



WESTERN ISLES PERFORMANCE REPORT

*Covering the activities and performance in support of
the Local Fire and Rescue Plan for Western Isles*



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Quarters 3 and 4 : 2023/24

**Working together
for a safer Scotland**

COMHAIRLE NAN EILEAN SIAR



ABOUT THE STATISTICS IN THIS REPORT

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

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

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

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INTRODUCTION

The 6-monthly monitoring report covers the SFRS's performance and activities in support of the four priorities in the Local Fire and Rescue Plan for Western Isles, namely:

- Priority 1 – Promoting Personal Safety and Wellbeing
- Priority 2 – Non-Domestic Fire Safety
- Priority 3 – Unwanted Fire Alarm Signals
- Priority 4 – Emergency Response Preparedness and Community Resilience










As well as supporting the four priorities in the Local Fire and Rescue Plan for Western Isles, this monitoring report shows how SFRS activities and performance contribute to the wider priorities of the Western Isles Council Community Planning Partnership (CPP), as set out in the Western Isles Community Plan.

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

The Western Isles Council Community Safety Board agreed the new Local Fire and Rescue Plan for Western Isles in 2021, covering the subsequent 3-year period. In support of delivering the priorities in this plan, 9 headline indicators and targets have been set, and form the basis of this performance report.

PERFORMANCE SUMMARY

The table below provides a summary of the six-months (1 October 2023 – 31 March 2024) activity and year to date (YTD) progress, based on annual targets set against headlines indicators. It aims to provide – at a glance – our direction of travel during the current reporting year.

Q3 and 4: All Incidents Attended – 121		
HI 1 Accident Dwelling Fires  Q3 & Q4 – 6 Incidents YTD – 17 Incidents	HI 2 ADF Fatal Casualties  Q3 & Q4 – 0 YTD – 0	HI 3 ADF Non-Fatal Casualties  Q3 & Q4 – 0 YTD – 4
HI 4 Home Fire Safety Visits  Q3 & Q4 – 55 Visits YTD – 102 Visits	HI 5 Non-domestic Building fires  Q3 & Q4 – 3 Incidents YTD – 8 Incidents	HI 6 Fire Safety Enforcement Audits  Q3 & Q4 – 29 Audits YTD – Audits
HI 7 Unwanted Fire Alarm Signals  Q3 & Q4 – 11 Incidents YTD – 75 Incidents	HI 8 Road Traffic Collisions (RTC)  Q3 & Q4 – 8 incidents YTD – 17 Incidents	HI 9 RTC Casualties  Q3 & Q4 – 6 YTD – 13

Incidents per Ward Area in Q3 and Q4

Ward	HI 1	HI 2	HI 3	HI 5	HI 7	HI 8	HI 9
An Taogh Siar Agus Nis	0	0	0	0	0	1	0
Barraigh Agus Bhatarsaigh	0	0	0	0	0	0	0
Loch a Tuath	0	0	0	0	0	1	1
Na Hearadh	0	0	0	0	1	0	0
Sgir' Uige Agus Carlabhagh	0	0	0	0	0	1	0
Sgìre an Rubha	1	0	0	0	0	0	0
Sgìre nan Loch	0	0	0	0	0	2	2
Steornabhagh a Deas	1	0	0	2	2	2	2
Steornabhagh a Tuath	0	0	0	0	7	0	0
Uibhist A Deas, Eirisgeigh Agus Beinn na Faoghla	4	0	0	1	1	0	0
Uibhist A Tuath	0	0	0	0	0	1	1

PERFORMANCE HIGHLIGHTS

Of the 9 headline indicators, the following performance should be noted for quarters three and four of 2023/24:

- There were **6 Accidental Dwelling Fires (ADF)** during quarters 3 and 4 which is below the 3-year average for the period. The majority are classed as low severity, requiring little or no intervention from the Service and minimal fire damage. 5 had an alarm system present which operated.
- There were **0 ADF Fatalities**, and **0 ADF Casualties** during the six month period, which is below average.
- There were **3 Non-Domestic Building Fires** during the period which is slightly lower than the average for the period.
- We dealt with **11 Unwanted Fire Alarm Signals (UFAS)** during the six month which is significantly below average based on the previous 3-year figures. We continue to work towards reducing UFAS and consult with stakeholders on ways to achieve this.
- We undertook **29 Fire Safety Enforcement Audits**.
- We are also supporting a number of ongoing Action Plans (2) at premises within Western Isles.
- Our Community Safety Advocates and Station personnel undertook **55 Home Fire Safety Visits**. The majority targeted the most at risk in our communities.
- We attended **8 Road Traffic Collisions (RTCs)** which is slightly above average. There were **1 RTC Related Fatalities and 5 RTC Related Injuries**.
- Our firefighters continue to train in all aspects of their role to ensure they are operationally prepared for what is required and we have continued where possible to gather information on local risks to assist us in an emergency through our operational intelligence visits.

PRIORITY 1 – PROMOTING PERSONAL SAFETY AND WELLBEING

HI 1 – Accidental Dwelling Fires (ADF)

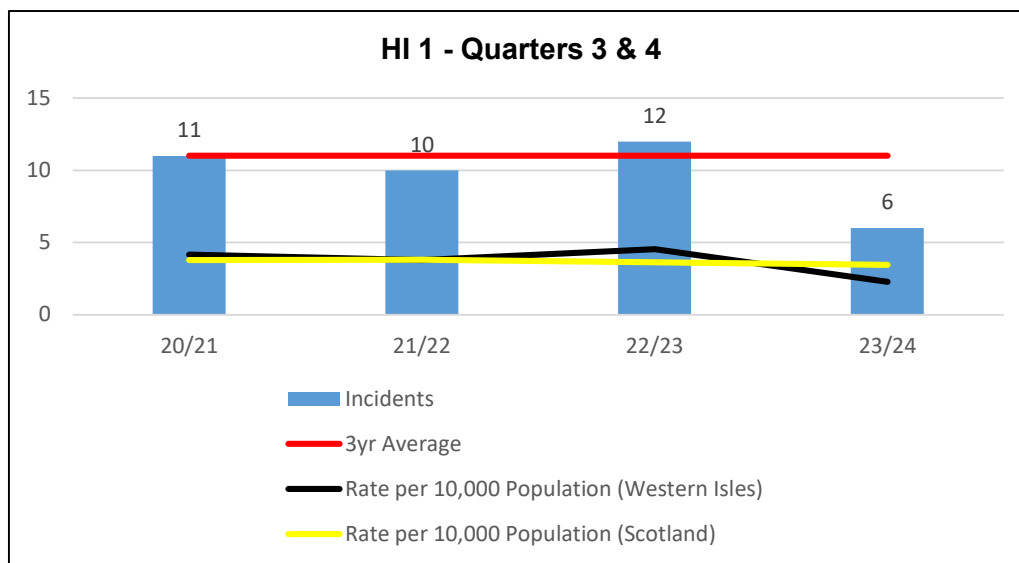


Table 1: 2023/24 Year Performance

	20/21	21/22	22/23	23/24
HI 1: ADF's	21	18	23	17

HI 2 - ADF Fatal Casualties & HI 3 - ADF Non-Fatal Casualties

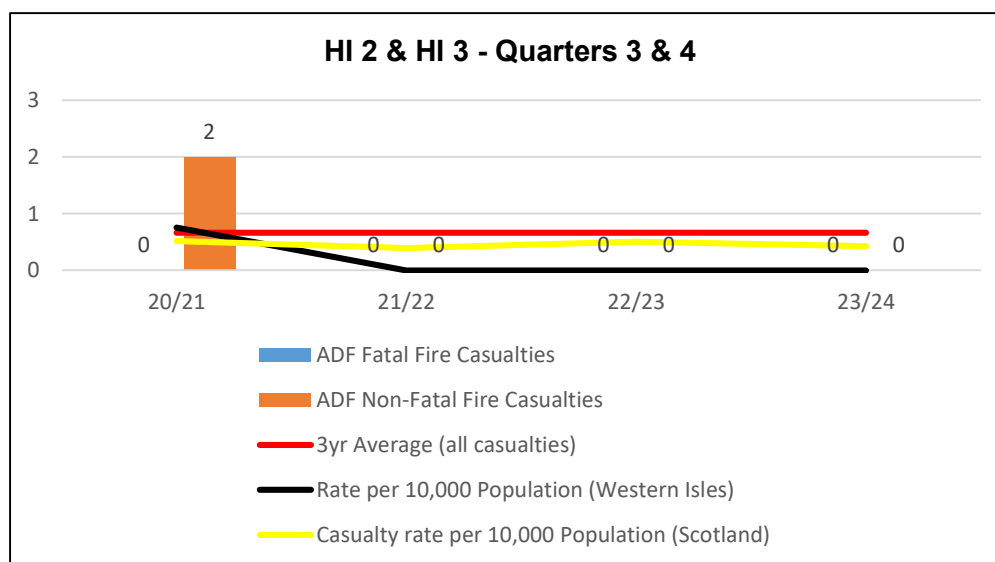


Table 2: 2023/24 Year Performance

	20/21	21/22	22/23	23/24
HI 2: ADF Fatal Casualties	0	0	0	0
HI 3: ADF Non-Fatal Casualties	3	0	0	4

What we aim to Achieve

- Downward trend in the number of accidental dwelling fires.
- Downward trend in the number of accidental dwelling fires casualties and fatalities.

There were **0 ADF Fatalities** for this period and year to date

There were **0 ADF Casualties** which is below the 3-yearly average and lower for the period, however there were 4 ADF Casualties within the year to date, however these were injuries which were slight. The overall **6 Accidental Dwelling Fires (ADF)** is lower than in the previous year and significantly below the 3-year average. The majority are classed as low severity, requiring little or no intervention from the Service and minimal fire damage.

All ADF's are followed up with HFSV's and agency referrals where required.

HI 4 – Home Fire Safety Visits

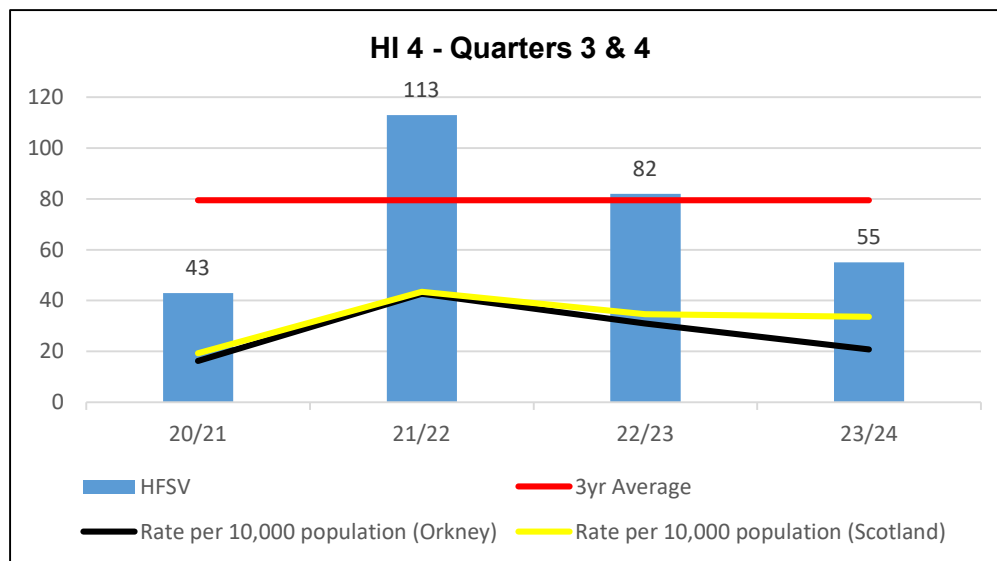


Table 3: 2023/24 Year Performance

	20/21	21/22	22/23	23/24
HI 4: Home Fire Safety Visits	57	242	134	102

What we aim to Achieve

- Reduced societal and economic cost of unintentional harm or injury
- Improved safety and wellbeing of Highland residents
- Support independent living of vulnerable residents within our communities

Our Community Safety Advocates and Station personnel undertook **55 Home Fire Safety Visits**. The majority targeted the most at risk in our communities and clearing the backlog

To support our communities the Community Safety Advocate has continued to process **referrals to partner agencies** based on the needs of the individuals. Over the year we support referrals both to and from the NHS, Telecare, Deaf services and Police Scotland.

PRIORITY 2 – NON-DOMESTIC FIRE SAFETY

HI 5 – Non-Domestic Building Fires

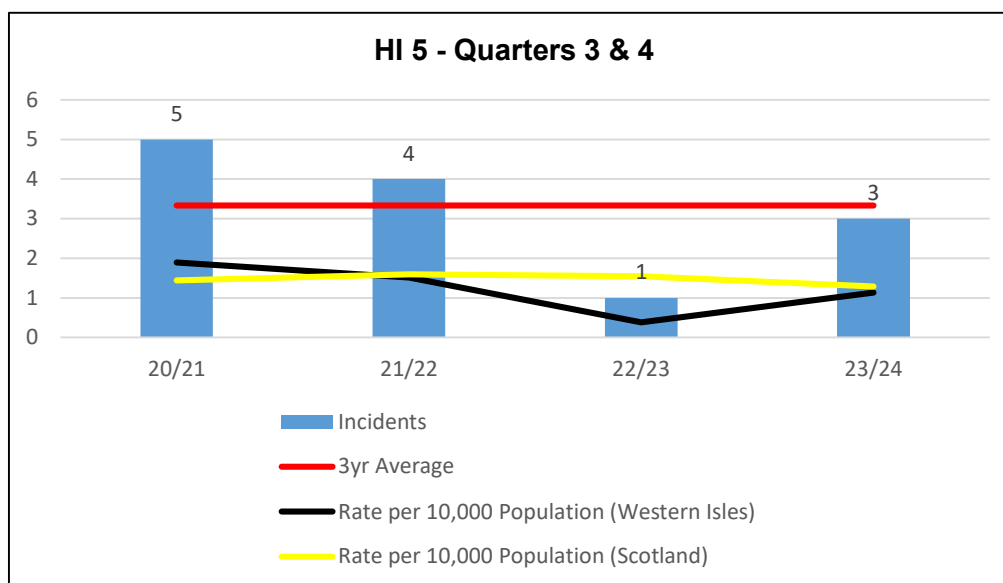


Table 4: 2023/24 Year Performance

	20/21	21/22	22/23	23/24
HI 5: Non-Domestic Building Fires	6	12	6	8

HI 6 – Fire Safety Enforcement Audits

A total of 29 audits were undertaken during Quarters 3 and 4.

What we aim to Achieve

- Reduction in the number of non-domestic fires
- Support for duty holders to understand their duties and responsibilities to comply with fire safety legislation
- Reducing the social and economic impact of non-domestic fires and supporting business continuity and employment in Highland
- Contributing to the protection of our built and natural heritage

We attended **3 non-domestic building fires** this period which is higher than the same period last year but with a slight decrease in the three-year average.

To support our communities in complying with their obligations we have conducted **29 audits during this period**.

Our Fire Safety Officers also support the **Action Plans (2)** on non-domestic buildings and are working with the responsible persons for compliance.

PRIORITY 3 – UNWANTED FIRE ALARM SYSTEMS

HI7 – Unwanted Fire Alarm Signals

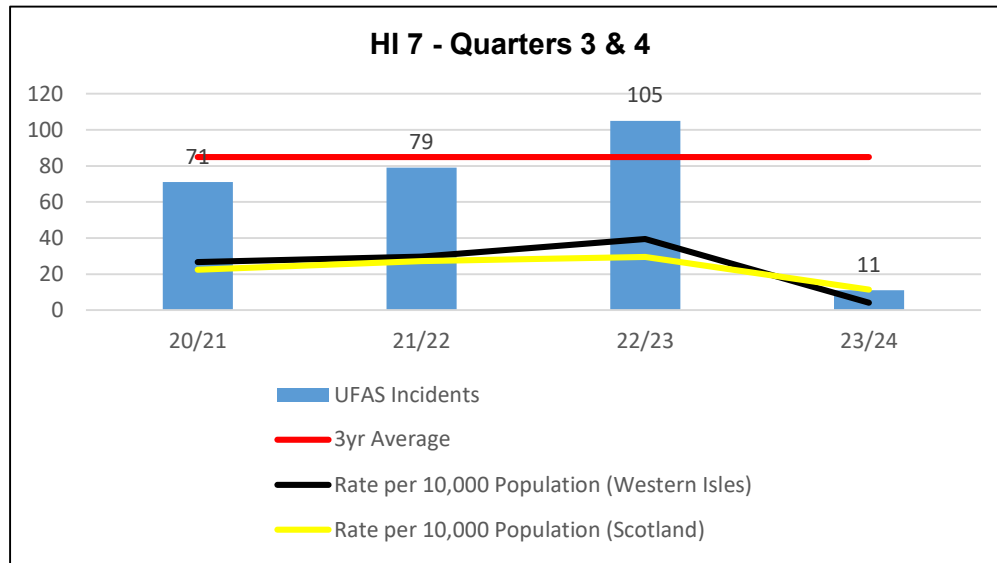


Table 5: 2023/24 Year Performance

	20/21	21/22	22/23	23/24
HI 7: UFAS Incidents	135	144	171	75

What we aim to Achieve

- Reduction in the number of UFAS incidents across Western Isles, particularly amongst the highest offenders
- Reduction in unnecessary demand on On Call Firefighters and their primary employers
- Reduced road risk for SFRS staff and the wider community
- Release capacity for staff training and community engagement through reduction in UFAS attendance
- Reduced costs to SFRS associated with UFAS response

During this period, **we were called out to 11 UFAS incidents**, which is significantly below the 3-year average and shows a large decrease for the period.

We have continued our engagement with these premises and made recommendations to reduce occurrences.

One of the priorities of SFRS is to reduce the amount of UFAS calls we attend. The Fire Safety Enforcement Officer (FSEO) engage with duty holders during the audit process to offer advice on reducing unwanted activations including considering cost-effective technical solutions (e.g.re-positioning fire detector heads and changing detector types).

However, we have continued to see a rise in these Unwanted Fire Alarm Signals. **As a result, the way in which we attend UFAS is changing. National and local engagement has and continues to take place to prepare duty holders for the implementation of the new UFAS Policy which took effect on 1 July 2023.**

PRIORITY 4 – OPERATIONAL RESILIENCE AND PREPAREDNESS

What we aim to Achieve

- Responding to and resolving operational incidents in a safe, effective and efficient manner that keeps staff, partners, and the public safe
- Contributing to wider safety by focusing on preventing emergencies occurring
- Planning and preparing for response and mitigating the social and economic impact of emergencies upon communities
- Reinforcing local resilience within communities and in Community Fire Stations

During this period, we delivered our quarterly training commitment to operational firefighters, whereby we trained and tested their preparedness to deal with a variety of incident types.

Firefighters continue to carry out Operational Intelligence within their station area so that they are aware of the associated risks and hazards, and if required can take effective actions in dealing with incidents at these sites. All this information is continually updated on our tablets carried on frontline appliances thus giving our staff information at the point of need.

In the Western Isles we have seen extremely successful recruitment and availability (**4 appliances above 90% and 7 above 70%**). However, we do face some challenges in areas where population levels are low or decreasing.

To support our On-Call stations, increase recruitment and provide cover we employ 2 full-time rural Watch Commanders.

- A trial joint mobilising process whereby two appliances who do not have safe minimum crewing numbers available can meet at an agreed rendezvous point to give them enough crew to safely respond to the incident.
- A formalised process which will allow On-Call staff to undertake paid duties at other stations to increase their staffing levels, undertake prevention activities and thereby increase appliance availability.

Since the 1st October 2023, there have a limited number of joint mobilisations, which has improved response times and community confidence. We continue to aim to limit the number of joint mobilisations.

The improvements and learning we have made have assisted in the On-Call improvement programme and future recommendations.

Station Establishment and Availability

- 16 x On-Call Retained Duty System appliances across 14 Stations

***Please note the availability figures do not include Joint Mobilising availability.**

Station	Oct 23 – Mar 24 Availability* %	Male	Female	Staff
Barra	97.98%	10	0	10
Bayhead	77.07%	10	0	10
Benbecula – 1 st Appliance	69.02%	9	2	11
Benbecula – 2 nd Appliance	3.24%			
Great Bernera	86.08%	8	1	9
Leverburgh	91.63%	10	0	10
Lochboisdale	77.93%	7	1	8
Lochmaddy	60.38%	4	2	6
Ness	58.73%	7	1	8
Scalpay	89.40%	7	1	8
Shawbost	95.80%	10	1	11
South Lochs	72.89%	7	1	8
Stornoway – 1 st Appliance	99.98%	18	0	18
Stornoway – 2 nd Appliance	81.10%			
Tarbert	81.20%	10	0	10
Valtos	49.84%	5	1	6

132 Station based personnel

2 Rural Wholetime Watch Commander Positions.

2 Station Commanders, 1 Group Commander, 1 Area Commander

In addition, Prevention, Protection and Training non-operational

Recruitment

During the past 18 months a total of 28 personnel were recruited, with a further 9 due to attend a course in May 2024.