

**Scottish Fire and Rescue Service  
Moray Performance Report  
1st April 2018- 30th September**



**DISCLAIMER**

The figures included in this report are provisional and subject to change as a result of quality assurance and review. The statistics quoted are internal management information published in the interests of transparency and openness.

The Scottish government publishes Official Statistics each year which allow for comparisons to be made over longer periods of time.

Please ensure any external partners in receipt of these reports are aware of this.

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## Introduction

Welcome to the Scottish Fire and Rescue Service Moray Area performance report for the reporting period 1st April 2018 to 30th September 2018. 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 for year to date vs. a specific target and previous 4 years rolling average. The performance indicators within the report support the local priorities:

- Emergency Response and Community Resilience
- Unintentional Harm Home safety
- Anti-social Behaviour
- Non Domestic Fire safety
- Non Fire emergencies
- Unwanted Fire Alarm Signals

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. Year to date staff have delivered 642 HFSV to the most vulnerable within our communities. The focus of staff and partners is to identify those at highest risk from fire through a dedicated referral process.

We are currently running a campaign “Join Scotland’s Fight Against Fire”, this is a national media campaign that will utilise different forms of media to target specific themes, these include:

October – Older People

November – Cooking and Alcohol

December – Smoking and Alcohol

The service continues its transformation journey and held an SFRS Board Engagement Event at the Balmoor stadium in Peterhead in late October, the event was well attended by partners across the Grampian area and the SFRS would like to convey their thanks for support from those who attended

During this reporting period local SFRS prevention staff have been working with community safety partners to produce a new hard hitting movie for the successful road safety Safe Drive Stay Alive initiative. This initiative is delivered on the 21st November and contributes to educating and reducing road risk within the Moray area.

SFRS local staff remain fully committed to making Moray a safer place to work, live and visit and during this period engagement sessions have taken place with all staff on Service Transformation and Redesign. This was followed up by further engagement sessions with staff from both members of the Strategic Leadership Team and the LSO Management Team.

## Performance Summary

We measure how well we are meeting our priorities using 6 key indicators, depicted below

Key performance indicator	Apr to (& incl.) Sep					RAG rating
	2014/15	2015/16	2016/17	2017/18	2018/19	YTD
All accidental dwelling fires	25	18	24	20	27	Red Diamond
All accidental dwelling fire casualties (fatal & non-fatal)	4	4	6	4	3	Green Circle
All deliberate fires	52	39	41	37	85	Red Diamond
Non domestic fires & secondary fires	95	80	85	78	172	Red Diamond
Special Service - All	84	64	90	83	60	Green Circle
False Alarm - UFAs	201	185	190	177	152	Green Circle

### RAG rating - KEY

Red Diamond	RED DIAMOND	10% higher than the previous YTD period, or local target not achieved.
Yellow Triangle	YELLOW TRIANGLE	Up to 9% higher than the previous YTD period, or local target not achieved.
Green Circle	GREEN CIRCLE	Equal to or improved upon the previous equivalent quarter (or YTD period), or local target achieved.

### Note

The key performance indicators reflect progress is being made in relation to the reduction of Accidental dwelling Fire casualties , Special Services and UFAs , however we have seen a rise in Accidental Dwelling Fires . During the the unusual dry period from May - September we have seen a significant rise in Deliberate Fires, and Non Domestic and Secondary Fires . The Local Senior Officer and staff within the area are committed to delivering a high level of service and support to Moray communities and we will continue to work with Community Planning Partners and Local Communities to reduce risk.

### Incident Overview

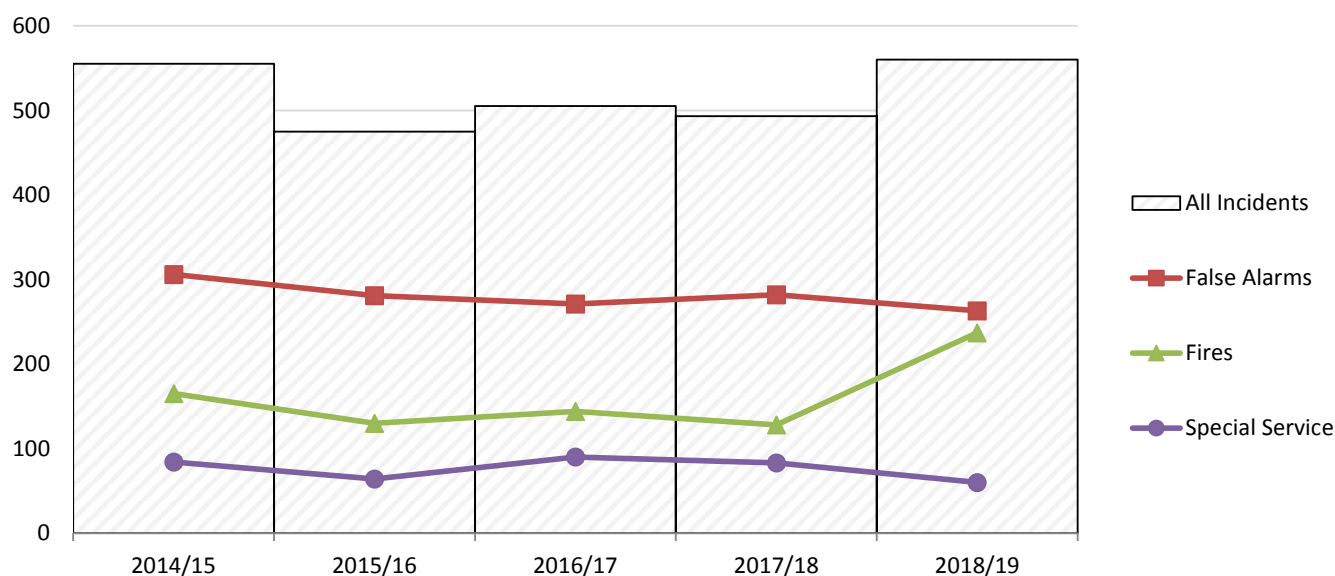
During this reporting period SFRS responded to 560 incidents in the Moray area, this can be further broken down into the following categories;

False Alarms 263 (47%)

Fires 237(43%)

Special Services 60 (10%)

The chart below illustrates incidents YTD attended within Moray council over the last 8 fiscal years



<b>Progress on local fire &amp; rescue plan priorities</b>
<b>Local Risk Management and Preparedness</b>
<p>The SFRS has a statutory duty to reduce risks to our communities to make certain that they receive the best possible service. The management of risk within our communities means:</p> <ul style="list-style-type: none"> <li>• Identifying the risks to the community which fall within the scope of responsibility of the SFRS.</li> <li>• Undertaking a process to prioritise these risks.</li> <li>• Ensuring that appropriate Local and National resource capability and trained Fire Service personnel are in place to address them.</li> </ul>
<b><u>Train our staff to deal with our local risks</u></b>
<p>All LSO based staff follow a comprehensive development and maintenance of skills program to ensure staff competence in a wide range of skills. This allows for us through a risk-based approach, to have the right people in the right place at the right time to deliver both emergency response and prevention activities across Moray.</p> <p>Development of staff is supported both locally and nationally through our Training and Employee Development Department who deliver development inputs and also conduct quality assurance in relation to our local training and development plan.</p> <p>Staff also maintain their knowledge, skills and understanding of local risks through interpretation of robust Standard and Local Operating Procedures, Control Operating Procedures, General Information Notes and Technical Information Notes. During this reporting period staff have completed development modules including, Safe Working at Height, Ladders, Pumps and have also undertaken live Hot Fire training at Invergordon and Water rescue training with colleges from Inverness .</p>
<b><u>Gather and analyse risk information</u></b>
<p>Risk information is provided for staff through our Mobile Data Terminals which are mounted on all front line appliances. These terminals provide crews with hazard and risk data pertaining to individual premises throughout Moray and assist crews in dealing with incidents, safely, effectively and efficiently.</p> <p>Both Wholetime and Retained staff within the area are currently carrying out new inspections of risks within the Moray area and re-inspections of premises to ensure that the information is still up to date and this information is gathered and held on the appliance via a rugged computer allowing access during the early stages of an operational incident .</p>
<b><u>Work with partners to mitigate risks</u></b>
<p>The area is committed to partnership working both in respect of emergency response and prevention and protection activities. In relation to emergency response, local station managers contribute to event planning and organising multi-agency exercises to test site specific plans. During this reporting period and as part of Grampian Local Resilience Partnership SFRS staff participated in a multi-agency exercise held within the grounds of RAF Lossimouth and have also undertaken a multipump exercise within a premises in Keith</p>
<b><u>Deal with major events</u></b>
<p>We prepare for dealing with major events through our contribution to the Local Resilience Partnership. The Local Senior Officer represents the Service on the Local Resilience Partnership, with our Local Station Managers contributing to Local Working Groups alongside our Civil Contingencies Support Officer.</p>

\*

## Reduction of 'All accidental dwelling fires'

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.

### Results

Results for this indicator reflects the Moray Area is below the average of accidental dwelling fires for the area when compared against both Scotland and the North Service Delivery Area.

During this reporting period there were 27 Accidental Dwelling Fires compared to 20 for the same reporting period from the previous year (35%) increase. Looking at this over the longer term when compared to the three year rolling average we have seen a small increase in dwelling house fires.

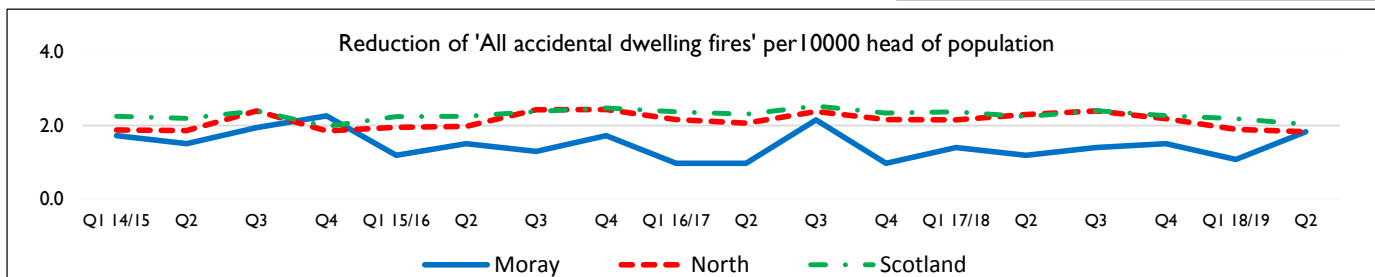
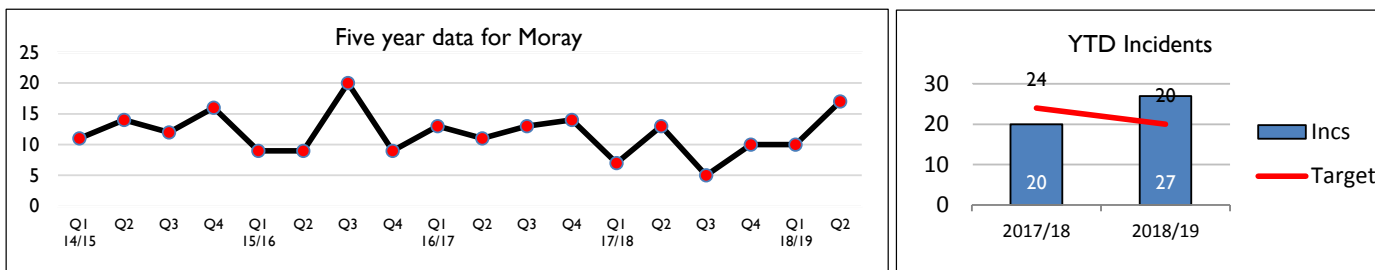
### Reasons

Of the 27 fires that occurred 20 of these (74%) started in the kitchen. Of the 27 incidents 11 were in homes occupied by persons over 65 and 15 incidents were the result of cooking.

From the 27 incidents 22 of them required limited operational intervention from attending fire crews other than removing the item from the heat source or switching off the power supply and providing the occupiers with reassurance and Home Fire Safety Advice.

### Actions

Throughout Moray we continue to provide advice and guidance and promote Home Fire Safety Visits ensuring that these are targeted at the people most in need. Through Moray Community Safety Hub we ensure information is shared among partners and that vulnerable people are identified and a partnership approach is adopted to meet their needs. During this period we have delivered 642 Home Fire Safety Visits including those undertaken during Post Domestic Incident Response Visits.



YTD ward ave. for Moray - 3	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Moray	25	18	24	20	27	
Speyside Glenlivet	2	2	4	0	1	
Keith & Cullen	3	1	1	3	6	
Buckie	6	2	4	2	2	
Fochabers Lhanbryde	1	1	2	0	2	
Heldon & Laich	2	1	4	4	3	
Elgin City North	6	4	0	4	3	
Elgin City South	4	4	4	4	1	
Forres	1	3	5	3	9	





## Reduction of 'All accidental dwelling fire casualties (fatal & non-fatal (incl. p/c's))'

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.

### Results

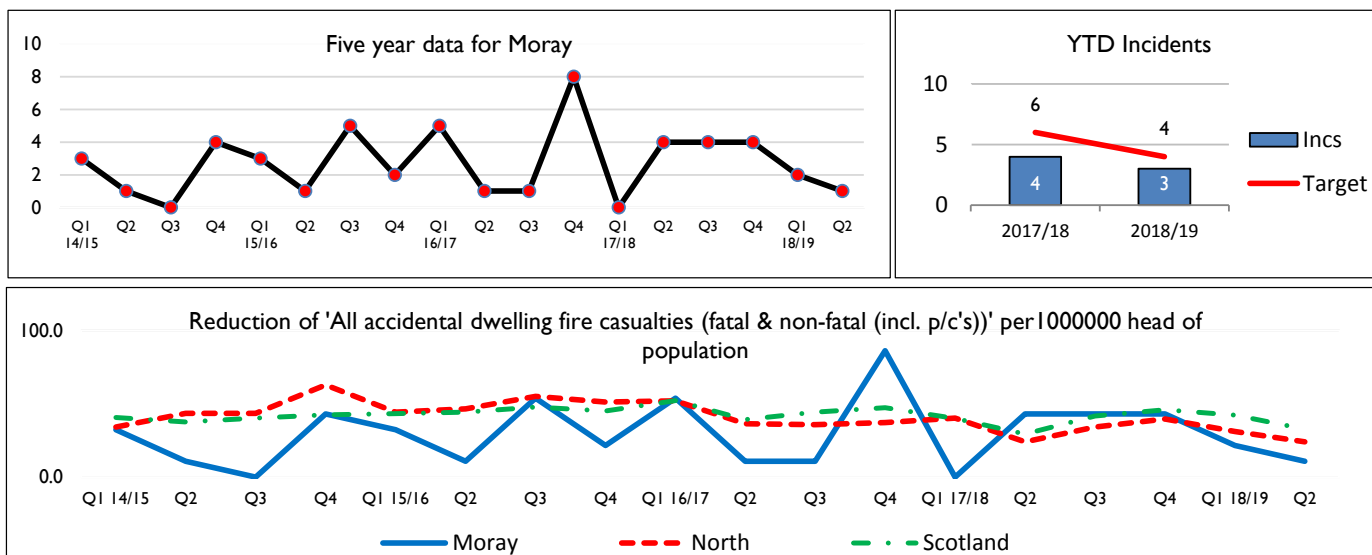
In relation to dwelling fire casualties we have seen a reduction from 4 to 3 for the same reporting period last year, a fall of 25 % . This is consistent with the longer term trend where comparison against the three year rolling average also shows a reduction in the number of dwelling fire casualties. This may also be a reflection on the evidence that the fires are being detected early and extinguished prior to any significant damage. In addition the HFSV initiative provides advice on the development of Fire Action plans for occupiers involved in fire

### Reasons

Out of the 3 dwelling fire casualties, none required hospital treatment , 2 were provided with oxygen at the scene by the Fire Service and 1 required no treatment . Of the 3 casualties all were located in the kitchen area.

### Actions

Partnership working and the delivery of Home Fire Safety Visits are the key focus for us in reducing fire casualties and fatalities. In Moray we continue to develop partnerships through the Community Safety Hub and the Community Planning Partnership. Delivery of Home Fire Safety Visits to the high risk member of the local community sees continuous improvement.



YTD ward ave. for Moray - 0	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Moray	4	4	6	4	3	
Speyside Glenlivet	0	1	0	0	0	
Keith & Cullen	0	1	0	0	0	
Buckie	1	0	0	0	0	
Fochabers Lhanbryde	0	0	0	0	0	
Heldon & Laich	1	0	0	1	0	
Elgin City North	1	1	0	1	0	
Elgin City South	1	1	2	1	0	
Forres	0	0	4	1	3	



## Reduction of 'All deliberate fires'

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.

### Results

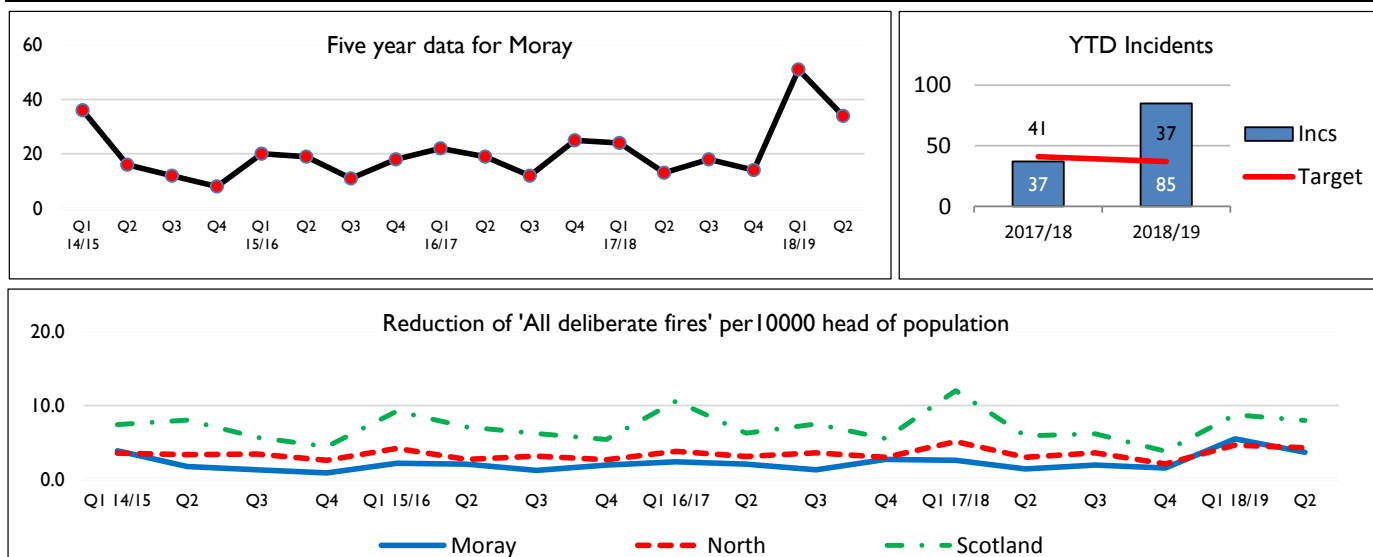
Results for this indicator show that whilst we are below the average number of deliberate fires in the area when compared against both Scotland and the North Service Delivery Area we have seen a significant increase in deliberate fires from 37 to 85 (130% increase) when compared to the same period for the previous year. This also represents a 5 year high for the area. The unusual dry spell of weather from May - September (school holidays) has been a contributing factor to the increase in deliberate fires.

### Reasons

Deliberate fires can be split into two different categories these are Deliberate Primary and Deliberate Secondary Fires. During this period 64 of the 85 Deliberate Fires that occurred were Secondary fires these are fires involving grassland and refuse. The remaining 21 fires that occurred were Primary fires and these included 8 Road Traffic Vehicles, 8 Commercial Woodland areas, 3 Dwellings/ Residential properties, 1 Private Garages, 1 Garden Sheds

### Actions

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 carry out engagement activity with youths that have been identified as being involved in Deliberate Fires.



YTD ward ave. for Moray - 11	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Moray	52	39	41	37	85	
Speyside Glenlivet	2	1	2	0	3	
Keith & Cullen	4	3	6	6	8	
Buckie	10	9	7	6	4	
Fochabers Lhanbryde	9	6	8	7	7	
Heldon & Laich	7	4	2	8	35	
Elgin City North	7	2	6	5	15	
Elgin City South	8	5	5	3	7	
Forres	5	9	5	2	6	



## Reduction of 'Non domestic fires & secondary fires'

This priority concentrates on buildings that are not domestic premises and incidents that involve Grass and Refuse. 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.

The other aspect to this priority is reducing Secondary Fires and we work with partners and communities to achieve this.

### Results

In relation to this priority we have seen an increase from 78 to 172 incidents when compared to the previous year (121% increase). This represents a 5 year high for the area and is a reflection of the significant increase in Deliberate Secondary fires (grass & bushes, etc) and the unusual dry spell of weather from May - September was a contributing factor to the significant increase in incidents. The Non domestic Fires showed a reduction from 19 to 14 incidents reflecting a 26% reduction. Of the 14 Non Domestic Fires 8 of these incidents required limited fire fighting action by the fire service.

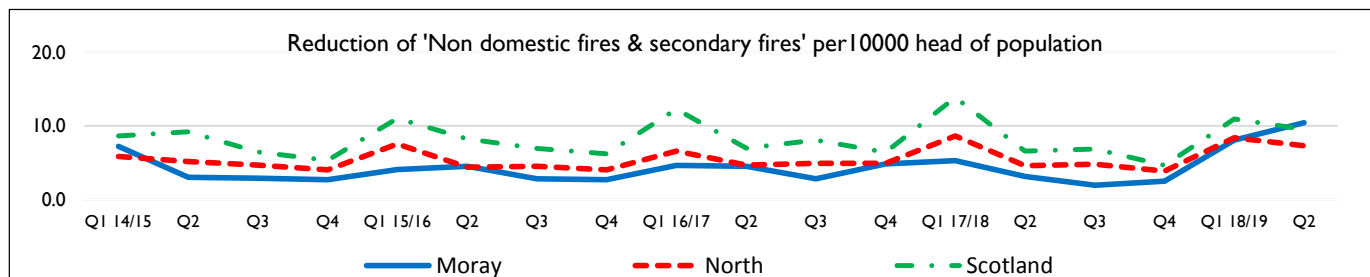
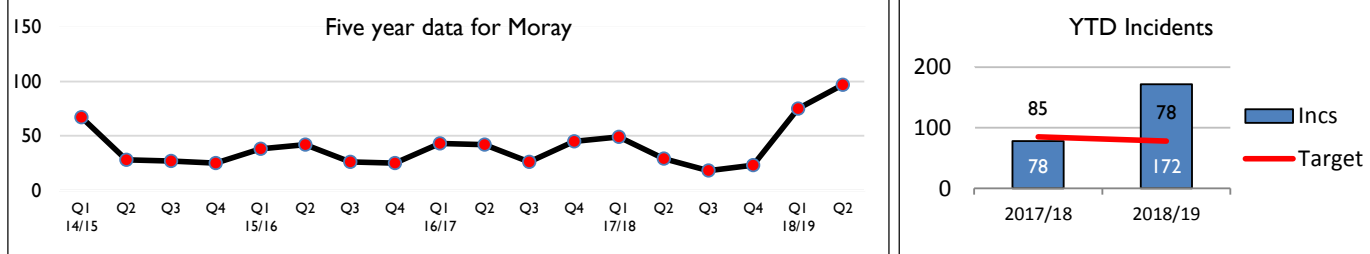
### Reasons

Of the 172 incidents that occurred 94 (55%) were as a result of Accidental Secondary Fires, 64 (37%) were as a result of Deliberate secondary fires and 14 (8%) were as a result of fires in non domestic buildings.

In relation to Non domestic fires 4 were determined to be accidental, 8 were determined to be deliberate and 2 were an unknown cause.

### Actions

The SFRS continues to engage with business owners through our fire safety enforcement program and a programme of Fire safety Audits, where we provide advice and guidance on how to prevent both accidental and deliberate fires in Non-Domestic Buildings. In relation to accidental secondary fires we promote the proper disposal of smoking materials through both traditional and social media. For deliberate secondary fires we work with our partners in the Moray Community Safety Hub to highlight the dangers and consequences of deliberate fireraising.



YTD ward ave. for Moray - 22	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Moray	95	80	85	78	172	
Speyside Glenlivet	11	7	5	5	5	
Keith & Cullen	4	14	10	10	17	
Buckie	12	11	10	7	17	
Fochabers Lhanbryde	11	10	19	6	16	
Heldon & Laich	16	12	12	20	74	
Elgin City North	8	5	7	8	12	
Elgin City South	17	7	6	8	11	
Forres	16	14	16	14	20	



## Reduction of 'Special Service - All'

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.

### Results

Special Service Incidents have shown a reduction when compared to the average over the last 3 years for the same reporting period with 60 incidents attended. The most common form of Non Fire Emergencies are Road Traffic Collisions with 20 incidents occurring, 23 incidents were recorded within dwellings and 15 of these were affecting entry to assist other agencies. Incidents also included 3 rescues of trapped persons, 4 rescues from water and 1 Hazardous Material related incidents.

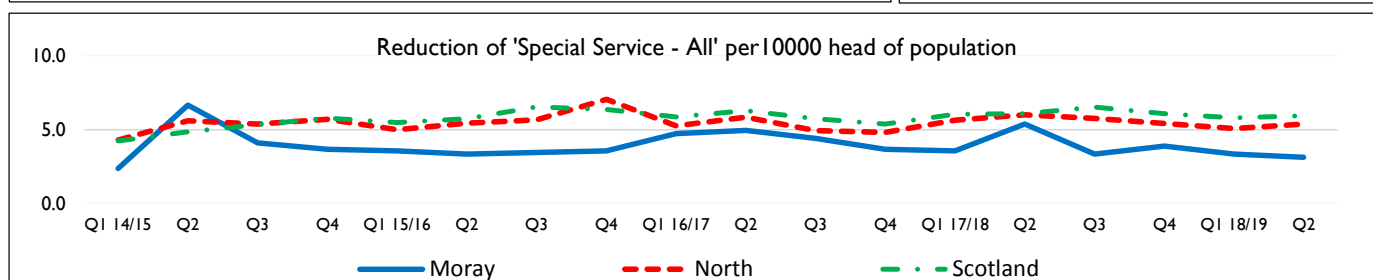
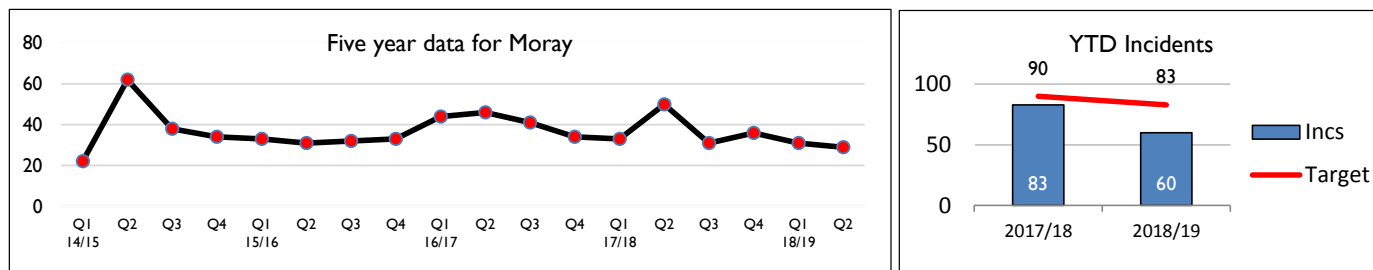
### Reasons

We continue working with partners through the Community Planning Partnership to reduce the number of casualties on our roads as this is the area where most of our special service activity is. In addition we are working with partner agencies to share knowledge and experience when dealing with Non Fire Emergencies.

### Actions

Prevention is a key role of the SFRS locally and this extends to our expansion in the role of reducing unintentional harm and identification of a wide range of risks. We continue to promote Road Safety through our involvement with Road Safety Groups at both a Strategic and Operational level.

The SFRS locally is widely engaged in training members of the public in CPR. We continue to promote water safety awareness through both traditional and social media and both Buckie and Forres stations have an enhanced Flood Response capability.



YTD ward ave. for Moray - 8	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Moray	84	64	90	83	60	
Speyside Glenlivet	9	11	13	11	5	
Keith & Cullen	17	7	6	10	6	
Buckie	9	5	9	8	6	
Fochabers Lhanbryde	14	8	10	2	9	
Heldon & Laich	12	11	12	13	8	
Elgin City North	8	5	13	13	9	
Elgin City South	11	10	17	13	6	
Forres	4	7	10	13	11	





## Reduction of 'False Alarm - UFAs'

The SFRS's aim is to reduce the impact of Unwanted Fire Alarm Signals (UFAS) generated by automatic detection systems on service delivery, business and commerce. By doing this we aim to improve the safety of the Moray communities by ensuring that our service is more readily available for genuine emergencies. UFAS is defined as a signal transmitted by an Automatic Fire Detection (AFD) system reporting a fire where, upon arrival of the fire service it is found that a fire has not occurred. UFAS are entirely avoidable through good system design, management practice, procedure, maintenance and the appropriate use of space within buildings.

### Results

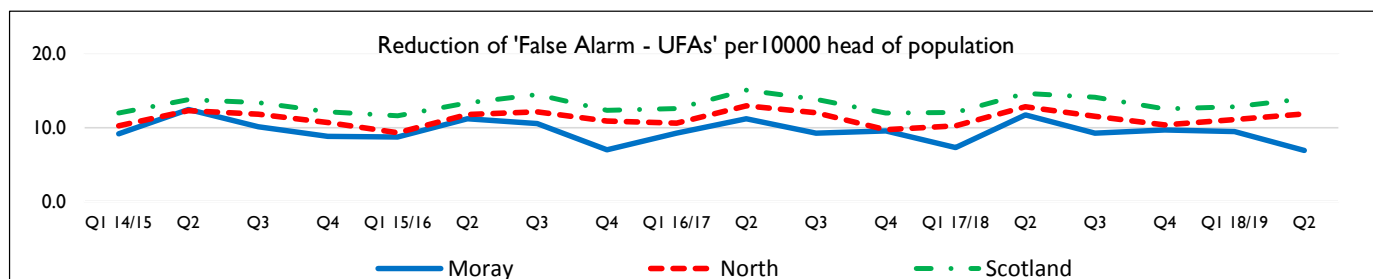
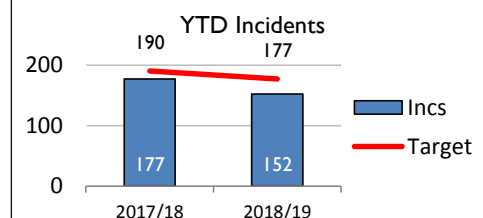
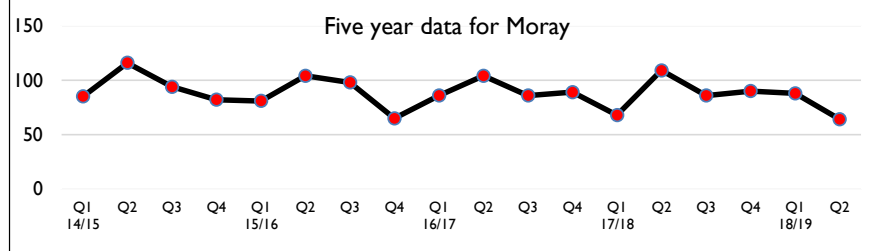
In relation to UFAS we have seen a decrease from 177 to 152 (14%) decrease for this type of incident compared to the previous year. This represents a 5 year low for the Moray area and is significantly lower than the both the rest of Scotland and the North Service Area. Looking over the longer term, when compared to the 3 year rolling average we have seen a decrease from 185 to 152 (17% reduction).

### Reasons

The reasons for unwanted fire alarm signals are wide reaching and include, poor system design, poor maintenance and poor management practices. Both our operational crews and fire safety enforcement officers are working with occupiers and providing advice and guidance to reduce this type of incident.

### Actions

All operational crews have received training and provide advice to occupiers each and every time that they attend a UFAS incident. 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. In addition, an appliance reduction matrix has been developed which will reduce the number of appliances mobilised on "blue light journeys" to low risk non-sleeping risk premises.



YTD ward ave. for Moray - 19	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Moray	201	185	190	177	152	
Speyside Glenlivet	53	56	53	57	32	
Keith & Cullen	20	19	14	17	19	
Buckie	17	9	14	13	14	
Fochabers Lhanbryde	10	11	10	12	8	
Heldon & Laich	24	13	17	26	18	
Elgin City North	21	24	29	19	18	
Elgin City South	33	31	30	17	23	
Forres	23	22	23	16	20	

