

Highland and Islands Fire Board

# COMMUNITY SAFETY STRATEGY

2011-2014

Helping make the Highlands and Islands a safer and better place to live, work and visit



## Foreword by Cllr Richard Durham Convener, Highland and Islands Fire Board



On behalf of the Highland and Islands Fire Board, welcome to our Community Safety Strategy for the period 2011-2014.

Over recent years, much has changed within the Fire & Rescue Service and many significant community safety improvements have been achieved.

The community safety approach we have set out in our annual IRMP action plan since 2005 has served us extremely well, with levels of fire and fire casualties reduced to all time record lows.

An increased emphasis on prevention and protection has been a key factor in this success and we have invested heavily in this aspect of our work. Our community safety workforce is fully established, alongside our Firefighters who themselves have adapted well to a revised role. Collectively, and in conjunction with a wide range of partners, they continue to drive down risk across the Highlands and Islands.

Our approach to Community Safety has been shaped by a number of key pieces of legislation.

The Local Government in Scotland Act, 2003, (LGSA), provides a statutory framework for securing Best Value, Community Planning and community well-being. This places a statutory obligation on each Local Authority to make Community Planning arrangements and identifies statutory partners which include Highland and Islands Fire Board.

Community planning is recognised as being essential to the strategic, tactical and dynamic operations of Highlands & Islands Fire & Rescue Service; and whilst the responsibility for making suitable and sufficient arrangements in relation to Community Planning rests with the Fire Board, I am extremely proud of what HIFRS has achieved on our behalf.

The LGSA is further supported by the Fire (Scotland) Act 2005, which places a duty on the Fire Board to promote fire safety. In doing so, the Fire Board will be expected to:

- Work with partner organisations to promote community fire safety (**Prevention**)
- Enforce the fire safety legislation and associated programme of inspection and audit, targeted to address risk within the community (**Protection**)
- Respond to incidents with well equipped and trained personnel each and every time an emergency call for assistance is received (**Intervention**)

At the beginning of this foreword, I set out the achievements to date of the Board and HIFRS in delivering safer communities. Alongside these successes, however, a range of challenges remain.

Fire and its consequences still impact on far too many people in the communities of the Highlands and Islands and disproportionately on certain groups, particularly older people. In addition, Road Traffic Collisions now account for more casualties and rescues than fires.

This Community Safety Strategy will not only discharge our legal obligations; it will shape and focus our available resources in these areas during the lifetime of this strategy and I commend it to you.

## Ro-ràdh leis a' Chomhairliche Richard Durham Neach-gairm, Bòrd Smàlaidh na Gàidhealtachd agus nan Eilean

Às leth Bòrd Smàlaidh na Gàidhealtachd agus nan Eilean, fàilte oirbh gu ar Ro-innleachd Sàbhailteachd airson Coimhearsnachdan airson na h-ùine 2011-2014.

Thar nam beagan bhliadhnaichean a dh'fhalbh, tha tòrr air atharrachadh taobh a-staigh na Seirbheis Smàlaidh & Teasairginn agus rinneadh adhartas nach beag a thaobh sàbhailteachd sna coimhearsnachdan.

Tha an dòigh-obrach airson sàbhailteachd sna coimhearsnachdan a chuir sinn an cèill nar plana-  
gnìomh IRMP bho 2005 air feum mòr a dhèanamh, agus an àireamh de theintean agus daoine air an leòn ann an teine cho ìosal agus a bha iad riamh.

'S e mar a chuir sinn barrachd cuideim air casg is dìon aon de na prìomh adhbharan a shoirbhich leinn a thaobh seo, agus tha sinn air airgead mòr a chosg air an obair sin. Tha ar sgioba airson sàbhailteachd sna coimhearsnachdan air làn stèidh, agus ag obair còmhla ri ar luchd-smàlaidh agus iad fhèin a-nis air fàs eòlach air na dleastanasan ùra aca. Còmhla, agus ann an co-bhuinn ri farsaingeachd de luchd-compàirt, tha iad a' sior ìsleachadh cunnart air feadh na Gàidhealtachd agus nan Eilean.

Thug grunn chuibhreannan reachdais buaidh air ar dòighean-obrach a thaobh Sàbhailteachd sna Coimhearsnachdan.

Tha Achd Riaghaltas Ionadail ann an Alba 2003 a' stèidheachadh frèam gus Feabhas Luach, Planadh Coimhearsnachd agus math choimhearsnachdan a chur air adhart. Tha seo a' fàgail uallach reachdail air gach Ùghdarras Ionadail ullachaidhean a dhèanamh a thaobh Planadh Coimhearsnachd agus tha e a' comharrachadh cò an luchd-compàirt reachdail a bhios aca, nam measg Bòrd Smàlaidh na Gàidhealtachd agus nan Eilean.

Thathar a' gabhail ris gu bheil planadh coimhearsnachd deatamach do dh'obair ro-innleachdail, innleachdail agus ghnìomhach Seirbheis Smàlaidh & Teasairginn na Gàidhealtachd & nan Eilean; agus ged a tha an t-uallach air a' Bhòrd Smàlaidh airson siùil iomchaidh is shusbainteach airson Planadh Coimhearsnachd a chur an gnìomh, tha mi glè mhoiteil às na tha HIFRS air a dhèanamh às ar leth.

A thuilleadh air Achd Riaghaltas Ionadail ann an Alba, tha Achd Teine (Alba) 2005 ann a tha a' fàgail dleastanas air a' Bhòrd Smàlaidh gus sàbhailteachd teine a bhrosnachadh. Ann a bhith a' dèanamh sin, tha dùil ann gun dèan am Bòrd Smàlaidh na leanas:

- Obraichidh sinn còmhla ri buidhnean compàirt gus sàbhailteachd teine a bhrosnachadh ann an coimhearsnachdan (**Casg**)
- Cuiridh sinn an gnìomh reachdas sàbhailteachd teine agus prògram sgrùdaidh is measaidh a tha co-cheangailte ris, gus dèiligeadh ri cunnart ann an coimhearsnachdan (**Dìon**)
- Bidh luchd-smàlaidh uidheamaichte agus le trèanadh iomchaidh ann gus dèiligeadh ri cùisean èiginn gach turas a bhios iarrtas ann airson cobhair bho ar seirbheisean (**Gnìomh**)

Aig an toiseach, mhìnich mi mun adhartas a rinn am Bòrd agus HIFRS ann a bhith a' dèanamh coimhearsnachdan nas sàbhailte. Cho math ris an t-soirbheachadh sin ge-tà, tha dùbhlain romhainn fhathast.

Tha teine agus am milleadh a nì e fhathast a' toirt buaidh air fada cus dhaoine ann an coimhearsnachdan na Gàidhealtachd agus nan Eilean, agus 's ann nas motha buileach a tha a' bhuidhe sin air cuid a dhaoine, gu sònraichte seann daoine. Cuideachd, tha barrachd dhaoine a-nis air an leòn agus thathar a' dèanamh cobhair air barrachd dhaoine ri linn Tubaistean Rathaid na tha ann an teintean.

Chan e a-mhàin gun coilean an Ro-innleachd Sàbhailteachd seo ar dleastanasan laghail; rè beatha a' phlana bheir e stiùir is iùl dhuinn air mar a chuireas sinn ar stòrais is goireasan gu feum agus tha mi ga mholadh dhuibh.

# COMMUNITY SAFETY STRATEGY 2011-14

## Introduction

Community safety can be defined as an endeavour to ensure that:

***'People are safe from crime, disorder, danger, and free from injury and harm; communities are socially cohesive and tolerant; and, are resilient and able to support individuals to take responsibility for their well-being'.***

*Scottish Community Safety Network Website*

## The Service

Highlands & Islands Fire & Rescue Service provides services to four Constituent Authority areas namely Highland, Orkney, Shetland and the Western Isles. The Fire Authority area covers approximately 31,000 square kilometres (12,000 square miles) which includes mainland Scotland and approximately 54 inhabited islands.

The population served is almost 300,000, living in approximately 133,000 households; however, this figure increases considerably through visitor numbers and tourism. In year 2009, 2.52 million visitors<sup>1</sup> were attracted to our Service area and albeit transient, substantially increased the population in the Highlands and Islands at peak times of the year.

Fire & Rescue Services are primarily determined by community risk profiles. In Highlands and Islands, that risk is predominantly rural, however, there are significant special risks spread across the Service area. A risk profile and activity levels over the past 5 financial years for each of the Constituent Authorities is identified in Appendix A.

## Workforce

The Service's most valuable assets are its employees and their quality of skills and commitment are vital if the Service is to fulfill its statutory responsibilities and to achieve the objectives outlined in the Service's Strategic Plans.

The Service employs 129 wholetime uniformed staff, approximately 1200 retained uniformed staff, 132 uniformed community response staff, 18 control staff, 73 business support staff and 10 engineering staff. All of which support the Service's strategic aims in delivering our services to the communities of the Highlands and Islands.

Community Safety is delivered through operational personnel, fire control and administrative staff. Firefighters, Community Response personnel and dedicated Community Safety Advocates (CSA) carry out Home Fire Safety Checks (HFSC) and attend public events to promote home and general fire safety, whilst fire control and administrative staff support the service delivery programme. In addition, specialist fire safety officers carry out audits of commercial premises, to support "Duty Holders" in the business community, to achieve compliance with the Fire (Scotland) Act 2005, Part 3, 'Fire Safety'.

The Service delivers these functions via a four District structure at strategically placed facilities. These include 1 Wholetime Station and 95 Retained Stations, supported by Community Response Units, District offices, with central services in command and control, workshops and stores and the Service headquarters based in Inverness.

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<sup>1</sup> The Highland Council – tourism figures for 2009

The Service also works closely with a variety of statutory and third sector partners. This is particularly important in trying to reach those groups and individuals who are perhaps less likely to engage with uniformed staff. It also allows those who are at risk from hazards or circumstances other than fire, to be signposted to the relevant help.

### **Strategic Drivers**

Promoting fire safety in the community has been undertaken by the Service since the early 1990s. It became a statutory duty following the introduction of the Fire (Scotland) Act 2005. In addition other key drivers include:

- Local Government in Scotland Act 2003
- Fire and Rescue Framework for Scotland 2005
- Scotland Together – A study examining fire deaths and injuries in Scotland
- Go Safe on Scotland's Roads, its Everyone's responsibility: Scotland's Road Safety Framework to 2020
- National Road Safety Framework 2010
- Community Planning and Community Safety Partnerships
- Single Outcome Agreements – across the Councils of Highland, Shetland, Orkney and the Western Isles
- Highlands & Islands Fire & Rescue Service 'Service Improvement Plan 2010/11-2012/13'

The Service is working closely within its Community Planning Partnerships (CPPs) to deliver community safety as part of each CPP Single Outcome Agreement (SOA).

## **COMMUNITY SAFETY PROGRESS REPORT 2010-11**

The Service's Service Plan for 2009/10 to 2011/12 detailed twelve strategic objectives which would be the focus of ongoing activities for the year. Strategic Objective 3: 'Further develop our Integrated Risk Management Plan' contained the actions referred to in the Community Safety Strategy.

The Service has made good progress through working in partnership with other agencies to help identify those most at risk in our communities. We have continued to work together with our partner agencies to promote road safety, address anti-social behaviour and provide fire and road safety advice to our communities in general.

### **Community Engagement**

The Service has continued to deliver Community Fire Safety education and information whilst considering the best way in which our resources have been allocated to maximise our capacity to improve community engagement and reduce the impact of fire and other emergencies.

During 2010-11 we have:

- Carried out over 5,400 home fire safety checks (HFSC) across the Service area, targeting the most vulnerable in our communities. This number exceeds our published target of 5,000
- Provided training for those working with vulnerable members of the community. These include partner organisations such as Deaf Services, Sight Action, WRVS and local authority housing staff. In addition, partnership agreements have been established with these organisations in order to share knowledge, expertise and two-way referrals for their service users who are most at risk in the community
- Provided community fire safety awareness sessions to schools through a multi-agency Safe Highland and Islander programme to over 3,000 students
- Through the continuing support of Alcohol and Drug Partnerships funding and the Safer Streets Fund, we have delivered a HI-FiReS pro-social youth engagement programme to young people in Kirkwall, Stromness, Stornoway, Tarbert, Castlebay, Invergordon, and Fort William. This has promoted good citizenship and pro-social behaviour skills to over 70 young people at a key stage in their development, improving interaction with communities and society in general
- The Service also took part in a number of targeted awareness events in local communities aimed at local residents in the Highlands and Islands. Working with partner agencies, we have participated in Electric Blanket exchanges, Falls Prevention initiatives, aimed at young families and older people and Student Fresher events at colleges
- Piloted a joint-working arrangement to share intelligence relating to persons at risk of fire and anti-social behaviour. This arrangement includes regular meetings between Northern Constabulary and the Highland Council involving community wardens, community beat officers and Community Safety Advocates.

### **Road Safety**

Education in fire safety has been a huge success, particularly over the past decade. Education and Awareness programmes can be successfully used to target vulnerable road users, particularly young and novice drivers to the consequences of irresponsible and unsafe driving.

The Service has contributed to the development of a National Road Safety Framework<sup>2</sup>, promoting safety on Scotland's roads.

This Framework promotes road safety through education and working in partnership with other key agencies. The Service has adopted the Framework's Strategic Objectives that complement the Scottish Government's Road Safety Framework.

In supporting the Framework's objectives, during 2010/11 we have:

- Delivered 11 Driving Ambition courses to 13 schools in partnership with Northern Constabulary, Council Road Safety staff and British Red Cross to 981 young people. This course targets S5/S6 school pupils across the Service area and is aimed at educating young people who are about to get behind the wheel, sit their test or those who have recently passed it
- In partnership with Northern Constabulary, Highland Council and MOD Police, participated in the "Lifescan" open day for employees by providing road safety advice and information to over 700 employees over a 2 day period
- Delivered 3 presentations to students attending college courses in Inverness and Orkney. In partnership with Northern Constabulary and the further education establishments, the programme highlighted the role of the Fire and Rescue Service at Road Traffic Collisions (RTCs) and raised awareness of what action individuals should take if faced with an RTC situation
- Assisted with the delivery of 2 Road Safety Partnership pilots; Family Road Safety Evening events, through awareness raising for parents of young drivers and learner drivers. This was followed by a full event where operational fire and rescue crews working with our Road Safety partners jointly delivered road safety advice and information

## **Legislative Fire Safety**

By performing fire safety audits, the Service promotes and supports fire safety in commercial premises and businesses across the Service area, driving down the number of unwanted fire alarm signals and accidental fires.

During 2010/11, we have:

- Performed 301 Fire Safety Audits aimed at High and Very High risk premises which includes hostels, hotels, houses in multiple occupation (HMOs), care homes, and other premises providing sleeping accommodation
- Performed 34 Fire Safety Audits in medium and low risk premises as a result of prior knowledge or local intelligence identifying premises not fully compliant with fire safety legislation
- As such, we issued 8 enforcement notices as a result of non-compliance and worked with duty holders to promote and encourage good practice
- Successfully completed a pilot project aimed at reducing unwanted fire signals in the Inverness area.

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<sup>2</sup> Chief Fire Officers Association Scotland - National Road Safety Framework 2010-2013

## **Fire Investigation**

Section 29 of the Fire (Scotland) Act 2005, provides formal powers for the Fire Authority to investigate the causes of fire and the reasons for fire spread. Fire investigations also supports our partners in identifying possible criminal activity and acts of wilful fire raising.

During 2010-11, we have:

- Responded to and investigated 1 fatal and 17 non-fatal fire related incidents in partnership with Northern Constabulary and the Scottish Police Services Authority (SPSA). In detail, the incidents related to fire occurring in dwellings, commercial premises, road vehicles and a residential home.

The results of these investigation have allowed the Service to target its delivery of Home Fire Safety Checks (HFSCs) through 'Hot Strikes' and promote legislative fire safety through appropriate Duty Holder risk assessments. This supports the enforcement of the Fire (Scotland) Act 2005, working with duty holders to promote good practice in terms of fire safety.

## **COMMUNITY SAFETY OBJECTIVES 2011-14**

There are three fundamental elements that form the foundations of the Community Safety Strategy and direct the Service in delivering Community Fire Safety, which are:

### **Prevention**

Preventing fires and emergency incidents from occurring in the communities we serve. This is carried out through the promotion of fire safety in the delivery of home fire safety checks (HFSC) and encouraging a shared resources approach through partnership working

### **Protection**

Protecting the community and commercial premises through the delivery and enforcement of the Fire (Scotland) Act 2005

### **Intervention**

Responding to emergency incidents promptly when called upon; by providing the right resources; people with the right skills; attending at the right time, every time.

The key objectives of the Community Safety Strategy are to:

- Reduce the number of fires of all types which include:
  - primary fires resulting in fatalities and injuries from accidental dwelling fires
  - secondary fires that impact on communities as a result of anti-social behaviour
- Reduce the number of unwanted fire alarm signals and false alarms, and, the number of hoax calls as a result of anti-social behaviour
- Reduce the number of fatalities and injuries on Highlands and Islands roads
- Investigate the cause of fires to influence Community Fire Safety initiatives
- Support communities to mitigate the damage and disruption caused by Severe Weather related events

Building on the research and recommendations identified in the Scotland Together Report, the Service will implement, where appropriate, best practice and community safety initiatives that support the Fire Board's Community Safety Strategy.

## Targets for 2011-2014

The activities that will be undertaken to achieve the objectives can be grouped under six headings; Community Engagement, Anti Social Behaviour, Road Safety, Legislative Fire Safety, Fire Investigation, and Severe Weather events, including Flooding and Wildfire. These activities are designed to achieve the Community Safety objectives set out in the Board's Service Plan.

Supporting this Strategy, appropriate reduction targets have also been identified to reflect planned activity outcomes in line with the 3-year Strategy implementation

### Objective 1

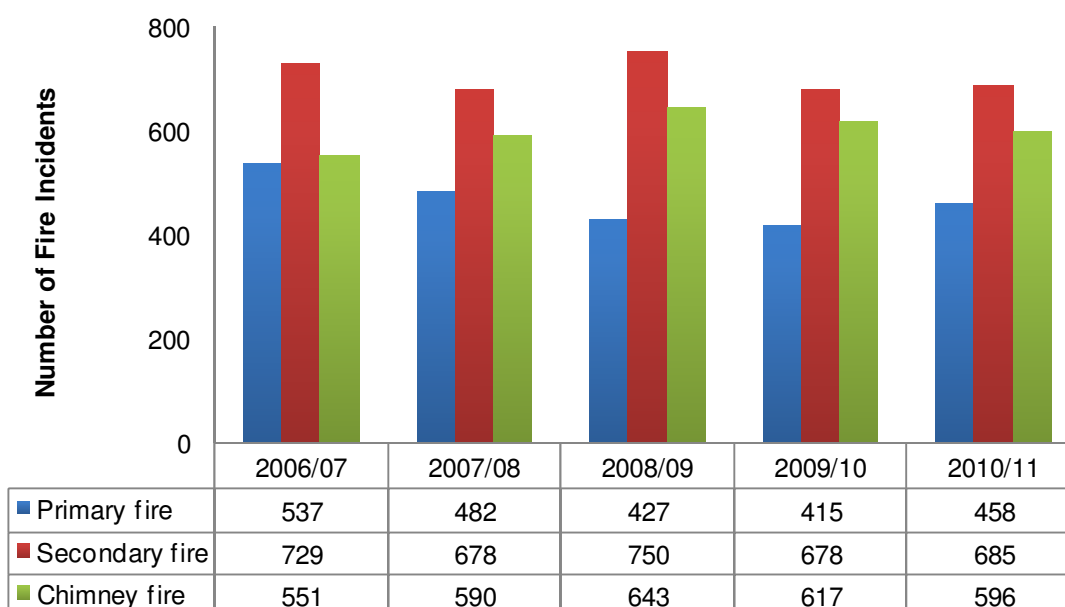
Reduce the number of fires of all types which include:

- primary fires resulting in fatalities and injuries from accidental dwelling fires
- secondary fires that impact on communities as a result of anti-social behaviour

The following table identifies the number of fire related incidents HIFRS attended

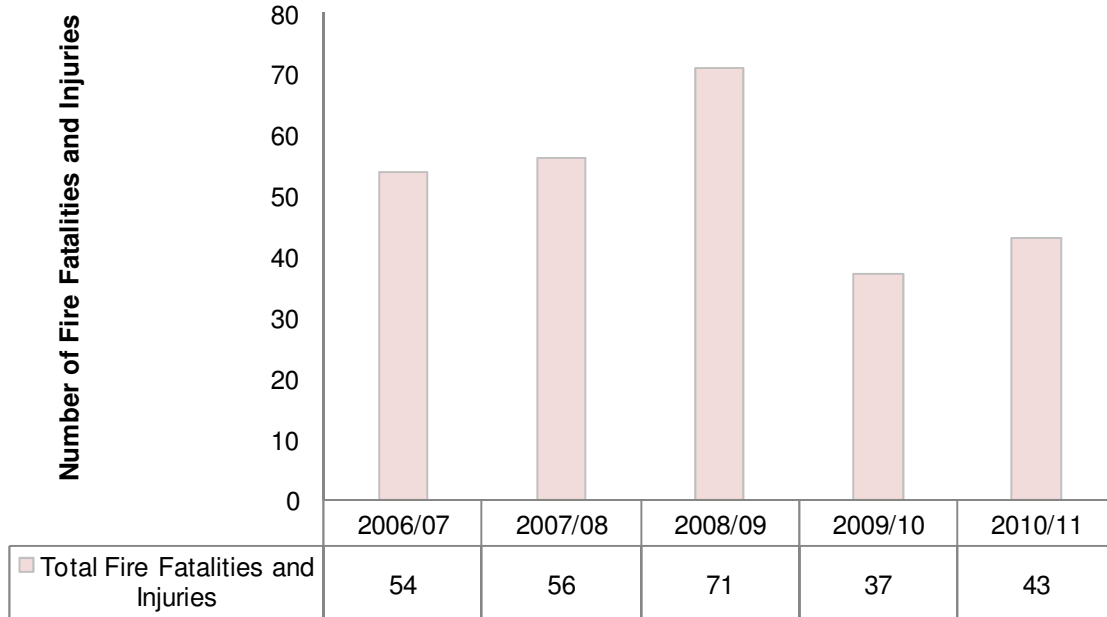
Financial Year	2006/07	2007/08	2008/09	2009/10	2010/11
Primary fire	537	482	427	415	458
Secondary fire	729	678	750	678	685
Chimney fire	551	590	643	617	596
Total Fires	1,817	1,750	1,820	1,710	1,739

**Total Fires Attended (Highlands & Islands)  
2006/07 - 2010/11**

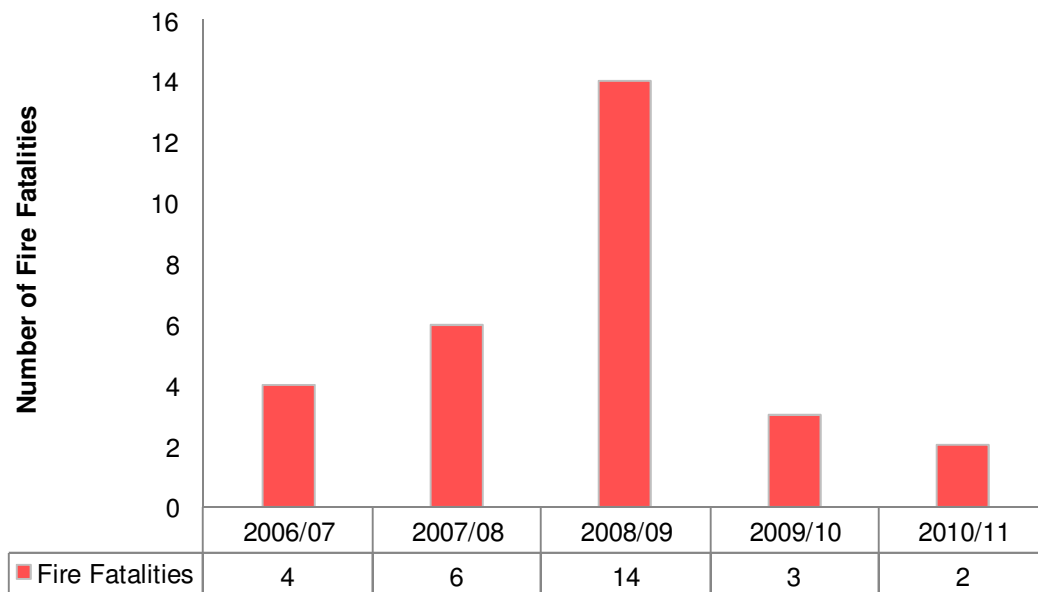


Financial Year	2006/07	2007/08	2008/09	2009/10	2010/11
Fire Fatalities	4	6	14	3	2
Fire Injuries	50	50	57	34	41
Total Fire Fatalities and Injuries	54	56	71	37	43

**Fire Fatalities and Injuries (Highlands & Islands)  
2006/07 - 2010/11**



**Fatalities (Highlands & Islands) 2006/07 - 2010/11**



### Fire Injuries (Highlands & Islands) 2006/07 - 2010/11



Over the 5 previous reporting years 2006/2007 – 2010/2011, Highlands & Islands Fire & Rescue Service community safety activities have influenced the downward trend in Primary and Secondary fire related incidents.

This is as a result of the increased community safety education and advice delivered by the Service and our Community Planning and Community Safety Partners.

Despite this downward trend, on occasion, the Service does still experience fluctuations in the number of fire related fatalities and injuries.

Due to the extremely random nature of these events, the Service must continue to deliver on the successes of our community safety education and reduce these events as far as reasonably practicable.

### Our 3 Year Targets

All fires	5 year average to 2010/11	Target reduction by 2013/14	Targets
Primary	464	10%	418 – 3 year average by end of 2013/14
Secondary	704	20%	563 – 3 year average by end of 2013/14
Chimney	599	5%	569 – 3 year average by end of 2013/14
Fatal and non-fatal fire casualties	52	10%	47 – 3 year average by end of 2013/14
Home Fire Safety Checks		N/A	5,000 within communities across our Service area
Legislative Audits		N/A	356 as per quarterly performance report

## **Influencing a Sustained Reduction**

### Community Engagement

The majority of primary fires occur in the home. In addressing this trend, the Service will continue to deliver home fire safety checks, especially to vulnerable and at risk groups such as older people, those living in rented accommodation and those with health related issues.

We will continue to work with partner agencies to ensure vital information is shared to target our home fire safety messages at the heart of the communities.

Tackling anti-social behaviour in the community aimed at reducing deliberate small fires, fires in derelict buildings and abandoned vehicles through the promotion of pro-social behaviour and partnership working with other agencies and local communities.

Our public awareness events will be aimed at groups and organisations that are able to help us reach those who are most in need of our services.

We will do this through:

- Positive Actions to Improve Fire Safety in the Home
  - Promote and deliver 5,000 home fire safety checks
- Tackling Anti-Social Behaviour
  - District staff and CSAs work with partners to identify those who would benefit from a programme designed to raise self esteem, provide citizenship advice and give practical experience of working with others and leadership skills. The aim is to reduce fire setting and hoax calls in line with the Promoting Positive Outcomes Framework<sup>3</sup>
  - Deliver 6 HiFiReS programmes where Station personnel deliver a 3 hour session to 12-16 year olds over a 10 week period
- Public awareness events
  - Where appropriate, fire crews, CSAs and members of the Community Risk Management (CRM) department attend public events to demonstrate the role of the Fire & Rescue Service and provide fire safety advice.
- Promoting best practice outcomes resulting from the Scotland Together Report 2009 and related recommendations.

### Prevention

The Service will continue to perform its obligation under the Fire (Scotland) Acts 2005 by performing audits across the Service area within the business and commercial sectors.

We will do this through:

- Continuing our targeted work in auditing High Risk premises across the Service area, which includes all known premises providing sleeping accommodation i.e. hotels, hostels, houses in multiple occupation (HMOs), hospitals and care homes

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<sup>3</sup> Scottish Government Promoting Positive Outcomes 2009

- Perform thematic audits on premises where known events have occurred and direct our activity to ensure good/best practice is enacted
- Perform follow-up audits on premises that are brought to the Service's attention and/or cause concern in terms of Fire Safety legislation
- Work with 'Duty Holders' to ensure risk is managed appropriately in accordance with the Fire (Scotland) Act 2005.

### Protection

The Service will mobilise and attend every request for emergency intervention. As part of the Services Integrated Risk Management Plan (IRMP), we will progress the Highlands and Islands Fire Cover Model, ensuring that we have the right resources in the right location available to attend and effectively manage each and every request for assistance.

### Objective 2

Reduce the number of unwanted fire alarm signals and false alarms and, the number of hoax calls as a result of anti-social behaviour.

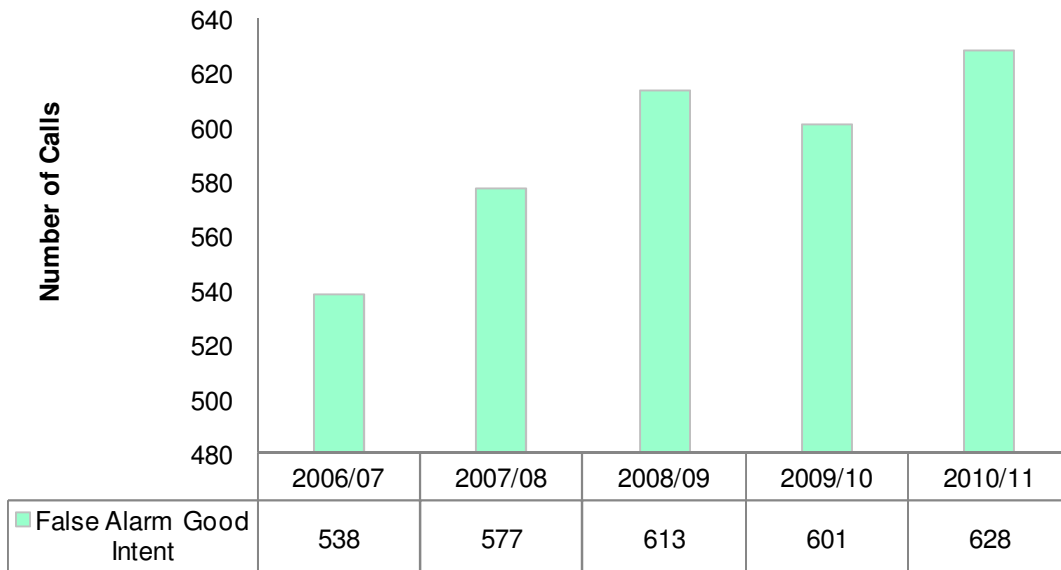
Totals for year

All Calls	2006/07	2007/08	2008/09	2009/10	2010/11
False Alarm Good Intent	538	577	613	601	628
False Alarm Malicious	472	344	322	297	219
Unwanted Automatic False Alarm	1,677	1,635	1,854	2,056	1,888

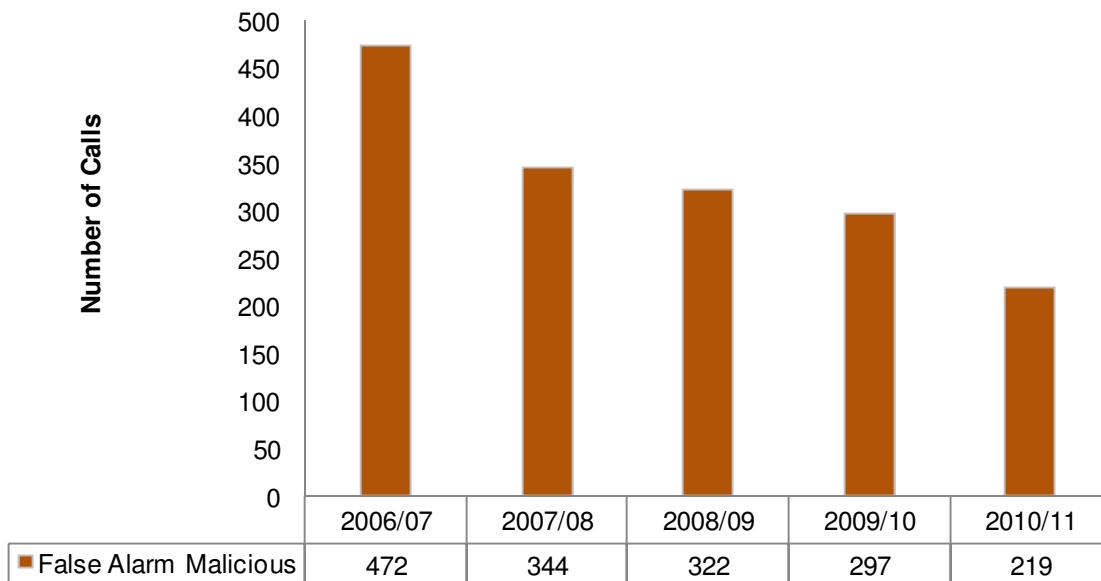
Percentage of all calls received

All Calls	2006/07	2007/08	2008/09	2009/10	2010/11
False Alarm Good Intent	10%	12%	12%	11%	13%
False Alarm Malicious	9%	7%	6%	6%	4%
Unwanted Automatic False Alarm	32%	33%	36%	38%	38%

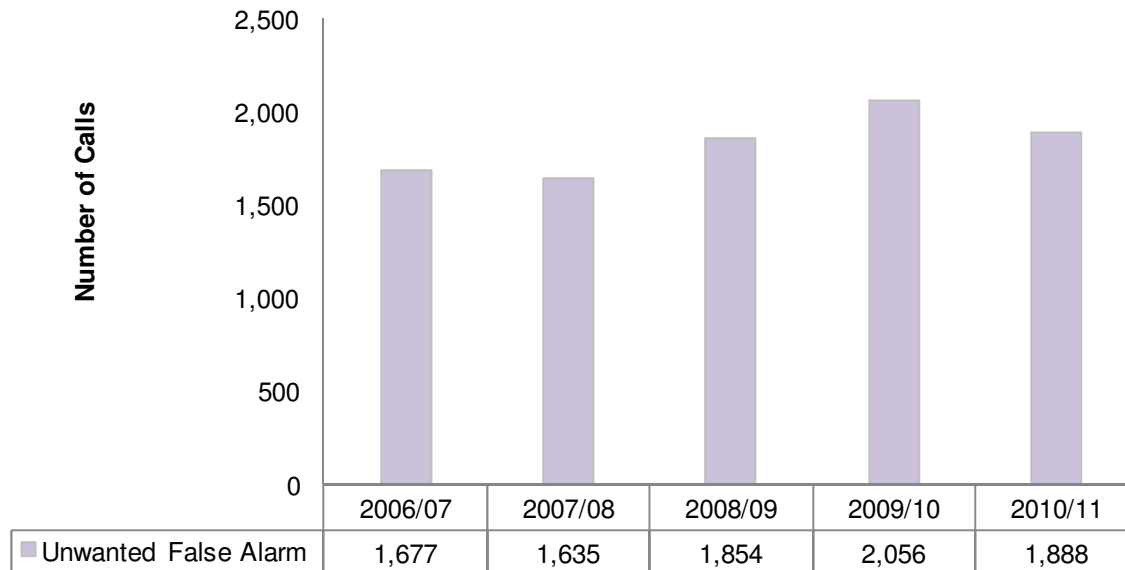
**False Alarm Good Intent Calls (Highlands & Islands)  
2006/07 - 2010/11**



**False Alarm Malicious Calls (Highlands & Islands)  
2006/07 - 2010/11**



## Unwanted Automatic False Alarms (Highlands & Islands) 2006/07 - 2010/11



Following the success of the Inverness pilot, the Service is rolling out the AFA Attendance and Reduction Policy to all areas of the Service. This policy will address the number of mobilisations and attendances to unwanted fire signals (UwFS) and automatic fire alarm system generated false alarms, bringing positive benefits to the Service, business and our communities.

Key to the Policy in supporting a continued reduction in the number of UwFS is:

- Good enforcement; working with duty holders to reduce the number of actuations within their premises
- Reducing the number of mobilisations to known UwFS and false alarms

The Service has also seen a year-on-year reduction in malicious false alarms. This is a direct result of the call challenging policy introduced in 2005, where suspect 999 calls to the Service are routinely challenged and validated.

### Our 3 Year Targets

All calls	5 year average to 2010/11	Target reduction by 2013/14	Targets
False Alarm Good Intent	591	5%	561 – 3 year average by end of 2013/14
False Alarm Malicious	331	5%	314 – 3 year average by end of 2013/14
Unwanted Automatic False Alarm	1,822	20%	1,458 – 3 year average by end of 2013/14

### **Objective 3**

Reduce the number of fatalities and injuries on Highlands and Islands roads

#### Totals for year

Calls for Assistance	2006/07	2007/08	2008/09	2009/10	2010/11
Road Traffic Collision (RTC)	315	351	319	332	228

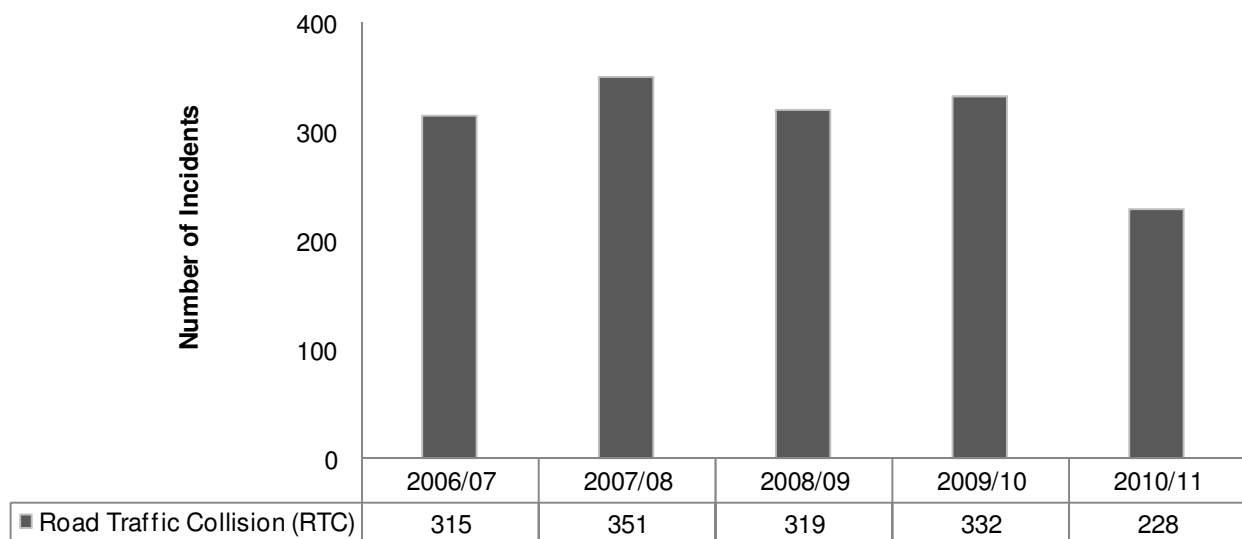
#### Percentage of all incidents

Calls for Assistance	2006/07	2007/08	2008/09	2009/10	2010/11
Road Traffic Collision (RTC)	6%	7%	6%	6%	5%

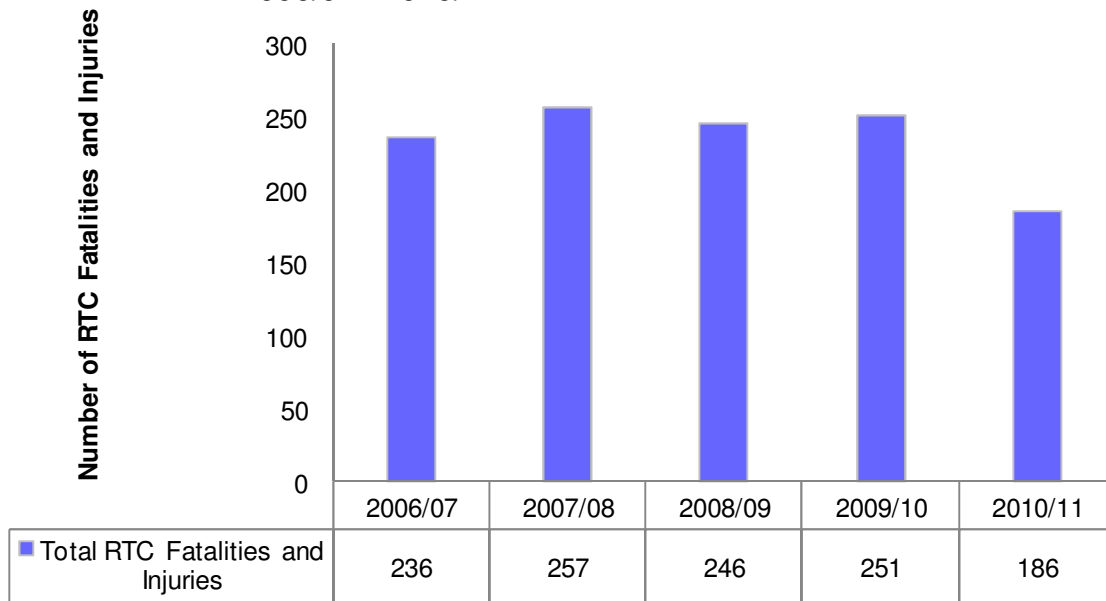
#### Totals for year

Calls for Assistance	2006/07	2007/08	2008/09	2009/10	2010/11
RTC Fatalities	26	17	20	17	11
RTC Injuries	210	240	226	234	175
Total RTC Fatalities and Injuries	236	257	246	251	186

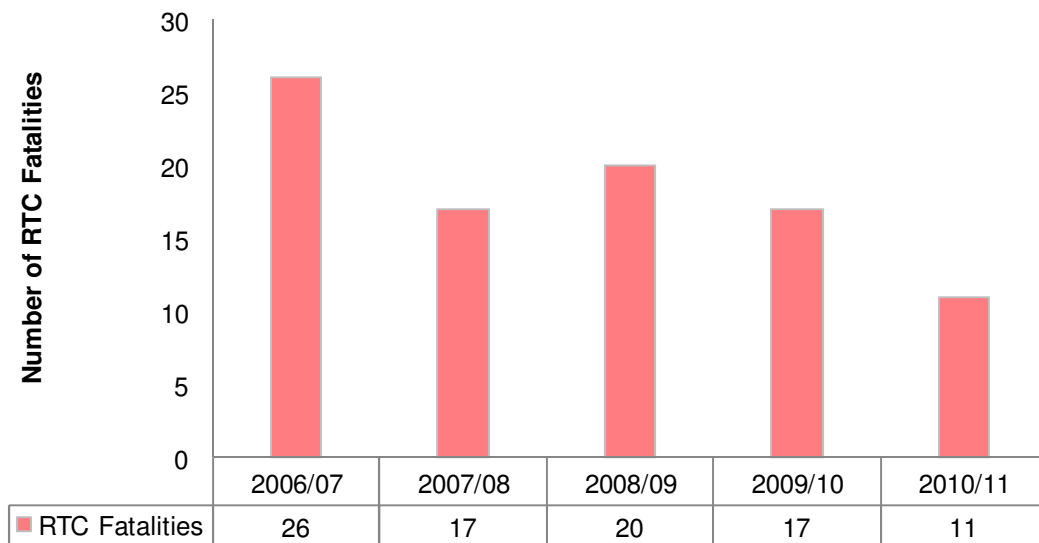
#### **Road Traffic Collisions Attended (Highlands & Islands) 2006/07 - 2010/11**



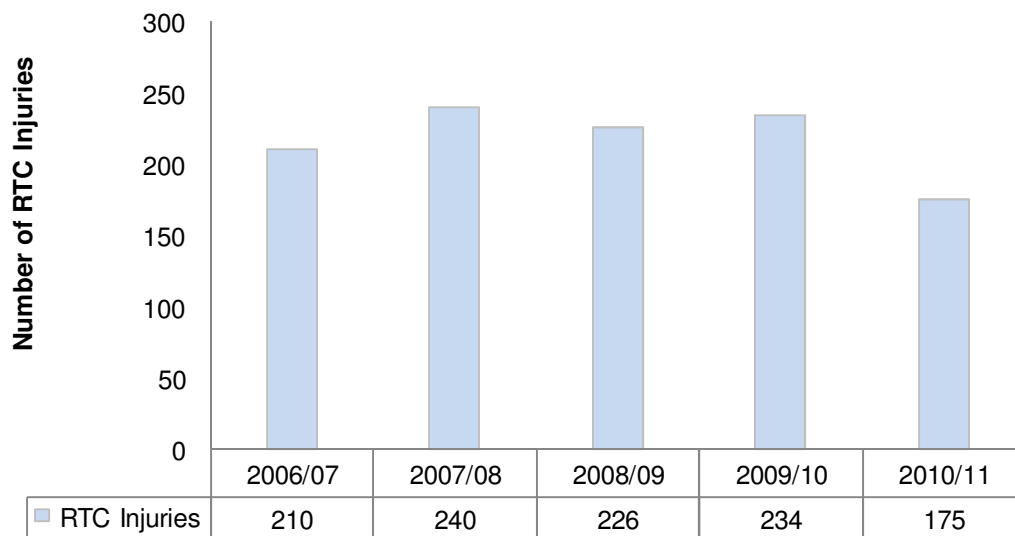
**Total RTC Fatalities and Injuries (Highlands & Islands)  
2006/07 - 2010/11**



**RTC Fatalities (Highlands & Islands) 2006/07 - 2010/11**



### RTC Injuries (Highlands & Islands) 2006/07 - 2010/11



Road Safety requires a multi agency approach to address the wide variety of issues such as education, engagement and enforcement.

The Service will continue to work with our partner agencies in promoting safe driving through locally delivered Driving Ambition courses across our Service area. This is in support of the national strategies; CFOA(S) Road Safety Framework 2010 and the Scottish Governments “Go Safe on Scotland’s Roads, it’s Everyone’s Responsibility: Scotland’s Road Safety Framework to 2020”.

The Scottish Government Framework document sets ambitious targets which have been adopted by Highland Road Safety Partnership and are set out below.

Target	2015 milestone reduction	%	2020 target % reduction
People killed	30		40
People Seriously Injured	43		55
Children (aged <16) killed	35		50
Children (aged <16) seriously injured	50		65

We will support this through:

- Delivery of Safer Driving Programmes to young people in schools at S5 – S6 level and presentations at further educational establishments throughout the Service area
- Responding to requests from community and partner organisations at road safety awareness events
- Continuing our support and attendance at the Road Safety Partnership Parental Education events throughout the Service area, aimed at supporting parents and young people through a new driving experience

#### **Objective 4**

Investigate the cause of fires to influence Community Fire Safety initiatives

Totals for year	
Fire Investigations	2010/11
Level 2 and 3 Investigations	18
Fire Fatalities	1
Fire Injuries	2

*(Level 2 and 3 investigations relates to incidents of a serious nature resulting in injuries and/or fatalities).*

The Service will continue to perform its obligation as identified in the Fire (Scotland) Act 2005 by responding to and investigating fires.

This is supported by a national MOU between CFOA(S) and ACPOS, a local MOU with Northern Constabulary and a Service Fire Investigation protocol.

As such, the Service will continue to support these agreements by responding to and investigating fire related incidents in partnership with Northern Constabulary and the SPSA to identify possible cause(s) to influence future service delivery and fire reduction.

We will do this by:

- Maintaining competency across our Fire Investigation Team in Fire Investigation practices and techniques
- Reviewing our local MOU with Northern Constabulary ensuring that it is robust and fit for purpose
- Using relevant information obtained from fire investigations to direct us in:
- Delivering community safety advice and education to those most at need in our communities
- Provide intelligence to contribute to national issues of fire safety concern
- Supporting our partners in ensuring where criminal acts have occurred, they are investigated and managed appropriately.

## **Objective 5**

Supporting communities to mitigate the damage and disruption caused by Severe Weather related events.

Severe weather events can have a considerable and devastating impact on our communities ranging from long periods of dry, hot weather resulting in Wildfires; to periods of extended rainfall resulting in flooding incidents.

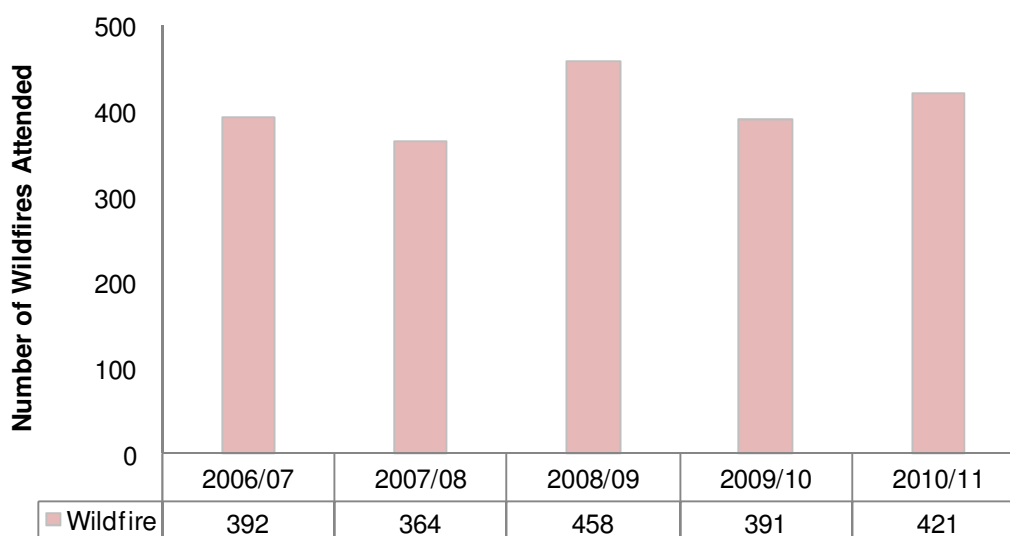
Totals for year

Type	2006/07	2007/08	2008/09	2009/10	2010/11
Wildfire	392	364	458	391	421

Percentage of all incidents

Type	2006/07	2007/08	2008/09	2009/10	2010/11
Wildfire	8%	8%	9%	7%	9%

**Wildfire Incidents (Highlands & Islands) 2006/07 - 2010/11**



The Service continues to promote a national Wildfire Strategy and the benefits of establishing Wildfire Groups which includes a coordinated approach in dealing with Wildfire incidents through:

- The adoption of appropriate Wildfire Prevention measures in partnership with land managers
- Ensuring response measures of both the FRS and land managers are best prepared to respond to occurring wildfires
- Better forecasting and pre-planning for events through data gathering and research in line with Scotland's Climate Change Adaptation Framework<sup>4</sup>

<sup>4</sup> The Scottish Government Climate Change Adaptation Framework 2009

- Effectively coordinating and managing events through partnership working with land managers which will significantly enhance the ability to respond to the increasing threat of wildfire, while enhancing the safety of those required to fight the fire.

We will do this through:

- Continued work in promoting the adoption of a CFOA(S) Wildfire Strategy
- Developing best practice in training and effectively managing Wildfire events
- Being proactive in the establishment of additional Wildfire Groups in line with those currently in operation in key areas across the Service.

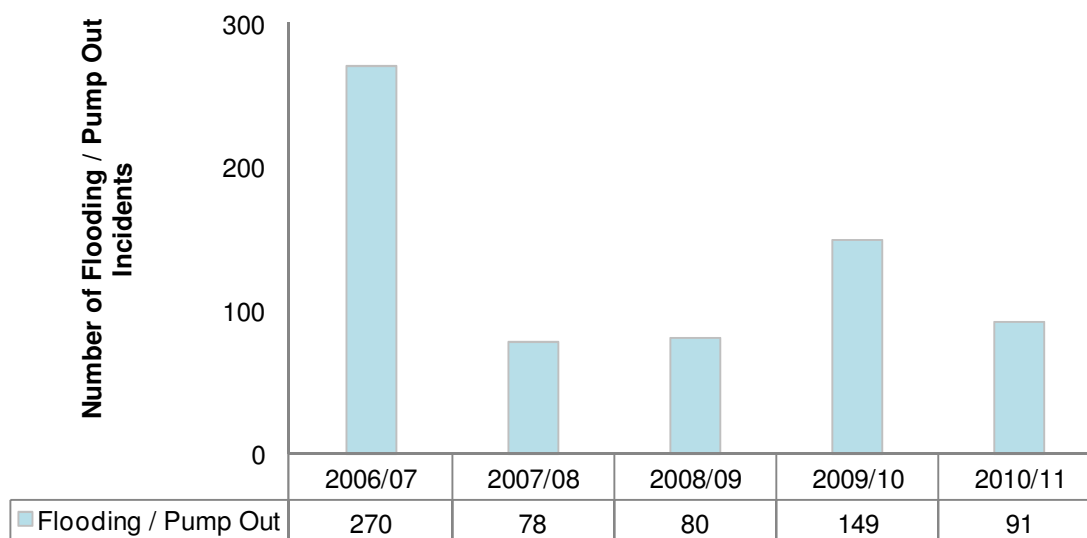
Totals for year

Type	2006/07	2007/08	2008/09	2009/10	2010/11
Flooding / Pump Out	270	78	80	149	91

Percentage of all incidents

Type	2006/07	2007/08	2008/09	2009/10	2010/11
Flooding / Pump Out	5%	2%	2%	3%	2%

**Flooding / Pump Out Incidents (Highlands & Islands)  
2006/07 - 2010/11**



The Service is actively contributing to the development of a CFOA(S) Flood Response Strategy aimed at responding and managing flooding events.

The Service continues to work with our partners at the Met Office and SEPA in promoting the Scottish Flood Forecasting Service to our communities.

## **Performance Management**

In this Community Safety Strategy we have set out our objectives for the next 3 years and we invite all with an interest in our work to hold us to account. We believe this is an essential feature of a responsive public service.

To achieve this, we will continue to manage our performance and report our achievements in line with our Performance Management Framework.

Our Performance Management Reports will be made public and shared with our Community Planning and Community Safety Partnerships, supporting our aim for continued improvement in Service Delivery.

## Appendix A – Risk profile and activity levels directing Community Safety activity

### Council Profile: Highlands

Mid-year estimates (General Register Office for Scotland)

	Calendar year				
	2006	2007	2008	2009	2010
<b>Persons</b>					
Under 16	39,392	39,221	39,114	39,120	39,071
16 - 64	137,881	139,392	140,423	140,496	140,881
65+	38,037	38,827	39,863	40,874	41,678
<b>Population estimate</b>	215,310	217,440	219,400	220,490	221,630
<b>Households estimate</b>	96,327	98,048	99,721	100,906	101,833
<b>Dwellings estimate</b>	105,049	106,918	108,438	109,617	110,788

**Prevention** - Work with partner organisations to promote community fire safety

### Community Fire Safety

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
<b>Incidents attended</b>	4,317	3,987	4,161	4,313	4,004
Primary fire	431	384	329	330	372
Secondary fire	658	622	670	603	599
Chimney fire	425	456	511	503	476
<b>Total fires attended</b>	1,514	1,462	1,510	1,436	1,447
per 10,000 population	70	67	69	65	65
Fire related fatalities	4	3	12	2	2
Fire related non-fatal injuries	42	46	45	24	34
<b>Total fire related casualties</b>	46	49	57	26	36
per 10,000 population	2	2	3	1	2

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
<b>Home fire safety checks</b>	3,902	3,853	3,587	4,504	4,174
per 1,000 dwellings	37	36	33	41	38
<b>Smoke detectors installed</b>	2,212	2,389	3,398	3,329	2,916
per 1,000 dwellings	21	22	31	30	26

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
<b>Dwelling fires</b>	165	175	125	143	163
per 10,000 population	8	8	6	6	7
Dwelling fire fatalities	3	3	7	0	1
Dwelling fire non-fatal injuries	27	40	25	18	25
<b>Dwelling fire fatal and non-fatal casualties</b>	30	43	32	18	26
per 10,000 population	1	2	1	1	1

### *Positive Activities for Young People*

	Financial year			
	2007/08	2008/09	2009/10	2010/11
<b>Hi-Fires Courses</b>		2	2	2
<b>Driving Ambition Courses</b>	2	3	8	11

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
<b>Road traffic collisions</b> attended by HIFRS	269	305	269	297	188
per 10,000 population	12	14	12	13	8
Fatalities from road traffic collisions	22	15	19	15	11
Non-fatal injuries from road traffic collisions	174	185	194	205	135
<b>Road traffic collision fatal and non-fatal casualties</b>	196	200	213	220	146
per 10,000 population	9	9	10	10	7

### *Unwanted Fire Signals*

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
<b>False alarm (equipment related) incidents</b>	1,404	1,318	1,428	1,546	1,454
% as total incidents	33%	33%	34%	36%	36%
per 10,000 population	65	61	65	70	66
False alarm malicious calls	213	145	148	138	135
False alarm malicious - no attendance calls	66	56	53	43	35
<b>Total false alarm malicious calls</b>	279	201	201	181	170
per 10,000 population	13	9	9	8	8
<b>Deliberate rubbish fires</b>	142	143	156	118	129
per 10,000 population	7	7	7	5	6

**Protection** - Enforce the fire safety legislation and associated programme of inspection and audit, targeted to address risk within the community

**Number of non-domestic premises** as at 17/06/2011

	Sleeping risk based		Non-sleeping	Total Premises
	High	Other		
Non-domestic premises	1,270	799	6,397	8,466
Type as a % of total non-domestic premises	15%	9%	76%	

**Fires at non-domestic premises**

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
High sleeping risk fires	27	17	19	13	15
Non-sleeping risk fires	59	32	35	41	29
<b>Total non-domestic premises fires</b>	<b>86</b>	<b>49</b>	<b>54</b>	<b>54</b>	<b>44</b>

High sleeping risk fires as a % of total non-domestic fires	31%	35%	35%	24%	34%
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**Planned audits on non-domestic premises**

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
High sleeping risk audits	266	113	155	204	213
Other sleeping risk audits	18	1	6	8	10
Non-sleeping risk audits	96	11	12	19	14
<b>Total planned audits</b>	<b>380</b>	<b>125</b>	<b>173</b>	<b>231</b>	<b>237</b>

High sleeping risk audits as a % of total audits	70%	90%	90%	88%	90%
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**Intervention** - Respond to incidents with well equipped and trained personnel each and every time an emergency call for assistance is received

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
<b>Vehicle fires attended by HIFRS</b>	98	82	81	75	79
per 10,000 population	5	4	4	3	4
Forest fires	12	6	13	5	12
Grass and heath fires	354	334	394	346	359
<b>Wildfires</b>	366	340	407	351	371
per 10,000 population	17	16	19	16	17
<b>Flood / pump out incidents</b>	216	65	71	138	80
per 10,000 population	10	3	3	6	4
<b>Rescue / release of person incidents</b>	41	31	37	35	32
per 10,000 population	2	1	2	2	1
<b>Assist other agencies incidents</b>	41	31	37	35	32
per 10,000 population	2	1	2	2	1
<b>Hazardous substance and chemical incidents</b>	5	0	5	5	3

## Council Profile: Orkney Islands

### Mid-year estimates (General Register Office for Scotland)

Persons	Calendar year				
	2006	2007	2008	2009	2010
Under 16	3,579	3,525	3,481	3,486	3,448
16 - 64	12,609	12,638	12,623	12,584	12,678
65+	3,582	3,697	3,786	3,890	3,984
<b>Population estimate</b>	<b>19,770</b>	<b>19,860</b>	<b>19,890</b>	<b>19,960</b>	<b>20,110</b>
<b>Households estimate</b>	<b>8,869</b>	<b>8,982</b>	<b>9,073</b>	<b>9,206</b>	<b>9,308</b>
<b>Dwellings estimate</b>	<b>9,726</b>	<b>9,880</b>	<b>10,039</b>	<b>10,190</b>	<b>10,265</b>

**Prevention** - Work with partner organisations to promote community fire safety

### Community Fire Safety

Incidents attended	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
<b>Incidents attended</b>	<b>213</b>	<b>204</b>	<b>178</b>	<b>283</b>	<b>222</b>
Primary fire	34	30	20	23	32
Secondary fire	18	6	8	18	10
Chimney fire	22	26	20	18	19
<b>Total fires attended</b>	<b>74</b>	<b>62</b>	<b>48</b>	<b>59</b>	<b>60</b>
per 10,000 population	37	31	24	30	30
Fire related fatalities	0	0	0	1	0
Fire related non-fatal injuries	1	0	1	0	1
<b>Total fire related casualties</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>
per 10,000 population	1	0	1	1	0

Home fire safety checks	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
<b>Home fire safety checks</b>	<b>278</b>	<b>339</b>	<b>227</b>	<b>384</b>	<b>353</b>
per 1,000 dwellings	29	34	23	38	34
<b>Smoke detectors installed</b>	<b>316</b>	<b>337</b>	<b>265</b>	<b>347</b>	<b>243</b>
per 1,000 dwellings	32	34	26	34	24

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
<b>Dwelling fires</b>	15	15	7	11	8
per 10,000 population	8	8	4	6	4
Dwelling fire fatalities	0	0	0	1	0
Dwelling fire non-fatal injuries	1	0	1	0	0
<b>Dwelling fire fatal and non-fatal casualties</b>	1	0	1	1	0
per 10,000 population	1	0	1	1	0

### *Positive Activities for Young People*

	Financial year			
	2007/08	2008/09	2009/10	2010/11
<b>Hi-Fires Courses</b>		1	3	1
<b>Driving Ambition Courses</b>	0	0	0	0

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
<b>Road traffic collisions</b> attended by HIFRS	10	6	10	5	9
per 10,000 population	5	3	5	3	4
Fatalities from road traffic collisions	2	0	1	0	0
Non-fatal injuries from road traffic collisions	5	12	6	6	11
<b>Road traffic collision fatal and non-fatal casualties</b>	7	12	7	6	11
per 10,000 population	4	6	4	3	5

### *Unwanted Fire Signals*

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
<b>False alarm (equipment related) incidents</b>	42	79	69	162	113
% as total incidents	20%	39%	39%	57%	51%
per 10,000 population	21	40	35	81	56
False alarm malicious calls	4	6	3	4	3
False alarm malicious - no attendance calls	0	1	2	1	0
<b>Total false alarm malicious calls</b>	4	7	5	5	3
per 10,000 population	2	4	3	3	1
<b>Deliberate rubbish fires</b>	3	0	1	3	3
per 10,000 population	2	0	1	2	1

**Protection** - Enforce the fire safety legislation and associated programme of inspection and audit, targeted to address risk within the community

**Number of non-domestic premises** as at 17/06/2011

	Sleeping risk based		Non-sleeping	Total Premises
	High	Other		
Non-domestic premises	92	72	669	834
Type as a % of total non-domestic premises	11%	9%	80%	

**Fires at non-domestic premises**

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
High sleeping risk fires	1	0	1	1	3
Non-sleeping risk fires	2	0	1	1	2
<b>Total non-domestic premises fires</b>	3	0	2	2	5

High sleeping risk fires as a % of total non-domestic fires	33%	0%	50%	50%	60%
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**Planned audits on non-domestic premises**

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
High sleeping risk audits	5	7	3	2	25
Other sleeping risk audits	0	0	0	0	2
Non-sleeping risk audits	6	0	1	1	0
<b>Total planned audits</b>	11	7	4	3	27

High sleeping risk audits as a % of total audits	45%	100%	75%	67%	93%
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**Intervention** - Respond to incidents with well equipped and trained personnel each and every time an emergency call for assistance is received

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
<b>Vehicle fires attended by HIFRS</b>	8	6	6	5	10
per 10,000 population	4	3	3	3	5
Forest fires	0	0	0	0	0
Grass and heath fires	7	1	4	9	4
<b>Wildfires</b>	7	1	4	9	4
per 10,000 population	4	1	2	5	2
<b>Flood / pump out incidents</b>	46	4	1	4	0
per 10,000 population	23	2	1	2	0
<b>Rescue / release of person incidents</b>	1	2	0	1	1
per 10,000 population	1	1	0	1	0
<b>Assist other agencies incidents</b>	2	2	2	2	0
per 10,000 population	1	1	1	1	0
<b>Hazardous substance and chemical incidents</b>	0	0	0	0	0

## Council Profile: Shetland Islands

### Mid-year estimates (General Register Office for Scotland)

Persons	Calendar year				
	2006	2007	2008	2009	2010
Under 16	4,410	4,362	4,261	4,253	4,286
16 - 64	14,069	14,088	14,099	14,237	14,320
65+	3,401	3,500	3,620	3,720	3,794
<b>Population estimate</b>	<b>21,880</b>	<b>21,950</b>	<b>21,980</b>	<b>22,210</b>	<b>22,400</b>
<b>Households estimate</b>	<b>9,443</b>	<b>9,498</b>	<b>9,586</b>	<b>9,704</b>	<b>9,829</b>
<b>Dwellings estimate</b>	<b>10,219</b>	<b>10,313</b>	<b>10,403</b>	<b>10,522</b>	<b>10,621</b>

**Prevention** - Work with partner organisations to promote community fire safety

### Community Fire Safety

Incidents attended	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
<b>Incidents attended</b>	<b>202</b>	<b>183</b>	<b>264</b>	<b>247</b>	<b>241</b>
Primary fire	30	20	26	27	17
Secondary fire	22	8	14	18	23
Chimney fire	12	17	17	5	18
<b>Total fires attended</b>	<b>64</b>	<b>45</b>	<b>57</b>	<b>50</b>	<b>51</b>
per 10,000 population	29	21	26	23	23
Fire related fatalities	0	0	1	0	0
Fire related non-fatal injuries	2	0	4	2	1
<b>Total fire related casualties</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>1</b>
per 10,000 population	1	0	2	1	0

Home fire safety checks	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
<b>Home fire safety checks</b>	<b>369</b>	<b>327</b>	<b>301</b>	<b>415</b>	<b>379</b>
per 1,000 dwellings	36	32	29	39	36
<b>Smoke detectors installed</b>	<b>135</b>	<b>235</b>	<b>309</b>	<b>270</b>	<b>208</b>
per 1,000 dwellings	13	23	30	26	20

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
<b>Dwelling fires</b>	13	8	11	9	10
per 10,000 population	6	4	5	4	4
Dwelling fire fatalities	0	0	1	0	0
Dwelling fire non-fatal injuries	2	0	4	0	2
<b>Dwelling fire fatal and non-fatal casualties</b>	2	0	5	0	2
per 10,000 population	1	0	2	0	1

	Financial year			
	2007/08	2008/09	2009/10	2010/11
<b>Positive Activities for Young People</b>				
<b>Hi-Fires Courses</b>		0	1	0
<b>Driving Ambition Courses</b>	0	0	0	0

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
<b>Road traffic collisions</b> attended by HIFRS	14	12	11	11	13
per 10,000 population	6	5	5	5	6
Fatalities from road traffic collisions	1	2	0	1	0
Non-fatal injuries from road traffic collisions	10	13	6	8	16
<b>Road traffic collision fatal and non-fatal casualties</b>	11	15	6	9	16
per 10,000 population	5	7	3	4	7

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
<b>Unwanted Fire Signals</b>					
<b>False alarm (equipment related) incidents</b>	68	76	133	134	128
% as total incidents	34%	42%	50%	54%	53%
per 10,000 population	31	35	61	60	57
False alarm malicious calls	4	3	2	3	6
False alarm malicious - no attendance calls	5	2	2	1	0
<b>Total false alarm malicious calls</b>	9	5	4	4	6
per 10,000 population	4	2	2	2	3
<b>Deliberate rubbish fires</b>	1	3	3	5	1
per 10,000 population	0	1	1	2	0

**Protection** - Enforce the fire safety legislation and associated programme of inspection and audit, targeted to address risk within the community

**Number of non-domestic premises** as at 17/06/2011

	Sleeping risk based		Non-sleeping	Total Premises
	High	Other		
Non-domestic premises	106	77	861	1,044
Type as a % of total non-domestic premises	10%	8%	82%	

**Fires at non-domestic premises**

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
High sleeping risk fires	0	2	0	1	0
Non-sleeping risk fires	7	2	3	4	2
<b>Total non-domestic premises fires</b>	7	4	3	5	2

High sleeping risk fires as a % of total non-domestic fires	0%	50%	0%	20%	0%
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**Planned audits on non-domestic premises**

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
High sleeping risk audits	14	3	3	0	33
Other sleeping risk audits	0	0	0	0	0
Non-sleeping risk audits	1	0	1	0	1
<b>Total planned audits</b>	15	3	4	0	34

High sleeping risk audits as a % of total audits	93%	100%	75%	0%	97%
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**Intervention** - Respond to incidents with well equipped and trained personnel each and every time an emergency call for assistance is received

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
<b>Vehicle fires attended by HIFRS</b>	7	6	3	6	4
per 10,000 population	3	3	1	3	2
Forest fires	0	0	0	0	0
Grass and heath fires	3	0	2	4	12
<b>Wildfires</b>	3	0	2	4	12
per 10,000 population	1	0	1	2	5
<b>Flood / pump out incidents</b>	4	2	6	3	3
per 10,000 population	2	1	3	1	1
<b>Rescue / release of person incidents</b>	4	1	3	3	2
per 10,000 population	2	0	1	1	1
<b>Assist other agencies incidents</b>	5	3	7	4	1
per 10,000 population	2	1	3	2	0
<b>Hazardous substance and chemical incidents</b>	1	0	0	1	0

## Council Profile: Western Isles

### Mid-year estimates (General Register Office for Scotland)

Persons	Calendar year				
	2006	2007	2008	2009	2010
Under 16	4,666	4,609	4,524	4,511	4,440
16 - 64	16,274	16,253	16,144	16,053	16,083
65+	5,410	5,438	5,532	5,616	5,667
<b>Population estimate</b>	<b>26,350</b>	<b>26,300</b>	<b>26,200</b>	<b>26,180</b>	<b>26,190</b>
<b>Households estimate</b>	<b>11,597</b>	<b>11,706</b>	<b>11,816</b>	<b>11,893</b>	<b>12,018</b>
<b>Dwellings estimate</b>	<b>13,759</b>	<b>13,893</b>	<b>14,006</b>	<b>14,101</b>	<b>14,258</b>

**Prevention** - Work with partner organisations to promote community fire safety

### Community Fire Safety

Incidents attended	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
<b>Incidents attended</b>	<b>416</b>	<b>452</b>	<b>532</b>	<b>457</b>	<b>450</b>
Primary fire	42	48	52	35	37
Secondary fire	31	42	58	39	53
Chimney fire	92	91	95	91	83
<b>Total fires attended</b>	<b>165</b>	<b>181</b>	<b>205</b>	<b>165</b>	<b>166</b>
per 10,000 population	63	69	78	63	63
Fire related fatalities	0	3	1	0	0
Fire related non-fatal injuries	5	4	7	8	3
<b>Total fire related casualties</b>	<b>5</b>	<b>7</b>	<b>8</b>	<b>8</b>	<b>3</b>
per 10,000 population	2	3	3	3	1

Home fire safety checks	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
<b>Home fire safety checks</b>	<b>609</b>	<b>538</b>	<b>408</b>	<b>560</b>	<b>534</b>
per 1,000 dwellings	44	39	29	40	37
<b>Smoke detectors installed</b>	<b>369</b>	<b>274</b>	<b>213</b>	<b>286</b>	<b>258</b>
per 1,000 dwellings	27	20	15	20	18

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
<b>Dwelling fires</b>	17	23	30	22	15
per 10,000 population	6	9	11	8	6
Dwelling fire fatalities	0	3	1	0	0
Dwelling fire non-fatal injuries	2	3	6	7	3
<b>Dwelling fire fatal and non-fatal casualties</b>	2	6	7	7	3
per 10,000 population	1	2	3	3	1

	Financial year			
	2007/08	2008/09	2009/10	2010/11
<b>Positive Activities for Young People</b>				
<b>Hi-Fires Courses</b>		3	1	5
<b>Driving Ambition Courses</b>	0	0	0	0

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
<b>Road traffic collisions</b> attended by HIFRS	22	28	29	19	18
per 10,000 population	8	11	11	7	7
Fatalities from road traffic collisions	1	0	0	1	0
Non-fatal injuries from road traffic collisions	21	30	20	15	13
<b>Road traffic collision fatal and non-fatal casualties</b>	22	30	20	16	13
per 10,000 population	8	11	8	6	5

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
<b>Unwanted Fire Signals</b>					
<b>False alarm (equipment related) incidents</b>	163	162	224	214	193
% as total incidents	39%	36%	42%	47%	43%
per 10,000 population	62	62	85	82	74
False alarm malicious calls	13	4	3	0	5
False alarm malicious - no attendance calls	1	2	1	2	3
<b>Total false alarm malicious calls</b>	14	6	4	2	8
per 10,000 population	5	2	2	1	3
<b>Deliberate rubbish fires</b>	5	5	5	2	6
per 10,000 population	2	2	2	1	2

**Protection** - Enforce the fire safety legislation and associated programme of inspection and audit, targeted to address risk within the community

**Number of non-domestic premises** as at 17/06/2011

	Sleeping risk based		Non-sleeping	Total Premises
	High	Other		
Non-domestic premises	117	64	945	1,126
Type as a % of total non-domestic premises	10%	6%	84%	

**Fires at non-domestic premises**

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
High sleeping risk fires	1	1	3	2	3
Non-sleeping risk fires	5	5	4	2	2
<b>Total non-domestic premises fires</b>	6	6	7	4	5

High sleeping risk fires as a % of total non-domestic fires	17%	17%	43%	50%	60%
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**Planned audits on non-domestic premises**

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
High sleeping risk audits	10	13	3	14	30
Other sleeping risk audits	2	0	0	0	3
Non-sleeping risk audits	2	0	1	0	4
<b>Total planned audits</b>	14	13	4	14	37

High sleeping risk audits as a % of total audits	71%	100%	75%	100%	81%
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**Intervention** - Respond to incidents with well equipped and trained personnel each and every time an emergency call for assistance is received

	Financial year				
	2006/07	2007/08	2008/09	2009/10	2010/11
<b>Vehicle fires attended by HIFRS</b>	11	13	4	4	10
per 10,000 population	4	5	2	2	4
Forest fires	1	0	2	0	0
Grass and heath fires	15	22	42	27	34
<b>Wildfires</b>	16	22	44	27	34
per 10,000 population	6	8	17	10	13
<b>Flood / pump out incidents</b>	4	7	2	4	8
per 10,000 population	2	3	1	2	3
<b>Rescue / release of person incidents</b>	3	2	3	3	3
per 10,000 population	1	1	1	1	1
<b>Assist other agencies incidents</b>	1	3	4	2	2
per 10,000 population	0	1	2	1	1
<b>Hazardous substance and chemical incidents</b>	1	0	0	0	1

**Highlands & Islands Fire & Rescue Service  
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Inverness  
IV1 1TB**

**Telephone: 01463 227000**

**Fax: 01463 236979**

**Email: [enquiries@hifrs.org](mailto:enquiries@hifrs.org)**

**Website: [www.hifrs.org](http://www.hifrs.org)**

# Alcohol fuel for fire

The majority of fire deaths in the Highlands and Islands involve alcohol - **don't be next**

**DON'T GIVE FIRE A HOME**

**If you've been drinking...**

**...leave the cooker off!**

Nearly two-thirds of domestic fires are the result of cooking. The risk increases dramatically if you've been drinking.



**...make sure your cigarette is out!**

It's all too easy to fall asleep or not notice a cigarette is still burning.



For more information on Fire Safety contact Highlands & Islands Fire & Rescue Service on 01463 227000 or visit [www.hifrs.org](http://www.hifrs.org)

**Supported by**

Highlands & Islands Fire & Rescue Service and the Drug & Alcohol Action Teams in Highland, Western Isles, Shetland and Orkney

