

City of Glasgow

Quarter 2

North East Report

SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Working together for a safer Scotland

1st July – 30th September 2024

City of Glasgow Sector Report - North East

Table of Contents

1	City of Glasgow Total Incidents (North East Sector)	Page 3
2	Deliberate Fires	Page 4
3	Accidental Fires	Page 5
4	Dwelling Fires	Page 6
5	Non-Domestic Fires	Page 7
6	Fire Casualties	Page 8
7	Special Services	Page 9
8	Unintentional Injury or Harm	Page 9
9	Unwanted Fire Alarm Signals	Page 10
10	Engagement Activities	Page 11

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 East Sector)



- **During the second quarter of 2024/25 SFRS responded to a total of 766 incidents in the North East Sector of Glasgow City. This is a decrease from the 2024/25 Q2 total of 828 which can be attributed to our UFAS reduction policy, and fires attended.**

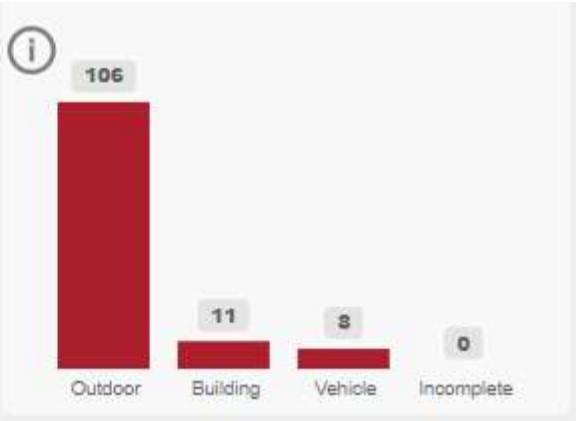
Type of Incident	2023/24 Q2	2024/25 Q2	Difference
Fire	245	227	-18
Special Service	152	157	+5
False Alarms	431	382	-49

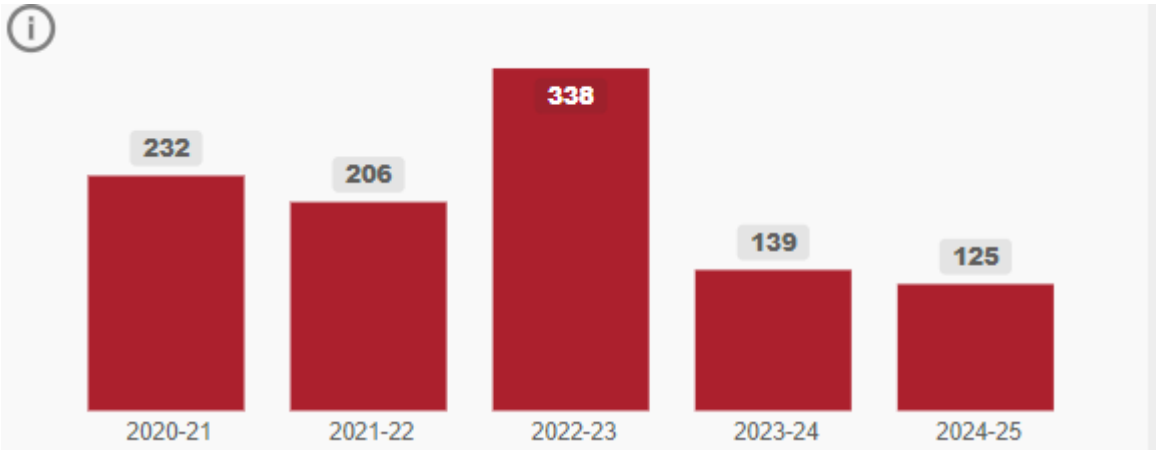
- **Q2 of 2024/25 saw an overall reduction of 7% in incidents attended in the NE compared to last year's Q2 total.**

- **The changes to our Unwanted Fire Alarm Signals (UFAS) response from 1st July 2023 has seen a 11% decrease in the number of False Alarm incidents attended by our operational crews.**

2. Deliberate Fires





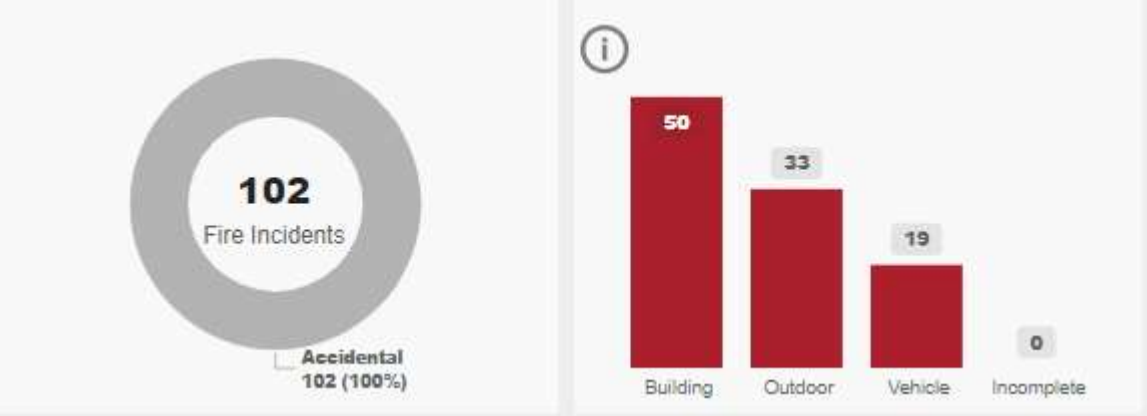


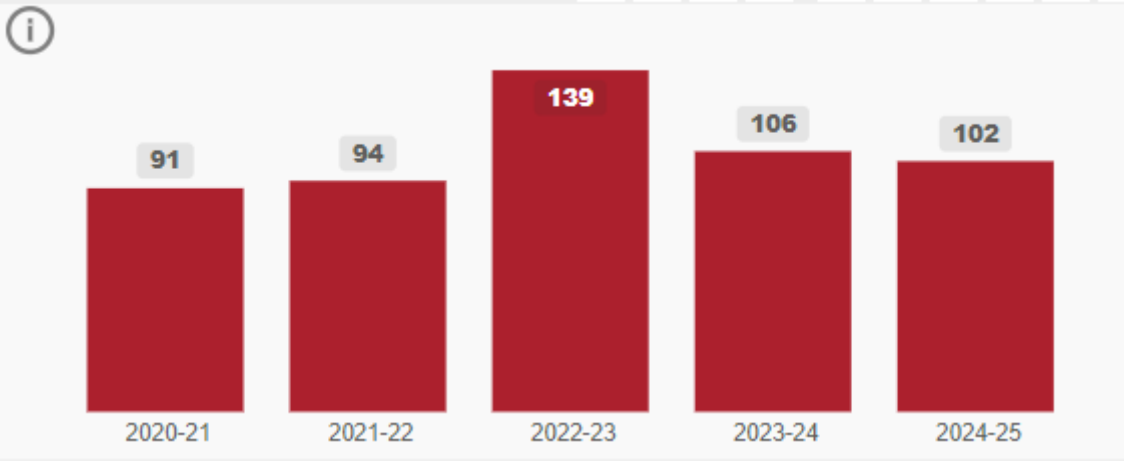
- **The figure of 125 Deliberate Fires in Q2 2024/25 shows a decrease of 10% from the same period last year with the lowest number attended in the preceding 5 years.**

- **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





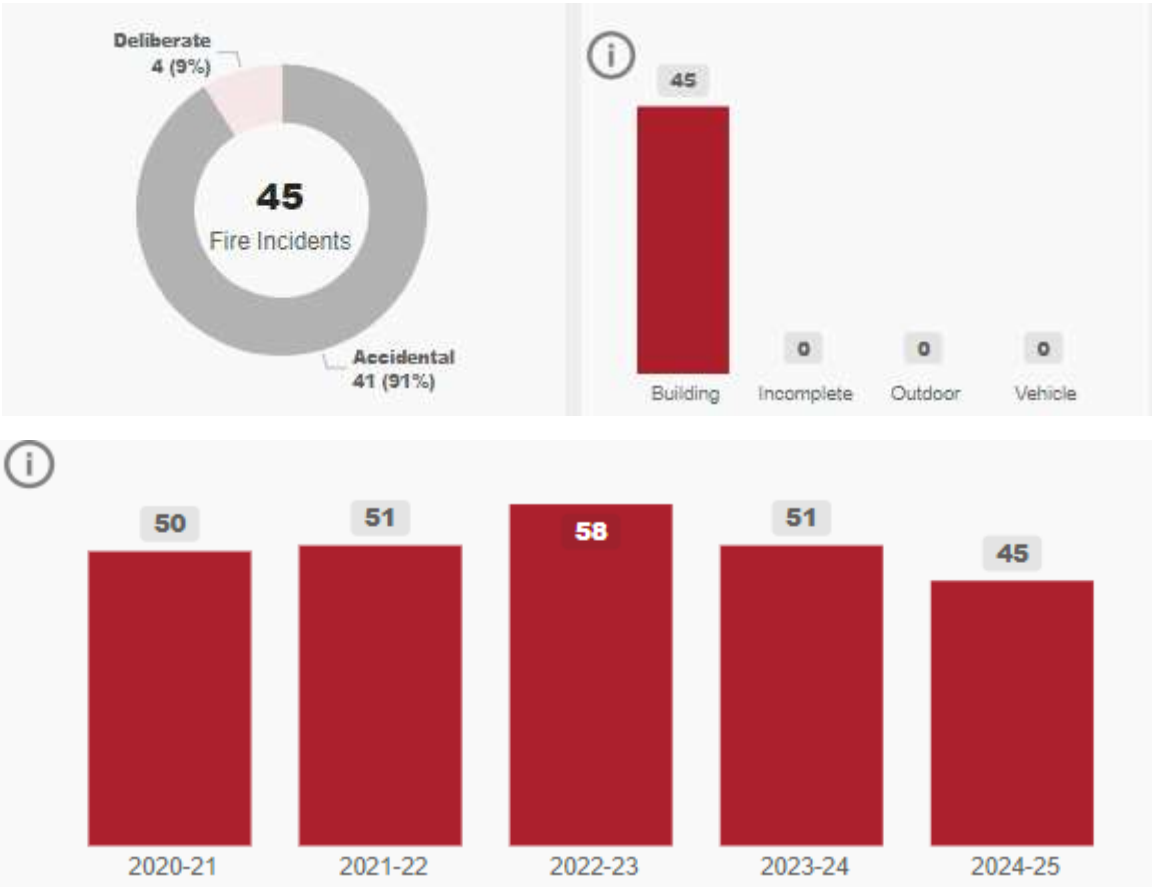
- **The figure of 102 accidental fires for Q2 2024/25 has seen a decrease of 4% from the previous year's figures during the same quarter.**

- **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



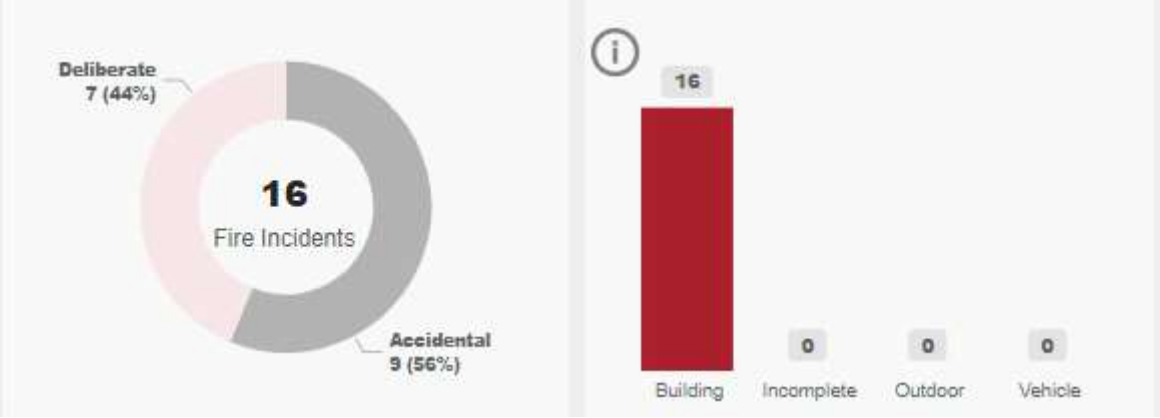
- **There were 45 Dwelling fires in Q2 of 2024/25. This is a decrease of 12% from last year and is the lowest number of dwelling fires recorded in Q2 for the past 5 years.**

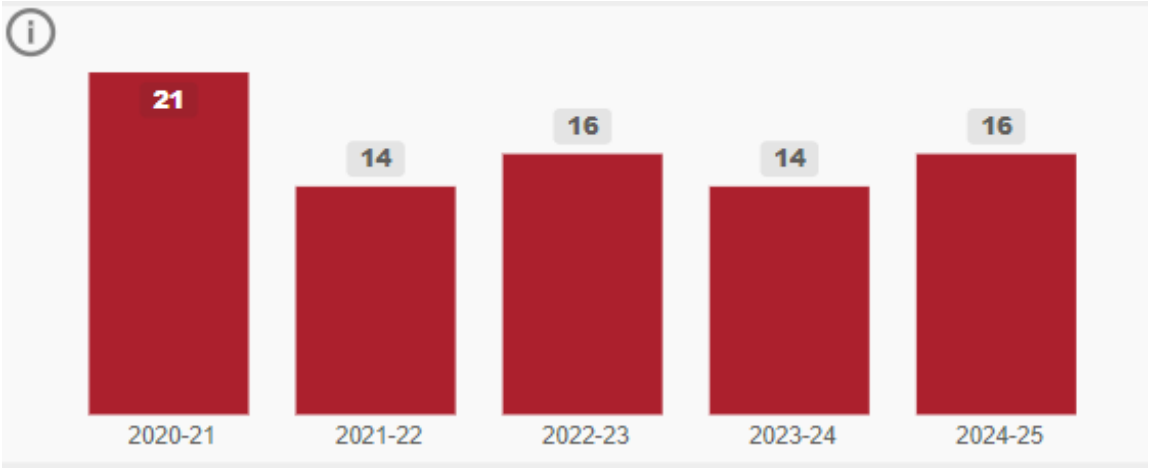
- **As of February 2022, it is a legislative requirement for every home to have interlinked fire alarms. This enhancement in fire detection within the home will hopefully continue the downward trend.**

- **Operational crews conduct 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



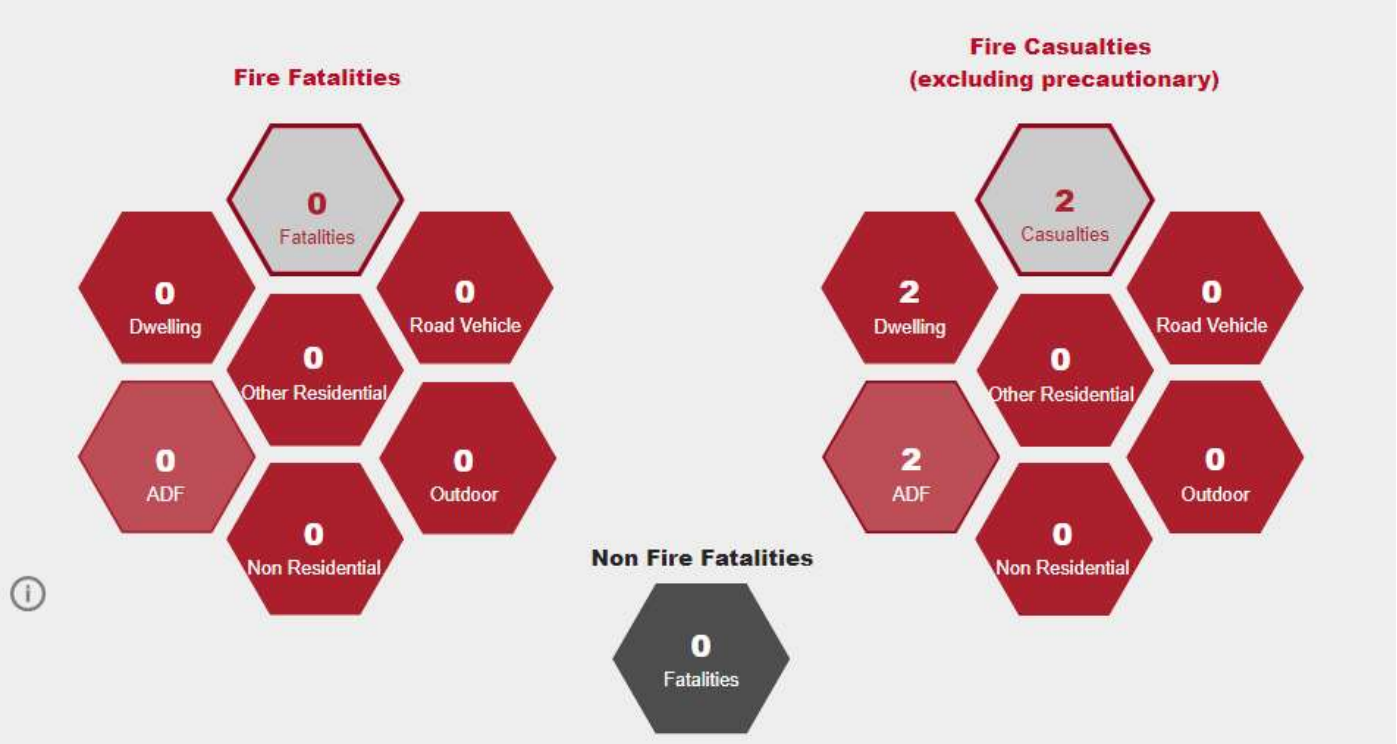


- **This quarter shows an increase of 2 non-domestic fire incidents recorded from last year's Q2. The number of incidents in the past 4 years has remained relatively stable. This is indicative of our collaborative working with our operational crews and Fire Safety Enforcement teams engaging with stakeholders 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

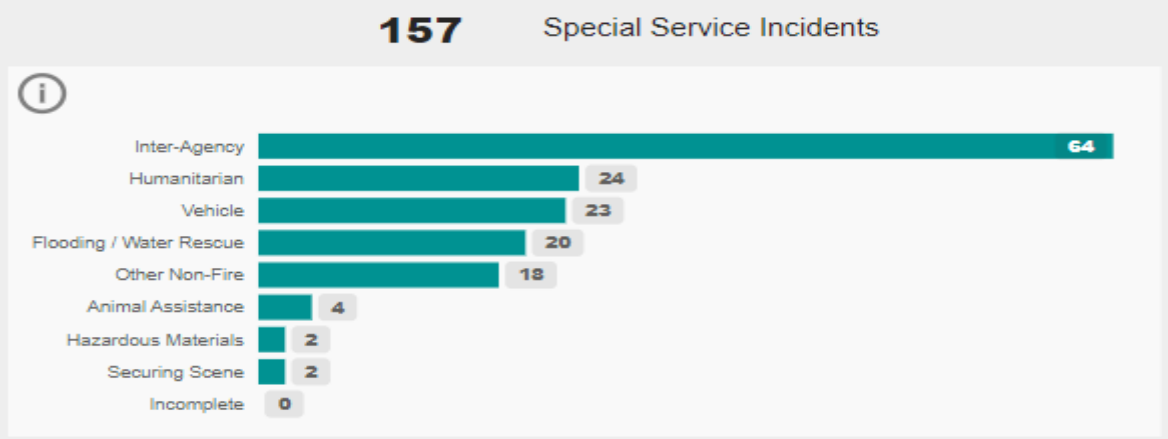


- **Overall, there were 2 fire casualties in total, both of which were a result of dwelling fires. This figure comprises burns and smoke inhalation. This is the lowest number recorded during this quarter since SFRS records began in 2013.**

- **Partner case studies are conducted when severe injury/fatality occurs due to fire. This provides a framework to establish each agency's 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 Q2 period, SFRS attended 157 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 the premises of medical cases.**

8. Unintentional Injury or Harm

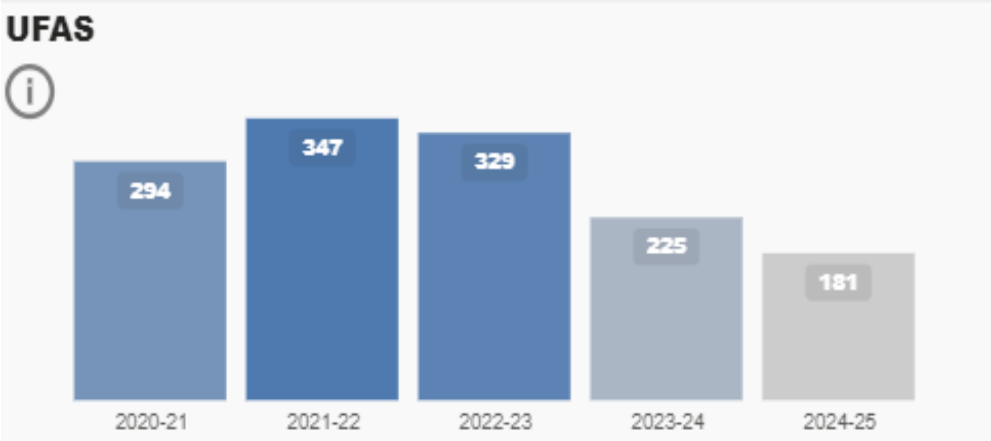


- **There was a total of 17 Special Service Casualties for Glasgow North East in Q2. Tragically, SFRS attended 1 inter-agency fatality.**

- **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 the risk of harm at home outwith fire safety.**

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

9. Unwanted Fire Alarm Signals



- **The figure of 181 for Q2 2024/25 shows a decrease of nearly 20% 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

Partner Risk Recognition Training
The Scottish Fire and Rescue Service has always had close ties with a variety of partnership organisations, especially housing associations, social landlords, occupational therapists, etc. The Community Action Team runs courses based at McGill House and Pollok Fire Station tailored to those who work with vulnerable and at-risk tenants. Input on the risks of fire, actions for reducing said risks, practical team exercises, and an introduction to the referral process for home fire safety visits are covered during the course.
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
552 Home Fire Safety Visits were conducted in the North East in Q2, 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.
New HFSV Pilot
The new national SFRS HFSV system was piloted in Glasgow and our Community Action Team during July and August. As of January 2025, we will be delivering a more targeted visit to high-risk individuals who meet a new eligibility criterion, incorporating wider health and social care issues. This is based around factors which we know increases someone's risk of fire (fire fatality research). We have also reviewed and updated our visit content and are exploring ways to strengthen onward referrals and signposting to and from partner organisations, as we know from experience that individuals involved in fatal and serious fires are often known to partner organisations, but not SFRS.