

**Working Together
for a safer Scotland**



**SCOTTISH
FIRE AND RESCUE SERVICE**
Working together for a safer Scotland

PERFORMANCE REPORT

NORTH LANARKSHIRE

1st April 2018 to 31st March 2019



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Introduction

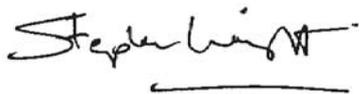
This report provides an overview of Scottish Fire and Rescue Services (SFRS) Performance for the reporting period 1st April to 31st March 2019 for the Local Authority Area of North Lanarkshire. As your Local Senior Officer (LSO) for North Lanarkshire, I am committed to ensure that the resources serving 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 2018/19, 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 2018 to 31 st March 2019	3 Year Average	Performance 2018/19	Performance Status	Target 2018/19
10% Reduction of Accidental Dwelling Fires	282	284		248
5% Reduction in Fire Casualties & Fire Fatalities	95	113		83
10% Reduction of Deliberate Secondary Fires	1378	1192		1,358
Reduction of Deliberate Primary Fires	217	217		236
5% Reduction of Fires in Non-Domestic Buildings	125	135		137
Reduction in Non-Fire Emergencies (Road Traffic Collisions)	135	131		105
Reduction in Non-Fire Emergencies (Water Incidents)	74	56		67
Reduction in Non-Fire Emergencies (Other)	390	418		317
15% Reduction of Unwanted Fire Alarm Signals	1220	1240		1212
Reduction of Good Intent Fire Alarm Signals	601	684		619
Reduction of Malicious Calls	129	106		134

1. Local Risk Management and Preparedness

The SFRS's has committed to reducing the risks to our communities within NL during the 12 month 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

2018/19 Outcomes

3 Year Average	Performance 2018/19	Performance Status	Target 2018/19
282	284		248

The annual target set within the SFRS Annual Operational Plan for accidental dwelling fires is 248 for the full reporting period. In 2018/19 there were 284 accidental dwelling fires is above the target of 248. The “performance 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 284 shows a 1% increase.

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 127 Code 4 fires within this reporting period and this accounts for just short of half of all the 284 incidents.

Action taken by SFRS at accidental Dwelling Fires

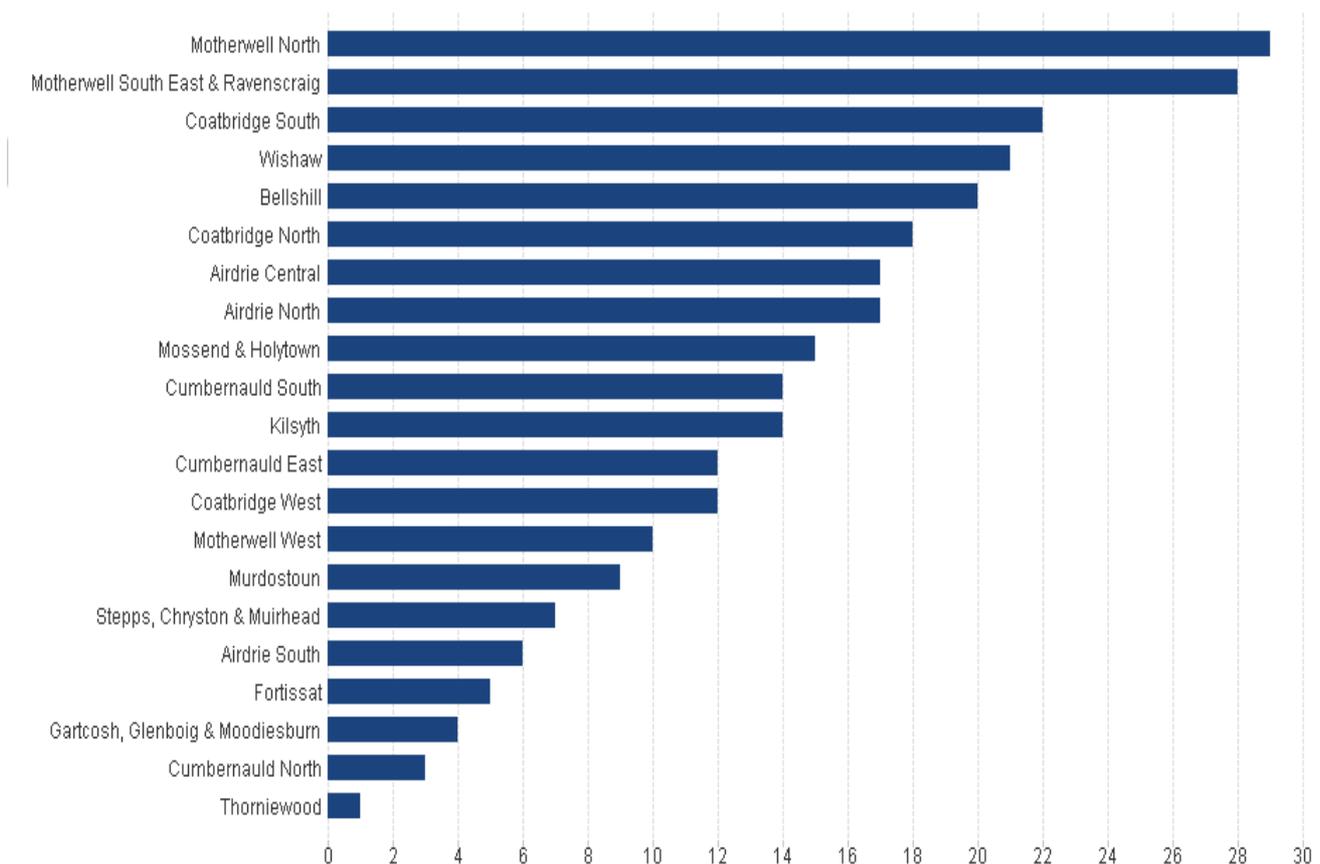
Main Action Description	Accidental Dwelling Fires
No firefighting	127
Removal from/of heat source	59
Hosereel (high pressure)	45
Disconnection of fuel supply	15
Main Branch / Jet	6
Cutting away	4
Water – domestic supply	1
Water – from bucket/containers	1

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 3260 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

Wards



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 & Bellshill 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 2018/19 reporting period:

By Station	Total	Risk Rating		
		High	Medium	Low
Bellshill	552	214	105	233
Coatbridge	842	289	195	358
Cumbernauld	769	276	183	310
Kilsyth	117	42	30	45
Motherwell	668	224	172	272
Shotts	97	33	20	44
Stepps	213	87	52	74
Total	3258	1406	810	1241

3. Reduction in Fire Casualties and Fatalities

2018/19 Outcomes

	3 Year Average	Performance 2018/19	Performance Status	Target 2018/19
Casualties	95	113		83
Fatalities	2	2		0

The annual target set within the SFRS Annual Operational Plan for fire casualties is 83 for the reporting period. The 2018/19 total of 113 fire casualties is above the target of 83; this also shows an increase when compared against the three year average of 95. There was two fire fatality within NL area in the reporting year 2018/19, an adult female aged (60- 69 yrs).The first 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. The second occupier was an adult male ages (50-59 yrs), he was not known to the fire service and partnership discussions are still on going.

Casualties from Accidental Dwelling Fires

Extent of Treatment Required	Number of Casualties
Casualty went to hospital, injuries appear to be Serious	1
Casualty went to hospital, injuries appear to be Slight	16
First aid given at scene	37
Precautionary check recommended	19

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 (53) male to (60) females in NL, the age group shows higher numbers in the 30 – 39 yrs with 21 casualties and 50 -59 yrs with 20 casualties. The next highest range is 40 to 49 yrs with 19 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 (34), Motherwell (18), Bellshill (18), Cumbernauld & Kilsyth (18), Airdrie (13), and Wishaw (12), casualties over the reporting period. The cause continues to highlight cooking food as the most significant trend and as such a programme of Cook Safe presentations and Fire skills education will be used to address this continued trend.

4. Reduction of Deliberate Fire Setting

2018/19 Outcomes

	3 Year Average	Performance 2018/19	Performance Status	Target 2018/19
Primary	217	217		236
Secondary	1378	1192		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 2018/19 total of 1192 deliberate secondary fires shows a decrease against the 18/19 target of 1358. There is also a 13.5% reduction based on the three year average figures of 1378; in the same period a total of 217 deliberate primary fires is the same as the current 3 year average.

For all deliberate fires (Primary & Secondary) there is an overall decrease of 11% 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

2018/19 Outcomes

3 Year Average	Performance 2018/19	Performance Status	Target 2018/19
125	135		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 total of 135 fires within non-domestic property is slightly below the target of 137. This indicates a 7.5% increase compared against the three year average of 125.

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 (14 garden sheds) which will have involved Police Scotland, who will investigate as these incidents are crimes.

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 (Figures only up until 31st December 2018)

Status of Audit	Number	2018/19 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

2018/19 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	Performance 2018/19	Performance Status	Target 2018/19
135	131		105

The annual target set within the SFRS Annual Operational Plan for RTCs is 105 for the full reporting period. The total of 131 RTCs is over the target of 105, but is 3% under the three year average of 135.

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	Performance 2018/19	Performance Status	Target 2018/19
74	56		67

The annual target set within the SFRS Annual Operational Plan for Water Incidents is 67 for the full reporting period. The total of 56 Water Incidents is below the target of 67 & 24% under the 3 years average.

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	Performance 2018/19	Performance Status	Target 2018/19
390	418		317

The annual target set within the SFRS Annual Operational Plan for Other Special Services is 317 for the full reporting period. The total of 418 Other Special Services is over the three year average of 390 by 7%.

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 131 RTC incidents, 144 effecting entry followed by assisting other agencies, 70 incidents assisting partner agencies. There were also 27 animal rescues and 7 attempted suicide during the 2018/19 reporting period.

Most calls were received from landlines and mobile phones and the highest areas attended were Cumbernauld and Kilsyth (141), followed by Coatbridge (119), Motherwell (114), Wishaw (95), Airdrie (91), Bellshill (68), and finally Northern Corridor Locality (34).

7. Reduction of Unwanted Fire Alarm Signals

2018/19 Outcomes

	3 Year Average	Performance 2018/19	Performance Status	Target 2018/19
UFAS	1220	1240		1212
Good Intent	601	684		619
Malicious	129	106		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 the 2018/19 reporting period there have been at 1240 **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.



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