

**REPORT TO: DUNDEE CITY COUNCIL COMMUNITY SAFETY AND PUBLIC  
PROTECTION COMMITTEE**

**REPORT NUMBER – 171-2017**

**12<sup>TH</sup> JUNE 2017**

**Report by Area Manager Colin Grieve, Scottish Fire and Rescue Service**

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**SUBJECT: FIRE AND RESCUE QUARTERLY PERFORMANCE REPORT  
1<sup>st</sup> January TO 31<sup>st</sup> MARCH 2017**

**Abstract**

The Report contains performance information relating to the fourth quarter (January - March) of 2016-17 on the performance of the Scottish Fire and Rescue Service in support of Member scrutiny of local service delivery.

**1 PURPOSE OF THE REPORT**

To provide information for the Committee regarding the performance of the Scottish Fire and Rescue Service against the priorities, outcomes and performance indicators detailed within the Local Fire and Rescue Plan for Dundee 2014-17, to facilitate local scrutiny.

**2 RECOMMENDATIONS**

It is recommended that members:

Note, scrutinise and question the content of this report.

**3 FINANCIAL IMPLICATIONS**

None.

**4 PERFORMANCE**

- 4.1 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.
- 4.2 The Local Fire and Rescue Plan for Dundee 2014-17 was approved by the Policy and Resources Committee on 18<sup>th</sup> March 2014.
- 4.3 The priorities and outcomes contained within the Local Fire and Rescue Plan reflect 'place' and the contribution of the Scottish Fire and Rescue Service to the Single Outcome Agreement and Delivery Plan for Dundee 2013-17.

4.4 In summary the following priorities are detailed within the plan:

- Priority 1 – Local Risk Management and Preparedness
- Priority 2 – Reduction of Accidental Dwelling Fires
- Priority 3 – Reduction in Fire Casualties and Fatalities
- Priority 4 – Reduction of Deliberate Fire Setting
- Priority 5 – Reduction of Fires in Non Domestic Properties
- Priority 6 – Reduction in Casualties from Non Fire Emergencies
- Priority 7 – Reduction of Unwanted Fire Alarm Signals

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

4.6 Appendix 2 attached to this report provides an overview of the three month performance against all performance indicators for the Dundee area.

## **5 EQUALITY IMPACT ASSESSMENT**

5.1 Not applicable.

## **6 ENVIRONMENTAL ISSUES**

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

## **7 SUMMARY**

7.1 The attached report updates members regarding significant community safety engagement activities and operational matters; and gives context to the performance of the Scottish Fire and Rescue Service in the Dundee area.

**Area Manager Colin Grieve**  
**Local Senior Officer**  
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Blackness Road  
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# QUARTERLY PERFORMANCE REPORT FOR DUNDEE



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

Quarter 4: 2016-2017 (1<sup>st</sup> January – 31<sup>st</sup> March)

**Working together  
for a safer Scotland**

**Dundee**  
City Council  
[www.dundee.gov.uk](http://www.dundee.gov.uk)  
**CHANGING  
FOR THE FUTURE**

## Performance Summary













This report contains a review of the local performance of the Scottish Fire and Rescue Service (SFRS) against the seven agreed priorities as detailed in the Local Fire and Rescue Plan for Dundee 2014-17. The SFRS continue to deliver a range of services to improve the safety of our local communities.

These will directly contribute to the four strategic aims of the SFRS:




- Improved safety of our communities and staff
- Improved outcomes through partnership
- More equitable access to fire and rescue services
- Develop a culture of continuous improvement

### Performance Scorecard

We measure how well we are meeting our priorities using a number of key performance indicators. The main indicators are detailed below with further ones detailed under each priority contained within pages 2-14 of this report:

| Key Performance Indicator      | Q4 Jan-Mar 2012/13 | Q4 Jan-Mar 2013/14 | Q4 Jan-Mar 2014/15 | Q4 Jan-Mar 2015/16 | Q4 Jan-Mar 2016/17 | Q4 5 Year Average | Quarterly Comparison RAG Rating   | Year to Date RAG Rating   |
|--------------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|-------------------|---|---|
| Accidental Dwelling Fires      | 55                 | 40                 | 49                 | 61                 | 60                 | 53                |   |   |
| Fire Casualties and Fatalities | 13                 | 12                 | 10                 | 29                 | 7                  | 14                |  |  |
| Deliberate Fire Setting        | 84                 | 122                | 143                | 139                | 185                | 134               |  |  |
| Non Domestic Property Fires    | 23                 | 14                 | 12                 | 19                 | 13                 | 16                |  |  |
| Special Service - All          | 85                 | 73                 | 98                 | 128                | 98                 | 96                |  |  |
| False Alarms – All             | 519                | 501                | 507                | 526                | 503                | 511               |  |  |

### Key

|       |   |   |
|-------|---|---|
| Red   | 10% more than previous result or local target not met (worse than)        |  |
| Amber | Up to 9% more than previous result or local target not met (worse than)   |  |
| Green | Equal to or better than previous result/or local target met (better than) |  |

### Note

- Quarterly comparison Red, Amber or Green (RAG) Rating = The reporting period compared to the average of the five previous quarterly reporting periods.
- Year to Date RAG Rating = The cumulative total of all quarterly performance in current year compared to cumulative total of all quarterly performance in previous year.

## **PRIORITY 1: Local Risk Management and Preparedness**

We are committed to developing 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 - 3 yearly
- Tactical Ventilation - 3 yearly
- Compartment Fire Behaviour - 3 yearly
- First Aid - 3 yearly

We currently have 188 wholetime and 13 retained operational (station based) personnel working in Dundee to provide an emergency response capability. On-going training in each of these areas continues to be provided at station level. Personnel who cannot demonstrate competence in all areas are required to complete a required development programme at the earliest opportunity.

Crews have been adhering to the Firefighter Development Programme to plan training events to achieve the Domestic Property, Incident Command, Refuse, Safe Working at Heights and Hazardous Materials modules. Exercises that have been completed include:

- Deployment of USAR canine support
- Hazardous Materials/Initial Response (Blackness and Macalpine)
- Incident Command
- Support to a marine exercise in Montrose

Senior Managers have attended a number of planning meetings to identify the SFRS resources that will be required to support a number of events in Dundee including:

- UB40, Little Mix and Olly Murs concerts
- Carnival 56
- Fake Festival
- CRUK Race for Life
- Dundee Marathon.

ACO Ramsay and A.M. Gordon conducted an audit of Kingsway East on 14<sup>th</sup> February 2017. The outcome of the audit was extremely positive due to the efforts of S.M. Scott and all personnel at the station.

All watches are active in carrying out Operational Risk Information (ORI) visitations and efforts are focused on premises which constitute a significant life, heritable or firefighter risk enhancing their awareness of hazards that may be encountered in these buildings. 38 properties have been visited during the reporting period including care homes, commercial/industrial premises and businesses that utilise silos following a health and safety investigation relating to an incident in Forres.

## PRIORITY 2: Reduction of Accidental Dwelling Fires

A total of 60 accidental dwelling fires were attended by operational crews during the 4<sup>th</sup> quarter of 2016-17. This number of incidents is higher than the five year average and consistent with the same period of 2015-16. 44 of the properties had a smoke alarm present and at 34 of these incidents, the smoke alarm that was present, raised the alarm. By far the biggest cause of fire was cooking related (28 incidents), negligent use of equipment/appliance (11), and faulty appliances/equipment (6). Alcohol and/or drugs was deemed to be a contributory factor at 8 of the incidents.

The spread of fire and method of extinguishment is a means of measuring the severity of fire. 16 incidents required firefighting media to be applied (9 hosereel; 6 CO<sub>2</sub> extinguisher; water from container) removing items from heat sources and disconnecting the electricity supply was sufficient on 21 occasions. No firefighting intervention was required at 24 of the incidents as these involved small fires that had been extinguished or had burned out prior to the arrival of SFRS resources. Only two fires spread to other rooms, with 13 fires being contained within the room of origin. 19 fires were limited to the item first ignited with no fire damage being recorded at a further 27 incidents.

Our HFSV programme is aimed at increasing the safety of our communities by preventing fires. Improving the level of smoke detector ownership and maintenance promotes early detection of fire and reduces the likelihood of occupiers suffering injury whilst limiting the damage caused to property. We continue to work with partner agencies to identify those most vulnerable to the effects of fire in order that we can target our initiatives and HFSVs appropriately.

During the reporting period of 2016-17 we have completed a total of 3193 HFSVs in Dundee against a target of 3760. The majority of these were conducted at high/medium risk premises:

| HFSVs Conducted 1 <sup>st</sup> April 2016 – 31 <sup>st</sup> March 2017 |             |          |       |
|--|-------------|----------|-------|
| High Risk  | Medium Risk | Low Risk | Total |
| 1409   | 1174        | 610      | 3193  |

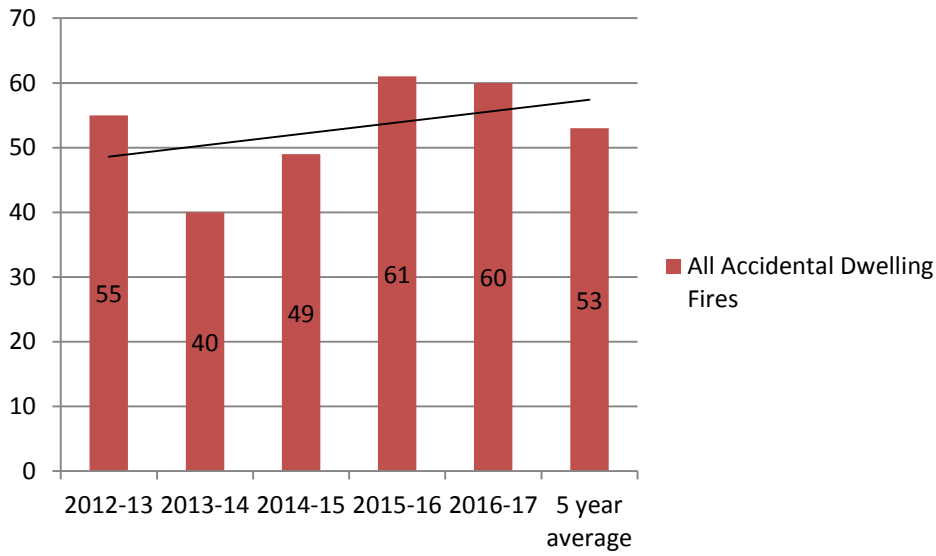
### Notable Incident

#### Fire in a Kitchen

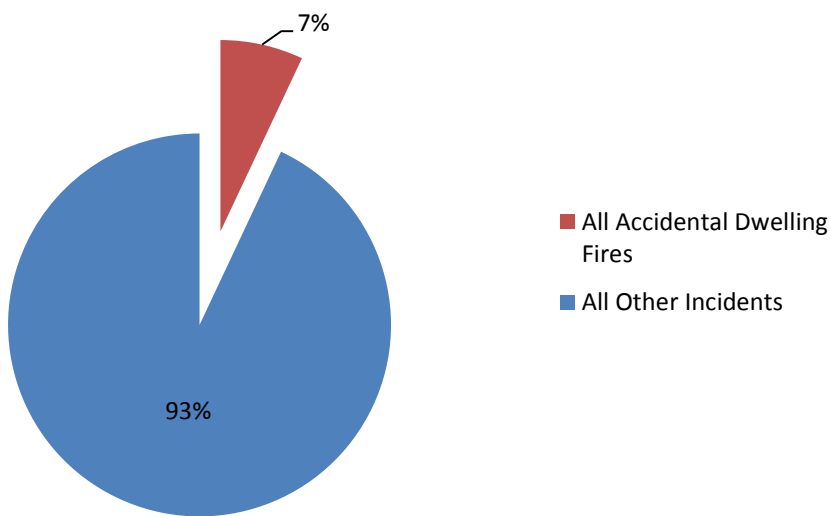
Four appliances from Blackness Road and Kingsway East were mobilised to a fire in a tenement. On arrival they were faced with a well developed fire in a kitchen of the top floor flat which had spread to adjacent rooms. Breathing apparatus crews were sent into the property and extinguished the fire with a water jet. Positive pressure fans were utilised to remove smoke from the building prior to an investigation taking place to determine the cause of the fire. This was deemed to be a faulty fridge-freezer. The occupiers of the flat were given first aid at the scene and all other occupiers of the block were contacted to reassure them that the fire had been extinguished. Crews dealt with some water damage on the lower floors whilst colleagues offered residents the opportunity to receive a Home Safety Visit.

| Key Performance Indicator |                               | Q4<br>Jan-Mar<br>2012/13 | Q4<br>Jan-Mar<br>2013/14 | Q4<br>Jan-Mar<br>2014/15 | Q4<br>Jan-Mar<br>2015/16 | Q4<br>Jan-Mar<br>2016/17 | Q4<br>5 year<br>average | Trend |
|---------------------------|-------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------|-------|
| 2b(i)                     | All accidental dwelling fires | 55                       | 40                       | 49                       | 61                       | 60                       | 53                      | ↑     |

4<sup>th</sup> Quarter: January - March 2017



Incident Profile - Percentage of Accidental Dwelling Fires





### **PRIORITY 3: Reduction in Fire Casualties and Fatalities**

The term non-fatal fire casualties relates to 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.

It is extremely pleasing to note that only seven fire casualties were recorded as a result of five accidental dwelling fires during this reporting period. The number of casualties reported this quarter and for the reporting year is slightly below the five year average and significantly less than experienced in the comparable period in 2015-16. All of the casualties were able to leave the affected properties prior to the arrival of SFRS resources.

Two casualties sustained slight burns whilst tackling the fire with a further two people suffering from the effects of smoke inhalation. Three casualties were reported as experiencing breathing difficulties associated with existing medical conditions.

All of these incidents occurred in flatted property with no casualties requiring any treatment other than first aid at the scene. Four of the incidents occurred whilst people were cooking with the other incident being attributed to a faulty fridge-freezer.

We continue to develop links with partner agencies with the aim of identifying people most at risk 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.

Additionally 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 and 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.

#### **Notable Incident**

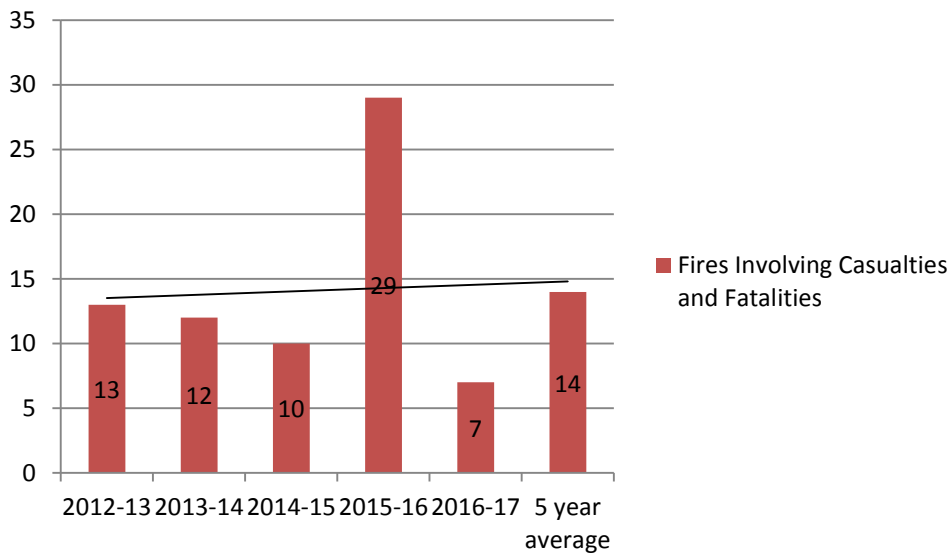
No notable incidents



| Key Performance Indicators |   | Q4<br>Jan-Mar<br>2012/13 | Q4<br>Jan-Mar<br>2013/14 | Q4<br>Jan-Mar<br>2014/15 | Q4<br>Jan-Mar<br>2015/16 | Q4<br>Jan-Mar<br>2016/17 | Q4<br>5 year<br>average | Trend |
|----------------------------|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------|-------|
| 3a(i)                      | All fatal fire casualties                                 | 0                        | 0                        | 1                        | 2                        | 0                        | 1                       | ↓     |
| 3a(ii)                     | Non-fatal fire casualties excl.<br>precautionary checkups | 5                        | 7                        | 7                        | 16                       | 7                        | 8                       | ↓     |
| 3a(iii)                    | Non-fatal fire casualties incl.<br>precautionary checkups | 12                       | 12                       | 9                        | 27                       | 7                        | 14                      | ↓     |

#### 4<sup>th</sup> Quarter: January - March 2017

(The graph below shows all fatal fire and non-fatal fire casualties)



## PRIORITY 4: Reduction of Deliberate Fire Setting

SFRS attended 19 deliberate primary fires during this reporting period. This is consistent with the five year average. Two deliberate other building fires involved a hotel and a large retail unit. Six dwellings fires, five motor vehicles, three areas of woodland, two high rise buildings and a private garage were affected by deliberate fire setting. Eleven of these incidents were attributed to the ignition of refuse in communal areas with all nine of the domestic fires ignited in this way.

Intelligence relating to building fires is shared with our partners during multi-agency tasking and co-ordinating meetings and is discussed at the fire related anti-social behaviour group. Actions agreed at these meetings have led to improvements such as increased security at premises and frequent patrols in high risk areas conducted by Community Wardens. 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.

A total of 166 deliberate secondary fires were attended by operational crews during the reporting period which is higher than the five year average. One of these incidents was in a vacant mill building. 78 incidents involved grass/scrub/woodland, 56 were wheelie bins with refuse being ignited on a further 26 occasions.

Analysis of the incidents attended has identified areas that are of particular concern. These events have occurred within the North East (62 incidents), East End (17) and Lochee wards (16). It is disappointing to note, that after a successful period of community engagement in the Strathmartine area, the low figure of 17 incidents in Q3 has risen to 52 incidents in this period. Seven incidents occurred in Maryfield, six in Colleside, four in West End, and two in The Ferry. In the North East the worst affected areas are in the vicinity of Middleton Woods, Whitfield Drive/Lothian Crescent and Cheviot Crescent. Other areas of high activity include South Road in Lochee and Pitairle Road/Mauchline Avenue, and Happyhillock Road/Linlathen in the East End along with Caird Park, Ashmore Street and Trottick Pond in Strathmartine.

### **Notable Incident**

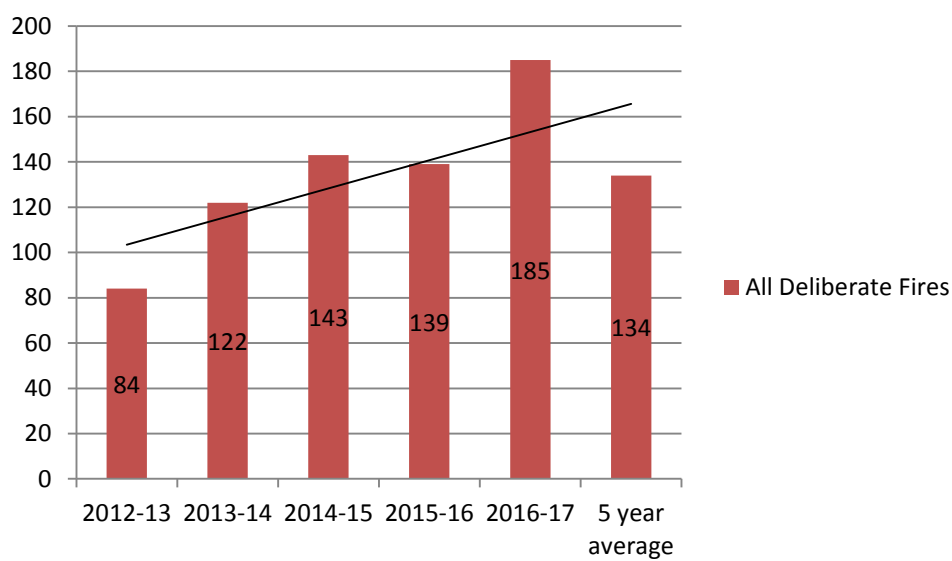
#### Secondary Fires – Braeview Academy

Dundee Community Safety Partnership have supported SFRS to develop and fund an engagement strategy to deal with fires in the area west of Braeview Academy known locally as Tarzan's Island. This was achieved in two phases that were conducted in March 2017. A leaflet was produced that outlined the impact that secondary fires have on the environment and provided information relating to the effective disposal of refuse and security of wheelie bins. This was delivered to 1000 households via a leaflet drop and a further 1000 leaflets were given to young people as a schoolbag delivery initiative.

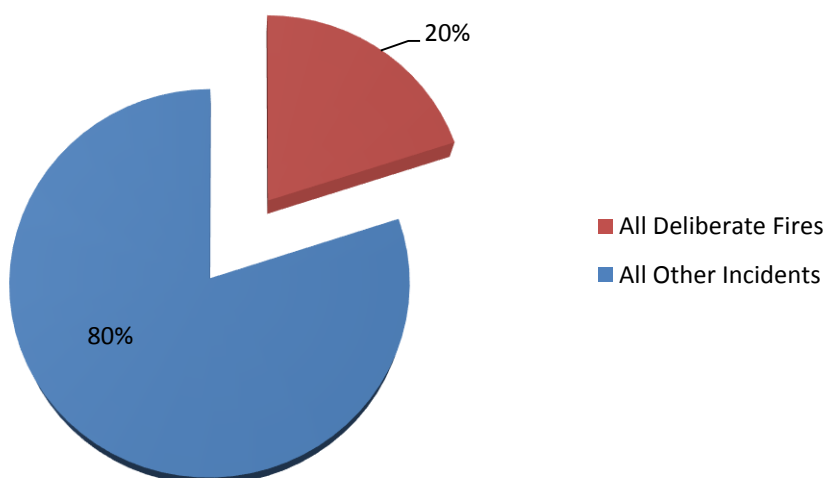
The second phase involved the removal of a large amount of scrub and bushes from the area. This was achieved by the use of people completing Community Payback Orders with Dundee City Council processing the waste material into wood chippings.

| Key Performance Indicators |                                     | Q4<br>Jan-Mar<br>2012/13 | Q4<br>Jan-Mar<br>2013/14 | Q4<br>Jan-Mar<br>2014/15 | Q4<br>Jan-Mar<br>2015/16 | Q4<br>Jan-Mar<br>2016/17 | Q4<br>5 year<br>average | Trend |
|----------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------|-------|
| 1b                         | All deliberate primary fires        | 18                       | 17                       | 19                       | 18                       | 19                       | 18                      | →     |
| 1b(ii)                     | All deliberate other building fires | 4                        | 2                        | 5                        | 3                        | 2                        | 3                       | ↓     |
| 1c                         | All deliberate secondary fires      | 66                       | 105                      | 124                      | 121                      | 166                      | 116                     | ↑     |

#### 4<sup>th</sup> Quarter: January - March 2017



#### Incident Profile - Percentage of Deliberate Fires



## **PRIORITY 5: Reduction of Fires in Non Domestic Properties**

There were a total of 13 fires in non-domestic properties which were attended by operational crews during the fourth quarter of 2016-17. This is below the five year average of 16 incidents.

11 of these incidents were accidental events including three in industrial property and two in hospital/medical care providers. Further incidents occurred in a place of worship, retail unit, and a residential care home. These incidents were caused by cooking activity on six occasions with the remaining five fires being caused by faulty or overheating equipment.

SFRS attended two deliberate other building fires involving a large retail unit and a water treatment plant.

The efforts of our dedicated Community Safety Engagement (CSE) and Fire Safety Enforcement (FSE) staff in conjunction with various partners has been instrumental in improving the safety of our communities.

In relation to our statutory legislative fire safety requirements our FSE 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 are being targeted are as follows:

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

All premises located within Dundee falling into the above categories are scheduled to be audited during the year with 48 planned and eight post fire audits being completed during Q4.

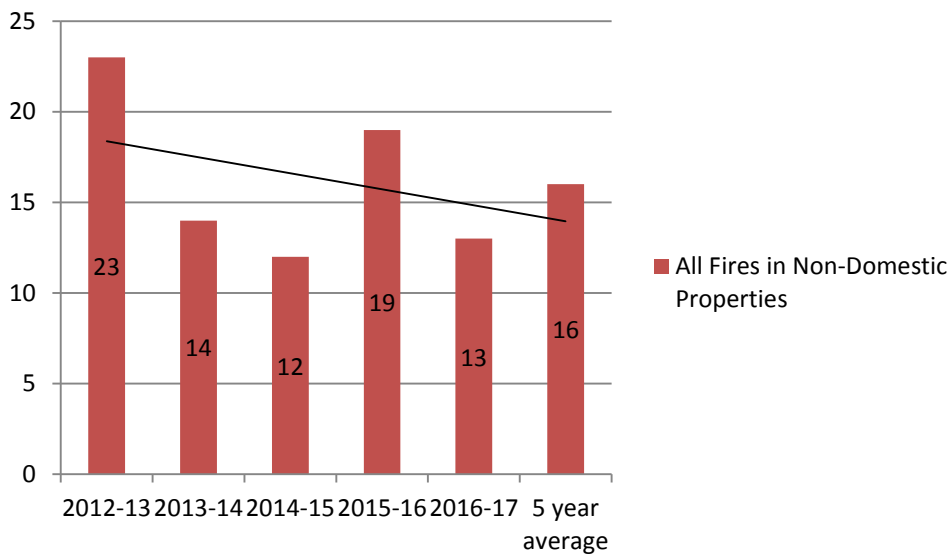
### **Notable Incident**

#### Fire in a Retail Unit

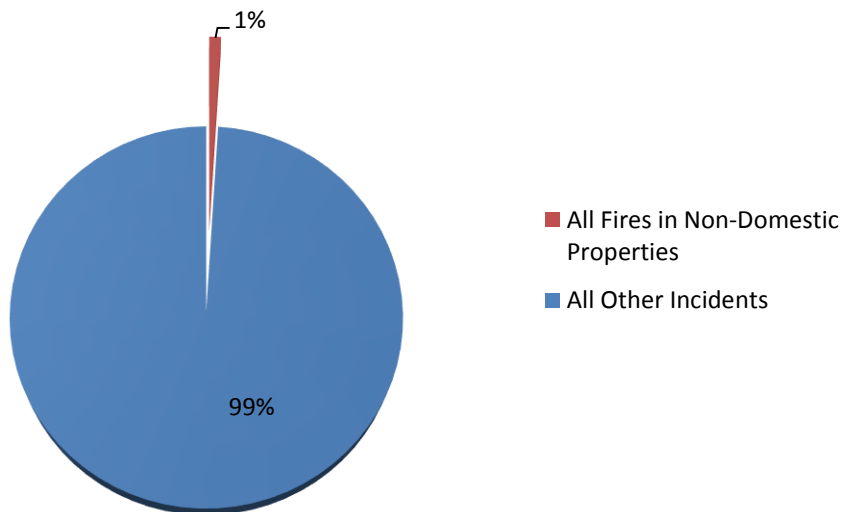
At 00:30 on 3/3/17 Dundee Control received a call reporting a fire at the rear of a large retail unit. The fire was in the loading bay area of the property with flames reaching the level of the roof line when crews arrived at the scene. A total of five appliances, a high reach and a command support unit were required to bring the incident to a safe conclusion. The fire was extinguished by the use of a water tower and two water jets with six breathing apparatus wearers deployed to ensure that the area was safe. Large areas of the building were exposed to identify any hidden fire spread with the property handed back to the occupiers at 04:30. A joint fire investigation was conducted with Police Scotland the following morning.

| Key Performance Indicators |                                     | Q4<br>Jan-Mar<br>2012/13 | Q4<br>Jan-Mar<br>2013/14 | Q4<br>Jan-Mar<br>2014/15 | Q4<br>Jan-Mar<br>2015/16 | Q4<br>Jan-Mar<br>2016/17 | Q4<br>5 year<br>average | Trend |
|----------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------|-------|
| 2b(ii)                     | All accidental other building fires | 19                       | 12                       | 7                        | 16                       | 11                       | 13                      | ↓     |
| 1b(ii)                     | All deliberate other building fires | 4                        | 2                        | 5                        | 3                        | 2                        | 3                       | ↓     |

4<sup>th</sup> Quarter: January - March 2017



Incident Profile - Percentage of Fires in Non-Domestic Properties



## PRIORITY 6: Reduction in Casualties from Non Fire Emergencies

Most non fire emergencies are classed as Emergency Special Service Calls (ESSC's). These 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 incidents of this type has a tendency to fluctuate with trends being challenging to predict.

SFRS resources were required to attend nine RTCs during this reporting period which is consistent with the five year average. Two of these incidents required SFRS personnel to release people from vehicles with crews making the scene safe at a further seven RTCs. Four of the incidents resulted in single non-fatal casualties being reported with a further incident causing two casualties.

We also attended eight incidents to deal with flooding which were all of a minor nature affecting seven dwellings and a shop. Crews were able to stem water flow on seven occasions and provided safety advice at the other incident.

Additionally we attended 14 special service extrication calls which included rescuing six people from roofs, two people with trapped limbs (worker in manhole; youth in a swing), a person trapped under a vehicle hoist and a person who had fallen in a ship. Three of those involved in these extrications required medical assistance.

Analysis of the other ESSC's attended by the SFRS (67) has highlighted that the largest number of incidents were to deal with assisting people locked in their property who were in distress or required medical assistance (25). Other events included five lift rescues, assisting other agencies (12), four animal; rescues and four events when personnel made dangerous structures safe. Six non-fatal casualties were reported at these incidents with four fatal casualties being encountered at incidents where SFRS resources were required assist other agencies to gain entry into properties.

### Notable Incident

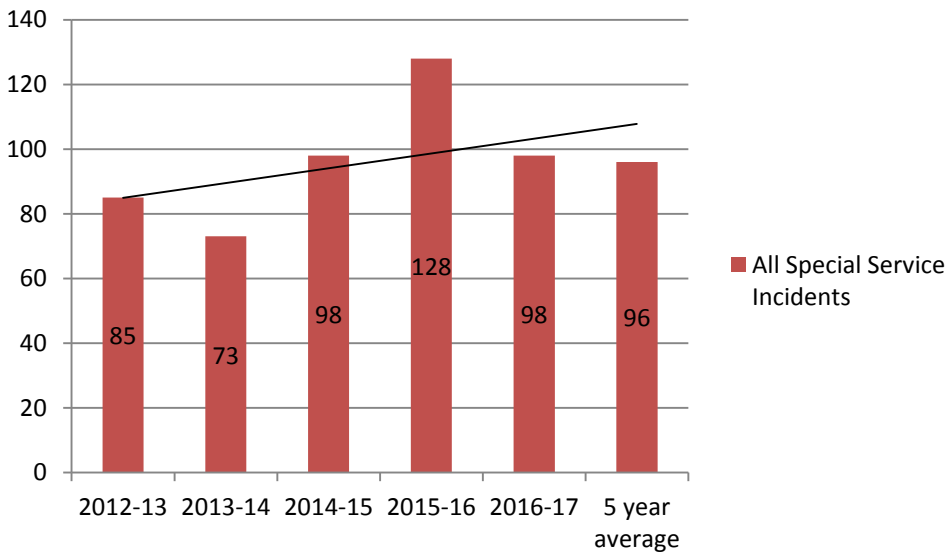
#### Fall From Height

SFRS resources were mobilised to an incident at Prince Charles Warf where a person had fallen 8m between decks on a ship. Appliances from Blackness Road and Kingsway East attended the incident along with the Lochgelly rope rescue team.

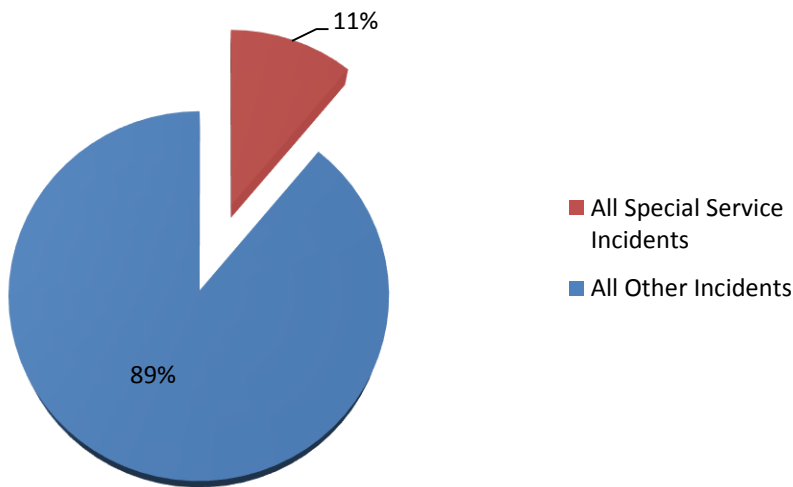
A rescue plan was designed in consultation with paramedics at the scene. The casualty was treated for shoulder and facial injuries and was secured to a stretcher. Personnel were able to carry the casualty to the upper deck. The ship was fitted with a crane that was utilised to lift the casualty from the ship to the quayside.

| Key Performance Indicators |  | Q4<br>Jan-Mar<br>2012/13 | Q4<br>Jan-Mar<br>2013/14 | Q4<br>Jan-Mar<br>2014/15 | Q4<br>Jan-Mar<br>2015/16 | Q4<br>Jan-Mar<br>2016/17 | Q4<br>5 year<br>average | Trend |
|----------------------------|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------|-------|
| 5a                         | Special Service Road Traffic Collisions (RTCs) | 12                       | 7                        | 1                        | 13                       | 9                        | 8                       | ↑     |
| 5b                         | Special Service Flooding                       | 6                        | 5                        | 4                        | 11                       | 8                        | 7                       | ↑     |
| 5c                         | Special Service Extrication                    | 7                        | 8                        | 7                        | 8                        | 14                       | 9                       | ↑     |
| 5d                         | Special Service Others                         | 60                       | 53                       | 86                       | 96                       | 67                       | 72                      | ↓     |

4<sup>th</sup> Quarter: January - March 2017



Incident Profile - Percentage of Special Service Incidents





## **PRIORITY 7: Reduction of Unwanted Fire Alarm Signals**

False Alarm calls are defined as events where the Fire and Rescue Service believes they are called to a reportable fire and then find there is no such incident. These can be malicious, of good intent or caused by faults/unsuitable equipment within the alarm system.

A total of 503 false alarm calls were attended by operational crews during the fourth quarter of 2016-17. This is consistent with the number of incidents attended in the comparable period over the past five. False alarm calls accounted for 56% of all incidents in the Dundee area during the reporting period.

Of the incidents attended, 56 were reported as false alarm good intent calls. These calls were attributed to controlled burning (15), steam or fumes (10), cooking (7), a fire elsewhere, controlled burning or the location not being found (4). Other causes included overheating appliances/light fittings, reflected sunlight and activation of security systems/carbon monoxide detectors.

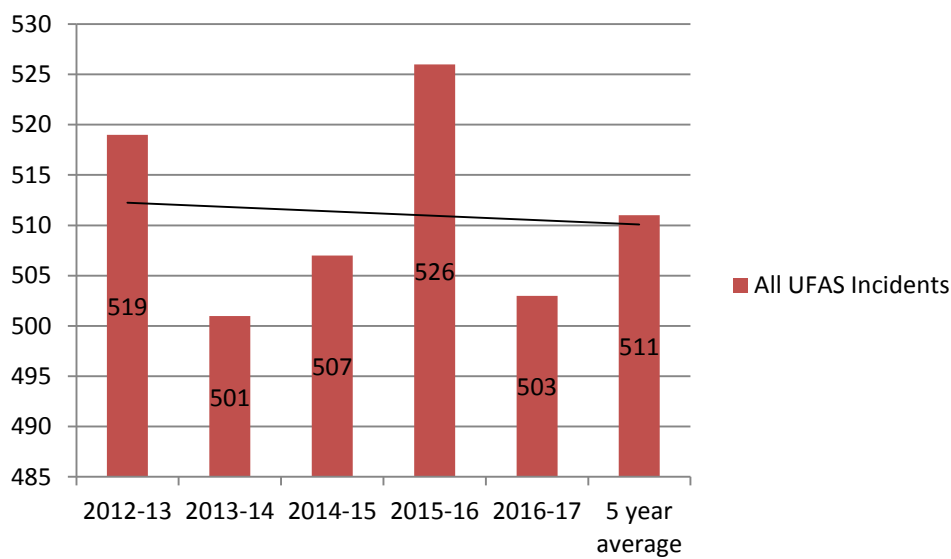
Malicious false alarms take the form of calls from mobile telephones and landlines falsely reporting fires or other emergency incidents. An additional source of these calls is the deliberate activation of fire alarm systems normally through break glass call points or detector heads. There were a total of 37 malicious false alarm calls which were attended by operational crews during the reporting period, 22 of which were in response to a fire alarm call point being activated (11 of these incidents occurred in schools with two particular locations being affected nine times over a 14 day period).

Unwanted Fire Alarm Signal (UFAS) calls are calls that we experience where an Automatic Fire Alarm (AFA) system has operated correctly but the cause is attributed to reasons other than a fire. These range from accidental activations from cooking, steam from a shower or a technical fault with a system. 412 calls of this nature required the attendance of SFRS resources during this quarter. The majority of these UFAS calls can be attributed to sheltered housing complexes (70), domestic dwellings (47), hospitals (37), student accommodation (36), temporary accommodation providers (32), retail property (31), educational establishments (30) and residential homes (17). In most cases alarm activations were attributed to cooking/burnt toast (125), faulty equipment (78), poor maintenance/dust (34), contaminants (36), accidental activation (30), cigarette smoke (25), steam (22) and testing (18).

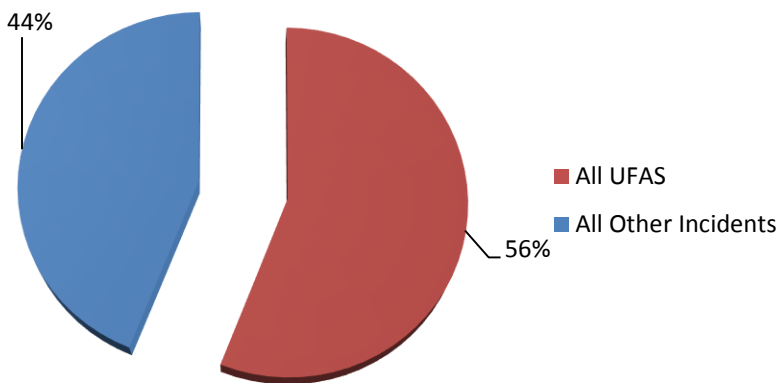
Operational personnel and dedicated Prevention and Protection staff continue to visit repeat callers to identify means of reducing this type of event. The festive engagement programme included talks to sheltered housing residents to promote home safety and raise awareness of the impact that false alarm calls have on SFRS resources and fellow residents.

| Key Performance Indicators |                          | Q4<br>Jan-Mar<br>2012/13 | Q4<br>Jan-Mar<br>2013/14 | Q4<br>Jan-Mar<br>2014/15 | Q4<br>Jan-Mar<br>2015/16 | Q4<br>Jan-Mar<br>2016/17 | Q4<br>5 year<br>average | Trend |
|----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------|-------|
| 10a                        | False Alarm: All         | 519                      | 501                      | 507                      | 526                      | 503                      | 511                     | ↓     |
| 10b                        | False Alarm: Good Intent | 62                       | 65                       | 68                       | 61                       | 56                       | 62                      | ↓     |
| 10c                        | False Alarm: Malicious   | 31                       | 28                       | 24                       | 17                       | 37                       | 27                      | ↑     |

4<sup>th</sup> Quarter: January - March 2017



Incident Profile - Percentage of Unwanted Fire Alarm Signals (UFAS)



## Glossary of Terms

**Accidental:** Caused by accident or carelessness. Includes fires which accidentally get out of control.

**Casualty:** consists of persons requiring medical treatment including first aid given at the scene of the incident and also those sent to hospital or advised to see a doctor for a check-up or observation (whether or not they actually do). People sent to hospital or advised to see a doctor as a precaution, having no obvious injury, are recorded as 'precautionary check-ups'. Casualty figures do not include fatalities.

**Deliberate:** covers fires where deliberate ignition is suspected

**Unwanted Fire Alarm Signal (UFAS):** is defined as an event in which the Fire and Rescue Service believes they are called to a reportable fire and then find there is no such incident. These can be Malicious, of Good Intent or caused by faults/unsuitable equipment within the alarm system.




**Fatality:** a casualty whose death is attributed to a fire is counted as a fatality even if the death occurred later. Fatalities associated with Other Incidents can include attendance to assist Police or Ambulance colleagues when a person has been found who has committed suicide, for example. Often there is little we can do as a Service to influence this particular figure.

**Primary Fires:** includes all fires in buildings, vehicles and most outdoor structures or any fire involving casualties, rescues or fire attended by five or more pumping appliances.

**Secondary Fires:** These cover the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or if five or more appliances attend. They include fires in derelict buildings but not chimney fires.































**Tayside Local Resilience Partnership:** Local resilience partnerships (LRP's) are multi-agency partnerships made up of representatives from local public services, the emergency services, local authorities, the NHS, the Scottish Environmental Protection Agency and others. These agencies are known as Category 1 Responders, as defined by the Civil Contingencies Act. They are supported by organisations, known as Category 2 responders, such as public utility companies etc. and have a responsibility to co-operate with other Category 1 organisations and to share relevant information with the LRP. LRPs also work with other partners in the military and voluntary sectors who provide a valuable contribution to LRP work in emergency preparedness. The LRPs aim to plan and prepare for localised incidents and catastrophic emergencies. They work to identify potential risks and produce emergency plans to either prevent or mitigate the impact of any incident on their local communities.

### KEY:




|   |   |
|---|---|
|  | <b>Reduction against 5 year average</b> |
|  | <b>Maintained</b>                       |
|  | <b>Increase against 5 year average</b>  |

**PLEASE NOTE: The statistics featured throughout this report are provisional until the year end.**

## Dundee Performance Overview: 1<sup>st</sup> January – 31<sup>st</sup> March 2017

| Key Performance Indicator  | Q4<br>Jan-Mar<br>2012/13 | Q4<br>Jan-Mar<br>2013/14 | Q4<br>Jan-Mar<br>2014/15 | Q4<br>Jan-Mar<br>2015/16 | Q4<br>Jan-Mar<br>2016/17 | Q4<br>5 Year<br>Average | Quarterly<br>Comparison<br>RAG Rating   | Year to Date<br>RAG Rating  |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------|---|---|
| All deliberate primary fires (1b)                                | 18                       | 17                       | 19                       | 18                       | 19                       | 18                      |    |    |
| All deliberate other building fires (1b(ii))                     | 4                        | 2                        | 5                        | 3                        | 2                        | 3                       |    |    |
| All deliberate secondary fires (1c)                              | 66                       | 105                      | 124                      | 121                      | 165                      | 116                     |    |    |
| All accidental dwelling fires (2b(i))                            | 55                       | 40                       | 49                       | 61                       | 60                       | 53                      |    |    |
| All accidental other building fires (2b(ii))                     | 19                       | 12                       | 7                        | 16                       | 11                       | 13                      |    |    |
| All fatal fire casualties (3a(i))                                | 0                        | 0                        | 1                        | 2                        | 0                        | 1                       |    |    |
| Non-fatal fire casualties excl. precautionary checkups (3a(ii))  | 5                        | 7                        | 7                        | 16                       | 7                        | 8                       |    |    |
| Non-fatal fire casualties incl. precautionary checkups (3a(iii)) | 13                       | 12                       | 9                        | 27                       | 7                        | 14                      |    |    |
| Special Service Road Traffic Collisions (RTCs) (5a)              | 12                       | 7                        | 1                        | 13                       | 9                        | 12                      |    |    |
| Special Service Flooding (5b)                                    | 6                        | 5                        | 4                        | 11                       | 8                        | 7                       |  |  |
| Special Service Extrication (5c)                                 | 7                        | 8                        | 7                        | 8                        | 14                       | 9                       |  |  |
| Special Service Others (5d)                                      | 60                       | 53                       | 86                       | 96                       | 67                       | 72                      |  |  |
| False Alarm: All (10a)   | 519                      | 501                      | 507                      | 526                      | 503                      | 511                     |  |  |
| False Alarm: Good Intent (10b)                                   | 62                       | 65                       | 68                       | 61                       | 56                       | 62                      |  |  |
| False Alarm: Malicious (10c)                                     | 31                       | 28                       | 24                       | 17                       | 35                       | 27                      |  |  |

### Key

|       |   |   |
|-------|---|---|
| Red   | 10% more than previous result or local target not met (worse than)        |  |
| Amber | Up to 9% more than previous result or local target not met (worse than)   |  |
| Green | Equal to or better than previous result or local target met (better than) |  |

### Note

- Quarterly comparison Red, Amber or Green (RAG) Rating = The reporting period compared to the average of the five previous quarterly reporting periods.
- Year to Date RAG Rating = The cumulative total of all quarterly performance in current year compared to cumulative total of all quarterly performance in previous year.

**PLEASE NOTE: The statistics featured throughout this report are provisional until the year end.**