

Essential information for new arrivals in Derbyshire

# emergency services



In Derbyshire, there are people from different backgrounds, ages, cultures and religions, who we hope feel they belong to one community. The information provided outlines the key elements of living in a cohesive community, as well as how to engage with various services to make the most for your life in Derbyshire.

The Derbyshire Constabulary's Community Safety Team at Force Headquarters has made every effort to ensure the information provided from its own and partner organisations, is accurate at the time of publication. The information may change over time and is for guidance purposes only.

Readers are therefore encouraged to obtain copies of the other leaflets designed to help new arrivals settle into their life within Derbyshire through accessing services available.

## Fire, police and medical emergencies

In an emergency always dial '999' or '112' in the United Kingdom (UK) to call the emergency services. You do not have to pay to use the emergency services (Fire and rescue, police, mountain rescue, ambulance or a lifeboat). Making false or hoax calls are against the law.

An emergency is considered when:

- there is a fire
- someone is drowning or they are in difficulty in the water
- lives are at risk or there is a serious injury
- there is violence
- a crime is taking place
- you think a person who has committed a crime is at the scene or nearby
- you or someone else is in danger

- someone is very ill
- there is a road traffic accident.

If English is not your first spoken language, the operator will be able to transfer your call through to the Language Line where you will be able to speak to the person in the appropriate language. The operator will ask the caller “Which Service do you require?” The caller should explain the situation and identify whether they require the police, fire and rescue services or an ambulance. If the caller can identify a service, the operator will read the number, ask the caller for their name, where the emergency is and what the emergency is, before transferring to the appropriate services. The emergency services call taker will introduce themselves and assist the caller. You will need enough spoken English to choose the service required and to be able to give your name and location.

Whilst you are waiting for the emergency services to arrive, you are advised to:

- consider the safety of yourself and your family
- call a friend and/or neighbour for help and support
- don't panic, stay calm and alert.

## Fire and Rescue Service

Derbyshire Fire and Rescue Service (DFRS) is an emergency response organisation which is available 24 hours a day to respond to emergency calls in Derbyshire. DFRS has a duty to attend to fire incidents, road traffic collisions, chemical emergencies, rescues and large scale emergencies. The Service also supports safer communities through its youth engagement activities, anti-social behaviour reduction and community cohesion initiatives throughout the county. The organisation aims to make Derbyshire a safer place to live, work and visit.

A range of activities are carried out to reduce the number of fires and other emergencies. These include home Fire Safety checks, safety talks within the community, attending local events and working in partnership with other agencies to help make Derbyshire safer.

If you are a new arrival in Derbyshire, you should contact DFRS for a free home Fire Safety check, or ask your local Community Safety officer to visit your community to discuss how you can stay safe from the risk of fire. Dependent on your circumstances, DFRS can also provide free smoke alarms and fire safety equipment, as well as advice on what to do and who to call if a fire occurs in your home.

If you have any fire safety concerns, or would like information about careers in the fire and rescue service, please contact any one of the area offices listed at the end of this leaflet.

Some key tips to preventing fires, making your home a safer environment:

- fit a smoke alarm on the ceiling of each floor of your house and check they are working on a regular basis, i.e. once a week
- make a fire escape plan so that everyone in your house knows what to do in the event of a fire: get out, stay out and call 999
- take care when cooking, do not leave it unattended
- put out and dispose of cigarettes carefully. Do not allow them to make contact with flammable materials, such as clothing
- keep matches and lighters away from children
- avoid lighting candles
- do not leave electrical appliances on whilst out of your sight
- avoid putting electrical appliances near flammable materials, even when left to cool down
- put your wheelie bin in a secure place when not being left for the rubbish collection.

## Derbyshire Constabulary (police)

Derbyshire Constabulary is an emergency response organisation which is available 24 hours a day to respond to emergency calls in Derbyshire. Derbyshire Constabulary is committed to reducing and investigating crime; protecting people; and promoting law and order across the county of Derbyshire. Derbyshire Constabulary work in partnership with local agencies across the county to help achieve

their goals. If you are concerned about any issues within your local area, you can contact your local Safer Neighbourhood Team, who are your local 'beat' officers. You can contact them through your local police enquiry office.

Useful tips to staying safe:

- If you are leaving your house, make sure you double-check you have locked all the windows and doors. Keep any keys out of visibility and do not hide spare keys outside of the house. Ensure all cooking appliances, electrical appliances and candles are turned off/put out
- Stay alert - awareness is your best defence
- Trust your instincts - if you think something is wrong, then act on it
- Walk as if you know where you are going
- Have your keys in your hand when you reach your home/car
- Carry a personal alarm and use it
- If you are leaving your house after daylight, leave some lights on in the house and draw the curtains/close the blinds
- If you are going out shopping keep your wallet or purse close to your body
- Leave venues with friends whenever possible
- If you need to get home after a night out always use licensed taxis which will have a licence inside and outside of the vehicle
- Be confident- even if you do not feel it
- If you are parking your car leave it in a well-lit area and lock all doors and windows. Avoid leaving valuables in your car
- When you have received a bank/credit statement, ensure all transactions are correct and report any unfamiliar transactions to the bank/credit card provider immediately

- Any form of communication which has your personal details such as name, address, bank/credit card, or National Insurance numbers, should be destroyed or filed away securely
- Ensure your passport is stored securely in your house

## East Midlands Ambulance Service (EMAS)

EMAS NHS Trust provides emergency 999, urgent and patient transport services for the residents within Derbyshire, Leicestershire, Rutland, Lincolnshire, Northamptonshire and Nottinghamshire.

Their services include:

- emergency care and transport of patients and transport for routine hospital appointments
- paramedic services at incidents and medical emergencies
- diagnosis and treatment or referral for minor illnesses and injuries
- responding to major incidents and emergencies with their specialist Hazardous Area Response Team (HART)
- medical cover at major sporting, music and social events
- professional first aid training.

To find out more about EMAS, services, career opportunities or concerns, contact: EMAS NHS Trust HQ Tel: 0115 884 5000 or [www.emas.nhs.uk/home](http://www.emas.nhs.uk/home)

## Peak District Mountain Rescue

Peak District Mountain Rescue is the umbrella body for mountain rescue in the Peak District. This consists of seven civilian mountain rescue teams, as well as the peak district area of the Search and Rescue Dog Association of England and Wales (SARDA) and the Derbyshire Cave Rescue Organisation.

The organisation was established to co-ordinate the activities of all the mountain rescue teams in the peak district in order to assist the police with all mountain rescue incidents. The team are on call 24 hours a day, 365 days a year and consists entirely of volunteers. Their main function is the search and rescue service in upland or

mountainous areas. However, the teams are increasingly called upon to undertake searches for missing people in lowland areas.

For further information, email: [pdmro@mountain.rescue.org.uk](mailto:pdmro@mountain.rescue.org.uk) or visit [www.pdmro.org.uk](http://www.pdmro.org.uk)

## Useful contacts

You are advised that you can attend any of the 46 Derbyshire County Council's state public libraries, which have 400 public PC's with free broadband access. These will assist you in accessing some of the information which is provided on the websites listed below.

Fire and Rescue Service

email: [enquiries@derbys-fire.gov.uk](mailto:enquiries@derbys-fire.gov.uk)

[www.derbyshire-fire-service.co.uk](http://www.derbyshire-fire-service.co.uk)

Fire and Rescue Service's Area Offices:

Buxton Area Office Tel: 01298 22274

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Chesterfield Area Office Tel: 01246 223500

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Derby Area Office Tel: 01332 345440

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Ilkeston Area Office Tel: 0115 9326832

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For further information on fire safety: [www.firekills.direct.gov.uk](http://www.firekills.direct.gov.uk)

Gas emergencies Tel: 0800 111 999

Electrical emergencies Tel: 0800 404090

Derbyshire Constabulary

For all non-emergency call 0345 123 3333

[www.derbyshire.police.uk](http://www.derbyshire.police.uk)

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If you have minicom equipment, contact 0845 604 9010

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If you are deaf, or hard-of-hearing, you can send a non-emergency text message (SMS) to 07800 002 414

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Some key council services are dealt with by Call Derbyshire  
(Derbyshire County Council's contact centre)

Tel: 08456 058058 (weekdays 8am-8pm and Saturdays 9:30am-4pm)  
[www.derbyshire.gov.uk](http://www.derbyshire.gov.uk)

If you require this leaflet in Braille, large print or another format,  
please write with your request and contact details to:

Force Headquarters Butterley Hall Ripley Derbyshire DE5 3RS  
or Tel: 0345 123 3333.

[www.derbyshire.police.uk](http://www.derbyshire.police.uk)

In producing this and associated leaflets, various partner  
organisations were engaged with in the development and  
implementation, we would like to take this opportunity to thank them.

May 2011

