

Protection and Prevention



Protecting people and local communities is at the heart of what we do. We work within our local communities to provide local people with community safety advice and information to help them to stay safe. We also enforce legislation which helps to prevent incidents from occurring in the first place.

We need to ensure that we get the balance of our protection and prevention services right. Having the right balance helps us to place our resources in the right place at the right time. This can make the difference between life and death.

To get the balance of protection and prevention right we need to ensure that our response services are as effective as possible whilst putting in place tailored community safety education packages that are targeted at our most vulnerable people. We will also enforce fire safety legislation to ensure that the places where people live, work and spend their leisure time are as safe as possible.



WE CAN'T FIGHT AGAINST THIS...
...WHEN YOU'RE FIGHTING AGAINST US
VIOLENT ATTACKS ON FIREFIGHTERS OCCUR DAILY
IF YOU KNOW OF ANYONE INVOLVED IN THE ATTACKS AGAINST THEM OR THEIR APPLIANCES, REPORT IT!
FOR MORE INFORMATION VISIT www.ddfire.gov.uk

HOME COOKED

SIMPLY ADD...
500MILLI LITERS OF LAGER
STAGGER HOME
TURN TV OR LIGHT A CIG
DOZE FOR 2 MINS
BURN THE HOUSE DOWN!
RECIPE FOR CONCRETE
RIGHT OUT!

FOR MORE
WWW...

SAVE LIVES

Protection and Prevention



Objective 1 – Identify and Reduce Risks

County Durham and Darlington Fire Authority is committed to providing first class services to its local communities and to ensuring that the highest standards of service provision are maintained. To do this we need to ensure that we identify our risks and put resources in place to reduce them.

In the next 4 years we will:

- Further develop our computer based modeling software to predict future risks
 - Review the effectiveness of our Community Fire Stations
 - Work with partners to further develop our approach to targeting vulnerable people
 - Develop protocols for sharing risk information with partners
 - Review our processes for evaluating our prevention activities
- We can demonstrate that the resources we commit to prevention activities are making a difference

We know we will have been successful if:

- We improve our knowledge on the risks in local areas
- We can demonstrate our Community Fire Stations are helping to reduce risks
- Our approach to targeting vulnerable people and specific risk groups results in a reduction in risk to these people



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Objective 2 – Respond Effectively and Competently

Whilst we are committed to preventing incidents occurring in the first instance, we recognise that we need to be ready to respond when things go wrong. We have a first class response service that is tailored to the risks in our local communities and our staff are trained to the highest standards to ensure that we can get the right people to the right places at the right time.

In the next 4 years we will:

- Review the way we provide response services to ensure they remain efficient and effective
- Review our response standards to ensure response resources are allocated to risk
- Review our approach to responding to smaller incident types
- Develop and implement a new command and control system to mobilise our resources
- Review staffing arrangements to ensure they continue to meet the needs of the community

We know we will have been successful if:

- We can demonstrate that our response services are as efficient and effective as possible taking account of the resources that we have available
- Our response standards continue to reflect the risks that our local communities face
- We can demonstrate that our targeted response vehicle arrangements are effective and efficient
- We have a new command, control and mobilising system in place that improves on our existing provision and enables us to respond to incidents efficiently and effectively
- We continue to reduce the number of fires and injuries in the community



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Objective 3 – Define and Deliver our Role in the Community

To fully realise our role in the Community we need local people to understand the services that we can offer, and be in a position to ensure that we can deliver the prevention and protection services that people need. To do this we need to define our role clearly, communicate our role clearly and ensure that our resources are targeted where required.

In the next 4 years we will:

- Develop our social marketing work to target our services where they are most needed
- Work with partners and other stakeholders to assist in embedding the Fire Authority's role in local communities
- Establish closer links with community groups to help to improve engagement with local communities
- Put in place strategies for working in partnership with the voluntary sector

We know we will have been successful if:

- We can demonstrate how we have targeted our services in local communities
- Our role in local communities is understood and valued
- We have a closer working relationship with groups that work within local communities and these relationships are used to help keep local communities safe
- We work more closely with the voluntary sector where this adds value to our work



Developing Motivated People



Objective 4 – Invest in the skills and potential of our people

To ensure that we provide our services effectively, we need to ensure that our staff are appropriately trained and have the right skills to do their jobs to the standards that the public expect. Our people are our greatest assets and we will ensure that we invest in their skills to realise their true potential.

In the next 4 years we will:

- Ensure we have an efficient and effective approach to staff development
- Introduce a risk based approach to training and development
- Invest in the training facilities available to all our staff
- Introduce a succession planning strategy which identifies the potential of our staff
- Ensure more training is delivered by station based personnel

We know we will have been successful if:

- We have simplified, yet robust systems in place to assess and record competence for all staff
- All of our staff have the skills, knowledge and understanding to operate successfully
- We have provided high quality training facilities for all our staff
- We are developing and promoting our highest achievers
- We have reduced the cost of the central training provision without reducing the quality of training delivery to our staff





Developing Motivated People

Objective 5 – Optimise the Contribution of Our People

By maximising the contribution of every member of staff we can build teams to work together to achieve our vision. To do this we need to ensure that we recognise the contributions of our people and put systems and processes in place to help them to work to the best of their ability.

In the next 4 years we will:

- Introduce business process improvements which will reduce bureaucracy and increase efficiency and effectiveness
- Increase the flexibility of our workforce
- Develop a reward and recognition scheme
- Provide improved working environments for our staff
- Develop the health and wellbeing of our staff
- Develop an organisation that empowers staff to take responsibility and decisions commensurate with their role

We know we will have been successful if:

- We improve delivery of service with a reduced number of staff
- Our staff understand the value they bring to the organisation and are rewarded for their success
- We have working locations which are conducive to modern working practices

- We continue to improve the success we have achieved in reducing absence rates
- We have improved staff satisfaction and performance
- We see an increase in staff retention rates

