LEICESTERSHIRE

FIRE and RESCUE SERVICE

Status of Report: Public Agenda Item: 16

Meeting: Combined Fire Authority

Date: 25th June 2014

Subject: Community Safety Strategy 2014 - 17

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For: Decision

1. Purpose

This report seeks the Combined Fire Authority's (CFA) approval for the Community Safety Strategy 2014 - 17 prior to publication.

2. Executive Summary

The Community Safety Strategy 2010 - 13 has been updated to steer the approach to delivering the community safety function over the next three years. The revised Strategy has been updated with the most current data, with slight amendments throughout, to reflect the progress made over the last three years, providing the basis for the strategic approach from 2014 to 2017. The revised Strategy was approved by the Senior Management Team on the 14th April 2014.

3. Report Detail

- 3.1 The current Community Safety Strategy will cease to have effect from 31st March 2014. Setting a clear approach to achieving safer communities, its main priorities remain relevant, prompting the decision to update rather than rewrite the Strategy.
- 3.2 A foreword has been incorporated to include the financial constraints facing the CFA over the next three years and the statistical analysis has been updated to reflect the data collated over the last 5 years.
- 3.3 There are minor amendments throughout the document with the most significant changes being the most at risk groups under priorities and objectives; Fireskills Programme, financial updates and ASDAN (Award Scheme Development and Accreditation Network) accreditation; inclusion of the Fire Cadet Programme; reference to greater collaboration throughout; and greater use of the third sector to deliver prevention activity.
- 3.4 The core of the strategy remains unchanged and is still pertinent to the CFA's aims and objectives. The amendments set out the current methodology and establish a platform to facilitate further development for the term of the Strategy.

4. Report Implications / Impact

4.1 Legal (including crime and disorder)

The revised Strategy provides an informed plan based on priorities and objectives that can be shared with community safety partners, business and the wider community.

4.2 Financial (including value for money, benefits and efficiencies)

The financial constraints associated with delivery of the Strategy are acknowledged within the foreword of the document. The Strategy refers to greater collaboration with partner agencies and building on the use of the voluntary sector in order to mitigate the financial impact.

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

Failure to adopt the Community Safety Strategy could result in uncoordinated activities that are not aligned to corporate aims and objectives.

4.4 Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

Key stakeholders with responsibility for delivery of community safety activities have been consulted regarding the revised Strategy.

4.5 Environmental

There are no environmental impacts associated with the Strategy

4.6 Impact upon Our Plan Objectives

The revised Strategy has been produced in accordance with the current Our Plan 2010 - 13 and aligns to current objectives and priorities.

5. Recommendations

The CFA is asked to approve the revised Community Safety Strategy 2014 - 17 prior to publication.

6. Background Papers

Community Safety Strategy 2010 - 13

7. Appendix

Community Safety Strategy 2014 - 17

LEICESTERSHIRE FIRE and RESCUE SERVICE

COMMUNITY SAFETY STRATEGY

2014-2017

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Foreword

Leicestershire Fire & Rescue Service prides itself on the range and quality of its community safety activity. The achievements in recent years are in no small part due to the commitment and effort of its staff to ensure that the residents of Leicester, Leicestershire and Rutland are provided with all the information and help they require, to mitigate risk and stay safe.

During the life cycle of this strategy, the service will be facing significant financial constraints, which will undoubtedly influence the approach to delivering our valuable prevention, protection and road safety work. The reality is that prevention is better than cure and the community safety activities of the service have been instrumental in continually driving down risk over the last 10 years and beyond.

The reduction of available finance does not signify a reduction in community safety activity; simply the need to re-examine how we maintain and build on an excellent framework that can be sustained in future years.

The Challenge

The speed of response alone will not reduce the tragic impact of fire and other emergency incidents. Apart from the terrible personal losses that are suffered each year, the wider financial, environmental and social impacts are profound. The largest cause of deaths and injuries from fire occur accidentally in the home. When fire breaks out, it often spreads so quickly that by the time the fire and rescue service arrives, it is already too late.

Fire deaths and injuries have a strong link with social deprivation and health and well being. Fire impacts disproportionately on the elderly and vulnerable. This represents a sizable challenge when set against a growing aging population.

People who live our community areas are ten times more likely to die or be injured in a road traffic collision than they are in a fire. Road traffic collisions are most likely to occur at peak travel times in the morning, at lunch times and during the evening. They represent a further social dimension that needs to be tackled at the root cause.

The purpose of our community safety strategy is to provide a clear framework for delivering initiatives that will contribute to making the communities we serve safer. It is the combination of prevention, protection, intervention and recovery that act as pieces in the community safety jigsaw.

Our Community Safety Strategy forms an integral part of our Integrated Risk Management Plan and will ensure that we work to anticipate risk and adapt our services to meet the needs of our communities.

Rising to the Challenge

Our vision is to create 'safer communities in Leicester, Leicestershire and Rutland'. Our Community Safety Strategy is intended to provide our own staff, our partners and our communities with an informed plan of action that will fulfil the following aims:

- Reduce the incidence and consequence of fire and other emergencies
- Improve public safety
- Reduce our impact on the environment
- Secure the safety of our employees
- Provide value for money

Our mission statement is 'making our communities safer'. Therefore, if risk is understood as being the likelihood of occurrence (probability) multiplied by the consequences of the event (severity), it can be defined as follows:

PROBABILITY x SEVERITY = EXTENT OF RISK

To reduce risk and improve public safety, it is essential that the likelihood of an event is reduced and/or the consequences diminished. The extent of risk in Leicester, Leicestershire and Rutland is variable. Fire in particular discriminates within certain demographic groups. Many factors influence why some people are at higher risk than others and these include:

- Age
- Health
- Lifestyle
- Deprivation
- Crime

Road traffic collisions have a natural tendency to occur during certain times of the day. In addition to this, we also know that they are more likely to occur in certain areas. As with fire, a number of factors influence the level of risk and these include:

- Age
- Speed
- Influence of drugs and alcohol
- Levels of alertness
- Weather conditions

Because the risk is variable and different problems may require different solutions, no one risk reduction measure alone will deliver improved public safety. We will achieve our aims by:

- Continuing to develop our community safety role; working with volunteers and in partnership to deliver effective and cost efficient community safety activities
- Educating our communities about the risk associated with fire and other hazards
- Promoting risk reduction measures including assistive technologies for the elderly and more vulnerable in our society
- Promoting fire safety design measures for all buildings
- Promoting safe behaviour and encouraging citizens to take ownership of their safety and wellbeing
- Working to reduce the negative impacts, such as arson and hoax calls, on community welfare
- Delivering an efficient, effective emergency response whenever it is required

Priorities and Objectives

Our main efforts and resources will be targeted at those groups within our communities who are known to be 'at risk'. We will ensure that our activities contribute towards a reduction in the negative social factors that increase risk, working with partners and the voluntary sector to provide an efficient, coordinated and joined up approach to achieving this.

With regard to *fires*, the groups that are most 'at risk' are:

- Single adult households
- Lone parent households with dependent children
- Those with physical disabilities
- People with mental health problems (growing issue with an ageing population and links to dementia)
- Those who smoke or drink heavily
- People who face significant deprivation

With regard to **road safety**, the groups that are most 'at risk' are:

- Males aged 16 to 24 (higher than females)
- Males and females aged over 85
- Males aged 40 to 55

Our objectives are to:

- Reduce the loss of life resulting from fire and other emergencies
- Reduce the number and severity of injuries occurring in fires and other emergencies
- Reduce the overall number of fires and other emergency incidents occurring
- Reduce the commercial, economic, environmental and social impact of fires and other emergency incidents
- Target those groups in our communities at greater risk and deliver risk reduction programmes, designed to meet both specific and generic needs
- Identify emerging risk in liaison with partner agencies and through data analysis and raising awareness across partners and the wider community
- Coordinate our target setting and prevention activities and objectives with the strategies of our community safety partners
- Safeguard the environment and our heritage (both built and natural)

Our Community Safety Business Model

Our vision is to create 'safer communities in Leicester, Leicestershire and Rutland'. In the first instance, our priority is to avoid emergency incidents occurring as we have set out in this Community Safety Strategy.

In accordance with this, we have established a very simple business model:

	Prevention	Protection	Public Value	People	Principles	
What We Will Do	Engage with Leicester, Leicestershire and Rutland's communities to inform and educate people how to reduce the risk of fires and other emergencies and work with partners to help prevent crime and disorder	Regulate the built environment and proactively engage with business to protect people, property and the environment from harm.	Manage risk through using resources, flexibly, efficiently and effectively and improving the use of public money	Work with people with the right skills and attitude to deliver the best services we can	Operate in accordance with the law and ensure that safety, partnership and inclusivity runs through all we do	
How We Will Achieve This	Targeted marketing, advice and education to change behaviour Helping communities to help themselves Working with partners and our diverse communities to deliver community safety priorities. Monitoring, evaluating and improving our effectiveness Analysis of incident data to inform community safety focus	Targeting activity, advice and education to change behaviour Working proactively with business partners to achieve fire safety compliance A risk based inspection programme focusing on life safety. Prompt resolution of fire safety concerns Supporting economic growth Learning from incidents Monitoring, evaluating and improving our effectiveness	Effective risk planning and management Effective use of our brand, expertise and resources Maximising the use of our resources Attracting additional funding where we can Using technology to improve services Supporting economic growth Involving our communities Being influential locally, regionally and nationally	Best practice when we recruit staff An integrated approach to workforce planning and people development Effective learning and development High levels of competence Recognising and rewarding good performance Informing and consulting staff at all levels Demonstrating high quality leadership	Effective internal and external communication A high quality performance framework Setting clear standards High quality partnership working Providing our services in a sustainable way Providing services that are appropriate to our communities Being an employer of choice	
	Monitor Performance, Track Progress and Meet Our Goals					
The Outcomes	Fewer emergency calls Fewer deaths and injuries from fire and other emergencies Less crime and disorder Less property damage and economic loss Less damage to the environment People recovering effectively from incidents High public satisfaction with our services	Fewer emergency calls Fewer deaths and injuries from fire and other emergencies Less crime and disorder Less property damage and economic loss Less damage to the environment Greater business resilience and economic growth Our heritage preserved High public satisfaction	A balanced budget Better designed, high value for money services Improved quality of life outcomes for our communities More economic growth Fire stations at the heart of communities Volunteers who add value High public satisfaction	High quality, well trained workforce High performing workforce Committed and enthusiastic staff who work hard A well informed workforce Low levels of absenteeism High levels of staff satisfaction Excellent leadership	Better outcomes for our communities A healthy workforce Low rates of accidents and injuries Equitable service delivery by a workforce that is representative of the communities Less impact on the environment High levels of staff and public satisfaction A service that is valued	

Prevention

Leicestershire Fire and Rescue Service invest considerable effort and resources into prevention activity. The Fire and Rescue Services Act 2004 places a statutory duty on us to plan a response to all foreseeable emergency events that may occur within our area.

Whilst our community risk prevention work has fire as its cornerstone, our work has steadily expanded to include road traffic and pedestrian safety, anti social behaviour, drugs and alcohol misuse and programmes to reduce unemployment.

Over 90% of fire deaths and injuries are as a result of accidental fires and could therefore be avoided. To achieve long-term improvements in public safety and to ensure that our communities are better able act and behave in a safe manner, an understanding of risk and basic risk reduction measures is essential. Central to this is the provision of a range of different community safety education programmes.

Schools Education Programme

All primary schools in the Leicestershire Fire and Rescue Service area, including special units and independent schools, are visited every year, free of charge, as part of a rolling programme of fire safety and arson education. Pupils in years 1 and 5 are targeted and the children are encouraged to talk to their families about what they have learnt.

Evaluations are carried out in two ways:

- By counting the number of schools that sign up to the Junior Schools Fire Safety challenge website to undertake follow up activities
- By parent questionnaires in which parents are asked if their child has discussed fire safety with them at home, and what actions they have taken as a result.

To date, 70% of respondents have reported an increase in fire safety knowledge and/or a change in behaviour following their child's school input.

The Key Stage 1 schools programme can be enhanced by the inclusion of a Firefit session, designed to deliver further fire safety education through physical activity. Conceived by local firefighters, it is a fun and interactive way of embedding the fire safety message.

In addition to the primary schools programme, high schools and colleges are targeted in areas where there is the highest incidence of deliberate and/or domestic fires. Also, primary schools in these areas are offered extra sessions in the lead up to Bonfire Night, when deliberate ignitions peak.

Schools and colleges are offered activity days or a series of tutor sessions focussing mainly on arson awareness. Students are encouraged to take responsibility for keeping their communities safe. We work within the Safer Leicester Partnership and activities are often co-ordinated with partner agencies; particularly during the periods leading up to Diwali, Bonfire Night and other religious festivals.

Fireskills Programme

The Fireskills Programme is an early intervention project that is designed to address the problems of young people aged between 12 and 16 years who are engaged in anti-social behaviour and who are already offenders or at risk of becoming offenders.

The programme is a five day intensive experience (either consecutive or once weekly) which takes place on a fire and rescue station. It consists of basic firefighting skills as well as life skills lessons such as basic first aid. One of the main aims of the programme is to instill a sense of social responsibility thus helping to prevent young people becoming persistent offenders. The aim is to get young people to:

- Address the consequences of fire-setting and other anti-social behaviour;
- Work co-operatively with others and understand how their actions affect other people; and,
- Enhance their self-esteem and confidence through improving their communication and performance skills in a team focused environment.

In general, there are 8 to 14 young people on each course and they are mentored throughout by two or three firefighters as well as a qualified youth worker. The high ratio of staff to young people means that a strong bond of trust can be established, attitudes and behaviour addressed and a greater sense of achievement obtained. Participants work on the ASDAN accredited Fire and Rescue Short Course, gaining up to 30 credits for their efforts.

Our costs for staffing the project are met by various funding streams; for example, Early Years and PAYP funding from District Councils and we work closely with referral agencies such as schools, Youth Offending Services and Family Support Workers. Evaluation of the programme is conducted through use of the National Philanthropy Capital's Well Being Questionnaire. Teachers and referring staff's observations of longer term improvements in behaviour and attitude are also sought.

Firebeat Programme

Firebeat is a youth diversion strategy that can be deployed during the Spring and Summer months in targeted areas. The intention is to educate school age children and teenagers about the effects of arson, through direct contact and discussion with firefighters; and to divert groups of children who

may be intending to set a fire by providing alternative activities, such as a ball aame.

Firefighters on bicycles are directed to specific parks and open areas in response to deliberate secondary fires. These incidents are mapped on a daily basis and staff in our Fire Control are advised when patrols are taking place so they can contact the Firebeat teams, thus ensuring an immediate response.

The timing of the delivery of the Firebeat Programme is linked to the dates and times when we know that the rate of secondary (small) fires have a tendency to increase i.e. from 14.00 to 18.30 every weekday during the Easter, Spring and Summer school holidays, and at the same times on Fri/Sat/Sun during school term times.

Youth Offending Services Reparation Programme

LFRS offer half day placements to individual young offenders (accompanied on a one to one basis by a Youth Offending Team worker who takes total responsibility for the young person) to carry out reparation activities. The idea of reparation is that the young offender gives something back to the wider community. For example, carrying out work on a fire and rescue station or being involved in a community project.

Fire Cadet Programme

This programme is similar to the Fireskills course, but it is delivered flexibly over a longer period after school and at weekends. The minimum duration would be 30 hours, typically delivered in sessions of 2-3 hours.

We are currently setting up a longer National Cadets programme within the City that Eastern and Western fire and rescue stations will host for up to 45 weeks. The longer course will allow young people to take part in community safety activities and link up with other uniformed groups such as Police Cadets. Participants will work towards either an ASDAN or BTEC qualification.

Embedded Firefighter Programme

Leicestershire Fire and Rescue Service can place operational firefighters within targeted secondary schools for one day a week during periods when deliberate fires area at the highest. As well as delivering arson reduction messages, the firefighters work at the schools to deliver a range of safety messages within many areas of the curriculum; usually focusing on those students who are at risk of offending or dropping out of school.

Over the last 3 years Leicestershire Fire and Rescue Service has funded firefighters at 9 different schools for periods of up to 6 terms, with partner agencies funding two further placements. Dependent on partner funding we are hoping to continue the programme within the City; consideration is also being given to offering Embedded firefighter placements to targeted Primary schools, engaging with the most challenging Y6 pupils in their last term of primary school.

Road Safety Education Programme

As part of a rolling primary schools education programme we reinforce the road safety message of the Local Authority Education Teams. Pupils in years 1 and 5 are targeted and the specific themes we cover are:

- The importance of wearing seat belts at all times
- The importance of using booster seats
- The importance of wearing cycle helmets
- The need to be vigilant and safe when near traffic

We provide a programme of road safety education to students in years 11, 12 and 13 (new drivers) through the delivery of the 'Fatal Four Roadshow' in conjunction with our road safety partners, covering the fatal four:

- Speeding
- Drink and drug driving
- Non use of seatbelts
- Mobile phones and distractions

The programme includes a hard hitting presentation demonstrating the impact of a serious or fatal road collision on individuals, their families, friends and the wider community. This presentation makes best use of the Virtual Fatal Four (VF4) car, together with other practical equipment, to enforce the learning outcomes.

FireCare Intervention Programme

Leicestershire Fire and Rescue Service takes referrals from any partner agency or member of the public, for children of any age who set fires or play with fire. Our Firecare advisors work with families within their own homes to educate the child about the consequences of fire setting and stop the risky behaviour. Visits are confidential and free of charge, and often take place with a member of another agency already working with the child. Firecare advisors will stay in touch with the child for as long as is necessary to deter the fire setting.

Protection

Prevention is very much about education, risk awareness and individual behaviour. Protection focuses more on the specific measures and those individuals with fire safety responsibilities for premises where we live, work and gather.

The protection function includes two main aspects:

- The provision of physical safety systems i.e. smoke detectors, sprinklers and other fire suppression systems
- A fire safety enforcement role in public and commercial buildings

Safety Systems

Over recent years, Leicestershire Fire and Rescue Service has provided free of charge, somewhere in the region of 70,000 domestic smoke detectors as part of the Home Fire Safety Check programme. All of the detectors that are supplied are of the 10 year battery type and they are provided on an 'at risk' basis – the most vulnerable in our communities first. Provision can be supplemented by more specialist devices including special equipment for use by people who have hearing difficulties.

In addition, Leicestershire Fire and Rescue Service is a strong advocate for the installation of sprinkler systems as a very effective risk reduction measure in domestic, commercial and public buildings.

Sprinklers are a very reliable but there is no statutory duty to install them in the majority of buildings. They are designed to protect life and property and we will continue to support targeted installation as a cost effective solution to reducing risk – it is estimated that the additional cost of installation is 1.8% of the total building cost.

Fire safety Enforcement

We maintain a statutory fire safety enforcement duty under the Regulatory Reform (Fire Safety) Order 2005. The development and implementation of a **risk based inspection programme** is central to this enforcement duty.

Our programme is based upon the ongoing prioritisation of risk ensuring that we target resources where they can be most effective. We continually monitor our risk based activity and seek to build relationships with business and other regulators to minimise business burdens, as part of Coalition Governments growth agenda.

We provide fire safety advice when requested and deal with fire safety complaints and concerns within 24 hours of receipt, taking proportionate action ranging from a simple telephone call through to specific site visits.

Fire safety enforcement is conducted in accordance with the Regulators Code and decisions are based upon the national guidance that is currently available in addition to our clearly defined and published policy. In order that all partners and consultees are clear about our approach to fire safety, the priorities applicable to technical fire safety activity are based upon the hierarchy as listed below:

- 1. Reducing the immediate risk of serious injury to persons by using appropriate legal powers such as prohibiting or restricting the use of part or all of a building
- 2. Enforcement action in support of risk reduction (including prosecution)
- 3. Other enforcement notices and action plans
- 4. Follow up inspections prior to the expiry of time limits on enforcement notices
- 5. Responding to statutory consultations within agreed timescales in an appropriate manner
- 6. Completing the risk based programme of inspections
- 7. Follow up inspections to examine progress against action plans
- 8. Targeted inspections
- 9. Sample inspections
- 10. All other activities, including the promotion of fire safety advice and post-fire audits

In order to further enhance delivery of our duties under the Regulatory Reform (Fire Safety) Order 2005, we actively seek out new ways to provide guidance and support to achieving compliance. We take a proactive role in both national and local initiatives based on improving the regulatory landscape; providing support that helps achieve compliance and supports business growth.

Community Cohesion

Leicestershire Fire and Rescue Service maintains a permanent presence in local communities and it is highly visible and highly regarded. This unique position offers many opportunities to promote community cohesion, contribute to neighbourhood renewal and to support crime prevention.

We have developed a number of programmes with this wider community role very much in mind.

Princes Trust Team Programme

The Prince's Trust Team Programme is a full time 12 week programme of personal development which begins with team-building activities, including a week at a residential activity centre, and includes team-work on real projects in the local community as well as individual work placements. It culminates in each Team presenting its achievements to an invited audience at an event where Team members receive their certificates. It also provides nationally recognised qualifications.

A key feature of Team is that it is for a broad mix of 16 to 25 year olds that include a mix of gender and a full spread of the age range and ability levels. The programme is targeted at four key target groups:

- Unemployed
- Educational under-achievers
- Offenders or ex-offenders
- Young people who are in care or leaving care

There are four further categories of young people who are more likely to be among the four target groups:

- Black and ethnic minorities
- Those with disabilities
- Lone parents
- Refugees/asylum seekers

Team aims to increase confidence, motivation and skills and as a result; enable unemployed Team members to move into employment or education/training. Funding for the programme is via the Education Funding Agency for 16 to 18 year olds and the Skills Funding Agency for the 19+ age group.

Targeted Environmental Re-Configuration Programme

Creative solutions are often required to reduce arson in traditional 'hotspot' areas. Working with partners, actions are taken which reduce the rewards of arson, increase the likelihood of being caught and make it more difficult for the act to be carried out.

Such joint actions include:

- The provision of boulders around parks to prevent cars being driven into them and subsequently set on fire
- Raising the tree line and hedgerow canopy around parks so that park users can see through to those areas that were once hidden
- Educating elderly residents so that they can request that their bins are collected from the backs of their houses meaning that they don't have to be left out on the street where they may be set on fire

Whilst maintaining a common theme to reduce the incidence of arson and other anti-social behaviour, every environmental re-configuration solution is considered on its own merits and specific and unique responses are often required in order to improve the community areas in Leicester, Leicestershire and Rutland.

Arson Hot Strike Programme

In response to 2 or more arson attacks in the same vicinity; we are able to support colleagues in Community Response with the following measures, which may be implemented in order to reduce risk to individuals, groups and communities. This work is further enhanced and coordinated by our seconded Police Officer, who is able to gather intelligence through Police databases and liaise with Police colleagues in relation to combined arson prevention measures.

Fitting of tri-signs on lampposts

These are fitted to lampposts, well above head height, for no more than 2 weeks and demonstrate that we are taking these attacks seriously and are actively looking to find the perpetrator. Our target audience is the perpetrator.

Letter and leaflets through doors of private dwellings

This approach targets each community member in the immediate vicinity alerting them to the problem and advising them on how best to protect themselves and their property. It also highlights to the perpetrator, should they inhabit one of these dwellings, that we regard the arson attack as significant and are actively pursuing resolution which includes identification of the offender. Letters invite occupiers to provide information confidentially to the Police Constable who works in the Arson Task Force or anonymously via Crimestoppers.

Contact with agencies empowered to assist

Through Partnership working we are able to call on the local housing office to collect carelessly discarded furniture and rubbish, or request them to send letters which threaten tenancy, should anyone be found to be involved in the arson attacks. Local council departments responsible for abandoned vehicles, wheelie bins on streets and void/derelict buildings are also engaged in attempts to either remove or secure arson targets.

Warning Zone

We have seconded a permanent Community Safety Educator post to Warning Zone which is an interactive safety centre that aims to educate every Year 6 pupil within Leicester, Leicestershire and Rutland. Each child that attends has the opportunity to actively engage in experiential learning that is linked to PSHE/Citizenship, Healthy Schools Programme and the Every Child Matters outcomes. This includes children experiencing, in a safe environment, the recognition of risks whilst learning how to avoid becoming involved in criminal activities.

Year 6 pupils are the target audience because at the age of ten they are now deemed criminally responsible. They are also about to move up to secondary school where their peer groups and influences are likely to change. The centre has a central briefing area and eight educational zones. After a brief introduction and the viewing of a short film the pupils visit each zone the zones concentrate on building sites, electricity sub stations, road safety, alcohol, personal safety, railways, water safety, arson and fire safety.

Response

Leicestershire Fire and Rescue Service responds to around 9,000 emergency incidents every year. These include fires, road traffic collisions, chemical incidents, floods, animal rescues and many more.

We have established a set of standards for attending emergency incidents, the priority being to ensure that we get the right number of people with the right equipment to the incident as quickly as possible. Our principle aims when attending emergencies are:

- To save and protect life
- To save and protect property
- To protect the environment
- To ensure the safety of our staff and the public

In addition to attending emergency incidents, all of our frontline firefighters undertake community safety work including the delivery home fire safety checks and the schools education programme.

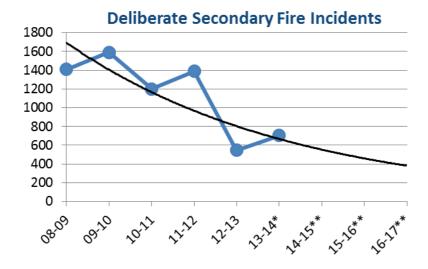
Before we leave an incident, our staff ensure that they take the time to let the people who have been affected by it are informed about:

- What we have done
- What dangers still exist
- Who they can contact for further assistance
- What we will do as part of our 'follow up' planning considerations

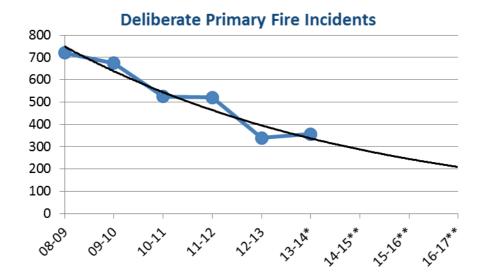
Measuring Success

We will measure the effectiveness of our Community Safety Strategy against the following objectives aimed at reducing harm in our communities:

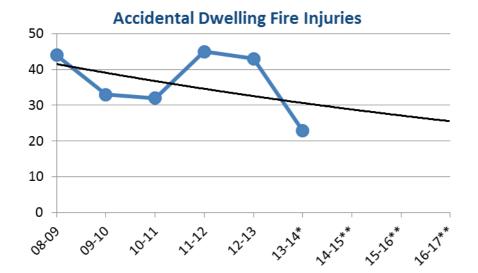
- Meeting the reduction targets against the revised performance indicators that we have identified. Long term trends for death and injury will show a consistent decline over a period of years, thereby demonstrating the benefit of delivering effective community safety underpinned by a high quality service response
- We will achieve a linkage between our key safety messages and those
 of national, regional and local partners, progressing a priority to direct
 resources towards individuals and communities 'most at risk'. This will
 contribute to community well being and reduce the factors that lead to
 social exclusion
- We will have consistently promoted a greater knowledge and understanding of risk amongst the business and wider community, leading to a behavioural change which incorporates a positive safety outlook
- Above all, our Community Safety Strategy will demonstrate, wherever possible, our aim to ensure that prevention must come before intervention as the most effective means of reducing harm and the risk of harm to those we serve



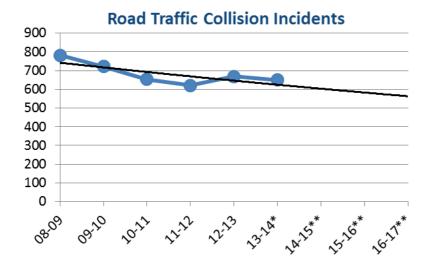
Interventions and initiatives including Firebeat, Fireball, Arson Hot Strike Programme and Youth Offending Reparation have contributed towards the achievement of long-term reductions in the number of arson related small fires.



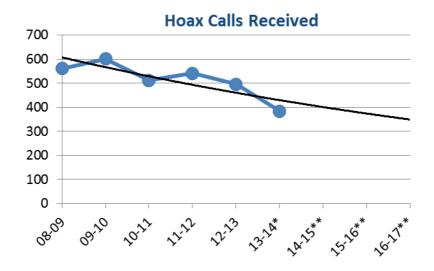
Interventions and initiatives including Firebeat, Fireskills, Arson Hot Strike Programme and the Schools Education Programme have contributed towards the achievement of long-term reductions in the number of arson related fires in buildings and vehicles.



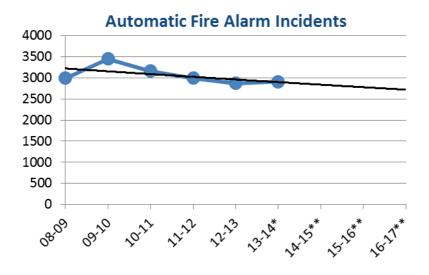
Interventions and initiatives including Home Fire Safety Checks, Fireball and the Schools Education Programme have contributed towards the achievement of long-term reductions in the number of people injured as a result of accidental fires in the home.



Interventions and initiatives including the delivery of the 'Impact' and 'Wasted' roadshows have contributed towards the achievement of long-term reductions in the number of road traffic collisions that the Service attends. This has made a further contribution to number of people killed or seriously injured on the road.



Interventions and initiatives including the Schools Education Programme, Fireball, Embedded Firefighters in Schools Programme and the Fireskills Programme have contributed towards the achievement of long-term reductions in the number of hoax call that the Service has to respond to.



Interventions and initiatives including the Risk Based Inspection Programme have contributed towards the achievement of long-term reductions in the number of calls to Automatic Fire Alarms that the Service has to respond to.