Highlands & Islands Fire & Rescue Service

Chief Fire Officer’s

PUBLIC PERFORMANCE REPORT

2011/2012

Helping make the Highlands and Islands a safer and better place to live, work and visit
Highlands & Islands Fire & Rescue Service provides a fire, rescue and community safety service to an area which is equivalent to Belgium in size, the largest of any UK Fire and Rescue Service, with a population of approximately 290,000.

The population and industrial infrastructure is spread across the large mainland area and numerous islands. This Public Performance Report relates to the activities and performance of Highlands & Islands Fire & Rescue Service for the period 1st April 2011 to 31st March 2012, in providing a service to these diverse communities.

The last year has seen the Service face many challenges, including a Best Value Report which levied some criticism against the Service and the Fire Board. We are pleased to inform all stakeholders that we have made significant strides to address these challenges, and the Service now enters 2012/13 better placed than ever to ensure that it can deliver a Fire and Rescue Service committed to the safety of its communities and Firefighters.

There is no doubt that the Service will continue to change, adapt and develop in the coming year as we move towards a single Fire and Rescue Service for Scotland. The Service continues to work closely with its communities to deliver a service which matches resource to risk and is undertaking a Sustainability Review of all stations.

We can assure all our communities of our continued commitment to delivering the highest standard or community safety and emergency response across the Highlands and Islands.
2 Service Improvement Plan Progress

Our Service Improvement Plan for 2011/12 - 2013/14 detailed nine objectives which were the focus of our ongoing activities for the three year period. We are pleased to report that good progress has been made against these objectives.

We have listed below the achievements made during 2011/12 and the actions we will progress during 2012/13, which focuses on improving Community and Firefighter safety whilst recognising the Service's commitment to support the move to a single Fire & Rescue Service for Scotland.

Strategic Objective 1

Verification of our Operational Capability

We have: ✅ introduced a Watch, Station and District assessment process which assesses 7 areas of performance which includes Learning & Development and Health & Safety.

✅ issued guidance documents to assist retained station supervisory staff to understand their role and deliver against it.

We will:

● introduce policy, procedures and systems to effectively capture and process critical operational risk information.

● ensure that operational risk information is available to our firefighters when responding to incidents.

● develop further arrangements for specialist teams to ensure an effective response to flooding, water rescue, mass decontamination and urban search and rescue (USAR) incidents.
2 Service Improvement Plan Progress

Strategic Objective 2:

Effective Management of our Retained Staff Availability

We have:
- made the Fire Service Information System (FSI) available to all of our personnel to allow them to manage their availability.
- created Policy and Guidance to support the effective use of the FSI system, which is the system used to record our retained staff availability.

We will:
- review current medical and fitness standards, and support Retained Duty System (RDS) staff to ensure they meet these standards.
- support our RDS staff to achieve the standards of availability set out within the new HIFRS Policy ensuring effective service delivery 24/7.
- ensure the electronic Retained Availability System is used by all RDS staff to provide the information required by the Service to make our payroll system more efficient.

Strategic Objective 3:

Undertake a Review of Training

We have:
- introduced Fire Behaviour Training at the new training facility in Sumburgh which was officially opened on 1st October 2011.
- reviewed our current training programme and have introduced a revised programme to deliver our commitment to safer firefighters and safer communities.

We will:
- deliver core skill training in line with nationally agreed practice to stations identified within phase 1 and phase 2 of the Safer Firefighter Programme.
- ensure appropriate personnel at stations identified within phase 1 and phase 2 of the Safer Firefighter Programme have Incident Command skills and knowledge in line with nationally recognised practice.
- roll out PDRpro (electronic training and recording system) to stations included in phase 1 and phase 2 of the Safer Firefighter Programme.
2 Service Improvement Plan Progress

Strategic Objective 4:
Define our Fire Cover Model

We have: ✔ incorporated the Fire Cover Model within our Station Sustainability Project. The Station Sustainability project will address the long term sustainability of stations within the context of: Personnel, Physical Attributes, Commitment, Training, Best Value and Wellbeing.

We will: ● work with our staff, the Fire Board and our communities to endeavour to ensure sustainable stations are maintained.

Strategic Objective 5:
Review our Asset Management Strategy

We have: ✔ completed our Asset Management Strategy and Action Plan.
✔ integrated the Action Plan into our performance management system.

We will: ● introduce improved asset management for breathing apparatus charging equipment
● update our Asset Register to reflect the new IT equipment issued to stations
● support the Asset Management project within the Scottish Fire Reform Programme
2 Service Improvement Plan Progress

Strategic Objective 6:

Improve Communication within the Service

We have:

✓ updated the Corporate Communication Policy and Framework.
✓ undertaken a staff communication survey and implemented a number of actions as a result of the survey.
✓ completed the development and improvement of the service intranet in line with the comments from the communication survey.

We will:

● launch the new Service intranet “HI-Light” at the beginning of 2012-13 and promote its use within the Service.
● provide regular communication updates on the Safer Firefighter Programme and other Service initiatives through email, intranet, newsletters and staff seminars.
● provide secure remote access to the Service intranet “HI-Light” via any computer connected to the web.
● support the Communication project within the Scottish Fire Reform Programme.
2 Service Improvement Plan Progress

Strategic Objective 7:

Review our IT Strategy

We have:  
- introduced a new system to manage the IT Helpdesk function.
- reviewed our contracts with third party providers for outsourced services, some of which are now being provided in house.
- implemented our IT upgrade and replacements programme for all stations.

We will:  
- complete the roll out of replacement IT equipment to all retained fire stations at the beginning of 2012-13 ensuring training material is readily available at all retained stations.
- ensure appropriate IT support is in place to facilitate the introduction of operational risk information through mobile data terminals
- establish and maintain an accurate log of all IT equipment and improve the efficiency and effectiveness of the IT Helpdesk.
- provide secure remote access to the Service intranet “HI-Light” via any computer connected to the web.

Strategic Objective 8:

Undertake a Review of our Key Documentation

We have:  
- created a single storage point on the Service intranet and transferred all key documents on to the Service intranet.
- assigned ownership and review dates to all key documents.
- introduced a procedure to produce all key documents in the Service template.

We will:  
- ensure the Service intranet, “HI-Light”, is the single storage point for all key documents and that document control procedure is applied.
- remove all duplicate and obsolete key documents from shared and departmental computer drives and archive as appropriate.
- support the Information Management project within the Scottish Fire Reform Programme.
2 Service Improvement Plan Progress

Strategic Objective 9:

Prepare for the Government's Spending Review Outcomes

We have:  
- prepared a revenue budget for 2012/13 which has identified efficiency savings in excess of £600,000 which has been approved by the Fire Board.

We will:  
- support the Finance Workstream within the Scottish Fire Reform Programme.

3 Community Safety

Preventing fires and emergency incidents from occurring in the communities we serve is a Service priority. Our fire prevention activities target people and places most at risk from fire, including older people, those living alone and those who may have more difficulty escaping from a fire.

We are continually developing new and effective ways of engaging with the people in our communities and promote fire and road safety through a number of different initiatives. To encourage cultural change and to build safer communities for the future, we also contribute to positive social behaviour events through partnership working. These events promote road safety, address anti-social behaviour, and provide fire and road safety advice to the community in general.

Throughout our Service area we promote fire safety in the home through the delivery of free home fire safety checks, and we protect the community and commercial premises through the delivery and enforcement of the Fire (Scotland) Act 2005.

Partnership Agreements

Once again, we have made good progress by working in partnership with other agencies to help us identify those who are at most risk in our communities. We have undertaken a wide variety of initiatives during the year to deliver our fire and road safety messages amongst our communities. During 2011/12 we established a number of partnership agreements which include:

- **Inverness Community Safety Partnership:** This partnership includes members from the public, private and voluntary sectors. The main aim of the partnership, which was officially launched in July 2011, is to coordinate community safety work being undertaken in the Inverness area with a view to making Inverness a safer place to live, work and visit. The partnership will share information and target resources to try to ensure this objective is met.

- **Autism Alert Scheme:** The Service worked in partnership with representatives from NHS Highland, Northern Constabulary, the National Autistic Society Scotland and the Highland Council in the production of an autism alert card. The card will allow partnership staff to prepare for interaction and equip them with the information they need to be able to respond effectively when someone with an autistic spectrum condition presents them with an alert card.
3 Community Safety

Home Fire Safety Checks

We set a target to carry out 5,000 home fire safety checks in the homes of people most at risk from fire with the aim of reducing the number of fire deaths and injuries. During these checks Fire Service personnel provide fire safety advice to the householders and, where necessary, fit essential smoke detectors.

During 2010/11 we completed 4,838 home fire safety checks, which unfortunately fell 3% below our target of 5,000.

Community Engagement Activities

During the year, we worked closely with numerous partner agencies to ensure our fire and road safety messages reached as wide an audience as possible throughout the communities. Examples of some of the initiatives we successfully delivered throughout the Service area during 2011/12 are shown below.

Driving Safety Programmes

During 2011/12, the Service was involved in 17 Driving Ambition courses delivered to 1,270 pupils in secondary schools in the Highland, Orkney and Western Isles areas. Driving Ambition is a multi-agency intervention programme aimed at S5 and S6 pupils who are about to, or are already driving vehicles. At the family events, road safety educational messages were also delivered to parents and guardians. In addition to key messages on driver safety, we also provided information on the role of the Fire & Rescue Service at a road traffic collision and what to do at the scene of a road traffic collision.

The Service was also involved in the Momentum Project in Shetland in May 2011. This multi-agency project is a UK youth's motor vehicle and road user education package, using young people's enthusiasm for cars and motorbikes to encourage positive attitudes towards driving and road safety.

The staff from Brae Station are pictured below during a demonstration exercise at the Momentum Project.
3 Community Safety

HI-FiReS

We delivered 9 HI-FiRes courses during 2011/12; 5 in Western Isles, 2 in Orkney and 2 in Highland where 84 young people successfully completed the course.

HI-FiReS is one of our most successful youth engagement initiatives where young people take part in an interactive learning programme based on our Service’s activities. HI-FiReS is a 10 week programme, which is aimed at young people aged between 12 and 15 years old.

The programme covers a wide range of topics from home fire safety, the use of pumps, hose and breathing apparatus (BA), ladders, dealing with road traffic collisions (RTC), learning knots and lines, as well as basic first aid. During the 10 week course the young people were given the opportunity to carry out practical exercises on the drill ground and spend time focusing on issues which affect their local community such as anti-social behaviour, road and fire safety.

The course culminates in a presentation evening where the young people demonstrate the skills they have learned to friends and family before being presented with their certificates. A picture of the young people in action during their Presentation Evening in Inverness is included above.

Safe Highlander & Islander Events

During the year 2010/11, we delivered interactive presentations to over 2,400 primary 7 pupils, educating them on fire safety within the home and what to do in an emergency situation as part of the 5 Safe Highlander and Safe Islander Events.

This multi-agency event, aimed at pupils who are in transition from primary to secondary schools aims to make young people more aware of personal safety; make a contribution to crime prevention and overall community safety as well as learning how to react in emergency situations.
Don't Give Fire a Home Roadshow

The 2012 Fire Safety Roadshow launched on 6th February at Eastgate Shopping Centre in Inverness (pictured below).

Displaying the contents of a burnt out living room, the tour highlighted just how devastating a fire can be and passing shoppers were encouraged to book a free Home Fire Safety Visit to ensure their homes are properly protected.

The safety tour, supported by our Community Safety Advisors, visited shopping venues in Inverness, Nairn, Dingwall and Alness, before moving to Wick, Fort William, Kinlochleven and Thurso over the space of a fortnight, in a bid to drive home the importance of having working smoke alarms that are tested once a week.

This year’s tour followed the success of last year’s event and was backed by Roseanna Cunningham, Minister for Community Safety and Legal Affairs, who said: “The number of lives lost to fire in Scotland has fallen for the third year in a row, but we cannot forget the victims and families affected. Every life lost to fire is a tragedy and lessons must be learned to ensure the number of lives lost continues to fall. That’s why this campaign is so important”.

Legislative Fire Safety

To fulfil our obligations under Part 3 of the Fire (Scotland) Act 2005, during 2011/12 we programmed audits of non-domestic premises which have high, or very high risk sleeping accommodation throughout the Highlands & Islands. These include care homes, houses of multiple occupancy (HMOs), hostels and hotels.

During 2011/12 the Service identified that it would be unable to meet its statutory requirements in relation to the audits of high or very high risk sleeping accommodation premises. The Service has developed a strategy, which with the assistance of Strathclyde and Tayside Fire & Rescue will ensure that all such premises are audited during 2012/13.

<table>
<thead>
<tr>
<th>Status</th>
<th>Target Area</th>
<th>No of Premises</th>
<th>Annual Target</th>
<th>Completed</th>
<th>% Completed</th>
<th>Enforcement Notices</th>
<th>Prohibition Notices</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="#" alt="Green" /></td>
<td>Care Homes</td>
<td>140</td>
<td>44</td>
<td>40</td>
<td>91%</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td><img src="#" alt="Green" /></td>
<td>HMOs</td>
<td>354</td>
<td>72</td>
<td>65</td>
<td>90%</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><img src="#" alt="Red" /></td>
<td>Hostels</td>
<td>217</td>
<td>38</td>
<td>22</td>
<td>58%</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><img src="#" alt="Red" /></td>
<td>Hotels</td>
<td>828</td>
<td>184</td>
<td>121</td>
<td>66%</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td><img src="#" alt="Yellow" /></td>
<td>Hospitals</td>
<td>23</td>
<td>15</td>
<td>13</td>
<td>87%</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Key:  
- ![Green](#) 90% and above  
- ![Yellow](#) 80% - 89%  
- ![Red](#) Less than 80%
4 Statutory Performance Indicators

Each year Audit Scotland, on behalf of the Scottish Government, collects performance information from Fire and Rescue Services, the Police, and Local Authorities under the Local Government in Scotland Act 2003. As the performance information is collected under the terms of an Act of Parliament we refer to the indicators returned as Statutory Performance Indicators (SPIs).

**SPI FS1A and B:** Fires resulting in casualties or fatalities per 10,000 population, and the rate of fire casualties and fatalities per 10,000 population.

The table below lists the number of fires that resulted in casualties or fatalities, and the number of casualties and fatalities involved. The incidents involved include dwelling fires, caravan fires, and road traffic collisions that result in a fire.

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Incidents resulting in casualties</td>
<td>45</td>
<td>43</td>
<td>29</td>
<td>38</td>
<td>41</td>
<td>📈</td>
</tr>
<tr>
<td>Casualties and fatalities</td>
<td>56</td>
<td>71</td>
<td>37</td>
<td>43</td>
<td>57</td>
<td>📈</td>
</tr>
<tr>
<td>Incident Rate / 10,000 population</td>
<td>1.6</td>
<td>1.5</td>
<td>1.0</td>
<td>1.3</td>
<td>1.4</td>
<td>📈</td>
</tr>
<tr>
<td>Casualty Rate / 10,000 population</td>
<td>2.0</td>
<td>2.5</td>
<td>1.3</td>
<td>1.5</td>
<td>2.0</td>
<td>📈</td>
</tr>
</tbody>
</table>

The incident and casualty rates increased slightly last year, but this appears to be attributable to a normal statistical variation rather than part of a trend.
4 Statutory Performance Indicators

SPI FS2: Accidental Dwelling Fires

The rate of accidental dwelling fires (ADF) per 10,000 population for the past five years is shown in the line chart below, with the number of accidental fires below each year.

Accidental Dwelling Fire (ADF) Rates per 10,000 Population

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>ADFs</td>
<td>203</td>
<td>155</td>
<td>175</td>
<td>182</td>
<td>173</td>
<td></td>
</tr>
<tr>
<td>Fatalities</td>
<td>6</td>
<td>9</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Casualties</td>
<td>41</td>
<td>28</td>
<td>23</td>
<td>29</td>
<td>37</td>
<td></td>
</tr>
<tr>
<td>Dwellings</td>
<td>138,753</td>
<td>141,004</td>
<td>142,886</td>
<td>144,430</td>
<td>145,932</td>
<td></td>
</tr>
<tr>
<td>ADF Rate / 10,000 Population</td>
<td>7.2</td>
<td>5.4</td>
<td>6.1</td>
<td>6.3</td>
<td>6.0</td>
<td></td>
</tr>
</tbody>
</table>

The trend lines show fluctuations in the number of accidental dwelling fires and the resulting casualties and fatalities.

The total population and the number of dwellings in our area have been increasing linearly over the past five years. Against this trend, the rate of accidental dwelling fires per 10,000 population appears to be reducing slightly over time.
4 Statutory Performance Indicators

SPI FS3: Sickness Absence

SP1 FS3(a) applies to whole-time staff only. The Inverness station is the only whole-time station in the Highlands & Islands Fire & Rescue Service area. All other stations are staffed by retained crews or community units which the SPI FS3(a) does not cover.

SP1 FS3(b) provides information on days lost to sickness for other employees.

The number of rider shifts lost in the whole-time station at Inverness decreased slightly last year, although the number of shifts lost was still much larger than in 2009/10.

Injuries or illnesses which prevent firefighters from taking part in their normal shift pattern for a moderate time have an adverse impact on the overall total, given the relatively small number of staff included in the calculation.

FS3 (a): Number of rider shifts lost due to sickness absence

<table>
<thead>
<tr>
<th></th>
<th>2009/10</th>
<th>2010/11</th>
<th>2011/12</th>
<th>Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTE Staff (non-retained)</td>
<td>78</td>
<td>75</td>
<td>73</td>
<td></td>
</tr>
<tr>
<td>Days lost through sickness absence</td>
<td>445</td>
<td>750</td>
<td>701</td>
<td></td>
</tr>
<tr>
<td>Days lost per FTE employee</td>
<td>5.7</td>
<td>10.0</td>
<td>9.6</td>
<td></td>
</tr>
</tbody>
</table>

FS3 (b): Working days lost to sickness absence for other employees

<table>
<thead>
<tr>
<th></th>
<th>2009/10</th>
<th>2010/11</th>
<th>2011/12</th>
<th>Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of FTE staff</td>
<td>148</td>
<td>150</td>
<td>151</td>
<td></td>
</tr>
<tr>
<td>Days lost through sickness absence</td>
<td>1313</td>
<td>1289</td>
<td>1233</td>
<td></td>
</tr>
<tr>
<td>Days lost per FTE employee</td>
<td>8.9</td>
<td>8.6</td>
<td>8.2</td>
<td></td>
</tr>
</tbody>
</table>

Local Performance Indicators

We have developed a small set of Key Performance Indicators (KPIs) to report performance to the Strategic Leadership Team and Fire Board. We have concentrated on measures that would be of particular importance to stakeholders.

The next section within this report shows the Service's performance against these KPIs.
5 Key Performance Indicators

KPI-01 & KPI-02 Accidental Dwelling Fires and Fire Casualties

To all fire and rescue services the number of fires in people’s homes and the number of casualties that result is of critical importance. Our first two KPIs measure the number of dwelling fires classed as being accidental in cause (that is, not started as a result of a deliberate act of fire-setting), and the number of persons injured or killed in those incidents.

The tables below shows the number of accidental dwelling fires, the number of fatalities, and the total number of non-fatal injuries resulting from those fires, for each local authority area.

### Accidental Dwelling Fires by Area

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Highland</td>
<td>160</td>
<td>111</td>
<td>138</td>
<td>150</td>
<td>134</td>
<td></td>
</tr>
<tr>
<td>Orkney Islands</td>
<td>14</td>
<td>6</td>
<td>10</td>
<td>9</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Shetland Islands</td>
<td>8</td>
<td>10</td>
<td>8</td>
<td>9</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>Western Isles</td>
<td>21</td>
<td>28</td>
<td>19</td>
<td>14</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>203</strong></td>
<td><strong>155</strong></td>
<td><strong>175</strong></td>
<td><strong>182</strong></td>
<td><strong>173</strong></td>
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</tbody>
</table>

### Dwelling Fire Fatalities by Area

<table>
<thead>
<tr>
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<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Highland</td>
<td>3</td>
<td>7</td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Orkney Islands</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shetland Islands</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Western Isles</td>
<td>3</td>
<td>1</td>
<td></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>6</strong></td>
<td><strong>9</strong></td>
<td><strong>1</strong></td>
<td><strong>1</strong></td>
<td><strong>3</strong></td>
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### Non-Fatal Dwelling Fire Casualties by Area

<table>
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<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Highland</td>
<td>38</td>
<td>17</td>
<td>16</td>
<td>24</td>
<td>30</td>
</tr>
<tr>
<td>Orkney Islands</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Shetland Islands</td>
<td></td>
<td>4</td>
<td></td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Western Isles</td>
<td>3</td>
<td>6</td>
<td>7</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>41</strong></td>
<td><strong>28</strong></td>
<td><strong>23</strong></td>
<td><strong>29</strong></td>
<td><strong>37</strong></td>
</tr>
</tbody>
</table>

The number of accidental dwelling fires attended last year was 173, slightly down on the previous year.

The number of fatalities in accidental dwelling fires during 2011/12 is slightly higher than 2010/11, with three fatalities. The fatalities in the past three years have been considerably lower than in 2007/08 and 2008/09, but we know that large variations from year to year are to be expected given the essentially random nature of such events.
5 Key Performance Indicators

The absolute figures in the table help us to see trends over time, but of particular interest is the rate of occurrence of accidental dwelling fires, which for comparative purposes is calculated per 1,000 dwellings, and the casualty rate, which is calculated per 10,000 population. As the number of casualties varies widely from year to year we have averaged the totals for the past three years to prepare the chart below.

The three-year averages show that, relative to the other populations in our area, the Western Isles has the second highest rate of occurrence of accidental dwelling fires, and a considerably higher casualty rate resulting from those fires.

![Average Accidental Fires and Casualty Rates 2009/10 to 2011/12](chart)

This year Shetland has the lowest average dwelling fire and casualty rate in the Service area. However, the absolute figures involved are very small and interpretation is subject to large statistical uncertainties.
Fires started maliciously or deliberately are detrimental to the safety and security of the community as a whole. There is a cost and nuisance value associated with such fires, and a real risk that a small fire can spread from a wheelie-bin, say, to neighbouring properties, placing lives at risk.

In our Service area the vast majority of deliberately-started fires are secondary fires – fires in grassland, scrubland, wheelie bins, abandoned vehicles and so on.

Some secondary fires start out as instances of controlled burning of moorland which subsequently spread out of control. We count these under this category because they started as a result of a deliberate act, but as controlled burning is a normal and routine part of estate management there is no implication of malicious intent on the part of persons involved in such incidents.

Deliberately-started primary fires (fires set on purpose in property such as houses, shops, cars etc) are much less common, but as these may involve risks to life the consequences of such incidents can be very serious.

<table>
<thead>
<tr>
<th>KPI-03 Malicious Fires</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fires started maliciously or deliberately are detrimental to the safety and security of the community as a whole. There is a cost and nuisance value associated with such fires, and a real risk that a small fire can spread from a wheelie-bin, say, to neighbouring properties, placing lives at risk.</td>
</tr>
<tr>
<td>In our Service area the vast majority of deliberately-started fires are secondary fires – fires in grassland, scrubland, wheelie bins, abandoned vehicles and so on.</td>
</tr>
<tr>
<td>Some secondary fires start out as instances of controlled burning of moorland which subsequently spread out of control. We count these under this category because they started as a result of a deliberate act, but as controlled burning is a normal and routine part of estate management there is no implication of malicious intent on the part of persons involved in such incidents.</td>
</tr>
<tr>
<td>Deliberately-started primary fires (fires set on purpose in property such as houses, shops, cars etc) are much less common, but as these may involve risks to life the consequences of such incidents can be very serious.</td>
</tr>
</tbody>
</table>

Malicious (deliberate) fires totals

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Highland</td>
<td>386</td>
<td>402</td>
<td>314</td>
<td>323</td>
<td>361</td>
<td></td>
</tr>
<tr>
<td>Orkney Islands</td>
<td>2</td>
<td>5</td>
<td>7</td>
<td>8</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Shetland Islands</td>
<td>5</td>
<td>5</td>
<td>12</td>
<td>3</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Western Isles</td>
<td>16</td>
<td>19</td>
<td>9</td>
<td>21</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>409</td>
<td>431</td>
<td>342</td>
<td>355</td>
<td>377</td>
<td></td>
</tr>
</tbody>
</table>

The number of deliberate fires in Highland increased last year from 323 to 361, the highest in the past three years. In the three island authorities the incidence of deliberate fires per 10,000 population is much lower than it is in Highland, as the chart below shows.

Average Malicious Primary and Secondary Fire Rates 2009/10 to 2011/12

<table>
<thead>
<tr>
<th></th>
<th>Malicious Primary Fire Rate</th>
<th>Malicious Secondary Fire Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td>1.77</td>
<td>10.63</td>
</tr>
<tr>
<td>Highland</td>
<td>2.01</td>
<td>13.08</td>
</tr>
<tr>
<td>Orkney Islands</td>
<td>0.83</td>
<td>1.83</td>
</tr>
<tr>
<td>Shetland Islands</td>
<td>0.75</td>
<td>1.80</td>
</tr>
<tr>
<td>Western Isles</td>
<td>1.27</td>
<td>4.20</td>
</tr>
</tbody>
</table>
The number of Home Fire Safety Checks undertaken in 2011/12 decreased by around 11% on the year before to 4,838, 3% lower than the target of 5,000 home fire safety visits set for the year.

| Home Fire Safety Checks Undertaken 2007/08 to 2011/12 |
|-----------------------------------|-------------|-------------|-------------|-------------|-------------|
| Highland         | 3,853       | 3,586       | 4,502       | 4,198       | 3,817       |
| Orkney Islands   | 339         | 227         | 384         | 355         | 300         |
| Shetland Islands | 327         | 301         | 415         | 379         | 263         |
| Western Isles    | 538         | 408         | 560         | 534         | 458         |
| Total            | 5,057       | 4,522       | 5,861       | 5,466       | 4,838       |

The target for home fire safety checks in Scottish Fire and Rescue Services is 40 per 1,000 dwellings. We achieved 33 per 1,000 dwellings this year, which was lower than the 38 per 1,000 dwellings achieved the year before.

The total number of equipment related false alarms (FAA) by area for the last five years is shown in the table below, along with the total number of incidents attended and the percentage of those which the equipment related false alarms represents.

| Equipment-Related False Alarms 2007/08 to 2011/12 |
|-----------------------------------------------|-------------|-------------|-------------|-------------|-------------|
| Highland         | 3987        | 4161        | 4312        | 4003        | 3993        |
| All incidents attended |            |             |             |             |             |
| Equipment-related false alarms (FAAs)        | 1318        | 1428        | 1546        | 1454        | 1414        |
| Percentage of FAAs                            | 33%         | 34%         | 36%         | 36%         | 35%         |
| Orkney Islands   | 204         | 178         | 283         | 222         | 213         |
| All incidents attended |            |             |             |             |             |
| Equipment-related false alarms (FAAs)        | 79          | 69          | 162         | 113         | 97          |
| Percentage of FAAs                            | 39%         | 39%         | 57%         | 51%         | 46%         |
| Shetland Islands | 183         | 264         | 247         | 241         | 186         |
| All incidents attended |            |             |             |             |             |
| Equipment-related false alarms (FAAs)        | 76          | 133         | 134         | 128         | 65          |
| Percentage of FAAs                            | 42%         | 50%         | 54%         | 53%         | 35%         |
| Western Isles    | 452         | 532         | 457         | 450         | 510         |
| All incidents attended |            |             |             |             |             |
| Equipment-related false alarms (FAAs)        | 162         | 224         | 214         | 193         | 219         |
| Percentage of FAAs                            | 36%         | 42%         | 47%         | 43%         | 43%         |
| Total            | 4826        | 5135        | 5299        | 4916        | 4902        |
| All incidents attended |            |             |             |             |             |
| Equipment-related false alarms (FAAs)        | 1635        | 1854        | 2056        | 1888        | 1795        |
| Percentage of FAAs                            | 34%         | 36%         | 39%         | 38%         | 37%         |

In the Western Isles there was a slight increase in the total number of equipment-related false alarm calls attended, from 193 the year before to 219 last year. All other areas experienced reductions in the number of such calls. In Shetland there was a significant reduction from 128 such calls to 65, a four-year low.
5 Key Performance Indicators

**KPI-06 Proportion of Station Hours Available**

We use a Retained Availability system to record when station staff are off-call, and how this affects the availability of the station's fire appliances.

Overall availability of station fire appliances varied from a low of 89.1% of nominal hours in the third quarter to end at 91.6%, as the chart below shows.

![Station Availability by Quarter - Overall](image)

The availability figures for Shetland are lower than in the other areas we serve. The average figure for Shetland has been affected by reduced nominal availability at three stations (Skerries, Bressay and Foula), where our Retained Availability System counts the station as unavailable as a result of lack of qualified wearers for Breathing Apparatus (in the case of Skerries and Bressay), and lack of recruited staff (for Foula).

**KPI-07 Efficiencies**

During 2011/12, we successfully identified savings of £513,801.

This is an increase of £42,895 (9%) on the savings of £470,906 identified in the financial year 2010/11.

Details of the efficiencies identified by the Service can be seen in the table to the right.
In 2011/12 we attended 4,902 incidents, a similar total to the year before.

These are broken down by type as detailed in Chart 1 to the right.

Equipment-related false alarm calls remain the predominant type of incident attended. Chart 2 below which compares the total for each type of incident against the total for previous year, shows that the number of false alarm calls attended was very similar to the previous year.

There was an increase in the number of secondary fires attended from 685 last year to 771 in 2011/12. This reflected a larger than usual number of wildfires attended during the periods of very dry weather which occurred in parts of the year during the spring and summer period of 2011 and the early spring of 2012 (before the start of the exceptionally wet weather experienced from late spring 2012 onwards).

The number of Other Special Service incidents increased from 323 last year to 440. This increase was largely as a result of attendance at incidents of flooding caused by exceptionally wet weather in the spring of 2012.

The number of chimney fires attended dropped considerably from 596 last year to 450. There is no obvious reason why this reduction occurred, although the relatively mild weather experienced over the winter of 2011 may be a contributory factor.
6 Service Statistics

The number of incidents of each type for each area we serve is shown on the table below:

### Incidents Attended by Type in 2011/12

<table>
<thead>
<tr>
<th>Incident Type</th>
<th>Highland</th>
<th>Orkney Islands</th>
<th>Shetland Islands</th>
<th>Western Isles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary fire</td>
<td>364</td>
<td>29</td>
<td>24</td>
<td>43</td>
</tr>
<tr>
<td>Secondary fire</td>
<td>676</td>
<td>7</td>
<td>15</td>
<td>73</td>
</tr>
<tr>
<td>Chimney fire</td>
<td>337</td>
<td>19</td>
<td>13</td>
<td>81</td>
</tr>
<tr>
<td>False Alarm (Equip Related)</td>
<td>1,414</td>
<td>97</td>
<td>65</td>
<td>219</td>
</tr>
<tr>
<td>False Alarm (Other)</td>
<td>631</td>
<td>34</td>
<td>32</td>
<td>45</td>
</tr>
<tr>
<td>Road Traffic Collision</td>
<td>214</td>
<td>6</td>
<td>10</td>
<td>14</td>
</tr>
<tr>
<td>Other Special Service</td>
<td>357</td>
<td>21</td>
<td>27</td>
<td>35</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td>3,993</td>
<td>213</td>
<td>186</td>
<td>510</td>
</tr>
</tbody>
</table>

The bar charts above show that, relative to the total number of incidents attended in each area, Orkney has a lower proportion of road traffic collisions (RTCs) than the other Council areas we serve. Orkney and the Western Isles have a low proportion of secondary fires, reflecting not just a lower incidence of wildfires but a lower incidence of secondary fires resulting from malicious acts (for example, setting fire to refuse, or to patches of grass in play areas).

The proportion of primary fires attended in Shetland was larger than in the other areas, but on an overall low total number of incidents this appears to be a normal statistical variation and not a significant change.
## Financial Report

### Revenue Expenditure

During 2011/12 we set ourselves a challenging revenue budget of £21,786,000 which included the need to deliver significant efficiencies.

In addition to the £21,786,000 funding that the Service received from the constituent authorities to fund the budget a further £351,000 was provided by the authorities to assist in delivering the capital programme.

Revenue spend during the year totalled £21,881,000 of which £351,000 was used to supplement capital spend. Therefore, the net spend in respect of revenue items totalled £21,530,000 - an underspend of £256,000 which was carried forward into 2012/13 to help the Safer Firefighter Programme.

The table and chart below show the Revenue expenditure for the Service during 2011/12.

<table>
<thead>
<tr>
<th></th>
<th>£000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff</td>
<td>16,046</td>
</tr>
<tr>
<td>Property</td>
<td>1,554</td>
</tr>
<tr>
<td>Administration</td>
<td>897</td>
</tr>
<tr>
<td>Supplies &amp; Services</td>
<td>1,251</td>
</tr>
<tr>
<td>Transport &amp; Plant</td>
<td>468</td>
</tr>
<tr>
<td>Capital Charges</td>
<td>1,518</td>
</tr>
<tr>
<td>Capital funded from</td>
<td></td>
</tr>
<tr>
<td>current revenue</td>
<td>351</td>
</tr>
<tr>
<td>Interest on revenue balances</td>
<td>-37</td>
</tr>
<tr>
<td>Other income</td>
<td>-166</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>£21,881</strong></td>
</tr>
</tbody>
</table>

### Capital Expenditure

As a Service we continue to face a significant capital challenge with over £15,000,000 investment required to bring our property estate and vehicles up to suitable standard. The funding we received from the Scottish Government to help us address this challenge in 2011/12 was £2,501,000 which was further supplemented by funding from reserves, revenue transfer and the sale of some of our existing assets.

Whilst actual expenditure was slightly less than planned we have been able to carry forward the underspend of £44,000 into 2012/13.

During 2011/12 we spent £1,597,000 on our property estate, £1,508,000 on vehicles and equipment, and £170,000 on information and communication equipment.
8 News in Brief

Fire Behaviour Training Facility on Shetland

The new training facility at Sumburgh Airport on the Shetland Islands was officially opened in October 2011.

This training unit emulates conditions a Firefighter will face in any room fire, and temperatures within the training units can be in excess of 750ºC.

These facilities will provide easier access to fire behaviour training for those firefighters based on the Shetland and Orkney Islands.

The training provided at these facilities will enable our Firefighters not only improve Firefighter safety at incidents but also to deliver an effective, higher quality service to our communities.

Backdraught and flashover situations have contributed to the rise in Firefighter deaths and injuries across the UK. This facility and those at Invergordon will help us address this unwelcome trend.

Royal Visit to Tarbert

On the 2nd June 2011, their Royal Highnesses, the Duke and Duchess of Rothesay visited the Isle of Harris to carry out a number of engagements.

Whilst the Duke spent time with local tweed producers, the Duchess visited Tarbert Fire Station. Her visit was to coincide with Volunteers’ Week, an area she is particularly keen to support.

The Duchess spoke with members of the retained fire unit, before watching a practical demonstration by course participants of the recently completed HI-FiReS, pictured with the Duchess above.

Service Awards Ceremony 2011

The Service held its third annual Service Awards ceremony on 24th June. Numerous individuals and teams from across the Service were nominated by their peers for the three award categories with many examples of outstanding service being provided in all departments and areas.

Commitment to Excellence in Emergency Operations was awarded to the personnel from Command and Control for their sterling efforts during the serious wildfire period the Service faced at the end of April/beginning of May.

The award for Commitment to Excellence in Community/Youth Engagement was awarded jointly to Gary Scollie and Kirsten Glue. Both have taken on the role of co-ordinating educational fire courses which have required the involvement of a wide range of stakeholders and partners.

Commitment to Excellence in Service Delivery was awarded to Miles Stubbs for his facilitation of a programme of community visits to Inverness Fire Station from students and teachers of Drummond school, and pupils and staff from the Apple Grove Learning Centre.
8 News in Brief

New Stations

This year, the official opening of Sandwick Station and Scalloway Station on the Shetland Islands took place.

The station at Sandwick (pictured left) is a remodelled and renovated building which was previously a bus garage and is the second development of a new fire station on a brown field site. The first was on Unst in 2010. It is a departure from the traditional and previous station developments on green field sites and it is proving to be more sustainable and considerably less costly.

The quality in the design and construction of the station is impressive and it should be noted that this is probably the most energy efficient station in the Board’s portfolio with very low running costs.

The station at Scalloway (pictured right) is a new, development using the Service’s cost effective design construction specification on a green field site. This quality building uses the latest in “green” technology to provide heat, power and light.

These facilities will now allow the Fire & Rescue Service to provide an appropriate resource to the surrounding communities and improve the facilities and accommodation for the crews.

Scottish Minister visits Invergordon Station

Roseanna Cunningham, Scottish Government’s Minister for Community Safety and Legal Affairs paid a visit to Invergordon fire station on 7th July 2011.

The Minister watched a display by a group of young people who had recently completed a HI-FiReS course at Invergordon. The young people carried out a range of practical exercises on the drill ground incorporating the skills they had recently acquired whilst completing HI-FiReS.

Following the demonstration, the Minister took the opportunity to chat with the group about their experiences of HI-FiReS and also spoke to Community Risk Management staff and HI-FiReS instructors about the challenges of delivering such an extremely valuable programme. She expressed how impressed she was with both the commitment of the young people and the dedication and hard work of the instructors in making the HI-FiReS programme a success.
Fleet & Equipment

During the year, we took delivery of five of the nine new Appliances, with the final four being delivered in the first week of April. These appliances have bodywork and cab conversion, built on a Mercedes 816 Vario chassis and will replace Light Fire Appliances.

The vehicles have been ‘fitted out’ for equipment stowage in our HQ Workshops and the design includes: Seating for a crew of 5; 1000 litre integral water tank with an inboard Godiva Prima 2010 main pump with ‘traditional’ pump gauge panel & controls. All housed in a rear locker; 1 high pressure hose reel; Night Owl remote control directional lighting tower; All round LED scene lighting; A 10.5m trussed ladder and a 5.4m short extension roof ladder; and 6 side lockers and shelving to accommodate equipment.

The first four stations on the programme to have the new appliances are Lochmaddy, Aultbea, Scalpay and Lochaline.

In a bid to support the environment as well as the community it serves, the Service has taken delivery of an electric van in place of a conventional vehicle which required replacing. The van has been put into service within the Supplies & Distribution department in Inverness. The vehicle was part funded by a grant from Transport Scotland which meant the cost to the Service was limited to the cost of a standard van.

The vehicle is a Ford Connect 90 Transit van powered by Azure Dynamics electric technology fed by Lithium-Ion batteries.

The vehicle has a range of 60-80 miles dependant upon the type of use and traffic conditions, which is ideally suited to the Supplies & Distribution department runs around Inverness.

It currently takes approximately 8 hours to fully charge from flat at a cost of £2.50 compared to £15.00 in diesel fuel for the same mileage.

The vehicle is capable of being upgraded to fast charge as the technology becomes available during the next twelve months. This will allow for short top-ups and reduce full charging time to 2 hours from flat.
9 Incidents

During 2011/12 we attended 4,902 incidents across the Highlands and Islands. A brief summary of some of the different types of incidents we attended are included below.

Wildfires

At the beginning of the reporting year, the dry and sunny weather experienced at the end of April and the beginning of May 2011 resulted in a number of large wildfires across the Service area.

Firefighters from across the Service area were heavily engaged in fighting the fires and protecting property and wildlife at the incidents.

The incidents occurred in a number of locations including Loch Gorm Drumnadrochit, Inverkirkaig, Shiel Bridge, Lochailort, Torridon and Newton of Ardtoe near Salen. The photo to the left and below relate to the wildfire at Torridon.

A number of members of the public caught in the vicinity of these fires were rescued. The Service highlighted the dangers of wildfires, which can spread quickly and change direction without warning, through regular press releases and advice notices on the Service website: www.hifrs.org. Advice on preventing further wildfires was also posted regularly.

The hard efforts of the crews were rewarded as the fires were extinguished and brought under control and the crews returned to their stations after almost a week of outstanding effort and commitment in the face of considerable challenge.

Again, towards the end of the reporting year, the month of March 2012 produced some unseasonably high temperatures, particularly within the last two weeks of the month which subsequently saw a large increase in the number of wildfire incidents attended by the Service.

From 21st March to 31st March, the Service attended a total of 227 wildfires, ranging in size from a small bush on fire up to square kilometres of heath, moor and forest being on fire. The fires were spread across the Service area, Highland, Western Isles, Orkney Islands and Shetland Islands.

The effect of wildfires on the environment can be significant and in many cases great areas of natural habitat for animals and birds are damaged which can take years to recover and in severe cases may never recover. It is not just the natural environment that suffers, the built environment can also be affected and the protection of property is always uppermost in the mind of the Incident Commanders when attending these types of incidents. Commercial interests can also suffer where, for example, large areas of trees, farmland and crops are damaged or destroyed.

It is through the commitment and determination of our personnel, their families and their employers that we are able to maintain this high level of operational response and readiness to incidents such as wildfires.
9 Incidents

Road Traffic Collision, Levenwick

At 1009 hrs on Friday 27th May 2011, appliances from Sumburgh, Sandwick and Lerwick were mobilised to a two vehicle road traffic collision south of Levenwick.

Whilst en-route to the incident, the Officer in Charge received information from the Command and Control room in Inverness that the Police had advised that there was smoke issuing from one of the vehicles and that a doctor was on the scene and attending to a person in one of the cars.

The Sandwick appliance was first in attendance and reported that three persons were involved in the collision, two of whom had managed to get out of the vehicle. However one person was still trapped in a vehicle.

The smoke coming out from under the bonnet of the car had stopped, but the firefighters made the scene safe by removing all ignition sources and setting up firefighting equipment. The Police cordoned off the road to allow firefighters to release the trapped casualty with hydraulic cutting equipment.

The individual was removed from the vehicle at 1033 hrs and passed into the care of the Ambulance Service. All three persons involved in the collision were then taken to the Gilbert Bain Hospital in Lerwick for assessment. However, thankfully none of the injuries were serious.

Road Traffic Collision on A9

Crews from Badenoch & Strathspey successfully extricated three casualties from a road traffic collision on the A9 at the South Dalwhinnie Junction.

The incident occurred on 11th September 2011 when a northbound saloon car, towing a caravan, was in collision with a hatchback travelling south.

The saloon car shed its caravan and then came to rest at an angle in the roadside culvert, whilst the other vehicle came to rest in the middle of the junction.

Two casualties were transported to Raigmore Hospital by ambulance and one was flown by helicopter due to suspected chest and back injuries. All casualties were subsequently released after medical examination.
9 Incidents

Farm Fire on Sandwick, Orkney Islands

On 24th August 2011, the Service attended a fire on Sandwick, involving a farm building containing large quantities of hay.

At the height of the incident 5 appliances - 2 from Kirkwall, 2 from Stromness and 1 from St Margaret’s Hope were in attendance.

As the hay had been treated with chemicals, the Officer in Charge sought advice as to any potential risk to health. The advice received confirmed there was no risk to health.

The incident required close liaison with several partner agencies, in particular Northern Constabulary, Scottish and Southern Energy, the British Red Cross, as well as the local fuel supplier and neighbouring farmers.

Fire in Public Bar, Tarbert, Western Isles

A notable incident occurred on 22nd December 2011 when crews were called to a fire at the public bar at the Hebrides Tarbert Hotel.

The appliances from Tarbert and Scalpay were mobilised. Tarbert arrived on the scene quickly and the Officer in Charge immediately requested a further fire appliance from Leverburgh due to the amount of smoke coming from the property.

Initially crews had difficulty in identifying the exact location and source of fire. As this was a sizeable building an additional appliance was requested from Stornoway.

As the fire was believed to be in the ceiling space between the ground floor and 1st floor, crews wearing breathing apparatus (BA) pulled down the ceiling to expose the fire.

Initial information from the owner stated that all persons had left the building but as the incident progressed and the property was searched an adult male was found on an upper floor and was led to safety. He was checked by ambulance staff but did not require any treatment.

Twenty one firefighters were involved at the height of the fire. Fire crews confined the fire to a 3 square metre area but the fire had generated a considerable amount of smoke within the confines of the hotel.
9 Incidents

House Fire, Isle of Skye

Our Control Room received a call in the early hours of Friday 9th December 2011 relating to a fire in a remote location on the Isle of Skye.

The appliance from Broadford was the first at the incident, followed by the appliance from Kyle. The householder had evacuated the property on hearing the smoke alarm, which almost certainly saved his life.

Crews wearing breathing apparatus (BA) entered the building and brought the fire under control, but unfortunately the building suffered extensive damage as shown in the photo to the right.

The area had experienced a power cut and it is believed that a burning candle may have been the cause.

House Fire In Grantown

The first fire of 2012 in the Highlands and Islands occurred at 7am on January 1st in a detached house in Grantown.

Appliances from Grantown and Aviemore were quickly on the scene and encountered very thick smoke and difficult conditions.

Two Breathing Apparatus (BA) crews brought the fire under control with hose reels and prevented it spreading to the rest of the property. All the occupants escaped before the fire took hold.

Scrap Yard Fire, Inverness

On 27th March 2012, Control Room staff received a 999 call reporting a fire at a scrap yard on Longman Drive, Inverness.

The second appliance from Inverness Station was in attendance in less than 2 minutes and quickly put an assistance message back “Make Pumps 3 – large quantity of scrap cars alight”. Crews worked tirelessly for 5 - 6 hours establishing a water supply from the harbour and also getting both aerial appliances and seven water jets to work.

9 pumping appliances, 2 aerial ladder platforms, a water carrier, a foam tender and an incident command unit were dispatched in an operation to extinguish the fire.
This Public Performance Report of the Highlands & Islands Fire & Rescue Service gives an insight into our performance during 2011/12.

Now that you have read the report, we would value your opinion. Please let us know what your impression is of your local Fire & Rescue Service.

We are interested to know if you think that the service we provide is:

- Performing well
- Meeting your expectations
- Taking account of your priorities

We would also value your views about how the Service communicates with the community, particularly with regards to fire safety and the other services we provide.

Your views on this Public Performance Report would also be welcome.

You can contact us at Service Headquarters, details below:

**Chief Fire Officer**
Highlands & Islands Fire & Rescue Service
Service Headquarters
16 Harbour Road
Inverness
IV1 1TB

**Telephone:** 01463 227000

or email us: enquiries@hifrs.org

For more information about Highlands & Islands Fire & Rescue Service visit our website: www.hifrs.org
Alcohol
fuel for fire

The majority of fire deaths in the Highlands and Islands involve alcohol - don’t be next

DON’T GIVE FIRE A HOME

If you’ve been drinking...

...leave the cooker off!

Nearly two-thirds of domestic fires are the result of cooking. The risk increases dramatically if you’ve been drinking.

...make sure your cigarette is out!

It’s all too easy to fall asleep or not notice a cigarette is still burning.

For more information on Fire Safety contact Highlands & Islands Fire & Rescue Service on 01463 227000 or visit www.hifrs.org

Supported by

Highlands & Islands Fire & Rescue Service and the Drug & Alcohol Action Teams in Highland, Western Isles, Shetland and Orkney