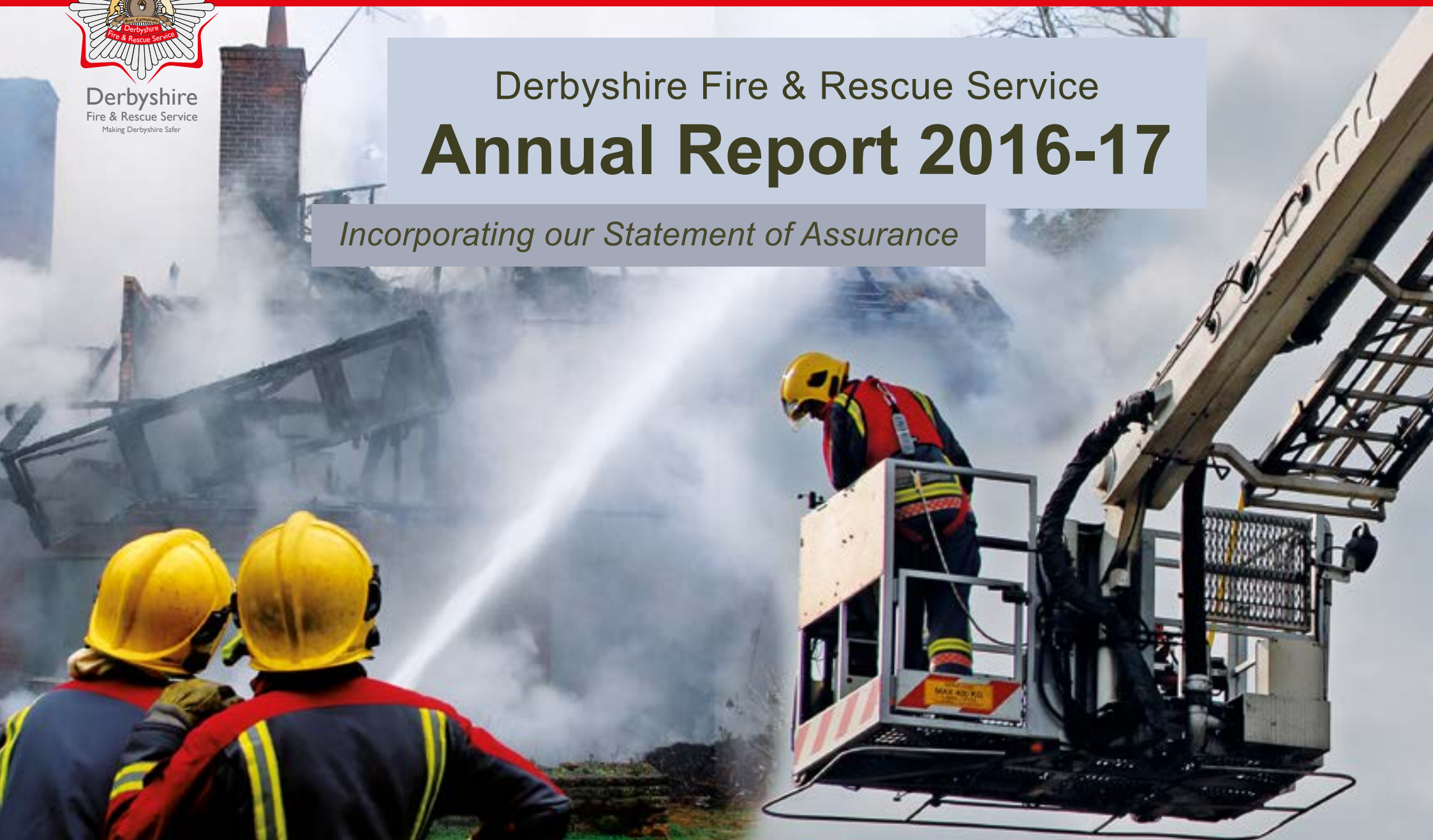




Derbyshire  
Fire & Rescue Service  
Making Derbyshire Safer

# Derbyshire Fire & Rescue Service Annual Report 2016-17

*Incorporating our Statement of Assurance*



[www.derbyshire-fire.gov.uk](http://www.derbyshire-fire.gov.uk)

# Our Vision, Service Priorities and Values

## OUR VISION

***‘Making Derbyshire a safer place to live, work and visit’***

## OUR SERVICE PRIORITIES

**PREVENTING** fire and other emergencies by working with partners, communities and individuals to develop a risk based intelligence-led approach to preventing emergency situations

**PROTECTING** people, property and the environment by working with partners and other enforcement agencies to ensure a joined up approach and comply with statutory obligations

**RESPONDING** to fire & rescue emergencies when you need us, taking when necessary, calculated risks to save life, protect your property and the environment and rendering humanitarian services

## NATIONAL CORE VALUES

The Authority has adopted the National Core Values, underpinned by its own Core Values.

### Derbyshire Fire & Rescue Service Core Values

#### OUR CORE VALUES

##### Leadership

We listen, develop and champion our people

##### Respect

We value the opinions of our people

##### Integrity

Our actions will always be well intended

##### Openness

We won't hide anything and will share our experiences and knowledge

##### Teamwork


We will achieve more together

##### Ambition

We will always do the best we can



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# Foreword

Over the past year we have successfully delivered many projects that ensure we continue to forge ahead as an efficient and effective fire and rescue service, continuing in our vision of “Making Derbyshire a safe place to live work and visit”.

Our move to the new joint fire and police headquarters was long in the planning, but took place in October and November with little, or no disruption to the work being carried out by the teams moving in - thanks to the hard work of everyone involved in this key project. The next major project to support collaboration is the construction of a joint police and fire training centre due to be completed in December 2017. This facility will provide a venue where emergency services can train together to meet the ever changing risks of attending emergencies. We know the benefits of working alongside our emergency service colleagues from the police will continue to be explored and we look forward to seeing what can be achieved as we engage and explore collaboration opportunities at all levels across the Service.

Many changes and opportunities continued to take place in 2016/17; the remit for Fire and Rescue Policy move to the Home Office, the duty to collaborate between all emergency services and the broadening involvement in health and wellbeing work. We already have an impressive record in relation to collaboration and partnership working with partners such as East Midlands Ambulance Service (EMAS), Derbyshire Constabulary, Derby/Derbyshire City and County Councils and many voluntary organisations. Our vision is achieved not only through our Service priorities, but also by working with our partners

to ensure everyone is focussed on; working to make Derbyshire safer,

- targeting resources at those who are most vulnerable,
- working in collaboration with others and:
- providing value for money to our communities.

Alongside these changes and opportunities, our firefighters have continued to deliver a high quality emergency service to our communities.

We have achieved:

- An 8% reduction in fires (all fires) attended (190 fewer incidents) between 2015/16 and 2016/17
- A 13% reduction in deliberate secondary fires (100 fewer incidents) - 649 deliberate secondary fires were attended in 2016/17 - the lowest number since records began.

In January 2017, we were pleased to welcome the Local Government Association (LGA) and Chief Fire Officers Association (CFOA) Operational Assessment Peer Review team to Derbyshire. This review was particularly relevant at a time when we were consulting on our draft Integrated Risk Management Plan for 2017 – 2021 which sets out how we manage risk. We are pleased to say that the findings from the review were very encouraging with excellent feedback.

The Service has already saved in the region of £8.5 million since 2011 and it is anticipated that a further £1.6 million saving will be required by 2020. Through sensible financial management, risk based and intelligent long-term planning, the Service is in a strong position to proactively meet these challenges ‘head on’ and create

sustainable and manageable plans for 2020 and beyond.

Safe and Well Check visits were introduced in May 2016 with over 11,507 checks having taken place since they began. These focussed safety checks are delivering improved services to the most vulnerable people in our communities and are really making a difference to lives on a daily basis. We are sure we can continue to build on this success next year as we learn from our experience so far.

We were very proud to be nominated for four prestigious national awards this year. Nominations included the Health and Wellbeing award by Personnel Today and Employee Engagement award by People Insight. Two awards we were very proud to win were the Resilience and Continuity European Team 2017 Award and a Prince Michael International Road Safety Award for the work of the Derby and Derbyshire Road Safety Partnerships Young Driver Education Programme. Details of these are captured further on in this report.

A comprehensive track record of staff engagement with employees across the Service means that our people are aware of the work ethic and momentum required to overcome the challenges we will face and embrace the opportunities we are presented with.

Please take the time to read this report and the associated document links to the to see the Service’s continued commitment to ensuring Derbyshire remains a safer place to live work and visit.



Chief Fire Officer/  
Chief Executive  
Terry McDermott



Chair of the Fire &  
Rescue Authority  
Steve Marshall-Clarke



# Introduction

The purpose of this Annual Report is to provide the communities of Derbyshire with a candid and open account of how we have progressed towards achieving the objectives set in the Service Plan 2014 – 2017 (Year 3 of 3). Our objectives are often achieved through working in partnership with other organisations, emergency services and community groups.

We operate and maintain 31 fire stations, three area offices and our headquarters in Ripley, Derbyshire. Further details about the Service is available at <http://www.derbys-fire.gov.uk/>



## Making Sure We Do Things Right

The National Framework, published in 2012, requires all authorities to provide annual assurance to their communities on the following four key areas:

- financial information
- governance
- operational matters
- having due regard to the requirements included within framework

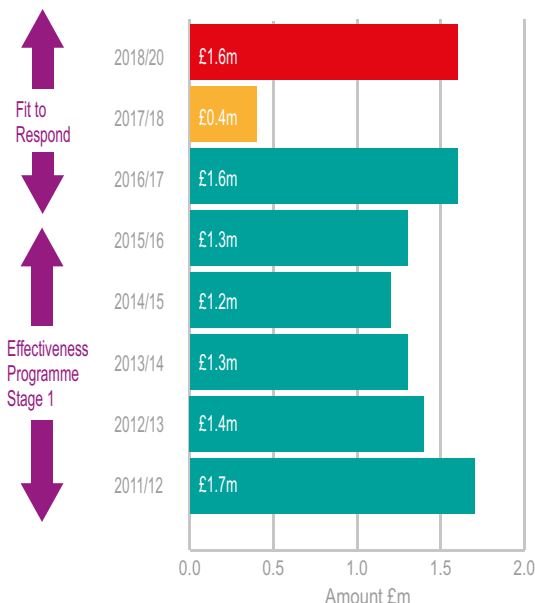
The Statement of Assurance is available to view [here](#).

We are committed to achieving the very highest standards of health and safety for all our employees and other persons, visitors and contractors. We strive for continual improvement and development of our safety and risk management system.

## What We Have Saved

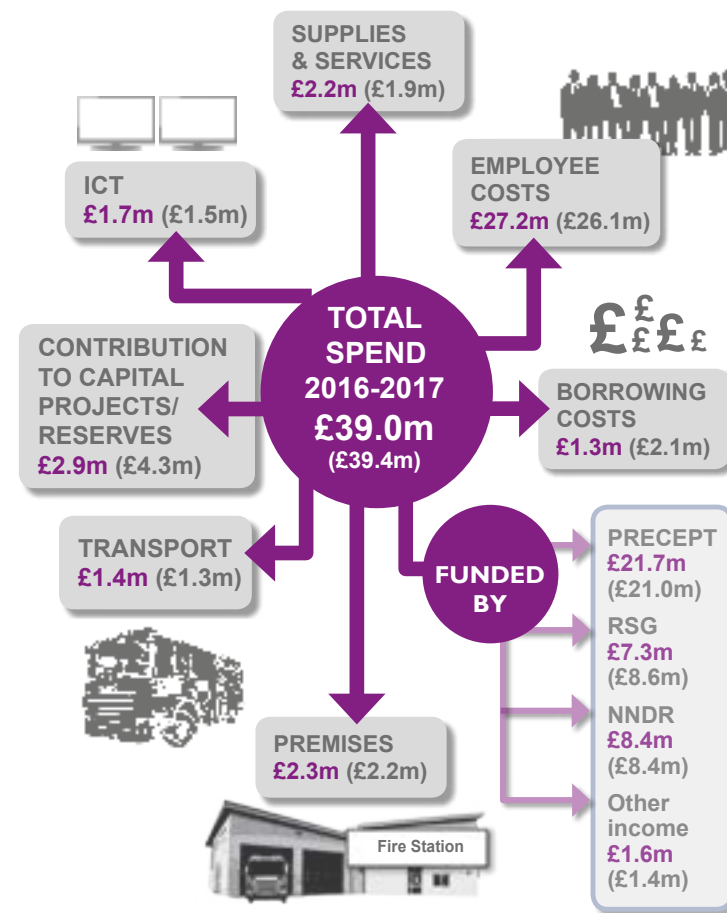
We have also had programmes to deliver savings since 2011 and have saved over £8.5m at the end of 2017.

### Outgoing Programme Savings



## What We Have Spent

Derbyshire Fire & Rescue Service has continued to be proactive in its approach to meeting significant and on-going reductions in Government funding. The image below shows how we spend our money.





## What We Have Delivered In The Year

### *A new joint Fire/Police Headquarters*

We were proud to announce the completion date of our new joint headquarters in August 2016 on target and on budget. This was an historical date for Derbyshire Fire & Rescue Service. We moved into the new building with the Police between September and November with little interruption to our work. The building provides a modern fit for purpose work environment with up to date IT equipment, welfare and business facilities which will only enhance our working relationship.



### *A new joint Fire/Police Training Centre*

The new training centre build is well under way with an on-target completion date of October 2017 and relocation of employees by December 2017. The new facilities offer state of the art training equipment for our fire fighters and allows for greater training collaboration opportunities with the police and other emergency services.

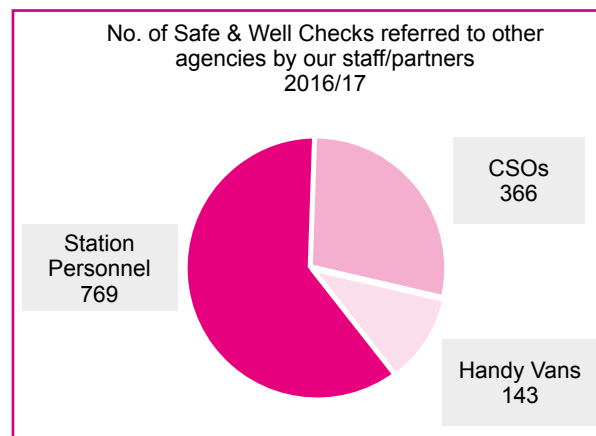


### *Replacement of 'Home Safety Checks' with 'Safe and Well Checks Visits'*

As part of our commitment to the health, wellbeing and safety of our communities, we have changed the delivery of Home Safety Checks to [Safe and Well Checks](#).

The new checks incorporate and identify health and care needs that can be signposted to other services who can help. This has enabled us to work even closer with our partner agencies.

Since the launch we have conducted around 11,507 Safe and Well Checks, of which more than 1,278 households were signposted to other agencies.



### *Recruitment of Whole-time and Retained Duty System Fire-fighters*

In September we commenced a 15 week training course for the intake of 20 Whole-time firefighters.



Our new whole-time firefighters at the pass-out parade in December 2016 with the Chief Fire Officer/Chief Executive Terry McDermott.

We also carried out five Retained Duty System / On-Call courses in 2016/17 with 35 joining the Service. Further information on RDS: click [here](#).



On Sunday 2 October 2016, six new On-Call Firefighters attended a [pass out ceremony](#) with the Chief Fire Officer / Chief Executive Terry McDermott.

## Reviewed the outcomes of the Emergency First Responder evaluation

We have been a part of a national trial to deliver an Emergency First Responder project since May 2015. In January 2017, we expanded the scheme to whole-time fire fighters at Buxton, Chesterfield, Matlock, Staveley, Long Eaton and Ilkeston. [Press Release Jan 2017: Update on the scheme.](#)

- Key outcomes from the evaluation included:
- Increased positive patient outcomes
- An increased positive public perception of Ambulance and Fire
- Partnerships with improvements in practitioner interoperability
- Greater call activity across Fire and Rescue Services
- Increased EMAS community engagement in rural areas.



Long Eaton and Ilkeston figures are from Jan – Mar '17.

## Develop an agreement with Derbyshire Police co-locating on Fire Stations.

In January, Ashbourne Safer Neighbourhood Team relocated to Ashbourne fire station following the closure of Ashbourne police station. Facilities were put in place, funded by the police, to accommodate the team. There have been agreed protocols drawn up including access, use of the station, visitors, signage etc. This will be the first of an ongoing co-location programme.



## Peer review assessment undertaken.

In January 2017, we were pleased to welcome the Local Government Association (LGA) and Chief Fire Officers Association (CFOA) Fire Peer Challenge Review team to Derbyshire. They encountered some great examples of notable good practice and were left with a very good impression of the effectiveness of the Service, being impressed with the staff/partners they met.



The full fire peer report is available to read on our website [here](#).

## Some other achievements

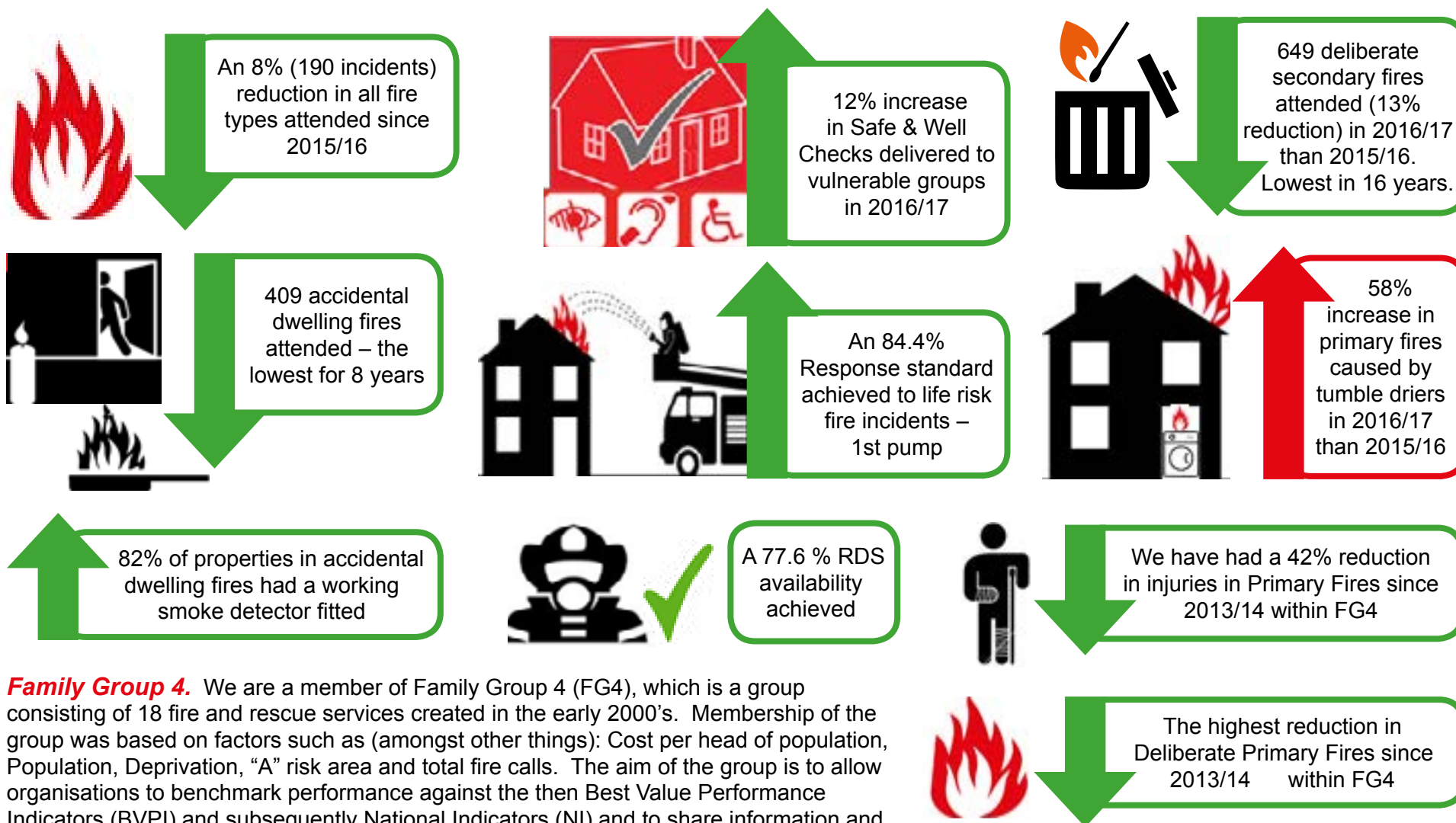
- We were successful in a number of prosecutions and convictions under the Regulatory Reform (Fire Safety) Order 2005
- We signed another Primary Authority Partnership with [Methodist Homes](#) (MHA) who will receive advice and direction in respect of fire safety for all of their premises throughout the County
- [National Grid](#) supplied us with over 1,000 carbon monoxide alarms and 500 smoke alarm testing sticks to raise awareness of the dangers of carbon monoxide gas poisoning
- We have signed the [Armed Forces Covenant](#), pledging to support its current and future employees who are members of the Armed Forces community



## How We Have Performed In The Year

A Key Performance Measure (KPM) is a measurable value that demonstrates how effective we are at achieving our key service objectives. We manage our performance through our internal Performance Dashboard and publish our results on the external website available [here](#)

Below are some examples of our performance measures in 2016/17.



**Family Group 4.** We are a member of Family Group 4 (FG4), which is a group consisting of 18 fire and rescue services created in the early 2000's. Membership of the group was based on factors such as (amongst other things): Cost per head of population, Population, Deprivation, "A" risk area and total fire calls. The aim of the group is to allow organisations to benchmark performance against the then Best Value Performance Indicators (BVPI) and subsequently National Indicators (NI) and to share information and best practice within the group.

## What Improvements We Have Made

Over recent years we have worked hard to meet the financial challenges we face and have made great progress towards achieving the savings required. Contributions have come from all departments of the Service and their savings have made a real difference without jeopardising the quality of service provided. Some examples from the last year include:

- Through collaboration with Derbyshire Police we have set up a Blue Light Squad scheme which has enabled us to work with more young people and provide more YES! Instructors in more rural areas.
- Partnership working with Derbyshire County Council on our Telecare provision
- Sharing information internally from incidents about casualties and in a timely manner has meant that our Community Safety Officers have been able to follow up and engage with casualties of incidents to provide safe and well advice.
- A saving of £23,350 was achieved through recycling assets following the relocation of our Headquarters site.
- Effective contract management has seen an annual saving of £11,818

### How do we improve things?

The aim of service improvement is to improve the efficiency and effectiveness of service delivery through developing our people, processes and systems. Examples are:

- A fundamental review of how the Service delivers its Protection activities
- Departmental reviews to ensure they are ‘match fit’ and customer-focused
- Exploration of areas for income generation
- New flexible ways of working (work styles) and associated behaviours
- Making the best use of technology e.g., ICT/Equipment/Fleet.

### What do our communities think of us?

We recognise the importance of ensuring the quality of our services meet the needs and requirements of our communities. To this end, we provide an ongoing opportunity for customers to complete a satisfaction survey depending on the services used.

Below are the current satisfaction surveys with the results for each quarter in 2016/17.



## Our People

The Service has developed a three-year [People Strategy 2015/17](#) to ensure that we have the capacity and capabilities to deliver a modern fire and rescue service to our communities.



In 2016/17, the Service has worked hard to deliver a large amount of actions set out in the People Strategy. Some of the key achievements delivered against the key themes in Year Two included:



### Outstanding Leadership

- Redefined our values and behaviours
- Developed a holistic Leadership programme for our managers
- Introduced coaching for our leaders

### Shaping Our Workforce

- Processed a new intake of 20 Whole-time recruits to commence training in September 2016
- Reviewed and supported recruitment for RDS
- Becoming even more proactive with our Workforce Planning
- Procured and introduced a new on-line recruitment system to support internal/external resourcing
- Developed an on-line exit questionnaire to monitor leavers feedback

### Developing and Rewarding Our People

- Created a new Pensions webpage on the Service's intranet (FireView) with detailed information for all employees
- Introduced pass out celebration events for RDS recruits
- Conducted an interim review and amended the current Employee Recognition Awards Scheme within the Service

### Engaging Our People

- Fully consulted with all affected employees on relocation to new joint fire/police headquarters
- Nominated and shortlisted for a Health & Wellbeing award 22 November 2016 by Personnel Today.
- Nominated and shortlisted for employee engagement award by People Insight.
- A number of development and planning days have been undertaken across the service and with all levels of employees.
- Worked with 'MIND' to introduce pilot mental health training sessions for managers.
- Recruited and trained additional critical incident volunteers to undertake the role

### Positive Working Environment and Culture

- Undertook Bullying and Harassment survey



## Diversity and Inclusion



We recognise that diversity and inclusion runs through every aspect of the Service. It is of utmost importance in both our outward facing service delivery activities and inward facing responsibilities as an employer.

There have been several initiatives to support service delivery activities, ensuring that we direct limited resources on a risk-based intelligence-led basis to the most vulnerable and in need within our community without prejudice.

The Equality Act 2010 says public authorities must comply with the [public sector equality duty](#). This is in addition to their duty not to discriminate against employees and service users. We continue to be active partners in delivering health and wellbeing strategies and in dealing with poverty, health inequalities, social deprivation and social exclusion helping to build stronger, safer more resilient communities.

The [Independent Community Inclusion Board \(ICIB\)](#) meet quarterly and allow the Service to more proactively engage with minority and emerging groups from the diverse communities of which we serve. The Board represents the various protected characteristics including but not limited to race, gender, disability, sexual orientation, religion/belief, age and transgender.



*Ashbourne retained FF's discuss key topics surrounding inclusion and diversity*

There have been key legislation changes affecting the Service which include:

- Shared Parental Leave and Pay
- The Care Act 2014
- Modern Slavery Act 2015

The Service actively supports and encourages engagement with the [Asian Fire Service Association \(AFSA\)](#), [Women in the Fire Service \(WFS\)](#) and Stonewall.

Last year saw the launch of our [Diversity and Inclusion Strategy 2016 - 21](#).

Key achievements delivered in 2016/17 include:

- Launched Diversity and Inclusion Strategy action plan for year 1 of the strategy
- Launched the Embracing Diversity branding
- Consulted with ICIB and community members and have designed and launched a home fire safety booklet that can be used with people with poor literacy, where English is not their first language. Available in paper and online so that it can be used by partners
- Improved communication and engagement by translating some key letters into various languages to support Protection Officers when working with business owners where English is not their first language
- Employee Network Support group surveys undertaken with employees and a Gender Equality group and Dyslexia group has been launched and a mental health group is underway
- YES! Schemes delivered at Shirebrook, Alfreton, Ascot Drive

## What do Others Think of Us?

### Winners of the Resilience and Continuity European Team (R&CET) 2017 Award



The Business Continuity Institute Awards

In 2017, the Chief Fire Officers Association (CFOA) business continuity team membership was awarded the [R&CET award](#) by the Business Continuity Institute.

The team comprises of 52 UK Fire & Rescue Services and Derbyshire has been an active member of this group since its inception in 2006, having held the position of Vice Chair of the group previously.

Other finalists in this category whom we beat included 'AON', British Telecom and Marks and Spencer.

### Health and Wellbeing Team shortlist for Personnel Today Award



We were proud to announce that we were shortlisted for a 'Personnel Today' award for our work in the field of 'Health and Wellbeing'. Shortlisted alongside many big industry players such as British Gas, John Lewis, Network Rail and Virgin Management, our small team of dedicated Human Resource (HR) and Occupational Health professionals, has been recognised for initiatives such as the 'Well4Work' project by the awards panel of Personnel Today.

### Employee Engagement Award



We were announced as finalists in the 2016 UK Employee Engagement Awards being held in association with People Insight, for the implementation of our Cultural Survey.

The Service has been selected as a finalist in the award category 'Public Sector Company of the Year'. This award was presented to a public sector organisation that has undertaken a project in the past year that has driven employee engagement within its own organisation.

### Winners of Derby and Derbyshire Road Safety Partnership

### Young Driver Education Programme (YDEP)



A programme created by the Derby and Derbyshire Road Safety Partnership (DDRSP) aimed at increasing the safety of 16 to 20 year olds by changing their attitudes to driving, has been recognised with a Prince Michael of Kent [International Road Safety Award](#) (PMIRSA).

# THINK SPRINKLER

A firefighter  
in every  
room of your  
home

**MYTH:** Sprinklers go off accidentally.

**FACT:** The odds of winning the lottery are greater than the 16 million to one chance of a sprinkler malfunction.

**MYTH:** A smoke detector will always provide enough protection.

**FACT:** Operational smoke detectors do save lives, however they do nothing to extinguish a growing fire.

**MYTH:** Water from the sprinkler causes more damage than the fire.

**FACT:** Sprinklers attack the fire quickly and directly so less water is needed. As they also operate the fire alarm, the flow can be quickly turned off when the fire is out.

**MYTH:** In a fire all the sprinkler heads go off together.

**FACT:** Only the sprinkler head(s) directly affected by the fire is triggered.



# THINK SPRINKLER



*"The risk to human life in fires can be minimised by having sprinklers fitted. Unless you have been in a fire you don't understand the damage it can do"*

Caroline Tucker





IN THE EVENT OF A FIRE:  
**GET OUT** AND CALL  
**STAY OUT 999**



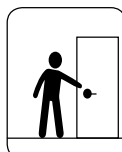
**PLAN  
A SAFE  
ESCAPE**



**Plan A** - Get out, stay out call 999.



Smoke alarm beeps



Check door for heat



Crawl and call



Get out, stay out

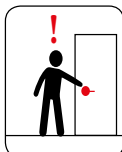


Call 999

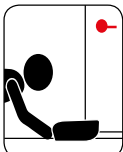
**Plan B** - Shut the door, open the window, call 999.



Smoke alarm beeps



Check door for heat



Block gap under the door



Stay by an open window



Call 999

**Plan C** - Last resort, throw out soft things, hang and drop.



Smoke alarm beeps



If the fire gets too close



Throw out small things



Hang and drop



Call 999



**FIRE KILLS**  
**YOU CAN PREVENT IT**

**PUSH** the  
**BUTTON**  
not your  
**LUCK**

Check the **BATTERIES**  
in **YOUR** smoke alarm  
once a week

**WORKING** smoke alarms **SAVE LIVES**

EXCELLENT  
FIRE &  
RESCUE  
SERVICE  
EQUALITY  
FRAMEWORK

2013  
ROSPA  
Highly Commended  
EMERGENCY SERVICES  
Sector Award

disability  
confident  
EMPLOYER

★  
Stonewall  
DIVERSITY  
CHAMPION



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