

AGENDA ITEM No.4

Report to:	East Renfrewshire Cabinet
Date of Report:	8 February 2016
Report by:	Martin Gordon, Local Senior Officer (LSO)
	Scottish Fire and Rescue Service

Subject:	Scottish Fire and Rescue Service (SFRS) Report
----------	---

1. PURPOSE OF THIS REPORT

The purpose of this report is to inform the East Renfrewshire Cabinet of Fire and Rescue performance and activities during the third quarter (October to December) of 2015/16, in support of Member scrutiny of local service delivery.

2. PERFORMANCE

2.1 Operational Activity Analysis

The attached Scottish Fire and Rescue Service (SFRS) performance report (Appendix A) provides elected members with a Ward level analysis of the key areas of Fire and Rescue operational activity in the East Renfrewshire area, for quarter 3 of the 2015/2016 reporting year.

The following is a summary of activity analysis for the Key Performance Indicators (KPI) which are identified as priorities in the East Renfrewshire Local Fire and Rescue Plan 2014-17, and Annual Operating Plan 2015-16.

- There has been one fire fatality in the reporting period. This occurred on 23rd October 2015 in the Newton Mearns North area and involved a female within an outbuilding next to her house.
- There has been 2 fire casualties reported during this reporting period, however both were treated as a precautionary measure only.
- Accidental dwelling fires have slightly increased from 13 to 15 during the reporting period as compared to the same quarter in the previous year.
- Deliberate fires has increased from 24 to 33 compared with the previous year. However, there has been a decrease from quarter 2, and in particular a notable reduction in secondary fires.
- There have been a total of 9 fires in non-domestic properties which include commercial, industrial and local authority buildings. This represents a slight increase from the last reporting period, however there is ongoing positive engagement with these types of premises and our Fire Safety Enforcement Team.
- The number of special services has increased from 23 to 35 in comparison to the same quarter last year. This is due to the slight increase in the number of Road Traffic Collisions and also attending other special services to assist other emergency service agencies.
- The number of false alarms has increased from 120 to 131 compared with the previous year. However, there has been a decrease from quarter 2. This is mainly due to a proactive targeted approach to reducing unwanted alarms due to equipment failure, and will remain a key area of improvement for SFRS in the coming months.

3. PRIORITIES & INTERVENTIONS (2015/16)

SFRS is committed to working in partnership with Community Planning partners in the public, private, and voluntary sectors in order to work together for a safer Scotland. Strengthening our relationship with and working in partnership to add value to our communities is critical to the success of our strategy.

The following activities are illustrative of SFRS activities in terms of educational activities and interventions:

Home Fire Safety Visits (HFSV) - SFRS personnel delivered 414 HFSV in East Renfrewshire in the current reporting period where SFRS staff conducted risk assessments, provided safety education and fitted free smoke alarms, where required. Of these visits 209 were deemed as High Risk and the referral process to Social Work services which is now in place is contributing well to this effective performance. As detailed in the last report; all sheltered complexes which incorporate 552 individual flatted properties within the area remain a focus with all residencies receiving a visit.

Telecare installations continue with SFRS staff conducting home visits on a need by need basis in consultation with the Local Authority.

Unwanted Fire Alarm Signals – SFRS are continuing to work closely with local Housing Associations to help reduce the number of unwanted fire alarm signals and equipment faults, particularly in Sheltered Housing Units, and to promote HFSVs to vulnerable clients in Independent Living Accommodation.

Partnership engagement - Partnership links continue to be expanded upon with East Renfrewshire CHCP Drugs and Alcohol Partnership and East Renfrewshire Council. A referral process has now been established for their clients and as part of the partnership agreement is the delivery of formal fire awareness/risk training to operational staff from both health and social work.

The SFRS Community Action Team are continuing to work closely with Youth Services and are delivering Fire Reach courses to young people at risk of offending. Within the reporting period there have been 2 courses with a total of 11 young people involved and these have proved to be a great success to both SFRS and Youth Services. One of these young persons was identified as being responsible for the recent hoax call to local schools.

To coincide with Older Peoples Week at the beginning of October the Team attended several events. There was a lunch for older people in the Redhurst Hotel where a stall was set up and everyone attending was advised about free HFSV's available to them.

Throughout October the Team also delivered Fireworks talks to all high schools in the area and this was carried out in conjunction with Police Scotland and local Wardens. It was subsequently identified that there were no firework injuries in the targeted age group.

The Team are also engaged with East Renfrewshire Falls Advisory Group with a view to creating a partnership link to enable a referrals process for both the Group and SFRS.

In October Her Majesty's Fire Service Inspectorate published a Report on the audit of local service delivery in East Renfrewshire. As well as carrying out internal consultation with local SFRS personnel, engagement and feedback was also sought from external partners such as the Local Authority, Police Scotland and the Scottish Ambulance Service (SAS). The overall feedback both internally and externally was very positive and a copy of the full Report is attached as Appendix B.

A brief summary of the findings is as follows:

- The overall impression is that the SFRS is delivering satisfactory response and prevention and protection functions within the Area, albeit in a relatively low key operational context
- The Service has a long standing positive working relationship with the local authority and other local partners. More recently, relationships at a strategic level are perceived to be weaker
- There is good community relationship arrangements but less community safety activity than with other parts of the LSO area. This is a consequence of the relative needs of each area and not a criticism of service delivery within East Renfrewshire

- Fire safety enforcement is being effectively managed and there is good engagement and communication with duty holders
- Specifically in East Renfrewshire, there is the potential for Scrutiny Committee engagement to include the local Station Manager

An East Renfrewshire Local Authority engagement event took place on the 2nd December at Clarkston Community Fire Station. This provided local Councillors and other guests on the day with an opportunity to gain an insight into the role of the SFRS including local specialist resources available. The feedback on the day was very positive and it is hoped that another event can take place in the future. This engagement was also highlighted as good practice in the SFRS Corporate newsletter.

There is currently a partnership agreement between SFRS and SAS which allows SAS resources to be based within a Community Fire Station. Early stages of engagement has commenced with the potential for an ambulance and crew to be based at Clarkston to provide an even more effective emergency medical response to East Renfrewshire and the surrounding area.

In continuing to maintain an effective service delivery, a targeted approach to reduce the incident activity and increase performance will remain the focus of SFRS.

4. RECOMMENDATIONS

The Cabinet is asked to note the contents of this report and its appendices.

Appendix A- Performance Report Q3 (October to December) 2015/16
Appendix B – HMFSI Report East Renfrewshire



SCOTTISH
FIRE AND RESCUE SERVICE
 Working together for a safer Scotland

East Renfrewshire

W6 - Renfrewshire / & East / Inverclyde

Wards	6
Population*	91,030
Dwellings*	37,448
Hectares	17,379

* Source: GROS - General Register Office for Scotland
 (Mid yr est 2012)

Ward performance report

Report Period
Quarter
Q3
"
Report Type
Incidents/Casualties

DISCLAIMER

The figures included in this report are provisional and subject to change

as a result of quality assurance and review. The statistics quoted are internal management information published in the interests of transparency and openness.

The Scottish government publishes Official Statistics each year which allow for comparisons to be made over longer periods of time.

Please ensure any external partners in receipt of these reports are aware of this.

not protectively marked

Current month vs target* OR previous 3 yr rolling ave** (for period)

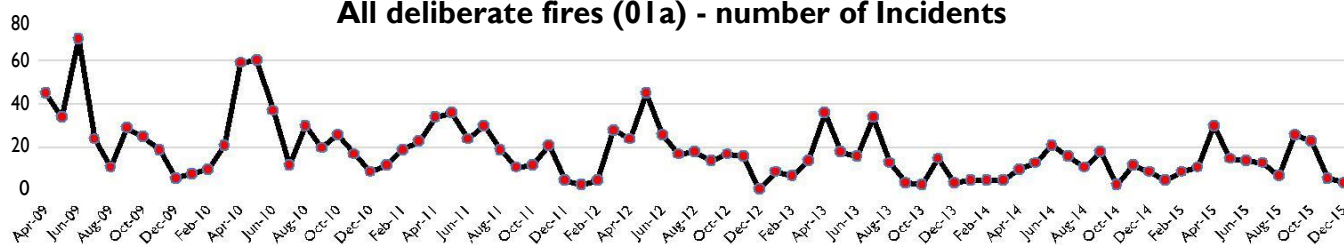
ID	Key Performance Indicators	Page	Target	Perf.%(+/-)	% Targets
01a	All deliberate fires	3	AVE.	24%	
01b	All deliberate primary fires	4	AVE.	50%	
01bi	All deliberate dwelling fires	5	AVE.	-100%	
01bii	All deliberate other building fires	6	AVE.	200%	
01biii	All deliberate vehicle fires	7	AVE.	-25%	
01biv	All deliberate 'other' primary fires	8	AVE.	200%	
01c	All deliberate secondary fires	9	AVE.	17%	
01ci	All deliberate secondary refuse fires	10	AVE.	-6%	
01cii	All deliberate secondary 'other' fires	11	AVE.	45%	
02a	All accidental fires	12	AVE.	-24%	
02b	All accidental primary fires	13	AVE.	-12%	
02bi	All accidental dwelling fires	14	DWELLING	-13%	-10%
02bii	All accidental other building fires	15	AVE.	125%	
02biii	All accidental vehicle fires	16	AVE.	-80%	
02biv	All accidental 'other' primary fires	17	AVE.	0%	
02c	All accidental secondary fires	18	AVE.	-100%	
02ci	All accidental secondary refuse fires	19	AVE.	-100%	
02cii	All accidental secondary 'other' fires	20	AVE.	-100%	
03a	All fire casualties (fatal & non-fatal (incl. p/c's))	21	AVE.	0%	
03ai	All fatal fire casualties	22	CASUALTY		-5%
03aii	Non-fatal fire casualties (excl. p/c's)	23	CASUALTY	20%	-5%
03aiii	Non-fatal fire casualties (incl. p/c's)	24	AVE.	-33%	
03bi	All fatal accidental dwell. fire casualties	25	CASUALTY		-5%
03bii	Non-fatal accidental dwell. fire casualties (excl. p/c's)	26	CASUALTY	100%	-5%
03biii	Non-fatal accidental dwell. fire casualties (incl. p/c's)	27	AVE.	-14%	
04a	Non domestic fires	28	NON DOM	125%	prev yr
5	Special Service - All	29	AVE.	75%	
05a	Special Service - RTCs	30	AVE.	69%	
05b	Special Service - Flooding	31	AVE.	-10%	
05c	Special Service - Extrication	32	AVE.	50%	
05d	Special Service - Others	33	AVE.	114%	
06a	Non-fatal casualties - RTCs	34	AVE.	64%	
06b	Fatal casualties - RTCs	35	AVE.		
10a	False Alarms - All	36	AVE.	23%	
10b	False Alarm - Good Intent	37	AVE.	28%	
10c	False Alarm - Malicious	38	AVE.	88%	
10d	False Alarm - Equipment failure	39	AVE.	19%	

All deliberate fires (01a) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	8	3	5	4	6	
Barrhead	18	24	8	8	16	
Giffnock and Thornliebank	2	5	3	6	5	
Netherlee, Stamperland and Williamwood	4	1	2	1	2	
Newton Mearns South	3	0	2	1	2	
Busby, Clarkston and Eaglesham	3	1	2	4	2	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	38	34	22	24	33	
Inverclyde	104	97	70	100	79	
Renfrewshire	183	164	105	118	118	
East Renfrewshire % of LSO Total	11.7%	11.5%	11.2%	9.9%	14.3%	

All deliberate fires (01a) - number of Incidents

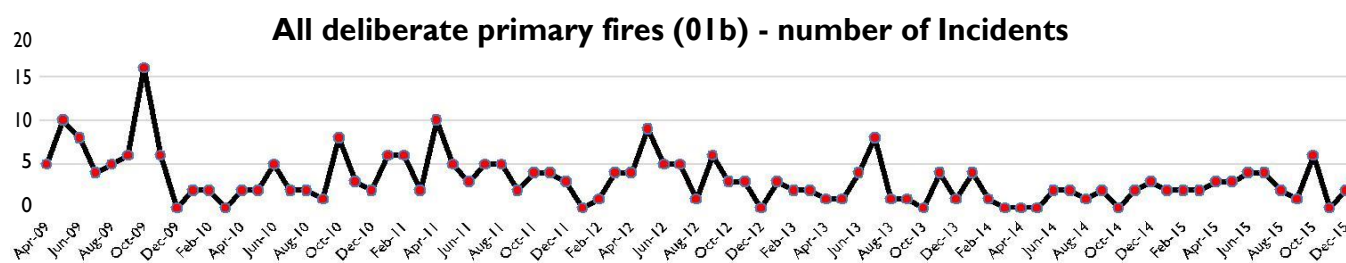


LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	198	171	165	122	132	
W2 - Glasgow City	764	719	625	613	658	
W3 - South Lanarkshire	264	304	234	191	167	
W4 - North Lanarkshire	539	450	363	310	363	
W5 - Ayrshire East / North / South	402	431	270	227	284	
W6 - Renfrewshire / & East / Inverclyde	325	295	197	242	230	
W7 - Dumfries & Galloway	45	31	24	23	32	
W6 % of SDA Total	13%	12%	10%	14%	12%	
Scotland	4588	3931	3193	3024	3263	

All deliberate primary fires (01b) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	2	1	2	0	2	
Barrhead	4	4	1	2	1	
Giffnock and Thornliebank	0	0	0	1	1	
Netherlee, Stamperland and Williamwood	1	1	0	0	0	
Newton Mearns South	3	0	2	1	2	
Busby, Clarkston and Eaglesham	1	0	0	1	2	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	11	6	5	5	8	
Inverclyde	26	9	17	21	12	
Renfrewshire	33	32	31	15	23	
<i>East Renfrewshire % of LSO Total</i>	<i>15.7%</i>	<i>12.8%</i>	<i>9.4%</i>	<i>12.2%</i>	<i>18.6%</i>	

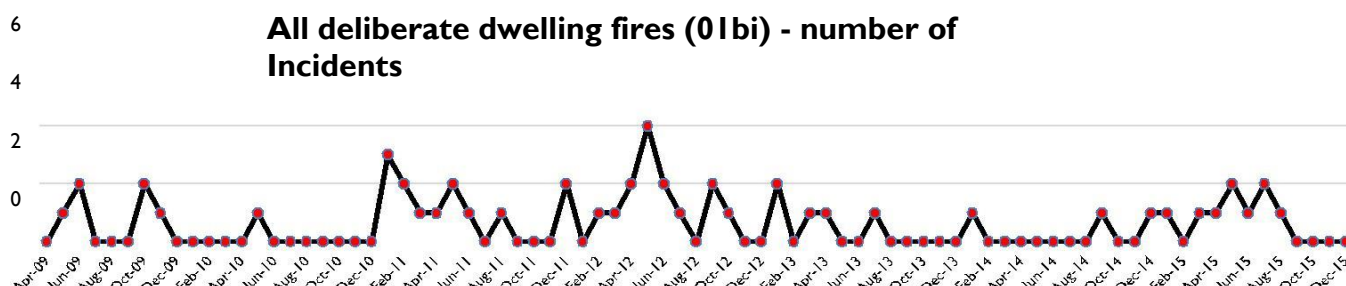


LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	40	33	37	19	26	
W2 - Glasgow City	184	112	123	103	130	
W3 - South Lanarkshire	45	43	24	42	31	
W4 - North Lanarkshire	104	69	55	47	42	
W5 - Ayrshire East / North / South	49	40	27	32	32	
W6 - Renfrewshire / & East / Inverclyde	70	47	53	41	43	
W7 - Dumfries & Galloway	16	8	7	3	8	
<i>W6 % of SDA Total</i>	<i>14%</i>	<i>13%</i>	<i>16%</i>	<i>14%</i>	<i>14%</i>	
Scotland	919	651	608	571	619	

All deliberate dwelling fires (01bi) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	1	0	0	0	0	
Barrhead	1	1	0	1	0	
Giffnock and Thornliebank	0	0	0	0	0	
Netherlee, Stamperland and Williamwood	0	0	0	0	0	
Newton Mearns South	0	0	0	0	0	
Busby, Clarkston and Eaglesham	0	0	0	0	0	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	2	1	0	1	0	
Inverclyde	6	2	7	7	5	
Renfrewshire	14	12	13	5	9	
East Renfrewshire % of LSO Total	9.1%	6.7%	0.0%	7.7%	0.0%	

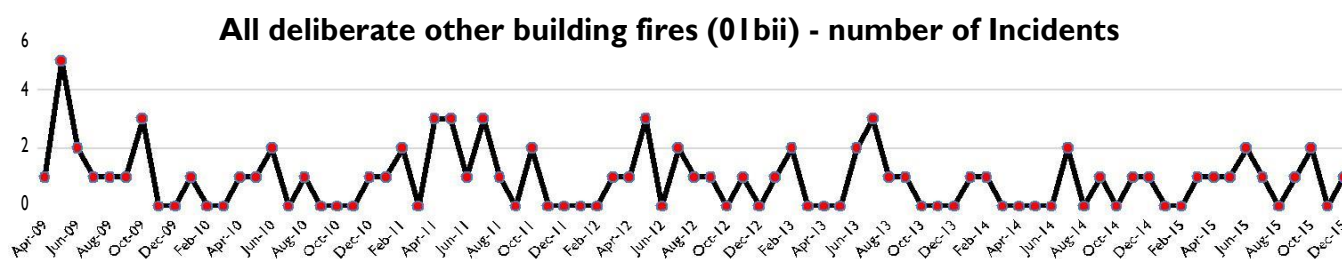


LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	16	14	12	7	3	
W2 - Glasgow City	81	37	44	29	43	
W3 - South Lanarkshire	15	10	6	10	7	
W4 - North Lanarkshire	28	20	11	21	16	
W5 - Ayrshire East / North / South	13	6	8	11	9	
W6 - Renfrewshire / & East / Inverclyde	22	15	20	13	14	
W7 - Dumfries & Galloway	2	1	1	1	3	
W6 % of SDA Total	12%	15%	20%	14%	15%	
Scotland	285	197	179	172	160	

All deliberate other building fires (01bii) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	0	0	0	0	1	
Barrhead	1	0	0	0	1	
Giffnock and Thornliebank	0	0	0	1	0	
Netherlee, Stamperland and Williamwood	0	1	0	0	0	
Newton Mearns South	0	0	0	1	1	
Busby, Clarkston and Eaglesham	1	0	0	0	0	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	2	1	0	2	3	
Inverclyde	7	1	3	4	3	
Renfrewshire	8	9	4	2	2	
East Renfrewshire % of LSO Total	11.8%	9.1%	0.0%	25.0%	37.5%	



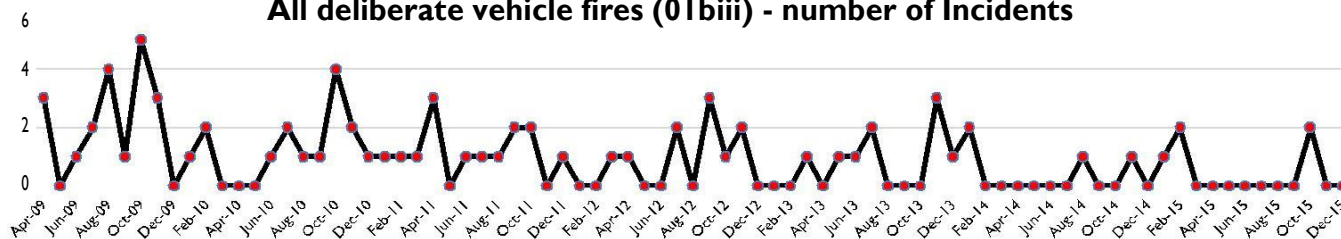
LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	3	5	10	5	7	
W2 - Glasgow City	27	24	26	21	22	
W3 - South Lanarkshire	11	14	7	12	7	
W4 - North Lanarkshire	21	16	13	9	8	
W5 - Ayrshire East / North / South	15	15	7	6	12	
W6 - Renfrewshire / & East / Inverclyde	17	11	7	8	8	
W7 - Dumfries & Galloway	10	3	2	2	4	
W6 % of SDA Total	16%	13%	10%	13%	12%	
Scotland	191	154	134	123	142	

All deliberate vehicle fires (01biii) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	1	1	1	0	0	
Barrhead	1	2	1	1	0	
Giffnock and Thornliebank	0	0	0	0	0	
Netherlee, Stamperland and Williamwood	0	0	0	0	0	
Newton Mearns South	1	0	2	0	0	
Busby, Clarkston and Eaglesham	0	0	0	0	2	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	3	3	4	1	2	
Inverclyde	9	4	3	5	4	
Renfrewshire	8	9	11	4	9	
<i>East Renfrewshire % of LSO Total</i>	<i>15.0%</i>	<i>18.8%</i>	<i>22.2%</i>	<i>10.0%</i>	<i>13.3%</i>	

All deliberate vehicle fires (01biii) - number of Incidents

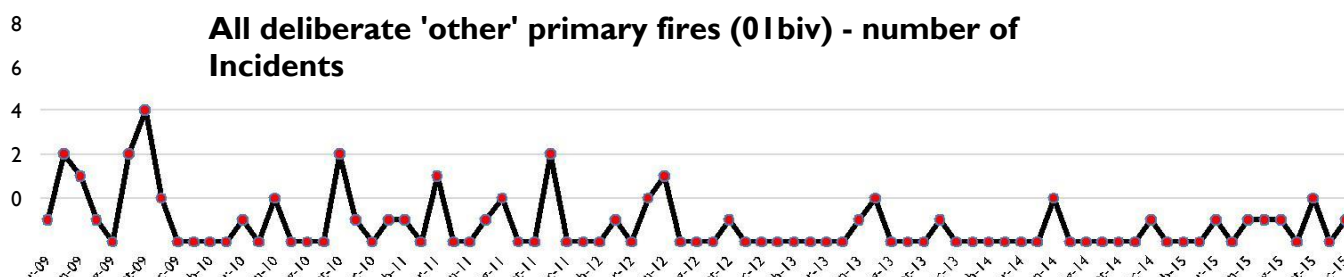


LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	17	11	12	7	13	
W2 - Glasgow City	57	28	43	41	52	
W3 - South Lanarkshire	14	10	7	15	14	
W4 - North Lanarkshire	39	22	22	12	13	
W5 - Ayrshire East / North / South	14	14	9	13	8	
W6 - Renfrewshire / & East / Inverclyde	20	16	18	10	15	
W7 - Dumfries & Galloway	3	3	4	0	1	
<i>W6 % of SDA Total</i>	<i>12%</i>	<i>15%</i>	<i>16%</i>	<i>10%</i>	<i>13%</i>	
Scotland	271	172	196	180	195	

All deliberate 'other' primary fires (01 biv) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	0	0	1	0	1	
Barrhead	1	1	0	0	0	
Giffnock and Thornliebank	0	0	0	0	1	
Netherlee, Stamperland and Williamwood	1	0	0	0	0	
Newton Mearns South	2	0	0	0	1	
Busby, Clarkston and Eaglesham	0	0	0	1	0	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	4	1	1	1	3	
Inverclyde	4	2	4	5	0	
Renfrewshire	3	2	3	4	3	
<i>East Renfrewshire % of LSO Total</i>	<i>36.4%</i>	<i>20.0%</i>	<i>12.5%</i>	<i>10.0%</i>	<i>50.0%</i>	

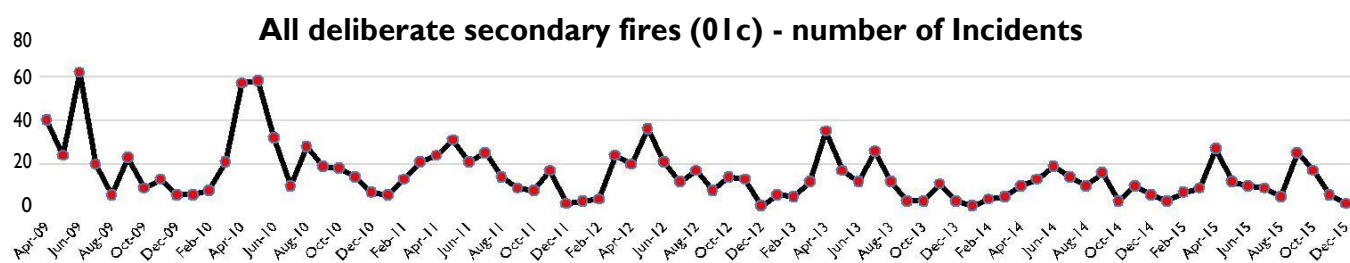


LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	4	3	3	0	3	
W2 - Glasgow City	19	23	10	12	13	
W3 - South Lanarkshire	5	9	4	5	3	
W4 - North Lanarkshire	16	11	9	5	5	
W5 - Ayrshire East / North / South	7	5	3	2	3	
W6 - Renfrewshire / & East / Inverclyde	11	5	8	10	6	
W7 - Dumfries & Galloway	1	1	0	0	0	
<i>W6 % of SDA Total</i>	<i>17%</i>	<i>9%</i>	<i>22%</i>	<i>29%</i>	<i>18%</i>	
Scotland	172	128	99	96	122	

All deliberate secondary fires (01c) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	6	2	3	4	4	
Barrhead	14	20	7	6	15	
Giffnock and Thornliebank	2	5	3	5	4	
Netherlee, Stamperland and Williamwood	3	0	2	1	2	
Newton Mearns South	0	0	0	0	0	
Busby, Clarkston and Eaglesham	2	1	2	3	0	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	27	28	17	19	25	
Inverclyde	78	88	53	79	67	
Renfrewshire	150	132	74	103	94	
<i>East Renfrewshire % of LSO Total</i>	<i>10.6%</i>	<i>11.3%</i>	<i>11.8%</i>	<i>9.5%</i>	<i>13.4%</i>	

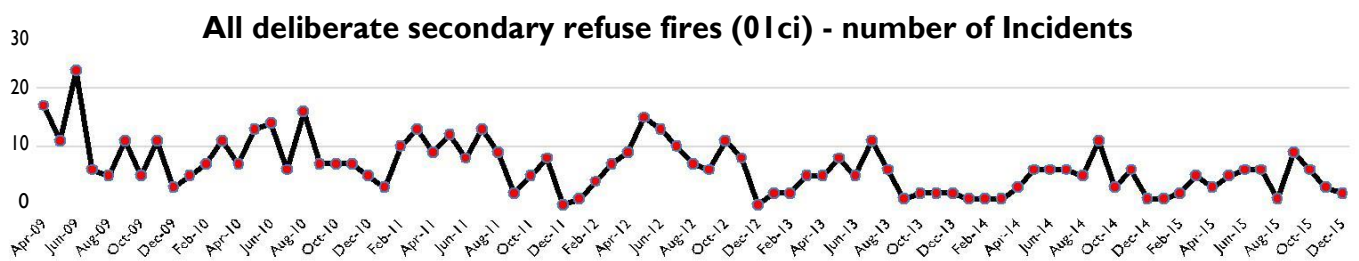


LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	157	138	128	103	106	
W2 - Glasgow City	580	607	502	510	527	
W3 - South Lanarkshire	219	261	210	149	136	
W4 - North Lanarkshire	435	381	308	263	321	
W5 - Ayrshire East / North / South	353	391	243	195	252	
W6 - Renfrewshire / & East / Inverclyde	255	248	144	201	186	
W7 - Dumfries & Galloway	29	23	17	20	24	
<i>W6 % of SDA Total</i>	<i>13%</i>	<i>12%</i>	<i>9%</i>	<i>14%</i>	<i>12%</i>	
Scotland	3668	3280	2585	2452	2642	

All deliberate secondary refuse fires (01ci) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	1	1	0	1	3	
Barrhead	8	16	2	4	7	
Giffnock and Thornliebank	0	2	2	4	0	
Netherlee, Stamperland and Williamwood	2	0	0	0	1	
Newton Mearns South	0	0	0	0	0	
Busby, Clarkston and Eaglesham	2	0	2	1	0	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	13	19	6	10	11	
Inverclyde	50	58	28	54	43	
Renfrewshire	84	85	48	71	46	
East Renfrewshire % of LSO Total	8.8%	11.7%	7.3%	7.4%	11.0%	

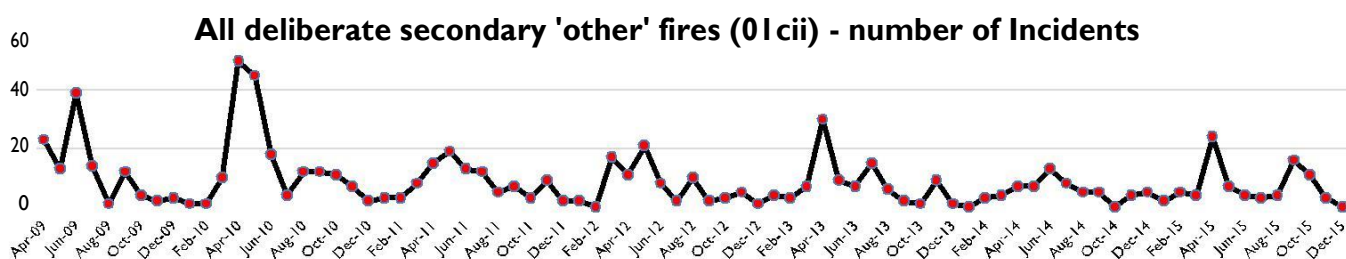


LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	93	73	92	58	57	
W2 - Glasgow City	361	410	348	375	374	
W3 - South Lanarkshire	152	185	145	102	90	
W4 - North Lanarkshire	268	240	222	167	215	
W5 - Ayrshire East / North / South	196	212	153	115	154	
W6 - Renfrewshire / & East / Inverclyde	147	162	82	135	100	
W7 - Dumfries & Galloway	27	15	14	12	17	
W6 % of SDA Total	12%	12%	8%	14%	10%	
Scotland	2330	2086	1676	1640	1622	

All deliberate secondary 'other' fires (01cii) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	5	1	3	3	1	
Barrhead	6	4	5	2	8	
Giffnock and Thornliebank	2	3	1	1	4	
Netherlee, Stamperland and Williamwood	1	0	2	1	1	
Newton Mearns South	0	0	0	0	0	
Busby, Clarkston and Eaglesham	0	1	0	2	0	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	14	9	11	9	14	
Inverclyde	28	30	25	25	24	
Renfrewshire	66	47	26	32	48	
<i>East Renfrewshire % of LSO Total</i>	<i>13.0%</i>	<i>10.5%</i>	<i>17.7%</i>	<i>13.6%</i>	<i>16.3%</i>	



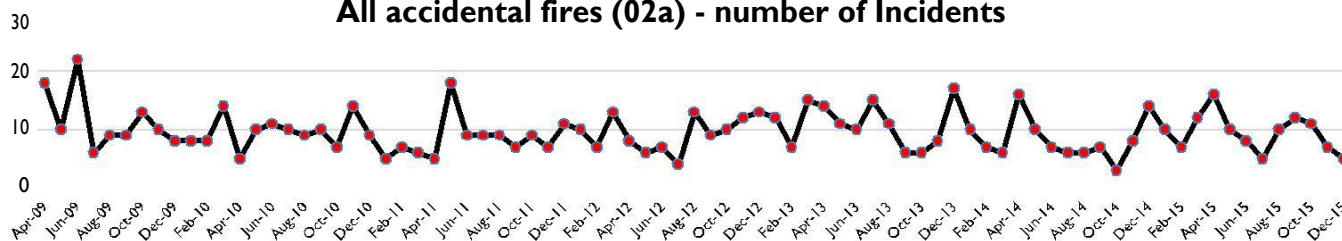
LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	64	65	36	45	49	
W2 - Glasgow City	219	197	154	135	153	
W3 - South Lanarkshire	67	76	65	47	46	
W4 - North Lanarkshire	167	141	86	96	106	
W5 - Ayrshire East / North / South	157	179	90	80	98	
W6 - Renfrewshire / & East / Inverclyde	108	86	62	66	86	
W7 - Dumfries & Galloway	2	8	3	8	7	
<i>W6 % of SDA Total</i>	<i>14%</i>	<i>11%</i>	<i>13%</i>	<i>14%</i>	<i>16%</i>	
Scotland	1338	1194	909	812	1020	

All accidental fires (02a) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	6	6	7	0	6	
Barrhead	4	8	8	8	9	
Giffnock and Thornliebank	1	5	6	4	3	
Netherlee, Stamperland and Williamwood	5	4	5	7	1	
Newton Mearns South	6	9	2	2	2	
Busby, Clarkston and Eaglesham	5	3	3	4	2	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	27	35	31	25	23	
Inverclyde	31	31	43	32	39	
Renfrewshire	85	93	86	94	84	
East Renfrewshire % of LSO Total	18.9%	22.0%	19.4%	16.6%	15.8%	

All accidental fires (02a) - number of Incidents

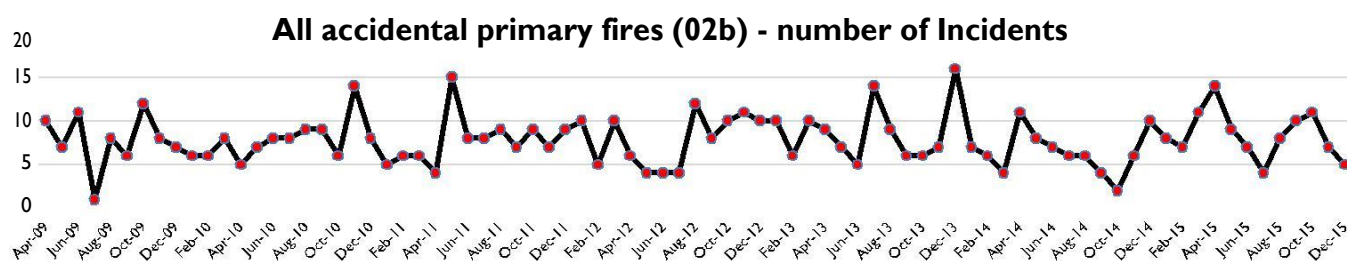


LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	146	157	144	123	128	
W2 - Glasgow City	390	365	359	352	362	
W3 - South Lanarkshire	97	136	99	129	119	
W4 - North Lanarkshire	139	127	121	124	117	
W5 - Ayrshire East / North / South	163	152	181	173	167	
W6 - Renfrewshire / & East / Inverclyde	143	159	160	151	146	
W7 - Dumfries & Galloway	75	86	90	86	71	
W6 % of SDA Total	12%	13%	14%	13%	13%	
Scotland	2824	2914	2792	2770	2713	

All accidental primary fires (02b) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	6	6	7	0	6	
Barrhead	4	6	8	5	9	
Giffnock and Thornliebank	1	5	6	4	3	
Netherlee, Stamperland and Williamwood	5	4	3	5	1	
Newton Mearns South	6	7	2	1	2	
Busby, Clarkston and Eaglesham	3	3	3	3	2	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	25	31	29	18	23	
Inverclyde	27	30	36	29	36	
Renfrewshire	77	86	78	81	72	
East Renfrewshire % of LSO Total	19.4%	21.1%	20.3%	14.1%	17.6%	



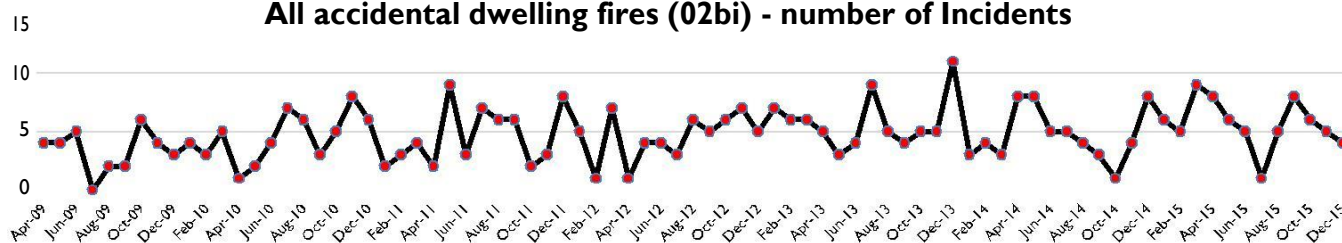
LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	110	118	97	94	108	
W2 - Glasgow City	366	329	327	316	335	
W3 - South Lanarkshire	84	117	83	116	106	
W4 - North Lanarkshire	124	112	106	119	108	
W5 - Ayrshire East / North / South	127	122	139	133	143	
W6 - Renfrewshire / & East / Inverclyde	129	147	143	128	131	
W7 - Dumfries & Galloway	43	55	51	43	45	
W6 % of SDA Total	13%	15%	15%	13%	13%	
Scotland	2116	2180	2060	2079	2079	

All accidental dwelling fires (02bi) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	2	3	6	0	4	
Barrhead	3	4	6	4	6	
Giffnock and Thornliebank	1	5	5	2	3	
Netherlee, Stamperland and Williamwood	3	3	2	4	1	
Newton Mearns South	3	3	1	0	1	
Busby, Clarkston and Eaglesham	1	0	1	3	0	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	13	18	21	13	15	
Inverclyde	19	19	27	20	25	
Renfrewshire	50	66	52	57	49	
East Renfrewshire % of LSO Total	15.9%	17.5%	21.0%	14.4%	16.9%	

All accidental dwelling fires (02bi) - number of Incidents



LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	66	63	58	64	63	
W2 - Glasgow City	219	215	205	191	227	
W3 - South Lanarkshire	52	80	59	73	72	
W4 - North Lanarkshire	84	79	67	74	73	
W5 - Ayrshire East / North / South	81	73	86	84	92	
W6 - Renfrewshire / & East / Inverclyde	82	103	100	90	89	
W7 - Dumfries & Galloway	22	29	27	25	23	
W6 % of SDA Total	14%	16%	17%	15%	14%	
Scotland	1290	1364	1273	1262	1311	

All accidental other building fires (02bii) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	2	0	0	0	2	
Barrhead	0	0	1	1	2	
Giffnock and Thornliebank	0	0	0	1	0	
Netherlee, Stamperland and Williamwood	1	1	1	0	0	
Newton Mearns South	0	0	0	0	0	
Busby, Clarkston and Eaglesham	2	2	1	0	2	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	5	3	3	2	6	
Inverclyde	6	6	4	6	7	
Renfrewshire	18	12	12	18	16	
<i>East Renfrewshire % of LSO Total</i>	<i>17.2%</i>	<i>14.3%</i>	<i>15.8%</i>	<i>7.7%</i>	<i>20.7%</i>	

All accidental other building fires (02bii) - number of Incidents

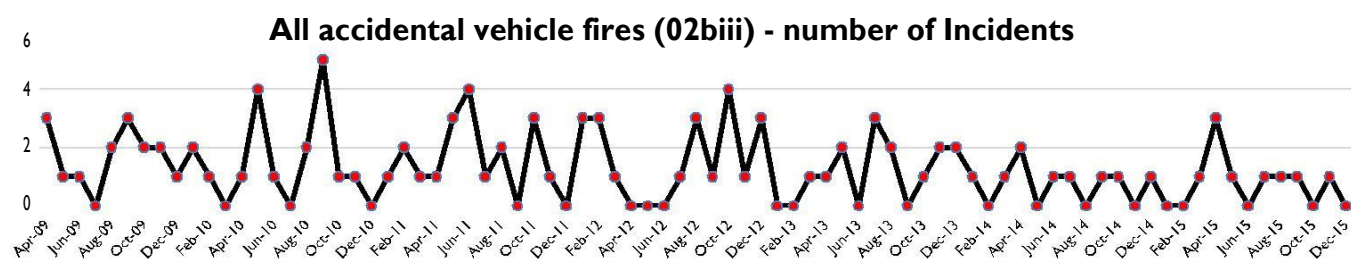


LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	26	33	16	16	27	
W2 - Glasgow City	102	82	84	89	61	
W3 - South Lanarkshire	17	13	11	17	17	
W4 - North Lanarkshire	20	15	19	21	22	
W5 - Ayrshire East / North / South	24	27	27	26	32	
W6 - Renfrewshire / & East / Inverclyde	29	21	19	26	29	
W7 - Dumfries & Galloway	10	16	11	10	10	
<i>W6 % of SDA Total</i>	<i>13%</i>	<i>10%</i>	<i>10%</i>	<i>13%</i>	<i>15%</i>	
Scotland	483	455	413	476	448	

All accidental vehicle fires (02biii) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	2	1	1	0	0	
Barrhead	1	2	1	0	0	
Giffnock and Thornliebank	0	0	1	1	0	
Netherlee, Stamperland and Williamwood	0	0	0	0	0	
Newton Mearns South	1	4	1	1	1	
Busby, Clarkston and Eaglesham	0	1	1	0	0	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	4	8	5	2	1	
Inverclyde	2	5	5	2	2	
Renfrewshire	9	6	14	5	6	
East Renfrewshire % of LSO Total	26.7%	42.1%	20.8%	22.2%	11.1%	

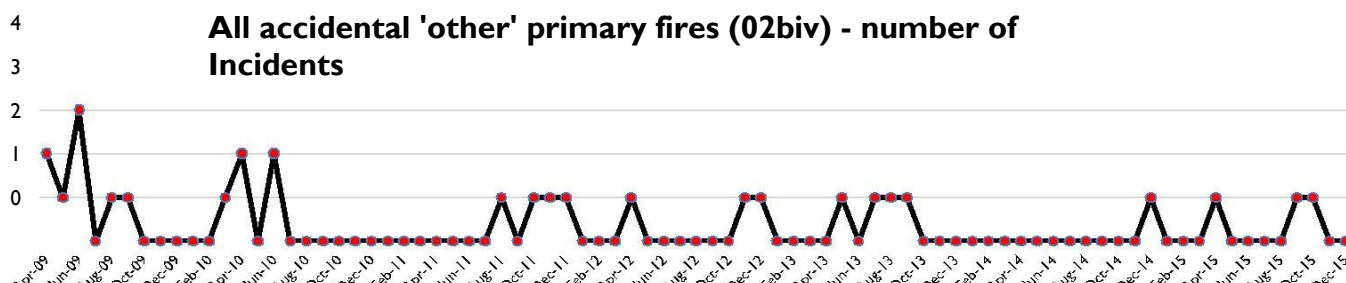


LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	14	19	17	12	13	
W2 - Glasgow City	39	27	33	32	38	
W3 - South Lanarkshire	13	23	10	23	17	
W4 - North Lanarkshire	18	17	18	22	12	
W5 - Ayrshire East / North / South	20	18	17	14	18	
W6 - Renfrewshire / & East / Inverclyde	15	19	24	9	9	
W7 - Dumfries & Galloway	9	9	9	8	10	
W6 % of SDA Total	12%	14%	19%	8%	8%	
Scotland	269	303	294	266	252	

All accidental 'other' primary fires (02biv) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	0	2	0	0	0	
Barrhead	0	0	0	0	1	
Giffnock and Thornliebank	0	0	0	0	0	
Netherlee, Stamperland and Williamwood	1	0	0	1	0	
Newton Mearns South	2	0	0	0	0	
Busby, Clarkston and Eaglesham	0	0	0	0	0	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	3	2	0	1	1	
Inverclyde	0	0	0	1	2	
Renfrewshire	0	2	0	1	1	
East Renfrewshire % of LSO Total	100.0%	50.0%	#DIV/0!	33.3%	25.0%	



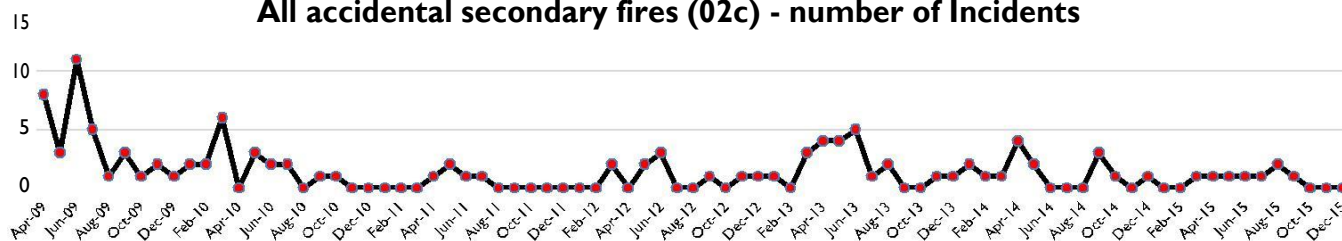
LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	4	3	6	2	5	
W2 - Glasgow City	6	5	5	4	9	
W3 - South Lanarkshire	2	1	3	3	0	
W4 - North Lanarkshire	2	1	2	2	1	
W5 - Ayrshire East / North / South	2	4	9	9	1	
W6 - Renfrewshire / & East / Inverclyde	3	4	0	3	4	
W7 - Dumfries & Galloway	2	1	4	0	2	
W6 % of SDA Total	14%	21%	0%	13%	18%	
Scotland	74	58	80	75	68	

All accidental secondary fires (02c) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	0	0	0	0	0	
Barrhead	0	1	0	2	0	
Giffnock and Thornliebank	0	0	0	0	0	
Netherlee, Stamperland and Williamwood	0	0	2	0	0	
Newton Mearns South	0	1	0	0	0	
Busby, Clarkston and Eaglesham	0	0	0	0	0	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	0	2	2	2	0	
Inverclyde	2	1	7	2	2	
Renfrewshire	7	5	7	12	9	
East Renfrewshire % of LSO Total	0.0%	25.0%	12.5%	12.5%	0.0%	

All accidental secondary fires (02c) - number of Incidents

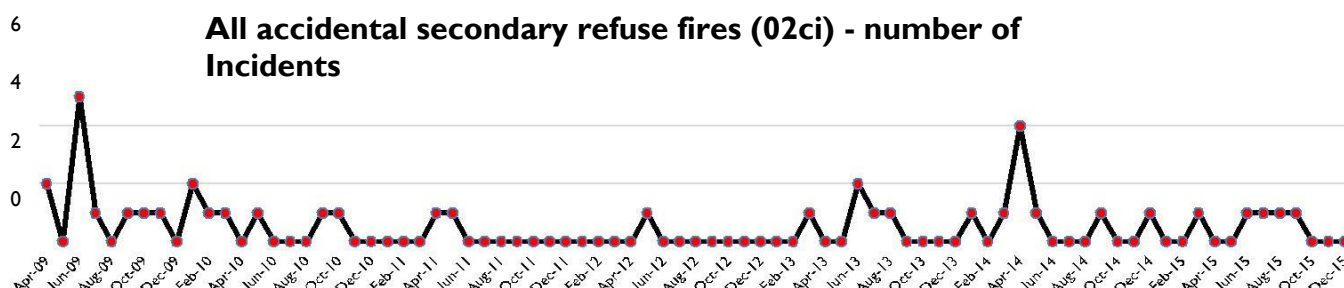


LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	9	11	15	12	8	
W2 - Glasgow City	23	34	27	34	26	
W3 - South Lanarkshire	6	15	9	9	10	
W4 - North Lanarkshire	12	13	15	4	8	
W5 - Ayrshire East / North / South	15	19	26	15	11	
W6 - Renfrewshire / & East / Inverclyde	9	8	16	16	11	
W7 - Dumfries & Galloway	18	8	19	14	13	
W6 % of SDA Total	10%	7%	13%	15%	13%	
Scotland	319	337	394	381	428	

All accidental secondary refuse fires (02ci) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	0	0	0	0	0	
Barrhead	0	0	0	1	0	
Giffnock and Thornliebank	0	0	0	0	0	
Netherlee, Stamperland and Williamwood	0	0	0	0	0	
Newton Mearns South	0	0	0	0	0	
Busby, Clarkston and Eaglesham	0	0	0	0	0	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	0	0	0	1	0	
Inverclyde	0	1	2	1	2	
Renfrewshire	4	1	5	8	7	
East Renfrewshire % of LSO Total	0.0%	0.0%	0.0%	10.0%	0.0%	

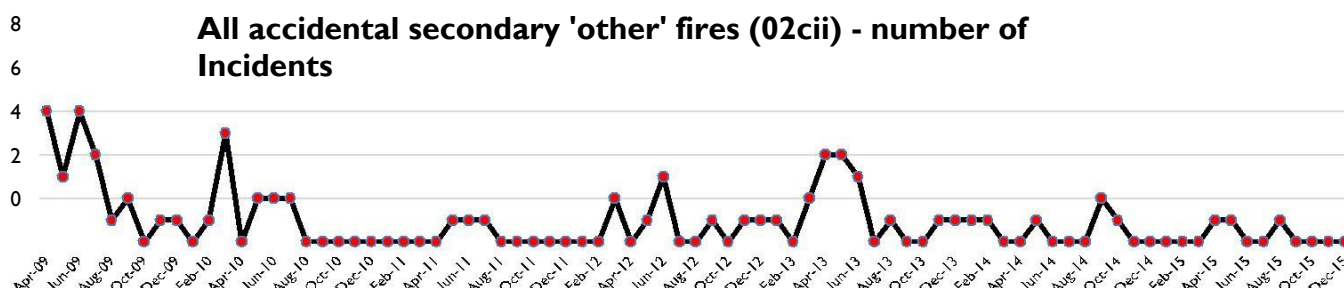


LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	1	5	3	5	1	
W2 - Glasgow City	19	26	20	28	20	
W3 - South Lanarkshire	3	8	4	3	4	
W4 - North Lanarkshire	4	9	7	4	2	
W5 - Ayrshire East / North / South	6	6	12	2	4	
W6 - Renfrewshire / & East / Inverclyde	4	2	7	10	9	
W7 - Dumfries & Galloway	12	4	13	10	3	
W6 % of SDA Total	8%	3%	11%	16%	21%	
Scotland	173	192	205	232	216	

All accidental secondary 'other' fires (02cii) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	0	0	0	0	0	
Barrhead	0	1	0	1	0	
Giffnock and Thornliebank	0	0	0	0	0	
Netherlee, Stamperland and Williamwood	0	0	2	0	0	
Newton Mearns South	0	1	0	0	0	
Busby, Clarkston and Eaglesham	0	0	0	0	0	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	0	2	2	1	0	
Inverclyde	2	0	5	1	0	
Renfrewshire	3	4	2	4	2	
East Renfrewshire % of LSO Total	0.0%	33.3%	22.2%	16.7%	0.0%	



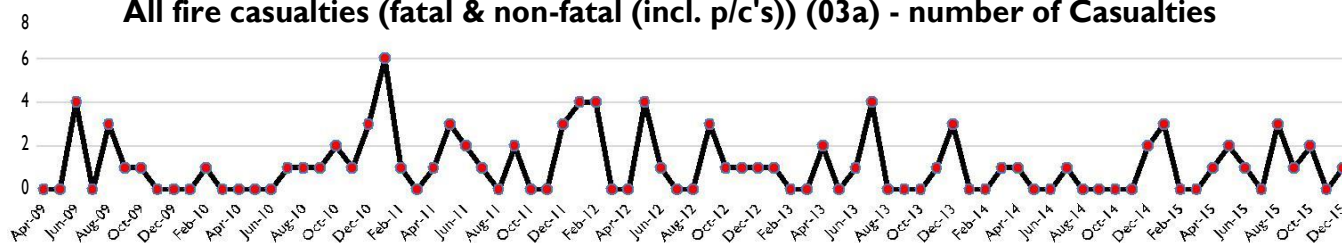
LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	8	6	12	7	7	
W2 - Glasgow City	4	8	7	6	6	
W3 - South Lanarkshire	3	7	5	6	6	
W4 - North Lanarkshire	8	4	8	0	6	
W5 - Ayrshire East / North / South	9	13	14	13	7	
W6 - Renfrewshire / & East / Inverclyde	5	6	9	6	2	
W7 - Dumfries & Galloway	6	4	6	4	10	
W6 % of SDA Total	12%	13%	15%	14%	5%	
Scotland	146	145	189	149	212	

All fire casualties (fatal & non-fatal (incl. p/c's)) (03a) - number of Casualties

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	0	0	1	0	1	
Barrhead	1	2	2	1	1	
Giffnock and Thornliebank	0	1	0	0	1	
Netherlee, Stamperland and Williamwood	1	0	0	0	0	
Newton Mearns South	1	0	0	0	0	
Busby, Clarkston and Eaglesham	0	0	1	1	0	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	3	3	4	2	3	
Inverclyde	4	2	9	6	9	
Renfrewshire	11	21	16	7	9	
<i>East Renfrewshire % of LSO Total</i>	<i>16.7%</i>	<i>11.5%</i>	<i>13.8%</i>	<i>13.3%</i>	<i>14.3%</i>	

All fire casualties (fatal & non-fatal (incl. p/c's)) (03a) - number of Casualties

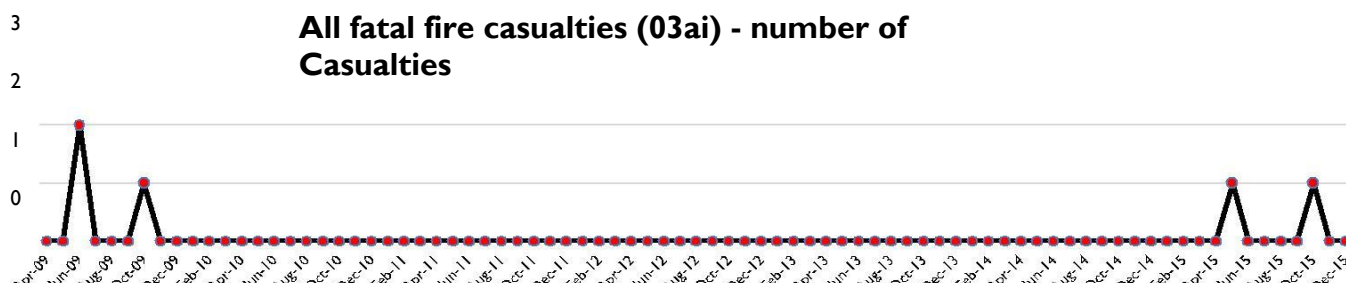


LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	11	12	9	10	5	
W2 - Glasgow City	61	42	55	26	45	
W3 - South Lanarkshire	11	36	21	20	18	
W4 - North Lanarkshire	36	27	22	14	20	
W5 - Ayrshire East / North / South	23	17	7	28	25	
W6 - Renfrewshire / & East / Inverclyde	18	26	29	15	21	
W7 - Dumfries & Galloway	4	7	6	3	5	
<i>W6 % of SDA Total</i>	<i>11%</i>	<i>16%</i>	<i>19%</i>	<i>13%</i>	<i>15%</i>	
Scotland	442	374	318	282	283	

All fatal fire casualties (03ai) - number of Casualties

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	0	0	0	0	1	
Barrhead	0	0	0	0	0	
Giffnock and Thornliebank	0	0	0	0	0	
Netherlee, Stamperland and Williamwood	0	0	0	0	0	
Newton Mearns South	0	0	0	0	0	
Busby, Clarkston and Eaglesham	0	0	0	0	0	

Council area totals within LSO	0	0	0	0	1	
East Renfrewshire	0	0	0	0	1	
Inverclyde	0	0	0	0	0	
Renfrewshire	0	0	0	0	0	
East Renfrewshire % of LSO Total	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	

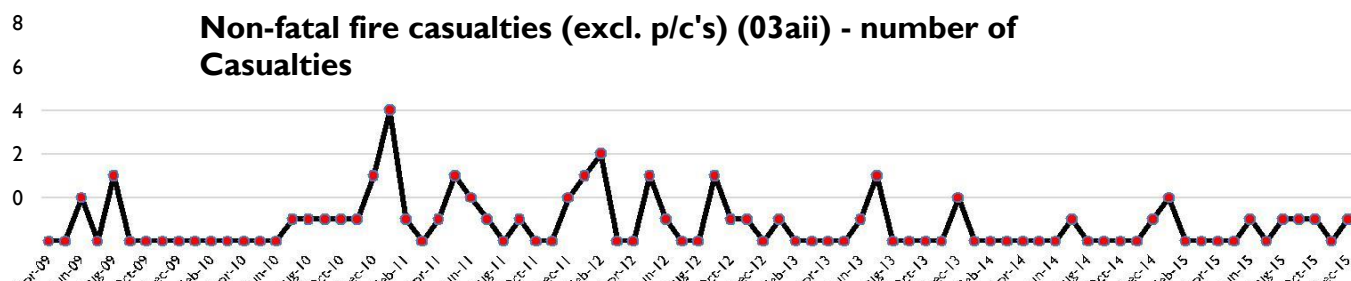


LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	0	1	0	0	0	
W2 - Glasgow City	2	2	1	0	0	
W3 - South Lanarkshire	1	3	2	0	0	
W4 - North Lanarkshire	0	0	0	1	0	
W5 - Ayrshire East / North / South	4	0	0	1	0	
W6 - Renfrewshire / & East / Inverclyde	0	0	0	0	1	
W7 - Dumfries & Galloway	0	0	0	1	1	
W6 % of SDA Total	0%	0%	0%	0%	50%	
Scotland	15	12	9	7	8	

Non-fatal fire casualties (excl. p/c's) (03aii) - number of Casualties

	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	0	0	1	0	0	
Barrhead	0	1	1	0	1	
Giffnock and Thornliebank	0	1	0	0	1	
Netherlee, Stamperland and Williamwood	1	0	0	0	0	
Newton Mearns South	1	0	0	0	0	
Busby, Clarkston and Eaglesham	0	0	0	1	0	

Council area totals within LSO	2	2	2	1	2	
East Renfrewshire	2	2	2	1	2	
Inverclyde	3	2	8	6	8	
Renfrewshire	8	11	12	5	5	
<i>East Renfrewshire % of LSO Total</i>	<i>15.4%</i>	<i>13.3%</i>	<i>9.1%</i>	<i>8.3%</i>	<i>13.3%</i>	

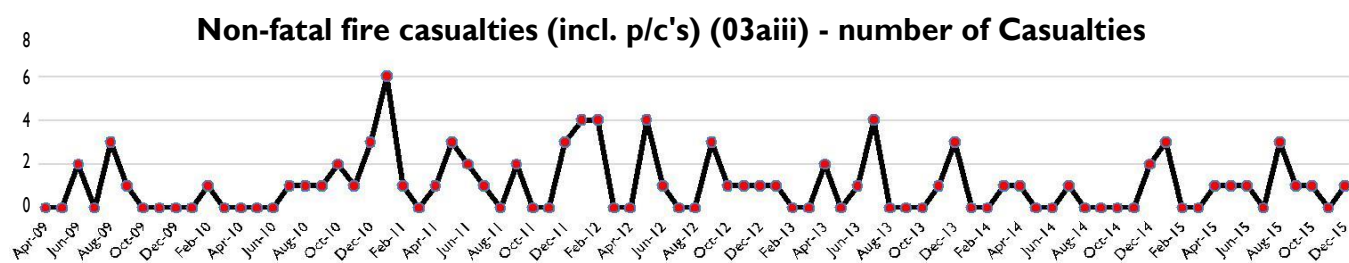


LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	8	5	8	6	3	
W2 - Glasgow City	42	24	39	12	31	
W3 - South Lanarkshire	9	18	15	7	11	
W4 - North Lanarkshire	25	13	11	11	11	
W5 - Ayrshire East / North / South	16	9	6	18	23	
W6 - Renfrewshire / & East / Inverclyde	13	15	22	12	15	
W7 - Dumfries & Galloway	4	6	3	2	4	
<i>W6 % of SDA Total</i>	<i>11%</i>	<i>17%</i>	<i>21%</i>	<i>18%</i>	<i>15%</i>	
Scotland	330	267	245	200	207	

Non-fatal fire casualties (incl. p/c's) (03aiii) - number of Casualties

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston, Uplawmoor and Newton Mearns North	0	0	1	0	0	
Barrhead	1	2	2	1	1	
Giffnock and Thornliebank	0	1	0	0	1	
Netherlee, Stamperland and Williamwood	1	0	0	0	0	
Newton Mearns South	1	0	0	0	0	
Busby, Clarkston and Eaglesham	0	0	1	1	0	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	3	3	4	2	2	
Inverclyde	4	2	9	6	9	
Renfrewshire	11	21	16	7	9	
<i>East Renfrewshire % of LSO Total</i>	<i>16.7%</i>	<i>11.5%</i>	<i>13.8%</i>	<i>13.3%</i>	<i>10.0%</i>	

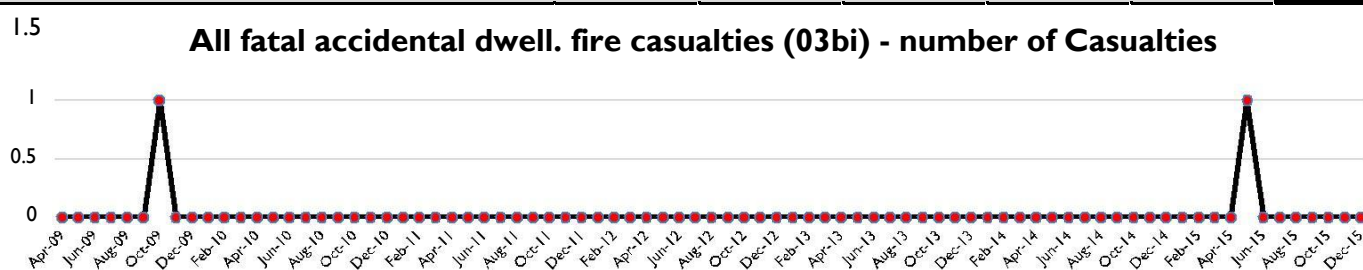


LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	11	11	9	10	5	
W2 - Glasgow City	59	40	54	26	45	
W3 - South Lanarkshire	10	33	19	20	18	
W4 - North Lanarkshire	36	27	22	13	20	
W5 - Ayrshire East / North / South	19	17	7	27	25	
W6 - Renfrewshire / & East / Inverclyde	18	26	29	15	20	
W7 - Dumfries & Galloway	4	7	6	2	4	
<i>W6 % of SDA Total</i>	<i>11%</i>	<i>16%</i>	<i>20%</i>	<i>13%</i>	<i>15%</i>	
Scotland	427	362	309	275	275	

All fatal accidental dwell. fire casualties (03bi) - number of Casualties

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	0	0	0	0	0	
Barrhead	0	0	0	0	0	
Giffnock and Thornliebank	0	0	0	0	0	
Netherlee, Stamperland and Williamwood	0	0	0	0	0	
Newton Mearns South	0	0	0	0	0	
Busby, Clarkston and Eaglesham	0	0	0	0	0	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	0	0	0	0	0	
Inverclyde	0	0	0	0	0	
Renfrewshire	0	0	0	0	0	
East Renfrewshire % of LSO Total	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	

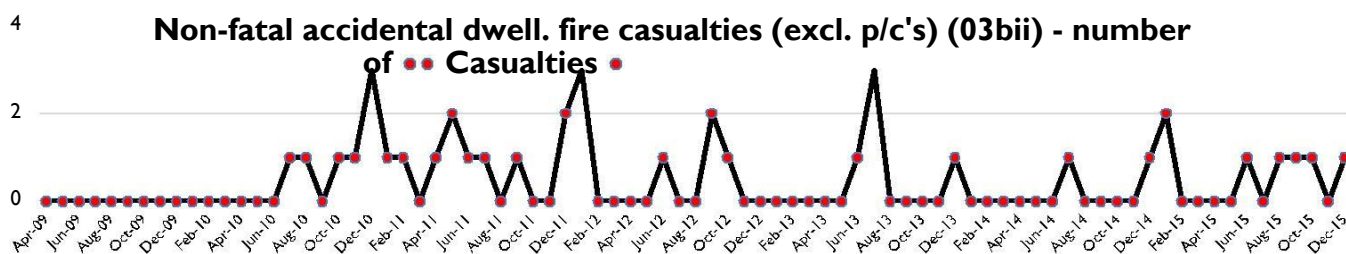


LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	0	1	0	0	0	
W2 - Glasgow City	1	2	1	0	0	
W3 - South Lanarkshire	1	3	2	0	0	
W4 - North Lanarkshire	0	0	0	1	0	
W5 - Ayrshire East / North / South	3	0	0	1	0	
W6 - Renfrewshire / & East / Inverclyde	0	0	0	0	0	
W7 - Dumfries & Galloway	0	0	0	1	1	
W6 % of SDA Total	0%	0%	0%	0%	0%	
Scotland	13	11	8	7	6	

Non-fatal accidental dwell. fire casualties (excl. p/c's) (03bii) - number of Casualties

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	0	0	1	0	0	
Barrhead	0	0	0	0	1	
Giffnock and Thornliebank	0	1	0	0	1	
Netherlee, Stamperland and Williamwood	1	0	0	0	0	
Newton Mearns South	1	0	0	0	0	
Busby, Clarkston and Eaglesham	0	0	0	1	0	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	2	1	1	1	2	
Inverclyde	1	2	5	5	4	
Renfrewshire	7	10	11	3	3	
<i>East Renfrewshire % of LSO Total</i>	<i>20.0%</i>	<i>7.7%</i>	<i>5.9%</i>	<i>11.1%</i>	<i>22.2%</i>	

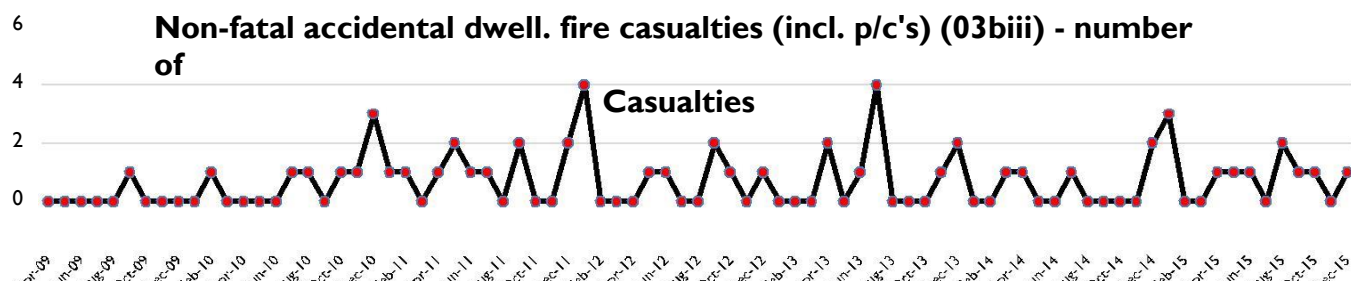


LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	7	5	5	3	2	
W2 - Glasgow City	25	20	38	7	23	
W3 - South Lanarkshire	6	11	14	5	7	
W4 - North Lanarkshire	21	10	9	5	8	
W5 - Ayrshire East / North / South	12	8	6	12	20	
W6 - Renfrewshire / & East / Inverclyde	10	13	17	9	9	
W7 - Dumfries & Galloway	4	5	2	2	1	
<i>W6 % of SDA Total</i>	<i>12%</i>	<i>18%</i>	<i>19%</i>	<i>21%</i>	<i>13%</i>	
Scotland	221	206	197	145	146	

Non-fatal accidental dwell. fire casualties (incl. p/c's) (03biii) - number of Casualties

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	0	0	1	0	0	
Barrhead	0	1	1	1	1	
Giffnock and Thornliebank	0	1	0	0	1	
Netherlee, Stamperland and Williamwood	1	0	0	0	0	
Newton Mearns South	1	0	0	0	0	
Busby, Clarkston and Eaglesham	0	0	1	1	0	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	2	2	3	2	2	
Inverclyde	2	2	6	5	5	
Renfrewshire	10	18	14	5	7	
<i>East Renfrewshire % of LSO Total</i>	<i>14.3%</i>	<i>9.1%</i>	<i>13.0%</i>	<i>16.7%</i>	<i>14.3%</i>	



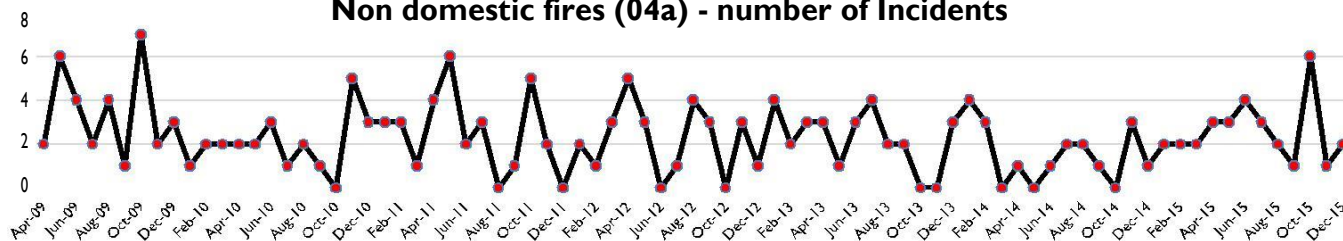
LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	9	11	6	7	4	
W2 - Glasgow City	38	33	52	18	32	
W3 - South Lanarkshire	7	24	17	14	12	
W4 - North Lanarkshire	28	21	16	7	12	
W5 - Ayrshire East / North / South	15	12	7	20	22	
W6 - Renfrewshire / & East / Inverclyde	14	22	23	12	14	
W7 - Dumfries & Galloway	4	6	5	2	1	
<i>W6 % of SDA Total</i>	<i>12%</i>	<i>17%</i>	<i>18%</i>	<i>15%</i>	<i>14%</i>	
Scotland	288	284	247	207	199	

Non domestic fires (04a) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	2	0	0	0	3	
Barrhead	1	0	1	1	3	
Giffnock and Thornliebank	0	0	0	2	0	
Netherlee, Stamperland and Williamwood	1	2	1	0	0	
Newton Mearns South	0	0	0	1	1	
Busby, Clarkston and Eaglesham	3	2	1	0	2	

Council area totals within LSO	7	4	3	4	9	
East Renfrewshire	7	4	3	4	9	
Inverclyde	13	7	7	10	10	
Renfrewshire	26	21	16	20	18	
East Renfrewshire % of LSO Total	15.2%	12.5%	11.5%	11.8%	24.3%	

Non domestic fires (04a) - number of Incidents

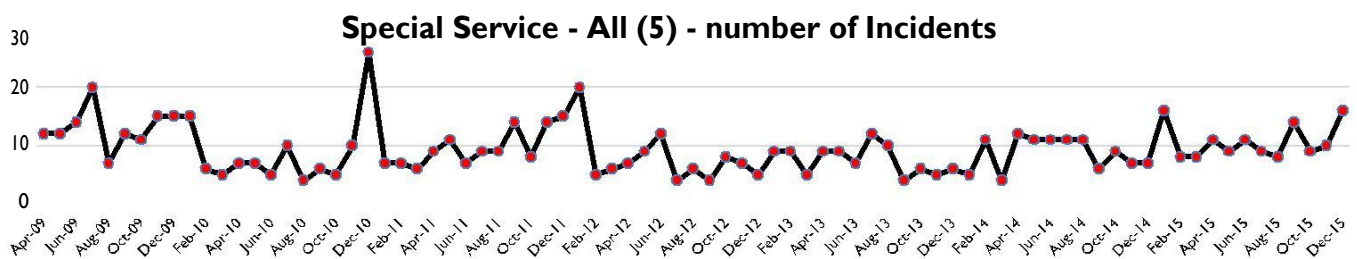


LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	29	38	25	21	34	
W2 - Glasgow City	129	106	109	110	83	
W3 - South Lanarkshire	28	27	18	29	24	
W4 - North Lanarkshire	41	31	32	30	30	
W5 - Ayrshire East / North / South	39	41	34	32	44	
W6 - Renfrewshire / & East / Inverclyde	46	32	26	34	37	
W7 - Dumfries & Galloway	20	19	13	11	14	
W6 % of SDA Total	14%	11%	10%	13%	14%	
Scotland	671	608	543	596	588	

Special Service - All (5) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston, Uplawmoor and Newton Mearns North	9	8	3	5	7	
Barrhead	3	2	4	8	5	
Giffnock and Thornliebank	3	2	3	5	5	
Netherlee, Stamperland and Williamwood	8	2	2	3	8	
Newton Mearns South	8	3	3	2	3	
Busby, Clarkston and Eaglesham	6	3	2	0	7	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	37	20	17	23	35	
Inverclyde	71	51	52	53	53	
Renfrewshire	112	78	92	98	140	
East Renfrewshire % of LSO Total	16.8%	13.4%	10.6%	13.2%	15.4%	



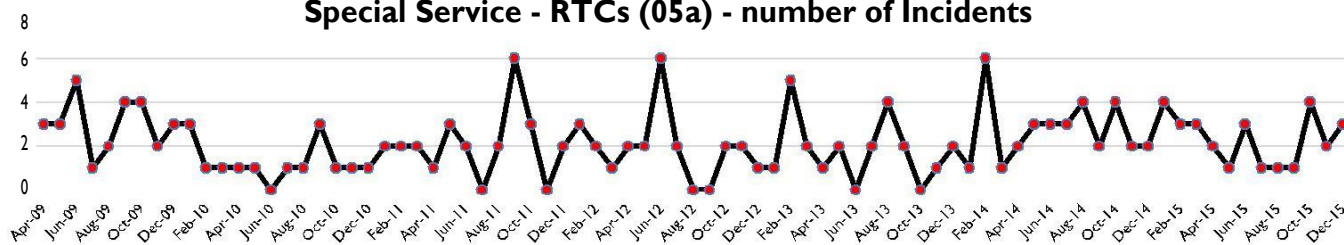
LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	213	129	139	148	175	
W2 - Glasgow City	432	323	364	409	453	
W3 - South Lanarkshire	148	111	190	166	190	
W4 - North Lanarkshire	142	114	150	139	165	
W5 - Ayrshire East / North / South	227	126	174	197	238	
W6 - Renfrewshire / & East / Inverclyde	220	149	161	174	228	
W7 - Dumfries & Galloway	51	66	73	71	93	
W6 % of SDA Total	15%	15%	13%	13%	15%	
Scotland	2741	2422	2578	2840	3330	

Special Service - RTCs (05a) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	1	5	1	4	3	
Barrhead	1	0	0	2	2	
Giffnock and Thornliebank	0	0	0	1	0	
Netherlee, Stamperland and Williamwood	1	0	0	1	1	
Newton Mearns South	1	0	2	0	1	
Busby, Clarkston and Eaglesham	1	0	0	0	2	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	5	5	3	8	9	
Inverclyde	10	6	8	10	12	
Renfrewshire	22	17	15	17	15	
East Renfrewshire % of LSO Total	13.5%	17.9%	11.5%	22.9%	25.0%	

Special Service - RTCs (05a) - number of Incidents

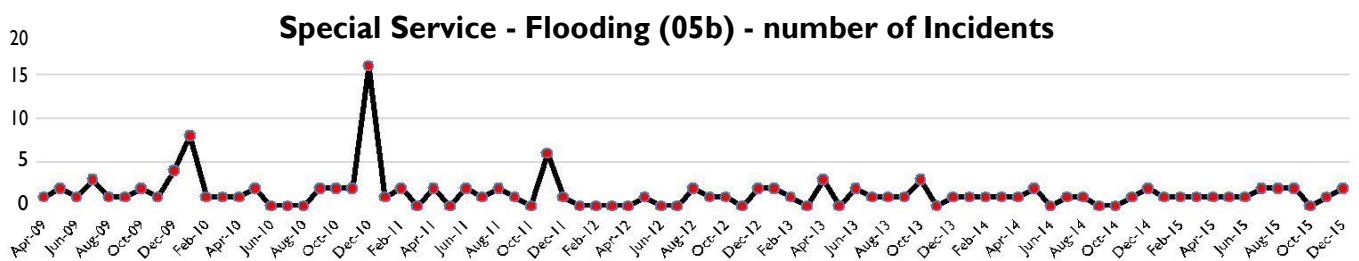


LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	53	25	33	31	31	
W2 - Glasgow City	34	49	42	45	45	
W3 - South Lanarkshire	42	26	43	39	40	
W4 - North Lanarkshire	24	32	43	29	29	
W5 - Ayrshire East / North / South	48	30	32	42	47	
W6 - Renfrewshire / & East / Inverclyde	37	28	26	35	36	
W7 - Dumfries & Galloway	25	22	18	31	15	
W6 % of SDA Total	14%	13%	11%	14%	15%	
Scotland	607	616	587	640	641	

Special Service - Flooding (05b) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston, Uplawmoor and Newton Mearns North	2	0	0	0	0	
Barrhead	1	1	2	2	0	
Giffnock and Thornliebank	0	0	0	1	1	
Netherlee, Stamperland and Williamwood	0	2	1	0	1	
Newton Mearns South	4	0	1	0	0	
Busby, Clarkston and Eaglesham	0	0	0	0	1	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	7	3	4	3	3	
Inverclyde	21	15	13	8	10	
Renfrewshire	18	8	17	8	22	
East Renfrewshire % of LSO Total	15.2%	11.5%	11.8%	15.8%	8.6%	



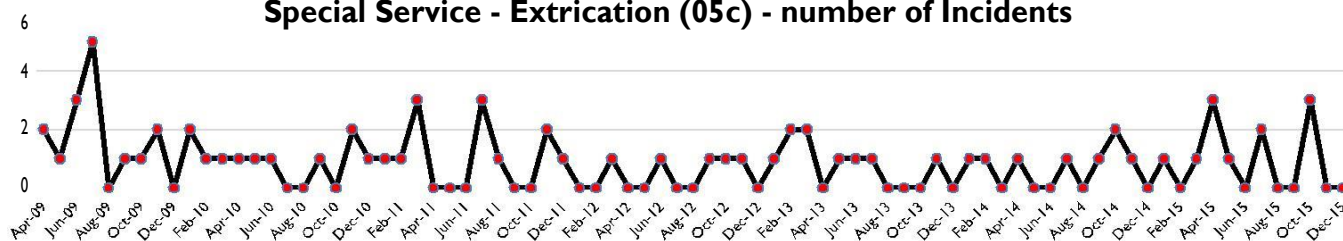
LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	46	20	28	34	37	
W2 - Glasgow City	81	51	77	67	64	
W3 - South Lanarkshire	24	13	38	11	38	
W4 - North Lanarkshire	7	6	18	19	30	
W5 - Ayrshire East / North / South	48	15	24	28	45	
W6 - Renfrewshire / & East / Inverclyde	46	26	34	19	35	
W7 - Dumfries & Galloway	4	8	16	8	28	
W6 % of SDA Total	18%	19%	14%	10%	13%	
Scotland	386	414	371	358	532	

Special Service - Extrication (05c) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	0	1	0	0	2	
Barrhead	0	0	0	1	0	
Giffnock and Thornliebank	1	0	0	1	0	
Netherlee, Stamperland and Williamwood	0	0	1	1	1	
Newton Mearns South	2	0	0	0	0	
Busby, Clarkston and Eaglesham	0	1	0	0	0	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	3	2	1	3	3	
Inverclyde	0	2	1	0	2	
Renfrewshire	5	2	2	7	1	
<i>East Renfrewshire % of LSO Total</i>	<i>37.5%</i>	<i>33.3%</i>	<i>25.0%</i>	<i>30.0%</i>	<i>50.0%</i>	

Special Service - Extrication (05c) - number of Incidents



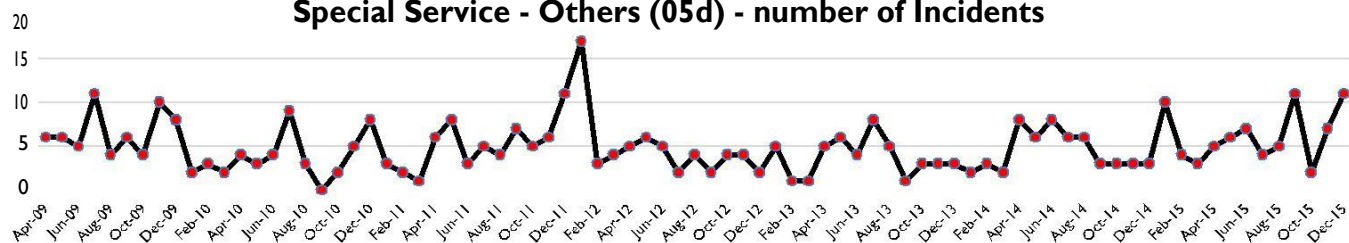
LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	11	8	7	5	12	
W2 - Glasgow City	27	14	20	20	25	
W3 - South Lanarkshire	9	4	8	8	8	
W4 - North Lanarkshire	17	8	16	10	10	
W5 - Ayrshire East / North / South	11	11	11	10	10	
W6 - Renfrewshire / & East / Inverclyde	8	6	4	10	6	
W7 - Dumfries & Galloway	2	2	1	4	6	
<i>W6 % of SDA Total</i>	<i>9%</i>	<i>11%</i>	<i>6%</i>	<i>15%</i>	<i>8%</i>	
Scotland	166	150	150	147	171	

Special Service - Others (05d) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	6	2	2	1	2	
Barrhead	1	1	2	3	3	
Giffnock and Thornliebank	2	2	3	2	4	
Netherlee, Stamperland and Williamwood	7	0	0	1	5	
Newton Mearns South	1	3	0	2	2	
Busby, Clarkston and Eaglesham	5	2	2	0	4	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	22	10	9	9	20	
Inverclyde	40	28	30	35	29	
Renfrewshire	67	51	58	66	102	
East Renfrewshire % of LSO Total	17.1%	11.2%	9.3%	8.2%	13.2%	

Special Service - Others (05d) - number of Incidents



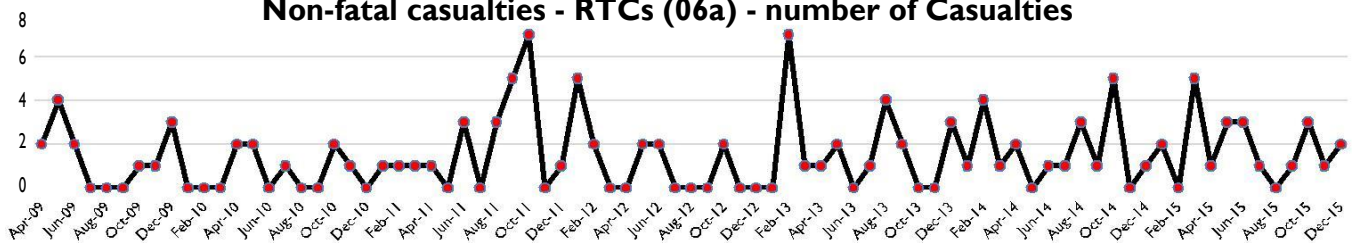
LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	103	76	71	78	95	
W2 - Glasgow City	290	209	225	277	319	
W3 - South Lanarkshire	73	68	101	108	104	
W4 - North Lanarkshire	94	68	73	81	96	
W5 - Ayrshire East / North / South	120	70	107	117	136	
W6 - Renfrewshire / & East / Inverclyde	129	89	97	110	151	
W7 - Dumfries & Galloway	20	34	38	28	44	
W6 % of SDA Total	16%	14%	14%	14%	16%	
Scotland	1582	1242	1470	1695	1986	

Non-fatal casualties - RTCs (06a) - number of Casualties

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	0	2	0	4	1	
Barrhead	4	0	0	2	1	
Giffnock and Thornliebank	0	0	0	0	0	
Netherlee, Stamperland and Williamwood	3	0	0	0	2	
Newton Mearns South	1	0	3	0	0	
Busby, Clarkston and Eaglesham	0	0	0	0	2	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	8	2	3	6	6	
Inverclyde	2	3	6	10	6	
Renfrewshire	18	13	13	17	14	
<i>East Renfrewshire % of LSO Total</i>	<i>28.6%</i>	<i>11.1%</i>	<i>13.6%</i>	<i>18.2%</i>	<i>23.1%</i>	

Non-fatal casualties - RTCs (06a) - number of Casualties

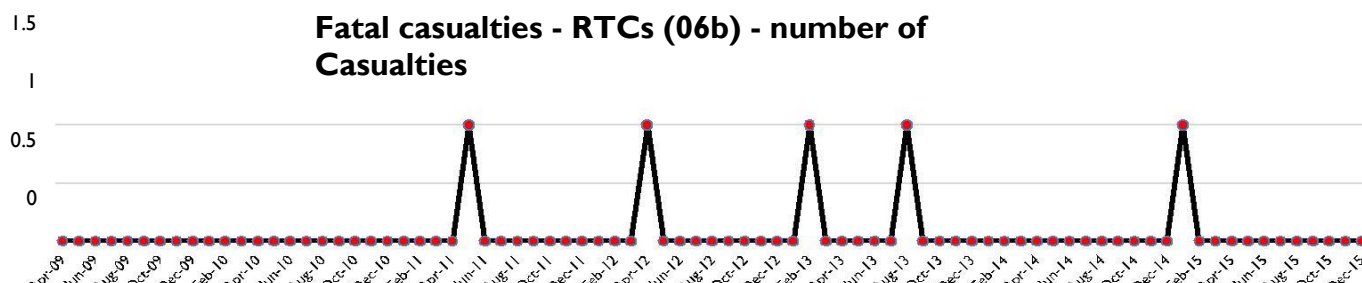


LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	38	15	18	17	16	
W2 - Glasgow City	32	51	23	46	32	
W3 - South Lanarkshire	28	27	60	34	43	
W4 - North Lanarkshire	15	34	36	27	21	
W5 - Ayrshire East / North / South	36	27	24	33	48	
W6 - Renfrewshire / & East / Inverclyde	28	18	22	33	26	
W7 - Dumfries & Galloway	24	13	17	14	18	
<i>W6 % of SDA Total</i>	<i>14%</i>	<i>10%</i>	<i>11%</i>	<i>16%</i>	<i>13%</i>	
Scotland	407	487	516	509	484	

Fatal casualties - RTCs (06b) - number of Casualties

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	0	0	0	0	0	
Barrhead	0	0	0	0	0	
Giffnock and Thornliebank	0	0	0	0	0	
Netherlee, Stamperland and Williamwood	0	0	0	0	0	
Newton Mearns South	0	0	0	0	0	
Busby, Clarkston and Eaglesham	0	0	0	0	0	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	0	0	0	0	0	
Inverclyde	0	0	0	0	0	
Renfrewshire	2	1	1	2	0	
East Renfrewshire % of LSO Total	0.0%	0.0%	0.0%	0.0%	#DIV/0!	

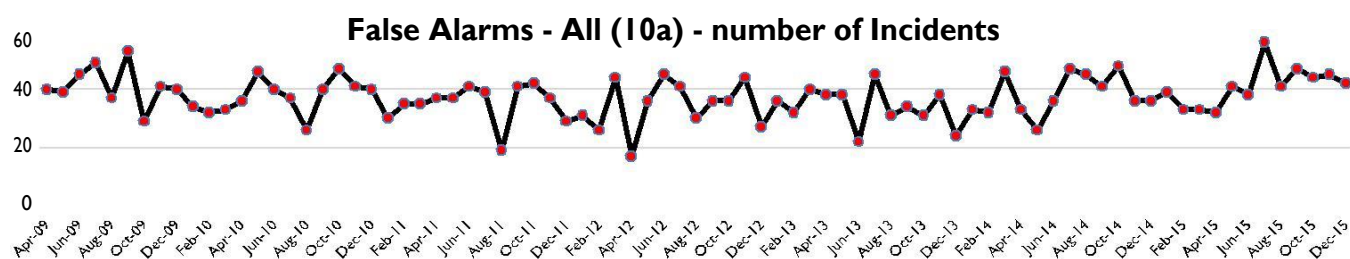


LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	2	2	3	0	1	
W2 - Glasgow City	2	1	0	7	1	
W3 - South Lanarkshire	1	0	0	1	0	
W4 - North Lanarkshire	1	0	2	0	1	
W5 - Ayrshire East / North / South	2	1	0	1	2	
W6 - Renfrewshire / & East / Inverclyde	2	1	1	2	0	
W7 - Dumfries & Galloway	1	2	1	2	0	
W6 % of SDA Total	18%	14%	14%	15%	0%	
Scotland	27	19	29	29	17	

False Alarms - All (10a) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston, Uplawmoor and Newton Mearns North	32	11	20	22	32	
Barrhead	23	18	16	21	23	
Giffnock and Thornliebank	28	43	31	37	36	
Netherlee, Stamperland and Williamwood	9	10	2	14	10	
Newton Mearns South	8	12	10	11	17	
Busby, Clarkston and Eaglesham	8	13	14	15	13	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	108	107	93	120	131	
Inverclyde	223	178	189	180	185	
Renfrewshire	335	387	361	339	359	
East Renfrewshire % of LSO Total	16.2%	15.9%	14.5%	18.8%	19.4%	

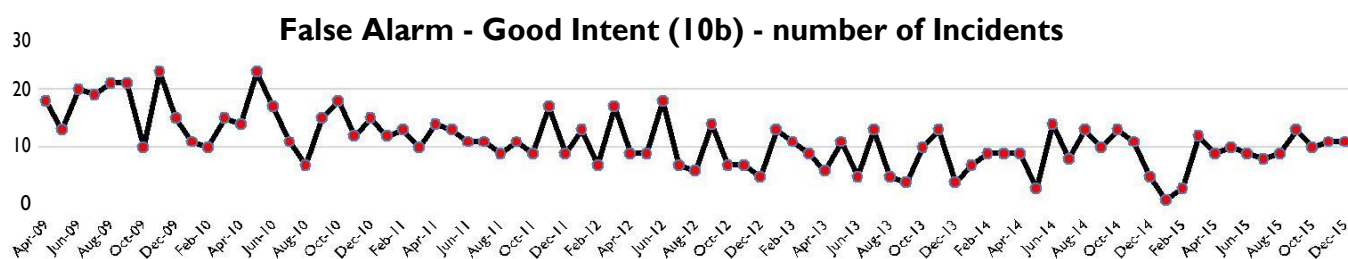


LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	605	535	645	536	564	
W2 - Glasgow City	2315	2243	2257	2328	2327	
W3 - South Lanarkshire	672	733	682	690	783	
W4 - North Lanarkshire	681	630	684	693	682	
W5 - Ayrshire East / North / South	865	800	862	899	786	
W6 - Renfrewshire / & East / Inverclyde	666	672	643	639	675	
W7 - Dumfries & Galloway	152	140	159	218	240	
W6 % of SDA Total	11%	12%	11%	11%	11%	
Scotland	12923	12551	12665	12886	13225	

False Alarm - Good Intent (10b) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	11	1	8	5	10	
Barrhead	7	8	4	3	7	
Giffnock and Thornliebank	6	7	6	9	8	
Netherlee, Stamperland and Williamwood	7	0	2	2	1	
Newton Mearns South	1	3	1	3	4	
Busby, Clarkston and Eaglesham	3	0	6	7	2	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	35	19	27	29	32	
Inverclyde	56	45	46	41	50	
Renfrewshire	77	110	110	97	86	
East Renfrewshire % of LSO Total	20.8%	10.9%	14.8%	17.4%	19.0%	



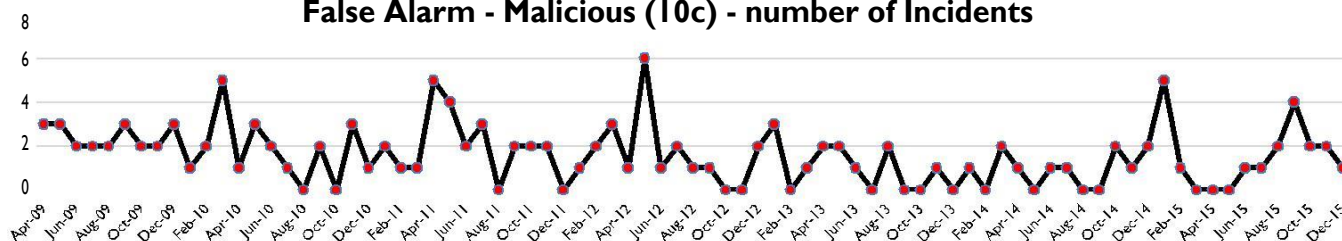
LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	176	195	154	143	98	
W2 - Glasgow City	506	535	411	504	363	
W3 - South Lanarkshire	162	211	170	161	155	
W4 - North Lanarkshire	158	157	172	167	137	
W5 - Ayrshire East / North / South	215	200	207	238	189	
W6 - Renfrewshire / & East / Inverclyde	168	174	183	167	168	
W7 - Dumfries & Galloway	36	34	36	53	78	
W6 % of SDA Total	12%	12%	14%	12%	14%	
Scotland	2923	2895	2534	2670	2448	

False Alarm - Malicious (10c) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	3	1	0	2	0	
Barrhead	1	1	0	1	2	
Giffnock and Thornliebank	0	0	1	0	2	
Netherlee, Stamperland and Williamwood	0	0	0	0	1	
Newton Mearns South	0	0	0	2	0	
Busby, Clarkston and Eaglesham	0	0	0	0	0	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	4	2	1	5	5	
Inverclyde	12	12	10	7	7	
Renfrewshire	22	29	11	11	25	
<i>East Renfrewshire % of LSO Total</i>	<i>10.5%</i>	<i>4.7%</i>	<i>4.5%</i>	<i>21.7%</i>	<i>13.5%</i>	

False Alarm - Malicious (10c) - number of Incidents

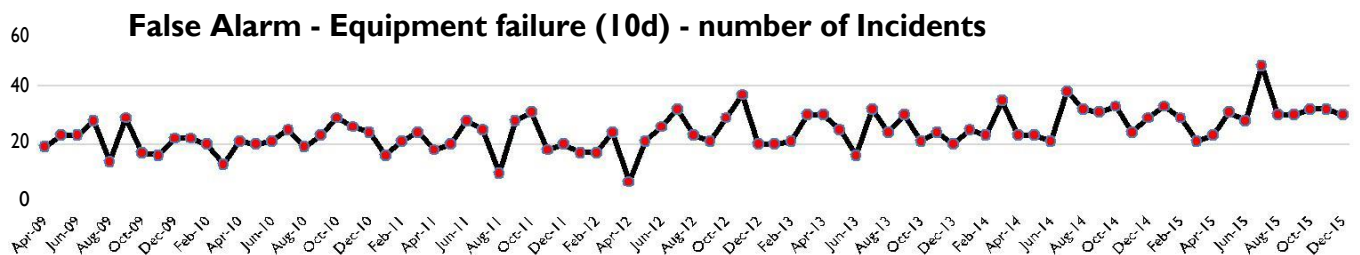


LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	27	12	28	10	24	
W2 - Glasgow City	165	125	156	106	129	
W3 - South Lanarkshire	43	33	32	25	42	
W4 - North Lanarkshire	62	32	43	25	31	
W5 - Ayrshire East / North / South	58	52	44	39	33	
W6 - Renfrewshire / & East / Inverclyde	38	43	22	23	37	
W7 - Dumfries & Galloway	2	2	1	3	12	
<i>W6 % of SDA Total</i>	<i>10%</i>	<i>14%</i>	<i>7%</i>	<i>10%</i>	<i>12%</i>	
Scotland	613	549	647	511	607	

False Alarm - Equipment failure (10d) - number of Incidents

East Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Neilston,Uplawmoor and Newton Mearns North	18	9	12	15	22	
Barrhead	15	9	12	17	14	
Giffnock and Thornliebank	22	36	24	28	26	
Netherlee, Stamperland and Williamwood	2	10	0	12	8	
Newton Mearns South	7	9	9	6	13	
Busby, Clarkston and Eaglesham	5	13	8	8	11	

Council area totals within LSO	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
East Renfrewshire	69	86	65	86	94	
Inverclyde	155	121	133	132	128	
Renfrewshire	236	248	240	231	248	
East Renfrewshire % of LSO Total	15.0%	18.9%	14.8%	19.2%	20.0%	



LSO area totals within SDA	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	402	328	463	383	442	
W2 - Glasgow City	1644	1583	1690	1718	1835	
W3 - South Lanarkshire	467	489	480	504	586	
W4 - North Lanarkshire	461	441	469	501	514	
W5 - Ayrshire East / North / South	592	548	611	622	564	
W6 - Renfrewshire / & East / Inverclyde	460	455	438	449	470	
W7 - Dumfries & Galloway	114	104	122	162	150	
W6 % of SDA Total	11%	12%	10%	10%	10%	
Scotland	9387	9107	9484	9705	10170	



HM Fire Service Inspectorate

Local Area Inspection East Renfrewshire



Integrity, Objectivity, and Fairness.

**HM Fire Service
Inspectorate**

**Local Area Inspection
East Renfrewshire**



Integrity, Objectivity, and Fairness.

Acknowledgements

We are grateful to Paul Tanzilli the ex-Local Senior Officer for East Renfrewshire, Renfrewshire and Inverclyde and those members of staff who provided us with information, helped us to organise visits, hosted us and contributed constructively to interviews. We also wish to thank the representatives of partner organisations who agreed to be interviewed and gave generously of their time.

The Inspection team members were:

Steven Torrie
Paul Considine
Brian McKenzie
Graeme Fraser
Roddie Keith (seconded from the SFRS)

A quality assurance review of this report was kindly provided by Mark McCabe of Audit Scotland. All the members of the inspection team contributed to the development of this report and the quality assurance reviewer provided a professional challenge to the contents, assumptions and conclusions made. However, the Chief Inspector takes sole responsibility for the report, its contents and conclusions.

Published: October 2015

To Contact Us

Telephone +44 (0) 131 244 3275

Email HMFSI@gov.scot

Website www.gov.scot/fireinspectorate

Contents

1_The local area inspection programme	02
2_About the area	05
3_Our findings	06
3.1_The Local Fire and Rescue Plan and Single Outcome Agreement	06
3.2_Improved service outcomes and protecting frontline services	07
• Prevention and Protection	07
• Service Delivery	09
• Workforce	09
3.3_More equal access to specialist resources and national capacity	10
• Capacity within the area	10
• Specialist resources	10
3.4_Strengthened connection between SFRS and Communities	10
• Knowing the community	10
• Working in partnership	11
• Local scrutiny arrangements	11
4_Conclusions and recommendations	12
Glossary and abbreviations	13

1_ The local area inspection programme


The Fire and Rescue Framework for Scotland 2013 sets out how Scottish Ministers expect the Scottish Fire and Rescue Service (SFRS) to operate and how, in part, its effectiveness and efficiency are to be measured. We take the Framework as the starting point for structuring and prioritising our inspection programme. The Fire and Rescue Framework indicates that there should be strengthened connection between the SFRS and communities, which is itself underpinned by principles contained within the Christie Commission report on the Future Delivery of Public Services in Scotland (June 2011).

The Fire (Scotland) Act 2005 requires the SFRS to appoint a Local Senior Officer (LSO) for each local authority area in Scotland for the purpose of carrying out its functions in that area. The LSO reports to the Head of Service Delivery for the relevant SFRS Service Delivery Area (SDA) (North, East or West). The SFRS is also required by the Act to have a Local Fire and Rescue Plan for each local authority area, which will set out the SFRS's priorities and objectives for that local area; why they have been selected; how the SFRS intends to deliver them; and (insofar as is practicable) outcomes by reference to which the SFRS's service delivery in the local authority area can be measured. The fact that the 2005 Act is structured in this way is a clear demonstration of the Scottish Parliament's intention that SFRS service delivery should be considered both at the national and local authority levels.

Inspections of SFRS service delivery within local authority areas that examine the development and delivery of Local Fire and Rescue Plans, help to provide assurance about the way in which the SFRS is meeting this intention. By undertaking inspections of SFRS service delivery within local authority areas, HM Fire Service Inspectorate:

- 1.6 can provide assurance to Scottish Ministers and the public that the SFRS is making adequate provision for local service delivery and that local areas have access to specialist national resources, and make suggestions for improvement if necessary
- 1.7 can take a detailed look at the nature and quality of service provision, including working with partner organisations, within local areas and can draw attention to significant matters and areas of good practice
- 1.8 can co-operate with other scrutiny bodies to provide collaborative, 'place-based' scrutiny of government service provision (the possible development of a place-based approach to Shared Risk Assessment is stated in the National Scrutiny Plan for Local Government 2014-15¹)
- 1.9 maintains a good level of awareness of the Service's functions and builds a record of how the Service is functioning
- 1.10 can gather intelligence that may inform, or cause to be undertaken, more strategic, thematic inspections of the SFRS.

¹ Local Government Scrutiny Coordination Strategic Group, June 2014
http://www.audit-scotland.gov.uk/docs/local/2014/as_140603_scrutiny_plan.pdf



Our local area inspections are intended to be closely tied to the Fire and Rescue Framework. For this reason we have adopted a structure for them which follows the structure of the Framework itself:

- The Local Fire and Rescue Plan and Single Outcome Agreement
- Improved service outcomes and protecting frontline services
- More equal access to specialist resources and national capacity
- Strengthened connection between the SFRS and communities.

We look at a broad range of matters relevant to fire and rescue service delivery within the area being inspected, including any issues arising from thematic work carried out in that area; and in our inspection report we give an opinion on the manner in which the SFRS is carrying out its functions in the above respects.

In our local area inspections we aim to visit as many service delivery locations as we can, and speak to managers and a range of uniformed and non-uniformed staff. We look at premises and equipment, and view a sample of records to enable us to understand the way in which business within the area is conducted. In this way we aim to cross-reference the SFRS's written plans, and what we are told about the local area by SFRS managers, with our own observations and discussions with staff on the ground.

We do not, however, carry out our local area inspections as a comprehensive audit. The SFRS has a programme of internal station audits that involve a detailed look at station activity and records, and we do not want to duplicate that work. The sampling methodology that we adopt cannot be guaranteed to identify all potential areas for improvement: we intend that it should be a proportionate activity that provides an overview of the area, comparable with other local area inspections that we carry out.

A summary of our findings

- Our overall impression is that the SFRS is delivering satisfactory response and prevention and protection functions in East Renfrewshire, albeit in a relatively low-key operational context.
- Consistent with our Local Area Inspection report on Aberdeen City, we make some comments on the Local Plan and suggest some points which might support improvements in the next version.
- There is a low level of operational activity in the two fire stations, which reflects the character of the local area.
- Stations maintain the currency of station-based operational risk information, but there is a delay in inputting information onto the system at SDA level.
- The Service has a long-standing positive working relationship with the local authority and other local partners. More recently, relationships at a strategic level are perceived to be weaker.
- There are good community relationship arrangements but less community safety activity than within the other parts of the LSO area. This is a consequence of the relative needs of each area and is not a criticism of service delivery in East Renfrewshire.
- There are competing demands on the Local Area Liaison Officer (LALO) in the LSO area as a consequence of there being three local authorities to deal with: the SFRS may wish to consider whether resources in this and other similar situations in Scotland are adequate.
- Fire safety enforcement is being effectively managed and there is good engagement and communication with dutyholders.
- Specifically in East Renfrewshire, we see potential for Scrutiny Committee engagement to include Station Manager level.

2 About the area

East Renfrewshire contains suburban residential areas to the south of Glasgow, rural areas, the town of Barrhead and a number of villages. The population in the local authority area is around 90,000. There are around 38,000 dwellings of which 79% are privately owned, 8% privately rented and 12% socially rented. This indicates a relatively prosperous area compared with the Scottish average, and we would expect an associated low demand for SFRS services – which does seem to be the case.

There are two wholetime fire stations: at Clarkston and Barrhead, both crewing a single fire appliance. East Renfrewshire's location in the central belt means that there are substantial SFRS resources available from adjoining areas, and also that the appliances at Barrhead and Clarkston attend incidents outwith East Renfrewshire.

The LSO who has responsibility for the SFRS resources in the East Renfrewshire local authority area also has responsibility for other local authority areas, overall being responsible for East Renfrewshire, Renfrewshire and Inverclyde (ERRI). The LSO and his managers for Service Delivery and Prevention and Protection, are based at Johnstone in Renfrewshire.

A look at some key statistics² for the East Renfrewshire area

During the period 2014/15, the appliance at Barrhead was mobilised 447 times, while at Clarkston, activity was 592 calls.

The SFRS attended 810 incidents in the East Renfrewshire area. This breaks down to 243 fires, 117 special services and 450 false alarms. 42% of the fires were primary fires with 58% secondary fires. 30% of special services attended were road traffic collisions. 74% of the false alarms were due to equipment failures.

Deliberate fires have fallen over each of the last four years with the total for 2014/15 sitting at 137, the majority of which were secondary fires³.

Accidental fires, at 106 for 2014/15, have remained relatively steady over the last five years. Of those which occurred in dwellings, there has been a modest increase in each of the last four years.

Fatal and non-fatal casualties⁴ are generally low. There were no fatal fire casualties over the five year period up to March 2015, although tragically there was a fatality in Barrhead at the end of May, after our inspection had concluded. There were four non-fatal fire casualties⁵ during 2014/15.

² Statistics supplied by the SFRS including in the Renfrewshire Performance Report 2014-2015. Totals are provisional and may be subject to change as a result of quality assurance and review.

³ Most secondary fires are outdoor fires. These include grassland and refuse fires (unless they involve casualties or rescues, property loss, or are attended by five or more appliances).

⁴ This excludes casualties recorded as a precautionary check-up.

⁵ *ibid.*

3_ Our findings

As discussed in the introduction to this report, we structure our findings to be directly referable to the Fire and Rescue Framework 2013. The Framework sets the strategic direction for fire and rescue in Scotland, and has sections on governance and accountability (including planning and reporting); protecting and improving local services; equal access to specialist support and national capacity; and strengthening the connection with communities. The way in which we report our findings follows this structure – with an initial discussion of the Local Fire and Rescue Plan and Single Outcome Agreement, which are the key planning documents for SFRS in each local authority area.

3.1_ The Local Fire and Rescue Plan and Single Outcome Agreement

In the report of our previous local area inspection of Aberdeen City⁶, we commented on the similarities in the structure of the 32 Local Plans and the absence of benchmarking and targets. Our comments here about the local plan for East Renfrewshire contain some similarity with the comments on Aberdeen City. And similarly, our comments should not be read as a criticism of the ERRI management team or the specific authors of this plan.

The East Renfrewshire Local Plan contains useful background information about the area and the incident activity of SFRS, but does not contain targeted conclusions. While there is incident activity for the preceding three years and a trend comparison with Scotland-wide totals, there is little analysis of incident types and statistics, nor evidence of a risk-based approach to prioritisation.

The local plan is supplemented by the East Renfrewshire, Renfrewshire and Inverclyde Annual Operating Plan 2014-2015. That plan, which also covers the other two local authorities for which the LSO is responsible, does contain more in the way of projected outcomes and targets. There is, however, no acknowledgement of target-setting in the East Renfrewshire Local Plan, tailored to East Renfrewshire's specific needs and priorities, and therefore no indication of how the SFRS transposes its national targets to the specific local authority level.

We think the Local Plan would benefit from measurable performance indicators and comparisons against national performance, which in turn would lead to a rationale for local priorities. As we have previously reported, greater clarity could be achieved by structuring the Local Plan in two parts: the first discussing national SFRS priorities and targets, which the local area will be contributing to; and the second discussing what is specific to the local area, and what areas of service delivery will be prioritised locally to provide the most effective contribution to local and national outcomes.

As part of that, we think that the Local Plan should set out clear local performance targets that the SFRS can have its performance within the local authority area measured against. If an area has a very low activity rate in a certain activity type, it may make little sense to say that reduction of this activity type is a local priority.

⁶ Local Area Inspection Aberdeen City, HM Fire Service Inspectorate, 2015 <http://www.gov.scot/Resource/0047/00477241.pdf>

The East Renfrewshire Single Outcome Agreement (SOA) is a document created at local authority level which sets out how all agencies will work together in the area to deliver outcomes aligned to nationally agreed priorities and the principles of public service reform. SOAs take into account the contributions of various local and national bodies in arriving at these outcomes.

The East Renfrewshire SOA includes three fire-specific targets:

- reducing fire fatalities and casualties, by 5% a year
- reducing special service casualties
- reducing accidental dwelling fires, by 10% each year.

By inclusion in the SOA, these are multi-agency targets and not for the SFRS alone to achieve. Equally the SFRS would contribute to other targets (outcomes) in the SOA such as 'Older people are able to live as safely and independently as possible in the community and have control over their care and support.' (SOA Outcome 5.1)

The targets in the SOA are a straight transposition of three of the national targets imposed on the SFRS by the Fire Framework 2013. While the activity types targeted are an appropriate focus for East Renfrewshire, rather than replicating national targeted reductions at a local level, we think it more appropriate to establish local targets that reflect local circumstances. We do not mean that differences in a local area should be exaggerated for the purposes of a Local Plan, but where significant differences do exist, we think that the Local Plan should say 'this is what is different about this area and this is what we are doing about it'.

3.2_Improved service outcomes and protecting frontline services

In the course of our inspection we met with managers from the Prevention and Protection⁷ and Service Delivery functions, spoke with staff who are responsible for carrying out community safety activities, and visited two duty groups on each of the two fire stations in the area, where we had the opportunity to speak with firefighters. We also spoke to other staff members such as the HR adviser and Health and Safety adviser, and to local trade union officials.

Prevention and Protection

Community Safety Engagement (CSE) and Fire Safety Enforcement (FSE) is delivered across the LSO area by teams based at Paisley Fire Station.

The FSE staff for the LSO area comprises a number of enforcement officers and one auditing officer. Staff work as a team across the LSO area with one enforcement officer functioning as a section head. Staff have a designated geographical responsibility but retain the potential to work across the whole LSO area when required. One enforcement officer has principal responsibility for FSE within East Renfrewshire. That person was previously located at Barrhead Fire Station, within East Renfrewshire, but then moved to be co-located with other FSE staff.

⁷ Prevention and Protection refers to the responsibility of the SFRS for Fire Safety Enforcement and Community Safety Engagement; Service Delivery relates primarily to operational response to incidents.

East Renfrewshire has relatively few non-domestic premises which are a priority for audit under national SFRS guidelines. The fire safety audit of these premises is well within the capacity of the designated enforcement officer for East Renfrewshire. While there is a national enforcement framework which identifies the type and risk category of premises that should be audited, the enforcement staff we spoke with advised that there is a personal target of 132 annual audits to be achieved. One consequence of this is that some fire safety audits within lower risk premises are being undertaken to achieve this personal target. This seems to us to be a poor use of resources.

We reviewed a small sample of FSE case files for premises in East Renfrewshire. We found the standard of documentation to be good, demonstrating good engagement and communication with dutyholders.


Enforcement staff highlighted a previous situation, now resolved, where line managers had little experience of Fire Safety Enforcement. Enforcement staff think that they cannot receive technical support from line managers who have had little or no exposure to Fire Safety Enforcement at practitioner level. A similar view was expressed during our previous inspection in Aberdeen City.

CSE staff comprise a LALO, community firefighters and a community safety advocate. The CSE staff demonstrate a strong commitment to working in community safety education and engagement. They advise that there is less community safety work carried out within East Renfrewshire than the other local authority areas within the LSO area. This is partly put down to the demographics and community profile. They describe having good relationships with partners such as social work, police and local authority colleagues.

The LALO has responsibility for engaging with three local authorities and we contrast this with some other LSO areas where LALOs deal with a single local authority. The requirement to service three local authorities, even from a simple logistical perspective, places an extra burden on the LALO, although this issue is not unique to the ERRI LALO.

In East Renfrewshire the LALO has weekly meetings with partners to exchange information. Information sharing is described as good, particularly through their new approach to community safety, Greater Results in Partnership (GRIP).

There is a focus on providing Home Fire Safety Visits to Telecare clients to offer advice and install linked alarms. This work is delivered as a result of partnership working and information sharing with the Telecare service provider. The CSE staff also undertake high-risk visits where station personnel have not been able to make contact. Statistics show that visits to high or very high risk areas has increased by 13% on the previous year. At a station level it is thought that it is sometimes difficult to reach the 'hard to influence' sector of the community. There is also a limited amount of frustration expressed on the time that it takes to contact members of the public trying to arrange a home safety visit. Crews describe having a reasonably positive relationship with the local community.



Both area CSE and station based personnel engage in youth-based activities, either through school visits and prevention work such as the 'Cut it out' programme or specific intervention initiatives such as the 'Fire Reach' programme. Staff think that this work has contributed to good community relations and the comparatively low level of anti-social behaviour directed at staff.

In our report on Aberdeen City we commented on what we thought was an inconsistency between practice and policy in respect of annual visits of station-based personnel to care home services. In East Renfrewshire we are advised that such annual visits take place.

Service Delivery

The two stations at Barrhead and Clarkston are around 50 and 45 years old respectively. In general the condition of the stations is commensurate with their age, though they are both still fit for purpose. The workload of these stations, detailed earlier in this report, is at a level which in our view is well-manageable by the single pump crew based at each station.

Whilst generally comfortable with the reform of the SFRS and the work they are doing, station-based personnel stated that they felt there had been a significant decline in time taken to procure, replace and repair equipment and PPE, including the turnaround time for laundry. Some equipment had been unserviceable for protracted periods awaiting repair. There is also a lack of clarity of where reserve stocks of PPE are now kept.

There are well-established procedures in place for creating and maintaining site-specific operational risk information (ORI). The currency and completeness of ORI compared favourably with other locations we have visited over the past two years and is to be commended. However, the vehicle-mounted data system does not reflect the work done at station level to keep ORI up to date due to delays at SDA level. We encourage the SFRS to address this and to review strategies for speeding up the process by which ORI is uploaded to the Vehicle Mounted Data System (VMDS).

Crews attend two visits at the Clydesmill training centre during every duty tour and the standard of instruction is said to be good. Some views were expressed that there is some scope to make fuller use of the facilities there.

Workforce

Staffing

Due to the staffing structure within the LSO area, there are no administrative staff based within East Renfrewshire. On the whole, operational staff were positive about working in the area, some having spent almost their whole career at a single station. There is some dissatisfaction regarding the general SFRS appointment and promotion process, particularly for those staff who have been acting-up for some time.

There is also a perceived unfairness on the variability in the grades of Watch Manager posts across Scotland, which has the potential to affect morale. Staff in the Watch Manager A role at single pump stations are reportedly disadvantaged when it comes to seeking a transfer to a Watch Manager B role at a multi-pump station. We appreciate that the skills required of a Watch Manager at a multi-pump station may differ marginally from the skills required at a single pump station, but we would encourage the SFRS to move on from marginal role differences so that there is no disadvantage perceived to attach to a posting to a single pump station.

Health and Safety

East Renfrewshire is performing particularly well within the LSO area, regarding health and safety incidents. The use of the Rivo Safeguard reporting system is well-embedded owing to its use in the former Strathclyde Fire and Rescue.

3.3_ More equal access to specialist resources and national capacity

Capacity within the area

The capacity available from the two wholetime single pump fire stations in the area is adequate to deal with the relatively low, and reducing, number of calls received.

As a result of its position in the central belt, there are large numbers of resources available from neighbouring areas in the event of significant incidents taking place within East Renfrewshire.

Specialist resources

There are sufficient specialist resources available from neighbouring areas. The SFRS's policy on access to specialist resources is to maintain a geographical spread intended to reflect varying risk rather than by operational or local authority area and that approach seems to us to be appropriate in the case of East Renfrewshire.

3.4_ Strengthened connection between SFRS and Communities

Knowing the community

Station staff feel well-embedded in their community and there is participation in CSE initiatives. Engagement with young people over a number of years has brought about a significant improvement in the service's relationship with them. Incidents such as abuse or missiles being thrown at firefighters are rare in the area. One of the stations uses Facebook as a means of community contact.

Working in partnership

Partnership working with Police Scotland and the Scottish Ambulance Service is described as being good.

The Service has a long-standing positive relationship with East Renfrewshire Council and the CPP. Recently, whilst operational partnership working remains strong, relationships at strategic level are perceived as weaker. This contrasts with the strategic level relationship between the local authority and Police Scotland which is seen as being much stronger.

Partner organisations recognise that there have been recent personnel changes at LSO and Head of SDA level but whilst that brings inevitable short term interruption, we believe that it also offers an opportunity for developing engagement.

The Service's participation in weekly partnership briefings helps to support cross-referrals and other joint working.

The Telecare work we referred to earlier is viewed by the Council as being an example of good practice in partnership working and something which the Council see themselves as being at the leading edge of. East Renfrewshire's elderly population is growing by about 4% per year and this type of work is seen as growing in importance and volume.

Local scrutiny arrangements

The Council's scrutiny committee – the Cabinet (Police and Fire) – receives regular submissions and performance data from the LSO's team. Elected members recognise that incident levels are low and may therefore not support numerical target setting.

At the Cabinet scrutiny meeting which we observed, quarterly statistics on SFRS activity were presented with comparison made to the same quarter in the previous year. We think that statistical reporting would benefit from the additional inclusion of current year trends, but we recognise it is for the Cabinet members to determine on what they think is appropriate.

In East Renfrewshire a single Station Manager supervises the two fire stations. Given this specific circumstance, it seems sensible for the SFRS attendees at the scrutiny meeting to include this Station Manager who will have local knowledge to deal with specific local queries.

The level of strategic engagement with the SFRS is seen by the local authority as an area that could be improved, and we think that the new LSO should prioritise this.

4_ Conclusions and recommendations

East Renfrewshire is an area of relatively low operational activity for the SFRS. As such, community safety engagement and fire safety enforcement pose few challenges for the Service. It is positive to hear of improved relationships with the younger demographic of the community over time.

Structures are in place for local scrutiny of the SFRS, and the Service should remain sighted on the need to engage at local authority level as opposed to the broader ERRI area for which the LSO has responsibility. We think that it poses a challenge for a single LALO within ERRI to maintain meaningful engagement with three local authorities.

The 2005 Act requires that the SFRS must have regard to this report and, having done so, must take such measures (if any) as it thinks fit in relation to the report. We are therefore confident that where we have expressed a view on particular issues, SFRS will consider what we have said and will take into account in its forward planning.

In relation to certain significant issues that we encountered in the course of this inspection we recommend as follows:

- 1) The SFRS should speed up the process for uploading operational risk information to the VMDS system.
- 2) The SFRS should ensure that Watch Managers are not disadvantaged in their career prospects or mobility within the Service when being posted to a single pump station.
- 3) The LSO for East Renfrewshire should prioritise the improvement of engagement with the local authority.

Glossary and abbreviations

An explanation of abbreviations used in this report can be found below.

CPP	Community Planning Partnership
CSE	Community Safety Engagement
ERRI	East Renfrewshire, Renfrewshire and Inverclyde. The name of the LSO area – by reference to the local authorities within the LSO area.
FRS	Fire and Rescue Service
FSE	Fire Safety Enforcement
LALO	Local Area Liaison Officer
LSO	Local Senior Officer: by law the SFRS has to appoint a LSO for each local authority area in Scotland
ORI	Operational Risk Information
SDA	Service Delivery Area. The SFRS is organised into three SDAs, North, East and West
SFRS	Scottish Fire and Rescue Service
SOA	Single Outcome Agreement: documents created by Community Planning Partnerships in each of the 32 local authority areas across Scotland, which include specific plans for the delivery of improved outcomes locally
Telecare	A support and assistance scheme involving alarm and monitoring equipment provided in a person's home and which communicates with a staffed monitoring centre.
VMDS	Vehicle Mounted Data System
2005 Act	The Fire (Scotland) Act 2005

