

## Fire

Eight brigades provide fire services in Scotland. 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 fire calls where the speed of attendance and number of appliances met the target, for each of the five risk areas:**
  - a) **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
  - b) **For fire calls to rural areas, the percentage of responses which met the local target, and the average time for attendance.**

#### *What the indicator reports*

There is a national system, agreed by the government and brigades, 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 <sup>st</sup> Appliance	2 <sup>nd</sup> Appliance	3 <sup>rd</sup> 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.

The indicator reports the extent to which brigades respond to fire calls they receive, (including those which turn out to be false alarms) within the targets for both the speed of attendance and the number of fire appliances attending.

#### **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.

# Fire

---

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:**
  - a) **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. **The number and proportion of calls to incidents handled**
  - a) **within one minute**
  - b) **within two minutes.**

### ***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.

## Fire

---

### **4. The number of incidents resulting in casualties per 10,000 population.**

#### ***What the indicator reports***

This indicator gives an indication of the effectiveness of brigades' fire prevention programmes.

#### ***Points to bear in mind***

The indicator reports the number of incidents resulting in casualties.

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. The number of accidental dwelling fires per 10,000 population.**

#### ***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 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

Auditors appointed by the Accounts Commission have reviewed each brigade's arrangements for producing the performance information. In the table below, an 'x' is shown against an indicator where the auditor expressed doubts about the reliability of the brigade's arrangements for producing the information.

Indicator Number	1			2			3			4			5		
Brigade	Response time - fire incidents			Sickness absence			Call response time			Fire casualties			Accidental dwelling fires		
	01/02	02/03	03/04	01/02	02/03	03/04	01/02	02/03	03/04	01/02	02/03	03/04	01/02	02/03	03/04
Central Scotland															
Dumfries & Galloway				X											
Fife															
Grampian															
Highland & Islands															
Lothian & Borders															
Strathclyde															
Tayside															

# 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		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Central Scotland	63.5%	No Category	<b>No Category</b>	5 min	No Category	<b>No Category</b>
Dumfries & Galloway	No Category	No Category	<b>No Category</b>	No Category	No Category	<b>No Category</b>
Fife	No Category	No Category	<b>No Category</b>	No Category	No Category	<b>No Category</b>
Grampian	96.6%	94.5%	<b>94.9%</b>	5 min	5 min	<b>5 min</b>
Highland & Islands	No Category	No Category	<b>No Category</b>	No Category	No Category	<b>No Category</b>
Lothian & Borders	88.6%	87.6%	<b>83.6%</b>	5 min	5 min	<b>5 min</b>
Strathclyde	84.7%	83.2%	<b>79.3%</b>	5 min	5 min	<b>5 min</b>
Tayside	82.3%	80.8%	<b>92.3%</b>	5 min	5 min	<b>5 min</b>
<b>Scotland</b>	<b>85.9%</b>	<b>84.7%</b>	<b>81.8%</b>			

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		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Central Scotland	85	No Category	<b>No Category</b>	77.3%	85.9%	<b>85.5%</b>
Dumfries & Galloway	No Category	No Category	<b>No Category</b>	86.0%	87.5%	<b>100.0%</b>
Fife	No Category	No Category	<b>No Category</b>	69.3%	66.4%	<b>69.7%</b>
Grampian	290	361	<b>370</b>	91.0%	92.9%	<b>88.9%</b>
Highland & Islands	No Category	No Category	<b>No Category</b>	82.5%	92.1%	<b>98.1%</b>
Lothian & Borders	3,190	3,065	<b>1,868</b>	87.1%	87.5%	<b>89.9%</b>
Strathclyde	6,543	7,208	<b>4,814</b>	79.8%	78.4%	<b>69.3%</b>
Tayside	502	452	<b>339</b>	88.1%	81.5%	<b>93.4%</b>
<b>Scotland</b>	<b>10,610</b>	<b>11,086</b>	<b>7,391</b>	<b>82.0%</b>	<b>80.1%</b>	<b>74.5%</b>

# Fire

Fire	Indicator 1					
	Target response time for fire incidents in 'substantial' risk areas			Number of attendances to fire incidents in 'substantial' risk areas		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Central Scotland	5 min	5 min	<b>5 min</b>	498	319	<b>296</b>
Dumfries & Galloway	5 min	5 min	<b>5 min</b>	43	72	<b>72</b>
Fife	5 min	5 min	<b>5 min</b>	443	476	<b>353</b>
Grampian	5 min	5 min	<b>5 min</b>	535	606	<b>522</b>
Highland & Islands	5 min	5 min	<b>5 min</b>	171	151	<b>211</b>
Lothian & Borders	5 min	5 min	<b>5 min</b>	4,045	3,622	<b>1,752</b>
Strathclyde	5 min	5 min	<b>5 min</b>	12,823	20,271	<b>11,209</b>
Tayside	5 min	5 min	<b>5 min</b>	1,815	1,616	<b>785</b>
<b>Scotland</b>				<b>20,373</b>	<b>27,133</b>	<b>15,200</b>

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		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Central Scotland	96.2%	94.7%	<b>95.1%</b>	10 min	10 min	<b>10 min</b>
Dumfries & Galloway	96.1%	97.5%	<b>97.8%</b>	10 min	10 min	<b>10 min</b>
Fife	96.0%	95.7%	<b>96.9%</b>	10 min	10 min	<b>10 min</b>
Grampian	99.3%	98.7%	<b>99.0%</b>	10 min	10 min	<b>10 min</b>
Highland & Islands	96.6%	95.4%	<b>96.7%</b>	10 min	10 min	<b>10 min</b>
Lothian & Borders	97.1%	97.3%	<b>96.8%</b>	10 min	10 min	<b>10 min</b>
Strathclyde	97.0%	97.5%	<b>97.3%</b>	10 min	10 min	<b>10 min</b>
Tayside	98.7%	97.2%	<b>98.5%</b>	10 min	10 min	<b>10 min</b>
<b>Scotland</b>	<b>97.2%</b>	<b>97.1%</b>	<b>97.2%</b>			

# 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		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Central Scotland	3,195	3,278	<b>3,601</b>	97.3%	96.9%	<b>95.3%</b>
Dumfries & Galloway	230	202	<b>268</b>	99.9%	100.0%	<b>99.8%</b>
Fife	4,978	4,688	<b>5,916</b>	98.1%	99.1%	<b>98.0%</b>
Grampian	4,012	4,373	<b>4,226</b>	99.5%	99.8%	<b>99.2%</b>
Highland & Islands	2,594	2,666	<b>1,441</b>	92.3%	90.0%	<b>90.5%</b>
Lothian & Borders	11,126	11,219	<b>5,592</b>	98.0%	97.7%	<b>98.2%</b>
Strathclyde	14,440	22,236	<b>12,751</b>	97.8%	97.8%	<b>97.6%</b>
Tayside	5,483	4,754	<b>2,912</b>	97.8%	95.1%	<b>96.9%</b>
<b>Scotland</b>	<b>46,058</b>	<b>53,416</b>	<b>36,707</b>	<b>97.6%</b>	<b>97.2%</b>	<b>97.5%</b>

Fire	Indicator 1					
	Target response time for fire incidents in 'low' risk areas			Number of attendances to fire incidents in 'low' risk areas		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Central Scotland	20 min	20 min	<b>20 min</b>	935	771	<b>752</b>
Dumfries & Galloway	20 min	20 min	<b>20 min</b>	826	932	<b>981</b>
Fife	20 min	20 min	<b>20 min</b>	485	463	<b>589</b>
Grampian	20 min	20 min	<b>20 min</b>	988	931	<b>1,023</b>
Highland & Islands	20 min	20 min	<b>20 min</b>	1,051	1,053	<b>400</b>
Lothian & Borders	20 min	20 min	<b>20 min</b>	2,074	1,958	<b>1,036</b>
Strathclyde	20 min	20 min	<b>20 min</b>	2,873	4,474	<b>2,442</b>
Tayside	20 min	20 min	<b>20 min</b>	1,012	998	<b>833</b>
<b>Scotland</b>				<b>10,244</b>	<b>11,580</b>	<b>8,056</b>

# 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		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Central Scotland	86.7%	100.0%	<b>72.7%</b>	35 min	35 min	<b>35 min</b>
Dumfries & Galloway	92.4%	90.2%	<b>90.9%</b>	20 min	20 min	<b>20 min</b>
Fife	No Category	No Service	<b>No Category</b>	No Category	No Category	<b>No Category</b>
Grampian	97.0%	96.5%	<b>97.3%</b>	20 min	20 min	<b>20 min</b>
Highland & Islands	92.3%	90.9%	<b>90.9%</b>	30 min	30 min	<b>30 min</b>
Lothian & Borders	Not Reported	Not Reported	<b>Not Required</b>	Not Reported	Not Reported	<b>Not Required</b>
Strathclyde	90.1%	92.6%	<b>86.5%</b>	30 min	30 min	<b>30 min</b>
Tayside	98.1%	93.5%	<b>87.2%</b>	35 min	35 min	<b>35 min</b>
<b>Scotland</b>	<b>94.3%</b>	<b>93.0%</b>	<b>94.5%</b>			

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		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Central Scotland	15	9	<b>11</b>	24m 33s	21m 46s	<b>30m 47s</b>
Dumfries & Galloway	485	469	<b>536</b>	Not Reported	13m 6s	<b>12m 29s</b>
Fife	No Category	No Category	<b>No Category</b>	No Category	No Category	<b>No Category</b>
Grampian	1,130	1,156	<b>1,588</b>	11m 13s	10m 40s	<b>10m 40s</b>
Highland & Islands	431	615	<b>197</b>	16m 40s	17m 21s	<b>17m 45s</b>
Lothian & Borders	10	17	<b>Not Required</b>	17m 5s	21m 15s	<b>Not Required</b>
Strathclyde	91	202	<b>148</b>	16m 48s	16m 1s	<b>17m 30s</b>
Tayside	54	46	<b>39</b>	15m 37s	19m 6s	<b>22m 40s</b>
<b>Scotland</b>	<b>2,216</b>	<b>2,514</b>	<b>2,519</b>			

# Fire

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		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Central Scotland	5.7%	5.2%	<b>4.6%</b>	0.9%	1.1%	<b>2.2%</b>
Dumfries & Galloway	4.5%	5.1%	<b>5.9%</b>	0.7%	0.4%	<b>0.7%</b>
Fife	7.6%	6.1%	<b>6.2%</b>	1.4%	0.7%	<b>1.1%</b>
Grampian	5.1%	6.4%	<b>4.8%</b>	0.7%	0.3%	<b>0.1%</b>
Highland & Islands	4.6%	4.8%	<b>7.1%</b>	0.2%	0.2%	<b>2.3%</b>
Lothian & Borders	6.2%	6.5%	<b>6.6%</b>	1.0%	0.8%	<b>0.5%</b>
Strathclyde	8.0%	7.3%	<b>8.1%</b>	0.4%	0.1%	<b>0.3%</b>
Tayside	8.7%	6.8%	<b>5.8%</b>	0.6%	0.1%	<b>0.4%</b>
<b>Scotland</b>	<b>7.3%</b>	<b>6.8%</b>	<b>7.0%</b>	<b>0.6%</b>	<b>0.3%</b>	<b>0.5%</b>

Fire	Indicator 2			Indicator 3		
	Percentage of working time lost due to sickness for all other staff directly employed by the brigade			The percentage of calls handled in less than one minute		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Central Scotland	4.8%	5.3%	<b>3.5%</b>	71.0%	69.7%	<b>71.1%</b>
Dumfries & Galloway	5.4%	4.4%	<b>5.4%</b>	55.6%	Not Reported	<b>93.1%</b>
Fife	7.2%	2.8%	<b>3.6%</b>	66.8%	68.3%	<b>68.6%</b>
Grampian	5.3%	4.3%	<b>3.2%</b>	81.3%	78.0%	<b>74.6%</b>
Highland & Islands	3.7%	3.2%	<b>4.3%</b>	71.0%	66.6%	<b>66.4%</b>
Lothian & Borders	6.2%	5.6%	<b>5.2%</b>	58.0%	60.4%	<b>69.0%</b>
Strathclyde	7.1%	8.2%	<b>8.0%</b>	46.6%	49.4%	<b>52.8%</b>
Tayside	5.7%	5.6%	<b>4.4%</b>	71.7%	71.6%	<b>69.5%</b>
<b>Scotland</b>	<b>6.2%</b>	<b>6.1%</b>	<b>5.9%</b>	<b>56.3%</b>	<b>58.0%</b>	<b>61.9%</b>

## Fire

Fire	Indicator 3				Indicator 4
	The percentage of calls handled in less than 2 minutes	The total number of calls handled			Number of incidents resulting in casualties per 10,000 population
	2003/2004	2001/2002	2002/2003	2003/2004	2003/2004
Central Scotland	95.2%	5,649	5,372	5,741	1.7
Dumfries & Galloway	99.2%	2,026	Not Reported	2,203	1.6
Fife	97.3%	6,857	6,343	7,914	1.3
Grampian	98.3%	7,808	8,321	8,657	1.8
Highland & Islands	96.2%	5,100	5,689	5,328	2.0
Lothian & Borders	97.0%	22,330	21,670	23,830	2.1
Strathclyde	92.6%	62,846	59,810	61,212	2.7
Tayside	95.6%	9,855	8,988	9,562	1.8
<b>Scotland</b>	<b>94.7%</b>	<b>122,471</b>	<b>116,193</b>	<b>124,447</b>	<b>2.2</b>

Fire	Indicator 5					
	Average accidental dwelling fires per 10,000 population for 1998/99	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	Average accidental dwelling fires per 10,000 population for 2002/2003	Average accidental dwelling fires per 10,000 population for 2003/2004
	1998/1999	1999/2000	2000/2001	2001/2002	2002/2003	2003/2004
Central Scotland	11.0	10.7	10.1	9.6	10.1	9.3
Dumfries & Galloway	9.3	9.5	10.6	9.6	8.8	9.4
Fife	10.3	8.7	9.7	10.6	9.0	8.6
Grampian	13.4	9.6	13.5	12.5	13.1	14.1
Highland & Islands	9.9	9.4	9.6	7.6	7.8	8.0
Lothian & Borders	13.6	13.0	13.4	13.3	12.2	12.5
Strathclyde	16.8	16.6	15.9	14.3	13.3	13.1
Tayside	15.6	16.0	15.5	16.0	13.2	12.8
<b>Scotland</b>	<b>14.5</b>	<b>13.8</b>	<b>14.0</b>	<b>13.1</b>	<b>12.2</b>	<b>12.2</b>