



## END OF YEAR PERFORMANCE REPORT

*Covering the activities and performance in support of the Local Fire and Rescue Plan for Aberdeenshire 2021-2024*



**SCOTTISH**  
FIRE AND RESCUE SERVICE  
Working together for a safer Scotland

**Year to Date 1<sup>st</sup> April 2022 – 31<sup>st</sup> March 2023**

**Working together  
for a safer Scotland**

**Aberdeenshire**  
COUNCIL



## **ABOUT THE STATISTICS IN THIS REPORT**

The activity totals and other statistics quoted in this report are provisional in nature and subject to change as a result of ongoing quality assurance and review.

Because all statistics quoted are provisional there may be differences in the period totals quoted in our reports after original publication which result from revisions or additions to the data on our systems.

From 2015-16 onwards responsibility for the publication of end-year statistical data transferred from the Scottish Government to the SFRS. This change of responsibility does not change the status of the figures quoted in this and other SFRS reports reported to the Committee.

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## INTRODUCTION

Welcome to the end of year performance monitoring report for the SFRS, this report covers the period from 1<sup>st</sup> April 2022 – 31<sup>st</sup> March 2023. The report sets out the performance and activities in support of the six priorities in the Local Fire and Rescue Plan for Aberdeenshire 2021-2024, namely:

- Priority 1 – Unintentional Harm and Home Safety
- Priority 2 – Non-Fire Emergencies
- Priority 3 – Deliberate Fire Setting
- Priority 4 – Non- Domestic Fire Safety including Accidental and Secondary Fires
- Priority 5 – Unwanted Fire Alarm Signals
- Priority 6 – Emergency Response and Community Resilience

As well as supporting the six priorities in the Local Fire and Rescue Plan for Aberdeenshire, this monitoring report shows how SFRS activities and performance contribute to the wider priorities of the Aberdeenshire Community Planning Partnership as set out in the Local Outcomes Improvement Plan for Aberdeenshire.




The figures in this report are provisional, to provide the Committee with the SFRS's direction of travel in the Aberdeenshire area, in terms of performance against headline indicators and targets. Most figures will not change; however, members should note that there may be some small variations for some indicators when the final confirmed figures are published by the SFRS.













The Communities Committee agreed the Local Fire and Rescue Plan for Aberdeenshire 2021-2024 on 18<sup>th</sup> February 2021.

## PERFORMANCE SUMMARY

The table below provides a summary of performance against headline indicators and annual targets. It aims to provide – at a glance – our direction of travel during the reporting year.

### Year-to-Date Legend

	Below headline target
	Less than 10% above headline target
	More than 10% above headline target

Key Performance Indicator	1 <sup>st</sup> April 2022 to 31 <sup>st</sup> March 2023				RAG STATUS
	2019/20	2020/21	2021/22	2022/23	
 All Accidental Dwelling Fires	160	164	137	160	
 All Accidental Dwelling Fire Casualties & (Fatalities)	23 (2)	15 (1)	23 (1)	28 (3)	
 Non-Fire Emergencies	508	457	614	659	
 All Deliberate Fires	233	233	253	209	
 Non- Domestic Fires including Accidental Other, Primary and Secondary Fires	79 28 63	90 35 114	98 38 105	71 40 86	
 UFAs	595	553	649	737	

## **PERFORMANCE HIGHLIGHTS**

Of the 6 Priority areas, the following performance should be noted for the year 2022/23:

### **Accidental Dwelling Fires and Accidental Dwelling Fire Casualties**

The statistics against the key performance indicators show that there has been a slight increase in the number of Accidental Dwelling Fires (ADFs) against the 3-year average. In relation to Casualties and Fatalities, these are also above the three-year rolling average.

### **Special Service All**

Special Service Calls have increased compared to the three-year average, the categories of Special Service with the highest number of calls were RTC's and Effecting Entry with crews attending 219 and 126 respectively during this reporting period.

Compared to the 3-year rolling average RTC's have increased and we believe this is largely due to the increase in journeys compared to when COVID-19 restrictions were in place.

### **Deliberate Fires**

Deliberate Fires have decreased compared to the three-year rolling average with deliberate secondary fires (refuse / grassland / scrub) contributing to the bulk of the calls (146 out of 209).

### **Non- Domestic Fires**

Non- Domestic Fires have decreased when compared with the three-year rolling average with 71 incidents covering a variety of premise types.

We continue to work with owners and occupiers through our Fire Safety Enforcement Programme and Post Fire Audits to reduce the number of Non-Domestic Fires.

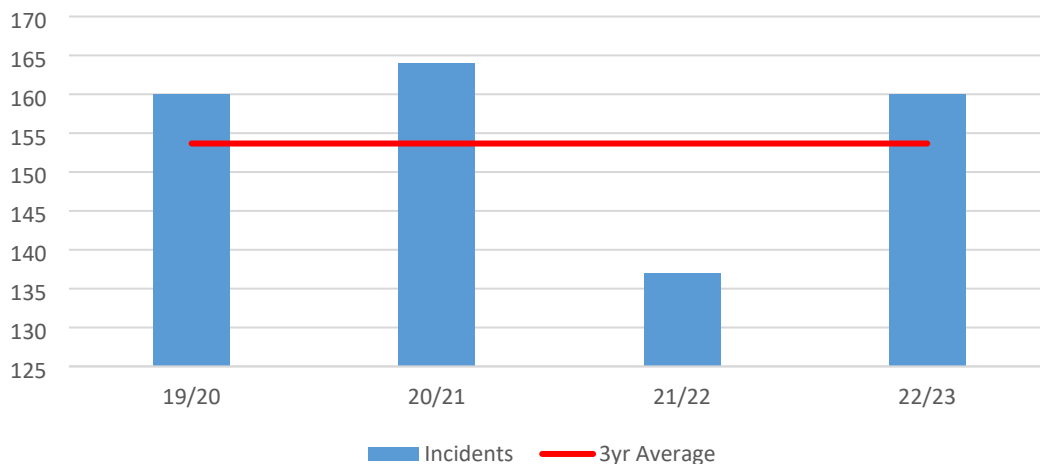
### **False Alarm – UFAS**

UFAS incidents have increased when compared to the three-year rolling average, we continue to work with owners and occupiers of buildings to reduce these further. During this reporting year we carried out a review and consultation on how we respond to UFAS incidents and the change on how we respond to this type of incident went live in July 2023.

**PRIORITY 1 – UNINTENTIONAL HARM & HOME SAFETY**

**Accidental Dwelling Fires (ADF)**

**Apr 22 - Mar 23**

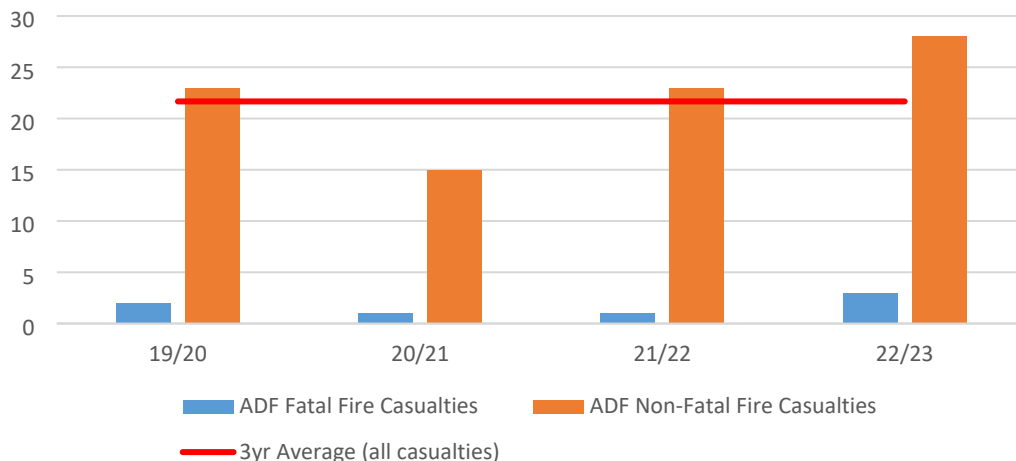


**Table 1: End of Year (Apr to Mar) Performance**

	19/20	20/21	21/22	22/23	YTD
<b>ADF's</b>	160	164	137	160	<b>Amber</b>

**ADF Fatal Casualties & ADF Non-Fatal Casualties**

**Apr 22 - Mar 23**



**Table 2: End of Year (Apr to Mar) Performance**

	18/19	19/20	20/21	21/22	YTD
<b>ADF Fatal Casualties</b>	2	1	1	3	<b>Red</b>
<b>ADF Non-Fatal Casualties</b>	23	15	23	28	<b>Red</b>



### Indicator Description

The largest single type of primary fire in Aberdeenshire is accidental fires in the home and their prevention is a key focus of the Service's community safety activity.

Our aim is to reduce the rate of ADF's by keeping these incidents below the three-year average for 2022/23.

The reduction of fire casualties is clearly linked to our priority "Unintentional Harm and Home Safety". The reduction of fire fatalities and casualties is at the core of our preventative and early intervention activities carried out by SFRS in the Aberdeenshire area. Significant contributory factors associated with the number of fire casualties and fatalities include, lifestyle, independent living strategies, smoking, consumption of alcohol and prescribed and non-prescribed drugs, Individual capacity and vulnerability, and ageing demographics.

#### ADF Fatal Casualties

This indicator counts those people for whom fire has been clearly identified as the cause of death, even if they die some-time after the actual fire. Those who die at, or after, the fire but where fire is **not** identified as the cause of death are not included in these figures.

Our aim is to have **Zero ADF Fatal Casualties**, in Aberdeenshire

#### ADF Non-Fatal Casualties

This Indicator counts all types of non-fatal fire injury in the home, including precautionary checks.

Our aim is to reduce the risk of injury from fire in the home by keeping fire injuries below the three-year average.

### We will achieve it by:

- Promoting and undertaking Home Safety Visits to those deemed most vulnerable and at risk from fire and/or harm.
- Providing an additional focus on cooking related fires which have accounted for 48% of Accidental Dwelling Fires in Aberdeenshire in the last 5 years.
- Working with our partners in Aberdeenshire to share information where risks within the home have been identified and to provide solutions to reduce risk and protect those from harm.
- Focusing engagement activities in those areas where service demand has been identified.

## Performance Management

During this reporting period there were 160 ADFs which is a 4% increase on the 3-year average. We remain committed to reducing ADFs by working with partners and communities to deliver Home Fire Safety Visits to those at highest risk from fire.

The area remain committed to reducing the number of Accidental Dwelling Fires and during this period the Service increased publicity around how to prevent this type of incident using both traditional and social media.

We have continued to deliver HFSV's to those most at risk from fire where appropriate safety measures have been put in place and our Community Action Team have been providing advice in relation to reducing Accidental Dwelling Fires and the consequences of these over the telephone where we've been unable to deliver physical visit due to restrictions.

Sadly during this period there was 3 fatalities as a result of Accidental Dwelling Fires within Aberdeenshire. The SFRS are currently progressing learning reviews for two of the cases and awaiting permission from the Procurator Fiscal to conduct a learning review for the other one. We continue to work in a partnership approach to prevent all casualties and fatalities as a result of this type of incident.

During this reporting period there were 28 Non-Fatal Accidental Dwelling Fire Casualties which is an increase compared to the three-year-rolling average. To provide some context to this 2 of the casualties were transported to hospital with injuries that appeared to be serious, 2 went to hospital with injuries that appeared to be slight and 24 were treated on scene and did require to attend hospital.

Home Fire Safety Visits remain a key focus in our community safety activity to reduce accidental dwelling fires and casualties resulting from these. We continue to explore and develop partnerships throughout the area to identify those most vulnerable and/or at risk from fire and/or harm in the home. Through our contribution to the Aberdeenshire Community Safety Partnership and the Community Planning Partnership collectively we have raised awareness of our referral process and promote a better understanding of fire risk in the home. The figures presented below show the number of Home Fire Safety Visits (HFSV) compared to the same period for the previous year

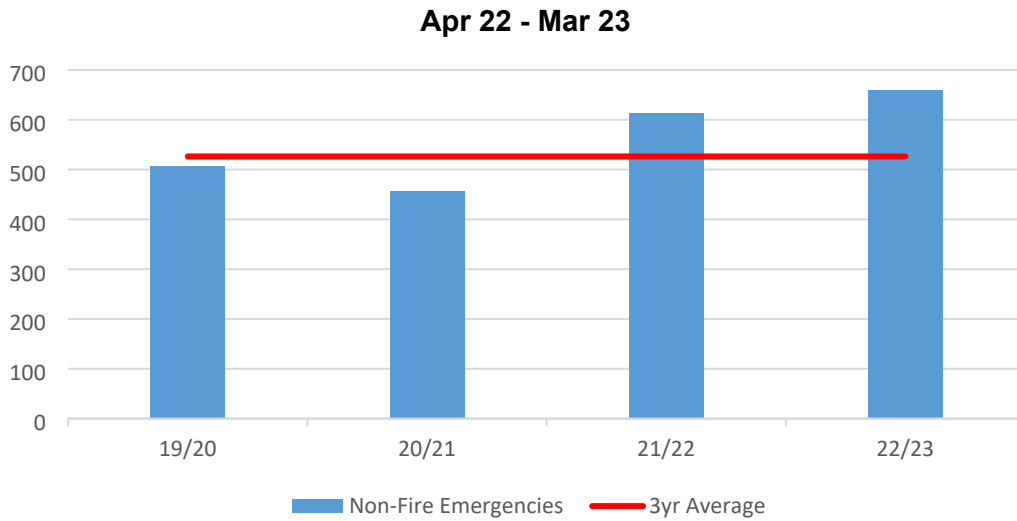
	2021 / 22	2022 / 23
High	657	496
Medium	361	334
Low	200	237
Total (Target)	1218	1067

The delivery of HFSV's has decreased slightly compared to the same period for last year. This is down to a decrease in referrals being received by some partners. Our Community Action Teams have been engaging with partners to deliver risk recognition training to re-energise referral pathways where required. The SFRS focus remains on the delivery of high risk and very high risk HFSV's, and these are being carried out by both our Community Action Team as well as operational front-line staff. We continue to monitor emerging risks and will adjust our delivery strategy in line with Scottish Government guidance, to protect both the public and our staff.

We have also worked closely with HMP Grampian and partners to support the Positive Lifestyles programme. The Positive Lifestyles programme supports the reintegration of those in custody, nearing their release, back into society as safe citizens. The programme received excellent feedback from those taking part. Further courses planned for 2023-24.

## PRIORITY 2 – NON-FIRE EMERGENCIES

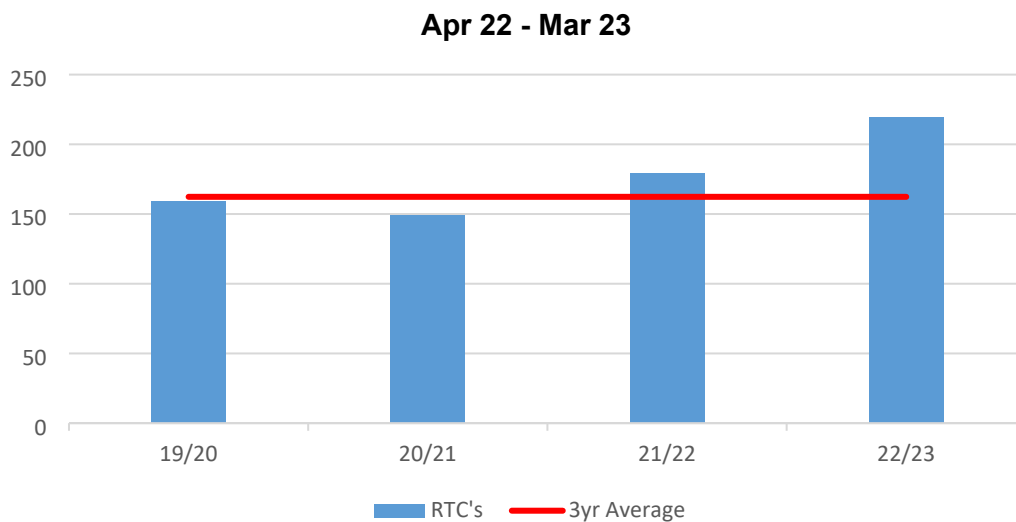
### Non-Fire Emergencies



**Table 3: Year to Date (Apr to Sep) Performance**

	19/20	20/21	21/22	22/23	YTD
<b>Non-Fire Emergencies</b>	508	457	614	<b>659</b>	<b>Red</b>

### Road Traffic Collisions



**Table 4: End of Year (Apr to Mar) Performance**

	19/20	20/21	21/22	22/23	YTD
<b>Road Traffic Collisions</b>	159	149	179	<b>219</b>	<b>Red</b>
<b>Fatal RTC Casualties</b>	8	5	6	<b>9</b>	<b>Red</b>
<b>Non-Fatal RTC Casualties</b>	104	83	109	<b>184</b>	<b>Red</b>

**Indicator Description:**

A core part of SFRS activity locally is responding to Non-Fire Emergencies such as road traffic collisions (RTCs), other rescue situations and flooding. Firefighters are trained to a high standard and have at their disposal the most modern equipment for extracting people in rescue situations and administering first aid to casualties. As well as our operational response we are actively involved in preventing accidents from occurring through our work with the Aberdeenshire Community Safety Hub and Public Protection Partnership.

**We will achieve it by:**

- Continuing to contribute to Aberdeenshire Community Planning Partnership initiatives such as Crash Live and Safe Drive Stay Alive.
- Supporting the priorities of the North East of Scotland Road Casualty Reduction Strategy.
- Contributing to the development of local flood action plans and supporting local community initiatives.
- Contributing to the Grampian Local Resilience Partnership.
- The delivery of a co-response model to medical emergencies in key evidence based locations.
- Staff development and allocation to meet local and national need.

**Performance Management:**

When compared against the three-year rolling average calls to Non-Fire Emergencies have increased; this is not unexpected and is a reflection of the expanding role of the SFRS.

The most common form of Non-Fire Emergencies attended by the service are Road Traffic Collisions, as shown in table 4 indicators for RTC's are all showing that both the number of RTC's and the number of Fatal and Non-fatal casualties resulting from RTC's has increased. We believe this is primarily due to the restrictions that were in place resulting in fewer journeys on our roads in 2019-20 and 2020-21, now impacting the 3 year average figures. There is also some early evidence to suggest that there are a greater number of elderly drivers on the road who are returning to work after retirement due to the rising cost of living.

We are working closely with our partners in the Community Safety Partnership to deliver Young Driver Intervention presentations and have commissioned an SFRS working group to develop a Road Safety Demand Reduction Plan for Aberdeenshire. In addition to targeting young drivers, we are also focussed on commuter drivers through engagement sessions at large employers across the area and elderly drivers through established community groups and targeted initiatives.

We will continue working towards this priority in partnership with communities and our partners in Community Planning, Community Safety Partnerships and the North East Road Safety Group to drive down the number of RTC's and Fatalities and Casualties resulting from them.

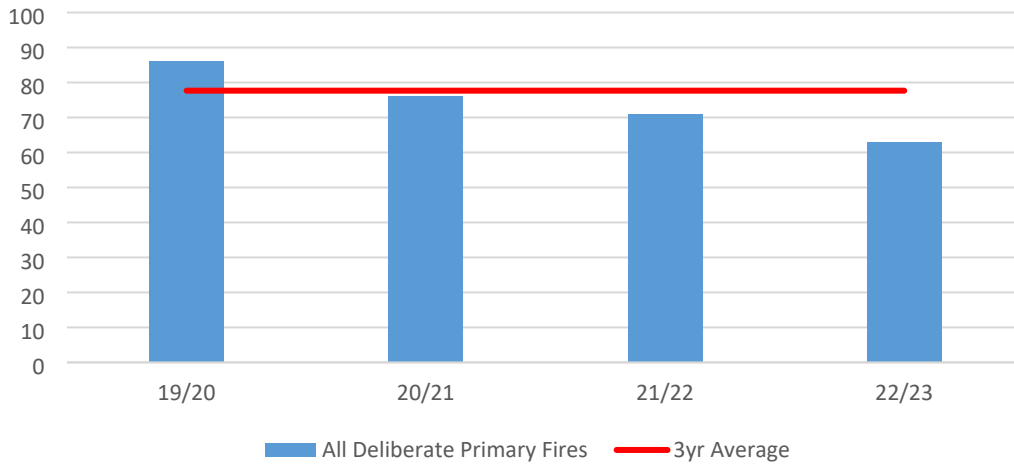
The four other most common types of Non-Fire Emergencies that occurred over this period were Effecting Entry (126), Assisting other Agencies (70), Medical Incident First Responder / Co-Responder (65), Flooding (52).

Prevention is a key role of the SFRS locally and this extends to our expansion in the role of reducing unintentional harm and the identification of a wide range of risks. We have developed a local Prevention Delivery Plan to identify priority areas of work and will continue working with partners to make Aberdeenshire a safer place to live in, work in and visit and lead on the Reducing Unintentional Harm priority in the Community Safety Partnerships Strategy.

## PRIORITY 3 – DELIBERATE FIRES

### Deliberate Primary Fires

Apr 22 - Mar 23

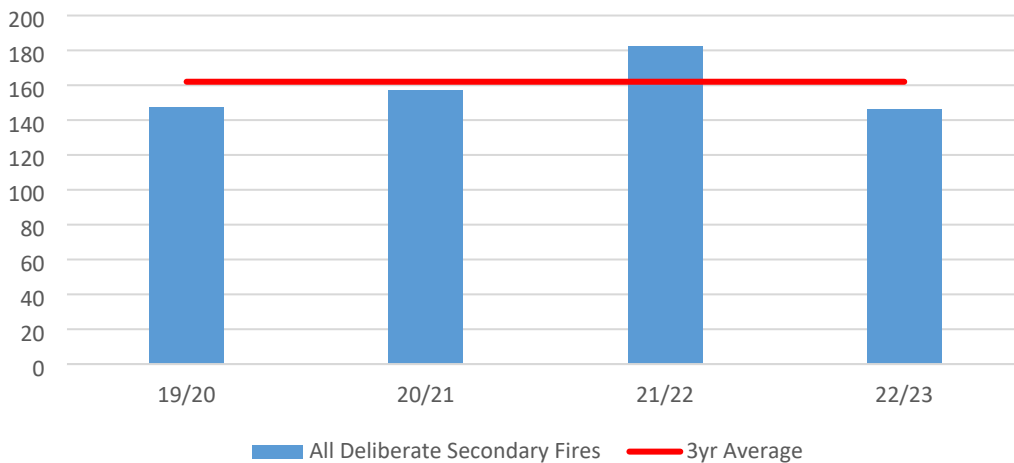


**Table 5: End of Year (Apr to Mar) Performance**

	19/20	20/21	21/22	22/23	YTD
<b>Deliberate Primary Fires</b>	86	76	71	<b>63</b>	<b>Green</b>

### Deliberate Secondary Fires

Apr 22 - Mar 23



**Table 6: End of Year (Apr to Mar) Performance**

	19/20	20/21	21/22	22/23	YTD
<b>Deliberate Secondary Fires</b>	147	157	182	<b>146</b>	<b>Green</b>

### Indicator Description

Deliberate fire setting accounts for a significant number of operational incidents within Aberdeenshire and takes various forms. Whilst a small proportion involves occupied buildings, vehicles and outdoor structures (primary fires), the majority of deliberate fires are classed as secondary fires (grass, bushes, refuse etc.). In Aberdeenshire evidence reflects that deliberate fires can be closely linked with anti-social behaviour. Youth engagement has been identified as an opportunity for the SFRS to become more proactive in and work is in progress to further develop youth engagement activities such as Fire Safety Support and Education Programme, Fire Skills and a Youth Volunteer Scheme.

### We will achieve it by:

- Delivery of thematic and multi-agency action plans tailored to meet local need.
- Continuing to utilise recognised SFRS Firesetters and diversionary programmes.
- Increasing community fire safety education in targeted areas where the majority of deliberate fires occur.
- Continuing to work with our partners to develop joint risk reduction strategies to further mitigate the impact of deliberate fires and the economic and social cost to the community.

### Performance Management

Results for this indicator show that we are below the three-year rolling average for both deliberate primary and secondary fires.

During this reporting period 146 of the 209 (70%) of deliberate fires that occurred were secondary fires, these are fires involving grassland and refuse. The remaining 63 fires were primary fires and these included 22 fires involving crops and woodland, 7 vehicle fires, 6 dwelling house fires and 4 fires within private garages/sheds.

Partnership working is key to reducing Deliberate Fires and we continue to work with partners through the Community Planning and Community Safety Partnerships to reduce the number of deliberate fires in the area.

Youth engagement remains a priority in our efforts to reduce deliberate firesetting, we worked with Active Schools and Live Life Aberdeenshire and participated in the Summer Camps to provide Fire Safety advice in relation to deliberate fires.

We have an established Fire Skills Programme that has been successfully run at Peterhead in partnership with Peterdeen and Fraserdeen. Unfortunately due to funding pressures the Peterdeen and Fraserdeen initiatives are no longer running and we are now working with our partners in Education to identify areas where the Fire Skills initiative would be beneficial. During this reporting period 4 of these courses were delivered with great engagement from the participants involved.

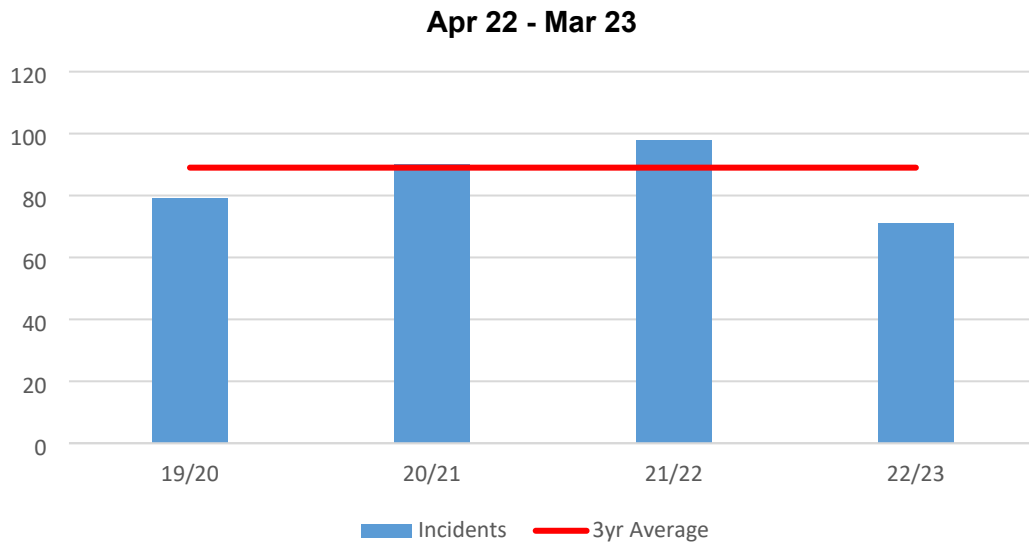
We have an established Youth Volunteer Scheme in Peterhead and currently there are 16 youths in the scheme. Three of the youths represented the SFRS and the area at the Remembrance Parade at the Cenotaph in London and were a great credit to the service, the area and themselves. Although the scheme is progressing well and we look forward to seeing it continuing to develop.



The SFRS work in partnership to deliver a Fire Safety Support and Education (FSSE) programme to those under the age of 18. Through the delivery of tailored interventions, FSSE offers a flexible approach to assist in the education of those who demonstrate an unsafe interest in fire or fire related anti-social behaviour. Through 2022-23 the SFRS completed three FSSE interventions across Aberdeenshire.

## PRIORITY 4 – NON-DOMESTIC FIRES

### Non-Domestic Fires



**Table 7: End of Year (Apr to Mar) Performance**

	19/20	20/21	21/22	22/23	YTD
<b>Non-Domestic Fires</b>	79	90	98	<b>71</b>	<b>Green</b>

**Table 7a: End of Year (Apr to Mar) Performance**

	19/20	20/21	21/22	22/23	YTD
<b>Accidental 'Other' Primary Fires</b>	28	35	38	<b>40</b>	<b>Red</b>
<b>Accidental 'Other' Secondary Fires</b>	63	114	105	<b>86</b>	<b>Green</b>

### **Indicator Description**

This priority concentrates on the reduction of fires occurring within buildings that are non-domestic premises. It also provides focus on the reduction of accidental 'other' primary and secondary fires which include agricultural land, forestry and moorland fires which pose a risk to Aberdeenshire.

Partnership working is key to reducing these types of incident and we work with building occupiers and owners through our Legislative Fire Safety Enforcement Officers to reduce fires in non-domestic properties. Every time that a fire does occur in a non-domestic building our Fire Safety Enforcement Team carry out a post fire audit.

We continue to work with land and forestry owners throughout Aberdeenshire to progress risk reduction activities and a partnership approach to dealing with Wildfires.

### **We will achieve it by:**

- Continuing the fire safety audit programme for high risk premises.
- Engaging with the business community to highlight their responsibilities for compliance with fire legislation.
- Identifying trends in building types and conducting thematic fire safety audits
- Contribution and engagement with recognised national and local wildfire groups

### **Performance Management**

In relation to this priority we have seen an decrease in non-domestic fires from 89 to 71 when compared against the three-year rolling average.

Of the 71 incidents that occurred, they can be broken down as; 8 Agricultural Sheds/buildings, 7 Retail Shops, 7 Garden Sheds, 6 Nursing Homes and 6 Sheltered Housing (not self-contained). The remaining incidents were isolated incidents over a wide range of premises type.

Out of the 71 incidents the damage was contained to under 5 Square Meters on 48 occasions.

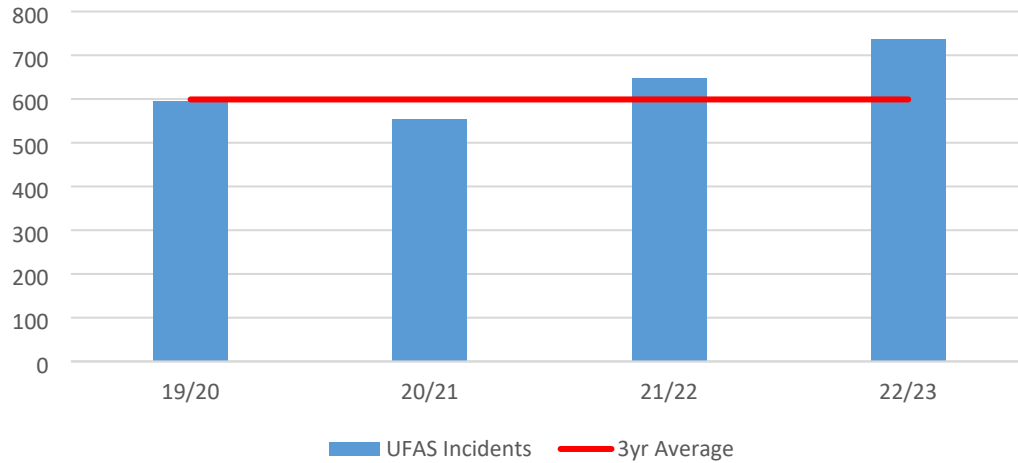
Our dedicated Fire Safety Enforcement Officers continue to audit relevant premises that fall within the scope of the Fire (Scotland) Act 2005 to ensure compliance with their statutory responsibilities. These officers engage with duty holders of relevant premises and provide advice and guidance on how to prevent both accidental and deliberate fires in non-domestic buildings.

In relation to Accidental 'Other' Fires we continue to work with Landowners to reduce these through the promotion of outdoor safety advice and working with Ranger services in Aberdeenshire to educate people using our outdoor spaces for leisure. During this period we also worked with Aberdeenshire Council Infrastructure Services to display High Fire Risk Warnings for Outdoor Fires utilising Electronic Road Signs.

## PRIORITY 5 – UNWANTED FIRE ALARM SIGNALS

### Unwanted Fire Alarm Signals

**Apr 22 - Mar 23**



**Table 8: Year to Date (Apr to Sep) Performance**

	19/20	20/21	21/22	<b>22/23</b>	<b>YTD</b>
<b>Unwanted Fire Alarm Signals</b>	595	553	649	<b>737</b>	<b>Red</b>

### Indicator Description

Automatic Fire alarms (AFA) are fundamental to providing early warning from fire, giving people the chance to evacuate safely. However, to be effective, they must be properly installed and maintained, and a good fire safety management regime must be in place by the duty holder, so they do not activate when there is no fire.

Every Unwanted Fire Alarm Signal (UFAS) from an AFA has an impact in terms of unnecessary blue light journeys, redirecting SFRS resources away from other activities such as community safety work and causing considerable disruption to businesses.

Our aim is to improve fire safety management and awareness, by reducing the number of attendances to unwanted fire alarm signals (UFAS) from automatic systems in non-domestic buildings during 2022/23.

### We will achieve it by

- Identifying premises with high UFAS activity levels to determine if they comply with the Fire (Scotland) Act 2005 and have appropriate fire safety management procedures in place
- Engaging with owners and occupiers to provide necessary support, advice and guidance for developing suitable action plans for UFAS reduction.
- Robust call management and implementation of service policy for UFAS reduction.
- Educating our frontline emergency response staff to identify problems, support responsible persons and provide feedback to our fire safety enforcement department.

### Performance Management

In relation to this priority we have seen an increase from 599 to 737 in the number of incidents compared to the three-year rolling average. We believe this is largely due to 2 years of Covid incident activity within the 3-year rolling average figures where businesses had restrictions in place.

The table below lists the top five property types for UFAS call calls during this reporting year.

Property Type	No. of UFAS
Nursing / Care Homes	52
Offices / Call Centres	52
Hotels	50
Industrial Manufacturing / Engineering	35
Warehouses	34

Our operational crews continue to investigate the cause of every UFAS incident and provide advice and guidance on each and every occasion.

Following a comprehensive public consultation process, the SFRS has implemented a new UFAS reduction model from 1 July 2023. Our mobilising strategy has evolved in order to meet changing demands on resource availability, reducing road risk, reducing our Carbon emissions and cost to the Service. With the exception of premises providing sleeping accommodation, Dutyholders with responsibility for workplace premises are expected to safely investigate a fire alarm before calling 999. SFRS will treat any fire alarm signal as a sign of fire, other than from a single smoke detector.

All calls received to SFRS as a consequence of an AFA activation will be subject to a call challenge process to determine the level of attendance necessary in line with the UFAS policy and this procedure.

## PRIORITY 6 – EMERGENCY RESPONSE AND COMMUNITY RESILIENCE

### Description

The SFRS has a statutory duty to reduce the risks to our communities and to make certain that they receive the best possible service. It is essential that our firefighters possess the skills, knowledge and expertise to respond to incidents which, by their very nature, can be varied in both type and complexity.

The SFRS has a duty to prepare for and respond to major emergencies. The scope of such preparations may include responding to adverse weather events, natural disasters, pandemics, chemical incidents or major transport incidents. The threat of terrorism also compels the SFRS to ensure it can respond alongside other partner agencies should such an event occur.

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.

### We will achieve it by

- Ensuring our staff are developed and equipment is fit for purpose to meet our current and future risk profile.
- Ensuring all known local risk information is obtained, communicated and tested.
- Working locally with partner organisations to ensure effective emergency response plans are developed for identified local risks.

### Activity

During this reporting period we introduced a new Training for Operational Competence Programme for our uniformed staff. This is an improved programme that provides greater flexibility and greater time for practical skills sessions. Staff have welcomed this and appreciate the improvements that it has brought.

We continue to gather operational intelligence throughout Aberdeenshire to ensure that crews have up to date information on risks and response plans to deal with these effectively. The easing of restrictions has allowed staff to physically visit premises to review and update our operational risk information and response plans.

We also continue to contribute to the Grampian Local Resilience Partnership and were involved with the implementation of the Operation Unicorn plan following the passing of Queen Elizabeth II in September 2022. Some wider Local Resilience Partnership activity was also supported, such as working with partners at a local level to prepare for, and respond to, emergencies. During this reporting period we took part in multi-agency exercises at BP Cruden Bay and St Fergus.

During this reporting period we have introduced a pre-recruitment engagement programme for people looking to join our On-call stations. This has had a positive impact with potential candidates gaining a greater understanding of both the role of an On-call Firefighter and being fully prepared for their Point of Entry Selection Tests.

Over the winter period from 2022-23, significant energy cost increases were experienced by residents across Aberdeenshire and several of our local community fire stations supported the Scottish Governments Warm Spaces initiative. This allowed our citizens, feeling the effects of fuel poverty, to attend a warm and inviting environment, have a hot refreshment and access relevant support from our Community Action Team. This positive initiative allowed us to further develop our relationships with communities and contribute to the LOIP priority of Reducing Poverty.