

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 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.

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.

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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:

- 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.**

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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. 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.

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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		
	02/03	03/04	04/05	02/03	03/04	04/05	02/03	03/04	04/05	02/03	03/04	04/05	02/03	03/04	04/05
Central Scotland															
Dumfries & Galloway							ft								
Fife															
Grampian															
Highland & Islands															
Lothian & Borders	ft(e (i),(iv))														
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		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Central Scotland	No Category	No Category	No Category	No Category	No Category	No Category
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	94.5%	94.9%	96.5%	5 min	5 min	5 min
Highland & Islands	No Category	No Category	No Category	No Category	No Category	No Category
Lothian & Borders	87.6%	83.6%	93.1%	5 min	5 min	5 min
Strathclyde	83.2%	79.3%	76.0%	5 min	5 min	5 min
Tayside	80.8%	92.3%	92.5%	5 min	5 min	5 min
Scotland	84.7%	81.8%	81.6%			

Fire	Indicator 1					
	Number of attendances to fire incidents in 'high' risk areas			Number of attendance to fire incidents within target for 'high' risk areas		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Central Scotland	No Category	No Category	No Category	No Category	No Category	No Category
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	361	370	311	341	351	300
Highland & Islands	No Category	No Category	No Category	No Category	No Category	No Category
Lothian & Borders	3,065	1,868	1,815	2,685	1,561	1,689
Strathclyde	7,208	4,814	5,130	6,000	3,819	3,899
Tayside	452	339	305	365	313	282
Scotland	11,086	7,391	7,561	9,391	6,044	6,170

Fire

Fire	Indicator 1					
	Percentage of attendances to fire incidents within target for 'substantial' risk areas			Target response time for fire incidents in 'substantial' risk areas		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Central Scotland	85.9%	85.5%	85.6%	5 min	5 min	5 min
Dumfries & Galloway	87.5%	100.0%	97.1%	5 min	5 min	5 min
Fife	66.4%	69.7%	71.4%	5 min	5 min	5 min
Grampian	92.9%	88.9%	92.2%	5 min	5 min	5 min
Highland & Islands	92.1%	98.1%	98.2%	5 min	5 min	5 min
Lothian & Borders	87.5%	89.9%	93.4%	5 min	5 min	5 min
Strathclyde	78.4%	69.3%	66.6%	5 min	5 min	5 min
Tayside	81.5%	93.4%	92.7%	5 min	5 min	5 min
Scotland	80.1%	74.5%	72.6%			

Fire	Indicator 1					
	Number of attendances to fire incidents in 'substantial' risk areas			Number of attendances to fire incidents in 'substantial' risk areas within target		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Central Scotland	319	296	209	274	253	179
Dumfries & Galloway	72	72	68	63	72	66
Fife	476	353	391	316	246	279
Grampian	606	522	474	563	464	437
Highland & Islands	151	211	166	139	207	163
Lothian & Borders	3,622	1,752	1,733	3,168	1,575	1,618
Strathclyde	20,271	11,209	11,012	15,890	7,767	7,331
Tayside	1,616	785	661	1,317	733	613
Scotland	27,133	15,200	14,714	21,730	11,317	10,686

Fire

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		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Central Scotland	94.7%	95.1%	95.6%	10 min	10 min	10 min
Dumfries & Galloway	97.5%	97.8%	96.7%	10 min	10 min	10 min
Fife	95.7%	96.9%	96.4%	10 min	10 min	10 min
Grampian	98.7%	99.0%	99.4%	10 min	10 min	10 min
Highland & Islands	95.4%	96.7%	96.3%	10 min	10 min	10 min
Lothian & Borders	97.3%	96.8%	99.3%	10 min	10 min	8 min
Strathclyde	97.5%	97.3%	97.3%	10 min	10 min	8 min
Tayside	97.2%	98.5%	98.1%	10 min	10 min	10 min
Scotland	97.1%	97.2%	97.6%			

Fire	Indicator 1					
	Number of attendances to fire incidents in 'moderate' risk areas			Number of attendance to fire incidents within target time for 'moderate' risk areas		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Central Scotland	3,278	3,601	3,039	3,103	3,423	2,905
Dumfries & Galloway	202	268	182	197	262	176
Fife	4,688	5,916	4,898	4,485	5,732	4,720
Grampian	4,373	4,226	3,439	4,314	4,185	3,417
Highland & Islands	2,666	1,441	1,512	2,543	1,393	1,456
Lothian & Borders	11,219	5,592	5,559	10,919	5,411	5,520
Strathclyde	22,236	12,751	12,613	21,687	12,408	12,272
Tayside	4,754	2,912	2,720	4,623	2,867	2,668
Scotland	53,416	36,707	33,962	51,871	35,681	33,134

Fire

Fire	Indicator 1					
	Percentage of attendances to fire incidents within target for 'low' risk areas			Target response time for fire incidents in 'low' risk areas		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Central Scotland	96.9%	95.3%	97.5%	20 min	20 min	20 min
Dumfries & Galloway	100.0%	99.8%	100.0%	20 min	20 min	20 min
Fife	99.1%	98.0%	97.5%	20 min	20 min	20 min
Grampian	99.8%	99.2%	99.4%	20 min	20 min	20 min
Highland & Islands	90.0%	90.5%	95.1%	20 min	20 min	20 min
Lothian & Borders	97.7%	98.2%	99.3%	20 min	20 min	20 min
Strathclyde	97.8%	97.6%	98.0%	20 min	20 min	20 min
Tayside	95.1%	96.9%	96.7%	20 min	20 min	20 min
Scotland	97.2%	97.5%	98.2%			

Fire	Indicator 1					
	Number of attendances to fire incidents in 'low' risk areas			Number of attendances to fire incidents within target time for 'low' risk areas		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Central Scotland	771	752	589	747	717	574
Dumfries & Galloway	932	981	859	932	979	859
Fife	463	589	520	459	577	507
Grampian	931	1,023	841	929	1,015	836
Highland & Islands	1,053	400	447	948	362	425
Lothian & Borders	1,958	1,036	905	1,913	1,017	899
Strathclyde	4,474	2,442	2,176	4,376	2,384	2,133
Tayside	998	833	659	949	807	637
Scotland	11,580	8,056	6,996	11,253	7,858	6,870

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		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Central Scotland	100.0%	72.7%	100.0%	35 min	35 min	35 min
Dumfries & Galloway	90.2%	90.9%	91.7%	20 min	20 min	20 min
Fife	No Service	No Category	No Category	No Category	No Category	No Category
Grampian	96.5%	97.3%	98.2%	20 min	20 min	20 min
Highland & Islands	90.9%	90.9%	88.6%	30 min	30 min	30 min
Lothian & Borders	Not Reported	Not Required	Not Required	Not Reported	Not Required	Not Required
Strathclyde	92.6%	86.5%	90.2%	30 min	30 min	30 min
Tayside	93.5%	87.2%	95.6%	35 min	35 min	35 min
Scotland	93.0%	94.5%	94.9%			

Fire	Indicator 1					
	Number of attendances to fire incidents in 'rural' risk areas			Number of attendances to fire incidents within target time for 'rural' risk areas		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Central Scotland	9	11	7	9	8	7
Dumfries & Galloway	469	536	469	423	487	430
Fife	No Category	No Category	No Category	No Category	No Category	No Category
Grampian	1,156	1,588	1,089	1,116	1,545	1,069
Highland & Islands	615	197	228	559	179	202
Lothian & Borders	17	Not Required	Not Required	Not Reported	Not Required	Not Required
Strathclyde	202	148	132	187	128	119
Tayside	46	39	45	43	34	43
Scotland	2,514	2,519	1,970	2,337	2,381	1,870

Fire

Fire	Indicator 1			Indicator 2		
	Average response time for attendances to fire incidents for 'rural' risk areas			The percentage of rider shifts lost due to sickness during the year		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Central Scotland	21m 46s	30m 47s	26m 54s	5.2%	4.6%	6.0%
Dumfries & Galloway	13m 6s	12m 29s	13m 9s	5.1%	5.9%	5.3%
Fife	No Category	No Category	No Category	6.1%	6.2%	9.4%
Grampian	10m 40s	10m 40s	10m 40s	6.4%	4.8%	6.3%
Highland & Islands	17m 21s	17m 45s	17m 0s	4.8%	7.1%	7.1%
Lothian & Borders	21m 15s	Not Required	Not Required	6.5%	6.6%	6.2%
Strathclyde	16m 1s	17m 30s	15m 13s	7.3%	8.1%	8.0%
Tayside	19m 6s	22m 40s	20m 2s	6.8%	5.8%	6.1%
Scotland				6.8%	7.0%	7.4%

Fire	Indicator 2					
	Total number of rider shifts lost due to sickness during the year			The percentage of rider shifts lost due to light duties during the year		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Central Scotland	1,515	1,325	1,675	1.1%	2.2%	1.1%
Dumfries & Galloway	548	659	563	0.4%	0.7%	1.9%
Fife	2,914	2,899	4,563	0.7%	1.1%	1.0%
Grampian	2,548	1,935	2,549	0.3%	0.1%	0.7%
Highland & Islands	541	781	728	0.2%	2.3%	0.9%
Lothian & Borders	6,372	6,525	6,025	0.8%	0.5%	0.3%
Strathclyde	21,738	23,079	22,744	0.1%	0.3%	0.3%
Tayside	3,462	2,960	3,049	0.1%	0.4%	0.5%
Scotland	39,638	40,163	41,896	0.6%	0.5%	0.5%

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Fire	Indicator 2					
	Total number of rider shifts lost due to light duties during the year			Total number of rider shifts in the year		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Central Scotland	331	624	316	29,083	28,941	28,110
Dumfries & Galloway	45	83	208	10,836	11,137	10,685
Fife	313	523	480	47,431	47,090	48,444
Grampian	139	40	296	39,738	40,405	40,191
Highland & Islands	20	258	95	11,255	11,042	10,260
Lothian & Borders	756	495	326	97,614	98,648	96,520
Strathclyde	307	786	914	298,171	284,139	285,273
Tayside	65	224	252	50,888	51,306	49,769
Scotland	1,669	3,033	2,887	585,016	572,708	569,252

Fire	Indicator 2					
	Percentage of working time lost due to sickness for all other staff directly employed by the brigade			Total number of days lost due to sickness for all other staff directly employed by the brigade		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Central Scotland	5.3%	3.5%	6.6%	882	602	1,275
Dumfries & Galloway	4.4%	5.4%	9.0%	493	698	1,219
Fife	2.8%	3.6%	6.3%	440	538	1,405
Grampian	4.3%	3.2%	4.4%	1,533	1,168	1,583
Highland & Islands	3.2%	4.3%	3.3%	705	947	838
Lothian & Borders	5.6%	5.2%	5.5%	3,328	3,237	3,423
Strathclyde	8.2%	8.0%	9.2%	10,695	11,465	9,327
Tayside	5.6%	4.4%	4.7%	1,579	1,223	1,361
Scotland	6.1%	5.9%	6.6%	19,655	19,878	20,431

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Fire	Indicator 2			Indicator 3		
	Total number of working days per year			The number of calls handled in less than one minute		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Central Scotland	16,781	17,344	19,220	3,743	4,083	3,366
Dumfries & Galloway	11,244	13,029	13,492	Not Reported	2,052	1,810
Fife	15,960	14,934	22,446	4,334	5,432	4,805
Grampian	35,532	36,972	35,716	6,491	6,456	5,474
Highland & Islands	22,328	22,257	25,439	3,790	3,537	3,259
Lothian & Borders	59,478	62,248	62,338	13,085	16,452	14,857
Strathclyde	129,989	144,061	101,929	29,560	32,323	34,350
Tayside	28,387	27,801	28,691	6,436	6,649	5,541
Scotland	319,699	338,646	309,271	67,439	76,984	73,462

Fire	Indicator 3				
	The percentage of calls handled in less than one minute			Number of calls handled in less than 2 minutes	
	2002/2003	2003/2004	2004/2005	2003/2004	2004/2005
Central Scotland	69.7%	71.1%	68.9%	5,463	4,641
Dumfries & Galloway	Not Reported	93.1%	94.8%	2,186	1,903
Fife	68.3%	68.6%	70.0%	7,698	6,692
Grampian	78.0%	74.6%	76.5%	8,513	7,043
Highland & Islands	66.6%	66.4%	68.7%	5,127	4,581
Lothian & Borders	60.4%	69.0%	72.4%	23,116	19,910
Strathclyde	49.4%	52.8%	64.1%	56,663	51,311
Tayside	71.6%	69.5%	68.3%	9,146	7,695
Scotland	58.0%	61.9%	68.2%	117,912	103,776

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Fire	Indicator 3				
	The percentage of calls handled in less than 2 minutes		The total number of calls handled		
	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Central Scotland	95.2%	94.9%	5,372	5,741	4,888
Dumfries & Galloway	99.2%	99.6%	Not Reported	2,203	1,910
Fife	97.3%	97.5%	6,343	7,914	6,864
Grampian	98.3%	98.5%	8,321	8,657	7,152
Highland & Islands	96.2%	96.6%	5,689	5,328	4,744
Lothian & Borders	97.0%	97.0%	21,670	23,830	20,516
Strathclyde	92.6%	95.8%	59,810	61,212	53,578
Tayside	95.6%	94.8%	8,988	9,562	8,115
Scotland	94.7%	96.3%	116,193	124,447	107,767

Fire	Indicator 4			
	Population		Number of incidents resulting in casualties	
	2003/2004	2004/2005	2003/2004	2004/2005
Central Scotland	279,640	279,970	47	38
Dumfries & Galloway	147,310	147,210	23	19
Fife	350,700	352,040	44	33
Grampian	523,290	523,390	96	109
Highland & Islands	275,490	276,360	55	46
Lothian & Borders	886,690	888,470	190	158
Strathclyde	2,204,210	2,203,360	592	570
Tayside	387,470	386,600	69	57
Scotland	5,054,800	5,057,400	1,116	1,030

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Fire	Indicator 4		Indicator 5			
	Number of incidents resulting in casualties per 10,000 population		Number of accidental dwelling fires		Number of accidental dwelling fires per 10,000 population	
	2003/2004	2004/2005	2003/2004	2004/2005	2003/2004	2004/2005
Central Scotland	1.7	1.4	260	224	9.3	8.0
Dumfries & Galloway	1.6	1.3	139	112	9.4	7.6
Fife	1.3	0.9	302	304	8.6	8.6
Grampian	1.8	2.1	736	667	14.1	12.7
Highland & Islands	2.0	1.7	221	221	8.0	8.0
Lothian & Borders	2.1	1.8	1,107	1,041	12.5	11.7
Strathclyde	2.7	2.6	2,887	2,545	13.1	11.6
Tayside	1.8	1.5	497	457	12.8	11.8
Scotland	2.2	2.0	6,149	5,571	12.2	11.0