



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

LOCAL FIRE AND RESCUE PLAN FOR ORKNEY ISLANDS

2014-2017

Draft for Consultation

**Working together
for a safer Scotland**



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Foreword

Welcome to the Scottish Fire & Rescue Service (SFRS) Local Fire and Rescue Plan for the Orkney Islands Council Area. This plan is the mechanism through which the aims of the SFRS's Strategic Plan 2013 – 2017 are 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. 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.



 [East Mainland, South Ronaldsay and Burray](#)

 [Kirkwall East](#)

 [Kirkwall West and Orphir](#)

 [North Isles](#)

 [Stromness and South Isles](#)

 [West Mainland](#)

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 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 the SFRS in connection with the carrying out of 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 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 2013-2017:

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

Key Performance Indicators	Page	2009/10	2010/11	2011/12	2012/13	Trendline
1a - All deliberate fires	4	5	9	1	3	
1b - All deliberate primary fires	6	0	4	1	1	
1bi - All deliberate dwelling fires	8	0	0	0	1	
1bii - All deliberate other building fires	10	0	3	0	0	
1biii - All deliberate vehicle fires	12	0	0	1	0	
1biv - All deliberate 'other' primary fires	14	0	1	0	0	
1c - All deliberate secondary fires	16	5	5	0	2	
1ci - All deliberate secondary refuse fires	18	1	2	0	2	
1cii - All deliberate secondary 'other' fires	20	4	3	0	0	
2a - All accidental fires	22	38	33	50	52	
2b - All accidental primary fires	24	15	22	26	30	
2bi - All accidental dwelling fires	26	7	6	12	9	
2bii - All accidental other building fires	28	5	4	4	6	
2biii - All accidental vehicle fires	30	2	8	8	12	
2biv - All accidental 'other' primary fires	32	3	12	10	15	
2c - All accidental secondary fires	34	23	11	24	22	
2ci - All accidental secondary refuse fires	36	4	2	2	1	
2cii - All accidental secondary 'other' fires	38	19	9	22	21	
3ai - All fatal fire casualties	40	0	0	0	1	
3aii - Non-fatal fire casualties excl. precautionary checkups	42	1	0	2	0	
3aiii - Non-fatal fire casualties incl. precautionary checkups	44	1	0	2	0	
3bi - All fatal accidental dwelling fire casualties	46	0	0	0	0	
3bii - Non-fatal accidental dwelling fire casualties excl. precautionary checkups	48	1	0	2	0	
3biii - Non-fatal accidental dwelling fire casualties incl. precautionary checkups	50	1	0	2	0	
4a - Non domestic fires	52	5	7	4	6	
5a - Special Service RTCs	54	3	3	5	10	
5b - Special Service flooding	56	5	0	4	9	
5c - Special Service extrication	58	1	0	1	1	
5d - Special Service 'others'	60	11	2	10	7	
10a - False Alarm: AFAs	62	123	65	75	77	
10b - False Alarm: Good Intent	64	31	12	37	32	
10c - False Alarm: Malicious	66	0	0	2	3	

Local Risk Profile

Orkney is an archipelago of approximately 70 islands lying 16 kilometers (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 kilometers (202 sq mi) 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.

	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	

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, (approx population 7500), and Stromness (approx population 2200) are situated on the main island.

Census data also shows a general ageing and decreasing 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 is one of the 32 council areas of Scotland, a constituency of the Scottish Parliament and a lieutenancy area.

Orkneys well established agriculture and fisheries sectors play a significant role in the regional economy. The significant 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 pipelines 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.

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

Twelve retained stations provide the operational response capability to Orkney. The three mainland stations at Kirkwall, Stromness and St Margarets Hope are staffed by up to 50 fire fighters.

The remaining stations are one pump units on remote, isolated islands. Operational retained fire fighters are supported by Wholetime District personnel: (One Group Manager, One Station Manager and a Community Safety Advocate).

The Fire and Rescue Service recognises the unique challenges that are faced in delivering services in rural and remote areas including populated islands and coastal communities. The Service has been a positive contributor to the Orkney Community Planning Partnership (CPP) and the development of the Single Outcome Agreement 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, Firesetters intervention scheme, 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 (HMO) and Very High or High Risk Premises.

The provision of a Fire & Rescue Service in remote locations must be a partnership between the Service 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 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 with their local fire station.

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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 is 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 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 by adding value through 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 3 years.

Accidental dwelling fires can have a significant negative impact upon both individuals and the wider community, are financially costly to house holders and housing providers in terms of repair and the 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.
- Ageing demographics.

By the provision of home fire safety advice and fitting 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 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 our preventative and early intervention activities 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.
- 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
- Through early intervention initiatives and case conferences we shall increase community fire safety education through a targeted approach in Orkney
- Effectively deploying the SFRS Post Domestic Incident Response procedures

In doing so we will 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
- Where necessary we will work 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 Firesetters and diversionary programmes

In doing so we will add value by:

- Early intervention initiatives will allow the SFRRS 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 and Secondary Fires

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 incidents 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 are to 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 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's locally is responding to emergencies such as Road Traffic Collisions (RTCs), other rescue situations and flooding. Fire fighters 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
- Orkney Road Safety 2013 Action Plan

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 support local community initiatives
- Taking an active role in the OLECG
- Developing staff and allocating resource to meet local and national needs

In doing so we will add value by:

- Reducing the negative impact on local communities and reduce the 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 e.g. our young people
- Reducing the impact of large scale flood events to business community and people

7. Reduction in 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 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 such calls
- Reducing risk to staff and wider community
- Reducing the unnecessary cost of the fire and rescue service response

8. Enhance our Contribution to Community Planning

Community Planning Partnerships were established to create a link between communities and public sector organisations, and 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; more efficient and effective, playing 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 Partnerships 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 community planning partnerships, 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:

- Improved engagement with our communities, including those identified as traditionally being hard to reach
- Improved 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 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 factor.

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, mean 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:

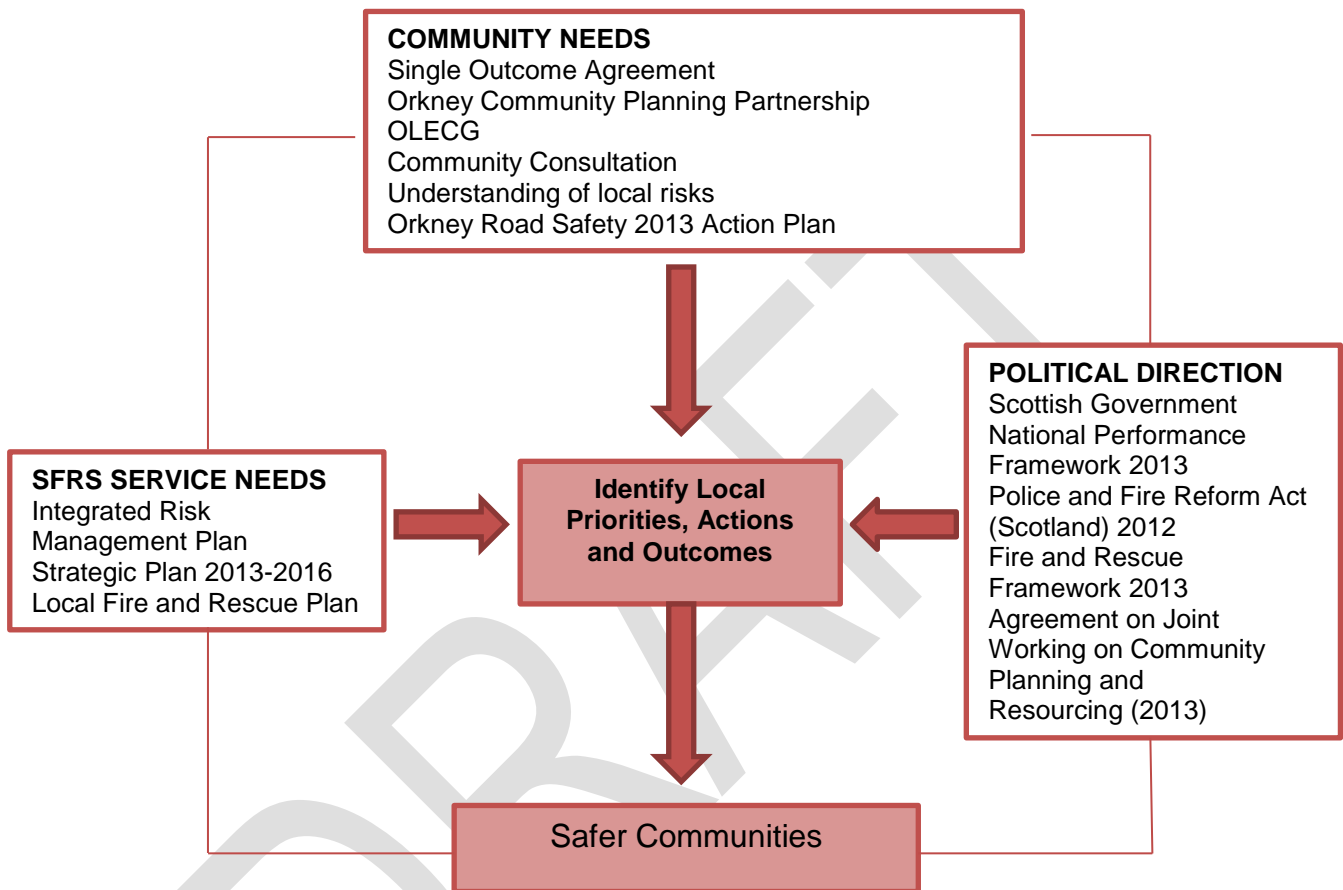
- Improved engagement with our communities, including those identified as traditionally being hard to reach
- Improved Information sharing processes between SFRS and local partners
- A targeted approach to the delivery of Home Fire Safety Visits focused on our most at risk and vulnerable members of the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

In doing so we will 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

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

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.firesecotland.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,
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Glossary of Terms

Accidental: Caused by accident or carelessness. Includes fires which accidentally get out of control.

Casualty: 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.

Deliberate: covers fires where deliberate ignition is suspected

False Automatic Fire Alarm: 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.

Fatality: 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.

Primary Fires: 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.

Secondary Fires: 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.