

Our Ref: RL/RM
Your Ref:
Contact: Richard Llewellyn
Tel: 01698 302702
E-mail: LlewellynR@northlan.gov.uk
Date: 25 January 2019



Members of the Youth, Equalities and Empowerment Committee

Chief Executive's Office
Archie Aitken
Head of Legal & Democratic Solutions
Civic Centre, Windmillhill Street,
Motherwell ML1 1AB
DX 571701, Motherwell 2
www.northlanarkshire.gov.uk

Dear Councillor,

Youth, Equalities and Empowerment Committee – 4 February 2019

I refer to the Notice calling the meeting of the Youth, Equalities and Empowerment Committee to be held on Monday, 4 February 2019 at 10 am and now enclose:-

Scottish Fire and Rescue Service – Performance Report (pages 3-19)

which should be taken at item (3).

Members are requested to bring these papers with them to the meeting.

Yours faithfully,

A handwritten signature in blue ink, appearing to be "A. Aitken".

Head of Legal and Democratic Solutions

Encl.



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

PERFORMANCE REPORT NORTH LANARKSHIRE

1st April 2018 to 31st December 2018



**Working together
for a safer Scotland**



Contents

Introduction	1
Outcomes Overview	2
Local Risk Management and Preparedness	3
Reduction in Accidental Dwelling Fires	4
Reduction in Fire Casualties and Fatalities	7
Reduction of Deliberate Fire Setting	8
Reduction of Fires in Non-Domestic Property	9
Reduction in Casualties from Non Fire Emergencies	10
Reduction of Unwanted Fire Alarm Signals	12
Additional Information	13

Introduction

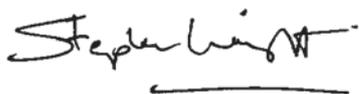
This report provides an overview of Scottish Fire and Rescue Services (SFRS) Performance for the first 9 months of the reporting period 1st April to 31st December 2018 for the Local Authority Area of North Lanarkshire. As your Local Senior Officer (LSO) for North Lanarkshire, I am committed to ensure that the resources serving the communities within the Local Authority Area are maximised and focused on the delivery of positive outcomes at every opportunity; this applies across the full span of our activities including responding to the large range of emergency incidents to the delivery of targeted effective community safety engagement.

North Lanarkshire's Local Fire and Rescue Plan sets out how the SFRS will meet the Strategic Aims as defined within the SFRS Strategic Plan 2017-2020.

This Plan is aligned to the Community Planning Partnership (CPP) structures within NL and will complement the local targeted activities focused on by the Community Safety Sub Groups and Local Area Teams.

The outcomes as detailed within this report are based on the SFRS identified operational demand within all 21 Wards which require a targeted approach by all relevant partners to deliver a joint solution and reduce the impact of fire within each locality.

The current commitment to our stakeholders will continue to improve through the support and drive of all the North Lanarkshire Partnership (NLP) partners to provide a better streamlined joint approach to the issues highlighted through consultation focused on improving outcomes for the people and communities within North Lanarkshire.



Stephen Wright
Area Manager
Local Senior Officer for North Lanarkshire

Outcomes Overview

The Annual Operating Plan for NL 2018, provides the Community Safety Partnership Forum with a basic overview of how the Scottish Fire and Rescue Service (SFRS) will improve service delivery in relation to the seven key priority areas within North Lanarkshire (NL). This performance report reflects the outcomes detailed within the Operating Plan; as well as highlighting the effectiveness of partnership working undertaken to tackle issues which have impacted on performance during the 2018/19 reporting period.

The table below provides an overview of the activity levels and progress against the Local Fire and Rescue Plan 2018/19 targets

1 st April to 31 st December 2018	3 Year Average April to December	Nominal 9 Month Target	Performance @ December 2018	9 Month Status	Target 2018/19 Year End
10% Reduction of Accidental Dwelling Fires	218	168	204		248
5% Reduction in Fire Casualties & Fire Fatalities	72	60	72		83
10% Reduction of Deliberate Secondary Fires	1411	915	927		1,358
Reduction of Deliberate Primary Fires	215	177	153		236
5% Reduction of Fires in Non-Domestic Buildings	99	96	112		137
Reduction in Non-Fire Emergencies (Road Traffic Collisions)	100	75	104		105
Reduction in Non-Fire Emergencies (Water Incidents)	55	51	48		67
Reduction in Non-Fire Emergencies (Other)	287	237	296		317
15% Reduction of Unwanted Fire Alarm Signals	921	897	902		1212
Reduction of Good Intent Fire Alarm Signals	473	465	516		619
Reduction of Malicious Calls	96	99	76		134

1. Local Risk Management and Preparedness

The SFRS's has committed to reducing the risks to our communities within NL during the first Six months of the reporting period. This has been supported through ensuring that vital front line operational capabilities are maintained at an appropriate level of preparedness at all times.

To achieve this the Area Service Delivery Section ensures that all policies and procedures are fully implemented and complied with and that health & safety obligations are fully met. Our personnel are also provided with the most appropriate equipment to effectively carry out their roles and are fully trained to do so. Resilience planning both at local and national level is also a key element in reducing the risk to our communities.

Summarised below are some of the activities undertaken to ensure implementation and management of the operational capabilities within NL. For the purposes of this report certain matters have not been included, as they are restricted for security purposes. Should additional information be required in relation to any local risk management issues, the SFRS will facilitate any such request as appropriate.

Operational Preparedness

Training forms a significant part of the routine activity undertaken by all personnel to maintain core and specialist skill competency. This is particularly relevant within NL due to the fact all four wholetime community fire stations have a specialist attribute assigned to them.

Operational frontline Wholetime (W/T) and Retained Duty System (RDS personnel, in line with the SFRS Maintenance Phased Development Plan have undertaken structured training and development sessions. These include core skills such as Breathing Apparatus, Compartment Fire Behaviour, Road Traffic Collisions, Incident Command, First Person On Scene (FPOS) Fire Investigation, Community Fire Safety and Safe Working at Heights (SWAH).

Specialist skills training sessions includes Water Rescue, Flood Response, High Reach, Urban Search and Rescue (USAR), Mass Decontamination and Forward Control Unit (FCU). To support the local delivery of training we have a number of Instructors who have attended additional specialist training to facilitate the training detailed above. Counter terrorism training in preparation for any national response in the future.

Further training is also provided at the Scottish Fire and Rescue Service's National Training Centre at Cambuslang and on some occasions by specialist external providers. Our staff also participates in multi-agency events and West of Scotland Lanarkshire Local Resilience Partnership exercises.

2. Reduction of Accidental Dwelling Fires

Nine Month Outcomes

3 Year Average April to December	Nominal 9 Month Target	Performance @ December 2018	9 Month Status	Target 2018/19 Year End
218	168	204		248

The annual target set within the SFRS Annual Operational Plan for accidental dwelling fires is 248 for the full reporting period. The 9 month total of 204 accidental dwelling fires is above the nominal target of 168. The “Nine month status” is a comparison against the average incident number for the same period over the last three years; in this case the incident total of 204 shows a 6.5% decrease.

The SFRS cannot influence a reduction in these types of incidents by working in isolation; therefore the extensive Community Planning Partnership working is central to safeguarding our residents from fire related risks within their homes.

Due to the increased level of automatic smoke detection within domestic dwellings, the SFRS is being mobilised to a significant number of domestic dwelling fires which have been extinguished by the occupants before the arrival of SFRS operational resources. These are known as Code 4 fires; which are minor in nature due to the early detection and intervention by the occupier. There were 91 Code 4 fires within this reporting period and this accounts for almost half of all the 204 incidents.

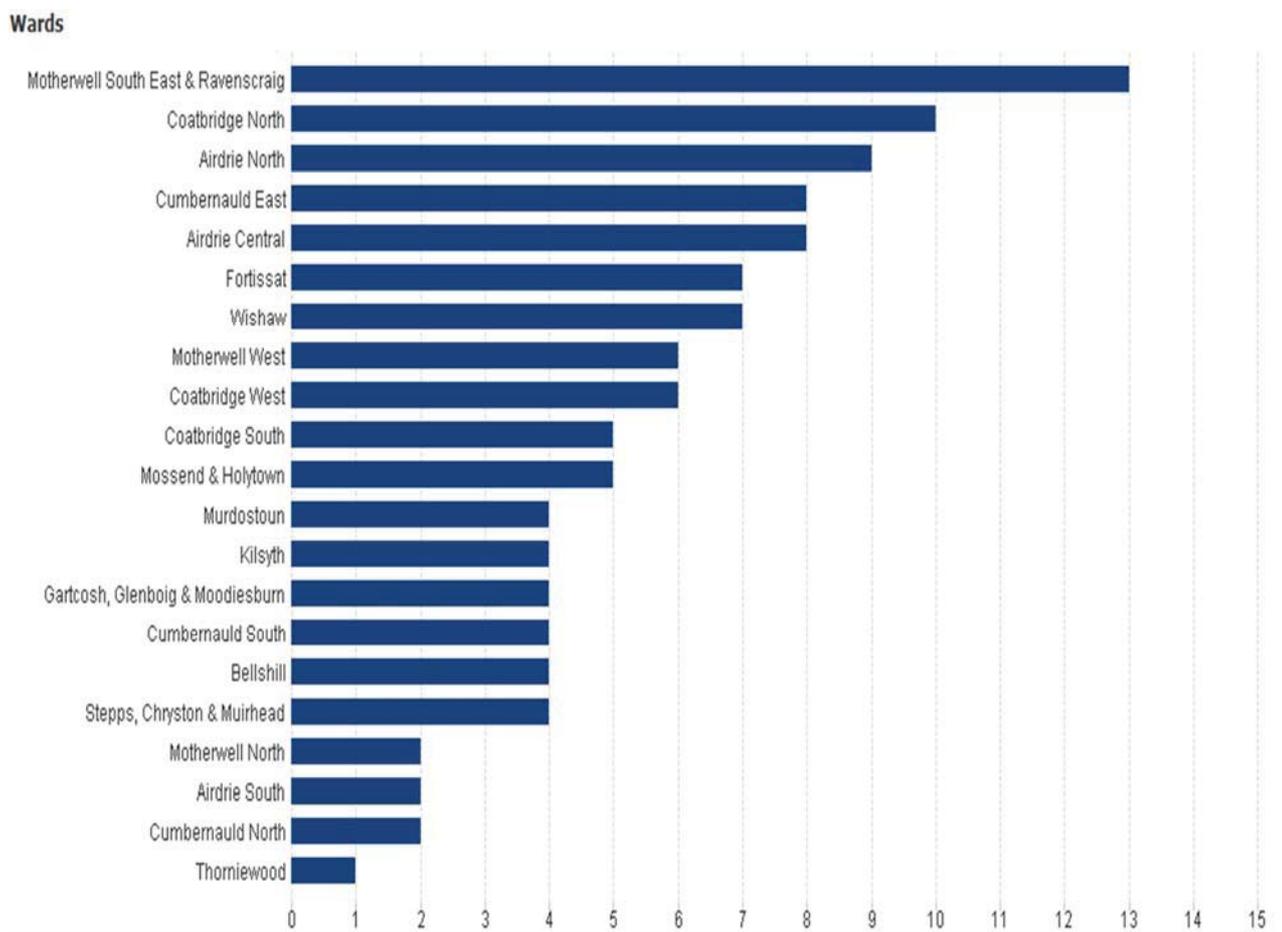
Action taken by SFRS at accidental Dwelling Fires

Main Action Description	Accidental Dwelling Fires
No firefighting	91
Removal from/of heat source	47
Hosereel (high pressure)	34
Disconnection of fuel supply	11
Hosereel (high pressure) (HRJ)	9
Cutting away	2
Water – domestic supply	1
Water – from bucket/containers	1

The SFRS conducts a Post Domestic Incident Response at every domestic dwelling incident. This involves positive engagement with the occupier(s) of the affected property and neighbouring properties by SFRS personnel. Fire safety advice and support are provided; where required SFRS provide and fit 10 year battery powered smoke detectors.

As a result of the Post Domestic Incident Response activities a total of 2311 Home Fire Safety Visits have been completed. Through this proactive engagement the SFRS are improving in the delivery of Home Fire Safety Visits, educating occupiers to the risk and where appropriate and sign posting individuals to partner agencies where additional support needs are identified.

Accidental dwelling fires by Ward



There has been a noted rise in accidental dwellings against previous years, as the remainder of the year progresses, this will be fully analysed to identify any specific trends, areas of concern or potential improvements/best practice.

The majority of SFRS activity continues to be in the Motherwell & Ravenscraig, Wishaw, Airdrie, Coatbridge and Cumbernauld areas, which is reflective of the population density and overall number of incidents in these areas.

With respect to the Wards mentioned above the casualty numbers were low; this is associated with the fact that the occupants were alerted to the fire by the actuation of the domestic smoke detection. The occupant either extinguishes the fire source at its early stage or evacuates the property quickly and awaits the arrival of SFRS. (This is covered within Section 3: Reduction in Fire Related Casualties and Fatalities)

We are fully committed to provide the highest level of service and focus with respect reducing the numbers of accidental dwelling fires as by doing so will have a direct impact on reducing the number of fire related casualties within NL.

Our free Home Fire Safety Visits are the method used to make the greatest impact on educating households on reducing the fire risk within the home setting. The table below provides an overview of the number of visits carried out within the seven station areas in the first 9 months of the 2018/19 reporting period:

By Station	YTD	Risk Rating		
		High	Medium	Low
Bellshill	404	149	86	169
Coatbridge	616	211	145	260
Cumbernauld	533	202	110	221
Kilsyth	82	32	18	32
Motherwell	473	164	115	194
Shotts	64	28	10	26
Steps	139	54	33	52
Total	2311	840	517	954

3. Reduction in Fire Casualties and Fatalities

Nine Month Outcomes

	3 Year Average April to December	Nominal 9 Month Target	Performance @ December 2018	9 Month Status	Target 2018/19 Year End
Casualties	73	60	71		83
Fatalities	2	0	1		0

The annual target set within the SFRS Annual Operational Plan for fire casualties is 83 for the reporting period. The 9 month total of 71 fire casualties is above the nominal 9 month target of 60; this also shows an increase when compared against the three year average of 73. There was one fire fatality within NL area in the reporting year 2017/18, an adult female aged (60- 69 yrs).The occupier was known to be an independent woman who lived alone within her own private dwelling at a remote rural location, the full details of fire cause remain under investigation but early indications are that this was an accidental fire. The occupier was known to the Fire Service and had previously received a HFSV, she was provided with assistance/support and was known to partner agencies.

Casualties from Accidental Dwelling Fires

Extent of Treatment Required	Number of Casualties
Casualty went to hospital, injuries appear to be Serious	2
Casualty went to hospital, injuries appear to be Slight	21
First aid given at scene	27
Precautionary check recommended	21

From the table above it is clear the level of accidental fire incidents is evidently higher than the number of recorded fire related casualties. This reflects the fact that early warning in the initial stages of a fire by the actuation of smoke alarms is having a positive impact on reducing the degree of harm caused by fire.

Casualties

The current ratio remains stable with (36) male to (36) females in NL, the age group shows higher numbers in the 20 – 29 yrs with 15 casualties and 40- 49 yrs with 13 casualties with the next highest being 30 - 39 with 11 casualties. Almost all casualties were occupier/residents of the premises and were overcome by smoke, located in the adjacent room or above the room of fire origin. The highest number of casualties were located in Coatbridge (27), Motherwell (13), Cumbernauld & Kilsyth (12), Wishaw (9), Airdrie (5), Bellshill (5) casualties over the 9 month period. The cause continues to highlight cooking food as the most significant trend and as such a programme of Cooksafe presentations and Fire skills education will be used to address this continued trend.

4. Reduction of Deliberate Fire Setting

Nine Month Outcomes

	3 Year Average April to December	Nominal 9 Month Target	Performance @ December 2018	9 Month Status	Target 2018/19 Year End
Primary	215	177	153		236
Secondary	1411	915	927		1,358

The annual target set within the SFRS Annual Operational Plan for the reduction of deliberate secondary (e.g. rubbish, grass, trees, wheelie bins) fire setting is 1,358 and for deliberate primary (e.g. buildings, vehicles) fire setting is 236 for the reporting period.

The 9 month total of 927 deliberate secondary fires shows an increase over the nominal 9 month target of 915. There is however a 34% reduction based on the three year average figures of 1411; in the same period a total of 153 deliberate primary fires is a 29% reduction of the year average of 215 and the nominal 9 month target of 177.

For all deliberate fires (Primary & Secondary) there is an overall decrease of 33% when compared against the three year average for the same period.

As with the reduction of accidental dwelling fires and the associated fire related casualties, the SFRS cannot achieve the necessary outcomes in isolation. The Community Safety Sub Group partners are central to us tackling the anti-social fire related behaviour and we have worked closely with NLC Regeneration Team, Police Scotland, Community Learning & Development, Housing and Social Service, Town Centre Activities (CCTV), Anti-Social Behaviour Team and Education Department over the year to influence change.

The continued support of NL Council in the Fire reach training remains a vital tool in the education and reduction of any deliberate fire setting by young adults within our community. The new junior Fire reach programme for S1 pupils has also shown early signs of success with very positive feedback from Education. SFRS continue to work with Education to assist and educate young adults at risk and help develop the confidence of the students we train.

The specialised work and training by the Community action teams (CAT) through the Juvenile Firesetter Intervention programme has also produced significant positive results with no NL young adults being identified as having re-offended or referred by any partner agencies to date.

5. Reduction of Fires in Non-Domestic Property

Nine Month Outcomes

3 Year Average April to December	Nominal 9 Month Target	Performance @ December 2018	9 Month Status	Target 2018/19 Year End
99	96	112		137

The annual target set within the SFRS Annual Operational Plan for the reduction of fires in non-domestic property is 137 for the reporting period. The 9 month total of 112 fires within non-domestic property is slightly over the nominal 9 month target of 96. This indicates a marginal increase compared against the three year average of 99.

Fires within non-domestic buildings within this section of the report include those reported on within deliberate primary fires. For the reporting period, there were 37 deliberate fires (13 garden sheds) which will have involved Police Scotland, who will investigate as these incidents are crimes. The other 75 fires within non-domestic buildings were recorded as 65 accidental. There were 10 unknown fire causes and 2 deliberate fires where the owner could not be identified.

All premises deemed as high risk relevant premises under The Fire (Scotland) Act 2005 will be subject to a routine Fire Safety Audit (FSA). These premises are predominantly sleeping risks referred to previously; however the SFRS also includes premises with high fire loading and volatile processes within the annual audit inspection programme. Working closely with NL Health and Safety department and the Education team in the provision and upgrade of existing fire alarm systems has helped further develop the effective working relationship.

Fire Safety Audits 2018/19

Status of Audit	Number	Nine Month Target
Post fire audits	32	
Closed	169	
Total Audits	201	300

These audits are carried out by either a legislative Fire Safety Enforcement Officer (FSEO) or an Auditing Officer (AO). These officers are specially trained in relation to the implementation of the legislation within the Fire (Scotland) Act 2005 and Fire Safety (Scotland) Regulations 2006. Any fire within a relevant premise is defined as a risk failure and will result in a Post Fire Audit to fully identify the exact risk assessment failure and issue the appropriate level of Notice under the Act.

FSEO have recently carried out detailed inspections of all high rise premises across NL, the completed report formed the basis of a new safety strategy for all NL Tower blocks.

6. Reduction of Non-Fire Emergencies

Nine Month Outcomes (Incidents)

Non-fire emergencies are referred to as Special Services by the SFRS; and within this report these have been divided into the Six categories referred to above; Road Traffic Collisions (RTC), Water Rescues and Other Special Services.

The SFRS has no statutory duty with respect to the reduction of these non-fire emergency categories. We do however have a duty of care and will support any appropriate safety awareness event within our communities. In addition we have personnel with specialist training who will render humanitarian assistance at incidents as appropriate.

Road Traffic Collisions

3 Year Average April to December	Nominal 9 Month Target	Performance @ December 2018	9 Month Status	Target 2018/19 Year End
100	75	104		105

The annual target set within the SFRS Annual Operational Plan for RTCs is 105 for the full reporting period. The 9 month total of 104 RTCs is over the 9 month target of 75 & 4% over the three year average of 100.

NL continues to be a leader in the area of “Biker Down” programme delivery, educating, developing and supporting motorcyclists to ride safely and manage incident/accident scenes should they be involved in one. A new programme of road risks and awareness training for all 5th and 6th year pupils is being developed through the LALO and Police Scotland.

Water Incidents

3 Year Average April to December	Nominal 9 Month Target	Performance @ December 2018	9 Month Status	Target 2018/19 Year End
55	51	48		67

The annual target set within the SFRS Annual Operational Plan for Water Incidents is 67 for the full reporting period. The 9 month total of 48 Water Incidents is below the nominal 9 month target of 51; this total includes 3 water rescue incident and 45 flooding incidents.

The SFRS has no statutory duty with respect to the reduction of water related incidents. We

are however committed to work with our partners to improve water safety awareness. Through our school engagement programmes our personnel will highlight the dangers associated with open water.

Again aspects of this safety message are included within our Thematic Action Plan activities. Flooding incidents caused by burst pipes within a premise are included within the water incident category; these incidents generally involve the SFRS making the premises safe from further water damage and rendering humanitarian assistance as appropriate. The SFRS has specially trained personnel who respond to emergencies in and around all inland waterways within NL and across Scotland. Water rescue resources are based at Motherwell and Flood Recue resources are based at Coatbridge.

Other Special Services

3 Year Average April to December	Nominal 9 Month Target	Performance @ December 2018	9 Month Status	Target 2018/19 Year End
288	237	296		317

The annual target set within the SFRS Annual Operational Plan for Other Special Services is 317 for the full reporting period. The 9 month total of 296 Other Special Services is under the three year average of 288.

The SFRS attends a multitude of incidents under the heading of other special services. Examples of the special services the SFRS has attended and resolved over the reporting year include:

- Hazardous materials leaks where we work in partnership with specialist chemists to safely resolve the incidents.
- Numerous calls to aid the ambulance service in gaining entry to collapsed persons.
- Calls to domestic gas leaks where we work in partnership with gas networks to make the scene safe.
- Calls to open doors of domestic premises where occupiers have been locked in or out and we are required to attend to prevent a worsening situation.
- Various animal rescues both domestic and farm.
- OHCA

Special Services

The breakdown of calls received shows the majority of attendance at 104 RTC incidents, 107 effecting entry followed by assisting other agencies, 48 incidents assisting partner agencies. There were also 23 animal rescues and 5 attempted suicide during this Six month period.

Most calls were received from landlines and mobile phones and the highest areas attended were Cumbernauld and Kilsyth (105), followed by Motherwell (87), Coatbridge (73), Airdrie (67), Bellshill (38), and finally Cumbernauld Locality (57).

7. Reduction of Unwanted Fire Alarm Signals

Nine Month Outcomes

	3 Year Average April to December	Nominal 9 Month Target	Performance @ December 2018	9 Month Status	Target 2018/19 Year End
UFAS	921	897	902		1212
Good Intent	473	465	516		619
Malicious	96	99	76		134

The annual target set within the SFRS Annual Operational Plan for Unwanted Fire Alarm Signals (UFAS) has been separated into three categories, as listed in table above.

The SFRS's is focused on the continued reduction of UFAS incidents across North Lanarkshire to significantly reduce the number of emergency 'blue light' journeys; which by their very nature pose a greater risk to all road users. The vast majority of UFAS incidents attract a minimum of two fire appliances, with higher risk or larger premises attracting more resources. Taking this into account it is clear that in the first 9 months of the 2018/19 reporting period there have been at least 902 **Unwanted Fire Alarm Signals** within NL. The continued reduction of blue light journeys will roll out across NL in regards a reduced attendance based on a risk matrix for each individual occupier. The aim is to reduce the impact of multiple fire appliances attending UFAS and the management and control of the fire alarm being adopted by the responsible person in control of each premises.

Each premises identified is reviewed to identify that it meets the criteria for a reduction in attendance, a scoring matrix is applied and checked by specialist Fire Safety Officers before a submission is made to the LSO for approval. To date over 100 individual premises in NL have been identified, assessed and the reduction strategy applied, Schools, industrial and commercial premises, NHS and Council premises have all been identified.

Partnership working is key to achieving a successful reduction in the number of blue light journeys and we are continuing to work with NL Education and NHS NL to identify further methods of reducing UFAS. A dedicated UFAS Officer has now been seconded into the Prevention and Protection team to maintain a consistent approach. Direct engagement with the duty holders of each identified premises within NL remains the most effective method of reducing this risk. The strategy is a long term project and will involve engagement from all front line personnel at every local Fire Station in NL.

8. Additional Information

Scottish Fire and Rescue Service continues to work in close partnership with NL Housing and Building Standards to improve the future safety for all residents and the Fire Fighters who serve the community in NL.

Significant improvement have been identified through a review of the Fire Safety Risk assessments process. The results of the review have helped influence the demolition priority for each Tower and the timescale of improvement works.

The British Automatic Sprinkler Association have assisted the SFRS in this partnership and their knowledge and expertise continues to support this programme. NL Housing are well underway with the replacement fire doors within one Tower block. The new one hour fire rated doors will significantly improve the safety within each Tower for both the residents and the attending fire crews should any incident occur.

The planned retro fitment of sprinkler protection systems within every Tower block will ensure the future safety of all residents as well as greatly reduce the hazards to SFRS personnel.

SFRS have provided advice and support to NL Housing with the modernisation of four Tower blocks within Coatbridge, the renovation project will including replacement cladding, double glazing, doors, alarm system integrated into the sprinkler system and monitored by a 24/7 concierge team. This will see the most advanced technology installed to any Tower block within NL and the systems will future proof the safety of the building and its occupants for some considerable time. The technology and will create a safer environment for the residents, should any fire occur it will be detected and suppressed rapidly which will further reduce the risks to the attending SFRS personnel.

A proposed project involving the first phase of demolition for the three Tower blocks in Airdrie is currently in the initial planning stages. SFRS propose to carry out several live fire burns in the Towers to highlight the positive effect of a domestic sprinkler system in a typical NL style dwelling. As a balance a similar layout flat will have a live burn and the new one hour fire doors will be fitted to show the improved safety and security during any fire incident. The partnership will again draw on the expertise of the British Automatic Sprinkler Association and Caledonian University. The completed results will show technical data as well as animated views of the fire development in both fire compartments.



Designed by the SCOTTISH FIRE AND RESCUE SERVICE © 2018