



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

LOCAL FIRE AND RESCUE PLAN FOR ABERDEEN CITY

2014-2017



**Working together
for a safer Scotland**



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Foreword

Welcome to the Scottish Fire & Rescue Services (SFRS) Local Fire and Rescue Plan for the city of Aberdeen. This plan takes forward the SFRS's strategic vision, as defined within the SFRS Strategic Plan 2013-16 and that of Aberdeen City's Single Outcome Agreement (SOA) of a "Team Aberdeen" approach to delivering improved outcomes for Aberdeen and its communities.

The Aberdeen City Local Fire and Rescue Plan sets out the local priorities, actions and outcomes for the SFRS to deliver within Aberdeen for the period 2014- 2017.

One of the key aims of The Fire (Scotland) Act 2005 as amended by The Police and Fire Reform (Scotland) Act 2012 is to strengthen the connection between the SFRS and local communities by new formal relationships thus providing greater opportunities for locally elected members to become involved and allowing improved integration with community planning partnerships.

Partnership and engagement are central to this relationship, as is local democratic scrutiny and as such the Aberdeen City Local Fire and Rescue Plan is approved and scrutinised via the Council's committee and governance structure. The main purpose of the Scottish Fire and Rescue Service is to work in partnership with communities and with others in the public, private and third sectors on prevention, protection and response in order to improve the safety and wellbeing of people throughout Scotland.

Local multi-agency partnerships in Aberdeen have made progress in achieving improved outcomes and the introduction of a single fire and rescue service provides enhanced opportunities to contribute further in shifting from reactive emergency response to the positive outcomes of prevention and protection.

1	<i>Dyce/Bucksburn/Danestone</i>
2	<i>Bridge of Don</i>
3	<i>Kingswells/Sheddocksley/Summerhill</i>
4	<i>Northfield/Mastrick</i>
5	<i>Hilton/Stockethill</i>
6	<i>Tillydrone/Seaton/Old Aberdeen</i>
7	<i>Midstocket/Rosemount</i>
8	<i>George Street/Harbour</i>
9	<i>Lower Deeside</i>
10	<i>Hazlehead/Ashley/Queens Cross</i>
11	<i>Mannofield/Broomhill/Garthdee</i>
12	<i>Torry/Ferryhill</i>
13	<i>Kincorth/Loirston</i>



A key aim is for us to continue to work together with communities and target our resources to deliver where the need is greatest. We will invest in preventing the problems of the future through a strong commitment to early intervention with a clear focus on “Place and People”.

Developed in alignment with the Aberdeen Community Planning SOA, the Aberdeen City Local Fire and Rescue Plan sets out local solutions to local issues, linking to our national performance management framework and demonstrating how we contribute to national priorities and key performance targets.

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 action plans to mitigate risk and ensure equitable access to Fire and Rescue resources.

Through our on-going involvement with local community safety groups in Aberdeen 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.

Duncan Smith
Local Senior Officer

Introduction

The Scottish Government provides an overarching vision for public services that focuses on the creation of a more successful country, with opportunities for all through a sustainable increase in economic growth.

This direction is supported by Strategic Objectives to make Scotland a wealthier & fairer, safer & stronger, smarter, healthier and greener place. Through a concordat between the Scottish Government and the Convention for Scottish Local Authorities (COSLA), these Strategic Objectives have been expanded into local Single Outcome Agreements which include indicators and targets that provide the framework for how Local Authorities and their Community Planning partners such as the SFRS will deliver services.

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

The associated Fire and Rescue Framework for Scotland 2013 sets the overarching strategic direction for the SFRS in the delivery of its services to the communities of Aberdeen City.

The Police and Fire Reform (Scotland) Act 2012 requires local plans to contain:

- *Priorities and objectives for SFRS in connection with the carrying out duties in the local authority's area of SFRS's functions,*
- *The reasons for selecting each of those priorities and objectives,*
- *How SFRS proposes to deliver those priorities and objectives,*
- *In so far as is reasonably practicable, outcomes by reference to which delivery of those priorities and objectives can be measured,*
- *How those priorities and objectives are expected to contribute to the delivery of any other relevant local outcomes which are identified by community planning,*
- *Such other matters relating to the carrying out of SFRS's functions in the local authority's area as SFRS thinks fit.*

Strategic Assessment

A strategic assessment for the SFRS’s activities in Scotland established the type, frequency and impact of incidents that we attend. With this assessment in place the Local Senior Officer for Aberdeen City can effectively identify key priority areas for the SFRS to target its resources at a local level.

National Assessment

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

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

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

- Strategic Aim 1:** Improve safety of our communities and staff
- Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- Strategic Aim 3:** Improved outcomes through partnership
- Strategic Aim 4:** Develop a culture of continuous improvement

The Aberdeen Community Planning Partnership and the Scottish Government have identified cross-cutting priorities that, combined with an outcome focused approach, contribute to the full range of national outcomes, as contained within the Aberdeen City Single Outcome Agreement.

The delivery of fire and rescue prevention and protection activities and emergency response to the communities of Aberdeen will be achieved through the Aberdeen City Local Fire and Rescue Plan 2014-17.





Equality Assessment

On 30 April 2013, the Scottish Fire and Rescue Service published its Equality Outcomes, in compliance with the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012.

The SFRS Equality Outcomes are:

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

Although fire statistics provide useful data to inform our priority outcomes understanding the profile of a community can be equally important. This assists us to identify the steps needed to achieve these outcomes ensuring everyone is able to access our services and has the opportunity to be supported to reduce their risk from fire and other injuries.

Aberdeen has a sizable and diverse community. Around 32,000 of the current population are over 65 and this is expected to increase to 51,000 over the next twenty years.

Although being older is not a specific risk in its own right, risk is increased when age is combined with other factors, such as living alone, living in poverty and in isolation. Physical and mental health issues also contribute to an increase in risk.

Isolation is not simply a matter of location, but also a matter of being engaged with the wider community. An individual can live surrounded by other people but still be isolated from others and services for any number of reasons. These people may be less likely to seek support from organisations and those around them.

In 2014, European Borders will open for workers from Romania and Bulgaria and it is possible that significant numbers may seek to come to live and work in Aberdeen. Many people of minority ethnic backgrounds can feel isolated within the communities for a number of reasons, including language barriers and cultural differences.

Hate crime and harassment affects growing numbers of people around Scotland each year. Crime statistics show a rise in reported racist and homophobic crime and harassment, with 60,000 domestic abuse incidents reported across Scotland between 2011 and 2012.

A number of these incidents have been fire related, and the victims of hate crime and domestic abuse may be unlikely to report incidents until matters escalate to a point where they can no longer cope with the situation or the outcome of the incident has significant consequences. The possible impact of the reform of the welfare system is not yet known but this will be monitored closely to identify early any potential adverse consequences in relation to home fire safety.

By effectively working with partner agencies we can better promote services to all those who are vulnerable and help to reduce the impact of hate crime, domestic abuse and inequalities, particularly where fire has been used or is a risk factor in perpetrating these abuses.



Local Assessment

The local assessment addresses issues relevant to the local area. 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 Aberdeen City that are considered in the local assessment and those that action plans will be developed for are:

- **Local Risk Management and Preparedness**
- **Reduction of Dwelling Fires**
- **Reduction in Fire Fatalities and Casualties**
- **Reduction of Deliberate Fire Setting**
- **Reduction of Fires in Non Domestic Property**
- **Reduction in Casualties from Non Fire Emergencies**
- **Reduction of Unwanted Fire Alarm Signals**

Aberdeen City Risk Profile

Aberdeen City has a sizable and diverse community. It is estimated that 220,440 people now live in the city and this is projected to rise to almost 272,000 by 2035.

In Aberdeen City, the number of lone adult households is projected to increase by 61 per cent with those households headed by 60-74 year olds projected to increase in number by 24 per cent, and those headed by the 75+ age group projected to increase in number by 55 per cent between the years 2010 and 2035.

An increasing and ageing population provides unique challenges in delivering services, additional housing and the resulting demand in community facilities. The fire and rescue service locally has identified this as a key priority in focusing on those most vulnerable or at risk individuals within Aberdeen communities and target resources where they are most needed and this will be monitored closely to identify early any potential adverse consequences in relation to home fire safety.

Whilst the oil & gas sector is a significant economic contributor, Aberdeen City is also economically vibrant across many other business sectors e.g. electronics industry, agriculture, further education, research & development, etc.

Between 2009 and 2012, the number of Aberdeen data zones in the most deprived 15% of all Scottish data zones decreased from 28 to 22. The main decreases were in the income and employment domains.

So whilst Aberdeen remains a relatively wealthy area there are nevertheless pockets of deprivation and Aberdeen's most deprived data zones are mainly located in the priority neighbourhoods identified in the Community Regeneration Strategy.

In 2001, the disability rate was higher than the Scottish average in 15 of Aberdeen's 37 neighbourhoods with Ashgrove, Seaton and Stockethill having over a quarter of the population with a disability or limiting long-term illness.

On average in 2009-11 there was a net inflow of 2,774 people into Aberdeen City per year, meaning that more people entered Aberdeen City (13,809 per year) than left (11,035 per year).

In 2012/13, there were 5,959 National Insurance Number (NINo) registrations to non-UK nationals in the Aberdeen City and Shire area. The main country of origin of overseas workers in 2012/13 was Poland, which accounted for 24.9% of all NINo registrations to non-UK nationals. Most overseas migrants who receive a NINo registration in Aberdeen live in and around the city centre or in one of the regeneration areas.

All our staff are trained ready to respond to a variety of emergencies and local risks including serious flooding, height, fires, road, rail and transport. The Service will maintain and assure the quality of service delivery by supporting all staff in their continuous professional development. The application, implementation and monitoring of nationally recognised operational standards will ensure an appropriate emergency response is available when required.

The response to, and recovery from, major emergencies as defined within the Civil Contingencies Act 2004 will continue through our participation in the Grampian Local Resilience Partnership. These arrangements include the emergency plans and agency specific operational orders and procedures intended to facilitate an effective joint response to any emergency affecting Aberdeen or the North of Scotland. These emergency plans implement Scottish or UK Government guidance locally, address scenarios where there is no formal government guidance, or are local plans written in response to identified hazards in the Community Risk Register.

The SFRS has a statutory duty to promote fire safety under Part 2 (Section 8) of the Fire (Scotland) Act 2005 (as amended) to include provision of information and publicity aimed at preventing fire and reducing deaths and injuries, restricting fire spread and advising on means of escape from buildings. It also has a duty under section 16 of the Local Government (Scotland) Act 2003 to participate in the community planning process, which is delegated to the Local Senior Officer to undertake in each local authority area.

The greatest fire risk to our communities comes from a fire in the home. Over the period 2010-2013 there were 855 accidental dwelling house fires. All fires occurring in Aberdeen over the last 3 years resulted in 200 casualties and 6 fatalities. The area's most likely to suffer a dwelling house fire were in the Torry, Seaton, Hilton, Northfield and George Street / Harbour areas.

Secondary fires are incidents involving grassland and refuse fires. The areas of the city most likely to have a secondary fire are: Northfield, Torry and George Street/Harbour areas. The economic cost of secondary fires comparable to dwelling house fires is relatively small however this cost is felt not only by the Service but our local partners as well e.g. over the three year period there has been 913 deliberate secondary refuse fires.

Over the last three years we have experienced a fluctuating number of structural wilful fires each year. The number of incidents in 2011-12 reached 42 and reduced to 26 in 2012-13. In 2012-13 the greatest number of structural wilful fires occurred in Northfield and Torry; with these two areas contributing to 50% of all incidents.

On average Aberdeen-based firefighters respond to 3100 emergency call outs per year. A high proportion of these calls, approximately 50%, turn out to be false alarms which require no action by the fire and rescue service. An Unwanted Fire Alarm Signal (UFAS) is defined as a signal transmitted by an Automatic Fire Detection (AFD) system reporting a fire where it is found that a fire has not occurred.

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

Priorities, Actions and Outcomes

1. Local Risk Management and Preparedness

The SFRS has a statutory duty to reduce the risks to our communities to make certain that they receive the best possible service. The management of risk within our community means:

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

Aligns to:

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Aberdeen CPP Single Outcome Agreement**
- **Aberdeen Community Safety Partnership Strategic Assessment 2013-2016**

We will achieve it by:

- Ensuring our training, staff development and equipment continue to be fit for purpose to meet our current risk profile and adaptable to changing circumstances.
- Ensure all known local risk information is obtained, communicated and tested.
- Working locally with partner organisations and agencies to ensure effective wider consequence emergency response plans are developed for identified local risks including local business continuity plans.
- Fulfilling our statutory duties in relation to the Civil Contingencies Act 2004 by way of our contribution to Grampian Local Resilience Partnership and North of Scotland Regional Resilience Partnership.
- Working effectively with our community planning partners through our participation in Aberdeen Community Planning Partnership arrangements.

In doing so we will also add value by:

- Reducing the risk to our staff and members of the public should any incident occur.
- Reducing the financial burden and disruption caused to our communities when emergencies occur.
- Proactively helping the wider community by contributing to prevention of emergencies and planning to mitigate their effects when they occur by adding value through focus on prevention and protection with a blue light response seen as a last resort.

2. Reduction of Accidental Dwelling Fires

In Aberdeen, dwelling house fires occur within a wide variety of home types; this includes both the private and rented sectors. Data analysis reports reflect that over 60% start in the kitchen when the occupier was cooking in the home.

Accidental dwelling fires can have a significant negative impact upon both individuals and the wider community, and are financially costly to householders and housing providers in terms of repair and the reinstatement of homes.

Key contributory risk factors include:

- Lifestyle, including smoking and consumption of alcohol and prescribed and non-prescribed drugs
- Individual capability and vulnerability
- Ageing demographics

By the provision of free home fire safety advice and fitting smoke alarms, the SFRS can reduce the risk of fire and its associated human and financial costs as well as enhancing community safety.

Aligns to:

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Aberdeen CPP Single Outcome Agreement**
- **Aberdeen Community Safety Partnership Strategic Assessment 2013-2016**

We will achieve it by:

- Improved information sharing processes between SFRS and local partners particularly in the Community Safety Hub.
- A targeted approach to the delivery of Home Fire Safety Visits focused on our most at risk areas.
- Conducting joint visits with our partners to support vulnerable members of our community.
- Working with partners to deliver community safety initiatives influenced by evidence and shared partnership data.
- Effective deployment of SFRS Post Domestic Incident Response procedures.

Our target is to deliver a long term continuous improvement in the outcomes from accidental dwelling fires

In doing so we will also add value by:

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

3. Reduction in Fire Casualties and Fatalities

The reduction of fire casualties is linked to Priority 2. The reduction of fire fatalities and casualties is at the core of preventative and early intervention activities carried out by SFRS in the Aberdeen area.

Significant contributory factors associated with the number of fire casualties and fatalities include:

- Lifestyle, including smoking and consumption of alcohol and prescribed and non-prescribed drugs
- Individual capability and vulnerability
- Ageing demographics

Aligns to:

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Aberdeen CPP Single Outcome Agreement**
- **Aberdeen Community Safety Partnership Strategic Assessment 2013-2016**

We will achieve it by:

- Further developing referral processes through the Aberdeen Community Safety Partnership Hub and other key partners with regards to those most vulnerable or at risk from fire.
- Delivery of thematic risk reduction action plans tailored to meet local needs.
- Delivery of Home Fire Safety Visits through targeted referrals from our partners for those most vulnerable or at risk.
- Increasing community fire safety education with a targeted approach in Aberdeen through early intervention initiatives and case conferences.
- Effective deployment of SFRS Post Domestic Incident Response procedures.

Our target is to deliver a long term continuous improvement in the outcomes of fire casualties and fatalities

In doing so we will also add value by:

- Helping the residents of Aberdeen be safe in their homes.
- Reducing demand on the SFRS and partner services.
- Assisting in referring vulnerable persons to other service providers.
- Reducing the economic cost of casualty treatment on partner agencies.

4. Reduction of Deliberate Fire Setting

In Aberdeen, evidence reflects that deliberate fires are a problem in specific areas that can be closely linked to antisocial behaviour. Secondary fires (refuse, wheelie bins and grass) are on a downward trend in a number of areas of Aberdeen; however they can still have a significant impact upon our communities.

We also tend to experience a higher level of deliberate vehicle fires as a proportion of all these types of incidents.

Partnership working is the key and with the assistance of partners and our communities we have experienced reduced secondary fires in areas where historically, we have seen the highest level of activity.

Aligns to:

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Aberdeen CPP Single Outcome Agreement**
- **Aberdeen Community Safety Partnership Strategic Assessment 2013-2016**

We will achieve it by:

- Delivery of thematic and multi-agency action plans tailored to meet local needs.
- Increasing community fire safety education in targeted areas where the majority of deliberate fires occur.
- Continuing work with our partners to develop joint risk reduction strategies to further mitigate the impact of deliberate fires and the economic and social cost to the community.
- Continue to work in partnership through the Hub to develop and maintain current ASB diversionary campaigns e.g. the Gramps and Northfield Youth Action Group's Project Fit initiative.

Our target is to deliver a long term continuous improvement in the outcomes from deliberate fires

In doing so we will also add value by:

- Through early intervention initiatives, allowing the SFRS to more effectively direct and use its resources to target other areas of operational activity.
- Diverting young people away from anti-social behaviour by encouraging them to be good citizens.
- Supporting the national focus towards early intervention and preventative spend.
- Reducing demand and contributing to positive outcomes for Aberdeen's local communities.

5. Reduction of Fires in Non Domestic Properties

The SFRS has a statutory duty to promote fire safety under Part 2 (section 8) of the Fire (Scotland) Act 2005 (as amended) to include provision of information and publicity aimed at preventing fire and reducing deaths and injuries, restricting fire spread and advising on means of escape from buildings.

All workplaces and business premises involved in fire are classed as Non Domestic Fires. Sleeping risks are seen as a particularly high fire risk since most fatal fires occur at night when people are less vigilant and at their most vulnerable. Residential care homes, student accommodation, Houses in Multiple Occupation and self-contained sheltered housing make up the greatest proportion of these incidents within the Aberdeen area.

High fire risk properties are audited on a yearly basis by our staff to ensure that the fire precautions within the property are to a suitable standard.

Aligns to:

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Aberdeen CPP Single Outcome Agreement**
- **Aberdeen Community Safety Partnership Strategic Assessment 2013-2016**

We will achieve it by:

- Continuing the fire safety audit programme for high risk premises.
- Engagement and provision of support to the business community to highlight their responsibilities for compliance with fire legislation.
- Identifying fire trends in particular building types and conducting thematic audits .
- Utilising the support of our partners working within the Hub and operational personnel to identified derelict or vacated properties and making them secure.
- Supporting a targeted schools education programme to highlight to young people the risk to them and our communities from wilful fire-raising.

Our target is to deliver a long term continuous improvement in the outcomes from fires in non-domestic properties

In doing so we will also add value by:

- Assisting the business sector in understanding their legislative fire safety responsibilities.
- Ensuring that buildings are safer, people feel protected and the opportunities for acts of deliberate or wilful fire raising are reduced.
- Supporting and protecting business continuity and employment within Aberdeen.
- Protecting our natural heritage and built environment.

6. Reduction of Unwanted Fire Alarm Signals

The SFRS's aim is to reduce the impact of unwanted fire alarm signals generated by automatic detection systems on service delivery, business and commerce and thus improve the safety of Aberdeen communities by ensuring that our service is more readily available for genuine emergencies.

Aligns to:

- **Strategic Aim 1:** Improve safety of our communities and staff
- **Strategic Aim 2:** More Equitable Access to Fire and Rescue Services
- **Strategic Aim 3:** Improved outcomes through partnership
- **Strategic Aim 4:** Develop a culture of continuous improvement
- **Aberdeen CPP Single Outcome Agreement**
- **Aberdeen Community Safety Partnership Strategic Assessment 2013-2016**

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.
- Call management and proactive monitoring of malicious calls, with engagement and educational programmes engaging with those identified as having made malicious calls.

Our target is to deliver a long term continuous improvement in the level of responses to Unwanted Fire Alarm signals

In doing so we will also add value by:

- Reducing unnecessary demand and impact on the public and business sector thus minimising business interruption
- Realising additional staff capacity to focus on our other risk reduction priorities thus supporting the delivery of Best Value
- Reducing road risk by lowering the level of 'blue light' responses by the Service
- Reducing risk to staff and wider community
- Reducing unnecessary costs of fire and rescue service response and of our business partners

Achieving Local Outcomes

Achieving Safer Communities in Aberdeen

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



Outcomes

The strategic outcomes expected for the priority areas set out on the Aberdeen City Local Fire and Rescue Plan 2014 -2017 will be scrutinised by nominated Elected Members from Aberdeen City Council.

Outcomes will be measured against targets set within this plan and those agreed between the SFRS and the Aberdeen Community Planning Partnership as detailed within the Single Outcome Agreement.

Review

To ensure the Aberdeen City Local Fire and Rescue Plan 2014-17 remains flexible to emerging local or national priorities, the SFRS may at any time review and revise the plan.

A review may be carried out at any time but should occur at least once in a 3 year cycle. A review may also be carried out if the Scottish Minister directs it or if a new Strategic Plan is approved or amended.

Contact us

Feedback

If you have something you'd like to share with us, you can get in touch in a number of ways:

- Use the feedback form on our website to send an email - www.firescotland.gov.uk
- Write to us at the address at the bottom of this page.
- Contact your local community fire station - details are listed on our website or in your local telephone directory.

We are fully committed to continually improving the service we provide to our communities and recognise that to achieve this goal we must listen and respond to the views of the public.

We use all feedback we receive to monitor our performance and incorporate this information into our planning and governance processes in order to continually improve our service.

We are proud to say that the majority of the feedback we receive is positive, and we are keen to hear examples of good practice and quality service delivery that exemplifies the standards of care that we strive to provide for the communities of Scotland.

In instances where our standards of service are questioned, we welcome the opportunity to investigate the circumstances, and are committed to correcting any lapses and using the learning outcomes to improve our future service delivery.

IF YOU WOULD LIKE A COPY OF THIS DOCUMENT IN A DIFFERENT FORMAT OR A VERSION IN ANOTHER LANGUAGE PLEASE CONTACT:

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or alternatively visit our website www.firescotland.gov.uk

Glossary of Terms

Accidental:	Caused by accident or carelessness. Includes fires which accidentally get out of control.
Casualty:	consists of persons requiring medical treatment beyond first aid given at the scene of the incident, those sent to hospital or advised to see a doctor for a check-up or observation (whether or not they actually do). People sent to hospital or advised to see a doctor as a precaution, having no obvious injury, are recorded as 'precautionary check-ups'. Casualty figures do not include fatalities.
Deliberate:	covers fires where deliberate ignition is suspected
False Automatic Fire Alarm:	is defined as an event in which the Fire and Rescue Service believes they are called to a reportable fire and then find there is no such incident. These can be Malicious, of Good Intent or caused by Apparatus. The False Fire Alarms recorded for our indicator are those caused by Apparatus, as these constitute a significant majority of False Fire Alarm incidents.
Fatality:	a casualty whose death is attributed to a fire is counted as a fatality even if the death occurred later. Fatalities associated with Other Incidents can include attendance to assist Police or Ambulance colleagues when a person has been found who has committed suicide, for example. Often there is little we can do as a Service to influence this particular figure.
Primary Fires:	includes all fires in buildings, vehicles and most outdoor structures or any fire involving casualties, rescues or fire attended by five or more pumping appliances.
Secondary Fires:	These cover the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or if five or more appliances attend. They include fires in derelict buildings but not chimney fires.



FREE Home Fire Safety Visit and FREE Smoke Alarm

Fire can happen to anyone.

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

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

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

Visits are easy to arrange.

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

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



Fact.
Every hour of every day there's
a house fire in Scotland.



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Always ask for official identification - all employees of the Scottish Fire and Rescue Service will be happy to produce this on request.



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