

Report to: **East Renfrewshire Cabinet**  
Date of Report: **20 March 2014**  
Report by: **Paul Tanzilli, Local Senior Officer ( LSO)**  
**Scottish Fire and Rescue Service**

Subject: **Fire & Rescue Report**

## **1. PURPOSE OF THIS REPORT**

1.1 The purpose of this report is to inform the East Renfrewshire Cabinet of Fire and Rescue performance and Community Engagement activities during the third quarter of the 2013/2014 period.

## **2. PERFORMANCE**

### **2.1 Operational activity analysis**

A Scottish Fire and Rescue (SFRS) performance report is attached (Appendix A) to provide elected members with a Ward level analysis of the key areas of Fire and Rescue operational activity for the third quarter. The following is a summary of activity analysis for some of the Key Performance Indicators (KPI) contained within Appendix A:

- No fatal or non fatal fire casualties were recorded during the period
- There were twenty one accidental dwelling fires which represents a slight increase from the last quarter. The most common cause of fire recorded was cooking appliance and in the majority of cases the contributory factor was distraction of the resident.
- Two non domestic fires occurred that were both recorded as accidental
- There were five deliberate vehicle fires, three of which occurred within the Clarkston Community Fire Station area
- Two accidental secondary fires were recorded

For the majority of the KPIs contained within the report there is an overall reduction in activity from the previous quarter. However, where there was an increase in activity, such as deliberate vehicle fires, this was proactively identified by the local Station Manager and an appropriate engagement action plan was implemented to target the issue. A Station Manager attends the weekly Greater Results In Partnership (GRIP) meeting and this continues to be an effective forum for sharing operational intelligence and progressing community safety partnership initiatives. In relation to the deliberate vehicle fires, SFRS intelligence was shared with Police Scotland colleagues to provide a joint approach to target this type of deliberate fire setting. This continues to be monitored by both Fire & Rescue and Police Scotland through the GRIP meetings. There was an increase in accidental dwelling fires however, the increased provision of smoke and heat detection within homes provides an early warning of fire and the subsequent attendance of SFRS.

### **2.2 Thematic Action Plan (TAP)**

To minimise the impact of fire and support a risk based approach to the delivery of Community Safety resources, SFRS has developed a programme of seasonal Thematic Action Plans (TAPs). The Local Senior Officer (LSO) is responsible for developing and implementing an effective seasonal multi-agency action plan to ensure that community safety engagement resources are delivered within their Area in a

targeted approach during the defined TAP period. The local Station Commander is responsible for planning, delivering and reporting on operational and community engagement activity and outcomes for their station area. During the last quarter an Autumn TAP was delivered from 11<sup>th</sup> October-8<sup>th</sup> November focussing on Bonfire Safety. The key objectives were to reduce deliberate secondary fires and fire related antisocial behaviour. This was followed by a Winter Safety TAP from 9<sup>th</sup> December until the 20<sup>th</sup> January aimed at reducing domestic fires and fire related deaths and injuries. When compared against last years figures, the quarter three performance report attached reflects a 40% reduction (twenty eight reduced to seventeen) for '*all deliberate secondary fires*' and a 200% reduction (two reduced to zero) for *Non-fatal fire casualties (excluding Precautionary check ups)*. During the final quarter of 2014 our focus will be on the potential increase in grass, heath and secondary fires and a Spring Seasonal TAP will assist to target our resources towards these areas of activity.

### **3. COMMUNITY SAFETY ENGAGEMENT**

3.1 To make our communities safer we maintain a strong commitment to active and meaningful participation in a range of East Renfrewshire Community Planning forums. We engage through the provision of community safety education and advice to residents, community groups and our young people. To reduce the likelihood of death or injury from fire we continue to target those individuals considered to be most at risk. This is achieved through the development of robust partner agency referral pathways and the delivery of Home Fire Safety Visits (HFSVs). The following are some of the engagement activities delivered within the East Renfrewshire area during the third quarter:

- 294 HFSVs were delivered to East Renfrewshire residents with 130 properties having a smoke alarm fitted and 49 being recorded as at High Risk from fire
- Cook Safe – To target cooking as one of the main causes of fire, 6 Cooksafe events have been scheduled for delivery to community groups during the final quarter of 2013/2014. These are targeted at potentially high risk groups such as; Age concern, Dementia, Mental Health and Supported Independent Housing for Elderly Residents
- A four day fire reach course was delivered at Clarkston Community Fire Station in December to nine pupils from four East Renfrewshire schools
- Firework safety presentations were delivered to approximately 1800 S1 & S2 pupils from all East Renfrewshire High Schools and a number of primary and nursery schools also received Fire Safety talks
- Cut it Out Road Safety presentation was delivered to 108 pupils at Mearns Castle High School

#### **3.2 Telecare**

The Telecare linked smoke detection initiative, delivered in partnership between SFRS and East Renfrewshire, has provided enhanced fire safety for individuals within the community who are identified as at high risk from fire. In addition to the provision of linked smoke detection this initiative has resulted in the delivery of more than 1500 HFSVs. LSO Tanzilli is engaged in discussion with East Renfrewshire officials to identify how the Telecare initiative can be taken forward in to the coming fiscal year.

### **EAST RENFREWSHIRE LOCAL FIRE AND RESCUE PLAN**

4.1 The draft Local Fire & Rescue Plan 2014-2017 was issued for consultation in December 2013 with the consultation period ending on 14 February 2014. As part of this process, LSO Tanzilli met with East Renfrewshire officials to discuss the contents of the plan and receive any comments for consideration. The feedback was of great value and has assisted to ensure the plan will meet the needs of our communities and community planning partners. Following on from this and taking consideration of all

consultation submissions the final draft is now attached (Appendix B) for the consideration of East Renfrewshire Cabinet. It is envisaged that this plan will map the strategic direction of Fire and Rescue Service delivery over the coming three years and provide firm direction for us to build on the positive outcomes achieved thus far. The focus of all our service delivery will remain to be making our communities safer and reducing the impact of fire and other emergency incidents on individuals and the community.

## **RECOMMENDATIONS**

1. Cabinet members are asked to note the contents of this report and appendices.

Appendix A- SFRS Quarter 3 Performance report 2013

Appendix B- East Renfrewshire Local Fire and Rescue Plan 2014-2017 Final draft



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

**East Renfrewshire**

<b>Wards</b>	<b>6</b>
<b>Population*</b>	<b>89,850</b>
<b>Dwellings*</b>	<b>37,336</b>
<b>Hectares*</b>	<b>17,379</b>

\* Source: GROS - General Register Office for Scotland

**Quarter 3 Ward performance report**

ID	Key Performance Indicators	Page	Target	Perf.%(+/-)	% Targets
1a	All deliberate fires	3	AVE.	-44%	
1b	All deliberate primary fires	4	AVE.	-40%	
1bi	All deliberate dwelling fires	5	AVE.	-100%	
1bii	All deliberate other building fires	6	AVE.	-100%	
1biii	All deliberate vehicle fires	7	AVE.	15%	
1biv	All deliberate 'other' primary fires	8	AVE.	-70%	
1c	All deliberate secondary fires	9	AVE.	-46%	
1ci	All deliberate secondary refuse fires	10	AVE.	-65%	
1cii	All deliberate secondary 'other' fires	11	AVE.	-23%	
2a	All accidental fires	12	AVE.	-2%	
2b	All accidental primary fires	13	AVE.	0%	
2bi	All accidental dwelling fires	14	DWELLING	26%	-10%
2bii	All accidental other building fires	15	AVE.	-40%	
2biii	All accidental vehicle fires	16	AVE.	-14%	
2biv	All accidental 'other' primary fires	17	AVE.	-100%	
2c	All accidental secondary fires	18	AVE.	100%	
2ci	All accidental secondary refuse fires	19	AVE.	-100%	
2cii	All accidental secondary 'other' fires	20	AVE.	200%	
3a	All fire casualties (fatal & non-fatal (incl. precautionary checkups))	21	AVE.	-50%	
3ai	All fatal fire casualties	22	CASUALTY		-5%
3aii	Non-fatal fire casualties (excl. precautionary checkups)	23	CASUALTY	-100%	-5%
3aiii	Non-fatal fire casualties (incl. precautionary checkups)	24	AVE.	-50%	
3bi	All fatal accidental dwell. fire casualties	25	CASUALTY		-5%
3bii	Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)	26	CASUALTY	-100%	-5%
3biii	Non-fatal accidental dwell. fire casualties (incl. precautionary checkups)	27	AVE.	-33%	
4a	Non domestic fires	28	NON DOM	25%	prev yr
5	Special Service - All	29	AVE.	-48%	
5a	Special Service - RTCs	30	AVE.	-31%	
5b	Special Service - Flooding	31	AVE.	-60%	
5c	Special Service - Extrication	32	AVE.	-63%	
5d	Special Service - Others	33	AVE.	-44%	
6a	Non-fatal casualties per RTC	34	AVE.	-31%	
6b	Fatal casualties per RTC	35	AVE.		
10a	False Alarms - All	36	AVE.	-19%	
10b	False Alarm - Good Intent	37	AVE.	-18%	
10c	False Alarm - Malicious	38	AVE.	-70%	
10d	False Alarm - Equipment failure	39	AVE.	-17%	

**TARGETS - Set by Scottish Government displayed within Annex B of the Fire and Rescue Framework for Scotland 2013.**

Fire Casualties - Displayed above as "CASUALTY".

Reduce the rate of fire fatalities and casualties (excl. precautionary checkups) by 5% based on the previous 3 year rolling average.

Accidental Dwelling Fires - Displayed above as "DWELLING".

Reduce the rate of accidental dwelling fires by 10% based on the previous 3 year average.

Non Domestic - Displayed above as "NON DOM".

Reduce the rate of non-domestic fires from the previous year

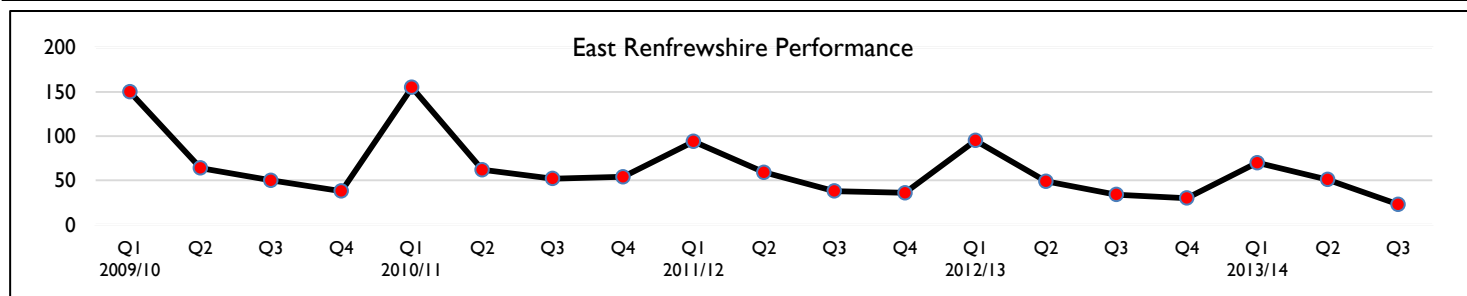
Previous 3 year average - Displayed above as "AVE."

Measures performance of analysis period against previous 3 year average (for same period)

Ia - All deliberate fires

Q3 ward ave. for East Renfrewshire - 4	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
<b>Barrhead</b>	20	26	18	24	8	
Busby, Clarkston and Eaglesham	2	6	3	1	3	
Giffnock and Thornliebank	5	8	2	5	3	
<b>Neilston, Uplawmoor and Newton Mearns North</b>	17	8	8	3	5	
Netherlee, Stamperland and Williamwood	4	2	4	1	2	
Newton Mearns South	2	2	3	0	2	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	50	52	38	34	23	
Inverclyde	129	140	104	97	69	
Renfrewshire	203	216	183	164	107	
East Renfrewshire % of LSO Total	13%	13%	12%	12%	12%	

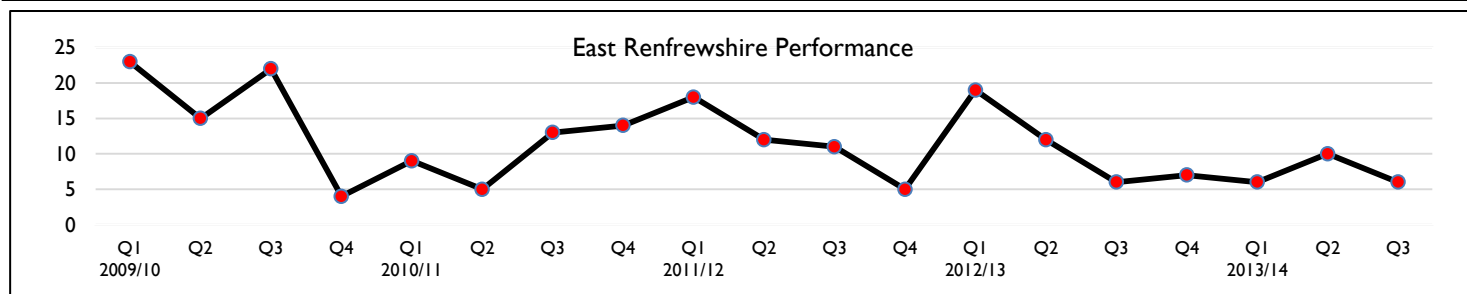


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	269	249	199	171	165	
W2 - Glasgow City	873	1080	772	722	625	
W3 - South Lanarkshire	344	345	263	304	233	
W4 - North Lanarkshire	468	545	540	450	356	
W5 - Ayrshire East / North / South	598	540	402	430	263	
W6 - Renfrewshire / & East / Inverclyde	382	408	325	295	199	
W7 - Dumfries & Galloway	50	55	45	31	24	
W6 % of SDA Total	13%	13%	13%	12%	11%	
Scotland	5594	5147	4595	3933	3185	

**Ib - All deliberate primary fires**

Q3 ward ave. for East Renfrewshire - I	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	6	2	4	4	1	
Busby, Clarkston and Eaglesham	1	3	1	0	1	
Giffnock and Thornliebank	1	5	0	0	0	
Neilston, Uplawmoor and Newton Mearns North	13	2	2	1	2	
Netherlee, Stamperland and Williamwood	0	1	1	1	0	
Newton Mearns South	1	0	3	0	2	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	22	13	11	6	6	
Inverclyde	36	33	26	9	17	
Renfrewshire	32	48	33	32	34	
East Renfrewshire % of LSO Total	24%	14%	16%	13%	11%	

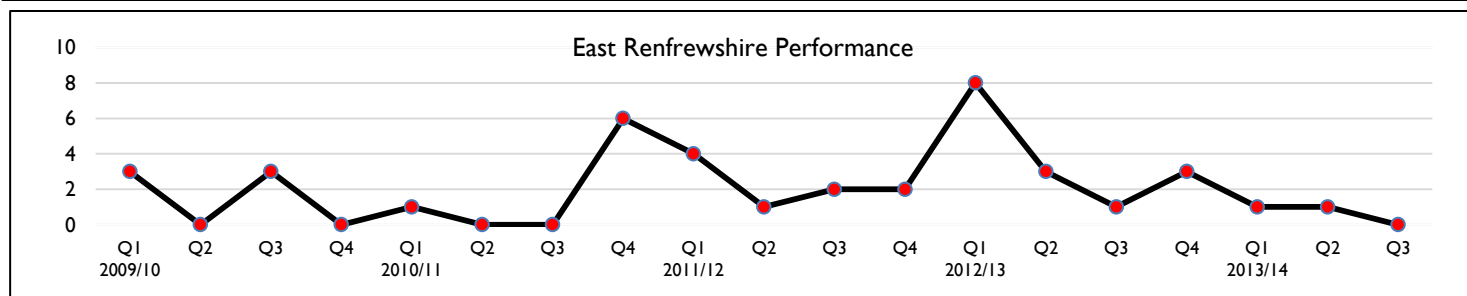


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	72	45	40	33	39	
W2 - Glasgow City	196	216	184	112	124	
W3 - South Lanarkshire	71	61	45	43	24	
W4 - North Lanarkshire	83	84	104	69	56	
W5 - Ayrshire East / North / South	74	52	49	40	27	
W6 - Renfrewshire / & East / Inverclyde	90	94	70	47	57	
W7 - Dumfries & Galloway	12	19	16	8	7	
W6 % of SDA Total	15%	16%	14%	13%	17%	
Scotland	1076	977	918	652	617	

Ibi - All deliberate dwelling fires

Q3 ward ave. for East Renfrewshire - 0	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	1	0	1	1	0	
Busby, Clarkston and Eaglesham	0	0	0	0	0	
Giffnock and Thornliebank	0	0	0	0	0	
Neilston, Uplawmoor and Newton Mearns North	2	0	1	0	0	
Netherlee, Stamperland and Williamwood	0	0	0	0	0	
Newton Mearns South	0	0	0	0	0	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	3	0	2	1	0	
Inverclyde	9	14	6	2	7	
Renfrewshire	6	20	14	12	13	
East Renfrewshire % of LSO Total	17%	0%	9%	7%	0%	



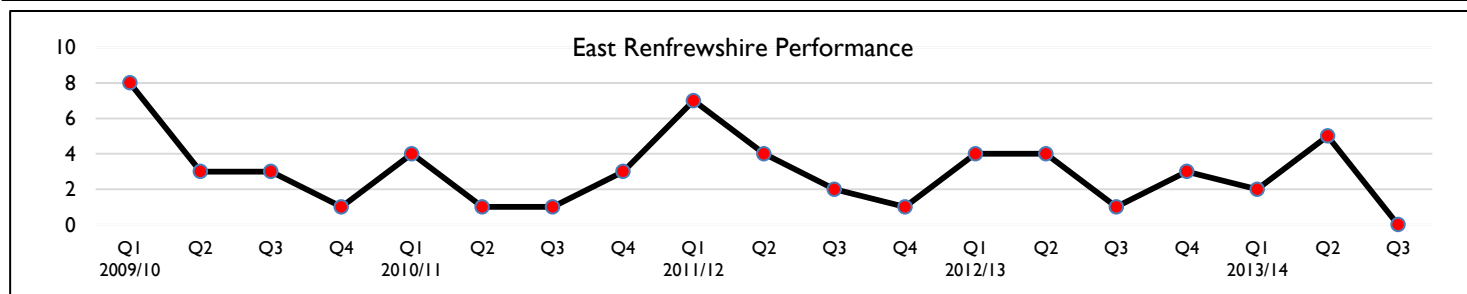
LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	16	14	16	14	12	
W2 - Glasgow City	59	82	81	37	44	
W3 - South Lanarkshire	16	19	15	10	5	
W4 - North Lanarkshire	12	31	28	20	11	
W5 - Ayrshire East / North / South	14	14	13	6	8	
W6 - Renfrewshire / & East / Inverclyde	18	34	22	15	20	
W7 - Dumfries & Galloway	0.1	5	2	1	1	
W6 % of SDA Total	13%	17%	12%	15%	20%	
Scotland	290	311	285	197	180	



**I bii - All deliberate other building fires**

Q3 ward ave. for East Renfrewshire - 0	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	1	1	1	0	0	
Busby, Clarkston and Eaglesham	0	0	1	0	0	
Giffnock and Thornliebank	0	0	0	0	0	
Neilston, Uplawmoor and Newton Mearns North	2	0	0	0	0	
Netherlee, Stamperland and Williamwood	0	0	0	1	0	
Newton Mearns South	0	0	0	0	0	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	3	1	2	1	0	
Inverclyde	5	6	7	1	2	
Renfrewshire	10	9	8	9	4	
East Renfrewshire % of LSO Total	17%	6%	12%	9%	0%	

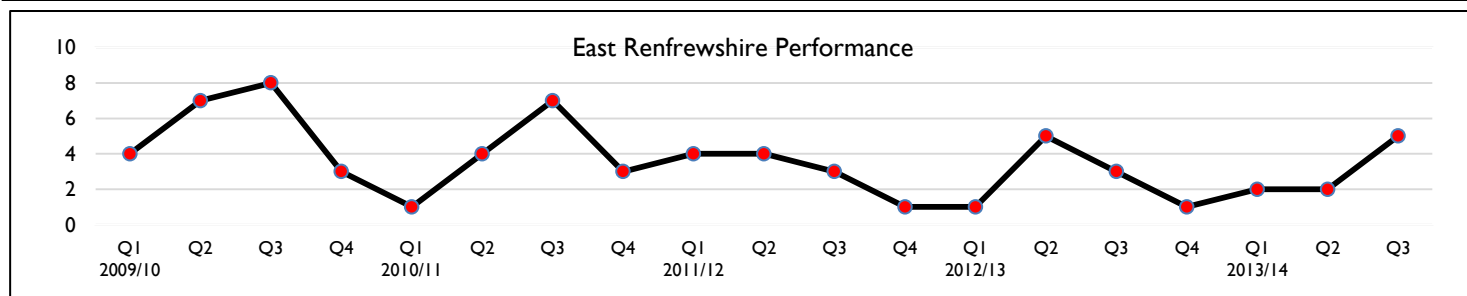


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	13	6	3	5	10	
W2 - Glasgow City	27	32	27	24	25	
W3 - South Lanarkshire	22	16	11	14	7	
W4 - North Lanarkshire	21	14	21	16	12	
W5 - Ayrshire East / North / South	18	11	15	15	7	
W6 - Renfrewshire / & East / Inverclyde	18	16	17	11	6	
W7 - Dumfries & Galloway	4	4	10	3	2	
W6 % of SDA Total	15%	16%	16%	13%	9%	
Scotland	221	177	190	154	132	

## Ibiii - All deliberate vehicle fires

Q3 ward ave. for East Renfrewshire - I	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	2	0	1	2	1	
Busby, Clarkston and Eaglesham	0	0	0	0	1	
Giffnock and Thornliebank	1	5	0	0	0	
Neilston, Uplawmoor and Newton Mearns North	5	1	1	1	1	
Netherlee, Stamperland and Williamwood	0	1	0	0	0	
<b>Newton Mearns South</b>	0	0	1	0	<b>2</b>	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	8	7	3	3	5	
Inverclyde	17	5	9	4	3	
Renfrewshire	10	14	8	9	13	
<i>East Renfrewshire % of LSO Total</i>	23%	27%	15%	19%	24%	

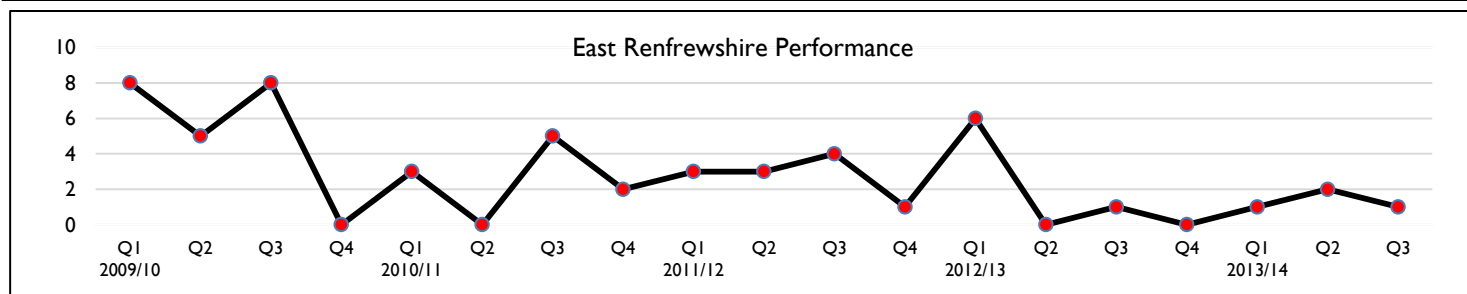


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	28	17	17	11	12	
W2 - Glasgow City	75	67	57	28	44	
W3 - South Lanarkshire	25	13	14	10	7	
W4 - North Lanarkshire	36	29	39	22	22	
W5 - Ayrshire East / North / South	22	15	14	14	9	
W6 - Renfrewshire / & East / Inverclyde	35	26	20	16	21	
W7 - Dumfries & Galloway	3	9	3	3	4	
<i>W6 % of SDA Total</i>	16%	15%	12%	15%	18%	
<b>Scotland</b>	<b>340</b>	<b>281</b>	<b>271</b>	<b>172</b>	<b>199</b>	

Ibiv - All deliberate 'other' primary fires

Q3 ward ave. for East Renfrewshire - 0	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	2	1	1	1	0	
Busby, Clarkston and Eaglesham	1	3	0	0	0	
Giffnock and Thornliebank	0	0	0	0	0	
Neilston, Uplawmoor and Newton Mearns North	4	1	0	0	1	
Netherlee, Stamperland and Williamwood	0	0	1	0	0	
Newton Mearns South	1	0	2	0	0	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	8	5	4	1	1	
Inverclyde	5	8	4	2	5	
Renfrewshire	6	5	3	2	4	
East Renfrewshire % of LSO Total	42%	28%	36%	20%	10%	

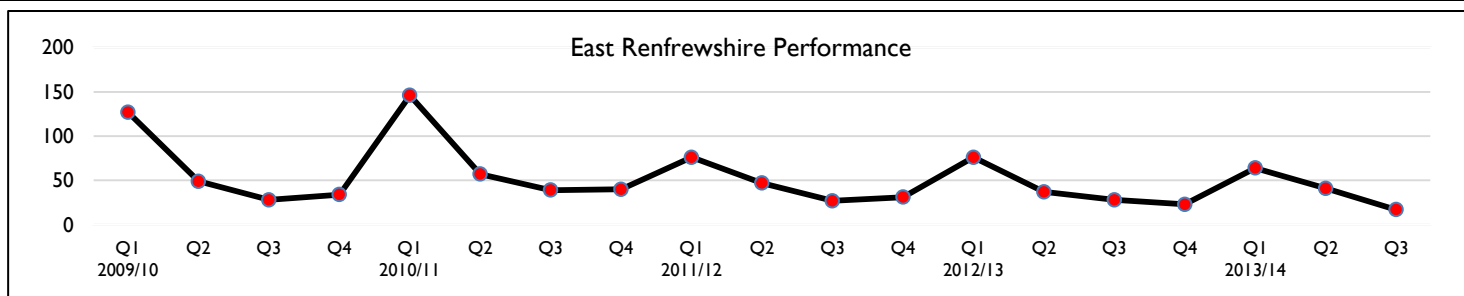


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	15	8	4	3	5	
W2 - Glasgow City	35	35	19	23	11	
W3 - South Lanarkshire	8	13	5	9	5	
W4 - North Lanarkshire	14	10	16	11	11	
W5 - Ayrshire East / North / South	20	12	7	5	3	
W6 - Renfrewshire / & East / Inverclyde	19	18	11	5	10	
W7 - Dumfries & Galloway	5	1	1	1	0.1	
W6 % of SDA Total	16%	19%	17%	9%	22%	
Scotland	225	208	172	129	106	

## Ic - All deliberate secondary fires

Q3 ward ave. for East Renfrewshire - 3	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
<b>Barrhead</b>	14	24	14	20	<b>7</b>	
Busby, Clarkston and Eaglesham	1	3	2	1	2	
Giffnock and Thornliebank	4	3	2	5	3	
Neilston, Uplawmoor and Newton Mearns North	4	6	6	2	3	
Netherlee, Stamperland and Williamwood	4	1	3	0	2	
Newton Mearns South	1	2	0	0	0	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	28	39	27	28	17	
Inverclyde	93	107	78	88	52	
Renfrewshire	171	168	150	132	73	
East Renfrewshire % of LSO Total	10%	12%	11%	11%	12%	

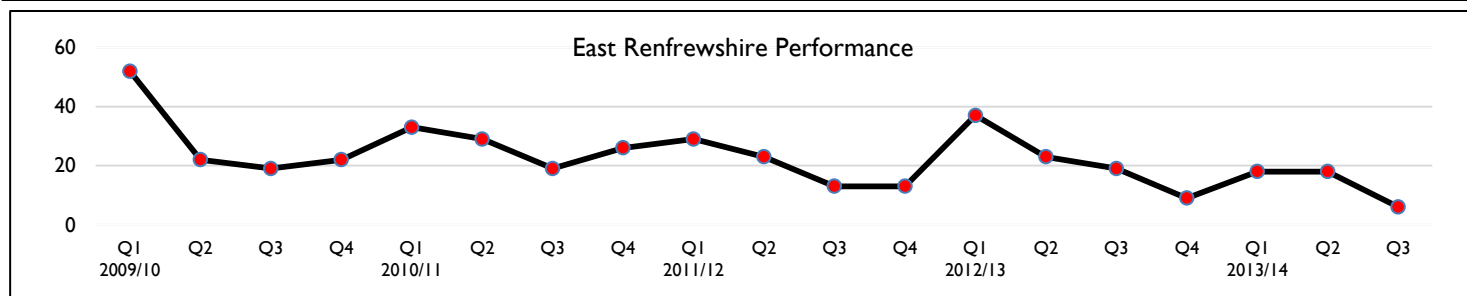


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	197	203	158	138	126	
W2 - Glasgow City	677	864	588	610	501	
W3 - South Lanarkshire	273	284	218	261	209	
W4 - North Lanarkshire	385	461	436	381	300	
W5 - Ayrshire East / North / South	524	488	353	390	236	
W6 - Renfrewshire / & East / Inverclyde	292	314	255	248	142	
W7 - Dumfries & Galloway	38	36	29	23	17	
W6 % of SDA Total	12%	12%	13%	12%	9%	
Scotland	4518	4167	3676	3281	2567	

## Ici - All deliberate secondary refuse fires

Q3 ward ave. for East Renfrewshire - I	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	9	12	8	16	2	
Busby, Clarkston and Eaglesham	0	1	2	0	2	
Giffnock and Thornliebank	4	1	0	2	2	
Neilston, Uplawmoor and Newton Mearns North	2	2	1	1	0	
Netherlee, Stamperland and Williamwood	3	1	2	0	0	
Newton Mearns South	1	2	0	0	0	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	19	19	13	19	6	
Inverclyde	52	67	50	58	28	
Renfrewshire	101	96	84	85	47	
East Renfrewshire % of LSO Total	11%	10%	9%	12%	7%	

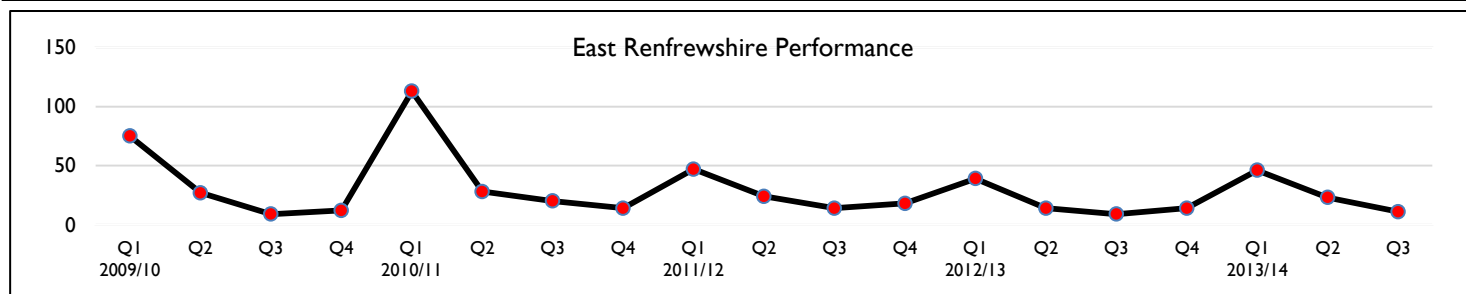


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	115	123	93	74	92	
W2 - Glasgow City	443	560	369	414	341	
W3 - South Lanarkshire	189	199	152	185	145	
W4 - North Lanarkshire	267	316	269	240	215	
W5 - Ayrshire East / North / South	301	294	196	213	149	
W6 - Renfrewshire / & East / Inverclyde	172	182	147	162	81	
W7 - Dumfries & Galloway	31	28	27	15	14	
W6 % of SDA Total	11%	11%	12%	12%	8%	
Scotland	2882	2709	2339	2091	1654	

## Icii - All deliberate secondary 'other' fires

Q3 ward ave. for East Renfrewshire - 2	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	5	12	6	4	5	
Busby, Clarkston and Eaglesham	1	2	0	1	0	
Giffnock and Thornliebank	0	2	2	3	1	
Neilston, Uplawmoor and Newton Mearns North	2	4	5	1	3	
Netherlee, Stamperland and Williamwood	1	0	1	0	2	
Newton Mearns South	0	0	0	0	0	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	9	20	14	9	11	
Inverclyde	41	40	28	30	24	
Renfrewshire	70	72	66	47	26	
East Renfrewshire % of LSO Total	8%	15%	13%	10%	18%	

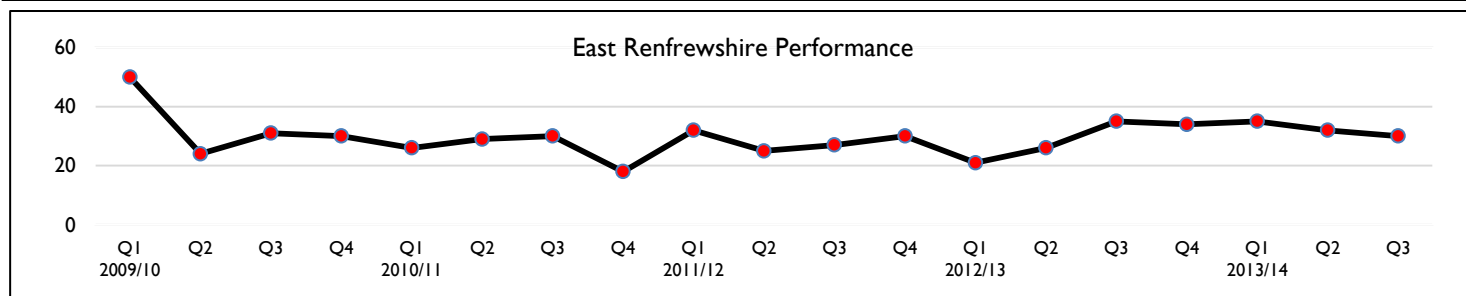


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	82	80	65	64	34	
W2 - Glasgow City	234	304	219	196	160	
W3 - South Lanarkshire	84	85	66	76	64	
W4 - North Lanarkshire	118	145	167	141	85	
W5 - Ayrshire East / North / South	223	194	157	177	87	
W6 - Renfrewshire / & East / Inverclyde	120	132	108	86	61	
W7 - Dumfries & Galloway	7	8	2	8	3	
W6 % of SDA Total	14%	14%	14%	11%	12%	
Scotland	1636	1458	1337	1190	913	

## 2a - All accidental fires

Q3 ward ave. for East Renfrewshire - 5	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	12	4	4	8	8	
Busby, Clarkston and Eaglesham	1	7	5	3	2	
Giffnock and Thornliebank	7	11	1	5	6	
Neilston, Uplawmoor and Newton Mearns North	4	5	6	6	7	
Netherlee, Stamperland and Williamwood	2	3	5	4	5	
Newton Mearns South	5	0	6	9	2	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	31	30	27	35	30	
Inverclyde	25	32	31	31	42	
Renfrewshire	116	92	85	93	85	
East Renfrewshire % of LSO Total	18%	19%	19%	22%	19%	

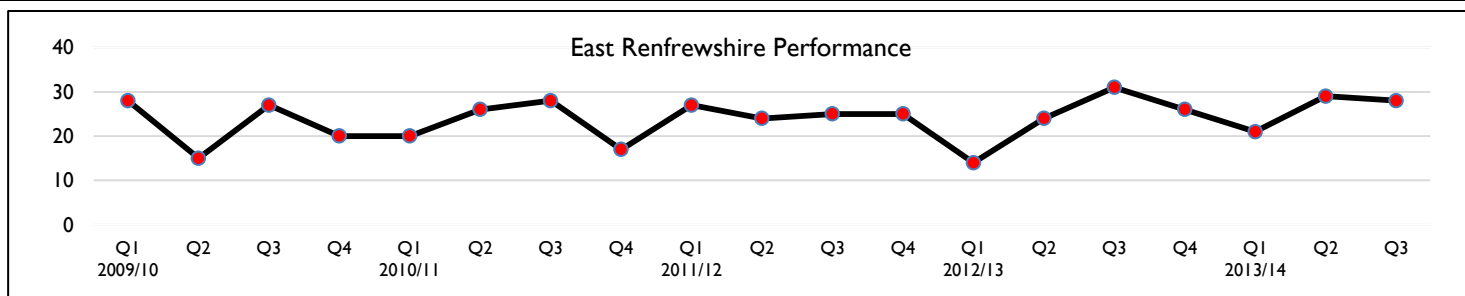


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	226	191	145	155	139	
W2 - Glasgow City	554	428	389	365	360	
W3 - South Lanarkshire	224	139	102	145	100	
W4 - North Lanarkshire	228	133	139	126	125	
W5 - Ayrshire East / North / South	250	184	163	151	185	
W6 - Renfrewshire / & East / Inverclyde	172	154	143	159	157	
W7 - Dumfries & Galloway	128	105	75	86	90	
W6 % of SDA Total	10%	12%	12%	13%	14%	
Scotland	3686	3231	2828	2912	2765	

## 2b - All accidental primary fires

Q3 ward ave. for East Renfrewshire - 5	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
<b>Barrhead</b>	9	4	4	6	8	
Busby, Clarkston and Eaglesham	1	6	3	3	2	
<b>Giffnock and Thornliebank</b>	7	11	1	5	6	
<b>Neilston, Uplawmoor and Newton Mearns North</b>	4	5	6	6	7	
Netherlee, Stamperland and Williamwood	2	2	5	4	3	
Newton Mearns South	4	0	6	7	2	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	27	28	25	31	28	
Inverclyde	19	27	27	30	36	
Renfrewshire	91	85	77	86	77	
East Renfrewshire % of LSO Total	20%	20%	19%	21%	20%	



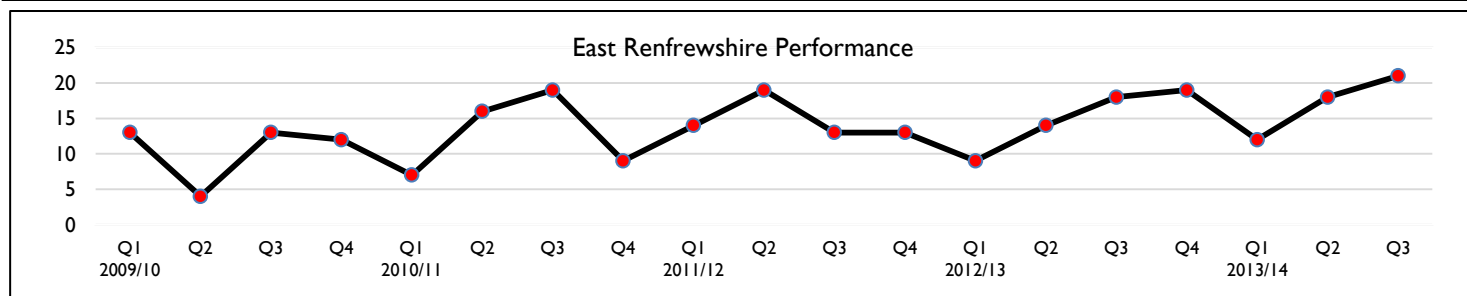
LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	120	137	109	117	95	
W2 - Glasgow City	389	376	366	329	324	
W3 - South Lanarkshire	124	115	89	126	86	
W4 - North Lanarkshire	118	128	125	111	104	
W5 - Ayrshire East / North / South	154	151	127	122	138	
W6 - Renfrewshire / & East / Inverclyde	137	140	129	147	141	
W7 - Dumfries & Galloway	73	50	43	55	51	
W6 % of SDA Total	12%	13%	13%	15%	15%	
Scotland	2350	2390	2122	2182	2037	



**2bi - All accidental dwelling fires**

Q3 ward ave. for East Renfrewshire - 4	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
<b>Barrhead</b>	5	2	3	4	6	
Busby, Clarkston and Eaglesham	0	4	1	0	1	
<b>Giffnock and Thornliebank</b>	2	8	1	5	5	
<b>Neilston, Uplawmoor and Newton Mearns North</b>	2	3	2	3	6	
Netherlee, Stamperland and Williamwood	2	2	3	3	2	
Newton Mearns South	2	0	3	3	1	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	13	19	13	18	21	
Inverclyde	12	16	19	19	27	
Renfrewshire	48	57	50	66	52	
East Renfrewshire % of LSO Total	18%	21%	16%	17%	21%	

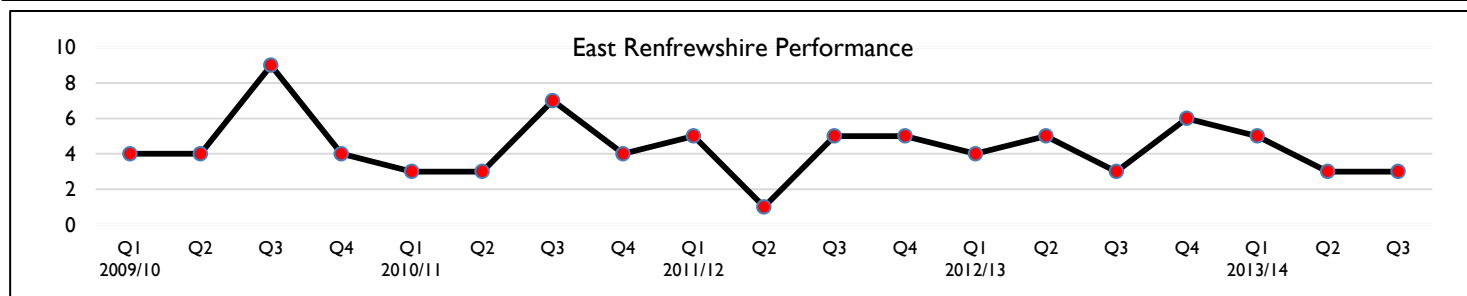


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	70	95	66	62	56	
W2 - Glasgow City	248	240	219	215	203	
W3 - South Lanarkshire	65	74	57	90	63	
W4 - North Lanarkshire	71	71	84	79	65	
W5 - Ayrshire East / North / South	98	95	81	73	84	
W6 - Renfrewshire / & East / Inverclyde	73	92	82	103	100	
W7 - Dumfries & Galloway	36	32	22	29	27	
W6 % of SDA Total	11%	13%	13%	16%	17%	
Scotland	1401	1451	1296	1373	1261	

## 2bii - All accidental other building fires

Q3 ward ave. for East Renfrewshire - I	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	3	2	0	0	1	
Busby, Clarkston and Eaglesham	0	2	2	2	1	
Giffnock and Thornliebank	4	2	0	0	0	
Neilston, Uplawmoor and Newton Mearns North	1	1	2	0	0	
Netherlee, Stamperland and Williamwood	0	0	1	1	1	
Newton Mearns South	1	0	0	0	0	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	9	7	5	3	3	
Inverclyde	3	8	6	6	4	
Renfrewshire	26	16	18	12	12	
East Renfrewshire % of LSO Total	24%	23%	17%	14%	16%	

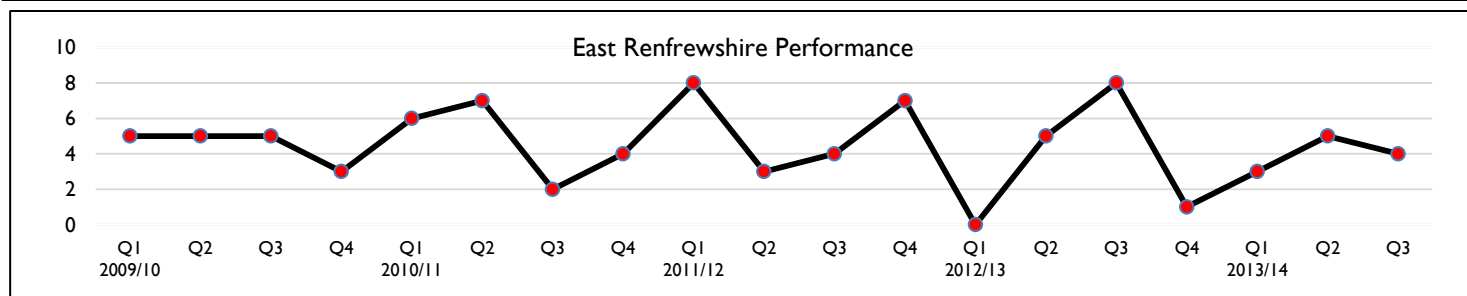


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	21	25	25	33	16	
W2 - Glasgow City	89	93	102	82	83	
W3 - South Lanarkshire	22	24	17	13	10	
W4 - North Lanarkshire	22	22	20	15	20	
W5 - Ayrshire East / North / South	29	29	24	27	28	
W6 - Renfrewshire / & East / Inverclyde	38	31	29	21	19	
W7 - Dumfries & Galloway	13	7	10	16	11	
W6 % of SDA Total	16%	13%	13%	10%	10%	
Scotland	513	520	482	455	412	

## 2biii - All accidental vehicle fires

Q3 ward ave. for East Renfrewshire - I	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	1	0	1	2	1	
Busby, Clarkston and Eaglesham	1	0	0	1	0	
Giffnock and Thornliebank	1	1	0	0	1	
Neilston, Uplawmoor and Newton Mearns North	1	1	2	1	1	
Netherlee, Stamperland and Williamwood	0	0	0	0	0	
Newton Mearns South	1	0	1	4	1	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	5	2	4	8	4	
Inverclyde	3	2	2	5	5	
Renfrewshire	12	10	9	6	13	
East Renfrewshire % of LSO Total	25%	14%	27%	42%	18%	

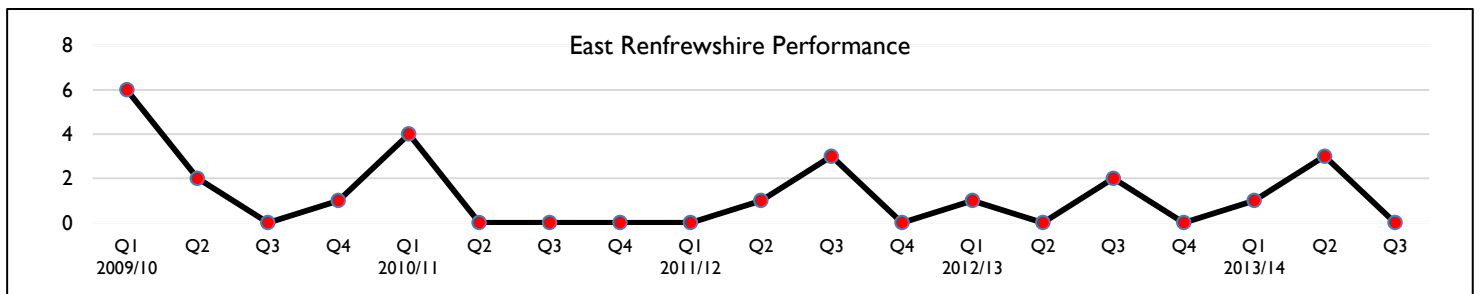


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	25	14	14	19	17	
W2 - Glasgow City	42	36	39	27	32	
W3 - South Lanarkshire	26	15	13	22	10	
W4 - North Lanarkshire	18	30	18	16	15	
W5 - Ayrshire East / North / South	19	23	20	18	17	
W6 - Renfrewshire / & East / Inverclyde	20	14	15	19	22	
W7 - Dumfries & Galloway	21	10	9	9	9	
W6 % of SDA Total	12%	10%	12%	15%	18%	
Scotland	356	363	269	298	285	

**2biv - All accidental 'other' primary fires**

Q3 ward ave. for East Renfrewshire - 0	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	0	0	0	0	0	
Busby, Clarkston and Eaglesham	0	0	0	0	0	
Giffnock and Thornliebank	0	0	0	0	0	
Neilston, Uplawmoor and Newton Mearns North	0	0	0	2	0	
Netherlee, Stamperland and Williamwood	0	0	1	0	0	
Newton Mearns South	0	0	2	0	0	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	0	0	3	2	0	
Inverclyde	1	1	0	0	0	
Renfrewshire	5	2	0	2	0	
East Renfrewshire % of LSO Total	0%	0%	100%	50%		

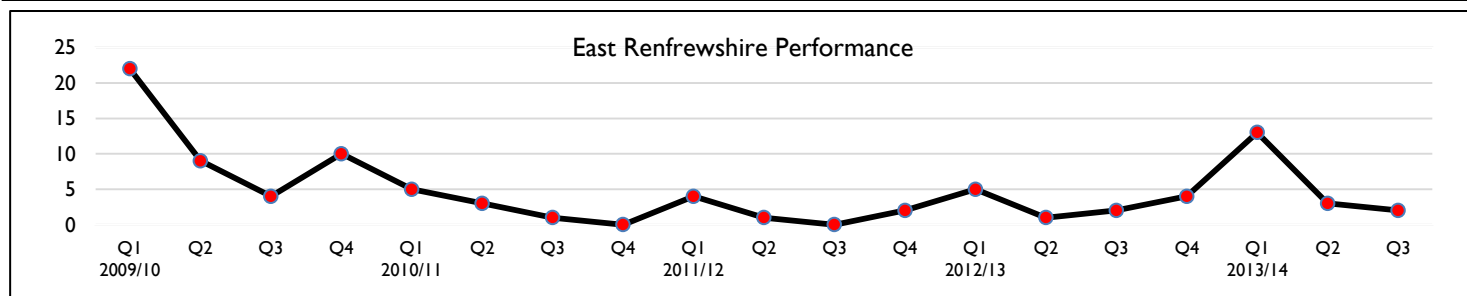


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	4	3	4	3	6	
W2 - Glasgow City	10	7	6	5	6	
W3 - South Lanarkshire	11	2	2	1	3	
W4 - North Lanarkshire	7	5	3	1	4	
W5 - Ayrshire East / North / South	8	4	2	4	9	
W6 - Renfrewshire / & East / Inverclyde	6	3	3	4	0.1	
W7 - Dumfries & Galloway	3	1	2	1	4	
W6 % of SDA Total	12%	12%	14%	21%	0%	
Scotland	80	56	75	56	79	

## 2c - All accidental secondary fires

Q3 ward ave. for East Renfrewshire - 0	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	3	0	0	1	0	
Busby, Clarkston and Eaglesham	0	1	0	0	0	
Giffnock and Thornliebank	0	0	0	0	0	
Neilston, Uplawmoor and Newton Mearns North	0	0	0	0	0	
Netherlee, Stamperland and Williamwood	0	0	0	0	2	
Newton Mearns South	1	0	0	1	0	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	4	1	0	2	2	
Inverclyde	6	4	2	1	6	
Renfrewshire	23	5	7	5	7	
East Renfrewshire % of LSO Total	12%	10%	0%	25%	13%	

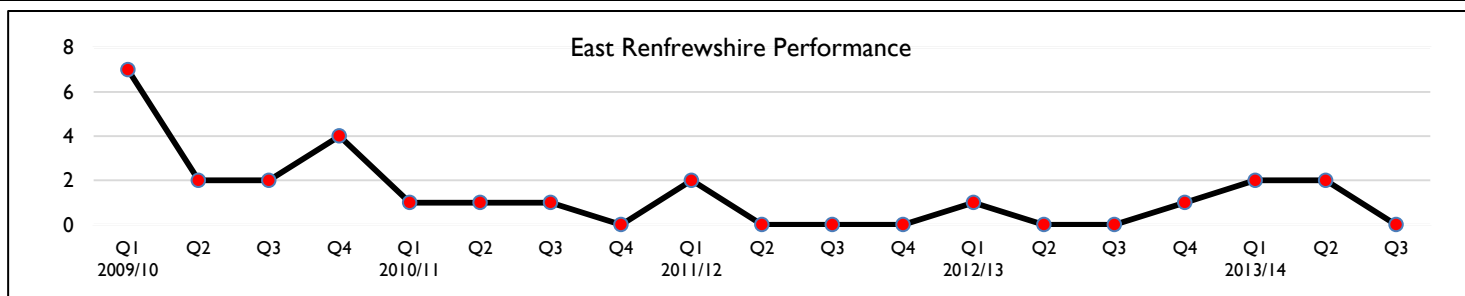


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	51	12	9	11	15	
W2 - Glasgow City	160	48	22	34	31	
W3 - South Lanarkshire	90	13	6	15	9	
W4 - North Lanarkshire	109	4	11	13	21	
W5 - Ayrshire East / North / South	70	16	15	19	31	
W6 - Renfrewshire / & East / Inverclyde	33	10	9	8	15	
W7 - Dumfries & Galloway	17	9	18	8	19	
W6 % of SDA Total	6%	9%	10%	7%	11%	
Scotland	823	347	317	335	403	

## 2ci - All accidental secondary refuse fires

Q3 ward ave. for East Renfrewshire - 0	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	2	0	0	0	0	
Busby, Clarkston and Eaglesham	0	1	0	0	0	
Giffnock and Thornliebank	0	0	0	0	0	
Neilston, Uplawmoor and Newton Mearns North	0	0	0	0	0	
Netherlee, Stamperland and Williamwood	0	0	0	0	0	
Newton Mearns South	0	0	0	0	0	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	2	1	0	0	0	
Inverclyde	3	1	0	1	2	
Renfrewshire	11	1	4	1	5	
East Renfrewshire % of LSO Total	13%	33%	0%	0%	0%	

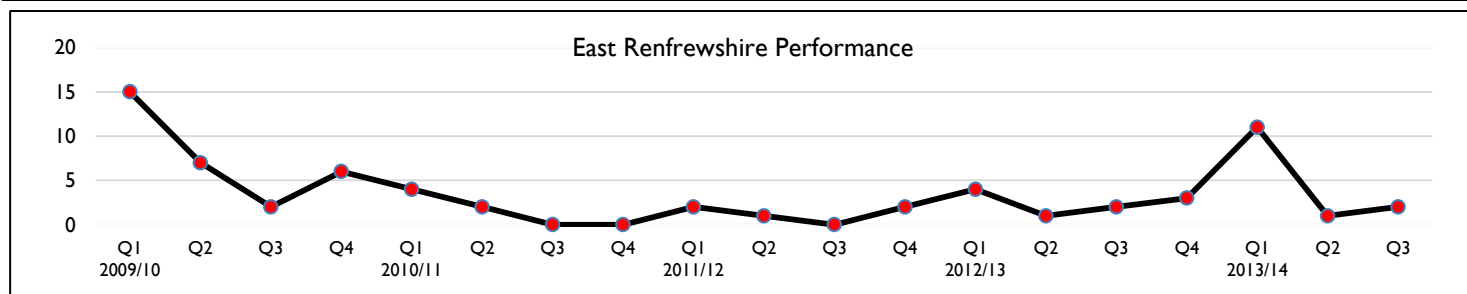


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	25	5	1	5	4	
W2 - Glasgow City	97	36	18	26	24	
W3 - South Lanarkshire	57	6	3	8	4	
W4 - North Lanarkshire	64	2	4	9	12	
W5 - Ayrshire East / North / South	36	4	6	6	17	
W6 - Renfrewshire / & East / Inverclyde	16	3	4	2	7	
W7 - Dumfries & Galloway	12	7	12	4	13	
W6 % of SDA Total	5%	5%	8%	3%	9%	
Scotland	467	207	172	192	215	

## 2cii - All accidental secondary 'other' fires

Q3 ward ave. for East Renfrewshire - 0	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	1	0	0	1	0	
Busby, Clarkston and Eaglesham	0	0	0	0	0	
Giffnock and Thornliebank	0	0	0	0	0	
Neilston, Uplawmoor and Newton Mearns North	0	0	0	0	0	
<b>Netherlee, Stamperland and Williamwood</b>	0	0	0	0	2	
Newton Mearns South	1	0	0	1	0	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	2	0	0	2	2	
Inverclyde	3	3	2	0	4	
Renfrewshire	12	4	3	4	2	
East Renfrewshire % of LSO Total	12%	0%	0%	33%	25%	

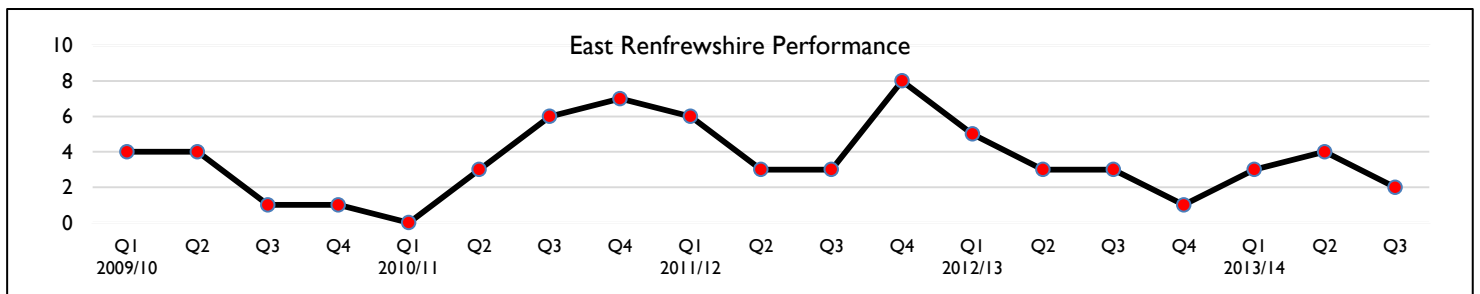


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	26	7	8	6	11	
W2 - Glasgow City	63	12	4	8	7	
W3 - South Lanarkshire	33	7	3	7	5	
W4 - North Lanarkshire	45	2	7	4	9	
W5 - Ayrshire East / North / South	34	12	9	13	14	
W6 - Renfrewshire / & East / Inverclyde	17	7	5	6	8	
W7 - Dumfries & Galloway	5	2	6	4	6	
W6 % of SDA Total	8%	14%	12%	13%	13%	
Scotland	356	140	145	143	188	

## 3a - All fire casualties (fatal &amp; non-fatal (incl. precautionary checkups))

Q3 ward ave. for East Renfrewshire - 0	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	0	0	1	2	1	
Busby, Clarkston and Eaglesham	0	2	0	0	1	
Giffnock and Thornliebank	0	0	0	1	0	
Neilston, Uplawmoor and Newton Mearns North	0	2	0	0	0	
Netherlee, Stamperland and Williamwood	1	2	1	0	0	
Newton Mearns South	0	0	1	0	0	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	1	6	3	3	2	
Inverclyde	0	9	4	2	8	
Renfrewshire	8	15	11	21	14	
East Renfrewshire % of LSO Total	11%	20%	17%	12%	8%	



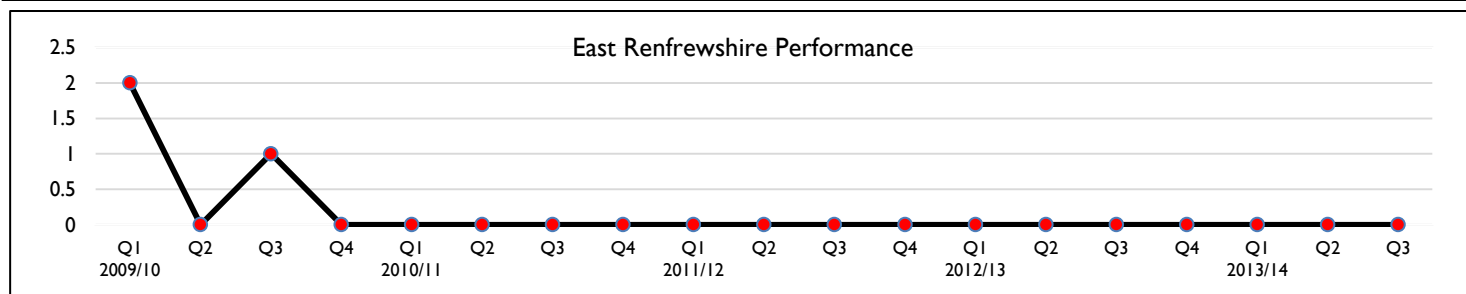
LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	9	15	11	12	7	
W2 - Glasgow City	41	67	61	42	50	
W3 - South Lanarkshire	15	18	11	36	15	
W4 - North Lanarkshire	10	15	36	27	20	
W5 - Ayrshire East / North / South	17	36	23	17	6	
W6 - Renfrewshire / & East / Inverclyde	9	30	18	26	24	
W7 - Dumfries & Galloway	9	8	4	7	6	
W6 % of SDA Total	8%	16%	11%	16%	19%	
Scotland	290	411	447	374	285	



**3ai - All fatal fire casualties**

Q3 ward ave. for East Renfrewshire - 0	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	0	0	0	0	0	
Busby, Clarkston and Eaglesham	0	0	0	0	0	
Giffnock and Thornliebank	0	0	0	0	0	
Neilston, Uplawmoor and Newton Mearns North	0	0	0	0	0	
Netherlee, Stamperland and Williamwood	1	0	0	0	0	
Newton Mearns South	0	0	0	0	0	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	1	0	0	0	0	
Inverclyde	0	0	0	0	0	
Renfrewshire	0	0	0	0	0	
East Renfrewshire % of LSO Total	100%					

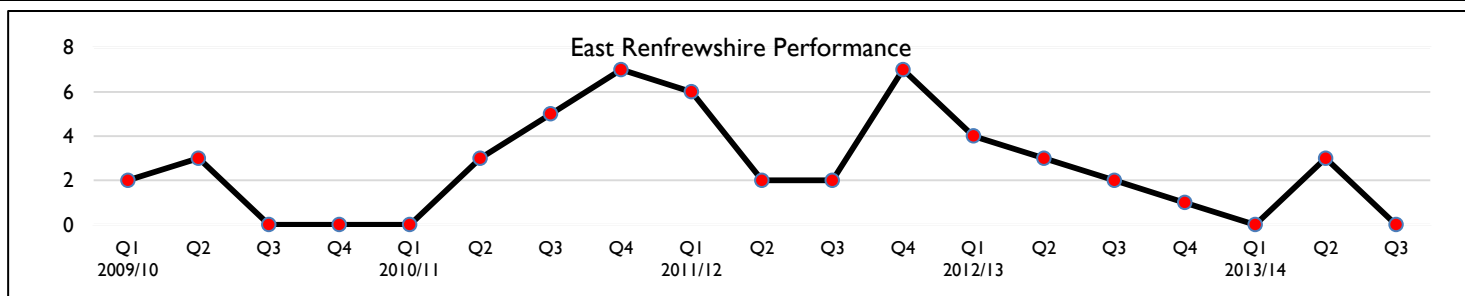


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	1	0.1	0.1	1	0.1	
W2 - Glasgow City	3	2	2	2	1	
W3 - South Lanarkshire	2	0.1	1	3	1	
W4 - North Lanarkshire	0.1	0.1	0.1	0.1	0.1	
W5 - Ayrshire East / North / South	0.1	1	4	0.1	0.1	
W6 - Renfrewshire / & East / Inverclyde	1	0.1	0.1	0.1	0.1	
W7 - Dumfries & Galloway	2	0.1	0.1	0.1	0.1	
W6 % of SDA Total	11%	0%	0%	0%	0%	
Scotland	14	12	18	12	9	

## 3a ii - Non-fatal fire casualties (excl. precautionary checkups)

Q3 ward ave. for East Renfrewshire - 0	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	0	0	0	1	0	
Busby, Clarkston and Eaglesham	0	2	0	0	0	
Giffnock and Thornliebank	0	0	0	1	0	
Neilston, Uplawmoor and Newton Mearns North	0	1	0	0	0	
Netherlee, Stamperland and Williamwood	0	2	1	0	0	
Newton Mearns South	0	0	1	0	0	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	0	5	2	2	0	
Inverclyde	0	8	3	2	7	
Renfrewshire	7	13	8	11	12	
East Renfrewshire % of LSO Total	0%	19%	15%	13%	0%	

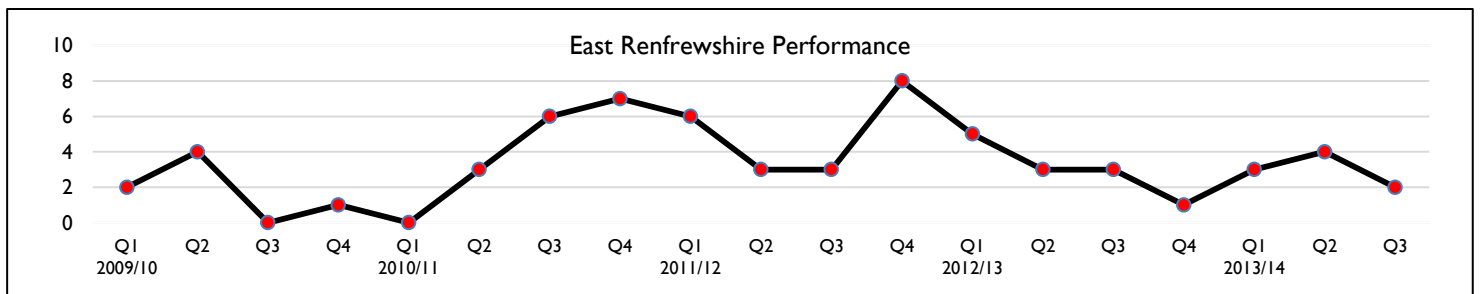


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	4	11	8	5	7	
W2 - Glasgow City	29	42	42	24	36	
W3 - South Lanarkshire	10	14	9	18	12	
W4 - North Lanarkshire	6	11	25	13	11	
W5 - Ayrshire East / North / South	14	32	16	9	5	
W6 - Renfrewshire / & East / Inverclyde	7	26	13	15	19	
W7 - Dumfries & Galloway	7	6	4	6	3	
W6 % of SDA Total	9%	18%	11%	17%	20%	
Scotland	223	330	332	267	221	

## 3a iii - Non-fatal fire casualties (incl. precautionary checkups)

Q3 ward ave. for East Renfrewshire - 0	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	0	0	1	2	1	
Busby, Clarkston and Eaglesham	0	2	0	0	1	
Giffnock and Thornliebank	0	0	0	1	0	
Neilston, Uplawmoor and Newton Mearns North	0	2	0	0	0	
Netherlee, Stamperland and Williamwood	0	2	1	0	0	
Newton Mearns South	0	0	1	0	0	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	0	6	3	3	2	
Inverclyde	0	9	4	2	8	
Renfrewshire	8	15	11	21	14	
East Renfrewshire % of LSO Total	0%	20%	17%	12%	8%	

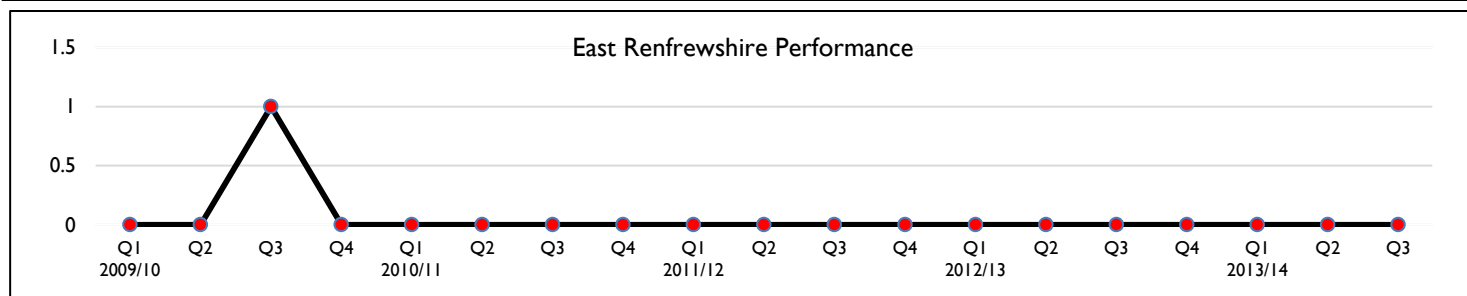


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	8	15	11	11	7	
W2 - Glasgow City	38	65	59	40	49	
W3 - South Lanarkshire	13	18	10	33	14	
W4 - North Lanarkshire	10	15	36	27	20	
W5 - Ayrshire East / North / South	17	35	19	17	6	
W6 - Renfrewshire / & East / Inverclyde	8	30	18	26	24	
W7 - Dumfries & Galloway	7	8	4	7	6	
W6 % of SDA Total	8%	16%	11%	16%	19%	
Scotland	276	399	429	362	276	

## 3bi - All fatal accidental dwell. fire casualties

Q3 ward ave. for East Renfrewshire - 0	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	0	0	0	0	0	
Busby, Clarkston and Eaglesham	0	0	0	0	0	
Giffnock and Thornliebank	0	0	0	0	0	
Neilston, Uplawmoor and Newton Mearns North	0	0	0	0	0	
Netherlee, Stamperland and Williamwood	1	0	0	0	0	
Newton Mearns South	0	0	0	0	0	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	1	0	0	0	0	
Inverclyde	0	0	0	0	0	
Renfrewshire	0	0	0	0	0	
East Renfrewshire % of LSO Total	100%					

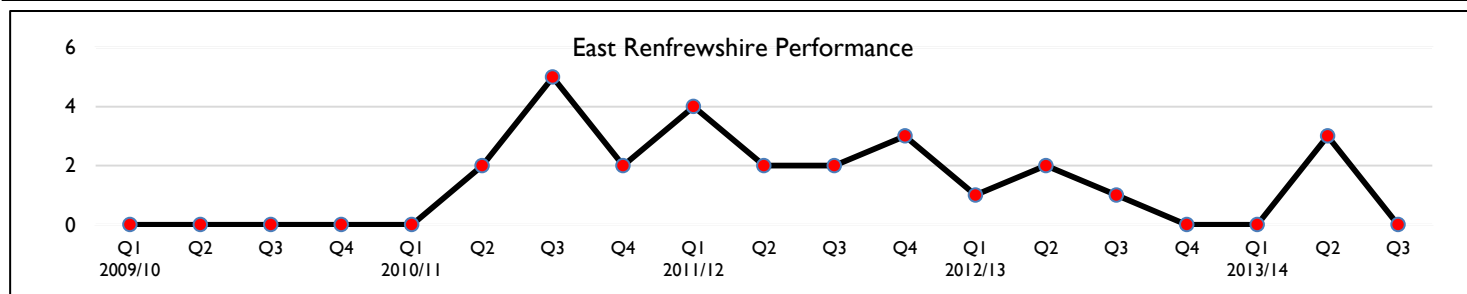


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	1	0.1	0.1	1	0.1	
W2 - Glasgow City	3	2	1	2	1	
W3 - South Lanarkshire	2	0.1	1	3	1	
W4 - North Lanarkshire	0.1	0.1	0.1	0.1	0.1	
W5 - Ayrshire East / North / South	0.1	1	3	0.1	0.1	
W6 - Renfrewshire / & East / Inverclyde	1	0.1	0.1	0.1	0.1	
W7 - Dumfries & Galloway	2	0.1	0.1	0.1	0.1	
W6 % of SDA Total	11%	0%	0%	0%	0%	
Scotland	12	11	13	11	7	

## 3bii - Non-fatal accidental dwell. fire casualties (excl. precautionary checkups)

Q3 ward ave. for East Renfrewshire - 0	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	0	0	0	0	0	
Busby, Clarkston and Eaglesham	0	2	0	0	0	
Giffnock and Thornliebank	0	0	0	1	0	
Neilston, Uplawmoor and Newton Mearns North	0	1	0	0	0	
Netherlee, Stamperland and Williamwood	0	2	1	0	0	
Newton Mearns South	0	0	1	0	0	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	0	5	2	1	0	
Inverclyde	0	2	1	2	7	
Renfrewshire	3	11	7	10	11	
East Renfrewshire % of LSO Total	0%	28%	20%	8%	0%	

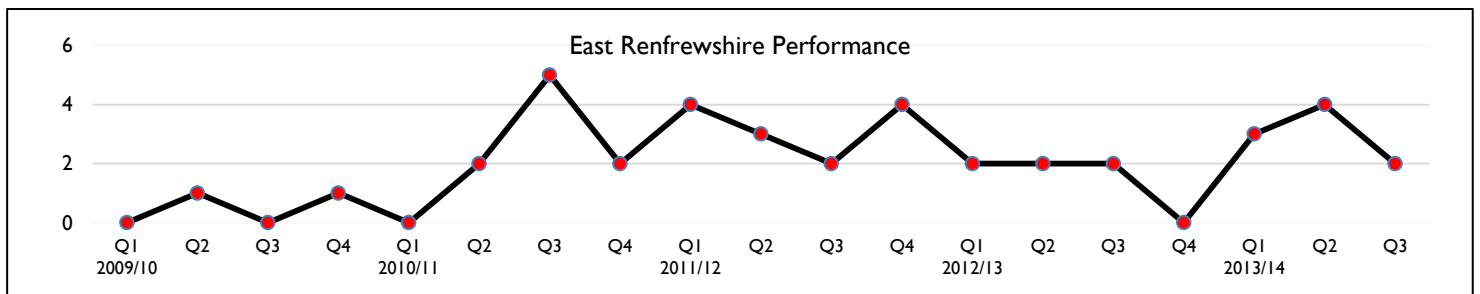


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	2	9	7	5	4	
W2 - Glasgow City	27	29	25	20	35	
W3 - South Lanarkshire	10	8	6	11	11	
W4 - North Lanarkshire	6	5	21	10	9	
W5 - Ayrshire East / North / South	13	21	12	8	5	
W6 - Renfrewshire / & East / Inverclyde	3	18	10	13	18	
W7 - Dumfries & Galloway	3	5	4	5	2	
W6 % of SDA Total	5%	19%	12%	18%	21%	
Scotland	170	248	223	206	179	

## 3biii - Non-fatal accidental dwell. fire casualties (incl. precautionary checkups)

Q3 ward ave. for East Renfrewshire - 0	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	0	0	0	1	1	
Busby, Clarkston and Eaglesham	0	2	0	0	1	
Giffnock and Thornliebank	0	0	0	1	0	
Neilston, Uplawmoor and Newton Mearns North	0	1	0	0	0	
Netherlee, Stamperland and Williamwood	0	2	1	0	0	
Newton Mearns South	0	0	1	0	0	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	0	5	2	2	2	
Inverclyde	0	2	2	2	8	
Renfrewshire	4	12	10	18	12	
East Renfrewshire % of LSO Total	0%	26%	14%	9%	9%	

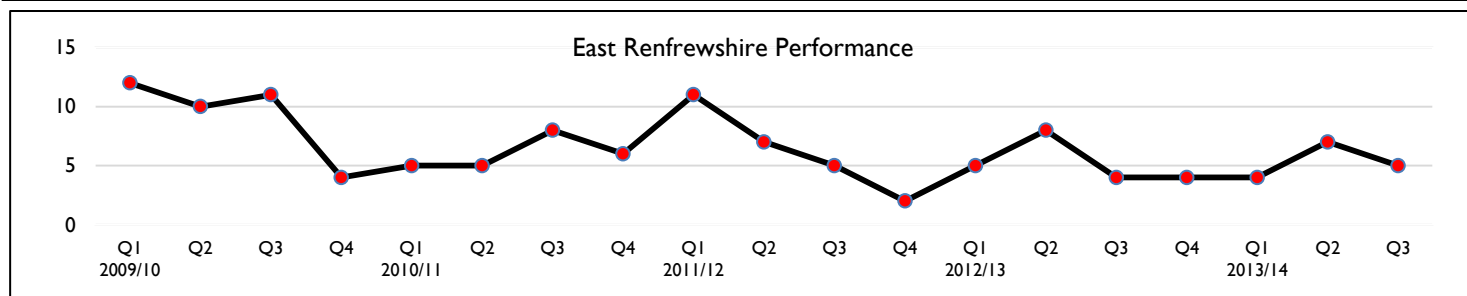


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	6	13	9	11	4	
W2 - Glasgow City	35	44	38	33	47	
W3 - South Lanarkshire	12	10	7	24	13	
W4 - North Lanarkshire	10	7	28	21	14	
W5 - Ayrshire East / North / South	16	24	15	12	6	
W6 - Renfrewshire / & East / Inverclyde	4	19	14	22	22	
W7 - Dumfries & Galloway	3	7	4	6	5	
W6 % of SDA Total	5%	15%	12%	17%	20%	
Scotland	207	297	290	284	221	

## 4a - Non domestic fires

Q3 ward ave. for East Renfrewshire - I	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	3	1	2	2	1	
Busby, Clarkston and Eaglesham	0	0	1	0	1	
Giffnock and Thornliebank	1	5	0	0	0	
Neilston, Uplawmoor and Newton Mearns North	7	1	1	1	1	
Netherlee, Stamperland and Williamwood	0	1	0	1	0	
<b>Newton Mearns South</b>	0	0	1	0	<b>2</b>	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	11	8	5	4	5	
Inverclyde	21	10	16	5	5	
Renfrewshire	19	23	16	18	17	
East Renfrewshire % of LSO Total	22%	20%	14%	15%	19%	

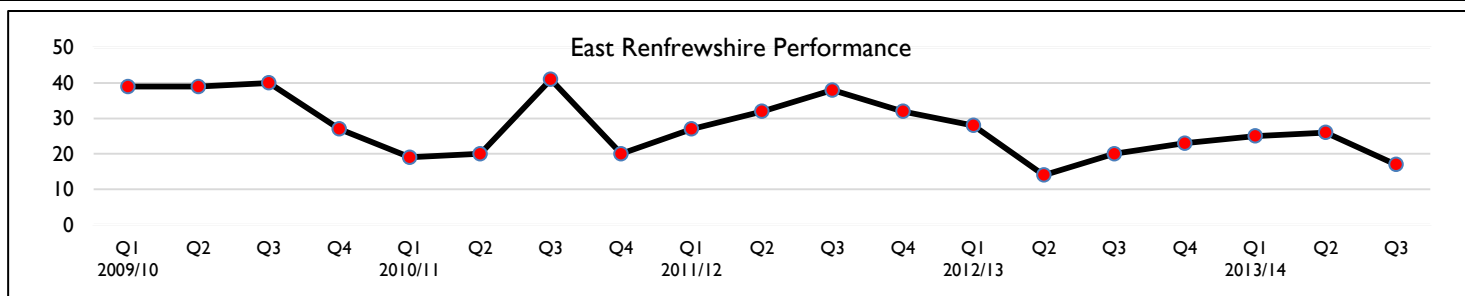


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	40	23	20	16	21	
W2 - Glasgow City	101	98	84	52	68	
W3 - South Lanarkshire	47	29	25	24	14	
W4 - North Lanarkshire	57	42	60	38	34	
W5 - Ayrshire East / North / South	40	26	29	28	16	
W6 - Renfrewshire / & East / Inverclyde	51	41	37	27	27	
W7 - Dumfries & Galloway	17	11	20	19	13	
W6 % of SDA Total	14%	15%	13%	13%	14%	
Scotland	730	637	616	518	481	

## 5 - Special Service - All

Q3 ward ave. for East Renfrewshire - 3	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
<b>Barrhead</b>	7	14	3	2	4	
Busby, Clarkston and Eaglesham	5	2	6	3	2	
Giffnock and Thornliebank	9	11	3	2	3	
Neilston, Uplawmoor and Newton Mearns North	12	5	9	8	3	
Netherlee, Stamperland and Williamwood	5	5	8	2	2	
Newton Mearns South	2	4	9	3	3	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	40	41	38	20	17	
Inverclyde	65	62	72	51	53	
Renfrewshire	89	169	113	81	92	
East Renfrewshire % of LSO Total	21%	15%	17%	13%	10%	



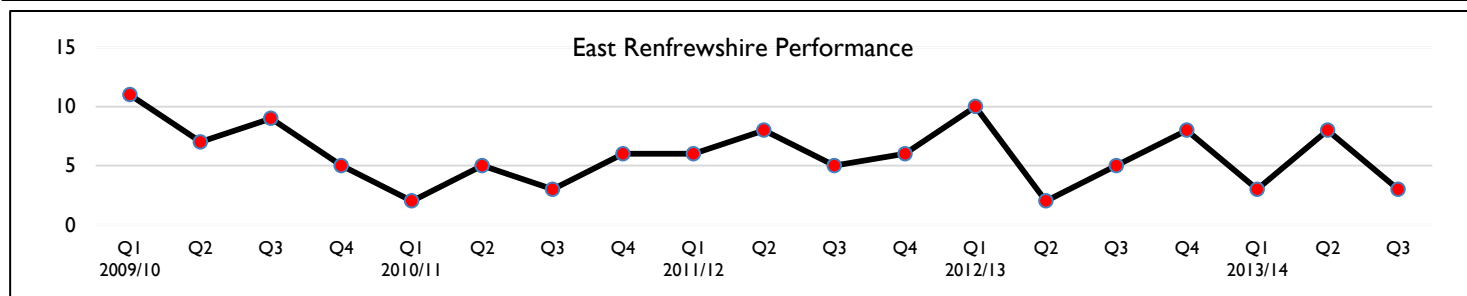
LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	151	242	218	130	141	
W2 - Glasgow City	459	869	429	325	363	
W3 - South Lanarkshire	159	292	151	112	197	
W4 - North Lanarkshire	140	315	146	116	153	
W5 - Ayrshire East / North / South	188	320	230	126	176	
W6 - Renfrewshire / & East / Inverclyde	194	272	223	152	162	
W7 - Dumfries & Galloway	93	65	51	66	70	
W6 % of SDA Total	14%	11%	15%	15%	13%	
Scotland	3025	4118	2752	2427	2560	



## 5a - Special Service - RTCs

Q3 ward ave. for East Renfrewshire - I	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	2	1	1	0	0	
Busby, Clarkston and Eaglesham	2	0	1	0	0	
Giffnock and Thornliebank	1	0	0	0	0	
Neilston, Uplawmoor and Newton Mearns North	2	1	1	5	1	
Netherlee, Stamperland and Williamwood	1	0	1	0	0	
<b>Newton Mearns South</b>	1	1	1	0	<b>2</b>	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	9	3	5	5	3	
Inverclyde	12	9	10	6	8	
Renfrewshire	17	18	22	17	15	
<i>East Renfrewshire % of LSO Total</i>	24%	10%	14%	18%	12%	

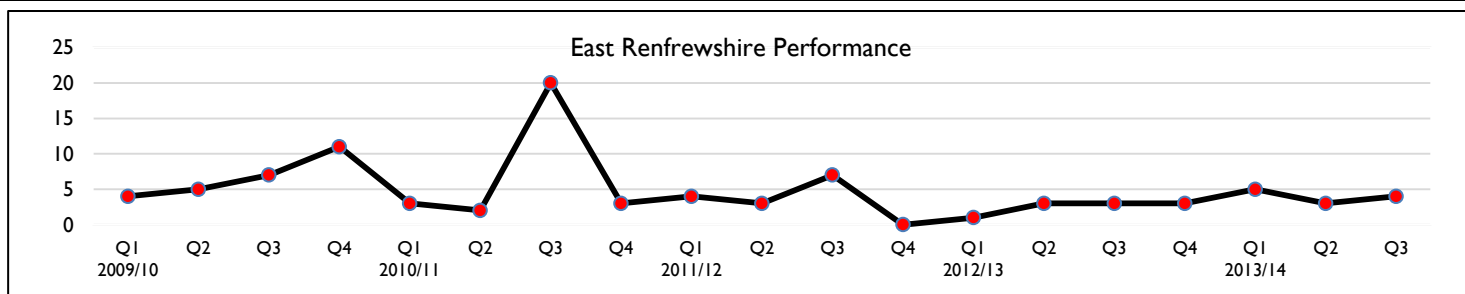


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	35	45	52	25	31	
W2 - Glasgow City	75	50	34	49	42	
W3 - South Lanarkshire	57	44	42	26	43	
W4 - North Lanarkshire	38	37	24	32	43	
W5 - Ayrshire East / North / South	61	53	48	30	32	
W6 - Renfrewshire / & East / Inverclyde	38	30	37	28	26	
W7 - Dumfries & Galloway	29	31	25	22	18	
<i>W6 % of SDA Total</i>	11%	10%	14%	13%	11%	
<b>Scotland</b>	<b>813</b>	<b>649</b>	<b>606</b>	<b>616</b>	<b>570</b>	

## 5b - Special Service - Flooding

Q3 ward ave. for East Renfrewshire - I	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	1	10	1	1	2	
Busby, Clarkston and Eaglesham	1	1	0	0	0	
Giffnock and Thornliebank	0	3	0	0	0	
Neilston, Uplawmoor and Newton Mearns North	5	1	2	0	0	
Netherlee, Stamperland and Williamwood	0	4	0	2	1	
Newton Mearns South	0	1	4	0	1	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	7	20	7	3	4	
Inverclyde	16	18	21	15	13	
Renfrewshire	15	93	18	8	17	
East Renfrewshire % of LSO Total	18%	15%	15%	12%	12%	

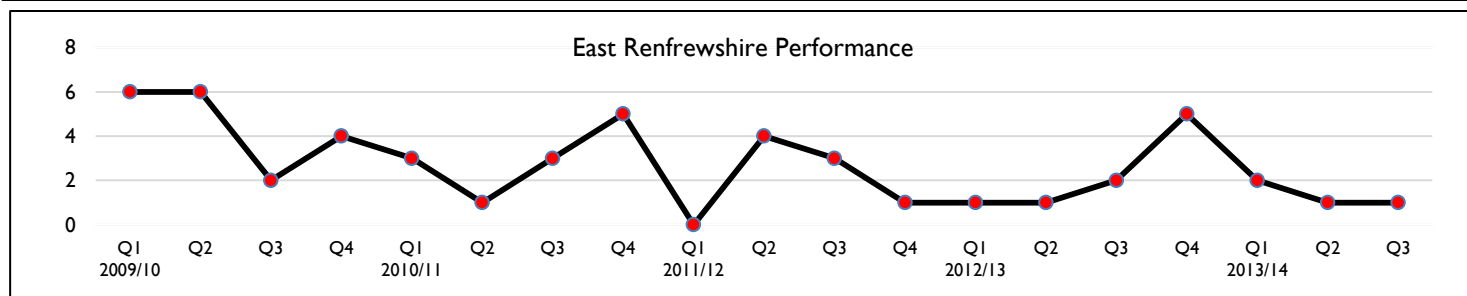


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	32	120	46	20	26	
W2 - Glasgow City	76	475	81	51	77	
W3 - South Lanarkshire	14	148	24	13	32	
W4 - North Lanarkshire	19	173	7	6	17	
W5 - Ayrshire East / North / South	25	153	48	15	21	
W6 - Renfrewshire / & East / Inverclyde	38	131	46	26	34	
W7 - Dumfries & Galloway	46	12	4	8	17	
W6 % of SDA Total	15%	11%	18%	19%	15%	
Scotland	591	1561	386	414	360	

## 5c - Special Service - Extrication

Q3 ward ave. for East Renfrewshire - 0	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	1	0	0	0	0	
Busby, Clarkston and Eaglesham	0	1	0	1	0	
Giffnock and Thornliebank	1	0	1	0	0	
Neilston, Uplawmoor and Newton Mearns North	0	1	0	1	0	
Netherlee, Stamperland and Williamwood	0	0	0	0	1	
Newton Mearns South	0	1	2	0	0	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	2	3	3	2	1	
Inverclyde	3	5	0	2	1	
Renfrewshire	6	4	5	2	2	
East Renfrewshire % of LSO Total	18%	25%	38%	33%	25%	

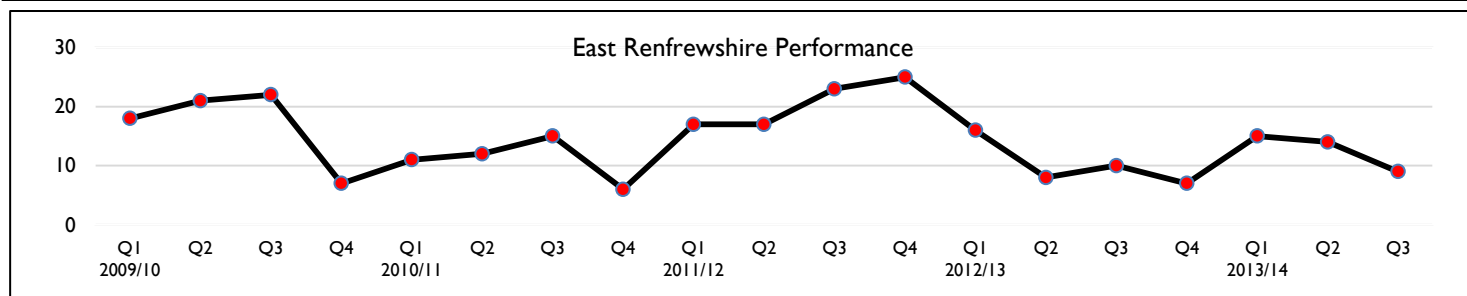


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	8	5	11	8	8	
W2 - Glasgow City	29	18	27	14	20	
W3 - South Lanarkshire	13	7	9	4	8	
W4 - North Lanarkshire	10	8	16	8	16	
W5 - Ayrshire East / North / South	9	15	11	11	11	
W6 - Renfrewshire / & East / Inverclyde	11	12	8	6	4	
W7 - Dumfries & Galloway	2	3	2	2	1	
W6 % of SDA Total	13%	18%	10%	11%	6%	
Scotland	166	154	165	149	154	

## 5d - Special Service - Others

Q3 ward ave. for East Renfrewshire - 2	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	3	3	1	1	2	
Busby, Clarkston and Eaglesham	2	0	5	2	2	
Giffnock and Thornliebank	7	8	2	2	3	
Neilston, Uplawmoor and Newton Mearns North	5	2	6	2	2	
Netherlee, Stamperland and Williamwood	4	1	7	0	0	
Newton Mearns South	1	1	2	3	0	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	22	15	23	10	9	
Inverclyde	34	30	41	28	31	
Renfrewshire	51	54	68	54	58	
East Renfrewshire % of LSO Total	21%	15%	17%	11%	9%	

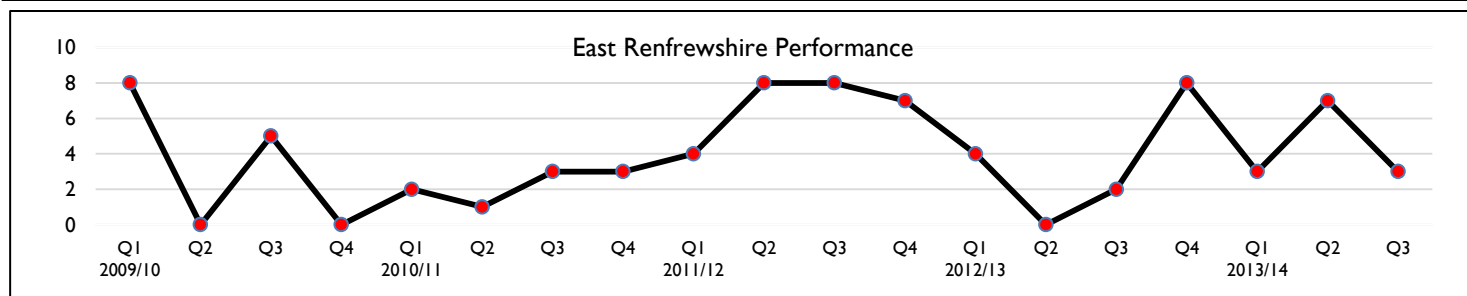


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	76	72	109	77	76	
W2 - Glasgow City	279	326	287	211	224	
W3 - South Lanarkshire	75	93	76	69	114	
W4 - North Lanarkshire	73	97	99	70	77	
W5 - Ayrshire East / North / South	93	99	123	70	112	
W6 - Renfrewshire / & East / Inverclyde	107	99	132	92	98	
W7 - Dumfries & Galloway	16	19	20	34	34	
W6 % of SDA Total	15%	12%	16%	15%	13%	
Scotland	1455	1754	1595	1248	1476	

## 6a - Non-fatal casualties per RTC

Q3 ward ave. for East Renfrewshire - I	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	1	2	4	0	0	
Busby, Clarkston and Eaglesham	0	0	0	0	0	
Giffnock and Thornliebank	1	0	0	0	0	
Neilston, Uplawmoor and Newton Mearns North	1	1	0	2	0	
Netherlee, Stamperland and Williamwood	1	0	3	0	0	
<b>Newton Mearns South</b>	1	0	1	0	<b>3</b>	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	5	3	8	2	3	
Inverclyde	7	7	2	3	6	
Renfrewshire	8	10	18	13	13	
East Renfrewshire % of LSO Total	25%	15%	29%	11%	14%	

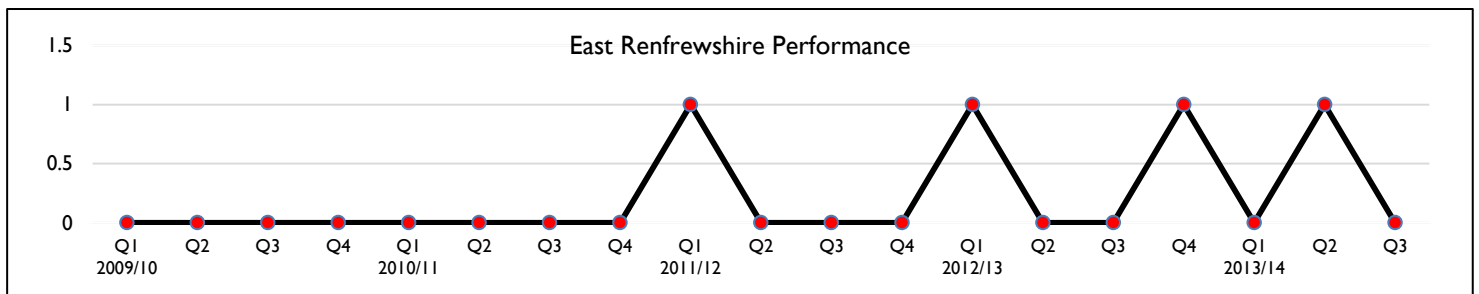


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	18	33	37	15	17	
W2 - Glasgow City	44	37	32	51	22	
W3 - South Lanarkshire	34	27	27	27	60	
W4 - North Lanarkshire	31	31	14	34	36	
W5 - Ayrshire East / North / South	30	33	36	26	23	
W6 - Renfrewshire / & East / Inverclyde	20	20	28	18	22	
W7 - Dumfries & Galloway	24	29	24	13	17	
W6 % of SDA Total	10%	10%	14%	10%	11%	
Scotland	584	518	404	486	474	

## 6b - Fatal casualties per RTC

Q3 ward ave. for East Renfrewshire - 0	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	0	0	0	0	0	
Busby, Clarkston and Eaglesham	0	0	0	0	0	
Giffnock and Thornliebank	0	0	0	0	0	
Neilston, Uplawmoor and Newton Mearns North	0	0	0	0	0	
Netherlee, Stamperland and Williamwood	0	0	0	0	0	
Newton Mearns South	0	0	0	0	0	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	0	0	0	0	0	
Inverclyde	1	0	0	0	0	
Renfrewshire	0	0	2	1	1	
East Renfrewshire % of LSO Total	0%		0%	0%	0%	

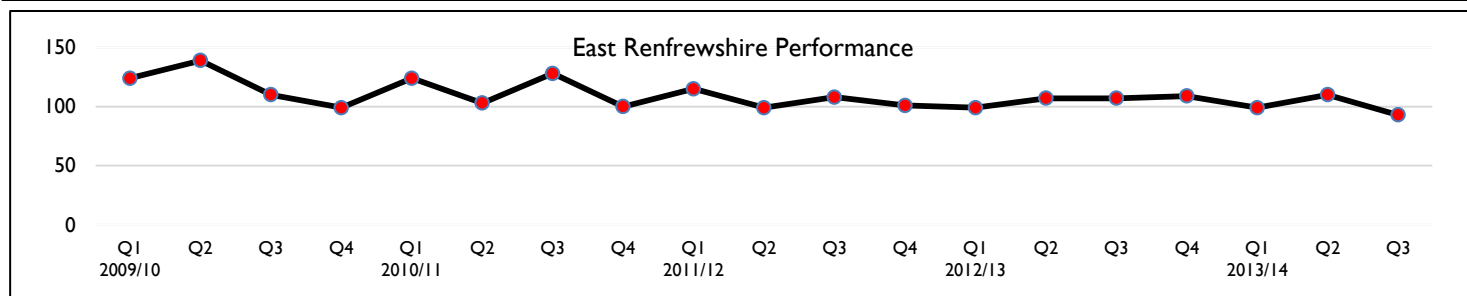


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	2	0.1	2	2	3	
W2 - Glasgow City	3	2	2	1	0.1	
W3 - South Lanarkshire	2	2	1	0.1	0.1	
W4 - North Lanarkshire	0.1	0.1	1	0.1	2	
W5 - Ayrshire East / North / South	1	3	2	1	0.1	
W6 - Renfrewshire / & East / Inverclyde	1	0.1	2	1	1	
W7 - Dumfries & Galloway	4	1	1	2	1	
W6 % of SDA Total	8%	0%	18%	14%	14%	
Scotland	28	36	27	19	28	

## 10a - False Alarms - All

Q3 ward ave. for East Renfrewshire - 16	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	14	39	23	18	16	
Busby, Clarkston and Eaglesham	10	8	8	13	14	
Giffnock and Thornliebank	41	41	28	43	31	
Neilston, Uplawmoor and Newton Mearns North	21	19	32	11	20	
Netherlee, Stamperland and Williamwood	12	10	9	10	2	
Newton Mearns South	12	11	8	12	10	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	110	128	108	107	93	
Inverclyde	210	219	221	177	190	
Renfrewshire	522	503	334	387	359	
East Renfrewshire % of LSO Total	13%	15%	16%	16%	14%	

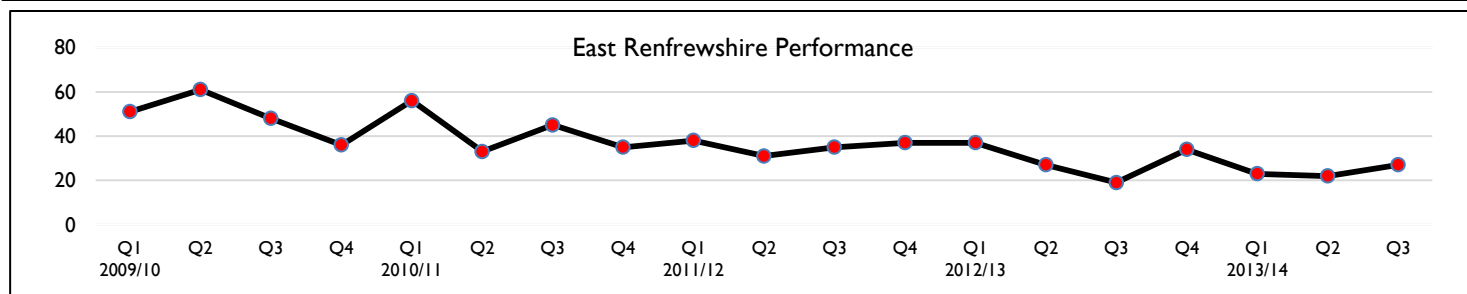


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	701	643	596	530	633	
W2 - Glasgow City	3018	2682	2327	2253	2252	
W3 - South Lanarkshire	707	705	677	734	681	
W4 - North Lanarkshire	774	806	678	633	684	
W5 - Ayrshire East / North / South	880	916	860	801	857	
W6 - Renfrewshire / & East / Inverclyde	842	850	663	671	642	
W7 - Dumfries & Galloway	178	173	152	140	158	
W6 % of SDA Total	12%	13%	11%	12%	11%	
Scotland	14098	13828	12917	12556	12587	

### 10b - False Alarm - Good Intent

Q3 ward ave. for East Renfrewshire - 5	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	10	17	7	8	4	
Busby, Clarkston and Eaglesham	1	1	3	0	6	
Giffnock and Thornliebank	16	14	6	7	6	
Neilston, Uplawmoor and Newton Mearns North	10	5	11	1	8	
Netherlee, Stamperland and Williamwood	6	3	7	0	2	
Newton Mearns South	5	5	1	3	1	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	48	45	35	19	27	
Inverclyde	69	68	56	45	46	
Renfrewshire	173	151	77	110	110	
East Renfrewshire % of LSO Total	17%	17%	21%	11%	15%	



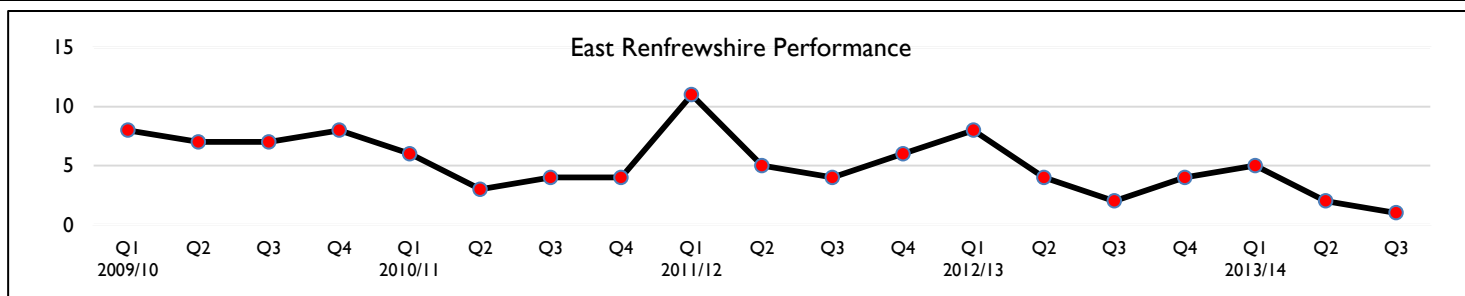
LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	279	241	175	193	151	
W2 - Glasgow City	707	560	517	541	411	
W3 - South Lanarkshire	232	174	162	211	170	
W4 - North Lanarkshire	259	260	157	160	170	
W5 - Ayrshire East / North / South	305	263	214	201	204	
W6 - Renfrewshire / & East / Inverclyde	290	264	168	174	183	
W7 - Dumfries & Galloway	41	46	36	34	36	
W6 % of SDA Total	14%	15%	12%	11%	14%	
Scotland	3671	3368	2934	2904	2512	



## 10c - False Alarm - Malicious

Q3 ward ave. for East Renfrewshire - 0	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
Barrhead	1	2	1	1	0	
Busby, Clarkston and Eaglesham	1	0	0	0	0	
<b>Giffnock and Thornliebank</b>	3	1	0	0	1	
Neilston, Uplawmoor and Newton Mearns North	2	0	3	1	0	
Netherlee, Stamperland and Williamwood	0	1	0	0	0	
Newton Mearns South	0	0	0	0	0	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	7	4	4	2	1	
Inverclyde	13	10	12	12	10	
Renfrewshire	55	30	22	29	11	
East Renfrewshire % of LSO Total	9%	9%	11%	5%	5%	

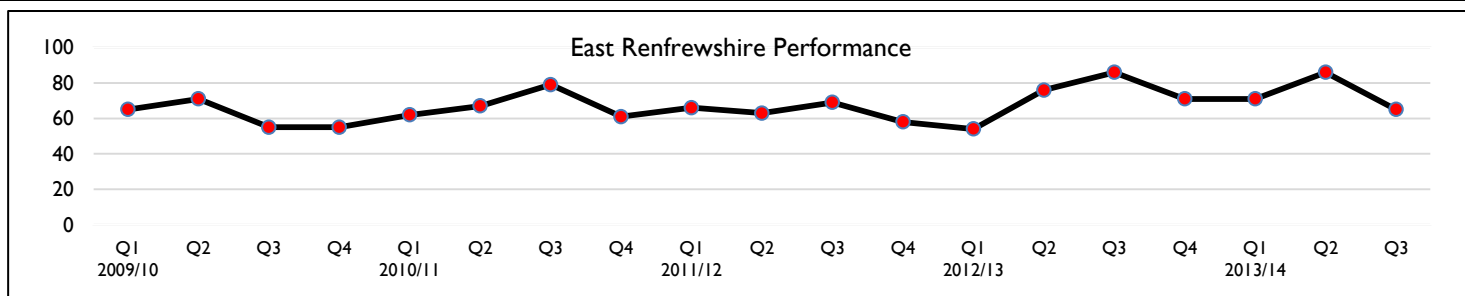


LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	23	25	27	12	28	
W2 - Glasgow City	221	178	168	126	156	
W3 - South Lanarkshire	43	48	44	34	32	
W4 - North Lanarkshire	65	55	61	32	43	
W5 - Ayrshire East / North / South	75	60	58	52	44	
W6 - Renfrewshire / & East / Inverclyde	75	44	38	43	22	
W7 - Dumfries & Galloway	4	5	2	2	1	
W6 % of SDA Total	15%	11%	10%	14%	7%	
Scotland	809	651	616	551	646	

### I0d - False Alarm - Equipment failure

Q3 ward ave. for East Renfrewshire - I I	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
<b>Barrhead</b>	3	20	15	9	12	
Busby, Clarkston and Eaglesham	8	7	5	13	8	
<b>Giffnock and Thornliebank</b>	22	26	22	36	24	
<b>Neilston, Uplawmoor and Newton Mearns North</b>	9	14	18	9	12	
Netherlee, Stamperland and Williamwood	6	6	2	10	0	
Newton Mearns South	7	6	7	9	9	

Council area totals within LSO	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
East Renfrewshire	55	79	69	86	65	
Inverclyde	128	141	153	120	134	
Renfrewshire	294	322	235	248	238	
<i>East Renfrewshire % of LSO Total</i>	<i>12%</i>	<i>15%</i>	<i>15%</i>	<i>19%</i>	<i>15%</i>	



LSO area totals within SDA	2009/10	2010/11	2011/12	2012/13	2013/14	Sparkline
W1 - Argyll & Bute / East / & West Dunbartonshire	399	377	394	325	454	
W2 - Glasgow City	2090	1944	1642	1586	1685	
W3 - South Lanarkshire	432	483	471	489	479	
W4 - North Lanarkshire	450	491	460	441	471	
W5 - Ayrshire East / North / South	500	593	588	548	609	
W6 - Renfrewshire / & East / Inverclyde	477	542	457	454	437	
W7 - Dumfries & Galloway	133	122	114	104	121	
<i>W6 % of SDA Total</i>	<i>11%</i>	<i>12%</i>	<i>11%</i>	<i>12%</i>	<i>10%</i>	
<b>Scotland</b>	<b>9618</b>	<b>9809</b>	<b>9367</b>	<b>9101</b>	<b>9429</b>	



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

# LOCAL FIRE AND RESCUE PLAN FOR EAST RENFREWSHIRE

2014-2017



**Working together  
for a safer Scotland**





# Contents

Foreword	1
Introduction	3
Strategic Assessment	4
National Assessment	4
Equality Assessment	5
Local Assessment	6
Local Single Outcome Agreement	6
Our Values	7
Local Operational Assessment	8
East Renfrewshire Risk Profile	9
Priorities, Actions and Outcomes	10
1. Local Risk Management and Preparedness	10
2. Reduction of Accidental Dwelling Fires	11
3. Reduction in Fire Casualties and Fatalities	12
4. Reduction of Deliberate Fire Setting	13
5. Reduction of Fires in Non Domestic Property	14
6. Reduction in Casualties from Non Fire Emergencies	15
7. Reduction of Unwanted Fire Alarm Signals	16
Achieving Local Outcomes	17
Review	18
Feedback	18
Glossary of Terms	19

# Foreword

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

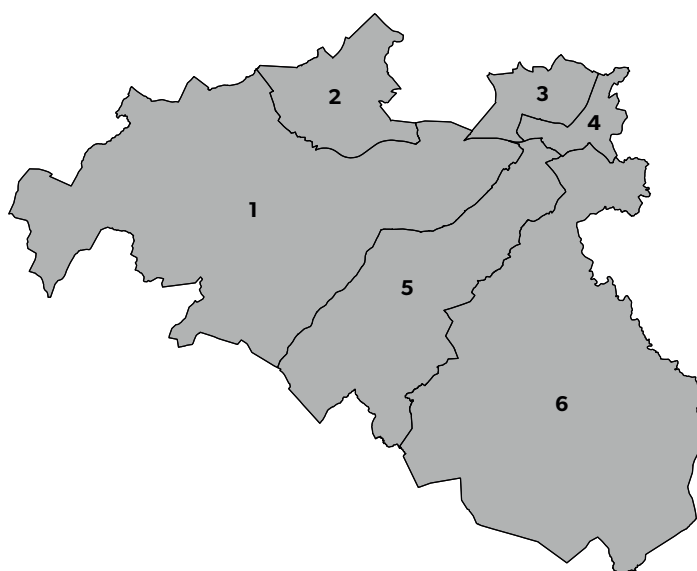
This Plan sets out the priorities and objectives for the SFRS within East Renfrewshire for 2014 – 2017 and allows our Local Authority partners to scrutinise the performance outcomes of those priorities. SFRS will continue to work closely with our partners in East Renfrewshire to ensure we are all "Working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

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

The SFRS will continue to use data analysis techniques to identify risk and to ensure resources are allocated to the point of need within our communities. Whilst considering the strategic priorities of the SFRS we will develop local solutions to local needs and ensure equitable access to Fire and Rescue resources. Through our on-going involvement with local community safety groups in East Renfrewshire we will continue to develop our understanding of local needs and proactively seek out consultation opportunities with all sections of the community. Using this approach we will ensure that the service we deliver is driven by consultation in line with public expectations and helps to build strong, safe and resilient communities.

**Paul Tanzilli**  
Local Senior Officer

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



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

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

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

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

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

**Councillor Jim Fletcher**  
**Leader of East Renfrewshire Council**

# Introduction

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

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

The Fire (Scotland) Act 2005 as amended by The Police and Fire Reform (Scotland) Act 2012 provides the statutory basis for the SFRS to deliver a range of core services and functions that means whilst the service is ready to respond to fire and other emergencies, it also maintains a strong focus on prevention and protection arrangements to ensure the safety of our communities. The associated Fire and Rescue Framework for Scotland 2013 sets the overarching strategic direction for the SFRS in the delivery of its services to the communities of East Renfrewshire.

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

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



# Strategic Assessment

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

## National Assessment

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

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

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

- Strategic Aim 1:** Improve safety of our communities and staff
- Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- Strategic Aim 3:** Improved outcomes through partnership
- Strategic Aim 4:** Develop a culture of continuous improvement





## Equality Assessment

On 30 April 2013, the Scottish Fire and Rescue Service published its Equality Outcomes, in compliance with the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012. The SFRS Equality Outcomes are:

- Outcome 1:** People from all Scotland's community groups feel confident in contacting the Fire and Rescue Service for advice and information on relevant non-emergency issues.
- Outcome 2:** Disabled, LGBT, BME, older people and people from minority faiths are aware of the services provided by the SFRS, particularly how these can be adapted to meet their own individual needs.
- Outcome 3:** People from all Scotland's community groups feel safer in their homes and on our roads
- Outcome 4:** Establish the Scottish Fire and Rescue Service as an employer of choice for people across protected characteristics.
- Outcome 5:** Provide a positive and healthy workplace culture that welcomes, embraces and develops people from across all protected characteristics.
- Outcome 6:** People from across all communities are enabled to live lives free from hate crime, harassment and domestic abuse/violence.
- Outcome 7:** Gypsy Travellers and migrant workers are safer, better informed and confident in Scottish Fire and Rescue Service engagement



## East Renfrewshire Population by Ethnicity

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

## Local Assessment

The Local Assessment addresses issues relevant to the local area. Through analysis of data, partnership working and consultation, local improvement and demand reduction plans can be developed to ensure positive outcomes and results are achieved.

The key priority areas in East Renfrewshire that are considered in the Local Assessment and those that action plans will be developed for are:

- Local Risk Management and Preparedness
- Reduction of Accidental Dwelling Fires
- Reduction in Fire Fatalities and Casualties
- Reduction of Deliberate Fire Setting
- Reduction of Fires in Non Domestic Property
- Reduction in Casualties from Non Fire Emergencies
- Reduction of Unwanted Fire Alarm Signals



## Local Single Outcome Agreement

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

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

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

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

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

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

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

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

# Our Values

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

## Safety

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

## Dignity

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

## Excellence

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

## Diversity

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

## Fairness

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

## Integrity

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



# Local Operational Assessment

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

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

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

## Local Fire and Rescue Activity

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

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

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

# East Renfrewshire Risk Profile

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

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

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

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

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

## Scottish index of Multiple Deprivation (SIMD)

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

## National

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

The Key risks within the East Renfrewshire Area are:

- **Residential life risks**

Hotels, Residential Care Homes, Dykebar Hospital.

- **Transport Risks**

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

- **Water Risks**

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

# Priorities, Actions and Outcomes

## 1. Local Risk Management and Preparedness

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

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

### Aligns to:

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

### We will achieve it by:

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

### In doing so we will also add value by:

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

## 2. Reduction of Accidental Dwelling Fires

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

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

### **Aligns to:**

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Single Outcome Agreement:** East Renfrewshire CPP, Outcome 4
- **Outcome Delivery Plan:** East Renfrewshire Council, Intermediate Outcome 4.2
- **Safer and Stronger East Renfrewshire Strategy 2013-16**
- **Health Theme:** East Renfrewshire Community Health and Care Partnership Strategy
- **Greater Results in Partnership Group (GRIP)**
- **Alcohol & Drugs Partnership**
- **Adult Protection Committee**

### **We will achieve it by:**

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

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

### **In doing so we will also add value by:**

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



### 3. Reduction in Fire Casualties and Fatalities

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

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

#### **Aligns to:**

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Single Outcome Agreement:** East Renfrewshire CPP, Outcome 4
- **Outcome Delivery Plan:** East Renfrewshire Council, Intermediate Outcome 4.2
- **Safer and Stronger East Renfrewshire Strategy 2013-16**
- **Health Theme:** East Renfrewshire Community Health and Care Partnership Strategy
- **Greater Results in Partnership Group (GRIP)**
- **Alcohol & Drugs Partnership**
- **Adult Protection Committee**
- **SFRS Community Safety Engagement Framework 2013-16**

#### **We will achieve it by:**

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

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

#### **In doing so we will also add value by:**

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

## 4. Reduction of Deliberate Fire Setting

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

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

### Aligns to:

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Single Outcome Agreement:** East Renfrewshire CPP, Outcome 4
- **Outcome Delivery Plan:** East Renfrewshire Council, Intermediate Outcome 4.2
- **Safer and Stronger East Renfrewshire Strategy 2013-16**
- **Greater Results in Partnership Group (GRIP)**
- **Alcohol & Drugs Partnership**
- **Adult Protection Committee**
- **SFRS Community Safety Engagement Framework 2013-16**

### We will achieve it by:

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

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

### In doing so we will also add value by:

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

## 5. Reduction of Fires in Non Domestic Properties

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

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

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

### **Aligns to:**

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Single Outcome Agreement:** East Renfrewshire CPP, Outcome 4
- **Outcome Delivery Plan:** East Renfrewshire Council, Intermediate Outcome 4.2
- **Safer and Stronger East Renfrewshire Strategy 2013-16**
- **Greater Results in Partnership Group (GRIP)**
- **SFRS Community Safety Engagement Framework 2013-16**

### **We will achieve it by:**

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

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

### **In doing so we will also add value by:**

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

## 6. Reduction in Casualties from Non Fire Emergencies

A central part of the SFRS's role is responding to non-fire emergencies such as Road Traffic Collisions (RTCs), other rescue situations, and flooding. Operational Firefighters are trained to a high standard and have at their disposal the most modern equipment for extricating people in rescue situations and administering first aid to casualties.

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

### Aligns to:

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

### We will achieve it by:

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

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

### In doing so we will also add value by:

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

## 7. Reduction of Unwanted Fire Alarm Signals

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

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

### **Aligns to:**

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Greater Results in Partnership Group (GRIP)**
- **Single Outcome Agreement: East Renfrewshire CPP, Outcome 4**
- **Outcome Delivery Plan: East Renfrewshire Council, Intermediate Outcome 4.2**
- **Safer and Stronger East Renfrewshire Strategy 2013-16**
- **SFRS Fire Safety Enforcement Framework 2013-16**

### **We will achieve it by:**

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

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

### **In doing so we will also add value by:**

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

# Achieving Local Outcomes

## Achieving Safer Communities in East Renfrewshire

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



## Outcomes

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

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

# Review

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

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

# Feedback

## Contact Us

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

- Use the feedback form on our website to send an email - [www.firescotland.gov.uk](http://www.firescotland.gov.uk)
- Contact your local community fire station - details are listed on our website or in your local telephone directory.
- By telephone to LSO Area Headquarters on 01505 356634
- Write to us at the address at the bottom of this page.

We are fully committed to continually improving the service we provide to our communities and recognise that to achieve this goal we must listen and respond to the views of the public.

We use all feedback we receive to monitor our performance and incorporate this information into our planning and governance processes in order to continually improve our service.

We are proud to say that the majority of the feedback we receive is positive, and we are keen to hear examples of good practice and quality service delivery that exemplifies the standards of care that we strive to provide for the communities of Scotland.

In instances where our standards of service are questioned, we welcome the opportunity to investigate the circumstances, and are committed to correcting any lapses and using the learning outcomes to improve our future service delivery.

**IF YOU WOULD LIKE A COPY OF THIS DOCUMENT IN A DIFFERENT FORMAT OR A VERSION IN ANOTHER LANGUAGE PLEASE CONTACT:**

Scottish Fire and Rescue Service, Service Delivery Area West Headquarters  
Bothwell Road, Hamilton ML3 0EA Tel: 01698 300999 Fax: 01698 338444  
or alternatively visit our website [www.firescotland.gov.uk](http://www.firescotland.gov.uk)

# Glossary of Terms

<b>Accidental:</b>	caused by accident or carelessness. Includes fires which accidentally get out of control.
<b>ASB:</b>	Anti-Social Behaviour
<b>BME:</b>	Black and Minority Ethnic
<b>Casualty:</b>	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.
<b>Deliberate:</b>	covers fire where deliberate ignition is suspected.
<b>False Automatic Fire Alarm (AFA):</b>	is defined as an event in which the Fire and Rescue Service believes they are called to a reportable fire and then find there is no such incident. These can be Malicious, of Good Intent or caused by Apparatus. The False Fire Alarms recorded for our indicator are those caused by Apparatus, as these constitute a significant majority of False Fire Alarm incidents.
<b>Fatality:</b>	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.
<b>Home Fire Safety Visit (HFSV):</b>	a comprehensive assessment carried out by a trained assessor, which examines the levels of fire risk within the home. It provides a means to mitigate the risk through the provision of guidance, advice and if required the installation of a long-life battery operated smoke and heat detectors.
<b>LGBT:</b>	Lesbian, Gay, Bi-sexual and Transgender
<b>Primary:</b>	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.
<b>Secondary Fires:</b>	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.
<b>SIMD (National Share):</b>	the national share is the number of data zones in the local authority area in the 5, 10, 15 or 20% most deprived in Scotland as a proportion of the total number of data zones in the 15% most deprived in Scotland.
<b>Special Service:</b>	Non-fire incidents which require the attendance of a fire appliance or officer and include, road traffic collisions, rescue of persons, major disasters, flooding, water rescue and line rescue.





## FREE Home Fire Safety Visit and FREE Smoke Alarm

### Fire can happen to anyone.

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

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

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

### Visits are easy to arrange.

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

**CALL 0800 0731 999**  
**TEXT 'CHECK' TO 61611**  
or visit [www.firescotland.gov.uk](http://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.



Designed by the SCOTTISH FIRE AND RESCUE SERVICE © 2014

Draft version 0.5 4th March 2014