



# City of Glasgow Quarter 2 North West Report



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

**Working together  
for a safer Scotland**

**1st June – 30<sup>th</sup> September  
2024**

# City of Glasgow Sector Report - North West

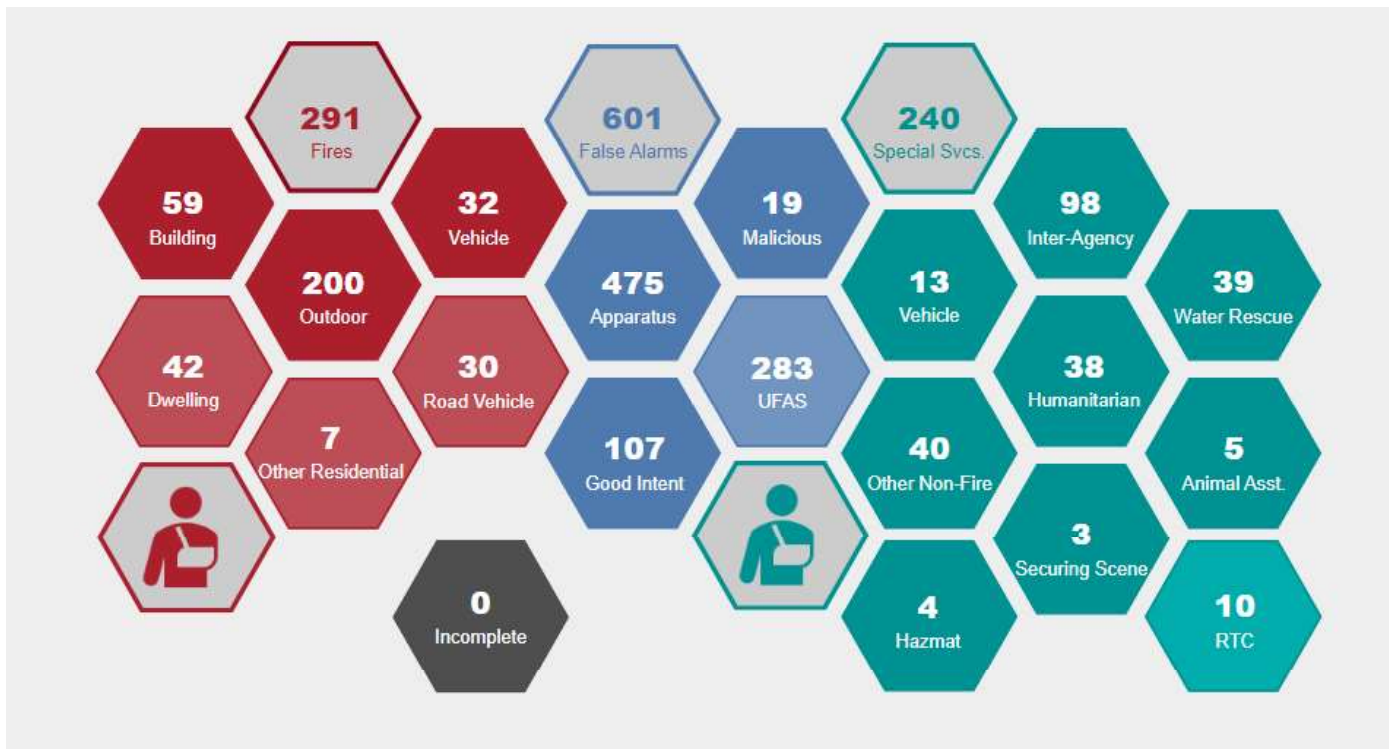
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### About the statistics within this report

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)

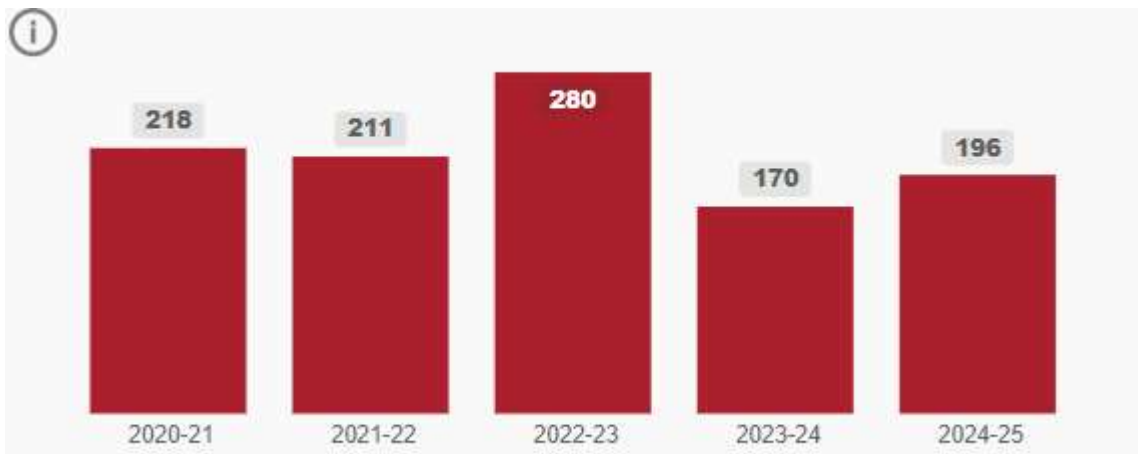


- During the second quarter of 2024/25, SFRS responded to a total of 1,132 incidents in the North West Sector of Glasgow City. This is a decrease from the 2022/23 Q2 total of 1,291.

Type of Incident	2023/24 Q2	2024/25 Q2	Difference
Fire	301	291	-10
Special Service	275	240	-35
False Alarms	715	601	-114

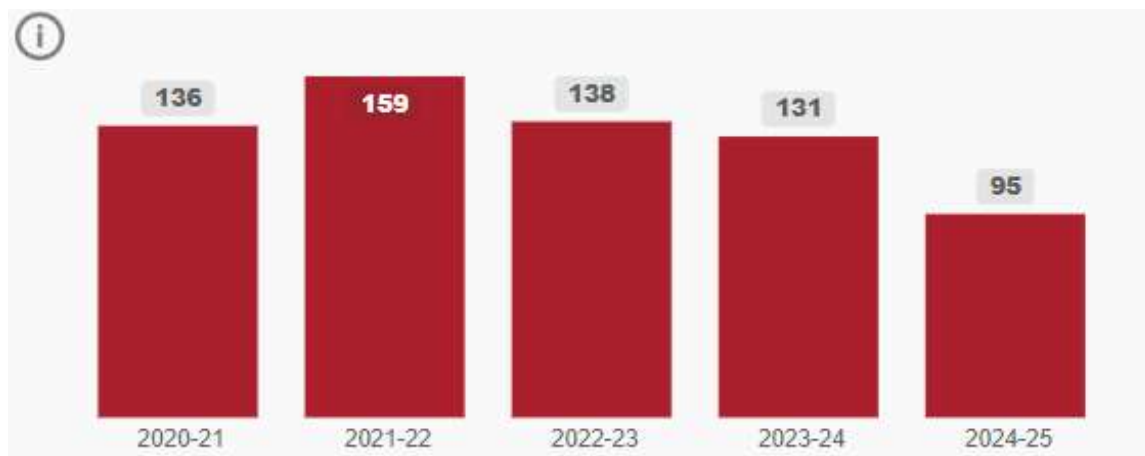
- Q2 of 2024/25 saw an overall reduction of 12% in incidents attended in the NW compared to last year's Q2 total.
- The changes to our Unwanted Fire Alarm Signals (UFAS) response from 1<sup>st</sup> July 2023, has seen a decrease of 16% in the number of False Alarm incidents attended by our operational crews in this year's quarter compared to last year.

## 2. Deliberate Fires



- The figure of 196 Deliberate Fires in Q2 2024/25 shows an increase of 26 incidents compared to last year's quarter but 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 engages with partners and local stakeholders to deliver bespoke education and engagement events.

### 3. Accidental Fires

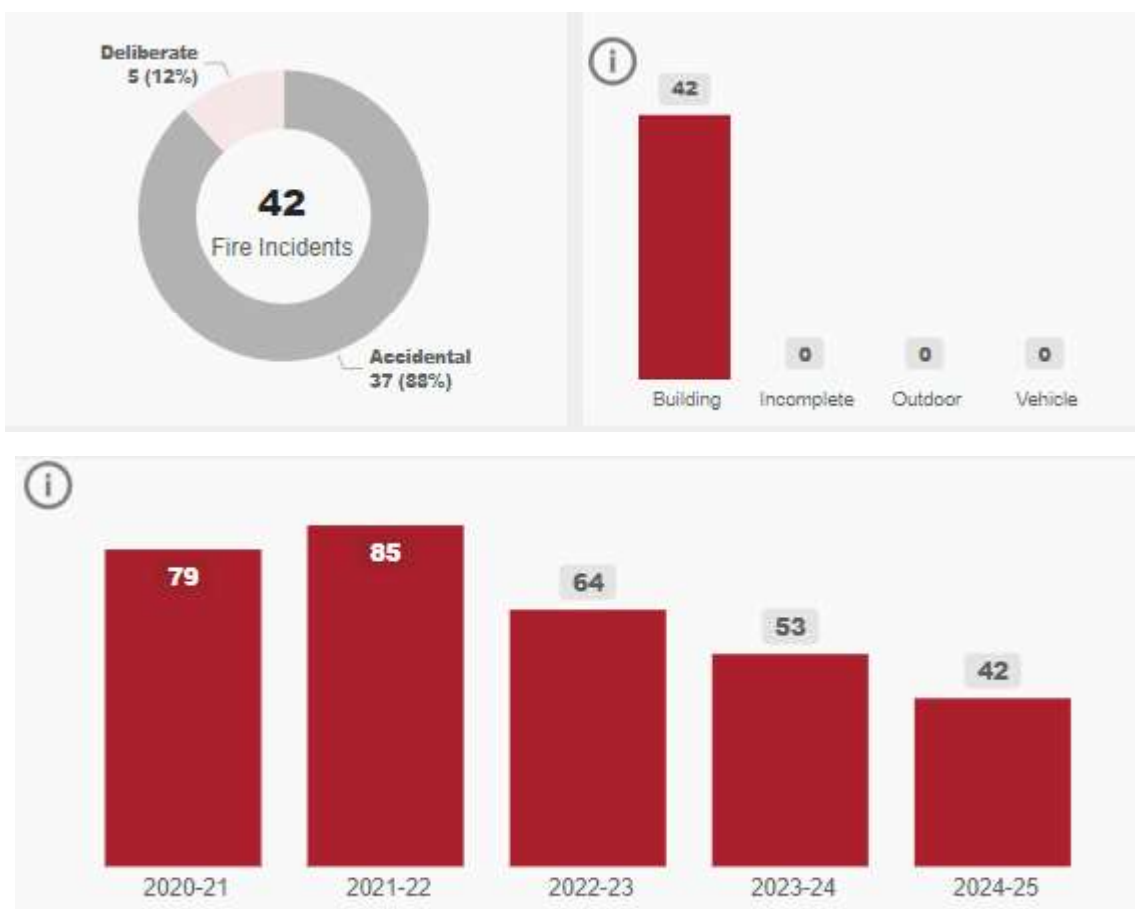


- The figure of 95 accidental fires for Q2 2024/25 has seen a decrease of 36 incidents from the previous year's figures. This is the lowest number of accidental fires attended in the preceding 5 years during this quarter.
- SFRS implements a Post Domestic Incident Response (PDIR) procedure for each incident 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.



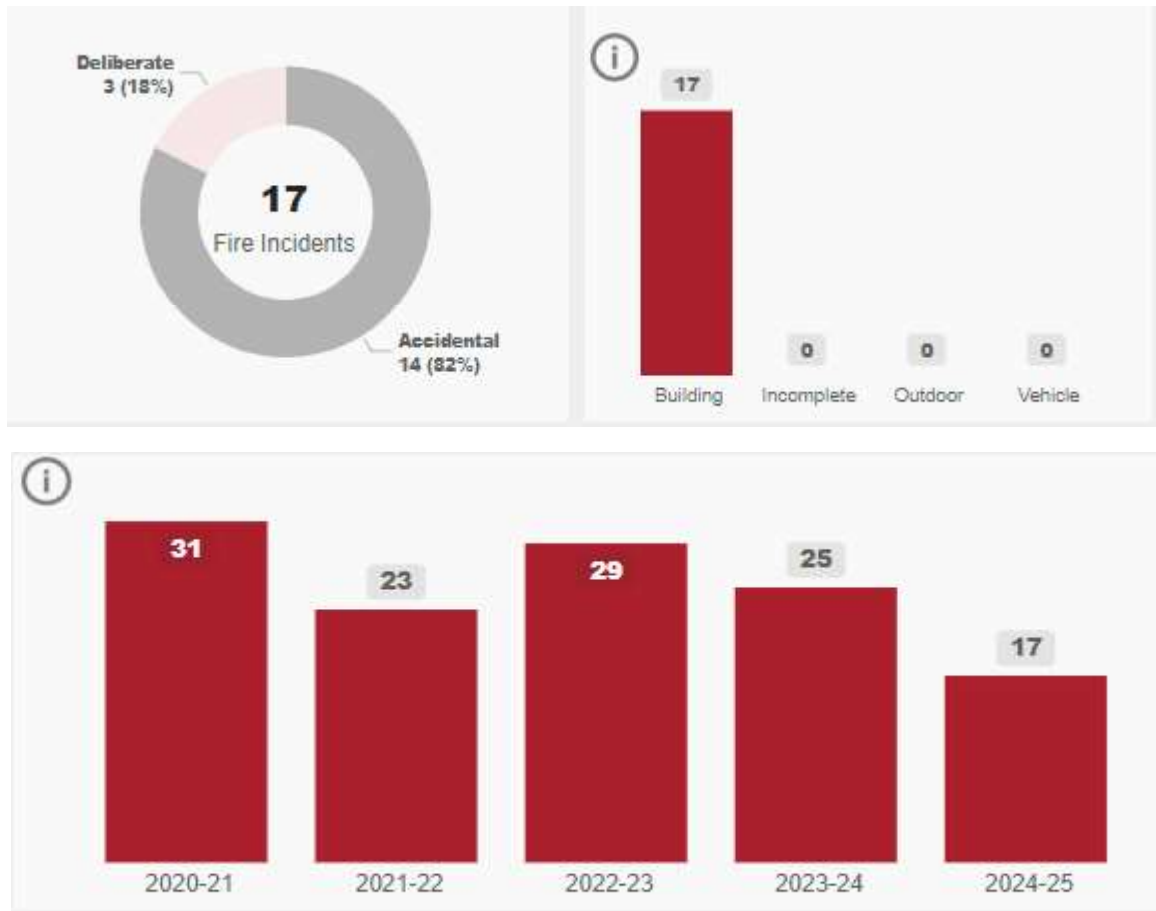
- Our Make the Call campaign is appealing to communities across Scotland to help save a life and consider home fire safety when checking in on vulnerable neighbours, patients, friends and family members and to put them in touch with SFRS wherever possible using the free Home Fire Safety Visit phonenumber.

## 4. Dwelling Fires



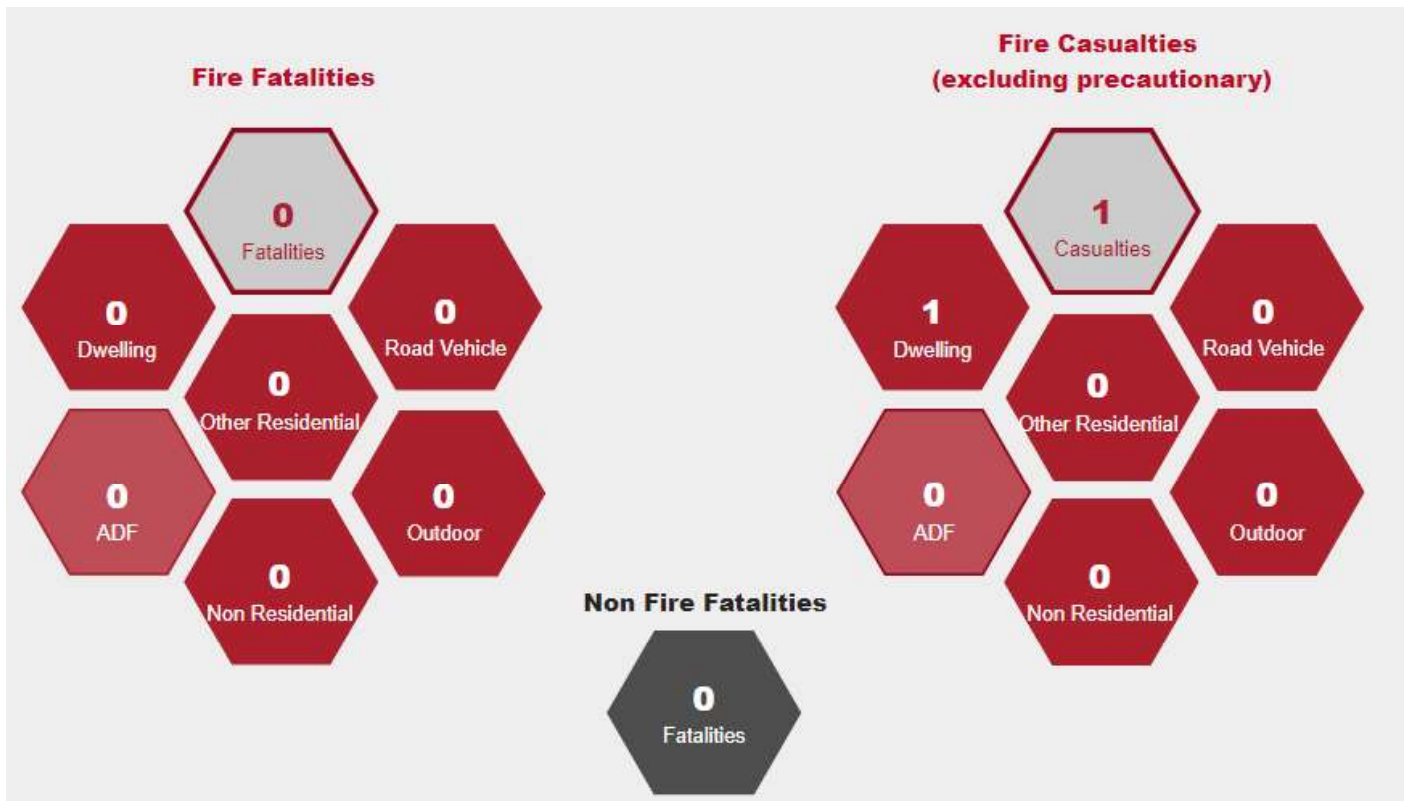
- There were 42 dwelling fires in Q2 of 2024/25. A decrease of 11 from last year's quarter and the lowest recorded in the past 5 years.
- As of February 2022, it is a legislative requirement for every home to have interlinked fire alarms. This enhancement in fire detection within the home will hopefully continue the downward trend.
- Operational crews conduct Post Domestic Incident Response (PDIR) after every domestic incident. This provides crews 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 a decrease of 8 incidents compared to the same quarter last year and the lowest recorded in the past 5 years. This decrease 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 on relevant premises to investigate whether fire safety was adhered to in line with legislative requirements.

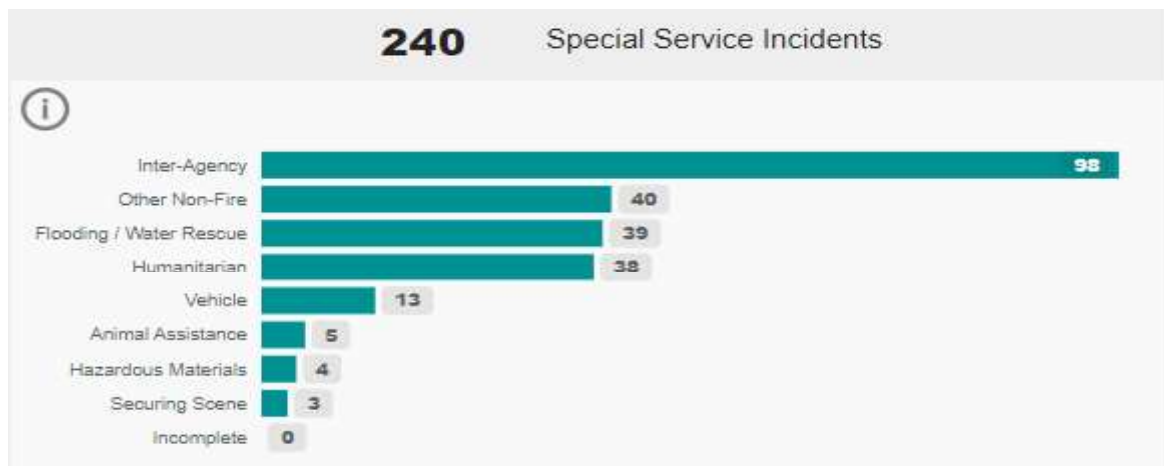
## 6. Fire Casualties



- There was 1 fire casualty due to a dwelling fire during Q2 2024/25. This is the lowest number recorded in the North West since SFRS records began in 2013.
- Partner case studies are initiated 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



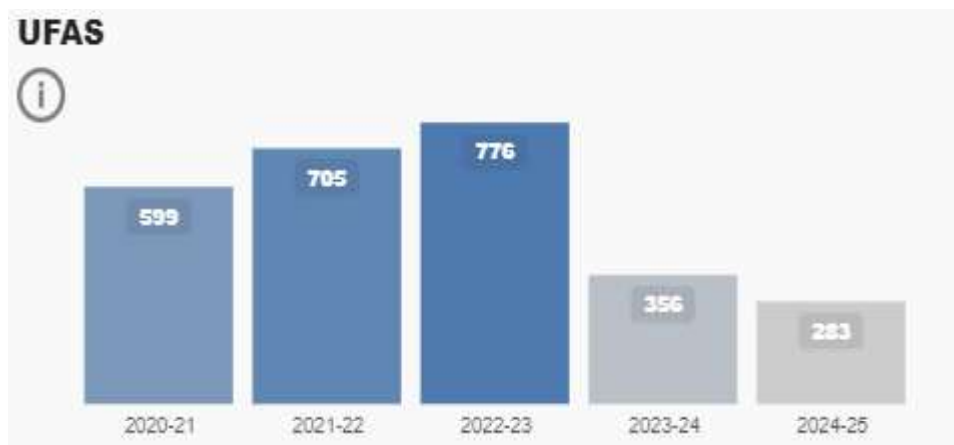
- During the Q2 period, SFRS attended 240 special service incidents, ranging from flooding and water rescues to animal rescues.
- Operational crews are attending more humanitarian and inter-agency incidents such as forcing entry to the premises of medical cases and assisting other agencies.

## 8. Unintentional Injury or Harm



- There was a total of 7 Special Service Casualties for Glasgow North West in Q2. Tragically, there was 1 fatality due to unintentional harm and injury during the Q2 reporting period.
- 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 283 for Q2 2024/25 shows a 20% decrease in UFAS incidents from the same period last year. The changes to our Unwanted Fire Alarm Signals (UFAS) response from 1<sup>st</sup> 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

The City of Glasgow was proud to attend and showcase our support for diversity and inclusivity at Scotland's largest LGBTQ+ event on 20th July. SFRS personnel from across Scotland gathered at the event and joined our partner emergency service workers at the march. Representing at LGBTQ+ events is a key driver to organisational inclusivity and we pledge to continue our support.

### Engagement

489 Home Fire Safety Visits were conducted in the North West 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 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 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.