



Derbyshire
Fire & Rescue Service
Making Derbyshire Safer

Derbyshire Fire & Rescue Service

Service Plan 2014-2017



- ◆ to address our community risks
- ◆ to meet the needs of our communities
- ◆ to match resources to the incidents we face
- ◆ to meet the financial challenges

**Setting the Direction for
Derbyshire Fire & Rescue Service
through developing our**



People



Processes



Systems



Think Sprinkler Networking Event



Speaking to our Local Radio Station About the Campaign



Electric Blanket Campaign

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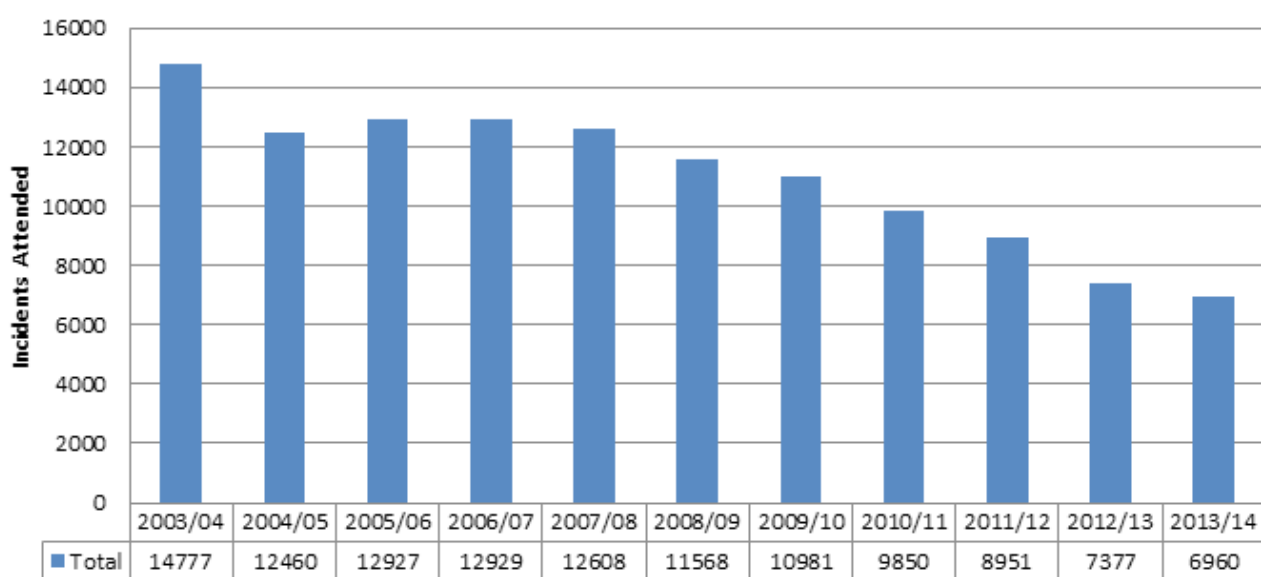
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Foreword

Derbyshire Fire & Rescue Authority have already achieved over £4m of year on year savings and are rising to the challenge to meet a projected further deficit of over £4m by 2017/18. Over the last three years we have worked hard to achieve this by ensuring that the Service focusses its resources on the risks its diverse communities face.

Over the last 10 years the Service has experienced an overall reduction of 50% in incidents it has attended. This reduction is 10% better than the national average, according to Sir Ken Knight's Review 'Facing the Future' which identified a 40% reduction nationally. This reduction in activity allows us to review the services that we provide to ensure the most efficient and effective delivery models for emergency response. Our provision of services will be risk based and intelligence led and will be reviewed and revised over a number of years, with a phased approach to implementation. By working with our key partners to achieve our collective objectives, we will focus our prevention activities on the most vulnerable people in our communities across Derbyshire.

Total Incidents Attended



The Service Plan sets out our priorities for the next 3 years taking us through to 2017.

We would like to take this opportunity to thank our employees and our communities for their continued effort to drive down risk across Derbyshire. Together we have proactively identified service improvements and efficiencies that have enabled all the planned savings to date to be realised. Employees consistently challenge our ways of working to find smarter, more efficient ways to deliver our services.

We recognise that as a single service we can only achieve so much and as such we have a strong commitment to working in collaboration with our key partners. By working with other agencies that share common goals we can address the needs of the most vulnerable throughout our diverse communities, in a more effective and efficient way.

We intend to pursue this collaborative approach to drive efficiency and effectiveness. Examples of activities that we are exploring are the shared Police and Fire Service Headquarters that will be a flagship project delivering not only co-location but shared support services. Other innovative schemes include the roll out of our Tri Service Control facilities in partnership with Nottinghamshire and Leicestershire Fire Services and the co-location of East Midlands Ambulance Service crews on our fire station premises.

We hope you take the time to read this plan and learn how we will ensure that Derbyshire remains a safer place to live, work and visit.



Cllr Roland Hosker

R.L. Hosker

Chair
Derbyshire Fire & Rescue Authority



Joy Smith

J Smith

Chief Executive*
Derbyshire Fire & Rescue Service

*Temporary position during absence of CFO/CE

Introduction

This Plan outlines how the Service will meet the needs of the communities of Derbyshire and the challenges over the coming years. It covers a three year period, with a review undertaken each year that will result in an annual delivery plan.

The Plan begins by looking at all the major drivers, influences and risks that will impact on the way the Service continues to develop. This review of risk will draw on past experiences in relation to fire and other emergencies. It will consider the needs of the community identified through the Derbyshire and Derby City, Joint Strategic Needs Assessments. Intelligence led Delivery Plans are then developed to set out how the Service will manage and control these needs whilst ensuring the communities of Derbyshire receive a resilient, responsive and efficient service.

Major external factors, including reduced demand for the Service's emergency response and diminishing budgets, meant the Service undertook a fundamental review of how Derbyshire Fire & Rescue Service operates. Members subsequently approved five key principles and eleven key outcomes to underpin the Service Plan.

This enabled a more detailed programme of work to be developed for the Service. The Service programme – 'Fit to Respond' is planned to take Derbyshire Fire & Rescue Service through the funding challenges until 2017. The aim of the programme is to ensure resources are focussed on risks and priorities across the Service.

We will explore opportunities across our people, processes and systems to ensure we have the capacity and approach to create a Service that is best placed to meet the needs of our diverse communities for the future. We will be creative, flexible and proactive in our approach to enable us to be fit to respond to the challenges we face, focussing our activities using an intelligence led risk based approach.



Derbyshire Fire & Rescue Service Bondholder Breakfast event

Vision and Service Priorities

Our Vision

'Making Derbyshire safer'.

OUR SERVICE PRIORITIES

PREVENTING fire and other emergencies

PROTECTING people, property and the environment

RESPONDING to fire and rescue emergencies

The Role of the Fire & Rescue Authority

Derbyshire Fire & Rescue Service is accountable to Derbyshire Fire & Rescue Authority.

You can find out more about the Authority through the following link: [The Authority](#).

The Role of Derbyshire Fire & Rescue Service

The primary role of the Service is to reduce community risk and mitigate the effects of fires, road traffic collisions and other emergencies. This is set out in our Integrated Risk Management Plan. This risk management process consists of two stages. The first is to identify the level of risk across the county which is achieved through the use of a range of predictive tools and historical data to identify the people, areas and groups that are most vulnerable. The second stage is to target the Service's limited resources to maximise their effectiveness using the 'Four Walls of Defence'.

Four Walls of Defence



The first and most important wall of defence is you, the Community, because the fire service alone cannot stop all fires and emergencies from occurring. Further details on Community Safety are available [here](#).

The Service reinforces Community Safety with three further lines of defence, which are:

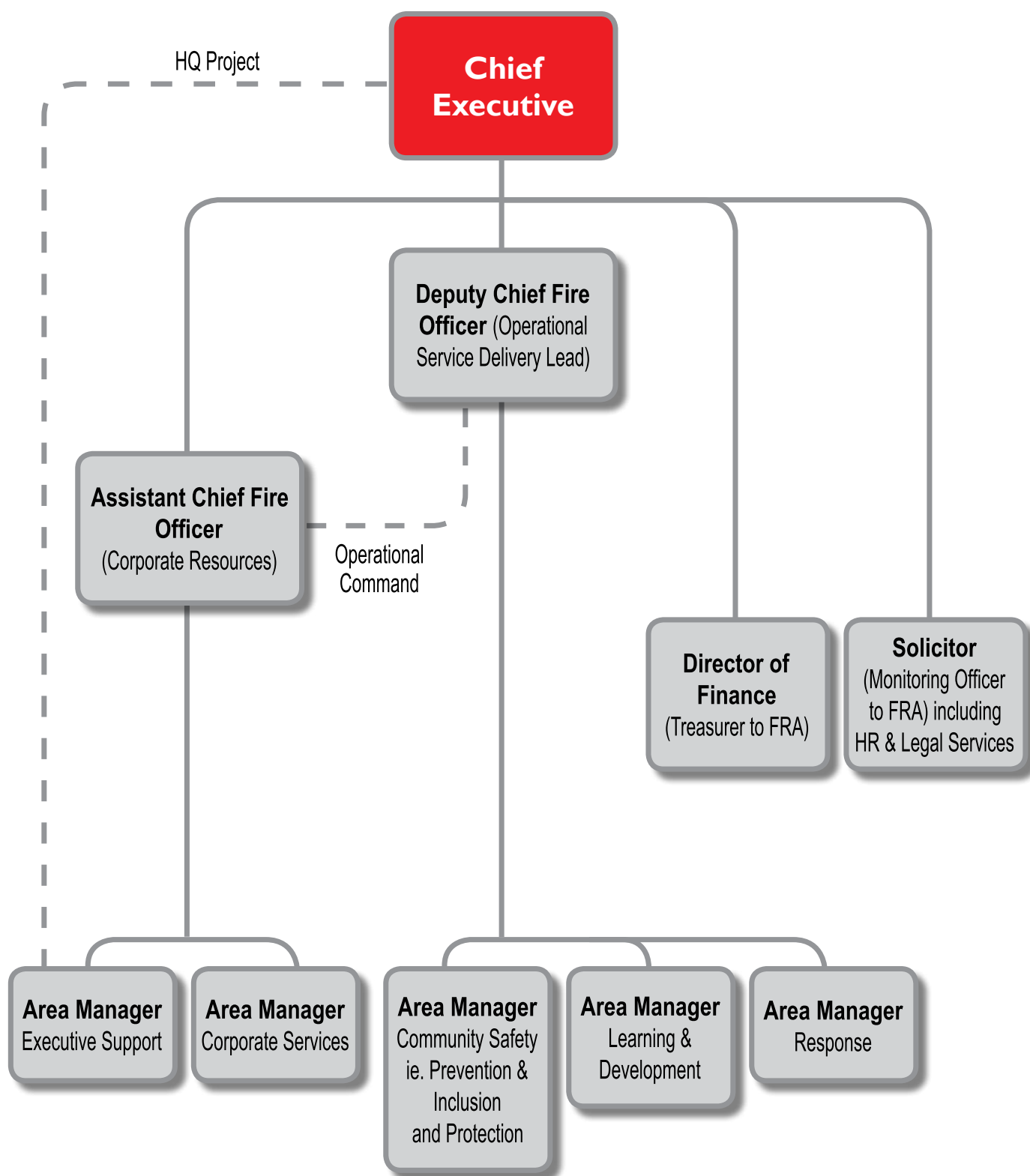
- **Prevention** - Preventing emergency situations, through the delivery of fire safety information to communities and provision of smoke alarms
- **Protection** - Protecting people, property and the environment through the regulation of the built environment
- **Response** - Responding to fires and rescue emergencies

If you wish to find out more information about what we do and services we provide, click [here](#).

A map of fire stations within Derbyshire is available [here](#).

Derbyshire Fire & Rescue Service Organisational Structure

The diagram below shows the current organisational structure*

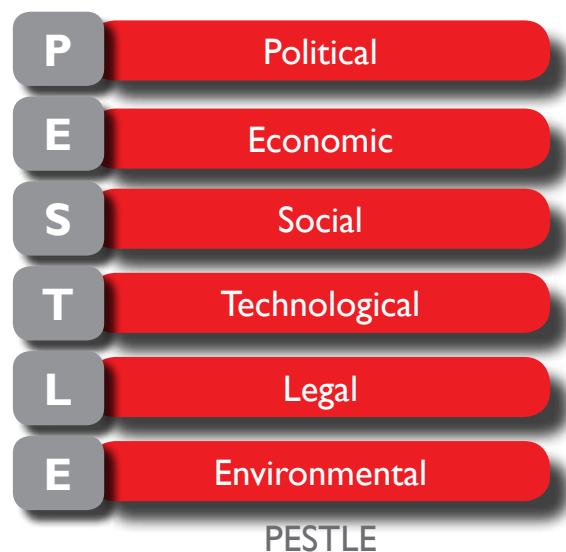


*temporary arrangement in the absence of CFO/CE

The Planning Process

I. How We Plan

The Service uses a PESTLE analysis to give structure to the horizon scanning process. We will continue to identify key internal and external influences that shape and impact the direction of the Service Plan annually. The current analysis can be found in Part One of our Integrated Risk Management Plan. ([click here](#))



We have proposed and planned our key themes for the coming years. However, there may be external influences and risks that could impact upon progress delivering them.

Examples

Political	Factors such as Government Policy (Fire & Rescue Service White Paper). Potential changes in leadership both locally and nationally.
Economic	Drivers such as austerity measures and budget reductions for the Service and our partners. Funding from 2016/17 is unknown.
Social	Impacts such as national and local industrial relations. Equality and Inclusion and understanding of changing and emerging communities.
Technological	Development of new appliances, sprinklers and information, communications and technology.
Legal	Implications such as Acts of Parliament.
Environmental	Challenges such as increased risk of flooding.

It is clear from the PESTLE analysis that the main issue facing the Service is linked to the economy.

Financial Challenges

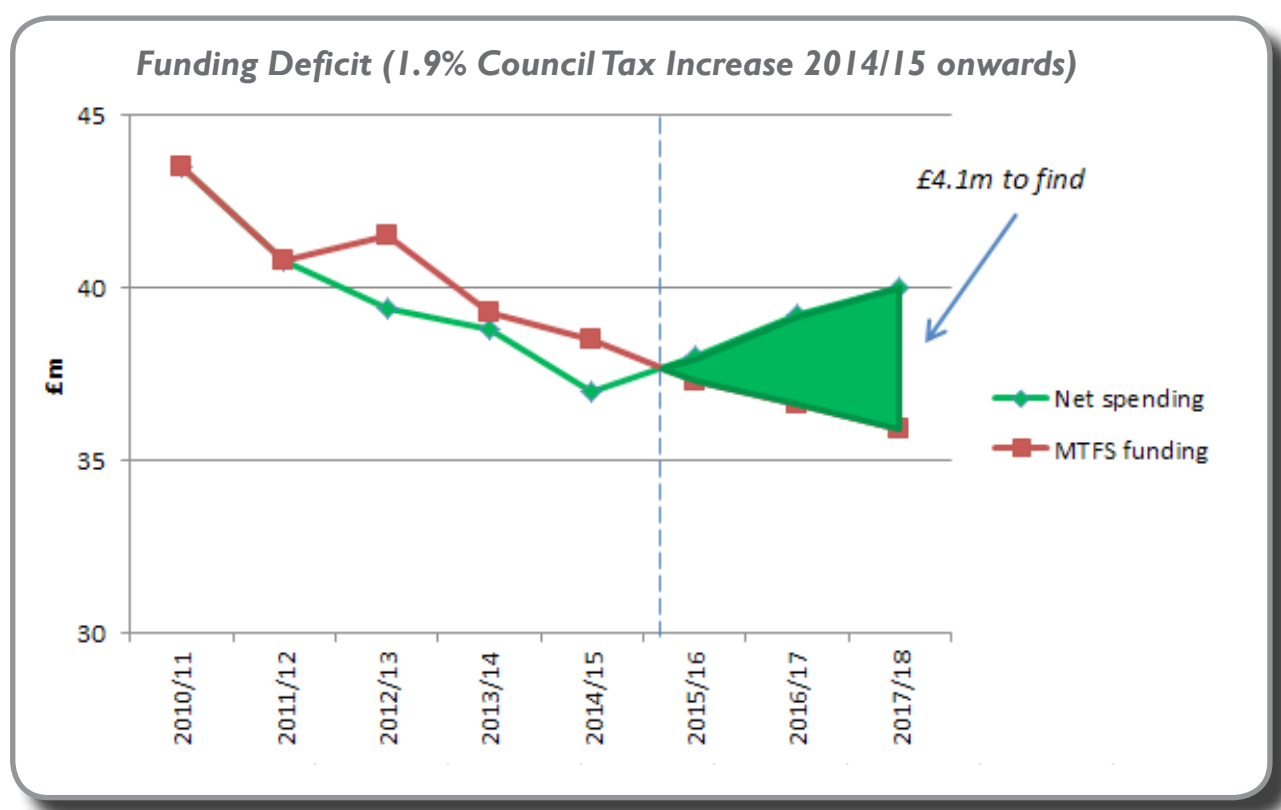
What we have saved so far

The Service has taken comprehensive and timely action to address the severe funding reductions associated with the Comprehensive Spending Review in 2010.

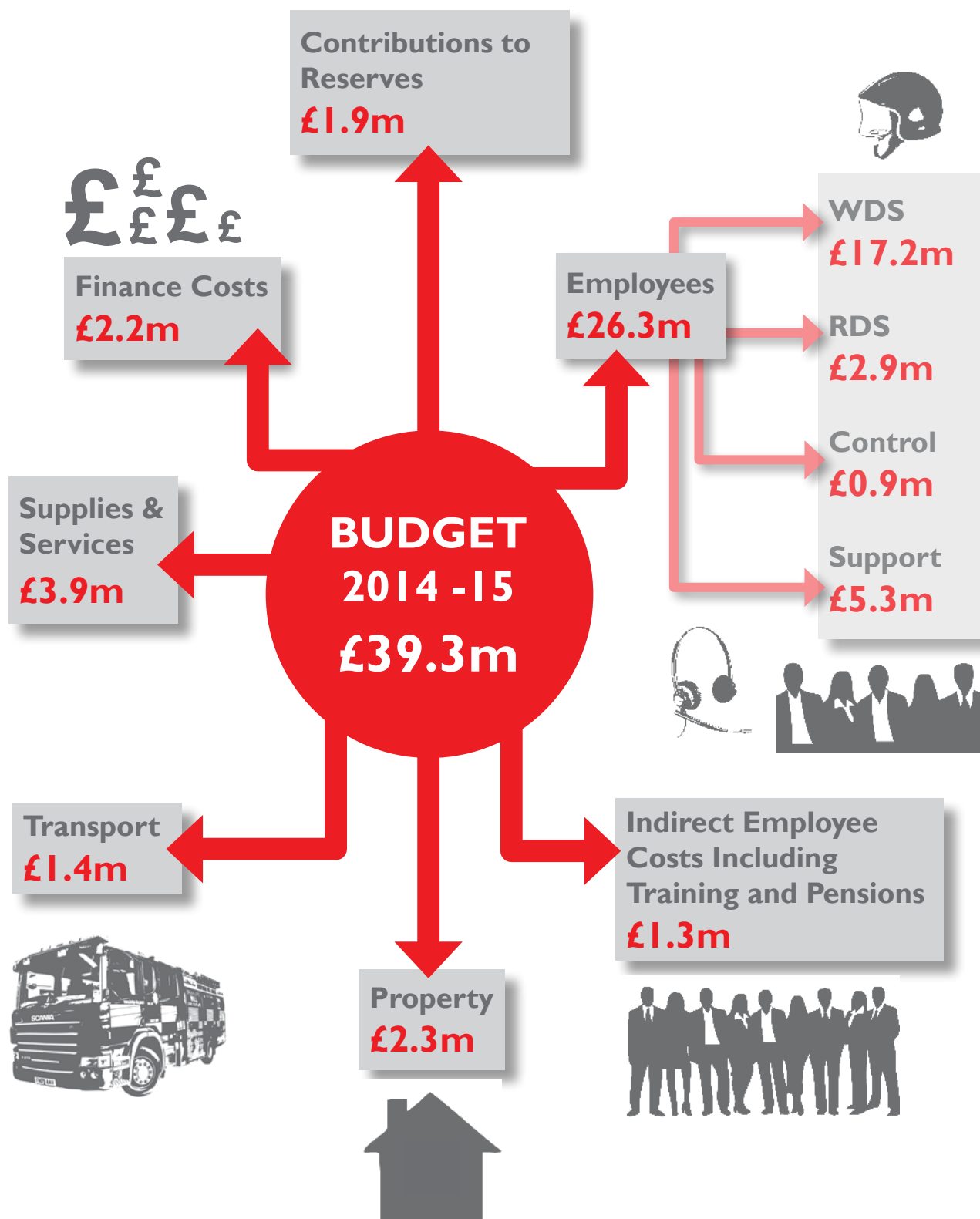
This was managed through our Effectiveness Programme. This Programme delivered on-going savings of £4.4m at the end of 2013/14. These savings have been delivered primarily through a review of corporate budgets and a restructure of our support staff. Further details can be found in the Fire & Rescue Authority 2014 Budget Report [\(item 7\)](#).

What we still have to save

We estimate that we need to save the same again with over £4m savings needed from our revenue budget by 2017/18. The Authority increased the precept (the amount paid by council tax payers) by 1.9% for 2014/15 to provide extra council tax income to the Service and we have identified the savings we need this year. However, with further funding reductions of 10% anticipated in 2015/16 and 6.5% in both 2016/17 and 2017/18 the Service has still got to deliver significant further savings (approximately £1m a year). The graph below which has been taken from our Medium Term Financial Strategy (MTFS) [\(item 10\)](#) shows the projected spending and funding position for the Service with the 2014/15 budget shown below.



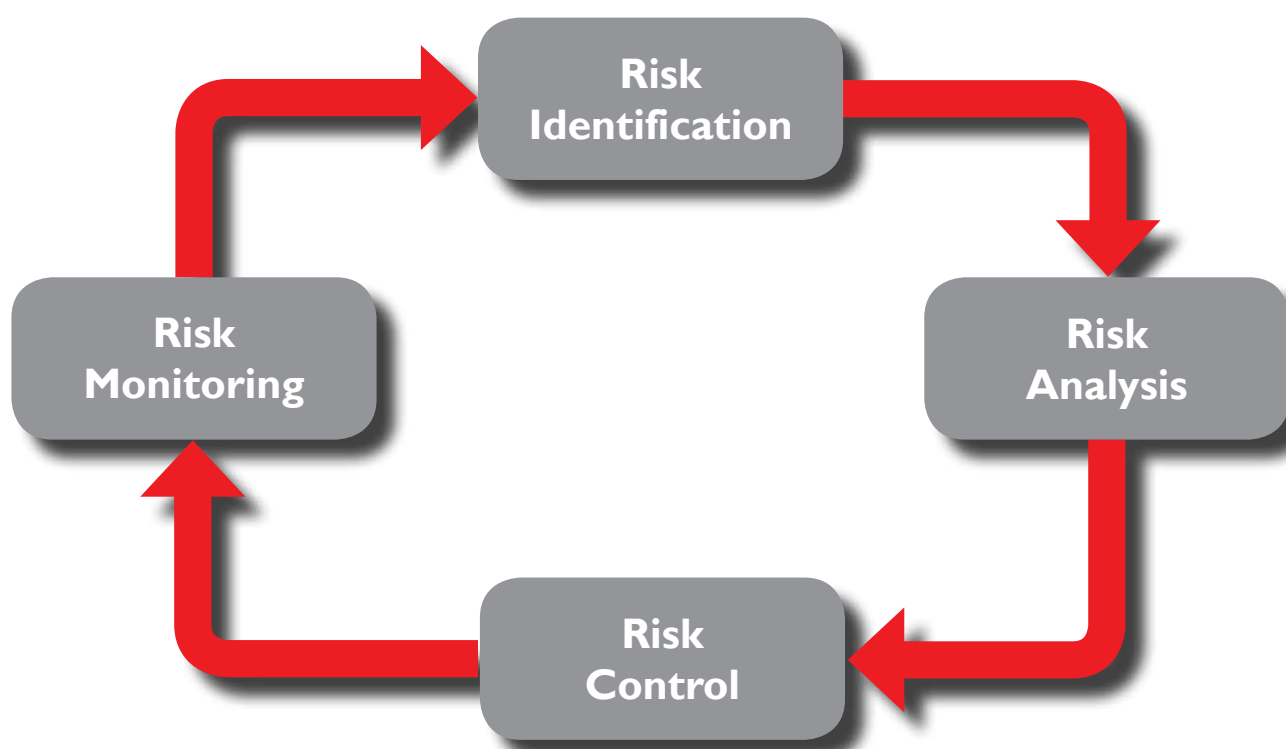
Our Budget for 2014 - 2015



2. How We Manage Risk

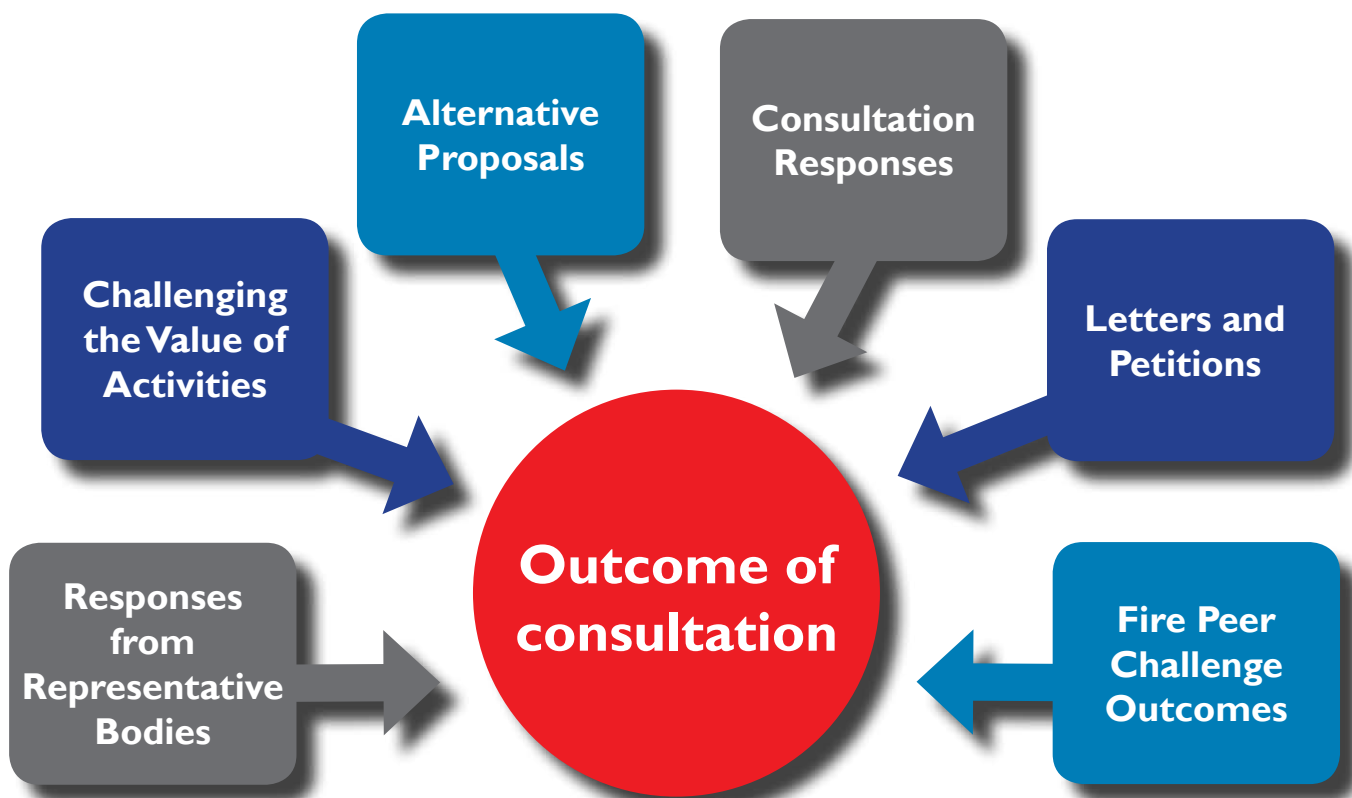
The Service has a comprehensive Risk Management System that identifies, assesses and controls current and emerging risks. As a result the Service is able to focus on the highest risks and target its resources appropriately.

Derbyshire Fire & Rescue Service Risk Management Process:



3. Public Consultation 2013 - 2014

During the latter part of 2013, the Service undertook a significant public consultation process on how its services could be delivered in the future. This consultation process was quality assured by the Consultation Institute. The outcome of the consultation process and the responses received were presented to the Fire & Rescue Authority in February 2014. For further information, [click here](#). The Fire & Rescue Authority acknowledged the level of contribution made by the public, employees and other stakeholders, which resulted in real discussion to determine the plans for the future. Derbyshire Fire & Rescue Service is committed to further engagement where, as a result of any review, substantive new proposals are made.



The Public Sector Equality Duties require the Authority and Derbyshire Fire & Rescue Service to consider equality issues as part of its decision-making and routine day-to-day operational service delivery. The Service carried out and updated an Equality Impact Assessment ([Appendix E of the Consultation Reference document](#)) during the consultation period, ensuring no population groups were excluded. With diminishing resources, it is important to ensure that services are delivered equitably.

4. Fire & Rescue Authority Key Principles and Outcomes

Taking all responses into account the Fire and Rescue Authority agreed to develop a new plan based on five key principles, to address eleven key outcomes underpinning the strategy for future service delivery.

Key Principles:

1. That no change is not an option and the Authority will continue to act decisively to ensure that the communities of Derbyshire receive the best possible service using the resources available.
2. To ensure that the Service's resources are matched to the level of risk and that they provide value for money.
3. To continue to take account of the consultation feedback in the formulation of future plans and to consider the possible impact of its decisions and ways to avoid that impact.
4. To adopt a staged approach for implementation of plans to 2022, with a priority on the protection of current employees and implementation of plans for joint Fire & Rescue and Police Headquarters.
5. To ensure that pre-emptive action is taken to mitigate undue pressure on reserves.



Derbyshire Fire & Rescue Service public consultation, Westfield, Derby

Key Outcomes:

1. To reduce the requirement for the number of employees within the Service and manage this reduction in a sensitive manner to avoid compulsory redundancies over the next two years, preventing the closure of fire stations and to meet future financial constraints.
2. To maintain recently built fire stations and to look at station closures as a last resort, subject to the financial position the Authority faces in Central Government's financial settlements.
3. To apply the Authority's financial reserves to fund 'Invest to Save' projects and support organisational costs as the number of roles reduce.
4. To continue discussions with neighbouring fire and rescue services on the provision of 'over the border' services to Derbyshire before making any decision on the closure of stations close to the border.
5. To support the introduction of smaller response vehicles as a more appropriate response to risk.
6. To continue discussions with other organisations to explore opportunities in respect of maximising use of assets in its property portfolio.
7. To develop opportunities for more effective working through shared services.
8. To continue to explore opportunities to maximise income for the Service.
9. To reduce mobilisations to non-emergency incidents.
10. To continue to invest in prevention and protection activities such as risk based Home Safety Checks, the 'Think Sprinkler' campaign and the introduction of Operational Community Safety Officers.
11. To continue to challenge all areas across the Service to ensure economy, efficiency and effectiveness in provision.



Catherine Court, Chesterfield which has recently been fitted with a Sprinkler system.

The official opening of Rose Homes, which has recently been refurbished and fitted with a Sprinkler system.



5. Service Work Programme - 'Fit to Respond'

As a result of the consultation and other priorities, we have developed five key service development projects. They capture the areas of work the Service will focus upon over the next three years to ensure we are 'fit to respond'. We will develop capacity and skills to ensure a leaner, 'fit to respond' fire and rescue service for the future. Each project is made up of a number of work activities. Outcomes from projects will be reported on in the Service's Annual Report.

Key Service Development Projects and the Activities to Deliver Them

Below are the five key service development projects and the activities that will enable their delivery and help mitigate the Service's corporate risks and meet the Service's savings target of £4.1 - £4.7m by 2017/18 (subject to future decisions regarding Council Tax). This is by no means an exhaustive list, with further activities evolving over the coming years and delivering at different times. The five projects also address the various Fire & Rescue Authority Key Outcomes identified on pages 14 & 15. Estimated savings have been identified for each project.

It is important to note that the majority of collaborative and support services savings are likely to be achieved after 2016/17. This means we have got to start looking at operational delivery now. The savings included are early estimates and work is underway to agree the timings and detail of the projects. These estimates will be subject to continued review and updates as the projects develop. Developing the resources to support the programme will be essential with a significant focus on developing our people through our 'People Strategy'.



The Ex-Tractor and SES Vehicle at the NEC Emergency Services Show. These are training tools designed and developed by students at the University of Derby with vehicles provided by Toyota.

Service Development Project	Activities to be delivered
<p>Assurance: Review Corporate Layers of Assurance:</p> <p>Key outcomes addressed</p> <p>I, II</p>	<ul style="list-style-type: none"> ♦ Review how many checks and internal controls we need across the Service. The outcome of this activity will be to remove duplication, complication and ensure that only streamlined and effective controls remain. ♦ Each Service Portfolio will support this by challenging their ways of working and layers of assurance, in conjunction with the Service Improvement Advisors and Service Management Group. ♦ The outcomes will reflect the Service's level of appetite for risk i.e. 'rational, proportional and well intentioned'.
<p>Collaboration and Shared Services: Joint Police and Fire Headquarters and Tri-Control Project</p> <p>Key outcomes addressed</p> <p>I, 6, 7, II</p>	<ul style="list-style-type: none"> ♦ The development of a single shared Police and Fire Headquarters to share the costs of construction, running costs of the new building, deliver more efficient ways of working and in the longer term, looking at joint working opportunities and improved sharing of information. ♦ Phase 1 co-location of functions from both organisations by 2016/17. ♦ Phase 2 2016/17 onwards continuous reviews of opportunities for joint working, including sharing services or roles to generate further efficiencies, support overall reduction of the establishment, develop service improvements and greater resilience for the communities of Derbyshire by 2024/25. ♦ The continued delivery of the new Tri-Control mobilising system and review of resources.

Service Development Project	Activities to be delivered
<p>Community Safety and Partnership Working:</p> <p>The Service will explore the opportunities to further develop collaboration and partnership working.</p> <p>Key outcomes addressed</p> <p>1, 2, 4, 6, 7, 10, 11</p>	<ul style="list-style-type: none"> ♦ The Service will continue to explore opportunities for collaboration and shared services to support overall reduction of the establishment. ♦ Explore partnership working and asset sharing with our partners. ♦ To explore the expansion of cross border arrangements to improve fire cover response and achieve savings / opportunities for income. ♦ To improve data sharing with local authorities to enable the Service to target its prevention activities. ♦ To review the approach in community safety prevention and protection activities to ensure investment provides protection for those most vulnerable, whilst demonstrating value for money. (inc. Home Safety Checks, Youth Schemes, the introduction of Operational Community Safety Officers and the progression of the 'Think Sprinkler' campaign).



Cadets at Ilkeston Fire Station - some of the youth work which Derbyshire Fire & Rescue Service supports

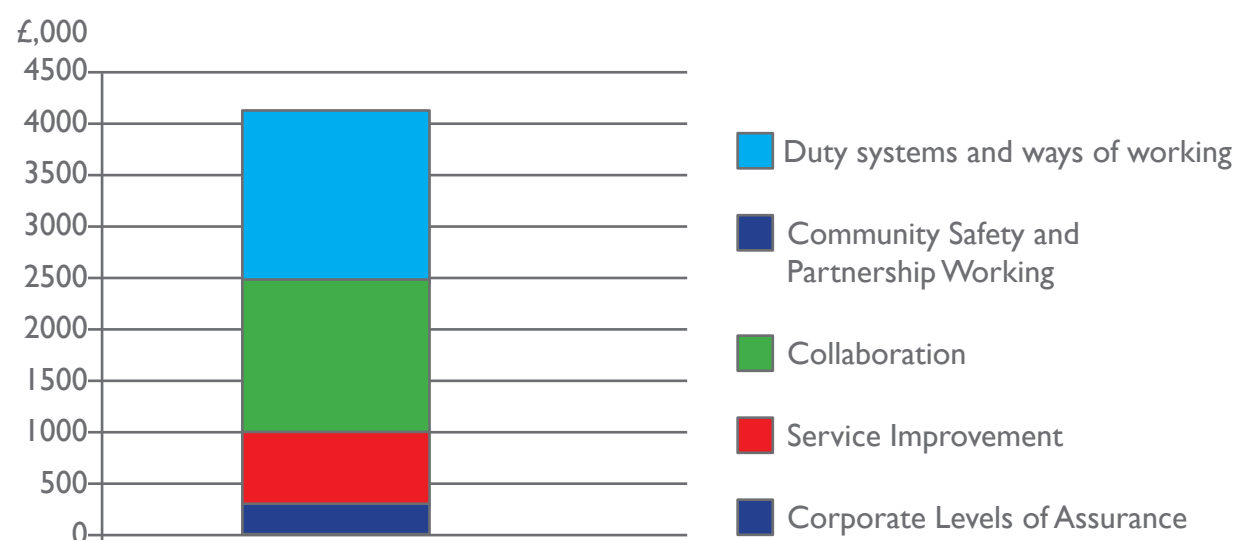
Service Development Project	Activities to be delivered
<p>Service Improvement: To improve the efficiency and effectiveness of service delivery through developing our people, processes and systems.</p> <p>Key outcomes addressed</p> <p>I, 3, 8, 11</p>	<ul style="list-style-type: none"> ♦ Review of how the Service delivers its Protection activities. ♦ Departmental reviews to ensure they are 'match fit' and customer-focused with a particular focus on transactional services to support overall reduction of the establishment. ♦ Exploration of areas for income generation including sponsorship. ♦ New flexible ways of working (work styles) and associated behaviours. ♦ Making the best use of technology e.g., ICT/ equipment/fleet. ♦ To continue to explore opportunities for further efficiencies through effective procurement.
<p>Review Staffing Levels, Duty Systems and Ways of Working: This will focus on matching the Service's limited and reducing resources to the level of community and firefighter risk.</p> <p>Key outcomes addressed</p> <p>I, 2, 5, 9, 11</p>	<ul style="list-style-type: none"> ♦ Review of mobilisation requirements to non-emergency incidents to further reduce demand. ♦ Review the range of activities expected on stations to improve service delivery and levels of productivity. ♦ Risk based and intelligence led review of staffing levels required on stations to support overall reduction of the establishment, with a phased approach to implementation. ♦ Ensuring that stations operate with the most appropriate duty system for the level of risk/demand in that area. ♦ Review of middle management tier and officers' operational cover (flexi-duty system) to realise efficiencies through new ways of working.



Derbyshire Fire & Rescue Service working together with the Police and Ambulance Service

Estimated Savings

The initial estimated savings are captured below:



Governance and Performance Management Arrangements

Governance and performance management of the Service Plan and the underpinning projects will be monitored by the Strategic Leadership Team ensuring that activities are managed robustly and projected outcomes are delivered on time and within budgets.

The Chief Executive will continue to sponsor the joint Police and Fire Headquarters project. This will impact upon all departments.

The review of corporate layers of assurance, community safety, and service improvement will be sponsored by the Deputy Chief Fire Officer.

The review of staffing levels, duty systems and ways of working will be sponsored by the Assistant Chief Fire Officer.

A 'Transformation Steering Group' Member/Officer working group, consisting of cross representation from the Authority, has been established to monitor how we address the key principles and outcomes and ensure full Member involvement in future developments. Reports will be submitted to the Fire & Rescue Authority as required.

Progress against our Service programme - 'Fit to Respond' will be monitored by the Governance and Performance Working Group quarterly performance meetings: [Governance and Performance Working Group information is available to view on our website.](#)

The overall annual review of the Service's performance is captured in the Annual Report, published in September each year, which can be found here: [Corporate Plans and Performance Information.](#)



Proposed joint headquarters

Key Performance Measures

With the Service facing many challenges and changes, Derbyshire Fire & Rescue Service has developed a suite of 31 Key Performance Measures to monitor our performance as we progress the delivery of our Service Plan.

The effectiveness of our Service Plan will be monitored via the Balanced Scorecard. Using a Balanced Scorecard approach to managing our performance will provide a holistic overview of the organisation and allow us to monitor the impact the five key service development projects, and any other changes, are having on the overall performance of the organisation and the achievement of its goals.

The Balanced Scorecard is split into four key performance monitoring areas:

1. Are we demonstrating value for money?

This area will indicate whether the impact of the Service Plan is having a positive impact on the financial aspects of the organisation and demonstrate the effectiveness of our efficiency savings. The Balanced Scorecard will also identify other areas of performance which might be impacting on the financial indicators.

2. How do our customers see us?

As the implementation of our Service Plan progresses, this group of measures will enable the Service to monitor the impact of the key service development projects on our service delivery to our customers.

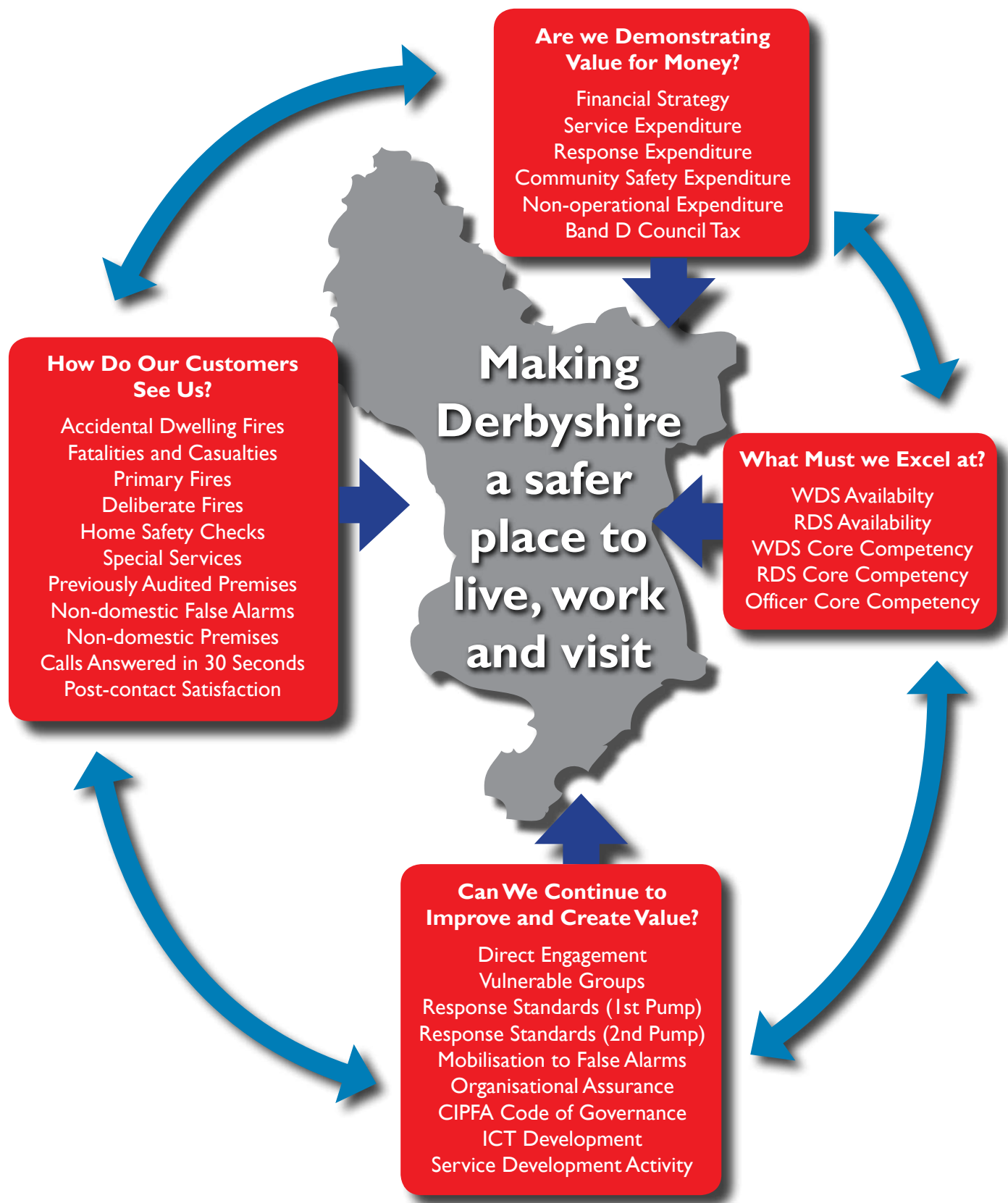
3. Can we continue to improve and create value?

As we continue to engage the organisation with service improvement and other development activities with a view to efficiency savings, these measures will demonstrate the effectiveness of our service improvements and demonstrate the value they are adding to the Service.

4. What must we excel at?

The measures in this set will monitor the performance of our front-line resources as we maintain the availability of our fire appliances and the competence of our firefighters whilst the organisation continues to develop and work towards the delivery of the Service Plan.

Balanced Scorecard



Derbyshire Fire and Rescue Service

Key Performance Measure Targets 2014 – 2015

Measure Title	Measure Description	Actual (A) & Target (T) 2013/14	Target 2014/15	Portfolio Lead
KPM1.1 – Accidental Dwelling Fires	Total number of accidental dwelling fire incidents attended	435 (A) 492 (T)	447	Community Safety – Prevention
KPM1.2 – Fatalities and Casualties	Number of people killed or seriously injured in all primary fires	67 (A) 63 (T)	43	Community Safety – Prevention
KPM1.3 – Primary Fires	Number of primary fire incidents attended	1291 (A) 1530 (T)	1236	Community Safety – Prevention
KPM1.4 – Deliberate Fires	Number of deliberate fires attended	1087 (A) 1669 (T)	1065	Community Safety – Prevention
KPM1.5 – Home Safety Checks	Number of Home Safety Checks undertaken by DFRS personnel	17,438 (A) 10,000 (T)	10,000	Community Safety – Prevention
KPM1.6 – Special Services	Number of Emergency Special Service Incidents attended	1499 (A) 1724 (T)	1491	Community Safety – Prevention
KPM1.7 – Direct Engagement	Number of direct engagements with vulnerable people outside the 13 minute response standard	1753 (A) 1200 (T)	1544	Community Safety – Prevention
KPM1.8 – Vulnerable Groups	Percentage of vulnerable and underrepresented groups accessing prevention services	79% (A) 70% (T)	70%	Community Safety – Prevention
KPM2.2 – Previously audited premises	Fires in non-domestic premises previously audited by DFRS	6 (A) 16 (T)	12	Community Safety – Protection
KPM2.3 – False Alarms	Number of false alarms caused by automatic fire detection in non-domestic properties	923 (A) 1200 (T)	1040	Community Safety – Protection
KPM2.5 – Non Domestic Premises	The number of fires in non-domestic buildings	NA	150	Community Safety – Protection
KPM3.1 – WDS Availability – Staffing	Percentage availability of Wholetime/Day Crewed appliances (staffing)	99% (A) 99% (T)	99%	Response
KPM3.2 – RDS Availability – Staffing	Percentage availability of Retained appliances (staffing)	79% 75%	75%	Response

KPM3.3 – WDS Core Competency	Percentage of core competency (via assessment) measures performing on target for Wholetime/day crew personnel	100% (A) 100% (T)	100%	Learning and Development
KPM3.4 – RDS Core Competency	Percentage of core competency (via assessment) measures performing on target for Retained personnel	100% (A) 100% (T)	100%	Learning and Development
KPM3.5 – Officer Core Competency	Percentage of core competency (via assessment) measures performing on target for Officers	100% (A) 100% (T)	100%	Learning and Development
KPM4.1 – Response Standards 1 st pump	Percentage of response standards met for life risk fire incidents – 1 st pump	92% (A) 80% (T)	80%	Response
KPM4.2 – Response Standards 2 nd pump	Percentage of response standards met for life risk fire incidents – 2 nd pump	78% (A) 85% (T)	85%	Response
KPM4.3 – Calls answered 30 seconds	Percentage of calls answered by control room personnel in 30 seconds	99% (A) 96% (T)	97%	Response
KPM4.4 – Mobilisations to false alarms	Number of mobilisations to false alarms as a percentage of overall activity.	NA	TBC	Response



Responding to an incident

KPM5.1 – Post contact satisfaction	Percentage of respondents to post contact surveys who showed satisfaction with the Service	94% (A) 98% (T)	98%	Executive Support
KPM5.4 – Organisational Assurance	Percentage of key business practices performing on target to underpin organisational assurance	96% (A) 100% (T)	100%	Executive Support
KPM5.5 - CIPFA	Compliance with CIPFA code of Governance	100% (A) 100% (T)	100%	Corporate Financial Services
KPM5.6 – ICT Development	Total time spent on development activities within ICT as a percentage of overall activity.	NA	33%	Corporate Services
KPM5.7 – Service Improvement activity	Number of Service improvement activities (e.g. Lean Reviews) started to support the Service becoming Fit to Respond	NA	B	All
KPM6.1 – Financial Strategy	Achievement of medium term financial strategy to deliver cost effective services	95% (A) 100% (T)	100%	Corporate Financial Services
KPM6.2 – Service Expenditure	Total Service expenditure per head of population	£35.05 (A) £38.59 (T)	£37.57	Corporate Financial Services
KPM6.3 – Response Expenditure	Total cost of response per head of population	NA	£16.27	Corporate Financial Services/Response
KPM6.4 – Community Safety Expenditure	Total cost of community safety per head of population	NA	£3.22	Corporate Financial Services/Community Safety
KPM6.5 – Other Expenditure	Total cost of other expenditure per head of population	NA	£18.09	Corporate Financial Services
KPM6.6 – Band D Council Tax charge	Cost of Service per band D dwelling council tax	NA	£68.45	Corporate Financial Services

Key:

NA Not available due to new measure not previously reported

B Baseline year a target will be determined next year based on the data collected this year

TBC Awaiting data for confirmation of target

Your Views on the Plan

Thank you for taking the time to read this plan. We hope that you have found it concise, helpful and informative. If you wish to give us feedback or your views, you can do that by completing the form below and returning by post to our Headquarters address, or complete this online at <http://snaponline.derbys-fire.gov.uk/snaponline/s.asp?k=140491048177>

Questions to consider:

Is this Service Plan easy to understand?

Is there additional information you would like to see in the Plan?

Do you use our website, www.derbys-fire.gov.uk, to access information about the Service?

Are you familiar with our various social media sites, Twitter, Facebook etc?

Any other comments you would like to add?

Contacting us

You can contact us in several different ways:

Website: <http://www.derbys-fire.gov.uk/contact-us>



Twitter: <https://twitter.com/DerbyshireFRS>



Facebook: <https://www.facebook.com/DerbyshireFRS>

Subscribe to our videos on YouTube:

<https://www.youtube.com/user/DerbysFireAndRescue>

Headquarters address:

Derbyshire Fire & Rescue Service
The Old Hall
Burton Road
Littleover
Derby
DE23 6EH

Telephone: 01332 771221

If you would like this document in another language or format including large print, braille, audiotape, then please contact the Executive Support Department on 01332 771221. Further interpreting services may be available on request.

OTHER LANGUAGES

Chinese

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騰 Prevention and Inclusion Department, 統轄 01332 771221 履槎條漸 攢鼻暖冕鑼攸滂稔菓還
躲哽

French

Si vous voudriez ce document dans une langue ou un format différent comprenant la grande copie, braille, bande magnétique, alors svp, entrez en contact avec le département de la Prévention et l'Inclusion sur: Téléphone 01332 771221. D'autre services d'interprétation peuvent être disponible sur demande.

Bosnian

Ako želite ovaj document na nekom drugom jeziku ili u drugom formatu, uključujući uvećana slova, Braillovo pismo ili audio kasete, molimo obratite se odjelu za Prevenciju i Uključivanje na broj telefona: 01332 771221. Dodatne prevoditeljske usluge mogu se osigurati na zahtjev.

Polish

Jezeli chciałby Pan/ Pani uzyskać ten dokument w innym języku lub formacie, włączając dużą czcionkę, język Braille lub wersję na kasecie audio, prosimy o skontaktowanie się z Wydziałem Zapobiegania i Interwencji pod numerem telefonu: 01332 771221. Dalsze tłumaczenia dostępne są na zadanie.

Urdu

اگر آپ چاہتے ہیں کہ یہ دستاویز آپ کو آپ کی اپنی زبان، بریل، بڑے حروف یا ٹیپ ریکارڈ شدہ صورت میں مہیا کی جائے تو براہ مہربانی پروینشن اینڈ انکلوژن ڈیپارٹمنٹ کے فون نمبر 01332771221 پر رابطہ کریں ضرورت پڑنے پر مزید ترجمانی کی سہولت بھی مہیا کی جا سکتی ہے

Hindi

यदि आप यह दस्तावेज़ किसी अन्य भाषा या रूप में जैसे कि बड़ा प्रिन्ट, ब्रेल, आडियो टेप में प्राप्त करना चाहते हैं तो रोकथाम और समावेशन (प्रीवेंशन और इन्क्लूज़न) विभाग को टेलीफोन नंबर 01332 771221 पर संपर्क करने की कृपया करें। निवेदन करने पर दोभाषिये की सेवा भी उपलब्ध हो सकती है।

Farsi

اگر می‌خواهید که این مقاله را به زبان فارسی و یا قالبی دیگر من جمله نوشته بزرگ، خط برجسته نابینا یان و یا نوار صوتی دریافت دارید. لطفاً با قسمت اصول و برابری با تلفن 01332771221 تماس بگیرید. درخواست سرویس مترجمی امکان دارد.

Somali

Haddii aad dooneysid dicumintigan in laguugu turjumo luqado kale ama khaab kale sida daabacid weyn, qoraalka farta indhoolaha, iyadoo cajilat ah, fadlan la soo xariir qaybta kahortaga iyo ku dhex darida (prevention and inclusion) nabarkan 01332771221. Fasiraad intaas dheer waa laga yaabaa inaad hesho hadii aad cudsatid.

Arabic

إذا أردتم هذه الوثيقة بلغة أو بصيغة أخرى بما في ذلك الطباعة الكبيرة، صيغة برايل، أو بصيغة صوتية، الرجاء الاتصال بقسم المنع والامماج على الرقم ٠١٣٣٢٧٧١٢٢١. خدمات ترجمة أخرى قد تكون متوفرة عند الطلب.

Russian

Если бы вы хотели этот документ на другом языке или формате включая крупный шрифт, шрифт Брайля, Аудиокассете, тогда свяжитесь пожалуйста с Департаментом Предупреждения и Включения по тел.: 01332 771221. Дальнейшие услуги перевода могут быть доступны по запросу.

Kurdish

ئەگەر تۆم دەستەبەت ئەم بەلگەنامە یە بەزمانیکێ تریان بە شێوەیەکی تر لەوانە چاپی گەورە، نوسینی تاییبەت بو نابینایان، یان بە کاسیتی دەنگ، ئەوا تکایە پەیوەندی بکە بە بەشی پریقینشن و نەکلۆژن، بەژمارە تەلەفونی 01332771221. خزمەتگوزاری وەرگیرانی زیاتر نەتوانریت داوین بکرتیت لەسەر داوا.

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿੱਚ ਜਿਵੇਂ ਕਿ ਵੱਡੀ ਛਪਾਈ, ਬ੍ਰੇਲ, ਆਡੀਓ ਟੇਪ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਰੋਕਥਾਮ ਅਤੇ ਸਮਾਵੇਸ਼ (ਪਰੀਵੈਂਸ਼ਨ ਐਂਡ ਇੰਕਲੂਜ਼ਨ) ਵਿਭਾਗ ਨੂੰ ਟੈਲੀਫੋਨ ਨੰਬਰ 01332 771221 ਤੇ ਸੰਪਰਕ ਕਰਨ ਦੀ ਕ੍ਰਿਪਾਲਤਾ ਕਰੋ। ਨਿਵੇਦਨ ਕਰਨ ਤੇ ਦੋਭਾਸ਼ੀਏ (ਇੰਟਰਪ੍ਰੇਟਰ) ਦੀ ਸਹੂਲਤ ਦਾ ਵੀ ਪ੍ਰਬੰਧ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ।

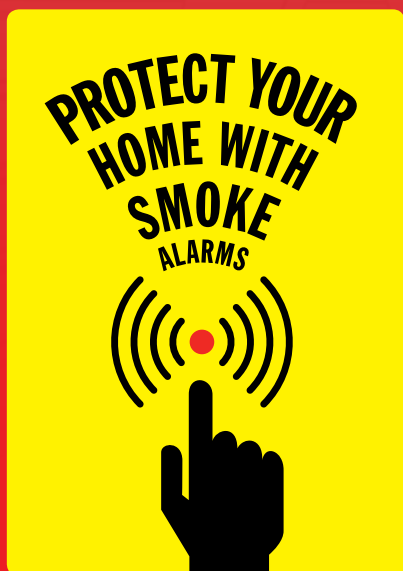


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DE23 6EH

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T 01332 771221
F 01332 270360