

Shetland Community Safety & Resilience Board

9th May 2018

Town Hall, Lerwick

2-4pm

Agenda

1. Welcome & Apologies
2. Policing at the Periphery - Anna Souhami, University of Edinburgh
3. Previous Minutes & Matters Arising

Scottish Ambulance Service

4. Scottish Ambulance Report

Emergency Planning & Resilience

5. Resilience Activity

5.1. Helicopter Landing Pad Report

Scottish Fire & Rescue Service

6. Performance Against Local Fire & Rescue Plan

6.1. SFRS Consultation

Police Scotland

7. Performance Against Local Policing Plan

Coastguard

8. Coastguard Verbal Update

For Information

9. Road Safety Advisory Panel

AOCB

Dates of Future Meetings:

- 15th August- Coastguard Station, Lerwick
- 7th November- Lerwick Fire Station

Community Safety and Resilience Board

Held at Lerwick Town Hall on 08/02/2018

Present

Cllr. Alastair Cooper	SIC (Chair)
Cllr. Allison Duncan	SIC (Vice-Chair)
Cllr. Malcolm Bell	SIC
Cllr. Cecil Smith	SIC
Cllr. Steven Coutts	SIC
Vaila Simpson	Community Planning & Development, SIC
Rachel McDill	Community Planning & Development, SIC
Ingrid Gall	Emergency Planning & Resilience, SIC
CI Lindsay Tulloch	Police Scotland
Sgt. Martin Brill	Police Scotland
Errol Smith	Coastguard
Dr. Susan Laidlaw	NHS Shetland
Ralph Roberts	NHS Shetland
Iain McLeod	Scottish Fire and Rescue Service
Myles Murray	Scottish Fire and Rescue Service
Alex Garrick-Wright	Community Planning & Development (Mins)
Elaine Skinley	Roads, SIC

Apologies

Andy Fuller	Scottish Ambulance Service
Neil Grant	Interim Chief Executive, SIC
Bob Kerr	Communications, SIC
Jan Riise	Governance & Law, SIC
Cassie Stevens	Coastguard
Rob Priestly	Coastguard

1. Welcome & Apologies

Cllr Cooper thanked everyone for coming and opened the meeting.

2. Previous Minutes & Matters Arising

There were no objections or changes to the minutes; CI Tulloch moved to adopt them, seconded by Errol.

4. CI Tulloch & Ingrid to update on UHA table top exercise.

Ingrid to discuss under 'Emergency Planning & Resilience'.

6. CI Tulloch to speak to CI Wright about control room supervisors visiting Shetland.

CI Tulloch reported that the Dundee control room supervisors had come to Shetland to attend the UHA tabletop exercise, and had spent some time with the officers on shift at the police station in Lerwick. He suggested that, after the Dundee control room has been operational for a period, the

CSRB invite control room supervisors to attend a meeting as it is important for them to be comfortable with Shetland.

CI Tulloch added that the Dundee control room went live on the morning of 06/02/2018, with staff from the Inverness control room present to help. This has worked well so far.

9. Elaine to follow up on Brae speeding concerns.

Elaine to discuss under 'Road Safety'.

14.3. SFRS to Liaise with SAS and CP&D on the location of and responsibility for defibrillators on the Isles. Ongoing.

Myles reported that this was ongoing, and changing weekly as new defibrillators are purchased by community groups.

Update from Hayley Barnett, Improvement & Partnership Manager, Scottish Government

Vaila advised that Hayley's report was nearing completion, and should be finished by the end of February 2018, at which time it will be distributed to CSRB members.

3. Scottish Ambulance Service

As there was no representative of the SAS in attendance, Cllr. Cooper said this would be carried over to the next meeting.

4. Coastguard

Errol reported that the Coastguard has handled 40 incidents so far in 2018, including 21 alerts and 8 distress calls. As an agency, the Coastguard has dealt with over 2500 incidents in 2018. The Shetland station has overseen operations from far north of Shetland to as far south as the Forth.

Rob Priestly, Maritime Operations Controller, has taken a post as Interim Coordinator for UK overseas territories. This is for 12 months, as part of an audit by the International Maritime Organisation. Errol added that they do not yet know what will happen with the temporarily-vacated post; it might be filled by local staff, an interim appointee from south, or be left vacant with the role being filled by a Controller from another station.

Of the 3 vacant posts at the Coastguard, Errol noted that due to applications there is likely to be only one outstanding. The Coastguard will be holding a local recruitment campaign to cover this.

5. Scottish Fire and Rescue Service

Iain gave an update of the Service Transformation process. He noted that there had been some press attention given to the news that fire officers were to receive a 20% pay increase; Iain explained that this is part of a wide-ranging shake-up of the SFRS and the duties of officers. Fire officers' roles will change to encompass handling medical emergencies, and changing risks (including environmental and terror-related) as part of this. He added that the details for Shetland are currently being discussed, but that the current part-time Fire Service would be maintained.

This process is an important point for the SFRS, and the new model can deliver significant community benefits.

Iain said that at the last CSRB, Fraser Burr had discussed the consultation of the draft Local Fire & Rescue Plan 2017-2020. It had met with no objections, so would have to be put to the Council with the CSRB's endorsement.

Myles reported that there are still issues with fire appliance availability in Brae, Sumburgh, Bixter and Walls. This is an ongoing issue, and the SFRS are working hard to recruit the necessary staff to alleviate it. There is currently only 1 fire officer on Fetlar, so the fire appliance there is unavailable.

There was a change in staff in Q2, with individuals transferring, leaving the service, or leaving part-time roles to become full-time officers. Overall, there was a small decrease in staffing. However, this has been offset by an increase in applications, with Myles reporting 15 candidates undertaking the selection test in the next week. These include people from areas of low staffing (including 4 from Bixter, 3 from Fetlar and 2 from Brae) which he noted was very encouraging.

Home Fire Safety Visits (HFSVs) are ongoing. Myles reported that the target for the last quarter was 75, with only 57 being carried out, but he observed that this was over the festive period with many staff being on holiday. In addition, 20% of these were to people classed as 'high risk' above a target of 15%, which Myles said shows that the service is targeting its visits effectively.

There was a slight increase in dwelling place fires in Q2, which Myles attributed to a change in the way fires are recorded. He explained that a large percentage of fires were caused by cooking; the SFRS now classes any such incidents as 'fires' if it is bad enough to render the food inedible, even if the fire is out by the time the fire officers arrive.

For every fire, a Post-Domestic Incident Report is carried out; fire officers speak to everyone on that same street and offer them a HFSV. This approach resulted in 22 HFSVs following the 3 significant fires- all of which, Myles noted, occurred under totally different scenarios.

The SFRS participated in the multi-agency Driving Ambition campaign in September, during which 200 school pupils received input around road safety. In addition, the SFRS have been giving road safety talks to Totale workers at the gas plant.

Myles advised that the ambulance on Yell has now permanently moved into the island's fire station.

Cllr. Duncan asked about the problems with recruitment on Fetlar- Iain said that they understand the logistical issues of recruits from outer isles having to come to Lerwick for training, and can look at holding training on Fetlar if necessary.

Cllr. Duncan said that he understood that the 20% pay rise, over 4 years and with a change of role for the fire officers, would be accompanied by a reduction in 300 staff across Scotland. Iain clarified that this Service Transformation programme would see a reduction of 250 staff, who would be 'natural attrition' (i.e. retirements and people leaving the service who would not be replaced) and would not be compulsory redundancies. Almost all of these are expected to be full-time staff, and due to the service's move towards a new response models, these staff will no longer be necessary.

Furthermore, he explained that there was no discussion at all about closing fire stations, and reassured the CSRB that an upcoming review of the SFRS in the isles will be requesting an increase in fire officers, not a decrease.

Cllr. Duncan asked where the 2 new fire appliances were going to be stationed- Iain explained that while this had been decided, the news of the encouraging recruitment figures had put this back to the drawing board, so he was unable to say where they would be deployed in Shetland. Responding

to a question from Cllr. Bell, he advised that the new appliances would be replacing older models, and described their effectiveness as being 'like night and day' compared to the older ones.

Ralph welcomed the expanded role for fire officers, and said that there was a good opportunity to discuss any areas of apparent overlap between the NHS and SFRS to maximise efficiency. Iain said that one of the key areas for the SFRS is integrating with the Health and Social Care strategy, especially helping to alleviate the burden of dealing with slips, trips and falls which currently falls squarely on the NHS. He added that the SFRS wants to support their NHS colleagues, but not replace them in any way.

Cllr. Cooper requested an update on the Community Justice paper. Myles said that part of the Community Justice project is supporting the reintegration of offenders into the community. There is a meeting scheduled for 28/02/2018, where the SFRS will present a draft proposal on a 5-day training programme for offenders. This training will be a support mechanism, as well as imparting practical fire skills.

Cllr. Cooper asked about on-island training and shared use of training facilities. Myles advised that on-island training is the current focus; there will be a considerable amount of training for existing officers due to new methods and technology, and both this and training for new recruits will take place in Shetland. Iain said that they will be asking fire stations how they want the new methods/technology training to be carried out in order to best suit the fire officers. SFRS are recruiting 40 full-time trainers across Scotland specifically to roll out this new training.

Myles added that at present the SFRS and HIAL share training facilities, and are looking at how to support local organisations. He said that the new containers can support ship firefighting training- Cllr. Cooper welcomed this, as fire training for ferry crews is a significant expense for the SIC.

Cllr. Cooper said that the draft Fire Safety Plan was discussed at the last CSRB and no issues were raised, so it can be presented to the Council at their next meeting with the CSRB's approval. He also advised that the SIC had responded to the SFRS consultation on sleeping accommodation, and had raised no issues.

6. Emergency Planning & Resilience

Ingrid advised that the first resilience activity of 2018 was the tabletop exercise for Up Helly Aa on 12/01/2018, which had 31 attendees, including Cllrs. Cooper and Duncan. This was to test the plans and risk assessments for 2018's UHA as well as future years.

The exercise allowed different agencies and groups to share their information and gain a greater understanding of how the event is run. Ingrid explained that the exercise introduced the JESIP Principles (Joint Emergency Services Interoperability Programme) to the attendees, and ran interjects on situations such as the weather, medical emergencies, fire and evacuations. She noted that the event had been well received.

One issue raised was the matter of positioning a fire appliance closer to the event; this is being taken to the next Emergency Planning Forum.

Ingrid advised that the SFRS has offered to help provide first-aid training for the UHA marshals, and that 'message cards' with incident information are distributed to officials who were identified as being likely to need to communicate it to the public in the event of a situation.

CI Tulloch remarked that it had been a positive exercise, and everyone felt reassured that the UHA committee were well-prepared. There were few actions required at the end of the exercise, due to the robust planning already in place.

Cllr. Cooper said that, despite all the resilience exercises that are carried out, there is always a communication issue that crops up in a real situation, which is a persistent concern. Ingrid agreed, and added that this is partly technological, partly individual error. The agencies in Shetland are able to work together far better than their colleagues on the mainland: due to Shetland's very defined borders, it is easier to know who to speak to and who is in charge of which area. However, she was not sure how to solve the issue.

7. Police Scotland

Priority 1- Road Safety

There was 1 more fatality in the reporting period, which attracted no criminal charges.

CI Tulloch noted that there has been some media attention drawn to road collisions. There have been 169 since April 2017; with 163 in the previous year. Despite the perception that there has been a significant increase in collisions, in reality it has been only slight.

There were no drink driving charges made in the reporting period. During the road safety campaign in January, 60 drivers were breathalysed, with only 1 driver failing the test. CI Tulloch advised that this driver was not caught by chance, but due to a concerned member of the public reporting that they may be driving under the influence of alcohol.

There was a drop in offences across the board in January, with 57 offences in total. CI Tulloch said that 57 was a lot of infringements for one month, and while the police do not want to 'criminalise' the public, they need to work to reduce the number of offences.

The police held an anti-drink driving campaign in the North Isles, where they reminded licensees of their duties, spoke to schools and community groups to raise awareness, and encouraged people to report incidents.

Cllr. Bell said that the drink driving figures were encouraging, and asked if last year's figures were available for comparison. CI Tulloch did not have those figures to hand but thought that the number of drink driving incidents had been 3 for the previous year, and 6 for the year before that. Cllr. Bell welcomed the reduction, and noted that the reduced blood alcohol limit had been a key factor in this, as it removed the ambiguity around how much a person could have before they drove.

Cllr. Cooper was concerned by the number of incidents of drivers without insurance, and said that this needs a 'louder and wider' discussion. CI Tulloch said that it is important to engage the media on this, but change will only occur when the community says that it is not acceptable, and begin to report incidents to the police.

Cllr. Duncan asked if the police check the tyres of cars involved in incidents due to snow and ice, to see if they are winter tyres, and if there was a way to compel drivers to put winter tyres on their vehicles.

CI Tulloch said that all vehicles involved in incidents are examined, and that in recent incidents no offence has been found in this regard. He said that there could be better use of winter tyres in Shetland, adding that many new cars are using low-profile tyres which are less safe in inclement weather.

The police are not able to compel drivers to use winter tyres- this would require an amendment to road traffic legislation. However, CI Tulloch assured the CSRB he would forward this concern on to Police Scotland high command.

Priority 2- Violence, Disorder and Anti-social Behaviour including Alcohol and Drugs Misuse

There was a drop in charges for breach of the peace, on par with last year.

The detection rate for assaults was over 90%. 16 people had been arrested on drug-related charges, with 73 arrested for possession. This is a central issue for the police in Shetland, and CI Tulloch advised that their focus was on education, prevention and rehabilitation.

The police dedicated resources to focussing on licensed premises over the festive period, including revisiting the 'pubwatch' scheme. As a result of this, 16 individuals had been banned from premises in Lerwick, and more training has been made available for staff to help them identify people who may be taken advantage of, and to intervene to prevent this.

Ralph asked if there were any figures on the impact of alcohol on all types of incidents- CI Tulloch said that alcohol was a significant issue that required a proactive, preventative stance. As it stands, the vast majority of police work is reactive to problems caused by social issues.

Cllr. Duncan reported that a licensee had expressed a concern that revellers on party buses were engaging in underage drinking while on the bus between pubs, and that a member of the public had further informed him about drug use on these parties. CI Tulloch said that the police have received no reports of underage drinking or drug use on the buses, and expressed his disappointment and concern that a licensee would be aware of this and not immediately report such incidents to the police.

Cllr. Duncan quoted a number of NHS figures concerning drug treatment and therapy, which had been presented to the IJB- CI Tulloch said that there is a robust recovery service in Shetland. The Alcohol and Drugs Partnership, which CI Tulloch sits on, advises the IJB about where the ring-fenced funds for these services should be allocated.

Priority 3- Acquisitive Crime

Incidents of theft are down, with a 78% detection rate, which CI Tulloch remarked was very positive.

Priority 4- Protecting People at Risk of Harm

726 calls in the reporting period were not concerning a crime or requiring proactive policing. 75 were concern calls, 80 were medical, 32 were concerning Mental Health and 88 were for missing persons. CI Tulloch said that a lot of the police's time involves these types of call.

CI Tulloch spoke about Internet Safety Week, where the police had given a lot of advice to community groups and schools.

Officers have been trained in setting up 3rd-party reporting centres for members of the public to report abuse and receive support in a different setting from the police station, which should hopefully be more comfortable and less intimidating for people.

CI Tulloch advised that there are questions around the MARAC funding, and that this is currently sitting with the Integrated Joint Board. He added that GPs will be receiving special training to allow them to carry out forensic medical examinations, and that the new 'gold standard' for dealing with victims of sex crime will be rolled out in March.

There was a 13% drop in sexual offences reported, with a detection rate of 74%, the highest in Scotland.

Priority 5- Serious & Organised Crime

This priority includes drugs, online and electronic fraud. CI Tulloch said that a number of people in Shetland have been defrauded, and that the police are consulting specialists from south to help deter and detect incidents of fraud.

Priority 6- Counter-Terrorism & Domestic Extremism

Local PREVENT officers were involved in a tabletop exercise around dealing with people at risk of radicalisation. A Home Office representative was in attendance, who expressed that Shetland was in a good position with this work.

Activities/ Events

The Police Scotland Youth Volunteers raised £2,000 for the RNLI and Fisherman's Mission by publishing and selling a fund-raising cookbook.

Resilience

CI Tulloch reported 1 resignation and 5 officers transferring out of Shetland. 4 officers are on light duties, and 3 probationary officers have joined. There are vacancies for 2 sergeants and an inspector.

There is a new Criminal Justice Act which significantly changes the powers of the police- officers are being trained in these changes. In addition, there is a new, more robust custody system.

The new police control room in Dundee is now operational and has been working smoothly, with Inverness staff on hand to support.

CI Tulloch advised that there had been no significant issues raised with the proposed closures of unused Police Scotland premises in Shetland (Whalsay, Sumburgh and Unst). He added that no negative consequences had been identified with these closures.

Cllr. Bell left the meeting.

8. Road Safety Advisory Panel

A new Road Safety Strategy is being developed, and should come before the RSAP by April.

Elaine reported that the winter driving campaign went well; 50 cars were stopped and their lights and tyres checked. The winter tyre campaign was also a success, with Tyre Safety Week in November and a tyre safety clinic at the Lerwick fire station. Elaine said that they will be bringing tyre safety into the Driving Ambition campaign, promoting to the public on the importance of using a full set of winter tyres, and asking garages to advise customers on winter tyres when they buy cars.

Referring to the question about traffic counters from the previous minutes, Elaine said there are 10 available, and that each road needs 3-4 in order to collect the data. These are always in use unless they are being maintained, or if roads are being plowed, as this would damage the counters. There are only 2 engineers to deploy the road counters, and Elaine advised that more staff would be required in order to use them more frequently.

Cllr. Cooper suggested putting the traffic counters on roads to ferry terminals and ferries, as this is where drivers are perceived to be speeding the most.

Elaine reported that the 'smiley' speed sign had been deployed in Brae; outside the Brae Building Centre at the start of December and then at the Busta junction in mid-December. The mean speed was 34mph at the former, and 32mph at the latter. She advised that the speed limit should not be set too far from the mean speed from a road, and that these speeds are too high to realistically reduce the speed limit to 30mph in these areas. Cllr. Cooper noted that the actual speeds of drivers were at odds with the public perception of speeding in Brae, and felt that these figures should be presented to the public to show the reality of the situation.

9. AOCB

No points raised.

Cllr. Cooper thanked everyone for coming and closed the meeting.



Scottish Ambulance Service

Shetland

Community Safety & Resilience Board May 2018

1.0 A&E Performance:

The Clinical Response Model (CRM) was launched in late 2016 as a 12 month pilot. CRM was developed and modelled with an extensive clinical data set, allowing for a focused review of patients' clinical need and matching this to the Service response, resource and skill. Since going live the model has proven to accurately identify patient groups as predicated, based on their clinical acuity.

CRM aim is to save more lives and improve outcomes. This was demonstrated with an increase in Return of Spontaneous Circulation (ROSC) in the first quarter launch in comparison to the same quarter in the previous year. For patients who require access to an acute pathway i.e. Acute Myocardial Infarction or Acute Stroke Patients, this has been approached in the CRM by sending the right conveying emergency ambulance resource first time; this has been achieved 93.7% of the time. There has been a steady volume of staff feedback to a dedicated email address which has allowed themes to be identified and improvements to operating practice to be made. Since going live there have been no reported Significant Adverse Events.

Phase 2 involved the upgrade to the latest version of our triage software, MPDS. Introduction of dispatch on disposition with resources sent once the clinical coding in MPDS went live with an implementation date of October 17.

I am hoping to be able to report on location specific data soon but this has not yet been developed nationally to sub regional level

1.1 Actions being taken to improve the ILT Performance

- Yearly review of shift patterns. Implementation of 6 new staff into Lerwick is now complete with the development of a shift to accommodate the staff that maximises shift cover has now been agreed and was implemented in April 18.
- Progress with new Community First Responder Schemes. This is a phased approach due to the resources required to implement these.
- Ongoing dialogue with NHS Boards and NHS24 around the reasons for increasing SAS Demand and the need to put in place alternative pathways of care to reduce inappropriate admissions to hospital. This is being progressed through the NHS Boards Unscheduled Care Work Streams.
- Continue the development of Specialist Paramedics to increase see and treat and reduce inappropriate admissions to hospital. One locally for Shetland this year currently on their post grad cert at Glasgow Caledonian University due to qualify in May 18, new equipment and medicines are purchased for this staff member to go live once graduated.
- Continue to work with NHS Boards to fully utilise Profession to Profession lines
- Working with partners to fully develop falls pathways for A&E Crews to access along with access to rapid response teams and hospital at home teams with responsive care packages where available. Discussion through Ambulance liaison group.
- All daily Immediate Life Threatening calls Out Of Performance are monitored daily for any notable delays in response where reflection and learning can take place. Main delays are still reported as through 'location always out with performance response time / surge demand. Delays in mobilising are still mainly due to staff responding from home locations when on call.

1.2 Actions being taken to improve the YTD Cardiac Arrest Performance

- As outlined in the ILT Performance Section
- Developing new community first responder schemes and working with local communities to install Public Access defibrillators and map these onto the C3 System
- Targeting another resource to attend all Cardiac Arrest calls as well as the initial response

1.3 Actions being taken to improve the Urgent Performance Target

- Implementing revised shift patterns
- One staff member in Lerwick undertaking quality improvement methodology training and looking at topics for future projects including conveyance rates to the hospital.
- Progression of new Community First Responder Schemes. This is a phased approach due to the resources required to implement these.
- Ongoing dialogue with NHS Boards and NHS24 around the reasons for increasing SAS A&E Demand and the need to put in place alternative pathways of care to reduce inappropriate admissions to hospital. This is being progressed through the NHS Boards Unscheduled Care Work Streams.
- Continuing to work with NHS Boards to fully utilise Profession to Profession lines
- Working with partners to fully develop Falls pathways for A&E Crews to access along with access to rapid response teams and hospital at home teams with responsive care packages where available
- Working to improve service delivery through See and Treat figures

1.4 Actions being taken to improve the YTD Hyper Acute Stroke to Hospital < 60 mins Performance

- As outlined in the ILT/Urgent Performance Section
- Crews to take less time at location if they can achieve getting the patient to hospital within 1 hour from the call.
- Return from call under blue lights to hospital.
- Profession to profession support

SAS Context

- 888,000 calls to ACC = 686,500 ambulance responses
- Typical response outcome:
 - 2 patients in every 10 are life threateningly ill and/or injured
 - 1 patient is seriously unwell
 - 6 patients have an exacerbation of an existing condition or minor injury/illness
 - 1 patient will not require or will refuse assistance
- Current Model
 - Circa 30% of SAS responses require hospital A&E
 - Circa 80% end up there! (82.5% in Shetland)

2.0 SAS/NHSS Liaison Group

2.1 Background

Our clinical partnership working between the Scottish Ambulance Service and NHSS is an integral part of the health service activity on Shetland. Before the Ambulance Liaison Group was set up the discussions between NHS Shetland and SAS were undertaken at a front line level and through a Commissioning team route. It was decided to try and widen the involvement of other stakeholders to ensure that discussions and decisions were as representative as possible, and were able to be fed back into the governance structures of both organisations. The Ambulance Liaison Group started meeting from September 2012.

2.2 Membership and roles on group

Co Chaired by Andy Fuller SAS Head of services for the Islands and Kathleen Carolan Director of Nursing NHS Shetland the group consists of representatives from both NHSS and SAS.

2.3 Reviewing Ambulance Liaison incidents

Both SAS and NHS Shetland have an incident reporting system and some incidents which are reported involved the other organisation and so require some partnership investigation and learning. The Ambulance Liaison group have overseen the investigation and outcome of a number of incidents since it started and the group has proved a useful forum to discuss incidents in detail and agree learning outcomes.

3.0 Shared Governance

The Ambulance Liaison meeting allows both organisations to look at governance issues that cross the boundary between them.

Liaison incidents can be raised by either organisation and are investigated by one or both of them, depending on the circumstances. The investigation reports are then reviewed by the group and learning and actions identified. An ongoing Action Log monitors the progress of actions arising from incident investigations.

4.0 Ambulance Liaison Incidents

4.1 Changes/ outcomes from these incident reviews include:

- Shared understanding where there has been a poor patient journey so we can learn and improve.

4.2 Current Actions from the Group:

- Island specific ambulances delivered to Skerries and Fetlar for SAS/NHSS use
- Ongoing training and development of the retained service with new members in the recruitment process

5.0 Outer Islands SOF Update:

LOCATION	STATUS	Dual Response	Training Update
SKERRIES	First Responder unit	Emergency Nurse Practitioner	Live
FETLAR	First Responder unit	Emergency Nurse Practitioner	Live with limited numbers therefore 24/7 cover not always available
FOULA	To progress	Emergency Nurse Practitioner (single response)	No interest from last year's public meeting
FAIR ISLE	To progress	Emergency Nurse Practitioner (single response)	In discussion with SFRS re multi purpose vehicle and training of

			personnel
PAPA STOUR	To progress	Population 12 – Papa Stour have been declined grant funding to progress with P.A.D. and will now be contacting Skye based charity “Lucky To Be Here”	Contact made with Community Council , however no further interest received.
UNST	Emergency Responder Unit	GP	Live
YELL	Contractor	GP	New Co-ordinator appointed to Yell
WHALSAY	Contractor	GP/ Nurse Practitioner	Live
BRAE	First Responder Unit	SAS	Live

5.1 Retained

There are currently two members of the retained team available with a need to recruit and train more. The current gaps in cove are filled by qualified staff. We are currently discussing the plan to achieve this with the Education and Professional Development team.

5.2 Community First Responders

There have been 3 public meetings recently in Brae, Bixter and Sandwick.

Brae: Although a scheme currently operates here with 3 volunteers one is about to leave. At the meeting 8-9 locals attended showing interest in becoming responders.

Bixter: A good turnout saw about 15 locals attend this meeting with interest in becoming a volunteer, applications have been sent out.

Sandwick: An excellent turnout saw about 20 locals attend this meeting again with interested parties being sent application forms to complete

Update May 2018: A training course was completed by four students in February with future dates being organised for another course with 6 students ready for training.

5.3 Station update:

SFRS and SAS are about to sign off the agreement for works to start and a potential completion of September 2018.

5.4 Operational cover:

Lerwick – Since the start of the new shift cover in Lerwick for the 2nd to 29th April. First crew fully covered 24/7 on shift. Second crew fully covered 24/7 with one shift on the 5th being single manned but able to respond and be backed up.

Unst – April: single responder cover on the 17th and 29th otherwise double crewed

- May: full cover up to 13th (roster not complete at time of writing)

Whalsay – Double crew cover for April

Yell - Still remains ad-hoc cover as per responder request. 7 calls in April one responded by Lerwick as no responder available at the time of call (GP call to health centre). We have appointed a coordinator in Yell who will undergo some refresher training in May to become part of the responder team too. The coordinator will be our single point of contact and is a qualified ambulance care assistant that previously worked for the service on mainland Scotland.

6.0 PTS (Patient Transport Service)

The North Division Scheduled Care Delivery Team meets regularly on a six weekly basis to review performance against the agreed North Scheduled Care Action Plan.

Only patients with a clinical need for ambulance assistance will be conveyed by the SAS.

	Demand		Difference	
	Period 1 - 03/04/2017 - 28/02/2018	Period 2 - 01/04/2016 - 28/02/2017	Demand	Demand Variance
Registered Journey Count	1237	1015	222	21.87%
Journey Count	896	843	53	6.29%
Medical Escort Count	18	11	7	63.64%
Relative Escort Count	23	14	9	64.29%
Cancel Count	341	172	169	98.26%
Abort Count	21	10	11	110.00%
W (C)		2	-2	-100.00%
W1, WT1, WC1 (C1)	568	667	-99	-14.84%
W2, WT2, WC2 (C2)	102	90	12	13.33%
Stretcher	226	84	142	169.05%

A&E				
Admission	5	11	-6	-54.55%
Day Patient				
Discharge	155	167	-12	-7.19%
House to House Transfer	17	6	11	183.33%
Out Patient	717	650	67	10.31%
Transfer	1	9	-8	-88.89%

Although Shetland has a low number of requests for the service the large area in which the ambulance covers has its own challenges. The vehicle is responsible not only for servicing mainland Shetland it also covers the small islands involving ferry trips.

Shetland is experiencing significant increases in Outpatient activity and demand which is not in line with the national framework where reductions were expected. This will continue to be monitored and explored with the Health Boards.

Staffing has been challenging in terms of vacancies and sickness absence, however this is now improving due to the qualifying of two new Technicians. This position has allows improved allowing redirection of ACA staff from Urgent Tier to PTS duties. Small increase in the number of renal patients which was discussed at a recent liaison group meeting in terms of eligibility etc. Scheduled Care staffing levels in Shetland is currently 4 WTE with 2 new part-time staff attending training in July.

The reasons for PTS Punctuality for Pickup after appointment

- Patients requiring to be picked up from outpatient clinics with different outpatient appointments finishing at different times impacting on the pick up after appointment time

Actions being taken to improve

- AutoPlan and Shift Reviews, Working with Health Boards to streamline outpatient appointment time processes

The reasons for PTS SAS Cancelled No Resource

- Accepting all bookings and having to cancel journeys 24 hours prior to appointment time due to lack of resources
- Limited resources with Vacancies, sickness or leave having an impact on capability

Actions being taken to improve

- Fill vacant PTS Posts, Reviewing & Monitor Sickness / Absence levels, Different ways of working and engaging with Health Boards around appointment times, Working with alternative transport providers for patients who do not meet the Patient Needs Assessment (PNA) freeing up capacity for patients that do meet the PNA

Contacts:

Andrew M Fuller Divisional Head of Services

Malcolm Macleod Area Service Manager, Islands

Peter Smith Paramedic Team Leader, Lerwick

Appendix 1

Glossary

Scheduled Care – PTS

Punctuality for appointment at hospital - Target 75%

Punctuality after appointment (uplift) - Target 80%

Journeys cancelled - Target <0.5%

The categories are:

W - The patient can walk unaided and requires no assistance.

W1 - The patient can walk and requires steadying assistance only.

W2 - The patient can walk and requires the assistance of two crew members.

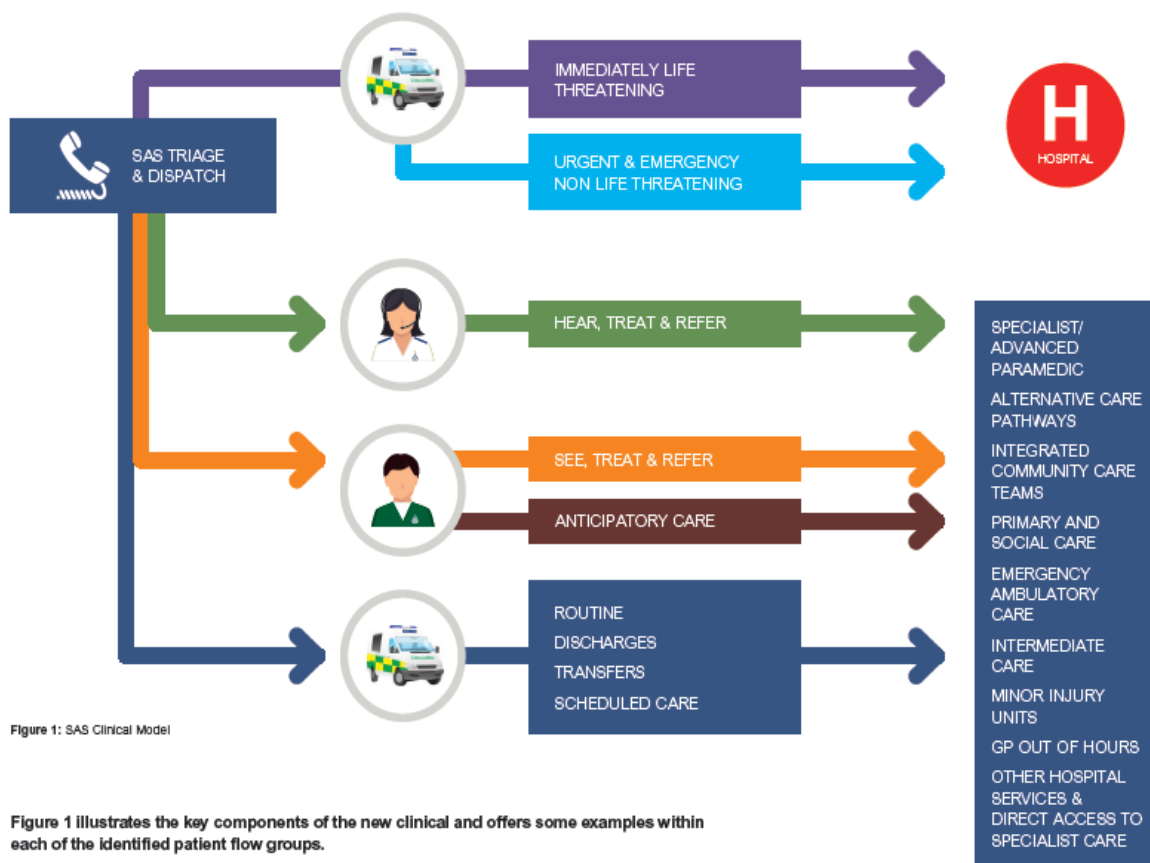
WT1 - The patient has their own wheelchair but can transfer to a seat with minimal assistance. There is suitable access at their home and requires the assistance of a single crew member only.

WT2 - The patient has their own wheelchair and requires the assistance of two crew members to transfer to/from the vehicle.

WC1- The patient has a medical need to travel in their own wheelchair and cannot transfer to/from vehicle. There is suitable access at their home and they require the assistance of a single crew member.

WC2- The patient has a medical need to travel in their own wheelchair and cannot transfer to/from vehicle. Access at their home and/or their condition requires the need of a two crew members.

SAS Clinical Model



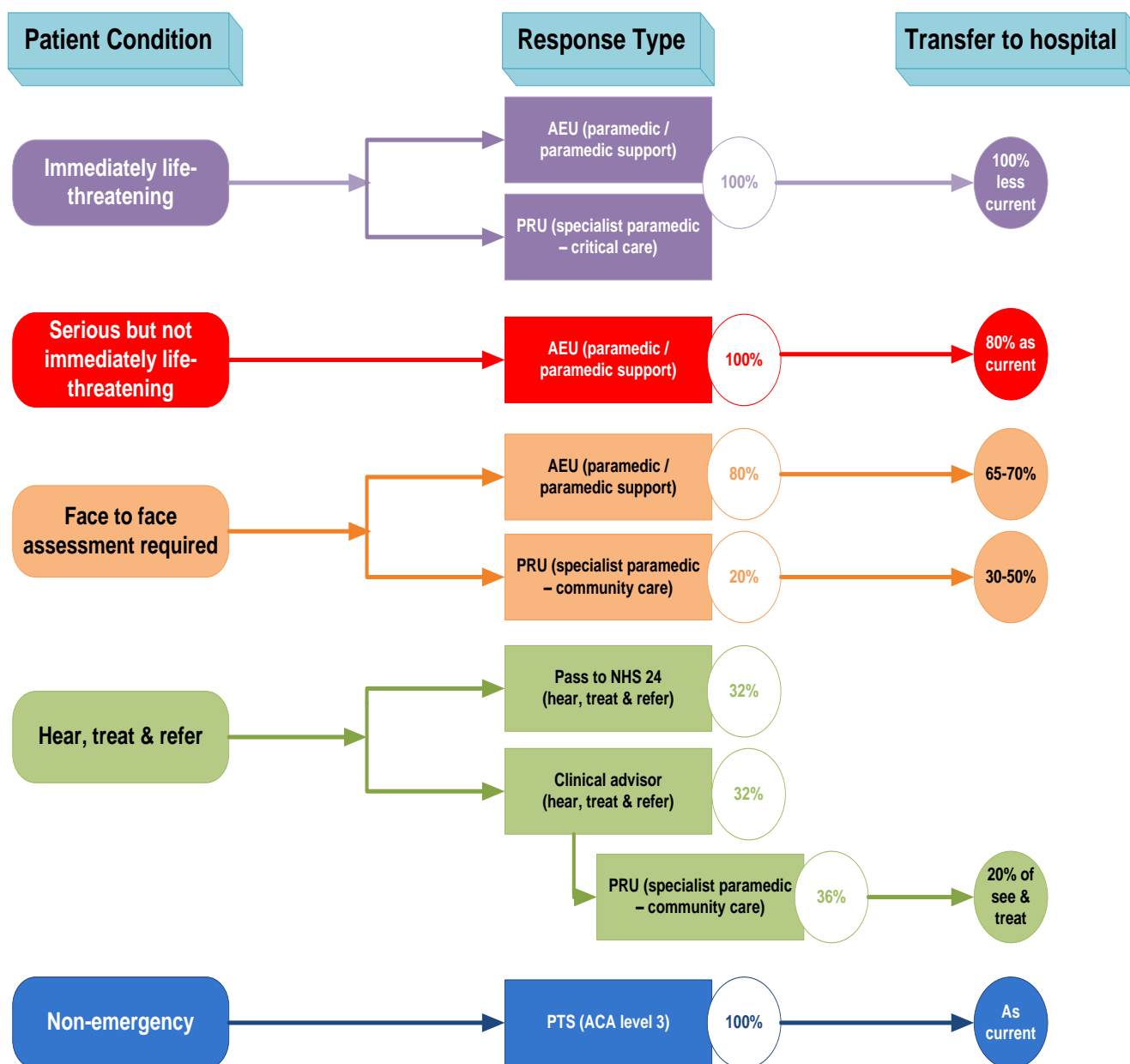


Scottish Ambulance Service
Taking Care to the Patient

'Taking Care to the Patient' The Response Model



Patient Flows	Acuity	Response/skills
Immediately Life Threatening	Immediately life threatening 8 minute response	Paramedic/Specialist paramedic Conveying resource
Serious but not Immediately Life-Threatening	Time-critical Urgent GP admissions and hospital transfers	Conveying resource Paramedic plus support
See, Treat & Refer	Non time-critical Face-to-face assessment	Specialist paramedic/Paramedic Enhanced minor injury/illness
Hear, Treat & Refer	Low acuity 999 calls Calls passed to NHS24	Clinical advisor in Ambulance Control Centres Paramedic level
Non-Emergency	Scheduled care Low acuity urgent-discharge/transfers	Conveying resource Enhanced Ambulance Care Assistant, Basic Life Support, oxygen, Automated External Defibrillator





SHETLAND EMERGENCY PLANNING FORUM

Chair: Ingrid Gall, 20 Commercial Road, Lerwick, Shetland, ZE1 0LX
Telephone: 01595 744740 Fax: 01595 690846 E-mail: ingrid.gall@shetland.gov.uk

Item
5

Resilience Activities 2018

Detailed below is a list of resilience activities which are scheduled for 2018. The list is compiled as events are made known and shared with Resilience partners for attendance and participation. The list covers, in date order, Training, Exercises, Workshops, Conferences, Incidents, Visits and any other Resilience Events advised. Please note that some of these events are outside Shetland. Please contact Ingrid in the first instance with regard to attendance at any of these events.

Date, time and venue	Exercise – Up Helly Aa	Aim and Objectives	Outcomes
	Actions	Responsible Person / Organisation	Progress / Completion
12-01-18 0900-1300 Council Chamber, Town Hall, Lerwick	Exercise to test plans and risk assessments for Lerwick Up Helly Aa. This will inform the running of the large event in January 2018 for future years.	<ul style="list-style-type: none"> • Provide delegates with knowledge of risk and understanding of event plans to work together effectively to deal with incidents during UHA. • Inform and update the event risk assessments • Test and exercise the event plans • Facilitate an opportunity for multi-agency partners to consider their joint decision making in response to incidents during Up- Helly-Aa 	Well attended event with 31 multi-agency participants. The participation and engagement throughout the exercise was excellent with very positive feedback from attendees as to the value of running the exercise. It created a new level of shared understanding of what is in place and available for this event.
	<ol style="list-style-type: none"> 1) Fire Appliance closer to event? The SFRS Group Manager stated that this should be discussed at the Shetland Emergency Planning Forum together with a representative from the Up Helly Aa Committee to decide if there is a requirement to standby by for any event. 2) First Aid trained Marshalls (a) Spread through the procession; and (b) SFRS offered to help train Marshalls in First Aid before 2019 Up Helly Aa. 3) Defibrillators - SAS have a campaign for defibrillators to be registered with them so anyone calling can be directed to the nearest one. There are over 30 in Shetland but only 19 are registered. The SIC have discussed services which could require defibrillators. SFRS have 7 on appliances and all 	<ol style="list-style-type: none"> 1) Chair, SEPF, Group Manager, SFRS & UHA Committee Member, C. Grains 2) Group Manager, SFRS & UHA Committee Member, C. Grains 3) SAS 4) Police Scotland 5) SIC Communications & UHA Committee 6) No further action required 	<ol style="list-style-type: none"> 1) Next SEPFE Meeting 2) Before January 2019 3) SAS? 4) PS? 5) SIC & UHA? 6) Complete

	stations will have them before 31 st March 2018 4) RVPs on the route - Police Scotland will lead on this and have in place for Up Helly Aa 2019 5) Create Pre-populated Laminated Message Cards 6) Hosts in the halls - UHA Committee confirmed they have a list of hall host contacts.		
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Date, time and venue	Exercise Hi-Jack – HIAL, Sumburgh Airport	Aim and Objectives	Outcomes
	As part of the CAA modular exercise regime, this exercise was created for a hi-jack situation with other airports and relevant transport operators invited.	Establish <ul style="list-style-type: none"> guidance available what actions will be taken how communications are used 	Multi-agency attendance of approximately 20 representatives The exercise identified a number of areas for further action including communications, who is called, actions for those called and reception areas.
	Actions	Responsible Person / Organisation	Progress / Completion

Date, time and venue	Exercise Pecking Order – NHS Shetland ICT Business Continuity	Aim and Objectives	Outcomes
	<p>Exercise NHS Shetland Power Loss at Weekend and Re-establishment of IT systems. This exercise sought to test how robust the proposed arrangements are, and the inter-dependences involved.</p> <p>To exercise NHS Shetland's plans to recover, in a logical and prioritised manner, the core ICT business systems, following a power loss affecting all IT systems on a weekend.</p>	<p>understand:</p> <ul style="list-style-type: none"> Recovery Time Objectives Inter-dependencies Out of Hours business continuity planning <p>exercise</p> <ul style="list-style-type: none"> How robust are the BCPs The practical application of the BCPs, including manual back-up arrangements, availability of staff, communications, alternative work locations, Recovery Time Objectives, etc. The relative priority for recovery times of each of the core ICT Business systems and their 	

		interdependencies identify <ul style="list-style-type: none"> ○ Lessons learned for the refresh of the BCPs ○ Lessons learned for communicating the content of the ICT Disaster Recovery Plan confirm <ul style="list-style-type: none"> ○ That all systems are listed in the relevant plans ○ That all systems are allocated a relative priority in the ICT Disaster Recovery Plan ○ That all BCP holders understand the relative priority of their systems and the order in which systems are recovered 	
	Actions	Responsible Person / Organisation	Progress / Completion

Date, time and venue	Events Outside Shetland – Resilient Scotland Conference 2018	Aim and Objectives	Outcomes
21-02-18 0915 - 1630 RBS Conference Centre, Gogarburn, Edinburgh	Promote the development of business continuity practices within Scottish organisations. Develop a supportive infrastructure for business continuity activities throughout Scotland. Promote and represent its Scottish membership within the global business continuity community.	This event is free to Scottish Continuity members.	
	Actions	Responsible Person / Organisation	Progress / Completion
		Resilience Advisor	

Date, time and venue	Mock Fatal Accident Inquiry (FAI)	Aim and Objectives	Outcomes
	<p>The mock FAI event is being delivered by SMARTEU in conjunction with partners from Crown Office and Procurator Fiscal Service and volunteer Solicitors. The event is aimed at key personnel from Police Scotland, Scottish Fire and Rescue Service, Scottish Ambulance Service and wider Health partners.</p> <p>The event is the culmination of the programme of events delivered as part of the Home Office's Office for Security and Counter Terrorism (OSCT) Tier 1 Counter Terrorist Exercise Border Reiver which took place in Scotland from 03 – 05 October 2017.</p>	<p>The overall aim of the event is to prepare attendees for exposure to an FAI and strengthen awareness of the requirement placed upon individuals and organisations involved.</p> <p>At the conclusion of the event attendees will be able to: Recognise the significance of clear and accurate recording of decisions; Understand the purpose of an FAI process; and Recognise the significance of maintaining operation competence in your role.</p>	<p>Given the short notice for this event (less than two weeks) the potential attendees already had diary engagements.</p>
	Actions	Responsible Person / Organisation	Progress / Completion

Date, time and venue	Exercise Iris: Health Protection Event	Aim and Objectives	Outcomes
	<p>Exercise the readiness of Scotland's NHS Boards' structures, facilities and systems to respond to a suspected outbreak of MERS-CoV. It will cover areas including initial management, contact tracing, transfer arrangements and availability of and familiarity with infection control and clinical guidelines.</p>	<p>No detail at present</p>	<p>One attending from NHS Shetland</p>
	Actions	Responsible Person / Organisation	Progress / Completion

Date, time and venue	Exercise Eridanus, CoMAH, Enquest, Sullom Voe Terminal	Aim and Objectives	Outcomes
15-03-18 0830-1400 Sullom Voe Terminal	Planned as part of the annual training and exercise programme for Sullom Voe Terminal (SVT). It is the first Comah Exercise since the transition to EnQuest as operator. The Exercise will practice the operational level deployment of equipment and personnel. EnQuest and the Total control Room will participate with remaining organisations being simulated. Emergency Planning and Emergency Services will be present at SVT in order to observe and advise.	The Aim of the exercise is to test the Emergency Response and Incident Management Procedures and Communication between the Sullom Voe Terminal and EnQuest Aberdeen IMT. Exercise Objectives: Procedures – test use of - SVT Emergency Response Plans - SVT Incident Management Plan (and associated plans) - EnQuest Incident and Crisis Management Plan Communication - test: - communication between SVT On-Scene Team and SVT IMT - communication between SVT IMT and EnQuest IMT - issuing and approval of media statements	Advice sought on actions required in relation to transportation and Care for People.
	Actions	Responsible Person / Organisation	Progress / Completion
	None	Attendance by Resilience Advisor and Retained Resilience Advisor	None

Date, time and venue	Exercise Axile Robor – Mass Fatalities Workshop	Aim and Objectives	Outcomes
	<p>The aim of the exercise is to explore viability of QE Mortuary to respond to a significant intensive event occurring in East/North RRP. Explore any issues with transporting deceased across RRP borders.</p> <p>The attendees will come from the following areas: Police Scotland; Crown Office Procurator Fiscal Service; Forensic Pathologists and APTs; Funeral Directors (NAFD); Scottish Government; NHS Boards; Regional Care for People team representatives; Bereavement Services; Regional Resilience Coordinators; NHS Resilience</p>		
	Actions	Responsible Person / Organisation	Progress / Completion

Date, time and venue	Prevent Conference	Aim and Objectives	Outcomes
	<p>Clues and Cues – reinforcing the importance of practitioners knowing how to potentially identify an individual who is being radicalised.</p> <p>Attendance of one from Shetland.</p>	<ul style="list-style-type: none"> 	
	Actions	Responsible Person / Organisation	Progress / Completion

Date, time and venue	Training - Crisis Management 1 – Founding Principles	Aim and Objectives	Outcomes
	<p>Delivered by Scottish Resilience & Development Service - Introduce tactical and strategic managers to the non-technical skills involved in crisis management.</p> <p>This course aims to provide multi-agency Resilience Partners at strategic or tactical level with an overview of the key non-technical skills required for effective crisis management. It provides an opportunity to share learning and be part of a multi-agency group which develops individual personal skills and the</p>	<ul style="list-style-type: none"> Identify the components of Integrated Emergency Management (IEM) Recognise the key elements required for effective crisis management Demonstrate the ability to contribute to a Resilience Partnership multi-agency team (in 	

Resilience Activities 2017

	ability to function effectively as part of a Local or Regional Resilience Partnership.	a crisis situation) <ul style="list-style-type: none"> Explain how response arrangements are organised in Scotland 	
	Actions	Responsible Person / Organisation	Progress / Completion

Date, time and venue	Exercise – Scatsta Airport - Live	Aim and Objectives	Outcomes
	Live in-water exercise looking at Operational Command, JESIP. Date and further details to be advised	<ul style="list-style-type: none"> 	
June, Houb, Scatsta	Actions	Responsible Person / Organisation	Progress / Completion

Date, time and venue	Exercise – Pollution - Enquest	Aim and Objectives	Outcomes
	No detail as yet.	<ul style="list-style-type: none"> 	
05-07-18 Sullom Voe Terminal	Actions	Responsible Person / Organisation	Progress / Completion

Date, time and venue	Training - Crisis Management 2 – Decision Making Under Pressure	Aim and Objectives	Outcomes
04-09-18 0930-1600 Room 12, Islesburgh Community Centre	Delivered by Scottish Resilience & Development Service - Develop situation awareness and decision making skills of resilience partners in a crisis situation. This is one of a series of courses which provides on-going professional and personal development for resilience partners and anyone who may deputise for them. The course audiences can be strategic, tactical, or a mixture of both. Either way, issues at both levels will be addressed in this course. The content presents an opportunity to develop and explore in	<ul style="list-style-type: none"> Apply the process of situation awareness to information management in order to make effective decisions Recognise the impact stress, ethics and morals can have on your ability to make decisions Demonstrate the ability to contribute to a resilience partnership multi-agency team and 	

	<p>more detail, the key skills outlined in the <i>Crisis Management: Founding Principles</i> course.</p> <p>The aim of Decision Making Under Pressure is to develop situation awareness and decision making skills of resilience partners in a crisis situation. The programme includes: <i>Decision Making Models • Generating Options • Ethical and Moral Decisions • Combating Stress • Validating Decision Making</i></p> <p>The pre-requisite is to attend the <i>Crisis Management: Founding Principles</i></p>	follow a decision making model	
	Actions	Responsible Person / Organisation	Progress / Completion

Date, time and venue End September / early October TBA	Exercise for Scatsta Airport	Aim and Objectives	Outcomes
	Medical Services exercise – movement of casualties to Casualty Reception Centre (CRC) and then onwards to hospital (Similar to exercise that Sumburgh did). Date and further details to be advised	<ul style="list-style-type: none"> 	
	Actions	Responsible Person / Organisation	Progress / Completion

Date, time and venue October 2018 Aberdeen	Exercise – Pollution - BP	Aim and Objectives	Outcomes
	No detail as yet.	<ul style="list-style-type: none"> 	
	Actions	Responsible Person / Organisation	Progress / Completion

Date, time and venue	Workshop – Multi-Agency Waterborne Hazard and Pollution Incident Plans	Aim and Objectives	Outcomes
2018 – waiting on date 0915 – 1545 –	Scottish Water - to refresh understanding / roll out to new staff the key Scottish Water Multi Agency Plans (Scottish Waterborne Hazard Incident Management (SWIP) and Pollution Incident - Risk Management Guidance (PI-RMG) Plans) to key staff in NHS Shetland (CPHM's, Health Protection) and Shetland Council (EHO's, RA's) staff along with colleagues from Scottish Water's Public health Teams and SEPA		
	Actions	Responsible Person / Organisation	Progress / Completion

Date, time and venue	Exercise – Scatsta Airport, Tabletop	Aim and Objectives	Outcomes
Late 2018 Venue TBA	Tactical command – how that is set up and managed. No further detail as yet.	•	
	Actions	Responsible Person / Organisation	Progress / Completion

Date, time and venue	Exercise – Cruise Ship Exercise Proposal	Aim and Objectives	Outcomes
		•	
	Actions	Responsible Person / Organisation	Progress / Completion

Date, time and venue	Exercise – Council's CoMAH Emergency Plan for Sullom Voe Terminal	Aim and Objectives	Outcomes
Late November / early December	Table top exercise scheduled to raise awareness and test elements of the revised Council's Control of Major Accident Hazards for Sullom Voe Terminal	•	
	Actions	Responsible Person / Organisation	Progress / Completion

Date, time and venue	Resilience Activity	Aim and Objectives	Outcomes
		•	
	Actions	Responsible Person / Organisation	Progress / Completion

Community Safety & Resilience Board

Item
5.1

Report Title:	Emergency Helicopter Landing Site, Clickimin
Presented By:	Resilience Advisor

1.0	Overview/Introduction
1.1	This report provides a further update and overview of the current situation with the Emergency Helicopter Landing Site at Clickimin. The purpose of this report is not to bring a discussion about the recent planning application as it does not form part of the remit for the Community Safety and Resilience Board.
2.0	Background Detail & Content
2.1	<p>The number of landings at Clickimin are detailed below together with the landings at Tingwall and Sumburgh. They show a significant decrease in use of the EHLS at Clickimin and a rise in use at both Tingwall and Sumburgh for non life-threatening casualties. From 12th March 2016 to 11th March 2018, these were:</p> <ul style="list-style-type: none"> • Clickimin – 52 • Tingwall – 81 • Sumburgh – 25
2.2	Not included in the figures are the landings which take place elsewhere, i.e., Bergen, Aberdeen Airport, Aberdeen Royal Infirmary and Kirkwall Airport.
2.3	The helicopter pilots work to very stringent rules and a lot of different aspects are taken into account before deciding to land at Clickimin, which is a safe and controlled landing site with limited hazards. The helicopter is on the ground for the shortest time possible, as it is unable to respond to any other Search and Rescue incidents while there.
2.4	There is a balance between the noise nuisance and the good of the patients with life threatening injuries being landed at Clickimin. The number of landings are lower than those predicted in the original application. This shows that every effort has been made to reduce the number of landings at Clickimin to those that are critically required.
2.5	Emergency helicopter landings are outwith the scope of planning legislation, and landings can be made where it is safe to do so. However, where a landing site is intended for use on more than 28 days per year planning permission is required.
2.6	Statutory Nuisance law considered and enforced by Environmental Health specifically excludes aviation noise. Some of the elements of a Statutory Nuisance assessment are however relevant. The other data collected in such an assessment would include: impact, locality, time, frequency, duration, convention, importance and avoidability.
2.7	Noise monitoring equipment was put in place and the data created has been cross referenced to the landings which have taken place. The noise monitoring reports are available on the Council's Planning Application website.

2.8	The reports show an average maximum noise level during night time which is 18 dB higher than the average maximum noise level when there were no helicopter events. If statutory nuisance criteria were employed (<i>which we know they cannot be</i>) this would cause disturbance to local residents.
2.9	These emergency situations are infrequent and obviously cannot be anticipated. Helicopters are by their nature noisy and these are emergency situations where the creation of the noise cannot be avoided. In addition, the Search and Rescue helicopter does not need to use a helipad would very likely choose that location regardless of planning controls.
3.0	Proposal/Expected Outcome
3.1	A new Planning Application has been lodged on the basis that the conditions of temporary planning permission have been met. It is for the Planning Authority to now consider that application.
4.0	Conclusions
4.1	The EHLS at Clickimin is a safe and controlled landing site with limited hazards.
4.2	The helicopter pilots work to very stringent rules and a lot of different aspects are taken into account before deciding to land at Clickimin. They also show the determined effort that has taken place to reduce landing at Clickimin and only doing so in life and limb threatening situations.
4.3	Emergency helicopter landings are outwith the scope of planning legislation, and landings can be made where it is safe to do so. However, where a landing site is intended for use on more than 28 days per year planning permission is required.
4.4	As can be seen from the number of landings at Clickimin, 21 in 2016 and 19 to 10 th December 2017, the number of landings is less than the criteria set for requiring planning permission.
4.5	Noise monitoring equipment was put in place and the data created has been cross referenced to the landings which have taken place.

For further information please contact:

Name: Ingrid Gall, Resilience Officer

Contact information: 01595 744740

E: ingrid.gall@shetland.gov.uk

Date: 27th April 2018

END

Community Safety & Resilience Board

Item
6

Report Title:	Performance against the Local Fire & Rescue Plan for Shetland
Presented By:	Area Manager Iain MacLeod, Local Senior Officer for Shetland

1.0	Overview/Introduction
1.1	To provide an update on performance against the SFRS Local Plan for the final quarter of 2017-18.
2.0	Background Detail & Content
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 January to 31 March 2018.
3.0	Proposal/Expected Outcome
3.1	Members note the updated and verified Quarterly Performance report for the period 1 January 2018 to 31 March 2018; as outlined in section 2 of this report.
	<hr/>
	For further information please contact: Name: Iain MacLeod, Local Senior Officer for Shetland Contact information: 01851 705051 E-mail Iain.MacLeod4@firescotland.gov.uk Date: 13.04.2018
	<hr/>
	END



Quarterly Performance Report

Quarter 4 2017-2018 (1 January to 31 March)



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 4 2017-2018, (January-March 2018).

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 2016-2019 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.) Mar					RAG rating
	2013/14	2014/15	2015/16	2016/17	2017/18	YTD
All accidental dwelling fires	12	12	17	7	13	
All accidental dwelling fire casualties (fatal & non-fatal (incl. p/c's))	1	1	2	1	5	
All deliberate fires	3	7	3	3	4	
Non domestic fires	5	17	4	8	7	
Special Services Casualties – All	7	14	11	21	15	
False Alarms – UFAS	60	81	68	76	78	

RAG rating - KEY		
	RED DIAMOND	10% higher than the previous YTD period, or local target not achieved
	AMBER TRIANGLE	Up to 9% higher than the previous YTD period, or local target no 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 Firefighter 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 are in place. These have been 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.

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 participated in tabletop exercise at Sullom Voe Oil Terminal.

Fire Appliance Availability

The following bar graphs indicate the operational availability of fire appliances across Shetland during January, February and March 2018. The lower half of each bar indicates the average day-time availability of a fire appliance from 6am 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 6am 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 firefighters.

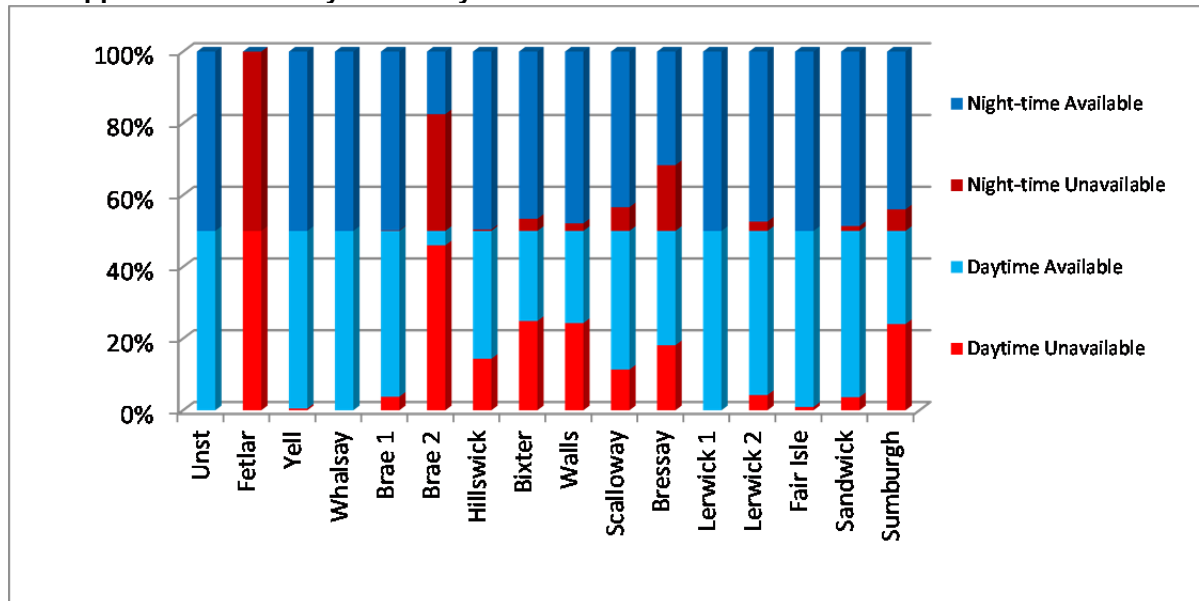
The key factor affecting appliance availability in Shetland is the low staff establishment at a number of stations, therefore as soon as any individual from a unit becomes unavailable, the appliance availability is affected.

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

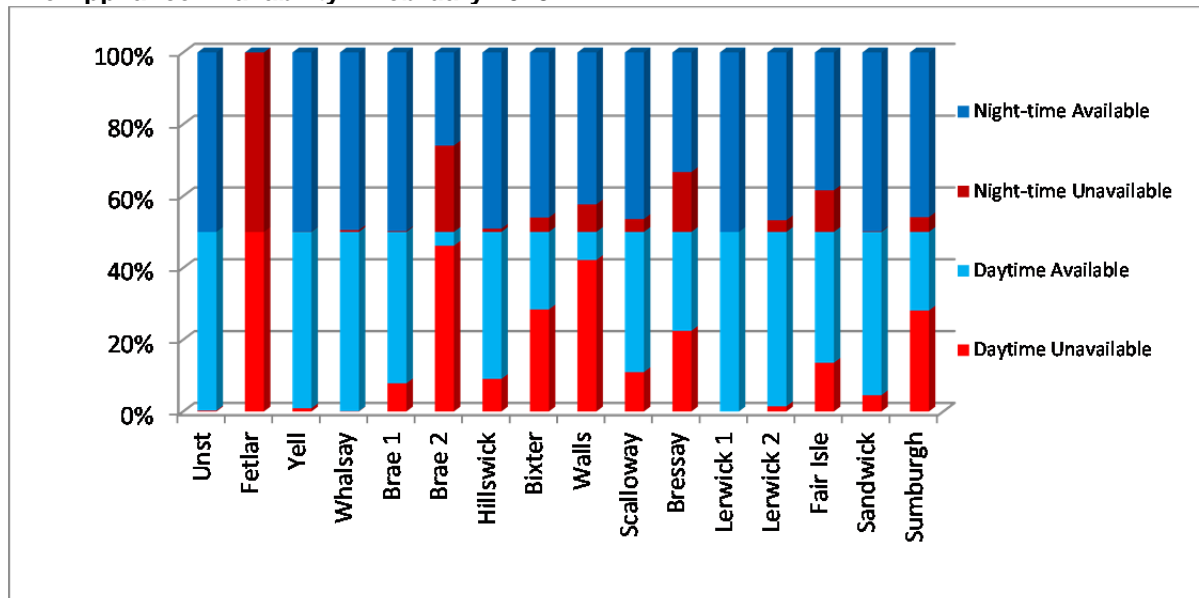
Maintaining 100% fire appliance availability at these stations is currently proving a challenge due to the station establishment numbers and firefighters main employment requirements, which takes personnel out with the station turnout area for periods of time.

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.

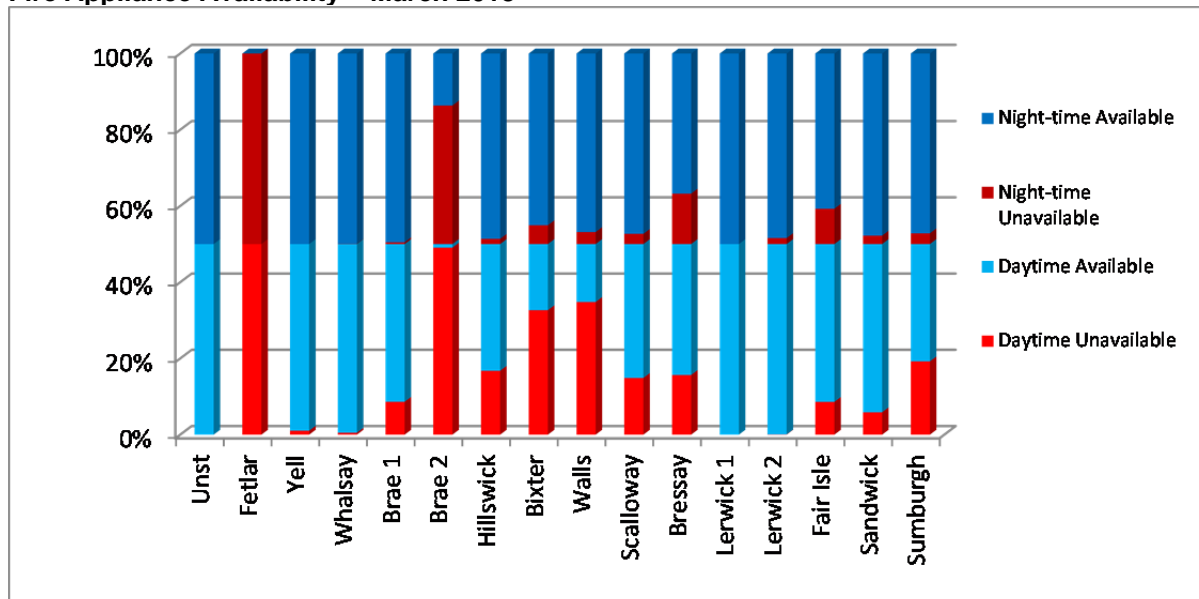
Fire Appliance Availability – January 2018



Fire Appliance Availability – February 2018



Fire Appliance Availability – March 2018



Fire Station Staffing & Recruitment

Historically recruitment within Shetland has been challenging. The Service is confident that improvements to the recruitment process has provided 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.

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 October 2017 to March 2018

Council Ward	Fire Station	Staffing Jan 2018	Staffing Mar 2018	Staffing Change	Full Staffing Compliment	Difference from Compliment	Recruit Applicants
North Isles	Unst	10	10	→	12	-2	0
	Fetlar	1	1	→	12	-11	1
	Yell	8	8	→	12	-4	0
	Whalsay	10	9	↘	12	-3	0
Shetland North	Brae	9	9	→	20	-11	1
	Hillswick	8	8	→	12	-4	0
Shetland West	Bixter	6	7	↗	12	-5	3
	Walls	8	6	↘	12	-6	0
Shetland Central	Scalloway	9	9	→	12	-3	0
Lerwick North & Lerwick South	Bressay	5	5	→	12	-7	0
	Lerwick	21	20	↘	20	0	0
Shetland South	Fair Isle	7	7	→	12	-5	2
	Sandwick	12	11	↘	12	-1	1
	Sumburgh	8	8	→	12	-4	1

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.

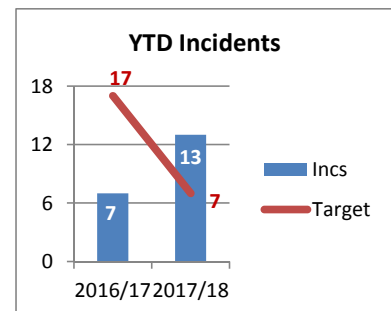
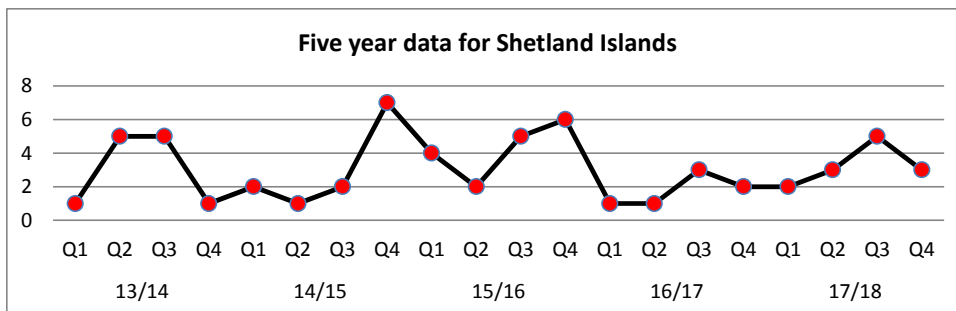
Accidental dwelling fires can have devastating effects on our community. The SFRS is committed to keeping people safe in their homes. We share information with partners to make sure that the right people get the right information they need, particularly those who are vulnerable due to age, isolation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

There has been an increase in accidental dwelling fires for the year to date compared to 2016/17. Although Shetland fire stats are lower than the national average on all aspects, we must and will, ensure that we continue to promote fire safety within the home.

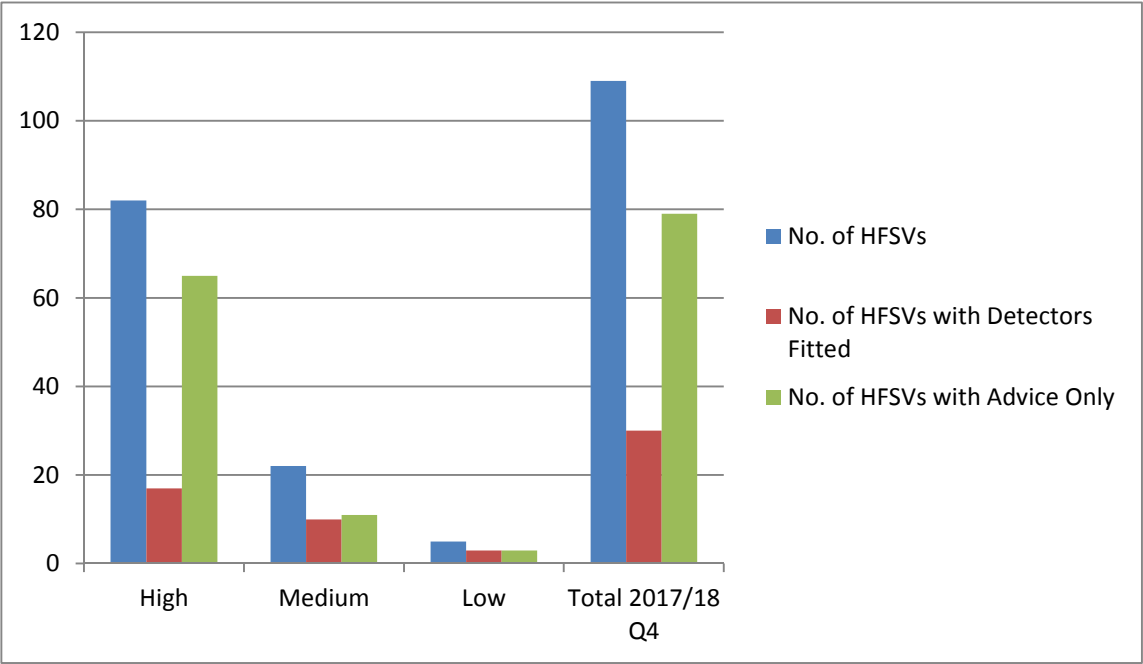


YTD ward ave. for Shetland	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
Shetland Islands	12	12	17	7	13	
North Isles (Shetland)	1	1	1	0	6	
Shetland North	1	2	4	1	1	
Shetland West	0	1	4	0	0	
Shetland Central	0	5	2	3	1	
Shetland South	1	1	1	0	2	
Lerwick North	3	2	2	2	1	
Lerwick South	6	0	3	1	2	

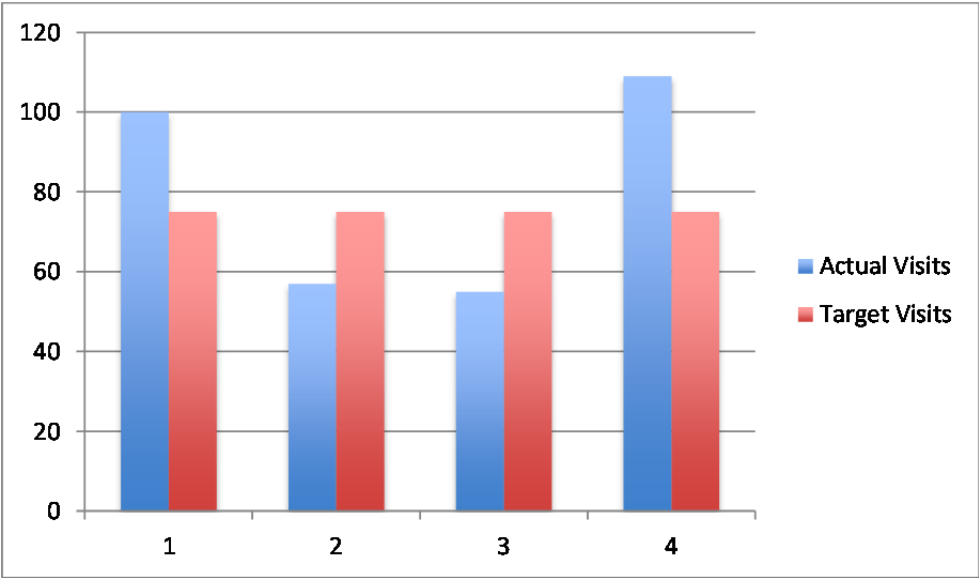
HFSV Total for Shetland Committee - 2017/18 Q4

CSET Risk

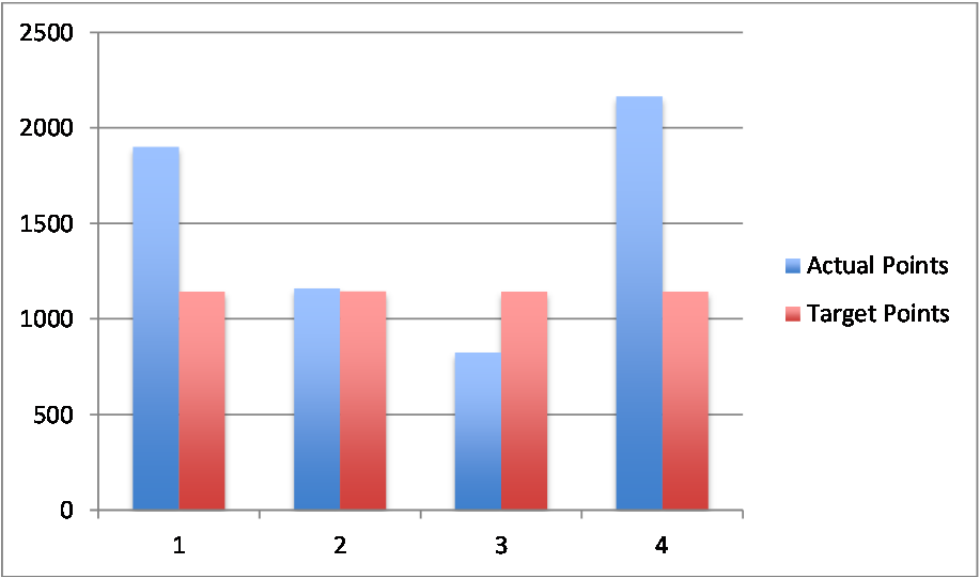
	High	Medium	Low	Total 2017/18 Q4
No. of HFSVs	82	22	5	109
No. of HFSVs with Detectors Fitted	17	10	3	30
No. of HFSVs with Advice Only	65	11	3	79



CSE QUARTERLY VISITS 2017/18



CSE QUARTERLY POINTS 2017/18



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

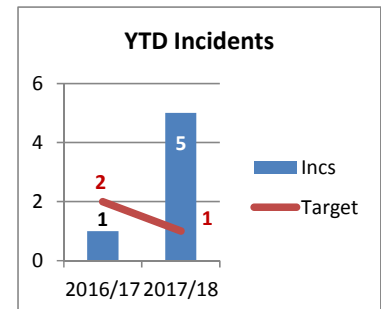
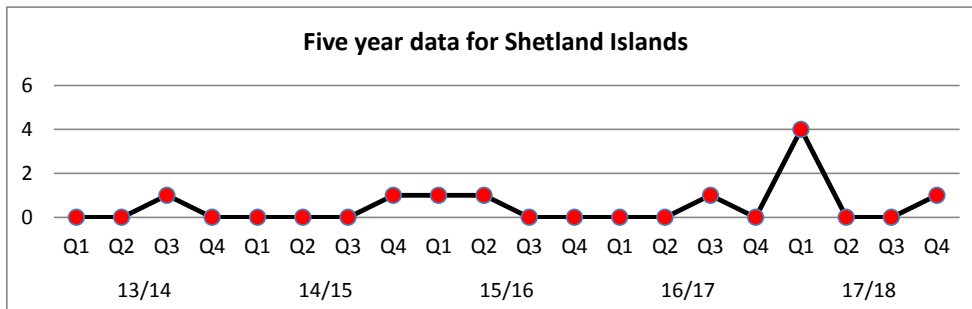
Q4 statistics show that a total of 109 Home Fire Safety Visits were undertaken during the final quarter of 2017/18 giving a 145% visit rate.

During the visits in Q4 (109 visits) a total of 30 properties were fitted with smoke detectors. 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 19.85 being achieved within Shetland which is 32% above the required ratio of 15.

Home Fire Safety Education for Schools/Children

Operational personnel continue to accommodate requests from schools and other community groups to visit our fire stations. Our staff use these visits as an opportunity to engage with young people, where a fire safety message can be 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.



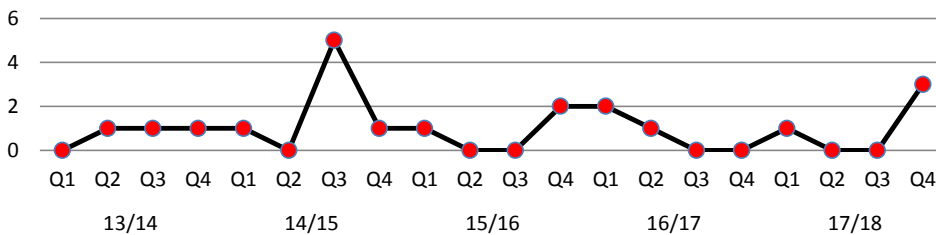
YTD ward ave. for Shetland	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
Shetland Islands	1	1	2	1	5	
North Isles (Shetland)	0	0	0	0	2	
Shetland North	0	0	1	0	3	
Shetland West	0	0	0	0	0	
Shetland Central	0	1	0	0	0	
Shetland South	0	0	1	0	0	
Lerwick North	0	0	0	0	0	
Lerwick South	1	0	0	1	0	

Priority 4 – Reduction of 'All Deliberate Fires'

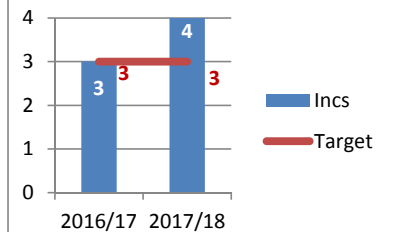
Fortunately, deliberate or wilful fires are rare within Shetland but do occasionally occur. There were no wilful fires during this quarter.

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.

Five year data for Shetland Islands



YTD Incidents



YTD ward ave. for Shetland	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
Shetland Islands	3	7	3	3	4	
North Isles (Shetland)	0	1	0	0	0	
Shetland North	1	2	0	0	1	
Shetland West	0	0	1	0	2	
Shetland Central	1	0	0	0	0	
Shetland South	0	0	0	0	0	
Lerwick North	0	2	1	3	1	
Lerwick South	1	2	1	0	0	

Priority 5 – Reduction of 'Non Domestic Fires'

Legislative Fire Safety Enforcement Audits

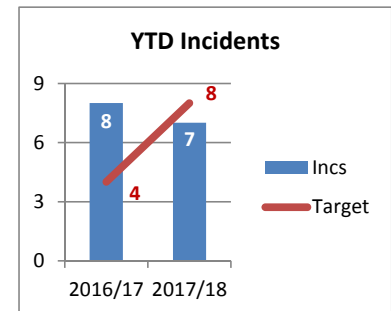
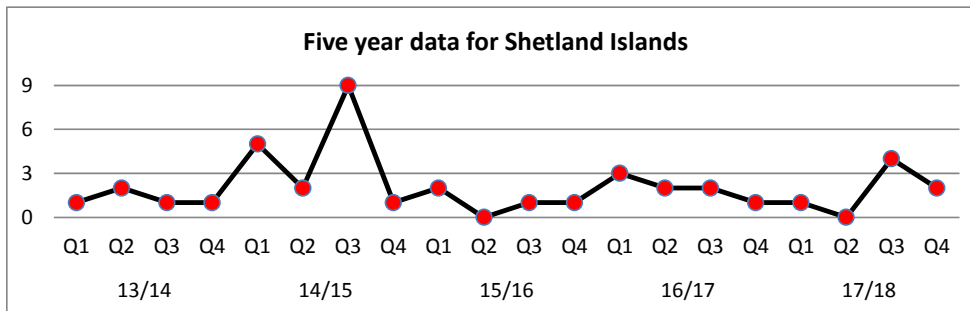
The Service will continue to undertake Legislative fire safety audits which are managed by a Fire Safety Enforcement Team based in Inverness. Progress against the annual fire safety enforcement targets, set out in the prevention and protection plan, are indicated below. It is pleasing to note that the 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.

Audits within Shetland are conducted during Quarters 1 and 3.

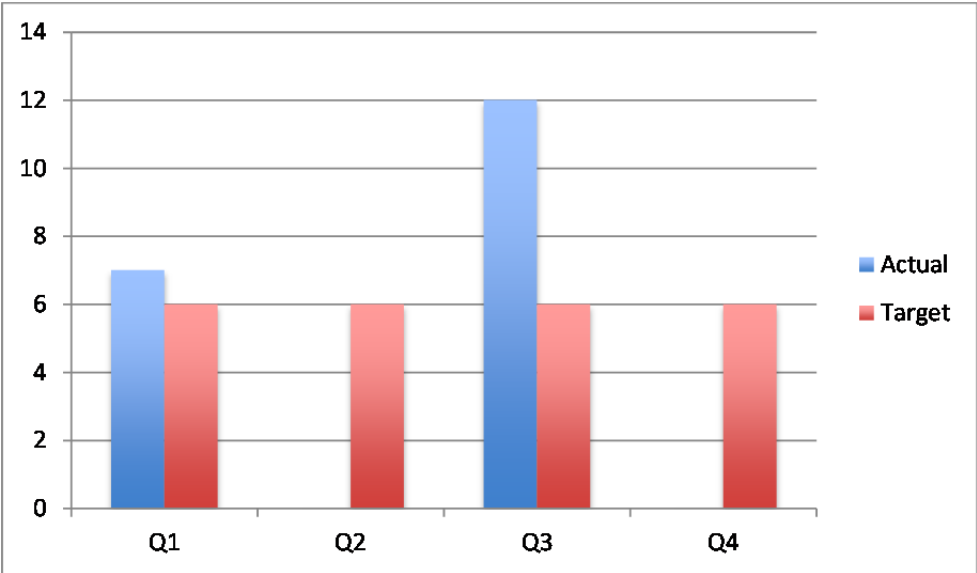
Post Fire Audits

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.

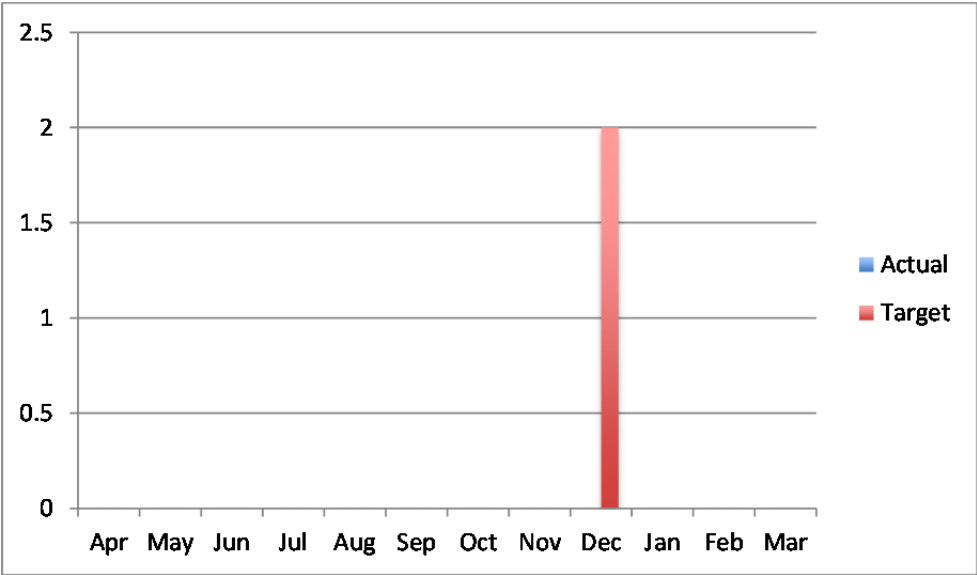


YTD ward ave. for Shetland	2013/14	2014/15	2015/16	2016/17	16/17	Sparklines
Shetland Islands	5	17	4	8	7	
North Isles (Shetland)	3	1	0	1	0	
Shetland North	1	3	1	0	1	
Shetland West	0	0	0	1	0	
Shetland Central	0	2	0	1	1	
Shetland South	0	3	0	0	0	
Lerwick North	0	7	1	3	2	
Lerwick South	1	1	2	2	3	

FSE Audits – Quarterly Report



Post Fire Audits



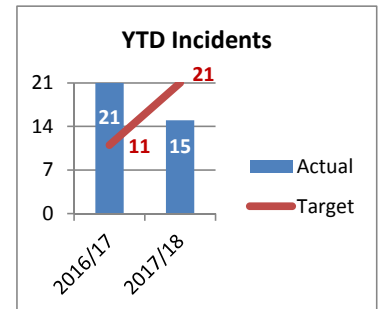
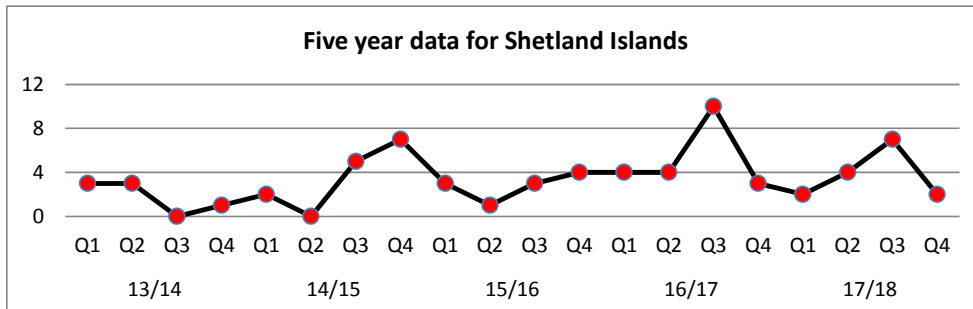
Priority 6 – Reduction of 'Special Service Casualties - All'

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 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. 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	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
Shetland Islands	7	14	11	21	15	
North Isles (Shetland)	0	0	0	1	1	
Shetland North	4	9	6	4	7	
Shetland West	0	1	0	1	1	
Shetland Central	0	0	0	3	3	
Shetland South	3	1	4	4	3	
Lerwick North	0	1	0	2	0	
Lerwick South	0	2	1	6	0	

Priority 7 – Reduction of 'False Alarms - UFAS'

The Service responds to a number of false alarms over the second quarter of the reporting year, a number of which are Unwanted Fire Alarm Signals (UFAS). SFRS responded to 17 UFAS incidents over Q4. SFRS responded to a total of 52 incidents in Q4 throughout Shetland, with 26 of these being false alarms (including domestic properties). This gives a total UFAS percentage of 32.7% with the Shetland year average standing at 35%.

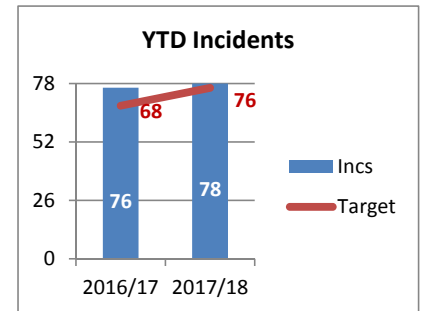
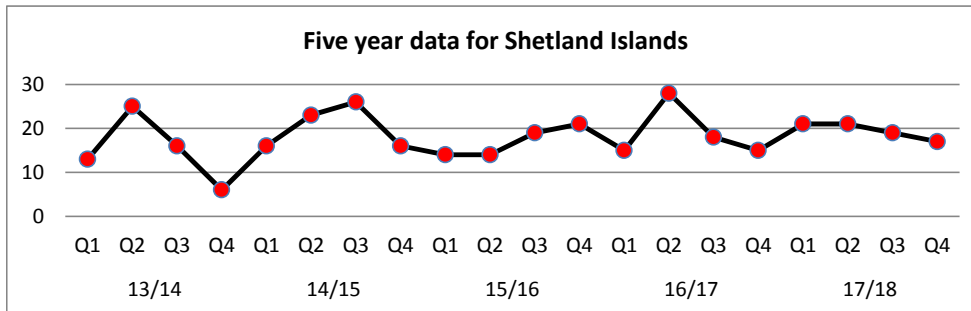
SFRS personnel continue to engage with premises owners/occupiers to identify the causes associated with UFAS calls and offer advice in finding solutions.

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 Prevention and Protection team based in Inverness have examined this issue and we will undertake bespoke plans to improve the overall picture in Shetland.

Lerwick still continues to have a high level of UFAS calls to commercial premises. Operational RDS staff continue to issue advice to the occupier at the time of attending the premises with additional steps having been taken to visit the premises at a later date by Prevention and Protection staff. This will hopefully allow the occupier of the most frequently attended properties to fully understand the implications of a continued response from SFRS. The SFRS UFAS policy will be implemented on offending proprieties, if deemed appropriate.



YTD ward ave. for Shetland	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
Shetland Islands	60	81	68	76	78	
North Isles (Shetland)	2	3	2	2	0	
Shetland North	1	0	0	2	4	
Shetland West	0	1	0	0	0	
Shetland Central	5	7	2	3	6	
Shetland South	10	14	15	17	6	
Lerwick North	23	41	27	32	36	
Lerwick South	19	15	22	20	26	

4. Glossary

Primary Fire

Primary fires include all fires in non-derelect 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 derelect 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

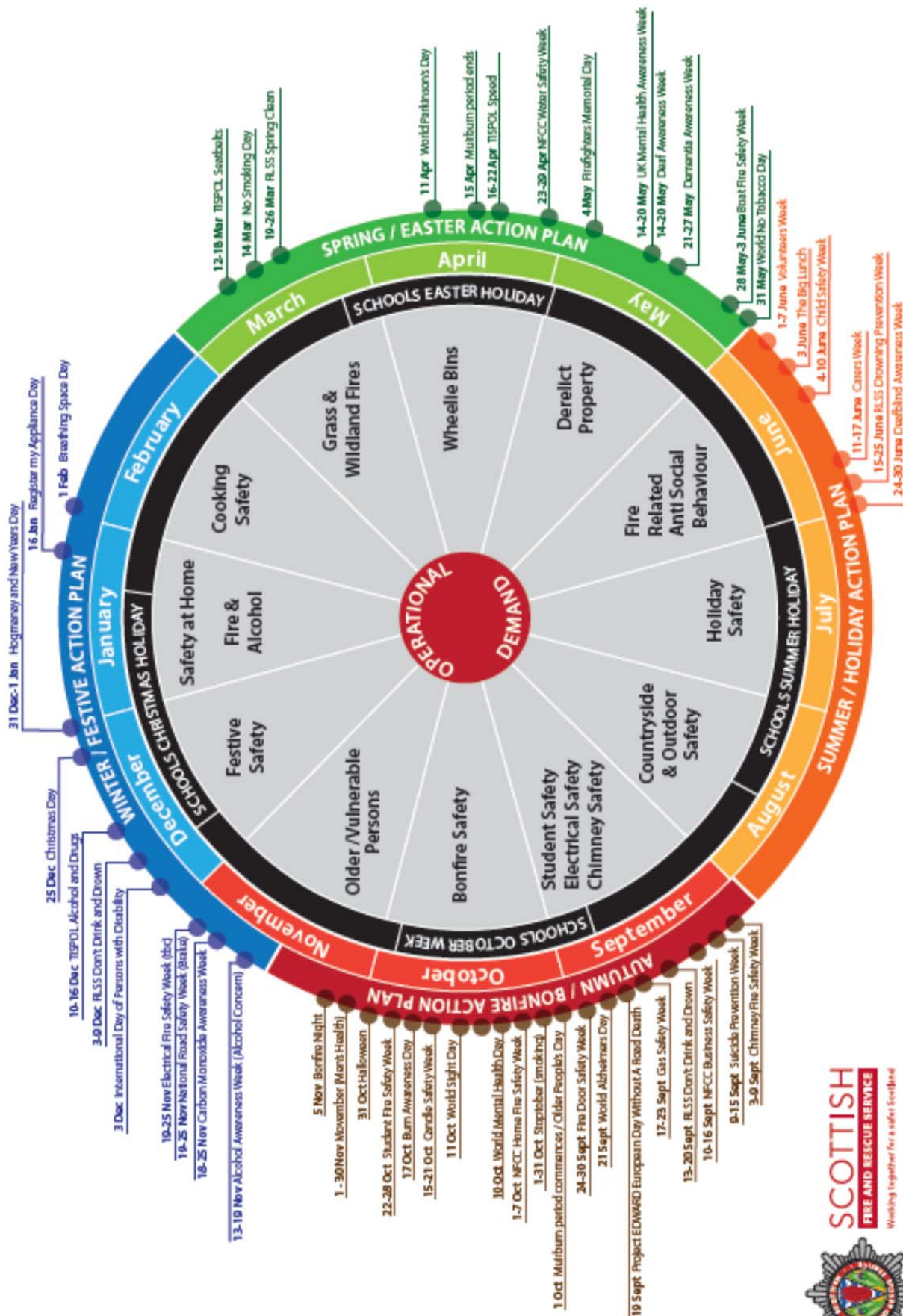
CFS

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 2018



Issue/Topic:	Scottish Fire & Rescue Service Consultation
Author:	Alex Garrick-Wright (CP&D)
Date of meeting:	09/05/2018

Background:

The SFRS are seeking a response to the proposed changes to their service, specifically regarding the service in our local area. The deadline for this response in the 14th of May 2018- a draft has been submitted to COSLA already with the Chair's approval. The responses will be published at the conclusion of the consultation period.

The draft response is included in the distributed papers. The draft response was written based on previous CSRB meetings.

Key Considerations:

The key points of the consultation document are:

- The SFRS operational model was designed to fit the risks of 1940s Scotland and is no longer fit for purpose in the modern world.
- The number of fires has decreased by 55% since 1994, and much of the SFRS' time is spent on other duties such as fire prevention, supporting the aging population, responding to severe weather, rescues and emergency medical response.
- Older urban stations may be replaced by smaller, more advanced stations better suited to respond to current incident patterns. Many older stations were built to serve local needs that no longer exist and have become ineffective for modern operational response.
- New technology, including more advanced fire appliances, will allow smaller crews to operate more effectively, as is the case in other countries.
- Night-time crews to be staffed by retained fire officers, as opposed to wholetime officers round-the-clock as is the current case, freeing wholetime officers to focus more on preventative duties. Only 20% of incidents happen at night.
- The transformational programme will take 4 years, and see fire officers being retrained into an entirely new role that takes account of the changed duties of the service, and changed needs of the community.
- This will be accompanied by a pay rise, more flexible working patterns and harmonised contract terms across the service.
- This process will see no compulsory redundancies, with the reduction in numbers coming from retirements and natural attrition.

Conclusions:

The SFRS are undergoing a significant period of change and the CSRB should agree a response to the consultation process, in order to emphasise local priorities.

Once changes and amendments to the draft are agreed, it will be submitted to the Chair for final approval before being returned to the SFRS prior to the deadline.

Community Safety & Resilience Board

Report Title - Performance Against Local Policing Plan 2017-20.
Presented by –Chief Inspector Lindsay Tulloch

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 2017-20 Policing Plan.

2.0 Background Detail & Content

2.1 Performance 2017-20

A review of the performance against the Shetland Local Policing Plan 2017-20 is at Enclosure 1. This covers the period 1 April 2017 to 28 February 2018 and is attached for your review.

- 2.2 This document will now cover all priorities featured in the local Policing Plan and evidence Prevention and Intervention work corresponding to each of the policing priorities, provide local narrative in relation to Serious and Organised Crime and Counter Terrorism and finally a section covering local events for the interest of members.

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 2017-20.

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

For further information please contact:

*Name: Chief Inspector Lindsay Tulloch (Area Commander)
Constable Rosie Shanks (Performance Support)*

*Contact information: lindsay.tulloch@scotland.pnn.police.uk
rosemarie.shanks@scotland.pnn.police.uk*

Date: 17 April 2018

Enclosure 1: Performance report against Policing Plan Objectives- 1 April 2017 – 28 February 2018

END

SHETLAND ISLANDS - PERFORMANCE AGAINST LOCAL POLICING PLAN 2017/20
01 April 2017 – 28 February 2017

Item
7

PRIORITY – Road Safety and Road Crime

Intention – Whilst working with Partners, enhance Road Safety across the Shetland Area

Objective – Whilst working with Partners, deliver a Road Safety Strategy which focuses on: Challenging Driver Behaviour; Education at the road side and elsewhere; Detection of offences linked to contributing factors of Fatal and Serious Road Collisions; and collectively reducing potential harm.

Target		YTD 2016/17	YTD 2017/18	YTD Variation	Context/Narrative
Reduce the number of people killed on the roads in Shetland.		0	2	+2	B9071 at East Burrafirth a motorcyclist collided with a motor vehicle. The motorcyclist was seriously injured and died later in hospital. A970 Gremista road a motor vehicle collided with a pedestrian who was seriously injured and died later in hospital.
Number of people detected for drink / drug driving offences	Shetland Isles – Due to system configurations these figures are not available at multi-member ward level.	27	23	-4	Includes failure to provide a specimen
Number of people detected for speeding.		96	95	-1	
Number of people detected for mobile phone offences.		18	13	-5	
Number of people detected for seat belt offences		25	19	-6	
Prevention and Intervention Activity	Driving Ambition format currently under review with Partners. Sessions will be delivered to schools during 2018. Road Safety Day in conjunction with Shetland Isles Council and Bikeability carried out at Whiteness Primary School.				

Road Traffic Operations/Campaigns	Residents in the remote island groups of Shetland voiced concerns regarding a perceived resurgence in the culture of drink-driving. There are no recorded reports from the public relating to drink driving in these communities, this would indicate there is a reluctance in reporting these incidents to Police. It is anticipated this proactivity in relation to drink driving will reassure communities and seek out offenders. – Interim update this initiative continues to be progressed and work is ongoing with Preventions & Interventions and the local officer.
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PRIORITY – Violence, Disorder and Anti-social Behaviour including Alcohol and Drugs Misuse

Intention – With partners, better understand the causes to prevent and reduce instances of Anti-social Behaviour, Violence and Disorder to enhance community safety across the Shetland Area

Objective – Work with partners to share information, support Education, Prevention, Diversionary and Enforcement Measures linked to harmful alcohol consumption; maintain robust procedures around licensed premises; support victims of violent crime by working with partners to improve service provision and prevent repeat victimisation.

Target	Baseline 5 Year Average	Baseline 3 Year Average	YTD 2016/17	YTD 2017/18	YTD Variation	Context/Narrative
Licensed Premises Checks				1067		10.5% of all licensed premises checks carried out in N Division (1067 of 10173 checks)
Increase the number of positive stop searches/ confiscations for those possessing alcohol.						See Stop and Search details at Antisocial Behaviour / Disorder section below
Increase the number of positive stop searches/ confiscations for those possessing drugs.						
Increase the number of offences reported for the supply or being concerned with the supply of drugs.	23.4	21	24	17	-7	Number of detections for Drugs supply, production and cultivation
Number of detections by the 'Dogs against Drugs'				27		Police Scotland, in conjunction with Dogs against Drugs resource has scanned over 1500 persons and 26 vehicles.
Reduce the number of Breach of the Peace/Threatening, Abusive behaviour Crimes	126.8	109.6	93	62	-31	Threatening and Abusive Behaviour Crimes and Offences. Lowest recorded number in 5 years, 33% reduction from last year.
Reduce the occurrences of common assault	150	152.3	118	115	-3	Crimes and offences. Lowest recorded number in 5 years.
Reduce the number of premises currently escalated to Stage 3 noisy behaviour through Operation Notebook.				0		Ongoing Partnership working with Anti-Social Behaviour Team and multiple joint agency working ongoing.

Number of antisocial behaviour orders in place.				0		
Reduce the incidents of vandalism	98.2	85.3	74	93	19	Includes Malicious Mischief. Below 5 year average figure. This current spike in recording is acknowledged by the Area Command and tasked patrols have now been deployed to relevant areas.

Target	Baseline 5 Year Average	Baseline 3 Year Average	YTD 2016/17	YTD 2017/18	YTD Variation	Context/Narrative
Prevention and Intervention Activity	Police Scotland, in conjunction with Dogs against Drugs, resource have attended at primary and secondary schools in Shetland and carried out 21 educational visits and presenting to 551 individuals.					

Violence, Disorder & Antisocial Behaviour - Stop and Searches					
		April 2017 – Dec 2017	April 2017 - Dec 2017 (Positive)	Victims	% Change
	Number of stop and searches conducted (total)	164	43		
	Number of statutory stop and searches conducted	-	-		
	Number of consensual stop and searches conducted	-	-		
	Number of consensual stop and searches refused	-	-		
	Number of seizures made	43			
<p>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.</p> <p>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.</p> <p>Seizures Drugs – 37 Weapons – 2 Stolen Property – 1 Alcohol – 1 Tobacco – 2</p>					

PRIORITY – Acquisitive Crime

Intention – With Partners and Communities, prevent instances of acquisitive crime across the Shetland area

Objective – With Partners, share information, support education, prevention, diversionary and enforcement activity linked to acquisitive crime; develop work with targets – recidivist offenders to reduce reoffending linked to acquisitive crime e.g. Persistent Offenders programme; enhance the use of all media platforms to raise awareness of local and national preventative initiatives.

Target	Baseline 5 Year Average	Baseline 3 Year Average	YTD 2016/17	YTD 2017/18	YTD Variation	Context/Narrative
Number of Theft by Housebreaking	14.4	14.6	9	6	-3	Figures well below 3 and 5 year average.
Number of theft by shoplifting	26.6	33	18	23	5	Figures below 3 and 5 year average.
Number of theft from motor vehicles	18.8	20.6	25	16	-9	Figures below 3 and 5 year average.
Prevention and Intervention Activity	<p>Ongoing Liaison with Taxi Licensing Officer regarding Crime Prevention opportunities.</p> <p>Liaison with Shetland Chinese Businesses regarding security advice prior to Chinese New Year.</p>					

PRIORITY – Protecting People at Risk of Harm

Intention – Protect people at risk of harm

Objective – With Partners we will focus on safeguarding communities; with Partners we will address emerging issues through Prevention and Intervention

Target	Baseline 5 Year Average	Baseline 3 Year Average	YTD 2016/17	YTD 2017/18	YTD Variation	Context/Narrative
Class 2 Crimes -sexual crimes	25.6	28	21	26	5	Enquiries in relation to sexual crimes are focused on positive outcomes for victims of crime and led by their wishes. This figure also includes reporting of non-recent incidents.
Domestic abuse incidents			66	57	-9	MARAC is firmly embedded in the Shetland Isles and continued Partnership working ensures victims are supported.
Hate Crime			4	1	-3	Care should be taken in the interpretation of emerging trends or percentage changes when dealing with small numbers.
Ensure that people who report hate incidents feel satisfied with the response received from public agencies.	Third party Reporting Centres – New and existing centres to receive new training early in 2018. A Hate Crime Survey is sent to all victims of Hate Crime; this survey has been in place since 1st January 2015 and its purpose is to ensure that people who report hate incidents feel satisfied with the response received from public agencies.					
Prevention and Intervention Activity	Internet Safety Talk in relation to social media protection delivered to Sound Primary School. This was part of a wider internet safety initiative, Partnership working to share relevant safety messages using social media. Over the reporting period there have been 74 reports of missing persons in Shetland.					

PRIORITY – Serious & Organised Crime

Intention – With Partners, reduce the threat, risk and harm caused by Serious Organised Crime

Objective – With Partners work to safeguard the Shetland area by taking all opportunities to prevent crime and make the Shetland area a hostile environment for Serious & Organised Crime Groups; to improve outcomes for individuals and communities and reduce offending through prevention, early intervention and diversion; in support of our Partners in the Local Authority and NHS via the Shetland Alcohol and Drug Partnership Strategy we will direct those who are substance dependant towards recovery through prevention, treatment and support services; with Partners work to reduce the instances of substance misuse in our communities

Serious & Organised Crime	<p>Divisional Operation - intelligence development and investigation into drug supply and use in educational establishments throughout the Division, including Shetland. All intelligence will continue to be monitored daily and passed to the local area inspector for proactive approach.</p> <p>Divisional Operation – ongoing investigation into recent online/electronic frauds which have targeted local business/charities and have resulted in the loss of substantial amounts of money in the Division and in the Shetland Area over the current reporting year</p>
Prevention and Intervention Activity	<p>Ongoing liaison with Border Force in order to establish stronger links.</p> <p>Media releases regarding telephone and internet scams have been released in conjunction with Trading Standards.</p> <p>N Division, including Shetland Isles has seen a number of high value and high profile victims of this type of scam. Police Scotland in conjunction with HIE, Financial institutes and Scottish Business Resilience Centre ran an event at Inverness UHI. This will target a wide range of Businesses, Charities and sports clubs and aims to educate them on how to avoid becoming a victim of Vishing. Although the event was held in Inverness, invitations were sent to business owners and others across the Division including island area commands, as well as the event being live streamed and available to watch online at a later date.</p>

PRIORITY – Counter Terrorism & Domestic Extremism

Intention – Support the delivery of the CONTEST strategy to reduce the threat posed by terrorism and domestic extremism

Objective – Strengthen PREVENT work with Partners and institutions; with Partners, support individuals who are vulnerable to terrorism and violent extremism; strengthen PREVENT work in relation to the internet and Social Media; Effective Multi-agency planning in respect of Counter Terrorism is taking place; Develop our ability to response effectively to any terrorist attack (with a specific focus on emerging high-risk threats, and specialist capabilities).

Counter Terrorism & Domestic Extremism

Ongoing liaison with Border Force in order to establish stronger links.

Activity/Events

January	Police recruitment with emphasis on special constabulary recruitment. Sports Centre in Unst (1200 – 1400 hours), Sports Centre Yell (1500 – 1630), Lerwick Sports Centre (12.00 – 1600). Scalloway Fire Festival Lerwick Up Helly Aa assisted by Shetland PSYV
February	Nesting/Girlsta Up Helly Aa North Mavine Up Helly Aa Uyesound Up Helly Aa Bressary Up Helly Aa Cullivoe Up Helly Aa Norwick Up Helly Aa Start of Chinese New Year Lerwick Police Station Visits – Pupils from Anderson High School and Unst High School visited Lerwick Police Station in relation to careers interest and completion of High School Units. PSYV Shetland have been extremely busy during January and February. The majority of the youths are Ambassadors for YOYP

	2018 and been assisting with organisation of the Shetland Event that will be held in September 2018. Further they have made a short video in relation to Internet Safety and how your Social Media Posts may affect your friendships/relationships now and in the future. This will be released shortly.
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**Road Safety Advisory Panel
Community Safety Board Briefing Note**

**Item
9**

Issue/Topic:	Road Safety Advisory Panel
Author:	Elaine Skinley
Date of meeting:	2018

Background:

The panel was established with the purpose of consultation with interested external parties and to coordinate efforts within the Council to improve road safety.

Current Situation:

- Regular updates are given by the Roads Engineer, Road Safety Officer and the Police in terms of the 4 'E's' of Road Safety. (Engineering, Education, Encouragement and Enforcement)
- Cycling Scotland have awarded £9,720 to deliver Bikeability training in schools.
- Dr Bike has been delivered to over 200 Primary pupils this spring in preparation for Bikeability.
- £10,000 has been awarded from Sustrans for Bike shelters, these have been placed in Baltasound School and a double shelter in Bells Brae School.
- Kiddie Character signs and banners have been used outside Sound School and Bells Brae schools. The campaign was to cut the numbers of parents parking right outside the school to make it safer for pupils coming to and leaving school. This campaign has been very successful with Bells Brae reporting no cars parked outside the school on the very first day.
- Driving Ambition will be held in brae on 15th June and AHS on 21st June. JRSO Presentation day will be held on 26th June in the Town Hall. Any members interested in attending these events are very welcome.
- Gritter call outs so far this year are at 60 whereas a normal year its 30-40
- A number of barriers have been damaged due to the road conditions and a few have been repaired – Huxter, Weisdale, Tresta and Dales Lees.
- Bells Brae exits were discussed
- Nesbister residents have requested a 30MPH zone
- 20MPH zones in Lerwick were discussed
- Police Scotland statistics were discussed
- A Zebra Crossing campaign was discussed

Key Considerations:

To improve safety on Shetlands roads and decrease casualty numbers in line with National Casualty Reduction Targets.

Conclusions:

Road Accidents impact negatively on all levels of the community and realising a reduction in accidents is recognised as a major community priority.

The Road Traffic Act (1988) (Section 39) places a duty on local authorities to provide a programme of measures to promote road safety.

The Scottish Government's publication "*Scotland's Road Safety Framework to 2020*", details the new tighter targets expected of Scotland's road safety units.

In response, the SIC will work hard to keep up the high standards of joint working applied to our initiatives and campaigns in an attempt to meet these new tighter targets.