

Frequently Asked Questions about Dumfries and Galloway Fire and Rescue Service



Q How many Fire Stations are there in Dumfries and Galloway?

A There are 17 Fire Stations

- 1 with wholetime firefighters and part time firefighters in Dumfries
- 15 with part time firefighters in the towns throughout Dumfries and Galloway
- 1 Volunteer Station at Drummore

Q Is there a charge for services provided by Dumfries and Galloway Fire and Rescue Service?

A Calls to all emergencies are free. Anyone witnessing or involved in an emergency should call 999 and request the fire service to attend if required.

There are certain services that are charged for such as:

- Non emergency requests for use of a fire appliance, hire of other equipment etc
- Services provided for work relating to fire certificate applications for premises
- If someone requires information about a certain fire then we can provide an extract from a fire report
- Commercial Fire Training Courses

A scale of charges for the above work is available from Fire Service Headquarters, Dumfries on 01387 252222.

Q What advice on Fire Prevention can you provide and where can I get this advice?

A Free advice is available on matters relating to fire safety legislation by contacting the Fire Safety Department at Fire Service Headquarters, Dumfries on 01387 252222.

Free advice is also available on Community and Home Fire Safety by contacting the Community Fire Safety Department, at Fire Service Headquarters, Dumfries on 01387 252222.

You are also welcome to call into the Community Fire Safety Office in the Fire Station, Brooms Road, Dumfries where information will be given personally and also a range of leaflets on fire safety are available.

Q Who do I contact about a damaged Fire Hydrant?

A If you see a damaged Fire Hydrant, whether the lid is broken or it is constantly leaking water you should contact the Fire Service at Fire Service Headquarters, Dumfries on 01387 252222.

The information required will be an accurate location of the Hydrant and a description of the fault. After this the Fire Service will arrange for the Hydrant to be checked and repaired as required.

Q What do I do if a fire starts in my home?

A You must raise the alarm (alert whoever is in the house)

Get out. Get others out if you can. But don't risk your own life.

Phone the Fire Service. Go to the nearest telephone outside your house, dial 999 and ask for the Fire Service. (The nearest telephone might be a neighbour's, or it could be a phone box).

Stay out. Don't go back for anything. Your life is much more precious than material items or even your pets.

Q Do I need a home escape plan?

A Yes, make an escape plan for your home today. You don't need to be an expert. Just think it through. How would you get the children out? How would Granny cope? Then tell everyone what the plan is. Practice what you would do if you had a real fire. You could live to regret it if you don't.

Q What do I do if I am cut off by the fire?

A Get everyone into one room (if possible one with a phone). But never open a door if it is warm to touch.

When everyone is in the room pack clothes, cushions, pillows or towels around the door base to keep smoke out.

Open a window and shout until someone hears you and phones the Fire Service. Stay at the open window and await help.

If you are on the first floor it may be possible to lower yourself from the windowsill to arm's length before dropping to the ground. First of all drop pillows or cushions to break your fall.

If there are two adults one should go first to catch children. Pass them down slowly, stretching to full length before letting go.
No one should ever jump.

If you are trapped on a higher floor, lean out of the open window for fresh air until the Fire Service arrives.

Q What qualifications do I need to join the fire and rescue service?

A Skills

- Effective communication skills – verbal and written
- Dexterity, strength and stamina
- Logical approach to problems
- Numeracy skills
- Ability to follow instructions
- Ability to work in confined spaces

Age

- 18 to 50 years

Other Requirements

- Physically fit/good aerobic capacity
- Good unaided eyesight and colour vision
- Good unaided hearing
- Ability to respond to your local station within 5 minutes when available

Q What does training involve?

- A** Wholetime - 11 week residential course at Scottish Fire Services College
Retained - 2 week residential course at Scottish Fire Services College
2 week Breathing Apparatus Course
1 night per week drill night for training

Q How do I apply to become a wholetime or retained firefighter?

A Vacancies are advertised in the local newspapers, job centre and posters displayed in local shop, libraries etc

Application forms/information packs will then be available upon request from Fire Service Headquarters, Brooms Road, Dumfries.

Q What does a retained firefighter mean?

A As a firefighter you will be a responsible member of a closely knit and well organised team. The main tasks are saving life, protecting property, the environment and rendering humanitarian and special services.

As a retained firefighter you are expected to attend emergency calls and get to your local fire station within approximately five minutes of being alerted. This means that your home or work should be close enough to the station to allow you to attend in time. You will be expected to attend your station on the nominated weekly drill night for training.

Q Do I have to be a firefighter to work for the Fire and Rescue Service?

A No, there are other disciplines within the Fire Service that do not involve firefighting ie Control, Administration, IT, Stores, Finance, CADS.

