



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

Nottinghamshire and City of Nottingham
Fire and Rescue Authority

ANNUAL STATEMENT OF ASSURANCE 2015-16

Report of the Chief Fire Officer

Date: 23 September 2016

Purpose of Report:

To present the Annual Statement of Assurance 2015-16 for approval.

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1. BACKGROUND

- 1.1 The Fire and Rescue Service National Framework places a mandatory requirement on fire authorities to provide assurance on financial, governance and operational matters, with due regard to the expectations set out in the Integrated Risk Management Plan.
- 1.2 The production of an Annual Statement of Assurance contributes to the requirement for greater public sector transparency and accountability and with its publication offers and promotes accessibility to information.
- 1.3 The 2015-16 Statement of Assurance replaces the 'annual report' and is supported by guidance from the Chief Fire Officers Association.

2. REPORT

- 2.1 The Annual Statement of Assurance 2015-16, attached at Appendix A, provides a backwards look at organisational performance, providing confidence to local communities and Government in support of the Services national resilience role.
- 2.2 The document provides an overview and signposts (in the form of Links) available information that can be accessed, for example, Statement of Accounts and Fire Authority reports.
- 2.3 The following sections summarise the contents of the Annual Statement of Assurance 2015-16:
 - **Financial Performance** – sets out the financial performance of the Service
 - **Governance Statement** - explains how the Service manages its governance and internal control measures.
 - **Our Services to the Community** – Provides progress against the priorities set out within the Integrated Risk Management Plan.
 - **Framework Requirements** – this demonstrates how the Service has met the requirements set out in the National Framework (2012).
 - **Planned Improvements** – this provides a forward looking aspect for the year ahead and supports the IRMP priorities.
 - **Our Community Engagement** - forms part of the arrangements for transparency and how further information and feedback will be dealt with by the organisation e.g. general enquires for information or complaints.

3. FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

There are no human resources or learning and development implications arising from this report.

5. EQUALITIES IMPLICATIONS

An Equality Impact Assessment has not been undertaken as this report does not change policy or service delivery functions.

6. CRIME AND DISORDER IMPLICATIONS

There are no crime and disorder implications arising from this report.

7. LEGAL IMPLICATIONS

Failure to produce the statement and make it publicly available could lead to Government intervention, and undermine community confidence in the Service.

8. RISK MANAGEMENT IMPLICATIONS

There are no risk management implications arising from this report.

9. RECOMMENDATIONS

It is recommended that Members approve the Annual Statement of Assurance 2015/16.

10. BACKGROUND PAPERS FOR INSPECTION (OTHER THAN PUBLISHED DOCUMENTS)

None

John Buckley
CHIEF FIRE OFFICER



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Statement of Assurance **2015 - 2016**

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Introduction

Within the current Fire and Rescue National Framework for England the Government set out its requirements for fire and rescue services to publish a statement of assurance. This annual document provides assurance to communities on financial, governance and operational matters. The statement will show how Nottinghamshire Fire and Rescue Service (NFRS) has had due regard to the expectations set out in the Integrated Risk Management Plan (IRMP) and the requirements included within the Framework document.

Context

The Service is accountable for its performance and is open to evaluation by the communities it serves. Much of the information communities require to make a valid assessment of the fire and rescue authority's performance is already available. This Statement of Assurance presents this information in a clear, accessible and user-friendly way setting the context within each section and using links to key documents where appropriate to evidence compliance with external and internal performance standards.

Financial Performance

Under the Local Government Act 1999 fire and rescue authorities are responsible for ensuring that their business is conducted in accordance with the law and proper standards, and that public money is properly accounted for and used economically, efficiently and effectively.

NFRS provides financial assurance through the publication of an Annual Statement of Accounts ([Link](#)). This is a statutory requirement under the Accounts and Audit Regulations 2015, and the accounts are prepared following the Code of Practice on Local Authority Accounting. The financial statements are subject to review by independent auditors as directed by the Local Audit and Accountability Act 2014.

The Service's appointed external auditor has been KPMG LLP since 2012/2013. The auditors are responsible for two key areas:

1. *Financial statements (including the Annual Governance Statement ([Link](#)))*: Providing an opinion on your accounts; and
2. *Use of resources*: Concluding on the arrangements in place for securing economy, efficiency and effectiveness in your use of resources (the value for money conclusion).

Internal Audit forms part of the wider system of internal control which deals entirely with the Authority's exposure to financial, and to some extent non-financial risk. The Service's internal audit for 2015-16 ([Link](#)) was provided by Nottinghamshire County Council. Presenting the annual report to the Finance and Resources

Committee of the Authority enables Members to see the work of internal audit and the contribution that they make to the overall system of internal control.

Governance Statement

The Annual Governance Statement ([Link](#)) publicly explains how the Service manages its governance and internal control measures. It is an open and honest account of how the Service ensures its financial management system is adequate and effective, as well as ensuring it has a sound system of internal control, assuring the utmost integrity in all its dealings.

The Governance Framework comprises the systems, processes, cultures and values for the direction and control of the Authority and the activities through which it accounts to, engages with and leads the community. It enables the Authority to monitor the achievement of its strategic objectives and to consider whether those objectives have led to the delivery of appropriate and cost-effective services.

In addition to the Annual Governance Statement, the Authority has a Code of Corporate Governance ([Link](#)) that the Authority commits to in carrying out its duties and responsibilities. In this document, officers have identified against each of the code's principles what source documentation or existing practice demonstrates how the Authority complies with the principles that make up the code.

NFRS believes it is important to be open about the way it spends public money. We have used the Local Government Transparency Code 2014 on data transparency, which recommends datasets the Service should make available as a minimum ([Link](#)), as a starting point for deciding what information NFRS should make available.

Our Services to the Community

The Authority's IRMP provides an opportunity to demonstrate how the Service will discharge its responsibilities in a way that is open and transparent to its communities and others with an interest.

IRMP 2014-2019 ([Link](#)) identifies and assesses foreseeable fire and rescue related risks which could affect its communities, including those of a cross-border, multi-authority and/or national nature. The plan has regard to the community risk registers produced by the Local Resilience Forum (LRF) and any other local risk analyses as appropriate.

Consultation on the IRMP was carried out by Opinion Research Services ([Link](#)) and included online and paper surveys as well as face to face forums with different communities across the county.

Set out below are the actions that the Service has taken against each of its six priority areas over the period 2015 – 2016.

Priority 1 Service Delivery

The Service will continue to use a risk-based approach to improve the service to individuals, communities and local businesses with an emphasis on creating safer communities, and reducing death and injuries. NFRS will do this through four key themes: preparedness, response, prevention and protection.

The Service has continued to enhance the use of technology in order to increase the safety and effectiveness of its operational personnel. During 2015-16 the introduction of the Redkite Competence Recording System assures the competence of personnel in the 'core skills' required by an operational firefighter and allows assurances to be quickly and accurately gained as well as highlighting training needs and development plans for individuals.

During 2015-16 the Service started a Retained Duty System (RDS) review project which aims to ensure that a sustainable RDS response provision is maintained within the Service as part of the Organisation's response to risk. Key areas to be addressed during the project include a review of the processes around recruitment, enabling a sustained recruitment process to be undertaken for new RDS firefighters. This has already resulted in 61 RDS personnel being recruited and trained in 2015-16. The Service is also taking steps through the RDS review to increase the retention of personnel through reviewing operational activity, terms and conditions and support available to personnel on the RDS.

In collaboration with Leicestershire and Derbyshire Fire and Rescue Services a new command and control system for receiving 999 calls and mobilising appliances to emergency incidents has been implemented. This system functions on the basis of automatic vehicle location (GPS), dynamic routing and attribute based mobilising ensuring the nearest, most appropriate resources are mobilised to incidents. As this system now incorporates all 3 services it allows NFRS to autonomously mobilise the resources of all 3 services on a basis of 'borderless mobilising', streamlining attendances at incidents that are in proximity to the borders of the counties.

NFRS is committed to the National Operational Guidance Programme (NOG) which produces best practice operational guidance. NFRS has already produced breathing apparatus and incident command guidance aligned to the NOG and will continue to review and align existing operational guidance to reflect the guidance as and when it is published.

A community safety initiative around Health and Wellbeing, is contributing to the Service developing a more holistic role in the delivery of community safety which ensures NFRS also supports the key safety messages of partners' agencies to further help and support the most vulnerable members of communities.

The Service commenced a Emergency First Responder (EFR) trial in 2015 to explore the delivery of EFR services to communities. The trial has seen the provision of emergency response by fire service personnel to 'Category 1' medical emergencies to render life-saving intervention.

The Service uses a targeted approach when carrying out fire protection activities and ensures all dealings with properties are relevant and proportionate to the risk we perceive the premises presents to the community. Two particular priorities are hospital/care facilities and sleeping accommodation (flats, bedsits etc.) above businesses. NFRS is working proactively with businesses and landlords to reduce this risk.

NFRS actively engages with local businesses through the Growth Hub and Local Enterprise Partnerships. The Services Business Education Advocate organises forums, training and advice sessions to publicise the assistance NFRS can provide to support business resilience and the local economy.

NFRS is a Primary Authority with Boots PLC, one of the largest retailers in the UK. This partnership allows the Service to provide assured advice to Boots to support their business nationally and demonstrates our commitment to providing clear, consistent support to local and national businesses, whilst similarly respecting the advice given to other businesses who are in Primary Authority Schemes with other fire and rescue services.

Priority 2 Employees and Workforce

The Service will ensure that employees have the capacity and skills to meet NFRS's delivery objectives and provide a work place where employees feel supported, valued and competent to undertake their roles.

Since the implementation of the current IRMP, the Service has made savings in salaries due to a reducing workforce of £3.5m. The numbers have reduced from 991 (April 2014) to 941 (April 2016) people in post, and the number of established posts has reduced from 997 to 937 in the same period. These reductions have been achieved through reviews of the county's fire cover arrangements ([Link](#)), which has seen the realignment of operational resources to better meet service demands and risk which had also led to efficiencies in the delivery of support services.

These reductions have primarily been achieved through voluntary redundancy or natural turnover. An annual workforce plan ([Link](#)) ensures that the Service maintains an overview of workforce numbers, skills and projected turnover to maintain effective service delivery to communities. Whilst the Service has not recruited to its whole-time operational establishment since 2012, it has actively sought to recruit fire fighters to provide retained cover on an RDS basis, increasing appliance availability and enhancing the role of the retained workforce.

The Service has successfully implemented a programme to ensure that all operational personnel have been fully trained to work to the new fire fighting national procedures around operational guidance for breathing apparatus. Complying with the guidance the Service has also implemented a follow-on two year programme for all operational personnel being required to revalidate their breathing apparatus competencies.

A new virtual reality incident command simulator training facility has been procured and introduced to deliver highly realistic operational incident simulation scenarios for the assessment and development of operational commanders. All initial incident commanders are now being assessed on their command competence on a two yearly cycle.

The Service is now working to a new Digital Learning strategy ([Link](#)) with a development plan to introduce and mainstream digital learning within the Service. Increased funding and resources have been made available which has seen the early development of digital learning interventions.

Overall absence was 8.57 days per employee in 2015-16. The majority of this absence (67%) was due to long-term medical conditions. This is slightly higher than the national public sector sickness average of 7.9 days. Various initiatives have been implemented in 2015-16 to assist in reducing sickness levels, including:

- The Service has achieved its aim of attaining a 98% fitness pass rate for operational employees during 2015. During the course of the year new fitness equipment has been purchased to enhance strength training and a new functional approach to fitness is being introduced to reduce the likelihood of musculo-skeletal injury and extend operational career fitness;
- The occupational health (OH) team has rolled out a programme of post incident support training across the Service, and a peer support programme has been introduced during 2015 in response to a rise in mental health issues, to promote a more open culture aimed at removing the stigma associated with emotional or mental ill health; and
- The Service has actively promoted a number of healthy lifestyle campaigns through its OH team and has achieved a silver level in the Nottinghamshire Workplace Health Award scheme during 2015. The appointment of a dedicated OH Support Officer, and development of an OH intranet site, means that employees have ready access to information and guidance on health issues.

As part of the Services organisational development agenda, the core values have been reviewed and revised through independently facilitated workshops which have been open to all employees. The agreed values have been widely promoted and each departmental team is working to define what the values mean to them in terms of performance and behaviour.

There has been a concerted effort to improve opportunities for employees to engage with the Service, to raise awareness of key issues and to contribute to service development during 2015. This forms a key part of NFRS's organisational development agenda. Over 200 employees attended conferences led by the Chief Fire Officer over the past year to explain future challenges and respond to concerns about the future. These sessions form part of an on-going dialogue with the workforce.

The Service continues to have good relationships with all representative bodies, and meets regularly to discuss workforce issues.

Priority 3 Improvement and Governance

With increasing demand for services likely across the public sector, NFRS will be required to base its decisions upon robust intelligence and work alongside its partner/agency service providers in a more collaborative manner.

A fire peer challenge took place in June 2015. The process was split into two areas, firstly with the creation and submission of a self-assessment ([Link](#)), and secondly a visit carried out by the peer challenge team who used the self-assessment to guide their enquiries. The report ([Link](#)) produced by the peer challenge team was then shared with the Fire Authority to highlight areas of notable practice and some areas that the Service may want to focus on.

A review of the 2013 consultation framework ([Link](#)) has been conducted, the content of the framework was considered to still be fit for purpose. The framework continues to be based upon the good practice principles of consultation previously set by Government. These ensure that any process conducted will stand up to external scrutiny and has recently been supported by a Government update to guidance to public bodies who are required to formally consult.

An update of the 2010 fire cover review (FCR) was undertaken in 2015. The 2015 FCR report ([Link](#)) looks to set the context in which the Service operates. This included reviewing the changing environment, economic, legislative and demographic profile of the county and the updated risk profile. The review considered the interdependencies that exist between other Service projects and plans that impact on the way the Service looks in the future, including but not exclusively:

- Medium term estates plan;
- Specialist rescue team review;
- Watch manager review;
- RDS review;
- Flexi duty officer review;
- Fire investigation review.

In simple terms, the FCR is a risk assessment. The inputs and outcomes are a result of a risk analysis utilising the Services activity levels over the last five years.

During 2015-16 the Service started to implement its Organisational Development and Inclusion Strategy ([Link](#)). There are six work streams within the strategy:

- Embed a strong set of values, underpinned by a set of behaviours, to create a positive and achieving culture;
- A focus on service improvement;

- Encourage a more collaborative, creative, innovative work environment in which all employees feel engaged;
- Increase the number, quality and accountability of visible leaders at all levels of the organisation;
- Become more effective and efficient by best use of new and existing technologies;
- Mainstream equality further through an “Inclusion” approach.

The Service launched its staff suggestion scheme “Little Acorns” during 2015, inviting all employees to submit ideas about how we can improve the Service or work more efficiently. The response has been encouraging, with a number of ideas being raised and taken forward as new practice.

The Employee Engagement Network is a group of volunteer employees whose objective is to:

- Help ensure all employees have a positive and valued work environment by encouraging welfare and fairness at work;
- Provide an independent voice which encourages employees to engage with NFRS, for the purpose of making suggestions, recommendations and improvements; and
- To inspire relationships in order to promote engagement with the people NFRS serves, its employees and partners in collaboration through signposting.

NFRS continues to satisfy the requirements of the Civil Contingencies Act 2004, working alongside neighbouring Fire and Rescue Authorities and nationally, to achieve effective interoperability. The Service has adopted the Joint Emergency Services Interoperability Doctrine and National Co-ordination and Advisory Framework and participate in joint exercises to ensure that we are well prepared to deal with larger scale emergencies.

The Service works closely with other emergency responders and the local and national resilience structures to ensure preparedness for risks identified within the national and local risk register. NFRS is an integral partner within the LRF and currently chair the training sub group and the Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE) weapons group. In support of national resilience, NFRS has enhanced the capability to respond to major emergencies such as terrorist attacks, industrial and domestic accidents and natural disasters. We are a partner in the Multi Agency Initial Assessment Team which provides an initial assessment of potential CBRNE incidents.

A risk-based approach has enabled the Service to develop tactical and strategic plans with partners to deal with major events such as extreme weather, flooding, industrial action, fuel shortage, pandemic flu, power shortages and anti-social

behaviour. Local teams continue to undertake themed visits and inspections to enhance awareness of important local community risks.

A review of protective security within the Service has been undertaken to ensure compliance with the Chief Fire Officers Association (CFOA) framework and toolkit. As a result a Protective Security Steering Group (PSSG) has been established to act as a facilitator for cross-cutting advice to ensure security is consistent and supports business objectives. The PSSG provides support and direction for the implementation of protective security controls across the Service and takes a holistic approach to physical security controls, personnel security controls, information security controls, business continuity and wider risk management issues.

Priority 4 Engagement and Partnerships

The Service continues to work closely with partners and community organisations in order to identify and keep safe those members of Nottinghamshire's communities who are most at risk.

NFRS has worked alongside religious leaders who provide shelter for the homeless during the winter months. During the winter 2015-16 they provided shelter to more than 115 guests, and helped many of these people improve their lives through outreach programmes. NFRS ran an education and support program to help the venues improve their fire safety.

The Service worked closely with housing providers to set up a Memorandum of Understanding with 10 of the major social housing providers including; Gedling Homes, A1 Housing and NCH enabling the mutual sharing of data. A housing best practice steering group was also established where a league table highlighting fires and false alarms in properties is presented in order for providers to identify their fire safety issues and highlight how these can be addressed working collaboratively with the Community Safety Team and Fire Protection.

NFRS was instrumental in the design and implementation of a multi-agency Hoarding Framework. The Framework was developed in partnership to provide a co-ordinated approach to help partners address situations where hoarding becomes an unsafe environment for the citizens involved, other agencies and firefighters. The framework has been identified as best practice by the CFOA and has been shared and adopted by other fire and rescue service's.

Where hoarding occurs, some partner agencies may be perceived as a threat by the hoarder but the fire and rescue service are predominantly perceived as a neutral or positive presence where other agencies may not be welcomed. This means that the Service is better able to engage with hoarders, help assess the situation and where necessary, support progression towards a resolution. In addition, partnership working prevents duplication and with each partner issued with a tool kit, information and guidance of which agency should do what and when, ensures that all organisations are aware of their specific roles and responsibilities and the situation can be handled gently in a manner most suitable for each case.

In 2015-16 the pilot New Cross project provided a cross sector approach to more effectively support local communities, bringing together different agencies and taking an integrated approach with all frontline staff. A member of the NFRS was seconded to Ashfield District Council for 18 months to oversee the project, which covers a small community of 1,200 homes within Sutton-in-Ashfield. The Risk Reduction Officer was assigned as a case worker, overseeing four cases. The Officer coordinates relevant service providers to assist in particular cases and in one case, supported a particular individual in securing a tenancy following periods of drug abuse, homelessness and incarceration.

Priority 5 Environment

NFRS is committed to minimising our impact on the environment by integrating environmental considerations into all aspects of the Services work, by meeting legal standards, seeking competent advice and adopting best practice.

During 2016 the Service carried out an audit of current arrangements for managing environmental risk. This has led to the introduction of a register that records environmental aspects and impacts, which will be kept under review. This has also encouraged the Service to consider other risks by integrating risk management considerations into procurement processes, the vehicle replacement strategy and the property strategy.

The station replacement programme continues in-line with the property strategy and the new station at London Road, Nottingham is now open. The new station incorporates similar features to other recently built stations and is linked to Nottingham City's district heating system which will contribute to reducing CO2 emissions by one third. Thermal insulation has been increased and energy efficient lighting systems and photovoltaic cells for electricity generation have been fitted.

Other strategies being incorporated by the Service to address its environmental responsibilities are the on-going roll out of Skype for business which will reduce the need for business travel through the provision of telephone and video conferencing functionality. A vehicle utilisation study has also been conducted by the Service with the aim of identifying targets for the reduction of carbon emissions associated with vehicle use.

Priority 6 Inclusion and Equality

NFRS prides itself on its approach to inclusion and equality. The Service will continue to work on the principle to treat people equally, but that we may need to treat them differently.

The Service achieved the excellent level against the Fire Service Equality Framework, and improved its position in the Stonewall Top 100 Employers during 2015, this reflects the Service's commitment to embedding a culture of fairness and equality across the workplace.

A programme of training on diversity issues forms part of the core training prospectus and inclusion forms a key part of our organisational development programme ("Shaping Our Future") ([Link](#)). Respect for others is one of the central

principles of NFRSs core values ([Link](#)) and is reflected in our expectations of the way that employees conduct themselves and engage with the counties diverse communities.

The Service offers an annual work experience programme for Year 10 pupils, and has an apprenticeship scheme in place to provide work experience in support roles. The Service is currently looking at extending this to operational fire fighter roles. NFRS also runs Prince's Trust programmes, working with disadvantaged young people to promote citizenship and respect, financial independence and practical skills and build self-esteem and motivation. Last year, the Prince's Trust programme supported 177 young people in five locations throughout the county.

NFRS is investing in a range of initiatives internally, encouraging people to develop themselves. The Service has started to develop its coaching programme during 2015-16 which is leading to a range of opportunities for staff. The Service is also providing more placement and secondment opportunities to staff which helps to develop individuals but also assists them in having a broader understanding of the organisation.

The Service continues to pay the Living Wage and has now extended this to suppliers. During 2015-16 the Service entered into a new partnership with Pulp Friction. Pulp Friction is an organisation which provides volunteering opportunities for young adults with learning disabilities to develop work-readiness, social and independence skills. The organisation operates from the Service's headquarters canteen.

Framework Requirements

In July 2012 the Department for Communities and Local Government published the current Fire and Rescue National Framework for England ([Link](#)). This document sets out the Government's priorities and objectives for fire and rescue authorities in England. The Framework sets out high level expectations and does not prescribe operational matters. Operational matters are best determined locally by fire and rescue authorities, working in partnership with their communities; local citizens, businesses, civil society organisations and others.

Nottinghamshire Fire and Rescue Service can confirm that the Framework requirements have been met.

Planned Improvements

2016-2017 continues to see further development of proposals relating to the way in which the Service will change over the next few years. The Service has completed the work around the balancing the budget document ([Link](#)) which has seen the delivery of £2.4m savings ([Link](#)).

The Service is faced with finding further savings of up to almost £4 million between now and 2020. In addressing this, the Authority approved the recommendations contained within the NFRS sustainability strategy report ([Link](#)) which presented

proposals, highlighted strategies and sought approval for actions to ensure the Authority is in the best position possible to meet the financial pressures within the anticipated constraints to 2020. The proposals presented included increasing the use of RDS staffing of appliances, emerging technologies to bridge the gap when using smaller crew numbers, alternative crewing models and methods to staffing appliances, rather than purely RDS or Wholetime duty systems to ensure appropriate availability of resources relative to demand.

The Service continues to plan for the introduction of the new 'Safe and Well Checks' in 2017, an initiative that supports the Health and Wellbeing agenda, with the fire service taking on a broader role when undertaking Home Safety Checks. This will mean that not only will support be given to make someone's home safer from fire, but that the Service may also give out advice such as; fall prevention, winter warmth and home security, or signpost people to other services such as smoking cessation and drug and alcohol interventions.

A schools education package based on the great fire of London will be delivered to all key stage 1 pupils across the county. This new package, aligned to the national curriculum, ensures that safety in the home forms part of the main stream educational program. This early age education serves to start the journey that promotes lifelong safety education through various educational and community safety interventions.

The organisational development and Inclusion strategy ([Link](#)) remains a key element of the transformational programme, and will form a major part of the work being carried out by the newly formed transition team. This team will oversee the implementation of the sustainability strategy during 2016/17.

The development of the Operational Intelligence Module will provide mobile risk information to operational crews based on the principles of the Provision of Operational Risk Information System to maximise fire fighter safety to locally identified risks.

NFRS is developing a new performance framework and is currently running a project to look at the procurement of a business performance management system, with the intention of becoming more intelligence led, utilising data from partners such as health, police and local authorities. There is also an emphasis on providing data in real time and making it more accessible for stakeholders thus improving the transparency of the Service.

During 2016-17 the Service's health and safety department will develop an environmental strategy and policy statement that will set targets for the reduction of waste produced by the Service, with the ultimate aim of sending zero waste to landfill. The vehicle replacement strategy will reflect the aim of the Service to ensure the most suitable type of vehicle are procured for their purpose, taking into consideration fuel efficiency and emissions.

Our Community Engagement

How you can become involved

Nottinghamshire and City of Nottingham Fire Authority is a body of 18 elected members (six from the City Council and twelve from the County Council) that exists to supervise and direct the work of the Service and hold it to account to ensure it performs efficiently in the best interests of the community.

Members of the public can get involved with the work of the Fire Authority by attending the public meetings that are held regularly by the Authority and its sub-committees at NFRS headquarters. You can find out more about the Fire Authority, its work and access documents from previous and future meetings via this [\(Link\)](#). NFRS values the views of the communities we serve to ensure we are providing you the service you need. We consult formally on the ways in which we propose to deliver services – particularly when developing the IRMP, which sets out how we intend to manage the Service for the next five years. More information about NFRS's consultation activities is available via this [\(Link\)](#).

Much of the Service's work with the public is done face-to-face by fire fighters and community safety staff, whose aim is to make communities safer. You can see how we do this, find advice on making yourself safer at home, work or play in the county or contact us for more information by visiting our website [\(Link\)](#)

You can also find us on Facebook [\(Link\)](#)

And; on Twitter by searching for: @nottsfire

Access to information

Details regarding our arrangements in respect of access to data and information can be found on the NFRS website via the following [\(Link\)](#)

How to make a compliment or a complaint

NFRS aims to make it as easy as possible for the people we serve to let us know their views. Through listening and learning we improve the quality of the services we provide, and encourage and recognise good practice by staff.

We want to hear from people if they:

- Have a suggestion on how we might improve services.
- Would like to compliment us on a job well done.
- Feel we have fallen short of their expectations.
- Feel we have fallen short of the standards we set ourselves in dealing with complaints.

There are a number of ways in which you can compliment, comment or complain about our services:

- Email us on enquiries@notts-fire.gov.uk
- Phone us on 0115 967 0880
- In person by calling into one of our stations or headquarters
- By post, to:

Nottinghamshire Fire and Rescue Service
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