



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

# LOCAL FIRE AND RESCUE PLAN FOR NORTH LANARKSHIRE

2014-2017



**Working together  
for a safer Scotland**





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# Foreword

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

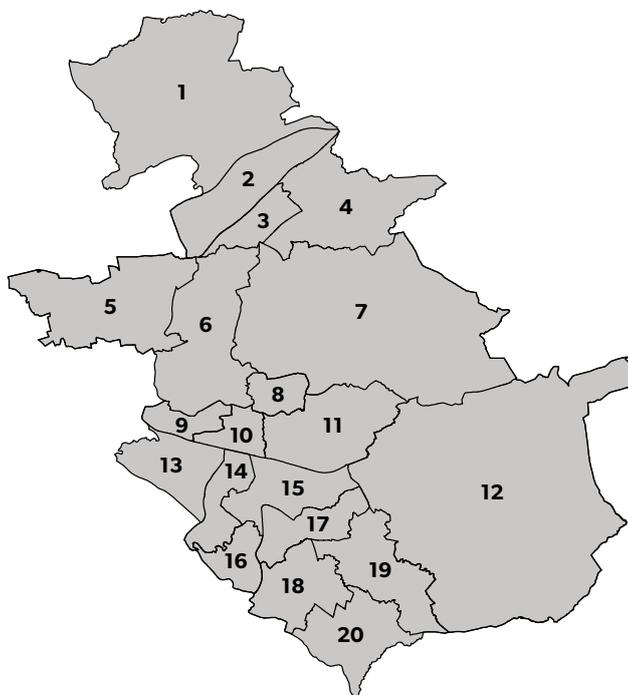
The Plan sets out the priorities and objectives for the SFRS within North Lanarkshire for 2014 – 2017 and allows our Local Authority partner to scrutinise the performance outcomes of those priorities. The SFRS will continue to work closely with our partners in North Lanarkshire to ensure we are all “Working 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 North Lanarkshire. 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 and deliver 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 North Lanarkshire 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.

**John Miller**  
Local Senior Officer

1	<i>Kilsyth</i>
2	<i>Cumbernauld North</i>
3	<i>Cumbernauld South</i>
4	<i>Abronhill Kildrum and the Village</i>
5	<i>Strathkelvin</i>
6	<i>Coatbridge North and Glenboig</i>
7	<i>Airdrie North</i>
8	<i>Airdrie Central</i>
9	<i>Coatbridge West</i>
10	<i>Coatbridge South</i>
11	<i>Airdrie South</i>
12	<i>Fortissat</i>
13	<i>Thorniewood</i>
14	<i>Bellshill</i>
15	<i>Mossend and Holytown</i>
16	<i>Motherwell West</i>
17	<i>Motherwell North</i>
18	<i>Motherwell South East and Ravenscraig</i>
19	<i>Murdostoun</i>
20	<i>Wishaw</i>



# 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 (SOA) 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. SOA's are crucial to the effective delivery of services locally through effective planning and management of shared resources.

The Scottish Government and COSLA's Agreement on Joint Working on Community Planning and Resourcing places requirements on partners in relation to their commitments within the SOA. This agreement looks for partners to 'share budget and planning assumptions with each other at an early stage' in order to ensure community needs are met effectively, with the most efficient use of the collective resources available. The SFRS in North Lanarkshire will play a full and active part in this regard.

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

*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.*

## Our Values

Our values framework sets out the aspirations of the SFRS in relation to how we will effectively deliver our services to the communities of North Lanarkshire whilst supporting our own staff. The safety of our communities and our firefighters is of paramount importance and rightly at the forefront of all we do. By adhering to our core values we will ensure that the people of North Lanarkshire receive the best service possible and that our communities are protected.



# 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 North Lanarkshire can effectively identify key priority areas for the SFRS to target its resources at a local level.

## National Assessment

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

- **National Outcome 1:** We live in a Scotland that is the most attractive place for doing business in Europe.
- **National Outcome 4:** Our young people are successful learners, confident individuals, effective contributors and responsible citizens.
- **National Outcome 6:** We live longer healthier lives.
- **National Outcome 8:** We have improved the life chances for children, young people and families at risk.
- **National Outcome 9:** We live our lives safe from crime disorder and danger.
- **National Outcome 11:** We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.
- **National Outcome 12:** We value and enjoy our built and natural environment and protect it and enhance it for future generations.
- **National Outcome 15:** Our people are able to maintain their independence as they get older and are able to access appropriate support when they need it.
- **National Outcome 16:** Our public services are high quality, continually improving, efficient and responsive to local people's needs.

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

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

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

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

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





## Equality Assessment

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

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



## Local Assessment

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

# North Lanarkshire Risk Profile

North Lanarkshire is the 4th largest local authority in Scotland and covers an area of approximately 470km<sup>2</sup>, consisting of 11 towns and surrounding villages. It has a population of around 337,870, 52% male and 48% female, living in an estimated 150,000 households, of which around 40,000 are owned by the local authority, making North Lanarkshire Council the largest social landlord in Scotland. 93% of the population are white Scottish with the remaining 7% of people come from diverse ethnic and cultural backgrounds.

North Lanarkshire has the second largest share of the 15% most deprived areas in Scotland with around 73,000 of its inhabitants living within these areas. Around 10% of all residents in North Lanarkshire receive some form of care package. The area has 49 care homes and 39 sheltered housing complexes providing differing levels of care. Recently there has been a move away from traditional industries such as coal, steel and heavy engineering towards the financial and business sector. Of those eligible for work, 10.9% are currently unemployed. In terms of education, the Area has 158 schools and 3 colleges.

North Lanarkshire is comprised of 20 multi member electoral wards which are represented by a total of 70 elected members. Of those, 15 make up the Community Safety Partnership Forum which has the responsibility of scrutinising performance against the agreed targets within the Local Fire and Rescue Plan. The North Lanarkshire Partnership Board is the strategic group which oversees all of the partnership processes within North Lanarkshire to ensure its legislative duties are discharged. It is chaired by the Council Leader and has a large representation which includes all of the statutory bodies and also others, including those from the third sector.

There are a number of thematic groups which also report to the Board as well as the Local Area Partnerships (LAPs) and Local Area Teams (LATs). The LAPs, of which there are six, sit directly below the Board and are chaired by local elected members. The Fire Service provides a performance and progress on shared partnership initiatives report which forms part of a larger community safety report. This is then scrutinised by elected members and members of the community alike. The six chairs of these groups all sit on the Community Safety Partnership Forum which scrutinises both Fire and Police plans. There are also six LATs which sit directly below the LAPs. These Teams and associated Community Safety Sub Groups receive performance reports from the SFRS and engage locally to agree on joint ways to solve problems and ensure the delivery of services at a local level.

The partnership arrangements within North Lanarkshire are extremely structured with a direct link from North Lanarkshire Partnership Board decisions to local service delivery. The SFRS is fully involved in, and supportive of, all levels of partnership working within the local area.

The North Lanarkshire SOA is the legislative glue which binds the partners together and ensures a focus on local needs. Like other partners, the SFRS has a number of outcomes against which it is measured and these are reported on a regular basis. In total the SFRS has 7 indicators within the SOA, with a total of 23 actions associated with a variety of indicators. The Community Safety Partnership oversees the work of the partners in relation to the targets set within the SOA and ensure the objectives of the North Lanarkshire Community Plan are being met.

In a local context, the key partners that interact with the SFRS are the Local Authority and the various departments such as Housing and Social Work Services, Police Scotland, NHS Lanarkshire, Scottish Ambulance Service and representatives from the third sector to name but a few.

To ensure resilience is maintained, the SFRS has in place robust business continuity plans which enable services to be provided in the event of business disruption. With regards to contingency planning, the Civil Contingencies Act 2004 places a number of duties on category one responders, one of which is to undertake risk assessments for events or situations which may constitute an emergency.

The Lanarkshire Area Risk Register, which has been produced in partnership with a number of agencies including Local Authorities, Police Scotland, Scottish Ambulance Service, NHS Lanarkshire and the Procurator Fiscal Service, therefore sets out the combined assessment of the likelihood and potential impact from a range of different local risks.

These assessments and planning assumptions are routinely tested through multi-agency exercises to ensure they remain appropriate and effective. We also routinely train with other category one responders such as the Scottish Ambulance Service to ensure that agreed incident protocols and operational processes are understood and adhered to.

# 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 locally and map resources to them
- 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
- **North Lanarkshire Annual Operating Plan**
- **North Lanarkshire Partnership Community Plan (Single Outcome Agreement) 2013-18**

### **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

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

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

## 2. Reduction of Accidental Dwelling Fires

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

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

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

The SFRS will aim to reduce the number of Accidental Dwelling Fires year on year and in line with annually set targets.

### **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
- **North Lanarkshire Partnership Community Plan (Single Outcome Agreement) 2013-18**
- **North Lanarkshire Annual Operating Plan**
- **North Lanarkshire Casualty Reduction Plan**

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

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

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

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

### 3. Reduction in Fire Casualties and Fatalities

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

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

The SFRS will aim to reduce the number of Fire Casualties and Fatalities year on year and in line with annually set targets.

#### **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
- **North Lanarkshire Partnership Community Plan (Single Outcome Agreement) 2013-18**
- **North Lanarkshire Annual Operating Plan**
- **North Lanarkshire Casualty Reduction Plan**

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

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

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

- Helping people be safe in their homes in North Lanarkshire
- Reducing demand on partner services
- Assisting in referring vulnerable households to other service providers and receiving referrals in a reciprocal arrangement
- Reducing the economic cost of casualty treatment on partner agencies

## 4. Reduction of Deliberate Fire Setting

In the North Lanarkshire Area, deliberate fire setting has historically been a significant problem that can be closely linked to antisocial behaviour. Secondary fires (refuse and grass) are on a downward trajectory, however they still account for a high percentage of our operational activity and place a huge strain on the SFRS ability to effectively provide its operational response to real emergencies.

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

**The SFRS will aim to reduce the number of Deliberate Fire Setting Incidents year on year and in line with annually set targets.**

### **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
- **North Lanarkshire Partnership Community Plan (Single Outcome Agreement) 2013-18**
- **North Lanarkshire Annual Operating Plan**
- **North Lanarkshire Casualty Reduction Plan**

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

- Increasing Community Education in targeted areas where the majority of deliberate fire setting occurs
- Continuing work with our partners to develop joint risk strategies to further mitigate the impact of deliberate fires and their economic and social cost to the community
- Continuing to utilise Firereach, Junior Firereach and Firesetters programmes to engage with young people in North Lanarkshire
- Working closely with Police Scotland to secure convictions where crime has been committed

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

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

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

Fires in workplaces and business premises are classed as Non-Domestic Fires and come under the scope of the Fire (Scotland) Act 2005. Sleeping risks are seen as a particularly high fire risk since most fatal fires occur at night when people are less vigilant and at their most vulnerable. Residential care homes, student accommodation and self-contained sheltered housing make up the greatest proportion of these incidents within the North Lanarkshire area.

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

**The SFRS will aim to reduce the number of Fires in Non-Domestic Properties year on year and in line with annually set targets.**

### **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
- **North Lanarkshire Annual Operating Plan**

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

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

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

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

## 6. Reduction in Casualties from Non-Fire Emergencies

A central part of the SFRS's role is responding to non-fire emergencies such as Road Traffic Collisions (RTCs), building collapse, water rescue incidents and flooding. Operational Firefighters are trained to a high standard and have at their disposal the most modern equipment for extricating people in rescue situations and administering first aid to casualties. We also work closely with other emergency responders such as the Scottish Ambulance Service Special Operations Response Team (SORT), to ensure that medical interventions are provided with minimum delay.

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

The SFRS will aim to reduce the number Casualties from Non Fire Emergencies year on year and in line with annually set targets.

### **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
- North Lanarkshire Partnership Community Plan (Single Outcome Agreement) 2013-18
- 'Go Safe', Scotland's Road Safety Framework for 2020
- North Lanarkshire Annual Operating Plan

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

- Facilitating the Cut it Out Road Safety Programme
- Delivering other road safety presentations/exercises at station open days along with our other partners
- Continued participation in education programmes aimed at high risk groups within our communities
- Continuing to work with our partners to identify RTC and other non-fire emergency hot spots through trend analysis and then jointly developing solutions to deal with them
- Joint training with other emergency services such as the Scottish Ambulance Service to ensure our joint intervention at emergencies helps reduce the severity of injuries to those involved

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

- Reducing RTCs will lessen the impact on local communities and reduce the costs to the NHS for the treatment of casualties
- Reducing rehabilitation and welfare costs for the casualty and employer
- Developing positive attitudes to safety within high risk groups throughout our communities, for example our young people

## 7. Reduction of Unwanted Fire Alarm Signals

Unwanted Fire Alarm Signals (UFAS) are those occasions when an automated fire alarm activates and results in a mobilisation of SFRS resources, when the reason for that alarm turns out to be something other than a fire emergency. These can be categorised as either UFAS incidents from relevant premises under the Fire (Scotland) Act 2005 or from dwellings. In terms of relevant premises, the SFRS has statutory powers and bespoke policies to ensure reductions from poorly maintained, managed or installed fire alarm systems are achieved. Commercial premises that have repeated UFAS are subject to preventative measures that are designed to drive down false alarms.

Every unnecessary blue light journey increases the risk of RTCs within North Lanarkshire and has the potential to make members of our communities feel less safe. In regards to dwellings, the SFRS employs an engagement strategy to try and reduce the impact from UFAS.

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

**The SFRS will aim to reduce the number of UFAS incidents year on year and in line with annually set targets.**

### **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
- **North Lanarkshire Annual Operating Plan**
- **North Lanarkshire UFAS Reduction Plan**

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

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

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

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

# Achieving Local Outcomes

## Achieving Safer Communities in North Lanarkshire

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



## Outcomes

*The outcomes expected for the priority areas set out on the North Lanarkshire Local Fire and Rescue Plan 2014-2017 will be scrutinised by a committee of elected Council members. Outcomes will be measured against reductions set within this plan and those agreed between the SFRS and the North Lanarkshire Partnership which are set out in North Lanarkshire's Community Safety Partnership Plan and Community Plan (SOA) 2013 - 2018.*

# 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.

# Contact us

## 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.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.
- Contact (LSO) Area Headquarters on 01698 402700.
- 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, North Lanarkshire HQ, Dellburn Street Motherwell, ML1 1SE  
Tel 01698 402700 Fax 01698 402755  
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>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 fires where deliberate ignition is suspected
<b>False Automatic Fire Alarm:</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>Primary Fires:</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.

# Useful Links

Scottish Fire and Rescue Service Strategic Plan 2013 – 16

[http://www.firescotland.gov.uk/media/388032/strategic\\_plan\\_2013\\_2016\\_final.pdf](http://www.firescotland.gov.uk/media/388032/strategic_plan_2013_2016_final.pdf)

Scottish Government National Performance Framework 2013

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

North Lanarkshire Partnership Community Plan 2013 – 18

<http://www.northlanarkshire.gov.uk/CHttpHandler.ashx?id=10316&p=0>

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

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

Police and Fire Reform Act (Scotland) 2012

[http://www.legislation.gov.uk/asp/2012/8/pdfs/asp\\_20120008\\_en.pdf](http://www.legislation.gov.uk/asp/2012/8/pdfs/asp_20120008_en.pdf)

Agreement on Joint Working on Community Planning and Resourcing 2013

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



## FREE Home Fire Safety Visit and FREE Smoke Alarm

### Fire can happen to anyone.

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

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

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

### Visits are easy to arrange.

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

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



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Version 1.0 23rd May 2014