



SFRS Quarter 3 and 4 Report, 1st October 2023 – 31st March 2024

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Introduction

This performance report provides information on our prevention, protection and operational response activities within East Lothian for Quarters 3 and 4 2023-24 (1st October 2023 – 31st March 2024) including information on the year to date figures.

Performance Summary

We measure how well we are meeting our priorities using 6 key indicators, depicted below

Key performance indicator	Apr to (& incl.) Mar					RAG rating
	2019/20	2020/21	2021/22	2022/23	2023/24	YTD
All deliberate primary fires	45	31	65	62	81	◆
All fire casualties (fatal & non-fatal (incl. p/c's))	8	8	6	9	14	◆
All deliberate fires excl. dwellings	183	180	242	221	219	●
Special Service - RTCs	36	25	42	54	34	●
Special Service Casualties - All	42	28	38	49	57	◆
False Alarm - UFAs	531	456	543	607	327	●

RAG rating - KEY

◆	RED DIAMOND	10% higher than the previous YTD period, or local target not achieved.
▲	YELLOW TRIANGLE	Up to 9% higher than the previous YTD period, or local target not achieved.
●	GREEN CIRCLE	Equal to or improved upon the previous equivalent quarter (or YTD period), or local target achieved.

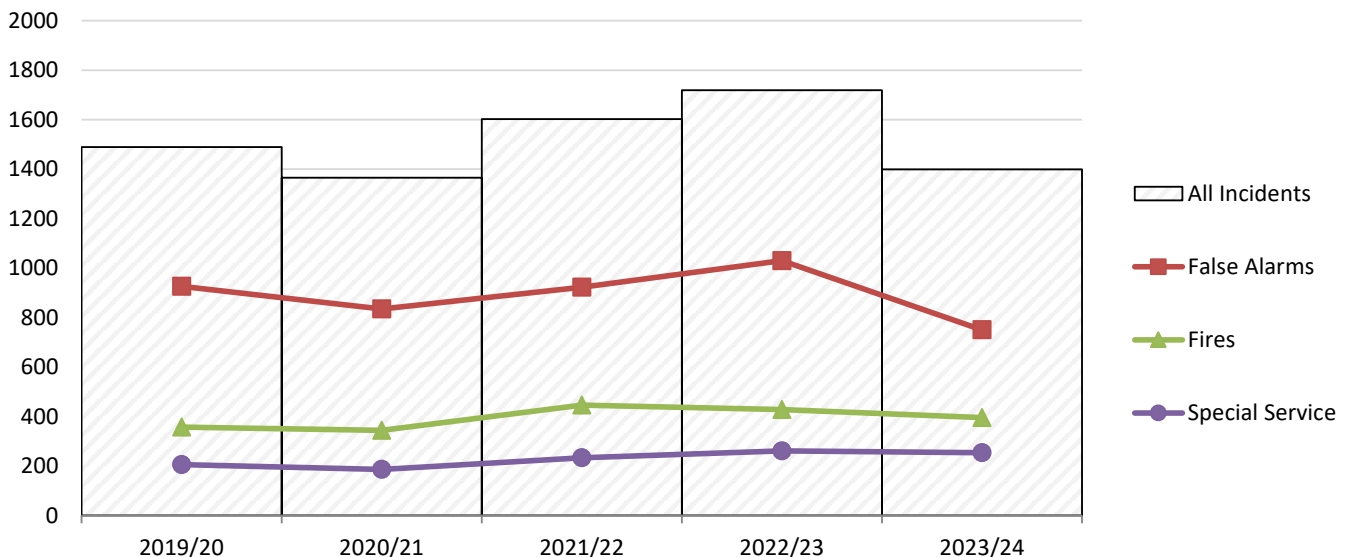
Note

Quarterly comparison RAG Rating = the reporting period compared to the average of the three previous quarterly reporting periods.
Year to Date RAG Rating = the cumulative total of all quarterly performance in current year compared to cumulative total of all quarterly performance in previous year.

Incident Overview

Year to date (1st October 2023 – 31st March 2024), SFRS responded to 585 incidents in East Lothian, this is a decrease of 191 incidents compared with the same reporting period last year.

The chart below illustrates incidents YTD attended within East Lothian council over the last 5 fiscal years



Progress on local fire & rescue plan priorities

Local Risk Management and Preparedness

The Service must identify, prioritise and plan to meet the risks in each local community.

We said we would:

- train our staff to deal with our local risks
- gather and analyse risk information
- work with partners to mitigate risks
- deal with major events

Train our staff to deal with our local risks

All of our operational staff undertake routine and risk specific skill acquisition and maintenance training.

Gather and analyse risk information

All of our operational staff gather and analyse local risk information and operational intelligence, used in our preparations to resolve incidents. We conduct Post Incident Debriefs to identify any lessons that can be learned from our preparedness and response to emergency events.

We use Urgent Operational Intelligence Briefings to inform our operational staff of any safety critical information.

Work with partners to mitigate risks

We continue to be an active member of the East Local Resilience Partnership.

We share information with local authority partners and other key stakeholders (e.g. Police Scotland) to ensure emergency event risks are mitigated.

Deal with major events

There were no major fire events during the reporting period, tragically, there was one serious dwelling fire which tragically resulted in one Male fatality. Though not in the reporting period, SFRS attended a Level 2 Incident in May '24 at Edenhall Hospital site which resulted in 12 appliances attending the incident over a 7 hour period.

Reduction of 'All deliberate primary fires'

Primary fires can be described as any property such as a residential house or a commercial building, road vehicle, land involving trees or external structure (fencing, garages, garden huts etc). The SFRS is committed to keeping people safe in our communities. We share information with partners to make sure that we reduce the risk to members of the community as well as property. Reduction of deliberate primary fires contributes to The Single East Lothian Plan.

Results

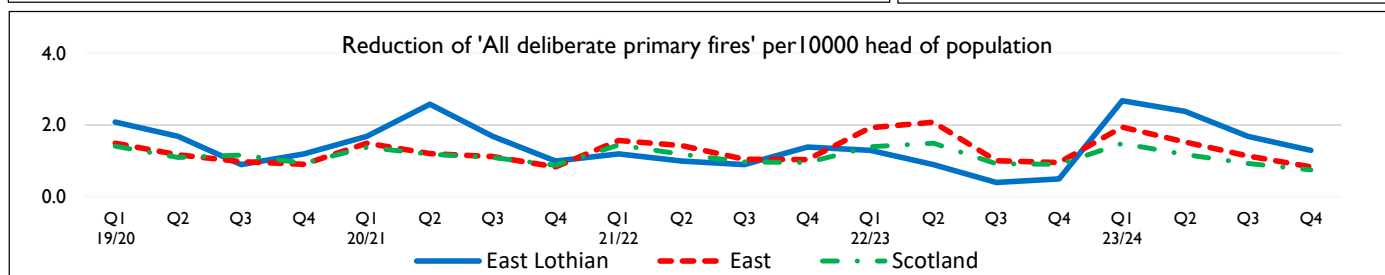
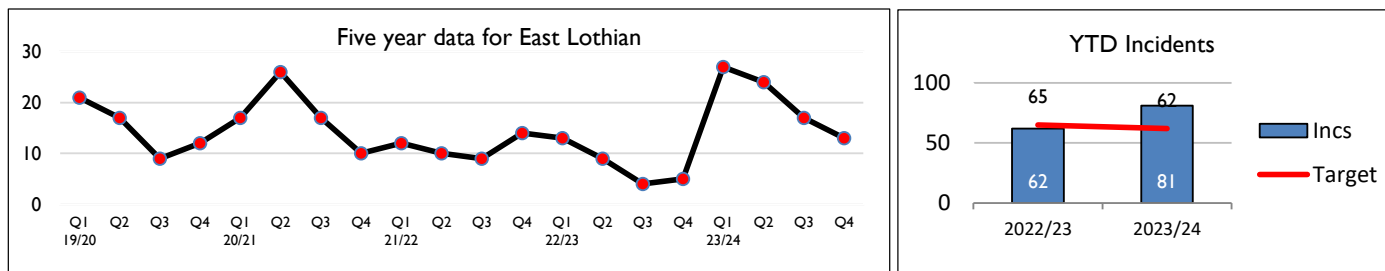
We aim to reduce primary deliberate Fires in East Lothian by contributing towards the SFRS target of 10% reduction per year, over a three-year rolling period. During this quarter, SFRS responded to 30 deliberate Primary Fires, which is an increase of 8 incidents compared with the same period last year. The long-term trend based upon incidents/10,000 population shows the number of incidents in East Lothian is above the Scottish and East Service Delivery Area trend lines.

Reasons

Of the 30 deliberate primary fires attended during the reporting period, 4 involved dwelling & commercial building types, 2 having occurred at the former hospital site at Edenhall. 8 Incidents involved wilful fireraising of vehicles and 10 incidents involving fires in woodland.

Actions

SFRS continue to work in partnership to educate and inform people about the dangers of fire. This included Edenhall, where in April '24 SFRS visited the site along with Police Scotland and NHS estates to discuss recent acts of anti-social behaviour. We routinely engage with schools and target areas where anti-social behaviour involving wilful fireraising is prevalent. Appendix I 'East Lothian Prevention Q3 & Q4 Report' provides further details on our prevention activities. During the reporting period, SFRS conducted a total of 319 HFSV in East Lothian.



YTD ward ave. for East Lothian - 14	2019/20	2020/21	2021/22	2022/23	2023/24	Sparklines
East Lothian	45	31	65	62	81	
Musselburgh	10	7	9	5	15	
Preston, Seton & Gosford	5	4	11	6	10	
Tranent, Wallyford & Macmerry	12	7	16	23	8	
North Berwick Coastal	4	3	3	2	1	
Haddington & Lammermuir	11	3	10	5	13	
Dunbar & East Linton	3	7	16	21	34	

Reduction of 'All fire casualties (fatal & non-fatal (incl. p/c's))'

Fire casualty and fatality rates provide an indication of the amount of serious, life-threatening injuries that occur due to fire. This can indicate not only the success of SFRS in reducing the number of life risk fires through community fire safety and similar activities, but also their success in response activity in saving lives.

Results

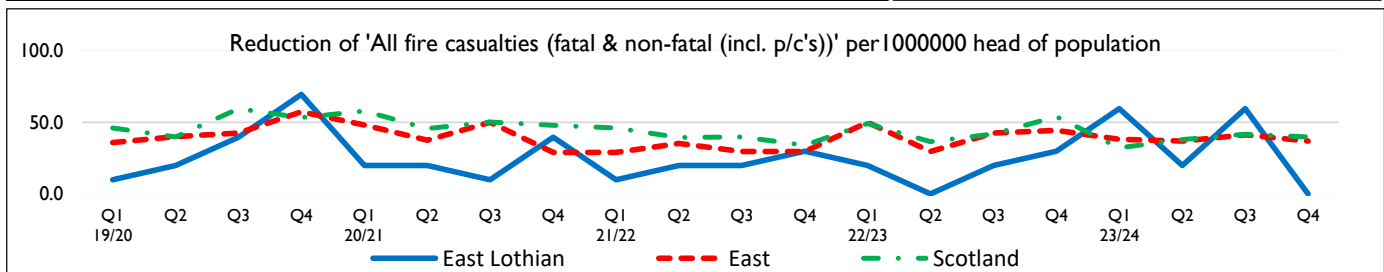
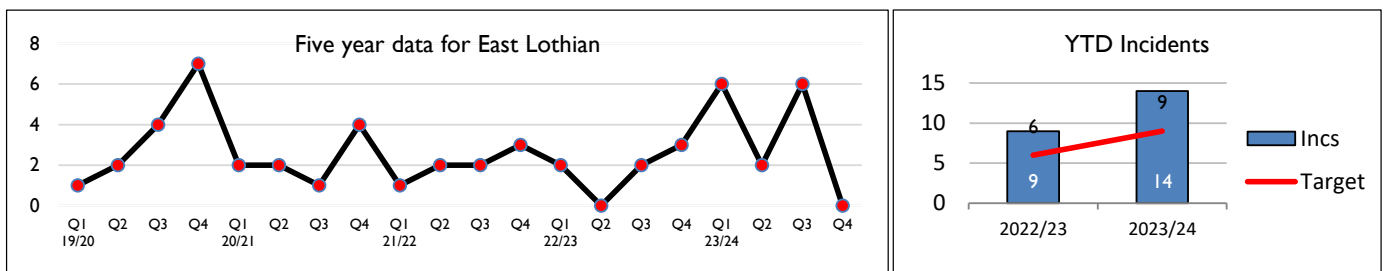
Sadly, 1 person lost their life due to a fire in their home in the 6-month reporting period. We aim to reduce Fire Casualties in East Lothian each per year, which contributes towards the SFRS target of reducing Fire Casualties by 5% per year, over a three-year rolling period. In this reporting period there were a total of 6 casualties as a result of fires in the home. This is an increase of 5 when compared with the same reporting period last year. The long-term trend based upon casualties/10,000 population shows East Lothian is performing below the Scottish average and East SDA average.

Reasons

Injuries reported were sustained when persons re-entered the property, injuries included smoke inhalation and burns. Historically East Lothian has low numbers of casualties injured by fire, the trend remains low against the east and national average. SFRS continues to work with partners and stakeholders to further reduce the number of casualties being injured by fire.

Actions

We continue to work with our partners in East Lothian Council and seek opportunities with social work and NHS to target those most vulnerable and at risk from fire. Appendix 1 'East Lothian Prevention & Protection Activities' provides further details on current activities. Appendix 1 provides further details of the preventative work and initiatives to further mitigate the risk by our operational staff and members of the P&P Community Actions Team. Appendix 2 provides detail on SFRS referral process which takes account of GDPR legislation.



YTD ward ave. for East Lothian - 2	2019/20	2020/21	2021/22	2022/23	2023/24	Sparklines
East Lothian	8	8	6	9	14	
Musselburgh	0	3	1	5	5	
Preston, Seton & Gosford	2	1	2	1	4	
Tranent, Wallyford & Macmerry	1	1	0	1	1	
North Berwick Coastal	1	1	1	0	1	
Haddington & Lammermuir	2	2	2	1	1	
Dunbar & East Linton	2	0	0	1	2	

Reduction of 'All deliberate fires excl. dwellings'

Historically deliberate fire setting was not a significant problem for the SFRS in East Lothian, however recent years have shown a distinct increase in this activity and there is a close link between deliberate secondary fires and other forms of anti-social behaviour. In the main, deliberate fires are secondary fires categorised into refuse/bins, grassland or derelict buildings incidents. Reduction of Deliberate Fire Setting contributes to the Single East Lothian Plan.

Results

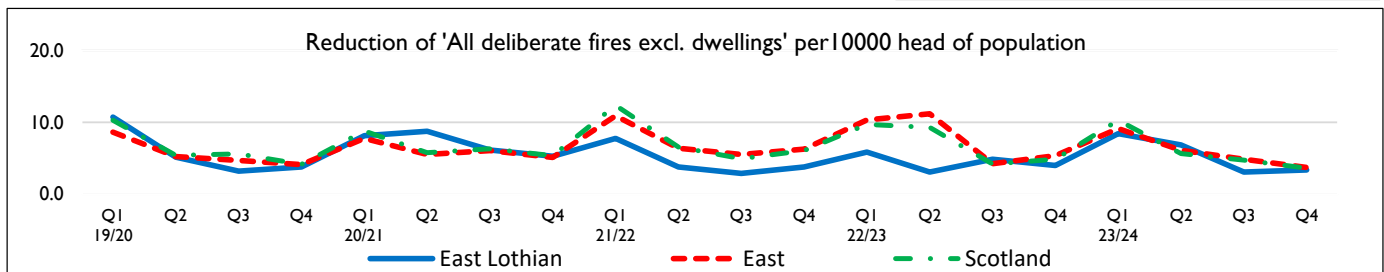
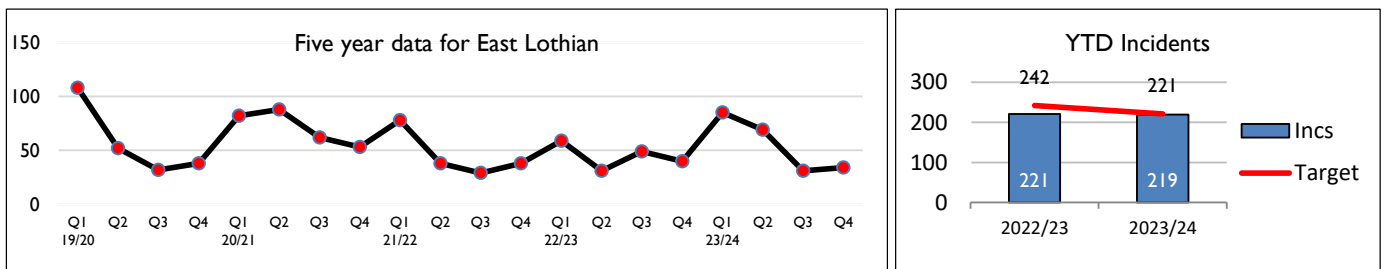
There were 72 deliberate fires (not including residential properties) during the reporting period, this is a increase of 11 when compared to the same period last year. The long-term trend based upon incidents/10,000 population shows East Lothian in line with the Scottish and East Service Delivery Area trend line.

Reasons

Of the 72 deliberate fire incidents, these involved other type of building structures such as 2 incidents at the former Edenhall hospital site, woodland, domestic refuse, vehicles and outdoor structures such as wheelie bins and skips. Appendix I provides further details of the preventative work and initiatives to reduce anti social behaviour involving wilful fireraising.

Actions

SFRS continue to work in partnership to educate and inform people about the dangers of fire. We routinely engage with schools and target areas where anti-social behaviour involving wilful fireraising is prevalent. Appendix I 'East Lothian Prevention Q3 & Q4 Report' provides further details on our prevention activities. During the reporting period, SFRS conducted a total of 319 HFSV in East Lothian.



YTD ward ave. for East Lothian - 37	2019/20	2020/21	2021/22	2022/23	2023/24	Sparklines
East Lothian	183	180	242	221	219	
Musselburgh	67	51	52	32	49	
Preston, Seton & Gosford	31	38	63	40	46	
Tranent, Wallyford & Macmerry	36	54	41	76	39	
North Berwick Coastal	12	6	12	5	6	
Haddington & Lammermuir	17	17	49	31	31	
Dunbar & East Linton	20	14	25	37	48	

Reduction of 'Special Service - RTCs'

While much of this risk is out with the control of SFRS, responding to Non-Fire Emergencies such as Road Traffic Collisions is a key part of our intervention activities. The SFRS is committed to working with partners and other stakeholders to drive continuous improvement in this area. Reduction of Casualties from Non-Fire Emergencies contributes to the Single East Lothian Plan, number of people killed or seriously injured in road accidents.

Results

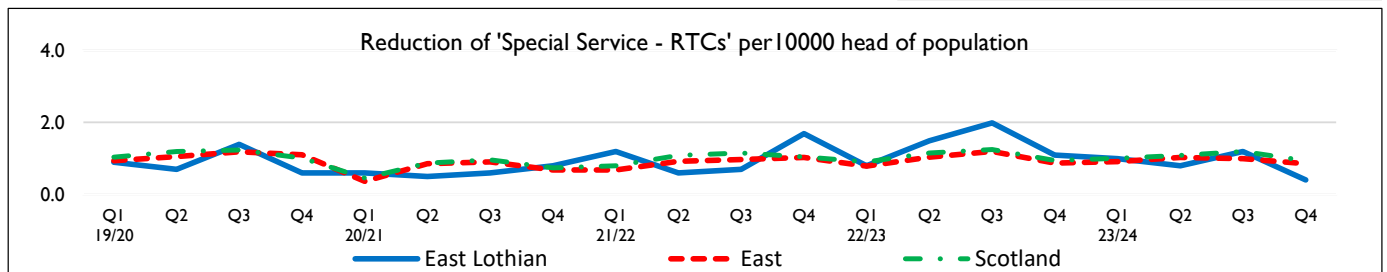
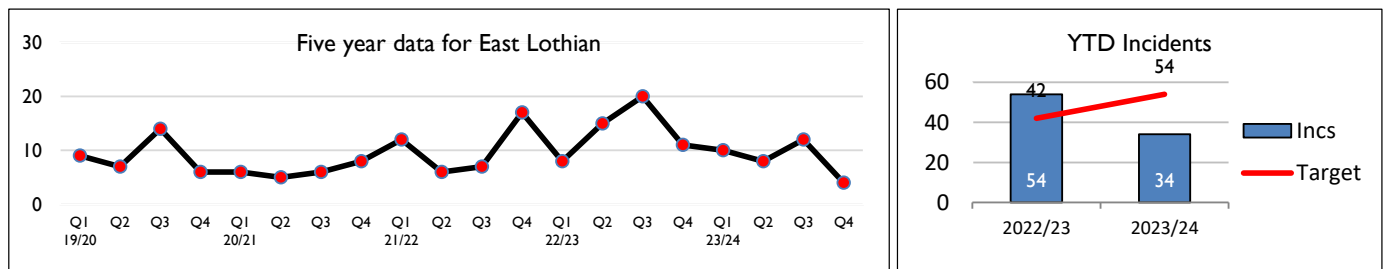
SFRS attended 16 Road Traffic Collisions during the reporting period, this is a decrease of 15 when compared with the same reporting period last year. Of the 16 RTC incidents SFRS attended, there were 13 casualties. Per 10,000 head of population, East Lothian is below the Scottish and East Service Delivery area trend lines. It should be noted the number of RTCs reported are only when SFRS were requested to attend and does not reflect the actual number of RTCs in the East Lothian area.

Reasons

The SFRS only attend those RTC's they are requested to attend this number does not reflect the total number within East Lothian. When we are called to attend, SFRS crews work to assist Police Scotland and the Scottish Ambulance Service to extricate casualties trapped in their vehicles and/or make the scene safe.

Actions

The SFRS is a member of a multi-agency approach to reducing Road Traffic Collision's and the associated casualties and fatalities. The continued delivery of Tomorrow's Driver programme targeting young people is an excellent partnership approach to reducing road traffic collisions.



YTD ward ave. for East Lothian - 6	2019/20	2020/21	2021/22	2022/23	2023/24	Sparklines
East Lothian	36	25	42	54	34	
Musselburgh	7	4	5	5	7	
Preston, Seton & Gosford	5	2	3	9	6	
Tranent, Wallyford & Macmerry	7	4	4	11	5	
North Berwick Coastal	2	0	8	4	2	
Haddington & Lammermuir	6	7	9	16	7	
Dunbar & East Linton	9	8	13	9	7	

Reduction of 'Special Service Casualties - All'

While much of this risk is out with the control of SFRS, responding to Non-Fire Emergencies is a key part of our intervention activities. The SFRS is committed to working with partners and other stakeholders to drive continuous improvement in this area. Reduction of Casualties from Non-Fire Emergencies contributes to the Single East Lothian Plan.

Results

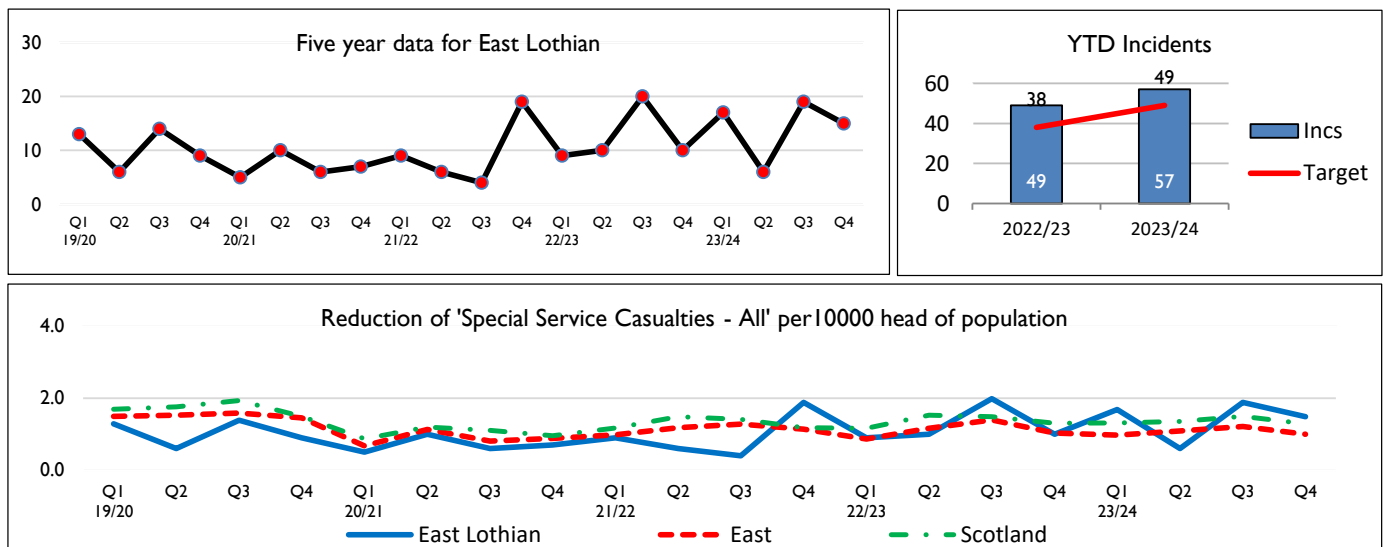
SFRS attended 120 Special Service incident types in the last quarter a decrease of 21 incidents from the same reporting period last year. I am unable to provide exact number of casualties as a result from SS other than the previous communicated RTC casualties. Per 10,000 head of population, East Lothian is performing above the Scottish and in line with the East Service Delivery area trend lines.

Reasons

The majority of Special Services SFRS attended were at the request to assist other emergency services. During the reporting period incidents included: Water Rescue, HAZMAT, OHCA, Effecting Entry, RTCs and Flooding incidents.

Actions

The SFRS in East Lothian will continue to respond to the communities needs in terms of other non-fire emergencies with the overall objective of reducing casualty and fatality rates within East Lothian.



YTD ward ave. for East Lothian - 10	2019/20	2020/21	2021/22	2022/23	2023/24	Sparklines
East Lothian	42	28	38	49	57	
Musselburgh	11	8	4	13	8	
Preston, Seton & Gosford	6	0	8	6	6	
Tranent, Wallyford & Macmerrey	6	4	7	9	15	
North Berwick Coastal	6	2	2	2	4	
Haddington & Lammermuir	4	4	9	12	18	
Dunbar & East Linton	9	10	8	7	6	

Reduction of 'False Alarm - UFAs'

Fire Alarm Signals are defined as incidents where SFRS have attended but there was no fire. Examples are automated fire alarm system activations, false alarm malicious calls and false alarm good intent. The SFRS is committed to working with partners and other stakeholders to reduce Unwanted Fire Alarm Signals.

Results

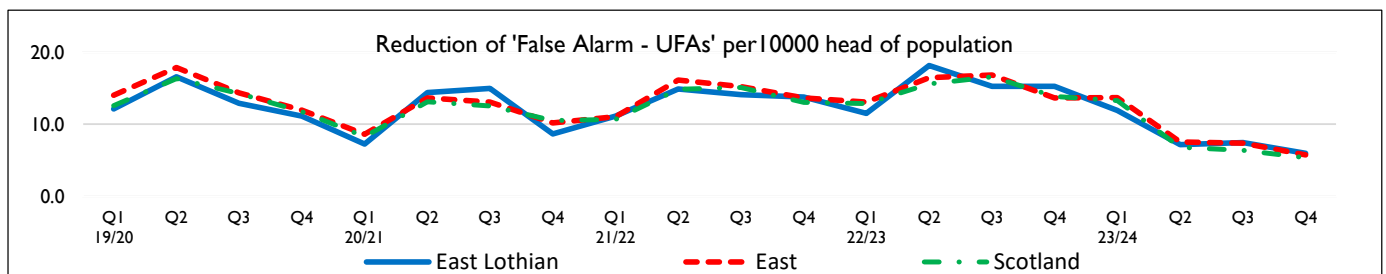
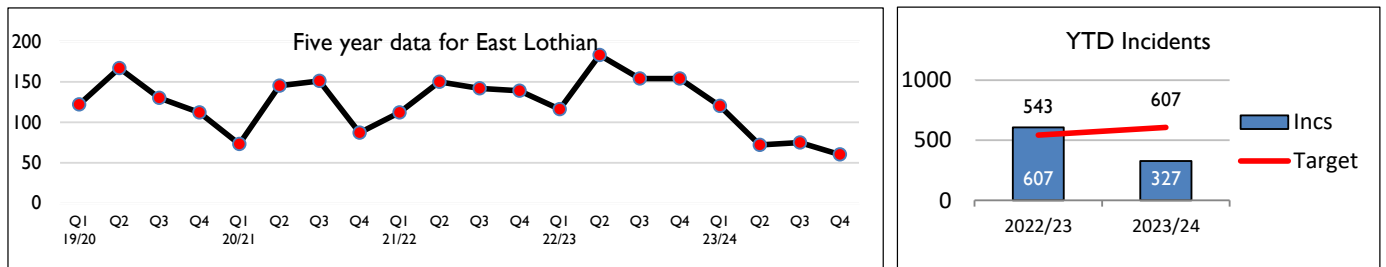
SFRS attended 335 False Alarm incidents during this reporting period, this is a decrease of 165 incidents when compared to the same reporting period last year. East Lothian trend line is performing in line with the Scotland and the East delivery area trendline.

Reasons

The main contributory of fals alarms are caused by cooking in the home. SFRS continues to see reductions in False Alarms, operational staff continue to engage with occupiers and property responsible persons when attending incidents in an attempt to reduce the number of false alarms the service reponds to annually.

Actions

Our Fire Safety Enforcement Officers work closely with premises to reduce further incidents. This includes discussing technological, procedural and management solutions in order to prevent future Unwanted Fire Alarm Signals incident.



YTD ward ave. for East Lothian - 55	2019/20	2020/21	2021/22	2022/23	2023/24	Sparklines
East Lothian	531	456	543	607	327	
Musselburgh	146	130	145	156	81	
Preston, Seton & Gosford	54	41	68	58	30	
Tranent, Wallyford & Macmerry	66	67	76	107	55	
North Berwick Coastal	86	58	80	79	51	
Haddington & Lammermuir	119	92	100	130	75	
Dunbar & East Linton	60	68	74	77	35	

Appendix 1

East Lothian Prevention & Protection Activities

1st October 2023 – 31st March 2024

Fire Safety Enforcement Audits

The Scottish Fire and Rescue Service (SFRS) is the enforcing authority for the Fire Scotland Act 2005 and Fire Safety Regulations 2006. The act applies to specific non-domestic premises and requires duty holders to comply with relevant aspects of the Act and Regulations. SFRS responsibilities as the enforcing authority are captured within an Enforcement Framework. The Framework identifies and assigns priority to premises type with those premises deemed as higher risk given priority for auditing purposes. Premise providing sleeping accommodation such as hospitals, care homes, houses of multiple occupation, hostels and hotels receive an annual audit. Other premises that are subject to audit but deemed lower risk will be visited every three or five years. Within East Lothian we have one Officer who plans and carries out these duties. The Officer is also available to provide Fire Safety advice, consulting with partners such as Local Authority Building control functions and the wider public with Fire Scotland Act 2005 responsibilities.

EAST LOTHIAN AUDITS 23/24	October-March	YTD
	46	105

Home Fire Safety Visits

The delivery of Home Fire Safety Visits (HFSVs) is the corner stone of the SFRS Community Safety Engagement framework. By visiting households to provide fire safety advice and smoke alarms, the numbers of dwelling fires and casualties will be reduced. Requests for HFSVs are generated in several ways, including self-referral (**see page 4**), SFRS partners referring and visits carried out after SFRS have attended a domestic fire incident. This is known as Post Domestic Incident Response (**PDIR**), offering a HFSV to the properties and occupants impacted directly by the fire and the wider neighbourhood area.

When a HFSV is generated, the risk within the property is calculated by asking the occupant a number of specific questions. The outcome will be either, High, Medium or Low risk. This outcome determines priority in relation to carrying out the visit and the frequency for future re-visits. The table below highlights the number of visits carried out in East Lothian for this reporting period.

EAST LOTHIAN QRTs 3&4	HIGH	MEDIUM	LOW	TOTALS	PREV QRTs 23/24	YTD
Ward						
Dunbar & East Linton	12	7	4	23	31	54
Fa'side	19	23	48	90	73	163
Hadd & Lammermuir	12	14	7	33	21	54
Musselburgh East & Carberry	14	20	21	55	44	99

Musselburgh West	14	8	10	32	48	80
North Berwick Coastal	8	21	5	34	30	64
Preston/Seaton/Gosford	13	19	20	52	50	102
TOTALS				319	297	616

Home Fire Safety Referrals

The table below details how HFSVs were generated.

Post Domestic Incident Response (PDIR)	133	
Alzheimer's Scotland	1	
East Lothian Occupational Therapists	14	
NHS	2	
Family Member	1	
Police Concern	9	
Self-referral	86	
SP Energy Networks	9	
Social Services	12	
Women's Aid East & Mid	4	
Other	26	
Total	297	

Partnership Working/Youth Engagement

During this period, we delivered a number of safety presentations and talks across all primary and secondary schools within East Lothian. This included, CPR, water safety and participation at **2moro's** driver events. We are currently arranging support for the S4 employability initiative delivered at Musselburgh Grammar School.

Fire Safety Support and Education (FSSE)

SFRS regularly engage with Children and Youths to discourage fire-related anti-social behaviour. This is very successful, however, on occasion we have to undertake additional actions and interventions. Our FSSE policy procedure is used to engage with those individuals who demonstrate an unsafe or concerning interest in fire or have been involved in fire-related antisocial behaviour. Such individuals are normally referred to us via Police Scotland. SFRS have trained members of staff, Fire Safety Advisors (FSAs) who carry out one-one discussion(s) with individuals, highlighting the dangers and consequences of such behaviour. Within the report period, SFRS engaged with **4** FSSE individuals.

Safeguarding

During this period our teams continued to identify and refer adults at risk of harm and/or in need of support. This has resulted in **16** referrals being processed to Social Services.

Our Local Authority Liaison Officer (LALO) continues to support the weekly Anti-social behaviour Task and Coordinating Group (TACG) and Multi-Agency Risk Assessment Conferences (MARAC).

Other Work Completed or In Progress

Our Local Community Action Team have also been involved with delivery and promotion of the following initiatives during the reporting period.

- Fire Safety in the Home
- Cooking Safety
- Grass & Wildland Fires
- Electrical Safety
- Road Safety
- Festive Safety
- Bonfire Safety

Bonfire Plans.

Bonfire Period Activity

Between 29th October and 8th of November, SFRS attended a total of four (4) secondary fires (refuse or woodland). It is pleasing to report that there were no verbal or physical abuse incidents reported by our staff. These positives outcomes are the result of continued partnership working with Police Scotland and ELC. Our Community Action Team (CAT) play a huge part, delivering talks to all High Schools and various Youth Groups leading up to Bonfire night. Our safety presentations are also available to the wider public via Social Media platforms such as Twitter and YouTube.



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Do you know someone
OVER 50 who
SMOKES?



And do they meet one or more
of the following criteria:

- Living alone?
- Mobility issues?
- Using medical oxygen?

THEY MAY BE AT **GREATER RISK OF FIRE**
AND WE NEED TO REACH THEM!



#MAKETHECALL

0800 0731 999

to book a free

HOME FIRE SAFETY VISIT

or text "FIRE" to 80800 from your mobile phone



How to Make a Referral for a Home Fire Safety Visit (HFSV)

Guidance for Partner Organisations

Contents

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Background

The main purpose of the Scottish Fire and Rescue Service is to work in partnership with communities and with others in the public, private and third sectors, to improve the safety and well-being of people throughout Scotland.

The number of dwelling fires in Scotland has reduced over recent years. The SFRS is committed to reducing these types of incidents further. It has been identified that there is a clear relationship between risk groups and those who are prone to slips, trips, falls and ill health.

Partnership working is essential, ensuring that those individuals who are at risk from fire are identified.

By 2010 we came to understand that older people were more vulnerable than others so we focussed our attention on these people. As we approached 2015 we identified a clear relationship between our risk groups and those prone to slips, trips, falls and ill health.

Throughout 2018 and beyond our aim is to continue working with partner organisations to keep residents within our communities safe from fire and, where applicable, improve their health and wellbeing.

What is a Home Fire Safety Visit (HFSV)?

A HFSV is a comprehensive assessment that examines the levels of fire risk within the home. It usually takes around 30 minutes and is conducted by trained firefighters or Community Action Team members. They are free of charge and include fitting long life smoke detection, where applicable.

Upon request and resources permitting, it is possible to arrange a joint HFSV where a partner agency is also in attendance with SFRS personnel.

It should be borne in mind that where an operational fire crew from a local community fire station conduct the visit it is possible that they may be called away to an emergency incident whilst in someone's property. This is due to fire crews being available to attend emergency incidents 24 hours a day, 7 days a week.

Where applicable, positive intervention, onward referral and/or signposting to partner organisations will be made in an attempt to improve the fire safety, health and well-being of residents throughout Scotland.

Who will benefit from a Home Fire Safety Visit?

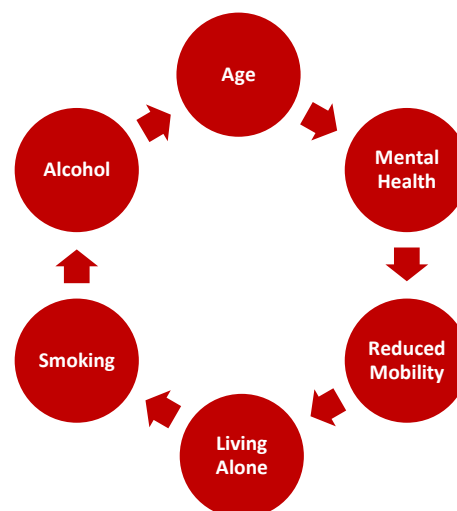
Although HFSVs are available to everyone, we are asking our partner agencies to refer those individuals who identify with a number of risk factors. These can include age, living alone, limited mobility, dependency on substances and lifestyle choices. In addition, we will use the data we collect to better target “at risk” people.

If you have safety, health or wellbeing concerns about anyone you support in a working capacity who meets one or more of the criteria listed below, submit a referral for a HFSV. **Please note that permission must be gained from the service user before you pass their details to SFRS.**

- Over 65 years of age
- Lives alone
- Has a physical and/or learning disability
- Has any sensory impairment
- Is known to be substance or alcohol dependent
- Unable to protect themselves from harm
- Experiencing mental health problems
- Fire risk concerns identified, for example burn marks on bedding, furniture or carpets; electrical faults in the home; unsafe practices with fire, cooking or heating; hoarding; the occupier smokes.

This graph shows a basic profile of people who die in fires.

Source: SFRS Fire Fatalities and Casualties Analysis Report 2013-2016



Premises not suitable for a Home Fire Safety Visit

SFRS will not conduct a HFSV in any relevant premises as defined in the Fire Scotland Act 2005, together with any premises which come under the scope of the Care Commission.

Some examples are shown below, however, there may be others in addition to these:-

- Men's/Women's Hostels
- Student Accommodation
- Staff Accommodation
- Nurses Quarters
- Care Homes
- Children's Homes
- Holiday Accommodation
- Caravans
- Properties being used for child minding services if the request is in connection with that service
- Houses in Multiple Occupation. NOTE: An HMO is a property rented out to at least 3 (unrelated) people who share the bathroom or toilet and kitchen

How do partner organisations make a referral for a Home Fire Safety Visit?

1 Ensure your organisation has a registered HFSV referral pathway with SFRS

If individuals within a partner organisation try to make a referral without having an approved referral pathway an error message will pop up advising that they "do not have permission to perform the action".

If your organisation is not already registered, setting up a referral pathway is easy. Your SFRS Local Area representative can assist with this. All that's required is

- 1 Your organisation's domain name (for example, SFRS domain name is @firescotland.gov.uk
- 2 the name of your organisation as it should appear in the drop down of partners listed within the partner referral form

Your SFRS Local Area representative will liaise with SFRS ICT function on your behalf to set up the referral pathway.

2 Individuals within the partner organisation require to register for an account before they can refer

Once the partner organisation is registered, the partner agency link requires individuals within partner organisations to register with a user name (their work email address) and a password of their choice. This ensures a secure connection between

the user and SFRS. If the same computer is used partners shouldn't have to log on every time a referral is made. However, if they use a different computer the system will require them to log on to confirm identity.

Partner organisations do not get full access to the SFRS CSET application. The link opens up a risk rated referral form which, depending on the answers given, lists each request on local community fire station lists in order of who is deemed most at risk.

3 The referral process

A specific URL to SFRS interactive Community Safety Engagement Toolkit (CSET) pre risk rating form has been set up for partner organisations to make a referral for a HFSV on behalf of a client/service user.

Please ensure you have the persons' permission before making the referral.

The link can be accessed through the Scottish Fire and Rescue Service website and the referral made by following the undernoted steps.

Go to www.firescotland.gov.uk

On the landing page of the Scottish Fire and Rescue website, to the right hand side you will see the option "book a home fire safety visit".



🔍 | Menu

Working together for a safer Scotland

We are committed to ensuring the safety and wellbeing of the people of Scotland

Quick links

Book a home fire safety visit	→
Find your local fire station	→
Publications	→
About SFRS	→
Contact us	→

- Click on the arrow to the right of "book a home fire safety visit"
- Scroll down to the bottom until you come to "complete our partner referral form" and choose this option. This will open up a blank partner referral form for you to populate, as described undernoted.

Online

[Complete our partner referral form](https://cset.firescotland.gov.uk/thirdparty/hfsv/requestvisit)

You may also save the link to your favourites for easy access.

<https://cset.firescotland.gov.uk/thirdparty/hfsv/requestvisit>

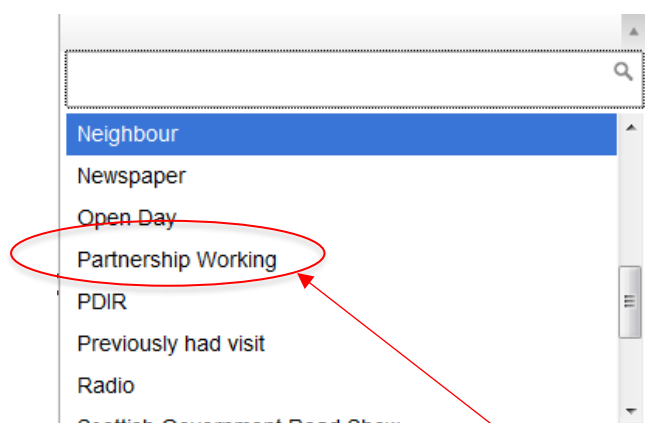
Choose the address of the person you want to refer and complete the risk rating questions. Most addresses should be listed as the address gazetteer is updated periodically.

Make every attempt to ensure accuracy when choosing the address, especially in relation to flat numbers and the spelling of street names.

Complete the form. Each question asked has a score attached to the answer given. This allows us to list each request, with those deemed most at risk given priority. At the conclusion of the visit, if the post risk rating outcome is “high” risk a re-visit will be offered to the occupier one year after the date of the visit.

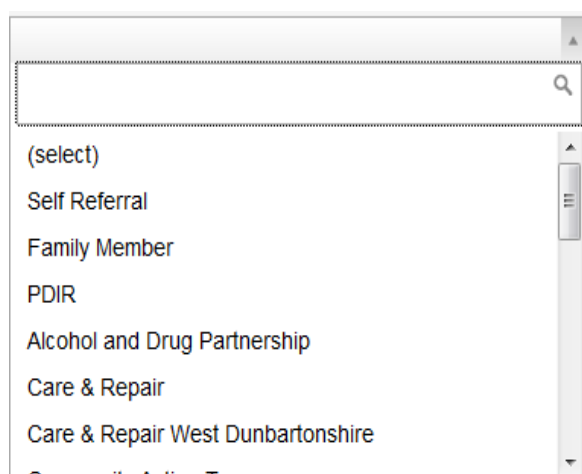
Assistance on how to answer some of the questions can be found undernoted.

How Did You Hear About Us?



Choose “partnership working”

Referrer Details



Choose **(your organisation's name)** from the drop down list.

Question 18

As you are a partner organisation referring a service user and the visit has yet to take place please answer “YES (PREVISIT)”.

18	HAS THIS REQUEST BEEN REFERRED FROM A PARTNER AGENCY?	<input checked="" type="radio"/> YES (PREVISIT)	<input type="radio"/> YES (POSTVISIT)	<input type="radio"/> NO
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Referrers Details

Please ensure you choose your organisation name from the drop down and state your own name and contact telephone number in case we need to update you after the HFSV has been conducted.

Your email address can be typed within the “comments” freetext box. This is an efficient way of communicating with you outwith office hours.

Any Other Relevant Risk Information

If you wish to state any further information please use the freetext box at the bottom “any other relevant risk information”. This box can be used to highlight information, examples of which are undernoted. In relation to personal or confidential information, please take data protection into consideration when adding freetext comments.

For example, we do not need to know the exact ailment or medication taken by an occupier. Instead it more useful to know the effects of any medical issues such if it is known that they would be unable to evacuate in an emergency situation.

Any other relevant Risk information:

Disabilities, visual or hearing impairment. Joint visit required etc.

Joint visit requested as occupier has acute anxiety issues

Occupant may take a while to answer the door due to poor mobility

Submit the information. When the user completes the referral and hits the “submit” button, within 3 to 10 seconds the HFSV request will be added to the appropriate station list of outstanding visits in accordance with the address of the property.

The above displays how partner organisations can securely share personal data and supporting information in relation to a service user with SFRS. Partners are requested to use the above detailed method of referral rather than emailing or posting correspondence directly to SFRS employees.

NOTE:

The most secure way of sharing data between your organisation and the SFRS is by using the HFSV partner portal on www.firescotland.gov.uk

Emailed correspondence containing personal data (not sent via egress secure email) will not be accepted by the SFRS, in accordance with GDPR, as it presents a higher risk of data breach.

Problems referring?

An error message such as “you do not have permission to perform this action” will be displayed when there is a problem referring. Possible solutions include –

- 1 Please do not google eg “SFRS Home Fire Safety Visit” as, from the results, you may choose the hyperlink for use by SFRS employees only. Ensure you are using this address/link to access the pre risk rating form: <https://cset.firescotland.gov.uk/thirdparty/hfsv/requestvisit>
- 2 Have you supplied your local SFRS contact with your domain name? (For example SFRS domain name is **firescotland.gov.uk**)
- 3 Could there be expired security information in your web browser? To diagnose and correct this issue follow the steps below:
 - 3.1 Log out of the hyperlink by clicking the dropdown menu arrow next to your name in the top right of the application inside the blue button, then click the “Log Out” button which appears.
 - 3.2 Close and reopen your browser then reopen by using this link: <https://cset.firescotland.gov.uk/thirdparty/hfsv/requestvisit> and attempt to login again.
 - 3.3 If this does not resolve the issue then please use the link below to find the instructions to reset your browser cache and follow them before logging in again.

(This may cause you to lose data such as browsing history and saved logins and passwords from your web browser depending on which options are selected.)

Instructions to reset your browser cache:
<http://www.wikihow.com/Clear-Your-Browser%27s-Cache>
- 4 If you do not receive your confirmation in your work email inbox, check the spam/junk folder.

Assistance from SFRS

If, after trying the above solutions you are still having trouble referring, please get in touch with your local SFRS contact. He or she can then take steps to request additional assistance from SFRS ICT Service Desk, where required.

Thank you for working in partnership with the Scottish Fire & Rescue Service.



firescotland.gov.uk

How to Make a Referral For a HFSV

Version Number 2.0

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