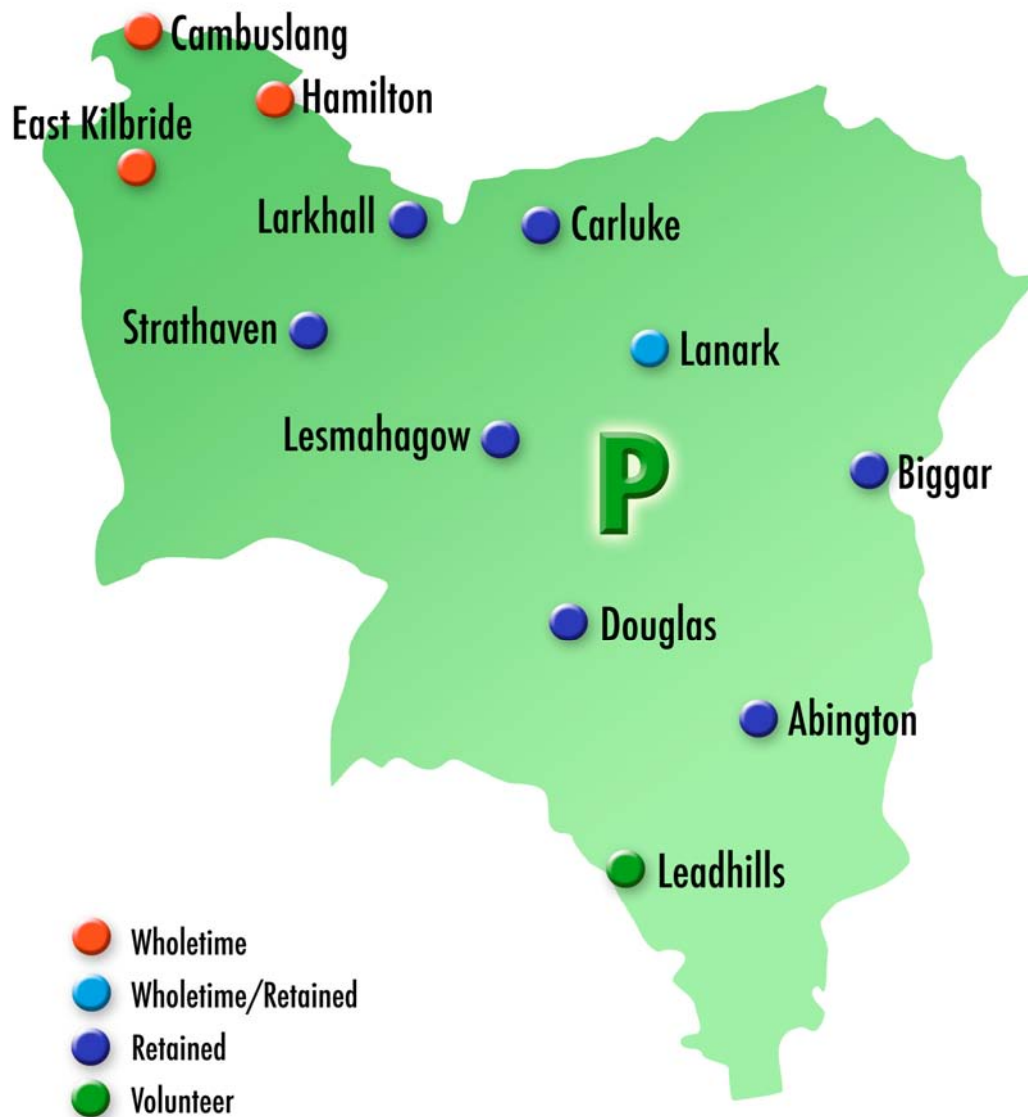


STRATHCLYDE FIRE & RESCUE



South Lanarkshire Area Year End Report 2006-2007 Area Service Plan 2007 -2010



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

CONTENTS

Introduction.....	2
Where we are.....	3
Who we are.....	4
Year End Report 2006-2007	6
Results Against our Plans aims.....	6
Our Plans for 2007-2010	9
Our main tasks for 2007/8	9
Appendix A. Incidents 2006/7 by Type and Electoral Ward	23
Total Incidents 2006-07 by Electoral Ward.....	23
Incidents 2006-07 Total House Fires by Electoral Ward	25
Incidents 2006-7. Total Secondary Fires by Electoral Ward	27
Total Number of Road Traffic Collisions 2006-07 attended by Electoral Ward.	29
Appendix B. Performance against 2006/7 Plan Aims.....	31
Our Complaints Procedure.....	35
How to contact us in South Lanarkshire	36

Introduction

On behalf of the South Lanarkshire Area team it gives me great pleasure to present our year end report for 2006-2007 and our Service Plan for the South Lanarkshire Council Area for the period 2007 to 2010. In doing so I would like to acknowledge and thank South Lanarkshire Council for their excellent support throughout the year.

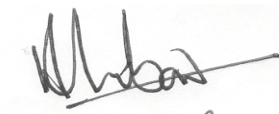
The service restructured in September 2005, to allow it to work toward the Modernisation Agenda set out for the Scottish Fire Service in the Fire (Scotland) Act 2005 and the Scottish Fire Service Framework document. The framework sets out the clear direction that the Scottish Parliament wishes the service to pursue. The main thrust of this is that the service becomes fully proactive in reducing the incidents of fires and other emergencies and uses this reduction in demand to enable it to carryout more effective Community Safety Education and additional functions.

In South Lanarkshire this means that we have a Community Education Department dedicated to this aim, which directs and co-ordinates our activities through the eleven community fire stations that serve the council area.

Our aims are long term so we know that success will only come with time. We will, however, be refocusing our efforts during the coming year and beyond to eradicate the blight to our community of maliciously set fires in refuse containers and grass - which continue to increase year on year and waste so much of the time we could be spending on community education. Whilst not normally malicious, the occurrence of unwanted fire signals from fire detection systems in premises also results in us wasting time and we will be redoubling our efforts through the service's Unwanted Fire Signals policy to tackle these.

In this way we seek to give our full support to the ***Community Planning Partnership*** in South Lanarkshire and its objectives for:

Successful and inclusive communities
Safe and healthy communities
Working and learning communities



Andrew Wilson
Area Commander
South Lanarkshire Area

Making our communities safe places to live, work and visit

Where we are

The Area HQ for the South Lanarkshire Area is situated on Cleghorn Road in Lanark. We have a team of twelve staff based here as the Area Management team. The adjacent Community Fire Station has two fire appliances, one crewed by a team of twenty eight staff working across four shifts on the Wholetime Duty System and one crewed by ten staff working the Retained Duty System.

The map on the front cover shows the area of South Lanarkshire and the locations of the Fire Stations within it. Four of these stations (at Cambuslang, Hamilton, East Kilbride and Lanark) are permanently crewed with staff working the Wholetime Duty System.

These stations have Station Commanders who are generally available at the station from Monday to Friday, 0800 to 1700. These stations can be contacted directly using the numbers provided on page 36.

The stations at Strathaven, Larkhall, Lesmahagow, Douglas, Abington, Biggar and Carluke are not permanently crewed. These stations work the Retained Duty System and are staffed by personnel who live and or work in the local community. They respond to calls for assistance by pager and are otherwise only in the station during training periods and other events.

These stations can be contacted directly using the numbers provided on their local training evening, details are provided on the contact page. At all other times please contact the Area Headquarters.

The Volunteer Unit at Leadhills is not geared to taking telephone or mail enquiries. Within the village please ask any of the villagers to direct you to the volunteer leader or crew, who will be happy to deal with your enquiry or contact the Area Headquarters.

The Area Headquarters staff work office hours from Monday to Friday, 0800 to 1700. Out of hours your enquiry will be taken on voice mail.

Area HQ. Contact Details:
Tel. 01555 667000 Fax. 01555 667012
Postal Address:
Strathclyde Fire and Rescue.
South Lanarkshire Area
Area HQ.
Cleghorn Road.
Lanark ML11 7QT

Remember if you need urgent assistance please dial 999 and ask the operator for the Fire and Rescue Service. Calling any other number will cause a delay to that assistance being provided.

Making our communities safe places to live, work and visit

Who we are

Area Commander

Andy Wilson.

Deputy Area Commander and Head of Community Safety.

Eamonn Lyons. Eamonn heads up our Fire Safety Legislation and Education teams and works closely with the South Lanarkshire Community Safety Partnership and the theme groups working under that structure. He directs the activities of his department and the work of all the pro-active community education work carried out by all station staff.

Deputy Area Commander and Head of Operations and Development.

Ian Burns. Ian heads up our Service Delivery Department managing our three hundred plus operational staff working from our eleven stations and one volunteer unit. He manages the incident response capability of these stations and our fire appliances and directs the essential training and development of all operational crews.

Head of Administration

Ailsa Cordiner. Ailsa heads up our Administration and Finance team and assists the Area Commander in monitoring the Areas £8.5m annual budget. Ailsa's team is part HQ based with five of the team based at our four-wholetime stations and our central Community Fire Safety Office at Hamilton.

Deputy Head of Community Safety

Peter O'Brien. Peter assists Eamonn in the delivery of our new role under the new Fire Safety Legislation framework introduced by the Fire (Scotland) Act 2005 and with work on Fire Engineering Solutions.

Community Safety Co-ordinator

Allison Gibb. Allison co-ordinates all the community safety education work within the area and assists the department across a broad range of workstreams.

Deputy Head of Operations and Development (1/2)

Alan McKnight. Alan assists Ian in delivering the department's role and specialises in the premises, vehicle and equipment workstreams as well as emergency planning. Alan is also the Retained Duty System Personnel Manager for the Area.

Making our communities safe places to live, work and visit

Deputy Head of Operations and Development (2/2)

Billy Simm. Billy assists Ian in delivering the staff development aspects of the department's role.

Station Commanders

Station Commanders manage the station and co-ordinate all the required Community Safety work within the station area. Each acts as the Area Management Team representative within his station.

Cambuslang Fire Station: Archie Curran

Hamilton Fire Station: Alan MacMillan.

Lanark Fire Station: Billy Russell

East Kilbride Fire Station: Sandy Gillespie.

Year End Report 2006-2007

Results Against our Plans aims

The results of our performance against our plan for 2006-2007 can be seen in summary form in appendix B.

Within the South Lanarkshire Area, Strathclyde Fire and Rescue Service has used its first full financial year under its new business framework to proactively seek to reduce the incidence of fires, accidents and other emergencies within our community. We have done so through greatly increased levels of Community Safety Education, community engagement and in particular, youth engagement and partnership working.

Our major efforts during 2006/2007 have been to establish our Community Education programme and to further develop our support of the South Lanarkshire Community Planning Partnership, and through that body, the full council of South Lanarkshire. From this base we have been striving to achieve our medium to long term objectives as we work at making our communities safe places to live, work and visit.

I hope you have seen the Fire and Rescue Service more visibly throughout the community during the past year on our free Home Fire Safety Visit programmes and our youth engagement initiatives. You will see us even more during the next three year period. Disappointingly, however, you will also have seen us more often than last year responding to fire calls, calls to road traffic collisions and other emergencies. We will be redoubling our efforts to reduce these incidents and ask every section of the community to help us with this endeavour.

You may be surprised to hear that of the 6471 calls we attended across the South Lanarkshire Area last year, 5045 of these turned out to be maliciously set small outdoor fires, such as bins and grass or false alarms from detection systems. That amounts to 77% of all incidents. We will continue to work very hard to reduce this extremely wasteful use of your Fire and Rescue Service, but we also continue to need the help of every section of the community to achieve this. We could be much more active in community education if we did not have to spend so much of our time on minor, avoidable and malicious incidents. You will hear this message repeated over the coming three years and I would urge you all to help us to help you improve the quality of life in South Lanarkshire.

For the year we set ourselves a number of objectives, closely linked to the corporate objectives outlined in the Services IRMP¹ and 2015 documents². These aim to reduce the demand on the service in terms of numbers of certain types of incidents occurring to allow us to spend more time on Community Safety Education.

¹ Integrated Risk Management Plan

² The Strategic Long-term Plan of the service.

Making our communities safe places to live, work and visit

This will allow us to target the more serious and damaging incidents that occur and to achieve overall demand reduction.

In this way we will deliver on our core aim of *'making our communities safe places to live, work and visit'*.

As a key partner in the South Lanarkshire Community Planning Partnership³ this underpins the partnerships vision of improving the quality of life for all in South Lanarkshire through the core objectives of:

- successful and inclusive communities
- safe and healthy communities
- working and learning communities

Our activities seek to support the key objectives for deprived neighbourhoods, where much of our demand arises, through our youth engagement and community education programmes to assist in creating successful communities. Through the Partnership Theme groups our activities seek to support the promotion of community safety and tackling anti-social behaviour.

Our youth engagement, forthcoming Fire Reach programme and Fire Cadet scheme will assist in improving health and well being and will promote access to a wide range of learning opportunities. Reduction in the key incidents types outlined will assist in the creation of an attractive, accessible and sustainable environment.

Fewer fires and accidents will work towards the creation of a strong and sustainable community. The economic cost of fires goes far beyond the immediate cost of tackling an incident. For example, the average cost to the community for one house fire is estimated at £21,500 and for commercial premises at £63,600.⁴ The serious fire at the NHS distribution facility in East Kilbride in 2006 shows that the potential actual costs for a single commercial loss can run to many millions.

As you will see in this report, whilst we have been working very hard over the past year on our Demand Reduction and Community Education activities, the South Lanarkshire Communities' response to those efforts has not been as comprehensive as we would like it to have been.

Fire Fatalities. I am sad to report that one person lost their life in a House Fire in South Lanarkshire during the year. However this was one less than the previous year.

The total of all incident types *increased* from 5866 to 6471 last year, representing a 10% increase. This put our overall demand reduction strategy at 12% off-target for this point in the plan. Overall however, we have yet to stem the year-on-year increase in a number of key incident types that are corrupting our demand reduction strategy.

³ Ref South Lanarkshire Community Planning Partnership Plan 2005 and Guide 2007

⁴ Home office Research Study 229 2001 'The Economic Cost of Fire'.

Worst amongst these is wilfully setting fire to refuse containers, grass and other such outdoor materials, classed as *secondary fires*. These *increased* by 26% last year, from 1588 to 2003, and put these incident types at 23% above our planning base line figure from 2005. 75% or approximately 1500 of these incidents were refuse containers.

This is 33% off the number we needed to achieve to be on course for the 2015 targets set by our Corporate Management Team. This type of incident comprises 30% of all Fire Service activity in South Lanarkshire.

Emergency Special Services, the traditional term used to describe non fire-related emergencies *increased* by 24% on the previous year, up from 482 to 627 and puts this incident type at 17% above our planning baseline figure from 2005. This is 19% off the number we needed to achieve to be on course for the 2015 targets.

The two most significant areas of increase within this total were for making premises safe and attending road traffic collisions. Making premises safe was associated mainly with the severe weather we experienced during the year. The second significant increase was attendance at road traffic collisions, which rose from 218 last year to 250 this year with 30 more serious incidents occurring. These resulted in 9 fatalities and 234 casualties.

False Alarms appear to be beginning to plateau, but with 2827 incidents last year, they still represent 44% of all our incidents within South Lanarkshire. Just over 60% of all these calls are due to unwanted fire signals within premises. With more effective coding of these incidents now taking place and the positive impact that our Controls Call Challenging policy has brought, we are hopeful that our forthcoming Unwanted Fire Signals policy will begin to drive these types of incident down.

A 1.5% increase in fires in buildings, from 759 to 771, led to a similar *increase* in the total number of fire casualties. However, within that figure the number of actual injuries, (as opposed to precautionary check ups at hospital), continues to increase from 53% in 2005, through 56% in year one and last year this equated to 63%. The reasons for this are unclear at this point and reflect a general increase across the service, which will be closely monitored.

The number of maliciously opened fire hydrants *decreased* from 246 to 215. This was achieved by our Station Commanders proactively challenging such behaviour through South Lanarkshire Partnership funded youth engagement projects and by applying locking hydrant caps to known trouble spots. This is still approximately 17% higher than we need it to be to achieve our 2015 targets. These incidents can severely limit our capacity to effectively fight fires, disrupt drinking water supplies and can seriously affect those on home kidney dialysis machines in the area. This 'fun' activity, often perceived as such even by parents, represents a serious risk to the wellbeing of our communities and needs to be viewed as the very serious wrong doing that it is.

Making our communities safe places to live, work and visit

Our Plans for 2007-2010

Appendix B shows, in summary, the aims we need to continue to work on over the next planning period. The table on the following page quantifies the incident aspects of this.

Our main tasks for 2007/8

- We will be reviewing all of our activities and programmes for the next three years, to look for new and innovative ways to increase the communities' support to helping us to help to make us all safer from fire and accidents.
- We need to look closely at our Community Safety Education and Legislative Enforcement activity and re-examine how we direct our efforts for overall demand reduction.
- We need to develop new and innovative ways to reduce the incidence of deliberately set secondary fires.
- We will continue to work closely with the South Lanarkshire Road Safety Unit and Community Safety partnership in the area of road safety and accident reduction. We will continue to develop the partnership's 'Cut it Out' Secondary Schools Education Programme which South Lanarkshire Fire and Rescue Service delivers on its behalf.
- We will continue our efforts to reduce unwanted fire signals, by close liaison with premises managers and system providers, using the Service's Unwanted Fire Signals policy.
- To eradicate the setting off of fire hydrants we will continue to provide youth engagement activities with the assistance of the South Lanarkshire Community Safety Partnership and will continue to proactively seek to prevent such occurrences.
- We will continue to expect to see the percentage of our daily workload outside the fire station (in the community, on non-emergency work) to progressively increase to the point where we spend more time in the community than in the station.

OPERATIONAL South Lanarkshire Totals	BASE	2005/6		2006/7		2007/8	Milestone 1	Milestone 2
Baseline Year 2005	2004/5	Target	Result	Target	Result	Target	2010 Target	2015 Target
Structure Fires	740	732	759	724	771	715	666	592
Emergency Special Services	522	516	482	510	627	505	470	418
Non Emergency Special Services	17	17	7	17	1	16	15	14
Open Hydrants Malicious	183	180	246	177	215	174	156	137
Secondary Fires	1552	1526	1588	1500	2003	1474	1319	1164
False Alarms Malicious	282	276	274	269	221	263	226	169
False Alarms Good Intent	1363	1333	1386	1302	739	1272	1090	818
False Alarms Equipment	1136	1111	1082	1086	1867	1060	909	682
Chimney Fires	41	41	42	40	27	40	37	25
Total Incidents	5836	5771	5866	5706	6471	5641	5252	4569
Fire Fatalities	2	2	2	2	1	2	2	1
Fire Casualties	82	80	50	77	79	75	62	49

The above table shows the numbers of incidents in the planning baseline year of 2004/5 against our performance in year one 2005/6 and year two 2006/7. It shows our targets for this year, year three of the plan and our targets for 2010 and 2015. The 2010 and 2015 targets are calculated from the demand reduction targets set out in the Strathclyde Fire and Rescues 2015 vision document.

Performance Indicator	On Target		Progressing		Off Target	
------------------------------	------------------	--	--------------------	--	-------------------	--

Total Incidents up 10%. Structure Fires up 1.5 %. Secondary Fires up 26% Special services up 30% False Alarms total up 3%

NB* The significant decrease in False alarm good intent and the significant increase in False Alarms equipment is mostly due to correct coding of incidents identified as not having been done correctly by stations in previous years. This now accurately shows a target area for demand reduction

Results by Station Area. Wholetime Stations.

CAMBUSLANG	BASE	2005/6		2006/7		2007/8	Milestone 1	Milestone 2
Baseline Year 2005	2004/5	Target	Result	Target	Result	Target	2010 Target	2015 Target
Structure Fires	164	162	158	160	151	159	148	131
Emergency Special Services	100	99	83	98	105	97	90	80
Non Emergency Special Services	3	3	6	3	0	3	3	2
Open Hydrants Malicious	87	86	185	84	155	83	74	65
Secondary Fires	347	341	396	335	534	330	295	260
False Alarms Malicious	39	38	41	37	31	36	31	23
False Alarms Good Intent	514	503	480	491	161	480	411	308
False Alarms Equipment	137	134	189	131	571	128	110	82
Chimney Fires	0	0	2	0	1	0	0	0
Total Incidents	1391	1376	1540	1360	1709	1345	1252	1113
Fire Fatalities	1	1	1	1	0	1	1	1
	13	13	3	12	9	12	10	8

Performance Indicator	On Target		Progressing		Off Target	
-----------------------	-----------	--	-------------	--	------------	--

Total Incidents up 11%. Structure Fires down 5%. Secondary Fires up 35% Special services up 26%. False Alarms total up 7%. NB* The significant decrease in False alarm good intent and the significant increase in False Alarms equipment is mostly due to correct coding of incidents identified as not having been done correctly by stations in previous years. This now accurately shows a target area for demand reduction. **This is the second consecutive year showing an increase and puts the Cambuslang area 26% off target for total incidents with a two year overall average increase in total incidents of 20%. This sees Lanark and Cambuslang as the two poorest performing areas overall.** The station plan will reflect a detailed examination of this result and actions required to improve performance.

Making our communities safe places to live, work and visit

HAMILTON	BASE	2005/6		2006/7		2007/8	Milestone 1	Milestone 2
Baseline Year 2005	2004/5	Target	Result	Target	Result	Target	2010 Target	2015 Target
Structure Fires	204	202	219	199	252	197	184	163
Emergency Special Services	113	112	103	110	144	109	102	90
Non Emergency Special Services	2	2	1	2	1	2	2	2
Open Hydrants Malicious	54	53	47	52	30	51	46	41
Secondary Fires	507	499	485	490	528	482	431	380
False Alarms Malicious	111	109	100	106	103	104	89	67
False Alarms Good Intent	287	281	312	274	203	268	230	172
False Alarms Equipment	331	324	304	316	488	309	265	199
Chimney Fires	3	3	1	3	2	3	3	2
Total Incidents	1612	1594	1572	1576	1751	1558	1451	1290
Fire Fatalities	0	0	0	0	0	0	0	0
Fire Casualties	33	32	9	31	35	30	25	20

Performance Indicator	On Target		Progressing		Off Target	
-----------------------	-----------	--	-------------	--	------------	--

Total Incidents up 11%. Structure Fires up 15%. Secondary Fires up 8% Special Services up 39 % Total False Alarms up 11%

The total incidents increase this year spoil last years good result and puts Hamilton 12% off target for total incidents with a two year overall average increase of 7.5%. The station plan will reflect a detailed examination of this result and actions required to improve performance.

Making our communities safe places to live, work and visit

EAST KILBRIDE	BASE	2005/6		2006/7		2007/8	Milestone 1	Milestone 2
Baseline Year 2005	2004/5	Target	Result	Target	Result	Target	2010 Target	2015 Target
Structure Fires	161	159	147	157	126	156	145	129
Emergency Special Services	99	98	111	97	144	96	89	79
Non Emergency Special Services	7	7	0	7	0	7	6	6
Open Hydrants Malicious	37	36	7	36	18	35	31	28
Secondary Fires	301	296	301	291	355	286	256	226
False Alarms Malicious	60	59	43	57	29	56	48	36
False Alarms Good Intent	285	279	257	272	152	266	228	171
False Alarms Equipment	427	418	390	408	447	399	342	256
Chimney Fires	1	1	2	1	0	1	1	1
Total Incidents	1378	1363	1258	1347	1271	1332	1240	1102
Fire Fatalities	1	1	0	1	0	1	1	1
Fire Casualties	17	17	4	16	7	16	13	10

Performance Indicator	On Target	Progressing	Off Target
-----------------------	-----------	-------------	------------

Total Incidents up 1% Structure fires down 14%. Secondary Fires up 18% Special Services up 30 % False Alarms Total DOWN 9%. Although a slight increase on last years good result East Kilbride is still well on course with two consecutive years on target

East Kilbride is the best performing area in South Lanarkshire covered by a wholtime station with a two year overall average REDUCTION in total incidents of 8%. There is however still clear scope for further reductions in secondary fires and unwanted fire signals. We believe this can be attributed to the very proactive approach the watches have taken to community safety activities. The station plan will reflect a detailed examination of this result and actions required to maintain and to improve performance.

Making our communities safe places to live, work and visit

LANARK	BASE	2005/6		2006/7		2007/8	Milestone 1	Milestone 2
Baseline Year 2005	2004/5	Target	Result	Target	Result	Target	2010 Target	2015 Target
Structure Fires	51	50	37	50	61	49	46	41
Emergency Special Services	51	50	47	50	57	49	46	41
Non Emergency Special Services	0	0	0	0	0	0	0	0
Open Hydrants Malicious	1	1	2	1	2	1	1	1
Secondary Fires	70	69	62	68	109	67	60	53
False Alarms Malicious	13	13	22	12	14	12	10	8
False Alarms Good Intent	46	45	74	44	45	43	37	28
False Alarms Equipment	72	70	53	69	94	67	58	43
Chimney Fires	16	16	11	16	11	15	14	10
Total Incidents	320	316	308	313	393	309	288	256
Fire Fatalities	0	0	0	0	0	0	0	0
Fire Casualties	1	1	1	1	8	1	1	1

Performance Indicator	On Target	Progressing	Off Target
-----------------------	-----------	-------------	------------

Total Incidents up 28%. Structure Fires up 65%. Secondary Fires up 75% Special services up 21% False Alarms total up 3%

This years' result mars a good result last year with significant increases in structure and secondary fires and unwanted fire signals. This puts Lanark 25% off target for total incidents with a two year overall average increase in total incidents of 20%.

This sees Lanark and Cambuslang as the two poorest performing areas. The station plan will reflect a detailed examination of this result and actions required to maintain and to improve performance.

Making our communities safe places to live, work and visit

Results by Station Area. Retained Duty System Stations

STRATHAVEN	BASE	2005/6		2006/7		2007/8	Milestone 1	Milestone 2
Baseline Year 2005	2004/5	Target	Result	Target	Result	Target	2010 Target	2015 Target
Structure Fires	31	31	11	30	13	30	28	25
Emergency Special Services	14	14	23	14	27	14	13	11
Non Emergency Special Services	0	0	0	0	0	0	0	0
Open Hydrants Malicious	1	1	0	1	0	1	1	1
Secondary Fires	16	16	22	15	48	15	14	12
False Alarms Malicious	9	9	8	9	2	8	7	5
False Alarms Good Intent	57	56	53	54	20	53	46	34
False Alarms Equipment	45	44	28	43	79	42	36	27
Chimney Fires	2	2	2	2	1	2	2	1
Total Incidents	175	173	147	171	190	169	158	140
Fire Fatalities	0	0	0	0	0	0	0	0
Fire Casualties	5	5	2	5	0	5	4	3

Performance Indicator	On Target		Progressing		Off Target	
-----------------------	-----------	--	-------------	--	------------	--

Total Incidents up 30% Structure Fires up 18% Secondary Fires up 118% Special Services up 17% False Alarms Total up 13%. Last years' good results have been marred by a significant increase in total false alarms and secondary fires. This puts Strathaven 11% off target with an overall two-year average increase in total incidents of 11%. The South Lanarkshire Retained and Volunteer manager's plan will reflect a detailed examination of this result and actions required to improve performance. NB* The significant decrease in False alarm good intent and the significant increase in False Alarms equipment in mostly due to correct coding of incidents identified as not having been done correctly by stations in previous years. This now accurately shows a target area for demand reduction

Making our communities safe places to live, work and visit

LARKHALL	BASE	2005/6		2006/7		2007/8	Milestone 1	Milestone 2
Baseline Year 2005	2004/5	Target	Result	Target	Result	Target	2010 Target	2015 Target
Structure Fires	43	43	70	42	51	42	39	34
Emergency Special Services	31	31	29	30	37	30	28	25
Non Emergency Special Services	2	2	0	2	0	2	2	2
Open Hydrants Malicious	1	1	2	1	4	1	1	1
Secondary Fires	170	167	179	164	205	162	145	128
False Alarms Malicious	27	26	37	26	22	25	22	16
False Alarms Good Intent	67	66	100	64	55	63	54	40
False Alarms Equipment	26	25	20	25	51	24	21	16
Chimney Fires	2	2	3	2	1	2	2	1
Total Incidents	369	365	440	361	426	357	332	295
Fire Fatalities	0	0	1	0	0	0	0	0
Fire Casualties	6	6	4	6	8	6	5	4

Performance Indicator	On Target	Progressing	Off Target
-----------------------	-----------	-------------	------------

Total Incidents down 3% Structure Fires down 27% Secondary Fires up 14% Special Services up 27% False Alarms Total DOWN 19%. Larkhall was the only station in South Lanarkshire to show a decrease in total incidents last year. We believe this can be attributed to the very proactive approach the crew have taken to participating in community safety activities and that the Watch Commander has been trained for and attends the local problem solving group, the only Retained Officer we believe at present within Strathclyde to do so. There has been a significant decrease overall in false alarms and structure fires. Secondary Fires however continue to rise and now comprise nearly 50% of all calls attended. Larkhall is now at 18% off target, with an overall two-year average increase in total incidents of 16%. **The South Lanarkshire Retained and Volunteer Managers Plan will reflect a detailed examination of this result and actions required to improve performance.**

Making our communities safe places to live, work and visit

LESMAHAGOW	BASE	2005/6		2006/7		2007/8	Milestone 1	Milestone 2
Baseline Year 2005	2004/5	Target	Result	Target	Result	Target	2010 Target	2015 Target
Structure Fires	16	16	30	16	17	15	14	13
Emergency Special Services	14	14	20	14	15	14	13	11
Non Emergency Special Services	0	0	0	0	0	0	0	0
Open Hydrants Malicious	0	0	0	0	1	0	0	0
Secondary Fires	48	47	33	46	65	46	41	36
False Alarms Malicious	8	8	9	8	8	7	6	5
False Alarms Good Intent	46	45	23	44	38	43	37	28
False Alarms Equipment	13	13	14	12	13	12	10	8
Chimney Fires	6	6	7	6	4	6	5	4
Total Incidents	151	149	136	148	161	146	136	121
Fire Fatalities	0	0	0	0	0	0	0	0
Fire Casualties	1	1	1	1	2	1	1	1

Performance Indicator	On Target	Progressing	Off Target
-----------------------	-----------	-------------	------------

Total Incidents up 18%. Structure Fires down 46%. Secondary Fires up 96% Special services down 25% False Alarms total up 28%. A significant improvement in structure fires over last year was marred by an even more significant increase in secondary fires. Lesmahagow is now 9% off target with an overall two-year increase of 8%.

Making our communities safe places to live, work and visit

DOUGLAS	BASE	2005/6		2006/7		2007/8	Milestone 1	Milestone 2
Baseline Year 2005	2004/5	Target	Result	Target	Result	Target	2010 Target	2015 Target
Structure Fires	16	16	18	16	18	15	14	13
Emergency Special Services	20	20	20	20	22	19	18	16
Non Emergency Special Services	0	0	0	0	0	0	0	0
Open Hydrants Malicious	1	1	0	1	1	1	1	1
Secondary Fires	26	26	12	25	24	25	22	20
False Alarms Malicious	1	1	2	1	4	1	1	1
False Alarms Good Intent	12	12	16	11	19	11	10	7
False Alarms Equipment	10	10	5	10	11	9	8	6
Chimney Fires	1	1	0	1	1	1	1	1
Total Incidents	87	86	73	85	100	84	78	70
Fire Fatalities	0	0	0	0	0	0	0	0
Fire Casualties	0	0	0	0	4	0	0	0

Performance Indicator	On Target	Progressing	Off Target
-----------------------	-----------	-------------	------------

With incidents at or around a total of 100 or less percentage comparisons are less descriptive and can skew targets. The increase in total incidents this year due mainly to increased secondary fires and unwanted fire signals does however indicate areas to be targeted to achieve demand reduction. **The South Lanarkshire Retained and Volunteer manager's plan will reflect a detailed examination of this result and actions required to improve performance**

Making our communities safe places to live, work and visit

ABINGTON	BASE	2005/6		2006/7		2007/8	Milestone 1	Milestone 2
Baseline Year 2005	2004/5	Target	Result	Target	Result	Target	2010 Target	2015 Target
Structure Fires	5	5	11	5	14	5	5	4
Emergency Special Services	26	26	18	25	17	25	23	21
Non Emergency Special Services	3	3	0	3	0	3	3	2
Open Hydrants Malicious	0	0	1	0	1	0	0	0
Secondary Fires	2	2	3	2	9	2	2	2
False Alarms Malicious	0	0	1	0	1	0	0	0
False Alarms Good Intent	10	10	6	10	10	9	8	6
False Alarms Equipment	1	1	11	1	16	1	1	1
Chimney Fires	7	7	2	7	3	7	6	4
Total Incidents	54	53	53	53	71	52	49	43
Fire Fatalities	0	0	0	0	0	0	0	0
Fire Casualties	0	0	0	0	0	0	0	0

Performance Indicator	On Target	Progressing	Off Target
-----------------------	-----------	-------------	------------

With incidents at or around a total of 100 or less percentage comparisons are less descriptive and can skew targets. The increase in total incidents this year due mainly to increased secondary fires and unwanted fire signals does however indicate areas to be targeted to achieve demand reduction. **The South Lanarkshire Retained and Volunteer manager's plan will reflect a detailed examination of this result and actions required to improve performance.**

Making our communities safe places to live, work and visit

BIGGAR	BASE	2005/6		2006/7		2007/8	Milestone 1	Milestone 2
Baseline Year 2005	2004/5	Target	Result	Target	Result	Target	2010 Target	2015 Target
Structure Fires	11	11	10	11	20	11	10	9
Emergency Special Services	27	27	11	26	26	26	24	22
Non Emergency Special Services	0	0	0	0	0	0	0	0
Open Hydrants Malicious	1	1	0	1	1	1	1	1
Secondary Fires	8	8	6	8	15	8	7	6
False Alarms Malicious	0	0	0	0	2	0	0	0
False Alarms Good Intent	11	11	14	11	8	10	9	7
False Alarms Equipment	16	16	15	15	8	15	13	10
Chimney Fires	7	7	10	7	3	7	6	4
Total Incidents	81	80	66	79	83	78	73	65
Fire Fatalities	0	0	0	0	0	0	0	0
Fire Casualties	0	0	0	0	0	0	0	0

Performance Indicator	On Target	Progressing	Off Target
-----------------------	-----------	-------------	------------

With incidents at or around a total of 100 or less percentage comparisons are less descriptive and can skew targets. The increase in total incidents this year due mainly to increased secondary fires and unwanted fire signals does however indicate areas to be targeted to achieve demand reduction. **The South Lanarkshire Retained and Volunteer manager's plan will reflect a detailed examination of this result and actions required to improve performance.**

Making our communities safe places to live, work and visit

CARLUKE	BASE	2005/6		2006/7		2007/8	Milestone 1	Milestone 2
Baseline Year 2005	2004/5	Target	Result	Target	Result	Target	2010 Target	2015 Target
Structure Fires	38	38	48	37	43	37	34	30
Emergency Special Services	27	27	17	26	33	26	24	22
Non Emergency Special Services	0	0	0	0	0	0	0	0
Open Hydrants Malicious	0	0	2	0	2	0	0	0
Secondary Fires	56	55	87	54	114	53	48	42
False Alarms Malicious	14	14	11	13	5	13	11	8
False Alarms Good Intent	27	26	51	26	28	25	22	16
False Alarms Equipment	58	57	53	55	89	54	46	35
Chimney Fires	1	1	2	1	0	1	1	1
Total Incidents	221	219	271	216	314	214	199	177
Fire Fatalities	0	0	0	0	0	0	0	0
Fire Casualties	6	6	1	6	6	6	5	4

Performance Indicator	On Target	Progressing	Off Target
-----------------------	-----------	-------------	------------

Total Incidents up 14%. Structure Fires Down 12%. E Special Services up 94%. Secondary Fires Up 31%

The significant increases in E Special services and secondary fires continued a two-year increase in total incidents. **The South Lanarkshire Retained and Volunteer manager's plan will reflect a detailed examination of this result and actions required to improve performance. Carluke is the poorest performing RDS area.**

Making our communities safe places to live, work and visit

Leadhills Volunteer Unit.

The unit was not required to attend any incidents during the year. Our congratulations go to all the residents of Leadhills and the surrounding area and of course the crew for keeping themselves free from fire and other emergencies during the year. The volunteer crew has been training well during the year and look forward this year to the replacement of the current base unit with a new timber unit and the provision of a four by four vehicle for transporting their equipment. This year will also see the crew being trained in trauma care and issued with a trauma care kit.

Appendix A. Incidents 2006/7 by Type and Electoral Ward
--

The following data on the incidents we attended during 2006/2007 is based on the previous 67 electoral wards with SLC. These cannot readily be transferred to the new 20 ward structure and can therefore only be seen as indicative. Data for this and following years will be compiled for the new wards.

Total Incidents 2006-07 by Electoral Ward.

Highest to lowest incidence.

	Ward	Total Incidents
1	Cambuslang Central Ward	386
2	Whitehill Ward	315
3	Burgh Ward	211
4	Burnbank/Blantyre Ward	184
5	Hallside Ward	182
6	West Mains Ward	162
7	Heatheryknowe Ward	154
8	Cathkin/Springhall Ward	152
9	Hamilton Centre/Ferniegair Ward	148
10	Carluk/Whitehill Ward	144
11	Douglas Ward	143
12	Stewartfield Ward	141
13	Cairns Ward	135
14	Larkhall West Ward	130
15	Forth Ward	122
16	High Blantyre Ward	117
17	Kirkhill/Whitlawburn Ward	116
18	Spittal/Blairbeth Ward	116
19	Hamilton Centre North Ward	112
20	Cadzow Ward	108
21	Dalserf Ward	102
22	Rutherglen West Ward	102
23	Larkhall South Ward	100
24	Duneaton/Carmichael Ward	98
25	Lanark South Ward	96
26	Hairmyres/Crosshouse Ward	92
27	Coatshill/Low Blantyre Ward	87
28	Bothwell South Ward	86
29	Carstairs/Carnwath Ward	86
30	Uddingston South/Bothwell Ward	86
31	Lanark North Ward	85
32	Avondale South Ward	83
33	Long Calderwood Ward	83

	Ward	Total Incidents contd.
34	Larkhall East Ward	79
35	Udston Ward	79
36	Carluke/Crawforddyke Ward	77
37	Lindsay Ward	77
38	Wellhall/Earnock Ward	77
39	Bankhead Ward	76
40	Earnock Ward	75
41	Stonehouse Ward	73
42	East Mains Ward	72
43	Silvertonhill Ward	72
44	Headhouse Ward	68
45	Hillhouse Ward	67
46	Lesmahagow Ward	66
47	Greenhills Ward	65
48	Mossneuk/Kittoch Ward	64
49	Biggar/Symington and Black Mount Ward	63
50	Eastfield Ward	63
51	Low Waters Ward	63
52	Uddingston Ward	63
53	Law/Carluke Ward	56
54	Stonelaw Ward	56
55	Maxwellton Ward	53
56	Fernhill Ward	50
57	Blacklaw Ward	48
58	Woodhead/Meikle Earnock Ward	48
59	Duncanrig Ward	47
60	Clyde Valley Ward	45
61	Blackwood Ward	44
62	Morrishall Ward	43
63	Blantyre West Ward	42
64	Calderglen Ward	41
65	Whitehills Ward	40
66	Avondale North Ward	30
67	Westwoodhill Ward	22
		6471

Incidents 2006-07 Total House Fires by Electoral Ward
--

Highest to lowest incidence.

	Ward	Dwelling House Fires
1	Cambuslang Central Ward	20
2	Burgh Ward	18
3	Cathkin/Springhall Ward	17
4	Long Calderwood Ward	16
5	Cadzow Ward	15
6	High Blantyre Ward	15
7	Burnbank/Blantyre Ward	12
8	Hamilton Centre/Ferniegair Ward	12
9	Low Waters Ward	12
10	Kirkhill/Whitlawburn Ward	11
11	Lanark North Ward	11
12	Lanark South Ward	11
13	Spittal/Blairbeth Ward	11
14	Uddingston South/Bothwell Ward	10
15	Whitehill Ward	10
16	Bankhead Ward	9
17	Forth Ward	9
18	Hallside Ward	9
19	Whitehills Ward	9
20	Cairns Ward	8
21	Eastfield Ward	8
22	Headhouse Ward	8
23	Hillhouse Ward	8
24	Rutherglen West Ward	8
25	Biggar/Symington and Black Mount Ward	7
26	Bothwell South Ward	7
27	Dalserf Ward	7
28	Duncanrig Ward	7
29	Hairmyres/Crosshouse Ward	7
30	Hamilton Centre North Ward	7
31	Silvertonhill Ward	7
32	Udston Ward	7
33	Carluke/Whitehill Ward	6
34	Coatshill/Low Blantyre Ward	6
35	Stonelaw Ward	6
36	Uddingston Ward	6
37	Westwoodhill Ward	6
38	Blacklaw Ward	5
39	Calderglen Ward	5
40	Earnock Ward	5
41	Heatheryknowe Ward	5
42	Larkhall South Ward	5
43	Wellhall/Earnock Ward	5

	Ward	Dwelling House Fires contd.
44	Carstairs/Carnwath Ward	4
45	Douglas Ward	4
46	East Mains Ward	4
47	Larkhall West Ward	4
48	Law/Carlisle Ward	4
49	Morrishall Ward	4
50	West Mains Ward	4
51	Blantyre West Ward	3
52	Carlisle/Crawforddyke Ward	3
53	Clyde Valley Ward	3
54	Greenhills Ward	3
55	Larkhall East Ward	3
56	Lesmahagow Ward	3
57	Maxwellton Ward	3
58	Woodhead/Meikle Earnock Ward	3
59	Avondale North Ward	2
60	Blackwood Ward	2
61	Lindsay Ward	2
62	Stewartfield Ward	2
63	Duneaton/Carmichael Ward	1
64	Fernhill Ward	1
65	Stonehouse Ward	1
66	Avondale South Ward	0
67	Mossneuk/Kittoch Ward	0
		456

Incidents 2006-7. Total Secondary Fires by Electoral Ward
--

Highest to lowest incidence.

NB. 80% of all secondary fires are maliciously started.

	Ward Name	Total Secondary Fires
1	Hallside Ward	103
2	Cambuslang Central Ward	84
3	Burnbank/Blantyre Ward	78
4	Whitehill Ward	76
5	Larkhall West Ward	72
6	Kirkhill/Whitlawburn Ward	68
7	Cairns Ward	63
8	Douglas Ward	54
9	Larkhall East Ward	51
10	Dalserf Ward	50
11	Forth Ward	49
12	Carluke/Whitehill Ward	41
13	Carluke/Crawforddyke Ward	40
14	Earnock Ward	38
15	West Mains Ward	37
16	Cadzow Ward	37
17	Stonehouse Ward	37
18	Silvertonhill Ward	36
19	Rutherglen West Ward	35
20	Long Calderwood Ward	34
21	Heatheryknowe Ward	34
22	Maxwellton Ward	32
23	Coatshill/Low Blantyre Ward	32
24	Burgh Ward	32
25	Lindsay Ward	31
26	Bankhead Ward	31
27	Headhouse Ward	30
28	Hairmyres/Crosshouse Ward	30
29	Hamilton Centre North Ward	30
30	Cathkin/Springhall Ward	30
31	Uddingston South/Bothwell Ward	28
32	Wellhall/Earnock Ward	28
33	Hamilton Centre/Ferniegair Ward	26
34	Larkhall South Ward	25
35	Spittal/Blairbeth Ward	25
36	Woodhead/Meikle Earnock Ward	24
37	Law/Carluke Ward	22
38	Fernhill Ward	22
39	Greenhills Ward	21
40	Lesmahagow Ward	20
41	Stewartfield Ward	20

	Ward	Total Secondary Fires contd.
42	Lanark South Ward	19
43	Clyde Valley Ward	19
44	Bothwell South Ward	19
45	Hillhouse Ward	19
46	Udston Ward	18
47	Low Waters Ward	18
48	Carstairs/Carnwath Ward	17
49	Blacklaw Ward	16
50	Blantyre West Ward	16
51	Lanark North Ward	15
52	Duneaton/Carmichael Ward	15
53	Morrishall Ward	15
54	East Mains Ward	14
55	High Blantyre Ward	14
56	Uddingston Ward	14
57	Eastfield Ward	14
58	Duncanrig Ward	13
59	Mossneuk/Kittoch Ward	12
60	Blackwood Ward	11
61	Calderglen Ward	11
62	Avondale South Ward	11
63	Biggar/Symington and Black Mount Ward	10
64	Westwoodhill Ward	8
65	Whitehills Ward	7
66	Stonelaw Ward	7
67	Avondale North Ward	4
		2003

Total Number of Road Traffic Collisions 2006-07 attended by Electoral Ward.
--

Highest to lowest incidence.

	Ward	Total Number of Road Accidents
1	Douglas Ward	18
2	Duneaton/Carmichael Ward	18
3	Bothwell South Ward	17
4	Biggar/Symington and Black Mount Ward	10
5	Law/Carlisle Ward	10
6	Dalserf Ward	9
7	Hamilton Centre/Ferniegair Ward	9
8	Uddingston Ward	9
9	Whitehill Ward	9
10	Forth Ward	7
11	Lesmahagow Ward	7
12	Avondale North Ward	6
13	High Blantyre Ward	6
14	Lanark North Ward	6
15	Long Calderwood Ward	6
16	Mossneuk/Kittoch Ward	6
17	Cadzow Ward	5
18	Carstairs/Carnwath Ward	5
19	Larkhall South Ward	5
20	Blantyre West Ward	4
21	Carlisle/Whitehill Ward	4
22	Clyde Valley Ward	4
23	Lanark South Ward	4
24	Larkhall East Ward	4
25	Morrishall Ward	4
26	Stonehouse Ward	4
27	Blacklaw Ward	3
28	Burgh Ward	3
29	Cambuslang Central Ward	3
30	East Mains Ward	3
31	Larkhall West Ward	3
32	Stewartfield Ward	3
33	Bankhead Ward	2
34	Blackwood Ward	2
35	Heatheryknowe Ward	2
36	Lindsay Ward	2
37	Maxwellton Ward	2
38	Whitehills Ward	2
39	Avondale South Ward	1
40	Cairns Ward	1
41	Calderglen Ward	1

	Ward	Total Number of Road Accidents contd.
42	Carlisle/Crawforddyke Ward	1
43	Cathkin/Springhall Ward	1
44	Earnock Ward	1
45	Eastfield Ward	1
46	Greenhills Ward	1
47	Hamilton Centre North Ward	1
48	Kirkhill/Whitlawburn Ward	1
49	Low Waters Ward	1
50	Silvertonhill Ward	1
51	Uddingston South/Bothwell Ward	1
52	Wellhall/Earnock Ward	1
53	Burnbank/Blantyre Ward	0
54	Coatshill/Low Blantyre Ward	0
55	Duncanrig Ward	0
56	Fernhill Ward	0
57	Hairmyres/Crosshouse Ward	0
58	Hallside Ward	0
59	Headhouse Ward	0
60	Hillhouse Ward	0
61	Rutherglen West Ward	0
62	Spittal/Blairbeth Ward	0
63	Stonelaw Ward	0
64	Udston Ward	0
65	West Mains Ward	0
66	Westwoodhill Ward	0
67	Woodhead/Meikle Earnock Ward	0
		240

Appendix B. Performance against 2006/7 Plan Aims.
--

Aim	Action	Target 2007/10	KP
<p>We aim to continue the downward trend in the number of incidents occurring and look for the total number to drop below the five thousand mark by the end of 2010</p> <p>This aim was not achieved</p>	<p>Revise Community Safety Education programme.</p> <p>Revise demand monitoring process</p> <p>Revise intervention activities.</p> <p>See Plan for 2007-2010</p>	<p>Total incidents at around the 5000 mark by 2010.</p>	1
<p>We aim to spend more time in the community than we do in the Fire Station.</p> <p>This aim was progressed</p>	<p>Continue in plan for 2007-2010</p>		2
<p>We aim to reduce the number of homes in South Lanarkshire not having smoke detectors from twenty five percent to five percent over the next ten years.</p> <p>This aim was progressed</p>	<p>Continue in plan for 2007-2010</p>		2
<p>Through our partnerships we will seek the opportunity for contact with the service to be available in new and innovative ways. We aim to be available to the public in premises in town centres providing a range of services from our partners and ourselves.</p> <p>Blantyre Element Achieved.</p>	<p>Seek to obtain financial support to become a partner in South Lanarkshire's 'Information Gateway' project.</p> <p><i>Information Gateway at Larkhall has been suspended pending premises refurbishment needs. Monitor with Council.</i></p> <p>Continue in plan for 2007-2010</p>	<p>Have a 'high street' presence in Larkhall and Blantyre before December 2006.</p>	6

Aim	Action	Target 2006/07	KP
<p>We will be more visible in the community.</p> <p>This aim was progressed</p>	<p>Target town centres and local shopping centres and community centres and at a wider range of community events.</p> <p>Continue in plan for 2007-2010</p>	<p>Every wholetime station to have a presence in at least one centre every week. Retained stations to work towards one such event per month</p> <p>Revise targets</p>	6
<p>We aim to be more proactive in areas we know to be at risk from secondary fires and to actively encourage owners to reduce the risk by more effective management. We aim to continue the downward trend and aim to have these fires at half the level of 2005 by 2010</p> <p>This aim was not achieved</p>	<p>Set up local 'Business back doors' monitoring using a range of initiatives. Record all risks notified to local business.</p> <p>See Plan for 2007-2010</p>	<p>Gather sufficient evidence to enable effective demand reduction planning for 2007/08</p> <p>Data collection issues are hampering this aim.</p>	2

Aim	Action	Target 2006/07	KP
<p>We will continue to seek every opportunity to encourage builders and landlords to install domestic sprinkler systems</p> <p>This aim was progressed</p>	<p>Continue current partnership working to identify opportunities for sprinkler installations.</p> <p>Continue in plan for 2007-2010</p>	<p>To have a known 'At Risk' persons home fitted with sprinklers to kick start a council wide initiative</p>	<p>2</p>
<p>In 2005 fire appliances in South Lanarkshire made nearly THREE THOUSAND blue light journeys to calls that turned out to be false alarms. That was more than half of all emergency responses that we made. This remains the biggest focus of our demand reduction strategy.</p> <p>This aim was not achieved</p>	<p>Continue to develop initiatives aimed at demand reduction from unwanted fire signals</p> <p>See Plan for 2007-2010</p>	<p>5% Reduction</p> <p>Revise targets</p>	<p>7</p>
<p>To meet the challenges of the New Fire Safety Regulations we will centralise our legislation and education teams into our station at Hamilton.</p> <p>This aim was achieved</p>	<p>Part of station converted within current budget to form new centralised Community Safety Centre in Hamilton. This gives us a 'two centre' approach to service delivery</p>	<p>Achieve during 2006/7</p>	

Aim	Action	Target 2006/07	KP
<p>Our productivity for Community Fire Safety is dependent on having all staff having the lowest possible sickness absence rate. Through our proactive occupational health service and attendance management policy we aim to have our performance in South Lanarkshire to be better than the service average.</p> <p>This aim was achieved</p>	<p>Continue to keep our focus clearly on attendance management at station level</p> <p>Continue in plan for 2007-2010</p>	<p>Reduce number of working days lost by 5%</p>	<p>7</p>
<p>During the coming year we will improve the level of contact we have with all sections of the community we serve to continue to improve our cultural awareness and diversity.</p> <p>This aim was progressed</p>	<p>Continue to use our partnership working to provide opportunities for this.</p> <p>Continue in plan for 2007-2010</p>	<p>Fire Service presence at all cultural events in South Lanarkshire</p>	<p>4</p>
<p>During the coming year we will dramatically improve our interface with station personnel. Whenever possible we will deliver information electronically and in person and dramatically reduce the use of paper written memorandums.</p> <p>This aim was achieved</p>	<p>Set up an electronic station contact diary.</p> <p>Each officer to manage.</p> <p>Continue in plan for 2007-2010 Revised to reflect Station Commanders as full management team members</p>	<p>All wholtime watches will see a member from the Area Management Team in the station at least once in each tour or duty. All retained and volunteer stations will see a member from Area HQ in the station at each training evening</p>	<p>6</p>

Our Complaints Procedure

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.

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@strathclydefire.org
By Fax	01698 338482
By Telephone	01698 300999 (asking for the Complaints Officer)
In person	to any member of SFR'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
-

How to contact us in South Lanarkshire

Area HQ See Page 5.

Community Fire Safety Education Enquiries Area HQ 01555 667000

Fire Safety Legislative Enquiries Area HQ 01555 667000

South Lanarkshire Community Fire Safety Department

Hamilton 01698 286675 Office Hours Monday to Friday.

Your Community Fire Stations:

Hamilton Community Fire Station. (Wholetime) Station Commander Alan MacMillan
01698 285 187 Office Hours Monday to Friday

Cambuslang Community Fire Station. (Wholetime) Station Commander Archie Curran
0141 641 2222 Office Hours Monday to Friday

East Kilbride Community Station. (Wholetime) Station Commander Sandy Gillespie
013552 22222 Office Hours Monday to Friday

Lanark Community Fire Station. (Wholetime) Station Commander Billy Russell
01555 662222 Office Hours Monday to Friday

Strathaven Community Fire Station (Retained DS) Watch Commander Jim McNulty
01357 520225 Please call on Training evening Thursday 1900-2100 or contact Area HQ.

Larkhall Community Fire Station (Retained DS) Watch Commander Gilbert Rowan
01698 882222 Please call on Training evening Thursday 1900-2100 or contact Area HQ.

Lesmahagow Community Fire Station (Retained DS) Watch Commander Jamie Brown
01555 892242 Please call on Training evening Wednesday 1900-2100 or contact Area HQ.

Contd./Carluke Community Fire Station (Retained DS) Watch Commander David Pew
01555 751104 Please call on Training Evening Monday or contact Area HQ.

Douglas Community Fire Station (Retained DS) Watch Commander Alan Aitken
01555 851283 Please call on Training Evening Tuesday 1900-2100 or contact Area HQ.

Biggar Community Fire Station (Retained DS) Watch Commander Peter Hill
01899 220222 Please call on Training Evening Wednesday 1900-2100 or contact Area HQ.

Abington Community Fire Station (Retained DS) Watch Commander David Abernethy
01864 502332 Please call on Training Evening Monday 1900-2100 or contact Area HQ.

Leadhills Volunteer unit Unit Leader Roger Beadle

No Phone contact. Ask for crew members in Village or contact Area HQ.

Making our communities safe places to live, work and visit

CUTTING OUT

