



Port Glasgow Fire Station Station Plan



2006/07

CONTENTS

	Page
Introduction	1
Station Plan Aim	2
Station Plan Objectives	3-4
Community Safety	3
Operations	3
Finance	3
Development	4
Technical Services	4
Personnel	4
Strategic Planning	4
Community Profile	5-10
Station Area	8
Population	8
Ethnicity	8
Health	9
Risks	10
Political Profile	11-17
Parliament Members	11-12
Councillors and Wards	12-17

Statistical Information 2003 - 2006	18-24
All Incidents	18-20
Dwelling House Fires	21
Injuries and Fatalities	22
Malicious Calls/Antisocial Behaviour	23-24
Station Profile	25-27
Action Plans	28-37
Community Safety	
Operations	
Personnel	
Development	
Finance	
Strategic Planning	
Complaints Procedure	38-43

INTRODUCTION

This Station plan for Port Glasgow Fire Station is intended not only to meet the needs of the local community, but to also be an integral component of the Area Plan for the Renfrewshire & Inverclyde Area.

The plans overarching aims will link to Strathclyde Fire & Rescue's 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. **Actively identify, assess and reduce risks to communities**
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**
5. **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 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 Inverclyde Community Planning Partnership.

AIM

To Improve Service Delivery we will more effectively:

- Manage Attendance
- Identify training needs
- Implement risk reduction measures
- Develop Personnel
- Maintain Operational Competencies

To reduce the number of fires in the station area in the following categories:

- Accidental dwelling fire deaths
- Non-fatal casualties from fire
- Accidental dwelling fires
- Reduction of secondary fires

To work towards a reduction in the number of:

- Unwanted fire signals
- Malicious calls
- Incidence of deliberate fire raising
- Anti Social Behaviour i.e. attacks on fire crews, hydrant abuse

All of which will contribute to the overall SFR Performance Management and Reporting Framework.

OBJECTIVES

Community Safety

- Reduce accidental dwelling fires by 5% annually in station area
- Reduce fatalities in accidental dwelling fires
- Reduce accidental fire injury rates by 5% annually
- Reduce malicious fire calls by 2% annually
- Reduce secondary fires by 5% annually
- Reduce attacks on fire crews by 5% annually
- Reduce the number of unwanted fire signals by 5% annually

Operations

- Increase operational availability of appliances by 10% annually
- Provide personnel to crew Maritime Incident Response Group

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

- Carry out a training audit, setting up a database of all training
- Agree personal development with all staff undergoing development
- Introduce Incident Command training for station Personnel
- Arrange realistic training events
- Increase H & S trained personnel to minimum 1 each watch
- Ensure all M.I.R.G Qualifications are maintained

Technical Services

- Review Station vehicle requirements
- Complete annual property audit
- Review and update periodic inspection system for rescue pump
- Ensure PPE inspections are recorded

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 by conducting regular watch meetings etc.
- Carry out Best Value audit of station staffing

COMMUNITY PROFILE

Community Profile

Port Glasgow



The second largest town in Inverclyde, Port Glasgow grew from humble beginnings around Newark Castle in the 15th century to be the main deep water port for Glasgow and was the main customs centre for the whole of the Clyde until the 19th century.

From its shipping past Port Glasgow too can boast some of the largest modern manufacturing and service industries including Playtex, Smurfit, North Face, Vango and Ferguson's.

Amenities

Local Shops, providing basic provisions and services
Children's Pre-School Care
Health Centre
Dentists
Bed & Breakfasts, Hotels, Restaurants and Pubs
Residential Care for the Elderly
Swimming Pool

Population (2001 Census)

The population of Port Glasgow is in the region of 16,617 people. There are 7061 households, 50% (3580) of which are privately owned.

Of the residents who make themselves available for employment, 6037 are employed and 793 unemployed. Port Glasgow has an unemployment rate of 11.6%.

Kilmacolm



Kilmacolm, situated between the big towns of Greenock and Paisley, has remained a popular residential area offering a welcome change from the bustle of town life.

With a history dating back to Saint Columba, the Old Kirk (pictured) has its foundations in Antiquity.

Quarriers Village was originally an orphans' village but now holds full Conservation status while acting as a residential village for the elderly.

Amenities

Local shops that provide basic daily requirements serve Kilmacolm. Though considered a rural location the village is a short drive from the main towns of Port Glasgow, Paisley and Renfrew where all other requirements are to be found.

Population (2001 Census)

The population of Kilmacolm is in the region of 4000 people. There are 1701 households, 88% (1498) of which are privately owned. Of the residents who make themselves available for employment, 1734 are employed and 70 unemployed. Kilmacolm has an unemployment rate of 0.054%.

Langbank



A dormitory village in Renfrewshire, Langbank lies on the south side of the River Clyde, opposite Dumbarton and 3 miles (5 km) northwest of Bishopton. Its name is said to derive from the long dyke built in the Clyde in the 18th century for the purpose of keeping the channel open by encouraging tidal scour. The settlement developed after the opening of a railway station in 1841 and the arrival of tourists. Nearby Finlaystone House, the home of the Earls of Glencairn for four centuries is the seat of the chief of Clan Macmillan.

Amenities

Local shops that provide basic daily requirements serve Langbank. Though considered a rural location the village is a short drive from the main towns of Port Glasgow, Paisley and Renfrew where all other requirements are to be found.

Population (2001 Census)

The population of Langbank is in the region of 900 people. There are 340 households, 97% of which are privately owned. Of the residents who make themselves available for employment, 466 are employed and 13 unemployed. Langbank has an unemployment rate of 2.8%.

Station Area

The station provides cover for 82.16 square kilometres on the banks of the river Clyde, located on the western side of SFR area. Situated in Inverclyde council it provides cover throughout 5 council wards. Housing is predominately privately owned with 60%, Council tenancy 32% and a smaller figure of 7% private rental. Property type is split between 51% house type accommodation and 49% flat or apartment type.

Last Fiscal year the station attended a total of 529 incidents comprising:

- 101 primary fires
(26 accidental fires in dwelling houses)
- 207 secondary fires
- 162 fire alarms
- 55 special services
- 4 chimney fires

(A full breakdown of Incidents for the past 5 years is shown in section Operational Activity on *Pg 32*)

Population

The station area population in 2001 was 21,725, the estimate during the day is a decrease of 32%, a reduction of almost 7000 due to lack of employment within the Port Glasgow area. A breakdown of this population shows a higher than national average percentage of over 60's with 20%, and a slightly lower than average 61% for the 15-59 age group. This is likely to be produced by people leaving the area for employment and returning home for retirement.

Ethnicity

The area has a lower than average proportion of minority ethnic groups within its population. 95.2% are White, 0.27% are Indian, Pakistani or Bangladeshi, 0.18% are Chinese, 0.36% other background.

Health

Port Glasgow falls within the Argyll and Clyde Health Board area and therefore all figures in this section are based on this board's figures. The area generally has a bad health record and survey results show that male life expectancy is 70.3 yrs, whereas the national average is 73.4 yrs*. In the Scottish health survey report 2003 70% of all adults rated themselves in good health as apposed to the national index of 74%** . Part of this reason may be down to lifestyle such as smoking and diet. Smoking figures for the area show a higher than average figure of 32% of smokers against a national average of 28%.

*<http://www.clearingtheairscotland.com/facts/statistics.html>

**The Scottish Health Survey - 2003 Results

Scottish Index of Multiple Deprivation 2004

The above index SIMD shows that based on numbers of adults and children receiving benefit, Inverclyde is rated as the 4th most deprived area in Scotland with 18.8% of its population income deprived. It is also estimated that 11.3% of its population wants to work but due to unemployment, ill health or disability is unable to work. This ranks the area at 4th in the table of areas that are most employment deprived. 33% of Inverclyde's population lives in areas that have been defined as being the most deprived 15% across the country.

RISK PORTFOLIO

Life Risks

There a total of 9100 households within the Port Glasgow area with a variance of occupancy as detailed previously. In addition to these households the station provides pre-determined attendances at a variety of risks within the surrounding area. The following is a summary of the various risks covered.

Cappielow Park

Cappielow Park is home to Greenock Morton Football Club who are currently in the Scottish second division. Although the stadium has a capacity in excess of 10,000 the average attendance is 3000. The main stand with a capacity of 2600 is timber construction with unprotected steel columns supporting the roof. There is a fully operational railway line 10m to the rear of the main stand.

Fergusons

Fergusons is the last remaining shipbuilder in the area. From an industry that once employed over 100,000 only 250 employees remain at this yard. It comprises a three storey office block, a steel preparation shed; a sub assembly shed and store buildings.

B.P.I

British Polythene Industries (BPI) is the largest manufacturer of polythene film, bags and sacks in Europe. It has a manufacturing capacity in excess of 350,000 tonnes p.a. BPI is also the largest recycler of polythene waste, having pioneered recycling techniques for processing a diverse range of scrap materials ranging from agricultural films to post-use stretch films. It is housed in a purpose built two storey building containing manufacturing and office space. A large quantity of stored plastics and related products are the greatest risks

Other Life Risks

Other significant life risks within the station turnout area include an 1100 capacity county bingo hall, 2 certified hotels and boarding houses, 9 primary schools, 2 secondary schools, 2 special school, 7 independent residential care establishments and 2 children's homes.

POLITICAL PROFILE

Elected Representatives



Port Glasgow and Kilmacolm

David Cairns mp
20 Union Street
GREENOCK
PA 16 8JL
01475 791820
cairns@parliament.uk

David Cairns was elected in 2001 as the MP for the constituency of Greenock and Inverclyde and in 2003 he became the Personal Private Secretary to the Pensions Minister. At the 2005 General Election he was returned as the MP for the new enlarged constituency of Inverclyde, and was appointed as the Parliamentary Under-Secretary of State for Scotland.

General Election result, 5 May 2005

Inverclyde

Name	Party	Votes	%
David Cairns	Labour	18,318	50.7
Stuart McMillan	SNP	7,059	19.6
Douglas Herbison	Liberal Democrat	6,123	17.0
Gordon Fraser	Conservative	3,692	10.2
Davy Landels	Scottish Socialist	906	2.5
	Majority	11,259	31.2
	Turnout	36,098	60.9



Constituency:
Mr Duncan McNeil MSP
Parliamentary Advice Office
20 Union Street
Greenock
Inverclyde
PA16 8JL

Telephone: 01475 791 820
RNID TypeTalk calls welcome
Fax: 01475 791 821

Parliament:
Mr Duncan McNeil MSP
The Scottish Parliament
Edinburgh
EH99 1SP

Telephone: 0131 348 5912
Fax: 0131 348 5991

Holyrood E-mail: Duncan.McNeil.msp@scottish.parliament.uk

Website: <http://www.duncanmcneil.com>



Constituency:
Trish Godman MSP
Renfrew House
Cottage 27
Quarrier's Village
Bridge of Weir
PA11 3SX

Telephone: 01505 615337
RNID TypeTalk calls welcome
Fax: 01505 690717

Parliament:
Trish Godman MSP
The Scottish Parliament
Edinburgh
EH99 1SP

Telephone: 0131 348 5837
Fax: 0131 348 6460

Holyrood E-mail: Trish.Godman.msp@scottish.parliament.uk

Constituency E-mail: trish@tgodman.freeserve.co.uk

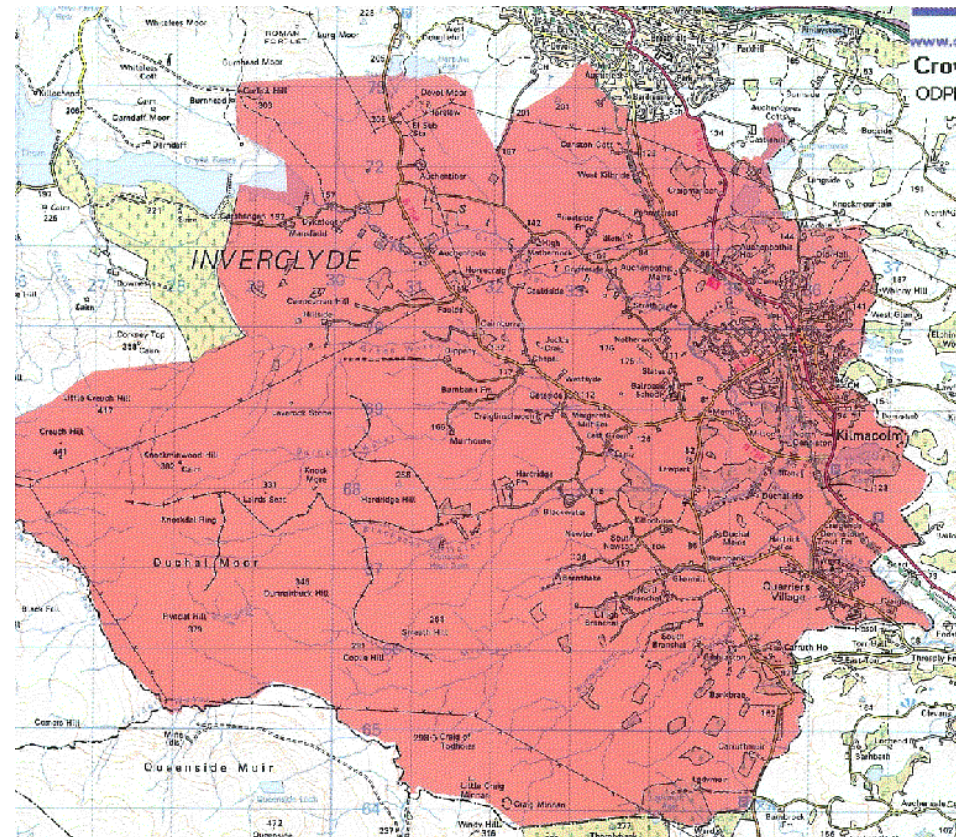
Councillors

THOMAS FYFE (Liberal Democrat) Ward 1 (Kilmacolm)



Committees

- Policy & Strategy
- Best Value and Corporate Services
- Environment and Regeneration (Convener)
- Community Committee
- Planning & Traffic Management
- Joint Consultative (Employers)
- Joint Consultative (Craft Operatives)
- Waste Strategy Sub-Committee

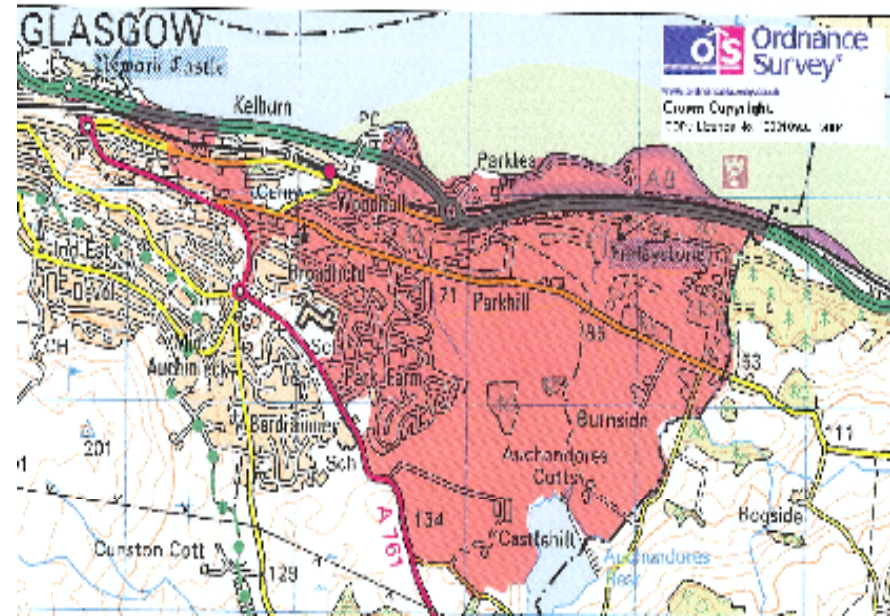


ALLAN ROBERTSON JP (Labour)
Ward 2 (Port Glasgow East)



Committees

- Policy & Strategy
- Education & Lifelong Learning
- Health and Social Care
- Community
- Audit
- Education Services (Appeals) Sub-Committee
- Education (School Pupil Records) Sub-Committee (Convener)
- Child Care Sub-Committee
- Local Negotiating Committee for Teachers

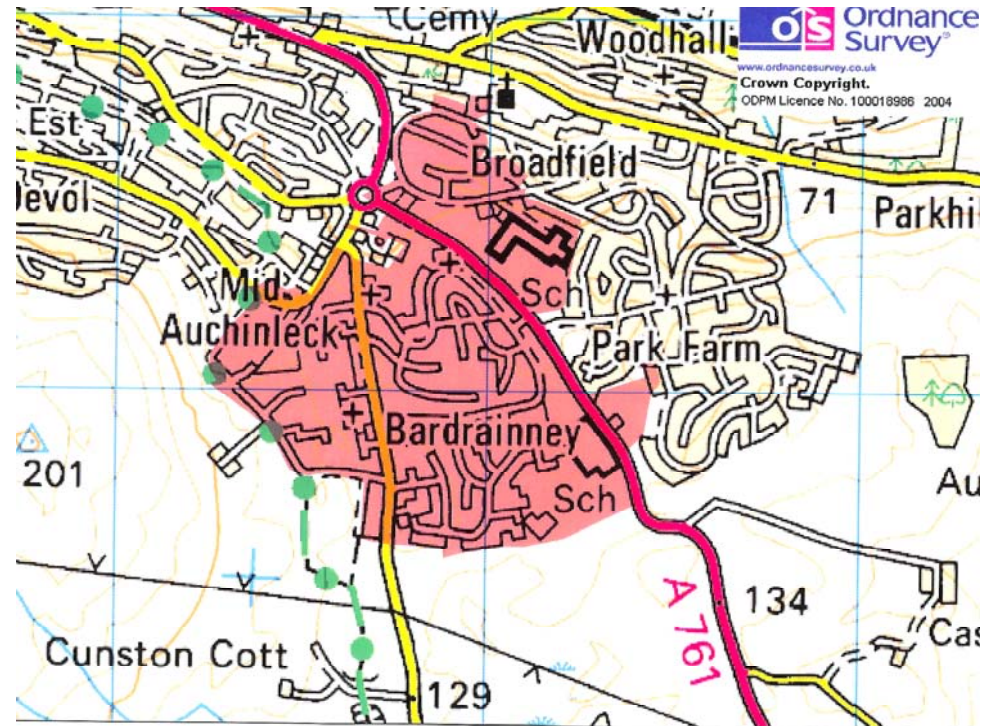


**IAIN TUCKER (Liberal Democrat)
Ward 3 (Port Glasgow South)**



Committees

- Education & Lifelong Learning (Vice-Convener)
- Community Committee
- Licensing & Registration Panel
- Education (Appeals) Sub-Committee (Convener)
- Education (School Pupil Records) Sub-Committee
- Grants Sub-Committee
- Local Negotiating Committee for Teachers
- Strathclyde Fire Board (Substitute Member)**

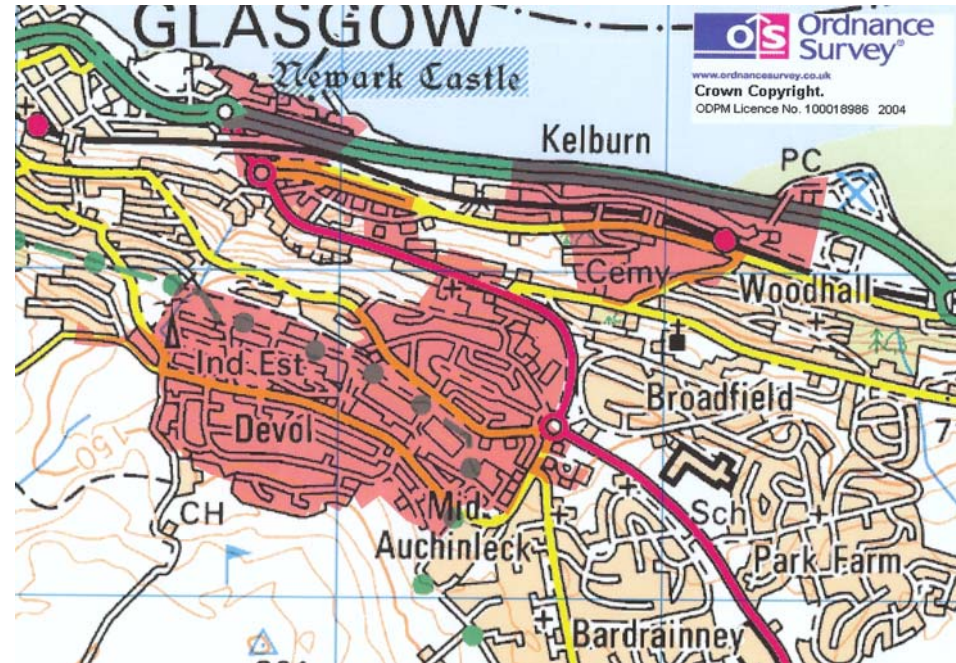


ROBERT (MAXIE) HILL (Liberal Democrat)
Ward 4 (Clune Brae/Devol)



Committees

- Policy & Strategy (Vice-Convener)
- Best Value & Corporate Services(ex officio)
- Environment & Regeneration (ex officio)
- Education & Lifelong Learning (ex officio)
- Health & Social Care(ex officio)
- Community Committee (ex officio)
- Inverclyde Licensing Board (Chair)
- Audit
- Child Care Sub-Committee
- Standards
- Joint Consultative (Employers)
- Joint Consultative (Craft Operatives)

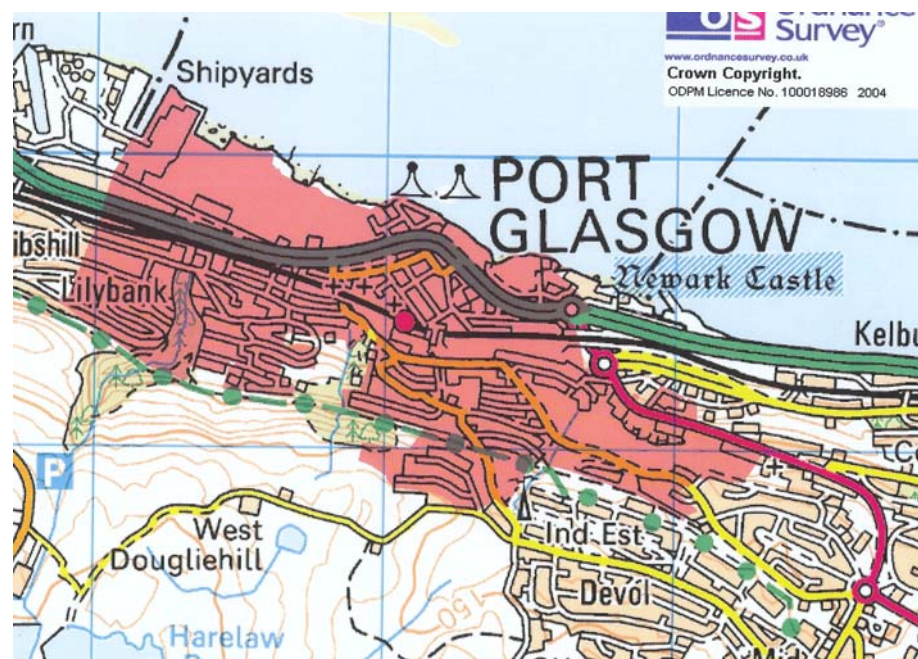


JEAN STEWART JP (Liberal Democrat)
Ward 5 (Port Glasgow Central & West)



Committees

- Best Value & Corporate Services
- Environment & Regeneration
- Community Committee
- Audit
- Planning & Traffic Management
- Personnel (Appeals) (Sub-Committee) (Convener)
- Inverclyde Licensing Board
- Grants Sub-Committee
- Waste Strategy Sub-Committee (Chair)
- Joint Consultative (Employees)
- Joint Consultative (Craft Operatives)



OPERATIONAL ACTIVITY

Total Incidents

This section will deal with the operational activity within the Port Glasgow station area. It is prudent at this stage to explain some of the terminology used and the method of how percentages are worked out. **Primary fires** are serious fires in which there are fatalities/casualties/rescues, damage to property or more than five appliances attended, these incidents require a Fire Damage Report 1 form and will be referred to as **FDR's**. **Secondary fires** are incidents which do not require an FDR1 form such as derelict building / derelict vehicle /Waste material and grassland.

In order to compare figures with other stations, Service Areas (**R & I**) and **Strathclyde Fire and Rescue (SFR)** as a whole, a system is required to base figures on a like for like basis. In order to do this for the following pages I have taken each category as a percentage of the total turnouts. In the case of fatalities and casualties I have taken each as a percentage of the total accidental dwelling fires, since they are the basis for the fatal and casualty targets.

For incident totals I have based figures on the last completed financial year 01/04/04 – 31/03/05, but for trend charts based on percentages I have also included the current year based on 1/4/05 – 7/2/06.

For the period 1st April 2004 to 31st March 2005, a total number of 529 incidents were attended within the station area. A breakdown of these incidents is shown in *fig 1.1*

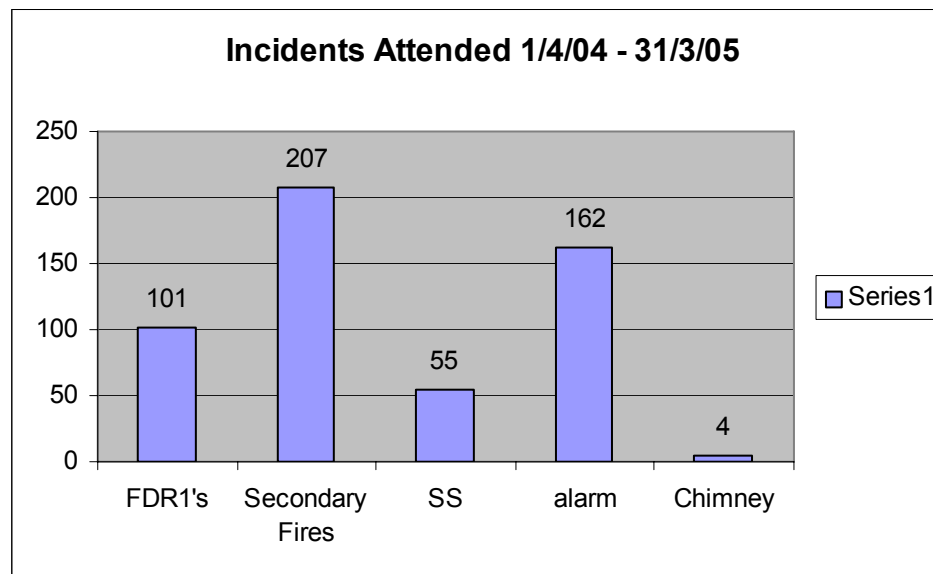


fig 1.1

Looking at fig 1.1 in isolation is not particularly useful, except for reduction of objective targets, so I have broken it down into a percentage of total turnouts in *Fig 1.2* and then in *fig 1.3* compared against R & I area and SFR.

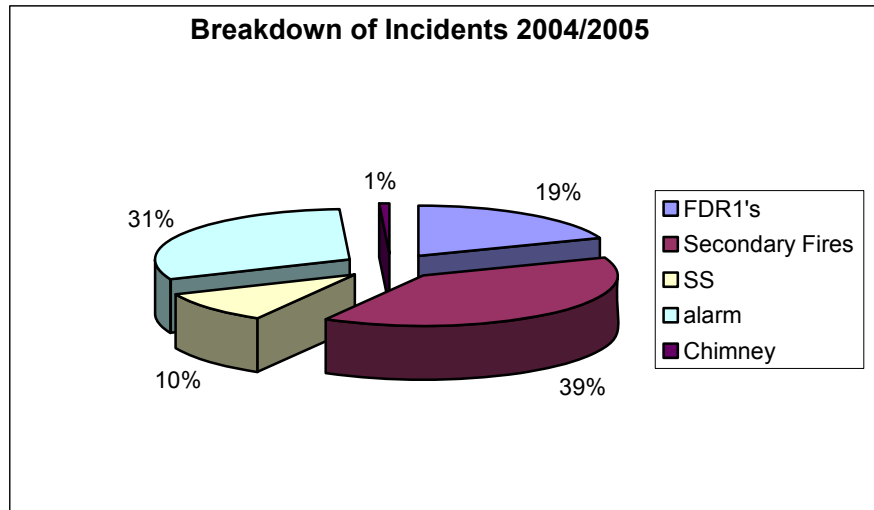


fig 1.2

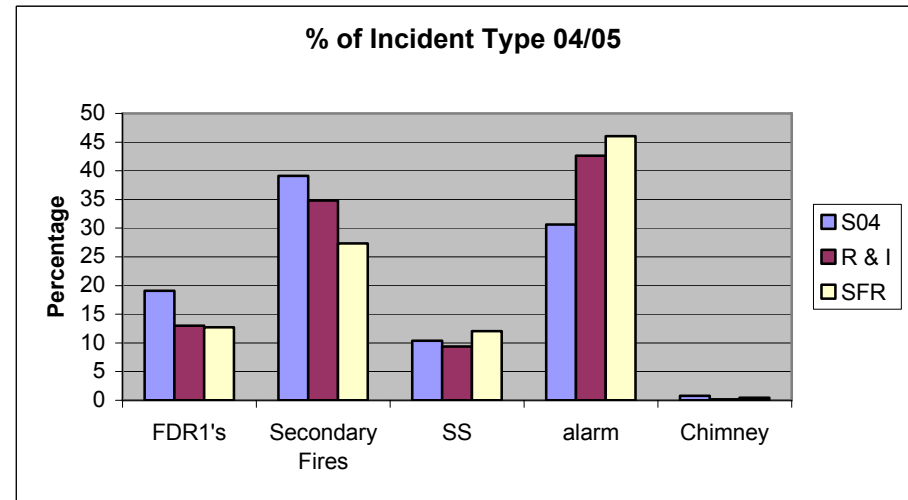


fig 1.3

As can be seen in *fig 1.3* Port Glasgow has a higher than average FDR and Secondary fire rate but less than average alarm rate. This is a trend, which can clearly be seen when looking at figures for the past 5 years, *fig 1.4* and *fig 1.5*. These figures cannot be looked on in isolation and it must be considered that some areas have more businesses than others and therefore will encounter more alarm calls than Port Glasgow. But what it does demonstrate is that Port Glasgow has a high incidence of fire in relation to turnout and the station plan rightly addresses these areas as a matter of priority. As mentioned above the trend figures for the past 5 years show a high number of fires but also a downward trend. Primary fires from 21% to 17 % and Secondary from 45% to 39%. This plan aims to continue this trend.

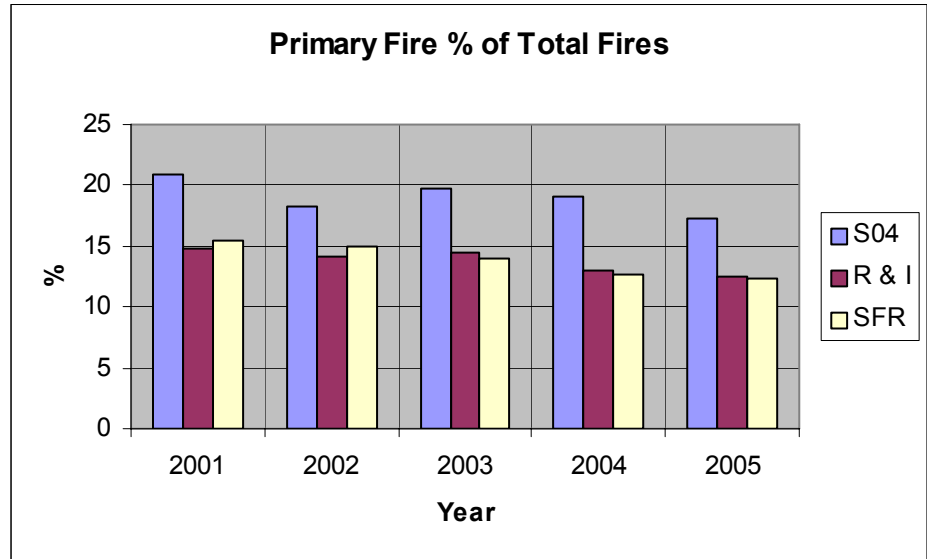


fig 1.4

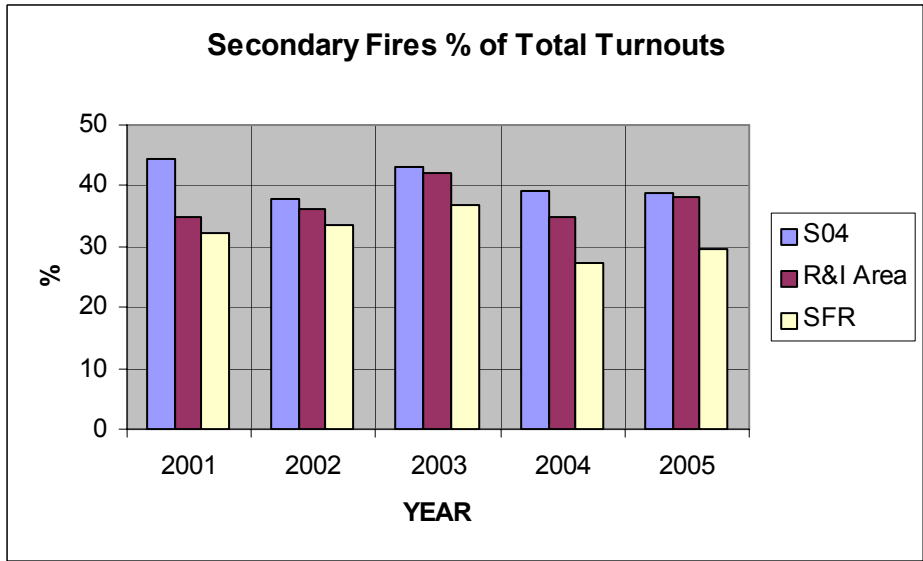


fig 1.5

Accidental Dwelling Fires (ADF) accounted for 26 incidents within this period. This figure is relevant since ODPM and SFR targets are largely based around this figure. In order to fit with the services plan and the community safety partnerships plan the objectives contained within this document are also based on this figure.

Again it is a useful exercise to chart percentages of ADF's against total turnout to see how the station fares against the area and service. *Fig 2.1* shows the downward trend of all three with Port Glasgow showing a higher percentage than both Area and SFR. The target of a 5% reduction annually for ADF's will ensure this downward trend continues and bring Port Glasgow more in line with the service as a whole.

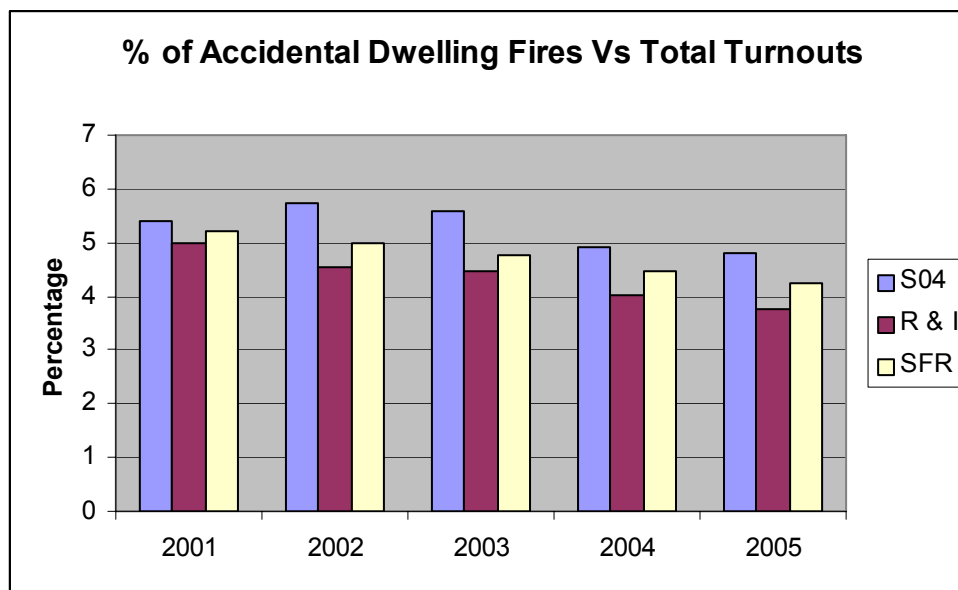


Fig 2.1

Simply looking at ADF's would only partially cover the targets in this plan; I have therefore also charted Fatality and Casualty percentages, *fig 2.2* and *fig 2.3*. Over the last complete period there were 3 casualties and zero fatalities attributed to ADF's in the Port Glasgow Area, but in the period from 1/4/05 – 7/2/06 there have been 2 casualties and 1 fatality. If we look at the charts it can be seen that in relation to ADF's Port Glasgow has a higher percentage of fatalities per ADF than both area and service. Taken in conjunction with *fig 2.1* this would indicate that not only does Port Glasgow have a high percentage of ADF's but also on the occasion of having one there is a higher percentage chance of it being fatal. This plan therefore addresses this with a target of reducing fatalities in ADF's and reducing accidental fire injury rates by 5% annually.

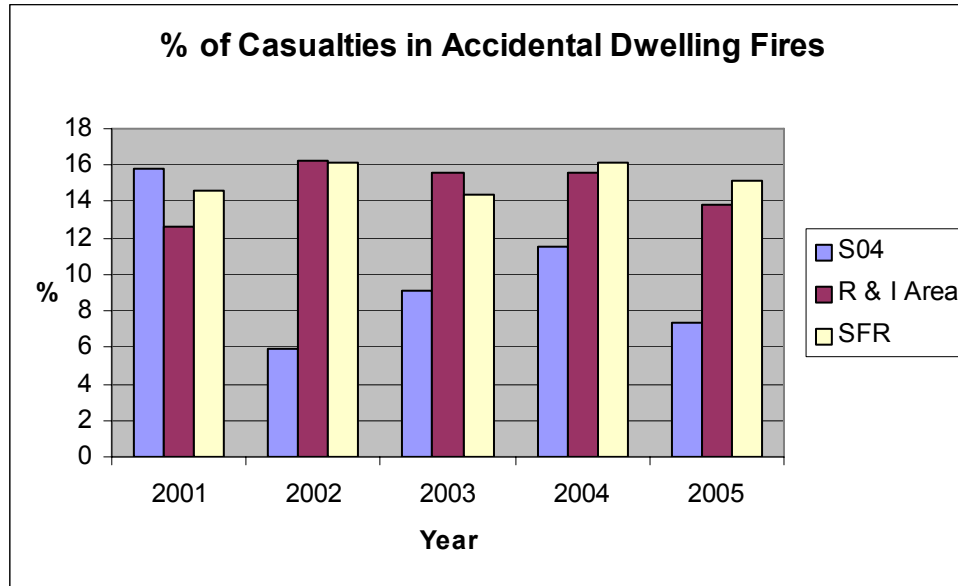


fig 2.2

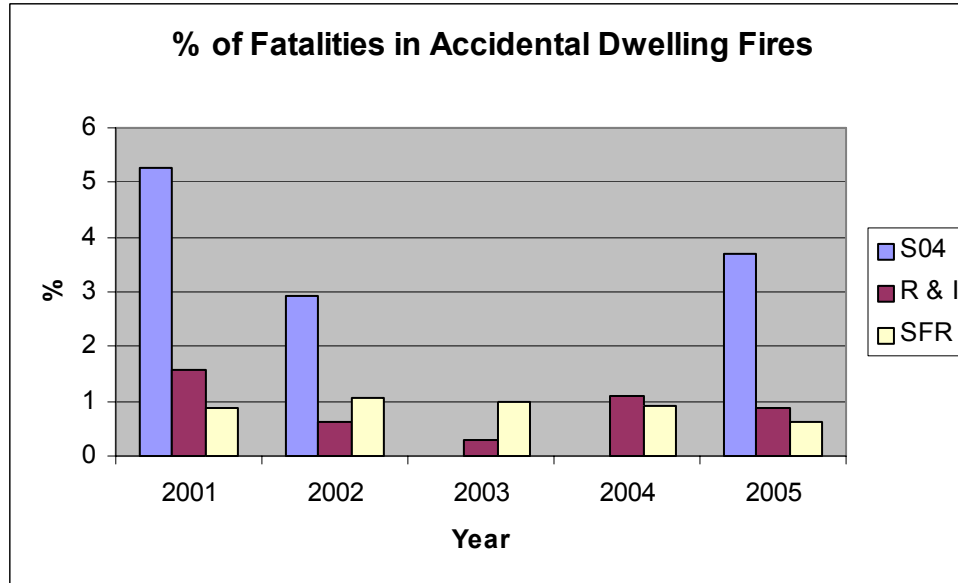


fig 2.3

Both fatality and casualty rates have been addressed within the objectives and the station planner in this document. (Pg 6 and Pg 28)

Malicious fire calls affecting this area accounted for 42 turnouts (7.5%) of total turnouts. Although this figure has fallen in the past few years it is still an area of concern especially in relation to other areas percentages. *fig 3.1* shows that we are still experiencing far too many malicious calls and this plan aims to address this with a reduction of 2% year on year

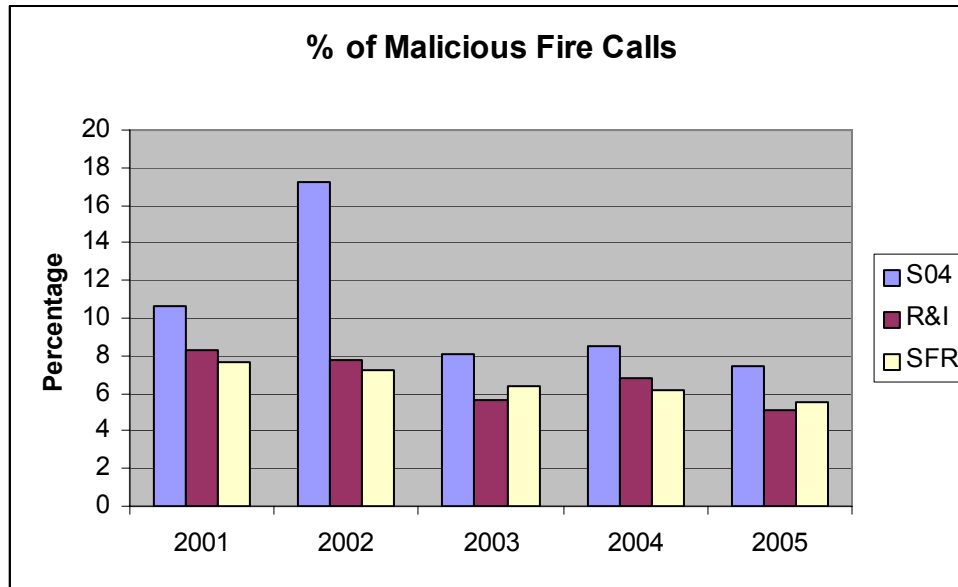
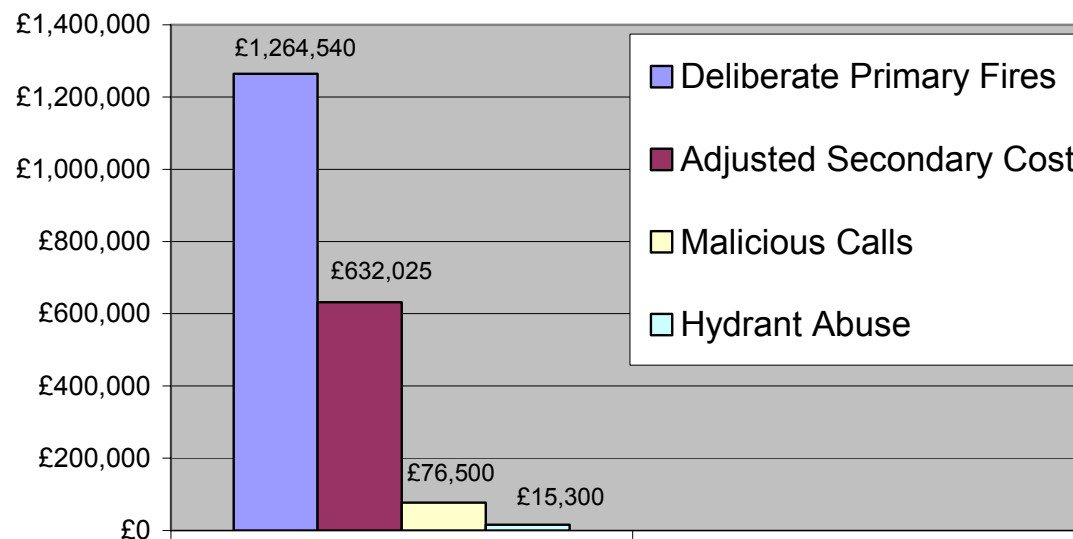


fig 3.1

In this section I am going to look at the economic cost of Anti Social Behaviour. All too often we see the personal cost but the financial cost is not so widely known. Using the ODPM - The Economic Cost of Fire Estimates 2003, I will chart the cost of deliberate primary and secondary fires, malicious calls and hydrant abuse. These figures take into account Human cost, Property Damage, Lost business, Criminal Justice costs, Response Cost.

Estimated Costs Of Anti Social Behaviour In Port Glasgow



Information source
ODPM - The Economic Cost of Fire Estimates 2003 Pg 33

Anti-Social Behaviour also showed itself with 5 attacks made on firefighters over the last calendar.

STATION PROFILE

Property & Fleet

Port Glasgow fire station was opened on 1st October 1969 by Joseph Hartil Q.F.S.M Commandant of the Scottish Fire Services Training School and is located at East Bay which is to the north east of the town centre. The station is currently undergoing some refurbishment with internal alterations to allow dignified facilities for female staff and redecoration.



At the present time the fleet providing emergency response consists of one wholetime rescue pump and one retained rescue pump. Also within the station fleet is the station manager's staff car.

Strathclyde Fire and Rescue Service have taken over responsibility for water based rescue services on the river Clyde between the Weir at Glasgow Green and the Erskine Bridge.

This service is provided by utilising four jet skis and two 5.3 metre long rescue boats. The training centre for both of these operations is provided by four instructors and is based within Port Glasgow Fire Station.



Also included in the station fleet at the present time is a land rover, which is used to tow the jet skis/boats.

STATION PROFILE

Operational Personnel Profile

Presently the station is established to a total of 28 wholetime operational Personnel which equates to 7 per watch consisting of:

1 Watch Manager
1 Crew Manager
5 Firefighters

The station also has a Retained unit attached, which has 10 personnel

1 Watch Manager
1 Crew Manager
8 Firefighters

The experience of the current operational establishment ranges from 18 months to 29 years, average length of service is currently 16 years. Seven station personnel are at present undertaking training to form part of the Marine Incident Response Group, which will be jointly crewed by Port Glasgow and Greenock personnel. This training involves tactical marine firefighting, helicopter ditching / winching and ship stability. This will be an ongoing process to keep personnel accredited. These courses have required attendance at local, and national level.

Community Safety Personnel Profile

At the present time, Community Safety officers are based at Greenock and provide legislative, advice and educational services to the whole of Inverclyde. Legislative enforcement is provided by 1 Watch Manager B and 1 Watch Manager A, with advice and education provided by a Community Firefighter. Also supporting the process of Community Safety and Community Planning for the Station area is an assigned Community Safety Coordinator based at Paisley.

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. Due to support staff restructures taking place within the organisation at the present time, it has been identified that 1 administrative support position based within the station will be created within the next 3 months.

Managing Attendance

Strathclyde Fire & Rescue has implemented a managing attendance policy, which encompasses all staff within the organisation. The rate of absence within Port Glasgow Fire Station for the period 1/1/05 – 31/12/05 was 5.25%, the average rate of absence for the service for this period is not available at the time of writing but in period 2004 the figure was 7.77% and would not be expected to be radically different.. At the present time watch availability is maintained by either by the implementation of the Service's detached duty policy or by pre-arranged overtime.

Finance

The total revenue budget for Port Glasgow Fire Station for 05/06 was £892,031.00 The introduction of devolved budgets at station level has placed responsibilities on Station Managers to ensure financial management is an integral element of the station plan. At the present time the devolved budget for Port Glasgow Fire Station stands at £96,210.00. It is anticipated fully devolved budget responsibility will pass to Station Managers in April 2006.

Supporting Documentation

Inside Policy – A guide to Scottish Executive Policy for people working in Community Learning and Development

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

Strathclyde Fire & Rescue Integrated Risk Management Plan

Community Safety Guidance Note 3 – Home Fire Safety Visits

Corporate Planning Framework of Strathclyde Fire & Rescue

The Community Plan for Inverclyde - A Strategy for Change, June 2003

ACTION PLANS

Development Area	Specific Actions	Details	Anticipated Outcomes	Target Date	Corporate Priorities	Responsible Person
Community Safety	<ul style="list-style-type: none"> Increase ownership of smoke alarms through Home Fire Safety Visits Conduct HFSVs in response to referrals. Raise awareness of the availability of HFSVs in target areas 		Reduce accidental dwelling fires by 5%	Review Monthly	1,2	Station Manager
				Annual Audit	1,2 1,2	Watch Managers
	<ul style="list-style-type: none"> Raise awareness of Fire Safety issues by involvement in community Fire Safety Centre campaigns 		Reduce fatalities in accidental Dwelling fires	Review Monthly Annual Audit	1	All Station Personnel
	<ul style="list-style-type: none"> Work with community safety partnerships to identify areas of concern suitable for joint campaigns 		Reduce accidental fire injury rate by 5% annually	Review Monthly Annual audit	1,2,6&7 1,2&6	Station Manager to liaise with partnership organisations
	<ul style="list-style-type: none"> Contact and visit local interest groups, age concern, youth pathfinder Ensure all watches make full use of the fire safety toolkit to target areas and plan campaigns 		Reduce accidental fire injury by 5% annually	Review Monthly Annual audit	1,2,6&7 1,2&6	Station Manager to liaise with partnership organisations

ACTION PLANS

Development Area	Specific Actions	Details	Anticipated Outcomes	Target Date	Corporate Priorities	Responsible Person
Community Safety	<ul style="list-style-type: none"> Raise awareness of negative factors associated with these issues during school visits etc. Liaise with community safety partnership to ensure all agencies are fully aware of implications, costs, danger etc. Work to engage local young people to assist in spreading the above message 		Reduce malicious fire calls by 2%	Review monthly	1,2,6 & 7	Station manager
				Annual audit	1,2,6 & 7	Watch manager
					1,2,6 & 7	Community firefighter
	<ul style="list-style-type: none"> Arrange regular meetings with community wardens and street mediators to offer more understanding of issues and possible solutions. Set up and attend youth engagement group with relevant partners to encourage good citizenship. Work in partnership with other agencies to provide counselling and awareness training to young people who have or are at risk of fire raising 		Reduce secondary fires by 5% annually	Review Monthly Annual Audit	1, 2 & 7 1, 2 & 6 1,2 & 6	Station Manager Watch Managers All Station Personnel
	<ul style="list-style-type: none"> Encourage personnel and young people to get involved in Duke of Edinburgh Award Scheme. Work with Strathclyde Police and the Multi-Agency Tasking and co-ordinating Group to assist in identifying problem areas and individuals 		Reduce attacks on fire crews by 5% annually	Review Monthly Annual Audit	1, 2, 6 & 7 6 & 7	Station Manager to set up links and meetings

ACTION PLANS

Development Area	Specific Actions	Details	Anticipated Outcomes	Target Date	Corporate Priorities	Responsible Person
Community Safety	<ul style="list-style-type: none"> Enter into discussion and agreement with management and staff of the identified businesses Attend Induction talks for students at the start of term (September) arrange follow up talks at start of each year (January) in student accommodation 		Reduce the number of unwanted fire signals by 5% annually	Review Monthly Annual Audit	1, 2, 6 & 7 1,2,3,&6	Watch Managers to be allocated follow up actions All Station Personnel
	<ul style="list-style-type: none"> Utilise mixed crewing of appliances Ensure all Personnel are fully trained with IT to ensure information is accurate so as to avoid staff shortage due to Annual Leave or Time Off in Lieu Investigate the benefit/cost ratio of detaching in to cover for retained deficiency including the possibility of passing retained availability to collating station and submit to Area HQ Effective communication with workshops and their systems of work to minimise mechanical 'off the run' time 		Increase operational availability of appliances by 10% annually	Review Monthly Annual Audit Investigation to be complete and submitted by 30/04/06	1, 2, 4, 5 & 7 2, 4, 5 & 7 1, 2, 4, 5 & 7 2,4,5 &7	Group Manager Station Manager Watch Managers

ACTION PLANS

Development Area	Specific Actions	Details	Anticipated Outcomes		Target Date	Corporate Priorities	Responsible Person
Community Safety	<ul style="list-style-type: none"> Liaise with Area HQ to determine if any planned expenditure will affect budget over period Utilise budget reports to determine priorities 		To prudently and effectively control the stations revenue and produce accounts that fall within the allocated budget	Agree areas of priority in terms of spending for fiscal year	Annually	2 & 7	Station Manager
	<ul style="list-style-type: none"> Inspect variance reports and chart spend patterns to highlight areas of concern and determine course of action 			Investigate areas of overspend in past year and redress situation	End of each Financial Report Period	2 & 7	Station Manager
	<ul style="list-style-type: none"> Conduct information meetings with Watch Managers to identify areas of concern and remedial action Analyse station systems for improvements 			Monitor stock levels and efficiency measures to identify best practices	Monthly	4, 5, & 7 4,5 & 7	Station Manager Watch Managers

ACTION PLANS

Development Area	Specific Actions	Details	Anticipated Outcomes	Target Date	Corporate Priorities	Responsible Person
Community Safety	<ul style="list-style-type: none"> Conduct regular audit of station records, cross referencing to ensure integrity Ensure station monetary systems are included in induction training for new managers to ensure understanding of station financial system 		Investigate use of petty cash account and integrity of system of reimbursement	Quarterly	4, 5 & 7 4, 5 & 7	Station Manager Watch Managers
	<ul style="list-style-type: none"> Investigate occurrences of Pre-Arranged Overtime Monitor Watch establishment level and act accordingly Re-affirm services procedures with regard authorising T.I.L. or Extra Annual Leave (EAL) 		Monitor and control incidences of pre arranged overtime	Monthly	4, 5 & 7 2, 4, 5 & 7 2, 4, 5 & 7	Station Manager Watch Managers Crew Managers

ACTION PLANS

Development Area	Specific Actions	Details	Anticipated Outcomes	Target Date	Corporate Priorities	Responsible Person
Community Safety	<ul style="list-style-type: none"> Gather information from all personnel from individual training interviews and profile questionnaires 		Carry out a training audit, setting up a database of all training completed and required	Bi-annual review	4 & 5	Station Manager
	<ul style="list-style-type: none"> Ensure that learning gaps are filled and required skills are attained to progress 		Agree personal development requirements with all staff undergoing development	Annual Bi-annual review	1, 4, 5 & 7	Station Manager Watch Managers
	<ul style="list-style-type: none"> Station training periods Strathclyde Fire & Rescue Training Centre Local training events Table top exercises 		Introduce Incident Command Training for all personnel, focusing on newly appointed Managers	Introduce by 05/06 Annual review	1, 4,5, 6 & 7 1, 4,5, 6 & 7 1, 4, 5, 6 & 7 1, 4, 5, 6 & 7	Station Manager Watch Managers
	<ul style="list-style-type: none"> Identify suitable locations and risk assess Conduct watch meetings to seek suggestions on suitable or preferred location types 		Arrange realistic training events	Monthly Annual review	1, 4, 5, 6 & 7 4, 5, 6 & 7	Watch Managers Crew Managers

ACTION PLANS

Development Area	Specific Actions	Details	Anticipated Outcomes	Target Date	Corporate Priorities	Responsible Person
Community Safety	<ul style="list-style-type: none"> Identify suitable locations and risk assess 		Arrange realistic training events	Monthly	1, 4, 5, 6 & 7	Watch Managers
	<ul style="list-style-type: none"> Conduct watch meetings to seek suggestions on suitable or preferred location types 			Annual review	4, 5, 6 & 7	Crew Managers
	<ul style="list-style-type: none"> Identify suitable personnel for nomination 		Increase H&S trained personnel to minimum 1 per watch	Quarterly Update Annual Review	4	Station Manager Watch Managers
	<ul style="list-style-type: none"> Provide staff with presentations on the benefit of Diversity & Equality for the SFR and the community 		Continually improve the culture of the workplace by ensuring all staff receive Diversity and Equality training	Annual review	4 & 5	Watch Managers
	<ul style="list-style-type: none"> Utilise fleet portal information site 		Review Station vehicle requirements	Monthly Annual Review	1, 6 & 7	Station Manager
	<ul style="list-style-type: none"> Ensure Watch reference is understood 		Complete annual property audit	Annual	7	Watch Managers Station Manager

ACTION PLANS

Development Area	Specific Actions	Details	Anticipated Outcomes	Target Date	Corporate Priorities	Responsible Person
Community Safety	<ul style="list-style-type: none"> Monitor Pre-Arranged Overtime records Monitor availability information Manage all requests for leave Monitor station personnel profile 		Ensure establishment on each Watch is sufficient to maintain crewing levels	Monthly Annual Audit	1, 2, 4, 5 & 7 1, 2, 4, 5 & 7 1, 2, 4, 5 & 7	Station Manager Watch Managers
	<ul style="list-style-type: none"> Maintain current monitoring mechanisms 		Ensure the adequate supervision of support personnel	Monthly Annual Audit	1, 2, 4, 5 & 7	Station Manager Watch Managers Crew Managers
	<ul style="list-style-type: none"> Utilise Strathclyde Fire & Rescue's Managing Attendance Procedure 		Manage attendance levels	Review Monthly Quarterly Annual Audit	1, 2, 4, 5 & 7	Station Manager Watch Managers
	<ul style="list-style-type: none"> Review Accident, Injury and Near Miss Data for a year Conduct review of all other relevant documentation 		Arrange and chair annual Health & Safety meeting	Review Monthly Annual Audit	5 5	Station Manager

ACTION PLANS

Development Area	Specific Actions	Details	Anticipated Outcomes	Target Date	Corporate Priorities	Responsible Person
Community Safety	<ul style="list-style-type: none"> Utilise existing good practices, develop and maintain other practices as and when required Conduct regular Watch meetings to ensure best practice 		Ensure performance management methodology is being implemented	Review Monthly Annual Audit	6 & 7 2 & 4	Station Manager
	<ul style="list-style-type: none"> Conduct regular audits of all staffing information 		Carry out Best Value Audit of station staffing	Review Quarterly Annual Audit	4	Station Manager

COMPLAINTS

Strathclyde Fire & Rescue constantly strives to maintain the highest possible standards in the way it provides services and in the behaviour of its employees. However, we recognise that there may be occasions when these standards are not met and we want to know when such lapses occur in order that, if appropriate, we can take steps to prevent them happening again. We therefore ask anyone experiencing dissatisfaction with the services of Strathclyde Fire & Rescue or its employees to let us know using the procedure set out below.

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 & Rescue Headquarters,
Bothwell Road, Hamilton ML3 0EA

By E-mail complaints@strathclydefire.org

By Fax 01698 338482

By Telephone 01698 300999 (asking for the Complaints Officer)

In person to any member of the Service's staff at any SFR establishment

To help us thoroughly investigate the circumstances of your complaint, please provide us with as much information as possible including, where applicable,

- the exact nature of the complaint
- the date and time of the incident giving rise to the complaint
- the location of the incident
- the identities of persons involved, if known
- any information which might help us to identify persons involved
- an indication of how you would like us resolve your complaint

Complaints may be made with the assistance of a third party, e.g. the Citizens' Advice Bureau.

We will

- Whilst being required to notify the person(s) against whom a complaint has been made, we will, as far as possible, respect the confidentiality and privacy of your complaint
- Acknowledge receipt of your complaint within 2 working days of its receipt
- Commence an investigation of your complaint immediately
- Advise you of the investigation's result within 21 days of the complaint being received and of any action which is proposed

Human Rights Act 1988

The Human Rights Act 1998 brought certain of the rights and freedoms guaranteed under the European Convention on Human Rights into full effect in Scotland with effect from 2nd October 2000 and made it unlawful for public authorities such as Strathclyde Fire & Rescue to act in a way which is incompatible with a Convention right.

Therefore, the Service must at all times implement its Complaints Procedure within these parameters which, for example, could require us to reveal the full details of your complaint to any person complained of in order to comply with Article 6 of the said Convention (Right to a Fair Trial).

What complaints are covered by this procedure? You can use this procedure if:

- You are dissatisfied with the administration of policy and decisions, i.e. how we reached a decision, not the decision itself.
- You have experienced delays in our response to requests for services
- You consider that we have failed to achieve stated standards of service
- You consider that we have failed to fulfil our statutory responsibilities
- You are dissatisfied with an employee's behaviour or attitude

Where, in exceptional circumstances, it has not been possible to conclude our investigation within the 21 day period, you will be advised accordingly and told when you can expect notification of our findings.

This procedure will not apply to any matter involving alleged injury, damage or loss, which has been, or requires to be, referred to our claims handlers. You will be notified where this applies to your complaint.

If you are dissatisfied with our reply to your complaint

If you believe that your complaint has not been investigated fairly or that the information you supplied has not been given due consideration, you may ask us to reconsider your complaint. You should make a request for reconsideration by communicating your continued dissatisfaction, in writing, to the Complaints Officer, making reference to the Complaint Reference Number allocated to your original complaint.

The complaint and its circumstances will, in this case, be referred to the Chief Officer, Assistant Chief Officer or Strathclyde Fire Board as appropriate for reconsideration and determination. On occasions, the Service may reach a conclusion which may fail to satisfy your expectations but will at all times endeavour to ensure that any decisions have been arrived at legally and in accordance with SFR policies and procedures. However, if you believe that we have failed to properly investigate your complaint you may make a further complaint to the Local Government Ombudsman.

The office of Commissioner for Local Administration in Scotland (Local Government Ombudsman) can investigate whether you have suffered an injustice as a result the Service's maladministration. The Ombudsman cannot force the Service to act upon his/her findings but Strathclyde Fire & Rescue may be required to place, in the local press, a statement of the reasons for not acting on the recommendations.

The Ombudsman's office can be contacted at 23 Walker Street, Edinburgh EH3 7HX
(Tel: 0131-225 5300 Fax: 0131 225 9495).

ACCESS TO THE COMPLAINTS PROCEDURE

Strathclyde Fire & Rescue aims to treat all members of the community in a way which does not unfairly discriminate against race, religion, social background, marital status, gender (sex), disability, age or sexual orientation (sexuality). We will understand and accept your circumstances and feelings without criticism or judgement.

Assistance is available if you have trouble making your complaint due to hearing, visual or physical difficulties or if English is not your first language. Please direct requests to:

The Complaints Officer
Strathclyde Fire & Rescue Headquarters
Bothwell Road
Hamilton ML3 0EA

Tel: 01698 300999
Fax: 01698 338444
E-mail: compaints@strathclydefire.org

All other enquiries concerning complaints or special access to this should also be directed to the above address.



**STATION PLAN
INITIATION PRO-FORMA**

Station Name _____ No _____ Area _____
 Initiative _____ Subject _____
 Date _____

Reason for Initiative		
Number of Incidents (Statistical data if applicable)	Data Period	
e.g.	From:	To:
MIS Wizard Data:-		
FSEC Risk Data :-		
Station Log Data:-		
Scottish Index of Multiple Deprivation (SIMD) Data:-		
Other Relevant Evidence:-		

Plan for Implementing Initiative				
		Target Period	Print Name	Completed Date
STAGE 1	(e.g. pre-planning)			
STAGE 2	(e.g. practical implementation)			
STAGE 3	(e.g. evaluation, Audit, Reporting)			

Resources Required	Availability Confirmed



**STATION PLAN
EVALUATION / MONITORING PRO-FORMA**

Station Name _____ No _____ Area _____
 Initiative Name _____ Subject _____
 Initiative Date From _____ To _____ Evaluation Date _____

<u>Reason for Initiative</u>		
<u>Number of Incidents</u> (Statistical data at end of evaluation period)	Data Period	
e.g.	From:	To:
MIS Wizard Data:-		
FSEC Risk Data :-		
Station Log Data:-		
Scottish Index of Multiple Deprivation:-		
Other Relevant Evidence:-		

<u>Outcomes of Initiative</u>			
Positive Outcomes:			
Negative Outcomes:			
<u>Plan Result</u>	(tick appropriate box(es))		
Successful (completed)	<input type="checkbox"/>	Successful & Continue	<input type="checkbox"/>
Successful & use again	<input type="checkbox"/>	Part successful	<input type="checkbox"/>
Recommend to others	<input type="checkbox"/>	Unsuccessful	<input type="checkbox"/>

Station Evaluation	Print Name	Date
Area Evaluation	Print Name	Date
Service Evaluation	Print Name	Date

This form is part of the Plan Evaluation / Audit

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.

যদি আপনি অথবা আপনার পরিচিত কেউ যদি এই প্রকাশনাটি বড় আকারের ছাপা, অডিও টেপ, ব্রেইল অথবা অন্য কোন ভাষায় পেতে চান তাহলে আমাদের কাছে নিচের ঠিকানা বরাবরে লিখুন। অনুগ্রহ করে আপনার নাম ও ঠিকানা, প্রকাশনার নাম এবং কোন ভাষায় আপনি তার অনুবাদ চাচ্ছেন সেটা লিখে জানান।

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 ਜ਼ਬਾਨ '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 ਵਿਗੜੀ ਜ਼ਬਾਨ '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, Körlere 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 બીજી ભાષામાં જોઈતું 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