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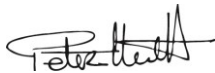
LOCAL FIRE AND RESCUE PLAN For MIDLOTHIAN 2014 – 2017

FOREWORD

Welcome to Scottish Fire and Rescue Service's (SFRS) local delivery plan for Midlothian. I have the responsibility for preparing this plan, securing the agreement of the Local Authority to it and being held to account for the SFRS performance in Midlothian. The plan, and indeed our strategies for service delivery are clearly aligned to the Community Planning Structure, as it is through building on our partnership activities that we will continue to contribute to the delivery of sustainable improvements in the safety of the communities we serve. This reflects our stated purpose as set out in our Strategic Plan.

We will continue to analyse both historical and predictive activity, and socio-demographic data and trends, to target resources to where they are most required and work to reduce inequalities across the area. It is our duty to consider the strategic priorities for SFRS in the context of local circumstances and we remain committed to delivering local solutions where the community requires the most assistance. Through working in partnership with organisations to gain a shared understanding of local issues we will work together to deliver solutions without duplication of effort to help to build strong, safe and resilient communities within Midlothian.

I am committed to ensuring that our services are delivered with the dignity and respect of everyone in mind and with consideration of the rich diversity of communities across Midlothian in supporting both community and firefighter safety.



**Peter Heath, Local Senior Officer
Midlothian, East Lothian & Scottish Borders**

1	Penicuik
2	Bonnyrigg
3	Dalkeith
4	Midlothian West
5	Midlothian East
6	Midlothian South



Council Ward Plan of Midlothian

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Introduction

This plan provides information on the Scottish Fire and Rescue Services (SFRS) priorities in relation to Midlothian and how their contribution to community safety will be measured. The Community Planning Partnership arrangements that exist across Midlothian are the overall framework within which the SFRS delivers its services to local communities. By working with others, we aim to strengthen our connection with local authorities and other partners to ensure we meet the aspirations of the communities we serve.

The SFRS strategic Plan 2013-2016 sets out the four key aims of the SFRS and supports the SFRS Framework. This local plan takes full account of the aims and performance measures contained within these documents and the wider priorities of the local authority Community Planning Partnership.

The direction is supported by National strategic objectives to make Scotland a wealthier & fairer, smarter, healthier, safer and stronger and greener place. Through a concordat between the Scottish Government and the Convention for Scottish Local Authorities (COSLA), the strategic objectives have been extended into single outcome agreements, which include indicators and targets that provide the framework for how local authorities and their community planning partners such as the Scottish Fire and Rescue Service will deliver services.

In addition to the performance framework, compliance with legislation governing the SFRS, such as the Police and Fire Reform (Scotland) Act 2012 and the Fire and Rescue Service Framework for Scotland 2013 require the SFRS to deliver core services. These include prevention and protection, enforcement of fire safety legislation, firefighting, fire investigation and rescue from a range of other hazardous situations.

The Local Senior Officer leads a team of local managers whose job it is to work within local communities and ensure that the SFRS plays its full part in delivering better outcomes for communities and contributing in a positive way to reducing inequalities in society.

The local fire and rescue plan is a plan setting out:

- Priorities and objectives for SFRS in connection with the carrying out in the local authority's area of SFRS's functions,
- The reasons for selecting each of those priorities and objectives,
- How SFRS proposes to deliver those priorities and objectives,
- In so far as is reasonably practicable, outcomes by reference to which delivery of those priorities and objectives can be measured,
- How those priorities and objectives are expected to contribute to the delivery of any other relevant local outcomes which are identified by community planning,
- Such other matters relating to the carrying out of SFRS's functions in the local authority's area as SFRS thinks fit.

Strategic Assessment

A strategic assessment for the SFRS's activities in Scotland established the type, frequency and impact of incidents that we attend. With this assessment in place the Local Senior Officer for Midlothian can effectively identify key priority areas for the SFRS to target its resources at a local level.

National Assessment

The Scottish Government within their National Performance Framework have identified 16 National Outcomes they wish to achieve. Through delivery of this Local Plan the SFRS in particular will contribute to the following Outcomes:

- **National Outcome 1:** We live in a Scotland that is the most attractive place for doing business in Europe.
- **National Outcome 4:** Our young people are successful learners, confident individuals, effective contributors and responsible citizens.
- **National Outcome 6:** We live longer healthier lives.
- **National Outcome 8:** We have improved the life chances for children, young people and families at risk.
- **National Outcome 9:** We live our lives safe from crime disorder and danger.
- **National Outcome 12:** We value and enjoy our built and natural environment and protect it and enhance it for future generations.
- **National Outcome 15:** Our people are able to maintain their independence as they get older and are able to access appropriate support when they need it.

The priorities for the SFRS have been laid out in the Fire and Rescue Framework for Scotland 2013 with the following Strategic Aims defined within the Strategic Plan 2013-2016:

SFRS Strategic Aim 1: Improve safety of our communities and staff

SFRS Strategic Aim 2: More Equitable Access to Fire and Rescue Services

SFRS Strategic Aim 3: Improved outcomes through partnership

SFRS Strategic Aim 4: Develop a culture of continuous improvement

Equality Assessment

On 30 April 2013, the Scottish Fire and Rescue Service published its Equality Outcomes, in compliance with the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012. The SFRS Equality Outcomes are;

- Outcome 1:** People from all Scotland's community groups feel confident in contacting the Fire and Rescue Service for advice and information on relevant non-emergency issues.
- Outcome 2:** Disabled, LGBT, BME, older people and people from minority faiths are aware of the services provided by the SFRS, particularly how these can be adapted to meet their own individual needs.
- Outcome 3:** People from all Scotland's community groups feel safer in their homes and on our roads.
- Outcome 4:** Establish the Scottish Fire and Rescue Service as an employer of choice for people across protected characteristics.
- Outcome 5:** Provide a positive and healthy workplace culture that welcomes, embraces and develops people from across all protected characteristics.
- Outcome 6:** People from across all communities are enabled to live lives free from hate crime, harassment and domestic abuse/violence.
- Outcome 7:** Gypsy Travellers and migrant workers are safer, better informed and confident in Scottish Fire and Rescue Service engagement.

Our values

Our values framework sets out what we believe to be important in supporting how we deliver our services to the communities and support our own staff. At the core of this, is the safety of the communities we serve and we will do our utmost to enhance and support community safety and place a high value on the safety of our firefighters.



The communities of Midlothian can rightly expect to receive a first class service from the SFRS, grounded in our commitment to actively pursue our values in support of better outcomes.

Local Assessment

The Fire Framework for Scotland 2013 and our own Strategic Plan 2014-2016 give us clear direction in to what areas to focus our resources to ensure we contribute to the safety and well-being of the people living and working in Midlothian. The local assessment addresses issues relevant to the local area. Through analysis of data, partnership working and consultation, local improvement and demand reduction plans can be developed to ensure positive outcomes and results are achieved

The Midlothian Single Plan identifies a number of social issues giving cause for concern in Midlothian. These include an aging population, health issues relating to alcohol and smoking, increasing deprivation, increased home-related injuries and the continuing challenge of road related casualties. The Midlothian Single Plan also identifies key pieces of work that are designed to introduce preventative measures with the aim of delivering better outcomes to the communities and reducing inequalities across Midlothian.

The key priority areas in Midlothian that are considered in the Local Assessment and those that action plans will be developed for are:

- Reduction of Dwelling Fires
- Reduction in Fire Fatalities and Casualties
- Reduction of Deliberate Fire Setting
- Reduction in Road Traffic Collisions
- Reduction of Unwanted Fire Alarm Signals

Within each of the priorities are a number of performance indicators that will be used to report and track performance against achieving the objectives. The Performance indicators are listed in the following table along with an indication of the previous years performance.

Local Operational Assessment

The table below sets out the key reporting performance indicators that we have identified for Midlothian and the trend over the previous four years. The numbers stated are the number of actual incidents or events.

Performance Indicator	2009/10	2010/11	2011/12	2012/13	Trend
All deliberate dwelling fires	12	10	14	6	↓
All accidental dwelling fires	61	63	65	88	↑
All fatal fire casualties	0	1	4	2	↓
Non-fatal fire casualties including Precautionary check ups	22	25	27	18	↓
All fatal accidental dwelling fires	0	0	0	0	←
Non-fatal accidental dwelling fires including precautionary check ups	12	22	18	16	↑
All deliberate other building fires	19	9	22	10	↓
All deliberate vehicle fires	20	22	23	9	↓
All accidental vehicle fires	25	23	21	15	↓
All deliberate 'other' primary fires	29	32	34	18	↓
All deliberate secondary fires	345	331	345	144	↓
Special service RTCs	41	50	41	41	←
False alarms AFA	312	322	359	356	↑
False alarm good intent	164	141	147	149	←
False alarm malicious	26	27	30	26	←

Table: Performance indicators and four years data of actual incidents and events within Midlothian.

The priorities identified for Midlothian are influenced by the above data. Driving down risk and focusing on the areas where the level of incidents is not reducing is a key aspect of the decision in selection of priorities.

Local Risk Profile

Midlothian has a sizable and diverse community. It is estimated that 83,200 people now live across the area; this is projected to rise to almost 91,000 by 2035. Midlothian's current population is characterised by large young and retired segments, with the latter growing rapidly and becoming predominantly female as it ages. Although being older is not a specific risk in its own right, risk is increased when age is combined with other factors, such as living alone, living in poverty and in isolation. Physical and mental health issues also contribute to an increase in risk.

Many people from underrepresented groups or vulnerable individuals can feel isolated within the communities due to a number of reasons, including language barriers and cultural differences. Isolation is not simply a matter of location, but also a matter of being engaged with the wider community. An individual can live surrounded by other people but still be isolated from others and services for any number of reasons. These people may be less likely to seek support from organisations and those around them.

By effectively working with partner agencies we can better promote services to all those who are vulnerable and help to reduce the impact and inequalities, particularly where fire has been used or is a risk factor.

The table below sets out the council wards and local fire stations and local station commander with contact details listed in the contacts section.

1	Penicuik
2	Bonnyrigg
3	Dalkeith
4	Midlothian West
5	Midlothian East
6	Midlothian South



Midlothian Group Manager	
Dalkeith Fire Station	Local Station Commander Midlothian
Penicuik Fire Station	

PRIORITIES, ACTIONS AND OUTCOMES

1. Reduction of dwelling fires

Dwelling fires across Scotland have steadily been declining over recent years. They are however still 30-35% higher in incidence than the remainder of the UK.

Throughout Midlothian, dwelling fires have occurred within a wide variety of homes, although Midlothian is below the Scottish average for fires in dwellings.

Additional risk factors associated with the cause of fires in dwellings is the consumption of alcohol /drugs and smoking. House fires can have a significant negative impact on both individuals the community and wider public services. Working alongside our community planning partners, we will contribute towards improving home safety for those most at risk and the wider community.

Aligns to:

Scottish Fire and Rescue Service Strategic Aims:

- 1: Improve safety of our communities and staff
- 2: More equitable access to fire and rescue services
- 3: Improved outcomes through partnership
- 4: Develop a culture of continuous improvement.

Midlothian:

- The Single Midlothian Plan
- Midlothian Strategic Assessment 2013
- Midlothian Safer Communities Board
- Midlothian Community Safety Delivery Group
- Midlothian Weekly Tasking and Coordinating Group
- Mid and East Lothian Drug and Alcohol Partnership
- Mid and East Lothian Violence Against Women

We will achieve it by:

- Active participation in Midlothian Community Planning arrangements and adopting a partnership approach to risk reduction.
- We will establish information sharing protocols with partners to help protect the most at risk in our communities. Key to success will be information sharing between health care, social work, housing and Police Scotland.
- Identifying opportunities for engagement with all members of our community to promote fire safety and good citizenship.

We will contribute towards the Scottish target of a 10 % reduction in dwelling fires over a three-year rolling period.

In doing so we will add value by:

- Helping people to be safe in Midlothian
- Promoting confident & safe communities where residents feel positive about where they live.
- Contributing towards reducing the potential impact on the community and public services.

2. Reduction of fire casualties and fatalities

Fire related deaths and casualties in dwellings in Scotland have shown a significant reduction over the previous twenty years. Scotland however continues to be well above the UK average.

Within Midlothian fire, related casualties have reduced significantly since 2010 across the area and the number of fire casualties and fatalities is below the Scottish average. Trends in fire casualties have shown that those at most risk include people living alone, with smoking and alcohol/drug consumption being contributory factors. The Fire and Rescue Service aims to target a reduction by working closely with partner agencies to identify those most at risk and directing resources towards them to help improve outcomes.

Aligns to:

Scottish Fire and Rescue Service Strategic Aims:

- 1: Improve safety of our communities and staff
- 2: More equitable access to fire and rescue services
- 3: Improved outcomes through partnership
- 4: Develop a culture of continuous improvement.

Midlothian:

- The Single Midlothian Plan
- Midlothian Strategic Assessment 2013
- Midlothian Safer Communities Board
- Midlothian Community Safety Delivery Group
- Midlothian weekly Tasking and Coordinating Group
- Mid and East Lothian Violence Against Women

We will achieve it by:

- Active participation in Midlothian Community Planning arrangements and adopting a partnership approach to risk reduction.
- We will establish information sharing protocols with all partners to help protect the most at risk in our communities.
- Identifying opportunities for engagement with all members of our community to promote fire safety and good citizenship.
- Promoting the offer of Free Home Fire Safety Visits to all residents within Midlothian and in particular those most at risk in our community through targeted referrals from partner agencies.

We will contribute towards the Scottish target of a 5 % reduction, over a three-year rolling period in relation to fire casualties and fatalities.

In doing so we will also add value by:

- Helping people to be safe in Midlothian
- Promoting confident and safe communities where residents feel positive about where they live.
- Contributing towards reducing the potential impact on the community and public services.

3. Reduction of deliberate fire setting (not including Dwellings)

Deliberate fire setting is a problem for our communities. In Midlothian, the number of deliberately set fires is well below the Scottish average. There is a link between deliberately set fires and other forms of anti-social behaviour and thus makes it a priority for action.

Aligns to:

Scottish Fire and Rescue Service Strategic Aims:

- 1: Improve safety of our communities and staff
- 2: More equitable access to fire and rescue services
- 3: Improved outcomes through partnership
- 4: Develop a culture of continuous improvement.

Midlothian:

- The Single Midlothian Plan
- Midlothian Strategic Assessment 2013
- Midlothian Safer Communities Board
- Midlothian Community Safety Delivery Group
- Midlothian weekly Tasking and Coordinating Group
- Midlothian Anti-Social Behaviour Strategy 2012/2013

We will achieve it by:

- Engaging in a multi-agency approach to tackling deliberate fire setting and fire related anti-social behaviour by the targeting of resources to those areas of need.
- Continuing in our contribution to the local Anti-Social Behaviour reduction plans and promoting positive outcomes.

Our target against the 3-year average is to continually reduce the number of deliberately set fires.

In doing so we will also add value by:

- Reducing the adverse effects which deliberate fire setting has on peoples' lives within Midlothian
- Working with partners to reduce anti-social behaviour through education, engagement and activities.

4. Reduction in Road Traffic Collisions

The SFRS have a crucial role to play in contributing and supporting a reduction in road traffic collisions through working with community planning partners.

Road casualty figures in Scotland have reduced significantly over the previous twenty years however, road casualty figures for Scotland show that we cannot lose sight of the work that remains to be done to make our roads safer. From evidence, it has been identified that young drivers and rural road driving are areas of specific risk within Midlothian. We will focus our education and awareness campaigns on these areas.

Aligns to:

Scottish Fire and Rescue Service Strategic Aims:

- 1: Improve safety of our communities and staff
- 2: More equitable access to fire and rescue services
- 3: Improved outcomes through partnership
- 4: Develop a culture of continuous improvement.

Midlothian:

- The Single Midlothian Plan
- Midlothian Strategic Assessment 2013
- Midlothian Safer Communities Board
- Midlothian Community Safety Delivery Group
- Midlothian weekly Tasking and Coordinating Group
- Go Safe, Scotland's Road Safety Framework for 2020
- Midlothian Road safety Forum

We will achieve it by:

- Education and awareness aimed at high risk groups within our communities.
- Working with our partners within Midlothian to identify risks and, through this collaboration, identify ways to promote safer driving and make our roads safer.

Our target against the 3-year average is to continually reduce the number of road traffic collisions on the roads in Midlothian.

In doing so we will also add value by:

- Encouraging young drivers and other groups to be responsible road users through active engagement and education.
- Contributing towards reducing the number of people killed or seriously injured on roads in Midlothian.

5. Reduction of unwanted fire signals

Unwanted Fire Alarm Signals (UFAS) are those occasions when an automated fire alarm system activates and results in a mobilisation of Fire and Rescue Service resources, when the reason for that alarm turns out to be something other than a fire emergency.

Within Scotland, the number of UFAS calls remains stubbornly high. The Scottish Fire and Rescue Service attend over 350 UFAS calls each year in Midlothian. This figure has remained at an unacceptable high level for several years and accounts for around 40% of our emergency response activity across Midlothian.

Aligns to:

Scottish Fire and Rescue Service Strategic Aims:

- 3: Improved outcomes through partnership
- 4: Develop a culture of continuous improvement.

Midlothian:

- The Single Midlothian Plan
- Midlothian Strategic Assessment 2013

We will achieve it by:

- Working with the business and commercial sector at a local level to provide advice and guidance in the reduction of unwanted fire alarm signals.
- An enforcement and audit schedule of premises to ensure compliance with legislation.

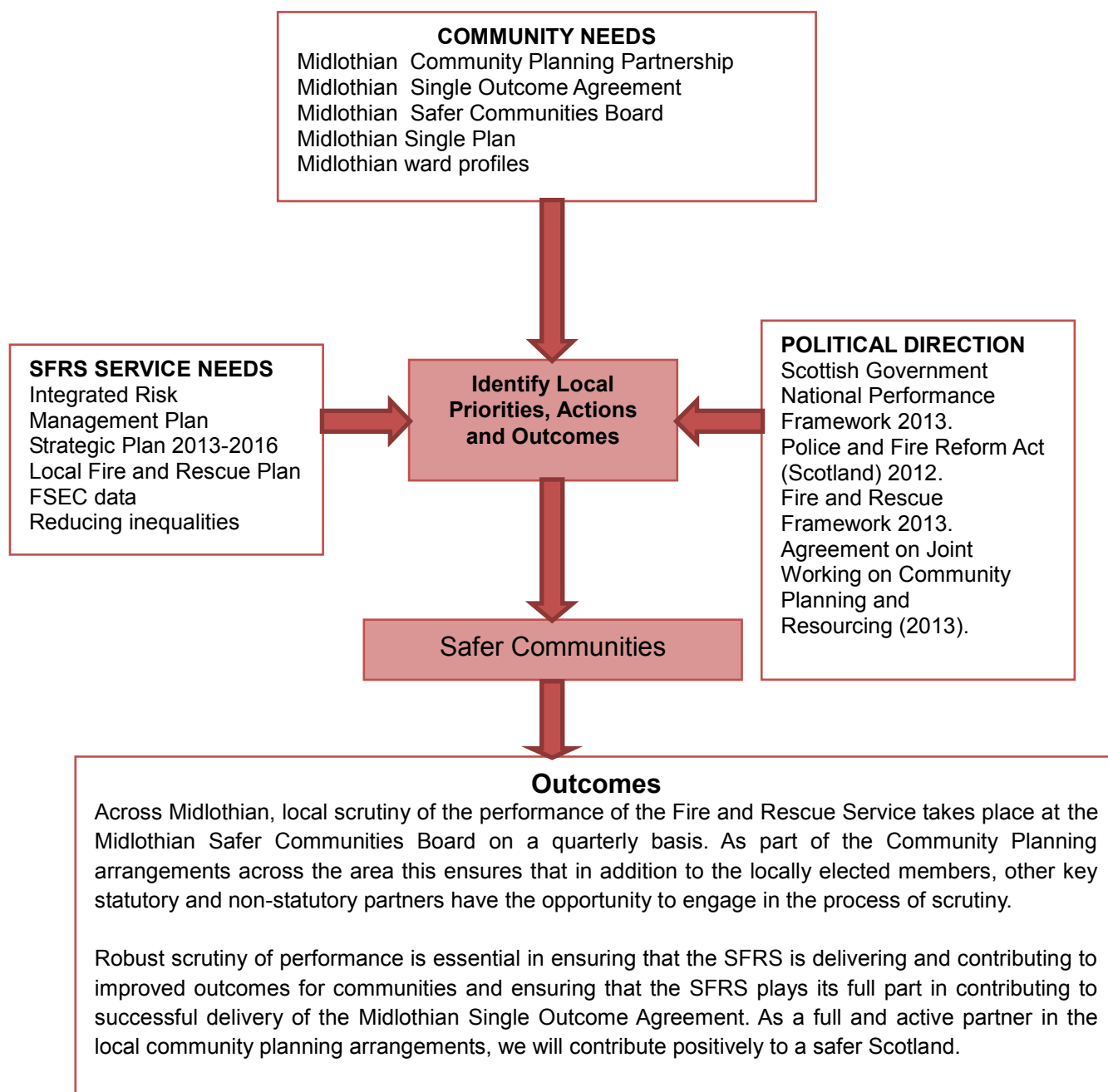
Our target against the 3-year average is to contribute towards a continued reduction in UFAS within Midlothian.

In doing so we will also add value by:

- Reducing time and money lost to local businesses through the provision of advice and guidance.
- Realising efficiency savings by reducing the number of UFAS calls.
- Contributing towards making our roads safer by reducing fire engine movements.
- Contributing towards reducing our carbon footprint through fewer emergency calls.

Achieving Local Outcomes

Local risks were identified following considerations of political direction set by the Scottish Government, community needs identified through consultation and the operational resources and capacity of the SFRS. Following a process of identifying local risks within Midlothian, priority actions to address them and expected outcomes have been set within this plan.



Performance and Accountability

The Fire and Rescue Framework for Scotland 2013 and the Scottish Fire and Rescue Service Strategic Plan sets out a performance framework enabling the SFRS and Local Senior Officer to monitor manage and report performance. This is used to identify areas where resources may need to be directed to enable improved performance against the priorities set out in this plan.

We are committed to ensuring that information on how we are performing in Midlothian is available to the public, local elected members, council officials and any others who may wish to access this information.

Local Scrutiny and Engagement

The Police and Fire Reform (Scotland) Act 2012 supports a framework for local scrutiny and engagement arrangements between local authorities and the Scottish Fire and Rescue Service.

Across Midlothian, local scrutiny of the performance of the Fire and Rescue Service takes place at the Safer Communities Board on a quarterly basis. As part of the community planning arrangements across the area this ensures that in addition to the locally elected members, other key statutory and non-statutory partners have the opportunity to engage in the process of scrutiny.

Robust scrutiny of performance is essential in ensuring that the SFRS is delivering and contributing to improved outcomes for communities and ensuring that the SFRS plays its full part in contributing to successful delivery of The Single Midlothian Plan. As a full and active partner in the local community planning arrangements, we will contribute positively to a safer Scotland.

Low carbon Scotland: Meeting the emissions targets 2010 – 2022

The Scottish Government has set out ambitious targets for reducing emissions by 43% by 2020 across Scotland and in doing so making the most efficient use of energy. The Climate Change (Scotland) Act 2009 and subsequent policies and proposals for how this might be achieved set out clearly the need for all public bodies to contribute to achieving the targets.

We will underpin our activity with a concerted effort to examine and seek opportunities to reduce our emissions and identify opportunities to work in partnership to maximise this potential. We will work to support delivery of the outcomes of Midlothian Low Carbon Strategy and Action Plan and in doing so aim to lessen the impact of delivering services on the environment.

Review

To ensure this Local Plan remains flexible to emerging local or national priorities a review may be carried out at any time but will be reviewed at least once in its life time. A review may also be carried out if the Scottish Minister directs it or if a new Strategic Plan is approved. Following a review the Local Senior Officer may revise the Plan.

Contact us

Local Contacts	By post	By phone
Local Senior Officer Scottish Fire and Rescue Service	143 Croft Street Galashiels TD1 3BS	01896 758326
Midlothian Group Manager	Dalkeith Fire Station Abbey Road, Dalkeith EH22 3AD	0131 654 0451
Midlothian Station Commander	Dalkeith Fire Station Abbey Road, Dalkeith EH22 3AD	0131 654 0451
Community Safety Enquiries Scottish Fire and Rescue Service	Dalkeith Fire Station Abbey Road, Dalkeith EH22 3AD	0131 654 0451
To book a FREE Home Fire Safety Visit	<ul style="list-style-type: none"> • Call free on 0800 0731 999 • Online at www.firescotland.gov.uk 	
Scottish Fire and Rescue Service East Hub Office	Main Street, Maddiston, Falkirk FK2 0LG	01324 710220
Scottish Fire and Rescue Service HQ	5 Whitefriars Crescent Perth PH2 0PA	01738 475260

If you have something to tell us, no matter how important or trivial it may seem, please do not hesitate to get in touch.

Local Plan priorities cross-referenced to key outcome sources; National, Local, SFRS and Equality Outcomes.

SFRS Local Plan Priorities	Outcome Measures	Midlothian Community Planning strands to which the plan aligns	SFRS Strategic Aims	National Outcomes	SFRS Equality Outcomes
Reduction of dwelling fires	<ol style="list-style-type: none"> 1. All deliberate dwelling fires 2. All accidental dwelling fires 	Community Planning Working Group; Safer Communities Board; Community Safety Delivery Group; Mid and East Lothian Drug and Alcohol Partnership; Midlothian weekly Tasking and coordinating Group; Mid and East Lothian Violence Against Women Partnership; SFRS Home Fire Safety programme.	1, 2, 3, 4	6, 9, 11, 12	1, 2, 3, 6, 7
Reduction of fire casualties and fatalities	<ol style="list-style-type: none"> 1. All fatal fire casualties 2. Non-fatal fire casualties including precautionary check ups 3. All fatal accidental dwelling fires 4. Non-fatal accidental dwelling fires including precautionary check ups 	Community Planning Working Group; Safer Communities Board; Community Safety Delivery Group; Mid and East Lothian Drug and Alcohol Partnership; Midlothian weekly Tasking and coordinating Group; Mid and East Lothian Violence Against Women Partnership; SFRS Home Fire Safety programme.	1, 2, 3, 4	6, 9, 11, 12, 15	3, 6, 7
Reduction in deliberate fire setting	<ol style="list-style-type: none"> 1. All deliberate other building fires 2. All deliberate vehicle fires 3. All deliberate 'other' primary fires 4. All deliberate secondary fires 	Safer Communities Board; Community Safety Delivery Group; Midlothian weekly Tasking and coordinating Group.	1, 2, 3, 4	4, 9, 11, 12	3, 6, 7
Reduction in road traffic collisions	<ol style="list-style-type: none"> 1. Special Service RTC 2. All accidental vehicle fires 	Road Safety Forum	1, 2, 3, 4	4, 6, 9, 15	2, 3, 7
Reduction in unwanted fire signals	<ol style="list-style-type: none"> 1. False Alarms AFAs 2. False alarm good intent 3. False alarm malicious 	Safer Communities Board; Community Safety Delivery Group.	3,4	1,6,8,9,12	1

Glossary of Terms

Accidental: Caused by accident or carelessness. Includes fires which accidentally get out of control.

Casualty: consists of persons requiring medical treatment beyond first aid given at the scene of the incident, those sent to hospital or advised to see a doctor for a check-up or observation (whether or not they actually do). People sent to hospital or advised to see a doctor as a precaution, having no obvious injury, are recorded as 'precautionary check-ups'. Casualty figures do not include fatalities.

Deliberate: covers fires where deliberate ignition is suspected

False Automatic Fire Alarm: is defined as an event in which the Fire and Rescue Service believes they are called to a reportable fire and then find there is no such incident. These can be Malicious, of Good Intent or caused by Apparatus. The False Fire Alarms recorded for our indicator are those caused by Apparatus, as these constitute a significant majority of False Fire Alarm incidents.

Fatality: a casualty whose death is attributed to a fire is counted as a fatality even if the death occurred later. Fatalities associated with Other Incidents can include attendance to assist Police or Ambulance colleagues when a person has been found who has committed suicide, for example. Often there is little we can do as a Service to influence this particular figure.

Primary Fires: includes all fires in buildings, vehicles and most outdoor structures or any fire involving casualties, rescues or fire attended by five or more pumping appliances.

Secondary Fires: These cover the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or if five or more appliances attend. They include fires in derelict buildings but not chimney fires.



www.firescotland.gov.uk