

COMMUNITY SAFETY AND INCLUSION STRATEGY

2014 - 2020



HUMBERSIDE
Fire & Rescue Service

SAFER COMMUNITIES, SAFER FIREFIGHTERS

The Community Safety and Inclusion Strategy explains how Humberside Fire and Rescue Service will work to make our communities safer through working with and listening to our communities, partners and organisations interested in health and well-being.

We will help people prepare for emergencies. We will work hand in hand with our partner organisations to reduce risks. We will help to keep our communities safe and make them a better place to live, work and visit. We will educate businesses about what they can do to protect themselves and their community against fire and other emergencies. Our enforcement role will continue to target those businesses that put our communities at risk by not complying with fire safety standards.

To do this successfully we must continually improve our safety activities ensuring they are risk based, appropriate, and accessible to our communities. We will target those who are the most vulnerable from fires and other emergencies. Closely aligned to this strategy will be the Operational Response Strategy so we can help to prevent incidents and manage the impact from them. The Operational Response Strategy ([Link](#)) explains how we will respond to incidents if they do occur.

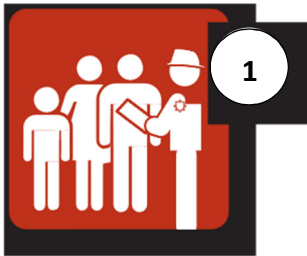
We promise to engage with our communities, voluntary organisations, our own staff and other stakeholders to give people a voice to influence the fire and rescue service they receive. We will utilize a wide range of approaches to community engagement. We will listen to the opinions of our communities and effectively use their views as an integral part of our decision-making process. This will include improving on everything we already do as well as looking at new and innovative ways to engage with residents.

Legislation and government direction supports our aim to deliver what our communities need from us in the most effective and efficient way. This will support us to work more effectively with our partners. This is recognised within this strategy as being essential to us working to improve community safety. We expect that our Community Safety and Inclusion Strategy will integrate with the objectives of many of our partner agencies who are working to improve community safety and wellbeing. By working with our communities, individuals, businesses, and any organisation that will help us promote safety and well-being we will:

- Reduce the incidence and impact of fire and other emergencies.
- Improve public safety and wellbeing.
- Educate our communities to prepare to deal with emergencies themselves to the best of their abilities.
- Help our communities recover following any emergencies which do occur.
- Ensure that our communities are included in deciding how we keep them safe.
- Embrace all people irrespective of race gender, disability, medical or other need so that all members of the community has equal access and opportunities to be provided with our services.
- Work with our partners and individuals to build ongoing permanent relationships to ensure our communities benefit from a collective vision
- In order to ensure that the above promises are met we need to map and plan our activities with the available resources to Humberside Fire and Rescue Services. We will be mindful that our community safety delivery has to be effective and efficient; this means that we will offer best value.
- Humberside Fire Rescue Service cannot deliver as a single organisation. This means that communities and individuals have their own responsibility for assisting in helping to keep them safe. We need to work with all interested parties to educate and assist people. We will respond physically, financially and through shared policy with other agencies to ensure that our communities receive the best quality service and make sure we are flexible enough to respond to future changes in our area and the people within it.
- Structure ourselves so that we are able to be commissioned by organisations with similar aims to deliver services on their behalf where we are the most appropriate provider.
- Continually look to use 'assistive technology' to monitor, support and promote the use of technology which will help keep our communities safer.

COMMUNITY ENGAGEMENT

The information below will allow you to see the areas where we are committed to the community and how we will deliver or commission the appropriate service to enhance the safety of Individuals, communities and businesses. The strategy will be web based and will be interactive. We will also have the strategy available in other forms of communication to facilitate the needs of individuals



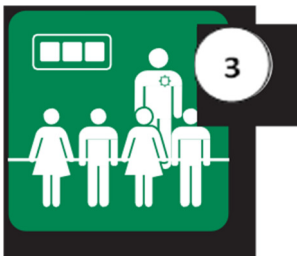
Community Safety Advice: We will continually explore ways to educate members of the community to the potential dangers of fire and other emergencies. We will inform our community on how they can help themselves to improve the general well-being in the area. The advice we give will include key messages from our partners as well as ensuring that our key messages are given by those partners.

**Outcome: Reduced number of incidents
Reduced number of fatalities and injuries**



Home Safety Visits: We will continue to provide free Home Safety Visits and advice to those most at risk from fire and will ensure that those visits provide a full package of safety information and advice. People will be sign posted to other organisations for some specific safety issues, but we may deliver some services for other organisations in the same visit.

**Outcome: Reduced number of accidental dwelling fires
Reduced number of fatalities and injuries due to fire
Improve health and wellbeing with partner referrals**



Safety Education: We will develop and support the delivery of safety education programs to young people across the Service area. We will also educate our partners. This will include programs developed and delivered by the Inclusion center.

Outcome: Reduced number of children killed or injured on our roads

Reduced number of deliberate fires attributed to young people

Improved life skills and self-development of young people.



Road Safety Interventions: We will continue to work with our partner agencies to deliver innovative road safety initiatives to our target audience across the Service and to reduce the number of people killed or seriously injured.

Outcome: Reduced number of fatalities and seriously injured on our roads

Reduced number of children killed or seriously injured on our roads



Domestic Sprinkler Systems: We will continue to promote the benefits and installation of domestic sprinkler systems. We will lobby to increase the fitting of domestic sprinkler systems either through legislation or through local agreements with key partners.

Outcome: Reduced number of fatalities and casualties due to fire

Increased installation of sprinklers in the homes of the most vulnerable from fire



Community Preparedness and Recovery: We will support and advise both communities and businesses to better prepare for and recover from every type of emergency that we may attend.

Outcome: Increase in targeted home safety visits

Reduction in commercial fires

Increased after the incident support visits

Increased flood awareness training and information



Working with vulnerable people: We will work with individuals and partner organisations to proactively identify who is most at risk from fire or from other emergencies. We will help to reduce that risk.

Outcome: Reduced number of fatalities and casualties due to fires
Reduced number of fires in dwellings
Improved working with partner agencies



Safety Advice to Businesses: We will provide the business community with advice and support to enable employers and other building occupiers to comply with their statutory duties under Fire Safety Legislation. This will also reduce the likelihood and impact of arson and other emergencies on their business and the communities in the area.

Outcome: Reduced the impact from fire growth
Reduced risk to firefighters and occupants
Reduced environmental impact
Better recovery from fire incidents



Safety Enforcement: We will have a key role in regulating fire safety legislation for non-domestic properties through audit, advice and working with those responsible for premises to make improvements where necessary. We will however prosecute people who do not comply with legislation to the extent that they put either the public or firefighters at significant risk.

Outcome: Improved safety for all persons who frequent work places
Reduced risk to firefighters and occupants

MEASURING SUCCESS

Our communities rightly expect the most from us at all times and our Community Safety and Inclusion Strategy will direct and influence our performance.

The opinions of our communities will be evaluated and used to improve our service in a way our communities require. This will also allow us to ensure we change the way we deliver some services to meet specific need from some sections or members of the community.

We will:

- Reduce the number of fatalities and casualties due to fires.
- Reduce the number of people killed or seriously injured on our roads.
- Reduce the number of children killed or seriously injured on our roads
- Reduce the number of deliberately started fires.
- Reduce the number of fires in dwellings.
- Reduce the number of fires in vehicles.
- Reduce the number of accidentally started fires.
- Reduce the number of false alarms from automatic fire alarm systems.
- Reduce the number of fires in commercial premises.
- Monitor customer feedback to review service delivery

Performance figures and outcomes (what we have done), as well as required improvements will be continually monitored and be published quarterly and in an annual report. Monthly performance meetings will also ensure our engagements are delivering what is required by our communities to keep them as safe as possible.

CUSTOMER FEEDBACK

We will monitor the feedback we receive from our communities and other stakeholders to continually drive improvements within our service.

We will do this through our after the fire surveys and customer feedback forms. We will also monitor our compliments and complaints to see where improvements or best practice can be implemented.

Our customer feedback process will also allow for individuals and organisations to suggest what we need to include.

There is also the opportunity and facility to contact us if you do not understand anything or it affects you as an individual or organization. This can be done through the website, telephone or letter.