



LOCAL FIRE AND RESCUE PLAN FOR EAST RENFREWSHIRE

2014-2017



**Working together
for a safer Scotland**



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Foreword

Welcome to the Scottish Fire & Rescue Service's (SFRS) Local Fire and Rescue Plan for the Local Authority Area of East Renfrewshire. This plan is the mechanism through which the aims of the SFRS's Strategic Plan 2013 – 2016 are delivered to meet the agreed needs of East Renfrewshire communities.

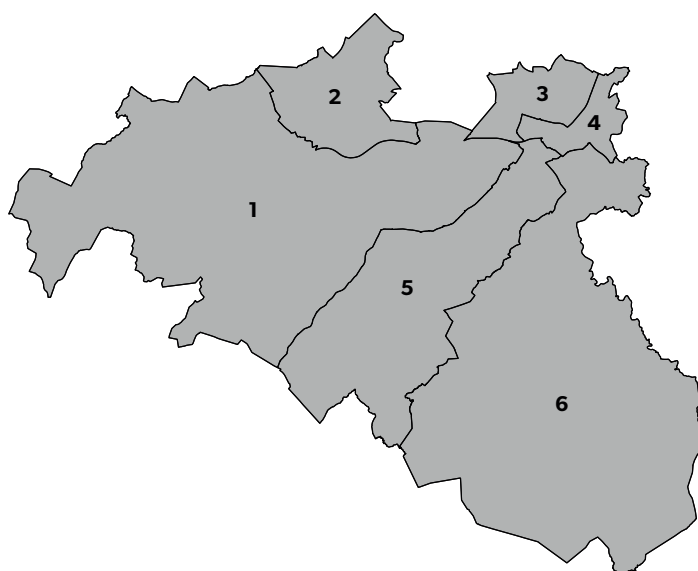
This Plan sets out the priorities and objectives for the SFRS within East Renfrewshire for 2014 – 2017 and allows our Local Authority partners to scrutinise the performance outcomes of those priorities. SFRS will continue to work closely with our partners in East Renfrewshire to ensure we are all "Working Together for a Safer Scotland" through targeting risks to our communities at a local level.

The Local Fire and Rescue Plan and its associated action plans are aligned to the Community Planning Partnership structures within East Renfrewshire. Through partnership working we will deliver continuous improvement in our performance and effective service delivery in our area of operations.

The SFRS will continue to use data analysis techniques to identify risk and to ensure resources are allocated to the point of need within our communities. Whilst considering the strategic priorities of the SFRS we will develop local solutions to local needs and ensure equitable access to Fire and Rescue resources. Through our on-going involvement with local community safety groups in East Renfrewshire 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.

Paul Tanzilli
Local Senior Officer

1	<i>Neilston, Uplawmoor and Newton Mearns North</i>
2	<i>Barrhead</i>
3	<i>Giffnock and Thornliebank</i>
4	<i>Netherlee, Stamperland and Williamwood</i>
5	<i>Newton Mearns South</i>
6	<i>Busby, Clarkston and Eaglesham</i>



2013 saw the creation and establishment of the Scottish Fire and Rescue Service when new arrangements were put in place to enable East Renfrewshire Council greater scrutiny on the planning and performance arrangements for the Service.

In this first year of the Service the Council put in place scrutiny arrangements which for the first time presented more formal arrangements for members of Cabinet and opposition Councillors to regularly meet with Fire and Rescue Service Senior Officers to discuss performance.

As we move into 2014–17 solid foundations have been laid to ensure that the Council is able to influence planning and performance by the Service which is specific to the needs of the residents of East Renfrewshire.

Close working with the Scottish Fire and Rescue Service is part of Community Planning which has collaboration and engagement at its heart. I am encouraged to see close links in the Plan to the Single Outcome Agreement which is the Community Planning Partnership’s blue print for success in achieving outcomes for our residents. The Service has a big part to play in educating everyone in our communities of the risks and dangers of domestic fires and I am pleased to see this activity in particular in the plan.

I look forward to a continued productive working with the service in the coming years

Councillor Jim Fletcher
Leader of East Renfrewshire Council

Introduction

The Scottish Government provides an overarching vision for public services that focuses on the creation of a more successful country, with opportunities for all through a sustainable increase in economic growth.

This direction is supported by Strategic Objectives to make Scotland a wealthier & fairer, smarter, healthier, safer & stronger and greener place. Through a concordat between the Scottish Government and the Convention for Scottish Local Authorities (COSLA), the Strategic Objectives have been expanded into Local Single Outcome Agreements which include indicators and targets that provide the framework for how Local Authorities and their Community Planning partners such as the SFRS will deliver services.

The Fire (Scotland) Act 2005 as amended by The Police and Fire Reform (Scotland) Act 2012 provides the statutory basis for the SFRS to deliver a range of core services and functions that means whilst 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 East Renfrewshire.

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

- *Priorities and objectives for SFRS in connection with the carrying out of duties in the local authority's area of SFRS's functions,*
- *The reasons for selecting each of those priorities and objectives,*
- *How SFRS proposes to deliver those priorities and objectives,*
- *In so far as is reasonably practicable, outcomes by reference to which delivery of those priorities and objectives can be measured,*
- *How those priorities and objectives are expected to contribute to the delivery of any other relevant local outcomes which are identified by community planning,*
- *Such other matters relating to the carrying out of SFRS's functions in the local authority's area as SFRS thinks appropriate.*

Strategic Assessment

A strategic assessment for the SFRS’s activities in Scotland established the type, frequency and impact of incidents that we attend. With this assessment in place the Local Senior Officer for East Renfrewshire can effectively identify key priority areas for the SFRS to target its resources at a local level.

National Assessment

The Scottish Government within their National Performance Framework have identified 16 National Outcomes they wish to achieve. Through delivery of this Local Plan the SFRS in particular will contribute to the following Outcomes:

- **National Outcome 1:** We live in a Scotland that is the most attractive place for doing business in Europe.
- **National Outcome 4:** Our young people are successful learners, confident individuals, effective contributors and responsible citizens.
- **National Outcome 6:** We live longer healthier lives.
- **National Outcome 8:** We have improved the life chances for children, young people and families at risk.
- **National Outcome 9:** We live our lives safe from crime disorder and danger.
- **National Outcome 11:** We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.
- **National Outcome 12:** We value and enjoy our built and natural environment and protect it and enhance it for future generations.
- **National Outcome 15:** Our people are able to maintain their independence as they get older and are able to access appropriate support when they need it.

The priorities for the SFRS have been laid out in the Fire and Rescue Framework for Scotland 2013 with the following Strategic Aims defined within the Strategic Plan 2013-2017:

- 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



East Renfrewshire Population by Ethnicity

Ethnicity	East Renfrewshire	% East Renfrewshire
All Ethnicities	90547	
White	85211	94.08%
Asian, Asian Scottish or Asian British	4571	5.05%
Mixed or multiple ethnic groups	386	0.43%
African	124	0.14%
Caribbean or Black	44	0.05%
Arab, Arab Scottish or Arab British	131	0.14%
Other ethnic groups	107	0.12%

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 East Renfrewshire 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 Property
- Reduction in Casualties from Non Fire Emergencies
- Reduction of Unwanted Fire Alarm Signals



Local Single Outcome Agreement

The Community Planning Partnership Board (CPPB) comprises of elected members and senior partners' representatives, this provides strategic leadership and democratic oversight of the CPP. The Partnership ensures that there is a joint prioritisation of outcomes, interventions and resource use by public services, and in so doing supports joint working and integration of public services.

Performance and Accountability Reviews (PAR's) sit directly beneath the CPP board. These meetings occur at least twice per year and are focused upon reviewing and assessing how the CPP is performing against the objectives and targets set in the Single Outcome Agreement. The PAR directs SOA workstream progress, promotes integrated partnership working; strategic staff development and drives the CPP's approach to continuous improvement. The CPP's activities are informed by community priorities, these are identified from socio-economic data, community feedback and community consultation.

East Renfrewshire's Community Planning Partnership Single Outcome Agreement 2013-2016 encompasses the work of all statutory community planning partners, other key public sectors agencies and the voluntary and business sectors. It sets out the context of partnership working in East Renfrewshire and reflects the guidance provided by Scottish Government in relation to Single Outcome Agreements (SOA).

The SOA has five ambitious outcomes which were agreed after a large scale consultation process involving more than 1000 residents which shared aspects of a socio-economic analysis with local communities and explored priorities for key life stages.

Each of the five SOA outcomes will be managed as an outcome-focused work stream using the "Plan Do Study Act" Model (PDSA). The PDSA Model is an internationally recognised, outcome-focused and data-driven change model that is adaptable and applicable to a very broad range of sectors and settings.

The SOA sets out East Renfrewshire's Community Planning Partnerships ambition for its 10 local community areas, which will ensure the appropriate focus on the following:

- **SOA1:** All children in East Renfrewshire experience a stable and secure start to their lives and are supported to succeed.
- **SOA2:** East Renfrewshire residents are fit and active and have the skills for learning, life and work.
- **SOA3:** East Renfrewshire is a thriving, attractive and sustainable place for residents and business to grow.
- **SOA4:** East Renfrewshire residents are safe and supported in their communities and homes.
- **SOA5:** Older people in East Renfrewshire are valued, their voices are heard and they are supported to enjoy full and positive lives for longer.

The Scottish Fire & Rescue Service expects to be held to account through our local planning mechanisms for our contribution to Community Planning Partnerships and for the delivery and development of new SOA's.

Our Values

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

Safety

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

Dignity

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

Excellence

We will strive for quality in everything we do and will act reliably and responsibly at all times. We will behave professionally and take pride and ownership in everything we say and do. We will be a learning organisation, taking on board the lessons learned from our own experiences and comparable organisations.

Diversity

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

Fairness

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

Integrity

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



Local Operational Assessment

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

Within East Renfrewshire this will be an on-going process which will influence our performance management and determine where our resources should be targeted.

We will continue to share data with our partners when appropriate and in so doing support partnership working which will deliver measurable outcomes.

Local Fire and Rescue Activity

Performance Indicator	2010/11	2011/12	2012/13	3 year average	Council Trend	Council vs. Scotland Trend
All deliberate primary fires	41	46	44	44	—	↑
All deliberate other building fires	9	14	12	12	—	↑
All deliberate secondary fires	282	181	164	209	↓	—
All accidental dwelling fires	51	59	60	57	↑	↑
All accidental other building fires	17	16	18	17	↑	↑
All fatal fire casualties	0	0	0	0	↓	—
Non-fatal fire casualties excl. precautionary checkups	15	17	10	14	↓	—
Non-fatal fire casualties incl. precautionary checkups	16	20	12	16	↓	↓
Special Service Road Traffic Collisions	16	25	25	22	↑	↑
Special Service flooding	28	14	10	17	↓	—
Special Service extrication	12	8	9	10	↓	—
Special Service 'others'	44	82	41	56	↓	—
False Alarm: AFAs	269	256	287	271	↑	↑
False Alarm: Good Intent	169	141	117	142	↓	—
False Alarm: Malicious	17	26	18	20	↓	—

Council Trend: A simple comparison of the most recent year (2012/13) against the 3 year average with a +/- 5% threshold. Where 2012/13 is 5% or more above the 3 year average then is classed as greater than average (↑). Where 2012/13 is 5% or less than the 3 year average then it is classed as less than average (↓) and where it falls within the threshold it is classed as the same (—).

Council Trend vs. Scotland Trend: A comparison of the Council trend against the overall Scottish trend. When the Council trend is the same as the Scottish trend it is classed as the same (—). When it higher than the Scottish trend it is marked as worse (↑). Where it is less than the Scottish trend it is marked as better (↓).

East Renfrewshire Risk Profile

East Renfrewshire is situated to the south of the City of Glasgow. It covers an area of approximately 19,625 hectares, 85% of which is rural land. The town of Barrhead lies to the west of the authority with Newton Mearns, Clarkston, Giffnock, Thornliebank and Busby located in the east. There are three bustling villages: Neilston and Uplawmoor in the west, Eaglesham in the east and two smaller settlements: Waterfoot and Shillford.

Approximately 90,000 people live in East Renfrewshire in 37,250 households which are almost 90% owner occupied. While there are areas that are predominantly affluent and have high levels of employment and good health, there are also pockets of disadvantage and deprivation which are similar to many other areas in Scotland.

The Local Senior Officer (LSO) is the senior fire officer of the "East Renfrewshire, Renfrewshire, and Inverclyde" Fire Service Area.

SFRS has 2 Community Fire Stations located within East Renfrewshire, both Wholetime stations

- Barrhead Fire Station, Grahamston Road, Barrhead G78 1TL
- Clarkston Fire Station, Dorian Drive, Clarkston G76 7NT

Scottish index of Multiple Deprivation (SIMD)

The Scottish Index of Multiple Deprivation is the Scottish Government's tool for identifying small area concentrations of multiple deprivation across Scotland. It is relevant for the targeting of polices and resources aimed at tackling areas where there are concentrations of multiple deprivation.

National

In the SIMD 2012 7 of East Renfrewshire's 120 datazones (small population areas with populations around 750) were among the 15% (976) most deprived of Scotland's 6506 small areas. The SIMD measures deprivation in terms of income, employment, health, education / skills, crime and housing. In the 2009 SIMD there were 5 small areas in East Renfrewshire which were among the 15% most deprived, in 2006 there were 3 and in 2004 there were 5. East Renfrewshire has the lowest proportion of 15% most deprived data zones in mainland Scotland.

The Key risks within the East Renfrewshire Area are:

- **Residential life risks**

Hotels, Residential Care Homes, Dykebar Hospital.

- **Transport Risks**

The M77 is the main road link east from East Renfrewshire to Glasgow and East Ayrshire with 3 rail links through the East Renfrewshire Area.

- **Water Risks**

The main water risks are Balgray & Lochcraig Reservoirs, Brennan, Long & Brother Lochs, Dunwan Dam and various smaller lochs, and dams in the Area.

Priorities, Actions and Outcomes

1. Local Risk Management and Preparedness

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

- Identifying the risks to the community which fall within the scope of responsibility of the SFRS.
- Undertaking a process to prioritise these risks.
- Ensuring that appropriate Local and National resource capability and trained Fire Service personnel are in place to address them.

Aligns to:

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Single Outcome Agreement:** East Renfrewshire CPP, Outcome 4
- **Outcome Delivery Plan:** East Renfrewshire Council, Intermediate Outcome 4.2
- **Civil Contingencies Act 2004, (Contingency Planning) (Scotland) Regulations 2005**
- **Preparing Scotland (Scottish Guidance on Preparing for Emergencies)**
- **The West Local Resilience Partnership Community Risk Register**

We will achieve it by:

- Ensuring our training, staff development and equipment is fit for purpose to meet our current risk profile and adaptable to changing circumstances.
- Ensuring all known risk information is obtained, communicated and tested.
- Working locally with partner organisations and agencies to ensure effective response plans are developed for identified risks.
- Fulfilling our statutory duties in relation to the Civil Contingencies Act 2004, (Contingency Planning) (Scotland) Regulations 2005.
- A joint agency approach to assessing the risks within the Renfrewshire area, creating plans and multi-agency incident response guides and exercising those plans to assess preparedness.

In doing so we will also add value by:

- Keeping our staff and members of the public safe should any incident occur.
- Reducing the financial burden and disruption caused to our communities when emergencies occur.
- Proactively helping the wider community by preventing emergencies and planning to mitigate their effects when they occur.
- Increasing the preparedness of the local community.
- Creating efficient and effective multi-agency working in the event of a major incident.

2. Reduction of Accidental Dwelling Fires

Accidental fires in East Renfrewshire homes can have a very different profile and year on year trend. Working with strategic partners in East Renfrewshire we will use a range of social, demographic and geographical data to analyse and assist with modelling where house fires are most likely to occur. In these targeted areas we will deliver a range of initiatives with the intention that their combined effects will bring about a reduction in incidents.

Dwelling fires can have a significant negative impact upon both individuals and the community and are financially costly to householders and housing providers in terms of repair and the reinstatement of homes. By giving safety advice and fitting smoke detectors, the SFRS can reduce the risk of fire and its associated human and financial costs as well as enhancing community safety.

Aligns to:

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- **Outcome Delivery Plan:** East Renfrewshire Council, Intermediate Outcome 4.2
- **Safer and Stronger East Renfrewshire Strategy 2013-16**
- **Health Theme:** East Renfrewshire Community Health and Care Partnership Strategy
- **Greater Results in Partnership Group (GRIP)**
- **Alcohol & Drugs Partnership**
- **Adult Protection Committee**

We will achieve it by:

- Undertaking Home Fire Safety Visits for those most at risk.
- Committing to working in partnership with East Renfrewshire Council in the installation of the Telecare Community Alarm Systems.
- Continuing with our nursery and schools education programmes.
- Delivering thematic initiatives such as "Cook Safe".
- Where appropriate we will develop an Information Sharing Protocol with East Renfrewshire Council and other partner agencies.

We will reduce the number of accidental dwelling fires within the community of East Renfrewshire during the timeframe of this plan.

In doing so we will also add value by:

- Reducing environmental damage from smoke and fire gases.
- Reducing the personal and social impact of fire on our communities through helping people to be safe in their home.
- Promoting confident and safe communities where residents feel positive about where they live.
- Helping people to be safe in East Renfrewshire.
- Reducing the potential financial burden on East Renfrewshire housing providers through the education of tenants.

3. Reduction in Fire Casualties and Fatalities

In East Renfrewshire the majority of fire casualties occur in the home. In recent years there has been a downward trend however it is our intention to adopt a zero tolerance approach to fire casualties and fire fatalities. Working with partners we will share data to assist with the analysis of where fire is most likely to occur and who is most likely to be affected.

Data analysis will allow us to prioritise our resources to achieve our SOA outcomes/targets. We will provide residents with individually tailored fire safety advice and install smoke alarms.

Aligns to:

- **Strategic Aim 1:** Improve safety of our communities and staff
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- **Alcohol & Drugs Partnership**
- **Adult Protection Committee**
- **SFRS Community Safety Engagement Framework 2013-16**

We will achieve it by:

- Targeting Home Fire Safety Visits including our continued support for the Telecare Community Alarm Scheme.
- Delivering a comprehensive schools education programme.
- Delivering thematic initiatives such as 'Cook Safe' where analysis provides evidence of increased risk from cooking fires.
- Where appropriate developing an Information Sharing Protocol with East Renfrewshire Council and other partner agencies'.

We will adopt a zero tolerance objective for both fire casualties and fire fatalities.

In doing so we will also add value by:

- Reducing demand on partner services.
- Referring vulnerable households to other service providers.
- Reducing the economic cost of casualty care on partner agencies.

4. Reduction of Deliberate Fire Setting

Continually improving our performance in East Renfrewshire is a key priority. We have been very successful in recent years in reducing deliberate secondary fires utilising Community Safety staff, operational crews, and working with other partners. This multi-agency approach permits the development of shared action plans which support the success of local outcomes within the Single Outcome Agreement.

The dynamics of preventing deliberate fire setting can be challenging. The youth educational programmes we deliver, complimented by our success in securing the removal of refuse and other materials, and ensuring that unoccupied premises are made lock-fast, has achieved significant demand reduction.

Aligns to:

- **Strategic Aim 1:** Improve safety of our communities and staff
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- **Alcohol & Drugs Partnership**
- **Adult Protection Committee**
- **SFRS Community Safety Engagement Framework 2013-16**

We will achieve it by:

- Delivering our comprehensive educational programme throughout schools in East Renfrewshire.
- Participating in multi-agency problem solving of deliberate fire setting through tasking and co-ordinating.
- The provision of the Fire Setters' Programme and Fire Reach.

We will reduce the number of accidental dwelling fires within the community of East Renfrewshire during the timeframe of this plan.

In doing so we will also add value by:

- Ensuring we remain a key member of the Greater Results in Partnership Group (GRIP).
- Sharing information amongst partners, identifying trends as quickly as possible and ensuring an appropriate preventative response.
- Ensuring a more effective use of SFRS resources to target other areas of operational activity.
- Reducing environmental damage from smoke and fire gases.

5. Reduction of Fires in Non Domestic Properties

Many workplaces and business premises are classed as “Relevant Premises” and come under the scope of the Fire (Scotland) Act 2005.

Our fire safety strategy in East Renfrewshire sets out how we will continue to prevent fires by delivering fire safety enforcement activities. Sleeping risks are seen as a particularly high fire risk as many fatal fires occur at night when people are less vigilant and at their most vulnerable.

Our approach to reducing fires and fire casualties in non-domestic buildings in East Renfrewshire is to advise on and enforce the statutory legislation that governs them.

Aligns to:

- **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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- **Greater Results in Partnership Group (GRIP)**
- **SFRS Community Safety Engagement Framework 2013-16**

We will achieve it by:

- Carrying out regular risk based audits of business premises by Fire Safety Enforcement Officers using a risk based approach.
- Developing partnerships with residential care homes and sheltered housing officers to offer advice and guidance for managers and new residents.
- Ensuring community education is undertaken at appropriate times throughout the year with our care community, and we will work with East Renfrewshire Licensing Department to ensure all Houses of Multiple Occupation (HMO) meet the required Fire Safety standards.
- Continuing to work with our partners utilising an intelligence led approach to target our resources in areas of greatest risk.

We will reduce the number of fires in non-domestic properties within the community of East Renfrewshire during the timeframe of this plan.

In doing so we will also add value by:

- Preventing accidental fire deaths and societal loss.
- Reducing fire related injuries and hospital admissions.
- Reducing damage to commercial & industrial buildings.
- Reducing environmental damage from smoke and fire gases.
- Reducing losses to business caused by fire.

6. Reduction in Casualties from Non Fire Emergencies

A central part of the SFRS's role is responding to non-fire emergencies such as Road Traffic Collisions (RTCs), other rescue situations, and flooding. Operational 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.

Any death or serious injury on the roads in East Renfrewshire must be considered unacceptable. Many incidents could be prevented with the provision of road safety advice. Considerable effort is made by many agencies in East Renfrewshire aimed at making our roads safe. The Fire and Rescue Service has a role to play in complimenting that work. We will participate in a partnership approach which will provide an educational programme within East Renfrewshire schools aimed at young people, with both practical and classroom sessions to enforce messages of road safety, driver awareness and the consequences of dangerous driving.

Aligns to:

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Go Safe Scotland's Road Safety Framework to 2020, Its Everyone's Responsibility** is the strategic document which drives road safety in Scotland.
- **East Renfrewshire Community Health and Care Partnership Strategy**
- **Greater Results in Partnership Group (GRIP)**
- **Single Outcome Agreement: East Renfrewshire CPP, Outcome 4**
- **Outcome Delivery Plan: East Renfrewshire Council, Intermediate Outcome 4.2**
- **Safer and Stronger East Renfrewshire Strategy 2013-16**

We will achieve it by:

- A youth education programme particularly aimed at high risk groups within our communities.
- Developing innovative ways of getting the safety message across media outlets being explored, and resources made available to make certain that delivery is effective.
- Scrutinising East Renfrewshire data to ensure that all partner agencies can map RTC hotspots.

We will reduce the number of casualties from non-fire emergencies within the community of East Renfrewshire during the timeframe of this plan.

In doing so we will also add value by:

- Participating in a schools' education programme in East Renfrewshire for all S5 and S6 pupils by providing the "Cut it Out" educational programme to enhance their knowledge of the dangers of driving without due care and attention.
- Reducing the number of hospital admissions, and the associated costs to the NHS and other organisations due to RTC related injuries.
- Developing positive attitudes to safety within high risk groups in our community.

7. Reduction of Unwanted Fire Alarm Signals

Unwanted Fire Alarm Signals (UFAS) in East Renfrewshire are those occasions when an automated fire alarm activates and results in the mobilisation of Fire and Rescue resources and when the reason for that alarm is a defective or badly designed system or malicious actuation. This type of incident results in an increased risk to our personnel and other road users.

We will seek to reduce the instances of UFAS actuations by engaging with owners and occupiers, to seek solutions, and where necessary review our operational attendance at premises which fail to engage in this process.

Aligns to:

- **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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- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Greater Results in Partnership Group (GRIP)**
- **Single Outcome Agreement: East Renfrewshire CPP, Outcome 4**
- **Outcome Delivery Plan: East Renfrewshire Council, Intermediate Outcome 4.2**
- **Safer and Stronger East Renfrewshire Strategy 2013-16**
- **SFRS Fire Safety Enforcement Framework 2013-16**

We will achieve it by:

- Working closely with the responsible persons of premises in order to reduce UFAS actuations.
- Completing Fire Safety Audits including the provision of advice and guidance.
- Implementing call challenging protocols.
- Ensuring buildings with high instances of UFAS comply with the Fire (Scotland) Act 2005 and evaluating whether they have suitable and sufficient fire safety management procedures in place.

We will reduce the number of unwanted fire alarm signals within the community of East Renfrewshire during the timeframe of this plan.

In doing so we will also add value by:

- Promoting confident and safe communities where residents feel positive about where they live.
- Reducing time lost to local business caused by unwanted alarm actuations.
- Using these events in domestic properties as an opportunity to engage with vulnerable households.

Achieving Local Outcomes

Achieving Safer Communities in East Renfrewshire

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



Outcomes

Measured against published Single Outcome Agreement, Community Safety and Local Fire Plan Objectives, and scrutinised by the Board of the Scottish Fire and Rescue Service and East Renfrewshire Council. Outcomes will be measured against the priorities referred to in this Plan and will be defined within an annual SFRS Action Plan which will compliment this document.

These priorities, which have been agreed between SFRS and East Renfrewshire Council, will compliment the CPP Single Outcome Agreement. As a full and active partner in the local CPP arrangements we will work together for a safer Scotland.

Review

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

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

Feedback

Contact Us

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

- Use the feedback form on our website to send an email - www.firescotland.gov.uk
- Contact your local community fire station - details are listed on our website or in your local telephone directory.
- By telephone to LSO Area Headquarters on 01505 356634
- 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 West Headquarters
Bothwell Road, Hamilton ML3 0EA Tel: 01698 300999 Fax: 01698 338444
or alternatively visit our website www.firescotland.gov.uk

Glossary of Terms

Accidental:	caused by accident or carelessness. Includes fires which accidentally get out of control.
ASB:	Anti-Social Behaviour
BME:	Black and Minority Ethnic
Casualty:	consists of persons requiring medical treatment beyond first aid given at the scene of the incident. Those sent to hospital or advised to see a doctor for a check-up or observation (whether or not they actually do). People sent to hospital or advised to see a doctor as a precaution, having no obvious injury, are recorded as 'precautionary check-ups'. Casualty figures do not include fatalities.
Deliberate:	covers fire where deliberate ignition is suspected.
False Automatic Fire Alarm (AFA):	is defined as an event in which the Fire and Rescue Service believes they are called to a reportable fire and then find there is no such incident. These can be Malicious, of Good Intent or caused by Apparatus. The False Fire Alarms recorded for our indicator are those caused by Apparatus, as these constitute a significant majority of False Fire Alarm incidents.
Fatality:	a casualty whose death is attributed to a fire is counted as a fatality even if the death occurred later. Fatalities associated with Other Incidents can include attendance to assist Police or Ambulance colleagues when a person has been found who has committed suicide, for example. Often there is little we can do as a Service to influence this particular figure.
Home Fire Safety Visit (HFSV):	a comprehensive assessment carried out by a trained assessor, which examines the levels of fire risk within the home. It provides a means to mitigate the risk through the provision of guidance, advice and if required the installation of a long-life battery operated smoke and heat detectors.
LGBT:	Lesbian, Gay, Bi-sexual and Transgender
Primary:	includes all fires in buildings, vehicles and most outdoor structures or any fire involving casualties, rescues or fire attended by five or more pumping appliances.
Secondary Fires:	these cover the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or if five or more appliances attend. They include fires in derelict buildings but not chimney fires.
SIMD (National Share):	the national share is the number of data zones in the local authority area in the 5, 10, 15 or 20% most deprived in Scotland as a proportion of the total number of data zones in the 15% most deprived in Scotland.
Special Service:	Non-fire incidents which require the attendance of a fire appliance or officer and include, road traffic collisions, rescue of persons, major disasters, flooding, water rescue and line rescue.



FREE Home Fire Safety Visit and FREE Smoke Alarm

Fire can happen to anyone.

But it is our job to help make sure your home is as safe from fire as it can be. This is why we provide free Home Fire Safety Visits.

Our staff can help you spot a possible fire hazard, offer advice and guidance and fit smoke alarms free of charge if your home requires them.

A Home Fire Safety Visit only takes around 20 minutes. And that 20 minutes might just save your life.

Visits are easy to arrange.

A Home Fire Safety Visit can be organised at a time that suits you, day or night. We would also like community members to think about anyone you know who could be at risk from fire. It could be a friend, relative, or neighbour. To book a free Home Fire Safety Visit for you, or for someone you know:

CALL 0800 0731 999
TEXT 'CHECK' TO 61611
or visit www.firescotland.gov.uk



Fact.
**Every hour of every day there's
a house fire in Scotland.**



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Always ask for official identification - all employees of the Scottish Fire and Rescue Service will be happy to produce this on request.



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