

Her Majesty's Chief Inspector of Fire Services for Scotland



SCOTTISH EXECUTIVE

Scottish Executive Justice Department

**HER MAJESTY'S CHIEF INSPECTOR
OF FIRE SERVICES FOR SCOTLAND**



Report for 2003-2004

**Laid before the Scottish Parliament by the Scottish Ministers
December 2004**

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I N T R O D U C T I O N

ANNUAL REPORT OF JEFF ORD CBE, OSTJ, QFSM, GIFireE, JP

Her Majesty's Chief Inspector of Fire Services for Scotland

**To: Cathy Jamieson
Minister for Justice**

Madam

I have the honour to present my Annual Report upon the 8 fire brigades in Scotland for the financial year 1 April 2003 to 31 March 2004.

Introductory Remarks



1. Once again this reporting period has been a particularly difficult time for the Fire and Rescue Services across Scotland. The ongoing industrial relations situation – arising from the Heads of Agreement which in June 2003 formally ended the Registered Fire Service Dispute between the Fire Brigades Union and the Employers – has affected the day-to-day business of the service and provided only limited scope for optimism and further improvement or modernisation on the ground.
2. In his introductory remarks to the 2002-03 Report my predecessor, Dennis Davis, noted that a climate of constructive industrial relations was apparent. Regrettably at a national level this was short lived; although at local level industrial relations remained positive in some areas, they were nevertheless affected by regular failures to agree or even negotiate at a national level. This has led to a stop-start approach to the implementation of reforms.
3. Despite the somewhat frustrating and most certainly time consuming problems during this period, there has nevertheless been major strategic improvement across all Brigades in Scotland in keeping with the agenda of reform and modernisation. Progress has included proposals for legislative change; Fire Authorities preparing their Integrated Risk Management Plans; and indeed changes within the structure of the Fire Service Inspectorate itself, enabling it to better support, assist and provide firm guidance to Fire Authorities in order to achieve the Scottish Executive's goal of safer communities. All of these positive aspects and others will be touched upon later in this report.

4. In addition to the strategic advances mentioned above, one very positive development during the two years of dispute has been the strong and continuous partnership between key stakeholders in the service. In particular, the professional relationships between the Inspectorate, Firemasters, COSLA (the employers' organisation) and other agencies are now stronger than ever, with a much greater understanding of each organisation's role and responsibilities in reforming the service.
5. Once again the Scottish Executive, whilst being sensitive to the difficult situation during this period, nevertheless took the necessary steps towards Service reforms. In particular, the document "The Scottish Fire and Rescue Service: Proposals for Legislation" was published in October 2003, inviting comments from all stakeholders by 31 December 2003.
6. The Scottish Executive also commissioned further work by consultants on Joint Fire Service Control Rooms, and a review of procurement arrangements across the Scottish Fire Services. The outcomes of these reviews will go before Ministers in the next reporting period.
7. During this reporting period the Inspectorate, Brigades and Fire Authorities have been extensively involved in producing Integrated Risk Management Plans which are due for implementation in April 2005. This report will expand upon this work and many of the other areas covered in this introduction.
8. Drawing to a conclusion, the Service has endured two years of highly damaging breakdowns in industrial relations and it would be all too easy to denigrate the Service and all those connected with it. However, we must remember that at no time during this reporting period has service delivery ever been withdrawn; frustrating though it may have been, this difficult period was somewhat better than the previous year in which service delivery was withdrawn through strike action. I know that almost everyone connected with the Fire and Rescue Service can agree this should be considered a positive achievement, and we must begin to rebuild the Service's stature, position and contribution in every sense for the future.
9. Finally, I wish to place on record my appreciation of the outstanding progress the Inspectorate and the wider service have made under the guidance of my predecessor, Dennis Davis. His contribution over his period as Chief Inspector has left an excellent foundation to proceed from the planning stage of service reform to implementation and real improvements in service delivery.



JEFF ORD
Her Majesty's Chief Inspector of Fire Services

FIREMASTERS AND FIRE AUTHORITIES

Firemasters and Fire Authorities

10. During the reporting period the following Firemasters were in post:

Central Scotland	John Early QFSM BSc MIFireE MIOSH
Dumfries and Galloway	David Wynne MBA DMS MIFireE
Fife Fire and Rescue Service	Michael Bitcon DMS FIFireE
Grampian	John Williams QFSM BSc MIFireE
Highland and Islands	Brian Murray QFSM BA (Hons) MA MIFireE
Lothian and Borders	Brian Allaway QFSM MIFireE
Strathclyde	Brian Sweeney MADip.E.FEng MIFireE (Temporary) Jeff Ord CBE OSt.J QFSM GIFireE JP
Tayside	Stephen Hunter BSc MCGI FIFireE

11. I wish to record my thanks to Firemasters and their staff for the co-operation and assistance given to members of the Fire Service Inspectorate during their visits and for the valuable contributions to the many discussions held throughout the year.

Honours and Awards

12. The following persons received awards in the Queen's Honours Lists in the year under review:

Birthday Honours 2003

QFSM Michael John Bitcon. Firemaster, Fife Fire and Rescue Service

New Year Honours 2004

CBE Jeffrey Ord. Firemaster, Strathclyde Fire Brigade.

QFSM Stephen Hunter. Firemaster, Tayside Fire Brigade
Geoffrey Williams. Deputy Firemaster, Central Scotland Fire Brigade

New Year Honours 2004

MBE David Ramsay Saint. Retained Sub Officer, Tayside Fire Brigade

Long Service and Good Conduct Medal

13. The Fire Brigade Long Service and Good Conduct Medal was awarded to 185 members of the Scottish fire service between 1 April 2003 and 31 March 2004.

Other Honours and Awards

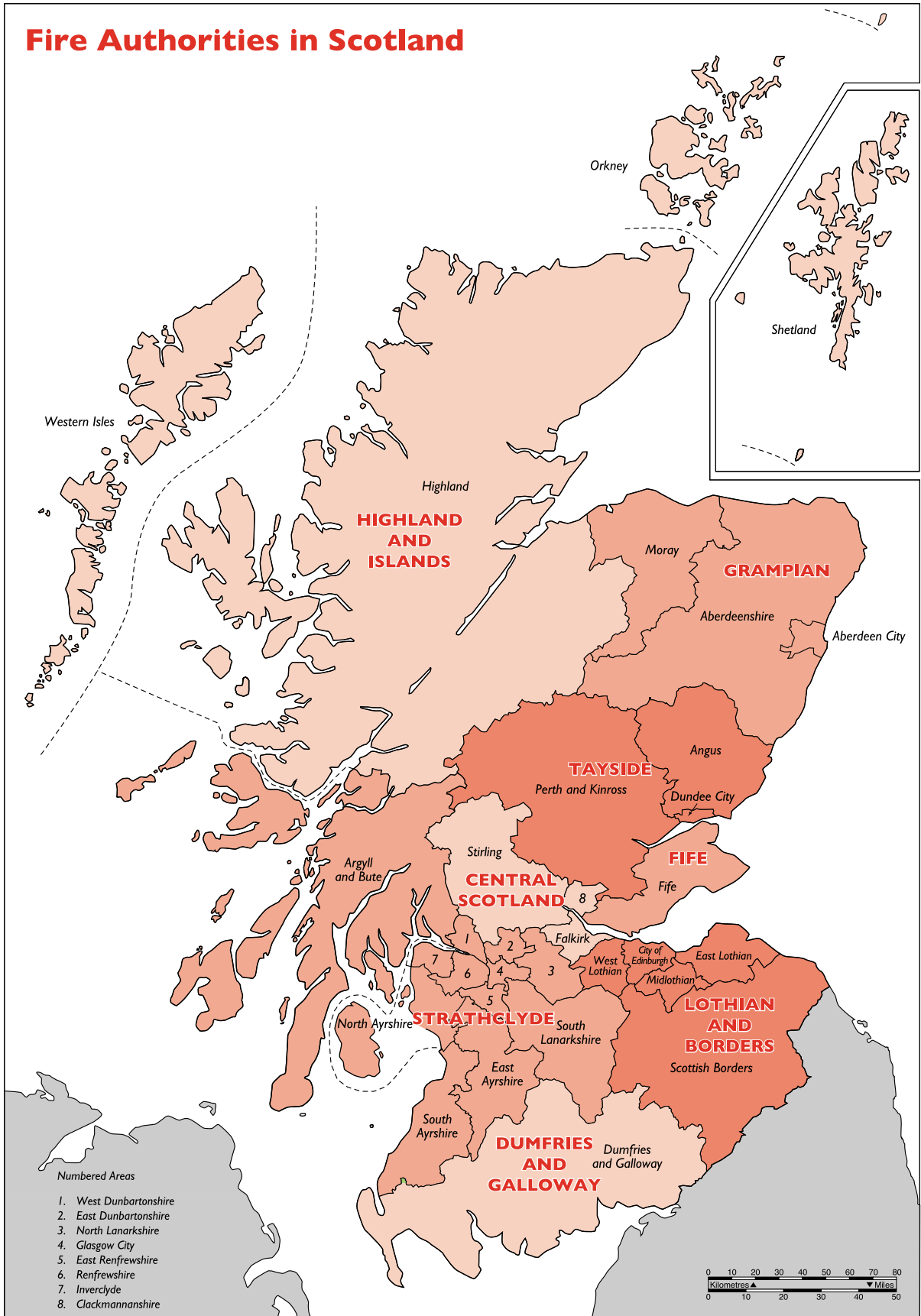
14. Grampian Fire and Rescue Service underwent a Quality Safety Audit carried out by the Royal Society for the Prevention of Accidents (ROSPA), and it subsequently became the first Scottish Brigade to receive the highly prestigious Level 4 Award for safety. Only two private sector UK companies have ever received the fifth and highest level of award, so this represents a major achievement on the part of Grampian F&RS.
15. Temporary Station Officer Craig Thomson of Lothian and Borders Fire Brigade was awarded the UK prize for the highest mark in this year's Institution of Fire Engineers graduate examination.
16. I offer my sincere congratulations to all those whose work within the Scottish fire service has been so justly recognised.



Members of Grampian Fire and Rescue Service with the certificate of their Level 4 ROSPA award.



Schoolchildren in the Dumfries and Galloway Brigade's mobile Community Safety Exhibition unit.



THE WORK OF THE INSPECTORATE

17. The Inspectors in post were:

HM Chief Inspector of Fire Services

Jeff Ord CBE, OStJ, QFSM, GIFireE, JP

Appointed: 1 March 2004

Formerly: Firemaster
Strathclyde Fire Brigade, 1999-2004



Dennis Davis OBE QFSM CEng CIMgt FIFireE (Life) MInstE

Appointed: 1 June 1999

Retired: 31 December 2003

Formerly: Chief Fire Officer
Cheshire Fire Brigade, 1986-1999



HM Inspector of Fire Services

Allan Whitton QFSM GIFireE

Appointed: 29 April 1996

Formerly: Deputy Firemaster
Central Scotland Fire Brigade, 1984-1996



Assistant Inspector of Fire Services (Crown Inspection)

Graham Goodall BSc MIFireE

Appointed: 9 May 1994

Formerly: Station Officer
Merseyside Fire Brigade, 1987-1994



Assistant Inspector of Fire Services (Crown Inspection)

John Milligan

Appointed: 5 November 2001 (seconded August to November 2001)

Formerly: Assistant Divisional Officer
Strathclyde Fire Brigade, 1993 -2001



Assistant Inspector of Fire Services (New Dimension Project)

Andrew Harrison

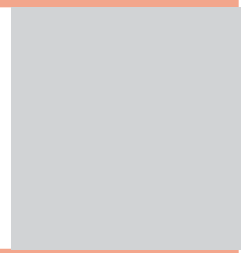
Seconded: October 2001

Assistant Firemaster
Strathclyde Fire Brigade



Assistant Inspector of Fire Services**Mark Jones**

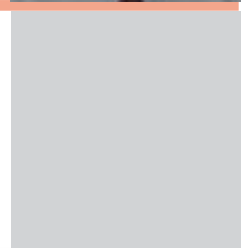
Seconded: 1 August 2001 to May 2003
 Senior Divisional Officer
 Grampian Fire Brigade

**Assistant Inspector of Fire Services (New Dimension Project)****John Ironside**

Seconded: September 2002 to 31 March 2004
 Divisional Officer III
 Strathclyde Fire Brigade

**Assistant Inspector of Fire Services (Human Resources)****David Boyle**

Seconded: 23 June 2003 to 31 December 2003
 Divisional Officer I
 Tayside Fire Brigade

**Assistant Inspector of Fire Services (Equality and Diversity)****Angela Webb**

Seconded 12 January 2004
 (part-time) Member of Fairness and Equality Team

**Assistant Inspector of Fire Services****Alan Sheach**

Seconded: 9 June 2003
 Assistant Divisional officer
 Fife Fire and Rescue Service

**Assistant Inspector of Fire Services****Brian McKenzie**

Seconded: 16 June 2003
 Divisional Officer II
 Strathclyde Fire Brigade

**Assistant Inspector of Fire Services (Firelink Project)****Ian Stocks**

Seconded: 21 April 2003
 Divisional Officer II
 Strathclyde Fire Brigade



INSPECTORATE SUPPORT STAFF

Office Manager**Jim Heatherill**

Appointed: November 2003
Scottish Executive Permanent Staff

**Personal Secretary (Jeff Ord)****Dorothy Edwardson**

Appointed: June 2003
Scottish Executive Permanent Staff

**Administration Staff****Christine Mitchell**

Appointed: 4 September 2000
Scottish Executive Permanent Staff



Overview of Inspections



18. The normal routine inspection process for Fire Brigades in Scotland was suspended during this reporting period, by agreement with Firemasters. (In normal circumstances, if a Fire Brigade does not undergo a principal inspection in a given year, it instead receives a less extensive performance monitoring inspection.) The suspension was primarily due to the ongoing industrial dispute, and the major verification work commissioned by the Employers to measure progress towards reform and carried out by Audit Scotland during 2003-04. This was a sensible decision, as conducting the usual routine inspections would undoubtedly have resulted in audit, scrutiny, and inspection fatigue among Brigades and Fire Authorities, as well as an extensive degree of overlap and duplication.
19. Other factors influencing the suspension of routine inspections were the pending retirement of the Chief Inspector; the need to assess the future role of the Inspectorate within a reforming service, supported by a new Fire Service Bill expected in the summer of 2005; and a number of vacant positions within the Inspectorate itself. The suspension of routine inspections allowed for the service's priorities to be considered and addressed in greater detail.
20. The imperative for the service at this time, beyond resolution of the industrial dispute, was preparation for fire authority Integrated Risk Management Plans (IRMPs) which had to be available for widespread consultation by October 2004. It was decided to use the limited time and staff numbers available to support Fire Brigades and Authorities in the previously unexplored area of integrated risk management planning.
21. The Inspectorate consulted with a variety of stakeholders and agencies in order to provide seminars, workshops and written guidance to the service on IRMP; seminars were also arranged for elected members and practitioners. There was particularly close cooperation with the Office of the Deputy Prime Minister, Chief Fire Officers' Association and Glasgow Caledonian University Risk Management Unit. With the participation of these and other groups, an introductory document intended to assist knowledge, understanding, and implementation of IRMP was formulated and issued to fire authorities in 2003. The successful completion of the introduction is combined with a sensible time scale for implementation, and a universal desire to provide a more effective and integrated method of reducing fire deaths, injuries and property damage. I can therefore report that the planning process for IRMP is on schedule and in due course will secure its three main objectives: **Safer communities, safer firefighters**, and the achievement of **Best Value**.
22. During this reporting period the Inspectorate also continued research on Retained, Auxiliary and Volunteer firefighters (collectively known as Part-

Time firefighters); a report on this research was published on 30 October 2003. The report has been presented to the Scottish Central Fire Brigades Advisory Council and now informs Fire Brigades on improved ways of utilising these staff, together with the inclusion of part-time firefighters in each Brigade's IRMP and Integrated Personal Development System (IPDS).

23. Preliminary work regarding diversity and equality was undertaken on behalf of the Inspectorate by Angela Webb, on secondment from her post as Strathclyde Fire Brigade's Diversity Manager. Ms. Webb's work assessed progress concerning the culture of the service and its commitment to diversity and equality, which have frequently drawn criticism in the past. This work will inform the joint strategy for improving these areas, involving both the Scottish Diversity Forum and the restructured Fire Service Inspectorate (referred to later in this report).
24. One principal inspection – namely, that of Strathclyde Fire Brigade – was completed during this period. It resulted in a positive report being tabled in September 2003. The report recognised the unique circumstances and process of change the service is encountering, but also identified good practice which has of course been shared with the wider service.
25. Fire Service Circular 07/2003 provides guidance and a timetable for implementation of Fire Authorities' IRMPs. It also describes the five phases of IRMP monitoring which the Inspectorate will undertake, using external expertise where appropriate. I am pleased to report that Phase One of the IRMP monitoring was completed on time and the overall results were satisfactory for all eight Brigades.



Crown Premises

26. Fire inspectors attached to the Inspectorate have responsibility for the enforcement of fire safety legislation in premises owned or occupied by the Crown. These are primarily buildings which comprise the Government's civil estate; enforcement responsibility for the defence estate generally rests with the Defence Fire Service. Two Assistant Inspectors are engaged in this work, which includes the issue of fire certificates where required under the Fire Precautions Act 1971, and the inspection of premises to assess compliance with the Fire Precautions (Workplace) Regulations 1997 as amended.
27. There are approximately 1000 Crown premises in Scotland falling within the remit of the Inspectorate, of which some 320 have fire certificates in force. Fire inspectors carry out a programme of inspections as well as a responding to specific enquiries and design proposals submitted at the planning stage. A total of 685 contacts were recorded during the year. These included 78 initial surveys, programmed re-inspection of 149 premises, and 294 other consultations in relation to specific issues.

28. In addition to inspecting existing buildings, fire inspectors are also involved in assessing fire safety provisions at the design stage for compliance with the relevant legislation. This leads to an involvement with a significant number of new build and refurbishment projects each year. The degree of involvement varies with the nature and complexity of the project but can be substantial, particularly where relaxation of the normally accepted standards is necessary. Some 164 sets of plans were examined during the year.
29. Construction and refurbishment projects of particular interest include the following:
- The re-occupation of the Exchequer Wing of the Supreme Courts complex at Parliament Square in Edinburgh marked the completion of the first phase of this major refurbishment project.
 - A new office for the Scottish Executive Environment and Rural Affairs Department has been completed at Broxden, Perth.
 - A new Inland Revenue call centre has been completed in a former manufacturing plant at Bathgate.
 - The National Archives of Scotland finished the refurbishment of Robertson Wing at the rear of HM General Register House in Princes Street, marking the completion of Phase 4 of this project.
 - Major refurbishment projects also neared completion in Sheriff Courts at Ayr, Dumbarton and Lanark.
 - The ongoing major redevelopment of accommodation at HM Prison Edinburgh saw the opening of a second new house block, Hermiston Hall. This provides cell accommodation on four levels for some 200 prisoners. The block replaces a number of traditional galleried halls which are to be demolished to allow for further new buildings. A similar facility has been completed at HM Prison Polmont.
 - Construction work continued on the new Scottish Parliament building at Holyrood with the effective completion of the MSP Block. Fire inspectors were also consulted regarding the development of suitable fire safety management procedures for the complex.



Scotland's Fire Service Preparedness and Planning

30. The terrorist attacks in the USA on 11 September 2001 prompted the UK Government to set up the New Dimension (ND) Group. Its purpose was to prepare British fire services for incidents occurring on a very large scale, particularly those which might result from this "new dimension" in terrorism. In Scotland, HM Fire Service Inspectorate has taken the lead in implementation of the ND project.
31. Previous Annual Reports have outlined the progress of this project, and the work of the ND Group continues to enhance the fire services' capacity to respond to a range of large scale incidents, natural disasters and

potential terrorist attacks. The ND process has undoubtedly improved not only Brigades' ability to deal with the aftermath of terrorist attacks, but also their day to day capability to respond to a variety of incidents. This improvement is very much in line with the initial aims and objectives of the ND project.

32. The 2002-03 Annual Report noted that the preparatory and procurement work necessary to provide these additional resources was well advanced. This year's report provides an update on the delivery and operational deployment of equipment provided to the Scottish Fire Services, purchased from the £5 million additional funding by the Scottish Executive as part of the ND capability and resilience programme.
33. The results of this work were displayed at the Fire Exhibition held in September 2003 at the Scottish Exhibition and Conference Centre, Glasgow when the Justice Minister Cathy Jamieson attended a demonstration of an array of the new equipment and the Grampian Brigade's new Scottish Major Incident Unit.



Justice Minister Cathy Jamieson at the Fire Exhibition in the SECC, Glasgow, September 2003.

Scottish Major Incident Units

34. The deployment strategy pivotal to provision of new equipment as part of the ND agenda is supported by the creation of four new Scottish Major Incident Units (SMIUs). The SMIUs are located in Grampian, Lothian and Borders, and Strathclyde. Each one can supply additional equipment, personnel and expertise to provide a flexible response to a variety of incidents involving hazardous materials, collapsed structures, and other more frequently occurring incidents.



Specialised equipment can be deployed by the new Scottish Major Incident Units.

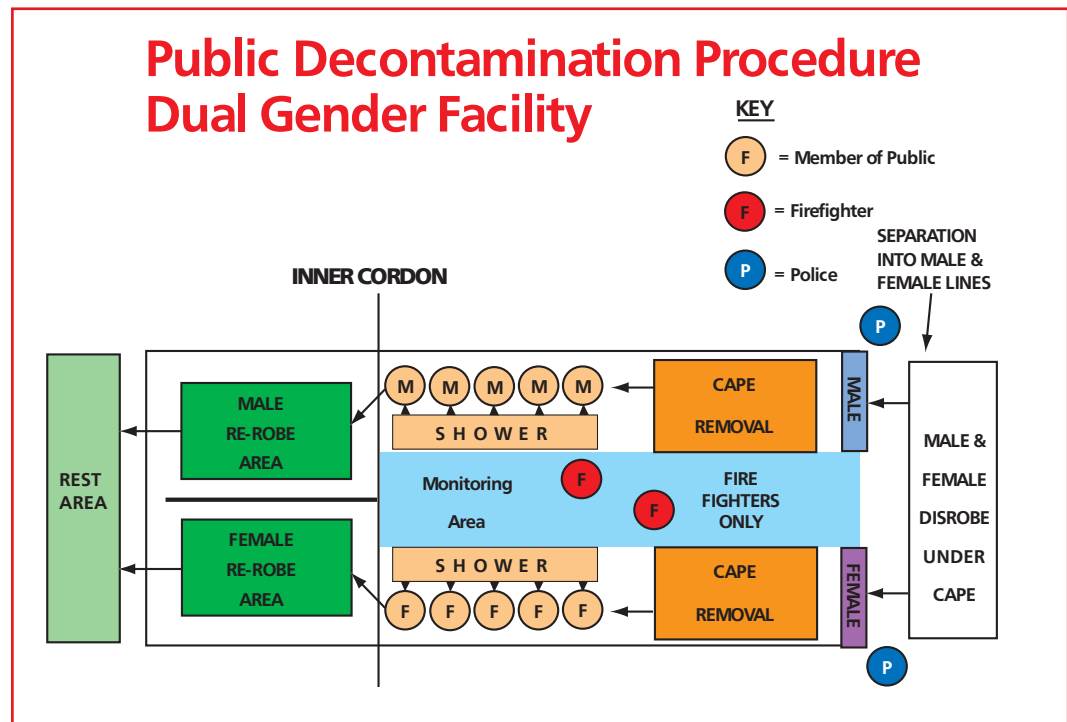
Mass Decontamination

35. Six new mass decontamination systems have been purchased under a UK framework agreement and delivered to the following Brigades: Central Scotland (1), Grampian (1), Lothian & Borders (2) and Strathclyde (2).



Mass decontamination unit.

36. The mass decontamination units consist of three cubicles for disrobing, showering and re-robing. Features include:
- Heating and lighting
 - Warm water supply (35° C), working on an automatically controlled, three minute cycle for more effective decontamination
 - Facilities to accommodate different cultures, disabled persons, and casualties on stretchers.
 - Disrobing and re-robing packs for victims to cater for immediate needs
 - Integral waste water containment and disposal facility
 - Dimensions erected : 14m long x 3.75m wide x 3 m high
 - Dimensions packed : 2.7 m long x 1.5 m wide x 1 m high
 - 50 shower sprays integral to shelter
 - 4 overhead hand sprayers



The mass decontamination units allow an effective response to incidents where large numbers of people may have been exposed to hazardous substances.

37. In addition to the six mass decontamination units, twenty smaller-capacity decontamination systems have been purchased. These systems are designed to provide interim decontamination capability within Brigade areas pending the arrival of the mass decontamination systems operated by the SMIUs.
38. To provide modesty for persons whose clothing may have been contaminated, a supply of dis-robe and re-robe packs has been purchased and delivered to all eight Brigades. Each SMIU will have an additional supply of these packs to support a large mass decontamination event.
39. To support mass decontamination arrangements and to enhance each of the Brigades' capacity to deal with large chemical or hazardous substance incidents, 400 additional gas tight protection suits have been purchased under the UK framework agreement which ensures interoperability at operations across the UK.
40. With regard to detection and monitoring, additional state-of-the-art personal radiation dosimeters and radiation survey and monitoring devices are being purchased to provide protection for firefighters, and to identify potential dangers to the public from a variety of hazardous incidents. Work continues across the UK on evaluating and identifying

appropriate specialist chemical and biological detection and monitoring equipment, and the Inspectorate will continue to be involved in this process on behalf of the Fire Services in Scotland.

Specialist Search and Rescue

41. To enhance firefighter safety and assist casualty location in fires and collapsed structures, additional state-of-the-art thermal image cameras – which allow detection and display of variations in temperature – have now been purchased and delivered to all eight Brigades. Search and rescue has been further enhanced by the provision of additional search cameras and sound detection (listening) devices; they have been delivered to all eight Brigades for use in a variety of situations, such as collapsed structures and other confined spaces. These devices have been deployed both to supplement existing Brigade special rescue appliances, and to equip the Scottish Major Incident Units.
42. Working at or in water to effect rescues presents special risks; therefore, Brigades have been provided with a common standard of safety equipment for front-line appliances to protect firefighters and enhance rescue capability for dealing with such incidents. This includes life jackets, special inflatable pathways, rescue throwlines, and hose inflation rescue devices, which can be used to rescue persons from water.
43. 52 additional sets of heavy and medium duty hydraulic rescue equipment have been purchased and delivered to Brigades. This provides a standard level of capability across Scotland and improves Brigades' capacity to deal with major incidents, as well as the more frequently occurring road accidents and special service incidents at which persons are trapped.



New rescue equipment.

44. To assist rescue from collapsed structures, trench incidents and similar events, 22 sets of specialist shoring equipment have also been purchased and delivered to all eight Brigades. This equipment is complemented by the provision of specialist air operated heavy lifting bags, capable of lifting weights up to 132 tonnes.



Additional new rescue equipment.

45. For incidents where persons may be trapped in collapsed structures or other confined spaces, cutting and breaching rescue packages have been supplied. Each package includes concrete breaker drills, diamond-cutting saws, concrete chain cutting saws, circular saws and portable generator power packs.

Training

46. In order to support the introduction of this new equipment into Brigades, additional training has been provided for Brigade personnel. This training support from the Scottish Executive has been provided to all Scottish Brigades by the following means:
- **Specialist instructor courses:** These will enable Brigades to carry out cascade training of personnel in accordance with nationally developed standards. Instructor courses for Mass Decontamination have been held initially at the Fire Service College in Moreton-in-Marsh, Gloucestershire and subsequently in Scotland at the Scottish Fire Service College in Gullane, East Lothian to serve the needs of the Scottish Fire Service. In line with the joint protocol with the Scottish Ambulance Service for mass decontamination procedures, personnel from both services have participated in shared training development to ensure a cross-service capability.

- **Distribution of training material:** Dedicated, nationally developed multi-media and hard copy training and awareness material has been supplied to every fire station in Scotland, and to Brigade training establishments.
- **CBRN training:** Dedicated multi-agency command and control awareness training for chemical, biological, radiological, or nuclear (CBRN) incidents, at Strategic (Gold) and Tactical (Silver) Commander level has been provided at Winterbourne Gunner for all Scottish Brigades. This will ensure that each Brigade has a cadre of CBRN trained officers in place to support operations in accordance with the current Scottish Executive guidance on decontamination of people exposed to CBRN materials.



47. In addition to the introduction of new equipment, specialist search and rescue training has been secured for Scottish Brigades. As part of a UK strategy, the competency level agreed is that set by the Federal Emergency Management Agency (FEMA) in the USA. To ensure that the Scottish Fire Service search and rescue capability matches that of the rest of the UK, an allocation of places has been secured on a specialist Urban Search And Rescue (USAR) course in Texas, USA.
48. Initially personnel from the three Scottish Brigades where the Major Incident Units are located attended the course in Texas. As of 31st March 2004, 24 fully qualified USAR team leaders had been allocated on a pro rata basis across the eight Scottish Brigades. The cost of the specialist USAR training is currently being met by the Scottish Executive; this arrangement continues so as to provide and maintain sufficient numbers of trained personnel to support USAR arrangements in Scotland.
49. The Fire Service College at Moreton-in-Marsh has been designated as the principal USAR training centre for the UK as part of the New Dimension programme. From the summer of 2004 it will provide USAR courses for all UK fire personnel, which will be equivalent to those currently obtained in the USA. Work is at an early stage to develop dedicated regional training facilities to undertake certain elements of this specialist training, and in Scotland the Fire Service College at Gullane has been identified as the most likely location for such a facility.

Future Developments

50. This progress report has illustrated the success of a very important area of work, which has continued throughout the reporting year. I fully support this excellent example of pragmatic and coordinated partnership between the Scottish Executive and the Scottish Fire Service. Through the provision of additional specialist vehicles, equipment, training and procedures, it has provided a substantial and measurable improvement in the capability and resilience of Fire Services in Scotland, increasing their capacity to

meet any new risk and to enhance public and firefighter safety across a wide and diverse range of operational activity.

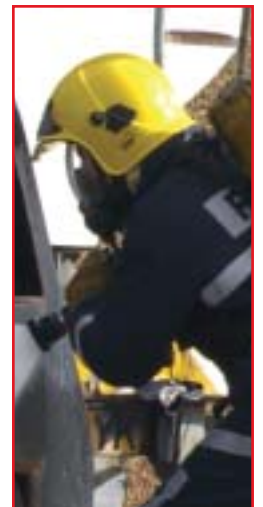
51. The Scottish Executive continues to support this project by providing the necessary funding for two staff members at HM Fire Service Inspectorate. These staff coordinate and manage the project; they also fulfil a planning and training liaison role with the Service, training establishments and the various UK working groups.
52. The Inspectorate has begun a review of Scotland's capability and resilience arrangements in line with current expectations, risk and UK arrangements. This work planned for the next three years will involve key stakeholders; it will seek to build on existing arrangements and lessons learned, whilst also identifying areas where capability and resilience do not match risk or expectation.



STRATEGIC ISSUES FOR THE FIRE SERVICE

The Scottish Fire Services Reform Strategy

53. The package of reforms has been shaped by a series of events and developments in the service. It has a number of strategic building blocks, which are intended to achieve **safer communities, safer staff** and compliance with **Best Value**; this is to be accomplished through an incremental process of evaluation and change, leading to clear and measurable improvements. I am pleased to report that Fire Authorities, Fire Brigades and the Scottish Executive are collectively on course to achieve this on schedule with implementation in April 2005, a major review in 2008 and continuous review and improvement thereafter.
54. The reform package was initially based on:
- The consultative document "The Scottish Fire Services of the Future," published in July 2002.
 - An independent review of the UK fire services (the Bain Report) commissioned by the Office of the Deputy Prime Minister and published in December 2002.
55. During this reporting period, further contributions were drawn from:
- The Heads of Agreement reached and published in June 2003 for resolution of the industrial dispute, along with associated changes to the National Joint Council and Conditions of Service.
 - "The Scottish Fire and Rescue Service: Proposals for Legislation," published in October 2003.
 - Guidance issued from the Inspectorate and the Scottish Executive throughout 2003-04 regarding Integrated Risk Management Plans (IRMP) and the Integrated Personal Development System (IPDS).
56. All the above will be complemented and comprehensively extended by the forthcoming Scottish Fire and Rescue Services Bill and the National Framework, both due for publication in Summer 2005. In addition to this the spread of good practice is more effective than ever, thanks to the strong working relationships between key stakeholders which were highlighted earlier in this report.





The Local Government In Scotland Act 2003

57. The Local Government in Scotland Act 2003 came into force on 1 April 2003. This legislation applies to Fire Authorities and Joint Fire Boards. There are three principal areas where the legislation has an impact on the fire service:
- There is a duty to secure continuous improvement in performance through a Best Value approach. This is not a new development; Best Value is well known to Brigades and they have shown a strong commitment to achieving it. This commitment has now been placed on a statutory footing.
 - There is a duty to participate in Community Planning. The essence of Community Planning is collective and collaborative working with partners in the public, voluntary, community and private sectors where bodies can make their own distinctive contribution to realising collectively agreed objectives.
 - There is a power to promote or advance the well being of their area and/or persons in it. This power allows Community Planning partners to work in a more innovative and creative way in responding to the needs of their communities and supports the leadership role of local authorities in the Community Planning process.

In addition, there is provision for the Fire Service Inspectorate to be a scrutiny body under this Act.

Attacks on Fire Service Personnel

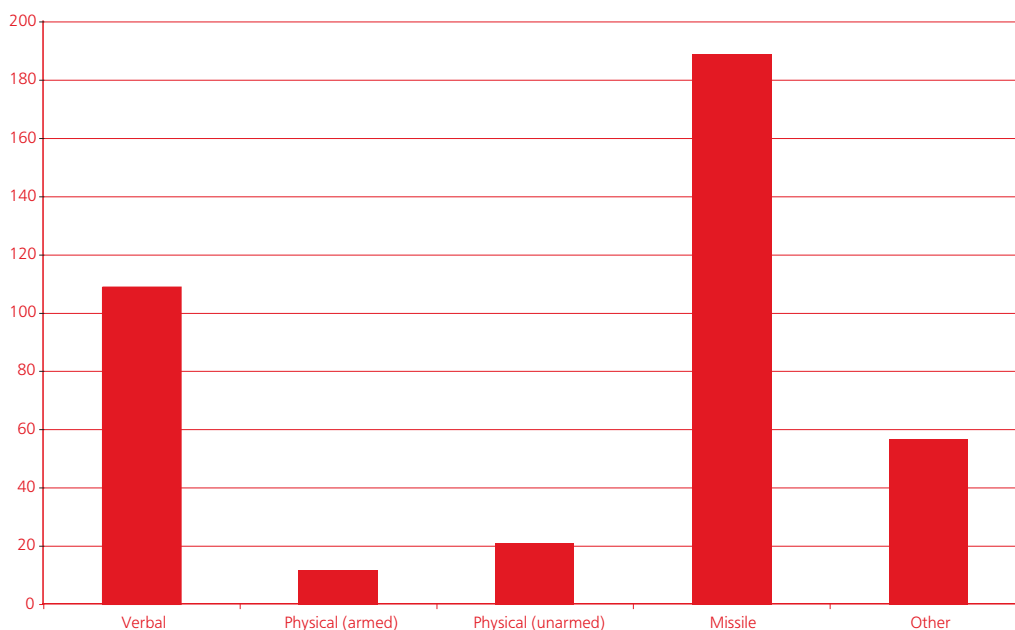
58. In response to growing concern regarding attacks on fire service personnel, it was decided part way through the 2002-03 reporting period that Scottish Brigades should formally compile statistics about such attacks. Following consultation with Brigades, a set of categories of attack was agreed upon. It was also agreed that services should report the results of any prosecutions arising from attacks, and that statistics should be collected for incidents involving all types of fire service personnel: Wholetime and part-time firefighters, control room staff, and non-uniformed support staff. 2003-04 has been the first full reporting period in which statistics for attacks on Fire Brigade personnel were recorded.
59. The accompanying table and graph illustrate the severity of the problem, with a total of 388 attacks on fire service personnel in Scotland between 1 April 2003 and 31 March 2004 – an average of more than one every day. As in 2002-03, the most commonly reported type of attack has been the throwing of missiles at fire crews responding to emergency calls, with a smaller but nonetheless significant number of direct physical confrontations. Taking legal action against the perpetrators of such

attacks has proved difficult, with only four prosecutions for attacks on fire service personnel reported during the year. As of 31 March 2004 the results of all four cases were still pending.

60. Brigades have also been asked to report instances of verbal attack in which concerted and continuous foul and abusive language was used, the abuse was sustained, and it was decided that there was malicious intent. However, there is anecdotal evidence that many firefighters regard such verbal attacks as a nuisance to be tolerated as part of their job. For this reason it is believed that the number of verbal attacks is being under-reported.

Attacks on Fire Brigade Personnel: 2003-04						
Brigade	Verbal	Physical (armed)	Physical (un-armed)	Missile	Other	TOTAL
Central Scotland	0	0	0	13	0	13
Dumfries & Galloway	1	0	0	0	0	1
Fife	4	2	0	10	1	17
Grampian	6	1	0	5	0	12
Highland & Islands	1	0	0	1	0	2
Lothian & Borders	46	3	2	64	19	134
Strathclyde	39	6	19	92	37	193
Tayside	12	0	0	4	0	16
TOTAL	109	12	21	189	57	388

Total Attacks on Fire Service Personnel 2003-04





61. During this reporting period, the Scottish Executive prepared legislation to address the problem of attacks on emergency service personnel, including members of the fire services. In December 2003, the document "Protection of Emergency Workers: A Consultation Paper" was launched, beginning a process of discussion between the emergency services, the Scottish Executive, and other interested parties. This consultation gave rise to the Emergency Workers (Scotland) Bill, which was placed before the Scottish Parliament on 22 March 2004.
62. Under the Fire Services Act 1947, it was already a criminal offence to wilfully obstruct or interfere with members of the fire services in performance of their duties. The Emergency Workers (Scotland) Bill more precisely defines possible offences against fire service personnel, extends protection to members of the public who may be assisting emergency workers, and provides for increased penalties including fines of up to £5,000 and prison sentences of up to nine months. Very serious physical attacks on fire service personnel will continue to be prosecuted under the common law for assault, with the obstruction of an emergency service being treated as a serious aggravating factor.
63. It is clearly unacceptable for fire service personnel to be attacked in the course of carrying out their duties. It is hoped that the new arrangements for reporting such attacks, together with the Emergency Workers (Scotland) Bill and the introduction of vehicle-mounted cameras, will enable an effective response to the problem and ultimately a reduction in the number and severity of attacks.

Integrated Personal Development System

64. The Integrated Personal Development System (IPDS) is a new approach to the training and development of fire service personnel, measuring competence in specific fire service roles through a system of Vocational Qualifications (VQs). IPDS is designed to be fair, transparent, and transferable across the UK fire services and beyond. Implementation of IPDS began in 2002-03 and has continued during this reporting period.
65. The implementation strategy for Scotland is based on partnership between:
- **The Management Board:** The Board is chaired by the IPDS Manager and provides overall direction to the IPDS project. During this reporting period the Board adopted a revised standing agenda, endorsed by the Chief Fire Officers' Association (CFOA), in order to more effectively implement IPDS.
 - **The IPDS Team:** This provides practical support and guidance regarding IPDS, under the direction of the Management Board.

- **Assessment Boards:** These are responsible for developing standardised VQ delivery methods with the participation of experienced operational personnel.
 - **Satellite Sites:** These include the Scottish Fire Services College and the individual Scottish Fire Brigades. Each site has significant autonomy in VQ delivery, within a common framework of policies and standards.
66. Strong cooperation between these groups continued during 2003-04. Moreover, useful working links have been established between the Scottish Fire Services College at Gullane, East Lothian, and the Fire Service College at Moreton-in-Marsh, Gloucestershire, in order to further improve the development of IPDS.
67. Work of the Assessment Boards has progressed considerably during this reporting period. A new Firefighter Development programme is currently being designed, based on principles set out in the 2001 document "Training for Competence – A Model for Implementation," and conforming to the requirements of IPDS and the National Occupational Standards (NOS). The programme will consist of a series of educational modules and practical simulations, delivered at a local level and enabling firefighters to maintain and improve their skills, knowledge and understanding. A similar approach is being taken to the creation of a development programme for control room staff.
68. The IPDS VQ Approved Centre has become well established, with 183 trainee firefighters entered for the "Operations in the Community" VQ. The centre is to seek approval from the Scottish Qualifications Authority to train and certify Workplace Assessors (WAs), in accordance with standards set by the Employment National Training Organisation. This will enable formal assessment of the day-to-day performance of fire service staff, as part of their progress towards attaining VQs. The IPDS partnership has also begun planning to introduce an electronic learning module for the WA programme, and to appoint a new WA Advisor in order to support Scottish Fire and Rescue Services; it is expected that both these developments will be put into practice in 2004-05.
69. The launch of a Scottish Fire Services Learning and Development Strategy by the Director of Fire Service Training in November 2003 provided a framework in which the Scottish IPDS Team could address a broader range of objectives related to IPDS. In particular, the team achieved significant progress with regard to the following:
- **Management training:** Alternative delivery programmes for Crew and Watch Management development will be put into place by a partnership of the Scottish Fire Services College and Fife College of Further and Higher Education. It is expected that this partnership will





constitute a useful link between the fire services and the tertiary education sector, allowing local access to management training which is of high quality, recognised across the UK, and compliant with Best Value.

- **Personal Development Records:** Work continued on the design of an innovative hypertext-based Personal Development Record (PDR) system. The PDR will incorporate all the recording aspects of the IPDS. In addition to VQ training, records will include the assessment of performance at work activities and attendance at incidents with regard to NOS criteria. Testing of the PDR is planned for autumn 2004, with widespread adoption beginning in January 2005.
- **Improvements in communication:** These include presentations by the IPDS Team at Scottish Brigades, creation of an electronic learning module, publication of a regular newsletter, and the establishment of a central website for IPDS in Scotland at www.ipds.org.uk.

70. The overall implementation of IPDS is proceeding successfully, and it is expected to bring concrete improvements in the training and development of fire service staff across Scotland.

Fairness, Diversity, Equality And Cultural Position Of The Fire Services

71. As mentioned earlier in this report, essential and valuable field work has been carried out on behalf of the inspectorate by Angela Webb, on secondment from her post of Diversity Manager in Strathclyde Fire Brigade. Ms. Webb's task was to look at the current state of diversity in the Scottish Fire Services; this work was intended to be something of a sampling exercise and preliminary in nature. She spoke to Firemasters, operational staff, support staff, equality and diversity practitioners and members of the ethnic minority communities. It is encouraging that her work has been carried out successfully, despite the serious difficulties facing the Fire Services as a result of the industrial dispute.
72. The initial findings and recommendations are as follows:
- Whilst there are many examples of good practice throughout the Scottish Fire Services, there is still a considerable way to go.
 - An agreed stakeholder plan for continuous improvement should be put in place to improve understanding of diversity and the full benefits that it can bring.
 - The above plan will be complemented by the results of a cultural audit which is scheduled to take place across the eight fire brigades during 2004.
73. Leadership regarding fairness, diversity, equality and cultural shift within Scotland's Fire Services is provided at a strategic level by a multi-agency

group referred to as the Scottish Fire Services Fairness and Diversity Forum. Regrettably, due to the industrial dispute and its consumption of stakeholders' effort during this period, the Forum has not met for some time. The full conclusions of Ms. Webb's investigation will be considered by the Forum at its next meeting, and will help provide a basis for further work to be coordinated and led by the Fire Service Inspectorate.

74. The Fire and Rescue Services will soon be able to attract people from a greater diversity of backgrounds than ever before, because of the introduction of IPDS with its multi-tier entry system; the removal of the outdated and rigid appointment and promotion regulations, which Scottish Ministers will address during 2004; and the adoption of more flexible working arrangements. These developments, combined with a commitment to equality and fairness, will greatly improve the culture of the Services.

Breakdown of Scottish Fire Services Employment Profiles

75. The Inspectorate monitor diversity and representation within the fire service through the annual statistical returns submitted by Brigades and during routine inspections.
76. The number of applications from women and ethnic minorities to join the fire service again increased during this reporting period, reflecting the efforts of brigades to attract larger numbers of recruits from these groups. The slow but steady increase in applications has helped bring about a modest rise in the actual numbers of ethnic minority personnel serving their local communities in the fire service. While the overall total of female personnel has fallen slightly, numbers of female staff have increased in some sectors, notably that of wholetime firefighters.

Diversity Profile of Scottish Fire Brigades, All Sectors, 2000-01 to 2003-04

	Male White	Female White	Male Ethnic Minority	Female Ethnic Minority
2000-01	8186	921	13	5
2001-02	8361	933	12	3
2002-03	8263	966	18	4
2003-04	8401	920	23	6

Diversity Profile of Scottish Fire Brigades by Sector, 2003-04				
	Male White	Female White	Male Ethnic Minority	Female Ethnic Minority
Wholetime	4463	99	16	0
Retained	2381	113	1	1
Volunteer	1077	85	3	2
Control	31	194	0	0
Support	449	429	3	3

Health and Safety

77. During this reporting period, the Inspectorate has continued to work closely with the Health and Safety Executive (HSE) in order to ensure that the inspection regime remains in step with current HSE initiative and direction. A close liaison is also maintained with HM Fire Service Inspectorate in England and Wales through the UK Health and Safety Advisory Board.

Health and Safety Trends

78. Generally speaking, health and safety trends in Scottish Fire Brigades are encouraging. The accident figures for 2002-03 are not directly comparable to those in other years, as service delivery was withdrawn through strike action for part of this year. When figures from 2000-01 and 2001-02 are considered, it can be seen that a gradual decline in the numbers of accidents has continued during this reporting period.
79. Meanwhile, reporting of near misses has significantly improved. Near misses were often not reported in the past, and effective reporting of near misses provides valuable information which can enable a further reduction in accident rates.

A "Blue Light" accident is one involving a Fire Service vehicle on its way to an emergency incident – that is, one where its blue light is activated.

Accident Statistics in Scottish Fire Brigades 2000-01 to 2003-04			
Year	Number of Accidents	Number of Near Misses	Number of Blue Light Accidents
2000-01	915	250	211
2001-02	907	254	225
2002-03	760	343	188
2003-04	884	525	209

Sickness Absence

80. The mean rates of sickness absence per employee are given in the accompanying table. As noted in previous years, there is a significant variation between Brigades in levels of sickness absence. It has not yet proved practical to undertake a detailed study of the reasons for this variation, and without such a study it would be unwise to draw any general conclusions. However, it is hoped that in the future these statistics may allow examples of good practice in managing sickness absence to be identified and shared, as well as finding areas in which there may be room for improvement.

Average Sickness Absence per Employee 2003-04

Brigade	Number of Shifts/Days Lost			Strength		
	Wholetime Operational	Day	Control	Wholetime Operational	Day	Control
Central Scotland	5.48	3.35	9.12	242	34	17
Dumfries & Galloway	6.05	6.81	16.44	109	21	18
Fife	7.51	5.93	13.35	387	45	23
Grampian	5.36	1.51	15.12	344	81	26
Highland & Islands	4.13	2.43	8.63	139	51	19
Lothian & Borders	8.62	5.31	14.63	757	124	32
Strathclyde	10.22	3.68	15.97	2193	409	69
Tayside	8.51	3.46	15.14	407	74	21

OPERATIONS

Radio Replacement

81. Firelink is the procurement project for Britain established and overseen by the Office of the Deputy Prime Minister (ODPM). The Project Board is chaired by the Director of Civil Resilience and includes representatives from the Scottish Executive (SE), Welsh Assembly, the Fire Service Inspectorate, Chief Fire Officers' Association, Local Government Association, Convention of Scottish Local Authorities, and the Fire Brigades Union. The project is subject to independent project assurance and also the government Gateway Review process.
82. On a day-to-day basis, the project is managed by a dedicated Firelink team including officials from the ODPM, Civil Resilience Directorate, and the SE. The team also includes seconded operational and control room officers supported by contracted consultant engineers from Mott MacDonald. Britain has been divided into project areas, one of which is Scotland. Each project area has a dedicated Brigade Delivery Team (BDT) comprising an Assistant Inspector of Fire and Rescue Services seconded from a Brigade and an Assistant Project Manager (a consultant). The team's principal role is to liaise with Brigades, identifying and managing local issues and roles and managing the implementation of the national system in conjunction with individual Brigades. In addition to its liaison role, the Scottish BDT also shares a responsibility for operational continuity and interoperability, and provides support to the Scottish Managerial Team.
83. A Firelink sub-group has been established, comprising representatives from all eight Scottish Brigades. The sub-group will be responsible for enforcing collaborative working and applying, where possible, common protocols and standards to achieve satisfactory implementation of Firelink throughout Scotland.
84. The project is well established and an Invitation to Submit Proposals (ITSP) was issued to a long list of selected suppliers in August 2003. Evaluation of the responses resulted in a short-list of three potential suppliers. These are now engaged in negotiations with the Firelink Negotiation Team which will be followed by an invitation to submit Best and Final Offers (BAFOs).

Rosepark Care Home

85. The tragic fire at Rosepark care home in Uddingston early on the morning of Saturday 31 January 2004 claimed the lives of 14 of the home's residents. This catastrophic event was one of the most serious losses of life from fire to have occurred in Scotland and indeed in the UK.
86. The fire was relatively small but had devastating consequences. Investigation into the incident was carried out by Strathclyde Fire Brigade and Strathclyde Police. This was a substantial and complex investigation and will result in a report from the Procurator Fiscal to the Crown Office. To assist with the investigation, the Scottish Executive agreed to fund a series of reconstruction fire tests. These tests involve live fire testing within a reconstructed replica of part of the home, carried out by the Fire Research Station of the Building Research Establishment. The result of the investigation and research may have implications for fire safety design standards and fire safety legislation in Scotland. At the time of writing, details of a subsequent public inquiry are awaited.
87. Following the Rosepark fire a coordinated series of fire safety visits was planned, to include all registered care home premises throughout Scotland. Each Fire Brigade put in place a programme of **reassurance visits** to care premises in its area. The purpose of these visits was to offer guidance and reassurance to care staff, and to identify possible improvements in fire safety practice. The results of these visits were reported to the care providers and to their registration authority, the Care Commission.

F I R E S A F E T Y

Community Fire Safety

88. The role of Community Fire Safety (CFS) Champion in the Scottish Fire Service was relinquished by Jeff Ord when he left the post of Firemaster of Strathclyde Fire Brigade in order to take up his present position as Chief Inspector of Fire Services for Scotland. His successor at Strathclyde, Firemaster Brian Sweeney, took over as the new CFS Champion for Scotland.
89. The CFS Champion will be assisted by the holder of the new post of **Community Fire Safety Coordinator**, the establishment of which was agreed with the Scottish Executive. The post involves coordinating efforts on fire safety messages and campaigns, securing appropriate sponsorship, ensuring effective partnerships with individuals and organisations in the community, and raising the profile of CFS in general. It will initially be filled by John Russell, on secondment from Strathclyde Fire Brigade.
90. The Scottish Executive undertook a high profile fire safety campaign, entitled **"Don't Give Fire A Home,"** during this reporting period. The campaign was launched at the Fire 2003 conference in Glasgow in September 2003 by the Justice Minister, Cathy Jamieson; it included television and radio advertising which ran from October 2003 to January 2004, and the establishment of a website at www.dontgivefireahome.com. The campaign was coordinated with the community safety activities of Fire Brigades, with supporting campaign material issued to Brigades.

Historic Buildings National Fire Database

91. The Historic Buildings National Fire Database is a three-year project initiated in August 2002 to capture fire risk information on Category A listed buildings in Scotland. Although the main aim of the project is to improve the effectiveness of fire-fighting operations by making relevant information available to incident crews, it is also hoped to improve the collation of statistics on fires in historic buildings. Estimates based on media reporting suggest that on average one historic building in Scotland is lost to fire each month.



Hartwood Hospital in Shotts, Ayrshire, following severe damage by fire. © Crown copyright.

92. The creation of the database brings together Historic Scotland, Scottish Fire Brigades and the Royal Commission on the Ancient and Historical Monuments of Scotland (RCAHMS). Funding for the project has been provided by Historic Scotland and a grant from the Fire Research and Training Trust. Grampian Fire and Rescue Service are identified within the Minute of Agreement as the representative of the Scottish Fire Services with Divisional Officer Mike Coull acting as project co-ordinator.
93. During the course of the project, each Brigade area will be considered in turn. Data on Category A listed buildings will be gathered from the collections held at the National Monuments Record of Scotland by the RCAHMS. A fire officer from the Brigade, temporarily seconded to the project, will visit each property to verify and supplement information relating to fire risk and precautions. Features or contents that are of high historic significance are identified, as are ways in which a building's structure may adversely affect fire-fighting operations.



The Historic Buildings National Database team at Castle Fraser, Aberdeenshire. From left to right: Sharon Haire, Mike Coull, Clare Sorensen and Audrey Dakin. © Crown copyright RCAHMS.

94. With the co-operation of owners this additional data is then fed back into the database providing a comprehensive body of knowledge for fire crews attending an incident. As exemplified by Strathclyde Fire Brigade, steps have been taken to ensure that information can be transferred from the database into a Vehicle Mounted Data System (VMDS).
95. Other types of information incorporated in the database include architectural descriptions; photographs; and plans, access routes and water supplies. The database is intended to be a living document, continuously being updated to incorporate new developments such as change of use or newly listed buildings.

96. Substantial progress has been made during the year with work now largely completed within the Strathclyde and Grampian areas, comprising some 890 properties. The project will continue through Lothian and Borders, Fife, Tayside, Central, Dumfries and Galloway and Highlands and Islands with completion scheduled for 2005. The cities of Glasgow and Edinburgh were initially excluded from the project, owing to the resource implications of the greater density of listed buildings within these areas. It is, however, hoped that funds may be found to allow extension of the database to these areas, after the current project has been concluded.

Building Standards

97. An essential element of fire safety in the built environment is the incorporation of appropriate design standards in new and altered buildings through application of Building Standards legislation. The Building Standards legislation in Scotland has been the subject of review and the Building (Scotland) Act 2003 which was enacted in March 2003 will, when it comes into force, provide the framework for a revised system.
98. The review process continued during the year. Consultation commenced in July 2003 on draft building standards regulations, which would replace existing regulations; and on technical guidance documents for domestic and non-domestic premises, which would replace the existing Technical Standards. The new format uses functional standards rather than performance or prescriptive standards and offers greater design freedom.
99. The use of functional standards makes it important that, where there is legislative overlap, consultation and information exchange should take place between fire authorities and building standards verifiers under the new system. Forthcoming consultation on procedural regulations will contain proposals for this consultation.

GENERAL STATISTICS

Personnel & Operations

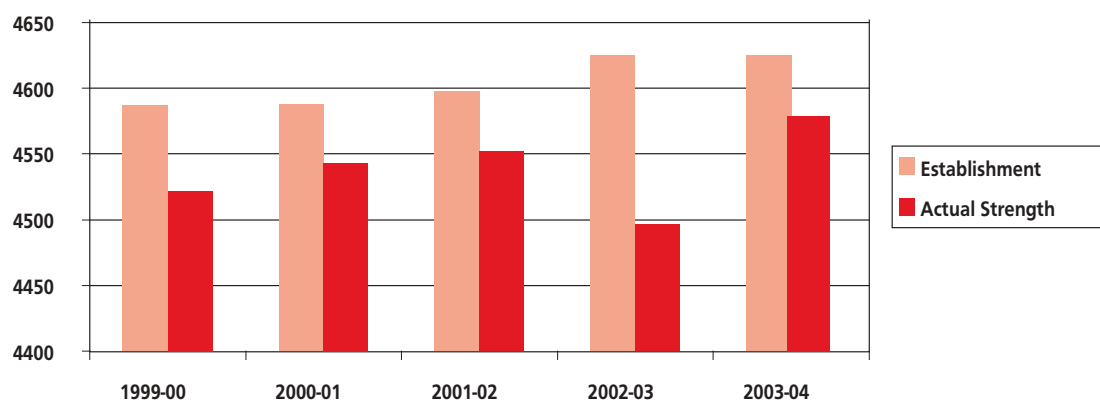
Establishments & Strengths

100. The establishments and actual strengths of Scottish Fire Brigades are given in Appendix 2 of this report.

Wholetime Personnel (Operational)

101. The total establishment of wholetime operational personnel of Scottish fire brigades at 31 March 2004 was 4625, the same value as in the previous year. The actual strength of Scottish fire brigades (i.e. the number of personnel actually in post) was 4578, giving a shortfall between the establishment and the actual number employed of 47.

**Graph 1: Wholetime Establishment and Actual Strength
1999-2000 to 2003-04**

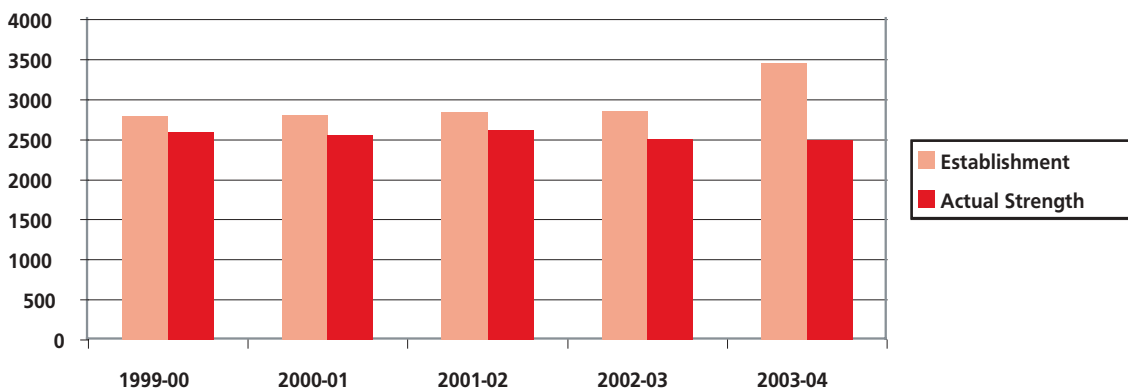


102. During the year 92 firefighters joined the Fire Service while 140 left for various reasons. The number of personnel retiring fell from 201 in 2002-03 to 120 this year, 37 of which were on medical grounds. Further details of the gains and losses of personnel in each Brigade are given in Appendix 3.

Retained Personnel

103. The figures relating to the establishment and actual strength in the retained sector of Brigades for the years 1999-2000 to 2003-04 are shown in Graph 2.

**Graph 2: Retained Establishment and Actual Strength
1999-2000 to 2003-04**

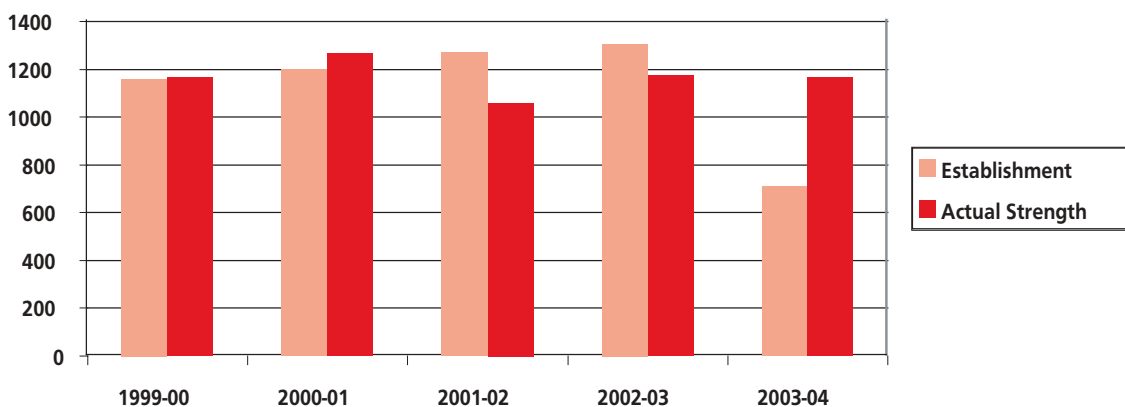


104. The actual number of retained personnel in post throughout Scotland in 2003-04 was 2496, a net decrease of 11 on the previous year; the establishment increased by 598 to 3453, largely as a result of redesignation of volunteer firefighter posts as retained ones by the Highland and Islands Fire Brigade.

Volunteer Personnel

105. Details of the volunteer establishment and actual strength for the years 1999-00 to 2003-04 are shown in Graph 3.

**Graph 3: Volunteer Establishment and Actual Strength
1999-2000 to 2003-04**



106. The total establishment of volunteer firefighters in 2003-04 was 708, a decrease of 599 from the 2002-03 total; again this was largely due to the redesignation of volunteer firefighter posts as retained ones by the Highland and Islands Fire Brigade.

Control Room Staff

- 107. In 2003-04 the number of Control Room staff in post was 225, an increase of 7 from the previous year. 194 women and 31 men serve in Control Rooms.

Non-Uniformed Staff

- 108. The total number of non-uniformed staff in post in 2003-04 was 839, compared with 845 in 2002-03. This category covers a variety of essential support duties such as administrative posts, stores, mechanics, IT and radio technicians, cooks, cleaners, and driving staff. These employees make an enormous contribution to Scottish Brigades and without their efforts the service delivery could not exist in its current format.

Primary Fires are reportable fires in caravans, vehicles, structures, agricultural and forestry property, or any fire involving casualties or where 5 or more appliances have attended.

Secondary Fires are reportable fires which were not in Primary fire locations, not chimney fires, did not involve casualties, and had less than 5 appliances in attendance.

Chimney Fires are reportable fires in occupied buildings where fire was confirmed within a chimney structure, casualties were not involved, and less than 5 appliances attended.

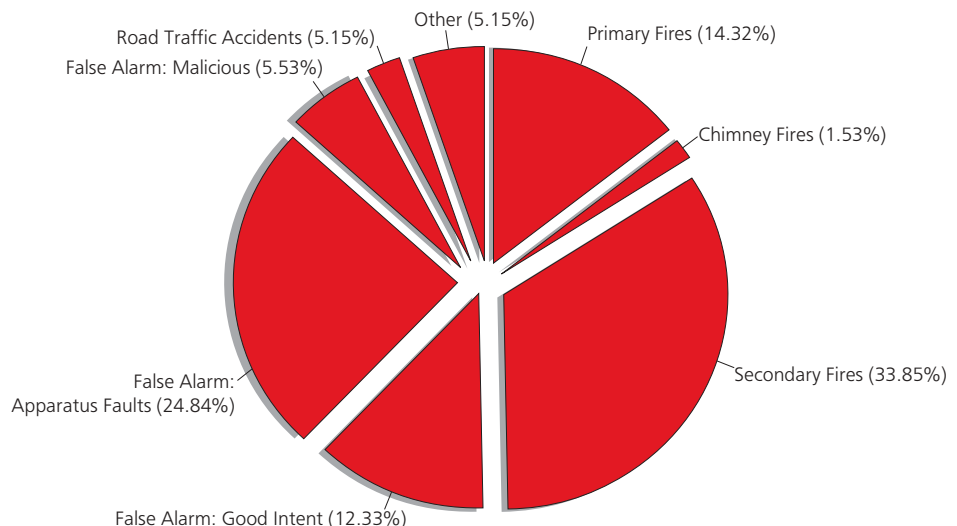
Discipline

- 109. During 2003-04, 58 cases were investigated in Scotland of which 2 were dealt with by summary hearings and 14 by full hearings under the Fire Services (Discipline) (Scotland) Regulations 1985. Of the 12 punishments imposed, there were 2 dismissals, 1 requirement to resign, 1 reduction in rank, 6 stoppages of pay, and 2 cautions.

Operational Activity

- 110. Operational activity increased this year with a 13.4% rise in all incidents attended by Scottish brigades. There was a fall of 5.6% for fires involving property, while the number of secondary fires increased by 21.6%. Much of the increase in secondary fires was due to a large rise in the number of grass fires, which in turn was caused by an unusually warm and dry summer in 2003. Appendix 4 provides an exact breakdown of incidents attended. The following chart indicates the division of brigade activity between categories across Scotland. The proportion of unwarranted calls, including malfunctioning alarm systems and malicious false alarms, remains high at 31%, the same value as in 2002-03. Reduction of the number of unwarranted fire signals continues to be a high priority for all brigades.

Incidents Attended by all Brigades 2003-04



Fatal Incidents: Summary

111. The accompanying tables summarise fatalities from fire in Scotland during 2003-04. Both tables include 2002-03 figures for comparison. All deaths are greatly regretted.

Summary of Fatal Incidents in Private Homes

Category	2002-03		2003-04	
	Number of incidents	Percentage of total	Number of incidents	Percentage of total
Starting Locations of Fires				
Living room	28	47.5%	20	37.7%
Kitchen	16	27.1%	14	26.4%
Bedroom	11	18.6%	13	24.5%
Other / Unknown	4	6.8%	6	11.3%
TOTAL	59	100.0%	53	100.0%
Causes of Fires				
Smoking materials: Lighters, matches, cigarettes, etc.	25	42.4%	26	49.1%
Cooking incidents	15	25.4%	13	24.5%
Other / Unknown	19	32.2%	14	26.4%
TOTAL	59	100.0%	53	100.0%
Smoke Alarms				
Alarm operated properly	21	35.6%	12	22.6%
Alarm not functioning	11	18.6%	12	22.6%
Status of alarm unknown	8	13.6%	5	9.4%
No smoke alarm	19	32.2%	24	45.3%
TOTAL	59	100.0%	53	100.0%
Miscellaneous Statistics				
Deceased was living alone	40	67.8%	30	56.6%
Alcohol a direct contributory factor	32	54.2%	25	47.2%
Alcohol an indirect factor	5	8.5%	2	3.8%
TOTAL	59	100.0%	53	100.0%

"Number of incidents" refers to the number of fires, not the number of fatalities.

All percentages are rounded to 1 decimal place.

The number of domestic fires resulting in multiple fatalities was 7 in 2002-03 and 3 in 2003-04.

All percentages are rounded to 1 decimal place.

Summary of Fatalities

Category	2002-03		2003-04	
	Number of fatalities	Percentage of total	Number of fatalities	Percentage of total
Domestic Fires: Fatalities by Age Group				
Under 20	11	15.3%	4	6.9%
Between 20 and 59	33	45.8%	34	58.6%
60 or over	28	38.9%	20	34.5%
Total for domestic fires	72	100.0%	58	100.0%
Domestic Fires: Incidents With Multiple Fatalities				
Deaths at incidents of this type	20	27.8%	8	13.8%
Total for domestic fires	72	100.0%	58	100.0%
Domestic Fires: Potentially Avoidable Deaths				
Deaths assessed as potentially avoidable if working smoke alarms had been present	45	62.5%	31	53.4%
Total for domestic fires	72	100.0%	58	100.0%
Domestic Fires: Wilful Fire-Raising				
Deaths at incidents of this type	2	2.8%	1	1.7%
Total for domestic fires	72	100.0%	58	100.0%
Non-Domestic Fires				
Vehicle fires	5	41.7%	7	24.1%
Fire at Rosepark Care Home	Not applicable	Not applicable	14	48.3%
Other	7	58.3%	8	27.6%
Total for non-domestic fires	12	100.0%	29	100.0%
Total fatalities in Scotland				
Domestic fires	72	85.7%	58	66.7%
Fire at Rosepark Care Home	Not applicable	Not applicable	14	16.1%
Other non-domestic fires	12	14.3%	15	17.2%
TOTAL	84	100.0%	87	100.0%

Injuries: Summary

The accompanying tables summarise significant non-fatal injuries at incidents attended by Scottish Fire Brigades in 2003-04. A "significant injury" is defined as one requiring medical treatment other than first aid provided at the scene; it includes individuals who were advised to attend hospital or see a doctor, regardless of whether or not they subsequently did so.

A. Fire Injuries

	2002-03		2003-04	
	Number of injuries	Percentage of total	Number of injuries	Percentage of total
Buildings other than dwellings	83	4.8%	147	8.1%
Dwellings	1526	88.8%	1573	86.7%
Vehicles	66	3.8%	60	3.3%
Other Locations (inc. open air)	43	2.5%	35	1.9%
TOTAL	1718	100.0%	1815	100.0%

B. Non-Fire Injuries

	2002-03		2003-04	
	Number of injuries	Percentage of total	Number of injuries	Percentage of total
Buildings other than dwellings	126	4.5%	120	3.7%
Dwellings	158	5.6%	174	5.4%
Vehicles	2277	81.0%	2539	78.3%
Other Locations (inc. open air)	249	8.9%	408	12.6%
TOTAL	2810	100.0%	3241	100.0%

"Non-Fire Injuries" are those at incidents other than fires which were attended by Fire Service personnel – for example, road accidents.

All percentages are rounded to 1 decimal place.

REVIEW OF STATISTICS

APRIL 2003 TO MARCH 2004

Appendix 1 Scottish Fire Brigades 2003-04

Fire Brigade	Area		Population Estimate for 2003		Uniformed Personnel: 2003-2004 Establishments			Fire Stations and Volunteer Units			Operational Fleet				
	kilometers sq	% of Scotland	Thousands	% of Total	Wholetime	Control	Retained	Volunteer	Wholetime	Retained	Volunteer	Pumping Appliances Medium and Light	Aerial Appliances	Rescue/Emergency/Tenders	Other Special Appliances
Central Scotland	2643	3.4	280.0	5.5	242	17	172	14	4	11	2	28	2	1	8
Dumfries and Galloway	6426	8.2	147.2	2.9	105	18	218	12	1	15	1	25	1	2	3
Fife	1325	1.7	352.0	7.0	390	21	112	0	6	8	0	25	2	1	2
Grampian	8736	11.2	523.4	10.3	352	23	478	20	6	33	1	56	2	0	10
Highland & Islands	31187	40.0	276.4	5.5	142	18	1244	326	1	95	32	120	1	1	5
Lothian & Borders	6456	8.3	888.5	17.6	763	30	310	0	13	23	0	58	5	1	4
Strathclyde	13625	17.5	2203.4	43.6	2222	67	680	258	39	43	31	184	12	0	18
Tayside	7527	9.7	386.6	7.6	409	18	280	40	6	15	4	44	3	8	6
TOTAL	77925	100.0	5057.5	100.0	4625	212	3494	670	76	243	71	540	28	14	56

Appendix 2

Establishment and Strength of Fire Brigades at 31 March 2004

	Central Scotland			Dumfries & Galloway			Fife			Grampian		
	Estab- lish- ment	Actual Strength		Estab- lish- ment	Actual Strength		Estab- lish- ment	Actual Strength		Estab- lish- ment	Actual Strength	
		Male	Female		Male	Female		Male	Female		Male	Female
Wholetime Operational												
Firemasters	1	1	0	1	1	0	1	1	0	1	1	0
Assistant Firemasters	2	2	0	1	1	0	2	2	0	2	2	0
Senior Div. Officers	0	0	0	1	1	0	0	0	0	4	4	0
Div. Officers I	2	2	0	0	0	0	3	3	0	0	0	0
Div. Officers II	0	0	0	4	4	0	0	0	0	4	4	0
Div. Officers III	5	5	0	0	0	0	5	5	0	0	0	0
Asst. Div. Officers	8	8	0	9	9	0	10	10	0	16	14	0
Station Officers	23	21	0	9	9	0	43	40	0	23	25	0
Sub-Officers	28	31	1	11	11	0	28	29	0	45	35	1
Leading Firefighters	25	25	1	13	12	1	66	63	0	50	44	0
Firefighters	148	141	4	56	58	2	232	218	16	207	206	8
Sub-total	242	236	6	105	106	3	390	371	16	352	335	9
Control Room Staff												
PFC Officers	1	1	0	0	0	0	0	0	0	0	0	0
GFC Officers	0	0	0	0	0	0	0	0	0	1	0	1
FC Officers	0	0	0	1	0	1	1	1	0	1	0	1
SFC Operators	4	2	2	5	0	5	4	2	2	5	0	4
LFC Operators	4	1	3	4	0	4	8	1	7	4	1	3
FC Operators	8	2	6	8	0	8	8	0	10	12	1	15
Sub-total	17	6	11	18	0	18	21	4	19	23	2	24
Part-time Retained												
Station Officers	0	0	0	0	0	0	2	2	0	10	9	0
Sub-Officers	14	14	0	16	16	0	8	8	0	36	34	0
Leading Firefighters	34	31	0	20	20	0	18	18	0	82	79	1
Firefighters	124	111	6	182	153	7	84	74	5	350	250	16
Sub-total	172	156	6	218	189	7	112	102	5	478	372	17
Part-time Volunteer												
Asst. Div. Officers	0	0	0	0	0	0	0	0	0	0	0	0
Station Officers	0	0	0	0	0	0	0	0	0	0	0	0
Sub-Officers	0	0	0	0	0	0	0	0	0	1	1	0
Leading Firefighters	0	0	0	0	0	0	0	0	0	3	2	0
Firefighters	14	6	1	12	11	0	0	0	0	16	15	4
Sub-total	14	6	1	12	11	0	0	0	0	20	18	4
Category sub-totals												
Wholetime	242	236	6	105	106	3	390	371	16	352	335	9
Control Room Staff	17	6	11	18	0	18	21	4	19	23	2	24
Part-time Retained	172	156	6	218	189	7	112	102	5	478	372	17
Part-time Volunteer	14	6	1	12	11	0	0	0	0	20	18	4
TOTAL	445	404	24	353	306	28	523	477	40	873	727	54

	Highlands & Islands			Lothian & Borders			Strathclyde			Tayside			Scottish Total		
	Estab- lish- ment	Actual Strength		Estab- lish- ment	Actual Strength		Estab- lish- ment	Actual Strength		Estab- lish- ment	Actual Strength		Estab- lish- ment	Actual Strength	
		Male	Female		Male	Female		Male	Female		Male	Female		Male	Female
	1	1	0	1	1	0	1	0	0	1	1	0	8	7	0
	2	2	0	2	2	0	6	4	0	1	1	0	18	16	0
	0	0	0	4	4	0	9	11	0	0	0	0	18	20	0
	5	5	0	0	0	0	6	1	0	5	5	0	21	16	0
	0	0	0	12	12	0	7	7	0	1	0	0	28	27	0
	5	5	0	0	0	0	14	13	0	8	8	0	37	36	0
	17	17	0	20	16	0	49	49	0	13	11	0	142	134	0
	21	20	0	60	56	0	198	208	1	37	35	0	414	414	1
	12	10	0	72	55	2	224	222	2	36	38	0	456	431	6
	23	20	0	95	91	1	229	206	2	44	49	2	545	510	7
	56	57	2	497	487	30	1479	1453	14	263	248	9	2938	2868	85
	142	137	2	763	724	33	2222	2174	19	409	396	11	4625	4479	99
	0	0	0	0	0	0	1	1	0	0	0	0	2	2	0
	0	0	0	1	0	1	1	0	1	0	0	0	3	0	3
	1	0	1	5	0	5	5	1	4	1	1	0	15	3	12
	5	0	5	4	0	3	8	2	6	4	2	3	39	8	30
	4	0	4	4	2	1	8	1	7	4	1	3	40	7	32
	8	2	7	16	1	19	44	4	42	9	1	10	113	11	117
	18	2	17	30	3	29	67	9	60	18	5	16	212	31	194
	13	13	0	4	4	0	9	8	0	7	7	0	45	43	0
	95	32	0	25	24	1	53	52	0	17	17	0	264	197	1
	190	67	1	35	37	0	87	61	2	40	36	1	506	351	5
	946	361	18	246	221	15	531	460	27	216	187	14	2679	1817	108
	1244	473	19	310	286	16	680	581	29	280	249	15	3494	2408	114
	6	3	0	0	0	0	0	0	0	0	0	0	6	3	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	32	81	3	0	0	0	21	29	0	0	0	0	54	111	3
	32	111	6	0	0	0	0	0	0	0	0	0	35	113	6
	256	581	45	0	0	0	237	188	26	32	26	2	682	847	78
	326	776	54	0	0	0	258	217	26	32	26	2	708	1054	87
	142	137	2	763	724	33	2222	2174	19	409	396	11	4625	4479	99
	18	2	17	30	3	29	67	9	60	18	5	16	212	31	194
	1244	473	19	310	286	16	680	581	29	280	249	15	3494	2408	114
	326	776	54	0	0	0	258	217	26	32	26	2	662	1054	87
	1730	1388	92	1103	1013	78	3227	2981	134	739	676	44	8993	7972	494

Appendix 3

Changes in Wholetime Strength as at 31st March 2004

	Operational Personnel																	
	Central Scotland		Dumfries & Galloway		Fife		Grampian		Highland & Islands		Lothian & Borders		Strathclyde		Tayside		Scotland Total	
	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F
GAINS																		
(i) By recruitment	4		1				15	1			15	1	18		15		68	2
(ii) By transfer from other brigades					3				11				7	1			21	1
Total Gains	4	0	1	0	3	0	15	1	11	0	15	1	25	1	15	0	89	3
LOSSES																		
Dismissal on disciplinary grounds	1																1	0
Medical discharge due to harassment or discrimination																	0	
Medical discharge due to service injury							1						2				3	0
Medical discharge due to other injury or medical condition	3				1		1		1				25		3		34	0
Resignation due to harassment or discrimination																	0	0
Poor performance/efficiency																	0	0
Resignation to take other employment	2				1						2		6		1		12	0
Personal/work commitments					1												1	0
Moving away from catchment area					2				1								3	0
Hardship caused by DSS regulations																	0	0
Compulsory/Voluntary age retirement	3		1		6		6		3		16		44		4		83	0
Deceased on duty													1				1	0
Deceased off duty																	0	0
Other reasons													1		1		2	0
Total Losses	9	0	1	0	11	0	8	0	5	0	18	0	79	0	9	0	140	0
Harassment, bullying or discrimination was (or was believed to be) a factor.	1																1	0

Control Room Personnel																	
Central Scotland		Dumfries & Galloway		Fife		Grampian		Highlands & Islands		Lothian & Borders		Strathclyde		Tayside		TOTALS	
M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F
	1				4		3	2			1				1	2	10
																0	0
0	1	0	0	0	4	0	3	2	0	0	1	0	0	0	1	2	10
																0	0
																0	0
																0	0
														1		0	1
																0	0
																0	0
							1				1					1	1
					1		1									0	2
																0	0
																0	0
					1											0	1
																0	0
																0	0
																0	0
0	0	0	0	0	2	0	2	0	0	0	0	1	0	0	1	1	5
																0	0

Appendix 4

Summary of Fires and Special Service Incidents Which Have Occurred in 2003-2004

Fire Brigade	Total Primary Fires	Classification of primary fires by numbers of pumps used for firefighting purposes						Chimney Fires	Secondary Fires	False Alarms			Special Services		Totals
		(a) 1 pump	(b) 2 pump	(c) 3/5 pump	(d) 6/10 pump	(e) 11/15 pump	(f) Over 15			Good Intent	Apparatus Faulty	Malicious	Road Traffic Accidents	Other	
Central Scotland	769	710	41	14	2	2	0	53	2194	1267	726	370	172	216	5767
Dumfries and Galloway	382	185	176	20	1	0	0	172	514	191	623	52	127	142	2203
Fife	1061	479	487	86	9	0	0	72	3109	593	2040	435	195	423	7928
Grampian	1784	1641	67	73	3	0	0	281	2511	661	2407	271	386	723	9024
Highland & Islands	616	455	138	22	0	0	1	645	1066	423	1627	268	342	341	5328
Lothian & Borders	3329	1208	1399	711	10	0	1	194	7442	1711	8392	1256	474	1168	23966
Strathclyde	8512	3019	4292	1178	17	5	1	324	22304	9698	11969	3853	1073	2887	60620
Tayside	1364	402	751	208	3	0	0	161	2967	796	3123	371	280	511	9573
TOTAL	17817	8099	7351	2312	45	7	3	1902	42107	15340	30907	6876	3049	6411	124409

Appendix 5

Incidents of Special Activity in 2003-04

Fires and other incidents occurring in Brigades of Special Interest or Activity

DATE	ADDRESS	DESCRIPTION	BRIGADE
2003			
05/04/2003	Clachan Bar, Stornoway	Public House, resource intensive	Highland & Islands
07/04/2003	Kinlochmoidart	Heath Fire, resource intensive	Highland & Islands
08/04/2003	Cnoc Ruadh, Ardross	Line recovery of fatality from bottom of embankment	Highland & Islands
09/04/2003	South Bridge St, Grangemouth	Fire including a derelict building and large area of waste ground with acetylene cylinders present: 6 pumps over 27 hours	Central

DATE	ADDRESS	DESCRIPTION	BRIGADE
2003			
16/04/2003	Waterhead Forest Corsock	Forest fire resulting in 15 hectares of trees being destroyed was extinguished by firefighters using beaters, one hosereel jet, and water dropped by a helicopter. The cause of the fire is unknown.	Dumfries & Galloway
16/04/2003	Brocklees Farm, Darvel	Agriculture / Forestry	Strathclyde
17/04/2003	Zennor, Acharacle	Extensive forest fire, resource intensive	Highland & Islands
19/04/2003	Brig O'Turk	Heath/Forest fire lasting 2 days: 10 pumps	Central
20/04/2003	Mitchells, Laurieston Rd, Falkirk	Fire in a plastic pellet store: 10 pumps over 2 days	Central
16/07/2003	St Bride's Primary School, Bothwell	Educational	Strathclyde
20/07/2003	Wester Lemlair, Dingwall	Line recovery of casualty fallen from bridge	Highland & Islands
26/07/2003	Lodge Lane, Elgin	Fire in historic public library building	Grampian
07/08/2003	44 Falside Terrace, Bathgate, West Lothian.	Fire in two storey end terraced house. Initial attendance increased to "make pumps three" which tackled the fire with 2 high pressure hose reels and 4 breathing apparatus sets. 4 Fatalities: 1 adult and 3 children.	Lothian & Borders
08/09/2003	B873, past Syre Lodge	Road traffic accident involving tour bus, multiple casualties	Highland & Islands
25/09/2003	Cullochy Locks, Aberchalders	Line rescue of casualty from canal	Highland & Islands
25/09/2003	Racecourse Road, Ayr	Hotel	Strathclyde
19/10/2003	216 High St, Ayr	Shop	Strathclyde
30/10/2003	A977, Drum Crossroads, Crook of Devon	Road traffic accident and resulting fire involving two lorries: One lorry carrying mechanical digger, one carrying 20,000 litres of petrol and 18,000 litres of diesel. 6 pumps used.	Tayside
22/11/2003	A75 near Mouswald, Dumfries	Crash of a Gazelle helicopter. No fire, although the area was covered with foam as a precaution. No passengers present; pilot received non-fatal head injuries.	Dumfries & Galloway
25/11/2003	University of Strathclyde, Jordanhill Campus	University	Strathclyde

Appendix 5 (contd) Incidents of Special Activity in 2003-04

Fires and other incidents occurring in Brigades of Special Interest or Activity

DATE	ADDRESS	DESCRIPTION	BRIGADE
2003			
25/11/2003	Carntynehall Road, Glasgow	Warehouse	Strathclyde
03/12/2003	Borlum Bridge, Drumnadrochit	Road traffic accident involving line rescue of casualty from river	Highland & Islands
15/12/2003	Robert Cukken & Sons, Dawsholm Ind Estate	Factory	Strathclyde

Appendix 6 Fatalities at Fire Incidents Attended by Brigades During 2003-2004

Fire Brigade	Age Groups							Location - Building Type							
	Up to 5 years	6 to 16 years	17 to 40 years	41 to 60 years	61 to 75 years	Over 75 years	Total Fatalities	House	Flat in Block	Flat in Terrace	Hotel/Boarding House	Hospital/Home/Hostel	Caravan/Mobil Home	Vehicle	Industrial Premises Factory etc.
Central Scotland						1	1			1					
Dumfries and Galloway		1		1			2	2							
Fife		2					2								
Grampian			2	3	1	1	7	5	1					1	
Highland & Islands			1	1	1		3	2							
Lothian & Borders	1	2	4	5	1	1	14	7	2		1	1		3	
Strathclyde			14	12	5	22	53	12	21	2		14		3	
Tayside				3	2		5	1	2						
Totals	1	5	21	25	10	25	87	29	26	3	1	15	0	7	0

DATE	ADDRESS	DESCRIPTION	BRIGADE
2004			
01/01/2004	8 Church Street, Wanlockhead, Sanquhar	Fire caused by an unattended candle. The fire was confined to the living room but extensive smoke damage occurred to the entire premises. 1 hosereel and 4 breathing apparatus sets used. Two occupants died in a first floor bedroom and two neighbours who attempted a rescue were treated for the effects of smoke inhalation.	Dumfries & Galloway
21/01/2004	Clarendon St, Glasgow	Pub, Clubs	Strathclyde
23/01/2004	Gleddoch House Hotel, Langbank	Hotel	Strathclyde
31/01/2004	Rosepark Care Home, Uddingston	Nursing Home: Fire tragically resulting in 14 fatalities.	Strathclyde
02/05/2004	Hilton Hotel, Dunblane	Hotel fire: 10 pumps	Central

e, Etc.					Monthly Summary													
Commercial Premises Shop etc.	Place of Public Entertainment	Outside Area	Miscellaneous	TOTAL	April	May	June	July	August	September	October	November	December	January	February	March	TOTAL	
				1												1	1	
				2									2				2	
		2		2				2									2	
				7		1					1	1	2	1		1	7	
		1		3	1			1				1					3	
				14	1	1		1	5	2		1	1	2			14	
		1		53	3	3	4	3	4	3	2	2	2	19	2	6	53	
		2		5					1	1	1		1	1			5	
0	0	6	0	87	5	5	4	7	10	6	4	5	8	23	2	8	87	

Appendix 7 Fire Safety Statistics 2003-2004

Fire Precautions Act 1971

	Total Certifiable Premises	Total Certificates Issued	Total Without Certificates	Premises Inspected	Certificates Issued in Year	Old Certificates in Force	Routine Inspections Carried Out		
							Fire Safety Staff	Operational Staff	Total in Year
Hotels	4746	4555	191	110	58	0	2269	1309	3578
Factories	3744	3470	334	116	39	0	370	497	867
Offices	12637	10628	2009	1375	190	2	1048	1125	2173
Shops	6727	6047	680	398	185	2	810	811	1621
Railway Premises	5	4	1	1	0	0	1	1	2
Total	27859	24704	3215	2000	472	4	4498	3743	8241

Fire Precautions Workplace Regulations 1997 (Amended)

Location Type	Fire Safety Staff	Operational Staff	Total	Plans
Factory/Office/Retail	7881	2717	10598	1502
Residential	7002	2320	9322	342
Non-residential	10211	1020	11231	811

Scottish Total for All Inspections

Location Type	Fire Safety Staff	Operational Staff	Total	Plans
FPA Certificated	11185	6459	17644	2655
Workplace	17213	3320	20533	1850
Totals	28398	9779	38177	4505

Appendix 8 Financial Returns

Fire Brigade	Revenue £	Income £	Capital £
Central	12,527,000	329,000	1,772,000
Dumfries & Galloway	6,859,000	51,000	969,000
Fife	18,480,000	639,000	972,000
Grampian	18,917,000	245,000	2,337,000
Highland & Islands	13,678,000	32,000	3,744,000
Lothian & Borders	37,559,000	453,000	3,068,000
Strathclyde	106,058,000	1,556,000	10,492,000
Tayside	19,432,000	214,000	1,903,000
Total	233,510,000	3,519,000	25,257,000

Appendix 9

Annual Report Acronyms

CACFOA	Chief and Assistant Chief Fire Officers' Association
CBI	Confederation of British Industry
CBRN	Chemical, Biological, Radiological and Nuclear materials
CFBAC	Central Fire Brigades Advisory Council
CFS	Community Fire Safety
COSLA	Convention of Scottish Local Authorities
CRU	The Scottish Executive's Central Research Unit
CTAC	Central Training Advisory Committee
DTLR	Department for Transport, Local Government and the Regions
FBU	Fire Brigades Union
FCOp	Fire Control (FC Operator)
FPA	Fire Protection Association
FRTG	Fire Research Task Group
FSAB	Fire Safety Advisory Board
FSC	Fire Service College (Moreton-in-Marsh)
GAE	Grant Aided Expenditure
GFCO	Group Fire Control (GFC Officer)
HBNFB	Historic Buildings National Fire Database
HMFSI	Her Majesty's Fire Service Inspectorate (for Scotland, unless stated otherwise)
IPDS	Integrated Personal Development System
IRM	Integrated Risk Management
IT	Information Technology
LGA	Local Government Association
LFCOp	Leading Fire Control (LFC Operator)
ODPM	Office of the Deputy Prime Minister
PFCO	Principal Fire Control (PFC Officer)
QFSM	Queen's Fire Service Medal
RCAHMS	Royal Commission on the Ancient and Historical Monuments of Scotland
SCFBAC	Scottish Central Fire Brigades Advisory Council
SFSC	Scottish Fire Service College
SFCOp	Senior Fire Control (SFC Operator)
TUC	Trade Union Congress
SQA	Scottish Qualifications Authority
VQ	Vocational Qualification

Appendix 10

Glossary

Expressions or words used in the Fire Service that may not be familiar in another context.

Best Value	A concept developed by central government which refers to the use of resources, entrusted to all levels of government, to secure best value for money in the expenditure of taxpayers' money.
Confidence Level	The percentage of fire calls where the speed and number of pumping appliances equalled or exceeded set criteria.
Integrated Risk Management	The integration of the traditional fire service practices of intervention and prevention together with the contributions of external partners. The rationale is to reduce risk in the most efficient ways possible.
Type of Inspection	
Principal	A comprehensive and detailed inspection held with each brigade every 3 years.
Performance Monitoring	For the other 2 years the progress of specific issues raised at the Principal Inspection are reviewed.
Thematic	An inspection which has a specific theme, e.g. fire-raising.
Personnel	
Establishment	The agreed number of employees if all positions were filled.
Actual Strength	The actual number of employees in post during a given period.
Type of Firefighter	
Wholetime	Someone who is employed full-time as a firefighter.

Retained	An individual who has agreed to be on call and is paid a fixed fee for this plus an hourly rate for actual service. He or she is also expected to train for three hours per week in fire-fighting and rescue techniques.
Volunteer	This kind of firefighter is normally found in more rural areas and is called on less often than a Retained firefighter. He or she will be paid expenses.
Control Room	Uniformed staff employed in the co-ordination of fire-fighting and other types of emergencies, e.g. road accidents or floods.
Support Staff	Any other type of non-uniformed staff, e.g. clerical, workshop, mechanic etc.

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