



**Dumfries & Galloway  
Local Fire and Rescue Plan  
Review 2014 - 2017**



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

**Working together  
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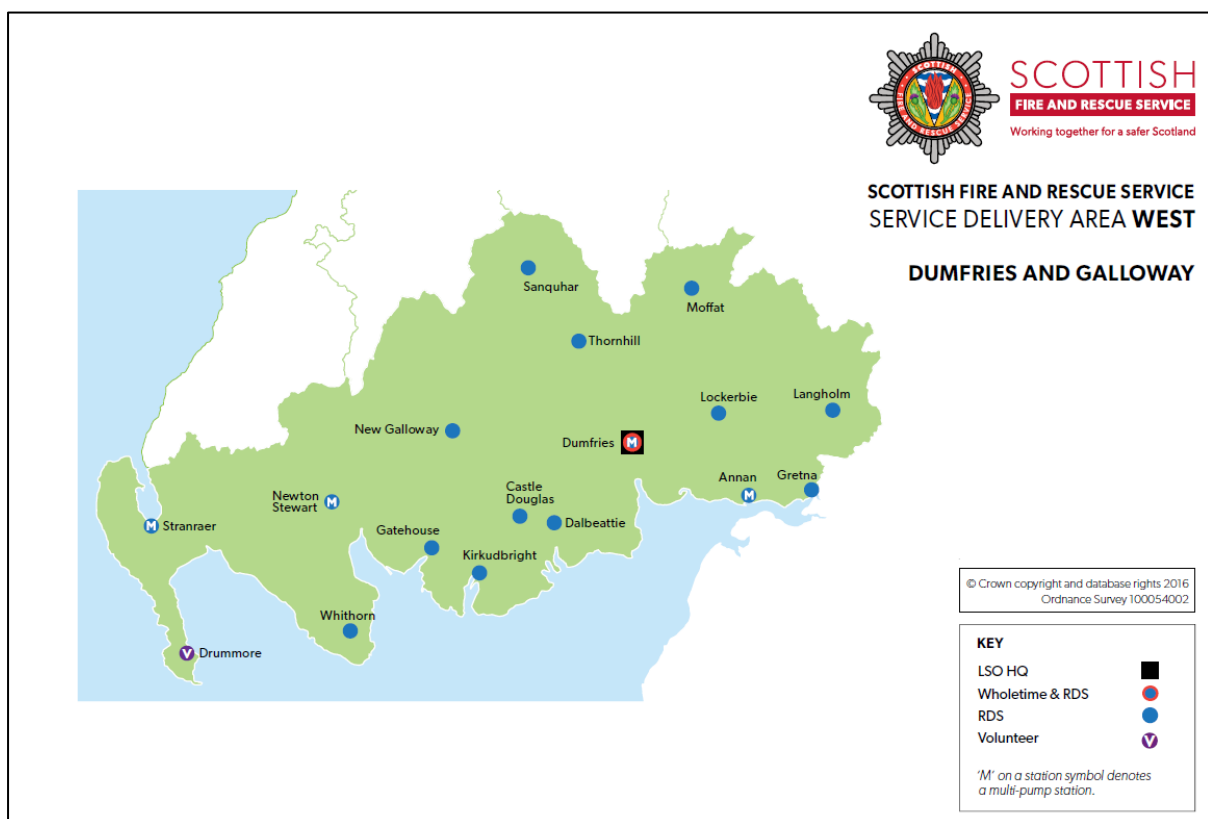
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## INTRODUCTION

The Scottish Fire and Rescue Service is required under the Fire (Scotland) Act 2005 as amended to prepare Local Fire and Rescue Plans for each local authority in Scotland. Following the publication of our Strategic Plan in our inaugural year, our first Local Plans were published in April 2014.

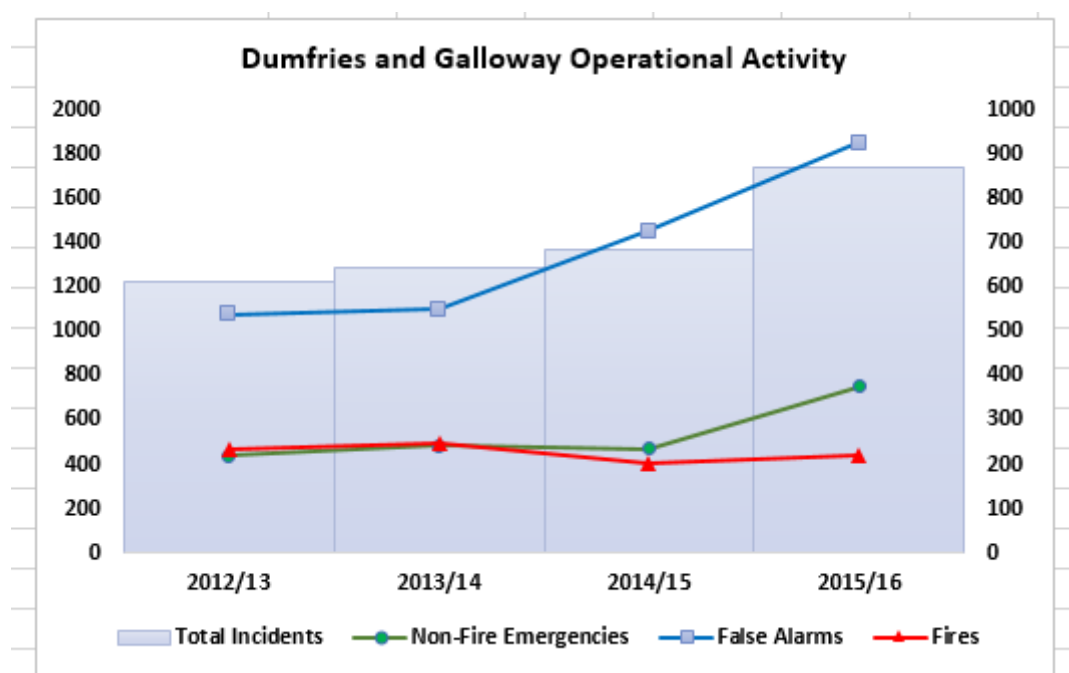
These plans were developed to direct the Service through its initial transformation journey and have helped to forge our place as a national organisation with a strong sense of local accountability. Against the drive of public sector reform, the local planning landscape continues to evolve to provide a greater focus on protecting the most vulnerable and improving community outcomes through collaborative working.

The publication of our new Strategic Plan 2016-19 in October 2016 now instigates a timely requirement to carry out a mandatory review of all Local Fire and Rescue Plans. This review will provide us with information on how well we are performing against our existing priorities as well as highlighting areas for continued improvement and opportunities for change against the growing needs of our communities.



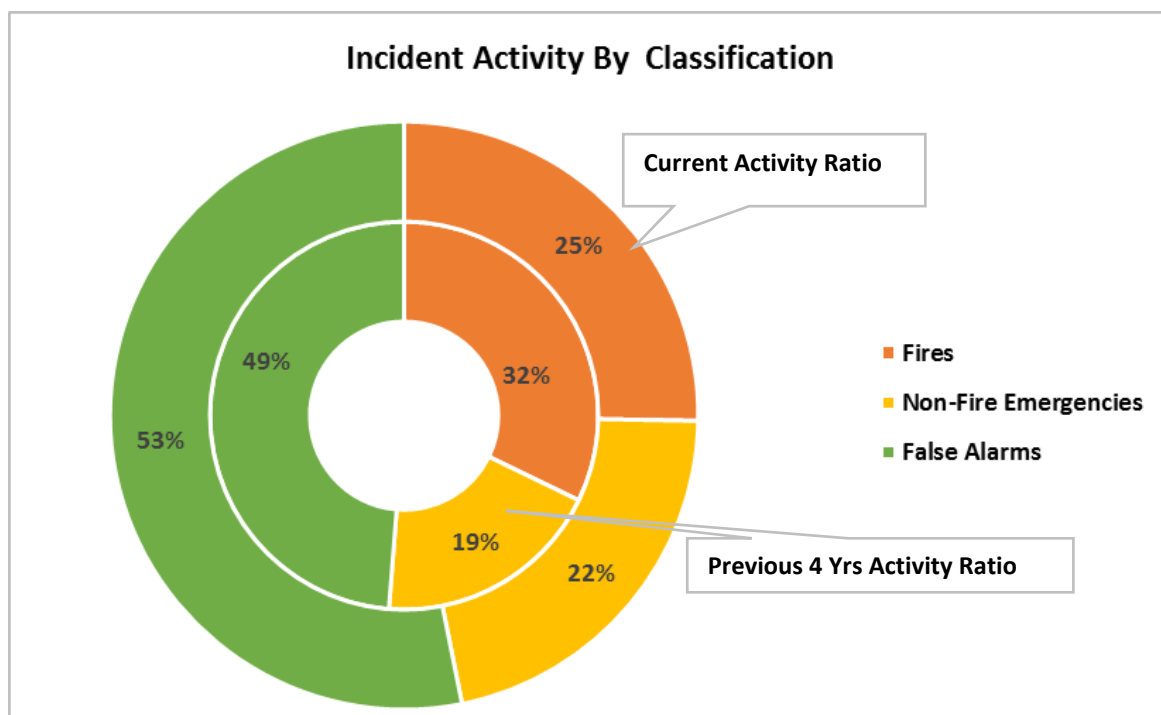
## PERFORMANCE DATA – WHAT THE FIGURES TOLD US

Over the past 3 years the SFRS have responded to an average of 1468 incidents within the Dumfries & Galloway Area on an annual basis. Review of operational demand has indicated an increase of 27% when compared to the same period in 2014/2015.



The review of operational demand has identified False Alarms being the most common type of incidents attended within Dumfries and Galloway and have accounted for 49% of mobilisations with Fires and Non-Fire Emergencies (Special Services) accounting for 32% and 19% respectively. Review of activity during the current fiscal monitoring period (Apr 2016 – March 2017) has determined minimal change in the demand ratio across these incident classifications.

|                      | Annual Activity Levels 1st April - 31st March |         |         |         |  | Total | Average |     |
|----------------------|---|---------|---------|---------|--|-------|---------|-----|
|                      | 2012/13                                       | 2013/14 | 2014/15 | 2015/16 |  |       |         |     |
| Fires                | 469   | 497     | 406     | 441     |  | 1813  | 453     | 32% |
| Non-Fire Emergencies | 220   | 242     | 236     | 376     |  | 1074  | 269     | 19% |
| False Alarms         | 540   | 551     | 727     | 927     |  | 2745  | 686     | 49% |
| Total Incidents      | 1229  | 1290    | 1369    | 1744    |  | 5632  | 1408    |     |



As part of the process of scrutiny the SFRS are responsible for the submission of performance reports to Dumfries & Galloway Council's Police & Fire and Rescue Sub-Committee. The basis of these reports is to demonstrate the progress the SFRS is making against the 7 priorities contained within the Local Fire and Rescue Plan 2014-17 for Dumfries & Galloway.

We assess each of the targets that follow using a Red, Amber or Green indication of our performance. Green means we have achieved or exceeded the target; Amber means we did not achieve the target but achieved a reduction in the three-year average figure and Red means we have not achieved the target and have seen an increase in the three-year average figure.

| Current Local Fire and Rescue Plan Priorities for Dumfries & Galloway | 2013/14 | 2014/15 | 2015/16 | 2016/17 | RAG |
|---|---------|---------|---------|---------|-----|
| Local Risk Management and Preparedness                                |         |         |         |         |     |
| Reduction of Accidental Dwelling Fires*                               | 112     | 93      | 82      | 90      | ●   |
| Reduction of Fire Casualties and Fatalities*                          | 27      | 15      | 16      | 7       | ●   |
| Reduction of Deliberate Fire Setting                                  | 120     | 96      | 129     | 150     | ●   |
| Reduction of Fires in Non-Domestic Properties                         | 57      | 49      | 45      | 48      | ●   |
| Reduction in Road Traffic Collisions                                  | 89      | 91      | 102     | 87      | ●   |
| Reduction of Unwanted Fire Signals                                    | 551     | 727     | 927     | 912     | ●   |

(Table 1)

\*Target set within Fire and Rescue Framework for Scotland 2013



## LOCAL RISK MANAGEMENT AND PREPAREDNESS

### PERFORMANCE EXPLAINED

- ***Ensuring our training, staff development and equipment is fit for purpose to meet our current risk profile and adaptable to changing circumstances.***

Training and staff development is based upon the principles of the Plan (quarterly training plans), Do (trainers go to stations to deliver training and/or deliver refresher training at a central location), Check (course critiques, feedback from stations), Act (change to meet the needs of the area and to provide best practice) approach and will be driven by a maintenance phase development programme with national requirements being informed through an area training needs analysis (based on need; risk profile, new equipment and changing circumstances), providing clear direction for operational personnel working within the D&G LSO area and will ensure that the D&G LSO area are applying the services consistent approach to training and employee development.



- ***Ensure all known risk information is obtained, communicated and tested.***

We continue to progress and maintain a database of information on premises that pose a significant risk across the Dumfries and Galloway area. A rolling program of inspections are carried out by trained crews using a risk based methodology, ensuring that priority is given to those premises that pose the greatest risk. Various pieces of critical information are gathered at this stage in order to highlight any potential hazards that maybe present in the event of a fire. This information is then stored and displayed on our Mobile Data Terminals in the front of our fire appliances. Operational crews can then access this in the event of an emergency, enabling them to bring the incident to a safe conclusion. Our plans are tested periodically, at sample sites, by simulating incidents and carrying out site specific exercises with our partner agencies.

- ***Working locally with partner organisations and agencies to ensure effective response plans are developed for identified risks.***

The Scottish Fire and Rescue Service works closely with partner organisations and agencies to develop response plans to known risks within our local areas. This is achieved through close partnership working with Category 1 & Category 2 responders, the voluntary sector and businesses. Our service will assist in the development of Multi Agency Incident Response Guides which utilise information from many sources including our own operational intelligence system. Once developed emergency response plans are tested and reviewed on a regular basis, following which plans will be updated as required.

- ***Fulfilling our statutory duties in relation to the Civil Contingencies Act.***

The Civil Contingencies Act 2004, sets out a number of duties which Category 1 responders must undertake. As a Category 1 responder, the Scottish Fire and Rescue Service discharges these duties working alongside partner organisations and agencies. The work includes assessment of the risk of emergencies occurring and establishing contingency and emergency plans to deal with such emergencies. The Scottish Fire and Rescue Service coordinates the production of individual risk assessments which takes account of the main risks which may affect our communities at a local, regional and national levels. An example of such risks may include natural disasters such as weather related incidents, industrial accidents and pandemic influenza. A wide range of partner agencies contribute to this process and the development of the risk preparedness assessment and community risk register.

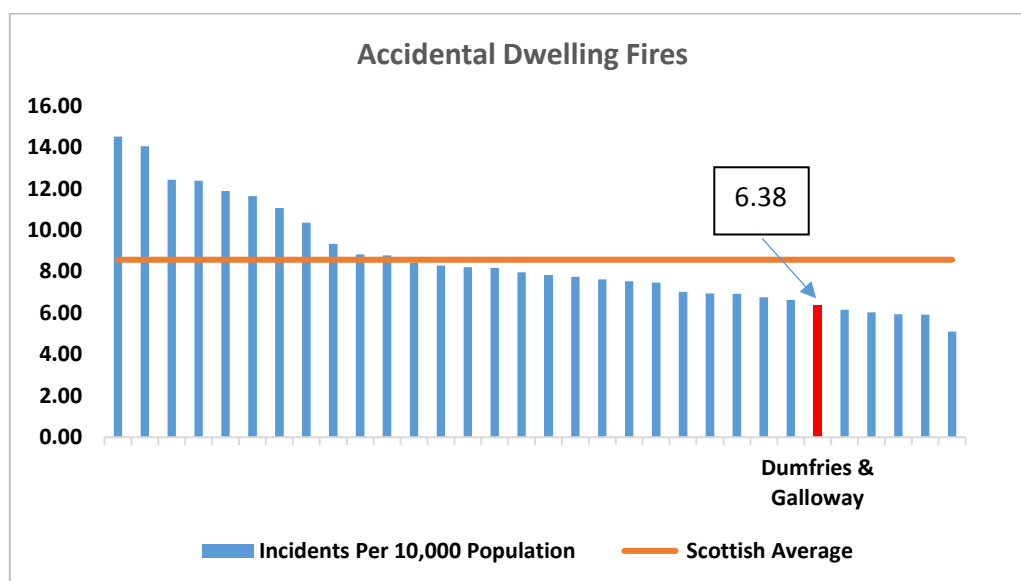
- ***Preparing for effective emergency response and supporting recovery***

In conjunction with internal and external partners and colleagues we adopt a risk-based approach to service provision and emergency response by identifying, preparing and understanding the risks within the local community. Understanding the risk profile of the region allows us to allocate resources efficiently and flexibly. Operational cover is provided from the the seventeen Community Fire Stations strategically located across the region to ensure an adequate operational response to incidents with crews who are trained to the highest standards with the correct skills and competence, the appropriate equipment and adequate support arrangements to effectively deal with a diverse range of emergencies

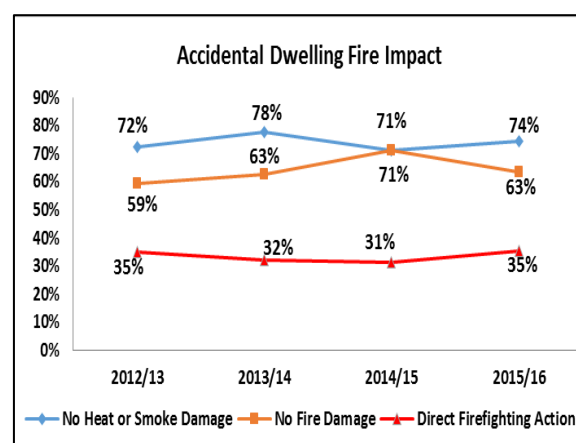
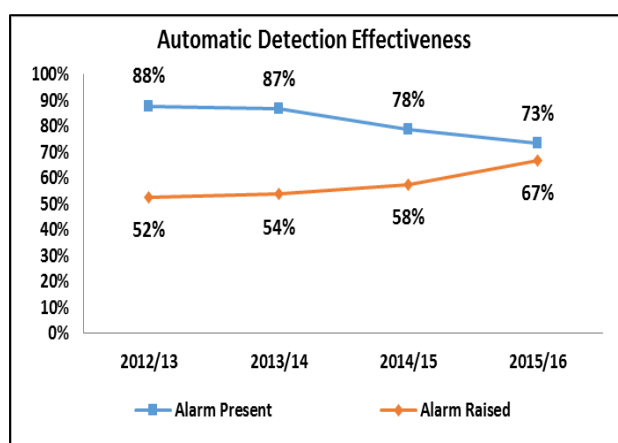
## REDUCTION OF ACCIDENTAL DWELLING FIRES

### PERFORMANCE EXPLAINED

Current trends show that Dumfries and Galloway remain below the three year average target for 2016/17 and is classed as **Amber** because although we did not achieve the 10% reduction target we did achieve a reduction in the three-year average figure. In reviewing data over the last 5 years, the rate of accidental dwelling fires per 10,000 population within Dumfries and Galloway is 6.38 which is both significantly below the average rate for Scotland and at the lower end of the range when compared against all other local authorities.



Analysis of accidental dwelling fires over the past five years has determined the most common cause as being attributed to cooking accounting for 27% of all incidents. The severity of fires within the home can vary from the incident being dealt with by the occupier with little or no damage occurring to incidents where direct firefighting is undertaken by the SFRS. On average only 1 in 3 incidents require the SFRS to undertake direct firefighting. Early warning is key to alerting occupants and over the last five years 82% of properties affected by fire had smoke or heat protection present which raised the alarm on 58% of occasions. On other occasions the occupier may have noticed the fire prior to the alarm activation. On average just under 65% of incidents resulted in no fire damage to properties and only 33% of incidents resulted in heat or smoke damage.

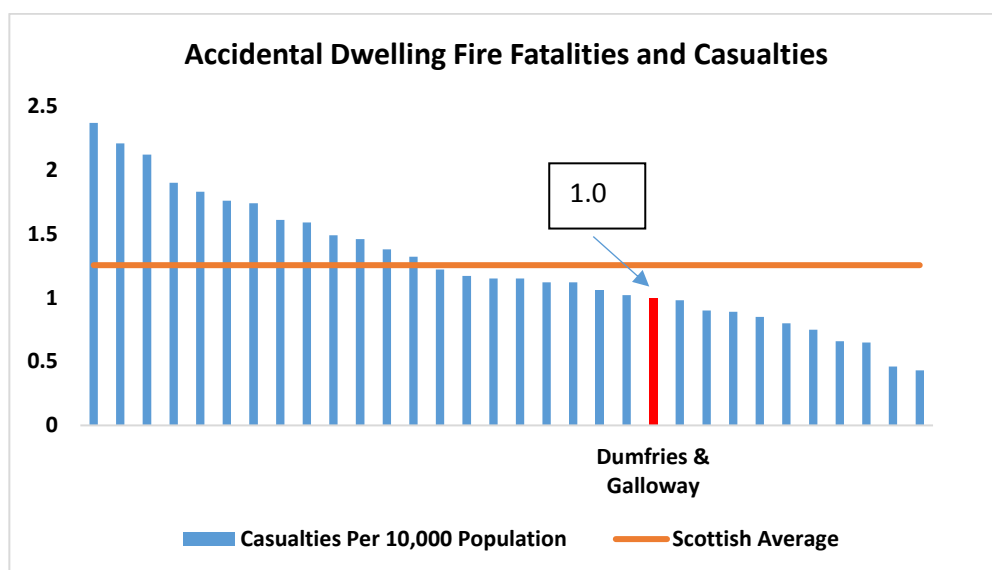




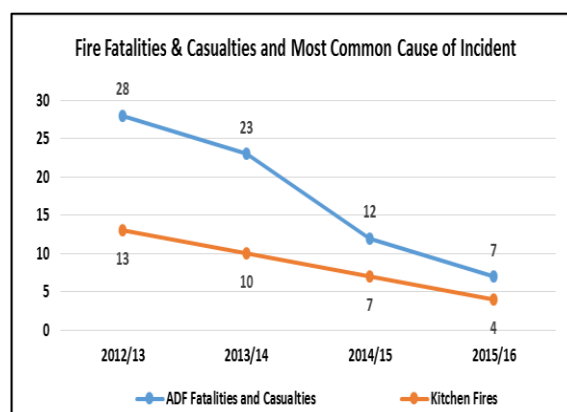
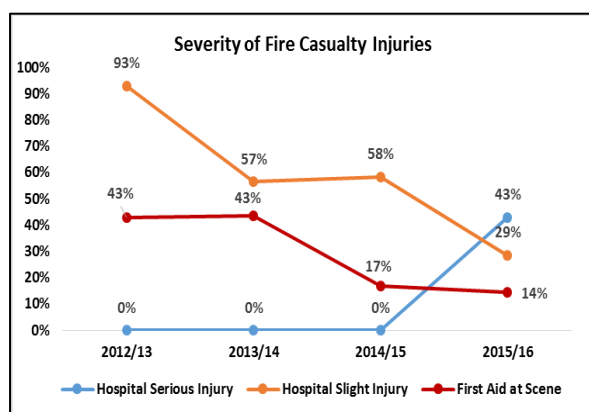
## REDUCTION OF FIRE CASUALTIES AND FATALITIES

### PERFORMANCE EXPLAINED

As well as Dumfries and Galloway sitting below the Scottish average figure for accidental dwelling fire fatalities and casualties, current progression towards the three-year average target for 2016/17 is classed as **Green** with figures showing a year on year reduction to date. On average 90% of all fire fatalities and casualties within Dumfries and Galloway arose from accidental dwelling fires. In reviewing data over the last 4 years, the rate of accidental dwelling fire casualties per 10,000 population within Dumfries and Galloway is **1.00**, which is the 11<sup>th</sup> lowest rate compared against all local authorities and below the average rate for Scotland.



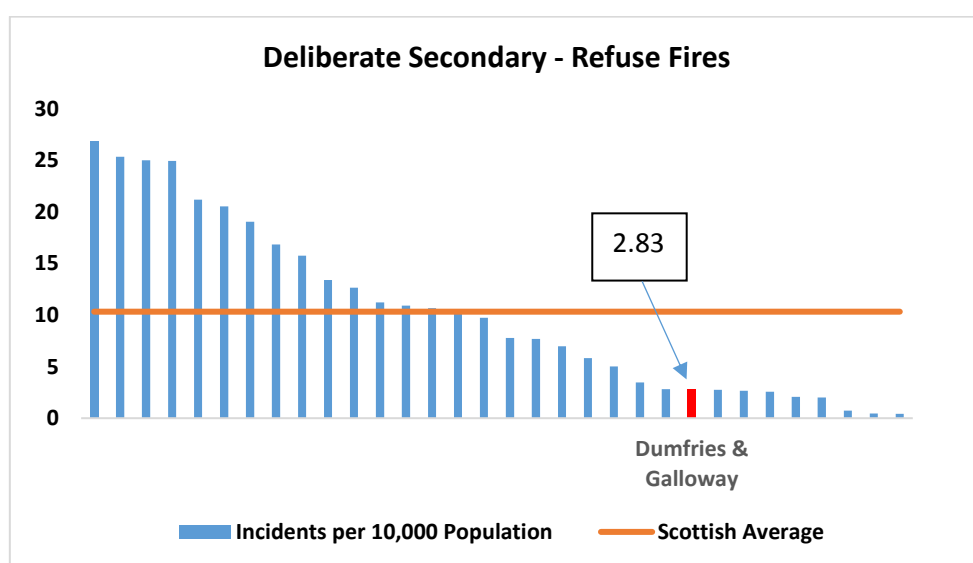
Analysis of accidental dwelling fire fatalities and casualties has identified a link to fires within the kitchen accounting on average for 41% of incidents where injuries arise. Most common human contributory factor has been identified as 'medical conditions or illness'. The number of persons recorded as accidental dwelling fire casualties has seen a decrease over the previous 4 years. Review of the nature of injuries has determined the majority of recorded casualties (60%) were treated at the scene and did not require to attend hospital for treatment. Of the 71 casualties recorded at accidental dwelling fires, only 2 have attended hospital having sustained serious injuries. Smoke inhalation has been identified as the most common cause of injury. Nearly 60% of all accidental dwelling fire casualties are aged 50 years and over with males accounting for the majority of all accidental dwelling fire casualties.



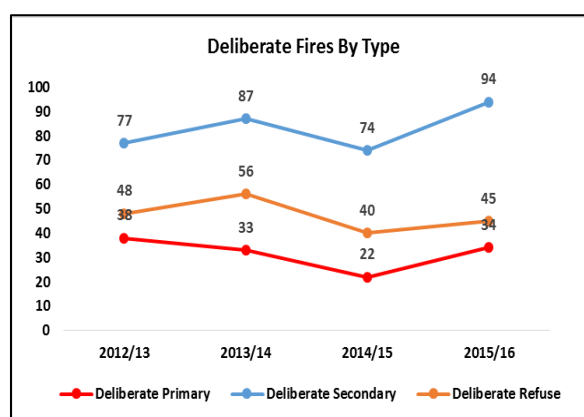
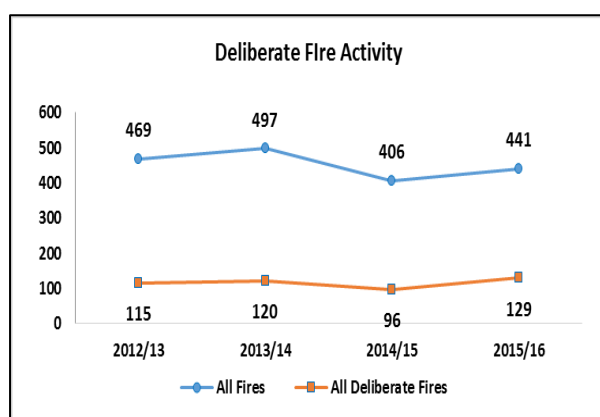
## REDUCTION OF DELIBERATE FIRE SETTING

### PERFORMANCE OUTCOME

Current trends for deliberate fire setting show Dumfries and Galloway well below the three-year average target for 2016/17 and is classed as **Green**. Activity shows a slightly fluctuating but relatively downward trend over the last 4 years. On average deliberate fire raising accounts for 25% of all fire related activity within Dumfries and Galloway. In reviewing data over the last 4 years, the rate of deliberate secondary fire raising has identified Dumfries and Galloway as having a low prevalence of activity when compared against all local authorities, in particular deliberate refuse fires which at the rate of **2.83** incidents per 10,000 population, is the 9<sup>th</sup> lowest rate in Scotland and well below the Scottish average.



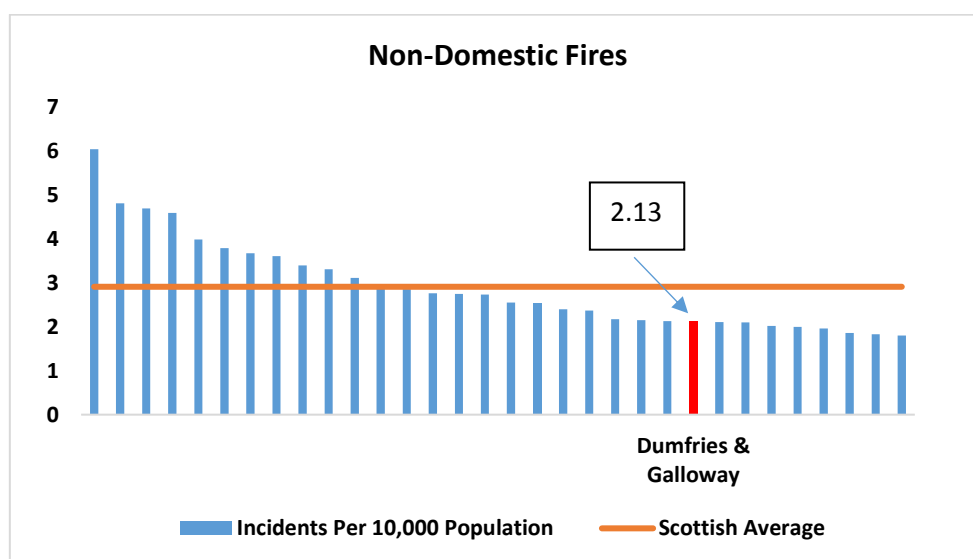
In terms of total activity deliberate fires have accounted for 8% of all operational incidents within Dumfries and Galloway, with 11% of all mobilisations being to secondary fire incidents. Deliberate fires involving wildlands, trees and vegetation account for just under 75% of all secondary fire activity within Dumfries and Galloway with deliberate ignition of refuse containers being the second most common secondary fire types. Deliberate primary fires have seen a slight increase on the previous year with current activity being similar to the previous four year average.



## REDUCTION OF FIRES IN NON-DOMESTIC PROPERTIES

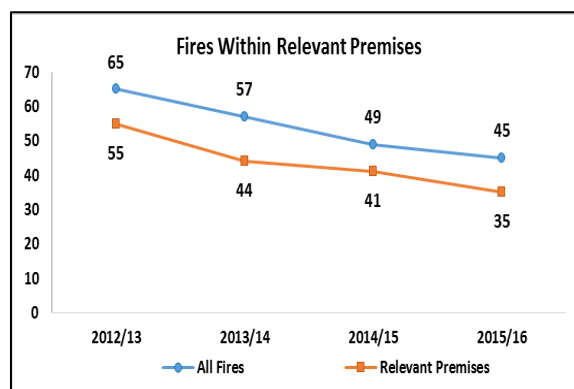
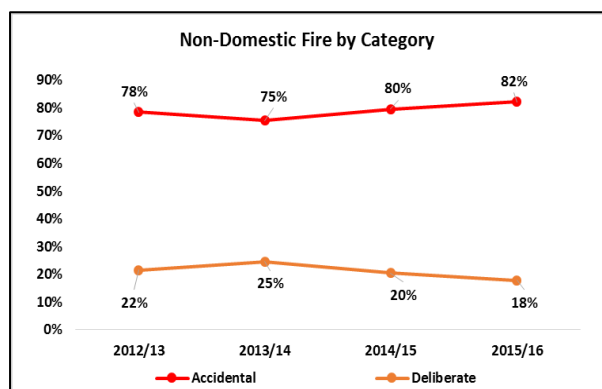
### PERFORMANCE OUTCOME

Current data shows Dumfries and Galloway remain below the three year Scottish average target for 2016/17 and classed as **Green** with a downward trend over the last 4 years. Whilst overall the number of non-domestic fires account for only 4% of all operational mobilisations, just over 81% of all non-domestic fires involve premises within the Business or Service sectors. In reviewing data over the last 4 years, the rate of non-domestic premises involving the business or service sector per 10,000 population within Dumfries and Galloway is **2.13**, which is around the lower end when compared against all local authorities and below the Scottish average.



In reviewing the previous 4 years activity for non-domestic fires, just over three quarters of all incidents (76%) are classed as accidental in origin. Both accidental and deliberate incidents have been decreasing over the four year reporting period.

Business and Service sector premises normally fall within the scope of Part 3 of the Fire (Scotland) act 2005 as amended and are classed as 'Relevant Premises'. Given the importance of the protection of the local economy, monitoring of activity within Relevant Premises is ongoing in conjunction with a programme of fire safety enforcement audits. Current analysis identified a year on year reduction in fires within Relevant Premises between 2012 and 2016. Current data shows fires within Relevant Premises being 63% of the 55 fires recorded in 2012/2013.



## REDUCTION IN ROAD TRAFFIC COLLISIONS

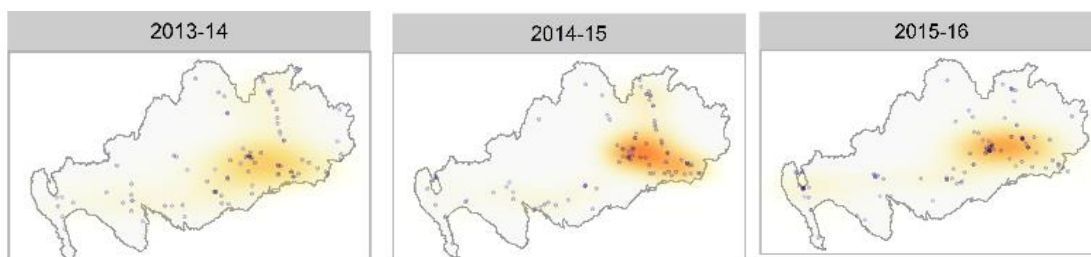
### PERFORMANCE OUTCOME

| Non- Fire Emergency           | 2013/14 | 2014/15 | 2015/16 | 2016/17* | RAG** |
|-------------------------------|---------|---------|---------|----------|-------|
| Road Traffic Collisions (RTC) | 89      | 91      | 102     | 87       | ●     |
| Non-fatal RTC Casualties      | 81      | 64      | 80      | 42       | ●     |
| Fatal RTC Casualties          | 6       | 7       | 12      | 7        | ●     |

\*Incomplete data

\*\*Current progress against three-year average

Within Non-Fire Emergencies recorded, the SFRS attends on average 94 road traffic collisions per year (average taken over 3 years period). Trends in 2015/2016 were not in fitting with previous years with an increase in the number of collisions attended. The number of fatalities attributed to RTC's also increased by approximately 92%. On further examination, no trends relating to age, sex, and location were identified. Incomplete data for 2016/2017 suggests figures returning to those normally recorded.

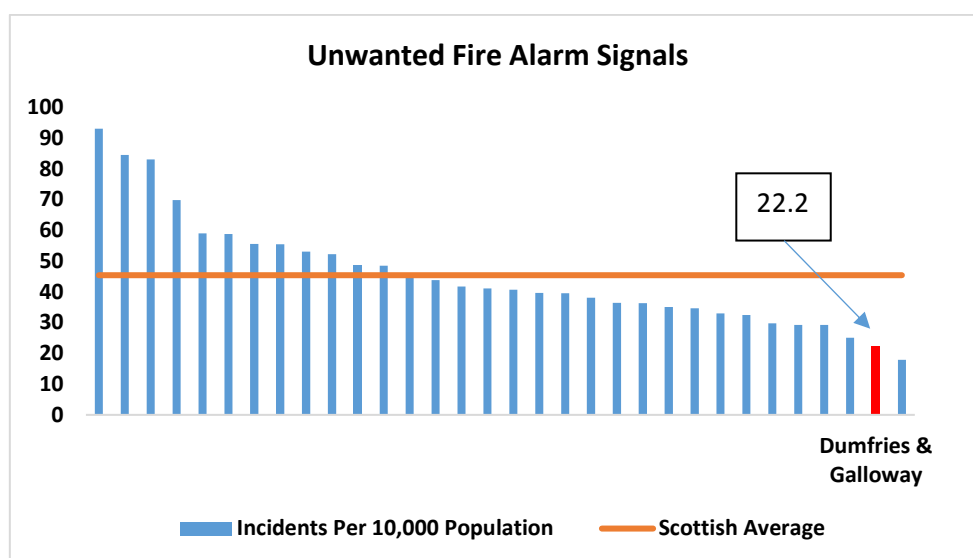


The majority of RTC's are situated around the Dumfries and Annan areas, with 'hot spots' also identified along the regions main anterior routes.

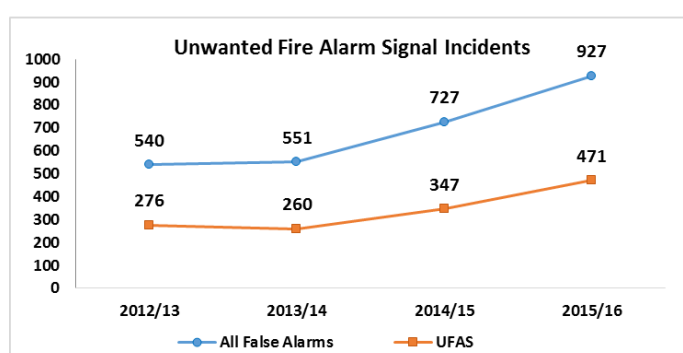
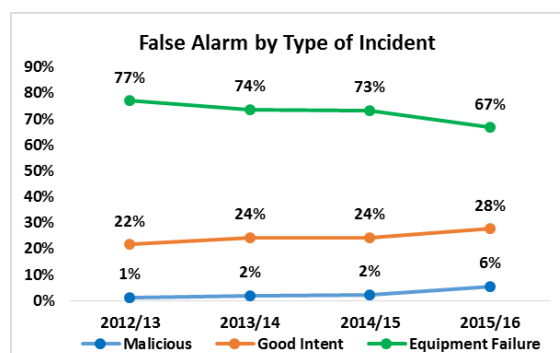
## REDUCTION OF UNWANTED FIRE ALARM SIGNALS

### PERFORMANCE EXPLAINED

Dumfries and Galloway is currently placed well below the three-year Scottish average target for 2016/17 and is classed as **Green**. A large rise in attendance to fire alarm activations from 2013 to 2016 can be attributed to the merger of Strathclyde and Dumfries and Galloway Operational Control Rooms and a change in procedures. In total, all false alarms account for 49% of all operational mobilisations. Various types of false alarms fall into this category with Unwanted Fire Alarm Signals (UFAS) having been identified as the cause of 49% of all false alarms. In reviewing data over the last 4 years, the rate of UFAS incidents per 10,000 population within Dumfries and Galloway is **22.2**, which is second lowest number of instances when compared against all local authorities and is also significantly below the Scottish average



In reviewing the previous 4 years activity for UFAS incidents, weekdays indicate the greatest prevalence of UFAS incidents with the period between 0800 hours and 1500 hours being the most common time period for UFAS incidents. Review of the data suggests these instances, on a general basis may be related to the most frequent periods of when buildings are occupied. In examining the cause of alarms, a number of factors may be attributed to the building occupants contributing to the alarm operating such as cooking, testing of the system, or accidentally/carelessly setting off the alarm, which over the previous 4 years has accounted for 34% of all alarm activations. Review of the property types responsible for UFAS incidents has identified residential homes, hospital/medical care facilities and schools as the most common property types which the SFRS attend, which collectively over the past 4 years has been responsible for 35% of all UFAS incidents.

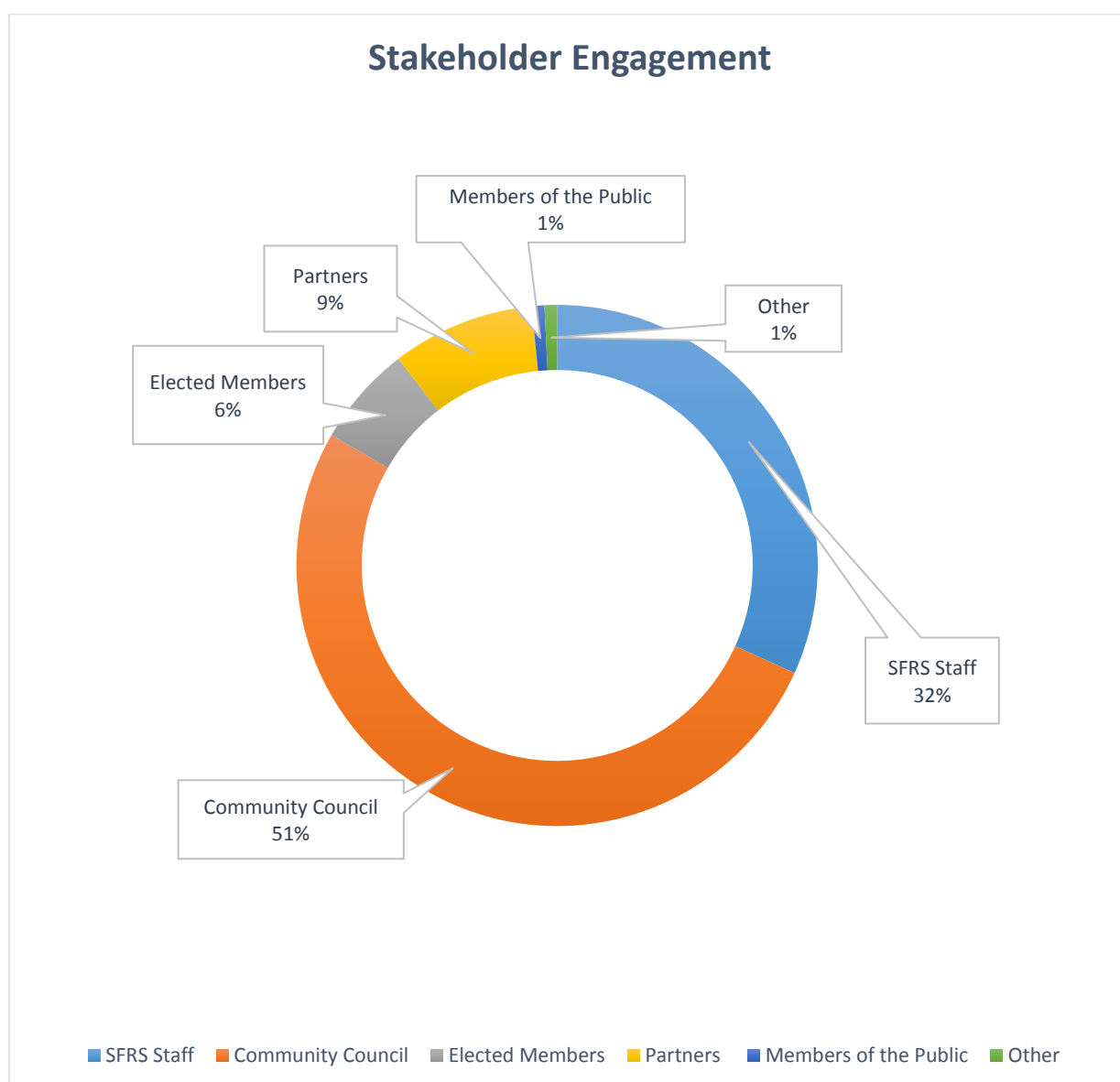


## ENGAGEMENT – WHAT OUR STAKEHOLDERS TOLD US

Building on the intelligence we gathered during engagement and consultation of our Strategic Plan 2016-19 we re-engaged with our key stakeholders to seek further views on our local service delivery.

To carry out a full review of our current plan we engaged with stakeholders through the promulgation and promotion of an online survey hosted by Citizenspace to find out how people perceived our performance in relation to our Dumfries and Galloway Local Area Plan 2014-2016. Stakeholders were also given an opportunity to comment on what issues mattered most to them, in order to improve decision-making and accountability as we move forward in the development of our Dumfries and Galloway Local Area Plan 2017.

The chart below shows a breakdown of the responses received;





Examples of the feedback and the context of those providing feedback;

What do you think are the key strengths of the Scottish Fire and Rescue Service?

***“Putting safety first, strategic planning and preparation through effective relationships and partnership working and your culture of continuous improvement.”- Anonymous return.***

How well do you think the Scottish Fire and Rescue Service is performing in your area?

***“Generally very well considering the circumstances of budget cuts and increasingly reduced resources. What is clear at the moment is the improved buy in to engage and work with other services at incidents particularly ourselves at Water incidents.”- Community Council response***

What really matters to our local communities?

***“Assurance that the SFRS has an effective presence with the right resources and is working in partnership with other organisations to deliver the best protection for all members of the community.”- Partner response***

Stakeholders were also asked to provide comments also suggested that the SFRS and the local area should consider;

***“The Service should continue to deliver, where possible, at a local level under the national umbrella to ensure a softer connection with the communities.”- SFRS Staff response***

***“The Emergency Cover Review should not be looked at purely on population. The Scottish Fire and Rescue Service is seen as effective at partnership working and the issue is around other partners being engaged. The review of the RDS should be radical without creating additional burden.”- Elected Members***

***“No observable change either negative or positive following the transfer from Dumfries & Galloway to Scottish Fire & Rescue. The fact that it appeared to be a seamless transition is to be commended.”- Community Council***

***“It would be good to have an update on plans and what you see as the challenges in the future. Community information evenings would be very helpful.”- Dumfries and Galloway Council***

It was recognised that persons at risk are often known to other organisations therefore areas such as information sharing; joint training and an integrated joint response within a partnership environment could enhance the safety and well-being of those at risk within our communities. Feedback also highlighted the need to consider the provision of services and support to persons who are sensory impaired and this was highlighted as a common challenge across organisations.

Overall an underlying theme was one where the SFRS should continue to promote the safety and well-being within the home environment.

## **SCRUTINY – WHAT WE LEARNED FROM THE HM FIRE SERVICE INSPECTORATE (HMFSI)**

To support this formal review the outcomes from HM Fire Service Inspectorate's Local Area Inspections, that examine the development and delivery of Local Fire and Rescue Plans, have also been considered.

By undertaken inspections of our service delivery within local authority areas, HMFSI can provide independent assurance to Scottish Ministers and the public that adequate provision for local service delivery is being made, there is equal access to specialist resources, service provision and partnership working is of sound quality and strong scrutiny arrangements are in place. This allows them to maintain a good awareness of how well we are functioning and build intelligence to inform future inspections.

By the end of the period 2016/17 it is planned that SFRS service provision will have been examined in nine local authority areas. These areas were Aberdeen City, East Renfrewshire, Western Isles, West Lothian, Dundee, South Ayrshire, Scottish Borders, Moray and Glasgow City. Once prepared, these inspection reports are published by HMFSI on their [website](#).

On examining the published Local Area Inspection Reports, we noted that HMFSI generally felt there was a need to identify unique characteristics for each local area and provide clearer use of risk-based evidence to identify and shape priorities across our Local Plans. They would also like to see a stronger emphasis made on specific local priorities and contribution supported by appropriate level of local performance measures. Local priorities and measures should be balanced against our national needs as well as aligned to the collaborative partnership working requirements of Local Outcome Improvement Plan delivery.

## CONCLUSION

In reviewing the progress against the priorities within the Local Fire and Rescue Plan for Dumfries & Galloway (2014 – 2017), it has been identified that operational demand in the longer term has been reducing, however review of activity during the current fiscal year indicates fluctuations in operational demand has been occurring.

A key approach to reducing demand is through effective engagement and by working in partnership to support our more vulnerable members within our communities. As a national organisation the SFRS is also progressing with its transformational agenda to develop the organisation in an environment of continuous financial challenges. This presents opportunities for the SFRS to develop its role at a local level in the protection of our communities across Dumfries & Galloway through the strengthening of existing partnerships, whilst seeking new partnership approaches to manage, mitigate and reduce risk.

To support the pursuance of transformational efficiencies, reducing service demand is essential to provide the means to utilise the totality of SFRS resources to maximum benefit. It is recognised however, regardless of how active the SFRS is in its prevention agenda, operational demand will still be present. It is therefore vital to ensure the SFRS is able to respond as and when such demand arises. The process of identifying and reviewing the range of risks within our communities will provide the basis as to how we will manage and respond to such risks to safeguard the safety of our firefighters and our communities.

The review of the Local Fire and Rescue Plan for Dumfries & Galloway over the period 2014 – 2017 has considered the progress that has been made to date and supported the development of key priorities for the next plan. Meeting the challenges in the new plan will not be achieved in isolation but through effective partnership working and as such, the new Local Fire and Rescue Plan will seek to compliment and contribute to the integrated approach to Community Planning within Dumfries & Galloway.

## **RECOMMENDATIONS**

It is recommended that the following priorities are taken forward in the new Local Fire and Rescue Plan for Dumfries & Galloway area:

Priority 1: Domestic Safety

Priority 2: Unintentional Injury and Harm

Priority 3: Deliberate Fire Setting

Priority 4: Non-Domestic Fires

Priority 5: Unwanted Fire Alarm Signals

Priority 6: Operational Resilience and Preparedness