Working together for a safer Scotland

SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

LOCAL FIRE AND RESCUE PLAN
FOR SHETLAND
2018

Contents

Introduction

I am delighted to present the Scottish Fire and Rescue Service (SFRS) Local Plan for the Shetland Islands 2018.

The Plan translates the SFRS's strategic vision, as defined within the SFRS Strategic Plan 2016-19 into a set of priorities, actions and desired outcomes to improve community safety and wellbeing on the Shetland Islands.

It considers the changing role of the Fire and Rescue Service to meet significant future challenges such as the changing social demography and climate change while continuing to reduce the incidence of the more traditional emergencies we respond to such as fires and road traffic incidents.

In developing this plan we have listened to communities and partners on the Shetland Islands to ensure it meets the expectations of the people in how it aims to achieve the desired outcomes.

Specifically, along with trusted partners we will seek to exploit every opportunity to identify, support and protect those who are most vulnerable in our communities from harm, while continuing to promote a safe and resilient society. Considering this, one of the main tenets of SFRS is to work with others and this Plan will express how it will continue to work with public, private and third sector partners to improve the safety and wellbeing of all people visiting, working and living on the islands.

The Scottish Fire and Rescue Service considers itself an important part of Local Planning Groups and the Community Justice Partnership on the Shetland Islands and we will continue to develop our understanding of the needs of people on the islands.
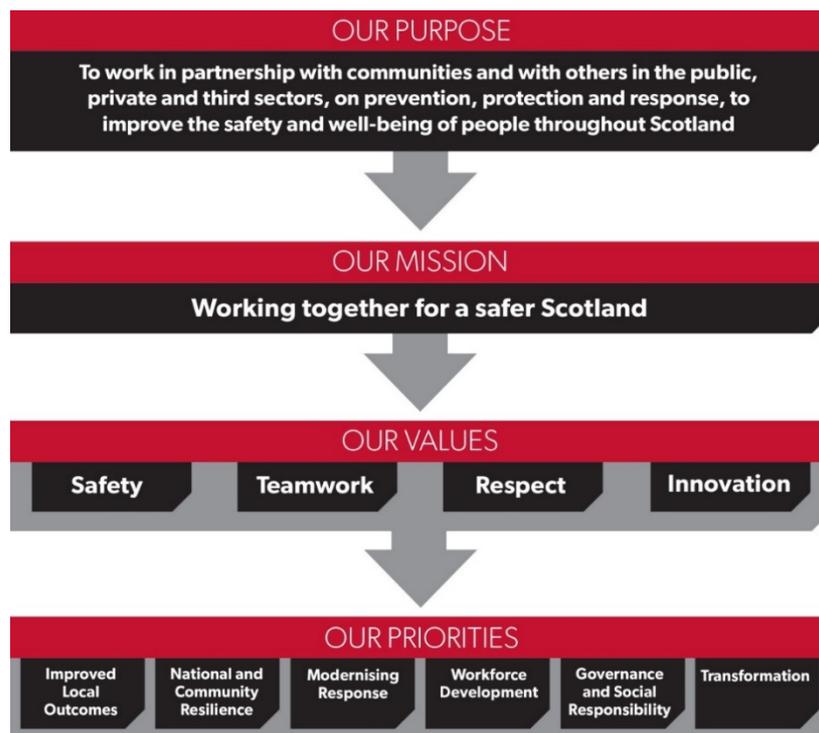

IAIN MacLEOD

LOCAL SENIOR OFFICER

National Context

Scottish Ministers set out their specific expectations for the Scottish Fire and Rescue Service in the Fire and Rescue Framework for Scotland 2016. This provides the outline we should follow to ensure our resources and activities are aligned with the Scottish Government's Purpose and national outcomes.

Our Strategic Plan 2016-19 has been designed to meet these national expectations. Set against a complex and evolving backdrop our Strategic Plan encapsulates our mission, values and strategic priorities.

OUR PURPOSE
To work in partnership with communities and with others in the public, private and third sectors, on prevention, protection and response, to improve the safety and well-being of people throughout Scotland

OUR MISSION
Working together for a safer Scotland

OUR VALUES
Safety   Teamwork   Respect   Innovation

OUR PRIORITIES
Improved Local Outcomes | National and Community Resilience | Modernising Response | Workforce Development | Governance and Social Responsibility | Transformation

These have been shaped with due regard to the challenges we face and to what we need to achieve to be a highly effective, sustainable public service. Operating within a climate of significant financial uncertainty and public service reform means we need to transform how we operate. This will particularly include how we prepare for and respond to changing societal needs, the impact of climate change and the threat of terrorism.

Strong leadership, supported by sound governance and management arrangements are at the very core of our foundations. These arrangements will direct and provide assurance that we comply with our statutory responsibilities. In addition, they will provide Local Senior Officers with supporting mechanisms to deliver services specifically tailored to local needs.

Local Context

Community Planning Profile

The Shetland Islands form Scotland's most northerly and most isolated Local Authority area. The significant distance between mainland Scotland and Shetland often combines with severe climatic conditions generated by the Atlantic Ocean and North Sea environment to delay the arrival of any external physical support. This necessitates a Shetland based emergency response which is largely self-sufficient.

The population of Shetland is diverse in its make-up and widely geographically spread. Large areas of Shetland are remote, rural and sparsely populated. Some of Shetland's numerous outlying islands are home to the most isolated communities in Scotland. The people living within Shetland's capital, Lerwick, account for approximately 33% of the total population and form the largest concentrated residential life risk. Shetland is a relatively safe place and our emergency incidents are rare.

Thankfully, the number of fires occurring in Shetland is low. Shetland's people are generally living longer and, whilst an increase in age does not in itself increase the risk from fire, other related factors do, such as limited mobility, disability, and mental health issues.

Industries within Shetland make a significant contribution to the local economy and the economy of Scotland. The destructive nature of fire in these industries could have immediate and long-term consequences for businesses and consumers nationally. The two major petrochemical plants, Shetland Gas Plant and Sullom Voe Oil Terminal form a significant industrial risk.

Transport services to the Shetland Islands and within Shetland contribute to the local risk environment. Sumburgh and Scatsta airports facilitate a large number of external aeroplane and helicopter flights. These links support the requirements of Shetland's residents and businesses, but are largely utilised by the expanding offshore petrochemical industry. The port of Lerwick provides the majority of the lifeline and commercial shipping services for Shetland. It supports the offshore petrochemical and fishing industries and hosts a significant number of visiting cruise ships and pleasure craft.

Inter-island transport is provided by a network of vehicle ferry crossings and aeroplanes which operate from small and often isolated airstrips. Shetland's main arterial roads have benefited from a significant historical upgrade programme but there has been a large increase in bus and heavy commercial traffic due to the infrastructure developments of the petrochemical industry.

Shetland is a developing tourist destination with significant numbers of visitors throughout the year, but especially at peak seasonal times. The islands have numerous sites of historical, cultural and natural significance. Shetland also hosts an annual programme of cultural events.

SFRS relies on employing Shetland residents as part time Firefighters. These women and men need to be suitably fit, able and available to crew the Retained Duty System (RDS) Fire and Rescue units located across Mainland Shetland and the outlying islands. In this respect, the front line Fire and Rescue Service is an emergency service provided by the Shetland communities, for the Shetland communities. Modern employment trends, which take people away from their home community during the daytime, create challenges for us in terms of recruiting part time firefighters who can provide an emergency response for the more isolated and rural fire stations during these hours. Prevention of, and response to emergencies is provided by the crews of 14 RDS stations located throughout the islands led by a local Group Manager and supported by a team of officers and staff.

When the need occurs, additional specialist resources which include, Prevention and Protection (P&P – Fire Safety Enforcement and Community Safety & Engagement), Training and Employee Development (TED), Response & Resilience, Finance, People and Organisational Development, Fleet and Asset Management are directly available to the Local Senior Officer. These national resources are designed to provide support to local function.

The response to, and recovery from major emergencies as defined within the Civil Contingencies Act 2004 will continue through our participation in the Shetland Emergency Planning Forum Executive (SEPFE) which in turn links into the Shetland Community Safety Partnership. In times of severe weather the local co-ordinating group is at the forefront of ensuring the safety of residents of Shetland, in many ways independent of outside assistance; this places SFRS at the very core of response and resilience in Shetland. These arrangements include the emergency plans and agency specific operational orders and procedures and are intended to facilitate an effective joint response to any emergency.

As a statutory partner in The Community Justice (Scotland) Act 2016, The Children and Young People (Scotland) Act 2014 (CYPA) and GIRFEC (Getting it Right for Every Child) provide a unique foundation to support the development of not only youth engagement activities but can also provide SFRS with links to our most vulnerable citizens.

Performance Scrutiny

The Shetland Local Fire and Rescue Plan is scrutinised via the governance arrangements of the Community Safety and Resilience Board. This Board convenes on a quarterly basis to scrutinise the performance of the local Fire and Rescue Service.

To ensure performance monitoring is consistent with our strategy we will work with our managers, staff representatives and wider partners to develop a comprehensive set of performance measures against the outcomes, priorities and objectives outlined in this Local Fire and Rescue Plan.

These measures will form the basis of our future performance reports, which will enable us to continue to provide relevant, accurate, timely and consistent data and information to maintain effective scrutiny and challenge, both at national and local levels.

The Local Senior Officer, or their deputy will attend the Community Safety and Resilience Board and provide an update on progress against this Plan, overall performance, and any other matters deemed relevant to the delivery of Fire and Rescue in Shetland.

Local Priorities

1. Promoting Personal Safety and Wellbeing

Background:

Prevention of unintentional harm is a main tenet of the Scottish Fire and Rescue Service.

In the context of this plan, unintentional harm, or injuries as a result of fires in the home, road traffic collisions, slips, trips and falls all impact on the health and wellbeing of the communities of the Shetland Islands.

The SFRS has a statutory duty to promote fire safety under Part 2 (Section 8) of the Fire (Scotland) Act 2005 (as amended) to include provision of information and publicity aimed at preventing fire and reducing deaths and injuries, restricting fire spread and advising on means of escape from buildings in our communities, therefore this will remain as a central pillar within this priority but will actively consider how it can contribute to other risks in the community.

In particular, with an ageing population and the desire to live longer and independently in your own home, the SFRS will look at how it can contribute to this by looking at 'home safety' in the broader context.

This can only be achieved through effective collaboration with partners and we will do so through the priorities contained within this Plan, aligned to the Local Outcome Improvement Plan (LOIP). The SFRS will work with partners on the Shetland Islands, ensuring that a robust referral process is established in line with the LOIP. This will ensure that the people who are most vulnerable from risk are provided with the necessary support to reduce that risk.

SFRS personnel on the Shetland Islands will continue to promote and conduct safety visits within the home, targeting those deemed to be most vulnerable from harm.

We will achieve it by:

- *Promoting, prioritising and undertaking Home Safety Visits to those who are deemed most vulnerable.*
- *Targeting our prevention activities to those who are deemed most vulnerable and at risk of harm.*
- *Working with partners to establish a robust information sharing and risk assessment methodology that will identify those most at risk.*
- *Supporting the LOIP.*

Performance Indicators:

- *The number of accidental dwelling fires*
- *The number of accidental dwelling fire casualties and fatalities*
- *The number of Home Safety Visits measured against the backdrop of risk*
- *The number of Home Safety Visits referred to SFRS by partners*
- *The number of casualties as a result of Road Traffic Collisions.*

Expected Outcome:

- *The Shetland Islands will be a safe place to live, work and visit.*

2. Non Domestic Fire Safety

Background:

All workplaces and business premises are classed as 'non-domestic' and therefore come within the scope of the Fire (Scotland) Act 2005. This legislation places statutory duties on people responsible for these premises. Subsequently, the SFRS has a statutory duty under Part 2 (section 8) of the above act to enforce fire safety within these premises.

Fires in places of work, businesses and service providers can have a devastating effect on local business, the local economy, employment and the provision of essential services. While there are a relatively small number of fires in premises of this type, due to the associated risks coupled with the statutory duty placed on the service to enforce the fire safety legislation, this priority will continue to focus on maintaining a low number of incidents of this type.

Due to the nature of buildings and their occupancy, those that provide sleeping accommodation are seen as higher risk; such as hospitals, care homes and houses of multiple occupation (HMO). Sleeping risks are seen as a higher fire risk since most fatal fires occur at night when people are less vigilant and at their most vulnerable.

This priority directly contributes to the broader aims of the Shetland Community Planning Partnership (SCPP). As key partners in the Partnership, SFRS will contribute directly to the pursuance of this vision.

We will achieve it by:

- *Delivering the Fire Safety Audit Programme prioritising premises defined as 'high risk'.*
- *Engaging with, and supporting the business community to highlight their duties under the relevant fire safety legislation.*
- *Responding to concerns raised over fire safety compliance in non-domestic premises.*
- *Identifying fire trends in particular building types and conducting thematic audits.*
- *Auditing fire safety measures of non-domestic premises which have had a fire.*

Performance Indicators:

- *The number of non-domestic fires.*
- *The number of completed Fire Safety Audits measured against anticipated targets*
- *The number of Post Fire Audits carried out.*

Expected Outcomes:

- *Businesses and duty holders better understand their responsibilities with regard to fire safety legislation*
- *Non-domestic premises are safer and therefore the people who reside, work and visit them are consequently safer.*

3. Unwanted Fire Alarm Signals

Background:

An Unwanted Fire Alarm Signal (UFAS) is an incident where an automated fire alarm system activates due to something other than a fire and results in the mobilisation of SFRS resources. Incidents of this type, which are entirely avoidable, commonly arise due to incorrect positioning of detectors, poor maintenance or poor management.

Emergency calls initiated by UFAS account for a high percentage of all incidents attended by SFRS. Of these approximately 95% are established UFAS.

Over the five year period of 2012/13 to 2016/17, SFRS attended a total of 1033 emergency calls on the Shetland Islands. Of these incidents 589 were to false alarms, with UFAS accounting for 358 calls. Therefore, it is recognised that UFAS events were accountable for 35% of SFRS mobilisations over this timeframe.

The SFRS aims to reduce the impact of UFAS on service delivery and ensure that our resources are available for genuine emergencies. Additionally, evidence suggests UFAS has a detrimental impact on businesses, economy and our RDS firefighters. Additionally, UFAS can prejudice the safety of occupants, who may not react correctly when the system responds to a real fire, if they have already experienced many false alarms.

As a result of this, the reduction of UFAS has been identified as a priority in this Local Plan.

We will achieve it by:

- *Identifying the cause of all UFAS and engaging with owner / occupiers of the premises to consider how to prevent further events.*
- *Monitoring and identifying premises with high UFAS activity and subsequently applying the SFRS UFAS Policy where appropriate.*

Performance Indicators:

- *Reviewing the number of attendances at non-domestic premises and the type of premises generating Unwanted False Alarm Signals across Shetland.*
- *Evaluating the outcomes of occupier's Demand Reduction Plans to review progress and identify and share good practice.*
- *Reviewing our attendances at UFAS incidents to ensure our attendances are based on an assessment of risk and demand.*

Expected Outcome:

- *Disruption of local businesses and the impact on SFRS as a result of UFAS on the islands will be reduced.*

4. Emergency Response Preparedness and Community Resilience

Background:

The ability to respond to emergencies effectively while promoting community resilience is a key area of work for SFRS. In the rural context, considering the operational service on the islands is provided by Retained Duty System (part-time Firefighters). This means that the service is provided 'by the community, for the community'.

The SFRS will continue to prepare for, and respond to major emergencies. The scope of such preparations may include responding to adverse weather events, natural disasters, chemical incidents or major transport incidents. It is essential that we have enough staff with the right skills in the right place at the right time to deliver our services when communities need them.

To achieve the above it is essential our Firefighters possess the skills, knowledge and expertise to respond to incidents which, by their nature can be varied in both their type and complexity.

A key aim for the service is to develop resilience within our communities and as our role broadens so does the variety of incidents we support. To ensure we are best placed to provide the broadening role, it is essential that the service continues to explore, develop and exploit opportunities to enhance community wellbeing and safety.

We will achieve it by:

- *Ensuring appropriate numbers of staff are recruited, developed and equipped to fulfil the purpose of meeting our current risk profile while being adaptable to changing circumstances.*
- *Ensuring all known local risk information is obtained, communicated and tested*
- *Working locally with partner organisations to ensure effective Emergency Response Plans are developed for identified local risks including local Business Continuity Plans.*
- *Fulfilling our statutory duties in relation to the Civil Contingencies Act 2004 by way of our contribution to Highland Local Resilience Partnership and North of Scotland Regional Resilience Partnership.*
- *Explore and adopt innovative ways of delivering our core services as well as expanding our contribution to the safety of the population.*

Performance Indicators:

- *Monitoring RDS establishment levels.*
- *Attending resilience working groups.*
- *CPR life-saving awareness skills delivered to communities.*
- *Operational Risk Visits completed.*

Expected Outcomes:

- *Keeping our staff and members of the public safe should an incident occur.*
- *Reducing the financial burden and disruption caused to our communities when emergencies occur.*
- *Proactively helping the wider community by contributing to preventing emergencies, planning to mitigate their effects when they occur, and by adding value through focus on prevention and protection.*

Review

To ensure this Local Fire and Rescue Plan remains flexible to emerging local or national priorities a review may be carried out at any time but will be reviewed at least once every three years. A review may also be carried out if the Scottish Minister directs it or if a new Strategic Plan is approved. Following a review the Local Senior Officer may revise the Plan.

Contact Us

We are fully committed to continually improving the service we provide to our communities and recognise that to achieve this goal we must listen and respond to the views of the public and our partners.

We use all feedback we receive to monitor our performance and incorporate this information into our planning and governance processes in order to continually improve our service. We are proud that the majority of feedback we receive is positive and we are keen to hear examples of good practice and quality service delivery that exemplifies the standards of service that we strive to provide for the communities of Scotland.

If you have something you'd like to share with us or you would like more information, you can get in touch in a number of ways:

Write to: Scottish Fire and Rescue Service
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