

**Minute of the Shetland Community Safety & Resilience Board**  
**Thursday 10<sup>th</sup> September 2015**  
**Council Chambers**

**Present**

Cllr Alastair Cooper (Chair)  
Cllr Allison Duncan (Vice Chair)  
Cllr Mark Burgess  
Chief Inspector Lindsay Tulloch – Police Scotland  
Dr Sarah Taylor – Director of Public Health, NHS Shetland  
Billy Wilson – Scottish Fire & Rescue Service, Local Senior Officer  
Myles Murray – Scottish Fire & Rescue Service, Station Manager  
Steve Turner – Coastguard  
Ingrid Gall – Emergency Planning & Resilience Officer, SIC  
Vaila Simpson – Community Planning & Development, SIC  
Lizzie Coutts – Community Planning & Development, SIC  
Anna Sutherland – Community Planning & Development, SIC

**In Attendance**

Anna Briemann – Community Planning & Development, SIC (minutes)  
Brendan Hall – Community Planning & Development, SIC  
Wendy Hand – Voluntary Action Shetland (on behalf of Catherine Hughson)  
Rachel Hunter – Highlands & Islands Enterprise  
Jacqui Doig – SCSN Manager  
Chief Superintendent Julian Innes – Police Scotland  
Detective Superintendent Colin Cary – Police Scotland  
Sergeant Judy Hill – Police Scotland  
Detective Constable Martyn Brill - Police Scotland  
Carol Anderson – Senior Communications Officer, SIC

**Apologies**

Cllr Gary Cleaver  
Cllr Steven Coutts  
Cllr Frank Robertson  
Cllr Jonathan Wills  
Dr Michael Foxley - Chair of Further Education Regional Board - UHI  
Mark Borden – Chief Executive, SIC  
Elaine Skinley – Road Safety Officer, SIC

**1. Welcome and Apologies**

Cllr Cooper opened the meeting and thanked everyone for attending, apologies were noted.

**2. Previous Minutes & Matters Arising**

The minutes of **25<sup>th</sup> June 2015** were approved on the motion of Sarah Taylor and seconded by Lindsay Tulloch.

A list of the outstanding action points was then addressed.

The meeting between Cllr Cooper & Jan Riise to discuss identifying staffing baselines is yet to take place

**Action Point:** *Meeting to take place between Cllr Cooper and Jan Riise*

There was no update on the ambulance situation at Baltasound and no update from the first responder scheme in Bressay and Fair Isle.

**Action Point:** *Update on ambulance at Baltasound*

**Action Point:** *Update on first responder schemes in Brassy and Fair Isle*

In relation to the letter to Alistair Carmichael regarding the National Contingency Plan, Cllr Cooper said that this action had now expired and could be removed from the tracker.

**Action Point:** *Remove action from tracker.*

Cllr Cooper asked if there was any update regarding the new emergency helicopter landing site at Clickimin. The head of air ambulance is content with progress made on issues regarding the landing site at Clickimin, which have now been resolved. Ingrid Gall said the lighting issue has been resolved and now forms part of the planning submission. Steve Turner has had no feedback from Bristows Helicopters and presumed they were now happy with the proposed solution.

Regarding the Standing Fire Arms Review, Julian Innes said he will be travelling to Sterling to discuss with DCC Livingston and will confirm the outcome at the meeting.

**Action Point:** *Update on Standing Fire Arms Review*

All other items on the Action Tracker were now either complete and could be removed from the Tracker, or would be dealt with over the course of the meeting.

### **3. Worker Accommodation Demand in Shetland**

Rachel Hunter presented an introduction to the report commissioned by HIE to quantify demand for housing in Shetland over the next 10 years. Rachel noted that the number of short-term workers is at its peak just now and will reduce. However, pressure for housing in Shetland will continue.

Eight categories of workers were taken into account for the report and information was sought from both the private and public sectors. Consultants expect a substantial demand for housing to continue from both short term construction workers and longer term operational staff. They have proposed possible solutions and funding options.

Rachel said that as Shetland has no culture of large scale housing developments by the private sector and a decision needed to be made on how active a role we should take in solving housing shortages. The Community Planning Partnership will look at the options more closely.

Rachel said that her presentation had been kept short due to pressures of time and she encouraged the board to contact her if they had any questions. The presentation can be made available to board members to view in more detail.

Cllr Duncan asked whether it was an option for the SIC to finance individual house building, given the gap between supply and demand. Cllr Cooper replied that, by law, local authorities cannot provide mortgages. There was, however, a government scheme in place to help individuals self-build.

Cllr Cooper commented that this was a big issue for Shetland. The private sector was single build only, so a large number of new houses from this area were not to be expected. It was questionable as to how much extra social housing could be provided, given the funding constraints on central government and constraints due to the Shetland location. Cllr Cooper continued that it might be easier to finance housing for key workers, following the example of Morayshire. He also asked to what extent industry could build their own houses for employees and commented that the oil industry was tending to build hotels, not houses. This meant more onshore / offshore workers rather than families. Cllr Cooper noted that the Housing Department was looking into a housing strategy and there were moves towards developing housing on Stanley Hill.

Dr Sarah Taylor asked whether the information from the report would be fed into housing policy and whether there was anything else the Board could do. Rachel Hunter replied that the Housing Partnership included HIE alongside Hjaltland and the Council, who had all contributed to the report and so were aware of the issues. The Housing Partnership would be putting together an action plan, but this was still in the early stages.

Julian Innes said the police would like to be involved in the review. There were problems bringing officers to the islands due to difficulty in finding accommodation. There was no shortage of police officers who would apply for positions in Shetland if accommodation were available. Demand for police housing would increase over the next 5 to 10 years.

Billy Wilson said that the fire service required more full time staff in Shetland and the availability of housing affected them in the same way. The fire service would also like to be involved in Community Planning Partnership discussions.

Cllr Cooper commented that a challenge for the Community Planning Partnership would be to get private companies involved. Rachel replied that presentations to private companies and the construction industry were already planned.

Rachel added that, although data in the report was from 2013 – 14, the findings were still current, as discussions with interested parties had only been carried out last year.

Cllr Cooper moved to accept the recommendations to the Community Partnership Board. This was accepted by the meeting.

**Action Point:** *Update on progress in relation to Accommodation shortage in Shetland to be reported at future meeting once the Community Planning Partnership has looked at the options in the HIE report more closely and involve the fire service and police in discussions.*

At this point, Rachel Hunter left the meeting.

#### **4. LIFE Project**

Dr Sarah Taylor introduced the LIFE project, which was based on a model originally developed in Swindon. LIFE aimed to increase positive outcomes for whole families with generation-long extensive use of support services. LIFE aimed to help families with chaotic lives, who place heavy demands on education, have a history of substance misuse and regular contact with the police / social services. LIFE tries to break the pattern of learned behaviour over generations.

Dr Taylor said there was a lot of enthusiasm to replicate the model in Shetland. Shetland had the same issues; although the local implementation would have differences. Given that there was no development money available, existing resources would be used to offer an alternative approach with some families. A number of staff across agencies had been identified, who could incorporate the model into their current roles. Children's Services and Adult Services were keen to get involved, as were Housing Support and the voluntary sector, which have a lot of skills dealing with families. Any other services that would like to be involved should let Dr Taylor know.

LIFE runs alongside current statutory guidelines and does not replace protection guidelines - but it does look at the whole family, rather than only the individuals at risk. The project would begin with 1 or 2 families and staff would learn as they went along.

Dr Taylor was happy to update the Board with a progress report at a later date, but stressed that this was a long term project and that it would be difficult to quantify the costs avoided and produce an economic analysis. Evaluation would need to be pragmatic in nature.

Julian Innes commented that it would be good to see how work progressed. Helping one to two families would make a big difference overall, especially if anti-social behaviour could be reduced. He also agreed that this was a long term, generational project.

Cllr Cooper asked whether any other Scottish authorities were doing this. Dr Taylor replied that they weren't, as far as she knew. Cllr Cooper commented that we needed to do anything we could to make life for families easier and asked the Board whether they were happy to endorse the project. The Board was in agreement.

**Action Point:** *Dr Sarah Taylor to report back with an update, probably by April 2016, as time is needed to put the project into place.*

## **5. CONTEST Presentation (Counter Terrorism Strategy)**

Martyn Brill gave a presentation on CONTEST, which is a government strategy to deal with terrorism. Legislation is already in place to help prevent people from turning to terrorism.

Martyn Brill explained the 4 main goals of the strategy:

Pursue: Reduce the threat to the UK by disrupting terrorist activity

Protect: Reduce vulnerability e.g. no longer allowing vehicle access to an airport entrance

Prepare: Be as ready as possible for the consequences of an attack so that the community can return to as near normal as possible, as quickly as possible.

Prevent: Work in communities to tackle the radicalisation of people in the UK and abroad and stop people from supporting terrorism or becoming terrorists.

Martyn Brill stressed that radicalisation is a process, not an event and it is therefore possible to disrupt this process. He said that normal social processes were used to radicalise vulnerable people, but that it wasn't always the case that vulnerable meant of low intelligence with a deprived background. He said it was important not to make assumptions and that strong links within the community and within groups was essential. He went on to say that a number of awareness raising workshops, for delivery to agencies that are involved (including schools, colleges, NHS), had been planned by the Local Authority in partnership with the police.

Lindsay Tulloch thanked Martyn for the presentation and went on to explain that Shetland was making good progress in carrying forward work in this area. He said that a multi-agency Prevent Working group had been drawn together to ensure smooth implementation and that this group was headed by Lizzie Coutts and Vaila Simpson at Community Planning and Development. Cllr Cooper commented that the community was very close in Shetland and that knowledge needed to be passed on to the community to help prevention.

At this point, Carol Anderson left the meeting.

## **6. SOA Redevelopment**

Brendan Hall gave a short report outlining work being done towards developing a new action plan for implementing the Single Outcome Agreement 2016 -20. The main points were as follows:

Shetland Partnership Performance Group (SPPG) is holding a series of workshops themed around the five national outcomes:

- Wealthier and Fairer
- Smarter
- Healthier
- Safer and Stronger
- Greener

The workshops are evaluating what has gone before as well as looking to the future. So far, priorities for the future are to focus on partnership working and promoting equality within Shetland's communities. Two workshops have been held to date, with the next planned for Thursday 24<sup>th</sup> September. He explained that the CSRB would be invited to take part in the Safer Stronger SOA redesign workshop, the provisional date for which is the 29<sup>th</sup> October. Brendan went on to introduce Jacqui Doig from the Scottish Community Safety Network

(SCSN), who he said has been invited to contribute to the SOA redesign process in relation to 'Safer and Stronger'.

Billy Wilson commented that a more focused outcome would be positive and that this was an opportunity to explore how cross-agency working might be refined with respect to community planning.

Cllr Cooper said that from a councillor's point of view, it would be good to concentrate on deliverables. It was important to know who was doing what and guard against trying to do too much. He felt that Shetland needed a sharper, more focused document with specifics on how to deliver.

## **7. Scottish Community Safety Network (SCSN)**

Cllr Alistair Cooper welcomed Jacqui Doig from the SCSN to Shetland and thanked her for her visit. Jacqui thanked the Board for the invitation and gave a short presentation to explain what the SCSN has to offer.

The SCSN represents different groups throughout Scotland and has a vision to make Scottish communities safer. The SCSN aims to help stimulate discussion, be creative about solutions, encourage contact between agencies and share good practice.

The network offers online resources e.g. e-learning, a toolkit to self-assess community safety partnerships and another to calculate the benefits of preventative spend. They also have advice on alternative datasets that can help to inform groups by giving a different view to that of the police e.g. data from local authorities, the Ambulance Service, HMRC etc. The SCSN can help with advice on how to check whether CCTV is fit for purpose. They research initiatives and share information through a regular newsletter.

Jacqui said she had come to Shetland to get a sense of what the Shetland Single Outcome review is trying to achieve and how value can be added through cross agency working. She said it was important to recognise the value of our partners and that no agency could do it all on their own. However, we should also bear in mind that priorities for a partnership might be different to those of an agency. This was to be expected because of differences in impact to different organisations.

As part of the Shetland review, Jacqui felt it was important to look at evidence and customer feedback to see what the impact has been for previous outcomes and to find out whether the issues are still there.

Cllr Cooper said that due to Shetland's location and the length of the coastline, the coastguard was also very important to Shetland, it was part of the local culture. Dialogue with the MCA was important and they were also part of the Shetland Safety Partnership. Jacqui replied that this was an example of why local communities understood their own safety issues the best. Steve Turner said that he could make enquiries into what data was available e.g. the costs of calling out a helicopter or the RNLI and share this with the SCSN.

Jacqui thanked Steve for this offer, reiterating that any search and Rescue data would be most welcome.

Cllr Cooper asked whether Jacqui would be working alongside Brendan and Vaila to take membership forward and give feedback. Vaila replied that Shetland had recently become a member of the SCSN and that we would be working closely with Jacqui or another member of her team in coming months to gather Shetland specific data ahead of the Safer Stronger redesign workshop. Jacqui added that the emphasis should be on looking at cross cutting issues and how we can each add value to what each other already do. Cllr Cooper welcomed this. He said that working in partnership to prevent harm was good for the community, much better than picking up the pieces. One good example of local prevention tactics was the increased number of police officers on duty at the weekends to help tackle drink related incidents.

## **8. Community Justice Redesign**

Vaila Simpson introduced the report saying that its purpose was to inform the Board about the Work that the Community Justice Working Group had been undertaking, and to outline a series of recommendations for the development of a new Community Justice Partnership (CJP) who would be responsible for coordinating and overseeing the delivery community justice in Shetland on behalf of the Shetland Partnership Board (SPB). She said that the SPB had agreed that a short life working group be established to consider the role and remit of the CJP; use of transitional funding; membership of the CJP; and governance arrangements. The working group had left recommendations around membership broad at this stage, to be further clarified following an awareness event on 15<sup>th</sup> September.

Vaila said that the working group had considered 3 options for governance arrangements and had agreed to recommend option 2, whereby the CJP would report directly to the SPB, rather than through the CSRB.

Billy Wilson welcomed the creation of a forum to acknowledge community justice and asked whether there was an intention to actively involve 3<sup>rd</sup> sector, public and non-statutory groups, as these were not mentioned in the report's terms of reference.

Vaila responded that non-statutory groups could definitely be involved and that board membership was open to anyone who felt they had an interest in community justice. The terms of reference would be amended to reflect this.

## **9. Update to Local Policing Plan**

Lindsay Tulloch introduced the main points of the progress report for the Shetland 2014-2017 Policing Plan.

The police are currently conducting a high visibility campaign on the roads to help prevent speeding, mobile phone, and seatbelt and distraction issues. There has been an increase in the number of mobile phone offences detected.

The police are continuing to work closely with Elaine Skinley, SIC Road Safety Officer, and have planned road safety sessions for the High Schools. The Junior Road Safety Programme was well received in schools last year. Lindsay commented that if children could influence their parents regarding road safety that was a good thing.

With respect to combating illegal drug use in Shetland, sniffer dogs have been used very successfully in pubs and at the ferry terminal. There has also been an increase in information being put forward by the public about who is misusing drugs. The number of drug seizures has increased by 7 cases this year.

With regard to the Protecting People Priority, Lindsay felt that the multi-agency approach was working: people had more confidence to come forward. The number of open cases are due to the fact that some of the incidents happened a number of years ago and it takes time to look into them. He said that detection rates for domestic abuse and hate crime were very high in Shetland with domestic abuse sitting at 96% and hate crimes at 100%.

Lindsay said that the police have been working closely with the Dogs Against Drugs Service to carry out random checks on licensed premises and that this was a highly praised and valued service. He went on to say that he was trying to get as many officers as possible out and about around Shetland, including the islands, to reduce disorder and share the value of the police service equally around our islands. In addition, there is ongoing preparation to train officers in how to respond to incidents at Sullom Voe and the new gas plant, with exercises planned. Cllr Cooper commented that there was a lot of good news included in the report.

Cllr Duncan asked whether speed cameras could be deployed in Shetland, as they had proved so effective on the A9. Julian Innes replied that the cameras in question were not police cameras. There is reportedly less aggression on the A9, but not everyone supported the cameras – there were various arguments against their deployment. Julian Innes said he would support a combination of driver education, marked and unmarked patrol vehicles and mobile speed cameras to reduce speeding.

Cllr Cooper said he was not sure that fatalities on Shetland's roads were necessarily due to speeding, but he agreed that prevention was the better option. Julian Innes agreed that the affect of road deaths on the community should not be underestimated.

Cllr Duncan thanked Lindsay for his support on the issue of speeding. He felt that speeding was a critical situation in Shetland and would like to appeal to the police to make this a priority. A mobile speed camera might be a cheaper option than bringing up an unmarked car to Shetland. The South Mainland Community Council had identified Quarff and Levenwick as speeding blackspots, they might benefit from installing speed cameras.

Julian Innes said that, currently, the damage done to a rural community due to the loss of a life was estimated at £1.7 million, but that preventing the loss of a life was what the police liked to do. Speeding could be made a key outcome for a future single outcome agreement



if this was requested. Lindsay would support any measures for reducing speeding on Shetland's roads and would see how he could make the maximum difference possible.

Cllr Cooper enquired about the current police staffing levels in Shetland. Julian Innes said that the service was fully staffed at the moment with another officer due to take up a secondment soon and another coming up before the end of the year. The aim was to get the maximum number of staff possible, so that there was extra capacity. This would mean that, if someone were to leave, numbers would still not drop below the minimum. The police have kept hold of some of their allocated houses and there is currently accommodation for 1 extra officer.

Cllr Duncan asked whether the CCTV cameras on the Street were now fully operational. Lindsay replied that they were in the process of being repaired but they were not as good as they could be. Vaila Simpson added that a CCTV review was currently in progress and that a report would be presented to the Board once it was available.

Jacqui commented that a group at COSLA is currently looking into how to take the issue of CCTV forward long term in Scotland. There are issues because of the way funding was initially rolled out and differences in ownership throughout Scotland. She thought it might be possible that funding could be made available through the Scottish Government, but that currently there was no funding available.

**Action Point:** CCTV review to be brought to future CSRB meeting.

## **10 Police Scotland – Call Handling Interim Report**

Julian Innes explained that the plan had been to answer police calls from Shetland in Edinburgh or Glasgow. Calls would then be forwarded to Dundee who would handle the dispatch. The Dundee centre is already operational. In the light of recent issues, Police Scotland recognised that call routing could be handled better. For this reason, whilst the review is in progress, Inverness will continue to handle calls from Shetland. There is room for improvement to the system - people improvement as well as technological improvements. Technology such as airwave to internet transfer is also available but hasn't been rolled out yet.

Julian Innes also stressed that any changes to call handling would be reported well in advance. He also said that it was important to remember that, although some improvement was needed, many thousands of calls were handled effectively.

Cllr Cooper commented that technology makes life easier, but that the incident this summer when the 999 number was not available needed to be reviewed. The effect of faults needed to be limited. Ingrid Gall (Emergency Planning) explained that discussions between the industry and the regulator would be held at a telecoms conference on 8<sup>th</sup> October. She said that the recent loss of connectivity had not been limited to 999 calls. Search and rescue, the coastguard, the police station connection to Inverness, mobile phone coverage, ATMs, automatic roaming, and telecare had all been affected. Ingrid said that the full extent of the

outage was not appreciated by BT at first, but that they were now being filled in on the background.

Julian Innes said that the police had been affected. It was very fortunate that nothing major had occurred. Even the police did not have full awareness of the implications. If they had been aware, this would have been a major incident situation, calling for a multi-agency response.

Cllr Cooper said that there was no plan B in place, or that people weren't aware of a plan B. There needed to be a robust plan B for such a situation: the community needed to be robust. Ingrid Gall replied that there was a plan B, but that this had not been implemented as they did not realise the full extent of the fault at that time.

Steve Turner said that the Coastguard recognised this as an issue and that the MCA were raising the issue with BT at a high level.

Billy Wilson said that the fire service had the same issues with the incident as the police.

**Action Point:** *Ingrid Gall will report back to the Board after the October telecoms conference.*

## **11. Fire and Rescue Update**

Billy Wilson said that fire engine availability is a challenge at a number of Shetland stations. The revised recruitment was having an effect but Sumburgh and Brae still had issues, as not many recruits had come forward. Fetlar did not have enough personnel to form a full team. Billy said that the fire service was 'by the community, for the community'. At the moment, there are two recruits from Brae in training and one from Fetlar. Unfortunately, the recruit from Fetlar will probably replace a possible resignation.

Billy commented that figures for Accidental Dwelling Fires and Deliberate Fires were few in number and a few incidents would have a greater influence on the trend. It was too early to say whether the statistics showed a trend of improvement.

Cllr Duncan asked whether there was a solution to the Fetlar recruitment situation. Billy Wilson said that there needed to be a more focused look as to what could be done collectively. Fetlar had a small population and the demographic age profile meant that people are getting older.

Cllr Duncan asked whether the training facility at Sumburgh Airport was fully operational. Billy Wilson replied that it was. A Task Management course had already been held at the Sumburgh facility and another would be held if there were sufficient numbers of trainees.

Cllr Duncan asked whether there were any cuts planned to the fire service and whether there was any pressure on service finances. Billy Wilson replied that there were financial pressures across all services, but that the desire of the Board was to maintain a footprint and broaden the role played by the fire service e.g. dealing with cardiac arrest out with hospital. The focus was on maintaining the service and adding value to remote rural communities.

Cllr Cooper asked whether Community Planning could help by being more present in the community. Was there anything we could do to ‘think outside the box’ and add value, possibly think ‘greener’ or fulfil other Scottish Executive guidelines in the process? Billy Wilson said that fire safety visits could also be used as wellbeing visits. They could review dangers of trips and falls, fuel poverty or insulation in the home. The fire service could help reduce the carbon footprint in homes and so give added value.

## 12. Briefing Notes

Cllr Cooper invited any further comments on the briefing notes from the Shetland Alcohol & Drugs Partnership (SADP) and the Shetland Domestic Abuse Partnership (SDAP).

Cllr Cooper commented that the lack of money available to deal with alcohol and drugs issues was a cause for concern. There was a large cost to communities where these problems were present.

Cllr Cooper asked that the reports be noted and the Board was in agreement.

## 13. AOCB

Ingrid Gall said that the Senior Resilience Co-ordinator for the Highlands and Islands would like to visit the meeting.

Cllr Cooper thanked the meeting for their input, with special thanks to the off-island visitors for their contribution.

### Action Tracker:

Action	Responsible Officer	Deadline
Identify the staffing baselines for agencies on the Board. Ongoing	Alastair Cooper/ Jan Riise/ Dr. Taylor	Ongoing
Provide outline plan and timescales for Bressay & Fair Isle Community Responder team	Andy Fuller	24.9.15
Present report on Standing Fire Arms Review	Ian Ross	24.9.15
Update on ambulance at Baltasound	Peter Smith	
Update on progress in relation to accommodation shortage in Shetland to be reported at future meeting once the Community Planning Partnership has looked at the options more closely	Rachel Hunter	TBC

(involving the fire service and police in discussions).		
Update on Life Project	Sarah Taylor	21.04.16
CCTV review findings to be presented at future meeting	Vaila Simpson	Ongoing
Feedback on October Telecoms Conference	Ingrid Gall	07.12.15

**Proposed Meeting Dates 2016:**

TBC

# Community Safety & Resilience Board

<b>Report Title:</b>	Establishing a shared local control centre for emergency services
<b>Written By:</b>	Lizzie Coutts, Project Officer, Community Planning & Development, SIC

<b>1.0</b>	<b>Overview/Introduction</b>
1.1	The aim of this short paper is to generate Board discussion as to whether a piece of work should be carried out looking at options for establishing a shared local control centre for emergency services.
<b>2.0</b>	<b>Background Detail &amp; Content</b>
2.1	At present the Lerwick police station is open to the public between the hours of 07:00 and 00:00 7 days a week. There is no local phone number for island residents to contact the police in either an emergency or non-emergency situation. All residents are required to dial either 999 in an emergency, or 101 for non-emergencies to be put through to an officer in Inverness. If a member of the public is to attend the Lerwick police station after opening hours there is a phone outside the station which will also be answered by an officer in Inverness. Similarly, all emergency calls to both the fire and ambulance services must be made to 999. However, both of these services have retained local contact numbers for administrative purposes.
2.2	The move towards a shared local control centre would support the objectives of community planning relating to shared services and joint working. It may also directly benefit the local community, by improving both public confidence in the emergency services as staff would have local knowledge and be available 24/7; and the service islanders receive by enabling organisations to work together more efficiently, increasing both the flexibility and resilience of services involved.
<b>3.0</b>	<b>Proposal/Expected Outcome</b>
3.1	The Board is asked to consider whether a piece of work should be undertaken to look at options for establishing a shared local control centre that would be responsible for handling communications for Shetland's emergency services including Fire, Police and Ambulance services and would be open to the public 24 hours, 365 days of the year.

<b>4.0</b>	<b>Risk Management Implications</b>
4.1	<b>Professional</b>
4.2	<b>Political</b>
4.3	<b>Social/Demographics/Community/Customer/Stakeholder Issues</b>
4.4	<b>Financial/Economical</b>
4.5	<b>Legal</b>
4.6	<b>Physical</b>
4.7	<b>Contractual</b>
4.8	<b>Technical</b>
<b>5.0</b>	<b>Conclusions</b>
5.1	<p>It is recommended that the Community Safety &amp; Resilience Board note:</p> <ul style="list-style-type: none"> <li>• The content of the report; and</li> <li>• Consider whether a piece of work should be carried out looking at options for establishing a shared local control centre for emergency services.</li> </ul>

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For further information please contact:

Name: N/A

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E:

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END



**Leader: Gary Robinson**

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**Gary Robinson**  
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Our Ref: GR/DH  
Your Ref:

Date: 24 August 2015

Dear Mr Mundell

## **Emergency Towing Vessels**

I am writing to you to express Shetland Islands Council's grave concerns about the future provision of the Emergency Towing Vessels (ETV) currently stationed in Orkney to provide essential cover for the Northern Isles.

I am aware that the funding for the ETV is only guaranteed until March 2016 and it appears that there has been no consideration of the long term need to maintain this provision. I have remained concerned about the adequacy of this provision since the reduction in 2010 following the Government's Spending Review. Contemplating the non-renewal of this already limited ETV provision is unacceptable.

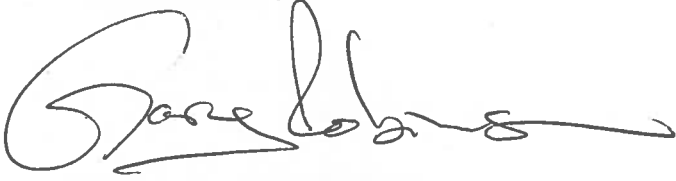
Following the Braer incident the Lord Donaldson report recommended the setting up of "a system to ensure that tugs with adequate salvage capacity are available at key points around UK shores". I cannot believe that given the growth of shipping activity around the Northern Isles and to the West of Shetland in particular, that the need to protect life and the marine environment from increased activity in this hostile environment has diminished.

The seafood industry is worth over £300m to the Shetland economy – far in excess of the benefits provided locally by the presence of the oil and gas industry. Any damage to the marine environment, however short, impacts on seafood prices for much longer than the immediate incident effect as was shown at the time of both Esso Bernicia and the Braer. Given the contribution that the petrochemical industry in and around Shetland contributes to the UK Government, it is not reasonable for Shetland residents to expect that Shetland's economy be protected by a UK Government funded ETV?

I look forward to receiving positive assurance from you that the Government has taken steps to guarantee the ongoing provision of the ETV protection to the Northern Isles. I have

a meeting scheduled with you the week commencing 28th September which will be an opportunity to discuss this issue further.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Gary Robinson', with a long horizontal flourish extending to the right.

Councillor Gary Robinson  
Leader

cc: Mr Patrick McLoughlin MP  
Mr Alastair Carmichael MP  
Mr Drew Hendry MP



# Community Safety & Resilience Board

<b>Report Title:</b>	<b>Resilience Activity</b>
<b>Presented By:</b>	<b>Ingrid Gall, Resilience Advisor</b>

<b>1.0</b>	<b>Overview/Introduction</b>
1.1	A brief of the activity currently being undertaken by Emergency Planning & Resilience but which involves all departments and services across the Council together with other organisations in Shetland and on the Mainland.
<b>2.0</b>	<b>Background Detail &amp; Content</b>
2.1	<b>EMERGENCY HELICOPTER LANDING SITE</b> – Planning permission to extend the emergency helicopter landing site has been verbally received. Written confirmation is awaited. Flush lighting for the site has been ordered. The work is to be carried out by the Council, and it will be completed in early 2016.
2.2	<p><b>TRAINING</b> - A training matrix is attached at Appendix 1, showing training which will be made available to Council staff and other organisations over the course of the current financial year.</p> <p>A Schools Incident Management Facilitated Workshop will be run on the morning of the 9<sup>th</sup> December with the aim of reviewing school plans in light of the serious incident in Aberdeen and to ensure that schools are prepared if a critical incident occurs.</p> <p>This will be followed by Loggist Training on the afternoon of 9<sup>th</sup> December. Being able to maintain a log is a vital role supporting those responsible for managing the response to crises and emergencies. Any organisation involved in the strategic response to a major incident must ensure that suitable records are maintained detailing any key decisions made and actions taken.</p> <p>Two Business Continuity Workshops will be held on 10<sup>th</sup> December and will focus on Introduction to Business Continuity; updating existing Section Recovery Plans and a discussion on Telecoms Outages.</p> <p>Two further Business Continuity Workshops will run on 11<sup>th</sup> December and will focus on Records Management in a business continuity context. The Council is required to ensure that it identifies vital records, whether electronic or paper, which may be impacted on by any emergency situation. Business Continuity Recovery Plans should include the mechanisms by which services will protect or recover their vital records in such a situation, particularly those records that may affect a service's ability to continue to function.</p> <p>Crisis Management courses will be run by the Scottish Resilience and Development Service (ScoRDS) of the Scottish Government – CM1 Founding Principles, CM2 Decision Making and CM3 Leading and Communicating. The courses will run in the first two quarters of 2016 and there will be no cost for attendance.</p> <p>In future Liaison Officer training is planned - A Liaison Officer by definition is someone who is exchanged between two or more groups or organisations, who will be making decisions on behalf of their manager and must be prepared to amplify the organisation's intent and points of detail through the timely exchange of information. This is about enhancing shared situational awareness.</p> <p>Interoperability is key to and having the appropriate training will ensure staff are prepared to undertake this role.</p>

2.3	<p><b>EXERCISE SILVER SWAN</b></p> <p>Exercise Silver Swan was part of a national exercise with nine separate events run across Scotland in 2015. To have meaningful input from the islands events were also held in Shetland, Orkney and the Western Isles.</p> <p>This exercise was timely, given the circulation of the Council's newly revised Major Emergency Plan on 29<sup>th</sup> October 2015.</p> <p>Two exercises were held in Shetland on 5<sup>th</sup> November 2015 – the Health and Social Care element ran with excellent attendance: 11 from NHS Shetland, 9 from SIC and 3 from Scottish Government.</p> <p>The aim of the first exercise was to improve arrangements within NHS Boards and partners to respond to a significant pandemic influenza outbreak. It identified challenges (supply chain for an island), difficulties (the ability to move casualties to the Mainland) and best practice.</p> <p>The second exercise concentrated on Excess Deaths and also had excellent attendance with 6 from SIC, 3 from NHS Shetland, 3 from Scottish Government, 1 from SEPA and 1 from Goudies Funeral Directors Ltd.</p> <p>The aim of this exercise was Excess Deaths in the context of pandemic influenza and to explore how current command and communication networks could include members not generally represented, i.e., Funeral Directors.</p> <p>This part of the exercise focused on Death Registration; Transfer to mortuary / Funeral Home / Cemetary; Mortuary capacity and storage capacity; grave diggers; grief, bereavement and other emotional issues; Links to public communication messages and the need for local messages to be consistent across the country but also relevant to the area.</p>
2.4	<p><b>FUTURE EXERCISES</b> - There are a number of other exercises planned and participation and observation is requested where appropriate.</p> <ul style="list-style-type: none"> <li>• January 2016 – Scatsta Airport Partial Exercise</li> <li>• 1<sup>st</sup> Qtr 2016 – Exercise Colonsay - TAQA Pipeline Live Exercise to test Interface between companies and responders</li> <li>• 1<sup>st</sup> Qtr 2016 – Exercise North Explorer – Tabletop exercise in Inverness with a maritime scenario</li> <li>• Summer 2016 – Scatsta Live Exercise</li> </ul>
2.5	<p><b>READY FOR WINTER</b> – The Shetland Emergency Planning Forum held their winter meeting on 6<sup>th</sup> November and it was attended by the Council, NHS Shetland, Emergency Services, SEPA, Airport, Transport and Utilities providers. This ensured that the contacts are in place if they are required for severe weather.</p> <p>A Severe Weather email list is used to disseminate Weather Warnings from the Met Office. It is an “opt in” service available through Emergency Planning and Resilience.</p> <p>The Scottish Government Ready for Winter campaign is currently ongoing and can be accessed on: <a href="http://www.readyscotland.org/">http://www.readyscotland.org/</a></p>
2.6	<p><b>CONTINGENCY PLANS</b> – The Council's Major Emergency Plan has been amended and updated.</p> <p>A Control of Major Accident Hazards (CoMAH) External Emergency Plan for Total's Shetland Gas Plant has been completed and tested.</p>

2.7	<p><b>VISITS</b> – Visit by Jim Urquhart, Head of Resilient Essential Services and Communities Unit, Scottish Government and Clive Murray, Senior Resilience Coordinator for North of Scotland Regional Resilience Partnership visit on Monday 30<sup>th</sup> November and Tuesday 1<sup>st</sup> December 2015.</p> <p>At the time of writing meetings are organised with NHS Shetland, Shetland Islands Council and include a visit to Shetland Gas Plant. The items to be discussed include:</p> <ul style="list-style-type: none"> <li>• Resilience Issues from a Shetland Perspective</li> <li>• Building Effective Relationships</li> <li>• Scottish Government Resilience Priorities and Processes</li> <li>• Resilient Partnership Teams</li> <li>• Supporting partners in Planning, Response and Recovery</li> <li>• Governance and Structures Update</li> <li>• Roles and Responsibilities</li> <li>• Future Engagement</li> </ul> <p><b>Resilient Essential Services and Communities Unit</b></p> <ul style="list-style-type: none"> <li>• The Resilient Essential Services Team will drive ahead with an ambitious Critical Infrastructure Resilience (CIR) programme, which is focused on four Big Questions – what are our critical assets? What are the vulnerabilities of these assets? How resilient are these assets? What do we need to do to enhance the resilience of these assets?</li> <li>• The Resilient Communities Team (formerly Community Resilience) will seek to build on our expanding vision for community resilience, working with the business and third sector community to drive forward with an ambitious programme of community engagement, business resilience and third sector collaboration. This is a key area for future development and acknowledged by all our resilience partners and Ministers, as an area requiring additional commitment and engagement across a whole range of stakeholders.</li> <li>• The Resilient Partnerships Team, will comprise all of the Regional Resilience Coordinators (once appointed). This team will be based locally in the North, East and West Regions and work across Resilience Division, to ensure that the Division and the Regions are working effectively together in the delivery of the over arching Resilience Strategy for Scotland (once published).</li> </ul>
2.8	<p><b>Telecoms Outage</b> – on Saturday 25<sup>th</sup> July 2015 at 1218 hrs</p> <p>Notification:</p> <ul style="list-style-type: none"> <li>• BT – notification to Scottish Government (at 1512) and Inverness PS Control Room was that there was a problem in Orkney – no detail. Nothing about Shetland.</li> <li>• BT’s initial investigation did not show any affects in Shetland</li> <li>• Normal cascades did not take place – not to NHS, Local Authorities, Ambulance service or Coastguard</li> <li>• HILRP have a Failure of 999 Plan</li> <li>• Hospital: could contact Highland hub, no normal telephones or 999 service</li> <li>• Hospital used pagers and personal mobiles which had 02. No service on Vodafone.</li> </ul> <p>Consequences:</p> <ul style="list-style-type: none"> <li>• Telephones out</li> <li>• 999 out</li> <li>• Radio (VHF) out - Affecting main Airport – 11 flights diverted and cancelled</li> <li>• Radio (maritime) – unable to contact vessels in and around Shetland</li> <li>• ATM – credit and debit card machines (some worked, some didn’t, depending on your supplier)</li> <li>• Mobile phones – some worked (O2) some didn’t (Vodafone – primary supplier for public service). Vodafone had 8 masts not working with a further 4 later.</li> <li>• Automatic roaming on mobile phones didn’t work (i.e., tested by dialling 999 on a mobile at the</li> </ul>

	<p>hospital)</p> <ul style="list-style-type: none"> <li>• Broadband</li> <li>• Telecare - Delivers drugs, opens doors, blood pressure monitor and air mattresses</li> <li>• Airwave was out at Scatsta Airport</li> <li>• Search and Rescue helicopters unable to communicate with airports</li> <li>• Coastguard did not initiate BC Plans as they couldn't be contacted</li> </ul> <p>Future Resilience:</p> <ul style="list-style-type: none"> <li>• BT – re-route dependencies on Wideford Hill. Historic use of Microwave link, not routed through two separate fibre optic cables</li> <li>• Mapping of BT networks</li> <li>• Mapping of dependencies on BT network</li> <li>• Ensure that contact lists have home addresses</li> </ul> <p>Way forward:</p> <ul style="list-style-type: none"> <li>• Looking for a multi-layers short, medium and long term Telecommunications Strategy specifically for the island groups</li> <li>• Failure of 999 Plan – review with regard to interdependencies that might be lost and work arounds, if available and possible.</li> </ul> <p>Key point to take forward is to review Failure of 999 Plan and extend it to include Communications outages and include interdependencies as well as a list of what the consequences could be depending what is lost; address awareness across control rooms, and ensure everyone has received the message. There is no automated system, thereby no consistency on e-mails or mobile messages being received, and acknowledged. Current system relies on human interface. BT has since worked hard on addressing these issues and a multi agency workshop held in October was well attended. Scottish Government is ensuring all issues are being dealt with timeously.</p>
<b>3.0</b>	<b>Conclusions</b>
3.1	This report provides a brief of the activity currently being undertaken by Emergency Planning & Resilience but which involves all departments and services across the Council together with other organisations in Shetland and on the Mainland.

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For further information please contact:

Name: Ingrid Gall, Resilience Advisor, Emergency Planning & Resilience  
 Contact Information: Ingrid.gall@sic.shetland.gov.uk  
 Date: 1<sup>st</sup> December 2015  
  
 Attachments: Appendix 1 – Training Matrix

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END

**Appendix 1 – Training Matrix - Multi-Agency Strategic & Tactical Training, i.e., Directors, Executive Managers & Team Leaders:**

<b>Suggested Training:</b>	<b>Crisis Management - Founding Principles</b>	<b>Crisis Management - Decision Making Under Pressure</b>	<b>Crisis Management – Leading &amp; Communicating</b>	<b>Business Continuity Workshops</b>
<b>Training Provider:</b>	<b>Scottish Resilience &amp; Development Service</b>	<b>Scottish Resilience &amp; Development Service</b>	<b>Scottish Resilience &amp; Development Service</b>	<b>Plan B Consulting</b>
<b>Proposed Date/s:</b>	<b>1 day</b>	<b>1 day</b>	<b>1 day</b>	<b>½ day – 10&amp;11-12-16</b>
<b>Detail:</b>	<p><b>Aim of the programme is to:</b> introduce tactical and strategic managers to the non-technical skills involved in crisis management.</p> <p><b>Learning Outcomes:</b>  <b>On completion of the programme, be able to:</b></p> <ol style="list-style-type: none"> <li>1. Identify the challenges of crisis management.</li> <li>2. Differentiate between the levels of response in crisis management</li> <li>3. Explain how response arrangements are organised in Scotland.</li> <li>4. Demonstrate the ability to contribute to a Resilience Partnership multi-agency team (in a crisis situation).</li> </ol>	<p><b>Aim of the programme is to:</b> develop situation awareness and decision making skills of resilience partners in a crisis situation</p> <p><b>Learning Outcomes:</b>  <b>On completion of the programme, be able to:</b></p> <ol style="list-style-type: none"> <li>1. Apply the process of situation awareness to information management in order to make effective decisions</li> <li>2. Identify how to make effective decisions at the appropriate level in a multi-agency response</li> <li>3. Demonstrate the ability to contribute to a resilience partnership multi-agency team</li> </ol>	<p><b>Aim of the programme is to:</b> develop the leadership, team working and public communication skills of tactical and strategic managers in a crisis response.</p> <p><b>Learning Outcomes:</b>  <b>On completion of the programme, be able to:</b></p> <ol style="list-style-type: none"> <li>1. Demonstrate appropriate styles of leadership when collaborating in a resilience Partnership multi-agency team</li> <li>2. Evaluate the benefits of public communications to an effective multi-agency response</li> <li>3. Analyse the stressors impacting upon effective multi-agency response</li> </ol>	<p>Workshops 1A and 1B will focus on Introduction to Business Continuity; updating existing Section Recover Plans and a discussion on Telecoms Outages.</p> <p>Workshops 2A and 2B will focus on Records Management in a business continuity context. The Council is required to ensure that it identifies vital records, whether electronic or paper, which may be impacted on by any emergency situation. Business Continuity Recovery Plans should include the mechanisms by which services will protect or recover their vital records in such a situation, particularly those records that may affect a service's ability to continue to function.</p> <p>Workshop 1A – 10-12-15 – 0930 – 1130 hrs in the Drama Room, Islesburgh</p> <p>Workshop 1B – 10-12-15 – 1400 – 1600 hrs in the Drama Room, Islesburgh</p> <p>Workshop 2A – 11-12-15 - 0930 – 1200 hours in Room 10, Islesburgh Community Centre</p> <p>Workshop 2B – 11-12-15 - 1400 – 1630 hours in Room 10, Islesburgh Community Centre</p>

<b>Suggested Training:</b>	<b>Schools Day – Incident Management Facilitated Workshop</b>	<b>Loggist</b>
<b>Training Provider:</b>	<b>Plan B Consulting</b>	<b>Plan B Consulting</b>
<b>Proposed Date/s:</b>	<b>½ day – AM 09-12-15</b>	<b>½ day – PM 09-12-15</b>
<b>Detail:</b>	<p>Aim To review school plans in light of the serious incident in Aberdeen and to ensure that schools are prepared if a critical incident occurred.</p> <p>Objectives</p> <ol style="list-style-type: none"> <li>1. Re-familiarise those attending with their plans</li> <li>2. Identity any missing information or gaps in existing plans</li> <li>3. Think through how the plans would be used and the actions required to respond to an incident</li> <li>4. Rehearse how communications and notification with stakeholders would be coordinated between all parties and their roles and responsibilities</li> <li>5. Review some of the long term challenges associated with a similar incident</li> <li>6. Introduce some tools, techniques and checklists which may be of use when managing an incident</li> </ol> <p>0930 – 1200 hrs, Baila Room, Sound Hall</p>	<p>Training in practical tools and techniques to log information during an emergency incident.</p> <p>Being able to maintain a log is a vital role supporting those responsible for managing the response to crises and emergencies. Any organisation involved in the strategic response to a major incident must ensure that suitable records are maintained detailing any key decisions made and actions taken.</p> <p>1400 – 1630 hours, Radio Room, Islesburgh</p>

# Community Safety & Resilience Board

Agenda  
Item

**8**

<b>Report Title - Performance Against Local Policing Plan 2014-2017.</b>
<b>Presented by –TCI Lindsay Tulloch- Area Commander, Shetland</b>

## 1.0 Overview/Introduction

- 1.1 To provide an update to Committee Board on the progress with reference to the objectives outlined in the Shetland Islands 2014-2017 Policing Plan.

## 2.0 Background Detail & Content

### 2.1 Performance 2014-2017

A summary of the current performance against the 2014-2017 Shetland Islands Policing Plan objectives is at Enclosure 1. The period covered by the report is 1 April–31 October 2015. The Performance in Shetland remains strong with an overall detection rate of 76.4% (Class 1-5 Crimes). However, the profile of reported crime this year during the first seven months is different to last year. Reporting of Domestic Abuse, Sexual Offending, Hate Crime and Serious Assaults have all increased on last year. Since Police Scotland started on 1st April 2013 we have worked hard to improve our response to victims and survivors; significant support from local partner agencies such as Women's Aid has been key to gaining the trust of victims of abuse and helping us bring offenders to justice.

## 3.0 Proposal/Expected Outcome

- 3.1 Members note and scrutinise the progress made against the objectives set within the Shetland Islands Local Policing Plan 2014-2017.

## 4.0 Risk Management Implications

- 4.1 Professional None.
- 4.2 Political Should the objectives within the Shetland Local Policing Plan not be met there is a risk that there will be a failure in achieving the relevant elements of the Shetland strategic objectives and Single Outcome Agreements; this may negatively impact on the Board's reputation in respect to its ability to deliver its objectives and to hold the Local Policing Commander to account.

- 4.3 Social/Demographics/Community/Customer/Stakeholder Issues  
Should the objectives within the Shetland Policing Plan not be met there is a risk that the quality of life for Shetland's residents will be negatively impacted.
- 4.4 Financial/Economical None
- 4.5 Legal None
- 4.6 Physical None
- 4.7 Contractual None
- 4.9 Technical None

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For further information please contact:

*Name: Temporary Chief Inspector Lindsay Tulloch (Area Commander) or Sergeant Judy Hill (Performance Support)*

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*Date: 16 November 2015*

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Enclosure 1: Performance report against Policing Plan Objectives- April 2015- October 2015

END



**PERFORMANCE AGAINST SHETLAND ISLANDS LOCAL POLICING PLAN 2014/2017**  
**April 2015 – October 2015**

**PRIORITY 1 – Road Safety****GO SAFE ON SCOTLAND'S ROADS ITS EVERYONE'S RESPONSIBILITY- SCOTLAND'S ROAD SAFETY FRAMEWORK TO 2020**

<b>Target</b>	<b>2015 Milestone % reduction</b>	<b>2020 target % reduction</b>
People killed	30%	40%
People seriously injured	43%	55%
Children (aged <16) killed	35%	50%
Children (aged <16) seriously injured	50%	65%

(In addition to the above there remains a 10% reduction target in the slight casualty rate to 2020)

**Note:** All statistics are provisional and should be treated as management information. All data sourced from Police Scotland internal systems are correct as at published date.

<b>Target</b>	<b>Baseline 5 Year Average</b>	<b>YTD 2014/15</b>	<b>YTD 2015/16</b>	<b>YTD Variation</b>	<b>Context/Narrative</b>
Reduce the number of people killed on the roads in Shetland.	1 (Full year average)	1	1	=	There were no fatal collisions in this reporting period.
Reduce the number of people seriously injured on the roads in Shetland.	4 (Full year average)	1	0	- 1	
Reduce the number of children (aged<16) killed/seriously injured on the roads in Shetland.	0 (Full year average)	0	0	=	
Increase the number of people detected for drink/drug driving offences.	22.0	24	25	+ 1	Includes failure to provide a specimen
Increase the number of people detected for speeding.	61.4	80	63	- 17	
Increase the number of people detected for mobile phone offences.	13.4	10	16	+ 6	
Increase the number of people detected for seat belt offences.	26.6	8	34	+ 26	

Conduct a Driving Ambition Campaign at each of the High Schools within a 12 month period.	Driving Ambition was carried out in Anderson High School and Brae High School during September and October 2015. This programme is aimed at S5 and S6 pupils and includes inputs from Scottish Fire and Rescue Service, Scottish Ambulance Service, Shetland Islands Council Road Safety Officer and a mechanic. Feedback from pupils who have attended the events has been very positive.
Participate in all Police Scotland Road Safety Campaigns.	<p>In this reporting period the following campaigns have been ongoing:</p> <p>The Force Wide initiative relating to vulnerable road users has taken place; during the campaign we joined with other partners such as Road Safety Scotland, Scottish Fire &amp; Rescue Service and the local authority to provide practical advice and education.</p> <p>Getting Ready for Winter.</p> <p>In the next reporting period the following campaigns will take place:</p> <p>Brake National Road Safety Week Festive Drink &amp; Drug Drive Campaign</p>
Trunk Road/Divisional Policing Units to conduct a targeted motorcycle campaign each Spring.	The Motorcycle campaign- Operation Zenith which runs between April and September has concluded. The focus of this campaign is safe and responsible motorcycling, reducing the number of casualties resulting from road collisions and improving driver/rider behaviour and awareness.

**PRIORITY 2 – The Supply, Abuse and Misuse of Drugs**

Target	Baseline 5 Year Average	YTD 2014/15	YTD 2015/16	YTD Variation	Context/Narrative
Over a 3 yearly period conduct a programme of illegal drug awareness activities with all students at each of the High Schools and Junior High Schools in Shetland.	A range of initiatives are taking place in schools. A working group has been set up with Shetland Alcohol and Drugs Partnership specifically in relation to New Psychoactive Substances. This group is looking at education and awareness raising including work with the media.				
Increase the number of <b>positive</b> stop searches/ confiscations for those possessing drugs.	See note below re: Stop Search information.				
Increase the number of offences reported for the supply or being concerned with the supply of drugs.	10.2	6	19	+ 13	
Increase the number of detections by the 'Dogs against Drugs' assets.			35		In this reporting period 3,835 people have been scanned by the Drugs Dog at points of entry into Shetland. The dog has been deployed over 308 times within Shetland and there have been 16 detections with dog involvement. In addition to this the drugs dog and handler have carried out 1 educational visit and presented to over 100 people.

**PRIORITY 3 – Protecting People**

Target	Baseline 5 Year Average	YTD 2014/15	YTD 2015/16	YTD Variation	Context/Narrative
Increase in reporting of sexual crimes.	13.8	14	26	+ 12	
Meet the Police Scotland detection rate target for Sexual Crimes.	<b>TARGET FOR 2015/16- 90%</b>		65.4%	- 24.6%	Small numbers of crimes affect this figure and a small number of detections can lead to a significant increase in detection rate.
Increase in reporting of domestic abuse incidents.	54.8	71	79	+ 8	
Meet the Police Scotland detection rate target for domestic abuse.	<b>TARGET FOR 2015/16-82%</b>		92.7%	+10.7%	
Increase in reporting of Hate crimes.		5	7	+ 2	
Meet the Police Scotland detection rate target for Hate crimes.	<b>TARGET FOR 2015/16 – 90%</b>		100%	+10%	
In support of the Shetland Community Safety Board play an active role in preventative initiatives and campaigns.	There is ongoing work in schools and communities in relation to safe internet use by young people. Also included is education and awareness raising relating to protection from Child Exploitation Online.				

**PRIORITY 4 – Antisocial Behaviour and Alcohol Related Disorder**

Target	Baseline 5 Year Average	YTD 2014/15	YTD 2015/16	YTD Variation	Context/Narrative
Licensed Premises Checks	2252 (Full year average)	1477	1289	- 188	Without doubt by working collectively and constructively with licensees we are better placed to achieve our primary focus of keeping people safe. We have been working hard to ensure that visits are meaningful and our relationships with licensees are positive.
Conduct an annual test purchasing operation.	Plans are in place to conduct a Test Purchasing Operation in Shetland over the coming year.				
Contribute to the Antisocial Behaviour Working Group initiatives and campaigns.	Operation Notebook and Operation Respect are both well embedded in the Shetland Islands Area. These Operations provide a focus on tackling antisocial behaviour ensuring that offenders are robustly dealt with within a multi-agency setting resulting in fewer repeat victims.				
Increase the number of <b>positive</b> stop searches/ confiscations for those possessing alcohol.	See note below re: Stop Search information				
Reduce the number of Section 38 Criminal Justice and Licensing (Scotland) Act 2010 Offences.	50.8	36	85	+ 49	Threatening and Abusive Behaviour Crimes and Offences
Reduce the number of Breach of the Peace offences.	40.2	18	19	+ 1	
Reduce the occurrences of common assault	100.4	99	112	+ 13	
Reduce the number of premises currently escalated to Stage 3 noisy behaviour through Operation Notebook.	There are currently no premises at Stage 3 in Operation Notebook. Continued positive multi-agency working has meant that identified issues are being resolved prior to escalation				
Number of antisocial behaviour contracts in place.			2		
Reduce the incidents of vandalism	86.0	70	58	- 12	Includes Malicious Mischief

**PRIORITY 5 – Emergency/Major Incident Response and Resilience**

<b>Target</b>	<b>Baseline 5 Year Average</b>	<b>YTD 2014/15</b>	<b>YTD 2015/16</b>	<b>YTD Variation</b>	<b>Context/Narrative</b>
Annually review and exercise, in partnership with relevant partners, major incident/facility response plans.	Planning is in place for a number of exercises to be held over the coming year.				
Number of officers and staff, against an identified skills/training matrix, for dealing with a major incident.	All officers are completing familiarisation visits at the TOTAL Gas Plant and Sullom Voe over the coming months. In addition to this, officers at supervisory ranks are undertaking Police Incident Officer Training. This now forms part of the first line manager's course at the Scottish Police College.				
Identify a location for a multi agency incident room.	At present the Police Station can be utilised as the primary multi-agency major incident room. Should this be the subject of the incident for business continuity, the council building at 20 Commercial Road will be available, however depending on the scale of the incident, the Town Hall with its IT infrastructure would be the fallback option.				

**Note:****Violence, Disorder & Antisocial Behaviour - Stop and Searches**

		Jun 2015 - Sep 2015	Jun 2015 - Sep 2015 (Positive)	Victims	% Change
	Number of stop and searches conducted (total)	110	13		
	Number of statutory stop and searches conducted	110	13		
	Number of consensual stop and searches conducted	0	0		
	Number of consensual stop and searches refused	0	-		
	Number of seizures made	0	-		

An enhanced version of the National Stop & Search Database commenced on 1 June 2015. The enhanced database brought significant changes in the process of data capture and the methodology for recording data items. No previous year to date figures are provided as it has been previously acknowledged this data is not 100% accurate, therefore comparisons will provide misleading results or invalid conclusions.

Management Information and data in respect of stop and search can be found on the Police Scotland website via <http://www.scotland.police.uk/about-us/police-scotland/stop-and-search-data-publication>





SENT BY EMAIL TO: Local Authority Scrutiny Conveners

17 November 2015

Our ref: AF/CW

Dear Convener

**Scottish Police Authority (SPA) Review of Police Governance**

You will be aware that I have been asked by the Cabinet Secretary for Justice to undertake a review of governance in policing and report by March 2016.

The Governance Review will ensure that robust accountability arrangements for the future are in place.

A key part of our approach will be to ensure that lessons learned during the operation of the single service to date inform our work.

My officers from the SPA's community accountability team have already made contact with council officers to follow up the recent local police scrutiny summit hosted by the Cabinet Secretary, with workshops planned for late November and December. This work is designed to primarily support the first strand of the review which relates to strengthening localism.

I would in addition like to invite you to submit any broader issues, views or evidence that you would wish me to consider within the review.

The review will consider the following four key strands:

- Ensure that local interests are effectively represented in national scrutiny processes; that decision making on national priorities, policies and programmes takes account of local needs; and that there is appropriate discretion and flexibility within national policies to reflect local circumstances.
- Ensure that the Scottish Police Authority has the appropriate structures and skills to undertake effective scrutiny. In so doing identify any skills gaps and development requirements and consider any external expertise that needs to be brought to bear to support scrutiny of major change programmes.

/

- Review the information flows and communication between Police Scotland and the SPA to ensure the authority has all of the material and data required timeously to fulfil its scrutiny function; and the information made available to HMICS, the Scottish Government and the Scottish Parliament to fulfil their respective roles.
- Review the way the Authority works with other stakeholders to ensure its approach is rooted in partnership and contributes effectively to wider policy objectives across the public sector. Propose measures to strengthen communication with partners and communities about the work of the Authority and policing more generally.

More detail about the review, its remit, and the reference group I have appointed to advise its approach and progress can be found in the following section of the SPA website: <http://www.spa.police.uk/about-us/governancereview>.

I would welcome your organisation's views by Wednesday 16 December. Contributions should be sent via e-mail to [Colette.Watson@spa.pnn.police.uk](mailto:Colette.Watson@spa.pnn.police.uk).

Yours sincerely

A handwritten signature in black ink, appearing to read 'Andrew Flanagan', with a small horizontal line at the end.

Andrew Flanagan  
Chair

# Community Safety Board

<b>Report Title:</b>	Performance against the Local Fire & Rescue Plan for Shetland
<b>Presented By:</b>	Area Manager Billy Wilson, Local Senior Officer for Shetland

<b>1.0</b>	<b>Overview/Introduction</b>
1.1	To provide an update on performance against the SFRS Local Plan for the second quarter of 2015-16.
<b>2.0</b>	<b>Background Detail &amp; Content</b>
2.1	The Quarterly Performance Report, attached as Appendix 1 to this report, reflects the performance outcomes outlined within the Fire and Rescue Plan for the Shetland Islands, and provides performance information for the period 1 July to 30 September 2015.
<b>3.0</b>	<b>Proposal/Expected Outcome</b>
3.1	Members note the Quarterly Performance report for the period 1 July 2015 to 30 September 2015; as outlined in section 2 of this report.
	For further information please contact: Name: Billy Wilson, Local Senior Officer for Shetland Contact information: 01463 227000. E-mail Billy.Wilson@firescotland.gov.uk Date: 20 November 2015
	END




# Quarterly Performance Report

Quarter 2 2015-2016 (1 July to 30 September)



**Shetland Islands Council**



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

## DISCLAIMER

The figures included in this report are provisional and subject to change as a result of quality assurance and review. The statistics quoted are internal management information published in the interests of transparency and openness.

The Scottish government publishes Official Statistics each year which allow for comparisons to be made over longer periods of time.

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## INTRODUCTION

This performance report provides information on our prevention, protection and operational response activities within the Shetland Islands over the period Quarter 2 2015-2016, (July-September 2015).

The Scottish Government provides an overarching vision for public services. This vision is supported by 16 National Outcomes which demonstrate commitment to creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable growth. The Scottish Fire and Rescue Service (SFRS) can make a significant contribution to improving these outcomes in the Shetland Islands by contributing to the Community Planning arrangements across the area.

The national priorities for the SFRS are set out in the Fire and Rescue Framework for Scotland 2013.







The SFRS Strategic Plan 2013-2016 outlines how the SFRS will deliver against these priorities and the outcomes against which this delivery can be measured.




The priorities contained within the Shetland Islands Local Fire and Rescue Plan 2014-2017 reflects the Community Planning Partnership & Single Outcome Agreement (SOA). The SOA includes a range of key themes focused on delivering improved outcomes for the communities in the Shetland Islands.

The aims of the Local Fire and Rescue Service in Shetland are to reduce deaths, injuries and damage to property from fires and other emergency events. We aim to achieve this by working in partnership, being pro-active and targeting our prevention and protection activities to where they are most required, based on evidence.

## Performance Summary

We measure how well we are meeting our priorities using 6 key indicators, depicted below

Key performance indicator	Apr to (& incl.) Sep					RAG rating
	2011/12	2012/13	2013/14	2014/15	2015/16	YTD
All accidental dwelling fires	4	8	6	3	5	
All accidental dwelling fire casualties (fatal & non-fatal)	0	0	0	0	1	
All deliberate fires	1	3	1	1	1	
Non domestic fires	4	5	3	7	2	
Special Service Casualties - All	3	9	6	2	4	
False Alarm - UFAs	35	38	38	39	28	

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



## **Progress on local fire & rescue plan priorities**

### **Priority 1 – Local Risk Management and Preparedness**

#### **Operational Risk Intelligence Gathering and Review**

Operational Risk Intelligence is a key factor in safeguarding both Fire-fighter and Community safety. The Control of Major Accident Hazards is a series of regulations which control the activities on high risk use or storage of certain chemicals or compounds. All of the SFRS Site Specific Plans (SSPs) for sites on Shetland have been reviewed and are in place. These have now been updated and communicated to relevant personnel with the documents having been uploaded onto the onboard computer system on each fire engine.

These plans are being enhanced by the addition of digital mapping and three dimensional views of the sites to assist attending fire and rescue crews.

Additional to the Site Specific Plans, three individuals in Shetland have had specific training for the collection of information and the completion of Tactical Information Plans (TIPs). These TIPs form the basis of gathering local information relating to specific premises that do not fall within the legislation required for a more detailed SSP. The information gathered from a TIP is again uploaded onto the fire engine computer system for use by operational personnel.

During Q2, three TIP inspections were undertaken by trained personnel. These inspections were in the Scalloway, Sandwick and Sumburgh areas. The information gathered from these inspections is now on the data base, with the information available to operational crews via the fire engine computer system. The availability of this information will enhance the safety of our operational crews and community should they respond to an incident at the premises.

#### **Major Incidents**

Shetland staff prepares for major incidents through our contribution to the Shetland Emergency Planning Forum Executive and our joint training to deal with specific risks. During this reporting period Shetland Area staff have been involved in producing emergency response plans in consultation with the site operators Total, for the new Shetland Gas Plant. This has involved SFRS retained fire-fighters from Brae, Hillswick, Walls, Bixter, Scalloway and Lerwick participating in a joint exercise, to test our response to the site.

#### **Fire Appliance Availability**

The following bar graphs indicate the operational availability of fire appliances across Shetland during July, August and September 2015. The lower half of each bar indicates the average day-time availability of a fire appliance from 8 am to 6pm across the month.

The upper half of each bar indicates the average night-time availability of a fire appliance from 6 pm to 8am across the month. Blue portions of a bar indicate the percentage of time when a fire appliance was operationally available. Red portions of a bar indicate the percentage of time when a fire appliance was operationally unavailable.

To ensure Safe Systems of Work; SFRS policy stipulates that an appliance cannot mobilise with less than 4 suitably competent fire-fighters.

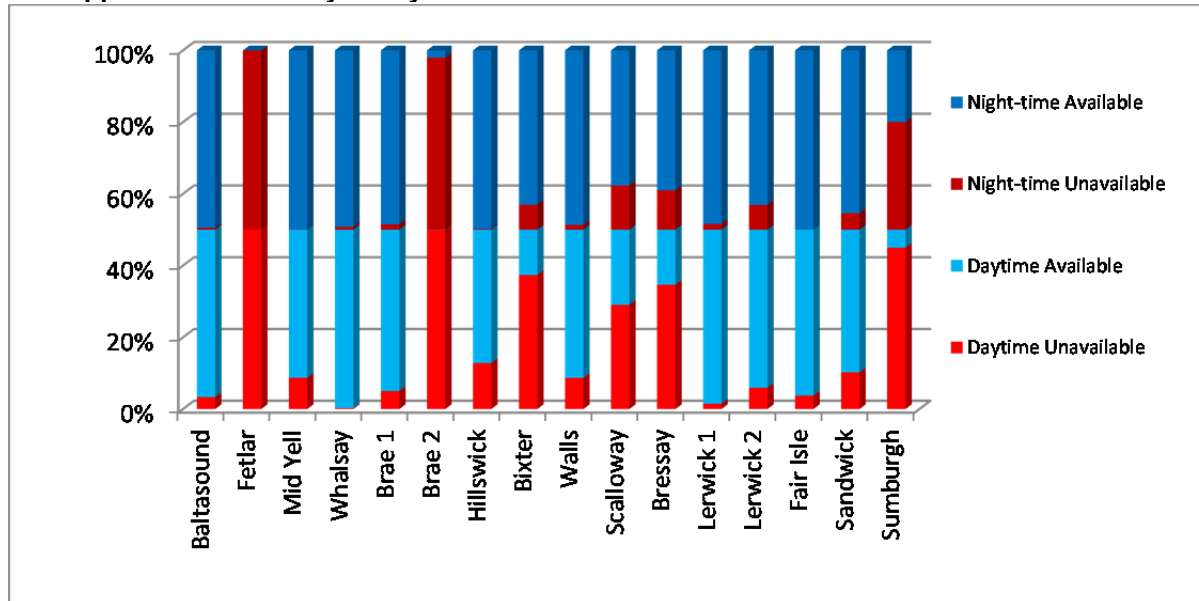
The key factor affecting appliance availability in Shetland is the low staff establishment at a number of stations, therefore as soon as any individual from a unit becomes unavailable, the appliance availability is affected.

As can be seen from the table below, this potentially can have the greatest impact on Brae, Sumburgh, Bressay, Bixter, Hillswick, Walls and Scalloway.

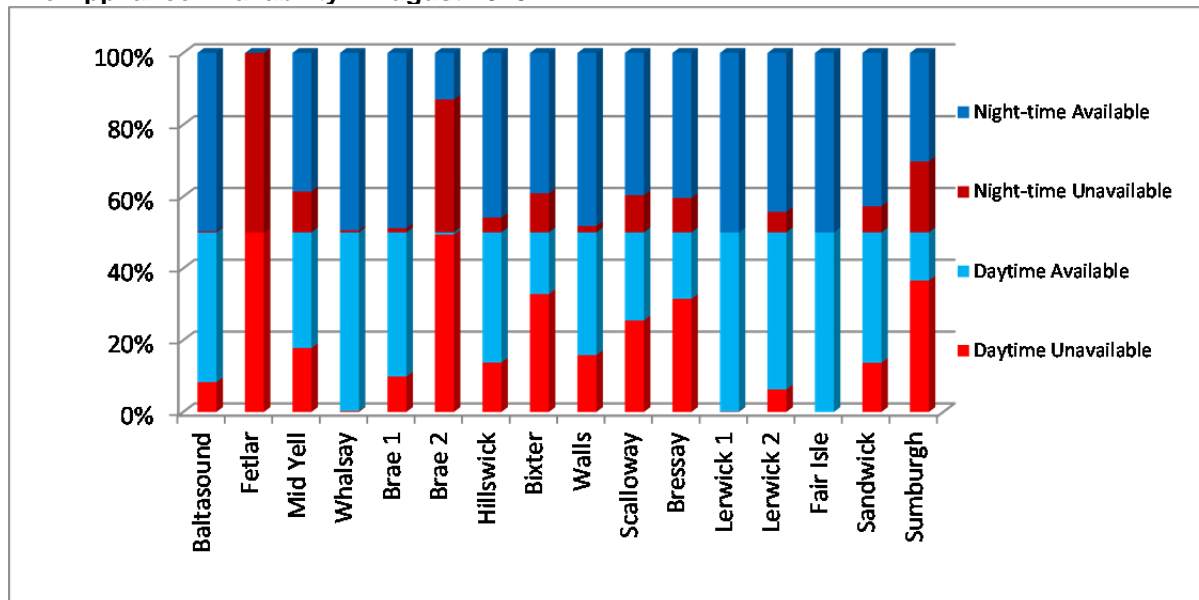
Although a slight improvement can be seen in daytime and night-time availability at Sumburgh, maintaining 100% fire appliance availability at these stations is currently proving a challenge due to the station establishment numbers and firefighters main employment requirements, which takes personnel out with the station turnout area for periods of time.

Fetlar remains unavailable due to recruitment issues and low staffing levels. Work is still ongoing to try and remedy this problem, but with the limited pool of potential applicants on the island, it is a challenge for SFRS to attract people into the retained fire service. Shetland Area Staff will continue to work to find a solution to the recruitment challenges, by speaking to residents, associated groups and other partner agencies.

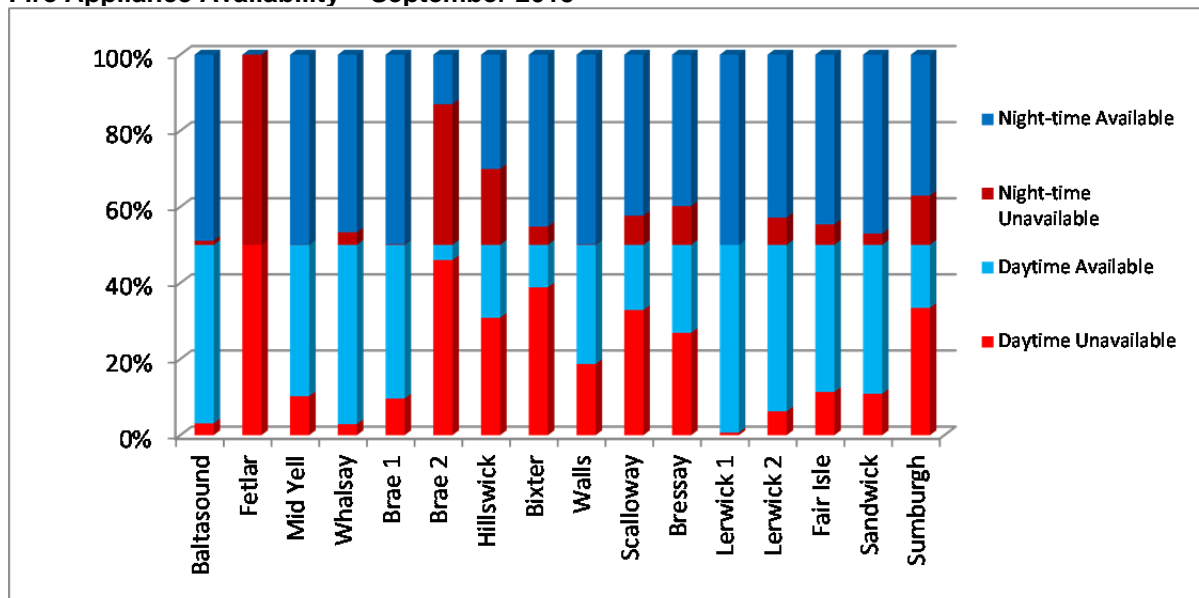
### Fire Appliance Availability – July 2015



### Fire Appliance Availability – August 2015



### Fire Appliance Availability – September 2015



## Fire Station Staffing & Recruitment

Historically recruitment within Shetland has been challenging. The Service is confident that improvements to the recruitment process will provide for a more positive experience for potential candidates and that this will have an overall impact on station crewing levels.

As part of this new approach, SFRS has engaged with Local Councillors, Community Councils and local media. We have also actively undertaken additional awareness by utilising banners and visiting households and businesses at local station level in an effort to encourage members of the community to join the service.

Following on from the recruitment campaign held during August and September a total of 10 applicants have progressed from the pre selection test day and are now waiting to attend a Task and Task Management Course (T&TM)

Out of the 20 applicants, ten (10) have progressed to the October T&TM course, six (6) will be assessed at the next Point of Entry assessment day, one (1) is still outstanding from the April recruitment campaign and three (3) unfortunately failed the initial online and availability assessments.

The change of focus by SFRS to a new recruitment process is starting to show improvements in station establishment figures within Shetland. Since Q1, four (4) new trainees have taken up their operational role at their respective stations, with the possibility of a further ten (10) on completion of the October T&TM course.

Although the station establishment figures remain static for Q2, this is based solely on the timings of the recruitment campaign and the availability of suitable dates to hold the T&TM course. It is encouraging to note the number of persons now applying to join the Retained Fire Service within Shetland. Area staff will continue to work with partner agencies, Community Councils and others in promoting the need for locally based retained firefighters.

### Fire Station Staffing and Recruitment July to September 2015

Council Ward	Fire Station	Staffing Jul 2015	Staffing Sept 2015	Staffing Change	Full Staffing Compliment	Difference from Compliment	Recruit Applicants
North Isles	Baltasound	9	9	→	12	-3	0
	Fetlar	3	3	→	12	-9	1
	Mid Yell	10	10	→	12	-2	0
	Whalsay	10	10	→	12	-2	1
Shetland North	Brae	8	8	→	20	-11	1
	Hillswick	7	7	→	12	-5	2
Shetland West	Bixter	8	7	↘	12	-5	0
	Walls	7	7	→	12	-5	0
Shetland Central	Scalloway	8	8	→	12	-4	3
Lerwick North & Lerwick South	Bressay	7	7	→	12	-5	0
	Lerwick	19	19	→	20	-1	1
Shetland South	Fair Isle	7	7	→	12	-5	0
	Sandwick	13	13	→	12	+1	1
	Sumburgh	8	7	↘	12	-5	2

## Priority 2 - Reduction of 'All accidental dwelling fires'

The tables below represent the number of accidental dwelling house fires that occurred in Shetland. Tolerances are set in context of the number of previous incidents by reporting period and, where there has been an increase in overall incidents, the colour coding is identified with the application of the red, amber and green (RAG) system.

Trend lines also identify the number of incidents over the reporting 5 year period, both by month and by reporting quarter, and whilst it is disappointing to note an increase in the quarter to date, each incident has been scrutinized.

Accidental dwelling fires can have devastating effects on our community. The SFRS is committed to keeping people safe in their homes. We share information with partners to make sure that the right people get the right information they need, particularly those who are vulnerable due to age, isolation or addiction.

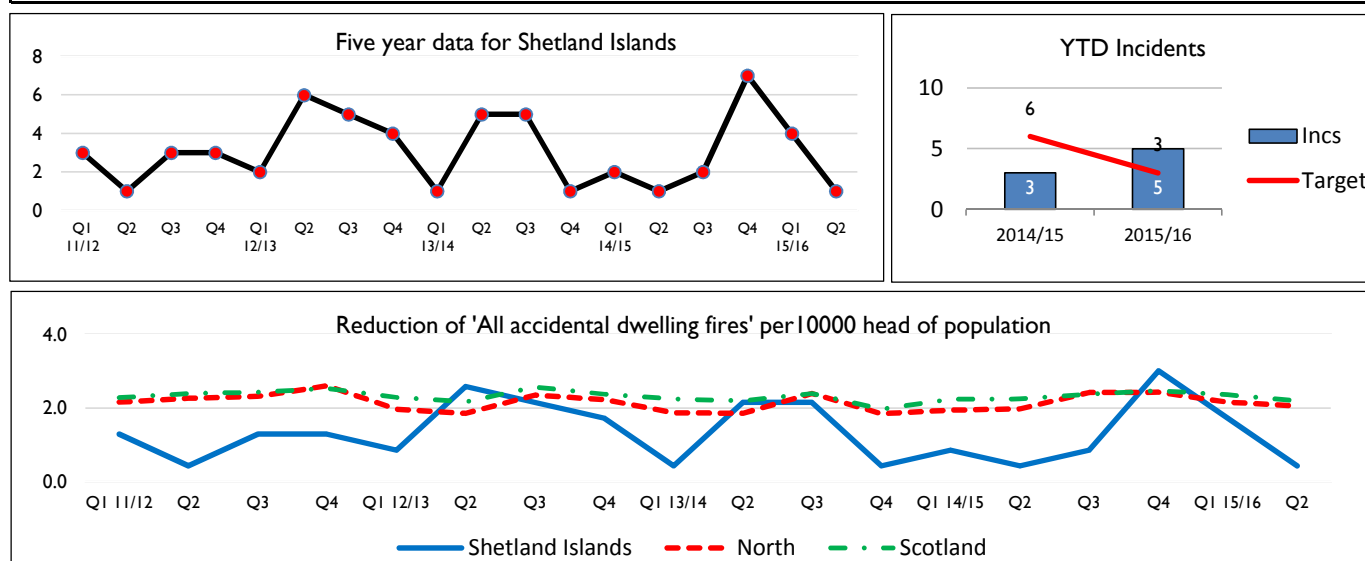
### Domestic Dwelling Fire Safety Partnership Working

Our local CSA continued to engage with partner organisations to help in driving down the risk from fire to those most vulnerable in the community.

### Domestic Dwelling Fires

Three (3) reportable dwelling fires occurred during the quarter, a decrease of 3 from the previous quarter, but overall the figure remains the same as the previous year. SFRS initiated its Post Domestic Incident Review policy on each occasion, offering home fire safety visits to neighbouring properties and engaging with our partners in social services to help reduce the risk of fire for those residents affected.

All three fires were attributed to be accidental, which is encouraging to note as none were of a deliberate nature.

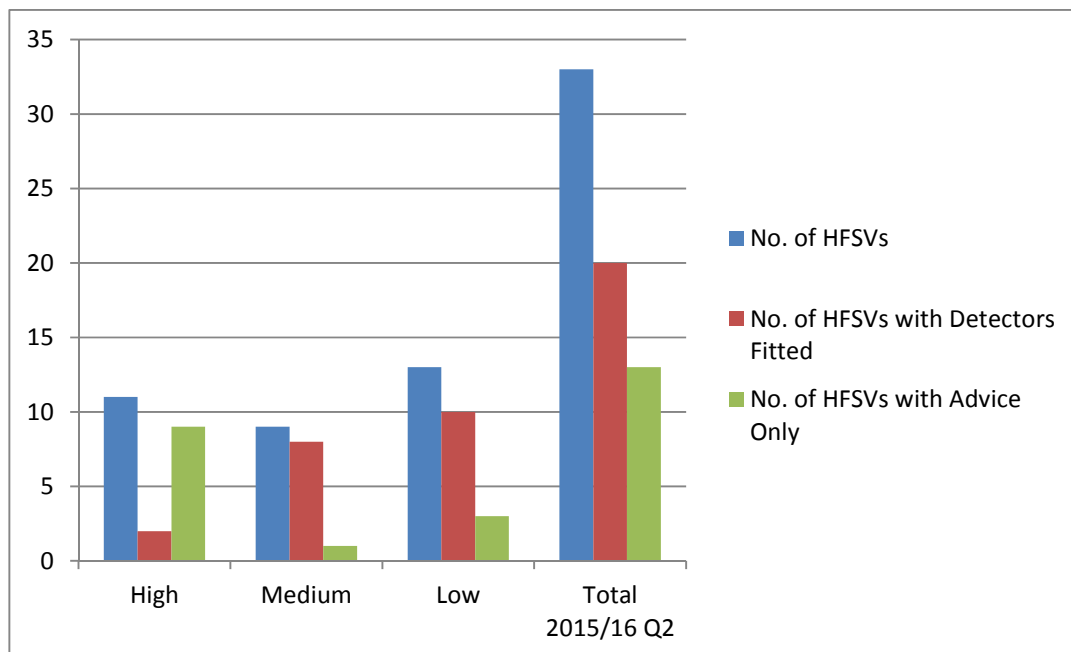


YTD ward ave. for Shetland Islands - I	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Shetland Islands	4	8	6	3	5	
North Isles (Shetland)	0	0	1	0	1	
Shetland North	2	0	1	1	1	
Shetland West	0	1	0	0	1	
Shetland Central	0	1	0	1	0	
Shetland South	1	4	0	0	1	
Lerwick North	0	2	2	1	1	
Lerwick South	1	0	2	0	0	

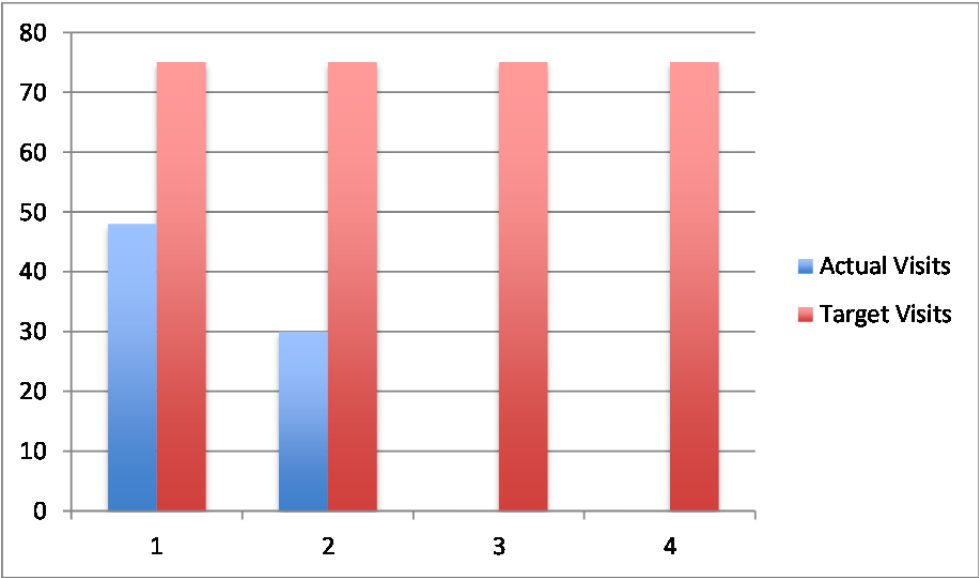
## HFSV Total for Shetland Committee - 2015/16 Q2

### CSET Risk

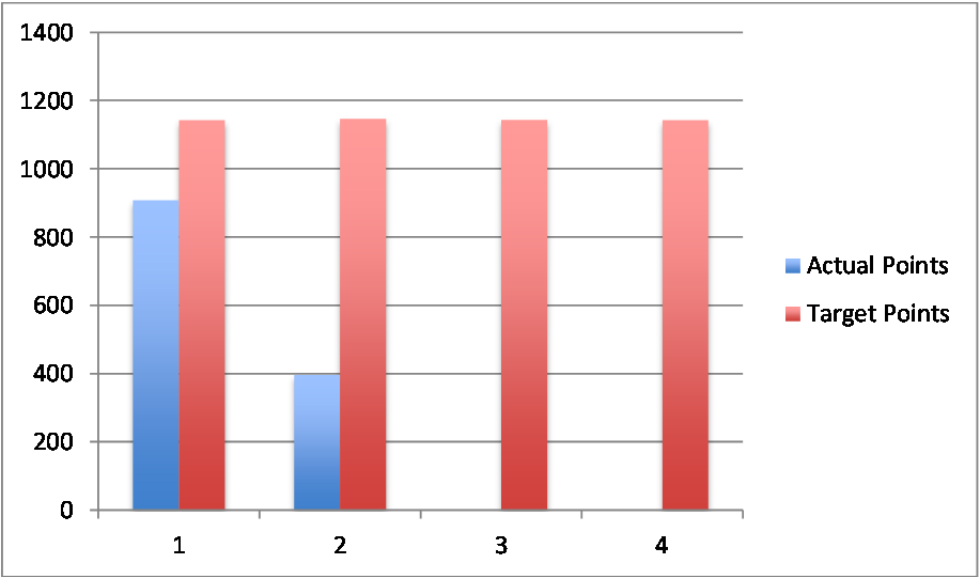
	High	Medium	Low	Total 2015/16 Q2
No. of HFSVs	<b>11</b>	<b>9</b>	<b>13</b>	<b>33</b>
No. of HFSVs with Detectors Fitted	2	8	10	<b>20</b>
No. of HFSVs with Advice Only	9	1	3	<b>13</b>



CSE QUARTERLY VISITS 2015/16



CSE QUARTERLY POINTS 2015/16



## Priority 3 - Reduction of 'All accidental dwelling fire casualties (fatal & non-fatal (incl. p/c's))'

### Home Fire Safety for Vulnerable Residents

The Shetland Community Safety Advocate and staff from P&P have continued to engage with our partners to target our work towards the most vulnerable in the community.

#### Home Fire Safety Visits

Q2 statistics show that a total of 81 Home Fire Safety Visits were undertaken during quarters Q1 & Q2, (81/300 for the current financial year), giving a 27% visit rate. Visits have been undertaken by both operational staff and a dedicated Community Safety Advocate.

During these visits a total of 31 smoke detectors were fitted to the properties.

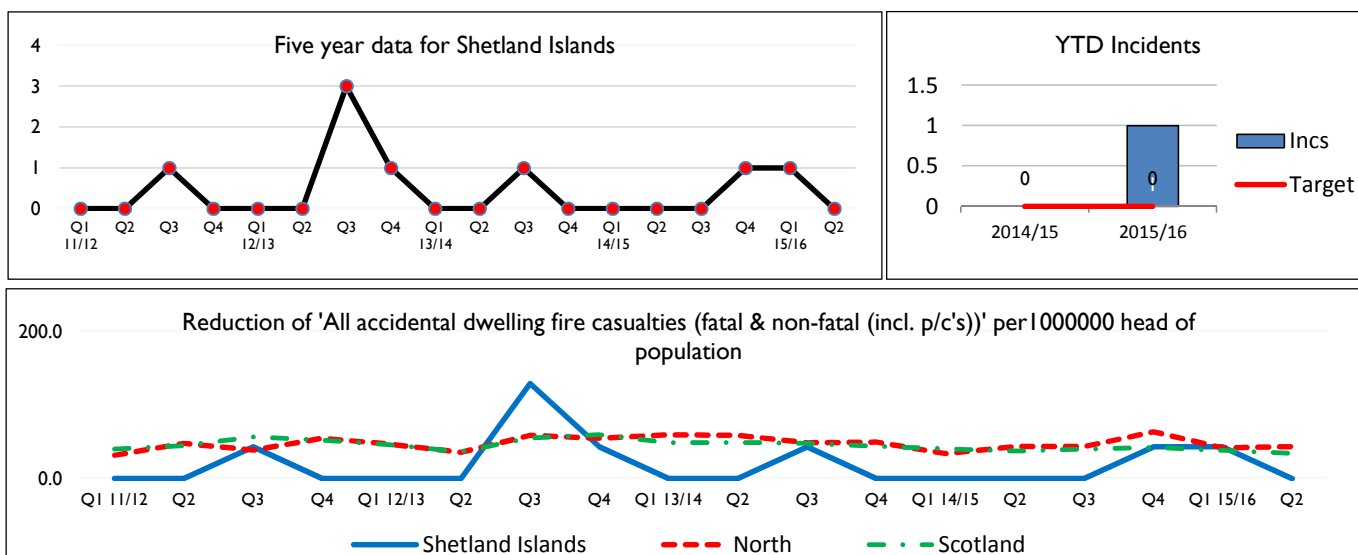
The Service operates a dual approach to HFSV; gross number of visits and points risk rating. This ensures that those at highest risk from fire are targeted ahead of lower risk groups. The points to visit ratio has a target figure of 15, with a figure of 17.3 being achieved within Shetland. Although the overall HFSV rate is relatively low, the above target figure of 17.3 highlights that the most vulnerable persons are being provided with the necessary safety advice.

Due to the low HFSV percentage a concerted effort is now being made by Area staff to have additional retained fire-fighters trained to carry out HFSVs within their own communities.

### Home Fire Safety Education for Schools/Children

Operational staff at stations carried out visits to schools and other groups, where the fire safety message has been delivered.

Staff continue to use and become familiar with the Community Safety Engagement Toolkit, (CSET), which in addition to being a recording mechanism for these activities, tracks activity across the SFRS. Over time, this will allow for the sharing of community safety engagement good-practice across Scotland.



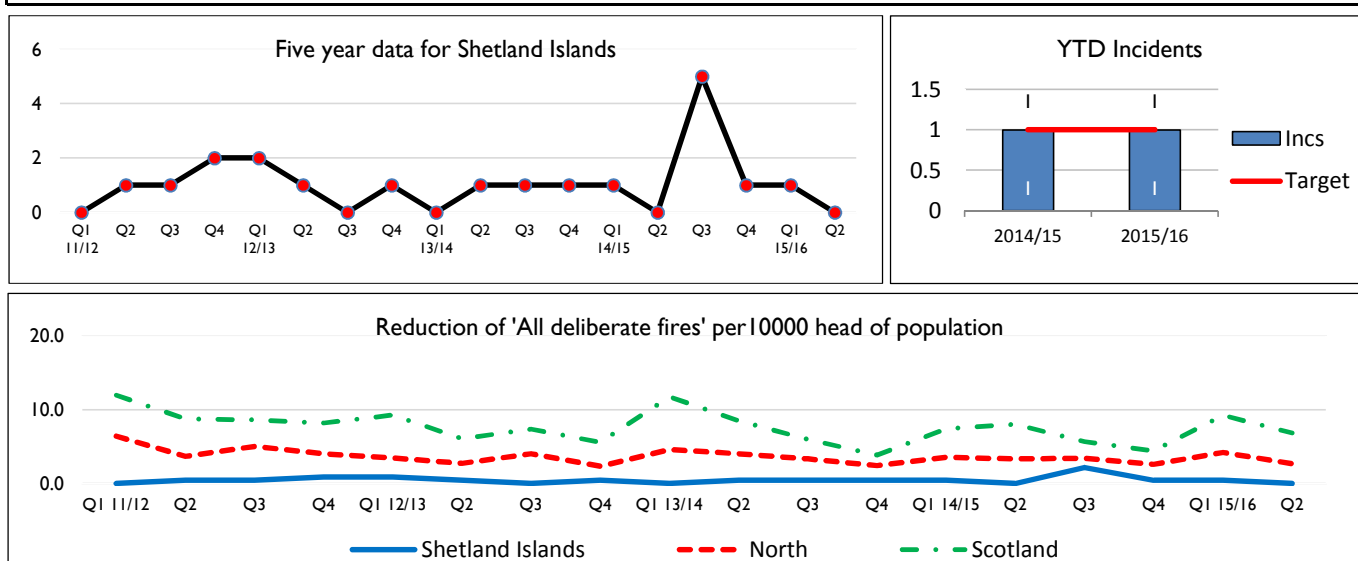
YTD ward ave. for Shetland Islands - 0	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Shetland Islands	0	0	0	0	1	/
North Isles (Shetland)	0	0	0	0	0	
Shetland North	0	0	0	0	0	
Shetland West	0	0	0	0	0	
Shetland Central	0	0	0	0	0	
Shetland South	0	0	0	0	1	/
Lerwick North	0	0	0	0	0	
Lerwick South	0	0	0	0	0	

#### Priority 4 - Reduction of 'All deliberate fires'

It was positive to note that there were no deliberate fires in Shetland during Q2.

The Shetland Community Safety Advocate has received the appropriate training to work with individuals who have, or may be identified as having, the potential to instigate a wilful fire-raising occurrence. Although this service has not been implemented within Shetland since 2010, it is available should a referral be received from any of our partner agencies.

If necessary, Area staff will continue to request the attendance of the Fire Investigation Unit from Aberdeen, if it is suspected that a fire is of a deliberate nature. This team work closely with Police Scotland to identify the cause of a fire and to identify any persons that may be involved in wilful fire-raising. The fire investigation team have visited Shetland on three occasions since the formation of the Scottish Fire and Rescue Service in 2013.



YTD ward ave. for Shetland Islands - 0	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Shetland Islands	1	3	1	1	1	
North Isles (Shetland)	0	0	0	0	0	
Shetland North	0	1	1	1	0	
Shetland West	0	0	0	0	1	
Shetland Central	1	0	0	0	0	
Shetland South	0	2	0	0	0	
Lerwick North	0	0	0	0	0	
Lerwick South	0	0	0	0	0	



## Priority 5 - Reduction of 'Non domestic fires'

### Legislative Fire Safety Enforcement Audits

The Service will continue to undertake Legislative fire safety audits which are managed by a Fire Safety Enforcement Team based in Inverness. Progress against the annual fire safety enforcement targets, set out in the prevention and protection plan, are indicated below. It is pleasing to note that the deployment of the Enforcement Team in this quarter has resulted in the achievement of the targets as set out in our Prevention and Protection Plan.

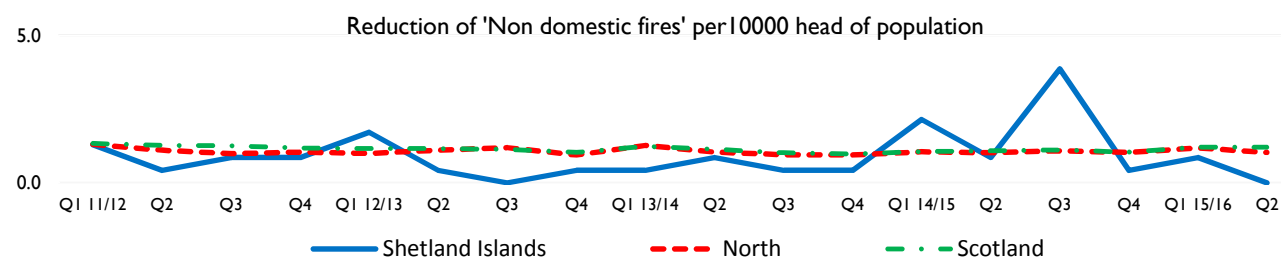
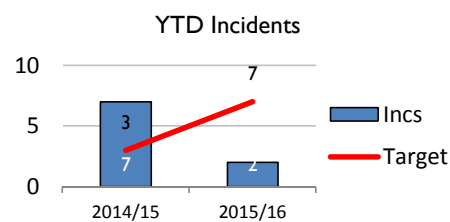
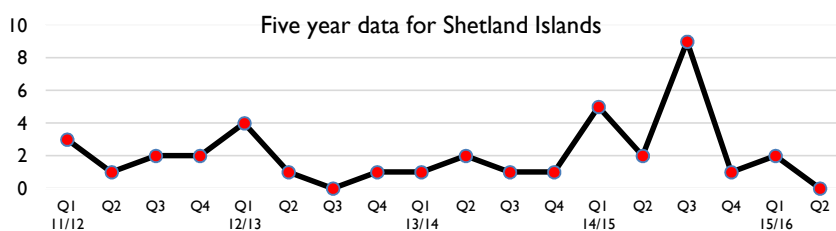
The team of FSEOs will continue to deliver the SFRS Fire Safety Enforcement Strategy through the auditing of all mandatory premises within the Shetland Islands area.

During Q1 & Q2 a total of 12 fire safety enforcement audits were undertaken in Shetland by the FSE team based in Inverness. This equates to a 43 % figure over Q1 & Q2 for the 2015/16 target figure.

### Post Fire Audits

It is now SFRS policy that a post fire audit will be implemented following a fire in any building which is deemed to be a “relevant premises” under the Fire (Scotland) Act 2005. This examines whether the “duty holders” of the premises were adequately complying with their fire safety responsibilities.

Two (2) post fire audits were undertaken by FSE staff during their visit to Shetland, enforcing the national SFRS policy.



YTD ward ave. for Shetland Islands - 0	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Shetland Islands	4	5	3	7	2	
North Isles (Shetland)	0	1	1	0	0	
Shetland North	3	3	1	2	1	
Shetland West	1	0	0	0	0	
Shetland Central	0	0	0	1	0	
Shetland South	0	0	0	2	0	
Lerwick North	0	0	0	2	1	
Lerwick South	0	1	1	0	0	

## Priority 6 - Reduction of 'Special Service Casualties - All'

Special Service incidents involves an operational response to a range of emergency activities including life critical road traffic collisions, flooding events, industrial accidents and in support of other emergency service colleagues at larger multi-agency non-fire related events.

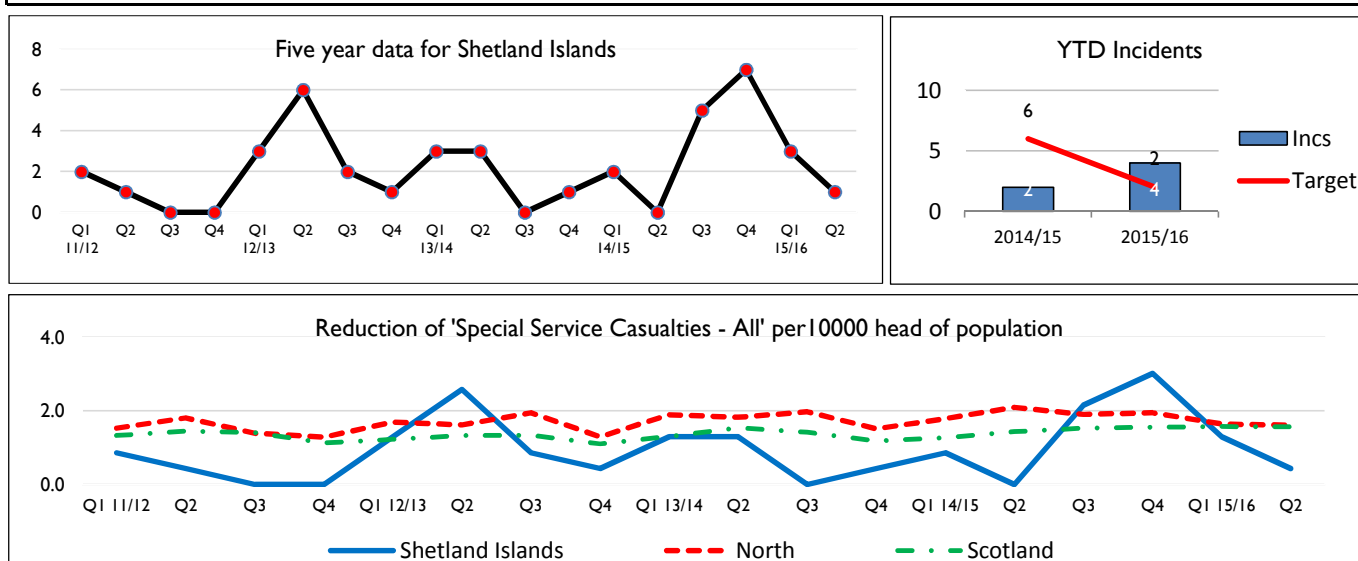
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies.

Road safety activities in the area include e.g. Driving Ambition, which has a focused message of road safety, targeting key groups in the reduction of road related incidents as identified in Scotland's Road Safety Framework to 2020.

Driving ambition days have been organised for October 2015 for Anderson High School and Brae High School pupils. Figures for those that received the safety message will be available in the 2015/16 Q3 report.

Special service calls remain at a low level in comparison to national figures but we will not be complacent in our approach to enhancing the safety of our communities. Work will continue with our partners, especially in relation to road safety to reduce the risk to persons.

<http://www.scotland.gov.uk/Resource/Doc/286643/0087268.pdf>



YTD ward ave. for Shetland Islands - I	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Shetland Islands	3	9	6	2	4	
North Isles (Shetland)	0	1	0	0	0	
Shetland North	1	4	4	1	2	
Shetland West	1	2	0	0	0	
Shetland Central	0	2	0	0	0	
Shetland South	1	0	2	1	1	
Lerwick North	0	0	0	0	0	
Lerwick South	0	0	0	0	1	

## Priority 7 - Reduction of 'False Alarm - UFAs'

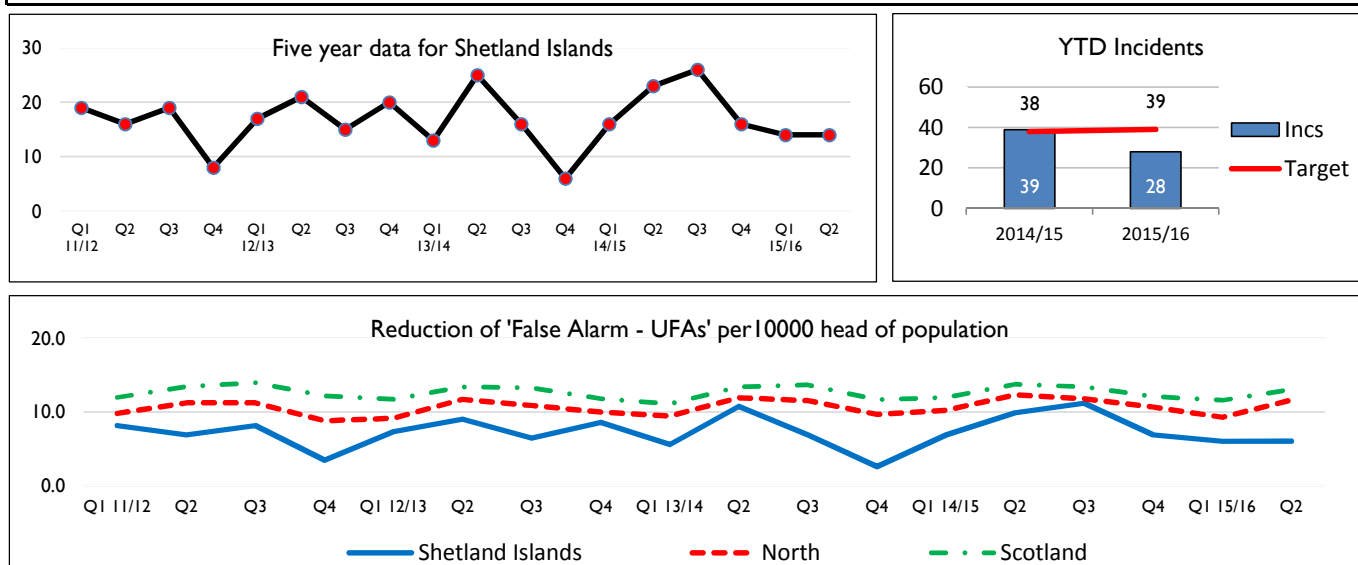
The Service responds to a number of false alarms over the reporting year, a number of which are unwanted fire alarm signals (UFAS). While we attended a decreased number of UFAS during Quarter 2, we continue to work closely with duty holders to reduce the number of UFAS events.

In addressing the number of UFAS incidents across Scotland, the Scottish Fire and Rescue Service (SFRS) introduced a national UFAS Reduction Procedure on 1 December 2014. The key aim of this procedure is the implementation of a standard management model to reduce the number of unwanted alarm signals across all areas of Scotland. This will be achieved in a number of ways:

- Working more closely with responsible 'duty holders' post UFAS events to review, and where appropriate, improve management arrangements within premises
- Effectively managing an appropriate response to repeat UFAS calls from known premises

SFRS recognises that high levels of Unwanted Fire Alarm Signals can have a significant impact on our staff and their full time employers. The recent appointment to the Prevention and Protection team based in Inverness will see the examination of this issue with the future development of plans to improve the overall picture in Shetland.

UFAS incidents have seen a reduction of eleven (11) in comparison to the same period for 2014/15, which is encouraging to note. During Q2 we experienced an increase in malicious UFAS calls. Shetland Area staff took a direct approach to the problem and by working in partnership with Police Scotland; those responsible were identified, reducing the impact and financial costs on the local fire service.



YTD ward ave. for Shetland Islands - 4	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Shetland Islands	35	38	38	39	28	
North Isles (Shetland)	0	0	0	1	2	
Shetland North	1	2	0	0	0	
Shetland West	0	0	0	1	0	
Shetland Central	5	0	3	3	1	
Shetland South	2	3	6	8	4	
Lerwick North	17	21	15	21	12	
Lerwick South	10	12	14	5	9	

## **4. Glossary**

### **Primary Fire**

Primary fires include all fires in non-derelict buildings and outdoor structures or any fires involving casualties or rescues or any fires attended by five or more appliances.

### **Secondary Fires**

Secondary fires are 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.

### **Accidental Dwelling Fires**

Building occupied by households, excluding hotels, hostels and residential institutions. In 2000, the definition of a dwelling was widened to include any non-permanent structure used solely as a dwelling, such as caravans, houseboats etc. Caravans, boats etc. not used as a permanent dwelling are shown according to the type of property. Accidental includes fires where the cause was not known or unspecified.

### **Fire Fatality**

A person whose death is attributed to a fire is counted as a fatality even if the death occurred weeks or months later.

### **Fire Casualty**

Non-fatal casualties, injured as a direct result of a fire attended by the service. Includes those who received first aid at the scene and those who were recommended to go for a precautionary check. Does not include injuries to fire service personnel.

### **Deliberate Fire**

Fires where deliberate ignition is suspected.

### **Special Services**

Special Services are non-fire incidents requiring the attendance of an appliance or officer. The Fire (Scotland) Act 2005 placed a statutory duty on FRS to attend fires and road traffic accidents. It also included an additional function order that covers non-fire incidents such as rescues from collapsed buildings or serious flooding.

### **CPP**

Community Planning Partnership.

### **SOA**

Single Outcome Agreement.

### **RTC**

Road Traffic Collision

### **UFAS**

Unwanted Fire Alarm Signals

### **RDS**

Retained Duty System – Staff who are employed on a retained (part time basis) and provide an emergency response within a local area

### **CRU**

Community Response Unit – staff who provide a specific role within a local area e.g. attending RTC or Wildfire type incidents

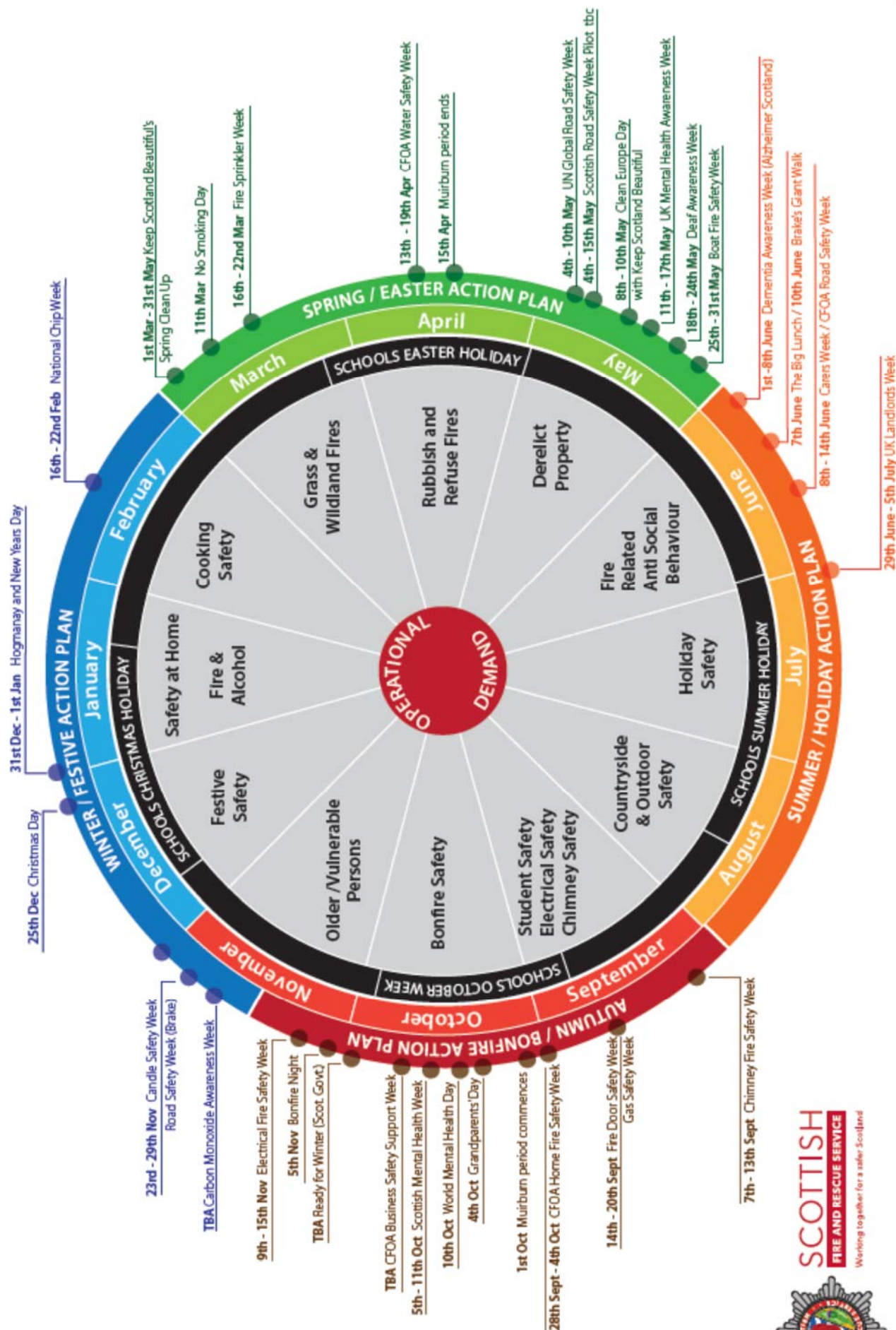
### **CFS**

Community Fire Safety - CRU staff providing a local prevention and protection role and deliver fire safety advice and information

### **PDIR**

Post Domestic Incident Response – A targeted delivery of key home fire safety advice and information to the local community and residents following a dwelling house fire

# Seasonal Community Safety Calendar 2015





**Antisocial Behaviour Working Group  
Community Safety Board Briefing Note**

<b>Issue/Topic:</b>	December Update
<b>Author:</b>	Billy Mycock (ASB Coordinator, Environmental Health, SIC)
<b>Date of meeting:</b>	Wednesday 28 <sup>th</sup> October 2015

**Background:**

This group meets four times a year. All partner agencies are invited to attend and discuss strategic issues relating to tackling Antisocial Behaviour (ASB) in Shetland through the implementation of the PIER/PIEC model and Promoting Positive Outcomes. (PIER / PIEC model (-Prevention, Early Intervention, Enforcement, Rehabilitation (2004)), (Prevention, Integration, Engagement, Communication (2009))).

**Current Situation:**

ASB Information Sharing Sub Group. (ASBIS) will have met four times since the last briefing. 18 cases reviewed (9 new, 7 closed off), 3 ABCs. No new trends.

Community Bullying Protocol is still requiring a bit more work before it is ready for wider consultation. A copy will be circulated to this group when it is ready.

Continue to work with:

Noise education programme for young tenants (Looking at tiered preventative approach).

Midnight Football (Linked with Shetland Football for 2015 / 2016 season).

FAST (Being redeveloped with new target group 16+ Funding until March 2016).

Mobile CCTV System.

**Key Considerations:**

How do we better support people in transition as they appear to be more vulnerable to ASB. Specifically first time tenants and those with long term barriers to work. We are looking at the tiered prevention approach focusing at noise and tenancy issues via Noise Education Programme still in the planning stage.

**Conclusions:**

The best way to tackle ASB in Shetland at the moment appears to be improved information sharing between agencies and more targeted schemes at tackling the underlying issues to ASB.





## Shetland Domestic Abuse Partnership Community Safety Board Briefing Note

<b>Issue/Topic:</b>	Domestic Abuse & Gender-Based Violence
<b>Author:</b>	Dr Susan Laidlaw SDAP Acting Chair
<b>Date of meeting:</b>	CSRB – 7 <sup>th</sup> December 2015
<b>Background:</b> <p>The Shetland Domestic Abuse Partnership (SDAP) is a formal multi-agency approach to addressing domestic abuse and other forms of violence against women. The Partnership feeds into the Shetland Community Safety &amp; Resilience Board (CSRB), the key strategic partnership with responsibility for the Safer strand of the Single Outcome Agreement (SOA).</p>	
<b>Current Situation:</b> <p><b>Multi-agency Risk Assessment Conference (MARAC)</b>  The SDAP continues to support the implementation of the Multi Agency Risk Assessment Conference (MARAC) process. A fourth year of funding has been awarded from the Government's Violence against Women and Children's Fund to run up to the end of March 2016: Women's Aid is working on the bid for funding the following three years. The Co-ordinator post currently sits within the Adult and Child Protection Team, which does provide a better level of support and sustainability than the previous arrangements. However, the Steering Group is in discussion with Safer Highland with a view to transferring the arrangements for MARAC co-ordination to Highland in the future as this will further improve sustainability. In the last quarter (July – September 2015 ) there were 10 cases discussed at MARAC (all female) with 19 children affected . Six women were referred by the Police and four by Women's Aid. Two of the cases had had previous MARAC referrals.  Engagement with the MARAC process by partner agencies continues to be good, with 100% attendance, or provision of a written report, for every MARAC.</p> <p><b>Proposal from Rape Crisis Scotland for a Shetland based worker</b>  There is on -going work locally to look at the pathways and services for people who have been raped or sexually assaulted. At the same time, Rape Crisis Scotland is keen to fund a part time worker to work in Shetland. A similar post is being set up in Orkney, and both are the result of increased Government spending on services for victims of sexual violence and assault.</p> <p><b>Strategic Planning</b>  As previously reported the current Domestic Abuse Strategy and Action Plan run until March 2016. We are therefore undertaking a needs assessment and review of current funding and services to inform a new Strategy for 2016, which will include the longer term funding requirements for MARAC. This work will also identify how Domestic Abuse work fits within the Health and Social Care Integrated Partnership and Community Planning / Community Safety structures in terms of both service delivery, support and resources; and Governance arrangements.</p>	
<b>Key Considerations:</b> <ul style="list-style-type: none"> <li>• Development of a new strategy that is informed by local need and evidenced based practice to tackle domestic abuse and other forms of gender based violence in Shetland.</li> <li>• This will include the longer term future of MARAC</li> <li>• Local support for Rape Crisis Scotland to develop a service in Shetland.</li> </ul>	
<b>Conclusions:</b> <p>Work on a new Strategy and Action Plan will identify the capacity required with SDAP, and the services need in Shetland in the context of decreasing funding; and different structures and ways of working.</p> <p>In the meantime, the work of the MARAC is being prioritised, to ensure that the individuals at highest risk due to domestic abuse in Shetland are identified and helped to keep safe.</p>	