



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

LOCAL FIRE AND RESCUE PLAN FOR ARGYLL & BUTE

2014-2017



**Working together
for a safer Scotland**



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Foreword

Welcome to the Scottish Fire & Rescue Services (SFRS) Local Fire and Rescue Plan for the Local Authority Area of Argyll & Bute. This plan is the mechanism through which the aims of the SFRS's Strategic Plan 2013 – 2017 are delivered to meet the agreed needs of Argyll & Bute's communities.

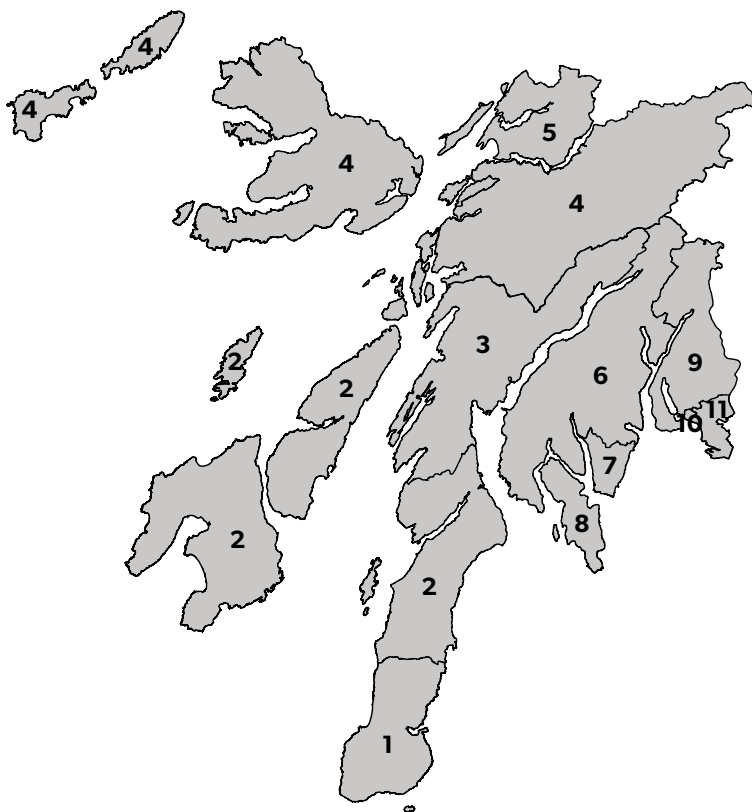
The Plan sets out the priorities and objectives for the SFRS within Argyll & Bute for 2014 – 2017 and allows our Local Authority partners to scrutinise the performance outcomes of those priorities. The SFRS will continue to work closely with our partners in Argyll & Bute to ensure we are all "Working 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 Argyll & Bute. 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. While considering the strategic priorities of the SFRS we will develop local solutions to local needs and ensure equitable access to Fire and Rescue resources. Through our on-going involvement with local community safety groups in Argyll & Bute 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 Connelly, Local Senior Officer
Argyll & Bute Area

1	South Kintyre
2	Kintyre & the Islands
3	Mid Argyll
4	Oban South and the Isles
5	Oban North and Lorne
6	Cowal
7	Dunoon
8	Isle of Bute
9	Lomond North
10	Helensburgh Central
11	Helensburgh and Lomond South



Introduction

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

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

The 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 while the service is ready to respond to fire and other emergencies, it also maintains a strong focus on prevention and protection arrangements to ensure the safety of our communities. The associated Fire and Rescue Framework for Scotland 2013 sets the overarching strategic direction for the SFRS in the delivery of its services to the communities of Argyll & Bute.

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

- *Priorities and objectives for SFRS in connection with the carrying out 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 fit.*

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 Argyll & Bute 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
- **National Outcome 16:** Our public services are high quality, continually improving, efficient and responsive to local people's needs

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



Local Assessment

As a service delivery area of the SFRS, Argyll & Bute's main objective is to provide its services well, aiming for excellence in everything it does. The local assessment goes a long way to helping achieve this and addresses issues relevant to the local area. Through analysis of data, partnership working and consultation, local improvement and demand reduction plans have been developed to compliment the Local Fire and Rescue Plan and ensure positive outcomes and results are achieved.

The key priority areas in Argyll & Bute 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 of Accidental Dwelling Fire Fatalities and Casualties**
- **Reduction of Deliberate Fire Setting**
- **Reduction of Fires in Non-Domestic Property**
- **Reduction of Casualties from Non-Fire Emergencies**
- **Reduction of Unwanted Fire Alarm Signals**

Local Operational Assessment

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

Local Fire and Rescue Activity

The table below highlights the operational activity within Argyll & Bute over recent years. When viewed as an average over 3 years our activity is mapped to identify trends that allow the Service to prioritise areas for improvement. Areas of upward trend that have a significant threat to life or property will be the main area of priority to reduce activity.

Performance Indicator	2010/11	2011/12	2012/13	3 year average	Trend
All deliberate primary fires	42	30	22	31	↓
All deliberate other building fires	3	0	2	2	→
All deliberate secondary fires	140	91	83	105	↓
All accidental dwelling fires	107	80	77	88	↓
All accidental other building fires	59	51	45	52	↓
All fatal fire casualties	2	5	0	2	↓
Non-fatal fire casualties excl. precautionary checkups	8	3	7	6	↑
Non-fatal fire casualties incl. precautionary checkups	15	12	17	15	↑
Special Service RTCs	90	84	61	78	↓
Special Service flooding	58	31	39	43	↓
Special Service extrication	9	9	4	7	↓
Special Service 'others'	103	149	102	118	↓
False Alarm: AFAs	662	824	740	742	↓
False Alarm: Good Intent	350	352	343	348	↓
False Alarm: Malicious	25	27	14	22	↓

Table 1 : Operational Activity

Argyll & Bute Risk Profile

Argyll and Bute Council covers the second largest geographical area of any Scottish Local Authority, stretching for over 100 miles from Appin in the North to Campbeltown in the South and 80 miles across from the Island of Tiree in the West to Helensburgh in the East. It has 6 towns, 26 inhabited islands and over 3,000 miles of coastline – more than the entire coastline of France.

The SFRS provides fire cover from a total of 39 stations that are crewed on either a full time or part time basis. It has access to almost 50 emergency vehicles.

Ward	Name	Population	Number of Dwellings	Pop. Density/Hectare
1	South Kintyre	7378	3971	0.18
2	Kintyre & The Islands	6579	3583	0.04
3	Mid Argyll	7920	4070	0.1
4	Oban South & The Isles	10121	5530	0.09
5	Oban North & Lorn	9863	4917	0.06
6	Cowal	8306	4840	0.1
7	Dunoon	6922	3758	0.75
8	Isle of Bute	6862	4294	0.56
9	Lomond North	9320	3703	0.36
10	Helensburgh Central	9461	4885	26.03
11	Helensburgh & Lomond South	7308	3273	0.46

Table 2 : Ward Areas

The Local Area Headquarters, covering Argyll & Bute and East & West Dunbartonshire, is located within the grounds of Clydebank Fire Station.

Four Fire Safety Enforcement Officers provide support and advice to the Business Community within the Area.

The main task of this specialist group is to audit the premises' Fire Safety Risk Assessments and associated management procedures, whilst engaging in the consultation processes for Licensing, Registration and ancillary Fire Safety Legislation.

The Area also benefits from the services of a Community Firefighter whose role is to promote all aspects of community safety education within schools and other community groups. This role is now developing to empower our operational crews at local stations to carry out this important task. In addition a Community Safety Coordinator provides an operational link with the Local Authority Community Safety Partnership and thematic sub groups.

Residential, Remote, Rural and Island Risks

Argyll & Bute has a population of over 92,000 within 46,824 dwellings ranging from flatted accommodation within towns, remote, rural cottages to large country estates.

The population demographic of Argyll & Bute indicates, in line with national statistics, an ever increasing life expectancy. It is expected that the resultant ageing population will continue to grow and the Fire and Rescue Service must work with partners within the Community Planning framework to ensure that this potentially vulnerable population feels safe and secure within their homes. We will continue to do this through our Home Fire Safety Visit programme.

The area also has a large number of registered Residential Care Premises and Houses in Multiple Occupation. The fire safety audit of these premises forms part of an annual process carried out in line with legislative requirements. Due to its unique geography Argyll & Bute enjoys a large number of visitors and tourists each year this requires on-going auditing of a large number of hotels, bed & breakfasts and hostels that provide accommodation.

Oil and Liquid Natural Gas (LNG) Terminals

The area has a number of installations that either store or transport oil and gas these include the following sites;

- Ineos (Oil) – Finnart
- Gleaner Oils – Islay, Dunoon, Ardrishaig, Mull and Connel
- Transco LNG Plants – Oban and Campbeltown
- M.O.D Fuel Sites – Loch Striven, Campbeltown and Garelochhead

Transportation

Argyll & Bute requires good transport hubs to support the remote, rural and island communities, it does so via a number of small airports and some major ferry terminals that act as the gateway to the isles, these include;

- Local Authority Airports – Oban, Coll, Collonsay
- Highland and Islands Airports – Islay, Tiree and Campbeltown
- Caledonian MacBrayne Ferry Terminals – Oban, Kennacraig, and Tayinloan serving ports throughout the Inner Hebrides and further terminals at Campbeltown, Colintraive, Dunoon, Portavadie, Rhubodaich, Rothesay and Tarbert.

HM Naval Base and Arms Depot

Her Majesty's Naval Base Clyde, commonly known as Faslane is the Royal Navy's main presence in Scotland. It is home to the core of the Submarine Service, including the nation's nuclear deterrent, and the new generation of hunter-killer submarines.

Distilleries

Whisky Distilleries are located throughout Argyll & Bute including Oban, Campbeltown, Mull and Jura with several on the Island of Islay.

Forestry Commission

There are vast areas of forestry land throughout the West Argyll and Cowal & Districts many of which are privately owned. The Forestry Commission Scotland remains the largest owner of forested land within Argyll & Bute which can create a major risk during periods of warm, dry weather.

Water Risks

There are 26 inhabited islands, all of which are surrounded by the sea, this risk is mainly covered by our partners within the Royal National Lifeboat Institute (RNLI) and HM Coastguard, however SFRS are called upon to deal with flooding that is as a result of tidal activity and due to changes in the weather pattern these incidents are occurring with more frequency.

There are also a number of inland open water hazards throughout Argyll & Bute which are in both public and private ownership including 3 reservoirs and 14 sea and fresh water lochs with 4 dams.

Historic Buildings

There are approximately 100 historic buildings throughout Argyll & Bute including 45 Castles, Iona Abbey and various medium to large mansion houses. A number of these properties are of great historical importance to the country.

Road Risk

The main road routes within Argyll & Bute include the A82 and A83. These roads when combined account for a large number of Road Traffic Collisions (RTC) each year, resulting in a number of casualties and fatalities each year.

Key Partners

SFRS will continue to work with a range of partners in order that, together we can all make a difference to the overall safety within our communities, our partners include;

- Police Scotland
- CONTEST Liaison Group
- Scottish Ambulance Service
- Mountain Rescue
- Forestry Commission
- RNLI
- Local Authority Community Planning Partners
- Local Resilience Partnership Groups
- Highlands and Islands Argyll Airports Contingency Planning Liaison Group
- Clyde Local Liaison Group
- Wildland Fire Group

Priorities, Actions and Outcomes

1. Local Risk Management and Preparedness

The SFRS has a statutory duty under the Civil Contingencies Act, 2004 to reduce the risks to our communities and to make certain that they receive the best possible service. The management of risk within our community means:

- 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
- **Argyll & Bute Partnership Community Plan (Single Outcome Agreement) 2013-23**

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
- Ensure 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

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

2. Reduction of Accidental Dwelling Fires

Throughout Argyll & Bute, dwelling fires occur within a wide variety of home types. Statistical analysis has shown that the majority of dwelling house fires occur in the social rented sector. A high percentage of these fires start in the kitchen when the occupier was cooking or had cooked food.

In Argyll & Bute, dwelling house fires are more prominent in several ward areas. Additional significant contributory risk factors are the consumption of alcohol and/or drugs allied to the use of smoking materials in the fires that occur.

Dwelling fires can have a significant negative impact upon both individuals and the community and are financially costly to house holders 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:

- **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
- **Argyll & Bute Partnership Community Plan (Single Outcome Agreement) 2013-23**
- **Argyll & Bute Casualty Reduction Plan**

We will achieve it by:

- Using data analysis tools to ensure that:
 - ◆ Home Fire Safety Visits are conducted in the areas of highest operational activity
 - ◆ Engagement activities are focused on areas of highest operational activity
- Working with partner agencies to provide risk reduction measures e.g. fire proof bedding etc. to the people most at risk from fire
- Developing an Information Sharing Protocol between SFRS, Housing, Social Work and the local National Health Service to share information on the most vulnerable groups within our communities (people most at risk from fire)
- Signposting and referring at-risk individuals to and from partners
- Utilising Case Study and Case Conference information to direct resources effectively

In doing so we will also add value by:

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

3. Reduction in Accidental Dwelling Fire Casualties and Fatalities

The reduction of fire casualties is directly linked to the reduction in dwelling house fires. The reduction of fire fatalities and casualties, for which the biggest contributory factors are cooking and alcohol/drugs, is at the core of preventative activities carried out by SFRS in the Argyll & Bute Area.

Vulnerable people within our communities continue to be those most at risk from fire. Older people, those with disabilities, those who live alone and those with alcohol and drugs dependencies provide the SFRS with serious challenges in relation to engagement and reduction strategies. Closer working with partner organisations with regards to single shared assessments and signposting of vulnerable persons proves an effective method of identification and engagement. Fire casualties are more likely to occur in the areas with highest operational demand.

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
- **Argyll & Bute Partnership Community Plan (Single Outcome Agreement) 2013-23**
- **Argyll & Bute Casualty Reduction Plan**

We will achieve it by:

- Developing an Information Sharing Protocol with Argyll & Bute Housing Providers, Social Work and the NHS to share information on the people most at risk from fire
- Promoting Home Fire Safety Visits through targeted referrals from our partners for those most at risk
- Increasing Community Education in targeted areas where the majority of casualties occur
- Working with partner agencies in Argyll & Bute to provide risk reduction measures to the people most at risk from fire
- Signposting and referring at risk individuals to and from partners
- Utilising Case Study and Case Conference information to direct resources effectively

In doing so we will also add value by:

- Helping people be safe in their homes in Argyll & Bute
- Reducing demand on partner services
- Assisting in referring vulnerable households to other service providers
- Reducing the economic cost of casualty treatment on partner agencies

4. Reduction of Deliberate Fire Setting

In the Argyll & Bute Area, deliberate fire setting has historically been a significant problem that can be closely linked to antisocial behaviour. Secondary fires (refuse and grass) are a major priority, and account for a high percentage of our operational activity in the dry seasons placing a huge strain on the SFRS ability to effectively provide its operational response to real emergencies.

Working with partners we will identify areas of high operational demand and put in place measures to reduce demand, and where possible, hold those responsible to account.

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
- **Argyll & Bute Partnership Community Plan (Single Outcome Agreement) 2013-23**
- **Argyll & Bute Deliberate Fire Reduction Plan**

We will achieve it by:

- Increasing Community Education in targeted areas where the majority of deliberate fire setting occurs
- Continuing work with our partners to develop joint risk strategies to further mitigate the impact of deliberate Fires and the economic and social cost to the community
- Continuing to utilise the youth group engagement process of Firereach and the bespoke Firesetters programme that works on a one to one basis to engage young people in Argyll & Bute
- Work closely with Police Scotland to secure convictions where crime has been committed

In doing so we will also add value by:

- Allowing the SFRS to more effectively direct and use its resources to target other areas of operational activity
- Diverting young people away from anti-social behaviour by encouraging good citizenship
- Supporting the National focus towards early intervention

5. Reduction of Fires in Non Domestic Properties

Fires in workplaces and business premises are classed as Non-Domestic Fires 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, hotels, student accommodation and self-contained sheltered housing complexes make up the greatest proportion of this risk within the Argyll & Bute area.

High risk properties are audited on a yearly basis to ensure that the fire safety arrangements within the property are to a suitable standard. For some buildings, joint inspections are carried out with other organisations e.g. Health and Safety Executive, Police Scotland, Trading Standards and Environmental Health.

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
- **Argyll & Bute Partnership Community Plan (Single Outcome Agreement) 2013-23**

We will achieve it by:

- Continuing to audit high risk premises on a yearly basis
- Engagement with the business community to highlight their responsibilities for compliance with fire legislation
- Identifying fire trends in particular building types and conducting thematic audits
- Support business and duty holders to achieve compliance and therefore improving fire safety
- Interaction with the Business Engagement Forum to highlight and share good practice

In doing so we will also add value by:

- Assisting the business sector in understanding their fire safety responsibilities
- Ensuring that buildings are safer, people feel protected and the opportunities for acts of wilful fire raising are reduced
- Supporting business continuity and employment within Argyll & Bute
- Support sustainable economic growth within the local economy

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), building collapse, water rescue incidents 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.

Attendance at RTCs is a core role for the SFRS but primary responsibility for road safety lies with Transport Scotland, Police Scotland and Local Authorities. The SFRS has a crucial role in supporting those organisations activities at a local level and can provide access to hard hitting education programmes aimed at the most at risk groups to highlight the consequences of RTCs and dangerous driving. National statistics identify that the most at risk group are young male drivers who we include in our "Cut it out" programme which is aimed at 5th and 6th year school pupils.

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
- **Argyll & Bute Partnership Community Plan (Single Outcome Agreement) 2013-23**
- **"Go Safe", Scotland's Road Safety Framework for 2020**

We will achieve it by:

- Facilitating the Cut it Out Road Safety Programme
- Delivering other road safety presentations/exercises at station open days along with our other partners
- Continued participation in education programmes aimed at high risk groups within our communities
- Continuing to work with our partners to identify RTC and other non-fire emergency hot spots through trend analysis and then jointly developing solutions to deal with them

In doing so we will also add value by:

- Reducing RTC's will lessen the impact on local communities and reduce the costs to the NHS for the treatment of casualties
- Reducing rehabilitation and welfare costs for the casualty and employer
- Developing positive attitudes to safety within high risk groups throughout our communities e.g. our young people

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 SFRS resources, when the reason for that alarm turns out to be something other than a fire emergency. These can be categorised as either UFAS incidents from relevant premises under the Fire (Scotland) Act 2005 or from dwellings.

In terms of relevant premises, the SFRS has statutory powers and bespoke policies to ensure reductions from poorly maintained, managed or installed fire alarm systems are achieved. Commercial premises that have repeated UFAS are subject to preventative measures that are designed to drive down false alarms. Every unnecessary blue light journey increases the risk of RTCs within Argyll & Bute and has the potential to make members of our communities feel less safe. In regards to dwellings, the SFRS employs an engagement strategy to try and reduce the impact from UFAS.

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

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
- **Scottish Fire and Rescue Service UFAS Reduction Policy 2014**
- **Argyll & Bute Partnership Community Plan (Single Outcome Agreement) 2013-23**

We will achieve it by:

- Identifying premises with high UFAS activity levels to determine if they comply with the Fire (Scotland) Act 2005 and have appropriate fire safety management procedures in place.
- Engaging with owners and occupiers to give advice and guidance for developing action plans for UFAS reduction.
- Initiatives aimed at reducing numbers of malicious calls and through our engagement and educational programmes working with young people identified as having made malicious calls.
- Support business and duty holders to achieve compliance and therefore improving occupant safety through more effective alarm systems
- Interaction with the Business Engagement Forum to highlight and share good practice
- Identifying dwellings with high UFAS activity levels and then engaging with occupiers and partners to reduce fire risk and operational demand

In doing so we will add value by:

- Improving business continuity and reducing the economic impact to our communities
- Reducing fire risk to individuals identified as at risk through repeated SFRS attendances due to fire alarm actuations
- Reduce the number of occasions SFRS resources are required to respond to UFAS incidents thereby reducing road risk and increasing the availability of resources in other areas

Achieving Local Outcomes

Achieving Safer Communities in Argyll & Bute

Following a process of identifying local risks within Argyll & Bute, 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

The outcomes expected for the priority areas set out on the Argyll & Bute Local Fire and Rescue Plan 2014-2017 will be scrutinised by a committee of elected Council members. Outcomes will be measured against reduction set within this plan and those agreed between the SFRS and the Argyll & Bute Partnership which are set out in Argyll & Bute Community Safety Partnership Plan and Community Plan (SOA) 2013 - 2023.

Review

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

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

Feedback

Contact Us

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

- Use the feedback form on our website to send an email - www.firescotland.gov.uk
- Contact your local community fire station - details are listed on our website or in your local telephone directory.
- By telephone to our Area Headquarters on 01389 385 999.
- 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, Argyll & Bute, East & West Dunbartonshire Headquarters,
2 Kilbowie Road, Clydebank, G81 6QT Tel 01389 385 999 Fax 01389 385 110
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.
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 fires where deliberate ignition is suspected
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.
Primary Fires:	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.
Unwanted Fire Alarm Signals:	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 however the majority are caused by automatic activations within smoke detectors within premises such as hospitals, care homes, offices, shops and other buildings where people resort. The False Fire Alarms recorded for our indicator are those caused by Apparatus, as these constitute a significant majority of Unwanted Fire Alarm incidents.

Useful Links

Scottish Fire and Rescue Service Strategic Plan 2013 – 16

http://www.firescotland.gov.uk/media/388032/strategic_plan_2013_2016_final.pdf

Scottish Government National Performance Framework 2013

<http://www.scotland.gov.uk/Resource/0038/00387872.pdf>

Argyll & Bute Community Plan & SOA 2013 - 23

<http://www.argyll-bute.gov.uk/council-and-government/community-plan-and-single-outcome-agreement>

'Go Safe' Scotland's Road Safety Framework for 2020

<http://www.scotland.gov.uk/Resource/Doc/286643/0087268.pdf>

Fire (Scotland) Act 2005

http://www.legislation.gov.uk/asp/2005/5/pdfs/asp_20050005_en.pdf

Police and Fire Reform Act (Scotland) 2012

http://www.legislation.gov.uk/asp/2012/8/pdfs/asp_20120008_en.pdf

Preparing Scotland

<http://www.scotland.gov.uk/Resource/0038/00389881.pdf>

Agreement on Joint Working on Community Planning and Resourcing 2013

<http://www.scotland.gov.uk/Resource/0043/00433714.pdf>



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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