



service improvement plan 2005/2010

addressing the risk

**Making
Safer
Communities**



Lothian and Borders Fire and Rescue Service

preventing • protecting • responding



Foreword

The Lothian and Borders Fire Board has embarked on a programme of change which is designed to make the best use of resources and to change our emphasis towards prevention work. This change will help to make our communities safer.

In undertaking this work, we have set out four guiding principles:

- That, overall, our service to the community will improve
- That we will significantly improve our community safety work
- That we will improve our operational service, and
- That we will not change the target time for the first appliance to arrive at an emergency incident or the weight of response to that incident

Our use of an Integrated Risk Management (IRM) approach to this task has identified a wide range of issues which we are reviewing and improving using an annual improvement plan. The most important element in our work at this time is the realignment of our resources. This work considers where we site our fire stations and emergency vehicles, the numbers of people on each station and their work patterns. The work also considers where we concentrate our prevention activities.

Although we are proposing significant changes, and we do have a new emphasis on prevention work, our intention is to maintain and enhance our operational provision. As we move away from the previous standards of fire cover, our proposals will bring significant improvements to our emergency service, with more focus on the actual risks within our communities. Whatever the scale of the incident, we will be able to respond appropriately.

This paper is designed to set out, for the first time, the range of services delivered by The Lothian and Borders Fire Board and to make proposals for a new framework for our prevention and emergency work.

The views of the community we serve are very important to us. Therefore, we would like to hear your views on the proposals that are set out in this paper. We are also interested in any other proposals you may have with regard to improving the service we provide.



Ken Harrold

Signed: **Ken Harrold**
Convener
The Lothian and Borders Fire Board



Brian M Allaway

Signed: **Brian M Allaway**
Chief Fire Officer
Lothian and Borders Fire and Rescue Service

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Introduction

In December 2003, Her Majesty's Fire Service Inspectorate for Scotland published Scottish Fire Service Circular 11/2003, 'Integrated Risk Management Planning, Adoption of Fire Authority Development Framework'. It is therefore a requirement for The Lothian and Borders Fire Board to publish an Integrated Risk Management Plan (IRMP). This plan is further developed each year with the production of an annual action plan. The introduction of integrated risk management planning gave us the opportunity to shift our focus from intervention to prevention. This objective formed the subject of our IRMP which was published in 2004.

Our IRMP placed much emphasis on making better use of our resources and shifting our focus from intervention to prevention. Good progress was made during the year against the action plan that formed part of that report. For further information on the progress we have made on our year 1 action plan that was contained within 'Making Safer Communities, The Introduction of Integrated Risk Management' an update is provided in 'Making Safer Communities, Improving Services from Existing Resources, Improvement Plan 2005/06' (Lothian and Borders Fire Brigade, January 2005).

Within this document, we continue to ensure that we target our resources where they are needed and to drive down the risk from fires and other emergencies whilst providing the highest quality of public service. This document sets out our vision for 2005 to 2010 and contains the following sections;

- Our Vision
- Services provided by Community Safety
- Services provided by Operations
- Framework for change 2005 – 2010
- Framework for change 2005 - 2010 summary
- Consultation

We are fortunate to have a new tool at our disposal, which maps out the risks to communities in our area. We are using the many years of professional experience within our service to help interpret the risk maps, determine the best ways of lowering those risks and the kind of emergency response we should be offering.

Our sophisticated risk modelling software, the Fire Service Emergency Cover (FSEC) model, has been provided to us by the Scottish Executive. This provides much of the evidence we require to help us determine the best way to implement these action points. Our use of this model has been subject to audit and verification by Her Majesty's Fire Service Inspectorate for Scotland and a nationally recognised expert on risk management software. We will be able to use the same sophisticated risk modelling software to monitor the improvements we will be making over the forthcoming years.

The process we are undertaking can best be described as follows;

- We begin with our desire to be proactive
- We examine the risk maps produced by the FSEC model
- We identify capacity and resources
 - Using professional judgement
 - Which is supported or otherwise by our use of the risk modelling software (FSEC)
- We carry out a wide ranging consultation and take account of its findings
- We then start to redirect our resources, using incremental steps – testing and measuring as we progress

As we progress the work of analysing and changing our resource distribution, we will continue to be concerned for the health and safety of our staff. We will ensure that the health and safety of our staff is not compromised by any of our proposals.

The views of the community we serve are very important to us. Therefore we would like to hear your views on our proposals as set out in this document. We are also interested in any other proposals you may have with regard to improving the service we provide.

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Our Vision: Making Safer Communities

Underpinning Integrated Risk Management Planning is the intention that fire authorities should place much more emphasis on proactive work – working to stop fires and emergencies from happening in the first place and, where emergencies do occur, to have an increased focus on risk to life. The Lothian and Borders Fire Board believes that this philosophy is one which can provide great benefit to the community. Our vision, therefore, includes the notion that we will identify capacity within our existing resources that we can re-direct to preventative work. As we undertake the process of identifying capacity and redistributing it, our work will be based on the principle of achieving best value and delivering safer communities.

This principle, of adapting the fire and rescue service to meet the local needs of the community, is one which has been agreed by the national fire service employers and recognised trade unions.

In the past, we have provided two types of emergency service to our communities. Areas of high population concentration have received, almost exclusively, a service staffed by wholtime operational staff whilst less populous areas have been covered by staff on a retained contract (who respond to emergencies through a pager system). One main theme to our vision for the future is that we will provide a more consistent service throughout our communities. Our retained staff will be given additional support through a network of wholtime colleagues and at the same time we will amalgamate retained staff into what were previously exclusively wholtime areas. In this way, we believe that our communities will benefit and, in addition, our staff will have access to a broader range of shift patterns and conditions. The provision of a variety of shift patterns will, whilst allowing for the highest level of service, assist us in producing family friendly policies for our staff.

Overall, we will be making safer communities through a more intelligent use of our resources.

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Services Provided by Community Safety

The Lothian and Borders Fire Board provides a broad range of community safety services to its communities which are often new and innovative. The table below outlines that range, and shows the standards we apply in measuring performance.

Service	Organisational Indicator
<p>Fire Education Programmes</p> <p>We deliver a comprehensive fire education programme, utilising lesson plans which fit within the 5 – 14 curriculum.</p>	<p>We will deliver this programme to all targeted primary schools¹ on a two yearly basis.</p> <p><i>The programme will be subject to internal audit and reported on annually.</i></p>
<p>Home Safety Checks</p> <p>We offer home fire safety advice and fit free smoke alarms, where required, to all domestic dwellings within our community</p>	<p>Our wholtime watches will commit four hours per shift per pumping appliance.</p> <p>Our Retained personnel will commit three hours per crew each month.</p> <p>We will respond to all requests for a home safety check within one working day.</p> <p><i>The programme will be subject to internal audit and reported on quarterly.</i></p>
<p>National and Local Safety Campaigns</p> <p>We support local and national community safety campaigns utilising both community safety and operational personnel.</p>	<p>Brigade personnel will contribute to core safety campaigns targeted at 'at risk' groups.</p> <p>An annual planner is produced nationally with campaigns being coordinated and supported by community safety staff.</p> <p><i>The programme will be subject to internal audit and reported on annually.</i></p>

<p>Fire Setter Intervention Programme</p> <p>We provide information on the dangers of fire and its consequences to all persons, and their families, referred to this scheme.</p>	<p>Young people who engage in firesetting are referred to the Brigade by various agencies.</p> <p>We will make contact with the parents or responsible person within 2 working days of referral.</p> <p>Trained officers will work with the young person to reduce the likelihood of further firesetting.</p> <p><i>The programme will be subject to internal audit and reported on annually.</i></p>
<p>Community Safety Unit</p> <p>This is a multi purpose, interactive community safety vehicle, which delivers fire education directly into the community.</p> <p>Within a controlled environment, the public will experience the power of fire, both visually and aurally and learn how to protect themselves and their property.</p>	<p>This community outreach vehicle supports our existing fire education programme in schools whilst delivering safety messages into the wider community.</p> <p>Partner agencies and organisations will work with the Brigade to ensure that complementary safety information can be dispensed simultaneously from this unique resource.</p> <p><i>These programmes will be subject to internal audit and reported on annually.</i></p>
<p>Cool Down Crew</p> <p>This is a five day programme which targets those young people who have engaged in anti social behaviour. It allows them to realise their potential, whilst promoting responsible citizenship.</p>	<p>We will work with our partners to have a minimum of three courses run annually within each requesting local authority area.</p> <p><i>The programme will be subject to internal audit and reported on annually.</i></p>
<p>Phoenix Programme</p> <p>This is a fully inclusive programme aimed at young people between the ages of 13 and 17, which is run one night per week.</p> <p>They will be taught fire related skills and will actively participate in local community events.</p>	<p>We will work with our partners to have a minimum of one programme in operation within each requesting local authority area.</p> <p><i>The programme will be subject to internal audit and reported on annually.</i></p>

<p>Working with Young People</p> <p>We engage in a variety of initiatives involving young people, in collaboration with our partner agencies.</p>	<p>We will design specific programmes to complement the work of agencies who also work with young people.</p> <p>We have active programmes with Apex Scotland, Fairbridge, and are working closely with the Prince's Trust.</p> <p><i>The programme will be subject to internal audit and reported on annually.</i></p>
<p>Crucial Crew</p> <p>We participate in this multi-agency safety event by providing a fire related scenario for the education of primary school children.</p>	<p>We will provide an annual report detailing the number of children attending these events.</p>
<p>Museum of Fire</p> <p>The Museum of Fire contains historical exhibits from the fire service over the centuries and is used to complement our fire education programmes. It is also open to members of the public on request.</p>	<p>The museum will be subject to internal audit and an annual report will be submitted, reporting on the number of visitors.</p>
<p>Licensing Requirement (HMO, liquor, public entertainment etc.)</p> <p>We carry out audits of licensed premises and prepare reports as required for the councils licensing and registration forums.</p>	<ol style="list-style-type: none"> 1. We will prepare reports to the appropriate agency in time for each licensing/registration forum. 2. We will carry out risk assessments to enable risk prioritisation to be carried out. <p><i>This will be subject to internal audit and be reported on quarterly.</i></p>
<p>Very High Risk and High Risk Premises (All building types excluding dwellings)</p> <p>We carry out annual audits of very high and high risk buildings, including commercial properties².</p>	<p>We will carry out an annual audit programme to ensure compliance with relevant legislation and regulations.</p> <p><i>This will be subject to internal audit and be reported on quarterly.</i></p>

<p>Public safety concerns about premises</p> <p>We investigate any legitimate complaint made regarding fire safety issues in any building.</p>	<p>We will;</p> <p>(i) Carry out an inspection of the premises within 24 hours where appropriate.</p> <p>(ii) Give an acknowledgement of the complaint in writing to complainant within 3 working days.</p> <p><i>Both of the above will be subject to internal audit and be reported on quarterly.</i></p>
<p>After the fire inspections</p> <p>We carry out an audit of all commercial premises that have had a fire to ensure compliance with relevant legislation.</p>	<p>All commercial premises in which a fire has occurred will be investigated the next working day to verify;</p> <p>(i) The existence of a risk assessment.</p> <p>(ii) The effectiveness of the risk assessment.</p> <p>(iii) Carry out enforcement action as required where (i) and (ii) above are unsatisfactory.</p> <p><i>All of the above will be subject to internal audit and be reported on quarterly.</i></p>
<p>Sample inspection regime</p> <p>We carry out audits of medium, low and very low risk premises².</p>	<p>We will audit annually, a percentage of medium, low and very low risk premises as a sample audit to ensure compliance as follows;</p> <p>1/3rd of our medium risk premises.</p> <p>1/4 of our low risk premises.</p> <p>1/5th of our very low risk premises.</p> <p><i>This will be subject to internal audit and be reported on quarterly.</i></p>
<p>Fire safety advice</p> <p>Our staff provide guidance on technical and legislative issues relating to fire safety issues.</p>	<p>We will provide answers or guidance regarding relevant technical enquires within 3 working days.</p> <p><i>This will be subject to internal audit and be reported on quarterly.</i></p>

Council Building Control liaison and enquiries

We provide detailed comments on plans submitted to us through the planning application process.

We will inspect plans submitted and make comment on them regarding fire safety standards, water supplies, fire fighting provision and other miscellaneous requirements to architects and developers within 3 working days.

This will be subject to internal audit and be reported on quarterly.

Integrated risk management planning

We have produced an Integrated Risk Management plan (IRMP) which will be reviewed and maintained as required and we will now produce an annual action plan.

We will produce an annual action plan as required by Fire Service Circular 11/2003.

¹ A targeted primary school is a primary school which is identified by ourselves and our partner agencies as one where the risk of the effects of fire to children is above average. Our work is cross referenced against the Scottish Index of Multiple Deprivation.

² All building types, with the exception of dwellings are classified as belonging to one of five risk groups (very high, high, medium, low and very low) by Fire Service Circular 1/2004 'A Risk Based Approach to Managing a Fire Safety Programme' published 23 January 2004.

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Services Provided by Operations

The Lothian and Borders Fire Board provides a broad range of intervention (emergency) services to our community. Our intention is to maintain this safety net to the highest possible standard. The table below outlines that range, and shows the standards we apply in measuring performance.

Service	Organisational Indicator
<p>Structural firefighting</p> <p>We respond to any call to a fire in a building or any other land-based structure.</p>	<p>We will respond immediately to any request for assistance.</p> <p>We will attend any call to a fire within a building or any other land-based structure within a time consistent with our existing targets.¹</p> <p>We will mobilise a fully capable team to each incident.²</p> <p><i>This will be subject to internal audit and be reported on quarterly.</i></p>
<p>Minor fires³</p> <p>We respond to any call to a minor fire on land.</p>	<p>We will respond immediately to any request for assistance.</p> <p>We will mobilise a fully capable team within times consistent with our present targets.²</p> <p><i>This will be subject to internal audit and be reported on quarterly.</i></p>
<p>Fires in vessels and structures at sea – ‘within the arms of land’</p> <p>We respond to any call to a fire within the confines of the Forth Estuary.</p>	<p>We will respond immediately to any request for assistance.</p> <p>We will mobilise a fully capable team within times consistent with our present targets.²</p> <p><i>This will be subject to internal audit and be reported on annually.</i></p>
<p>Fires in vessels at sea</p> <p>We will contribute to a national Maritime and Coastguard Agency (MCA) co-ordinated firefighting at sea service.</p>	<p>We will respond immediately to any request for assistance.</p> <p>We will attend in accordance with Maritime and Coastguard Agency guidance.</p> <p><i>This will be subject to internal audit and be reported on annually.</i></p>

<p>Vehicle accidents</p> <p>We respond to any call to a vehicle accident where we can protect persons or the environment from harm.</p> <p>We provide a specialist rescue service for persons trapped in vehicles.</p>	<p>We will respond immediately to any request for assistance.⁴</p> <p>We will mobilise a fully capable team within times consistent with our present targets.²</p> <p><i>This will be subject to internal audit and be reported on annually.</i></p>
<p>Structural collapse</p> <p>We respond to any call to persons trapped in or under any collapsed land-based structure.</p> <p>We provide a specialist rescue service for persons trapped by a collapsed structure.</p>	<p>We will respond immediately to any request for assistance.⁴</p> <p>We will mobilise a fully capable team within times consistent with our present targets.²</p> <p><i>This will be subject to internal audit and be reported on annually.</i></p>
<p>Rescue of persons trapped within or by machinery of any description</p> <p>We respond to any call to persons trapped within or by machinery of any description.</p> <p>We provide a specialist rescue service for persons trapped within or by machinery.</p>	<p>We will respond immediately to any request for assistance.⁴</p> <p>We will mobilise a fully capable team within times consistent with our present targets.²</p> <p><i>This will be subject to internal audit and be reported on annually.</i></p>
<p>Rescue from height</p> <p>We provide a specialist line rescue service which allows us to undertake a vertical rescue.</p>	<p>We will respond immediately to any request for assistance.</p> <p>We will attend any call to persons requiring rescue from any surface or structure above or below ground level.</p> <p>We will mobilise a fully capable team within times consistent with our present targets.²</p> <p><i>This will be subject to internal audit and be reported on annually.</i></p>

Incidents involving hazardous substances of any kind either held in storage, use, or in transit

We respond to every call to an incident involving any hazardous substance.

We will respond immediately to any request for assistance.

We will mobilise a fully capable team within times consistent with our present targets.²

This will be subject to internal audit and be reported on annually.

Civil Contingency (New Dimensions)

We respond to any terrorist related or major incident of any nature, contributing to Scottish Executive and UK civil contingency arrangements.

We will respond immediately to any request for assistance.

1. We will mobilise a fully capable team to a terrorist related or major incident in our area within 60 minutes.

2. We will mobilise a fully capable team to a terrorist related or major incident anywhere in Scotland within 120 minutes.

This will be subject to internal audit and be reported on annually.

Primary first aid

We provide staff trained in first aid as required under the Health and Safety (First Aid) Regulations 1981.

We will provide an enhanced First Aid service to the public and our own staff at incidents where we are in attendance.

Co-Responder service

We provide staff trained in the use of defibrillators and basic life saving skills.

We will provide this service in accordance with the needs of the Scottish Ambulance Service.

This will be subject to internal audit and be reported on annually.

Rescue from water

We respond to every call to an incident involving a risk to life within an inland body of water.

We will respond immediately to any request for assistance.

We will mobilise a fully capable team within times consistent with our present targets.²

This will be subject to internal audit and be reported on annually.

<p>Incidents involving flooding</p> <p>We provide a range of specialist equipment and skills for dealing with flooding incidents.</p>	<p>We will respond immediately to any request for assistance.</p> <p>We will mobilise a fully capable team within times consistent with our present targets.²</p> <p><i>This will be subject to internal audit and be reported on annually.</i></p>
<p>Persons trapped in any other way</p> <p>We provide a range of specialist equipment and skills for releasing persons who are trapped in any way.</p>	<p>We will respond immediately to any request for assistance.⁴</p> <p>We will mobilise a fully capable team within times consistent with our present targets.²</p> <p><i>This will be subject to internal audit and be reported on annually.</i></p>

¹The 1985 standards of fire cover have been revoked. Further details on these standards can be found in 'The CFBAC Report of the Joint Committee on Standards of Fire Cover'. We intend to provide a response to structural fires with time targets which are consistent with the existing first response times. Subsequently, any variations will be based on an evidence-based argument.

²Our definition of a 'fully capable team' will depend on the type of incident we are attending. Amongst other things, this will mean that we will mobilise two fully crewed appliances to all fires in buildings (where the 1985 standards of fire cover called for only one) and three appliances to a fire where persons are believed to be involved (where the 1985 standards may have called for one or two appliances).

³Our definition of 'minor fire' will be consistent with current Office of the Deputy Prime Minister ODPM guidance and will not include fires with persons involved.

⁴Our standard for attendance to a vehicle, machinery, or other, accident takes into account patient management targets (the 'golden hour' for patient management).

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Framework for Change 2005 - 2010

This section sets out our detailed proposals for service improvement.

Action Points From Our Year 2 Annual Action Plan

- We shall review the location of our stations to ensure they best meet our response needs.
- We shall review the working patterns of the staff in our fire stations to ensure they are best suited to meet the organisation's needs.
- We will increase our community based prevention work.

Historically the number and location of our fire stations, and the number of emergency vehicles (fire appliances) within them has been determined by attendance times laid down by the Government's Standards of Fire Cover, which date back to 1947.

This arrangement has been inflexible and has not always encouraged the Fire Board to deploy our resources where they were needed most (particularly in order to save life). Recommendations from recent fire research have determined that fire authorities should provide a level of fire cover that more closely matches the risk to life and property.

Having our fire stations close to our highest risk areas, and having them staffed in a way that enhances our ability to carry out essential preventative work is essential in our drive to reduce the risk to our communities. We propose to reallocate our resources to carry out a wide range of work to drive down the risk of fire and other emergencies. There will be much more collaboration with other community based organisations and our role within community safety partnerships will increase.

Our risk modelling process has allowed us to identify parts of our area where additional personnel and other resources are needed. A change in working patterns for our wholetime fire station based operational staff will allow us to move away from a 'one size fits all' system to a variety of patterns which best enables us to address the risk in each of our communities.

The Improvements We Propose

We will blend our staff on wholetime contracts with those on retained contracts. Our retained staff will be supported by an extended framework of wholetime colleagues working shift patterns which will be designed to allow us to address the identified risk in each area.

The overall effect of these changes will be to widen our network of wholetime staff and to dramatically increase our preventative capability. We have used our risk modelling software (FSEC), backed by our professional judgement, to provide the

evidence that these changes will not impact negatively on our current operational effectiveness.

We will free the resources needed to achieve these improvements through rationalising our existing arrangements.

Our Reasons For Change

We have described earlier our vision for an improved fire and rescue service. This includes both a shift in emphasis towards fire safety work (which we believe is the correct way to address fires and fire deaths) and, a better framework of wholetime staff to support our retained colleagues. In addition, the changes will allow us to provide a range of shift patterns which may be more family friendly and reduce the impact on our retained colleagues' primary employers.

EAST LoTHIAN

The improvements we propose

- A general increase in community safety activity
- A permanent home safety visit programme
- A permanent youth initiative programme
- An enhanced fire investigation service
- An enhanced response to fires where persons are involved
- Enhanced operational cover in certain areas
- The relocation of Musselburgh fire station to the Wallyford area.
- Introducing the concept of a community fire station for the benefit of the whole of the East Lothian community.
- Enhancing the capability of the new station with the provision of an Incident Support Unit.

Capacity for these changes will come from

- Previously agreed reduction in attendance to automatic false alarm calls
- Previously agreed changes to working time for wholetime staff.
- The proposed re-location of Musselburgh Fire Station.
- The subsequent closure of Tranent fire station, which will no longer be required given the new station at Wallyford

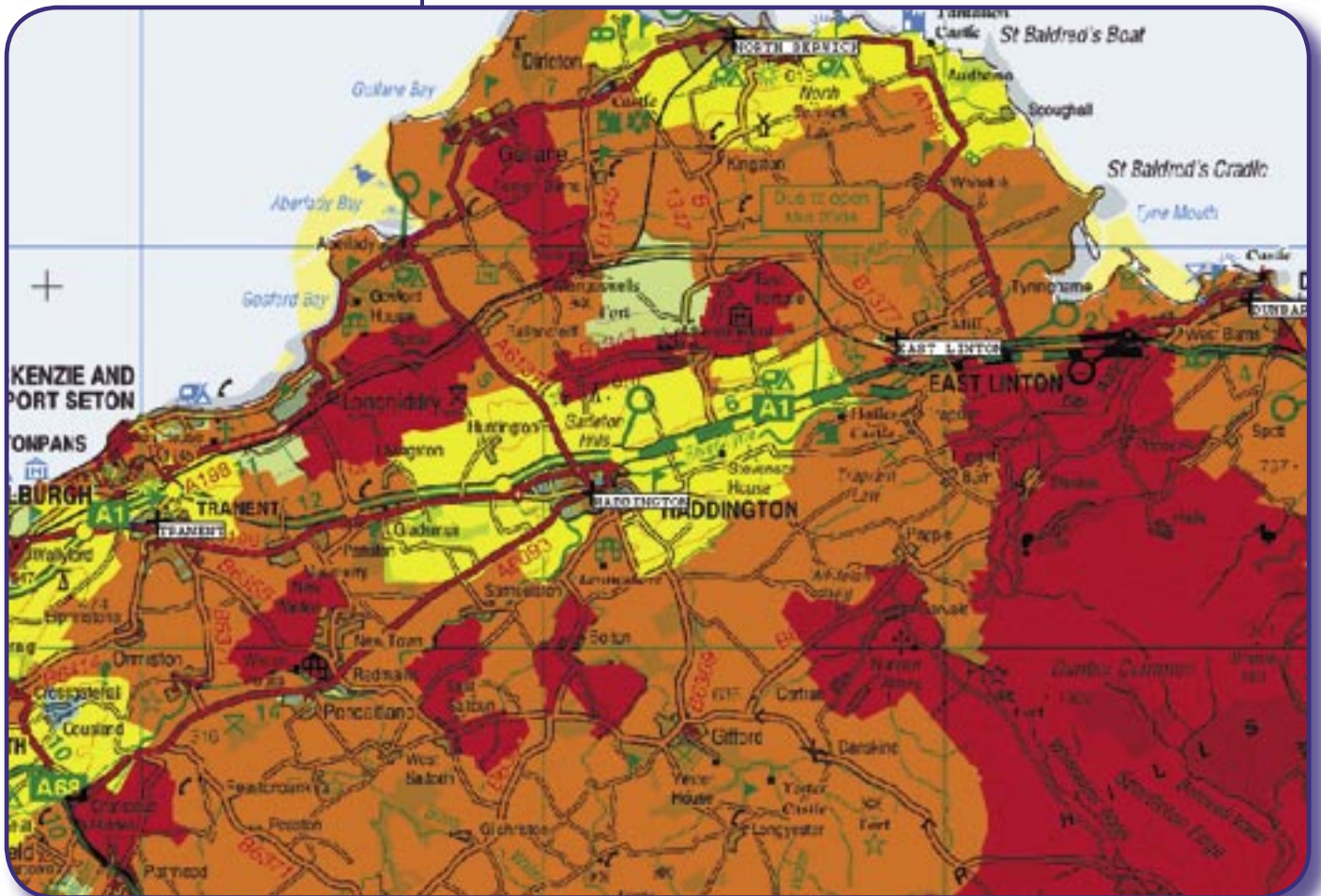
Our Reasons For Change

Our risk modelling software (FSEC) has shown that many parts of East Lothian have a predicted dwelling fatality rate that is well above or above average, as the following risk map illustrates. The red areas show areas where the rate is well above average, the orange areas show the areas where the rate is above average.

Our professional judgement is that Musselburgh fire station would better suit the community safety and operational needs of East Lothian if it were located to an area around Wallyford. The addition of the specialist vehicle within East Lothian will further enhance our ability to deal with non fire emergencies.

The construction of a new community fire station will enhance our wholetime presence further east into the council area. These personnel will be able to provide a much better community safety service to the residents in East Lothian. The

presence of a new community fire station at Wallyford will mean that Tranent fire station is no longer required.



Risk map for part of East Lothian

CITY OF EDINBURGH

The improvements we propose

- A general increase in community safety activity
- A permanent home safety visit programme
- A permanent youth initiative programme
- An enhanced fire investigation service
- An enhanced response to fires where persons are involved
- Enhanced operational cover in certain areas
- An improved geographical distribution of stations based on existing and planned communities.
- The relocation of our internationally respected fire training centre to a new purpose built site.
- The relocation of McDonald Road fire station towards the north of Leith

Capacity for these changes will come from

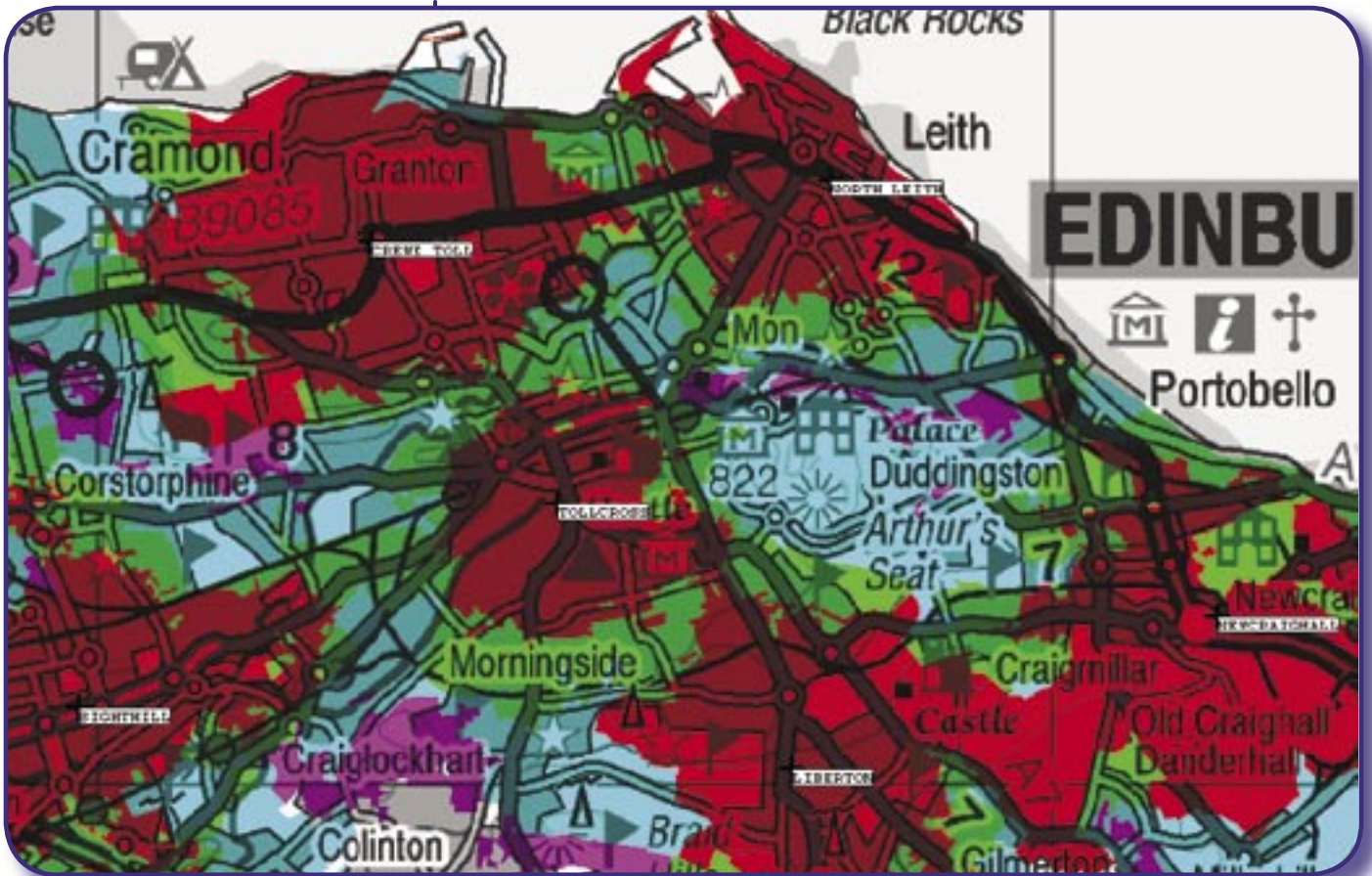
- Previously agreed reduction in attendance to automatic false alarm calls
- Previously agreed changes to working time for wholetime staff
- The relocation of Marionville's fire appliance to Newcraighall and the relocation of Marionville's specialist vehicle to the new station in the Wallyford area
- The subsequent closure of Marionville fire station

Our Reasons For Change

The developments which are planned for the Leith Docks area (which have recently received planning permission) will eventually lead to a population increase equivalent to a town the size of Falkirk being built. It is anticipated that there may be as many as 18,000 new dwellings, along with new office, industrial and commercial buildings. There will also be leisure, retail, educational and health facilities built to serve and support the expanded population. It is essential that we meet this increased need with the provision of modern fire and rescue service.

Our professional judgment and risk modelling show that a station in or close to this new development, to replace our fire stations at Marionville and McDonald Road, will provide a better geographical distribution of our operational stations to meet the identified risks. This will not undermine the existing provision within the city. The map overleaf shows the predicted speed of arrival of a fire appliance to the parts of

the city directly affected by our proposals which are consistent with our existing service delivery level.



Map showing travel times for Edinburgh

- Less than or equal to 5 minutes
- Greater than 5 minutes and less than or equal to 6 minutes
- Greater than 6 minutes and less than or equal to 7 minutes
- Greater than 7 minutes and less than or equal to 8 minutes

The relocation of our fire training centre to a new site will allow us to address some of the practical issues relating to the existing site and enable us to provide a wide range of high quality training for both our staff and our external customers.

MIDLOTHIAN

The improvements we propose

- A general increase in community safety activity
- A permanent home safety visit programme
- A permanent youth initiative programme
- An enhanced fire investigation service
- An enhanced response to fires where persons are involved
- Enhanced operational cover in certain areas
- A new team of wholetime staff based at Penicuik fire station, supporting our retained staff and working a new shift pattern.

Capacity for these changes will come from

- Previously agreed reduction in attendance to automatic false alarm calls
- Previously agreed changes to working time for wholetime staff

Our Reasons For Change

Our risk modelling software (FSEC) has identified a large number of properties where the predicted dwelling fatality rate is well above or above average within Penicuik fire station's area. These areas are shown as red and orange areas on the risk map overleaf.

A new team of wholetime staff based at Penicuik fire station, supporting our retained staff will enable us to more effectively address these very high and high risk properties by providing an enhanced community fire safety service and enable us to supplement the operational capability of the fire station.

Penicuik is one of our busiest retained fire stations. Last year they were mobilised a total of 538 times, 383 times to their own area and 155 times into other fire station areas. The new team of wholetime staff will improve our operational provision throughout the whole of Midlothian. The new staff will also be able to improve training, maintenance and the health and safety of our staff and will reduce the burden on other employers.



Risk map for the Penicuik area

WEST LOTHIAN

The improvements we propose

- A general increase in community safety activity
- A permanent home safety visit programme
- A permanent youth initiative programme
- An enhanced fire investigation service
- An enhanced response to fires where persons are involved
- Enhanced operational cover in certain areas
- A new team of wholetime staff based at Whitburn fire station, supporting our retained staff and working a new shift pattern

Capacity for these changes will come from

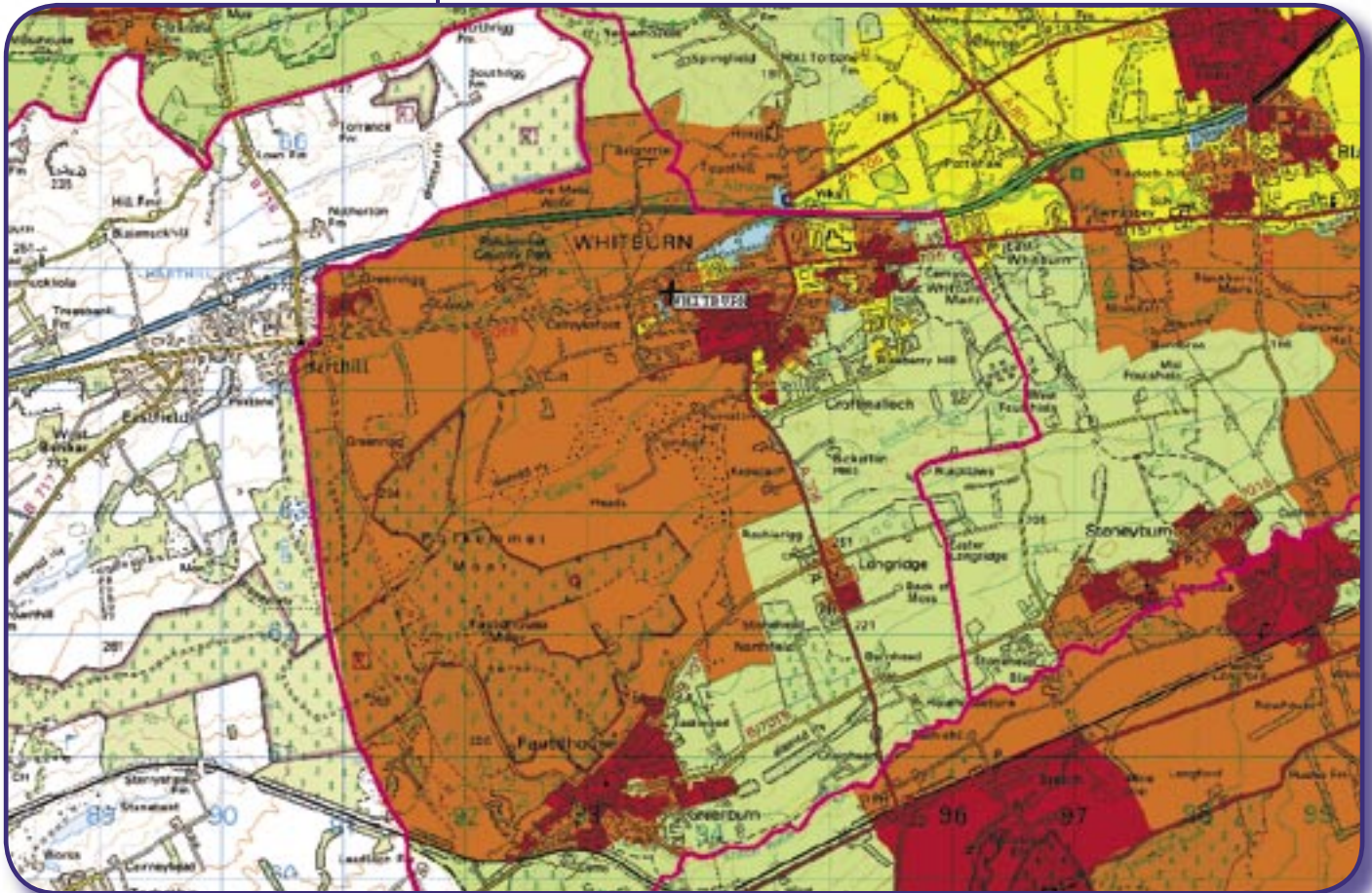
- Previously agreed reduction in attendance to automatic false alarm calls
- Previously agreed changes to working time for wholetime staff
- A new crewing arrangement for one of the fire appliances at Livingston fire station based on a combination of wholetime and retained crews working a new shift system.

Our Reasons For Change

Our risk modelling software (FSEC) has identified a large number of properties where the predicted dwelling fatality rate is well above or above average within Whitburn fire station's area. These areas are shown as red and orange areas on the risk map overleaf.

A new team of wholetime staff based at Whitburn fire station, supporting our retained staff will enable us to more effectively address these very high and high risk properties by providing an enhanced community fire safety service and enable us to supplement the operational capability of the fire station.

Whitburn fire station is an extremely busy fire station. Last year the appliance was mobilised 713 times, 416 times within their own station area and 297 times to other fire station areas. The new team of wholetime staff will improve our operational provision within West Lothian. It is likely that this change will also be beneficial to the fire cover provision in the parts of Strathclyde's area shown on the risk map. The new staff will be able to improve training, maintenance, health and safety and reduce the burden on other employers.



Risk map for the Whitburn area

The new crewing arrangements for the second appliance at Livingston will still maintain its 24 hour availability, and recent changes to work practices will enhance the fire station's role in prevention.

SCOTTISH BORDERS

The improvements we propose

- A general increase in community safety activity
- A permanent home safety visit programme
- A permanent youth initiative programme
- An enhanced fire investigation service
- An enhanced response to fires where persons are involved
- Enhanced operational cover in certain areas

Capacity for these changes will come from

- Previously agreed reduction in attendance to automatic false alarm calls
- Previously agreed changes to working time for wholetime staff
- A new team of wholetime staff based at Duns fire station, supporting our retained staff and working a new shift pattern.
- The closure of Melrose fire station.
- The removal of the third fire appliance from Hawick fire station.

Our Reasons For Change

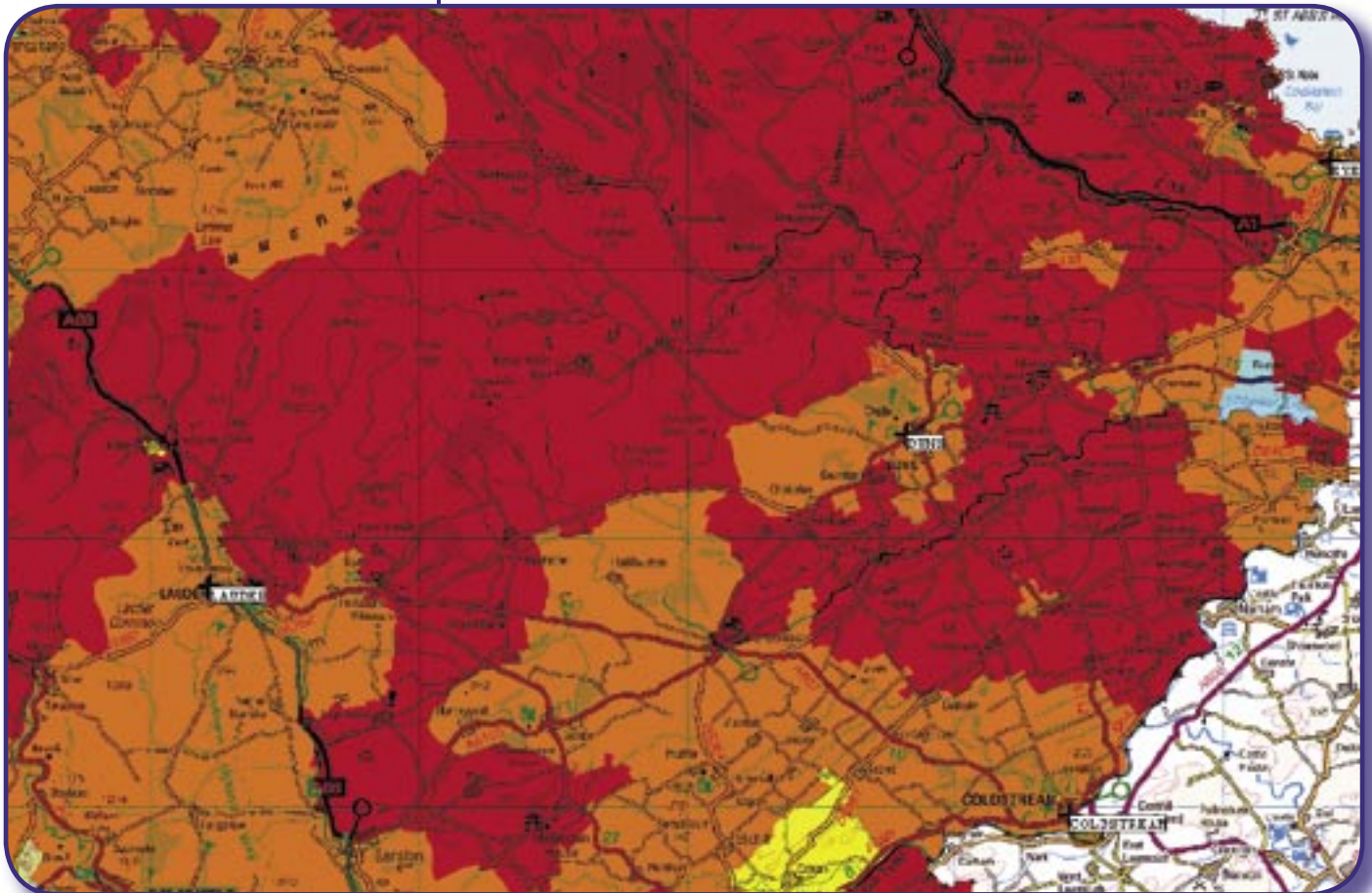
Our risk modelling software (FSEC) has shown that many parts of Berwickshire have a predicted dwelling fatality rate that is well above or above average, as the following risk map illustrates. The orange areas show where the rate is above average, the red areas show where the rate is well above average.

These red and orange areas contain a large number of properties. It would not be possible to address the risks within these areas by the provision of additional fire stations. This risk can only be effectively addressed by enhancing the preventative work carried out by our personnel. Placing additional staff within these areas will have a significant effect on community safety.

We believe that Berwickshire and the Scottish Borders as a whole will benefit from a stronger framework of wholetime staff supporting their retained colleagues. Wholetime staff based at Duns fire station will be able to undertake a more extensive range of fire safety work than their retained colleagues can achieve.

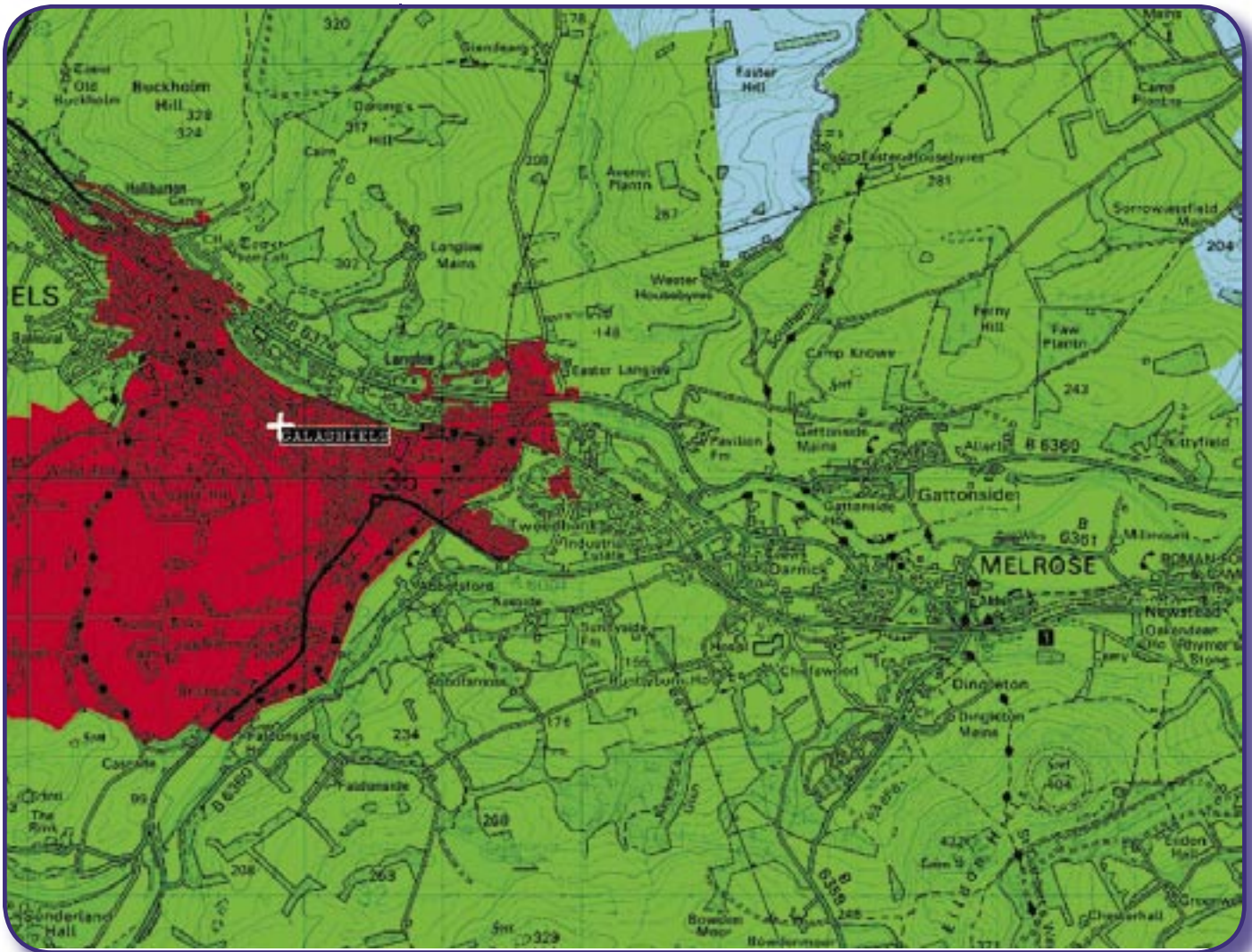
Engaging with the local community more will lead to a reduction in accidental dwelling fires. It will allow 'joined up' working with our partner organisations thus contributing more to the general wellbeing of the local community.

In addition wholetime staff will be able to support their Scottish Borders colleagues with training and other routine work. The new staff will be able to improve training, maintenance, health and safety and the burden on other employers.



Risk map for part of Berwickshire

Melrose fire station is situated very close to the wholetime fire station at Galashiels. The personnel at a wholetime fire station can mobilise much faster than the personnel at a retained fire station. Our risk modelling software (FSEC) and our own practical experience shows that the closure of Melrose fire station will have no impact on first appliance target times in Melrose's fire station area. This is illustrated by the following map. This shows the attendance time of a fire appliance to the Melrose fire station area. The red area shows where a fire appliance from Galashiels can attend on average in up to five minutes. The green area shows where a fire appliance can attend on average between five and ten minutes. The blue area shows where a fire appliance can attend on average between ten and twenty minutes.



Map showing travel times for the Melrose - Galashiels area

The third fire appliance at Hawick fire station is an anomaly within the Brigade's operational provision. Hawick is the only fire station in our area (and possibly in Scotland) to have three pumping appliances. The provision of the third fire appliance is based on an industrial risk from industries which have all but gone.

Our professional judgement that the vehicle is not required has been underpinned by our risk modelling software (FSEC), which shows that the removal of the fire appliance will have no practical effect on the safety of the community.

improve

Framework for Change 2005 - 2010 Summary

Objective	Main Element (Action Point)	Explanation	Target	Functional Responsibility
To carry out resource distribution where necessary	We shall review the location of our stations to ensure they best meet our response needs.	Statistics show that our stations may not be best placed to meet the real risk within our area, we will use our risk modelling process to determine the correct location for our stations.	April 2005	IRM Team
	We shall review the working patterns of the staff in our fire stations to ensure they are best suited to meet the organisations needs.	We shall move away from a 'one size fits all' approach to working patterns on stations, to working patterns which best meet the needs of our community.	April 2005	IRM Team
	We shall review the location of our emergency vehicles.	There are times when our vehicles may not be best placed to meet the real risk within our area. We will use our risk modelling process to determine the correct location of these vehicles.	April 2006	IRM Team

Consultation

Have Your Say

This consultation document sets out our proposals for the next year and beyond. We welcome your views on these proposals, as they are essential in helping us to develop a service that meets the future needs of our community. We are also interested in any other proposals you may have with regard to improving the service we provide. We will be consulting on these proposals until 31 October 2005. The results of the consultation will be incorporated into a revised version of this document which will guide the implementation of any agreed changes.

How To Have Your Say

You can contact us by:

Phone:	0131 228 2401
Fax:	0131 228 6662
Post:	Lothian and Borders Fire and Rescue Service Headquarters Lauriston Place Edinburgh EH3 9DE
E-mail:	enquiries@lbfire.org.uk

Glossary of Terms

A Automatic false alarm call

An actuation of a fire alarm system within a building where the actuation was not due to a fire. The cause of the actuation may be accidental, deliberate or due to a failure with the alarm system itself.

B Best Value

A Government sponsored regime and a statutory duty on the Fire Authority that ensures quality and value-for-money in the public sector.

F Fire Board

Lothian and Borders Fire Board: A committee consisting of elected members of the five local authorities served by the Lothian and Borders Fire and Rescue Service. Together, this committee constitutes the joint Fire Authority for the Lothian and Borders area.

Fire investigation

An investigation carried out by trained Fire and Rescue Service officers either working alone or in collaboration with another agency eg Police, to determine the cause of a fire.

Fire Service Emergency Cover Toolkit

FSEC: A computer model that enables Fire and Rescue Services to assess the risk from fire and other emergencies within their area. It also enables Fire and Rescue Services to allocate responses appropriate to these risks and to predict the effectiveness of any actions proposed to be taken.

H Home fire safety check/visit

A safety check carried out, upon invitation of the occupant, to a house or flat by trained members of Lothian and Borders Fire and Rescue Service.

I Incident Support Unit

A specialised fire appliance equipped with equipment designed to tackle complex incidents and enable us to reduce the damage caused to property by a fire or other emergency incident.

Integrated risk management

IRM: The process where the risks to the community from fires and other emergencies are identified and the scale of that risk determined.

Integrated risk management plan

IRMP: A plan that is put in place by a Fire and Rescue Authority detailing how it will manage the identified risk within its area. A Fire and Rescue Authority has a statutory duty to produce an IRMP.

Internal audit

An examination of our procedures or performance carried out by our managers and reported on as appropriate.

Intervention work

Work carried out by our firefighters at fires and other emergencies. This usually involves our crews and officers travelling to these incidents under 'blue-light' conditions.

P Prevention work

Work carried out by our staff to prevent fires or other emergency incidents occurring.

R Resource distribution

An action taken by a Fire and Rescue Authority to re-deploy a fire appliance, a fire station or staff to a better location, in order to deal more efficiently with an identified risk.

Retained staff

Firefighters within smaller towns and villages who respond to the local fire station only when an emergency call is received.

Risk modelling software

A complex computer programme which can calculate the risk to life, property and the environment. Using this information the computer programme can predict where these risks are likely to be most severe.

W Wholetime operational staff

Firefighters employed on a 42-hours-per-week duty system.

