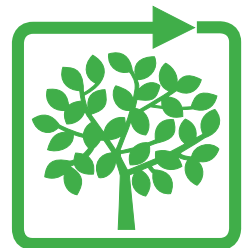


STATION PLAN CLARKSTON

2010-2013



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INTRODUCTION

I am pleased to introduce the Clarkston Community Fire Station Plan for 2010-13. It is recognised that Strathclyde Fire & Rescue Service has an active role to fulfill in relation to supporting the wider Community Safety agenda and to that end we will work together with our stakeholders and partners to produce solutions to local issues.

The underlying focus of Strathclyde Fire & Rescue personnel in Clarkston will be to make a difference to the community, through effective community planning working together to better plan, resource and deliver a quality service that meets the needs of the people who live and work in the Clarkston area. Through these actions we aim to improve Public and Firefighter safety as well as frontline service delivery.

The following points summarise the main activities within the Station area for the forthcoming year.

- Continue to promote local community engagement and integration whilst encouraging new and innovative approaches towards fire safety education. (Corporate Strategy 1.4)
- Enhance the professionalism of all personnel through training and development whilst evaluating the effectiveness through the Career Management Process. (Corporate Strategy 2.1, 2.2)
- Continue to develop, implement and evaluate demand reduction strategies through the Tactical Analysis of operational activities within Clarkston. (Corporate Strategy 3.3)
- Develop and enhance key partnership working through a process of shared outcomes, objectives and initiatives. (Corporate Strategy 4.2)
- Monitor recycling processes within the station to minimise environmental impact. (Corporate Strategy 5.4)



Open Day

During the past year Clarkston Community Fire station has been involved in the following activities.

- Home Fire Safety Visit Campaign where we offer Fire Safety advice and fit smoke detectors free of charge.
- Actively working with local partners to reduce incidents of Anti Social Behaviour and Secondary Fires.
- Fire Reach Youth Engagement Programme - This provides training and development opportunities for young people, principally through Fire & Rescue Service related activities.
- 'Cut it Out' Road Safety Campaign aimed at developing road safety awareness in young people by providing them with an interactive training and learning experience. This develops an understanding of the dangers associated with modern day driving

Fire is an obvious threat to public safety and it can cause death, injury and the destruction of property; the cost of which directly impacts individuals, businesses and the wider society. Fire, and the effects of fire, have a detrimental impact on the environment. This is an issue the Fire Service must be taken into consideration in carrying out its duties.

Clarkston Community Fire Station staff aim to minimise the social and economic impact, resulting from fire and the effects of fire, targeting areas where we can make an improvement to reduce risk to the communities we serve.

Reducing the number of operational incidents that our staff are required to mobilise to is key to our vision of

making our communities safe places to work, live and visit

This plan is the local element of a much wider planning process and sets out how we will deliver our services within the local community.

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.

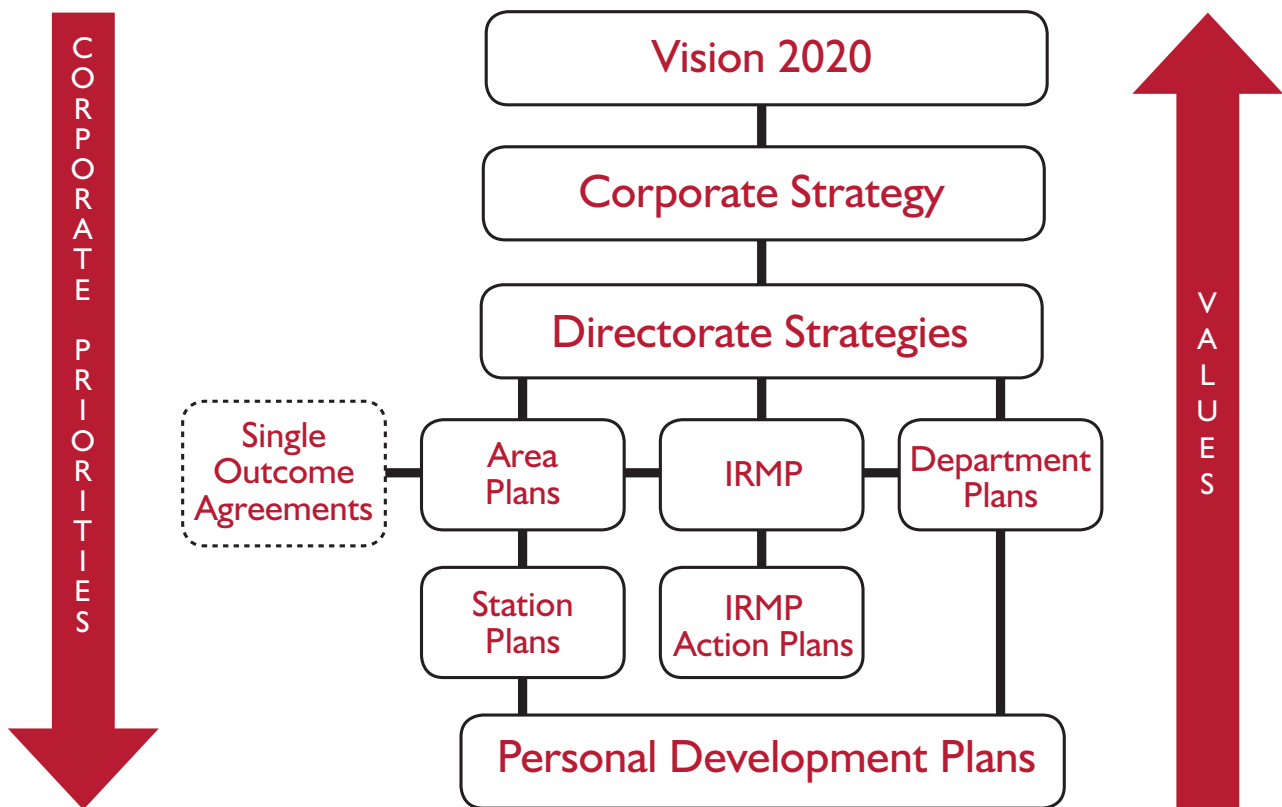
The Local Government in Scotland Act 2003 places a statutory duty on local authorities, fire and police authorities to work in partnership with other public bodies to improve services to the community by delivering customer-focused outcomes and to provide Best Value in the delivery of their services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

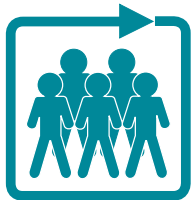


OUR CORPORATE PRIORITIES



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 Scottish Government and local government share an ambition to see Scotland’s public services working together with private and voluntary sector partners, to improve the quality of life and opportunities in life for people across Scotland.

Single Outcome Agreements (SOA) are an important part of this drive towards better outcomes. They are agreements between the Scottish Government and Community Planning Partnerships (CPP’s) which set out how each will work in the future towards improving outcomes for the local people in a way that reflects local circumstances and priorities, within the context of the Government National Outcomes and Purpose.

There are 15 predetermined national outcomes set out by the Scottish government outlining what aims are to be achieved by the Partners within the SOA’s. As a partner, Clarkston Community Fire Station personnel aim to contribute towards achieving the following outcomes:

OUTCOME	DESCRIPTION
6	We live longer healthier lives
9	We live our lives safe from crime, disorder and danger
10	We live our lives in well-designed, sustainable places where we are able to access the amenities and services we need
11	We have strong, resilient communities where people take responsibility for their own actions and how they affect others
14	We reduce the local and global environmental impact of our consumption and production
15	Our public services are high quality, continually improving, efficient and responsive to local people’s needs

All 32 local authorities in Scotland have finalised SOAs setting out how they will take advantage of greater flexibility to deliver services to meet local needs

The East Renfrewshire SOA specifically recognises the social, economic and environmental impact of fire and other emergencies. It represents in partnership our agreed strategic priorities, service improvements and community outcomes.

Community safety priorities identified through strategic assessment inform the community planning process at a local level and are also included in the list of national/local outcomes and indicators within East Renfrewshire’s SOA.

The Strategic Assessments are intended to support local authorities’ community and development plans by describing Strathclyde Fire and Rescue (SFR) activities and highlighting areas for improvement.

In order to address these areas of improvement, SFR have developed a Community Safety Strategy that prioritises the identified areas. Objectives have been set to allow the crews at Clarkston Community Fire Station to address the areas of improvement at a local level.

LOCAL CONTEXT (continued)

The partnerships which have been formed locally have had a significant impact on our success. Examples of which are as follows:

- A joint initiative between SFR and partner agencies offering Fire Safety advice and free supply and fitting of smoke detectors.
- Initiative with community partners to identify and offer advice and assistance to individuals within our community who may be considered vulnerable to fire and other dangers.
- Strathclyde Fire & Rescue is working in collaboration with a number of community partners towards the delivery of a road safety education programme. The “Cut It Out” road safety programme is a multi agency project aimed at reducing the numbers killed or seriously injured on our roads. This programme is aimed at 5th and 6th year high school pupils who are drivers or may be thinking about learning to drive.
- Fire Reach community youth initiative in partnership with East Renfrewshire Council.
- Local problem solving groups – partnership approach involving community leaders to address issues identified within our station area.
- Partnership working with the Multi-Agency Tasking and Coordinating Group where we work in conjunction with all key partners to identify and address local issues affecting our community.
- Working in conjunction with NHS Scotland, SFR personnel offer leaflets, magazines and info cards with contact numbers where information can be gathered regarding cessation of smoking.
- Assisting the local community with practical advice on ways to reduce the amount of Unwanted Fire Alarm Signals which can cause local business and workplaces lost time and production. Actively monitoring these statistics to intervene and reduce unnecessary operational appliance movements in order that risk to the public and SFR staff is minimized.
- Promoting Clarkston Community Fire Station as a local resource that welcomes local groups, families and individuals into our property to encourage interaction between staff and members of the public, regardless of race or religion.
- A joint initiative with East Renfrewshire Council, the Scottish Football Association and Scottish Rugby to interact with local youths at street football/rugby sessions to encourage a healthy active lifestyle.

OUR OBJECTIVES FOR THE COMING 3 YEARS



Community

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

SFR exists to serve the community. We work hard within our communities to educate people in all aspects of community safety and enforce vital legislation which helps to prevent fires and accidents from happening in the first place, and mitigates the risk of injury and death if they do.

We know that no matter how quickly we can attend incidents, and no matter how well trained and equipped our staff are when they arrive, a small number of people will continue to be injured and sometimes lose their lives in fires, traffic collisions and other emergencies.

So to achieve our vision of making our communities safe places to live, work and visit, we will complement a first class response to incidents, with a far reaching education programme, and by enforcing fire safety legislation to ensure that buildings and work places are as safe as they can be.

In the next 3 years we will:

- Support the National Road Safety Framework for 2020 and develop new road safety initiatives to support our 'Cut it Out' campaign.
- Develop demand reduction strategies for the range of incidents we attend.
- Deliver face to face consultation with the public and stakeholders regarding our local service delivery.
- Develop our engagement strategy and investigate better methods of integrating with, and educating the local community on safety issues.

We will have succeeded if, by 2013:

- More young people are aware of the dangers faced by them due to careless driving.
- The wide range of incidents we attend are reduced over the period.
- Stakeholder consultation on our local service delivery has taken place.
- There are measurable reductions in injuries and fatalities which can be attributable to the community engagement activities.



People

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

People are central to the service Clarkston Community Fire Station delivers to our Community. To deliver our vision for the Community we will ensure we recruit, develop and retain high quality staff.

With a motivated, well trained and professional workforce we will be able to make our organisation stronger, more efficient and more effective, and thereby continue to improve the high quality of service we deliver.

Our aims are with local workforce planning to ensure that all our staff are fully equipped with the skills and resources they need to deliver a high quality service to our community in a safe and professional manner.

We will promote equality and diversity in the workplace, ensuring that staff, visitors and members of the community are treated with dignity and respect at all times.

All staff will receive appropriate training and support for their role, with access to the relevant qualifications to ensure competency in that role, and where suitable develop them for future positions they may undertake.

Those personnel with an emergency response role will receive a range of operational incident based training courses. As well as developing new skills operational staff will maintain their core competency skills by completing the maintenance Phase Development Plan. (MPDP)
Suitable staff will be identified for advancement through assessment and Development Centres.

In the next 3 years we will:

- Continue to promote equality and diversity in all aspects of our day to day business.
- Ensure our staff both operational and support, deliver service performance to a high standard and meet the challenges of current and future demands.
- Actively promote a proactive Health and Safety culture, monitoring and improving where necessary.
- Continue to keep our personnel up to date with all organisational issues and developments, consulting our staff on ways to improve our service delivery and performance.

We will have succeeded if, by 2013:

- All staff are qualified to minimum 'level one' in equality and diversity, and that they apply this learning in all activities.
- Personnel are at a level commensurate with their role and deal with stakeholders in a confident professional manner.
- An appropriate number of staff are trained to IOSH level in Health and Safety, and our accident/injury statistics show a downward trend.
- Staff show high confidence levels with attendance statistics showing improvements.



Protection

- Resources
- Preparedness
- Response
- Performance

The first and most fundamental duty of Strathclyde Fire and Rescue (SFR) is to protect the communities we serve when fire and other emergencies arise.

Here at Clarkston Community Fire Station we will strive, along with our partner agencies, to ensure that the focus of our activities is centred on making our communities safe places, to live, work and visit.

To achieve this, we aim to have the right resources, in the right place, at the right time, to enable us to deal effectively with the wide range of potential incidents our community may be faced with.

Our Community Safety team, through the provision of advice and education will ensure that assistance is available to those members of our community most at risk and will enforce fire safety legislation where necessary in order to reduce the number of emergency incidents we attend.

In the next 3 years we will:

- Implement a new duty system to operational personnel that delivers a 'Best Value', future proof service to the community we serve.
- Remain current with local developments by continuing our Operational Intelligence inspections and updating information systems.
- Ensure that our vehicles, equipment and other resources are appropriately maintained and updated to provide the most efficient service possible.
- Ensure that the appropriate weight of response is sent to any incident and that the number of unnecessary vehicle movements, such as when responding to hoax calls or automatic fire alarms, is reduced to a minimum.

We will have succeeded if, by 2013:

- We maintain and improve the quality of our operational response across all areas of our service in a cost effective manner.
- We have revalidated existing Operational Intelligence and increased our knowledge of new and existing properties.
- Our resources provide effective service delivery on all occasions.
- We have reduced the number of "blue light" appliance movements without compromising service delivery.



Partnership

- Information Sharing
- Joint Working
- Demand Reduction

Strong, productive partnerships are central to our service. Strathclyde Fire and Rescue (SFR) will work closely with our partner agencies to achieve our vision of making our communities safe places to live, work and visit. By working together, we have much to offer and much to gain. Strong partnerships provide a means to remove duplication, share resources and deliver more effective services.

SFR's Partnership Unit which includes representation from the police, housing, health, education, the voluntary sector and social services, all work closely to find common solutions to resolve operational matters. Here at Clarkston Community Fire Station, staff will engage with our partners to educate, inform and raise awareness of Fire and Rescue activities.

As an active contributor to East Renfrewshire's Single Outcome Agreement, SFR will collaborate with local partners to achieve shared local outcomes to enhance our communities and deliver the requirements of the Community Planning Partnership.

In the next 3 years we will:

- Continue to improve our integration with partner agencies sharing and acting on relevant information.
- Investigate the use of new partnership working and strengthen existing relationships.
- Actively contribute to the Community Planning process.
- Seek collaborative approaches to support demand reduction strategies to reduce the amount of incidents that require our intervention.

We will have succeeded if, by 2013:

- Our organisational and partner needs are met thereby improving our community and our performance.
- We improve and increase our partnership working further enhancing service delivery.
- We are fully integrated and functional in all aspects of Community Safety Planning.
- SFR is represented on all Community Safety Partnership groups and we have achieved measurable reductions in demand for our services.



Environment

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

In line with the Scottish Governments aims to make Scotland greener by improving both the natural and built environment. Strathclyde Fire and Rescue is committed to making a positive contribution through implementation of an environmental strategy and policy with realistic and measureable objectives.

This commitment is augmented by the clear moral and legal obligation which is placed on all organisations to reduce carbon emissions.

In addition we will determine the environmental impact of our buildings including their efficiency, power requirements and IT provision. Current and future waste management proposals, our vehicular requirements and business travel will also have to be considered.

All of the above supports the UK government's view that public sector partners are key to delivering carbon reduction across the UK. In addition as with all public sector organisations SFR has an obligation to strive for best value and to contribute to sustainable development

In the next 3 years we will:

- Take proactive measures to ensure that carbon production and energy consumption will be reduced to a level consistent with maintaining efficiency and acceptable working conditions.
- Take steps to reduce the environmental impact on land, air and water, and on the ecology and environment from firefighting actions.
- Reduce the amount of waste produced by our activities at station level being sent to landfill.
- We will promote and communicate the work of the environmental forum and associated working groups both internally and to our partners.

We will have succeeded if, by 2013:

- We have a measurable and sustainable reduction in carbon emissions
- Our firefighting methods and the way in which we resolve incidents have a greatly reduced impact on the environment.
- We have established a recycling culture throughout the station and identified all recycling opportunities.
- We have a communication strategy in place to inform all stakeholders of the work of our environmental forum.

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 Clarkston Community Fire Station**
Dorian Drive,
Clarkston G76 7NT
Tel: 0141 6382222

- **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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אם ברצונכם לקבל עותק של מסמך זה בפורמט שונה או גרסה מתורגמת שלו בשפה אחרת, אנא צרו עמנו קשר לפי הפרטים הבאים:

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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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