Shetland Community Safety & Resilience Board
15ᵗʰ August 2018
Coastguard Station, Lerwick
2-4pm

Agenda

1. Welcome & Apologies

2. Lorraine Gillies, Scottish Community Safety Network

3. Assistant Chief Officer David McGowan, Scottish Fire and Rescue Service

4. Previous Minutes & Matters Arising

   Coastguard

5. Coastguard Verbal Update

   Scottish Fire & Rescue Service

6. Performance Against Local Fire & Rescue Plan

   Emergency Planning & Resilience

7. Resilience Activity

   Police Scotland

8. Performance Against Local Policing Plan

   Scottish Ambulance Service

9. Scottish Ambulance Report

   For Information

10. Road Safety Advisory Panel

    AOCB

Dates of Future Meetings:

- 7ᵗʰ November- Lerwick Fire Station

Community Safety & Resilience Board

Held in the Town Hall on the 9th of May 2018

Present

Cllr Alastair Cooper	SIC, Chair
Vaila Simpson	Community Planning & Development, SIC
Rachel McDill	Community Planning & Development, SIC
Elaine Skinley	Roads, SIC
Ingrid Gall	Emergency Planning & Resilience, SIC
CI Lindsay Tulloch	Police Scotland
PI Martin Brill	Police Scotland
Iain Macleod	Scottish Fire & Rescue Service
Myles Murray	Scottish Fire & Rescue Service
Dave Sweeney	Coastguard
Andy Fuller	Scottish Ambulance Service
Peter Smith	Scottish Ambulance Service
Cllr Duncan Simpson	SIC
Cllr Catherine Hughson	SIC
Dr Anna Souhami	University of Edinburgh
Alex Garrick-Wright	Community Planning & Development, SIC (Mins)

In Attendance for Dr Souhami's Presentation Only

Cllr Emma MacDonald	SIC
Cllr Peter Campbell	SIC
Cllr Malcolm Bell	SIC
Cllr Steven Coutts	SIC
Cllr John Fraser	SIC
Cllr Stephen Leask	SIC

Apologies

Cassie Stevens	Coastguard
Errol Smith	Coastguard
Dr Susan Laidlaw	NHS
Ralph Roberts	NHS
Cllr Allison Duncan	SIC
Cllr Cecil Smith	SIC
Maggie Sandison	Chief Executive, SIC

1. **Welcome & Apologies**

Cllr Cooper thanked everyone for coming and opened the meeting.

2. **Policing at the Periphery- Anna Souhami, University of Edinburgh**

Anna delivered a presentation summarising the findings from her 18-month study on island policing, which she noted was the first such study. Her conclusions were that the policing carried out in the islands (550 hours of observational research carried out in Shetland and the Hebrides as well as interviews with officers) was the model that all policing in the UK should follow. She explained that

every major inquiry and review into policing since the 1950s has identified a number of qualities (such as compassion and respect for the public) that were missing from the police service in urban areas; the police services in island communities displayed an abundance of these same qualities.

This research will be fed back to Police Scotland, and Anna added that she is one of the experts involved in Police Scotland's reform consultation. She would advocate officers having to spend time in the islands to learn the particular approaches she has observed to be commonplace here.

One marked difference between police in the Western Isles and Shetland was that most WI officers were locals, while the majority of officers in Shetland are not Shetlanders. Cllr Cooper observed that the economy in WI was not as strong, and that employment as a police officer may seem more attractive to islanders; he added that this was the case in Shetland prior to the oil boom and the subsequent increase in available, well-paid jobs.

The meeting welcomed Anna's conclusions, and she said she would reiterate to Police Scotland that the island communities need to be treated differently to other areas due to their unique cultures and challenges.

3. Previous Minutes & Matters Arising

There were no objections or changes to the minutes. Myles moved to adopt the minutes, Cllr Cooper seconded.

Cllr Cooper noted that the only action arising from the previous minutes was the issue of defibrillators. Vaila distributed the report on defibrillators in the community from CP&D. Alex had conducted a one-off audit of defibrillator units in Shetland that were accessible to the public, and there were far more than previously understood, with the majority not registered to the SAS. She suggested that the SAS contact the custodians of these units in order to get them registered, and to produce a leaflet advising how to register that could be given to community groups that are looking to get a defibrillator.

Andy agreed to take this data and arrange for the custodians to be contacted in order to register them.

Cllr Cooper said that it was unfortunate that the charity Lucky 2 B Here does not inform custodians about registering with the SAS, and noted that many custodians do not seem to be aware of their duties. He may raise this issue with COSLA as it is a national problem.

4. Scottish Ambulance Service

Andy advised that the SAS has just undergone a National Capacity Demand Review, and hopes to present information on this once it is available. The service is developing a new performance metric so they can report on performance at a local level, which should hopefully allow for more meaningful reports to be presented to the CSRB.

There were approximately 2500 emergency calls in Shetland in the last year; in only 20% was the situation life threatening or the patient suffering injury. 60% were caused by the exacerbation of an existing condition or illness. Andy added that while 30% of calls required A&E treatment, 80% of callers wound up at hospital, which was a figure that Andy said needs to be reduced.

The Skerries medics will feature on the TV programme 'Island Medics', which Andy said creates good press for the service and community.

There have been Community First Responder meetings in Bixter, Brae and Sandwick, which have produced a good response with several members of the community interested. Training for first responders was carried out in February.

The Lerwick ambulance station will be moving to the SFRS fire station. Operational cover has seen the shifts changed to provide better cover, with the first crew now available 24 hours per day. The service intends to recruit more retained staff.

At this stage, Peter Smith left the meeting.

Andy advised that the second crew had one instance where they had only one medic available, but this was a one-off situation.

The crew roster for Unst is now fully covered, Yell is still on an ad hoc basis but Andy advised this is getting more stable. There is currently one vacancy, which interviews have been arranged for.

Andy said that the SAS is undergoing a national pay review, the result of which would see technicians and paramedics going up a pay grade. The organisation is reviewing how to respond to this.

He added that there is a responsibility to take ownership of 'local portfolios', which will result in representatives specialising and being able to answer on specific areas.

5.   Resilience Activity

Ingrid highlighted crisis management training being held in June; she encouraged partner agencies to register any staff who might benefit for this training as it would work better with a multi-agency approach.

There was a cruise ship exercise in the early planning stages with a meeting on 10/05/2018 to decide on the details. Ingrid reported that there were up to 95 cruise ships due to stop in Shetland this year, the largest of which will have 7,000 people on board. She asked any partner agencies to pass on any suggestions for the exercise, which is expected to be held either at the end of 2018 or early in 2019.

5.1   Helicopter Report

Ingrid explained that the helicopter landing pad in Lerwick is coming to the end of its 2 year temporary planning permission. The submitted report focusses on the number of landings, which has come down. Patients are only brought to the Clickimin landing site in life-or-limb threatening situations.

Cllr Cooper noted that there was a public perception that the landing site is used for non-emergency patient transfer, which is probably driven by people seeing patients walking off the helicopter while ignorant of the serious medical issue at hand. He added that the public needs to be more aware that the Clickimin landing site is only used in absolute emergencies.

6.   Scottish Fire and Rescue Service

Iain reported that the previous week had seen the launch of a 'rural response unit', 2 of which will be coming to Shetland. These represent the newest and most advanced equipment, and officers will receive training in August ahead of a September roll-out for the isles.

9 recruits have been trained and assigned to stations, and Iain said that a further 13 applications are being processed, including from understaffed areas such as Brae and Fetlar. Iain added that the

opening of a training facility at Kirkwall Airport will mean that Orcadian fire officers will no longer need to be trained in Shetland, freeing up training places.

The consultation on the SFRS transformational process was to close on 14/05/2018. A national ballot of members was due to take place approving the new terms & conditions.

Iain advised that Myles would be retiring on 20/06/2018.

Cllr Cooper raised an issue regarding the conversion work at the Lerwick fire station, where the ambulances will be based. The information released did not actually specify that the work was being carried out in Shetland and as such the opportunity to submit a bid was missed by a local contractor. Iain advised that the contract process had caused some issues between SFRS and SAS, and that he would feed this issue back. He noted that local companies have benefited from sub-contracts for this work.

Myles went through the statistics in the submitted performance report. He noted that a number of fires had been caused by incorrectly installed wood-burning stoves. The SFRS are working to highlight the need for these appliances to be safely and correctly installed to prevent further incidents.

Fire casualty numbers had risen, accounted for by 2 incidents, both of which had been handled by the SAS. Iain explained that they SFRS still records them as fire incident 'casualties' even if the patient does not attend hospital.

While there was a slight decrease in home fire safety visits due to staff illness, Iain reported that the SFRS will easily exceed the annual target of 300.

Unwanted Fire Alarm Signals (UFAS) remain a concern; Iain advised that this accounted for 60% of calls to the SFRS in Shetland, with Lerwick remaining the most problematic area. Work is ongoing with occupiers and building owners to reduce UFAS incidents.

Cllr Cooper asked if there had been any response to a public appeal regarding the fire risk of wood-burning stoves; Myles reported that there had not.

Myles confirmed that this would be his last attendance at a CSRB meeting. Cllr Cooper expressed his thanks on behalf of the board and wished Myles and long and happy retirement.

6.1   SFRS Consultation Response

Vaila reported that a draft response for the SFRS consultation had been written, and would be circulated to members for comment before being submitted by the deadline of 14/05/2018. A draft version of the response had already been submitted to COSLA after being approved by the Chair.

7. Police Scotland

CI Tulloch reported an overall drop in crime of 14%, and that the police in Shetland have an 81% detection rate.

There has been a slight drop in drink driving and use of mobile phone offences, however speeding remains a concern especially outside of schools.

CI Tulloch noted that a number of fixed-penalty notices had been issued to people parking their cars on the pedestrianised Commercial St, and they are in discussion with Living Lerwick and the Lerwick Port Authority to determine how to counter this behaviour.

There has been a small drop in charges for the supply of controlled substances, although Shetland's drug charges are still nearly double those of Orkney and the Western Isles (52 and 59 respectively, compared to 99 in Shetland).

CI Tulloch advised that there has been an increase in reported instances of vandalism, mostly in Lerwick at the weekends. He explained that this type of crime is hard to detect but that the police are working to address the problem.

Further to comments about illegal drug use on party buses at the previous CSRB meeting, CI Tulloch said that the Dogs Against Drugs have been boarding party buses in Shetland.

There has been a drop in domestic abuse and hate crime offences. There are now police staff training in working with 3rd party reporting centres to make it easier for people to report abuse.

While crimes of dishonesty have decreased overall, there has been an increase in shoplifting. The police are working with shopkeepers to develop an information sharing scheme for local retailers.

Online fraud has increased, being an almost daily occurrence, and CI Tulloch said that CID are working to counteract this. However, this type of crime is very hard to detect at a local level, and the perpetrators are often not in the UK.

There are 4 officers transferring to Shetland, 1 currently on probation, and 2 applications for special constables being processed. CI Tulloch said they are having difficulty recruiting sergeants, but hope to promote locally. Insp Brill will be receiving a promotion later in May- Cllr Cooper took the opportunity to congratulate him on this.

Cllr Cooper asked if the Shetland police will be getting any cyber-kiosks to help combat cyber crime. CI Tulloch said that this equipment helps identify fraudsters- a number of cyber kiosks were coming to the Highlands & Islands area, and while we might not get one on the isles, we will be able to access one.

Cllr Simpson asked about the methods of policing drink driving in the north and outer isles, as he has had a number of concerns raised by constituents. CI Tulloch responded that they have not received reports of incidents but are aware of the issue. He noted that as soon as the police go to an island, the news spreads and people stop driving while under the influence of alcohol. While this stops the problem at that moment, it is a poor use of resources and the police cannot sit on islands just to act as a deterrent. CI Tulloch suggested that the key element to changing the culture of drink driving was to target children and young people, to make it a socially unacceptable thing to do, as well as licensees taking more responsibility for serving people whom they know may drive, as well as the public needing to report incidents and concerns.

8. **Coastguard**

Dave reported that there was no update from the Coastguard, other than that there is a recruitment process ongoing which should see the service fully staffed soon.

9. **Road Safety Advisory Panel**

Elaine went through and summarised the submitted report.

She noted that the cartoon signs placed outside primary schools to discourage parents stopping had been very effective, and will hopefully continue to work.

10. AOCB

Rachel advised that a response was required to the Scottish Police Authority – Annual Review of Policing 2017/18, a draft of which was in progress of being drafted. This will be circulated to all members for comment before it is submitted. Cllr Cooper added that the Chief Executive wants to ensure all consultations are responded to.

Cllr Cooper thanked everyone for coming and closed the meeting.

No	Action	Responsible Officer	Deadline
3	Community Planning to liaise with SAS regarding registration of defibrillators.	Rachel McDill	15/08/2018

Quarterly Performance Report

Quarter 1 2018-2019 (1 April to 30 June)

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**

2

INTRODUCTION

This performance report provides information on our prevention, protection and operational response activities within Shetland over the period Quarter 1 2018-2019, (1st April – 30th June).

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"

3

PERFORMANCE SUMMARY

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

Key performance indicator	2014/15	2015/16	2016/17	2017/18	2018/19	YTD
	Apr to (& incl.) Jun					RAG rating
All accidental dwelling fires	2	4	1	2	1	🟢
All accidental dwelling fire casualties (fatal & non-fatal (incl. p/cs))	0	1	0	4	0	🟢
All deliberate fires	1	1	2	1	0	🟢
Non domestic fires	5	2	3	1	1	🟢
Special Services Casualties – All	2	3	4	2	0	🟢
False Alarms – UFAS	16	14	15	21	21	🟢

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

4

Progress on local fire & rescue plan priorities
Priority 1 – 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

5

Accidental Dwelling Fires

All accidental dwelling fires (02bi) - number of incidents						
	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Shetland Islands	2	4	1	2	1	
North Isles (Shetland)	0	1	0	1	1	
Shetland North	1	0	1	1	0	
Shetland West	0	1	0	0	0	
Shetland Central	0	0	0	0	0	
Shetland South	0	1	0	0	0	
Lerwick North	1	1	0	0	0	
Lerwick South	0	0	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	0	1	0	4	0	
North Isles (Shetland)	0	0	0	1	0	
Shetland North	0	0	0	3	0	
Shetland West	0	0	0	0	0	
Shetland Central	0	0	0	0	0	
Shetland South	0	1	0	0	0	
Lerwick North	0	0	0	0	0	
Lerwick South	0	0	0	0	0	

6

	CSET Risk			
	High	Medium	Low	Total 2018/19 Q1
No. of HFSVs	**49**	**15**	**1**	**65**
No. of HFSVs with Detectors Fitted	11	5	0	**16**
No. of HFSVs with Advice Only	38	10	1	**49**

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 slightly behind target for this quarter.

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 have been no RTCs.

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. During Quarter 1 SFRS personnel, in conjunction with other agencies, delivered the Driving Ambition programme to Brae and Anderson High School pupils.

7

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. The specialist teams did not visit Shetland during this quarter.

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 maybe 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 Q1 2018/19

Non domestic fires (04a) - number of incidents						
	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
Shetland Islands	5	2	3	1	1	
North Isles (Shetland)	0	0	1	0	0	
Shetland North	1	1	0	0	0	
Shetland West	0	0	0	0	0	
Shetland Central	0	0	1	0	0	
Shetland South	2	0	0	0	0	
Lerwick North	2	1	1	0	0	
Lerwick South	0	0	0	1	1	

8

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 between approximately 44% of all call activity in Shetland during Quarter 1.

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 14 premises 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 form SFRS. The SFRS UFAS policy will be implemented on offending proprieties, if deemed appropriate.

The table below gives an indication of figures for UFAS.

Shetland Q1 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	14	15	21	21	
North Isles (Shetland)	0	0	0	0	0	
Shetland North	0	0	2	0	2	
Shetland West	1	0	0	0	0	
Shetland Central	0	0	1	2	1	
Shetland South	2	3	3	1	0	
Lerwick North	11	6	7	15	9	
Lerwick South	2	5	2	3	9	

9

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.

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 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.

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 and currently there are 15 applicants on the list with testing beginning in September 2018.

The table below gives an indication of current staffing levels

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

10

Station Availability Q1 – Apr – Jun 2018
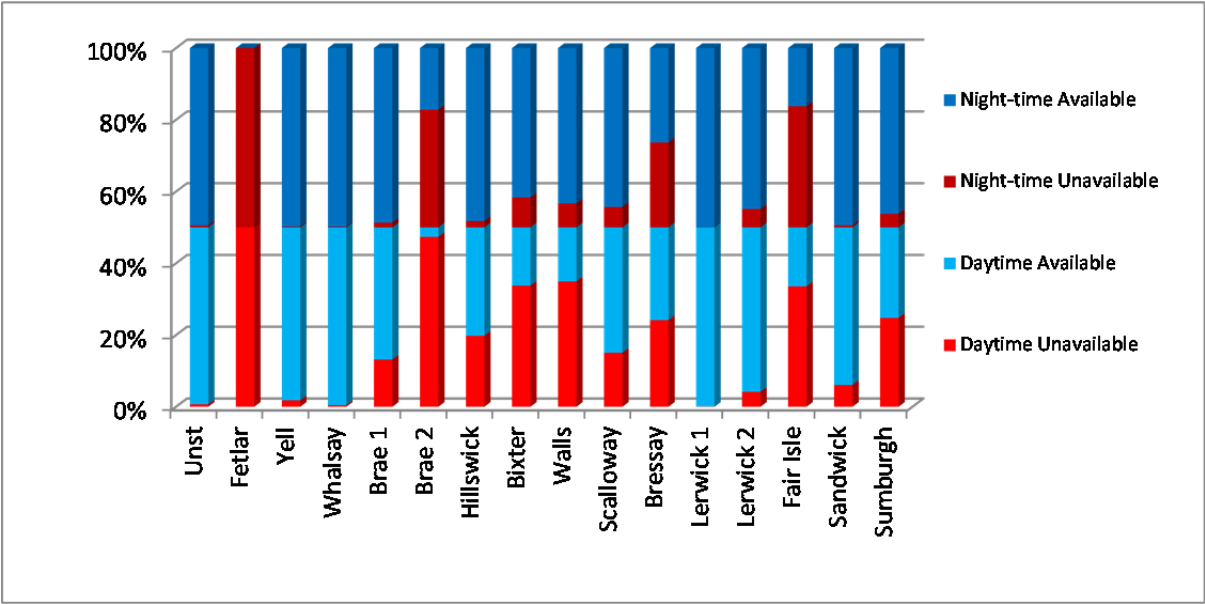
Retained Duty System Recruitment Process Review

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.

11

OUR OUTCOMES

Our communities are more resilient and people live their lives safe from harm

We are a high quality, continuously improving, efficient public service

We are responsive and flexible in meeting community needs

We protect our natural environment and reduce our impact on it

Our people are supported and have opportunity to realise their potential

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

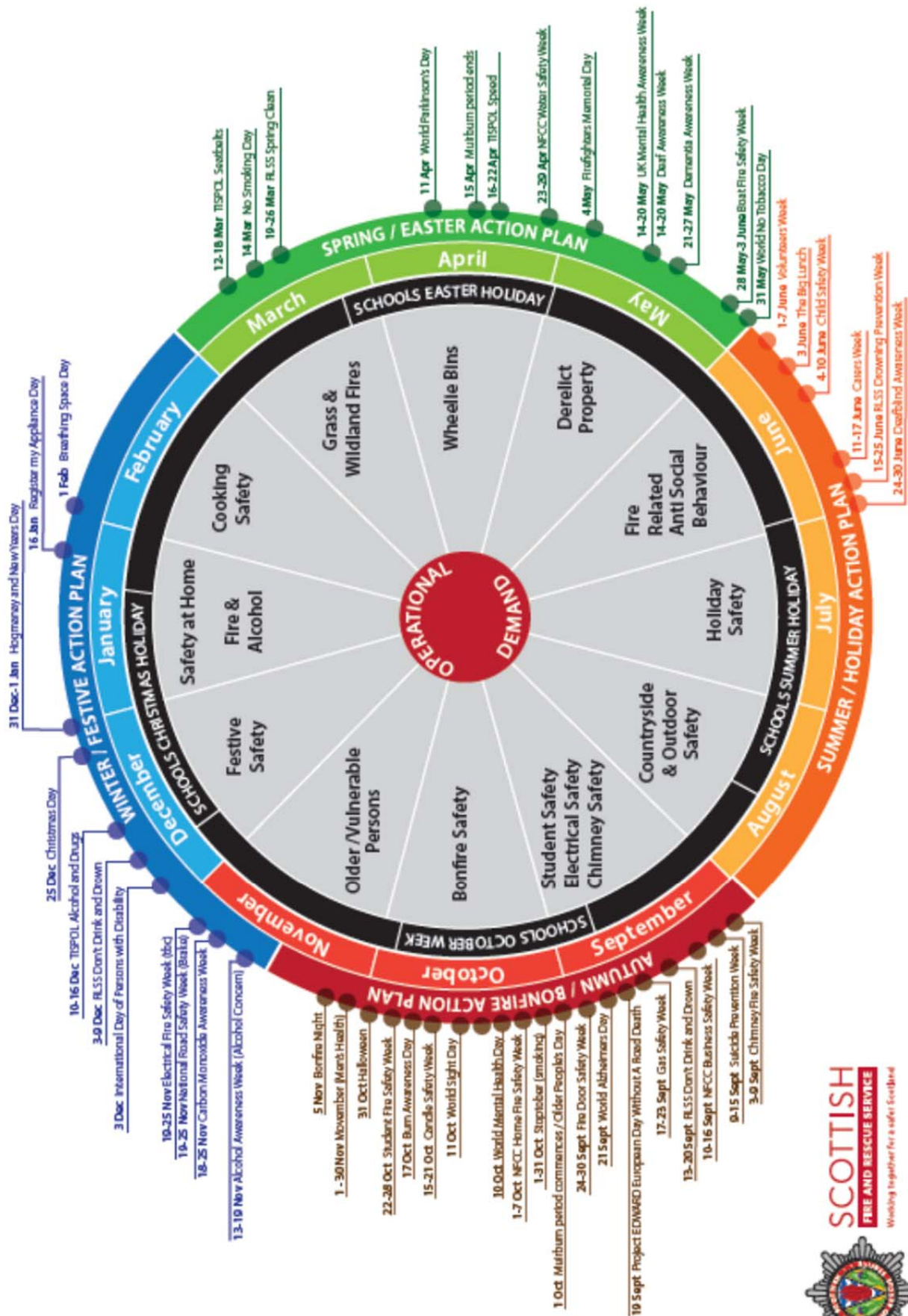## OUR VALUES

| Safety | Teamwork | Respect | Innovation |

OUR PRIORITIES

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

12

Seasonal Community Safety Calendar 2018

OPERATIONAL DEMAND (center)

Inner wheel safety themes:
- Safety at Home
- Cooking Safety
- Fire & Alcohol
- Grass & Wildland Fires
- Wheelie Bins
- Derelict Property
- Fire Related Anti Social Behaviour
- Holiday Safety
- Countryside & Outdoor Safety
- Student Safety / Electrical Safety / Chimney Safety
- Bonfire Safety
- Older / Vulnerable Persons
- Festive Safety

Action Plans (outer ring):
- SPRING / EASTER ACTION PLAN
- SUMMER / HOLIDAY ACTION PLAN
- AUTUMN / BONFIRE ACTION PLAN
- WINTER / FESTIVE ACTION PLAN

School Holidays:
- SCHOOLS EASTER HOLIDAY
- SCHOOLS SUMMER HOLIDAY
- SCHOOLS OCTOBER WEEK
- SCHOOLS CHRISTMAS HOLIDAY

Months: January, February, March, April, May, June, July, August, September, October, November, December

January
- 16 Jan – Register my Appliance Day

February
- 1 Feb – Breathing Space Day

March
- 12-18 Mar – TISPOL Seatbelts
- 14 Mar – No Smoking Day
- 19-26 Mar – FLSS Spring Clean

April
- 11 Apr – World Parkinson's Day
- 15 Apr – Muirburn period ends
- 16-22 Apr – TISPOL Speed
- 23-29 Apr – NFCC Water Safety Week

May
- 4 May – Firefighters Memorial Day
- 14-20 May – UK Mental Health Awareness Week
- 14-20 May – Deaf Awareness Week
- 21-27 May – Dementia Awareness Week
- 28 May-3 June – Boat Fire Safety Week
- 31 May – World No Tobacco Day

June
- 1-7 June – Volunteers Week
- 3 June – The Big Lunch
- 4-10 June – Child Safety Week
- 11-17 June – Carers Week
- 15-25 June – RLSS Drowning Prevention Week
- 24-30 June – Deafblind Awareness Week

September
- 10 Sept – Project EDWARD European Day Without A Road Death
- 17-23 Sept – Gas Safety Week
- 13-20 Sept – RLSS Don't Drink and Drown
- 10-16 Sept – NFCC Business Safety Week
- 9-15 Sept – Suicide Prevention Week
- 3-9 Sept – Chimney Fire Safety Week

October
- 1 Oct – Muirburn period commences / Older People's Day
- 1-31 Oct – Stoptober (smoking)
- 24-30 Sept – Fire Door Safety Week
- 21 Sept – World Alzheimers Day
- 10 Oct – World Mental Health Day
- 1-7 Oct – NFCC Home Fire Safety Week
- 11 Oct – World Sight Day
- 15-21 Oct – Candle Safety Week
- 17 Oct – Burn Awareness Day
- 22-28 Oct – Student Fire Safety Week
- 31 Oct – Halloween

November
- 1 - 30 Nov – November (Men's Health)
- 5 Nov – Bonfire Night
- 13-19 Nov – Alcohol Awareness Week (Alcohol Concern)
- 18-25 Nov – Carbon Monoxide Awareness Week
- 19-25 Nov – National Road Safety Week (Brake)
- 19-25 Nov – Electrical Fire Safety Week (tbc)

December
- 3 Dec – International Day of Persons with Disability
- 3-9 Dec – RLSS Don't Drink and Drown
- 10-16 Dec – TISPOL Alcohol and Drugs
- 25 Dec – Christmas Day
- 31 Dec-1 Jan – Hogmanay and New Years Day

SCOTTISH FIRE AND RESCUE SERVICE
Working Together for a safer Scotland

13

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

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
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.	• 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.
	Actions	**Responsible Person / Organisation**	**Progress / Completion**
	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	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	1) Next SEPFE Meeting 2) Before January 2019 3) SAS? 4) PS? 5) SIC & UHA? 6) Complete

	stations will have them before 31st 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.		

Date, time and venue	Exercise Hi-Jack – HIAL, Sumburgh Airport	Aim and Objectives	Outcomes
17-01-18 1000 – 1300 Sumburgh Airport	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 • 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**
	Awaiting post exercise report. No specific actions for Shetland Islands Council.	HIAL	

Date, time and venue	Exercise Pecking Order – NHS Shetland ICT Business Continuity	Aim and Objectives	Outcomes
14-02-18 0900 – 1400 Room 10, Islesburgh Community Centre	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. 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.	understand: ○ Recovery Time Objectives ○ Inter-dependencies ○ Out of Hours business continuity planning exercise ○ 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	Review your BCP, including: • Manual workflow and record keeping • Availability of staff • Communications • Alternative work locations • Length of time you can 'survive' without IT (Recovery Time Objective - RTO) • Seek IT review of your BCP

		Business systems and their interdependencies
		identify
		  o Lessons learned for the refresh of the BCPs
		  o Lessons learned for communicating the content of the ICT Disaster Recovery Plan
		confirm
		  o That all systems are listed in the relevant plans
		  o That all systems are allocated a relative priority in the ICT Disaster Recovery Plan
		  o 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**
	Review of BC Plans within NHS Shetland	NHS Shetland – Head of Planning	

Date, time and venue 21-02-18 0915 - 1630 RBS Conference Centre, Gogarburn, Edinburgh	**Events Outside Shetland – Resilient Scotland Conference 2018**	**Aim and Objectives**	**Outcomes**
	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.	Excellent event with some very good and interesting speakers.
	Actions	**Responsible Person / Organisation**	**Progress / Completion**
	Review the Council's Business Continuity Plans with a view to updating and simplifying them.	Resilience Advisor	The BC Plan Template is in the process of being amended. This will be rolled out across the Council and then tested later in the year.

Date, time and venue	Mock Fatal Accident Inquiry (FAI)	Aim and Objectives	Outcomes
15-02-18 0930-1500 Scottish Police College, Jackton	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. 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.	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. 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.	Given the short notice for this event (less than two weeks) the potential attendees already had diary engagements.
	Actions	**Responsible Person / Organisation**	**Progress / Completion**
	None		

Date, time and venue	Exercise Iris: Health Protection Event	Aim and Objectives	Outcomes
12-03-18 1000-1530 Stirling Court Hotel, University of Stirling	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.	No detail at present	One attending from NHS Shetland
	Actions	**Responsible Person / Organisation**	**Progress / Completion**
	The person who attended found this a very interesting event and it confirmed what is already taking place. The papers from the event are awaited. There were no specific actions following the event.	NHS Shetland	

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**
	The Council's CoMAH Emergency Plan for SVT should be reviewed in relation to the new Operator at Sullom Voe Terminal and in light of the Regulations that have come into force.	Attendance by Resilience Advisor and Retained Resilience Advisor	None

Date, time and venue	Exercise Axile Robor – Mass Fatalities Workshop	Aim and Objectives	Outcomes
28-03-18 0930-1600 Surgeons Hall, Edinburgh	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. 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		
	Actions	**Responsible Person / Organisation**	**Progress / Completion**

Date, time and venue	Prevent Conference	Aim and Objectives	Outcomes
30-05-18 Hotel Colessio Stirling	Clues and Cues – reinforcing the importance of practitioners knowing how to potentially identify an individual who is being radicalised. Attendance of one from Shetland.	•	
	Actions	**Responsible Person / Organisation**	**Progress / Completion**

Date, time and venue	Exercise Plover 3 – Scatsta Airport - Live	Aim and Objectives	Outcomes
17-06-18 1230 – 1530 Houb, Scatsta	The exercise has been designed to assess the Operational Command (Bronze) elements of the Multi Agency Response Plan as part of the Modular testing process in place at Scatsta. The main area to be assessed is the retrieval of casualties from the water to the casualty clearing site.	To conduct an exercise to a simulated helicopter ditching incident in the Houb of Scatsta to assess the Operational Command (Bronze) elements of the MARP and ensure rapid and effective actions are implemented on the ground to save lives and minimise harm.	

		• To assess the effectiveness of Operational Command in a multi-agency response to an incident at Scatsta • Assess effectiveness of the forward control point and the principles of JESIP • To assess effectiveness of communications between agencies • To test the application of the MCA's inflatable shelter for off airfield casualty reception • To assess and triage casualties • To test emergency feeding arrangements at an off airfield incident.	
	Actions	**Responsible Person / Organisation**	**Progress / Completion**

Date, time and venue	**Exercise EnAble – Pollution - Enquest**	**Aim and Objectives**	**Outcomes**
05-07-18 0830-1500 Sullom Voe Terminal	This is the annual oil spill exercise for Sullom Voe. The initial aim given was to practice SVHA IMT to SVT IMT liaison and thence liaison between the EnQuest Aberdeen IMT and CMT and the EnQuest CCMT in London. This then coincided with the OPRC inspection by the CPSO. The CPSO had been consulted in order to confirm her expectations and it has been agreed that both sets of requirements can be met by the same exercise.	Detailed objectives will be listed in the exercise instructions.	
	Actions	**Responsible Person / Organisation**	**Progress / Completion**

Date, time and venue	**Workshop – Casualty Distribution Planning – No VC Available**	**Aim and Objectives**	**Outcomes**
24-07-18	To support the implementation of a new approach to casualty distribution during a mass casualties incident situation.	To identify the number of (P1 and P2) casualties that each receiving hospital can take in a major incident with mass	

1100-1630 Edinburgh		casualties situation within the first one to two hours following receipt of notification by Scottish Ambulance Service	
	Actions	**Responsible Person / Organisation**	**Progress / Completion**

Date, time and venue	**Exercise GBH Flood**	**Aim and Objectives**	**Outcomes**
25-07-18 1400 – 1700 Bressay Room Montfield	Exercise NHS Shetland Flooding in Gilbert Bain Hospital at the Main Entrance on a weekday morning.	To understand: o Recovery Time Objectives and their practical application o Inter-dependencies of service specific and whole organisation Business Continuity Plans To exercise: o How robust are the Business Continuity Plans in addressing the business failure o The practical application of the Business Continuity Plans, including manual back-up arrangements, availability of staff, communications, alternative work locations, Recovery Time Objectives, etc o The relatives priority for recovery times of each of the core and support services and functions, and their interdependencies To identify: o Lessons learned for the refresh of the Business Continuity Plans o A prioritised list of services for accommodation recovery and alternative accommodation	

	arrangements. To confirm o That all Business Continuity Plan holders understand the relative priority of the recovery of their services when the accommodation / space / facilities that they normally rely on are unavailable.		
	Actions	**Responsible Person / Organisation**	**Progress / Completion**

Date, time and venue 23-08-18 0930-1530 MCA, Blaikies Quay, Aberdeen	**Government Oil Spill Response Partnership Meeting** The aim of the meeting will be to again, bring together representatives from the key agencies involved in responding to an oil spill incident but to also include a small number of workshops to increase awareness and understanding.	**Aim and Objectives** • Provide an overview on the Risks in Scotland's waters • Receive updates from each agency present and an overview of their role and responsibility during an incident • Ensure an understanding amongst all agencies of the response structures that would be put in place for dealing with a major pollution incident. • Identify any capability gaps in the North RRP regarding dealing with the consequences of a major oil spill.	**Outcomes** The Council is looking to send two representatives to this.
	Actions	**Responsible Person / Organisation**	**Progress / Completion**

Date, time and venue 04-09-18	**Training - Crisis Management 1 – Founding Principles** Delivered by Scottish Resilience & Development Service - Introduce tactical and strategic managers to the non-technical skills involved in crisis management.	**Aim and Objectives** • Identify the components of Integrated Emergency Management (IEM)	**Outcomes**

0930-1600 Room 12, Islesburgh Community Centre	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 ability to function effectively as part of a Local or Regional Resilience Partnership.	• Recognise the key elements required for effective crisis management • Demonstrate the ability to contribute to a Resilience Partnership multi-agency team (in a crisis situation) • Explain how response arrangements are organised in Scotland	
	Actions	**Responsible Person / Organisation**	**Progress / Completion**

Date, time and venue	**Exercise for Scatsta Airport**	**Aim and Objectives**	**Outcomes**
End September / early October TBA	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	•	
	Actions	**Responsible Person / Organisation**	**Progress / Completion**

Date, time and venue	**Exercise – Pollution - BP**	**Aim and Objectives**	**Outcomes**
	No detail as yet.	•	
03-04 October 2018 Aberdeen	**Actions**	**Responsible Person / Organisation**	**Progress / Completion**

Date, time and venue	**Bombs, Buses and Bed-Bureau: Are You Prepared for a Major Incident?**	**Aim and Objectives**	**Outcomes**

06-10-18 Royal College of Surgeons, Edinburgh	Major incident with multiple casualties is becoming more common in the UK. This includes, but is not exclusive to the rise in terror-related events. This educational day explores what could happen in such an event, how the police and emergency services respond and how the hospitals plan to cope with a sudden surge in severely injured patients. A highly specialised faculty including NATO's advisor on blast physiology, the Head of Emergency Preparedness, Resilence and Response (EPRR), NHS England, representatives from the armed police and Her Majesty's Armed Forces, and first-hand accounts from the Manchester Arena bombing of 2017, which will lead you through a wide-ranging list of topics before you have the opportunity to manage your own hospital during a major incident.	This one day course aims to raise awareness of preparedness for mass casualty major incidents which can be translated into your own practice e.g. Hospital Major Incident plan. We will look at triage in major incident and explain the concepts of 'militarisation of civilian practice' in the context of major incident e.g. damage limitation surgery. We will explain the physiological, biological and psychological consequences of the mass casualty scenario.	• Be better prepared to deal with a major incident • Explain the concepts of 'militarisation of civilian practice' in the context of major incident e.g. damage limitation surgery • Describe the physiological, biological and psychological consequences of the mass casualty scenario. • Apply concepts of triage and medical management of severely injured patients in the day to day running of a hospital.
	Actions	**Responsible Person / Organisation**	**Progress / Completion**

Date, time and venue	**Training - Crisis Management 2 – Decision Making Under Pressure**	**Aim and Objectives**	**Outcomes**
November 2018	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 more detail, the key skills outlined in the *Crisis Management: Founding Principles* course. 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:	• 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 follow a decision making model	

	Decision Making Models • Generating Options • Ethical and Moral Decisions • Combating Stress • Validating Decision Making The pre-requisite is to attend the *Crisis Management: Founding Principles*		
	Actions	**Responsible Person / Organisation**	**Progress / Completion**

	Workshop – Multi-Agency Waterborne Hazard and Pollution Incident Plans	**Aim and Objectives**	**Outcomes**
Date, time and venue 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**

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

	Exercise – Council's CoMAH Emergency Plan for Sullom Voe Terminal	**Aim and Objectives**	**Outcomes**
Date, time and venue 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**
	The Council's CoMAH Emergency Plan for SVT is being reviewed in relation to the new Operator at Sullom Voe Terminal and in	Resilience Advisor and Retained Resilience Advisor	Complete Plan review and exercise in 2018.

	light of the Regulations that have come into force.		

Date, time and venue	Exercise – Cruise Ship Exercise Proposal	Aim and Objectives	Outcomes
Q1 2019 VC from each area: Shetland, Orkney, Western Isles & Highland	Over 140 cruise ships visit one or more ports in the Highlands and Islands (93 in Lerwick in 2018) during a season (March – October) with the largest ships carrying in excess of 5,000 passengers and crew. The economic benefits are significant and it is a booming industry which has seen a fourfold increase in cruise ship numbers since 2011. Significant exercising activity has already taken place in recent years. Exercise North Explorer took place in 2016 and involved the delivery of three Maritime Response Workshops and a Mass Fatalities table top exercise. The scenario for this involved a fire on board a cruise ship. The exercise highlighted that Care for People issues around such a scenario are complex and there remains a lack of clarity on how agencies would ensure that a large influx of people are cared for. The exercise also raised issues around the North Regional Resilience Partnership (NRRP) Mass Fatalities Framework and the National Mass Casualties Plan and the capability gaps for dealing with an intensive mass casualties and fatalities incident. These capability gaps are reflected in the NRRP Risk Preparedness Assessment Report. It is proposed that a multi-agency exercise planning group is established in order to identify the training and exercising requirements around the potential consequences of a major incident involving a cruise liner and to develop these on behalf of the Highlands and Islands Local Resilience Partnership.	•	
	Actions	**Responsible Person / Organisation**	**Progress / Completion**

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

SHETLAND ISLANDS - PERFORMANCE AGAINST LOCAL POLICING PLAN 2017/20
01 April 2018 – 30 June 2018

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.		1	-	-	
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.	9	8	-1	Includes failure to provide a specimen
Number of people detected for speeding.		17	22	5	
Number of people detected for mobile phone offences.		5	8	3	
Number of people detected for seat belt offences		5	2	-3	
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.				

1

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				419		9.7% of all licensed premises checks carried out in N Division (419 checks out of 4277)
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.	5.0	6.3	3	5	+2	Number of detections for Drugs supply, production and cultivation
Number of detections by the 'Dogs against Drugs'				4		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	36.4	36.6	32	22	-10	Threatening and Abusive Behaviour Crimes and Offences. Lowest recorded number in 5 years, 31% reduction from last year.
Reduce the occurrences of common assault	44.8	47.6	57	31	-26	Crimes and offences. Lowest recorded number in 5 years. 45% reduction from last year.
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.

2

Number of antisocial behaviour orders in place.				0		
Reduce the incidents of vandalism	28.2	24.6	27	25	-2	Includes Malicious Mischief. Below 5 year average figure. During the last reporting period, tasked patrols had been deployed to relevant areas and this is reflected in a YTD reduction.

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 high schools and primary schools in Shetland, PSYV and Sullom Voe Terminal and carried out 16 educational visits and presenting to 332 individuals.

Violence, Disorder & Antisocial Behaviour - Stop and Searches				
	April 2017 – Mar 2018	April 2017 - Mar 2018 (Positive)	Victims	% Change
Number of stop and searches conducted (total)	54	16		
Number of statutory stop and searches conducted	54	16		
Number of consensual stop and searches conducted	-	-		
Number of consensual stop and searches refused	-	-		
Number of seizures made	-	-		

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.

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**.

4

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	3.6	2	3	3	-	Figures below 3 and 5 year average.
Number of theft by shoplifting	10.0	12.6	10	5	-5	Figures well below 3 and 5 year average.
Number of theft from motor vehicles	5.4	4.3	4	-	-4	Figures below 3 and 5 year average.
Prevention and Intervention Activity	Ongoing Liaison with Taxi Licensing Officer regarding Crime Prevention opportunities.					

5

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 2016/17	YTD 2017/18	*YTD Variation*	Context/Narrative
Class 2 Crimes -sexual crimes	7.6	8	7	-1	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		37	23	-14	MARAC is firmly embedded in the Shetland Isles and continued Partnership working ensures victims are supported.
Hate Crime		1	2	1	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 6 reports of missing persons in Shetland.				

6

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	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. 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
Prevention and Intervention Activity	Media releases regarding telephone and internet scams have been released in conjunction with Trading Standards.

7

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	Dedicated Highland and Islands member of staff continues to build links and carry out liaison with members of the community, schools and elected members. Further WRAP sessions scheduled for Shetland Isles during 2018.

Activity/Events

April	
May	Shetland Folk Festival
June	Mid Summer Carnival Simmer Dim Rally Bergen-Shetland Races
PSYV Activity	PSYV Shetland have been involved in a large number of events in the last few months – Marshalling - Up Helly Aas, a charity walk and numerous Triathalons. Assisting with the training of the Dogs against Drugs and participating in a promotional video. Lifeboat Day and Lifeboat Teas was well attended by the Youths. As a group the youths walked Relay for Life - a 12 hour, overnight walk - for cancer. Assisting with Operation Monarda, learning Sign Language. Ambassadors and organising Year of Young Person event in September Youth Volunteer Abbie Nicolson won the North Youth Award in May at Tulliallan.

SHETLAND ISLANDS - PERFORMANCE AGAINST LOCAL POLICING PLAN 2017/20
01 April 2017 – 31 March 2017

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.	31	26	-5	Includes failure to provide a specimen
Number of people detected for speeding.		102	97	-5	
Number of people detected for mobile phone offences.		17	14	-3	
Number of people detected for seat belt offences		29	19	-10	
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.				

1

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.

2

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				1187		10.2% of all licensed premises checks carried out in N Division (1187 of 11653 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.	24.6	22	23	18	-5	Number of detections for Drugs supply, production and cultivation
Number of detections by the 'Dogs against Drugs'				29		Police Scotland, in conjunction with Dogs against Drugs resource has scanned over 890 persons and 17 vehicles
Reduce the number of Breach of the Peace/Threatening, Abusive behaviour Crimes	142.2	120.3	102	65	-37	Threatening and Abusive Behaviour Crimes and Offences. Lowest recorded number in 5 years, 36% reduction from last year.
Reduce the occurrences of common assault	163.6	169	142	113	-29	Crimes and offences. Lowest recorded number in 5 years. 20% reduction from last year.
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.

3

Number of antisocial behaviour orders in place.				0		
Reduce the incidents of vandalism	106.2	92.6	80	102	+22	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 Anderson High School, SPG and PSYV and carried out 3 educational visits and presenting to 106 individuals.					

4

Violence, Disorder & Antisocial Behaviour - Stop and Searches					
		April 2017 – Mar 2018	April 2017 - Mar 2018 (Positive)	Victims	% Change
	Number of stop and searches conducted (total)	194	52		
	Number of statutory stop and searches conducted	194	52		
	Number of consensual stop and searches conducted	-	-		
	Number of consensual stop and searches refused	-	-		
	Number of seizures made	14			

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.

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**.

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	15.6	16	10	6	-4	Figures well below 3 and 5 year average.
Number of theft by shoplifting	30.8	37.6	19	23	+4	Figures below 3 and 5 year average.
Number of theft from motor vehicles	20.4	21.6	26	16	-10	Figures below 3 and 5 year average.
Prevention and Intervention Activity	Ongoing Liaison with Taxi Licensing Officer regarding Crime Prevention opportunities. Liaison with Shetland Chinese Businesses regarding security advice prior to Chinese New Year.					

6

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 2016/17	YTD 2017/18	*YTD Variation*	Context/Narrative
Class 2 Crimes -sexual crimes	27.4	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		87	57	-30	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 76 missing person investigations in Shetland. Over half (56%) relate to reports of missing looked after children.				

7

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	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. 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
Prevention and Intervention Activity	Ongoing liaison with Border Force in order to establish stronger links. Media releases regarding telephone and internet scams have been released in conjunction with Trading Standards. 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.

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

March	South Mainland Up Helly 'Aa, Walls Junior Up Helly Aa Delting Up Helly Aa

Scottish Ambulance Service

Shetland

Community Safety & Resilience Board August 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 October 17.

I am hoping to be able to report on location specific data 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 placements, new equipment and medicines are purchased for this staff member to go live once signed off.
- 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. 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

- 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	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:

Work has started and progressing well with a target date of September 2018 for entry.

5.4 Operational cover:

Lerwick – Since the start of the new shift cover in Lerwick for April - June. First crew fully covered 24/7 on shift. Second crew fully covered 24/7 with ten shifts being single manned but able to respond and be backed up and two occasions where no cover was secured for the second response. With the backup plan of calling out off duty staff was still available

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

     - May and June: full cover

Whalsay – Double crew cover for April - June

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 has undergone 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.

Shetland Health Board Sector Comparison

	Demand		Difference	
	Period 1 - 02/04/2018 - 29/06/2018	Period 2 - 03/04/2017 - 30/06/2017	Demand	Demand Variance
Registered Journey Count	246	295	-49	-16.61%
Journey Count	189	241	-52	-21.58%
Stretcher TY	16	18	-2	-11.11%
A&E TY	0	0	0	0%
W TY	0	0	0	0%
W1 TY	143	192	-49	-25.52%

W2 TY	10	21	-11	-52.38%
WT1 TY	3	2	1	50.00%
WT2 TY	1	0	1	0.00%
WC1 TY	16	6	10	166.67%
WC2 TY	0	2	-2	166.67%
Admission TY	0	2	-2	-100.00%
Day Patient TY	0	0	0	0%
Discharge TY	32	40	-8	-20.00%
House to House Transfer TY	2	0	2	200.00%
Out Patient TY	152	199	-47	-23.62%
Transfer TY	0	0	0	0%

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 currently being recruited for the July 2018 ACA course. 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

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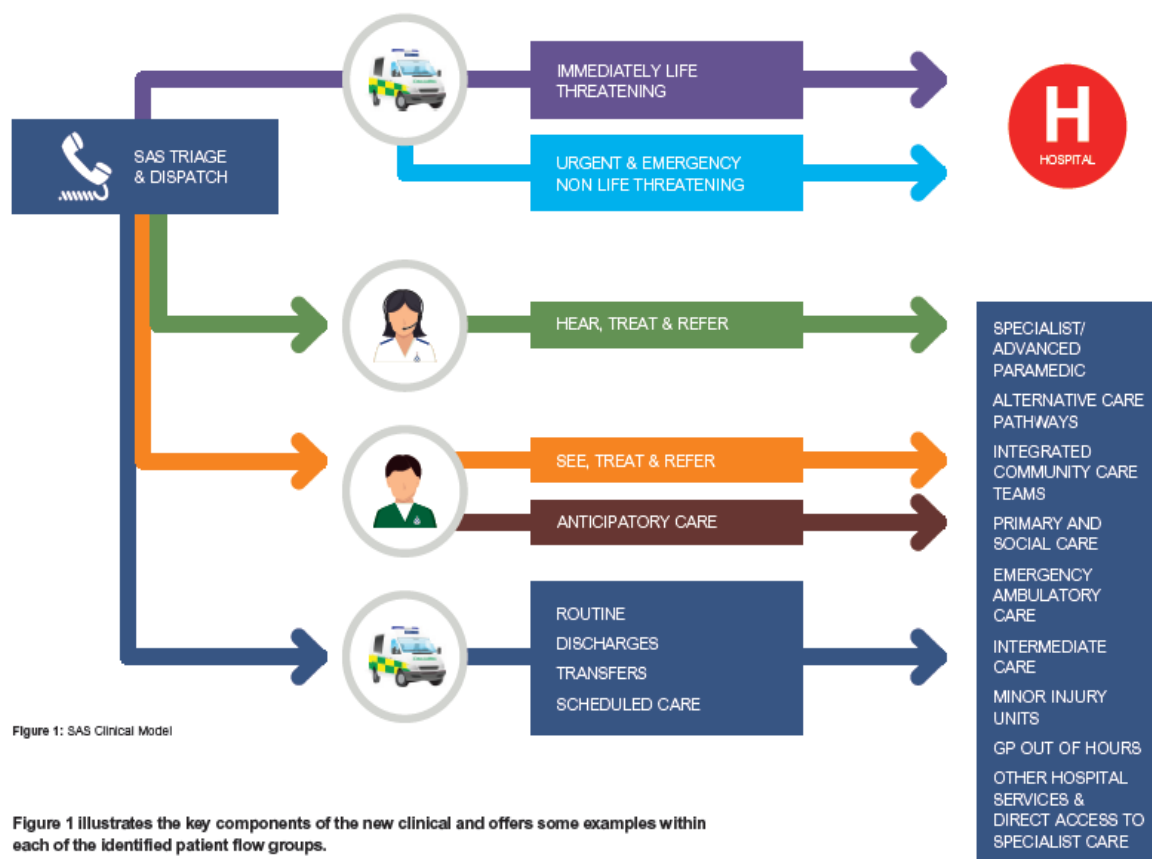
WT1 - The patient has their own wheelchair but can transfer to a seat with minimal assistance. There is suitable access at their home and requires the assistance of a single crew member only.

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.
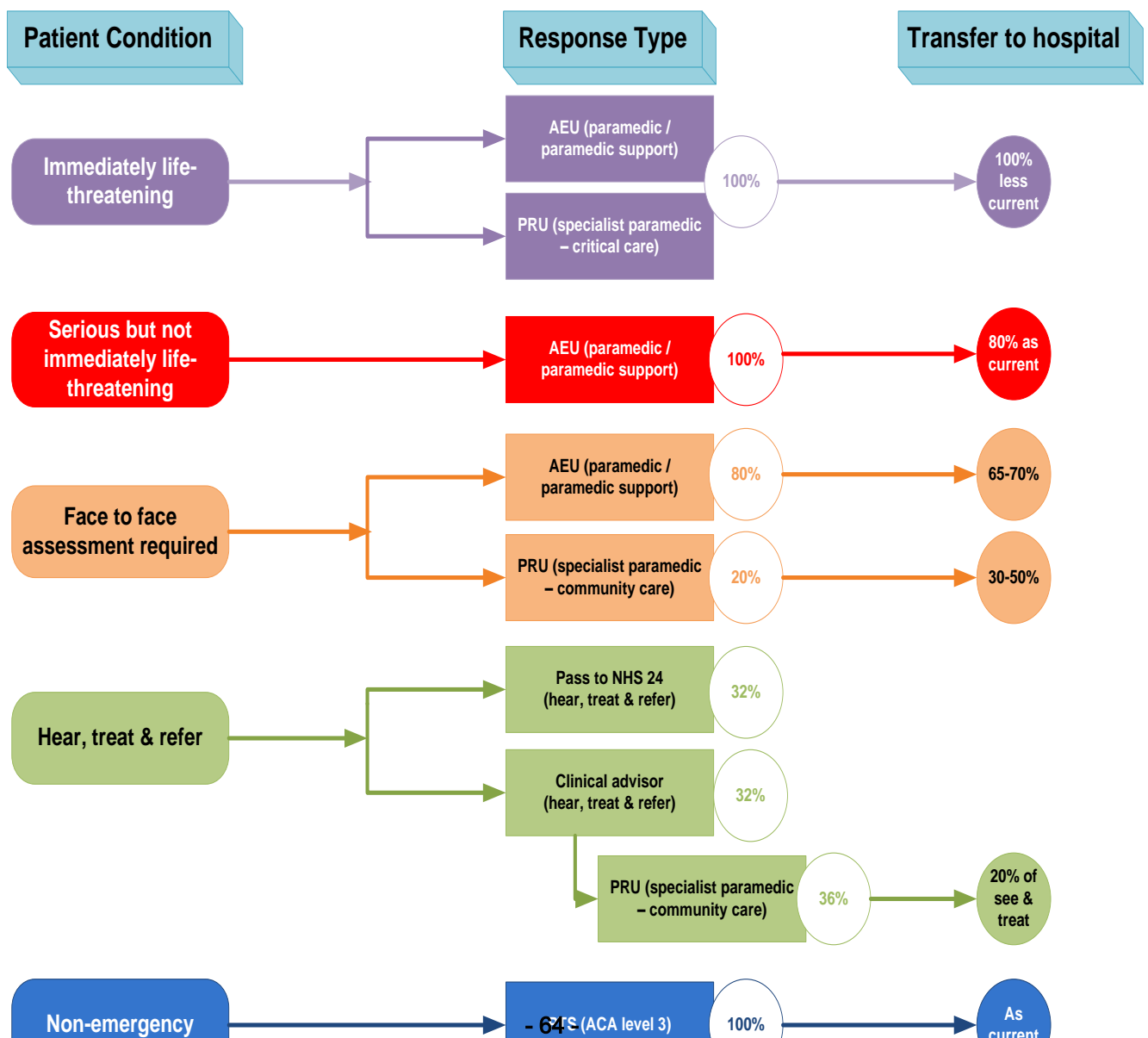
SAS Clinical Model

Figure 1: SAS Clinical Model

Figure 1 illustrates the key components of the new clinical and offers some examples within each of the identified patient flow groups.

'Taking Care to the Patient'
The Response Model

Scottish Ambulance Service — Taking Care to the Patient

NHS SCOTLAND

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.

Patient Condition — Response Type — Transfer to hospital

Immediately life-threatening
- AEU (paramedic / paramedic support)
- PRU (specialist paramedic – critical care)
- 100%
- 100% less current

Serious but not immediately life-threatening
- AEU (paramedic / paramedic support) — 100%
- 80% as current

Face to face assessment required
- AEU (paramedic / paramedic support) — 80% → 65-70%
- PRU (specialist paramedic – community care) — 20% → 30-50%

Hear, treat & refer
- Pass to NHS 24 (hear, treat & refer) — 32%
- Clinical advisor (hear, treat & refer) — 32%
- PRU (specialist paramedic – community care) — 36% → 20% of see & treat

Non-emergency
- EAS (ACA level 3) — 100% → As current

- 64 -

<table>
<tr><td colspan="2" style="text-align:center">Road Safety Advisory Panel
Community Safety Board Briefing Note</td><td style="text-align:center">Agenda Item

10</td></tr>
</table>

Issue/Topic:	Road Safety Advisory Panel
Author:	Elaine Skinley
Date of meeting:	15th August 2018

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 4 'E's' of Road Safety. (Engineering, Education, Encouragement and Enforcement)
- Bikeability has been delivered to 203 primary pupils
- 6 Nurseries delivered PoP (Play on Pedals) to 201 pre-school children
- "Name the Gritter" competition will run again in October to name the 5 new Gritters
- Octobers Winter campaign will focus on tyres and encourage drivers to have Winter tyres or All Weather tyres on their vehicles.
- Child Car seat clinic was held in Tesco on 18th July.
- A campaign on how to use Zebra crossings will be held later this year.
- A campaign to help protect road workers is being developed.

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.