



City of Glasgow Quarter 3 North East Report



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

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for a safer Scotland**

**1st September – 31st
December 2024**

City of Glasgow Sector Report

- North East

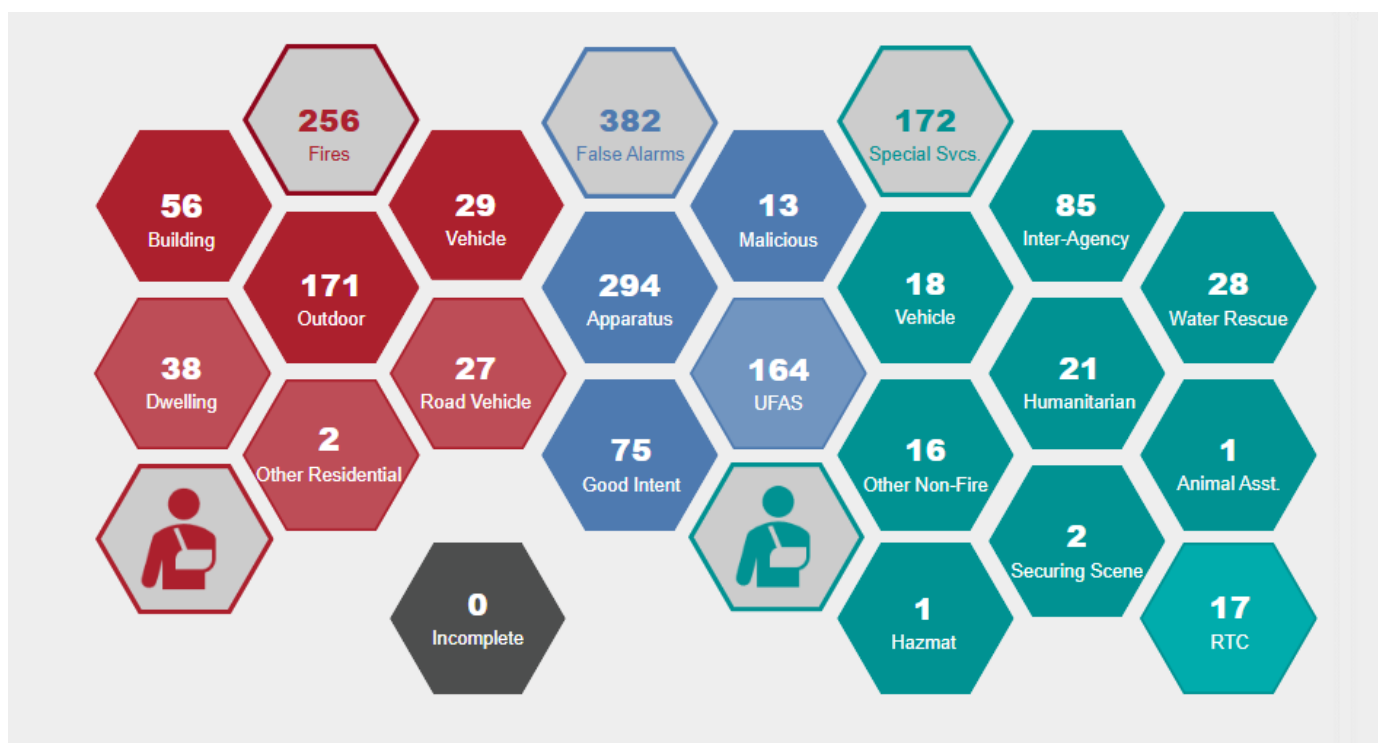
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About the statistics within this report

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 East Sector)

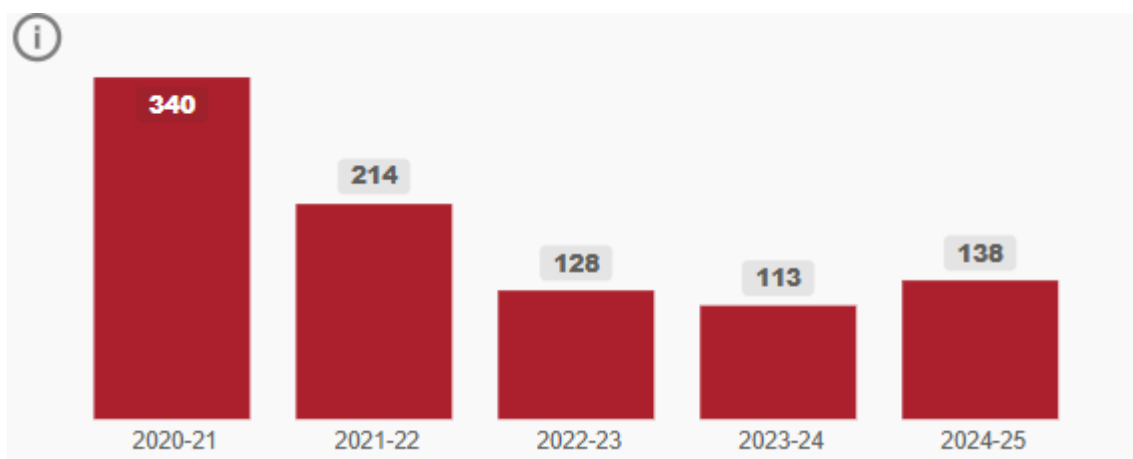
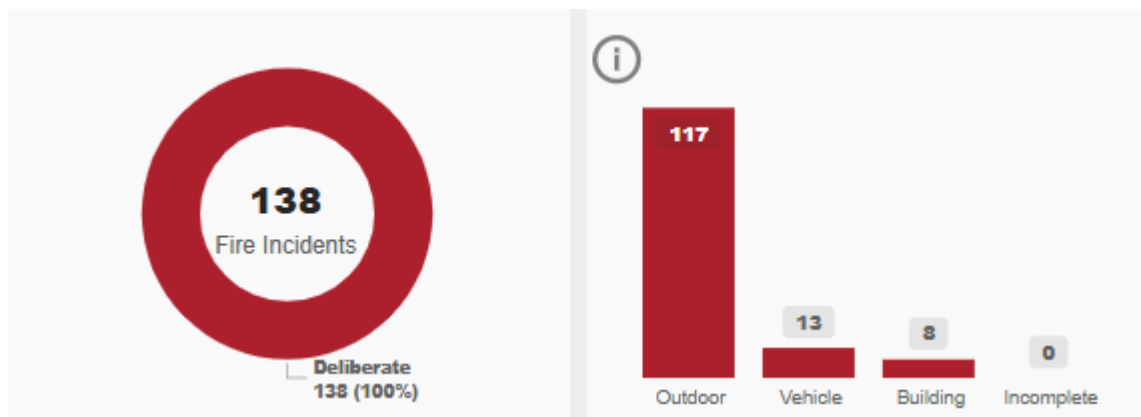


- During the third quarter of 2024/25 SFRS responded to 810 incidents in the North East Sector of Glasgow City. This is a decrease from the 2024/25 Q3 total of 842 which can be attributed to our UFAS reduction policy.

Type of Incident	2023/24 Q3	2024/25 Q3	Difference
Fire	201	256	+55
Special Service	158	172	+14
False Alarms	483	382	-101

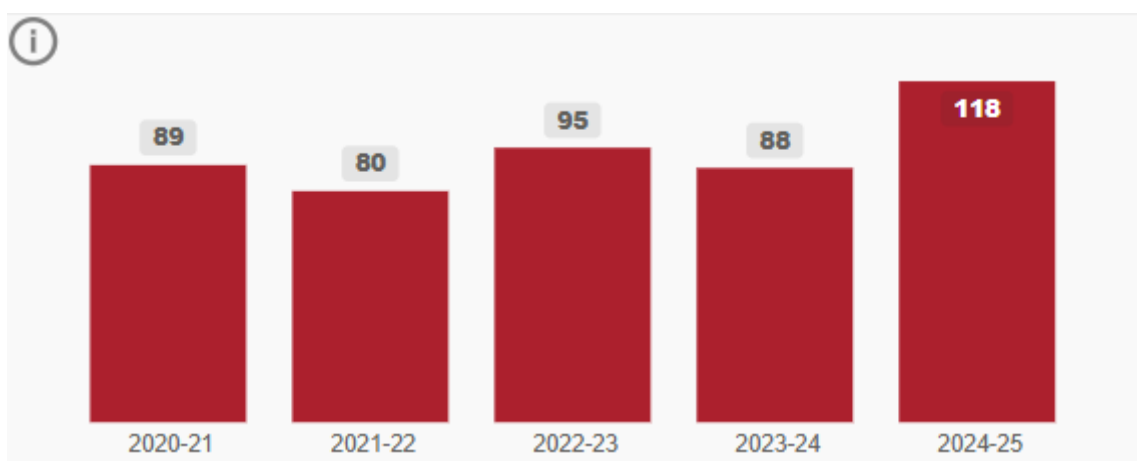
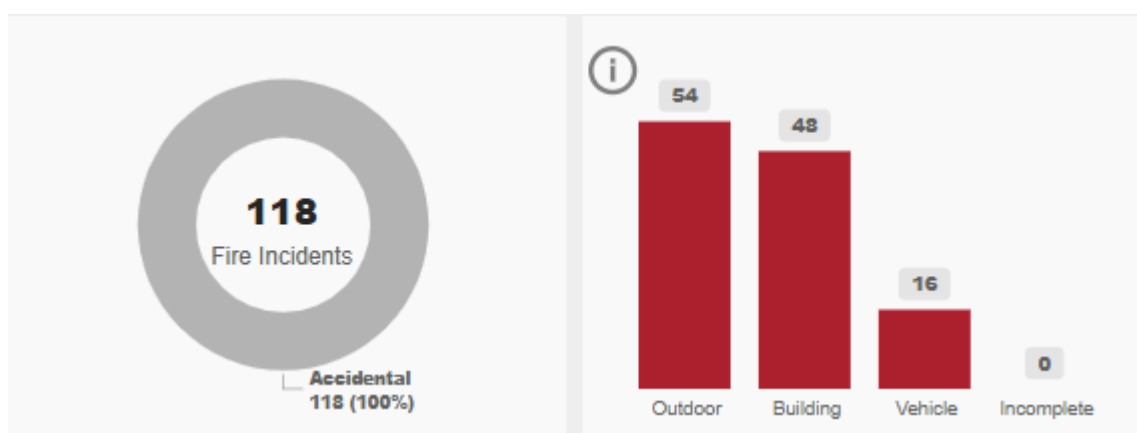
- Q3 of 2024/25 saw an overall reduction of 4% in incidents attended in the NE compared to last year's Q3 total.
- The changes to our Unwanted Fire Alarm Signals (UFAS) response from 1st July 2023 have seen a 20% decrease in the number of False Alarm incidents attended by our operational crews.

2. Deliberate Fires



- The figure of 138 Deliberate Fires in Q3 2024/25 shows an increase from last year's quarter however remains below the 5-year average.
- 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

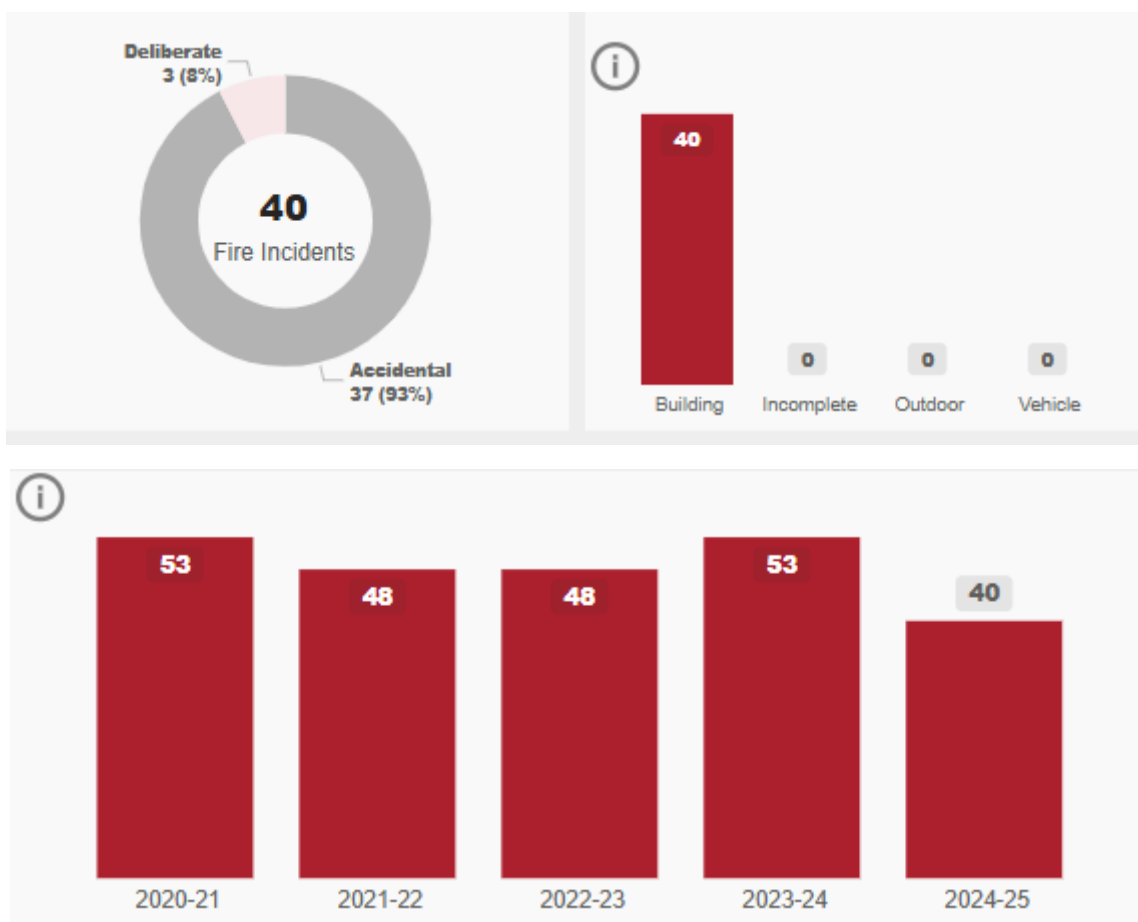


- There were 118 accidental dwelling fires attended by SFRS in the NE during Q3.
- SFRS implement a Post Domestic Incident Response (PDIR) procedure at each incident within a domestic property, where we provide Home Fire Safety Advice and if required, install linked smoke detection in eligible properties – those being owner-occupied and high-risk, in compliance with the new Scottish Government Legislation.



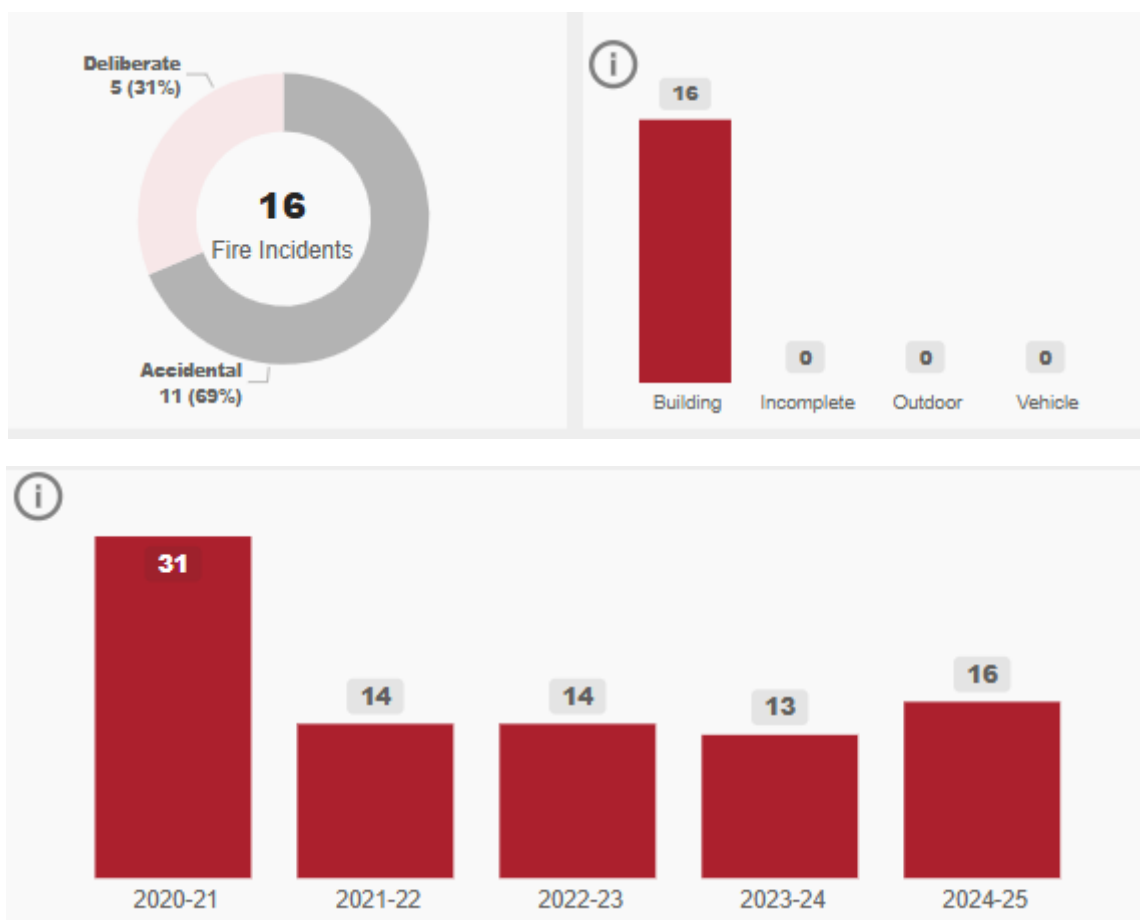
- Our Make the Call campaign is appealing to communities across Scotland to help save a life and consider home fire safety when checking in on vulnerable neighbours, patients, friends and family members and to put them in touch with SFRS wherever possible using the free Home Fire Safety Visit phoneline.

4. Dwelling Fires



- There were 40 Dwelling fires in Q3 of 2024/25. This is a decrease of 25% from last year and is the lowest number of dwelling fires recorded in Q3 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



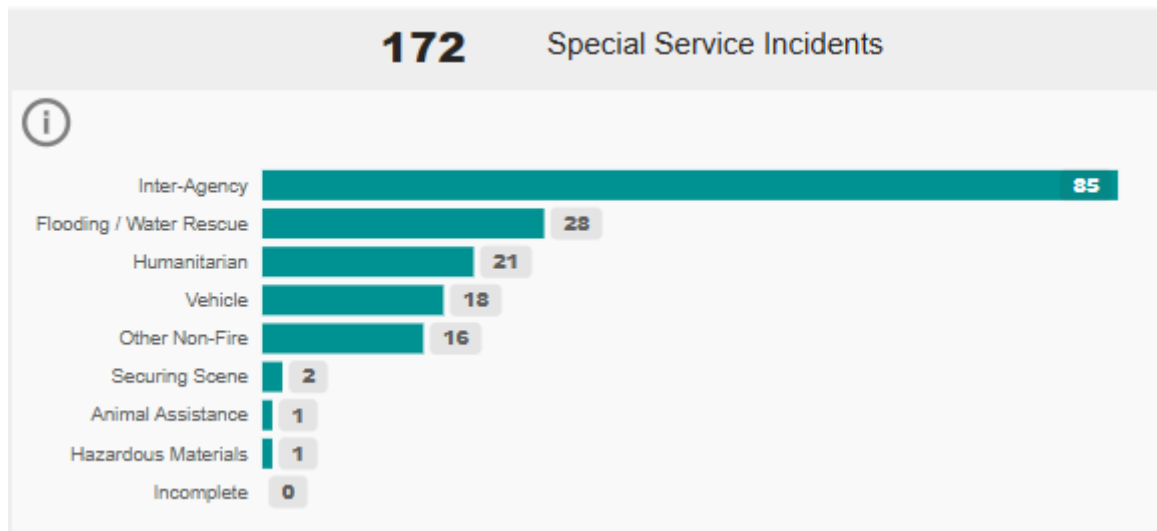
- This quarter shows an increase of 3 non-domestic fire incidents recorded from last year's Q3. The number of incidents in the past 4 years has remained relatively stable. This is indicative of our collaborative work with our operational crews and Fire Safety Enforcement teams engaging with stakeholders 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 3 fire casualties in total, all of which were a result of accidental dwelling fires. There were no fire fatalities. 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) before 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



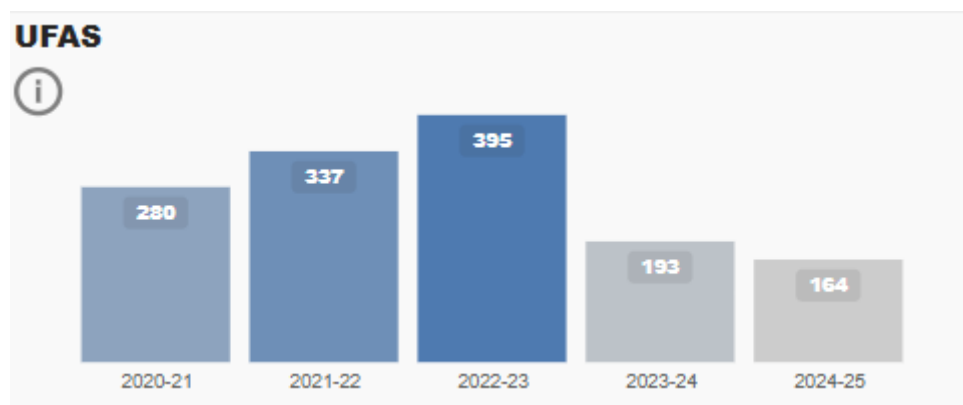
- During the Q3 period, SFRS attended 172 special service incidents, ranging from flooding and water rescues to animal rescues.
- Operational crews are attending more humanitarian and inter-agency incidents, such as forcing entry to the premises for medical cases.

8. Unintentional Injury or Harm



- There was a total of 17 Special Service Casualties for Glasgow North East in Q2. Tragically, SFRS attended 3 inter-agency fatalities.
- Our operational crews and Community Action Team can identify those most vulnerable during HFSVs 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 164 for Q3 2024/25 has seen a reduction of 15% in UFAS incidents from the same period last year. The changes to our Unwanted Fire Alarm Signals (UFAS) response from 1st July 2023 have 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

A coordinated approach from operational crews and the Community Action Team (CAT) to raise awareness of the dangers associated with the use of fireworks and bonfires across all primary and secondary schools in Glasgow. Operational crews delivered a bespoke presentation (created by CAT) to P5-7's across 142 primary education establishments in Glasgow, 50 of which were situated in the North East. Our CAT liaised with Campus Police Officers to arrange input for secondary pupils across the North East to promote the firework safety message as well as highlight the dangers associated with anti-social behaviour during this period.

Engagement

804 Home Fire Safety Visits were conducted in the North East in Q3, 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 think is vulnerable by making a ten-minute phone call, sending a single text or filling out an online form with the person's consent.

New HFSV Pilot

As of February 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 on factors that we know increase 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. For assistance in signing up for our new referral pathway please email SFRS.HFSVadministrators@firescotland.gov.uk

