

Our Promise to You

We Make our Communities Safer

Find out about the services we provide and the standards you can expect to receive.

Alternative formats and translation

Albanian	Me kërkesë, një përmbledhje e këtij dokumenti gjendet edhe në gjuhën shqipe.
Arabic	ملخص لهذه الوثيقة متاحاً أيضاً باللغة العربية عند الطلب.
Bengali	এই ডকুমেন্টের সারাংশও অনুরোধে বাংলায় পাওয়া যায়।
Cantonese	本文件的摘要也可應要求製作成中文(繁體字)版本。
Farsi	خلاصه شده این مدرک هم در صورت درخواست به فارسی موجود است.
Russian	Краткое содержание настоящего документа по отдельному запросу предоставляется также на русском языке.
Gujarati	આ દસ્તાવેજનો ટૂંકસાર વિનંતી કરવાથી ગુજરાતીમાં પણ મળી રહેશે.
Kurdish	کورتیهکی ئەم بەلگهیه ههروهه به پێی داواکاری به زمانی کوردی دەس دهکەوێت
Portuguese	Encontra-se também disponível um sumário deste documento em Português, a pedido.
Polish	Dokument ten jest na życzenie udostępniany w języku polskim.

 **0303 999 1000**

The following formats are available on request:

Large print (reformatted and increased to 18 point sans serif font)

CD ROM in plain text format to enable computer 'reader' systems to access and translate the information. Audio tape, audio CD and braille. Pictorial format suitable for people with learning difficulties ('easy read').

For translations of this document, please contact the Communications team.

Tel: 0303 999 1000

Fax: 01323 725574

Minicom: 01323 462003

Contents

Our Purpose, Commitments and Values	3
Understanding your needs	5
Being fair and open	6
Safer Communities	7
Responding to your emergency call	10
Other standards you can expect from us	11
How we minimise our impact on the environment	12
Listening to you	13
Contact Information	14



We make our communities safer

Our Purpose and Commitments are at the centre of everything we do.

Whether responding to emergencies, working to prevent them happening in the first place or providing support, our firefighters, officers, control room operators, Business and Community safety teams, support staff and volunteers all play their part.

We are proud to serve the communities of East Sussex and Brighton and Hove.

Our purpose: We make our communities safer

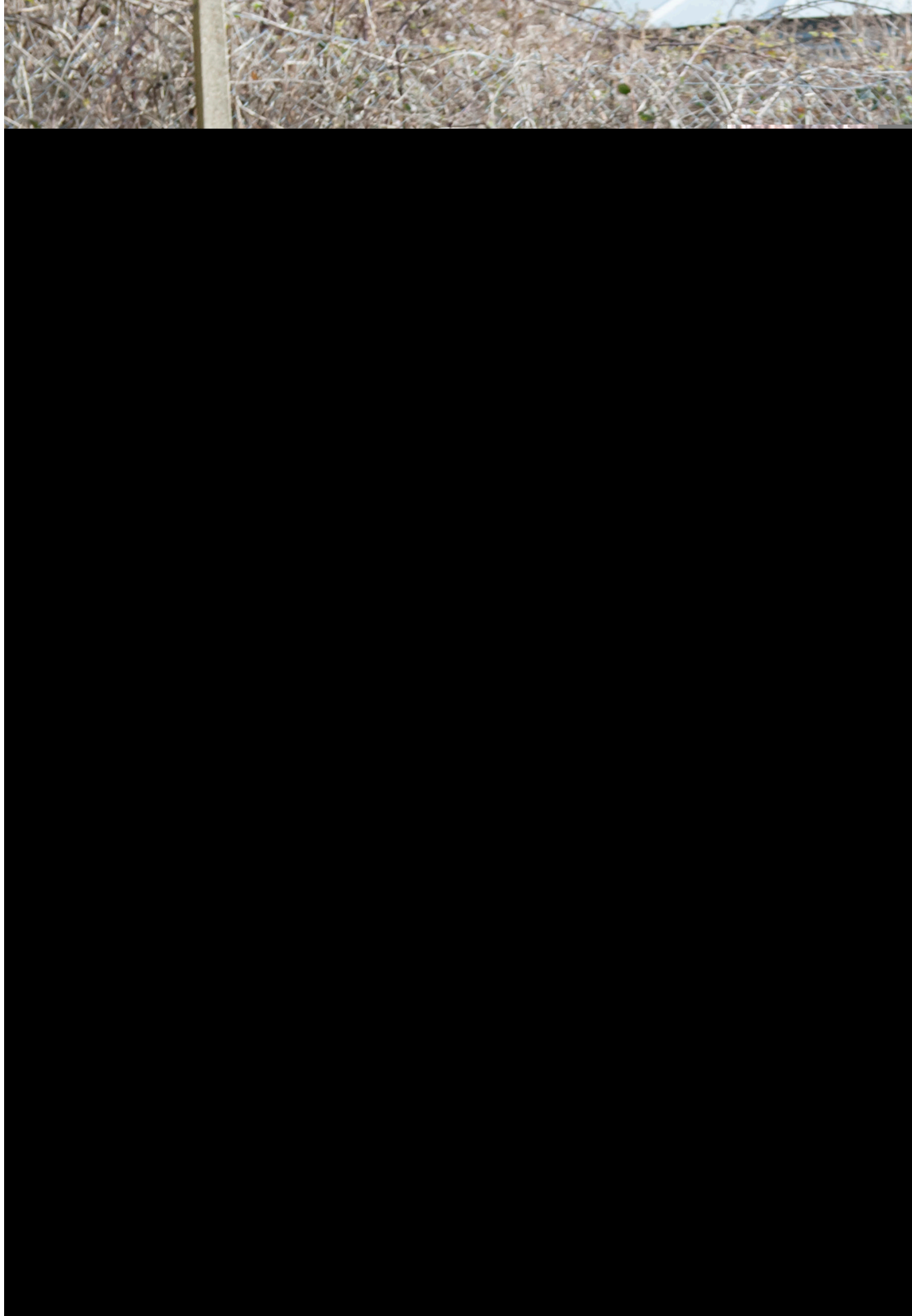
Our Commitments: We will do this by:

- Delivering high performing services
- Educating our communities
- Developing a multi-skilled, safe and valued workforce
- Making effective use of our resources

To achieve these aims we will continue to build upon the work with our local communities and the local authorities as well as other local partners and our staff by setting targets and honestly reviewing our performance to see where we can improve.

Our Values

- Respect and dignity for all - by treating members of our community and each other in a way that values their individuality and by challenging discrimination and unsuitable behaviour.
- Trust, integrity, initiative and innovation - by being open, honest and encouraging creativity.
- Serving our whole community - by providing a good, cost effective service.
- We are proud of our Service and enjoy working in a positive environment - by continually improving our services and our organisation.



Being fair and open

We aim to provide services which are free from discrimination, actively seeking to remove hidden barriers, so that we may give fair treatment to all.

By engaging with and tailoring our services to the needs of our local communities we aim to offer the highest standards ensuring everyone is respected, supported and valued regardless of their age, disability, gender, race, religion/belief, sexual orientation or other differences.

Where English is not your first language our staff can help by providing access to an interpreting service. In non-emergency situations you can phone directly on 0800 169 2879 and say in English, or ask a friend to say that you want to make an enquiry in another language. An interpreter will then call you back to assist with your enquiry.

We will work within the framework of the Data Protection Act and the Freedom of Information Act – this includes giving you information to which you are entitled.

To make an enquiry under the Freedom of Information Act, please write or e-mail to the Freedom of Information Officer at our Headquarters.

Email: fireauthorityclerk@esfrs.org

Address:
Freedom of Information
C/O Fire Authority Clerk
East Sussex Fire and Rescue Service
Service HQ
Church Lane
Lewes
East Sussex
BN7 2DZ



Understanding your needs

We serve a population of approximately 829,340 people. The area incorporates the County of East Sussex and the City of Brighton & Hove with populations of 544,064 and 285,276 respectively. We also welcome hundreds of thousands of visitors every year.

We take into account the different views and needs of all our local communities, particularly those of vulnerable individuals/groups within them.

We analyse local community risks and consider how we can best reduce them through the services we provide.

We respond, along with our emergency service partners, to help people at incidents, but more importantly we are trying to stop them happening in the first place.

We also provide 'humanitarian services' including rescuing animals and protecting the environment.

Safer Communities

We make our communities safer by working in partnership with other agencies, organisations and the voluntary sector to identify, deliver, and support initiatives designed to greatly improve the safety and wellbeing of our communities within East Sussex, Brighton and Hove.

Initiatives being delivered to achieve our aims include:-

- Safety education to all East Sussex and Brighton & Hove school children from key stage 1-3.
- Free home safety visits, delivering safety advice, free smoke alarms, specialist alarms for the hard of hearing, flame retardant bedding, smoker's blankets and referrals to partnership agencies for further interventions to improve safety, wellbeing and the ability to live independently.
- The Firewise advisory scheme provides advice and support for children with a fascination for fire.
- Engagement with young people through youth intervention initiatives.
- Road Safety in partnership with Sussex Safer Roads, delivering 'Safe Drive Stay Alive' targeting young drivers, 'Biker Down' providing safety advice to motorcyclists.
- Water Safety in partnership with the RNLI & Royal Life Saving Society delivering messages on the dangers of open water, cold water shock and beach safety.
- Free Safe & Well visits to individuals identified by partnership working with GP surgeries delivering advice on fire safety, wellbeing and signposting to professionals for health related issues.
- Safeguarding Children & Adults in partnership with Adult Social Care, Sussex Police and Children's Services.
- Volunteers supporting and assisting the Service to deliver campaigns and initiatives.

Keeping businesses safe

We make our communities safer through the Regulatory Reform (Fire Safety) Order 2005, which applies to all non-domestic premises i.e. local business and commercial properties rather than single private dwellings.

The Government has developed a set of guides that explain what is required to comply with fire safety law, including how to carry out a fire risk assessment and identify the general fire precautions, which are required to keep people safe from fire.

We have a duty to enforce fire safety legislation in a manner which is proportionate to risk, consistent and transparent to those we regulate. We will encourage and promote fire safety while minimising the associated cost and burden on businesses.

When carrying out proactive Fire Safety Audits we will arrange a mutually acceptable date and time and confirm the appointment in writing, including providing information and advice on what to expect during the inspection.

If you are concerned about a fire risk where there is a potential danger to life, we will assess the risk and provide an appropriate response.



Free Safer Business Training

We make our communities safer by offering free training to businesses.

Introduction to Business Fire Safety is a half day course, full of information and guidance to help businesses manage their fire safety requirements.

Aimed at small and medium sized businesses within East Sussex and Brighton and Hove, the course provides an information on:

- The Fire Safety Order
- Fire Risk Assessment
- Fire Prevention

It also includes real life case studies that businesses can relate to.

To book a place on one of our Introduction to Business Fire Safety courses, please complete and submit the online form below or contact us for bookings and enquiries.

Email – saferbusiness@esfrs.org

Telephone – 01323 462333



Responding to your emergency call

We make our communities safer by prompt response to emergencies.

Your call comes in to our control centre, which then mobilises the nearest or most appropriate fire appliance, along with any other specialist vehicles/officers depending upon the problem.

In responding to your emergency call we aim to:

- Answer emergency calls within 5 seconds.
- Mobilise a fire appliance within 120 seconds or less.
- Stop any fire in a domestic property spreading from the room in which it started on 94% of occasions.

Other standards you can expect from us

There are also standards we aim to achieve in the way in which we deal with you on a day-to-day basis:

- Provide a full response to complaints within a month.
- When visiting your home or premises keep arranged appointments but unavoidable cancellations may occur, if crews are needed to attend an emergency incident.
- Wear name badges (except when responding to operational incidents).
- Be polite and helpful at all times.
- Be informative and efficient in all our dealings with you.
- Provide additional aids and services, such as sign language, translation and interpreting wherever possible.
- Publish an Annual Plan showing how we intend to continue improving our service.



How we minimise our impact on the environment

Whilst carrying out our activities we seek to minimise our impact on the environment. We have implemented a broad range of mitigation and adaptation measures including:

Mitigation

- Reducing our carbon footprint by installing energy saving devices and equipment (such as condensing boilers and light and motion sensitive lighting).
- Measuring and monitoring the consumption of electricity, gas and oil at all of our sites.
- Implementing a green travel plan to reduce the number of staff driving to work, offering discounts on public transport, a car share scheme and cycle to work initiatives.

Adaptation

- Working in partnership with the Environment Agency to provide specialist equipment to respond to spillages, flooding and pollution control.
- Using meteorological information to assess our vulnerabilities and plan for natural disasters and climatic events.
- Training specialist officers to respond to incidents involving hazardous materials, radiation and other environmental breaches.

Listening to you

We welcome members of the public to the East Sussex Fire Authority meetings which are held throughout the year. Dates of the meetings can be found on our website or from the Clerk to the Fire Authority at our Headquarters.

www.esfrs.org/fireauthority

We will consult with the public and various organisations in the community to see what they think about the effectiveness and cost of our plans for the future.

We always welcome your views and include contact points in all our publications for you to comment upon our services, or to find out more about them.

If you would like to let us know that we have done something well we'd love to hear from you.

However, if you are unhappy with any aspect of our service we want to know. Please write, send an e-mail or telephone our Headquarters to speak to the Service Complaints Officer.

East Sussex Fire and Rescue Service
Headquarters
Church Lane
Lewes
East Sussex
BN7 2DZ



Contact Information

In an emergency call 999 (or 112) and ask for the Fire Service

In all other circumstances, use the following contacts.

General enquiries

For non-emergency matters, general enquiries, feedback and suggestions, the Service Complaints Officer, the Chairman of the Fire Authority or the Chief Fire Officer & Chief Executive, please ring 0303 999 1000 or write to:

Email: enquiries@esfrs.org
Website: www.esfrs.org

For advice about safety in the home, smoke alarms and home safety visits

The Community Safety Team
East Sussex Fire & Rescue Service
Community Safety Department
Eastbourne Fire Station
Whitley Road, Eastbourne
East Sussex
BN22 8LA

Freephone - 0800 177 7069
Fax - 01323 462044
Minicom - 01323 462002
E-mail - enquiries@esfrs.org
Community Safety - 01323 462435

Safer Business Training

To book a place on one of our free Introduction to Business Fire Safety courses, please contact us for bookings and enquiries:

Email – saferbusiness@esfrs.org
Telephone – 01323 462333

For advice for businesses or to report a fire safety concern

City of Brighton & Hove:

West Business Safety Office
Fire Station
English Close
Hove
BN3 7EE

Telephone : 01323 462130
Email: West.BusinessSafety@esfrs.org

Hastings & Rother Boroughs:

East Business Safety Office
Fire Station
Bohemia Road
Hastings
East Sussex
TN34 1EX

Telephone : 01323 462133
Email: East.BusinessSafety@esfrs.org

Eastbourne, Lewes & Wealden Boroughs:

Central Business Safety Office
Fire Station
Whitley Road
Eastbourne
East Sussex
BN22 8LA

Telephone : 01323 462434

Email: Central.BusinessSafety@esfrs.org

