Agency Information - Derbyshire Fire & Rescue Service

Information to support Making Enquiries under Section 42 training

October 2026

1. Who are we?

Derbyshire Fire & Rescue Service (DFRS).

2. What do we do?

We provide prevention, protection and emergency response services for people who live, work in and visit Derbyshire. We work with partners to reduce risk and help keep residents safe.

Our Prevention teams deliver person-centred Home Fire Safety Visits (HFSVs). A visit identifies fire risks relevant to the person and their home, provides tailored advice, considers appropriate smoke detection and agrees practical actions to reduce risk. Where appropriate, we may make referrals to other agencies and support multi-agency risk management arrangements.

3. Referral route

We accept self-referrals, referrals from family members or friends, and referrals from partner agencies. Requests may also arise through post-incident activity, risk-based targeting, direct engagement, safeguarding routes or other approved prevention activity.

Referrals should be made through the current DFRS online referral route - Advice for Professionals :: Derbyshire Fire and Rescue Service or another approved professional pathway. Urgent or immediate danger should be reported through the appropriate emergency or safeguarding route.

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

We work with relevant partner agencies and services across Derbyshire. Requests are assessed and prioritised using the current DFRS risk-rating process. The level and type of response will reflect the risks identified, the person's circumstances and any need for specialist or multi-agency support.

5. Where do we work?

We work throughout Derbyshire.

6. What hours do we work and what response can be expected?

DFRS provides a 24-hour 999 emergency response to fire, road traffic collisions, water rescues, and other emergencies. Prevention activity is normally delivered 9am-5pm Monday – Friday, through planned appointments where possible. Referral response times depend on the urgency and level of risk identified.

7. What information do we hold about people?

We record information needed to assess risk, arrange and complete prevention activity, provide advice or equipment, make agreed referrals and maintain an auditable record of action taken. Information may include contact details, relevant household or property information, identified fire risks, consent, advice provided, equipment supplied and follow-up actions.

Information is recorded, used, shared and retained in line with current DFRS data-protection, safeguarding and information-sharing requirements. Where DFRS attends an emergency incident, relevant incident information is also recorded on the appropriate incident-recording system.

8. Who should be contacted about safeguarding enquiries?

If there is an immediate risk of harm or danger, contact the emergency services through the appropriate route. For safeguarding support please contact -

Kay Simcox - ksimcox@derbys-fire.gov.uk - 07919 110675

Hayley Crofts - hcrofts@derbys-fire.gov.uk - 07927580596

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