

Essex County  
Fire & Rescue Service

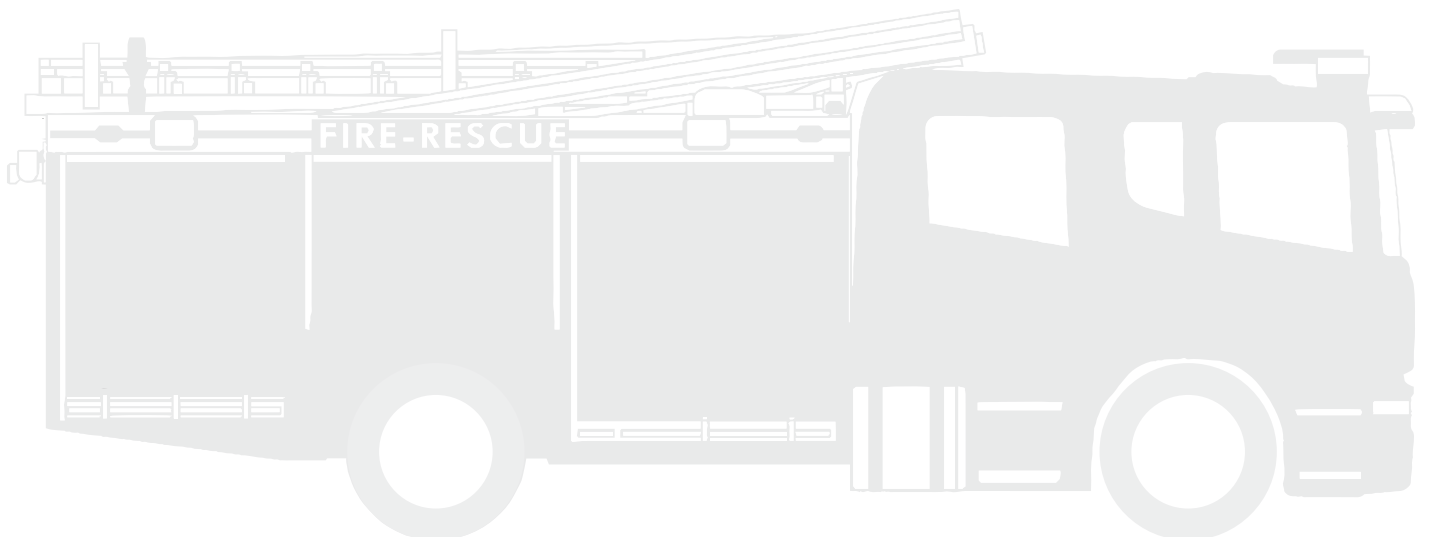
Our Values: Respect, Accountability, Openness and Involvement



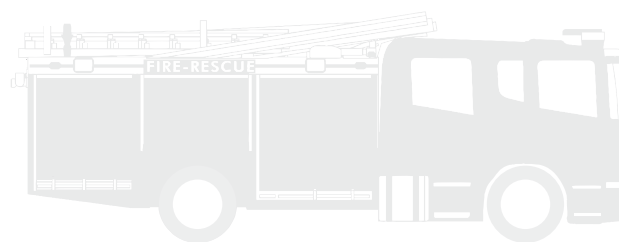
# 2012/13

**Essex Fire Authority**

# ANNUAL REPORT







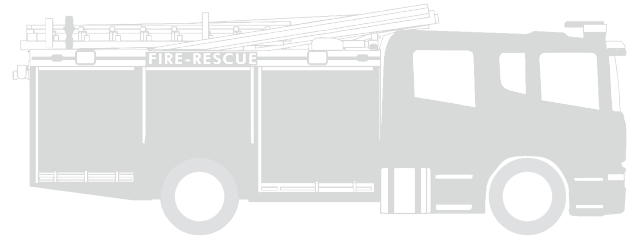
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# 01

## Who we are and what we do

Matching resources to risk



Anthony Hedley  
Chairman, Essex Fire Authority  
Chief Fire Officer, Chief Executive  
& Head of Essex Civil Protection  
and Emergency Management  
David Johnson

**2** 012/13 was a significant year for the Service. It brought the end of a four-year dispute with the Fire Brigades Union and provided a global platform with the London 2012 Olympics to demonstrate our strength in planning and resilience for major emergency as the County staged one of its biggest ever sporting events at Hadleigh Farm.

ECFRS has continued on its journey of improvement with clear plans and strategies to support functional and organisational transformation. Our approach has been proactive in light of the current financial challenges and in consideration of a reducing number of operational incidents attended over the last six years. Our planning and preparedness is based on the fact that a reduction in fire calls has not been mirrored by any significant reduction in the scale of the risk. In some areas, like those relating to extreme weather, our risks have actually increased and there is an emerging expectation for us to respond to a wider range of incidents beyond those required by statute.

The Service has recognised the need to change in order to meet its risk profile. Examples are the considerable investment in our water rescue response, the addition of two water bowzers to enhance our operational response and significant enhancements in our 'Special Operations' capability so that we can respond effectively to more complex incidents such as terrorist attacks.

Essex is experiencing a sustained increase in population, traffic and housing, which all place a demand on a public service such as ours.

Beyond our emergency response, we have delivered significant protection work for work places and successfully delivered more targeted prevention work within the communities and on the roads.

Like the whole of local Government, the UK fire and rescue service will face many challenges over the next five to 10 years driven by the need to operate effectively in more austere times with available resources, principally funding, diminishing year on year. Against this background, ECFRS must continue to find innovative ways to meet the growing demands for its services. We are adopting an intelligence led approach, matching our resources to risk and targeting those most vulnerable. By looking at new ways of working we have been able to be more flexible in our priority of maintaining appliance availability and achieving optimum use of resources available to us at any one time. Initiatives such as pre-arranged out duties have continued to support the principle of the right person in the right place at the right time.

Our desire to constantly seek to do more with our resources, together with a clear understanding of risk, are key to the delivery of safer communities. This strategy is delivered by a dedicated and committed workforce, willing and prepared to go the extra mile. Our Workforce Transformation Programme will support those staff with career develop, training and opportunity to ensure they are the best they can be and will underpin organisational development representative of a modern, progressive organisation willing to embrace a changing world.



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We cover 366,980 hectares, across 14 local authority areas

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We serve a population of 1.712 million

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In 2012/13 we attended 14,081 incidents

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We currently employ:  
800 wholetime,  
495 retained firefighters,  
45.5 Control personnel  
265.8 support staff

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We have 51 fire stations:  
12 Wholetime,  
34 Retained,  
four Day crewed and  
one Urban Search and Rescue

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We have a budget £77.279 million

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105 fire engines:  
31 special appliances,  
Three boats,  
two water bowsers

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## Service Strategy

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The Service's strategic vision, objectives and actions formed the basis for ECFRS' detailed plans for 2012/13.

### Vision: Where do we want to be?

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We want to be able to direct our resources and services more flexibly to where they are most needed, reducing risks as well as costs, and supporting wider civil resilience in communities.



#### For the Public Resources where we need them the most

- Protect core values of excellent fire and rescue services to people in need.
- Reduced fire risk for high risk groups and communities, particularly old people and deprived communities.
- Proportionate cover – service matched to risk; less constrained by infrastructure.
- More mobile, flexible cover, rapidly adjusting to risk changes.



#### For Communities Tailored services, shared responsibilities

- More informed, more engaged, more resourceful citizens and businesses increasingly support prevention and protection activities in their own communities.
- Joint work with partners in emergency service planning and delivery.
- Shared services, resources and responsibilities with partners and communities where it adds value



#### For Taxpayers Lower costs and improved outcomes

- Assets and resources effectively utilised and shared where possible.
- Reduction in headcount over time.
- Crewing systems which meet demand efficiently.



#### For our people Innovative, forward looking trusted leaders at all levels

- Assets and resources effectively utilised and shared where possible.
- Reduction in headcount over time.
- Crewing systems which meet demand efficiently.
- Integrated, supportive internal cultures.

## Actions

From 2011-2015 we will continue to focus on making our communities safer. We will do this by delivering more proportionate cover based on intelligence-led risk assessment. We will use the freed time and resources for wider and more targeted prevention and protection, and we will build new freedoms and powers for fire stations.



### Fire Cover Shift fire cover toward high risk areas

- Adjust crewing systems in areas of overprovision to enable redeployment to areas of need and reduce operational servicedelivery costs.
- Moderate response to Automatic Fire Alarms to free up time.
- Continue to review pre-determined attendances at incidents.



### Community safety Tailor community safety services

- Use freed time to expand and improve ‘upstream’ services of prevention and protection for targets groups.
- Strengthen relationships with key industries, businesses and communities to increase their self-sufficiency with regard to prevention, protection and organisational resilience.



### Data & intelligence Build insight

- Provide resources for better intelligence to help target resource allocation decision.
- Tighten cost, supplier and performance management.



### People Broaden roles, toughen rules

- Increase average utilisation and capacity for specialisms (eg urban rescue) including community engagement
- Support the development of effective leaders.
- Target training at business need and specific roles.
- Implement clearer, tighter performance management.



### Assets Share assets

- Improve utilisation of assets and services



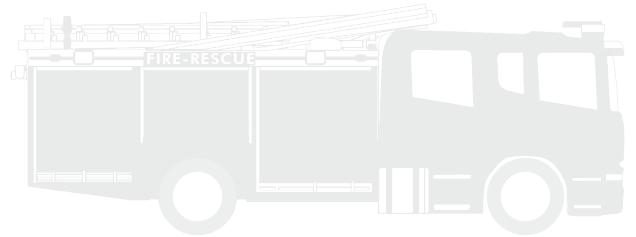
### Culture Build freedoms and support

- Give more freedom for station commanders and watch managers to define services, within a clear performance and value framework.
- Give the Headquarters’ departments a clear role which defines how they intervene.
- Encourage a flexible approach to uniformed/non-uniformed split of roles

# 02

## What we do with your money

Essex County Fire & Rescue Service are...



**Total Budget**  
(Million)

**Pay Costs**  
(Million)

**Non-Pay Costs**  
(Million)

**Capital Expenditure**  
(Million)



**P**ay continues to be the biggest cost to the Fire Authority. Prudent financial management has been at the heart of decision making, with all Service managers looking for savings and efficiencies in all areas of operations. As a result, the Service delivered an underspend of £4,679K during 2012/13.

The long-running industrial action – finally settled in October 2012 - prevented firefighters from working overtime or accepting temporary promotions, contributing to a £1.1m underspend in firefighter pay.

At the year end, on the Service payroll were: 809 wholetime firefighters, 495 firefighters employed on the retained duty system, 45.5 (full time equivalent) Control staff and 265.8 (full time equivalent) support staff.

There was also an underspend of £1.454k on other costs and services, mainly due to a reduction in consultancy costs related to spending on ICT projects. The remaining underspend relates to professional fees and insurance third party costs.

Premises and equipment was underspent by £478k. Transport costs were £118k under budget mainly as a result of lower spend this year on petrol and diesel.

The severe weather in the last quarter of the financial year has had

a significant impact on ECFRS' utilities spend, which at £654k was £132k above budget.

Total capital expenditure was £4.8m against a revised budget of £4.6m.

Operational income was up £1,012k against budget. The main variances were as a result of Government grants, secondment income and equipment and general sales.

The general reserves of the Authority were £11m on March 31, 2012. Prior to the Government's 2010 spending review, reserves were held at a lower level reflecting the expectation of annual increases in both council tax and government funding. The risks that there could be significant unplanned costs arising were limited in the main to variances in spending on retained firefighters.

However, with uncertainty about the impact of Government decisions such as the localisation of council tax benefit and the moves towards part of ECFRS' funding being directly derived from business rates, new risks face the Authority in 2013/14. In addition, fire and rescue services are now seeing reductions in the level of Government funding, rather than increases. Against this background, ECFRS – in line with many local authorities – recognises that this uncertainty means that it makes good financial sense to increase reserves.



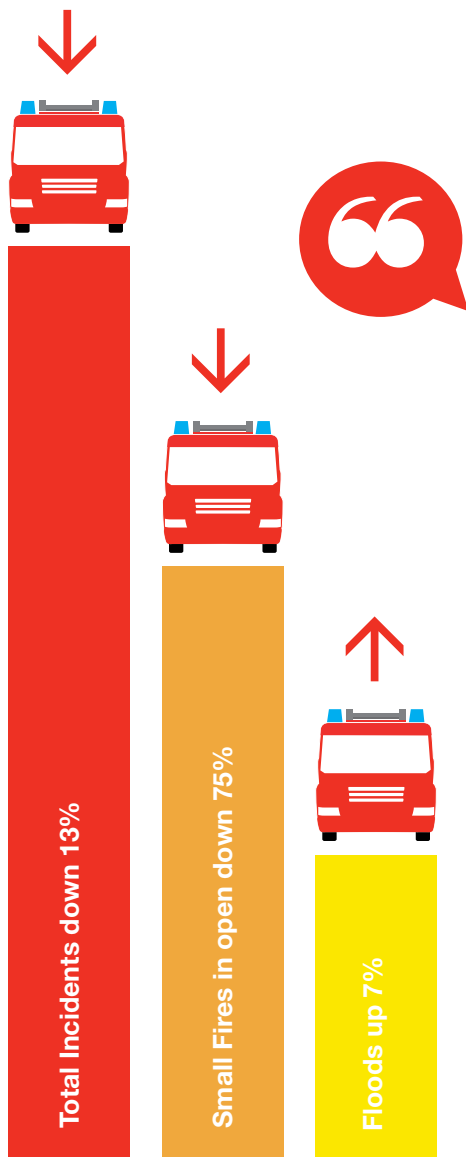
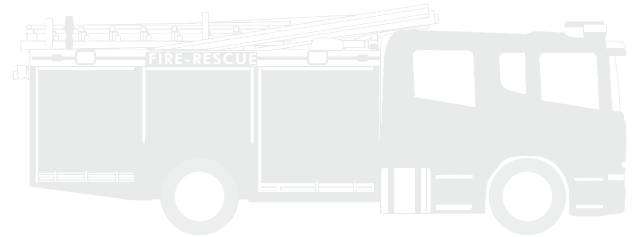
Description	Actual £'000s	Budget £'000s	Variance £'000s	% Variance
Firefighters	36,034	37,015	(982)	-3%
Firefighters - Retained Duty System	4,750	5,067	(318)	-6%
Control Staff	1,599	1,716	(117)	-7%
Support Staff	10,016	9,701	315	3%
<b>Total Employment costs</b>	<b>52,398</b>	<b>53,499</b>	<b>(1,101)</b>	<b>-2%</b>
Support Costs	2,121	2,224	(103)	-5%
Premises & Equipment	9,692	10,183	(491)	-5%
Other Costs & Services	2,278	4,134	(1,856)	-45%
Ill health pension costs	131	400	(269)	-67%
Financing Items	12,730	11,276	1,454	13%
Operational income	(5,376)	(4,319)	(1,057)	24%
Contribution to/(from) Reserves	3,360	(117)	3,477	++
<b>Total Other Costs</b>	<b>24,935</b>	<b>23,780</b>	<b>1,155</b>	<b>5%</b>
<b>Total Budget</b>	<b>77,333</b>	<b>77,279</b>	<b>54</b>	<b>0%</b>
<b>Total Funding</b>	<b>(77,333)</b>	<b>(77,279)</b>	<b>(54)</b>	<b>0%</b>
<b>Funding Gap/Surplus</b>	<b>(0)</b>	<b>(0)</b>	<b>(0)</b>	<b>++</b>



# 03

## How we are measuring up

Our performance this year



### Lowest incident numbers on record

**T**he total number of incidents attended by ECFRS in 2012/13 was 14,081, down 13 per cent - 2,958 incidents - compared to the same period in 2011/12. The last four months of the year recorded some of the lowest incident numbers on record.

Despite a sharp fall because of policy changes introduced in early 2011, the greatest number of calls for attendance remains from alarms with automatic fire alarms accounting for 23 per cent of all calls for attendance since April 2012.

Calls to small fires in the open were the second most common call type, even though these calls were down nearly 75 per cent on the same period the year before. This is a likely reflection of the inclement wet weather conditions, which were also responsible for the latest call type increase – flooding, up 7 per cent with 151 additional incidents of this kind.

Community Safety performance indicators have shown good performance against their targets and when compared to performance from the previous year. Indeed, performance for the rate of primary fires is much better than target and last year, including the rate of deliberate primary fires. The rate of accidental dwelling fires, while better than that recorded over the same time period last year, remains lower than target following a spike in incidents in September 2012 and a second, smaller spike in March this year. Kitchen fires continue to be the main fire type here, comprising 57 per cent of all accidental dwelling fires.

Performance Indicator	Actual performance 2012/13	Compared with target	Compared with previous year
Number of primary fires per 100,000 population	136.9	156.1	154.6
Number of fatalities in primary fires per 100,000 population	0.7	0.4	0.5
Number of non-fatal casualties per 100,000 population	4.9	3.8	5.3
Number of deliberate primary fires per 10,000 population	2.8	4.1	3.3
Number of deliberate secondary fires per 10,000 population	5.2	8.9	8.9
Rate of accidental dwelling fires per 10,000 dwellings	12.9	12.2	13.7
The number of hoax calls attended	242	301	312
Number of False alarms caused by automatic fire detection apparatus	1666	2995	1694
Number of people killed or seriously injured in road traffic accidents	659	770	750
Working days lost due to sickness – uniform staff	7.9	6.3	7.2
Working days lost to sickness absence – non-uniform staff	8.9	6.8	8.6
No. of working days lost due to sickness absence – all staff	8.0	6.6	7.6
Operational availability – wholetime (%)	86.0	97.0	84.2
Operational availability – retained duty system (%)	84.6	90.0	82.8
Wholetime Mobilise – Time of station alert to proceeding – % within 2 minutes	69.8	75.0	63.0
Retained Mobilise – Time of station alert to proceeding – % within 6 minutes	75.6	75.0	75.7
Call Handling – Calls handled within 60 seconds (%)	63.4	75.0	61.4
Call Handling – Calls handled within 90 seconds (%)	91.6	90.0	90.8
Call Handling – Calls handled within 120 seconds (%)	98.0	99.0	97.8

**E**CFRS' performance in respect of the rate of casualties from primary fires is worse than target with a spike in non-fatal casualties (20) recorded for March. Five injuries were as a result of deliberate fires, the rest from accidental fires.

Although higher than target, the year-end rate of non fatal casualties is better than the performance recorded for the same period last year. With respect to fatalities, ECFRS is performing worse than target and worse than last year. There were five fire deaths from a single incident at Barn Mead, Harlow, in October.

The number of KSI (killed and seriously injured) casualties from road traffic collisions – not just those attended by ECFRS, the rate of deliberate secondary fires, as well as the number of hoax calls and false alarms due to apparatus attended are all better than target and better when compared to last year's performance. The trend for KSI, deliberate secondary fires and

hoax calls continues to fall, with false alarms due to apparatus currently stable over time.

Both wholetime and retained operational availability remain better when compared to last year's performance. Although each is yet to achieve target, performance for both is improving and approaching target in the long term.

Performance with respect to mobilisation within target time is improving but remains below target for wholetime, though much better than last year, and on target and stable for retained duty crews, slightly worse than last year.

Call handling has improved throughout the year with all key performance indicators performing better than the same period last year. Performance with respect to calls handled within 60 seconds continues to improve steadily although is yet to achieve target.

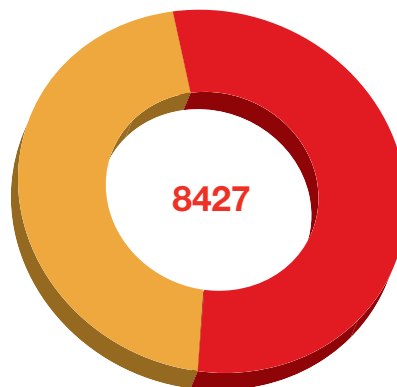
## ESS (Emergency Special Service)

FIRE

\*Excluding false alarms



**Incidents\***

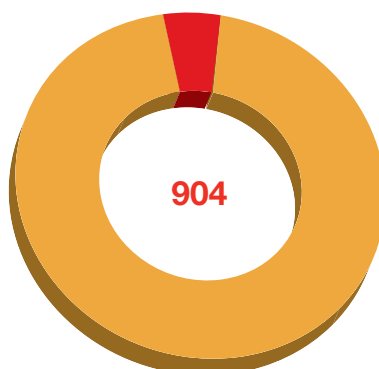


## Quick Facts

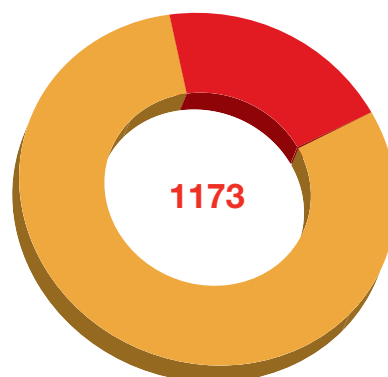


- Despite the sharp fall because of policy changes, false alarms remain the most common and emergency special service incidents 26 per cent.
- Fire incidents are slightly more common between the hours of 5pm and 6pm, with overall incident numbers being greatest between the hours of 6pm and 7pm.
- Emergency special service incidents were

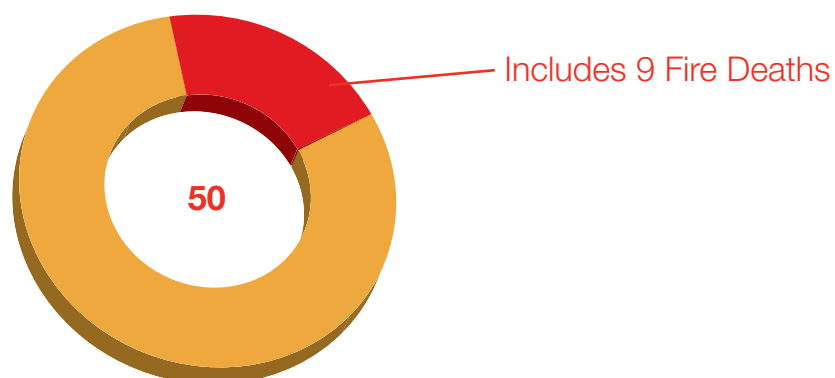
**C2**  
**Rescues**



**C3**  
**Injuries**



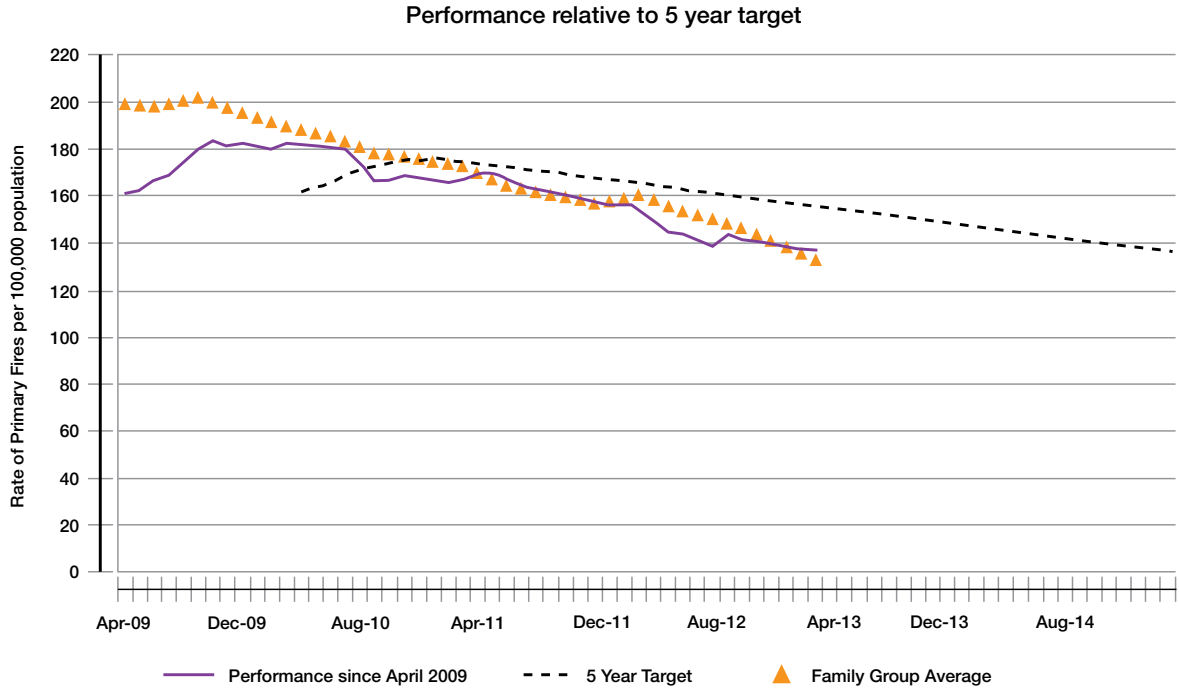
**C4**  
**Fatalities**



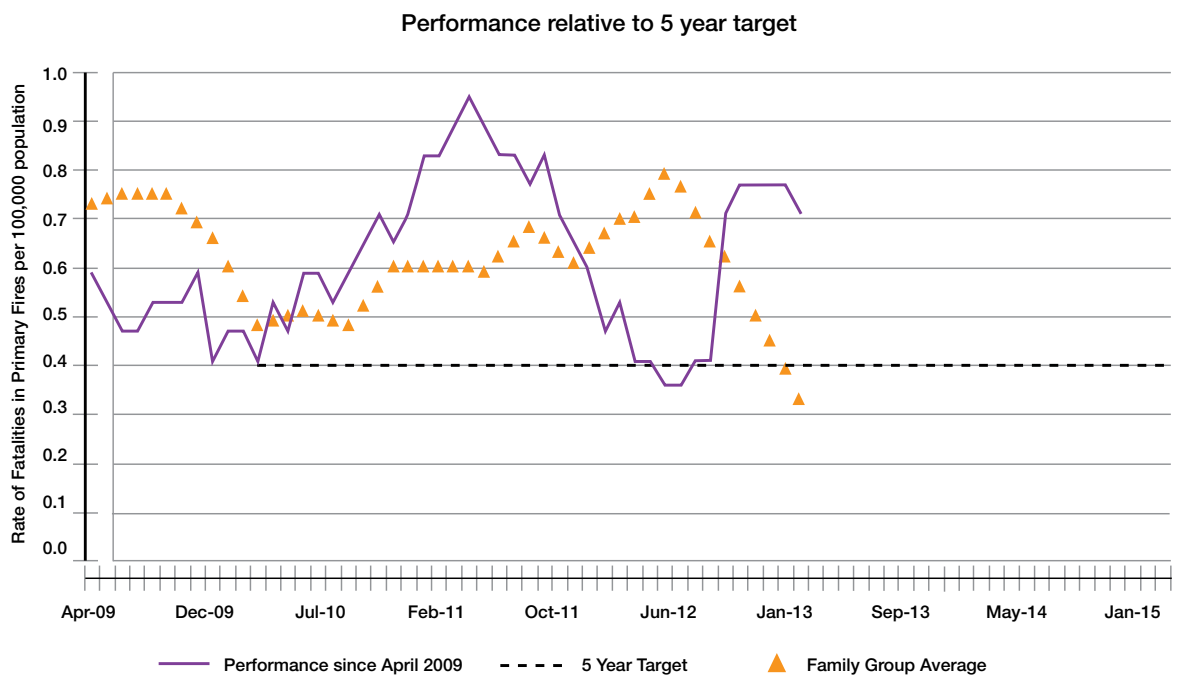
on incident category in 2012/13 – 43 per cent of all incidents attended • Fires account for 31 per cent of calls common on the average weekend day compared to the average week day • ECFRS attended most incidents between 4pm and 7pm • False alarm incidents happened mainly between 8am and 10pm, peaking around noon, as the most common between 8am and 7pm.



## NI 49i - Number of primary fires per 100,000 population



## NI 49ii - Number of fatalities in primary fires per 100,000 population

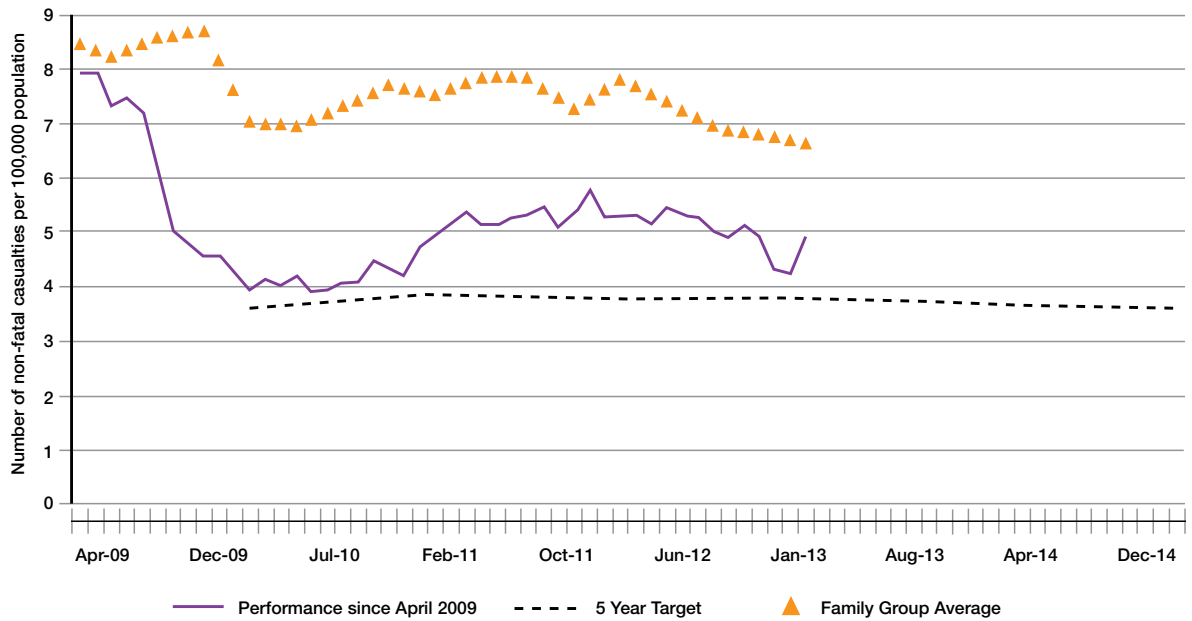






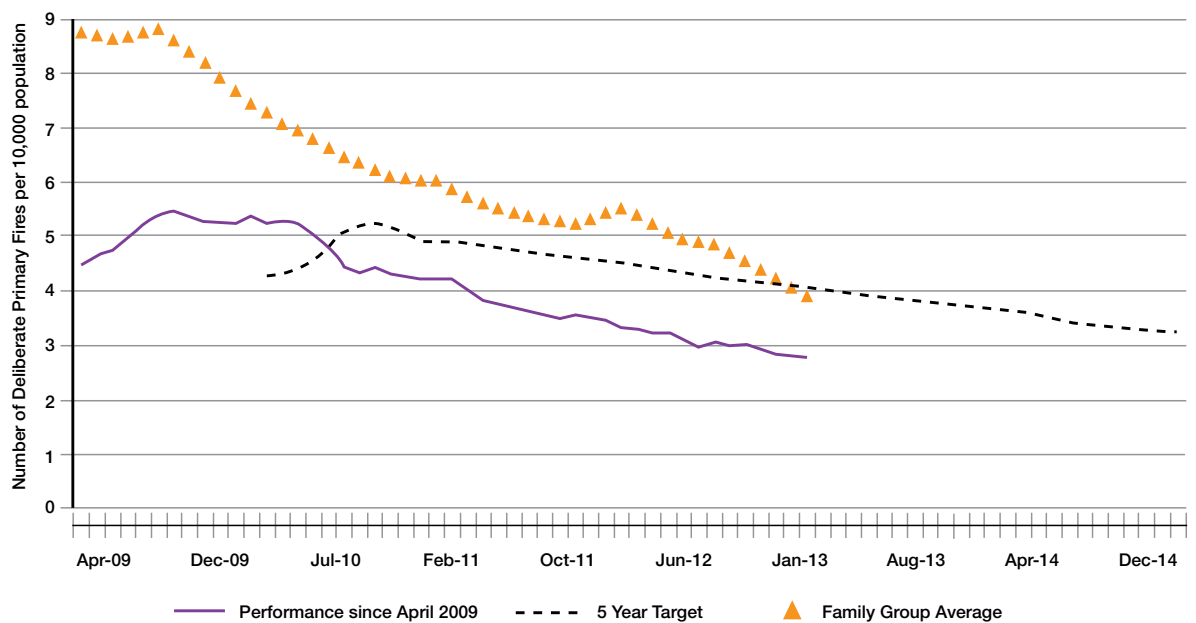
### NI 49iii - Number of non-fatal casualties per 100,000 population

Performance relative to 5 year target



### NI 33i - Number of deliberate primary fires per 10,000 population

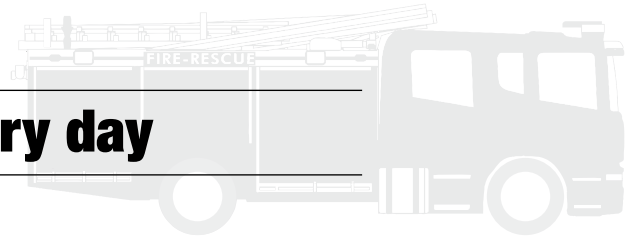
Performance relative to 5 year target



# 04

## **Our people make a difference every day**

The people who make a difference everyday...



**T**he Service's Workforce Transformation Programme has made significant progress during 2012/13 with a complete review of HR and Training activity. The drive is for training to be matched to operational and organisational need and for ECFRS people to be the best they can be – maximising their personal potential and, in turn, improving the performance of the organisation.

The programme has been realigned and resources re-focussed, to ensure 2013/14 is a year of delivery. Designed to be self-funding, the programme will bring about a total overhaul of ECFRS' people policies and processes as part of an organisational development strategy to deliver a modern, progressive culture throughout the organisation and help people to be the best they can be.

Work has been going on this year in

fire stations and departments to promote the Service's core values of Openness, Accountability, Respect and Involvement. And, through a series of focus groups, the HR and OD team has been developing a Competency Framework to be used in the future to help people to work to a common set of behaviours and values. The Competency Framework was developed during discussions and workshops with employee groups from across the Service and through the use of employee surveys where staff identified what behaviours were important to them.

As the Workforce Transformation Programme unfolds, it will deliver improved HR support and guidance for line managers, enhanced career and personal development opportunities for all, clarity of roles and expectations and the development of a culture of excellence in people practices.

## Our values

- Respect
- Accountability
- Openness
- Involvement





## Major Incidents

**Clacton** – Rescue Dog Kirby took less than a minute to find a man trapped in rubble after the house he lived in collapsed following a gas explosion. Crews pulled the man out of the rubble alive and another family were rescued from the roof of the building. Tragically, the explosion did claim one life.



### **Barn Mead, Harlow**

A tragic Fire in the Barn Mead, Harlow, claimed the lives of five members of the same family last October and made national headlines. Investigations into the cause of the incident continue as part of a major Essex Police investigation.





## New ways of working for operational crews

**T**he Service's drive for operational efficiency continued at a pace against the Fire Authority mandate that there should be no job losses, no fire station closures and no reduction in the number of frontline appliances.

A number of significant milestones were achieved:

- The move from two wholtime appliances to one wholtime and one appliance crewed on the retained duty system at Brentwood Fire Station
- An additional wholtime operational resource in the Uttlesford area, based in Great Dunmow, to support additional safer communities initiatives
- New ways of working have been introduced through the use of pre-arranged out duties, first responder schemes and mixed crewing

The transition at Brentwood was a huge team effort from the early recruitment campaign to attract new retained firefighters, through support to raise fitness standards of potential candidates, signing them up and then putting in place a rigorous programme of training to get them ready to go on the run. As the recruitment process progressed, colleagues at Brentwood Fire Station and other retained stations locally supported the recruits in their integration into the Service until they were finally ready to tackle incidents.

Other changes at the station including building works and the creation of an alerting system, were ready to roll in time for the change over at the end of the year.

The decision to change crewing arrangements at Brentwood Fire Station was taken after a countywide review revealed that the first appliance attended 45% less incidents a year than the average appliance and the second appliance less than half the number of incidents attended on average by second appliances.

The changes at Brentwood were instigated as part of the Service's fire cover review programme.



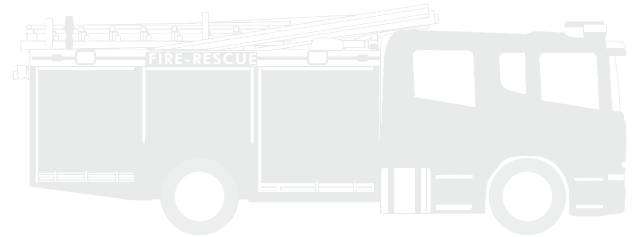
# 05

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## Making the best of our assets

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Essex County Fire & Rescue Service uses...



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### Minister Breaks ground on Emergency Control

**F**ire Minister Brandon Lewis MP officially broke ground on ECFRS' multi-million pound emergency control centre - the largest construction project ever undertaken by Essex Fire Authority.

The £8.5 million development will extend the Service's Kelvedon Park Headquarters to create a brand new emergency control centre, inter active and standard training rooms, along with extra administrative and welfare areas on a 2,300 square metres template - the equivalent of nine tennis courts.

The project to relocate the Control operation - currently based in Hutton and where emergency 999 calls are

received - had been on hold in anticipation of the last Government's plans to create Regional Control Centres. When those plans collapsed last year, the Service needed to make its own arrangements.

The Minister marked the official start of the second phase of construction work by turning the first sod of earth on the building site at a special ceremony in early December. The project is scheduled for completion in March 2014.

As Durwards Hall, ECFRS' headquarters building has existed since the Domesday Book was written and the extension has been designed to incorporate design detail which mirrors over 200 years of development on the site.











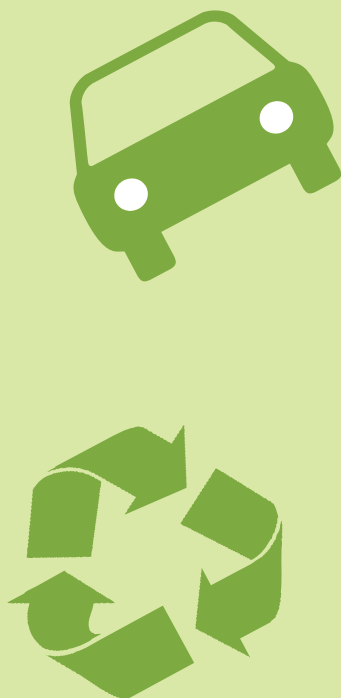
## Green credentials

**T**he Service's Carbon Management Plan received approval from the Carbon Management Trust with Essex County Fire and Rescue Service becoming one of two UK fire and rescue services to graduate from the Carbon Trust Public Sector Programme.

The Carbon Management Plan, which was published in October 2012, sets out ambitious plans designed to assist the Service in reducing its 2006 carbon footprint by 20% by 2015.

Work to lessen the impact that ECFRS' operations and activities have on the environment is constantly monitored and forms a part of all planning work.

ECFRS' clearest demonstration of its commitment to the green agenda has been in the construction work at its Kelvedon Park headquarters site.





## Saving Little Lives

**O**ur firefighters continue to justify their well-earned reputation as community role models – going the extra mile with schemes and initiatives designed to save lives.

A series of special courses took place at Chelmsford Fire Station to teach parents vital first aid skills which could help them save a baby or toddler's life in an emergency.

The first Emergency First Aid for Parents course took place in November at Chelmsford Fire Station.

The initiative was spearheaded by White Watch Leading Firefighter Karl Smith, now stationed at Leigh. The courses were funded entirely through donations and sponsorship from local business E2V and Heritage Leisure, Great Baddow, in conjunction with St John Ambulance Service.

The course covered common childhood illnesses including meningitis, asthma, convulsions, burns and croup. First parent participants had 20 children between them, so with just a single course, the scheme provided extra protection to those children, not to mention dozens of other schoolfriends and young people that cross their paths on the school run.



This year has seen ECFRS expand its shared services strategy – providing additional value for money to council tax payers by maximising use of its fire stations by inviting in partner agencies. Along with Tiptree and West Mersea, Brightlingsea Fire Station now houses the local Police Station and The Coastguard has moved in at South Woodham Ferrers.





## New Cold Fire Investigation Training Facility

**A** new training facility has been established to teach the delicate art of fire investigation.

The Community Safety team in partnership with the Training team and Property Services have designed, developed and delivered a purpose built Fire Investigation Training Facility at ECFRS' site at Wethersfield. The facility consists of a multi compartment unit that can be set up as real fire scenes, ignited, extinguished and then investigated to determine cause, origin and fire spread.

Fire investigations provide ECFRS with some of the best operational information and intelligence available to tell us what type of fires we attend, who or what causes them and most importantly, what we can do as a Service to reduce and prevent them.

With ECFRS already providing up to 2,000 fire investigations a year, the new facility will enable us to benchmark the training and development of our operational managers and allow us to be more ambitious about continuous professional development in fire investigation. We can also use the facility to train alongside our colleagues in Essex Police, Trading Standards and others to reinforce and improve our joint working.

Community Safety has also developed a number of new products to accompany the facility including a contemporaneous notebook for operational managers. Training at the new facility began in April 2012, with 21 courses planned for Crew and Watch Managers.

Fire Investigation Manager and manager for the project David Hadjicostas said:

"This facility demonstrates the Service's absolute commitment to quality training, and provides a state of the art resource. We will be providing better investigations leading to better information leading to even more intelligent targeting of those members of our communities most at risk of fire death and serious injury."









## Volunteers Become Part Of The Service

**V**olunteers at the 2012 Olympics raised the bar on big society. On a much smaller scale, but equally dedicated to the cause, ECFRS' newly recruited volunteers are blazing their own trail.

A special pilot scheme is currently taking place to use volunteers to enhance the work carried out by the Service.

Following a trial partnership with a voluntary organisation in Southend, the pilot scheme is now being managed in house, expanded county wide and will see a wider brief for volunteers to undertake an expanded community safety role.

With 25 volunteers now recruited across the County, they will primarily

undertake home fire safety visits, support service events and hand out safety literature in the community. Volunteers also play a key role in supporting the Essex Fire Museum, currently housed at Grays Fire Station.

Lisa Hart, Volunteer Manager, has been seconded to Community Safety to oversee the pilot. She said: "By running the scheme in house we are able to build our knowledge in the voluntary sector and better ensure that those recruited offer a good fit with the fire service ethos. We can also make sure that the role they are undertaking is one which helps enhance the Service's existing capabilities and resources.

"The volunteers come from all walks of life and have put themselves forward because they are community minded

people who want to help and have an interest in fire safety."

Brian Jacobs is one of the first recruits and has joined the scheme after retiring from a career in the Fire Service. "When the role was advertised I could see that there was an opportunity to make a real difference in making people safer using the skills I had developed during my career. As well as getting me out of the house, I also get to meet so many interesting people.

"And the best thing of all is I get to provide advice which could one day save a life. It's definitely been a learning curve, but one that has been enjoyable and rewarding." Lisa said: "We are looking for people who have some spare time and want to help their local community.



For more information about the roles available, contact Lisa on 01376 576 037 or at [volunteers@essex-fire.gov.uk](mailto:volunteers@essex-fire.gov.uk)







## Two water bowzers on the run

**T**he Service's two new water bowzers, based at Chelmsford and Halstead Fire Stations, went on the run as the Service maintained its commitment to deliver investment in the frontline.

The appliances were bespoke-built for ECFRS by Angloco and each holds approximately 12,500 litres of water for firefighting, along with two similar capacity portable dams. Designed to provide maximum versatility - and although able to be used as a static water supply - the bowzers' primary function is delivering and filling those dams at incidents where water supplies are short. They do not replace firefighting pumps.

Although bowser operators will require some assistance with the siting of the dams and laying hose lines, the reduced numbers of personnel required to secure the equivalent of what is almost seven front line pumping appliances worth of water is influencing incident commanders to make an early attendance call as they develop their water management plans.





## Major IT replacement project

The ICT team successfully delivered the Nimbus project with the majority of Service users now migrated onto the new cloud-based computer system. This was an enormous undertaking which equated to more than 500 desktop installations, around 100 new printer installations and the setting up of some 1,500 new user accounts to give all employees access to a personal e-mail account.



## Employee safety is paramount

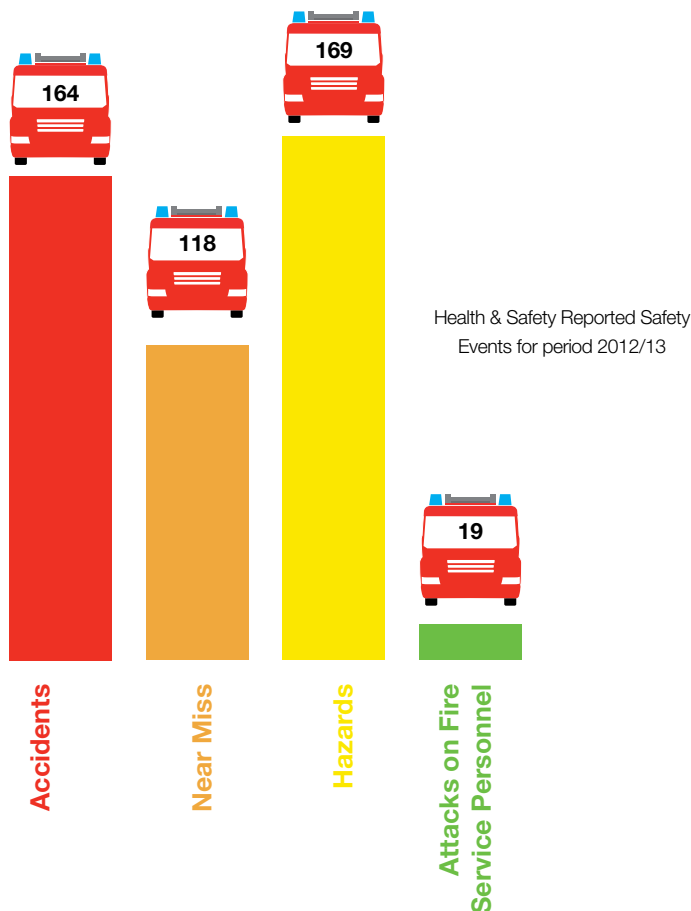
**T**he safety and welfare of its employees remains ECFRS' key priority.

ECFRS has established clear responsibilities for the safety of employees at all levels, supported through the Health, Safety and Welfare team at Service headquarters.

The Authority has a robust process for measuring and evaluating the effectiveness of health and safety management and improving performance of its health, safety and welfare activities.

The Chief Fire Officer has endorsed and supports regional peer health and safety audits following the RoSPA QSA model. The Service will be audited every two and a half years and ECFRS H&S Manager commits one week every year to carry out peer audits within the region.

The Health and Safety team maintains records of all recorded hazards, near misses, accident/ill health, attacks on Service personnel and hazardous material incidents so it can provide professional advice to all employees. These records are evaluated by the H&S Manager and Health, Safety and Welfare Strategy Group to identify strengths and weaknesses and to pinpoint areas for improvement





More than three centuries of experience are on display in this picture.

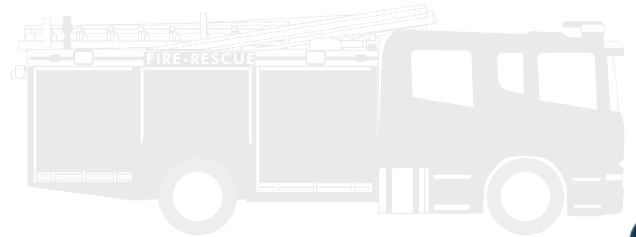


These officers all received their Long Service and Good Conduct Medals at a special ceremony which took place in March. Fire officers honoured were: Station Officer Evan Jelliss, Firefighter Paul Rogers, Firefighter Kevin Parker, Sub Officer Robin Sherwin, Leading Firefighter Peter Ballard, Firefighter John Ball, Firefighter Damion Barber, Firefighter John Geraghty, Firefighter Kevin Benson, Leading Firefighter Martin Waters, Leading Firefighter David Mortland, Leading Firefighter Lee Willars, Firefighter Mark Snell, Station Officer Jayne Moore, Leading Firefighter Simon Whitworth, Firefighter Danny O'Rourke, SDO Gary Fleming, and Leading Firefighter Andrew Brown. Chief Fire Officer's Certificates of Commendation were presented to Matt Saunders, Daren Cock, Colin Sedgwick and FCO Sharon Lancaster. A special commendation was also given to rescue dog Darcy for seven years of service, the equivalent of 49 years in dog years.

# 06

## Projects we're really proud of

Engaging the Community



### Breaking new ground with youth engagement

**T**he youth engagement team has continued to build on its now well-documented success and this year broke new ground with two Firebreak courses with a difference.

Adults with learning difficulties took part in their own tailored course and the Service later staged a course for children living with their mothers at a women's refuge. Once again, ECFRS welcomed back more young people with Down's Syndrome as part of the now well-established relationship with the charity Downs Syndrome 21 bringing the total of courses to four.

The first course for adults with learning difficulties took place at Corringham Fire Station in October was funded by Thurrock Council and the Community Safety Partnership. All the students were nominated by Thurrock Lifestyle Solutions. That same month, the course for children from the women's refuge was staged at Harlow Fire Station and involved a group of six young people whose mothers had left abusive relationships. This course was part funded by Safer Places, the independent charity dedicated to supporting adults and children affected by domestic abuse.

These courses were held in addition to the routine programme of courses staged each year. ECFRS' Firebreak programme is aimed at children between 13 and 17 years. The programme promotes a culture of safety and citizenship by teaching and encouraging a range of life skills while engaging in the fundamental disciplines of the fire service. Participants are encouraged to work as part of a team, respecting diversity and difference. It is designed to educate students on the consequences of behaviour and actions, instilling a sense of self-discipline, self worth, independence and responsibility. Young people learn about road safety and fire safety and are encouraged to make the most of their potential and play and active part in their local community.







28

### Firebreak courses were completed from April 2012 to March 2013

A total of 328 students took part in these courses and 91.5% completed the course successfully, earning an Alliance Qualifications Awards (AQA) certificate. These results are amongst the very best in the country. 50% of these students were said by their teachers to have improved their Attitude to Peers as well as their Attitude to Staff following the course. Just 5% were reported to have deteriorated in this respect.

2

### Extra21 Firebreak courses were held during 2012/13

Our 'Extra 21 Firebreak' course (a course run specifically for students with Down syndrome), has been a resounding success and we have now run five courses, which have been successfully completed by 59 students. This partnership is set to continue with another course planned for 2013/14. The Extra21 Firebreak was recognised as an initiative that has achieved outstanding results in the Emergency Services Awards 2011; being selected out of fire and rescue service initiatives being run throughout the UK to win the Fire Safety Education Award.

7

### YFF courses took place in 2012/13, including one Duke of Edinburgh course.

ECFRS has continued to extend the Young Firefighter schemes and this scheme now operates at 11 locations across Essex. Between April 2012 and March 2013, 135 students completed the Young Firefighters 17-week or 21-week Duke of Edinburgh courses, with a completion rate of 92.5%. For the first time, the 2012 DofE course saw five students earn the full Silver award.



The Service continued to deliver its Young Fire Fighter courses across the County and is building on its work with the Duke of Edinburgh Scheme, remaining the only fire and rescue service authorised as an independent Operating Authority for one of the country's best known and prestigious young Awards.



## Olympics 2012: a show of resilience on national stage

**T**he world's eyes were on Essex as the County hosted thousands of spectators at Hadleigh Farm for the Olympic Mountain Biking event last summer.

ECFRS' attendance as part of a multi-agency emergency response capability was the culmination of 18 months of painstaking planning, preparation and training to ensure visitors to Essex enjoyed a safe and secure Games.

With international dignitaries landing in the UK at Stansted, a major park and ride operation at Lakeside, increased traffic on the road network and thousands of people using Essex hotels and camp sites as an economic base, the Service was under considerable pressure throughout the period of the Games and the Paralympics, not only protecting the County but providing support to neighbouring Fire and Rescue Services with events on their patch.

Throughout the Hadleigh Farm weekend, 20 officers were based on site, supported by three off road vehicles, delivering all the equipment crews were likely to need to deal with any eventuality inside the venue. ECFRS had a Command team working within the Event Control Room, a Workplace Fire Safety team, as well as operational teams at the ready.

Assistant Divisional Officer Justin Benson-Ryal, Olympics Project Manager, said: "Of the three off road vehicles, one was the six-wheel drive Pinzgauer, capable of accessing even the toughest terrain and equipped with hose reels and a water supply. We also took along two Ford Rangers, one equipped with firefighting gear and the other with rescue equipment. We also had line rescue equipment to support medical teams with any casualty removal in the less accessible areas of the venue, as well as, hose reels, and water-backpacks to deal with any potential fires.

"We worked with our partners in the other blue lights services, local authorities and venue managers for 18 months to ensure we were fully prepared and following a safe and successful weekend event, it was fantastic to see that planning paid off."











## New approach to spreading the word on safety

**T**his year, the Service has taken a more strategic approach to its media messages with a joined up County wide approach linking in with national themes.

It makes for a stronger message and allows the Service to capitalise on incident publicity to promote a relevant and timely warning. A monthly media planner sets out campaign themes delivered through local community safety officers and fire stations with supporting literature and promotion. A co-ordinated and locally branded set of flyers and posters are delivered at the same time as DCLG national television, radio and poster campaigns are hitting the Essex streets.

This is becoming a powerful, cost effective tool for delivering safety messages, particularly through the emerging social media channels. ECFRS now has more than 9,000 Twitter followers and over 3,000 Facebook followers. Using these channels appropriately and effectively, the Service is able to reach many thousands of people without the need for expensive advertising campaigns. More strategies are being developed to capitalise on this key communications channel and the Service has already enlisted uniformed and non-uniformed staff to take on the role of official representatives.







# ECFRS SAFETY CAMPAIGN CALENDAR 2013

JAN	FEB	MAR	APR	MAY	JUNE
<b>ELECTRICAL</b>	<b>COOKING</b>	<b>SMOKE ALARM TESTING</b>	<b>SMOKING</b>	<b>SMOKE ALARM ACQUISITION</b>	<b>ESCAPE ROUTES</b>
Electrical fires account for around one fifth of all domestic fires attended. The campaign focuses on overloaded sockets and encouraging people to make sure that their appliances are safe.	The most common place for a fire to start in the home is the kitchen and one in ten of those fires result in injury. This campaign coincides with National Chip Week.	Smoke alarms are proven life savers. This campaign encourages people to test their smoke alarms. It centres around clocks going forward and asks householders to test their alarm as they change their clocks.	More people die in fires caused by smoking materials than any other. This campaign will target smokers and highlight incidents which have been started by smoking materials.	This campaign will highlight the importance of smoke alarms and encourage people to make sure that they have a smoke alarm and to make sure that any elderly or vulnerable family or neighbours have properly fitted and working smoke alarms.	Highlighting how important it is not only to have a smoke alarm but to plan for what to do when that alarm goes off. This campaign will make people think about their escape route so they are ready should the worst happen.
JUL	AUG	SEP	OCT	NOV	DEC
<b>OUTDOOR FIRE SAFETY</b>	<b>COOKING</b>	<b>SMOKE ALARM ACQUISITION</b>	<b>SMOKE ALARM TESTING</b>	<b>CANDLES</b>	<b>CHRISTMAS FIRE SAFETY</b>
With the arrival of summer comes a huge increase in the numbers of field and outdoor fires. This campaign will highlight how destructive field fires can be and how to be barbecue safe.	The most common place for a fire to start in the home is the kitchen and one in ten of those fires result in injury. This campaign highlights the dangers of leaving cooking unattended and gives tips on how to be safe in the kitchen.	This campaign will highlight the importance of smoke alarms and encourage people to make sure that they have a smoke alarm and to make sure that any elderly or vulnerable family or neighbours have properly fitted and working smoke alarms.	Smoke alarms are proven life savers. This campaign encourages people to test their smoke alarms. It centres around the clocks going back and asks householders to test their alarm as they change their clocks.	As the days get shorter and the evenings darker many people light candles and this month's campaign focuses on how to do this safely. November is also when Hindus celebrate Diwali – the festival of light.	A wide variety of fire safety messages including those associated with Christmas decorations, cooking safety and drinking. This campaign includes the 12 Christmas safety tips.

[www.essex-fire.gov.uk](http://www.essex-fire.gov.uk)









## On the road reducing traffic casualties

**W**ith Essex crews attending an increasing number of road traffic collisions – 2,659 in 2011/2012, compared to 1,150 the year before – it's clear why a significant amount of resources continue to be dedicated to reducing the numbers killed and seriously injured on Essex roads. Working with key partners, the Service continues to use successful tried and tested methods of promoting road safety, while introducing new innovative initiatives and campaigns. Recognising the key role of firefighters and fire stations in promoting road safety, special resource packs containing bespoke lesson plans have been developed centrally and will be used in the coming year to deliver consistent information and education to most at risk groups.

The Firebike Scheme is entering its fifth year using a trio of high-powered motor bikes to deliver road safety messages to motorcyclists.

Firebike 2013 sees operational firefighters who are all keen

motorcycle riders and qualified to at RoSPA Gold Advanced standard use their experiences as both firefighters attending RTC's, and as motorcycle enthusiasts themselves, to engage with riders and their pillion passengers at motorcycle venues and events throughout Essex in the coming months

The team take to the road on three super bikes which have been supplied to the Service. Canon BMW Motorcycles in Braintree have supplied two bikes to the scheme: a BMW R1200GS Adventure and a BMW S1000RR. Parkinson Motorcycles, Colchester have donated a Ducati 1098S.

Despite making just one percent of road traffic, motorcyclists are involved in a quarter of all accidents in which someone is killed or seriously injured. Firebike seeks to engage with motor bikers and help them to become better and safer riders.

FireBike promotes safer riding; encourages the use of personal protective equipment; and promotes the benefits of advanced rider

training. Since 2007 the number of motorcyclists involved in collisions in which someone was killed or seriously injured have dropped by 37.6%.

Jayne Dando, RTC Reduction Manager, said: "The FireBike team get out to motorcycle events and meets throughout the county engaging with bikers and using the public perception of the Service to promote key motorcycling safety messages.

"Our firefighters are properly equipped, wear the correct protective equipment and make sure that they are properly trained, these are the three key things motorcyclists should be doing.

"FireBike has already proven itself to be a successful way to engage with motorcyclists and the team are looking forward to getting out to meet as many motorcyclists as they can this summer."

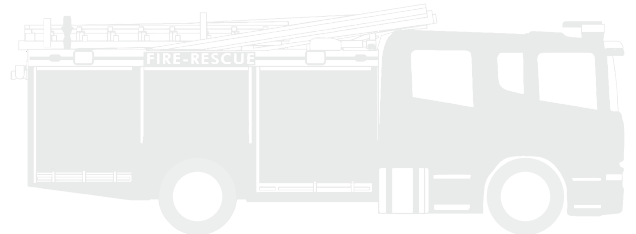




# 07

## Lets talk

let us know what you think of the Service we supply



### Comments, Compliments and Complaints

**W**e take your input seriously which is why we have a formal process in place to deal with your feedback.

ECFRS has always appreciated the strength and support it receives from the public and always strives to achieve the highest levels of service. We are committed to delivering a professional, efficient operation providing value for money. With this in mind, we welcome all comments, compliments and complaints. All correspondence received will be used in a positive way to improve our services wherever necessary.

As part of an ongoing process, we conduct a rolling public opinion survey. 130 people have responded this year. You can find the survey on our website under the consultation banner.

As a public service, we have a duty to have in place a procedure which allows you to tell us when things go wrong and for us to respond in providing a satisfactory resolution. A central register of all comments, compliments and complaints is maintained and, where appropriate letters are used in our internal publications to provide direct feedback to staff. It is also used as part of our auditing process and to monitor the views and opinions of our customers.

The procedure that we follow ensures:

- All comments, compliments and complaints are acknowledged
- All complaints are dealt with quickly, politely, confidentially and fairly
- Any necessary improvements in service are addressed
- A satisfactory explanation, apology or redress is provided
- Disagreements are dealt with under our appeals procedure

We monitor all complaints in order to determine levels of satisfaction. In 2012/13, we received 25 complaints and 29 compliments. These are complaints and compliments received via our formal consultation channels.

To contact us: e-mail [webmaster@essex-fire.gov.uk](mailto:webmaster@essex-fire.gov.uk) and we will direct your enquiry to an appropriate member of staff. Alternatively, call our corporate communications team on 01376 576035. You can find all of our news and information on our website [essex-fire.gov.uk](http://essex-fire.gov.uk) or visit us on Facebook, Twitter or YouTube.



**For home fire safety advice or to arrange a visit by one of our technicians then contact us now.**



**0845 601 2495**



**[www.essex-fire.gov.uk](http://www.essex-fire.gov.uk)**



# Feedback Form

## 2. In which format did you read the plan?

Electronic  Printed

What could we do to improve this Annual Report?

## 3. Where did you obtain a copy?

ECFRS website  Library/other public building   
ECFRS building  Other .....

## 4. If applicable, please indicate how you would prefer to access our plan:

ECFRS website  Library/other public building   
ECFRS building  Other .....

...in which format? Electronic  Printed

Comments

## 5. Please indicate the extent to which you agree with the following statements:

	Strongly Disagree	Disagree	Agree	Strongly Agree
a) the plan was easy to access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) the plan was easy to read	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Sufficient information was included	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) My awareness and understanding of the Service has been improved by reading this plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Optional:** If you are interested in taking part in future consultation exercises or would like to receive information about Activ8, our Community Volunteer Scheme please enter your details below

Title .....Initials ..... Surname .....Telephone Number

Address .....

Post Code ..... Email Address .....

Thank you for your time

Copies of this document are available in other languages, Braille, large print and compact disc on request. Please contact 01376 576000 ext. 6116.

Kopje të këtij dokumenti janë të mundshme në gjuhë të tjera, në shkrimin Braj, me shkronja të mëdha dhe në audiokasetë sipas kërkesës. Ju lutem kontaktoni 01376 576000, linja direkte 6116.

Bu belge, talep üzerine, ba\_ka dillerde, Braille alfabetesinde, büyük boy harflerle ve kaset olarak temin edilebilir. Lütfen 01376 576000 numaralı telefondan 6116 dahili numarayı arayınız.

本文件還備有其他語種的文本，以及盲文、大字印刷和卡式錄音磁帶等供索取。請撥打電話：01376 576000 轉分機 6116 聯絡

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# UKRO

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