



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Report to:	THE BOARD OF THE SCOTTISH FIRE AND RESCUE SERVICE
Report Number:	B/CP/01-15
Date:	26 MARCH 2015
Report by:	ASSISTANT CHIEF OFFICE ROBERT SCOTT, HEAD OF STRATEGIC PLANNING, PERFORMANCE AND COMMUNICATIONS

Subject:	QUARTER 3 PERFORMANCE REPORT 2014/15
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1. PURPOSE

- 1.1 The purpose of the report is to present the Board with the Quarterly Performance Report for the third quarter (Quarter 3) of 2014/15.

2. RECOMMENDATIONS

- 2.1 Members are invited to review and note the report, and in particular:

- 2.1.1 That the number of fire fatalities and casualties (Scottish Government Target 1) to the end of the second quarter (621) is lower than the target value computed from the average rate for that period of 779.
- 2.1.2 That the number of special-service casualties (Scottish Government Target 2) to the end of the quarter (1,533) is lower than the target value for that period of 1,629.
- 2.1.3 That the number of accidental dwelling fires (Scottish Government Target 3) to the end of the quarter (3,609) was very similar to the total for the same period last year (3,635). As the target is based on a reduction of 10% on the preceding three-year average rate per thousand households we have not met the target value of 3,345 (1.35 ADFs per thousand households), but the cumulative total to the end of the quarter represents a reduction of 2.9% against the three-year average.
- 2.1.4 That the number of non-domestic building fires (Scottish Government Target 4) to the end of the quarter (1,784) is lower than the projected target value of 1,869 and represents a reduction of 5.5% on the previous 3-year average to the end of the same quarter each year.

2.1.5 That the number of RIDDOR-reportable firefighter injuries (Scottish Government Target 5) recorded to the end of the quarter (31) was lower than the target value of 38 calculated for the quarter, but was slightly higher than the total of 29 such injuries recorded for the same period last year.

2.1.6 That the number of days lost to sickness (Scottish Government Target 6) to the end of the quarter for operational staff (7.1 days lost per rider shift) did not meet the target of 6.4 days lost per rider shift calculated from the performance of the best four of the former antecedent services in 2013-14.

3. BACKGROUND

3.1 This is the second report to be published in the revised format adopted by the Board in September 2014. There have been no major changes in the format of the report for this quarter.

4. CONSIDERATIONS

4.1 N/A

5. FINANCIAL IMPLICATIONS

5.1 N/A

6. LEGAL CONSIDERATIONS

6.1 Delivery of suitable Quarterly Performance Reports assists us in demonstrating to the Scottish Government and other stakeholders whether or not we are meeting targets contained in the Fire and Rescue Framework for Scotland 2013.

7. EQUALITY IMPACT ASSESSMENT

7.1 N/A

Robert Scott
Assistant Chief Officer
11 February 2015



Quarterly Performance Report

2014-15 Quarter 3

01 October 2014 to 31 December 2014

SCOTTISH FIRE AND RESCUE SERVICE

February 2015

About the statistics in this report

The activity totals and other statistics quoted in this report are internal management information published in the interests of transparency and openness. They 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.

The Scottish Government publishes Official Statistics each year which allow for comparisons to be made over longer periods of time.

Quarterly Performance Report

2014-15 Quarter 3

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Key Points At A Glance

During the third Quarter of 2014-15 we:

- Attended a total of **21,393** calls for assistance, which included
 - **7,111** fire alarm calls subsequently found on attendance to be Unwanted Fire Alarm Signals from an automated source, a decrease of 2% on the same quarter last year
 - **1,241** accidental dwelling fires this quarter, with the total attended since the start of the financial year now **3,609** against a target of **3,345**
 - **637** road traffic collisions (RTCs)
- Conducted **15,929** home fire safety visits, at which we fitted or replaced **13,571** smoke detectors
- Audited **2,696** non-domestic premises for fire safety, of which **527** were care homes
- Trained **4,143** operational staff in a range of core skills, against a target of **4,807**, an achievement rate of **86%**
- Implemented the National Unwanted Fire Alarm Signals (**UFAS**) procedure and associated Appliance Reduction Decision Matrix (ARDM), which went live across Scotland on 01 December 2014.

Scottish Government Targets

In Annex B of the Scottish Government's [Fire and Rescue Framework for Scotland 2013](#) there are six broad targets which the SFRS is tasked to achieve. These relate to reductions in fire fatalities and casualties, special service casualties, accidental dwelling fires, non-domestic fires, and firefighter safety and attendance management. Although these are primarily annual targets we monitor our cumulative progress towards their achievement each year on a quarterly basis. This helps us to ensure that our activities are making the contribution expected of us in line with the Scottish Government's National Outcomes.

Target 1 - Reducing fire fatalities and casualties, by 5% a year

Table 1 - All Fire Casualties

Year Totals	Fatalities	Casualties ¹	Actual			Estimated Targets		RAG	% change from 3yr average
			Total Casualties	Estimated Population ²	Casualty Rate ³	Casualty Rate	Total Casualties		
2011-12 to Q3	44	806	850	5,254,800	161.8	rates used to compute estimated target rate and value			
2012-13 to Q3	32	714	746	5,313,600	140.4				
2013-14 to Q3	28	821	849	5,327,898	159.3				
2014-15 to Q3	24	597	621	5,327,700	116.6	146.1	779	Green	-24.2%

Notes:

1. Excludes precautionary checkups
2. Source: General Registry Office of Scotland / Scottish Government
3. Per million population

This target relates to the total for all fire casualties and fatalities to the current quarter, not just those resulting from accidental dwelling fires. For clarity we show separate subtotals for fire fatalities and non-fatal fire casualties in the second and third columns above.

The total number of casualties to the end of the third quarter, 621, is considerably lower than the 849 recorded for the same period last year. The resulting rate of casualties per million population is 116.6 for this quarter, the lowest rate for the periods shown.

The estimated target set for this quarter is computed by projecting a 5% reduction on the average of the first-quarter rates from 2011-12 to 2013-14. The computed target ceiling inclusive of the 5% reduction is 146.1 casualties per million population (or 779 casualties in absolute terms). As the actual rate of 116.6 per million is lower than the 5% reduction target figure we classify this target as *green* this quarter.


There were seven individual fire fatalities recorded in the third quarter this year in Angus, Dundee City, Fife, Midlothian, East Ayrshire, North Ayrshire, South Lanarkshire, and Dumfries and Galloway. All were a result of accidental dwelling fires.

There were 187 non-fatal fire casualties recorded in the third quarter of this year, a considerable reduction on the total of 245 fire casualties recorded for the third quarter last year. Of the 187 casualties, 141 resulted from accidental dwelling fires, compared to 197 last year.

We recognise that the number of non-fatal fire casualties can vary considerably up or down from quarter to quarter for reasons that are unknown to us at present.

Target 2 - Reducing special services casualties

Table 2 - Special Service Casualties

Year Totals	Fatalities	Casualties ¹			Actual	Estimated Targets		RAG	% change from 3yr average
			Total Casualties	Estimated Population ²	Casualty Rate ³	Casualty Rate	Total Casualties		
2011-12 to Q3	94	1,496	1,590	5,254,800	302.6	rates used to compute estimated target rate and value			
2012-13 to Q3	94	1,558	1,652	5,313,600	310.9				
2013-14 to Q3	115	1,615	1,730	5,327,898	324.7				
2014-15 to Q3	96	1,533	1,629	5,327,700	305.8	312.6	1,666		-2.2%

Notes:

1. Excludes precautionary checkups
2. Source: General Registry Office of Scotland / Scottish Government
3. Per million population

This target relates to the total number of fatal and non-fatal casualties recorded at the following types of special service attendances: RTCs, rescue/release of persons, rescue or evacuation from water, other transport incidents, and flooding.

The total number of special service casualties recorded to the end of the third quarter, 1,629, is of similar order to previous-year third-quarter totals. As the casualty rate per million population is lower than the target rate we classify this indicator as *green*.

The number of special-service fatalities recorded to the end of the third quarter (96) is lower than the total for last year (115) but much the same as the two previous years (94 in each case). Of the fatal casualties recorded 77 result from RTCs. The average third-quarter total for RTC fatalities over the past five years is 81, but as the range is wide (minimum 66 in 2012-13, maximum 92 in 2010-11) we would not wish to call the small reduction this year against the average part of a trend.

RTC Special Services Fatalities and Casualties

There were 1,377 non-fatal RTC casualties recorded to the end of the third quarter, less than in the two previous years and lower than the five-year average of 1,480. Again, there is wide variability in the individual year totals (minimum 1,338 in 2011-12, maximum 1,754 in 2009-10) so drawing any conclusions from the reduction in non-fatal RTC casualties against the five-year average is not straightforward.

Non-RTC Special Services Fatalities and Casualties

Rescue or Evacuation from Water

To the end of the third quarter there were 11 fatalities and 29 non-fatal casualties recorded under this heading. For the same period from 2011-12 to 2013-14 the total for fatalities recorded each year was 16, 16 and 13, and for non-fatal casualties 25, 34 and 36. The variability of the figures suggests that normal statistical fluctuations account for year-to-year variations.

Rescue and Release of Persons

To the end of the third quarter there were 8 fatalities and 104 non-fatal casualties recorded under this heading. The comparable figures for the same period in 2011-12 to 2013-14 were 5, 5, and 18 fatalities, and 108, 109 and 94 non-fatal casualties. Again, normal statistical variability accounts for year-to-year fluctuations in these totals.

Other Transport Incidents

To the end of the third quarter there were no fatalities and 21 non-fatal casualties recorded under this heading. The comparable figures for 2011-12 to 2013-14 were 1, 7, 1 for fatalities, and 23, 12, and 14 for non-fatal casualties.

Flooding

In general in Scotland flooding is rarely a cause of casualties. There have been no fatal casualties recorded on the IRS to the end of the third quarter in the last six financial years, and just 2 non-fatal casualties recorded this year. The minimum number of casualties from flooding recorded for that period was 1 in 2009-10 and the maximum was 3 in 2013-14.

Target 3 - Reducing accidental dwelling fires, by 10% each year

Table 3 - Accidental Dwelling Fires (ADFs)

Year Totals			Actual	Estimated Targets		% change from 3yr average
	Incidents	Estimated Households ^{1,2}	ADF Rate ³	ADF Rate	ADF Totals	
2011-12 to Q3	3,775	2,506,062	1.51	rates used to compute estimated target rate and value		
2012-13 to Q3	3,738	2,518,699	1.48			
2013-14 to Q3	3,635	2,401,798	1.51			
2014-15 to Q3	3,609	2,475,520	1.46	1.35	3,345	-2.9%

Notes:

1. Source: General Registry Office for Scotland / Scottish Government
2. Household estimate for 2014-15 is averaged from previous years
3. Accidental Dwelling Fires (ADFs) Per 1,000 households

The total number of accidental dwelling fires to the end of the third quarter this year, 3,609, is similar to the same period last year, 3,635. Compared to the three-year average there has been a 2.9% reduction in accidental dwelling fires over the period, but not the 10% required to meet the target. As actual performance is within 10% of expected performance we classify this indicator as *amber*.

There is a correlation between the risk of dwelling fires and measures of deprivation, in that areas of greatest deprivation are also areas with greater rates of dwelling fires. Analysis of incident data shows that where trends show reductions in dwelling fire rates over time these are also associated with areas that are classified in the lower two quintiles of the Scottish Index of Multiple Deprivation. That is, though more-deprived areas have greater rates of dwelling fires than less-deprived areas it is also in these areas that reductions in dwelling fire rates over time are being achieved.

The Prevention and Protection directorate uses a measure of before-and-after risk scoring to target home fire safety visits most where the need is greatest, working in partnership with community and other groups that have direct contact with individuals and families who may be at higher risk. The [Prevention and Protection](#) section of this report details the activities undertaken this quarter to engage directly with communities as well as to protect those most at risk.

As our analytical work shows, it is in the highest-risk and most-deprived areas that the longer-term reductions in dwelling fires can be achieved. We continue to refine our analytical tools and techniques to ensure that we have an up-to-date view of where the highest risks exist in our local communities.

Target 4 - Reducing the number of non-domestic fires

Table 4 - Non-Domestic Building Fires (NDBFs)

Year Totals			Estimated		Actual	Estimated Targets		RAG	% change from 3yr average
	Incidents	Buildings ^{1, 2}	Incidents	Buildings ^{1, 2}	NDBF Rate ³	NDBF Rate	NDBF Totals		
2011-12 to Q3	2,078	143,815			14.45	rates used to compute estimated target rate and value			
2012-13 to Q3	1,857	142,822			13.00				
2013-14 to Q3	1,823	141,822			12.85				
2014-15 to Q3	1,784	140,500			12.70		13.30	1,869	-5.5%

Notes:

- Source: Scottish Government
- The number of non-domestic buildings for 2013-14 and 2014-15 is projected from previous years
- Non-Domestic Building Fires (NDBFs) Per 1,000 buildings

The number of building fires in non-domestic premises continues to reduce, from 2,349 to the end of the third quarter in 2009-10 to 1,784 this year.

The current rate per 1,000 buildings (12.7) is 5.5% lower than the target rate computed against the previous three-year average (13.3). Accordingly, we classify this indicator as *green*.

Target 5: Reducing firefighter injuries

Table 5 - RIDDOR-Reportable Injuries

Year Totals			Staff		Actual	Estimated Targets		RAG	% change from 3yr average
	Incidents	Headcount ^{1, 2}	Incidents	Headcount ^{1, 2}	Injury Rate ³	Injury Rate	Injury Totals		
2011-12 to Q3	37	7,669			4.82	rates used to compute estimated target rate and value			
2012-13 to Q3	55	7,644			7.20				
2013-14 to Q3	29	7,302			3.97				
2014-15 to Q3	31	7,174			4.32		5.28	38	-18.9%

Notes:

- Source: Scottish Government
- The headcount total for 2013-14 is provisional, and the 2014-15 headcount estimated
- Injury rate per 1,000 staff

The number of RIDDOR-reportable injuries to firefighters recorded to the end of the third quarter in 2014-15, 31, is higher than the 29 recorded in the same period last year but lower than the two previous years. Against the three-year average for the period from 2011-12 to 2013-14 the total recorded is lower by nearly 19%. Accordingly, we classify this indicator as *green*.

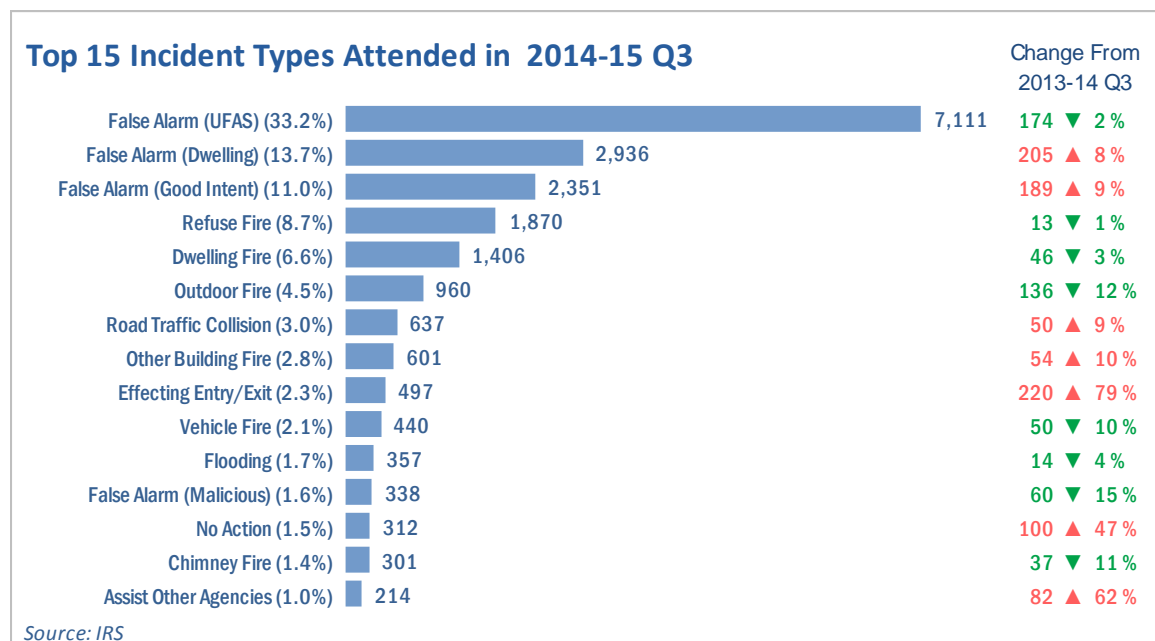
Target 6: Staff Absences

Please refer to the [Staff Absences](#) section of this report (page 22)

Response and Resilience

Top 15 Incident Types Attended

With the introduction of the SFRS Unwanted Fire Alarm Signals (UFAS) policy we have made further changes to the way we report attendances at false alarms, as otherwise we would be unable to distinguish calls to non-domestic premises covered by the UFAS policy from domestic premises.



The new category of False Alarm (UFAS) shown in the chart above provides totals for false alarm attendances deemed to be unwanted calls in line with the UFAS policy. This category is for calls to non-domestic premises only and includes equipment-related false alarms originating from automated means or via call centres, good-intent false alarms if these too originate by automated means or via call centres, and malicious false alarm calls for non-domestic premises whether manually or automatically reported.

In the third quarter there were 7,111 false alarm calls counted as unwanted fire alarm signals, down slightly by 2% compared to the same period last year, but still representing one third (33.2%) of all calls attended by the SFRS.

Equipment-related false alarms occurring in domestic premises (listed as False Alarm (Dwelling) in the chart) were up by 8% to 2,936 this quarter.

The entry for False Alarm (Good Intent) counts good-intent attendances not otherwise counted under the UFAS policy, the majority of which simply result from calls made to the SFRS directly by members of the public in the honest belief that they are reporting a possible fire. The total for this type of false alarm attendance went up by 9% to 2,351 this quarter.

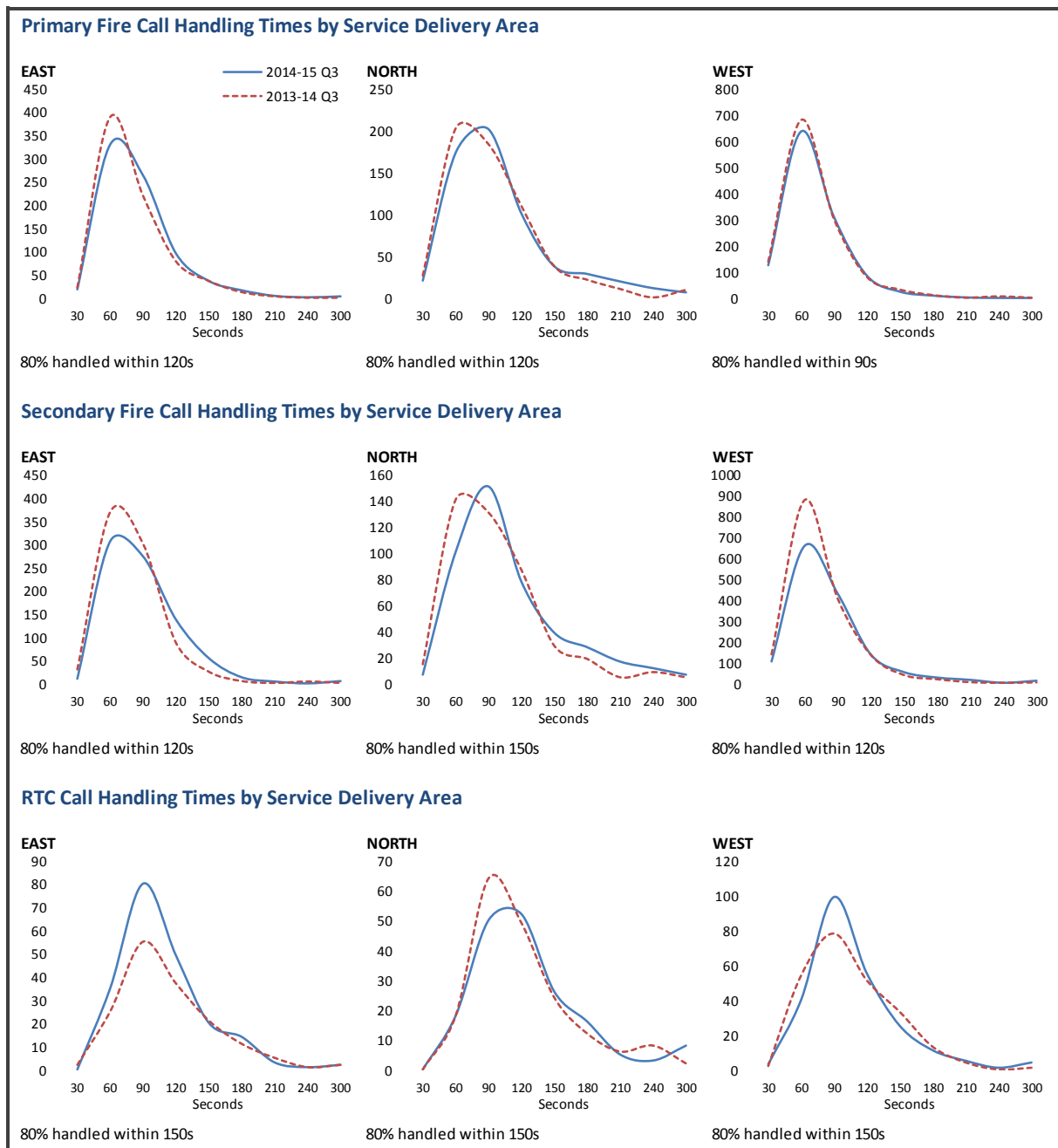
The number of refuse fires (1,870) was about the same as it was for the third quarter last year. The number of dwelling fires went down by 3% to 1,406, and the number of outdoor (i.e. secondary non-refuse) fires reduced by 12% to 960.

The number of road-traffic collisions (RTCs) attended increased by 9% this quarter to 637 from 587 in the same period last year. However, the number of vehicle fires attended decreased by 10% from 490 in the same period last year to 440 this quarter.

Call Handling Times

This activity is the first stage of initiating an emergency response. The speed at which a call is handled directly relates to how quickly a crew is mobilised to an incident. The quicker we can respond to an incident then the quicker we can stabilise a situation and improve the safety of those affected.

Primary fires occur for the most part at locations with addresses that can be looked up from a gazetteer relatively quickly. It can take longer to handle secondary fires and RTCs, as these may have to be located and their location refined from other information (on landmarks or road junctions for example) provided by the caller at the time.



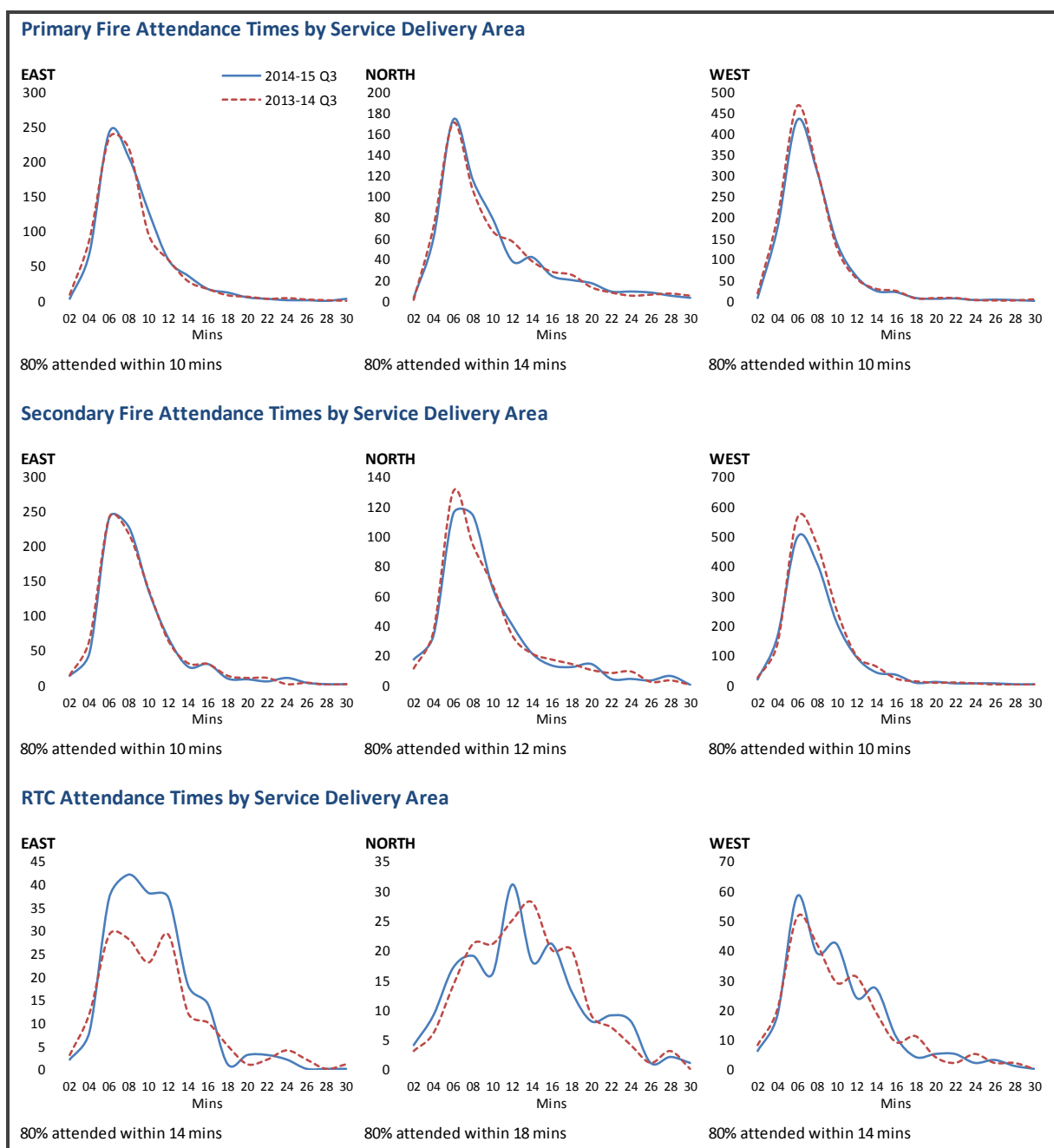
The charts show that call handling times can vary across the three service delivery areas, in large part due to geographical factors but also potentially as a result of differing working practices.

The move to a central infrastructure and a single system should eliminate variations in working practices as a contributory factor. As a single Service, adopting the best practices from all previous services should result in improvement in this first step in our response arrangements.

Response Times

The length of time it takes to respond to an incident relates to how much an incident has developed or escalated. Attendance times vary widely according to the geography of the region concerned and the duty system of the responder.

The charts show a number of different peaks arising from multiple factors, including the time difference for mobilisation of whole-time and retained duty system crews, and the distance travelled. This is particularly marked for RTCs, which often occur much further away from the nearest station than is the case for most primary fires, say.



Availability of RDS Crews

The availability of our Retained Duty System (RDS) crews or ‘on call’ firefighters is a key component of our operational service delivery model.

The table below shows the percentage availability of RDS appliances by local senior officer area, sourced from reports drawn from the retained availability systems in use in the eight antecedent services.

Retained Duty System Station Appliance Availability

2014-15 Q3

SDA	Local Senior Officer Area	Weekday	Weekday	Weekends	Overall	No of RDS Stations ¹
		Days	Nights			
East	Clackmannanshire, Stirling	59%	88%	78%	76%	11
East	East Lothian, Midlothian, Scottish Borders	78%	92%	84%	84%	19
East	Edinburgh City	59%	100%	94%	85%	1
East	Falkirk, West Lothian	49%	83%	74%	68%	9
East	Fife	76%	96%	88%	87%	8
North	Aberdeen City	73%	91%	59%	74%	1
North	Aberdeenshire, Moray	73%	95%	86%	85%	35
North	Angus, Dundee City, Perth & Kinross	70%	95%	83%	84%	17
North	Highland	74%	93%	85%	84%	52
North	Na H-Eileanan an Iar, Orkney Islands, Shetland Islands	72%	90%	85%	83%	40
West	Argyll & Bute, East Dunbartonshire, West Dunbartonshire	89%	98%	94%	94%	16
West	Dumfries & Galloway	88%	99%	96%	95%	16
West	East Ayrshire, North Ayrshire, South Ayrshire	80%	98%	91%	90%	22
West	East Renfrewshire, Inverclyde, Renfrewshire	96%	100%	98%	98%	4
West	North Lanarkshire	79%	99%	97%	92%	3
West	South Lanarkshire	74%	97%	93%	89%	8
SFRS		75%	94%	87%	85%	262

¹ Includes WT/RDS and WT Day Crewed stations

During weekdays (defined as 0800-1800 Monday to Friday) average RDS appliance availability this quarter was 75%, in contrast to weekday nights where average availability was 94%.

As RDS staff have work and other commitments the lower availability during weekdays reflects such commitments. Within the local senior officer areas there are some variances in overall availability, most notably lower than average in the *Clackmannanshire and Stirling* and *Falkirk and West Lothian* LSO areas, and higher than average in the West in general except for the *South Lanarkshire* LSO area.

Prevention and Protection

General

Following on from the update in the performance report for quarter 2, the SFRS Prevention and Protection (P&P) Directorate completed its initial review of the implementation of structures and policy across the Service. During the review period, which ran from August to December 2014, individual meetings were held with Local Senior Officers (LSO's) covering eleven of the seventeen Areas across the SFRS, seeking feedback from LSO's on any relevant P&P developments from an Area perspective.

The review focused on the extent to which policies have been embedded, and are now operating as 'business as usual'. This has assisted us in identifying areas of good practice which can be promoted across the Service.

A more detailed follow-up to the review will now commence, focusing on specific aspects of prevention and protection in LSO areas.

In Glasgow City during the third quarter of 2014-15 we implemented a project focusing on unwanted fire alarm signal (UFAS) incidents. The project involves a fire alarm industry expert and two UFAS Officers from the Fire Safety Enforcement team attending UFAS incidents along with responding crews to gather relevant information that helps us to identify common causes of UFAS incidents and determine appropriate strategies for mitigating them across the SFRS.

In November 2014 a sprinkler seminar aimed at the housing sector was run by the British Automatic Fire Sprinkler Association in conjunction with the SFRS and the Chief Fire Officers Association. This was hosted by the SFRS at the Training Centre, Cambuslang. The seminar was attended by approximately 100 delegates.

Home Fire Safety Visits (HFSVs)

Cumulative HFSV activity is being maintained at significant levels across SFRS. The focus on “at risk” households is improving, evidenced by increased numbers of high and medium visits (by CSET risk measurement).

The screenshot below is from the SFRS Community Safety and Engagement Toolkit (CSET) system. The number of visits by CSET risk rating is shown on the right-hand side.

Completed Visits List - by Station Area

This report shows the list of completed visits during the date range specified

Date Range: 01/10/2014 to 31/12/2014

Hub	LSO	Station	Group	(unknown)	High	Low	Medium
East	5518			0	2014	1066	2438
North	3818			1	1386	961	1470
West	6597			0	2977	952	2668

The cumulative total for the number of home fire safety visits (HFSVs) undertaken to the end of the third quarter this year is 49,182, of which 15,929 were undertaken this quarter. 6,377 of the 15,929 visits conducted in the third quarter were listed on CSET as being high-risk.

The number of HFSVs undertaken in each Service Delivery Area (SDA) this quarter is shown in the table below.¹ Also shown in the table are the number of visits undertaken in properties ranked within the two lowest quintiles of the Scottish Index of Multiple Deprivation (SIMD), and the number of visits in properties located in areas identified by the Fire Service Emergency Cover (FSEC) model as High or Very High for the risk of a dwelling fire fatality.

Area	Total Visits	SIMD Lower Quintiles	KPI-09ai Full Visit (SD Fitted)	KPI-09aii Advice Only	KPI-09b FSEC High or Very High Visits	KPI-09b Rate per 1000 households	SD Fitted
Geolocation Unknown	4	-	2	2	-	-	4
EAST	5,595	2,449	2,891	2,704	1,958	2.69	5,831
NORTH	3,742	1,353	1,036	2,706	1,554	2.69	2,106
WEST	6,588	3,850	2,885	3,703	2,524	2.30	5,630
Scotland	15,929	7,652	6,814	9,115	6,036	2.51	13,571

In addition to what is shown in the table, 4,399 households were offered a home fire safety visit but subsequently declined the offer. Adding this to the number of visits carried out (15,929) the total number of home fire safety visits offered this quarter was 20,328. The number of visits declined this quarter is therefore just under 22% of the total number of visits offered.

Increasingly, HFSVs are being offered to and accepted by members of our communities who would most benefit from the service, including those who live alone, are elderly and who are receiving support from a partner agency. This preventative work is contributing to achieving Fire and Rescue Framework targets.

¹ In the table ‘SD Fitted’ means the number of smoke detectors fitted

Engagement Programmes

Youth Engagement

- Youth engagement and Community Action Team (CAT) work with local primary and high schools in the Scottish Borders has been intensive during this quarter. The CAT provides Firesharp inputs in addition to promoting the Go Safe Scotland website as an important fire safety educational resource. Further engagement work involves the “Safe T” road shows delivered to a number of high schools throughout the local communities with a fire safety workshop which links into the seasonal Thematic Action Plans.
- A Targeted Schools programme was delivered across both Local Authority areas in Falkirk and West Lothian. Specific Schools were identified using data from FSEC, historical operational demand data and analytical packages produced by Partnership Analysts. The aim of this programme was to address and reduce anti-social behaviour and operational demand. This was delivered to all S1 pupils and Primary 6 pupils from the targeted schools
- In East & West Dunbartonshire and Argyll & Bute Prevention and Protection staff visited all primary and secondary schools to deliver fireworks safety talks. Competitions were run in each local authority area to design a fireworks safety poster with entries judged by a group of partner organisations. Winning entries were widely publicised in local press to promote the fire safety message in line with the autumn seasonal thematic action plan.
- Within North Lanarkshire a weekly Firereach Youth diversionary course is ran which has 12 cadets each week from two schools. The course delivery has been designed to tackle anti-social behaviour, secondary fires, sectarianism, first aid and teamwork. It is funded through the North Lanarkshire Partnership and has a dedicated instructor team. Partners including Housing Anti-Social Behaviour Team, Community Learning & Development and Police contribute to aspects of this course. Recently the Dynamic Youth Award has been introduced into the courses which provide the young people a further opportunity to gain a nationally recognised award through their participation in Firereach.
- A programme of rail network safety presentations are being delivered to specific schools along the Edinburgh to Glasgow line as part of the Scottish Fire and Rescue Service/Network Rail partnership.
- The Go Safe Scotland website was updated by the Partnership Unit Early Intervention Team to include a national bonfire presentation. Q3 also witnessed the launch of the Early Level activities aimed at developing nursery/early primary school children with basic Fire Service Knowledge.
- In the Aberdeenshire & Moray LSO Area SFRS staff along with partners from Police Scotland, Local Authority, Local Community Planning Groups and Local Community Safety Groups delivered activities associated with the Autumn/Bonfire Thematic Action Plan. These included school visits, station visits, increased patrols in known problem areas by Police Scotland and Community Wardens, and the deployment of street sports with local crews carrying out youth engagement during events.

Road Safety

- During this period the Falkirk and West Lothian CAT supported the multi-agency 'Safe Drive Stay Alive' programme which was delivered in HMP Polmont Young Offenders institution.
- Safe Drive Stay Alive event hosted by SFRS, Police Scotland and the SAS. Event targeted young drivers within West Dunbartonshire and aimed to address issues around excessive speed and poor standards of driving.
- Staff in North Lanarkshire delivered the Cut It Out programme to all 6th Year classes across the area, in addition they are also now delivering this programme to the three Lanarkshire College campuses. This programme has been updated to include hard hitting input on the risks around level crossings as part of our partnership working with Network Rail.
- Representatives from Police Scotland, the SFRS and from the road safety charity Brake were invited to speak at this year's Sheriffdom of North Strathclyde annual conference and training event with the invited audience consisting of Justices of the Peace (JP's) which was staged ahead of the change to Scotland's drink-driving limit.
- Falkirk and West Lothian CAT staff also delivered seven Road Safety Events at various schools across the Local Authority Areas.
- a Crash Live event was held at Turriff in Aberdeenshire, this was a multi-agency event where Fire and Rescue, Police Scotland and Scottish Ambulance Service delivered short presentations on road safety before carrying out a live demonstration of an extrication from a Road Traffic Collision.

Vulnerable Adults

- The Local Area Liaison Officer (LALO) in the Scottish Borders has been working closely in a process involving multi-agency response and safety planning around high risk domestic abuse cases, which is based on the model designed by the national charity Co-ordinated Action Against Domestic Abuse (CAADA). Regular multi-agency meetings are held to identify the risks to the subjects of these cases and decide upon actions to be taken to mitigate the risks and the SFRS is a core agency in this process, able to provide HFSVs as part of the overall safety plan. This involvement has contributed towards both raising the profile of the SFRS and highlighting the work the local CAT can facilitate to help improve the safety of people living in difficult circumstances amongst the local community.
- In Falkirk and West Lothian Area, local SFRS CAT staff attended 9 NHS Flu Clinics in order to promote fire safety and target vulnerable people. These events provided the opportunity to interact on a face-to-face basis with elderly and vulnerable individuals. In addition to fire safety advice the SFRS staff also used this opportunity to provide additional advice on behalf of partners from the Public Protection Unit and Trading Standards. This included preventative advice in relation to financial harm, bogus caller's advice and generic home safety. This initiative generated in excess of 180 HFSV's.
- North Lanarkshire operational and CAT officers have all received awareness training in relation to working with people suffering from dementia. A programme of Fire Safety Experiential Training (FSET) courses which are delivered by CAT officers to partner agency staff, this is a fire hazard awareness course and results in partner referrals to SFRS for high risk individuals.

- In East Renfrewshire, Renfrewshire and Inverclyde, the area continued to develop closer working links with East Renfrewshire (Adult Services) and structured links with Greater Glasgow and Clyde Health Board and Renfrewshire Social Work Assert Team in terms of high risk referrals and formal case conferences.
- An Adult Protection Workshop was held in Aberdeenshire and Moray to set priorities for the coming year. In addition, the LSO Area are working in partnership with their Local Authorities to deliver an initiative for sheltered housing which focuses on older people. This initiative gives residents and staff safety advice through fire awareness presentations.
- During this quarter several presentations were delivered to partners of Aberdeenshire & Moray LSO Area on how to identify those most vulnerable from fire in the home; this has already begun to generate referrals.

Referrals

- The SFRS Community Action Team (CAT) in the Scottish Borders core work centres around the on-going delivery of the SFRS Home Fire Safety Visit (HFSV) policy. The team continues to expand its partnership working with the key agencies including Police Scotland, Health, Social care and Housing in order to focus on members of the local communities at high risk from fire and to achieve effective outcomes in helping reduce overall numbers of accidental dwelling fires. Fire raising awareness sessions presented by the team to partner agency practitioners have been and continue to be successful in promoting HFSVs and encouraging agencies to make referrals using the SFRS CSET online booking system.
- Local Falkirk and West Lothian CAT staff worked in partnership with Victim Support Scotland & Police Scotland Domestic Violence Unit on a daily basis in order to identify properties that have been the target of hate crime or domestic violence threats including threatening behaviour, fireworks through letterboxes, threats from fire etc. CAT staff then attended the properties and provided a home safety visit and where appropriate fitted letter box guards in order to prevent deliberate acts of fire raising or fireworks being put through letterboxes.
- Partnership working with Enable Helensburgh, Argyll Voluntary Action, Helensburgh & Lomond Carers, Lomond & Argyll Advisory Service, and Telecare, to provide HFSV's and fire safety advice for their disabled clients. This resulted in over 30 clients in the Helensburgh area receiving home visits.

Other Work Completed and In Progress

- Midlothian CAT continues to provide training to both Police Scotland and the Midlothian Rapid Response Falls Service in relation to fire risk assessment within the home. This training allowed us to create a referral pathway from agencies that have access to premises and people that we may not have previously been aware of.
- North Lanarkshire launched a Wheelie Bin fire reduction initiative in November 2014. This is a joint partner approach to this issue and the SFRS have produced and distributed safety leaflets/ posters and wheelie bin stickers which highlight how to reduce the risk of these incidents. In addition 1,000 chain and padlock sets are being issued through Police Scotland/ Housing and the SFRS in identified hotspot localities. This was piloted in Plains, Airdrie and reduced wheelie bins thefts and fires by 80%.

- Staff in the Stirling and Clackmannanshire area contributed to the establishment of the new Firesetter panel which was headed by Barnardos Scotland. This will be attended to by the Local Area Liaison Officer when required.
- The Partnership Unit published both the spring and summer thematic action plan evaluation reports 2014
- During the Q3 period we launched an advertising campaign headlined 'Join Scotland's Fight Against Fire' on TV, radio and in the press. This campaign featured key safety messages delivered by SFRS personnel and was timed around periods of high operational demand in line with our seasonal Thematic Action Plans (TAP) and the SFRS Seasonal Community Safety Calendar 2014. Campaign themes included: deliberate firesetting / bonfire safety; older people; promoting the benefits of working smoke alarms, the Home Fire Safety Visit (HFSV) service and the importance of citizenship; cooking and alcohol; smoking and alcohol. In addition this year's campaign included pilot editorial partnerships with the Daily Record / Sunday Mail and No.1 Magazine. The campaign focused on older people though the key safety messages applied to all.

Enforcement Activities

- In this quarter we completed 2,696 fire safety audits, 721 in the North service delivery area, 1087 in the West, and 888 in the East.
- In accordance with the Fire Safety Enforcement Framework 2013 -2016 and the targeting of those premises that provide the greatest risks to our communities in the event of fire, 527 Care Home Services across Scotland were audited, of which 73% were found to have a high standard of fire safety compliance.
- Also, in contributing to keeping Scotland's communities safe at Christmas, 254 licensed premises and 246 high-risk shops were identified and subjected to audit prior to the festive period.
- We issued two enforcement notices for serious breaches of Fire Safety Compliance in the third quarter, one in the North and one in the East SDA. No enforcement notices were issued in the West SDA.
- No prohibition notices were issued this quarter.
- Local SFRS enforcement teams supported the Chief Fire Officers Association business safety week initiative which ran from 8 December to 12 December 2014. Advice was distributed to local business and commerce on the requirement to carry out and review a fire risk assessment. Shopping centres were also visited to advise on controlling Christmas stock levels and ensure that excess stock and waste did not interfere with life safety systems (sprinklers and ventilation ducts) or escape routes.

Fire Engineering Activities

- The three SFRS Fire Engineering teams have been busy this quarter supporting local authority building control departments with specialist advice and progressing 58 building projects across Scotland with a combined economic value of £2.5 billion pounds to the Scottish Economy.
- These projects (amongst others) include the Dumfries and Galloway Royal infirmary Hospital; Crieff primary School; Elgin High School; Royal Hospital for Sick Children Edinburgh and the redevelopment of Queen St railway station in Glasgow.

Fire Investigation Activities

- During this reporting period seven multi agency fatal fire investigations with Police Scotland, Scottish Police Authority Scene Examination Unit and the Crown Office and Procurator Fiscal Service have been conducted. As part of these investigations SFRS Fire Investigation Officers (FIO's) contributed to determining the cause, origin and development of these fires;
- Also during this quarter an SFRS FIO gave evidence in court in a case which resulted in a lengthy custodial sentence for the accused.
- SFRS Fire Investigation personnel are currently conducting research with Edinburgh Scientific Services and Trading Standards in relation to the integrity of reduced size aerosol cans involved in a number of incidents across the central belt. Appropriate actions will be undertaken at the conclusion of this research.

The table below shows a summary by service delivery area of activity conducted by the specialist Fire Investigation team in the third quarter this year.

	West	East	North
Number of incidents attended by each Fire Investigation (FI) unit	36	65	26
Number of multi-agency joint investigations	25	10	14
Number of times FIOs require to give evidence at criminal court/FAI hearings	1	1	0

Unwanted Fire Alarm Signals

General actions taken on UFAS

- The National UFAS procedure and associated Appliance Reduction Decision Matrix (ARDM) went live across Scotland on 01 December 2014.
- Comprehensive datasets of UFAS activity broken down by premises category were produced for each Local Senior Officer Area. These datasets will support local interventions and in combination with the assessment using the ARDM begin to see reductions in blue light mobilisations to fire alarm actions that are undetermined.
- Also this quarter, refined data sets of blue light mobilisations to sheltered housing premises across Scotland have been shared with the Fire Industry Association and companies that provide an Alarm Receiving Centre (ARC) service. The objective of this information sharing is to seek support from the ARCs to filter any calls at source before transmission to SFRS.
- 132 Middle managers, Fire Safety Enforcement Officers and Auditing Officers from across Scotland attended specialist input from CS Todd Associates on 09 and 10 December 2014 at SFRS training centre Cambuslang. The aim was to advise delegates about the latest developments in fire detection and alarm systems which can assist in reducing the occurrence of UFAS.
- National P&P officers engaged with Fire Safety Advisers from the NHS at a national level. The objective was to accurately identify those health care premises with a false alarm rate that is in excess of the ratios within the British Standard and seek cost effective solutions that are appropriate to the risk.
- A multi partnership study of UFAS activity within Glasgow began on 02 November 2014. A team consisting of two Fire Safety Enforcement Officers and a subject matter expert from the automatic fire alarm and detection industry attended 'live' incidents capturing additional data on scene which will assist with improvements. The team has already identified cost effective solutions within Glasgow schools to address faults within their wireless fire alarm systems. Early indications are this initiative will provide high-quality and accurate data that will shape individual Fire and Rescue Service and the wider fire industry approach to addressing reductions in UFAS.

UFAS Statistics for Quarter 3

We noted in the incident summary earlier in this report that the number of False Alarms (UFAS), 7,111, was 2% down on the same period last year.

The table below ranks the number of UFAS attendances for the top 15 non-domestic premises types along with the percentage of all UFAS-related alarms this represents, and the change in the number of false alarms at that type of premises from the same quarter last year.

Top 15 False Alarm (UFAS) Property Categories 2014-15 Q3		Change From 2013-14 Q3
Hospitals and medical care, Hospital	758 (15.1%)	19 ▲ 3 %
Offices and call centres, Purpose built office	470 (9.3%)	10 ▼ 2 %
Residential Home, Nursing/ Care	460 (9.1%)	16 ▼ 3 %
Education, Infant/primary school	457 (9.1%)	86 ▲ 23 %
Other Residential, Student Hall of Residence	428 (8.5%)	14 ▼ 3 %
Education, Secondary school	305 (6.1%)	33 ▼ 10 %
Other Residential, Hotel/ motel	280 (5.6%)	55 ▼ 16 %
Education, College/University	258 (5.1%)	19 ▼ 7 %
Retail, Single shop	245 (4.9%)	40 ▲ 20 %
Other Residential, Sheltered Housing - not self contained	217 (4.3%)	32 ▼ 13 %
Warehouses and bulk storage, Warehouse	179 (3.6%)	14 ▲ 9 %
Retail, Shopping Centre	158 (3.1%)	20 ▲ 15 %
Offices and call centres, Converted office	156 (3.1%)	7 ▲ 5 %
Other Residential, Other Residential Home	106 (2.1%)	5 ▼ 5 %
Other Residential, Hostel (e.g. for homeless people)	101 (2.0%)	3 ▼ 3 %

At the top of the table are attendances at alarm activations in hospitals (758 attendances, up 3% on the same period last year). Attendances at offices, the next most-frequent category, fell slightly to 470 this quarter.

Attendances at residential nursing/ care homes is third on the list at 460 attendances, a decrease of 3% on the same period last year.

Attendances at infant/primary schools increased by 23% to 457 attendances. Attendance at alarm activations in secondary schools decreased by 10% to 305 this quarter, and at colleges/universities by 7% to 258 attendances.

People and Organisational Development

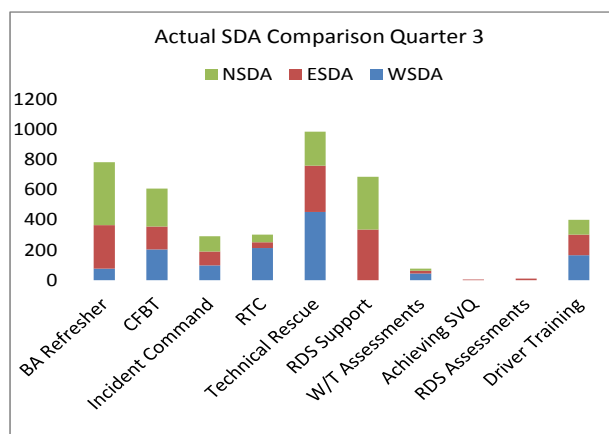
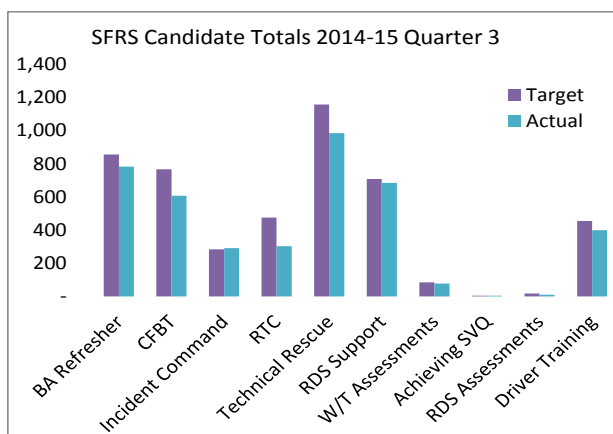
Firefighter Training and Development

The table below lists the total number of candidates trained in specific courses for the first three quarters of this year:

2014/15	Q1			Q2			Q3			Q4			Totals		
	Target	Actual	%	Target	Actual	%	Target	Actual	%	Target	Actual	%	Target	Actual	%
BA Refresher	1,164	806	69	771	535	69	855	782	91	-	-	-	2,790	2,123	76
CFBT	573	445	78	691	548	79	766	607	79	-	-	-	2,030	1,600	79
Incident Command	342	312	91	355	326	92	283	291	103	-	-	-	980	929	95
RTC	515	403	78	967	736	76	475	302	64	-	-	-	1,957	1,441	74
Technical Rescue	1,452	982	68	1,382	1,036	75	1,157	984	85	-	-	-	3,991	3,002	75
RDS Support	353	373	106	910	721	79	708	685	97	-	-	-	1,971	1,779	90
W/T Assessments	40	40	100	38	38	100	85	77	91	-	-	-	163	155	95
Achieving SVQ	12	12	100	16	16	100	5	5	100	-	-	-	33	33	100
RDS Assessments	11	11	100	60	50	83	18	10	56	-	-	-	89	71	80
Driver Training	637	526	83	436	381	87	455	400	88	-	-	-	1,528	1,307	86
	5,099	3,910	77	5,626	4,387	78	4,807	4,143	86	-	-	-	15,532	12,440	80

In the third quarter we trained 4,047 staff against a target of 4,711, achieving 86% of the target. This was an improvement over the percentage for quarters 1 and 2 of 77% and 78% respectively.

The charts below provide a graphical view of target against actual for the third quarter, and a comparison of total candidates by service delivery area (SDA):



The detail for the total number of candidates for each course by SDA is shown in the table below.

Service Delivery Area Actual																	
2014/15	Q1				Q2				Q3				Q4				All
	West	East	North	Total	West	East	North	Total	West	East	North	Total	West	East	North	Total	
BA Refresher	143	209	454	806	95	213	227	535	76	289	417	782	-	-	-	-	2,123
CFBT	186	82	177	445	233	151	164	548	204	151	252	607	-	-	-	-	1,600
Incident Command	177	53	82	312	130	98	98	326	98	92	101	291	-	-	-	-	929
RTC	229	35	139	403	133	514	89	736	213	38	51	302	-	-	-	-	1,441
Technical Rescue	482	245	255	982	179	450	407	1,036	452	307	225	984	-	-	-	-	3,002
RDS Support	-	373	-	373	-	323	398	721	-	336	349	685	-	-	-	-	1,779
W/T Assessments	2	38	-	40	22	10	6	38	44	19	14	77	-	-	-	-	155
Achieving SVQ	-	12	-	12	12	2	2	16	-	5	-	5	-	-	-	-	33
RDS Assessments	-	11	-	11	-	36	14	50	-	10	-	10	-	-	-	-	71
Driver Training	308	206	12	526	118	168	95	381	165	137	98	400	-	-	-	-	1,307
	1,527	1,264	1,119	3,910	922	1,965	1,500	4,387	1,252	1,384	1,507	4,143	-	-	-	-	12,440

Further work is required to ensure that there is consistency of reporting, particularly when comparing the figures for the West area to that for the East and the North.

Staff Absences

A revised range of performance indicators for People and Organisational Development is to be developed. At present, for continuity of reporting we continue as we did in 2013-14 to provide the staff absence PI based on the former Chief Fire Officers for Scotland (CFOAs) Local Performance Indicator collected by all antecedent Services. This PI is also used as evidence for **Target 6** of the Scottish Government **Fire Framework** Targets: “reduce the days lost to sickness so that the SFRS at least matches the average of the best four pre-2013 fire and rescue services”.

Staff absences as recorded using the former Audit Scotland Statutory Performance Indicator show a mixed picture, and not one which tells the whole story for the Service. We classify this PI as *red*, as we have not met the target that the Service should have a rate of absence no greater than that of the average of the best four of the antecedent services, nor are we within 10% of the target overall.

Absence Management PI - Scottish Government Target 6

2014-15 Quarter 3 (compared to same period in previous year)

	Prev Year Average for Best Four Antecedent Services	SFRS Average	Service Delivery Area			
			North	West	East	
A. Rider Shifts Lost	6.4	7.1	7.1	7.1	7.0	Average days lost per rider shift
B. Other Staff	2.6	4.5	4.7	6.2	1.8	Average days lost per FTE other staff

Note

(A) Average number of rider shifts lost due to sickness and light duties per rider position

(B) Average number of working days lost to sickness per employee for all other staff

The equivalent figures for quarter 3 of 2013-14 are shown below².

Absence Management PI - Scottish Government Target 6

2013-14 Quarter 3 (compared to same period in previous year)

	Prev Year Average for Best Four Antecedent Services	SFRS Average	Service Delivery Area			
			North	West	East	
A. Rider Shifts Lost	6.0	6.8	6.4	6.9	6.8	Average days lost per rider shift
B. Other Staff	4.4	3.4	5.1	3.0	3.4	Average days lost per FTE other staff

Note

(A) Average number of rider shifts lost due to sickness and light duties per rider position

(B) Average number of working days lost to sickness per employee for all other staff

² ratios calculated using 2013-14 Q4 staffing figures

Detailed KPIs

The table below lists available KPIs based on IRS data since April 2009. The cumulative totals to the current reporting quarter are shown, along with the comparable totals for the past five years and the direction of travel for the periods listed.

Fire Framework KPIs 2009-10 to 2014-15

Cumulative totals from start of Q1 to end of Q3 each financial year

KPI	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	Direction
Deliberate Fires - All	18,442	21,388	15,616	12,110	13,978	11,222	↓
Deliberate Primary Fires	3,761	3,287	2,988	2,248	2,112	1,924	↓
Deliberate Dwelling Fires	944	838	803	648	521	471	↓
Deliberate Other Building Fires	802	650	689	559	505	449	↓
Deliberate Vehicle Fires	1,173	987	862	619	618	585	↓
Deliberate Other Primary Fires	842	812	634	422	468	419	↓
Deliberate Secondary Fires	14,681	18,097	12,627	9,862	11,865	9,297	↓
Deliberate Secondary Refuse Fires	8,020	8,225	7,036	5,867	5,495	5,047	↓
Deliberate Secondary Other Fires	6,661	9,872	5,591	3,995	6,370	4,250	↓
Accidental Fires - All	11,615	9,998	9,021	8,400	9,465	8,510	↓
Accidental Primary Fires	7,022	6,835	6,420	6,247	6,216	6,086	↓
Accidental Dwelling Fires	3,922	3,877	3,775	3,738	3,635	3,609	↔
Accidental Other Building Fires	1,547	1,495	1,389	1,298	1,318	1,335	↔
Accidental Vehicle Fires	1,162	1,089	943	947	920	863	↓
Accidental Other Primary Fires	391	374	313	264	343	279	↓
Accidental Secondary Fires	3,666	2,234	1,865	1,407	2,560	1,837	↓
Accidental Secondary Refuse Fires	1,695	756	760	657	906	890	↑
Accidental Secondary Other Fires	1,971	1,478	1,105	750	1,654	947	↓
Fire Casualties - All	905	981	1,076	979	1,041	805	↓
Fire Fatalities	41	31	44	32	28	19	↓
Fire Casualties Excluding Precautionary	673	783	806	714	821	597	↓
Fire Casualties including Precautionary	864	950	1,032	947	1,013	786	↓
Accidental Dwelling Fire Fatalities	33	26	33	25	22	12	↓
Accidental Dwelling Fire Casualties Exc. Prec	489	566	554	520	615	452	↓
Accidental Dwelling Fire Casualties Inc. Prec	633	683	719	707	755	599	↓
Non-Domestic Fires	2,331	2,126	2,061	1,846	1,812	1,763	↓
Special Services - All	8,608	9,011	7,637	7,228	7,123	7,655	↔
Special Services - RTCs	2,336	1,843	1,718	1,752	1,633	1,727	↔
Special Services - Flooding	1,233	2,058	942	1,150	813	901	↓
Special Services - Extrication	758	658	647	619	568	606	↔
Special Services - Others	4,281	4,452	4,330	3,707	4,109	4,421	↑
RTC Casualties	1,754	1,441	1,338	1,401	1,468	1,377	↔
RTC Fatalities	90	92	72	66	83	77	↔
Attacks on Firefighters	137	92	95	65	69	59	↓
RIDDOR-reportable Injuries	33	50	37	55	29	31	↓
False Alarms - All	40,818	39,790	37,505	36,600	37,057	38,069	↔
False Alarms Good Intent	10,949	10,339	8,697	8,037	8,090	7,822	↓
False Alarms Malicious	2,313	2,212	2,071	1,755	1,813	1,540	↓
False Alarms Equipment Related	27,556	27,239	26,737	26,808	27,154	28,707	↑

Glossary of terms and acronyms

Entry	What it means
ADF	Accidental Dwelling Fire
Antecedent Service	One of the eight former Fire and Rescue Services in Scotland that were merged in April 2013 to form the Scottish Fire and Rescue Service. The eight former services were: <ul style="list-style-type: none"> ○ Central ○ Dumfries & Galloway ○ Fife ○ Grampian ○ Highlands & Islands ○ Lothian & Borders ○ Strathclyde ○ Tayside
Chimney Fires	These are fires occurring in an occupied building where the fire was confined within the chimney structure (and did not involve casualties or rescues or attendance by five or more appliances).
CPP	Community Planning Partnership
CSET	Community Safety Engagement Toolkit: a central IT system used to record home fire safety visits and community safety activities
False Alarm	An event in which the fire and rescue service believes they are called to a reportable fire and then find there is no such incident.
False Alarm (Dwelling)	An event in which the operation of a smoke or heat detector in a domestic dwelling results in an emergency call to the fire and rescue service, which is subsequently found to have been a result of a fault in the detector, or by operation of the detector in response to cooking fumes, steam, or other substances.
False Alarm (Equipment)	An event in which a smoke or heat detector in a non-domestic property triggers an automated fire alarm call to the fire and rescue service, which is subsequently found to have been a result of a fault in the equipment, or by operation of the detector in response to substances such as steam, dust and so on.
False Alarm (Good Intent)	An event in which the person who called the fire and rescue service believed in good faith that they were reporting a fire, subsequently found by the fire and rescue service not to be the case.
False Alarm (Malicious)	False alarms which result from human intervention such as deliberate breakage of fire alarm call-points when there is no fire, deliberate reporting of non-existent fires and so on.
False Alarm (UFAS)	False alarms deemed as being Unwanted Fire Alarm Signals under the SFRS UFAS policy. These are alarms at non-domestic properties such as hospitals, schools, shops, offices, factories and so on, generally reported either by automated call equipment or via call centres. All forms of equipment-related false alarms for non-domestic properties are counted in this category, as are good-intent false alarms where the method of report is automated or via a call-centre. All forms of Malicious false alarm for non-domestic properties are also counted in this category, whether reported automatically or manually.
FI / FIO	Fire Investigation / Fire Investigation Officer

Entry	What it means
Fire Framework	This is a short name for the Scottish Government's Fire and Rescue Framework for Scotland 2013 , which provides priorities and objectives for the SFRS.
FSE	Fire Safety Enforcement
FSEC	The Fire Service Emergency Cover model, used to model risks to life and property resulting from fires and other incidents. The model takes into account the location of resources such as pumping appliances, and can be used when planning where best to site stations etc.
HFSV	Home Fire Safety Visit
IRS	<p>The National Incident Recording System, developed on behalf of the UK Government's Department for Communities and Local Government (DCLG).</p> <p>All incidents attended by Fire and Services throughout Great Britain are logged and recorded on the IRS by one of the firefighters in attendance at the incident concerned.</p> <p>The IRS first came into operation in April 2009.</p>
LSO	Local Senior Officer. An officer who has responsibility for the services provided by the SFRS to one or more local authority areas. There are seventeen LSO posts in the SFRS covering between them the 32 local authority areas in Scotland.
Other Building	A non-domestic building such as a shop, office, hospital, care home, school and so on. The term comes from the Fire Service Emergency Cover (FSEC) model which separately models the risk to persons involved in Dwelling Fires and those in Other Buildings.
PDIR	Post-Domestic Incident Response, a term used by the Prevention and Protection Directorate to indicate actions taken following attendance at a fire in the home. PDIRs include amongst other things the offer of a follow-up home fire safety visit to the household concerned.
PPED	Prevention and Protection Enforcement Database: a central IT system which records non-domestic fire safety visits and enforcement activity.
Primary Fires	These include all fires in buildings, vehicles and outdoor structures or any fire involving casualties, rescues, or fires attended by five or more appliances.
Q1, Q2, Q3, Q4	Reporting quarters for each quarterly performance report, based on the financial year, not the calendar year. The first quarter, Q1, covers April to June, Q2 July to September, Q3 October to December, and Q4 January to March accordingly.
Quintile	Any of five equal groups into which a population can be divided according to the distribution of values of a particular variable.
RAG Indicator	<p>Red-Amber-Green indicator – a simple graphical way of showing performance against a target, based on a traffic light analogy.</p> <p>If we show a red indicator in this report it means that we have not achieved the target, with actual performance more than 10% outside of what was projected. An amber indicator means that though we did not achieve the target we were within 10% of what was projected. A green indicator means that we achieved or exceeded the target.</p>
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013



Entry	What it means
RDS	Retained Duty System. Professional on-call firefighters who may have full-time employment outside of the fire service but respond to emergency calls within their local area as and when required
RTC	Road Traffic Collision
SDA	Service Delivery Area. We subdivide our areas of coverage into three main areas for Scotland as a whole - East, North, and West, each of which is further divided into Local Authority groups for which Local Senior Officers (LSOs) are responsible.
Secondary Fires	These are the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or five or more appliances attend. They include fires in single derelict buildings.
SFRS	The Scottish Fire and Rescue Service
SFSC	The Scottish Fire Service College, currently located in Gullane, East Lothian.
SIMD	The Scottish Index of Multiple Deprivation
Special Service	Calls to incidents which are not fires or false alarms, such as RTCs, rescues, flooding, providing assistance to other agencies, and so on.
Telecare	Telecare is support and assistance provided at a distance using information and communication technology. It is the continuous, automatic and remote monitoring of users by means of sensors to enable them to continue living in their own home, while minimising risks such as a fall, gas and flood detection and relate to other real time emergencies and lifestyle changes over time.
UFAS	Unwanted Fire Alarm Signals. When an automatic fire detection and alarm system is activated as a result of anything other than a real fire the activation is classed as a false alarm. If we have attended as a result of such a false alarm we record this as an UFAS incident.