



**LOCAL PLAN PERFORMANCE REPORT  
SCOTTISH BORDERS**



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

**Year to Date Report, 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023**

**Working together  
for a safer Scotland**



**DISCLAIMER**

The figures included in this report are provisional and subject to change as a result of quality assurance and review. The statistics quoted are internal management information published in the interests of transparency and openness. The Scottish government publishes Official Statistics each year which allow for comparisons to be made over longer periods of time.

Please ensure any external partners in receipt of these reports are aware of this.

<b>CONTENTS</b>	<b>PAGE</b>
1 <b>Introduction</b>	<b>3</b>
2 <b>Performance Summary</b>	<b>4</b>
3 <b>Progress on local fire &amp; rescue plan priorities</b>	
<i>Local Risk Management and Preparedness</i>	<b>5</b>
<i>All accidental dwelling fires</i>	<b>7</b>
<i>All accidental dwelling fire casualties (fatal &amp; non-fatal (incl. p/c's))</i>	<b>9</b>
<i>All deliberate fires</i>	<b>11</b>
<i>Non domestic fires</i>	<b>13</b>
<i>Special Service - RTC casualties</i>	<b>15</b>
<i>Special Service - Non RTC casualties</i>	<b>17</b>
<i>False Alarm - UFAs</i>	<b>19</b>
4 <b>Appendices</b>	
5 <b>Glossary</b>	

## Introduction

The priorities contained within the Local Fire & Rescue Plan and our strategies for Service Delivery are clearly aligned to the Community Planning Structure, which supports the delivery of Community Planning Partnership priorities & activities in the Scottish Borders. The priorities in the Local Fire & Rescue Plan also contribute towards Scottish Government National Outcomes.

This report gives information on operational activity within the reporting period and the steps we will take, through our partnership prevention activity, to address any increase or trend identified.

The Scottish Borders is served by thirteen On Call (previously retained) stations & two wholetime stations, therefore the vast majority of the Firefighters within the Borders work the On Call duty system. Our On Call firefighters work tirelessly to protect their local & surrounding communities, often balancing responding to emergencies via a pager with their primary employment & family commitments.

An on going internal challenge, across Scotland and MELSB, is recruitment of On Call staff. This was identified early in LSO Sangster introduction to the area & identified as a top priority for Group & Station Commanders. To target this we created a local recruitment team, focussing our efforts where the need is greatest and this approach allowed us to recruit 21 new staff in the reporting period, a record for a twelve month period. Unfortunately this allowed staff who were considering retirement at stations to retire, as they were being replaced, so the impact of this work has been limited over the the reporting period. It is expected this retirement profile will ease and the continued effort will result in greater staffing levels.

In the last year we introduced the Bank Hours initiative, as discussed at previous committees. This initiative allows us to locate On Call volunteers to remote work locations. In the first twelve months of the Bank Hours initiative we have, in the Scottish Borders, created over 5500hrs of appliance availability, created extra income for staff & attended over 150 operational incidents that would not have been possible prior to the initiatives introduction. Both projects serve the purpose of increasing appliance availability across the LSO and Scottish Borders area.

The Borders has the support of three On Call Support Watch Commanders (OCSWC). The purpose of creating these post across Scotland, 54 in total, was to bring additional resource to support appliance availability, a more locally focussed recruitment campaign, support pre-employment engagement programme, which invites candidates into the station environment for up to 12 weeks prior to their selection tests. (This helps candidates to understand the role & the level of commitment required to become an on call firefighter)

Locally we have already seen performance improvements against KPIs such as gathering Operational Intelligence, supporting Community Safety events, recruitment campaigns, maintaining appliance availability and assisting in the delivery of training by the OCSWC cadre.

LSO Sangster campaigned for & supported the secondment of a Borders swift water rescue instructor to the MELSB local training team to support local and East Service Delivery Area (ESDA) wide water and flood training. The secondment allows us to plan and deliver training in the coming years and have successfully delivered flood training to Peebles and provide maintenance training to Galashiels, Hawick & Newcastleton On Call stations who are flood response trained.

Musselburgh, Lauder and Coldstream stations, identified as Wildfire Tier 2 and 3 stations, have received their wildfire PPE and the training delivery plan is to start soon. This will deliver a step change in how SFRS tackle wildfire focussing on prevention through partnership, reducing the impact on the environment, the public and staff across Scotland.

SFRS has launched a Strategic Service Review Programme. The purpose of the review is to identify how we need to change as a Service to achieve the outcomes set out in our Strategic Plan and our Operations Strategy, as well as resolving the financial challenges we face over the next four years. There are three workstreams - Corporate Services, Service Delivery and Asset Management. In relation to Service Delivery for year one it has been agreed the temporary removal of ten appliances from across Scotland (Scottish Borders not affected), reduction of height appliances across Scotland from 26 to 16 and dual crewing for fire and water rescue at Polmadie Station, Glasgow.

From 1 July 2023, we will stop attending automatic fire alarm (AFA) call outs to commercial business and workplace premises, such as factories, offices, shops and leisure facilities - unless a fire has been confirmed. Dutyholders with responsibility for workplace premises should safely investigate a fire alarm before calling 999, as our control room operators will now be asking for confirmation of an actual fire, or signs of fire, before sending the nearest resource. This change does not apply to sleeping premises, such as hospitals, care homes, hotels or domestic dwellings who will continue to get an emergency response.

This follows the SFRS public consultation in 2021 and is estimated to greatly reduce unnecessary call outs in order to free up our firefighters to attend real emergencies and to allow them to do more community safety prevention work.

## Performance Summary

We measure how well we are meeting our priorities using 7 key indicators, depicted below

Key performance indicator	Apr to (& incl.) Mar					RAG rating
	2018/19	2019/20	2020/21	2021/22	2022/23	YTD
All accidental dwelling fires	92	96	77	75	70	●
All accidental dwelling fire casualties (fatal & non-fatal (incl. p/c's))	16	23	13	12	16	◆
All deliberate fires	149	134	127	98	117	◆
Non domestic fires	42	41	41	39	40	▲
Special Service - RTC casualties	61	49	24	48	38	●
Special Service - Non RTC casualties	41	45	28	38	42	◆
False Alarm - UFAs	521	458	448	518	538	●

### RAG rating - KEY

◆	RED DIAMOND	10% higher than the previous YTD period, or local target not achieved.
▲	YELLOW TRIANGLE	Up to 9% higher than the previous YTD period, or local target not achieved.
●	GREEN CIRCLE	Equal to or improved upon the previous equivalent quarter (or YTD period), or local target achieved.

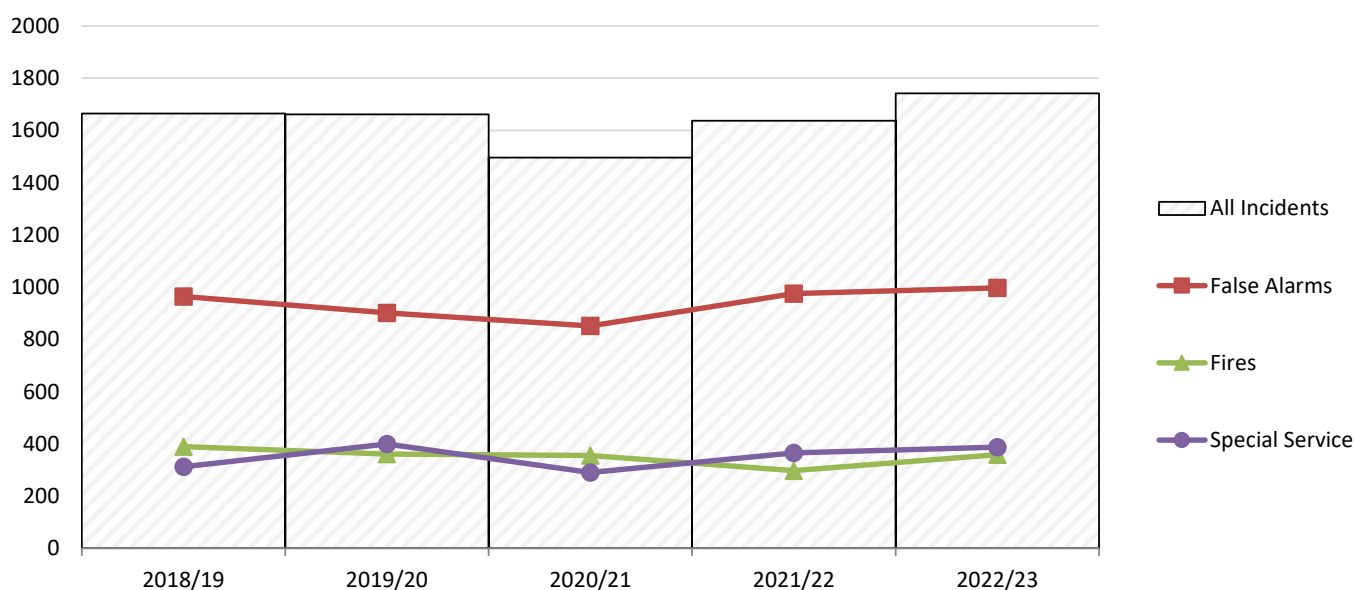
### Note

0

### Incident Overview

During the period 1st April 2022 to 31st March 2023 SFRS responded to 1749 incidents in the Scottish Borders. This included 70 accidental dwelling fires, 241 accidental fires and 390 special service incidents. False alarms accounted for 58% of our emergency calls. The change to UFAS response will drive down the number of false alarm that crews attend and create time and opportunity for more training and community safety initiatives.

The chart below illustrates incidents YTD attended within Scottish Borders council over the last 5 fiscal years



<b>Progress on local fire &amp; rescue plan priorities</b>
<b>Local Risk Management and Preparedness</b>
<p>The service must identify, prioritise and plan to meet the risks in each local community.</p> <p>We said we would;</p> <ul style="list-style-type: none"> <li>• Train our staff to deal with our local risks</li> <li>• Gather and analyse risk information</li> <li>• Work with partners to mitigate risk</li> <li>• Deal with major events</li> </ul>
<b><u>Train our staff to deal with our local risks</u></b>
<p>Our Operational staff continue to undertake routine and risk specific skill acquisition and maintenance training. During 2022/23 all firefighters in the Scottish Borders will participate in the Training for Operational Competence programme. Core skills including pumps, ladders, breathing apparatus, RTC and incident command continue to be practiced and assessed on a monthly basis. This combined with basic training for new recruits working towards red, amber and green assessments means our staff continually refresh skills and learn new techniques. To support On Call stations and Mgmt teams each ssstation has a dedicated training aofficer and wholetime watch at Galashiels and Hawick are responsible for planning and delivering quarterly exercises for an identified On Call station.</p>
<b><u>Gather and analyse risk information</u></b>
<p>Our Operational staff continue to gather and analyse local risk information and operational intelligence (OI) which is used in our preparations to resolve incidents. At the current time we hold over 250 OI documents on premises within the LSO area. We conduct post incident debriefs using a structured debrief process to identify any lessons that can be learned to enhance our preparedness and response to any incident.</p>
<b><u>Work with partners to mitigate risks</u></b>
<p>We continue to be an active member of the Lothian &amp; Borders Local Resilience partnership. We share information with local authority partners and other key stakeholders to ensure any issues highlighted by operational crews during incidents or HFSV are passed to the appropriate partner agency for joint action with our Community Action Team. We are an active CPP partner working with colleagues on the new Action Plan. We share information with local authority partners and other key stakeholders to ensure emergency risks are mitigated and that known events are planned and managed in a collaborative approach.</p>
<b><u>Deal with major events</u></b>
<p>During the reporting period no major events were declared. We continue to be an active member of the emergency planning process, Safety Advisory Group (SAG), Scottish Borders Resilience Group etc for up coming major events such as Jim Clark rally and the UCI cycling event at Glentress. This work helps to build relationships so that when we respond to emergencies we work in a familiar practiced collaborative manner to ensure the safe effective conclusion of any incident with partners.</p>

## Reduction of 'All accidental dwelling fires'

Dwelling fires can have devastating effects on our communities. The reduction of dwelling fires, accidental or deliberate, continues to be a priority for the SFRS in the Scottish Borders. We adopt a targeted approach whilst sharing information with partners in order to drive down the risk of fire within our local communities with an emphasis on those who are particularly vulnerable through age, isolation or addiction.

### Results

SFRS has set a national target of 10% reduction, over a three-year rolling period. There have been 70 dwelling fires recorded compared to 75 for the same period last year. It is pleasing to see this figure decrease year on year, from a high of 96. I am pleased to report there were only 5 deliberate dwelling fire, this figure is static but we continue to work to drive this figure down.

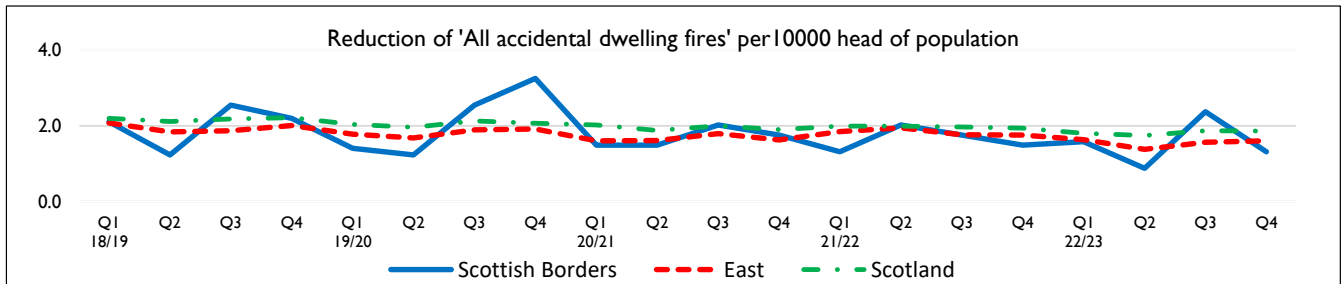
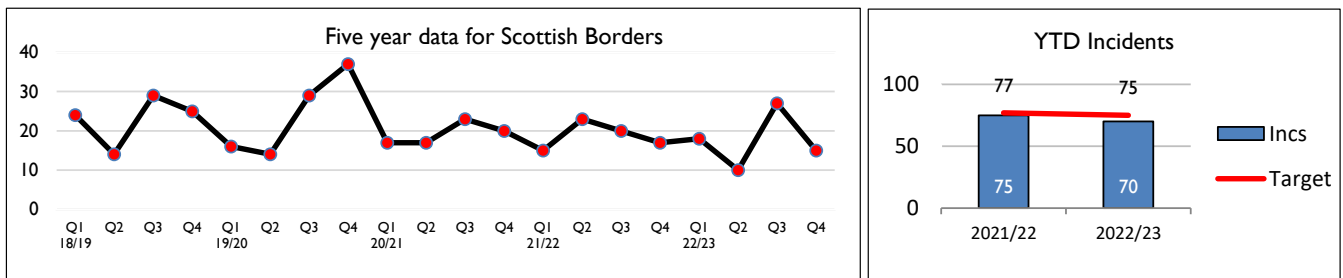
### Reasons

Cooking appliances accounted for 27 of these dwelling fires with 5 due to negligent use of equipment and 2 partitionable to faulty fuel supplies. Analysis highlights 30 of these incidents involved adults 18 to 64 years old and 24 in 65+ age group. This proves that our a targeted approach to drive down the risk of fire, with an emphasis on those who are particularly vulnerable through age and isolation is correct.

### Actions

Scottish Fire & Rescue Service (SFRS) conduct Post Domestic Incident Response (PDIR) following all domestic fires. Evidence proves that the home owner, and surrounding neighbours, are more likely to accept fire safety guidance and advice when an event occurs within their local area.

We work closely with partners to identify persons at risk from fire, this often requires cross agency or joint home safety visits organised and completed by our Community Action Teams and partners.



YTD ward ave. for Scottish Borders - 6	2018/19	2019/20	2020/21	2021/22	2022/23	Sparklines
Scottish Borders	92	96	77	75	70	
<b>Tweeddale West</b>	7	8	6	4	8	
Tweeddale East	3	7	5	3	3	
<b>Galashiels &amp; District</b>	10	18	22	7	12	
Selkirkshire	9	10	9	10	4	
<b>Leaderdale &amp; Melrose</b>	10	6	4	5	8	
<b>Mid Berwickshire</b>	13	12	3	8	9	
East Berwickshire	9	7	6	10	4	
<b>Kelso &amp; District</b>	13	6	4	9	9	
Jedburgh & District	6	5	5	3	5	
Hawick & Denholm	6	6	3	9	3	
Hawick & Hermitage	6	11	10	7	5	

## Reduction of 'All accidental dwelling fire casualties (fatal & non-fatal (incl. p/c's))'

Fire casualty and fatality rates provide an indication of the amount of serious, life threatening injuries that occur due to fire. This can indicate not only the success of SFRS in reducing the number of life risk fires through community fire safety and similar activities but also their success in operational response activity in saving life.

### Results

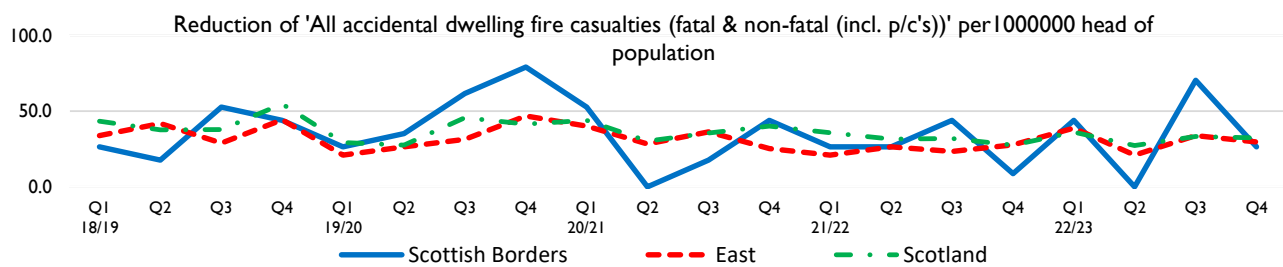
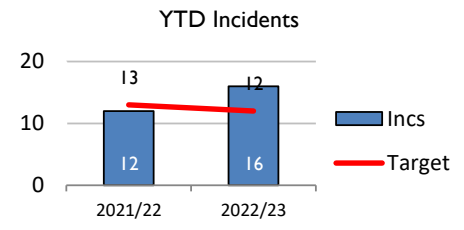
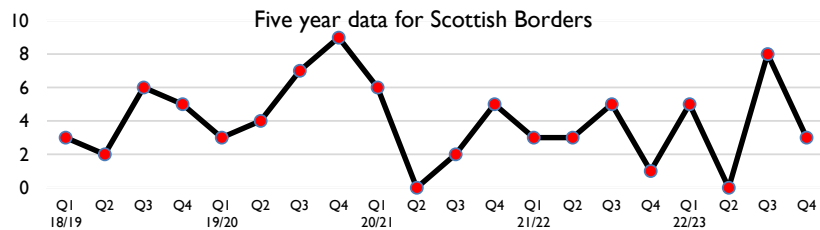
We aim to reduce fire casualties in the Scottish Borders year on year with a SFRS target of reducing fire casualties by 5% per year over a three-year rolling period. There has been 16 casualty in the reporting period to date, an increase from last year's report of 12 in the same period.

### Reasons

In the last 12 months 1 person lost their life, 4 went to hospital with injuries that appeared slight. 3 people required a precautionary check from Scottish Ambulance Service and 8 received first aid from SFRS staff on scene.

### Actions

SFRS carry out seasonal thematic action plans with the purpose of warning and educating the public regarding dangers, risk and safety measures. Where trends or patterns are identified SFRS will work with community partners to mitigate the risk of reoccurrence. Where necessary SFRS offer and provide a one to one service for young fire setters.



YTD ward ave. for Scottish Borders - I	2018/19	2019/20	2020/21	2021/22	2022/23	Sparklines
Scottish Borders	16	23	13	12	16	
Tweeddale West	1	3	2	0	0	
Tweeddale East	0	0	1	0	1	
Galashiels & District	1	4	3	5	0	
Selkirkshire	1	3	2	0	1	
Leaderdale & Melrose	2	0	2	1	4	
Mid Berwickshire	3	3	0	0	1	
East Berwickshire	2	0	0	0	1	
Kelso & District	4	2	0	3	5	
Jedburgh & District	2	5	1	1	1	
Hawick & Denholm	0	0	0	1	0	
Hawick & Hermitage	0	3	2	1	2	

## Reduction of 'All deliberate fires'

Reduction of deliberate fire setting continues to be a priority for SFRS in the Scottish Borders. Deliberate fires of this nature typically involve grassland, refuse or derelict buildings. With the impact of Climate Change already being apparent its important we educate people on the risk and environmental impact of grass and wildfire, which is evident across the Country this year. Evidence shows that there is a close link between deliberate secondary fires and anti-social behaviour as well as the climate.

### Results

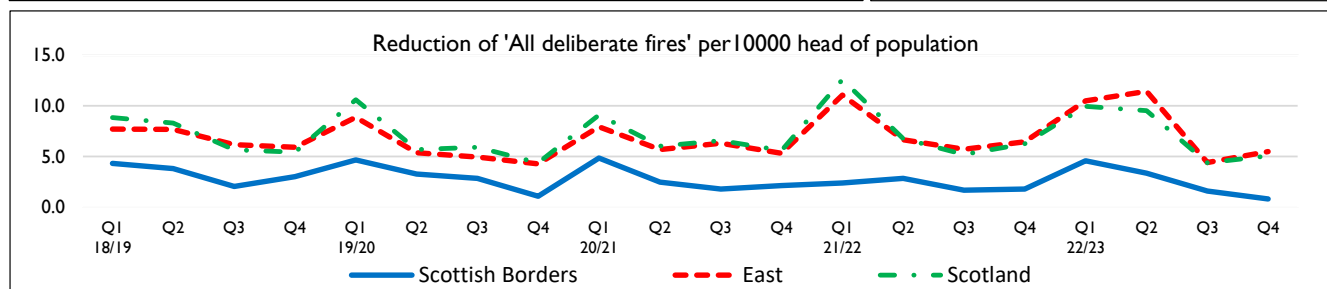
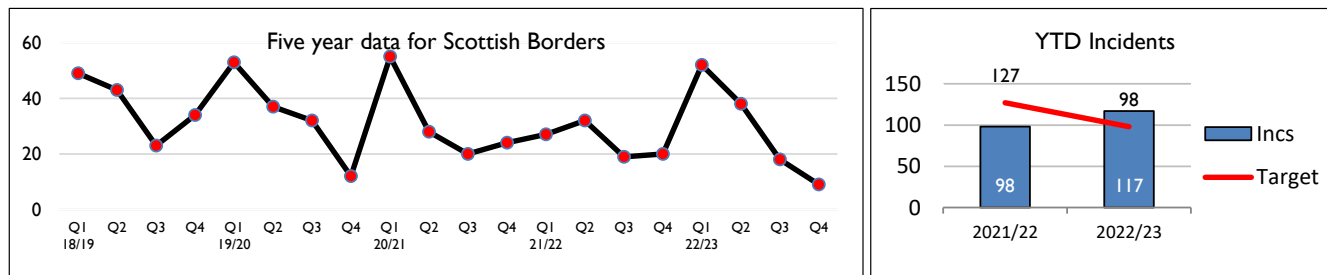
There have been 117 incidents of this nature in the reporting period, an increase from last year, but below average with previous years before Covid and associated lockdowns.

### Reasons

Secondary fires involving refuse and grass accounted for 58% of all deliberate fires. There are no trends or specific areas to identify other than small clusters in short time periods that we work with partners to address and resolve.

### Actions

SFRS carry out seasonal thematic action plans with the purpose of warning and educating the public regarding dangers, risk and safety measures. To address the risk of climate change SFRS have identified MELSB to support their Wildfire Strategy. Coldstream and Lauder stations will become Tier 2 Wildfire stations, supporting Musselburgh which will be a Tier 3 station. This will bring greater skill, knowledge, equipment and partnership working to our area to enhance our future prevention and response to these types of fire. The strategy should be fully embedded and operational within three years.



YTD ward ave. for Scottish Borders - 11	2018/19	2019/20	2020/21	2021/22	2022/23	Sparklines
Scottish Borders	149	134	127	98	117	
Tweeddale West	9	9	13	9	12	
Tweeddale East	14	9	11	6	5	
Galashiels & District	35	20	21	7	14	
Selkirkshire	8	7	4	8	9	
Leaderdale & Melrose	8	10	8	3	10	
Mid Berwickshire	8	15	9	9	7	
East Berwickshire	17	11	7	11	13	
Kelso & District	19	7	12	7	2	
Jedburgh & District	6	7	3	10	11	
Hawick & Denholm	15	31	24	16	26	
Hawick & Hermitage	10	8	15	12	8	



## Reduction of 'Non domestic fires'

In the Borders non domestic fires typically involve agricultural, industrial, educational etc buildings. Evidence shows that there is a close link between deliberate secondary fires and anti-social behaviour as well as non domestic fires.

### Results

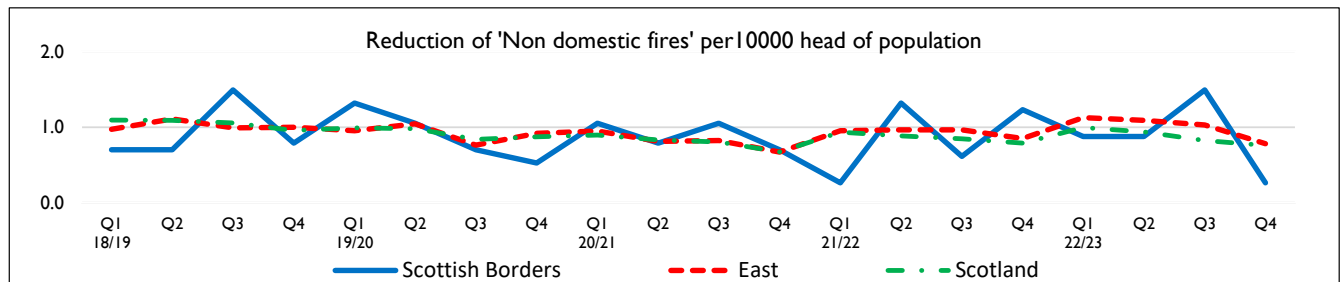
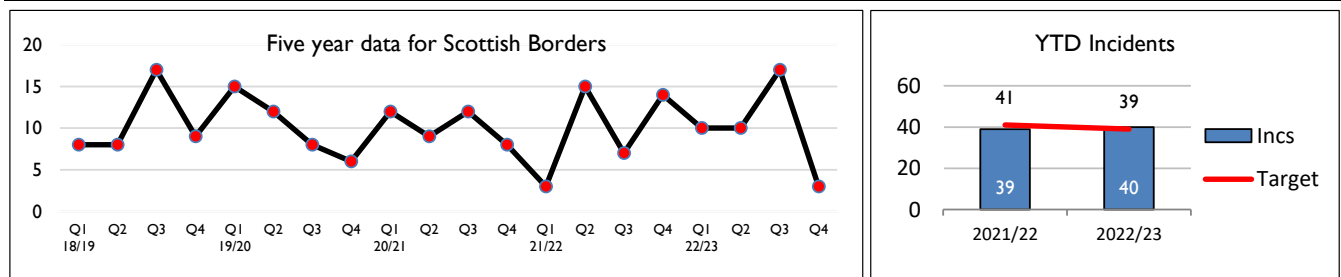
There have been 40 incidents of this nature in the reporting period, a small increase from last year, but average with previous years before Covid and associated lockdowns.

### Reasons

The vast majority of these incidents, 28, were accidental with 12 caused by adults. 9 were caused by equipment overheating, 8 were deliberate, 4 were due faulty fuel supplies and 1 was negligent use of equipment.

### Actions

SFRS carry out Post Fire Audits of any premises that has a fire that falls under the Fire Scotland Act. Our fire safety protection officers (FSPO) work with duty holders to ensure compliance with all regulations, to educate on their responsibilities and to support businesses growth and continuity.



YTD ward ave. for Scottish Borders - 4	2018/19	2019/20	2020/21	2021/22	2022/23	Sparklines
Scottish Borders	42	41	41	39	40	
<b>Tweeddale West</b>	1	3	5	6	6	
Tweeddale East	4	3	0	4	3	
Galashiels & District	9	2	7	8	2	
Selkirkshire	2	3	7	3	3	
Leaderdale & Melrose	3	7	2	0	3	
Mid Berwickshire	3	6	5	4	1	
<b>East Berwickshire</b>	3	3	2	3	5	
Kelso & District	8	5	5	1	3	
<b>Jedburgh &amp; District</b>	7	6	4	4	6	
<b>Hawick &amp; Denholm</b>	1	3	1	4	6	
Hawick & Hermitage	1	0	3	2	2	

## Reduction of 'Special Service - RTC casualties'

While much of this risk is out with the control of SFRS, education and intervention is a key part in our Road Traffic Collisions (RTC) activity as well as an operational response. SFRS is committed to working with partners and other stake holders in order to reduce the amount of RTCs, and therefore casualties, that occur in the Scottish Borders.

### Results

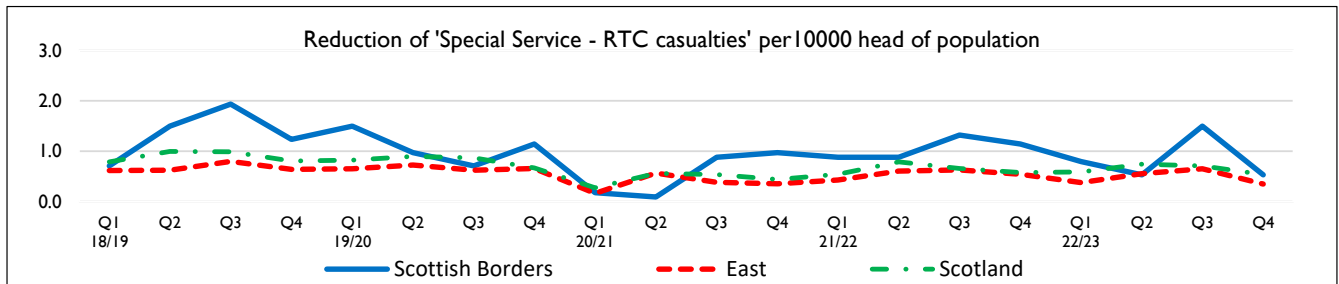
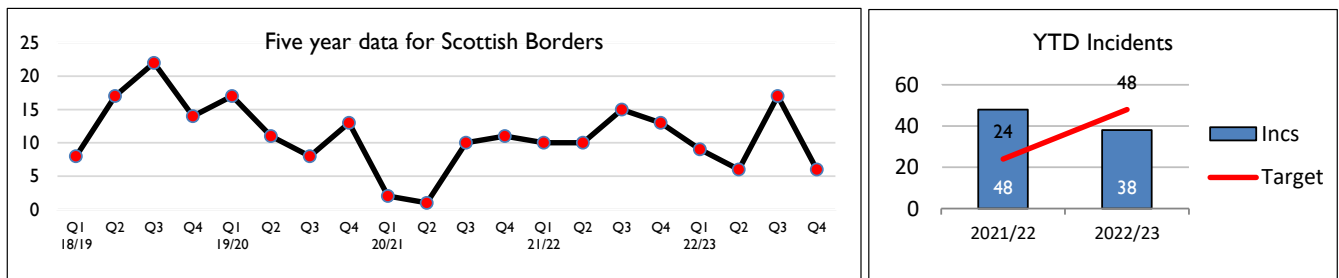
SFRS attended 78 RTC's in the reporting period with the vast majority, 67, involving cars. SFRS took operational action on 21 occasions to rescue casualties. In this period 40 people were injured and tragically 8 people lost their lives.

### Reasons

Police Scotland are responsible for determining the cause of RTC's however, SFRS significant role to play in preventing RTC's. SFRS respond to RTC's whenever it is confirmed persons are within the vehicle, regardless if they are trapped or not. This means that although we are mobilised in many instances only limited intervention is required on most occasions.

### Actions

CAT members and operational crews participate regularly in partnership initiatives that target high risk groups with the specific aim of highlighting the potential severity and far reaching consequences of RTC's. Within MELSB we have focussed Scottish Borders stations on water and road safety campaigns throughout the spring, summer and autumn as this is a recognised known risk within the local area.



YTD ward ave. for Scottish Borders - 3	2018/19	2019/20	2020/21	2021/22	2022/23	Sparklines
Scottish Borders	61	49	24	48	38	
Tweeddale West	8	5	1	7	1	
Tweeddale East	4	6	2	1	0	
Galashiels & District	7	6	2	9	5	
Selkirkshire	3	0	2	3	3	
Leaderdale & Melrose	5	4	6	10	8	
Mid Berwickshire	13	2	5	3	0	
East Berwickshire	5	7	2	3	7	
Kelso & District	0	7	1	2	3	
Jedburgh & District	8	7	2	8	6	
Hawick & Denholm	4	4	0	1	3	
Hawick & Hermitage	4	1	1	1	2	

## Reduction of 'Special Service - Non RTC casualties'

The figures within the table pertain to all non-fire and RTC related casualties and represent the diverse nature of incidents SFRS attend in the Scottish Borders other than fire related or UFAS. As the traditional role of the fire and rescue service evolves and expands, SFRS is committed to working with partners and other stakeholders in order to reduce the number of casualties from events such as flooding, bariatric and medical emergencies.

### Results

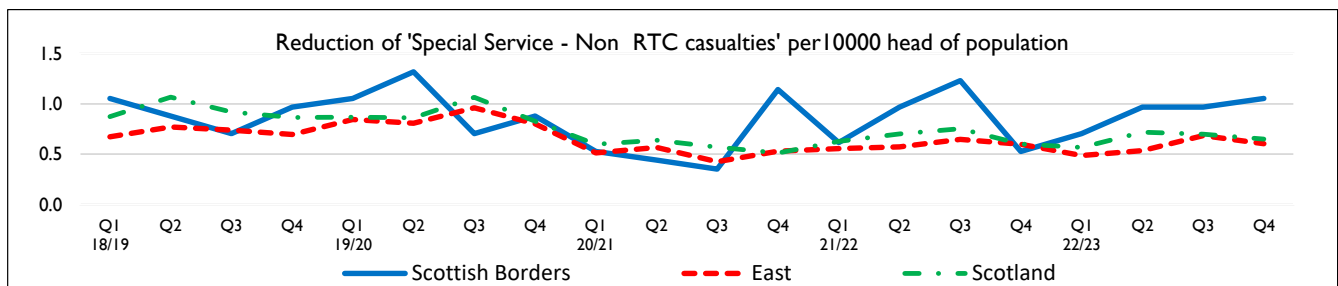
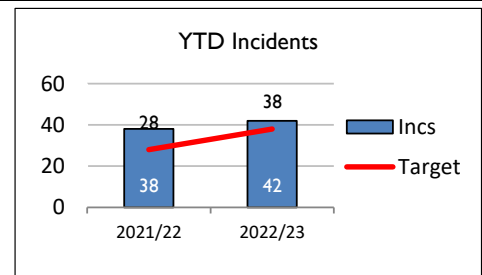
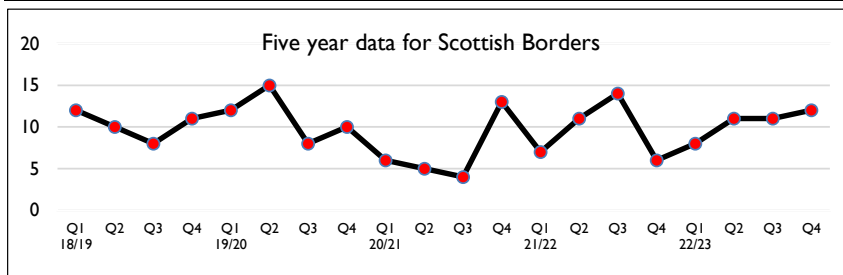
There have been 390 special service incidents during the reporting period, 312 were not RTC related. 95 of these incidents involved SFRS forcing entry for partner agencies, where the vast majority of people were treated on scene by SAS. We assisted other agencies on 39 occasions, attended 9 medical incidents as closest blue light service and attended 6 attempted suicide where fortunately no injuries occurred.

### Reasons

The amount of "non-traditional" incidents SFRS mobilise to has increased markedly over the last few years. These include assisting our colleagues in Police Scotland, and primarily Scottish Ambulance Service, with effecting entry for emergency medical response and persons who have fallen in the home. This reporting period SFRS attended 95 effecting entry incidents in the Scottish Borders. Traditional special service response includes suicide attempt at height (6), flooding (65), hazardous material response (8) and rescues from height.

### Actions

CAT members and operational crews participate regularly in partnership initiatives that target high risk groups with the specific aim of highlighting the potential severity and far reaching consequences of RTC's. SFRS crews provide, on request, CPR and defibrillator training to local communities. By training local communities in CPR those suffering an out of hospital cardiac arrest have a better chance of survival due to early intervention. Within MELSB we have focussed Scottish Borders stations on water and road safety campaigns throughout the spring, summer and in to autumn, as this is known to be a risk within the local area.



YTD ward ave. for Scottish Borders - 4	2018/19	2019/20	2020/21	2021/22	2022/23	Sparklines
Scottish Borders	41	45	28	38	42	
Tweeddale West	3	3	1	0	3	
<b>Tweeddale East</b>	2	0	1	1	<b>5</b>	
Galashiels & District	6	6	7	2	4	
Selkirkshire	4	6	1	6	4	
Leaderdale & Melrose	5	0	0	3	1	
<b>Mid Berwickshire</b>	1	4	4	5	<b>7</b>	
East Berwickshire	1	3	2	4	2	
Kelso & District	7	4	4	3	2	
Jedburgh & District	4	7	3	4	4	
<b>Hawick &amp; Denholm</b>	7	4	3	4	<b>5</b>	
<b>Hawick &amp; Hermitage</b>	1	8	2	6	<b>5</b>	

## Reduction of 'False Alarm - UFAs'

Unwanted Fire Alarm Signals (UFAS) are defined as incidents where an automated fire alarm system activates and results in the mobilisation of SFRS resources, when the reason for that fire alarm turns out to be something other than a fire emergency. The SFRS are committed to working with partners and other stakeholders to reduce UFAS. Planned for July 1st 2023 SFRS will introduce new procedures and mobilisation to UFAS which will reduce the burden on crews and create capacity for community safety and training opportunities.

### Results

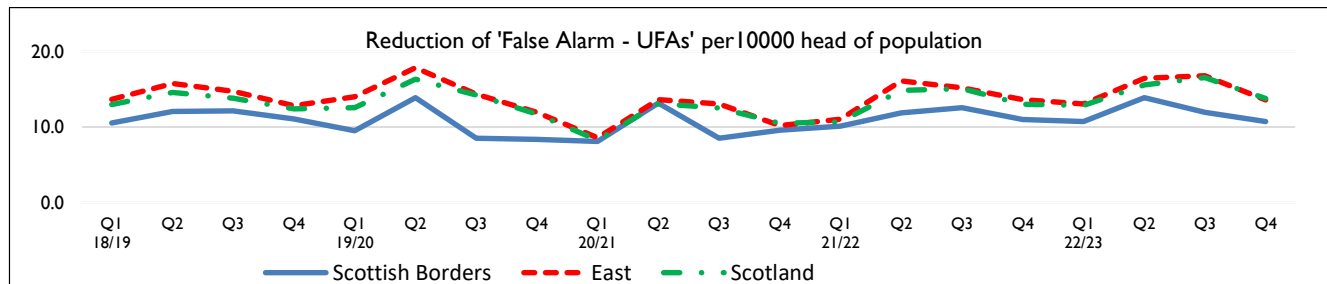
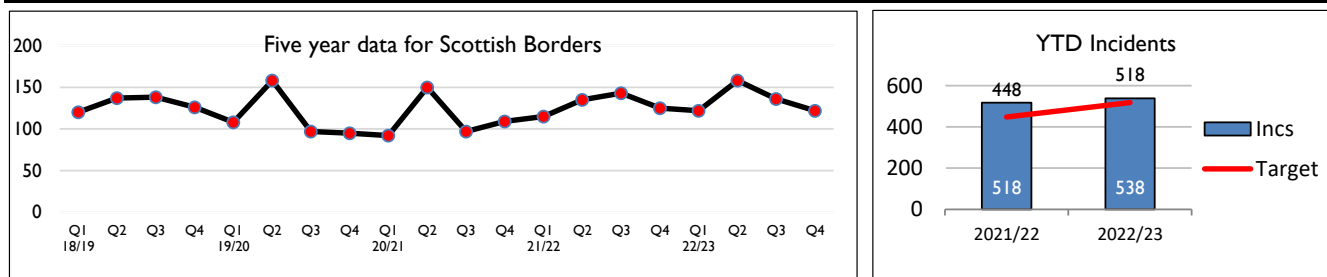
There have been 538 fire calls that were classed as UFAS in the Scottish Borders during the reporting period. On average SFRS send nine firefighters and two fire appliances to every UFAS call out. It takes around 15 minutes for firefighters to investigate the cause, from the appliance leaving the station to the cause of the alarm being identified. This means every year SFRS lose over 64,000 productive hours. To put this in to context, that's the equivalent cost of £3.5 million. This causes significant disruption to our training, fire safety and community safety work but crucially, while firefighters are investigating the cause of the alarm, they cannot attend real emergencies.

### Reasons

128 UFAS were caused by faulty equipment and 42 caused by apparatus. 53 of these calls were caused by staff testing the alarm, these could have been prevented by staff knowing their own procedure and practices within their workplace. 108 occurred in education establishments, 30 in medical establishments and 25 in care homes.

### Actions

We continue to proactively monitor UFAS activity and our Fire Safety Protection Officers (FSPO) work closely with identified premises to reduce the instance of these events. This work includes discussing technological, procedural and management solutions to prevent future UFAS. Although our response to UFAS will change in July 2023 our FSPO staff will continue to support, advise and educate duty holders on their responsibilities.



YTD ward ave. for Scottish Borders - 49	2018/19	2019/20	2020/21	2021/22	2022/23	Sparklines
Scottish Borders	521	458	448	518	538	
Tweeddale West	57	62	66	54	98	
Tweeddale East	42	26	23	28	27	
Galashiels & District	73	58	63	100	79	
Selkirkshire	50	44	38	45	37	
Leaderdale & Melrose	69	62	60	101	87	
Mid Berwickshire	42	30	21	38	25	
East Berwickshire	24	23	31	34	32	
Kelso & District	56	39	58	32	52	
Jedburgh & District	29	29	26	26	27	
Hawick & Denholm	44	42	45	40	25	
Hawick & Hermitage	35	43	17	20	49	