

STRATHCLYDE  
FIRE & RESCUE



## COWCADDENS FIRE STATION

### STATION PLAN

2007 / 2008

OPERATIONS DIRECTORATE

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## 1. INTRODUCTION

This station plan forms an integral part of the Area Plan, Community Safety Plan and the wider Community Safety Strategy and will provide a targeted programme designed to assist all members of the community in creating a safer society. The Station Plan will also record issues relating to station personnel, their development and station requirements to ensure optimum service delivery.

The presentation of the station plan for Cowcaddens Community Fire Station is intended not only to meet the needs of the local community, but also forms part of an integral component of the North West Glasgow Area Plan to serve the communities in the North West Glasgow wards. The integrated plans main overarching aim is to link to Strathclyde Fire & Rescue's Integrated Risk Management Plan and its 2015 Corporate Vision Document 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 various innovative strategies and to ensure all activities contribute to...

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

This plan also takes cognisance of the statutory duties placed upon the Fire and 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 North West Glasgow Community Planning Partnership in its quest to achieve the following ***"North West Glasgow will be a place where partnership working builds on the existing strengths in our community to develop services which meet the needs of all our citizens creating a sustainable environment and better quality of life."***

## 2. 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.
- Serious 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 wilful fire raising.
- Anti Social Behaviour i.e. attacks on fire crews, hydrant abuse
- Road Traffic Collision fatalities and casualties

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

### **3. OBJECTIVE:**

#### **Community Safety**

**To reduce by 5% the number of accidental dwelling fires and casualties in the station area, and reduce the likelihood of fire fatality, we will:**

- Carry out 275 Home Fire Safety Visits (HFSV) and increase ownership of smoke alarms
- Target risk groups in our area for HFSVs, by working with partner agencies to generate client referrals, e.g. Social Services, Housing Associations, Drug and Alcohol Addiction Forums and local community groups
- Carry out HFSVs following operational incidents, in line with the Post Incident Response Protocol
- Instigate The Vulnerable Person Procedure for individuals identified to be at risk and liaise with Community Firefighters to carry out follow up visits and contact social services when required
- Post flyers in statistically identified target residential areas to generate HFSVs
- Use the media to highlight the availability of the HFSV service and provide fire safety advice
- Raise Community Fire Safety awareness through community events in the station area by taking part in local community events, and station based events including, The Glasgow Doors Open Day and the FSNBF charity car wash
- Liaise with Community Safety Partnerships to develop initiatives to promote Fire Safety

**To reduce the number of fatalities and casualties due to Road Traffic Collisions in the station area, we will:**

- Promote road safety and educate the target risk group of young people, by participating in SFRS "Cut It Out" initiative, National Road Safety Campaigns and developing a station lead initiative

**To reduce the incidence of anti-social behaviour, we will:**

- Use statistical data and operational intelligence information to identify target areas within the station ground and develop initiatives to reduce occurrences;
- Support the ongoing programme of education in schools being delivered by area Community Firefighters and promote station visits by school children and youth groups
- Liaise with the local media to highlight the problem and subsequent impact
- Liaise with Police, Local Authority Partners and Youth Groups to identify and engage with offending individuals
- Engage with young people by participating in the Fire Reach Programme being delivered within North West Glasgow Area

**To reduce by 5% the number of unwanted fire signals in non-domestic properties, we will:**

- Fully implement the SFRS demand reduction policy
- Monitor data and operational intelligence, to identify high offending commercial premises. Each watch will have ownership of a premise and will develop an appropriate initiative for demand reduction
- Deliver Fire Safety induction talks to University residencies
- Monitor data and operational intelligence, to identify high offending student residencies. In partnership with University Management implement existing initiatives or develop new initiatives to reduce demand
- Develop relationships with management and residents of student accommodation, to assist with reducing unwanted alarms throughout the year
- Provide advice to occupiers/owners of premises on their responsibility in relation to fire safety as required by The Fire Scotland Act 2005

**Reduce by 5% the number of secondary rubbish fires based on average call rates over the last three years, we will:**

- Use statistical data and operational intelligence information to identify problem areas and implement a rubbish fire reduction campaign
- In partnership with the GHA promote and support the introduction of a fire suppression system within the communal bin areas of MSF properties
- Operational personnel will continue to provide advice to the residential and business community on waste management and the cause and consequences of rubbish fires
- We will adopt a partnership approach with Strathclyde Police, Community groups, street wardens and land services to reduce secondary fires

#### 4. STATION AREA AND COMMUNITY PROFILE

Cowcaddens fire station is located on Port Dundas Road, at the north end of Glasgow City centre. The station provides Fire and Rescue cover stretching from the River Clyde, through the city centre and encompassing the surrounding residential areas of Townhead, Hamiltonhill, Garnethill and Woodside. These areas have a mix of private and local authority housing, including tenements and multi storey flats. The M8 Motorway passes near the station, linking the north of the city to the south side via the Kingston Bridge. Other transport links within the city centre include various rail and Glasgow Underground stations.

The city centre consists predominantly of commercial properties, and in recent years has gained an enviable reputation as a top-shopping destination within the UK. An increase in the number of visitors has resulted in the provision of a range of new hotels servicing this sector and a growing tourism and business conference market. The city has numerous vibrant entertainment venues including cinemas, clubs and theatres.

A large number of buildings of architectural and historical significance are located within the station area, including The Glasgow School of Art, designed by Charles Rennie Mackintosh and The City Chambers.

Further developments consisting of mainly private sector residential flats, has contributed to the residential repopulation of the city centre and the riverfront. The Broomielaw area is currently undergoing a major transport link development. There is also a large student population from Glasgow's various Universities, Colleges and the RSAMAD. The student community reside within an increasing number of purpose built student accommodation facilities and HMOs within the Cowcaddens Fire Station area.

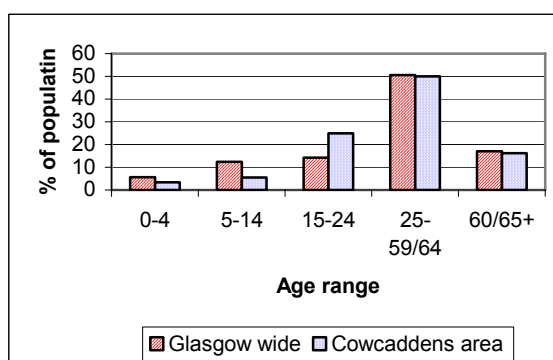
This profile has ensured that Cowcaddens Fire Station has continued to be the busiest operational fire station within the Strathclyde Fire and Rescue area, providing a service to our diverse community and making it a safe place to live, work and visit.

#### **Population:**

The residential population is 13,696 although this is rarely representative of the actual population both by day and by night.

#### **Age:**

As the chart on the right shows, the residential population of the station area is biased towards the 15 to 24 age group. This is perhaps a reflection of the nature of inner city living, as well as the effect of the large student population. The transient population will also be biased towards the 15-24 and the 25-59/64 age group because people come into the city to work, study and shop, which are all adult activities.



**Ethnicity:**

As a percentage of its population, the area has an ethnic population over twice as high as the rest of Glasgow.

**Employment:**

Much of the employment in the area is in retail and commercial premises. There are however two major railway stations, two large universities together with other higher educational establishments and some light engineering in outlying parts of the area.

**Political Profile:**

On the 3<sup>rd</sup> May 2007 Glasgow's electoral boundaries changed with the city now being served by 21 Wards.

Cowcaddens fire station operational and community activity area falls within the boundary of the following three Wards, with each Ward being served by the 4 elected members listed below.

WARD No - AREA	ELECTED MEMBER	POLITICAL PARTY
10 - Anderston/City	Nina Baker	Scottish Green Party
	Philip Braat	Scottish Labour Party
	Craig MacKay	Scottish National Party
	Gordon Matheson	Scottish Labour Party
11 - Hillhead	Kenneth Elder	Scottish Liberal Democrats
	Hanzala Malik	Scottish Labour Party
	George A Roberts	Scottish National Party
	Martha Ferguson Wardrop	Scottish Green Party
16 - Canal	Ellen Hurcombe	Scottish Labour Party
	Jim Mackechnie	Scottish Labour Party
	Billy McAllister	Scottish National Party
	Kieran Wild	Scottish Green Party

## 5. STATION PROFILE

### Contact Details:

Cowcaddens Fire Station  
123 Port Dundas Rd  
Glasgow  
G4 OES

Telephone 0141 302 3111  
Fax 0141 353 0224

Cowcaddens fire station was opened in 1985 and is part of a larger Strathclyde Fire and Rescue complex that incorporates the SFRS Training Centre, Vehicle, Technical Services and Communication workshops. The Fire Station shares its location with the Area Headquarters for North West and South Glasgow.

### Personnel:

The numbers of personnel based at the fire station is detailed in the table below.

Role	Number of personnel
Operational Firefighters	68
Community Safety Officers	5
Community Safety Coordinator	1
Support Staff	5
Station Manager	1
<b>Total</b>	<b>80</b>

### Operational Profile:

The Station Manager is responsible for all service delivery within the station and the community area. There are 4 Watches each consisting of, 1 Watch Manager, 4 Crew Managers and 12 Firefighters, providing a 24 hour Fire and Rescue service to the Cowcaddens Community.

### Community Safety Profile:

The community safety section consists of five officers who provide legislative advice in relation to fire safety requirements within premises, other than private dwellings, in compliance with The Fire Scotland Act 2005. A sizeable area of their work involves overseeing the large number of Houses in Multiple Occupation (HMOs) within our area. Our community safety coordinator supports the station in the delivery of initiatives and events within the area and represents the station at community partnership meetings.

### Support Staff:

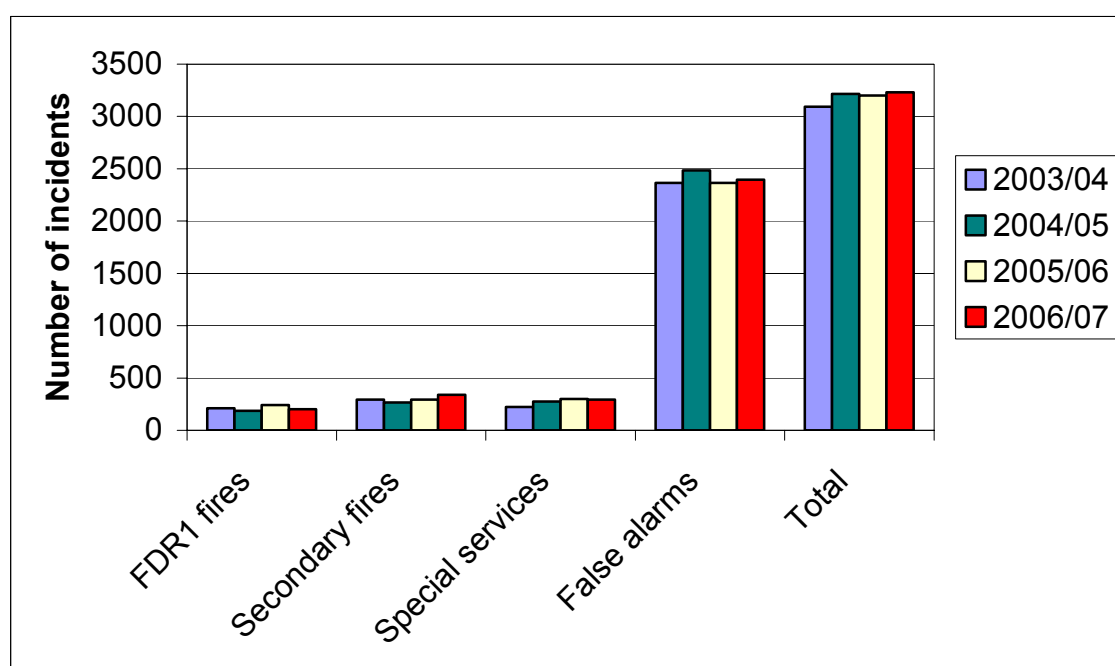
The station has 1 Administrative Assistant, 2 General Assistants and 2 Catering Assistants who support operational personnel in specific areas of service delivery.

## Vehicles:

The station has one rescue pump, one water tender ladder and an aerial ladder platform. The current water tender ladder is scheduled to be replaced by a new appliance within the current plan year.

## 6. OPERATIONAL ACTIVITY

Historically Cowcaddens fire station is the busiest operational station in Strathclyde Fire and Rescue Service. Not least because of the number of automatic fire alarm systems within the area. The source of these false alarms is predominately within commercial city centre premises and University teaching and residential facilities. This is reflected in the 4-year period as shown below.



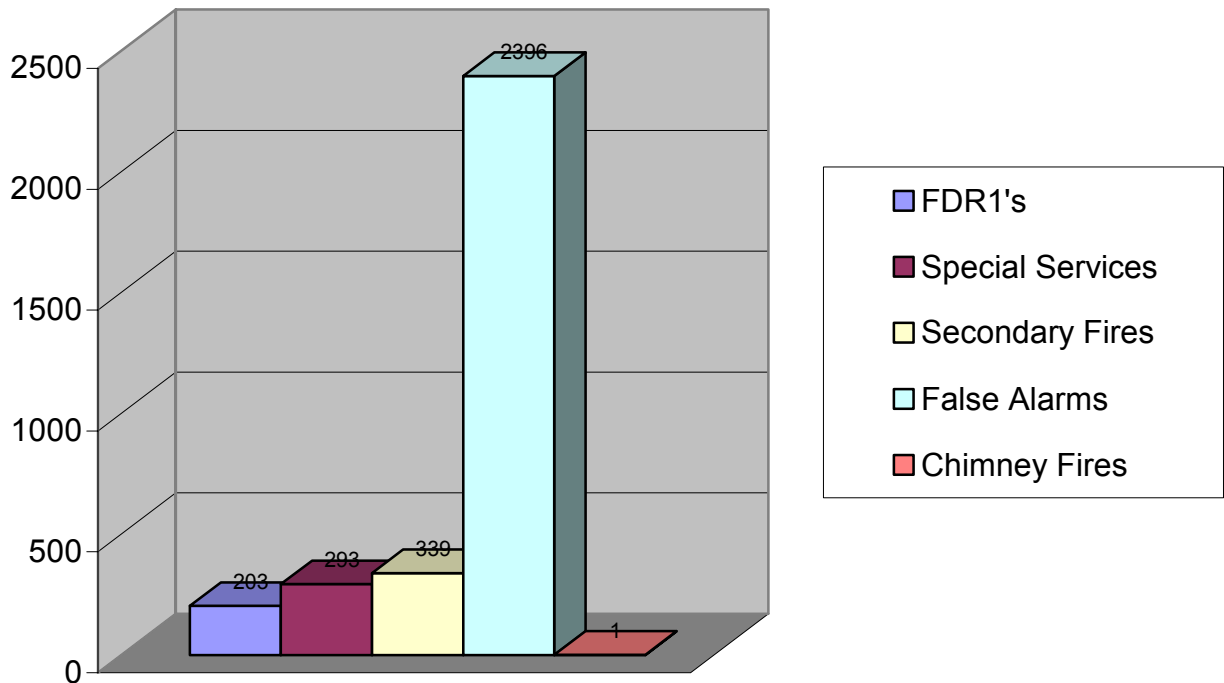
FDR1 or Primary fires require a report to be submitted to the Fire and Rescue Service and the Home Office to assist with statistical analysis and monitor the causes and effects of fire, allowing future action to be taken to reduce human and financial loss from fire. A primary fire is a fire that occurs within a designated list of locations including, buildings or vehicles (not derelict), caravans and outdoor storage.

A Secondary fire is a fire that did not occur at an FDR location or involve any casualties, rescues or escapes and was attended by 4 or fewer fire appliances. Some examples are fires involving refuse/refuse container, derelict buildings or vehicles and grassland.

A Special Service is recorded for incidents not involving fire or requiring an FDR1 report to be completed. Some examples are road traffic collisions, persons trapped in lifts or machinery, water rescue, flooding and chemical incidents

## 6.1 Total Incidents

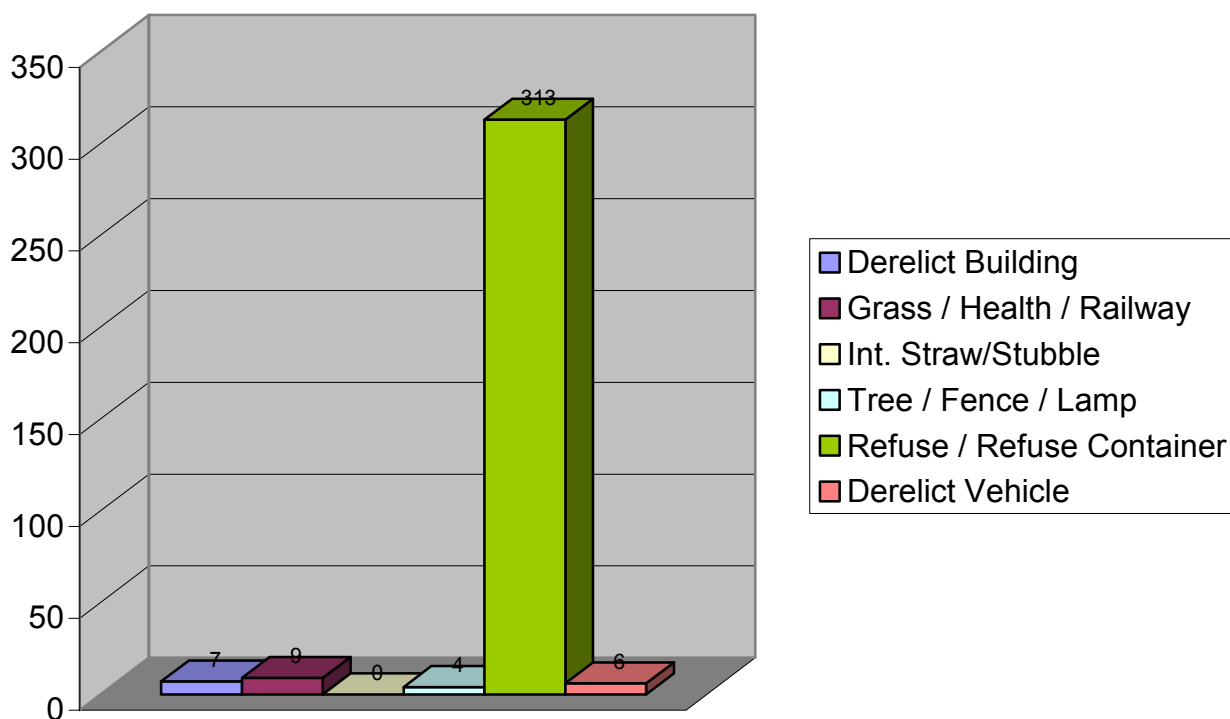
1/4/2006 to 31/3/2007



Cowcaddens attended a total number 3232 Incidents for the period above. This reflects a 1% increase in operational activity from the 2005-2006 period. The following section will provide a more detailed analysis of the priority areas of operational activity.

## 6.2 Secondary Fires

1/4/2006 to 31/3/2007

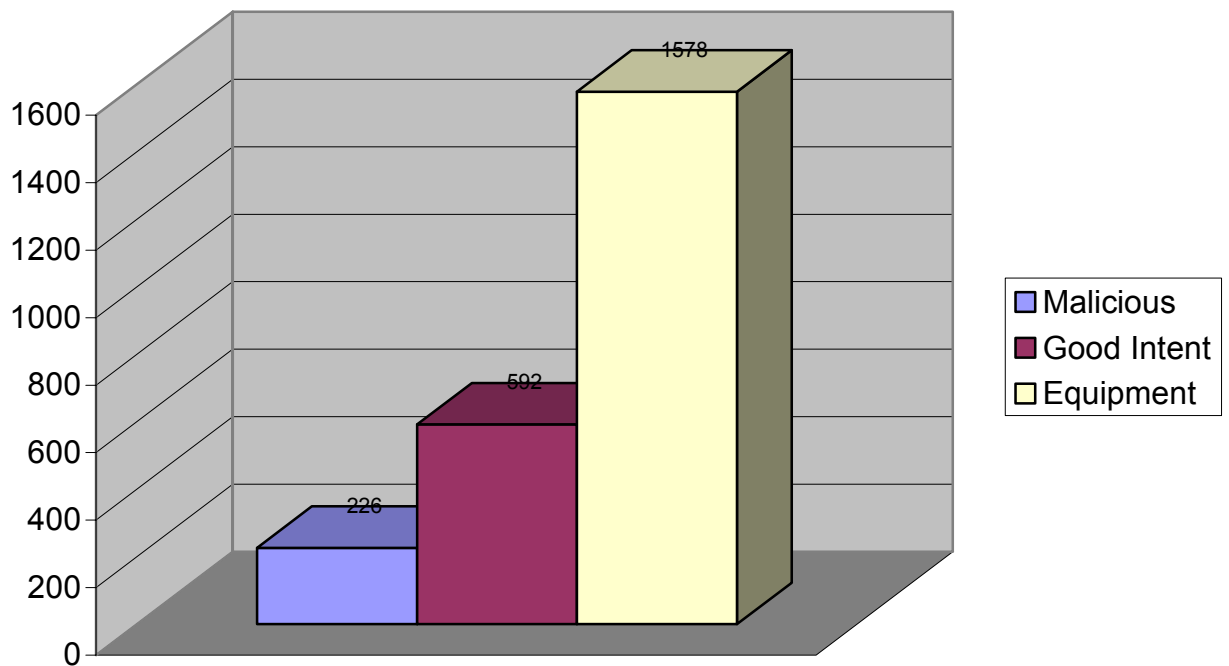


There was a total number of 339 Secondary Fires for the period above which accounted for 10% of total incidents. Further analysis reveals that 313 incidents were due to fires involving rubbish. A large number of these fires were started deliberately.

The station continues to work with our residential and commercial community to reduce the number of secondary fires. These types of fire are an area of concern as they can cause damage to property and put community lives at risk.

### 6.3 Automatic Fire Alarms

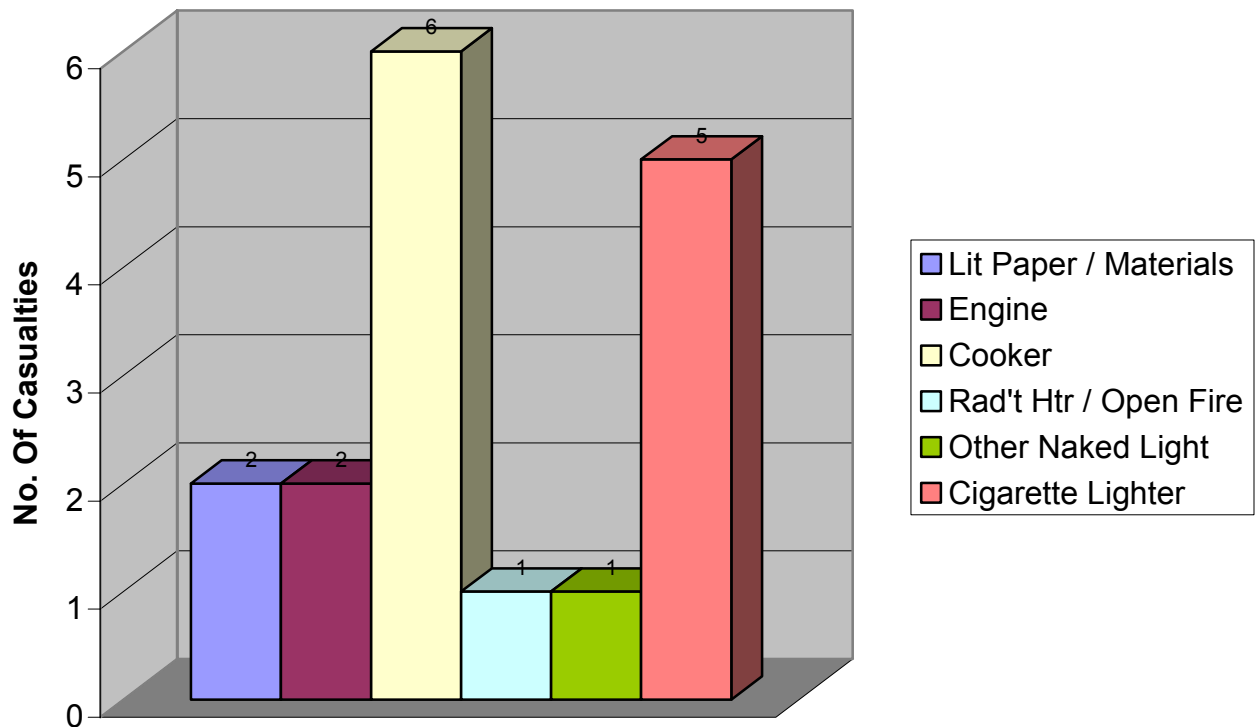
1/4/2006 to 31/3/2007



There was a total of 2396 Automatic Fire Alarm incidents for the period above. This accounts for 74% of the total incidents attended. Further analysis reveals that 66% were activations due to equipment. The majority of these alarms occur within commercial premises and university teaching and residential facilities. These along with malicious calls are unwanted fire alarms. The station continues to work with these groups to reduce the number of calls.

## 6.4 Fire Fatalities & Casualties

1/4/2006 to 31/3/2007

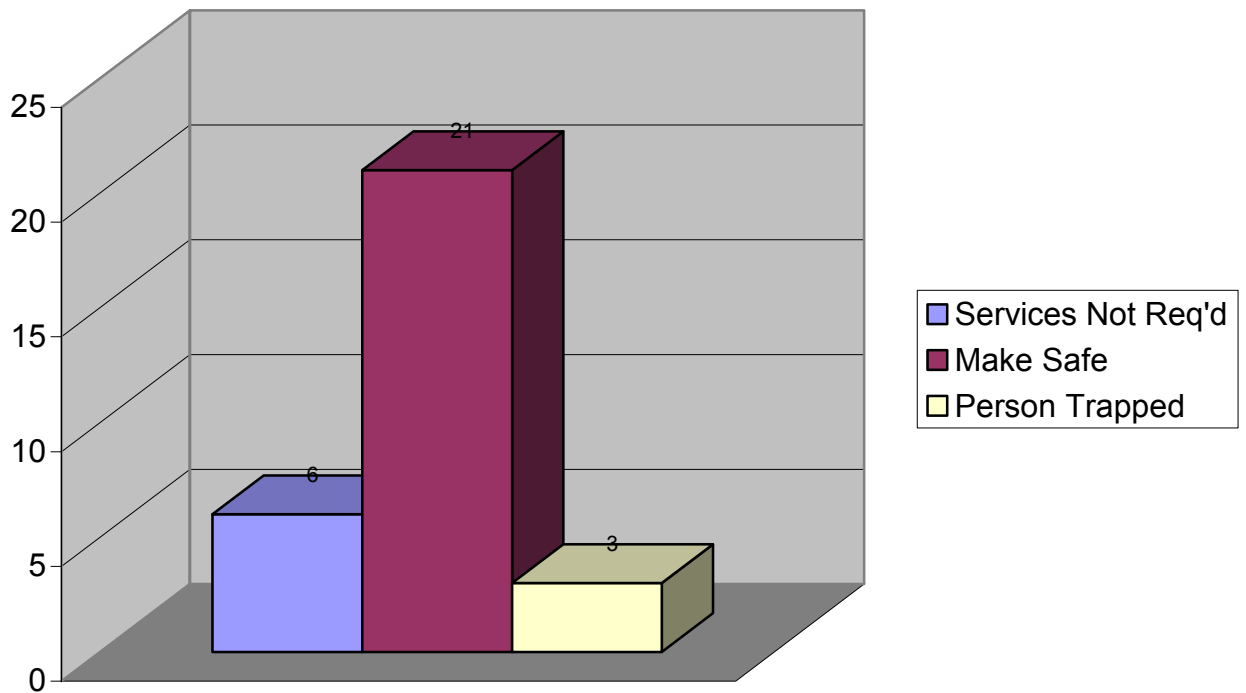


There were no fatalities for the above period, however there were a total of 17 casualties. Further analysis reveals the two main causes of fire resulting in injury are cooking and the misuse of smoking materials. This reflects the overall societal trend with alcohol and drugs being a regular contributory factor. Of the 17 casualties recorded 10 required only a precautionary check up, the remaining 7 casualties suffered various physical injuries.

Station personnel are currently delivering fire safety advice through various initiatives including carrying out home fire safety visits and fitting smoke alarms in dwellings. It is anticipated that the delivery of these initiatives and the development of future initiatives will reduce the incidences of fire and related casualties.

## 6.5 Road Traffic Collisions

1/4/2006 to 31/3/2007



Cowcaddens attended 30 Road Traffic Collisions during the above period. Further analysis reveals that only 10% of incidents attended resulted in persons being trapped. These figures show a 17% reduction from the same period during 2005-2006. Station personnel are involved in National Campaigns and Strathclyde Fire and Rescue Service initiatives to reduce the number of casualties caused by RTC's.

## **7. PERFORMANCE MONITORING**

The Station Manager will continue to monitor the stations performance by: -

1. Carrying out a quarterly performance audit review of the following areas which will be submitted to Area Management:
  - Community Safety
  - Operations
  - Finance
  - Development
  - Technical Services
  - Personnel
  - Strategic Planning
2. Submitting a fortnightly audit return of all community fire safety activity to the Area Group Manager.
3. Provide a monthly budget variance return to the Area Manager.
4. Compiling a register of all Community Fire Safety and Development activity being carried out by station personnel.
5. Attending operational incidents and submitting operational review reports.
6. Participating in training and development audits being conducted by the Area Management Team.
7. Participating in an annual performance monitoring audit conducted by the Area Management Team. The audit will focus on the following areas:
  - Station Preparedness
  - Local priorities relevant to Community Safety
  - Local strategies and initiatives
  - Station Management
  - Capacity-Resources
  - Ensuring personnel are able to carry out their role competently
  - Performance Management
  - Achievement of objectives
  - Progress to date

The first audit took place on the 27<sup>th</sup> April 2007. Following completion a copy of the audit report will be made available on the SFRS Intranet.

## 8.1 STATION PLANNER - COMMUNITY SAFETY

STATION: COWCADDENS

YEAR: 2007 –2008

Index No.	Corporate Proritie(s)	OBJECTIVE	RESPONSIBILITY	TARGET DATE
CS 8.1.1	1,2,5,7	Carry out 275 home fire safety risk assessment visits	Station Manager Watch Personnel	March 2008
CS 8.1.2	1,2,5,7	Fit smoke alarms in private dwellings following incidents and during HFSVs	Station Manager Watch Personnel	March 2008
CS 8.1.3	1,2,5,7	Reduce the incidence of domestic fires in our station area by 5% when compared with the last 3 years averaged figures	Station Manager Watch Personnel	March 2008
CS 8.1.4	1,2,5,7	Reduce the likelihood of fire fatalities and casualties in our station area	Station Manager Watch Personnel	March 2008
CS 8.1.5	1,2,7	Reduce the number of unwanted fire signals in our station area by 5% based on the average of the last 3 years.	Station Manager Watch Managers	March 2008
CS 8.1.6	1,2,6,7	Deliver existing initiatives and where required develop new ones within university halls of residence to drive down the number of unwanted fire calls	Station Manager Watch Personnel	March 2008

CS 8.1.7	1,2,7	Reduce the level of fires in commercial and industrial premises from their present level by 2.5%	Station Manager Watch Managers	March 2008
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## 8.2 STATION PLANNER – OPERATIONS

STATION: COWCADDENS

YEAR: 2006 – 2007

Index No.	Corporate Priorities	OBJECTIVE	RESPONSIBILITY	TARGET DATE
OP 8.2.1	1,2,7	Complete Operational Risk Assessments for selected buildings and add to existing register containing 22 premises	Station Manager Watch Personnel	March 2008
OP 8.2.2	1,2,7	Monitor completion of required statistical data, FDR1 and Incidents	Station Manager Watch Managers	March 2008
OP 8.2.3	1,2,7	Ensure appropriate operational response to each risk	Station Manager Watch Managers	March 2008

### 8.3 STATION PLANNER – FINANCE

STATION: COWCADDENS

YEAR: 2006 – 2007

Index No	Corporate Priorities	OBJECTIVE	RESPONSIBILITY	TARGET DATE
F 8.3.1	7	Monitor budget and identify areas where allocated budget is not appropriate. Submit monthly variance returns to Area Manager	Station Manager	March 2008
F 8.3.2	7	Monitor Pre Arranged Overtime and investigate reasons for incurrence	Station Manager	March 2008
F 8.3.3	7	Monitor stock levels and procedures for ensuring adequate stock is always available	Station Manager	March 2008

## 8.4 STATION PLANNER –DEVELOPMENT

STATION: COWCADDENS

YEAR: 2007 – 2008

Index No	Corporate Priorities	OBJECTIVE	RESPONSIBILITY	TARGET DATE
D 8.4.1	1,2,4,5,7	Maintain existing operational readiness of personnel by undergoing training and development in line with the Maintenance Phased Development Programme. Participate in developing and delivering realistic off site training.	Station Manager Watch Managers	March 2008
D 8.4.2	1,2,4,5,7	Consult all personnel as to their development needs by holding development interviews	Station Manager Watch Managers	March 2008
D 8.4.3	1,2,5,7	Ensure that operational personnel receive technical and practical training in the use of mass decontamination equipment.	Watch Managers	March 2008
D 8.4.4	1,2,5,7	Deliver refresher training in BA entry control procedures, search procedures and guideline procedures for operational personnel.	Watch Managers & SFRS Training Centre	March 2008
D 8.4.5	1,2,5,7	Deliver level 1 water rescue training to operational personnel.	Watch Managers	March 2008

## 8.5 STATION PLANNER - TECHNICAL SERVICES

STATION: COWCADDENS

YEAR: 2007 – 2008

Index No	Corporate Priorities	OBJECTIVE	RESPONSIBILITY	TARGET DATE
TS 8.5.1	5,7	Pursue funding to redecorate areas as required throughout the station	Station Manager Area Management	March 2008
TS 8.5.2	5,7	Pursue funding to progress building adaptation to upgrade current store facility on first floor	Station Manager Area Management	March 2008
TS 8.5.3	5,7	Pursue building adaptations to create a specific area for the drying of wet fire kit.	Station Manager Area Management	March 2008

## 8.6 STATION PLANNER – PERSONNEL

STATION: COWCADDENS

YEAR: 2007 – 2008

Index No	Corporate Priorities	OBJECTIVE	RESPONSIBILITY	TARGET DATE
P 8.6.1	4,5,7	Monitor attendance records of all personnel and apply SFR policy to reduce the number of days lost to sickness absence. Carry out RTW, FAMM and initiate Occupational Health referrals as required.	Station Manager Watch Managers	March 2008
P 8.6.2	4,5,7	Ensure adequate supervision for support personnel	Station Manager Watch Managers	March 2008
P 8.6.3	5,7	Ensure that sufficient personnel are available with the required skills to maintain operational readiness	Station Manager Watch Managers	March 2008

## 8.7 STATION PLANNER –STRATEGIC PLANNING

STATION: COWCADDENS

YEAR: 2006 – 2007

Index No	Corporate Priorities	OBJECTIVE	RESPONSIBILITY	TARGET DATE
SP 8.7.1	5,7	Monitor to ensure all personnel comply with SFRS Health and Safety Policy. Arrange & Chair annual H&S meeting.	Station Manager	March 2008
SP 8.7.2	5,7	Monitor accident and near miss reports ensuring submission to the Area Health and Safety Officer.	Station Manager	March 2008

## **9. COMMUNITY CONTACTS**

### **Community Forums**

Central & West Community Safety Forum	Fran Lundie Development Officer Community Reassurance Glasgow Community & Safety 9 <sup>th</sup> Floor Nye Bevin House 20 India Street Glasgow G2 4PF Telephone 0141 287 6963
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### **Associated Centres & Clubs**

Blythswood Court Tenants Assoc. 1/6 56 Blythswood Court Dalriada Block Glasgow G2 7PE	No convenor at present     Telephone 0141 221 6439
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Milton Old Peoples Club Renfield Street St Stephens Church Centre 260 Bath Street Glasgow G2 0JS	Mrs Amy Robinson     Telephone 0141 332 0680
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Phoenix Club Dundasvale Residents Hall 12 Dundasvale Court Glasgow G4 0JS	Mrs W Mason     Telephone 0141 332 3560
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St Mungo's Old Folks Day Centre 31 McAslin Street Glasgow G4	Mrs B Clarke     Telephone 0141 552 8999
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### **Strathclyde Police**

Community PC Stewart Street	Telephone 0141 532 3079
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### **Housing Associations**

GHA Housing Association

Mr Colin Weir  
Housing Officer  
Firhill Road  
Glasgow

Telephone 0141 589 7331

Charing Cross Housing Association

Mrs Mary McLeod  
Director  
31 Ashley St

Telephone 0141 333 0404

### **Streetwatch CCTV**

Mr Jim McDonald  
The Fruit Market  
Blochairn Road  
Glasgow

Telephone 0141 287 9999

### **University/College**

Strathclyde University

Mrs Barbara Mason  
Head of residential & catering

Telephone 0141 548 3453

Caledonian University

Therese Fraser  
Facilities Manager

Telephone 0141 331 3906

Buchanan View  
Unite University Residences  
33-35 Calgary St

Roselyn Tittensor  
Facility Manager  
Telephone 0141 333 9837

## **Schools**

Abercorn Primary	195 Garscube Road Glasgow  Telephone 0141 332 6212
Oakgrove Primary	20 Peters Street Glasgow  Telephone 0141 332 6210
Garnetbank Primary	231 Renfrew Street Glasgow  Telephone 0141 332 5158
St Josephs Primary	39 Raglan Street Glasgow  Telephone 0141 332 7836
St Mungo Primary	45 Parson Street Glasgow  Telephone 0141 552 3120
Willowbank Primary	Willowbank Cres/Woodlands Rd Glasgow  Telephone 0141 332 6281

## **Glasgow Doors Open Day**

Rosie Elliot  
Building Preservation Trust  
Glasgow  
  
Telephone 0141 221 6061

## **Community Safety Co-Ordinator**

Nicola Vikis  
Cowcaddens Fire Station  
Port Dundas Rd  
Telephone 0141 302 3191

## **Strategic Youth Development Officer SFR**

Alistair MacIntosh  
Headquarters  
Bothwell Road  
Hamilton  
ML3 0EA  
  
Telephone 01698 338 277

**Social Services Referral Team**

Telephone 0800 811505

**Glasgow City Council Road Safety Unit**

Angela Coyle  
Telephone 0141 287 9443



**10. STATION PLAN  
INITIATION PRO-FORMA**

Station Name \_\_\_\_\_ No \_\_\_\_\_ Area \_\_\_\_\_  
 Initiative \_\_\_\_\_ Subject \_\_\_\_\_  
 Date \_\_\_\_\_

**Reason for Initiative**

<b><u>Reason for Initiative</u></b>		
<b><u>Number of Incidents</u></b> (Statistical data if applicable)		<b>Data Period</b>
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**

<b><u>Plan for Implementing Initiative</u></b>				
		Target Period	Print Name	Completed Date
STAGE 1	(eg pre-planning)			
STAGE 2	(eg practical implementation)			
STAGE 3	(eg evaluation, Audit, Reporting)			

**Resources Required**

<b><u>Resources Required</u></b>	Availability Confirmed



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

Station Name \_\_\_\_\_ No \_\_\_\_\_ Area \_\_\_\_\_

Initiative Name \_\_\_\_\_ Subject \_\_\_\_\_

Initiative Date From \_\_\_\_\_ To \_\_\_\_\_ Evaluation Date \_\_\_\_\_

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

<b><u>Outcomes of Initiative</u></b>			
Positive Outcomes:			
Negative Outcomes:			
<b><u>Plan Result</u></b>	(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 Procedure \*

## **12. COMPLAINTS**

### **How To Complain To Strathclyde Fire & Rescue**

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.

### **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 E-mail**                [complaints@strathclyde.fire-uk.org](mailto:complaints@strathclyde.fire-uk.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 Fire & Rescue 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 to resolve your complaint

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

In relation to complaints, **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 that is proposed

### 13. OTHER LANGUAGES

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

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

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

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

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

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

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

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

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](http://www.strathclydefire.org)