

# PROTOCOL FOR MEMBERS VISITING FIRE STATIONS FOR FAMILIARISATION PURPOSES

## Purpose

- To provide guidance for Members wishing to visit Fire Stations for familiarisation in operational matters and wider delivery of services to the public via the Service Delivery Hubs.
- To provide guidance to the officer hosting the visit to ensure that the familiarisation is comprehensive and that the individual Member's needs are addressed.

The proposed protocol will ensure that Members receive information, witness activity and are provided adequate access to operational personnel at all levels providing a comprehensive introduction to the full scope of Service Delivery activity at 'hub' level.

Nothing in this protocol is intended to dissuade Members from visiting stations on an ad-hoc basis when passing however it should be recognised that it may not be convenient to host visitors at short notice due to planned activity.

## Making contact

Members are encouraged to identify a station to visit, and learn a little about that station, by visiting the RBFPS website <http://www.rbfrs.co.uk/your-service/fire-stations/> . A number of stations have a range of vehicles and visits to these stations may provide a wider appreciation of the diversity of vehicles, equipment and management of operations.

## Arranging the visit

Member identifies station to visit  
(Via RBFPS website if appropriate)

Member contacts Station Manager or Hub Manager – contact details located via Modern.gov library and Members Handbook

Member contacts Station or Hub Manager to arrange visit and agree content

# PROTOCOL FOR MEMBERS VISITING FIRE STATIONS FOR FAMILIARISATION PURPOSES

## The visit

The following list is provided as a guide for the Member and receiving officer to ensure that the full scope of Service Delivery activity is considered during the visit. Additional items can be included and the programme will be adapted to address the individual Member's needs.

Focus areas	Method
<b>Service structures</b>	
Hubs and support departments	Group/Station Manager discussion Relevant documentation
Local community plan for the hub area	Group/Station Manager discussion Relevant documentation
<b>Response</b>	
How the Service responds to incidents: <ul style="list-style-type: none"> <li>• Incident types</li> <li>• FRS Act and statutory responsibilities</li> <li>• PDAs</li> <li>• Hierarchical command structure and ICS</li> <li>• Special appliances</li> <li>• Specialist officer functions</li> <li>• RDS and WDS working patterns</li> </ul>	Group/Station Manager discussion Relevant documentation
Relevant corporate targets and measures	Group/Station Manager discussion View latest published quarterly performance report
Training/Maintenance of skills	Group/Station Manager discussion Discussion with the duty watch
Equipment	View fire appliances with duty watch Observing testing or training
<b>Prevention</b>	
Relevant corporate targets and drivers behind prevention activity	Group/Station Manager discussion
Personnel	Group/Station Manager discussion Structure chart Introduction to staff if available

## PROTOCOL FOR MEMBERS VISITING FIRE STATIONS FOR FAMILIARISATION PURPOSES

<p>Prevention activity:</p> <ul style="list-style-type: none"> <li>• HFRCs/Safe and Well</li> <li>• Fire safety education initiatives</li> <li>• National campaigns</li> <li>• Local identification of risk and methods of addressing it</li> </ul>	<p>Group/Station Manager discussion</p> <p>Discussion with the duty watch</p>
<b>Protection</b>	
Relevant corporate targets and drivers behind protection activity	<p>Group/Station Manager discussion</p> <p>IRMP documentation</p>
Personnel	<p>Group/Station Manager discussion</p> <p>Structure chart</p> <p>Introduction to staff if available</p>
<p>Protection activity:</p> <ul style="list-style-type: none"> <li>• Inspections</li> <li>• Response to complaints</li> <li>• Consultations</li> <li>• Post fire inspections</li> </ul>	<p>Group/Station Manager discussion and/or discussion with SM Protection if available</p>
<b>Other</b>	
Station tour	Duty watch
Observing station activity – training, testing etc	<p>Level of involvement to be determined by the local risk assessment for the activity.</p> <p>Firefighting and associated activities are inherently hazardous therefore risk assessments will preclude involvement in some activities.</p>

### Additional considerations:

- Stations are able to accommodate visits for small groups of up to 3 visitors.
- Members will be given the opportunity to spend time alone with the duty watch to discuss issues of importance to them and form a fully rounded view of the Service from all levels.
- Where additional visits to other stations or departments are requested by the Member the hosting officer will provide contact details. These could include visits to Retained Duty System fire stations, the Service Training Centre or support services for instance.
- As far as is possible the planned activity for the day should not be altered to accommodate the visit. This will ensure that the visitor experiences typical station activity and not a contrived event.

## PROTOCOL FOR MEMBERS VISITING FIRE STATIONS FOR FAMILIARISATION PURPOSES

- To enable the Service to co-ordinate visits and go some way to ensuring that station personnel are afforded equal opportunity to meet Members, please let Democratic Support know when you have visited a station.
- Members are advised to familiarise themselves with the Protocol on Member and Officer Relations and how that relates to contact with Service personnel.