
COMMUNITY SAFETY ENGAGEMENT FRAMEWORK

2025-2028



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland





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1. INTRODUCTION

Community Safety Engagement (CSE) and education lie at the core of Scottish Fire and Rescue Service's (SFRS) key objectives and legislative responsibilities as outlined in our Strategic Plan, 2025–28.

As a trusted Service, SFRS has a key role to play in supporting Scotland's communities to improve not only fire safety, but wider well-being, demonstrated through a wide range of activities and initiatives.

Over the next decade Scotland will witness many changes and as such, SFRS needs to be proactive and adaptive. Addressing the social, health and economic conditions that lead to inequality will be a key feature in how all public services will be designed, directed and resourced, supporting the ambitions of Scotland's Population Health Framework

SFRS prevention work cuts across generations. Our aim is to support all of Scotland's communities, from early engagement and youth programmes, helping our older adults to live safely and independently, and working with new communities and those who are settling in Scotland from other countries. This is all carried out with partnership working at its core.

In addition to demographic changes, CSE work will reflect Scotland's changing environment. We want to ensure

communities are resilient and safe, taking into consideration factors relating to more extreme weather conditions, including flooding, wildfires, winter warmth etc. CSE work incorporates wider safety issues than just fire safety, for example water and road safety.

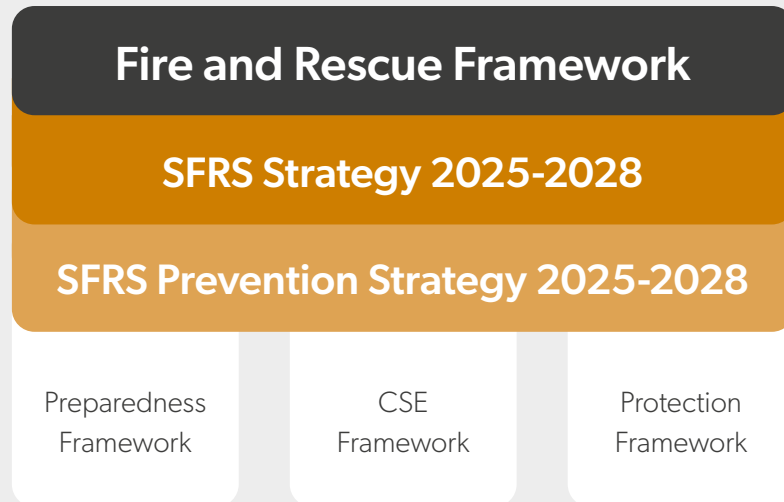
SFRS recognises that delivering integrated and improved community safety outcomes requires multi-agency collaboration and the development of effective partnership arrangements between organisations in the public, private and voluntary sectors. CSE is one of the best examples of where the benefits of these arrangements can be realised in full, and where the inter-dependencies between partners can be continuously refined to achieve optimal results with best value.

This Framework is informed by a range of strategies, both internal and external as highlighted within this document, with CSE work evolving in response to trends, risks and priority areas.

Included in the document are the key objectives for CSE over the next three years which will be delivered via associated annual Action Plans.

2. GOVERNANCE

The CSE Framework underpins the SFRS Prevention Strategy by detailing how CSE activities will be prioritised and delivered to achieve our strategic ambitions.



3. PREVENTION VISION

This CSE Framework supports the vision detailed in the SFRS Prevention Strategy:

Through **empowering** our staff, we will put communities at the centre of all we do. Working in **partnership**, we will deliver **targeted prevention** activities that enhance the **safety** and **wellbeing** of the people of Scotland and address **emerging risks**.

4. STRUCTURES AND DELIVERY

CSE structures within SFRS are designed to deliver effective and efficient engagement models tailored to the diverse needs and priorities of Scotland's communities.

The SFRS Service Delivery model is structured in a manner which aligns closely with the boundaries and responsibilities of Local Authorities, Community Planning Partnerships (CPPs), Community Safety Partnerships (CSPs), and Local Authority Wards. This alignment ensures that SFRS Local Senior Officer (LSO) Areas can establish meaningful, distinct, and collaborative relationships with key partner organisations, enhancing the impact and relevance of local SFRS engagement efforts.

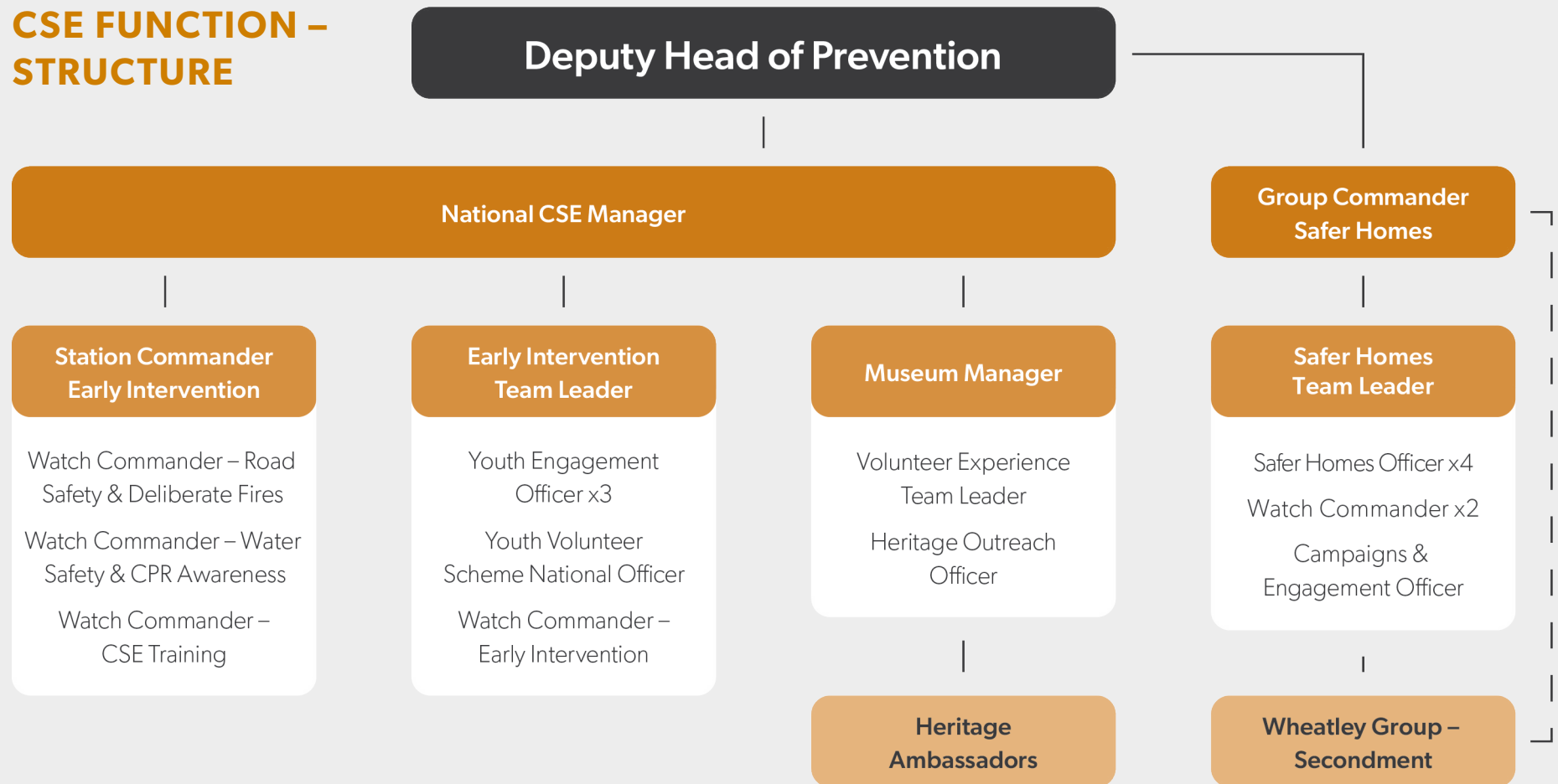
CSE FUNCTION

The CSE Function is one of three core functions within the SFRS Prevention Directorate. It is responsible for setting the strategic direction of CSE across the organisation. This includes the development of policies, guidance, and supporting resources; coordination of national campaigns and initiatives; quality assurance; training design and delivery; and the collection and analysis of statistical data to inform decision-making.

The CSE Function has several distinct workstreams:

- **Safer Homes** – Responsible for our home safety and adult safeguarding polices, providing support and guidance to partners and staff to keep people safe in their homes with a particular focus on preventing fires, reducing risks and protecting vulnerable individuals in the home environment.
- **Early Intervention** – Responsible for our early intervention and education work, including road and water safety, child protection, and youth engagement programmes.
- **Heritage** – Responsible for connecting with a wide demographic by utilising Scotland's rich fire service history as an engagement tool, to deliver modern-day safety messages. This is delivered via the Museum of Scottish Fire Heritage and outreach work.

CSE FUNCTION – STRUCTURE





LOCAL SENIOR OFFICER (LSO) AREAS

Each LSO Area has staff dedicated to a CSE (Community Action Team), along with frontline station personnel for whom CSE is a key part of their role map. These staff deliver a range of initiatives and safety campaigns, tailored to local needs.

Each LSO Area has specific priorities which reflect their unique geography, communities, road networks, and levels of deprivation. Local needs are determined by local risk factors and analysing historical data to identify patterns and trends. Working with community planning partners, SFRS personnel share data and knowledge to identify these priorities and direct resources accordingly. These are reflected in the Local Fire Plan and local CSE Plan.

5. PRIORITIES

Over the duration of the Strategy, CSE will focus on the following areas:

- Utilise data, knowledge and partner intelligence to identify those most at risk across our communities to provide targeted interventions.
- Lead and support public and third sector partners to address wider safety issues and consider how SFRS can add value to Scotland's communities through targeted initiatives and interventions. This includes road and water safety, children and young people, our ageing population, health and social care priorities, and related impacts of climate change.
- Train and support staff and volunteers to guarantee SFRS fulfils its safeguarding duties, engaging with partners to ensure those most at risk are identified and support is provided
- Provide resources, training and invest in our staff and volunteers to deliver interventions across the areas of fire, road and water safety. This includes using online platforms and new technologies to deliver impactful messages and affect behavioural change.
- Utilise SFRS's unique history to deliver community safety messages to intergenerational audiences across the country.

6. DELIVERY



YOUTH ENGAGEMENT PROGRAMMES AND EDUCATION

SFRS has a distinguished and long-standing involvement with Children and Young People (CYP), and their families. Evidence demonstrates that providing education and support at an early stage, focusing on preventative actions, can improve outcomes for CYP. That is why we have developed a range of activities to actively engage with CYP; to educate them in keeping safe, building their resilience to become responsible citizens, and engaging with them to make positive choices in their communities. At the heart of all this activity will be close partnership working with key organisations at a national and local level.

Over the next three years we will:

- Use SFRS and partner data – such as historic incidents and intelligence gathering - to identify individuals and groups most at risk. Data will also be used to deploy operational and engagement teams to address current and emerging trends.
- Use SFRS programmes such as the Youth Volunteer Scheme (YVS), FireSkills, and Fire Safety Support and Education (FSSE), to raise awareness of risk and foster a culture of safety within young people.
- Ensure that our staff and volunteers are appropriately trained to positively engage with children and young people to improve their awareness of risk and build their resilience.
- Ensure that our staff and volunteers are appropriately trained and fully understand their responsibilities in Child Protection and reinforce the community's expectations of SFRS to safeguard those most at risk.
- Deliver targeted interventions that enhance young people's understanding of road, water, and fire safety. Engagements should be meaningful and support behavioural change.
- Ensure information sources are accurate and up to date through regular review and ongoing development that supports our evidenced-based decision-making.
- Produce SFRS materials, or utilise education resources from our partners, that deliver specific safety messaging to children and young people that improves their awareness of risk.



SAFEGUARDING

It is everyone's responsibility to recognise, respond, report, record and refer any safeguarding concerns as defined in legislation. The [SFRS Safeguarding Policy and Procedure for the Protection of Adults](#) and the [Safeguarding Policy and Procedure for the Protection of Children](#) aim to raise awareness of harm to children and adults at risk, define what harm is, how it manifests itself and importantly how we respond to it.

Over the next three years we will:

- Ensure safeguarding principles and practices are embedded across all relevant policies, procedures, and guidance documents.
- Offer clear guidance to staff and managers on safeguarding responsibilities, ensuring compliance with statutory duties and the protection of at-risk individuals.
- Oversee compliance with SFRS Safeguarding Quality Assurance, identifying gaps in knowledge and safeguarding practice within LSO Areas.

- Ensure compliance with Safeguarding issues; planning and monitoring activities such as internal and external communication, develop training and induction material, ensuring guidance and processes reflect current best practice.
- Monitor local and national safeguarding partnerships, promoting multi-agency working to develop policy and identify opportunities to support and deliver community engagement





HOME SAFETY

SFRS is committed to educating communities to adopt safer behaviours, thereby enhancing overall safety, health, and wellbeing. This is achieved through the delivery of effective and targeted CSE activities.

Home Safety is a core component of this approach and is central to the priorities outlined in The Fire and Rescue Framework for Scotland 2022. Through the development of robust policies, clear guidance, and targeted training, SFRS works collaboratively with partners and stakeholders to implement evidence-based initiatives. These efforts are designed to address a broad spectrum of risks, helping to keep communities safe while actively promoting health and wellbeing.

Over the next three years we will:

- Continue to review our [Home Fire Safety Visit \(HFSV\) Policy and Procedure](#) to ensure it remains responsive to the evolving needs of the communities we serve.
- Collaborate with Fire Investigation, LSO Area staff and Partners to learn from fatal and serious fire incidents. Findings will be used to prioritise and target home safety interventions and shape campaigns. Outcomes

of Fatal Fire Learning Reviews will support local partner engagement and identify opportunities for joint working.

- Work with a range of partners from across Third, Public and Private sectors to raise awareness of fire safety to identify those most at risk from fire and facilitate SFRS engagement. This will be supported through the provision of resources including Risk Recognition Training that can be delivered via SFRS staff or online learning.
- Build a network of partner organisations who share our goal of protecting vulnerable individuals. By developing joint strategies/programmes, we will work together to deliver and develop targeted campaigns, information, advice and training, to support those most at risk, signposting and referring on for support services out with the remit of SFRS.
- Support the Health and Social Care Integration Programme in Scotland with the aim to inform and educate both personnel and service users about fire risk – particularly those with complex care needs – ensuring our prevention efforts evolve in line with changing care models and individual needs.
- Focus our resources to support Scotland's ageing population, to help individuals live safely and independently.
- Utilise and share accurate, consistent, and timely data and intelligence, from a range of sources to support evidence-based decision making. This will guide the deployment of resources and enable early intervention efforts focused on the most vulnerable individuals.



ROAD SAFETY

SFRS is a key strategic partner in delivering the objectives outlined in the [Road Safety Framework to 2030](#).

Through representation on national and local road safety groups, SFRS plays a vital role in supporting education and prevention initiatives aimed at reducing road traffic incidents. In addition to its preventative efforts, SFRS also provides a critical emergency response capability, reinforcing its commitment to improving road safety outcomes across Scotland.

Over the next three years we will:

- Utilise SFRS and partner data to target individuals and groups and identify where to deploy our operational and engagement teams to tackle current or emerging road safety trends.
- Actively participate in single and multi-agency initiatives, that promote road safety and raise awareness of established and emerging risks.
- Support the delivery of the Road Safety Framework by ensuring our staff deliver activities that contribute to its outcomes.

- Ensure that our staff are appropriately trained and have access to resources to deliver road safety initiatives. This includes lesson plans, Virtual Reality, Biker Down and good practice examples.
- Ensure information sources are accurate and up to date through regular review and ongoing development that supports our evidenced-based decision-making.





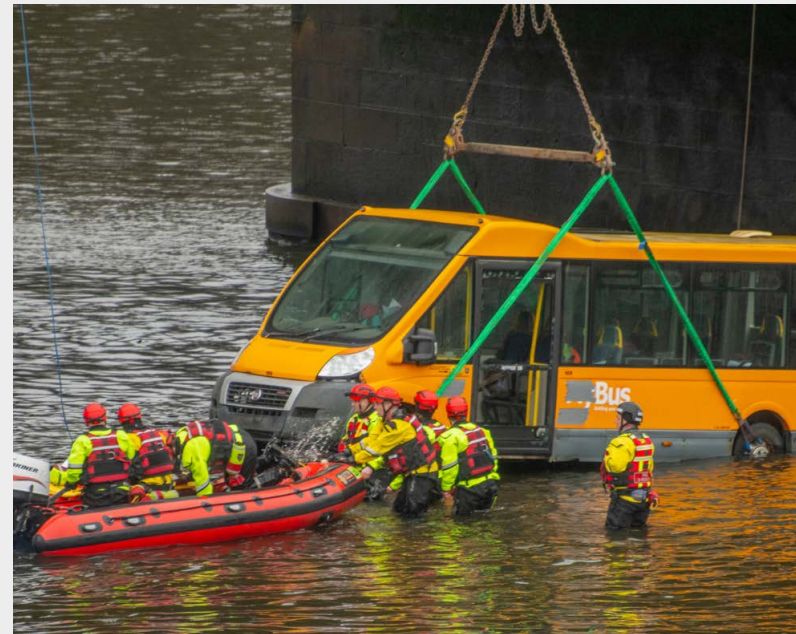
WATER SAFETY

Scotland experiences a disproportionately high rate of drownings compared to other parts of the UK. As an active member of the Water Safety Scotland Steering Group, the SFRS works collaboratively to support the ambitions of [Scotland's Drowning Prevention Strategy](#).

Over the next three years we will:

- Use SFRS and partner data—including the Drowning and Incident Review (DIR)—to identify individuals and communities most at risk. Deploy operational and engagement teams to address current and emerging water safety trends.
- Participate in targeted water safety activities, both independently and in partnership with other agencies, to raise awareness of known and emerging risks.
- Support the delivery of Scotland's Drowning Prevention Strategy by ensuring that our staff deliver activities that contribute to its outcomes.

- Ensure that our staff are appropriately trained to participate in Partnership Approach to Water Safety (PAWS) groups and deploy nationally approved assets from Water Safety Scotland, delivering impactful water safety messages.
- Ensure information sources are accurate and up to date through regular review and ongoing development that supports our evidenced-based decision-making.





STAFF AND VOLUNTEER DEVELOPMENT

Working or volunteering with the SFRS is a rewarding experience, where every individual plays a vital role in making Scotland safer. Our employees and volunteers are central to delivering high-quality public services and are expected to carry out their duties with professionalism, integrity, and compassion.

CSE activities are diverse and continually evolving in response to new legislation and shifting community

priorities. To ensure our personnel remain competent and confident in delivering their core responsibilities, SFRS provides dedicated training courses, learning opportunities, and continuing professional development (CPD) events.

We will continue to strengthen collaboration with partners to develop joint training, policies, and practices. This approach will help us maximise collective expertise and resources, while building resilience and adaptability across the Service.

Over the next three years we will:

Volunteers:

- Ensure all SFRS volunteers receive mandatory training aligned with the specific responsibilities of their role, providing them with the knowledge and skills necessary to perform confidently and effectively.
- Deliver Continuous Personal Development events to raise awareness of current and emerging risks.
- Ensure local areas supporting volunteers have access to consistent induction and training in line with the volunteer role they will carry out.



Staff:

- Empower staff to excel in their roles by developing a training pathway focused on enhancing understanding of community risks and strengthening engagement.
- Develop induction training materials for all new CAT members to prepare them for their role.
- Work closer with On call Support Watch Commanders to understand the needs of our staff supporting rural communities.
- Ensure all staff working with CYP to deliver SFRS programmes have training and support.

External Training:

- Fire Risk Recognition and Home Fire Safety training will be available to support partner organisation training using the LCMS Communities app and as individual presentations to aid local delivery.
- Arrange National and local CPD events to promote fire safety awareness amongst partners, as well as upskilling SFRS on wider safety and wellbeing issues.
- Promote and utilise the Safety House (SFRS HQ), creating lesson plans and building links with training officers to ensure consistency of delivery. This will be used to train both SFRS staff and partners.



HERITAGE

Heritage plays a vital role in our CSE Framework. We recognise community wellbeing is central to harm reduction, and that museums and their collections provide opportunities for communities to connect, learn and grow.

By showcasing the rich and evolving history of the Fire Service in Scotland, we will continue to enhance our public education and outreach efforts. The SFRS Museum will be promoted as our flagship heritage site, serving as a key resource in delivering meaningful engagement and learning experiences.

We are committed to using our heritage assets to promote community safety and public education. Through exhibitions, onsite engagement, and outreach activities, we will raise awareness of fire prevention and empower individuals to take positive action in their homes and communities—supporting the wider mission of SFRS to keep the people of Scotland safe.



Over the next three years we will:

Museum

- Offer a range of community and family events as part of our museum programme, designed to engage our core audiences and support our mission to be accessible, inclusive, and relevant. These events will help improve access to cultural activities at both local and national levels.
- Work to increase museum visitor numbers through targeted marketing, strategic partnerships, and by continuously enhancing the visitor experience. Our approach will be grounded in evaluation and evidence-based decision-making, allowing us to adapt to community needs and demonstrate impact across all areas of our work.
- Refine our approach to accessibility by reviewing and improving our visitor support resources, and by providing ongoing training for staff and volunteers. This will ensure that all visitors feel welcome, supported, and able to fully engage with the museum's offerings.
- Deliver our volunteer programme as a key component of our community-facing offer.

Outreach & Education

- Develop a programme of school workshops, outreach events and educational resources, to ensure SFRS heritage work reaches communities across Scotland. These activities will support learning, encourage participation, and strengthen community connection through meaningful engagement with our history.

Collections Management and Access

- We will continue to care for our collections in line with recognised industry standards for display, storage, and conservation. To broaden access, we will create new volunteering opportunities and develop an online, publicly accessible archive – ensuring our heritage is preserved and shared with current and future generations.





CAMPAIGNS

In close collaboration with our Communications colleagues, we will continue to create and adapt campaign materials – including press releases, radio content, and social media assets – guided by both current and emerging trends. These materials will align with all areas of CSE outlined in this framework document and will be informed by Fire Investigation and incident data.



Over the next three years we will:

- Actively support and promote the work of our partners by highlighting their activities and initiatives, which will be integrated into the Seasonal Campaign Calendar.
- Assist thematic groups – Road Safety, Water Safety, and Deliberate Fire Setting – by developing tailored resources that address their specific priorities.
- Support Service Delivery Areas in implementing national initiatives, often through partnerships. Examples include collaborations with Save a Life for Scotland, the Parole Board for Scotland, and RoSPA.
- Identify local opportunities to share SFRS messaging, engaging with local organisations and media partners.
- Consider emerging risks, such as:
 - Environmental hazards – flooding, wildfires, storms
 - Emerging technologies – battery energy storage sites, lithium-ion batteries, domestic safety solutions
 - New and diverse communities – refugees, asylum seekers, and residents for whom English is not a first language
 - Develop tailored resources and engagement materials to educate and advise our communities.

7. PERFORMANCE AND EVALUATION

Before initiating CSE activities, the intended outcomes and outputs will be clearly defined. Where appropriate, more in-depth evaluation methodologies will be applied to assess impact, with effective practices shared both internally and externally to support continuous improvement.

All CSE activities will be recorded in the Activities App, supporting service-wide performance management. This ensures that the breadth and depth of CSE work across Scotland is captured, enabling the recognition of good practice and celebrating the contributions of staff, volunteers, and partners.

CSE-related Key Performance Indicators (KPIs) will be embedded within the Service's Performance Management Framework, with local activity reflected in Local Senior Officer (LSO) plans – including CSE, station, and Local Fire Plans – which will be subject to regular scrutiny.

For more detailed evaluation and reporting, the Prevention Performance and Evaluation Framework will be utilised. Insights and outcomes will be shared via the CSE Sharing Site and SFRS iHub to promote learning and collaboration across the Service.

While ongoing measurement and evaluation will be a priority over the next three years, it is recognised that the full benefits of some CSE initiatives may only become evident over a longer period. To capture these long-term outcomes and behavioural changes, SFRS may engage with academic partners and invest in advanced evaluation methods to robustly evidence the impact of our work.



8. LEGISLATIVE LANDSCAPE

The scope and direction of SFRS's CSE work is significantly shaped by a broader legislative and policy landscape. Key influences include:

- Adult Support and Protection (Scotland) Act 2007
- Age of Criminal responsibility (Scotland) act 2019
- Children and Young People (Scotland) Act 2014
- Children (Equal Protection from Assault) (Scotland) Act 2019
- Child Poverty Scotland Act 2017
- Collections Trust Spectrum Standards
- Community Empowerment (Scotland) Act 2015
- Community Justice (Scotland) Act 2016
- Culture Strategy for Scotland
- Domestic Abuse (Scotland) Act 2018
- Firework and Pyrotechnic Articles (Scotland) Act 2022
- Fuel Poverty (Targets, Definition and Strategy) (Scotland) Act 2019
- Housing Scotland Act 2014
- Human Trafficking and Exploitation (Scotland) Act 2015
- Islands (Scotland) Act 2018
- Local Government (Scotland) Act 2023
- Public Bodies (Joint Working) (Scotland) Act 2014
- Scotland's Drowning Prevention Strategy 2018 – 2026
- Scottish Government Public Service Reform Strategy
- Scotland's Population Health Framework
- Scotland's Road Safety Framework to 2030
- Justice Vision for Scotland
- United Nations Convention on the Rights of the Child (Scotland) Incorporation Act 2024

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