



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

AREA COMMITTEE PLAN FOR CITY OF INVERNESS AREA 2014-2015



**Working together
for a safer Scotland**



The Highland
Council
Comhairle na
Gàidhealtachd

Highland Local Priorities 2014-17

The Highland Local Fire and Rescue Plan sets out the local priorities, actions and outcomes for the Scottish Fire and Rescue Service to deliver within Highland for the period 2014-2017. These are:

- Local Risk Management and Preparedness
- Reduction in Accidental Dwelling Fires
- Reduction in Fire Fatalities and Casualties
- Reduction of Deliberate Fires
- Reduction of Non Domestic and Secondary Fires
- Reduction in Casualties from Road Traffic Collision, Flooding and other Special Service Calls
- Reduction of Unwanted Fire Alarm Signals

City of Inverness Area Priorities - in this year's plan we aim to...

At our Ward consultation sessions held throughout 2013-2014, you advised us of the priorities you wished the Fire and Rescue Service to concentrate on during 2014-2015. These key priorities are to:

- Reduce the number of accidental dwelling house fires
- Reduce the resultant fire casualties across City of Inverness Area
- Reduce the number of deliberate fires, including Wildfires, across City of Inverness Area
- Reduce the number of people killed or seriously injured on our roads
- Reduce the number of Unwanted Fire Alarm Signals (UFAS) across City of Inverness Area

In addition, we will continue to:

- Support partnership working to reduce identified and emerging risks and make City of Inverness Area a safer place to live, work and visit
- Contribute to improve the resilience of City of Inverness Area
- Maintain a safe and efficient workforce
- Make life safer for vulnerable groups or people at risk in the communities of City of Inverness Area

City of Inverness Area Objectives – what we are going to do

During 2014-15 we will focus on the following key areas:

- We will continue to deliver free Home Fire Safety Visits (HFSVs), advice and education to the communities in City of Inverness Area
- Safety of our staff is a priority. We will continue to educate, develop, train and test our operational crews to ensure they are able to respond to a wide range of emergencies in a safe and highly effective way
- We will further strengthen our links to partner agencies in City of Inverness Area to ensure that our fire safety work is targeted towards those individuals and groups who are most vulnerable and are most at risk from fire
- Continue to work closely with our partner agencies in City of Inverness Area with regards to reducing further our attendances at Wildfires, secondary and deliberate fires
- We will improve our capability and road safety awareness to increase the impact of our road safety reduction activities



City of Inverness Area Planned Activities

What we are going to do to deliver our priorities	Aird and Loch Ness	Inverness West	Inverness Central	Inverness Ness-Side	Inverness Millburn	Culloden and Ardersier	Inverness South
Targeted Home Fire Safety Visits	✓	✓	✓	✓	✓	✓	✓
Sheltered Housing Initiative	✓	✓	✓	✓	✓	✓	✓
Post Domestic Incident Response	✓	✓	✓	✓	✓	✓	✓
Road Safety Events	✓	✓	✓	✓	✓	✓	✓
Deliberate Fire Reduction Initiatives	✓	✓	✓	✓	✓	✓	✓
Thematic Action Plans (e.g. Bonfire and Wildfire campaigns)	✓	✓	✓	✓	✓	✓	✓
Reduction of Unwanted Fire Alarm Signals	✓	✓	✓	✓	✓	✓	✓
Operational Risk Visits	✓	✓	✓	✓	✓	✓	✓
Multi-agency training and exercising	✓	✓	✓	✓	✓	✓	✓
Community Resilience Initiatives (e.g. Flooding)	✓	✓	✓	✓	✓	✓	✓
Management of Resource Availability (including recruitment and retention of staff)	✓	✓	✓	✓	✓	✓	✓
Fire Safety Enforcement Audits and Inspections	*	*	*	*	*	*	*

* Will be carried out by Fire Safety Enforcement Staff

Measuring Our Success

In order to keep us focused on delivering out planned outcomes, we will monitor and report our performance in a number of ways.

1. Monitor and review our performance against the Highland Local Fire Plan 2014-2017.
2. Evaluate our performance against the priorities specified in the respective Area Committee Plans 2014-2015.
3. Evaluate our contribution to improved outcomes for our communities, and our active participation within Community Planning Partnerships as detailed in the Highland Single Outcome Agreement 2013-2019.
4. Reporting of performance and responding to scrutiny at the Community Safety, Public Engagement and Equalities Committee and Area Committees.



Contact Us

If you have something you'd like to share with us, you can get in touch in a number of ways:

- Use the feedback form on our website to send an email - **www.firescotland.gov.uk**
- Contact (LSO) Area Headquarters at 16 Harbour Road, Longman West, Inverness, IV1 1TB
- Contact your local community fire station - details are listed on our website or in your local telephone directory.
- Write to us at the address at the bottom of this page.

We are fully committed to continually improving the service we provide to our communities and recognise that to achieve this goal we must listen and respond to the views of the public.

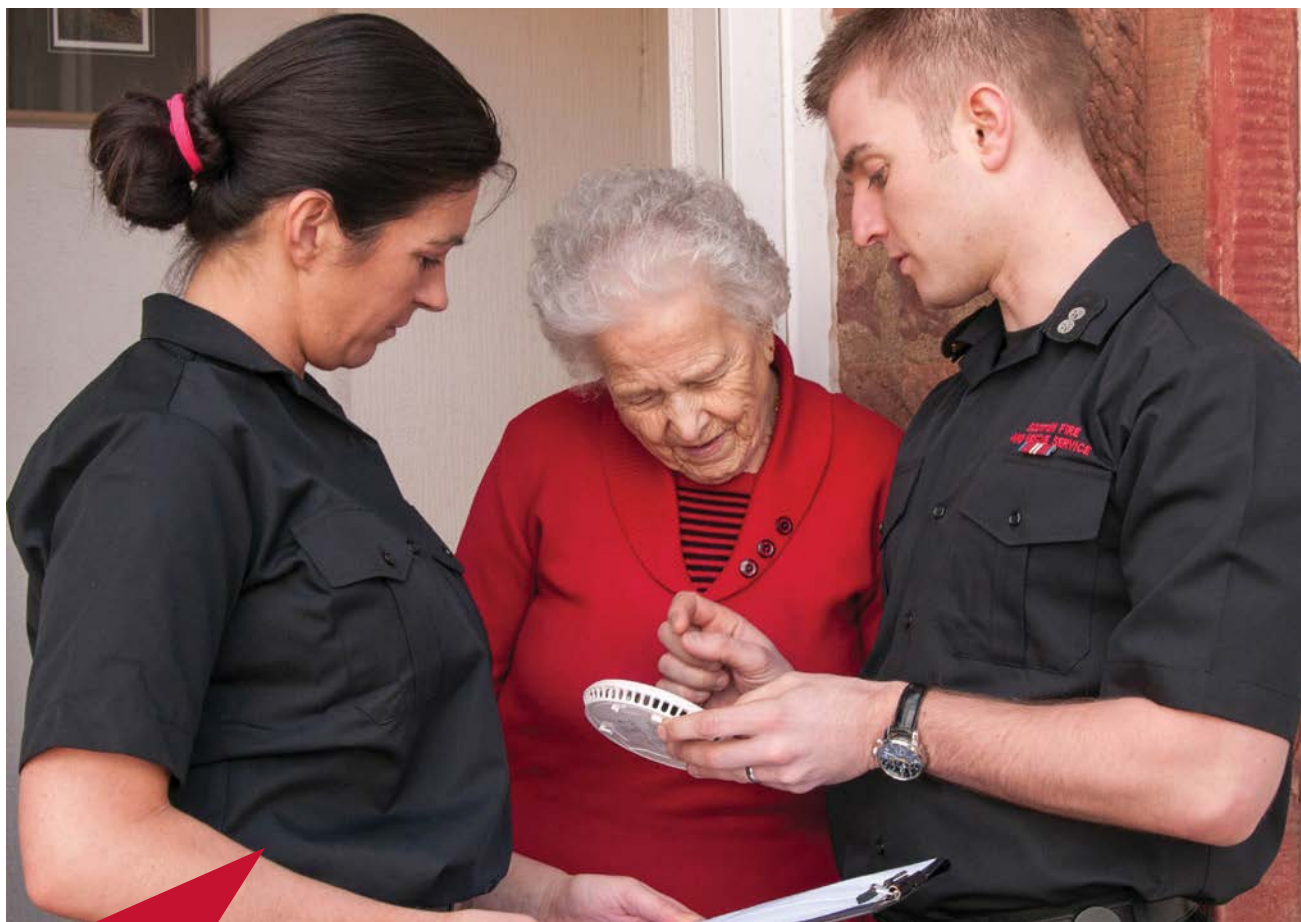
We use all feedback we receive to monitor our performance and incorporate this information into our planning and governance processes in order to continually improve our service.

We are proud to say that the majority of the feedback we receive is positive, and we are keen to hear examples of good practice and quality service delivery that exemplifies the standards of care that we strive to provide for the communities of Scotland.

In instances where our standards of service are questioned, we welcome the opportunity to investigate the circumstances, and are committed to correcting any lapses and using the learning outcomes to improve our future service delivery.

IF YOU WOULD LIKE A COPY OF THIS DOCUMENT IN A DIFFERENT FORMAT OR A VERSION IN ANOTHER LANGUAGE PLEASE CONTACT:

Scottish Fire and Rescue Service, Service Delivery Area North (Highland) HQ, 16 Harbour Road, Longman West, Inverness, IV1 1TB Tel 01463 227000 Fax 01463 236979
or alternatively visit our website **www.firescotland.gov.uk**



FREE Home Fire Safety Visit and FREE Smoke Alarm

Fire can happen to anyone.

But it is our job to help make sure your home is as safe from fire as it can be. This is why we provide free Home Fire Safety Visits.

Our staff can help you spot a possible fire hazard, offer advice and guidance and fit smoke alarms free of charge if your home requires them.

A Home Fire Safety Visit only takes around 20 minutes. And that 20 minutes might just save your life.

Visits are easy to arrange.

A Home Fire Safety Visit can be organised at a time that suits you, day or night. We would also like community members to think about anyone you know who could be at risk from fire. It could be a friend, relative, or neighbour. To book a free Home Fire Safety Visit for you, or for someone you know:

CALL 0800 0731 999
TEXT 'CHECK' TO 61611
or visit **www.firescotland.gov.uk**



Fact.

**Every hour of every day there's
a house fire in Scotland.**



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Always ask for official identification - all employees of the Scottish Fire and Rescue Service will be happy to produce this on request.



Designed by the SCOTTISH FIRE AND RESCUE SERVICE © 2014

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