



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

LOCAL FIRE AND RESCUE PLAN FOR GLASGOW CITY

2014-2017



**Working together
for a safer Scotland**



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Foreword

Welcome to the Scottish Fire & Rescue Services (SFRS) Local Fire and Rescue Plan for the Local Authority Area of City of Glasgow. This plan is the mechanism through which the aims of the SFRS's Strategic Plan 2013 – 2017 are delivered to meet the agreed needs of City of Glasgow communities.

The Plan sets out the priorities and objectives for the SFRS within City of Glasgow 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 Glasgow 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 City of Glasgow. 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 the City of Glasgow 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.



1	<i>Linn</i>
2	<i>Newlands/Auldburn</i>
3	<i>Greater Pollok</i>
4	<i>Craigton</i>
5	<i>Govan</i>
6	<i>Pollokshields</i>
7	<i>Langside</i>
8	<i>Southside Central</i>
9	<i>Calton</i>
10	<i>Anderston/City</i>
11	<i>Hillhead</i>

12	<i>Partick West</i>
13	<i>Garscadden/Scotstounhill</i>
14	<i>Drumchapel/Anniesland</i>
15	<i>Maryhill/Kelvin</i>
16	<i>Canal</i>
17	<i>Springburn</i>
18	<i>East Centre</i>
19	<i>Shettleston</i>
20	<i>Baillieston</i>
21	<i>North East</i>

Foreword by Councillor Gordon Matheson, Leader of Glasgow City Council

I am pleased to contribute to the initial Fire & Rescue Plan for Glasgow. 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 Glasgow 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, Glasgow City Council, community planning partners and local communities. Two practical examples of this are the Community Improvement Partnership, bringing together Fire and Rescue, Police and Glasgow Housing Association to improve the lives of residents by identifying those at risk from fire. Recently, we have welcomed the placement of a Scottish Fire and Rescue Service Liaison Officer with Glasgow City Council to work on community engagement. Both of these initiatives are examples of joint working for a safer Glasgow.

The priorities set out in this plan are endorsed by Glasgow City Council and the Glasgow Community Planning Partnership and will develop subject to extensive community engagement.

I particularly welcome the restated commitment to reducing dwelling fires, fire casualties and deliberate fire setting, with partners working together to reduce the number of incidents and promoting safe and attractive communities in which people want to live.

Together we look forward to creating a safer Glasgow for all.

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 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 City of Glasgow.

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 City of Glasgow 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



Glasgow Population by Ethnicity

Population by Ethnicity (2010)	Pop. No.
White Scottish, British, Irish	517,112
Other White	24,915
Indian	7,660
Pakistani	20,911
Bangladeshi	731
Other South Asian	2,944
Chinese	5,002
Caribbean	302
African	5,234
Black Scottish or Other Black	229
Any Mixed Background	2,023
Other Ethnic Group(including gypsy travellers)	5,757



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 City of Glasgow 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**

Local Risk Profile

Glasgow is Scotland's largest city with a population of approximately 600,000. Over the last 30 years, Glasgow has been transformed from an industrial city into a thriving, vibrant place. Its economy is improving and growth in employment, tourism, the cultural, retail and business sectors will contribute to Glasgow's success.

However, by contrast, the Scottish Index of Multiple Deprivation shows that 70% of Scotland's most deprived neighbourhoods are in Glasgow.

Glasgow's new Single Outcome Agreement sets out a small number of key priorities and outcomes that will help to deliver better services for the people of Glasgow. Our SOA represents a ten year plan for place that sets out the additional value that Glasgow's Community Planning partners can achieve by planning, resourcing and delivering services together with local communities.

This SOA is the result of an extensive programme of consultation and debate about those key issues for the city, and also where we consider the greatest progress can be achieved by working together.

The CPP priorities outlined in this SOA relate to alcohol, youth employment and vulnerable people. In addition, we want there to be a focus on tackling inequalities within specific neighbourhoods, referred to here as the thriving places approach.

Whilst focused on a particular range of issues, this SOA will complement and enhance a wide range of existing strategies for the city to create an integrated set of approaches to addressing broader local and national priorities.

The landscape within which this SOA has been developed is much changed from the previous Agreement in 2008. The financial situation that public services, businesses, communities and individuals are faced with poses many challenges. For public services, there is less funding available now and for the foreseeable future. As the 2011 Christie Commission Review highlighted, this will require public bodies to change the way they operate individually and the way they work together. This means that public bodies need to be more flexible and imaginative in the ways in which they organise services, and importantly how they work with others, including communities, to do this.

We recognise that a preventative or early intervention approach to service delivery can bring the greatest benefit for the people of Glasgow. Shifting the emphasis of services to a preventative approach will help us to alter patterns of demand for public services. Currently, for many of our key services in the city, the increasing pressure on demand is unsustainable. Fostering this shift will be challenging and will take time, and will require considerable commitment from all partners. The CPP is the right vehicle for this approach and the SOA the right long term framework for delivery. Consequently, this SOA represents an opportunity to influence lasting change in the city.

We have some early examples of partnership working where we have made a concerted effort to take a 'total place' approach to changing how services are delivered and outcomes achieved, and to shift to prevention and early intervention. The One Glasgow approach is one such example of a long term ambitious programme to deliver upon CPP priorities and outcomes.

One Glasgow is already demonstrating a deeper collaboration between community planning partners to make better use of resources, accelerate service integration and build sustained system change.

This reform programme will provide a template for the CPP to achieve significant and transformational change across a broad range of priority areas over the next few years, including those outlined in this SOA.

The development of our SOA coincides with wide ranging reform across the public sector in Scotland and the UK, and also the national review of Community Planning. These have influenced the new Community Planning Partnership infrastructure within the city.

Amongst the key developments that are reshaping community planning and the design and delivery of services are:

- The Statement of Ambition for Community Planning Partnerships
- The move to single Scottish Police and Fire & Rescue Services
- The proposed integration of Adult Health & Social Care
- The proposed Community Empowerment and Renewal Bill
- The Scottish Governments Statement on Joint Resourcing and Budgeting
- The Equality Act 2010
- Welfare reform

The **Statement of Ambition for Community Planning Partnerships** makes clear a shared commitment to renew the infrastructure of community planning across Scotland to support more effective integration and collaboration, a focus on prevention, and effective local level arrangements, supported by effective capacity building.

The timing of these developments has strengthened our resolve in Glasgow to align the new CPP structures and governance arrangements with the delivery, monitoring and reporting arrangements for the SOA and other key city priorities. A key part of this alignment of structures has been to consider community involvement in helping to influence and shape services going forward.

The discussions we have had over the past year to create this SOA have emphasised the scale of the challenges facing Glasgow. Inequality and poorer outcomes persist for a significant number of individuals and communities in the city. With fewer resources and competing demands, this means making increasingly difficult choices in the city unless we collaborate to work smarter and more effectively. However, the process has also reminded partners of the key strengths of the city – its people, its institutions, its neighbourhoods and its businesses. We will draw upon these in delivering upon our Priorities and Outcomes.

Glasgow is an ambitious city which has been transformed in recent years and is very successful in attracting world class events, investment and business. It has made major investments in its civic, cultural and sporting infrastructure working with partners in the private, public and third sectors. It is now one of Europe's top financial centres and has a remarkable business-tourism sector, while the physical enhancement of our city has been dramatic.

We will look to build upon all of these key strengths over the next 10 years to support the delivery of the priorities and outcomes, harnessing the commitment and talent of our people, businesses, voluntary sector and public bodies to help us to do so. With the 2014 Commonwealth Games also heralding a unique opportunity for the city to build a lasting legacy for residents, our ambition is to build upon and sustain the energy and engagement with residents, translating this into better services and better outcomes for all.

Glasgow's Vision

Glasgow is a thriving, inclusive and resilient city; a city where all citizens can enjoy the best possible health and well-being, and have the best opportunities to meet their potential.

Our vision recognises that partners are ambitious for the city, as seen in the successes of attracting big events, businesses and investment projects into the city over the past few years. However, despite these positive developments, it is also a city of contrasts, with sections of the community enduring persistent poverty and deprivation. To reflect this ambition and to tackle these inequalities, the CPP has agreed a ten year vision for this Single Outcome Agreement which recognises that our people are our biggest asset.

Our vision will only be successfully delivered if we can achieve better outcomes for our people. To support this, this SOA will strive to achieve the following:

- a simplified service delivery landscape that is readily understood by citizens
- the routine involvement of residents and communities in local service design and development, and equal opportunities for involvement
- more people who feel they have choice, resilience and the ability and support to help themselves through approaches such as personalisation and capacity building; and
- clear and evidenced improvements in the outcomes for our residents, families and communities – where we can evidence closing the gaps between Glasgow and Scotland, and also between local neighbourhoods

To support the delivery of better outcomes for residents, all CPP partners will aspire to achieve the following:

- Glasgow is a city that is an exemplar on early intervention, including the use of evidenced based approaches
- successful targeting of our shared resources where there is the most benefit
- a significant reduction in the level of vulnerability in the city
- sustained system improvement in how we deliver services
- extensive use of shared data, intelligence and evidence to plan and organise services and evidence the need for the redirection of resources; and
- a cultural shift in how public service professionals work collaboratively, strategically, and on the front line to solve pressing social challenges in the city

Scottish Fire and Rescue Service Values

We will develop a values framework which fully aligns with our aspirations for the new service. This work will be progressed in collaboration with staff and our partners. Our values will reflect our role as a modern 21st century public service and, with our supporting behaviours, will define how we will work to achieve our vision. For the purposes of this first SFRS strategic plan, we have identified what we believe to be important from the predecessor services' values statements – values that have been consistently demonstrated and constantly reinforced.

Safety

The safety of the communities we serve is at the core of our values. We will do our utmost to enhance and preserve it. In doing so, fire fighters must often work in dangerous conditions. We also place a very high value on their safety.

Dignity

We will respect the dignity and worth of every individual within both the communities we serve and in our workplaces. We will be sensitive to individuals' circumstances, particularly those who are most vulnerable in our society, and we will treat others as we would expect to be treated ourselves.

Excellence

We will strive for quality in everything we do and will act reliably and responsibly at all times. We will behave professionally and take pride and ownership in everything we say and do. We will be a learning organisation.

Diversity

We recognise and value the diversity of our work force and Scotland's communities. We will implement working practices that will be attractive to and meet the needs of those diverse groups. We will take steps to ensure equality of access to our community safety and fire prevention services and equality of impact in the delivery of emergency response. We will encourage participation in public life by engaging with diverse community groups and their representatives.

Fairness

We will treat people fairly and not prejudice any individual or situation. We will be consistent and considerate in the development and implementation of our policies and practices.

Equality

We will remove unlawful discrimination, harassment, victimisation and other conduct prohibited in the Equality Act 2010. We will promote equality of opportunity through our employment practices, service delivery and engagement activities. We will ensure that our corporate decision making processes are used to identify and remove barriers and bias that would prevent equitable access and quality of service.

Integrity

We will be open and honest in our dealings with colleagues and with the public. We will not compromise on our commitment to act professionally and deliver greater safety and security to the communities we serve.

Respect

We will listen to and respect the communities we serve as well as each other. Criticism will be dealt with constructively and we will respect and value each other's contributions. We will respect the views of partners and members of the public, endeavouring to understand their perspectives in order to improve our quality of service.



Priorities, Actions and Outcomes

1. Local Risk Management and Preparedness

The SFRS has a statutory duty to reduce the risks to our communities making certain that the communities it serves 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
- **National Indicators 6:** We live longer healthier lives
- **National Indicator 8:** We have improved life chances for children, young people and families at risk
- **National Indicator 9:** We live our lives safe from crime disorder and danger
- **National Indicator 11:** We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others
- **National Indicator 12:** We value and enjoy our built and natural environment and protect it and enhance it for future generations
- **National Indicator 16:** Our Public services are high quality, continually improving, efficient and responsive to local people's needs
- **City of Glasgow Single Outcome Agreement 2013-23**

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 risk information is obtained, communicated and tested
- Working locally with partner organisations and agencies to ensure effective response plans are developed for identified risks
- Fulfilling our statutory duties in relation to the Civil Contingencies Act

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 preventing emergencies and planning to mitigate their effects when they occur

2. Reduction of Accidental Dwelling Fires

The SFRS responds to both accidental and deliberate dwelling fires and their reduction is our top priority.

Accidental dwelling fires occur within the home and can be linked with social deprivation and poverty. Deliberate dwelling fires also occur within the home, however they predominantly occur in communal areas such as common closes in tenements and stairwells and drying areas in multi storey flats. During fiscal year 2012-13, The SFRS attended 518 dwelling fires, 389 of which were accidental and 129 deliberate. 87 (67%) of the deliberate fires occurred in the common areas. Both types of fire have the potential to result in fatalities and casualties and result in widespread damage to property.

Aligns to:

- **National Indicators 6:** We live longer healthier lives
- **National Indicator 8:** We have improved life chances for children, young people and families at risk
- **National Indicator 9:** We live our lives safe from crime disorder and danger
- **National Indicator 11:** We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others
- **The SFRS's vision for 2020 and Community Safety Strategy 2012-2017**
- **Glasgow City Council's Review of Community Planning Partnerships, Single Outcome Agreement and One Glasgow Initiative**
- **Glasgow Housing Association's Corporate Strategy 2011-14**

We will achieve it by:

The SFRS's primary initiative for reducing dwelling fires is by performing Home Fire Safety visits (HFSVs). Any opportunity to increase the number of HFSVs will assist in the reduction of fire fatalities and casualties

- Using data and trend analysis to target the high risk demographic
- Robust implementation of the SFRS's Post domestic Incident Response (PDIR) policy
- Training partners to provide them with the necessary skills to identify which of their clients are at risk from fire
- Training SFRS staff to identify issues relating to health, housing and poverty which will allow a two way process of information sharing, benefiting all partners and communities

In doing so we will also add value by:

- Reducing risk to house holders via referral processes
- Limiting the financial burden on the housing sector
- Improving the quality of life for the citizens of our community

3. Reduction in Fire Casualties and Fatalities

The reduction of fire fatalities and casualties is a priority and is clearly linked to dwelling fires. There is evidence which suggests a link between social deprivation, poverty and the occurrence of dwelling fires. Fires in the kitchen and those started by smoking materials are the most prevalent.

The early warning provided by the introduction of smoke detectors has significantly reduced the widespread devastating damage of fires and the numbers of those killed or injured.

The SFRS will therefore continue to be proactive in our communities and engage with our partners. By sharing information for a range of issues such as fire, health, housing and poverty a culture of early intervention can be developed.

Aligns to:

- **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 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 SFRS's vision for 2020 and Community safety strategy 2012-2017**
- **Glasgow City Council review of Community Planning Partnerships, single outcome agreement and One Glasgow initiative**
- **Glasgow Housing Associations Corporate Strategy**

We will achieve it by:

- Using data and trend analysis to target the high risk demographic
- Robust implementation of the SFRS's Post domestic Incident Response (PDIR) policy
- Training partners to provide them with the necessary skills to identify which of their clients are at risk from fire
- Training SFRS staff to identify issues relating to health, housing and poverty which will allow a two way process of information sharing, benefiting all partners and communities

In doing so we will also add value by:

- Working in partnership with Glasgow City Council to promote a downward trend in our activity
- Continuing and improving the integration between partners using new robust Information Sharing Protocols (ISPs)
- Promoting wellbeing and contributing to strong and resilient communities
- Reducing Fire Casualties and hospitalization times

4. Reduction of Deliberate Fire Setting

Deliberate fire setting is a significant problem for Fire and Rescue Services and is responsible for a very high number of the secondary fires we attend. Secondary fires are reportable fires that did not involve casualties or rescues. Secondary fires can include refuse, grass and derelict buildings.

There is a link between deliberate secondary fires and other forms of anti social behaviour and by working with our Police partners we can reduce the burden of this type of incident on the Service.

Of a more serious concern, within Glasgow experience shows deliberate fire setting within common closes and communal areas may cause fatalities and casualties and widespread damage to property.

Aligns to:

- **National Outcome 4:** Our young people are successful learners, confident individuals, effective contributors and responsible citizens
- **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 12:** We value and enjoy our built and natural environment and protect it and enhance it for future generations
- **The SFRS's vision for 2020 and Community Safety Strategy 2012-2017**
- **Glasgow City Council's Review of Community Planning Partnerships, Single Outcome Agreement and One Glasgow initiative**
- **Glasgow Housing Association's Corporate Strategy 2011-14**

We will achieve it by:

- Working with Police Scotland to develop joint analytical products displaying problem areas
- Working with Land & Environmental Services to remove waste material on open ground
- Working with the Housing sector to remove storage in common areas
- Working with GCC to secure unoccupied and derelict buildings

In doing so we will also add value by:

- Working with partners to reduce the number of attendances to deliberate fires therefore reducing the potential for harm to our communities and our responding crews
- Reducing repair and alternative accommodation costs for our partners in the housing sector
- Promoting safe and attractive communities in which people want to live

5. Reduction of Fires in Non-Domestic Properties

Fires in workplaces and business premises are classed as Non domestic Fires and come under the scope of the Fire (Scotland) Act 2005.

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 and non-self-contained sheltered housing account for the greatest proportion of these incidents within Glasgow.

Aligns to:

- **National Outcome 2:** We realise our full economic potential with more and better employment opportunities for our people
- **National Outcome 6:** We live longer, healthier lives
- **National Outcome 9:** We live our lives safe from crime, disorder and danger
- **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 SFRS's vision for 2020 and Community Safety Strategy 2012-2017**
- **Glasgow City Council's Review of Community Planning Partnerships, Single Outcome Agreement and One Glasgow initiative**

We will achieve it through:

- A robust programme of Fire Safety Enforcement audits
- A programme of Operational Reassurance visits for operational crews
- Targeted community safety engagement towards high risk premises

In doing so we will also add value by:

- Supporting business continuity and employment within Glasgow
- Reducing damage to the business infrastructure in the City
- Protecting the economic growth of the City

6. Reduction in Casualties from Non-Fire Emergencies

Attendance at road traffic collisions (RTCs) is a central role for the fire and rescue services but primary responsibility for road safety lies with the local authority and other government bodies which include Road Safety Scotland. Go Safe, Scotland's Road Safety Framework to 2020, Its Everyone's Responsibility is the Strategic document which drives Road Safety in Scotland.

The SFRS have a crucial role to play in supplementing the work that other organisations carry out and are able to enforce messages about road safety, driver awareness and the consequences of dangerous driving.

Aligns to:

- **National Outcome 6:** We have improved life chances for children, young people and families at risk
- **National Outcome 9:** We live our lives safe from crime, disorder and danger
- **Go Safe, Scotland's Road Safety Framework to 2020, Its Everyone's Responsibility is the Strategic document** which drives Road Safety in Scotland.
- Glasgow City Council's Road Safety unit
- The SFRS's vision 2020
- The SFRS's Community Safety Framework 2013

We will achieve it by:

- Engaging with 4th, 5th and 6th year pupils during our "Cut it Out" programme
- Assisting road safety partners to develop new and innovative initiatives
- Committing resources to existing road safety initiatives
- Continuing to develop our RTC operational response

In doing so we will also add value by:

- Reducing the number of hospital admissions, and the associated costs to the NHS and other organisations due to RTC related injuries
- Encouraging young drivers and other groups to be responsible road users through active engagement and education

7. Reduction of Unwanted Fire Alarm Signals

UFAS account for 39% of activity for SFRS resources within the City of Glasgow. A reduction in this activity will allow these resources to be directed to Community Safety Engagement and Operational Training. This will assist with other essential priorities such as the reduction in dwelling Fires and Casualties and the maintenance of Operational Competence.

In addition, a financial saving will also be realised and a reduction in the activity levels will improve the safety of fire crews and members of the public by reducing the number of blue light mobilisations throughout the City.

Aligns to:

- **National Outcome 1:** We realise our full economic potential with more and better employment opportunities for our people
- **National Outcome 6:** We live longer, healthier lives
- **National Outcome 8:** We live improved life chances for children, young people and families at risk
- **National Outcome 9:** We live our lives safe from crime, disorder and danger
- **Strathclyde Fire & Rescue's vision for 2020 and Community Safety Strategy 2012-2017**
- **Glasgow City Council's Review of Community Planning Partnerships, Single Outcome Agreement and One Glasgow initiative**

We will achieve it by:

- Improving integration and communication with high and repeat offenders
- Researching and developing owner/occupier ownership of their fire risk assessment

Our target against our 3 year average is a 10% reduction

In doing so we will also add value by:

- Reducing UFAS to save money due to the high proportion of mobilisations but more importantly to allow crews to engage in other priorities such as operational training and fire safety work
- Reducing the disruption to businesses and industry caused false alarms
- Using these events in domestic properties as an opportunity to engage with vulnerable households

Achieving Local Outcomes

Achieving Safer Communities in South Lanarkshire

Following a process of identifying local risks within City of Glasgow, 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

Measured against published Single Outcome Agreement, Community Safety and Local Fire Plan Objectives, and scrutinised by the board of the Scottish Fire and Rescue Service and Glasgow City Council

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.

Contact us

Feedback

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 0141 302 3333.
- Write to us at the address shown 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.

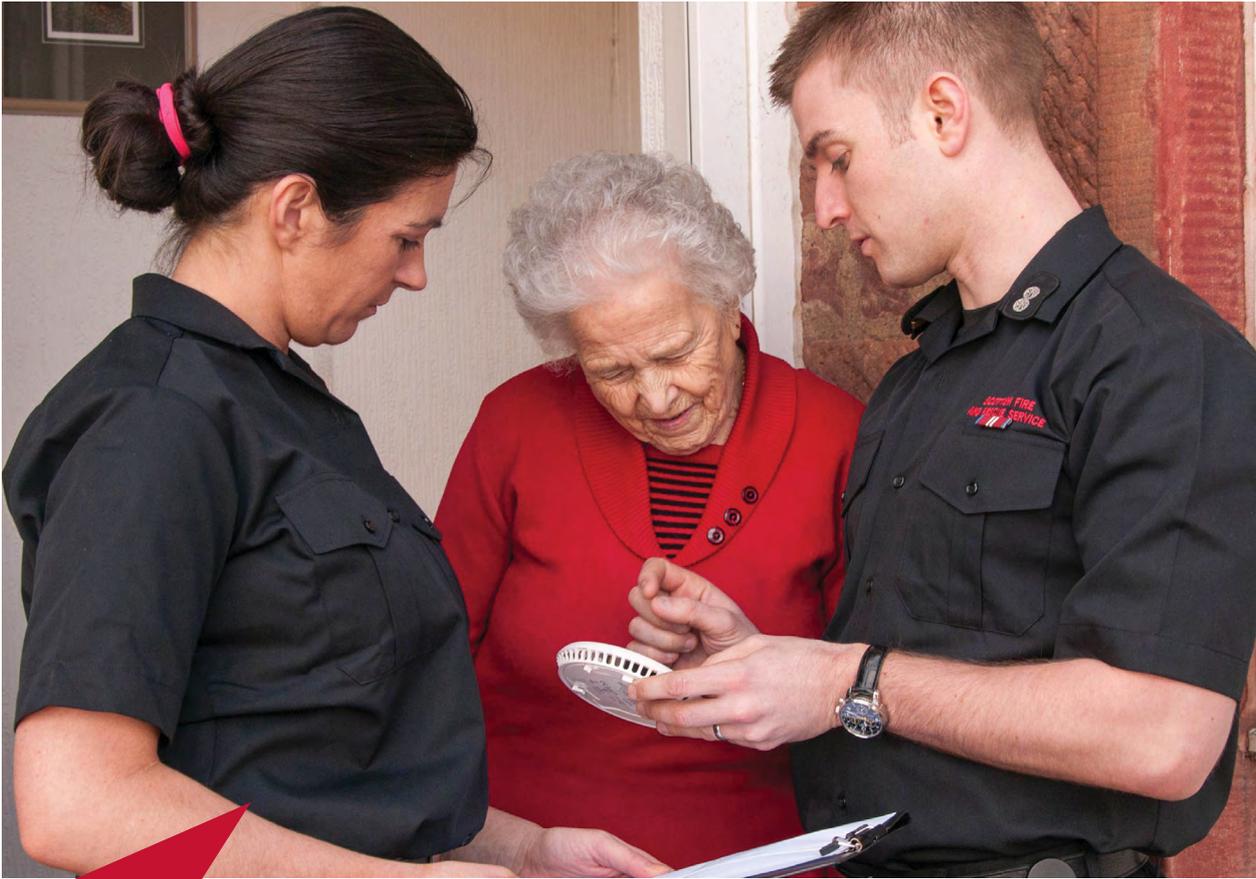
In instances where our standards of service are questioned, we welcome the opportunity to investigate the circumstances, and are committed to correcting any lapses and using the learning outcomes to improve our future service delivery.

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, Glasgow City Headquarters, 123 Port Dundas Road, Glasgow, G4 0ES
Tel 0141 302 3333
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 suicide has occurred, 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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