

Meeting: Combined Fire Authority

Date: 29th September 2016

Subject: Annual Report and Statement of Assurance 2015-16

Report by: The Chief Fire and Rescue Officer

Author: Naomi Orme (Planning Manager)

For: Decision

1. Purpose

The purpose of this report is to gain Combined Fire Authority (CFA) approval for the publication of the draft annual report and statement of assurance for 2015-16.

2. Recommendations

CFA is asked to approve the annual report and statement of assurance for 2015/16 for publication, with delegated powers to the Chief Fire and Rescue Officer to make any necessary minor amendments prior to publication.

3. Executive Summary

3.1. The annual report looks back at performance for the previous year; the annual statement of assurance is a statutory publication required under the National Framework that *'must be signed off by an elected member of the relevant authority who is able to take responsibility for its contents'*.

3.2. **Appendix 1** is the draft document for 2015/16. It will be published following approval.

4. Report Detail

4.1. The Fire and Rescue National Framework for England requires that a statement of assurance is published each year by all fire and rescue services. Its purpose is to provide assurance on financial, operational and governance matters, in particular in meeting the requirements of the National Framework. Our annual report is published each year, highlighting our performance and providing information on how we are meeting our targets and aims.

4.2. In recent years our annual report has been shortened in order to make it more digestible. Headline summaries are now provided for each of our three areas of response, prevention and protection, with links provided where further performance information can be found, as well as an appendix with a full table of performance indicators.

- 4.3. The document provides a link to the Annual Statement of Accounts that will be published on our website, and to our equalities web pages. Details of project outcomes are also covered. The document will be published in full on our newly launched website, leicestershire-fire.gov.uk.
- 4.4. To keep the documents succinct, there are a number of links to other areas or documents. Because our new website has only recently gone live, these links are not yet enabled, but will be actioned following approval. They will all be substantiated and checked prior to publication.

5. Report Implications / Impact

5.1. *Legal (including crime and disorder)*

- a) The production of an annual statement of assurance is a statutory requirement as detailed in the Fire and Rescue National Framework for England. It must be signed off by an elected member on behalf of the authority.

The statement has been viewed and checked by central government in previous years to ensure its currency.

- b) The publication of our performance sits within the good practice of open and transparent data for public services.

5.2. *Financial (including value for money, benefits and efficiencies)*

The appendix provides a section on financial assurance. It is anticipated that the relevant departments will address any actions arising from the external audit of accounts.

5.3. *Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)*

- a) Failure to publish a statement of assurance would not meet with the statutory requirements of the National Framework.

- b) Publication of our annual performance figures mitigates any organisational reputational risk and that of not meeting the transparency agenda.

- c) The 2014/15 annual report and statement of assurance was audited with substantial assurance being given. Any resulting recommendations have been implemented.

5.4. *Staff, Service Users and Stakeholders (including the Equality Impact Assessment)*

Any actions arising from performance or assurance will be dealt with by the relevant departments.

5.5. *Environmental*

This document will be electronic unless hard copies are specifically requested.

5.6. ***Impact upon Our Plan Objectives***

Publication of this document meets the aim of 'effective governance and openness to the community'.

6. **Background Papers**

None

7. **Appendix**

Draft Annual Report and Statement of Assurance 2015/16



DRAFT

ANNUAL REPORT AND STATEMENT OF ASSURANCE

// 2015/16

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INTRODUCTION

Welcome to our Annual Report and Statement of Assurance for 2015/16. This document provides you with a review of what we did in 2015/16 as well as showing where you can access more detail about the levels of performance we achieved.

We are required, in accordance with the Fire and Rescue National Framework for England, to provide assurance on financial, governance and operational matters each year. The publication of this document enables us to meet this obligation.

This Annual Report and Statement of Assurance also contributes to one of our strategic aims, which is to provide effective governance and openness to the community. In it you will find an overview of how well we have performed in relation to the targets we set ourselves and how we have met our statutory duties. In addition to the details we are publishing in this document, we have also provided electronic links (they can be identified by being underlined) to other documents and information sources to make it easy for you to gain a full appreciation of what we have done in the last twelve months. This Annual Report and Statement of Assurance, along with the launch of our new website, demonstrates our commitment to improving access to information for all of our stakeholders.

If you have any difficulty in accessing these links, or require this or other documents in a hard copy format, please contact us at:

Information Management
Leicestershire Fire and Rescue Service Headquarters
12 Geoff Monk Way
Birstall
Leicester LE4 3BU

Tel: 0116 287 2241
Fax: 0116 227 1330

Email: info@lfrs.org
www.leicestershire-fire.gov.uk

2015/16: OUR PERFORMANCE

Each year we monitor the levels of our performance against a set of key performance indicators. Actual performance is measured against a target range, and against previous years' figures. We also benchmark against other fire and rescue services and organisations where appropriate. In this section we provide a summary of our performance for 2015/16, along the key service delivery areas of response, prevention and protection.

Response

In 2015/16 we attended a total of 7,521 incidents. This is a slight increase of 2% when compared to 2014/15, but a 39% reduction when compared to 2005/06 (4,777 fewer over 10 years). The table below shows how the numbers of incidents have changed when compared to the previous year, and to 10 years ago.

	Fires	Road Traffic Collisions	False Alarms	Special Services	TOTAL INCIDENTS ATTENDED
2015/16 actual	2,280	666	2,954	1,621	7,521
% change from 2014/15	+4%	+8%	-21%	+89%	+2%
% change from 2005/06	-46%	-28%	-49%	+24%	-39%

During the last 10 years there has been a significant reduction in the total number of emergency incidents we attend. The number of fires and false alarms has nearly halved but the number of special service incidents has increased significantly. The reason for this increase is the fact that we now respond to a wider range of incidents, including medical emergencies and assisting the ambulance service to gain entry to premises where it is known that a person needs assistance.

In 2015/16 we rescued a total of 549 people from emergency incidents. These incidents included freeing trapped people from vehicles and other forms of transport; freeing trapped people from hazards in the natural environment including water and confined spaces, and supporting or carrying people for the ambulance service using ladders or lines for rescue. We gave evacuation assistance to people at 191 primary fires.

Although there was a slight increase in the number of fires overall from the previous year, the number of deliberate small fires reduced by 13%. The increases were seen primarily in car fires (24% increase) and in prison fires (160% increase). In 2015/16 we attended 666 road traffic collisions which is slightly higher than the previous year, but still within our target range, and 28% fewer than 10 years ago. We rescued 208 people that were trapped as a result of road traffic collisions. 66% of the rescues were completed in under 5 minutes and 96% were completed in under 30 minutes.

The number of false alarms we attended in 2015/16 reduced dramatically by 762 (21%) when compared to 2014/15, and is almost half the total of false alarms that we attended in 2005/06. In addition, the number of hoax or malicious calls reduced by 25; a 7% reduction from the previous year.

We met our response standard targets and attended 95.5% of life threatening incidents within 10 minutes and 99.5% of non-life threatening incidents within 20 minutes. We achieved extremely high levels of public satisfaction for the emergency response services we provided, with 98% of those who responded to our After the Incident survey expressing that they were satisfied.

The levels of sickness absence for our operational staff reduced to the equivalent of 3.02 shifts lost per year per employee. This was far better than the stretching target we set ourselves, and it is one of the lowest rates in the country when compared to other fire and rescue services.

The majority of the targets we set ourselves against the key performance indicators met their target range for 2015/16. The full list, including comparisons to previous years, can be seen at the Appendix to this document, or [here](#) on our website.

Prevention

Our comprehensive programme of community safety education aims to increase public awareness, to prevent fires and other emergencies from occurring; and to educate people about the actions they should take in the event that an emergency does occur.

In 2015/16 we completed 5,558 home fire safety checks, of which 472 were carried out by our partners (the British Legion and Charnwood Neighbourhood). In total, we fitted 4,481 smoke alarms and this should really make a difference to the safety of our communities and our citizens.

We led or took part in 1,969 community safety events. Of these, 100 visits were for Firecare, our juvenile fire-setters programme; and 134 were our young drivers' road safety project, the Virtual Fatal 4 roadshow.

Over 22,000 people experienced the Fatal 4 presentation and/or the Virtual Fatal 4 car, at 134 different events. Of those that attended, the following table shows how the education affected their attitude towards driving:

Attitude/behaviour	Pre-event	Post-event
% of audience who would wear a seatbelt on short journeys	78%	90%
% of audience who would speak up if they felt unsafe in a vehicle	72%	90%
% of audience who would not use their mobile 'phones whilst driving	79%	93%

We carried out 225 healthy, safe and secure visits as part of our multi-agency project, Braunstone Blues. The project aims to increase community wellbeing and consequently decrease demand across all of the emergency services. The visits include education on many elements of safety, health and wellbeing, not just home fire safety.

Our community safety educators (CSEs) visited 332 primary schools to deliver fire and road safety education to 26,518 Year 1 and Year 5 children. This programme ensures that the children in our area have consistent fire safety education at least twice in their school lives. The children are encouraged to share what they have learnt with their families, to spread the knowledge.

Our Fire Cadets scheme has been running at Western and Central fire stations. The cadet scheme is open to any young person between aged between 13 and 18 and sessions are run in the evenings with support given at community events on weekends and during school holidays. The cadets develop their leadership skills and have the opportunity to achieve qualifications and awards. In 2015/16, around 40 cadets enrolled.

In terms of fatalities, there were 6 fire deaths from primary fires in the year 2015/16. Of these, two were suicide. The remaining four were accidental and all victims were over 50 years of age, further proving that this age band is more vulnerable and at risk from fire. We will continue to target this group of citizens to reduce the terrible effects that fires in the home can have.

There were 40 injuries from primary fires in 2015/16. This figure was within our target range, and despite being slightly higher than the previous year, the increase was in deliberate injuries, which are difficult to prevent.

See the appendix for more details on how we performed against our targets in 2015/16, or follow this [link](#) to our website.

Protection

Our Fire Protection Group aims to reduce the risk of fire in businesses and other non-domestic properties. We enforce fire safety legislation by carrying out inspections, giving advice and serving enforcement notices where necessary. In 2015/16 the group completed:

- 542 fire safety audits
- 867 building regulations inspections
- 420 fire safety concerns
- 125 specific inspections
- 67 desk-based inspections
- 267 licensing consultations
- 331 fire safety advice request responses

This work resulted in a total of: 233 prohibition notices; 36 enforcement (formal) notices; 93 action plans, and 157 deficiency notices, all being served upon businesses or building owners.

For more details on our performance in this area in 2015/16, follow this [link](#) to our website.



2015/16: PROJECTS AND THE SERVICE DEVELOPMENT PROGRAMME

A number of projects were started, progressed and completed in 2015/2016.

Our integrated risk management plan (IRMP) consultation project involved a full consultation programme with our communities, staff and other stakeholders on proposals for changes to the resources and arrangements for fire and emergency cover. The process included the creation, distribution and analysis of a survey (1,395 responses); delivery of 12 open public forums (involving approximately 740 people); as well as specific forums for staff and briefings for Members of Parliament and local public bodies. The main findings were then analysed and presented to the Combined Fire Authority (CFA).

The outcomes of the consultation were discussed by the CFA who agreed proposals: to implement an upgrade to the duty system arrangements at Market Harborough and Lutterworth fire and rescue stations; to introduce new tactical response vehicles (TRVs) at four stations across the service, and to develop Wigston Fire and Rescue Station to accommodate a more cost efficient wholetime duty system. These are now being progressed as projects through the service development programme.

In 2015/16 we entered into a multi-agency initiative with our partners. The Braunstone Blues project was set up with the primary objective to reduce the demand on the three emergency services in the Braunstone Park area. Along with our partners, we are delivering community engagement events; interventions such as home healthy, safe and secure checks; education activities; information sharing initiatives and school and relevant group or club visits. Already, specific engagement at both a residential home for vulnerable people and a nursing home has seen their demand on the ambulance service reduce by 12% and 38% respectively in the first six months.

In January 2016 a project began to develop Coalville fire and rescue station into a hub for all three emergency services. This is funded by the Office of the Police and Crime Commissioner. The project will be used to assess whether this model could be repeated at other locations.

We continued to progress our journey to achieve the 'excellent' level of the Fire and Rescue Service Equality Framework. Achievements in 2015/16 included the delivery of training to senior and middle managers that will enable us to move forward and achieve the award. Equality information is now being collected and monitored in complaints and concerns procedures and in community engagement. Equality considerations have also been included in procurement processes. To view more about the work we are doing, and have undertaken, including our workforce statistics, follow this [link](#) to our annual equalities report.

Improvements were made to Information Technology in 2015/16. We upgraded to a new fibre-optic Wide Area Network (WAN) that has improved the speed and access to our network from all of our premises. We have also started projects to improve the use of our SharePoint software, and another to upgrade our finance system (in partnership with Nottinghamshire Fire and Rescue Service).

We made improvements to the systems and processes for capturing the premises information we use in our fire prevention activities. Information is now input directly into a single system, reducing data input and removing duplication, so that the information we hold is far more accurate and up to date.

The integration of our addressing systems has improved the data quality and efficiency of our home fire safety visits process. The visits are now scheduled automatically, which has reduced the number of duplicate visits and has freed up time previously spent in administration.



2015/16: ASSURANCE

Operational Assurance

In January 2016, responsibility for fire and rescue policy moved from the Department of Communities and Local Government to the Home Office, largely to deliver greater joint working between the Police and fire services.

The combined fire authority (CFA) maintains key responsibilities that they are bound to carry out. These are primarily found within:

- [The Fire and Rescue Services Act 2004](#)
- [The Civil Contingencies Act 2004](#)
- [The Regulatory Reform \(Fire Safety\) Order 2005](#)
- [The Fire and Rescue Services \(Emergencies\) \(England\) Order 2007](#)
- [The Localism Act 2011](#)
- [The Fire and Rescue National Framework for England](#)

This section provides assurance that our service is delivered in line with our statutory responsibilities.

In accordance with the Fire and Rescue Services Act 2004 and the National Framework, we published an [Integrated Risk Management Plan](#) (IRMP) that identifies and assesses all foreseeable fire and rescue related risks.

Our risk identification and monitoring processes take into account historical incident data and trends, demographic data and local development strategies, amongst other factors such as government policy and economic growth. We have developed a community risk model (CRM) that has been independently validated, to show where in our area there is a higher likelihood of incidents occurring. We also have regard to our local resilience forum risk register (linked within our IRMP) as well as national risks, and arrangements are in place with our neighbouring services for mutual assistance in response, intervention and fire investigation. All of this information is used to help make decisions on where our resources are best placed according to risk, and to make proposals for any changes.

Between September and December 2015 we consulted on a number of IRMP proposals. Where previously we had used external consultants to conduct much of the process, this time we ran and delivered the whole process ourselves. This proved extremely efficient, with the whole process being delivered at a cost of £1,126.

The consultation took place over a ten week period and there were various opportunities for the public to understand, scrutinise and feedback on the proposals. These included:

- Our consultation proposals document and formal questionnaire
- 12 open public forums hosted by senior managers in each of the districts most affected
- Staff forums
- Briefings for Members of Parliament and local authorities.

In total the consultation generated over 3,000 responses, largely through petitions but also through the questionnaire and consultation forums.

The consultation responses were used to help make decisions on the future of the service and our combined Corporate Plan and IRMP; [Towards 2020](#) was published in 2015/16. This one plan now gives an overall vision and clear aims for the service, along with planned objectives to take us through to 2020. By combining the IRMP and the corporate plan we now have one plan for responding to all of the risks and challenges facing our local communities, as well as to the organisation itself. All of our corporate and IRMP objectives, and performance targets can be found in the [Appendices to Towards 2020](#) and will be updated each year.

Our six priorities (response, community safety, finance, people, governance and working together) each have their own strategy that provides more details on our approach and how we will achieve each of our aims. They all link with each other and under our planning framework will guide us up until 2020. All of these documents can be found on our website [here](#).

2015/16: Financial Assurance

One of our strategic aims is to 'make the most of financial resources'. As a public service we are responsible for ensuring that public money is properly accounted for and used economically, efficiently and effectively. As part of financial assurance, our key financial systems are audited every year. For 2015/16, the [Head of Internal Audit Service Annual Report](#) stated that, 'reasonable assurance can be given that the CFA's core financial practices remain strong.'

In line with the Accounts and Audits (England) Regulations 2015, we publish our [Statement of Accounts](#) annually. This document sets out the costs of providing our service for the financial year 2015/16. It includes information on income and expenditure, a balance sheet and cash flow statement and pension fund statement.

Our draft statement for 2015/16 was published on 30 June 2016. Regulations state that the final audited accounts must be published with the audit opinion and certificate and be approved by CFA by 30 September each year. This year approval was gained on 29 September 2016.

In 2015/16 our external auditors were KPMG. In their [2015/16 Audit Report](#) they issued an unqualified audit opinion on the year's financial statements. In it they stated that they 'had not identified any material adjustments and there were no uncorrected misstatements'. They found that, 'Overall, the quality of financial statements was good'. In addition, 'The Authority has good processes in place for the production of the accounts and good quality supporting working papers'.

In their value for money conclusion, they state that, 'the Authority has made proper arrangements to ensure it took properly informed decisions and deployed resources to achieve planned and sustainable outcomes for taxpayers and local people.'

In February 2016 we published our [Budget Strategy](#) and [Capital Programme](#), setting out our spending plans up until 2020. This is effectively our Medium Term Financial Plan (MTFP). The audit report states that the auditors, 'reviewed the assumptions contained with the MTFP and concluded that they are reasonable.'

2015/16: Governance Assurance

In line with the requirements of the Accounts and Audit (England) Regulations 2015 we publish an **Annual Governance Statement** (AGS). This document is produced in accordance with the CIPFA/SOLACE framework and provides a self-assessment of the CFA's performance, along with a review of the effectiveness of our system of internal control and overall corporate governance arrangements.

Our AGS for 2015/16 is signed by the Chair of the CFA and the Chief Fire and Rescue Officer and was approved by the CFA at its meeting on 29 September 2016.

It is also looked at by internal audit as part of their audit of governance arrangements. The 2015/16 report gave 'reasonable assurance...that the CFA's governance arrangements during 2015-16 were robust.'

External audit (KPMG) also review our AGS to assess whether it complies with the CIPFA/SOLACE guidance. The audit report stated that:

- 'It complies with Delivering Good Governance in Local Government: A Framework published by CIPFA/SOLACE; and
- It is not misleading or inconsistent with other information we are aware of from our audit of the financial statements'.

Internal audit carried out a programme of audits and reviews in 2015/16 to assure that effective governance, risk management and internal control procedures are in place. Overall we were given reasonable assurance over the adequacy and effectiveness of the CFA control environment. Specific areas that were audited included the annual statement of assurance, ethics and culture, and risk management.

We are committed to being open and transparent to the public. Part of this includes meeting the Local Governance Transparency Code 2015 where we are required to publish certain information on a regular basis. We have improved access to this information by updating and relaunching our website, and all of the transparency information can be accessed via one link on our website, [here](#). The new website has also improved access to much more information by improving the structure, taking away a lot of unnecessary information, and improving the end-user experience

Health and Safety

We made improvements to the way we manage health and safety, improving efficiency and relevance by changing the way topics are grouped and how they are reported. This was initiated by the combined Health and Safety Executive (HSE) and Chief Fire Officers Association (CFOA) document, Health and Safety in the Fire and Rescue Service – Embedding Lessons Learned. Operational risks, infrastructure risks and road risks will now feed in where applicable to the main Health and Safety Committee.

We have also planned to meet the international safety standard, OHSAS BS 1800, which exceeds those standards already in place. Under our plans we are revisiting how we evaluate task based risks, and proactively planning for the management of hazards and risks. This will improve our ability to predict the likelihood of emerging risks and therefore aim to prevent them from occurring in the first place. Changing the way in which we measure our incidents and risks in health and safety has also led to the emergence of key themes that we can prioritise as applicable.

Assurance Declaration

This statement of assurance informs and assures our communities and other stakeholders that we are meeting national operational, financial and governance requirements, and declares that we are meeting the requirements set out in the [Fire and Rescue National Framework for England](#).

Along with meeting our statutory requirements in 2015/16 we streamlined our planning framework, improving the links between corporate and IRMP plans and objectives, with clear links to priority strategies and financial plans.

The majority of performance indicators hit their target with the number of emergency incidents remaining low and response standards very high.

We remain committed to continuing to provide this excellent level of service while meeting our statutory requirements and keeping you informed.



A handwritten signature in black ink, appearing to read 'Steve Lunn'.

Steve Lunn

Chief Fire and Rescue Officer, on behalf of the Members and Senior Officers of Leicestershire Fire and Rescue Service






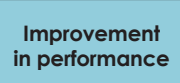
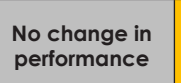
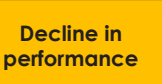
A handwritten signature in black ink, appearing to read 'Nicholas Rushton'.

Nicholas Rushton

Chairman of Leicester, Leicestershire and Rutland Combined Fire Authority

Appendix

Corporate Performance Indicators 2015/2016

KEY		Outside target range (positive)		Within target range		Outside target range (negative)		Improvement in performance		No change in performance		Decline in performance

Ref	Key Corporate Indicator	Actual	Compared to Target	Compared to same period last year	Compared to same period average over 3 years
KCI 1	The number of emergency incidents				
1.1	Number of primary fires	1,326	+130 (1,196)	+120 (1,206)	+150 (1,176)
1.2	Number of secondary fires	954	-60 (1,014)	-40 (994)	-63 (1,017)
1.3	Number of RTCs attended	666	+50 (616)	+47 (619)	+16 (650)
1.4	Number of other emergency special services attended	1,002	+140 (862)	+143 (859)	+99 (903)
1.5	Number of false alarm calls from AFAs attended (domestic and non-domestic)	1,750	-849 (2,599)	-797 (2,547)	-1023 (2,773)
1.6	Number of deliberate primary fires	437	+75 (362)	+66 (371)	+83 (354)
1.7	Number of deliberate secondary fires	468	-119 (587)	-70 (538)	-131 (599)
5.4	Number of hoax calls received	340	-37 (377)	-25 (365)	-74 (414)
KCI 2	The number of deaths and injuries resultant from fires and road traffic incidents				
2.1	Number of deaths from primary fires	6	No target*	+4 (2)	0 (6)
2.2	Number of non-fatal casualties from primary fires	40	-1 (41)	+4 (36)	-1 (41)
3.1	Number of people killed or seriously injured (in RTCs) during the calendar year (January 2015 to December 2015)	314	+44 (270)	+34 (280)	+20 (294)
3.2	Number of children killed or seriously injured (in RTCs) during the calendar year (January 2015 to December 2015)	11	-13 (24)	-13 (24)	-11 (22)
KCI 3	The level of emergency response service provision				
4.1	The % of life threatening emergency incidents attended within a maximum of 10 minutes	95.5%	+1.5% (94.0%)	+1.9% (93.6%)	+0.8% (94.7%)
4.2	The % of non-life threatening incidents attended within a maximum of 20 minutes	99.5%	+0.5% (99.0%)	-0.1% (99.6%)	+0.1% (99.4%)
8.3	The % of respondents to the ATI survey who rate the service received as satisfactory or better	98%	0% (98%)	0% (98%)	0% (98%)
KCI 4	Capacity, staff and availability				
9.6	Number of days/shifts lost to sickness by operational staff	3.02	-0.92 (3.94)	-0.57 (3.59)	-0.93 (3.95)
9.7	Number of days/shifts lost to sickness by support staff	7.26	+0.31 (6.95)	-0.65 (7.91)	+0.33 (6.93)

*We do not set a target for the number of deaths from primary fires.

If you ask, we can provide the information in this document in another format such as large print, Braille, an alternative language or audio version.

If you or anyone you know would like help in reading or understanding this document please contact us, providing your name, address and explaining the type of help that you need.

આ દસ્તાવેજની કોઈપણ બાબત સમજવામાં જો આપ કોઈ મદદ ઇચ્છતાં હોય તો મહેરબાની કરી લેસ્ટરશાયર ફાયર એન્ડ રેસ્ક્યૂ સર્વિસ (Leicestershire Fire and Rescue Service) Headquarters, 12 Geoff Monk Way, Birstall, Leicester, LE4 3BU પર સંપર્ક કરવો. મહેરબાની કરી આપનું નામ અને સરનામું પૂરું પાડવું અને કયા પ્રકારની મદદ કે જે આપને જોઈએ છે, તે વિગતવાર જણાવવું.

এই ডকুমেন্ট এর যে কোনটি বুঝতে যদি আপনার সহায়তা দরকার হয় তবে অনুগ্রহ করে যোগাযোগ করুন: লেস্টারশায়ার ফায়ার ও রেসকিউ সার্ভিস (Leicestershire Fire and Rescue Service) Headquarters, 12 Geoff Monk Way, Birstall, Leicester LE4 3BU দয়া করে আপনার নাম ও ঠিকানা এবং আপনার কি ধরনের সহায়তা দরকার তা উল্লেখ করবেন।

ਜੇਕਰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਕਿਸੇ ਵਿਸ਼ੇ ਨੂੰ ਸਮਝਣ ਲਈ ਤੁਸੀਂ ਕੋਈ ਮਦਦ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਲੈਸਟਰਸ਼ਾਇਰ ਫ਼ਾਇਰ ਐਂਡ ਰੈਸਕਿਊ ਸਰਵਿਸ (Leicestershire Fire and Rescue Service) Headquarters, 12 Geoff Monk Way, Birstall, Leicester, LE4 3BU ਨਾਲ ਸੰਪਰਕ ਕਰੋ। ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਆਪਣਾ ਨਾਂ ਅਤੇ ਸਿਰਨਾਵਾਂ ਨਾਲ ਦਿਉ ਅਤੇ ਦੱਸੋ ਕਿ ਤੁਹਾਨੂੰ ਕਿਸ ਤਰਾਂ ਦੀ ਮਦਦ ਦੀ ਲੋੜ ਹੈ।

如需要協助理解本文件內任何資料請聯絡：里斯特郡消防及救援服務 (Leicestershire Fire and Rescue Service) Headquarters, 12 Geoff Monk Way, Birstall, Leicester LE4 3BU 請提供閣下姓名和地址以及說明哪條文需要幫助。

Jelzeli potrzebujesz pomocy w zrozumieniu treści tego dokumentu, skontaktuj się z (Leicestershire Fire and Rescue Service) Headquarters, 12 Geoff Monk Way, Birstall, Leicester LE4 3BU, podając swoje imię, nazwisko i adres i wyjaśniając, jakiej pomocy potrzebujesz.

यदि इस दस्तावेज़ के किसी विषय को समझने के लिए आप कोई मदद लेना चाहते हैं तो कृपया लैस्टरशायर फ़ायर एंड रैस्क्यू सर्विस (Leicestershire Fire and Rescue Service) Headquarters, 12 Geoff Monk Way, Birstall, Leicester, LE4 3BU से संपर्क कीजिए। कृपया अपना नाम तथा पता साथ भेजें और बताएं कि आपको किस प्रकार की सहायता की जरूरत है।

اگر آپ کو اس دستاویز کے کسی بھی حصے کو سمجھنے کیلئے کسی قسم کی مدد درکار ہے تو براہ کرم لیسٹرشائر فائر اینڈ ریسکیو سروس (Leicestershire Fire and Rescue Service) Headquarters (Service Rescue), 12 Geoff Monk Way, Birstall, Leicester, LE4 3BU سے رابطہ کریں۔ براہ کرم اپنا نام اور پتہ فراہم کریں اور آپ کو جس قسم کی مدد درکار ہے اس کی وضاحت کریں۔

LEICESTERSHIRE
FIRE and RESCUE SERVICE



Headquarters, 12 Geoff Monk Way, Birstall, Leicester, LE4 3BU

Tel: 0116 287 2241 Fax: 0116 227 1330

Email: info@lfrs.org

www.leicestershire-fire.gov.uk

