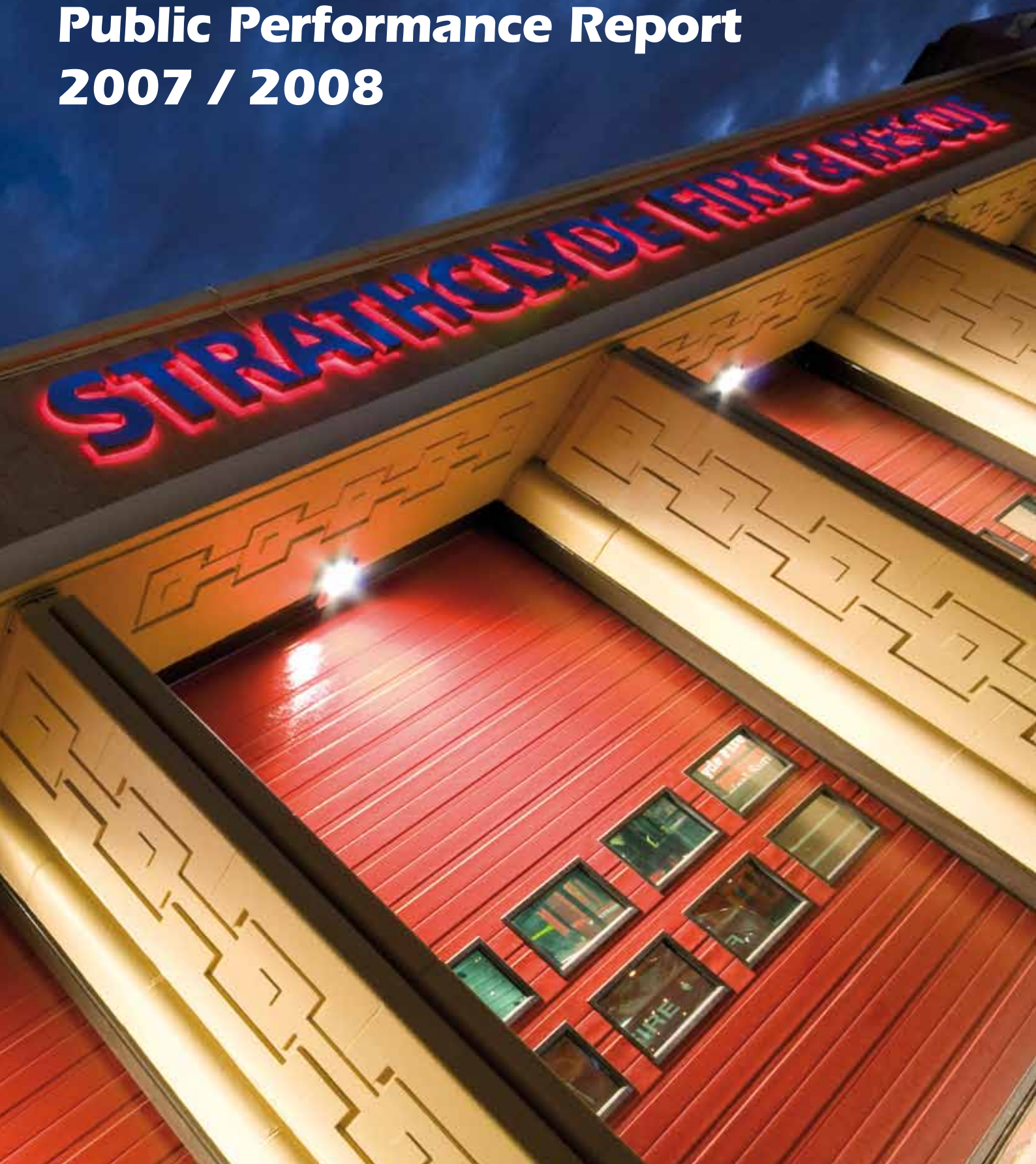


Strathclyde Fire & Rescue

Public Performance Report

2007 / 2008



STRATHCLYDE
FIRE & RESCUE



making our communities safe places to live, work and visit



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

Contents

| | |
|--|----|
| Convener's Foreword | 2 |
| Chief Officer's Introduction | 3 |
| Our service overview and performance summary | 4 |
| Financial statements | 6 |
| Actively identifying, assessing and reducing the risks to communities | 8 |
| Minimising the effects of fire and other emergencies | 12 |
| Effectively administering fire safety legislation | 16 |
| Achieving fairness and equality in the treatment of all staff and service users | 20 |
| Promoting health, safety and welfare | 24 |
| Communicating with stakeholders to inform and seek opinion | 28 |
| Making the best use of all resources | 32 |
| Home Fire Safety Visits | 36 |
| SFR area map | 37 |
| Getting in touch | 38 |
| Consultation questionnaire | 39 |

Foreword

Brian Wallace
Convener,
The Board of Strathclyde Fire & Rescue



I am pleased to introduce this performance report for 2007-2008. This is the first such report to have been published since the new Board of Strathclyde Fire & Rescue was appointed after the May 2007 local government elections.

The Board members did me the honour of choosing me to be their convener and I pledged to do my utmost to justify their trust in me. I must say that I am being ably assisted by my vice conveners: Councillor Joe Lowe of South Lanarkshire, who was the previous convener, and Councillor Tommy Morrison of Glasgow.

As a former Retained Sub Officer based at Stepps I am one of four ex-firefighters on the Board. I think that this combined experience will help inform decisions taken by the Board and also help build on the already excellent relationship that we have with Chief Officer Brian Sweeney, his management team and all the personnel serving with Strathclyde Fire & Rescue.

A prime example of how the Board and the Service work closely together for the good of our communities was shown at the Board's very first meeting last June. The agenda for the meeting was a full one that reflected the greater emphasis being placed on fire prevention. At this meeting the Board accepted a £745,000 tender to build a community safety house beside Calton Fire Station in the East End of Glasgow. Another tender, to supply 60,000 smoke alarms, was also accepted. Who knows how many lives will be saved as a result of those two decisions taken by the Board?

Other decisions that reflect the Board's commitment to giving the people of Strathclyde the best fire and rescue service possible include the investment in a Water Rescue Service on the River Clyde. Part of this investment was directed to establishing the Water Rescue centre at Glasgow College of Nautical Studies, opened in April by Her Royal Highness the Princess Royal.

I cannot close without praising the performance of our personnel who responded to the terrorist attack on Glasgow airport on 30 June (barely two weeks after that first meeting of the Board). The bravery shown by firefighters and the organised way in which the service responded to the incident was an inspiration to the whole country.

Introduction

Brian P Sweeney QFSM, D. Univ, MA
Chief Officer
Strathclyde Fire & Rescue



Strathclyde Fire & Rescue is the second largest service of its kind in the UK and one of the largest in Europe.

We are responsible for protecting the 2.2 million people who live in Strathclyde and those who visit this region which occupies a large area of Scotland. Most of our firefighters are Wholetime, serving more highly-populated areas such as the Glasgow conurbation and the large towns of Ayrshire and Lanarkshire. We also employ many Retained Duty System (RDS) and Volunteer firefighters who provide a vital service to their own local communities, whether they be smaller towns and villages or more remote island communities.

The period covered in this report saw major developments within Strathclyde Fire & Rescue. One event, however, was to overshadow this period: the terrorist attack on Glasgow Airport on 30 June 2007. Our staff involved in the incident - from Operations Control to support staff and firefighters - performed magnificently. I awarded Chief Officer's Commendations to the firefighters who were first in attendance; they tackled the blaze in the Jeep Cherokee knowing that it contained an improvised explosive device and also extinguished the fire that threatened to destroy the airport terminal.

Turning from a matter of pride to a matter of great regret: fire fatalities in 2007-2008 rose to 35 compared to the previous year's all time low of 16. The figure of 35 still reflects a falling trend in fire deaths over the last ten years but that is no consolation to the friends and families of those who died. Strathclyde Fire & Rescue will continue to work hard to drive down fire deaths and casualties through a wide variety of means including increased home fire safety visits and our domestic sprinkler campaign.

This period saw the establishment of a new Board of Strathclyde Fire & Rescue. An excellent working relationship has always existed between the Board and service personnel and I am convinced that this situation

will continue under the convenership of Councillor Wallace, assisted by his Vice Conveners, Councillor Tommy Morrison of Glasgow and Councillor Joe Lowe of South Lanarkshire. To help new Board members in particular to get to know our service, SFR introduced an induction course which included arranged visits for Elected Members to our technical training centre and other service establishments.

On the subject of personnel, our Human Resources Directorate was officially recognised in October 2007 as an Investor in People. The award demonstrates our commitment to developing our people and empowering them to achieve their aims and objectives.

Strathclyde Fire & Rescue has welcomed wholeheartedly the wider role presented to it under the Fire (Scotland) Act 2005. One new role - water rescue - was highlighted in April 2007 when Her Royal Highness the Princess Royal opened the River Clyde Water Rescue Centre, at the Glasgow College of Nautical Studies on the South bank of the river. Our water rescue crews have already performed many successful rescues on the Clyde.

Other notable events of 2007-2008 included the completion of construction on a new headquarters for Renfrewshire & Inverclyde area and the IT Centre of Excellence. We were also fortunate to have a second visit from the Princess Royal when she performed the official opening of the refurbished Easterhouse Community Fire Station.

I am proud of what Strathclyde Fire & Rescue has achieved in the past year. The new developments that I have mentioned are, however, only examples of what is being done to ensure that the service meets fresh challenges into the future, just as our firefighters met the challenge of terrorism on our doorstep. Our mission, to make communities safe places to live, work and visit, will continue to drive us forward to deliver the highest possible standard of service.

INTRODUCTION

07/08

Our vision statement drives our performance in every area and at every level of our organisation. It sets the agenda for our strategic management team and fuels the hard work of each and every member of our staff.

Over the last 30 years, our service has made life safer for the people of Strathclyde and our goal is to keep on improving.

Our frontline delivery is measured against key performance indicators such as the numbers of accidental and deliberate fires, road traffic collisions and fire injuries and fatalities. We are fully signed up to the targets within the single outcome agreements of each of our 12 local authorities. The statistics presented here evidence our work to achieve these targets.

In addition to these operational indicators, we have set our own corporate priorities to ensure we remain focused on our ultimate goal. The report that follows outlines those priorities and provides an overview of our achievements in each area set for improvement.

our service overview

STAFF

| | Male | Female | Total |
|----------------------------|-------------|------------|-------------|
| Wholetime Firefighter | 2095 | 32 | 2127 |
| RDS Firefighter | 563 | 29 | 592 |
| Volunteer Firefighter | 228 | 40 | 268 |
| Operational Support Centre | 6 | 66 | 72 |
| Support | 204 | 308 | 512 |
| TOTAL | 3096 | 475 | 3571 |

EMERGENCY VEHICLES

| | |
|---|------------|
| Pumping Appliances | 147 |
| Aerial Rescue Pumps | 17 |
| New Dimensions Vehicle | 1 |
| Major Incident Command Unit | 1 |
| Forward Control Unit | 3 |
| Heavy Rescue Vehicle | 1 |
| Technical Support Unit | 1 |
| Rescue Boats | 10 |
| Major Incident Units | 3 |
| TOTAL NUMBER OF EMERGENCY VEHICLES | 184 |

FIRE STATIONS

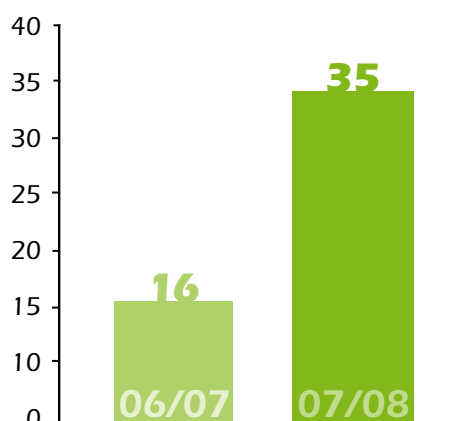
| | |
|-------------------------------------|------------|
| Wholetime Fire Stations | 39 |
| Retained Duty Service Fire Stations | 43 |
| Volunteer Service Fire Stations | 31 |
| TOTAL | 113 |

and performance summary

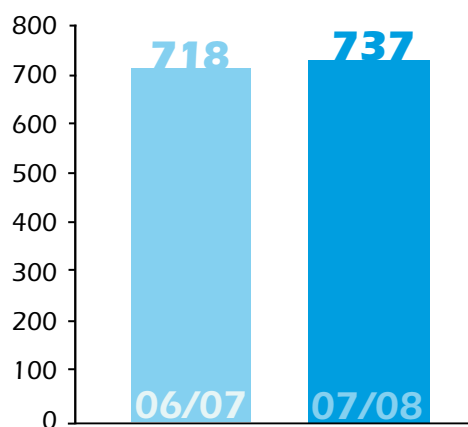
INCIDENTS

| | 2006-07 | 2007-08 |
|----------------------------------|---------------|---------------|
| Total number of Incidents | 60,191 | 57,612 |
| Primary Fires | 7,515 | 6,967 |
| Secondary Fires | 17,297 | 16,817 |
| Automatic Fire Alarms | 27,989 | 27,733 |
| Special Services | 7,390 | 6,095 |

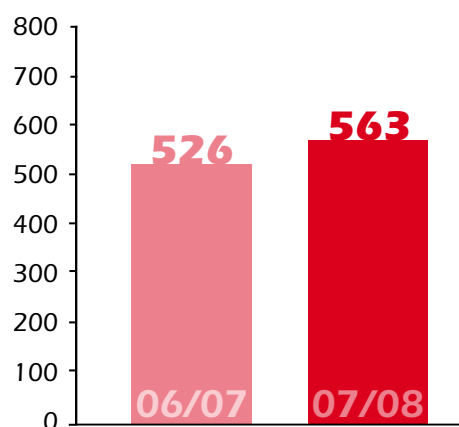
CASUALTIES AND FATALITIES



The number of fire fatalities

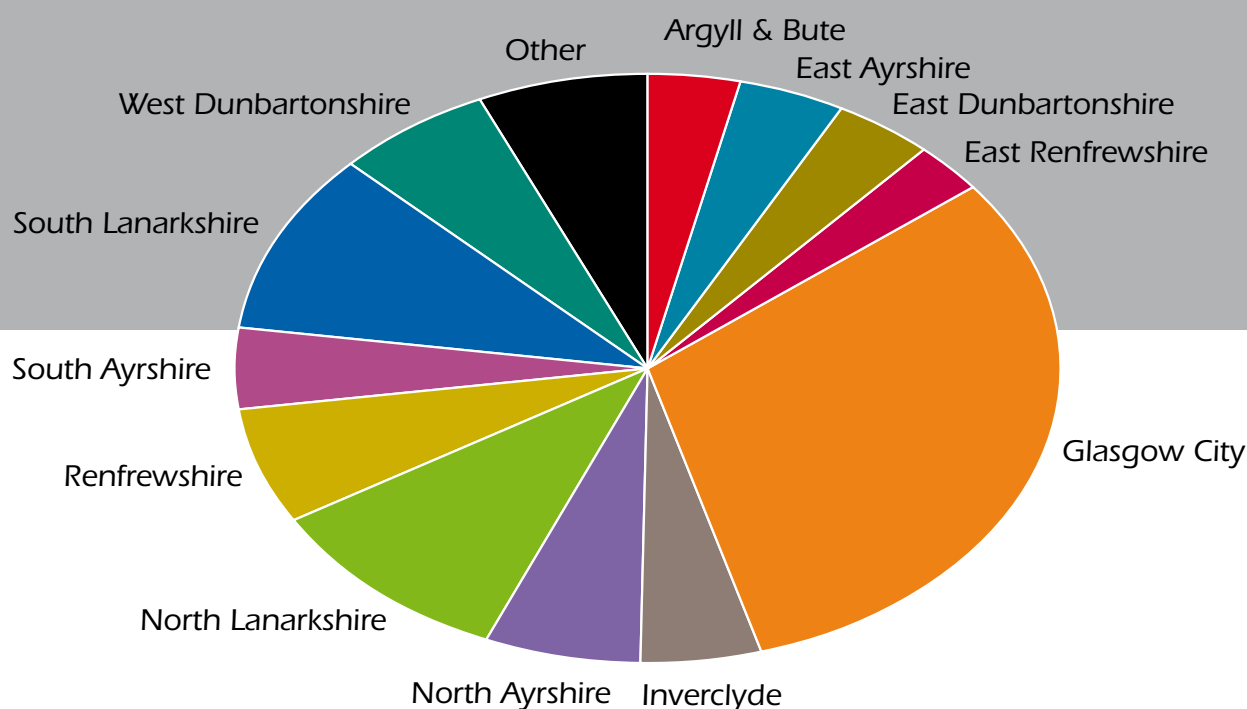


The number of non-fatal fire casualties



The number of incidents resulting in casualties

Where the money comes from...



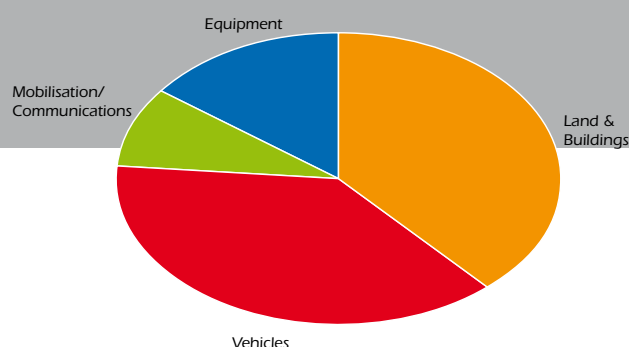
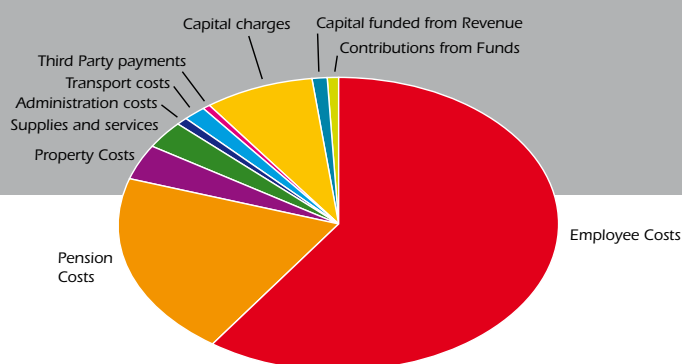
REVENUE

| | £000 |
|-----------------------------|--------|
| Argyll & Bute Council | 5,456 |
| East Ayrshire Council | 6,621 |
| East Dunbartonshire Council | 5,674 |
| East Renfrewshire Council | 3,959 |
| Glasgow City Council | 46,844 |
| Inverclyde Council | 7,101 |
| North Ayrshire Council | 9,062 |
| North Lanarkshire Council | 15,195 |
| Renfrewshire Council | 9,604 |
| South Ayrshire Council | 6,732 |
| South Lanarkshire Council | 14,863 |
| West Dunbartonshire Council | 9,151 |

Other Income 12,166

TOTAL 152,428

...and where the money goes



Revenue Expenditure

REVENUE EXPENDITURE

| | £000 |
|---------------------------------------|---------|
| Employee Costs | 92,832 |
| Pension Costs | 31,751 |
| Property Costs | 5,862 |
| Supplies & Services | 5,006 |
| Administration Costs | 1,236 |
| Transport Costs | 2,368 |
| Third Party Payments | 1,118 |
| Capital Charges ¹ | 12,323 |
| Capital funded from Revenue | 1,585 |
| Contributions from Funds ² | (1,221) |

TOTAL 152,860

Capital Expenditure

CAPITAL EXPENDITURE

| | £000 |
|----------------------------|-------|
| Land & Buildings | 3,792 |
| Vehicles | 3,719 |
| Mobilisation/Communication | 882 |
| Equipment | 1,436 |

Gross Capital Expenditure 9,829

Financed by:

| | £000 |
|-----------------------------|-------|
| Government Grants | 8,015 |
| Sale of Assets ³ | 127 |
| Other Grants | 102 |
| Current Revenue | 1,585 |

Capital Funding 9,829

¹ This figure incorporates Depreciation and Impairment Losses, Government Grants Deferred credits, Interest Payable & Similar Charges and adjustments through the Capital Adjustment Account.

² This includes property repairs and renewals, vehicle replacement, IT development and insurance.

³ Includes release of useable capital receipts reserve.



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

by actively identifying, assessing and reducing the risks to communities

Strathclyde's firefighters are trained and equipped to respond immediately to life-threatening incidents such as fires and road traffic collisions. Now, however, the Fire (Scotland) Act 2005 also places a greater emphasis than before on the need to prevent such incidents before they happen.

Although the year showed a reduction in the number of Home Fire Safety Visits, this is due to a change in strategy to target areas most at risk. SFR is working closely with social work departments and other agencies to reduce the risk of fire to vulnerable people such as the elderly and people living on their own who have a drink or drugs problem. Endorsing this approach, the new Board agreed at its first meeting to provide £400,000 for smoke detectors.

Sadly, 2007-2008 saw the number of fire fatalities rise from an all-time low of 16 to 35. Disappointing though that latter figure is, it still reflects a downward trend over the past decade. The Fire (Scotland) Act also places a duty on the service to make provision to attend Road Traffic Collisions (RTCs). SFR has fully embraced the challenges presented by the change in legislation and proactively seeks

a reduction in RTCs and associated fatalities and injuries. This requires a strategy focusing on prevention, protection and response. Our recent membership of the West of Scotland Road Safety Forum now gives us an opportunity to provide our experience and resources, thus contributing to the multi agency approach towards road safety.

SFR's Road Safety Strategy will focus our efforts and resources on all RTC related areas. This will be achieved by our Road Casualty Reduction team, under the auspices of our Incident Research and Investigation Section, which will enable a holistic view of all RTC related matters and provide additional focus on specific areas.

In April SFR signed an agreement with the Trossachs Search & Rescue Team (TSRT) covering the use of the team's dogs to find people trapped in collapsed buildings. In exchange for this service SFR will give the team, which is a charity, an £11,000 annual donation.

actively identifying, assessing and



fire cadet scheme

SFR is involved in a broad range of youth programmes run by itself or with other agencies. The programmes are aimed at broadening the horizons of young people as well as promoting fire safety and reducing malicious fires, hoax calls and attacks on fire crews.

In June, SFR, in partnership with Glasgow City Council, announced that it was launching a ground-breaking Fire Cadet apprenticeship programme intended to develop the personal skills and talents of selected 16-19-year-olds. The two year programme offered the young people the chance to gain an SVQ Level 3 qualification.

Response to the announcement was outstanding, with more than 2,000 young people applying for 21 places. The successful applicants are now undertaking modules aimed at preparing them for a possible career in the fire service; part of their activities will involve fire drills, technical lectures and visiting primary schools to speak to pupils about home fire safety.

In October the Community Safety Minister, Fergus Ewing MSP, met the new Fire Cadets at a reception in Glasgow City Chambers to mark the inauguration of the scheme. Mr Ewing congratulated SFR and the City Council and pointed out that he believed other parts of Scotland would adopt the scheme.



water rescue

In April, SFR's recently introduced water rescue service on the Clyde took a major step forward when Her Royal Highness, the Princess Royal, opened the River Clyde Water Rescue Centre at Glasgow College of Nautical Studies.

SFR was originally asked in 2005 to take over the role of water rescue on the River Clyde between the weir at Glasgow Green and the Erskine Bridge. After thorough preparation and training, the water rescue service began operating from Renfrew, Knightswood and Polmadie community fire stations.

Although the three fire stations served as excellent bases, SFR was conscious of the need to operate from a site closer to Glasgow city Centre. Discussions between SFR and the College led to an agreement that the water rescue service could operate from the College's Seamanship Centre on the south bank of the Clyde near the city centre. A pontoon has now been built specifically for the water rescue service at this location.

At the Royal opening, the Princess Royal watched firefighters demonstrate their expertise with the rescue craft on the water. Her Majesty then praised SFR and the College for their partnership which, she said, would improve safety on the Clyde particularly at a time when the city was undergoing regeneration. As well as Renfrew, Knightswood and Polmadie community fire stations, Motherwell and Ayr community fire stations have personnel trained for swift water tethered swim and zodiac boats for use in non-tidal locations. All SFR front line fire appliances have water rescue equipment for use in all other water courses.

reducing the risks to communities



road safety

SFR has produced a road safety programme to reduce deaths and injuries among the 17-25 year old age group, which accounts for over 21 per cent of all drivers killed.

A component of the programme is Cut It Out, which is being rolled out to all secondary schools. This award-winning programme, piloted in South Lanarkshire, highlights the realities of road traffic collisions to young and future drivers. The dangers posed by speeding, drink-driving and other forms of irresponsible driving are presented in a hard-hitting way that promotes an in-depth discussion among students.

The programme uses a range of multi media applications including a video interview with a young woman who has been badly disfigured in a road collision. A crashed car, taken to each school by trailer, is another graphic reminder of the harsh realities of road traffic collisions.

To complement Cut It Out, SFR is involved in other road safety initiatives including:

The Young Drivers Project aimed at 17-25-year-olds in Argyll & Bute. This is being rolled out across the area following a successful pilot in Mid Argyll. Successful completion of the 10-week course allows young participants to achieve Pass Plus status.

Reckless Driving Wrecks Lives is a multi-agency course aimed at S5 and S6 students in Ayrshire. The three-day event presents an overview of an incident and the effect the incident had on all concerned.

5%

REDUCTION IN DELIBERATE FIRES

16%

REDUCTION IN DELIBERATE PRIMARY FIRES

3%

REDUCTION IN SECONDARY FIRES



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

by minimising the effects of fire and other emergencies

Strathclyde Fire & Rescue strives to reduce the number of fires and road traffic collisions.

One positive trend over the past decade has been a steady reduction in fire fatalities which can be attributed to the ongoing campaigns and education of the general public on fire safety in the home.

The Service is working closely with partner agencies such as social work departments to identify vulnerable groups in order to reduce the suffering caused by fires. We recognise, however, that despite our best efforts fires and other emergency incidents will continue to happen. Nonetheless we also recognise that when such incidents do occur there is much that can be done to minimise their effects.

We will send an appropriate response to all emergency incidents, comprising crews of highly trained expert firefighters equipped with high quality firefighting and rescue equipment.

Our aim in this area will be to continuously improve the effectiveness of our intervention services to reduce the impact that emergency incidents have on people, the local economy and the environment.

2007-2008 saw investments in some of our community fire stations reaching fruition. In July Her Royal Highness, the Princess Royal, officially opened Easterhouse Community Station, upgraded at a cost

of £1.7 million to make the premises more suitable for public access and community activities.

September saw the official opening of Iona's new £450,000 Volunteer fire station. Elsewhere, Home Secretary George Reid MP was guest speaker at the rededication of Stepps Retained fire station following a £220,000 refurbishment.

During 2007-2008 9,247 Home Fire Safety Visits were carried out 7,043 of which were in high to very high risk areas. The number of deliberate secondary fires was 16,551 compared to 17,071 the previous year.

minimising the effects of fire and



IT centre of excellence

A major enhancement in the vital role of fire prevention was unveiled in March 2008 when Community Safety Minister Fergus Ewing MSP opened the IT Centre of Excellence adjacent to Strathclyde Fire & Rescue's Command & Control Centre in Johnstone.

Mr Ewing said that the £2 million project reflected the "very high standards of the Fire Service in Scotland."

The IT Centre is responsible for the smooth running of SFR's IT systems, including 1,200 desktop and laptop computers. The Centre also plays a vital role in fire prevention by creating and developing software which logs firefighters' home fire safety visits and identifies hot spot areas where there is a greater frequency of fires breaking out in households.

During his visit Mr Ewing also formally opened the new Renfrewshire & Inverclyde HQ serving more than a quarter of a million people across the two council areas.



domestic sprinklers

Strathclyde Fire & Rescue is at the forefront of an international campaign to persuade housebuilders to install water sprinklers.

Our sprinkler campaign received massive media publicity in June when, in partnership with the Glasgow Housing Association, we organised a burn in two derelict flats on the south side of the city. A room in each flat was fitted out with matching furniture and contents including highly flammable plastic video cassettes. Fires were then started in metal wastepaper bins. In the room fitted with two sprinkler heads, the fire was quickly extinguished after only three minutes. The fire triggered only the sprinkler head closest to the fire after the local temperature reached 68 degrees centigrade. Fire damage was restricted to the bin.

By stark contrast, the flat without sprinklers was well alight after three minutes and the temperature had reached 500 degrees. After eight minutes the temperature had risen to 850 degrees, at which point firefighters entered the flat and extinguished the blaze.

The burn was followed up by an equally high profile seminar in Glasgow City Chambers and a photocall in George Square. One of the outcomes of the campaign was an assurance from Glasgow City Council that it would seek to persuade housebuilders to install sprinklers in new homes.

other emergencies



technical rescue garment

The public is used to seeing our firefighters clad in gold-coloured fire kit. This form of Personal Protective Equipment (PPE) is admirably suited for wearing at structural fires such as house fires but may be too warm and bulky when worn at incidents such as wildland fires and road traffic collisions.

In October 2007 the Board of Strathclyde Fire & Rescue approved a recommendation from the Chief Officer that a contract be awarded for the supply of 5,885 Technical Rescue Garments. These would be issued to all firefighters, in addition to standard PPE, for use at incidents other than structural fires. Strathclyde was the first fire and rescue service in the UK to order these garments which are also suitable for wearing in urban search and rescue and working at height.

2.5%

**REDUCTION
IN ACCIDENTAL
HOUSE FIRES**

23%

**REDUCTION
IN CAR FIRES**

14%

**REDUCTION
IN MALICIOUS CALLS**



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

by effectively administering fire safety legislation

The impact of fire safety legislation in saving lives and protecting property cannot be overstated. Through the expertise of our legislative enforcement officers we are able to protect the lives of millions of people every day.

Enforcement of Fire Safety Legislation changed significantly with the introduction of Part 3 of the Fire (Scotland) Act 2005 and the Fire Safety (Scotland) Regulations 2006.

The new legislative approach seeks principally to ensure the safety of persons in workplaces and other non-domestic premises in the event of fire. It requires those persons with duties under the new Act to carry out a fire risk assessment of those parts of the premises for which they have a degree of control. This assessment should be a continuous process and be subject to monitoring and review to ensure the assessment remains valid.

This new approach has presented Strathclyde Fire & Rescue with a new challenge in its Enforcement functions as enforcement activity was previously concentrated on premises that had a fire certificate. This fire certification programme has now been superseded by a risk based audit programme which forms part of SFR's overall integrated approach to risk management by prioritising the audits of

premises that present the greatest risk to life. In addition to this approach, Enforcement Officers will conduct post fire audits of premises and also those premises that have been the subject of a complaint to determine whether there has been a failure of the management of fire safety and fire safety measures therein.

effectively administering fire safety



enforcement section

The Enforcement Section has 72 Enforcement Officers based across Strathclyde. In its approach to the new risk based audit programme, SFR seeks to apply the principles of enforcement in a fair and consistent manner by embracing the guidance contained within the Cabinet Office Good Enforcement Concordat and also the principles, expectations and methodology of the Enforcement Management Model produced by the Health & Safety Executive, which is considered national best practice.

Since Part 3 of the Act has commenced, the Enforcement Section has conducted approximately 4,600 audits of premises to verify compliance and has served 19 Enforcement Notices and 9 Prohibition Notices.

The Community Safety Directorate also seeks to work in partnership with other key stakeholders. The Directorate has embraced the nationally agreed Memorandum of Understanding with the Care Commission. It is also holding discussions with the other Scottish Fire & Rescue Services in the development of additional Memorandums of Understanding with Local Authority Licensing Boards and the Gangmasters Licensing Authority which regulates those who supply labour or use workers to provide services in agriculture, forestry, horticulture, shellfish gathering and food processing and gathering.



fire safety enforcement policy

In August 2007 the Community Safety Directorate published a new Fire Safety Enforcement Policy document. This set out general principles in relation to enforcement of fire safety legislation and provided guidance for Enforcement Officers, businesses and members of the public. The policy states that Strathclyde Fire & Rescue believes in firm but fair enforcement of fire safety legislation. This would be achieved by the following principles:

- Proportionality, in applying the law and securing compliance to minimise cost of compliance particularly for small businesses, voluntary and community organisations
- Consistency of approach
- Targeting of enforcement action, focusing primarily on premises and activities posing the most serious risk to life
- Transparency about how we operate, helping responsible persons to understand what is expected of them and what they should expect from the Service
- Accountability for our actions, with standards against which we can be judged and an easy mechanism for dealing with comments and handling complaints.



priorities and key objectives

In August 2007 the Community Safety Directorate issued a revised list of priorities and key objectives for 2007-2008.

A key objective was the updating of a memorandum of understanding with the Care Commission (which regulates all adult, child and independent healthcare services in Scotland). This would be followed up by a review of the memorandum's effectiveness.

Ongoing activities included work to produce a training and information pack to inform staff of changes in legislation, introduce a system for auditing premises, undertake an awareness campaign about the new legislation for employers and the business community and establish benchmark standards in partnership with other Fire and Rescue Services.

17

**ENFORCEMENT OFFICERS
ATTENDING
THE BSc COURSE IN
FIRE ENGINEERING**

1,695

**AUDITS
CARRIED OUT IN
NON-DOMESTIC
PROPERTIES**

1.2%

**REDUCTION
OF FIRES IN
NON-DOMESTIC
PROPERTIES**



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

by achieving fairness and equality in the treatment of all staff and service users

By achieving fairness and equality in the treatment of all staff and service users Strathclyde Fire & Rescue is committed to equality of opportunity and fairness in the delivery of our services and in our capacity as an employer. We have a moral duty as well as a legal duty to eliminate discrimination.

During the period 1 April 2007 to 31 March 2008 the Service re-evaluated its approach to equality and diversity by adopting a refocused strategy based around ensuring equality in our values, service delivery and in employment. This culminated in the implementation of a renewed Equality and Diversity Policy early in 2008 and the commitment to adopting a Single Equality Scheme later in 2008.

In March 2007 the Service established an Employee Forum on Disability in response to the requirement to involve and consult with disabled employees as part of the Disability Equality Duty. The forum consists of volunteers who have a disability, care for someone with a disability, or have knowledge and experience of or an interest in disability issues. The Forum aims to increase employee awareness of, and access to, information relating to disability and provides information to assist with any workplace disability issues.

SFR retained the Disability Symbol Award for its employment practices as they relate to employees and applicants with a disability. This is an important achievement and recognises Strathclyde Fire & Rescue as a model of best practice in the recruitment and retention of individuals with a disability.

During 2007 and 2008 SFR continued to participate in Stonewall's Diversity Champion Scotland programme, which is a best practice forum for employers dealing with workplace issues that affect lesbians, gay men and bisexuals.

achieving fairness and equality in the



diversity training

In August 2007 the Chief Officer and Corporate Management Team announced the start of a Diversity Training Programme for all SFR personnel. The programme - "Equality and Diversity: Understanding and Accepting Difference" - is supported by all SFR trades unions.

The programme started its two-year rollout across the service last autumn. Every uniformed firefighter will receive a full day's diversity training with managers receiving two days' training.

The objective of the training is to provide employees with the opportunity to examine Equality and Diversity within the workplace in a practical and pragmatic manner and to help them understand their own responsibilities within the workplace and develop an increased awareness of appropriate standards of behaviour. The course is tailored to specific roles within the organisation to ensure that the training would be appropriate to every employee's needs.



positive action

The Service's approach to Positive Action was reviewed during the reporting year.

In anticipation of the launch of a recruitment campaign for wholetime firefighters in March 2008, the Service took part in a range of targeted recruitment activities throughout 2007. These included the Glasgow Mela multicultural festival, the Black and Ethnic Minority Recruitment Fair and Ability Fest.

In support of the launch of the Fire Cadets programme the Service engaged in a number of positive action recruitment activities such as visits to schools and sports and community centres to raise awareness of the programme.

There was a slight increase in the number of women employed within Strathclyde Fire & Rescue - up from 2.96 % in 2006-2007 to 3.06% in the past year and 20% of Fire Cadets are female. The percentage of employees who are black or from an ethnic minority group has remained the same at 0.2%. Strathclyde Fire & Rescue will strive to ensure its workforce reflects the background of the Strathclyde population by having positive action days and campaigns.

Throughout the reporting period the Service engaged in a number of initiatives that were tailored to the needs of specific groups in the community. These initiatives included providing specialist smoke alarms for disabled people and the Fire Reach programme and other youth intervention initiatives to improve safety awareness and reduce anti-social behaviour.

treatment of all staff and service users



**statutory duties for
race, gender and disability**

The Service met its statutory obligations to report on race, disability and gender equality issues during the reporting year. These statutory duties provide the framework for how SFR delivers its public services including community engagement and involvement.

Annual reports on our Race and Disability Equality Schemes were published in December 2007 and a new Gender Equality Scheme was introduced in June 2007.

The Equality Impact Assessment process was also reviewed and a number of improvements noted: completion rates of EIAs had increased from 50% to over 70%; a requirement that proposed policies presented to the Corporate Management Team and the Board be accompanied by a reference to the findings of EIA and the EIA training programme was revised to include more practical examples of the process in action.

70%
**OF POLICIES
HAVE BEEN
EQUALITY
IMPACT ASSESSED**

100%
**WATCHES
TRAINED IN
DIVERSITY**

3.15%
**FEMALE
EMPLOYEES**



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

by promoting health, safety and welfare

Over the past year the Service has been faced with many challenges, including the terrorist attack on Glasgow Airport and a number of serious incidents. These challenges were met with a strong, professional commitment that ensured the continuing safety of our personnel.

The Health & Safety performance of Strathclyde Fire & Rescue continued to improve, with injury statistics showing a downward trend for yet another year. Acts of Violence were also down on previous years, reversing an upward trend.

These positive facts, however, shall not encourage complacency as Strathclyde Fire & Rescue is fully committed to recording accurately all events. Recording will change next year to an electronic format. This will allow greater control of Health & Safety issues and enable us to add records or produce reports quickly and easily. The information will be available across the service in a standardised format so there can be early identification of trends and improved tracking of tasks and actions. This system will provide superior results in Health & Safety performance and efficiency.

To ensure that overall improvements in Health & Safety continue, a comprehensive review of all risk assessments will take place in the coming year.

The field of Health & Safety is dynamic and constantly evolving through the implementation

of new legislation and in particular the Corporate Manslaughter and Corporate Homicide Act that became law in April 2008. SFR will continue to do all reasonably practicable to comply with all legislative requirements.

All staff within the Health & Safety Section have attained the National Examination Board in Occupational Safety and Health (NEBOSH) National General Certificate as a minimum standard; some staff members are working towards a higher level qualification.

In the last 12 months over 2,500 personnel have attended the Technical Rescue Training Centre and received instruction on technical rescue disciplines including Road Traffic Collision rescue, Urban Search and Rescue and Safe Working at Heights. All such training takes place in a hazardous environment, requiring the use of specialised equipment. This specialised training ensures that safe work systems can be utilised at operational incidents.

Maintenance and development of the existing Health & Safety culture at the TRTC will continue with the introduction of new courses including Trench Rescue and new initiatives developed with the Health & Safety Section. This will include tagging of equipment with information relating to noise and vibration exposure levels.

promoting health, safety and



injuries and acts of violence

Injuries received by staff at work reduced from 247 to 213 in 2007-2008. There were three major injuries; these were broken bones received by Firefighters while attending incidents.

The most common cause of injuries among staff were slips, trips and falls. An SFR awareness campaign highlighting this problem and how to prevent it will be run in 2008.

The second most common cause of injuries was the manual handling of objects. A manual handling training package has been introduced in some areas and will continue to be rolled out to other areas.

There were 20 fewer acts of violence against firefighters in 2007-2008 compared to the previous 12 months - down from 171 to 151. There were however five more cases of missiles being thrown at firefighters - this is the most common form of assault.

South Glasgow continued to have the largest number of acts of violence, but they were down from 38 to 33. East & West Dunbartonshire reported the biggest fall - down from 17 acts of violence to three.

East Ayrshire & East Renfrewshire and North & South Ayrshire reported an increase in attacks; both areas have identified attack hot spots and are actively working with schools and the local communities to try to deal with these issues.



re-structure of occupational health

The Occupational Health Department was re-structured to enable all firefighters to undergo a health and fitness screening every two years. A business development manager was appointed with a full-time fitness advisor, the new structure enables all firefighters to undergo a health & fitness every three years.

Following a Best Value Review in 2005 the Occupational Health Unit introduced a number of changes in terms of staff resources and service delivery.

The first being the introduction of a Business Development Manager in 2007 whose function is to assist with the medium long term strategy for the provision of OH within SFR. The introduction of a fitness advisor at the same time allowed the service to look at the introduction of periodic medical and fitness assessments for all operational staff every 3 years regardless of age, as recommended in the Best Value Review. The introduction of the fitness assessment has been a new and challenging initiative for the OH Unit but one which has brought many benefits to the organisation and the employee in terms of general health and wellbeing.



firefighter safety

Compressed Air Foam systems (CAFs) are being evaluated at Ayr and Maryhill community fire stations. Compressed air foam has certain advantages over water as an extinguishing medium and subject to the results of the trials, the addition of CAFs may be considered on other fire appliances.

The safety of Firefighters while working at height is to be enhanced through the issuing of Safe Working At Height equipment to stations and the introduction of additional Aerial Rescue Pumps.

A net assembly which would be used by the Water Rescue Service to recover bodies from inland waterways is currently being evaluated at Knightswood and Polmadie community fire stations. The benefits of this equipment is that it would assist with body recovery and help preserve vital evidence relating to the nature of the incident.

12%

**REDUCTION
IN VIOLENCE
TOWARDS
OUR EMPLOYEES**

57%

**REDUCTION
IN NEAR MISSES**

21%

**REDUCTION
IN RIDDOR INJURIES**



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

by communicating with stakeholders to inform and seek opinion

Effective communication is vital to Strathclyde Fire & Rescue fulfilling its vision of making our communities safe places to live, work and visit.

SFR serves 2.2 million people, almost half the population of Scotland. Fortunately, most of those people may never need to call on our services in an emergency but that is no reason for Strathclyde Fire & Rescue to be a silent service.

SFR has a duty to explain the much wider role it now plays in the community. Firefighting remains, of course, a prime function of the service but the Fire (Scotland) Act 2005 added important new statutory functions such as dealing with incidents involving major flooding and building collapse.

Our service strongly welcomed the greater emphasis that the Act also placed on fire prevention and community safety. SFR is a key player in bodies such as community safety partnerships and working parties and action teams set up across Strathclyde to tackle issues as wide ranging as fire hydrant vandalism, road safety and alcohol and drug abuse.

At a local level, our Community Safety specialists visit schools to spread the messages of fire safety, healthy living, and (to S5 and S6 pupils) safe driving. Fire safety talks are also given to senior citizen and other groups and hundreds of householders welcome firefighters into their homes to carry out safety

checks, offer advice on how to make fire action plans and, if necessary, supply and fit free smoke alarms.

SFR takes every opportunity to spread the fire safety message through local and national media, whether it be through campaigns or news items appearing particularly at high fire risk times such as the festive season.

Proper communication is a two-way process, and Strathclyde Fire & Rescue cannot improve and adapt its service to meet the changing needs of the communities it serves without considerable feedback from the public and other stakeholders including staff groups. In July 2007 the Service embarked on the latest of its three-yearly public opinion surveys. During the year, work was carried out to develop a Communications Strategy involving all our stakeholders. The service also continued to encourage comments, opinions, queries or complaints through a direct link on the home page of its website www.strathclydefire.org

communicating with stakeholders



communications strategy

A new Communications Strategy and Action Plan with an accompanying summary document was approved by the Corporate Management Team and scheduled to be published in May 2008.

The aim of the strategy was to improve communication with our staff, external partners and the public. Publication of the strategy followed a lengthy and detailed consultation process involving more than 30 staff forums as well as workshops and focus groups to find out which of our communications methods worked well and which needed improvement.

Staff feedback highlighted issues such as not being kept up to date or adequately informed about service issues, a lack of consultation about new policies and written documents being too often full of jargon and “management speak”.

External feedback was generally extremely positive.



fatal incident analysis report

In 2007-2008 SFR published its first Fatal Incident Analysis Report. This document expands the information contained in previous annual Fire Deaths Booklets.

The information is a valuable resource for shaping future service delivery for both SFR and our partner agencies, and will help to improve the way in which we all pursue our community safety objectives.

The Report contains detailed statistics about all types of incident that SFR attends including fire, road traffic collisions and water incidents. Key statistics include a 10-year comparison of fire fatalities that looks at contributing factors such as alcohol and smoking, the age and gender of people who have died in fires, causes of fire (such as smokers’ materials) and whether smoke alarms were fitted in the victims’ homes.

to inform and seek opinion



media publicity

Strathclyde Fire & Rescue has strong links with the media, particularly local press and broadcasters. As a result the service has considerable success in promoting fire safety and other issues in newspapers and on television and radio.

Station Commanders are encouraged to establish close relations with their local newspapers so that community safety issues can be frequently aired.

At SFR Headquarters, the Community Safety Directorate ran media campaigns such as the 2007 Winter Safety Campaign with its "12 Days of Christmas" checklist, which had a home safety message for each of the 12 days. SFR also publicised the dangers of fireworks on the run-up to Bonfire Night and arrangements were made for reporters to cover the big night itself and witness the task that firefighters had in extinguishing bonfires that threatened lives and property.

SFR's campaign to promote domestic sprinklers achieved major media coverage in June 2007. A large gathering of journalists including BBC and STV camera crews watched firefighters set fire to two identical rooms in derelict flats; the room fitted with sprinklers was barely damaged while the room without sprinklers was destroyed.

SFR also attracted widespread publicity in the media for its pioneering introduction of DNA spit kits on all SFR vehicles, to tackle violence against firefighters. The service also turned to the media to encourage women and people from ethnic minorities to apply for places on the 2008 firefighters recruitment campaign; major coverage included a full-page story in the national press.

9,166

**HFSVs
CARRIED OUT**

100%

**STAFF
COVERAGE
FOR OUR
COMMUNICATIONS
AUDIT**

2.6

**MILLION
AUDIENCE
FIGURE FOR OUR
MEDIA CAMPAIGNS**



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

by making the best use of all resources

Strathclyde Fire & Rescue is committed to providing a first-class service that is cost effective. As an organisation that is funded from the public purse and overseen by a Board that consists of members of Strathclyde's 12 local authorities it is imperative that we perform as efficiently as possible, making every pound count.

SFR does not set vague targets for performance improvement. Instead, through its Vision 2015 statement, the Service makes firm commitments to improve the quality of our service. Taking 2005 as a baseline, Vision 2015 pledges that SFR shall reduce the incidence of domestic fires by 10 per cent by 2010 and 20 per cent by 2015.

A wide range of important commitments also include:

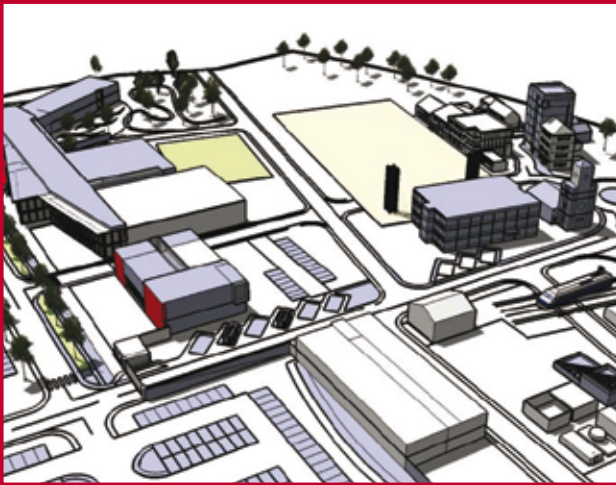
- Reducing domestic fire deaths by 15 per cent by 2010 and by 30 per cent by 2015
- Reducing the incidence of deliberately set fires
- Raise the proportion of female firefighters to 10 per cent by 2010 and 15 per cent by 2015
- Consult 80 per cent of internal and external service users and 95 per cent of community groups by 2010.

Progress so far in Vision 2015 is given in the latest performance report of our Integrated Risk Management Plan (IRMP). The IRMP is the strategic document designed to take Strathclyde Fire & Rescue forward, supported by annual action

Performance against statutory and key Scottish indicators is routinely monitored via monthly and quarterly management reports. Key performance statistics are published in the annual report of Her Majesty's Fire Inspectorate for Scotland.

Audit Scotland, in partnership with the Inspectorate, undertook a performance audit of all Scottish fire and rescue services in 2006. The audit report stated that our Service had strong management leadership, there was a real sense of pride amongst staff in driving forward service improvements and there was a strong focus on community fire safety activities. Since 2006, SFR has been addressing less positive findings.

making the best use of our resources



new training centre project



business continuity

Strathclyde Fire & Rescue has recognised for several years that its training centre at Cowcaddens in the centre of Glasgow was cramped, inappropriately located and did not meet modern training needs.

These deficiencies were underlined by the enactment of the Fire (Scotland) Act 2005 which gave Fire & Rescue Services a much wider rescue role to perform within their communities.

Taking these issues into account, SFR's Management Team initiated a project that would aim to replace the existing training centre with a new purpose-built learning and development campus.

A project team was established this year under the charge of an area commander. The team has commissioned a land agents company to look for possible suitable sites that would meet SFR's current and foreseeable learning and development needs. Team members, meanwhile, are to visit modern Fire & Rescue training centres to find examples of best practice.

The project team has also established a communications strategy to keep stakeholders informed about the progress of the project. The strategy also includes an intranet website and staff presentations so that SFR personnel are kept up to date on the project and can also ask questions and put submit their own ideas for a new training centre.

It is essential that Strathclyde Fire & Rescue maintains an effective service in all circumstances. Indeed the Civil Contingencies Act (Scotland) 2004 requires that the Service has comprehensive continuity plans which will deal with major incidents, external or internal, that may disrupt our service capability.

The safety and health of our communities, our staff, visitors and contractors are of paramount importance at all times and in the event of a major disruption and once all Health & Safety issues have been addressed, we will strive to ensure resilience and continuity of our fire and rescue services.

Accordingly a service continuity strategy has been developed and to provide guidance and support to management and staff to facilitate recovery from an incident that significantly interrupts service delivery.

This planning was successfully put into practice at the start of 2008 with all the Directorates being involved in a full-scale rehearsal.



fleet workshop savings

Strathclyde Fire & Rescue saves considerable amounts of staff time and money through a vehicle servicing partnership with Strathclyde Police and the Scottish Ambulance Service.

The tripartite arrangement is part of a national arrangement that was anticipated to save the public sector in Scotland £745 million a year by 2007-2008. In Strathclyde the three emergency services agreed where possible to share their fleet maintenance facilities with each other. By doing this, each service would save considerably by having vehicles serviced at a nearby workshop of a partner service rather than having to drive vehicles longer distances to their own workshops.

As a result of this arrangement, SFR generates income by servicing and carrying out MOT tests on Police commercial vehicles at its Cowcaddens workshops while our Glasgow-based vans and cars are serviced by the Police. Similarly, SFR saves on travel time and fuel in Ayrshire by sending locally-based vans and cars for routine maintenance and repairs to the SAS workshops at Ayr and Kilwinning.

0.18%

**OF FIREFIGHTERS
DEEMED
OPERATIONALLY
UNFIT**

70%

**INVOICES
PAID ON TIME**

20p

**A DAY
SERVICE COST
PER HEAD OF
POPULATION**

making our communities safe places to live, work and visit

HOME FIRE SAFETY VISITS

Strathclyde Fire & Rescue's fire safety campaign aims to make our community safer by raising awareness of fire and other safety related matters and by carrying out HOME FIRE SAFETY VISITS, particularly to the most vulnerable members of our community. Our staff can call at your home at a time suitable to you in order to provide any or all of the following services:

- **Carry out a Fire Safety Check of your home**
- **Provide and install FREE smoke alarms (if required)**
- **Provide FREE fire safety advice and information**

**FOR YOUR FREE HOME FIRE SAFETY VISIT
FREEPHONE 0800 0731 999
OR CONTACT YOUR LOCAL FIRE STATION**

HOW SAFE IS YOUR HOUSE?

Make sure you protect your home, your family and yourself by taking two simple steps:

FIT A SMOKE ALARM

It gives you early warning of a fire, buying you valuable time for everyone to get out.

- If you can, it's best to fit a hardwire or ten year smoke alarm
- Have at least one smoke alarm on every level of your home
- Make sure that the smoke alarm is fitted at the highest point in the room
- Test your smoke alarm once a week by pressing the test button

HAVE A FIRE ACTION PLAN

Plan your escape NOW!

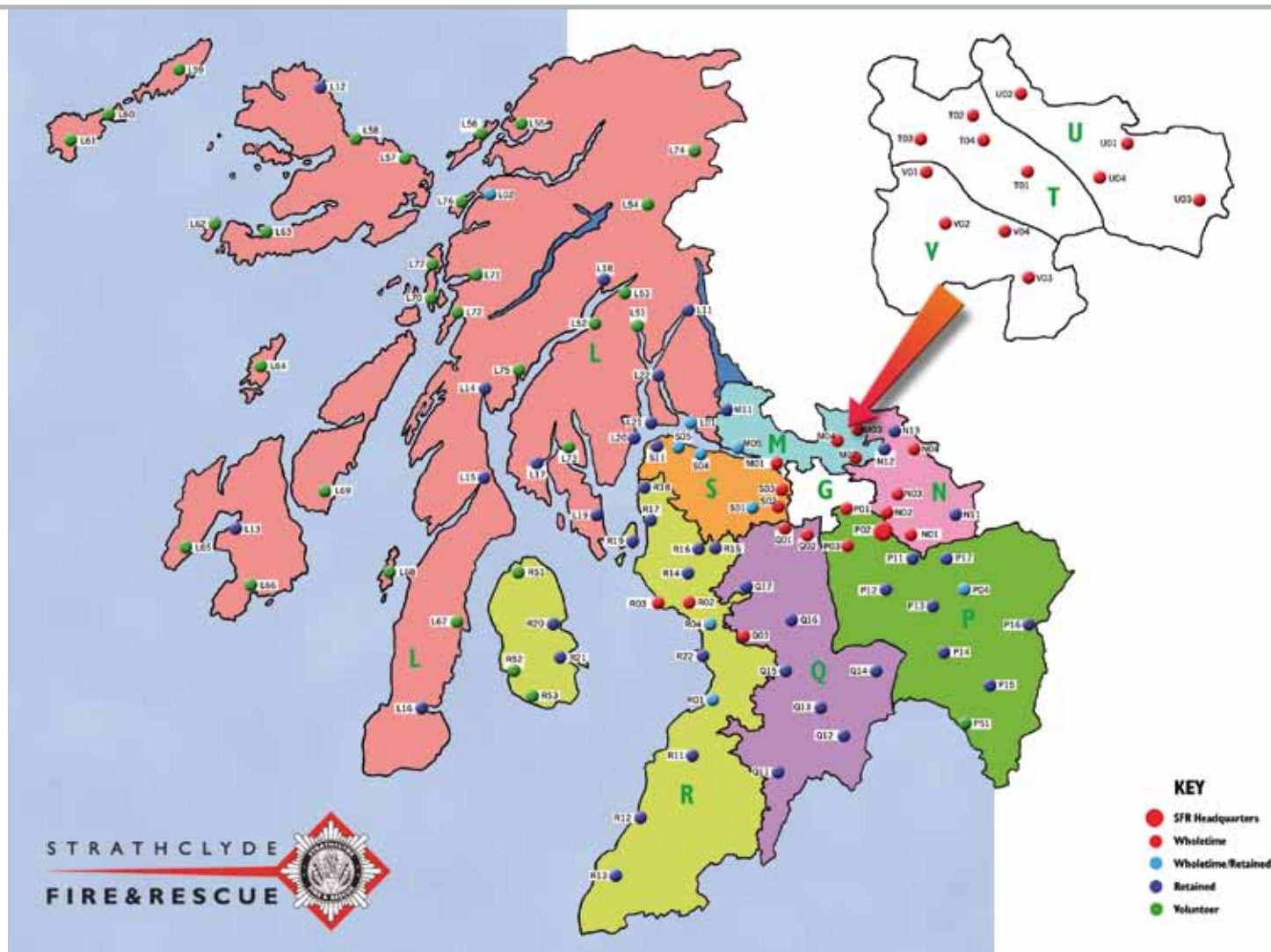
Fires can take hold very quickly so it's essential for you to plan what actions everyone should take to escape if a fire starts. Make sure everyone in your house understands the ACTION PLAN and knows what to do in the event of a fire.

YOUR ACTION PLAN

1. PLAN your escape route
2. PRACTICE your escape route
3. DON'T STOP for valuables
4. SHOUT to alert everyone in your house
5. KEEP LOW - the air is cleaner and cooler nearer the floor
6. DON'T INVESTIGATE - keep all doors closed
7. IF THERE IS NO WAY OUT get everyone into a SAFE ROOM
8. WHEN YOU'RE OUT - STAY OUT - AND DIAL 999



our stations



ARGYLL & BUTE

L01 Helensburgh
L02 Oban
L11 Arrochar
L12 Tobermory
L13 Bowmore
L14 Lochgilphead
L15 Tarbert
L16 Campbeltown
L17 Tighnabruaich
L18 Inveraray
L19 Rothesay
L20 Dunoon
L21 Cove
L22 Garelochhead
L51 Lochgoilhead
L52 Strachur
L53 St. Catharines
L54 Dalmally
L55 Appin
L56 Lismore
L57 Caignure
L58 Salen
L64 Colonsay
L65 Port Charlotte
L66 Port Ellen
L67 Carradale
L68 Gigha

L69 Craighouse
L70 Luing
L71 Kilmelford
L72 Ardfert
L73 Colintrave
L74 Bridge of Orchy
L75 Minard
L76 Kerrara
L77 Seil
L59 Arinagour
L60 Scarinish
L61 Balemartine
L62 Iona
L63 Bunessan

EAST & WEST DUNBARTONSHIRE

M01 Clydebank
M02 Bishopbriggs
M03 Kirkintilloch
M04 Milngavie
M05 Dumbarton
M11 Balloch

NORTH LANARKSHIRE

N01 Motherwell
N02 Bellshill
N03 Coatbridge
N04 Cumbernauld

N11 Shotts
N12 Stepps
N13 Kilsyth

SOUTH LANARKSHIRE

P01 Cambuslang
P02 Hamilton
P03 East Kilbride
P04 Lanark
P11 Larkhall
P12 Strathaven
P13 Lesmahagow
P14 Douglas
P15 Abington
P16 Biggar
P17 Carluke
P51 Leadhills

EAST AYRSHIRE & EAST RENFREWSHIRE

Q01 Barrhead
Q02 Clarkston
Q03 Kilmarnock
Q11 Dalmellington
Q12 New Cumnock
Q13 Cumnock

Q14 Muirkirk
Q15 Mauchline
Q16 Newmilns
Q17 Stewarton

NORTH & SOUTH AYRSHIRE

R01 Ayr
R02 Kilwinning
R03 Ardrossan
R04 Dregghorn
R11 Maybole
R12 Girvan
R13 Colmonell
R14 Dalry
R15 Beith
R16 Kilbirnie
R17 Largs
R18 Skelmorlie
R19 Millport
R20 Brodick
R21 Lamlash
R22 Troon
R51 Lochranza
R52 Blackwaterfoot
R53 Corriecrievie

RENFREWSHIRE & INVERCLYDE

S01 Johnstone
S02 Paisley
S03 Renfrew
S04 Port Glasgow
S05 Greenock
S11 Gourock

NORTH WEST GLASGOW

T01 Cowcaddens
T02 Maryhill
T03 Knightswood
T04 Yorkhill

NORTH EAST GLASGOW

U01 Easterhouse
U02 Springburn
U03 Parkhead
U04 Calton

SOUTH GLASGOW

V01 Govan
V02 Pollok
V03 Castlemilk
V04 Polmadie

How to get in touch with us

feedback

We provide a vital public service for the people of Strathclyde. The impact our activities have on the local community is enormous and we know that if we are to meet our goal of continuous improvement, we need to keep in touch with the public we serve.

If you have something you'd like to share with us, you can get in touch in a number of ways:

- Use the feedback form on our website to send an email.
- Contact your local community fire station - details are listed on our website or in your local telephone directory.
- Contact your local Area HQ - details are listed on our website or in your local telephone directory.

other publications

- Integrated Risk Management Plan
- Corporate Vision 2015
- Equality and Diversity Policy
- Single Equality Scheme

contact details

www.strathclydefire.org

Strathclyde Fire & Rescue
Bothwell Road
Hamilton ML3 0EA

Tel: 01698 300999

If you would like a copy of this document in a different format or a version in another language please contact:

في حال رغبتكم بالحصول على نسخة أخرى من هذا المستند معده بنسق مختلف أو الحصول على نسخة منه محررة بلغة أخرى، يرجى الاتصال حسب التالي:

如果您希望收到這份文件的不同格式版本或其它語言版本，請聯絡：

Ma tha sibh ag iarraidh na sgriobhainn seo ann an cruth eile no tionndadh ann an cànan eile cuiribh fios air:

Αν θέλετε αντίγραφο αυτού του εγγράφου σε διαφορετική μορφή ή έκδοση σε άλλη γλώσσα, παρακαλώ επικοινωνήστε με:

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

यदि आप इस दस्तावेज़ की प्रतिलिपि किसी अलग प्रारूप या किसी अन्य भाषा के संस्करण में पाना चाहते हैं तो कृपया यहां सम्पर्क करें:

Osoby zainteresowane otrzymaniem niniejszego dokumentu w innym formacie lub języku prosimy o skontaktowanie się z nami pod adresem:

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਕਾਪੀ ਕਿਸੇ ਹੋਰ ਫਾਰਮੈਟ ਵਿੱਚ ਜਾਂ ਇਸਦਾ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਦਾ ਵਰਜ਼ਨ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇੱਥੇ ਸੰਪਰਕ ਕਰੋ:

Eğer bu belgenin farklı formatta veya başka bir dilde kopyasını istiyorsanız, lütfen bağlantı kurun. Bağlantı bilgileri:

اگر آپ کو اس دستاویز کی کاپی کسی دیگر شکل میں یا کسی دوسری زبان میں اس کا ترجمہ درکار ہے تو براہ کرم رابطہ کریں:

Contact us at
Strathclyde Fire & Rescue Headquarters
Bothwell Road, Hamilton ML3 0EA
Tel 01698 300999 Fax 01698 338444
or alternatively visit our website www.strathclydefire.org

questionnaire

We value your feedback and look forward to your comments.

Thank you for taking the time to read our Public Performance Report. Did it meet your expectations? Could we improve it any way? Your feedback will help shape our future publications so please use this freepost form to let us know your views.

Please tick one box for each statement.

Can you tell us how much you agree or disagree with the following statements about this report?

| | strongly agree | agree | disagree | strongly disagree |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. The report was easy to understand. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. The report informed me about the work of SFR. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. The report gave me an insight into how SFR is performing. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. The report provided timely information on SFR issues. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

If you disagree or strongly disagree with any of the above, please tell us why:

5. Please tell us how useful you found the information in each section of this report.

| | useful | not useful | did not read |
|---|--------------------------|--------------------------|--------------------------|
| Our service overview and performance summary | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Where the money comes from | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Where the money goes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Actively identifying, assessing and reducing the risks to communities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Minimising the effects of fire and other emergencies | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Effectively administering fire safety legislation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Achieving fairness and equality in the treatment of staff and service users | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Promoting health, safety and welfare | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Communicating with stakeholders to inform and seek opinion | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Making the best use of all resources | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

If you would like to receive feedback on the results of this questionnaire, please contact us at the following address:

Strathclyde Fire & Rescue
Bothwell Road
Hamilton ML3 0EA

Thank you for completing this questionnaire.
Please return it to us in the enclosed freepost envelope.



equal opportunities monitoring

We are interested to know which community groups are accessing our services and in what capacity and would be grateful if you would complete the following equal opportunities questionnaire. You are not required to complete the form if you do not wish to and you may choose to answer some questions only – we understand that this is very personal information that you may not wish to share. However, we will guarantee that the information you provide will be kept in the strictest confidence and will be used only to gather data about the responses to our Public Performance Report – it will not be used for any other purpose and will not be kept any longer than is required. All information will be maintained in accordance with the Data Protection Act.

1. GENDER: ARE YOU

Male ☐ Female ☐ Transsexual ☐ Prefer not to say ☐

2. MARITAL STATUS: ARE YOU

Married/Civil Partnership ☐ Single ☐ Prefer not to say ☐

3. RESPONSIBILITY FOR CARING:

Are you the parent or guardian of, or do you have responsibility for the care of children or other dependants:

Yes, I have such responsibility ☐ No, I have no such responsibility ☐ Prefer not to say ☐

4. DISABILITY: ARE YOU

Disabled ☐ Not Disabled ☐ Prefer not to say ☐

5. ETHNIC ORIGIN: ARE YOU

Choose ONE section from A to E, then ✓ the appropriate box to indicate your cultural background,

A – White

Scottish ☐
Other British ☐
English ☐
Irish ☐
Welsh ☐
Any other White Background (please specify) ☐

B – Mixed

Any Mixed background ☐

C – Asian, Asian Scottish or Asian British

Indian ☐
Pakistani ☐
Bangladeshi ☐
Chinese ☐
Any other Asian background ☐

D – Black, Black Scottish or Black British

Caribbean ☐
African ☐
Any other black background (please specify) ☐

E – Other Ethnic Background

Any other background ☐

6. WHAT IS YOUR DATE OF BIRTH

| Day | | Month | | Year | |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

 Prefer not to say ☐

7. WHAT IS YOUR RELIGION OR BELIEF SYSTEM

None ☐ Church of Scotland ☐ Roman Catholic ☐ Christian Other ☐ Muslim ☐
Sikh ☐ Hindu ☐ Jewish ☐ Other (please specify) ☐ Prefer not to say ☐

8. WHAT IS YOUR SEXUAL ORIENTATION

Heterosexual ☐ Gay ☐ Lesbian ☐ Bisexual ☐ Prefer not to say ☐

7. WHAT IS YOUR EMPLOYMENT STATUS

Full-time employed ☐ Part-time employed ☐ Self-employed ☐ Retired ☐ Full-time education ☐
Volunteer worker ☐ Not currently in paid employment ☐ Prefer not to say ☐





