

# Strathclyde Fire & Rescue **Public Performance Report** **2008 / 2009**



STRATHCLYDE  
FIRE & RESCUE



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





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

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# Foreword

**Brian Wallace**  
**Convener,**  
**The Board of Strathclyde Fire & Rescue**



I am delighted to present Strathclyde Fire & Rescue's performance report for 2008-2009. This document provides both a corporate overview of the year's work and the statistical evidence required under our public performance reporting obligations. As you will see from the pages ahead, it has been a time of considerable progress for the service and we have many outstanding achievements to report.

I am particularly proud of the Board's decision to approve the purchase of 41 acres of land for the development of a new Training Centre. When it is completed in 2012, this state-of-the-art facility will combine traditional classrooms with innovative practical zones which recreate the types of environments our firefighters are likely to face in the course of their work.

The Clydesmill site will also be the location for the new fire station for Cambuslang and Parkhead. This strategically placed, purpose built facility will replace two stations both badly in need of refurbishment and will provide the local communities with a modern and efficient community fire station that is truly fit for purpose.

In February, Her Royal Highness the Princess Royal opened Kilbirnie House Community Safety Centre, sited beside SFR's North East Glasgow headquarters. The Board of Strathclyde Fire & Rescue invested £900,000 in this important and innovative resource where young people in particular will learn about fire safety and absorb the values of good citizenship,

self-confidence and responsibility from the firefighters and support staff working with them.

The progress the organisation has made in all areas of the service reflects the goals set out in SFR's vision statement and complements performance against the aims set out by the Integrated Risk Management Planning process. As with all our work, these achievements reflect our continuing commitment to improving the service for all the people of Strathclyde.



# Introduction

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



Strathclyde Fire & Rescue is one of the largest services of its kind in Europe. Our 13,625 sq km cover some of the UK's most developed urban areas as well as some of its wildest and most remote. You can be sure that whether they are based in the centre of Glasgow or in the crofts of Argyll, our staff are ready to provide the 2.2 million people of Strathclyde with a service that is, quite simply, second to none.

Our firefighting crews are based in 113 stations and operate a fleet of 172 emergency vehicles which includes specialist units as well as state of the art rescue pumps. Our dedicated support staff maintain our operational frontline and all areas of the organisation work together for one common purpose – to make our communities safe places to live, work and visit.

If you didn't know better, you might assume that our role was fairly clear cut: to prevent and control fires. But as any of our firefighters will tell you, there's much more to the job than that. We are a dynamic service and our 'can-do' attitude has allowed us to continually evolve to meet the ever growing needs of the communities we serve. Our remit covers the full range of incident types from small domestic fires to large scale multi-agency emergencies.

The growth in the range of services we offer has demanded an ever increasing commitment to training and review and I am proud to say that our firefighters continue to be amongst the best equipped and most highly trained in the world.

Despite being a busy 12 months operationally, there was a significant reduction in fire fatalities and casualties and this reflects the excellent work being done in fire prevention and fire safety education.

Concerning our operational response, I should make particular reference to the major incident in January 2009 when a train towing fuel tankers became derailed in Ayrshire; the railway bridge at the scene collapsed, blocking the road, and one kerosene tanker ignited while other damaged tankers spilled their fuel.

First in attendance was the local part-time unit, crewed by firefighters from our Retained Duty System (RDS). The actions of the Watch Commander formed the foundation to an extremely successful multi-agency response to this major incident. The unit's performance reflects the excellent work being done to develop a comprehensive training regime for all of our firefighters, whether they are wholetime, RDS or volunteer.

While I am deeply proud of our staff and the achievements we have made this year, I acknowledge that there is no room for complacency. As Chief Officer I can assure you that we will not only continue to deliver our performance targets but to raise the bar still higher as we set new goals and aspirations for the year ahead.

## INTRODUCTION

# 08/09

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	2041	31	2072
RDS Firefighter	558	29	587
Volunteer Firefighter	225	36	261
Operations Support Centre	5	67	72
Support	266	303	569
<b>TOTAL</b>	<b>3095</b>	<b>466</b>	<b>3561</b>

### EMERGENCY VEHICLES

Pumping Appliances	140
Aerial Rescue Pumps	12
Major Incident Units	3
Major Incident Command Unit	1
Forward Control Unit	3
Rescue Boats	10
Heavy Rescue Vehicle	1
Technical Support Unit	1
Detection Identification	1
Monitoring Vehicle	
<b>TOTAL NUMBER OF EMERGENCY VEHICLES</b>	<b>172</b>

### FIRE STATIONS

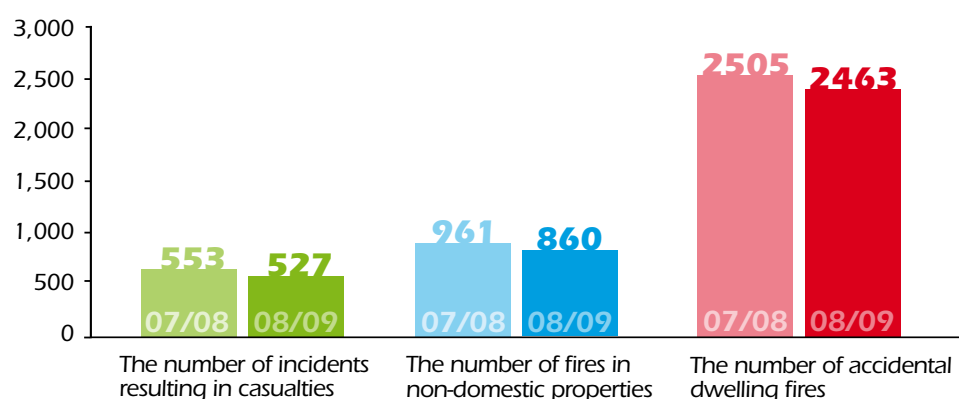
Wholetime Fire Stations	39
Retained Duty Service Fire Stations	43
Volunteer Service Fire Stations	31
<b>TOTAL</b>	<b>113</b>

# and performance summary

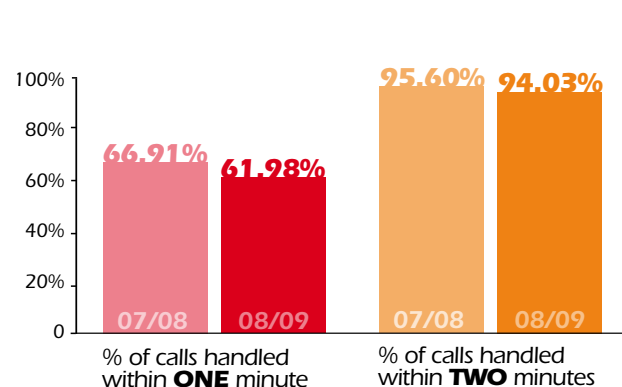
## INCIDENTS

	2007-08	2008-09
<b>Total number of Incidents</b>	<b>57,612</b>	<b>54,764</b>
Total number of Fires	23,784	<b>21,940</b>
Total number of Special Services	4,650	<b>4,343</b>
Total number of RTCs	1,445	<b>1,315</b>
False Alarm due to Apparatus	15,019	<b>17,047</b>
Good Intent False Alarm	9,320	<b>7,296</b>
Malicious False Alarm	2,694	<b>2,103</b>

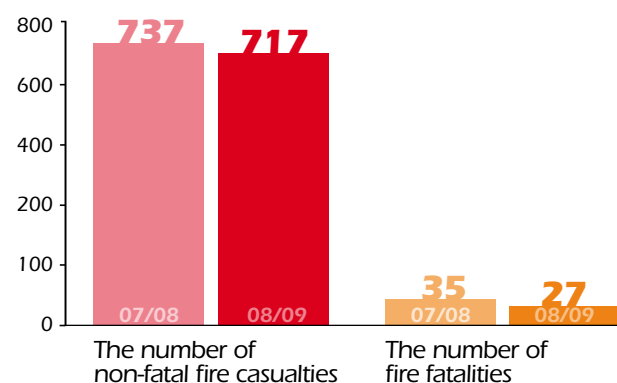
## INCIDENT BREAKDOWN



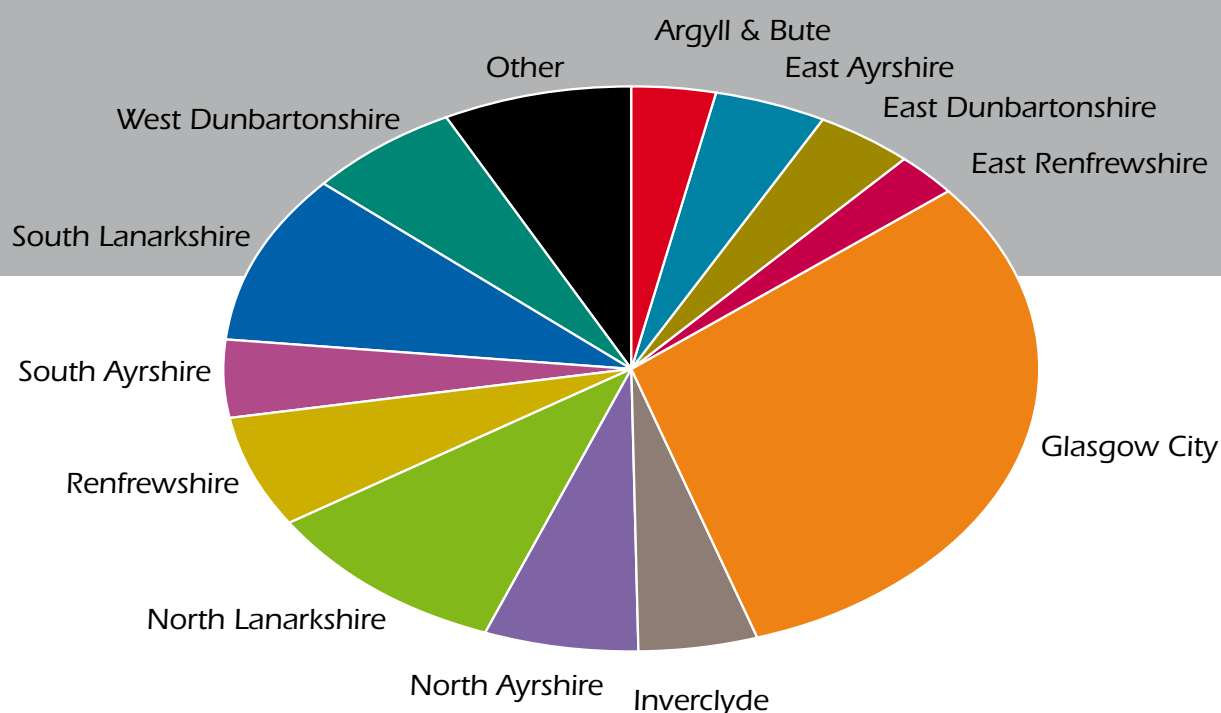
## EMERGENCY CALL HANDLING



## CASUALTIES AND FATALITIES



# Where the money comes from...



## REVENUE 2008/2009

	£000
Argyll & Bute Council	5,829
East Ayrshire Council	7,066
East Dunbartonshire Council	6,079
East Renfrewshire Council	4,239
Glasgow City Council	50,098
Inverclyde Council	7,605
North Ayrshire Council	9,685
North Lanarkshire Council	16,275
Renfrewshire Council	10,284
South Ayrshire Council	7,208
South Lanarkshire Council	15,918
West Dunbartonshire Council	9,800

Other Income 11,895

## CAPITAL 2008/2009

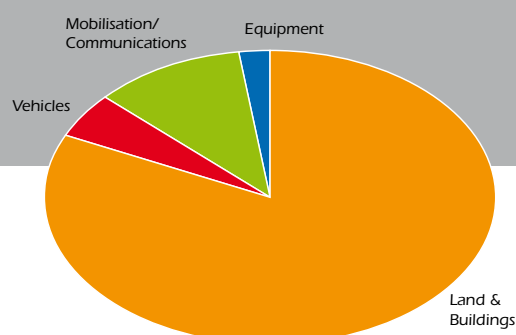
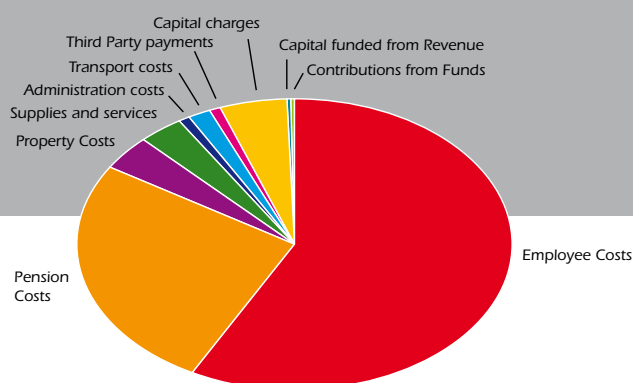
	£000
Sale of Assets	204 <sup>1</sup>
Government Grants	9,016
Other Grants	437
Current Revenue	647
Borrowing	5,674

**Capital Funding 15,978**

**TOTAL 161,981**



# ...and where the money goes



## Revenue Expenditure

### REVENUE EXPENDITURE 2008/2009

	£000
Employee Costs	94,668
Pension Costs	43,688
Property Costs	6,534
Supplies & Services	5,318
Administration Costs	1,213
Transport Costs	2,699
Third Party Payments	1,603
Capital Charges	7,946 <sup>2</sup>
Capital funded from Revenue	647
Contributions from Funds	55 <sup>3</sup>

**TOTAL 164,371**

## Capital Expenditure

### CAPITAL EXPENDITURE 2008/2009

	£000
Land & Buildings	13,078
Vehicles	818
Mobilisation/Communication	1,838
Equipment	244

**Gross Capital Expenditure 15,978**

<sup>1</sup> Includes release of useable capital receipts reserve.

<sup>2</sup> This figure incorporates Depreciation and Impairment Losses, Government Grants Deferred credits, Interest Payable & Similar Charges and adjustments through the Capital Adjustment Account.

<sup>3</sup> This includes property repairs and renewals, vehicle replacement, IT development and insurance.





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# **by actively identifying, assessing and reducing the risks to communities**

While our frontline is there to provide an immediate response to fire and other emergencies, a large part of our efforts are dedicated to prevention. Together with partner agencies such as education and social work departments, the police and health authorities, we work to assess the likelihood and impact of such risks and identify those most likely to be affected by them. Much of this work focuses on detailed research and analysis of previous fire and rescue data, and provides the evidence base for the development of risk reduction initiatives.

One such initiative has tackled the issue of deliberate fire setting and fly tipping, joining forces with Crimestoppers to encourage members of the public to anonymously report suspicious incidents through a freephone helpline number. The fact that deliberate fire setting carries a maximum sentence of life imprisonment illustrates just how dangerously it is viewed by society. Whilst many incidents involve youngsters setting fire to grass, refuse bins and abandoned cars, fires readily spread and can threaten lives and property.

Further risk reduction initiatives include the 'Zero Tolerance' campaign on open hydrants. Set up in response to fire hydrant vandalism, and timed to coincide with the start of the school summer holidays, the campaign uses CCTV footage to identify and prosecute vandals. Initially started as a pilot project in the East End of Glasgow, the campaign has proved extremely successful, with a

number of prosecutions and a 27% reduction in hydrant vandalism throughout Strathclyde.

The Fire (Scotland) Act 2005 placed additional responsibilities on Scottish Fire & Rescue Services and while fire is still the biggest pull on our resources, it is no longer the sole focus of our attention. Our remit covers a wide range of emergency situations, such as chemical, biological, radiation, explosions, extreme weather incidents, Road Traffic Collisions and Water Rescue. As Category 1 Emergency Responders for Strathclyde, we are also actively involved in resilience planning and work with other frontline services to ensure we are able to respond to any threatened civil emergency.

# actively identifying, assessing and



**flooding and water rescue**

SFR provides an emergency response to flooding incidents within the Strathclyde area and as the rate of such incidents continues to increase, we in turn are increasing the resources we devote to meeting this requirement. In the last fiscal year, the service attended 341 such incidents, from small scale urban floods to major incidents such as the Maich Trout Fishery reservoir outside Lochwinnoch where our new High Volume Pump proved its worth. Brought into the service as part of the national strategy on resilience, the pump is capable of moving 400,000 litres of water an hour over a distance of 3 km.

We also have specific responsibility for water rescue on the River Clyde between Glasgow Green and the Erskine Bridge. SFR boats are based at Polmadie and Knightswood stations where trained personnel are on 24 hour cover. A further three strategically placed stations provide swift water rescue capabilities and zodiac boats for use in non-tidal locations. All front line appliances are equipped for shore based rescues.

As members of the national Maritime Incident Response Group, we also provide a specialised fire and rescue service for incidents at sea. Our 55-strong team is coordinated from Greenock Fire Station and is available by recall whenever required.



**youth engagement**

Our Youth Strategy plays a crucial role in our work to reduce the incidence of fire setting, hydrant vandalism and other antisocial behaviour.

Offered in partnership with Glasgow City Council's apprenticeship programme, our **Fire Cadets** scheme offers a better future for our young citizens by boosting their confidence and providing them with realistic employment opportunities. Youngsters aged between 16 and 19 have the opportunity to gain a recognised SVO Level 3 qualification and undertake a variety of modules aimed at preparing them for a possible career in the fire service.

Aimed at young people aged between 13 and 17, the **Fire Reach** programme also aims to improve life chances with a wide ranging course of self improvement modules. The courses combine practical training and weekend camps, teaching self confidence and self discipline. The experience can be life changing and successful students leave with much more than a Fire Reach certificate at the end of the five day course.

The initiative has been carefully targeted at those most at risk of antisocial behaviour and has proved enormously popular with teachers, parents and most importantly, with the young people themselves. In the last fiscal year, over 1,465 young people graduated through the Fire Reach scheme.

Further youth engagement initiatives utilise a £900,000 purpose built community safety centre at Calton Fire Station in the East End of Glasgow, two mobile community safety centres and a new Active Learning Fire Appliance.



# reducing the risks to communities



**community safety advocates**

In 2008, SFR appointed four Community Safety Advocates to assist with our risk reduction programme. The Advocates play an important role in enacting our Community Safety Strategy and crucially, help us identify vulnerable people and those most at risk from fire.

In partnership with local authorities and with our own fire crews, the Advocates work across the communities of Strathclyde and deal directly with members of the public in all areas of fire safety.

A large part of the Advocates' day is taken up with our Home Fire Safety Visits programme, which ensures members of the public are aware of fire safety issues in the home, have properly fitted and maintained smoke alarms and suitable emergency escape plans. The Advocates' role is to promote and schedule the visits which are then carried out by fully trained firefighters.

The Advocates also have an important role to play when it comes to education and deliver the fire safety message to a range of target groups through workshops, talks and presentations.

**22%**  
**REDUCTION**  
**FIRE DEATHS**

**2.7%**  
**REDUCTION**  
**FIRE CASUALTIES**

**9.4%**  
**REDUCTION**  
**DELIBERATE FIRES**



New Training Centre - Artist's impression

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# **by minimising the effects of fire and other emergencies**

Despite our best efforts and the considerable energies we put towards prevention, fires and other emergencies still happen. In this fiscal period alone, our operational staff attended 54,764 incidents, rescuing 700 people from fires and a further 527 involved in road accidents and other non-fire related incidents.

As emergency responders, it is vital that we are properly trained, fully equipped and ready for mobilisation, 24 hours a day, 7 days a week, 365 days a year. Keeping this frontline operating at the highest possible standards takes considerable effort and a large part of our resources are dedicated to reviewing and enhancing our front line operations.

Our fleet of operational vehicles is maintained to the highest standard. Our 140 frontline pumping appliances are supplemented by a large investment in 12 aerial rescue platforms which combine pumping appliance capability with a high-reach platform for rescue and safe working practices. Further considerable investment has taken place in our specialised fleet of vehicles, for example in the provision of additional water rescue equipment.

We continue to invest in the future of our service and in improving the safety of the communities we serve. This fiscal period the Board of SFR approved a £30 million funding package for our new Training Centre. Based close to the current end of the M74,

the new facility will open for business in the Spring of 2012 when it will raise the bar for operational training in Scotland.

As well as classrooms and associated lecture and conference facilities, the centre will provide a unique practical zone with lifelike replicas of the types of incident scenes our firefighters are likely to face. A residential village zone with a tenement building, a high rise block and other properties will be used primarily to teach firefighting techniques, but the village streets will also be the scene of staged road accidents where firefighters will learn about the safe removal of crash victims. To fully train for and test our capabilities in a wide range of realistic environments, the residential area will be complemented by an industrial zone with an electricity substation and chemical plant, and a transport zone with a stretch of motorway and a railway level crossing and tunnel.

Once the centre is up and running, an expansion is proposed to incorporate all current technical rescue sites for specialist services such as water rescue, urban search and rescue in collapsed buildings and line rescues from high structures.

# minimising the effects of fire and



**smoke detectors in homes**

When it comes to smoke alarms, the facts speak for themselves: Each year in the UK, there are around 63,000 house fires, killing 500 people and injuring a further 14,000. While smoke alarms can't stop a fire starting, they can buy valuable escape time. Fire fatalities are three times more likely in those homes without a working alarm.

Each year we spend over £100,000 installing domestic smoke alarms and promoting their benefits. We have implemented a high profile media campaign to push the fire alarm message on television and radio, using broadcasters as diverse as STV and Radio Ramadhan to meet our target audiences.

We don't charge for our Home Fire Safety Visit service and not only offer free smoke alarm installation but also provide a personalised advice session to help formulate a suitable fire escape plan. In this fiscal period, our fire crews carried out 10,491 such visits, many of them targeted to areas of most need, and installed 9,390 smoke alarms.

You can find out how to arrange a free Home Fire Safety Visit on page 37.



**alcohol awareness week**

Alcohol continues to be the single greatest contributory factor to people dying in accidental house fires in Scotland. In Strathclyde, 26 people lost their lives in house fires and in 13 of those cases, alcohol or drugs was a contributory factor.

We recognise the importance of reducing the incidence of alcohol related fires and other emergencies and work with our stakeholders on a number of joint campaigns. We fully supported the Scottish Government's Alcohol Awareness Week, which ran from 5 -11 October 2008, and encouraged people to try lower alcohol beer, pour smaller measures and choose at least two alcohol-free days every week.

Across our Areas, our community safety specialists are working with the Police, schools and other organisations to promote the alcohol and drugs safety message to key target groups.



# other emergencies



**reducing anti-social behaviour**

For the last two years, our collaboration with the Kickstart Theatre company has been helping bring home the fire safety message to young people in some of the most deprived areas of Glasgow. Forum style theatre plays get young people talking about the sorts of incidents our crews face every day, such as hydrant vandalism, firesetting, attacks on firefighters and hoax calls.

The play is timed to coincide with the start of the summer holidays when there is traditionally a massive increase in hydrant vandalism and firesetting. Now co-funded by Glasgow City Council, we hope that for the third year running we can take this project to primary school children in North East Glasgow.

The project has been a great success, winning an Association for Public Service Excellence Award in 2008 and a Bronze COSLA Award in 2009. As part of a series of youth initiatives, the play has had a dramatic effect on the levels of antisocial behavior, saving the local community around £2.7 million.

Following the project, the rates of antisocial behaviour incidents in North East Glasgow have declined:

- 71% reduction hydrant vandalism
- 52% reduction deliberate house fires
- 35% reduction deliberate firesetting
- 32% reduction malicious (hoax) calls

# 9,390

## SMOKE ALARMS FITTED

# 10,491

## HOME FIRE SAFETY VISITS

# 28%

## REDUCTION IN OPEN HYDRANTS



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# **by effectively administering fire safety legislation**

Our statutory duties are set by the Fire (Scotland) Act 2005, the Civil Contingencies Act 2004 and the Local Government in Scotland Act 2003. The legislation covers our responsibilities across the twin roles of prevention and intervention and empowers us as the main enforcing authority for fire safety in Strathclyde.

Fire Safety legislation plays a hugely important role in saving lives and lays down the strictest possible guidelines for those involved in the building and running of all non-domestic premises in Scotland. Our responsibility is not just to enforce the law, which is there to protect the large numbers of people who either work in or visit the industrial and commercial properties in Strathclyde, but to offer guidance to those with responsibilities in this area.

Delivering this remit for the people of Strathclyde is a highly trained team of fire safety professionals, ranging from legislative enforcement officers who ensure commercial properties meet the requirements of the law, to fire safety engineers whose expert advice allows new commercial property to be built with the highest possible safety standards in mind.

Our service in this area is supported by a dedicated training regime that allows our staff to develop their expertise and meet the ever increasing range of problems presented by the modern building environment.

The drive towards improving fire safety in commercial buildings has brought with it further challenges for SFR. Whilst we wholeheartedly support the provision of fire detection systems which provide early warning in the event of fire, we are increasingly conscious of the demands placed on our resources in responding to the 17,000 alarms generated by this ever-increasing number of systems.

We are currently reviewing our response to these incidents to ensure it is appropriate. We are also working with our partners in commerce and the alarm industry to ensure there is adequate attention paid to the correct installation and maintenance of automatic detection systems in terms of risk.

# effectively administering fire safety



**raising the standard**

Over the last few years, the close working relationship we have developed with Glasgow Caledonian University has helped raise the standard of training in the area of fire safety engineering. The BSc (Hons) in Fire Risk Engineering is one of the few fire engineering courses in the UK and one of the first to earn full accreditation from the Institute of Fire Engineers.

The programme was established in close partnership with Strathclyde Fire & Rescue and has been developed with the benefit of additional input from senior professionals in fire engineering consultancy and building standards. The course covers fire engineering principles within the built environment, enabling students to develop and design fire engineered strategies and critically assess design solutions.

The programme is designed to meet the needs of consultants, building control practitioners and fire service officers in a rapidly evolving design, engineering and regulatory environment. Scottish Fire and Rescue Services have joined the 17 members of our own staff who have undertaken the course. The BSc (Hons) in Fire Risk Engineering has allowed us to make good progress towards our 2010 target of increasing by 10% the proportion of our own inspecting officers qualified to academic and professional levels.



**fire (scotland) act 2005**

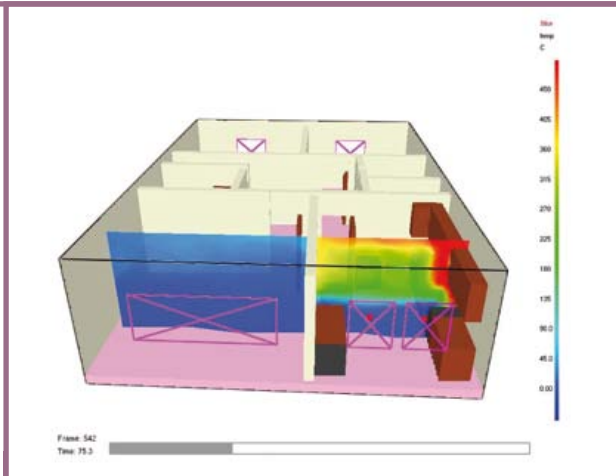
The Fire (Scotland) Act 2005 dramatically changed the fire safety legislative process, shifting the focus of responsibility for fire safety firmly on to the shoulders of those who own or operate commercial buildings.

The law not only included a greater number of building types in its remit, but extended the responsibility for fire safety to a wider range of roles, for example, to employers, owners, landlords or contractors carrying out repair work. Those with such responsibilities are now required to undertake and regularly review fire safety risk assessments and, where necessary, take appropriate action to remedy any shortcomings.

The change in legislation has allowed us to play a more proactive role as we educate on, monitor and police the new regulations. In this fiscal period, our staff have inspected or audited 2,000 commercial premises, issued 15 Prohibition Notices and 48 Enforcement Notices, and overseen a further 17 voluntary closures. Reports to the Procurator Fiscal have been issued for the most serious of these failures and three of these cases are now pending court appearances.

It is this strict application of the law that helps ensure the safety of the thousands of people who live in, work in or visit the 91,092 non domestic premises that make up the Strathclyde region.





fire dynamics simulator

Increasingly, fire safety strategies and fire engineered solutions submitted to us by developers and architects are justified by the use of Computer Fluid Dynamics modelling (CFD). CFD allows a digital model to be constructed to replicate the internal and external layout of existing or proposed premises. The model uses complex fire dynamics calculations to predict how fire will develop and predicts potential compartment temperatures, smoke production, and other key data.

Our Enforcement Department uses the industry standard CFD model Fire Dynamics Simulator, produced by the US government's National Institute for Standards and Technology. This facility allows us to critically appraise fire safety strategies and solutions at the design or post construction stage.

The Fire Dynamics Simulator has also been used to assist our Incident Research and Investigation Section to model fires that have already occurred to assist in the validation of conclusions reached during the investigation process.

# 15%

INVESTIGATING OFFICERS  
**QUALIFIED  
TO BSc LEVEL**

# 10.5%

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

# 114%

**INCREASE  
IN PROHIBITION  
NOTICES SERVED**

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



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

As an organisation, we believe in equality of opportunity, both in the provision of our services and in our role as an employer. We believe that everyone has the right to be treated with dignity and respect and we actively work with all our stakeholders to ensure that aspiration is realised.

This year was an important one for our Equality and Diversity team and saw the issue of our Single Equality Scheme. The publication sets out an inclusive approach to the equalities agenda and details our response to the challenges of delivering an emergency service fit for the 21st century and for all members of the communities we serve.

Our new Employee Forum on Disability was established in response to our Disability Equality Duty and continues to grow in strength. The forum consists of staff who have a disability, care for someone with a disability or have an interest in disability issues. The forum aims to increase employee awareness of disability and provides information to assist with any workplace disability issues.

Our Diversity Training programme commenced in October 2007. Using external training specialists IODA, we provided training for over 60% of our staff. An ongoing programme using our own internal trainers will now ensure that provision is extended to over 90% of employees by March 2010.

We are committed to the promotion of equality and diversity in recruitment and aim to employ a workforce that is representative of the communities we serve. We believe that any individual has the right to be valued for who they are, to be treated with dignity and respect and to be free from discriminatory practices.

When it comes to delivering our frontline service, we work with a variety of partner agencies to ensure our service meets the needs of everyone in Strathclyde.



# achieving fairness and equality in the



**single equality scheme**



**equality in employment**

SFR is at the leading edge of equalities work, producing our new Single Equalities Scheme well in advance of the introduction of the Single Equality Bill, and including a strand on social and economic exclusion, a huge equalities issue that is often overlooked.

In publishing our Single Equality Scheme we demonstrate our acceptance of our legal duty to eliminate discrimination and our commitment to taking the necessary steps to ensure that our services are responsive to the needs of all vulnerable groups in society. Our inclusive approach to equality and diversity combines the six equalities strands of age, religion and belief, race, gender, disability and sexual orientation with those relating directly to social and economic exclusion.

While the publication of our Single Equality Scheme showcases our commitment to ending discrimination, it is our Equality and Diversity Action Plan which sets our objectives and drives our performance in this area. The Plan ensures that equality is not simply viewed as the responsibility of the Diversity team but that everyone within the organisation, in all sections and stations, accepts the role they can play in ensuring that fairness and equality is built into all that we do.

We will continue our policy of appointing the right people to the right post, based solely on merit and ability. We are committed to positively promoting a career with our organisation and to bring employment opportunities to the attention of the broadest audience possible.

While firefighters clearly need to meet certain physical requirements, we aim to promote this role to as diverse a community as possible and to encourage applicants from under-represented groups. We engage in positive action initiatives specifically aimed at addressing the under-representation of black and minority ethnic people and women in the workforce. We continue to operate our 'guaranteed interview scheme' for those applicants who declare a disability and meet the essential criteria for the job.

We are active members of the Stonewall Diversity Champions Programme, Britain's good practice forum for lesbian, gay and bisexual equality in the workplace. The programme includes best practice seminars, workplace guides and entry in to the 'Starting Out' Recruitment Guide, which is distributed to 325 of the UK's gay-friendly employers.

Our efforts in the field of disability have earned us the Double Tick award and have been recognised as meeting the commitments of the Jobcentre Plus Positive About Disabled People scheme regarding the recruitment, employment, retention and career development of people with disabilities.



# treatment of all staff and service users



fire alarms for the hearing impaired

This year, we have made a considerable investment in improving fire safety for hearing impaired people.

In the South Glasgow area, our Home Fire Safety Visit programme has been extended with £10,000 from the Chief Officer's Partnership Fund. The investment has enabled us to buy special deaf alerters for people who cannot hear standard domestic smoke detectors. Traditional deaf alerts rely on a flashing light to warn of danger but don't provide sufficient warning when the owner is asleep. The special detectors we have installed have a flashing light as well as a vibrating pad for placing under pillows to alert people who are hearing impaired or are profoundly deaf.

The pilot programme has proved to be a great success and will now be rolled out across the service.

# 163

**UNIFORMED  
FEMALE  
EMPLOYEES**

# 60%

**DIVERSITY  
TRAINED STAFF**

# 3.16%

**FEMALE  
EMPLOYEES**



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# **by promoting health, safety and welfare**

Ensuring the health, safety and welfare of our staff is paramount and as an organisation we have made the strongest possible commitment to maintaining a safe working environment for all. Despite our best efforts, however, the job of putting out fires can never be entirely without risk and day in and day out, our staff face considerable potential danger in the service of the communities of Strathclyde.

As emergency responders, much of our effort is directed towards the safety of our frontline service. Our Training and Operational Review Directorate has continued to develop new and innovative training methods which help ensure our staff can bring operational incidents to conclusion in the safest and most effective manner. This year we have extended our Development Programme to our Volunteer Firefighters and introduced a number of new modules in all areas of our service delivery, from Urban Search and Rescue to First Person On Scene trauma care.

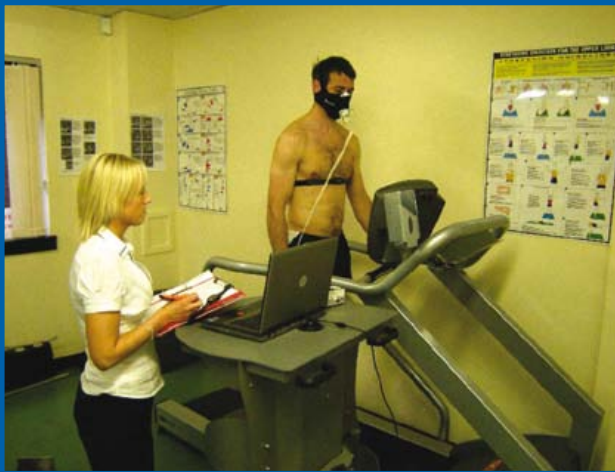
We are also working hard to improve our performance across the organisation and this fiscal period saw a number of key changes to the way we manage our health, safety and welfare programmes. Our Health & Safety section underwent a significant restructure to accommodate a new team of Health & Safety Advisors. These skilled professionals are all Chartered Members of the Institute of Occupational Safety and Health and bring with them a wide range of professional experience and expertise.

RIVO, our new on-line recording system went live in 2008 allowing us greater control and tighter management of health & safety issues. The system incorporates all our health & safety management tools and allows us to more efficiently record and report incidents, track performance and identify trends. Perhaps most significantly, RIVO increases awareness of the importance of near-miss reporting and allows us to identify potential system failures before they occur.

Overall, our figures for the year show great progress in the areas of health, safety and welfare with employee injury rates well below the Scottish Fire & Rescue Service average.



# promoting health, safety and

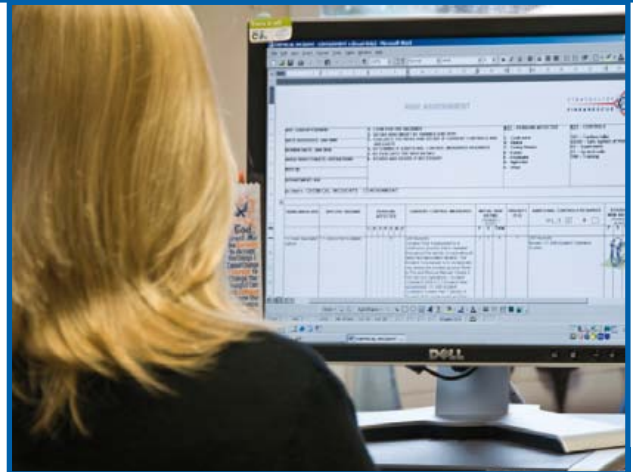


**fighting fit**

Fighting fires is hard work. The role of a firefighter not only demands emotional and mental strength but also the high level of physical fitness required to work safely in a range of difficult and dangerous environments including extremes of cold and heat, dark, enclosed spaces and on unstable ground.

To ensure they are fit for the job, our frontline operational staff undergo regular medical and fitness assessments with our Occupational Health Team and have tough physical fitness standards to attain. The UK Fire and Rescue Service fitness standard is based on aerobic fitness and at SFR we use the Chester Step Test, the Chester Treadmill Walk Test and the Multi Stage Shuttle Run Test to measure our firefighters fitness levels and help ensure they remain in fighting fit condition.

Our Occupational Health Team offers health and fitness advice to all members of our staff, whether they wear a uniform or not. Our regular health promotions encourage members of staff to seek advice on any health related topics and our voluntary health screenings have proved popular with all staff. This proactive approach to employee health has helped reduce our absence figures by 0.4% over the last few years.



**generic risk assessments**

Knowing where danger lies is a large part of keeping safe. Spotting potential hazards, assessing their risk and putting in place safe systems of work to mitigate that risk, helps to ensure the continued safety of our staff.

SFR has made a firm commitment to reviewing and updating Generic Risk Assessments (GRAs) for all identified hazardous activities. In this fiscal period, our Health & Safety Section studied over 200 GRAs using a new recording form and guidance document. To help with the project, we trained a further 65 members of staff from across the organisation, allowing them to combine their own areas of specialist knowledge with the health & safety skills required to competently audit GRAs.

The majority of our assessments concerned our frontline operations where 140 GRAs were identified and reviewed. That review process is now complete and we are in a position to identify areas requiring further policy and procedure review to mitigate the potential hazards present in our work activities.

The process has given us a comprehensive GRA library on our new electronic health & safety management system RIVO. Wherever they work, our staff can now access the RIVO database to aid their completion of specific local area risk assessments. Moving forward, all GRAs will continue to be monitored, audited and reviewed in compliance with our legislative responsibilities and to ensure that additional controls are considered and implemented where reasonably practicable.



## violence at work

Our firefighters face danger as part of their working lives but it isn't just fire that presents a risk. Each year, as our staff go about their duties they face verbal and physical abuse from members of the public. That abuse ranges from aggressive shouting and swearing to spitting and the throwing of bricks and other missiles.

Although we promote a zero tolerance approach to violence at work, the incidence of aggressive behaviour is not easy to control and we have chosen to tackle the issue on a number of different fronts.

Our first priority is obviously to ensure our staff are as safe as they can be at work. Each of our appliances carries a 'Spit Kit' on board, which allows firefighters to take a DNA sample from any spitting incident. Since the kits were introduced in 2007, we have seen a rise in the number of successful investigations and subsequent prosecutions based on this DNA evidence. Where there is greatest need, our crews undergo conflict resolution training to equip them with additional skills for defusing potentially violent situations before they erupt.

Our Community Safety teams work closely with the police, social work and other local authority partners to engage with young people and help educate them on the work of the service. Projects such as Fire Reach target young people to help raise awareness of fire safety through a broad range of activities such as fire drills, weekend camps and outward bound courses. These targeted projects operate across Strathclyde and can be directly linked to a reduction in incidents of violence against crews, hoax calls and malicious fires.

# 6%

**REDUCTION  
IN VIOLENCE  
TOWARDS  
OUR EMPLOYEES**

# 2%

**REDUCTION  
IN FIREFIGHTER  
INJURIES**

# 30%

**REDUCTION  
IN RIDDOR INJURIES**





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to live, work and visit...*

# **by communicating with stakeholders to inform and seek opinion**

Strathclyde Fire & Rescue is a dynamic service and we are constantly evolving to meet the changing needs of our stakeholders. Good communication is at the heart of that philosophy and applies in every area of our service and at every level of our organisation. It's as vital on the incident ground for our frontline crews as it is in the boardroom for our management team. We recognise that communication needs to be two-way and we work hard to maintain robust feedback mechanisms which allow all our stakeholders to share their views.

We provide a vital service for the 2.2 million people of Strathclyde. The impact that our activities have on the communities we serve is enormous and if we are to meet our goal of continuous improvement, we need to maintain a constant dialogue with the public we serve.

When it comes to communicating the fire safety message, we have used both national and local media to run a series of high profile campaigns targeted at different areas of risk. These campaigns can be linked back to statistical evidence and have been shown to have a real impact on public fire safety behaviour. On a local level, our community safety specialists are out and about in the communities we serve, delivering the fire safety message in person to schools and community groups. At a corporate level, we encourage members of the public to keep in touch at [www.strathclydefire.org](http://www.strathclydefire.org), where our

opinions section provides an easy route to lodge comments or complaints.

Communication and consultation is also a key part of our approach to partnership working and we are actively involved in a wide range of joint working groups; from small initiatives geared to addressing local antisocial behavioural issues, to Area level local planning partnerships and UK wide emergency planning groups. We are active partners in this process and know that we have much to offer and much to gain from sharing expertise and experience with colleagues from other services.

We see our 3,561 members of staff as one of our most important stakeholder groups and this fiscal period marked an important change in the way we communicate and consult with them.

Our new SFR Connect Team was established in the Autumn of 2008 following a major communications audit across the organisation. The communications programmes we now have in place make it easier for our staff to learn about each others' work and to share their views.

# communicating with stakeholders



**connecting with our staff**

SFR Connect, our new communication and consultation team, was established in September 2008 following a major independent survey on communication with all 3,561 of our employees and with our key external stakeholders.

The team has already established a number of communication channels geared to meeting the needs of our staff and over the next fiscal period, will be rolling out that programme to our external stakeholders.

Our Station Visit Programme has secured a face to face meeting with a member of our Corporate Management Team for every member of station based staff and through a robust feedback mechanism, has ensured a formal written response to any queries raised.

SFR Connect has also encouraged feedback on a number of key projects, consulting with staff digitally through internal surveys and face to face through forums and focus groups. The new SFR intranet was built with the help of our staff who have all had the opportunity to shape the final provision, which will launch towards the end of 2009.



**station open days**

The majority of our fire stations are located in the heart of the neighbourhoods they serve and station based staff work hard to ensure the service is seen as part of the community. Through our community safety work, we spend a lot of time talking to local people and do what we can to encourage them to make use of their fire station.

With this in mind, the majority of our stations hold an annual Open Day to encourage members of the public to see for themselves the range of activities carried out at their local station. Crews are on hand to offer their expert guidance on all fire safety issues and to talk through their duties. Demonstrations, charity car washes and guided tours all combine to ensure large attendances at these popular events.

The fire station open days are an important part of our work to educate and inform the public on issues relating to fire safety and to encourage communities to value the service we provide. They aid our work to engage with young people and can help us with our goal of reducing the unacceptable number of antisocial behaviour incidents we face each year.



## fire safety in the media

The media is one of our most powerful communication tools and plays a crucial role in our work to make our communities safer places.

Our close working relationship with both the national and local press allows us to push the safety message through articles, features and incident coverage on everything from national safety issues to local promotions.

Our advertising campaigns are carefully planned and precisely targeted to deliver particular safety messages to different target audiences at specific times of the year. We ensure the greatest possible impact by tying in with our other fire safety education projects, for example, by following an advertising campaign with a locally delivered leaflet drop.

Our regular drivetime campaigns on Radio Clyde and Real Radio deliver a powerful message to a combined audience of around 1.1 million listeners. The adverts cover all areas of our service and range from safe driving advice aimed at reducing the numbers of Road Traffic Collisions to promotions for our free Home Fire Safety Visit service.

Over the 2008 festive season, we ran a major campaign on STV to target home fire safety. The adverts covered fires relating to alcohol, smoking, electrical faults and chip-pans and delivered a powerful message to over 1.5 million viewers.

# 77

## FIRE STATION OPEN DAYS

# 100%

## COVERAGE IN OUR STATION VISIT PROGRAMME

# 2.6

## MILLION AUDIENCE FIGURE FOR OUR MEDIA CAMPAIGNS





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# **by making the best use of all resources**

Making best use of resources is an important goal for any organisation but for a public funded service like ours, it is an imperative. Our integrated financial and corporate planning process ensures our objectives are matched by the necessary resources and that the needs of the communities we serve are at the fulcrum of that balancing act.

What we deliver and how is the subject of close public scrutiny. Our Integrated Risk Management Planning process sits within the national legislative framework and offers a holistic, modern and flexible approach to planning our service and assessing the impact we have.

Our frontline service delivery is measured against key performance indicators such as the numbers of accidental and deliberate fires, road traffic collisions and fire injuries and fatalities.

In addition to these operational indicators, we have the corporate performance indicators set out in our Vision 2015 statement. Our achievements with regard to both operational and corporate performance are reviewed and assessed by both our management team and our Board and full reports are published on a regular basis.

We are committed to a process of continual improvement in all areas of our service. In 2006, Audit Scotland, in partnership with the then Her Majesty's Inspectorate of Fire Services in Scotland

undertook a full Performance Audit of all Scottish fire and rescue services. In response to that report, and in recognising that a strong organisation is one which has undergone self evaluation and self-assessment, we have further strengthened our commitment to progress, with Improvement Teams to lead on Best Value and on the Strathclyde Improvement Model.

These tools allow us to examine what we currently do and how we may be able to improve. This is in line with the Government's desire to improve efficiency and scrutiny as outlined in the report by Professor Lorne Crerar in 2007.

Furthermore, to outline the efficiencies which have already taken place within SFR, a full efficiency statement is included on page 36.

# making the best use of our resources



**rostering for duty**

Keeping our service running 24 hours a day, seven days a week, 365 days a year requires very careful planning and we employ a number of different duty rosters to ensure we have adequate emergency cover at all times and in all circumstances.

The majority of our frontline staff work to the four duty system that has given us the familiar Red, White, Green and Blue Watches. The system has been in use for over 30 years and has served the public well. However, we are committed to examining all shift patterns to ensure we provide the efficiency and flexibility required of a modern public service.

As part of this commitment to continuous review and improvement, we made the decision to trial a new duty system that might not only provide a better, more efficient public service but could allow for more flexible and family friendly working patterns.

Over 2008, we worked closely with our colleagues in Representative Bodies to develop a new 5 Group Duty Rota that may better meet the needs of our stakeholders and our staff. In January 2009, we began a pilot project to evaluate the new rota system in two of our areas, South Glasgow and South Lanarkshire. A decision on how to progress the new duty rota system will be made when the pilot completes at the end of 2009.



**fit for purpose**

Ours is a dynamic service and we take pride in developing the best training and equipment required to meet the ever increasing range of emergency incidents we face. Our staff and our appliances are always fit for purpose but our fire stations don't always meet the same exacting standards and while we are committed to a programme of continual improvement, upgrading fire stations is a costly and prolonged process.

In the last fiscal year, Greenock Community Fire Station has enjoyed a complete refurbishment which has not only provided our staff with first class facilities but has developed the building to better meet the needs of the wider emergency services. The new station is the first of its kind in Scotland and combines accommodation for Strathclyde Fire & Rescue, the Marine Incident Response Group, the Police Water Rescue and the Maritime and Coastguard Agency. The new facility provides greater opportunity for partnership working in relation to the preparation and training for maritime incidents.

Refurbishment is not always an option and in some cases, best value can only be achieved with a more innovative approach. This year, the Board approved a £5.1m funding package to build a brand new, state of the art community fire station to replace the rundown stations at Parkhead and Cambuslang. The new strategically positioned station will provide a modern, efficient building that will allow us to maintain an effective level of emergency response and extend the range of protective services we can offer. The decision was made in full consultation with the communities of Parkhead and Cambuslang and followed a year-long review of our operational response in the area. The new station is due for completion in 2012.





## continuous improvement

As an organisation, we strive to deliver the best service we can for the people of Strathclyde. Our commitment to continuous improvement is supported by a number of key projects designed to ensure we manage our performance and adapt our provision to meet our stringent improvement targets.

For public sector bodies such as SFR, Best Value is more than an aspiration - it's our duty under the law. The term Best Value can be defined as the most efficient service delivered in the most effective way, paying equal reference to both quality and cost.

Our Improvement Team operates across the organisation to ensure that every area of our service understands our obligations when it comes to Best Value and can evidence their achievements through the scrutiny of our regulatory bodies.

In this fiscal period we introduced the Strathclyde Improvement Model (SIM) to aid us in this work. Based on the Public Service Improvement Framework, which operates across the Scottish public service, SIM is a rigorous self assessment tool which allows us to compare our organisation and its teams to a model 'excellent organisation'. SIM supports our efforts to achieve Best Value, challenges and empowers our staff and will assist us in achieving a Business Excellence Award.

# 0.3%

## REDUCTION IN DAYS LOST TO SICKNESS

# 79%

## INVOICES PAID ON TIME

# 20p

## A DAY SERVICE COST PER HEAD OF POPULATION

# efficiency statement

Within the terms of the local authority Concordat agreed between COSLA and the Scottish Government in December 2007, all local authority bodies, including fire and rescue services, are required to demonstrate 2% cash-releasing efficiency savings per annum, which are available to reinvest in the service. Cash-releasing efficiencies are achieved by delivering the same service or better at a reduced cost.

Cash-releasing efficiencies are further classified as either recurring or non-recurring. Recurring is where the saving is anticipated to continue in future years and will therefore be reported in future annual statements, as opposed to non-recurring where the saving is of a one-off nature.

In addition, where time-releasing efficiencies can be demonstrated these should also be reported, however they cannot be attributed to the overall target. Time-releasing efficiencies are those measures which do not release cash but allow the delivery of better services with the same money.

For 2008/09, the first year, Strathclyde Fire & Rescue has identified cash-releasing efficiencies of £3.151 million (2.6%), compared to a target of £2.434 million. These savings are further classified as £1.613 million in recurring savings and £1.538 million in non-recurring savings.

The following table categorises the areas where efficiencies were made:

The most significant areas of efficiency gains have been in Workforce Planning and Asset Management, which were achieved through the introduction of combined Aerial Rescue appliances, dual crewing of specialist vehicles and a reduction in medical retiral costs through management action.

In achieving these efficiencies there has been no significant impact on service delivery, as measured through local and statutory performance indicators.

Looking ahead to 2009/10, the key areas being targeted for efficiency gains include further dual crewing of specialist vehicles, redeployment of middle manager posts and increased procurement savings through the use of national contracts.

Category	Cash-Releasing		Time-Releasing £000
	Recurring £000	Non-Recurring £000	
Workforce Planning	1,346	330	-
Procurement	139	-	30
Asset Management	96	868	-
Shared Services	32	-	-
Other	-	340	-
<b>TOTAL</b>	<b>1,613</b>	<b>1,538</b>	<b>30</b>
<b>Total Cash-Releasing</b>		<b>3,151</b>	

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## 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!

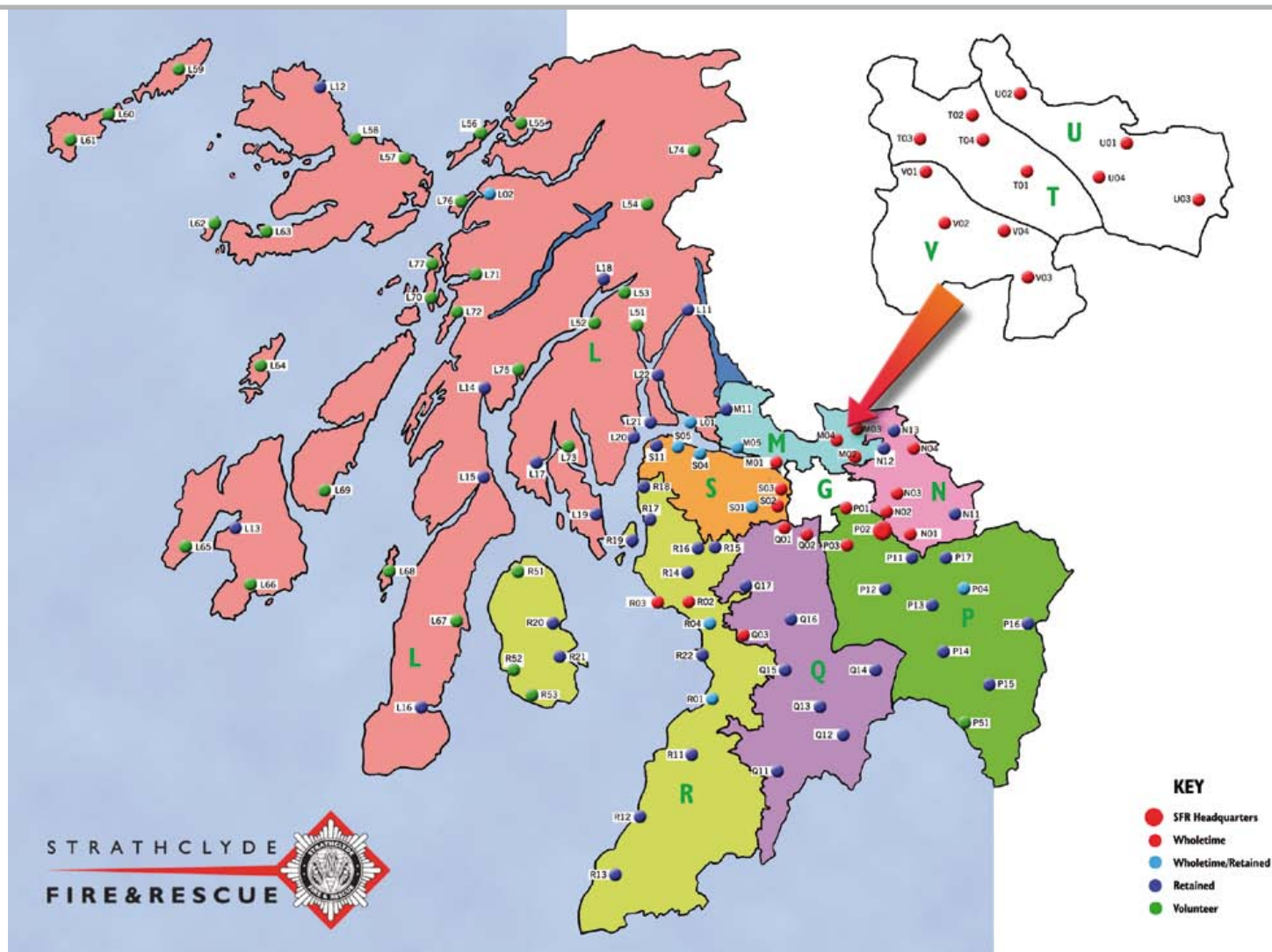
Fires can take hold very quickly so it's essential for you to plan what actions everyone should take to escape if a fire starts. Make sure everyone in your house understands the ACTION PLAN and knows what to do in the event of a fire.

### **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







## 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. Catherines  
L54 Dalmally  
L55 Appin  
L56 Lismore  
L57 Craignure  
L58 Salen  
L64 Colonsay  
L65 Port Charlotte  
L66 Port Ellen  
L67 Carradale  
L68 Gigha

L69 Craighouse  
L70 Luig  
L71 Kilmelford  
L72 Ardfern  
L73 Colintraine  
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 Lamblash  
R22 Troon  
R51 Lochranza  
R52 Blackwaterfoot  
R53 Corriecravie

## 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

# 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:

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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  
Corporate Development  
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 ☐





# 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](http://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 رغبت بالحصول على نسخة أخرى من هذا المستند معده بنسق مختلف أو الحصول على نسخة منه محررة بلغة أخرى، يرجى الاتصال حسب التالي:

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