



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

LOCAL FIRE AND RESCUE PLAN FOR STIRLING

2014-2017



**Working together
for a safer Scotland**



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Foreword

Welcome to the Scottish Fire & Rescue Service (SFRS) Fire and Rescue Plan for the Local Authority Area of Stirling. This plan takes forward the SFRS's strategic vision, as defined within the SFRS Strategic Plan 2013 – 2016, and the vision outlined in Stirling's Single Outcome Agreement (SOA) of delivering "improved outcomes for Stirling's communities, particularly those where inequalities are most evident".

The main purpose of the SFRS is 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 wellbeing of people throughout Scotland.

During recent years partners have made progress in achieving improved outcomes for the people of Stirling and the introduction of a single Fire and Rescue Service provides even greater opportunity to contribute further to closing the gap between the negative outcomes of emergency response and the positive outcomes of the prevention and protection agenda.

This plan sets out the priorities and objectives for the SFRS within Stirling for the period 2014 – 2017 and allows our Local Authority partners to scrutinise the performance outcomes of those priorities. SFRS will continue to work closely with our partners in Stirling to ensure we are all "Working Together for a safer Scotland" through targeting risks to our communities at a local level.

The Local Fire and Rescue Plan has been developed in alignment with the Stirling SOA and sets out local solutions to local issues, linking to the national performance management framework and demonstrating how we contribute to national priorities and key performance targets. Through partnership working we will deliver continuous improvement in our performance and effective service delivery in our area of operations.

One of the key aims of The Police and Fire Reform (Scotland) Act 2012 is to strengthen the connection between the SFRS and communities by new formal relationships with Stirling Local authority, providing opportunities for many more local elected members to become involved and offering better integration with the Stirling Community Planning Partnership.

The Local Senior Officer has a statutory duty to work with the local authority to set priorities and objectives for fire and rescue services in the Stirling area, and is required to prepare a local plan for approval by the Local Authority. Partnership and engagement are central to this relationship, as is local democratic scrutiny and performance against this plan will be scrutinised via the Local Authority's Public Safety Committee.

Kenneth Rogers, Local Senior Officer

1	<i>Trossachs and Teith</i>
2	<i>Forth and Endrick</i>
3	<i>Dunblane and Bridge of Allan</i>
4	<i>Castle</i>
5	<i>Stirling West</i>
6	<i>Stirling East</i>
7	<i>Bannockburn</i>



Introduction

The Scottish Government provides an overarching vision for public services that focuses on the creation of a more successful country, with opportunities for all through a sustainable increase in economic growth.

This direction is supported by Strategic Objectives to make Scotland a wealthier & fairer, smarter, healthier, safer & stronger and greener place. Through a concordat between the Scottish Government and the Convention for Scottish Local Authorities (COSLA), the Strategic Objectives have been expanded into Local Single Outcome Agreements which include indicators and targets that provide the framework for how Local Authorities and their Community Planning partners such as the SFRS will deliver services.

The Fire (Scotland) Act 2005 as amended by the Police and Fire Reform (Scotland) Act 2012 provides the statutory basis for the SFRS to deliver a range of core services and functions. While the service is ready to respond to fire and other emergencies, it also maintains a strong focus on prevention and protection arrangements to ensure the safety of our communities. The associated Fire and Rescue Framework for Scotland 2013 sets the overarching strategic direction for the SFRS in the delivery of its services to the communities of Stirling.

The Police and Fire Reform (Scotland) Act 2012 requires local plans to contain:

- *Priorities and objectives for SFRS in connection with carrying out duties in the local authority's area of SFRS's functions,*
- *The reasons for selecting each of those priorities and objectives,*
- *How SFRS proposes to deliver those priorities and objectives,*
- *In so far as is reasonably practicable, outcomes by reference to which delivery of those priorities and objectives can be measured,*
- *How those priorities and objectives are expected to contribute to the delivery of any other relevant local outcomes which are identified by community planning,*
- *Such other matters relating to the carrying out of SFRS's functions in the local authority's area as SFRS thinks fit.*

Strategic Assessment

A strategic assessment for the SFRS's activities in Scotland established the type, frequency and impact of incidents that we attend. With this assessment in place the Local Senior Officer for Stirling can effectively identify key priority areas for the SFRS to target its resources at a local level.

National Assessment

The Scottish Government within their National Performance Framework have identified 16 National Outcomes they wish to achieve. Through delivery of this Local Plan the SFRS in particular will contribute to the following Outcomes:

- **National Outcome 1:** We live in a Scotland that is the most attractive place for doing business in Europe
- **National Outcome 4:** Our young people are successful learners, confident individuals, effective contributors and responsible citizens
- **National Outcome 6:** We live longer healthier lives
- **National Outcome 8:** We have improved the life chances for children, young people and families at risk
- **National Outcome 9:** We live our lives safe from crime disorder and danger
- **National Outcome 11:** We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others
- **National Outcome 12:** We value and enjoy our built and natural environment and protect it and enhance it for future generations
- **National Outcome 15:** Our people are able to maintain their independence as they get older and are able to access appropriate support when they need it
- **National Outcome 16:** Our public services are high quality, continually improving, efficient and responsive to local people's needs

The priorities for the SFRS have been laid out in the Fire and Rescue Framework for Scotland 2013 with the following Strategic Aims defined within the Strategic Plan 2013-2016:

Strategic Aim 1: Improve safety of our communities and staff

Strategic Aim 2: More Equitable Access to Fire and Rescue Services

Strategic Aim 3: Improved outcomes through partnership

Strategic Aim 4: Develop a culture of continuous improvement

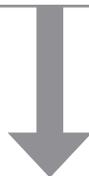




Equality Assessment

On 30 April 2013, the Scottish Fire and Rescue Service published its Equality Outcomes, in compliance with the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012. The SFRS Equality Outcomes are:

- Outcome 1:** People from all Scotland's community groups feel confident in contacting the Fire and Rescue Service for advice and information on relevant non-emergency issues.
- Outcome 2:** Disabled, LGBT, BME, older people and people from minority faiths are aware of the services provided by the SFRS, particularly how these can be adapted to meet their own individual needs.
- Outcome 3:** People from all Scotland's community groups feel safer in their homes and on our roads
- Outcome 4:** Establish the Scottish Fire and Rescue Service as an employer of choice for people across protected characteristics.
- Outcome 5:** Provide a positive and healthy workplace culture that welcomes, embraces and develops people from across all protected characteristics.
- Outcome 6:** People from across all communities are enabled to live lives free from hate crime, harassment and domestic abuse/violence.
- Outcome 7:** Gypsy Travellers and migrant workers are safer, better informed and confident in Scottish Fire and Rescue Service engagement



Local Assessment

The local assessment addresses issues relevant to the local area. Through analysis of data, partnership working and consultation, local improvement and demand reduction plans can be developed to ensure positive outcomes and results are achieved.

The key priority areas in Stirling that are considered in the Local Assessment and those that action plans will be developed for are:

- Local Risk Management and Preparedness
- Reduction of Accidental Dwelling Fires
- Reduction in Fire Casualties and Fatalities
- Reduction of Deliberate Fire Setting
- Reduction of Fires in Non Domestic Property
- Reduction in Casualties from Road Traffic Collisions, Flooding and other Special Service calls
- Reduction of Unwanted Fire Alarm Signals

Local Operational Assessment

Identified local key priority areas are monitored through the gathering and analysis of operational activity data.

Local Fire and Rescue Activity

Performance Indicator	2010/11	2011/12	2012/13	3 year average	Trend
All deliberate primary fires	201	170	120	164	↓
All deliberate other building fires	16	21	14	17	↓
All deliberate secondary fires	168	128	93	130	↓
All accidental dwelling fires	71	65	55	64	↓
All accidental other building fires	46	33	29	36	↓
All fatal fire casualties	0	1	1	1	↑
Non-fatal fire casualties excl. precautionary checkups	10	18	7	12	↓
Non-fatal fire casualties incl. precautionary checkups	11	21	9	14	↓
Special Service RTCs	67	51	60	60	↑
Special Service flooding	57	36	65	53	↑
Special Service extrication	17	17	12	15	↓
Special Service 'others'	67	71	83	74	↑
False Alarm: AFAs	686	682	758	709	↑
False Alarm: Good Intent	189	208	145	181	↓
False Alarm: Malicious	18	10	13	14	↑

Stirling Risk Profile

Understanding the Stirling area and the profile of the community is of vital importance in helping SFRS to develop this plan and identify priorities and objectives to ensure everyone has the opportunity to access our service and reduce their risk of harm from fire.

This plan has been prepared in the wider context of the Stirling Community Planning Partnership and Single Outcome Agreement for 2013/2023 and sets out the local priorities for delivering the local fire service for Stirling. Underlying this plan are the key principles of community planning namely, prevention and early intervention, integration of public services around the whole systems approach, transparency, accountability and innovation in our approaches to fire service provision.

Stirling covers just under 2200 sq. km and is Scotland's 9th largest local authority by land area. The area encompasses Tyntrum and Crianlarich on the edge of the Highlands in the north, the Glasgow commuter villages of Killearn and Strathblane in the southwest and the former mining villages of Plean, Fallin and Cowie in the east. The main urban centre – where 65% of the population lives – consists of Stirling city including Bannockburn and its neighbouring communities of Dunblane and Bridge of Allan.

The population of Stirling is around 90,000 making it the 8th smallest authority by population size in Scotland. The age structure of the Stirling urban area matches that of Scotland, although the number of students boosts the 16-24 age group. The population is projected to grow steadily through both increased migration and people living longer. As across Scotland, the number of older people (especially those 85+) is expected to increase considerably over the next 20 years. The rural areas have lower proportions of young adults (16-24) and working age residents and around 24% of the population are of pensionable age, compared to 17% for the Council area as a whole.

Few regions of Scotland have such dramatic diversity of landscape. Urban land use accounts for only 3% of the Stirling Council area. The Stirling area encompasses some of Scotland's finest countryside including a large part of the Loch Lomond and Trossachs National Park. The City of Stirling contains a rich historical built heritage and the unique natural and built environment attracts an estimated 4,000,000 visitors per year.

Stirling's location at the heart of Scotland has always been important. 55% of Scotland's population live within an hour of the City. This strategic location, together with the well-educated population, the high quality environment and quality of life factors have led to a substantial economic expansion in the last decade. The area enjoys relative economic prosperity and has a relatively affluent population. Overall crime rates are low. Healthy life expectancy is higher than any mainland council and educational attainment for children and young people is consistently above the national average.

However, the overall averages for the area mask a high degree of social and economic polarisation, with one study identifying Stirling as having the second highest spread of rich and poor of councils in the UK. 6% of the population live in areas rated as the most deprived 15% of Scotland. The effects of poverty and disadvantage are evidenced in the income, health, learning and community safety of these citizens. Whilst the area has many obvious advantages and opportunities, there are communities of both place and interest that have not benefited from these. The current economic downturn further marginalises certain areas and citizens from the opportunities Stirling presents.

Priorities, Actions and Outcomes

1. Local Risk Management and Preparedness

The SFRS has a statutory duty to reduce the risks to our communities to make certain that they receive the best possible service. The management of risk within our community means:

- Identifying the risks to the community which fall within the scope of responsibility of the SFRS
- Undertaking a process to prioritise these risks
- Ensuring that appropriate Local and National resource capability and trained Fire Service personnel are in place to address them

Aligns to:

National Outcomes:

- 6: We live longer healthier lives
- 8: We have improved the life chances for children, young people and families at risk
- 9: We live our lives safe from crime disorder and danger
- 12: We value and enjoy our built and natural environment and protect it and enhance it for future generations

Scottish Fire and Rescue Service Strategic Aims:

- 1: Improve safety of our communities and staff
- 2: More equitable access to fire and rescue services
- 3: Improved outcomes through partnership
- 4: Develop a culture of continuous improvement

Stirling Area Priorities:

- **Stirling Community Planning Partnership: Single Outcome Agreement 2013-2023**
- **Stirling Community Safety Partnership Strategic Assessment 2011-2014 (Outcome 5.1.3)**

We will achieve it by:

- Actively participating in Stirling's Community Planning arrangements and adopting a partnership approach to risk reduction
- Ensuring our training, staff development and equipment is fit for purpose to meet our current risk profile and adaptable to changing circumstances
- Ensuring all known risk information is obtained, communicated and tested
- Working locally with partner organisations and agencies to ensure effective response plans are developed for identified risks including business continuity plans
- Fulfilling our statutory duties in relation to the Civil Contingencies Act 2004 by way of our contribution to the Forthvalley Local Resilience Partnership and the East of Scotland Regional Resilience Partnership

In doing so we will also add value by:

- Keeping our staff and members of the public safe should any incident occur
- Promoting confident and safe communities where residents feel positive about where they live
- Reducing the financial burden and disruption caused to our communities when emergencies occur
- Promoting an increase in wealth and prosperity in the Stirling area
- Proactively helping the wider community by preventing emergencies and planning to mitigate their effects when they occur

2. Reduction of Accidental Dwelling Fires

Dwelling house fires can have a significant negative impact on both individuals and the community, in relation to the human, social and economic cost of fire. Throughout the Stirling area dwelling fires have occurred in a wide variety of homes and there are direct links to areas of social deprivation and those who are most vulnerable to fire within the community. Ward based analysis of incidents show that a high percentage of fires start in the kitchen when the occupier is cooking in the home.

A number of factors are relevant in the likelihood of dwelling house fires occurring including an ageing population, alcohol/addiction issues and health inequalities. These factors have been identified within the Stirling SOA as key issues and challenges which require a multi-agency, partnership approach and the SFRS can play a significant role in prevention work targeting the most vulnerable members of local communities.

While the number of fires in dwellings in Stirling is consistently below the Scottish average there is no room for complacency. Working alongside our community planning partners, we will contribute towards improving home safety for those most at risk and the wider community.

Aligns to:

National Outcomes:

- **6:** We live longer healthier lives
- **8:** We have improved the life chances for children, young people and families at risk
- **9:** We live our lives safe from crime disorder and danger
- **12:** We value and enjoy our built and natural environment and protect it and enhance it for future generations

Scottish Fire and Rescue Service Strategic Aims:

- **1:** Improve safety of our communities and staff
- **2:** More equitable access to fire and rescue services
- **3:** Improved outcomes through partnership
- **4:** Develop a culture of continuous improvement

Stirling Area Priorities:

- **Stirling Community Planning Partnership: Single Outcome Agreement 2013-2023**
- **Stirling Community Safety Partnership Strategic Assessment (2011-2014)**

We will achieve it by:

- Actively participating in Stirling Community Planning arrangements and adopting a partnership approach to risk reduction
- Improving links with communities and community partners to improve the targeting of our prevention activities
- Using data analysis tools and information sharing to ensure that our engagement activities are targeted at the most vulnerable groups within our communities
- Targeting Home Fire Safety Visits to increase the number delivered to those at higher risk from fire
- Raising awareness of fire safety and prevention in Stirling by developing a range of communication channels including social media

In doing so we will also add value by:

- Promoting confident and safe communities where residents feel positive about where they live
- Improving home safety throughout the Stirling area
- Reducing the financial burden of fire on society through education and information provision

Our target against our 3 year average is to support a national aggregated reduction of 10% per year

3. Reduction in Fire Casualties and Fatalities

Fire casualties and fatalities in Scotland have shown a significant reduction over the previous twenty years. However, when compared to the rest of the UK fire deaths and casualties in Scotland continue to be well above the UK average.

In Stirling the number of fire casualties and fatalities is below the Scottish average and it is now a rare event for a fire fatality to occur in the Stirling area. Trends in fire casualties have shown that those most at risk include people living alone, with smoking and alcohol consumption being contributory factors.

The SFRS in Stirling aim to target a reduction in fire casualties and to maintain the low level of fire fatalities by working closely with partner agencies to identify those most at risk and directing resources towards them to help improve positive outcomes.

Aligns to:

National Outcomes:

- **6:** We live longer healthier lives
- **8:** We have improved the life chances for children, young people and families at risk
- **9:** We live our lives safe from crime disorder and danger
- **11:** We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others
- **15:** Our people are able to maintain their independence as they get older and are able to access appropriate support when they need it

Scottish Fire and Rescue Service Strategic Aims:

- **1:** Improve safety of our communities and staff
- **2:** More equitable access to fire and rescue services
- **3:** Improved outcomes through partnership
- **4:** Develop a culture of continuous improvement

Stirling Area Priorities:

- **Stirling Community Planning Partnership: Single Outcome Agreement 2013-2023**
- **Stirling Community Safety Partnership Strategic Assessment 2011-2014**

We will achieve it by:

- Actively participating in Stirling Community Planning arrangements and adopting a partnership approach to risk reduction
- Increased delivery of the Home Fire Safety Visit service with particular emphasis on the most vulnerable in our community
- Improving links with communities and community partners to improve the targeting of our prevention activities
- Promoting healthier lifestyles through encouraging a reduction in alcohol, substance and cigarette use
- Ensuring our community safety strategy considers all persons at risk from fire

In doing so we will also add value by:

- Promoting confident and safe communities where residents feel positive about where they live
- Reducing demand on other partner services such as local health care and social work partners
- Reducing fire casualty hospitalisation times

Our target against our 3 year average is to support a national aggregated reduction of 5% per year

4. Reduction of Deliberate Fire Setting

Deliberate fire setting is a significant issue for the SFRS and is responsible for the majority of secondary fires that are attended across the Stirling area. In the main these incidents involve refuse /refuse containers, grassland and derelict buildings and vehicles. In addition deliberate fire setting is responsible for a number of primary fires which involve property loss and potential injury/loss of life.

There is a close link between deliberate secondary fires and other forms of anti-social behaviour. By continuing to focus our attention on deliberate fires we will reduce demand on the SFRS and the burden upon partners and in turn enhance community wellbeing and the local environment.

Aligns to:

National Outcomes:

- **4:** Our young people are successful learners, confident individuals, effective contributors and responsible citizens
- **8:** We have improved the life chances for children, young people and families at risk
- **9:** We live our lives safe from crime, disorder and danger
- **11:** We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others
- **12:** We value and enjoy our built and natural environment and protect it and enhance it for future generations.
- **16:** Our public services are high quality, continually improving, efficient and responsive to local people's needs

Scottish Fire and Rescue Service Strategic Aims:

- **1:** Improve safety of our communities and staff
- **2:** More equitable access to fire and rescue services
- **3:** Improved outcomes through partnership
- **4:** Develop a culture of continuous improvement

Stirling Area Priorities:

- **Stirling Community Planning Partnership: Single Outcome Agreement 2013-2023**
- **Stirling Community Safety Partnership Strategic Assessment 2011-2014**

We will achieve it by:

- Engaging in a multi-agency approach to tackle deliberate fire setting and fire related anti-social behaviour by targeting resources to areas of demand
- Working closely with partners to identify young people at risk of fire related anti-social behaviour and shaping interventions that meet the requirements of young people
- Improving information exchange and collaboration with Police, Local Authorities and other partner agencies to ensure they are aware of the activities of fire setters and locations/neighbourhoods where fire setting is prevalent
- Providing an enhanced level of fire investigation within the Stirling area

In doing so we will also add value by:

- Promoting safe and attractive communities in which people want to live
- Diverting persons away from anti-social behaviour by encouraging them to be good citizens
- Reducing the adverse effects which deliberate fire setting has on people's lives and communities in the Stirling area
- Reducing the financial burden of fire on society through education and information provision
- Supporting the national focus towards early and effective intervention

Our target against our 3 year average is to continually reduce the number of deliberately set fires

5. Reduction of Fires in Non-Domestic Properties

All fires in workplaces and business premises are classed as non-domestic fires and come under the scope of the Fire (Scotland) Act 2005.

Fire Safety Enforcement Officers carry out audits to ensure statutory responsibilities are met and provide advice to businesses on fire safety. The types of premises encompassed by the Act can be wide-ranging and include industrial and commercial premises and those providing sleeping accommodation such as residential care premises and hotels.

In addition to the costs associated with fires in commercial properties, many businesses who experience a significant fire do not reopen afterwards. We proactively work in partnership with local industry to ensure that business continuity planning and emergency preparedness arrangements are appropriate to ensure that the impact of fires and other emergencies is mitigated and that we are prepared to respond to adverse safety events.

Aligns to:

National Outcomes:

- 1: We live in a Scotland that is the most attractive place for doing business in Europe
- 6: We live longer, healthier lives
- 9: We live our lives safe from crime, disorder and danger
- 12: We value and enjoy our built and natural environment and protect it and enhance it for future generations

Scottish Fire and Rescue Service Strategic Aims:

- 1: Improve safety of our communities and staff
- 2: More equitable access to fire and rescue services
- 3: Improved outcomes through partnership
- 4: Develop a culture of continuous improvement

Stirling Area Priorities:

- Stirling Community Planning Partnership: Single Outcome Agreement 2013-2023
- Stirling Community Safety Partnership Strategic Assessment 2011-2014

We will achieve it by:

- Auditing business and commercial premises by Fire Safety Enforcement Officers using a risk based approach with those premises classified as high risk being audited on an annual basis
- Working with Stirling Council licensing department to ensure all houses of multiple occupation comply with the required standards in relation to Fire Safety
- Carrying out post fire audits following any fire incident within a relevant premise
- Consulting with Stirling Council Building Standards Officers and Architects
- Working in partnership with businesses and partner agencies to promote business continuity and thus contribute to maintaining jobs and making Stirling an attractive place for businesses to locate
- Providing easily accessible information on fire safety legislation for all businesses or prospective businesses through a number of mediums such as online, social media or local "face to face" visits

In doing so we will also add value by:

- Safeguarding the wellbeing of residents and employees within relevant premises
- Assisting the private and business sector in understanding their fire safety responsibilities
- Promoting an increase in wealth and prosperity within the Stirling area
- Maintaining the quality of our infrastructure and helping to promote the growth of the local economy
- Reducing the financial burden of fire on society through education and information provision

Our target against our 3 year average is to continually reduce the number of non-domestic fires

6. Reduction in Casualties from Road Traffic Collisions, Flooding and other Special Service Calls

A core part of the SFRS's activity locally is responding to emergencies such as road traffic collisions (RTCs), flooding and other rescue situations. Firefighters are trained to a high standard and have at their disposal the most modern equipment for extricating people in rescue situations and administering first aid to casualties.

At a local level SFRS have a crucial role to play in contributing and supporting the wider road safety agenda to achieve a reduction in RTCs and casualties and this will be a key focus of our work with community partners. From evidence it has been identified that young drivers and rural road driving are areas of specific risk within Stirling and we will focus our education and awareness campaigns on these areas. Road casualty figures in Scotland have reduced significantly over the previous twenty years. However, the figures show that we cannot lose sight of the work that remains to be done to make our roads safer and further reduce deaths and injuries.

Stirling has experienced significant flooding events in recent years and the SFRS has a duty to support communities recover from these incidents. In addition to responding to flooding events the SFRS will actively participate in the flood prevention work being undertaken by the Local Authority and other partner agencies.

Aligns to:

National Outcomes:

- **4:** Our young people are successful learners, confident individuals, effective contributors and responsible citizens
- **6:** We live longer, healthier lives
- **9:** We live our lives safe from crime, disorder and danger
- **15:** Our public services are high quality, continually improving, efficient and responsive to other people's needs
- 'Go Safe on Scotland's Roads - It's Everyone's Responsibility', Scotland's Road Safety Framework

Scottish Fire and Rescue Service Strategic Aims:

- **1:** Improve safety of our communities and staff
- **2:** More equitable access to fire and rescue services
- **3:** Improved outcomes through partnership
- **4:** Develop a culture of continuous improvement

Stirling Area Priorities:

- **Stirling Community Planning Partnership: Single Outcome Agreement 2013-2023**
- **Stirling Community Safety Partnership Strategic Assessment 2011-2014**

We will achieve it by:

- Educating and awareness raising aimed at high risk groups within our communities
- Working with our partners within Stirling to identify risks and, through this collaboration, identifying ways to promote safer driving and make our roads safer
- Providing data to ensure that all partner agencies can map RTC hotspots and through this inform road safety initiatives in Stirling
- Contributing to the development of local flood action plans and supporting local community initiatives
- Developing staff and allocating local resources to meet local and national need

In doing so we will also add value by:

- Encouraging young drivers and other groups to be responsible road users through active engagement and education
- Reducing the number of hospital admissions and the associated costs to the NHS and other organisations due to RTC related injuries
- Making our roads and communities safer
- Contributing to reduce the impact of large scale flooding events on the business community and people

Our target against our 3 year average is to continually reduce the number of casualties from Road Traffic Collisions

7. Reduction of Unwanted Fire Alarm Signals

The SFRS's aim is to reduce the impact of unwanted fire alarm signals generated by automatic detection systems on service delivery, business and commerce. Achieving this aim will improve the safety of Stirling communities by ensuring that our service is more readily available for genuine emergencies.

An Unwanted Fire Alarm Signal (UFAS) is defined as a signal transmitted by an Automatic Fire Detection (AFD) system reporting a fire where, upon arrival of the Fire Service, it is found that a fire has not occurred. UFAS are entirely avoidable through good system design, management practice, procedure, maintenance and the appropriate use of space within buildings.

Within the Stirling area UFAS incidents account for more than 50% of the total number of emergency calls received by SFRS. UFAS have a negative impact on the SFRS due to the deployment of resources to incidents where lifesaving services are not required. A negative impact is also experienced by businesses through loss of production, business continuity or service delivery. Mobilising to UFAS incidents creates a financial burden on SFRS as well as increasing road risk and the environmental impact of the Service within the Stirling area.

Other types of false alarm include malicious 999 calls and emergency calls made when a person genuinely believes that an emergency has occurred which requires the attendance of the SFRS, and that belief subsequently turns out to be unfounded.

Aligns to:

National Outcomes:

- **1:** We live in a Scotland that is the most attractive place for doing business in Europe
- **6:** We live longer, healthier lives
- **12:** We value and enjoy our built and natural environment and protect it and enhance it for future generations

Scottish Fire and Rescue Service Strategic Aims:

- **1:** Improve safety of our communities and staff
- **2:** More equitable access to fire and rescue services
- **3:** Improved outcomes through partnership
- **4:** Develop a culture of continuous improvement

Stirling Area Priorities:

- **Stirling Community Planning Partnership: Single Outcome Agreement 2013-2023.**
- **Stirling Community Safety Partnership Strategic Assessment 2011-2014**

We will achieve it by:

- Working with the business and commercial sector to provide advice and guidance in relation to the management of UFAS
- Ensuring premises with UFAS occurrences comply with the Fire Safety (Scotland) Regulations 2006 and have suitable and sufficient fire safety management procedures in place
- Working in partnership with the police and other agencies to share information and develop youth engagement and educational programs aimed at reducing the number of malicious calls made to the SFRS

In doing so we will also add value by:

- Reducing time and money lost to local businesses
- Realising efficiency savings by reducing the number of UFAS calls
- Contributing towards making our roads safer by reducing fire appliance movements
- Contributing to reducing the carbon footprint of SFRS through fewer appliance mobilisations

Our target against our 3 year average is to contribute towards a continued reduction in UFAS incidents

Achieving Local Outcomes

Achieving Safer Communities in Stirling

Following a process of identifying local risks within Stirling, priority actions to address them and expected outcomes have been set within this plan. Local risks were identified following considerations of political direction set by the Scottish Government, community needs identified through consultation and the operational resources and capacity of the SFRS.



Outcomes

The Police and Fire Reform (Scotland) Act 2012 includes a framework for local scrutiny and engagement arrangements between local authorities and the Scottish Fire and Rescue Service.

Across the Stirling area local scrutiny of the performance of the Fire and Rescue Service is undertaken by the Public Safety Committee on a quarterly basis. As part of the Community Planning arrangements across the area arrangements are in place to ensure that other key statutory and non-statutory partners have the opportunity to engage in the process of scrutiny. Robust scrutiny of performance is essential in ensuring that the SFRS is delivering and contributing to improved outcomes for communities and ensuring that the SFRS plays its full part in contributing to successful delivery of the Stirling Community Planning Partnership's Single Outcome Agreement.

As a full and active partner in the local community planning arrangements we will contribute positively to a safer Scotland.

Review

To ensure this Local Plan remains flexible to emerging local or national priorities a review may be carried out at any time but will be reviewed at least once in its life time. A review may also be carried out if the Scottish Minister directs it or if a new Strategic Plan is approved.

Following a review the Local Senior Officer may revise the Plan.

Feedback

Contact Us

If you have something you'd like to share with us, you can get in touch in a number of ways:

- Use the feedback form on our website to send an email - www.firescotland.gov.uk
- Contact your local community fire station - details are listed on our website or in your local telephone directory.
- Contact (LSO) Area Headquarters on 01324 710253.
- Write to us at the address at the bottom of this page.

We are fully committed to continually improving the service we provide to our communities and recognise that to achieve this goal we must listen and respond to the views of the public.

We use all feedback we receive to monitor our performance and incorporate this information into our planning and governance processes in order to continually improve our service.

We are proud to say that the majority of the feedback we receive is positive, and we are keen to hear examples of good practice and quality service delivery that exemplifies the standards of care that we strive to provide for the communities of Scotland.

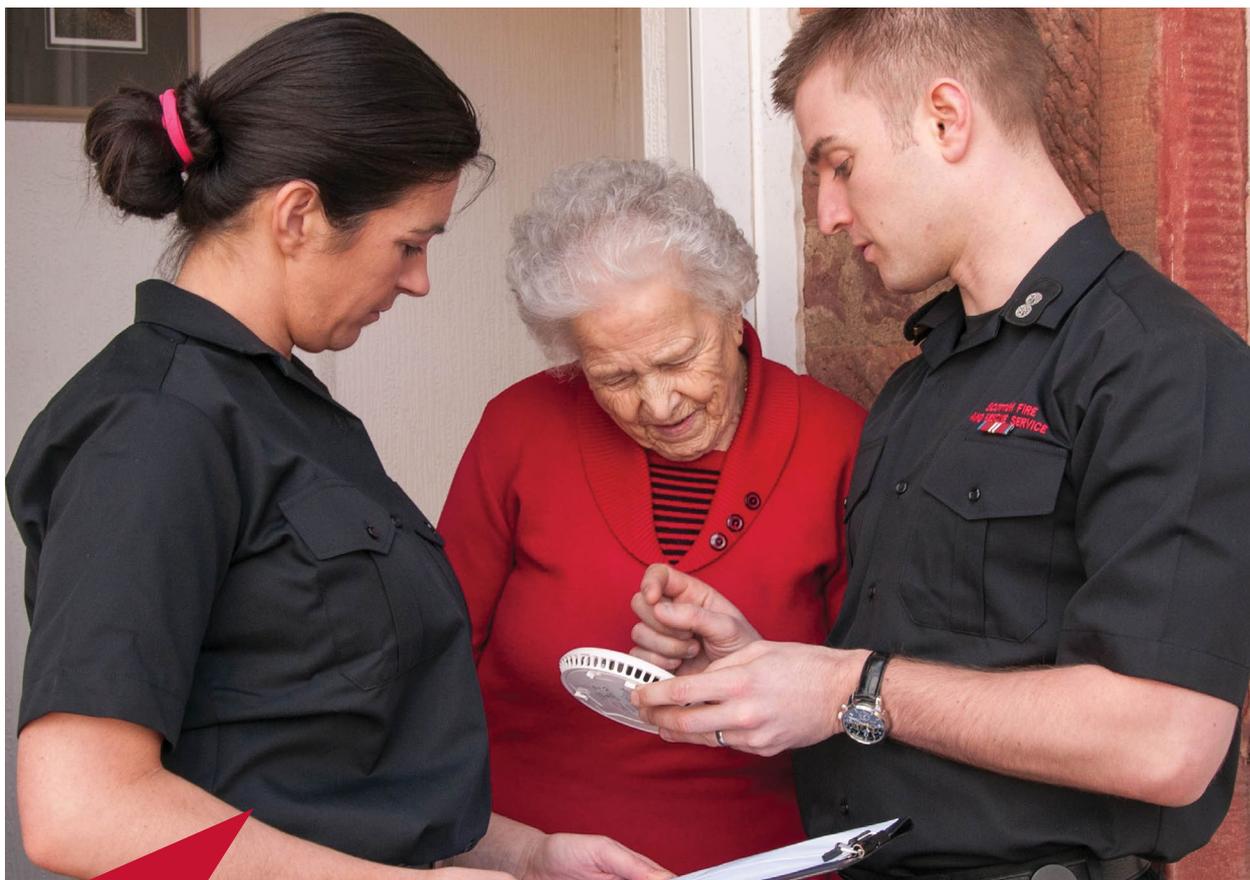
In instances where our standards of service are questioned, we welcome the opportunity to investigate the circumstances, and are committed to correcting any lapses and using the learning outcomes to improve our future service delivery.

IF YOU WOULD LIKE A COPY OF THIS DOCUMENT IN A DIFFERENT FORMAT OR A VERSION IN ANOTHER LANGUAGE PLEASE CONTACT:

Scottish Fire and Rescue Service, Service Delivery Area East,
Main Street, Maddiston, Falkirk FK2 0LG Tel 01324 716996 Fax 01324 715353
or alternatively visit our website www.firescotland.gov.uk

Glossary of Terms

Accidental:	Caused by accident or carelessness. Includes fires which accidentally get out of control.
Casualty:	Consists of persons requiring medical treatment beyond first aid given at the scene of the incident, those sent to hospital or advised to see a doctor for a check-up or observation (whether or not they actually do). People sent to hospital or advised to see a doctor as a precaution, having no obvious injury, are recorded as 'precautionary check-ups'. Casualty figures do not include fatalities.
Deliberate:	Covers fires where deliberate ignition is suspected
Fatality:	A casualty whose death is attributed to a fire is counted as a fatality even if the death occurred later. Fatalities associated with Other Incidents can include attendance to assist Police or Ambulance colleagues when a person has been found who has committed suicide, for example. Often there is little we can do as a Service to influence this particular figure.
Primary Fires:	Includes all fires in buildings, vehicles and most outdoor structures or any fire involving casualties, rescues or fire attended by five or more pumping appliances.
Secondary Fires:	These cover the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or if five or more appliances attend. They include fires in derelict buildings but not chimney fires.
Unwanted Fire Alarm Signal:	Is defined as an event in which the Fire and Rescue Service believes they are called to a reportable fire and then find there is no such incident. These can be Malicious, of Good Intent or caused by Apparatus. The False Fire Alarms recorded for our indicator are those caused by Apparatus, as these constitute a significant majority of False Fire Alarm incidents.



FREE Home Fire Safety Visit and FREE Smoke Alarm

Fire can happen to anyone.

But it is our job to help make sure your home is as safe from fire as it can be. This is why we provide free Home Fire Safety Visits.

Our staff can help you spot a possible fire hazard, offer advice and guidance and fit smoke alarms free of charge if your home requires them.

A Home Fire Safety Visit only takes around 20 minutes. And that 20 minutes might just save your life.

Visits are easy to arrange.

A Home Fire Safety Visit can be organised at a time that suits you, day or night. We would also like community members to think about anyone you know who could be at risk from fire. It could be a friend, relative, or neighbour. To book a free Home Fire Safety Visit for you, or for someone you know:

CALL 0800 0731 999
TEXT 'CHECK' TO 61611
or visit www.firescotland.gov.uk



Fact.
**Every hour of every day there's
a house fire in Scotland.**



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Always ask for official identification - all employees of the Scottish Fire and Rescue Service will be happy to produce this on request.



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Version 1.0 21st May 2014