



City of Glasgow Quarter 3 North West 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 West

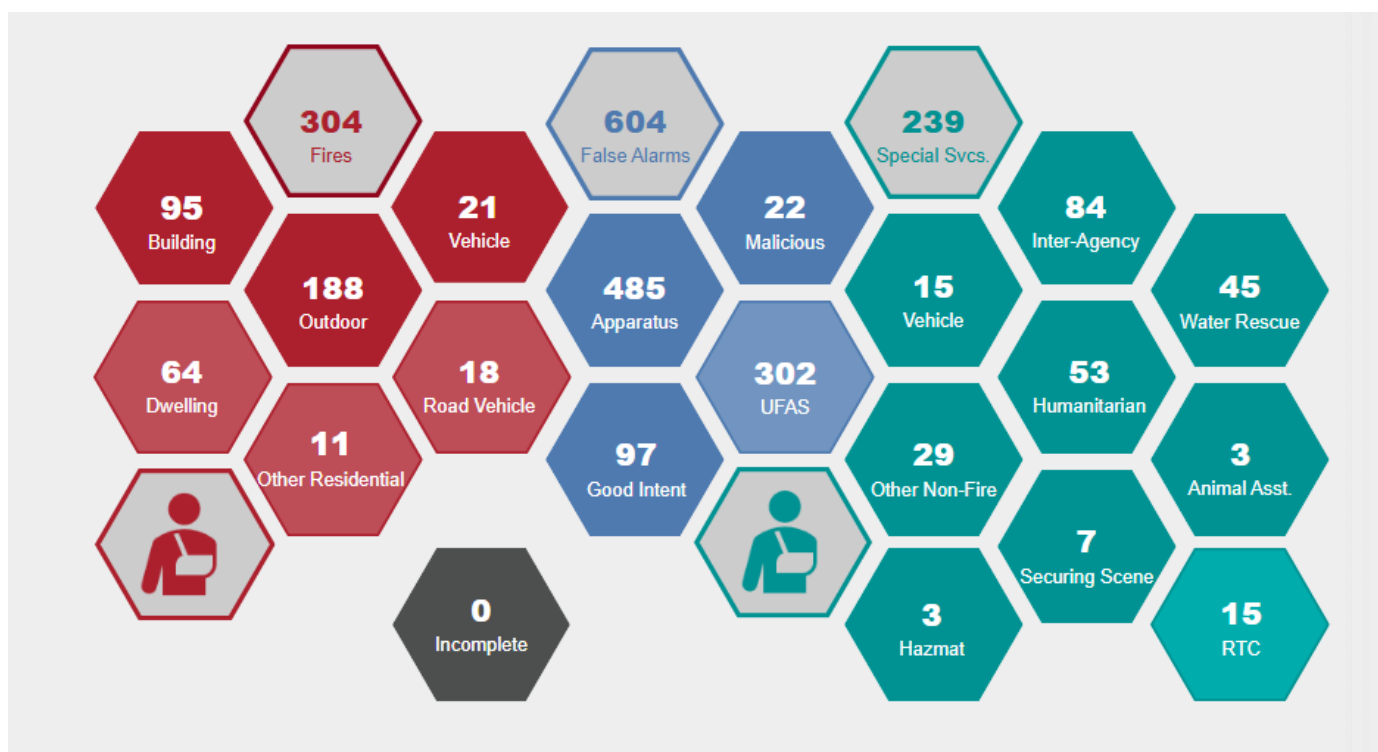
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About the statistics within this report

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)

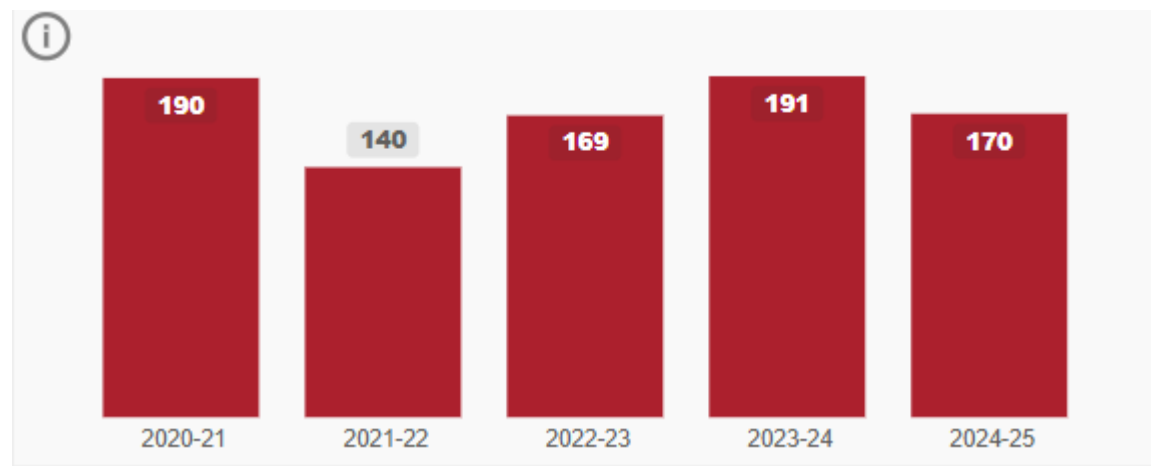
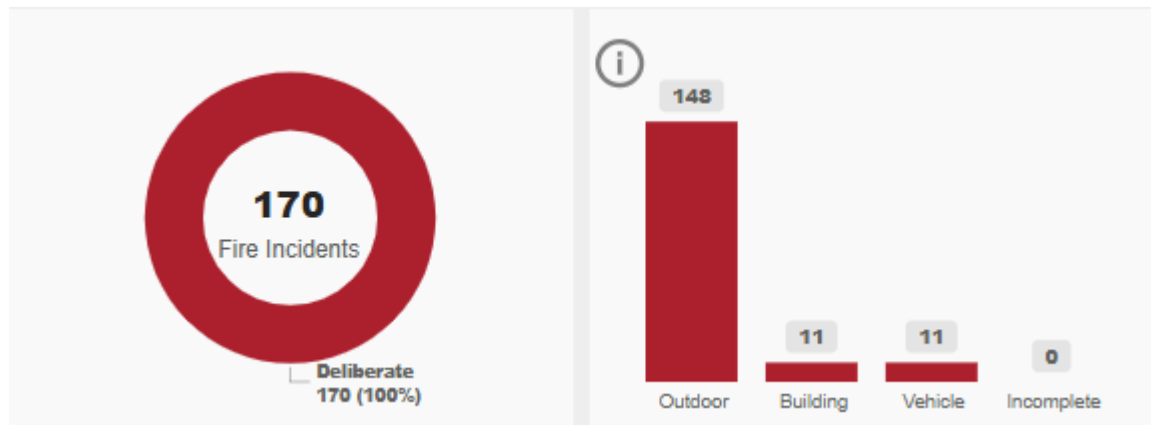


- During the third quarter of 2024/25, SFRS responded to a total of 1,147 incidents in the North West Sector of Glasgow City. This is a decrease from the 2022/23 Q3 total of 1,263.

Type of Incident	2023/24 Q3	2024/25 Q3	Difference
Fire	304	304	-10
Special Service	244	239	-35
False Alarms	715	604	-114

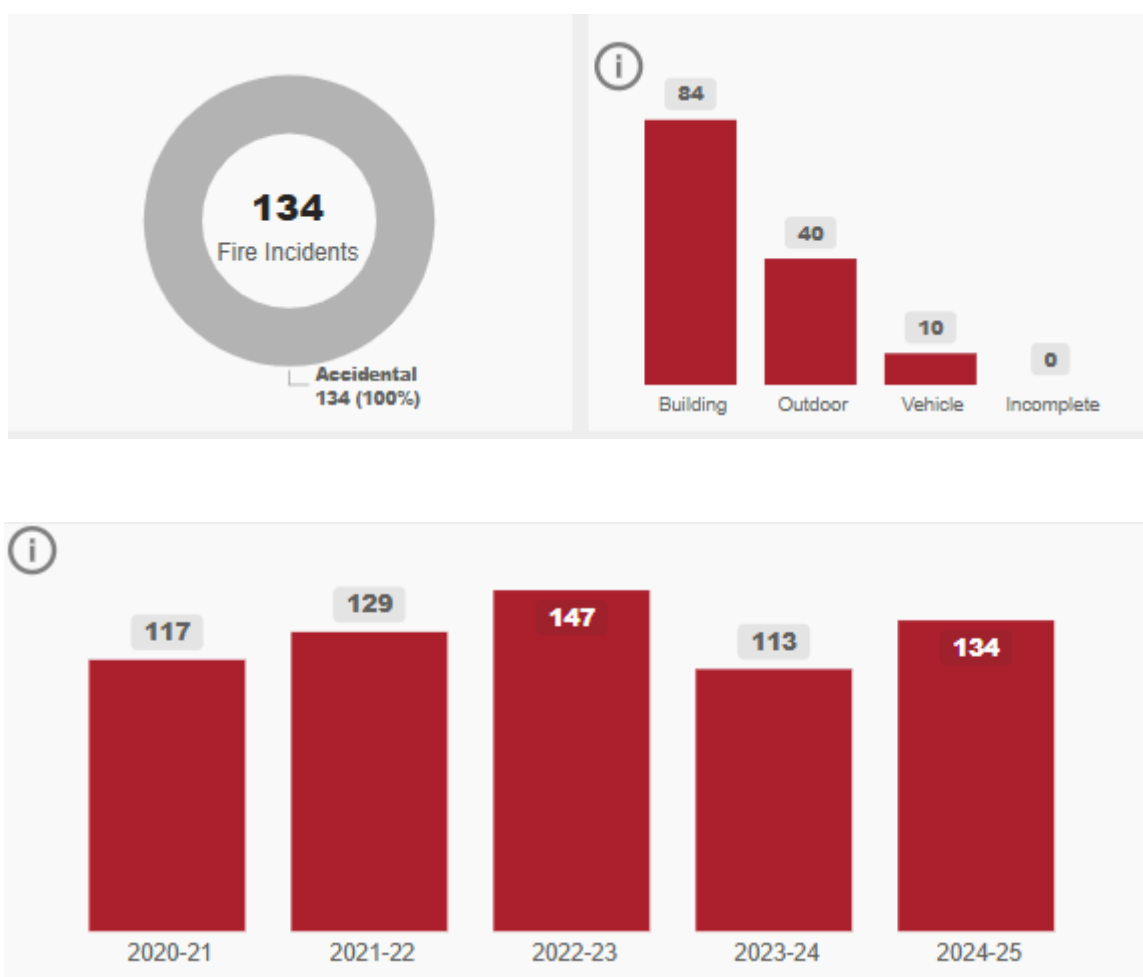
- Q3 of 2024/25 saw an overall reduction of 10% in incidents attended in the NW compared to last year's Q3 total.
- The changes to our Unwanted Fire Alarm Signals (UFAS) response from 1st July 2023, has seen a decrease of 16% in the number of False Alarm incidents attended by our operational crews in this year's quarter compared to last year.

2. Deliberate Fires



- The figure of 170 Deliberate Fires in Q3 2024/25 shows a decrease of 21 incidents compared to last year's quarter.
- 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 engages with partners and local stakeholders to deliver bespoke education and engagement events.

3. Accidental Fires

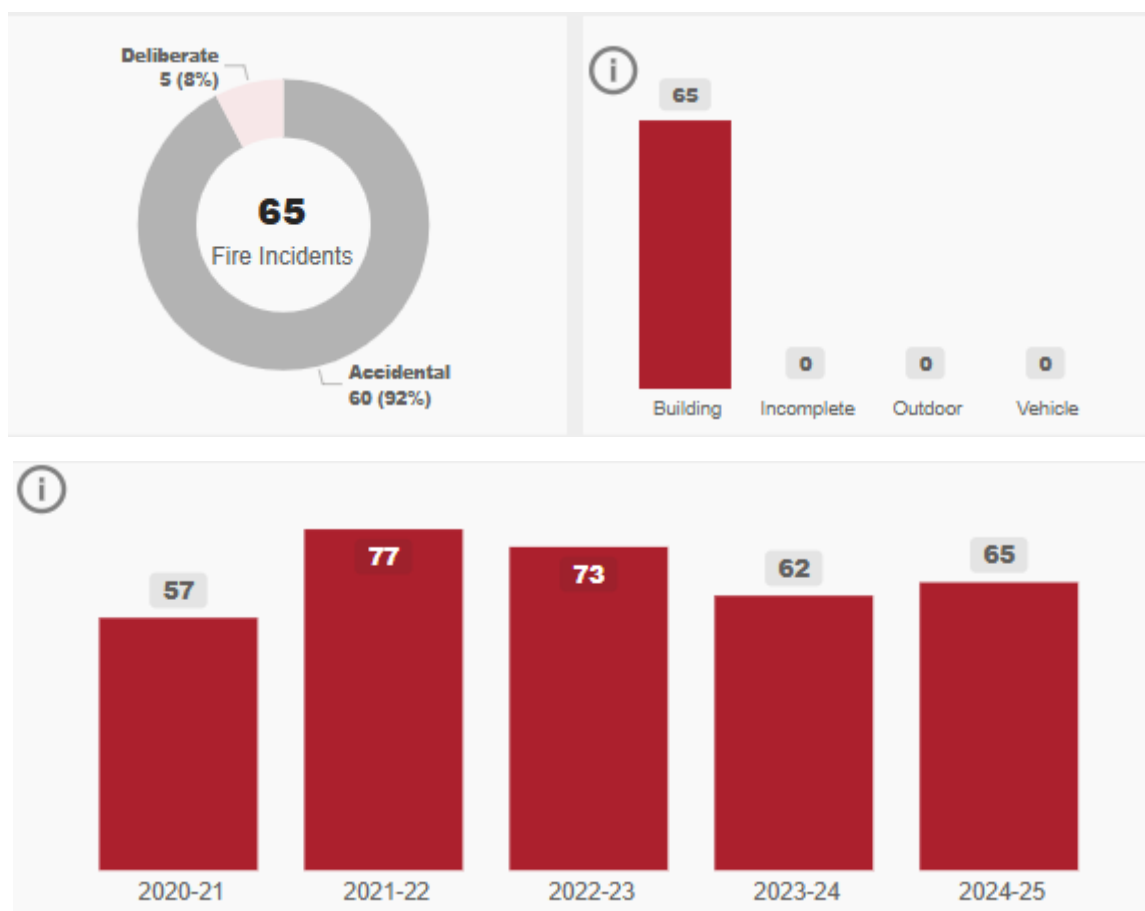


- The figure of 134 accidental fires for Q3 2024/25 has seen an increase of 21 incidents from the previous year's figures during this quarter.
- SFRS implements a Post Domestic Incident Response (PDIR) procedure for each incident within a domestic property, where we provide home fire Safety advice and if required, install linked smoke detection in eligible properties – those that are owner-occupied and high-risk, in compliance with the new Scottish Government Legislation.



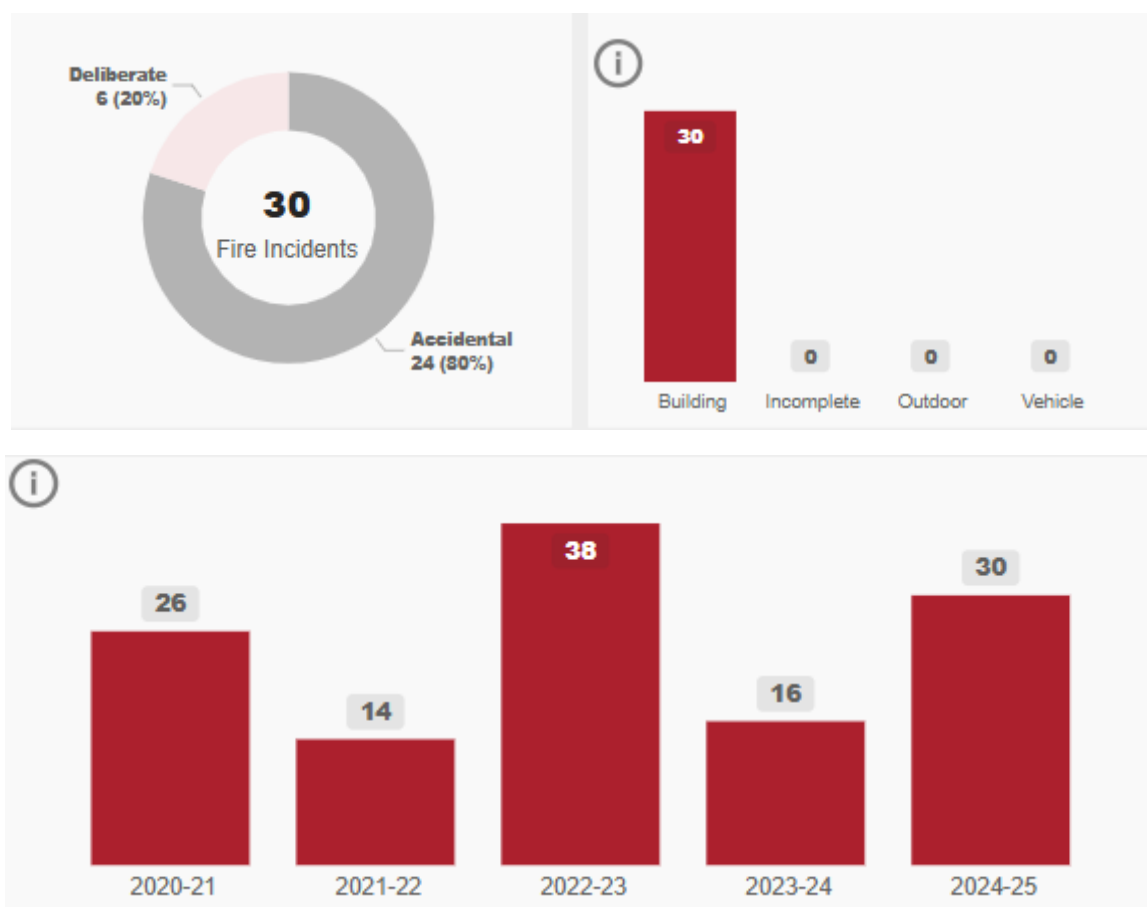
- Our Make the Call campaign is appealing to communities across Scotland to help save a life and consider home fire safety when checking in on vulnerable neighbours, patients, friends, and family members and to put them in touch with SFRS wherever possible using the free Home Fire Safety Visit phonenumber.

4. Dwelling Fires



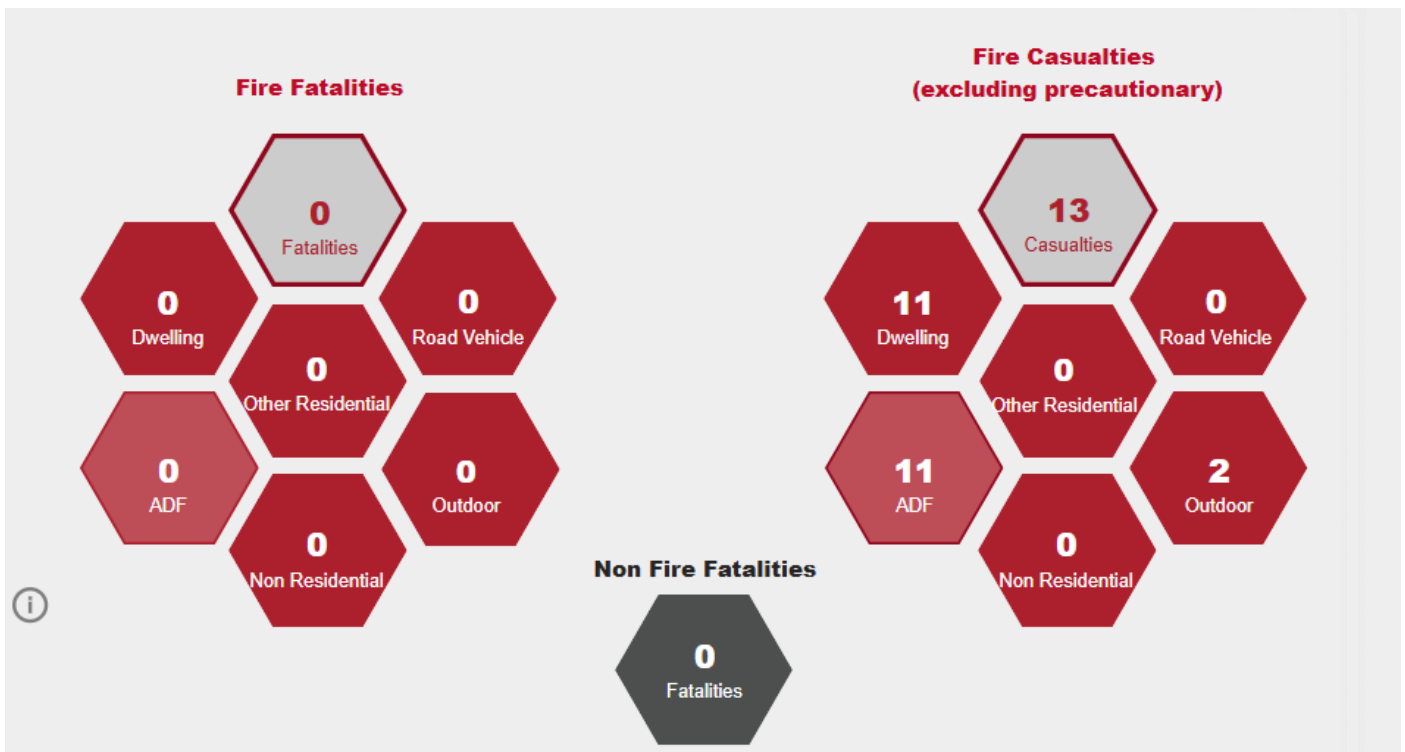
- There were 65 dwelling fires in Q3 of 2024/25. An increase of 3 incidents from last year's quarter.
- As of February 2022, it is a legislative requirement for every home to have interlinked fire alarms. This enhancement in fire detection within the home will hopefully continue the downward trend.
- Operational crews conduct Post Domestic Incident Response (PDIR) after every domestic incident. This provides crews with the opportunity to give home fire safety advice to not only the dwellings 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



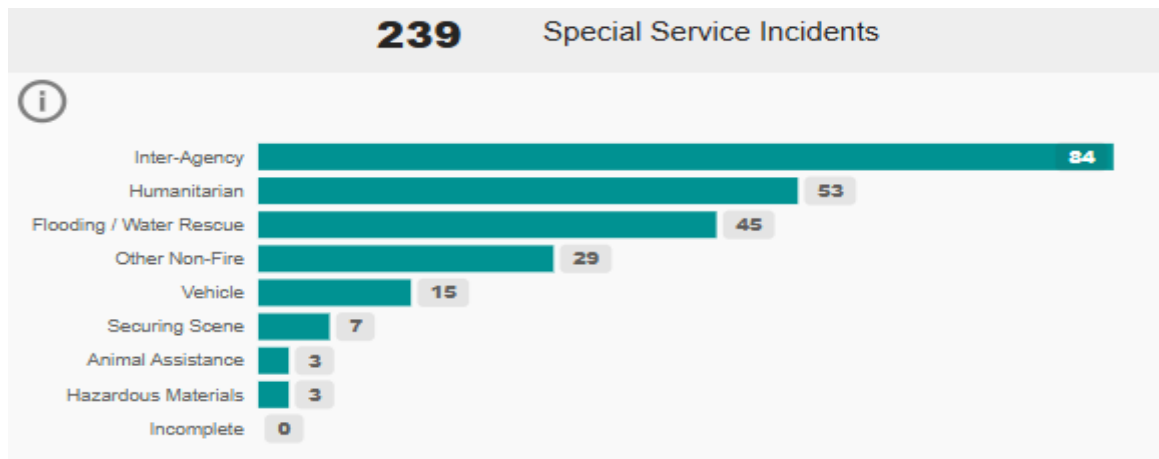
- This quarter shows an increase of 14 incidents compared to the same quarter last year. Our operational crews and Fire Safety Enforcement teams, engage with stakeholders and communities regarding fire safety within relevant premises where possible.
- If operational crews identify concerns in relevant 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 on relevant premises to investigate whether fire safety was adhered to in line with legislative requirements.

6. Fire Casualties



- In the North West, there were 13 fire-related casualties reported during the third quarter of 2024/25. Of these, 11 resulted from accidental dwelling fires, while 2 occurred in outdoor settings.
- Partner case studies are initiated when a severe injury or fatality arises from a fire incident. This process helps establish the involvement of each agency, if any, before the incident and facilitates shared learning for the future.
- Any moderate to serious injuries sustained in domestic fires are investigated by our Fire Investigation team. Findings that highlight poor fire safety practices within homes are used to drive community engagement efforts. Our operational crews, Community Action Team, and partner agencies work together to provide essential education and reassurance within local communities.

7. Special Service Incidents



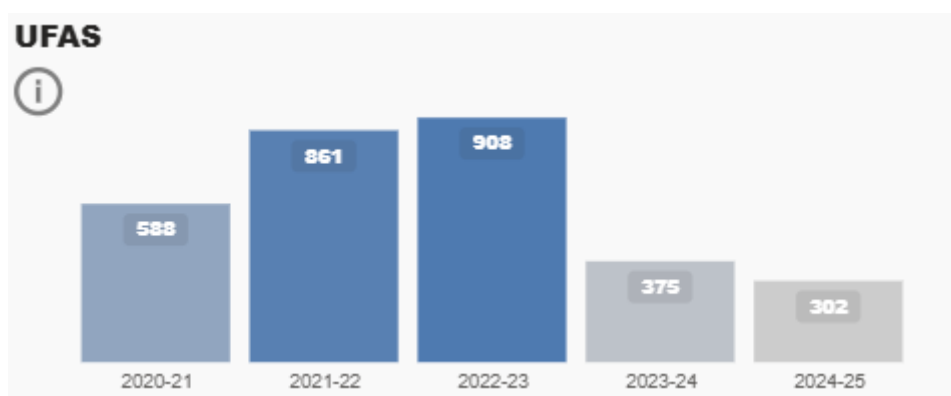
- During the Q3 period, SFRS attended 239 special service incidents, ranging from flooding and water rescues to animal rescues.
- Operational crews are attending more humanitarian and inter-agency incidents such as forcing entry to the premises of medical cases and assisting other agencies.

8. Unintentional Injury or Harm



- There was a total of 13 Special Service Casualties for Glasgow North West in Q3. Tragically, our crews attended 2 fatalities in the North West due to a water-related and inter-agency incident during the Q3 reporting period.
- 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 302 for Q3 2024/25 shows a 19% decrease 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.
Bonfire Strategy
Coordinated approach from operational crews and Community Action Team (CAT) to raise awareness on 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, 38 of which were situated in the NW. Our CAT liaised with Campus Police Officers to arrange input for secondary pupils across the NW to promote the firework safety message as well as highlight the dangers associated with anti-social behaviour during this period.
Engagement
670 Home Fire Safety Visits were conducted in the North West 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 by filling out an online form with the person's consent.
New HFSV
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