DUMFRIES & GALLOWAY
ANNUAL PERFORMANCE REPORT
2015-2016
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INTRODUCTION

It gives me great pleasure to present our second Dumfries & Galloway Area Annual Performance Report for 2015-16. This document details our achievements and the challenges we have faced as we continue to deliver a strong and effective national fire and rescue service at a local level within our communities.

During the past year, the dedication and hard work of all the Area staff, has allowed us to improve the level of service delivered in our communitie. We will continue to work towards the targets set out in the Scottish Government’s National Performance Framework delivering outcomes through our Local Area Plan.

We will continue to develop our performance framework and improve outcomes for our communities throughout Dumfries & Galloway, through effective relationships and partnership working. To that end, the past year has seen us further enhance our local connection with the public and our partners across multiple disciplines.

Prevention remains at the heart of everything we do. We are fully committed to working closely with Dumfries & Galloway Council and all stakeholders to better understand the cause of incidents within our area and identify how best to respond to them in terms of preventative work and shape the kind of services the public requires.

We know that we cannot reduce fire fatalities and the occurrence of emergencies in isolation; a cohesive, integrated working relationship with our partners is absolutely key.

We’ve worked hard to support those most vulnerable in society within Dumfries & Galloway, who may be at increased risk of a fire in the home. Increasing numbers of people living alone and living longer, many with long–term health conditions including in some cases drug and alcohol dependency, mean the service must be able to effectively identify those most at risk and support them to be safer.

Our success is dependent on the significant efforts of Scottish Fire and Rescue Service (SFRS) staff who have remained focussed on improving the quality and consistency of our services throughout the year, sharing best practice and identifying innovative ways to improve public safety within a reducing budget.

The context in which these achievements have been made continues to create challenges, and will continue to do so for the years ahead. However, as a national service we will be better able to face the pressures on this organisation and the wider public sector and work to ensure safer, stronger local communities within Dumfries & Galloway.

Area Manager Alan Fairbairn
Local Senior Officer
OUR AREA

**Dumfries and Galloway** covers 6,425 square kilometres and is the third largest of Scotland’s 32 local Authorities. The region has a population of around 148,000. Dumfries is the main population centre followed by Stranraer in the west and Annan in the east. One fifth of the population live in remote rural areas.

A relatively high percentage of residents are over 65 years of age and demographic trends suggest this will increase over the next decade, coupled with a corresponding decline in the percentage of young people. It is estimated that the percentage of people with a disability, which tends to rise with the age of a population, may be higher here than in other parts of Scotland.

Fire risks have their own distinct character within Dumfries and Galloway due to our environment and the key industries – forestry, agriculture, tourism – it supports. The area is the most afforested region of the UK, with 26.5% of its land mass under forest cover. Much of the remaining land mass consists of pasture, grassland and heather moorland, posing risks relating to Muirburning and grass fires. The green space is a vital asset to the tourist industry, and the protection of this and of the visitors to our region is essential to ensure the economic prosperity of Dumfries and Galloway.
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.

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.

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.
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.
PRIORITY

The Local Fire and Rescue Plan and its associated action plans are aligned to the Community Planning Partnership structures within Dumfries and Galloway. Through partnership working we will deliver continuous improvement in our performance and effective service delivery in our area of operations. The SFRS will continue to use data analysis techniques to identify risk and to ensure resources are allocated to the point of need within our communities.

While considering the strategic priorities of the SFRS we will develop local solutions to local needs and ensure equitable access to Fire and Rescue resources. Through our on-going involvement with local community safety groups in Dumfries and Galloway we will continue to develop our understanding of local needs and proactively seek out consultation opportunities with all sections of the community. Using this approach we will ensure that the service we deliver is driven by consultation, in line with public expectations and helps to build strong, safe and resilient communities.

Through analysis of data, partnership working and consultation, local improvement and demand reduction plans can be developed to ensure positive outcomes and results are achieved.

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

<table>
<thead>
<tr>
<th>Priority</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Local Risk Management and Preparedness</strong></td>
<td>Ensuring our training, staff development and equipment is fit for purpose to meet our current risk profile and adaptable to changing circumstances. Ensure all known risk information is obtained, communicated and tested. Working locally with partner organisations and agencies to ensure effective response plans are developed for identified risks. Fulfilling our statutory duties in relation to the Civil Contingencies Act. Preparing for effective emergency response and supporting recovery.</td>
</tr>
</tbody>
</table>
| **Reduction of Accidental Dwelling Fires**   | Using data analysis tools to ensure that:  
  - Home Fire Safety Visits are directed at the most vulnerable groups in our communities.  
  - Engagement activities are focussed on areas of highest operational activity.  
Working with partner agencies to provide risk reduction measures e.g. Fire proof bedding, Care call services etc., to the people most at risk of fire.  
Developing an information sharing protocol with, ADAT, DGHP, RSL’S, Social services and the local National Health Service to share information on the most vulnerable groups within our communities. |
| **Reduction in Fire Casualties and Fatalities** | Promoting Home Fire Safety Visits through targeted referrals from our partners for those most at risk.  
Developing an Information Sharing Protocol with, ADAT, DGHP, RSL’s Social Services and the local National Health Service to share information on the most vulnerable groups within our communities (people most at risk from fire). |
<table>
<thead>
<tr>
<th>Initiative</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increasing Community Education in targeted areas where the majority of casualties occur. Working with partner agencies in Dumfries and Galloway to provide risk reduction measures to the people most at risk from fire.</td>
<td></td>
</tr>
<tr>
<td><strong>Reduction of Deliberate Fire Setting</strong></td>
<td>Increasing Community Education in targeted areas where the majority of deliberate fire setting occurs. Continuing work with our partners to develop joint risk strategies to further mitigate the impact of deliberate Fires and the economic and social cost to the community. Continuing to utilise Fire Cadets, Young Citizen, Schools Programmes and Fire setter Programmes to engage young people in Dumfries and Galloway.</td>
</tr>
<tr>
<td><strong>Reduction of Fires in Non-Domestic Property</strong></td>
<td>Continuing to audit high risk premises on a yearly basis. Engagement with the business community to highlight their responsibilities for compliance with fire legislation. Identifying fire trends in particular building types and conducting thematic audits</td>
</tr>
<tr>
<td><strong>Reduction in Casualties from Non Fire Emergencies</strong></td>
<td>Delivering road safety presentations/exercises at station open days along with our other partners. Continued participation in education programmes aimed at high risk groups within our communities. Continuing to work with our partners to identify RTC and other non-fire emergency hot spots through trend analysis and then jointly developing solutions to deal with them. Working with the Local Authority to implement flood mitigation activities.</td>
</tr>
<tr>
<td><strong>Reduction of Unwanted Fire Alarm Signals</strong></td>
<td>Identifying premises with high UFAS activity levels to determine if they comply with the Fire (Scotland) Act 2005 and have appropriate fire safety management procedures in place. Engaging with owners and occupiers to give advice and guidance for developing action plans for UFAS reduction. Initiatives aimed at reducing numbers of malicious calls and through our engagement and educational programmes working with young people identified as having made malicious calls.</td>
</tr>
</tbody>
</table>
## OUR PERFORMANCE

### OPERATIONAL ACTIVITY DUMFRIES & GALLOWAY AREA

### Performance Indicator

<table>
<thead>
<tr>
<th>Performance Indicator</th>
<th>2012/13</th>
<th>2013/14</th>
<th>2014/15</th>
<th>2015/16</th>
<th>3 year average</th>
<th>Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>All deliberate primary fires</td>
<td>38</td>
<td>33</td>
<td>22</td>
<td>33</td>
<td>32</td>
<td>Red</td>
</tr>
<tr>
<td>All deliberate other building Fires</td>
<td>14</td>
<td>14</td>
<td>10</td>
<td>8</td>
<td>12</td>
<td>Green</td>
</tr>
<tr>
<td>All deliberate Secondary fires</td>
<td>77</td>
<td>87</td>
<td>74</td>
<td>94</td>
<td>83</td>
<td>Red</td>
</tr>
<tr>
<td>All accidental dwelling fires</td>
<td>98</td>
<td>112</td>
<td>93</td>
<td>82</td>
<td>96</td>
<td>Green</td>
</tr>
<tr>
<td>All accidental other building fires</td>
<td>51</td>
<td>43</td>
<td>39</td>
<td>37</td>
<td>43</td>
<td>Green</td>
</tr>
<tr>
<td>All fatal fire casualties</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>3</td>
<td>2</td>
<td>Red</td>
</tr>
<tr>
<td>Non-fatal fire casualties excl. precautionary check-ups</td>
<td>17</td>
<td>12</td>
<td>13</td>
<td>13</td>
<td>14</td>
<td>Green</td>
</tr>
<tr>
<td>Special Service RTC’s</td>
<td>84</td>
<td>89</td>
<td>91</td>
<td>102</td>
<td>92</td>
<td>Red</td>
</tr>
<tr>
<td>Special Service flooding</td>
<td>23</td>
<td>43</td>
<td>22</td>
<td>69</td>
<td>39</td>
<td>Red</td>
</tr>
<tr>
<td>Special Service ‘others’</td>
<td>98</td>
<td>98</td>
<td>107</td>
<td>181</td>
<td>121</td>
<td>Red</td>
</tr>
<tr>
<td>False Alarm: Equipment Failure</td>
<td>416</td>
<td>406</td>
<td>533</td>
<td>619</td>
<td>494</td>
<td>Red</td>
</tr>
<tr>
<td>False Alarm: Good Intent</td>
<td>117</td>
<td>134</td>
<td>177</td>
<td>257</td>
<td>171</td>
<td>Red</td>
</tr>
<tr>
<td>False Alarm: Malicious</td>
<td>7</td>
<td>11</td>
<td>17</td>
<td>51</td>
<td>22</td>
<td>Red</td>
</tr>
</tbody>
</table>

The figures above show the number of incidents in 2015/16 and are compared with previous year’s figures. The trend gives an indication of the performance against the 3 year average.

- Green Indicates an improving trend
- Yellow Indicates a static trend
- Red Indicates a worsening trend
All deliberate primary fires 2%
All deliberate other building fires 1%
All deliberate Secondary fires 6%
All accidental other building fires 2%
All accidental dwelling fires 5%
Special Service RTC’s 7%
Special Service flooding 5%
Special Service ‘others’ 12%
False Alarm: Equipment Failure 40%
False Alarm: Good Intent 17%
False Alarm: Malicious 3%
False Alarm: Malicious 3%
INCIDENT OVERVIEW

DWELLING FIRES

Preventing dwelling fires, and the deaths and injuries associated with it, is one of the key priorities of the SFRS in Dumfries & Galloway. Accidental dwelling fires incidents are still caused predominantly by cooking and this is an area targeted to educate and inform the community. To help mitigate this risk, free Home Fire Safety Visits are carried out as an important part of this prevention work. This proactive face to face work undertaken by operational crews has helped realise further reductions in the number of this incident type.

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 Dumfries & Galloway 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.

Three appliances, a supervisory officer and the SFRS Fire Investigation Team attended a living room fire in a 2 storey semi-detached domestic dwelling at Dee Avenue in Castle Douglas on 29/06/16 which resulted in substantial damage to the ground floor of the Loreburn Housing property, one female was treated by Ambulance personnel for slight smoke inhalation as a precautionary measure.
Two fire appliances from Dumfries were called to the former Carnsalloch House Care Home near Dumfries on the evening of 18th March 2016. A member of the public had reported the main building of the complex alight just after 23:00. On arrival, crews witnessed a well-developed fire on two floors of the three floor Georgian style house with smoke issuing with force from the roof. Fire quickly swept through the remainder of the main building.

Information gathered at previous operational intelligence visits was used and it was immediately decided that conditions within the building were too dangerous to commit fire crews. Further appliances were requested and at the height of the blaze, four engines including one aerial appliance fought the fire from outside the building. Members of the public also intimated that a homeless person had been seen in the vicinity of the building during previous months but through close working with Police Scotland, it was established that the person was not involved in the fire.

The fire was extinguished four hours later and the Fire Service worked closely with Building Standards and Police Scotland to ensure the safety of the site following the fire. The SFRS remained at the incident until 11:00 on 19th March.
ROAD TRAFFIC COLLISIONS

Appliances attended an RTC on the M74 Lockerbie Junction 21 on 30/08/15 at 0557 which involved one private vehicle which had collided with the concrete parapet of a motorway flyover, tragically two fatalities were removed from the vehicle by SFRS crews.

Appliances attended an RTC on the M74 at Gretna Junction 22 on 02/08/15 which included one private vehicle which had left the slip road and came to rest down a thirty foot embankment, there were three walking wounded who were assisted up the banking into awaiting ambulances, another casualty was released from the rear of the vehicle and then transported to an on scene ambulance. The driver of the vehicle was confirmed as a fatality at the scene.

Appliances attended an RTC on the M74 Lockerbie Junction 17 on 05/08/15 which involved a light goods van which had collided into the rear of an LGV, one male casualty from the light goods van was confirmed as a fatality at the scene the other male casualty was taken to DGRI via ambulance with non-life threatening injuries.

Firefighters and police officers from Dumfries and Galloway staged a road safety event to help motorists reduce the chances they will be involved in a serious incident.

Local crews were joined by their Police Scotland colleagues for the event at the Gretna Gateway. The event at Gretna Gateway came at the start of Scottish Road Safety Week, which ran from Sunday 4 May to Saturday 10 May.

A cut-up car provided shoppers at the retail complex, which draws large numbers of people from either side of the border, with a stark image of the scene faced by emergency responders when they are called to serious incidents.

Watch Manager Iain Campbell from the SFRS Prevention and Protection team in Dumfries and Galloway said: “Things can very quickly go wrong for any motorist no matter how much experience we have behind the wheel.

“Our area has the main motorway route between England and Scotland as well as country roads linking remote and rural communities, so the emergency services are frequently called to the scene of collisions. “The effects of a crash can be truly horrific and we don’t want to see tragedies that could be avoided. Every driver can make a difference and by understanding the risks, staying aware of the conditions and choosing to drive responsibly we can all help keep ourselves, our passengers and other road users safe.”
When Storm Frank hit the UK, Dumfries and Galloway was among one of the most badly affected areas in the West. Crews were called out to 18 different incidents from December 30 to New Year’s Day.

Flooding affected almost the entire region and every appliance within the Dumfries and Galloway area was utilised to assist. Support was also provided from other areas in the West including a water rescue team from Ayr.

The Carsephairn area was badly affected by flooding with around 30 properties affected by flood water. Several appliances were mobilised to the village as well as a specialist water rescue team. Crews worked closely with their multi-agency partners and carried out checks at properties, rescued two people from flood water and pumped out flooded areas.

Newton Stewart was one of the most badly affected areas with the entire high street (Victoria Street) badly affected by flooding. The fire station and police station were both flooded. Five crews and specialist water rescue team were involved in the Newton Stewart response operation and they received support from the SPCA’s flood rescue team. Crews carried out checks at properties to ensure people were safe within their homes and rescued a significant number of people from flood water from the River Cree. A large number of businesses and commercial properties were also damaged by flood water.

Local authority rest centres were set up in Carsephairn and Newton Stewart to accommodate for displaced members of the public. White Sands in Dumfries was also badly affected by flooding after the River Nith burst its banks. Several people had to be rescued and a number of commercial properties were affected.

On Hogmanay crews were called to deal with flooding at the Carlingwark Loch in Castle Douglas and firefighters were involved in support work there for most of the day. There were other localised incidents which were dealt with by crews including a number of rescues from flood water and vehicles within flood water.
Station Manager Joe Shepherd said: “I remember the first calls coming in at 6.30am and they just didn’t stop coming in. It was so busy, with incidents being reported all the time. All the crews across the region showed a fantastic amount of commitment and professionalism over an energy-sapping two to three day period.”

“We were delighted with the level of support we received from our partner agencies and from the public, who showed incredible resilience and spirit. There was an incident where we assisted a bakery which had suffered flooding. The owner, despite their own trauma, provided our crews with pies and pastries. That’s just one example of the tremendous support we received. It was so heart-warming to receive such support during a time we were so stretched.”

COMMERICAL

Dalton Pottery

Four fire appliances from Annan and Dumfries were called to a fire at Dalton Pottery, Dalton just after 14:00 on 17th December 2015 following a call from the owner of the property. It was reported that a garage area within the main building was on fire.

On arrival, crews encountered a severe fire within the double bay garage integral to the main building of the property. Fire and smoke had also spread to other areas of the building. A male was attended to by Scottish Ambulance Service suffering from moderate smoke inhalation. He also reported that there were three acetylene cylinders contained within the garage area of the building that had been used for welding. The incident was escalated to a level 2 response attracting five fire appliances and a command unit.

Fire crews set up a safe system of work and water was applied to the building from a safe distance using monitors and fixed hose branches. An exclusion zone around the premises was also implemented due to the possibility of explosion. Water supplies were sparse and water was drawn from a large pond approximately 1.5km away. Firefighting continued throughout the day and during the night with water also being applied to surrounding buildings to prevent fire spread.

Firefighters were able to remove the cylinders from the building at 12:30 on the 18th. Damping down continued and the last appliance left the incident at 20:00 on 18th December.
PREVENTION AND PROTECTION

SFRS Prevention and Protection department within Dumfries & Galloway 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 the region. Prevention and Protection will implement SFRS policies and procedures in respect to community safety and demand reduction within Dumfries & Galloway.

ENFORCEMENT

The Scottish Fire and Rescue Service’s main priority for Fire Safety Enforcement within Dumfries and Galloway is to identify and audit all high risk premises in line with the risk based schedule. These premises include hospitals, care homes, House of Multiple Occupancy (HMO’s) and other high risk buildings. At a local level further targets have also been set including the increased auditing of hotels and hostels within the medium to high risk categories.

These properties are audited on an annual basis to ensure fire safety standards and the management of those standards within commercial buildings are to a satisfactory compliance level. For HMO’s, joint inspections are carried out with the Local Authority HMO Officer which allows for a more effective and robust approach to be adopted.

A High Level Agreement between Fire Safety Enforcement in Dumfries and Galloway and NHS Dumfries and Galloway has seen the standards of fire safety within NHS properties improve over the years. This has been achieved through joint audits with NHS Fire Safety Advisors, joint education initiatives on fire safety and UFAS demand reduction, and consultation on future developments and changes to local policy. All NHS hospitals and other sleeping risks were audited during 2015-16.

Tourism is one of the region’s main sources of income with small rural communities experiencing a mass influx of tourists on an annual basis. Southerness and areas of Galloway can see populations grow from 200 to around 7000 people during the summer months. Fire Safety Enforcement Officers along with Community Safety Engagement Officers work closely with the communities and businesses to provide guidance and support where necessary with prevention being the key message. Larger holiday sites are visited on an annual basis and where appropriate, operational intelligence is passed to Response and Resilience to ensure that all information is gathered to allow the SFRS to deal with any eventuality safely and in a quick and effective manner.
IN THE YEAR 2015/16

Over the financial year 2015/16, Fire Safety Enforcement Officers within Dumfries and Galloway audited 434 premises. Of these premises audited, 328 were deemed to provide a satisfactory standard of fire safety and management of fire safety within their workplace.

Owners and managers of the remaining 106 premises that did not meet the satisfactory requirements during the audit process received support and guidance from Enforcement Officers in ways to improve standards through active engagement, including the formation of an action plan prioritising high risk within their property. All duty holders have now met the required standards or are working towards meeting the standards expected.

Of the 434 premises audited, 7 audits were ‘Post Fire’ audits which were initiated in commercial premises following a fire.

There were no enforcement or prohibition notices issued within Dumfries and Galloway during 2015/16. Issues raised during audits were resolved through active engagement with the ‘duty holder’.

All mandatory annual audits were carried out for this reporting period. These audits are carried out in all high risk premises providing sleeping accommodation and other high risk properties. Dumfries and Galloway has also added medium risk hotels to the mandatory list.

From the 328 premises deemed to provide satisfactory standards of fire safety, 73% of these were found in high risk sleeping premises within the region. This highlights the priority given to ensure the safety of people in higher risk premises that statistically account for the largest loss of life through fire.

Table 1: Total number of audits deemed satisfactory by building type for 2015/16 in D&G. Note – This does not reflect the total number of premises audited by building type.

<table>
<thead>
<tr>
<th>Building Type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospitals</td>
<td>9</td>
</tr>
<tr>
<td>Care Homes</td>
<td>79</td>
</tr>
<tr>
<td>HMO's</td>
<td>62</td>
</tr>
<tr>
<td>Hotels</td>
<td>84</td>
</tr>
<tr>
<td>Other High Risk</td>
<td>3</td>
</tr>
</tbody>
</table>

Fire Safety Enforcement Officers operate from two offices within Dumfries and Galloway, these being Dumfries and Stranraer. It is important that all areas of the region are provided with an effective service and audits are conducted relevant to the distribution of high risk properties and not geography.
Table 2: Distribution of high risk properties where a satisfactory outcome was achieved.

<table>
<thead>
<tr>
<th>Location</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annandale &amp; Eskdale</td>
<td>27%</td>
</tr>
<tr>
<td>Nithsdale</td>
<td>39%</td>
</tr>
<tr>
<td>Stewartry</td>
<td>18%</td>
</tr>
<tr>
<td>Wigtownshire</td>
<td>16%</td>
</tr>
</tbody>
</table>

These results are reflective of the distribution of commercial properties throughout Dumfries and Galloway.

Table 3: Distribution of all property types where a satisfactory outcome was achieved.

<table>
<thead>
<tr>
<th>Location</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annandale &amp; Eskdale</td>
<td>23%</td>
</tr>
<tr>
<td>Nithsdale</td>
<td>34%</td>
</tr>
<tr>
<td>Stewartry</td>
<td>19%</td>
</tr>
<tr>
<td>Wigtownshire</td>
<td>24%</td>
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Building Standards is one of our closest partners in relation to building safety. Regular consultations are held in relation to new building construction, existing building renovation and fire engineered proposals. Major building projects in the area include the new Dumfries and Galloway General Hospital, Dalbeattie Primary and High School, the redevelopment of St Joseph's College, and various other schools through ‘Schools for the Future’ project.
LICENSING

The Scottish Fire and Rescue Service is an integral key partner organisation at licensing and Safety Advisory Group meetings for events and festivals staged throughout the region. Events such as Wickerman, Eden and Knockengorroch provide great financial benefits to the local communities with over 15,000 people attending some events. It is therefore important that these events are organised and run in a way that ensures health, safety and wellbeing of those attending.

Fire Safety Enforcement Officers attended all licensing, planning, briefing and debrief meetings for over 15 events throughout 2015-16. All large events were inspected by the SFRS prior to the licence being issued by the Local Authority. Accompanied by the Civil Contingencies Officer and working in partnership with Police Scotland, Scottish Ambulance Service, event organisers, Licensing and other Local Authority Council Departments, all events passed successfully in a safe manner and without incident.

All consultations for license applications and renewals under Scottish legislation were reviewed with 100% of returns being submitted to Dumfries and Galloway Council licensing authority.

THE COMMUNITY ACTION TEAM

Through the findings of the Scotland Together report, fatal fire analysis, outcomes from case studies and case conferences, and local anecdotal evidence, it is recognised that there are frequent contributory factors evident in fire fatalities and casualties. These contributory factors include alcohol consumption; smoking; prescribed medication and drug use; mobility issues, frailty and age related problems; lone occupancy; distraction and living in areas of severe deprivation.

Those individuals and groups recognised at an increased risk of fire are often difficult to engage and educate through mainstream methods. Targeted intervention and prevention activities and partnership working are therefore crucial to minimise risk and support effective Community Safety Engagement (CSE).

Targeted activity at LSO Area level is supported by both Directorate and Service Delivery Areas through the P&P Strategy, national campaigns and initiatives, SFRS Media Strategy, CSE Campaign Calendar and Seasonal Campaigns.

The Community Action Team (CAT) 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.

The CAT is made up of a Local Authority Liaison Officer, Community Firefighters and Community Safety Advocates.

Operational Crews across the region play a vital role in the support and delivery of community safety activities. They are the face of the SFRS in their area and provide vital support with the completion of Home Fire Safety Visits (HFSVs), delivering information at Fetes, Galas and Community events.
Provision of these necessary preventative activities and support to members of the public, operational crews also benefit from information gathering and a greater understanding of the risks within their own community.

Community Safety Advocates are utilised for a range of activities and initiatives determined by locally identified need. Example areas of work include the following:

- The generation, monitoring and when required the delivery of Home Fire Safety Visits
- The creation of partnership links locally to identify and engage with those most at risk, either through direct access or via appropriate referral pathways
- The delivery of presentations to a range of audiences including school pupils, community groups, partner agencies and SFRS staff
- Provision of support to Station personnel to develop and deliver local activities and initiatives including HFSVs (working together to ensure a lasting legacy once the Advocate’s work has ended and they have moved onto another project)
- Support the delivery of media campaigns and seasonal strategies
- Represent the SFRS at a range of events
- Deliver school talks and educational input to relevant groups including input on road and water safety (where relevant)
- Support the delivery of youth engagement courses and activities
- Record and monitor CSE related activities and outcomes

The role of the Community Firefighter is similar to that of the CS Advocate however these staff members provide operational expertise and knowledge to the CAT. This operational experience should be taken into account when determining the use of the CAT and how it can best be utilised to support local delivery.

Specific activities undertaken by the Community Firefighter include:

- Providing operational expertise to lead/assist with the safe delivery of youth engagement courses and activities e.g. hose running, drill ground exercises
- Provision of skills, knowledge and understanding gained from previous operational experience
- The delivery of high risk Home Fire Safety Visits, identifying fire safety concerns and considerations
- Supporting the delivery of programmes for children and young people

The Local Authority Liaison Officer (LALO) is influenced by the Local Fire Plan, LSO Area priorities and partnership considerations as identified via Community Planning arrangements.
The LALO is utilised to facilitate links between the SFRS, local authority, partner agencies and local communities. This role involves working within appropriate community partnership thematic groups and engagement with key partners, at tactical level, to identify and establish early intervention opportunities to secure shared outcomes.

They play a pivotal role in the delivery of improved service through joint-working, participation in Local Area Teams, Community Safety sub groups, Community Planning groups, and support the implementation of the Local Fire Plan.

In addition, the LALO co-ordinates consistent information sharing, evaluation and reporting of CSE activities, to inform potential service improvements internally and with local partner agencies.

The LALO is a key member of the CAT, working closely with the P&P Group/Station Manager, and employ local intelligence and performance management information to ensure resources remain focused on local demand reduction objectives and communities most at risk.

**PARTNERSHIP WORKING and ENGAGEMENT ACTIVITIES**

SFRS within Dumfries and Galloway seek to engage through every possible avenue with “at risk” members of our community, through partnership working and a referral pathway to target members of our community with more complex social needs.

Training is undertaken with many partner agencies to ensure their staff are aware of the risk of fire, whilst carrying out their own duties in our communities. There is an on-going programme of targeting care homes and sheltered housing accommodation. Areas of higher activity are targeted by all staff, post incident, to try and encourage friends and neighbours to request and uptake a free Home Fire Safety Visit (HFSV).

Various initiatives were facilitated across the region in line with the seasonal calendar and the quarterly action plans. The Community Action Team (CAT) have strong links to the following organisations to work together to provide targeted support to the most at risk individuals and groups.

Examples of such partnership working are captured below.

- NHS oxygen installation team

Patients who require the use of oxygen therapy at home are automatically referred to the SFRS CAT and a Home Fire Safety Visit (HFSV) is arranged, support provided and advice given.

- University of West of Scotland (UWS) Olive Branch.

SFRS personnel have established a working relationship with the UWS to embed the understanding, recognition and action required to deal with any person at risk within our community. The session focuses on those student embarking on a profession of care in the community. The sessions delivered in 2015/16 provided such training to over 800 students.

- Education Programmes for Schools

SFRS CAT have actively engaged and delivered and agreed programme of delivery for both Primary and Secondary school children. The team attended 141 primary schools to deliver P6 safety messages which included, Cycle safety and Fire safety.
Additionally, the team also delivered Operation Safety (Fire Safety, Fireworks and Bonfire safety to 2000 P7 pupils) Road Safety (Safe Drive stay Alive to 800 S5/6 pupils) and Health and Wellbeing – School Leavers (Big World to 1000 school leavers)

- Adult Support and Protection (ASP)

Close partnership links have been developed with social work particulary since the integration of the Adult Protection referral process (AP1) from SFRS. This has highlighted a number of cases where the CAT have played an integral part in the reduction of significant risks to vulnerable adults.

**Carbon Monoxide initiative**

A partnership between SFRS, gas provider SGN and charity D&G HandyVan in April 2015 helped to protect Dumfries and Galloway residents from carbon monoxide poisoning.

Known as a silent killer, carbon monoxide is an odourless, colourless gas produced when fossil fuels fail to burn properly. Carbon monoxide alarms offer vital warning where a leak occurs and SGN has donated 100 of the potentially life-saving devices to SFRS and D&G HandyVan to help keep potentially vulnerable residents safe in their homes. WM Iain Campbell of the area’s Prevention and Protection team said: “Emergency responders know of too many incidents where a tragedy could have been prevented if simple steps had been taken. "When our crews conduct home fire safety visits they check if a property is adequately protected by working smoke alarms and offer to install them where they’re needed. "It's a strong partnership that will continue to keep residents safe and help to reduce the risk of a tragedy in Dumfries and Galloway.”

Following a kitchen fire in Ecclefechan on 01/01/16 in a DGHP domestic property rented by an ex-serviceman which contained signs of a chaotic lifestyle discussions were held with Councillor Archie Dryburugh who is chair of the local DG First Contact charity and support group. As a result a multi-agency and partnership approach involving Police Scotland, Social Work, DGHP and SSAFI charity representation was taken to re house the occupier and provide future support.

**Operation Safety**

2015 saw the 17th Anniversary of Operation Safety. Operation Safety has grown and developed over that period and during its lifetime has seen in excess of 25,000 P7 children receive input in all matters pertaining to their safety. Operation safety has brought together multiple agencies to support the welfare and safety of young people in Dumfries and Galloway.

Operation Safety is about educating and informing young people about making the right choices as they move towards secondary education, greater peer pressure and exposure to different environments

Operation safety has been a long term approach to educating and influencing young people.

Started in 2000, Operation safety initially began as a small multi-agency pilot aimed at providing guidance and education to young people preparing to make the transition into secondary education.
Operation safety was identified and developed to address the safety of young people in the community. Operation Safety was the for-runner of safety centre currently being set up across the UK to address child safety.

The project was designed to address a number of safety concerns, including fire, road safety, rural safety and water safety. Over time this has developed as the risks to young people changed over time.

The event last year covered fire, internet and electrical safety as well as bonfire and fireworks.

Working closely with education a programme is put in place to ensure that every P7 child in the region is given access to attend the event during September/October

**Safe Drive – Stay Alive**

Safe Drive, Stay Alive is a multi-agency event targeting young and inexperienced drivers. Telling of their experiences, all the emergency services come together to deliver a hard hitting and impacting presentation which is built around three youngsters in a car, involved in a road accident.

Police, Ambulance, Fire, A&E and the Fiscal talk in hard, graphic detail about their own careers and how dealing with road deaths effects them.

Safe Drive Stay Alive is delivered in alternate years to East and West of the Region. 2015 saw Dumfries benefit from the course which attracted 700 young people to attend.

With Police Scotland leading, this has become an effective, embedded and powerful tool to get across the dangers of driving too fast, using mobile phones and not wearing a seatbelt.
Social Services – ASP

SFRS have engaged in two complex and challenging Adult Support and Protection (ASP) cases over the last twelve months.

As a fire and rescue service, we are often called on to support some of the most vulnerable people in the community, not only because of the potential risk of fire, but because a chaotic lifestyle has an impact on the community as a whole. SFRS have attended and supported two such cases of the past twelve months working with partners to support householders with hoarding issues.

Hoarders is a complex and hugely challenging situation where the occupier finds it difficult to throw away items, resulting in extremely high fire loading within the property, putting them at risk in the event of a fire. SFRS continue to work with social services, NHS Scotland and other partners.

Fatal Fires – Partnership Working

As with all domestic property incidents, a Post Domestic Incident Response is instigated. This is carried out under the direction of the incident commander and is completed in line with SFRS policy guidance. In the event of a serious fire or fatality, the PDIR is generally carried out by crews under the guidance of Community Fire Safety (CAT) and covers a wider area, using social media and other methods, including the press to get a wider message across to support, inform and reassure the community.

A multi-agency case conference is instigated by SFRS and held to look at the timeline leading up to the incident and attempting to identify factors that could be addressed in future to prevent similar tragedies occurring.

In the event of the two fatal fires in the area, extensive PDIR’s were carried out and crews were available in the area for three days after the incident to ensure that support and advice was offered to any home in the region. PDIR’s were extended to cover all streets in the localities and were spread across mornings, afternoon and evening to ensure that a maximum number of the community were engaged with a significant amount of work is directed at identifying those most at risk from fire through a number of key working partnerships. By recognising those most vulnerable we can target resources to engage and support before a fire. The points system used in the recording mechanism, C-SET allocates points based on the perceived risk in a household. Directly targeting those at most risk is designed to prevent a fire in the home in the first instance. Our aim is to continue to develop strong, robust partnerships with key agencies and work to identify target groups who will benefit from fire safety advice and support. To continue with the HFSV and PDIR programmes and raise the community awareness of fire safety. Case Study process now formalises the reporting process making identification more robust and accurate.

Deliberate Firesetting

SFRS work closely with young people who have been identified as potential deliberate fire setting or have, in the past been found to be playing with fire or deliberately setting fires.

Scottish Fire and Rescue Service continue to establish solid links with key partners to identify and support offenders, working with schools, police and Children’s Social Services to establish specific support/response. Continue to develop and deliver Fire setter’s Intervention in conjunction with Police Scotland and other key agencies.
In addition we are developing close links to the Academies in the area. Annan Academy has seen a particular rise in the number of malicious false alarms, as a result a schools education programme, designed specifically for the academy was planned for the first week of June and will target the whole school.

**Fostering and Adoption Day**

Dumfries Fire Station threw open its doors for a unique and special open day in June to children in the fostering and adoption system.

Designed to give young people and opportunity to look around the fire station, as well as give the fosterers and carers a chance to socialise, the event was a very successful opportunity for SFRS to work with the fostering and adoption team from Social Services.

The event, which was supported by some of our partners, including Nith Inshore Rescue, gave firefighters an insight into the challenges involved in adopting as well as making the fire and rescue service available to young people.
RESPONSE

Our principal response functions, as laid out in the Fire (Scotland) Act 2005, and the Fire (Additional Function) (Scotland) Order 2005 are to make provisions in relation to fire fighting and a range of other emergencies including road traffic collisions, flooding, search and rescue, chemical, biological, radiological and nuclear incidents, as well as having the power to respond to other incidents at our discretion.

Together with our partners we will continue efforts to prevent incidents from happening but when they do occur the Scottish Fire & Rescue Service (SFRS) will ensure that the most appropriate response to an emergency is delivered equally across the Dumfries and Galloway Area irrespective of the nature or type of incident.

This means ensuring that both locally and nationally we have the right number of firefighters, in the right location, with the right skills and equipment available to respond to an emergency incident 24 hours a day all year round.

The Dumfries and Galloway Area has 17 Community Fire Stations strategically located across the region with all emergency calls handled by ‘Operations Control’ in Johnstone. Each community Fire Station also has a state of the art communication system in place to enable ‘Operations Control’ in Johnstone to notify all on-call firefighters of an emergency incident via an alerter carried by each firefighter allowing for a quicker response time.

DUMFRIES AND GALLOWAY AREA RESOURCES

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One Appliance

Two Appliances
NEW APPLIANCES FOR DUMFRIES AND MOFFAT

RDS firefighters based at Dumfries and Moffat fire stations welcomed two brand new appliances this year.

The two Volvo FLH 15s for the RDS firefighters each cost almost £235,000, weigh approximately 15 tonnes and carry an on-board water supply of around 1,800 litres. Fully automatic transmission means the appliances are easier to drive and more fuel efficient than older vehicles, while a state of the art pump complete with electronic pump control helps regulate the flow of water to crews.

LSO for Dumfries and Galloway, AM Alan Fairbairn said: “These appliances are designed for the wide-range of incidents faced by today’s firefighters and I’m delighted to see them come into use. “They are a significant asset and their deployment just a year after four other new appliances were brought to Dumfries and Galloway reflects our determination to ensure every community can rely on a truly modern, professional and properly-equipped service. “This investment also shows the importance the Service places on making sure our firefighters always have the right resources at their disposal as they work to protect people and property.”
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

Local Resilience Partnership

The Dumfries & Galloway local Resilience Partnership (LRP) Business Group, is firmly established as the local part of the West of Scotland Regional Resilience Partnership (WoSRRP) and continues to develop links with partners, this was further reinforced this year by the appointment of a dedicated Civil Contingencies Officer (CCO) who operates across the entire Dumfries and Galloway area and provides a direct link between operational officers and key partners.

The purpose of the Dumfries & Galloway LRP Business Group is to provide the principal local forum supporting collaboration between Dumfries & Galloway Category One and Two Responders and their key partners. In realising the duties shared by Category One and Category Two Responders, and under the terms of the Civil Contingencies Act, this helps prepare us for responding to emergencies which can impact upon the communities of Dumfries & Galloway and the organisations themselves.

The local LRP will help its partners fulfil the following objectives:

- Create and exploit opportunities to share expertise and good practice
- Enhance the individual and collective resilience of partner organisations
- Enhance understanding of the others roles, responsibilities and capabilities
- Ensure effective collaboration in responding to emergencies
- Ensure learning identified through exercise and response is shared and incorporated within preparations

The Dumfries & Galloway LRP Business Group consists of the following members

- Dumfries & Galloway Council
- NHS Dumfries & Galloway
- Police Scotland
- Scottish Environment Protection Agency
- Scottish Ambulance Service
- Scottish Fire and Rescue Service

Category 2 responders and other relevant stakeholder groups are invited to the LRP as required.
NATIONAL CENTRE FOR RESILIENCE

The Scottish Government launched the new National Centre for Resilience at Easterbrook Hall in March 2016.

ACO Ramsey, DACO Dickie and LSO Fairbairn attended the event. MSP Aileen McLeod Minister for Environment, Climate Change and Land Reform addressed the delegates which came from many of the SFRS partners.

Operational crews with the Flood Emergency Response Unit and water rescue unit where at the event to demonstrate the capabilities of the SFRS.

The Centre will be a collaborative partnership, bringing together many partners from the resilience, scientific and academic fields as well as harnessing practitioners' expertise and community knowledge. The Centre which will work on network basis with organisations across Scotland and beyond will be supported by a core staffing presence based on the Campus.

The Centre will provide a unique environment for resilience partners to collaborate and continue building Scotland’s resilience capabilities as well as further enhance the way we prepare and deal with emergency situations in Scotland.

D&G WINTER AWARENESS SEMINAR

On Friday 30 October 2015 D&G Local Resilience Partnership held their annual multi agency winter awareness seminar at Cargen Towers Dumfries.

This event brought together all category 1 responders from the area to share knowledge and experience about arrangements that are in place to ensure our services can be delivered throughout the winter no matter what the weather.

This year’s event focussed on a major flooding event in the area where the response and actions of different services were tested through table top exercises.

The new SFRS water rescue unit which will be located one at Dumfries and one at Newton Stewart was on show for all agencies to see along with the Flood Emergency Response Unit.

GM Broughton said ‘simulation exercises of this kind are essential if we are to ensure that as Category 1 responders we are able to provide an effective multi-agency response to any major flooding event and therefore reduce the potential devastating impact that these types of incidents can have on local communities across the D&G Area’.
COMMUNITY RISK REGISTER

This year an extensive review of all risks within our area has taken place, the Risk Preparedness Assessments (RPA) process has been led by SFRS and has seen all members of the LRP involved in its development. The RPA looks at a wide and varied list of potential risks to our communities and takes into account large fires, transport incidents, flooding and the effects brought about as a result of Pandemic Flu and severe weather events.

This major piece of work by all LRP members is now complete and will be reviewed regularly and updated as required. Information compiled by the Dumfries & Galloway LRP will be included in the West of Scotland RRP Community Risk Register.

SERIOUS ORGANISED CRIME/COUNTER TERRORISM

In July 2011, the Government published the third version of the United Kingdom’s Strategy for Countering Terrorism, more commonly known as the CONTEST Strategy.

The CONTEST strategy covers all forms of terrorism and continues to be based around four work streams:

- **Pursue**: to stop terrorist attacks;
- **Prevent**: to stop people becoming terrorists or supporting terrorism;
- **Protect**: to strengthen our protection against a terrorist attack; and
- **Prepare**: to mitigate the impact of a terrorist attack

The SFRS has a significant role to play with all partners in the delivery of the CONTEST strategy in Scotland, with representation made at all CONTEST meetings held within the Dumfries and Galloway Area by a SFRS Senior Officer based within the Dumfries and Galloway Area.

OPERATIONAL INTELLIGENCE

A key element to keeping our firefighters safe is to provide them with information on the hazards they may face when attending operational incidents. One of the way we do this is by gathering intelligence on premises, so in the event of an incident, crews have critical hazard information at their fingertips in order to safely and effectively bring an incident to a conclusion and it may also help limit the amount of damage to a premises.

The Dumfries and Galloway area has always seen this as an important area to focus our efforts and this year has seen further developments in this field. New processes have been introduced which help us prioritise those premises that are of highest risk, enabling us to get the most value from our staff to conduct visits and gather the required intelligence.
RURAL RISK INFORMATION GATHERING

At present there is great variation across Scotland on how risk information is captured and presented in relation to rural risks. Gleaning information by interrogating maps can provide some information, although this cannot be trusted as accurate as local conditions constantly change and may impact on multiple factors. When capturing information it is important to have validation of currency and accuracy.

SFRS is not resourced to a level whereby it can allocate personnel to physically inspect each and every Rural Risk or ensure adequate and timely recording of any changes. SFRS rely on support in many areas from many agencies to assist in information capture and communication.

The information required within a Rural Risk Form with regards to farms, is contained within an electronic, four page document which is accessible only by authorised fire service personnel. This document requires information to be recorded which will assist in any SFRS operational response. The section headings cover the following key areas:

- Identification
- Description of Farmhouse
- Fire Safety
- Silos
- Waste Management
- Chemicals/Drugs
- Fuels/Gases
- Machinery and Plant
- Renewable Energy
- Diversification Projects
- Miscellaneous

Farming is a major industry - UK agriculture’s contribution to the economy increased by a staggering 67% between 2007 and 2013.

Part of what makes farming unique is its structure, with over 90 per cent of farms made up of sole traders or family partnerships, and remains an industry characterised by family farming businesses.

Farming and its processes have evolved and in recent years farm businesses have diversified into agricultural-environment schemes including renewable energy and waste management.

As farming diversifies, the risks and hazards also change which is of interest to SFRS and how it conducts its business to protect what is valuable to everyone.

There are over 3500 farms in Dumfries & Galloway, and SFRS operational response to these properties include Primary Fires (Property/Structures/Vehicles), Special Services (Extrication following RTC, Large Animal Rescue, Flooding), Secondary Fires (Grass/Crops/Refuse) and False Alarms.

Farms are particularly vulnerable to wilful fire raising. Their isolated location, open boundaries, readily ignitable hay and straw stacks make them easy targets.
However historically, from a Fire Service point of view the farming community has been a ‘Hard to reach’ group simply by virtue of the nature of the job and lifestyle.

Four appliances, including three appliances from Dumfries and one appliance from Lockerbie, attended an incident at Cumcrue farm near Lochmaben on 02/04/2016 at 1354 hours which involved a hayshed containing approximately 40 tonnes of hay and straw with livestock trapped under the hay and collapsed structure around thirty calves were pulled free of the fire.

RURAL CRIME AWARENESS (POLICE SCOTLAND)

The Rural crime Partnership has been put together to reduce rural crime such as arson, asset theft and animal theft. The partnership consists of the Police Scotland, The Scottish Fire and Rescue Service, National Farmers Union of Scotland and Scottish Land & Estates.

While most people in rural areas experience low levels of crime, when it does happen, it can have a disproportionate effect as victims can feel a greater sense of isolation and vulnerability. This is why we feel the work of the partnership is important and is the reason we are increasing the number of educational initiatives over this next year in the hope that this will help further reduce the number of rural crime related incidents.
AREA TRAINING

Training and Development is a key priority in the Dumfries and Galloway LSO area, it is important to ensure that personnel acquire and maintain the necessary skills to perform their role. Personnel are expected to undertake core and advanced skills which will allow them to resolve a number of incident types commensurate with the risk in the area contributing to the safety of the public who live in and visit the area.

RETAINED AND WHOLE TIME DUTY SYSTEM PHASED ASSESSMENTS

Dumfries and Galloway LSO area have a number of trainee fire fighters who are at different stages of their development. Pictured below are fire fighters performing Breathing Apparatus and entanglement training which will allow them to enter and exit burning premises safely and effectively under normal and emergency circumstances.

FIRE BEHAVIOUR

Dumfries and Galloway are in the privileged position of having realistic fire training facilities and instructors available at the training centre at Garroch loaning, this allows the area’s fire fighters to undertake a range of realistic scenarios in real fires within a robustly controlled environment and provides opportunity to maintain competency in a safety critical area of development.
ROAD TRAFFIC COLLISION TRAINING (RTC)

Personnel are continually training in Road Traffic Collision training to ensure that they can deal with the numerous, varied incidents that are encountered across the region. Training is provided on station through the provision of vehicles to utilise for cutting, stabilisation and at the training centre at Garroch Loaning on the RTC area, a range of vehicles are available for training including HGVs and Buses.

LARGE ANIMAL RESCUE

During the year WM Susan Maxwell of Dumfries Station delivered a number of successful workshops to Vets from across Scotland and members of the local equine society.

Following a large animal rescue training session provided to undergraduate veterinary students at the University of Glasgow, Professor Ewan Cameron has been in touch with SFRS to thank Susan for her excellent input.

Professor Cameron said: “Susan spent a full day with our third year students, providing practical training with the rescue manikin and practice with rescue techniques. In addition she spent time explaining the role of the fire and rescue service and how the veterinary surgeon can best work with contingency services to facilitate public safety and a successful rescue outcome. Susan is a natural instructor and the feedback from our students has been extremely positive. “This type of training provides a unique perspective into your work and allows our students the opportunity to engage with contingency services such as fire and rescue facilitating them with skills and information that will be invaluable throughout their professional lives.”

SM Craig McGoldrick said: “I’m pleased that the high degree of professionalism shown by WM Maxwell has been recognised by the Head of the Veterinary School at Glasgow University. She is a credit to the Service and takes extreme pride in this specialist field.”
BREATHING APPARATUS EVENTS - CROSS BORDER EXERCISE WITH CUMBRIS FIRE AND RESCUE SERVICE AND EXERCISE ROSE AT CHAPELCROSS

The Scottish Fire and Rescue Service is continuously working with its partners to ensure the safety of the community, which provides a range of venues to expose our fire fighters to new and challenging environments.

Events included an exercise at the Cumberland Royal infirmary, providing exposure to a large premises and the procedures employed to resolve a complex incident while adopting compatible techniques with Cumbria Fire and Rescue Service. Reciprocal cross border exercises ensure that any assisted response from other areas helps other service personnel to remain familiar with our own procedures and practices.

Exercise Rose was carried out in partnership with Chapelcross allowing fire fighters to employ their line rescue capability in a safe and controlled environment. The area will continue to work with partners to ensure the safety of members of the public and first responders.

MULTI AGENCY TRAINING

The area continuously looks for opportunities to carry out multi agency training to ensure that we can cooperate effectively at incidents, recent exercises included the involvement of the Scottish Ambulance Service paramedics and Police Scotland.

A major accident hazard pipeline exercise was held on Tuesday 8 September at the Cairndale Hotel, Dumfries. The exercise involved first and second responders who were called to deal with a significant simulated incident involving a major breach of a main gas pipeline and subsequent related incidents. Prior to the exercise, a briefing session took place to allow all partner agencies present to exchange information, where SM Manning delivered a presentation on behalf of SFRS. Players then came together the following day to take part, in what was, a successful multi agency exercise.
EQUALITY & DIVERSITY MAINSTREAMING

A training programme was delivered by the National Equality Team Liaison Officer George Simmonds in two sessions at Dumfries HQ. The programme was attended by Whole time and Retained Operational Personnel from across the Area alongside Support Staff and Area Management representation. The training provided staff with information on the tools and resources that are available in order to effectively mainstream equality, diversity and human rights and initial feedback has been very positive. An Area and National report based on the input will be provided by the Liaison Officer.

Continued attendance and participation at the regular Dumfries and Galloway Equality and Diversity Working Group (DWG) meetings and workshops have provided opportunities to engage and interact with all Statutory Sector representatives and attendees from relevant characteristics groups.

Work undertaken at the DWG has included the interpretation, dissemination and distribution of the Dumfries and Galloway Community Survey Report and participation in workshops to review the Community Survey Feedback to allow for the analysis of the results with the aim of identifying progress pathways for both the local DWG and the stakeholder Diversity Working Officers Group (DWOG). The results have provided information regarding how SFRS are perceived within the local area with the aim of developing an action plan to address any local issues, the report identified the public’s general satisfaction of all public services and identified negatives and gaps in service as well as positives for all public services, these findings are to be utilised to aid service planning via Local Area Key Actions. Other work has included the involvement with the development and production of the Diversity Working Group Plan with particular attention to the SFRS Key Performance Indicators within the plan and the provision of updates and reports regarding progress.
OTHER AREA NEWS

BRAVE@HEART AWARD NOMINATION

The Brave@Heart awards recognises and celebrates acts of bravery by staff of the blue-light services, voluntary sector rescue organisations and members of the public nominated by these bodies.

On the 30th June 2015 at 1656 hours a seven year old girl was saved from drowning from a treacherous stretch of the River Esk in Longtown, Cumbria by off duty Retained Firefighter Geoff Maxwell.

Crew Manager (CM) Maxwell had been working at a house next to the river within his primary job role as a joiner. He had noticed the family walking towards the river bank previous to the incident but only became aware that people were in danger when he heard cries for help.

CM Maxwell immediately ran down to the water’s edge and spotted the young girls head appear through the surface of the water, the young girl had been kept afloat by her father until he was sucked down by the currents and disappeared from view. Without consideration for his own safety CM Maxwell immediately dived into the fast-moving water and swam approximately twelve metres from the river bank to the area he had last seen the girls head appear, by moving his hands below the water he managed to touch the girls head and drag her back above the surface of the water by her hair, he then attempted to swim back to the water’s edge which proved to be a very difficult task to accomplish due to the fierce undercurrents and depth of the water. CM Maxwell has stated he had thoughts that he wasn’t going to survive the ordeal and that there was a risk of them both being swept to their death however the young girl began to panic and had grabbed CM Maxwell around the neck which then left his arms free to swim, an action which he believes saved both their lives, he eventually managed to reach the river bank with the young girl who had started to cough and scream. Once out of the water although so tired he could hardly stand he continued to assist with the rescue by directing appliances and ambulances to the correct location as they began to arrive.

The young girl was taken to hospital due to the potential for death from secondary drowning but was fortunately well enough to leave the following day, tragically the girl’s father was found in the river by search teams the following day at approximately on the 1st July 2015.

CM Maxwell is very modest in his recollection of events but his bravery and heroic actions saved the life of the young girl who without his selfless intervention would have drowned, this was a courageous and selfless act carried out at great personal risk.

This was an unimaginably devastating event for the family involved but the situation would have been even worse were it not for the bravery and determination of CM Maxwell.
SPRINGING ACHIEVEMENTS

Congratulations to FF David Old at Blue Watch, Dumfries, who was recently placed second in the World Natural Bodybuilding Federation (WNBF) International Championships.

David, who is a relative newcomer to the sport, entered his first physique competition in 2014 with the United Kingdom Drug Free Bodybuilding Association (UKDFBA) and was awarded fifth place, but, after receiving feedback from Lee Kemp who runs the UKDFBA, was advised that he would be more suited to bodybuilding.

The UKDFBA 2015 Caledonian Classic was David’s first attempt at a bodybuilding class and although he went to the show for the learning experience, he placed first in the middle weight class, earning him an invitation to the International Championships.

Speaking about his achievements so far, David said: “2015 has been an unbelievable year for me with the UKDFBA, I can’t wait to be back on stage in 2016.”

STEWARTY COMMUNITY DEFRIBULATOR PARTNERSHIP

Castle Douglas and Kirkcudbright Fire Stations have been fitted with external defibrillator for use by the local communities.

The equipment has been provided by the Stewartry Council for Voluntary Services (SCVS) who have been providing community defibrillator throughout the Stewartry.

SM Shepherd said ‘I am very pleased to be able to work in conjunction with the SCVS and fit these lifesaving pieces of equipment to our stations. Our Fire Stations are located in the heart of the community and having these defibrillator available will help keep our communities safer.’

Station Manager Shepherd is pictured with Ian Howie (Chair of SCVS) and Eric Montgomery (SCVS member). Kirkcudbright has had a cabinet fitted for some time now and now available at Castle Douglas from Thursday 5 November 2015.
SHARED SERVICES AT CASTLE DOUGLAS

A partnership arrangement between the Scottish Fire and Rescue Service and Galloway Mountain Rescue Team (GMRT) has provided long term garaging and use of facilities at Castle Douglas Fire Station for the GMRT’s emergency response ambulance.

The vehicle is based on a VM transporter upgraded to provide 4 x 4 off road capability, transport for up to 7 GMRT personnel, and a full range of rescue and communications equipment.

The vehicle can also be easily and quickly configured at an incident to carry a stretcher and act as an ambulance.

The use of the appliance bay at Castle Douglas provides the GMRT local crew 24/7 access to the vehicle to respond to emergency call outs and safe secure storage for the vehicle.

Further information about GMRT can be found at www.gallowaymrt.org.uk

SFRS MOBILE MUSEUM

The SFRS Mobile Fire Museum (MFM) Project was launched on Friday 22nd May in Gretna to coincide with the 100th anniversary of the Quinton’s Hill Rail Crash. The MFM has been designed to raise awareness in the general public, schools and community groups of the part that the Fire Service has played in their culture and safety to this day. The Museum will be touring Scotland, attending various commemorations and community events.
OUT AND ABOUT

Langholm Crew Manager Roddy Innes decided to visit the Menin gate in Ypres, Belgium to witness the daily ritual where the Last Post is sounded by the local fire service to help remember those who sacrificed their lives in World War One.

After reading an article in the SFRS News on the 15 July, Roddy, who was preparing for a trip to France, realised that Ypres was only 40 minutes away from where he was staying and was keen to visit. On behalf of SFRS, he also presented a framed woven Fire Service Badge to the buglers present at the service on 5 August. The Menin Gate is one of the greatest monuments worldwide, dedicated to the commemoration of the First World War. It was the first monument that was built for the soldiers that ‘went missing’ during the war. A daily ritual has taken place at the Menin Gate since 1928. The Last Post, the British bugle call for the dead, is played every evening at 8 o’clock by the buglers’ of the local Volunteer Fire Brigade. Every day the buglers of the local volunteer fire brigade and the public gather at the gate, stopping the traffic; the high clear notes of the bugles echoing around the imposing hall of memory with its endless rows of ‘nameless names’, some 55,000 in all, each one a soldier of the then British Empire.
FUNDRAISING

Langholm Fire Station team rowed the equivalent distance of the English Channel (twice) for the SFRS Family Support Trust. Firefighters in Dumfries and Galloway powered over a distance of 68km (42 miles) on rowing machines to raise funds for the Scottish Fire and Rescue Service’s (SFRS) own Family Support Trust. It took just over three-and-a-half hours for the Langholm Fire Station team to complete the mammoth challenge, which is equivalent to rowing from England to France and back.

Their efforts generated a valuable £1,035 for the charity, which helps serving and former fire service personnel and their dependents facing hardship as a result of circumstances including bereavement, injury or ill-health.

Watch Manager Ali Bell said: “When we set this challenge we decided to hold the sponsored row in our local Co-op. The event proved a great success and attracted a lot of enthusiasm from our community, so we’d like to thank everyone who supported our efforts. They helped make it a really enjoyable and memorable day for all involved and they’ve made a difference to a great charity helping members of the fire service family.”

Trustee of the Family Support Trust, Area Manager Hamish McGhie, and charity officer Grace Quigley were delighted to receive a cheque from the rowers at Langholm Fire Station. Area Manager McGhie said: “The help provided by the Family Support Trust makes a very real difference to people connected to our service when they experience times of need. Its support includes bereavement, hardship and Christmas grants to our beneficiaries, a Children’s Investment Trust helping young people who have lost a parent, and a Spanish respite facility providing a chance for much-needed rest and recuperation.

“For the team to cover twice the distance of the English Channel was obviously a huge challenge and on behalf of the trustees I’d like to express our gratitude for their efforts.”

Last year, National Car Wash events helped raise in excess of £250,000 for the Firefighters Charity. Pictured are the crew from Stranraer who raised an impressive £750. This year members from Stranraer Station are undertaking an Arctic Challenge to raise funds for the Charity.
There have been many retirements over this reporting year:

- GM Templeton (HQ)
- GM Waugh (HQ)
- SM Julie Black (T&ED)
- WM Iain Campbell (P&P)
- WM Tony Bastow (Moffat)
- CM William McCutcheon (Thornhill)
- CM Allan Johnstone (Annan)
- FF Hugh Maxwell (Newton Stewart)
- FF Lynne Millar
- FF Jim Renicks (Thornhill)
- FF Eric Dougan (Dumfries)

A poignant retirement presentation evening was held at a Langholm Hotel with attendance of family, friends and retired and current colleagues for Retained Watch Manager Ali Bell and Crew Manager Roddy Innes of Langholm Station who retired at the end of 2015. Between the lifelong friends they had provided over 60 years service to the local community, having served 37 and 25 years respectively, they were presented with their tallies and certificates by SM Wallace.

On Thursday 31 December, crews at Newton Stewart welcomed First Minister Nicola Sturgeon who dropped by to thank staff for their hard work in wake of Storm Frank. The Minister’s visit also coincided with FF Hugh Maxwell’s last day with SFRS after working with us for 31 years. SM Manning said: “I would like to thank Hugh for his continued dedication to the Service and his local community. I know Hugh will be missed by his colleagues but I wish him all the very best for the future.”
COMMUNICATION AND ENGAGEMENT

SOCIAL MEDIA

Dumfries & Galloway Management Team continues to communicate and engage with their communities with the use of our official Twitter accounts;

Dumfries & Galloway@scotfire_DG
SFRS D&G Safety@SFRS_DnG_safe
SFRS CollegeDumfries@SFRScollegeDG

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.

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 Dumfries and Galloway enquiries can be made via phone or letter at:

Dumfries Fire Station
124 Brooms Road
Dumfries DG1 2DZ
Tel: 01387 252222