



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

# LOCAL FIRE AND RESCUE PLAN FOR SHETLAND

2014-2017



**Working together  
for a safer Scotland**





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# Foreword

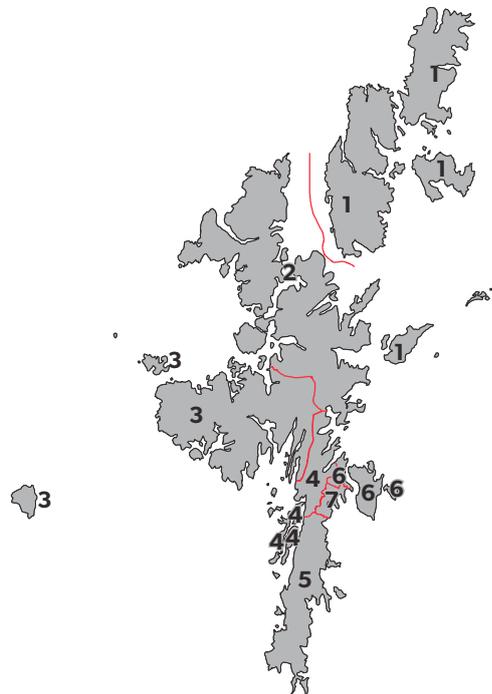
Welcome to the Scottish Fire & Rescue Services (SFRS) Local Fire and Rescue Plan for Shetland. This plan uses the strategic aims of the SFRS's Strategic Plan 2014-2017 and the community planning outcomes defined in the Shetland Single Outcome Agreement 2012-2015 to meet the agreed needs of the Shetland communities.

The plan sets out the priorities and objectives for the SFRS within Shetland for 2014-2017 and allows our Shetland local authority partners to scrutinise our performance against the intended outcomes. SFRS will continue to work closely with our partners in Shetland to ensure we are all "Working Together for a Safer Scotland" through targeting the identified risks to our communities at a local level.

The Local Fire and Rescue Plan and its associated action plans are aligned to the Shetland Partnership which is the multi-agency community planning group within Shetland. Through partnership 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 on-going involvement with our multi-agency partners in Shetland 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	North Isles
2	Shetland North
3	Shetland West
4	Shetland Central
5	Shetland South
6	Lerwick North
7	Lerwick South



# 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. This means that, 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 Shetland.

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

- *priorities and objectives for SFRS in carrying out duties and functions in the local authority's area;*
- *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 has established the type, frequency and impact of incidents that we attend. With this assessment in place the Local Senior Officer for Shetland 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 12:** We value and enjoy our built and natural environment and protect it and enhance it for future generations
- **National Outcome 15:** Our people are able to maintain their independence as they get older and are able to access appropriate support when they need it

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

**Strategic Aim 1:** Improve safety of our communities and staff

**Strategic Aim 2:** More equitable access to fire and rescue services

**Strategic Aim 3:** Improved outcomes through partnership

**Strategic Aim 4:** Develop a culture of continuous improvement





## Equality Assessment

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

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



## 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 Shetland that are considered in the Local Assessment and those that action plans will be developed for are:

- Local Risk Management and Preparedness
- Reduction of Accidental Dwelling Fires
- Reduction in Fire Fatalities and Casualties
- Reduction of Deliberate Fire Setting
- Reduction of Fires in Non Domestic Properties
- Contribute to a Reduction in Casualties from Road Traffic Collisions and other Non Fire Emergencies
- Reduction of Unwanted Fire Alarm Signals
- Enhance our contribution to Community Planning
- Enhance our Local Engagement Practices

# Local Operational Assessment

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

## Local Operational Assessment - Shetland

Performance Indicator	2010/11	2011/12	2012/13	3 year average	Trend
All deliberate primary fires	1	0	1	1	—
All deliberate other building fires	0	0	0	0	—
All deliberate secondary fires	0	4	3	2	—
All accidental dwelling fires	5	7	16	9	↑
All accidental other building fires	1	6	7	5	—
All fatal fire casualties	0	0	1	0	—
Non-fatal fire casualties excl. precautionary checkups	1	1	3	2	—
Non-fatal fire casualties incl. precautionary checkups	1	1	3	2	—
Special Service RTCs	3	7	10	7	↑
Special Service flooding	1	6	7	5	—
Special Service extrication	0	1	2	1	—
Special Service 'others'	6	17	11	11	—
False Alarm: AFAs	54	52	92	66	↑
False Alarm: Good Intent	7	10	16	11	↑
False Alarm: Malicious	2	2	0	1	—

Please see Glossary of Terms for an explanation of the above.

# Local Risk Profile

The Shetland Islands form Scotland's most northerly and most isolated local authority area. The significant distance between mainland Scotland and Shetland often combines with severe climatic conditions generated by the Atlantic Ocean and North Sea environment to delay the arrival of any external physical support. This necessitates a Shetland based emergency response which is largely self-sufficient.

The population of Shetland is diverse in its make-up and widely geographically spread. Large areas of Shetland are remote, rural and sparsely populated. Some of Shetland's numerous outlying islands are home to the most isolated communities in Scotland. These isolated locations pose challenges in terms of our ability to deliver both prevention services and an appropriate emergency response service. The people living within Shetland's capital, Lerwick, account for approximately 33% of the total population and form the largest concentrated residential life risk.

Shetland is a relatively safe place and our emergency incidents are rare. Thankfully, the number of fires occurring in Shetland is low. However, there are an increasing number of people living alone and the levels of drug and alcohol misuse, within a significant proportion of the population, are factors which contribute to the likelihood of accidental fires and fire casualties. Shetland's people are generally living longer and, whilst an increase in age does not in itself increase the risk from fire, other related factors do, such as limited mobility, disability, and mental health issues.

Due to increased investment in the expansion of the petrochemical industry, Shetland has a large transient working population which can increase the day-to-day population of the islands by up to 10%. The various forms of additional sleeping accommodation provided for these workers create an additional risk to life which we must adequately audit.

Industries within Shetland make a significant contribution to the local economy and the economy of Scotland. The destructive nature of fire in these industries could have immediate and long-term consequences for businesses and consumers nationally. The two major petrochemical plants at Sullom Voe form a significant industrial risk.

Transport services to Shetland and within Shetland contribute to the local risk environment. Sumburgh and Scatsta airports facilitate a large number of external aeroplane and helicopter flights. These links support the requirements of Shetland's residents and businesses, but are largely utilised by the expanding off-shore petrochemical industry. The port of Lerwick provides the majority of the lifeline and commercial shipping services for Shetland. It supports the off-shore petrochemical and fishing industries and hosts a significant number of visiting cruise ships and pleasure craft. Inter-island transport is provided by a network of vehicle ferry crossings and aeroplanes which operate from small and often isolated airstrips. Shetland's main arterial roads have benefited from a significant historical upgrade programme but there has been a large increase in bus and heavy commercial traffic due to the infrastructure developments of the petrochemical industry.

Shetland is a developing tourist destination with significant numbers of visitors throughout the year, but especially at peak seasonal times. The islands have numerous sites of historical, cultural and natural significance. Shetland also hosts an annual programme of cultural events.

SFRS relies on employing Shetland residents as part time firefighters. These women and men need to be suitably fit, able and available to crew the Retained Duty System (RDS) fire and rescue units located across Mainland Shetland and the outlying islands. In this respect, the front line fire and rescue service is an emergency service provided by the Shetland communities, for the Shetland communities. Modern employment trends, which take people away from their home community during the daytime, create challenges for us in terms of recruiting part time firefighters who can provide an emergency response for the more isolated and rural fire stations during these hours.

# Priorities, Actions and Outcomes

## 1. Local Risk Management and Preparedness

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

- Actively identifying the risks to the community which fall within the scope of responsibility of the SFRS as defined by the Fire (Scotland) Act 2005;
- Implementing a process to prioritise and minimise the effect of these risks;
- Ensuring that appropriate resources and trained fire and rescue personnel are in place to respond to the known risks

### **Aligns to:**

#### • **SFRS Strategic Aims**

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

#### • **Shetland Single Outcome Agreement 2012 – 2015**

- **Outcome 1:** Shetland has sustainable economic growth with good employment opportunities;
- **Outcome 2:** We take pride in a strong, fair and inclusive society; and in our culture;
- **Outcome 3:** We have financial sustainability and balance across all sectors with efficient and responsive public services and a reduced reliance on the public sector;
- **Outcome 9:** We have tackled inequalities by ensuring the needs of the most vulnerable and hard to reach groups are identified and met, and that services are targeted at those most in need;
- **Outcome 10:** Shetland stays a safe place to live, and we have strong, resilient and supportive communities;
- **Outcome 11:** We have a strong voluntary sector and social enterprises, encouraging community enterprise and cooperatives, with increased capacity to deliver services based on needs and aspirations of local communities;
- **Outcome 13:** Our internal and external transport systems are efficient, sustainable, flexible and affordable, meet our individual and business needs and enable us to access amenities and services;
- **Outcome 14:** We live and work in a renowned natural and built environment which is protected and cared for.

#### • **Shetland Safety Board Strategic Assessment 2013 – 2016.**

**We will achieve it by:**

- Ensuring our staff recruitment, training, development and equipment is fit for purpose, meets the current risk profile of Shetland and is adaptable to changing circumstances
- Engaging with our community planning partners to ensure that suitable and sufficient operational risk information is obtained, communicated and tested
- Working locally with partner organisations and agencies to ensure effective emergency response plans are developed for the more significant local risks
- Fulfilling our statutory duties in relation to the Civil Contingencies Act 2004 by engaging with and contributing to the work of the Shetland Emergency Planning Forum and the North of Scotland Regional Resilience Partnership

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

- Keeping our staff and members of the public safe in the event of an emergency incident
- Reducing the financial burden and disruption caused to our communities when emergencies occur by planning to mitigate their effects and quickly return to normality
- Proactively helping the wider community to focus on the prevention of emergencies, with a blue light response being seen as a last resort

## 2. Reduction of Accidental Dwelling Fires

The number of accidental fires in Shetland is relatively low, with the majority occurring in domestic dwellings. The types of home involved are varied, but a significant proportion are rented properties. Causes of accidental domestic fires in Shetland tend to include unattended cooking, electrical equipment and candles. These fires are largely avoidable and increase the likelihood of fire fatalities and casualties. They are destructive, creating a negative impact upon individuals and the wider community. They are also costly to occupants and housing providers, placing an increased burden on the limited availability of housing in Shetland. Key factors that contribute to the occurrence of accidental dwelling fires are:

- Lifestyle choices, including smoking and the misuse of alcohol and drugs;
- Individual capability and vulnerability, including mental health issues;
- Physical and mental conditions related to old age.

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- **Outcome 5:** Our young people are successful learners, confident individuals, effective contributors and responsible citizens;
- **Outcome 6:** We have improved the life chances for children, young people and families at risk;
- **Outcome 7:** We have reduced key risk factors for poor health outcomes;
- **Outcome 8:** We have supported people to achieve their full potential at all life stages – from birth and early years through working lives to old age;
- **Outcome 9:** We have tackled inequalities by ensuring the needs of the most vulnerable and hard to reach groups are identified and met, and that services are targeted at those most in need;
- **Outcome 10:** Shetland stays a safe place to live, and we have strong, resilient and supportive communities;
- **Outcome 11:** We have a strong voluntary sector and social enterprises, encouraging community enterprise and cooperatives, with increased capacity to deliver services based on needs and aspirations of local communities;
- **Outcome 12:** We live in well-designed, sustainable places;
- **Outcome 14:** We live and work in a renowned natural and built environment which is protected and cared for.

**We will achieve it by:**

- Improving information sharing processes between SFRS and our local partner agencies
- Targeting the delivery of Home Fire Safety Visits to the most at risk and vulnerable members of our community
- Working with partner agencies to deliver community safety initiatives influenced by evidence and partnership data
- Effectively deploying the SFRS Post Domestic Incident Response procedures

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

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

### 3. Reduction in Fire Fatalities and Casualties

The reduction of fire casualties is clearly linked to **Priority 2 Reduction of Accidental Dwelling Fires**. The reduction of fire fatalities and casualties is at the core of the preventative and early intervention activities carried out by SFRS in Shetland.

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

- Lifestyle including smoking and consumption of alcohol and prescribed and non-prescribed drugs;
- Individual capability and vulnerability;
- Physical and mental conditions related to old age.

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- **Outcome 15:** We will deliver sustainable services and make sustainable decisions, which reduce harmful impacts on the environment.

**We will achieve it by:**

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

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

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

## 4. Reduction of Deliberate Fire Setting

Deliberate fire setting causes unnecessary destruction. It can pose a severe risk to life, property and the environment. As with all fires, the knock on effects for individuals, communities, the public sector and businesses can be costly and detrimental. Deliberate fires are divided into primary fires which are set in property such as buildings and vehicles, and secondary fires which are set in materials such as refuse and growing vegetation.

Deliberate fire setting is not a significant problem in Shetland, but nationally it is linked to the occurrence of anti-social behaviour. SFRS is not complacent in this matter and intends to maintain the current low level of deliberate fire raising activity in Shetland.

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**We will achieve it by:**

- Identifying and quickly targeting any fire raising activity through the assistance of partner agencies and communities
- Supporting fire safety education in schools
- Implementing our specialist Fire Setters Intervention Programme to counsel individuals who are identified as being responsible for deliberate fire setting activity
- Supporting associated youth diversion initiatives

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

- Minimising the cost and disruption of unnecessary fire damage within Shetland
- Reducing SFRS costs by using fire prevention personnel to rapidly target the causes of any identified deliberate fire setting activity and minimise the mobilising of RDS firefighters
- Supporting preventative spend initiatives which divert young people away from anti-social behaviour by encouraging them to be good citizens

## 5. Reduction of Fires in Non-Domestic Properties

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

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

Secondary Fires include wild fires involving agricultural crops and moorland. These rural areas contribute substantially to the unique Shetland environment providing economic benefit through tourism, employment and industry. The occurrence of wildfires in Shetland is historically very low, but SFRS will monitor any climatic changes that may lead to drier conditions and an increased wildfire risk.

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- **Outcome 14:** We live and work in a renowned natural and built environment which is protected and cared for;
- **Outcome 15:** We will deliver sustainable services and make sustainable decisions, which reduce harmful impacts on the environment.

**We will achieve it by:**

- Continuing the audit programme for high risk premises
- Engagement with the business community to highlight their responsibilities for compliance with fire legislation
- Identifying fire trends in particular building types and conducting thematic audits

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

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

## 6. Contribute to a Reduction in Casualties from Road Traffic Collisions and other Non-Fire Emergencies

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

The SFRS has a crucial role in working with the Shetland Islands Council and other emergency responders in contributing to the wider road safety agenda. National and local statistics identify that young adults are most at risk.

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

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- **Outcome 10:** Shetland stays a safe place to live, and we have strong, resilient and supportive communities;
- **Outcome 13:** Our internal and external transport systems are efficient, sustainable, flexible and affordable, meet our individual and business needs and enable us to access amenities and services.

**We will achieve it by:**

- Continuing to engage with partner agencies on the Shetland Roads Safety Advisory Panel
- Contributing to the achievement of initiatives from the Encouragement and Education themes of the Shetland Road Safety Strategy and Action Plan 2012 - 2017

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

- Developing positive attitudes to road safety within the Shetland community with an emphasis on targeting high risk groups, for example, our young people
- Reducing the negative impact of death and serious injury on Shetland communities
- Reducing the cost to the NHS for the treatment of casualties
- Reducing lost working time, rehabilitation and welfare costs for casualties and their employers
- Reducing the cost to SFRS from the mobilising of RDS firefighters

## 7. Reduction of Unwanted Fire Alarm Signals

The SFRS aims to reduce the impact of false alarms on its service delivery, local business and commerce in Shetland. Unwanted fire alarms fall into three main categories:

- Unwanted Fire Alarm Signals (UFAS) transmitted by an Automatic Fire Detection (AFD) system reporting a fire, where upon arrival of the SFRS, it is found that a fire has not occurred. UFAS are generally avoidable through good system design, management practice, procedure, maintenance and the appropriate use of spaces within buildings;
- Malicious 999 calls;
- Calls made with good intent, when a person genuinely believes that an emergency has occurred and that belief subsequently turns out to be unfounded.

### **Aligns to:**

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**We will achieve it by:**

- Identifying premises with high UFAS activity levels to determine if they comply with the Fire (Scotland) Act 2005 and have appropriate fire safety management procedures in place
- Engaging with the owners and occupiers of premises with high UFAS activity levels to provide support, advice and guidance for developing suitable action plans for UFAS reduction
- Call challenging and proactive monitoring of malicious 999 calls, with educational programmes for engaging with those identified as having made malicious calls

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

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

## 8. Enhance our Contribution to Community Planning

Community planning partnerships, such as the Shetland Partnership, were established to create a link between communities and public sector organisations. Nationally, the Fire and Rescue Service has a strong track record of success within the community planning arena. The creation of the SFRS provides an opportunity to improve our efficiency and effectiveness by playing our part in the multi-agency aspiration to make our communities safer. Integration at a local level is achieved by collaboration and partnership working.

Better integration with the Shetland Partnership will provide us with opportunities for improvements in front-line outcomes, crucially against a backdrop of budget reductions and restrictions for all public services in Scotland.

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

### **Aligns to:**

#### **• SFRS Strategic Aims**

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

#### **• Shetland Single Outcome Agreement 2012 – 2015**

- **Outcome 1:** Shetland has sustainable economic growth with good employment opportunities;
- **Outcome 3:** We have financial sustainability and balance across all sectors with efficient and responsive public services and a reduced reliance on the public sector;
- **Outcome 10:** Shetland stays a safe place to live, and we have strong, resilient and supportive communities;
- **Outcome 12:** We live in well-designed, sustainable places;
- **Outcome 15:** We will deliver sustainable services and make sustainable decisions, which reduce harmful impacts on the environment.

**We will achieve it by:**

- Improving the information sharing processes between SFRS and our Shetland partner agencies
- Contributing to local partnership safety initiatives, influenced by evidence and partnership data
- Working with Shetland partners to develop improved engagement structures and strategies which will encourage Shetland communities to contribute to the community planning agenda - including those people traditionally identified as being hard to reach

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

- Ensuring that shared partnership information is utilised to identify service delivery needs and partnership opportunities
- Ensuring that service delivery resources are targeted effectively towards evidenced community and SFRS priority areas
- Reducing the risk, personal and social impact of fire and other emergencies in Shetland so that people are safer at home and in the wider community
- Improving the effectiveness and inclusivity of community engagement in Shetland

## 9. Enhance our Local Engagement Practices

It is important that we are able to identify and reach out to the members of the Shetland community who are deemed to be at increased risk. For example, the Shetland population has seen an increase in the proportion of people living alone and also those over the age of sixty five. Our services will help to ensure that they are able to live long and independent lives, safe from fire and other emergencies.

Working with our partners we will identify and take steps to meet the needs of those who are vulnerable in society because of their age, their living circumstances, because of a disability or due to social, economic and lifestyle factors.

Whilst the 2011 Census shows only a small number of people of minority ethnicity, the expected rise in the number of migrant workers from those countries which are the newest members of the European Union means that we must ensure the needs of all members of our community are being considered. We recognise our duties under the Equality Act 2010 in relation to the protected characteristics and we will strive to deliver appropriate services to everyone in Shetland. In doing so, we will support the effective implementation of the SFRS Equality Outcomes and in particular, improve the equality of access and delivery of those services.

### **Aligns to:**

#### **• SFRS Strategic Aims**

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More equitable access to fire and rescue services
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- **Outcome 12:** We live in well-designed, sustainable places;
- **Outcome 15:** We will deliver sustainable services and make sustainable decisions, which reduce harmful impacts on the environment.

**We will achieve it by:**

- Working with Shetland partners to develop improved engagement structures and strategies which will encourage Shetland communities to contribute to the community planning agenda - including those people traditionally identified as being hard to reach
- Improving the information sharing processes between SFRS and our Shetland partner agencies
- Ensuring that effective Equality Impact Assessments are carried out for our service delivery activities in Shetland
- Working with partners to identify the most at risk and vulnerable members of the community

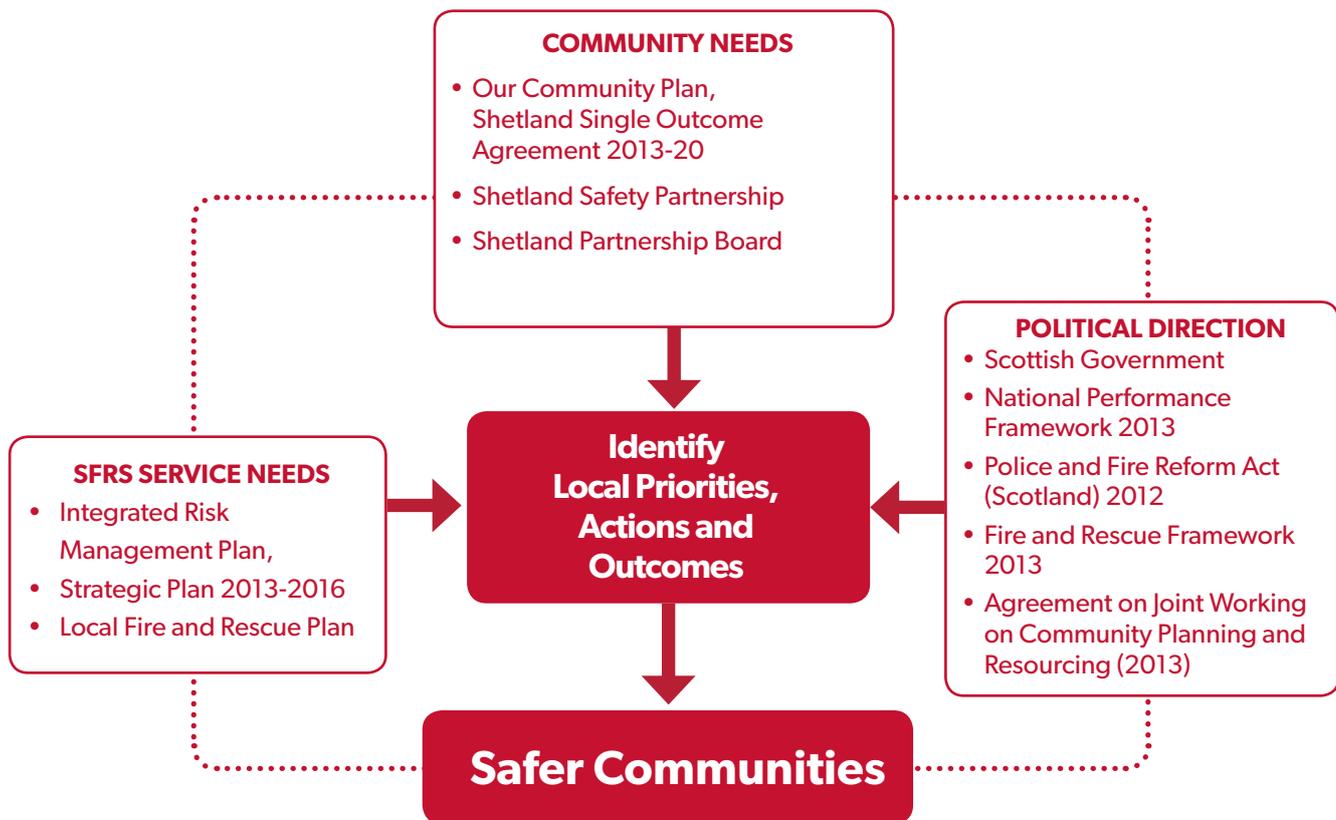
**In doing so we will also add value by:**

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

# Achieving Local Outcomes

## Achieving Safer Communities in Shetland

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



## Outcomes

*The outcomes expected from the priority areas set out in the Shetland Local Fire and Rescue Plan 2014-2017 will be scrutinised by the Shetland Safety Board. Outcomes will be measured against the reduction set within this plan and those agreed between the SFRS and the Shetland Partnership Board which are set out in the Shetland Single Outcome Agreement.*

*For the fire and rescue service the outcomes will include reduced demand on operational intervention, resources and operating costs; reductions in reported dwelling house fires and related casualties and fatalities; reduction in fire related antisocial behaviour; and increased delivery of home fire safety visits to those identified as high and very high risk.*

# Review

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

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

# Feedback

## Contact us

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

- Use the feedback form on our website to send an email - [www.firesecotland.gov.uk](http://www.firesecotland.gov.uk)
- Contact your local community fire station - details are listed on our website or in your local telephone directory.
- Contact (LSO) Area Headquarters in Inverness on 01463 227000.
- Write to us at the address at the bottom of this page.

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

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

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

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

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

Scottish Fire and Rescue Service, Service Delivery Area North HQ,  
19 North Anderson Drive, Aberdeen, AB15 6TP.  
Tel 01224 696666 Fax 01224 692224  
or alternatively visit our website [www.firescotland.gov.uk](http://www.firescotland.gov.uk)

# 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>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.



## 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](http://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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