

REBUILDING THE FIRE AND RESCUE SERVICES

The authors have produced a tour de force that combines comprehensive knowledge of performance management, a holistic systemic perspective, and real affinity for the fire and rescue services and the improvement of services to the public.

Andrew Lynch, Editor of FIRE Magazine

This is an instant, knowledgeable and very practical response to some of the most urgent contemporary issues facing the leadership and management of fire and rescue services. It effortlessly transcends policy and practice with clear practical and realistic recommendations for improving this vital public service.

*Paresh Wankhade, Editor: International Journal of
Emergency Services, Edge Hill University, UK*

In the best tradition of *Emerald Points*, this book has clear implications and lessons for policy development, the delivery of fire and rescue services and the assurance that the sector owes to the public. It should be compulsory reading for senior civil servants, chief fire officers and our regulatory colleagues.

*Craig Parkin, Deputy Chief Fire Officer,
Nottinghamshire Fire Service, UK*

This book provides a comprehensive understanding of performance management and adopts a critical friend perspective that epitomizes the best of such a position: a rigorous critical analysis of the sector with constructive advice on how to improve.

*Kirsten Greenhalgh, University of
Nottingham, UK*

REBUILDING THE FIRE AND RESCUE SERVICES

Policy, Delivery and
Assurance

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