South Lanarkshire Annual Performance Report
2016-2017
## CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>INTRODUCTION</td>
<td>1</td>
</tr>
<tr>
<td>SOUTH LANARKSHIRE AREA HEADQUARTERS</td>
<td>2</td>
</tr>
<tr>
<td>OUR VISION, VALUES AND PRIORITIES</td>
<td>3</td>
</tr>
<tr>
<td>OUR PERFORMANCE</td>
<td>8</td>
</tr>
<tr>
<td>INCIDENT OVERVIEW</td>
<td>14</td>
</tr>
<tr>
<td>PREVENTION AND PROTECTION</td>
<td>20</td>
</tr>
<tr>
<td>RESPONSE AND RESILIENCE</td>
<td>27</td>
</tr>
<tr>
<td>AREA TRAINING</td>
<td>36</td>
</tr>
</tbody>
</table>
INTRODUCTION

I am pleased to present our South Lanarkshire Area Annual Performance Review for 2016-2017. This report illustrates how we have improved our community safety and emergency response, whilst also addressing equality of service and enhancing the wellbeing of the people of South Lanarkshire. We remain committed to ensuring the safety of our communities and Firefighters, values which are central to everything we do. Our mission is achieved through the hard work and dedication of all our staff and this commitment has enabled us to enhance the level of service delivered in our local communities.

It makes sense to work collaboratively, sharing resources with partners when we all seek to achieve better outcomes and address inequalities. South Lanarkshire has a long and proud history of working with partners, enhancing these existing strong relationships whilst forging others will be fundamental to all our success. Working in isolation will not reduce fire fatalities and the occurrence of emergencies, which cause harm to people and damage property; therefore cohesive, integrated working with our partners is vital.

The Scottish Fire and Rescue Service strive to be one of the leaders of public service reform and through the changes we desire to make on our transformation journey we hope to inspire others on their own change ventures.

South Lanarkshire Area championed many joint working initiatives over the last year and we have worked hard to support those most vulnerable in society through these initiatives. The role out of the community partnership hub in East Kilbride follows on from the success of the Cambuslang hub and each of these initiatives involve close working relationships between all partner agencies involved, for the benefit for our local communities.

It’s vital that we are able to deliver our fire safety messages to each and every member of society, especially groups who are under-represented. Launched in partnership with Deaf Services Lanarkshire, an initiative, a first-of-its-kind in Scotland, will see two South Lanarkshire Community Safety Advocates (CSAs) formally trained and accredited to British Sign Language (BSL) Level 2. Community Safety Advocates will undertake training to help communicate key fire safety advice to the deaf community.

Success would not have been possible without the dedication of our staff and the unwavering support of the public and our partners. By facing the challenges and embracing change together, we can do even more to make a positive difference to people’s lives and provide better outcomes for all stakeholders. The intention of this review is to highlight and celebrate the work we undertake, and in doing so invite all of our colleagues, partners and local communities to join us in making South Lanarkshire a safer environment where all can aspire to flourish and contribute effectively.

Area Manager Alan Fairbairn Local Senior Officer
South Lanarkshire Area Headquarters (SLHQ) is based at Clydesmill Community Fire Station, Westburn Drive, Cambuslang adjacent to the Scottish Fire and Rescue Service National Training Centre. Clydesmill Community Fire Station, which was opened in 2011, provides a modern and energy efficient environment which can accommodate all of the Areas Management Team within the HQ environment.

Engagement and interaction with our partners is a priority and the location of South Lanarkshire Area Headquarters provides great strengths and benefits in this regard. These include access to our key partners, particularly those within South Lanarkshire Council, which has the majority of its management functions based at Hamilton. Many of our partner organisations are located in close proximity to the Clydesmill location and it is therefore beneficial when our engagement and interaction with our partners is a greater priority than ever.

The Area’s Prevention and Protection (P&P) team including the Areas Community Action Team (CAT) and Local Authority Liaison Officer (LALO) are based at our P&P Hub at Hamilton. The Joint Community Safety Partnership Hub at Cambuslang, fully supported by our P&P team, has been a great success and has seen this initiative extended into East Kilbride with plans for further expansion into the Hamilton area in the future. These initiatives now offer greater opportunity for collaboration and continuity between services.

The last year has seen a number of changes within the management team within South Lanarkshire. GM Graeme Binning has left the area to take up the Local Senior Officers post within East Renfrewshire, Renfrewshire and Inverclyde. SM David Murdoch has left the area to take up a GM post within Response and resilience whilst GM Ian Burns retired after 33 years plus sterling service to the organisation AM Fairbairn said “I am thankful to Ian, Graeme and David for their service to the local community and to South Lanarkshire Area. I wish them every success in the future; they leave big boots to fill”. Taking over the vacated roles are:

Scott Kennedy GM Response and Resilience
Scott Murray GM Prevention and Protection
Benny Rooney SM Hamilton Fire Station
Andy Kenna SM Lanark Fire Station
OUR VISION, VALUES AND PRIORITIES

VISION

Our vision is bold and aspirational. Our aim is to deliver the best service we can 24 hours a day, seven days a week and to keep challenging ourselves to continuously improve it. Our staff are well trained to very high standards and we continually seek out new approaches to firefighter training so that we can adopt best practice to maintain those standards.

In addition to this, we will be innovative and creative in looking for better ways to do things, in challenging our own thinking and in challenging the thinking of our partners. We will work in partnership with our communities to develop services.

VALUES

Our values were developed from feedback we received in our first Cultural Audit which took place in 2014, and they reflect what staff from the SFRS said they valued most about working within the service.

We Value:

We can all live the values – it is about how we do things, how we treat others, what we say and how we say it, and how we expect to be treated.

We intend to continue and develop this focus on partnerships so that we can contribute fully to the SFRS’ four Strategic Aims;

- Improved safety of communities and staff
- More equitable access to fire and rescue services
- Improved outcomes through partnership
- Develop a culture of continuous improvement

We will strive for excellence and explore new ways to help us develop a fire and rescue service that is recognised as a world leader. We will do this, for example, by exploring how we can best use the available technology to improve our service or develop specialist skills in our workforce.
Our number one priority is to work together for a safer Scotland and safety is at the core of everything we do. We recognise the role we play working alongside communities and in partnership with others in the public, private and third sectors, to keep Scotland safe. We are committed to keeping our firefighters, who work in dangerous and dynamically hazardous environments as an inherent part of their job, safe, but safety is not just for operational personnel.

We all deal with safety in one aspect or other, and we can all take steps to promote and support healthy working lives. If we all take steps to safeguard our own health, safety and wellbeing, a positive safety culture will flourish. And, by engaging with each other, our stakeholders, partners and our communities, we will be better equipped to work together to create a safer Scotland.

Teamwork is the foundation of what we do and what we achieve and is essential across the SFRS. Operationally, lives depend on the ability to work effectively as a team as many pieces of equipment, along with procedures and techniques, require multiple firefighters, and in any of the other varied work contexts across the organisation we must work together to ensure we all deliver on the job we are asked to do, in the best way possible.

As such we will work as a contributing member of the team, supporting each other and sharing our own knowledge. We will also be committed to working alongside our stakeholders and partners in pursuit of our shared prevention agenda to help keep Scotland safe.

Everyone has the right to be treated with dignity at work and respect is an important principle for our desired organisational culture. By valuing respect, we will ensure we have an organisation where people work well together, where individuals recognise that their own attitudes and actions have an impact on others, and where we all have a shared responsibility to challenge others in a constructive way if unacceptable behaviour is demonstrated.

We will also value the individual differences and diverse communities we serve, work alongside and support. We will respect the views of our stakeholders and partners, always be honest and trustworthy, and welcome the opportunity to discuss differences.

Being innovative will help us grow, adapt, and be more responsive to change and the needs of our communities. It does not always involve inventing completely new ways of doing things, it can also be about making small changes to current processes, systems or procedures, or applying these in a more flexible way, to be more efficient and effective in our work.

We will value innovation by looking for opportunities to improve the way we do things, by being open minded to new ideas, and by ensuring policies and procedures are not used to constrain thinking or our approach to reach successful outcomes. In operational contexts, we will also ensure the priority to save human life and ensure the safety of firefighters is not compromised by prescriptive ways of dealing with incidents.
PRIORITYs

Local Risk Management and Preparedness
The Scottish Fire and Rescue Service (SFRS) have a statutory duty to reduce the risks to our communities and to make certain that they receive the best possible service. The management of risk within our community involves:

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

Reduction of Accidental Dwelling Fires
Throughout South Lanarkshire, dwelling fires occur within a diverse variety of home types and are more prominent in several ward areas. Statistical analysis has shown that the majority of dwelling house fires occur in the social rented sector. A high percentage of these fires started in the kitchen when the occupier was cooking or had cooked food. It has also been identified that additional significant contributory risk factors include the consumption of alcohol and use of smoking materials in the fires that occur. This reporting period has seen accidental dwelling house fires reduce by 14% in comparison with last year’s figure.

Reduction in Fire Casualties and Fatalities
The reduction of fire casualties is clearly linked to the reduction in dwelling house fires. The reduction of fire fatalities and casualties is at the core of preventative activities carried out by SFRS in the South Lanarkshire Area.

Dwelling fires can have a significant negative impact upon both individuals and the community and are financially costly to occupants and housing providers in terms of repair and the reinstatement of homes. The costs associated with fire casualties are high – with potentially significant trauma to individuals, and high financial costs to health service and housing partners. By giving safety advice and fitting smoke alarms, the SFRS can reduce the risk of fire and its associated human and financial costs as well as enhancing community safety.

The Fire & Rescue Service in South Lanarkshire aims to target a reduction in these casualties by working with partner agencies and adopting a more collaborative strategy that proactively focuses on education and prevention. This approach has resulted in a 35% reduction against last year’s figures.

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 South Lanarkshire. The main secondary fire categories are refuse, grassland and derelict building incidents. Secondary fires are reportable fires that do not involve casualties or rescues, but financially impact on the services resources. Working closely with partner agencies the SFRS within South Lanarkshire has managed to reduce secondary fire activity slightly on the previous year. There is a very close correlation 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 SFRS and partners and enhance community wellbeing.
Reduction of Fires in Non-Domestic Properties
All 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 as 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 South Lanarkshire area.

High fire risk properties are audited on an annual basis to ensure that the fire precautions within the property are to a suitable standard. Where appropriate some buildings require joint inspections and are carried out with other organisations such as The Health and Safety Executive, Police Scotland, Trading Standards and Environmental Health.

Reduction in Casualties from Non-Fire Emergencies
A central part of the SFRS role is responding to non-Fire emergencies such as Road Traffic Collisions (RTCs), other rescue situations and flooding. Operational Firefighters are trained to a high standard and have at their disposal the latest equipment for extricating and administering first aid to casualties. Attendance at an RTC is a core role for the SFRS but the primary responsibility for road safety lies with Transport Scotland, Police Scotland and Local Authorities.

The SFRS has a crucial role in supporting these partner 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 group most ‘at risk’ is young male drivers and we therefore focus our education programme entitled “Cut it out” at S5 and S6 pupils.

Reduction of Unwanted Fire Alarm Signals
Unwanted Fire Alarm Signals (UFAS) occur when an automated fire alarm activates for reasons other than that of a fire emergency and results in a mobilisation of SFRS resources. Every blue light journey not only impacts on financial resource but also increases the risk of collision and has the potential to make members of the community feel unsafe.

Other types of false alarm include malicious 999 calls and at times emergency calls made when a person genuinely believes that an emergency has occurred which requires the attendance of the SFRS, and it subsequently turns out that the cause is unfounded. In South Lanarkshire during 2016/2017 there has been a slight increase in UFAS activity compared to the previous year. The number of malicious 999 calls has reduced by 22% over the same period.

The impact of responding to UFAS incidents causes disruption to the premises working environment and to the range of activities the SFRS undertake. Unnecessary blue light journeys to UFAS incidents also create additional risks and hazards to firefighters and to the public and also have a detrimental impact on the environment through additional vehicle carbon emissions. Active and positive engagement with occupiers to take responsibility in limiting the number of UFAS incidents within their premises is integral to reducing these impacts.
SFRS have implemented a UFAS Strategy aimed at reducing the number of these types of incidents. Consequently, commercial premises that have repeated UFAS are subject to preventative measures that are designed to drive down false alarms.

**South Lanarkshire Local Area Plan**

In June of 2017 South Lanarkshire residents were asked to share their thoughts on how the Scottish Fire and Rescue Service can make their communities safer. Local Senior Officer for South Lanarkshire Alan Fairbairn encouraged communities to get involved and help shape future priorities for the Scottish Fire and Rescue Service in the area. He said: "While we have knowledge from our day to day activities about what is most needed by people who live in South Lanarkshire, it is an important part of our community engagement strategy to enable those representing the public to offer views.

"We received helpful input at recent events and took these into account when producing our draft plan which was sent out for consultation. We welcomed comments from our partners and members of our communities on the proposals."

Members of the public had until Thursday, 31 August 2017 to let SFRS know what they think of the plan, which sets out fire service priorities and objectives within the South Lanarkshire Area. Once this consultation had been undertaken our bespoke SFRS Local Fire and Rescue Plan for South Lanarkshire was produced. This Plan has been developed to support the delivery of agreed local outcomes for South Lanarkshire’s communities in conjunction with the national priorities contained with the SFRS Strategic Plan 2016 – 2019. Our mission is to work in partnership to enhance the safety and well-being of those living, working and visiting South Lanarkshire, whilst tackling issues of social inequality. This Plan sets out our priorities in working towards those ambitions and focuses on the following areas;

- Domestic Fire Safety
- Unintentional Injury in The Home Environment
- Non-Domestic Fire Safety
- Deliberate Fires
- Unwanted Fire Alarm Signals
- Road Safety
- Preparing to Respond
## OUR PERFORMANCE

### PERFORMANCE INDICATOR

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<td>135</td>
<td>117</td>
<td>131</td>
<td>101</td>
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### 2016 / 2017 Incidents

- All deliberate primary fires: 4%
- Special Service RTC's: 4%
- False Alarm: Malicious: 2%
- Special Service All: 6%
- All deliberate Secondary fires: 21%
- All accidental dwelling fires: 5%
- All accidental other building fires: 2%
- False alarms AFA's: 56%
DELIBERATE PRIMARY AND SECONDARY FIRES IN SOUTH LANARKSHIRE

The vital work being undertaken by Firefighters and our partner agencies within the community has made an impact across South Lanarkshire although much still remains to be done.

Deliberate fire reduction is tackled in partnership with SLC and Police Scotland. Areas of higher activity are targeted for intervention and education and SFRS’s Community Action Team is developing strong links with local organisations who can challenge this type of anti-social behaviour. SFRS staff use community intelligence reports to provide information to relevant partners to try and reduce demand on the SFRS.

Deliberate secondary fires have reduced slightly over the 16/17 against the previous year. These incidents mainly occur between 12pm and 10pm with peak activity occurring between 6pm and 10 pm with the weekend providing most incidents. These fires mainly involve loose refuse, bins, trees and vegetation. 333 were in Hamilton, 261 in Cambuslang and Rutherglen, 129 in East Kilbride and 127 in Clydesdale.

Peak activity occurred during April, May and June with a number of grass/health land fires. October and November also provided a second peak in activity with an increase in refuse fires, predominantly in the lead up to 5th November.

All trends in secondary fires are investigated and hotspots are passed to Community Safety Wardens and Police Scotland to follow up. Partnership and early intervention is key to reducing this demand and in areas where demand has increased such as Larkhall Ward, a more detailed analysis of activity has been carried out.

Through targeted engagement with SFRS Community Action Team and local partners better outcomes can be achieved for our communities.

Figures show that South Lanarkshire has witnessed an increase in deliberate primary fires to 169 over the reporting year 16/17. Of this number 66 were road vehicles, 26 where domestic properties, 7 in domestic garages and 14 involving garden sheds/outside storage.

The road vehicle fires were mainly in the Hamilton area with the highest number of incidents recorded within the Larkhall Ward. Most incidents occurred between 6 pm and 4 am with the main cause being deliberately lit material placed within the passenger compartment.
LSO Alan Fairbairn indicated: “Deliberately set fires place an unnecessary burden on SFRS resources and keep our crews away from more serious emergencies. Therefore, we will continue to work closely with emergency service colleagues and our community safety partners, in our attempts to drive down instances of deliberate fires, looking at innovative ways to tackle this type of antisocial behaviour. I urge people to remain vigilant and report any suspicious behaviour to Crimestoppers anonymously on 0800 555 111. Fire setting is a criminal offence don’t accept it, report it.”

**DWELLING FIRES**

Preventing dwelling fires and the deaths and injuries associated with it, is one of the key priorities of the SFRS in South Lanarkshire.

Accidental dwelling fires and incidents are still caused predominantly by cooking and this is an area targeted to educate and inform the community. The advice from SFRS is never to step away from a cooker without first removing pots and pans off the heat and making sure both the hob and grill are switched off. Items like kitchen roll and towels, which could easily catch fire, should always be kept well away from the cooker.

With most house fires starting in the kitchen people are encouraged to have a heat alarm installed in the room, where it would provide early warning of a fire without activating due to small amounts of cooking-related smoke. To help mitigate this risk, free Home Fire Safety Visits (HFSV’s) are carried out as an important part of this prevention work.

Dwelling fires have reduced in 16/17 to 221 compared to 259 for 2015/16 showing a marked reduction. The majority of these incidents happen in the evening between 4pm and 11pm. 96 of the fires occurred in individual dwellings, 92 in low rise flats 20 in sheltered housing complexes and 8 in high rise accommodation. The Hamilton area showed the highest number at 80 but is still well down on last year’s 94.

The main causes of the fires were cooking. 118 of the cases were caused by adults between 18-64 and elderly persons in 43 of the instances. In 29 cases alcohol was suspected to be a contributory factor with people becoming distracted or falling asleep. In 84% of the cases smoke alarms were fitted within the property and in 63% of instances there was no fire damage.

As our population ages, we will continue to target support for this community through partnership working. Our Community Action Team target high risk groups using partnership referrals and look at innovative ways of increasing referrals from those most needing support at an early stage: i.e examples of this is falls assessments being carried out as part of a HFSV.
Many of our most vulnerable citizens are older people who live alone and may have carers or other support agencies calling on them. The SFRS in South Lanarkshire works with a range of partner agencies, including social work and carers, so that colleagues in other services and Local Authority Departments can identify fire safety hazards and we in turn can notify other agencies of individuals in our community requiring additional support.

ROAD TRAFFIC COLLISIONS
Road traffic collisions within South Lanarkshire have seen a rise over the past year by 8% to 150. 60 of these incidents occurred in the Clydesdale area, 37 in East Kilbride, 41 in Hamilton and 12 in Cambuslang & Rutherglen.

A further 22 incidents occurred on the M74 with 9 occurring between Junction 11 and 15 and a further 6 between junction 4 and 6. These incidents ranged from single vehicle to multi-vehicle collisions and HGV’s. Road traffic collisions account for a large percentage of operational activity in South Lanarkshire and the SFRS is supporting SLC and Police Scotland with a safety agenda to produce better outcomes for the community.

There can be various causes of RTC’s and all Emergency first responders work side-by-side at any RTC. Very dangerous driving conditions may follow a rapid decrease in temperatures which in turn may result in a vehicle or vehicles becoming involved in a collision.

REDUCTION IN DWELLING FIRES AND CASUALTIES ACROSS SOUTH LANARKSHIRE
A drop in accidental house fires and fire casualties across South Lanarkshire has been welcomed by the Safer South Lanarkshire Board at their scrutiny meeting. Figures reveal a total of 56 accidental dwelling fires reported between October and December 2016, this is 17 fewer than for the same period in 2015. The number of fire-related injuries also fell by 73 % from 15 to four casualties reported.

Local Senior Officer (LSO) for South Lanarkshire, Alan Fairbairn, presented the findings of his third quarter report to the Safer South Lanarkshire Board on the Tuesday, 7 March 2017. LSO Fairbairn praised the reductions but added his team and their partners throughout South Lanarkshire remained committed to making communities safer.
He said: “Although these reductions are very much welcomed, we are absolutely determined to improve the safety and wellbeing for everyone in South Lanarkshire. A crucial part of this ongoing effort is our targeted Home Fire Safety Visits from partnership agencies referrals which ensure we reach the most vulnerable in our community. As a result of this activity, I’m pleased to say we’ve seen a decrease in the number of accidental house fires reported and in the number of people consequently injured.”

The report also revealed deliberate fires have increased slightly in this quarter, but the overall trend is still reducing. Anti-social behaviour is linked to these fires and the Service works closely with its partner agencies, such as Police Scotland and South Lanarkshire Council to reduce this issue and keep communities safe. LSO Fairbairn added: “A great deal of work has gone into identifying and addressing anti-social behaviour in our communities; no singular agency can reduce this on their own, so it is very much a partnership approach.”

Another area of note was the number of Road Traffic Collisions and other medical emergencies attended by Scottish Fire and Rescue Service personnel, 57 in the quarter reported. LSO Fairbairn explained to the Board that his resources deployed across South Lanarkshire were often first on scene with the skills and expertise to provide lifesaving interventions to their local community, especially in rural areas.

If you want to book a Home Fire Safety Visit then call the SFRS on the free-phone number 0800 073 1999, by texting ‘FIRE’ to 80800 or by filling in a form at www.firescotland.gov.uk

**Fire Fatalities**

In 2016-17 there were 44 fatal casualties from fires in Scotland down one on the 2015-16 figures of 45. 36 of the 44 fire fatalities in 2016-17 occurred in dwellings (82%); each one of these fatalities is a tragedy for the individuals involved and their families and thankfully in South Lanarkshire there were no dwelling fire fatalities in 16/17. The long-term trend in fire fatalities is shown below. Whilst there has been some levelling off of the trend more recently, the number of fire deaths each year has reduced considerably, with the total for 2016-17 well under half of the highest total of 111 recorded in 1999-2000.
**Special Service - Fatal & Non-Fatal Casualties**
The numbers of these casualties have increased from the previous year rising from 69 casualties in 2014/15 to 76 casualties in 2016/17. SFRS attended 21 fatal special services. 10 at road traffic collisions and 11 others where there has been requests from Scottish Ambulance Service for assistance in relation to gaining entry and corresponding to medical emergencies.

South Lanarkshire Community Safety Engagement department delivered a rolling programme of Cut It Out presentations to Secondary Schools and Youth Groups within the area, these presentations highlighted the risks of driving to young people in an effort to influence their behaviour when they become drivers. Work is on-going within the area to try and reduce these figures further. This increase can also be linked to SFRS attending emergency medical incidents and out of hospital cardiac arrests.

**False Alarm - UFAS (Non-Domestic)**
On average, every Unwanted Fire Alarm Signals (UFAS) costs UK businesses £848 in lost revenue and production, resulting in continual disruptions. Automatic fire alarm systems provide an early warning of fire but many detection systems can also react unnecessarily to steam, cigarette smoke or cooking, signaling an unwanted fire alarm to the occupants and often the Fire and Rescue Service.

UFAS cost our communities in many ways:

- Firefighters and emergency crews are placed at risk through unnecessary blue light journeys.
- Fire appliances are not available for genuine emergency responses and journey times become increased if an appliance form the local fire station is attending a UFAS incident.
- The public and other road users are placed at risk of harm from responding fire appliances travelling under blue light conditions, with associated noise and traffic disruption.
- Regular unwanted fire alarms are disruptive, lead to loss of organisational revenue and can breed staff complacency.

The Scottish Fire and Rescue Service aims to engage with and educate Duty Holders to reduce the high number of alarm actuations in a wide range of commercial and business premises. Our aim is to allow companies and other organisations to understand and manage their fire alarm systems to reduce business disruption and increase business continuity and customer confidence.

South Lanarkshire figures for Unwanted Fire Alarm Signals in non-domestic properties have shown a small increase over the previous year by 0.3%. There were 205 incidents within the Cambuslang & Rutherglen area, 367 within the Clydesdale area, 392 within the East Kilbride area and 396 within the Hamilton area. There is regular monitoring of premises with high levels of activity and early engagement from SFRS to support stakeholders in reducing incidents and we are actively working with dutyholders to reduce UFAS.
INCIDENT OVERVIEW

BLANTYRE MINERS COMMUNITY RESOURCE CENTRE
On November 13th 2017 at 01.48hrs, the Scottish Fire and Rescue Service was first alerted to an early morning incident at the Community Resource Centre building in Calder Street Blantyre. Crews were called to a blaze involving the centre immediately adjacent to Blantyre Miners Welfare. Eight fire engines including two aerial appliances and a forward control unit were sent to the scene.

Blantyre Miners Community Resource Centre is a multi-purpose building where local people can access a wide range of services and activities.

The premises were heavily involved in fire and crews remained in attendance at the incident over a number of days. The actions of our crews prevented damage spreading to any of the adjacent properties including a primary school and Blantyre Miners Welfare.

CAMERON HOUSE HOTEL
On 18 December 2017 firefighters including those from Hamilton and Clydesmill Stations tackled a blaze at Cameron House Hotel. Firefighters worked in difficult conditions to tackle the large fire where two people sadly passed away following this serious fire which had taken hold within a hotel near Alexandria, Loch Lomond.

At its height more than 40 firefighters and 12 appliances were mobilised to the scene at Cameron House after the alarm was raised. Firefighters worked in difficult conditions wearing breathing apparatus and used high powered hoses to tackle the flames.

David McGown the Scottish Fire and Rescue Service’s Assistant Chief Officer and incident commander said: “Our deepest condolences are with everyone who has been affected by this morning’s tragic events.
This is deeply distressing news for everyone involved, and our thoughts are with the friends and families of the two individuals who have passed away.

Our firefighters worked quickly and professionally in extremely difficult circumstances to bring this fire under control and prevent further fire spread - their response has been outstanding and they must be commended for their actions. The fire has now been brought under control however we will remain on scene for some time, and our priority now is ensuring that the area is made safe.”

GAS LEAK NEAR GLASGOW AIRPORT
The Scottish Fire and Rescue Service (SFRS) received a call from police at 03:05hrs on the morning of Friday 9 September reporting a suspected gas leak at St Andrew’s Drive in Paisley. Traffic on the nearby M8 motorway had been affected however Glasgow Airport continued to operate as normal. Firefighters working with Police Officers evacuated nearby premises, as a precautionary measure to ensure the safety of the public.

Three fire engines attended the scene and crews worked with other emergency services for the duration of the incident, which continued for some time. The Environmental Protection Unit (EPU), based at Hamilton Fire Station also attended the incident monitoring gas levels throughout the area and providing information to the Incident Commander during the duration of the incident.

There were no reports of any casualties. Gas engineers traced the leak to a subterranean mains pipe and SFRS crews stood by to assist while engineers worked to isolate it. Traffic on the nearby M8 motorway was affected and information regarding road closures and restrictions was provided on the Traffic Scotland website: www.trafficscotland.org. Glasgow Airport continued to operate as normal although people travelling to it by road were advised to allow additional time for their journeys.

HIGH RISE FIRE SAFETY CAMPAIGN LAUNCHED
Following the tragic events of the Grenfell Tower fire in London the Scottish Fire and Rescue Service including firefighters from South Lanarkshire worked closely with Local Authorities and Housing Associations to ensure the safety of occupants in high rise buildings and specific safety information relating to high rise premises is available on the Scottish Fire and Rescue Service website.

Firefighters have visited more than 1,000 high rise homes including all within the South Lanarkshire area to offer reassurance and support following the Grenfell Tower Tragedy.
Fires in high rise flats are at their lowest in eight years with statistics released by the Scottish Fire and Rescue Service (SFRS) showing a total of 238 incidents reported over 2016/17 in buildings at least ten storey’s high. This is a reduction of almost a quarter on the previous year and 261 down on 2009/10, or a reduction of 52%. Dedicated crews have been working tirelessly to ensure residents stay safe at home, checking and installing smoke detectors and providing advice on what to do in the event of an emergency.

October 2017 saw the launch of a national high rise fire safety campaign, supporting the work of the SFRS to encourage more residents to request a free and dedicated Home Fire Safety Visit and speak to firefighters about their concerns.

Assistant Chief Officer David McGowan is the SFRS’ Director of Prevention and Protection said: “While the overall reduction in the number of incidents is welcome, we are never complacent. This campaign will build on the great work already done by SFRS and our partners and we will continue to work hand-in-hand to reach those who are most vulnerable and ensure that they know what to do in the event of an emergency.”

In the past year alone, firefighters undertook 70,743 Home Fire Safety Visits which are essential in helping detect risks in the home. In addition, more than 2,400 operational assurance visits have been carried out at high rise properties. LSO Alan Fairbairn said “Instances such as the Grenfell tragedy are a clear reminder that we all need to act to reduce the risk of fire happening in our homes.”

LSO Fairbairn continued: “There are very simple things everyone can do to prevent fires so our crews visited residents after this incident to reassure them and provide advice on how they can stay safe.”

LSO Fairbairn added: “Firefighters would much rather share their expert safety advice than respond to a fire where someone is seriously injured or killed. Older people, those who live alone, who have difficulty getting around and who have underlying health conditions can all be at increased risk from fire and we’re working through the South Lanarkshire Estates Partnership Group to reach potentially vulnerable residents.

We need the public to put us in touch with anyone who they think could be at risk so that our crews can help them to stay safe and feel safe in their homes.”

The SFRS attends every emergency and has an agreed Standard Operating Procedure in place which sets out how fires in high rise premises should be dealt with, utilising appropriate training and equipment, including the use of high reach appliances.
Station Manager Andy Kenna, the Station Manager of Lanark Community Fire Station, said: “We routinely carry out operational assurance visits at high rise premises for the purposes of checking facilities and arrangements for firefighting and firefighter safety. We increased the number of these visits in the wake of the Grenfell Tower tragedy and we have specific safety information relating to high rise premises available on the Scottish Fire and Rescue Service website.”

Station Manager Kenna continued “Firefighters have been putting leaflets with clear safety advice through doors, meeting with residents on the ground to directly answer their questions and new posters will offer safety advice and where to find information on what to do in the event of an emergency. I would encourage residents to speak to us and let us know if they need support – we are here and able to assist.”

**LARGE BLAZE AT A WAREHOUSE IN GLASGOW**

MORE than 70 firefighters including those from Clydesmill Community Fire station battled to bring a large fire under control at Blochaimn Road in Glasgow. At its height, 16 fire appliances, including 4 height appliances and additional support vehicles were in attendance at the historic Glasgow fruit markets.

Scottish Fire and Rescue Service Crews remained on the scene for several days working to identify heat sources and extinguish any remaining fire.

Deputy Assistant Chief Officer John Joyce said: “There is no doubt that this has been an extremely challenging incident, however the response and professionalism from our firefighters has been outstanding. The fire developed rapidly, however thanks to our quick assessment and action plans that were put into place we were able to protect not only the community from harm, but ensure that the fire did not spread further in the market”.

“Due to the significant amount of resources that we were able to call upon from across Glasgow and further afield, we did experience initial issues with water flow from the mains sources. However our partners in Scottish Water acted swiftly to ensure that this was rectified in the early stages of the incident.”
SPECIALIST RESOURCES

Environmental Protection Unit (EPU)
Our Environmental Protection Unit (EPU), based at Hamilton Fire Station, has attended a number of incidents involving hazardous materials over the past year. The EPU attends these types of incidents along with specialist Scientific Advisors. Incidents have included materials such as ammonia, mercury, petrol and many other types of chemicals and hazardous materials.

HIGH VOLUME PUMP

Natural Flooding
Flooding is becoming an increasing problem and causes widespread damage and disruption to areas which can often affect a large number of locations simultaneously. The High Volume Pump (HVP)/Hose Box Pods based at Clydesmill Fire Station enhances the ability of SFR to assist in mitigating the effects of flooding, working in partnership with the Scottish Government and the Scottish Environment Protection Agency (SEPA) who are the lead agency for flooding.

Fire Fighting Duties
The HVP/Hose Box Pods can enhance the existing capabilities of SFRS to pump high volumes of water for firefighting. Where incidents occur on an unprecedented scale or where several incidents occur simultaneously affecting the volume or pressure of the local water supply, the HVP/Hose Box Pods will provide additional resilience and capability to supply water to the incident ground.

Wildfire Unit (Lanark)
The Wildfire Unit is based at Lanark Fire Station and comprises of a Land Rover Defender with road trailer equipped with a standard inventory including a high pressure fogging unit and associated equipment to deal with grass, heathland and forest fires collectively referred to as Wildfire fires.
Water Rescue (Clydesmill)
The Water Rescue resource is based at Clydesmill Fire station in Cambuslang. Operational staff in South Lanarkshire received Flood Response Training with the help of our instructional staff based at Clydesmill Fire Station. Clydesmill crews utilise various locations during the year to update skills and local knowledge on Swift Water Rescues.

SFRS Rope Rescue Team
The SFRS Rope Rescue Team based at East Kilbride includes specially-trained technical rope rescue teams. Team members train undertaking a number of realistic scenarios to aid development and enhance skills. These teams attend a number of incidents ranging from rescuing people who may have fallen down an embankment to rescues from height such as from cranes.

Station Manager Eddie Kelly of East Kilbride Community Fire Station said: “We continually train for all scenarios to ensure we deliver the highest standard of fire and rescue service to our communities. Each scenario provides a great opportunity to recreate a realistic situation which allows firefighters to refresh their skills and use the specialist and technical equipment”.
PREVENTION AND PROTECTION

SFRS Prevention and Protection department within South Lanarkshire is responsible for ensuring that the service continues to provide support to communities with a focus on making them safer. This work will involve the merging of differing approaches to community safety engagement and enforcement, together with identifying and adopting best practice that will benefit all communities across South Lanarkshire. Prevention and Protection will implement SFRS policies and procedures in respect to community safety and demand reduction within South Lanarkshire.

ENFORCEMENT

Over the last year we have been working on the Service priority and have identified high risk premises and conducted fire safety audits in line with our risk based schedule. As a local area we also have set internal priorities in relation to post fire events to identify premise at most risk and with the assistance of operational crews, to provide premises owners/ managers with expert advice in relation to legislative fire safety matters.

High fire risk properties are audited on an annual 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, for example Health and Safety Executive, Police Scotland, Trading Standards and Environmental Health.
Sleeping risks are seen as a particularly high fire risk as 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 risks within the South Lanarkshire area.

Over the period 274 audits were conducted by South Lanarkshire Enforcement Officers. Of these audits, 202 were properties that involved sleeping risks. 65 Audits were as a result of a post fire incident audit. Enforcement Officers are continuing to work with the occupiers and other relevant enforcement agencies to bring them to the required standard. A number of joint visits were conducted with Building Standards Officers, Licencing Officers and the local Enforcement Officers. There was one Enforcement Notice served on premises in South Lanarkshire during 2016/17.

To ensure better partnership working regular meetings have now been agreed between building standards, licensing and SFRS. This promotes better working and information sharing and allowing for more proactive work, which helps to support safety standards across South Lanarkshire.

NHS Lanarkshire Hospital Audits are arranged on a needs risk basis and we hold regular meetings with NHS Lanark estates fire safety team to ensure our approach is targeted. South Lanarkshire and North Lanarkshire LSO Areas have a Concordat of Partnership Working with NHS Lanarkshire. The aim is to promote and establish a close and harmonious working relationship between both organisations with a particular focus on fire safety.

Quarterly meetings are established to allow information exchange, to plan future workloads and to organise joint training events. South Lanarkshire officers have also assisted in the provision of expert advice to NHS staff whilst they have been receiving in-house training from NHS trainers.

Building Standards is one of our closest partners in relation to building safety, we have regular consultations in relation to new build construction and fire engineered proposals. Our Area Legislative Office is located in Hamilton however, there is a Legislative officer assigned to meet the needs of each of the council locality offices. By mirroring Building Standards it allows a more efficient line of communication between the services and ensures a more dynamic working relationship between the officers. Quarterly meetings have also been established between the departments to ensure skills maintenance in relation to changing legislation and to allow a joint approach to be developed.

COMMUNITY FIRE SAFETY ENGAGEMENT/COMMUNITY ACTION TEAM (CAT)

Playing a vital role in the support of our Engagement activities are the Community Action Team (CAT). The CAT is made up of a Local Authority Liaison Officer, Community Firefighter and Community Safety Advocates. This team plays a key function to support the delivery of CSE in order to meet the objectives of the Local Fire Plan and priorities set out by the Local Senior Officer.
We started a journey to develop the capacity of the CAT in order to fill up their ‘virtual toolbox’ with a range of skills and knowledge to enhance the level of engagement with partners across our Area.

It was important that activity and partnership engagement related to requirements and expectations of both Prevention & Protection Directorate and Area alike. A recording and reporting framework was created to capture the key themes which include;

- Vulnerable Adults
- Youth Engagement
- Road Safety
- Partnership Referrals

Our key partners and enhanced working is diverse in its approach and includes interaction with some prominent partners. Below is an example of these partners and associated work streams:

- Police Scotland – Delivery of Referral Pathway Training to Local Problem Solving Teams
- SLC Housing Services – Practitioner Training (Hazard Awareness/Referral Pathway)
- Sheltered Housing Complexes – Profiling complexes with increased UFAS with a view to educating staff to recognise risk and take early intervention to reduce operational demand
- NHS Lanarkshire – Reciprocal Training (Level 1 Falls Screening in and Referral Pathway out). Referral pathway briefings to Integrated Community Support Teams (ICST) i.e. Physiotherapists, Community Nurses, Occupational Therapists.
- Trading Standards – Raising Awareness of Bogus Callers and supporting the Call Blocker initiative in conjunction with CoSLA.
- South Lanarkshire College – Supporting employability schemes for young people with support needs.
- Voluntary Sector – See below

VOLUNTARY SECTOR/3RD SECTOR

Our partners at Voluntary Action South Lanarkshire (VASLAN) assist greatly at signposting the CAT to vulnerable and under-represented groups. Without their help we would be unable to engage with such groups as:

- Dementia Groups
- Grass Roots – Family Health and wellbeing
- Carers Network
- National Schizophrenic Society
- Alcohol and Drug Recovery Group
- University of the Third Age (U3A)
- Community Food banks
- Citizens Advice
STAFF TRAINING
Enhancing the ‘virtual toolbox’ remains an on-going agenda for the Community Action Team. Sessions attended by the team over the reporting period can be seen below:

- NHS Falls Screening – 80 Referrals from CAT to Falls Team since May 2016
- ROSPA Train the Trainer - Child Safety in the Home training session
- FReS Training – Firesetter Intervention and Re-education Scheme (FReS)
- WRAP Training – Terrorism awareness from Police Scotland
- ICAT Training – Enhancing the first aid capacity of the team. CPR sessions now being delivered to vulnerable groups and young people in employability schemes
- Domestic Abuse Training – Women’s Aid
- Child Protection Briefing Session
- Fuel Poverty Awareness Briefings
- Anticipatory Care Planning – ACP Project Manager from the NHS Care Liaison Team. Working in partnership to increase referrals and raise awareness.
- ADP - Alcohol Brief Intervention – Team now trained to recognise the signs, provide valuable health advice and signpost support mechanisms.
- Nil by Mouth – Sectarianism awareness
- Scottish Power Energy Network (SPEN) – Supporting the Priority Service provided by SPEN. Reciprocal Pathways between organisations.
- Seniors Together – Seniors Together is a Council project in association with NHS Lanarkshire. It is aimed at improving the quality of life for older people living in South Lanarkshire. CAT Supports all their locality events and the Local Area Liaison Officer sits on the Seniors Together Executive forum.
- Police Scotland Young Volunteers (PSYV) – A group of young people learning good citizenship and life skills facilitated by Police Scotland and supported by Fire Scotland.

TACKLING INEQUALITIES
Tackling inequalities remains a priority in the Community Planning arrangements for the area. South Lanarkshire CAT ensures that this agenda is considered in activity planning. Examples of the groups the CAT engages with as follows;

- Community Food Banks
- Travelling Community Education Group
- Covey Befriending
- Action for Children
- Looked after services

CURRENT INITIATIVES
With Innovation being one of the organisations values it’s important that as we progress through transformation that we look for ways to make a difference by thinking ‘Outside the box’. New ways of connecting with communities and exploring how we can assist via other peripheral agendas away from fire risk remains an ongoing piece of work in itself.
Currently our new ways of thinking have led to positive outcomes e.g.

- Stair Gate Referral Initiative
  Following agreement with Care and Repair South Lanarkshire, a pathway referral process between our respective organisations has commenced in line with the LOIP measures/outcomes (Reducing incidence of trips and falls among under 5’s) and also supports the Unintentional Injury agenda.

- British Sign Language (BSL) Training for CS Advocates
  BSL training delivered in partnership with Deaf Services Lanarkshire. Advocates will be accredited to Level 2 BSL which will support the deaf community and ensure they receive an equitable service from our organisation.

COMMUNITY ACTION TEAM WORKING WITH VETERANS
The Community Action Team South Lanarkshire has recently started working with a group of armed forces veterans based in Lanarkshire – the VC@KC. This is a newly formed group of approximately 30-40 vulnerable people with a variety of needs. They age between 28 and 90 with physical, emotional and mental health issues requiring peer support and guidance.

SFRS engagement with this group has brought a measured amount of success in a short time. We have been able to conduct Home Safety Visits, advice on safety matters in the home, increase awareness and encourage better safety practises reducing risk and harm.

Working with this group has allowed for a number of new working partnerships to form, for example with ASAP (Armed Service Advice Project) a partnership between the Citizens Advice Service and a group of military charities, led by Poppy Scotland and it has allowed SFRS to strengthen our ties with existing partnerships such as our local Community Mental Health Teams.

Even in these early stages this has led to approximately 7 partnership HFSV referrals, 4 falls referrals and 3 cases of identifying those adults in need of extra support and has increased and formed a better closer working relationship with our partners, which is greatly benefitting the community as a whole.

There is potential, with continued support of this group and its outcomes, for SFRS to gain a better understanding of vulnerable groups within the community in turn leading to a better strategy and providing a pathway to not only supporting this group and others like it but for more collaborative working partnerships, working together as one, for a safer Scotland.
SUPPORTING VULNERABLE YOUNG FAMILIES IN THE RURAL COMMUNITY

South Lanarkshire CAT has been working in partnership with Healthy Valleys for some time now. Healthy Valleys is a community led health initiative, established in 2003 by community members, voluntary and public sector agencies. They are a registered charity and run a number of projects to promote positive health and wellbeing for the most disadvantaged communities within rural south Lanarkshire.

Community Safety Advocates currently work with two of these projects namely Grassroots and Community Food Matters.

Grassroots project supports vulnerable families who are expecting a baby and/or have children under five years old who need extra help to live a healthier lifestyle. Community food matters support individuals who are struggling financially and experiencing the effects of food poverty. Working in partnership with healthy valleys attending the various workshops and rural cafes is the perfect opportunity to engage with some of the most vulnerable hard to reach individuals in South Lanarkshire.

This fantastic charity has welcomed the Fire Service into their environment which affords us the opportunity to promote our Home Safety service, providing valuable advice and information to those people who are most at risk in our rural communities.

A member of the Community Action Team further supports Grassroots by sitting on their steering group and are key addition in helping shape the delivery of the project.

Clare Cook, a Development Worker with Grassroots project has said; ‘Scottish Fire and Rescue Service has delivered several presentations to Healthy Valleys beneficiaries, volunteers and staff to increase their knowledge and awareness of fire safety and to encourage and promote free home fire safety checks.

The Advocates have great interpersonal skills and communicate effectively with all Healthy Valleys service users. The fire safety talk has been a fantastic addition to the Grassroots Family Health and Wellbeing Course where families with children under 5 years old can learn skills in avoiding house fires, what to do in result of a fire and families also take up the opportunity of a free home fire safety check. In addition the referral process for practitioners is very simple and families get their visit very quickly, sometimes a day or two after the referral!’
ENGAGING WITH THE UNIVERSITY OF THE THIRD AGE

In March 2017 South Lanarkshire’s CAT welcomed members of the University of the Third Age to Hamilton Fire Station. The University of the Third Age (U3A) movement is a unique and exciting organisation which provides life-enhancing and life-changing opportunities for retired and semi-retired people.

They come together and learn together, not for qualifications but for its own reward, the sheer joy of discovery. The session consisted of fire safety talks followed by a look around the station and the fire appliances.

The visit was hosted by members of blue watch and was found to be “very interesting and informative” by the U3A members who “found the safety information valuable and made several of us change our practices at home”.

In addition several members will follow up the offer of a home safety visit and indeed a number of these visits have now been carried out by both the CAT and the operational crews. A U3A representative said “the visit made us appreciate the fire service and the work it does to keep us safe.”
RESPONSE AND RESILIENCE

RESPONSE

South Lanarkshire Area encompasses a wide and varied range of operational risks from the urban areas of Ruther glen and Cambuslang to the rural communities of Clydesdale, this in turn requires the ability to respond to a variety of incidents in all locations which is achieved from strategically positioned stations at the following locations:

Wholetime – Hamilton, East Kilbride, Clydesmill and Lanark

Retained – Larkhall, Strathaven, Lesmahagow, Douglas, Abington, Biggar and Carluke

Volunteer – Leadhills

Within South Lanarkshire Area, our fleet of appliances benefitted from continued investment through the rescue pump replacement programme with new appliances being located at Hamilton, East Kilbride and Lanark, these replace older, higher mileage appliances and “balance out” the appliance usage across the fleet.

South Lanarkshire also forms part of the range of specialist resources, strategically placed not only within South Lanarkshire but throughout Scotland which are immediately available to assist with incidents such as rescue from height, severe flooding, wildfires, hazardous material incidents etc. The table below indicates the location of each resource within S Lanarkshire.

X = One Appliance, XX Two Appliances

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<tr>
<th>Resource</th>
<th>Station</th>
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<tr>
<td></td>
<td>Hamilton</td>
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<tr>
<td>Fire Appliance</td>
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<tr>
<td>Arial Rescue Pump</td>
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<td>Water Rescue Resource</td>
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<td>High Volume Pump</td>
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<td>Rope Rescue Unit</td>
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<td>Wildfire Unit</td>
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<td>Volunteer Support</td>
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RESILIENCE

The full description can be found in “Preparing Scotland – Scottish Guidance on Resilience” which details the responsibility placed on Category 1 and 2 responders in order to ensure compliance with the legislative requirements of the Civil Contingencies Act 2004.

The term “Resilience” is a very wide ranging description which includes a number of areas ensuring that our communities and National Infrastructure are protected by having the correct resources, properly trained and equipped, situated in suitable locations and that proper pre-planning, testing and contingency planning has been undertaken in order to respond to the risks and hazards which may present. This is achieved by the following:

SERIOUS ORGANISED CRIME/COUNTER TERRORISM

In 2004 the UK Government produced the first revised version of a strategy to tackle Counter Terrorism (CT) issues on a national scale entitled “Contest”. This document was followed in 2009 when the Scottish Government produced a national strategy for tackling Serious & Organised Crime (SOC) in Scotland entitled “Letting Our Communities Flourish”.

Both documents identify the key issues facing the UK, Scotland and our local communities by raising awareness of emerging threats and identifying the methodology by which Scotland’s various regulatory bodies can tackle these issues head on.

These strategy documents identified key work streams which are commonly referred to as the “4Ds” and “4Ps” Within Lanarkshire, both strategies play an integral role in directing the work being carried out by a range of agencies that all have responsibilities in these areas. As a result, a Lanarkshire SOC/CT Multiagency Strategy Group was established to bring together these key partners, to coordinate resources and eliminate duplication of effort in pursuance of the strategic objectives of the group.

During the 2014/15 reporting period, the initial work of the Multiagency Group concentrated on setting up structures and processes. However, even during these formative stages, a number of successes, including the identification of a national best practice, were achieved. To maintain focus, the strategic objectives were reviewed and agreed for the reporting period 2015/16, which has resulted in SFRS contributing to achieving the SOC and CT objectives of the group.

LOCAL STRATEGIC ASSESSMENTS

In order to ensure the Local Area Plan is fit for purpose and accurately identifies the risk profile of the Local Authority Area it is necessary to subdivide the information sources which inform this into smaller “chunks”. This ensures that the wide variance of risks within such a diverse Local Authority Area are accurately identified and assessed ensuring the correct preplanning and availability of responding resources in the event of an emergency incident occurring.
This information, when compiled into a station plan and finally an area plan will ensure that an accurate picture exists within the Local Authority Area of our risks, hazards and resources and to ensure that these are the correct resources trained to the correct level.

These continue to be a “work in progress” as the risks and environment changes, so does the need to continually evaluate risks within the area to reflect local circumstances resulting in a live set of plans and information available for pre-planning and response. South Lanarkshire Area will continue to develop the processes and outcomes required.

OPERATIONAL INTELLIGENCE
The Scottish Fire and Rescue Service has an obligation under the Fire (Scotland) Act 2005 Section 9.2(d) to make arrangements for obtaining Operational Intelligence (OI) required or likely to be required to maintain the safety of personnel attending incidents at any location within a station ground.

These procedures help meet corporate objectives of actively addressing, identifying and reducing risks to personnel.

This is achieved by means of a regular inspection process of identified risks, the collection of information, hazards, plans etc. which is held in a database accessible from the data terminal on appliances both for training purposes and for briefing en-route to an incident ensuring crews have the latest information available.

Currently within South Lanarkshire there are almost 800 premises in the system, in addition contingency plans are held for other risks such as COMAH sites and specific locations such as the State Hospital, John Dewar and Sons and Multi Agency Response Guide for New Douglas Park football ground.

The requirement on employers to provide specific information on risks has been further reinforced by subsequent legislation such as the COSHH Regulations (2002); Management of Health and Safety at Work Regulations 1999.
RURAL RISK PROJECT
The Scottish Fire and Rescue Service (SFRS) continues to work with the National Farmers Union Scotland (NFUS) in further developing a rural risk survey to encourage members to take precautions to protect their farms.

The subsequent initiative which was initially rolled out to the South Lanarkshire and Dumfries and Galloway regions, is designed to help protect farms and firefighters if a fire was to ever happen and assist in restricting any damage.

There are over 9,000 farms in Scotland and SFRS firefighters respond to farm-related incidents including building and vehicle fires, special services such as casualty extrication following road traffic collisions, large animal rescue, flooding and fires involving grass, crops and refuse as well as false alarms.

Farms can be vulnerable to wilful fire-raising with their isolated location, open boundaries, readily ignitable hay and straw stacks often making them easy targets. Farmers can help us by filling in a brief questionnaire about their farm including downloading and completing our Rural Risks Form.

In the event of responding to an incident firefighters will already know what risks are located where on the farm. This will help our crews make a better informed, tactical response which will help bring incidents to positive outcomes and can achieve significant reductions in the level of damage or loss sustained. Only authorised fire service personnel will have access to this information, which will also help our crews to safely deal with an emergency and minimise the risk to life and property.

PARTNERSHIP WORKING
Scottish Ambulance Service (SAS) have since February 2015 been operating out of Clydesmill Community Fire Station. The team of 9 is split over 4 groups and provides 24 hour cover utilising the station as their base.

The SAS crews are delighted with their working environment and have a very positive working relationship with all SFRS personnel.

A programme of joint training will be undertaken which will further assist in the service delivery of both SFRS and SAS.
RISK PREPAREDNESS ASSESSMENTS (RPA)
The RPA process forms part of the National Risk Assessment (NRA) process and is cited by Scottish Government using the local risk assessment guidance process (LRAG). This requires almost 70 risk assessments for the Lanarkshire area to be reviewed and updated to reflect the current threat levels and capabilities affecting the region and to plan the Local Resilience Partnership (LRP) workstreams for the next 2 years. SFRS are the lead agency for this and as such has had to liaise with and involve a number of partners, examples of partnership working include South Lanarkshire Council, the Met Office, NHS Lanarkshire and other Government agencies.

The 2016 – 2017 process has been completed and now features in the latest Community Risk Register (CRR) for the West of Scotland. The Community Risk Register is hosted on the SFRS website for all members of the public to access and gain information on what the West of Scotland Regional Resilience Partnership (WoSRRP) are doing and what communities can do to mitigate risk from the identified top 10 hazards and threats. This has been achieved through a series of meetings coordinated by the SFRS Response and resilience Directorate utilising Civil Contingencies Officers, who sit on a number of groups and steering the groups through a carefully designed and managed process that has now been adapted for the West of Scotland through WoSRRP.

BUSINESS CONTINUITY PLANS
The reform of the Fire and Rescue Service within Scotland to a single service has resulted in a restructuring of South Lanarkshire Service delivery Area including staff locations, department restructuring and changes in roles and responsibilities. This has led to a full and comprehensive review of Business Continuity arrangements for the area. Business continuity plans have been produced for all fire stations and area headquarters within the South Lanarkshire Area. These business continuity plans ensure that should an event occur which puts delivering our service at risk, then plans and guidance are in place with partner agencies to allow the service to function as near as normal and deliver a set level of service to communities, whilst meeting the statutory requirements of the Civil Contingencies Act 2004 and the Civil Contingency Planning Regulations (Scotland 2015).

LOCAL RESILIENCE PARTNERSHIP
The LRP is made up of a range of partner agencies as part of the Scottish Government’s Integrated Emergency Management system and meets on a quarterly basis. This allows planning and discussion on resilience matters, design of multi-agency emergency exercises and encourages the sharing of ideas and good practice. The work of the LRP includes organising major multi-agency exercises and improving major emergency plans from lessons learned in previous exercises or emergency events to caring for people in an emergency crisis.
CIVIL CONTINGENCIES ACTIVITIES
In the South Lanarkshire Area these include:

- Ensuring all emergency contingency and business continuity plans plans are up to date and exercised to ensure compliance.
- Horizon scanning for new threats and risks to communities within the area footprint.
- Warning and informing our personnel and other agencies of any major weather events, disruptions or developments in the area that could impact service delivery in line with business continuity for SFRS.
- Organising, designing and coordinating multi agency exercises in the area footprint.
- Attending professional development courses, training events and seminars.
- Advising and supporting SFRS area officers on civil contingency matters.
- Partnership working with other agencies to identify non licenced waste management sites in the South Lanarkshire Area.
- Establishment of a flood forum in the Lanark area working with South Lanarkshire Council and other community partners.
- Attending Safety Advisory Group meetings for local events to ensure public safety.

MULTI AGENCY EVENT
Winter Breach 6 South Lanarkshire Council Headquarters
The operational demands placed upon the SFRS in responding to a wide variety of incidents challenges us to ensure our personnel acquire and maintain an extensive range of skills to respond to emergencies effectively.

Officers from South Lanarkshire attended the multi-agency event Winter Breach 6 held on Thursday 26 October 2017 at South Lanarkshire Council Headquarters.

The aim of the event was to promote joint emergency preparedness and knowledge of organisational roles, responsibilities and capabilities to support individuals and communities across Lanarkshire in a time of emergency.
The objectives were to gain understanding of:

- Lanarkshire’s Major Incident Support Team
- The Health and Social Care Partnerships
- Dumfries & Galloway’s Virtual Operations Support Team (DGVOST)
- Police Family Liaison Officers
- The Red Cross role in managing public appeals and donations to assist those affected by emergencies

Overall the event was found to be a good, interesting and useful awareness-raising session with valuable insights which can be used to inform future planning and response to incidents.
AREA TRAINING

The diverse and ever evolving risks faced by our operational crews require colleagues to undertake training and development in a range of core and specialist skills to meet the needs of the local community.

NEW training standards rolled out across the SFRS on the April 1st 2016 sets out priorities to ensure frontline fire fighters receive appropriate training by exposing them to a hot wear on a three year rolling programme.

The programme is set out on an annual basis meeting the learning outcomes covering Carbonaceous Fire Behaviour Training, Breathing Apparatus Search and Rescue and Tactical Ventilation.

BREATHING APPARATUS TRAINING

FIRE BEHAVIOUR

South Lanarkshire Area is in the enviable position of having the state of the art National Training Centre within our area at Cambuslang. This affords crews an excellent facility where we can replicate numerous real fire behaviour conditions and participate in realistic live fire training at the National Training Centre.

Core skills training focused on breathing apparatus training where all Retained Duty System (RDS) station personnel were brought to the South Lanarkshire Training Departments, realistic BA training facility at Ridgepark School in Lanark. All crews were given realistic scenarios to simulate a building fire with persons unaccounted for.
In order to facilitate the roll out of carbonaceous/real fire training to all personnel within the South Lanarkshire retained duty system, familiarisation training of local Fire Behaviour Training Instructors was conducted with the assistance of the trainers at Dumfries & Galloway. This interphase course allowed for a team of instructional staff to be created to facilitate courses throughout 2017 in order to provide fundamental training in fire behaviour and BA for all of the RDS.

Carbonaceous Fire Behaviour Training was also provided to give input on fire development within a compartment and the fundamentals of compartment fire fighting utilising correct branch techniques.

**WATER RESCUE**

Water Awareness technical and practical input was rolled out to all of the South Lanarkshire stations in order to reaffirm knowledge of how RDS stations can exact shore-based rescues and assist flood and water rescue crews at operational incidents.

This training is designed to improve the confidence and skills needed at the early stages of any water rescue incident when shore-based rescuers are awaiting the arrival of our specialist water rescue teams.

This picture shows RDS colleagues from Biggar Fire station receiving Water Awareness training from SL Area Trainers.

The South Lanarkshire Training Department assisted with the facilitation of flood response training with the whole-time crews from Lanark Fire Station. The training took place at a local training area in Crawford which allows realistic training in the ever changing aquatic environment in the local area.

**SAFE WORKING AT HEIGHT**

An additional weekend training event was created in order to impart fundamental Safe Working at Height skills to RDS trainees. This event allowed for skills to be enhanced Technical and practical teaching was provided so that all who took part left with the fundamental knowledge of work positioning, work restraint, fall arrest and emergency fire-fighter recovery.
HAZMAT
HAZMAT material or substances are regarded as those which pose a danger to life, property, or the environment if improperly stored, shipped, or handled.

Firefighters therefore undertake training in procedures to deal with such material involved in any incident requiring their attendance including the use of Personnel Protective Equipment (PPE). South Lanarkshire Area training department rolled out input on the gas suit and its proper usage in conjunction with Hazmat training for area personnel.

ROAD TRAFFIC COLLISION AWARENESS
Road Traffic Collision Awareness training was provided to all trainees within the area. This training consisted of fundamental, technical and practical skills for Road Traffic Collision awareness. It was well attended and all who took part were given an opportunity to learn about systematic approach, extrication planning, stabilisation, vehicle preparation, space creation and casualty handling/extrication on a rescue board. It gave personnel a chance to hone their tool handling techniques and appreciate the necessity of stringent testing of all HRE.
Following on from this and in order to facilitate training for the area and include the station visits being made by DACO Peter Heath, a 2 pump RTC exercise was staged for RDS personnel at Lesmahagow.

Crews from Lesmahagow and Biggar were given a two car RTC scenario which involved complex stabilisation, sectorisation of the incident and was carried out with full adherence to current HRE and RTC procedures. A successful training incident was concluded with a group debrief from the Area training staff and a short address from DACO Heath.
TRAINEE DEVELOPMENT

Trainees from then area were required to take part in a combined Red/Amber phase assessment in order to assess the core skill development of each individual. Over the 2 days the trainees were tested on their aptitude for standard Pump, Ladder, Combination and BA drills. This added to knots and lines and Casualty care gave an overall picture of the level of development from the previous year and an indication of areas excelled at or requiring additional development over the coming year.

INTEGRAL CASUALTY ASSESSMENT AND TREATMENT (ICAT)

Following on from the delivery of ICAT training to all watches within South Lanarkshire an ICAT basic course was facilitated by the South Lanarkshire Training Department for the Local Senior Officers and the Community Action Team from South Lanarkshire. This resulted in all who participated being rewarded with their ICAT Basic qualification for passing the practical and written assessments for the course.

TRAINING IN THE COMMUNITY

Exercise Serko

SFRS and South Lanarkshire Council have continued with their partnership working in 2017 allowing SL Training Department the extended use of a realistic training environment at Langlands Close in East Kilbride to conduct the multi-agency Exercise Serko.

The scenario saw the large open-plan office block filled with smoke as a number of workers – played by actors – waited to be rescued.
The teams were then asked to rescue the missing people and also extinguish an electrical fire.

The trial run gave the crews – who rushed to the scene from East Kilbride, Hamilton and Motherwell – the chance to test new procedures, breathing apparatus protocol and the new safety procedure.

A drone buzzed overhead as the team captured the drama to screen it back at the training academy. East Kilbride Fire Station Manager Eddie Kelly was delighted with how the training day unfolded with paramedics and police also in attendance.

“Over the last two or three months we have been introducing new breathing apparatus procedures,” he said. “We’re updating it to a national procedure. It went live earlier this month and we have taken the opportunity to use this building for training”.

“South Lanarkshire Council gave us the building to run the exercise and that helps us to make sure the training that our firefighters have got can be put into place practically.

The use of this training site saved some travel time and allowed completion of this BA training with our crews and co-responding colleagues from the Police and Ambulance services. Area Manager Alan Fairbairn was delighted with the outcome of the exercise and thanked South Lanarkshire Council for the opportunity to carry out the vital training within their premises.

TRAINING EVENT
(RIDGEPARK SCHOOL, LANARK)
In accordance with the Learning Content Management System (LCMS) training for Incident command requirements, South Lanarkshire training department organised a 2 pump exercise at Ridgepark School in Lanark.

This exercise carried out by crews from Lanark and Carluke RDS incorporated the command and control of a sectorised incident containing a fire within a building with persons unaccounted for. It allowed for the crews to gain valuable Incident command appreciation and reaffirmed BA skills.

“I’d like to thank the Council for giving us the opportunity to use the building and the role players for taking part. It made it more realistic – and by that merit, more helpful.”
East Kilbride Rope Rescue Team Reaching New Heights

GRAHAM Construction hosted two realistic “rescue at height” exercises by the Scottish Fire and Rescue Service in Glasgow Friday Sep 9th 2016.

The exercises, involving 9 members of the East Kilbride Rope Rescue Team, took place at the site of GRAHAM Construction’s Bath Street student accommodation development – a 12-storey £20.2 million purpose-built building of 330 single occupancy rooms in Glasgow city centre.

The scenarios involved firstly the rescue of an injured crane operator from his cab by rope and harness, and secondly the rescue of an injured rigging worker from a jib, using abseiling techniques.

Station Manager Eddie Kelly, who heads the East Kilbride team, 1 of 3 in Scotland, said: “GRAHAM Construction was working on a new car park at the rear of our headquarters when I met their regional director Gary Holmes. I asked Gary if he would sanction these exercises, and I’m glad to say he agreed.

“We carry out up to 40 rescues a year from our East Kilbride base and well over 100 a year from all 3 centres covering emergencies involving such as construction workers, climbers, bridge maintenance workers and incidents on high embankments.

“It’s absolutely vital we keep our skills sharp and it’s difficult to simulate emergencies on a training tower. Apart from the fact that there were no actual injuries, these exercises today were completely realistic taking place on a real building site and involving real construction workers. The value is incalculable and we really appreciate what GRAHAM Construction has provided for us.”

GRAHAM Construction regional director Gary Holmes said: “The Scottish Fire and Rescue Service do a fantastic job and when Eddie approached me I was only too pleased to help. We would be happy to repeat the exercise in the future.”
ENVIRONMENT
Clydesmill Community Garden

You may have noticed an extra buzz around Clydesmill Fire Station. A piece of ground there has been developed into a community space, which will include bee hives.

The site in Westburn Drive has been provided as a greener and healthier way of living for locals.

Robert Deans, Station Manager at Clydesmill Community Fire Station, said: “It’s a piece of ground that wasn’t used in the past and we’re looking at making it a community growing space. Ideally what will happen is that certain groups will take ownership of the garden there as time goes on.

“We’ll have bee hives on the site which will be managed by the Cambuslang and Rutherglen Beekeepers Association.

“It’s an opportunity to provide a safe site and also an educational space where people can find out more about certain things.

“Hopefully we can use the garden as a tool for helping people grow their own food, and cook their own food, and make the area healthier and greener.”

The project has been helped by a cash grant from Pride of Place, and Robert is optimistic further funding can be secured.

He added: “We’ve had a £5000 grant from Pride of Place which has funded phase one of the project and provided all the paths and hard standing which house the hives. Utilising the community payback service, we’ve established the path that will give access into the garden and we’ve got some funding applications in for the future too, which would fund phase 2 of the project, which would be a community garden.”

Robert hopes the project can boost the local area and is eager for other groups to get involved. He said: “It’s a good education and engagement opportunity and our partners in South Lanarkshire Council have also helped us significantly with setting this up.”

Work is ongoing to create a community garden and apiary project at Clydesmill Fire station and the project once complete will create an environment which will enhance both the biodiversity and aesthetics of the Community Fire Station site allowing an unmanaged area to be utilised for both educational and small-scale food production.
OTHER AREA NEWS

Mobile Museum Tour of South Lanarkshire

The Mobile Museum is a travelling resource which is part of the Community Safety Engagement resources offered by the Prevention and Protection Directorate.

The purpose of the museum is to share the historic legacy of the fire service with the public. Using this as a means to engage and connect with people enables SFRS to promote and share its message leading to more connected and ultimately safer communities across Scotland.

South Lanarkshire Area were granted full use of this resource for one month last year during which time the Mobile Museum served an audience of 779, travelled 186 miles and attended 19 separate events. The Community Action Team engaged with communities for 52 hours. That’s a lot of dialogue, and perhaps a little embellishment along the way.

Social media also played a large part in the process with 28 Twitter messages going out to the 242 followers of Fire Engagement@SouthLanFire. With 62 ‘Likes’ and 86 ‘Retweets’ over the reporting period this platform was utilised well, not only to enhance the Museum’s profile but also that of the Community Action Team.

The Mobile Museum was also accompanied by a ‘Museum in a Box’.

This is an Object Handling Box full of Fire Service Memorabilia and was used to enrich the experience for the visitors. The value of the Mobile Museum was knitted together with a competent and professional team that showed real enthusiasm.

From a team point of view they could delve into the history of the Fire Service and its evolution and educate themselves dynamically as they met different groups. It furnished their minds with the kind of knowledge they should all know and it filled the gaps left by a perceived understanding.

Ultimately, the Mobile Museum developed and enhanced a knowledge and understanding of things we did, and didn’t know and provided the Community Action Team with a platform to communicate it. As the programme of events progressed it had grown to represent a remarkable example of what collaboration and Area support could achieve.
You won't find fine art in this museum but somehow people were attracted not only by the ado of its arrival, but also because they could indulge their interest, or curiosity, without too much effort.

**Equitable Service for our Deaf Community**
The deaf community in South Lanarkshire will receive greater support to stay safe at home thanks to a pioneering new project led by the Scottish Fire and Rescue Service.

The initiative – a first-of-its-kind in Scotland – will see two South Lanarkshire Community Safety Advocates (CSAs) formally trained and accredited to British Sign Language (BSL) Level 2. Launched in partnership with Deaf Services Lanarkshire, CSAs Shona Scott and Julie Muir will undertake training to help communicate key fire safety advice to the deaf community.

It’s vital that we are able to deliver our fire safety messages to each and every member of society, especially groups who are under-represented. This hugely exciting new partnership will help ensure members of our deaf community have equal access to key safety messages. From the initial challenge of how to deliver the SFRS safety message to members of the deaf community and the commitment of both organisations to work towards a sustainable solution only serves to underline the potential which lies in true partnership working to making our communities safer.

Liz McCluskey of Deaf Services Lanarkshire said: “On behalf of Deaf Services Lanarkshire I sincerely appreciate the work that has gone into developing this key partnership, which will ensure that members of our deaf community are more aware of the potential hazards around the family home.”

**Lanimer Day**

Lanimer week is an annual festival held in the early June, which celebrates the history of the Royal Burgh of Lanark, when the Lord Cornet inspects the boundaries of the town. This task has been undertaken annually since 1140 AD when Lanark was granted its Royal Charter by King David I. Former South Lanarkshire Area Officer, Group Manager David Murdoch is a previous Lord Cornet.

In 1892 the first Lanimer Procession was held and has now grown to be one of the largest processions of its type in the United Kingdom and is renowned for its scale, energy and entertainment value. Traditionally over 1,000 participants young and old, parade with spectacular 'Lanimer Lorries' to a soundtrack of Pipe, Silver and contemporary marching bands. It is truly a magnificent event.
The Thursday which is the “big day” sees well over 1500 people taking part in colourful parade down the High Street in a fantastic pageant. The Town shows great community spirit to organise this event every year and provides a great opportunity for our staff to engage with the local community too. Lanark Fire Station is responsible for the risk assessment and safety planning of this large scale event which was a huge success in June.

Charity Marathon

SL Group Manager Scott Kennedy and Watch Manager Barry Cranstoun ran their FIRST ever marathon for charity with the route billed as “Scotland’s toughest” pitting themselves against the epic 26.2 mile trail through the heart of Glencoe. The route climbs a total of 1,608 metres before finally descending into the foothills of the mighty Ben Nevis.

The friends who met during their firefighter training at Gullane back in 2000 took on the challenge to raise funds for the Scottish Fire and Rescue Service’s Family Support Trust. This assists colleagues who have stood on the front line to protect the public when they need help at times of either injury, illness or bereavement. Scott and Barry also contributed half the amount raised to Glasgow’s Royal Hospital for Children who cared for a friend’s daughter through heart surgery.

Scott, 47, said “This was our first ever marathon and folk are saying we were mad to have chosen ‘the toughest’ but we were just thinking of those who are less fortunate and who needed our support to help get us over that finish line. We are very grateful to those who contributed and every penny counted no matter how great or small.” The marathon kicked off in the early hours of Sunday, 2 October. The route snaking through the muddy bogs of the Pass of Glencoe, before climbing 500 metres up the fearsome Devil’s Staircase then descending sharply into Kinlochleven at the half way mark. Runners then had to climb the almost vertical ascent of the Mamores and negotiate a rocky nine miles before finally embarking on the final two mile stretch down into the foothill of Ben Nevis.

Scott and Barry, both based in South Lanarkshire, did all of this while carrying a weighted back pack filled with essential food, water and medical kit. Their training included short mid-week runs and longer weekend routes in preparation.

This preparation was undertaken whilst Scott was nursing an ankle injury and Barry, 40, had just welcomed daughter Mia Skye into the world. Scott said: “No training schedule is ever perfect – especially one on this scale. We faced our challenges and Barry had just become a dad again! But firefighters never shy away from a sporting challenge and we place great emphasis on team work so Barry and I got each other through it. We just wanted to give something back to the Family Support Trust and help assist the Royal Hospital for Children so we had to pick something that stood out and we thought Scotland’s ‘toughest marathon’ might just do the trick!”
Anthony Nolan

In the past year the SFRS/Anthony Nolan Partnership has continued with its drive to recruit more pupils from schools in South Lanarkshire. Every 20 minutes, someone in the UK is told they have a blood cancer such as leukaemia. For many a bone marrow or blood stem cell transplant is their only chance. They need cells from a healthy person with the same tissue type to replace and repair their own damaged cells.

About 30% of people in need can find a suitable donor in their family. But the other 70% rely on a stranger to save their lives. Anthony Nolan helps that 70% find those precious matches.

66 pupils from St Andrews and St Brydes in East Kilbride signed up to the Anthony Nolan register to become potential life savers. SL Area has now signed up over 200 pupils and teachers over the last 12 months with the SL CAT team, WM’s, FF’s and SM’s all trained to run the clinics and register young people to this cause.
SOCIAL MEDIA

South Lanarkshire Management Team continues to communicate and engage with our communities with the use of Twitter.

The use of Twitter has allowed SFRS to send out fire safety messages to the general public, whether they have been related to specific incidents within local communities or corporate seasonal safety messages.

It has also allowed SFRS staff to communicate to the public in terms of what activities and initiatives have been running their local area.

CONTACT US

The Scottish Fire and Rescue Service would like to hear from you about your views or any questions you may have no matter how trivial they seem.

The Service can be contacted via our website on www.firescotland.gov.uk

Enquiries can be made via the electronic feedback forms on the site. You can keep up to date and comment or ask questions regarding fire service activity on social media through our Facebook and Twitter accounts.

You can phone or write a letter to us at: Scottish Fire and Rescue Service Headquarters
Westburn Drive Cambuslang
G72 7NA
Tel: 0141 646 4501

Local South Lanarkshire enquiries can be made via phone or letter at:

South Lanarkshire Area Headquarters
Clydesmill Community Fire Station
Westburn Drive
Cambuslang
G72 1AA
Tel: 01555 667000