



City of Glasgow

Quarter 4

Safe Group 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 Performance Report

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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.

Local Fire and Rescue Service Plan Priorities

The Local Fire and Rescue Service Plan has been developed to set out the priorities and objectives within City of Glasgow and allows our local authority partners to scrutinise the performance outcomes of these priorities. We will continue to work closely with our partners in City of Glasgow to ensure we are all **“Working Together for a Safer Scotland”** through targeting risks to our communities at a local level.

The plan has been developed to complement key partnership activity embedded across the Glasgow Community Plan and associated Delivery and Thematic plans. Through partnership working we will seek to deliver continuous improvement in our performance and effective service delivery in our area of operations.

The Local Fire and Rescue Plan for Glasgow identified six areas for demand reduction and is subject to regular monitoring and reporting through the SAFE Partnership. A summary of the priorities and current activity is detailed below with further detail and analysis contained within this performance report.

	Accidental Dwelling Fires	Accidental Dwelling Fire Casualties	Unintentional Harm	Deliberate Fire Setting	Non-Domestic Fires	Unwanted Fire Alarm Signals
Anderston, City & Yorkhill	10	0	6	20	11	118
Baillieston	1	0	2	4	0	4
Calton	7	1	2	6	3	43
Canal	4	1	3	27	1	37
Cardonald	7	0	5	4	0	13
Dennistoun	3	0	7	11	2	36
Drumchapel & Anniesland	13	1	4	31	3	4
East Centre	8	2	5	18	0	13
Garscadden & Scotstounhill	4	1	7	13	0	14
Govan	10	5	5	22	7	43
Greater Pollok	4	1	9	17	3	31
Hillhead	6	0	0	11	1	30
Langside	6	0	0	5	1	11
Linn	3	1	4	5	0	8
Maryhill	8	1	1	10	2	0
Newlands & Auldburn	10	2	1	14	0	19
North East (Glasgow)	4	1	5	17	1	18
Partick East & Kelvindale	7	0	1	3	0	37
Pollokshields	2	1	0	4	1	8
Shettleston	10	0	6	24	0	10
Southside Central	3	0	4	13	3	18
Springburn & Robroyston	4	0	5	20	3	33
Victoria Park	11	1	3	5	2	14
Total Incidents	145	19	85	304	44	562
Year on Year Change	 -4%	 -41%	 47%	 -28%	 -30%	 -61%
3 Year Average Change	 -6%	 0%	 8%	 -11%	 -3%	 -13%



Activity levels have reduced by more than 5%



Activity levels have reduced by up to 5%



Activity levels have increased overall

City of Glasgow Activity Summary



569

Fires
Primary &
Secondary



587

Special
Services



1,181

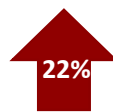
False
Alarms



2,337
Total Number of
Incidents

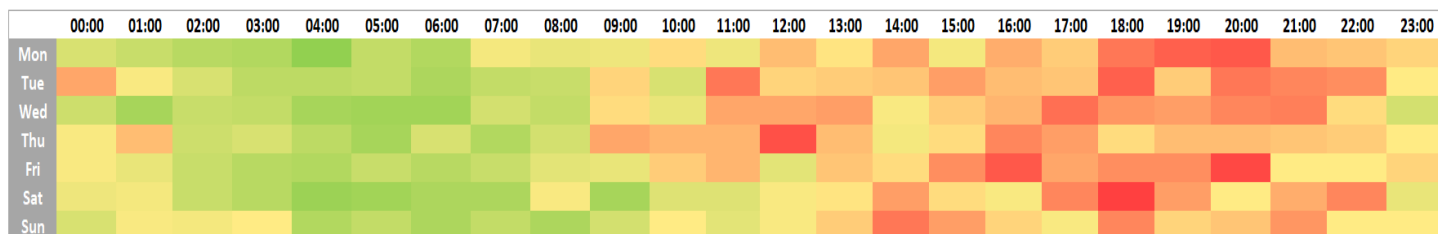


128
Fire & Non-fire
Casualties

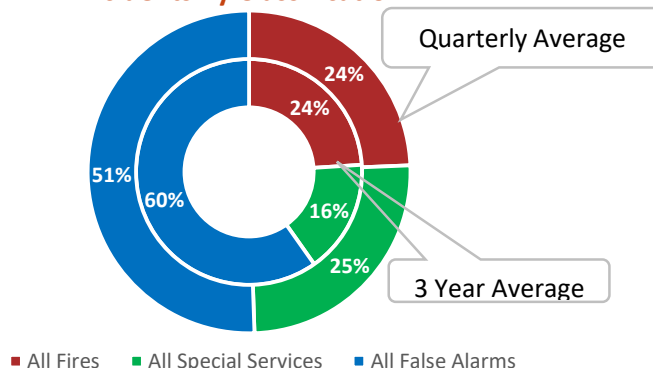


£1,107,140
Economic Cost of
UFAS Incidents

Activity by Time of Day

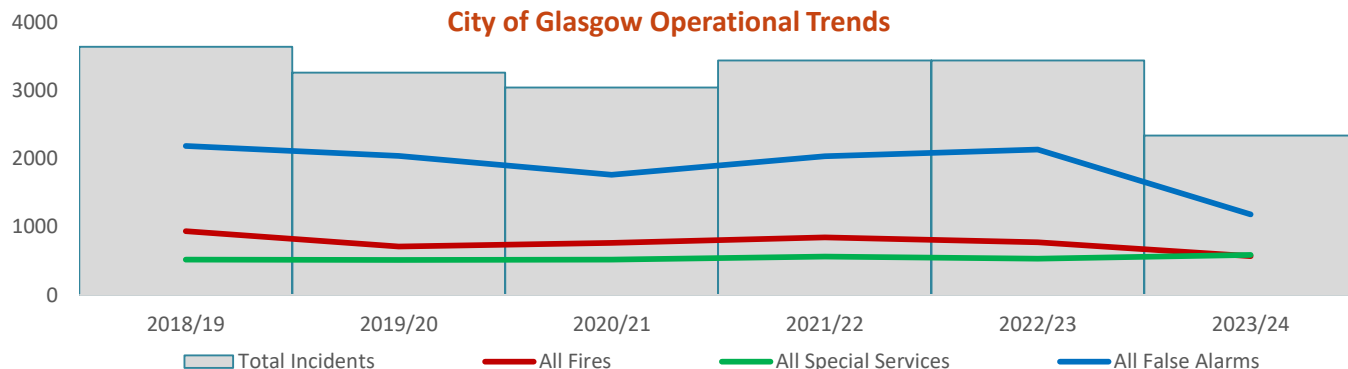


Incidents By Classification



■ All Fires ■ All Special Services ■ All False Alarms

City of Glasgow Operational Trends

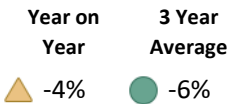


During the final quarter of 2023/24, SFRS has responded to a total of 2,337 incidents in Glasgow City, displaying an overall reduction of 32% from last year. The significant reduction can be largely attributed to the changes to our Unwanted Fire Alarm Signals (UFAS) response from the 1st of July 2023 which has saw a 45% decrease in the number of false alarms attended by operational crews. The number of fires attended was reduced by 26% from last year's quarter however there was an 11% increase in the number special services. Albeit the overall number of incidents has decreased the nature of calls attended is now far more diverse than ever before. The reduction in UFAS means SFRS can focus incident response as well as prioritising training and engagement activities.

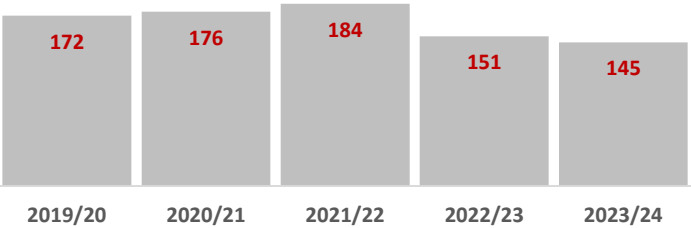
Domestic Safety - Accidental Dwelling Fires



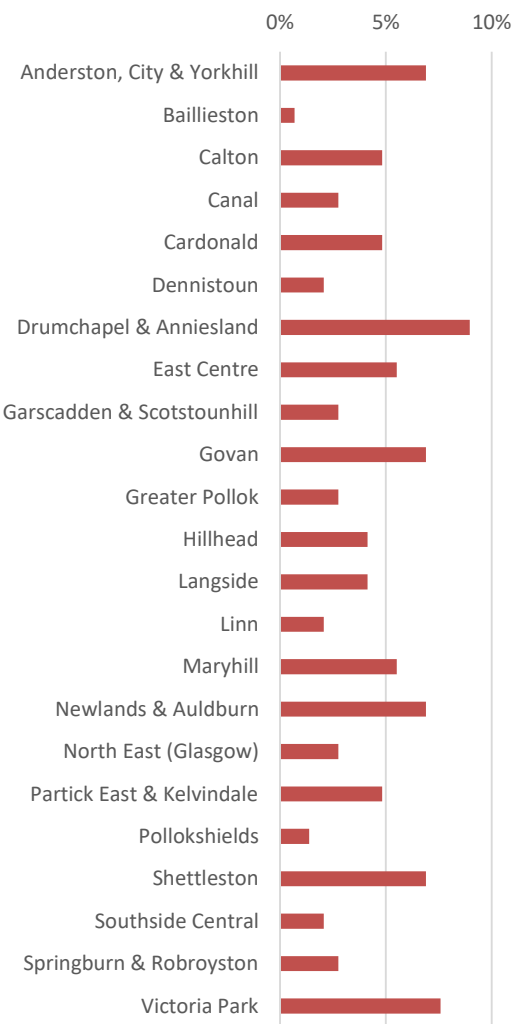
Performance Summary



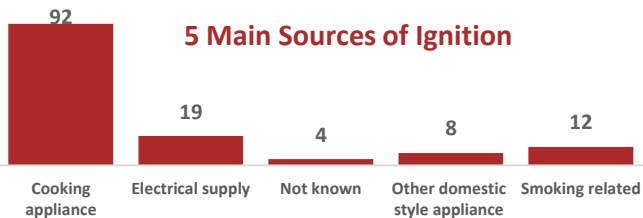
Accidental Dwelling Fires



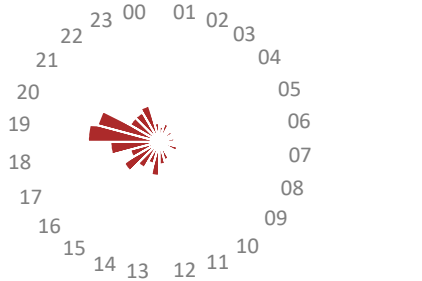
Accidental Dwelling Fires by Ward(% Share)



5 Main Sources of Ignition



Accidental Dwelling Fires by Time of Day



Severity of Accidental Dwelling Fires



Human Factors



Detection & Actuation

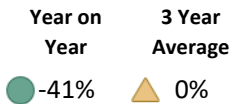


145 accidental dwelling fires for Q4 2023/24 have seen a reduction of 4% from last year's quarter. Data analysis shows this year is the lowest number of Accidental Dwelling Fires attended in this quarter since SFRS was formed in 2013. During this monitoring period we have conducted 317 High-Risk HFSVs out of a total of 1,136 fitting 517 detectors. A Post Domestic Incident Response is conducted after each domestic incident to encourage engagement with home owners regarding fire safety. More than half of our visits were generated via this engagement pathway. The service is now installing linked detection in eligible properties, those being owner occupied and high-risk, in compliance with the new Scottish Government Legislation.

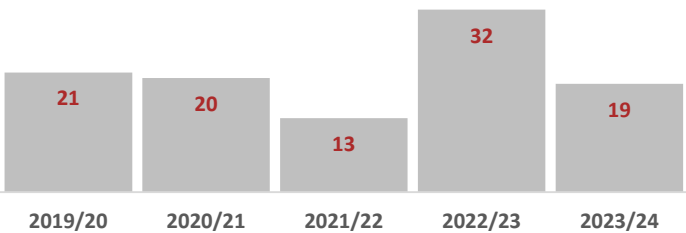
Domestic Safety - Accidental Dwelling Fire Casualties



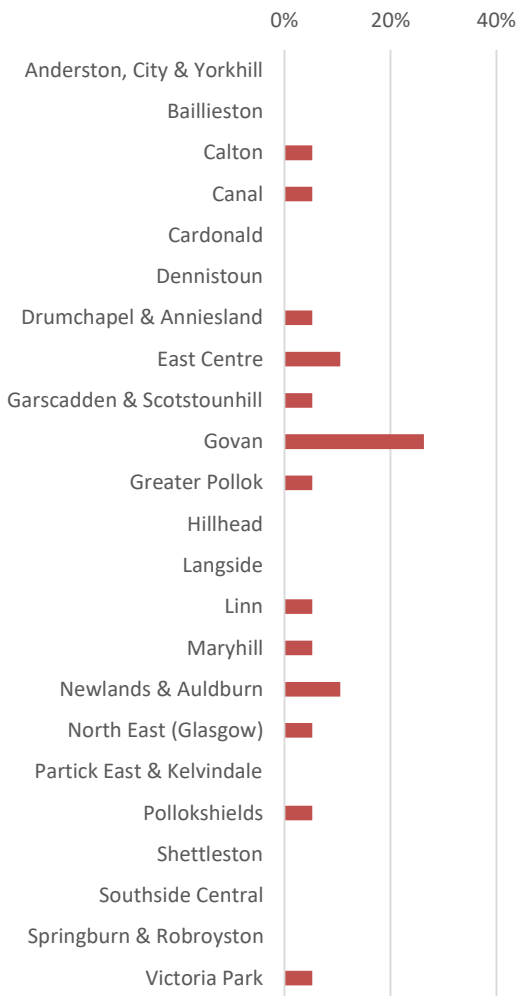
Performance Summary



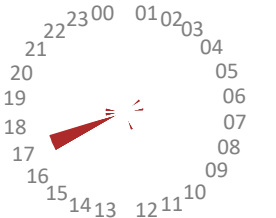
Accidental Dwelling Fires Casualties



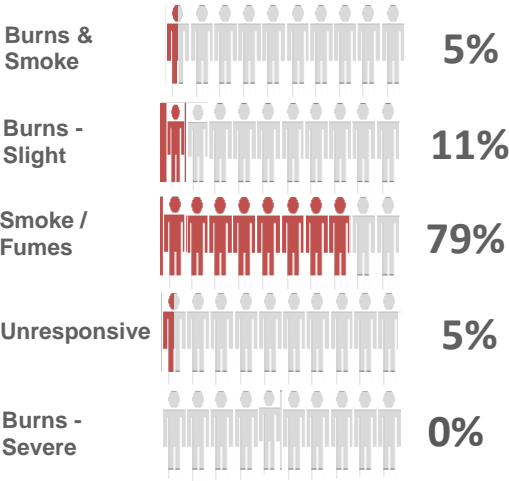
Accidental Dwelling Fire Casualties by Ward (% share)



Fire Casualties by Time of Day

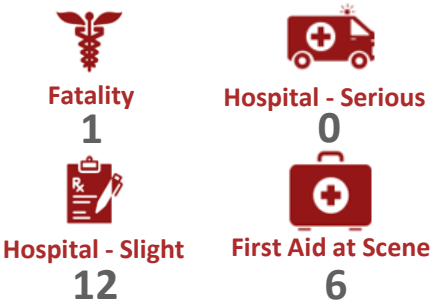


Nature of Injury



Source: Glasgow City Council Fire & Rescue Service

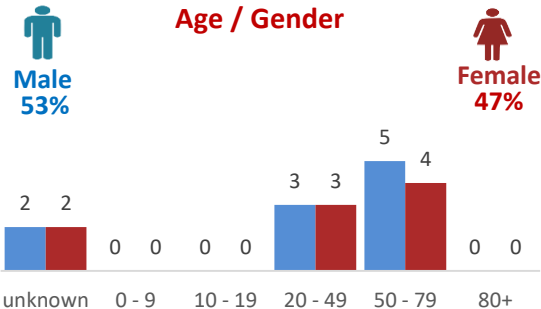
Extent of Harm



Male
53%



Female
47%



The Q4 figure of 19 for 23/24 shows a decrease of 41% in Accidental Dwelling Fire casualties from last quarter. Of the 19, 6 were given first aid at scene and 12 were admitted to hospital for what would be deemed as slight initial injuries. Tragically, there was one adult male fire fatality recorded. Any moderate to serious injuries incurred in 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.

Unintentional Injury or Harm

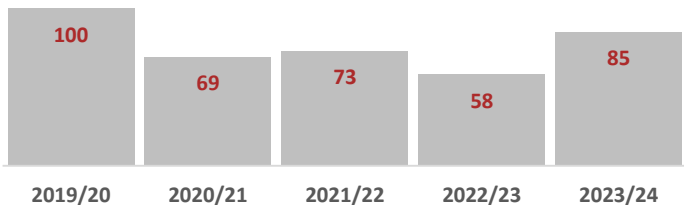


Performance Summary

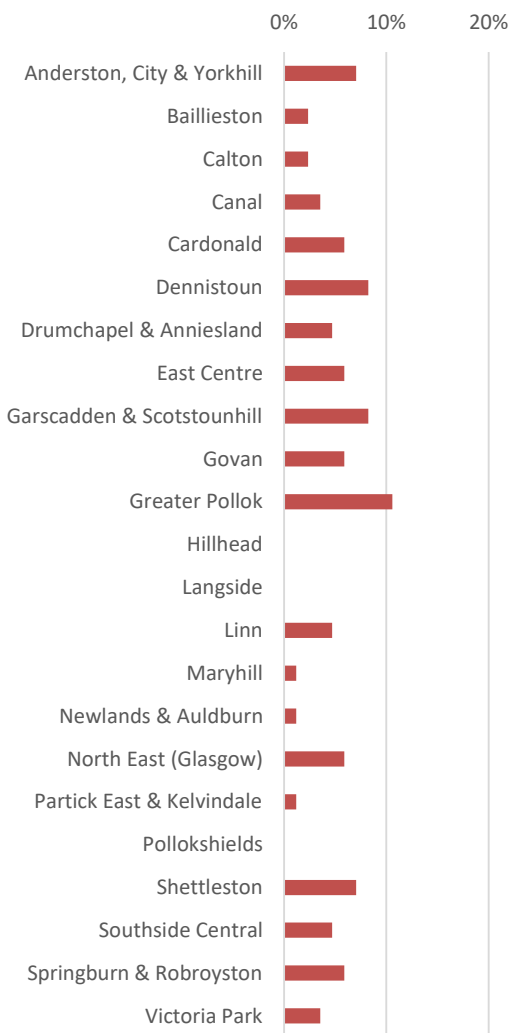
Year on Year
47%

3 Year Average
8%

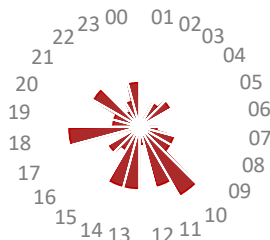
Non-Fire Casualties



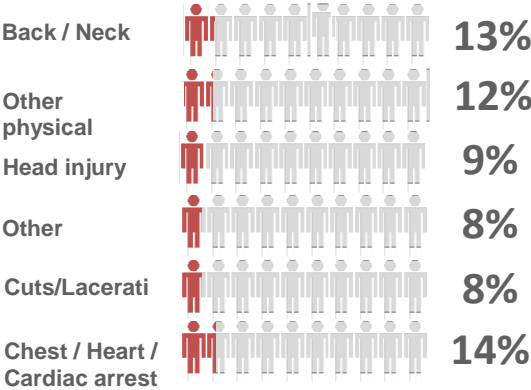
Non-Fire Casualties by Ward (% Share)



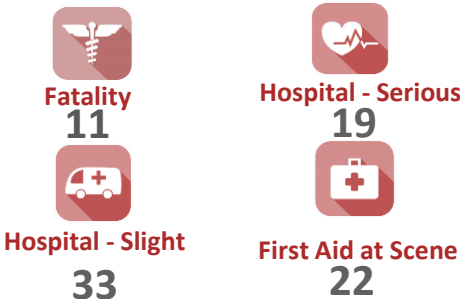
Non-Fire Casualties by Time of Day



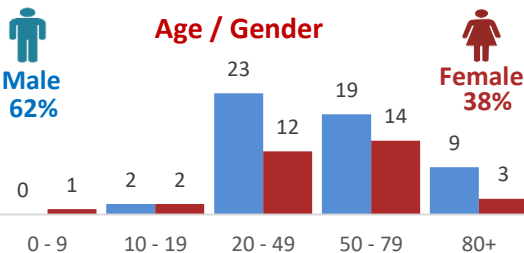
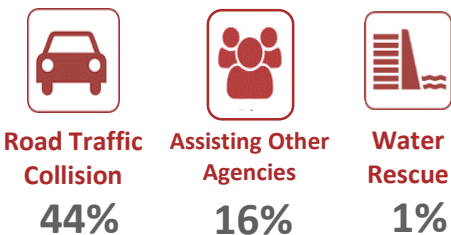
Nature of Injury



Extent of Harm



Non-Fire Emergency

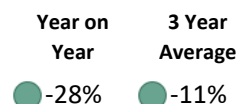


The figure of 85 casualties for Q4 23/24 has seen an increase of 47% from last year's quarter. SFRS CoG attended a total of 587 Special Service incidents - the most recorded during this quarter since SFRS inception. These comprised of 169 effecting entry/exits to various premises, 87 flooding incidents, 47 assisting other agencies, 49 RTC's and 55 lift releases. Tragically, we had 11 fatalities during the quarter. 4 were assisting other agencies, 3 effecting entry, 2 in RTC's and 1 medical first response. Our Community Action Teams, in conjunction with partners such as Road and Water Safety Scotland, conduct engagement activities to educate communities about the risks associated with such incidents. Referral pathways are initiated from Home Fire Safety Visits which highlight any safeguarding concerns.

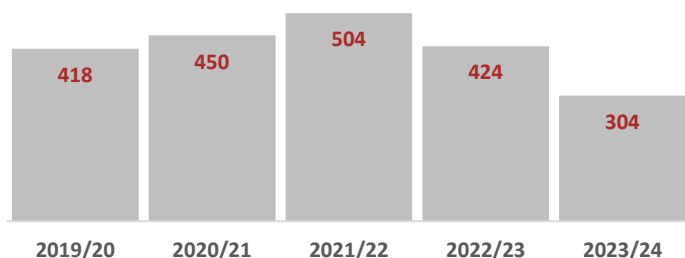
Deliberate Fire Setting



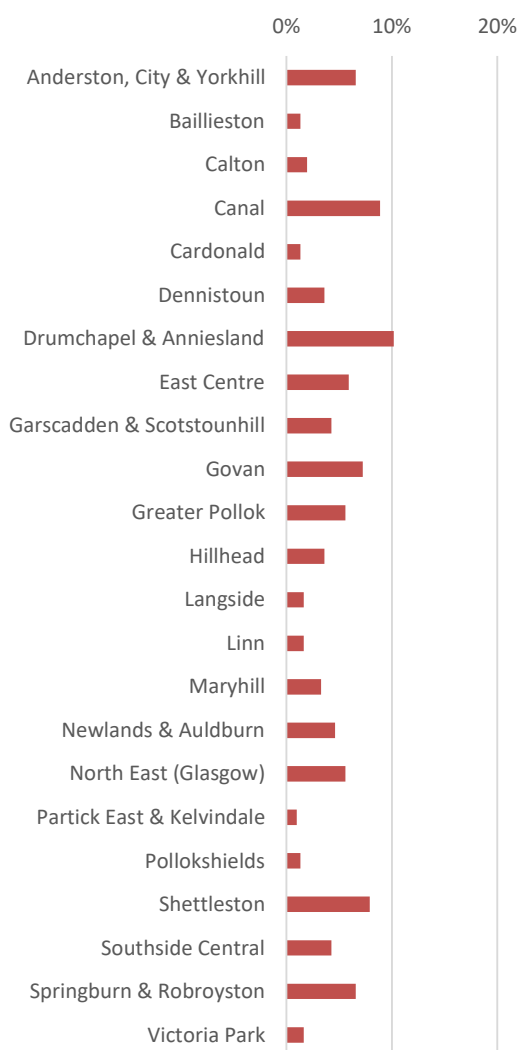
Performance Summary



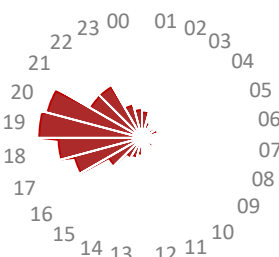
Deliberate Fires



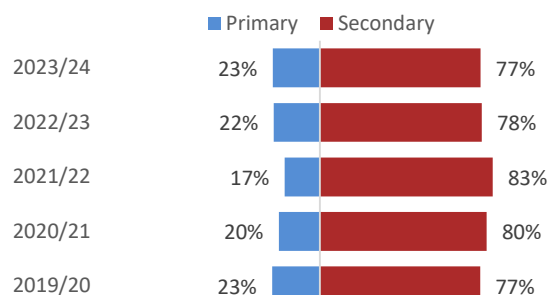
Deliberate Fires by Ward(% Share)



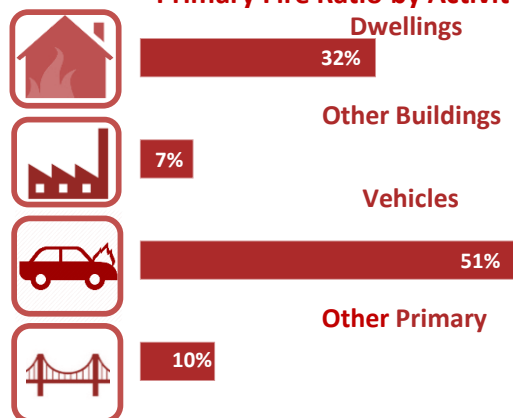
Deliberate Fires by Time of Day



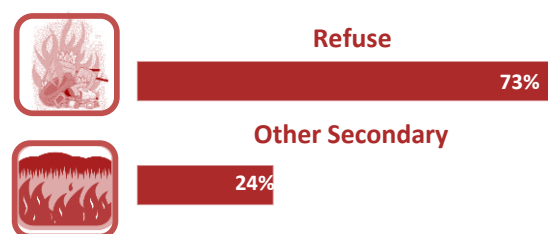
Deliberate Fires by Classification



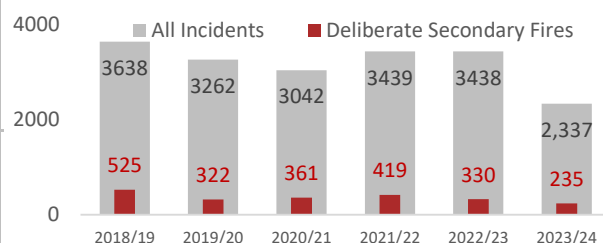
Primary Fire Ratio by Activity Type



Secondary Fire Ratio by Activity Type



Deliberate Fires Compared to Operational Activity

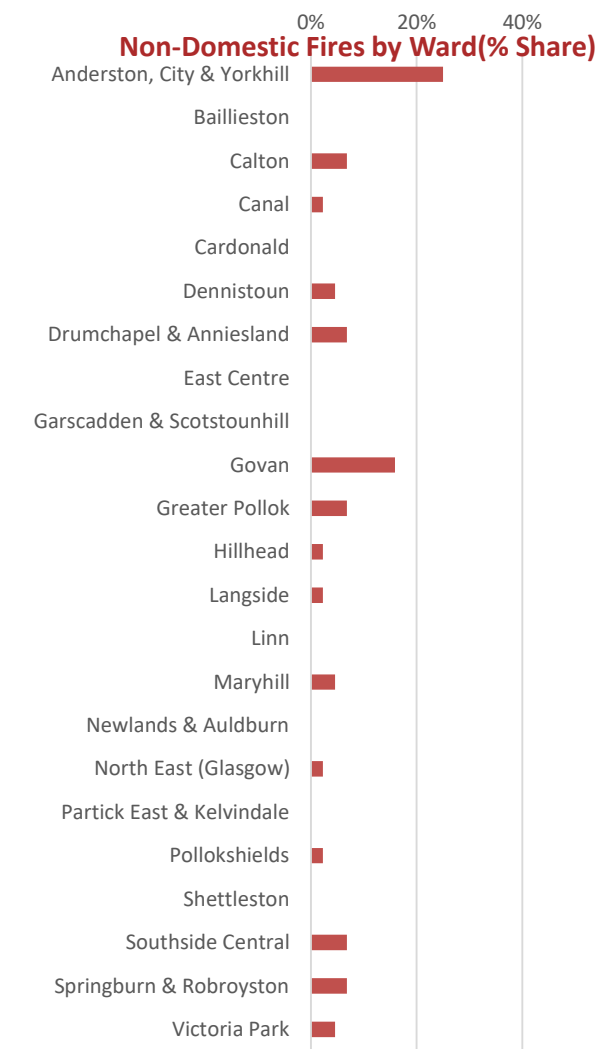
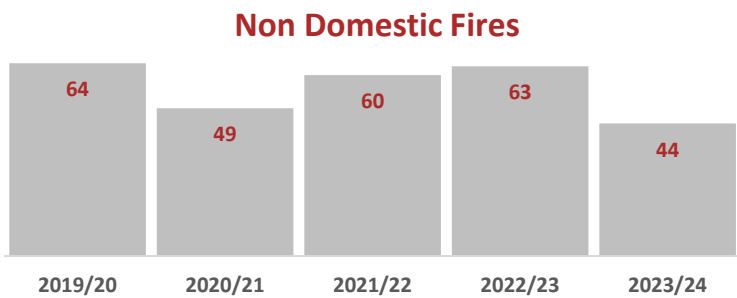
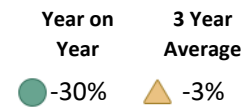


468 Deliberate Fires in Q4 23/24 shows a decrease of 28% from the same period last year and 11% below the three-year average. Data is questioned and where an increase in incidents in a particular area is identified, our Community Action Team engage with partners and local stakeholders to deliver bespoke education and engagement events to discourage anti-social behaviour and deliberate fire-setting.

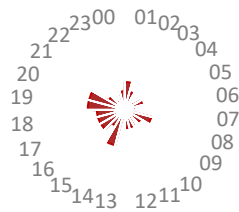
Non Domestic Fires



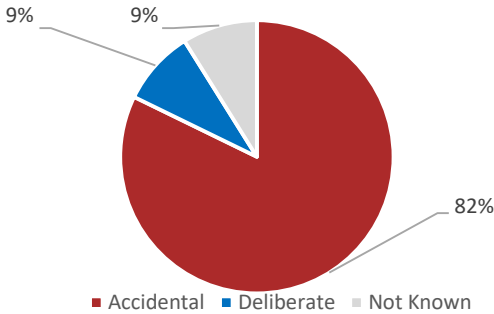
Performance Summary



Non-Domestic Fires by Time of



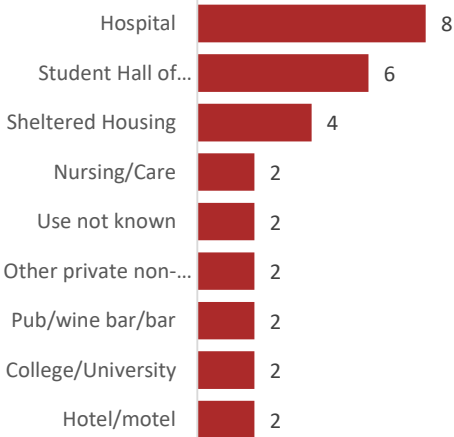
Non-Domestic Fires by Nature of Origin



Severity of Non-Domestic Fires



Non-Domestic Fires by Premises

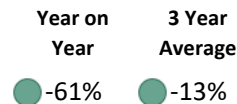


The figure of 47 for Q4 2024 shows a decrease of 30% from the previous year's quarter and the lowest number recorded in 5 years. Our Fire Safety Enforcement teams conduct regular audits on non-domestic premises covered under the Fire Scotland 2005 Act to improve fire safety in these buildings. They also conduct Post Fire Audits in relevant premises to investigate if fire safety was adhered to in line with legislative requirements.

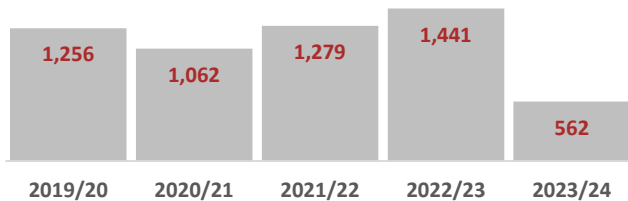
Unwanted Fire Alarm Signals



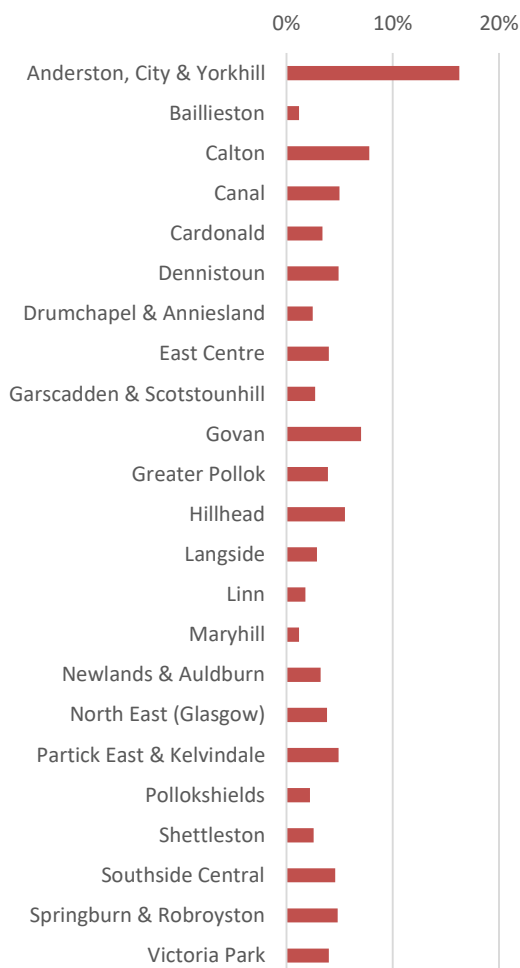
Performance Summary



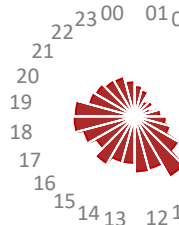
Unwanted Fire Alarm Signals



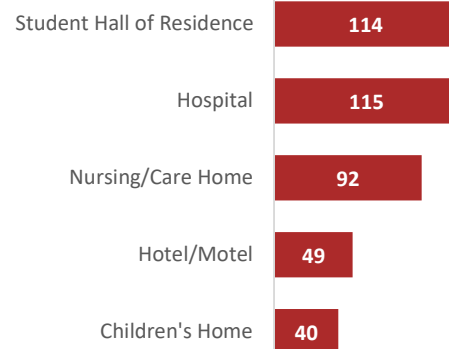
Unwanted Fire Alarm Signals by Ward (% share)



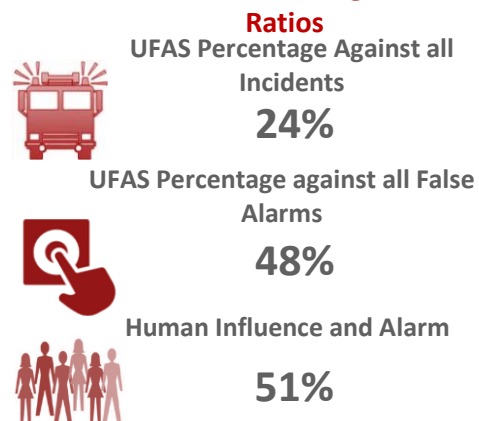
Unwanted Fire Alarm Signals by Time



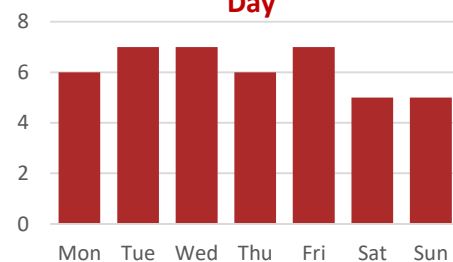
Unwanted Fire Alarm Signals - Top 5 Premises



Unwanted Fire Alarm Signals Activity



Average Unwanted Fire Alarm Signals per Day



562 UFAS incidents were attended during Q4 2024, showing a 61% decrease in incidents from the same period last year. This significant reduction is due to the change in our response to Unwanted Fire Alarm Signals (UFAS) from 1st July 2023. This change mitigates the need for unnecessary blue light journeys, improving the availability of resources, community safety and environmental impact as well as unnecessary disruption to business.

Prevention, Protection & Operational Activities

External Wall Cladding

The City of Glasgow's Prevention and Protection Team have been supporting building owners where issues have arisen with the external wall system. SFRS has ensured that fire safety advice has been provided to relevant parties, residents have been given bespoke fire safety advice and operational preparedness has been enhanced for affected buildings.

Exercise MiniFall

Exercise Minifall was a multi-agency exercise facilitated by SFRS which took place in the city centre on 13th March 2024. The exercise scenario simulated a school minibus crashing through the wall of the Albert Bridge into the river Clyde whilst a 2 car RTC on the bridge forced pedestrians into the water to avoid the bus. The exercise tested the joint response of a developing emergency incident including water based elements involving participation from Police Scotland, GCC, The Humane Society, RNLI, HM Coastguard and SEPA. The exercise proved invaluable not only from an emergency response perspective but for community safety engagement promoting, road and water safety.

Road & Water Safety

We have prioritised reducing the number of water incidents within the City of Glasgow by running a QR code campaign in and around the city's waterways. This involves placing QR codes in prominent places to encourage the public to scan, which links to Water Safety Scotland information sites. Due to the success of the campaign, we have now initiated the same strategy for road safety, linking the QR code to Road Safety Scotland sites. The Go Safe working group for road safety with GCC and Police Scotland has been reestablished during Q4 23/24 to improve road safety across the city.

Make The Call

In order to ensure that the most vulnerable people within Glasgow are targeted, the City of Glasgow's Prevention and Protection Team continues to promote our "Make The Call" campaign. The campaign aims to appeal to carers, family and friends to "make the call" to SFRS to arrange a Home Fire Safety Visit for those who are at risk of serious injury or even death because of an accidental fire in their home. Statistics have shown that these people are likely to be over the age of 50, smoke, with mobility issues, live alone or use medical oxygen are more likely to be involved in a serious fire incident.

Engagement

A total of 1,136 HFSVs were carried out over the quarter by our Community Action Teams (CAT) and Operational Crews. 317 High Risk occupiers were targeted by fitting 517 detectors. 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.

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 and Occupational Therapists etc. The Community Action Team runs courses based at McGill House, Pollok Fire Station tailored to those who work with vulnerable and at risk tenants. Input on 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.