



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Report to:

West Lothian Council Services for Communities Policy Development and Scrutiny Panel

***SUBJECT: OUTCOME OF CONSULTATION PROCESS ON THE SCOTTISH FIRE
AND RESCUE SERVICE LOCAL FIRE AND RESCUE PLAN FOR WEST
LOTHIAN 2014 – 2017***

1. INTRODUCTION

1.1 This report provides members of the West Lothian Council, Services for Communities, Policy Development and Scrutiny Panel (PDSP) with an overview of the responses and outcomes to the consultation on the Scottish Fire and Rescue Service (SFRS) Local Fire and Rescue Plan for West Lothian 2014 – 2017.

2. BACKGROUND

2.1 Under the Police and Fire Reform (Scotland) Act 2012 Section 41E, the SFRS must prepare a Local Fire and Rescue Plan for each local authority area and submit it for approval to the local authority for which the Local Fire and Rescue Plan relates to.

2.2 The Local Senior Officer (LSO) is responsible for developing, for the approval of West Lothian Council, the West Lothian Local Fire and Rescue Plan. The plan by mutual agreement, should be integrated in the wider plans of the Community Planning Partnership and the West Lothian Single Outcome Agreement (SOA).

3. LOCAL FIRE AND RESCUE PLAN FOR WEST LoTHIAN 2014-2017

3.1 Following the publication of the SFRS Strategic Plan 2013-2016 and identification of national priorities within this, the LSO for Falkirk and West Lothian has drafted the Local Fire and Rescue Plan for West Lothian 2014-2017.

3.2 There are seven priorities identified within the Local Fire and Rescue Plan for West Lothian 2014 – 2017, these being:

- Local Risk Management and Preparedness
- Reduction of Accidental Dwelling Fires
- Reduction in Fire Fatalities and Casualties
- Reduction of Deliberate Fire Setting
- Reduction of Fires in Non-Domestic Property
- Reduction in Fatalities and Casualties from Non-Fire Emergencies
- Reduction of Unwanted Fire Alarm Signals.

3.3 Also contained within the Police and Fire Reform (Scotland) Act 2012, is the requirement for the LSO to consult with key stakeholders on the content of the Local Fire and Rescue Plan, and to take into consideration views of stakeholders in developing the plan.

4. CONSULTATION PROCESS

4.1 Where practical, best practice in public consultation has been followed during the consultation process. ¹

4.2 Consultation with key stakeholders and members of the community in West Lothian commenced in December 2013 and concluded on 14th February 2014.

4.3 The consultation was undertaken through a range of methodologies including;

- Face to face meetings,
- Presentations at stakeholder meetings,
- Invitations to access an electronic survey toolkit, and
- Distribution of hard copy consultation questionnaires.

¹ Scottish Government, Consultation Good Practice Guidance, May 2008

- 4.4 During the consultation process, responses were received via hard copy questionnaire responses, electronic survey toolkit responses, verbal and written communications, stakeholder written responses and direct feedback from stakeholders.
- 4.5 On completion of the consultation period, all responses were collated and evaluated by staff within the West Lothian LSO area. The evaluation that was undertaken took the format of quantitative and qualitative analysis of responses and comments received during the consultation period. Section 5 below outlines the findings of the evaluation of the consultation responses.
- 4.6 Where the analysis of responses or comments concluded that the Local Fire and Rescue Plan could be enhanced through accepting the response/s or comments, the plan was amended. Where the analysis of responses or comments concluded that the plan would not be enhanced, the comment or response was not reflected through an amendment to the plan.
- 4.7 In certain circumstances, responses and comments were screened and deemed not to be considered in the evaluation of the consultation, due to reasons linked to defamation, inappropriate language, or lack of pertinence to the Local Fire and Rescue Plan.
- 4.8 In addition to receiving responses from stakeholders in West Lothian on the West Lothian Fire and Rescue Local Plan, specific and generic responses and comments have been made by stakeholders on the Local Plans developed for all 32 local authority areas. Where relevant and appropriate these responses and comments have been taken into consideration and the West Lothian Fire and Rescue Plan has been amended.

5. CONSULTAION EVALUATION

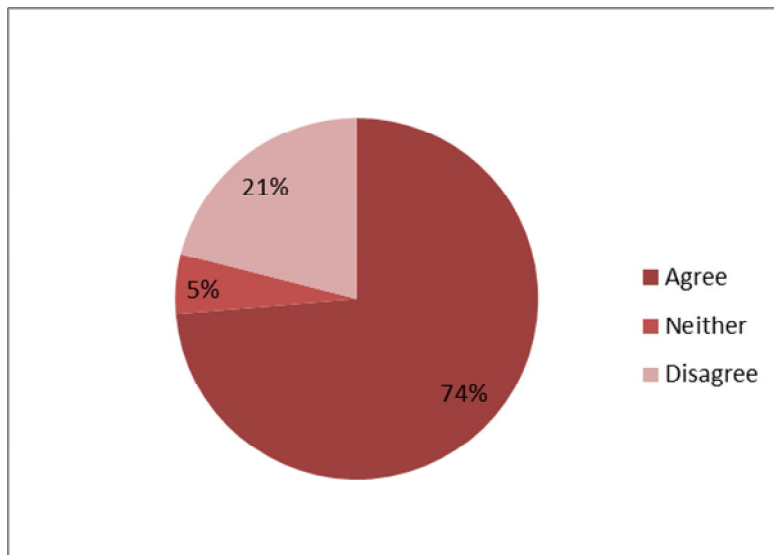
5.1 Responses

A breakdown of the responses received that relate to the West Lothian Fire and Rescue Local Plan is indicated below;

Total Responses	38	
Individuals	30	79%
Organisations	8	21%

5.2 Content and formatting (Quantitative Evaluation)

5.2.1 Q1. The language is clear and understandable

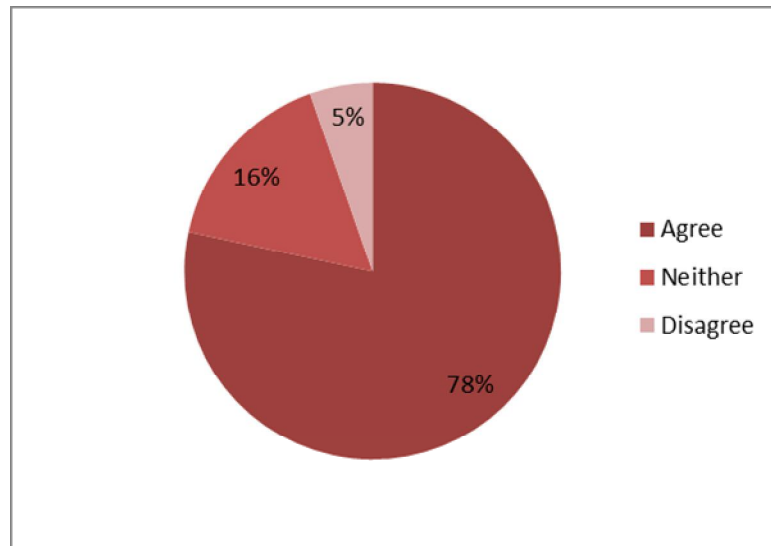


SFRS Comment/Action

Whilst a high proportion of respondents indicated that the language is clear and understandable, there are sufficient negative responses to conclude that the language could be clearer and more understandable.

The plan has been reviewed and where possible language, terminology and abbreviations have been made easier to understand.

5.2.2 Q2. There is a logical progression throughout the plan clearly explaining the plan and context.

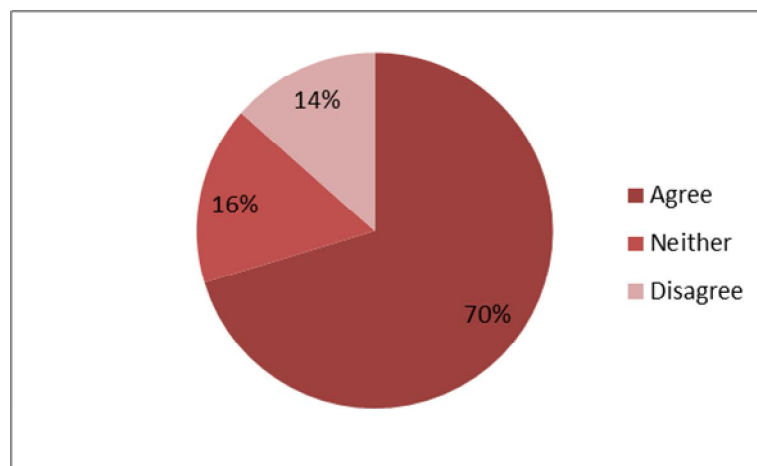


SFRS Comment/Action

Whilst a high proportion of respondents indicated that there is a logical progression throughout the plan there a sufficient negative responses to conclude that the plan could be clearer.

The plan has been revised to include flow charts to assist understanding of the logical progression throughout the plan and explaining the plan in context.

5.2.3 Q3. The glossary of terms explains language and terms used fully.

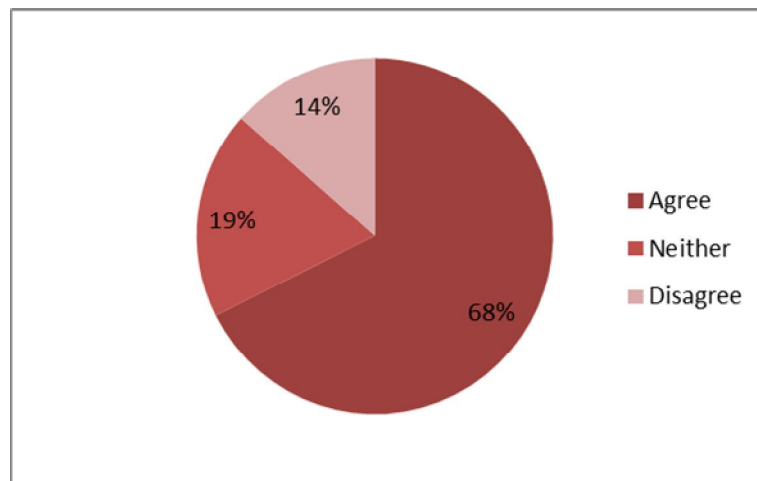


SFRS Comment/Action

The proportion of disagree (or neither agree or disagree) responses leads to the conclusion that better use could have been made of the glossary.

The glossary in the revised plan has been expanded upon.

5.2.4 Q4. Where abbreviations are used, these are explained.



SFRS Comment/Action

The high proportion of disagree (or neither agree or disagree) responses leads to the conclusion that where abbreviations have been used, they have not been fully explained. The plan has been revised to ensure all abbreviations have been explained.

5.3 Content and formatting (Qualitative Evaluation)

Comment/Response

It is considered that the plan would be strengthened by a summary of resources available to ensure the delivery of the plan of the three year period.

SFRS Comment/Action

It is accepted that the plan could be enhanced through the inclusion of a summary of available resources. The revised plan incorporates a section on resources.

Response/Comment

Local Assessment - Outcome 2 - abbreviations LGBT, BME not explained,

SFRS Comment/Action

Responses relating to abbreviations are captured in section 5.2.4

Response/Comment

No page numbers, No page numbers on the document

SFRS Comment/Action

Comments on page numbers accepted. The revised plan incorporates page numbering.

Response/Comment

Too much jargon for the average person in the street,

Very repetitive document not engaging for members of the public,

Paper well laid out,

SFRS Comment/Action

To achieve a degree of consistency a template was designed for SFRS local plans which has an element of repetition that was required to be included in LSO local plans.

The plan has an element of organisational service planning language and repetition that is difficult to reduce/remove.

Comment/Response

When referring to other documents and strategies, it would be useful to provide details of what it is/who owns it/a link to the document, for clarification.

SFRS Comment/Action

The revised plan contains hyperlinks to relevant documents, where available, and provides information on ownership/author.

Comment/Response

It would be beneficial to include a foreword from a West Lothian elected member.

SFRS Comment/Response

It is agreed that the plan would be strengthened if a foreword from an elected member was included in the plan. The revised plan will include a foreword from an elected member.

Comment/Response

Remove reference to local authority area in whole of document, reference to West Lothian is sufficient

SFRS Comment/Action

Reference to local authority has been removed from the revised plan.

Comment/Response

In activity table explain RTCs AFAs and any other acronyms.

SFRFS Comment/Action

Responses relating to abbreviations captured in 5.2.4. The plan has been reviewed and terminology explained where necessary.

Comment/Response

Provide commentary to contextualize activity tables.

SFRFS Comment/Action

It is accepted that the activity table could be enhanced by providing some contextualisation. The plan has been revised to include information that contextualises the activity table

Comment/Response

In West Lothian profile, check and confirm ethnic minority increase. Consider rewording risk to ethnic minorities? Consider wording that ethnic minorities pose a risk ??? Consider elevating risk of elderly /aging population.

SFRS Comment/Action

The section in the plan that relates to the West Lothian Profile has been amended to take cognisance of these comments.

Comment/Response

Outcome graphs well received, but benchmark graphs would be better !

SFRS Comment/Action

It is accepted that the outcomes graphs could be enhanced by the use of benchmarking data. The revised plan will include revised outcome graphs.

Comment/Response

Consider inserting West Lothian Council in Community Needs box for achieving outcomes.

SFRS Comment/Action

This comment has been accepted, the achieving outcomes section of the plan has been revised to include community needs.

Comment/Response

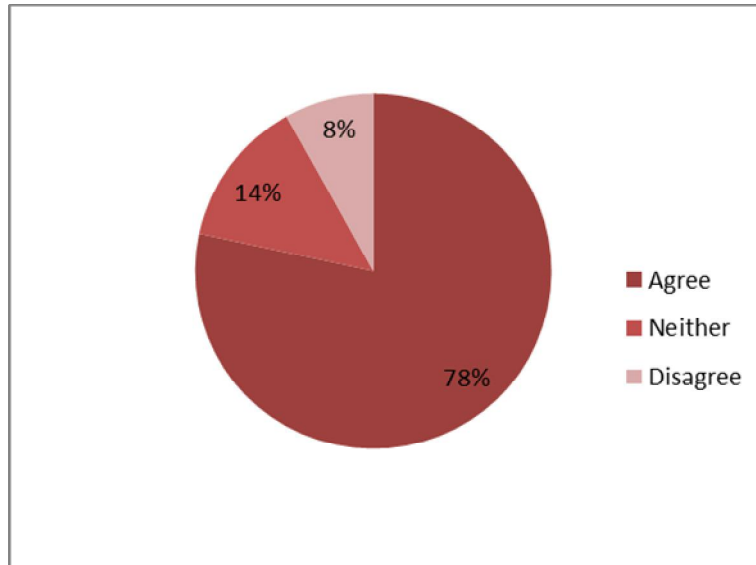
Consider making a point that the LSO is personally responsible for the plan.

SFRS Comment/Action

This comment is accepted, the foreword in the plan has been revised to depict that the LSO has ownership of the plan.

5.4 Profile and Risk (Quantitative Evaluation)

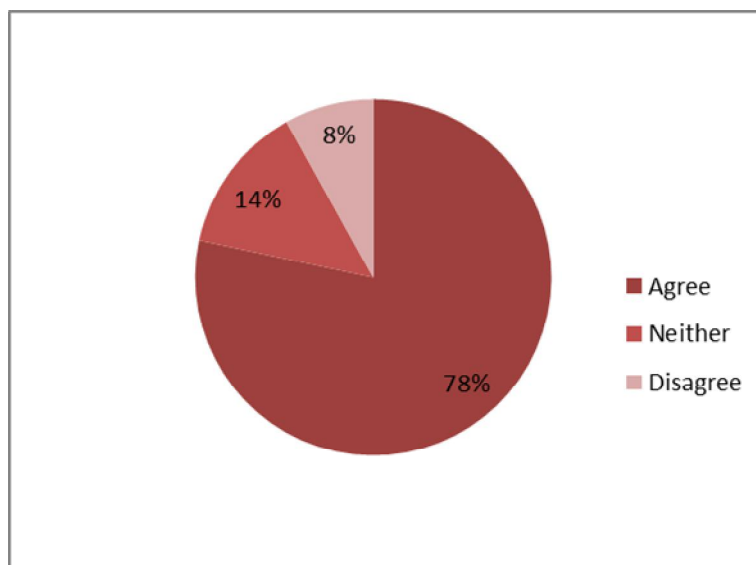
5.4.1 Q5. Priorities have been effectively developed.



SFRS Comment/Action

From the high proportion of respondents who agreed (or neither agreed or disagreed) it is indicative that there is a broad agreement that priorities have been effectively developed. No action required

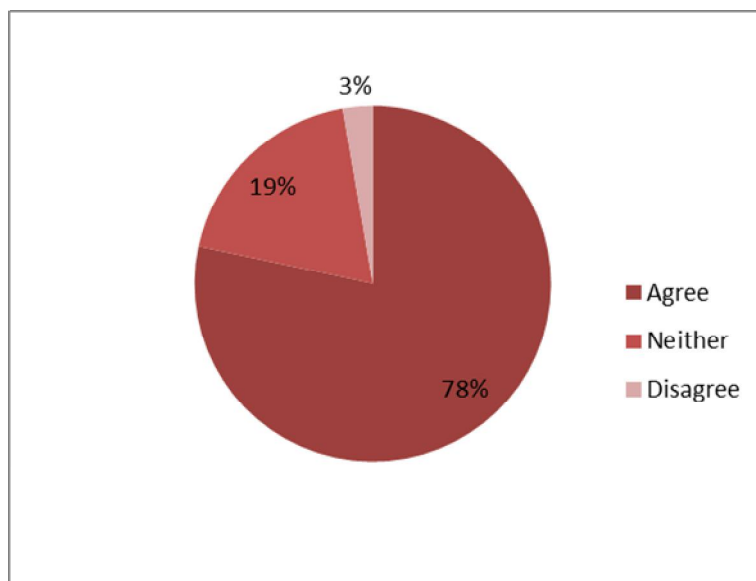
5.4.2 Q6. The Service understands local risks and uses this knowledge to plan how it deploys resources.



SFRS Comment/Action

From the high proportion of respondents who agreed (or neither agreed or disagreed) it is indicative that the SFRS understands local risks and uses this knowledge to plan how it deploys resources. No action required.

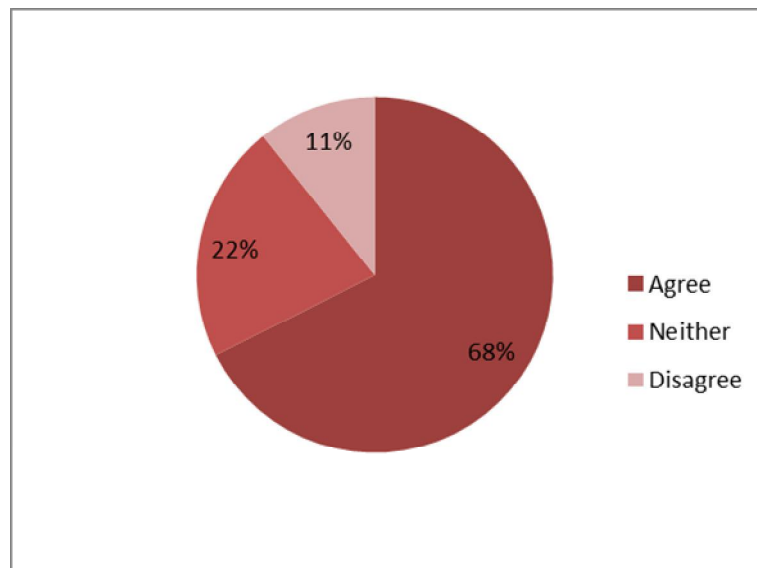
5.4.3 Q7. The plan shows how my local Service will meet Scottish Government National Outcomes.



SFRS Comment/Action

From the high proportion of respondents who agreed (or neither agreed or disagreed) it is indicative that the plan shows how the local Service will meet Scottish Government National Outcomes. No action required.

5.4.4 Q8. The plan shows how the Fire and Rescue Service's national Equality Outcomes will be met within my local area.



SFRS Comment/Action

The high proportion of disagree (or neither agree or disagree) responses leads to the conclusion that it could be clearer how the Fire and Rescue Service's national Equality Outcomes will be met within the local area.

The plan has been revised to make it clearer how the SFRSs national Equality Outcomes will be met within the local area.

5.5 Profile and Risk (Qualitative Evaluation)

Response/Comment

From the Consultation Paper I can see clearly what you will be doing to achieve it by. However, it would have been helpful to see HOW you are going to achieve it. ie youth engagement programme. How will these be delivered? School visits? If so is there an annual target for the number to be completed? During the four years (2014 - 2017) what will the coverage be? Its not clear what your measures will be. To continually reduce the number of x against a three year average is a bit vague.

Ward specific problems should be detailed to encourage more involvement by local members.

Present information that has reassurance built in ie. by telling me that there is an increase in dwelling fires I want to know how you are going to tackle this.

SFRS Comment/Action

It is recognised that the target setting within the plan could be more specific to the local area and be more focussed.

The plan has been revised to make targets more relevant to the local area.

Targets set in the plan are monitored and measured at the West Lothian Council, Services for Communities, Policy Development and Scrutiny Panel and the West Lothian Community Planning Leadership Board.

It is envisaged that Ward Plans will be developed to support the plan. Ward Plans will contain the detail of 'what will be done' and 'how it will be done' at ward level and these plans will contain the level of detail requested.

The Local Senior Officer will continue to report to the West Lothian Council, Services for Communities, Policy Development and Scrutiny Panel and the West Lothian Community Planning Leadership Board on performance.

The Local Senior Officer is also committed to developing Ward Plans to support the Local Plan.

Response/Comment

We expect local plans to set out local solutions to national priorities: there's less evidence of local tailoring than expected, as well as being less targeted. An example would be referencing chimney fires in rural and island communities, as there were 508 chimney fires recorded in the 2012-13 fire statistics report. Other specific risks with linked action, such as motorways, prisons and high rise flats should be included where relevant – this was more explicit in some plans than others.

SFRS Comment/Action

As the plan covers a large local authority geographical area where there can be diverse socio-demographic differences, reference to specific types of incidents linked to areas is considered to be too specific for a local plan. It is envisaged that the development of Ward Plans will capture this type of level of detail.

Comment/Response

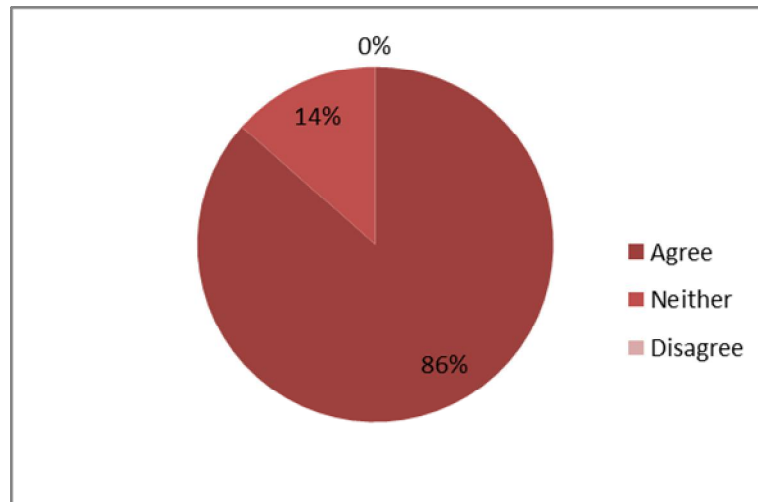
Under local assessment section, include reference to SOA, Strategic Assessment etc, a local SOA feel need to be included here.

SFRS Comment/Action

The revised plan will include a more explicit reference to the SOA Strategic Assessment.

5.6 Priorities (Quantitative Evaluation)

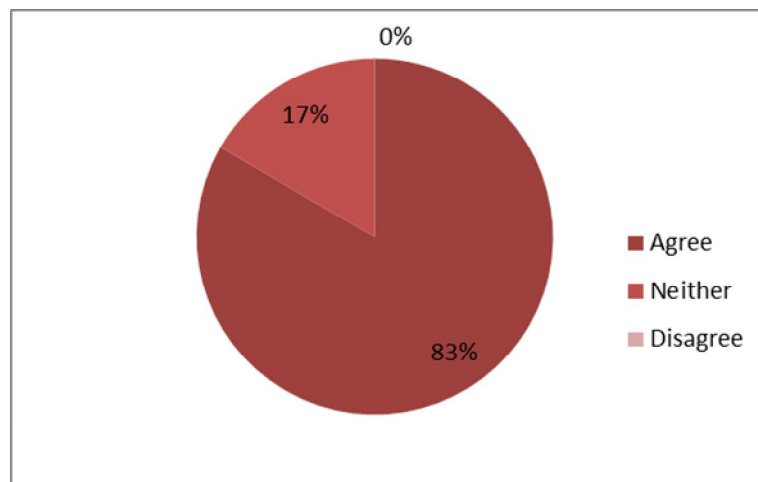
5.6.1 Local Risk Management and Preparedness



SFRS Comment/Action

The high proportion of agree (or neither agree or disagree) leads to the conclusion that the respondents are supportive of this priority. No action required.

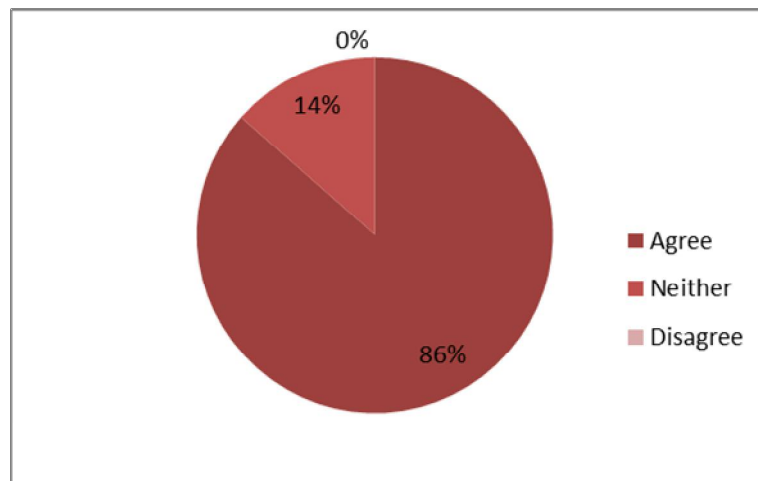
5.6.2 Reduction of Accidental Dwelling Fires



SFRS Comment/Action

The high proportion of agree (or neither agree or disagree) leads to the conclusion that the respondents are supportive of this priority. No action required.

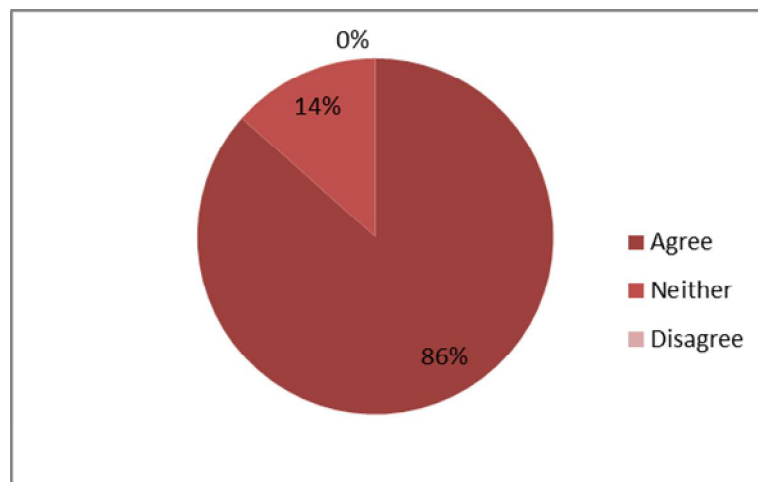
5.6.3 Reduction in Fire Casualties and Fatalities



SFRS Comment/Action

The high proportion of agree (or neither agree or disagree) leads to the conclusion that the respondents are supportive of this priority. No action required.

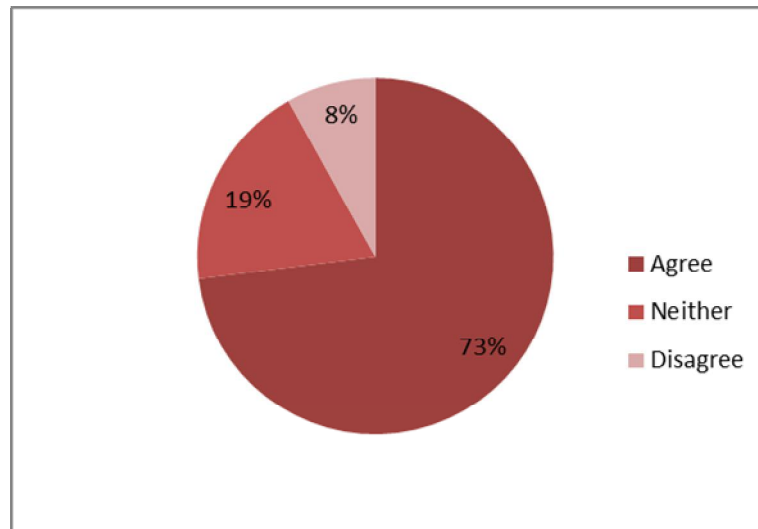
5.6.4 Reduction of Deliberate Fire Setting



SFRS Comment/Action

The high proportion of agree (or neither agree or disagree) responses leads to the conclusion that the respondents are supportive of this priority. No action required.

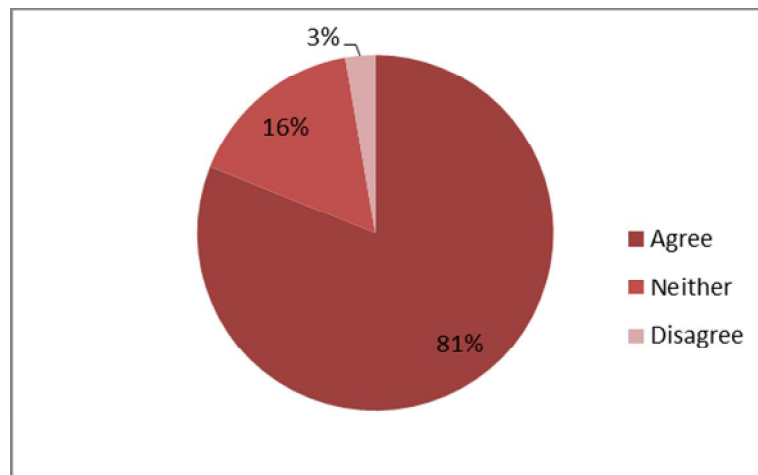
5.6.5 Reduction of Fires in Non Domestic Properties



SFRS Comment/Action

In recognising that a small proportion of respondents disagree with this priority, the high proportion of agree responses, taking into consideration respondents who neither agree or disagree, leads to the conclusion that the majority of respondents are supportive of this priority. No action required.

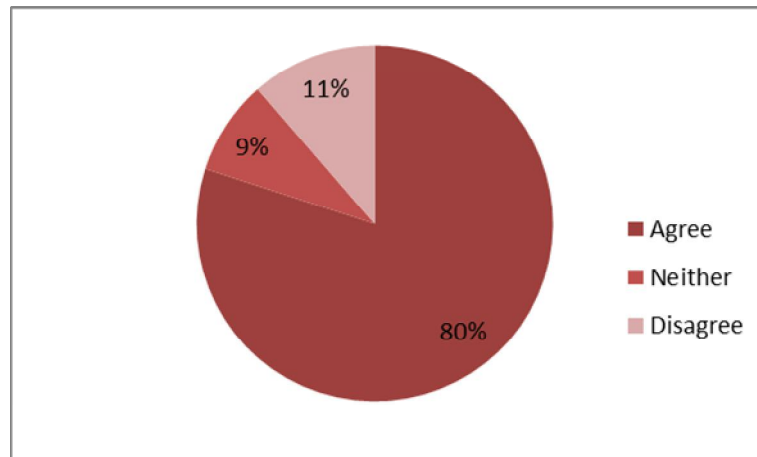
5.6.6 Reduction in Casualties from Non Fire Emergencies (including Flooding and Road Traffic Collisions)



SFRS Comment/Action

The high proportion of agree (or neither agree or disagree) responses leads to the conclusion that the respondents are supportive of this priority. No action required.

5.6.7 Reduction of Unwanted Fire Alarm Signals



SFRS Comment/Action

In recognising that a proportion of respondents disagree with this priority, the high propensity of agree, taking into consideration respondents who neither agree or disagree, leads to the conclusion that the majority of respondents are supportive of this priority. No action required.

5.7 Priorities (Qualitative Evaluation)

Comment/Response

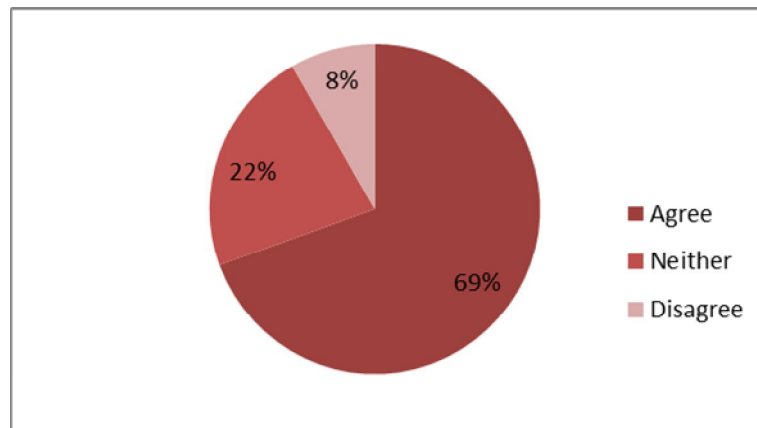
Where specific local risks / issues are identified, they could be enhanced with actions to be taken, outcomes to be achieved and stakeholders engaged with.

SFRS Comment/Action

This comment has been accepted. The plan has been revised to provide more focus on specific risks in the West Lothian area.

5.8 Achieving Local Outcomes (Quantitative Evaluation)

5.8.1 Q12. It is clear how the fire and rescue service are held to account for their performance in the local area.

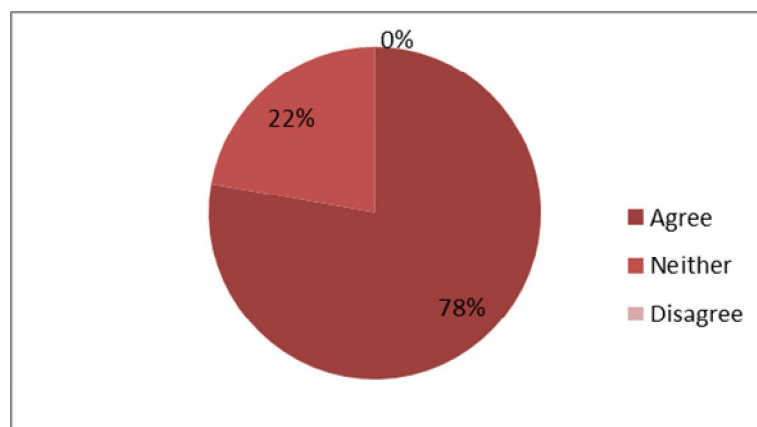


SFRS Comment/Action

The relatively high prevalence of disagree (or neither disagree or agree) responses indicates that there is a lack of clarity on how the SFRS is held to account for their performance in the local area.

A quarterly performance report is submitted to the West Lothian Council Services for Communities Policy Development and Scrutiny Panel (PDSP) who hold the LSO to account for performance in the local area. The minutes of these Scrutiny Panel meetings and the performance report are available on the West Lothian Council COINS system. THE LSO uses social media to inform when performance reports are published. The LSO will consider methods of making performance reports more widely available to stakeholders.

5.8.2 Q13. It is clear within the plan what legislation, plans and agreements have informed the development of this local plan. (Quantitative Evaluation)



SFRS Comment/Action

In recognising that a proportion of respondents neither agreed or disagreed that it was clear within the plan what legislation, plans and agreements have informed the development of this plan, consideration will be given to identifying a means of clarifying the relevant section of the plan.

5.9 Achieving Local Outcomes (Qualitative Evaluation)

Comment/Response

It is considered that there are opportunities to demonstrate a stronger alignment between the priorities of the West Lothian Single Outcome Agreement and the seven priorities identified with the draft Local Fire and Rescue Plan.

SFRS Comment/Action

This comment is accepted, a matrix has been included in the revised plan that indicates the alignment of the priorities in the plan with West Lothian SOA priorities.

Comment/Response

It is considered that whilst the plan contains a number of targets, these are either at a national level or generic i.e. continuous improvement. The plan would benefit from specific and measurable targets for West Lothian to allow panel members to exercise their scrutiny function.

There is no local feel to target setting 'contribute to 10%/5% SFRS reduction target' . targets in all of priorities need reworded to reflect local target e.g. ' we will reduce x year on year to contribute to the 10%/5% SFRS reduction target '

Many plans contain phrases such as "ensuring", "improving", "working with" and "identifying" where they may benefit from greater focus on specifics and results.

SFRS Comment/Action

It is accepted that the targets set in the plan could have a more local focus, which is linked to the SOA where appropriate. The targets set in the revised plan have been amended to reflect these comments.

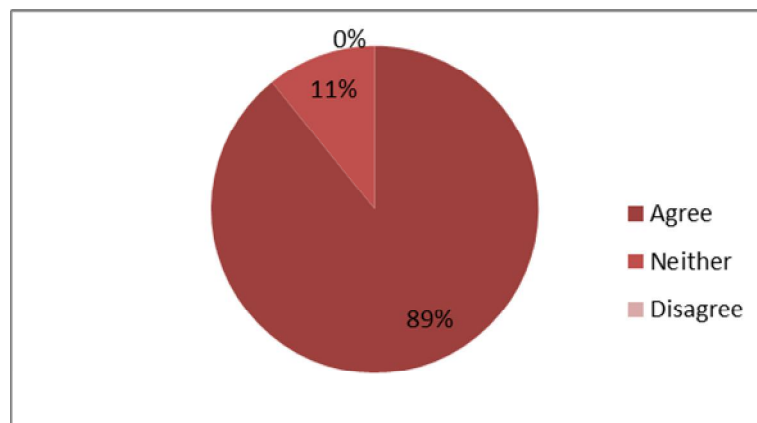
A revised reporting framework, which reflects the priorities in the plan is currently under development and will be submitted to the PDSP for approval once the plan is approved and adopted by West Lothian Council.

5.10 Let Us Know How We Are Doing (Quantitative Evaluation)

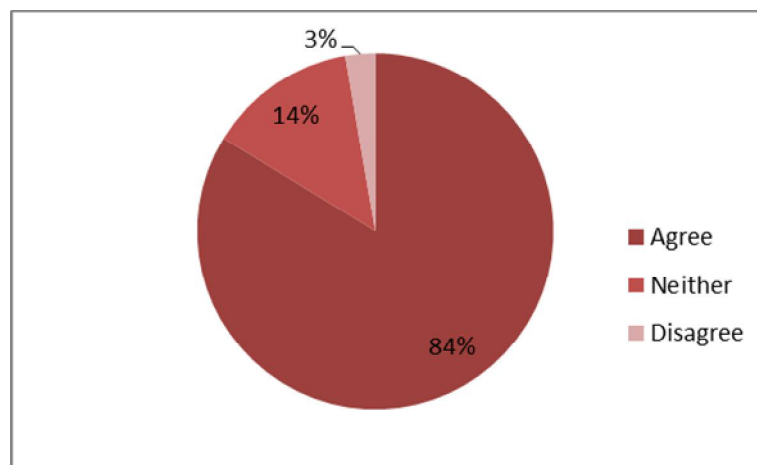
Whilst the responses and comments made in this section and section 5.11 below do not necessarily require to be taken into consideration in the context of amending the plan, the responses provide a valuable insight into the perceptions of the respondents of how the SFRs is performing. Whilst acknowledgement is taken of the responses and comments in this section, SFRS comments and actions are not considered to be required.

5.10.1 Let Us Know How We Are Doing

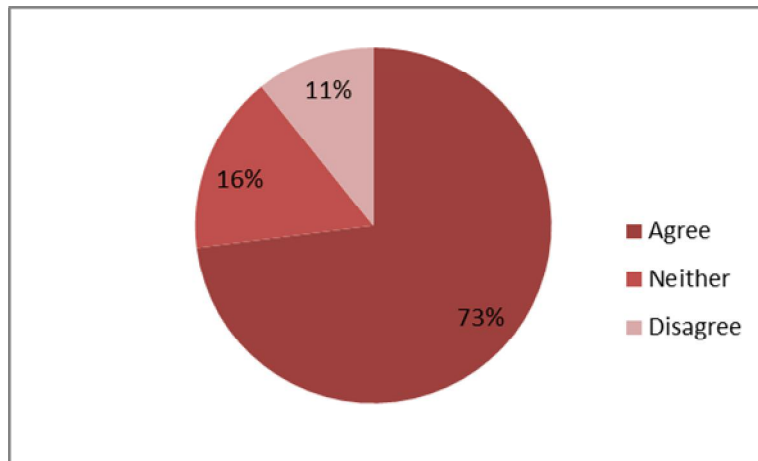
Q14.1 Prevention through education, advice and engagement is and should continue to be the key focus of our work and the local fire and rescue service plan.



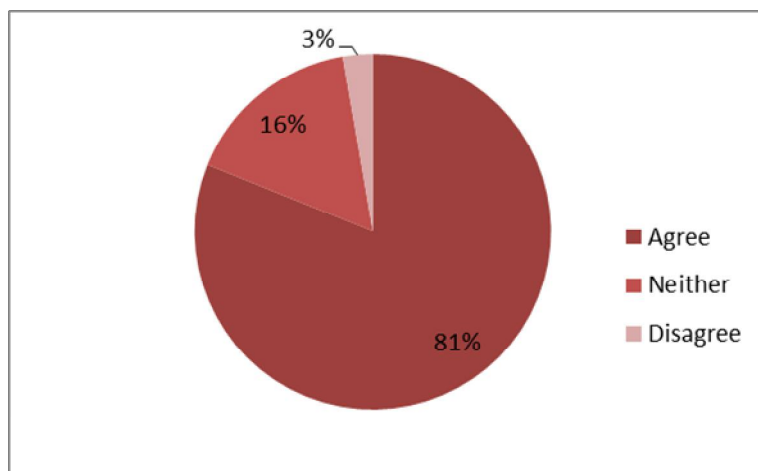
5.10.2 Q 14.2 Our priorities are sufficiently focussed on improving safety.



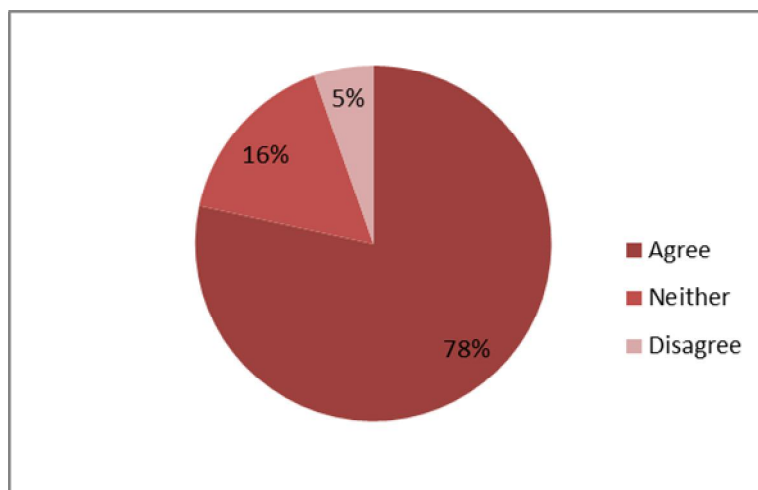
5.10.3 Q 14.3 We are adequately focussed on equality in communities



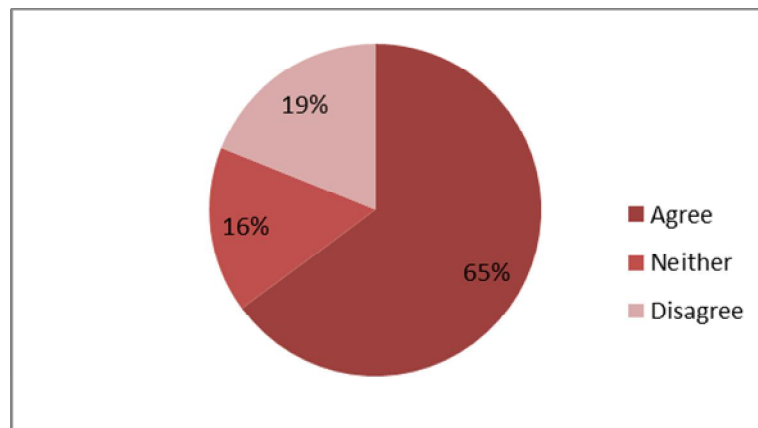
5.10.4 Q 14.4 I have confidence in the Fire and Rescue Service in my area.



5.10.5 Q 14.5 I am satisfied with the Fire and Rescue Service in my area.



5.10.6 Q 14.6 I know how to contact the Scottish Fire and Rescue Service for non emergency advice.



5.11 Let Us Know How We Are Doing (Qualitative Evaluation)

Responses/Comments

I applaud the ability to be able to drop in to our fire station at any time with any query pertaining to fire in the home and receive an honest, helpful and advisory response.

Our local station understands the community and will assist when requests are made.

Our community feels safe with our working local fire station on our doorsteps.

Very impressed with the response to my request for a home visit. Two first class Fire Servicemen thoroughly inspected four house and installed two fire smoke alarms.

6. CONCLUSION

6.1 It can be concluded that the consultation process proved a valuable tool in gaining an understanding of the views and perceptions of key stakeholders in West Lothian on the Local Fire and Rescue Plan.

6.2 As intimated in the main section of this report the Local Fire and Rescue Plan has been revised to take cognisance, where appropriate and relevant, of the comments and responses received during the consultation period.

6.3 The revised Local Fire and Rescue Plan is attached in Appendix 1 of this report.

7. RECOMMENDATION

7.1 West Lothian Council Services for Communities Policy Development and Scrutiny Panel is invited to:

- Note or otherwise the content of this report,
- Approve or otherwise the revised Local Fire and Rescue Plan for West Lothian 2014-2017,
- Agree to forward the Local Fire and Rescue Plan for West Lothian 2014-2017 to the West Lothian Council Executive for formal approval and adoption.

Gary Laing

Local Senior Officer

Falkirk and West Lothian

April 2014

Appendix 1 – Local Fire and Rescue Plan for West Lothian 2014-2017