

**REPORT TO: DUNDEE CITY COUNCIL POLICY AND RESOURCES COMMITTEE**

**REPORT NUMBER – 215-2014**

**12<sup>th</sup> MAY 2014**

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

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**SUBJECT: FIRE AND RESCUE QUARTERLY PERFORMANCE REPORT - 1 JANUARY  
TILL 31 MARCH 2014**

**Abstract**

The Report contains performance information relating to the fourth quarter (January-March) of 2013/14 on the performance of the Scottish Fire and Rescue Service in support of Member scrutiny of local service delivery as well as the accumulative performance for the first full year of the new Service

**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 18<sup>th</sup> 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 4 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 5 out of the 15 indicators and targets set, these were;

<b>Performance Indicator</b>	<b>Quarterly Target</b>	<b>Actual Performance</b>	<b>Positive Variance</b>	<b>Progress against annual target</b>
Fatalities arising from fire	0	0	0	Achieved
Number of injuries arising from fires	13	12	1	Not met (see 5.3)
Number of dwelling fires	65	47	18	Achieved
% of dwelling fires where smoke alarm operated	54%	60%	6%	Achieved
Number of work related injuries	6	2	4	Achieved

4.4 Conversely there are 10 indicators and targets which were not met, some of which by only a small margin. These were;

<b>Performance Indicator</b>	<b>Quarterly Target</b>	<b>Actual Performance</b>	<b>Negative Variance</b>	<b>Progress against annual target</b>
Number of other primary fires	30	31	1	Achieved
% of personnel retaining currency in core skills	80%	64%	16%	Not met (see 5.4)
Number of deliberate primary fires	14	19	5	Achieved
Number of deliberate secondary fires	65	101	36	Not met (see 5.5)
Number of emergency special service calls	71	73	2	Achieved
Number of malicious false alarm calls	26	27	1	Achieved
Number of unwanted fire signals from non domestic premises	426	444	18	Not met (see 5.6)
Number of home	1764	895	869	Achieved

**NOT PROTECTIVELY MARKED**

fire safety visits				
Number of legislative fire safety audits	213	119	94	Achieved
Number of acts of violence against firefighters	0	1	1	Not met (see 5.7)

## **5 TWELVE MONTH PERFORMANCE REVIEW**

5.1 Taking the accumulative performance across the first year of the Scottish Fire and Rescue Service, 10 out of the 15 indicators/targets were met and are summarised below.

<b>Performance Indicator</b>	<b>2010/11 Actual</b>	<b>2011/12 Actual</b>	<b>2012/13 Actual</b>	<b>3 Year Average</b>	<b>2013/14 Actual</b>	<b>2013/14 Target</b>	<b>Positive Variance</b>
Fatalities arising from fire	4	2	1	2	0	0	0
Number of dwelling fires	332	275	269	325	219	256	37
Number of primary fires	197	168	127	164	109	121	12
Number of deliberate primary fires	102	93	73	89	68	69	1
Number of Emergency Special Service Calls	482	381	335	399	313	318	5
Number of malicious false alarm calls	150	146	113	136	106	107	1
% of dwelling fires where smoke alarm operated	52%	47%	52%	50%	60%	57%	3%
Number of home fire safety visits	6158	7244	7121	6841	7343	7054	289
Number of legislative fire safety audits	1480	917	1062	1153	1259	850	409
Number of work related injuries	22	27	27	25	19	23	4

5.2 Conversely the accumulative performance across the same period has highlighted that there are 5 indicators that weren't met and are summarised below.

Performance Indicator	2010/11 Actual	2011/12 Actual	2012/13 Actual	3 Year Average	2013/14 Actual	2013/14 Target	Negative Variance
Number of injuries arising from fires	43	50	55	49	72	52	20
% of personnel retaining currency in core skills	N/A	N/A	74%	74%	70%	80%	10%
Number of deliberate secondary fires	815	594	358	589	556	340	216
Number of unwanted fire signals from non domestic premises	1970	1881	1893	1914	1917	1704	213
Number of acts of violence against firefighters	7	8	1	5	2	0	2

5.3 Number of injuries arising from fire. The target set has not been achieved with a total of 72 injuries being encountered and therefore the annual reduction target of 52 has not been achieved. 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 performance indicator has not been met. In the majority of cases this is due to a number of personnel required to demonstrate competence in just one area. The accumulative figure for the financial year is that 70% of personnel demonstrated competence in all of the core skills. One caveat in relation to this performance indicator is that this continuously changes throughout the year as and when personnel are due for assessment and therefore the figure taken at the end of each quarter is a snap shot in time and may not give a true reflection of the percentage of personnel who retained currency over the whole time period.

5.5 Number of deliberate secondary fires. In total 556 deliberate secondary fires have been attended and therefore the annual reduction target of 340 incidents has not been 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. 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 have been two recorded acts of violence against firefighters. One occurred on the evening of 5<sup>th</sup> November 2013 and happened whilst attending an unauthorised bonfire where a number of youths threw fireworks at the attending firefighters. The second occurred in the early hours of the morning on 11<sup>th</sup> January 2014. This followed our attendance at Belmont Flats Student Village in response to a fire alarm actuating which turned out to be a break glass call point activated maliciously. Thankfully no one was injured as a consequence of these incidents.

## **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 4 (January to March 2014) and summarises performance against the targets set for the first twelve months of the Scottish Fire and Rescue service from April 2013 to March 2014. 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 next financial year will be to maintain the standard where performance meets or exceeds the target whilst seeking improvement in the areas where performance is off target.

**NOT PROTECTIVELY MARKED**

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