

STRATHCLYDE  
**FIRE & RESCUE**



**CALTON FIRE STATION  
U04**

**STATION PLAN  
2006 – 2007**

*“making our communities safe places to live, work and visit”*

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## INTRODUCTION

The presentation of this first station plan, for Calton Fire Station, is to meet the needs of the local community, as a targeted programme to help create a safer society. It is also designed to be an integral part of the North East Glasgow Area Plan along with the station plans of Springburn, Easterhouse and Parkhead Fire Stations, all of which tie in with the Area Plan Priorities. These can be seen on Page 23.

The overarching aim of these plans are to link to Strathclyde Fire & Rescue's Integrated Risk Management Plan and our corporate vision of;

***“making our communities safe places to live, work and visit”***

We will achieve this by being a major partner in making our communities safer, working closely with other organisations and agencies.

All of our activities must contribute towards achievement of our corporate vision through the following;

### **CORPORATE OBJECTIVES ;**

- 1. Actively identifying, assessing and reducing the risks to our communities**
- 2. Minimising the effects of fire and other emergencies**
- 3. Effectively administering Fire Safety Legislation**
- 4. Achieving fairness and equality in the treatment all staff and service users**
- 5. Promoting Health, Safety and Welfare**
- 6. Communicating with stakeholders, internal and external, to inform on Fire and Rescue service activity and to seek opinion on the delivery of services**
- 7. Making the best use of all resources**

\* These will be referenced in Station Planners included at the rear of this plan.

As participants in the local community planning process, we recognise the requirement for our plans to compliment the Community Plan of Glasgow Community Planning Partnership in its quest to "ensure that Glasgow is an inclusive city where all citizens and visitors have the opportunity to participate fully in its vibrancy".

## AIM

We will seek to engage with our partners both internally and externally to improve service delivery to our local community

By implementing risk reduction measures and initiating and participating in proactive activities we aim to ;

### **REDUCE ;**

- **Fire Fatalities & Casualties**
  
- **Accidental Dwelling House Fires**
- **Commercial and Industrial Premise Fires**
- **Secondary Fires**
  
- **Incidences of Wilful Fire Raising & Other**
- **Anti Social Behaviour Incidents**
  
- **Malicious Calls**
  
- **Unwanted Fire Signals**
  
- **Road Traffic Collisions & Other Non Fire Emergencies & the Resulting Fatalities & Casualties**

### WITHIN THE STATION AREA

Additionally, we will seek to improve service delivery by ;

- Identifying Training Needs,
- Developing,
- Maintaining Operational Competencies,
  
- Managing Attendance Levels,
- Ensuring Appropriate, Professional Conduct

### OF ALL OUR PERSONNEL

All of which contribute to the overall Performance Management and Reporting Framework of Strathclyde Fire & Rescue, promoting Best Value

# OBJECTIVES

## COMMUNITY SAFETY

### AIM TO ;

- 1 **REDUCE** Fire Fatalities & Casualties
- 2 **REDUCE** Accidental Dwelling House Fires
- 3 **REDUCE** Commercial & Industrial Premise Fires
- 4 **REDUCE** Secondary Fires
- 5 **REDUCE** Incidences of Wilful Fire Raising & Other Anti Social Behaviour Incidents
- 6 **REDUCE** Malicious Calls
- 7 **REDUCE** Unwanted Fire Signals
- 8 **REDUCE** Road Traffic Collisions & Other Non Fire Emergencies & the Resulting Fatalities & Casualties

## OPERATIONS

- 1 **ENSURE** Effective Provision of Frontline Service
- 2 **COMPILE** Community Risk Register
- 3 **AGREE** Risk Register & Determine Priorities
- 4 **ENSURE** Timeous Return of MIS Statistical Data for Home Office

## FINANCE

- 1 **AGREE** Areas of Priority for Fiscal Year Spending
- 2 **INVESTIGATE** Areas of Overspend & Redress
- 3 **MONITOR/ADJUST** Budgetary Variances
- 4 **MONITOR** Stock Levels & Efficiency Measures to Identify Improvements
- 5 **INVESTIGATE** Petty Cash Account & Integrity of Reimbursement System



## **DEVELOPMENT**

- 1 **ENSURE** Continued Professional Development of all Personnel Agreeing Personal Development Plans Where Appropriate
- 2 **ENSURE** Continued Commitment to Fairness, Equality & Diversity
- 3 **ARRANGE** Realistic Training Events
- 4 **ARRANGE** Training for Risks in Community Risk Register

## **TECHNICAL SERVICES**

- 1 **REVIEW** Station Vehicle Requirements
- 2 **COMPLETE** Annual Property Audit & Monitor Property Maintenance Requirements
- 3 **UPDATE** Station Inventory as Required
- 4 **MONITOR** Hydrant Maintenance

## **PERSONNEL**

- 1 **ENSURE** Adequate Watch Personnel/Skills Resources to Maintain Crewing Levels
- 2 **ENSURE** Adequate Supervision of Support Personnel
- 3 **MANAGE** Attendance Levels

## **STRATEGIC PLANNING**

- 1 **ARRANGE & CHAIR** Annual Health & Safety Meeting
- 2 **MONITOR & REDUCE** Accident/Near Miss Incidents
- 3 **ENSURE** Implementation of Performance Management Methodology
- 4 **CARRY OUT** Best Value Audit of All Station Activities
- 5 **CONSULT** With All Stakeholders / Service User Groups

## STATION COMMUNITY PROFILE

Calton Fire Station provides immediate emergency cover for approximately 5 square kilometres in the east end of Glasgow from the River Clyde at Bridgeton in the south through Calton to Dennistoun in the north, as well as backing up neighbouring stations.

Under the Local Authority of Glasgow City Council, it provides cover to 7 council wards in Glasgow's east end, primarily Calton & Dennistoun as can be seen in the map that follows on page 10.

Comprising the area is a large amount of tenements, flatted properties of varying heights, multi storeys, modules, considerable student accommodation, as well as individual dwellings.



There is a considerable amount of regeneration happening in the area particularly around Glasgow Green & High Street seeing investment & improvements in the area.



Places of interest within the area include;

**THE BARRAS  
&  
THE BARROWLANDS BALLROOM**



**GLASGOW  
HIGH  
COURT**



**GLASGOW  
CATHEDRAL**

**PROVAN'S  
LORDSHIP  
GLASGOW'S OLDEST HOUSE**



**ST.MUNGO'S  
MUSEUM**



**PEOPLE'S PALACE & GLASGOW GREEN**

Glasgow City Halls & City Chambers also fall into the Station footprint, making it altogether an area of great interest.

2 secondary & 8 primary schools, several nurseries, hotels, restaurants, pubs, care & welfare establishments comprise the life risks within the area, notably the growing complex at ;



**GLASGOW  
ROYAL INFIRMARY**

This small but compact area is also packed with commercial & industrial properties of small to medium size with some larger high profile properties also.

Being situated at the edge of the city centre, we also cover a large amount of offices & shops, a long with railway premises both above and below ground



**ST. ENOCH'S  
SHOPPING CENTRE**

**TENNENT  
CALEDONIAN  
BREWERY**



**ST. ENOCH'S**



**UNDERGROUND**

## STATION AREA WARD STATISTICS

Calton's station area is mainly comprised of 2 council wards detailed below ;

	<b><u>ELECTED MEMBERS</u></b>			
	COUNCILLOR STEVENSON	COUNCILLOR DOCHERTY		
	<b><u>CALTON</u></b>	<b><u>DENNISTOUN</u></b>	<b>TOTALS</b>	<b>%</b>
<b>TOTAL POPULATION</b>	<b>6893</b>	<b>6801</b>	<b>13694</b>	
<b>MALES</b>	3549	3272	6821	49.8 %
<b>FEMALES</b>	3344	3529	6873	50.2 %
<b>AGE 0 – 4</b>	281	311	592	4.3%
<b>AGE 5 – 15</b>	463	514	977	7.1%
<b>AGE 16 – 29</b>	2008	2020	4028	29.4%
<b>AGE 30 – 44</b>	1700	1614	3314	24.2%
<b>AGE 45 – 59</b>	1240	1232	2472	18.0%
<b>AGE 60 +</b>	1201	1110	2311	16.9%
<b>ETHNIC MINORITIES</b>	292	187	479	3.5% * NATIONAL AVERAGE
<b>STUDENTS</b>	1442	1270	2712	19.8%
<b>EMPLOYED</b>	2617	2665	5282	38.6%
<b>UNEMPLOYED</b>	212	163	375	2.7%
<b>TOTAL DWELLINGS</b>	<b>3947</b>	<b>3938</b>	<b>7885</b>	
<b>OWNER OCCUPIED</b>	1715	1656	3371	42.6%
<b>PRIVATE RENTED</b>	797	619	1416	18.0%
<b>GHA RENTED</b>	196	609	805	10.2%
<b>OTHER SOCIAL RENTED</b>	1239	1054	2293	29.0%

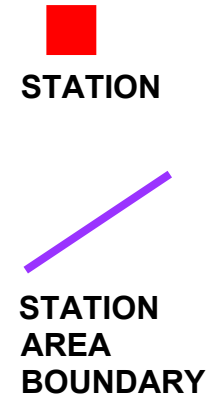
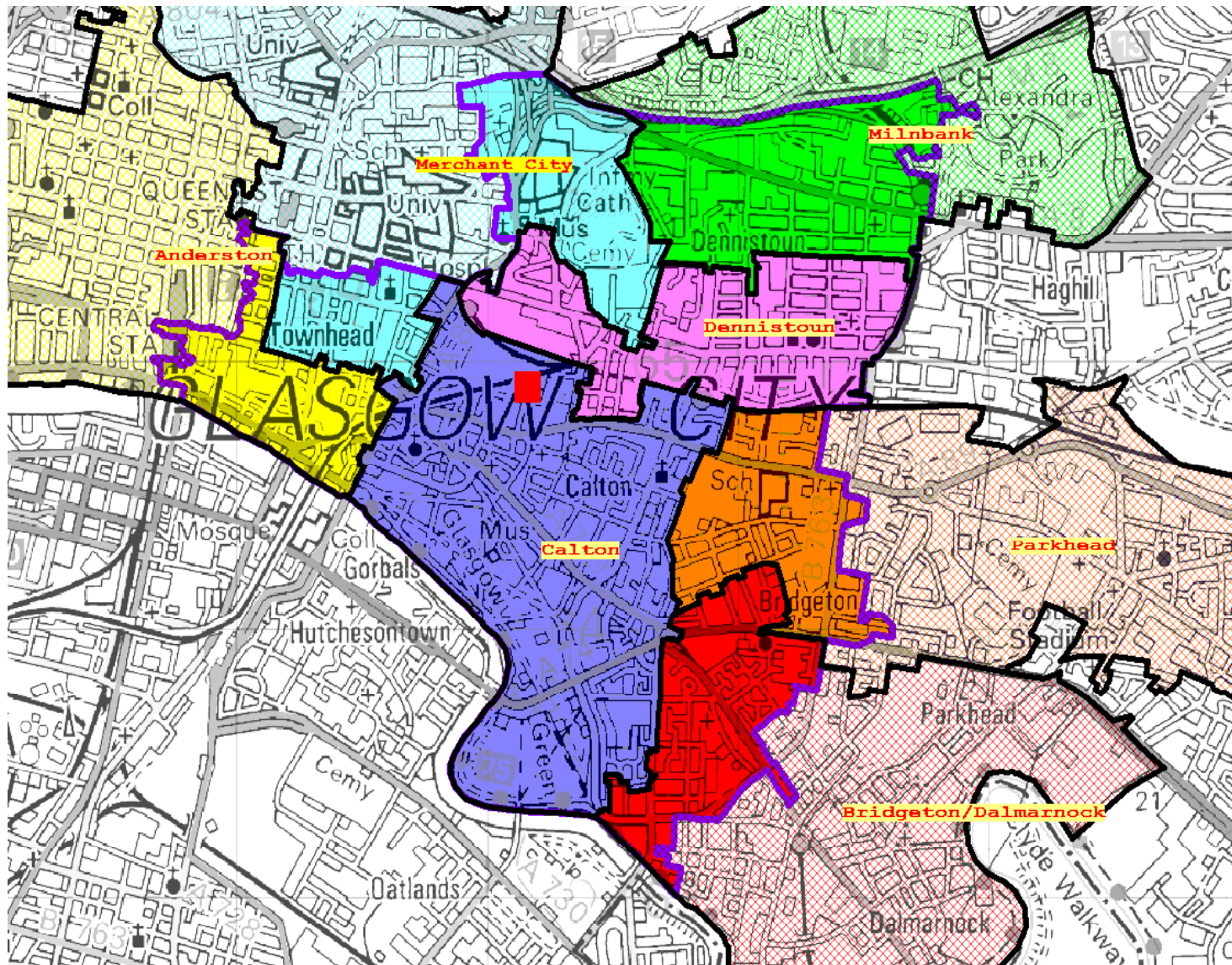
There is a large population of students within the area due to quantity of accommodations in locale. This is reflected in the 16 – 29 age group making up the greatest proportion of local population, with about half of households being inhabited by 1 person.

Approximately 57% of dwellings in the area are rented with residents changing regularly due to the turnover of students in the area.

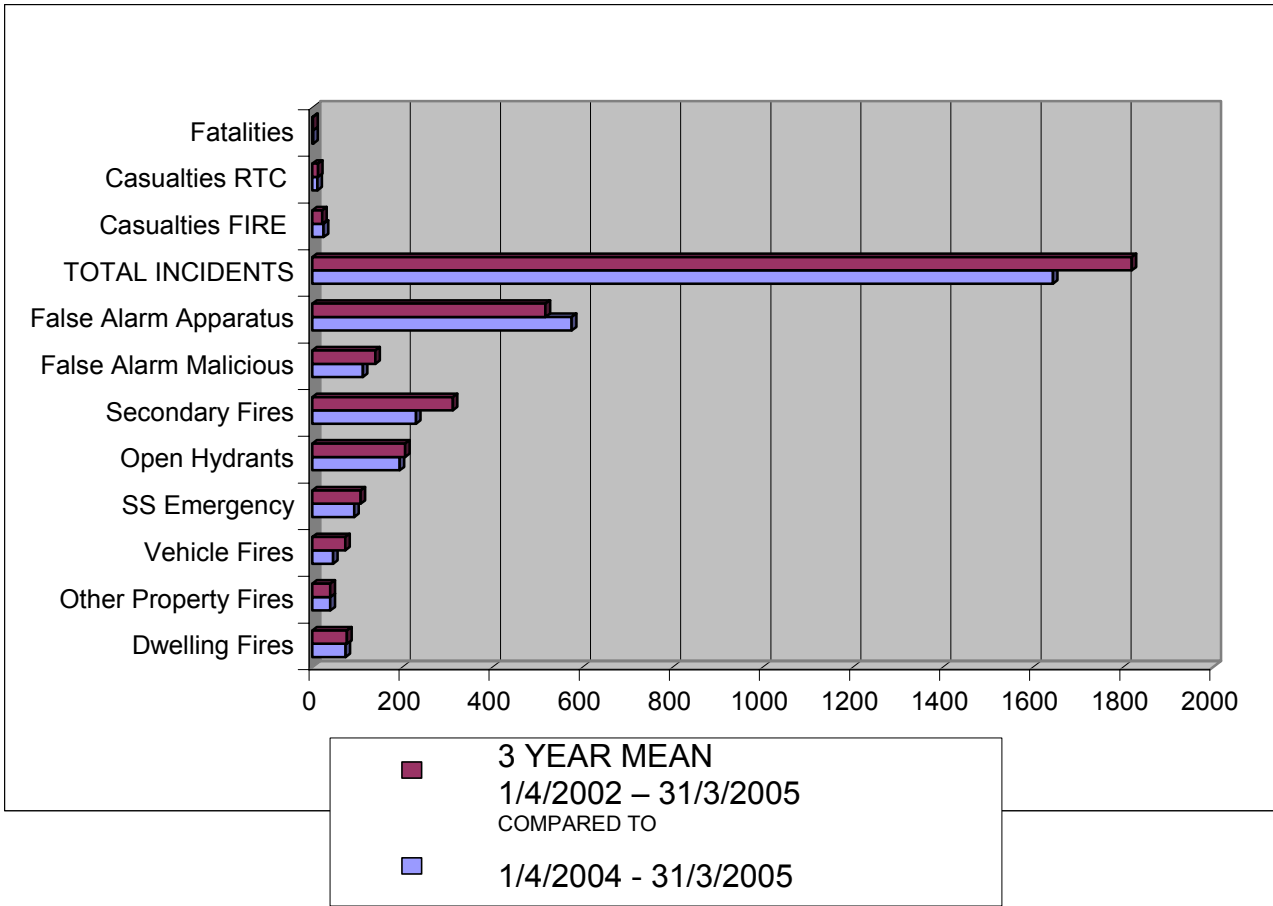
Population fluctuates greatly daily due to transit of residents/visitors/workers both in and out the area.

This can result in a proportion of unfamiliarity within the local community.

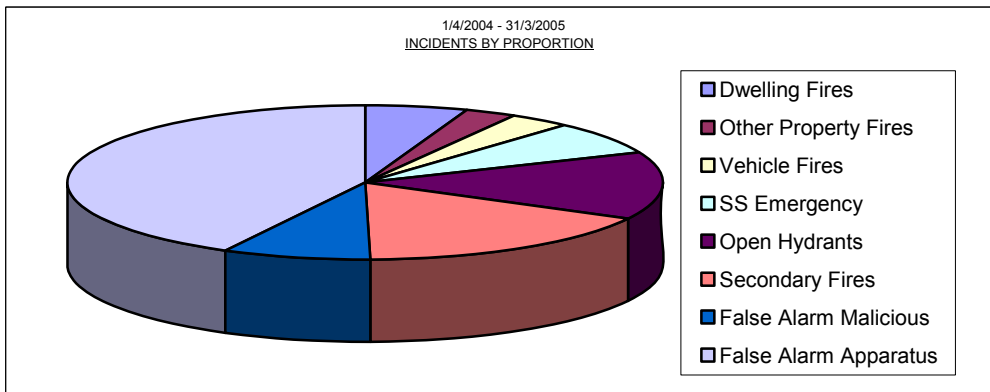
# STATION AREA MAP



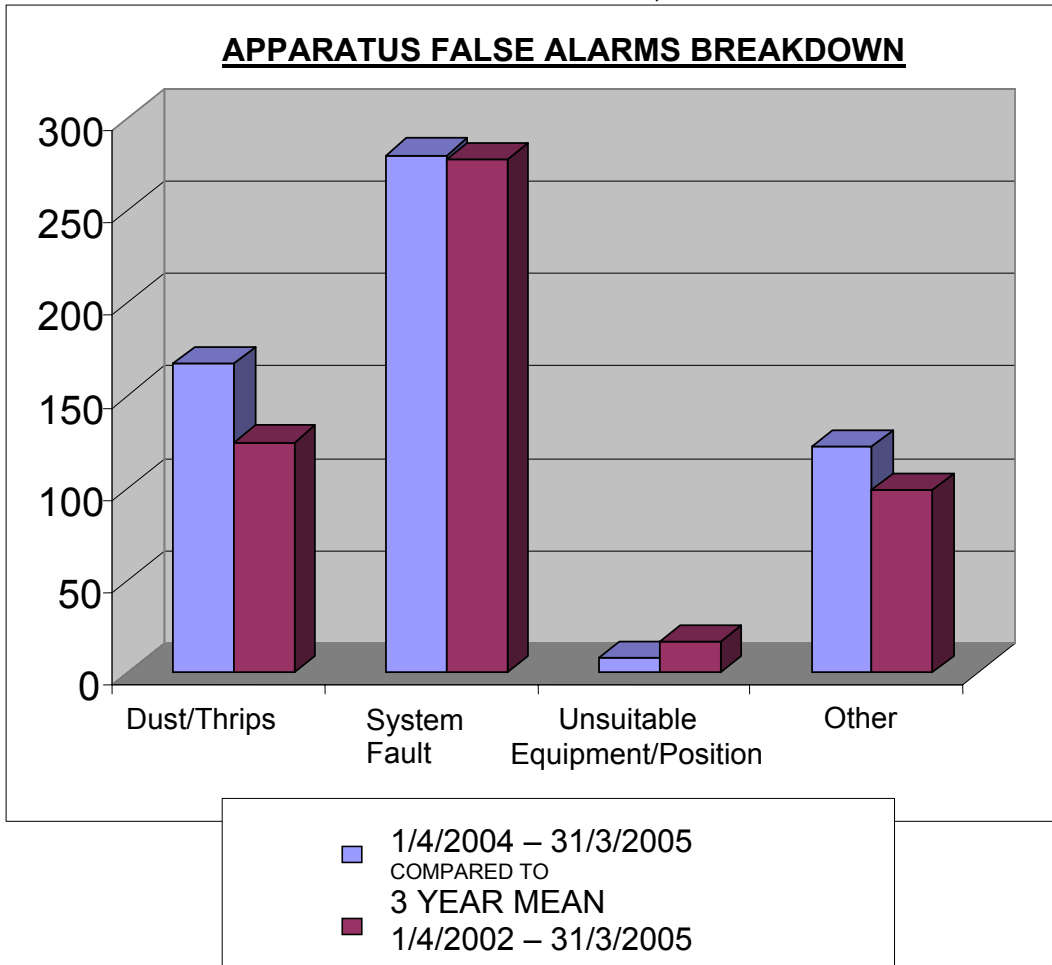
# STATION ACTIVITY



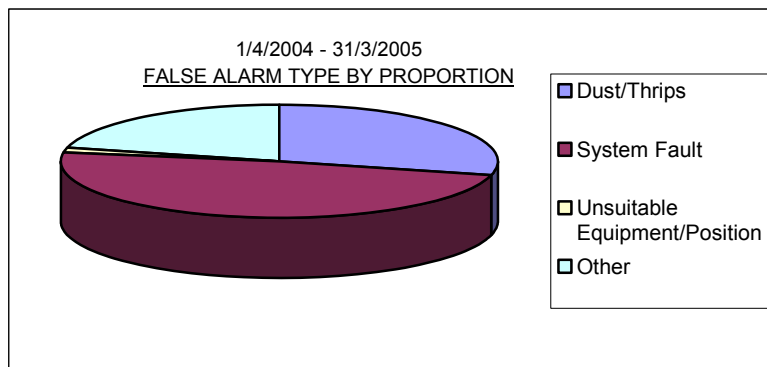
	3 YR MEAN 1/4/2002 - 31/3/2005	1/4/2004 - 31/3/2005
Fatalities	2	2
Casualties RTC	13	11
Casualties FIRE	22	25
TOTAL INCIDENTS	1819	1644
False Alarm Apparatus	518	576
False Alarm Malicious	140	112
Secondary Fires	312	230
Open Hydrants	206	194
SS Emergency	107	93
Vehicle Fires	73	46
Other Property Fires	40	40
Dwelling Fires	77	74



As can be seen from the previous charts;  
False Alarms Due to Apparatus make up the largest proportion of the Stations Incidents and can be seen further detailed below;

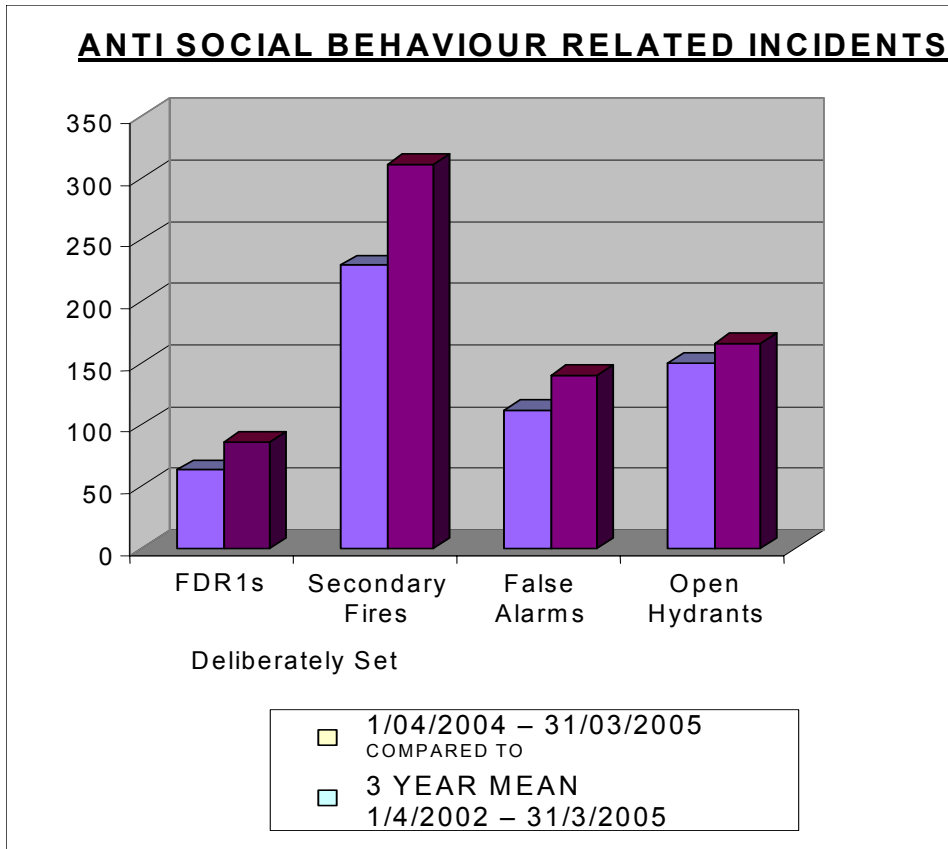


	3 YR MEAN 1/4/2002 - 31/3/2005	1/4/2004 - 31/3/2005
Dust/Thrips	167	125
System Fault	280	278
Unsuitable Eq/Position	8	16
Other	122	99

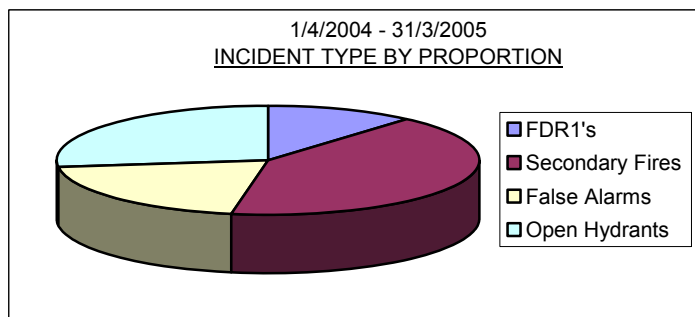


Such False Alarms are termed Unwanted Fire Signals and being such a significant problem in the Station area are a priority to be driven down due to the costs incurred both financially and in terms of wasted resources of personnel & equipment, being turned out unnecessarily.

Also a major problem are Anti-Social Behaviour Related Incidents, a breakdown of which can be seen below;



	3 YR MEAN 1/4/2002 - 31/3/2005	1/4/2004 - 31/3/2005
FDR1's	47	62
Secondary Fires	239	274
False Alarms	107	123
Open Hydrants	75	157



FDR1s in these charts are reportable Property/Vehicle Fires, deliberately set.

Anti Social Behaviour Incidents also include Attacks on Crews which have become a significant problem for us causing both injury to personnel and damage to equipment. This is an area requiring considerable attention as it is imperative we drive down all these types incidents of wilful and malicious origin.

# STATION PROFILE

## PROPERTY

The present day fire station is located in McFarlane Street and was opened on 19<sup>th</sup> August 1983 by Councillor McGrath.

All of Strathclyde Fire & Rescue fire stations are community resources which can be visited and utilised by any of our stakeholders at any appropriate time.

Also located within the building at Calton is North East Glasgow Area Headquarters from where all area matters are co-ordinated.



A Community Safety Centre is planned to be constructed at the rear of the station within the next year.

It will be a purpose built experiential learning centre consisting of an IT suite, darkened/fire simulation room and a hazard bedsit, similar to the McGill House facility at Pollok Fire Station, pictured.

Safety Centres are exciting new community facilities, the benefits of which have been well received in other station areas.

## EMERGENCY FLEET

The station houses 2 Scania Frontline Fire Engines carrying the vast array of equipment required for modern day firefighting & rescue duties including;

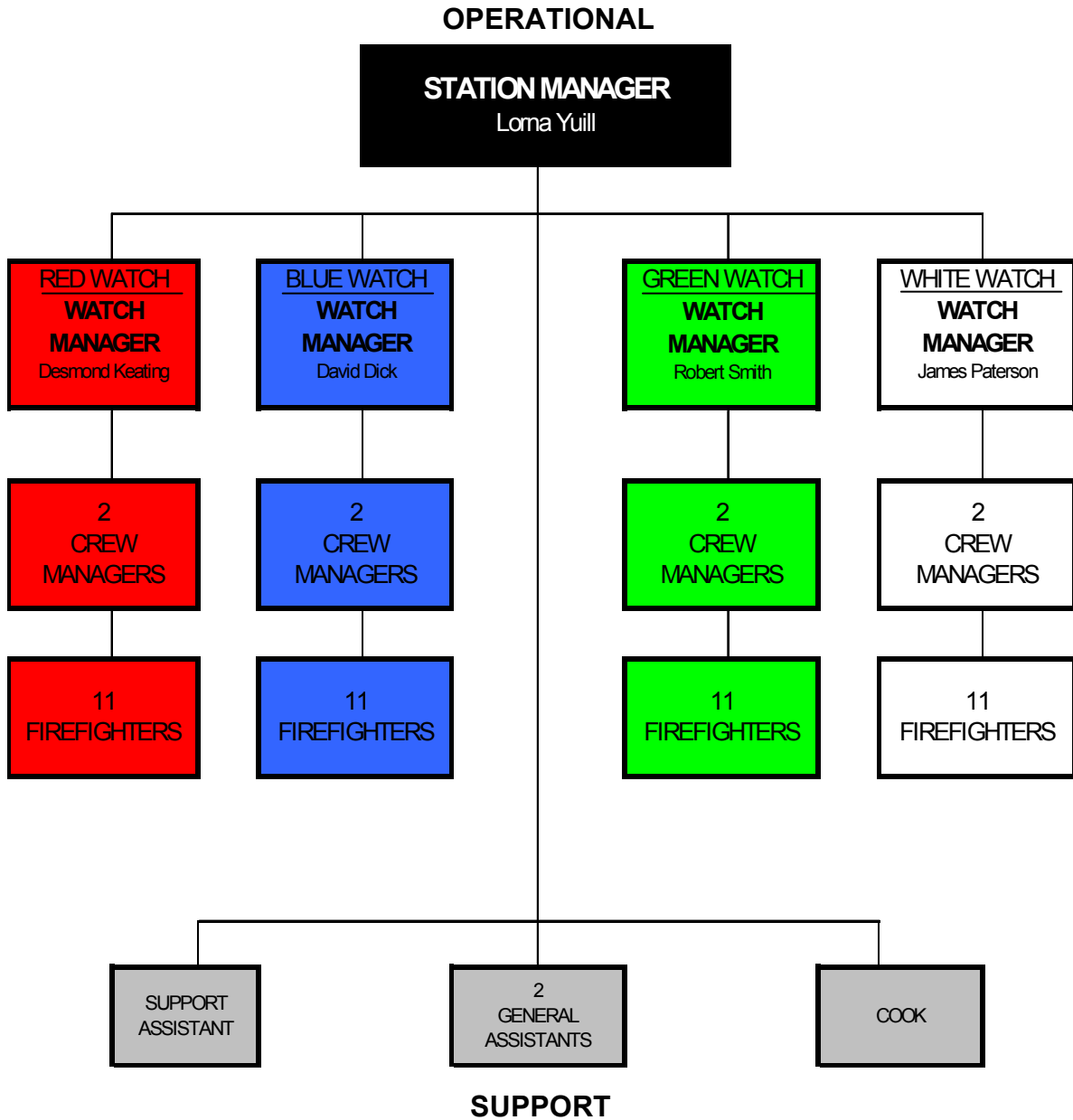
Chemical Protection Suits	Breathing Apparatus
Hydraulic Cutting Tools	Ladders
Water Rescue Equipment	Hose
Tools & Ancillary Equipment	Water

In the hands of our highly trained personnel these are an excellent emergency resource for the local Calton area & beyond.



# PERSONNEL

The Station is staffed by 61 personnel who enable emergency services to be provided 24 hours a day 7 days a week ;



A further 4 WATCH MANAGERS are also attached to the Station in Community Safety who provide fire safety advice and enforce FireSafety Legislation in and around the East End of Glasgow

## COMMUNITY SAFETY

### CALTON FIRE STATION

### STATION PLANNER

2006 – 2007

NO	OBJECTIVE – AIM TO	ACTION	CORP OBJ LINK	RESPONSIBILITY	TARGET DATE
1	<b>REDUCE</b> Fire Fatalities & Casualties by 5%	- Utilise statistical data & work with Police/Social Services to identify Vulnerable Persons at greatest risk - Use access during incidents to target hard to reach individuals	1/2/6	-Stn Mgr co-ordinating All Stn Personnel	Start April 2006  Review Monthly
2	<b>REDUCE</b> Accidental Dwelling House Fires by 5%	- Carry out partner referred HFSVs ASAP - Pursue policies & preventative measures targeting on a risk based approach ie. FSEC - Target hot spots post incident to raise awareness of HFSVs - Increase ownership of working smoke alarms through HFSVs - Proactively advise/educate through community engagement		-C S Co-ordinator	Annual Audit
3	<b>REDUCE</b> Commercial & Industrial Premise Fires by 5%	- Ensure visitations to certificated premises are carried out timeously - Advise & educate business proprietors on responsibilities under FP Workplace Regs. - Ensure appropriate emergency response when required	1/2/3	-Stn Mgr co-ordinating Watch Mgr(CS) -C S Watch Mgrs	Start April 2006 Review Monthly Annual Audit
4	<b>REDUCE</b> Secondary Fires by 3%	- Liase with Environmental Services/Community Wardens re removal of waste/derelict vehicles	1/2/6	-Stn Mgr co-ordinating Watch Mgr(CS)	Start April 2006  Review Monthly
5	<b>REDUCE</b> Incidences of Wilful Fireraising & Other Types of Anti Social Behaviour – - Hydrant Vandalism by 4% - Attacks on Crews by 5%	- Work with Police/Social Services to enforce Emergency Workers legislation/restorative justice initiatives for offenders ie. Firereach within station - Monitor progress of proposed Community Safety Centre - Initiate demand reduction initiatives to target identified offending groups - Proactively advise/educate through community engagement		-C S Co-ordinator	Annual Audit
6	<b>REDUCE</b> Malicious Calls 3%	- Monitor call challenging / initiate disconnection of repeat malicious callers	1/6	- Control	
7	<b>REDUCE</b> Unwanted Fire Signals by 3%	- Utilise IT resources to identify worst offenders & target with UWFS Demand Reduction Policy, raising awareness of Emergency Workers legislation	3/6/7	-Stn Mgr co-ordinating Watch Mgr(CS)	Start April 2006 Review Monthly Annual Audit
8	<b>REDUCE</b> Road Traffic Collisions & Other Non Fire Emergencies by 3% & Resulting Fatalities & Casualties	- Utilise statistical data & work with Police to identify hot spot areas - Pursue policies & preventative measures targeting on a risk based approach ie. FSEC - Proactively advise/educate through community engagement	1/2/6	-Stn Mgr co-ordinating Watch Mgr(CS)  -C S Co-ordinator	Start April 2006  Review Monthly  Annual Audit

## OPERATIONS

### CALTON FIRE STATION

### STATION PLANNER

2006 – 2007

NO	OBJECTIVE	ACTION	CORP OBJ LINK	RESPONSIBILITY	TARGET DATE
1	<b>ENSURE</b> Effective Provision of Frontline Service	<ul style="list-style-type: none"> <li>- Enforce SF&amp;R Managing Attendance &amp; various leave policies to maintain crewing levels as required</li> <li>- Monitor appliance maintenance/servicing schedules ensuring VOSA compliance &amp; replacement vehicle/s obtained &amp; changed timeously to minimise down time</li> <li>- Ensure appliance defects remedied ASAP, using FS Web Portal</li> <li>- Ensure PDAs continually reviewed/monitored to accommodate changing station risks</li> </ul>	1/5/7	<ul style="list-style-type: none"> <li>-Stn Mgr co-ordinating Watch Mgrs(Ops) Crew Mgs(Ops)</li> <li>-Fleet Services</li> </ul>	Start April 2006  Review Monthly
2 3	<b>COMPILE</b> Community Risk Register <b>AGREE</b> Risk Register & Determine Priorities	<ul style="list-style-type: none"> <li>- Using local knowledge, information promulgated on new developments, PDAs/alterations &amp; ORAs, compile register</li> <li>- Modify operational response to incidents from historical property based to place higher emphasis on life risk, using FSEC IT to assist</li> <li>- Monitor progress of ORA intelligence gathering, ensuring data being collated &amp; processed within practicable timescales</li> </ul>	1/5/7	<ul style="list-style-type: none"> <li>-Stn Mgr co-ordinating Watch Mgr(Ops)</li> <li>-FSEC Dept -Data Services</li> </ul>	Start April 2006  Review Monthly  Annual Audit
4	<b>ENSURE</b> Timeous Return of MIS Statistical Data for Home Office	<ul style="list-style-type: none"> <li>- Monitor MIS periodically &amp; ensure late returns are rectified through training</li> </ul>	7	<ul style="list-style-type: none"> <li>-Stn Mgr co-ordinating Watch Mgr(Ops)</li> </ul>	Start April 2006  Review Monthly

## FINANCE

### CALTON FIRE STATION

### STATION PLANNER

2006 – 2007

NO	OBJECTIVE	ACTION	CORP OBJ LINK	RESPONSIBILITY	TARGET DATE
1	<b>AGREE</b> Areas of Priority for Fiscal Year Spending	<ul style="list-style-type: none"> <li>- Area Managers agree spending in liason with Station Managers, identifying areas of need</li> <li>- Budgets devolved from HQ to Area, from Area to Station, to be monitored stringently monthly to identify overspends to enable immediate redress</li> <li>- Variances to predicted phasing to be identified, accounted for &amp; adjusted if appropriate</li> </ul>	6/7	<ul style="list-style-type: none"> <li>-Stn Mgr</li> <li>-Stn Supp Asst</li> <li>-Admin Officer</li> <li>-Area Mgr</li> </ul>	Start April 2006
2	<b>INVESTIGATE</b> Areas of Overspending and Redress				Review Monthly
3	<b>MONITOR/ADJUST</b> Budgetary Variances				Annual Audit
4	<b>MONITOR</b> Stock Levels & Efficiency Measures to Identify Improvements	<ul style="list-style-type: none"> <li>- External/Internal purchasing of goods &amp; services to be monitored rigidly to identify improvements where necessary in line with Best Value</li> <li>- Further monitoring of budgetary spending enabled</li> <li>- Energy/fuel usage to be monitored with cost reduction measures effected as/when necessary</li> <li>- Seasonal variations adjusted within budget lines</li> </ul>	6/7	<ul style="list-style-type: none"> <li>-Stn Mgr</li> <li>-Stn Supp Asst</li> <li>- Admin Officer</li> </ul>	Start April 2006  Review Monthly  Annual Audit
5	<b>INVESTIGATE</b> Petty Cash Account & Integrity of Reimbursement System	<ul style="list-style-type: none"> <li>- Petty Cash A/C system to be monitored for usage</li> <li>- Reimbursement system processing/delivery monitored due to shortage of delivery drivers</li> <li>- Remedial steps to be taken if required for quicker turn around Times</li> <li>- Monitor security of A/C system access within station with Improvements made if required</li> </ul>	7	<ul style="list-style-type: none"> <li>-Stn Mgr</li> <li>-Stn Supp Asst</li> <li>-Admin Officer</li> <li>-AFSM</li> </ul>	Start April 2006  Review Monthly  Annual Audit

## DEVELOPMENT

### CALTON FIRE STATION

### STATION PLANNER

2006 – 2007

NO	OBJECTIVE	ACTION	CORP OBJ LINK	RESPONSIBILITY	TARGET DATE
1	<b>ENSURE</b> Continued Professional Development of All Personnel Agreeing PDPs where Appropriate	<ul style="list-style-type: none"> <li>- Essential to continually motivate &amp; develop individuals ensuring training needs are identified &amp; rectified</li> <li>- Ensure skills utilised most efficiently</li> <li>- Trainees continuously monitored inline with IPDS framework</li> <li>- Training courses secured to meet identified training needs of individuals on needs analysis basis</li> <li>- Ensure Core Skills Competencies maintained/refreshed regularly ie. BA/RTC/Trauma/Essential Equipment drills</li> <li>- Encourage development of all personnel</li> </ul>	4/5/6/7	-Stn Mgr co-ordinating All Stn Personnel	Start April 2006  Review Monthly  Annual Audit
2	<b>ENSURE</b> Continued Commitment to Fairness, Equality & Diversity	<ul style="list-style-type: none"> <li>- Essential that all employees are provided with workplaces free from harassment, bullying &amp; unfair treatment, F, E &amp; D continually monitored &amp; training given where identified</li> </ul>	4/6/7	-Stn Mgr co-ordinating All Stn Personnel	Start April 2006  Review Monthly  Annual Audit
3	<b>ARRANGE</b> Realistic Training Events	<ul style="list-style-type: none"> <li>- In liason with Gp Mgr(Ops/Dev), formal training locations identified,risk assessed &amp; prepared for use to allow training events to happen</li> <li>- Events feedback obtained to enable analysis/ improvements</li> </ul>	1/5/6/7	-Stn Mgr co-ordinating Watch Mgrs  -GP Mgrs(Ops/Dev)	Start April 2006  Review Monthly  Annual Audit
4	<b>ARRANGE</b> Training for Risks in Community Risk Register	<ul style="list-style-type: none"> <li>- Individual familiarity/training needs identified at Watch Level allowing Watch Managers to tailor watch training to meet local needs ie. IPDS</li> <li>- Ensure 11d visitations carried out regularly to maintain Knowledge of local risks</li> <li>- Ensure ORA intelligence gathering progressed to assist familiarity</li> <li>- Ensure area topography skills maintained/refreshed regularly</li> </ul>	1/5/6/7	-Stn Mgr co-ordinating Watch Mgrs Crew Mgrs  -GP Mgrs(Ops/Dev)	Start April 2006  Review Monthly  Annual Audit

**TECHNICAL SERVICES**

CALTON FIRE STATION		STATION PLANNER		2006 – 2007	
NO	OBJECTIVE	ACTION	CORP OBJ LINK	RESPONSIBILITY	TARGET DATE
1	<b>REVIEW</b> Station Vehicle Requirements	-Efficiency/safety of J reg U04B2 to be investigated as condition of vehicle of concern - Monitor appliance maintenance/servicing schedules ensuring VOSA compliance & replacement vehicle/s obtained & changed timeously to minimise down time - Ensure appliance defects remedied ASAP, using FS Web Portal	5/7	-Stn Mgr Watch Mrgs  - Gp Mgrs(Ops)  - Fleet Services	Start April 2006  Review Monthly  Annual Audit
2	<b>COMPLETE</b> Annual Property Audit & Monitor Property Maintenance Requirements	-Annual audit to identify requirements/outstanding repairs -Progress station adjustments for legislative requirements of DDA, also requirement for dignified facilities & female locker room/toilet facility -Monitor weekly & liase with Property Officer re outstanding faults	5/6/7	-Stn Mgr co-ordinating Watch Mgr(TS) -Stn Supp Asst -Property Dept	Start April 2006  Review Monthly  Annual Audit
3	<b>UPDATE</b> Station Inventory as Required	-Ensure Station Inventory is completed timeously, thoroughly & accurately -Ensure updates amended as and when to maintain accuracy	5/6/7	-Stn Mgr co-ordinating Watch Mgr(TS)  -Stn Supp Asst	Start April 2006  Annual Audit
4	<b>MONITOR</b> Hydrant Maintenance	-Ensure regular liason with Hydrant Operative to maintain accuracy of data & maintain currency of knowledge -Verify new hydrant routes eg. Within new housing estates, Commercial/Industrial developments -Monitor records regularly -Monitor/audit repair requests	5/6/7	-Stn Mgr co-ordinating Watch Mgr(TS)  -Gp Mgrs(Ops)  -Stn Supp Asst	Start April 2006  Review Monthly  Annual Audit

## PERSONNEL

CALTON FIRE STATION

STATION PLANNER

2006 – 2007

NO	OBJECTIVE	ACTION	CORP OBJ LINK	RESPONSIBILITY	TARGET DATE
1	<b>ENSURE</b> Adequate Watch Personnel/Skills Resources to Maintain Crewing Levels	<ul style="list-style-type: none"> <li>-Monitor personnel movements/retirals/absence/secondments/ acting up etc to ensure crewing/skills resources are maintained to enable efficient service delivery at all times</li> <li>-Anticipate personnel/skills shortages in advance to allow time for replacement resources to be sourced/obtained</li> <li>-Make adjustments to watch personnel as/when required to accommodate deficiencies</li> <li>-Secure training courses on needs basis</li> </ul>	1/4/5/7	<ul style="list-style-type: none"> <li>-Stn Mgr</li> <li>Watch Mgrs</li> <li>-Gp Mgrs(Dev)</li> </ul>	Start April 2006  Review Monthly  Annual Audit
2	<b>ENSURE</b> Adequate Supervision of Support Personnel	<ul style="list-style-type: none"> <li>-Supervise/assist/support civilian personnel within station to ensure adequate training has been received to enable role to be done safely</li> <li>-Ensure training needs are met ASAP to allow continuity of role seeking external replacements if required</li> <li>-Ensure necessary equipment available to carry out function, sourcing new/replacements as required</li> <li>-Liase with Admin Officer as required regarding personnel</li> </ul>	4/5/6/7	<ul style="list-style-type: none"> <li>-Stn Mgr</li> <li>Watch Mgrs</li> <li>Crew Mgrs</li> <li>-Admin Officer</li> </ul>	Start April 2006  Annual Audit
3	<b>MANAGE</b> Attendance Levels <b>REDUCE</b> Absence Level by 2%	<ul style="list-style-type: none"> <li>-Supervise implementation of Managing Attendance Policy, auditing proformas to monitor personnel attendance</li> <li>-Maintain accurate database for personnel absences ensuring appropriate forms completed timeously</li> <li>-Maintain contact with individuals absent from duty, tracking recovery, progress, treatments etc ensuring welfare support system being effective</li> <li>-Assist personnel with health/welfare/admin issues whilst absent</li> <li>-Assist/encourage return to duty liasing with support services, Staff Associations/facilities/ ERO, maintaining confidentiality as required</li> </ul>	4/5/6/7	<ul style="list-style-type: none"> <li>-Stn Mgr</li> <li>Watch Mgrs</li> <li>-Stn Supp Asst</li> <li>-ERO</li> </ul>	Start April 2006  Review Monthly  Annual Audit

## STRATEGIC PLANNING

CALTON FIRE STATION

STATION PLANNER

2006 – 2007

NO	OBJECTIVE	ACTION	CORP OBJ LINK	RESPONSIBILITY	TARGET DATE
1	<b>ARRANGE &amp; CHAIR</b> Annual Health & Safety Meeting	<ul style="list-style-type: none"> <li>-Ensure H&amp;S meetings/audits are carried out within required timescales</li> <li>-Promulgate findings to all personnel</li> <li>-Liase with all representative bodies as/when appropriate</li> <li>-Ensure all H&amp;S issues are dealt/investigated ASAP</li> </ul>	4/5/6/7	<ul style="list-style-type: none"> <li>-Stn Mgr</li> <li>-Watch Mgrs</li> <li>-All Stn Personnel</li> <li>-Rep Bodies</li> </ul>	Start April 2006  Review Monthly  Annual Audit
2	<b>MONITOR &amp; REDUCE</b> Accident/Near Miss Incidents by 5%	<ul style="list-style-type: none"> <li>-Ensure all accidents/near misses are reported within required timescales ie. RIDDOR</li> <li>-Ensure correct reporting procedures followed &amp; appropriate persons notified</li> <li>-Investigate causation of all incidents ensuring all necessary remedial steps are implemented to prevent recurrence</li> <li>-Monitor time lost through incidents,integrate with Managing Attendance</li> <li>-Ensure identified failures promulgated for training</li> </ul>	5/6/7	<ul style="list-style-type: none"> <li>-Stn Mgr</li> <li>co-ordinating</li> <li>Watch Mgrs</li> <li>Crew Mgrs</li> </ul>	Start April 2006  Review Quarterly  Annual Audit
3	<b>ENSURE</b> Implementation of Performance Management Methodology	<ul style="list-style-type: none"> <li>-Ensure reporting/monitoring procedures are adhered to with Required statistical forms/return completely timeously</li> <li>-Carry our Risk Assessments as required to maintain health, safety &amp; welfare of personnel at all times</li> </ul>	4/5/6/7	<ul style="list-style-type: none"> <li>-Stn Mgr</li> <li>co-ordinating</li> <li>Watch Mgrs</li> </ul>	Start April 2006  Annual Audit
4	<b>CARRY OUT</b> Best Value Audit of All Station Activities	<ul style="list-style-type: none"> <li>- Monitor budgetary spending of budget lines ;</li> <li>Indent Purchasing/Petty Cash/PAO spending investigating all occasions</li> <li>- Monitor attendance/crewing levels as appropriate</li> </ul>	5/6/7	<ul style="list-style-type: none"> <li>-Stn Mgr</li> <li>Watch Mgrs</li> <li>Stn Supp Asst</li> </ul>	Start April 2006  Annual Audit
5	<b>CONSULT</b> With Stakeholders/Service User Groups	<ul style="list-style-type: none"> <li>-Engage with community through varying means ie. HFSVs, Visitations, partner agency activities, after the fire surveys to improve on service delivery, improving PR</li> </ul>	1/5/6/7	<ul style="list-style-type: none"> <li>-Stn Mgr</li> <li>co-ordinating</li> <li>All Stn Personnel</li> <li>-C S Co-ordinator</li> </ul>	Start April 2006  Annual Audit

## NORTH EAST GLASGOW'S PRIORITIES

1. Reduce number of fire deaths & injuries
2. Reduce the number of domestic fires
3. Reduce the number of households considered to be at greatest risk from fire
4. Identify, monitor and support those vulnerable members of the community most at risk from fire
5. Reduce the number of fires in commercial and industrial property
6. Reduce the number of deliberately set fires
7. Reduce the number of unwanted fire calls (i) False activation of Fire Alarm Systems (ii) Malicious Calls (calls made knowing there is no fire or other emergency requiring the attendance of the Fire & Rescue Service)
8. Engage with our partners to reduce the risks from non-fire emergencies i.e. road traffic collisions and water rescue
9. Continue to run programmes of activities/initiatives to promote key community fire safety messages
10. Ensure all of our staff are adequately trained to carry out responsibilities within individual job descriptions (role maps)
11. Ensure public and staff safety via provision of relevant operational intelligence to staff attending incidents
12. Ensure North East Glasgow Area is represented alongside our Glasgow Area Fire & Rescue partners, at strategic level within Glasgow City Council
13. Reduce levels of fire related anti-social behaviour within communities including attacks on fire crews
14. Reduce levels of accidents and injuries to all Area personnel
15. Managing staff attendance (increase levels of attendance within Service Policy whilst providing appropriate welfare support for those members of our staff unable to attend work due to illness etc)
16. Maintain or improve current level of emergency response times
17. Ensure cost of provision of service/budget is discharged within current financial regulations and using Best Value principles
17. Subject all local policies, procedures, publications and actions to examination in order to comply with Service policy

## USEFUL CONTACTS

Glasgow City Council Elected Members  
Glasgow City Council Community Safety Partnership / Forums / Committees  
Glasgow City Council Community Safety Department  
Glasgow City Council Housing Department  
Glasgow City Council Social Services  
Glasgow City Council Anti Social Behaviour Team  
Glasgow City Council Community Wardens  
Glasgow City Council Education Department  
Community Safety Co-ordinator  
Calton Fire Station Community Safety Officers  
SFR Strategic Youth Development Officer

## 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  
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

If you or anyone you know would like this publication in large print, on audio-tape, in Braille or in another language please contact us at the one of the locations detailed on the back of this document, giving your name, address & the media 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।

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Siz veya bir tanıdığınız, bu yayını büyük puntolarla basılı olarak, ses kaydı olarak, Körler Alfabetisiyle 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.

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।

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 ਕਿਹੜੀ ਜ਼ਬਾਨ 'ਚ ਅਨੁਵਾਦ ਚਾਹੀਦਾ ਹੈ ਇਸ ਬਾਰੇ ਪਤਾ ਦਿਓ।

اگر آپ یا آپ کے کسی جاننے والے کو یہ اشاعتی مواد بڑی چھپائی، اسٹیو-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۔

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.

## COMPLAINTS / CONTACT INFORMATION

### HOW TO COMPLAIN TO STRATHCLYDE FIRE & RESCUE

Strathclyde Fire And Rescue is fully committed to delivering it's services to the community in a fashion that ensures all of our service users (regardless of race, religion, social background, gender, marital status, disability, age or sexual orientation/sexuality) are treated in a fair, respectful and dignified manner and constantly strives to maintain the highest possible standards 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 and Rescue or its employees to let us know using the procedure set out below.

### COMPLAINTS PROCEDURE

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

#### YOU MAY REGISTER A COMPLAINT ;

- By Post**            The Complaints Officer  
                         Risk Management Unit  
                         Strathclyde Fire & Rescue Headquarters  
                         Bothwell Road  
                         HAMILTON  
                         ML3 0EA
- By Email**            [complaints@strathclyde.fire-uk.org](mailto:complaints@strathclyde.fire-uk.org)
- By Telephone**    01698 300999 (asking for the Complaints Officer)
- By Fax**              01698 338482
- In Person**         To any member of the Service's staff at any of our establishments



## Have YOU got a fire plan?

### 10 KEY POINTS TO REMEMBER

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

**FOR FREE ADVICE PHONE 0800 0731 999**

OR CONTACT ;

**CALTON FIRE STATION, 30 McFARLANE STREET, GLASGOW, G4 0TL**  
TEL. 0141 552 2223 FAX. 0141 552 1599  
STATION MANAGER MOB. 07770 823760

**NORTH EAST GLASGOW HEADQUARTERS, 30 McFARLANE STREET, GLASGOW, G4 0TL**  
TEL. 0141 552 8222 FAX. 0141 552 1599

**STRATHCLYDE FIRE & RESCUE HEADQUARTERS, BOTHWELL ROAD, HAMILTON, ML3 0EA**  
TEL. 01698 300999 FAX. 01698 338444

**WWW.STRATHCLYDE.ORG**

*making our communities safe places to live, work and visit*