintain Firefighter Safety and Operational Preparedness**

Supporting Dundee Single Outcome Agreement:

- **Our Communities are safe and feel safe.**
- **We have improved safety of our local communities by reducing the risk to life, property and the environment from fire.**

Local Senior Officer’s Comments:

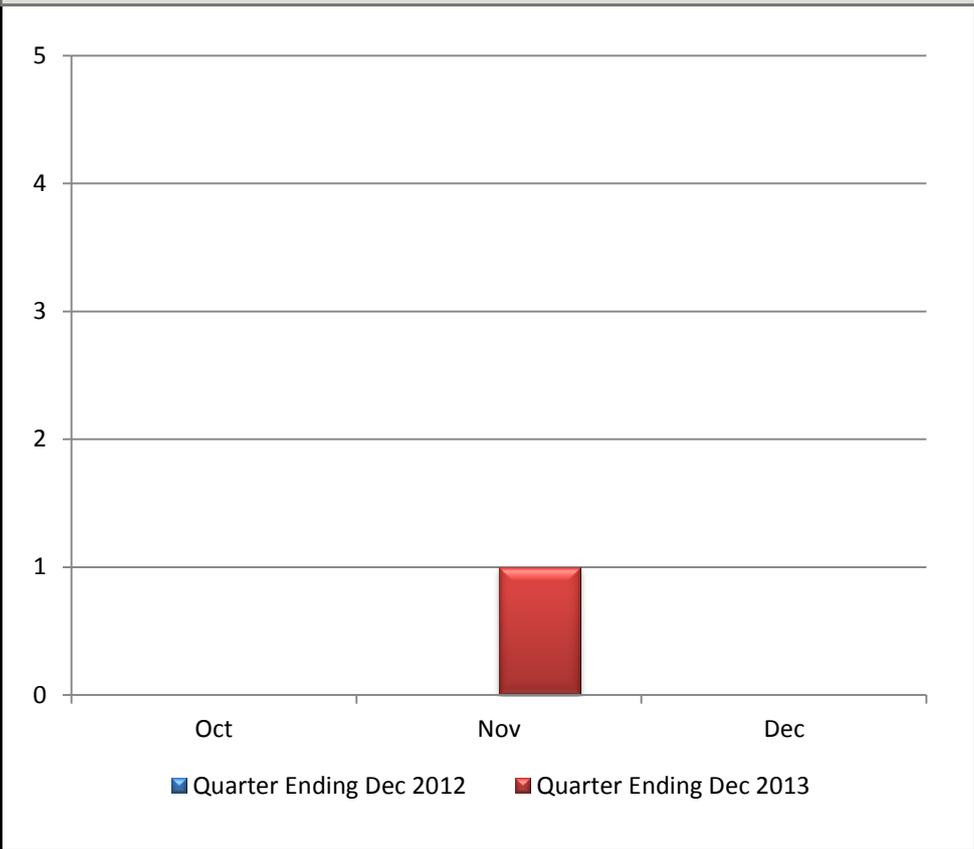
The SFRS greatly values the safety of firefighters and we will continue to facilitate realistic and meaningful training events to ensure both firefighter safety and the safety of our communities when we respond to emergency incidents. We will therefore continue to review our policies and practices and procedures to eliminate or reduce the likelihood of injuries sustained to staff as far as reasonably practicable.

During the reporting period there was 1 reported personal injury which is well below the target of 6. This injury occurred during routine maintenance on station and thankfully no working days were lost as the individual was able to remain at work.

In total during the first nine months of the year 16 injuries have been reported against a target of 17. We are therefore currently on track to achieve our annual target. The annual target is 23.

LAPI 15 – Number of attacks on firefighters (verbal or physical)

Target: **Zero**



This Performance Indicator is used to measure progress against:

- **Priority 3 – Maintain Firefighter Safety and Operational Preparedness**

Supporting Dundee Single Outcome Agreement:

- **Our Communities are safe and feel safe.**
- **We have improved safety of our local communities by reducing the risk to life, property and the environment from fire.**

Local Senior Officer’s Comments:

Unfortunately there has been one recorded act of violence against firefighters during the reporting period which occurred on the evening of 5th November 2013. This happened whilst attending an unauthorised bonfire where a number of youths threw fireworks at the attending firefighters. Thankfully no one was injured as a consequence of this. The SFRS greatly values the safety of firefighters and has placed a high importance in engaging and developing relations with members of our community.

Unfortunately due to this incident we can no longer achieve our annual target of 0, however as a public sector organisation the SFRS will continue to forge positive relations with the local community and its partner organisations in order to improve community safety and promote responsible citizenship.

5 CONTACT DETAILS

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