

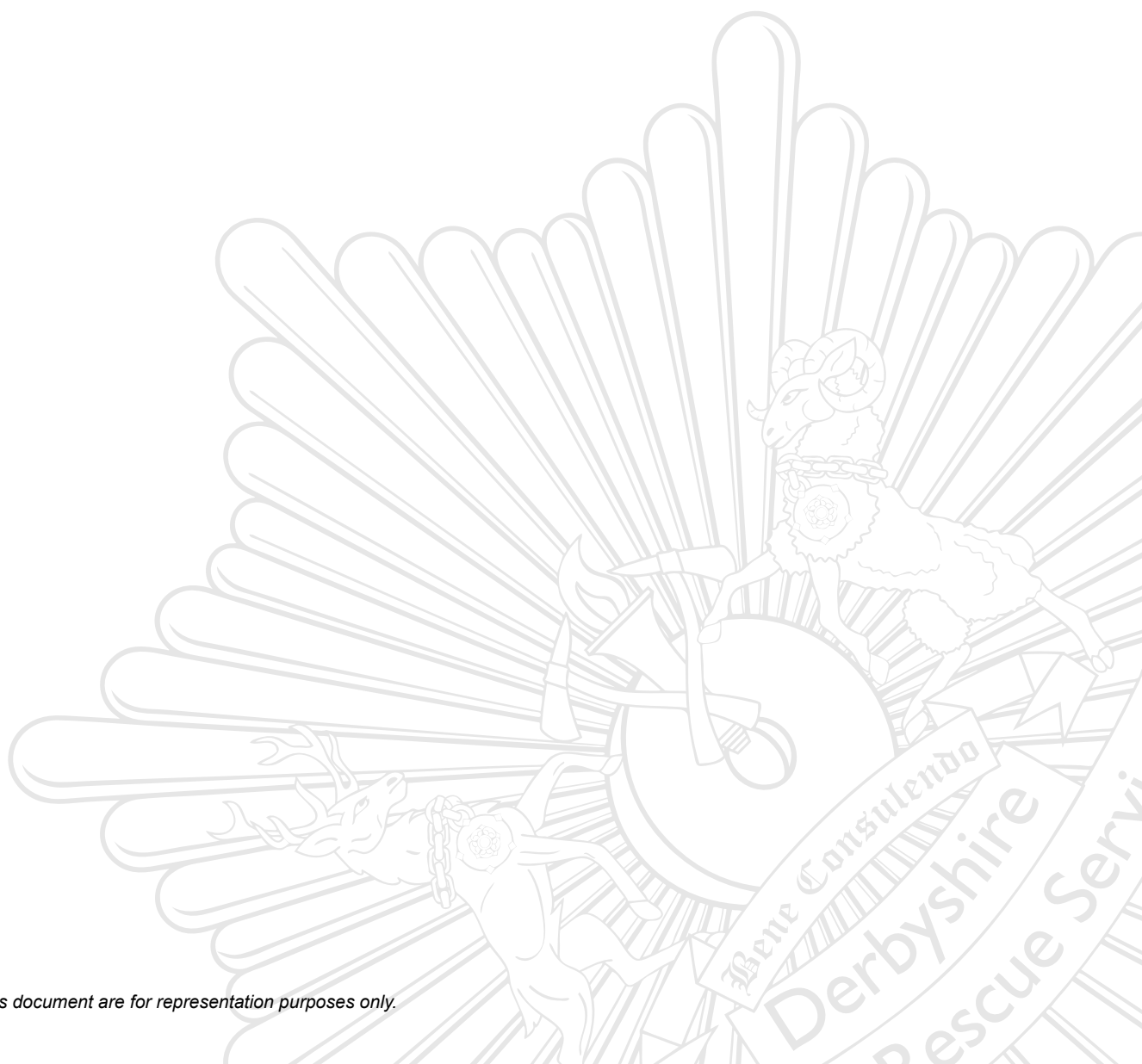


Derbyshire
Fire & Rescue Service
Making Derbyshire Safer

Derbyshire Fire & Rescue Service ANNUAL REPORT 2015/16

Incorporating the Statement of Assurance

www.derbyshire-fire.gov.uk



Contents



Read more about our campaign to have
sprinklers fitted in all new homes at

www.derbyshire-fire.gov.uk

Chief Fire Officer / Chief Executive Terry McDermott and Chair of the Fire & Rescue Authority Cllr Stephen Marshall - Clarke.

The purpose of this Annual Report is to provide the communities of Derbyshire with a transparent account of how the Service has progressed towards achieving the objectives set out in our Service Plan 2014/17, along with the key performance measures for 2015/16. It also explains how we believe we have met the government's expectations in relation to providing communities with an Annual Statement of Assurance for 2015/16.

Through effective community safety advice and prevention activities the Service has experienced an overall reduction in the number of incidents it has attended over the last decade. This reduction in activity has allowed us to review the level and range of services that we provide to ensure the most efficient and effective delivery models for emergency response.

Despite our efforts to prevent emergencies the Service was still called to respond to 7600 incidents resulting in 566 rescues from fires, road traffic collisions and other incidents. The range and diversity of calls the Service experiences require our firefighters to be highly trained to maintain competence in a wide range of skills enabling safe and effective response at all times.

The Authority continues to face ongoing budgetary challenges through diminishing grants from government. The Service has continued to progress forward, looking at alternative

ways to support funding and, increasingly, working in partnership with others such as the Police and Ambulance Service to improve outcomes for the public, whilst reviewing how we balance our operational resources to meet reducing risk.

Derbyshire Fire & Rescue Authority has already achieved over £7.85m of on-going savings and is rising to the challenge to meet a projected further deficit of between £1.6m - £2m by 2019/20. Over the last four years we have worked hard to achieve this by challenging everything we spend, ensuring that the Service focuses its limited resources on those who are most vulnerable and by working in partnership to reduce community risk in the broadest sense.

Financial efficiencies have again been achieved ahead of schedule and collaborative work such as the co-location of ambulances on fire stations, Emergency Medical First Responder Scheme, health prevention activities and the joint Police / Fire Headquarters projects have all been successfully progressed throughout the year.

We would like to take this opportunity to thank our employees and our communities for their continued efforts 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 within our diverse communities, in a more effective and efficient way.

Please take the time to read this report and the links to the associated documents to gain assurance that the Service remains committed to ensuring Derbyshire remains a safer place to live work and visit.



Terry McDermott
Chief Fire Officer/Chief Executive
Derbyshire Fire & Rescue Service



Cllr Stephen Marshall-Clarke
Chair of Derbyshire Fire & Rescue Authority

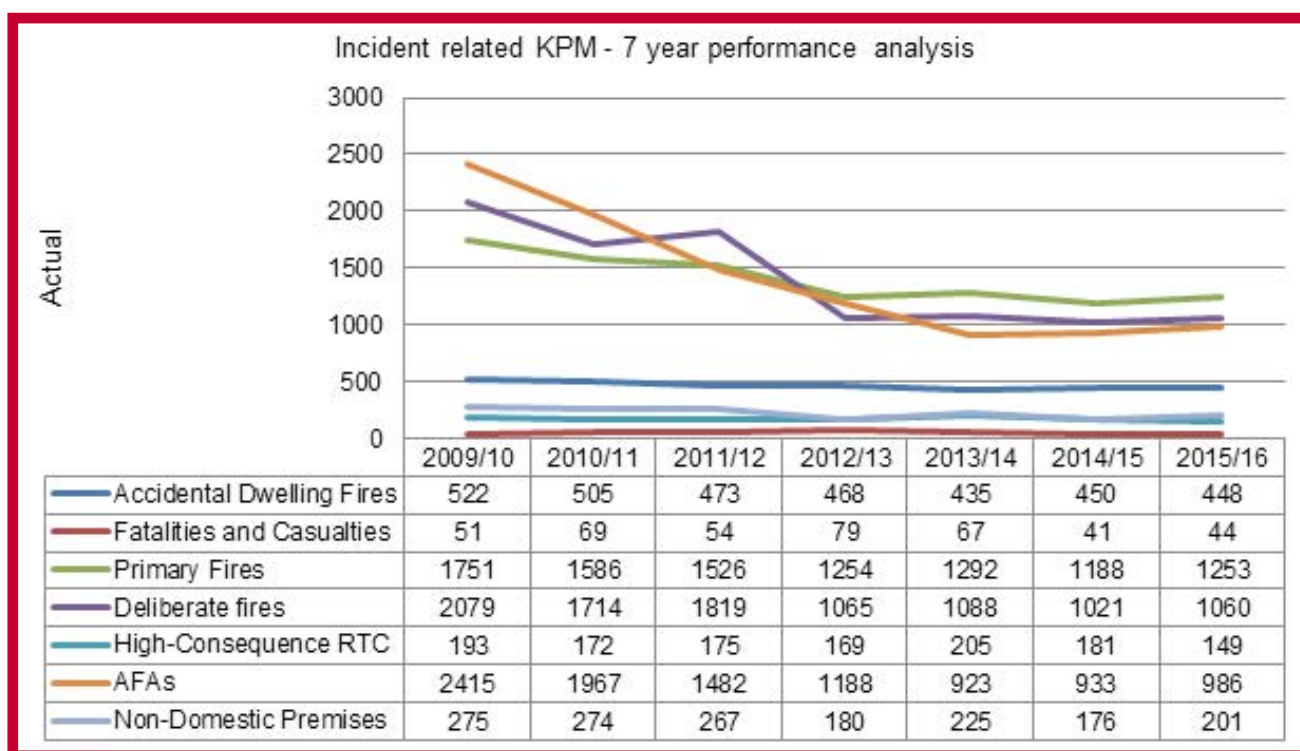
Introduction

The purpose of this Annual Report is to provide the communities of Derbyshire with a candid and open account of how the Service has progressed towards achieving the objectives set in the Service Plan 2014 – 2017 (Year 2 of 3).

The Service's objectives are often achieved through working in partnership with other organisations, emergency services and community groups. This report will illustrate how effectively these partnerships work together to achieve the Service's Vision of 'Making Derbyshire a safer place to live, work and visit'.

All links illustrated within this report are available through: www.derbys-fire.gov.uk

Below you can see in graphical detail, the number of incident-related key performance measures based over a seven year period.



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

DERBYSHIRE FIRE & RESCUE SERVICE CORE VALUES

Whilst we recognise and uphold the National Fire and Rescue Service Values we have worked closely with our employees to create our own Core Values that describe what is important to us as an organisation.

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

LEADERSHIP
RESPECT
INTEGRITY
OPENNESS
TEAMWORK
AMBITION

The Role of Derbyshire Fire & Rescue Authority

Derbyshire Fire & Rescue Service is governed by the Fire & Rescue Authority (FRA), which is made up of locally elected members from Derby City (4 councillors) and Derbyshire County Council (12 councillors). You can find out more about the Authority, the committee structure and working groups at: [Derbyshire Fire & Rescue Authority](#).

Statement of Assurance

The National Framework published in 2012 requires all FRAs to provide an annual statement of assurance to their communities on the following four key areas:

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

This is usually provided through the development of a document called an Integrated Risk Management Plan or IRMP. Our IRMP describes the risks in the County along with information about our Service and how we will work as a Fire & Rescue Service to minimise those risks. See our [IRMP](#).

For many years, the Service has provided the public with transparency and openness in these particular areas on the Service's website:

www.derbys-fire.gov.uk

➤ Financial information

The Authority publishes financial information, including 'Income and Expenditure' (includes Statement of Accounts), 'Our Budget and Your Council Tax', 'Expenditure over £250' and 'Our Procurement Procedures'. This

information can be obtained by clicking: [What we spend and how we spend it](#).

➤ Governance: Governance and Performance Working Group.

Corporate governance is about how the Authority ensures the right things are being done in the right way, for the right people, in a timely, inclusive, open, honest and accountable manner. To support this, the Authority produces a range of documents including a Code of Corporate Governance, an Annual Governance Statement, Members Handbook and Members allowances. The Authority Documents are available to view [here](#). A link to our Data Transparency section that brings together this information to make it more accessible is available here: [Data Transparency](#).

➤ Operational Information

Fire & Rescue Authorities work within a clear, legal and policy-led framework. This is captured and delivered in the IRMP through the three service delivery portfolios: Prevention, Protection and Response.

Prevention: People who work within the Prevention Portfolio work with partners, communities and individuals to develop a risk-based approach to preventing emergency situations. This is delivered through innovative prevention activities, which are targeted at those most vulnerable within our communities.

Protection: The Protection part of our service ensures that buildings subject to the Fire Safety Order (mainly business premises) are compliant with legal requirements. This is achieved by our staff undertaking a risk-based inspection programme along with fire safety enforcement activities that together, aim to prevent fire-related deaths and reduce the number and severity of fires in non-domestic premises.

Response: When the Service responds to incidents, the aim is to provide the highest quality of service and deal with people and incidents in a safe and professional manner. The Service ensures it has the right people, in the right place, at the right time, with the right equipment and training to achieve the right outcome.

➤ **Regard for the National Framework**

The Secretary of State on Fire & Rescue Authorities in his report to Parliament in July 2014 said each fire & rescue authority has:

- Complied with the publication of their annual statement of assurance element;
- Complied with the publication of their updated Integrated Risk Management Plan element;
- Complied with the national resilience assurance elements.

Other Key Reports:

➤ **Annual Health and Safety Report 2015/16**

The Service is 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. Our annual Safety and Risk Management report is an opportunity to look back on the progress we have made throughout 2015/16. This information can be accessed here [here](#)

➤ **Public Sector Equality Duty**

The Service is required to publish equality information to comply with the equality duty. This information can be accessed [here](#)

Delivering against the Service Plan 2014 – 2017: Year Two of Three

The Service Plan, launched in June 2014, sets out the Service's priorities for the three year period 2014 – 17. The Plan describes how these aspirations will be achieved through the project programme. This consists of five Service Development Themes each underpinned by a series of activities that will be delivered over the period of the plan. Here are some key pieces of work we have done during 2015/16 to deliver each theme.

1. Collaboration and Shared Services:

Joint Police and Fire Headquarters and Tri-Control Project.

We said: We would develop a single shared Police and Fire & Rescue Service headquarters to share costs of construction and running costs of the new building and deliver more efficient ways of working.

We have: In December 2014, the Fire & Rescue Authority agreed to collaborate with Derbyshire Constabulary to build a new joint headquarters, at the existing Police site at Ripley. The building is registered under a limited liability partnership between Derbyshire Fire & Rescue Authority and the Police and Crime Commission called Derbyshire Police and Fire Partnership Limited Liability Partnership (DPFP LLP).

In August 2015 a ground breaking ceremony took place to commemorate commencement of the building construction. Work has progressed on target throughout the year with both Fire and Police personnel scheduled to move in September 2016 –

November 2016.

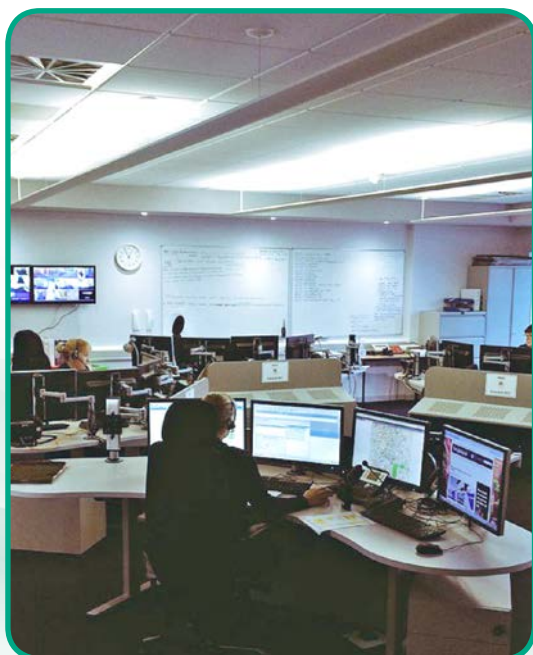
Building relationships between the two organisations and understanding ways of working has been paramount with many workshops taking place throughout the delivery of the project.



Front elevation of the new build

We said: Deliver a new Tri Service Control Mobilising System.

We have: In August 2015 the Service, along with Leicestershire and Nottinghamshire Fire & Rescue Services, went live with a new Tri-Service Control Centre. As well as each service having their own new mobilising system, there was new station end equipment, pagers and alerters, Mobile Data Terminals (MDTs) and a new rostering system (Nottinghamshire and Derbyshire FRSSs).



The new Control Centre in Derbyshire.

2. Review Staffing Levels, Duty (shift) 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.

We said: We would review the staff numbers needed on stations, relative to the level of risk in the local community.

We have: In July 2014 the Service identified a suitable full-time fire station where it would be appropriate to trial a change in duty system that aligned staff numbers to the community's risk profile. Swadlincote fire station was used to pilot a change in duty system which meant that the station would go from being staffed 24/7, to being fully staffed during the day, with 'On-call' / Retained firefighters during the night.

Throughout the trial, statistical information on incidents attended was also captured to see if this change impacted on the time taken to get to an incident.

In June 2015, the Authority approved a permanent change in duty system at Swadlincote fire station that would align resources to risks and meet the financial challenges facing the Service.

We said: We would undertake a review of the middle management tier and Officer's operational cover (flexi-duty system) to realise efficiencies through new ways of working.

We have: Reviewed the number of operational Middle Managers (Group Managers/Station Managers GM/SMs) required to effectively manage the Service.

The Service structure had 35 operational middle managers consisting of 10 GMs and 25 SMs.

The review determined the number of GMs/

SMs required within service portfolios to effectively manage the Service. This was achieved through a thorough analysis of each position in terms of activities undertaken, priority of activity, whether or not it could be delivered in a different way or even delivered by non-operational / other roles within the Service.

The review workings also determined the number of GMs/SMs required for Incident Command purposes.

The outcome identified a reduction in GMs to 8 and the number of SMs to 20. Delivering this project has brought service improvement in terms of ensuring the Service has the right number of GMs/SMs in place to manage and deliver an effective service against a background of budgetary restraints and organisational reforms.

We said: We would research and trial a Small Response Vehicle (Light Water Ladder).

We have: Reviewed and rationalised, where necessary, the fleet options within the Service. Following a comprehensive feasibility study, the Service decided to procure a Light Water Ladder vehicle. This is the latest vehicle in emergency vehicle design to meet the ever increasing demands of a modern Fire & Rescue Service.

The vehicle will be trialled at two fire stations; Clay Cross and Ashbourne.

We said: We would align Retained Duty System (RDS) training to fire station risk profile.

We have: Each RDS station was asked to identify risks within their station area that they do not currently train for.

The majority of risks identified in this process fell into the category 'Restricted Role Attendance' which was introduced in 2012 after the modified role was removed following concerns raised by the FRS Circular 18/2009 'Firefighter Safety at Operational Incidents'.

Over the last four years significant changes have taken place regarding the training and assessment of RDS supervisory managers which has alleviated the original concerns. As such, a recommendation of the project was to remove the Restricted Role Attendance for RDS crews.

Following approval of the findings, the restriction has been lifted allowing the Service to mobilise the nearest and quickest appliance to every community within Derbyshire, regardless of what duty system is in operation in that area. A summary of each station's risk findings has now been incorporated within their station plan and RDS crews carry out bespoke training on those risks every twelve weeks (as identified within the annual training plan) as a minimum. This does not detract from core training.

3. Community Safety and Partnership Working:

The Service will explore the opportunities to further develop collaboration and partnership working and health and wellbeing.

We said: We would conduct an Emergency First Responder pilot scheme.

We have: The Service embarked on an Emergency First Responder (EFR) pilot scheme with East Midlands Ambulance Service (EMAS) which formed part of an overall regional working trial scheme involving five other Fire & Rescue Services (Nottinghamshire, Leicestershire, Northamptonshire, Lincolnshire and Humberside).

The pilot scheme involved RDS/On-Call fire fighters from four fire stations (Buxton, Dronfield, Staveley and Matlock) who responded to Category 'Red 1' (immediately life-threatening, e.g. cardiac arrest) & 'Red 2' (immediately life-threatening, e.g. chest pain / stroke) incidents, giving medical

treatment in line with the EMAS clinical governance arrangements. They provide medical intervention, including the use of defibrillators to patients aged 12 years and older, and remain at the incident until EMAS clinicians arrived.

Since the scheme commenced feedback from the public has been very positive and illustrates how collaboration is working well from the communities' perspective.

The graph below shows the number of EFR incidents the four fire stations has attended since the pilot scheme launched in May 2015 through to March 2016.

This collaboration benefited our fire fighters by developing a wider skills base for incident responses as well as increasing call out activity. It aimed to support and improve patient outcomes in each fire station area.

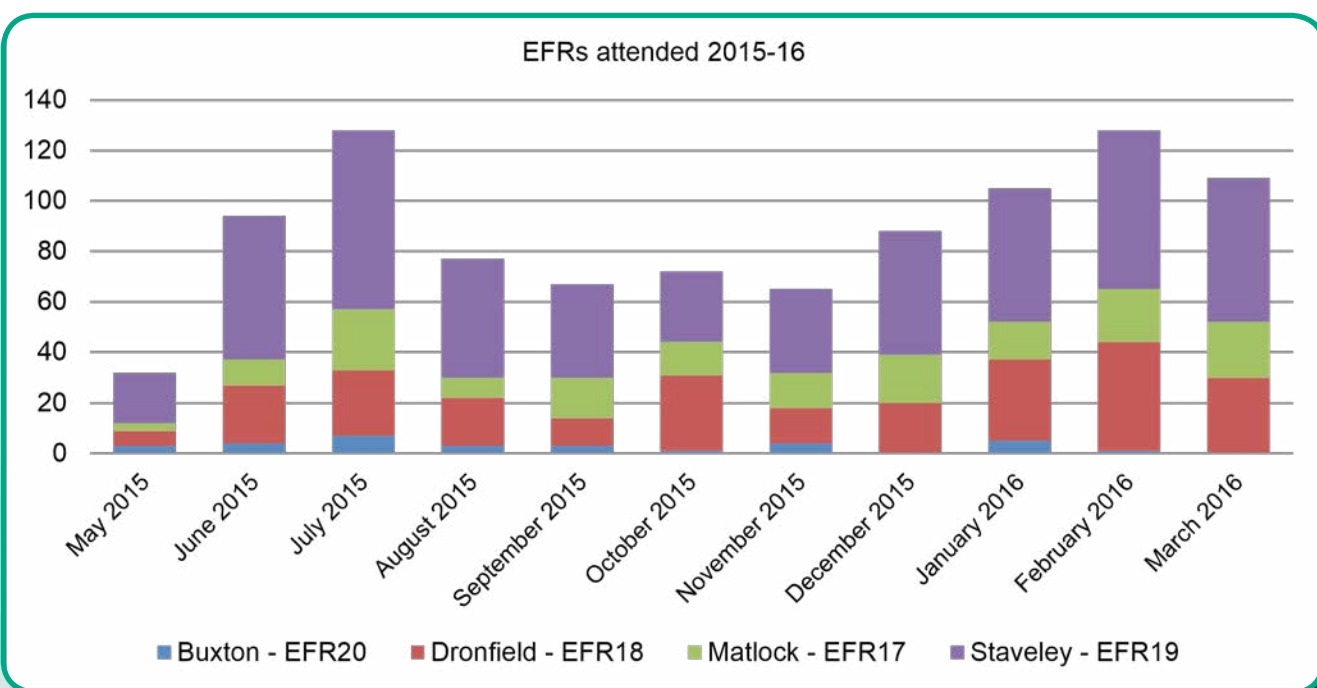
4. Assurance: Review corporate layers of assurance to ensure they are effective by removing duplication and waste. Also ensure they are managed at the appropriate level.

We said: We would review layers of assurance relating to firefighter safety.

We have: During the summer of 2014, a review took place to examine the ways in which we ensure fire fighter safety. This included looking at the way we carry out audits, training and the equipment in place to ensure we have the right level of assurances, in the right areas.

This review identified areas of duplication and waste which we are now working hard to remove.

During 2015/16 a number of working / task and finish groups were established to deliver the service improvements identified in the review.



5. Service Improvement:

To improve the efficiency and effectiveness of service delivery through developing our people, processes and systems.



People



Processes



Systems

We said: We would implement the People Strategy 2015/17.

We have: The Service launched its three-year People Strategy in April 2015. A comprehensive range of objectives have successfully been implemented in 2015/16 - details can be found further on in this report.

We said: We would conduct a cultural survey within the Service.

We have: As part of the People Strategy, the Service conducted an internal cultural survey during the autumn 2015.

The cultural survey was 'customer-focused' and allowed the Service to determine if management and employees were working towards and living the organisation's values and priorities. It's an insightful look at understanding the culture of the Service and the impact this has on employee morale.

The Service employed a reputable external organisation to conduct the survey which ran between 28 October – 25 November 2015 on the Service's intranet system.

There were 481 employees who completed the survey, equivalent to 58%.

From the results, the Service had an 'engagement score' of 85% which far exceeded the result of other Fire & Rescue Services.

Some key positive results to questions included:

97% Agreed

'I care about the future of DFRS'

90% Agreed

'I understand the need for change at DFRS given the challenges it faces'

90% Agreed

'I believe that health & safety is something DFRS takes very seriously'

The Procurement Fleet Framework – a year on

The Procurement Framework which provides the Service and the UK Fire & Rescue Services with the provision of new pumping, aerial and special fire appliances, generated a potential £19m of contracts in its first year for UK and European bodybuilders. Authorities placed orders for:

- 39 heavy/medium pumping appliances
- five light pumping appliances
- five special appliances through the Framework Agreement.

Nine pre-qualified suppliers were selected following a competitive tender procedure undertaken by Derbyshire Fire & Rescue Service.

The Procurement Fleet Framework was nominated for the 'GO' (Government Opportunity) Excellence in Public Procurement Awards in March 2016. Attending the ceremony were Area Manager Corporate Services Peter Aykroyd, Helen Tideswell, Transport Manager, and Group Manager Corporate Services Sean Wells.



How our employees have made a difference to our financial challenges and created service improvement opportunities

Over recent years the Service has worked hard to meet the financial challenges it faces and has 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.

Savings Achieved

£1,586 saved last year in retrieving over ordered stock on stations.

£8,639.93 p.a. for Waste Contract.

Re-negotiating contracts e.g. First Aid, saving £692.88 p.a., laundry contract £480.00 p.a.

Over £15,000 saved in recycling and re-using PPE for new recruits.

Achieved in excess of £150,000 additional interest receivable on bank balances over the period 2014/2015 and 2015/2016. This is due to bringing the Treasury Management function in house.

Approx. £5,000 cost savings: washing flash hoods, bear suits and blankets to re-use on stations.

Recycling

All condemned PPE donated to third world countries, hoses to Twycross Zoo and Monkey World.

Other items we recycle include batteries, light bulbs, uniform, flash hoods, blankets, dry suits. All undress uniform now washed here when returned.

Procurement Working Collaborative with:

- Derbyshire Dales County Council for venue hire
- Derbyshire Procurement Officer Group, looking at ways of working together
- Derbyshire Constabulary on the Joint HQ Build and future joint contracts.
- Future collaborations with the Derbyshire Constabulary: MFD's, stationery, waste, safety glasses, and office cleaning.
- Waste Disposal Tender with East Midlands Strategic Commercial Unit and the Derbyshire Constabulary.

The Service has an internal Service Improvement site whereby employees can register any improvements they have realised. Some key improvements included:

Accident reporting for DFRS vehicles – A new list created on service intranet for the recording of vehicle incidents to streamline processes, removal of dual reporting by Transport and Investigating Officers as the separate accident report is no longer required.

Changes to the Whole-time recruitment process meant the process was reduced from 8 months to 4 months from going live with advertising and an on-line JRT to the start date for new recruits.

Performance Reporting: Additional data placed on the Performance Dashboard to ensure better reporting in the future.

How we performed in 2015/16

A Key Performance Measure (KPM) is a measurable value that demonstrates how effective we are at achieving our key service objectives.

<http://www.derbyshire-fire.gov.uk/about-us-our-vision/our-performance/>

For further performance related information please visit our website:

[Our Performance Information](#)

Prevention & Inclusion Portfolio

Working together to reduce risk

Prevention & Inclusion (P&I) work with partners, communities and individuals to develop a risk-based approach to preventing emergency situations. This is delivered by giving advice and support to our diverse communities through collaboration and partnership work. We also visit people in their home, at work, at school or while out and about, informing them of how to prevent fires and emergencies and what to do in the event of a fire. The Service works collaboratively with partner agencies in identifying persons living at risk within our communities. Through local joint information sharing and risk reduction action planning, we are able to work together to protect vulnerable people and improve outcomes.

Integral with P&I, the Service strives to embrace inclusion, equality and diversity and provide a workplace environment where everyone can be themselves and expect to be treated fairly and with respect. As a Public Sector service we have a legal, financial and most importantly, moral obligation to ensure that we are compliant with all relevant equality legislation and that we are open to challenge and scrutiny to ensure this.

Reducing the number of deaths and injuries that occur from fire in the home

Mitigating the severity of fires in the home

Reducing the number of deliberate fires

Reducing the number of accidental fires in the home

Reducing deaths and injuries on Derbyshire's roads.

Intended outcomes include:

Following a review of Prevention and Inclusion in 2015/16, four key work streams were identified:

- Health and Wellbeing
- Road Safety
- Youth Engagement
- Diversity & Inclusion

Health and Wellbeing

The Service recognises the link between health inequality, lifestyle and the risk of fires in the home and is therefore committed to support the health and wellbeing of our residents. By working alongside City and County Health and Wellbeing Boards and improving our data sharing facilities we aim to deliver health and wellbeing initiatives.

In Jan '16, training commenced and processes amended to introduce Safe and Well Checks to replace Home Safety Checks.

VARM

Prevention & Inclusion is a key partner in the delivery of the Vulnerable Adults Risk Management (VARM) process supporting vulnerable adults who do not meet the threshold for adult safeguarding, ensuring risk from fire is mitigated as appropriate.

A Success Story Achieved Through the VARM Process

An 85-year-old female living alone in a privately owned home receives some support from a neighbour but up until very recently was not receiving any support from any other services or family members.

A local Police Community Support Officer requested a Community Safety Officer (CSO) from the Service to visit her in February. However the occupant refused all entry to emergency services and didn't want to engage with anyone.

Adult care was notified and visited the property to find the female was:

- living in a small section of a bedroom upstairs
- the home was entirely full of discarded items which restricted access throughout the property
- stagnant water in the property
- no source of hot water or toilet facilities available
- the kitchen wasn't fit for purpose
- no central heating or working boiler.

A VARM was called with Adult Care, Environmental Health Officer, CSO, and the Police.

A prohibition notice was served on the property and the occupant reluctantly went to stay at a local respite care home. •

All the agencies concerned have worked together to ensure the requirements served in the notice have been fulfilled – work is underway to ensure that hot water is available, there is heating in her home and she can use the bathroom facilities. She has also helped in clearing discarded items – it is hoped that she can return home soon.

During the initial visit, the CSO was unable to walk around the property- now they have been able to fit three new smoke alarms.

This truly illustrates the importance and value of VARM working together to achieve life-changing experiences for someone's health and wellbeing.

Safeguarding

Safeguarding is multi-agency partnership which is aimed at protecting children and adults with care and support needs from abuse and neglect.

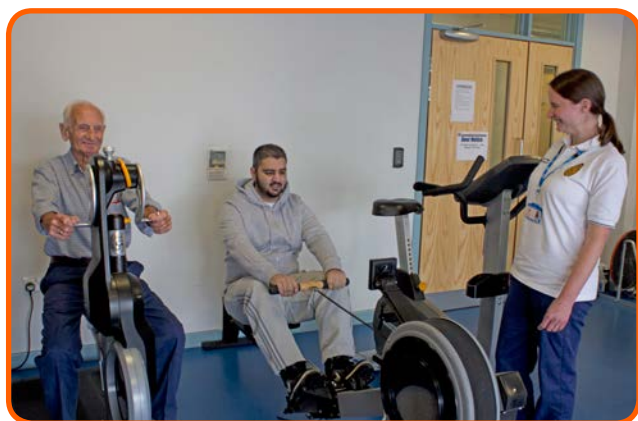
Agencies such as police, social and health services need to work together to prevent or stop abuse. The Service has an important role to play in preventing and reporting concerns of abuse. The multi-agency work associated with safeguarding adults is led by the Derbyshire Safeguarding Adults at Risk Partnership Board (DSAB).

In 2015, the Service accepted the chair of the DSAB Learning and Development sub group and led on revisions to the group's terms of reference and the production of an action plan. P & I Officers have contributed to the development of the Board's policies and plans and have been actively involved in delivering Vulnerable Adult Risk Management (VARM) refresher training to a multi-agency audience alongside partners during the year.

A new training course has been developed to raise awareness and increase knowledge of safeguarding to all front line employees. A new fire service policy and accompanying procedures have been implemented to support safeguarding. Quarterly reports of safeguarding activities and training are submitted by P&I to the safeguarding boards.

A pilot partnership with Derbyshire Community Health Services NHS Foundation Trust

A new pilot partnership commenced in August with Derbyshire Community Health Services NHS Foundation Trust (DCHS). Based at Ascot Drive Fire Station, it provided access to the station gym facilities for pulmonary rehabilitation patients. Exercise is critical in the rehabilitation of pulmonary patients, helping to build physical fitness, which in turn helps improve the wellbeing of people with chronic breathing problems.



**William Jones,
Chief Operating Officer for DCHS:**

“DCHS is pleased to be working with Derbyshire Fire & Rescue Service on this innovative pilot, whereby our pulmonary rehabilitation patients are given access to Fire Service gyms”.

Dementia Friend Information Sessions

The Service recognises the importance of mental health as part of health and wellbeing and the effect this can have on the safety of the communities of Derbyshire.

As part of the Alzheimer’s Society’s biggest ever programme to change people’s perception of dementia – the ‘Dementia Friends’ programme, the Service carried out a number of sessions for staff around the county. Over 200 operational and support employees have now received this training.



**Dementia Friend training to Age UK
Bakewell Day Centre**



**Dementia Friends awareness session:
Swadlincote Blue Watch.**



**Delivering fire safety and winter wellbeing
advice at the Bakewell Day Centre.**

'ICE' Initiative

The Service led on a winter wellbeing initiative over the winter period in the aim of reducing winter deaths.

Along with some of our key partner agencies, Age UK, events were held around the county giving advice on:

- Fire safety
- Energy efficiency
- Fall prevention
- Avoiding isolation
- Health and wellbeing
- Advice on flu vaccinations
- Electric blanket amnesty

Winter packs were handed out and overall over 400 referrals were received.

Derbyshire County Council (DCC) Healthy Home Project

This project was delivered in partnership with eight Derbyshire District Councils, Derbyshire Public Health and the GP Practice network across the County. The purpose of the project is to help people with specific long term health conditions which may be made worse by living in a cold damp home.

Experience has identified some vulnerable households are too frightened to use their old, unreliable heating system because of high fuel costs. Sometimes households on a fixed income are faced with struggling with their finances to avoid facing a 'food or fuel' crises.

Once a Derbyshire Healthy Home Project Client Referral Form is completed it is assessed by the project group to see if free assistance can be offered to support wellbeing issues relating to their health.

Case Study – a success story

The Service visited a female in Clowne following an incident. A visit had been made about 18 months previous to install some smoke alarms and issue fire-proof bedding as she smokes in bed.

The incident occurred after she put her dinner in the microwave and fell asleep after drinking some wine. The smoke alarms woke her up and the crews from Staveley fire station attended.

When the CSO visited her, they noticed that her house was very cold and she said she couldn't afford to heat her property. She also used a very old electric blanket that someone had given her and an old chip pan. These were swapped for a deep fat fryer and a fleecy under blanket and completed a referral to the Healthy Homes Project Team.

They made a home assessment and arranged for oil-filled radiators and her heating to be sorted out – when they visited, her home was 9 degrees! With their help she now has a warm and 'healthy' home and is very happy.

She was very grateful to everyone for saving her life and with the support she received.

Quote from Derbyshire County Council

"The Derbyshire Healthy Home programme provides a range of interventions to help people with cold-sensitive health conditions afford to keep warm and well in their home. During a Home Safety Check, Community Support Officers sometimes identify poorly householders who are struggling to keep warm and refer them to the Healthy Home programme for assistance. This partnership arrangement helps provide essential support for vulnerable householders who would otherwise have slipped through the net".

Success in securing funding for Derbyshire Dales residence

The Service was successful in obtaining funding of £3,000 from Derbyshire County Council to work with vulnerable residence in Derbyshire Dales. Examples of how the funding was used to improve their health and wellbeing included removal of low level clutter which is likely to cause falls/injury and removal of household items to enable equipment to be installed i.e. loft installation or radiators/boilers.

A small team was put together, including DCC Healthy Homes and Derbyshire Dales Community Voluntary Services, to see who would most benefit from this.

Portable Misting Systems

In 2015/16, the Service installed 13 Portable Misting Systems in properties in Derbyshire. They are installed in properties where there is a high probability of fire in the home, due to the vulnerability of the resident, and where they have little or no chance of escaping in the event of a fire.

Over the year the Service attended six activations which were caused by genuine fires. These ranged from kitchen fires to fires in the living room.



Two CSOs trained in chair-based exercise

Two CSOs have successfully completed a four-day Level 2 Central YMCA qualification in chair based exercise for the frailer, older adult. Delivered by Age UK working in partnership with Derby Community Health Services, the course was commissioned by Derbyshire County Council as part of the Strictly No Falling initiative. The Service recognises the link that exists between people's health and their vulnerability to the risk of fire, which in turn supports the health and wellbeing of the people living in Derbyshire.

Success in securing 1,000 free carbon monoxide units from National Grid, along with sponsoring 500 smoke alarm testers.

CSO – Safety improvement

Electronic ID badges for lone workers – can press button if feel in any danger

Referrals received from EMAS for Safe & Well checks

Bolsover Local Area Coordinator

The Service was asked by Bolsover District Council to be involved in the recruitment process of two Local Community Coordinators.

They support people with disabilities, mental ill health, older people including their families and carers to build and pursue their personal vision for a good life, stay strong, safe and connected as contributing citizens and find practical, non-service solutions to problems wherever possible.

Quote from Bolsover District Council

“As Local Area Coordination develops, the continued involvement of Derbyshire Fire & Rescue is very much welcomed. The culture of a ‘can do’ attitude within the Derbyshire Fire & Rescue Service and desire to help people achieve a better life fits well with Local Area Coordination and is an important requirement to help develop and sustain it into the future”.



Multi-agency hoarding protocol in partnership with Derby University

A project was implemented whereby health and social care university students developed a multi-agency hoarding protocol as part of their year two assignment.

They worked two days a week for nine weeks as part of the Prevention and Inclusion team to develop and research the protocol. The students also liaised with many partner organisations, including the Safer Derbyshire Unit, Adult Care, Environmental Health and Social Services, to gain a better understanding of the way organisations currently identify hoarders and how those organisations work together to address and assist with the issue.

Having received the highest possible mark for their assignment, the completed protocol has now been handed over to year three students who will work with the Service to launch the protocol at a multi-agency conference later this year.

Speaking at a presentation of certificates to mark their time at DFRS, Stephanie said:

“I have really enjoyed my time working in the fire service. Everyone has been very friendly and welcoming and I am thankful for opportunity I have had to be part of that team.”



Chloe went onto to echo Stephanie's comments and express an interest in a possible future career within the fire service.

Safer Derbyshire event held at Chesterfield library. Elderly could swap old electric blankets for free fleece topper and advice.

Modern Day Slavery

The Service is an integral partner of the Derby and Derbyshire Modern Slavery Partnership. This supports and enables the discovery of and response to incidents of human trafficking and modern day slavery through a victim centred, multidisciplinary and collaborative community effort.

Professional training has been provided to service personnel regarding Modern Slavery including:

- How to identify and react to a potential victim of human trafficking/modern slavery
- Understand and apply the local contingencies/response procedures
- Barriers to disclosure of human trafficking

Domestic and Sexual Violence

The Service supports all five MARAC's (Multi Agency Risk Assessment Conference) in the county and city by sharing risk intelligence data that is fire related and we subsequently update risk information received to safeguard our officers.

Some key areas of work delivered from the Partnership include:

- Establishment of a multi-agency tactical intelligence group
- Sharing of information from Divisional Organised Crime Groups to Operation Advenus (a central intelligence hub) where slavery or exploitation is suspected.

- The development of a referral pathway for professionals and includes general indicators and sample questions to ask the potential victim.
- Compilation of information and data from partner agencies to inform the Modern Slavery Assessment for Derby and Derbyshire.

The Derby & Derbyshire Road Safety Partnership (DDRSP)

The Derby and Derbyshire Road Safety partnership deliver educational workshops to schools and colleges throughout the county in an attempt to change the attitudes of young drivers as well as young passengers.

Learn Safe, Drive Safe

DDRSP is working with driving instructors offering free three hour advanced training if you have past your test and are aged 25 and under.

Young Drivers Education Workshop

Last year the Service attended 24 schools (Year 12) and colleges, reaching 2,480 pupils, working in partnership with Derbyshire Constabulary, Derbyshire County Council and the Road Safety Partnership. The session was split into workshops looking at collision investigation, distraction and drink and drugs.

Dying2Drive Campaign

Five events were held, in conjunction with Road Safety Partnership at Broomfield College, Ecclesbourne School, Chesterfield College, Glossop, Bolsover. These were multi-agency events which incorporated educational, technical and RTC scenarios.

Chesterfield College



Students at Chesterfield College took part in the Dying2Drive campaign, which linked into key pieces of assignment work they were studying. The day gave them 'hands on' experience into how emergency services respond and work together at RTC incidents.

'Think Big' event at Broomfield College – 20 October 2015

In conjunction with our Primary Authority Scheme partner O2/Telefonica UK Ltd, the Service conducted a 'safe driving event' at Broomfield College with 80 students participating. The day was based around safe driving for young people with classroom technical input as well as an RTC demonstration. Students also worked with O2 to come up with a road safety application with the winner visiting O2 to develop their app.

Adrian Gorham, Head of Business Operation at O2 quoted:

"I would just like to congratulate everyone involved in Tuesday's Young Driver Safety day at Derby College. Bringing together O2 and Derbyshire Fire & Rescue Service to deliver an action packed day certainly gave the 80 students from Derby College an experience which I'm sure they won't forget. The students were a real credit to Derby College and showed engagement throughout the day. The student ideas for the Road Safety App were very innovative and we look forward to welcoming the winning App team to Slough to experience a day at O2. We look forward more opportunities to work with Derbyshire Fire & Rescue Service as part of our long-term partnership and youth engagement initiatives through Think Big".

YES! Scheme

The Service's Youth Engagement Scheme (YES!) aims to engage with young people from areas of deprivation and from unstable backgrounds and empower them to think about the consequences of their actions. Some of the key outcomes include:

- Positive outcomes for the young people, their families and the community including increased self-esteem and achievement
- Improved aspiration – some moved onto fire cadets and finding employment
- A return to education or training - school, college, work placement

In 2015/16, the Service delivered a YES scheme at Ascot Drive.



YES Awards ceremony held in December 2015. Gold star award goes to Darnell Johnson for a great attitude, pictured with CFO/CE Terry McDermott and the Chair of the Authority Steve Marshall-Clarke.

Fire Cadets

Derbyshire Fire & Rescue Service is proud to deliver Cadet Units across the whole of Derbyshire. Aged between 13 and 18, all units are supported by our Youth Support Workers, instructors, operational fire fighters and volunteers. Through a mixture of practical and classroom activities, cadets will perform fire & rescue service activities. We currently run the units at Ilkeston, Nottingham Road, Swadlincote, Chesterfield, Staveley and Shirebrook fire stations. Further information is available here: [Fire Cadets](#).



Fire cadets at Ilkeston working towards their Level 3 BTec Award.



Fire cadets clean for the Queen.



Police cadets visit Glossop fire station for fire safety careers in the Service in February.

Volunteers

National Volunteers week: June 2015: Signing of the Volunteer Charter

At an event to say thank you and acknowledge the outstanding work undertaken by all of the Service's volunteers, Terry McDermott signed the Volunteer Charter and pledged the Service's commitment to the on-going recruitment, retention and support of fire service volunteers.

Speaking at the event, Terry said: "It is an honour to have so many dedicated and valued volunteers working within the Service. They all give their time freely to assist Derbyshire Fire & Rescue Service in making Derbyshire a safer place to be.

"It has been a pleasure to hear from some of our volunteers today, and inspirational to hear many of their stories."



Fire Bike Safety Patrol Volunteers

The Service was delighted to receive a grant of £3,000 from Derbyshire Police and Crime Commissioner's fund to procure six fire bikes for our volunteers. Volunteers work in pairs and will be able report issues relating to fly tipping, keep an eye on void properties, provide current prevention advice and information and generally have a visible presence in the community.



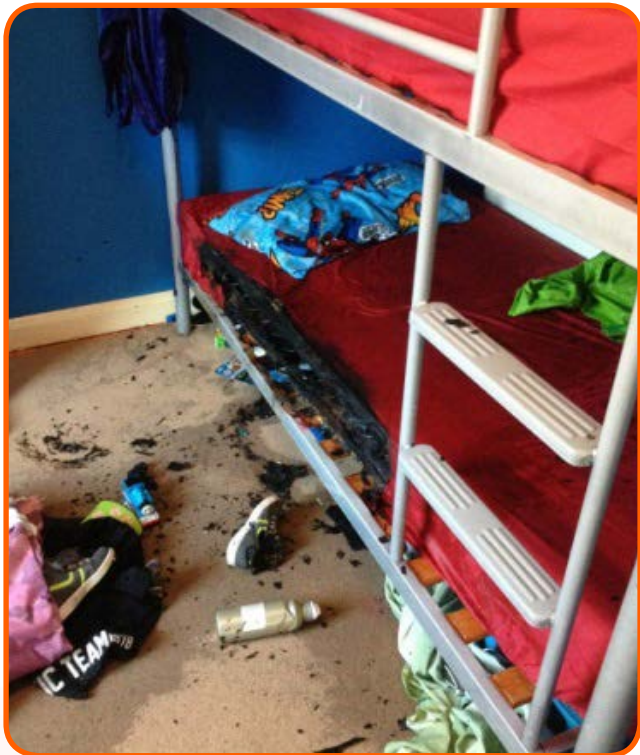
Derbyshire Fire & Rescue Service actively seeks volunteers for many roles within the Service. To find out more about volunteering with Derbyshire Fire & Rescue Service please click [here](#) for more information.

Schools Education programme

The Service recognises that the education of young people about the dangers from fire and fire setting throughout the county makes a significant contribution to reducing risk in the community. For this reason dedicated Community Support Officers visit Year 2 and 6 pupils in primary schools across Derbyshire.

FireSafe

Firesafe is our Fire-setter Intervention Scheme designed to advise children and young people with fire-setting behaviour to understand and control the feelings and circumstances that lead them to set fires. Trained advisors help the young person to understand the results of their actions through a series of visits and educational exercises at their home or other neutral venue. We have visited 130 young people through this scheme which includes referrals from partner agencies.

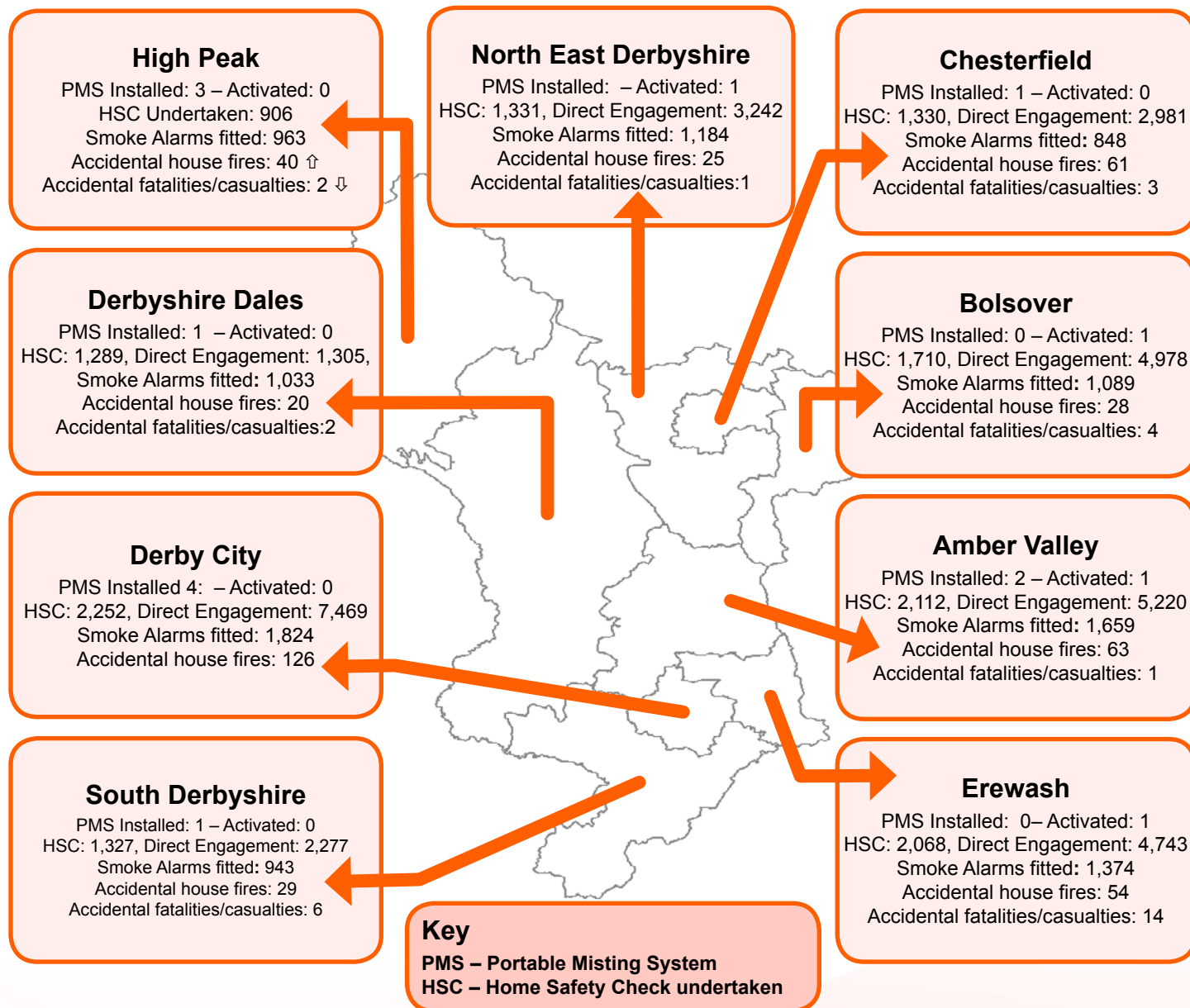


Case study: A bedroom fire at a property in Derbyshire was caused by a four-year-old boy “playing” with a lighter. All the family had a lucky escape after being alerted by a smoke alarm. A Firesafe intervention was arranged for the young boy and his family.

Feedback from Youth Offending Service

“The young person said that he really enjoyed the programme especially the way that you presented it, you made it fun to learn but importantly got the message over to him just how dangerous fire can be”.

Prevention Statistics within the county 2015-16



Protection Portfolio

Fire Safety at work and other places

As part of our work to keep Derbyshire safe, the Service provides advice, visits and audits fire safety measures in non-domestic premises. If we discover circumstances that do not meet the requirements of legislation and regulation, we offer advice, guidance and actions to assist the responsible person to take action, usually within a specified time, to ensure they comply with their obligations.

We can take formal action but this is avoided wherever possible. The options open to us are an agreed action plan, enforcement notices, prohibition notices and in extreme cases, prosecution.

We carry out these activities under our obligations under the Regulatory Reform (Fire Safety) Order 2005; and we are required by the Environment and Safety Information Act 1988 to maintain a public register which gives information about enforcement notices.

Key achievements in 2015/16

Outcome of the Protection Review

Following a review of Protection in 2014/15, the portfolio commenced implementing the recommendations made last year. Key changes that have taken place include:

- A reduction of personnel from 22.5 FTE (Full Time Equivalent) to 20 FTE
- Training, qualifications and progression that now matches the National Competency Framework for Fire Safety Inspectors
- Allowing experienced Fire Inspecting Officers to use their interpretation of

risk to indicate re-inspection (residual risk) rather than the rigid previous system (potential risk)

- Altering the 'Risk-Based' Inspection Program to reflect operational risk (from 10 levels to 5)
- Fire Inspecting Officers visiting Risk Levels 4 & 5 Operational Crews visiting Risk Levels 1,2 & 3 (Hazard Spotting)
- Introduced the 'Short Audit' from CFOA to reduce the burden on business, only carrying out a 'full audit' when circumstances require it

The changes to competency and risk management systems will mean risk is more effectively controlled by:

- All 30,500 non-domestic properties visited by Operational crews over 5 years.

The outcome of the review identified many areas of improvement in relation to efficiency and effectiveness, including financial savings to the Service and improved processes, without jeopardising the quality of the services it delivers.

CFOA Short Audits

Short audits were introduced in May 2016 to better assist business in reducing the amount of time spent on site by the Service. We will still address safety issues as and when they arise, but this initiative is designed to reduce the regulatory burden on business.

New Fire Safety Laws for Landlords

New laws came into force in October 2015 that made it compulsory for all private landlords to fit smoke alarms on every level of rented homes, as well as carbon monoxide alarms in properties which burn solid fuels.

In preparation for this, the government supplied the Service with smoke and carbon monoxide alarms that were despatched to landlords throughout the county. In total almost 6,000 smoke alarms and over 2,000 carbon monoxide alarms have been given to private landlords, along with the relevant safety information and their legal responsibilities.

Private landlords must now check all alarms are working at the start of every new tenancy, with potential penalties of up to £5,000 if they don't comply.

Public Register of Notices

In 2015/16, the Protection Team served 29 Enforcement Notices and 12 Prohibition Notices. You can view these notices using the below link:

Public Register of Notices Served. and <http://www.cfoa.org.uk/11823>.

The Service was successful in prosecuting three businesses last year for failing to comply with the Regulatory Reform (Fire Safety) Order 2005.

Case	Date	Award
Landlord of rented accommodation convicted of offences against the Fire Safety Order 2005. Shirebrook.	Jan 2016	Convicted and fined a total of £6,052 including costs for five offences in relation to premises he let and subsequently sub-let.
Responsible person of a nightclub convicted of offences against the Fire Safety Order 2005. Chesterfield.	August 2015	Convicted and fined a total of £10,217 including costs to Derbyshire Fire & Rescue Service and Chesterfield Borough Council.
Landlord of guest house convicted of Breaches of the Fire Safety Order 2005. Belper.	2015	Convicted and fined a total of £24,074 including costs and a victim surcharge of £120.

Care Home Managers Fire Safety Seminars

Last year the Service hosted a number of fire safety awareness events for Care Home owners / managers and other agencies at fire stations. The events proved very successful and valuable to those who attended.



Fire safety awareness event to care home owners and managers: 29 Oct 2015.

Fire Investigation

The Service conducts Fire Investigations using its powers under the Fire Services Act 2004.

The outcomes are used to initiate and support the Service in its primary role of reducing community risk. Investigating the cause and spread of fire provides evidence, reports and statistical data which inform our Prevention, Protection and Response activities supporting our Integrated Risk Management Plan.

As well as sharing these with other Fire & Rescue Services, they are also shared with our partners, in particular the Police, Crime Scenes Investigators and The Crown Prosecution Service to reduce fire crime.

The Service attended 122 Level 2 Fire Investigations which included nine over-border incidents. These investigations included fatal fires, arson incidents and accidental fires.

They have helped secure a number of convictions for arson in 2015/16 with sentences ranging from 24 months to 24 years.



Watch Manager Dave Coss with Dexter.

Following an intensive training period and a successful, robust two-day assessment to attain a licence to work, Dexter, a 14-month-old black and white cocker spaniel, is to take over as the lead dog for fire investigation from a much loved and long serving fire investigation dog, 'Freckle'.

Primary Authority Scheme (PAS) – A Year On

The recent application of the Primary Authority Scheme (PAS) to fire & rescue services has resulted in the development of many partnerships across the Country. The aim of the scheme is for the primary regulatory partner to provide robust, reliable and consistent advice on compliance issues in respect of the Regulatory Reform (Fire Safety) Order 2005 and the advice followed will be suffice to satisfy regulatory compliance across local authority boundaries.

In 2014/15, the Service was proud to sign a PAS with Telefonica UK (O2).

This partnership has resulted in the provision of comprehensive assured advice and by close examination of the company's fire safety measures a portfolio of evidence has been produced to illustrate how Telefonica UK (O2) meets each of its statutory obligations under the Regulatory Reform (Fire Safety) Order 2005. The system has been tried and tested and enables the Service to make a quick and timely response to any inquiry from external regulators.

The Service is currently in the process of finalising further PAS agreements to provide support to local business through our Business Support Initiatives.

Domestic Sprinkler Systems Think Sprinkler Campaign

Over the years the Think Sprinkler campaign has gone from strength to strength. Last Year:-

- Parkside Sheltered Housing in Chesterfield is a new build, which opened in spring 2016; this now means that all of Chesterfield Borough Council sheltered housing schemes will be protected by sprinklers. In future all new builds and refurbishments in Chesterfield will be either built with sprinkler systems or retrofitted
- Derby Homes will be installing sprinklers over the next five years in 700 homes that will either be built or refurbished
- South Derbyshire District Council are now fitting sprinklers as standard in a new development at Lullington Road
- Bolsover District Council are hoping to build another 100 homes fitted with sprinklers
- Bolsover are involved in installing new pipework and sprinklers in over 200 properties which will be carried out over the next two years.

In October 2015 the Service ran a successful sprinkler event which highlighted the good work that we are doing in partnership with our local authority 'Think Sprinkler' partners. The day was well attended and progress made in reaffirming the 'Think Sprinkler' message.



Matt Hands, Derby Homes



Paul Stepto, Chesterfield Borough Council

Mike Ainsley, Chair of Derby Homes

"Derby Homes are committed to the installation of Sprinklers in all new build and major refurbishment projects; I am pleased to announce that, working in partnership with Derby City Council we have installed sprinklers into over 250 homes.

We can now reassure our tenants that both these homes and the people living within them will be protected from fire and its devastating effects into the future"

The University of Derby

Derbyshire Fire & Rescue Service has identified that architects, building designers and building engineers often think about fire safety much later in the design process. Therefore we initiated contact with The University of Derby to educate their students early on their careers. What started as two small trials is now growing to include students from across the campus and across several disciplines, and they really enjoy the Service's fire safety and knowledge input. Students had the opportunity to take part in technical workshops, practical exercises, to view a live fire and to witness demonstrations regarding fire, combustion and smoke spread.



CFO/CE Terry McDermott, Derbyshire Fire & Rescue Service.

“By building homes with domestic sprinklers; builders, architects and planners are not only safeguarding the lives of those who live in their properties, but also future proofing the design for the aging population”



Sprinkler activation demonstration, showing a room set with no sprinkler on the left and a room set fitted with a sprinkler on the right

Response Portfolio

The Response Portfolio ensures that we have our operational resources in the right place, at the right time, staffed by personnel who have the right skills, training and equipment to resolve the full range of incidents that they may face, effectively and professionally.

The Response Portfolio responds to a range of incidents such as -

- Fire
- Road Traffic Collisions (RTC)
- Chemical
- Flooding
- Animal Rescue
- Water Rescue

In total our response crews were called upon to attend 7600 emergency incidents throughout the year. This is an increase of 16% compared to last year; however this is due to the introduction of the Emergency First Responder (EFR) scheme at Dronfield, Staveley, Buxton and Matlock fire stations.

By removing the EFR incidents the number of incidents has increased slightly from 6520 to 6567 which equates to 1%.

Whole-time Recruitment

The Service undertook a Whole-time fire fighter recruitment campaign. Prior to commencement, a complete review and redesign of the process took place as the Service hadn't recruited since 2009. Some of the key areas that were reviewed included the introduction of an on-line recruitment process, role of a modern day fire fighter, pre-entry criteria, medical requirements and assessments undertaken. As part of this project the Migration Policy was reviewed and updated to open up recruitment opportunities for interested RDS personnel.

Publicity and positive action events took place in May/June, with the on-line recruitment site opened in July. Job-related test assessments, interviews and medical checks followed. The uptake, as expected, was high.

The 15-week course commenced at the end of November 2015 and by March 2016, the Service was proud to announce the employment of 10 new Whole-time fire fighters.



A proud day for the Service as 10 new Whole-time firefighters are honoured at the Pass Out ceremony

Retained Duty System Recruitment

Over the year, the Service recruited for Retained Duty System firefighters. Five courses were undertaken in 2015/16 with 37 new recruits starting. Retained Duty Firefighters are an essential part of our response capability, often, but not exclusive, serving the more rural parts of Derbyshire and we will continue to recruit throughout 2016/17 and beyond.



In March '16 Staveley RDS welcomed two new recruits to the team



Ten new Retained Duty System / On-call Firefighters have finished their initial training Oct 15.



...and Bakewell RDS train their liquid-tights suits

“Migration of RDS to Role of Firefighter” Service Procedure Updated

As part of the WT recruitment campaign and a review of our processes, the Migration to Role of Fire Fighter Policy was updated.

The procedure sets out the parameters to be adopted for migration and promotion of existing Retained Duty System (RDS) employees onto the Whole-time Duty System (WDS).

Key changes included:

- A new document title that is more inclusive of the opportunities now opened to RDS personnel wishing to consider a Whole-time fire fighter position: *“Retained Duty System (RDS) Migration to Whole-time Duty System (WDS) Firefighter Roles Plus Promotion from RDS to WDS Roles”*
- Changes to the process
- Change to eligibility and promotion.

Due to this change a number of RDS personnel commenced the Whole-time recruitment course in November 2015.



Multi fatal fire – Langley Mill prosecution

Derbyshire Fire & Rescue Service has its own specialist Fire Investigation Unit and works closely in partnership with Derbyshire Police in investigating acts of arson and deliberate fire setting.

The Service received a call in June 2015 to attend a car fire at a property on North Street, Langley Mill. A further call was received reporting a house fire, with persons reported, at the same address.

Tragically three people died as a consequence of the fire. Investigations into the cause of the fire identified the cause to deliberate ignition.

In February 2016 following a trial at Nottingham Crown Court three men were found guilty of murder and deliberate starting the fire and sentenced to a total of 81 years in prison.

Prevention-related Activities

The downward trend in the number of emergency calls responded to reflect the commitment and energy our response crews have made during 2015/16. This has been achieved by working with Derbyshire communities to make people safer in their homes, businesses, at leisure and on our roads through the provision of information, support and advice. Such prevention work is becoming more and more an essential part of the role of the firefighter in Derbyshire. As we move forward into 2016/17 and beyond, our crews will become even more focused in assisting communities, particularly the more vulnerable, to become safer.

It is important that all Derbyshire communities are able to develop a productive relationship with the Firefighters in their local areas. This helps to further develop the 'community contract' highlighting the key role local people play

as the first part of the 'wall of defence' against fires and other emergencies. To that end during 2015/16 we increased the number of station open days held and we plan to hold many more moving forward.

Crews Carry out Safe and Well Checks

In January 2016, the Service commenced training operational crews to undertake Safe and Well Checks which would replace the Home Safety Checks.

The Safe and Well Checks will expand to include information on the health and wellbeing of residents. Through analysis of national data we understand that people who are in poor health, live with mental illness or reside in poor housing are particularly more likely to come to harm. When someone is at risk of a slip, trip or fall because of mobility problems or sensory impairment, or when someone has become socially isolated or lives in fuel poverty, it is a strong indicator that they are more likely to be at risk of fire.

By interacting with these groups we are able to signpost them to other partners who can provide the care they need.

Working with Other Emergency Services - Improving our Joint Response

During 2015/16 we have worked closely with response colleagues in the other Emergency Services (predominantly Derbyshire Police and East Midlands Ambulance Service-EMAS) in training together under the banner of the Joint Emergency Services

Interoperability Programme. (JESIP) This is a national work-stream aimed at ensuring Police, Fire and Ambulance, the first responders to emergencies, are even more effective at working seamlessly together particularly during major emergencies such as for example during severe weather or at major transport accidents.



Working with other emergency services / agencies on a two day multi-agency exercise in October 2015



Floods in Ilkeston in June 2015



Planning a Better Response

During 2015/16 Operational Crews also continued to invest considerable time in becoming familiar with the risks in their areas. This involves the provision and subsequent testing of operational plans so that if a fire or another emergency does occur firefighters are on the front foot in knowing the specific risks they face dealing with whatever confronts them, increasing the likelihood of successfully protecting life and reducing damage to property and the environment.



Belper, Wirksworth and Alfreton Green Watch Breathing Apparatus training in January

Modern 'Fit for Purpose' Emergency Vehicles

Procurement of new fire appliances

The Service procured seven new Scania fire appliances as part of the Transport Strategy 2014-18. Working jointly with Nottinghamshire FRS on the vehicle specification/design, these appliances have been designed with the latest technology and fire fighter safety in mind including, integrated snow chains, an integrated 100 litre foam tank and CCTV recording/ imaging. The CCTV camera system installed has all outward facing cameras that cover the front, rear and sides of the appliance. CCTV recordings/image information can be used for a variety of reasons including the following:

- Anti-Social Behaviour Investigation, including attacks on fire crews
- Fire Investigation
- Incident Debriefing
- Accident Investigation.

Additional Transport updates included:

- Replacement of 14 light vehicles
- Tendered for a Bulk Foam Pod to be transported by our existing prime movers. Refurbishment of our two existing bulk Water/Foam Carriers at Ilkeston and Staveley, transforming them into 9000 litre Bulk Water Carriers.

Key achievements made by Learning & Development

Learning & Development have worked hard over 2015/16 to improve their ways of working and created several service improvement opportunities.

- A total of 864 core skills training courses/modules were delivered in 2015/16
- The new L&D Instructor shift system enabled training to be run 7 days a week resulting in 22% (190) of core skills training courses being delivered at the weekend
- One WDS recruit Phase One course and five RDS recruit Phase one courses took place
- 75 Firefighters are currently being supported on Phase 2 development.
- Regional working was progressed resulting in collaborative training provision for Driving Courses
- We supported the Emergency First Responder trial through the provision of Trauma and Driver Training
- We achieved awarding centre status for Level 5 Fire Investigation for the region
- We successfully introduced an apprentice post into the L&D portfolio
- We introduced a new Inclusive Management and Leadership Development Programme (MLDP) providing a defined pathway for development and progression across the service
- We upgraded our BA complex facility to better integrate Breathing Apparatus BA and Compartment Fire Behaviour Training CFBT
- We enabled and supported year on year take up increase for Institute of Fire Engineers (IFE) qualifications. In October 2015, 50 applicants undertook 93 IFE papers. In March 2016, 85 applicants undertook 148 papers.



EMAS at Kingsway fire station training site taking part in some joint training February 2016.

Delivering against the People Strategy: Year One

People Strategy 2015-17

Our people are our most valuable asset. The Service has developed a three-year strategy to ensure that we have the capacity and capabilities to deliver a modern Fire & Rescue Service to our communities.

In 2015/16, 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 One included:

Outstanding Leadership

- Developed and introduced a Management & Leadership Development programme (MLDP)
- Introduced the iPerform programme for all Strategic and Senior Managers to support performance improvement and engagement (initially as a trial)
- Established a promotion and selection process for all levels
- Developed a Service Progression Procedure And Managerial & Leadership Development Programme.

Shaping Our Workforce

- Updated our workforce plan and refreshed the data to include age, gender and protected characteristics
- Completely redesigned and undertaken a significant recruitment campaign for Whole-time firefighters
- Increased the number of Retained firefighters using a refreshed recruitment process
- Updated our workforce plan to anticipate the retirement profile
- Developed accurate establishment data which is provided to key stakeholders every month.



Developing and Rewarding Our People

- Remodelled and re launched the Appraisal process
- Renewed the contract for the employee benefits scheme (Firesaver)
- Put in one place the current suite of offers and schemes available to all employees.

➤ Engaging Our People

- Directly engaged with our employees on the HQ relocation
- Continued to undertake station and departmental visits by the Strategic Leadership Team
- Further developed the Well4work website to include information on personal resilience and suicide
- Signed up to the 'Time to Change' pledge to support mental health initiatives
- Introduced technical solutions to improve auto population of sickness absence notifications and return to work meetings (RTW).

Positive Working Environment and Culture

- Delivered a conference for Middle Managers to contribute to organisational goals and priorities
- Refreshed the organisational values
- Undertaken a cultural survey.



Success in reducing our sickness levels

'Well4work' is the Intranet platform that provides information, guidance and support for Service personnel around Occupational Health, Fitness, Health and Lifestyle, Attendance Management and Wellbeing.

The priorities set out in the Service Plan are supported by our People Strategy 2015-17, with employee motivation, satisfaction and commitment being fundamental to effective service delivery.

A rise in absence levels in 2014/15 saw the cost of sickness absence increase to £579,072 amounting to 8143 total shifts lost. An appraisal of our processes and people management capability showed:

- High absence attributed to mental health issues
- Lack of ownership of processes by managers
- Limited information on health matters

With senior managers' approval, HR led on a project with the primary objectives of:

- Improving systems
- Increasing managers' capability for responsive intervention
- Developing our network of prevention solutions
- Advancing employees' understanding of health risks
- Reducing absence levels

Human Resources developed the 'Well4Work' website and worked with Occupational Health, the Systems Administrator, Service Improvement Adviser and managers to obtain feedback on management processes. Through data analysis and process mapping the points of failure and areas for improvement were identified. The Data Analyst created the program required to auto-populate forms and create reports and the Systems Administrator made adjustments to electronic workflows to automatically generate emails to managers where triggers were reached.

By working in collaboration with key stakeholders and professionals across the organisation we are proud to report the following outcomes/achievements:

- 14% reduction in cost of sickness absence
- 21% reduction in total shifts lost
- 23% reduction in shifts lost to long term sickness
- Mental health absence no longer the top reason for absence

Diversity and Inclusion

We recognise that diversity and inclusion run 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 / service users. The duty aims to make sure public authorities think about things like discrimination and the needs of people who are disadvantaged or suffer inequality, when they make decisions about how they provide their services and implement policies. Therefore, 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.

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.

Awarded the Disability Two Ticks award from Job Centre Plus

Two awareness days were held at Kingsway and Staveley Fire Station, to promote the role of a firefighter to female and BME (Black Minority Ethnic).

A joint Lead Chaplain has been recruited for Derbyshire Police and Derbyshire Fire Service, to support employees from across both services.

Several events and campaigns the Service supported across the county in 2015/16 included:

- Ramadan
- Derbyshire PRIDE
- Derby West Indian Carnival
- Diwali
- Halloween
- Think Big
- Think Sprinkler
- 12 Days of Christmas
- “Elf” and Safety
- ICE Winter Wellbeing
- Dignity Day
- International Women’s Day
- Hoarding Event
- Electric Blanket Amnesty
- Health Promotion Event at West Indian, Hindu and Indian Community Centre

External Customer Satisfaction Reports Carried Out in 2015/16

The Service recognises the importance of ensuring the quality of its services meets the needs and requirements of our communities. To this end, the Service provides an 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 2015/16.

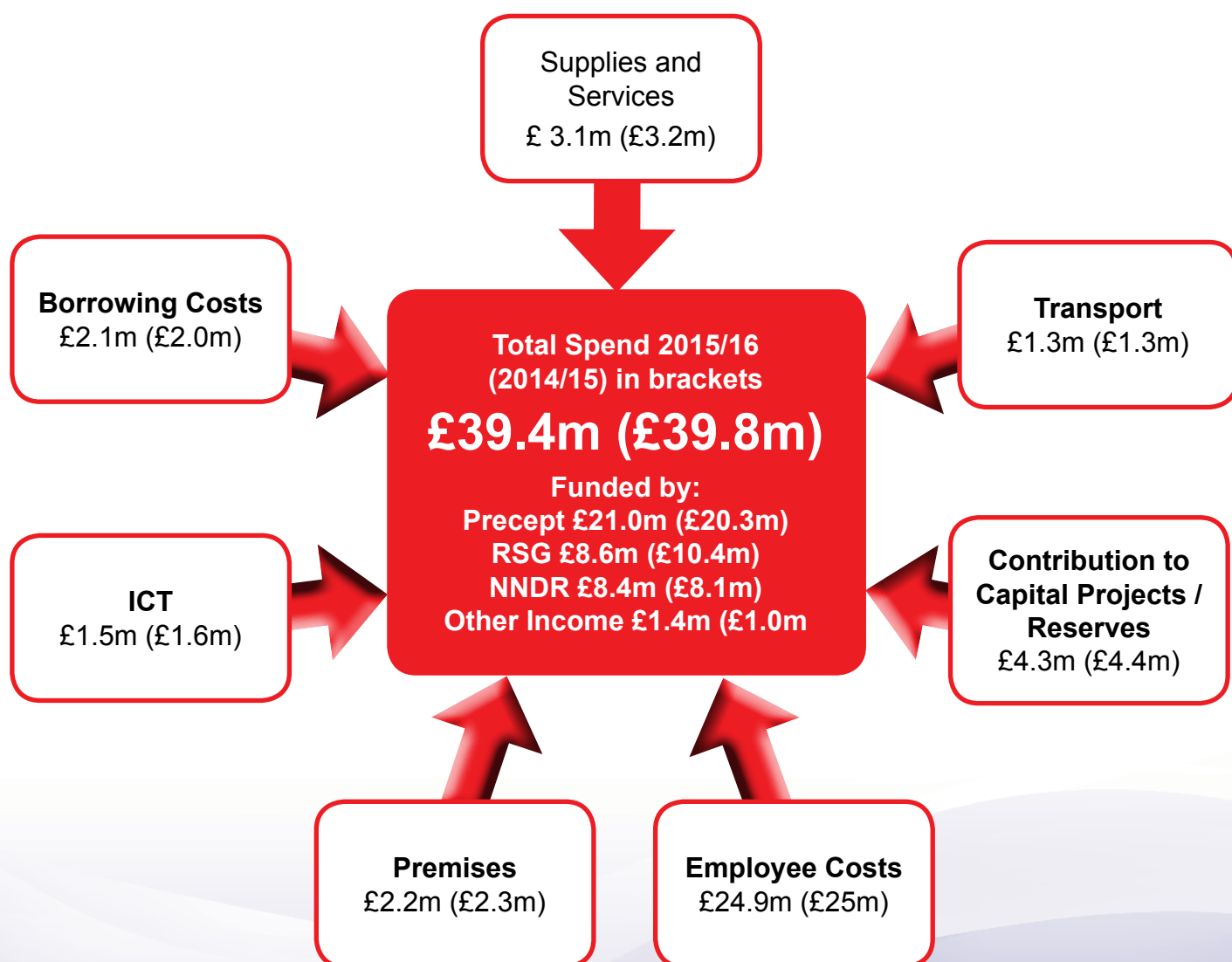
Customer Satisfaction survey	Quarter 1	Quarter 2	Quarter 3	Quarter 4
After the Incident	83% (28)	100% (16)	83% (17)	93% (13)
Home Safety Check	96% (47)	100% (56)	98% (128)	96% (124)
Business Fire Safety	89% (18)	(0)*	60% (5)	95% (36)

* - The form for Business Fire Safety was under review in Q2 so no results were captured

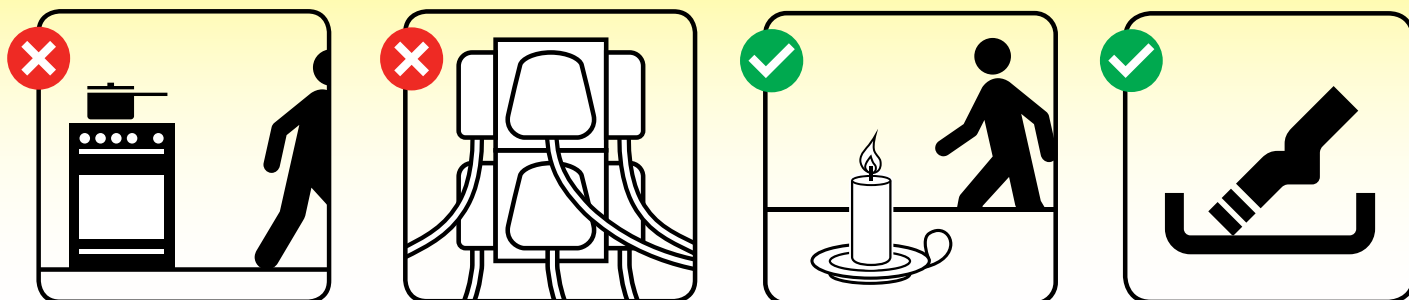
Our Financial Budget 2015/16

By the end of the 2015/16 financial year the Service will have already saved £7.85m since 2011 and the reduction in grant for DFRS is equivalent to 53% or £4.4m. It is anticipated that a further £1.6m - £2m saving will be required by 2019/20. 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 2015/16 Budget Report.](#)

Derbyshire Fire & Rescue Service has continued to be proactive in its approach to meeting significant and on-going reductions in Government funding.



Common Fire Prevention



Did you know?

Over half of home fires are caused by cooking accidents.

More than five fires a day are started by candles.

Every three days someone dies from a fire caused by a cigarette.

Faulty electrics (appliances, wiring and overloaded sockets) cause around 7,000 house fires across the country every year.

Smoke Alarms Save Lives

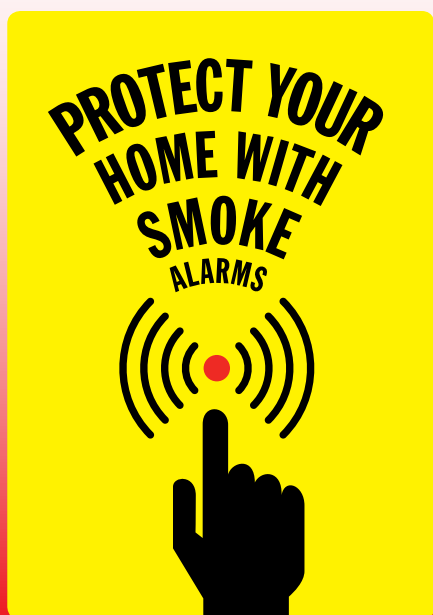
You're twice as likely to die in a fire if you don't have a smoke alarm that works.

90 people die each year because the battery in their smoke alarm was flat or missing.

Plan a Safe Escape

Fitting a smoke alarm is the first crucial step to protecting yourself from fire. But what would you do if it went off during the night?

This section will help you make a plan ready for an emergency which could help save the lives of you and your family.



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

OTHER LANGUAGES

Chinese

展禮氏掌蹤鑑桖僅兮磳導倂綰辨鑢攢懋傷廂擦 啄旋窩巾 ' 矜桖 題禍悛 闕 迨董膺鶯嚙幼陌
騰 Prevention and Inclusion Department, 皖鰲 01332 771221 舐展槎儵漸 攢嚙暖冕鑼倂滂綫菓遺
罌哽

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'autres services d'interprétation peuvent être disponible sur demande.

Bosnian

Ako želite ovaj document na nekom drugom jeziku ili u drugom formatu, uključujući uvećana slova, Brailovo 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 kasiecie audio, prosimy o skontaktowanie się z Wydziałem Zapobiegania i Interwencji pod numerem telefonu: 01332 771221. Dalsze tłumaczenia dostępne są na ządanie.

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 टैलीफोन नंबर 01332 771221 पर संपर्क करने की कृपया करें। निवेदन करने
पर दोभाषिये की सेवा भी उपलब्ध हो सकती है।

Farsi

اگر میخواستید 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
daabadid 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
والادماج 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, Аудиокассету, тогда свяжитесь пожалуйста с Департаментом
Предупреждения и Включения по тел.: 01332 771221. Дальнейшие услуги перевода могут
быть доступны по запросу.

Kurdish

ئەگەر تۆزەندەکیەت نەم بەلگەنامەییە بەزمانیکی تریان بە شیوەییەکی تر لەوانە چاپی گەورە، نوسینی تاییبەت بو نابینایان، یان بە کاسیتی
دەنگ، ئەوا تکیایە پەییوەندی بکە بە بەشی پریقینشن و نەکلۆژن، بەژمارە تەلەفونی 01332771221. خزمەتگوزاری وەرگێزانی زیاتر
نەوانریت دابین بکەیت 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 (ਇੰਟਰਪ੍ਰੈਟਰ) ਦੀ ਸਹੂਲਤ ਦਾ ਵੀ ਪ੍ਰਬੰਧ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ।

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Terry McDermott

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