



**SCOTTISH  
FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

# MULTI WARD OPERATING PLAN FOR EILDON 2015-2016



**Working together  
for a safer Scotland**





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## **FOREWORD**

Welcome to the Scottish Fire & Rescue Service (SFRS) Multi Ward Operating Plan (MWOP) for the Eildon Area 2015-2016.

This plan is the mechanism through which the aims of the Local Fire and Rescue Plan for the Scottish Borders 2014-2017 are delivered to meet the agreed needs of our community partners and the SFRS strategic plan 2013-2016.

The MWOP sets out the priorities and objectives for the SFRS within the Eildon area 2015-2016. The SFRS will continue to work closely with our partners in Eildon to ensure we are all “Working Together for a safer Scotland”.

The associated action plans which enable this plan are aligned to the Community Planning Partnership structures within Eildon. Through partnership working we aim to deliver continuous improvement in our performance and effective service delivery in our area of operations.

The SFRS will continue to use data analysis 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 by utilising a risk based approach. Through our on-going involvement with community partners in the Eildon area, 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.

**Alasdair Perry**  
**Local Senior Officer**  
**Scottish Borders**

## **INTRODUCTION**

The Eildon Multi Ward Operating Plan (MWOP) is the mechanism through which the aims of the Local Fire and Rescue Plan for the Scottish Borders 2014 – 2017 are delivered to meet the identified needs of the area of Eildon. This plan should be seen as an integral part of the Local Fire and Rescue Plan for the Scottish Borders that can be read using the following link <http://www.firescotland.gov.uk/about-us/local-plans.aspx> and selecting East of Scotland then Scottish Borders.

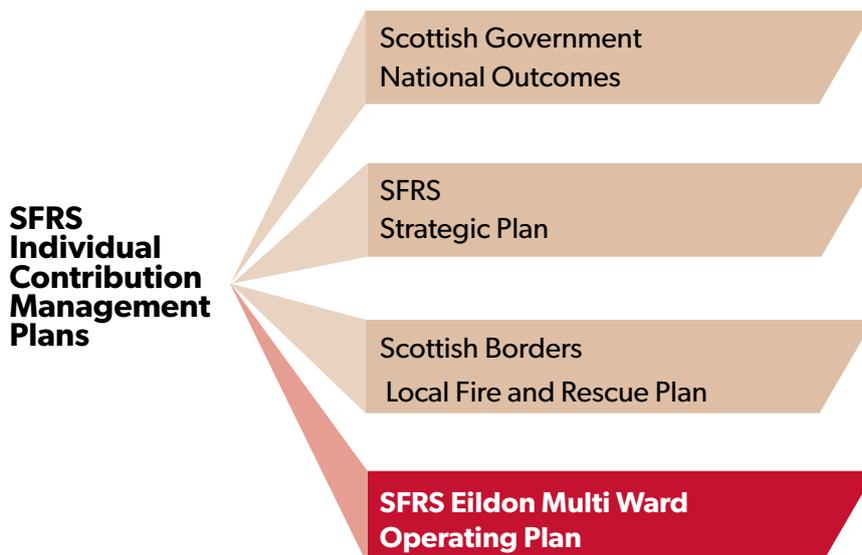
### **Performance Reporting and Review**

The objectives contained within this plan and a suite of performance indicators will form part of the Scottish Borders report to the Fire and Scrutiny Committee on a quarterly basis. The plan will be reviewed bi-annually with reports available to local community partners on request.

### **Delivering Frontline Outcomes Locally**

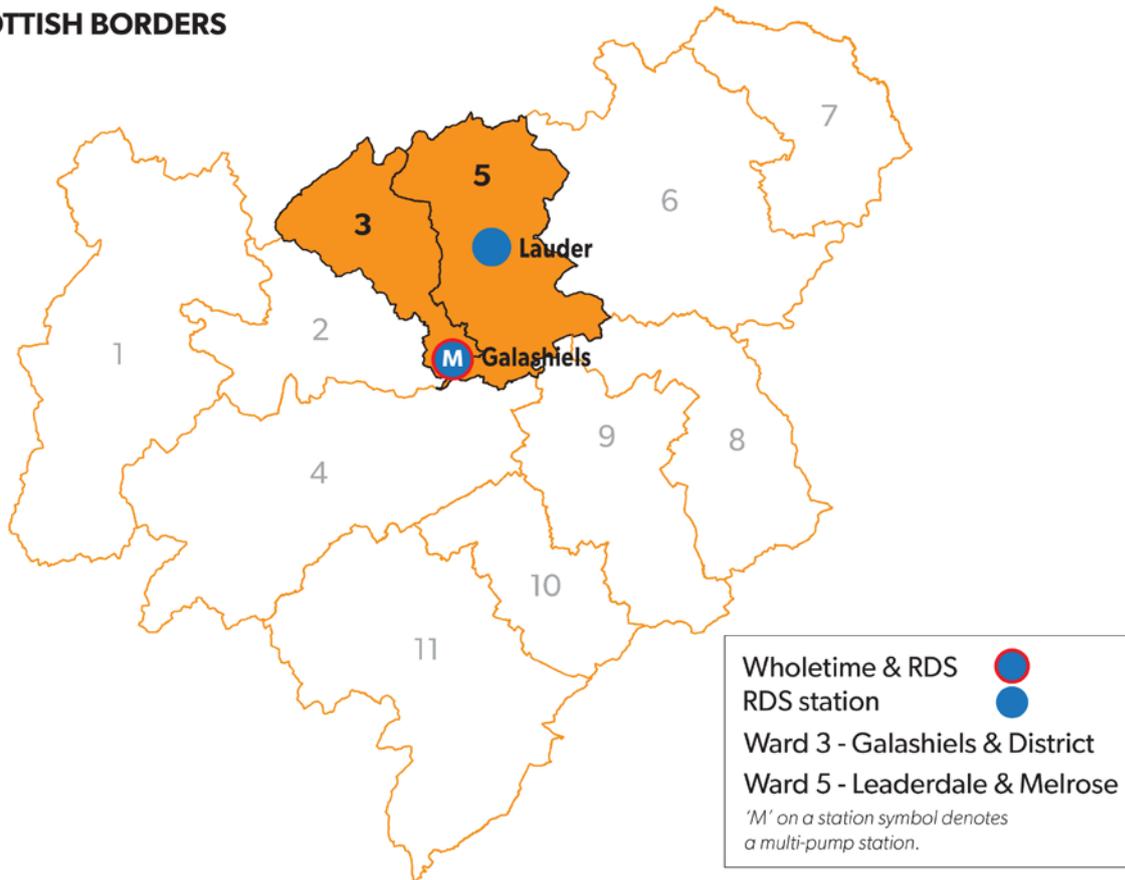
This MWOP outlines the key delivery mechanisms through which we will deploy our resources to achieve our agreed priorities and contribute to the achievement of the SFRS and also our partners' outcomes at a local area level. In order to achieve the objectives set out in this plan the performance and operational activities are measured on a monthly basis.

The diagram below shows the context of this MWOP in the overall planning process for the SFRS.



## Eildon Service Delivery Arrangements

### SCOTTISH BORDERS



## **SFRS RESOURCES IN EILDON**

The Eildon area is currently served directly by Galashiels and Lauder Fire Stations for emergency response, prevention and protection activities. Galashiels is crewed by a blend of Wholetime personnel and staff working the Retained Duty System (RDS). Lauder is staffed entirely by oncall retained firefighters. This is supported by functional based staff as required including the Community Action Team (CAT) based at Scottish Borders Council Headquarters, Newtown St Boswells and a Community Firefighter based at Galashiels Fire Station.

Access to all other SFRS resources are available on an immediate basis as and when required for larger scale or specialist type incidents. Stations are managed by a Station Commander who is responsible for managing the area risks, local community partner engagement and the day to day business associated with managing an operational fire station and its staff.

### **Galashiels & District and Leaderdale & Melrose Wards**

Galashiels Fire Station – Two Fire Appliances and one Incident Support Unit staffed by a blend of both Wholetime personnel and on call Retained Firefighters. Tel. 01896 752251

Station Commander responsible – Scottish Borders North Officer - District Offices Galashiels Tel. 01896 758326

Community Firefighter responsible – Galashiels Fire Station Tel. 01896 752251

Community Action Team (Prevention & Protection) – Newtown St Boswells Tel. 01835 824728

Lauder Fire Station – One Fire Appliance staffed by on call Retained Firefighters. Tel. 01578 718906

Station Commander responsible – Scottish Borders East Officer – Duns Fire Station Tel. 01361 883739

Community action team (Prevention & Protection) – Newtown St Boswells 01835824728

### **Partnership approach**

The Community Action Team are co-located with other community partners as part of the Scottish Borders Community Safety Team, based at Scottish Borders Council HQ, Newtown St Boswells. Co-location allows a joint approach towards safety in the community which in turn reduces duplication resulting in a more effective and efficient service to the people who live, work and visit the Eildon area.

## LOCAL OPERATIONAL ASSESSMENT

Identified local key priority areas for the Eildon area are monitored through the gathering and analysis of operational activity data. The table below identifies the key performance indicators for operational activity over a three-year period.

### Fire and Rescue Operational Activity

Performance Indicator	2012/13	2013/14	2014/15	3 year average	Trend
All deliberate primary fires	2	7	10	6	↑
All deliberate other building fires	0	0	2	1	→
All deliberate secondary fires	10	15	15	13	↓
All accidental dwelling fires	27	26	30	27	↑
All accidental other building fires	6	4	5	5	→
All fatal fire casualties	0	1	0	0	↓
Non-fatal fire casualties excl. precautionary checkups	1	4	4	3	↓
Non-fatal fire casualties incl. precautionary checkups	2	4	4	3	↓
Special Service RTCs	23	18	21	21	→
Special Service flooding	9	2	4	5	↑
Special Service extrication	5	7	4	5	→
Special Service 'others'	17	19	27	21	↑
False Alarm: AFAs	233	252	249	244	↓
False Alarm: Good Intent	60	60	53	57	↓
False Alarm: Malicious	8	10	12	10	↑

The priorities identified for the Eildon area are influenced by the above data. Driving down risk and focusing on the areas where the level of incidents is not reducing is a key aspect of the decision in selection of priorities.

# PRIORITIES, ACTIONS AND OUTCOMES

## 1. Reduction in dwelling fires

Dwelling fires across Scotland have steadily been declining over recent years. They are however still 30-35% higher in incidence than the remainder of the UK. Throughout Eildon, accidental dwelling fires have occurred within a wide variety of homes.

### Number of accidental dwelling fires in Eildon Multi Ward area

2012/13	2013/14	2014/15	3 year average	Trend
27	26	30	27	→

### Number of deliberate dwelling fires in Eildon Multi Ward area

2011/12	2012/13	2013/14	3 year average	Trend
2	2	1	2	→

#### We will achieve it by:

- Active participation in Eildon area and Scottish Borders Community Planning arrangements and adopting a partnership approach to risk reduction;
- Establishing information sharing protocols with partners to help identify and protect the most at risk in our communities. Key to success will be information sharing between health & social care, housing providers and Police Scotland;
- Identifying opportunities for engagement with all members of our community to promote fire safety and good citizenship. This will include continuation of our free home fire safety service and campaign to reduce the number of fires in common stairs.

**We will seek a year on year reduction in dwelling fires, which will contribute towards the Scottish target of a 10 % reduction, over a three-year rolling period.**

#### In doing so we will also add value by:

- Enhancing the safety and wellbeing of Eildon's residents and visitors;
- Promoting confident and safe communities where residents feel positive about where they live;
- Contributing towards reducing the potential impact on the community and public services.

## 2. Reduction in fire casualties and fatalities

Fire related deaths and casualties in dwellings in Scotland have shown a significant reduction over the past twenty years. This trend also relates to Eildon and has been assisted by the early warning provided by the introduction of smoke alarms in the home. Scotland however continues to be well above the UK average.

Trends in fire casualties have shown that those at most risk include people living alone, with smoking and alcohol/drug misuse being contributory factors.

The SFRS aims to target a reduction by working closely with partner agencies to identify those most at risk and directing resources towards them to help improve outcomes.

### Number of fire fatalities in Eildon Multi Ward area

2012/13	2013/14	2014/15	3 year average	Trend
0	1	0	0	↓

### Number of fire casualties in Eildon Multi Ward area

2012/13	2013/14	2014/15	3 year average	Trend
2	5	4	4	→

*Note, the figures above include casualties who have received or have been advised to have a 'precautionary check' by medical staff even though they may have refused to do so.*

### We will achieve it by:

- Active participation in the Scottish Borders and Eildon Community Planning arrangements and adopting a partnership approach to risk reduction;
- Establishing information sharing protocols with all partners to help protect the most at risk in our communities. Key to success will be information sharing between health care, social work, housing and Police Scotland;
- Identifying opportunities for engagement with all members of our community to promote fire safety and good citizenship;
- Promoting the offer of Free Home Fire Safety Visits to all residents within Eildon and in particular those most vulnerable within our community through targeted referrals from partner agencies.

**We will seek a year on year reduction in fire casualties and fatalities, which will contribute towards the Scottish target of a 5 % reduction, over a three-year rolling period.**

### In doing so we will also add value by:

- Enhancing the safety and wellbeing of Eildon's residents and visitors;
- Promoting confident and safe communities where residents feel positive about where they live;
- Contributing towards reducing the potential impact on the community and public services.

### 3. Reduction of deliberate fire setting (not including dwellings)

Deliberate fire setting is a problem for the SFRS and the communities it serves. When comparing Scotland to the rest of the UK it suffers from higher rates of secondary fires.

The figures below incorporate many types of deliberate fires including vehicle, refuse and secondary. There is a link between deliberately set secondary fires and other forms of anti-social behaviour.

#### Number of deliberate fires in Eildon Multi Ward area

2012/13	2013/14	2014/15	3 year average	Trend
20	32	34	29	↓

#### We will achieve it by:

- Engaging in a multi-agency approach to tackling deliberate fire setting and fire related anti-social behaviour by the targeting of resources to those areas of need. This will include engagement with appropriate primary/secondary school levels in Eildon as well as identified youth groups in order to educate and highlight the dangers of deliberate fire setting.
- Continuing in our contribution to the local Anti-Social Behaviour reduction plans and promoting positive outcomes.

**Our target against the 3-year average is to reduce the number of deliberately set fires.**

#### In doing so we will also add value by:

- Reducing the adverse effects which deliberate fire setting has on people's lives within the Eildon area;
- Working with partners to reduce anti-social behaviour through education, engagement and other partnership activities;
- Reducing the potential for attacks on firefighters.

## 4. Reduction in Road Traffic Collisions

Road casualty figures in Scotland have reduced significantly over the previous twenty years. However, the work that has contributed in this reduction must continue.

### Number of Road Traffic Collisions in Eildon Multi Ward area

2012/13	2013/14	2014/15	3 year average	Trend
23	18	21	21	➔

#### We will achieve it by:

- Working with our partners in the Scottish Borders and local communities to identify risks and through this collaboration, identify ways to promote safer driving and make the our roads safer.
- Provide education and awareness aimed at high-risk groups within our communities.

**Our target against the 3-year average is to continually reduce the number of road traffic collisions on the roads of the Eildon area.**

#### In doing so we will also add value by:

- Encouraging young drivers and other groups to be responsible road users through active engagement and education;
- Contributing towards reducing the number of people killed or seriously injured on roads in the Eildon area;
- Enhancing the safety and wellbeing of residents and visitors to the Eildon area.

## 5. Reduction of unwanted fire alarm signals

Unwanted Fire Alarm Signals (UFAS) are those occasions when an automated fire alarm system activates and results in a mobilisation of SFRS resources, when the reason for that alarm turns out to be something other than a fire emergency.

A reduction in this unnecessary activity will free up resources to carry out community safety engagement work, which will assist us in achieving results with our other identified priorities.

### Number of UFAS in Eildon Multi Ward area

2012/13	2013/14	2014/15	3 year average	Trend
233	252	249	244	↓

#### We will achieve it by:

- Working with the business and commercial sector at a local level to provide advice and guidance in the reduction of unwanted fire alarm signals;
- An enforcement and audit schedule of premises to ensure compliance with legislation;
- Implementation of the SFRS UFAS Policy, including identification and corrective action for high and repeat offenders.

**Our target against the 3-year average is to contribute towards a continued reduction in UFAS within the Eildon area.**

#### In doing so we will also add value by:

- Reducing time and money lost to local businesses through the provision of advice and guidance;
- Realising efficiency savings by reducing the number of UFAS calls;
- Contributing towards making our roads safer by reducing fire appliance movements;
- Contributing towards reducing our carbon footprint through fewer emergency calls;
- Allowing a more efficient use of SFRS resources, to support community safety engagement; therefore assisting with other Eildon area priorities.

## APPENDIX A - Contact Us

LOCAL CONTACTS	BY POST	BY PHONE
Scottish Borders Local Senior Officer Scottish Fire and Rescue Service	Lauriston Building Lauriston Place Edinburgh EH3 9DE	0131 228 2401
Station Commander Scottish Borders North	Galashiels Fire Station Croft Street Galashiels TD1 3BS	01361 883739
Scottish Borders Community Action Team (CAT) <b>e.melbcats@firescotland.gov.uk</b>	Scottish Borders Council HQ Newtown St Boswells Melrose TD6 0SA	01835 824728

To book a FREE  
Home Fire Safety Visit

- Call free on 0800 0731 999
- Online at **[www.firescotland.gov.uk](http://www.firescotland.gov.uk)**

## **APPENDIX B - Glossary Of Terms**

<b>Accidental:</b>	Caused by accident or carelessness. Includes fires, which accidentally get out of control.
<b>Casualty:</b>	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.
<b>Community Planning:</b>	The purpose of community planning is to get public services working together with each other and with communities and the third and private sectors to make the most effective use of their collective resources to deliver better outcomes for communities.
<b>Deliberate:</b>	Covers fires where deliberate ignition is suspected.
<b>False Automatic Fire Alarm:</b>	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.
<b>Fatality:</b>	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.
<b>Primary Fires:</b>	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.
<b>Secondary Fires:</b>	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.
<b>Single Outcome Agreement:</b>	The Single Outcome Agreement sets out how the Community Planning Partnership will work together to deliver agreed national and local outcomes and be held accountable for their delivery.
<b>Retained Duty System (RDS):</b>	Emergency cover provided by on-call staff responding to pager 24/7.

## APPENDIX C -

### Eildon Reduction Priorities Action Plan

PRIORITY AREA	INITIATIVE	DESCRIPTOR	OUTPUTS REQUIRED	REVIEW DATE	TARGET DATE
1. Reduction of dwelling fires (linked to P2 below)	Home Fire Safety Visits	Fire safety advice and provision of smoke detectors	Deliver 3,600 HFSVs across the Scottish Borders targeting high risk households. At least 400 of these visits will be high risk.	October 2015	March 2016
2. Reduction in incidents of fire, fire casualties and fatalities	Thematic action plans	Fire Safety education and advice informed by an annual planning calendar e.g. Festive Safety, Safety at Home, Fire and Alcohol Cooking Safety	Reduction in incidents of fire, subsequent casualties and fatalities.	October 2015	March 2016
3. Reduction of deliberate fires	School education programme Crucial Crew Firesetters Intervention Programme	Fire safety education programme targeting P5 and P6 age group delivered by Operational crews and Community Action Team. Also promotion of Go Safe Scotland resource. Annual multi-agency community safety education event which includes fire safety input. Educational input to young people involved in fire setting behaviour	Deliver Firesharp to all P6 children throughout the Scottish Borders. Promote use of Go Safe Scotland resource in all primary schools. Deliver fire safety education to all P7 pupils throughout the Scottish Borders Interventions will be delivered by trained advisers when referrals are received from multi-agency partners or via request from family/carers.	October 2015	March 2016
4. Reduction in Road Traffic Collisions	Make or Break It Programme	Road safety education package delivered to S5 and S6 pupils by operational crews and Community Action Team.	Provide road safety education to S5 and S6 age group school children across Scottish Borders.	October 2015	March 2016
5. Reduction in Unwanted Fire Alarm Signals	UFAS	Delivery of national procedure to reduce unwanted fire alarm signals.	1. Station Commander and station personnel to take pro-active approach to reducing UFAS based on work procedure. 2. Prevention & Provention staff to identify/engage and seek corrective actions with high and repeat offenders	October 2015	March 2016









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Version 1.0 7 July 2015