

**DUNDEE CITY COUNCIL POLICY AND RESOURCES COMMITTEE**

**17<sup>th</sup> MARCH, 2014**

**Report by Area Manager David Stapley, Local Senior Officer,  
Scottish Fire and Rescue Service**

**REPORT NUMBER – 148/2014**

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**APPROVAL OF THE DUNDEE CITY LOCAL FIRE AND RESCUE PLAN 2014-17**

**Abstract**

This Report outlines the methodology applied to determine the priorities and objectives for inclusion within the Dundee City Local Fire and Rescue Plan 2014-17, including the process of engagement and consultation. It provides an overview of how the plan will contribute to both national and local planning frameworks.

**1 RECOMMENDATION**

1.1 It is recommended that Members:

- Approve the Local Fire and Rescue Plan 2014-17 for implementation on 1<sup>st</sup> April 2014.
- Note the details within the report that outlines the methodology used to determine local priorities and objectives, and the relationship to national frameworks.

**2 BACKGROUND**

2.1 The Police and Fire Reform (Scotland) Act 2012 provides the legislative framework that will support the work of the new single Scottish Fire and Rescue Service, including local scrutiny and engagement for the delivery of local fire and rescue services to protect and improve local services and strengthen the connection between services and communities.

2.2 The Act establishes the requirement for the Local Senior Officer, in consultation with the Local Authority, to develop a Local Fire and Rescue Plan. The purpose of the Plan is to meet the requirements of the Act by reflecting local priorities and objectives that contribute to the delivery of successful outcomes, which have been identified through local community planning. The Local Fire and Rescue Plan must:

- Set out the main priorities and objectives for fire and rescue in the local area
- Explain the reasons for selecting those priorities and objectives
- Set out proposed delivery arrangements and how they will achieve the priorities and objectives
- Identify outcomes against which the achievement of those priorities and objectives may be measured

- Detail how the priorities, objectives and arrangements will contribute to the delivery of relevant local outcomes

### **3 NATIONAL CONTEXT**

3.1 The Scottish National Performance Framework underpins the delivery of the Scottish Government's agenda, supports the outcomes-based approach to performance and establishes the Scottish Government's Purpose. The purpose is underpinned by five strategic objectives to make Scotland: ***Wealthier and Fairer, Smarter, Healthier, Safer and Stronger, and Greener.***

3.2 The shared Statement of Ambition makes clear the commitment of the Scottish Government, COSLA and representatives of Community Planning Partnerships to retain and develop Community Planning and SOAs as the heart of an outcomes-based approach to public services in Scotland.

3.3 Single Outcome Agreements were established following the Concordat which was established between COSLA and the Scottish Government in 2007. In support of this agreement Dundee City Council have produced a Single Outcome Agreement 2013-2017 which sets out how the council and its partners will work towards improving national outcomes for the public in a way that reflects local circumstances and priorities.

3.4 The Local Government (Scotland) Act 2003 places a statutory duty on local authorities, police and fire authorities to work in partnership with other public services and voluntary organisations to improve the delivery of services to communities using customer focussed outcomes.

3.5 The Fire (Scotland) Act 2005 is the principal legislation which details the duties of the fire and rescue service including home fire safety, fire safety in business premises and emergency response.

3.6 The Fire and Rescue Framework for Scotland 2013 sets out the Scottish Governments expectations, strategic priorities and objectives and provides guidance and support for the Scottish Fire and Rescue Service in the carrying out of its functions.

3.7 Section 41A of the Police and Fire Reform (Scotland) Act 2012 requires the Scottish Fire and Rescue Service (SFRS) to prepare a strategic plan setting out how it will deliver against the Fire and Rescue Framework and the outcomes against which delivery will be measured. The plan covers a three year period and was published in October 2013.

### **4 DEVELOPING THE FIRE AND RESCUE PLAN**

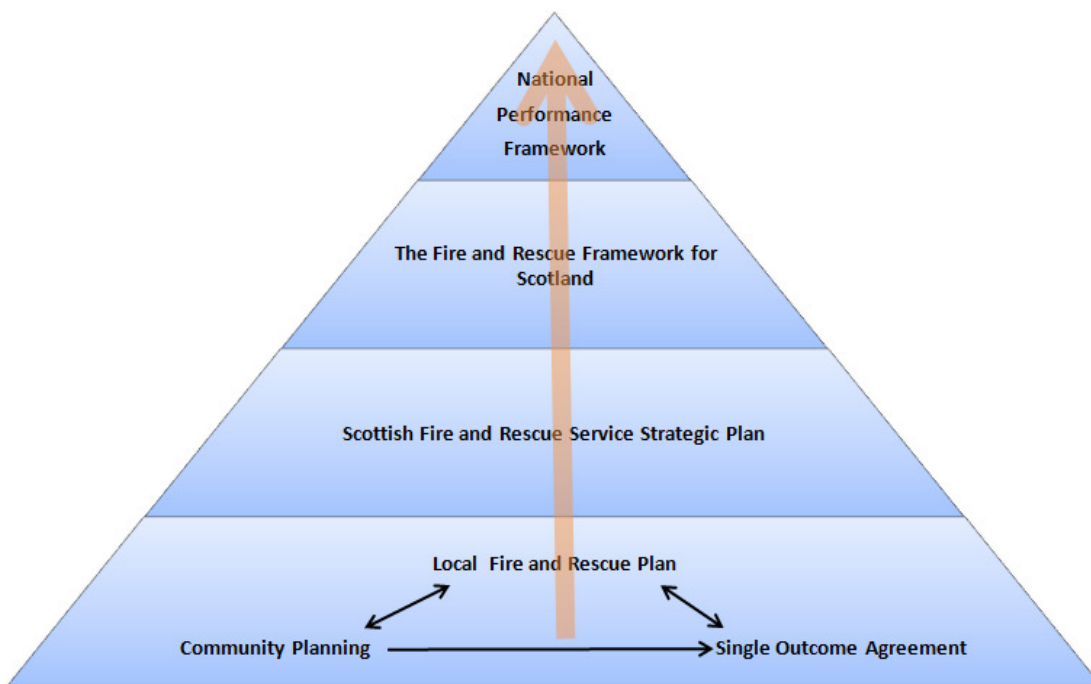
4.1 As the SFRS have now published a Strategic Plan, as required under section 41G of the Police and Fire Reform (Scotland) Act 2012, interim plans must be reviewed to ensure consistency and alignment with the SFRS strategic planning cycle. This review has contributed to the development of a Local Fire and Rescue Plan 2014-17 to meet the priorities of the SFRS and the needs of the communities without losing focus upon the outcomes that were agreed in the interim 2013/14 plan. This ensures that the Local Senior Officer continues to contribute to

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Dundee's Single Outcome Agreement whilst effective and sustainable relationships with our partners are maintained and enhanced.

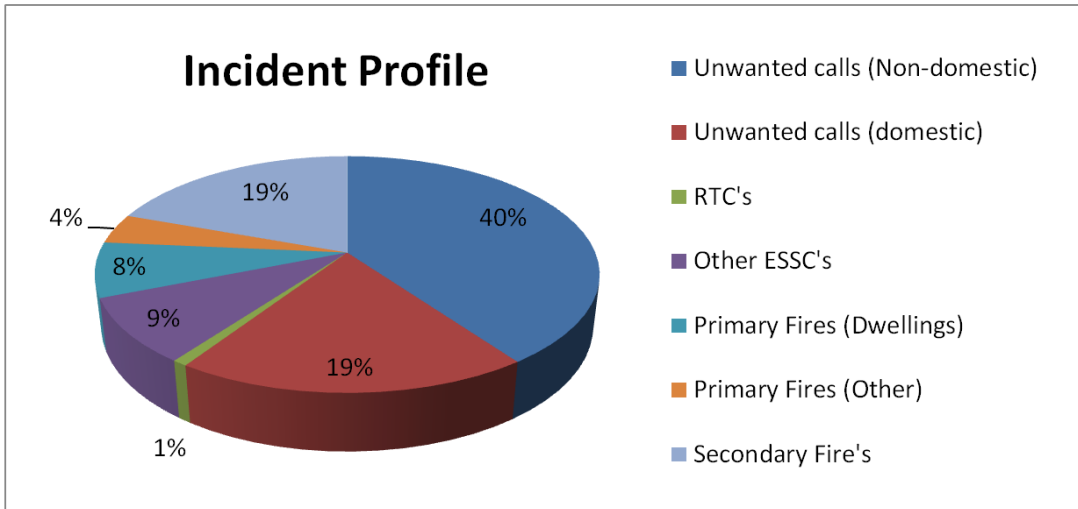
4.2 The National Context detailed in the previous paragraphs (3.1-3.7) provides the strategic direction for developing the Local Fire and Rescue Plan. Additionally the Single Outcome Agreement (2013-17) developed by the Council articulates the priorities and ten outcome statements relevant to Dundee, which will be delivered through the Dundee Partnership. As a statutory partner it is important that the Local Fire and Rescue Plan supports both the delivery of local outcomes and the strategic direction provided by the Scottish Government and the Scottish Fire and Rescue Service.

4.3 The following diagram summarises and illustrates the relationship between the key components within the planning framework.



4.4 The Community Safety Partnership Strategic Assessment and the Fire and Rescue Strategic Assessment were key tools for identifying fire and rescue priorities within Dundee. These assessments bring together a range of information, including fire and rescue incident data, intelligence from the local police, NHS Tayside and Dundee City Council to identify local issues. This included data relating to population composition, housing, health and areas of deprivation (Scottish Index of Multiple Deprivation 2012).

Figure1: Dundee Incident Profile 2009-13



4.5 Understanding local conditions and reflecting the community voice is one of the key principles for good scrutiny and engagement. A programme of engagement events were facilitated between December 2013 and February 2014 to provide an opportunity for key stakeholders to shape and influence the priorities and outcomes contained within the plan. Key stakeholder groups involved in this consultation included:

- Elected Members
- Community Partners
- Community Groups
- Business Community
- Staff

4.6 The feedback from the consultation process was then analysed and a summary report produced (Appendix 1). The report has been used to assist in shaping the draft local priorities and objectives for local fire and rescue delivery within Dundee City.

4.7 Taking cognisance of the strategic context and a review of the evidence sources, detailed in the previous paragraphs, augmented by local knowledge and professional judgement the following priorities have been identified for the local area which are detailed within the attached Local Fire and Rescue Plan for Dundee 2014-17 (Appendix 2). These priorities are:

1. Local Risk Management and Preparedness
2. Reduction of Dwelling Fires
3. Reduction in Fire Fatalities and Casualties
4. Reduction of Deliberate Fire Setting
5. Reduction of Fires in Non Domestic Property
6. Reduction in Casualties from Non Fire Emergencies
7. Reduction of Unwanted Fire Alarm Signals

## **5 MANAGING PERFORMANCE**

5.1 Reports published by Audit Scotland have highlighted the significance of a robust performance management framework to ensure that the necessary outcomes are achieved and the principles of Best Value are met. A key element of the planning process was identification of suitable measures through which the delivery of the agreed priorities and outcomes can be measured and their success evaluated.

5.2 Currently annual operating plans, which will underpin the local fire and rescue plan, are being developed which will contribute towards the agreed priorities. Performance indicators and supporting targets will then be used to assist in tracking the performance of the local fire and rescue service at achieving the priorities and local outcomes. The performance indicators will support Scotland Performs, SFRS objectives and the local Single Outcome Agreement.

5.3 The Local Senior Officer will present a written quarterly performance report detailing the high level fire and rescue issues on-going within the area, highlighting the progress against the seven priorities and local outcomes will be tabled at future meetings of this committee.

5.4 Additional reports will be provided as required to advise elected members on specific aspects of service delivery and to keep them apprised on significant developments within the Scottish Fire and Rescue Service.

## **6 CONSULTATION**

6.1 The Police and Fire Reform (Scotland) Act 2012 sets out local scrutiny and engagement arrangements for the delivery of local fire and rescue services that will protect and improve local services whilst strengthening the connection between the Service and the local community. This places a requirement on the Local Senior Officer to involve the local authority and consult appropriately with respect to setting the priorities and objectives for local fire and rescue delivery within the plan.

6.2 The Dundee City Local Fire and Rescue Plan 2014-17 will be implemented on 1<sup>st</sup> April 2014. In developing the plan the Local Senior Officer initiated a programme of community engagement and consultation to give the people of Dundee an opportunity to shape and influence the priorities and objectives for their local fire and rescue service.

6.3 A community engagement and consultation strategy was developed to provide clear direction on how to effectively engage with and consult our stakeholders, partners and staff. A local plan public consultation survey was also used to capture feedback from key stakeholders on our proposed plan.

6.4 Before implementation of the consultation strategy advice was sought from council officials to confirm the suitability of the approach, to ensure that it met the outcomes of openness and transparency, local engagement and equality and diversity. The following elements were integral to the strategy.

- Engagement with elected members and community planning partners

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- Engagement with local community and focus groups
- Engagement with staff representative bodies
- Engagement with the business community including Chamber of Commerce, Federation of Small Business, the councils Economic Development department etc.
- Use of online surveys and social media
- Publishing consultation to WWW and internal intranet sites
- Consultation with a range of stakeholders on the draft priorities and objectives, including locally elected members, council officials, local communities, and local community planning partnerships.

6.5 The consultation phase commenced on the 1<sup>st</sup> December 2013 and ended on the 14<sup>th</sup> February 2014. The methodology included online surveys, use of social media, Websites, circulation of drafts to stakeholders and face to face meetings with elected members and council officers.

6.6 The feedback from these channels has been reviewed and is reflected in the final version of the Dundee Local Fire and Rescue Plan 2014-17 (Appendix 2).

## **7 FINANCIAL IMPLICATIONS**

7.1 There are no financial implications as a consequence of this report.

## **8 EQUALITY IMPACT ASSESSMENT**

8.1 Equality groups were included in the consultation process with all feedback received being considered for inclusion in the final version of the plan.

8.2 An equality impact assessment has been carried out by the SFRS in accordance with their equality duties.

## **9 ENVIRONMENTAL CONSIDERATIONS**

9.1 This report will have no direct impact on the environment. Environmental policies are in place to ensure corporate social responsibility including the reduction of waste and carbon emissions to ensure compliance with the Climate Change Act 2009 and the Scottish Governments emissions targets.

## **10 SUMMARY**

10.1 As a consequence of Police and Fire Reform the new Scottish Fire and Rescue Service came into being on 1<sup>st</sup> April 2013.

10.2 The Police and Fire Reform (Scotland) Act 2012 makes provision for the appointment of a Local Senior Officer who will have responsibility to oversee the provision of local service delivery on behalf of the Chief Officer of the Scottish Fire and Rescue Service.

10.3 To ensure effective local scrutiny and engagement responsibilities the Local Senior Officer has a responsibility to develop a Local Fire and Rescue plan in partnership through engagement with Dundee City Council.

10.4 The Local Fire and Rescue Plan is one element of a wider national framework, which underpins the Scottish Governments purpose of creating a more successful country incorporating Scotland Performs, the Dundee Single Outcome Agreement 2013-17 and the outcomes of the review into Community Planning.

10.5 The Local Fire and Rescue Plan for 2014-17 has been developed into a final version following a process of strategic assessment supported by a local engagement and consultation to determine local outcomes and priorities. The plan will ensure that the fire and rescue service makes a positive contribution to the delivery of integrated services that are more cost effective whilst securing positive community outcomes and risk reduction.

## **11 Background Papers**

11.1 No background papers, as defined in Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above report.

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## APPENDIX 1



### DUNDEE LOCAL FIRE AND RESCUE PLAN 2014-2017

### CONSULTATION AND ENGAGEMENT – SUMMARY REPORT

#### INTRODUCTION

This report outlines the feedback that was received from the local consultation facilitated by the SFRS prior to the publication of Local Fire and Rescue Plans. This is intended to give elected members an overview of the responses received from engagement events that were facilitated locally and the public consultation survey. The key amendments to the draft Dundee Local Fire and Rescue Plan 2014-17 are also detailed.

#### ENGAGEMENT EVENTS

##### Internal Stakeholders

A series of engagement events were facilitated to consult on the draft plan. These included a local managers meeting with the LSO where they were asked to engage with each of their respective staff groups to consult on the draft plan and provide feedback. The LSO also facilitated specific meetings for staff representatives/Trade Unions. Additionally the content of draft plans were discussed during specific team meetings.

##### External Stakeholders

Dundee Local Risk Managers have included awareness briefings describing the Dundee Local Fire and Rescue Plan during planned community planning meetings. The draft plan was also circulated electronically to a wide range of stakeholders with elected members receiving a paper copy of the document. Information relating to the consultation survey process was included in all communication encouraging people to submit their feedback. This approach was intended to establish whether stakeholders agreed or disagreed with the contents of the plan whilst inviting suggestions for improvement to ensure that the expectations of our communities are met.

#### PUBLIC CONSULTATION SURVEY

A total of fifteen official responses were received, thirteen from the public consultation survey and two by e-mail. Ten responses were received from organisations and five from individuals. It is however important to understand that a number of the responses received were a combined response on behalf of several organisations/ partners e.g. Dundee Community Safety Partnership/ Dundee Adult Support and Protection Committee etc. Therefore the aggregate number of responses from key partners in real terms is a lot higher than the official number.

A series of questions were asked within the survey where stakeholders make a tick box selection from 1 to 5 for each question/statement to reflect their views with 1 indicating that they fully agree, 3 - neither agree nor disagree through to 5 - don't agree.



In general, the stakeholders who responded were supportive of the draft plan with the majority agreeing with the following:

- The format and language used throughout the document was clear and understandable
- The glossary of terms explains the language used and where abbreviations are included, these are explained
- Priorities have been effectively developed and meet local and national outcomes
- It is clear how the fire and rescue service are held to account for their performance in the local area

It was noted that the majority of respondents (92%) scored from 1 to 3 (fully agree – neither agree nor disagree) for all of the seven local priorities indicated in the draft plan. Strong responses were received indicating agreement/satisfaction of SFRS local service delivery in the following sections of the survey:

- It is clear how the fire and rescue service will achieve each priority
- Prevention through education, advice and engagement is and should continue to be the key focus of our work and the local fire and rescue service plan
- Our priorities are sufficiently focused on improving safety
- We are adequately focussed on equality in communities
- I have confidence in the Fire and Rescue Service in my area
- I am satisfied with the Fire and Rescue Service in my area

Additionally respondents provided some specific comments within the consultation survey which are detailed within Appendix 1.

## **PROPOSED AMENDMENTS TO DRAFT LOCAL PLAN**

Taking into account the feedback the draft plan has been amended to enable the inclusion of key areas to improve the contents and meet stakeholders' expectations from the local consultation and engagement process (Appendix 1).

Other feedback received in other areas of Tayside has also been incorporated to enhance and harmonise the planning framework deployed by the Local Senior Officer. Amendments to achieve this will include:

- Forewords from the Convener and LSO to reflect the 'new landscape' of local governance and accountability through Community Planning Partnership arrangements
- Additional text within the Introduction section of the plan to provide more detail of how the local plan will link to Community Planning Partnership structures within Dundee
- Additional text within the Local Risk Profile section of the plan to provide clearer links to our Dundee Single Outcome Agreement 2013-17 detailing our shared Local Outcomes and Strategic Objectives

- Provide a local contact telephone number and postal address within the Review and Feedback sections

These amendments are included within the final draft version of the Dundee Local Fire and Rescue Plan 2014-17.

Ref.	Key Theme	Comments Received From Consultation Responses	Considered Actions
1	Dundee Infrastructure	I would suggest including reference to the Port of Dundee as a relevant piece of strategic transport/connectivity infrastructure, which might also feature in SF&R general risk management plans for the area.	Amend plan to include this information.
2	Performance Management	The figures on the Local operational Assessment don't seem to match with the figures in the previous Tayside plan. For example (TAYSIDE/DUNDEE) FALSE ALARM:MALICIOUS 2010/11 is 150, where in this year's plan the figure quoted for 2010/11 is 135	No amendments required. The data included in the draft plan has been provided by the performance and strategic planning section and has been quality assured against specific criteria.
3	Performance Management	Local plan for Dundee City 2014-2017, page 8. It states in first paragraph that "number of primary fires within the Dundee area over the <u>past 5 years</u> ..... In the plan it only shows a 3 year average, which this doesn't give an accurate figure if you had used the 5 years as stated.	No amendments required. To keep all plans consistent only the most recent three years of data is to be displayed. In undertaking a local analysis however data has been considered over a longer period.
4	Performance Management	It is also possibly worth noting that no projected figures for reducing any upward trends or reductions in existing figures have been offered to the public. How are people supposed to judge if the SFRS are providing "Best Value" or achieving their targets/aspirations? The local plans don't appear to offer any targets/aspirations by which their success and/or failure can be "MEASURED" ; and it is because of this omission in their presentation that I feel that they do not "reasonably" conform to the requirements of the act.	No amendments required. Service improvement targets will be included in a supporting annual operational plan. The annual operating plan will one of the documents presented to elected members to allow the effective scrutiny of performance.
5	Partnership Arrangements	In relation to Priority 6: Reduction in Casualties for Non Fire Emergencies, I would reaffirm Tactran's commitment to continuing to work with SF&R on the Safe Drive/Stay Alive initiative and on road safety issues generally.	No amendments required. Continue to enhance relationships with partner agencies.
6	Accessibility to	Deaf Links provide an advocacy service and support to individuals who are	No amendments required. This feedback

	information	<p>profoundly Deaf, hard of hearing and deaf blind. For the majority of the Deaf community, their first language is British Sign Language (BSL) and their understanding of the written English language, particularly at length can be low. Therefore, the Deaf community were unable to fully access and understand the local fire and rescue plan for Dundee city and our answers in the above survey are reflective of this. Throughout the local fire and rescue plan there is an emphasis on equality in relation to access of the fire service to all members of the community, it appears that this equality has not been taken into consideration in relation to the Deaf community in this consultation document. The fire and rescue plan aims to include and reach all members of the local community through the provision of information, education, advice and awareness raising in relation to fire safety in the form of community visits and home visits. We would like to question whether the unique communication needs of the Deaf community have been considered in this as English may not be a Deaf person's first language. There is therefore a requirement to produce this information in another format – on-line BSL videos for example and the need for communication support in the form of an interpreter to facilitate communication when talking to groups of Deaf people. In addition, in relation to equal access – are there any plans to promote a text service/alternative method of contact in order to allow not only the Deaf community, but those who are unable to communicate through the traditional telephone method, to contact the fire service in an emergency? We feel that training and development in relation to Deaf culture, in particular communication needs with people who are Deaf and hard of hearing would help ensure that the fire service have the relevant skills to respond appropriately, which we believe would also meet the fire services criteria of promoting confident and safer communities to reduce the level of personal and social risk.</p>	<p>will be forwarded on to both the performance and strategic planning and Human Resources departments to ensure that information provided is accessible to all.</p> <p>In relation to the promotion of text service etc. this will be forwarded on to the Prevention and Protection directorate of the Scottish Fire and Rescue Service for consideration of a common approach at a national level.</p>
7	Partnership Arrangements	<p>Has there been any consideration given to working with local health partners in particular the Scottish Ambulance Service to enhance pre-hospital emergency provision? Is there a Service policy to explore a co-responder model particularly in rural areas to use Fire personnel and resources to underpin the initial response to potentially life-threatening emergencies such as a cardiac arrest? This would demonstrate joint working within the public sector and feed into your aim of "maximising our opportunity to contribute towards safer communities and playing our full part in making Scotland Safer"</p>	<p>No amendments required. This feedback will be forwarded on to the Response and Resilience directorate of the Scottish Fire and Rescue Service for consideration at a national level.</p>

8	SFRS resources	I did not see anything regarding the life expectancy of north balmossie fire station.	No amendments required. The local plan has been developed to focus on the delivery of a number of priorities at a local level. Any decisions going forward as to the future of existing fire stations will be fully considered and consulted upon as part of a separate process.
9	Partnership Arrangements	The Fire and Rescue Service plays an integral part in Dundee Community Safety Partnership and contributes greatly to the development of, and implementation, the CSP strategy and action planning.	No amendments required. Continue to enhance relationships with partner agencies and our communities
10	Partnership Arrangements	The plan for Dundee is excellent and hasn't changed much since the change from Tayside to Scottish. I still have good contact with F+R and can see that continuing.	No amendments required. Continue to enhance relationships with partner agencies and our communities
11	Partnership Arrangements	The Plan was circulated to the members of the Adult Support and Protection Committee (which includes a Fire and Rescue representative) for comment. The following comments were in addition to information already supplied: 'Will build on the work already being undertaken jointly...to support vulnerable people, 'well structured and clear', 'Parts 2 and 3 seem to summarise well the strategy for dealing with many of the associated risks with which the ASPC are concerned'. Locally F&R are involved in both the Committee and the Learning and Workforce Development Task Group and run Briefing sessions for staff on Fire Safety. We are delighted with the positive partnership working across Adult Support and Protection in Dundee.	No amendments required. Continue to enhance relationships with partner agencies and our communities
12	Accessibility to information/ Partnership Arrangements	We think this is a very well put together and structured document, which is easy to read and is accompanied by a helpful glossary of terms. It is positive to note that the strategic aims and equality outcomes clearly demonstrate equality considerations within the plan. We would suggest	In relation to accessibility of information this feedback will be forwarded on to both the performance and strategic planning and Human Resources departments to

		<p>that in order to increase accessibility it might be helpful to produce an easy read summary of this plan and/or a BSL video with simple narrative for those with literacy issues. Some of the text in the plan could be challenged as being somewhat aspirational. We are aware that high standards have been set in terms of strategic priorities and objectives, but we do agree with the appropriateness of the priorities identified and the outcomes which SFRS are aspiring to achieve. Regarding the question about how the SFRS will be held to account for their performance in the local area, we think this is a little less clear in the plan. We would propose that the plan could be further strengthened by reference to the Dundee Adult Support and Protection Committee under 'Key Partnership Arrangements'. There is already a strong and effective partnership working between the SFRS and Dundee City Council's Social Work Department, both at the strategic as well as operational levels. There are effective information sharing and referral arrangements in place between both agencies which allow us to identify vulnerable people in Dundee who require support. This includes established pathways for Social Work staff to make referrals for Home Fire Safety Visits, and for SFRS staff to refer people of all ages for a Social Work Service, whom they assess to be vulnerable. It also includes a strong strategic partnership approach to integrated emergency planning, with the local SFRS representative working with Social Work Department managers and others to identify ways to pro-actively share information about vulnerable people, to improve the immediacy and effectiveness of response in the event of a civil emergency. We think that the plan provides an appropriate framework for Dundee upon which to continue to build these partnership arrangements further in the interests of ensuring that the support needs of vulnerable people, and any risks presenting for them, are effectively identified and addressed.</p>	<p>ensure that information provided is accessible to all in an appropriate format.</p> <p>Regarding how the SFRS will be held to account for their performance. Service improvement targets will be included in a supporting annual operational plan which is currently being developed. The annual operating plan will be one of the documents presented to elected members in future to allow the effective scrutiny of performance.</p> <p>Dundee Adult Support and Protection Committee is to be clearly referenced under 'Key Partnership Arrangements' to assist in demonstrating the strength of partnership working within the local area.</p>
13	Performance Management/ SFRS Resources	<p>Whilst the focus is on outcomes is to be encouraged. It is important to understand the inputs, in order to fully appraise the plan. The lack of National standards is concerning. The emphasis on reducing emergency incidents by prevention is consistent; however, without understanding the resources used for both, intervention and prevention, come from the same source, firefighters, is again concerning. As a councillor, I would appreciate</p>	<p>No amendments required. The local plan has been developed to focus on the delivery of a number of priorities at a local level.</p> <p>The SFRS will be held to account for their</p>

		<p>details of the resources, for example: 1. How many operational watch based firefighters and firefighters\control are on duty during any day\nightshift( ask for a breakdown per station and per shift, there are four shifts)</p> <p>2. How many specialist teams are available in Dundee as to a 999 emergency that is Urban Search and Rescue, Water Rescue, Rope Rescue and Fire Investigation?</p> <p>3. How many Community Fire Safety managers are operational in Dundee?</p> <p>4. What are the statistics available as to attendance times? How long does it take a Dundee Fire Appliance, on average, to attend an emergency incident? This is very important, the longer it takes to attend, the more developed the incident becomes, potentially resulting in more injuries and deaths of the public and firefighters.</p> <p>5. Turn out statistics, the time it takes the Emergency Fire Command and Control to take a call and deploy the appropriate resources.</p> <p>6. Recruitment, how many trainees have been employed or will be employed in the coming 3 years from the Dundee Area.</p> <p>7. Training, how many training courses are undertaken in Dundee relating to Breathing Apparatus, Road Traffic Collisions and Water Rescue. Will local elected members receive this?</p>	<p>performance. One such mechanism for scrutinising our performance will be the development of service improvement targets which will be included in a supporting annual operational plan which is currently being developed. The annual operating plan will be one of the documents presented to elected members in future to allow the effective scrutiny of performance.</p>
14	Reputation	I am proud of our Fire services as I do with all the emergency services	No amendments required Continue to enhance relationships with our communities
15	SFRS Resources	The Fire and Rescue service consider raising awareness about responsibilities around fire regulations and where to go for guidance for small / medium size voluntary organisations –particularly those who are working with vulnerable adults/children who may have communication or mobility issues.	Amend plan to include an action that we will engage more with local businesses and voluntary organisations in raising awareness of their duties under the Fire (Scotland) Act 2005.

## APPENDIX 2



# LOCAL FIRE AND RESCUE PLAN FOR DUNDEE 2014 – 2017







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## Foreword

Dundee is a safe place to live, with the number of fires and related injuries at their lowest ever levels over recent years. However, safety remains an important issue for our communities and the Scottish Fire and Rescue Service (SFRS) play a vital role in preparing for and responding to the risks presented by fires, road traffic collisions, rescue from rivers and floodwater to name just some of the risks which concern our local area.

Key to ensuring continuous improvement in safety outcomes for our communities is to place a greater emphasis on prevention and sharing of resources through developing stronger local partnership arrangements. Information sharing and multi-agency initiatives will continue to be crucial to achieving an even safer city. The SFRS's continued commitment to partnership working is clearly evident to me in my capacity as Convener of the Policy and Resources (Police, Fire and Community Safety) Committee and the Council greatly values the relationship we have with the service and the contribution it makes to the Community Planning process.

Through Community Planning, Dundee City Council has enjoyed a close and successful partnership with the Fire and Rescue Service for many years at both city-wide and local levels. We share the priorities, actions and intended outcomes set out in this plan, and together we are committed to tackling any issues which negatively impact on our communities to ensure they remain safe, strong and sustainable in the future.

Everyone has a right to live in safe communities, where they feel secure, protected and able to go about their daily business without fear of fire and other emergencies. The Council supports the actions detailed in the plan, and particularly welcomes the focus on prevention through early intervention, targeted at the most vulnerable members of society. We welcome the commitment of the Fire and Rescue Service to providing high quality services and to strengthening its connection with local communities, and look forward to continuing our excellent working relationship with SFRS at every level in Dundee to ensure that local needs are understood and met.

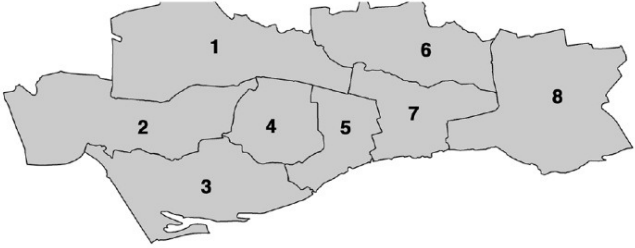
Part of the role of elected members is to scrutinise the performance of the service. We will continue to do this effectively, challenging the service to ensure they deliver on the commitments made in this plan, and we will continue to work with the SFRS in the development of future priorities and the achievement of better outcomes for our communities.



**Councillor Ken Guild**

**Leader of Dundee City Council**

1	<i>Strathmartine</i>
2	<i>Lochee</i>
3	<i>West End</i>
4	<i>Coldside</i>
5	<i>Maryfield</i>
6	<i>North East</i>
7	<i>East End</i>
8	<i>The Ferry</i>



## Welcome

As the Local Senior Officer (LSO) I am pleased to present to the communities of Dundee their Local Fire and Rescue Plan 2014-2017 on behalf of the Scottish Fire and Rescue Service (SFRS) which builds on the success of the interim local plan which was established to ensure a seamless transition of service delivery during the first year of the new Service (2013 – 2014).

The LSO performs a statutory role, under the Police and Fire Reform Scotland Act 2012, to which the key local functions of the SFRS have been delegated. As the LSO for the Dundee area I have a duty to work in partnership with the Council to determine the local priorities and objectives, and developing a suitable Local Fire and Rescue Plan which meets the needs of the local area and is approved by the local authority.

The legislation establishes the SFRS and the integration of the previous eight services, commencing on the 1 April 2013. The change is part of the Scottish Government's wider reform of public services to ensure more effective delivery of public services through increased Partnership and Community Engagement to deliver public services, which are responsive to local needs.

The main purpose of the SFRS is to work in partnership with communities and with others in the public, private and third sectors, on prevention, protection and response, to improve the safety and wellbeing of people throughout Scotland. This outcome-focused purpose ensures that the delivery of fire and rescue services is dynamic, effective and trusted, and delivered in partnership to make communities safer and stronger, through prevention and local community engagement.

The SFRS has a statutory duty to reduce the risks to our communities whilst delivering best value and securing continuous improvement. In doing so we must first understand this risk through a robust process of national and local Strategic Assessment. The Local Fire and Rescue Plan acknowledges the significance of Place and seeks to ensure that the local fire and rescue service contributes to the delivery of improved outcomes for the communities of Dundee.

Work undertaken by Fire and Rescue Service staff and our partners over many years has resulted in a significant reduction in fires, fire casualties and other emergency incidents in the Dundee area. This has been further enhanced by the building of strong effective relationships and partnership working with many of our communities and partner agencies. My aim and personal commitment as the designated LSO, is to build on this success and further develop these relationships and partnership approach to further drive down the occurrence of fires and non-fire emergencies, thereby ensuring that Dundee is a safer place to live, work and visit.

This plan therefore sets out the key strategic priorities, actions and outcomes for the SFRS to progress within the Dundee area which have been developed by taking into account the Scottish Government's four pillars of reform **Prevention, Performance, People** and **Partnership** as well as a range of other information sources. More critically these have been established by consulting and engaging with our local communities, local elected members and partner agencies.



**Area Manager Dave Stapley**

**Local Senior Officer – Dundee**

## Introduction

The SFRS Local Fire and Rescue Plan for the Local Authority Area of Dundee is the mechanism through which the aims of the SFRS's Strategic Plan 2013 – 2016 are delivered to meet the agreed needs of Dundee's communities.

The Plan sets out the priorities and objectives for the SFRS within Dundee for the period 2014 – 2017 and facilitates Local Authority partners to scrutinise our performance against the plan.

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

The SFRS will continue to use data analysis techniques to identify risk and to ensure resources are allocated to the point of need within our communities. While considering the strategic priorities of the SFRS we will develop local solutions to local needs and ensure equitable access to Fire and Rescue Service resources.

Through our on-going involvement with local community safety groups we will continue to develop our understanding of local needs and proactively seek engagement opportunities with all sections of our community. Adopting this approach will ensure that the service reflects local expectations and contributes to building strong, safe and resilient communities.

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 agreement between the Scottish Government and the Convention for Scottish Local Authorities (COSLA), the Strategic Objectives have been expanded into Local Single Outcome Agreements which include indicators and targets that provide the framework for how Local Authorities and their Community Planning Partners such as the SFRS will deliver services.

The Police and Fire Reform (Scotland) Act 2012 provides the statutory basis for the SFRS to deliver a range of core services and functions that means while the service is ready to respond to fire and other emergencies, it also maintains a strong focus on prevention and protection arrangements to ensure the safety of our communities.

The associated Fire and Rescue Framework for Scotland 2013 sets the overarching strategic direction for the SFRS in the delivery of its services to the communities of Dundee.

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

- Priorities and objectives for SFRS in connection with carrying out duties in the local authority's area of SFRS's functions
- The reasons for selecting each of those priorities and objectives
- How SFRS proposes to deliver those priorities and objectives

- In so far as is reasonably practicable, outcomes by reference to which delivery of those priorities and objectives can be measured
- How those priorities and objectives are expected to contribute to the delivery of any other relevant local outcomes which are identified by community planning
- Such other matters relating to the carrying out of SFRS's functions in the local authority's area as SFRS thinks fit.



# Strategic Assessment

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

## *National Context*

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

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

The priorities for the SFRS have been laid out in the Fire and Rescue Framework for Scotland 2013 with the following Strategic Aims defined within the Strategic Plan 2013-2016:

**Strategic Aim 1:** Improve safety of our communities and staff

**Strategic Aim 2:** More Equitable Access to Fire and Rescue Services

**Strategic Aim 3:** Improved outcomes through partnership

**Strategic Aim 4:** Develop a culture of continuous improvement

## *Local Context*

The Dundee Single Outcome Agreement has identified 10 Local Outcomes they wish to achieve which ultimately contribute towards the Scottish Governments National Performance Framework. Through delivery of this Local Plan the SFRS in particular will contribute to the following Outcomes:

- **Local Outcome 6:** Our Communities will be safe and feel safe
  - **Intermediate Outcome 6d)** – We have improved safety of our local communities by reducing the risk to life, property and the environment from fire
  - **Intermediate Outcome 6e)** – We have improved road safety

### *Equality Assessment*

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

**Outcome 1:** People from all Scotland's community groups feel confident in contacting the Fire and Rescue Service for advice and information on relevant non-emergency issues.

**Outcome 2:** Disabled, LGBT, BME, older people and people from minority faiths are aware of the services provided by the SFRS, particularly how these can be adapted to meet their own individual needs.

**Outcome 3:** People from all Scotland's community groups feel safer in their homes and on our roads.

**Outcome 4:** Establish the Scottish Fire and Rescue Service as an employer of choice for people across protected characteristics.

**Outcome 5:** Provide a positive and healthy workplace culture that welcomes, embraces and develops people from across all protected characteristics.

**Outcome 6:** People from across all communities are enabled to live lives free from hate crime, harassment and domestic abuse/violence.

**Outcome 7:** Gypsy Travellers and migrant workers are safer, better informed and confident in Scottish Fire and Rescue Service engagement.

### *Local Assessment*

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 Dundee that are considered in the Local Assessment and those that action plans will be developed for are:

- Local Risk Management and Preparedness
- Reduction of 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 Operational Assessment

Performance Indicator	2010/11	2011/12	2012/13	3 year average	Trend
All deliberate primary fires	104	95	73	91	↓
All deliberate other building fires	17	12	16	15	↑
All deliberate secondary fires	820	615	365	600	↓
All accidental dwelling fires	294	236	235	255	↓
All accidental other building fires	86	73	58	72	↓
All fatal fire casualties	4	2	1	2	↓
Non-fatal fire casualties excl. precautionary checkups	38	38	37	38	↑
Non-fatal fire casualties incl. precautionary checkups	43	50	56	50	↑
Special Service RTCs	28	30	47	35	↑
Special Service flooding	74	34	38	49	↓
Special Service extrication	32	31	28	30	↓
Special Service 'others'	348	286	221	285	↓
False Alarm: AFAs	2389	2252	2188	2276	↓
False Alarm: Good Intent	411	355	306	357	↓
False Alarm: Malicious	135	128	113	125	↓

## Local Risk Profile

Dundee is Scotland's fourth largest city and is situated on the North coast of the Tay Estuary. The area covers 6,300 hectares (24 square miles) and is geographically the smallest local authority area in Scotland.

**Population Profile:** Dundee has a population of 144,290 and is an urban local authority with 2,276 persons residing per square kilometre which in Scotland is second only to Glasgow City Council which has 3,353 persons per square kilometre. In comparison to the surrounding local authority areas, Angus Council (to the North and East) has 51 persons per square kilometre and Perth and Kinross Council (to the West) has 28 persons per square kilometre. Dundee has a sizeable student population and is home to the University of Dundee, the University of Abertay and Dundee College. The population of Dundee is expected to age over the next few decades. By 2033, the percentage of those aged 65-74 is expected to rise from 9.1% to 11.4% whilst the percentage aged 75+ is also expected to rise from 8.9% to 13.4%. The percentage share of all age groups below 65 years is therefore expected to decline.

**Economy:** In 2011 the number of jobs in Dundee stood at 76,432. Job numbers rose strongly between 1997 and 2007 but have fallen sharply since the onset of the economic downturn in 2008. In 2011 there were 27 employers in the city that employed 300 or more staff. The largest employers in the public and education sectors were NHS Tayside, Dundee City Council and the University of Dundee. In the private sector Tesco, BT and DC Thomson employed most staff.

**Deprivation Profile:** The Scottish Index of Multiple Deprivation (SIMD) 2012 estimated that in Dundee there were 42,125 people living in the data zones ranked within the top 15% of most deprived areas in Scotland. This equates to around 29.3% of the total Dundee Population. These areas are defined as community regeneration areas where funding is targeted with the objective of regenerating the most disadvantaged neighbourhoods, so that people living there can improve their quality of life. Community led regeneration forums have the responsibility of allocating a delegated budget for major projects within the regeneration areas. They are supported by staff from Dundee City Council's community regeneration team and are represented by a wide cross section of local people. The forums are also attended by local councillors and provide dedicated resources to respond to issues which local people have identified as priorities.

**Infrastructure:** Dundee is served by road, rail, air and sea infrastructure/ networks. The A90 Edinburgh to Aberdeen Road passes through the City and the Tay Road Bridge connects to North East Fife. Regular rails services link the city to other locations throughout the United Kingdom as well as regular local and national bus services operating in the area. The airport is situated two miles from the City Centre where scheduled flights operate to London and Jersey. The airport also offers a range of services for corporate jets and is regularly used by the local flying club/ flight training provider. The port of Dundee has the capacity to handle a wide range of bulk, agricultural and forest products. It is Scotland's main agricultural hub with over 250,000 tonnes of agricultural products moving through the port annually and provides inspection, repair and maintenance of jackup and semisubmersible drilling rigs and support vessels for the North Sea oil and gas industry. It is also home to Nynas who specialise in the manufacturer of specialty oils and bitumen products.

**Key Partnership Arrangements:** Community Planning arrangements are well embedded locally with the SFRS being one on the many key partners who contribute effectively toward the local outcomes detailed within the SOA. Fire and Road safety are the two main priorities that the SFRS directly contribute towards, however the SFRS also indirectly contributes towards some of the other priorities detailed within the SOA. Additionally the SFRS are represented on the local Adult Support and Protection Committee and play a key part in safeguarding adults at risk of harm. Locally at ward level the SFRS is represented at each of the Local Community Planning Partnerships and utilises a combination of wholtime and retained personnel as well as a number of dedicated prevention and protection staff to provide an effective prevention and intervention

service. For fire and rescue purposes and to improve and support our local accountability, Dundee City is divided into two Fire and Rescue Districts with each district being aligned to specific council wards.

# 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 and Delivery Plan for Dundee 2013 – 17
- Tayside Local Resilience Partnership

### We will achieve it by:

- We will ensure that our station personnel are familiar with the operational risks within the Dundee area by carrying out regular inspections in accordance with our duties in the Fire (Scotland) Act 2005.
- We will ensure the gathering and delivery of accurate, timely and relevant operational risk information to our operational personnel.
- We will ensure that all personnel undertake training in the risk critical core skills identified for their role within identified timescales.
- We will ensure that identified development needs are addressed in order to maintain a competent workforce.
- We will provide appropriate development opportunities to ensure that personnel possess the necessary skills to respond to foreseeable risks within the community.
- We will maintain a succession plan to ensure the provision of established crewing levels at all stations in Dundee.
- We will ensure dynamic monitoring of availability of personnel and resources in order to provide appropriate emergency response cover within the Dundee area.
- We will work with partner organisations and agencies to ensure effective response plans are developed for identified risks and ensure that we fulfil our statutory duties in relation to the Civil Contingencies Act.

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

- Keeping our staff and members of the public safe should any incident occur.
- Reducing the financial burden and disruption caused to our communities when emergencies occur.
- Proactively helping the wider community by preventing emergencies and planning to mitigate their effects when they occur.

## **2. Reduction of Accidental Dwelling Fires**

Primary fires account for approximately 13% of all incidents within the Dundee area and almost half of all primary fires are dwelling fires (fires in the home). Whilst it is encouraging to see a downward trend in the number of primary fires within the Dundee area over the past 5 years because of their very nature dwelling fires still pose the greatest risk to life.

A common cause of dwelling fires is cooking practices, with over 50% of dwelling fires in Dundee starting in the kitchen area. There is also evidence that alcohol continues to be a contributory factor.

### **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 and Delivery Plan for Dundee 2013 – 17

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

- We will use intelligence to target our safety messages in areas of greatest risk.
- We will analyse historical data and tailor specific campaigns to highlight causes of fires.
- We will target Home Fire Safety Visits to the communities identified as most at risk from fire.
- We will continue to work with partner agencies and members of the public to target and protect vulnerable members of the community who are most at risk from fire.

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

- Promoting confident and safer communities where residents feel positive about where they live.
- Reducing the personal and social impact of fire on our communities through helping people to be safe in their homes.
- Reducing the disruption and financial impact caused to all housing tenures by fire.

### **3. Reduction in Fire Casualties and Fatalities**

There are a number of issues that play a significant role in the number of fire casualties and fire fatalities encountered within Scotland. Most fire casualties and fire fatalities tend to occur in dwelling fires where issues such as alcohol consumption, smoking prevalence and mental health are all recorded as key contributory factors. Other contributory factors are the high levels of deprivation and other social issues such as the number of people living alone, the projected increase in the number of older people and the number of people receiving social care or care in the community.

Only through effective partnership working can vulnerable people within our communities be identified and then given the help and support that the need to keep themselves safe.

#### **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 and Delivery Plan for Dundee 2013 – 17

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

- We will continue to target our Home Fire Safety Visits to the communities most at risk from fire.
- We will continue to work with partner agencies to identify, target and protect vulnerable members of the community who are most at risk from fire.
- We will continue to champion the provision of sprinklers within new buildings as well as the provision of systems within identified high risk properties.
- We will continue to ensure that all non-domestic premises are complying with the requirements of Part 3 of the Fire (Scotland) Act 2005 and target our audits using a risk based approach.
- We will work with the business community to increase fire safety within relevant premises.
- We will continue to work with our partners to target our resources in areas of greatest risk and deliver a range of interventions to make our communities safer.

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

- Helping people to be safe in Dundee.
- Reducing demand on other partner services such as local health care and social work partners.
- Assisting in referring vulnerable households to other service providers
- Reducing the impact and economic cost of casualty treatment on partner agencies.



## **4. Reduction of Deliberate Fire Setting**

Deliberate fire setting is a significant problem for the Fire and Rescue Service and is responsible for a very high number of all of the secondary fires that are attended in Dundee. Secondary fires are reportable fires that did not involve casualties or rescues. The main secondary fire categories are refuse, grassland and derelict buildings incidents.

There is a very close link between deliberately set Secondary fires and other forms of anti-social behaviour. By continuing to focus our attention on deliberate fires this will reduce the burden on the FRS and partners and enhance responsible citizenship and community wellbeing.

### **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 and Delivery Plan for Dundee 2013 – 17

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

- We will continue to adopt a multi-agency approach to tackle and eliminate deliberate fire setting by using a range of diversionary activities and education initiatives.
- We will continue to work with the police and other agencies (where appropriate) to conduct joint fire investigations to establish the cause of fires.
- We will continue to work with residents and housing providers to address the issues of combustible materials stored within common closes/ stairwells which can often result in deliberate fire setting activity.
- We will continue to educate young people and conduct appropriate youth engagement and diversionary activities to promote responsible citizenship and reduce fire related anti-social behaviour.
- We will continue to use our Firesetter Intervention and Re-education Scheme which positively engages with young firesetters.
- We will continue to work in partnership and deliver joint safety presentations within schools using an evidence based approach.

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

- Promoting safe and attractive communities in which people want to live.
- Diverting those persons away from anti-social behaviour by encouraging them to be responsible citizens.
- Reducing the adverse effects which deliberate fire setting has on peoples' lives within Dundee.
- Supporting the national focus towards early intervention.

## **5. Reduction of Fires in Non Domestic Properties**

All workplaces and business premises are classed as non-domestic and come under the scope of the Fire (Scotland) Act 2005. Due to the nature of the building and occupancy those that provide sleeping risk/ accommodation are seen as particularly high risk such as Hospitals, Care homes, Houses of Multiple Occupation (HMO) and self-contained sheltered housing.

High risk properties are audited on a yearly basis to ensure that the fire precautions within the property are to a suitable standard. For some buildings, joint inspections are carried out with other organisations.

### **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 and Delivery Plan for Dundee 2013 – 17
- SFRS Fire Safety Enforcement Framework 2013-2016
- Single Outcome Agreement and Delivery Plan for Dundee 2013 – 17

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

- We will ensure that we meet our legislative fire safety enforcement responsibilities and adopt a risk based approach to ensure relevant premises are complying with the law.
- We will ensure that high risk premise types as detailed within the SFRS Fire Safety Enforcement Framework 2013-2016 are subject to an annual audit.
- We will undertake engagement events with local businesses and voluntary organisations to raise awareness of their duties under the Fire (Scotland) Act 2005.
- We will ensure that community safety education is undertaken at appropriate times throughout the year with high risk groups including elderly groups, student community.
- We will continue to work with our partners utilising an intelligence led approach to target our resources in areas of greatest risk and deliver a range of interventions to make our communities safer.

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

- Assisting the business sector in understanding their fire safety responsibilities.
- Reducing the risk of fire and protecting the public when in building.
- Supporting business continuity and employment within Dundee.

## **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 (RTC's), 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.

Non fire emergencies account for 8% (1% RTC and 7% - other types of non-fire emergencies also known as emergency special service calls (ESSC)) of all incidents attended within the Dundee Area. Over the past 5 years there has been a slight increase in the number of non-fire emergency incidents within Dundee. This rise appears to correspond with the increase in the instances of severe weather events and the resulting work to make the communities safe from dangers such as loose masonry, unsafe icicles and flooding.

RTC's account for only 1% of all incidents attended within the Dundee Area. The number of RTC's in Dundee continues on a downward trend, however the majority of casualties (other than fire related) encountered by the SFRS are at these types of incidents.

### **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 for 2020
- Single Outcome Agreement and Delivery Plan for Dundee 2013 – 17

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

- We will continue to work with our partner agencies to reduce the number of RTC's by delivering local initiatives, aimed at particular high risk groups which will promote key road safety messages.
- We will work with our partners to identify RTC and other non-fire emergency hot spots through trend analysis and jointly develop local solutions to address these.
- We will continue our participation in education programmes aimed at high risk groups within our communities.
- We will share intelligence and work with our community safety partners to provide essential advice to assist in mitigating the impact of flooding and encourage and enhance community resilience.

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

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

## **7. Reduction in Unwanted Fire Alarm Signals**

Unwanted calls account for almost half of all incidents attended by the SFRS within the Dundee area - the highest proportion of all incident categories. The vast majority of unwanted calls attended within Dundee are Unwanted Fire Alarm Signals (UFAS) from fire detection systems in buildings, and the trend indicates a continuing rise in the number of such calls. This rise appears to correlate with modern fire alarm systems becoming more complex in their design and installation. The rise in unwanted calls will therefore continue to place a burden on our resources and reduce time spent on other core activities such as Community Fire Safety and training. There is also the financial impact of unwanted calls where it's estimated that the cost of dealing with each call is approximately £2000.

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

### **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 and Delivery Plan for Dundee 2013 – 17

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

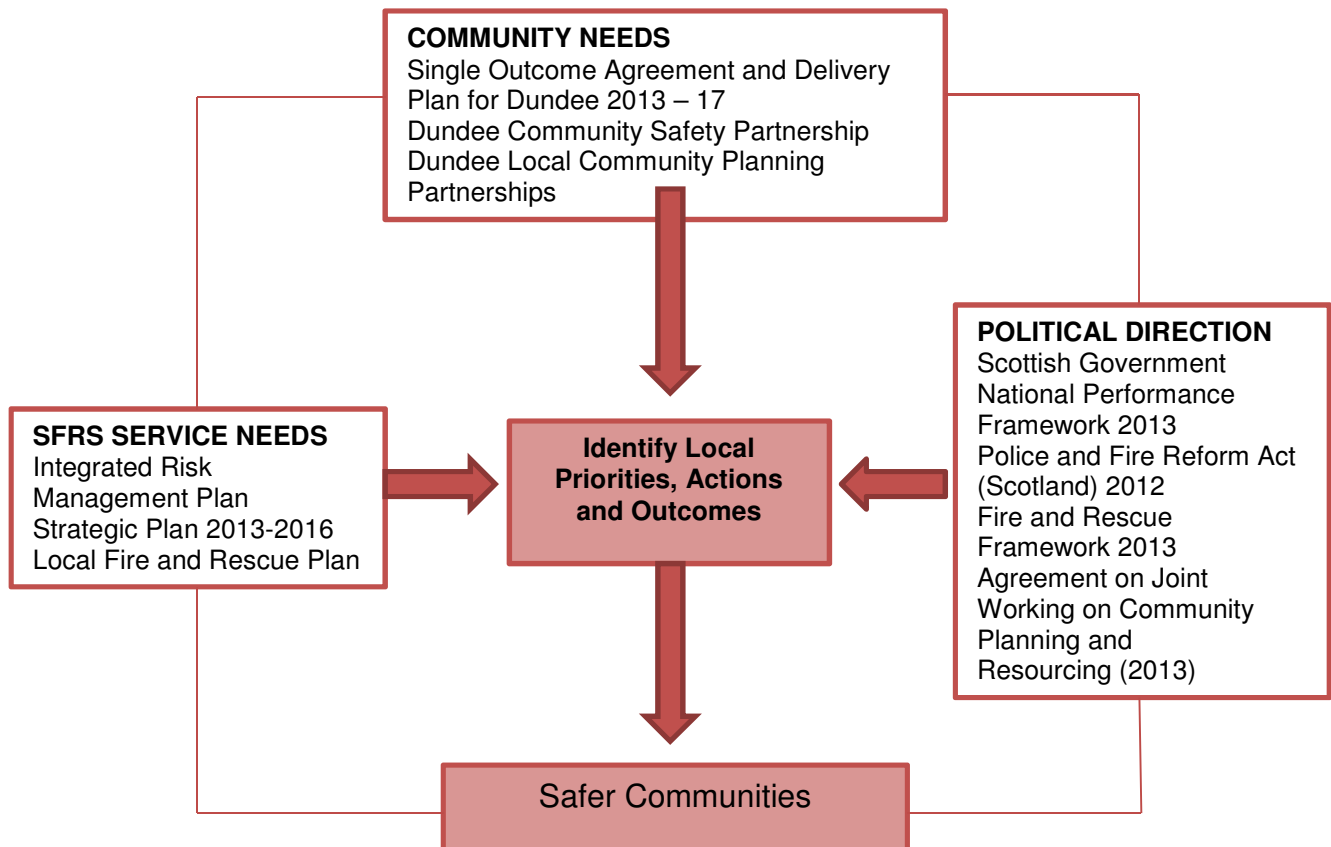
- We will work with owners and occupiers of commercial premises at a local level to provide advice and guidance in the reduction of UFAS.
- We will identify premises with high instances of UFAS and ensure that they comply with the requirements of the Fire (Scotland) Act 2005
- We will ensure that community safety education is undertaken at appropriate times throughout the year with our student community and work with the accommodation providers and highlight issues.
- We will continue to educate young people and conduct appropriate youth engagement and diversionary activities to promote responsible citizenship and reduce fire related anti-social behaviour.
- We will continue to work with our partners such as police and schools to provide education to young people on the consequences of making hoax and malicious calls.

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

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

## Achieving Local Outcomes

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



### Outcomes

The outcomes expected for the priority areas set out in the Dundee Local Fire and Rescue Plan 2014-2017 will be scrutinised by a committee of elected council members. Outcomes will be measured against each reduction set within this plan and those agreed between the SFRS and the Dundee Partnership Management Group which are set out in the Single Outcome Agreement and Delivery Plan for Dundee 2013 – 17

## Review

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

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

## Feedback

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.firesecotland.gov.uk](http://www.firesecotland.gov.uk)
- Contact your local community fire station - details are listed on our website or in your local telephone directory.
- Contact (LSO) Area Headquarters on 01382 322222
- 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 North HQ, 19 North Anderson Drive, Aberdeen, AB15 6TP

Tel 01224 696666 Fax 01224 692224 or alternatively visit our website [www.firescotland.gov.uk](http://www.firescotland.gov.uk)

## Glossary of Terms

**Accidental:** Caused by accident or carelessness. Includes fires which accidentally get out of control.

**Casualty:** consists of persons requiring medical treatment beyond first aid given at the scene of the incident, those sent to hospital or advised to see a doctor for a check-up or observation (whether or not they actually do). People sent to hospital or advised to see a doctor as a precaution, having no obvious injury, are recorded as 'precautionary check-ups'. Casualty figures do not include fatalities.

**Deliberate:** covers fires where deliberate ignition is suspected

**Unwanted Fire Alarm Signal (UFAS):** is defined as an event in which the Fire and Rescue Service believes they are called to a reportable fire and then find there is no such incident. These can be Malicious, of Good Intent or caused by Apparatus. The False Fire Alarms recorded for our indicator are those caused by Apparatus, as these constitute a significant majority of False Fire Alarm incidents.

**Fatality:** a casualty whose death is attributed to a fire is counted as a fatality even if the death occurred later. Fatalities associated with Other Incidents can include attendance to assist Police or Ambulance colleagues when a person has been found who has committed suicide, for example. Often there is little we can do as a Service to influence this particular figure.

**Primary Fires:** includes all fires in buildings, vehicles and most outdoor structures or any fire involving casualties, rescues or fire attended by five or more pumping appliances.

**Secondary Fires:** These cover the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or if five or more appliances attend. They include fires in derelict buildings but not chimney fires.

**Tayside Local Resilience Partnership:** Local resilience partnerships (LRP's) are multi-agency partnerships made up of representatives from local public services, the emergency services, local authorities, the NHS, the Scottish Environmental Protection Agency and others. These agencies are known as Category 1 Responders, as defined by the Civil Contingencies Act. They are supported by organisations, known as Category 2 responders, such as public utility companies etc. and have a responsibility to co-operate with Category 1 organisations and to share relevant information with the LRP. LRPs also work with other partners in the military and voluntary sectors who provide a valuable contribution to LRP work in emergency preparedness. The LRPs aim to plan and prepare for localised incidents and catastrophic emergencies. They work to identify potential risks and produce emergency plans to either prevent or mitigate the impact of any incident on their local communities.