

Shetland Community Safety & Resilience Board

22nd May 2019

Council Chambers, Town Hall, Lerwick

2pm- 4pm

Agenda

1. Welcome & Apologies
2. Previous Minutes & Matters Arising

Scottish Fire & Rescue Service

3. Performance Against Local Fire & Rescue Plan

Scottish Ambulance Service

4. Scottish Ambulance Report

Police Scotland

5. Performance Against Local Policing Plan

Coastguard

6. Coastguard Verbal Update

For Information

7. Road Safety Advisory Panel

AOCB

Dates of Future Meetings:

22nd August 2019

14th November 2019

Community Safety & Resilience Board

Held on the 21st of February in Lerwick Town Hall

Agenda Item

2

Present

Cllr Alastair Cooper	SIC (Chair)
Cllr Allison Duncan	SIC (Vice-Chair)
Cllr Malcolm Bell	SIC
Cllr Steven Coutts	SIC
CI Lindsay Tulloch	Police Scotland
Matt Mason	Scottish Fire & Rescue Service
Vaila Simpson	Community Planning & Development
Rachel McDill	Community Planning & Development
Errol Smith	Coastguard
Elaine Skinley	Roads
Alex Garrick-Wright	Community Planning & Development (Mins)

Apologies

Maggie Sandison	Chief Executive
Ralph Roberts	NHS
Dr Susan Laidlaw	NHS
Cllr Beatrice Wishart	SIC
Cllr Catherine Hughson	Voluntary Action Shetland
Cllr Duncan Simpson	SIC
Ingrid Gall	Emergency Planning & Resilience
Andy Fuller	Scottish Ambulance Service
Cassie Stevens	Coastguard
Iain McLeod	Scottish Fire & Rescue Service

1. Welcome & Apologies

Cllr Cooper thanked everyone for coming and opened the meeting. Minutes were read. Cllr Cooper advised that Cllrs Bell and Coutts were attending a meeting elsewhere and would arrive as soon as it was finished.

2. Previous Minutes & Matters Arising

There were no objections or changes to the previous minutes. CI Tulloch moved for their adoption, Cllr Duncan seconded.

There were no matters arising.

3. Shetland Domestic Abuse & Sexual Violence Strategy

CI Tulloch presented the strategy on behalf of the Shetland Domestic Abuse Partnership, for the CSRB's information. He noted that Dr Laidlaw had led on this strategy's creation, which covers a wide spectrum of domestic and sexual violence, as well as a preventative strategy. CI Tulloch noted that the strategy's introduction is timely, as the new Domestic Abuse (Scotland) Act 2018 will be coming into force this year, and it is possible that the new legislation (which creates new abusive behaviour offences) will lead to an increase in reported incidents.

Cllr Cooper advised that this has already been seen and approved by the SIC. Cllr Duncan was glad to see this strategy in front of the CSRB, and welcomed the more stringent approach being taken to the issue, both locally and in the new legislation.

Cllr Cooper observed that a many issues which drive domestic violence stem from childhood, particularly if the perpetrator had been exposed to it as a child. He asked if the new strategy focusses on the background to violence. CI Tulloch advised that it focusses on a preventative approach, linking with other strategies, especially the Shetland Community Justice Plan with regard to Adverse Childhood Experiences.

Cllr Cooper asked to what extent alcohol is a contributing factor to domestic violence: CI Tulloch agreed that alcohol is a factor in a significant number of crimes, but noted that there are fundamental, underlying issues that cause domestic violence which need to be understood.

Cllr Cooper noted that a focus on early prevention of abusive behaviour may tie into the Anti-Bullying Strategy which was approved and put into force last year. He asked if there was any evidence that this strategy was working, and requested a timescale of when we would see a trend.

CI Tulloch observed that the Anti-Bullying Strategy has only been in place for a year. As such, it is too early to see any effect. He added that crime figures are looked at over a 5-year period in order to see trends, and that it will be at least 2 or 3 years before it will be possible to see what effect the Anti-Bullying Strategy is having.

Cllr Cooper said that MARAC has been very effective in Shetland, but now there are significant concerns over its funding. He asked if MARAC could survive without the funding: CI Tulloch advised that it could not continue without funding, and that no funding is in place for next year, but added that the Scottish Government is looking to put MARAC on a statutory footing which would mean funding would be centrally available. Work is being done to secure funding for MARAC this year, and the IJB supported it last year.

Cllr Duncan asked how many cases of bullying in schools were passed on to the Police: CI Tulloch was not aware of any incident which were referred to the Police, and noted that in all but the most serious cases they would look to work with the schools on the matter.

Cllr Cooper said that he was not convinced the general public was aware of the Domestic Abuse & Sexual Violence Strategy; CI Tulloch said that it is being promoted via relevant agencies and media. This is ongoing, and the incoming new legislation will be accompanied by a significant awareness-raising campaign which will hopefully encourage people to come forward and report incidents under the new law.

Cllrs Cooper and Duncan requested a future report on the Domestic Abuse & Sexual Violence Strategy's implementation.

4. Strategic Planning & SCSN Support

Vaila distributed the report to the attendees and media. She explained that Lorraine Gilles, SCSN, visited Shetland last year and attended a CSRB meeting to outline the support that was available to us. Since then we have been allocated support from the SCSN.

The draft approach focuses on an online self-assessment, which is not about scrutiny but identifying opportunities and themes to take forward. The self-assessment will form the basis of a report for the CSRB, a strategic plan and a series of workshops, which will be carried out by Hannah Dickson, SCSN.

Cllr Cooper asked if this process will take into account the current governmental thinking around community safety & resilience: Vaila said that it would.

CI Tulloch remarked that it will be good to see how the SCSN see the CSRB sitting alongside the Shetland Community Planning Partnership. Cllr Cooper observed that Shetland is further ahead than many areas of Scotland with regard to our community safety approach, with the effective open forum we operate not being replicated elsewhere in Scotland.

Cllrs Cooper and Duncan approved the report.

5. Police Scotland

Road Safety

CI Tulloch advised that due to a high level of police presence on the roads, detection of speeding incidents have increased significantly. The Police are speaking to Community Councils to identify areas of local concern and targeting those.

The Police have worked closely with SIC Roads and the SFRS for proactive road safety campaigns over winter. CI Tulloch explained that 170 drivers were breathalysed over the festive period; he noted that there has been a national increase in drink driving, predominantly among young male drivers, but that this has not been reflected in Shetland.

Violence, Anti-Social Behaviour, Alcohol and Drug Abuse

There has been a significant increase in licensed premises visits, concentrated on Lerwick at weekends, and an increased focus on 'party bus' checks following concerns raised at the CSRB last year about suspicions of underage drinking and substance abuse.

CI Tulloch said that the 5-year baseline figures indicate that the availability of drugs in Shetland remained about the same, in spite of the Police's best efforts, and that this reflects the national situation. There have been no deaths due to drug use in Shetland in the reported quarter.

There were 15 incidents detected by Dogs Against Drugs. CI Tulloch recognised that at the previous CSRB, some concerns had been highlighted around the dogs not being seen at Sumburgh Airport, but reiterated that the dogs' use is intelligence-led, and that the need is to focus on areas where it is known that drugs enter the isles, such as via the mail and ferry.

Incidents of assault are down, continuing a 5-year trend. CI Tulloch advised that a significant factor in this was the close work the Police have done with local licensees, especially 'bystander training' which focuses on prevention and intervention, and the 'Ask Angela' campaign which promoted a code word for people to signal to licensees that they felt unsafe.

The Police carried out 'stop and search' on 207 occasions, with 47 of these finding the commission of a crime; mainly possession of drugs.

Acquisitive Crime

There has been an increase in incidents of housebreaking, with the figures broken down into categories. CI Tulloch noted that despite the rise, the figures are low compared to national levels.

Incidents of shoplifting have decreased; there had been a considerable amount of work carried out over the festive period with partner agencies and business owners to try and raise awareness of shoplifting, and the Interventions Officer has also been working closely with shops to help educate them.

Protecting People at Risk of Harm

There was an increase in reported sex offences; CI Tulloch advised that the Police are looking at wider awareness and support. There were 78 domestic incidents reported; of these 53 crimes were identified with a 90% detection rate, which CI Tulloch noted is very high compared to the national average.

Serious & Organised Crime

The Police continue to work with partner agencies on organised crime and border policing. CI Tulloch said that they are intercepting drugs being sent to Shetland. Work with partners is ongoing in order to combat terrorism and extremism.

Recruitment

There are a number of vacancies on the local force, although 2 new officers have been recruited from Glasgow and Northampton with a further 2 officers on probation, which will leave 2 open vacancies. 2 sergeant posts are being backfilled by local officers, who are moving through the promotion process.

There has been difficulty in recruiting Special Constables, due to the high level of training required. CI Tulloch advised that if they have enough interested recruits, he will be able to bring trainers up to Shetland.

Cllr Duncan remarked that at the last meeting, it had been reported that there was a possibility of Shetland police officers being deployed down south in order to help quell problems caused by the UK's exit from the EU. CI Tulloch said that Police Scotland's contingency planning accounted for supporting police forces in England and Northern Ireland if required, but that while this is still a possibility, the baseline of officers in Shetland will not be diminished. He added that, in preparation for Brexit, more officers are being given public order training.

Cllr Duncan asked if the Police had been acting on concerns previously raised at the CSRB about illegal activity on 'party buses'; CI Tulloch explained that numerous party buses had been checked by both officers and drug dogs and found no evidence of illicit substances. There were a small number of under-agers found on buses (1-2 incidents) and these were returned home by the Police.

Cllr Duncan asked about the increase in incidents of speeding, and asked if there was a breakdown as to how seriously the speed limit was being broken (i.e. by what margin) as high speeds were of more concern than people breaking the speed limit by a few miles. CI Tulloch did not have those figures to hand but would be able to obtain them.

Cllr Cooper said that there is a great deal of public awareness about how victims are treated by the justice system, and that perception is not favourable. He asked what is being done to support victims of crime: CI Tulloch replied that there are support processes in place and referrals to agencies to provide support, as well as 3rd party reporting centres for people to come to and speak about incidents. Every officer receives specialist training on sensitive offences such as hate crimes and sexual offences, and the Police take a victim-led approach to investigations. More training is in the pipeline, with at least 1 full day's training lined up for domestic abuse.

Cllr Cooper commended this, and said it was important for this to be in the public knowledge. He further asked if there was any indication as to how many victims took up the support referred, as it was important to see how we are helping the people who come through the justice system. CI Tulloch said this was hard to record, and there are not any figures detailing how many people actually take up the support offered.

CI Tulloch added that the Domestic Abuse & Sexual Violence Strategy focuses on looking at the currently-available data. He noted that quantifying data is difficult when much of the work being done is preventative, and proactively stopping incidents from occurring at all.

CI Tulloch advised that the detection rate in Shetland is around 70%. Cllr Cooper remarked that this had formerly been 81%, and we should aspire to have the rate that high again. CI Tulloch explained that the a number of elements to the changing nature of crime and policing affect the detection rate, such as an increase in people reporting historic sex offences which are extremely difficult to detect.

Cllr Cooper said that, nationally, the age bracket which commits the most crimes is around the early 20s, and this tapers off in older age brackets. He asked if the age of offenders in Shetland reflects this: CI Tulloch did not have figures to answer this, but will find out and pass this information onto Cllr Cooper. He added that the main focus should be on prevention work in a child's early years, and supporting families to avoid a fall into criminality in the first place.

CI Tulloch confirmed that Chief Constable Livingstone will be visiting Shetland on the 1st of May, 2019.

Cllrs Bell and Coutts entered.

Cllr Duncan asked if cybercrime should be included in the Police report; CI Tulloch advised that it can be added for future reports. The Shetland figures for cybercrime are similar to national trends. The local Police utilise specialist units in Scotland to investigate this type of crime and put officers through special training, although as the perpetrators are often international criminal organisations they are extremely hard to detect.

6. Scottish Fire & Rescue Service

Priority 1: Promoting Personal Safety & Wellbeing

Matt explained that the only increase seen in the quarter was for deliberate fires. Due to the low number of incidents, even a small change will skew the figures so he reminded of the need for context, as even with this increase the statistics were considerably lower than the national average. The SFRS is working closely with the Police to prevent and investigate deliberate fires, although it may yet turn out that the fires were not actually deliberately set.

There has been no increase in deaths resulting from fires, and Matt noted that nationally there has actually been an increase in fire-related deaths. He advised that generally speaking the number of fires the SFRS is encountering is fewer, but those that do occur are more severe.

Priority 2: Non-Domestic Fire Safety

A number of specially-trained enforcement officers have been arranged to come to Shetland from mainland Scotland in Q4. This will result in an increase in post-fire audits.

Priority 3: Unwanted Fire Alarm Signals

The number of UFAS remains static: the SFRS has requested the assistance of the SIC for support in reducing UFAS.

Priority 4: Emergency Response Preparedness & Community Resilience

Matt reported that there were 6 new recruits starting at their respective stations on 22/02/2019; all of whom had been successfully trained in Shetland. Despite continued staffing shortages in a number of stations, there had been an increase in fire appliance availability.

The SFRS worked closely with other agencies to deliver the Winter Tyre Clinic, which also resulted in 28 people being given a Home Fire Safety Visit. Due to staff illnesses, the number of HFSVs conducted is down, but Matt said that some of those carried out were among the most complex he had ever seen. The SFRS are working with Adult Social Work colleagues on some of the very complex cases. He felt this showed that the SFRS is targeting the right households for HFSVs, where they are doing the most good. The service is recruiting for a full-time officer to undertake tasks such as HFSVs and post-fire audits, which will alleviate the pressure on the current staff.

The SFRS are fully embedded into the new joint Fire & Ambulance Station in Lerwick, and it is already being of benefit to both agencies. Matt related an incident where he was able to hand the phone over to an SAS colleague who provided instructions in emergency medical care to rural SFRS officers at the scene of the incident.

Cllr Duncan queried an apparent discrepancy in the report, where it outlined that in Q3, there were 9 Fire Officers available on Fair Isle, but the fire appliance was unavailable both day and night. Matt explained that this is a reporting issue caused by Fair Isle's unique circumstances. The SFRS officers also cover the airport; however despite the fact they are on duty and able to respond with the fire appliance, the system will not record them as being available when they are on airport duty. The appliance was actually available of 80% of the time. This is a frustrating quirk of the reporting system, but is entirely unique to Fair Isle.

Cllr Duncan asked about the recruitment and training of locals on Fetlar; Matt explained that while there was some interest in Fetlar, the weather made it impossible to travel for a recruitment test as planned, although there are plans to attempt it again in the near future. 19 people from across Shetland, including 6 from Fetlar, will be tested in April. Matt clarified that training will not be carried out on Fetlar as there are no training facilities.

Cllr Cooper asked about the new, advanced fire appliances; Matt confirmed that they have not yet been used in a fire-fighting incident, but they are fully operational and ready for deployment.

Cllr Cooper asked about the High Fires youth programme; Matt confirmed that this will be run after summer in Brae and Lerwick. It has been pushed back due to an SFRS Community Justice training course which will be carried out over summer, and there are not enough staff to run both at the same time.

7. Resilience Activity

Cllr Cooper advised that Ingrid was unavailable and would present her report at the next CSRB.

8. Coastguard

Errol said that, at the previous CSRB, he had been asked to align the Coastguard report with the priorities of the LOIP. He explained that the Coastguard is the only truly national service represented at the CSRB, being fully nation-wide with no localised 'branches', and each CG station is just one node of a full-integrated UK-wide network. The CG is a purely reactive service with no targets or local plans, and Errol said that having looked in detail at the LOIP and relevant documentation, he felt it was difficult to meaningfully tie the CG's report into the priorities. Errol added that the Shetland CG station does not even keep figures; the statistics presented to each CSRB are in fact manually totalled for the CSRB's benefit.

Cllr Cooper said that the CSRB needs to respect the CG's uniqueness, and he is grateful for the effort that is put into generating the local statistics. The CG is an important partner in the work towards a safer community, and works well with the other agencies.

CI Tulloch also commended the CG as a valuable partner which assists the Police and other agencies on a regular basis. Errol advised that the CG have an embedded officer at the Royal College of Policing, who provides expert training in search & rescue and missing persons techniques to cadets.

Over the last quarter, the Shetland CG Station has coordinated 381 incidents; 161 in December, 123 in January and 97 to date in February. Errol advised that there had been an error when trying to generate the emergency landing site statistics, and he would have to provide these at the next CSRB.

The Senior Maritime Officer post has been vacant for some time, and Errol has advised that this has now been filled and the candidate will be in-post in late March or April. How the CG interacts with the CSRB, and whether Errol and Cassie remain as the CSRB's points of contact will be determined by the new SMO.

There are currently 3 and a half vacancies, with 2 recruits awaiting a start date and a further 2 scheduled for interviews in March. The CG should be at full staffing complement by May.

Cllr Cooper asked about rural CG volunteers; Errol advised that there are 3 distinct arms to the organisation; maritime, coastal and aeronautical. The rural CG is under the coastal arm, while Errol and the other CG officers at the Knab Station are under the maritime arm, so he does not have immediate access to that information, but will be able to provide it for the next meeting. As far as he is aware, the numbers of rural CG staff are healthy.

Cllr Cooper observed that a great deal of the training each service provides must be in some way cross-compatible, and said that there was a need to find ways the training can cross-over between services; for instance, if it were possible that some of the training a police officer had received to be recognised by the CG if they became a CG volunteer. CI Tulloch advised that there are in fact 3 officers who are also CG volunteers, and he would encourage more cross-compatibility between the services. Errol commented that the police officer/ CG volunteers have been a considerable asset to the service due to their training.

Cllr Duncan thanked Errol for his report, and said that he accepts the comments about the CG's unique nature, but would like to continue to find ways to better join up the CG with the overall aims of the CSRB. Cllr Bell also commented that the strength of the CSRB is in pulling multiple agencies together towards the common goal of a safer Shetland, and that anything the CSRB can do to support the CG further merge into the board is important.

9. Scottish Ambulance Service

As no SAS representative had attended, Cllr Cooper advised that this will be deferred to the next meeting.

10. Road Safety Advisory Panel

Elaine said that the Winter Tyre campaign had been successful, with 50 checks on vehicles at the roadside, and a further 75 vehicles checked at the Tyre Clinic. None of the vehicles checked had dangerous tyres.

In February, there will be a consultation on the pedestrianisation of Commercial St, which will be focusing on the times that vehicles are allowed access. Cllr Bell commented that this has been raised at the Lerwick Community Council, and he observed that as the current restrictions are not enforced, changing the times of permitted access will make no difference, unless enforcement is implemented or physical barriers are introduced. Elaine said that she did not think physical barriers were being considered.

A new road safety group has been formed from representatives of the Roads Department, Police Scotland, and SFRS; only one meeting has so far been conducted.

Cllr Duncan asked what work is being done in schools; Elaine replied that work on road safety is carried out throughout primary and secondary education, with a number of different educational plans delivered to children of all ages. The Police also have officers who work in schools in this regard.

Cllr Cooper related that he had tried to buy new winter tyres in November, and was told that the size in question was not in stock in Shetland, and would not be until January 2019. Elaine explained that garages need to order their winter tyre stocks as early as springtime, and this involves a lot of guesswork. It is sometimes the case that the garages will make an informed guess as to what tyre sizes will be needed that winter, only for new cars to come out over summer which have very different sizes. The most common sizes, she added, can usually be obtained fairly quickly, but there is now a much wider range of tyres required than there once was.

11. Road Safety Strategy & Action Plan 2019- 2022

Cllr Cooper advised that this strategy has already been approved by the SIC. Elaine explained that has been submitted to the CSRB for comments, and builds on previous strategies.

CI Tulloch commented that the strategy links into work being done out with Shetland by a number of agencies including Police Scotland.

Cllr Duncan queried the figure given in the report, of the cost to Shetland from road accident injuries being in excess of £7 million, and asked where that figure came from. Elaine explained that these figures were not generated by the SIC and she could not say how they broke down; Matt advised that they would be based on the national average which is itself based on a number of factors. The only way to reduce this figure was to reduce the number of accidents.

12. COSLA Consultation on Fireworks

Cllr Cooper explained that a consultation is being carried out to examine the way fireworks are currently regulated; this consultation closes in May. He added that it would be useful if the CSRB provided a local response.

Cllr Duncan asked if there were any statistics about fireworks injuries or the resulting costs; CI Tulloch said that the NHS might hold that information, but that nobody in recent years had been charged with any offences relating to fireworks. He added that more people now experience fireworks at larger, organised events, rather than setting them off themselves.

Cllr Bell said that he would prefer to see firework usage move more towards organised events rather than home-use, however some people are setting off fireworks for weeks ahead of the traditional fireworks nights.

Cllr Cooper asked every service to consider their thoughts and help the CSRB craft a response.

Cllr Cooper thanked everyone for coming and closed the meeting.



Quarterly Performance Report

Quarter 4 2018-2019 (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.

CONTENTS	PAGE
I Introduction	3
2 Performance Summary	4
3 Progress on local fire & rescue plan priorities	
<i>Priority 1 – Promoting Personal Safety and Wellbeing</i>	5
<i>Priority 2 – Non Domestic Fire Safety</i>	8
<i>Priority 3 – Unwanted Fire Alarm Signals</i>	9
<i>Priority 4 – Emergency Response Preparedness and Community Resilience</i>	11
4. Our Outcomes	13
5. Seasonal Community Safety Calendar 2019	14

INTRODUCTION

This performance report provides information on our prevention, protection and operational response activities within Shetland over the period Quarter 4 2018-2019, (1st January – 31st March).

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 Shetland by contributing to the Community Planning arrangements in Shetland.

The national priorities for the SFRS are set out in the Fire and Rescue Framework for Scotland (2016).

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 Local Fire and Rescue Plan for Shetland 2018 reflects the Shetland Community Plan including the Local Outcomes Improvement Plan (LOIP) 2018 to 2028. The LOIP includes a range of key themes focused on delivering improved outcomes for the communities of Shetland.

The key priorities identified in the LOIP are:

- Participation; People participate and influence decisions on services and use of resources
- People; Individuals and families thrive and reach their full potential
- Place; Shetland is an attractive place to live, work, study and invest
- Money; All households can afford to have a good standard of living

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 and to support the development of initiatives aimed at making Shetland a safer and more attractive place to live. 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.

Within the Local Fire and Rescue Plan for Shetland 2018, four priorities for the local Fire and Rescue Service have been identified;







- Priority 1: Promoting Personal Safety and Wellbeing.
- Priority 2: Non Domestic Fire Safety.
- Priority 3: Unwanted Fire Alarm Signals.
- Priority 4: Emergency Response Preparedness and Community Resilience.




The Local Fire and Rescue Plan defines the activity of the Fire and Rescue Service as it contributes to the *shared* vision of the Shetland Partnership Plan:

“Shetland is a place where everyone is able to thrive; living well in strong, resilient communities; and where people and communities are able to help plan and deliver solutions to future challenges”

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
	2014/15	2015/16	2016/17	2017/18	2018/19	YTD
All accidental dwelling fires	12	17	7	12	4	
All accidental dwelling fire casualties (fatal & non-fatal (incl. p/cs))	1	2	1	5	1	
All deliberate fires	7	3	3	3	4	
Non domestic fires	17	4	8	7	6	
Special Services Casualties – All	14	11	21	15	1	
False Alarms – UFAS	81	68	76	78	75	

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

Priority I – Promoting Personal Safety and Wellbeing

Safety and wellbeing of individuals and communities is a primary ambition of the Scottish Fire and Rescue Service.

Unintentional harm, or injuries as a result of fires in the home, road traffic collisions, slips, trips and falls; all impact on the health and wellbeing of the communities of the Shetland Islands.

SFRS is expanding its vision on how it can contribute to reducing injuries and assisting people to live longer and independently in their own homes. SFRS continues to work with partners on the Shetland Islands to ensure a robust referral process is maintained in line with the LOIP enabling us to target and support those most vulnerable from risk.

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 a decrease in accidental dwelling fires for the year to date compared to the same period in 2017/18. 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.

The information on the following pages gives an indication of performance in relation to the following:

- The number of accidental dwelling fires
- The number of accidental dwelling fire casualties and fatalities
- The number of Home Fire Safety Visits undertaken
- The number of casualties as a result of Road Traffic Collisions

Accidental Dwelling Fires

All accidental dwelling fires (02bi) - number of incidents						
	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Shetland Islands	7	6	2	2	2	
North Isles (Shetland)	1	0	0	2	0	
Shetland North	1	2	0	0	0	
Shetland West	0	1	0	0	0	
Shetland Central	3	1	2	0	1	
Shetland South	1	0	0	0	0	
Lerwick North	1	1	0	0	1	
Lerwick South	0	1	0	0	0	

All Dwelling Fire Casualties

All accidental dwelling fire casualties (fatal & non-fatal (incl. p/c's)) - number of Casualties						
	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Shetland Islands	1	0	0	1	1	
North Isles (Shetland)	0	0	0	1	0	
Shetland North	0	0	0	0	0	
Shetland West	0	0	0	0	0	
Shetland Central	1	0	0	0	0	
Shetland South	0	0	0	0	0	
Lerwick North	0	0	0	0	1	
Lerwick South	0	0	0	0	0	

HFSV Total for Shetland Committee - 2018/19 Q4

CSET Risk

	High	Medium	Low	Total 2018/19 Q4
No. of HFSVs	86	28	8	122
No. of HFSVs with Detectors Fitted	19	15	2	36
No. of HFSVs with Advice Only	67	13	6	86

In order for these visits to genuinely reduce risk, we must ensure that they are targeted towards the most vulnerable in our communities. This is achieved through the application of a risk based approach where the risk is determined on a number of factors and is calculated through the use of the Community Safety Engagement Toolkit (CSET).

The target for Shetland District is 300 visits per year, with 270 to be carried out by the Community Safety Advocate (CSA), and another 30 visits to be carried out by staff from the local stations. Per quarter that target is 75 total, therefore, as you can see we are ahead of the target for this quarter. The Shetland CSA continues to prioritise the most vulnerable within our communities and the proportion of “high” risk visits overall reflects this targeted approach. The SFRS continues to work with partner agencies to generate HFSV referrals.

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.

Road Traffic Collisions

To date this quarter there has been two RTCs. There were no casualties.

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.

Progress on local fire & rescue plan priorities

Priority 2 – Non Domestic Fire safety

Legislative Fire Safety Enforcement Audits

Fires in Non-Domestic Property can have a detrimental effect on the built environment and the prosperity of the local area. Non-domestic fires are classed as fires which took place in buildings that are not domestic households.

Legislative fire safety audits are managed by a Fire Safety Enforcement Team based in Aberdeen. This arrangement results in peaks and troughs in performance, rather than a “smoothed” performance profile. Progress against the annual fire safety enforcement targets, set out in the prevention and protection plan, are sporadic as the team have to batch together visits in order to carry out a number when attending the islands. No visits were completed in Q4, specialist Fire Safety Enforcement officers are planned to visit Shetland in Q1/2019.

Post Fire Audits

Fires in relevant premises will be made the subject of a post fire audit. Written communication will be sent to the duty holder (normally the employer or occupier) within 3 working days of the fire, advising that an audit may be carried out. A full audit will be carried out by an auditor at an agreed time and date, where appropriate, when personal safety has been compromised or when a criminal investigation is required.

Figures for Non Domestic Fires are indicated in the table below.

Shetland Q4 2018/19

Non domestic fires (04a) - number of incidents						
	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Shetland Islands	1	1	1	2	2	
North Isles (Shetland)	0	0	0	0	0	
Shetland North	0	0	0	0	1	
Shetland West	0	0	1	0	0	
Shetland Central	0	0	0	0	1	
Shetland South	0	0	0	0	0	
Lerwick North	1	0	0	1	0	
Lerwick South	0	1	0	1	0	

Shetland YTD 2018/19

Non domestic fires (04a) - number of incidents						
	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Shetland Islands	17	4	8	7	6	
North Isles (Shetland)	1	0	1	0	0	
Shetland North	3	1	0	1	1	
Shetland West	0	0	1	0	0	
Shetland Central	2	0	1	1	1	
Shetland South	3	0	0	0	1	
Lerwick North	7	1	3	2	1	
Lerwick South	1	2	2	3	2	

Progress on local fire & rescue plan priorities

Priority 3 –Unwanted Fire Alarm Signals

The high level of equipment related false alarms as a proportion of all false alarms continues to be a feature in Shetland. False alarms account for approximately 32% of all call activity in Shetland during Quarter 4.

SFRS recognises that high levels of UFAS can have a significant impact on our staff and their day-to-day employers. Evidence suggests that UFAS also has a detrimental impact on businesses and the economy.

All UFAS will be primarily investigated by the attending Watch or Crew Manager, leaving the duty holder with appropriate advice and a written copy. Should the premises be involved in further UFAS activity then this would escalate to district involvement, notification in writing and the possibility of a reduction of any pre-determined attendance, within approved guidelines.

A new Pre Determined Attendance Reduction Procedure is about to commence in Shetland which is a result of a new National Policy and Procedure which was implemented at the beginning of the year. This may result in the reduction in the amount of Fire Appliances attending an Automatic Fire Alarm at a specific premise. The aim of this is to reduce the risk to firefighters and communities through a reduction of unnecessary blue light journeys and to provide a standard approach that will assist in determining an appropriate emergency response to Automatic Fire Alarms.

Thus far a total of 8 premises, within Quarter 4 have been identified which will be subject to the application of the Reduction Decision Matrix.

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 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 properties, if deemed appropriate.

The tables below and over gives an indication of figures for UFAS.

Shetland Q4 2018/19

Unwanted Fire Alarm Signals						
YTD ward ave. for Shetland	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Shetland Islands	16	21	15	17	10	
North Isles (Shetland)	1	0	1	0	0	
Shetland North	0	0	0	2	0	
Shetland West	0	0	0	0	0	
Shetland Central	3	0	1	2	0	
Shetland South	5	7	1	3	2	
Lerwick North	3	9	6	2	4	
Lerwick South	4	5	6	8	4	

Shetland YTD 2018/19

Unwanted Fire Alarm Signals						
YTD ward ave. for Shetland	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Shetland Islands	81	68	76	78	75	
North Isles (Shetland)	3	2	2	0	3	
Shetland North	0	0	2	4	4	
Shetland West	1	0	0	0	0	
Shetland Central	7	2	3	6	7	
Shetland South	14	15	17	6	4	
Lerwick North	41	27	32	36	32	
Lerwick South	15	22	20	26	25	

Progress on local fire & rescue plan priorities

Priority 4 – Emergency Response Preparedness and Community Resilience

Preparedness

The ability to respond in emergencies effectively whilst ensuring community resilience is a key area of work for SFRS. Considering the operational service on the islands is provided by Retained Duty System Firefighters this means that the service is provided by the community for the community. The SFRS continues to prepare for, and respond to major emergencies. It is essential that we have enough staff with the right skills in the right place at the right time to deliver our services when communities need them.

To achieve this, we have in place an Operational Assurance framework to ensure our firefighters possess the skills, knowledge and expertise to respond to all incidents efficiently with sufficient numbers and appropriate equipment and information. The effectiveness of this framework is assessed annually through a programmed series of Station Audits for each Station on the Islands.

The two new fire appliances are now embedded at Bressay and Bixter stations and form part of the response plans for incidents across Shetland. The introduction of the new rapid response units (RRU's) supported by the state of the art equipment including the ultra-high pressure lance and trauma kit represent a significant investment in both public and fire fighter safety in Shetland.

Further supporting the SFRS transformation process, the rural full time post has now been introduced to assist in the day running of the Shetland district stations and community risk reduction workload. This individual has been recruited from our Shetland RDS staff.

Operational Intelligence

A current review is underway in relation to Operational Intelligence of all risk premises across the Islands. This includes a new information collation system which will help produce a bespoke package available to operational crews in attendance at a premise and will contain all known risk information. We continue to work with partner organisations to ensure effective emergency response plans are developed and tested for identified local risks.

All of the SFRS Site Specific Plans (SSPs) for sites on Shetland have been reviewed and are in place. These have now been updated and communicated to relevant personnel with the documents having been uploaded onto the on-board computer system on each fire appliance.

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.

Resilience

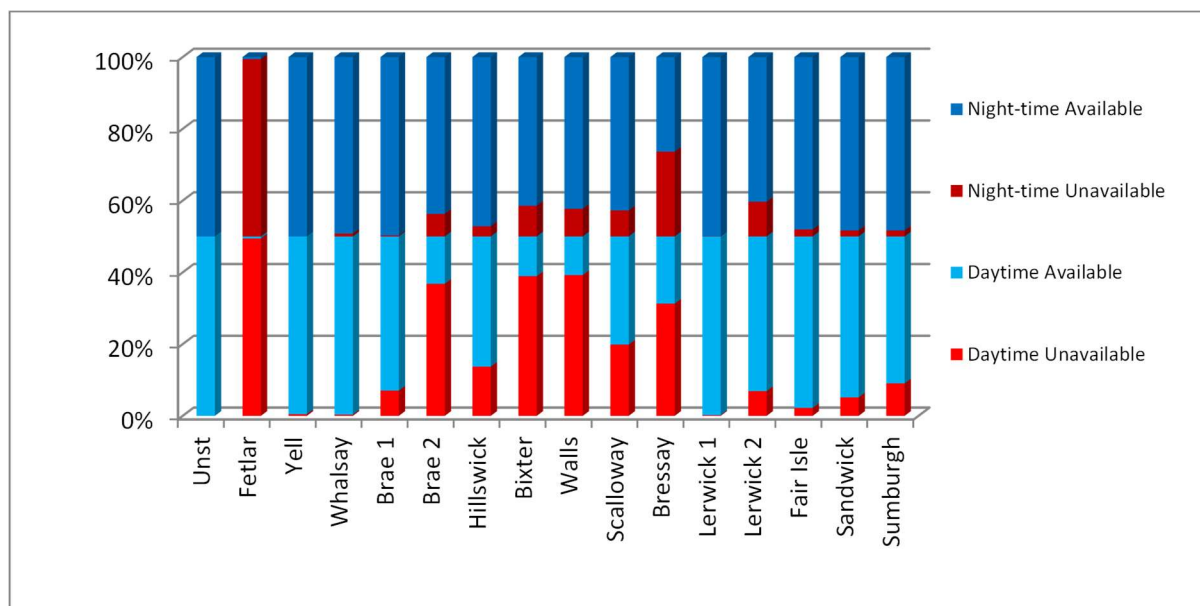
We continue to ensure appropriate numbers of staff are recruited, developed and equipped to fulfil the purpose of meeting our current risk profile. A new recruitment drive is underway for all Shetland Stations with awareness sessions in Lerwick and Brae completed on the 3rd & 23rd of March respectively. A positive action female only recruitment session was completed in Lerwick with a total of thirteen potential applicants taking part in the interactive taster session.

Targeted recruitment throughout Q4 has resulted in a total of 33 new applications being submitted across Shetland.

The table over gives an indication of current staffing levels

Council Ward	Fire Station	Staffing Dec 2018	Staffing Mar 2019	Staffing Change	Full Staffing Compliment	Difference from Compliment	Recruit Applicants
North Isles	Unst	10	10	→	12	-2	1
	Fetlar	2	2	→	12	-10	4
	Yell	8	8	→	12	-4	1
	Whalsay	9	9	→	12	-3	0
Shetland North	Brae	11	11	→	20	-9	5
	Hillswick	7	6	↓	12	-6	0
Shetland West	Bixter	9	8	↓	12	-4	2
	Walls	5	6	↑	12	-6	1
Shetland Central	Scalloway	8	9	↑	12	-3	1
Lerwick North & Lerwick South	Bressay	5	7	↑	12	-5	2
	Lerwick	20	18	↓	20	-2	9
Shetland South	Fair Isle	9	9	→	12	-3	2
	Sandwick	11	12	↑	12	0	3
	Sumburgh	9	12	↑	12	0	2

Station Availability Q4 – Jan – Mar 2019



Retained Duty System Recruitment Process Review

SFRS have reviewed the RDS recruitment process to ensure a smooth and more efficient experience for potential candidates and one which is geared towards the needs of our communities. In addition, the new process makes it easier for us to target specific stations which are most in need of RDS cover.

The new process also means that candidates hoping to serve in remote communities will be able to go through the application process with fewer long distance trips than has previously been the case; reducing the time, inconvenience and expense incurred by applicants and their employers.

This revised RDS recruitment and selection process has been designed to make the process more efficient and provide greater involvement and ownership of local managers for decision making. It reflects requests from local managers and LSOs for greater involvement and efficiency in the process and ensures applicants remain engaged in the process.



OUR PURPOSE

To work in partnership with communities and with others in the public, private and third sectors, on prevention, protection and response, to improve the safety and well-being of people throughout Scotland

OUR MISSION

Working together for a safer Scotland

OUR VALUES

Safety Teamwork Respect Innovation

OUR PRIORITIES

Improved Local Outcomes National and Community Resilience Modernising Response Workforce Development Governance and Social Responsibility Transformation

Seasonal Community Safety Calendar 2019





Scottish Ambulance Service

Shetland

Community Safety & Resilience Board May 2019

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 October 17.

We now have draft reports on location specific data but this has not yet been verified nationally to be able to release it to a wider audience but hope it will be not too long.

1.1 Actions being taken to improve the ILT Performance

- 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 and IJB 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 currently on alternative duties prior to maternity leave.
- 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 and local managed clinical network.
- 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
- Return of spontaneous circulation for patients in VF/VT in Shetland is currently 66.7% against a 45% target
- Developing new community first responder schemes and working with local communities to install Public Access defibrillators and map these onto the C3 System. Working with Vaila from SIC to encourage local PAD responders to register their defibs with the SAS so they can be identified if required.
- 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

- 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, IJB and NHS24 around the reasons for 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
- Hyper acute stroke patients who receive the pre hospital care bundle is 100% in Shetland against a 95% target
- 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 and is still working well.

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:

- QI improvement project about conveyance to hospital rates in Shetland

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	In discussion with

		Practitioner (single response)	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	Emergency responder Unit	GP	Co-ordinator appointed to Yell
WHALSAY	Contractor	GP/ Nurse Practitioner	Live
MAINLAND			
BRAE (Shetland North)	First Responder Unit	SAS	Live – See below
Shetland South	Community Responder Scheme	SAS	Live See below

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

Shetland North - Brae: Update May 2019 - We have 4 CFRs active in Shetland North (1 of the CFRs is a manager at the gas plant and is also a CFR in Inverurie when at home and with Shetland North when at the plant!) with 2 still waiting on references/PVGs, once received this will make the group 6 strong.

Bixter: A good turnout saw about 15 locals attend this meeting with interest in becoming a volunteer, applications have been sent out. Update May 2019 – Although a good turnout to the meeting no applications received, needs to be followed up.

Shetland South - Sandwick: An excellent turnout saw about 20 locals attend this meeting again with interested parties being sent application forms to complete. Update May 2019 - This area is now referred to as Shetland South. We have 6 active CFRs with 1 awaiting references/PVG, once received this will make the group 7 strong.

There are plans for the Community Resilience team to revisit Shetland W/C 25th June to meet all CFRs and particularly Bixter to re energise their interest in becoming first responders.

5.3 Station update:

Staff have moved into the new station as of the 1st of October. Early reports are very positive from both the SAS and SFRS staff. There will be an official opening of the new facility which will be announced in due course.

5.4 Operational cover: Quarter Three October - December

Lerwick – Second crew fully covered 24/7 with two shifts being single manned (28th Jan and 4th March Q4) but able to respond and be backed up and only one occasion where no cover was secured for the second response (29th Jan Q4). With the backup plan of calling out off duty staff was still available. Q1 to date second crew fully covered 24/7

Unst – Double crew cover

Whalsay – Double crew cover

Yell - TLs have visited Yell recently and are in contact with all the responders and the community council to develop a sustainable model moving forward. The existing responders have agreed to a more formal arrangement with new responders in the process of recruitment and training.

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.

Shetland Health Board

	Demand		Difference	
	Period 1 - 02/04/2018 - 29/03/2019	Period 2 - 03/04/2017 - 30/03/2018	Demand	Demand Variance
Registered Journey Count	1,152	1,346	-194	-14.41%
Journey Count	842	978	-136	-13.91%
Medical Escort Count	27	18	9	50.00%
Relative Escort Count	37	31	6	19.35%
Cancel Count	310	368	-58	-15.76%
Abort Count	41	28	13	46.43%
W (C)	1	0	1	100.00%

W1, WT1, WC1 (C1)	706	619	87	14.05%
W2, WT2, WC2 (C2)	55	108	-53	-49.07%
Stretcher	80	251	-171	-68.13%
A&E	0	0	0	0.00%
Admission	9	6	3	50.00%
Day Patient	3	1	2	200.00%
Discharge	135	174	-39	-22.41%
House to House Transfer	13	17	-4	-23.53%
Out Patient	675	778	-103	-13.24%
Transfer	0	1	-1	-100.00%

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 starting to experience reductions in Activity and Demand, particularly in Outpatient demand which is in line with the national framework where reductions are expected.

Funding is in place for 2 WTE Scheduled Care staff however it has been challenging in terms of vacancies with 2 x 0.5WTE recruited in July 2018 ACA. Small increase in the number of renal patients which was discussed at a recent liaison group meeting in terms of eligibility etc.

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

Linda Kennedy (Interim) Area Service Manager, Islands

Angus Galbraith & Chris Rice Team Leaders, 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.

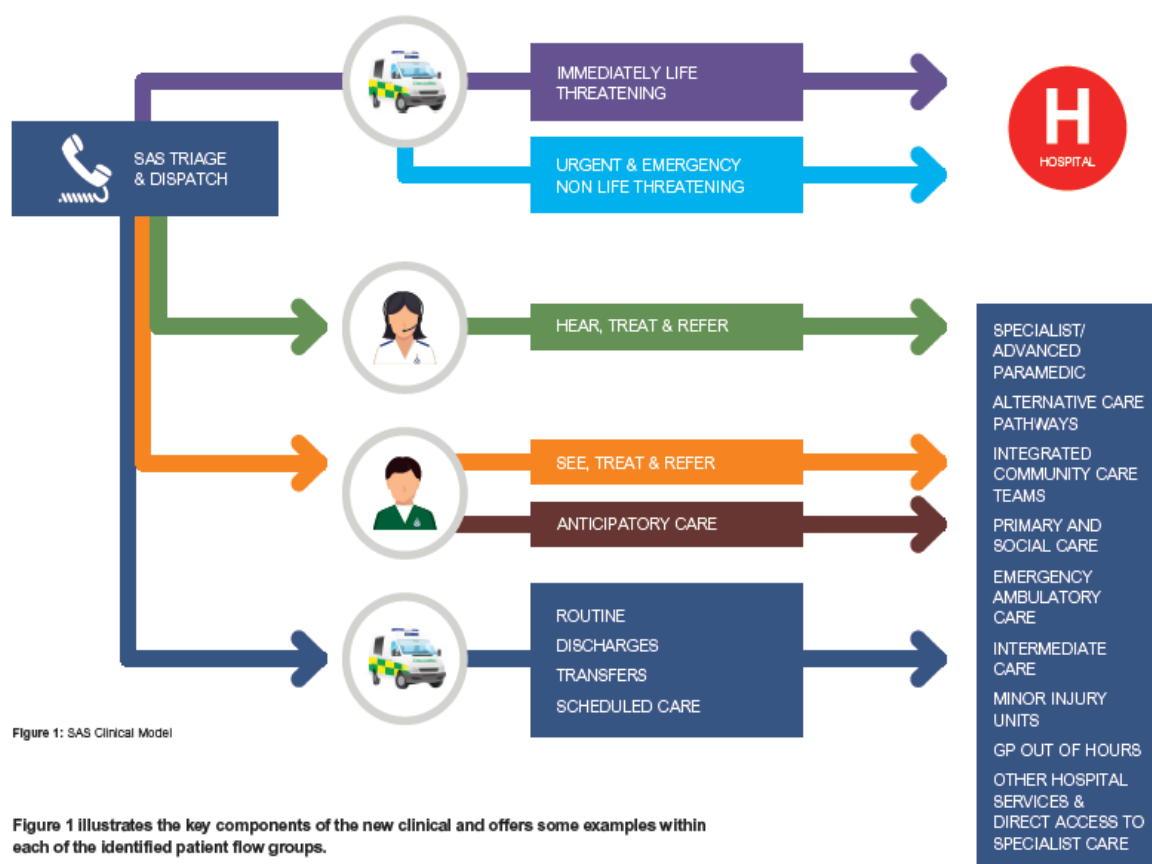
WT1 - The patient has their own wheelchair but can transfer to a seat with minimal assistance. There is suitable access at their home and requires the assistance of a single crew member only.

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



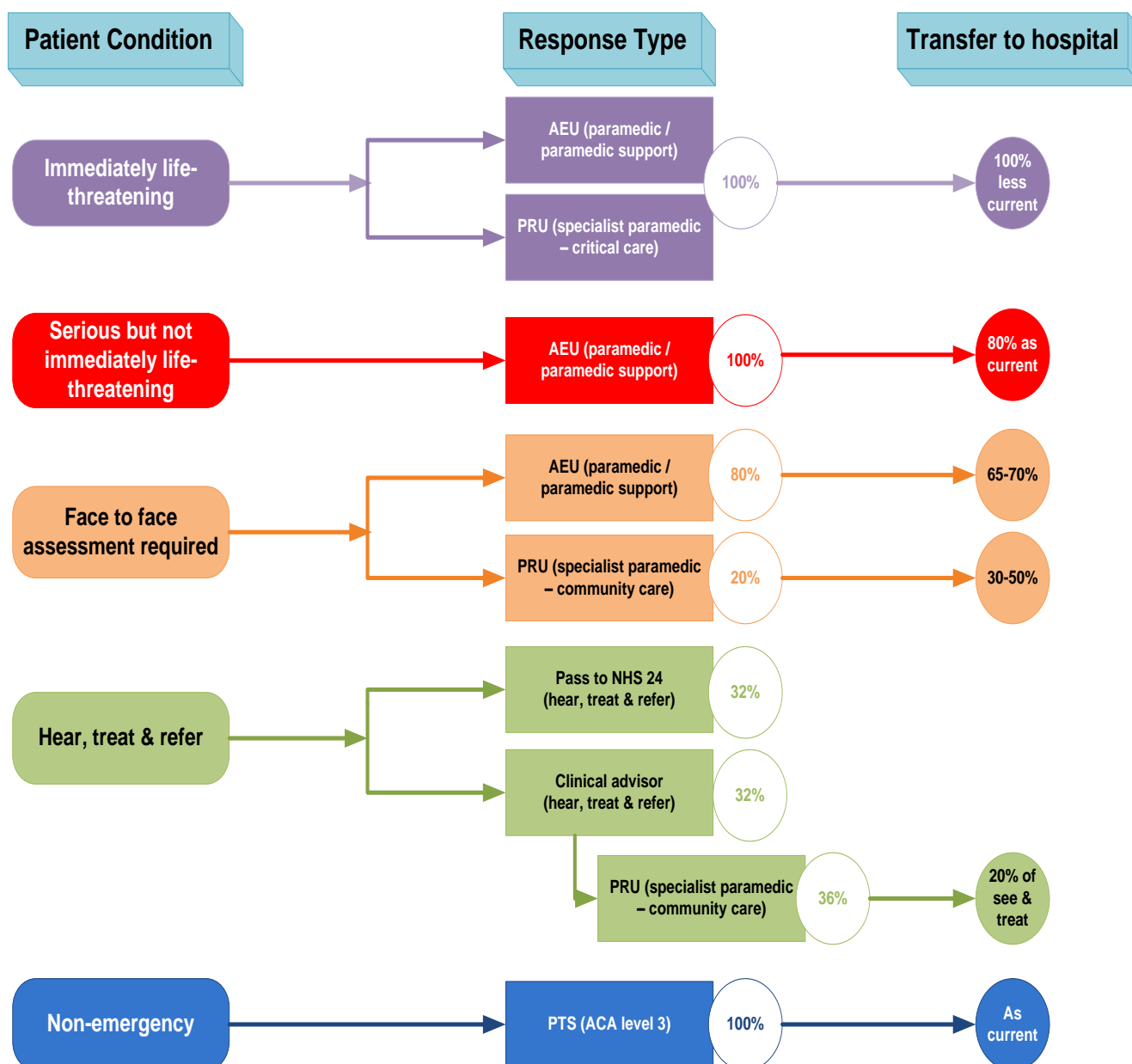


Scottish Ambulance Service
Taking Care to the Patient

'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 ISLANDS - PERFORMANCE AGAINST LOCAL POLICING PLAN 2017/20

April 2018 – March 2019

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 2017/18	YTD 2018/19	YTD Variation	Context/Narrative
Reduce the number of people killed on the roads in Shetland.		2	0	-2	
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.	25	28	3	Includes failure to provide a specimen
Number of people detected for speeding.		97	133	36	27% increase speeding detections, linked to increased proactivity and targeting areas identified to officers by community councils and the public.
Number of people detected for mobile phone offences.		14	18	4	
Number of people detected for seat belt offences		19	15	-4	
Prevention and Intervention Activity	<p>From September 2018, dedicated proactive crime car patrols have taken place targeting road traffic crime amongst other crime types. Coverage included outlying areas and islands.</p> <p>Ongoing liaison with primary schools in relation to Junior Road Safety Officer initiative. In addition Whalsay Primary School ran a competition amongst local children to design an anti-drink driving poster campaign poster to be displayed in the community.</p>				
Road Traffic Operations/Campaigns	<p>Planning is ongoing for Driving Ambition sessions during next reporting year alongside planning for joint partnership Road Safety and Fire Show.</p> <p>Joint partnership working with VOSA.</p>				

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 2017/18	YTD 2018/19	YTD Variation	Context/Narrative
Licensed Premises Checks			1187	2161	974	45% increase on same period last year, correlates with a reduction violence. The Pubwatch scheme has been operating successfully in Lerwick and is supported by all license holders and the Licensing Forum. There are plans in place to develop the scheme out with Lerwick to the rural areas of Shetland.
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.						
Total number of charges of drugs related offences	115.6	133.0	102	104	2	Number of detections for Drugs supply, production and cultivation In addition on 13 occasions, packages have been intercepted prior to delivery.
Number of detections by the 'Dogs against Drugs'				19		Police Scotland, in conjunction with Dogs against Drugs resource has scanned 9762 persons entering the Shetland Islands area and has assisted with a total of 48 detections during the reporting year.
Reduce the number of Breach of the Peace/Threatening, Abusive behaviour Crimes	118.0	110.3	69	72	3	Threatening and Abusive Behaviour Crimes and Offences. Figure well below 5 year and 3 year average.

Reduce the occurrences of common assault	147.6	150.0	121	113	-8	Crimes and offences. Figure well below 5 year and 3 year average.
Reduce the number of premises currently escalated to Stage 3 noisy behaviour through Operation Notebook.				0		Ongoing liaison with tenant and housing regarding antisocial behaviour and noise complaints, and a multi-agency robust response to instances of antisocial behaviour.
Number of antisocial behaviour orders in place.				0		
Reduce the incidents of vandalism	98.4	93.3	106	103	-3	Includes Malicious Mischief. Tasked patrols deployed to relevant areas has resulted in reduction in reported offences.
Prevention and Intervention Activity	<p>Police Scotland, in conjunction with Dogs against Drugs (D.A.D) , resource have presented to Scalloway Brownies, Anderson High School Hostel, Sound, Whitnass and Hamnavoe primaries and carried out 15 educational visits and presenting to 564 individuals as well as carrying out regular comprehensive scanning of persons entering the Shetland Islands area.</p> <p>Shetland D.A.D in conjunction with Preventions and Interventions are developing a local roadshow initiative where Drugs awareness presentations are delivered to the local community within community cafes and also to community councils.</p> <p>“Fearless”awareness raising with schools and youth venues. https://www.fearless.org/en is a site associated with Crimestoppers where young people can access information and advice about criminality as well as providing a safe place to report crime anonymously.</p> <p>Ongoing school liaison with Shetland schools. Direct liaison ongoing with school pupils where police speak to pupils directly and ask what topics the young people themselves would like to be educated on.</p> <p>Plans are finalised for Police to work with licensed premises and licensees in order to provide support, advice and guidance and remind them of collective and individual responsibilities. It is anticipated this support will take place by way of informal Police visits to premises, distribution of guidance materials and additional training if required/requested. A full update will be provided to elected members at the next meeting.</p>					

Violence, Disorder & Antisocial Behaviour - Stop and Searches			
		April 2018 – March 2019	April 2018 – March 2019
	Number of stop and searches conducted (total)	243	57 (positive searches)
	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	3	3
<p>Positive Stop Search - A positive stop and search is when an item is recovered where possession of same implies criminality on the part of the individual being searched or any other; or potentially compromises the safety of that individual or another.</p> <p>A seizure occurs when - alcohol, and/or; tobacco product, and/or; cigarette papers are surrendered, or are removed from an individual by a Police Officer, for the purpose of safeguarding the health and well-being of that individual or any other, in circumstances where the stop and search tactic has NOT been utilised and no physical search of an individual has taken place.</p> <p>Breakdown – Drugs 37, Warrant 20</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 2017/18	YTD 2018/19	YTD Variation	Context/Narrative
Number of Theft by Housebreaking Dwelling House – house used or fit for domestic purpose Non Dwelling – all roofed buildings used for domestic purpose other than dwellings Other – all roofed buildings not used for residential or domestic purposes i.e. commercial premises	15.8	10.0	6	13	6	Breakdown – Dwelling House – 4 Non Dwelling and other – 9
Number of theft by shoplifting	31.4	30.0	23	22	-1	Ongoing liaison and support to retailers who have been targeted shoplifting has resulted in a small decreased in reported offences.
Number of motor vehicle crime	20.8	21.7	17	12	-5	29% decrease. Figure well below 5 year and 3 year average.
Prevention and Intervention Activity	PSYV assistance in targeted leaflet drops especially in relation to housebreaking, leaflet designed by Trading Standards. Scambusters meeting and liaison ongoing. Retailers are supported by Police Licensing and Prevention and Intervention units. Police Preventions and Interventions liaise with retailers to provide security advice and reassurance as well as including these premises in the local Response Policing patrol matrix to ensure regular and visible police presence. On occasion, when retailers are targeted specifically for the purpose of theft of alcohol, where appropriate, retailers themselves are also reminded of the responsibility they have as licensees. In addition, Shopwatch scheme continues in Lerwick.					

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	YTD 2017/18	YTD 2018/19	YTD Variation	Context/Narrative
Class 2 Crimes -Sexual Crimes	27.0	32	48	16	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 Crime		59	49	-10	Detection Rate 83.1%. MARAC is firmly embedded in the Shetland Isles and continued Partnership working ensures victims are supported.
Hate Crime		1	8	7	Detection Rate 87.5%. 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.	Ongoing third party reporting centre training.				
Prevention and Intervention Activity	<p>Police investigated 40 reports of missing persons in Shetland during this reporting year. Of this number, 77% related to reports of missing children.</p> <p>Shetland have a local police liaison officer who maintains contact and liaison with the residential units in the area. This role has developed and regular contact has built a good relationship with residential unit(s). Where required this officer also works in conjunction with the missing person co-ordinator who similarly enjoys a good working relationship with residential units. The multi-agency care and risk management process also identifies and manages looked after children who abscond.</p> <p>Restorative Shetland Day – awareness raising in relation to criminal sharing of sexually explicit pictures without the person's consent (also known as "Revenge Porn"). As a result of this, Partners have expressed an interest in this presentation being delivered to staff and some parents have requested this presentation is delivered to their children. Work is ongoing to explore and develop this appropriately.</p>				

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	We will continue to work with partners in the public, voluntary and business sectors to maximise all opportunities to prevent crime, manage offenders and support victims.
Prevention and Intervention Activity	<p>Two search warrants executed in the Shetland area during this reporting period, both with a positive result.</p> <p>County Lines - when criminals from major cities such as Liverpool, Manchester, London and Birmingham are expanding their drug networks to other areas, bringing with it serious criminal behaviour such as violence, exploitation and abuse. The term County Lines refers to the use of a single telephone number to order drugs, operated from outside the local area. They often set up a base in a rural area for a short time, taking over the home of a vulnerable person by 'cuckooing' and use adults and children to act as drug runners. Preventions and Interventions delivered advisory presentations to Partner agencies including Housing, Social Work and NHS.</p> <p>Police Scotland has relaunched an awareness-raising initiative aimed at preventing young people from falling into a life of crime. Working in partnership with the Scottish Government, police have devised an educational pack for young people that shows the devastating effects of Serious Organised Crime.</p> <p>"The Slide" is a specially-created film detailing a young man's downward spiral into criminality from his teenage years into early adult life. After watching each film scene, attendees participate in a range of discussions to promote positive lifestyle choices and discuss the consequences of becoming involved in crime.</p> <p>The vast majority of Shetland's youths will never commit a criminal offence, or have any negative engagement with the criminal justice system. However, it is essential that we work closely with our partners to deter young people from making bad decisions, which can seriously impact upon their future. Planning discussions took place with Shetland secondary schools to run "The Slide" sessions.</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	<p>The threat from Terrorism and Domestic Extremism is a national priority. Shetland has strategic sites and a vast coast line with numerous small ports. It is important that we protect our communities from Terrorism and Domestic Extremism and ensure that we have watchful, knowledgeable and resilient communities who can prevent Terrorism occurring through education, enforcement and vigilance. We work closely with Shetland Isles Council and other partners to deliver the four strands of the CONTEST strategy: Protect, Prevent, Prepare and Pursue, as laid down by the Counter Terrorism and Security Act 2015.</p> <p>Dedicated Highland and Islands member of staff continues to build links and carry out liaison with members of the community, schools and elected members.</p> <p>Regular liaison with Education and other partners. Response strategy and policy regularly shared with partners.</p> <p>Partnership working between Immigration and Police to carry out small ports visits.</p>
--	---

**Road Safety Advisory Panel
Community Safety Board Briefing Note**

Agenda Item

7

Issue/Topic:	Road Safety Advisory Panel
Author:	Elaine Skinley
Date of meeting:	8 th April 2019

The purpose of this briefing note is to provide the Shetland Community Safety Board with concise, clear and easy to read information about the issues you/your respective Partnership/Working Group are responsible for. Please ensure that the briefing note is no longer than one page long.

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 5 'E's' of Road Safety. (Engineering, Education, Encouragement, Enforcement and Evaluation)
- Dr Bike ran in schools this March with approx. 250 pupils bikes serviced.
- Baldy Bane Theatre Group were in Shetland performing "The Journey" which is a play depicting the transition from primary school to secondary.
- Funding from Cycling Scotland purchased 30 new balance bikes and pedal bikes, these have been added to the 35 bikes we had already and distributed to 10 nurseries across Shetland.
- Safety Day in Scalloway school will be held on 26th April.
- A Crossing Campaign will run from 15th April for a few weeks.
- A Road Worker Campaign is planned for this summer, details are being finalised. LED street lighting replacement is well underway, LED street lights can be dimmed .They are much more energy efficient and cheaper to run.
- The Crossing at the South Road is currently not working and may not be repairable; a road survey is due to be completed in the area to see if the crossing needs to be situated in a different position.
- The crossing at Grantfield was discussed as the Community Council had brought up that there were concerns about school children crossing here dangerously, the Council would look what we can do in regard to Road Safety in this area.
- The Road Safety Strategy has been approved and will be distributed.
- Police Scotland gave updates on recent Police activity.

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 and its road safety partners 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.