

Fire

Fire services are provided by eight fire brigades. Two of these cover the areas of councils of the same name - Dumfries & Galloway and Fife. The other six cover the area of more than one council and are administered by joint boards of councillors from the constituent councils.

Response time: fire incidents

1. **The percentage of responses to fire calls which met the national target for speed of attendance and number of appliances, for areas in these four risk categories:**

- **high**
- **substantial**
- **moderate**
- **low**

For fire calls to rural areas, the percentage of responses which met the national target, or the average time for attendance.

What the indicator reports

The indicator reports fire calls received by brigades, including those which turn out to be false alarms.

There is a national system, agreed by the government and councils, for categorising areas according to the extent to which they involve risk to life or property. The national system contains five risk categories, identified here as 'high', 'substantial', 'moderate', 'low' and 'rural'.

In accordance with national guidance, the risk categories reflect the risks associated with different localities, such as shopping and business areas or residential housing areas. For example, high-risk areas include those with a concentration of shopping and business centres, hotels, theatres, cinemas, clubs and halls. Moderate-risk areas include suburban areas and the built-up areas of small towns.

For each of the first four risk categories, there are nationally agreed targets for both speed and weight of attendance (ie number of fire appliances) as shown below.

Area risk category	Number of appliances attending	Target attendance time		
		1 st Appliance	2 nd Appliance	3 rd Appliance
High	3	5 min	5 min*	8 min*
Substantial	2	5 min	8 min*	
Moderate	1	10 min		
Low	1	20 min		

* except for known small fires

There is no national target for attendances in rural areas. Brigades should set their own target for attendances in rural areas, and six of the seven brigades which have rural areas did so.

Fire

Points to bear in mind

Fire stations are located with the aim of providing effective fire cover and ensuring that the national target times are achievable.

Attendance times will be affected by:

- speed in dispatch of fire appliances
- traffic congestion
- road obstructions and weather conditions.

The use of part-time crews may also affect attendance times. These crews are normally found in smaller towns and where the risk category is 'moderate' or 'low'. The response times for incidents are slightly longer for part-time crews than for full-time crews, but this is reflected in the target attendance times for those areas.

Remote rural areas present problems of distance and accessibility.

Sickness absence

2. The percentage of:

b) rider shifts lost due to sickness absence and light duties

b) working time lost to sickness for all other staff directly employed by the brigade

What the indicator reports

The indicator measures the percentage of rider shifts lost due to sickness absence and light duties within the fire service for full time fire fighters, and working time lost for all other directly employed brigade staff .

Points to bear in mind

'Sickness absence' is defined as an absence from the place of employment because of the employee's illness or injury for which sick leave entitlement is used. This may include self-certification, absence supported by a doctor's certificate, long-term sickness absence, and industrial injury. Absence which is not sickness absence, for example, compassionate leave, career leave and special leave/unpaid leave, maternity and paternity leave, and maternity support, are not included.

Sickness absence levels in the fire service are generally high in comparison with the public sector average, partly as a result of the hazardous nature of the work, and the special needs in respect of fitness.

Shifts lost to light duties are those shifts where duties, other than rider duties, are assigned for medical reasons.

Brigades policies vary on the number of fire fighters who can be accommodated on non-operational light duties.

Call Response Times

3.
 - a) The average time taken to handle calls to incidents.
 - b) The percentage handled within the following time periods
 - Less than one minute
 - Between one and two minutes
 - Two minutes or more.

What the indicator reports

This indicator measures the speed with which a brigade responds to an emergency 999 call. The time to handle a call is the period between the fire control operator receiving the call from the public system switchboard to mobilising the required number of appliances.

Points to bear in mind

Calls are all the first calls to incidents, they do not include subsequent calls to the same incident. False alarm calls are also included.

Callers using mobile telephones who are unfamiliar with surroundings often take longer to provide a reliable address.

Community Fire Safety

Fire Brigades' have a duty to offer advice, when asked, on fire prevention and safety in buildings; they also have a power (but not a duty) to undertake education and promotional activities amongst the community.

4. **Average number of fire casualties per 10,000 population over the five- year period finishing at the end of the reporting year.**

What the indicator reports

This indicator gives an indication of the effectiveness of brigades' fire prevention programmes. The indicator includes all fatal and non-fatal casualties, who have been injured as a direct result of a fire attended by the brigade.

Points to bear in mind

The indicator reports the average figure over the previous five years in order to 'smooth' any unrepresentative year.

The level of casualties may well be influenced by:

- areas with higher levels of deprivation
- where a high proportion of properties are multi-occupied.

5. Average number of accidental dwelling fires per 10,000 population over the five-year period finishing at the end of the reporting year.

What the indicator reports

This indicator gives an indication of the effectiveness of brigades' fire safety programmes. The indicator only reports accidental dwelling fires and does not include incidences where they are the direct result of malicious or deliberate acts, or where the reason for the fire is not known.

Points to bear in mind

The indicator reports the average figure over the previous five years in order to 'smooth' any unrepresentative year.

The number of fires is affected by a variety of factors, including socio-demographic factors and the extent to which fire precautions are installed in buildings.

The level of accidental fires may well be influenced by areas which have a higher level of deprivation.

Fire

Fire	Indicator 1					
	Percentage of attendances to fire incidents within target for 'high' risk areas			Target response time for fire incidents in 'high' risk areas		
	1999/2000	2000/2001	2001/2002	1999/2000	2000/2001	2001/2002
Central Scotland	53.3%	71.0%	63.5%	5 min	5 min	5 min
Dumfries & Galloway	--No Category--	--No Category--	--No Category--	--No Category--	--No Category--	--No Category--
Fife	--No Category--	--No Category--	--No Category--	--No Category--	--No Category--	--No Category--
Grampian	95.4%	95.7%	96.6%	5 min	5 min	5 min
Highland & Islands	--No Category--	--No Category--	--No Category--	--No Category--	--No Category--	--No Category--
Lothian & Borders	91.8%	87.7%	88.6%	5 min	5 min	5 min
Strathclyde	87.4%	86.2%	84.7%	5 min	5 min	5 min
Tayside	82.6%	82.0%	82.3%	5 min	5 min	5 min
Scotland	88.5%	86.9%	85.9%			

Fire	Indicator 1					
	Number of attendances to fire incidents in 'high' risk areas			Percentage of attendances to fire incidents within target for 'substantial' risk areas		
	1999/2000	2000/2001	2001/2002	1999/2000	2000/2001	2001/2002
Central Scotland	105	69	85	70.5%	73.8%	77.3%
Dumfries & Galloway	--No Category--	--No Category--	--No Category--	100.0%	87.5%	86.0%
Fife	--No Category--	--No Category--	--No Category--	58.1%	63.5%	69.3%
Grampian	328	300	290	94.7%	90.3%	91.0%
Highland & Islands	--No Category--	--No Category--	--No Category--	77.5%	78.6%	82.5%
Lothian & Borders	2,650	3,004	3,190	88.1%	87.5%	87.1%
Strathclyde	4,227	3,164	6,543	77.0%	78.6%	79.8%
Tayside	512	456	502	88.9%	87.1%	88.1%
Scotland	7,822	6,993	10,610	79.3%	80.9%	82.0%

Fire

Fire	Indicator 1					
	Target response time for fire incidents in 'substantial' risk areas			Number of attendances to fire incidents in 'substantial' risk areas		
	1999/2000	2000/2001	2001/2002	1999/2000	2000/2001	2001/2002
Central Scotland	5 min	5 min	5 min	638	382	498
Dumfries & Galloway	5 min	5 min	5 min	43	40	43
Fife	5 min	5 min	5 min	425	460	443
Grampian	5 min	5 min	5 min	529	526	535
Highland & Islands	5 min	5 min	5 min	120	140	171
Lothian & Borders	5 min	5 min	5 min	2,652	3,854	4,045
Strathclyde	5 min	5 min	5 min	14,997	12,797	12,823
Tayside	5 min	5 min	5 min	1,721	1,518	1,815
Scotland				21,125	19,717	20,373

Fire	Indicator 1					
	Percentage of attendances to fire incidents within target for 'moderate' risk areas			Target response time for fire incidents in 'moderate' risk areas		
	1999/2000	2000/2001	2001/2002	1999/2000	2000/2001	2001/2002
Central Scotland	96.4%	95.6%	96.2%	10 min	10 min	10 min
Dumfries & Galloway	98.6%	100.0%	96.1%	10 min	10 min	10 min
Fife	94.4%	95.2%	96.0%	10 min	10 min	10 min
Grampian	98.7%	99.2%	99.3%	10 min	10 min	10 min
Highland & Islands	96.2%	96.3%	96.6%	10 min	10 min	10 min
Lothian & Borders	97.8%	97.0%	97.1%	10 min	10 min	10 min
Strathclyde	93.5%	94.1%	97.0%	10 min	10 min	10 min
Tayside	98.5%	98.6%	98.7%	10 min	10 min	10 min
Scotland	95.7%	96.0%	97.2%			

Fire

Fire	Indicator 1					
	Number of attendances to fire incidents in 'moderate' risk areas			Percentage of attendances to fire incidents within target for 'low' risk areas		
	1999/2000	2000/2001	2001/2002	1999/2000	2000/2001	2001/2002
Central Scotland	2,685	3,020	3,195	95.9%	97.1%	97.3%
Dumfries & Galloway	222	237	230	100.0%	100.0%	99.9%
Fife	5,019	4,819	4,978	97.5%	97.9%	98.1%
Grampian	4,181	3,994	4,012	99.6%	99.6%	99.5%
Highland & Islands	1,994	2,589	2,594	85.6%	87.8%	92.3%
Lothian & Borders	6,366	10,477	11,126	97.7%	97.4%	98.0%
Strathclyde	17,020	16,219	14,440	95.8%	96.2%	97.8%
Tayside	4,935	4,916	5,483	97.2%	96.6%	97.8%
Scotland	42,422	46,271	46,058	96.0%	96.2%	97.6%

Fire	Indicator 1					
	Target response time for fire incidents in 'low' risk areas			Number of attendances to fire incidents in 'low' risk areas		
	1999/2000	2000/2001	2001/2002	1999/2000	2000/2001	2001/2002
Central Scotland	20 min	20 min	20 min	763	877	935
Dumfries & Galloway	20 min	20 min	20 min	754	636	826
Fife	20 min	20 min	20 min	434	468	485
Grampian	20 min	20 min	20 min	1,082	1,068	988
Highland & Islands	20 min	20 min	20 min	970	1,217	1,051
Lothian & Borders	20 min	20 min	20 min	1,272	1,952	2,074
Strathclyde	20 min	20 min	20 min	3,682	3,536	2,873
Tayside	20 min	20 min	20 min	1,073	1,151	1,012
Scotland				10,030	10,905	10,244

Fire

Fire	Indicator 1					
	Percentage of attendances to fire incidents within target for 'rural' risk areas			Target response time for fire incidents in 'rural' risk areas		
	1999/2000	2000/2001	2001/2002	1999/2000	2000/2001	2001/2002
Central Scotland	100.0%	90.0%	86.7%	35 min	35 min	35 min
Dumfries & Galloway	91.7%	89.3%	92.4%	20 min	20 min	20 min
Fife	--No Category--	--No Category--	--No Category--	--No Category--	--No Category--	--No Category--
Grampian	95.9%	96.9%	97.0%	20 min	20 min	20 min
Highland & Islands	91.4%	87.9%	92.3%	30 min	30 min	30 min
Lothian & Borders	--No Service--	--Not Reported--	--Not Reported--	--No Service--	--Not Reported--	--Not Reported--
Strathclyde	0.0%	87.2%	90.1%	0 min	30 min	30 min
Tayside	93.6%	94.4%	98.1%	35 min	35 min	35 min
Scotland	93.9%	92.1%	94.3%			

Fire	Indicator 1					
	Number of attendances to fire incidents in 'rural' risk areas			Average response time for attendances to fire incidents for 'rural' risk areas		
	1999/2000	2000/2001	2001/2002	1999/2000	2000/2001	2001/2002
Central Scotland	12	10	15	23m 30s	21m 43s	24m 33s
Dumfries & Galloway	480	533	485	0 min	--Not Reported--	--Not Reported--
Fife	--No Category--	--No Category--	--No Category--	--No Category--	--No Category--	--No Category--
Grampian	905	1,018	1,130	11m 26s	11m 24s	11m 13s
Highland & Islands	348	528	431	15m 16s	16m 30s	16m 40s
Lothian & Borders	--No Service--	6	10	25m 0s	27m 33s	17m 5s
Strathclyde	0	125	91	21m 10s	18m 36s	16m 48s
Tayside	47	54	54	0 min	18m 30s	15m 37s
Scotland	1,792	2,274	2,216			

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Fire	Indicator 2					
	The percentage of rider shifts lost due to sickness during the year			The percentage of rider shifts lost due to light duties during the year		
	1999/2000	2000/2001	2001/2002	1999/2000	2000/2001	2001/2002
Central Scotland	7.2%	6.1%	5.7%	0.1%	1.9%	0.9%
Dumfries & Galloway	4.5%	3.9%	4.5%	0.8%	0.7%	0.7%
Fife	7.4%	6.9%	7.6%	1.9%	0.8%	1.4%
Grampian	6.7%	4.6%	5.1%	0.9%	1.5%	0.7%
Highland & Islands	5.3%	4.8%	4.6%	0.7%	0.3%	0.2%
Lothian & Borders	6.8%	6.0%	6.2%	0.5%	0.6%	1.0%
Strathclyde	7.9%	8.6%	8.0%	0.2%	0.5%	0.4%
Tayside	6.2%	8.6%	8.7%	0.4%	0.3%	0.6%
Scotland	7.3%	7.5%	7.3%	0.4%	0.7%	0.6%

Fire	Indicator 2		Indicator 3		
	Percentage of working time lost due to sickness for all other staff directly employed by the brigade		The average time to handle calls to incidents		
	2000/2001	2001/2002	1999/2000	2000/2001	2001/2002
Central Scotland	5.5%	4.8%	0m 51s	0m 52s	0m 54s
Dumfries & Galloway	11.4%	5.4%	1m 1s	1m 2s	1m 5s
Fife	7.3%	7.2%	0m 55s	0m 52s	0m 57s
Grampian	5.8%	5.3%	0m 52s	0m 47s	0m 46s
Highland & Islands	3.9%	3.7%	0m 55s	0m 55s	0m 53s
Lothian & Borders	4.6%	6.2%	1m 6s	0m 59s	1m 3s
Strathclyde	7.4%	7.1%	1m 5s	1m 6s	1m 11s
Tayside	4.6%	5.7%	0m 58s	0m 56s	0m 52s
Scotland	6.2%	6.2%			

Fire

Fire	Indicator 3					
	The percentage of calls handled in less than one minute			The percentage of calls handled in between 1 and 2 minutes		
	1999/2000	2000/2001	2001/2002	1999/2000	2000/2001	2001/2002
Central Scotland	73.8%	73.3%	71.0%	22.6%	23.4%	24.6%
Dumfries & Galloway	57.3%	54.9%	55.6%	36.3%	38.1%	37.5%
Fife	82.0%	70.5%	66.8%	16.0%	26.1%	29.2%
Grampian	75.3%	79.2%	81.3%	21.7%	19.1%	17.1%
Highland & Islands	66.6%	66.8%	71.0%	29.9%	30.0%	26.1%
Lothian & Borders	67.0%	64.2%	58.0%	29.0%	31.1%	36.0%
Strathclyde	55.2%	54.8%	46.6%	38.2%	38.3%	44.2%
Tayside	63.6%	67.5%	71.7%	31.5%	27.5%	24.7%
Scotland	62.8%	61.1%	56.3%	32.1%	33.4%	36.8%

Fire	Indicator 3					
	The percentage of calls handled in 2 minutes or more			The total number of calls handled		
	1999/2000	2000/2001	2001/2002	1999/2000	2000/2001	2001/2002
Central Scotland	3.7%	3.4%	4.4%	4,849	5,182	5,649
Dumfries & Galloway	6.3%	6.9%	6.9%	1,985	1,960	2,026
Fife	2.0%	3.4%	4.0%	10,677	6,736	6,857
Grampian	3.0%	1.8%	1.5%	7,806	7,643	7,808
Highland & Islands	3.5%	3.2%	2.9%	4,698	5,463	5,100
Lothian & Borders	4.0%	4.7%	6.0%	12,941	21,383	22,330
Strathclyde	6.5%	6.9%	9.2%	55,994	64,584	62,846
Tayside	4.9%	5.0%	3.6%	9,066	8,991	9,855
Scotland	5.1%	5.5%	6.9%	108,016	121,942	122,471

Fire

Fire	Indicator 4		
	The average number of fire casualties per 10,000 population over the five-year period finishing at the end of the reporting year		
	1999/2000	2000/2001	2001/2002
Central Scotland	1.8	1.8	1.9
Dumfries & Galloway	2.2	2.2	2.1
Fife	1.5	1.4	1.4
Grampian	2.7	2.8	2.7
Highland & Islands	1.8	1.7	1.6
Lothian & Borders	3.0	3.3	3.3
Strathclyde	4.3	4.4	4.4
Tayside	2.9	3.0	3.0
Scotland	3.3	3.4	3.4

Fire	Indicator 4				
	Average fire casualties per 10,000 population for 1997/98	Average fire casualties per 10,000 population for 1998/99	Average fire casualties per 10,000 population for 1999/2000	Average fire casualties per 10,000 population for 2000/2001	Average fire casualties per 10,000 population for 2001/2002
	1997/1998	1998/1999	1999/2000	2000/2001	2001/2002
Central Scotland	1.3	2.3	2.2	1.7	2.3
Dumfries & Galloway	2.6	2.9	1.4	1.6	1.8
Fife	1.7	1.3	1.8	0.7	1.6
Grampian	2.6	2.9	3.3	2.6	2.5
Highland & Islands	1.8	1.8	1.5	1.3	1.7
Lothian & Borders	2.9	3.2	3.8	3.6	2.8
Strathclyde	4.5	4.4	4.5	4.5	4.0
Tayside	2.5	3.6	3.7	2.6	2.6
Scotland	3.3	3.5	3.6	3.3	3.1

Fire

Fire	Indicator 5				
	The average number of accidental dwelling fires per 10,000 population over the five-year period finishing at the end of the reporting year			Average accidental dwelling fires per 10,000 population for 1997/98	Average accidental dwelling fires per 10,000 population for 1998/99
	1999/2000	2000/2001	2001/2002	1997/1998	1998/1999
Central Scotland	11.4	11.1	10.6	11.7	11.0
Dumfries & Galloway	10.3	10.1	9.7	9.4	9.3
Fife	10.5	10.3	10.1	11.3	10.3
Grampian	11.6	12.2	12.2	12.1	13.4
Highland & Islands	10.0	9.7	9.4	10.4	9.9
Lothian & Borders	14.1	13.8	13.5	13.9	13.6
Strathclyde	16.8	16.5	16.1	16.6	16.8
Tayside	16.0	15.9	15.7	15.2	15.6
Scotland	14.5	14.3	13.9	14.4	14.5

Fire	Indicator 5		
	Average accidental dwelling fires per 10,000 population for 1999/2000	Average accidental dwelling fires per 10,000 population for 2000/2001	Average accidental dwelling fires per 10,000 population for 2001/2002
	1999/2000	2000/2001	2001/2002
Central Scotland	10.7	10.1	9.6
Dumfries & Galloway	9.5	10.6	9.6
Fife	8.7	9.7	10.6
Grampian	9.6	13.5	12.5
Highland & Islands	9.4	9.6	7.6
Lothian & Borders	13.0	13.4	13.3
Strathclyde	16.6	15.9	14.3
Tayside	16.0	15.6	16.1
Scotland	13.8	14.0	13.1