

**Working together  
for a safer Scotland**



**SCOTTISH  
FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

# **LOCAL FIRE AND RESCUE PLAN FOR INVERCLYDE COUNCIL**

**Safety. Teamwork. Respect. Innovation.**

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## Foreword

The Scottish Fire and Rescue Service continues to be a key partner within Inverclyde and, through its involvement with the Inverclyde Alliance Board, it demonstrates its value as a community planning partner.

This community planning work between all public and third sector partners is key to ensuring that we work collegiately to improve the lives of people across Inverclyde.

This new Local Fire Plan outlines the Scottish Fire and Rescue Service's priorities and demonstrates how they are inextricably linked to that community planning work to improve safety within Inverclyde.

These priorities take account of the challenges of COVID-19 and, now more than ever, shows that this plan is not just owned by the Scottish Fire and Rescue Service, but one that we can all contribute to and support.

I think it is vital that as elected members and as public, and third sector partners, we support the women and men who serve us within the Greenock, Gourock and Port Glasgow Community Fire Stations and ensure that we all play our part in helping them improve the safety and well-being of everyone within Inverclyde.

We will, through our elected officials, continue to work on your behalf to ensure that we provide essential scrutiny of this plan and the priorities within it

On behalf of Inverclyde Council, I welcome this Local Fire and Rescue Plan for Inverclyde and look forward to a continued productive partnership.

Stephen McCabe  
Council Leader  
Inverclyde Council

# Introduction

Welcome to the Scottish Fire and Rescue Service (SFRS) Local Fire and Rescue Plan for Inverclyde. This plan will build on the good work already being delivered across Inverclyde and will deliver a set of locally agreed outcomes in conjunction with the national priorities contained within the SFRS Strategic Plan 2019-22.

This plan will set out those priorities, the context behind them and how SFRS can contribute effectively to the safety, security and wellbeing of all those living or resorting within Inverclyde.

Early in 2020 we faced an unprecedented challenge in the form of a global pandemic. In response to the COVID-19 outbreak, we dramatically changed how we worked so that we could continue to deliver an emergency service whilst keeping our staff and the public safe.

The pandemic is expected to have a lasting effect on society and this will change the way in which we deliver services in the long-term. The full implications are not yet known and this makes it difficult to make any far-reaching plans with certainty. As such we will keep the priorities of this Plan under regular review to ensure it remains relevant and appropriate.

I hope that one positive note that residents and partners across Inverclyde can take comfort in is that the pandemic demonstrated that SFRS can adapt very quickly in response to a very dynamic situation and, not just continue to provide that valuable emergency response, but also allow us to strengthen the partnerships with our Emergency Service, Local Authority and Voluntary Sector partners.

I remain fully committed to ensuring that we provide a first-class service and give you my personal commitment that we will look for new, more innovative ways to work with all of our partners and stakeholders to increase safety, promote wellbeing, support business, reduce risk and improve the lives of everyone who lives and works within Inverclyde.

James McNeil  
Local Senior Officer

## 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 2019-22](#) has been designed to meet these national expectations. Set against a complex and evolving backdrop our Strategic Plan encapsulates our mission, values and our strategic outcomes and objectives.

### Working Together for a Safer Scotland



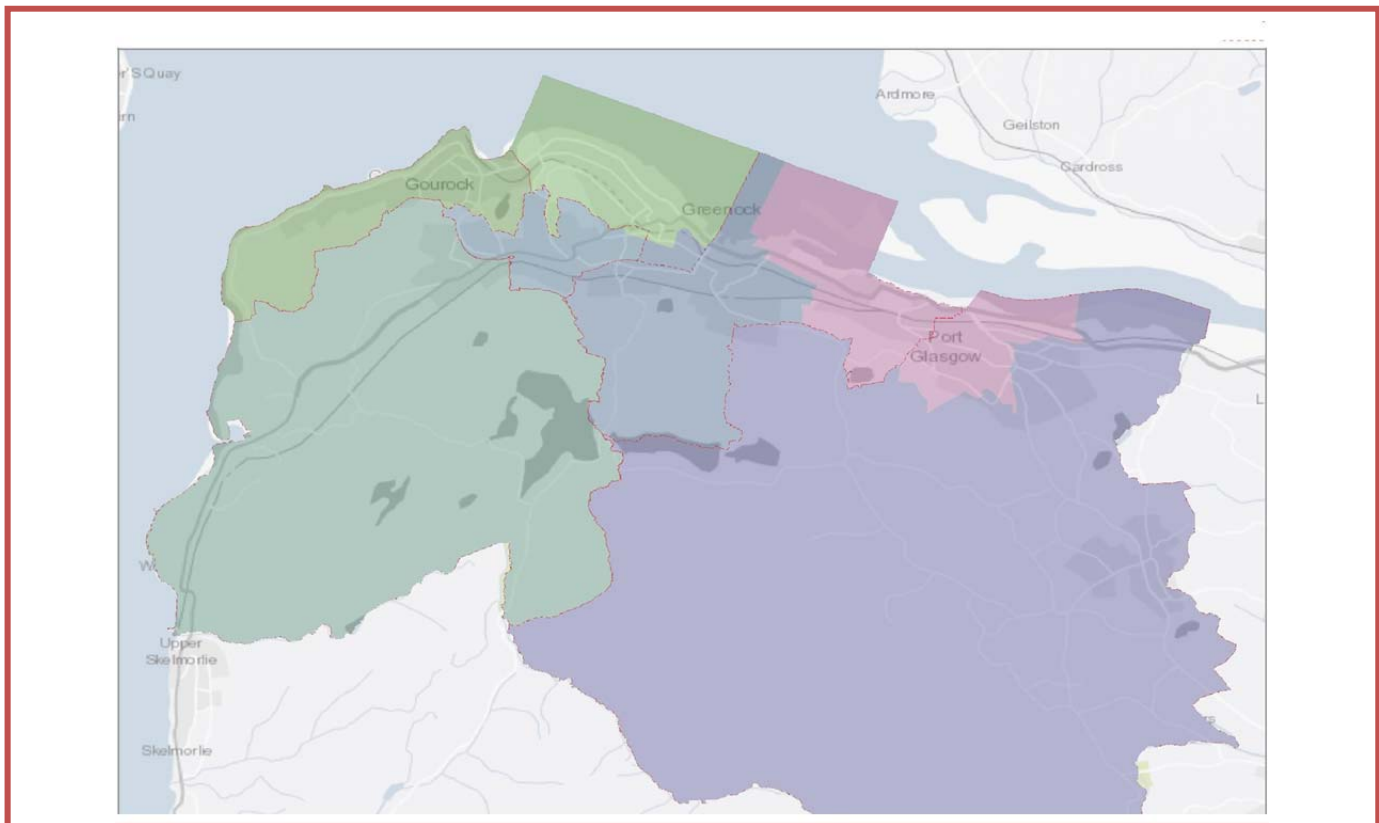
To ensure we can prevent the worst from happening or to be fully prepared to respond should we be called, we need to be aware of any new changing risks which threaten the safety of communities or the workforce. When developing our most recent plan, cognisance was given to: our changing population and the forecasted rise in over 75s; doing what we can to balance social and economic inequality; climate change and the devastating impact the inclement weather can have on peoples' lives and livelihoods; and the threat of terrorism.

Our Strategic Plan is supported by a three-year Strategic Plan Programme which provides details on all the activities we intend to carry out to successfully achieve our ambitions. The Programme informs our Annual Operating Plan, which provides specific detail on the actions we carry out each year, and from which our performance is scrutinised.

This Plan is a statutory Local Fire and Rescue Plan. It sets local direction to meet the strategic outcomes and objectives outlined above. It also demonstrates how we will contribute to Community Planning Partnerships (CPPs).

## Local Context

The current population of Inverclyde is around 77,800 and constitutes approximately 1.4% of the total number of persons living in Scotland. The population within Inverclyde is projected to decrease over the next 8 years, the demographical aspect of the area suggests a projected increase in elderly residents, particularly in the over 75 age group. As a local authority area, Inverclyde is constituted by seven multi-member electoral wards covering a range of diverse urban and rural communities over approximately 62 square miles



- |                        |                             |
|------------------------|-----------------------------|
| 01: Inverclyde East    | 02: Inverclyde East Central |
| 03: Inverclyde Central | 04: Inverclyde North        |
| 05: Inverclyde West    | 06: Inverclyde South West   |
| 07: Inverclyde South   |                             |

To enable the SFRS to plan and deliver on a proactive and reactive basis, it is important to understand where and how demand for fire and rescue resources may arise in the short, medium and longer term.

Emergency response within the local authority area is provided from three locations comprising: -

- Greenock Community Fire Station (Wholetime & Retained Duty System [RDS] personnel)
- Port Glasgow Community Fire Station (Wholetime & RDS personnel)
- Gourock Community Fire Station (RDS personnel).



Operational activity across Inverclyde indicates a general downward trend in overall activity levels over the last five years. In terms of fire related activity, fire related anti- social behaviour has fluctuated year on year with the current trend showing an increase. SFRS continue to review this area of activity, identifying any trend patterns and deploying resources where appropriate.

COVID-19 has produced its own challenges across our communities and, despite an initial increase in Domestic Dwelling Fires during the early part of 2020, we have seen the lowest activity levels for the last 5 years.

Fire fatality rates within Inverclyde are extremely low and, whilst the number of accidental fire casualties has fluctuated over the last 5 years, the incident data demonstrates a general downward trend. Analysis of the casualty data shows us that we have seen, from the peak figure in 2016-2017, a reduction of 71% in casualties who required hospital treatment. This figure highlights the benefit of early warning and detection. It also serves as a reminder of the need for the SFRS to ensure we continue to work with partners and the public to ensure that those most at risk in our communities have working Automatic Fire Detection.

SFRS will continue to identify those most vulnerable in our society and will support the introduction of the new domestic fire and smoke alarm standard due to be introduced in early 2022.

Whilst attendances at non-fire related emergencies on average account for around 1 in every 10 of operational mobilisations and are considerably less than the number of fire

related incidents, the number of fatalities and casualties are notably higher than fire related injuries (fatal and non-fatal). Whilst the majority of non-fire emergency casualties (fatal and non-fatal) are as a result of road traffic collisions within Inverclyde, we have reported to committee that we have seen consistently high levels of incidents where we have deployed to support partner agencies. The support being requested from the SFRS is generally in the form of forcing entry into premises to render assistance to occupants or the provision of first responder (medical) assistance.

Whilst many incidents within Inverclyde are as a result of a confirmed genuine emergency, on average more than half of emergency responses made by the SFRS turn out to be false alarms. These alarms may be as a result of a genuine belief that a fire is occurring which subsequently is confirmed not to be the case or through malicious activity resulting in a report of fire being made knowing this report is false in its nature.

There are also a large number of incidents where an alarm signal is generated and, following an attendance and investigation by SFRS, these turn out to be false alarms. These incidents are referred to as Unwanted Fire Alarm Signals (UFAS). They present, not only a resource challenge for SFRS but contribute to business disruption across Inverclyde in our Hospitals, Schools, Care Homes and throughout the Business Community.

SFRS recognise that now, more than ever, it is vital that we look at new ways to address these types of incidents, support business, reduce demand, limit disruption to the education of our young people and improve safety on our roads as a result of a reduction in unnecessary blue light journeys.

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 introduction of the Community Empowerment (Scotland) Act 2015 resulted in the production of Inverclyde's Local Outcome Improvement Plan through a process of locality planning which is designed to deliver local outcomes that make a positive contribution across Inverclyde's communities and to reduce inequalities. 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, Inverclyde Community Justice Outcomes Improvement Plan was produced. SFRS will ensure, as a partner within the Community Justice Partnership, its resources contribute to support the delivery of the local community justice outcomes improvement plan and its vision of 'Improving Lives, Strengthening Communities'.

The Community Planning Partnership vision for Inverclyde is:

**'Nurturing Inverclyde: Getting it right for every Child, Citizen and Community'**

Through the development of its Community Plan and associated key strategic priorities focused on Economy and Skills, Safer Communities and Wellbeing, the SFRS takes an active role in the delivery of these priorities and their intended outcomes through participation and engagement across the partnership arena. Supporting the reduction in Anti-Social Behaviour, Adult and Child Protection outcomes, Health and Social Care (including Alcohol and Drug strategies) are examples of where the SFRS can collaborate in the delivery of these priorities at a local level whilst pursuing the key priorities of this Local Fire and Rescue Plan.



## **Performance Scrutiny**

Overseeing the performance of the SFRS at local level is the responsibility of the Local Police and Fire Scrutiny Sub-Committee. The Sub-Committee undertakes the process of scrutiny to monitor progress against the priorities within Inverclyde's Local Fire and Rescue Plan and also engages with the Local Senior Officer in matters arising on a regional or national basis.

This committee meets on a quarterly basis and allows SFRS to present key performance data which underpins this Local Fire Plan and highlights the ongoing work across the Local Authority area to drive down demand and improve the safety of all those residing in, and resorting to, Inverclyde.

# Local Priorities

## 1. Domestic Fire Safety

Fire safety within the home remains 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. We must recognise the impact, not only on the responding agencies but also the impact on the individual and a variety of partners who deal with the aftermath of such incidents. SFRS will continue to use evidence based initiatives and approaches to reduce demand and support residents in feeling safer, more secure and better informed about safety within the home environment. This evidence will ensure that we target and deploy our resources to those most at risk from fire.

SFRS will support the introduction of the new fire and smoke detector standard and ensure, where appropriate, those most at risk from fire gain the best opportunity for early warning. This early warning will afford those involved in these types of incidents the best opportunity to evacuate in a timely fashion, notify SFRS and ensure that the physical effects of exposure are reduced.

Analysis of accidental dwelling fire data identifies cooking as the most common cause of fires within the home in Inverclyde and also the most prevalent cause where fire related injuries are sustained by occupants. Distraction has been identified as the main 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 from occurring, 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, 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 Fire Safety Visits to those deemed at risk from fire
- Working with our partners in Inverclyde to share information where risks within the home have been identified, including those related to fire, and to provide solutions to protect those who are at risk.
- Continuing our schools programme and promoting key safety messages to our young people.
- 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.
- Ensure that SFRS promotes and supports public safety messaging across Inverclyde

**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 Inverclyde 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.

## **2. Unintentional Harm and Injury**

The inclusion of a 'Home Safety' priority within the Inverclyde Community Safety Partnership Strategy 2020-22 recognises that individuals can be impacted by other risk factors within the home environment and can also begin that journey to becoming a fire statistic as a result of injury within the home which negatively impacts on their health outcomes.

Injuries including slips, trips and falls can be a key risk factor which starts that journey and it's important for SFRS to work with partners to positively influence the wider Home Safety agenda.

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 to the protection of those at risk from injury and harm within the home.

SFRS will strengthen its relationships with all partners across Inverclyde and ensure that all risk factors affecting those most vulnerable are addressed at the earliest opportunity through partnership referrals and early intervention.

Out with the domestic environment, the SFRS respond to a range of non-fire related emergencies. The most common incident of this type within Inverclyde is attendances at Road Traffic Collisions (RTCs) which result in the majority of non-fire related 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 drivers who are considered to be an 'at risk' group and support other initiatives intended to reduce the instances and impact of RTCs within Inverclyde.

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

- *Supporting the Inverclyde Community Safety Strategy and ensuring that SFRS personnel and partners within Inverclyde recognise the importance of positive health outcomes.*
- *Work with partners on early interventions and preventative activities to reduce risk within the home environment.*

- *Utilising our Home Fire 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*
- *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 our referral pathways with all partners across Inverclyde and ensuring information is shared in a timely fashion*
- *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 the frequency and severity of unintentional harm and injury 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 Inverclyde.*

### **3. Deliberate Fire Setting**

As outlined in the incident analysis, deliberate fire setting accounts for a significant number of operational incidents within Inverclyde, takes various forms and has been an activity area where we have seen an increase. 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 damage to 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 to investigate deliberate fire setting to determine the cause and, if possible, identify 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 Inverclyde's communities affected by deliberate fire setting to share this information with our partners*
- *Utilising our 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 Inverclyde*
- *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 Inverclyde communities*
- *Support our communities in feeling safe from crime, disorder and danger.*

#### **4. Non-Domestic Fire Safety**

COVID-19 has placed significant challenges to SFRS in how it has been able to deliver its statutory duty in relation to its Legislative Fire Safety Enforcement duties.

It has however given us the opportunity to find innovative solutions and ensure that support to business continues and that any incident within the Non-Domestic environment is investigated and, where required, improvements are made.

We have witnessed the change to business processes due to the pandemic and our officers will work to ensure that any changes to the fabric of buildings will still take account of the ability, not only for the building to perform correctly when an incident occurs, but also the ability for persons to escape effectively in the event of an emergency.

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). This 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 more 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 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 Inverclyde'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*
- *Ensuring fires and the causes of fires are thoroughly investigated and emerging trends addressed*
- *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 Inverclyde*
- *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 Inverclyde*
- *Reduce the potential for loss of life and injury*
- *Protect Inverclyde's culture and heritage*
- *Protect the natural and built environment and reduce the impact of fire on our communities.*

## **5. Unwanted Fire Alarm Signals**

The pandemic has shown us that a reduction in premises being open to the public is inextricably linked to a reduction in UFAS events.

This shows us that a large proportion of these incidents are down to human factors and it is vital that education forms part of SFRS's strategy moving forward.

UFAS continue to prove a large resource demand for SFRS and we will look to work with partners in the NHS, Education and the Care Sector, who are our top reporters, to look at new ways to address this and support business continuity.

Fire protection within premises can be viewed as a holistic approach for the purposes of safeguarding life and/or property by inhibiting, growth and spread of fire. The design and use of premises will influence the extent of the fire protection required to be incorporated within it. In developing a fire protection strategy for the various premises types and for that strategy to be successful, a key component is the provision of early warning of fire. The provision of early

warning enables those within premises sufficient time for them to exit the building to a place of safety in the event of fire.

Whilst a small number of fire alarm signals generated are due to confirmed fire conditions being present, there are an even greater number of signals generated which when investigated have occurred when no fire conditions have been present. On such occasions these are known as 'Unwanted Fire Alarm Signals' (UFAS). This is defined as *'an event which has required an operational attendance by the Fire and Rescue Service due to the unwanted actuation of a fire alarm system'*. In these instances, the signal may originate from a monitoring/call centre as a result of an automatic activation of the fire alarm system or a person activating the fire alarm system either maliciously or with good intentions believing a fire was occurring within non-domestic premises.

The impact of responding to UFAS incidents causes disruption to the premises working environment and to the range of activities the SFRS undertake. Unnecessary blue light journeys also create additional risks and hazards to firefighters and to the public whilst responding to UFAS incidents and have a detrimental impact on the environment through additional carbon emissions. Active and positive engagement with occupiers to take responsibility in limiting the number of UFAS incidents within their premises is integral to reducing these impacts.

**We will seek to reduce the instances of Unwanted Fire Alarms Signals by:**

- *Working with our partners to find new, innovative approaches to drive down demand in relation to UFAS*
- *Investigating every cause of alarm and engaging with those responsible for fire warning systems following an operational attendance at a UFAS incident*
- *Analysing our UFAS attendances at those premises that give cause to frequent generation of false alarms to identify trends and support occupiers to develop demand reduction plans*
- *Instigating where required, formal fire safety enforcement measures to ensure appropriate demand reduction action is taken by those responsible for premises generating unacceptable levels of false alarms.*

**We will monitor the effectiveness of mobilising to Unwanted Fire Alarms Signals by:**

- *Reviewing the number of attendances at non-domestic premises and the type of premises generating Unwanted Fire Alarm Signals across Inverclyde*
- *Evaluating the outcomes of occupier's demand reduction plans to review progress and identify and share good practice*
- *Reviewing our attendances at UFAS incidents to ensure our attendances are based on an assessment of risk and demand.*

**By achieving a reduction in Unwanted Fire Alarms Signals we will:**

- *Minimise the disruption to business and service continuity across Inverclyde*
- *Increase the capacity of the Fire and Rescue service to carry out other activities*
- *Reduce the risk to firefighters and public whilst responding to UFAS incidents.*

**6. Operational Resilience and Preparedness**

The Fire (Scotland) Act 2005 and the Fire (Additional Function) (Scotland) Order 2005 defines 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 can be 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 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 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.

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. Out with emergency responses, the opportunity also exists to promote and support community resilience to improve the survivability rates from cardiac arrests through active engagement and education across Inverclyde's communities.

**We will seek to ensure operational response and preparedness within Inverclyde is maintained 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*
- *Supporting and promoting the reduction of harm from 'Out of Hospital Cardiac Arrests'*



## 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 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  
East Renfrewshire, Renfrewshire & Inverclyde Area HQ  
5 Thornhill, Johnstone PA5 8JH

Phone: 01505 356635

Visit our website: [firescotland.gov.uk](http://firescotland.gov.uk)

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