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**SCOTTISH
FIRE AND RESCUE SERVICE**

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Scottish Fire & Rescue Service Thematic Report

Special Service Gaining Entry Incidents in Aberdeen City

Scottish Fire and Rescue Service
Aberdeen City, Aberdeenshire & Moray (ACAM)



Safety. Teamwork. Respect. Innovation.

1. Background

This report has been brought forward as a Thematic Report for the Aberdeen City Communities, Housing and Public Protection Committee. This was in response to statistics highlighted in the Scottish Fire & Rescue Service (SFRS) performance reports on Special Service Gaining Entry Incidents within the Aberdeen City area.

2. Overview

The SFRS will be called to attend a Gaining Entry Incident often to support partner agencies such as Police Scotland, Scottish Ambulance Service, NHS and Health & Social Care Services. Predominately this is due to a concern for the welfare of the occupier and the attending agency receiving no response when attending the location.

There can be many reasons for these types of incidents where an occupier cannot open the door to a responding agency. Instances include an accident/fall, medical events, being stuck/trapped, immobilisation due to health reasons, mental health issues and death.

3. Scottish Fire and Rescue Service Gaining Entry Attendance

A core part of the SFRS activity locally is responding to non-fire emergencies such as Gaining Entry Incidents.

Firefighters are trained to a high standard in Gaining Entry Techniques such as forcible door entry, lock breaking, window removal, access via ladder, cutting and spreading. Crews are also well trained in trauma care and basic life support for dealing with casualties.

The SFRS fire appliances are kitted with a range of specialist and regular tools and equipment to support the operational crews dealing with gaining entry incidents. The Training Safety and Assurance directorate (TSA) are in the process of refreshing all of the Methods of Entry training that our crews receive. This will allow to incorporate new techniques along with future proofing for equipment that will come in the near future.

The SFRS appliances carry a range of trauma care equipment including defibrillators, airways, bag/valve/mask, oxygen, frac-straps, bandages, aspirators, extrication boards and many other items. This allows us to augment the provision from the Scottish Ambulance Service and support them should the Gaining Entry Incident require casualty care.

The SFRS does not attend every Gaining Entry Incident in the Aberdeen City area. There are incidents where access has been gained prior to the attendance of the SFRS.

For many of the Gaining Entry Incidents our crews attend sadly, these can often involve a fatality or casualty. Our crews work with partners to rescue and treat casualties. We also work with partners to ensure the dignity of any deceased and will often provide screening to assist, preventing exposure to members of the public.

The table below shows the gaining entry incidents attended by the SFRS in the Aberdeen City Area year on year since 2021: -

| Special Service Gaining Entry | | | | | |
|----------------------------------------------------|----------------|----------------|----------------|----------------------|--------------|
| Ward | 2021/22 | 2022/23 | 2023/24 | 2024/25 (YTD) | TOTAL |
| Torry & Ferryhill | 16 | 19 | 22 | 19 | 76 |
| Tillydrone, Seaton & Old Aberdeen | 16 | 22 | 28 | 22 | 88 |
| Airyhall, Broomhill & Garthdee | 12 | 8 | 15 | 11 | 46 |
| Midsocket & Rosemount | 15 | 25 | 22 | 10 | 72 |
| Dyce, Bucksburn & Danestone | 13 | 8 | 13 | 11 | 45 |
| Kincorth, Nigg & Cove | 4 | 9 | 11 | 13 | 37 |
| Northfield & Mastrick North | 11 | 11 | 19 | 16 | 57 |
| Kingswells, Sheddocksley & Summerhill | 10 | 14 | 7 | 21 | 52 |
| George St & Harbour | 30 | 26 | 42 | 27 | 125 |
| Hilton, Woodside & Stockethill | 21 | 13 | 20 | 22 | 76 |
| Hazlehead, Queens Cross & Countesswells | 15 | 6 | 13 | 14 | 48 |
| Lower Deeside | 2 | 7 | 5 | 2 | 16 |
| Bridge of Don | 5 | 7 | 5 | 7 | 24 |
| TOTAL | 170 | 175 | 222 | 195 | 762 |

The table below shows the number of Non-Fatal Casualties from Gaining Entry Incidents, where the SFRS had involvement with the casualty, in the Aberdeen City Area year on year since 2021: -

| Gaining Entry Casualties | | | | | |
|-----------------------------------------|-----------|-----------|-----------|---------------|-----------|
| Ward | 2021/22 | 2022/23 | 2023/24 | 2024/25 (YTD) | TOTAL |
| Torry & Ferryhill | | 1 | 3 | 1 | 5 |
| Tillydrone, Seaton & Old Aberdeen | 2 | 2 | 1 | | 5 |
| Airyhall, Broomhill & Garthdee | 2 | | 1 | 1 | 4 |
| Midstocket & Rosemount | 1 | 2 | 3 | 1 | 7 |
| Dyce, Bucksburn & Danestone | | | | 1 | 1 |
| Kincorth, Nigg & Cove | 1 | 1 | 1 | 2 | 5 |
| Northfield & Mastrick North | | | 4 | 1 | 5 |
| Kingswells, Sheddocksley & Summerhill | | 2 | 1 | 1 | 4 |
| George St & Harbour | 2 | | 2 | 1 | 5 |
| Hilton, Woodside & Stockethill | 2 | 1 | 1 | | 4 |
| Hazlehead, Queens Cross & Countesswells | 1 | 1 | 2 | | 4 |
| Lower Deeside | | 1 | | 1 | 2 |
| Bridge of Don | | | 1 | | 1 |
| TOTAL | 11 | 11 | 20 | 10 | 52 |

The table below shows the age range and number of Non-Fatal Casualties involved in the Gaining Entry Incidents, where the SFRS have had involvement with the casualty, in Aberdeen City in the last 4 years: -

| Age Range of Casualties | Number |
|-------------------------|--------|
| 0-9 | 0 |
| 10-19 | 0 |
| 20-29 | 2 |
| 30-39 | 0 |
| 40-49 | 1 |

| | |
|-----------|----|
| 50-59 | 0 |
| 60-69 | 4 |
| 70-79 | 18 |
| 80-89 | 13 |
| 90-99 | 6 |
| Not Known | 8 |

The table below shows the casualty details from the Non-Fatal Gaining Entry Incidents, where the SFRS have had involvement with the casualty, in Aberdeen City in the last 4 years: -

| Casualty Details | Number |
|-------------------------|---------------|
| Male | 18 |
| Female | 34 |

The table below shows the number of Fatal Casualties from Gaining Entry Incidents, where the SFRS have had involvement with the fatality, in the Aberdeen City Area year on year since 2021: -

| Gaining Entry Fatal Casualties | | | | | |
|--------------------------------------------------|----------------|----------------|----------------|----------------------|--------------|
| Ward | 2021/22 | 2022/23 | 2023/24 | 2024/25 (YTD) | TOTAL |
| Torry & Ferryhill | | 1 | | 1 | 2 |
| Tillydrone, Seaton & Old Aberdeen | 2 | | | | 2 |
| Airyhall, Broomhill & Garthdee | 1 | | | 1 | 2 |
| Midsocket & Rosemount | 1 | 1 | 2 | | 4 |
| Dyce, Bucksburn & Danestone | | | | | 0 |
| Kincorth, Nigg & Cove | 1 | 1 | | | 2 |
| Northfield & Mastrick North | | | 1 | 1 | 2 |
| Kingswells, Sheddocksley & Summerhill | | 2 | 1 | | 3 |
| George St & Harbour | 1 | | | | 1 |
| Hilton, Woodside & Stockethill | | | 1 | | 1 |

| | | | | | |
|----------------------------------------------------|---|---|---|---|----|
| Hazlehead, Queens Cross & Countesswells | | | | | 0 |
| Lower Deeside | | | | | 0 |
| Bridge of Don | | | 1 | | 1 |
| TOTAL | 6 | 5 | 6 | 3 | 20 |

The table below shows the age range and number of Fatal Casualties involved in the Gaining Entry Incidents, where the SFRS have had involvement with the Fatality, in Aberdeen City in the last 4 years: -

| Age Range of Fatalities | Number |
|--------------------------------|---------------|
| 0-9 | 0 |
| 10-19 | 1 |
| 20-29 | 1 |
| 30-39 | 1 |
| 40-49 | 2 |
| 50-59 | 2 |
| 60-69 | 1 |
| 70-79 | 3 |
| 80-89 | 1 |
| 90-99 | 0 |
| Not Known | 8 |

The table below shows the casualty details from the Fatal Gaining Entry Incidents, where the SFRS have had involvement with the fatality, in Aberdeen City in the last 4 years: -

| Fatality Details | Number |
|-------------------------|---------------|
| Male | 13 |
| Female | 7 |

4. How the Scottish Fire and Rescue Service Contributes to Reducing Gaining Entry Incidents in Aberdeen City.

The Scottish Fire and Rescue Service, as well as providing Operational Response, a key workstream for the SFRS is Prevention. Across Aberdeen City, relating to Gaining Entry Incidents, our crews and in particular our Community Action Teams work closely with our partners.

Through our community safety work, the SFRS looks to identify the most vulnerable people within our communities and ensure that they receive the support required. We have a good reporting mechanism with partner agencies to ensure that any identified persons can be made aware of to our partners. Our staff are in the community on a daily basis providing post domestic incident response and our regular home fire safety visits. Where we identify people who require that bit more of a support, we have appropriate forms we can complete and submit to the relevant partner agency.

This area of community safety work has been very beneficial and has resulted in initiatives with partners, such as the installation of key safe boxes, to allow the relevant agencies quick access to vulnerable persons or those with mobility issues. This also gives minimal property damage from some of the more robust gaining entry methods the SFRS may have to adopt in an emergency situation.

Our personnel continue to work closely within the communities, along with our partners, in Aberdeen City to identify, support and protect the members of the public who require help.

5. Additional Training for Crews

The SFRS continues to invest heavily in the training and preparedness of our staff. In particular, for these types of Incidents, the crews undertake additional training. This can be in the partnership referral pathways, which allows us to ensure that vulnerable people within our communities are referred to the most appropriate public services for support.

We undertake Mental Health Awareness Training. At Gaining Entry Incidents our crews frequently encounter members of the public who have challenges with their mental health. Our training covers how our crews can best interact and support these people to safely resolve an incident and ensure that the individuals are able to receive support going forward.

Additionally, we have mental health champions on our crews who are specifically trained to support our own staff. The SFRS as an organisation puts a huge emphasis on looking after the wellbeing of our staff. This training roll-out ensures that our staff are considered following the challenging incidents and environments that we can often face.

To support this the SFRS have a Post Incident Support Policy. This is implemented by an Officer in Charge (OIC) following an incident involving a fatality, particularly traumatic incident or discretionary for any other distressing incident or event where our staff have been under particular duress. Following this being logged, our Health and Wellbeing team mail the affected staff to complete a confidential questionnaire and use the opportunity to highlight the support mechanisms available. This ensures that our staff are sufficiently supported, and any traumatic incidents / events are included in on-going health monitoring. We see the huge

benefits of this with staff engaging with the support available and the building of a culture where our staff look out of each other's mental wellbeing.

6. Conclusion

This report provides the Committee with a briefing on the Gaining Entry Incidents attended by the Scottish Fire and Rescue Service within the Aberdeen City Area.

The Scottish Fire and Rescue Service will continue to contribute towards reducing the number of Gaining Entry Incidents within the Aberdeen City Area by supporting partner agencies such as the Aberdeen City Council, Health and Social Care, NHS, Scottish Ambulance Service and Police Scotland. Our Community Action Team will continue to be actively involved in initiatives and raising awareness throughout our communities.

The Scottish Fire and Rescue Service will continue to improve on prevention, protection and response, to ensure the safety and wellbeing of people throughout Scotland.

SFRS New Scrutiny Reporting Format













The following pages of this report are dedicated to showcasing the new Scrutiny reporting format that the SFRS will be adopting from the 1st of April.

This updated structure is designed to enhance clarity, streamline data presentation, and improve overall report content. Additionally, key issues will be accompanied by additional narrative to provide deeper context and insights.

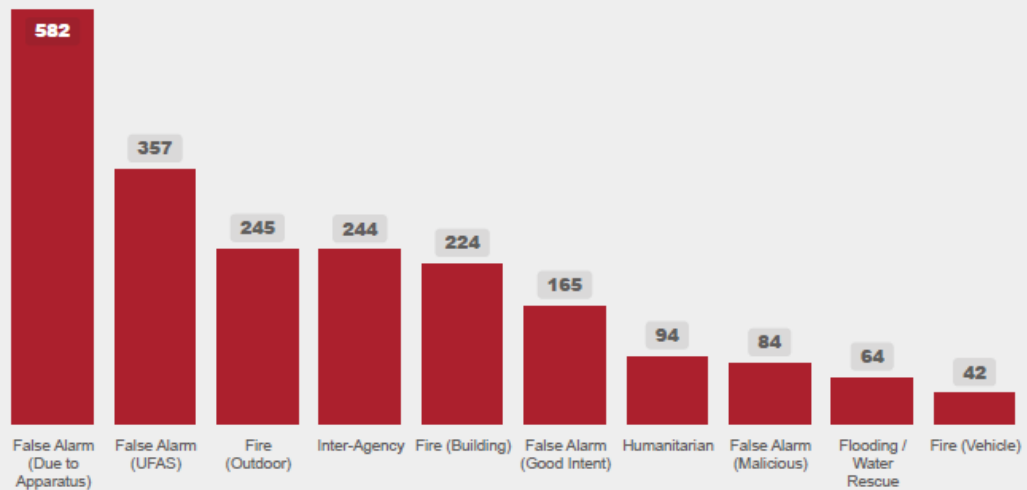
By adopting this format, we aim to facilitate more efficient decision-making for Aberdeen City and ensure that key trends and issues are easily identifiable so that as a Service we are in a position to make more informed decision-making focusing on critical actions.

1. Summary

2024-25 Q1, Q2, Q3

| | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
|  2,202 Total Incidents (Incl. Incompletes) |  511 Fires |  499 Non-Fire Incidents |  1,188 False Alarms |  357 UFAS |
|  128 People Rescued by Firefighters |  19 People Receiving First Aid or Hospital Treatment (Fires) |  2 Fire Fatalities |  28 People Receiving First Aid or Hospital Treatment (Non-Fire) |  7 Non-Fire Fatalities |
|  1,112 Home Fire Safety Visits |  303 Fire Safety Audits | | | |

Top 10 Incident Types



Type Narrative here

6. Deliberate Fires

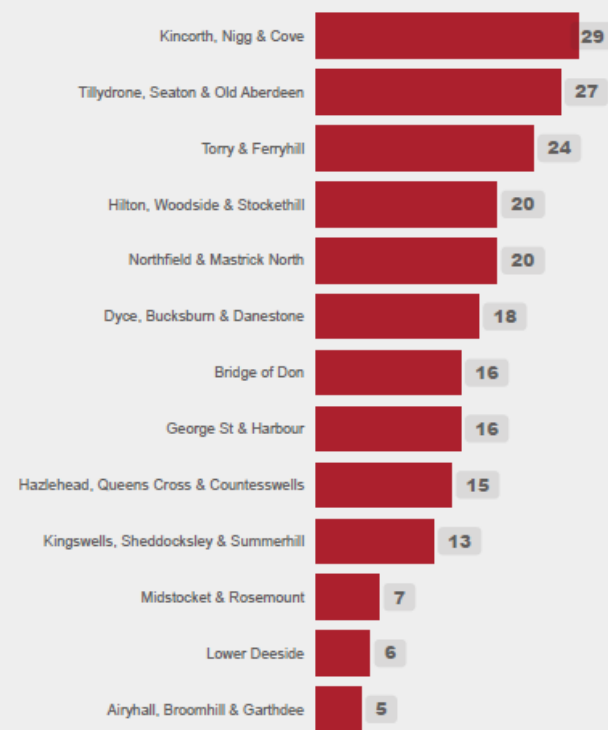
2024-25 Q1, Q2, Q3

Trend by Quarter (4 years)



| Property Type | Incident |
|---------------------------------|----------|
| Grassland, woodland and crops | 68 |
| Refuse | 54 |
| Other outdoors (including land) | 42 |
| Dwelling | 19 |
| Road Vehicle | 14 |
| Non Residential | 12 |
| Outdoor structures | 6 |
| Outdoor equipment and machinery | 1 |

Incidents by Ward



216 Deliberate Fires in this period

Hour of Day



Type Narrative here