



Derbyshire  
Fire & Rescue Service  
Making Derbyshire Safer

# General Service Standards

## Derbyshire Fire and Rescue Authority – Fire Protection

### What you can expect from the Fire and Rescue Authority

This document explains what you can expect of the Regulatory function of the Fire and Rescue Authority (FRA). Whether you run a business, are an employee or a member of the public, we are committed to providing you with an efficient, courteous and helpful service and this document tells you how we will achieve these aims and what standards we will meet.

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## **Quick-guide**

### **The regulatory function of the Fire and Rescue Authority**

We work to protect people in case of fire and prevent and respond to fires and other emergencies. We regulate to protect people in case of fire. We focus on higher risks and have a strategy and priorities in place to help us do this. To learn more, click [here](#).

### **How we work**

We want to help those we regulate to provide safety, especially when they want to do so. We act proportionally to the risk that we see, so that minor matters are dealt with informally whereas serious matters are dealt with more formally. We comply with the Regulators' Code. To learn more, click [here](#).

### **Working with businesses and others we regulate**

We want to talk and engage with business. Our officers will adhere to established standards and will work with other authorities where it will benefit business. To learn more, click [here](#).

### **Helping you get it right**

We will welcome you contacting us about any fire safety matter that concerns you. We look to help before we look to enforce the law. Our advice will be the best we can provide, based on the information you give us. To learn more, click [here](#).

### **Inspections and other safety visits**

We visit businesses proactively and reactively. We give notice of proactive visits we plan to carry out. To learn more, click [here](#).

### **Responding to non-compliance**

When we find people at risk in case of fire we will act proportionately, taking into account the likelihood of fire and the consequences of fire if it breaks out. If we make requirements of you, we will explain what we want you to do and will provide contact details. To learn more, click [here](#).

### **Requests for our service**

When we receive requests for assistance, we will provide as much help as we can and will let you know what to expect at each step along the way. To learn more, click [here](#).

### **How to contact us**

You can find out contact details here. All contacts will be treated in confidence (unless you tell us otherwise) . To learn more, click [here](#).

### **Working with others**

Where we can, we work with other authorities to make our work more efficient and to save each of us collecting the same information from businesses. It also enables us to signpost information that might be helpful. To learn more, click [here](#).

### **Our team**

Our officers are competent for the tasks they deal with. To learn more, click [here](#).

### **Having your say**

We want you to be confident to talk to us, whether you want help or challenge something we have asked you to do. You will find us willing to talk about all these matters. Whether it is good or bad, we want to hear from you. To learn more, click [here](#).

### **Developing our service to you**

We love to consult with the people we regulate; they make sure we 'get it right'. If you would like to join them, we want to hear from you. To learn more, click [here](#).

### **Protection work undertaken**

We have enforcement and consultation responsibilities for fire safety law. To learn more, click [here](#).