



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

# LOCAL FIRE AND RESCUE PLAN FOR ORKNEY

2014-2017



**Working together  
for a safer Scotland**





# Contents

Foreword	1
Introduction	3
Strategic Assessment	4
Local Operational Assessment	6
Orkney Risk Profile	6
Priorities, Actions and Outcomes	9
1. Local Risk Management and Preparedness	9
2. Reduction of Accidental Dwelling Fires	10
3. Reduction in Fire Casualties and Fatalities	11
4. Reduction of Deliberate Fire Setting	12
5. Reduction of Fires in Non-Domestic Property	13
6. Reduction in Casualties from Non-Fire Emergencies	14
7. Reduction of Unwanted Fire Alarm Signals	15
8. Enhance our contribution to Community Planning	16
9. Enhance our Local Engagement Practice	17
Achieving Local Outcomes	18
Review	19
Feedback	19
Glossary of Terms	20
Acronyms	21

# Foreword

This Local Fire and Rescue Plan is the mechanism through which the aims of the Scottish Fire & Rescue Service (SFRS) Strategic Plan 2013 – 2017 will be delivered to meet the agreed needs of the Orkney communities.

The Plan sets out the priorities and objectives for the SFRS within Orkney for 2014 – 2017 and allows our Local Authority partners to scrutinise the performance outcomes of those priorities. The SFRS will continue to work closely with our partners in Orkney to ensure we are all “Working Together for a Safer Scotland” through targeting risks to our communities at a local level.

The Local Fire and Rescue Plan and its associated action plans are aligned to the Community Planning Partnership structures within Orkney. Through partnership working we will deliver continuous improvement in our performance and effective service delivery in our area of operations.

The SFRS will continue to use data analysis techniques to identify risk and to ensure resources are allocated to the point of need within our communities. While considering the strategic priorities of the SFRS we will develop local solutions to meet local needs and ensure equitable access to Fire and Rescue resources. Through our on-going involvement with local community safety groups in Orkney we will continue to develop our understanding of local needs and proactively seek out consultation opportunities with all sections of the community. Using this approach we will ensure that the service we deliver is driven by consultation, in line with public expectations and helps to build strong, safe and resilient communities.

**Billy Wilson, Local Senior Officer**

1	<i>Kirkwall East</i>
2	<i>Kirkwall West and Orphir</i>
3	<i>Stromness and South Isles</i>
4	<i>West Mainland</i>
5	<i>East Mainland, South Ronaldsay and Burray</i>
6	<i>North Isles</i>



I am pleased to contribute to this Fire & Rescue Plan for Orkney. The Police and Fire Reform (Scotland) Act 2012 created a new Scottish Fire and Rescue Service and gave local authorities a new function in monitoring and scrutinising the role of that Service. To that end, the Council's Police and Fire Sub-Committee has met on a quarterly basis and members have scrutinised the performance against the Local Fire and Rescue Plan.

As we approach the end of the first year of the national Fire and Rescue Service, Orkney Islands Council is pleased that the positive and effective working relationships of the past have been maintained at a local level. We will continue to work together to build on and further strengthen the close connections between the Fire and Rescue Service and the communities it serves. Over the last decade, valuable and effective links have been formed between the Fire and Rescue Service, Orkney Islands Council, other community planning partners and local communities. Two practical examples of this are:

- Safe Islanders / Driving Ambition initiatives which bring together the Fire and Rescue Service and partner agencies in an attempt to influence the future behaviour of our younger residents to ensure they grow up to be safe and responsible members of our community.
- The close working relationship between the Fire Service Community Safety Advocate (CSA) and our health and housing organisations to improve the lives of residents by identifying those at risk from fire.

Both of these initiatives are examples of joint working for a safer Orkney.

The priorities set out in this plan are endorsed by Orkney Islands Council and the Orkney Community Planning Partnership and will develop subject to extensive community engagement. I particularly welcome the restated commitment to reducing dwelling fires, fire casualties and deliberate fire setting, through partners working together to reduce the number of incidents and promoting safe and attractive communities.

At a national level the recent decision of the Scottish Fire and Rescue Service to relocate their Fire Control Room from Inverness to Dundee has been met with considerable local concern. Therefore, during the period of this plan we must ensure that this change does not detract from the excellent level of service response presently provided from Inverness Fire Control Room.

I am satisfied that Orkney Islands Council remains committed to working with the Scottish Fire and Rescue Service, both locally and nationally and I look forward to creating a safer Orkney for all.

**Councillor Andrew Drever,  
Chair of the Police and Fire Sub Committee,  
Orkney Islands Council**

# Introduction

The Scottish Government provides an overarching vision for public services that focuses on the creation of a more successful country, with opportunities for all through a sustainable increase in economic growth.

This direction is supported by Strategic Objectives to make Scotland a wealthier & fairer, smarter, healthier, safer & stronger and greener place. Through a concordat between the Scottish Government and the Convention for Scottish Local Authorities (COSLA), the Strategic Objectives have been expanded into Local Single Outcome Agreements which include indicators and targets that provide the framework for how Local Authorities and their Community Planning partners such as the SFRS will deliver services.

The Fire (Scotland) Act 2005 as amended by The Police and Fire Reform (Scotland) Act 2012 provides the statutory basis for the SFRS to deliver a range of core services and functions which means that, while the service is ready to respond to fire and other emergencies, it also maintains a strong focus on prevention and protection arrangements to ensure the safety of our communities. The associated Fire and Rescue Framework for Scotland 2013 sets the overarching strategic direction for the SFRS in the delivery of its services to the communities of Orkney.

*The Police and Fire Reform (Scotland) Act 2012 requires local plans to contain:*

- *Priorities and objectives for SFRS in connection with carrying out duties in the local authority's area of SFRS's functions,*
- *The reasons for selecting each of those priorities and objectives,*
- *How SFRS proposes to deliver those priorities and objectives,*
- *In so far as is reasonably practicable, outcomes by reference to which delivery of those priorities and objectives can be measured,*
- *How those priorities and objectives are expected to contribute to the delivery of any other relevant local outcomes which are identified by community planning,*
- *Such other matters relating to the carrying out of SFRS's functions in the local authority's area as SFRS thinks fit.*

# Strategic Assessment

A strategic assessment for the SFRS's activities in Scotland established the type, frequency and impact of incidents that we attend. With this assessment in place the Local Senior Officer for Orkney can effectively identify key priority areas for the SFRS to target its resources at a local level.

## National Assessment

The Scottish Government within their National Performance Framework have identified 16 National Outcomes they wish to achieve. Through delivery of this Local Plan the SFRS in particular will contribute to the following Outcomes:

- **National Outcome 1:** We live in a Scotland that is the most attractive place for doing business in Europe
- **National Outcome 4:** Our young people are successful learners, confident individuals, effective contributors and responsible citizens
- **National Outcome 6:** We live longer healthier lives
- **National Outcome 8:** We have improved the life chances for children, young people and families at risk
- **National Outcome 9:** We live our lives safe from crime disorder and danger
- **National Outcome 11:** We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others
- **National Outcome 12:** We value and enjoy our built and natural environment and protect it and enhance it for future generations
- **National Outcome 15:** Our people are able to maintain their independence as they get older and are able to access appropriate support when they need it

The priorities for the SFRS have been laid out in the Fire and Rescue Framework for Scotland 2013 with the following Strategic Aims defined within the Strategic Plan 2013-2016:

**Strategic Aim 1:** Improve safety of our communities and staff

**Strategic Aim 2:** More Equitable Access to Fire and Rescue Services

**Strategic Aim 3:** Improved outcomes through partnership

**Strategic Aim 4:** Develop a culture of continuous improvement





## Equality Assessment

On 30 April 2013, the Scottish Fire and Rescue Service published its Equality Outcomes, in compliance with the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012. The SFRS Equality Outcomes are.

- Outcome 1:** People from all Scotland's community groups feel confident in contacting the Fire and Rescue Service for advice and information on relevant non-emergency issues
- Outcome 2:** Disabled, LGBT, BME, older people and people from minority faiths are aware of the services provided by the SFRS, particularly how these can be adapted to meet their own individual needs
- Outcome 3:** People from all Scotland's community groups feel safer in their homes and on our roads
- Outcome 4:** Establish the Scottish Fire and Rescue Service as an employer of choice for people across protected characteristics
- Outcome 5:** Provide a positive and healthy workplace culture that welcomes, embraces and develops people from across all protected characteristics
- Outcome 6:** People from across all communities are enabled to live lives free from hate crime, harassment and domestic abuse/violence
- Outcome 7:** Gypsy Travellers and migrant workers are safer, better informed and confident in Scottish Fire and Rescue Service engagement



## Local Assessment

The local assessment addresses issues relevant to the local area. Through analysis of data, partnership working and consultation, local improvement and demand reduction plans can be developed to ensure positive outcomes and results are achieved.

The key priority areas in Orkney that are considered in the Local Assessment and those that action plans will be developed for are:

- Local Risk Management and Preparedness
- Reduction of Dwelling Fires
- Reduction in Fire Fatalities and Casualties
- Reduction of Deliberate Fire Setting
- Reduction of Fires in Non Domestic Property
- Reduction in Casualties from Non Fire Emergencies
- Reduction of Unwanted Fire Alarm Signals
- Enhance our contribution to Community Planning
- Enhance our Local Engagement Practices

# Local Operational Assessment

Identified local key priority areas are monitored through the gathering and analysis of operational activity data.

## Local Fire and Rescue Activity

Performance Indicator	2010/11	2011/12	2012/13	3 year average	Trend
All deliberate primary fires	4	1	1	2	↓
All deliberate other building fires	3	0	0	1	↓
All deliberate secondary fires	5	0	2	2	↓
All accidental dwelling fires	6	12	9	9	—
All accidental other building fires	4	4	6	5	—
All fatal fire casualties	0	0	1	0	—
Non-fatal fire casualties excl. precautionary checkups	0	2	0	1	—
Non-fatal fire casualties incl. precautionary checkups	0	2	0	1	—
Special Service RTCs	3	5	10	6	↑
Special Service flooding	0	4	9	4	↑
Special Service extrication	0	1	1	1	—
Special Service 'others'	2	10	7	6	↑
False Alarm: AFAs	65	75	77	72	↑
False Alarm: Good Intent	12	37	32	27	↑
False Alarm: Malicious	0	2	3	2	—

Please see Glossary of Terms for an explanation of the above.

# Orkney Risk Profile

Orkney is one of the 32 council areas of Scotland, a constituency of the Scottish Parliament and a lieutenancy area.

The Orkney archipelago consists of approximately 70 islands lying 16 kilometres (10 miles) off the north coast of Scotland. Approximately 18 of these islands may be inhabited depending on the time of year. The largest island, known as the "Mainland" has an area of 523.25 square kilometres (202 square miles) making it the sixth largest Scottish and the tenth-largest island in the British Isles. The largest settlement and administrative centre is Kirkwall.

Population figures from the 2011 census show some dramatic changes since 2001. These figures are rounded to the nearest 100.

Area	2001	2011	% Change
Total Population	19,200	21,400	10.9%
Population aged under 15	3,600	3,300	-7.1%
Population aged 15-64	12,500	13,800	10.9%
Population aged 65+	3,200	4,200	31.1%
Population aged 80+	800	1,000	23.9%
Number of households	8,340	9,730	16.6%
Average household size (people)	2.28	2.18	-4.4%

The majority of the population inhabit the mainland and the two southern neighbours that are linked to it by the Churchill Barriers. Orkney's two main towns are Kirkwall (approximate population of 7500) and Stromness (approximate population of 2200), both of which are situated on the main island. Census data also shows general ageing and a slight increase in the population on the peripheral islands. The increase in population aged over 65 is the largest such increase in Scotland and will be very significant in planning future services.

Orkney's well established agriculture and fisheries sectors play a significant role in the regional economy. The extensive wind and marine energy resources of the county are of growing importance both locally and nationally. The other main industries are tourism and oil processing.

Oil is brought ashore by a pipeline and shuttle tankers to the top tier COMAH (Control of Major Accident Hazard) processing and distribution facility on the island of Flotta in Scapa Flow. Oil tankers regularly call at Flotta for loading and onward distribution of the oil fractions, as well as carrying out ship to ship transfers in Scapa Flow.

The islands are linked to mainland Scotland by flights and ferry services. Flights into Kirkwall airport arrive direct from Inverness, Aberdeen, Sumburgh, Glasgow and Edinburgh. Passenger and freight ferry services sail from ports in Caithness and Aberdeen. There are also freight and passenger links to the Shetland Islands.

The north isles of Orkney are linked by an internal air service. The use of air ambulances is a normal part of island life. Regular ferry services link the smaller islands to the mainland.

The Scottish Fire and Rescue Service recognises the unique challenges that are faced in delivering services in remote and rural areas including populated islands and coastal communities. Twelve retained stations provide the operational response capability for Orkney. The three Mainland stations at Kirkwall, Stromness and St Margarets Hope are staffed by up to fifty fire fighters. The remaining stations are one pump units on remote, isolated islands. The provision of a Fire & Rescue Service in remote locations must be a partnership between the SFRS and the community which it serves.

Recruitment and retention of retained staff is problematic in certain locations and can have a knock on effect on fire appliance availability. In an attempt to reverse this situation the SFRS, working in partnership with communities, will encourage members of the public to apply to become Firefighters at their local fire station. Operational retained fire fighters are supported by Wholetime District personnel: one Group Manager; one Station Manager; and a Community Safety Advisor.

The Fire and Rescue Service has been a positive contributor to the Orkney Community Planning Partnership (CPP) and the development of the Single Outcome Agreement (SOA) in order that Fire and Rescue priorities support and reflect those of our communities and our partners.

In relation to fire, statistics show that Orkney is a safe place to live and work. The Service will not however become complacent and will continue to engage with stakeholders in order to drive down risks in the wider community whilst focusing on the vulnerable and most at risk.

Prevention and Protection in Orkney will be achieved through a process of community safety engagement and fire safety enforcement.

Prevention is a clear process of working with our partner agencies to identify the most vulnerable individuals within our community. This will allow the Service to address the occurrence of dwelling fires which are more likely to involve vulnerable groups such as people with disabilities, older single people, people living in areas of deprivation and people with drug and alcohol issues.

These high risk groups will be targeted through a collaborative approach with Social Services, support groups and healthcare providers to carry out home safety fire visits, and a range of educational and diversionary programmes such as HI-FiReS, Fire Setters Intervention Programme, Driving Ambition and the Safe Islanders event.

Protection will be achieved by carrying out Fire Safety Audits on all mandatory premises. These premises include all Care Homes, School Care Accommodation, Hospitals, Houses in Multiple Occupation (HMOs) and Very High or High Risk Premises.

# Priorities, Actions and Outcomes

## 1. Local Risk Management and Preparedness

The SFRS has a statutory duty to reduce the risks to our communities and to make certain that they receive the best possible service. The management of risk within our community means:

- Identifying the risks to the community which fall within the scope of responsibility of the SFRS
- Undertaking a process to prioritise these risks
- Ensuring that appropriate Local and National resource capability and trained Fire Service personnel are in place to address them

### **Aligns to:**

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Orkney Single Outcome Agreement 2013 – 2016**

### **We will achieve it by:**

- Ensuring our training, staff development and equipment are fit for purpose to meet our current risk profile and adaptable to changing circumstances
- Ensuring all known local risk information is obtained, communicated and tested
- Working locally with partner organisations and agencies 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
- Working effectively with our community planning partners through our participation in the Orkney Community Planning Partnership arrangements
- Taking an active role in the Orkney Local Emergency Coordinating Group (OLECG)

### **In doing so we will also add value by:**

- Keeping our staff and members of the public safe should any incident occur
- Reducing the financial burden and disruption caused to our communities when emergencies do occur
- Proactively helping the wider community by contributing to preventing emergencies and planning to mitigate their effects. We will do this through our focus on prevention and protection with a blue light response seen as a last resort

## 2. Reduction of Accidental Dwelling Fires

Within Orkney dwelling fires have occurred within a wide variety of dwelling types in the last three years. Accidental dwelling fires can have a significant negative impact upon both individuals and the wider community. They are financially costly to house holders and housing providers in terms of the repair and reinstatement of homes.

Key contributory risk factors include:

- Lifestyle including smoking and consumption of alcohol and prescribed and non-prescribed drugs;
- Individual capability and vulnerability; and
- Ageing demographics.

By the provision of home fire safety advice and the fitting of smoke detectors, the SFRS can reduce the risk of fire and its associated human and financial costs as well as enhancing community safety.

### **Aligns to:**

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Orkney Single Outcome Agreement 2013 – 2016**

### **We will achieve it by:**

- Improving information sharing processes between SFRS and local partners
- Targeting the delivery of Home Fire Safety Visits on our most at risk and vulnerable members of the community
- Working with partners to deliver community safety initiatives influenced by evidence and partnership data
- Effectively deploying the SFRS Post Domestic Incident Response procedures

### **In doing so we will also add value by:**

- Reducing the financial burden and disruption caused to all housing tenures
- Reducing risk, personal and social impact of fire on our communities through helping people to be safe in their homes
- Promoting the wider community safety message to the residents of Orkney

### 3. Reduction in Fire Casualties and Fatalities

The reduction of fire casualties is clearly linked to priority 2 Reduction of Accidental Dwelling Fires. The reduction of fire fatalities and casualties is at the core of the preventative and early intervention activity carried out by SFRS in Orkney.

Significant contributory factors associated with the number of fire casualties and fatalities include:

- Lifestyle, including smoking and consumption of alcohol and prescribed and non-prescribed drugs;
- Individual capability and vulnerability; and
- Ageing demographics.

#### **Aligns to:**

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Orkney Single Outcome Agreement 2013 – 2016**

#### **We will achieve it by:**

- Further developing the referral process through improved partnership working and information sharing procedures with local authority housing and social work departments, adult protection committees, third sector and other key partners with regards to those most vulnerable or at risk from fire
- Delivering thematic action plans tailored to meet local need
- Promoting Home Fire Safety Visits through targeted referrals from our partners for those most vulnerable or at risk
- Increasing community fire safety education using a targeted approach through early intervention initiatives and case conferences
- Effectively deploying the SFRS Post Domestic Incident Response procedures

#### **In doing so we will also add value by:**

- Helping people in Orkney to be safe in their homes
- Reducing demand on the SFRS and partner services
- Assisting in referring vulnerable persons to other service providers
- Reducing the economic cost of casualty treatment on partner agencies

## 4. Reduction of Deliberate Fire Setting

In Orkney, evidence shows that deliberate fire setting is not a significant problem. The Service will not however become complacent and will continue to engage with our partner agencies in order to monitor the situation and ensure positive action is taken where necessary.

### **Aligns to:**

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Orkney Single Outcome Agreement 2013 – 2016**

### **We will achieve it by:**

- Delivering thematic and multi-agency action plans tailored to meet local needs
- Increasing community fire safety education in targeted areas
- Working with our partners to develop joint risk reduction strategies to mitigate the impact of deliberate fires and the economic and social cost to the community
- Continuing to utilise the Fire Setters Intervention and diversionary programmes

### **In doing so we will also add value by:**

- Using early intervention initiatives to allow the SFRS to direct and use its resources to target other areas of operational activity more effectively
- Diverting young people away from anti-social behaviour by encouraging them to be good citizens
- Supporting the national focus towards early intervention and preventative spend
- Reducing demand and contributing to positive outcomes for Orkney

## 5. Reduction of Fires in Non-Domestic Properties

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. All workplaces and business premises involved in fire are classed as Non Domestic Fires.

Sleeping risks are seen as a particularly high fire risk since most fatal fires occur at night when people are less vigilant and at their most vulnerable. Residential care homes, student accommodation, Houses in Multiple Occupation and self-contained sheltered housing make up the greatest proportion of these premises within Orkney.

High fire risk mandatory properties are audited on a yearly basis by our staff to ensure that the fire precautions within the property meet a suitable standard.

Secondary Fires include heath, grassland, refuse fires and fires in derelict buildings - but not chimney fires.

### **Aligns to:**

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Orkney Single Outcome Agreement 2013 – 2016**

### **We will achieve it by:**

- Continuing with the audit programme for high risk premises;
- Engaging with the business community to highlight their responsibilities for compliance with fire legislation;
- Identifying fire trends in particular building types and conducting thematic audits;
- Contributing to and engaging with recognised national and local wildfire groups including the development of local memorandums of understanding

### **In doing so we will also add value by:**

- Assisting the private and business sector in understanding their fire safety responsibilities
- Ensuring that buildings are safer, people feel protected and the opportunities for acts of deliberate or wilful fire raising are reduced
- Supporting and protecting business continuity and employment within Orkney
- Protecting our natural heritage, biodiversity and environment

## 6. Reduction in Casualties from Non-Fire Emergencies

A core function of the SFRS is responding to emergencies such as Road Traffic Collisions (RTCs), other rescue situations and flooding. Firefighters are trained to a high standard and have at their disposal the most modern equipment for extricating people in rescue situations and administering first aid to casualties.

The SFRS has a crucial role to play alongside other key partners in reducing accident rates within Orkney. The SFRS will contribute to this work by providing hard-hitting testimonial that enforces messages about road safety, driver awareness and the consequences of dangerous driving.

Orkney has experienced significant flooding events in recent years. The SFRS has a duty to respond to and support communities recover from these incidents.

### **Aligns to:**

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Orkney Single Outcome Agreement 2013 – 2016**

### **We will achieve it by:**

- Taking an active role in the Road Safety Forum
- Continuing with our involvement in the Driving Ambition programme
- Contributing to evidence based and partnership led initiatives
- Contributing to the development of local flood action plans and supporting local community initiatives
- Taking an active role in the Orkney Local Emergency Coordinating Group (OLECG)
- Developing staff and allocating resources to meet local and national needs

### **In doing so we will also add value by:**

- Reducing the negative impact on local communities and reducing costs to the NHS for the treatment of casualties
- Reducing rehabilitation and welfare costs for the casualty and employer
- Developing positive attitudes to safety within high risk groups within our communities, for example, our young people
- Reducing the impact of large scale flood events to business community and people

## 7. Reduction of Unwanted Fire Alarm Signals

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.

Within Orkney, UFAS incidents account for approximately half of the total calls attended. Incidents of this type, which are entirely avoidable, commonly arise due to incorrect positioning of detectors, poor maintenance or poor practice.

The SFRS aims to reduce the impact of UFAS on service delivery and ensure that our resources are available for genuine emergencies.

Other types of false alarm incidents include malicious 999 calls and emergency calls made when a person genuinely believes that an emergency has occurred which requires the attendance of the SFRS, and that belief subsequently turns out to be unfounded.

### **Aligns to:**

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Orkney Single Outcome Agreement 2013 – 2016**

### **We will achieve it by:**

- Identifying premises with high UFAS activity levels to determine if they comply with the Fire (Scotland) Act 2005 and have appropriate fire safety management procedures in place
- Engaging with owners and occupiers to provide necessary support, advice and guidance for developing suitable action plans for UFAS reduction
- Continuing with call management procedures and the proactive monitoring of malicious calls, with engagement and educational programmes developed for those identified as having made malicious calls

### **In doing so we will also add value by:**

- Reducing unnecessary demand and impact on the public and business sector through lost working time including employers releasing Retained Duty System staff to respond to UFAS calls
- Reducing risk to staff and the wider community caused by unnecessary UFAS vehicle movements
- Reducing the unnecessary cost of UFAS fire and rescue service responses

## 8. Enhance our Contribution to Community Planning

Community Planning Partnerships were established to create a link between communities and public sector organisations. The Fire and Rescue Service has a strong track record of success within the Community Planning arena.

The creation of the SFRS provides us with a clear opportunity to be even more successful in the future. We can more efficiently and effectively play our part in the aspiration to make our communities safer through greater integration at a local level driven by collaboration and partnership working.

Better integration with our Community Planning Partnership will provide opportunities for improvements in front-line outcomes, crucially against a backdrop of budget reductions and restrictions for all public services in Scotland.

The SFRS sees this is an opportunity to truly place local fire and rescue services at the heart of our communities. Through the Community Planning Partnership, the Local Senior Officer will perform a lead role in being responsible for ensuring that the SFRS is viewed as a valued partner across all community planning partnership groups.

### **Aligns to:**

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Orkney, Shetland and Western Isles LSO Area Prevention & Protection Plan**
- **Orkney Single Outcome Agreement 2013 – 2016**

### **We will achieve it by:**

- Improving engagement with our communities, including those identified as traditionally being hard to reach
- Improving information sharing processes between SFRS and local partners
- Working with partners to deliver community safety initiatives influenced by evidence and partnership data

### **In doing so we will also add value by:**

- Reducing risk, personal and social impact of fire on our communities through helping people to be safe in their homes
- Promoting the wider community safety message to the residents of the Orkney Islands

## 9. Enhance our Local Engagement Practice

With a population of over 21,000, which has seen a 31.1% increase in the number of people over the age of 65, it is important that we are able to identify and reach out to the most vulnerable members across our communities if we are to ensure that they are able to live long and independent lives, safe from fire and other emergencies. Working with our partners and community stakeholders we will identify and take steps to meet the needs of those who are vulnerable in society because of their age, their living circumstances, because of a disability or due to a social, economic or lifestyle factors.

In addition, whilst the 2011 Census shows only a small number of people of minority ethnicity, the expected rise in the number of migrant workers from those countries which are the newest members of the European Union means that we must ensure the needs of all members of our community are being considered. We recognise our duties under the Equality Act 2010 in relation to the protected characteristics and will strive to deliver excellent and appropriate services to all of the communities of the Orkney Islands.

In doing so, we will support the effective implementation of the SFRS Equality Outcomes and in particular an improvement in the equality of access to services and equality in the delivery of those services.

### **Aligns to:**

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Orkney, Shetland and Western Isles LSO Area Prevention & Protection Plan**
- **Orkney Single Outcome Agreement 2013 – 2016**

### **We will achieve it by:**

- Improving engagement with our communities, including those identified as traditionally being hard to reach
- Improving information sharing processes between SFRS and local partners
- Targeting our approach to the delivery of Home Fire Safety Visits focused on our most at risk and vulnerable members of the community
- Working with partners to deliver community safety initiatives influenced by evidence and partnership data
- Effectively deploying SFRS Post Domestic Incident Response procedures

### **In doing so we will also add value by:**

- Supporting the implementation of the SFRS Equality Outcomes
- Reducing risk, personal and social impact of fire on our communities through helping people to be safe in their homes
- Promoting the wider community safety message to the residents of the Orkney Islands

# Achieving Local Outcomes

## Achieving Safer Communities in Orkney

*Following a process of identifying local risks within Orkney, priority actions to address them and expected outcomes have been set within this plan. Local risks were identified following consideration of political direction set by the Scottish Government, community needs identified through consultation and the operational resources and capacity of the SFRS.*



## Outcomes

*The outcomes expected from the priority areas set out in the Orkney Local Fire and Rescue Plan 2014-2017 will be scrutinised by the Police & Fire Sub Committee. Outcomes will be measured against the reduction set within this plan and those agreed between the SFRS and the Orkney Community Planning Partnership which are set out in the Orkney Single Outcome Agreement.*

*For the fire and rescue service the outcomes will include reduced demand on operational intervention, resources and operating costs; reductions in reported dwelling house fires and related casualties and fatalities; reduction in fire related antisocial behaviour; and increased delivery of home fire safety visits to those identified as high and very high risk.*

# Review

To ensure this Local 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 in its life time. 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.

# Feedback

## Contact us

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

- Use the feedback form on our website to send an email - [www.firescotland.gov.uk](http://www.firescotland.gov.uk)
- Contact your local community fire station - details are listed on our website or in your local telephone directory.
- Contact (LSO) Area Headquarters on 01463 227000.
- Write to us at the address at the bottom of this page.

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.

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 to say that the majority of the feedback we receive is positive, and we are keen to hear examples of good practice and quality service delivery that exemplifies the standards of care that we strive to provide for the communities of Scotland.

In instances where our standards of service are questioned, we welcome the opportunity to investigate the circumstances, and are committed to correcting any lapses and using the learning outcomes to improve our future service delivery.

**IF YOU WOULD LIKE A COPY OF THIS DOCUMENT IN A DIFFERENT FORMAT OR A VERSION IN ANOTHER LANGUAGE PLEASE CONTACT:**

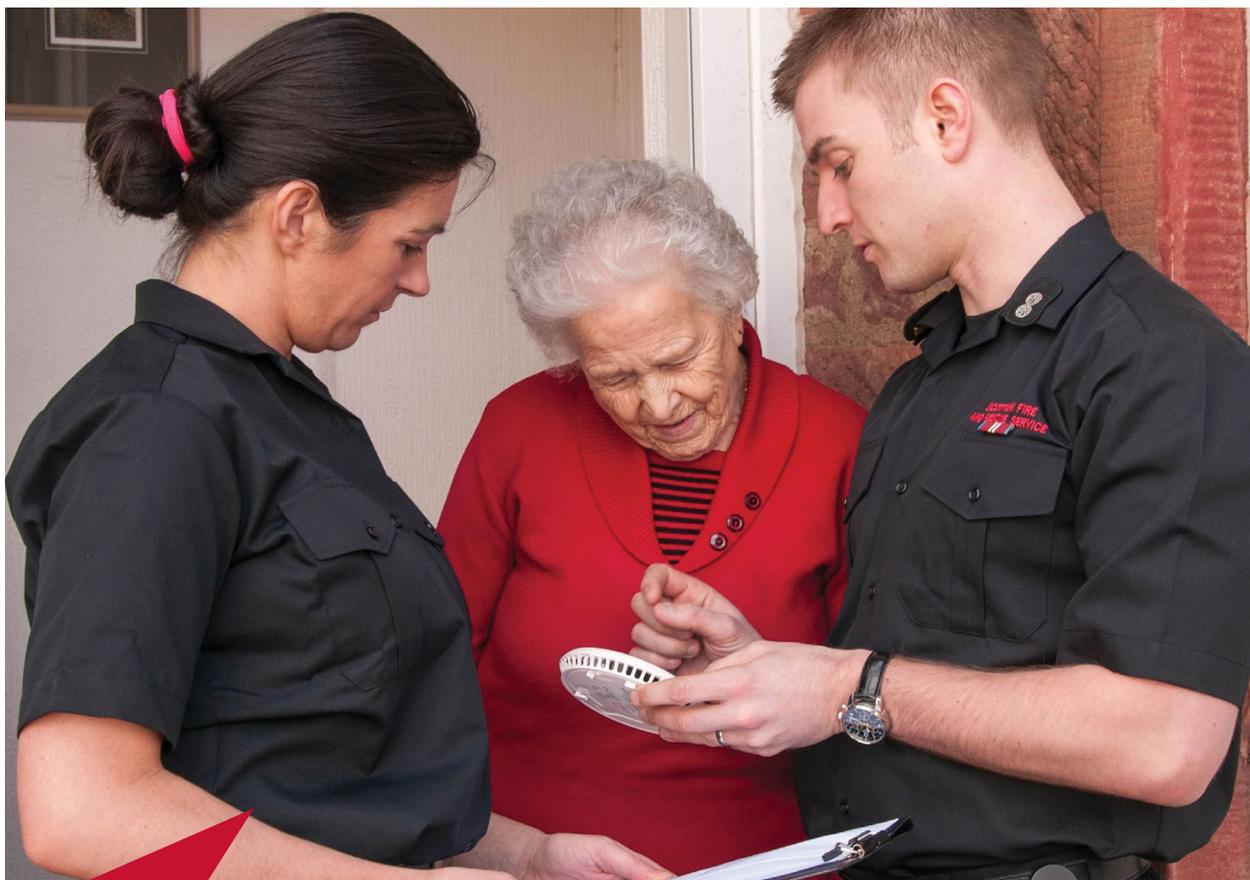
Scottish Fire and Rescue Service, Service Delivery Area North (Islands) HQ,  
16 Harbour Road, Longman West, Inverness, IV1 1TB Tel. 01463 227000 Fax. 01463 236979  
or alternatively visit our website [www.firescotland.gov.uk](http://www.firescotland.gov.uk)

# Glossary of Terms

<b>Accidental:</b>	Caused by accident or carelessness. Includes fires which accidentally get out of control.
<b>Casualty:</b>	Consists of persons requiring medical treatment beyond first aid given at the scene of the incident, those sent to hospital or advised to see a doctor for a check-up or observation (whether or not they actually do). People sent to hospital or advised to see a doctor as a precaution, having no obvious injury, are recorded as 'precautionary check-ups'. Casualty figures do not include fatalities.
<b>Deliberate:</b>	Covers fires where deliberate ignition is suspected
<b>False Automatic Fire Alarm:</b>	Is defined as an event in which the Fire and Rescue Service believes they are called to a reportable fire and then find there is no such incident. These can be Malicious, of Good Intent or caused by Apparatus. The False Fire Alarms recorded for our indicator are those caused by Apparatus, as these constitute a significant majority of False Fire Alarm incidents.
<b>Fatality:</b>	A casualty whose death is attributed to a fire is counted as a fatality even if the death occurred later. Fatalities associated with Other Incidents can include attendance to assist Police or Ambulance colleagues when a person has been found who has committed suicide, for example. Often there is little we can do as a Service to influence this particular figure.
<b>Primary Fires:</b>	Includes all fires in buildings, vehicles and most outdoor structures or any fire involving casualties, rescues or fire attended by five or more pumping appliances.
<b>Secondary Fires:</b>	These cover the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or if five or more appliances attend. They include fires in derelict buildings but not chimney fires.
<b>Special Service:</b>	When personnel and equipment are employed for services other than fire fighting, those services will be referred to as a 'Special Service' and may be either 'emergency' or 'non-emergency.'

# Acronymns

SFRS	Scottish Fire and Rescue Service
LSO	Local Senior Officer
COSLA	Convention of Scottish Local Authorities
LGBT	Lesbian, Gay, Bi-sexual and Transgender
BME	Black and Minority Ethnic
COMAH	Control of Major Accident Hazards
CPP	Community Planning Partnership
SOA	Single Outcome Agreement
HMO	Houses in Multiple Occupation
OLECG	Orkney Local Emergency Coordinating Group
RTC	Road Traffic Collision
UFAS	Unwanted Fire Alarm Signals



## FREE Home Fire Safety Visit and FREE Smoke Alarm

### Fire can happen to anyone.

But it is our job to help make sure your home is as safe from fire as it can be. This is why we provide free Home Fire Safety Visits.

Our staff can help you spot a possible fire hazard, offer advice and guidance and fit smoke alarms free of charge if your home requires them.

A Home Fire Safety Visit only takes around 20 minutes. And that 20 minutes might just save your life.

### Visits are easy to arrange.

A Home Fire Safety Visit can be organised at a time that suits you, day or night. We would also like community members to think about anyone you know who could be at risk from fire. It could be a friend, relative, or neighbour. To book a free Home Fire Safety Visit for you, or for someone you know:

**CALL 0800 0731 999**  
**TEXT 'CHECK' TO 61611**  
or visit [www.firescotland.gov.uk](http://www.firescotland.gov.uk)



**Fact.**  
Every hour of every day there's  
a house fire in Scotland.



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

Always ask for official identification - all employees of the Scottish Fire and Rescue Service will be happy to produce this on request.



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

Designed by the SCOTTISH FIRE AND RESCUE SERVICE © 2014

Version 1.0 28th May 2014