



STATION PLAN BARRHEAD

2010-2013



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INTRODUCTION

This Station Plan gives an overview of the provision of fire and rescue services within the Barrhead Community Fire Station Area and describes how we intend to assist our Local Authority, and other Partner Agencies, to achieve their Corporate Priorities.

Making our communities safe places to live, work and visit

is the vision of Strathclyde Fire & Rescue (SFR).

This Station Plan intends to achieve this vision by addressing SFR's Corporate Priorities, which are:

- COMMUNITY
- PEOPLE
- PROTECTION
- PARTNERSHIP
- ENVIRONMENT

(These Priorities are explained in more detail on page 6 of this document.)

The Plan outlines how that vision can be realised within the Barrhead Community Fire Station Area whilst also achieving the objectives outlined within the Area and Corporate Plans at the same time. We cannot do this on our own and the partnerships and relationships we build with the people who live and work in our local communities are vital. The Plan therefore places a strong emphasis on partnership working at all levels both internally and externally.

As a result of the SFR Integrated Risk Management Process we will strive to improve the quality of service we provide to all of our stakeholders. This process aligns us much more closely with our Local Authority and other Partners and will ensure that we respond effectively to the risks that our local communities face.

In each Station, and throughout our Area, we are responsible for working directly with our local communities and building effective partnerships with organisations outside the Service to help achieve Station Priorities.



Barrhead Community Fire Station

NATIONAL CONTEXT

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

This direction is supported by Scottish Government Strategic Objectives to make Scotland a wealthier & fairer, smarter, healthier, safer & stronger and greener place. Through a concordat between the Scottish Government and the Convention for Scottish Local Authorities (COSLA), the 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 will deliver services. Strathclyde Fire and Rescue fully supports this National Performance Framework and works hard, with partners, to provide the best possible service for our communities.

In addition to the performance framework, The Board of Strathclyde Fire and Rescue also seeks to comply with all relevant legislation governing fire and rescue services, such as; The primary legislation, the Fire (Scotland) Act 2005 and its accompanying framework document, require Fire & Rescue Services to deliver core services in the areas of firefighting, fire safety prevention and education, enforcement of fire safety legislation, fire investigation and rescue from fire and a range of hazardous situations.

The Civil Contingencies Act (2004) aims to establish a consistent level of civil protection across the United Kingdom. This act provides a framework for planning for local and national emergencies. It explains how organisations and agencies shall work in partnership to assess the risk, develop plans, train staff and deliver critical services within the community.

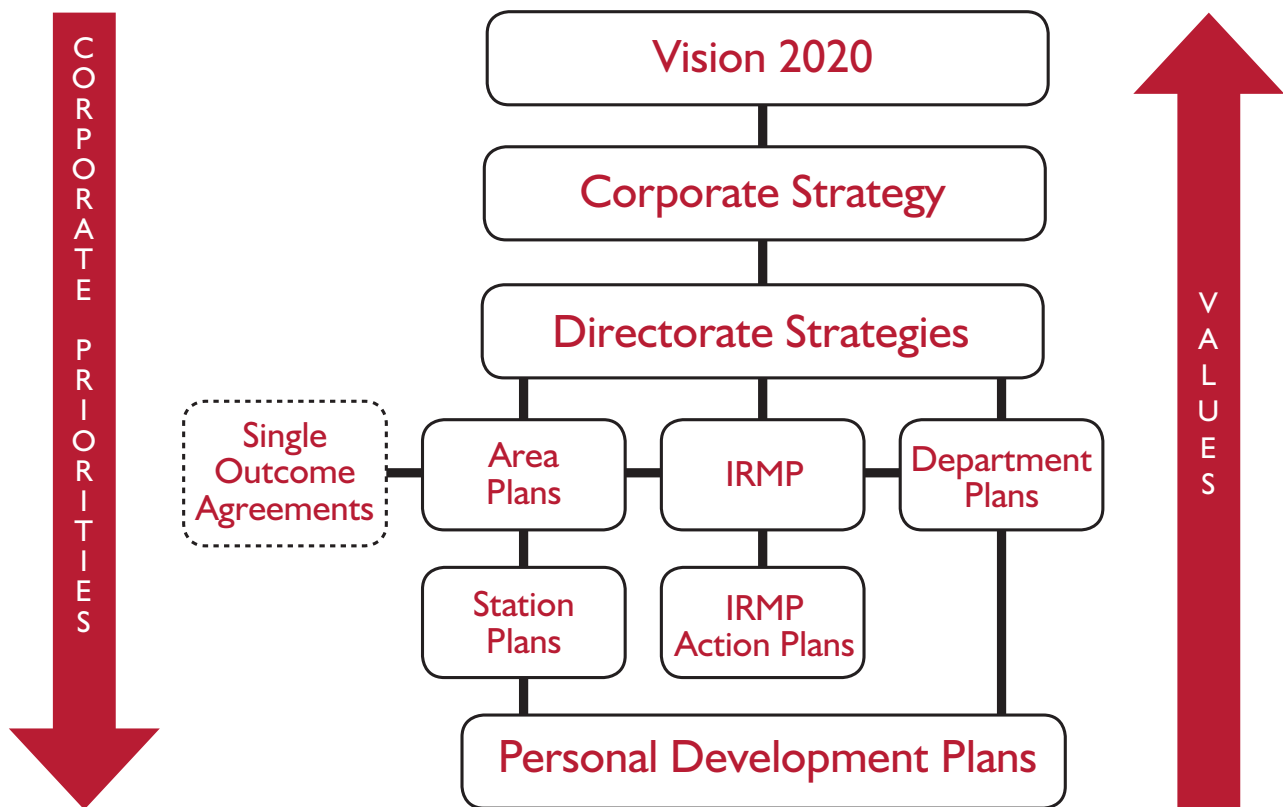
The Local Government in Scotland Act 2003 places a statutory duty on local authorities, fire and police authorities to work in partnership with other public bodies to improve services to the community by delivering customer-focused outcomes and to provide Best Value in the delivery of their services and functions.

Our Planning Framework has been developed to ensure SFR clearly demonstrates its commitment to comply with statutory requirements, and also help us to achieve our vision of making our communities safe places to live, work and visit.

SFR'S CORPORATE VISION, STRATEGY AND VALUES

SFR's corporate planning framework for 2010-13 reflects developments both internally and externally. Our Corporate Strategy provides a single focus for the development and delivery of all corporate improvement activity within the SFR.

The Corporate Strategy has been developed to ensure that corporate improvement activity is prioritised and co-ordinated.

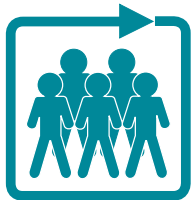


OUR CORPORATE PRIORITIES



Community

We exist to make our communities safe places to live, work and visit. We work closely with the communities we serve to ensure that the service we deliver is tailored to their expectations and is targeted towards areas of greatest need.



People

Our personnel are our greatest asset. We believe that by investing in their future, we can make our organisation stronger, more efficient and more effective. We work hard to maintain our reputation as a good employer and provide a workplace where everyone is treated with dignity, fairness and respect.



Protection

Our role is to protect the communities we serve. We deliver a service that works proactively to reduce the incidence of fire and other emergencies and one that responds with dedication and professionalism whenever and wherever the need occurs.



Partnership

Strong, productive partnerships are central to our service. By co-operating closely with our partner agencies, we are able to deliver an integrated approach to safety in the community and the most effective service possible. We know that by working together, we have much to offer and much to gain.



Environment

We have a duty to protect our environment. We are committed to taking positive steps to reduce the environmental impact of our business. We will strive to reduce our carbon footprint by increasing environmental awareness across all parts of our organisation and by doing all that we can to minimise and mitigate the effects our operations have on the planet.

LOCAL CONTEXT

The Single Outcome Agreement (SOA) is the cornerstone of the relationship between Scottish Government and Local Government. They represent in partnership our agreed Strategic Priorities, Service Improvements and Community Outcomes.

SFR and its Community Planning Partners are committed to responding to the needs of local people and through the development of annual action plans, our participation in local area forums, Community Councils and information and consultation sessions we will provide the evidence of the outcomes delivered to our residents living within the Barrhead, Neilston, Uplawmoor and Newton Mearns North Wards over the long term.

Utilising Strategic Assessments from SFR's electronic data warehouse the Area has identified 5 local priorities to support the creation of this Station Plan and to support the Community Planning Process.

These priorities are defined as:

- The reduction of Road Traffic Collisions within the East Renfrewshire Area
- The reduction of Anti Social Behaviour Fire Related Incidents and Secondary Fire Raising
- The reduction of Unwanted Fire Alarm Signals and the strain they place on SFR resources
- The reduction of fires within domestic properties
- An increase in Fire Safety Legislative Inspections of non domestic premises

We will continue to develop our partnerships throughout the area as this approach offers the best possibility of success, as on many occasions those affected by fire are known to our partners who also work within our communities.

One approach that has been adopted in the Area is the provision of Fire Safety Experiential Training to partner members.

This programme provides an overview of fire development, human behaviour when involved in fire and a case study. These inputs are combined with interactive sessions at our Safety Centre in Barrhead. The intention of this programme is to raise awareness of the signs of persons at risk from fire and to provide a mechanism for service user referrals to the Fire & Rescue Service to facilitate targeted HFSV's.

Fire related anti-social behaviour includes; deliberate fire setting, hoax/malicious fire calls, deliberate actuation of fire warning systems, fire hydrant damage and vandalism together with attacks on Fire and Rescue Personnel.

Despite recent improvement there still remains high levels of fire related anti-social behaviour and activity across the Strathclyde Fire and Rescue Area. The social, economic and environmental costs are extremely high, and at peak times place an unacceptable strain upon finite Operational Resources.

We will continue to work closely with our partners within the East Renfrewshire Multi Agency Task and Co-ordinating Group to identify areas of concern and develop regular joint action plans to reduce the number of incidents even further

LOCAL CONTEXT (continued)

An unwanted fire alarm signal (UFAS) can be described as, 'A fire signal resulting from a cause other than fire. UFAS are a drain on Fire Service reserves across Strathclyde, and occasionally Fire Appliances are delayed at these incidents and are unable to respond to fires where life is at stake.

Personnel from Barrhead Community Fire Station will continue to use the Services data warehouse system to identify these premises and work alongside the duty holders to reduce the number of incidents that occur.

This will be robustly supported by the introduction of SFR's new UFAS policy which will come into force on 1st November 2010.

OUR OBJECTIVES FOR THE COMING 3 YEARS



Community

- Protection of our communities
- Prevention of fires and other emergencies
- Consultation
- Engagement

In protecting our communities SFR considers prevention to be as important as response and through Education, Engagement, Consultation and Pro-active action we will ensure the services that are delivered within the Barrhead, Neilston, Uplawmoor and Newton Mearns Wards are effective and meet the needs of the our communities to reduce the impact of fire and other emergencies.

To promote the various community safety messages to our communities, we will utilise a range of methods such as Strategic Assessments and SFR's data warehouse to determine where our Operational Resources are in demand in order to develop demand reduction solutions. In promoting our key safety messages we will utilise existing methods and develop new approaches to engage and educate all age groups in reducing their risk from fire and other emergencies and to raise awareness of the impact of other activity such as unwanted fire alarm signals and fire related anti social behaviour.

We will ensure that our Engagement and Education approaches are as flexible as possible to enable our services to be delivered wherever the need arises across the Barrhead, Neilston, Uplawmoor and Newton Mearns wards.

All of our employees have a role to play to ensure SFR's services meet the needs of our stakeholders and the public and in carrying out their roles, SFR employees will promote the Services Core Values in all aspects of their work. SFR should be regarded as part of the community and all members of the community should have the opportunity to contribute as to how our services are delivered and to be kept informed of our performance.

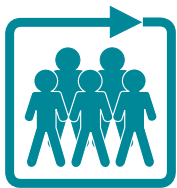
SFR has statutory requirements placed upon it to promote fire safety and where necessary enforce legislation. In carrying out this Enforcement function, all activity will be measured appropriate to the level of risk and where action is required it will be carried out in a fair, equitable and consistent manner.

In the next 3 years we will:

- Support the development and delivery of local and Service based road safety strategies
- Target our resources where operational demand has been identified through analysis
- Develop and establish resources within the Area that are accessible to our stakeholders and the public
- Ensure that our stakeholders and the public are engaged on how we deliver our services
- Conduct a structured programme of fire safety audits in non domestic premises

We will have succeeded if, by 2013:

- If awareness is increased amongst drivers as to the effects of careless driving
- If attendances at operational attendances are reduced
- If our premises offer greater access to our stakeholders and the public
- If local service delivery meet the needs of our stakeholders and the public
- Designated fire safety workloads are completed in accordance with SFR's Fire Safety Enforcement Information System



People

- Training
- Development
- Advance our Health, Safety & Welfare Culture
- Promote Equality & Diversity
- RDS & Volunteer Crews

People are central to our service, and we must make certain that we develop and retain high quality staff in order for us to deliver our vision for the people of Barrhead and its surrounding areas. We know that without a well trained professional workforce we wouldn't be able to achieve the high quality of service expected of us. Our aims are to ensure that our staff are fully equipped with the skills and resources they need to deliver our service in a safe and professional manner.

Preparing firefighting crews for the emergency incidents which they may have to attend, has been central to the Fire Service since its inception. However the way in which we train has changed dramatically, as has the type of incident crews may face.

Personnel with an Emergency Response Role receive a range of operational incident based training courses. Employees also receive training in Community Safety delivery, Community Safety Legislation, Diversity, Health and Safety and other essential subjects which assist us in providing effective service delivery.

As emergency responders, we will continue to focus our efforts on ensuring safe systems of work. We will strive to further advance our already successful health, safety and welfare culture to reduce injury and illness involving our staff.

Our diversity training will continue to ensure that our employees consider the needs of their colleagues and members of the public, are aware of diversity issues, and can play their part in promoting anti-discriminatory practices.

In the next 3 years we will:

- Ensure that all staff benefit from training which is effective and appropriate to their role
- Continually review our risk assessments to protect our fire fighting crews on the fire ground and all staff in their place of work
- Ensure that our staff are fully equipped to engage with our communities in a sensitive and appropriate manner
- Work locally to promote SFR's equality objectives to ensure that all members of staff can be free from any form of discrimination and treated with fairness, dignity and respect

We will have succeeded if, by 2013:

- Personnel have the ability to provide high
- All of our employees have received training appropriate to their role
- Fewer firefighters and support staff have suffered injury, and resultant absence levels have dropped
- Our personnel are capable of delivering quality services to all of our communities in a competent, sensitive and confident manner
- All our staff have received diversity training as part of their core development programme



Protection

- Resources
- Preparedness
- Response
- Performance

The most fundamental role of Strathclyde Fire & Rescue is to afford protection when emergencies arise. The change to a “Fire and Rescue Service”, from a “Fire Brigade”, occurred in 2005, and since then the diverse nature of the incidents we train and equip our staff to respond to has increased significantly. This has been very publicly demonstrated in recent years in our response to terrorist incidents and building collapse. However the protection of our communities and the people within them starts long before any emergency arises. Through Education, Community Safety Initiatives, and with the Enforcement of Fire Safety Legislation, we are working to reduce the number of emergency incidents which occur.

We target our resources for prevention on a risk basis such as targeting secondary fires, anti-social behaviour and automatic fire alarm reduction.

Barrhead Community Fire Station is strategically placed with the appropriate number of personnel relative to the local risk, available on a 24/7 basis providing emergency cover to the Council Wards of Barrhead, Neilston, Uplawmore and Newton Mearns North.

Our response in the event of an emergency, is the aspect of the Fire Service which the majority of people still identify us with, and remains a crucial part of how we strive to make our communities safe places to live, work and visit.

Although much of our day to day activity focuses on reducing the number of emergencies which occur, when they do, we want to make sure that we respond as safely, effectively and efficiently as possible whilst minimising the impact our actions have on the environment.

In the next 3 years we will:

- Ensure that our station is fit for purpose and supports operational service delivery whilst complying with legislation
- Implement the Unwanted Fire Alarm Signals (UFAS) Policy and work with partners to drive down the demand these calls place on our Station resources
- Provide clear and concise information to notify the public, elected members, staff and other stakeholder groups about our performance and future plans
- Ensure that our Station monitors and reports on performance in line with Service Performance Indicators and continuously identifies areas for improvement

We will have succeeded if, by 2013:

- Our Station is a safe and secure place of work
- We can demonstrate that we are working towards a reduction in UFAS in partnership with our community stakeholders
- We have continued to provide information to all relevant stakeholder groups about performance within our station area
- We are continuously monitoring performance at a local level, identifying good practice and working towards best practice across all performance areas



Partnership

- Information Sharing
- Joint Working
- Demand Reduction

To protect our communities in the most effective way, it is essential that we work together with our partner agencies and other groups within the community. We actively seek appropriate ways of working with other agencies to find common solutions to operational matters.

This is done within a range of local partnerships which include representation from the Police, Housing, Health, Education, the Voluntary Sector and Social Services.

Strong partnerships provide a means to remove duplication, share resources and deliver more efficient and effective services. We are an active contributor to the Single Outcome Agreements (SOA) which every Local Authority is required to produce.

These SOAs ensure that a range of agencies work together towards a shared national outcome to the benefit of our communities.

One of the main avenues for this joint working is our Community Planning Partnership activity and we are involved at a local level with a wide range of groups and organisations, for example the Multi-Agency Task and Co-ordinating Group which identifies opportunities for inter-agency solutions to local problems.

In the next 3 years we will:

- Develop an information sharing protocol between SFR and our partner agencies that will enable us to identify those most at high risk of death or injury from fire
- We will implement a station briefing protocol, where appropriate operational information from partner agencies is passed to fire crews
- Implement effective joint working which will allow us to use the resources available to ourselves and our partner agencies effectively, and enable us to identify opportunities to share facilities and premises where appropriate

We will have succeeded if, by 2013:

- If we receive regular information and HFSV referral from our partners within the East Renfrewshire Community
- Station briefing sessions take place, strengthening operational intelligence and assisting fire crews
- We have achieved measurable improvements in community safety which can be attributed to partnership working



Environment

- Carbon Management
- Operational Response
- Sustainable Development
- Environmental Management System

The Scottish Government aims to make Scotland greener by improving both the natural and built environment. The national challenge is to improve Scotland's environment today and for future generations, while significantly reducing Scotland's negative impact on the global environment.

At SFR we have worked hard to reduce our own impact on the environment, and we will continue to lead by example through the implementation of an Environmental Strategy and Policy with Realistic and Measureable Objectives. These new guidelines will consider the whole lifecycle of goods, services and materials.

As a responsible organisation we have clear moral, legal and financial reasons for adopting a forward thinking Environmental Strategy such as this, and we will ensure that the goal of reducing carbon emissions and improving efficiency will be pursued wherever it is reasonable, possible, and practical to do so.

In the next 3 years we will:

- Take steps to reduce the environmental impact of fires and other emergencies
- Take proactive measures to ensure that our Carbon Footprint will be reduced to a level consistent with maintaining efficiency and acceptable working conditions
- Promote and adopt the best practice standards for energy efficiency and Carbon use reduction

We will have succeeded if, by 2013:

- Our firefighting methods and the way in which we resolve incidents has a greatly reduced impact on the environment
- Our Station has become as environmentally friendly as is practicably possible
- We have fully engaged with and adopted the Energy Efficiency, Recycling Best Value Policies and Procedures of SFR

CONTACT US

Feedback

We provide a vital public service for the people of Strathclyde. The impact our activities have on the local community is enormous and we know that if we are to meet our goal of continuous improvement, we need to keep in touch with the public we serve.

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.
- **Contact your local fire station:**

Barrhead Community Fire Station
Grahamston Road
Barrhead G78 1TL
Tel: 0141 881 2222

- **Contact your local Area HQ**
Strathclyde Fire & Rescue
East Ayrshire & East Renfrewshire Area HQ,
187 Glaisnock Street, Cumnock, KA18 1JX
Tel: 01290 427610

- **Or contact Strathclyde Fire & Rescue Headquarters at:**
Strathclyde Fire & Rescue,
Connect,
Bothwell Road, Hamilton ML3 0EA
Tel 01698 300999 Fax 01698 338444

or alternatively visit our website at
www.strathclydefire.org

Your comments will be appreciated and treated in confidence.

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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Strathclyde Fire & Rescue, Corporate Development, Bothwell Road, Hamilton ML3 0EA.
Tel 01698 300999



making our communities safe places to live, work and visit



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