

**REPORT TO: DUNDEE CITY COUNCIL COMMUNITY SAFETY AND PUBLIC
PROTECTION COMMITTEE**

REPORT NUMBER – 81-2017

13TH MARCH 2017

Report by Area Manager Colin Grieve, Scottish Fire and Rescue Service

**SUBJECT: FIRE AND RESCUE QUARTERLY PERFORMANCE REPORT
1ST OCTOBER TO 31ST DECEMBER 2016**

Abstract

The Report contains performance information relating to the second quarter third quarter (October - December) of 2016-17 on the performance of the Scottish Fire and Rescue Service in support of Member scrutiny of local service delivery.

1 PURPOSE OF THE REPORT

To provide information for the Committee regarding the performance of the Scottish Fire and Rescue Service against the priorities, outcomes and performance indicators detailed within the Local Fire and Rescue Plan for Dundee 2014-17, to facilitate local scrutiny.

2 RECOMMENDATIONS

It is recommended that members:

Note, scrutinise and question the content of this report.

3 FINANCIAL IMPLICATIONS

None.

4 PERFORMANCE

4.1 A performance management framework has been developed to facilitate the monitoring of performance against the agreed priorities and outcomes ensuring effective targeting of resources and the principles of Best Value are met.

4.2 The Local Fire and Rescue Plan for Dundee 2014-17 was approved by the Policy and Resources Committee on 18th March 2014.

4.3 The priorities and outcomes contained within the Local Fire and Rescue Plan reflect 'place' and the contribution of the Scottish Fire and Rescue Service to the Single Outcome Agreement and Delivery Plan for Dundee 2013-17.

4.4 In summary the following priorities are detailed within the plan:

- Priority 1 – Local Risk Management and Preparedness
- Priority 2 – Reduction of Accidental Dwelling Fires
- Priority 3 – Reduction in Fire Casualties and Fatalities
- Priority 4 – Reduction of Deliberate Fire Setting
- Priority 5 – Reduction of Fires in Non Domestic Properties
- Priority 6 – Reduction in Casualties from Non Fire Emergencies
- Priority 7 – Reduction of Unwanted Fire Alarm Signals

4.5 Appendix 1 attached to this report provides a detailed breakdown and analysis of all data collected during the reporting period. In addition further sections are included to provide Members with an overview of a range of notable incidents and events undertaken by the local personnel/stations in support of prevention activities and preparation for emergency response.

4.6 Appendix 2 attached to this report provides an overview of the three month performance against all performance indicators for the Dundee area.

5 EQUALITY IMPACT ASSESSMENT

5.1 Not applicable.

6 ENVIRONMENTAL ISSUES

6.1 There are no environmental issues arising as a consequence of this report.

7 SUMMARY

7.1 The attached report updates members regarding significant community safety engagement activities and operational matters; and gives context to the performance of the Scottish Fire and Rescue Service in the Dundee area.

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QUARTERLY PERFORMANCE REPORT FOR DUNDEE



SCOTTISH
FIRE AND RESCUE SERVICE
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Quarter 3: 2016-2017 (1st October – 31st December)

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Performance Summary

This report contains a review of the local performance of the Scottish Fire and Rescue Service (SFRS) against the seven agreed priorities as detailed in the Local Fire and Rescue Plan for Dundee 2014-17. The SFRS continue to deliver a range of services to improve the safety of our local communities.

These will directly contribute to the four strategic aims of the SFRS:

- Improved safety of our communities and staff
- Improved outcomes through partnership
- More equitable access to fire and rescue services
- Develop a culture of continuous improvement

Performance Scorecard

We measure how well we are meeting our priorities using a number of key performance indicators. The main indicators are detailed below with further ones detailed under each priority contained within pages 2-14 of this report:

Key Performance Indicator	Q3 Oct-Dec 2012/13	Q3 Oct-Dec 2013/14	Q3 Oct - Dec 2014/15	Q3 Oct-Dec 2015/16	Q3 Oct-Dec 2016/17	5 Year Average	Quarterly Comparison RAG Rating	Year to Date RAG Rating
Accidental Dwelling Fires	61	57	46	54	45	53		
Fire Casualties and Fatalities	15	14	10	17	4	12		
Deliberate Fire Setting	163	163	152	129	209	163		
Non Domestic Property Fires	19	17	20	25	15	19		
Special Service - All	101	79	73	82	76	82		
False Alarms – All	577	577	558	593	596	580		

Key

Red	10% more than previous result or local target not met (worse than)	
Amber	Up to 9% more than previous result or local target not met (worse than)	
Green	Equal to or better than previous result/or local target met (better than)	

Note

- Quarterly comparison Red, Amber or Green (RAG) Rating = The reporting period compared to the average of the five previous quarterly reporting periods.
- Year to Date RAG Rating = The cumulative total of all quarterly performance in current year compared to cumulative total of all quarterly performance in previous year.

PRIORITY 1: Local Risk Management and Preparedness

We are committed to ensuring that we have a competent workforce equipped with the essential knowledge and skills to ensure that they can undertake their role in an efficient, effective and safe manner. We have therefore identified core skills which have been deemed as critical to maintaining competence and ensuring the safety of firefighters at incidents. The identified risk critical core skills and frequency of refresher training and assessment are provided below:

- Breathing Apparatus - 3 yearly
- Tactical Ventilation - 3 yearly
- Compartment Fire Behaviour - 3 yearly
- First Aid - 3 yearly

We currently have 188 wholetime and 13 retained operational (station based) personnel working in Dundee to provide an emergency response capability. At the end of this reporting period the following percentage of personnel demonstrated competence in each of the risk critical core skills:

Breathing Apparatus -	98%	Compartment Fire Behaviour -	99%
Tactical Ventilation -	83%	First Aid -	97%

On-going training in each of these areas continues to be provided at station level. Personnel who cannot demonstrate competence in all areas are required to complete a required development programme at the earliest opportunity.

Crews have been adhering to the Firefighter Development Programme to plan training events to achieve the Extrication, Collapsed Structures, Compartment Fire Behaviour, Casualty Care and Explosives modules. Exercises that have been completed include:

- B.A./Fire Behaviour at Kingsway East and Blackness fire stations
- Collapsed Structures
- Hazardous Materials/Initial Response (Blackness and Macalpine)
- Road Traffic Collision - Perth
- First Aid scenarios

Senior Managers attended the recent multi agency Safe Steeple Exercise which simulated a terrorist attack in Dundee. Three members of staff have also completed the Detection, Identification and Monitoring course designed to identify unknown substances at incidents involving hazardous materials.

All watches are active in carrying out Operational Risk Information (ORI) visitations and efforts are focused on premises which constitute a significant life, heritable or firefighter risk enhancing their awareness of hazards that may be encountered in these buildings. 38 properties have been visited during the reporting period including care homes, commercial/industrial premises and businesses that utilise silos following a health and safety investigation relating to an incident in Forres.

PRIORITY 2: Reduction of Accidental Dwelling Fires

A total of 45 accidental dwelling fires were attended by operational crews during the 3rd quarter of 2016-17. This number of incidents is lower than the the five year average. 36 of the properties had a smoke alarm present and at 30 of these incidents, the smoke alarm that was present raised the alarm. By far the biggest cause of fire was cooking related (25 incidents), careless handling of smoking materials (7), negligent use of heat sources (6); and faulty appliances/equipment (6). Alcohol and/or drugs was deemed to be a contributory factor at 10 of the incidents.

The spread of fire and method of extinguishment is a means of measuring the severity of fire. Only six incidents required firefighting media to be applied (3 hosereel; 2 water from container; 1 CO₂ extinguisher) removing items from heat sources and disconnecting the electricity supply was successful on 21 occasions. No firefighting intervention was required at 18 of the incidents as these involved small fires that had been extinguished or had burned out prior to our arrival. Only one fire spread to other rooms, with 6 fires being contained within the room of origin. 15 fires were limited to the item first ignited with no fire damage being recorded at a further 23 incidents.

Our HFSV programme is aimed at increasing the safety of our communities by preventing fires as well as improving the level of smoke detector ownership and maintenance which promotes early detection of fire and reduces the likelihood of occupiers suffering injury and limits any damage caused to property. We continue to work with partner agencies to identify those most vulnerable to the effects of fire in order that we can properly target our initiatives and HFSVs.

During the first nine months of 2016-17 we have completed a total of 3193 HFSVs in Dundee against a target of 2820. The majority of these were conducted at high/medium risk premises:

HFSVs Conducted 1 April – 31 December 2016			
High Risk	Medium Risk	Low Risk	Total
1409	1174	610	3193

Notable Incident

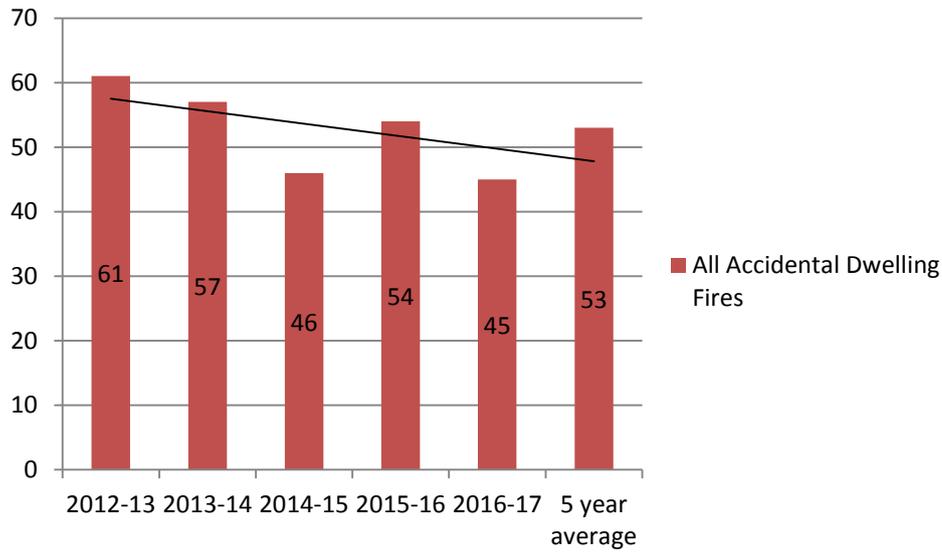
Dwelling Fire – Court Street

Fire control mobilised two appliances to a fire in a first floor flat. When they arrived it was thought that the occupier was still in the property so an additional appliance was requested. A crew wearing breathing apparatus were deployed to extinguish the fire and conduct a search of the flat. The fire was extinguished by a hosereel and the search confirmed that the flat was not occupied at the time of the fire. Positive pressure fans were utilised to clear smoke from the property and all residents of the block were contacted to ensure that they were safe.

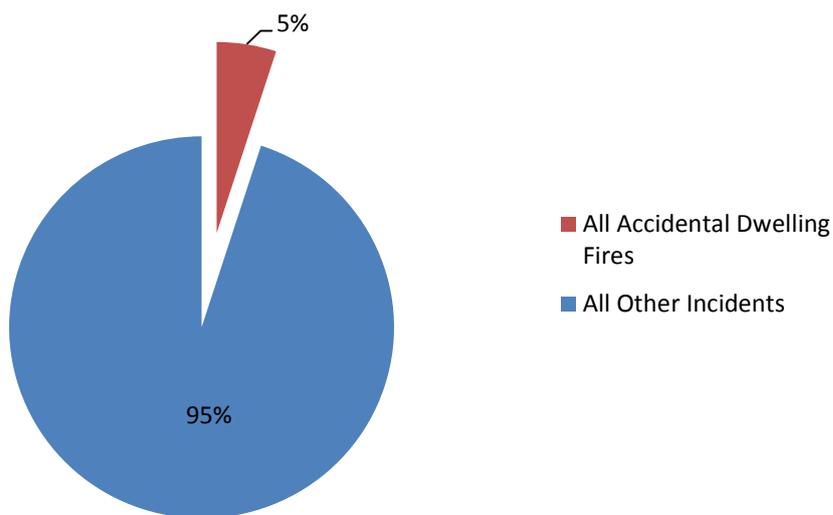
The cause was deemed to be the careless disposal of smoking materials with the furniture in the room being heavily damaged. The property was equipped with a working smoke detector but this did not raise the alarm on this occasion. The use of alcohol/drugs was deemed to be a contributory factor. Firefighters remained at the scene to conduct post fire Home Safety Visits and to provide reassurance to the tenants.

Key Performance Indicator		Q3 Oct-Dec 2012/13	Q3 Oct-Dec 2013/14	Q3 Oct-Dec 2014/15	Q3 Oct-Dec 2015/16	Q3 Oct-Dec 2016/17	5 year average	Trend
2b(i)	All accidental dwelling fires	61	57	46	54	45	53	↓

3rd Quarter: October – December 2016



Incident Profile - Percentage of Accidental Dwelling Fires



PRIORITY 3: Reduction in Fire Casualties and Fatalities

The term non-fatal fire casualties relates to any person who has received any form of first aid treatment or medical attention at the scene of an incident regardless of the nature of the injury. This could range from a person receiving a precautionary check at the scene of an incident to removal to hospital for severe smoke inhalation.

It is extremely pleasing to note that only four fire casualties were recorded during this reporting period with two people sustaining burns and two suffering smoke inhalation. 2 of these casualties sustained injuries when discovering the fire, one when the fire started with the final person being injured when returning to the fire compartment.

Only one of the casualties required hospital treatment for minor burns with the remainder being given first aid treatment at the scene. 3 of the fires occurred in domestic properties (2 cooking; 1 careless handling of smoking materials) with the fourth in a non domestic property (overheating electric fire).

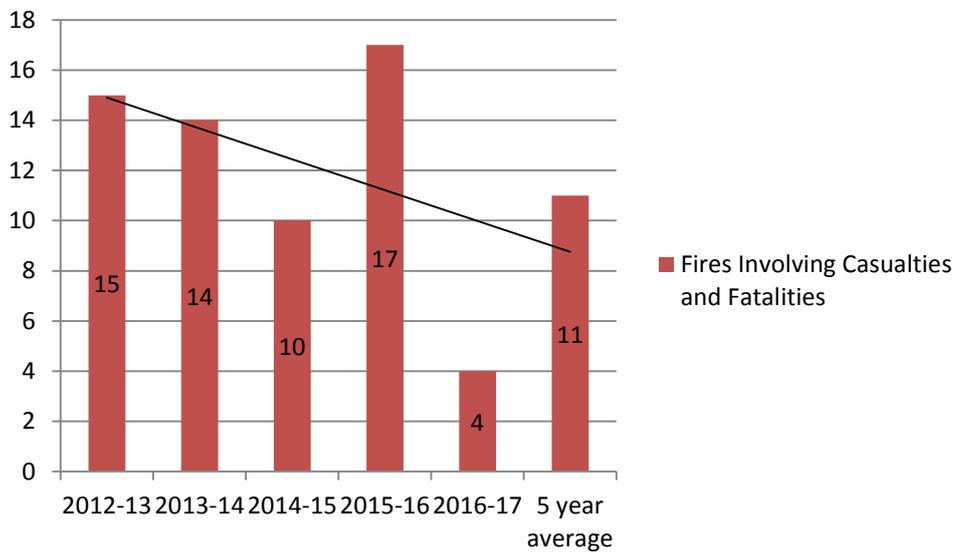
We continue to develop links with partner agencies with the aim of identifying people most at risk to the effects of fire in order that we can develop joint risk reduction strategies. Our Home Fire Safety Visit initiative and local strategy in conjunction with the development of closer partnership working arrangements has been instrumental in contributing to safer communities.

Additionally a case study is conducted following every injury from fire in a dwelling. The purpose of the case study is to identify the circumstances surrounding the incident and eliminate further risk based on the lessons learned. Where necessary our partner agencies contribute to these case studies to develop appropriate care packages aimed at reducing the risk of fire within our communities.

Key Performance Indicators		Q3 Oct-Dec 2012/13	Q3 Oct-Dec 2013/14	Q3 Oct-Dec 2014/15	Q3 Oct-Dec 2015/16	Q3 Oct-Dec 2016/17	5 year average	Trend
3a(i)	All fatal fire casualties	0	0	1	0	0	0	↓
3a(ii)	Non-fatal fire casualties excl. precautionary checkups	13	10	9	10	4	9	↓
3a(iii)	Non-fatal fire casualties incl. precautionary checkups	15	14	9	17	4	12	↓

3rd Quarter: October – December 2016

(The graph below shows all fatal fire and non-fatal fire casualties)



PRIORITY 4: Reduction of Deliberate Fire Setting

A total of 14 deliberate primary fires were attended by operational crews during the third quarter of 2016-17. This is below the five year average for this type of incident. Nine of these incidents were dwelling fires with the remainder being 2 garden sheds, a motor vehicle, an industrial unit and secure storage containers on a construction site.

Intelligence relating to building fires is shared with our partners during multi-agency tasking and co-ordinating meetings and is discussed at the fire related anti-social behaviour group. Actions agreed at these meetings have led to improvements such as increased security at premises and frequent patrols in high risk areas conducted by Community Wardens. Local managers have been working closely with partner agencies to identify those responsible in order to reduce incidents of this type. Where young people are identified as having committed these acts they are referred to our prevention team where appropriate, as part of our 'Fire Setters' intervention programme.

A total of 195 deliberate secondary fires were attended by operational crews during the reporting period which is higher than the five year average. 2 of these incidents were in derelict buildings at Forties Road and Mains Loan. 88 incidents involved wheelie bins, 49 grass and scrub with refuse being ignited on a further 45 occasions.

Analysis of the incidents attended has identified areas that are of particular concern. These events have occurred within the North East (77 incidents), East End (43) and Lochee wards (33). It is pleasing to note that in the Strathmartine area 17 incidents were reported compared to 33 incidents in the previous quarter. 11 incidents occurred in West End, 8 in Coldside, 5 in Maryfield and 1 in The Ferry. In the North East the worst affected areas are in the vicinity of Berwick Drive, Whitfield Drive/Lothian Crescent/Murrayfield and Cheviot Crescent. Other areas of concern include South Road in Lochee and Pitairle Road/Mauchline Avenue and Happyhillock Road/Linlathen in the East End.

A number of initiatives have been undertaken to reduce these incidents such as leaflet drops, fire safety talks, partnership meetings and various youth engagement activities. Local managers have been working closely with Police Scotland and other partners to address this matter.

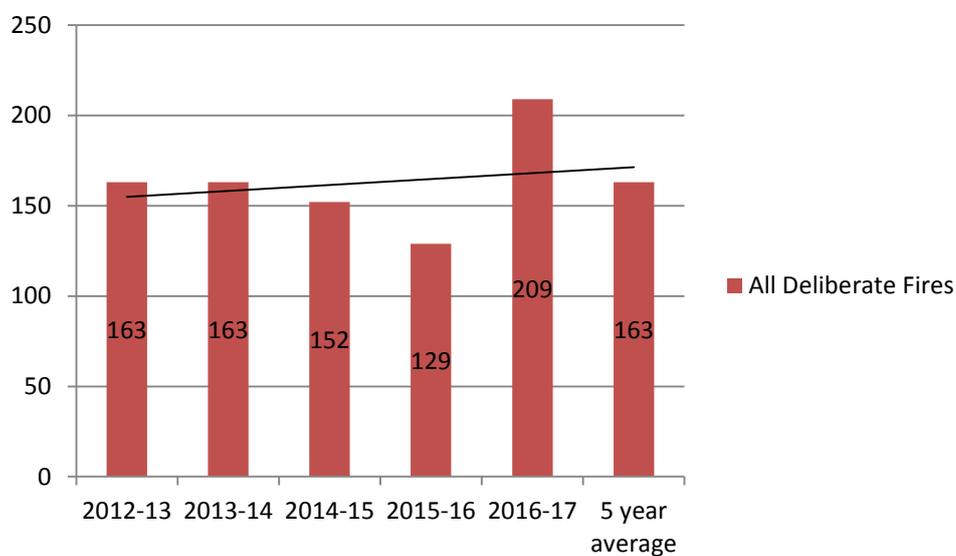
Notable Incident

Experience gained from previous years has influenced the preparations for Bonfire Night. SFRS personnel carried out a number of visits to schools to describe the consequences of deliberate fire setting. This message was relayed to youth groups by our CLD colleagues. The weekly MATAAC meetings tasked Community Wardens to engage with local young people and identify any accumulations of material that could have been used to build bonfires. This material was uplifted by the Environment Department. SFRS, Police Scotland and Community Wardens crewed a joint service vehicle to engage with communities on 5th November.

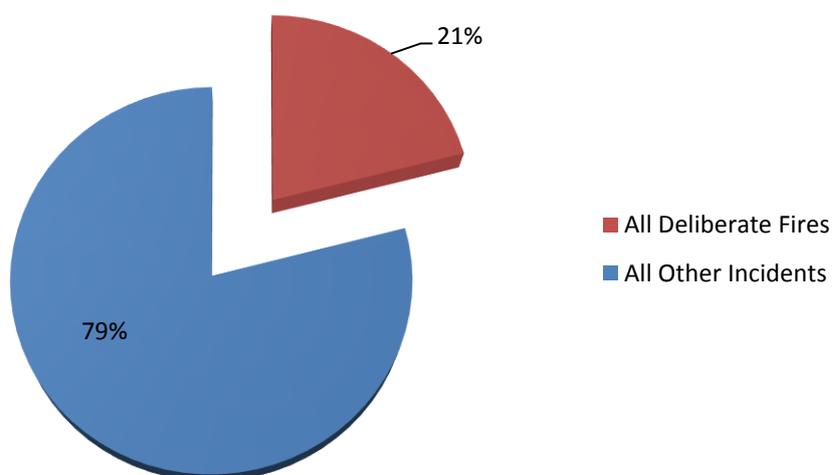
This preparatory work and the promotion of Dundee City Council's organised events contributed to only 17 bonfires being extinguished even though the event occurred on a clear, dry Saturday night.

Key Performance Indicators		Q3 Oct-Dec 2012/13	Q3 Oct-Dec 2013/14	Q3 Oct-Dec 2014/15	Q3 Oct-Dec 2015/16	Q3 Oct-Dec 2016/17	5 year average	Trend
1b	All deliberate primary fires	19	8	20	20	14	16	↓
1b(ii)	All deliberate other building fires	3	1	5	6	3	4	↓
1c	All deliberate secondary fires	144	155	132	109	195	147	↑

3rd Quarter: October – December 2016



Incident Profile - Percentage of Deliberate Fires



PRIORITY 5: Reduction of Fires in Non Domestic Properties

There were a total of 15 fires in non-domestic properties which were attended by operational crews during the third quarter of 2016-17. This is below the five year average of 20 incidents.

12 of these incidents were accidental events including 3 in industrial property and 3 commercial fires. Further incidents occurred in a sheltered housing complex, hotel, college, hospital, residential home and a garden shed. These incidents were caused by faulty/overheating equipment (4), accidental ignition of refuse (3), cooking (3) and the careless disposal of hot materials. 3 deliberate fires were recorded which affected an industrial building with refuse ignited next to the property, a garden shed and secure storage containers as a construction site.

The efforts of our dedicated Community Safety Engagement (CSE) and Fire Safety Enforcement (FSE) staff in conjunction with various partners has been instrumental in improving the safety of our communities.

In relation to our statutory legislative fire safety requirements our FSE personnel have been targeting specific premise types to ensure they comply with the fire safety requirements of the Fire (Scotland) Act 2005. Premise types that are being targeted are as follows:

- Care Homes
- Hospitals
- Houses of Multiple Occupation (HMO's) (risk based approach)
- High/Very High risk premises identified during a previous audit
- Any relevant premise who experiences a fire

All premises located within Dundee falling into the above categories are scheduled to be audited during the year with 636 planned and 14 post fire audits being completed.

Notable Incident

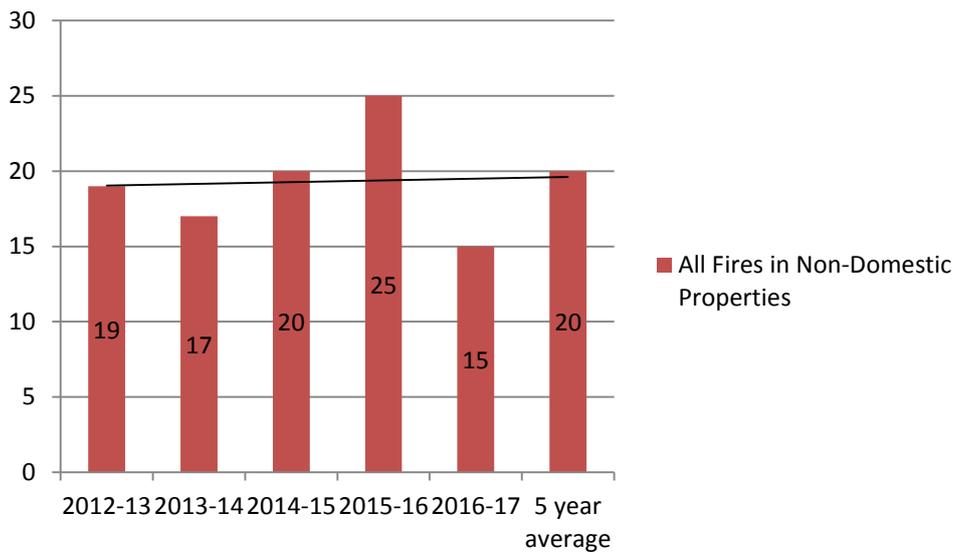
Fire in Restaurant – Perth Road

Crews were called to a fire in an extraction system in a ground floor restaurant. The extraction ducting was fixed to the wall of a tenement building with the outlet being above the roofline. 10 breathing apparatus wearers and an aerial appliance were utilised to extinguish the fire. A basement bar was also damaged by water runoff from the fire. Crews utilised hand tools and thermal imaging cameras to ensure that no areas of unidentified fire spread were present. Positive pressure fans were used to remove smoke from the restaurant, the adjacent stairwell and flats.

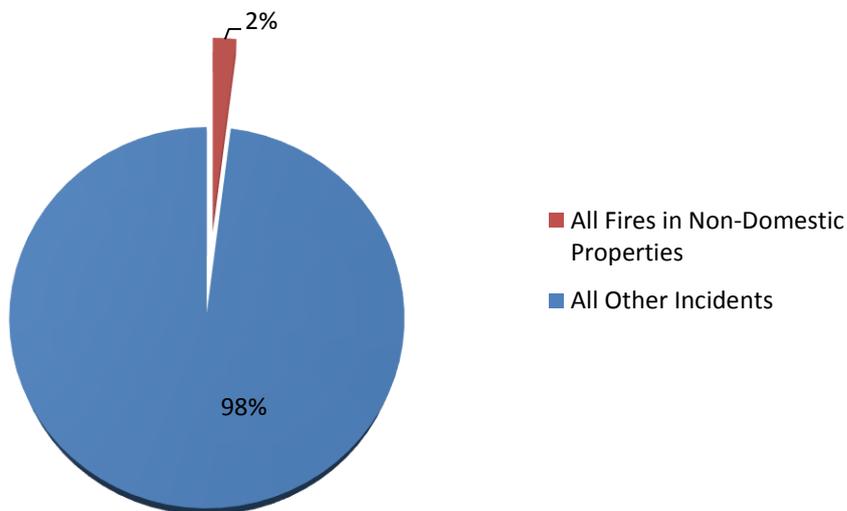
Contact was made with the owners of the businesses and residents of the tenement to ensure that everyone was safe. These discussions also provided advice and reassurance to those affected by the fire.

Key Performance Indicators		Q3 Oct-Dec 2012/13	Q3 Oct-Dec 2013/14	Q3 Oct-Dec 2014/15	Q3 Oct-Dec 2015/16	Q3 Oct-Dec 2016/17	5 year average	Trend
2b(ii)	All accidental other building fires	16	16	15	19	12	16	↓
1b(ii)	All deliberate other building fires	3	1	5	6	3	4	↓

3rd Quarter: October – December 2016



Incident Profile - Percentage of Fires in Non-Domestic Properties



PRIORITY 6: Reduction in Casualties from Non Fire Emergencies

Most non fire emergencies are classed as Emergency Special Service Calls (ESSC's). These can include a wide variety of incidents from Road Traffic Collisions (RTC's), water rescues and flooding, through to the removal of dangerous objects from height such as loose masonry or people becoming trapped and requiring to be rescued. The number of these calls can often be attributed to severe weather conditions within the local area therefore the number of incidents of this type has a tendency to fluctuate with trends being challenging to predict.

SFRS resources were required to attend 9 RTCs during this reporting period which is consistent with the five year average. None of these incidents required personnel to be deployed to release people from vehicles. Crews made vehicles safe at seven RTCs with three casualties reported.

We also attended 7 incidents to deal with flooding which were all of a minor nature. Crews were able to stem water flow on 5 occasions and provided safety advice at the other 2 incidents.

Additionally we attended 3 special service extrication calls which included removing a person from the roof of a school, assisting an elderly gentleman who was locked in a bathroom and releasing a child from a locked motor vehicle. None of those involved in these extrications required medical assistance.

Analysis of the other ESSC's attended by the SFRS (57) has highlighted that the largest number of incidents were to deal with assisting people locked in their property who were in distress or required medical assistance (19). Other events included 12 lift rescues, 10 assist other agencies, 3 making dangerous structures safe, 3 hazardous material incidents and 1 occasion where SFRS were first responders to a medical incident (one casualty reported).

Notable Incident

Safe Drive Stay Alive 2016

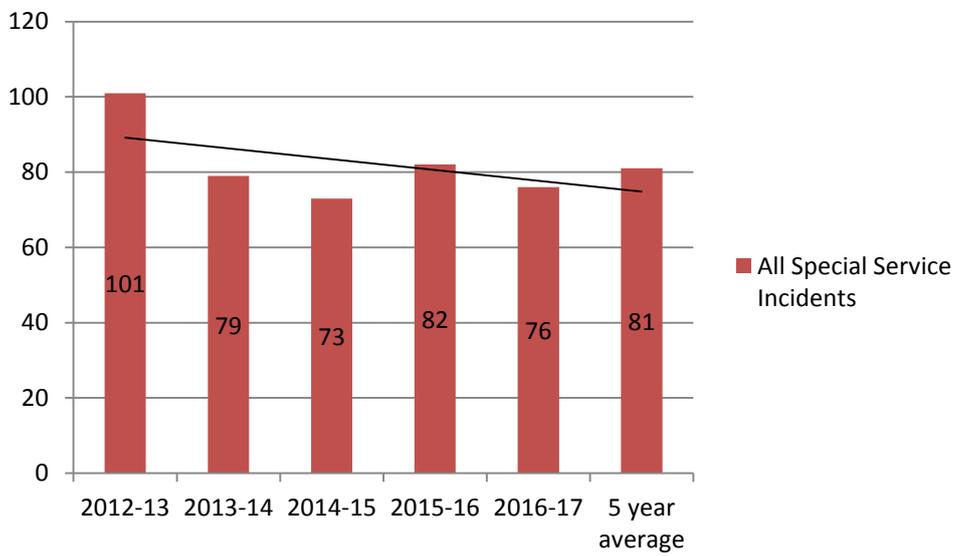
More than 1100 young adults from schools and colleges across Dundee were given a clear insight to the potential consequences that follow serious road collisions.

Incorporated into a film are talks from emergency responders who describe the personal impact of attending this type of incident. They also explained how they approach informing the next of kin and how families react when told a loved one has been killed. This was followed by real life family members who have had their lives dramatically changed by a road traffic collision. Their testimonies were hard hitting and very emotive to the audience sharing their very serious and long lasting experiences of irresponsible driving.

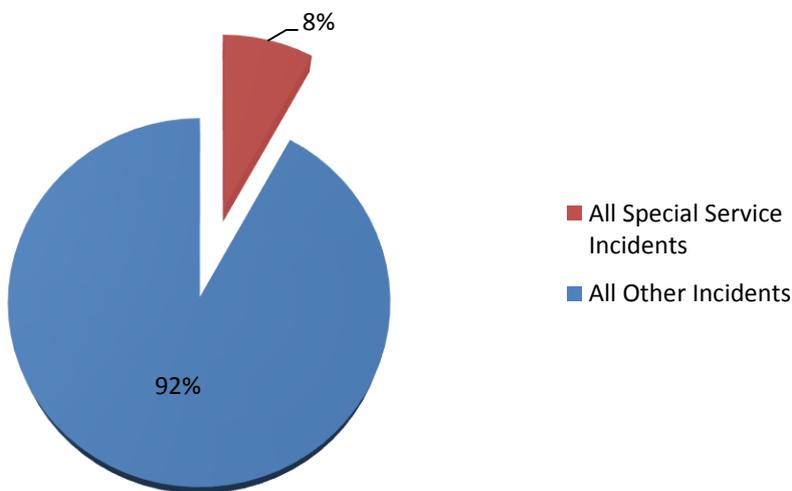
This year's event which was organised by Scottish Fire and Rescue Service and supported by partner agencies including: Scottish Ambulance Service, Police Scotland, Tayside Trauma Team, St Andrews First Aid and the Scottish National Blood Transfusion Service.

Key Performance Indicators		Q3 Oct-Dec 2012/13	Q3 Oct-Dec 2013/14	Q3 Oct-Dec 2014/15	Q3 Oct-Dec 2015/16	Q3 Oct-Dec 2016/17	5 year average	Trend
5a	Special Service Road Traffic Collisions (RTCs)	13	4	12	9	9	9	→
5b	Special Service Flooding	21	10	14	10	7	12	↓
5c	Special Service Extrication	6	5	5	2	3	4	↓
5d	Special Service Others	61	60	42	61	57	56	→

3rd Quarter: October – December 2016



Incident Profile - Percentage of Special Service Incidents



PRIORITY 7: Reduction of Unwanted Fire Alarm Signals

Unwanted Fire Signal (UwFS) calls are calls that we experience where an Automatic Fire Alarm (AFA) system is activated due to reasons other than a fire. This can range from accidental activations from cooking, steam from a shower or a technical fault with a system. They can also be defined as 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. These can be malicious, of good intent or caused by faults/unsuitable equipment within the alarm system.

A total of 596 UwFS were attended by operational crews during the third quarter of 2016-17. This is slightly above the five year average.

Of the incidents attended 73 were reported as false alarm good intent. These call were attributed to cooking, steam or fumes (16), a fire elsewhere, controlled burning or the location not being found (17) overheating appliances/light fittings (6). Other causes included reflected sunlight and activation of security systems/carbon monoxide detectors.

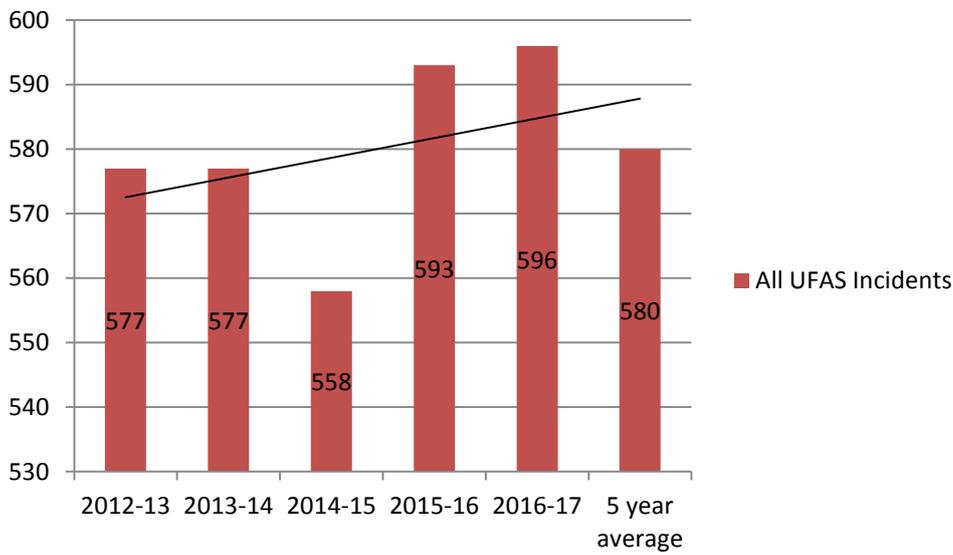
Malicious false alarms take the form of calls to the Scottish Fire and Rescue Service from mobile telephones and landlines falsely reporting fires or other emergency incidents as well as including the deliberate activation of fire alarm systems normally through the activation of break glass call points or detector heads. There were a total of 32 malicious false alarm calls which were attended by operational crews during the reporting period, 17 of which were in response to a fire alarm call point being activated (11 of these incidents occurred in schools).

The other category of false alarms includes equipment issues where the alarm system has activated correctly but no fire is present (491). The majority of these unwanted fire calls can be attributed to domestic dwellings (91) sheltered housing complexes (72), student accommodation (60), educational establishments (43), hospitals (42), temporary accommodation providers (31), and residential homes (27). In most cases this was due to cooking/burnt toast (145), faulty equipment (124), poor maintenance/dust (41), contaminants (44) accidental activation (34), and testing (32), cigarette smoke (28) and steam (26).

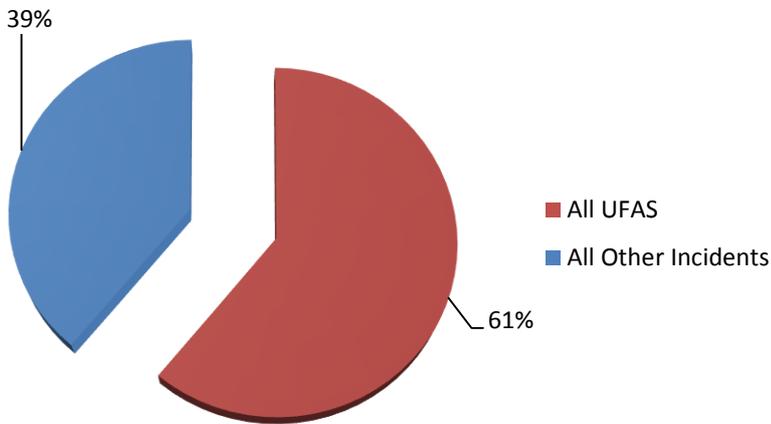
Operational personnel and dedicated Prevention and Protection staff continue to visit repeat callers to identify means of reducing this type of event. The festive engagement programme included talks to sheltered housing residents to promote home safety and raise awareness of the impact that false alarm calls have on SFRS resources and fellow residents.

Key Performance Indicators		Q3 Oct-Dec 2012/13	Q3 Oct-Dec 2013/14	Q3 Oct-Dec 2014/15	Q3 Oct-Dec 2015/16	Q3 Oct-Dec 2016/17	5 year average	Trend
10a	False Alarm: All	577	577	558	593	596	580	→
10b	False Alarm: Good Intent	106	73	76	59	73	77	↓
10c	False Alarm: Malicious	32	36	21	23	32	29	→

3rd Quarter: October – December 2016



Incident Profile - Percentage of Unwanted Fire Alarm Signals (UFAS)



Glossary of Terms

Accidental: Caused by accident or carelessness. Includes fires which accidentally get out of control.

Casualty: consists of persons requiring medical treatment including first aid given at the scene of the incident and also those sent to hospital or advised to see a doctor for a check-up or observation (whether or not they actually do). People sent to hospital or advised to see a doctor as a precaution, having no obvious injury, are recorded as 'precautionary check-ups'. Casualty figures do not include fatalities.

Deliberate: covers fires where deliberate ignition is suspected

Unwanted Fire Alarm Signal (UFAS): is defined as 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. These can be Malicious, of Good Intent or caused by faults/unsuitable equipment within the alarm system.

Fatality: a casualty whose death is attributed to a fire is counted as a fatality even if the death occurred later. Fatalities associated with Other Incidents can include attendance to assist Police or Ambulance colleagues when a person has been found who has committed suicide, for example. Often there is little we can do as a Service to influence this particular figure.

Primary Fires: includes all fires in buildings, vehicles and most outdoor structures or any fire involving casualties, rescues or fire attended by five or more pumping appliances.

Secondary Fires: These cover the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or if five or more appliances attend. They include fires in derelict buildings but not chimney fires.

Tayside Local Resilience Partnership: Local resilience partnerships (LRP's) are multi-agency partnerships made up of representatives from local public services, the emergency services, local authorities, the NHS, the Scottish Environmental Protection Agency and others. These agencies are known as Category 1 Responders, as defined by the Civil Contingencies Act. They are supported by organisations, known as Category 2 responders, such as public utility companies etc. and have a responsibility to co-operate with other Category 1 organisations and to share relevant information with the LRP. LRPs also work with other partners in the military and voluntary sectors who provide a valuable contribution to LRP work in emergency preparedness. The LRPs aim to plan and prepare for localised incidents and catastrophic emergencies. They work to identify potential risks and produce emergency plans to either prevent or mitigate the impact of any incident on their local communities.

KEY:

	Reduction against 5 year average
	Maintained
	Increase against 5 year average

PLEASE NOTE: The statistics featured throughout this report are provisional until the year end.

Dundee Performance Overview: 1st October – 31st December 2016

Key Performance Indicator	Q3 Oct-Dec 2012/13	Q3 Oct-Dec 2013/14	Q3 Oct - Dec 2014/15	Q3 Oct-Dec 2015/16	Q3 Oct-Dec 2016/17	5 Year Average	Quarterly Comparison RAG Rating	Year to Date RAG Rating
All deliberate primary fires (1b)	19	8	20	20	14	16		
All deliberate other building fires (1b(ii))	3	1	5	6	3	4		
All deliberate secondary fires (1c)	144	155	132	109	195	147		
All accidental dwelling fires (2b(i))	61	57	46	54	45	53		
All accidental other building fires (2b(ii))	16	16	15	19	12	16		
All fatal fire casualties (3a(i))	0	0	1	0	0	0		
Non-fatal fire casualties excl. precautionary checkups (3a(ii))	13	10	9	10	4	9		
Non-fatal fire casualties incl. precautionary checkups (3a(iii))	15	14	9	17	4	12		
Special Service Road Traffic Collisions (RTCs) (5a)	13	4	12	9	9	9		
Special Service Flooding (5b)	21	10	14	10	7	12		
Special Service Extrication (5c)	6	5	5	2	3	4		
Special Service Others (5d)	61	60	42	61	57	56		
False Alarm: All (10a)	577	577	558	593	596	580		
False Alarm: Good Intent (10b)	106	73	76	59	73	77		
False Alarm: Malicious (10c)	32	36	21	23	32	29		

Key

Red	10% more than previous result or local target not met (worse than)	
Amber	Up to 9% more than previous result or local target not met (worse than)	
Green	Equal to or better than previous result or local target met (better than)	

Note

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