



2024 MONITORING REPORT

Covering the performance in support of the Local Fire and Rescue Plan for Aberdeen City 2021-24



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

1st April 2024 to 30th September 2024

**Working together
for a safer Scotland**



ABERDEEN
CITY COUNCIL

ABOUT THE STATISTICS IN THIS REPORT

The activity totals and other statistics quoted in this report are provisional in nature and subject to change as a result of ongoing quality assurance and review.

Because all statistics quoted are provisional there may be differences in the period totals quoted in our reports after original publication which result from revisions or additions to the data on our systems.

From 2015-16 onwards responsibility for the publication of end-year statistical data transferred from the Scottish Government to the SFRS. This change of responsibility does not change the status of the figures quoted in this and other SFRS reports reported to the Committee.

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INTRODUCTION

Welcome to the Scottish Fire and Rescue Service (SFRS) Aberdeen City performance report for the reporting period 1st April 2024 to the 30th September 2024. The report sets out the performance and activities in support of the six priorities in the Local Fire and Rescue Plan for Aberdeen City 2021-2024, namely:

- Priority 1 – Domestic Fire Safety - Unintentional Harm and Home Safety
- Priority 2 – Non-Fire Emergencies&Responding to the Impact of Climate Change
- Priority 3 – Deliberate Fire Setting
- Priority 4 – Non- Domestic Fire Safety including Accidental and Secondary Fires
- Priority 5 – Unwanted Fire Alarm Signals
- Priority 6 – Emergency Response and Community Resilience

As well as supporting the six priorities in the Local Fire and Rescue Plan for Aberdeen City, SFRS activities and performance contribute to the wider priorities of Community Planning Aberdeen (CPA) Local Outcomes Improvement Plan and its 16 stretch outcomes. The SFRS is a statutory and active member of CPA's Outcome Improvement Groups and is committed to CPA's vision; "Aberdeen, a place where all people can prosper".




The figures in this report are provisional, to provide the Committee with the SFRS's direction of travel in Aberdeen City, in terms of performance against headline indicators and targets. Most figures will not change; however, members should note that there may be some small variations for some indicators when the final confirmed figures are published by the SFRS.


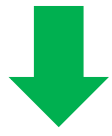




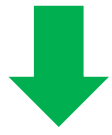




PERFORMANCE SUMMARY



The table below provides a summary of our 2022-23 performance against headline indicators and annual targets. It aims to provide – at a glance – our direction of travel during the current reporting year.

Performance against Aberdeen City Local Fire and Rescue Plan 2021-24

Year-to-Date Legend

	Below headline target
	Less than 10% above headline target
	More than 10% above headline target

Key Performance Indicator	1 st April 2024 – 30 th September 2024				RAG STATUS
	2021/22	2022/23	2023/24	2024/25	
 All Accidental Dwelling Fires	99	103	100	94	
  All Accidental Dwelling Fire Casualties (and Fatalities)	13	13	16	7 (2)	
 Non-Fire Emergencies	298	323	341	329	
 All Deliberate Fires	247	251	193	160	
 Non- Domestic Fires including Accidental Other, Primary* and Secondary** Fires	37 10* 41**	49 19* 47**	48 14* 39**	31 5* 27**	

 + UFAs	642	660	445	221	
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PERFORMANCE HIGHLIGHTS

Of the 6 Priority areas, the following performance should be noted for the period 1st April 2024 – 30th September 2024:

Accidental Dwelling Fires and Accidental Dwelling Fire Casualties

The statistics against the key performance indicators show that there has been a slight decrease in the number of Accidental Dwelling Fires (ADFs) against the 3-year average. There has been a decrease in the number fire casualties but an increase of two fire fatalities, within this reporting period.

Special Service All

Special Service Calls have increased compared to the three-year average, the categories of Special Service with the highest number of calls were Effecting Entry and Lift Release, with crews attending 118 and 40 respectively during this reporting period.

Crews attended a total of 19 RTC's during this period.

Deliberate Fires

Deliberate Fires have decreased compared to the three-year rolling average with deliberate secondary fires (Wheelie Bins, Loose Refuse and Grassland) having the highest number of calls.

Non - Domestic Fires including Accidental Other, Primary and Secondary Fires

Non - Domestic Fires have decreased when compared with the three-year rolling average of 44, with the 31 incidents covering a variety of premise types.

In relation to Accidental Other Fire category, these have decreased from 14 to 5 for Primary Fires and 39 to 27 for Secondary Fires.

False Alarm – UFAS

UFAS incidents have significantly decreased when compared to the three-year rolling average (582 to 221). During this reporting year (September 2024) we changed how we respond to this type of incident.

PRIORITY 1 – DOMESTIC FIRE SAFETY – UNINTENTIONAL HARM & HOME SAFETY

Accidental Dwelling Fires (ADF)

April 24 – Sept 24

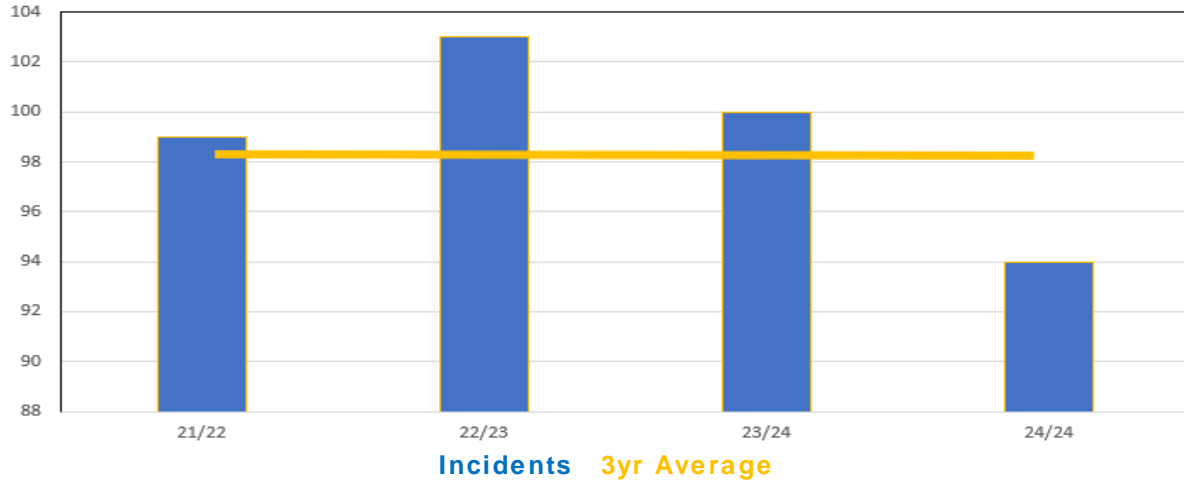


Table 1: Year to Date (Apr 24 to Sep 24) Performance

ADF's	21/22	22/23	23/24	24/25	RAG
	99	103	100	94	Green

Breakdown of Locations

Area	21/22	22/23	23/24	24/25
Airyhall, Broomhill & Garthdee	3	6	10	7
Bridge of Don	6	3	0	4
Dyce, Bucksburn & Danestone	3	3	6	7
George Street & Harbour	13	16	16	11
Hazelhead, Queens Cross & Countesswells	7	7	5	10
Hilton, Woodside & Stockethill	9	17	14	14
Kincorth, Nigg & Cove	4	6	3	6
Kingswells, Shedocksley & Summerhill	7	3	7	6
Lower Deeside	2	1	2	2
Midsocket & Rosemount	11	4	5	8
Northfield & Mastrick North	5	10	4	5
Tillydrone, Seaton & Old Aberdeen	18	16	11	12
Torry & Ferryhill	11	11	17	9

ADF Fatal Casualties & - ADF Non-Fatal Casualties

April 24 – Sept 24

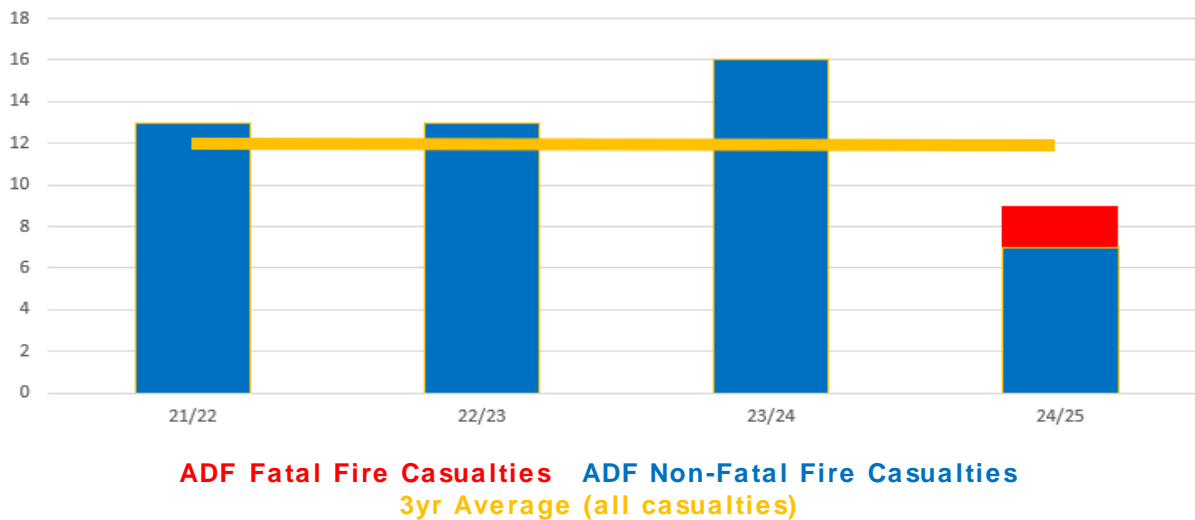


Table 2: Year to Date (April 24 – Sep 24) Performance

	21/22	22/23	23/24	24/25	RAG
ADF Fatal Casualties	0	0	0	2	Red
ADF Non-Fatal Casualties	13	13	16	7	Green

Indicator Description

The largest single type of primary fire in Aberdeen City is accidental fires in the home, similarly accidental dwelling fires are also the primary cause of most fire casualties and fatalities. Their prevention, therefore, is a key focus of the Service's community safety activity.

The reduction of fire casualties is clearly linked to this priority. The reduction of fire fatalities and casualties is at the core of our preventative and early intervention activities carried out throughout the Aberdeen City area. Significant contributory factors associated with the number of fire casualties and fatalities include, lifestyle, independent living strategies, smoking, consumption of alcohol and prescribed and non-prescribed drugs, Individual capacity and vulnerability, and ageing demographics.

ADF Fatal Casualties

This indicator counts those people for whom fire has been clearly identified as the cause of death, even if they die some-time after the actual fire. Those who die at, or after, the fire but where fire is **not** identified as the cause of death are not included in these figures.

Our aim is to have **Zero ADF Fatal Casualties**, in Aberdeen City.

ADF Non-Fatal Casualties

This Indicator counts all types of non-fatal fire injury in the home, including precautionary checks.
Our aim is to reduce the risk of injury from fire in the home by keeping fire injuries below the three-year average.

What we aim to Achieve:

- Promoting and undertaking Home Safety Visits to those deemed most vulnerable and at risk from fire and/or harm
- Improved community safety and wellbeing
- Reduction in number of accidental dwelling fires
- Reduction in number of casualties and fatalities resulting from accidental dwelling fires

Performance Management

There have been 94 ADF’s during the first six-month period of 2023-24, which is below the three-year average. We are therefore showing green for achieving the annual target.

Accidental dwelling fires can have a significant negative impact upon both individuals, the wider community and are financially damaging to house holders and housing providers in terms of repair and the reinstatement of homes. Key contributory risk factors include, lifestyle, independent living strategies, smoking, consumption of alcohol and prescribed and non-prescribed drugs. Individual capability and vulnerability, and aging demographics.

There has been 2 ADF Fatal Casualties during this reporting period. We are therefore showing Red for achieving the annual target.

There have been 7 ADF Non-Fatal Casualties reported, which is a decrease of 9 below the three-year average in the first 6 months reporting period. Analysis of our incident has shown that main causes of ADFs were through human error relating to cooking.

High Risk Home Fire Safety Visits

Home Fire Safety Visits remain a key focus in our community safety activity to reduce accidental dwelling fires and casualties resulting from these. We continue to explore and develop partnerships throughout the area to identify those most vulnerable and/or at risk from fire and/or harm in the home. Through our contribution to Aberdeen City Community Safety Hub and the CPA collectively we have raised awareness of our referral process and promote a better understanding of fire risk in the home. The figures presented below show the number of HFSV’s delivered during the reporting period. Actions are being taken to support how we target high/medium risk as our overall visits are below our aspirational target of 2500 visits.

As a target, the aim is that **61%** of all completed home fire safety visits are categorised as high risk.

The figures presented below show the number of HFSV’s compared to the same period for the previous year:

	April – Sept 2023	April – Sept 2024
High	344	335
Medium	279	237
Low	259	323
Total (Target)	885	895

The SFRS focus remains on delivery of high and very high risk HFSV's which are being carried out by both our Community Action Teams as well as operational front-line staff. To further improve engagement with our locally communities, specific Risk Reductions areas have allocated to front-line Watch Commanders. This approach will allow for a risk holder to build stronger relationships within their allocated areas and implement reduction strategies that are specific to the individual needs of each risk area.

PRIORITY 2 – NON-FIRE EMERGENCIES & RESPONDING TO THE IMPACT OF CLIMATE CHANGE

Non-Fire Emergencies

April 24 – Sep 24

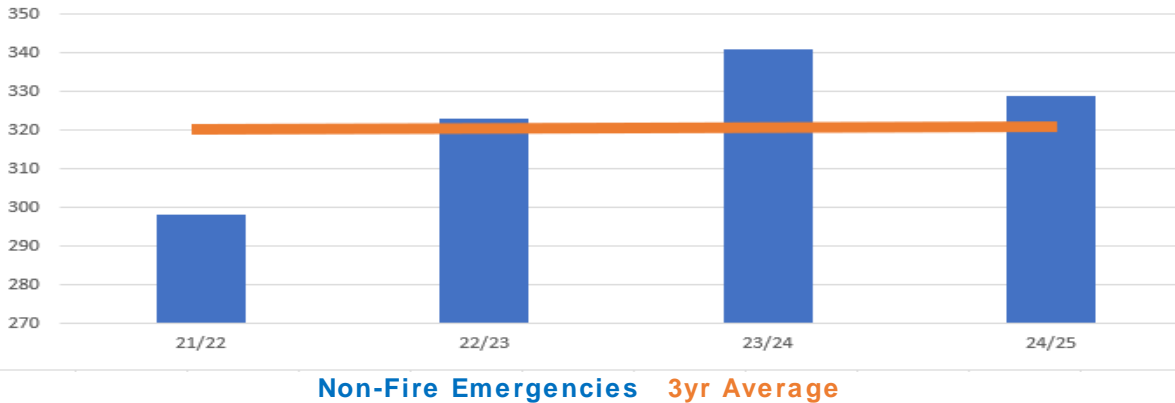


Table 3: Year to Date (April 24 to Sept 24) Performance

Non-Fire Emergencies	21/22	22/23	23/24	24/25	YTD
	298	323	341	329	Green

Table 4: Year to Date (April 24 to Sept 24) Performance

	21/22	22/23	23/24	24/25	
Road Traffic Collisions	24	35	32	19	Green
Fatal RTC Casualties	0	0	1	0	Green
Non-Fatal RTC Casualties	23	15	30	6	Green

Indicator Description:

A core part of SFRS activity locally is responding to Non-Fire Emergencies such as road traffic collisions (RTCs), other rescue situations and flooding. Firefighters are trained to a high standard and have at their disposal the most modern equipment for extracting people in rescue situations and administering first aid to casualties. As well as our operational response we are actively involved in preventing accidents from occurring through close working with our Partner Agencies.

We will achieve it by:

- Supporting the priorities of the North East of Scotland Road Casualty Reduction Strategy.
- Contributing to the development of local flood action plans and supporting local community initiatives.
- Contributing to the Grampian Local Resilience Partnership.
- The delivery of a co-response model to medical emergencies in key evidence based locations.
- Staff development and allocation to meet local and national need.

Performance Management

When compared against the three-year rolling average calls to Non-Fire Emergencies have increased; this is not unexpected and is a reflection of the expanding role of the SFRS.

The most common form of Non-Fire Emergencies attended by the SFRS are Gaining Entry to Purpose Built Flats/Maisonette's (10), with RTC's (4) and Lift Releases (4), Assist Other Agencies (2), Suicide/Attempts (2), Flooding (2), Hazardous Materials (2) and Other Rescue/Release of Persons (2).

Over the reporting period, we have been working closely with our partners and deliver presentations and training to new/young drivers within our schools, colleges and to driving instructor/schools. Our "Fatal Five Road safety" initiative delivers information to commuter drivers on the following topics – Careless Driving, Drink & Drugs, Mobile Devices, Seatbelts and Speeding. At our "Child Car Seat Clinics", which are held at various shopping centres and supermarkets, targeting parents – checks are carried out on child car seats and advice given to rectify safety issues identified.

As highlighted above, the SFRS supports critical medical incidents when requested by the Scottish Ambulance Service.

PRIORITY 3 – DELIBERATE FIRES

Deliberate Primary Fires

April 24 – Sep 24

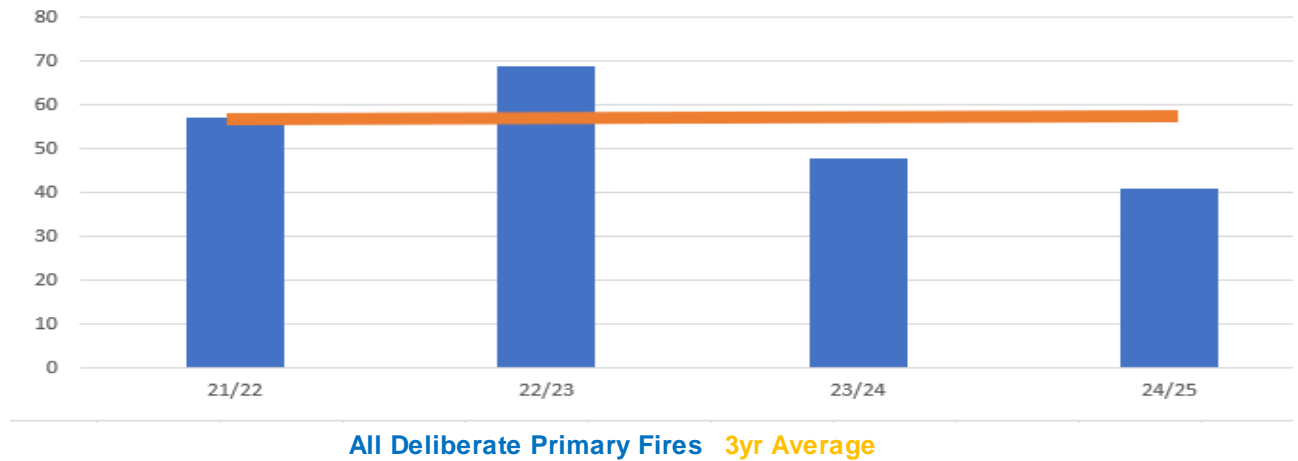


Table 4: Year to Date (April 24 to Sept 24) Performance

All Deliberate Primary Fires	21/22	22/23	23/24	24/25	RAG
	57	69	48	41	Green

Area	21/22	22/23	23/24	24/25
Airyhall, Broomhill & Garthdee	0	3	0	0
Bridge of Don	3	4	4	4
Dyce, Bucksburn & Danestone	13	6	7	3
George St & Harbour	5	6	5	4
Hazlehead, Queens Cross & Countesswells	5	3	1	3
Hilton, Woodside & Stockethill	4	6	0	2
Kincorth, Nigg & Cove	7	13	7	5
Kingswells, Sheddocksley & Summerhill	3	5	3	1
Lower Deeside	0	1	0	1
Midsocket & Rosemount	1	6	7	3
Northfield & Mastrick North	6	3	5	3
Tillydrone, Seaton & Old Aberdeen	5	7	3	7
Torry & Ferryhill	5	6	6	5

Deliberate Secondary Fires

All Deliberate Secondary Fires	21/22	22/23	23/24	24/25	RAG
	190	182	145	119	Green

Area	21/22	22/23	23/24	24/25
Airyhall, Broomhill & Garthdee	16	8	5	2
Bridge of Don	6	11	4	9
Dyce, Bucksburn & Danestone	29	10	21	7
George St & Harbour	11	9	11	8
Hazlehead, Queens Cross & Countesswells	4	5	11	9
Hilton, Woodside & Stockethill	7	12	6	8
Kincorth, Nigg & Cove	46	45	31	19
Kingswells, Shedocksley & Summerhill	7	17	10	9
Lower Deeside	7	8	5	3
Midstocket & Rosemount	12	9	12	2
Northfield & Mastrick North	13	15	6	12
Tillydrone, Seaton & Old Aberdeen	14	18	11	15
Torry & Ferryhill	18	15	11	16

Indicator Description:

Reducing Deliberate Fires

These KPI's and targets account for all types of fire that are believed to have been started intentionally and are categorised as deliberate primary fires and deliberate secondary fires.

Deliberate Primary Fires

These deliberate fires cover the following property types;

- Fires in the home
- Fires in non-domestic premises
- Fires in motor vehicles

As a target we aim to reduce the rate of deliberate primary fires in Aberdeen City by keeping these **below 102** for the reporting year.

Deliberate Secondary Fires

Deliberate secondary fires cover the majority of outdoor fires including grassland and refuse fires along with fires in derelict property.

As a target the aim is to reduce the rate of deliberate secondary fires in Aberdeen City by keeping these **below 266** for the reporting year.

We will achieve it by:

- Reduce the number of deliberate fires by 10% (LOIP Key Driver 10.2)
- Improved community safety and wellbeing
- Improved data analysis to ensure resources are directed to maximise community outcomes
- Protect Aberdeen's natural and built environment.

Performance Management

Deliberate secondary fire shows a decrease compared to the three-year average and are below our area target of **266**. SFRS and partners are committed to striving in the further reduction of deliberate secondary fires within this area. We will continue to work with our local schools and communities to educate our young people in the dangers associated with these types of incidents. Analysis of our incident data has indicated a notable shift from fire involving grasslands/wooded areas to outdoors structures (wheelie bins, small refuse/recycle containers). To address this trend, SFRS will work closely with our communities to provide advice and guidance to homeowners on the safe and responsible storage of refuse.

Deliberate Primary fires have seen an decrease compared to the three-year average and is showing 7 fewer incidents compared to our performance during the first six-months of 2023/24. Analysis of our incident data has identified that highest activity type involved fires within Dwellings/Tenement Buildings. We will actively work with our communities and Police Scotland in tackling anti-social behaviour associated with these types of incidents.

PRIORITY 4 – NON-DOMESTIC FIRE SAFETY

All Non-Domestic Fires

April 24 – Sept 24

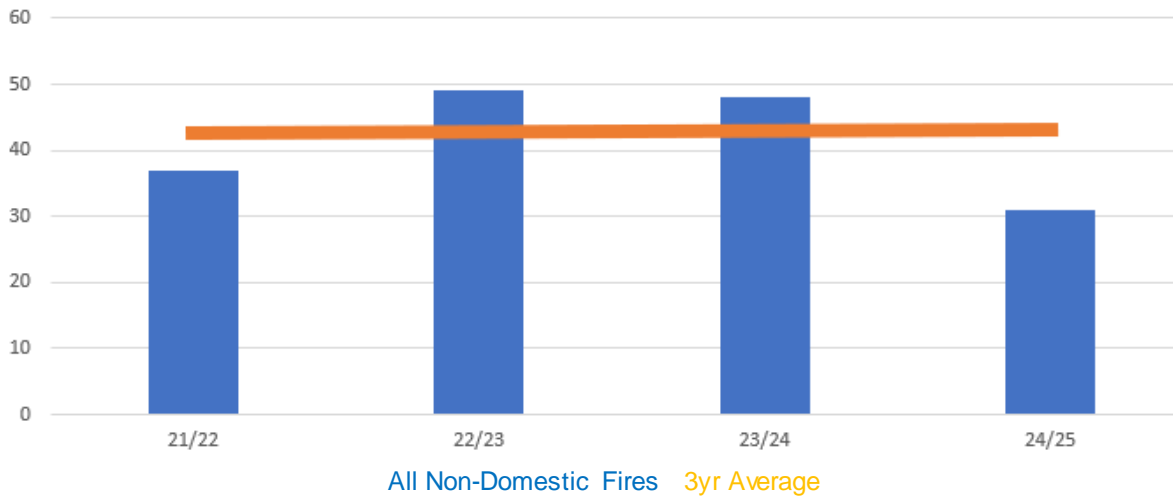


Table 4: Year to Date (April 22 to Sept 22) Performance

All Non-Domestic Fires	21/22	22/23	23/24	24/25	RAG
	37	49	48	31	Green

Area	21/22	22/23	23/24	24/25
Airyhall, Broomhill & Garthdee	1	0	2	1
Bridge of Don	1	2	3	4
Dyce, Bucksburn & Danestone	5	3	5	3
George St & Harbour	5	8	8	4
Hazelhead, Queens Cross & Countesswells	2	4	2	2
Hilton, Woodside & Stockethill	0	6	0	2
Kincorth, Nigg & Cove	3	9	5	3
Kingswells, Shedocksley & Summerhill	2	1	1	1
Lower Deeside	1	1	1	1
Midsocket & Rosemount	8	14	10	7
Northfield & Mastrick North	1	0	0	0
Tillydrone, Seaton & Old Aberdeen	4	0	3	0
Torry & Ferryhill	4	1	7	3

Indicator Description:

This priority concentrates on the reduction of fires occurring within buildings that are non-domestic premises. It also provides focus on the reduction of accidental 'other' primary and secondary fires which include agricultural land, forestry and moorland fires which pose a risk to Aberdeenshire.

Partnership working is key to reducing these types of incident and we work with building occupiers and owners through our Legislative Fire Safety Enforcement Officers to reduce fires in non-domestic properties. Every time that a fire does occur in a non-domestic building our Fire Safety Enforcement Team carry out a post fire audit.

We will achieve it by:

- Continuing the fire safety audit programme for high risk premises.
- Engaging with the business community to highlight their responsibilities for compliance with fire legislation.
- Identifying trends in building types and conducting thematic fire safety audits

Performance Management:

In relation to this priority we have seen a decrease in non-domestic fires from 48 to 31 when compared against the three-year rolling average.

Of the 31 incidents that occurred, they can be broken down as; 5 Hospitals, 3 Industrial Manufacturing, 3 Hotels/Motels, 2 sheltered Housing (not self-contained), 2 Single Shops, 2 Food/Drink Takeaway, 2 Private Garden Shed, 2 Restaurant. The remaining incidents were isolated incidents over a wide range of premises type.

Our dedicated Fire Safety Enforcement Officers continue to audit relevant premises that fall within the scope of the Fire (Scotland) Act 2005 to ensure compliance with their statutory responsibilities. These officers engage with dutyholders of relevant premises and provide advice and guidance on how to prevent both accidental and deliberate fires in non-domestic buildings.

PRIORITY 5 – UNWANTED FIRE ALARM SIGNALS

Unwanted Fire Alarm Signals

Apr 2024 – Sep 2024

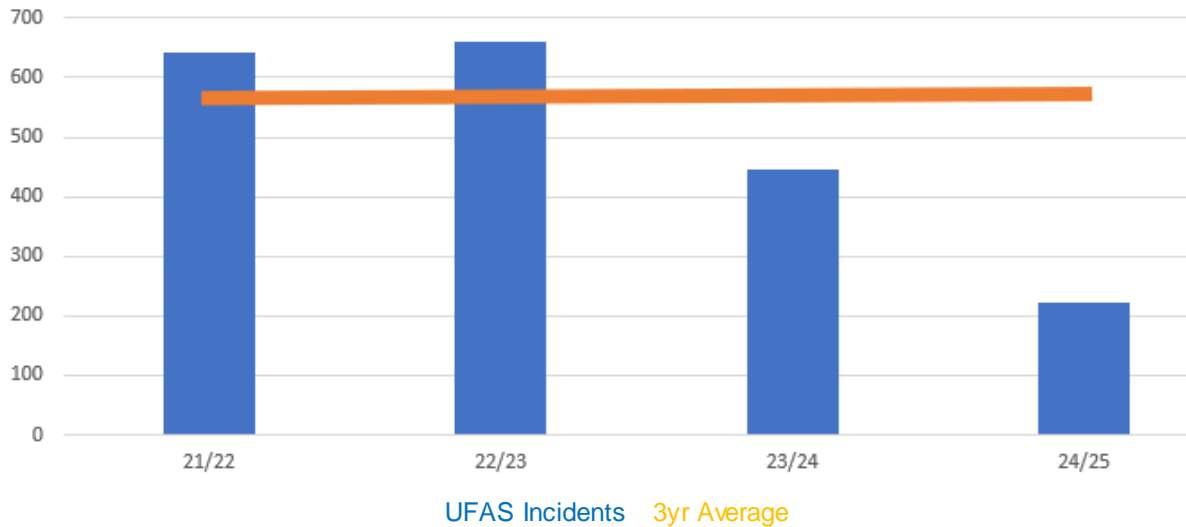


Table 5: Year to Date (April 22 to Sept 22) Performance

Unwanted Fire Alarm Signals	21/22	22/23	23/24	24/25	RAG
	642	660	445	221	Green

Area	21/22	22/23	23/24	24/25
Airyhall, Broomhill & Garthdee	28	37	19	17
Bridge of Don	36	38	19	2
Dyce, Bucksburn & Danestone	72	100	41	14
George St & Harbour	87	99	55	25
Hazlehead, Queens Cross & Countesswells	24	38	28	12
Hilton, Woodside & Stockethill	8	1	6	2
Kincorth, Nigg & Cove	75	58	26	8
Kingswells, Sheddocksley & Summerhill	40	32	17	10
Lower Deeside	23	17	17	15
Midsocket & Rosemount	165	158	138	101
Northfield & Mastrick North	4	10	7	1
Tillydrone, Seaton & Old Aberdeen	29	25	17	0
Torry & Ferryhill	51	47	56	14

Indicator Description:

Automatic Fire alarms (AFA) are fundamental to providing early warning from fire, giving people the chance to evacuate safely. However, to be effective, they must be properly installed and maintained, and a good fire safety management regime must be in place by the duty holder, so they do not activate when there is no fire.

Every Unwanted Fire Alarm Signal (UFAS) from an AFA has an impact in terms of unnecessary blue light journeys, redirecting SFRS resources away from other activities such as community safety work and causing considerable disruption to businesses.

Our aim is to improve fire safety management and awareness, by reducing the number of attendances to unwanted fire alarm signals (UFAS) from automatic systems in non-domestic buildings during 2022/23.

We will achieve it by:

- Identifying premises with high UFAS activity levels to determine if they comply with the Fire (Scotland) Act 2005 and have appropriate fire safety management procedures in place
- Engaging with owners and occupiers to provide necessary support, advice and guidance for developing suitable action plans for UFAS reduction.
- Robust call management and implementation of service policy for UFAS reduction.
- Educating our frontline emergency response staff to identify problems, support responsible persons and provide feedback to our fire safety enforcement department.

Performance Management:

In relation to this priority we have seen a substantial decrease from 582 to 221 in the number of incidents compared to the three-year rolling average. This is largely due to the implementation a new UFAS reduction model that went live on 1 July 2023. Our mobilising strategy evolved in order to meet changing demands on resource availability and to reduce road risk, carbon emissions and to redirect capacity into prevention activity and training. With the exception of premises providing sleeping accommodation, dutyholders with responsibility for workplace premises are now required to safely investigate a fire alarm before calling 999.

All calls received to SFRS as a consequence of an Automatic Fire Alarm activation will be subject to a call challenge process to determine the level of attendance necessary in line with the UFAS policy and procedure. The SFRS will treat any fire alarm signal as a sign of fire, other than from a single smoke detector.

The table below lists the top five property types for UFAS calls since the implementation of the new mobilising strategy on 1 July 2023.

Property Type	No. of UFAS
Hospitals/Medical care	93
Sheltered Housing (not self-contained)	30
Hotels	26
Nursing/Care Homes	19
Student Halls of Residence	17

Our operational crews continue to investigate the cause of every UFAS incident we attend and provide advice and guidance on each and every occasion.

PRIORITY 6 – EMERGENCY RESPONSE AND COMMUNITY RESILIENCE

Description

The SFRS has a statutory duty to reduce the risks to our communities and to make certain that they receive the best possible service. It is essential that our firefighters possess the skills, knowledge and expertise to respond to incidents which, by their very nature, can be varied in both type and complexity.

The SFRS has a duty to prepare for and respond to major emergencies. The scope of such preparations may include responding to adverse weather events, natural disasters, pandemics, chemical incidents or major transport incidents. The threat of terrorism also compels the SFRS to ensure it can respond alongside other partner agencies should such an event occur.

It is essential that we have enough staff with the right skills in the right place at the right time to deliver our services when communities need them.

We will achieve it by:

- Ensuring our staff are developed and equipment is fit for purpose to meet our current and future risk profile.
- Ensuring all known local risk information is obtained, communicated and tested.
- Working locally with partner organisations to ensure effective emergency response plans are developed for identified local risks.

Activity:

We continue to gather operational intelligence throughout Aberdeen City to ensure that crews have up to date information on risks and response plans to deal with these effectively. The easing of restrictions has allowed staff to physically visit premises to review and update our operational risk information and response plans.

We also continue to contribute to the Grampian Local Resilience Partnership, working with partners at a local level to prepare for, and respond to, emergencies. During this reporting period we took part in multi-agency exercises at the Port of Aberdeen and Petrofac in Dyce. We have also contributed to severe weather (such as Storm Babet) debriefs in the past reporting year to identify learnings for similar events in the future at both single and multi-agency level.

Due to the diverse and ever-expanding incident types the SFRS attend, it is paramount that our operational staff are competent and fully prepared in a range of core and specialist skills. This is achieved through our Training for Operational Competence programme to ensure the relevant knowledge and skills are delivered and tested at the appropriate frequency over a 3-year Maintenance Phase Development Plan.

In relation to On-Call Firefighter recruitment, during this reporting period we have continued to build on our pre-recruitment engagement programme for people looking to join our On-Call stations. This has had a positive impact with potential candidates gaining a greater understanding of both the role of an On-Call Firefighter and being fully prepared for their Point of Entry Selection Tests. We continue to facilitate recruitment events within local areas and raise the profile of the On-Call at wider community events.