

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

REPORT NUMBER – 282-2017

11TH SEPTEMBER 2017

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

SUBJECT: FIRE AND RESCUE QUARTERLY PERFORMANCE REPORT
1ST APRIL TO 30TH JUNE 2017

Abstract

The Report contains performance information relating to the first quarter (April - June) of 2017-2018 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
Working together for a safer Scotland

Quarter 1: 2017-2018 (1st April – 30th June)

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FOR THE FUTURE**

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	Q1 Apr-Jun 2013/14	Q1 Apr-Jun 2014/15	Q1 Apr-Jun 2015/16	Q1 Apr-Jun 2016/17	Q1 Apr-Jun 2017/18	Q1 5 Year Average	Quarterly Comparison RAG Rating	Year to Date RAG Rating
Accidental Dwelling Fires	50	48	63	59	52	54		
Fire Casualties and Fatalities	22	7	20	32	7	18		
Deliberate Fire Setting	172	145	218	224	246	201		
Non Domestic Property Fires	15	19	18	22	15	18		
Special Service - All	91	64	104	100	101	92		
False Alarms – All	509	558	440	495	501	501		

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 developing 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. 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 Electricity, Water Awareness, Trenches, Pits and Wells, and Silo modules. In addition to this personnel have refreshed their skills to enable them to drive and position Fire Service vehicles in a safe manner. Exercises that have been completed include:

- Rescues from Silos
- Urban Search and Rescue
- Electrical Safety
- Water Rescue and Boat Bperation

Senior Managers have attended a number of planning meetings to identify the SFRS resources that will be required to support a number of events in Dundee including:

- Little Mix and Olly Murs concerts
- Carnival 56
- Fake Festival
- CRUK Race for Life
- Dundee Marathon.

Preparatory work has been undertaken to manage the transfer of Dundee Operations Control from the temporary facility at Macalpine Road into the refurbished building at the same site. The migration to the permanent Control was completed successfully with the facility being declared operational on 28th June 2017.

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. 50 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 52 accidental dwelling fires were attended by operational crews during the first quarter of 2017-18. This number of incidents is lower than the five year average and comparable period in 2016-17. 43 of the properties had a smoke alarm present and at 37 of these incidents, the smoke alarm that was present, raised the alarm. By far the most frequent cause of fire was cooking related (38) with faulty appliances/equipment (7) and the careless use of smoking materials (7) contributing to the total number of incidents. Alcohol and/or drugs was deemed to be a contributory factor at 9 accidental dwelling fires.

The spread of fire and method of extinguishment is a means of measuring the severity of fire. 10 incidents required firefighting media to be applied (5 hosereel; 3 water from container; 2 CO₂ extinguishers). The removal of items from heat sources and disconnection of the electricity/gas supply was sufficient on 18 occasions. No firefighting intervention was required at 24 of the incidents as these involved small fires that had been extinguished or had burned out prior to the arrival of SFRS resources. None of these fires spread to other rooms, with 9 fires being classed as causing damage to the room of origin. 19 fires were limited to the item first ignited with only heat/smoke damage being recorded at a further 25 incidents.

Our HFSV programme is aimed at increasing the safety of our communities by preventing fires. Improving the level of smoke detector ownership and maintenance promotes the early detection of fire, reduces the likelihood of occupiers suffering injury and limits the 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 target our initiatives and HFSVs appropriately.

During the reporting period of 2017-18 we have completed a total of 773 HFSVs in Dundee towards the annual target of 3760 visits. 85% of visits have been conducted at high/medium risk premises:

HFSVs Conducted 1 st April 2017 – 30 th June 2017			
High Risk	Medium Risk	Low Risk	Total
469	190	114	773

Notable Incident

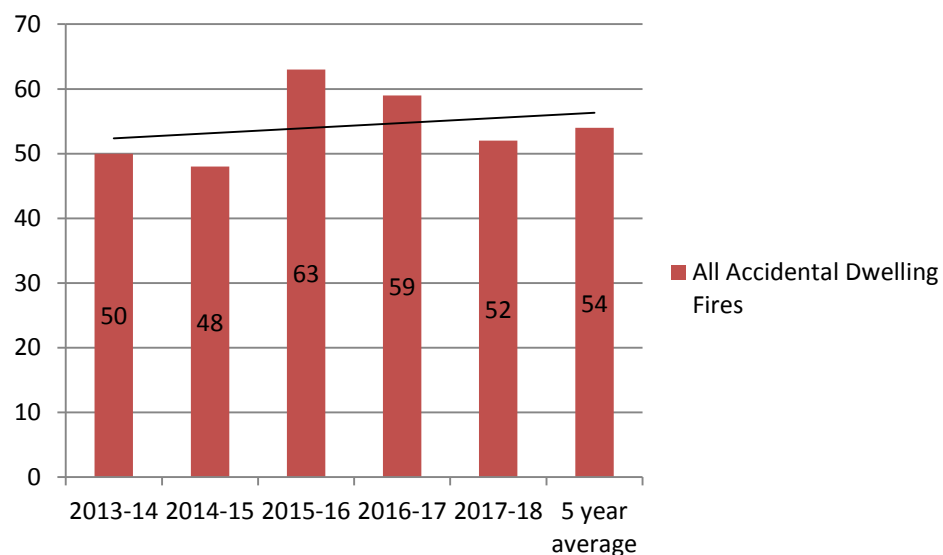
Fire in a Kitchen – Multi Storey Flat

Four appliances and an aerial platform were mobilised to a fire in the kitchen of a multi storey flat. Crews entered the 14th floor flat and identified that the fire was extinguished prior to them entering the property. The two occupiers of the flat and a neighbour were given oxygen therapy by firefighters and were able to return to their properties following consultation with ambulance colleagues.

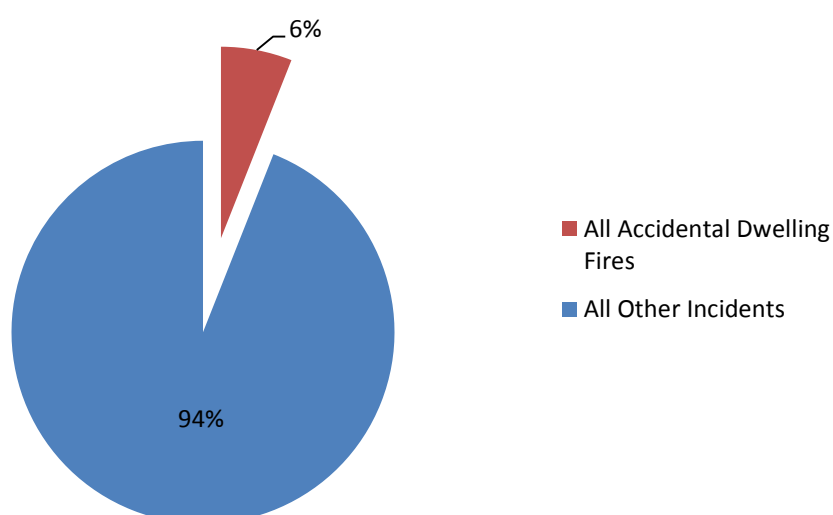
Following the Grenfell Tower fire Dundee City Council have formed a Multi Storey Flat Working Group. This partnership approach has been extremely successful in reassuring the residents of city council owned property whilst confirming that current safety measures are in place. SFRS personnel have contributed to this approach by conducting multi storey inspections and familiarisation visits and were also present at the multi-agency drop in sessions held at each multi storey site.

Key Performance Indicator		Q1 Apr-Jun 2013/14	Q1 Apr-Jun 2014/15	Q1 Apr-Jun 2015/16	Q1 Apr-Jun 2016/17	Q1 Apr-Jun 2017/18	Q1 5 year average	Trend
2b(i)	All accidental dwelling fires	50	48	63	59	52	54	↓

1st Quarter: April-June 2017



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 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 and burns.

It is extremely pleasing to note that only seven fire casualties were recorded during this reporting period. The number of casualties reported this quarter is below the five year average and significantly less than experienced in the comparable period of the previous two years.

Three casualties were treated for smoke inhalation following a fire in the kitchen of a multi storey flat. A further cooking related incident contributed to a person suffering slight smoke inhalation. An occupant of a hotel room was given a precautionary check following a fire in a faulty electric shower and a person suffered slight burns to their hands following a motorbike fire in a commercial garage. None of these casualties required any medical following first aid/precautionary checks that were administered at the scene.

A small explosion in a flat contributed to the occupier of the property requiring treatment for burns and smoke inhalation.

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 fire related injury. 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.

Notable Incident

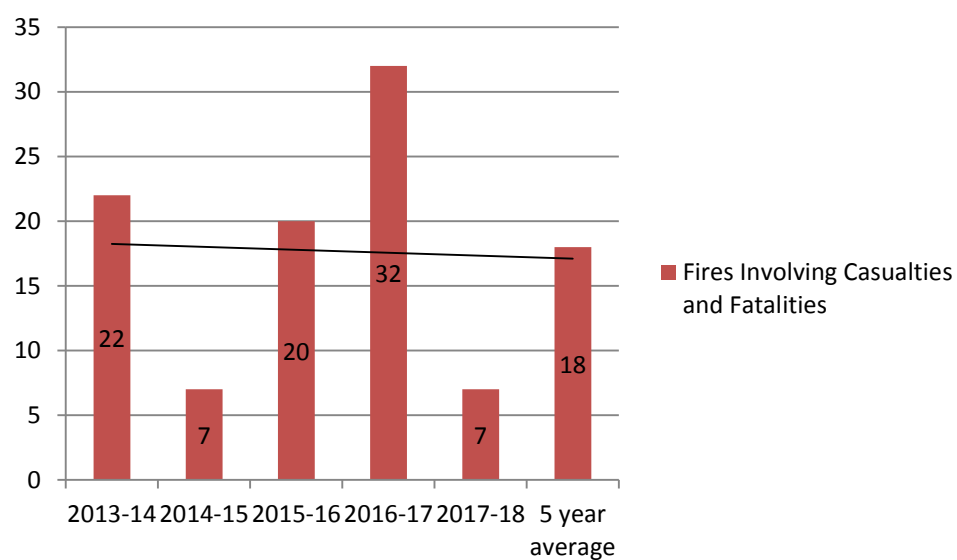
Kitchen Fire

As described in Priority 2

Key Performance Indicators		Q1 Apr-Jun 2013/14	Q1 Apr-Jun 2014/15	Q1 Apr-Jun 2015/16	Q1 Apr-Jun 2016/17	Q1 Apr-Jun 2017/18	Q1 5 year average	Trend
3a(i)	All fatal fire casualties	0	0	0	1	0	0	↓
3a(ii)	Non-fatal fire casualties excl. precautionary checkups	18	5	15	16	7	12	↓
3a(iii)	Non-fatal fire casualties incl. precautionary checkups	22	7	20	31	7	17	↓

1st Quarter: April – June 2017

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



PRIORITY 4: Reduction of Deliberate Fire Setting

SFRS attended 15 deliberate primary fires during this reporting period. This level of activity is lower than the five year average. Three commercial buildings and a garden shed were damaged following the ignition of refuse. Five dwelling fires were recorded following the ignition of refuse (4) and clothing. The other incidents included an area of managed woodland (2), a car, motorcycle and building materials ignited on a construction site.

Intelligence relating to deliberate 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 231 deliberate secondary fires were attended by operational crews during the reporting period which is higher than the five year average. Three of these incidents were in vacant buildings (2 Piper Street; Linlathen Grove). 165 incidents involved grass/scrub/woodland with refuse being ignited on a further 40 occasions. 20 incidents involved wheelie bins (9 in North East ward) compared to 56 in Q4 of 2016-17.

Analysis of the incidents attended has identified the areas of most frequent activity. These events have occurred within the Strathmartine (87), North East (74 incidents), East End (28) and Lochee wards (21). A selection of the most affected areas in the city include Caird and Camperdown parks; Happyhillock Road; Middleton Wood; Murrayfield Drive/Terrace; The Elms/Tarzan's Island; Ashmore/Craigmore/Dunmore Street; Trottick Ponds; Mill o Mains.

Notable Incident

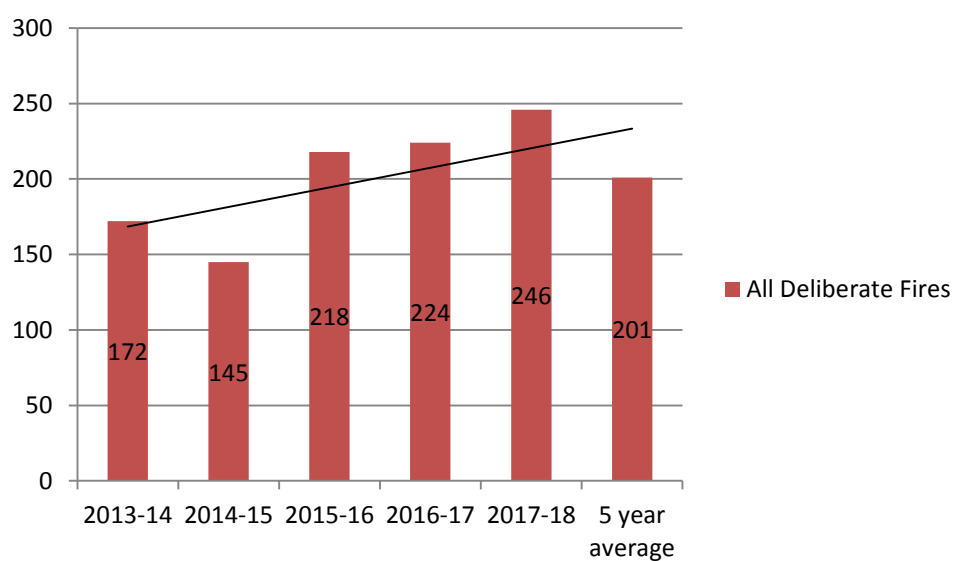
Fire in a Tenement

Crews were mobilised to an explosion in a flat. On arrival they dealt with a small fire and treated the occupier for burns. Prior to any investigation taking place engineers from Dundee City Council inspected the building and confirmed that no structural damage was evident. The explosion, however, caused significant damage to the internal walls of the property. Specialist crews from Macalpine Road attended the scene to make these areas safe.

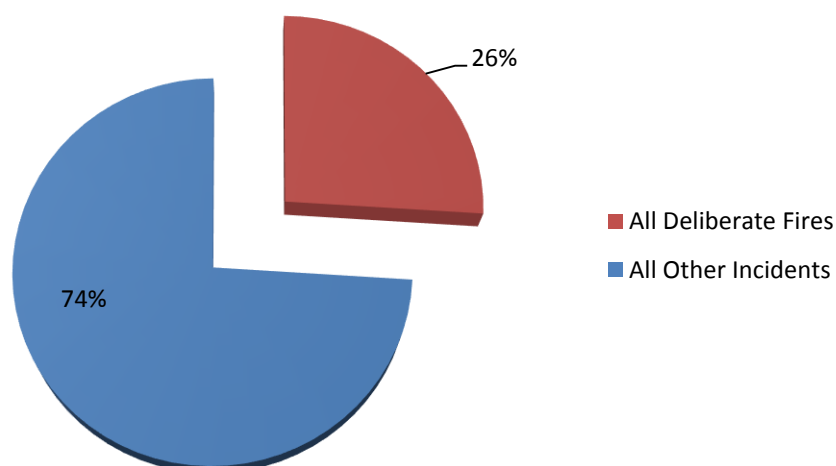
A joint investigation with Police Scotland was completed. This concluded that the heating system in the property had been isolated due to safety concerns and the occupier had subsequently attempted to ignite the boiler with a naked flame.

Key Performance Indicators		Q1 Apr-Jun 2013/14	Q1 Apr-Jun 2014/15	Q1 Apr-Jun 2015/16	Q1 Apr-Jun 2016/17	Q1 Apr-Jun 2017/18	Q1 5 year average	Trend
1b	All deliberate primary fires	17	20	21	19	15	18	↓
1b(ii)	All deliberate other building fires	2	3	4	6	3	4	↓
1c	All deliberate secondary fires	155	125	197	205	231	183	↑

1st Quarter: April – June 2017



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 first quarter of 2017-18. This is below the five year average of 18 incidents.

12 of these incidents were accidental events including four garden sheds, three industrial units, two commercial properties, two hotels and one private garage. These incidents were caused by faulty or overheating appliances/equipment (5), negligent use of appliances/equipment (4), cooking (2), controlled burning.

SFRS attended three deliberate other building fires involving an industrial property, garden shed and private garage. These incidents were started by the ignition of refuse.

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

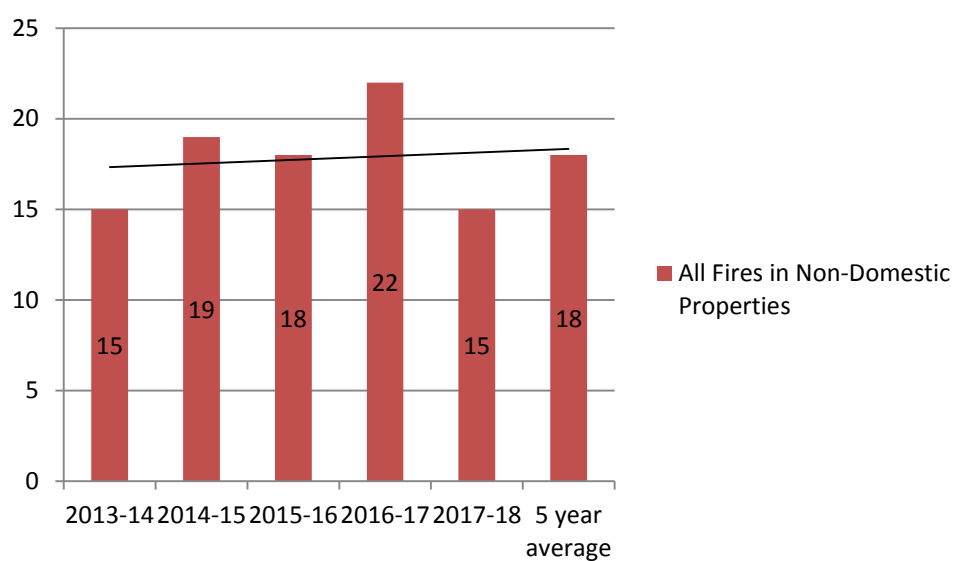
All premises located within Dundee falling into the above categories are scheduled to be audited during the year with 56 planned fire audits being completed during Q1.

Notable Incident

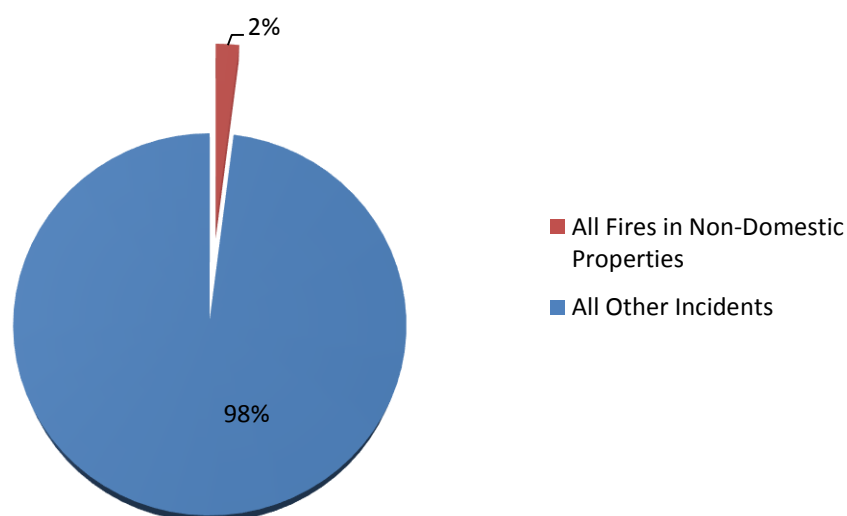
No notable incidents occurred during this reporting period.

Key Performance Indicators		Q1 Apr-Jun 2013/14	Q1 Apr-Jun 2014/15	Q1 Apr-Jun 2015/16	Q1 Apr-Jun 2016/17	Q1 Apr-Jun 2017/18	Q1 5 year average	Trend
2b(ii)	All accidental other building fires	13	16	14	16	12	14	↓
1b(ii)	All deliberate other building fires	2	3	4	6	3	4	↓

1st Quarter: April - June 2017



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 incidents of this type has a tendency to fluctuate with trends being challenging to predict.

SFRS resources were required to attend 11 RTCs during this reporting period which is above the five year average. Three of these incidents required SFRS personnel to release people from vehicles with hydraulic rescue equipment being deployed on two occasions. Five people suffered non fatal injuries with three occurring at one RTC and two single casualties reported at the others. Crews made the scene safe at a further eight RTCs.

We also attended eight incidents to deal with flooding which were all of a minor nature affecting five dwellings, two commercial; properties and an area of open land. Crews were able to stem water flow on six occasions and used fire service pumps to remove water at the other incidents.

Additionally we attended three special service extrication calls which included rescuing a person from a tree and two people who were trapped under a collapsed wall (one casualty). The third incident required firefighters to remove a ring from a lady's hand.

Analysis of the other ESSC's attended by SFRS (79) highlights that the most frequent type of incident is forcing entry into property to assist people who were in distress or required medical assistance (33). Other events included making dangerous structures safe (14), lift rescues (14) and assisting other agencies (4). Six non-fatal casualties were reported at these incidents (2 medical assistance with six fatal casualties being encountered at incidents where SFRS resources were required to gain entry into properties.

Notable Incident

Wall Collapse

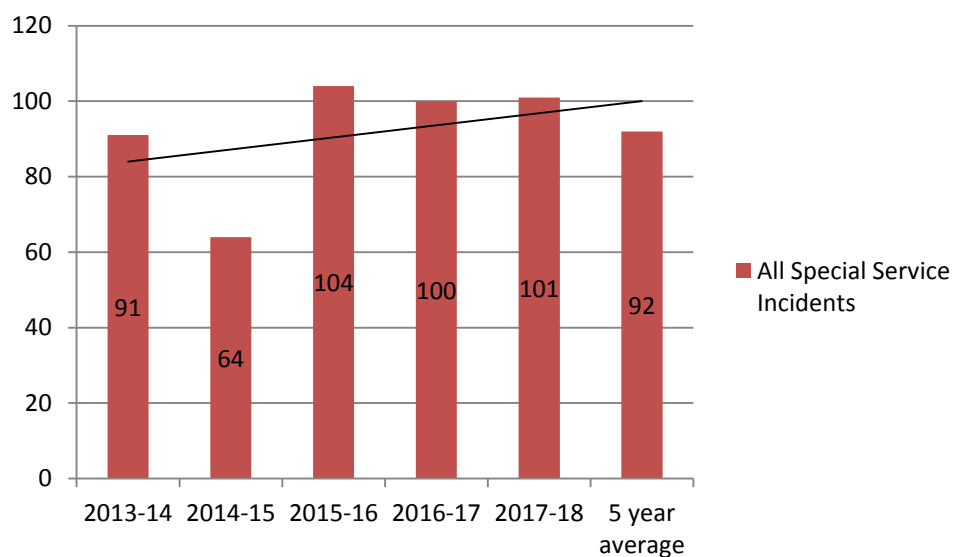
Dundee Operations Control received a call reporting that two people were trapped under a wall of a domestic property. Appliances from Balmossie and Kingsway East were mobilised along with Urban Search and Rescue teams from Dundee and Aberdeen.

On arrival it was discovered that a 5m section of a garden wall had fallen onto the people. One person was injured but both had managed to release themselves from the rubble. The injuries sustained did not require treatment other than that administered by paramedics at the scene.

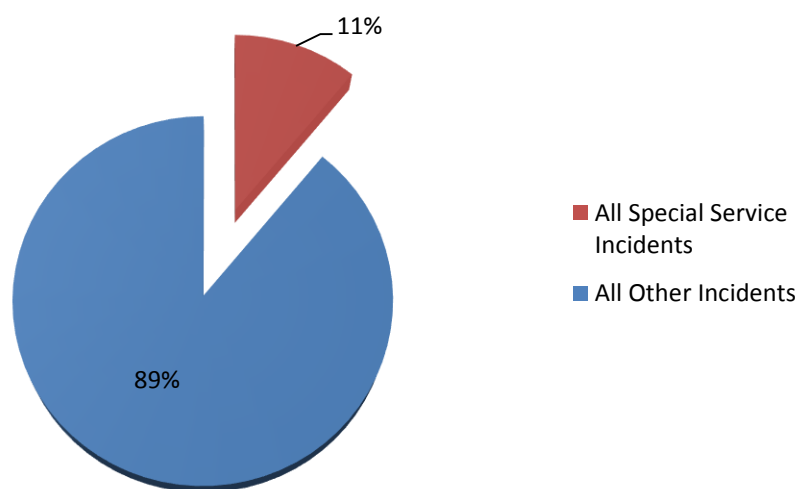
Although this incident was small in nature it highlights the specialist resources that can be immediately deployed across the country to maintain the safety of our communities.

Key Performance Indicators		Q1 Apr-Jun 2013/14	Q1 Apr-Jun 2014/15	Q1 Apr-Jun 2015/16	Q1 Apr-Jun 2016/17	Q1 Apr-Jun 2017/18	Q1 5 year average	Trend
5a	Special Service Road Traffic Collisions (RTCs)	9	10	8	4	11	8	↑
5b	Special Service Flooding	11	3	7	5	8	7	↑
5c	Special Service Extrication	8	9	16	12	3	10	↓
5d	Special Service Others	63	42	73	79	79	67	↑

1st Quarter: April – June 2017



Incident Profile - Percentage of Special Service Incidents



PRIORITY 7: Reduction of Unwanted Fire Alarm Signals

False Alarm calls are defined as events where 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 501 false alarm calls were attended by operational crews during the first quarter of 2017-18. This is consistent with the average number of incidents attended in the comparable period over the past five years. False alarm calls accounted for 52% of all incidents in the Dundee area during the reporting period.

Of the incidents attended, 73 were reported as false alarm good intent calls. These calls were attributed to cooking (14), controlled burning (10), steam or fumes (7), the location not being found (6), overheating appliances (4). Other causes included reflected sunlight and the activation of security systems/carbon monoxide detectors.

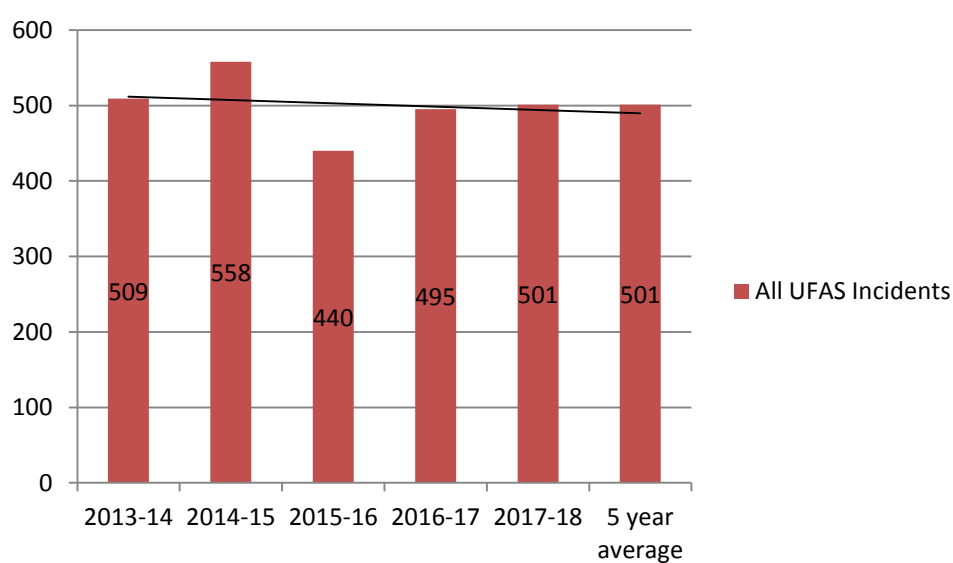
Malicious false alarms take the form of calls from mobile telephones and landlines falsely reporting fires or other emergency incidents. An additional source of these calls is the deliberate activation of fire alarm systems normally through break glass call points or detector heads. There were a total of 22 malicious false alarm calls which were attended by operational crews during the reporting period, 15 of which were in response to a fire alarm call point being activated.

Unwanted Fire Alarm Signal (UFAS) calls are calls that we experience where an Automatic Fire Alarm (AFA) system has operated correctly but the cause is attributed to reasons other than a fire. These range from accidental activations from cooking, steam from a shower or a technical fault with a system. 406 calls of this nature required the attendance of SFRS resources during this quarter. The majority of these UFAS calls can be attributed to domestic dwellings (80), sheltered housing complexes (69), hospitals (45), temporary accommodation providers (37) and educational establishments (37). In most cases alarm activations were attributed to cooking/burnt toast (134), faulty equipment (113), accidental activation (32), dust (28), chemical/aerosols (26), testing (20) cigarette smoke (19) and steam (17).

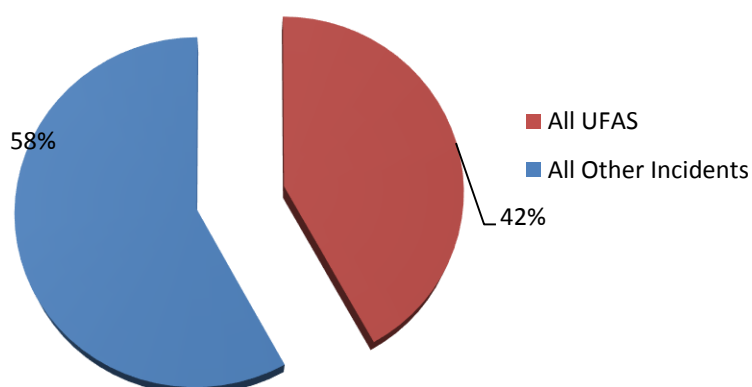
Operational personnel and dedicated Prevention and Protection staff continue to visit repeat callers to identify means of reducing this type of event. One of the current initiatives that is being explored with NHS Tayside is 'Take 5' which encourages duty holders to investigate alarm activations prior to calling SFRS. This approach also minimises the disruption to normal business activity within affected areas.

Key Performance Indicators		Q1 Apr-Jun 2013/14	Q1 Apr-Jun 2014/15	Q1 Apr-Jun 2015/16	Q1 Apr-Jun 2016/17	Q1 Apr-Jun 2017/18	Q1 5 year average	Trend
10a	False Alarm: All	509	558	440	495	501	501	↓
10b	False Alarm: Good Intent	63	57	55	49	73	59	↑
10c	False Alarm: Malicious	24	35	21	20	22	24	↓

1st Quarter: April - June 2017



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 April – 30th June 2017

Key Performance Indicator	Q1 Apr-Jun 2013/14	Q1 Apr-Jun 2014/15	Q1 Apr-Jun 2015/16	Q1 Apr-Jun 2016/17	Q1 Apr-Jun 2017/18	Q4 5 Year Average	Quarterly Comparison RAG Rating	Year to Date RAG Rating
All deliberate primary fires (1b)	17	20	21	19	15	18		
All deliberate other building fires (1b(ii))	2	3	4	6	3	4		
All deliberate secondary fires (1c)	155	125	197	205	231	183		
All accidental dwelling fires (2b(i))	50	48	63	59	52	54		
All accidental other building fires (2b(ii))	13	16	14	16	12	14		
All fatal fire casualties (3a(i))	0	0	0	1	0	0		
Non-fatal fire casualties excl. precautionary checkups (3a(ii))	18	5	15	16	7	12		
Non-fatal fire casualties incl. precautionary checkups (3a(iii))	22	7	20	31	7	17		
Special Service Road Traffic Collisions (RTCs) (5a)	9	10	8	4	11	8		
Special Service Flooding (5b)	11	3	7	5	8	7		
Special Service Extrication (5c)	8	9	16	12	3	10		
Special Service Others (5d)	63	42	73	79	79	67		
False Alarm: All (10a)	509	558	440	495	501	501		
False Alarm: Good Intent (10b)	63	57	55	49	73	59		
False Alarm: Malicious (10c)	24	35	21	20	22	24		

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.

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