

Your London Fire Brigade

Our Plan to Keep London Safe

2023-2029

Easy Read Summary



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Easy read report produced in partnership with Certitude and Treat Me Right!

What is the report?



London Fire Brigade has two main jobs



One of those is to respond to emergency calls where people are in danger



The other is to work with people who live in London to help keep everyone safe



This report is about how London Fire Brigade will work with people in the community

What is the report?



London Fire Brigade wants to know more about the community to help keep everyone safe



The fire at Grenfell Tower showed us that there is a lot of work to do to improve our services



London Fire Brigade talked to lots of different people about what they thought we should do

Assessing Risk



In order to keep everyone safe, London Fire Brigade need to know what the risks are



A risk is something that might cause harm to someone or something



London Fire Brigade asked lots of different people what they thought the risks were



London Fire Brigade found that there were four types of risk

Types of Risk



Person Centred Risks

are about how people can be hurt or harmed
They can also be about buildings that people live in



Day to Day Risks

are about accidents or dangerous events that the Fire Brigade would help with, like car accidents, and small fires



Extraordinary Risks

Extraordinary means something doesn't happen often, but can be very dangerous
Like the Grenfell fire



Future Risks

are about planning for things that might happen in the future, like Climate Change

What will London Fire Brigade do?



London Fire Brigade looked at all the risks and put a plan together about how to keep people safe



1. Prevention Services

London Fire Brigade will work with people to help them understand how to keep themselves safe from fire and other dangers



2. Protection Services

London Fire Brigade will help communities and businesses make sure they follow fire safety rules



3. Preparedness Services

Preparedness is a word that means being ready for something
London Fire Brigade will help people and businesses be ready for emergencies

What will London Fire Brigade do?



4. Response Services

This is the part of London Fire Brigade most people see. As well as being at emergencies quickly, we want to know what people think and how to improve.



5. Recovery Services

London Fire Brigade will work with communities after an incident. People may need help and support afterwards.



6. Engagement

Engagement is a word that means involving people. London Fire Brigade wants people who live in London to know how to talk to them.



London Fire Brigade are making 8 Commitments to the public as part of this plan. A Commitment is like a promise.

Our Commitments



1. We will work with you to provide local services that meet your needs

London Fire Brigade wants to get to know who lives in our communities so we can help them better
This will help people to trust London Fire Brigade



2. We will make it easy for you to access our services

London Fire Brigade wants to let people know how to talk to us when there isn't an emergency
We want our Fire Stations to be part of the community



Our Commitments



3. We will adapt or services as your needs change

London Fire Brigade knows that things can change very quickly where you live. We also know that we can always learn new ways to do things.



4. We will design services around your needs and concerns

London Fire Brigade will improve by always talking to people. We will also work with people after incidents to provide support.



Our Commitments



5. We will make sure our staff are the best they can be



London Fire Brigade will make sure that their staff have the best training and support



6. We will work together to provide the best possible services to meet your needs



There are lots of people who work for London Fire Brigade doing different jobs

We want to make sure that we talk to everyone so we can learn

Our Commitments



7. We will make sure that we provide a good value service



London Fire Brigade wants to spend their money on helping people in danger
This means looking at where we can spend less in other places



8. We will work with other organisations to make sure everyone has a safer future



London Fire Brigade has lots of experience that we can share with other organisations
We want to use our experience to help write national policy

The Community Forum



If you want to help London Fire Brigade, you can join our Community Forum



The Community Forum is a group of people who work with London Fire Brigade. They help us understand what their community needs.



It is an opportunity for you to help shape how London Fire Brigade is run.



You can find out more and sign up here:

<https://www.london-fire.gov.uk/about-us/what-we-do/community-engagement-your-london-fire-brigade/community-forum/>