

STRATHCLYDE
FIRE & RESCUE



Bishopbriggs Fire Station Station Plan 2008-2009



making our communities safe places to live, work and visit

INDEX

FOREWARD	4
EXECUTIVE SUMMARY	5
INTRODUCTION	6
OBJECTIVES	8
COMMUNITY SAFETY	8
OPERATIONS	8
FINANCE.....	8
DEVELOPMENT	8
TECHNICAL SERVICES	8
PERSONNEL	8
STRATEGIC PLANNING.....	8
PROFILE OF THE STATION	9
STATION BISHOPBRIGGS.....	9
OPERATIONAL PERSONNEL PROFILE	10
COMMUNITY SAFETY PROFILE	10
SUPPORT STAFF PROFILE	11
MANAGING ATTENDANCE.....	11
FINANCE	11
LIVING IN BISHOPBRIGGS - COMMUNITY PROFILE	12
STATION AREA.....	12
POPULATION.....	12
AGE.....	12
ETHNICITY.....	12
EMPLOYMENT	12
POLITICAL PROFILE	13
BISHOPBRIGGS WARD COUNCILLORS	13
RISK PORTFOLIO	19
LIFE RISKS	19
LOW MOSS PRISON.....	19
ST. MARY'S SECURE UNIT	19
OPERATIONAL ACTIVITY	20
TOTAL INCIDENTS.....	20
SECONDARY FIRES	21
BREAKDOWN OF FALSE ALARM	22
USEFUL CONTACTS	23
SUPPORTING DOCUMENTATION	25
OBJECTIVES FOR BISHOPBRIGGS FIRE STATION 2006 - 2007	26
COMMUNITY SAFETY	26

OPERATIONS	27
FINANCE.....	28
DEVELOPMENT	29
TECHNICAL SERVICES	30
PERSONNEL	31
STRATEGIC PLANNING	32
HFSV FLYER.....	33
COMPLAINTS PROCEDURE.....	34
FIRE ACTION PLAN.....	36
PARTNERSHIP LINKS.....	37



Foreword:

Station Commander

This document complements the East & West Dunbartonshire Area Plan for 2007 – 2010 as well as the Integrated Risk Management Plan, Corporate Vision and Priorities of Strathclyde Fire And Rescue Service.

It sets out the key activities that will be undertaken in the coming year, including training and community safety initiatives. The Plan is intended to follow on from that of 2007 – 2008 and will show where we have progressed in key areas

We remain committed to creating a safe community through a range of initiatives and community engagement. These activities will be monitored and audited to ensure that they are effective and are identifying, and reducing the impact upon those in our communities, that are most at risk from fire and non-fire emergencies.

In the formulation of solutions to reduce risk to our community, we will continue to work closely with our partner agencies, internal and external, to focus on locally generated priorities and using all available resources with the aim of improving safety and wellbeing. This shall embed our vision of making our communities safe places to live, work and visit.

Des Oakes
Station Commander

Executive Summary

Bishopbriggs Station Plan covers the previous financial year 2007/2008 and builds on the stations previous plan. The plan will be part of a seam that links to the Area Plan, IRMP, Vision 2015, and will be supported by annual action plans.

The plan is divided into a number of sections that will outline:

- Who we are – an overview of Bishopbriggs Fire Station and its area
- Our Vision – linking our priorities with our partners
- Our Performance – outlining our performance against our previous Station Plan and the Vision 2015 document
- Our Progress – in delivering the Vision
- Our Future Activities – what we plan to do to reach our goal of safe communities

Introduction

Bishopbriggs Community Fire and Rescue Station plan is intended not only to meet the needs of the local community, but to also be an integral component of the Area Plan of East Dunbartonshire. These integrated plans overarching aim are to link to Strathclyde Fire & Rescues Integrated Risk Management Plan and its corporate vision of ***“making our communities safe places to live, work and visit”***

This therefore places a duty upon all personnel to contribute to the corporate vision by the requirement to develop strategies and to ensure all activities contribute to...

- 1. Minimising the effects of fire and other emergencies***
- 2. Reflecting the community’s need for Fire and Rescue Services***
- 3. The effective administration of Fire Safety Legislation***
- 4. The achievement of fairness and equality in the treatment all staff and service users***
- 5. The promotion of health, safety and welfare***
- 6. Communicating with stakeholders and staff to inform on Fire and Rescue Service activity and to seek opinion on the delivery of services***
- 7. Making best use of all resources***

This plan is also takes cognisance of the statutory duties placed upon the Fire & Rescue Service by virtue of the Local Government (Scotland) Act 2003. Such duties relate to Community Planning, Community Well-being and Best Value, i.e. continuous improvement, customer/citizen focus, equality and public performance reporting.

As a participant in the community planning process, this station plan also recognises the requirement to compliment the Community Plan of the East Dunbartonshire Community Planning Partnership in its quest to make East Dunbartonshire ***“a place with strong, vibrant communities where everyone has a good quality of life and access to opportunities, choices and high quality services which are sustainable, accessible and meet people’s needs”***

Aim

This plan will seek to engage personnel with the local community by proactive activities and the implementation of risk reduction measures within targeted areas with the aim of reducing...

Accidental dwelling fires.

Serious non-fatal casualties from fire

Deliberate secondary fires

Unwanted fire alarm signals.

Malicious calls.

Incidence of wilful fire raising

Other incidents of Anti Social Behaviour

Road Traffic Collisions

Additionally this plan seeks to improve service delivery by effective performance management by effectively: -

Managing attendance

Identifying personnel training needs

Developing personnel

Maintaining operational competencies

Implementation of risk reduction measures

Promote Best Value

Finally the plan must work toward maintaining the current “Zero” fire deaths level within the area.

Objectives

Community Safety

- Reduce accidental dwelling fires in station area
- Maintain “Zero” level of fatalities in accidental dwelling fires
- Reduce casualties in accidental dwelling fires
- Reduce the incidences of anti-social behaviour
- Reduce the number of road traffic collisions within the station area
- Reduce the number of unwanted fire signals

Operations

- Compile a Community Risk Register
- Agree Risk Register and determine priorities
- Ensure appropriate operational response to each risk

Finance

- Agree areas of priority in terms of spending for fiscal year
- Investigate areas of overspend in past year and redress situation
- Monitor stock levels and efficiency measures to identify improvements
- Investigate use of petty cash account and integrity of system of reimbursement
- Monitor and control incidences of pre arranged overtime

Development

- Agree personal development with all staff undergoing development
- Contribute to the Career management system for all personnel
- Arrange realistic training events
- Arrange training for risks in Community Risk register

Technical Services

- Review Station vehicle requirements
- Complete annual property audit

Personnel

- Ensure establishment on each watch is sufficient to maintain crewing levels
- Ensure the adequate supervision of support personnel
- Manage attendance levels

Strategic Planning

- Arrange and chair annual Health & Safety meeting
- Ensure performance management methodology is being implemented
- Carry out Best Value audit of station staffing

Profile Of The Station

BISHOPBRIGGS FIRE STATION



STATION PLAN

2008 / 2009

Bishopbriggs Fire Station in Hilton Road was opened in October 1973. This replaced the Station on Kirkintilloch Road, which was shared with the local constabulary since 1915.

The Station as well as providing emergency cover for Bishopbriggs provides cover for the neighbouring villages of Torrance, Balmore and Bardowie.

Housing within Bishopbriggs is a mix of private / public sector, pre / post war housing, mainly detached and semi-detached build and flats up to four storeys in height. Houses are mainly two storeys in height throughout.

Industries include light engineering, whisky storage, roof tile manufacturing and warehousing /distribution. With the advent of modern technology, e-business and call centres have also based themselves in the area.

Out with our urban area, industry is predominantly agricultural.



At the present time the emergency fleet providing emergency response consists of one rescue pump.

Operational Personnel Profile

The Station Commander is responsible for all aspects of the station planning and day-to-day efficient management both within the Station and also “managing out” in the local community, which we serve.

In addition to the Station Commander the station is established to a total of 28 operational personnel which equates to 7 staff per watch consisting of...



1 Watch Commander



1 Crew Commander



5 Firefighters

The experience of the current operational establishment ranges from 4 months to 32 years, average length of service is currently 12 years. 4 firefighters are currently undertaking their training and development in accordance with the Learning and Development System.

Community Safety Personnel Profile

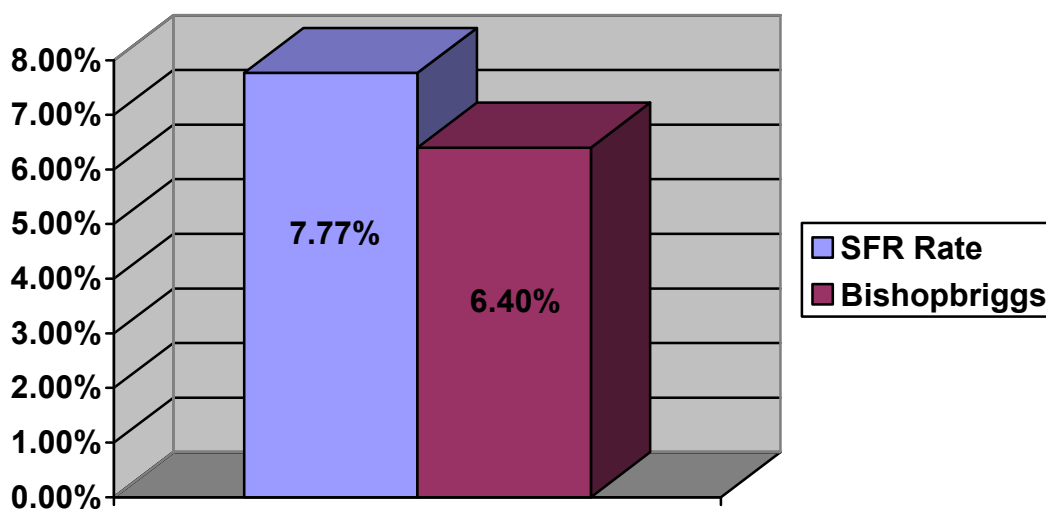
At the present time, Community Safety officers based at Clydebank Area HQ provide legislative advice and educational services to the whole of East Dunbartonshire. Legislative enforcement is provided by Watch & Crew Commanders with advice and education provided by 2 Community Firefighters. Also supporting the process of Community Safety and Community Planning within the Station area is an assigned Community Safety Co-ordinator.

Support Staff Personnel Profile

Currently support staff services within the Station consist of a General Assistant and a Cook, both of which are full time positions. A station administrative support worker also assists with the daily busy workload supporting both the Station Commander and operational crews.

Managing Attendance

On the 1st of September 2005, Strathclyde Fire & Rescue implemented a new managing attendance policy, which encompassed all staff within the organisation



At the present time the rate of absence within Bishopbriggs Fire Station is currently at 6.4%, which is 1.37% below the Service rate. This is a 3.4% reduction in absence from 2006/2007. Operational fire cover is maintained by either the service's Service's detached duty policy or by pre-arranged overtime.

FINANCE

The introduction of devolved budgets at station level has placed responsibilities on Station Commanders to ensure prudent financial management. At the present time the devolved budget for Bishopbriggs Fire Station stands at £120,764. This has proved successful with year on year financial savings achieved across the board providing both best value and Value for money (VFM) as required through our corporate vision.

Living In Bishopbriggs – Community Profile

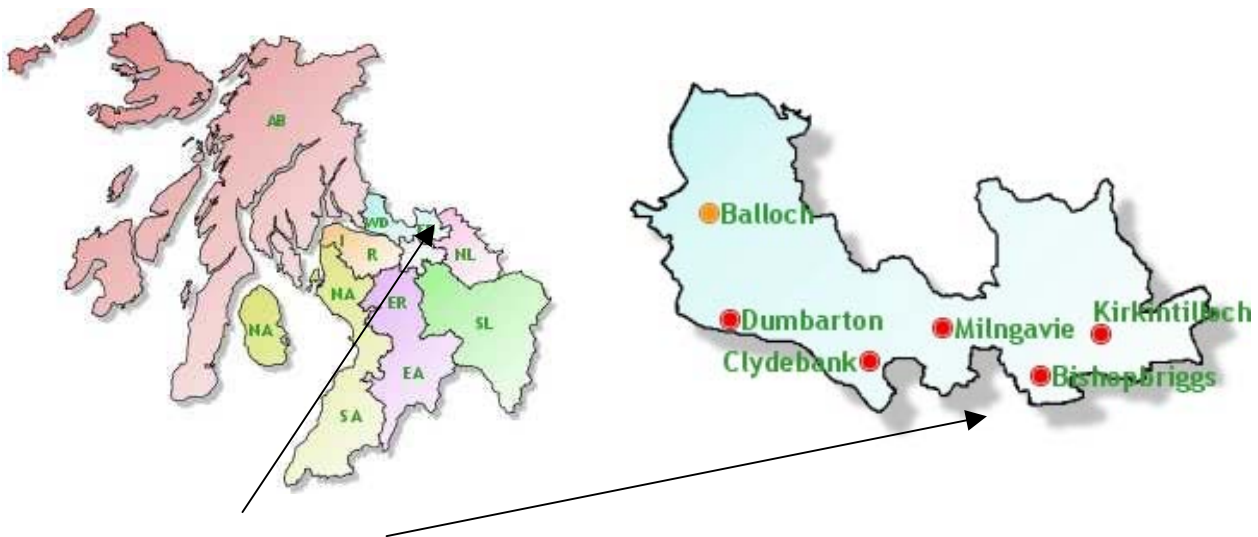
Brief description of: -

STATION AREA

East Dunbartonshire

East Dunbartonshire covers an area of 77 square miles and has around 110,000 people living within the area, which is bounded to the north by the Campsie Hills. Local communities include Bearsden, Bishopbriggs, Lennoxton, Lenzie, Milngavie, Milton of Campsie, Torrance and Twechar as well as Kirkintilloch itself.

In East Dunbartonshire there are approximately 5,800 local authority houses - around 15% of the total number of households in the area. Some 30% of all households include pensioners. There are 36 primary schools teaching over 10,000 pupils, 9 secondary schools attended by over 8,500 pupils and 2 special schools serving over 140 pupils.



Bishopbriggs

Bishopbriggs is located on the northern edge of Glasgow and is the third largest town within East Dunbartonshire. The town centre is on the main road between Glasgow and Kirkintilloch and constitutes a mixture of modern and Victorian buildings, with the “Triangle Shopping Centre” housing a modern Supermarket and the Council offices, situated above a covered row of shops. The Forth & Clyde Canal runs along the northern boundary of the town at Cadder, which accommodates the Leisuredrome Sports Centre. Three Secondary and seven Primary Schools are registered within the area serving the needs of not only Bishopbriggs but of the surrounding suburbs. Public transport services in the town are served by direct links to Glasgow through the main arterial route to the North East of the city; in addition the railway station is situated on the main Glasgow/Edinburgh Inter City route.

Political Profile

On a local political level East Dunbartonshire is divided into 24 electoral wards, 6 of which are within the station turnout area.

Elected Members Within Bishopbriggs Station Turnout Area



Provost Alex Hannah



Click [here](#) to link to the Labour site

email: alex.hannah@eastdunbarton.gov.uk

PROVOST

Sits on:

Education & Cultural Services Committee & Sub-Committee
Policy & Resources Committee

Development & Environment Sub-Committee
Education Appeals Board
Planning Board

Represents the Council on:

COSLA Executive Committee - Personnel Resources
Dumbarton, Argyll & Bute Joint Valuation Board
East Dunbartonshire Sports Council
Mugdock Park Management Committee
Strathclyde Partnership for Transport
Strathclyde Concessionary Travel Scheme Joint Committee



Councillor Billy Hendry



Click [here](#) to link to the Conservative site

email: billy.hendry@eastdunbarton.gov.uk

DEPUTE LEADER OF THE COUNCIL
CONVENER of DEVELOPMENT & ENVIRONMENT COMMITTEE

Sits on:

Development & Environment Committee & Sub-Committee
Policy & Resources Committee & Sub-Committee (Vice Convener)
Human Resources Appeals Board (Vice Convener)
Planning Board

Represents the Council on:

COSLA - Convention
COSLA Executive Group - Regeneration & Sustainable Development

East Dunbartonshire Enterprise Trust (EDET)
Glasgow Clyde Valley Joint Structure Plan
Kirkintilloch's Initiative Partnership Board
Lowlands Canal Steering Group
Strathclyde Joint Fire & Rescue Board



Councillor Una Walker



Click [here](#) to link to the Labour site

email: una.walker@eastdunbarton.gov.uk

CONVENER of EDUCATION & CULTURAL SERVICES COMMITTEE

Sits on:

Connect Services Committee
Education & Cultural Services Committee & Sub-Committee (Convener)
Civic Government Appeals Board
Education Appeals Board (Convener)
Traffic Management Appeals Board (Vice Convener)
Planning Board

Represents the Council on:

Careers Scotland Local Advisory Board
Strathclyde Police Joint Board



Councillor Anne McNair



[Click here to link to SNP website](#)

email: anne.mcnair@eastdunbarton.gov.uk

Sits on:

Education & Cultural Services Committee & Sub-Committee
Social Services Committee & Sub-Committee
Human Resources Appeals Board
Traffic Management Appeals Board
Planning Board

Represents the Council on:

Community Safety Partnership Board

Dunbartonshire Education Trust



Councillor Michael O'Donnell



Click [here](#) to link to the Labour site

email: michael.o'donnell@eastdunbarton.gov.uk

CONVENER of SOCIAL SERVICES COMMITTEE

Sits on:

Social Services Committee & Sub-Committee
Policy & Resources Committee & Sub-Committee
Housing Appeals Board
Human Resources Appeals Board
Planning Board

Represents the Council on:

COSLA - Convention
COSLA Executive Group - Health & Well-being
Community Safety Partnership
East Dunbartonshire Association for Mental Health
East Dunbartonshire Community Health Partnership Joint Planning Forum
North Glasgow Criminal Justice Authority



Councillor Gordan Low



[Click here to link to SNP website](#)

email: gordan.low@eastdunbarton.gov.uk

Sits on:

Development & Environment Committee
Education & Cultural Services Committee
Policy & Resources Committee & Sub-Committee
Housing Appeals Board
East Dunbartonshire Licensing Board
Planning Board

Represents the Council on:

Glasgow Humane Society
Cosla Executive Group - Community Well-being & Safety
Dunbartonshire, Argyll & Bute Criminal Justice Partnership
East Dunbartonshire Access Forum (substitute)

Life Risks

In addition to the 9,400 domestic households within the turnout area, Bishopbriggs Fire Station provides pre-determined attendances at a variety of risks within the surrounding area of which two are listed below:

Low Moss Prison

The original prison was located on the outskirts of Bishopbriggs. Opened in 1969, until its closure in December 2006, the prison was used to detain short term, medium to low supervision category male adult prisoners sentenced to less than 48 months. The capacity of the prison was 330. This site commenced demolition in August 2008 with construction of new build on the existing site expected to commence March 2009.

St Mary's Secure Unit

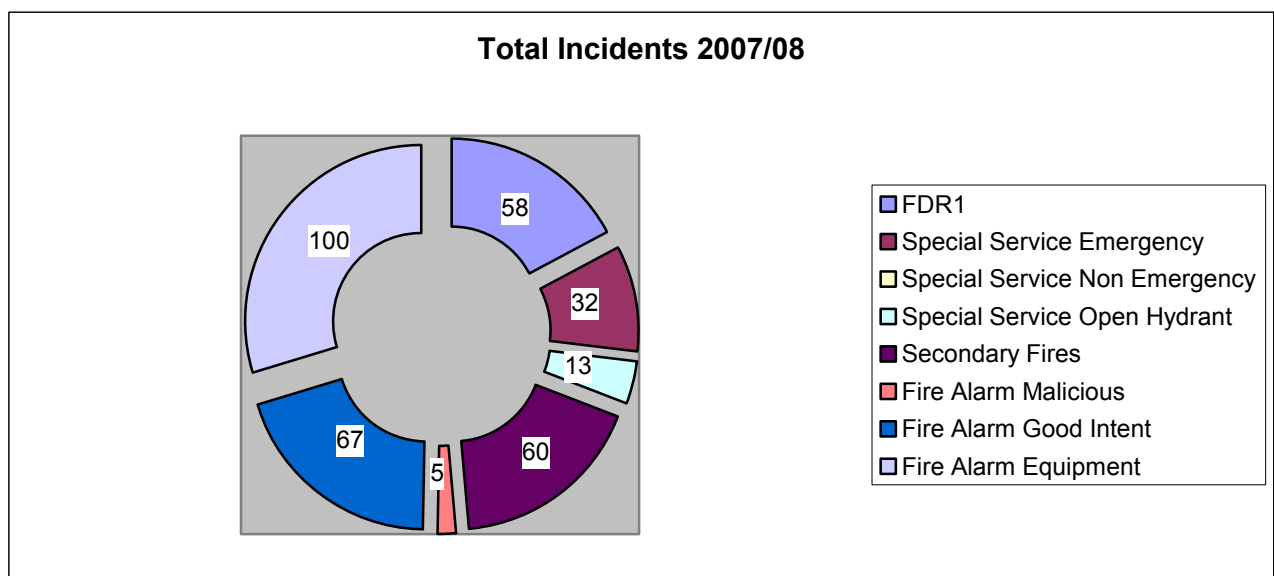
St Mary's operates a secure unit for 36 young people aged between 11 & 16. This is not a prison, however the young people are not allowed to leave unless supervised. This life risk temporarily closed following disturbances in March 2008, re-opening in August 2008 with a phased return of offenders to the unit.

Operational Activity

Total Incidents

Bishopbriggs Fire Station received 335 Operational calls to incidents in year 2007/08. Just over 35% of these contributed to Fires (FDR1's), with just fewer than 52% related to Fire Alarm Actuations. It is both these fields were we must concentrate our efforts to reduce incidents in which we are mobilised. This in turn will increase our effectiveness and efficiency in dealing with emergencies as they arise, allowing us to concentrate more time on improving core skills and interacting with the community.

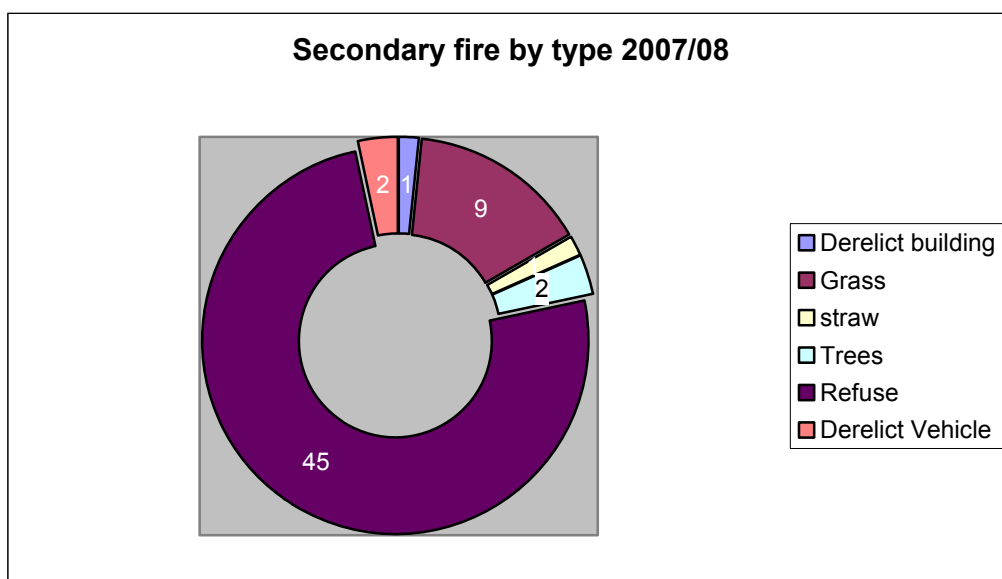
TOTAL INCIDENTS



58 fires occurred in our station area, which resulted in reportable fire damage, mainly attributed to fires in the home. With the pro-active introduction of our advertised “Home Fire Safety Visits” we shall strive to reduce this type of incident. We will monitor the outcome of this process together with delivering further initiatives within our area to enhance and promote the message of “FIRE SAFETY”.

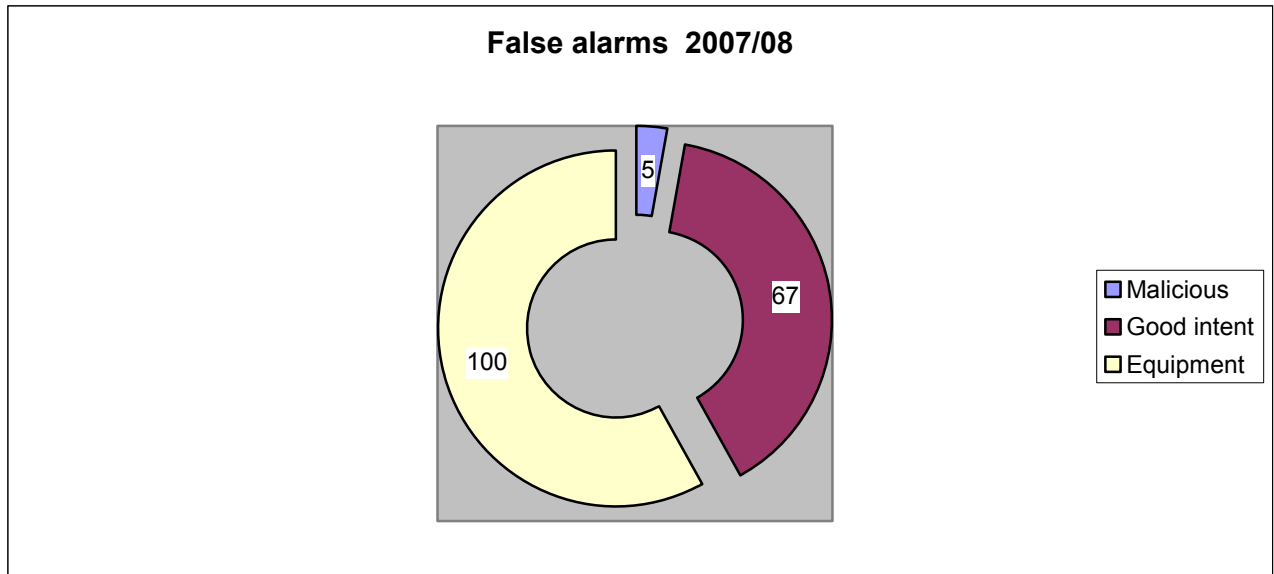
Secondary Fires

If we study a breakdown of secondary fires in the area, which do not constitute a fire damage report being drafted (FDR1), it shows that the majority relate to refuse/waste materials being set on fire. This is a common statistic in many areas even although our total figure is relatively low in comparison. In order to tackle this we will work with the various partners within the area to identify why there is a problem and introduce pro-active measures to reduce these.



In Bishopbriggs we can identify the areas concerned and liaise with Strathclyde police, and East Dunbartonshire Environmental Health department to reduce incidents of this nature. In other fields, even though the numbers of incidents are extremely low, we must ensure by keeping pro-active and by effective monitoring that these figures remain as low as possible.

Breakdown Of False Alarms



The presence of "Automatic Fire Detection" in premises plays an important part in Fire Safety to its occupants and the building itself. However when these alarm systems are actuated for reasons not related to fire, then it provides a major obstacle for the Fire & Rescue Service to overcome.

The actuations of Automatic Fire Alarms in our area present a major problem. As it accounts for just fewer than 59% of the total incidents we attend, its fair to say that this is a major strain on our Operational Efficiency and our Effectiveness. This has a direct a direct feed into our Operational Running Costs.

It is therefore necessary for us to be active in our attempts to reduce these calls. Initially we identify, trends of premises involved in actuations. The main target areas for Bishopbriggs are Commercial, Secure and Educational establishments.

Effective contact and communication with the respective management of these various premises, together with recommending and implementing courses of action to reduce calls is the initial step toward tackling the problem. We can monitor and evaluate the measures put in place to establish their overall effectiveness.

Useful Contacts

Community Safety Co-ordinator

Ms Sandra Band
Community Safety Co-ordinator
East & West Dunbartonshire Headquarters
Clydebank

Community Safety Legislative Officers

Tony Hughes
Group Commander B
Community Safety / Legislation
Area HQ
01389 385132

Eddie Lawrie
Group Commander A
Community Safety / Legislation
Area HQ
01389 385157

Legislative Officers:
Watch Commander S. Killbourn
Watch Commander R.Craig
Watch Commander D.Stark
Watch Commander S.Scobie
Watch Commander C.Getty

Community Firefighter J. Anderson
Community Firefighter I.Hunter



Community Police

The following is a list of Community Police contacts for Bishopbriggs and surrounding area:

Inspector Iain McLuskie
Sergeant John Barclay
Constable Andy Lowire
Constable Peter McNicol

Supporting Documentation

Vision 2015: Strathclyde Fire and Rescue

Strathclyde Fire & Rescue Integrated Risk Management Plan

Scottish Fire & Rescue Services – A Guide To Community Planning

Scottish Fire & Rescue Services –Community Fire Safety Strategy & Objectives

ODPM – A guide to reducing the number of false alarms from fire detection and fire alarm systems

ODPM – Economic Costs of Fires; Estimates for 2003

Scottish Index for Multiple Deprivation 2005-12-05

General Register for Scotland (Census 2001), 2003

Community Safety Guidance Note 3 – Home Fire Safety Visits

Corporate Planning Framework of Strathclyde Fire & Rescue

East Dunbartonshire Council Community Partnership – Community Plan 2005 - 2007

Objectives For Bishopbriggs Fire Station 2007 - 2008

Community Safety

Objective	Inputs	Responsibility	Target Date
Reduce accidental dwelling fires in station area Reduce fatalities in accidental dwelling fires Reduce casualties in accidental dwelling fires	<ul style="list-style-type: none"> ➤ Raise awareness of the availability of HFSV in target areas. ➤ Conduct HFSVs in response to requests ➤ Increase ownership of smoke alarms through HFSV campaign 	Station Commander Watch Commanders All station personnel	Monthly Review Annual Audit
Reduce the incidences of anti-social behaviour	<ul style="list-style-type: none"> ➤ Raise awareness through contact with general public, media, organised groups, schools and partnership organisations 	Station Commander Watch Commanders All station personnel	Monthly Review Annual Audit
Reduce the number of RTC's within the station area	<ul style="list-style-type: none"> ➤ Identify areas of high incidences ➤ Raise awareness through contact groups ➤ Liaise with partnership organisations 	Station Commander Watch Commanders All station personnel	Monthly Review Annual Audit
Reduce the number of unwanted fire signals	<ul style="list-style-type: none"> ➤ Identify premises of high occurrence ➤ Enter into partnership with premises to reduce incidences through initiatives 	Station Commander Watch Commanders All station personnel	Monthly Review Annual Audit

Operations

Objective	Inputs	Responsibility	Target Date
Compile Community Risk Register	➤ Identify through data analysis premises for inclusion into register	Station Commander Watch Commanders	Start Apr. 2006 Complete by Apr. 2007
Agree Risk Register and determine priorities	➤ Use data analysis to prioritise risks	Station Commander Area Commander	Quarterly Review Annual Audit
Ensure appropriate operational response to each risk	➤ Monitor operational responses to risks	Station Commander	Quarterly Review Annual Audit

Finance

Objective	Inputs	Responsibility	Target Date
Agree areas of priority in terms of spending for fiscal year	<ul style="list-style-type: none"> ➤ Utilise budgetary reports to determine priorities 	Station Commander Watch Commanders	Start Apr. 2006 Ongoing
Investigate areas of overspend in past year and redress situation	<ul style="list-style-type: none"> ➤ Utilise budgetary reports to determine areas of overspend and to determine possible course of action 	Station Commander	Start Apr. 2006 Ongoing
Monitor stock levels and efficiency measures to identify improvements	<ul style="list-style-type: none"> ➤ Examine current practices and seek alternative solutions where inefficiency has been identified 	Station Commander Watch Commanders	Quarterly Review Annual Audit
Investigate use of petty cash account and integrity of system of reimbursement	<ul style="list-style-type: none"> ➤ Carry out regular audit of petty cash records ➤ Monitor through budgetary reports 	Station Commander	Monthly Review Annual Audit
Monitor and control incidences of pre arranged overtime	<ul style="list-style-type: none"> ➤ Ensure accurate recording of Pre Arranged Overtime ➤ Investigate all occurrences of Pre Arranged Overtime ➤ Monitor watch establishment levels 	Station Commander Watch Commanders	Weekly Review Monthly Review

Development

Objective	Inputs	Responsibility	Target Date
Agree personal development with all staff undergoing development	➤ Conduct training and development analysis	Station Commander Watch Commanders	Review Monthly Annual Audit
Arrange realistic training events	➤ Identify suitable opportunities for realistic training events	Station Commander Watch Commanders	Review Quarterly Annual Audit
Arrange training for risks in Community Risk register	➤ Determine individual training needs	Station Commander	Start Apr. 2006 Ongoing

Technical Services

Objective	Inputs	Responsibility	Target Date
Review Station vehicle requirements	➤ Utilise Fleet Portal Information Site	Station Commander Watch Commanders	Start Apr. 2006 Completed Apr. 2007
Complete annual property audit	➤ Utilise property log book	Station Commander Watch Commanders	Review Monthly Annual Audit

Personnel

Objective	Inputs	Responsibility	Target Date
Ensure establishment on each watch is sufficient to maintain crewing levels	<ul style="list-style-type: none"> ➤ Monitor Pre Arranged Overtime records ➤ Monitor availability information ➤ Manage all requests for leave ➤ Monitor station personnel profile 	Station Commander Watch Commanders	Review Monthly Annual Audit
Ensure the adequate supervision of support personnel	<ul style="list-style-type: none"> ➤ Maintain current monitoring mechanisms 	Station Commander Watch Commanders	Review Monthly Annual Audit
Manage attendance levels	<ul style="list-style-type: none"> ➤ Utilise Strathclyde Fire & Rescue's Managing Attendance Procedure 	Station Commander Watch Commanders	Review Monthly Annual Audit

Strategic Planning

Objective	Inputs	Responsibility	Target Date
Arrange and chair annual Health & Safety meeting	<ul style="list-style-type: none"> ➤ Review Accident/ Injury/ Near Miss data for year ➤ Conduct review of all other relevant documentation 	Station Commander	Review Monthly Annual Audit
Ensure performance management methodology is being implemented	<ul style="list-style-type: none"> ➤ Utilise existing good practices and develop and maintain other practices as and when required 	Station Commander	Review Monthly Annual Audit
Carry out Best Value audit of station staffing	<ul style="list-style-type: none"> ➤ Conduct regular audits of all staffing information 	Station Commander	Review Quarterly Annual Audit

HOME FIRE SAFETY VISIT

We will:

- Carry out a FIRE Safety Check of your home.
- Provide & install smoke alarms (if required).

THIS SERVICE IS FREE OF CHARGE

We will be in your area next:-

WEEK MONTH

If you would like us to give you a Home Fire Safety Visit,
please contact your local Fire Station on:-

OR FREEPHONE 0800 0731 999

ALWAYS ASK FOR OFFICIAL IDENTIFICATION -
ALL EMPLOYEES OF STRATHCLYDE FIRE & RESCUE
WILL BE HAPPY TO PRODUCE THIS ON REQUEST

making our communities safe places to live, work and visit

Complaints Procedure

How To Complain To Strathclyde Fire And Rescue

Strathclyde Fire And Rescue Service constantly strives to maintain the highest standards in both the delivery of its service and in the conduct of its employees. We do however recognise that there may be occasions when these standards are not met and we want to know when such lapses occur so that we may ensure that they do not happen again. We therefore ask anyone experiencing dissatisfaction with our service or our employees to let us know using the procedure set out below.

COMPLAINTS PROCEDURE

If you are dissatisfied with the standard of service, actions or lack of action by the Service or its staff:

You may register a complaint –

By post The Complaints Officer, Risk Management Unit,
Strathclyde Fire and Rescue Headquarters,
Bothwell Road, Hamilton ML3 0EA

By E-mail complaints@strathclyde.fire-uk.org

By Fax 01698 338482

By Telephone 01698 300999 (asking for the Complaints Officer)

You may also make known your complaint in person to any member of the Service's staff at any of our establishments. Assistance is also available if you have trouble making your complaint due to hearing, visual or physical difficulties or if English is not your first language.

To help us thoroughly investigate the circumstances of your complaint, please provide us with as much detail as possible including:

- the exact nature of the complaint
- the date and time of the incident giving rise to the complaint
- the location of the incident
- any information concerning the identity of any persons involved
- an indication of how you would like us to resolve your complaint

We will

- whilst being required to notify the person(s) against whom the complaint has been made, we will, as far as possible, respect the confidentiality and privacy of your complaint
- acknowledge receipt of your complaint within two days of its receipt
- commence an investigation of your complaint immediately
- advise you of the investigations result within 21 days of the complaint being received and of any action which is proposed.

If you or anyone you know would like this publication in large print, on audio-tape, in Braille or in another language please write to us at the address below. Please supply your name and address, the title of the publication and, for translations, the language required.

यदि आपनि अथवा आपनार परिचित केउ यदि एह प्रकाशनाटि बड़ आकारेर छापा, अडिओ टेप, ब्रेइल अथवा अन्य कौन भाषाय पेते चान ताहले आमामेदेर काछे निचेर ठिकाना बराबरे लिखुन । अनुग्रह करे आपनार नाम ओ ठिकाना, प्रकाशनार नाम एवंग कौन भाषाय आपनि तार अनुवाद चाछेन सेटा लिखे जानान ।

यदि आपको या आपको पहचानने वाले किसी व्यक्ति को यह प्रकाशन बड़े अक्षरों में, ऑडियो टेप पर, ब्रेल में या अन्य भाषा में चाहिये, तो कृपया हमें निम्नलिखित पते पर एक खत लिखें। कृपया अपना नाम और पता दें और प्रकाशन का शीर्षक और किस भाषा में अनुवाद चाहिये इसके बारे में जानकारी दें।

如果您或您所認識的人士想索取此份出版物的大號字體印刷版本，錄音帶，盲文或其它語言的譯本，請寫信到以下地址。請注明您的姓名，地址，出版物的名稱和所需的語言譯本。

ਜੇਕਰ ਤੁਹਾਨੂੰ ਜਾਂ ਤੁਹਾਡੀ ਜਾਣ-ਪਛਾਣ ਵਾਲੇ ਕਿਸੇ ਵਿਅਕਤੀ ਨੂੰ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਵੱਡੇ ਅੱਖਰਾਂ 'ਚ, ਆਡੀਓ-ਟੇਪ 'ਤੇ, ਬ੍ਰੇਲ 'ਚ ਜਾਂ ਹੋਰ ਜਥਾਨ 'ਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਨੂੰ ਹੇਠ ਲਿਖੇ ਪਤੇ 'ਤੇ ਇਕ ਖਤ ਲਿਖੋ। ਕ੍ਰਿਪਾ ਕਰਕੇ ਆਪਣਾ ਨਾਂ ਅਤੇ ਪਤਾ ਲਿਖੋ ਅਤੇ ਪ੍ਰਕਾਸ਼ਨ ਦਾ ਸਿਰਸ਼ਕ ਅਤੇ ਕਿਹੜੀ ਜਥਾਨ 'ਚ ਅਨੁਵਾਦ ਚਾਹੀਦਾ ਹੈ ਇਸ ਬਾਰੇ ਪਤਾ ਦਿਓ।

Εάν εσείς, ή, κάποιος άλλος που γνωρίζετε, επιθυμείτε την έκδοση αυτή σε μεγάλη εκτύπωση, σε κασέτα ήχου, σε Braille ή σε άλλη γλώσσα, παρακαλούμε επικοινωνήστε μαζί μας στη διεύθυνση που ακολουθεί. Αναφέρετε το όνομα και τη διεύθυνσή σας, τον τίτλο της έκδοσης και, εφόσον πρόκειται για μεταφράσεις, την επιθυμητή γλώσσα.

اگر آپ یا آپ کے کسی جاننے والے کو یہ اشاعتی مواد بڑی چھپائی، آڈیو-ٹیپ، بریل یا اس کا کسی اور زبان میں ترجمہ درکار ہے تو براہ مہربانی مندرجہ ذیل پتے پر ہمیں خط لکھیں۔ برائے مہربانی اس کے ساتھ ہمیں اپنا نام اور پتہ، مطلوبہ اشاعتی مواد کا عنوان ضرور بھجوائیں، اگر ترجمہ درکار ہے تو مطلوبہ زبان کا نام لکھیں۔

Siz veya bir tanıdığınız, bu yayını büyük puntolarla basılı olarak, ses kaydı olarak, Körler Alfabesiyle ya da bir başka dile çevrilmiş bir kopyasını edinmek istiyorsanız, lütfen aşağıdaki adrese yazınız. Lütfen adınızı, adresinizi, istediğiniz yayının adını ve çevirisini istiyorsanız, hangi dilde istediğinizi belirtiniz.

જો તમને અથવા તમારા ઓળખીતા કોઈક વ્યક્તિને આ પ્રકાશન મોટા અક્ષરોમાં, ઓડિયો ટેપ પર, બ્રેલમાં અથવા બીજા ભાષામાં જોઈવું હોય, તો મહેરબાની કરી અમને નીચે લખેલ સરનામે એક પત્ર લખો. મહેરબાની કરીને પોતાનું નામ અને સરનામું જણાવો અને પ્રકાશનનું શીર્ષક અને કઈ ભાષામાં અનુવાદ જોઈએ છે, તે બાબત જણાવો.

Contact us at

Strathclyde Fire & Rescue Headquarters Bothwell Road Hamilton ML3 0EA

Tel 01698 300999 Fax 01698 338444

or alternatively visit our website at www.strathclydefire.org

Have YOU got a fire plan?

10 KEY POINTS TO REMEMBER

1. **PLAN** your escape route now
2. **PRACTICE** your escape route as a family
3. You only have seconds – **DON'T STOP** for valuables
4. **SHOUT** to alert your family
5. **KEEP LOW** if the house is full of smoke. Remember, the air is clearer and cooler near the floor
6. **DON'T INVESTIGATE** – keep doors closed
7. If there's no way out, get everyone into a **SAFE ROOM**
8. Never jump straight out of a window. **LOWER** yourself onto cushions etc
9. If necessary **BREAK** a window and cover all jagged edges
10. **GET OUT – STAY OUT – DIAL 999 & GET THE FIRE & RESCUE SERVICE OUT!**

**FOR FREE ADVICE OR A FREE HOME FIRE SAFETY VISIT
CONTACT- YOUR LOCAL FIRE STATION, NORTH EAST GLASGOW
HEADQUARTERS OR FREEPHONE 0800 0731 999**

Domestic Smoke Alarms save lives! Is there one in your House?

www.strathclydefire.org

**Strathclyde Fire & Rescue's Proud To Work In Partnership
Within East Dunbartonshire.**



Making our communities safer places to live, work and visit