



LOCAL FIRE AND RESCUE PLAN FOR INVERCLYDE 2014-2017



**Working together
for a safer Scotland**

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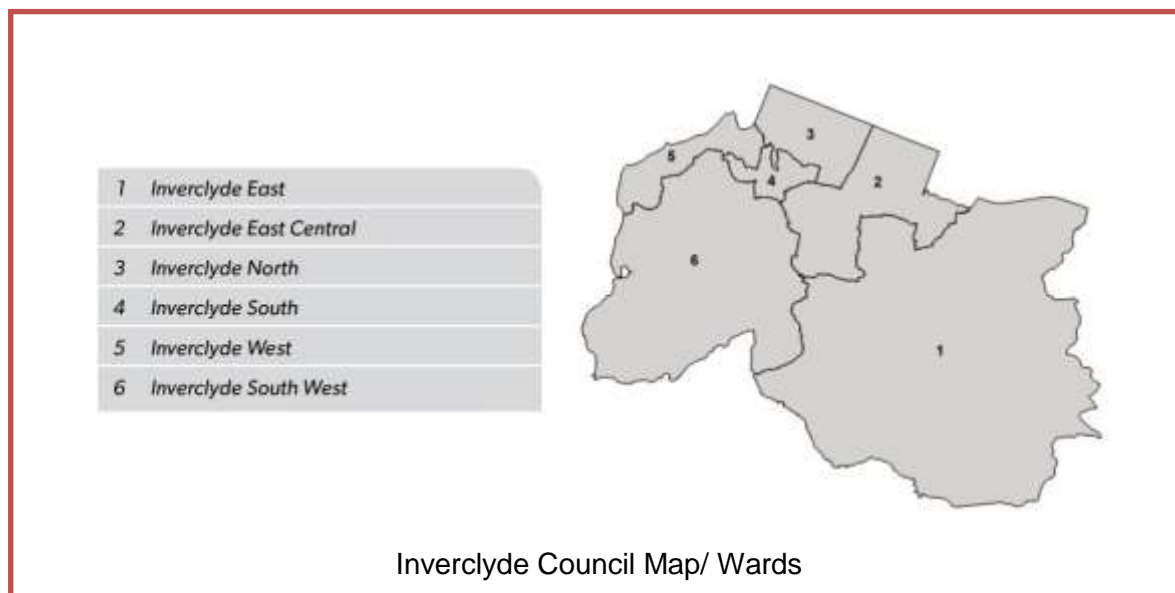
1. Foreword

Welcome to the Scottish Fire & Rescue Service's (SFRS) Local Fire and Rescue Plan for the Local Authority Area of Inverclyde. 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 Inverclyde communities.

This Plan sets out the priorities and objectives for the SFRS within Inverclyde 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 Inverclyde 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 Inverclyde. 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 Inverclyde 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.



2. Foreword by Councillor Stephen McCabe, Leader of Inverclyde Council

TEXT TO BE ADDED

3. 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 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 Inverclyde.

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.*

4. 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 Inverclyde 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 of 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
- 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.



Inverclyde Population by Ethnicity

TO BE ADDED



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 Inverclyde 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 Inverclyde Alliance Board has the lead role in the development and delivery of the strategic outcomes highlighted in the SOA and to embed these into partners planning and business processes.

The Inverclyde Alliance Single Outcome Agreement (SOA) is an agreement between the partners of the Inverclyde Alliance and the Scottish Government, designed to improve the prospects of Inverclyde and to secure a better future for Inverclyde's people.

The vision agreed by the Alliance for the area is "Getting it right for Every Child, Citizen and Community".

The SOA sets out the context in which these local outcomes have been developed, identifying the priorities and issues which affect the lives of the people of Inverclyde. The outcomes when achieved, will improve the quality of life and wellbeing of the people who live in Inverclyde, whilst tackling the inequalities which exist across the area.

This ambitious SOA has the following eight strategic outcomes:-

- Inverclyde's population is stable with a good balance of socio-economic groups.
- Communities are stronger, responsible and more able to identify, articulate and take actions on their needs and aspirations to bring about an improvement in the quality of community life.
- The area's economic regeneration is secured, economic activity in Inverclyde is increased, and skills development enables both those in work and those furthest from the labour market to realise their full potential.
- The health of local people is improved, combating health inequality and promoting healthy lifestyles.
- A positive culture change will have taken place in Inverclyde in attitudes to alcohol, resulting in fewer associated health problems, social problems and reduced crime rates.
- A nurturing Inverclyde gives all our children and young people the best possible start in life.
- All children, citizens and communities in Inverclyde play an active role in nurturing the environment to make the area a sustainable and desirable place to live and visit.
- Our public services are high quality, continually improving and responsive to local people's needs.

The Scottish Fire and Rescue Service has a strategic aim of "Improved Outcomes Through Partnership" and sitting at the heart of our vision is a focus on adding real value for our communities, with tailored approaches for fire safety locally and working with communities to explore and develop options for improved outcomes.

We expect 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.

5. Scottish Fire & Rescue Service 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 individual's 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.

6. Local Operational Assessment

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

Within Inverclyde 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	Trend
All deliberate primary fires	146	120	61	109	▼
All deliberate other building fires	23	11	10	15	▼
All deliberate secondary fires	885	637	578	700	▼
All accidental dwelling fires	81	72	83	79	▲
All accidental other building fires	30	18	17	22	▼
All fatal fire casualties	1	2	1	1	▼
Non-fatal fire casualties excl. precautionary check-ups	21	13	16	17	▼
Non-fatal fire casualties incl. precautionary check-ups	24	17	19	20	▼
Special Service Road Traffic Collisions	35	29	22	29	▼
Special Service flooding	53	59	38	50	▼
Special Service extrication	20	10	16	15	▼
Special Service 'others	116	156	92	121	▼
False Alarm: AFAs	524	574	545	548	▲
False Alarm: Good Intent	262	242	189	231	▼
False Alarm: Malicious	58	40	55	51	▼

7. Inverclyde Risk Profile

Inverclyde's population has decreased from 82,432 (2004) to approximately 81,485 (2013), it is located in West Central Scotland and is one of the most attractive places in Scotland to live, work and visit, with 160 square Kilometers stretching along the bank of the River Clyde. The main towns of Greenock, Port Glasgow and Gourock sit on the Firth of Clyde. The towns provide a marked contrast to the small coastal settlements of Inverkip and Wemyss bay which lie to the south west of the area. Kilmacolm and Quarrier's Village are located further inland offering a further dimension to the Areas diversity.

A strong sense of community identity and spirit exists within Inverclyde and local residents are proud of the Area and its history, which is steeped in centuries of maritime and industrial endeavor.

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

SFRS has 3 Community Fire Stations located within the main towns of Inverclyde,

- Greenock Community Fire Station, Rue End St Greenock, PA15 1HA Wholetime / Retained And incorporates the Marine Incident Response Group.
- Port Glasgow Community Fire Station, East Bay Port Glasgow, PA14 5NF Wholetime/Retained
- Gourock Community Fire Station, George Road Gourock, PA19 1YT, Retained

Social Index of Multiple Deprivation (SIMD) – National and Local Share

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 SIMD 2012, 14 (4.3%) of the 325 datazones in the 5% most deprived datazones in Scotland were found in Inverclyde, compared to 17 (5.2%) in 2009, 13 (4%) in 2006 and 6 (1.8%) in 2004.

Local - IN SIMD 2012, 14 (12.7%) of Inverclyde's 110 datazones were found in the 5% most deprived datazones in Scotland compared to 17 (15.5%) in 2009, 13 (11.8%) in 2006 and 6 (5.5%) in 2004

The Key risks within the Inverclyde Area are:

Residential life risks

Hotels, Residential Care Homes, Multi-Storey Flats, Student Accommodation, Inverclyde Royal Hospital, the Good Shepherd Secure unit for young females and HMP Greenock.

Transport Risks

The M8 is the main road link east from Inverclyde to Glasgow with the A78 connecting south to North Ayrshire. There is also a main rail link through the Inverclyde Area, as well as ferry crossings to Argyll and Bute

Shipping Risks

Shipbuilding has always been a risk on the River Clyde and as well as the Fergusons Shipbuilding Yard at Port Glasgow, Inverclyde houses the Greenock Ocean Terminal where an estimated 463 vessels and over 400,000 passengers are scheduled to visit this year.

Water Risks

The main water risk is the Firth of Clyde, with various reservoirs and ponds in the Area.

Recreational Risks

Inverclyde is also host to Greenock Morton Football Club and the leisure & cinema facilities at the Waterfront complex and retail park.

8. Priorities, Actions and Outcomes

8.1 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
- Inverclyde Alliance Community Plan 2008-18
- Inverclyde Alliance Single Outcome Agreements 2012-17

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 2009.

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.

8.2 Reduction of Accidental Dwelling Fires

Many dwelling fires start accidentally in the kitchen and are mainly caused by people who become distracted and leave cooking unattended. It is reassuring that a large number of dwellings had a working smoke detector that raised the alarm at an early stage and prevented widespread fire damage and further injury.

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
- Inverclyde Alliance Community Plan 2008-18
- Inverclyde Alliance Single Outcome Agreement 2012-17
- Safer SOA Thematic Group
- Healthier SOA Thematic Group
- Alcohol & Drugs Partnership.
- Adult Protection Committee
- Greener/Environmental SOA Thematic Group
- SFRS Community Safety Engagement Framework 2013-16

We will achieve it by:

- Delivering target specific HFSVs in order to increase the number delivered to those at higher risk from fire.
- Using data analysis tools to ensure that our engagement activities are targeted at the most vulnerable groups within our communities.
- Working together with our Community Planning partners to promote fire safety in the home.
- Where appropriate developing an Information Sharing Protocol with Inverclyde Council and other partner agencies.

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

In doing so we will also add value by:

- Preventing accidental fire deaths.
- Reducing fire related injuries and hospital admissions.
- Reducing damage to housing stock.
- Reducing environmental damage from smoke and fire gases.
- Reducing losses to employers and business caused by employee injuries and associated time off work.
- Reducing the personal and social impact of fire on our communities through helping people to be safe in their homes.

8.3 Reduction in Fire Casualties and Fatalities

Fire casualties tend to occur in accidental dwelling fires where factors such as alcohol or drug abuse are present or if the occupants are elderly or infirm. The lack of a working smoke detector also greatly increases the vulnerability of these individuals.

The costs associated with fire casualties are high – with potentially significant trauma to individuals, and high financial costs to health and housing partners. The Fire & Rescue Service in Inverclyde aim to target a reduction in these casualties by working with partner agencies and adopting a “known to one, known to all” approach.

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
- Inverclyde Alliance Community Plan 2008-18
- Inverclyde Alliance Single Outcome Agreement 2012-17
- Safer & Stronger SOA Thematic Group
- Healthier SOA Thematic Group
- Alcohol & Drugs Partnership
- Adult Protection Committee
- SFRS Community Safety Engagement Framework 2013-16

We will achieve it by:

- Delivering target specific HFSV's in order to increase the number delivered to those at higher risk from fire.
- Using data analysis tools to ensure that our engagement activities are targeted at the most vulnerable groups within our communities.
- Working together with our Community Planning partners to promote fire safety in the home.
- Where appropriate developing an Information Sharing Protocol with Inverclyde 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:

- Preventing accidental fire deaths.
- Reducing fire related injuries and hospital admissions.
- Reducing damage to housing stock.
- Reducing environmental damage from smoke and fire gases.
- Reducing losses to employers and business caused by employee injuries and associated time off work.
- Reducing the personal and social impact of fire on our communities through helping people to be safe in their homes.

8.4 Reduction of Deliberate Fire Setting

Deliberate fire setting is a significant problem for the Fire & Rescue Service and is responsible for a very high number of all of the secondary fires we attend. Secondary fires are reportable fires that did not involve casualties or rescues and were attended by four or fewer fire appliances. The main secondary fire categories are refuse/container, grass/heath/railway and derelict building incidents.

There is a very close link between deliberately set secondary fires and other forms of fire related anti-social behaviour. By continuing to focus our attention on deliberate fires this will reduce the burden on the Fire and Rescue Service and partner agencies.

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
- Inverclyde Alliance Community Plan 2008-18
- Inverclyde Alliance Single Outcome Agreement 2012-17
- Safer & Stronger SOA Thematic Group
- Alcohol & Drugs Partnership
- Adult Protection Committee
- Greener/Environmental SOA Thematic Group
- SFRS Community Safety Engagement Framework 2013-16

We will achieve it by:

- Working together with our Community Planning partners to tackle fire related ASB and crime.
- Engaging in a multi-agency approach to tackling deliberate fire-setting and fire related anti-social behaviour through diversionary activities and education.
- Continuing to deliver fire education programmes including the successful Firereach programme which positively engages with young people.

We will reduce the number of deliberate fires within the community of Inverclyde during the timeframe of this plan.

In doing so we will also add value by:

- Reducing fire related injuries and hospital admissions.
- Reducing damage to housing stock and associated assets.
- Reducing damage to commercial & industrial buildings.
- Reducing environmental damage from smoke and fire gases.
- Reducing losses to business caused by fire.
- Allowing more effective use of SFRS resources to target other areas of operational activity.

8.5 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.

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 and non self-contained sheltered housing make up the greatest proportion of these risks within the Inverclyde area.

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
- Inverclyde Alliance Community Plan 2008-18
- Inverclyde Alliance Single Outcome Agreement 2012-17
- Safer & Stronger SOA Thematic Group
- Greener/Environmental SOA Thematic Group
- SFRS Fire Safety Enforcement Framework 2013-16

We will achieve it by:

- Conducting regular Fire Audits by Fire Safety Enforcement Officers using a risk based approach.
- Developing partnerships with sheltered housing providers to offer advice and guidance for managers and new residents.
- Ensuring community education is undertaken at appropriate times throughout the year with our student community and work with the licensing department to ensure all houses of multiple occupation meet the required standards in relation to fire safety.
- 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 Inverclyde 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 housing stock and associated assets.
- Reducing damage to commercial & industrial buildings.
- Reducing environmental damage from smoke and fire gases.
- Reducing losses to employers and business caused by fire.

8.6 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 Inverclyde must be considered unacceptable. Many incidents could be prevented with the provision of road safety advice. Considerable effort is made by many agencies in Inverclyde aimed at making our roads safe. The Fire and Rescue Service has a role to play in complimenting that work and we will participate in a partnership approach which will provide an educational programme within Inverclyde 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
- Inverclyde Alliance Community Plan 2008-18
- Inverclyde Alliance Single Outcome Agreement 2012-17
- Community Care, Health and Wellbeing Board
- Go Safe, Scotland's Road Safety Framework to 2020, "It's Everyone's Responsibility" is the strategic document which drives road safety in Scotland.

We will achieve it by:

- Reducing road traffic related injuries and hospital admissions.
- A reduction in associated loss to business and employers due to injury consequences.
- Minimising road traffic disruption.
- Minimising business losses due to road traffic disruption.

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

In doing so we will also add value by:

- Participating in a schools' education programme in Inverclyde 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 in high risk groups within the community.

8.7 Reduction of Unwanted Fire Alarm Signals

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

Other types of false alarm include malicious 999 calls and emergency calls made when a person genuinely believes that an emergency has occurred which requires the attendance of the Fire and Rescue service, and that belief subsequently turns out to be unfounded.

We will seek to reduce the instances of UFAS actuations by engaging with owners and occupiers, to seek solutions and where necessary review 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
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- Inverclyde Alliance Community Plan 2008-18
- Inverclyde Alliance Single Outcome Agreement 2012-17
- Safer SOA Thematic Group
- SFRS Fire Safety Enforcement Framework 2013-16

We will achieve it by:

- Working with owners and occupiers of commercial premises at a local level to provide advice and guidance in the reduction of unwanted fire alarm signals.
- Ensuring buildings with high instances of unwanted fire alarm signals comply with the Fire (Scotland) Act 2005 and evaluate whether they have suitable and sufficient fire safety management procedures in place.
- By the delivery of initiatives aimed at reducing the number of malicious calls to the Fire and Rescue will continue to be carried out through youth engagement and educational programs.

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

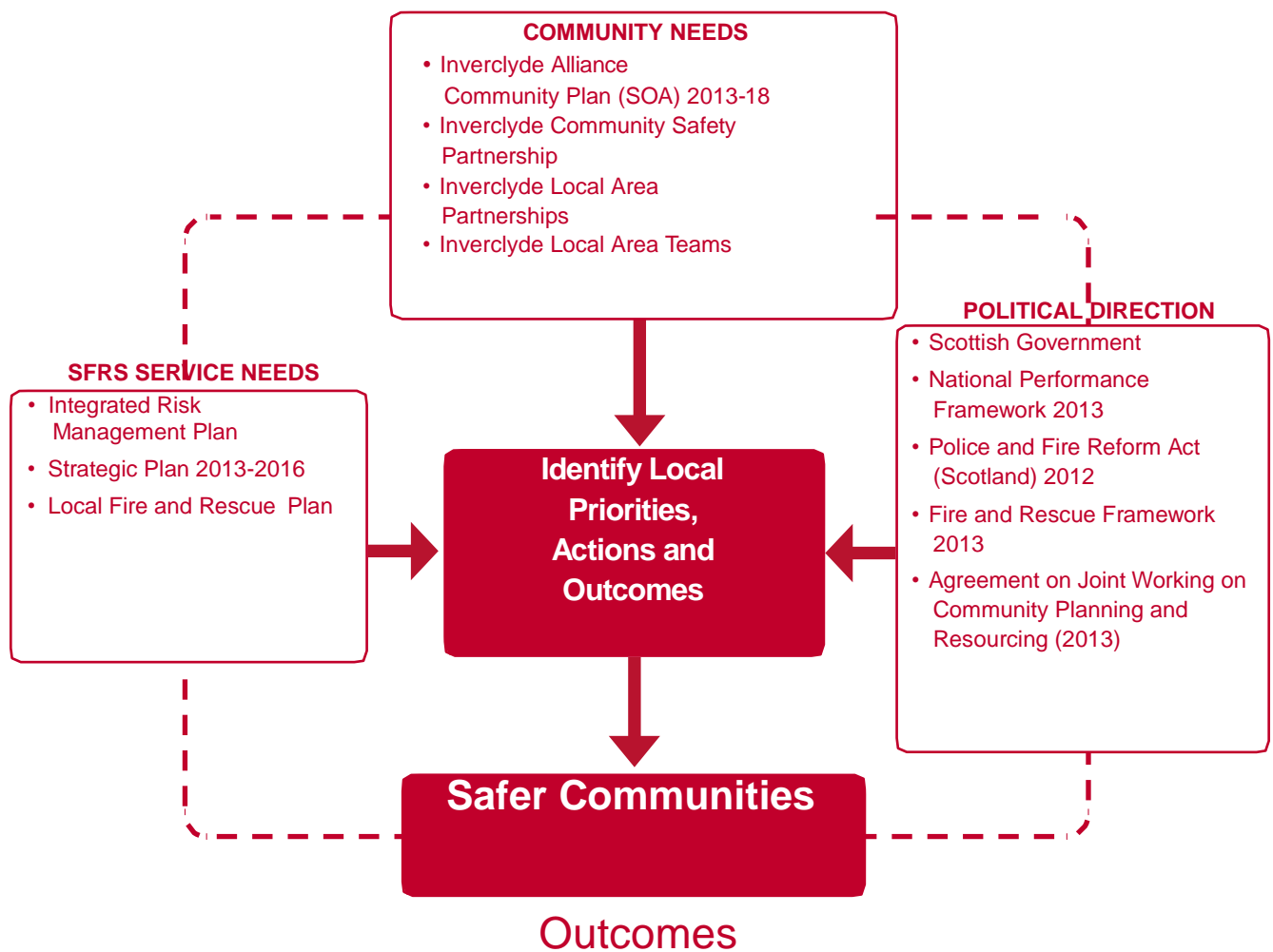
In doing so we will also add value by:

- A reduction in ASB and crime.
- Reducing road risk by reducing blue light journeys by SFRS.
- Minimising disruption in business, education, leisure and other establishments which have UFAS.

9. Achieving Local Outcomes

Achieving Safer Communities in Inverclyde

Following a process of identifying local risks within Inverclyde, 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.



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 Inverclyde 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 complement this document.

These priorities, which have been agreed between SFRS and Inverclyde Council, will complement the CPP Single Outcome Agreement.

As a full and active partner in the local CPP arrangements we will work together for a safer Scotland.

10. 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.

11. Contact us

Feedback

If you have something you would 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
- Contact your local community fire station - details are listed on our website or in your local telephone directory.
- Contact (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, West Service Delivery Area HQ, Bothwell Road, Hamilton
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or alternatively visit our website www.firescotland.gov.uk

12. 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:	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:	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 (Local Share):	the local 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 local authority area.
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.



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