

REPORT TO: DUNDEE CITY COUNCIL POLICY AND RESOURCES COMMITTEE

REPORT NUMBER – 468-2013

18th NOVEMBER 2013

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

SUBJECT: FIRE AND RESCUE QUARTERLY PERFORMANCE REPORT - 1 JULY TILL 30 SEPTEMBER 2013

Abstract

The Report contains performance information relating to the second quarter (July-September) 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

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

It is recommended that members:

Note, scrutinise and question the content of this report.

3 FINANCIAL IMPLICATIONS

None.

4 INTRODUCTION

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

4.3 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.

4.4 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

5 QUARTER 2 PERFORMANCE SUMMARY

5.1 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.

5.2 A suite of 14 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.

5.3 In summary during the reporting period, we have achieved positive results in 11 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	62	50	-19%
Number of primary fires	26	21	-19%
Number of deliberate primary fires	17	15	-12%
Number of emergency special service calls	72	70	-3%
Number of malicious false alarm calls	29	24	-17%
% of dwelling fires where smoke alarm operated	57%	71%	+14%
Number of home fire safety visits	1764	2147	+21%
Number of legislative fire safety audits	213	427	+200%
Number of work related injuries	6	5	-20%
Attacks on firefighters	0	0	0

5.4 Conversely there are 4 indicators and targets which were not met, these were;

Performance Indicator	Quarterly Target	Actual Performance	Negative Variance
Number of injuries arising from fires	11	24	+118%
% of personnel retaining currency in core skills	80%	76%	- 4%
Number of deliberate secondary fires	77	156	+102%
Number of unwanted fire signals from non domestic premises	485	548	+13%

6 SIX MONTH PERFORMANCE REVIEW

6.1 Taking the accumulative performance across the first two reporting period 8 out of the 15 indicators/targets has been achieved and is summarised below.

Performance Indicator	6 Month Target	Actual Performance	Positive Variance
Fatalities arising from fire	0	0	0
Number of dwelling fires	126	111	-12%
Number of primary fires	57	46	-19%
Number of malicious false alarm calls	55	47	-14%
% of dwelling fires where smoke alarm operated	57%	60%	+3%
Number of home fire safety visits	3528	4127	+14%
Number of legislative fire safety audits	425	942	+221%
Attacks on firefighters	0	0	0

6.2 Conversely the accumulative performance across the same period there are 7 indicators that are off target and are summarised below.

Performance Indicator	6 Month Target	Actual Performance	Negative Variance
Number of injuries arising from fires	28	46	+64%
% of personnel retaining currency in core skills	80%	76%	- 4%
Number of deliberate primary fires	37	41	+10%
Number of deliberate secondary fires	169	302	+179%
Number of emergency special service calls	135	161	+19%
Number of unwanted fire signals from non domestic premises	888	982	+11%
Number of work related injuries reported	11	14	21%

6.3 Number of injuries arising from fire. The target set has been exceed in each of the 2 quarters and given the annual target of 52 it is unlikely that this can now be 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.

6.4 % of personnel retaining currency of core skills. This indicator is only slightly off target and with some careful management the annual target should be achievable.

6.5 Number of deliberate primary fires. Work continues with partners within the Fire Related Anti Social Behaviour Group to make a difference in this area and I remain confident that the annual target can be achieved.

6.7 Number of deliberate secondary fires. 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. A spell of good weather which also coincided with school holidays has resulted in a significant number of incidents. The prevention team will seek to concentrate messaging and education of young people prior to holiday periods. The annual target was set at 340 incidents, it is therefore unlikely that this can be achieved.

6.8 Number of emergency special service calls. Whilst currently off target the analysis would not indicate that there is a specific area which needs to be addressed. We will continue to work with partners to raise awareness of non-fire related risks. It is possible that the target set remains achievable.

6.9 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. An action plan is presently being formulated that will see a programme of engagement activity involving the worst offenders.

6.10 Number of work related injuries reported. During quarter 1 there were a higher number of incidents recorded, which were minor in nature and did not result in any working days lost. The trend has now evened out and is within the parameter's anticipated. If this can be continued and the performance of quarter 2 continued it is anticipated that the annual target can be met.

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 2 (July to September 2013) and summarises performance against target for the six months covering April to September. 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 third and fourth quarters will be to maintain the standard where performance meets or exceeds the target whilst seeking improvement in the areas where performance is off target.

10 BACKGROUND PAPERS

No background papers have been relied upon in preparing this report.

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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 30th September 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 July 2013 to the 30th September 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 30th September 2013. At a glance, it can be seen that the service performed on target or above target against all seven of the 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.

To ensure delivery of the priorities within our Dundee Fire and Rescue Plan, targets have been set for both legislative fire safety audits through Fire Safety Enforcement (FSE) activities and Community Safety Engagement (CSE) through delivery of Home Fire Safety Visits (HFSV's) and other prevention activities. The targets are challenging and match those of previous years, we however intend to demonstrate to our communities that we are continuing to deliver the same levels of service post-reform whilst seeking continuous improvement.

A total of 2147 HFSV's have been delivered during the second quarter, this is 383 (21.7%) more than the target set of achieving 1764 HFSV's.

Uniformed personnel within Dundee are continuing to use our newly introduced IT software system (Community Safety Engagement Tool (CSET)) to support the management of our Community Safety Engagement activities. This system enables a direct link to each local community fire station in Scotland when requesting a HFSV from the SFRS website (see link below). It also enables a complete audit trail to be stored for all CSE activity at each postal address in Scotland. This is one of a number of early shared benefits that we have experienced from our transition to SFRS.

<http://www.firescotland.gov.uk/your-safety/for-householders/home-fire-safety-visit.aspx>

To further target this initiative to members of our community who are at highest risk from fire, a number of multi-agency awareness raising sessions have been conducted during the quarter via the Adult Support and Protection Learning and Workforce Development Task Group. 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.



Multi agency Home Fire Safety awareness training event

Additionally approximately 100 other Community Safety initiatives have been conducted during the quarter ranging from fire safety talks with specific groups to various youth engagement/educational initiatives.

As part of our commitment to community youth education the SFRS were actively involved in the Safe Taysiders multi-agency event held over a three week period during August/ September. The programme was first introduced in 1995 in Dundee and aims to provide learning for pupils from different scenarios. The SFRS facilitated both a fire scenario and also a basis first aid scenario. The event is targeted at Primary 7 pupils and is part of an educational programme for this age group.



Safe Taysiders event held in during Aug/ Sept in Dundee

To 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 39 waste issues which have been reported have been assessed and authorised for collection as part of our preventative partnership approach.

The SFRS continues 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 as increased security measures of premises, increased patrols conducted by police and community safety wardens.

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 to coincide with freshers week. 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 automatic fire alarm (false alarm) actuations which impacts on the local fire and rescue resources.

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 experience a fire

In total our staff have conducted 427 fire safety enforcement audits during the second quarter, this is 214 (100%) more than the target set of conducting 213 audits. 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 House of Multiple Occupancy (HMO's).

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.

Extremely pleasing to report is that there were no serious fires in the Dundee area and similarly no notable incidents throughout this reporting period. Section 4 of this report contains more information in relation to the specific incident types attended by the local fire and rescue resources.

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. Exercises have been carried out at Grainfax in the dock area, Dundee Airport, Michelin tyre factory, Hilton hotel and the Dundee International Sports Centre. These exercises test the on-site emergency actions as well as the skills and knowledge that the fire crews have and are an essential part of the on-going process of training that all members of the Scottish Fire and Rescue Service are involved in.

At Grainfax a challenging exercise was carried out based upon the scenario of rescuing a worker who had collapsed inside a silo. This rescue involved working in a confined space and using rope rescue techniques to extricate the casualty. Both Grainfax staff and the crews involved found the event extremely worthwhile.

Dundee Airport has a custom made fire simulator based upon the layout of an aircraft fuselage. Crews used this piece of equipment to simulate dealing with an aircraft which had crashed and was on fire and the subsequent rescue of casualties. This exercise was extremely well received and highlighted the difficulties that can be encountered with a fuel fire. The Dundee Airport fire teams were involved in this exercise and provided excellent support and advice for the attending crews.

The Michelin tyre factory has its own on-site fire team which provides an early response to any incident at the factory. The exercise that was put in place at Michelin was designed to allow their fire team to work with the attending crews from Kingsway East to deal effectively with an incident in the factory. The challenging scenario provided all of the attending crews with a fantastic opportunity for joint working and is the first of a series of planned exercises at the site.

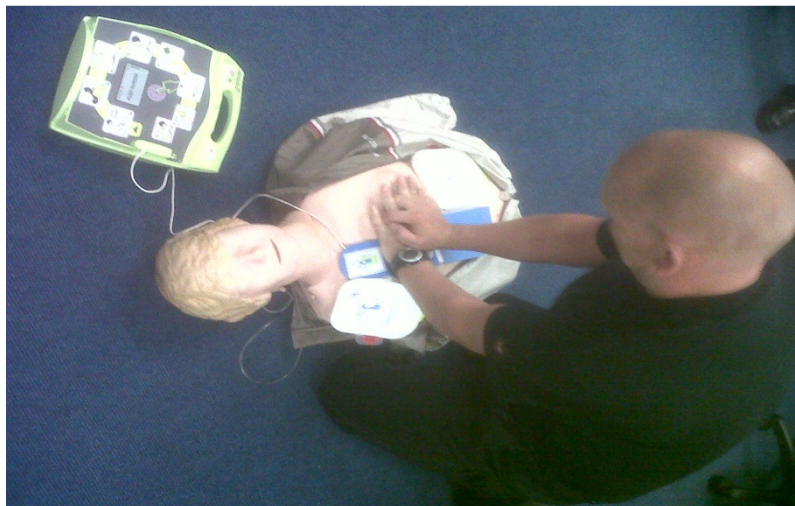
Prior to its demolition the opportunity was taken to conduct an exercise within the Hilton hotel utilising the function suite as part of a search and rescue exercise deploying Firefighters wearing Breathing Apparatus to search the facility utilising guidelines to aid the search of the premise.

The area underneath the Dundee International Sports Centre was also the site of a training exercise utilised by our urban search and rescue teams simulating a large scale building collapse with persons trapped/ reported missing. The opportunity to use venues such as those listed to help prepare for dealing with incidents is vital for fire and rescue personnel.

Crews from Kingsway East have also been involved in a range of Swift Water Rescue and Advance Water Rescue exercises across Tayside. This specialist rescue capability needs continual training in a variety of locations to ensure that crews are prepared for any eventuality so that they can respond to and deal with incidents in the safest and most effective way possible.

To ensure our compliance with the Civil Contingencies Act in relation to being able to maintain "as far as reasonable practicable" our essential services within the Dundee area in the event of an emergency, the four fire stations are in the process of developing comprehensive business continuity management plans (BCMP). These provide information required in the event of a situation where a fire station becomes unavailable due to a particular event such as long term power failure, fire etc. Balmossie fire stations plans have been completed, the Kingsway East plans are near completion with both Blackness Road and Macalpine Road fire stations plans in the early stages of development.

To further enhance firefighter safety we have recently introduced defibrillators onto all of our rescue pumps and water tenders within the Dundee area. All operational personnel have received training on the operation of this new equipment.



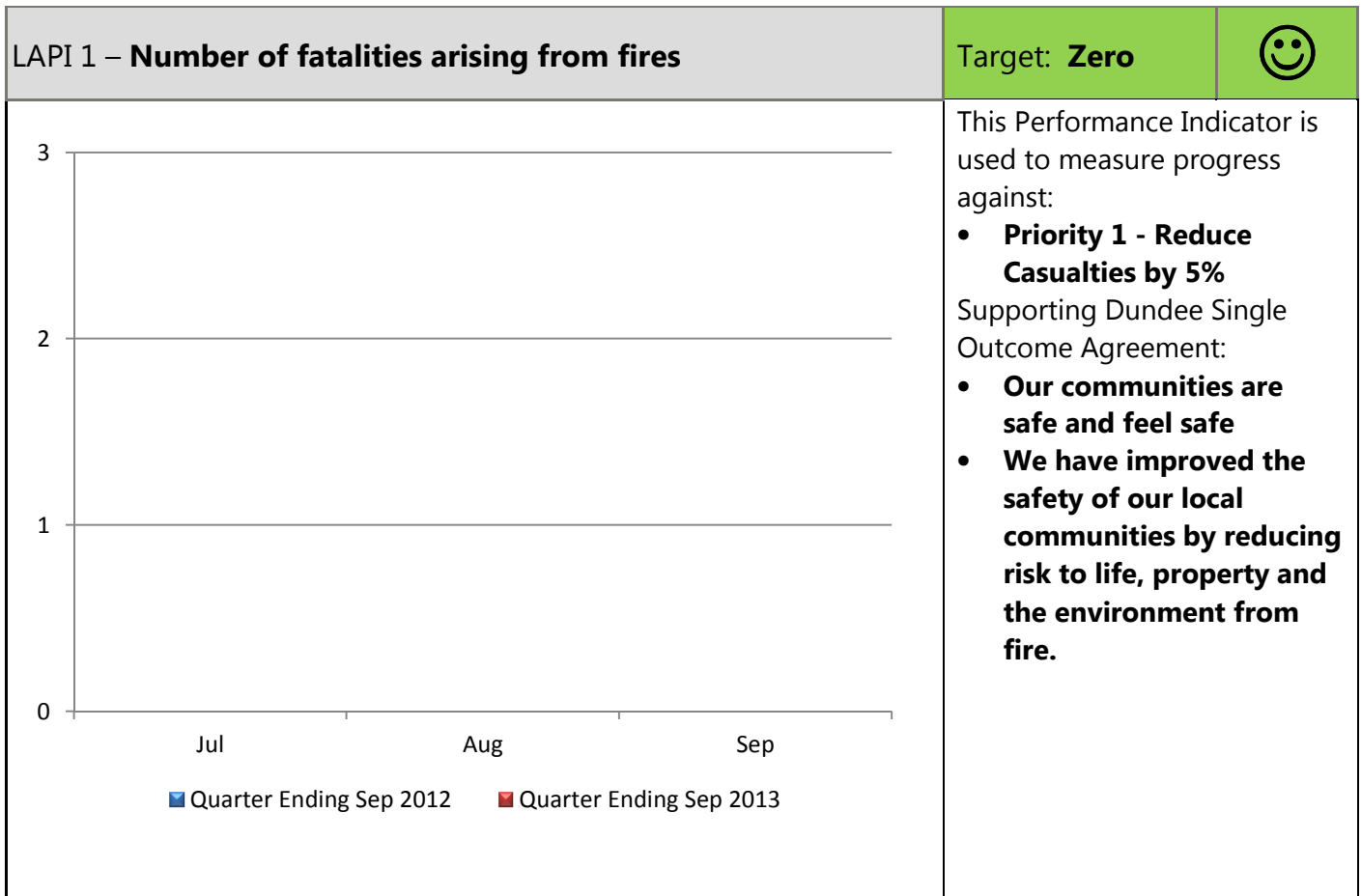
The photograph above demonstrates a firefighter being trained on the use of a defibrillator.

4 LOCAL AREA PERFORMANCE INDICATORS

The local service continues to improve performance in a number of areas. For period ending 30th September 2013, twelve 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.



Local Senior Officer's Comments:

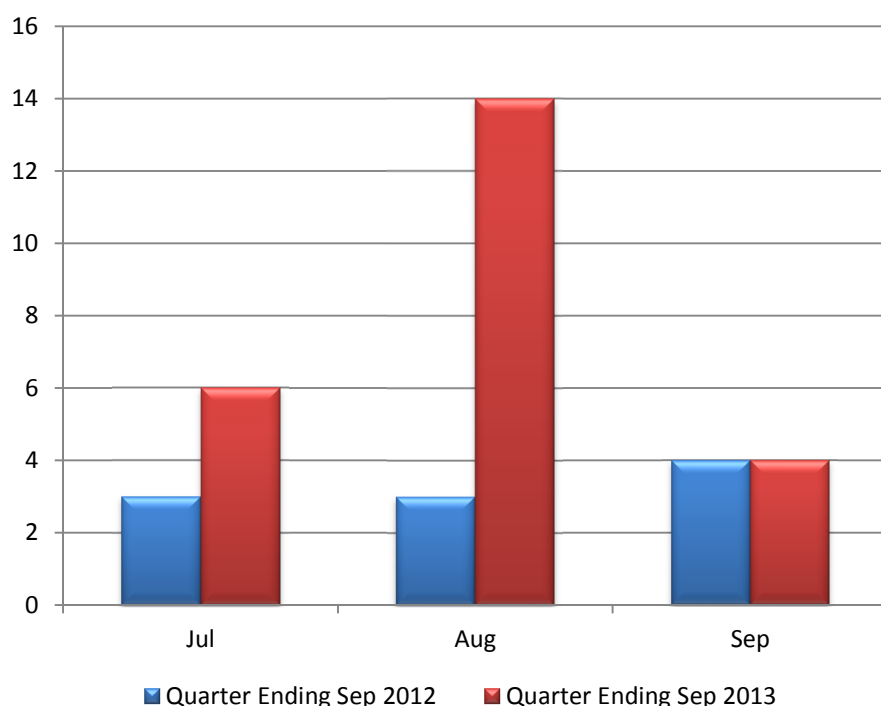
The prevention of fire related deaths is a key priority therefore a target of zero fire deaths has been set.

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:

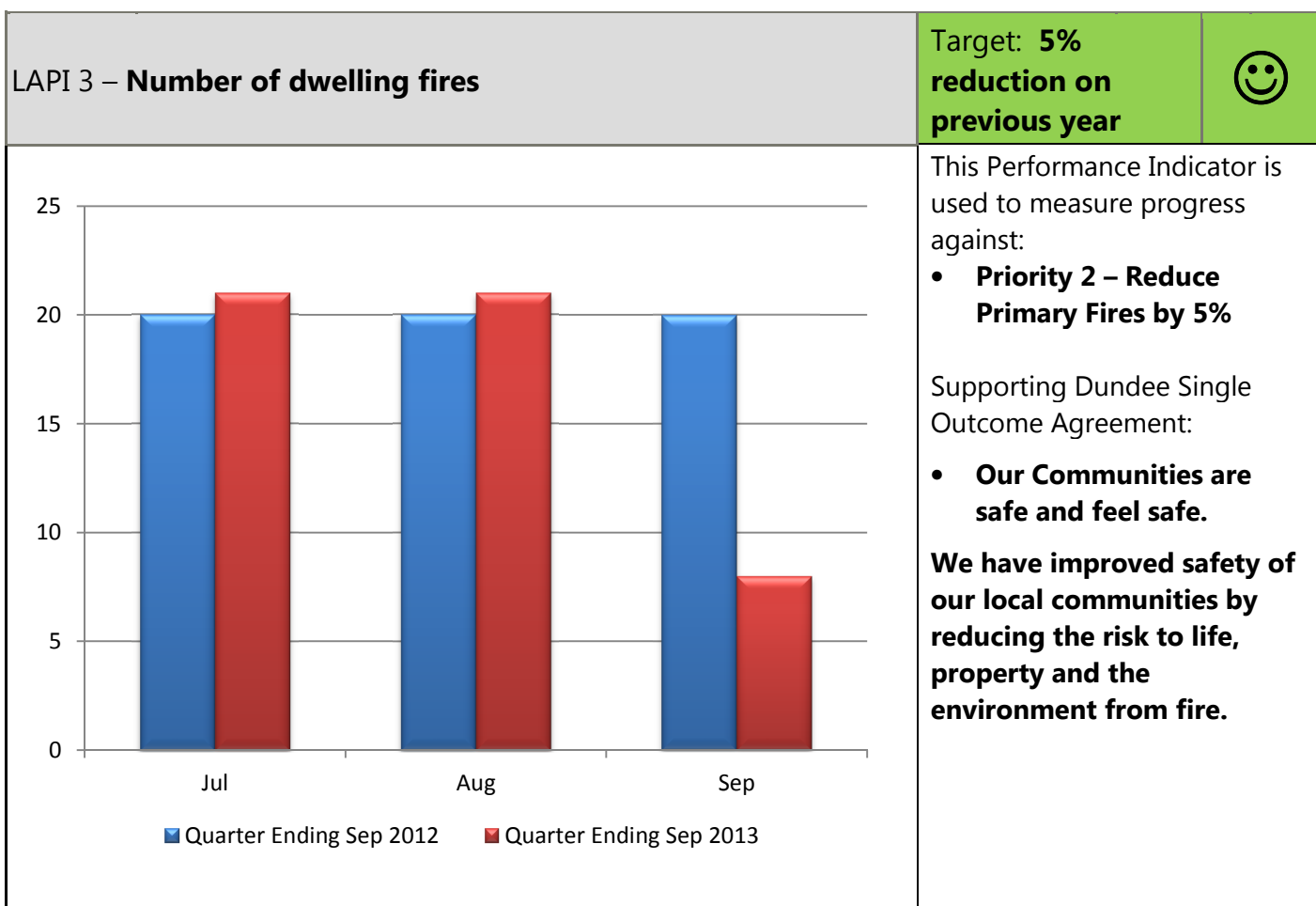
This performance indicator measures any person who has received any form of first aid treatment or medical attention at the scene of an incident regardless of the nature of the injury. This could range from a person receiving a precautionary check at the scene of an incident to removal to hospital for 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 24 people injured as a consequence of fires within domestic properties against a target of 11. Further analysis has identified that of the 17 incidents that resulted in fire casualties, four separate incidents resulted in multiple casualties (11 casualties in total). One of these incidents resulted in 5 occupants from the flat affected by fire being checked over by paramedics however fortunately none required further medical treatment. By far the biggest cause of fire in all incidents resulting in injuries was careless cooking. In all cases the treatment provided at the scene was adequate to deal with the casualties encountered with no requirement for any casualties to be taken to hospital.

This is the second consecutive quarter where we have encountered more casualties than our target. In total we have encountered 46 casualties during the first 6 months of the year against a target of 28. Our annual target is 52. 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.

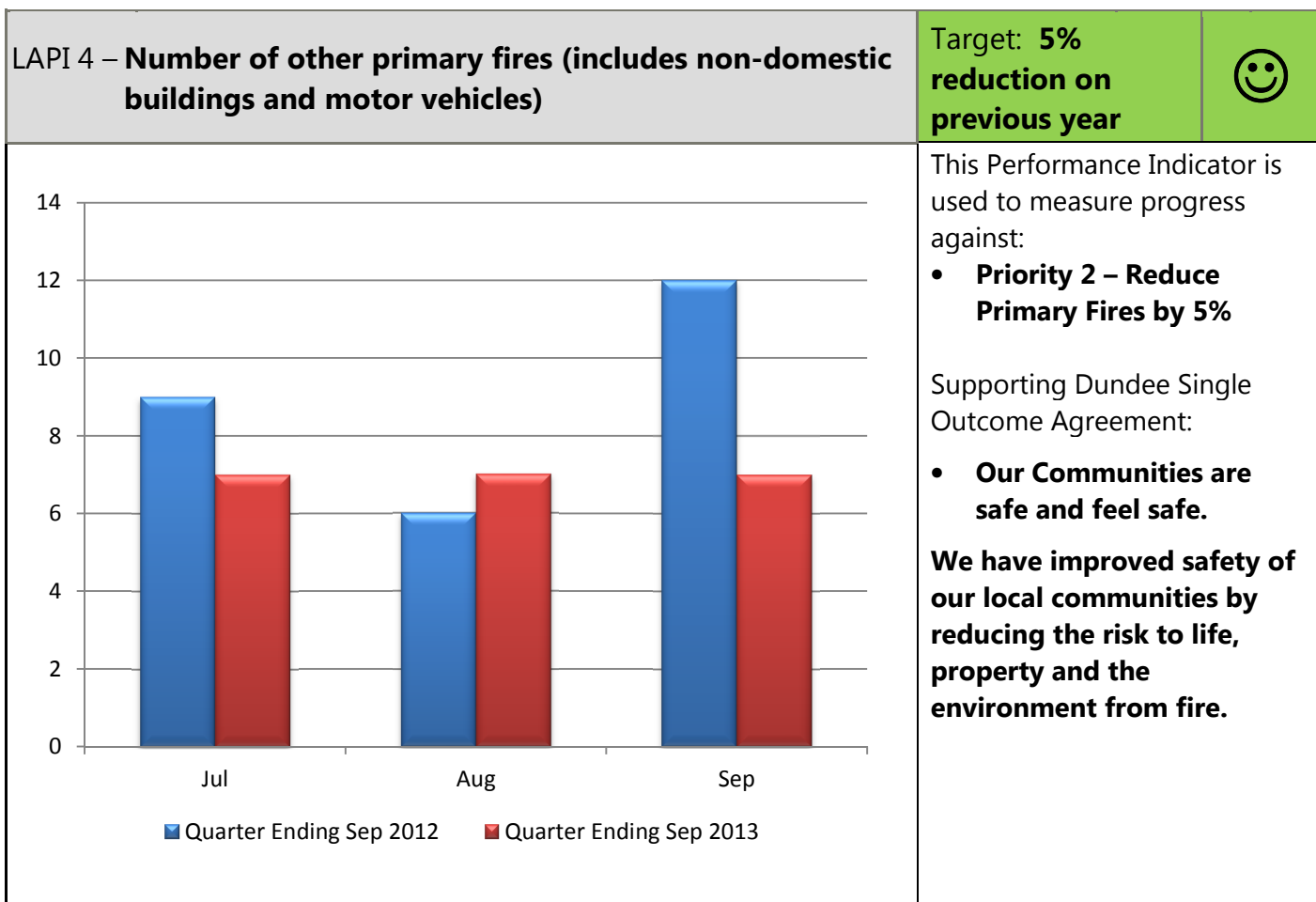
A case study is conducted following every injury from fire in a dwelling. The purpose of the case study is to identify the circumstances surrounding the incident to enable the development of an action plan with the aim being to reduce or eliminate further risk based on the lessons learned. Where necessary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



Local Senior Officer's Comments:

A total 50 dwelling fires were attended by operational crews during the second quarter of 2013-14. This number of incidents is below the set target of 62 and is the second consecutive quarter that we have achieved our target reduction and are on track to achieve our annual target. In total during the first six months we have attended 111 dwelling fires against a target 126. 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 these are the majority causes of fire.

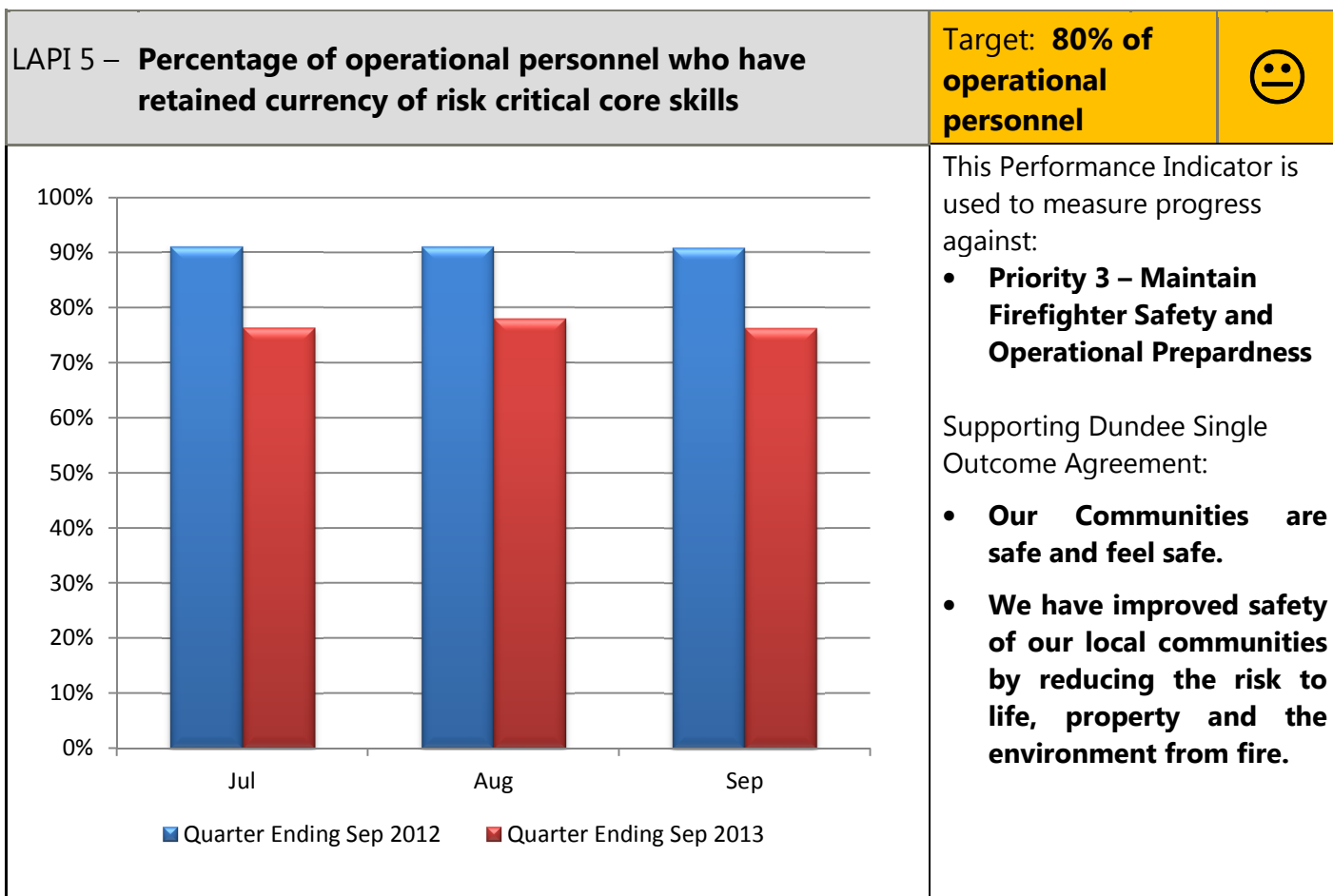


Local Senior Officer's Comments:

There were a total of 21 other primary fire incidents which were attended by operational crews during the second quarter of 2013-14. This number of incidents is again below the set target of 26 and is the second consecutive quarter that we have achieved our target reduction and are on track to achieve our annual target. In total during the first six months we have attended 46 other primary fire incidents against a target 57. Our annual target is 121.

Of the 21 incidents attended 7 were recorded as vehicle fires, one of which was caused by deliberate ignition. The other 14 incidents were in non-domestic buildings including unoccupied buildings, student residences, engineering premises etc. where approximately half were recorded as deliberate ignition with the others recorded as accidental ignition.

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. To this end an awareness seminar is being planned in conjunction with the local businesses to raise awareness of fire safety and their duties as detailed within the Fire (Scotland) Act 2005

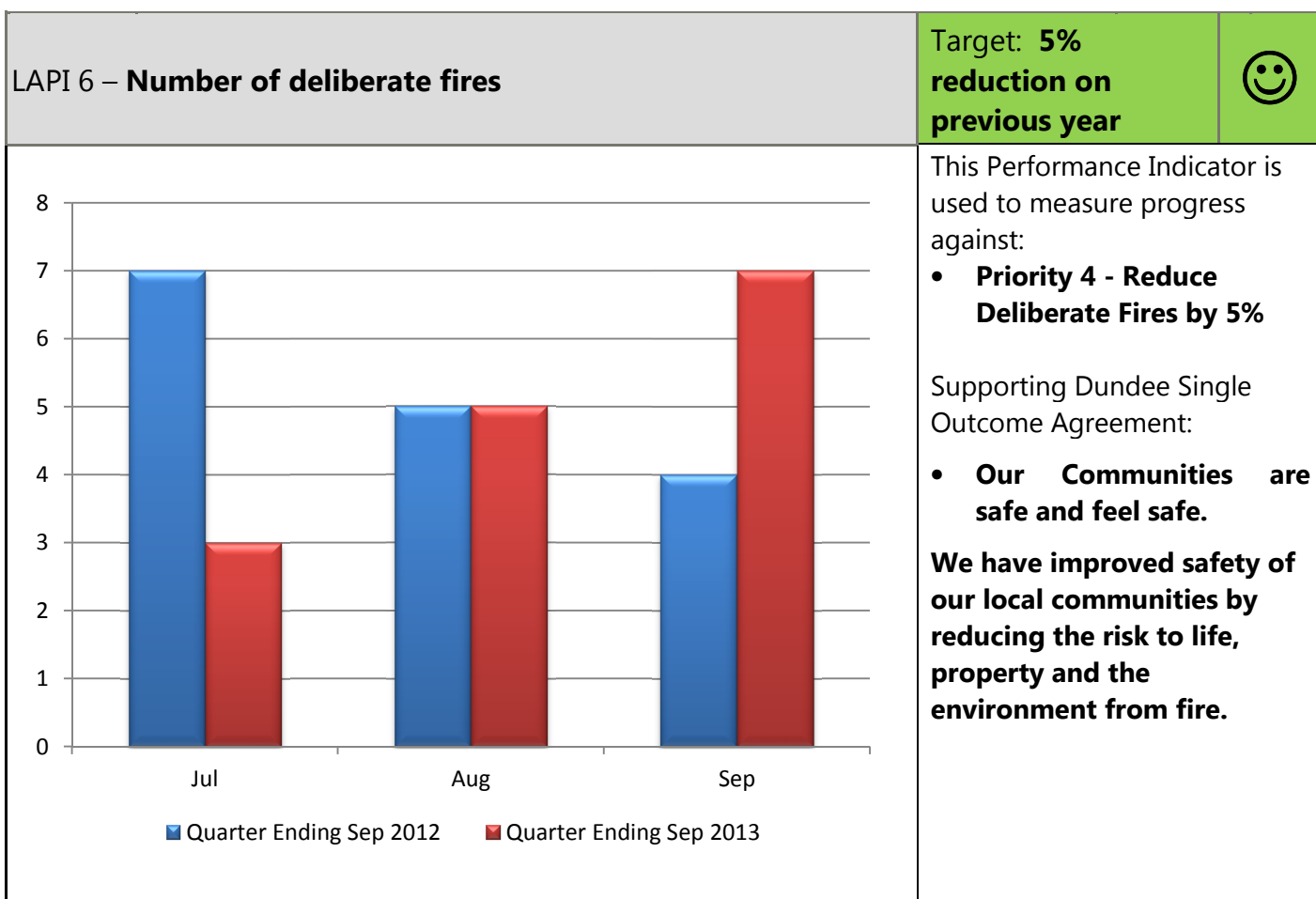


Local Senior Officer's Comments:

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 wholetime 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 76% of personnel have demonstrated competence in all of the core skills. Whilst this is below the target of 80% this is an improvement on the first quarter performance. The main reason for not achieving the target is 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

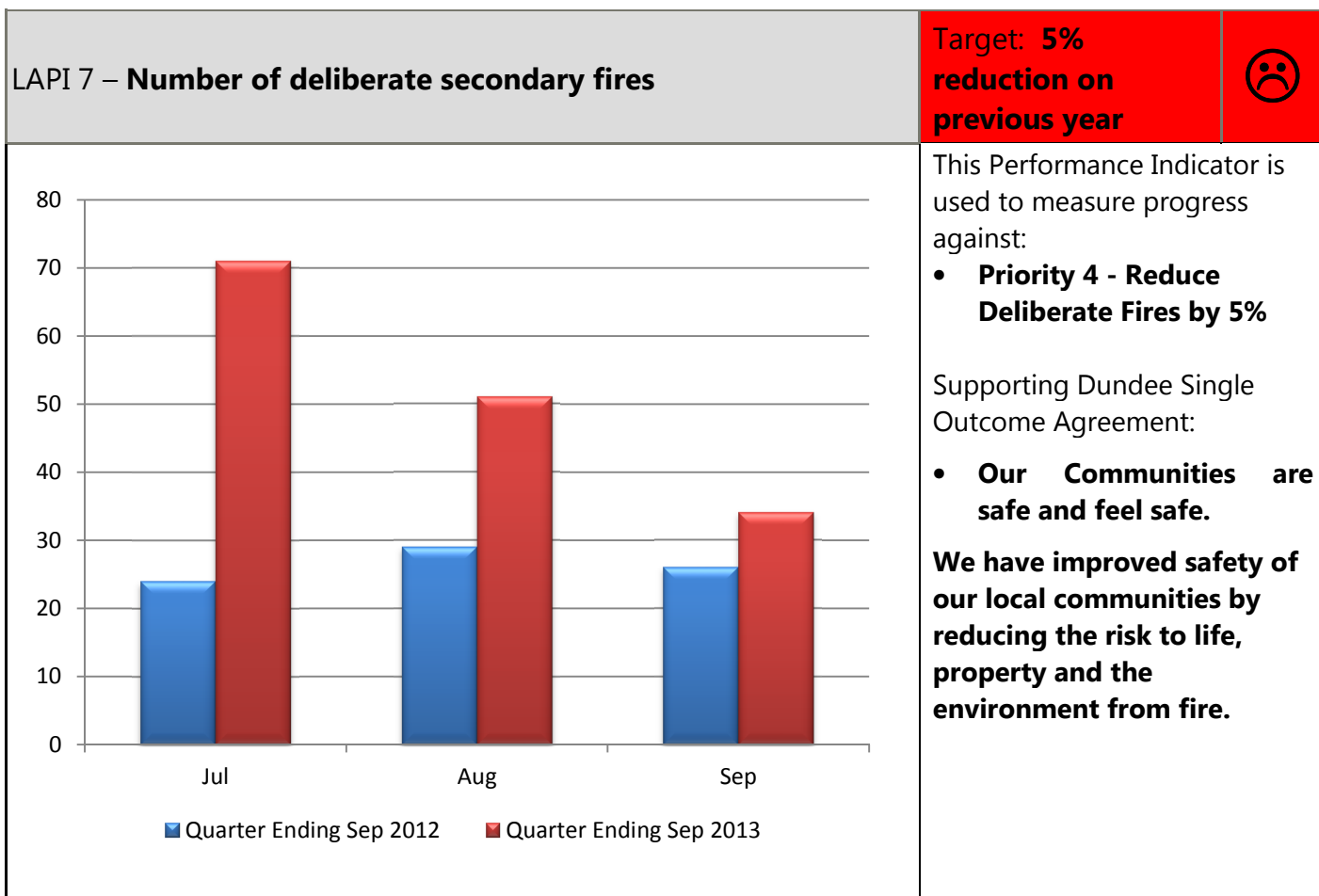


Local Senior Officer's Comments:

A total of 15 deliberate primary fires were attended by operational crews during the second quarter of 2013-14. This number of incidents is below the set target of 17 for the quarter. In total during the first six months we have attended 41 deliberate primary fires against a target of 37. Our annual target is 69. Three of these incidents were dwelling fires with the majority of the rest being located within unoccupied non-domestic buildings. There was also one deliberate vehicle fire attended during the reporting period.

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.

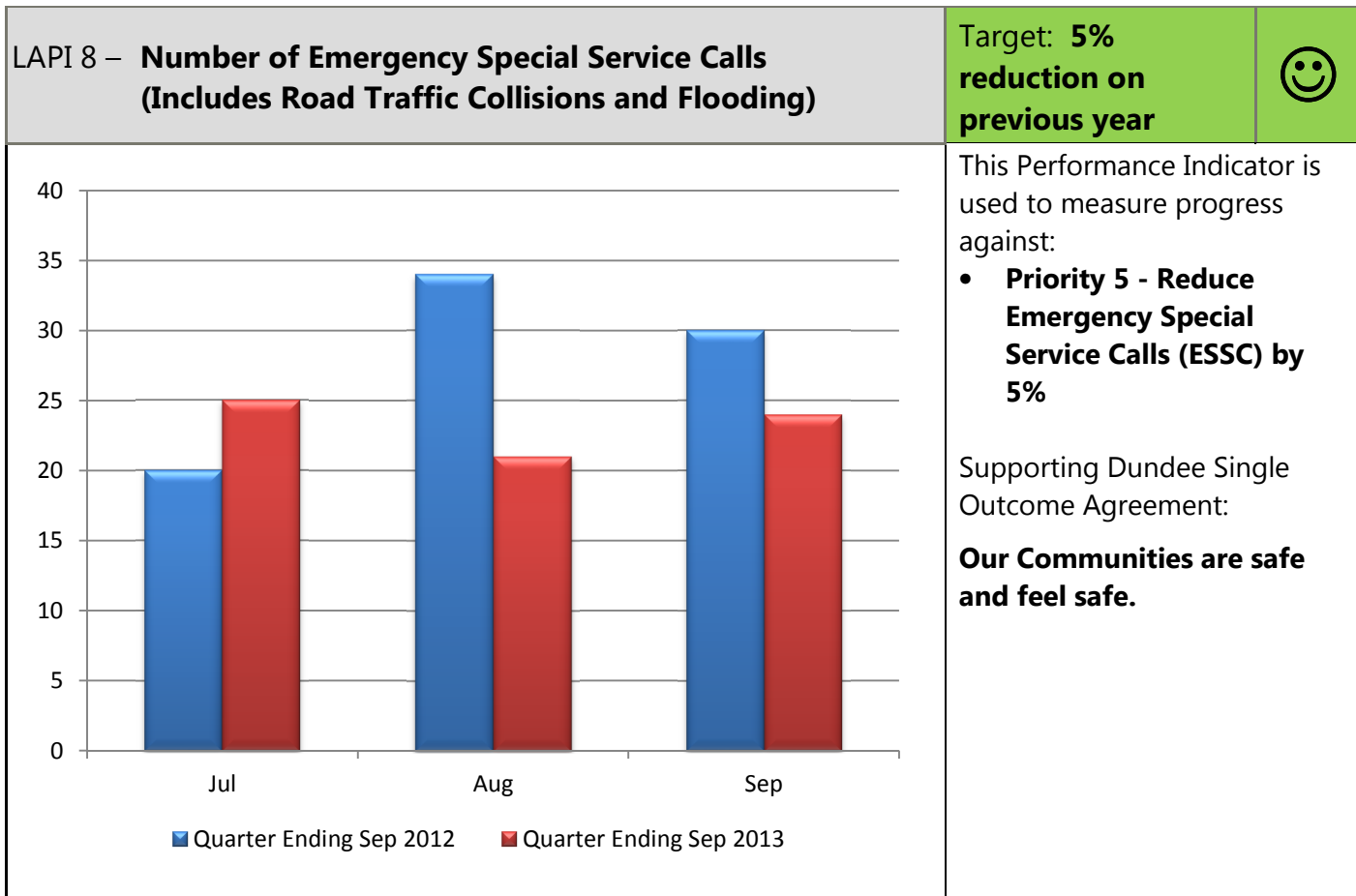


Local Senior Officer's Comments:

A total of 156 deliberate secondary fires were attended by operational crews during the second quarter of 2013-14. Disappointingly this number of incidents is well above the set target of 77 for the quarter. This is the second consecutive quarter where we have attended more deliberate secondary fires than our target. In total we have attended 302 deliberate secondary fires during the first 6 months of the year against a target of 169. Our annual target is 340.

Analysis of the incidents attended has highlighted that only one ward (The Ferry) has 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 Strathmartine Ward (Actual 45, Target 11), North East Ward (Actual 32, Target 15) and East End Ward areas (Actual 28, Target 16). 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 school holiday periods. The prevention team will therefore ensure that Community Fire Safety messages and education relating to secondary fires are delivered prior to spring and summer holidays.



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 70 ESSC incidents were attended by operational crews during the second quarter of 2013-14. This number of incidents is below the set target of 72 for the quarter. In total during the first six months we have attended 161 ESSC incidents against a target of 135. Our annual target is 318. Further analysis of the ESSC's attended by the SFRS has highlighted that almost 19% (13) of incidents attended were to assist people locked either in or out of their property. A further 13% (9) were to RTC's, 11% (8) to clear away non-hazardous substances, a further 10% (7) to deal with flooding and 10% (7) to dealing with persons stuck in lifts. The remaining incidents were lower in number and ranged from animal rescues to assisting other agencies and dealing with dangerous structures.

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 which is scheduled to take place in the Caird Hall during November 2013.

LAPI 9 – Number of malicious false alarm calls

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

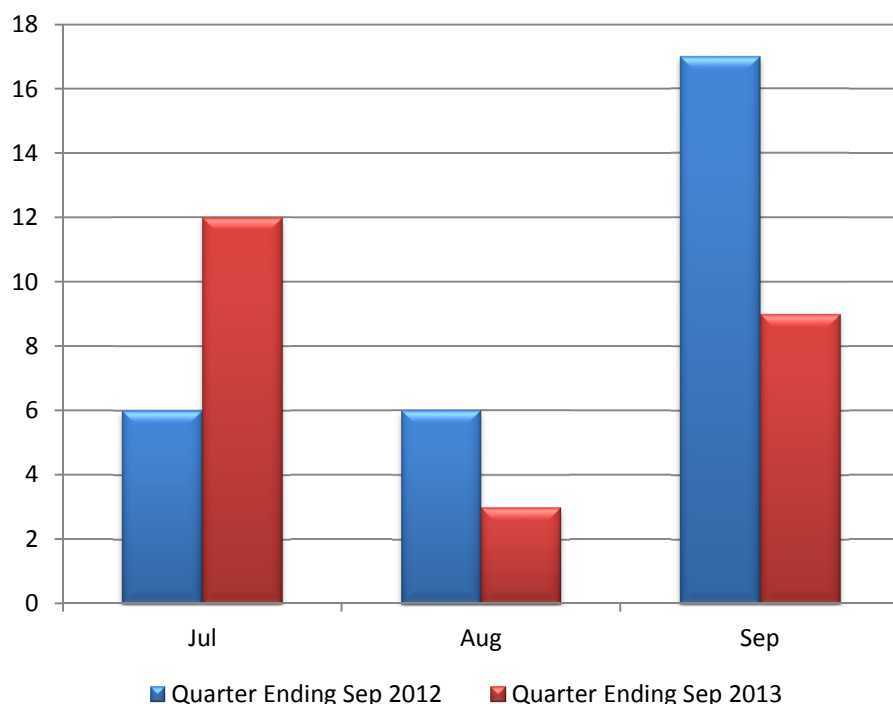


This Performance Indicator is used to measure progress against:

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

Supporting Dundee Single Outcome Agreement:

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



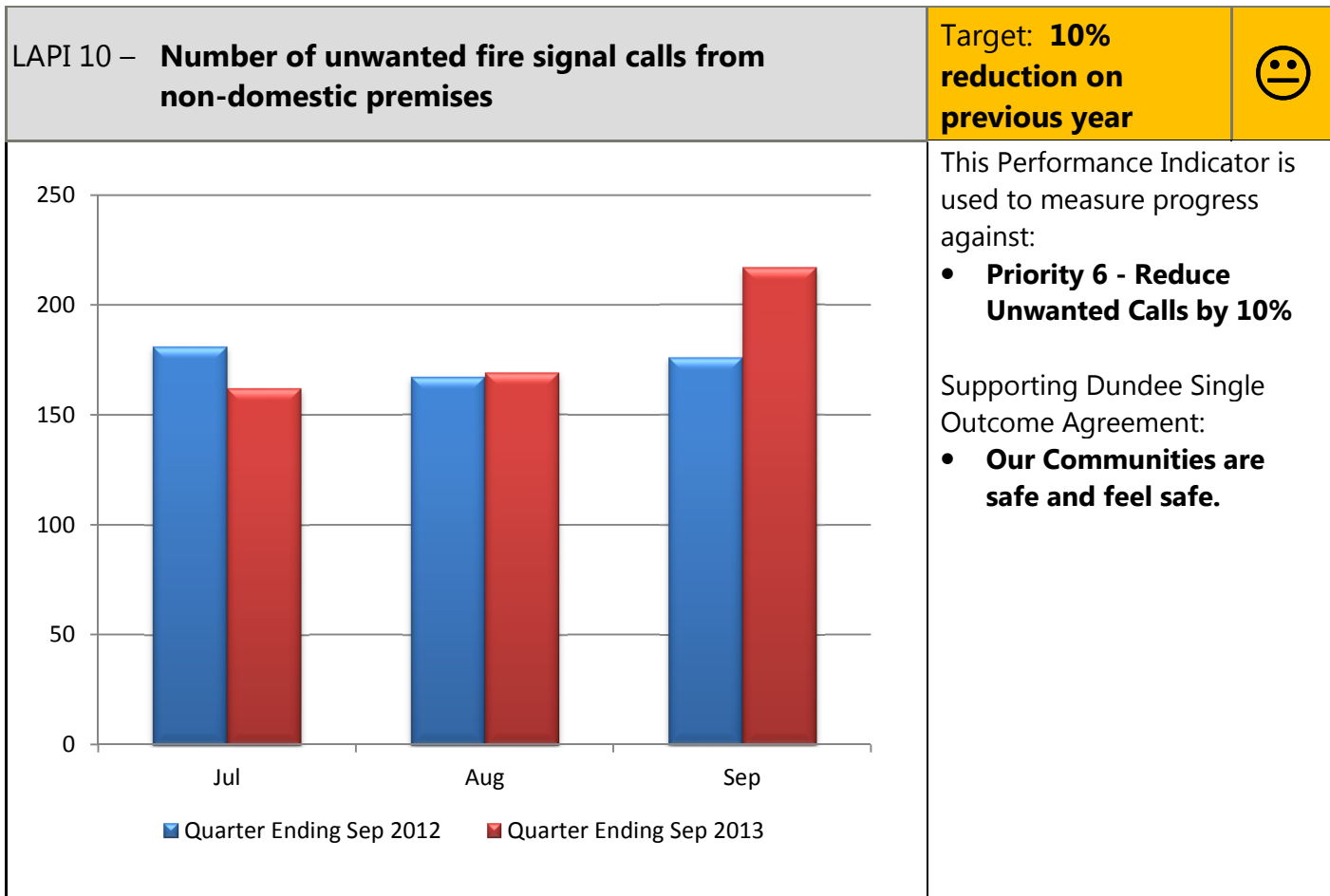
Local Senior Officer's Comments:

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 24 malicious false alarm calls which were attended by operational crews during the second quarter of 2013-14. This number of incidents is below the set target of 29 and is the second consecutive quarter that we have achieved our target reduction and are on track to achieve our annual target. In total during the first six months we have attended 47 malicious false alarm calls against a target 55. Our annual target is 107.

Analysis of the malicious false alarm calls attended has highlighted that 5 incidents were directly linked to student accommodation at Heathfield/ Belmont Halls. A further 3 incidents were to addresses within the Mid Craigie area, 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.



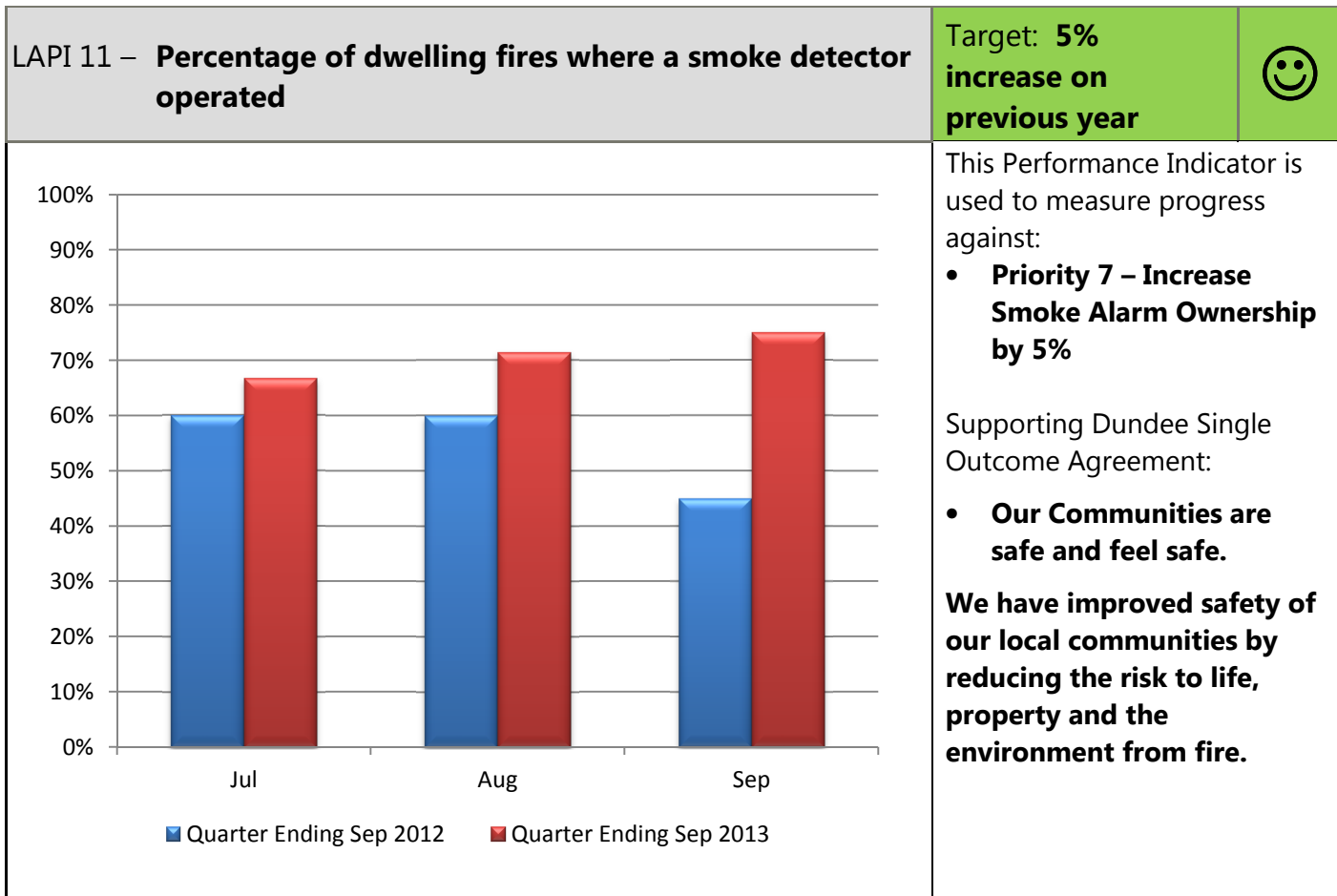
Local Senior Officer's Comments:

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 548 UwFS were attended by operational crews during the second quarter of 2013-14. Disappointingly this number of incidents is well above the target of 485 for the quarter. This is the second consecutive quarter where we have attended more UwFS calls than our target. In total we have attended 982 UwFS calls during the first 6 months of the year against a target of 888. 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 hospitals, student accommodation, sheltered housing complexes and temporary accommodation providers.

Community Safety Engagement staff continue to visit repeat callers to identify means of reducing this type of event.

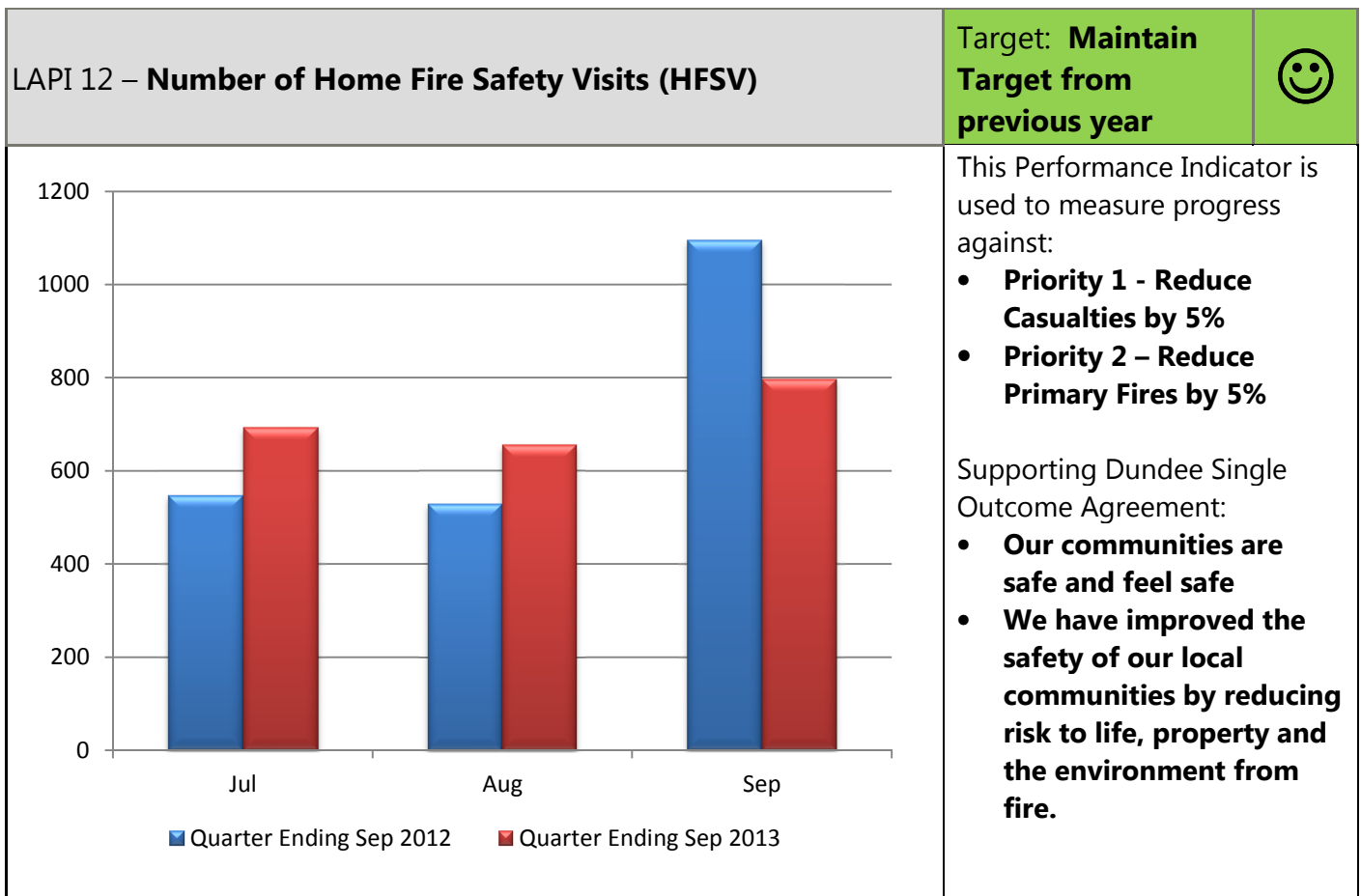


Local Senior Officer's Comments:

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. In the first quarter of 2013-14 49% of dwelling fires activated a smoke detector. Extremely pleasing to report is that during the second quarter, that of the dwelling fires attended 71% had a working smoke detector that activated. We have therefore achieved our target of 63% for the 2nd 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.



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).

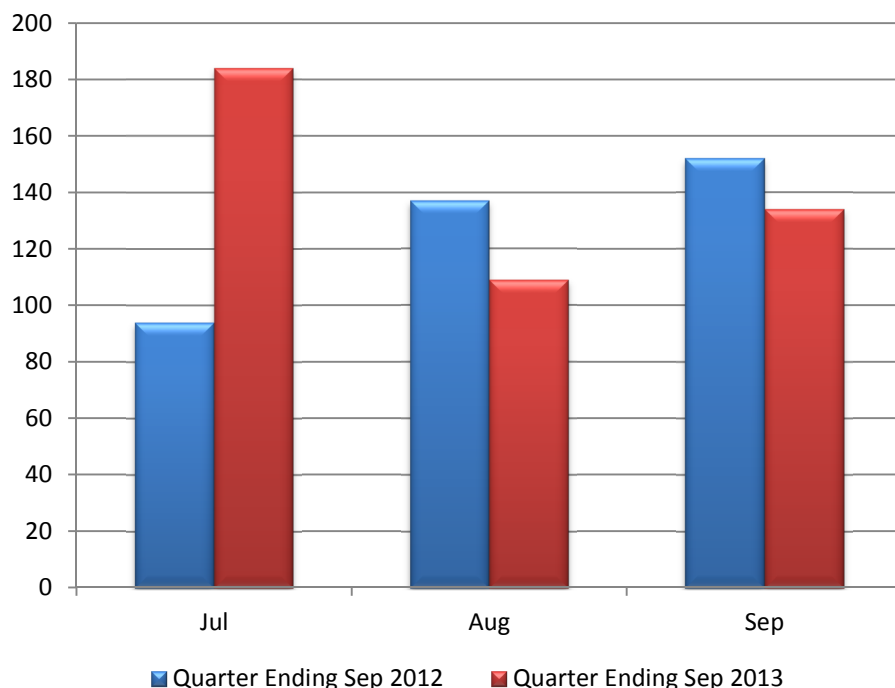
During the reporting period we undertook a total of 2,147 HFSV's which is 21.7% more than the target of 1,764. In total we have conducted 4,127 HFSV's during the first 6 months of the year against a target of 3528.

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).

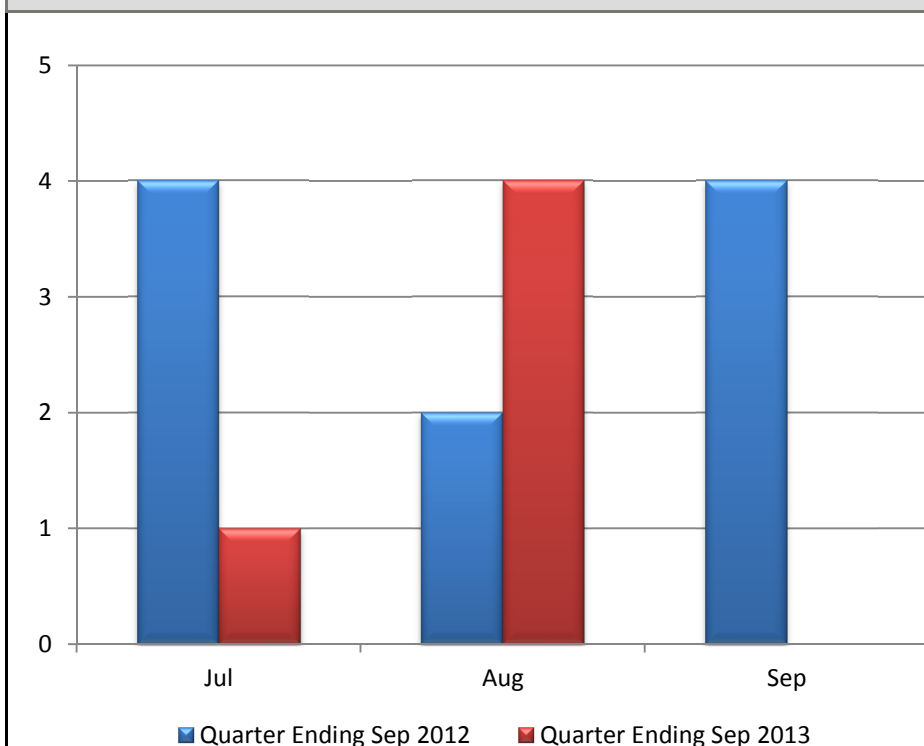
In relation to our statutory legislative fire safety requirements our fire safety enforcement personnel have been targeting specific premise types to ensure they comply with the fire safety requirements of the Fire (Scotland) Act 2005. Premise types that have been targeted are as follows:

- 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 427 legislative fire safety audits which is 100% more than the target of 213. In total we have conducted 942 legislative fire safety audits during the first 6 months of the year against a target of 425. 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. As with the HFSV's, local managers closely monitor the performance of fire safety officers to ensure that the target is achieved in order to deliver the expected outcomes to our communities including those within the business sector.

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:

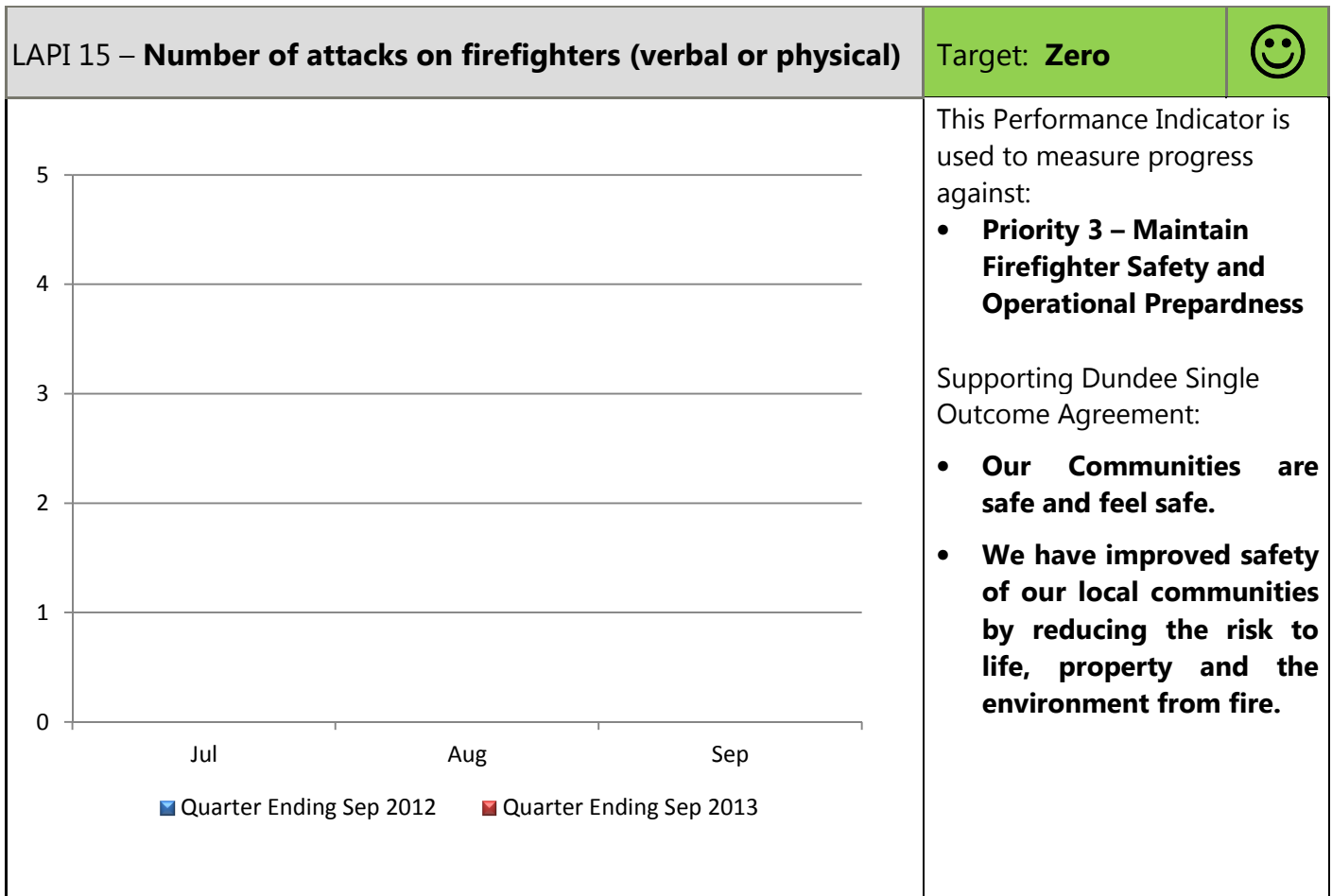
- **Our Communities are safe and feel safe.**
- **We have improved safety of our local communities by reducing the risk to life, property and the environment from fire.**

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 were a total of 5 reported personal injuries which is below the target of 6. All of these accidents occurred during training events and thankfully no working days were lost as the individuals were able to remain at work.

In total during the first six months of the year 14 injuries have been reported against a target of 11. The annual target is 23.



Local Senior Officer's Comments:

Similar to the first quarter there were no reports of any attacks whether verbal or physical to firefighters during this reporting period. The SFRS greatly values the safety of firefighters and has placed a high importance in engaging and developing relations with members of our community. 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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