



END OF YEAR PERFORMANCE REPORT

*Covering the activities and performance in
support of the Local Fire and Rescue Plan for
Moray 2017-2020*



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

1st April 2020 – 31st March 2021

**Working together
for a safer Scotland**



ABOUT THE STATISTICS IN THIS REPORT

The activity totals and other statistics quoted in this report are provisional in nature and subject to change as a result of ongoing quality assurance and review.

Because all statistics quoted are provisional there may be differences in the period totals quoted in our reports after original publication which result from revisions or additions to the data on our systems.

From 2015-16 onwards responsibility for the publication of end-year statistical data transferred from the Scottish Government to the SFRS. This change of responsibility does not change the status of the figures quoted in this and other SFRS reports reported to the Committee.

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INTRODUCTION

Welcome to the Scottish Fire and Rescue Service Moray Area performance report for the reporting period 1st April 2020 to 31st March 2021. The report is aligned to and reports on progress against the priorities set out in the Local Fire and Rescue Plan for Moray 2017 – 2020.

The information presented in this report provides a comparison against key performance indicators, the selected performance indicators are selected to best inform and support the priorities within the Local Fire and Rescue Plan for Moray 2017-2020. Each indicator displays the activity reflecting performance during the year vs. a specific target (3 year rolling average). The performance indicators within the report support the local priorities:

- Priority 1 – Unintentional Harm & Home Safety
- Priority 2 – Non-Fire Emergencies
- Priority 3 – Anti-Social Behaviour
- Priority 4 – Non-Domestic Fire Safety
- Priority 5 – Unwanted Fire Alarm Signals
- Priority 6 – Emergency Response & Community Resilience

As well as supporting the six priorities in the Local Fire and Rescue Plan for Moray, this monitoring report shows how SFRS activities and performance contribute to the wider priorities of the Moray Community Partnership 10 Year Local Outcomes Improvement Plan.




The figures in this report are provisional, to provide the Committee with the SFRS's direction of travel in the Moray area, in terms of performance against headline indicators and targets. Most figures will not change; however, members should note that there may be some small variations for some indicators when the final confirmed figures are published by the SFRS.









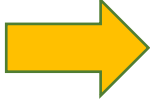




PERFORMANCE SUMMARY

The table below provides a summary of the end of year performance against headline indicators and annual targets. It aims to provide – at a glance – our direction of travel during the reporting year.

Performance against Moray Local Fire and Rescue Plan

End of Year Legend

	Below 3 Year Average
	Less than 10% above 3 Year Average
	More than 10% above 3 Year Average

Key Performance Indicator	1 st April 2020 to 31 st March 2021				RAG STATUS
	2017/18	2018/19	2019/20	2020/21	
 All Accidental Dwelling Fires	35	55	78	51	
  All Accidental Dwelling Fire Casualties & (Fatalities)	12 (0)	10 (2)	19 (0)	7 (1)	
 Special Service All	150	159	202	151	
 All Deliberate Fires	69	124	73	93	
 Non- Domestic Fires	36	41	24	27	
 UFAs	375	374	402	354	

PERFORMANCE HIGHLIGHTS

Of the 6 Priority areas, the following performance should be noted for the year 2020/21:

Accidental Dwelling Fires and Accidental Dwelling Fire Casualties

The statistics against the key performance indicators show that we have a decrease compared to the three-year rolling average for Accidental Dwelling Fires. Accidental Dwelling Fire Casualties numbers remain below the three-year average, however sadly there was 1 fatality in the Moray area during this reporting period.

Special Service All

Special Service Calls are showing 9% below the three-year average. The categories of Special Service with the highest number of calls were and Effecting Entry and Assisting Other Agencies, with crews attending 46 and 32 respectively during this reporting period.

Compared to the three-year average, RTC's have reduced by 35% during the reporting period and are at a four-year low, this is largely due to fewer vehicle journeys as a result of COVID-19 restrictions.

Deliberate Fires

Deliberate Fires are slightly above the three-year average with deliberate secondary fires (grassland/scrub) contributing to the bulk of the calls.

Non-Domestic Fires

Non-Domestic Fires are below the three-year average with 27 incidents covering a variety of premise types.

We continue to work with owners and occupiers through our Fire Safety Enforcement Programme and Post Fire Audits to reduce the number of Non-Domestic Fires.

False Alarm – UFAS

UFAS incidents have reduced by 6% below the three-year average with distillery's and associated warehousing contributing to the bulk of the calls.

PRIORITY 1 – UNINTENTIONAL HARM & HOME SAFETY

Accidental Dwelling Fires (ADF)

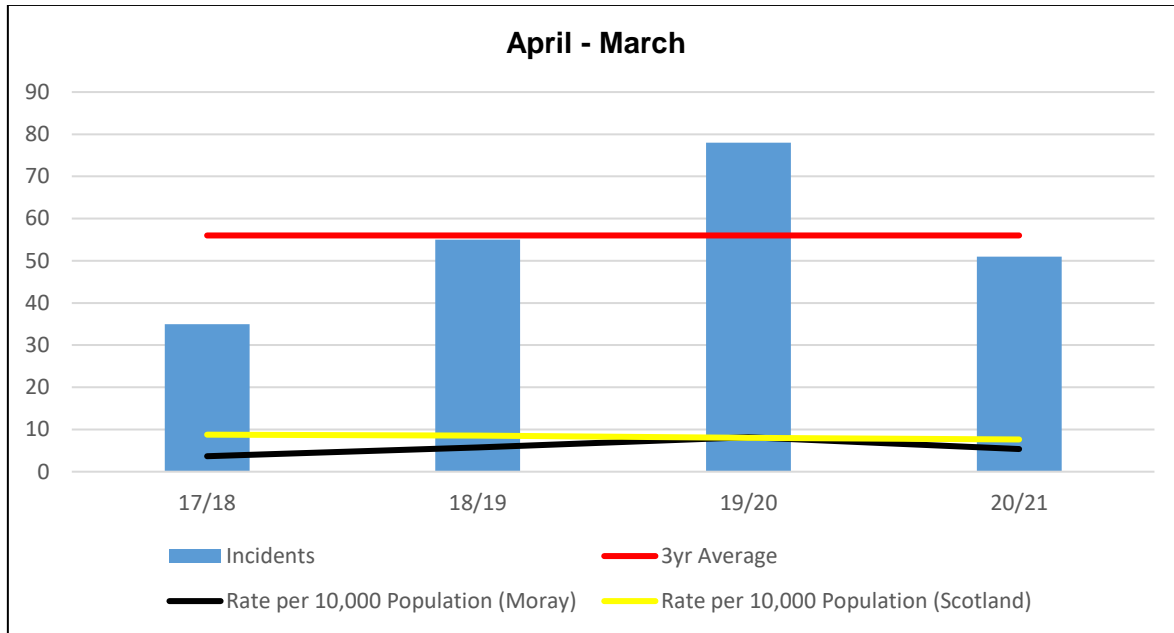


Table 1: End of Year (April to March) Performance

	17/18	18/19	19/20	20/21	YTD
ADF's	35	55	78	51	Green

ADF Fatal Casualties & - ADF Non-Fatal Casualties

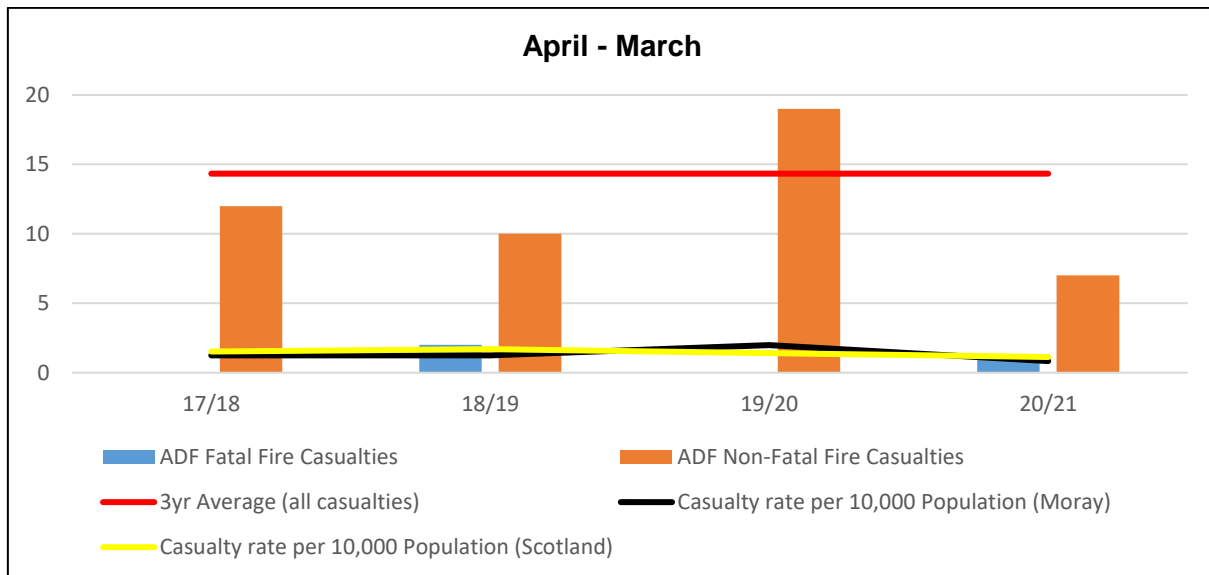


Table 2: End of Year (April to March) Performance

	17/18	18/19	19/20	20/21	YTD
ADF Fatal Casualties	0	2	0	1	Red
ADF Non-Fatal Casualties	12	10	19	7	Green

Accidental Dwelling Fires

Committee	17/18	18/19	19/20	20/21
Buckie	2	6	6	8
Elgin North	6	6	15	12
Elgin South	5	3	10	4
Forres	6	13	16	10
Keith	4	12	5	4
Laich	8	8	11	10
Milnes	2	4	7	2
Speyside	2	3	8	1
Total	35	55	78	51

Indicator Description

The largest single type of primary fire in Moray is accidental fires in the home and their prevention is a key focus of the Service's community safety activity.

Our aim is to reduce the rate of ADF's by keeping these incidents below the three-year average.

The reduction of fire casualties is clearly linked to our priority "Unintentional Harm and Home Safety". The reduction of fire fatalities and casualties is at the core of our preventative and early intervention activities carried out by SFRS in the Moray area. Significant contributory factors associated with the number of fire casualties and fatalities include, lifestyle, independent living strategies, smoking, consumption of alcohol and prescribed and non-prescribed drugs, Individual capacity and vulnerability, and ageing demographics.

ADF Fatal Casualties

This indicator counts those people for whom fire has been clearly identified as the cause of death, even if they die some-time after the actual fire. Those who die at, or after, the fire but where fire is **not** identified as the cause of death are not included in these figures.

Our aim is to have **Zero ADF Fatal Casualties**, in Moray.

ADF Non-Fatal Casualties

This Indicator counts all types of non-fatal fire injury in the home, including precautionary checks.

Our aim is to reduce the risk of injury from fire in the home by keeping fire injuries below the three-year average.

What we aim to Achieve

As well as helping to deliver Priority One: *Unintentional Harm & Home Safety*, our activities will also support the long-term ambition of the Moray 10 Year Plan and supports achievement of the following local outcomes:

- Building a better future for our children and young people in Moray
- Empowering and connecting communities
- Growing, diverse and sustainable economy
- Changing our relationship with alcohol

Performance Management

There have been 51 ADF's reported during 2020/21, which is below the three-year average. We are therefore showing green for achieving the annual target.

Accidental dwelling fires can have a significant negative impact upon both individuals, the wider community and are financially costly to house holders and housing providers in terms of repair and the reinstatement of homes. Key contributory risk factors include, lifestyle, independent living strategies, smoking, consumption of alcohol and prescribed and non-prescribed drugs. Individual capability and vulnerability, and aging demographics. The area remains committed to reducing the number of Accidental Dwelling Fires and during this period the Service have increased publicity around how to prevent this type of incident using both traditional and social media.

Tragically there has been 1 fatality as a result of an Accidental Dwelling Fire during this period and we continue to work in a partnership approach to prevent all casualties and fatalities as a result of this type of incident.

There have been 7 ADF Non-Fatal Casualties during the reporting period which is a reduction compared to the three-year-rolling average and a four-year-low. This demonstrates that our Community Safety Engagement Activity in this area is having an impact and will continue to develop this further to further reduce the number of casualties.

Home Fire Safety Visits remain a key focus in our community safety activity to reduce accidental dwelling fires and casualties resulting from these. We continue to explore and develop partnerships throughout the area to identify those most vulnerable and/or at risk from fire and/or harm in the home. Through our contribution to Moray Community Safety Hub and the Community Planning Partnership collectively we have raised awareness of our referral process and promote a better understanding of fire risk in the home. The figures presented below show the number of Home Fire Safety Visits (HFSV) delivered year-to-date compared to the same period 2019 / 20:

	2019 / 20	2020 / 21
High	608	225
Medium	508	98
Low	581	23
Total	1697	346

The delivery of HFSV's to date have reduced compared to last year and this is down to restrictions that were put in place surrounding Covid-19. The SFRS focus remains on delivery of high and very high risk HFSV's during the ongoing Covid-19 pandemic, and these are being carried out by both our Community Action Teams as well as operational front-line staff. We continue to monitor emerging risk and will adjust our delivery strategy in line with Scottish Government guidance, to protect both the public and our staff.

PRIORITY 2 – NON-FIRE EMERGENCIES

Non-Fire Emergencies

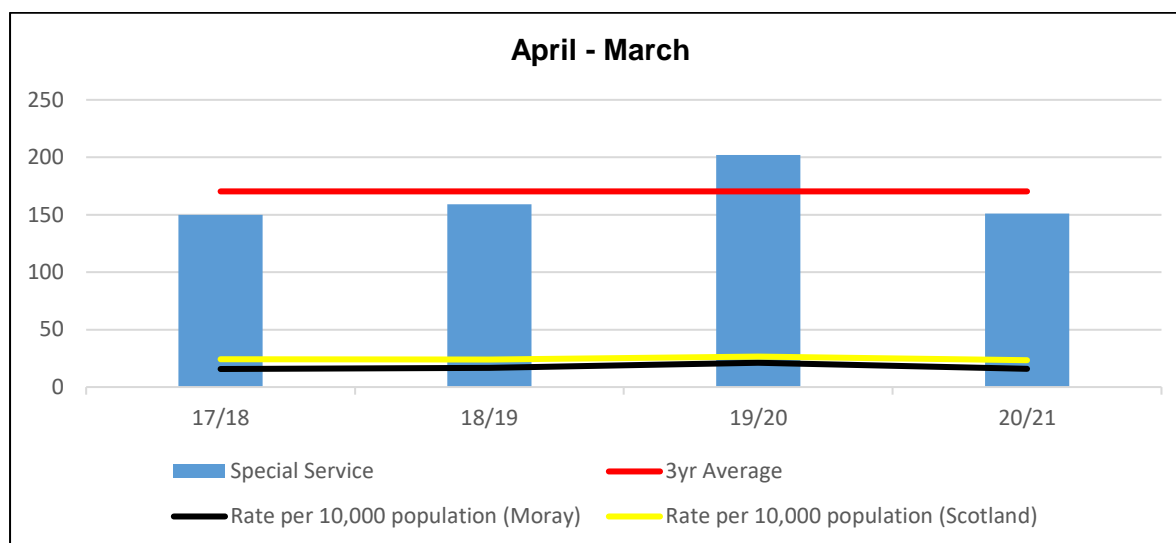


Table 3: End of Year (April to March) Performance

	17/18	18/19	19/20	20/21	YTD
All Non – Fire Emergencies	150	159	202	151	Green

Road Traffic Collisions

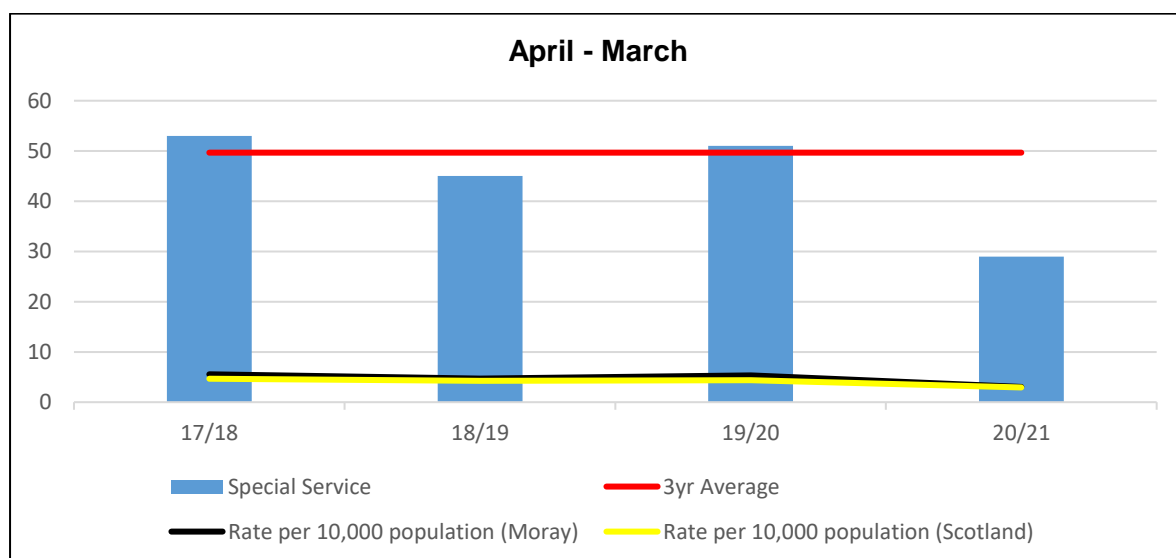


Table 4: End of Year (April to March) Performance

	17/18	18/19	19/20	20/21	YTD
Road Traffic Collisions	53	45	51	29	Green
Fatal RTC Casualties	5	7	5	2	Green
Non-Fatal RTC Casualties	52	31	29	17	Green

All Special Service Incidents (Ward Area)

Committee	17-18	18-19	19-20	20-21
Buckie	13	13	22	18
Elgin North	21	24	18	21
Elgin South	22	21	40	21
Forres	24	29	23	22
Keith	18	13	15	22
Laich	25	21	25	16
Milnes	9	25	26	17
Speyside	18	13	33	14
Total	150	159	202	151

Indicator Description

A core part of SFRS activity locally is responding to Non-Fire Emergencies such as road traffic collisions (RTCs), other rescue situations and flooding. Firefighters are trained to a high standard and have at their disposal the most modern equipment for extracting people in rescue situations and administering first aid to casualties. As well as our operational response we are actively involved in preventing accidents from occurring through our work with the Moray Community Safety Hub and Public Protection Partnership.

What we aim to Achieve

As well as helping to deliver Priority Three: *Non-Fire Emergencies*, our activities will also support the long-term ambition of the Moray 10 Year Plan and supports achievement of the following local outcomes:

- Building a better future for our children and young people in Moray
- Empowering and connecting communities
- Growing, diverse and sustainable economy
- Changing our relationship with alcohol

Performance Management

All Non-Fire Emergencies (Special Service Incidents) have reduced when compared to the average over the last 3 years, with 151 incidents attended during the reporting period. We are therefore showing green for achieving the annual target.

The most common forms of Non-Fire Emergencies were effecting entry of which there were 46 incidents attended and calls to assist other agencies of which there were 32 incidents attended.

One of the most common form of Non-Fire Emergencies attended by the service are Road Traffic Collisions. As shown in table 4, indicators for RTC's are all showing a positive direction of travel when compared against the three-year rolling average with particularly good progress being made against the number of RTC's attended (29, a four-year low) and the number of Non-Fatal RTC Casualties which are also at a four-year low (17). Consideration needs to be taken of reduced traffic flow due the Covid-19 restrictions and we will not become complacent with regards to this priority and will continue working in partnership with communities and our partners in Community Planning and Community Safety Partnerships to drive down the number of RTC's, Fatalities and Casualties resulting from these.

Due to the pandemic this was the first year in 15 years that Safe Drive Stay Alive could not be delivered and due to the ongoing restrictions, it has also been cancelled for 2021. We are actively working with partners to look at how to best deliver a programme addressing education and advice to young people in preparing for becoming drivers. We will continue to promote Road Safety as part of our Annual Station Plans and our involvement with Road Safety Groups at both a Strategic and Operational level.

In addition to the above we also attended a small number of animal rescues and flooding incidents.

Prevention is a key role of the SFRS locally and this extends to our expansion in the role of reducing unintentional harm and the identification of a wide range of risks. We continue working with partners through the Community Planning and Community Safety Partnerships to make Moray a safer place to live in, work in and visit.

PRIORITY 3 – ANTI-SOCIAL BEHAVIOUR

Deliberate Primary Fires

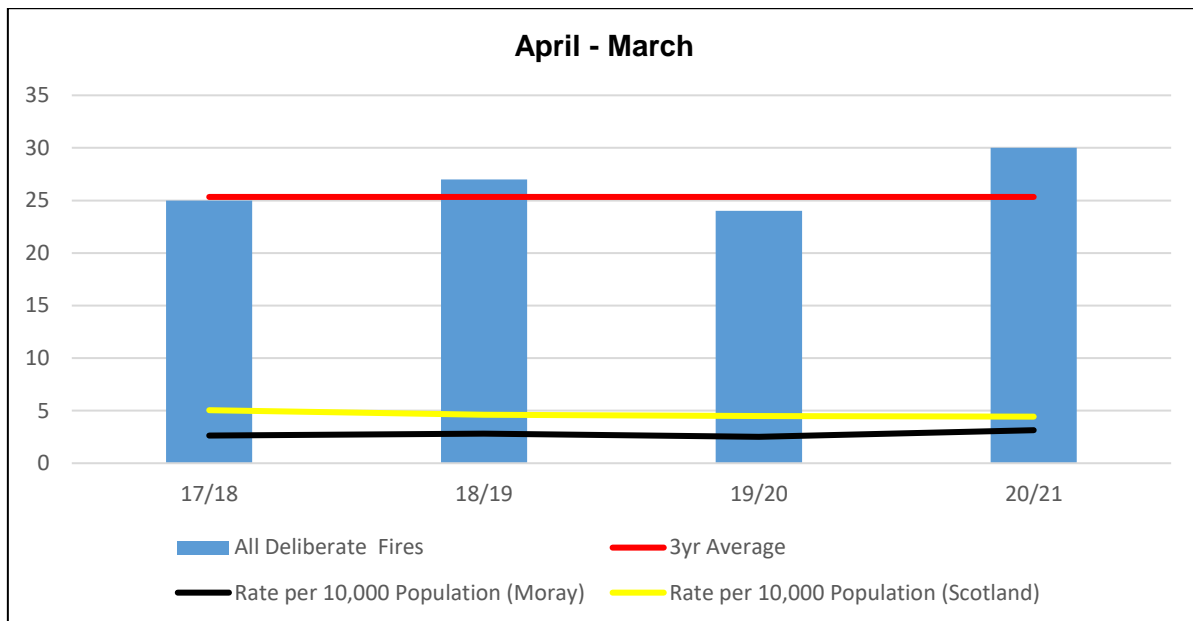


Table 5: End of Year (April to March) Performance

	17/18	18/19	19/20	20/21	YTD
Deliberate Primary Fires	25	27	24	30	Red

Deliberate Secondary Fires

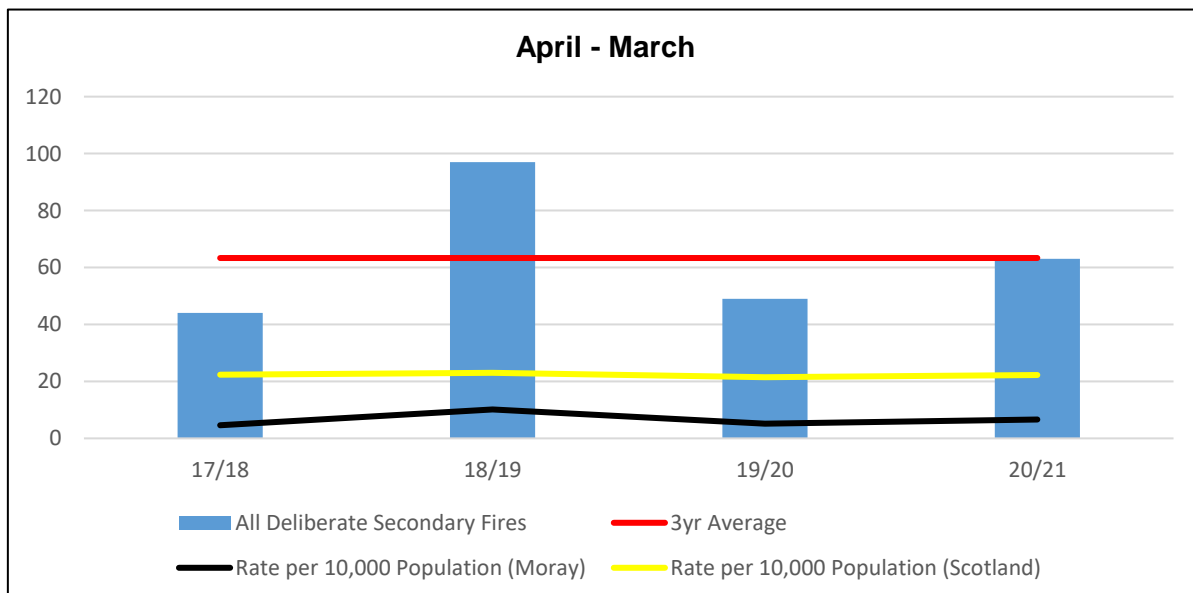


Table 6: End of Year (April to March) Performance

	17/18	18/19	19/20	20/21	YTD
Deliberate Secondary Fires	44	97	49	63	GREEN

Committee	17-18	18-19	19-20	20-21
Buckie	7	6	9	9
Elgin North	13	15	8	15
Elgin South	9	9	10	13
Forres	7	10	12	9
Keith	10	10	8	9
Laich	12	52	17	17
Milnes	10	16	0	10
Speyside	1	6	9	11
Total	69	124	73	93

Indicator Description

In Moray, evidence reflects that deliberate fires are a problem in specific areas that can be linked to anti-social behaviour. Partnership working is key to reducing this type of incident and with the assistance of partners and communities we have reduced deliberate fires in areas where historically we have seen the highest level of activity.

Deliberate fires can be split into two different categories, these are Deliberate Primary and Deliberate Secondary Fires.

What we aim to achieve

As well as helping to deliver Priority Three: *Anti-Social Behaviour*, our activities will also support the long-term ambition of the Moray 10 Year Plan and supports achievement of the following local outcomes:

- Building a better future for our children and young people in Moray
- Empowering and connecting communities
- Growing, diverse and sustainable economy
- Changing our relationship with alcohol

Performance Management

The overall results for this indicator show that we are below the average number for all types of deliberate fires in the area when compared against the national figure, however we are slightly above the three-year average for the Moray area. This is mainly due to the slight increase in the number of deliberate primary fires attended during the reporting period in comparison to the three-year average.

During this period 63 of the 93 Deliberate Fires that occurred were Secondary fires these are fires involving grassland and refuse. The remaining 30 fires that occurred were Primary fires and these included 1 Education establishment, 4 garden sheds, 2 outdoor structures, 4 vehicles, and plantations.

Partnership working is key to reducing deliberate fires and we achieve this through the Moray Community Safety Hub. As part of our Thematic Action Plans we focus on deliberate fires and carry out interventions in identified problem areas. We use both traditional and social media to highlight the hazards and consequences of deliberate fires and use our Firesetters intervention program to carryout engagement activity with youths that have been identified as being involved in Deliberate Fires.

PRIORITY 4 – NON-DOMESTIC FIRE SAFETY

Non-Domestic Fires

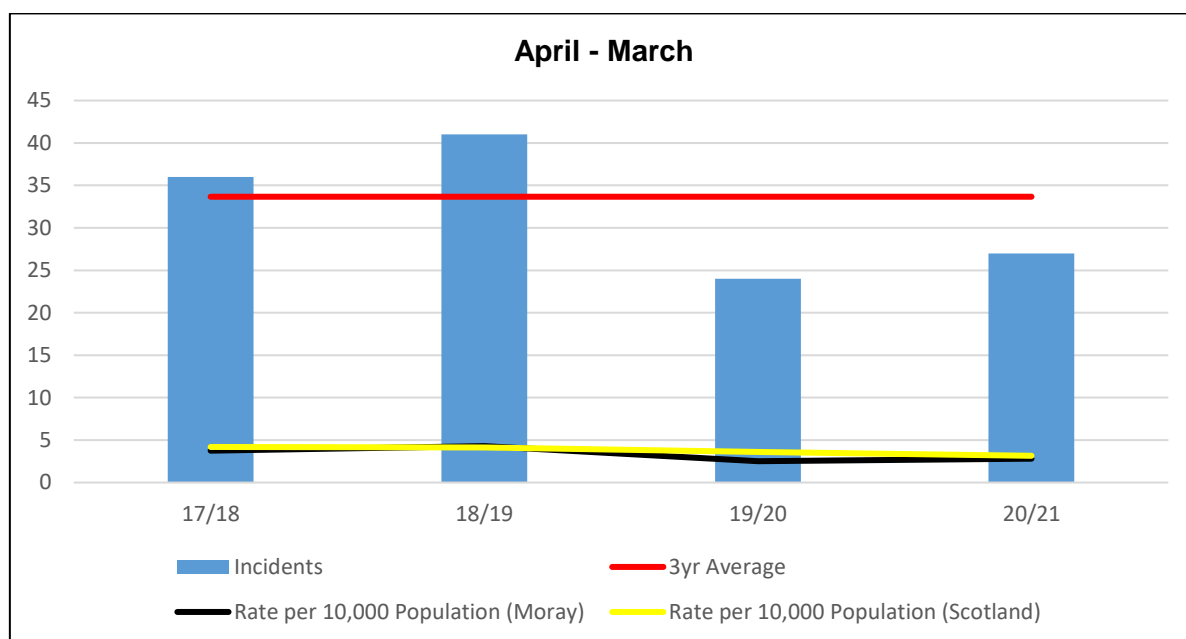


Table 7: End of Year (April to March) Performance

	17/18	18/19	19/20	20/21	YTD
Non-Domestic Fires	36	41	24	27	Green

Committee	17-18	18-19	19-20	20-21
Buckie	0	4	1	2
Elgin North	4	6	0	5
Elgin South	8	9	6	1
Forres	6	3	7	5
Keith	5	4	2	3
Laich	8	7	4	7
Milnes	1	6	4	2
Speyside	4	2	0	2
Total	36	41	24	27

Indicator Description

This priority concentrates on the reduction of fires occurring within buildings that are non-domestic premises.

Again, partnership working is key to reducing this type of incident and we work with building occupiers and owners through our Legislative Fire Safety Enforcement Officers to reduce fires in non-domestic properties. Every fire that occurs in a non-domestic building is followed up by a post-fire audit. These audits are carried out by our dedicated fire safety enforcement team.

What we aim to Achieve

As well as helping to deliver Priority Four: *Non-Domestic Fire Safety* our activities will also support the long-term ambition of the Moray 10 Year Plan and supports achievement of the following local outcomes:

- Building a better future for our children and young people in Moray
- Empowering and connecting communities
- Growing, diverse and sustainable economy
- Changing our relationship with alcohol

Performance Management

Results for this indicator show that we are below the average number of non-domestic fires in the area when compared against the three-year average for the Moray area.

Of the 27 incidents that occurred 6 were garden sheds, 2 private garages, 2 shops, and 3 within 'other' residential or hotel type accommodation. The remaining 14 covering a variety of non-domestic premises.

Our dedicated Fire Safety Enforcement Officers continue to audit relevant premises that fall within the scope of the Fire (Scotland) Act 2005 to ensure compliance with their statutory responsibilities. These officers engage with duty holders of relevant premises and provide advice and guidance on how to prevent both accidental and deliberate fires in non-domestic buildings.

PRIORITY 5 – REDUCING UNWANTED FIRE ALARM SIGNALS

Unwanted Fire Alarm Signals

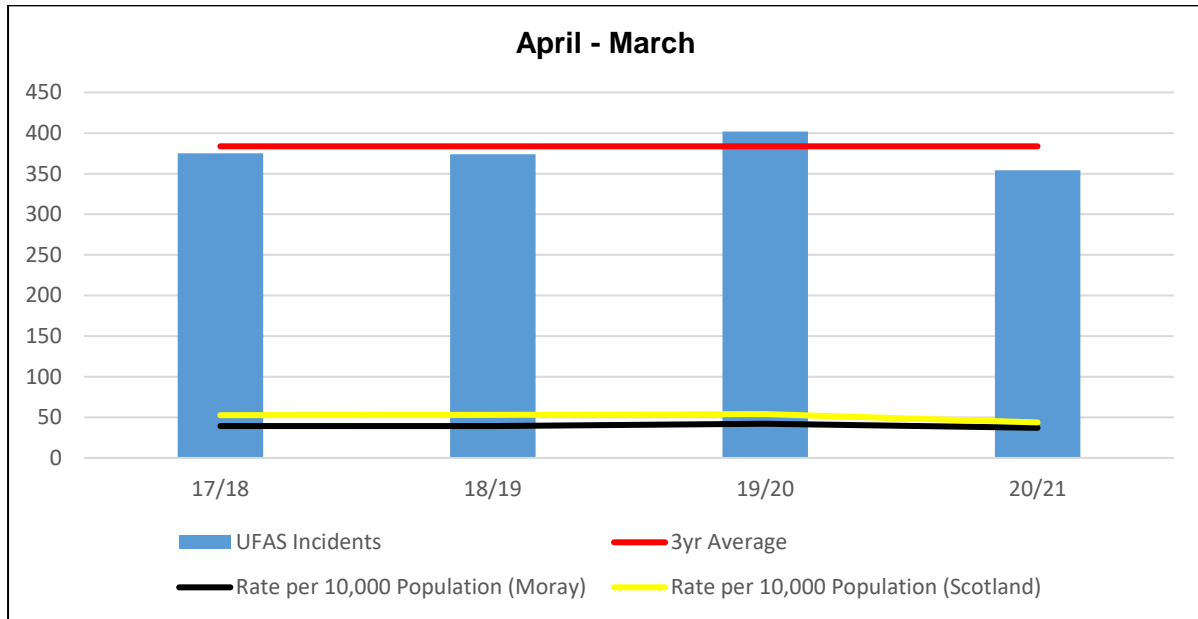


Table 8: End of Year (April to March) Performance

	17/18	18/19	19/20	20/21	YTD
UFAS Incidents	375	374	402	354	Green

Committee	17-18	18-19	19-20	20-21
Buckie	22	22	32	25
Elgin North	45	48	58	60
Elgin South	52	54	60	44
Forres	36	49	41	35
Keith	33	33	30	29
Laich	46	29	21	19
Milnes	22	15	22	15
Speyside	119	124	138	127
Total	375	374	402	354

Indicator Description

Automatic Fire alarms (AFA) are fundamental to providing early warning from fire, giving people the chance to evacuate safely. However, to be effective, they must be properly installed and maintained, and a good fire safety management regime must be in place by the duty holder, so they do not activate when there is no fire.

Every Unwanted Fire Alarm Signal (UFAS) from an AFA has an impact in terms of unnecessary blue light journeys, redirecting SFRS resources away from other activities such as community safety work and causing considerable disruption to businesses.

Our aim is to improve fire safety management and awareness, by reducing the number of attendances to unwanted fire alarm signals (UFAS) from automatic systems in non-domestic buildings.

What we aim to Achieve

As well as helping to deliver Priority Five: *Reducing Unwanted Fire Alarm Signals*, our activities will also support the long-term ambition of the Moray 10 Year Plan and supports achievement of the following local outcomes:

- Building a better future for our children and young people in Moray
- Empowering and connecting communities
- Growing, diverse and sustainable economy
- Changing our relationship with alcohol

Performance Management

During the reporting period, the total number of UFAS incidents attended by the SFRS stands at 354, which is below the 3-year average for Moray, and indeed the lowest figure for the past 4 years.

The table below lists the top three property types that had persistent call-outs due to UFAS during April to March.

Property Types	No. of UFAS
Distilleries	101
Care Homes / Nursing Homes	41
Warehousing	35

Our operational crews continue to investigate the cause of every UFAS incident and provide advice and guidance on each and every occasion.

Fire safety enforcement officers are monitoring premises which are approaching the prescribed intervention stages within our UFAS reduction policy with the aim of reducing UFAS calls before they reach these stages.

PRIORITY 6 – EMERGENCY RESPONSE & COMMUNITY RESILIENCE

Description

The SFRS has a statutory duty to reduce the risks to our communities and to prepare for and respond to major emergencies. It is essential our firefighters possess the skills, knowledge and expertise to respond to incidents which, by their nature, can be varied in both their type and complexity. In Moray, this means:

- Knowing what the risks are in Moray and then making plans, so we are resilient to respond to any event.
- Exercising these plans
- Being prepared to respond to national threats or major emergencies.
- Developing flexibility to deploy crews, to take on a broadening role within the community.
- Firefighters being equipped to deal with emergencies safely and effectively and our stations being in a constant state of readiness.

What we aim to Achieve

As well as helping to deliver Priority Six: *Emergency Response and Community Resilience*, our activities will also support the long-term ambition of the Moray 10 Year Plan and supports achievement of the following local outcomes:

- Building a better future for our children and young people in Moray
- Empowering and connecting communities
- Growing, diverse and sustainable economy
- Changing our relationship with alcohol

Activity

During this year we have delivered our quarterly training commitment to operational firefighters with a focus on the core skills of pumps, water awareness, driving, ladders, HAZMAT, knots & lines and extrication, as well as ensuring training/testing preparedness to deal with the following standard/advanced modules:

Acetylene	Aircraft Incidents
Silos	Safe Working at Height
Trench / Pits / Wells	Incident Command
Animal rescue & Rural Incidents	Casualty Care
Public Entertainment	Refuse fires
Sewer Rescue	Breathing Apparatus
Electricity	Protecting the Environment

This reporting year due to Covid-19 restrictions, it has not been possible for our operational crews to visit sites within their station area as they would normally do. Instead, in order to ensure we have sufficient and up to date site risk information available for operational use, staff have conducted telephone surveys with many sites so that they are aware of the associated risks and hazards, and if required can take effective actions in dealing with incidents at these sites. Once Covid-19 restrictions ease our staff and managers will recommence with on-site visits and exercising.