

**Working together
for a safer Scotland**



**SCOTTISH
FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

MORAY AREA

**LOCAL FIRE AND RESCUE PLAN
REVIEW 2023**

Safety. Teamwork. Respect. Innovation.

Introduction

The Scottish Fire and Rescue Service is required under the Fire (Scotland) Act 2005, as amended by the Police and Fire Reform (Scotland) Act 2012, to prepare Local Fire and Rescue Plans for each local authority in Scotland.

Local Fire and Rescue Plans set out our national and local operating context and outline our specific priorities for that area. In their preparation, due regard is given to the Fire and Rescue Framework for Scotland and the SFRS Strategic Plan.

The publication of our new Strategic Plan 2022-25 in October 2022 instigated a requirement to carry out a mandatory review of all Local Fire and Rescue Plans. This review will provide us with information on how well we are performing against our existing priorities, as well as highlighting areas for continued improvement and opportunities for change against the growing needs of our communities.

In carrying out the review of the Local Fire and Rescue Plan for Moray we firstly looked at the priorities that we had agreed for the Local Plan for 2021-2024, these were:

- Unintentional Harm and Home Safety
- Non-Fire Emergencies
- Deliberate Fire Setting
- Non-Domestic Fire Safety
- Unwanted Fire Alarm Signals
- Emergency Response and Community Resilience

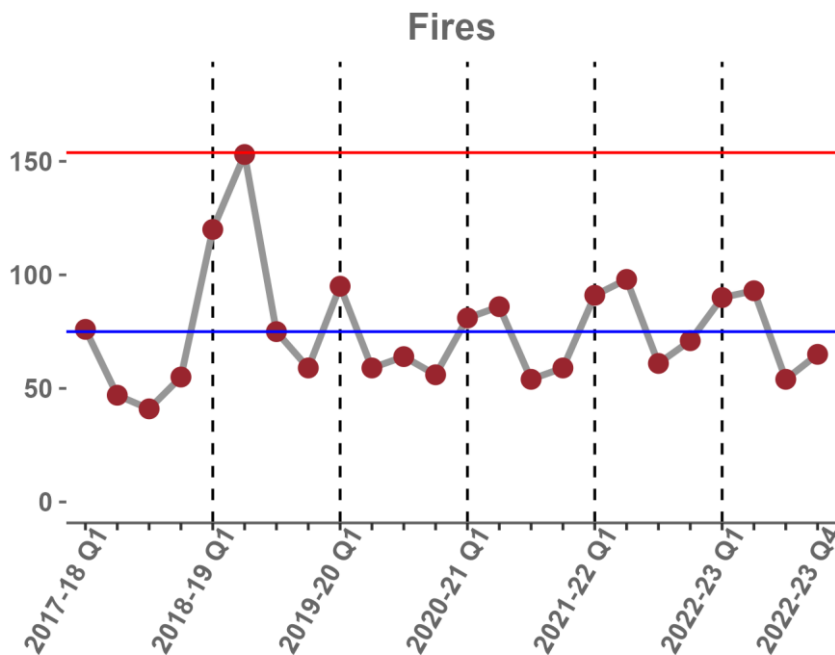
Looking at each of priorities we can now provide both quantitative and qualitative information to demonstrate the progress that has been made.

The information contained within this Review Report will contribute towards the development of a new Local Fire and Rescue Plan that is tailored to local need.

Performance Data – what the figures told us.

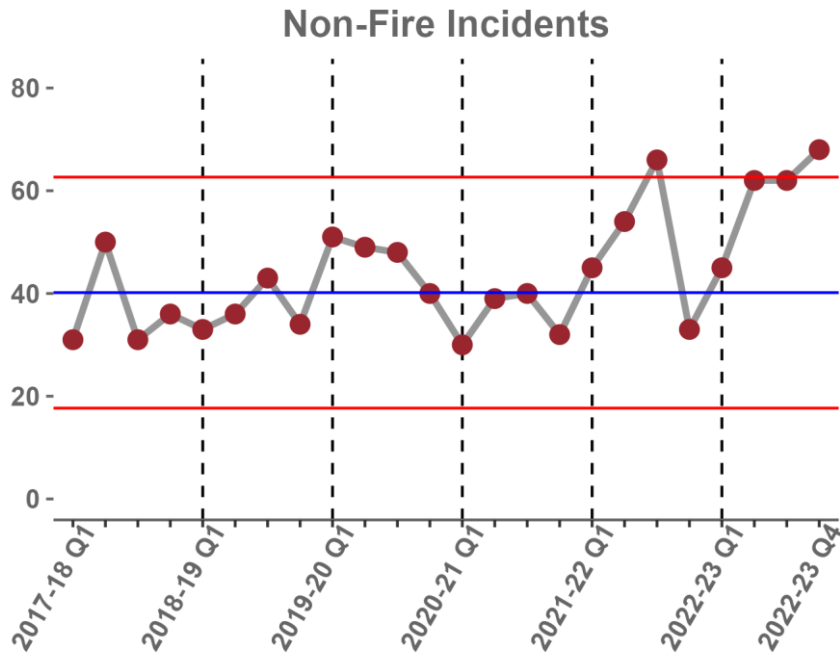
Throughout this report several charts refer to upper and lower control limits. The purpose of the limits is to define variability within the data. This means that we expect most points to fall within these limits. If a point falls outside these limits, then we can assume that something unusual has happened.

Over the past three years we have attended an average of 1183 incidents, which are broken down into Fires, Non-Fire Incidents and False Alarms below.



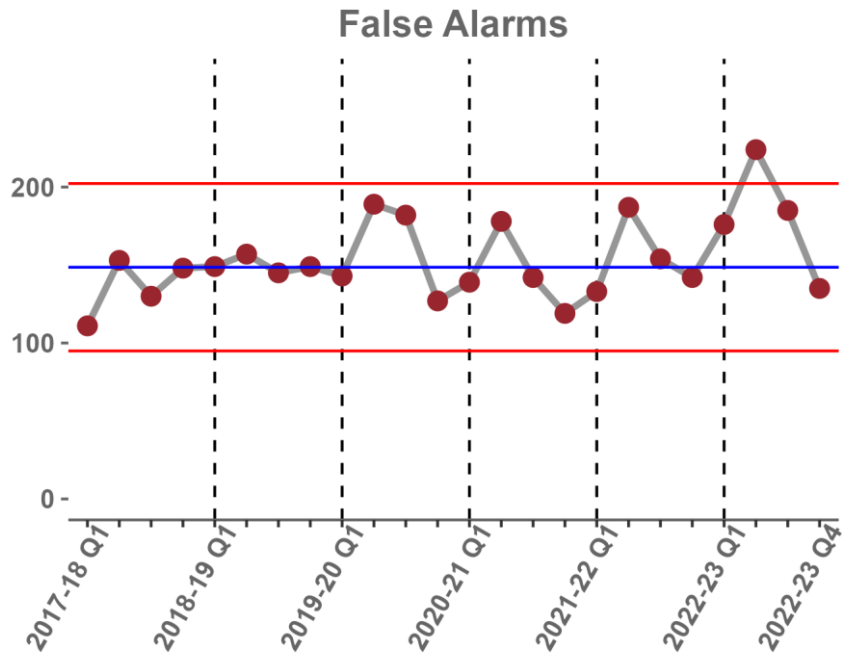
In this analysis, fire figures for Moray have been fluctuating within control limits with no overall trends since Q1 of 2017-18. In 2018-19 Q2, the figure was close to the upper control limit. This returned to average in 2018-19 Q3 and has remained within control limits since. Although there has been a lot of variability in the data, since 2017-18, quarters 3 and 4 of each year have been consistently below average, indicating a possible seasonal effect on figures. This is consistent with national patterns in the data.

We attended an average of 315 fires in the past three years, of which 203 were accidental and 112 deliberate. A more detailed breakdown of incident categories can be found within the local priority sections below.



Non-fire incidents in Moray had been subject to fluctuation from 2017-18 Q1 until 2021-22 Q1. Since then, all figures, except for 2021-22 Q4 have been above average, with four of the quarters being on or above upper control limits. This indicates that non-fire incidents are increasing. This is consistent with national patterns in the data.

We attended an average of 204 non-fire incidents in the past three years. A more detailed breakdown of incident categories can be found within the local priority sections below.



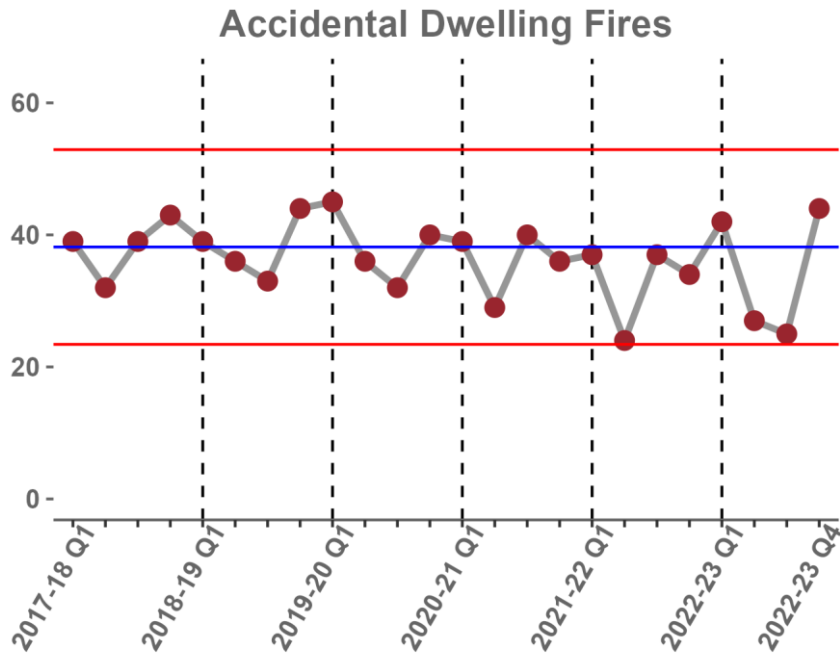
False alarm incidents in Moray have been fluctuating since 2017-18 Q1. The figures for Q2 of each year appear to be higher than any other quarter within the same year, with the figure for 2022-23 Q2 being above the upper control limit. Overall figures for the last two years appear to be higher than in the previous years. With the most recent quarter (2022-23 Q4) being below average, more data points would be needed to indicate whether there is an increasing trend.

We attended an average of 664 false alarms in the past three years, of which 411 were Unwanted Fire Alarm Signals from non-domestic buildings. A more detailed breakdown of incident categories can be found within the local priority sections below.

Performance Local Priorities

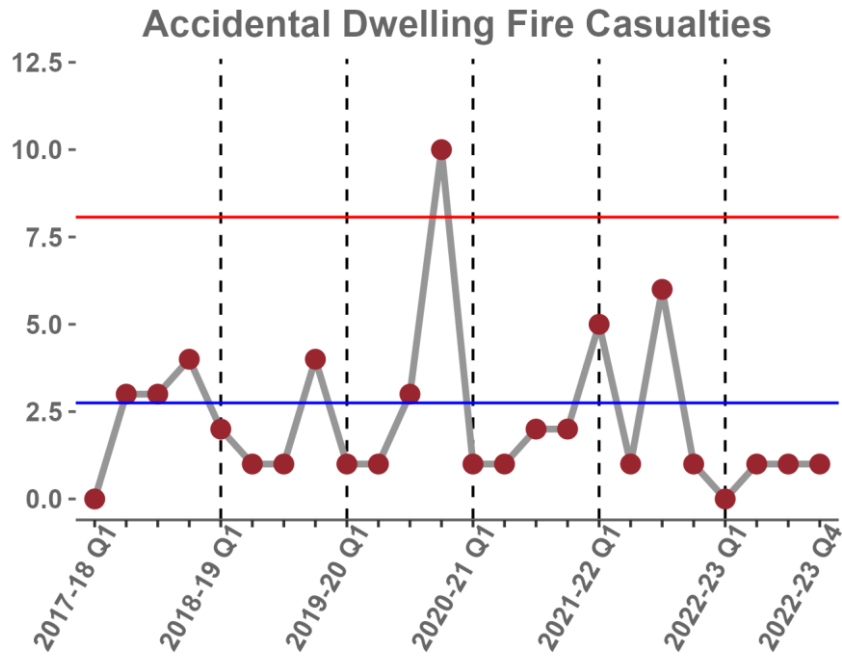
Local Priority 1: Unintentional Harm and Home Safety

Performance Data – What the figures told us.



Accidental dwelling fires in Moray have been fluctuating within control limits with no clear overall trend since Q1 of 2017-18.

Nationally, accidental dwelling fires have been decreasing.

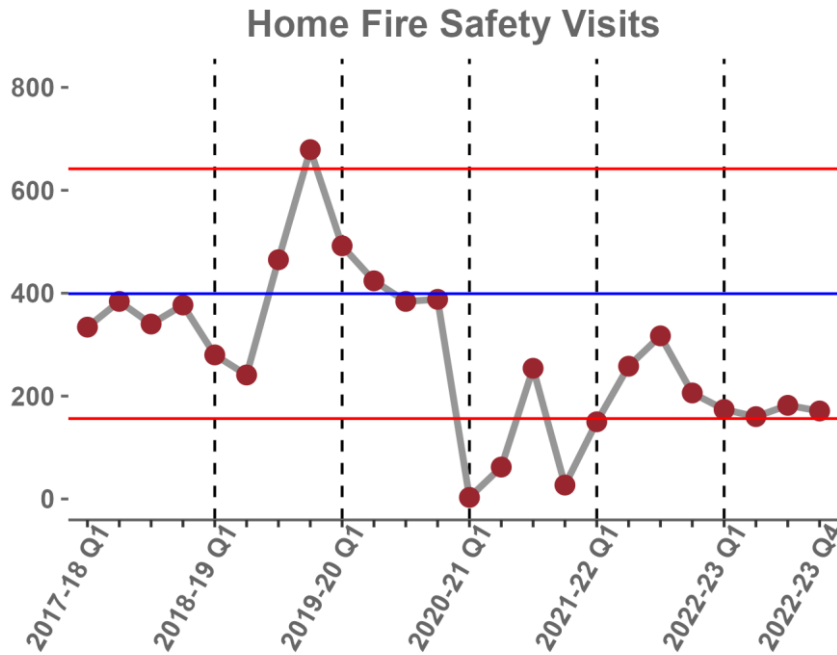


Fire Fatalities by Type

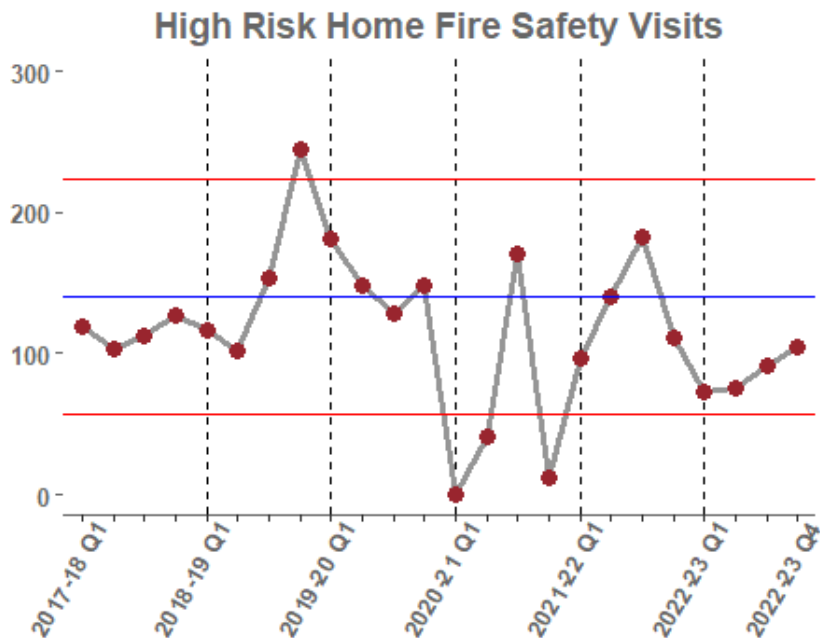
2020-21 - 2022-23

Fiscal Year	Fire Category	Total
2020-21	Dwelling Fire	1
2021-22	Dwelling Fire	2
2022-23	Any	0

Accidental dwelling fire non-fatal casualties have remained within control limits since 2017-18 Q1, with the exception of 2019-20 Q4 where the data point was above the upper limit. Most figures have remained below average, suggesting a possible decreasing trend. More data would be needed to confirm an overall downward trend in the data. This is a similar pattern to what has been seen across Scotland. However, nationally, figures have remained consistently below average since 2020-21 Q1.



Home Fire Safety Visits in Moray were subject to fluctuation between 2017-18 Q1 and 2018-19 Q2. In 2018-19 Q3, there was a sharp increase in HFSVs with the data point above the upper control limit. There was a substantial decrease in Home Fire Safety Visits in 2020-21 Q1, shown by the data point being far below the lower control limit. This was due to the Covid-19 pandemic when fewer visits were carried out. Figures have slowly increased since then but remain below average and close to lower control limits. This implies that the number of visits has not returned to levels seen before the pandemic. This pattern is consistent with national patterns in the data.



Similar to overall Home Fire Safety Visit figures, visits that were considered high risk were affected by the Covid-19 pandemic, with large reductions being seen in 2020-21 Q1, Q2 and 2020-21 Q4. This shows that the number of high-risk visits has not returned to levels that are

consistent with levels seen before the pandemic. Overall patterns in Moray are consistent with what has been seen nationally across Scotland.

How we worked to improve our performance

The most significant cause of accidental dwelling fires is cooking within the home. Cooking related dwelling fires account for 83 (50%) of the 165 that occurred over the last three years. Our focus on addressing this trend is through reenergising existing, and promoting new, early intervention referral pathways and the continual delivery of risk recognition training to a wide network of partners and service providers.

Our Home Fire Safety Visit Programme has been ongoing for many years and allows us to visit homes and provide home fire safety advice. Continuing to develop our referral process for HFSV's is fundamental in ensuring that those who are most vulnerable and at risk from fire are identified and appropriate interventions are undertaken. During the lifetime of this plan a key area of work has been developing our referral processes and increasing the number of referrals from partners.

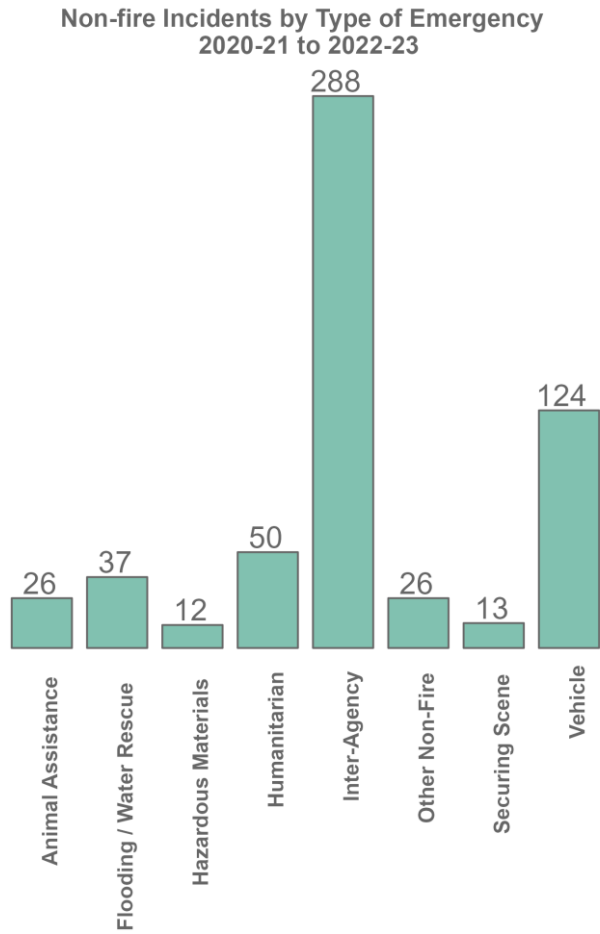
Our new Safe and Well Project looks to build on the current model to incorporate wider health and social care considerations, allowing us to do more for the people of Scotland. As well as providing fire safety advice, Safe and Well visits will allow us to refer high risk individuals to partner organisations for further support to reduce risks identified during our visit. Similarly, our partners will be able to refer individuals who meet the high-risk criteria to receive a home safety visit from us.

A six-month pilot of Safe and Well concluded in August 2022. Members of our Community Action Teams completed the training packages and conducted live Safe and Well Home Safety Visits to high-risk individuals within our communities. Our newly developed home fire safety management system was tested during these visits and, when fully implemented, will enable partnership referrals both to and from SFRS. An implementation plan for Safe and Well visits is currently under development, along with further engagement with relevant health and social care partners to test the secure referral processes.

The SFRS also continues to support the introduction of the new fire and smoke detector standard and ensure, where appropriate, those most at risk from fire gain the best opportunity for early warning. This early warning will afford those involved in these types of incidents the best opportunity to evacuate in a timely fashion, notify SFRS and ensure that the physical effects of exposure are reduced.

Local Priority 2: Non-Fire Emergencies

Performance Data – What the figures told us



Please note 'Humanitarian' includes Evacuation (no fire), Lift Release, Other Rescue/Release of Persons, Removal of Objects from People and Removal of People from Objects. 'Inter-Agency' includes Assist Other Agencies, Effecting Entry/Exit, Medical Responder and Suicide. 'Other Non-Fire' includes Advice Only, No Action (not false alarm), Stand By and Water Provision. 'Securing Scene' includes Making Safe (not RTC), and Spills and Leaks (not RTC). 'Vehicle' includes Road Traffic Collisions and Other Transport (no fire).

Most non-fire incidents that occurred between 2020-21 and 2022-23 were inter-agency incidents, with 288 of this incident type occurring within this time. This was followed by Vehicle Incidents (124), humanitarian incidents (50), flooding and water rescue incidents (37), Animal assistance incidents (26) and other non-fire incidents (26).

How we worked to improve our performance

Road Traffic Collisions (RTCs) remain the largest single category of Non-Fire Emergencies that the SFRS respond to and account for 32% of all Non-Fire Emergencies over the past three years. In support of the North East Scotland Road Casualty Reduction Strategy and the Road Safety Framework 2030 we have continued to work closely with partners on the delivery of a number of programs aimed at reducing road risk within local communities and our national road infrastructure. Operational personnel and staff from the Community Action Team (CAT) have now been trained alongside Police Scotland Traffic Officers to deliver the Young Drivers Intervention programme aimed at 16-24 year olds. Following extensive evaluation this program has replaced the previous “Safe Drive, Stay Alive” initiative and is part of a wider suite of road safety initiatives aimed at all road users which we will also be supporting. These include Biker Down, Rider Refinement courses delivered from SFRS premises throughout the year and supported through the CAT and operational staff.

To understand the various road risks and incident patterns across the Grampian area and to ensure a standardised approach to road safety messaging and engagement, we are currently developing a Grampian wide SFRS Road Safety Demand Reduction Plan which will include information on current partnerships, reduction strategies and areas of high activity. This document will be shared with the North East Road Safety Group, wider partners, and will be aligned to the localised aims and objectives.

Road Traffic Collisions (RTCs) also account for the highest proportion of both Fatal and Non-Fatal casualties that the Service deal with when attending Non-Fire Emergencies. During the life of this plan, we have continued to promote our virtual reality headsets to assist with road safety messages, and have targeted young, commuter and elderly driver categories. Our On-Call Support Watch Commanders have played a key part with promoting Road Safety throughout Moray.

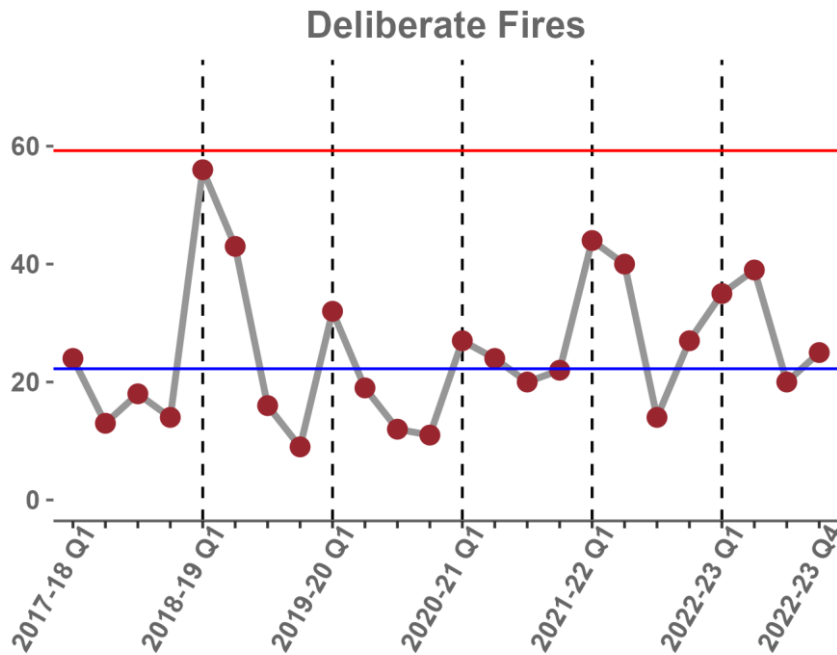
The development of our Partnership Approach to Water Safety (PAWS) plan has progressed in Moray over the last two years. This plan promotes and encourages a focus on the engagement and response to water risks within localised areas enabling a partnership strategy aimed at addressing these local risks.

Calls for Effecting Entry and Assisting Other Agencies continue to increase and account for 195 calls in this category over the past three years. Calls for assisting other agencies continue to increase and account for 105 calls within this category.

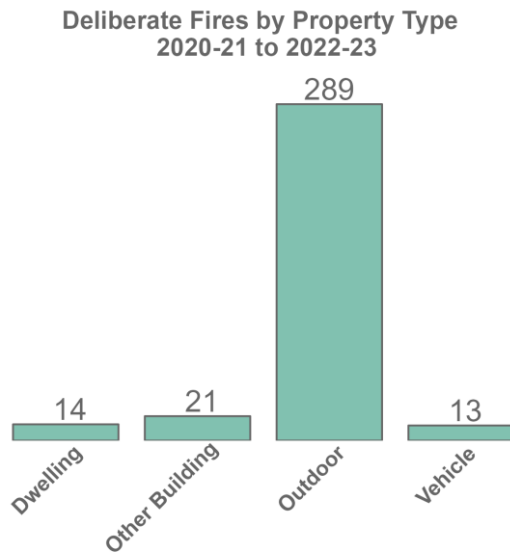
Calls to water related Incidents account for 37 calls in this category. Over the life of this plan, we have experienced significant flooding events in Moray, and we have built on our capacity of Flood First Responder Stations and now have 3 (Aberlour, Buckie & Forres) of these within Moray. Elgin has Flood and Water rescue, Boat and High Volme Pump capability.

Local Priority 3: Deliberate Fire Setting

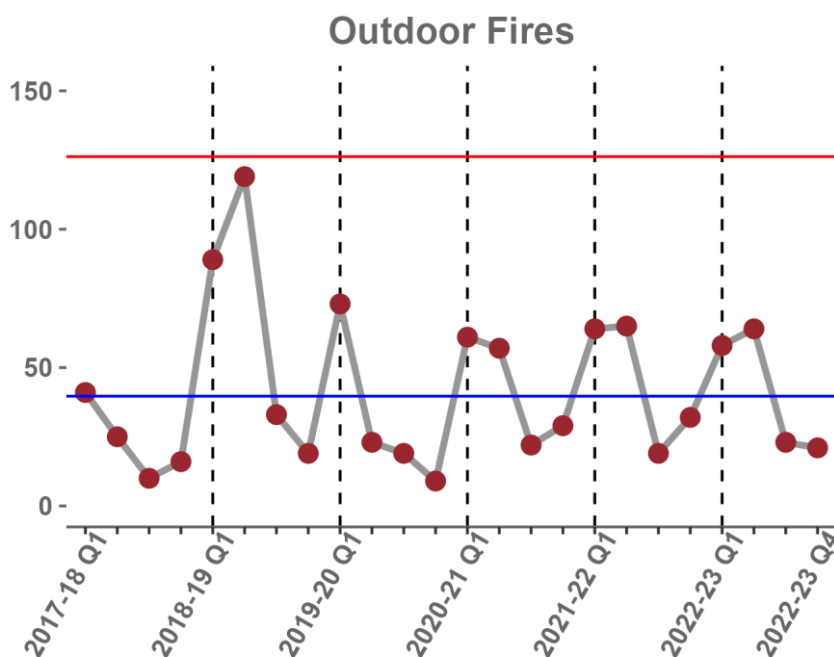
Performance Data – What the figures told us.



Deliberate fires have been fluctuating within control limits with no clear overall trend since 2017-18 Q1. Figures in Q1 regularly appear to be higher than other quarters, with figures in Q1 being consistently above average each year. This is consistent with national patterns in the data.



Between 2020-21 and 2022-23, most deliberate fires have occurred in outdoor settings, with 289 fires in total occurring in this property type over this time. This is followed by other building fires (21 in total), dwelling fires (14 in total) and vehicle fires (13 fires in total).



Outdoor fires have been fluctuating within control limits with no clear overall trend since 2017-18 Q1 being shown for the data. This is consistent with national patterns in the data.

How we worked to improve our performance

Deliberate Fire-Setting within Moray arise predominately from Deliberate Secondary Fires; thus, accounting for a large number of all Deliberate Fires over the past three years. Longer spells of dry weather and increased temperatures can increase the number of deliberate secondary fires and we constantly monitor and review this type of incident so that we can deliver early interventions to reduce the number of fires.

Deliberate fires can be linked to wider anti-social behaviour and during the past three years we have worked with partners in both Community Planning and Community Safety to reduce anti-social behaviour and deliberate fires within the area.

Education is a key partner in reducing these types of incidents and we have worked closely with targeted schools in the area to deliver Hazards and Consequences of Deliberate Fires presentations to pupils.

During this plan we have invested in setting up a number of FireSkills courses, the aim of this is to engage with young people develop their life skills and increase their confidence and resilience while at the same time increasing their awareness around the dangers of setting deliberate fires. Fireskills courses were run in partnership with SFRS, Police Scotland, Scottish Ambulance Service and Moray Educational Departments.

During the courses the students were taught first aid from the Scottish Ambulance Service; personal safety from Police Scotland; how to correctly use SFRS equipment; and how to successfully work as part of a close-knit team in order to complete a staged rescue exercise at the end of the course. A review of the course highlighted the positive impact and successes and recommended development of the programme to give students the

opportunity to achieve a SCQF Level 4 Employability Award. Further courses are planned for 2023-24 across Moray.

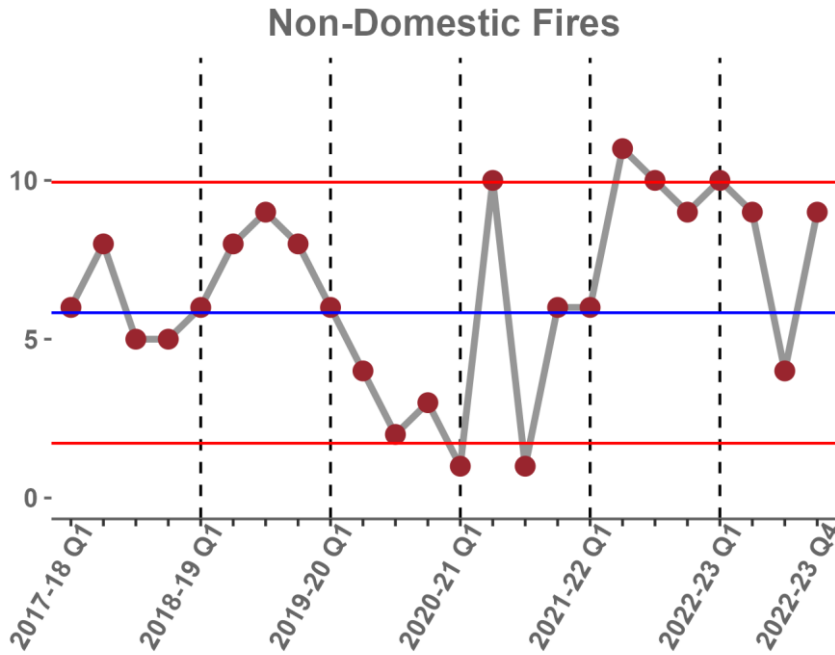
Moray is unique in the SFRS due to having a volunteer unit at the Gordonstoun Boarding School. This appliance is crewed by trained senior pupils under the supervision of a fully trained Adult Leader. This resource not only supports our operational crews at these incidents, but also carries out community engagement across the Moray area. We have found the volunteer pupils from the school a valuable resource when engaging specifically with their peer group and younger.

SFRS staff also continue to work closely with partners to tackle fire related anti-social behaviour. The SFRS Fire Safety Support and Education programme can be key to reducing these behaviours and repeat offending by our trained advisors engaging with the individuals responsible as we look to reduce repeat offending.

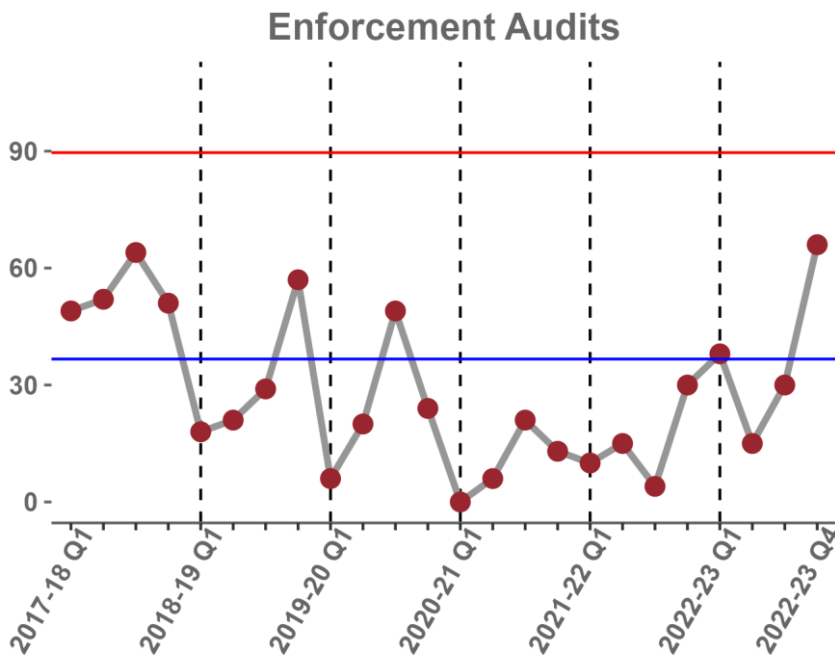
Deliberate Secondary Fire-Setting and Fire Related Anti-Social Behaviour in some ward areas continues to be a significant problem, impacting on both SFRS and partner resources, local community assets and Local Authority budgets.

Local Priority 4: Non-Domestic Fire Safety

Performance Data – What the figures told us.



Non-domestic fires had been subject to fluctuation since 2017-18. In 2021-22 and 2022-23, most figures were close to, on or above the upper control limit, with the exception of 2022-23 Q3, which was below average. This could indicate that overall yearly figures are increasing. However, more data would be needed to confirm this. Nationally, non-domestic fire figures have been decreasing since 2017-18.



Audit figures were fluctuating within control limits with no clear overall trend within this period. During the Covid-19 pandemic, figures decreased, with the figures for 2020-21 being

below average. Figures have still not returned to pre-pandemic levels with figures after then below average. This is consistent with national patterns in the data.

How we worked to improve our performance

All Fire Safety Audit activity within Moray is prioritised on a risk-based approach. We have a cadre of Fire Safety Enforcement Officers and Fire Safety Auditing Officers that are utilised peripatetically to ensure compliance with Policy and Frameworks set by the Service.

We continue to work with owners and occupiers of relevant premises to deliver our Local Enforcement Delivery Plan (LEDP) to support this risk-based approach and increase the safety of business premises within Moray.

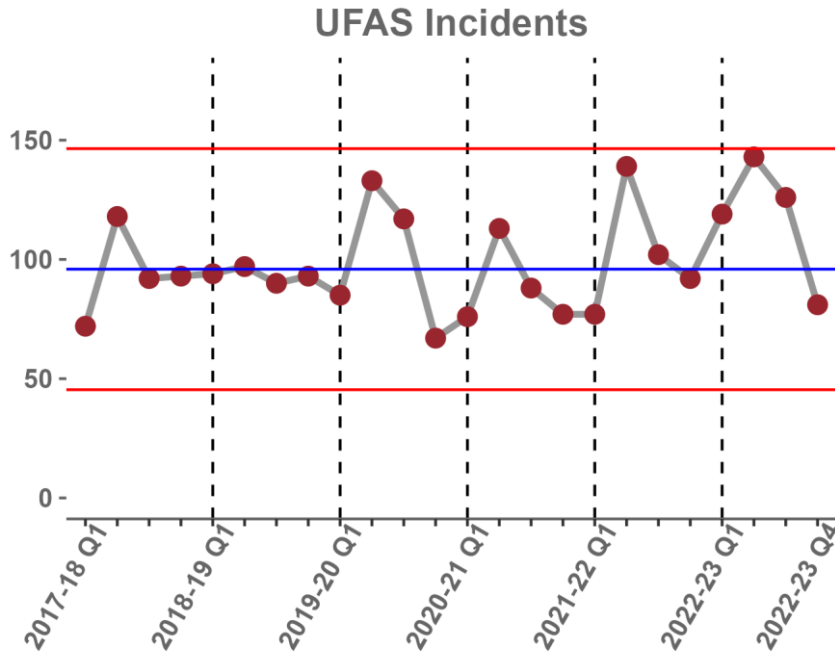
As part of our LEDP, following a fire at relevant premises we carry out Post Fire Audits to provide additional advice and guidance and to ensure that the building is still safe for use. This also gives an opportunity to investigate the cause of the fire and identify any emerging trends, which may support the requirement of a thematic audit programme to be undertaken.

Locally, we also work closely with Moray Council Licensing Department when licence applications are received, such as Houses of Multiple Occupation, Short Term Lets and larger Public Events, to provide support and guidance, in particular when a breach or deficiency is identified.

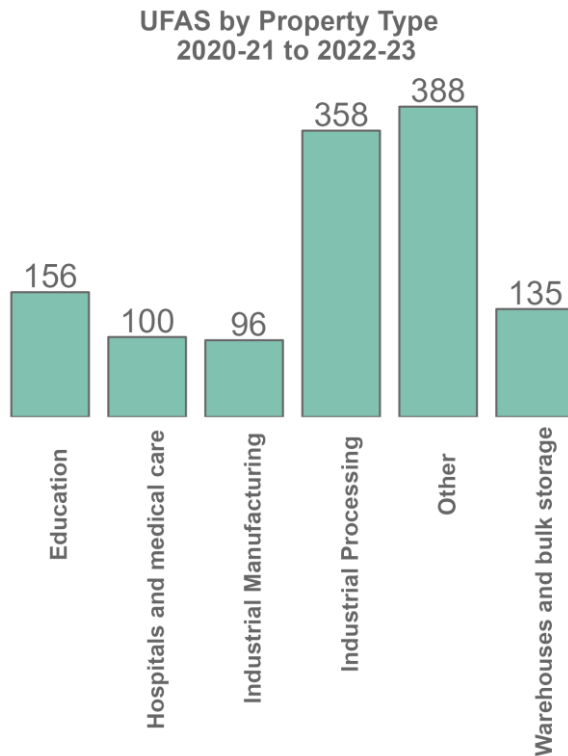
Occasionally, formal enforcement action is necessary e.g. an Enforcement Notice requiring works to be undertaken within a specified time-period or a Prohibition Notice prohibiting/restricting the use of the premises (or part of the premises) due to serious and imminent fire safety concerns which pose a risk to life. We have also recently supported Police Scotland with a criminal case and have progressed with further action under the Fire (Scotland) Act 2005.

Local Priority 5: Unwanted Fire Alarm Signals

Performance Data – What the figures told us.



Unwanted Fire Alarm Signals (UFAS) were fluctuating within control limits with no clear overall trend since 2017-18 Q1. This is consistent with national patterns in the data.



Between 2020-21 and 2022-23, most UFAS occurred in property types that fall under the category 'Other', with 388 occurring here within this time. This was followed by Industrial manufacturing properties (358), Education properties (156), warehouses and bulk storage

properties (135), Hospitals and medical care properties (100), Industrial manufacturing properties (96).

How we worked to improve our performance

Whilst a small number of fire alarm signals generated are due to confirmed fire conditions being present, there are an even greater number of signals generated which when investigated have occurred when no fire conditions have been present.

The impact of responding to Unwanted Fire Alarm Signals (UFAS) incidents causes disruption to the premises working environment and to the range of activities the SFRS undertake. Unnecessary blue light journeys also create additional risks and hazards to firefighters and to the public whilst responding to UFAS incidents and have a detrimental impact on the environment through additional carbon emissions.

Therefore, from 1 July 2023, the SFRS stopped attending automatic fire alarm call outs to commercial business and workplace premises, such as factories, offices, shops and leisure facilities – unless a fire has been confirmed. Duty holders with responsibility for workplace premises should now safely investigate a fire alarm before calling 999, as our control room operators require confirmation of an actual fire, or signs of fire, before sending the nearest resource. SFRS will treat any fire alarm as a sign of fire, other than from a single smoke detector.

This change does not apply to sleeping premises, such as hospitals care homes, hotels or domestic dwellings who will continue to get an emergency response.

We also have UFAS Champions in place within the area and they are responsible for monitoring UFAS Incidents locally and making recommendations to the Local Senior Officer for appropriate interventions in line with the SFRS Reducing Unwanted Fire Alarms Policy.

All crews have been trained in the reduction of UFAS and provide advice to occupiers on every occasion that we attend a UFAS incident. Our Fire Safety Enforcement Staff also monitor UFAS calls and take appropriate action at the various stages as stipulated in SFRS Policy.

Local Priority 6: Emergency Response and Community Resilience

How we worked to improve our performance

Throughout the period of this plan, we have made good progress against this priority and have contributed to risk planning through Scottish Fire and Rescue Service internal processes and procedures, Grampian Local Resilience Partnership and The Moray Community Planning Partnership.

An important element in achieving this priority is ensuring that we have enough staff with the right skills in the right place at the right time to deliver our services when communities need them. We have achieved this throughout this plan and continually work at a local level to maintain our establishment and ensure that we recruit staff where needed. Our On-Call duty system has proved challenging with turnover of staff due to changing personal circumstances and retirements, but local managers have worked tirelessly to ensure that appliance availability is maintained and improved upon by running local recruitment campaigns to maintain numbers.

We have added a further On-Call Support Watch Commander (OCSWCs) post, taking Moray to a total of 2 OCSWCs. This additional resource for the area further assists with providing resilience for appliance availability.

We continue to be an active member of GLRP with the Local Senior Officer representing the area on the group and various managers contributing to the work of the various working groups that sit under the GLRP. We also contribute to the GLRP testing and exercising program both in relation to tabletop and live play exercises.

We have also continued to support our partnership with the British Heart Foundation to provide CPR awareness sessions through our network of Community Fire Stations, this has proven to be a successful partnership and a good way of promoting bystander CPR in line with the Governments strategy to improve survival rates for out-of-hospital cardiac arrest.

Conclusion

The current Local Fire and Rescue Plan has served us well and we are making progress against the priorities that were agreed.

Staff within the area are committed to making a full commitment to making our communities within Moray safer.

We have made significant progress in relation to the delivery of Home Fire Safety Visits and Community Safety and Engagement activity within the area since the beginning of the Scottish Fire and Rescue Service, this has been achieved through strong visible leadership, staff engagement, commitment to partnership working and developing our partnerships, and a willingness from all staff to contribute to making Moray a safer place to live, work and visit.

From an incident response perspective, we have responded along with partners to emergencies throughout Moray. We will continue to build on this by working with partners through civil contingencies and the Local Resilience Partnership to ensure that joint training and exercising is conducted for the risks within Moray and that staff are confident and competent in the roles that they undertake.

Having considered our current priorities alongside the Service Strategic Plan and the local needs of Moray, the high-level priorities are still relevant, with some minor amendments.

Recommendation

It is recommended that the following priorities are taken forward in the new Local Fire and Rescue Plan for Moray area:

Priority 1: Domestic Fire Safety and Unintentional Harm in the Home

Priority 2: Non-Fire Emergencies and respond to the impact of Climate Change

Priority 3: Deliberate Fire Setting

Priority 4: Non-Domestic Fire Safety

Priority 5: Unwanted Fire Alarm Signals

Priority 6: Operational Preparedness and Community Resilience