

**Working together
for a safer Scotland**



**SCOTTISH
FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

LOCAL FIRE AND RESCUE PLAN FOR CITY OF GLASGOW 2018



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Introduction



I am delighted to present the Draft Scottish Fire and Rescue Service (SFRS) Local Fire and Rescue Plan for the City of Glasgow. This plan outlines the SFRS's strategic vision and has been developed to support the delivery of agreed local outcomes for Glasgow's communities in conjunction with the national priorities contained within the SFRS Strategic Plan 2016 – 2019 and Glasgow Community Planning Partnership's [Community Plan](#).

This Local Fire and Rescue Plan for the City of Glasgow recognises what we have achieved in the past and also looks forward to what we aspire to achieve over the next three years.

With the ambition of working in partnership to improve community safety, enhancing the well-being of those living or resorting to Glasgow whilst tackling issues of social inequality, this plan will set out our priorities and the actions that we will undertake in order to support this ambition.

The demands placed upon the SFRS to respond to a wide variety of incidents challenges us to ensure our personnel acquire and maintain a range of skills to enable our ability to respond to emergencies. Through the identification and the management of risks within the area we will continue to prepare for these responses, however we recognise on many occasions this demand can be reduced through effective engagement and intervention measures.

We recognise as a public service organisation and as a member of the community planning partnership, the demographics of our society is changing which will challenge us to continually improve on how we deliver our services to our communities. Our plan will therefore seek to focus on those areas of demand to maximise the potential to work in partnership and by using our capacity more effectively and innovatively to ensure we direct our resources to the point of need within our communities to protect those most at risk from harm.

As the SFRS continues to evolve we will seek to play a key part in public service reform and identify new opportunities to broaden our role within society to ensure as a modern Fire and Rescue Service, we continue to protect Glasgow's communities.

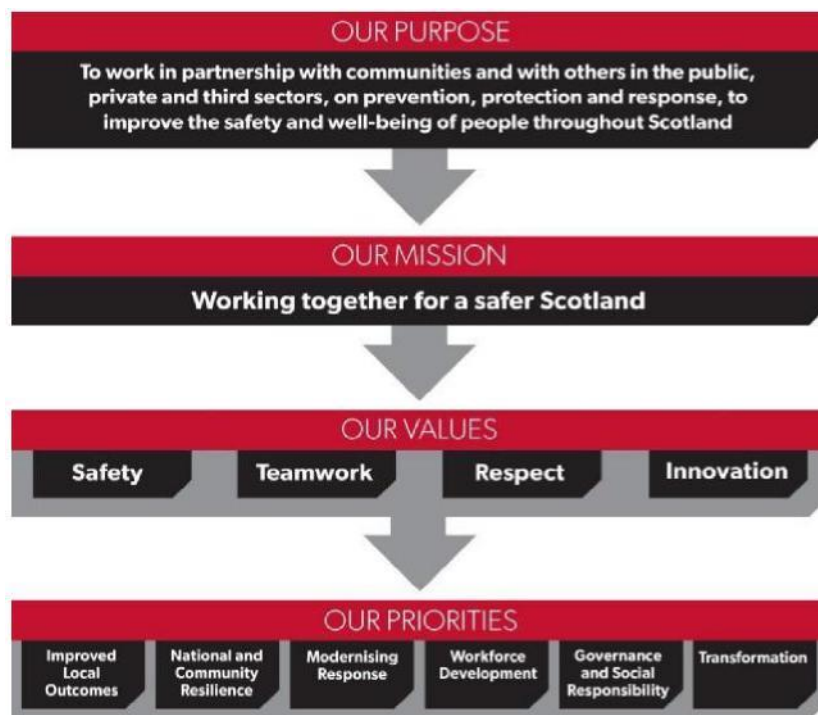
This Local Fire and Rescue Plan in conjunction with the statutory responsibilities placed upon the SFRS will be used as a driver to build upon our existing partnership arrangements in Glasgow whilst seeking to foster new relationships to support the service's mission of "Working Together for a Safer Scotland".

James Hymas
Local Senior Officer
City of Glasgow

National Context

Scottish Ministers set out their specific expectations for the SFRS in the Fire and Rescue Framework for Scotland 2016. This provides the outline we should follow to ensure our resources and activities are aligned with the Scottish Government's Purpose and national outcomes.

Our Strategic Plan 2016-19 has been designed to meet these national expectations. Set against a complex and evolving backdrop our Strategic Plan encapsulates our mission, values and strategic priorities.



These have been shaped with due regard to the challenges we face and to what we need to achieve to be a highly effective, sustainable public service. Operating within a climate of significant financial uncertainty and public service reform means we need to transform how we operate. This will particularly include how we prepare for and respond to changing societal needs, the impact of climate change and the threat of terrorism.

Strong leadership, supported by sound governance and management arrangements are at the very core of our foundations. These arrangements will direct and provide assurance that we comply with our statutory responsibilities. In addition, they will provide Local Senior Officers with supporting mechanisms to deliver services specifically tailored to local needs.

Local Context

Glasgow is Scotland's largest city and is home to over 615,000 individuals, accounting for just over 11% of the national population. The city is located on the West Coast of the country encompassing the River Clyde and covers an area of 175 square kilometres [68 square miles] and is supported by several major road networks including the M8, M77 and M80. It can be quickly accessed from other areas of the country ranging from Edinburgh in the east, Ayrshire in the south and Dunbartonshire and Argyll in the North. The city is easily accessible to the wider country via the rail network expanding from Central and Queen Street train stations and has potentially 2,300,000 individuals living within the defined travel to work area. Other transport links include the George V Docks located within the Govan area of the city and nearby Glasgow Airport located in the Renfrewshire Local Authority area.

The city is famous for its Victorian and art nouveau architecture, a rich legacy of its 18th to 20th-century prosperity due to trade and shipbuilding and is host to many other modern attractions for residents and individuals visiting the city. Glasgow is home to a wide range of cultural activities and hosts institutions including the Scottish Opera, Scottish Ballet and the National Theatre of Scotland, as well as acclaimed museums and a flourishing music scene. Some examples of its welcoming exhibits include Kelvingrove Art Gallery and Museum, Riverside Museum, Glasgow Cathedral and Glasgow Green to name just a few.

Glasgow is Scotland's most diverse city and celebrates a wide range of cultures, religions and languages. The population of Glasgow is estimated to increase by 10% over the next 20 years, rising from 615,070 in 2017 to 684,744 in 2037. During this time the 65-74 age group is estimated to increase the most in size; which is in contrast to the 75 plus age range for Scotland. Although being older is not a specific risk on its own right, risk is increased when age is combined with other factors such as living alone and living in poverty. Physical and mental health issues also contribute to an increase in risk.

The City of Glasgow Local Senior Officer Area is coterminous with the Local Authority boundary; with 11 Community Fire Stations proudly providing preventative and response services to residents and businesses when needed the most. The City of Glasgow Local Senior Officer Area is structured in a fashion to enable our staff to interact with communities and partners in an efficient and effective manner; with a firm commitment to aligning the ways of working principles outlined within the Glasgow Community Plan to the priorities detailed within this Local Fire and Rescue Service Plan, including:

- A commitment to a shared leadership approach where we will work alongside our partners to achieve the best outcomes for the City of Glasgow.
- Designing our services around the needs of the communities we serve, using our resources, data and information to improve outcomes.
- Co-producing our services with communities and other agencies to ensure that SFRS assets and skills are easily accessible, and improve the wellbeing of Glasgow residents.
- Working with our communities and partners to deliver a prevention agenda that supports individuals at key stages of their life.
- Being an anchor organisation for others, taking the lead when required to assist communities and partners to build resilience and improve the general wellbeing of their area and/or place.

The vision of Glasgow's Community Planning Partnership is for Glasgow to be a world class city, with thriving and resilient communities where everyone can flourish and benefit from the city's success; with inclusive growth being the key objective. Glasgow's Community Planning Partnership brings together a range of public, private and voluntary agencies to focus on improving the lives of those who live, work and visit the city. The Glasgow Community Plan outlines the following focus areas and priorities for all partners and is supported by an assortment of strategies and action plans:

Focus Areas:

- Economic Growth
- Resilient Communities
- A Fairer More Equal Glasgow

Priority Areas:

- Childcare
- Transport

This Local Fire and Rescue Service Plan outlines a number of priorities that are designed to support the Community Planning Partnership's vision and contains actions that place a renewed focus on tackling all forms of deprivation and inequality, with a continued focus on delivering preventative measures that will enhance the wellbeing of communities across the city; and with a specific focus on the needs of locality planning arrangements.

A review of historical fire data across Glasgow indicates a slight increase in operational activity rising 1.5% from the five year average of 14,204 incidents to 14,421 events during the 2016/17 reporting period. However, in terms of fire related activity, accidental dwelling fires continue to decrease steadily. The provision of smoke alarms, and on occasion the fitting of linked alarms, within the home environment has significantly reduced the severity of fires in most occasions with the majority of incidents being extinguished within their initial stages. Nevertheless, this Local Fire and Rescue Plan recognises that much more needs to be done in relation to the reduction of accidental dwelling fires as the number of fire related casualties has risen slightly from the five year average of 153 to 172 during the 2016/17 reporting period.

Deliberate fire setting on average accounts for 20% of all operational activity with the majority of activity occurring in the open and involving refuse containers, loose refuse material and grass land surfaces. Analysis identifies a peak in operational activity during specific months of the year; however it also recognises that deliberate fires impacts negatively on Glasgow's communities continually throughout the year.

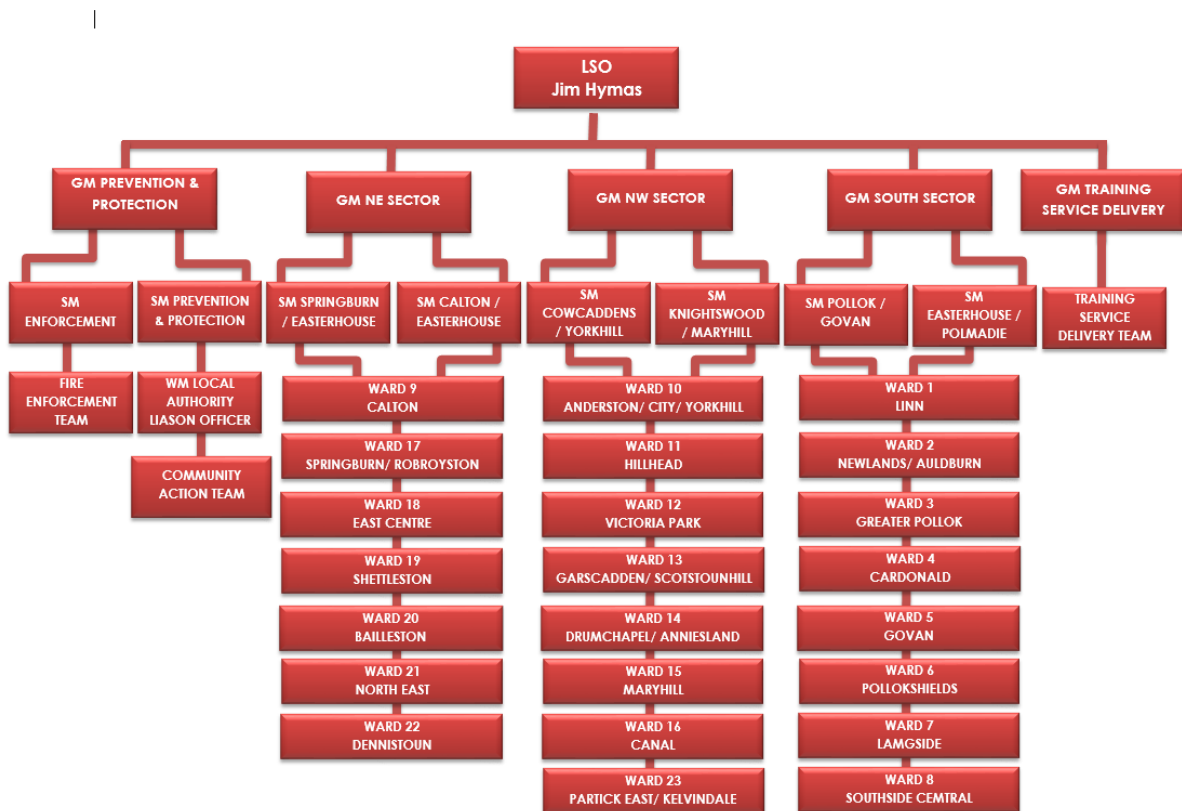
Whilst many incidents in Glasgow are as a result of a confirmed emergency, on average 38% of all calls responded to by the SFRS are as a result of an Unwanted Fire Alarm System emanating from a fire alarm systems within a non-domestic setting. These types of incidents impact negatively on the SFRS, detracting vital resources away from other emergencies, preventative community and business engagement activities and operational preparedness necessities.

Reducing service demand, whilst developing the role of the SFRS as part of the ongoing process of public service reform presents both challenges and opportunities for us to become more integrated in the Community Planning Partnership environment. The recent introduction of the Community Empowerment (Scotland) Act 2015 has resulted in the development of the Glasgow Community Plan, which is designed to deliver local outcomes that make a positive contribution across Glasgow's communities. In developing this Local Fire and Rescue Plan, the SFRS will seek to ensure its activities compliment and support the locality planning process.

Following the introduction of the Community Justice (Scotland) Act 2016, the SFRS will ensure, as a partner within the Community Justice Authority, its resources contribute to support the delivery of the Community Justice Outcomes Improvement Plan.

Additionally, the SFRS will look to adapt to meet the needs of our local communities and tackle inequities e.g. SFRS personnel will also focus on Child Sexual Exploitation and Hate Crime to raise awareness and reporting procedures in line with both national and local strategies and legislation.

Overseeing the performance of the SFRS at a local level is the responsibility of Glasgow Community Planning Partnership's Safe Glasgow Group. Within this forum the Group undertakes the process of scrutiny to monitor progress against the measurements within the Local Fire and Rescue Plan and also engages with the Local Senior Officer in matters arising on a regional or national basis.



Local Priorities

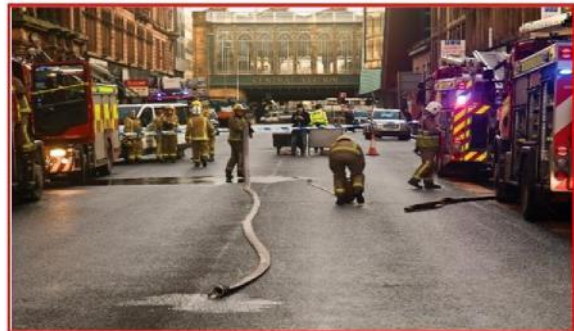
1. Operational Resilience and Preparedness

The Fire (Scotland) Act 2005 and the Fire (Additional Function) (Scotland) Order 2005 define the duties and responsibilities for the SFRS in relation to responding to emergencies. It is essential our firefighters possess the skills, knowledge and expertise to respond to incidents, which by their nature, can be varied in both their type and complexity.

It is important our firefighters understand the risks across their communities to ensure the level of risk is matched by an appropriate level of operational response. In gathering this knowledge, appropriate training is carried out to safeguard firefighter safety and to ensure any such response results in an effective and efficient deployment of our resources.

There will also be occasions whereby the nature of an emergency will require a combined response by emergency services and other organisations to deal with such a major event. To ensure a coordinated response occurs, additional duties are placed upon the SFRS under the Civil Contingencies Act 2004 to prepare and be able to respond to deal with major emergencies. The scope of such preparations may include responding to adverse weather events, natural disasters, pandemics, chemical incidents or major transport incidents. The threat of terrorism also compels the SFRS to ensure it can also respond alongside other partner agencies should such an event occur.

As an emergency responder, the SFRS needs to ensure it has the capability and the capacity to plan, prepare and respond to major emergencies. Working in partnership at a local and national level, the multi-agency approach requires a joint approach to assess these risks in order to develop appropriate response plans. Following their development, these plans require to be tested to support a return to normality when a significant event and subsequent disruption arises.



Glasgow is a thriving city and holds a proud tradition of hosting large public events such as sporting occasions, concerts, cultural festivals and celebrations. A large proportion of these require detailed planning and coordination with partner agencies such as Police Scotland, Glasgow City Council and the Scottish Ambulance Service. The planning in preparation for a large proportion of these events requires a multi-agency approach to ensure public enjoyment and safety and SFRS is a key partner in this work.

We recognise the potential for the role of the SFRS to evolve which provides scope to further protect those members of our communities from harm in the event of an emergency. Assisting other agencies in emergency situations, such as responding to 'Out of Hospital Cardiac Arrests' is one example where resources can be combined to maximise the potential for positive outcomes for those requiring assistance. The opportunity also exists to promote and support community resilience to improve the survivability rates from cardiac arrests through active engagement and education across Glasgow communities.

We will achieve operational resilience and preparedness by:

- *Identifying and assessing the risk to our communities through Operational Intelligence gathering.*
- *Undertaking planned training events to support the acquisition and maintenance of skills to provide the capability to respond to emergency incidents.*
- *Reviewing our operational responses to incidents to ensure ongoing firefighter safety and to ensure the ongoing protection our communities from harm.*
- *Working in partnership to plan, prepare and test our responses to major emergencies.*
- *Continuing to draw upon our experience of multi-agency event planning to ensure that all events within Glasgow are safe, successful and enjoyable, minimising disruption to the city and maximising public safety.*
- *Supporting and promoting the reduction of harm from 'Out of Hospital Cardiac Arrests.'*

We will monitor our progress by:

- *Reviewing the number of intelligence gathering visits made, analysing the use of this intelligence at operational incidents.*
- *Participating in major event debriefs to continually improve the planning process.*
- *Reviewing partnership plans and our own response to larger multi-agency type events.*

By improving operational resilience and preparedness we will:

- *Support the wellbeing and safety of Glasgow residents and visitors to the city.*
- *Ensure the safety of the personnel from all agencies who respond to emergencies and promote an early return to normality should an incident occur.*
- *Ensure Glasgow remains a city of choice for national and international events.*

2. Domestic Fire Safety

Fire safety within the home is a key prevention strategy for the SFRS as the consequence of fires within the home can result in a range of impacts on individuals, families, social landlords and communities. For organisations the requirement to respond, intervene and deal with the aftermath of domestic fires places demand on resources. To reduce this demand, it is essential approaches to prevention are evidenced based in order to maximise and focus resources to make the biggest impact to safeguard those most at risk of fire.

Analysis of accidental dwelling fire data identifies cooking as the most common cause of fires within the home in Glasgow and also the most prevalent cause where fire related injuries are sustained by occupants. Distraction has been identified as a contributory factor where accidental dwelling fires and/or injuries occur. Those who are deemed at risk from fire may also have other vulnerabilities and impairments due to age, health or mobility reasons and they may also be receiving support from other partners. The scope therefore exists to work more closely together to protect those most at risk from fire through effective information sharing.

In order to reduce the potential for fires to occur, influencing positive change in occupant behaviours through raising fire safety awareness will be at the forefront of our preventative activities.

By increasing the ownership of working smoke detection, the means of giving early warning of fire will also contribute to mitigating the severity of fires and fire related injuries within the home. By using assistive technology such as 'Telecare', the opportunity exists to further enhance the safety of those who are at risk from fire.



We will seek to reduce accidental dwelling fires and fire related injuries within the home by:

- *Promoting and undertaking Home Safety Visits to those deemed at risk from fire.*
- *Working with our partners in Glasgow to share information where fire risks within the home have been identified and to provide solutions to protect those who are at risk.*
- *Focusing engagement activities in those areas where service demand has been identified.*
- *Supporting the provision of assistive technology within the home to increase occupant safety.*

We will monitor our progress in promoting our domestic safety strategy by:

- *Reviewing the number of accidental dwelling fires and their severity.*
- *Reviewing the number and the severity of fatal and non-fatal fire related injuries.*
- *Increasing the presence of working smoke/heat detection within homes affected by fire.*

By achieving a reduction in the frequency and severity of accidental dwelling fires and fire related injuries we will:

- *Support the safety and well-being of Glasgow residents.*
- *Support the independent living of vulnerable members within our communities.*
- *Reduce the social and economic cost of fires and fire related injuries.*
- *Reduce demand on the SFRS and its partners.*

3. Unintentional Injury and Harm

It is not uncommon for those at risk from fire to also be at risk from other injuries within the home, in particular from injuries arising from slips, trips and falls. Requests to the SFRS to provide assistance directly through a first responder role or to provide support to other agencies are increasing. Analysis of data indicates falls are a common cause of accidental deaths and injuries and account for a significant proportion of admissions to hospital. Those persons injured through falls may often be affected by other medical conditions such as dementia.



The SFRS has a role to play in contributing towards the protection of those at risk from injury and harm within the home. Through operational attendances and delivery of home fire safety visits, we have the opportunity to identify those at risk and through an assessment of such risk, refer individuals to partner organisations for additional support.

Out with the domestic environment, the SFRS respond to a range of non-fire related emergencies. The most common incidents of this type within Glasgow is attendances at Flooding and Road Traffic Collisions (RTCs) which results in the majority of non-fire related events and injuries.

Responding to RTCs is a statutory duty for the SFRS, however a collective approach is required amongst community planning partners to support risk reduction measures. As a partner, the SFRS will support the education of young drivers who are considered to be an 'at risk' group and support other initiatives intended to reduce the instances and impact of RTCs within Glasgow.

We will seek to reduce the impact of unintentional injury and harm by:

- *Utilising our Home Safety Visit programme to assess for non-fire related risk and refer those deemed at risk from injury and harm to partners to provide additional support.*
- *Raising awareness of fire and rescue service personnel as to those factors that increase the risk of unintentional injury or harm.*
- *Working in partnership to deliver targeted road safety programmes to young drivers.*
- *Focusing resources where demand has been identified and deliver key safety messages.*

We will monitor the effectiveness of our intervention strategies by:

- *Reviewing the number of requests for assistance from other agencies and for the provision of medical and first responder support.*
- *Reviewing the number of attendances at RTCs and the frequency and severity of injuries arising from RTCs.*
- *Reviewing the number of other non-fire related emergencies and the frequency and severity of injuries arising from these incidents.*

By achieving a reduction in unintentional injury and harm we will:

- *Reduce the social and economic cost of unintentional harm and injury.*
- *Support vulnerable members within our communities to live independently within their communities.*
- *Ensure the safety and well-being of those living, working and visiting Glasgow.*

4. Deliberate Fire Setting

Deliberate fire setting accounts for a significant number of operational incidents within Glasgow and takes various forms. Whilst a small proportion involves occupied buildings, vehicles and outdoor structures (primary fires), the majority of deliberate fires are classed as secondary in nature and on most occasions occur in outdoor locations.

Analysis of incident data identifies deliberate secondary fires occurring throughout the year, however peak activity is noted in the spring time, during the bonfire season and when prolonged periods of dry weather arise. Deliberate fire setting is regarded as anti-social behaviour and is also criminal in nature. These acts can lead to serious consequences such as personal injury, damage to property and the environment. Dealing with instances of deliberate fire setting also diverts fire and rescue resources from other meaningful activities.

Working in partnership, we will seek to combine our information to identify those parts of our communities that are being affected by anti-social behaviour in order to reduce such instances whilst tackling the underlying causes of such behaviour.

On some occasions the SFRS will work with Police Scotland, Housing providers and Community Safety Glasgow to investigate deliberate fire setting to determine the cause and if possible those responsible for such acts. Diversionary and engagement activity is regarded as an important approach in tackling anti-social behaviour and will continue to be part of our approach to raise awareness of the impact of this unwanted activity.



We will seek to reduce the instances of fire related anti-social behaviour by:

- *Identifying those parts of Glasgow's communities affected by deliberate fire setting and sharing this information with our partners.*
- *Utilising our Young Firefighters, Fire Reach, Firesetters and school's education programmes to raise awareness of the impact of fire related anti-social behaviour.*
- *Working with partners to develop joint strategies to reduce the risk posed by deliberate fire setting and to mitigate its impacts.*

We will monitor the effectiveness of reducing fire related anti-social behaviour by:

- *Reviewing the number and type of deliberate fire setting incidents within Glasgow.*
- *Evaluating the effectiveness of our youth engagement programmes.*

By achieving a reduction in fire related anti-social behaviour we will:

- *Enable the SFRS to divert its resources towards other community based activities.*
- *Protect the natural and built environment.*
- *Support the promotion of active and responsible citizenship across Glasgow communities.*
- *Support our communities in feeling safe from crime, disorder and danger.*

5. Non-Domestic Fire Safety

In general, all workplaces and business are classed as non-domestic premises and as such come within the scope of Part 3 of the Fire (Scotland) Act 2005 (the Act) which places duties on persons responsible for these premises to comply with the Act and its associated regulations. The SFRS has a statutory duty to promote fire safety and where required enforce compliance with fire safety legislation. To discharge this duty and to secure compliance, the SFRS has adopted an approach utilising advice, education and where required formal enforcement powers.



Given the variety of premises which come within the scope of the Act, the SFRS has developed a fire safety enforcement framework which is based on the principal of risk combined with historical fire data across occupancy groups to create the fire safety audit programme. Those premises which present a higher degree of risk from fire are subject to regular fire safety audits to verify compliance.

The impact of fire can have a devastating impact on business, employment, the provision of critical services and also our heritage. Evidence suggests that premises affected by a serious fire experience a high failure rate. The SFRS will undertake its audit programme to support Glasgow's ambition to grow its economy during this challenging period of economic recovery and seek to safeguard its culture, heritage and continuation of employment opportunities.

We will seek to reduce the instances of fires within non-domestic property by:

- *Undertaking our fire safety audit programme in accordance with the SFRS Enforcement Framework.*
- *Engaging with duty holders to promote responsible fire safety management of premises that come under the auspices of Part 3 of the Fire (Scotland) Act 2005.*
- *Working in partnership to ensure the appropriate provision of fire safety standards are incorporated in new premises under construction or premises undergoing material changes.*
- *Working in partnership with other enforcement agencies and organisations to support legislative compliance.*

We will monitor the effectiveness of reducing fires in non-domestic premises by:

- *Reviewing the number of fires in non-domestic premises and the type of premises involved in fire.*
- *Reviewing the number and types of fire safety audits carried out across Glasgow.*
- *Reviewing the outcome of fire safety audits carried out in non-domestic premises.*

By achieving a reduction in fires within non-domestic premises we will:

- *Enable the industrial, commercial and service sector to maintain business continuity and employment across Glasgow.*
- *Reduce the potential for loss of life and injury.*
- *Protect Glasgow's culture and heritage.*
- *Protect the natural and built environment and reduce the impact of fire on our communities.*

6. Unwanted Fire Alarm Signals

Unwanted Fire Alarm Signals (UFAS) incidents are defined as “an event which has required an operational attendance by the Fire & Rescue Service due to the unwanted actuation of a fire alarm system in a commercial setting”. Common causes include engineer testing, aerosols, cooking, accidental call point actuation, dust, poor siting of detector heads etc.

UFAS incidents continue to constitute over 38% of all calls received in Glasgow and are a drain on operational resources across the city. This impacts on all other SFRS activities in Glasgow such as training and preventative work as well as diverting the resources available to attend genuine emergencies. There is also a financial cost in terms of unnecessary vehicle movements and the disruption of the normal business of the premises affected.



We will seek to reduce the instances of UFAS calls by:

- *Working in partnership at a strategic level through Glasgow City Council's Safe Group to implement measures to reduce UFAS events across publically owned premises across the city.*
- *Engaging with premises owners/occupiers to identify the cause of every UFAS incident.*
- *Working with owners/occupiers to implement and support their management of fire alarm systems and the introduction of demand reduction plans.*
- *Identify premises which attract a significant operational response and reassess the response required accordingly.*

We will monitor the effectiveness of our intervention by:

- *Reviewing the number of attendances at non-domestic premises and the type of premises generating UFAS across Glasgow.*
- *Evaluating the outcomes of demand reduction plans to review progress and share good practice.*
- *Reviewing our operational responses to UFAS incidents to ensure they are based on an assessment of risk and demand.*

By achieving a reduction in UFAS we will:

- *Minimise the disruption to business and service continuity across Glasgow.*
- *Increase the capacity of SFRS to carry out other activities in the City.*
- *Reduce the risk to firefighters and the public whilst responding to UFAS incidents.*
- *Reduce SFRS's carbon footprint through less vehicle movements.*

Review

To ensure this Local Fire and Rescue 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 every three years. 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

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 and our partners.

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

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

Write to: Scottish Fire and Rescue Service
 City of Glasgow HQ
 123 Port Dundas Road
 Cowcaddens
 Glasgow
 G4 0ES

Phone: 0141 302 3333

Visit our website: www.firescotland.gov.uk

Follow us on Twitter @scotfire_glasgo

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