

# Information about agencies to be shared in 'Making Enquiries under S.42' training

## 1. Who are we?

Derbyshire Fire and Rescue Service (DFRS)



## 2. What do we do?

We provide a wide range of services, often in partnership and collaboration with others, to the people who live, work and visit the county, and aim to achieve excellence in all that we do.

We are available to respond to calls across Derbyshire every minute of every day and work hard to reduce the risks of fires, road traffic accidents and other emergency incidents across the county through our activities.

We have a department that is focused upon proactively reducing the risk of fire across Derbyshire using a Risk Stratification Index to ensure our resources are focused on those most in need. We deliver safe and well checks to the most vulnerable in the community. The safe and well checks consist of fire safety advice, falls risk assessment and referrals to other agencies. We will work with partners and attend VARMs to support a multi-agency approach to keep our residents safe.

## 3. Referral route

We accept both self-referrals from the public, referrals from other agencies via our CHARLIE campaign, and properties that are identified using data pulled from a number of sources to give ratings of occupancy to help us prioritise our direct engagement.

## 4. Who do we work with and criteria for accessing the service?

We work with all relevant partner agencies and services and residents are prioritised either from the referrals via our CHARLIE campaign, from online triaging, from direct engagement or from post incident activities.

## 5. Where geographically do we work?

We work throughout the whole of Derbyshire.

## 6. What hours do we work and what level of response can be expected inside and outside of hours?

We give a 24-hour response to emergencies, but our prevention activities normally take place 9am-5pm, Monday-Friday.

## **7. What information do we hold about people?**

Our information is kept upon our Enterprise Information System and is in-line with data protection at the moment. It is mainly based around occupancy and risk around fire. We also gain information that may allow us to refer onto other agencies, but this is only a name and consent level.

Should a property also have a 999 turnout, then we will hold information about the property on our incident Recording System in-line with National Guidance for Fire and Rescue Services.

## **8. Whom should you contact about Safeguarding Enquiries?**

 Tel: Prevention Department – 01773 305 305

Email: [Julie.Crooks@dfrs.cjsm.net](mailto:Julie.Crooks@dfrs.cjsm.net) or [Kay.Simcox@dfrs.cjsm.net](mailto:Kay.Simcox@dfrs.cjsm.net)