



**Glasgow City**

**2024-25 Q4  
Scrutiny Report**



**SCOTTISH  
FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

**Working together  
for a safer Scotland**



# Glasgow City

## 2024-25 Q4




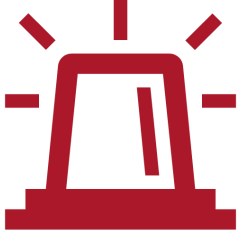
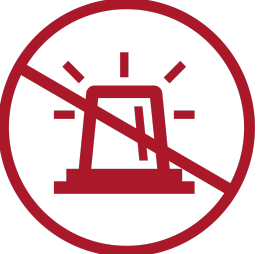



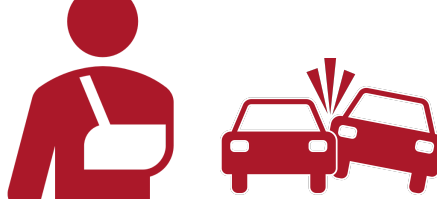



### Scrutiny Report

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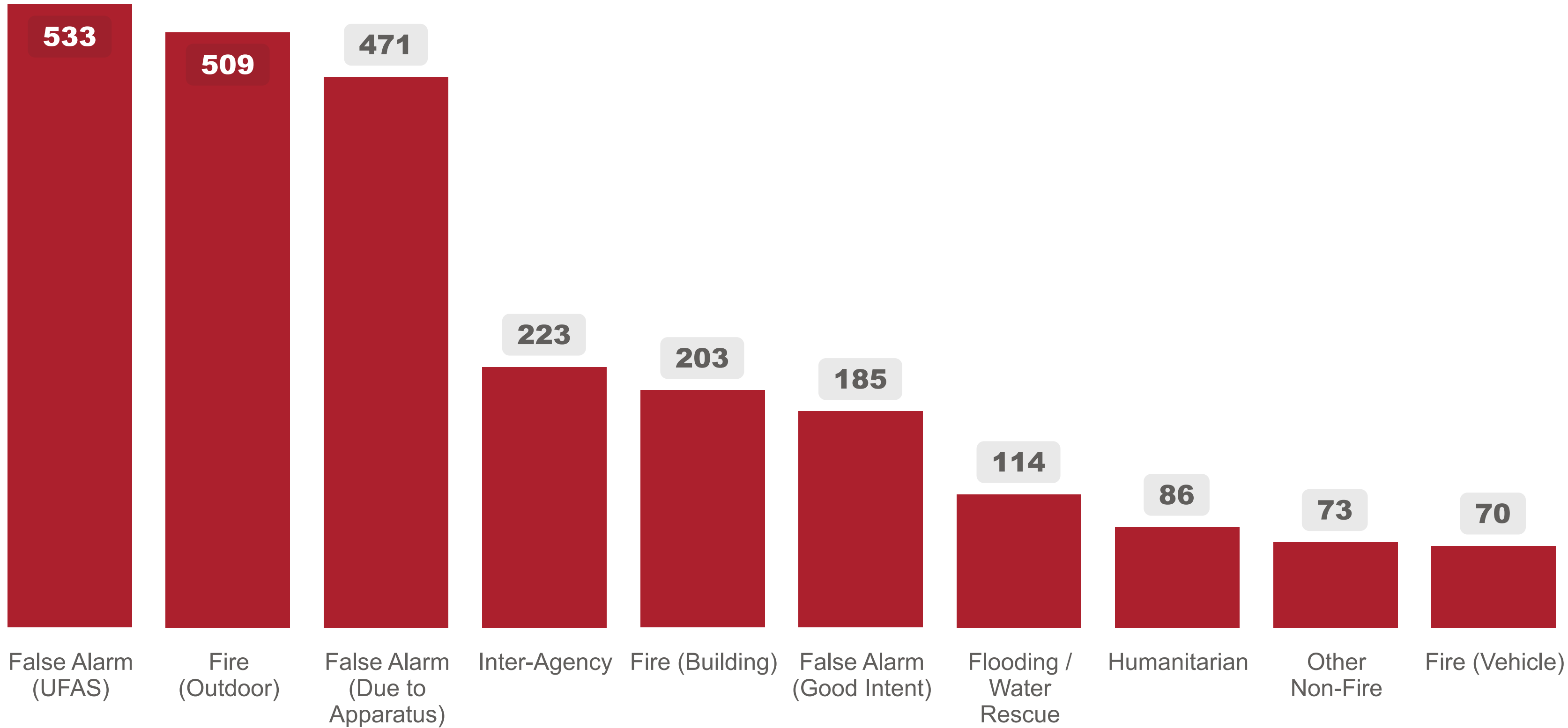
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#### About the statistics within this report

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 as a result 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.

|                                                                                                                                             |                                                                                                                                                                  |                                                                                                                        |                                                                                                                                                                       |                                                                                                                         |
|---------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| <br><b>2,628</b><br>Total Incidents<br>(Incl. Incompletes) | <br><b>782</b><br>Fires                                                         | <br><b>623</b><br>Non-Fire Incidents | <br><b>1,223</b><br>False Alarms                                                   | <br><b>533</b><br>UFAS               |
| <br><b>125</b><br>People Rescued by<br>Firefighters        | <br><b>15</b><br>People Receiving<br>First Aid or Hospital<br>Treatment (Fires) | <br><b>1</b><br>Fire Fatalities     | <br><b>56</b><br>People Receiving<br>First Aid or Hospital<br>Treatment (Non-Fire) | <br><b>14</b><br>Non-Fire Fatalities |
| <br><b>1027</b><br>Home Fire Safety Visits               | <br><b>341</b><br>Fire Safety Audits                                          |                                                                                                                        |                                                                                                                                                                       |                                                                                                                         |

Top 10 Incident Types



The City of Glasgow LSO Area responds to a diverse range of incidents across the city and seeks to support partners as we demonstrate a strong commitment to public safety within our communities.

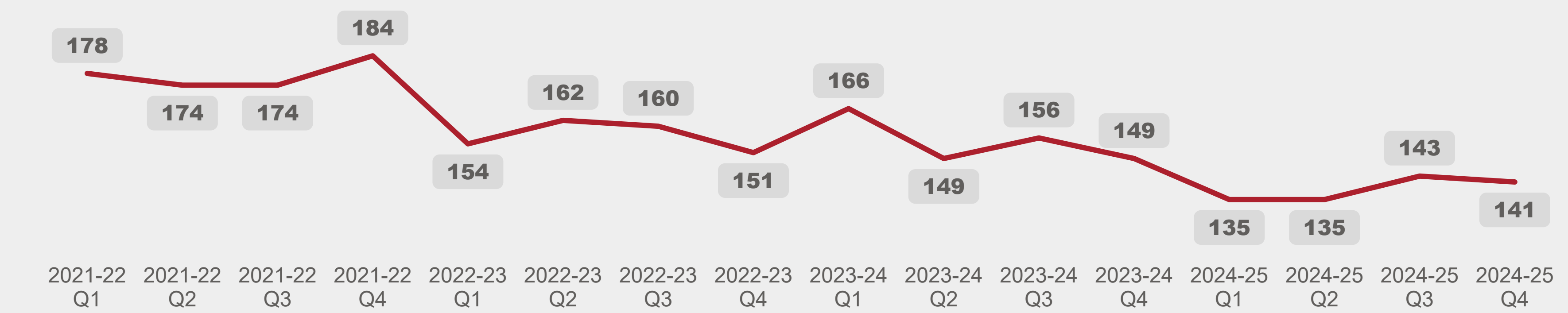
SFRS's new HFSV app went live during Q4. When fully established, it will allow us to focus more of our time and resources towards those most at risk from fire. Where there has been a fire death/serious injury, we will continue to work with partner agencies to identify areas of learning.

Our community engagement initiatives and fire safety audits remain a priority, helping deliver safer living and working environments. Our targeted approach to our Youth Engagement programmes offer opportunities to develop life skills, improve employability and reduce anti-social behaviour.

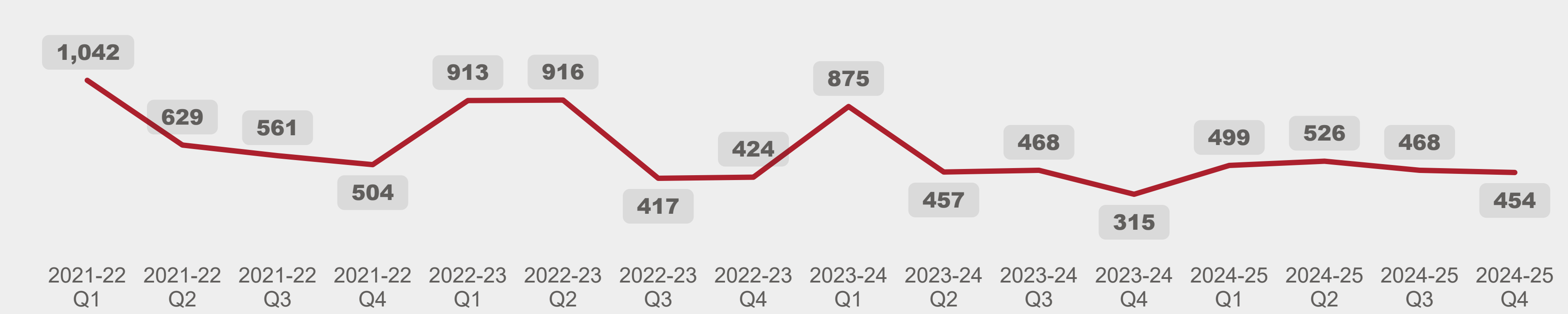
2. Trends

Previous 16 quarters (4 years)

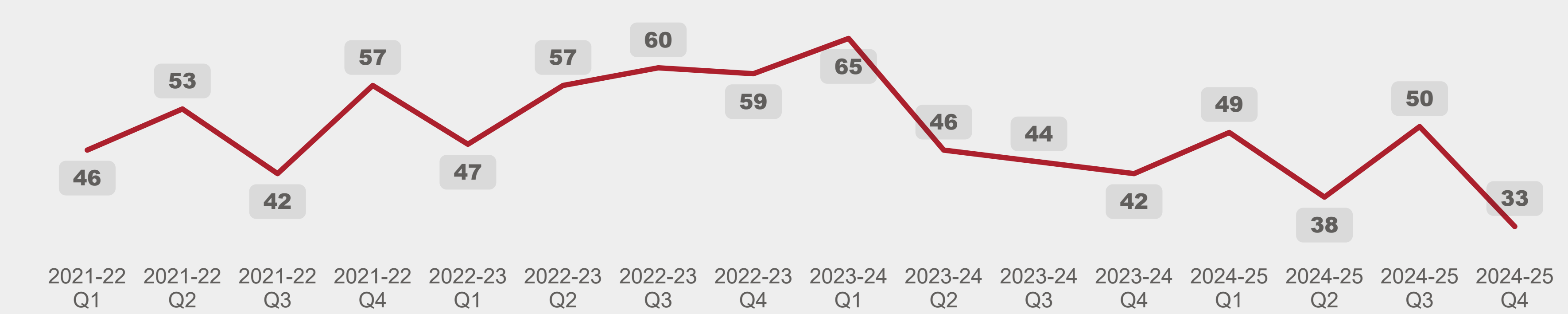
Accidental Dwelling Fires



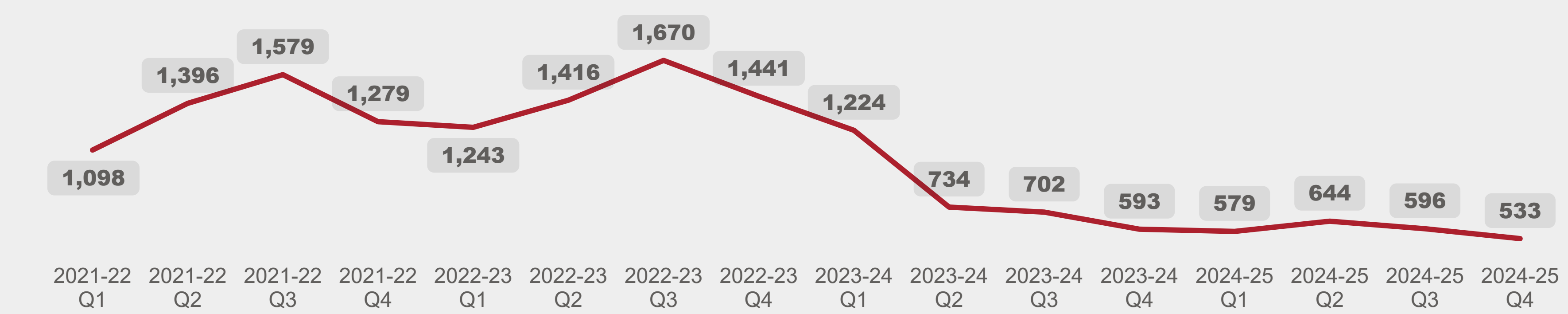
Deliberate Fires



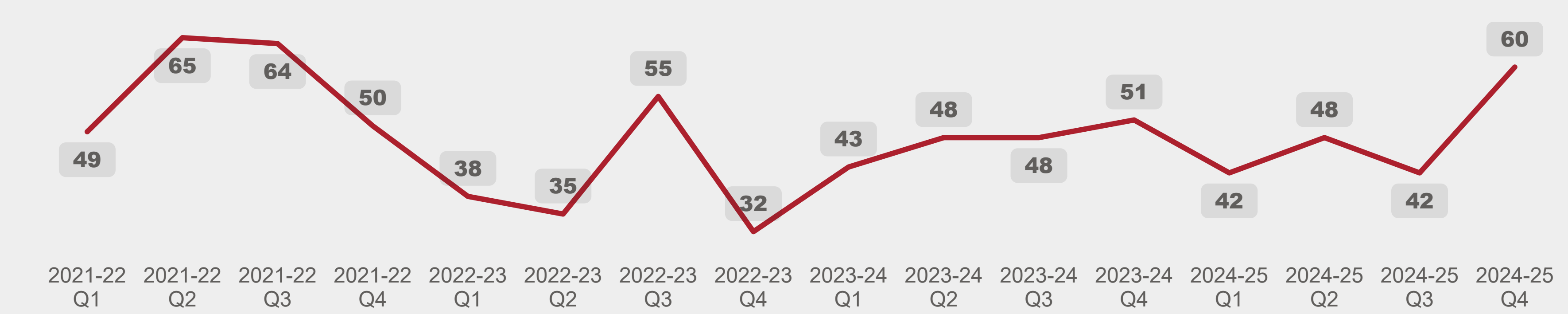
Non-Domestic Fires



Unwanted Fire Alarm Signals

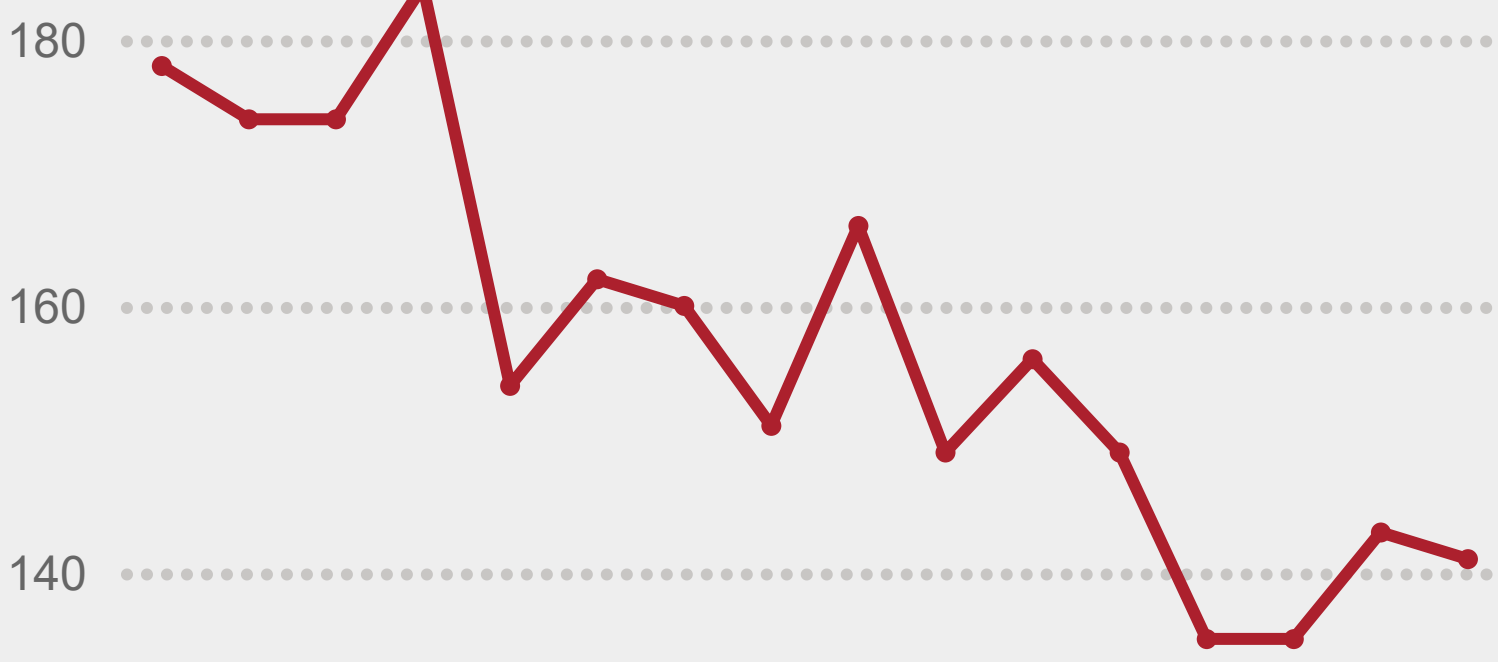


Road Traffic Collisions



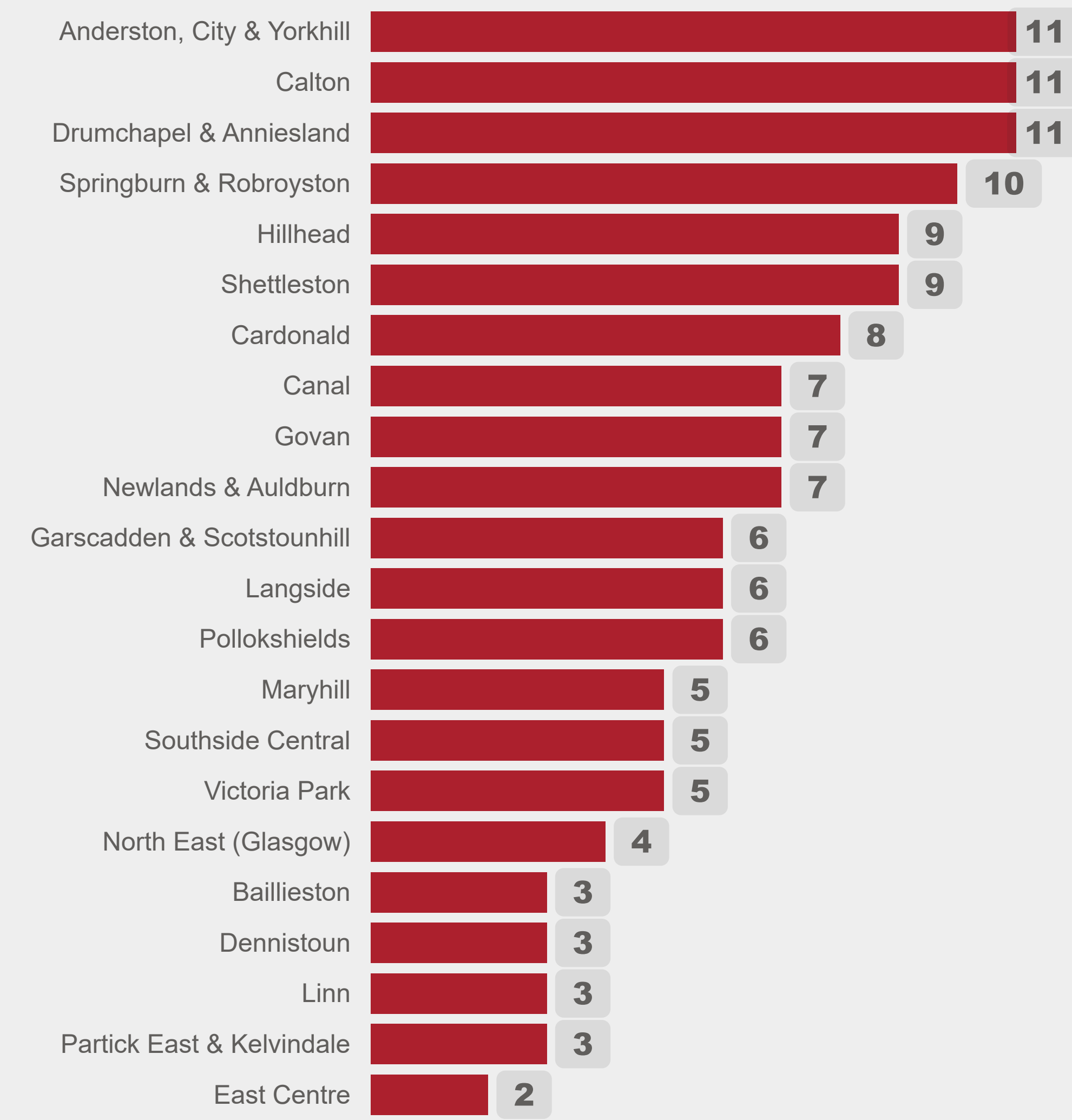


Trend by Quarter (4 years)



| Extent of Damage                                | Incidents |
|-------------------------------------------------|-----------|
| Not applicable                                  | 92        |
| Limited to item 1st ignited                     | 22        |
| Limited to room of origin                       | 20        |
| Limited to 2 floors (not whole building)        | 2         |
| Limited to floor of origin (not whole building) | 2         |
| External roof only                              | 1         |
| Roof space and other floors(s)                  | 1         |
| Whole building                                  | 1         |

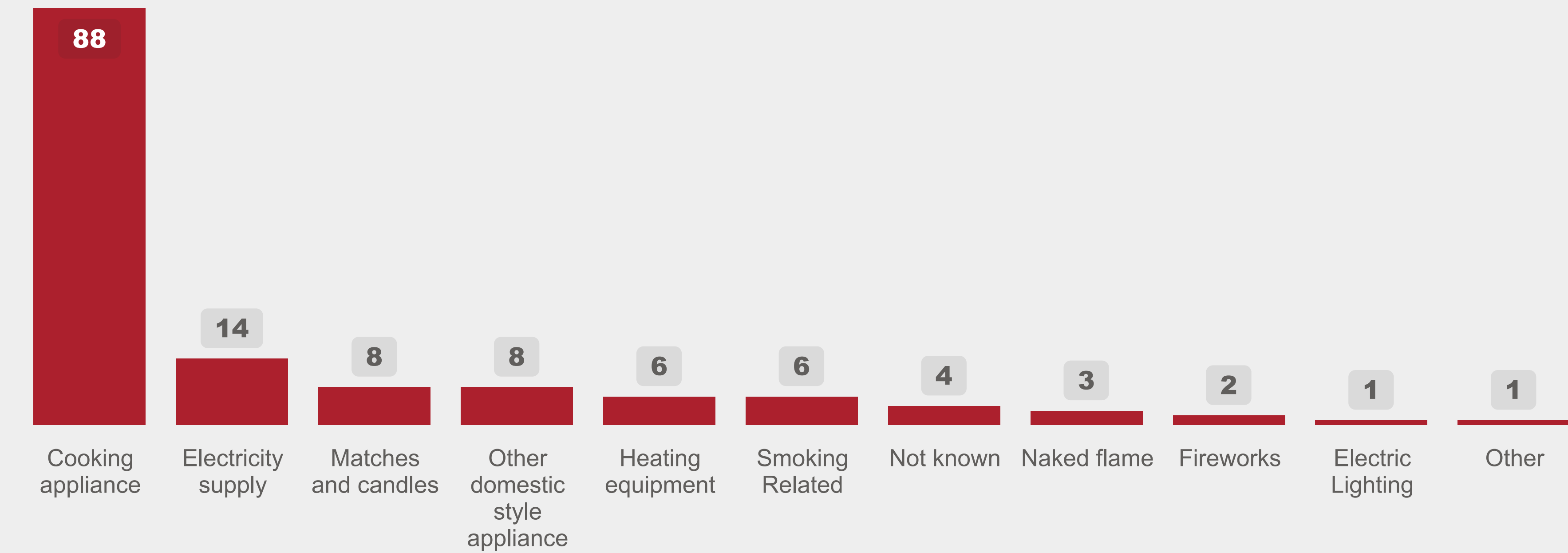
Incidents by Ward



141

Accidental Dwelling Fires  
in this period

Source of Ignition (Top 10)



The leading cause of accidental dwelling fires is 'cooking appliances', with most fires being contained to either the item of first ignition, or limited to the room of origin. This is in part due to the effectiveness of our Firefighters' response, along with our robust home fire safety communication strategy. High-Risk Home Fire Safety Visits (HFSV) give our Firefighters and Community Action Team (CAT) the opportunity to engage with the most vulnerable occupiers in our community to highlight the risks associated with cooking, whilst providing advice on prevention measures and actions to take in the event of a fire.

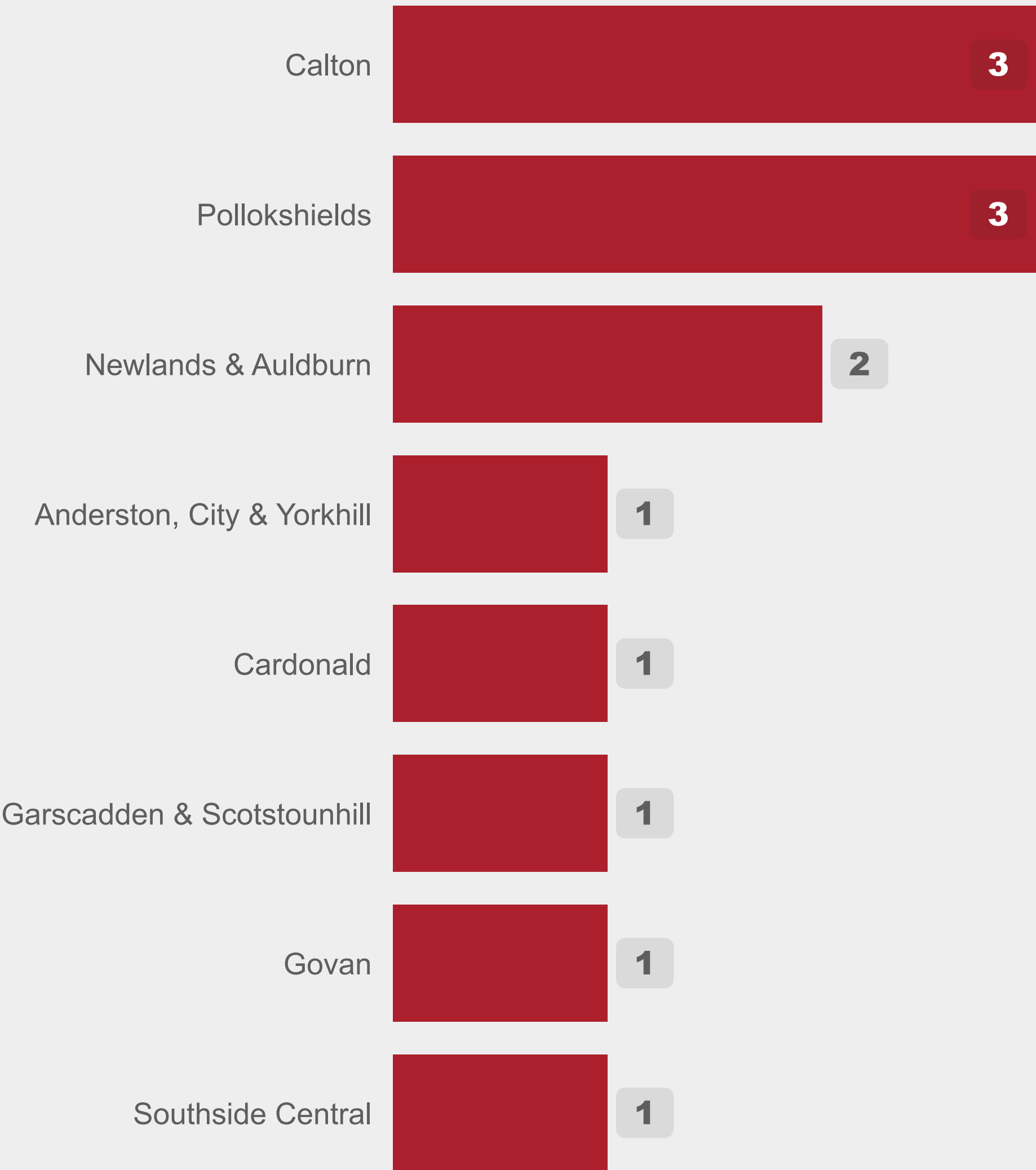
Operational crews conduct a Post Domestic Incident Response (PDIR) after each domestic incident to offer reassurance and to encourage engagement with occupiers regarding fire safety within the home and they continue to install linked detection in eligible properties, in compliance with Scottish Government Legislation.

Trend by Quarter (4 years)



| Nature of Injury/Cause of Death                                                           | Casualties |
|-------------------------------------------------------------------------------------------|------------|
| Overcome by gas, smoke or toxic fumes; asphyxiation                                       | 6          |
| Breathing difficulties (Other than 'Overcome by gas, smoke or toxic fumes, asphyxiation') | 5          |
| Burns - slight                                                                            | 1          |
| Not known                                                                                 | 1          |

Casualties by Ward



12

Non-Fatal Casualties

1

Fatal Casualty

7

People Rescued by Firefighters

Extent of Harm (Non-Fatal)

5

First Aid Given at Scene

5

Hospital Slight Injuries

2

Hospital Serious Injuries

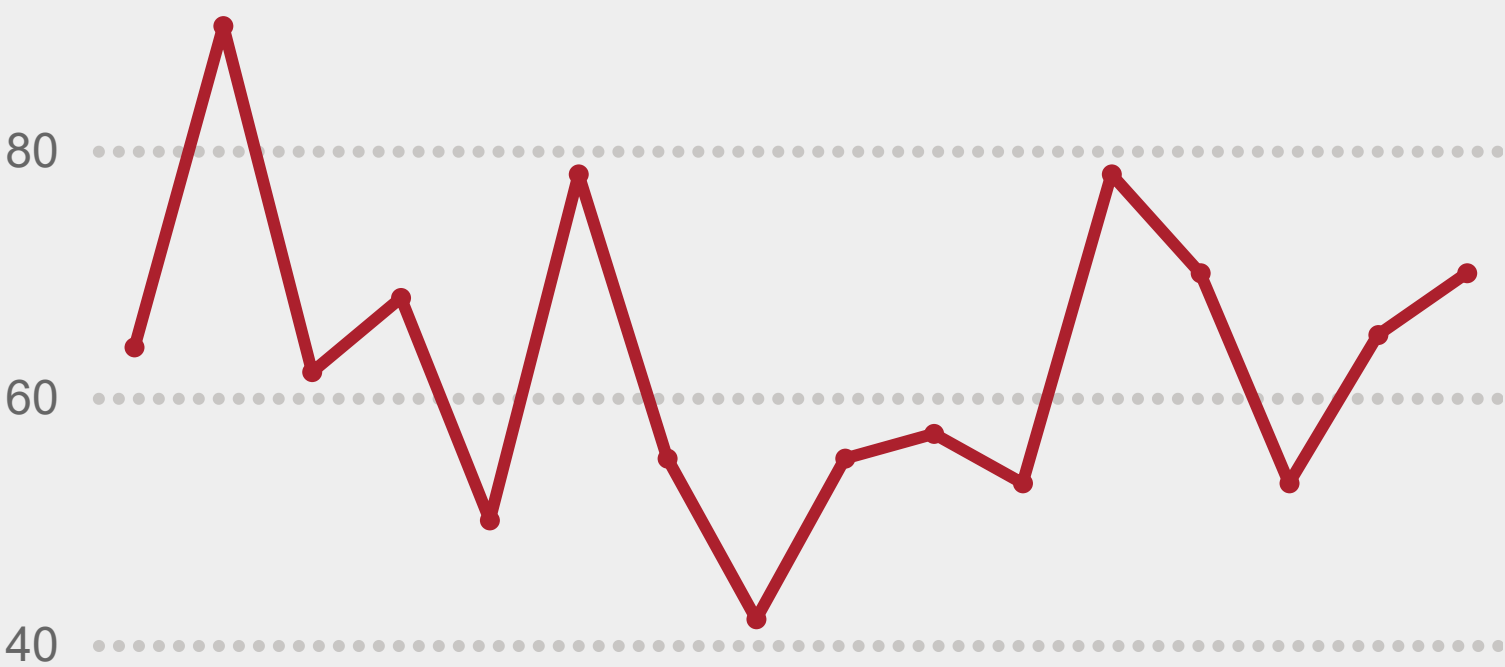
12 non-fatal accidental dwelling fire casualties were recorded during Q4 2024/25. Tragically, there was one adult male fatality recorded in the South of Glasgow during this period. A comprehensive Post Domestic Incident Response was conducted within the immediate vicinity of the incident, to offer HFSV’s and reassure the local community. The CAT also liaised with local groups and delivered relevant safety messages.

A case conference, in conjunction with partner agencies, is conducted for all fire fatalities. This helps identify any lessons to be learned, common themes and to inform future practices.

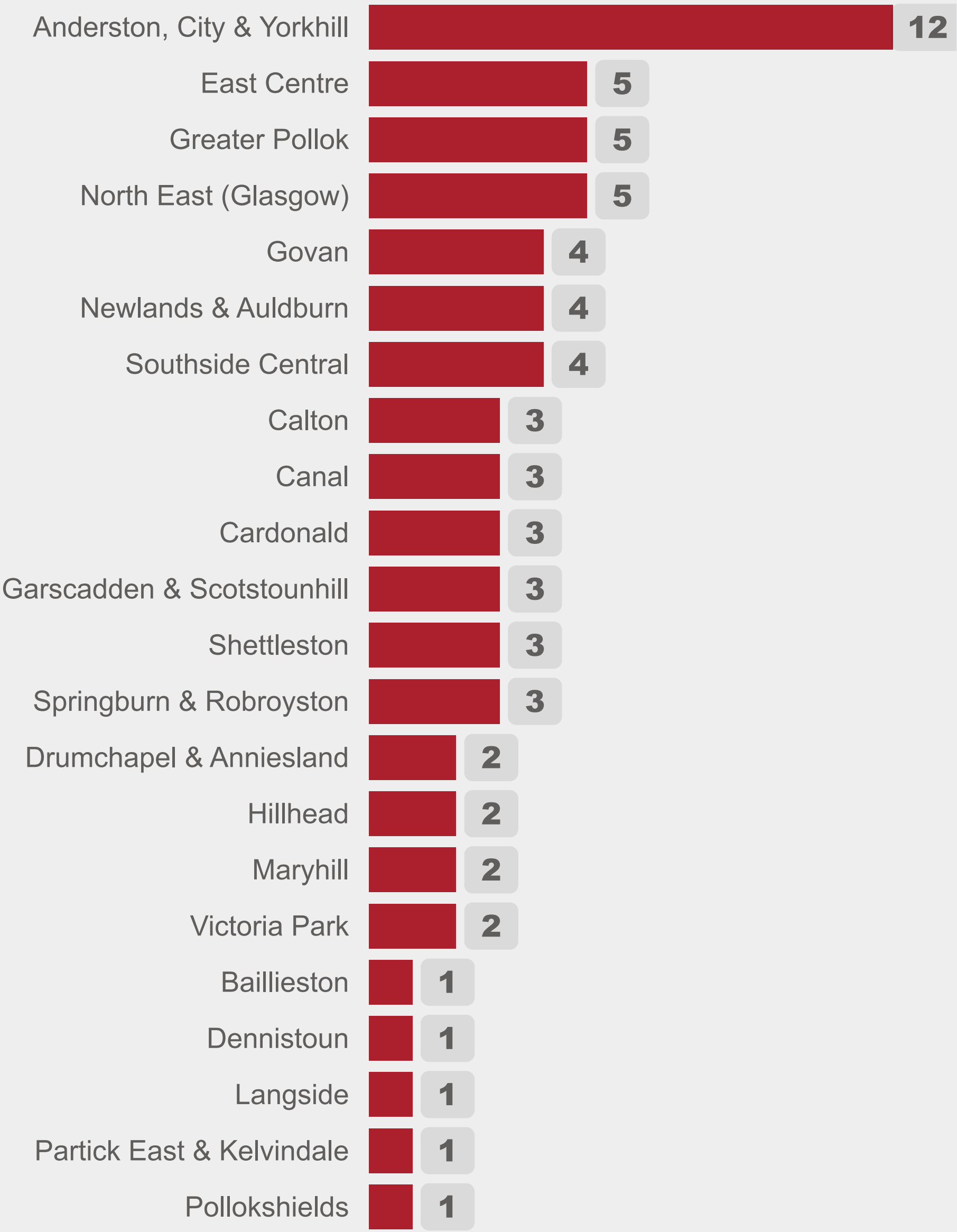
5. Non-Fire Casualties

2024-25 Q4

Trend by Quarter (4 years)



Casualties by Ward



56

Non-Fatal Casualties

14

Fatal Casualties

113

People Rescued by Firefighters

Extent of Harm (Non-Fatal)

6

First Aid Given at Scene

38

Hospital Slight Injuries

12

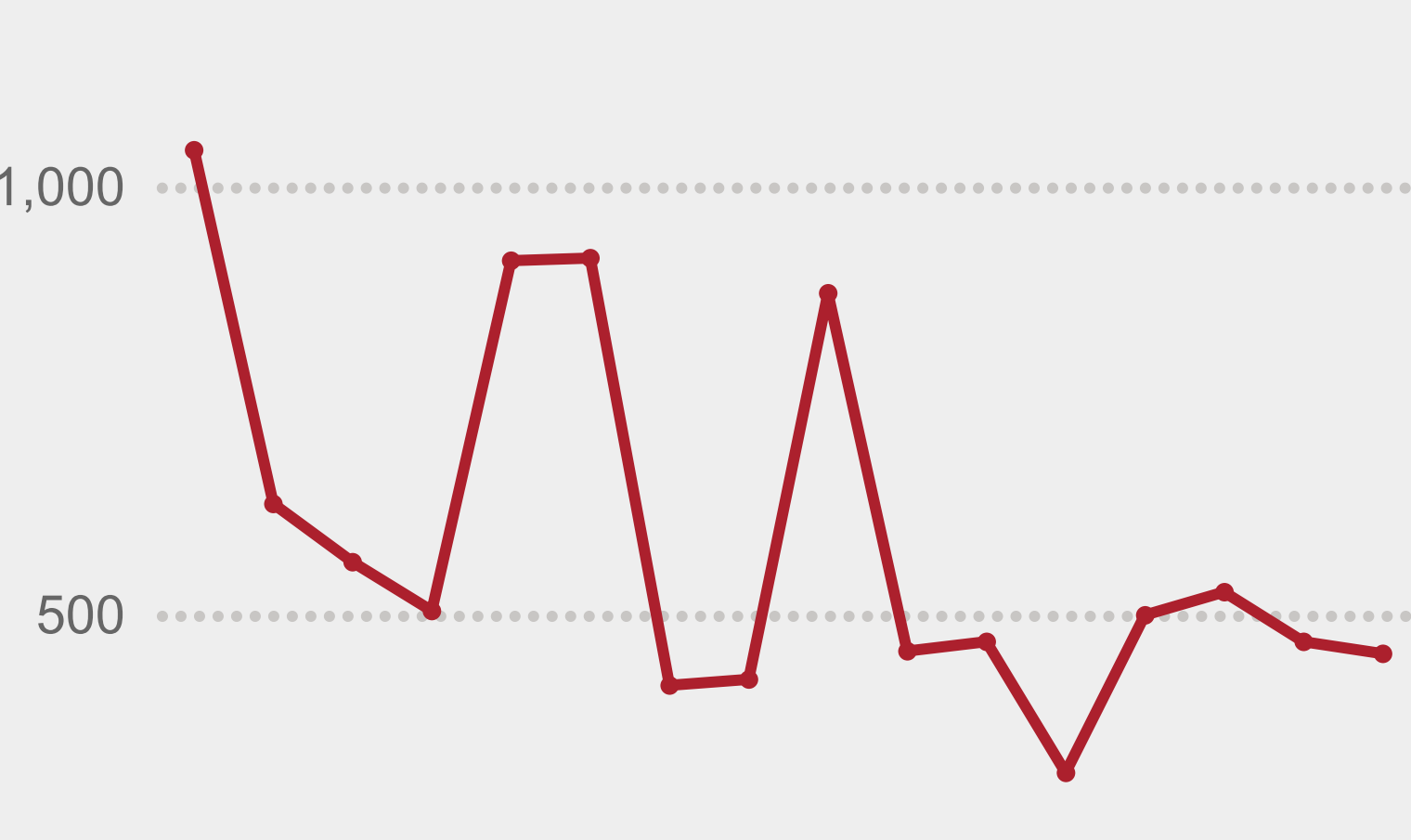
Hospital Serious Injuries

113 people were rescued by Firefighters in non-fire emergencies during Q4 2024/25 and demonstrates the SFRS's wider role in public safety, where we also offer support to Scottish Ambulance Service and Police Scotland colleagues to assist in effecting entry to properties.

Operational crews and the Community Safety Engagement team continue to deliver targeted initiatives with partner agencies and are key contributors to the Adult and Child protection committees, Glasgow Water Safety group and the Go Safe Glasgow Road Safety Partnership. We also offer CPR training and targeted anti-social behaviour initiatives.

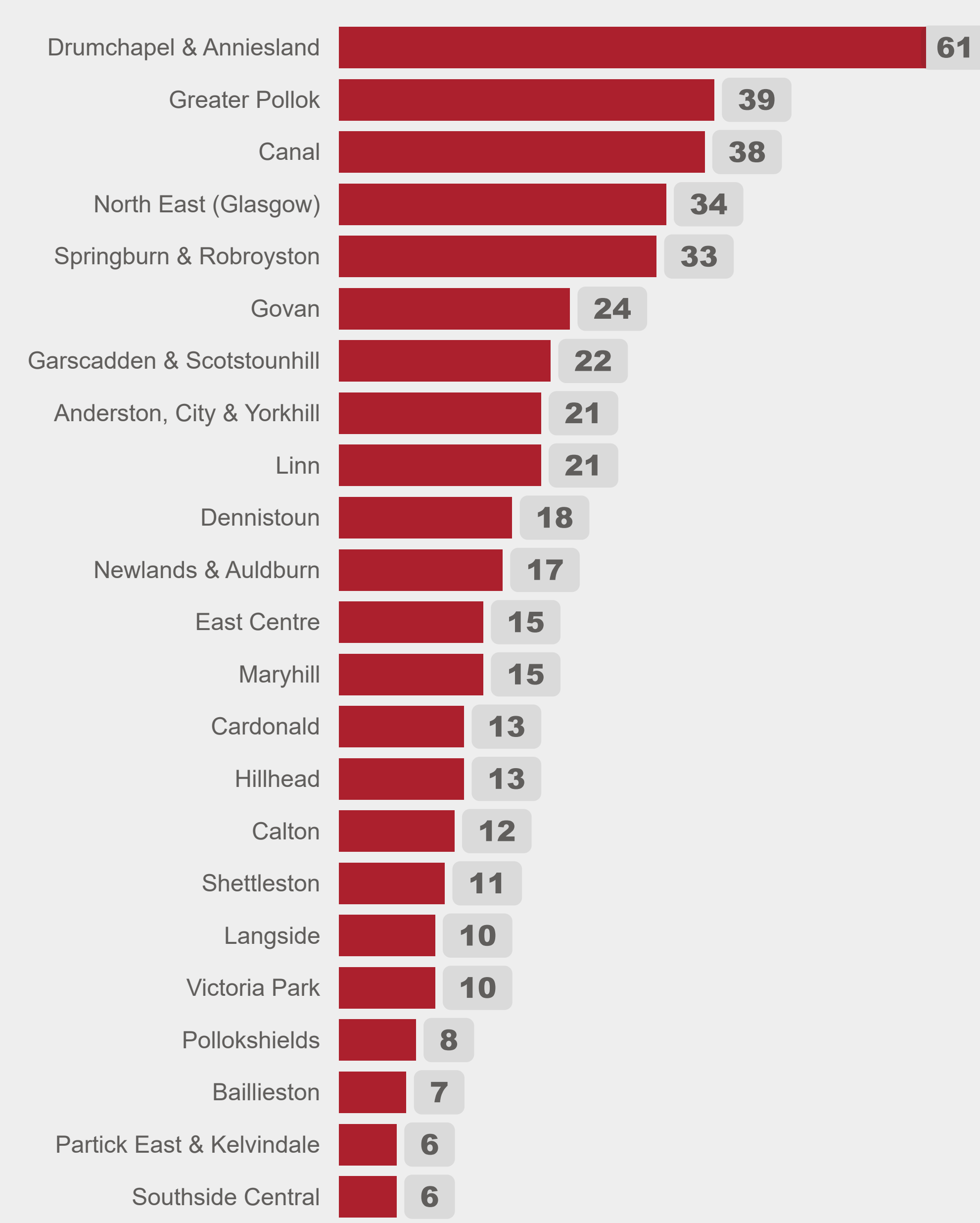


Trend by Quarter (4 years)



| Property Type                   | Incident |
|---------------------------------|----------|
| Refuse                          | 236      |
| Grassland, woodland and crops   | 97       |
| Other outdoors (including land) | 51       |
| Road Vehicle                    | 36       |
| Dwelling                        | 15       |
| Non Residential                 | 11       |
| Outdoor structures              | 4        |
| Other Residential               | 3        |
| Outdoor equipment and machinery | 1        |

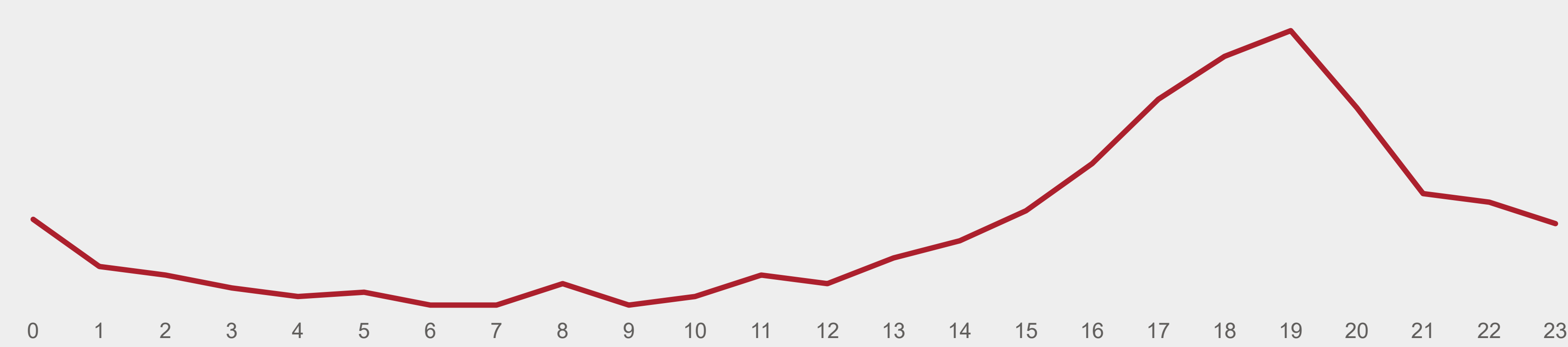
Incidents by Ward



454

Deliberate Fires  
in this period

Hour of Day



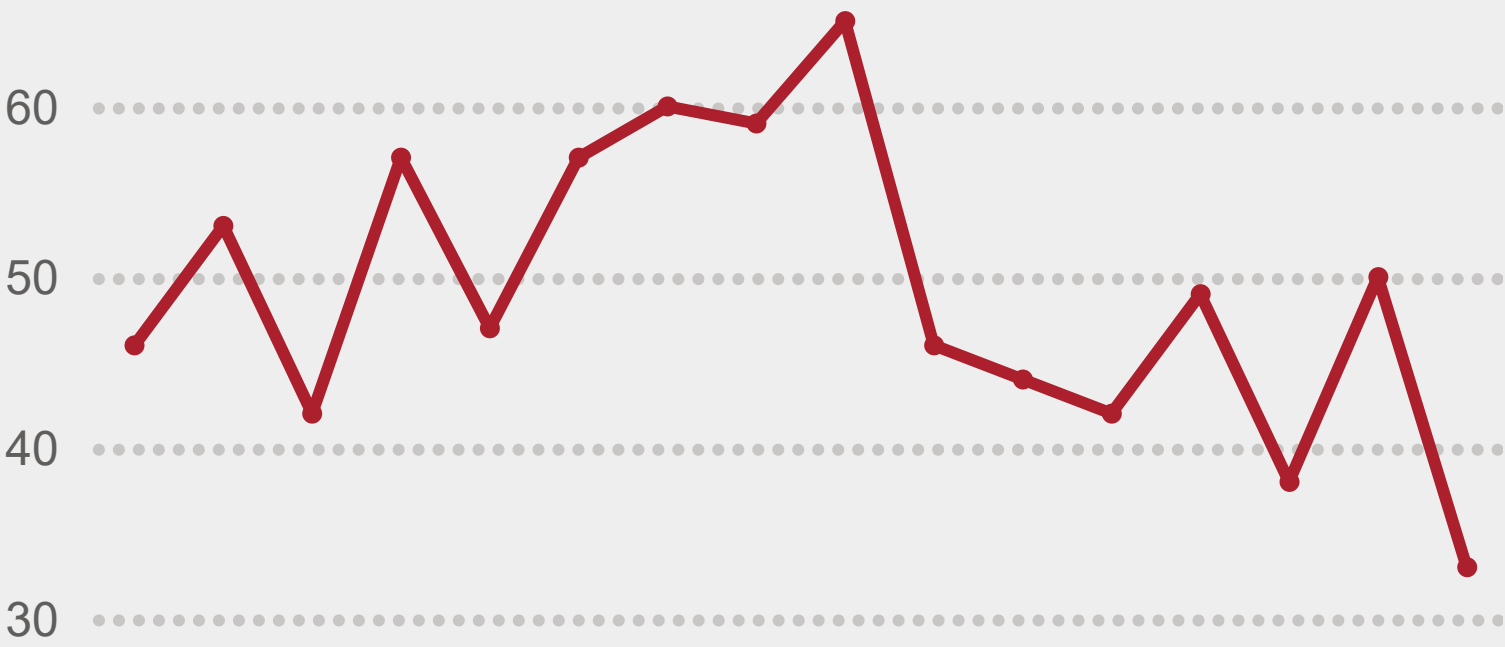
454 deliberate fires were recorded in Q4 2024/25, with refuse being the most common type of incident. These incidents continue to be addressed through targeted prevention campaigns, working in collaboration with partner agencies.

Areas experiencing anti-social behaviour are identified and targeted by our Community Safety Engagement team, along with operational crews, who aim to engage with residents and groups within these areas. Young people are identified through existing partner relationships.

Engagement programmes, such as the Barlinnie Partnership and PAFS (Police, Ambulance and Fire Service) continue to build bridges with the young people in our community as we work to discourage anti-social behaviour and teach valuable life skills to young people.



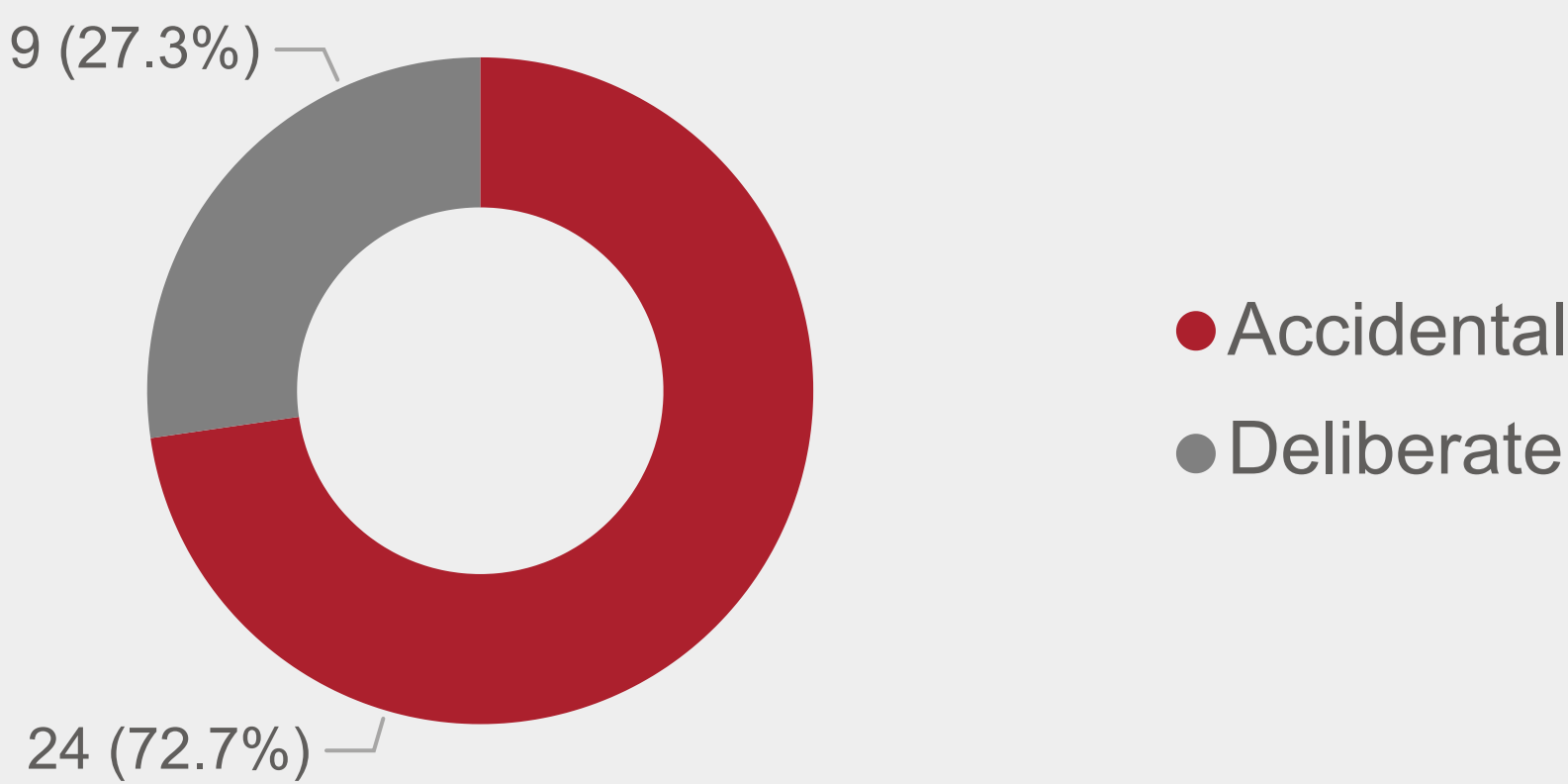
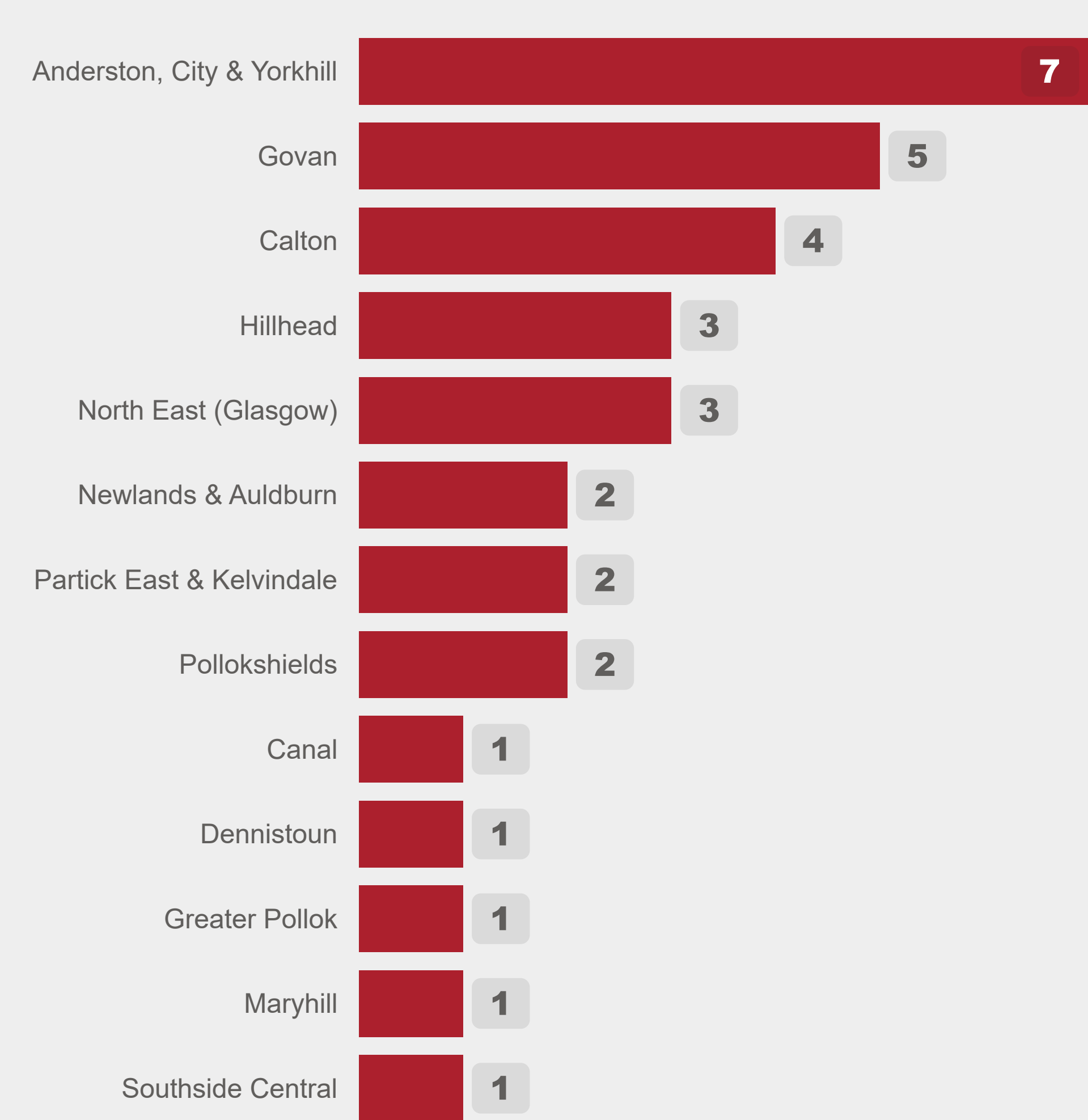
Trend by Quarter (4 years)



Top 15 Property Types

| Property Type                     | Incidents |
|-----------------------------------|-----------|
| Food and Drink                    | 5         |
| Retail                            | 5         |
| Education                         | 4         |
| Hospitals and medical care        | 4         |
| Hostel (e.g. for homeless people) | 2         |
| Offices and call centres          | 2         |
| Vehicle Repair                    | 2         |
| Hotel/motel                       | 1         |
| Industrial Manufacturing          | 1         |
| Industrial Processing             | 1         |
| Other buildings/use not known     | 1         |
| Religious                         | 1         |
| Sporting venues                   | 1         |
| Student Hall of Residence         | 1         |
| Transport buildings               | 1         |
| Warehouses and bulk storage       | 1         |

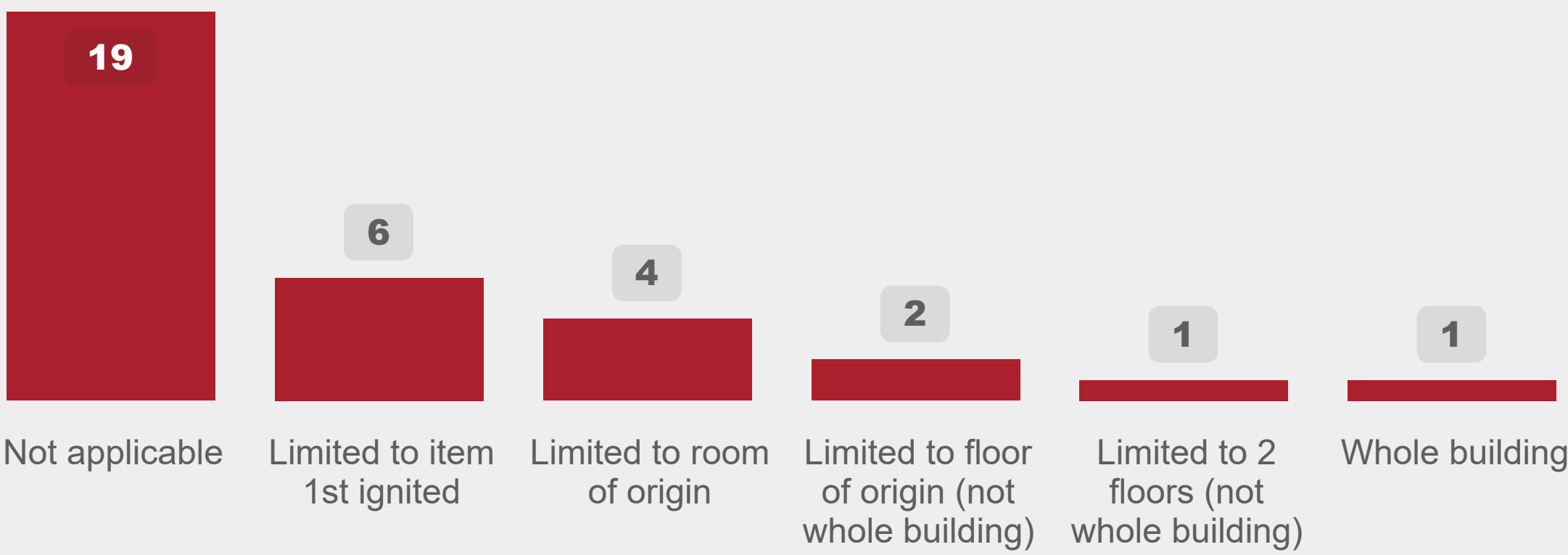
Incidents by Ward



33

Non-Domestic  
Fires in this  
period

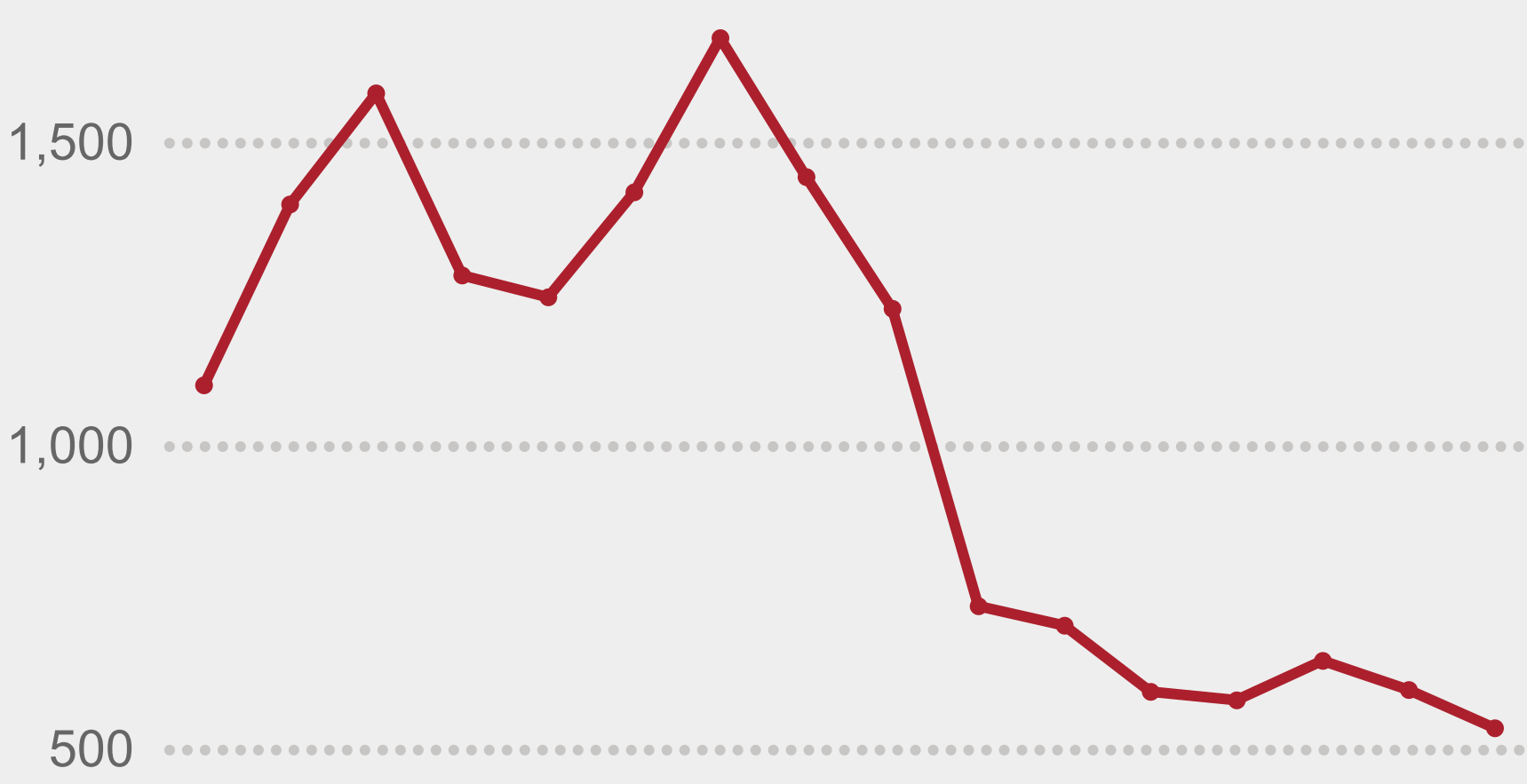
Extent of Damage



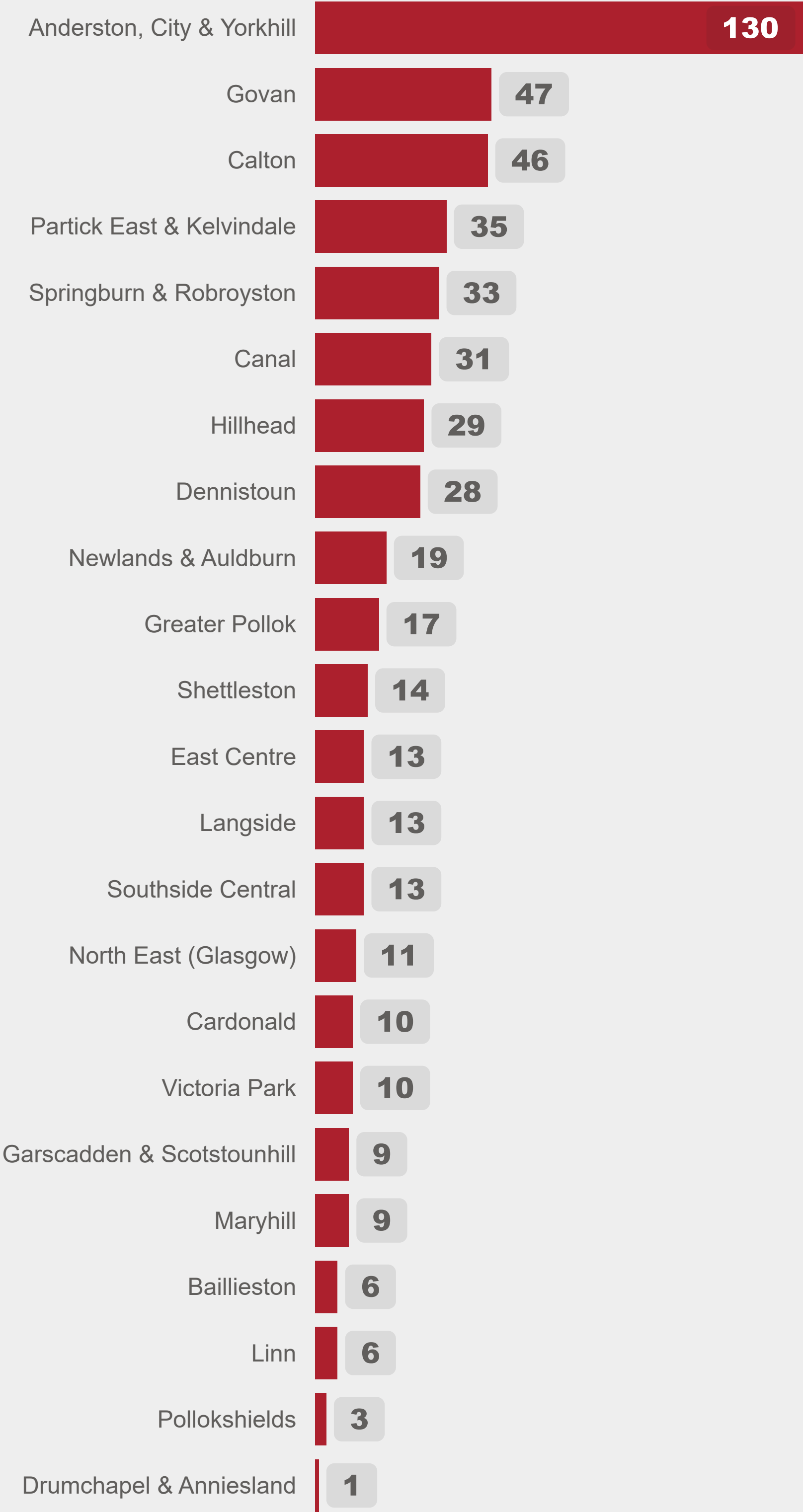
77.2% of non-domestic fire were recorded as being accidental. Most incidents were contained early, minimising structural damage to buildings. The downward trend is testament to the work being conducted by our Fire Safety Enforcement team, who conduct regular fire safety audits and compliance checks.

Post fire audits are also conducted in relevant premises to ensure we maximise any learning opportunities, whilst we also investigate whether fire safety was adhered to, in line with legislative requirements.

Trend by Quarter (4 years)



Incidents by Ward



Top 15 Property Types

| Property Type                                  | Incidents |
|------------------------------------------------|-----------|
| Student Hall of Residence                      | 130       |
| Residential Home                               | 119       |
| Hospitals and medical care                     | 107       |
| Hotel/motel                                    | 50        |
| Hostel (e.g. for homeless people)              | 37        |
| Sheltered Housing - not self contained         | 28        |
| Entertainment and culture                      | 19        |
| Offices and call centres                       | 11        |
| Boarding House/B&B for homeless/asylum seekers | 8         |
| Food and Drink                                 | 5         |
| Public Utilities                               | 3         |
| Religious                                      | 3         |
| Retail                                         | 3         |
| Education                                      | 2         |
| Laboratory/research Establishment              | 2         |
| Other Residential Home                         | 2         |
| Warehouses and bulk storage                    | 2         |

533

Unwanted Fire Alarm  
Signals in this period

The service responded to 533 Unwanted Fire Alarm Signals during Q4 2024/25. Student halls of residence, residential homes, hospitals, and medical facilities continue to make up most of these incidents.

Following changes made to our UFAS policy in July 2023, along with engagement from Operational crews and the CAT in supporting and educating the responsible persons within these properties, we have significantly reduced the number of incidents we attend which require no action (false alarms due to faulty or poorly maintained equipment, malicious activation etc). This has increased capacity of crews, allowing them more time for training and improving firefighter safety, along with increasing community safety engagement activity.

9. Road Traffic Collisions

2024-25 Q4

Trend by Quarter (4 years)



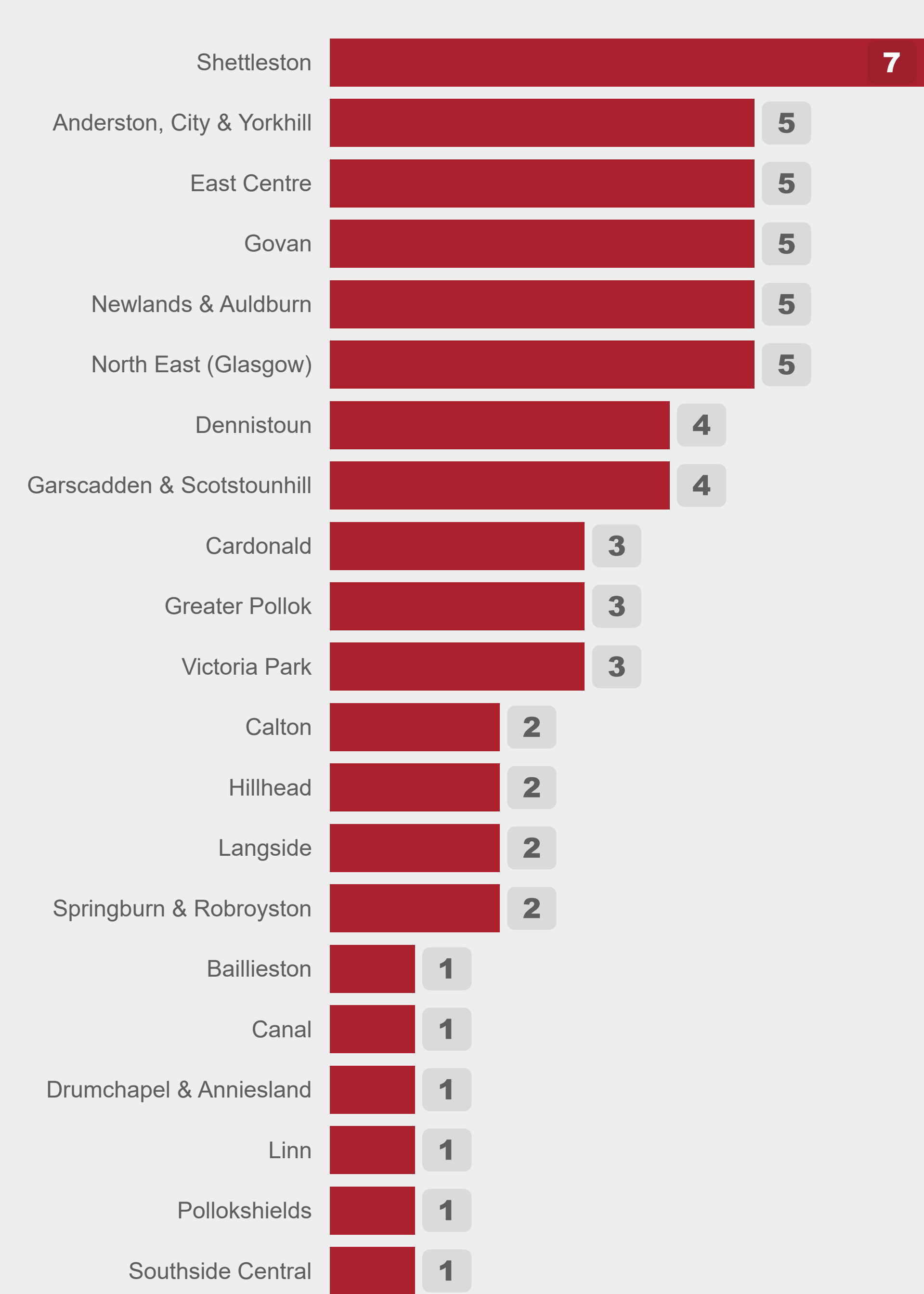
63

Road Traffic Collisions in this period

| Property Type                 | Incidents |
|-------------------------------|-----------|
| Car                           | 52        |
| Multiple Vehicles             | 5         |
| Van                           | 2         |
| Bus/coach                     | 1         |
| Highway/road surface/pavement | 1         |
| House - single occupancy      | 1         |
| Motorcycle                    | 1         |

| Incident Type      | Incidents |
|--------------------|-----------|
| Vehicle (Non-fire) | 60        |
| Other Non-Fire     | 3         |

Incidents by Ward



32

Non-Fatal Casualties

1

Fatal Casualty

8

People Rescued by Firefighters

Extent of Harm (Non-Fatal)



4

First Aid Given at Scene



22

Hospital Slight Injuries



6

Hospital Serious Injuries

Operational crews within the City of Glasgow have attended 63 RTC's during Q4. Tragically one adult male fatality was recorded in the west end of Glasgow.

We continue to work with our Police Scotland colleagues to ensure a joined-up approach to educating our communities as part of the GO Safe Glasgow Road Safety partnership and we align with national road safety campaigns, in conjunction with Transport Scotland.



10. Home Fire Safety Visits

2024-25 Q4

Home Fire  
Safety Visits

Q4 2024/2025

|            |    |    |    |    |    |    |     |    |    |    |       |      |
|------------|----|----|----|----|----|----|-----|----|----|----|-------|------|
| AMBER      | 7  | 7  | 7  | 7  | 7  | 7  | 7   | 7  | 7  | 7  | 7     |      |
| BLUE       | 7  | 7  | 7  | 7  | 7  | 7  | 7   | 7  | 7  | 7  | 7     |      |
| GREEN      | 18 | 11 | 6  | 14 | 14 | 10 | 21  | 15 | 13 | 11 | 18    |      |
| RED        | 11 | 11 | 11 | 11 | 11 | 11 | 11  | 11 | 11 | 11 | 11    |      |
| WHITE      | 18 | 5  | 6  | 8  | 7  | 3  | 14  | 2  | 8  | 1  | 7     |      |
| NEW SYSTEM | -  | 12 | 25 | 14 | 38 | 32 | 44  | 24 | 37 | 40 | 33    |      |
| TOTAL      | 61 | 69 | 51 | 55 | 90 | 78 | 159 | 74 | 90 | 87 | 83    | 59   |
|            |    |    |    |    |    |    |     |    |    |    | Total | 1027 |

YTD 2024/2025

|                |     |     |     |     |     |     |     |     |     |     |       |      |
|----------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|------|
| AMBER (ACTUAL) | 54  | 56  | 65  | 55  | 57  | 99  | 104 | 84  | 87  | 87  | 105   |      |
| BLUE (ACTUAL)  | 56  | 56  | 57  | 60  | 53  | 108 | 103 | 100 | 87  | 79  | 105   |      |
| GREEN (ACTUAL) | 54  | 54  | 53  | 55  | 64  | 97  | 103 | 83  | 98  | 93  | 102   |      |
| RED (ACTUAL)   | 56  | 60  | 59  | 57  | 58  | 100 | 102 | 76  | 91  | 82  | 88    |      |
| WHITE (ACTUAL) | 54  | 54  | 59  | 60  | 61  | 90  | 105 | 76  | 93  | 81  | 88    |      |
| NEW SYSTEM     | -   | 12  | 25  | 14  | 38  | 32  | 44  | 24  | 37  | 40  | 33    |      |
| TOTAL          | 335 | 349 | 362 | 342 | 383 | 572 | 676 | 493 | 546 | 509 | 571   | 267  |
|                |     |     |     |     |     |     |     |     |     |     | Total | 5405 |

11. Fire Safety Enforcement

Fire Safety Enforcement Audits

|                  |        |          |                |                           |
|------------------|--------|----------|----------------|---------------------------|
| 3.2.a Q4 2024 –  | CALTON | YORKHILL | COWCADD<br>ENS | PREMISES<br>TYPE<br>TOTAL |
| CARE HOME        | 11     | 4        | 20             | 35                        |
| HMO              | 5      | 101      | 64             | 170                       |
| HOSPITAL         | 0      | 0        | 3              | 3                         |
| HOSTEL           | 0      | 0        | 0              | 0                         |
| HOTEL            | 2      | 10       | 28             | 40                        |
| LICENSED PREMISE | 4      | 0        | 2              | 6                         |
| OFFICE           | 5      | 0        | 1              | 6                         |
| OTHER SLEEPING A | 3      | 0        | 2              | 5                         |
| OTHER WORKPLAC   | 15     | 0        | 3              | 18                        |
| PRISON           | 0      | 0        | 0              | 0                         |
| SCHOOL           | 4      | 0        | 4              | 8                         |
| SHOP             | 40     | 1        | 3              | 44                        |
| STL              | 5      | 1        | 0              | 6                         |
| AREA ACTUAL      |        |          |                | 341                       |

|             |        |          |                |                           |
|-------------|--------|----------|----------------|---------------------------|
| 3.2.b YTD   | CALTON | YORKHILL | COWCADD<br>ENS | PREMISES<br>TYPE<br>TOTAL |
| CARE HOM    | 72     | 25       | 49             | 117                       |
| HMO         | 74     | 328      | 284            | 527                       |
| HOSPITAL    | 7      | 8        | 25             | 48                        |
| HOSTEL      | 0      | 0        | 0              | 4                         |
| HOTEL       | 26     | 10       | 55             | 50                        |
| LICENSED P  | 6      | 4        | 6              | 14                        |
| OFFICE      | 5      | 2        | 9              | 15                        |
| OTHER SLE   | 33     | 7        | 10             | 45                        |
| OTHER WO    | 26     | 4        | 7              | 34                        |
| PRISON      | 1      | 1        | 0              | 3                         |
| SCHOOL      | 17     | 1        | 12             | 26                        |
| SHOP        | 18     | 4        | 37             | 56                        |
| STL         | 26     | 7        | 3              | 14                        |
| AREA ACTUAL |        |          |                | 1209                      |

HFSV's - 1027, YTD - 5405

Fire Safety Enforcement Audits - 341, YTD - 1209



Youth Engagement Activities

Child poverty remains a significant issue in Glasgow and is recognised to be a key driver of inequality. The Police, Ambulance and Fire Service (PAFS) Youth Engagement programme provides opportunities for young people to develop valuable skills, such as leadership, communication, teamwork, and problem-solving. These skills enhance their employability and future economic prospects, helping break the cycle of poverty.

During the 10-week innovative programme, station personnel and the Community Action Team collaborate with partners to help the young people gain valuable life skills and sample the day-to-day life of an emergency responder. They learn basic First Aid, Fire Safety, Water Safety, Road Safety, and the impact of Crime within their communities. Personal Fitness and Mental Health awareness training is also incorporated, with diversity and inclusion embedded throughout.

After a very successful pilot held at Calton Fire Station, the programme is being rolled out across Glasgow, with the second currently running at Easterhouse Fire Station and a further two set to be held in the South and North-West Areas of the city later in the year. Due to the success of the programme, partners are keen to roll the programme out across Scotland.

Warm, Safe Space

Individuals with disabilities, older adults, and those experiencing other forms of disadvantage are disproportionately affected by social isolation and loneliness. In order to address this and to help our communities with the cost of living crisis, we offer our communities a warm, safe space to come for a *'Brew with the Crew'*, where members of the public can visit our fire stations and enjoy some refreshments and converse with members of our team on a wide range of topics.

This also allows us to offer fire safety advice, or signpost them to the appropriate agency that may be able to assist them.

Mentoring

A number of our City of Glasgow colleagues are involved with the mentoring of young people from schools within the city.

These inspiring mentors help the young people reach their potential by meeting with them at school, or welcoming them into fire stations to speak about different career options and pathways, the world of work, and the skills needed to kickstart a rewarding future.

Partner Risk Recognition Training

SFRS has close ties with a variety of partnership organisations, especially housing associations, social landlords, occupational therapists, etc.

The CAT runs courses based at McGill House and Pollok Fire Station, tailored to those who work with vulnerable and at-risk tenants. Input is given on the risks of fire, actions for reducing said risks, practical team exercises, and an introduction to the Home Fire Safety Visit partner referral process is covered during the course.



## 13. Glossary of Terms

### Term - What it means

#### **ADF**

Accidental Dwelling Fire.

#### **HFSV**

Home Fire Safety Visit.

#### **PDIR**

Post Domestic Incident Response, a term used to indicate actions taken following attendance at a fire or other incident in the home. PDIRs include amongst things the offer of a free follow up home fire safety visit.

#### **RTC**

Road Traffic Collision.

#### **Special Service**

Calls to incidents which are not fires or false alarms such as RTCs, rescues, flooding, incidents involving hazardous materials or the provision of assistance to other agencies.

#### **UFAS**

Unwanted Fire Alarm Signals. When an automatic fire detection and alarm system is activated as a result of anything other than an actual fire the activation is classed as a false alarm. If an attendance is made to such an event by the Scottish Fire and Rescue Service, then the event is recorded as an UFAS incident.

#### UFAS Policy Change

*In response to COVID, on the 6th May 2020, the SFRS decided to send 1 pump to UFAS premises that did not have their own Predetermined attendance (PDA).*

*As of 1st July 2023, the COVID interim 1 pump response was ended and a new UFAS policy was implemented.*

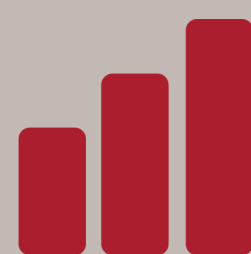
*The new policy is to call challenge all UFAS incidents with the intention of non-attendance. Hospitals, care homes, and sleeping risk premises are all exempt and receive either 2 pumps or their premise specific PDA.*



# SCOTTISH

## FIRE AND RESCUE SERVICE

Working together for a safer Scotland



BUSINESS  
**INTELLIGENCE**

Design, figures and charts by the Business Intelligence team.