

City of Glasgow

Quarter 4

North West Report

SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Working together for a safer Scotland

1st January – 31st March 2024

City of Glasgow Sector Report - North West

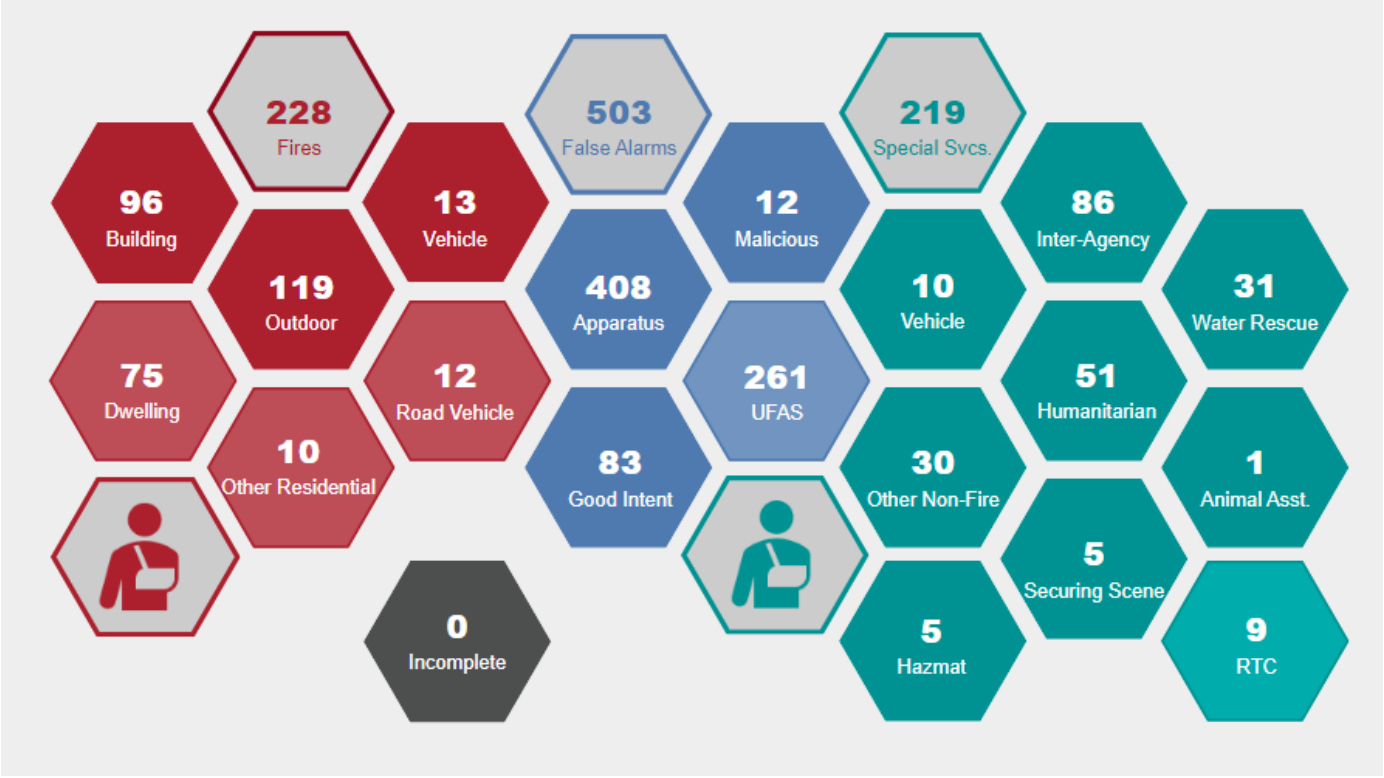
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About the statistics within this report

The activity totals and other statistics quoted within this report are published in the interests of transparency and openness. They are provisional in nature and subject to change because of ongoing quality assurance and review. Because all statistics quoted are provisional there may be a difference in the period totals quoted in our reports after local publication which result from revisions or additions to the data in our systems. The Scottish Government publishes official statistics each year which allow for comparisons to be made over longer periods of time.

1. City of Glasgow: Total Incidents (North West Sector)



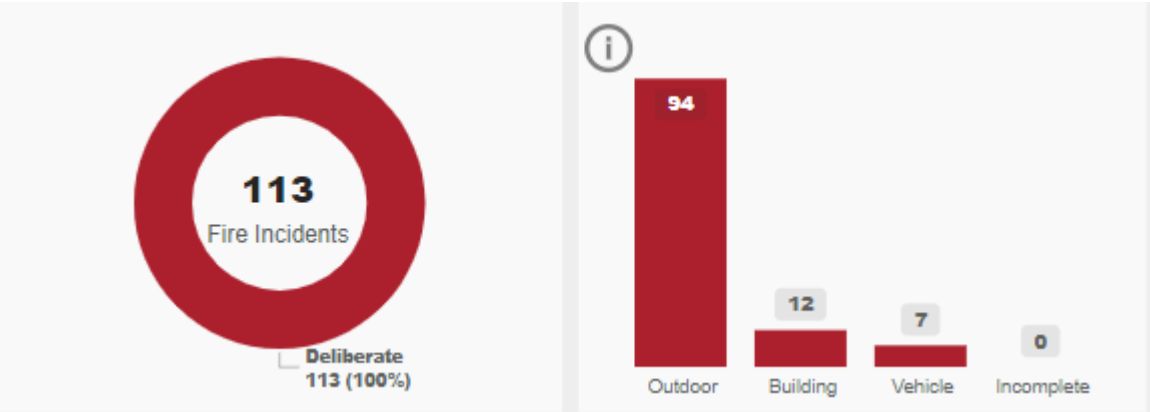
- **During the fourth quarter of 2023/24 SFRS responded to a total of 950 incidents in the North West Sector of Glasgow City. This is a significant decrease from the 2022/23 Q4 total of 1,517 which can largely be attributed to our UFAS reduction policy.**

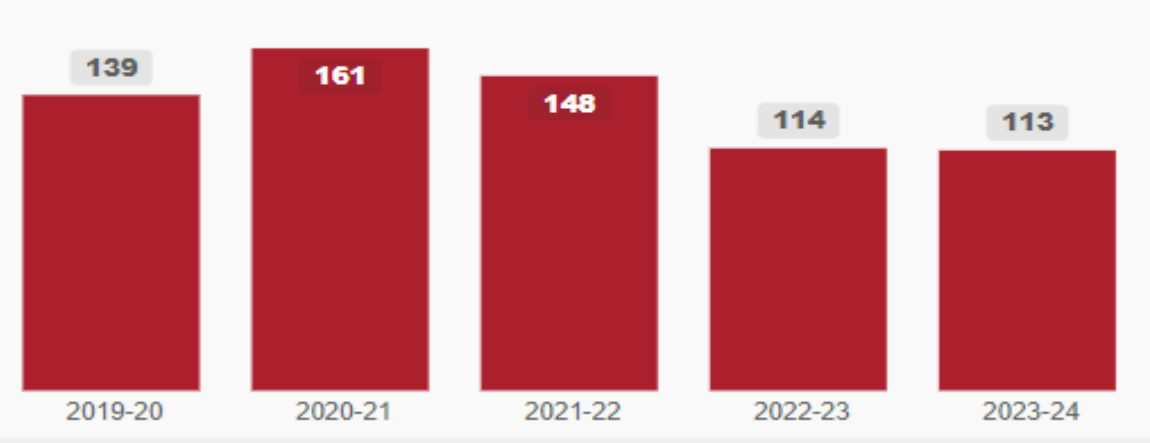
Type of Incident	2022/23 Q4	2023/24 Q4	Difference
Fire	243	228	-15
False Alarms	1,046	503	-543
Special Service	228	219	-9

- **Q4 of 2023/24 saw an overall reduction of 37% in incidents attended in the NW compared to last year's Q4 total.**

- **The changes to our Unwanted Fire Alarm Signals (UFAS) response from 1st July 2023 has seen a decrease of 52% in the number of False Alarm incidents attended by our operational crews in this year's quarter compared to last years.**

2. Deliberate Fires



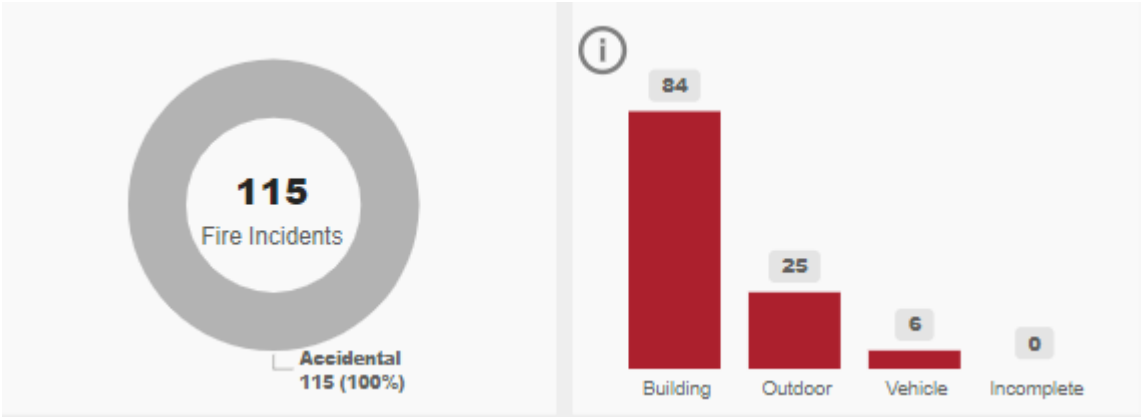


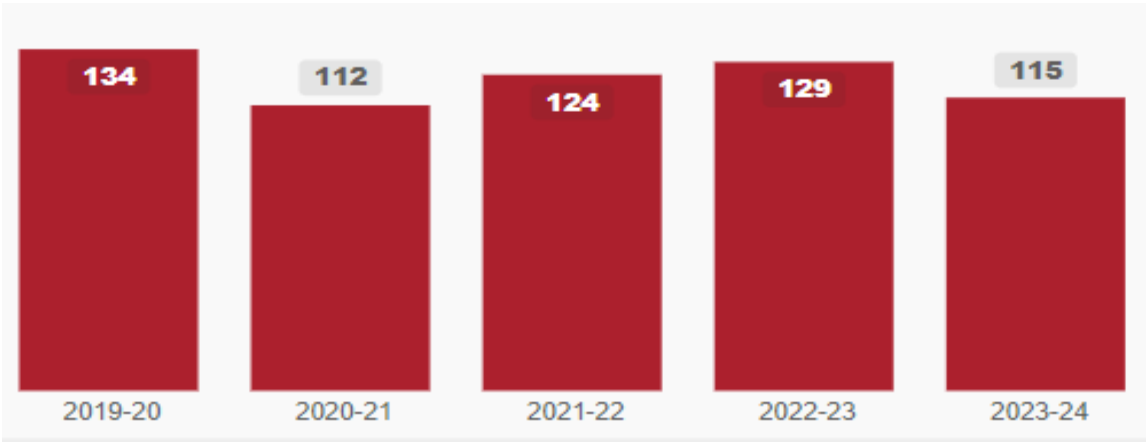
- **The figure of 113 Deliberate Fires in Q4 2023/24 shows the lowest number recorded in the past 5 years.**

- **Patterns and trends are identified through our collaborative work with partner agencies and our community safety engagement activities in the area.**

- **Data is interrogated and where an increase in incidents in a particular area is identified, our Community Action Team engage with partners and local stakeholders to deliver bespoke education and engagement events.**

3. Accidental Fires





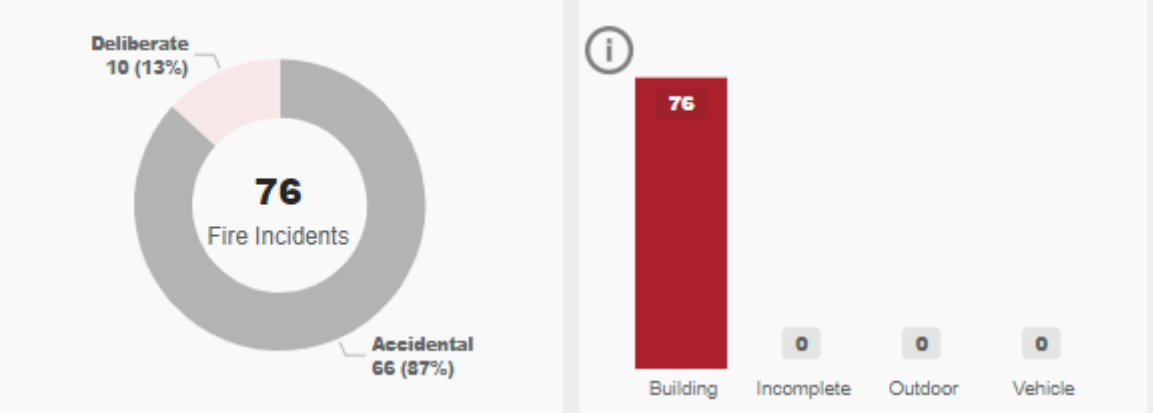
- **The figure of 115 accidental fires for Q4 2023/24 has seen a decrease of 14 incidents from the previous year's figures. This is the second lowest number of accidental fires attended in the preceding 5 years, during this quarter.**

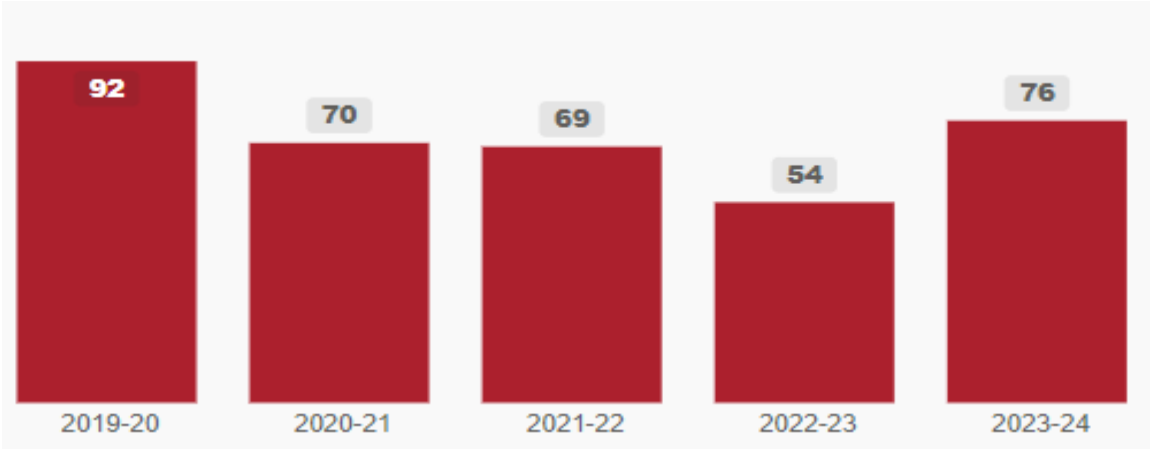
- **SFRS implement a Post Domestic Incident Response (PDIR) procedure at each incident within a domestic property, where we provide Home Fire Safety Advice and if required, install linked smoke detection in eligible properties – those being owner occupied and high-risk, in compliance with the new Scottish Government Legislation.**



- **Our Make the Call campaign is appealing to communities across Scotland to help save a life and consider home fire safety when checking in on vulnerable neighbours, patients, friends and family members and to put them in touch with SFRS wherever possible using the free Home Fire Safety Visit phoneline.**

4. Dwelling Fires





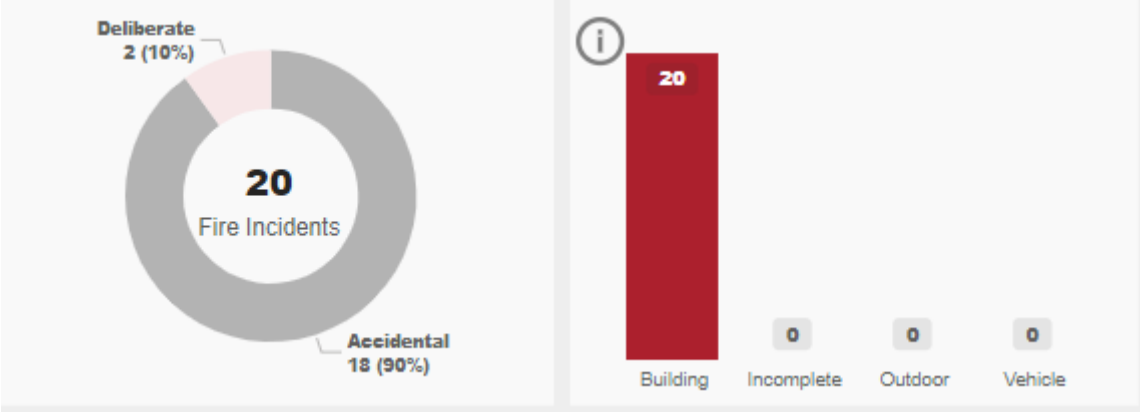
- **There were 76 Dwelling fires in Q4 of 2023/24.**

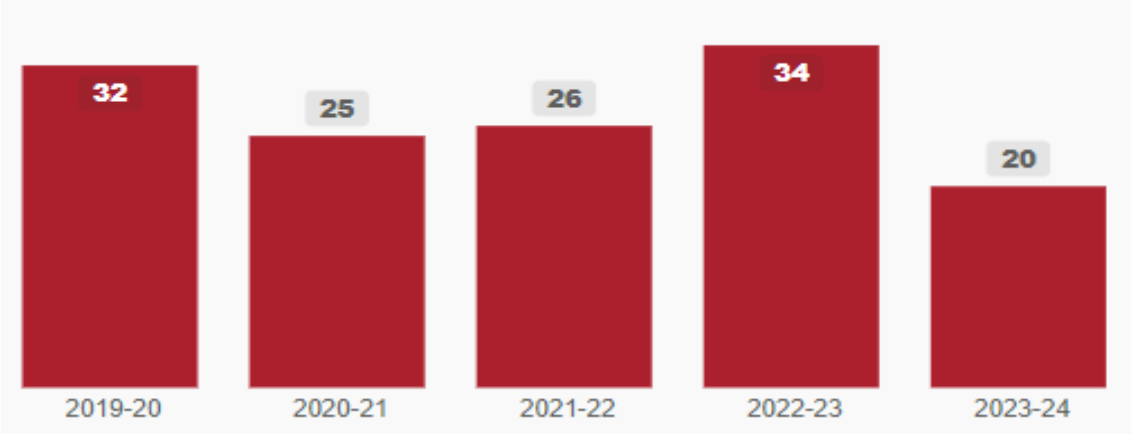
- **As of February 2022, it is a legislative requirement for every home to have interlinked fire alarms. This enhancement in fire detection within the home will hopefully continue the downward trend.**

- **Operational crews conduct a Post Domestic Incident Response (PDIR) after every domestic incident. This provides crews the opportunity to give home fire safety advice to not only the dwelling affected by fire but also the neighbouring properties.**

- **A referral system through partnership working allows for Home Fire Safety Visits to be generated via local authorities, occupational therapists, NHS, energy companies etc. This further provides opportunities for crews and our dedicated Community Action Team to educate occupiers about fire safety in the home.**

5. Non-Domestic Fires



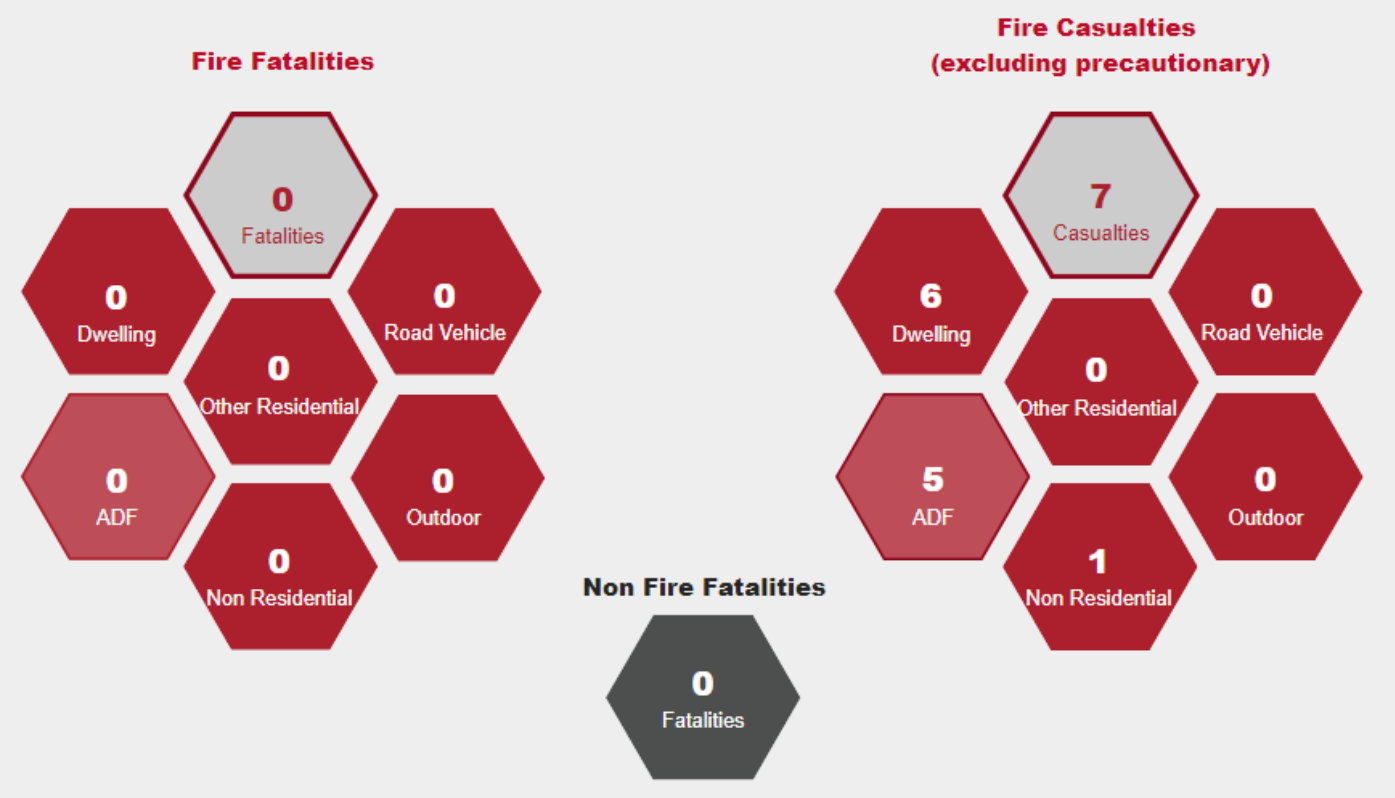


- **This quarter shows a decrease of 14 incidents compared to the same quarter last year and the lowest recorded in the preceding 5 years. This decrease is indicative of our collaborative working with our operational crews and Fire Safety Enforcement teams engaging with stakeholders and communities.**

- **If operational crews identify concerns in relevant premises during operational turnouts these are referred to our Fire Safety Enforcement team for further investigation.**

- **Our Fire Safety Enforcement teams conduct regular audits in non-domestic premises covered under the Fire Scotland 2005 Act to improve fire safety in these buildings. They also conduct Post Fire Audits in relevant premises to investigate if fire safety was adhered to in line with legislative requirements.**

6. Fire Casualties

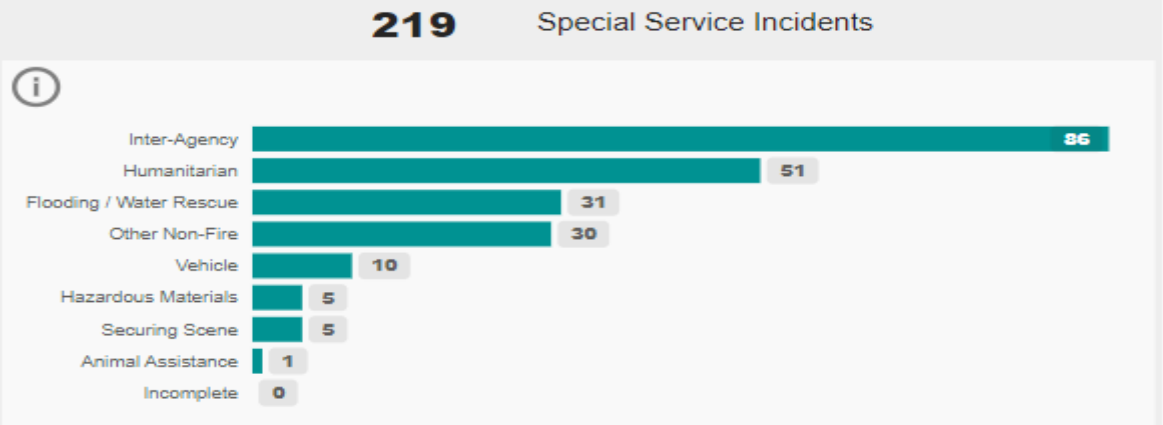


- **Overall, there were 7 fire casualties in total 6 of which were a result of dwelling fires.**

- **Partner case studies are initiated when severe injury/fatality occurs due to fire. This provides a framework to establish each agencies involvement (if any) prior to the incident and enables shared learning moving forward.**

- **Any moderate to serious injuries incurred at domestic fires are investigated by our Fire Investigation team. Findings that can be attributed to poor fire safety within the home are used to inform a period of community engagement where our operational crews, Community Action Team and partner agencies provide vital education and reassurance within our local communities.**

7. Special Service Incidents



- **During the Q4 period, SFRS attended 219 special service incidents, ranging from flooding and water rescues to animal rescues.**

- **Operational crews are attending more humanitarian and inter agency incidents such as forcing entry to premises of medical cases.**

8. Unintentional Injury or Harm

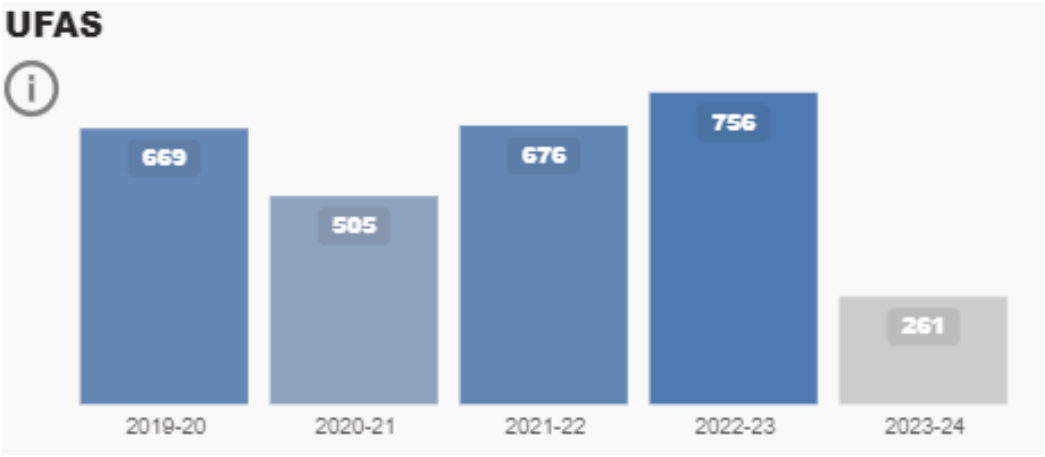


- **There was a total of 17 Special Service Casualties for Glasgow North West in Q4. Tragically there was 5 fatalities due to unintentional harm and injury during the Q4 reporting period. 4 of these were SFRS assisting other agencies.**

- **Our operational crews and Community Action Team can identify those most vulnerable during HFSV's and trigger our social care referral policy. This aims to put in place measures to reduce risk of harm at home out with fire safety.**

- **Our road and water safety campaigns/initiatives look to inform and educate the public about good practice on roads and in water as well as highlighting the dangers associated.**

9. Unwanted Fire Alarm Signals



- **The figure of 261 for Q4 2023/24 shows a significant decrease of 65% UFAS incidents from the same period last year. The changes to our Unwanted Fire Alarm Signals (UFAS) response from 1st July 2023 has seen a significant reduction in the number of False Alarm incidents attended by our operational crews. This allows us to focus on core activities such as training and community safety engagement.**

10. Prevention and Protection Activities

Fire Skills
We have developed a one-day Fire skills course which allows groups to engage with the Community Action Team and learn skills such as CPR, fire safety and water safety. Referrals can be made through various partner agencies such as Police Scotland, Social Work and community bodies. Most referrals have come from Campus Cops in schools.
External Wall Cladding
Glasgow Prevention and Protection Department have been supporting various businesses throughout the city with the external wall systems fire safety guidance and engaging with members of residential blocks affected, providing them with home fire safety advice.
Engagement
414 Home Fire Safety Visits were conducted in the NW in Q4, targeting high risk occupiers providing fire safety advice in the home. The Community Action Team has conducted various engagement activities such as leaflet Drops, fire skills courses, anti-social behaviour engagement, partner risk recognition courses and school engagement.
Make The Call Campaign
The Service's Make the Call campaign is tasking families, friends, and carers to make a ten-minute phone call to book a free Home Fire Safety Visit to help save a life. Intelligence gathered from fire investigations has shown that people over the age of 50, who smoke and either have mobility issues, live alone, or use medical oxygen, are more likely to be injured or killed by a fire in the home. However, communities can put firefighters and SFRS specialists in touch with anyone they thinks is vulnerable by making a ten-minute phone call, sending a single text or by filling out an online form with the person's consent.
Glasgow Winter Pack Rollout
City of Glasgow Community Safety has recognised the target audience for make the call campaign are also at risk from fuel poverty due to rising cost of living and energy prices. As a result of this we have created bespoke hamper bags to be distributed to vulnerable members of the community. The winter packs contain information on the make the call campaign, energy efficiency/assistance info and winter aids such as a fleece blanket, "beanie" hat, thermos and gloves.