



**CUSTOMER CHARTER**

**Explains the service you can expect from**

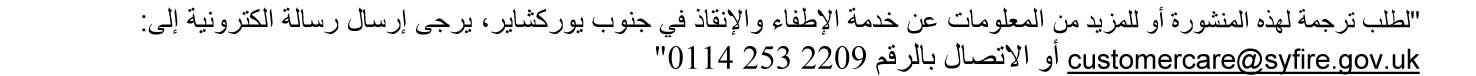
**South Yorkshire Fire & Rescue**

**Alternative Languages**

To request a translation of this publication, or for more information about South Yorkshire Fire and Rescue, please e-mail [customercare@syfire.gov.uk](mailto:customercare@syfire.gov.uk) or telephone: 0114 253 2209

**Provided in alternative languages:**

**Arabic**



**Bengali**



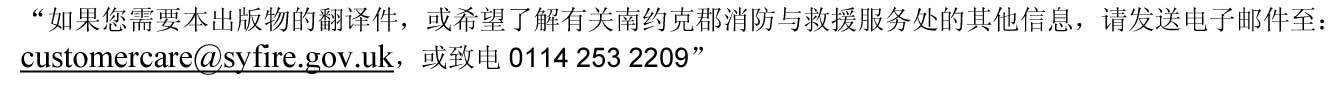
**Cantonese**



**Farsi**



**Mandarin**



**Polish**

Aby uzyskać tłumaczenie tego materiału lub otrzymać więcej informacji o Straży Pożarnej South Yorkshire (South Yorkshire Fire & Rescue) prosimy o wysłanie e-maila na adres [customercare@syfire.gov.uk](mailto:customercare@syfire.gov.uk) lub zadzwonić pod numer telefonu: 0114 253 2209

**Slovak**

Ak požadujete preklad tejto publikácie alebo ďalšie informácie o South Yorkshire Fire & Rescue (Hasičskej a záchrannej službe grófstva South Yorkshire), zašlite prosím e-mail na adresu [customercare@syfire.gov.uk](mailto:customercare@syfire.gov.uk) alebo zavolajte na číslo: 0114 253 2209

**Somali**

Haddii aad rabtid in daabacaddaan laguu turjumo, ama haddii aad rabtid macluumaad dheeraad ah ee ku saabsan adeegga Gurmadka & Dab-demiska Koonfurta Yorkshire (South Yorkshire Fire & Rescue), fadlan e-mail u soo dir [customercare@syfire.gov.uk](mailto:customercare@syfire.gov.uk) ama telefoon u soo dir: 0114 253 2209

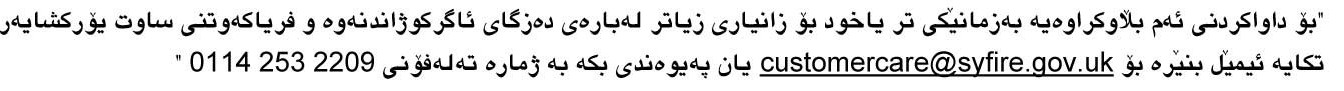
**Turkish**

Bu yayımın tercümesini talep etmek veya South Yorkshire İtfaiye ve Kurtarma Hizmetleri hakkında ayrıntılı bilgi almak için lütfen [customercare@syfire.gov.uk](mailto:customercare@syfire.gov.uk" \o "blocked::mailto:customercare@syfire.gov.uk) adresine e-posta gönderin veya aşağıda verilen numarayı arayın: 0114 253 2209

**Urdu**



**Kurdish**



**Pashto**



**French**

Pour demander une traduction de cette publication, ou pour obtenir davantage d’informations sur South Yorkshire Fire & Rescue, veuillez envoyer un e-mail à [customercare@syfire.gov.uk](mailto:customercare@syfire.gov.uk) ou téléphoner à: 0114 253 2209

**Disability Access**

This document is also available in Braille, audio tape and large print upon request.

**INTRODUCTION**



I am very pleased to introduce our first Customer Charter, which I hope will provide you with a clear understanding of the standards of customer care you can expect from South Yorkshire Fire and Rescue.

Although the Service is facing challenging times, we want to continue providing a first-class Fire & Rescue Service, protecting the public in South Yorkshire, by working together with others to make our communities safer and stronger.

Underpinning this Charter are our five core values:



This publication sets out the standards of service we intend to meet. We hope you already feel that you enjoy a high level of service from everyone working for South Yorkshire Fire & Rescue Service. However, if you feel this is not the case, this Customer Charter tells you how to contact us through a variety of channels.

Your Fire & Rescue Service is striving to create a safer South Yorkshire and we would like to hear from you if you have any comments about what we do.

James Courtney

Chief Executive and Chief Fire Officer

**HOW TO CONTACT US**

**By telephone**

Our switchboard number is 0114 272 7202. You will be answered by an operator who will connect you to someone who can help you.

Only dial 999 in an emergency.

**By email, website and social media**

Email: [comments@syfire.gov.uk](mailto:comments@syfire.gov.uk)

Website: [www.syfire.gov.uk](http://www.syfire.gov.uk)

Social media: Facebook: <http://www.facebook.com/southyorkshirefire>

Twitter: Twitter.com/syfr

Flickr: <http://www.flickr.com/photos/syfire/>

YouTube: <http://www.youtube.com/user/SYFR08>

**By letter**

South Yorkshire Fire & Rescue

197 Eyre Street

Sheffield

S1 3FG

**By fax**

0114 253 2266

**For a free Home Safety Check**

0114 253 2314, or text FREE to 87023, or e-mail: [cfsadmin@syfire.gov.uk](mailto:cfsadmin@syfire.org.uk)

**Training and Development Centre**

0114 269 2230

**Visiting us**

Below are the addresses of our premises. If you are visiting us in person, please be aware that not all fire stations are open during the working day. Wholetime fire stations are staffed around the clock, but 5 fire stations are Retained, that is, staffed by retained firefighters who have other jobs but are on call to respond to emergencies. Please remember that crews are often out attending emergencies or doing community safety work.

**SYFR Contact Details**

**Fire Stations**

|  |  |  |  |
| --- | --- | --- | --- |
| **Barnsley** | **Address and Email** | **Telephone** | **Fax** |
| Barnsley | Broadway, Barnsley, S70 6RA  barnsley@syfire.gov.uk | 0114 2532501 | 0114 2532649 |
| Cudworth | Tumbling Lane Cudworth S71 5SA  cudworth@syfire.gov.uk | 0114 2532503 | 0114 2532649 |
| Penistone (Retained) | Sheffield Road, Penistone, Sheffield, S36 6HN  penistone@syfire.gov.uk | 01226 370587 | 01226 370587 |
| Tankersley | Maple Road, Wentworth Industrial Estate, Tankersley, S75 3DL tankersley@syfire.gov.uk | 0114 2532526 | 0114 2532639 |
| **Doncaster** | | | |
| Adwick-le-Street | Quarry Lane, Woodlands, Doncaster, DN6 7RT  adwick@syfire.gov.uk | 0114 2532507 | 0114 2532769 |
| Askern (Retained) | Moss Road, Askern, Doncaster, DN6 0JX  askern@syfire.gov.uk | 01302 700201 | 01302 700201 |
| Doncaster | Leicester Avenue, Doncaster, DN2 6DR  doncaster@syfire.gov.uk | 0114 2532506 | 0114 2532609 |
| Edlington | Edlington Lane, Warmsworth, Doncaster, DN12 1DA edlington@syfire.gov.uk | 0114 2532528 | 0114 2532699 |
| Rossington (Retained) | West End Lane, Rossington, Doncaster, DN11 0PQ rossington@syfire.gov.uk | 01302 868463 | 01302 868463 |
| Thorne | Union Road, Thorne, Doncaster, DN8 5EL  thorne@syfire.gov.uk | 0114 2532509 | 0114 2532669 |
| **Rotherham** | | | |
| Aston Park | Worksop Road, Aston, Sheffield, S26 2FZ  astonpark@syfire.gov.uk | 0114 2532522 | 0114 2532629 |
| Dearne | Manvers Way, Rotherham, S63 5DD  dearne@syfire.gov.uk | 0114 253 2504 | 01709 875373. |
| Maltby | High Street, Maltby, S66 8LA  maltby@syfire.gov.uk | 0114 2532521 | 0114 2532709 |
| Rotherham | Fitzwilliam Road, Eastwood, Rotherham, S65 1ST  rotherham@syfire.gov.uk | 0114 2532518 | 0114 2532659 |
| **Sheffield** | | | |
| Central (Sheffield) | Eyre Street, Sheffield, S1 3FG  central@syfire.gov.uk | 0114 2532321 | 0114 2532319 |
| Darnall Road | Darnall Road, Sheffield, S9 5AF  darnall@syfire.gov.uk | 0114 2532523 | 0114 2532749 |
| Elm Lane | Elm Lane, Sheffield, S5 7TU  elmlane@syfire.gov.uk | 0114 2532524 | 0114 2532739 |
| Lowedges Road | Lowedges Road, Sheffield, S8 7JN  lowedges@syfire.gov.uk | 0114 2532515 | 0114 2532729 |
| Mansfield Road | Mansfield Road, Sheffield, S12 2AE  mansfieldroad@syfire.gov.uk | 0114 2532525 | 0114 2532759 |
| Mosborough (Retained) | Queen Street, Mosborough, Sheffield S20 5BQ  mosborough@syfire.gov.uk | 0114 2486145 | 0114 2486145 |
| Rivelin Valley | Rivelin Valley Road, Sheffield, S6 5FE  rivelin@syfire.gov.uk | 0114 2532514 | 0114 2532719 |
| Stocksbridge (Retained) | Manchester Road, Stocksbridge, Sheffield, S36 1DH Stocksbridge@syfire.gov.uk | 0114 2883148 | 0114 2883148 |

**General**

|  |  |  |  |
| --- | --- | --- | --- |
| **Location** | **Address** | **Telephone** | **Fax** |
| SYFR (Headquarters) | 197 Eyre Street, Sheffield S1 3FG | 0114 2727202 | 0114 2532266 |
| SYFR Training & Development Centre | Beaver Hill Road, Handsworth, Sheffield S13 9QA | 0114 2727202 | 0114 2691899 |
| SYFR Central Vehicle Workshops | Chesterton Road, Eastwood Trading Estate, Rotherham, S65 1SU | 0114 2532671 | 0114 2532296 |
| SYFR Central Stores | Chesterton Road, Eastwood Trading Estate, Rotherham, S65 1ST | 0114 2532860 | 01709 368883 |

**Fire Safety**

|  |  |  |  |
| --- | --- | --- | --- |
| **Commercial & industrial /fire related legal requirements** | | | |
| Sheffield District Technical Fire Safety | SYFR, 197 Eyre Street, Sheffield S1 3FG | 0114 2727202 | 0114 2532888 |
| Barnsley District Technical Fire Safety | Barnsley Fire Station, Broadway, Barnsley S70 6RA | 0114 2532872 | 01226 247712 |
| Rotherham District Technical Fire Safety | Rotherham Fire Station, Fitzwilliam Road, Rotherham S65 1ST | 0114 2532825 | 0114 2532823 |
| Doncaster District Technical Fire Safety | Doncaster Fire Station, Leicester Avenue, Doncaster DN2 6AZ | 0114 2532803 | 0114 2532804 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Fire Safety in the home or community – Home Safety Checks/Fitting of Smoke Alarms** | | | |
| Fire Safety Hotline | Community Fire Safety, SYFR, 197 Eyre Street, Sheffield S1 3FG | 0114 2532314 | 0114 2532266 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Fire Safety Policy & Legislation** | | | |
| Technical Fire Safety | SYFR, Lifewise, Kea Park Close, Hellaby, Rotherham S66 8LB | 0114 2532591 /2 |  |

**Community Interactive Learning for South Yorkshire Communities:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Community Partnership Working** | | | |
| Lifewise | Kea Park Close, Hellaby, Rotherham S66 8LB  www.lifewise999.co.uk | 01709 832455 |  |

**Service Standards at Emergency Incidents**

Visit our website ([www.syfire.gov.uk](http://www.syfire.gov.uk)) for details about our service standards and performance, in the “Our Service” and “Our Performance” sections. We also issue regular public service updates on our website, Facebook and Twitter for major emergency incidents.

**At an incident**

Under the Fire and Rescue Services Act 2004 Part 6 Section 44(2), if we reasonably believe an emergency has occurred, we can enter a property, by force if necessary, without the consent of the owner or occupier, to carry out any function conferred on us in relation to the emergency. However, we will make every effort to minimise damage.

Under our [Employee Code of Conduct](http://www.southyorks.gov.uk/embedded_object.asp?id=3035), staff at all times must:

* Treat others with respect, dignity, transparency and with sensitivity to their cultural beliefs, sexuality, ethnic origin and personal values.
* Act as representatives of the Service when dealing with others and refrain from conduct which would bring the Service into disrepute.

**Our standards when you contact us**

**Non-emergency telephone calls**

Our switchboard is open for non-emergency telephone calls between:

8.30 am and 5.00pm Monday to Thursday

8.30 am and 4.30pm on Fridays (excluding Bank Holidays)

For general enquiries outside these office hours, please telephone the switchboard number 0114 272 7202 and leave a voicemail message to which we will reply on the following working day.

When answering any phone call, we will:

* Be courteous and helpful
* Answer calls wherever possible within 8 seconds and transfer the call where necessary to the correct person within a further 12 seconds
* Give our name and service area
* Offer to call you back if we can’t deal with your enquiry immediately

Under our [Accessible Communications Policy](http://www.syfire.gov.uk/Documents/Accessible_Communications_policy.pdf) a Language Line facility is available which enables people whose first language is not English to be put in contact with an interpreter.

**When you visit us**

We will abide by our [Employee Code of Conduct](http://meetings.southyorks.gov.uk/ecSDDisplay.aspx?NAME=SD180&ID=180&RPID=72313&sch=doc&cat=13039&path=13039&zTS=D) at all times. All staff should be wearing their SYFR identification (ID) card (unless wearing firefighting fire kit).

When you visit us for an appointment or a meeting, we will:

* Meet you at the arranged time, and if we are late, explain the reasons why
* Ask you to sign in, and at Eyre Street and the Training and Development Centre, issue you with a Visitor’s badge to wear throughout your visit
* Arrange any special language requirements in line with our [Accessible Communications Policy](http://www.syfire.gov.uk/Accessible_Communications_policy_Aug_09.pdf)
* Make every effort to help you if you require any special assistance. Where possible, for special assistance, please contact staff at the relevant building in advance. We have made improvements to a number of our buildings to provide access to people with disabilities. We also provide a Multi-Faith and Nursing Mothers’ Room at our Eyre Street building.

If you call in person without an appointment, please be aware that fire station staff may be out on an emergency call.

If the relevant person is not available to speak to you, we will:

* Try to find another member of staff to help you, or arrange for someone to contact you at a suitable time and place.

**If you write to us**

For general enquiries made by letter, email or social media:

* For letters and emails, we will respond via your chosen medium, giving the name of who is dealing with the issue, their position and contact details, as soon as possible, and aim to provide a full response within 20 working days from the date we receive your communication.
* Keep you informed if a full response is likely to take longer than 20 working days
* For Twitter and Facebook posts, we aim to respond to your post within 24 hours

Please note that for some specific types of requests, other timescales apply, as follows:

**Licence Applications**

Details are available on our website as follows:

* Storing explosives and selling fireworks: <http://www.syfire.gov.uk/Fireworksretailers.asp>.

**Please note applications take a minimum of 10 days to process. Cash is no longer accepted for payment of licences and only cheque or BACS payments can be processed.**

* Petrol licences: <http://www.syfire.gov.uk/Petroleum.asp>

**Requests for Fire Reports**

We will:

* Provide single copies of Fire Reports by written request. These are available at a cost of £103, but may have information redacted in order to comply with the Data Protection Act. Please contact: [ccoombes@syfire.gov.uk](mailto:ccoombes@syfire.gov.uk)

**Freedom of Information Requests (FOI)**

We will answer all FOI requests within 20 working days. To submit a Freedom of Information request:

* email [foi@syfire.gov.uk](mailto:foi@syfire.gov.uk); or
* write to: The Freedom of Information Coordinator

South Yorkshire Fire & Rescue

197 Eyre Street

SHEFFIELD S1 3FG.

Further information is available on our website [FOI page](http://www.syfire.gov.uk/FOI.asp).

**Subject Access Requests under the Data Protection Act**

Anyone can request a copy of any personal data held about them by South Yorkshire Fire and Rescue.

* We do not charge for this service
* We will respond as soon as possible, and always within 40 calendar days.

To submit a Subject Access request, write to:

The Data Protection Officer

South Yorkshire Fire & Rescue

197 Eyre Street

SHEFFIELD S1 3FG.

**Insurance Claims**

All insurance claims against South Yorkshire Fire & Rescue should be made in writing to: The Legal Services Unit,

South Yorkshire Joint Secretariat

18 Regent Street

BARNSLEY S70 2HG

**Other Standards**

**Home Safety Checks**

For a free Home Safety Check in South Yorkshire call our Community Fire Safety Hotline 0114 253 2314, or text FREE to 87023, or e-mail: [cfsadmin@syfire.gov.uk](mailto:cfsadmin@syfire.org.uk)

We will:

* Provide free advice and information leaflets on request on fire safety
* Provide leaflets in community languages if required
* Arrange any special language needs in line with our [Accessible Communications Policy.](http://www.syfire.gov.uk/Accessible_Communications_policy_Aug_09.pdf)
* Carry out free home safety checks. We will endeavour to visit households at high risk within 8 days, and all others within 2 months
* When we arrange a Home Safety Check visit through the Hotline, we will give you a date and time frame e.g. between 2 and 4pm.

When we visit your home we will:

* Treat you and your home with respect in line with our [Employee Code of Conduct](http://www.southyorks.gov.uk/embedded_object.asp?id=3035)
* Wear our SYFR identification (ID) card
* Advise you on how to make your home safer and make a fire plan, what to do in the event of a fire, and what to do if you are trapped by a fire
* Fit a smoke alarm free, subject to our risk assessment and explain how to maintain it correctly
* Fit specialist smoke alarms for those who cannot hear a standard alarm

Please note that we **do not cold call** and always leave a card at an address before we knock on a door. However, when there has been a fire in a domestic property, we will ask all the immediate neighbours if they have smoke alarms fitted.

If you are in any doubt as to whether a caller to your house is a genuine member of our staff, please ask to see the staff ID card. On the back of the card, there should be a freephone 0800 number, which you can call to find out if the visitor is genuine.

**Technical Fire Safety Inspections**

For information and advice concerning commercial and industrial premises contact your local Technical Fire Safety Office:

**Sheffield** Tel: 0114 2727202 **Barnsley** Tel: 0114 2532872

**Rotherham** Tel: 0114 2532825 **Doncaster** Tel: 0114 2532803

For matters concerning fire safety legislation and policy contact Technical Fire Safety Central Support at:

**Lifewise Centre** Tel: 0114 2532592

We have a duty to enforce general fire safety legislation. In accordance with our [Enforcement Policy](http://www.syfire.gov.uk/Documents/Enforcement_Policy_Jul091.pdf), we will:

* Provide advice about fire prevention and means of escape
* Carry out audits and inspections of premises on a risk-based system
* Make sure that preventative remedial action is taken to comply with the regulatory system
* Use a proportionate response from the wide range of interventions we can use.

Please note that we do not:

* Carry out fire risk assessments
* Provide draft fire safety policies and procedures

**Payment of Invoices**

We value our suppliers and want to support them by paying their invoices as promptly as possible. We strive to pay:

* 97% of invoices within 30 days
* 82% of invoices within 15 days

**We hear what you say: Customer Feedback Facilities**

We want to hear from you and have provided a number of ways for you to give us feedback:

* For general enquiries and comments call 0114 2727202 or email [comments@syfire.gov.uk](mailto:indocs@syfire.gov.uk)
* Using social media: [www.facebook.com](http://www.facebook.com) (search for South Yorkshire Fire and Rescue) and [www.Twitter.com/syfr](http://www.Twitter.com/syfr)
* To sign up for our free e-newsletter or make comments about the website, call 0114 253 2353 or email: [press@syfire.gov.uk](mailto:press@syfire.gov.uk)
* We have developed a comprehensive Consultation Strategy to widen the opportunities for people to interact with us. We use a variety of techniques: feedback forms; Focus Groups, meetings with community groups etc. Full details are given on our website.

To be involved in our public consultation work, call 0114 2532353 or email: [press@syfire.gov.uk](mailto:press@syfire.gov.uk)

**Complimenting us**

If you are pleased with any aspect of our service, you can compliment us by letter, telephone, email, feedback forms or in person, in the following ways:

* In person: at any of our premises
* To any member of staff at the point of service delivery
* By telephone to the dedicated Customer Care Line 0114 253 2209
* By letter to the Customer Care Manager, SYFR, 197 Eyre Street, Sheffield S1 3FG.
* Via e-mail to customercare@syfire.gov.uk
* Via pre-paid SYFR feedback forms

**Making a complaint**

You can also utilise all the above methods to make a complaint.

We take all matters of concern and complaints very seriously and investigate every one within 20 working days. We have procedures in place to deal with complaints quickly, fairly and thoroughly. You will find a copy of our Customer Complaints Guide at the end of this document.

**Keeping you informed**

We aim to be as transparent as possible in our dealings and to give the public of South Yorkshire as much information as we can about how we provide your fire and rescue service.

The many ways we do this include:

* Our website [www.southyorks.gov.uk](http://www.southyorks.gov.uk) with news feeds, videos, latest incidents etc
* Press releases
* Facebook, Twitter, You Tube and Flickr updates
* [Publication Scheme](http://www.syfire.gov.uk/FOI.asp) containing our key strategies, policies, plans and performance reports
* Details of every [Freedom of Information enquiry and response](http://www.syfire.gov.uk/1508.asp)
* Regular reports to the South Yorkshire Fire and Rescue Authority: http://www.southyorks.gov.uk/webcomponents/jsec.aspx
* Our monthly e-newsletter – sign up for this here: [www.southyorks.gov.uk](http://www.southyorks.gov.uk)

**How you can help us**

Please help us by respecting the work and the staff of SYFR.

* Please be on time for any appointments we arrange with you, or let us know if you are delayed or unable to make the appointment.
* We will not tolerate harassment, threats or assaults directed at our staff in any location. If you call or visit us and behave or speak to us in a threatening or abusive way, we may end the telephone call or ask you to leave our premises. If you write to us using threatening or abusive language we may not reply to your letter or email.

**Complaints Procedure**

**Customer Guide**

**Our commitment to you**

We constantly strive to meet high standards and to improve our service where possible.

Each of our customers is important to us and we believe you have the right to be treated with confidentiality, respect and dignity and that your complaint is dealt with impartially, objectively and without adverse treatment.

There are 4 possible stages to the resolution of a complaint but wherever possible we aim to resolve your complaint at the point of service delivery.

**Stage 1 - Complaint resolved at the point of service delivery (informally)**

A complaint may be received and is able to be discussed informally and dealt with directly by those concerned at the point of delivery or by their immediate line manager.

Most difficulties can be resolved quickly in this way.

**Stage 4 - Complaint is resolved by the Local Government Ombudsman**

If you are not satisfied with the final response you have received from the Chief Fire Officer, you may take your complaint to the Local Government Ombudsman. An LGO booklet ‘Complained to the council? Still not satisfied?’ will automatically be sent to you with our response under Stage 3.

**Stage 3 - Complaint is resolved by the Chief Fire Officer**

If you are not satisfied with the formal response you have received under Stage 2, you may appeal direct to the Chief Fire Officer in writing, within 28 days of receipt of our decision at Stage 2. You will then be informed of the Chief Fire Officer’s decision in writing as soon as possible but no later than 20 working days from receipt by the Chief Fire Officer.

**Stage 2 - Complaint resolved by the Complaints Officer (formally)**

If you are unhappy with our initial response or we are unable to give you a complete response under Stage 1, then a formal acknowledgement of your complaint will be sent to you within 3 working days. An independent internal Investigating Officer will be appointed and a full reply will be given to you within 20 working days. An update will be sent to you if we experience a delay in the process and are unable to respond within the timescale.

The Customer Care Manager will guide you through the process until a resolution is reached. They can be contacted on 0114 2532209 or via customercare@syfire.gov.uk