



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

LOCAL FIRE AND RESCUE PLAN NA H-EILEANAN AN IAR

2014-2017



**Working together
for a safer Scotland**



Comhairle nan Eilean Siar

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Foreword

Welcome to the Scottish Fire & Rescue Service (SFRS) Local Fire and Rescue Plan for the Local Authority Area of Na H-Eileanan an Iar (Western Isles). This plan is the mechanism through which the aims of the SFRS Strategic Plan 2013 – 2016 are delivered to meet the agreed needs of Na H-Eileanan an Iar communities.

The Plan sets out the priorities and objectives for the SFRS within Na H-Eileanan an Iar for 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 the Western Isles 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 and its associated action plans are aligned to the Community Planning Partnership structures within the islands. Through partnership working we will deliver continuous improvement in our performance and effective service delivery in our area of operations.

The SFRS will continue to use data analysis techniques to identify risk and to ensure resources are allocated to the point of need within our communities. While considering the strategic priorities of the SFRS we will develop local solutions to local needs and ensure equitable access to Fire and Rescue resources.

Through our on-going involvement with local community safety groups in Na H-Eileanan an Iar we will continue to develop our understanding of local needs and proactively seek out consultation opportunities with all sections of the community. Using this approach we will ensure that the service we deliver is driven by consultation, in line with public expectations and helps to build strong, safe and resilient communities.

Billy Wilson, Local Senior Officer

I am pleased to contribute to the initial Fire & Rescue Plan for Na H-Eileanan an Iar. The Police and Fire Reform (Scotland) Act 2012 creates a new Scottish Fire and Rescue Service. The Act gives local authorities a new function in monitoring and scrutinising the role of the Scottish Fire and Rescue Service. In Na H-Eileanan an Iar we will work together to build on and further strengthen the close connections between the Fire and Rescue Service and the communities they serve.

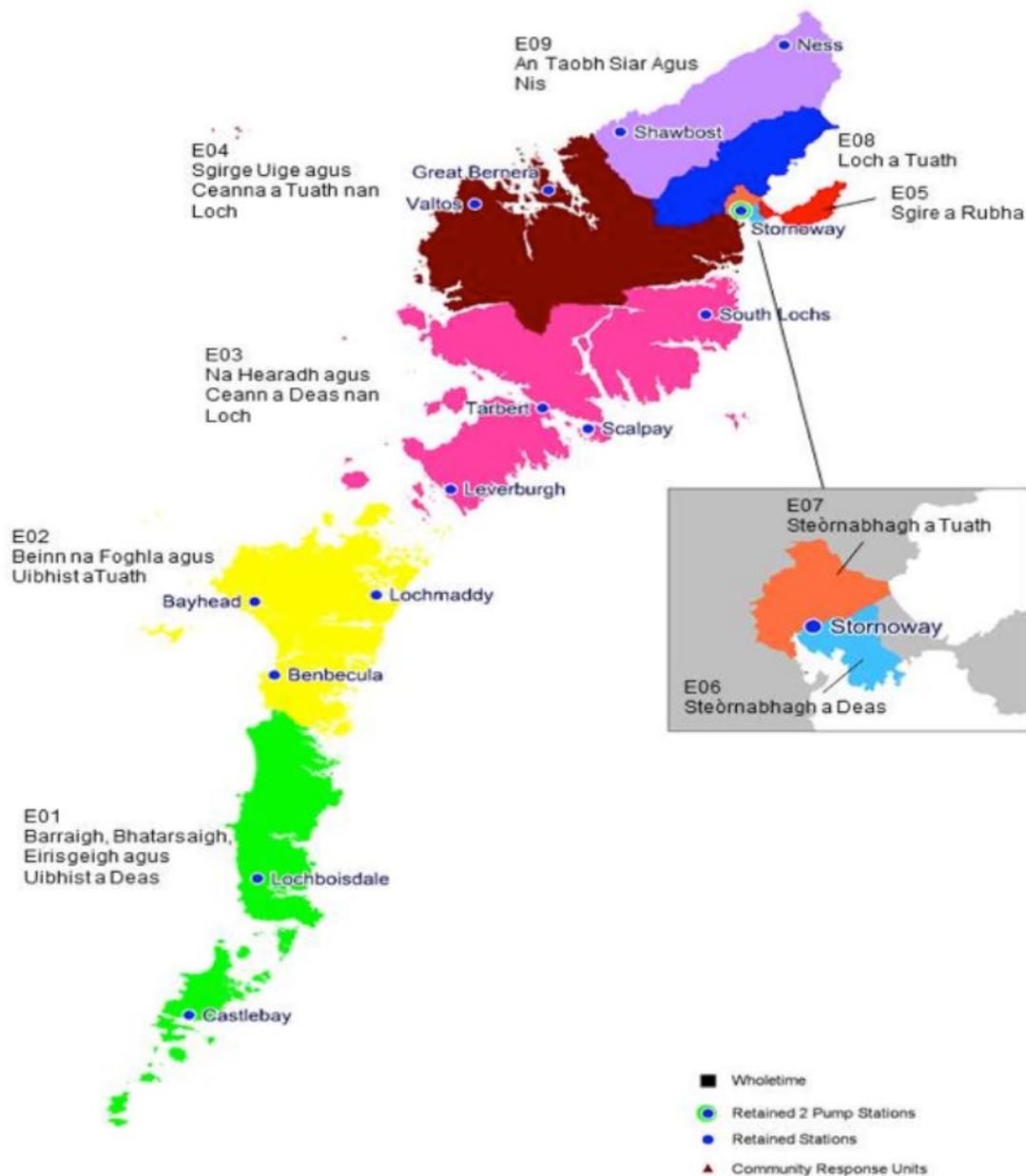
Over the last decade, valuable and effective linkages have been formed between Fire and Rescue, Comhairle Nan Eilean Siar, community planning partners and local communities. A practical example of this is the close liaison between the SFRS in Stornoway and Hebridean Housing Partnership (HHP) in the delivery of home safety information and initiatives across the islands.

The priorities set out in this plan are endorsed by Comhairle nan Eilean Siar and the Outer Hebrides Community Planning Partnership and will develop subject to extensive community engagement. This engagement is already in evidence with the joint consultation process undertaken by Police Scotland and the Scottish Fire & Rescue Service as part of the methodology for creating this plan.

I particularly welcome the restated commitment to reducing fire casualties and the reduction of unwanted fire signals – a clear impact on local business and communities due to the Retained Firefighter commitment by individuals in employment elsewhere. Partners working together to reduce the number of incidents and promoting safe and attractive communities in which people want to live, is an incontestable ambition of all concerned.

Together we look forward to creating a safer Outer Hebrides for all.

**Councillor Kenneth M Murray,
Chair of Environment and Protective Services Committee, Comhairle nan Eilean Siar**



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Comhairle Nan Eilean Siar Wards and Fire Stations

The Fire and Rescue Service is provided to the Western Isles through a network of 14 Retained Duty Fire Stations located throughout the islands.

A total of 148 Retained Fire-fighters, 2 Whole-time Officers, 1 full time Community Safety Advocate and 1 part time Administrative Assistant are employed to deliver the Service. In this respect, the front line fire and rescue service is an emergency service provided by the Western Isles communities, for Western Isles communities.

The resources above will be fundamentally responsible for the delivery of the content and objectives of this plan.

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 that means 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 Na H-Eileanan an Iar.

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

- *Priorities and objectives for SFRS in connection with the 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 Na H-Eileanan an Iar 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

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

A full list of the Equality Outcomes can be found on the Fire Scotland web site.



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 Na H-Eileanan an Iar that are considered in the Local Assessment and those that action plans will be developed for are:

- Local Risk Management and Preparedness
- Reduction of Dwelling Fires
- Reduction in Fire Fatalities and Casualties
- Reduction of Deliberate Fire Setting
- Reduction of Fires in Non Domestic Property
- Reduction in Casualties from Non Fire Emergencies
- Reduction of Unwanted Fire Alarm Signals
- Enhance our contribution to Community Planning
- Enhance our Local Engagement Practices

Equality Outcomes Introduction

The Scottish Fire and Rescue Service has identified Equality Outcomes, set out within this Local Plan, as required by the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012. These Equality Outcomes were formed based on the findings of an impact assessment coupled with the results of a consultation exercise.

Where emphasis is given in the equality outcomes to a particular group, this is not to infer that this will be to the detriment of other groups but should be taken as merely a reference to community risk profiling.

The Local Plans are high level documents providing a strategic link with the SFRS's national and corporate obligations and objectives and the local authority. The purpose of the plan is to set out those corporate priorities within its local service delivery context.

It will be the planning programmes that underpin this Local Plan where more detailed and direct relevance to the general equality duty will be established. Moreover, the initiatives and activities that will be implemented to meet those local priorities (e.g. home fire safety visits) are subject to individual impact assessment and scrutiny in their application.

Overall, the Local Plan is relevant to the three elements of the general equality duty. As a strategic document the relevance is largely indirect but it does provide an opportunity to make a positive contribution on the grounds of removing inequality but also, importantly, in promoting inclusion.

As part of our impact assessment process, evidence was gathered and analysed from a range of sources including fire service data, evidence about the Western Isles and the people living there, information about protected characteristics held by national stakeholder groups and the results of community engagement initiatives. These initiatives included the consultation exercise carried out on the Local Plan and the development of the SFRS's Equality Outcomes.

Overall, the Local Plan for the Outer Hebrides has a potential to make a positive contribution to the Western Isles across all groups, including those within protected characteristics, irrespective of those characteristics.

The 2011 Scottish Census found that in terms of religious make up, communities within the Western Isles comprise of 42.5% Church of Scotland; 19.1% Other Christian; 12.3% Roman Catholic; 0.2% Muslim & 0.6% Other religions.

It also found that 18.1% of people living in Na H-Eileanan an Iar identified as having no religion, with a further 7.1% not stating their religion.

The 2011 Scottish census did not capture any information relating to sexual orientation and as such there are no accurate sources of the lesbian, gay and bi-sexual (LGB) population of Scotland or Na H-Eileanan an Iar (Western Isles). However, estimates presented by stakeholder organisations such as Stonewall indicate that there are between 5% and 12% of the general population identifying as LGB.

The SFRS values and recognises the importance of maintaining relationships with all local religious community representatives and these will remain a method of promoting community safety.

Whilst there is no evidence that religion is a particular feature for the SFRS in the Outer Hebrides in relation to incident response levels, the SFRS values and recognises the importance of maintaining relationships with all local religious community representatives and these will remain a method of promoting community safety.

During the period of consultation on the SFRS's Equality Outcomes there was evidence gathered to indicate that those individuals from minority faith groups in Scotland's communities (such as Muslim and Sikh) were less likely to have been directly engaged with the fire service compared to Christian faith groups. Individuals from minority faith groups were also more likely to indicate a lack of knowledge about fire safety initiatives than those individuals who identified from Christian faith groups.

The SFRS national Equality Outcomes set out to address this inequality which is in line with the legislative guidelines on developing and setting Equality Outcomes. Nevertheless, as noted above, the reference to minority faith groups within the scope of the Equality Outcomes will not prevent nor interfere with the existing practices of working with all faith groups within the Western Isles.

In particular, the SFRS recognises the extremely important community role that large congregation groups such as those represented in the Western Isles, and in particular amongst the range of Christian communities in providing an effective partnership between the SFRS and the wider community.

Society and the Fire & Rescue Service

Although fire statistics provide actual and historical data relating to fires, the profile of a community is of vital importance in helping to identify the steps needed to achieve these outcomes and to ensure everyone has the opportunity to access our service and reduce their risk from fire.

The Island communities of the Western Isles have a sizeable and diverse community. Over 26,000 people now live across the Outer Hebrides and the area has had a significant increase in the number of older people; 21.6% in people over the age of 65 since the last census

Although being older is not a specific risk in its own right, risk is increased when age is combined with other factors, such as living alone, living in poverty and in isolation. Physical and mental health issues also contribute to an increase in risk.

Isolation is not simply a matter of location, but also a matter of being engaged with the wider community. An individual can live surrounded by other people but still be isolated from others and services for any number of reasons. These people are less likely to seek support from organisations and people around them.

The census of 2011 showed a small number of people of minority ethnicities across the Islands population. However the increase in European migrant workers is expected to contribute to a rise in those numbers. Many people of minority ethnic backgrounds can feel isolated within the communities due to a number of reasons, including language barriers and cultural differences.

Hate crime and harassment affects growing numbers of people around Scotland each year. Crime statistics show a rise in reported racist and homophobic crime and harassment, while there were 60,000 domestic abuse incidents reported in the year 2011 to 2012. A number of these incidents have been fire related, and the victims of hate crime and domestic abuse are unlikely to report incidents until matters escalate to a point where they can no longer cope with the situation or the outcome of the incident has significant consequences.

By effectively promoting services to all those who are vulnerable and through working with partner agencies, it is hoped to reduce the impact of hate crime and domestic abuse, particularly where fire has been or can be used as a means of abuse.

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	4	0	10	5	↑
All deliberate other building fires	2	0	2	1	—
All deliberate secondary fires	13	6	9	9	—
All accidental dwelling fires	16	19	22	19	↑
All accidental other building fires	8	5	8	7	—
All fatal fire casualties	0	2	1	1	—
Non-fatal fire casualties excl. precautionary checkups	3	4	8	5	↑
Non-fatal fire casualties incl. precautionary checkups	4	7	12	8	↑
Special Service RTCs	17	14	17	16	—
Special Service flooding	7	4	2	4	↓
Special Service extrication	1	2	2	2	—
Special Service 'others'	22	20	19	20	—
False Alarm: AFAs	153	188	161	167	—
False Alarm: Good Intent	74	74	48	65	↓
False Alarm: Malicious	0	2	5	2	↑

Na H-Eileanan an Iar Risk Profile

Na H-Eileanan an Iar (The Western Isles; also known as The Outer Hebrides), are located to the north-west mainland of Scotland with a total population of around 26,180. The main Islands are Lewis, Harris, North Uist, Benbecula, South Uist, Eriskay and Barra. The length of the islands measures approximately 130 miles from the Butt of Lewis in the North, to Barra in the South.

The traditional industries are crofting, fishing and Harris Tweed. The Outer Hebrides' location and geography present major social and economic challenges and while transport infrastructure and services, within and to and from the islands, have improved greatly in the last twenty years, significant challenges remain in terms of logistics and cost of living.

Population sparsity, depopulation and demographic imbalance present further challenges. Despite these, the communities are resilient and significant progress has been made in recent years in areas such as the building of the new schools and other community amenities.

Creative Industries, expansion of aquaculture, tourism growth and the regeneration of Lews Castle in Stornoway have provided further opportunities for progress. This progress is also mirrored in the development of the renewables sector, growth and the expansion of Arnish Fabrication Yard, commercialisation opportunities at Hebrides Range and the Harris Tweed industry.

The main risks associated with Na H-Eileanan an Iar are geographical - coastal waters and coastline, expanses of crofting and moorland, isolated communities and inclement weather – and infrastructure related – ferry and air terminals, oil and gas depots and a mixed category roads network, in addition to schools, hospital and care facilities.

The Comhairle (Council) is one of three distinct Islands authorities in Scotland and is the lead agency on the Outer Hebrides Community Planning Partnership. Its main offices are in Stornoway, Tarbert, Balivanich and Castlebay, providing services including education, social and community services, roads, economic development, planning, buildings standards, and waste management and other environmental services. The area has 9 electoral Wards, served by 31 Councillors. All three island authorities fall under the Fire Service authority of one Local Senior Officer.

Between the 1st April 2011 and 31st March 2012, the former Highlands & Islands Fire & Rescue Service attended 4902 incidents. Front line fire engines from the Fire Stations in the Western Isles attended 510 of those incidents. The Fire and Rescue Service is provided to the Western Isles through a network of 14 Retained Duty Fire Stations located throughout the islands.

A total of 148 Retained Fire-fighters, 3 Wholetime Officers, 1 full time Community Safety Advocate and 1 part time Administrative Assistant are employed to deliver the Service.

In this respect, the front line fire and rescue service is **an emergency service provided by the Western Isles communities, for the Western Isles communities**. Modern employment trends, which take people away from their home community during the daytime, create challenges for us in terms of recruiting part time firefighters who can provide an emergency response for the more isolated and rural fire stations during these hours.

Priorities, Actions and Outcomes

1. Local Risk Management and Preparedness

The SFRS has a statutory duty to reduce the risks to our communities and 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:

- **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
- **Outer Hebrides Single Outcome Agreement (OHSOA) 2013 – 2023**
- **Outer Hebrides Community Safety Partnership Strategic Assessment**

We will achieve it by:

- 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 local risk information is obtained, communicated and tested
- Working locally with partner organisations and agencies to ensure effective emergency response plans are developed for identified local risks including local business continuity plans
- Fulfilling our statutory duties in relation to the Civil Contingencies Act 2004 by way of our contribution to the Local Resilience Partnership and North of Scotland Regional Resilience Partnership
- Working effectively with our community planning partners through our participation in Outer Hebrides Community Planning Partnership arrangements

In doing so we will also add value by:

- Keeping our staff and members of the public safe should any incident occur
- Reducing the financial burden and disruption caused to our communities when emergencies occur
- Proactively helping the wider community by contributing to preventing emergencies and planning to mitigate their effects when they occur. We will do this by adding value through focus on prevention and protection with a blue light response seen as a last resort

2. Reduction of Accidental Dwelling Fires

Throughout Na H-Eileanan an Iar, dwelling house fires occur within a wide variety of home types; this includes both private and rented sectors. Ward based analysis reports show that a high percentage of fires start in the kitchen when the occupier was cooking in the home or where open fires are used as a primary heat source.

Accidental dwelling fires can have a significant negative impact upon both individuals and the wider community, and are financially costly to house holders and housing providers in terms of repair and the reinstatement of homes.

Key contributory risk factors include:

- Lifestyle including smoking and consumption of alcohol and prescribed and non-prescribed drugs
- Individual capability and vulnerability
- Ageing demographics

By the provision of home fire safety advice and fitting smoke detectors, the SFRS can reduce the risk of fire and its associated human and financial costs as well as enhancing community safety. Activity related to, and a consequence of, alcohol misuse is a key element of the OHSOA.

Aligns to:

- **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
- **Shetland, Orkney and Western Isles LSO area Prevention and Protection Plan**
- **Outer Hebrides Single Outcome Agreement 2013 – 2023**
- **Outer Hebrides Community Safety Partnership Strategic Assessment**

We will achieve it by:

- Improved Information sharing processes between SFRS and local partners
- A targeted approach to the delivery of Home Fire Safety Visits focused on our most at risk and vulnerable community members
- Working with partners to deliver community safety initiatives influenced by evidence and partnership data
- Effective deployment of SFRS Post Domestic Incident Response procedures

In doing so we will also add value by:

- Reducing the financial burden and disruption caused to all housing tenures
- Reducing risk, personal and social impact of fire on our communities through helping people to be safe in their homes
- Promoting the wider community safety message to the residents of the Western Isles

3. Reduction in Fire Casualties and Fatalities

The reduction of fire casualties is clearly linked to priority 2 Reduction of accidental dwelling fires. The reduction of fire fatalities and casualties is at the core of our preventative and early intervention activities carried out by SFRS in the Na H-Eileanan an Iar area.

Significant contributory factors associated with the number of fire casualties and fatalities include:

- Lifestyle including smoking and consumption of alcohol and prescribed and non-prescribed drugs
- Individual capability and vulnerability
- Ageing demographics

Aligns to:

- **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
- **Shetland, Orkney and Western Isles LSO area Prevention and Protection Plan**
- **Outer Hebrides Single Outcome Agreement 2013 – 2023**
- **Outer Hebrides Community Safety Partnership Strategic Assessment**

We will achieve it by:

- Further developing referral processes through improved partnership working and information sharing processes with local authority housing and social work, adult protection committees, third sector and other key partners with regards those most vulnerable or at risk from fire
- Delivery of thematic action plans tailored to meet local need
- Promoting Home Fire Safety Visits through targeted referrals from our partners for those most vulnerable or at risk
- Increasing community fire safety education through a targeted approach, including early intervention initiatives and case conferences
- Providing risk reduction measures to the people most vulnerable or at risk from fire through the development of a casualty reduction plan
- Effective deployment of SFRS Post Domestic Incident Response procedures

In doing so we will also add value by:

- Helping people in the Western Isles to be safe in their homes
- Reducing demand on the SFRS and partner services
- Assisting in referring vulnerable persons to other service providers
- Reducing the economic cost of casualty treatment on partner agencies

4. Reduction of Deliberate Fire Setting

In the Western Isles, evidence shows that that deliberate fires remain an issue in specific areas that can be closely linked to antisocial behaviour. Secondary fires (refuse and grass) are on an upward trend in a number of areas and account for a high percentage of our operational activity.

Partnership working is key, with the assistance of partners and communities, to a successful drive for reduced secondary fire activity.

Aligns to:

- **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
- **Shetland, Orkney and Western Isles LSO area Prevention and Protection Plan**
- **Outer Hebrides Single Outcome Agreement 2013 – 2023**
- **Outer Hebrides Community Safety Partnership Strategic Assessment**

We will achieve it by:

- Delivering thematic and multi-agency action plans tailored to meet local need
- Increasing community fire safety education in targeted areas where the majority of deliberate fires occur
- Continuing 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
- Continuing to utilise Fire and Rescue Youth Engagement programmes and other available educational programmes and developing closer ties with local youth engagement partners and schools

In doing so we will also add value by:

- Allowing the SFRS to more effectively direct and use its resources to target other areas of operational activity through early intervention initiatives
- Diverting young people away from anti-social behaviour by encouraging them to be good citizens
- Supporting the National focus towards early intervention and preventative spend
- Reducing demand and contributing to positive outcomes for Western Isles communities

5. Reduction of Fires in Non-Domestic Properties

The SFRS has a statutory duty to promote fire safety under Part 2 (section 8) of the Fire (Scotland) Act 2005 (as amended) to include provision of information and publicity aimed at preventing fire and reducing deaths and injuries, restricting fire spread and advising on means of escape from buildings. All workplaces and business premises involved in fire are classed as Non Domestic Fires. Sleeping risks are seen as a particularly high fire risk since most fatal fires occur at night when people are less vigilant and at their most vulnerable. Residential care homes, student accommodation, Houses in Multiple Occupation and self-contained sheltered housing make up the greatest proportion of these property types.

High fire risk properties are audited on a yearly basis by our staff to ensure that the fire precautions within the property are to a suitable standard.

Secondary Fires include fires involving agricultural, woodland and moorland. These areas contribute substantially to the unique Western Isles environment providing economic benefit through tourism, employment and industry.

Aligns to:

- **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
- **Shetland, Orkney and Western Isles LSO area Prevention and Protection Plan**
- **Outer Hebrides Single Outcome Agreement 2013 – 2023**
- **Outer Hebrides Community Safety Partnership Strategic Assessment**

We will achieve it by:

- Continuing the audit programme for high risk premises
- Engaging with the business community to highlight their responsibilities for compliance with fire legislation
- Identifying fire trends in particular building types and conducting thematic audits
- Contributing to and engaging with recognised national and local wildfire groups including, the development of local memoranda of understanding

In doing so we will also add value by:

- Assisting the private and business sector in understanding their fire safety responsibilities
- Ensuring that buildings are safer, people feel protected and the opportunities for acts of deliberate or wilful fire raising are reduced
- Supporting and protecting business continuity and employment
- Protecting our natural heritage, biodiversity and environment

6. Reduction in Casualties from Non Fire Emergencies

A core part of the SFRS's activity locally is responding to 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 extricating people in rescue situations and administering first aid to casualties.

The SFRS has a crucial role at a local level in contributing to the wider road safety agenda, as statistically fire and rescue activity remains high. National statistics identify that the most at risk group is young male drivers.

The SFRS has a duty to respond to and support communities in recovering from these incidents. In addition, the development of specialist capabilities, (where appropriate in partnership with other agencies), strategically located across the area, has the potential to significantly improve emergency response and public safety.

Aligns to:

- **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
- **Outer Hebrides Single Outcome Agreement 2013 – 2023**
- **Outer Hebrides Local development Plan 2012-17**
- **Outer Hebrides Community Safety Partnership Strategic Assessment**

We will achieve it by:

- Contributing to evidence based and partnership led initiatives
- Contributing to development of local flood action plans and support local community initiatives
- Contributing to Local Resilience Partnership
- Developing staff and allocating resources to meet local and national need

In doing so we will also add value by:

- Reducing the negative impact on local communities
- Reducing the costs to the NHS for the treatment of casualties
- Reducing rehabilitation and welfare costs for the casualty and employer
- Developing positive attitudes to safety within high risk groups within our communities, for example, our young people
- Reducing the impact of large scale flood events to business community and people

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. Furthermore, it is to improve the safety of local communities by ensuring that our service is more readily available for genuine emergencies.

Na H-Eileanan an Iar, in common with other island groups, sees particular relevance in addressing unwanted fire alarm signals in that limited appliance numbers are drawn upon with no scope for external reinforcement beyond the natural boundaries of the islands.

Additionally, frequent alerting and deployment of personnel to attend UFAS may discourage employers from releasing staff due to the economic and productivity impact on primary employers. SFRS are committed to minimising unnecessary disruption to those key partners that release personnel for their community protection duties.

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.

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:

- **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
- **Orkney, Shetland and Western Isles LSO Area Prevention and Protection Plan**
- **Outer Hebrides Single Outcome Agreement 2013 – 2023**
- **Outer Hebrides Community Safety Partnership Strategic Assessment**

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
- Call management and proactive monitoring of malicious calls, with engagement and educational programmes engaging with those identified as having made malicious calls

In doing so we will also add value by:

- Reducing unnecessary demand and impact on the public and business sector through lost working time, including the time lost to the employers who release RDS firefighters to respond to false alarms
- Reducing the risk to the community and RDS firefighters by minimising unnecessary vehicle movements
- Reducing costs to SFRS from the unnecessary mobilising of RDS firefighters and the operating of SFRS vehicles
- Reducing the environmental impact of unnecessary vehicle movements

8. Enhance our Contribution to Community Planning

Community Planning Partnerships were established to create a link between communities and public sector organisations, and the Fire and Rescue Service has a strong track record of success within the Community Planning arena.

The creation of the SFRS provides us with a clear opportunity to be even more successful in the future; more efficient and effective, playing our part in the aspiration to make our communities safer through greater integration at a local level driven by collaboration and partnership working.

Better integration with our Community Planning Partnerships will provide opportunities for improvements in front-line outcomes, crucially against a backdrop of budget reductions and restrictions for all public services in Scotland.

The SFRS sees this is an opportunity to truly place local fire and rescue services at the heart of our communities. Through community planning partnerships, the Local Senior Officer will perform a lead role in being responsible for ensuring that the SFRS is viewed as a valued partner across all community planning partnership groups.

Aligns to:

- **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
- **Orkney, Shetland and Western Isles LSO Area Prevention & Protection Plan**
- **Outer Hebrides Single Outcome Agreement 2013 – 2023**
- **Outer Hebrides Community Safety Partnership Strategic Assessment**

We will achieve it by:

- Improving engagement with our communities, including those identified as traditionally being hard to reach
- Improving Information sharing processes between SFRS and local partners
- Targeting the delivery of Home Fire Safety Visits on our most at risk and vulnerable community members
- Working with partners to deliver community safety initiatives influenced by evidence and partnership data
- Effectively deploying of SFRS Post Domestic Incident Response procedures

In doing so we will also add value by:

- Reducing risk, personal and social impact of fire on our communities through helping people to be safe in their homes
- Promoting the wider community safety message to the residents of the Western Isles

9. Enhance our Local Engagement Practice

With a population of over 26,000, which has seen a 21.6% increase in the number of people over the age of 65, it is important that we are able to identify and reach out to the most vulnerable members across our communities if we are to ensure that they are able to live long and independent lives, safe from fire and other emergencies. Working with our partners and community stakeholders we will identify and take steps to meet the needs of those who are vulnerable in society because of their age, their living circumstances, because of a disability or due to a social, economic or lifestyle factor.

In addition, whilst the 2011 Census shows only a small number of people of minority ethnicity, the expected rise in the number of migrant workers from those countries which are the newest members of the European Union, mean that we must ensure the needs of all members of our community are being considered. We recognise our duties under the Equality Act 2010 in relation to the protected characteristics and will strive to deliver excellent and appropriate services to all of the communities of the Western Isles.

In doing so, we will support the effective implementation of the SFRS Equality Outcomes and in particular an improvement in the equality of access to services and equality in the delivery of those services.

Aligns to:

- **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
- **Orkney, Shetland and Western Isles LSO Area Prevention & Protection Plan**
- **Outer Hebrides Single Outcome Agreement 2013 – 2023**
- **Outer Hebrides Community Safety Partnership Strategic Assessment**

We will achieve it by:

- Improving engagement with our communities, including those identified as traditionally being hard to reach
- Improving Information sharing processes between SFRS and local partners
- Targeting the delivery of Home Fire Safety Visits focused on our most at risk and vulnerable community members
- Working with partners to deliver community safety initiatives influenced by evidence and partnership data
- Effectively deploying of SFRS Post Domestic Incident Response procedures

In doing so we will also add value by:

- Improving the effectiveness and inclusivity of community engagement
- Ensuring that shared partnership information is utilised to identify service delivery needs and partnership opportunities
- Implementing the SFRS Equality Outcomes to make our service delivery as inclusive as reasonably possible
- Ensuring that service delivery resources are targeted effectively towards evidenced community and SFRS priority areas

Achieving Local Outcomes

Achieving Safer Communities in Orkney

Following a process of identifying local risks within Na H-Eileanan an Iar, 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 outcomes expected from the priority areas set out in this Local Fire and Rescue Plan 2014-2017 will be scrutinised by the Environmental and Protective Services Committee of Comhairle nan Eilean Siar. Outcomes will be measured against the reduction set within this plan. For the fire and rescue service the outcomes will include reduced demand on operational intervention, resources and operating costs while increasing the cohesive local partnership arrangements which contribute directly to safer communities within Na H-Eileanan an Iar.

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 01463 227000 (Inverness) or Western Isles District Office on 01851 705855 (Stornoway)
- 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 North (Islands) HQ,
16 Harbour Road, Longman West, Inverness, IV1 1TB Tel. 01463 227000 Fax. 01463 236979
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
False Automatic Fire Alarm:	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.
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.



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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