



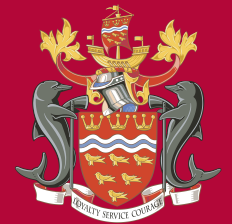
East Sussex Fire Authority

integrated risk management
annual action plan 2006/07



integrated risk management

irm 2006/07

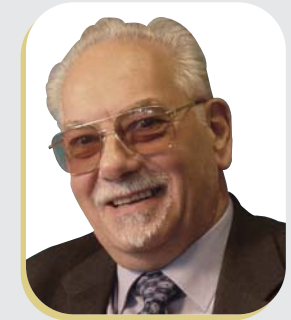


achieving a safer community

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Foreword by the Chairman of East Sussex Fire Authority



This is the Fire Authority's third Integrated Risk Management Plan (IRMP), which follows on from the implementation programmes initiated over the last two years.

Policy changes that were implemented in East Sussex Fire & Rescue Service (ESFRS) in 2004/05 and 2005/06 were the first stages of an Integrated Risk Management Planning process, which allows the Service to deploy resources more efficiently and effectively. As a result of those first two years many policy changes and improvements have been made. We have also had the opportunity to review and evaluate many areas of our service provision and are now in a position to propose further improvements that have become apparent from those reviews. This plan, therefore, demonstrates continued change, supported by appropriate review to ensure that benefits accrue without damaging emergency response performance and within levels of funding acceptable to the public.

The concept of risk management has now become embedded in and provides an influence on, all activities undertaken by the Fire Authority and the Fire & Rescue Service. This means that planning to effectively manage and reduce risks in our communities is at the heart of everything we do.

In promoting our vision of 'Achieving a Safer Community' we are committed to making East Sussex and the City of Brighton & Hove a safer place in which to live, work and visit. The Fire Authority is seeking to deliver continuous improvement in the services it provides and we will achieve this by investing in our employees, forging strong relationships with a range of partners and valuing diversity.


Mike Murphy - Chairman

Executive summary

This consultation document outlines proposals to change the way that East Sussex Fire Authority delivers its services. The primary reason for proposing these changes is to provide a more proactive service for all of our local communities, focused on preventative safety initiatives.

These initiatives are crucial in driving down risk whilst supporting our determination and commitment to make our communities safer. Our aim is to help people avoid getting into a situation where they need our emergency response. The proposals below should allow East Sussex Fire Authority to provide a more efficient and effective service to the people of East Sussex and the City of Brighton & Hove, without unnecessary or unjustifiable increases in the amount of money that we collect from you via Council Tax.

It is important to us that you consider our proposals for change and give us any feedback you may feel appropriate.

We will consider all responses received during the consultation period and your views will help to inform the Fire Authority in determining the implementation plan, which will commence in April 2006.

You have until 22nd December 2005 to give us your views and details of how to respond are on page 40. Full contact details are also given should you require further information.

Proposals in summary

- Integrate community safety arrangements
- Type, speed and weight of response - set new standards
- Review use of Heavy Rescue Units (HRU) and Operational Support Units (OSU)
- Implement new arrangements for cross-county working

Introduction

Reason for Plan

East Sussex Fire Authority provides a range of operational intervention and rescue services in support of our proactive community safety and legislative fire safety services across the County of East Sussex and the City of Brighton & Hove.

Each Fire Authority in England is required to produce an Integrated Risk Management Plan (IRMP) annually. The IRMP outlines identified risk and how we intend to work with a wide range of stakeholders to reduce those risks.

Prior to an IRMP being introduced, the Fire Authority is required to consult with stakeholders and seek views on proposals contained within the IRMP. This consultation draft is intended to allow you to consider our proposals and to encourage you to make comment.

We will consider those views submitted before consultation closes in December 2005, making our final decisions in January 2006. The proposals will be implemented from April 2006.

This IRMP

This IRMP is the third such plan that we have produced. It is intended to continue the shift of emphasis from reactive services (i.e. respond once an emergency has occurred) to pro-active services (i.e. educate people how to avoid dangers, help building owners, managers and occupiers design out risk and prevent fire hazards from arising and work with partners to create safer communities for all).

We are also committed to internal reform, so that we are able to continue to meet new challenges and changing expectations. Like all public services, we expect to have to provide value and to offer a wider range of higher-quality services to meet community expectations. At the same time, we will strive to meet the stated expectations from Central Government regarding public service delivery. To be judged as improving we will require a continuous upward trend in performance.

Consultation

What we want from consultation

We are genuinely committed to seeking the views of those most affected by our proposals. We are also keen to receive suggestions on how we can improve our proposals.

We have established a wide range of methods for gathering people's views. There is a form at the back of this plan, which we hope you will use. We have written to over 300 organisations, inviting them to comment on our proposals.

We have a programme of internal meetings with staff and we will undertake public meetings to seek further opinions and views. Independent researchers will conduct focus groups to allow in-depth exploration of the issues within this IRMP.

Finally, we have a section dedicated to the IRMP on our website, where you can download further copies of this plan and leave your comments - see www.esfrs.org

How to respond

We would ask you to use the form at the back of this plan, as it will allow us to collate your comments more clearly. We are also able to receive comments via email, via our website or by phone. See the 'Contact us' section at the end of this IRMP for details (page 40).

Copies of this plan are available on request in large print and audio versions, or in a range of other languages. Please advise us of your needs using the 'Contact us' section on page 40.

When consultation ends

Consultation will end on Thursday 22nd December 2005. Any comments/observations must be received at our Headquarters in Eastbourne by 5pm on that day in order to be considered. If you can respond sooner, that will help us considerably.

What happens next?

Once the consultation period ends, we will collate all the responses that we have received. The Fire Authority has called a special meeting on the 19th January 2006 to make a final decision on the proposals.

Description of risk

Discussion of life-threatening events vs. other events

When we consider risk relating to the work of a Fire & Rescue Service, the image that readily springs to mind is the risk of being trapped and/or injured in a burning building. Fortunately, that risk for those served by East Sussex Fire & Rescue Service is generally low.

There are many other ways in which we can consider risk - examples include the risk of injury in a Road Traffic Collision (RTC), the risk of property damage from fire or flooding, the risk to firefighters of being injured at an incident, the risk from deliberate ignition of property (arson), the risk of being shut in a lift or the risk of injury to a trapped animal.

Each of these risks, and many more, are faced by our community and our workforce each day. Our responsibility as a Fire Authority is to manage these risks in a reasonable and practical manner. Managing risk is not the same as eliminating risk - in many cases it is simply not possible to eliminate risk. We are tasked through the National Framework Document issued by the Office of the Deputy Prime Minister (ODPM) with focusing on reducing risk to life, followed by risk to the built and natural environment.

An assessment of those types of incident that have resulted in injury and in the most serious cases fatalities, show that the two main causes of such incidents are i) fires in dwellings and ii) road traffic collisions (RTCs). We therefore intend to focus this year on these two types of incident.

Risk from fire - dwellings

Fires in dwellings represent the single biggest category of fire incident that results in fatalities or injuries. The average risk of injury in a dwelling fire is still low compared to many other risks in society but the specific risk varies considerably across East Sussex and Brighton & Hove. The Government has commissioned extensive research on which 'people factors' will tend to indicate those who are at greater risk of injury in dwelling fires. There are many complex factors at play here but the main indicators of risk are whether a household contains people who are:

- ▼ a lone pensioner
- ▼ part of a single parent family
- ▼ suffering from a long-term limiting illness
- ▼ in rented accommodation

In an attempt to quantify this risk, it may be useful to consider the following tables.

Population, dwelling fires, injuries

Note: All figures are the average of the last nine years incidents, unless stated otherwise.

1.1 Resident population served by East Sussex Fire & Rescue Service¹

TOTAL 747, 600	
E. Sussex	Bton & Hove
496,100	251,500

1.2 Total number of incidents attended per year

TOTAL 13,678	
E. Sussex	Bton & Hove
7,907	5,771

Fatality

An individual who has died as a result of the incident.

Casualty

An individual who has sustained an injury as a result of the incident. This can range from minor discomfort (e.g. requiring a precautionary check-up) to loss of limb or burns and scalding.

Rescue

An individual who, if not assisted, would become a casualty or fatality at the time of rescue or very soon afterwards as a result of the incident.

¹ Figures are from mid-year estimates 2003 derived from Census 2001 data. Source of population data: National Statistics website: www.statistics.gov.uk.

1.3 Dwelling fires per year ²

TOTAL 995	
E. Sussex	Bton & Hove
547	448

1.4 Dwelling fires involving a fatality per year

TOTAL 3.6	
E. Sussex	Bton & Hove
2.0	1.6

1.5 Number of fatalities from dwelling fires per year

TOTAL 4.0	
E. Sussex	Bton & Hove
2.4	1.6

(N.B. For tables 1.4 & 1.5 there is an additional one fatality per year attributable to criminal activity and cannot be considered an accidental fire death)

1.6 Dwelling fires involving an injury per year

TOTAL 104	
E. Sussex	Bton & Hove
61	43

1.7 Number of people injured in dwelling fires per year

TOTAL 150	
E. Sussex	Bton & Hove
91	59

1.8 Dwelling fires involving a rescue per year

TOTAL 19.6	
E. Sussex	Bton & Hove
8.9	10.7

1.9 Number of people rescued per year

TOTAL 39.7	
E. Sussex	Bton & Hove
21.2	18.4

(N.B. Numbers do not total due to rounding)

1.10 Percentage of all incidents that are dwelling fires

TOTAL 7.3%	
E. Sussex	Bton & Hove
4.0%	3.3%

1.11 Percentage of dwelling fires that result in an injury

TOTAL 10.4%	
E. Sussex	Bton & Hove
6.1%	4.3%

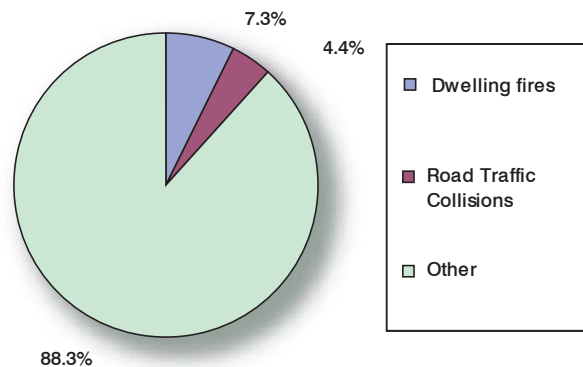
1.12 Percentage of all incidents that are dwelling fires and result in an injury or fatality

TOTAL 0.8%	
E. Sussex	Bton & Hove
0.5%	0.3%

Risk of injury - Road Traffic Collisions

Injuries resulting from road traffic collisions (RTCs) are the biggest single category of injuries from the wide range of types of incidents that we attend. On average, we attend 596 RTCs per year - which result in an average of 20 fatalities and 452 casualties per year.

Pie 1: Proportion of incidents by incident type

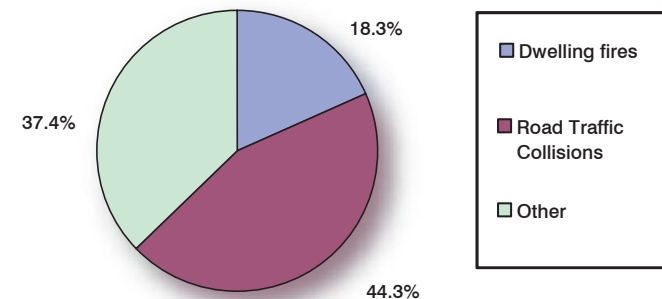


Summary of proposals to separate life-risk and non life risk incidents

From the information available, on average we attend a total of 1,591 dwelling fires and RTCs per year, out of a total of 13,678 incidents per year (12%) as shown in pie chart 1.

Data analysis has established that 12% of all calls we attend account for 63% of the life risk. The fact that such a high proportion of life risk incidents are attached to just two categories of incident (dwelling fires and RTCs) also means that the remaining 88% of incidents are responsible for just 37% of life-risk incidents. These 'life-risk' incidents include releasing people from lifts (average 376 people per year),

Pie 2: Proportion of fatalities, casualties and rescues

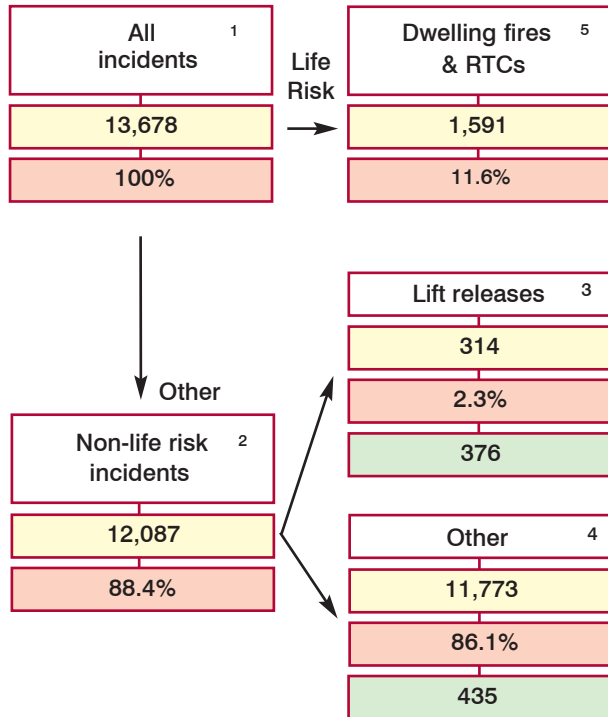


releasing people trapped by machinery, people locked in (or out) of their property, etc. Whilst the existing recording methodology results in people involved in such incidents being classified as 'person trapped' or 'casualty' these incidents frequently result in only minor harm or distress to the person.

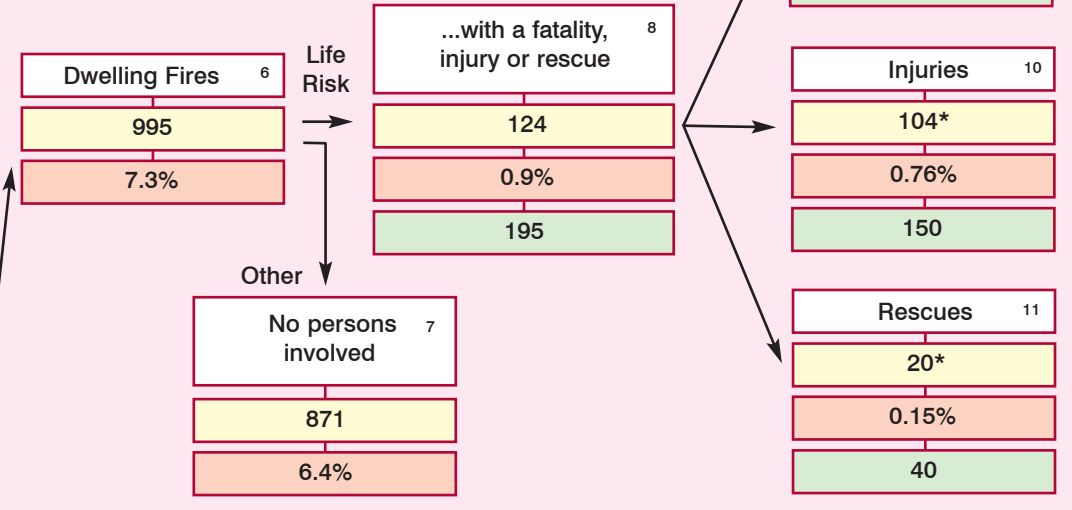
The following flow chart sets out in graphical form the actual proportion of incidents that have resulted in a fatality, casualty or rescue, averaged over the last nine years.

Description	Table Ref #
No. of incidents per year	
% of all incidents	
Actual No. of people per year	

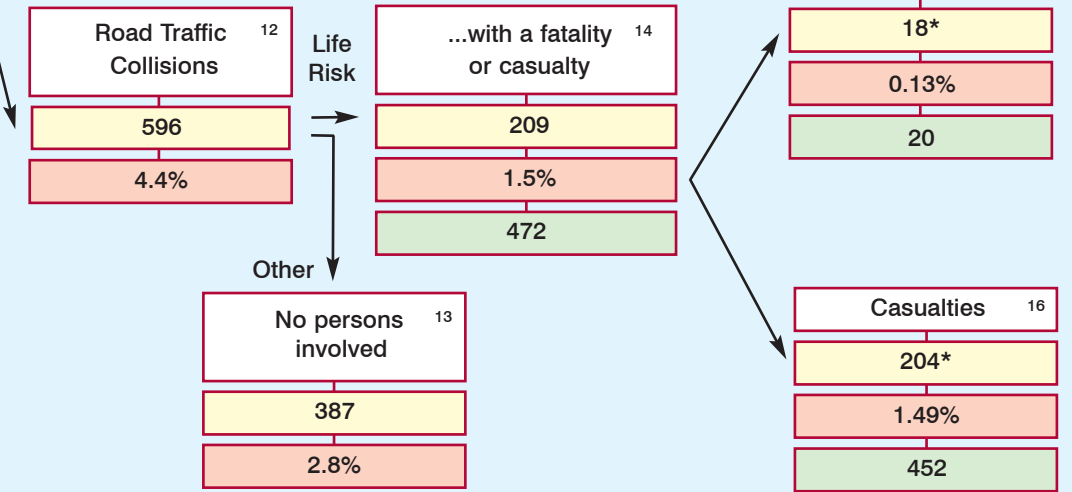
START
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Dwelling Fires



Road Traffic Collisions



N.B. A person who is a casualty can also be rescued, hence the reason why the numbers do not add up.

Prioritising Community Fire Safety (CFS) initiatives - response vs. prevention

For people who are at risk from fires in dwellings, we have three primary methods of reducing their risk of fatality or injury:

- ▼ By educating the public through school Community Fire Safety (CFS) programmes, fire station open days, community events, media advertising, specific initiatives, i.e. Christmas safety campaign to promote the fitting of smoke detectors, or
- ▼ By visiting the household before the event has occurred and explaining how to prevent the fire from happening in the first place (and explaining what to do if a fire should happen. Home Safety Visits (HSV) also include fitting smoke detectors and advising on their maintenance) or
- ▼ By responding to an incident after it has occurred and trying to remedy the situation

Clearly, it makes more sense to try and prevent the fire from starting, rather than relying on being able to remedy the situation after the event. We are mindful that, despite our best efforts, fires will still break out.

We intend to adopt new standard response times to high-consequence events (i.e. those incidents such as fires in dwellings, road traffic collisions etc. which have a high potential to result in loss of life or serious injury) see page 17.

Our ability to achieve this response time will vary across the

City and County, due to the fact that our crews often start their journey from a fixed base such as their fire station or from a point in their community where they are carrying out activities such as Home Safety Visits.

In the areas where risk of injury or fatality in dwelling fires is high, we will proactively target those communities with the full range of Community Fire Safety initiatives at our disposal. The intention is to reduce the chances of a fire occurring, by helping people to better understand what actions might cause a fire to start by accident. Where appropriate, we will fit a long-life smoke detector free of charge, so that even if a fire should start accidentally, the occupants are provided with the earliest possible warning. They can then self-evacuate, or make themselves as safe as possible within the house (using the advice given during a Home Safety Visit). At the same time, the Fire & Rescue Service is given the earliest notification possible of the outbreak of fire and therefore can arrive within the shortest possible time after the fire has started.

In the areas where risk is deemed to be less great but where response times are slower than our standard, we will proactively engage with the local community through community safety initiatives. This will enable the members of those communities to be able to take appropriate precautions/actions themselves while we are responding to the incident.

Prevention changes

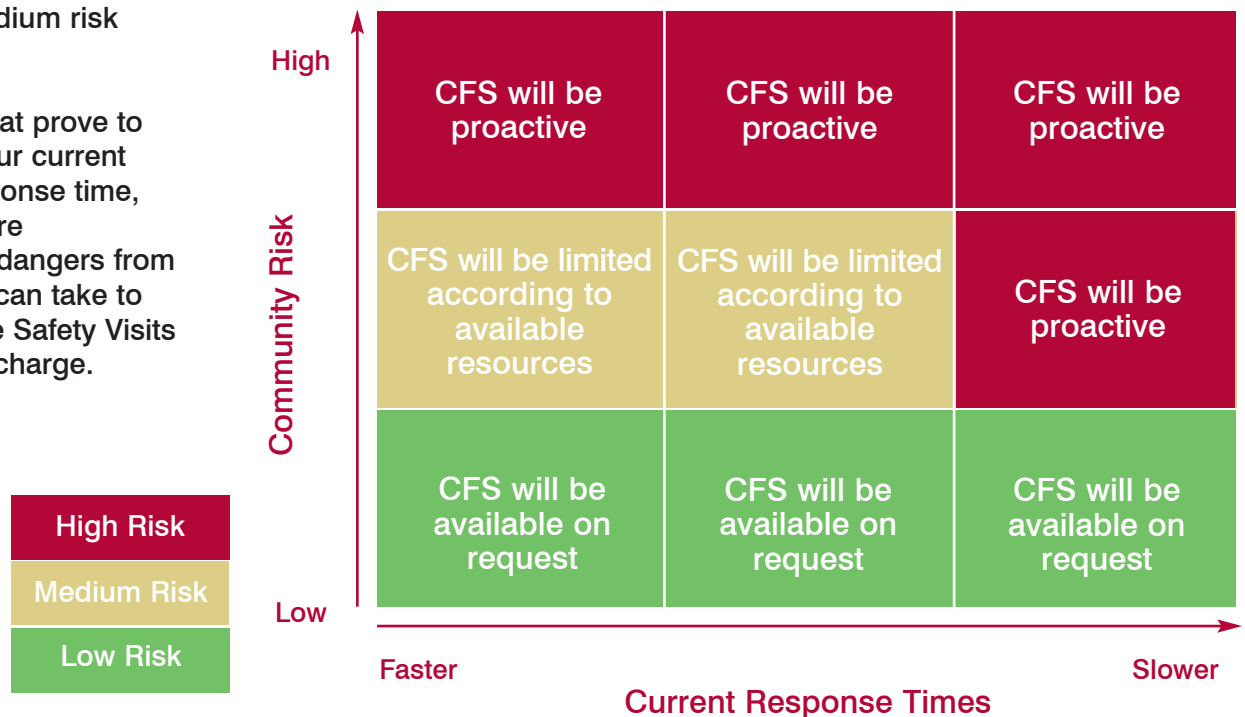
In the areas where risk is deemed to be average and response times are quicker than our standard, we will continue to carry out proactive community fire safety activities but will balance the use of resources to support those communities in greatest need.

In areas where risk is deemed to be low, we will respond to requests for CFS advice whilst focusing our resources on the needs of high and medium risk communities.

Finally, if we identify any communities that prove to have an above average risk but where our current arrangements tend to give a slower response time, we will ensure proactive CFS activities are undertaken to educate the public of the dangers from fire, advise the public of measures they can take to reduce the risk from fire, carry out Home Safety Visits and fit long-life smoke detectors free of charge.

In addition we will review the way in which we provide and deliver our service and seek innovative ways to enhance our operational response.

This approach is summarised in the chart below.



Type of response

East Sussex Fire & Rescue Service has 24 community fire stations across the County and City area from which we can mobilise our fleet of 35 front-line pumping appliances and where necessary, provide additional support via specialist fire appliances. Many fire stations are in their current location based on historical property risk that has now changed significantly (populations have grown/shrunk around them). Previous risk assessments were largely based on protecting property, rather than life³.

East Sussex Fire Authority provides two main types of front-line fire appliance - standard fire appliances (Water Tenders) carrying a range of operational firefighting equipment and Extended Rescue Pumps which carry specialist firefighting and rescue equipment. Each fire station has at least one Extended Rescue Pump and 11 fire stations have both an Extended Rescue Pump and a standard fire appliance. See overleaf for further details.

East Sussex Fire Authority currently does not differentiate between life-threatening and non life-threatening incidents when mobilising fire appliances. We automatically send the nearest fire appliance (and further specialist vehicles where necessary), regardless of the type of call. If one appliance is available at the fire station, then that appliance (whichever type is available) is sent, whether or not the incident is life-threatening. This frequently results in an Extended Rescue Pump (carrying additional life saving and rescue equipment) being committed to a non life-threatening incident.

It is our intention in future to mobilise the nearest standard fire appliance to non life-threatening incidents, thereby keeping Extended Rescue Pumps available for any potential life-threatening incidents that may simultaneously occur.

The risks and type of response that are considered and addressed within this document are limited to those 'traditional' types of incident that the public will usually expect a Fire & Rescue Service to attend. The role that we play in the national response to a terrorism incident is agreed at a national, regional and local level, in close cooperation with a wide range of first and second-tier agencies.

It is not appropriate to give explicit details of those arrangements within this plan, but we would like to reassure our readers that comprehensive equipment, training and systems are in place so that we can fully meet those expectations that the public and our partners have of us.

N.B. An appliance is any type of operational vehicle used by the Fire & Rescue Service. A pump is an appliance with the capacity to pump water.

³ The previous 'Standards of Fire Cover' have their origins in the 1930s, and were largely designed to protect the nation's assets such as factories, docks and city centres. Fire Authorities are now focusing their service provision on protection of life.

Response changes

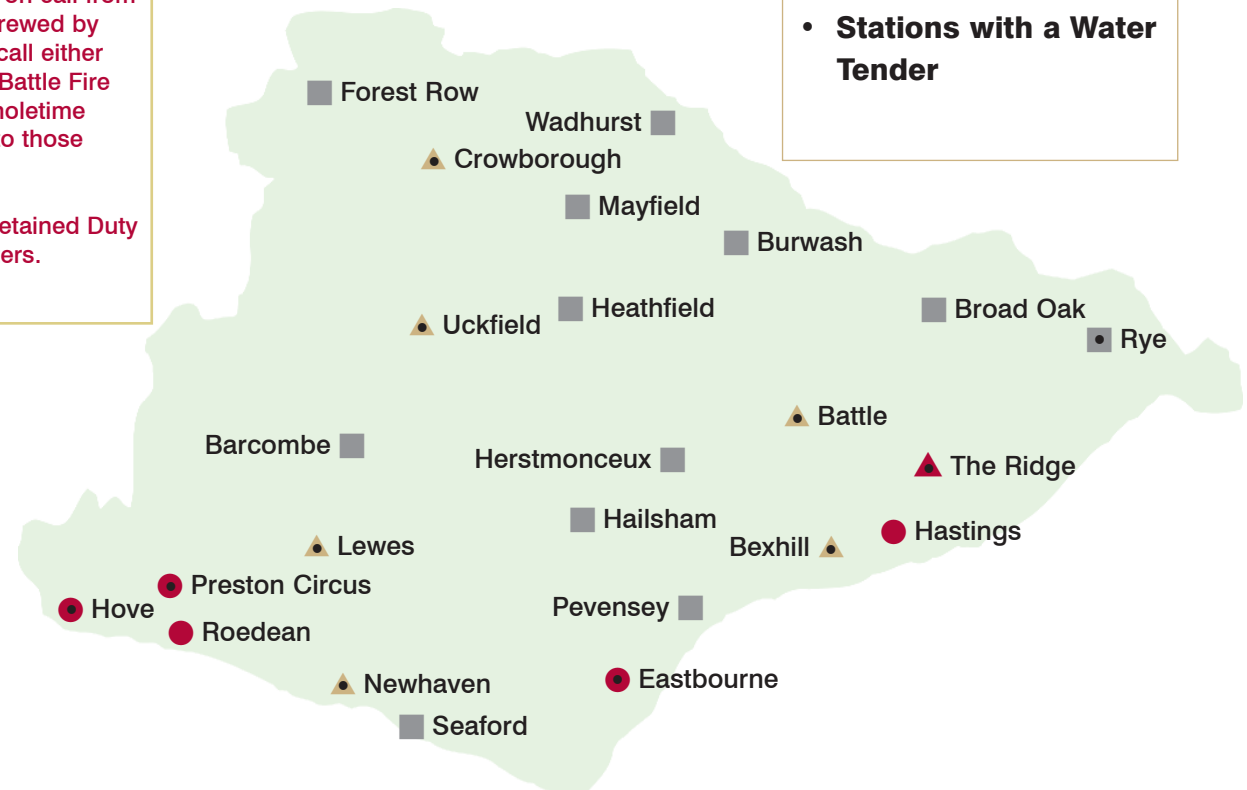
Station types explained

6 **Shift stations** - crewed 24 hours a day by wholetime firefighters.

6 **Day-crewed stations** - crewed by wholetime firefighters 24 hours a day who are on station from 0900 - 1800 and on call from home outside these hours. These stations are also crewed by firefighters on the Retained Duty System who are on call either from home or from their primary employment. Note - Battle Fire Station has a specific shift pattern which results in wholetime firefighters being available at slightly different times, to those described above.

12 **Retained stations** - crewed by firefighters on the Retained Duty System who provide 24 hour cover on call using alerters.

- **Shift Stations**
- ▲ **Day-Crewed Stations**
- **Retained Stations**
- ▲ **Shift/Retained Station**
- **Stations with a Water Tender**



Speed of response

Our current mobilising procedures do not distinguish between life-threatening and non life-threatening incidents in terms of the speed with which we arrive i.e. our planned response time to a fire is the same whether it is a derelict car burning on waste ground or a fire in a bedroom.

We therefore propose to differentiate, at the time that a call is received, between potentially life-threatening incidents and non life-threatening incidents and introduce varying standard response times accordingly. If there is any doubt then it will be assumed that the incident is life-threatening.

Proposed change

It is proposed that incidents classified as life-threatening attract the following standard speed of response:

▼ **50% of calls in 8 minutes**

▼ **90% of calls in 13 minutes**

This standard has already been in place for RTCs since 1st April 2004 as a result of our first IRMP. As we have seen, dwelling fires represent an equal level of life risk and it is therefore considered appropriate to adopt the same response time for both categories of incident.

Incidents classified as non life-threatening will attract a standard response of:

▼ **90% of calls in 15 minutes**

AFD (Automatic Fire Detection) calls to commercial premises will attract a standard response time of:

▼ **90% calls in 15 minutes**

It should be noted when considering responses to AFD calls that only 0.5% of this type of call require any firefighting action by Fire & Rescue Service personnel.

Weight of response

The 'weight of response' to an incident is the number of personnel that are mobilised as the initial response to a specific type of incident. In using our resources effectively it would be appropriate to send less firefighters to extinguish a small pile of rubbish on waste ground than it would to extinguish a fire in a high-rise residential building.

East Sussex Fire Authority (in common with many other Fire Authorities) has, through its previous Integrated Risk Management Plan, sought to deploy its resources more efficiently and effectively. Under the previous prescriptive standards of fire cover, a fire alarm activating in a commercial property required nine firefighters to attend if the property was located in the centre of a large town, or five firefighters if the property was not in the centre of a large town. We have now standardised by sending a single fire engine with a crew of between four and six firefighters to all commercial fire alarm activations. Before we adopted this change of policy, we undertook a detailed risk analysis and weighed the potential benefits and disbenefits very carefully.

We now propose to amend the number of firefighters that we send to certain other types of incident. We have concluded that seven firefighters are able to successfully deal with most dwelling fires and Road

Traffic Collisions (RTCs). As before, we have arrived at this figure after very careful and detailed analysis of the tasks that are likely to be carried out at a typical incident and we are satisfied that crews can implement a safe system of work while carrying out an effective range of tasks. As has always been the case, crews will occasionally be faced with incidents that require them to call for further reinforcements to successfully control the incident. This is a long-accepted situation and we have extensively trained our staff to be able to work safely yet effectively until all the additional resources that they require are on-scene.

A crew of seven firefighters will be considered a safe system of work for a dwelling fire or RTC when the resources will be attending at the same time i.e. on a maxicab appliance. If there is any indication that there are persons reported trapped in a dwelling fire then a minimum of eight firefighters will be mobilised.

We intend that the normal response to a dwelling fire or RTC will be a minimum of eight firefighters on 90% of occasions.

A maxicab is an appliance capable of carrying up to eight firefighters - we have three maxicabs in East Sussex.

Heavy Rescue Unit (HRU) and Operational Support Units (OSU)

East Sussex Fire & Rescue Service currently provides one Heavy Rescue Unit (HRU) based at Uckfield and two Operational Support Units (OSUs) based at Battle and Lewes. They were purchased and equipped at a time when we had a different strategy and lesser capability for providing rescue response. Some fire appliances (Extended Rescue Pumps) had basic light-duty cutting and rescue equipment. The OSUs carried medium-duty equipment and the HRU carried the heavy-duty equipment deemed suitable for those incidents requiring heavy cutting (i.e. large goods vehicles, crashed aircraft etc).

Since that time, we have significantly increased the capacity of the equipment carried on our Extended Rescue Pumps, such that they now carry equipment that is at least as capable as that originally carried on the OSUs. There is one Extended Rescue Pump on each of the 24 fire stations. The HRU is now not an effective component of our operational response capability, partly due to the increased capability of the Extended Rescue Pumps.

The Office of the Deputy Prime Minister (ODPM) is now providing a range of Regionally-based Urban Search &

Rescue vehicles, which will provide a significant overlap in the skills and equipment that the HRU was intended to provide.

We are at a point where our existing HRU and the two OSUs have reached the end of their planned operational life. Mindful of the need to reduce risk to our communities and to provide services within a Best Value regime, we are considering our overall rescue and operational support strategy.

Future Strategy

A project team is now considering the future requirements for specialist rescue and operational support, and will balance need against resource provision. Arrangements will be agreed with our neighbours, particularly Kent, Surrey and West Sussex to secure the provision of the Regionally-based Urban Search & Rescue capability that is located in those Fire & Rescue Services.

Cross-county working

Within the boundary of East Sussex, the most westerly fire station is at Hove. The nearest West Sussex fire station is at Shoreham. These two stations are less than three miles apart. The boundary between the two Fire Authorities is roughly halfway between the two stations. Hove fire station has two fire appliances, both crewed 24 hours a day, every day. Shoreham has two fire appliances - one is crewed 24 hours a day, every day and the other is crewed by firefighters on the retained duty system, who respond to a pager when required.

West Sussex Fire Authority is considering whether to relocate some staff from Shoreham to Littlehampton fire station, as part of their overall risk reduction strategy. If the proposals being considered are approved by West Sussex Fire Authority, this will mean that one fire appliance will continue to be crewed by firefighters on the retained duty system and the other will be available daytime only.

In accordance with current arrangements for cross-county support, firefighters at Hove will assist in providing part of the 'first response' during the evening/night time for that part of West Sussex between Shoreham fire station and the East/West border. We estimate that this will require one crew from Hove responding to assist Shoreham approximately 150 times per year. As Hove are currently responding to about 2,000 calls per year and frequently reinforce West Sussex crews when requested within this area, we do not predict any significant impact on our ability to safely protect the City of Brighton & Hove.

East Sussex Fire & Rescue Service already has cross-border working arrangements with West Sussex, Kent and Surrey to provide assistance and support at operational incidents.

Community Fire Safety activities

We are firmly committed to the concept that Community Fire Safety (CFS) is our main tool for reducing risk to the community. If we can help people to understand what actions and omissions might cause a fire and what to do if a fire breaks out, then the number of occasions when we need to extinguish fires and rescue people will decrease. Equally, the number of people killed or injured in fires and losing often irreplaceable possessions, will decrease.

In addition, an increasing number of fires are deliberately set. Arson can range from low-level anti-social behaviour (such as setting rubbish bins alight, derelict/stolen cars etc.) to deliberate attempts to defraud, attempts to conceal other crimes and ultimately as a means of murder.

We currently undertake a wide range of activities designed to inform people about the dangers of fire, how to respond if a fire breaks out and to try to divert those with a propensity to deliberately set fires from such destructive behaviour. Examples include:

- ▼ Schools education programme - every child receives at least three visits from our specialist schools education team. Relevant input is given for each Key Stage, tied into existing curriculum requirements

- ▼ Home Safety Visits - every resident of East Sussex and the City of Brighton & Hove is able to request a free Home Safety Visit. A risk assessment will be carried out by our trained personnel to identify potential risks and advice will be given on how to minimise risks. If necessary, smoke detectors will be fitted (free of charge) so that if a fire does break out, the occupants have the earliest possible warning. These smoke detectors are provided to us by ODPM and have 10-year, non-removable batteries

Those individuals who have specific needs, e.g. sensory impairment will be offered free specialist smoke detectors, installed through our partners

- ▼ Arson Reduction Team - we have a dedicated team that includes an experienced fire officer, a dog trained to detect the presence of hydrocarbons (such as petrol), risk-intelligence specialists and a seconded serving police officer (to ensure the closest possible liaison with Sussex Police and other agencies)

- ▼ Diversion programmes - we have run a number of programmes designed to divert (mainly young) people who are likely to have been involved in anti-social behaviour away from deliberate fire-setting. Previous programmes have been recognised as being particularly successful, especially when compared to similar interventions run by other agencies and have generated a tremendous amount of interest from youth support agencies. We also have a network of trained Juvenile Firesetter counsellors, who have been successful in reducing the risk posed by children with an unhealthy fascination with fire both to themselves and to their families
- ▼ Partnership working - we have engaged with a wide range of other partners, particularly through our active engagement in local Crime and Disorder Reduction Partnerships. We have been able to share our 'fire intelligence', especially through collaborative ventures such as CADDIE⁴, to help others understand the link between fire-setting and more general anti-social behaviour. We have been able to use existing services (such as 'home help' carers) to identify people who are particularly vulnerable from fire and to be able to call upon more specialised advice where necessary

Description of proposed changes

East Sussex Fire & Rescue Service have been involved in a wide range of effective CFS activities for many years. We feel that it is the right time to pause and reflect on our current range of activities and where possible to benchmark the actual outcome of these activities. We are also keen to learn from other successful bodies engaged in similar work, to ensure that we are delivering the maximum amount of benefit for some of our most vulnerable citizens. We have therefore undertaken a specific audit of our current CFS activities, with the intention of seeing whether they can be improved still further.

We also intend to align our CFS activities, particularly our Home Safety Visits (HSVs), more closely to our constantly-improving understanding of those who most need our advice. We intend to use our Fire Service Emergency Cover (FSEC) toolkit (see page 29) as our primary tool to identify areas that would benefit most from HSVs and to align local targets (through Station Action Plans) to ensure that those areas are proactively targeted. Furthermore, we will balance our ability to arrive quickly at an incident with our programme of HSVs, so that those areas that have an equal level of risk but are further away from a fire station will be prioritised (for a more detailed description, see page 13).

⁴ Crime And Disorder Data Interchange Exchange. This is a Web-based system that allows information from multiple agencies to be mapped and allow a clearer picture to be seen than by looking at individual agency's data. See <http://www.caddie.gov.uk/> for further details.

Finally, we accept that measures such as education and advice are generally warmly received - but for a small minority of people, they may be insufficient to reduce their risk to an acceptable level. Where we identify (often in conjunction with our partner agencies) that a person is at extreme risk of harm from fire and conventional CFS is insufficient to reduce that risk to a tolerable level, we will consider funding active measures such as domestic sprinklers. We expect this to be an exceptional circumstance and will seek to work in close cooperation with whichever agency is considered to have the lead responsibility for such a person.

Impact of changes

We expect to be able to reach our Government-set target of reducing deliberate fires by 10% by the year 2010. We expect to be able to reach our Government-set target of reducing deaths in accidental dwelling fires by 20% by the year 2010. We expect to be able to improve our ability to work with others to reduce the incidence of anti-social behaviour, particularly (but not exclusively) in relation to low-level fire-setting.

We expect to reduce the number of fires that occur in the home and therefore to reduce the number of people injured in their home. We expect to be able to respond more quickly to many fires in the home (due to the early notification from working smoke detectors) and therefore for crews to be faced with smaller fires when they arrive. This will both reduce the risk to crews and help us to contain even more fires to the room of origin, thereby preventing unnecessary damage to property and the distress caused by the loss of irreplaceable items of personal and/or emotional value.

Regulatory Reform (Fire Safety) Order (RRO)

As part of the Government's commitment to reduce death, injury and damage caused by fire, the current fire safety regulations are to be replaced by the Regulatory Reform (Fire Safety) Order (RRO) that comes into force in April 2006.

The Regulatory Reform (Fire Safety) Order, will result in the 'responsible person' for the premises to be required to carry out an assessment of the risk of fire and take steps to remove that risk.

In order to ensure that ESFRS is prepared for the introduction of the Regulatory Reform (Fire Safety) Order, personnel who will or may be required to manage fire safety, including the enforcement of the requirements of the responsible person are to be trained in advance of the enforcement of the RRO.

It is the Authority's intention to provide a risk based legislative fire safety and advice service.

Therefore, the Fire Service Emergency Cover Toolkit (see page 29) will be utilised to assess and analyse the effectiveness of current fire safety and the risk associated to types of non-residential premises based on incident data together with professional judgement to define the frequency of inspection by the Service.

Where necessary we will also work with 'responsible persons' to enable them to undertake their own risk assessments in compliance with the associated guidance to reduce risk.

Where property owners fail to comply we will first seek to assist in compliance but where necessary enforce the legislation in line with the Health and Safety Enforcement Management Model and Concordat.

The need to regulate will be identified through the risk based inspection programme and intelligence of fire related incidents.

To ensure an integrated service is provided, fire safety and operational managers will work together to identify local issues to the public and premises where high numbers of unwanted calls are generated, to reduce both the risk and the impact on the Service's other activities such as CFS, availability for real incidents and maintenance of skills.

Financial background to the Fire Authority's Service Planning processes

Achieving a safer community

Our vision is to 'Achieve a Safer Community' and as a forward looking, proactive and soundly performing Fire & Rescue Service, we are determined to make East Sussex and the City of Brighton & Hove a safer place in which to live, work and visit. The intended purpose of our Integrated Risk Management Plan is to summarise our proposals to improve the quality of our service delivery. We are doing this by considering how best to reshape our current services to achieve even greater improvements in risk reduction within our local community.

Best value and effective financial governance

We are also committed to the principles of Best Value and effective financial governance, which are to ensure services can be provided efficiently and effectively, at a cost that the local council taxpayer is prepared to pay and within the context of the Government's stringent financial framework for local government, which also includes Fire Authorities.

Within this framework, the Fire Authority is committed to delivering continuous improvement in the services it provides. We know that, in the majority of cases, the task of achieving further service improvements rests entirely with us and we have set out how we aim to achieve these improvements in this and other planning documents published.

However, this objective has to be set within the context of our available financial resources. As the outcome of the Government's Revenue Support Grant (RSG) Settlement for 2006/07 will not be known until late November/early December, the proposals in this plan must proceed for consultation without the final details of available financial resources for 2006/07 being known. However, an indication of the broad financial climate facing us for next year is set out in the following paragraphs.

Financial pressures facing the Fire Authority

The general financial pressures facing the Fire Authority are:

- ▼ The national fire service modernisation agenda.
- ▼ The implications of current and future national revenue support grant settlements on future council tax increases
- ▼ The funding of future capital and service investment
- ▼ The development and implementation of Integrated Risk Management Plans
- ▼ The impact of new legislation including the Civil Contingencies & Regulatory Reform
- ▼ The firefighters pensions' deficit
- ▼ Conditions of service for those employed on the Retained Duty System
- ▼ Employment issues such as the Working Time Directive and the move to the Integrated Personnel Development System (IPDS)
- ▼ Changes to operational staff conditions of service

2005/06 Revenue Budget

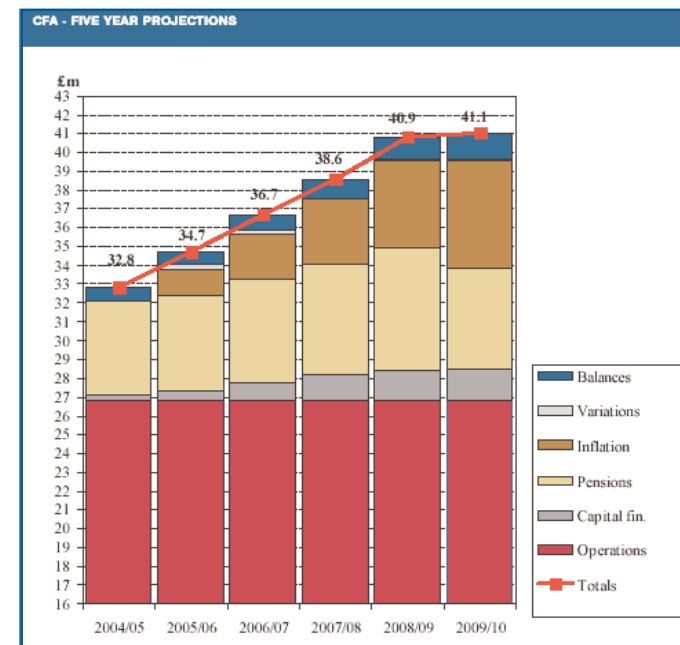
The Fire Authority has approved a 2005/06 Revenue Budget of £34.698m compared with a revenue budget of £32.752m in 2004/05, representing a 5.94% increase. After deducting Government Grant of £15.019m and a collection fund surplus from billing authorities of £0.089m the net expenditure to be met from Council Taxpayers in 2005/06 is £19.590m.

Looking forward to 2006/07 and future years

The latest Five Year Plan projects budget increases for the next four years as set out in the table below, based upon current service provision and adding inflation and the impact of the approved capital investment proposals. However, these projections are before a number of other service investments are considered.

Government Annual Efficiency Targets

In addition to any impacts arising from the Revenue Support Grant (RSG) Settlement for 2006/07, the Government has also determined that Fire Authorities need to identify annual efficiency savings over a three-year period. Through prudent financial management, the Fire Authority achieved significant financial savings in 2005/06 which have greatly assisted this Authority to help towards not only the overall target savings but also redistribute resources to areas of greatest need including those identified within last year's IRMP. However,



further savings in the region of £300,000 are still likely to be required within the total Fire Authority Budget to meet these additional Government requirements in 2006/07 as a minimum. Whilst a figure of this size on an overall budget of almost £35m has to be considered achievable, the key issue is that larger savings are more likely to be required to meet the predicted limits of Council Tax increases to 5% or less than anything required from this efficiency exercise.

Next steps

Following the publication of our draft 2006/07 IRMP for consultation, the next steps in the Service Planning process for 2006/07 are summarised below:

- ▼ Other service planning processes take place in relation to Capital Programme requirements and other investment strategy issues
- ▼ Service Planning & Resource Management Panel considers first budget projections in November 2005 for 2006/07
- ▼ Fire Authority in December considers outcome of base budget roll forward, non-IRMP related service pressures and outcome of RSG Settlement, Government guidance on capping and potential limit on budget arising from likely Council Tax increases and determines scope for increases and potential savings required
- ▼ Budget consultation exercise commences after December Fire Authority meeting
- ▼ Draft IRMP plan consultation results analysed by mid-January
- ▼ Service Planning & Resource Management Panel considers latest position/results of budget consultation exercise
- ▼ Fire Authority considers outcome of IRMP exercise at special meeting after Service Planning & Resource Management Panel in mid-January and decides broad way forward within context of likely resources available
- ▼ Fire Authority considers final outcomes at February 2005 meeting to set 2006/07 precepts for Council Tax

Integrated Personal Development System (IPDS)

The Integrated Personal Development System (IPDS) is a human resource development programme designed for the UK Fire & Rescue Services. The implementation of IPDS will result in a national framework to deliver and maintain competent staff with the relevant skills and knowledge to deliver the IRMP.

Operational and support staff will engage in a range of training and development initiatives designed to align their skills and competence to the outcomes of the evolving service delivery consequences of IRMP. The change implies that there will no longer be a requirement to deliver prescriptive and specific training or development previously associated solely with a rank. ESFRS will consider the opportunities and scope for delivering training and development for all our staff, looking to secure 'Best Value' in line with Government guidance.

The National Fire & Rescue Service Learning and Development Strategy is due to be finalised in October 2005 and will embrace nine key areas, which are set out below.

- ▼ Quality assurance
- ▼ IPDS
- ▼ Vocational qualifications
- ▼ National training

- ▼ Regional and local training
- ▼ Distance learning
- ▼ Equality and Diversity
- ▼ Centre of Excellence
- ▼ Role of The Fire Service College

In summary, the modernisation agenda requires that we continue to build on the good work already achieved to change the focus of service delivery to prevention and protection of the public. IPDS will be the driving process ensuring our staff further enhance their interpersonal skills required to deliver the IRMP. In addition, by adjusting our training and development methods, we will be able to provide better-targeted personal development, so that new methods of service delivery can be swiftly absorbed and safely applied. IPDS will also enable us to support the effective integration of new staff from outside the Service. This will allow us to take advantage of the new skills and perspectives that are available within the broader local community that we serve.

How we assess risk

Use of the Fire Service Emergency Cover (FSEC) Toolkit

Over recent years the Government has developed and trialled a new piece of software called Fire Service Emergency Cover (FSEC). This has now been provided to all Fire & Rescue Services in England to assist development of their IRMP.

The system is a geographical information system that uses a map of East Sussex loaded with three years historical incident data. It shows where fire stations are, what resources are available at each station in terms of appliances and people and how much it costs to deliver our service. Using the road network, the software determines how quickly we can deploy resources to anywhere in the County or City from any of our stations. The system can be loaded with local variations such as average road speeds etc.

The software then uses (anonymous) Census 2001 data to identify the location and type of buildings and the demographic profile of the people who live in them. From this it can illustrate where areas of high, medium and low risk occur across the County. By inputting our planned response to each type of incident, the software provides predictive outcomes such as fatalities, injuries and financial cost. We can therefore predict various outcomes by feeding in different response options and the software system will identify if there has been a reduction to risk as a result of adjusting response options.

The FSEC software categorises four broad types of risk, namely residential property, other buildings (mainly commercial), special services and major incidents. Predictions in life risk both on an individual and societal level (incidents involving more than five fatalities) can be made.

The model has been developed to support predictions of the potential impact of various community safety initiatives on risk reduction to see what the most effective use of safety resources would be.

East Sussex Fire & Rescue Service is now using FSEC extensively throughout the Integrated Risk Management planning process both to support the development of current proposals and to assist in identifying future opportunities to improve service provision.

Use of the Management Information System (MIS)

The Management Information System (MIS) is a database containing all East Sussex Fire & Rescue Service's business information.

Incident information is initially captured from the 999 caller or Automatic Alarm Monitoring Station via the Mobilising and Control Centre (M&CC). Further incident activity relating to the emergency is recorded including information about the incident such as fire damage or special service actions.

Geographical information and statistical reports are generated against activity trends, local performance indicators, Best Value Performance Indicators and ad-hoc enquiries as requested. MIS data is used to provide regular reports and feedback to the Corporate Management Team, the Fire Authority, the Office of the Deputy Prime Minister (ODPM) and Station Managers.

Data can also be interrogated in various ways to show trends in the number and severity of incidents and how quickly and efficiently they were resolved. This type of analysis forms a large part of any risk identification that is carried out as a basis for IRMP proposals.

Use of partnerships

Government legislation has led to the creation of community partnerships including Strategic and Local Strategic Partnerships (LSPs), Public Service Agreements (PSAs) and Crime and Disorder Reduction Partnerships (CDRPs). The partnerships aim to bring together a range of stakeholders from the public, private, voluntary and community sectors, to agree joint strategies for their area to improve key outcomes in health, education, employment, the physical environment and crime.

Each of these partnerships has, or will, produce a community strategy for their own area and our aim is to work with them to

drive down risk in the community and to help deliver better public services. This is not only in relation to fire but also in other areas where our resources and influence can help to improve the community we serve, including:

- ▼ Safety in the home
- ▼ Arson
- ▼ Youth offending
- ▼ Planning and construction
- ▼ Road safety
- ▼ Community education
- ▼ Improving safety skills of other key workers in the community
- ▼ Providing intervention services.

Our aims for 2005/06

- ▼ Evaluate the effectiveness of our existing partnership working and seek to improve based on lessons learnt locally and nationally
- ▼ Develop monitoring & reviewing systems to provide meaningful information to support the national targets and reflect the work of partnership organisations
- ▼ Continue to provide Local Intervention Fire Education (LIFE) courses in the east of the County and review the outcomes to seek to extend its delivery across East Sussex and the City of Brighton & Hove
- ▼ Make representation to ensure our involvement in the Local Area Agreement in Brighton & Hove City Council
- ▼ Deliver against the Fire Authority's recently approved Vulnerable Persons Strategy. We will concentrate on initiatives to engage older persons' support groups in raising fire awareness and fitting smoke detectors
- ▼ Continue to extend the delivery of free smoke detectors through other agencies such as Moat Housing Group and Eastbourne Borough Council
- ▼ Deliver a road safety strategy, following consultation with our partners

Further details of our partnership working, as well as our progress to date, can be found in our Best Value Performance Plan (BVPP). Copies of our BVPP can be downloaded from www.esfrs.org or you can request a copy from the 'Contact us' section at the end of this document (page 40).

How this plan meets our Aims & Objectives

Proposals within this IRMP explain how we intend to achieve a safer community through an appropriate mix of:

- ▼ Changes to the way in which we educate people to keep themselves and their families safer and preventing fires occurring, thereby reducing the need to call the Fire & Rescue Service for assistance
- ▼ Arrangements to ensure that people can safely evacuate from any building should a fire occur
- ▼ Properly-equipped and trained operational staff who when called upon, can provide an efficient and effective emergency response to any emergency incident that we attend

East Sussex Fire Authority's Vision and Aims

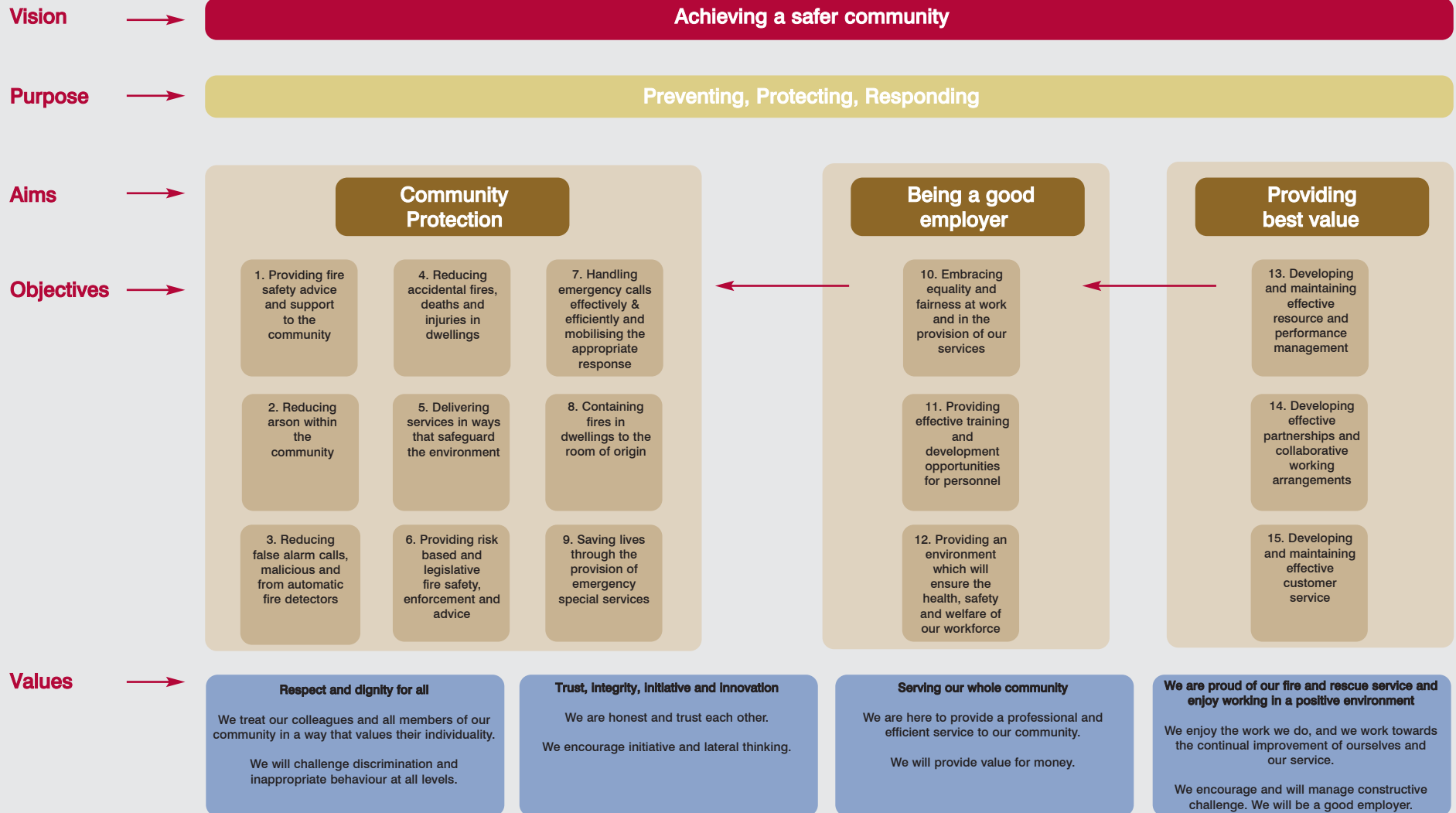
The primary vision of East Sussex Fire Authority is 'Achieving a Safer Community'. Our aim is to make our County and City a safer place to live and work in and to improve wellbeing for all our citizens.

East Sussex Fire & Rescue Service has three overarching aims supported by a number of specific objectives:

- ▼ to provide a community safety service embracing community and legislative Fire Safety and operational intervention at incidents
- ▼ to be a good employer and be recognised as such
- ▼ to provide and develop cost effective services in consultation with the local community in accordance with Best Value requirements

Our Vision, Aims and Objectives are illustrated overleaf. Further details, as well as our progress in achieving them, can be found in our Best Value Performance Plan (BVPP). Copies of our BVPP can be downloaded from www.esfrs.org or you can request a copy from the 'Contact us' section at the end of this document.

Fire Authority Aims & Objectives



Equality Impact Assessment

East Sussex Fire Authority is of the opinion that the policies proposed within this plan have a neutral effect within the context of the general duties of the Race Relations (Amendment) Act 2000.

If you believe that there are discriminatory effects, and wish to discuss these with us, we would be pleased to hear your views. Please use the 'Contact Us' section at the end of this plan (page 40).

Summary of previous changes

Our previous two IRMPs have resulted in:

- ▼ A 44% reduction in AFDs responded to by two appliances
- ▼ The reduction in the initial mobilising of high-reach appliances reducing the number of unnecessary turnouts by 80%

These changes provided greater opportunity to carry out more proactive and preventative initiatives such as the free Home Safety Visits (HSVs)⁵. As a result:

- ▼ 820 HSVs were undertaken in 2004/05
- ▼ 701 domestic smoke alarms were installed throughout East Sussex and the City of Brighton & Hove
- ▼ There was an 8% reduction in the number of accidental domestic fires and 91% were confined to the room of origin, thus improving community welfare and providing added value
- ▼ The setting up of the Community Fire Safety Team in the City of Brighton and Hove, whose role includes:
 - School arson audits
 - Community Fire Safety talks
 - Identifying and targeting vulnerable groups

- Working with other services and groups
- Joint awareness training and setting up of Joint Safety Schemes to help identify and target vulnerable groups
- Home Safety Visits
- Community Fire Safety events and campaigns

In addition, East Sussex Fire & Rescue Service has made a number of important internal organisational changes, such as initiatives to improve the availability of fire appliances that may otherwise have been unavailable due to insufficient crewing.

The outcome that we have sought through the previous IRMPs have been a Fire & Rescue Service that prioritises the preventative aspects of our work aligning our resources to meet community needs and expectations, whilst supporting the Government's focus on improving public service delivery. While we strive to achieve these outcomes, we are conscious of the need to provide and maintain a high performing and effective emergency response service when required, at a cost that taxpayers are willing to pay.

Our intention is now to build on the previous two IRMPs - we invite you to consider the proposals outlined in this Plan within the context of what we have already achieved.

⁵ If you would like us to carry out a free Home Safety Visit, including the provision of a free 10-year smoke detector if necessary, please contact us on 0845 230 0252

Progress on previous items agreed under the Integrated Risk Management (IRM) programme

Operational

1. Investigate fire provision on East/West border - work has commenced on this project with historical and predictive risk intelligence being gathered in order for analysis to commence. See comments on Shoreham on page 20.
2. Review speed of response and number of people sent - this project has commenced. Historical and predictive risk intelligence has been gathered and analysed. See page 17.
3. Proposals for aerial appliances - the proposal to permanently remove the aerial appliance from Preston Circus in Brighton and to move the Hove aerial appliance to Preston Circus was accepted following public consultation in 2004 and became effective on 9th May 2005. This resulted in eight posts being saved and four posts being re-deployed into a Community Fire Safety Team on a full-time basis.

Internal reorganisations

4. Implement changes to night time and Bank Holiday activities - work has begun and existing arrangements are now being reviewed prior to proposals being made.
5. Review current wholetime firefighter shift patterns - work has begun and a review of existing arrangements is nearing completion. Proposals are being presented to the Corporate Management Team for approval imminently.

6. Consider implementing a flexible duty arrangement at Battle - a review of existing arrangements is now at an advanced stage and consultation with stakeholders is being prepared.

Fire Safety

7. Evaluate effectiveness of our previous community safety activities - work has begun with results of the review being prepared for presentation to the Corporate Management Team.
8. Evaluate effectiveness of existing partnership working - work has begun with results of the review being prepared for presentation to the Corporate Management Team.

Other

9. Evaluate workload resulting from Government actions - an appropriate process is now being developed to enable evaluation of various scenarios.

Options considered but not adopted

Variable response by time of day etc.

The Integrated Risk Management Strategic Plan included the option to review whether there was benefit in varying the initial type of response to an incident, as well as the speed of response and number of firefighters, according to the hour of day. Through the development and enhancement of our community safety activities we have seen a reduction in the number of dwelling fires. We will continue to monitor and evaluate the effectiveness of our community safety initiatives and set this against any future proposals to vary our operational response by time of day.

Glossary

Aerial appliance	A vehicle used for high-rise rescue and provision of a water tower. Typically can reach to about the 8th storey.
Appliance	An appliance is any type of operational vehicle used by the Fire & Rescue Service.
AFD (Automatic Fire Detection) System	A system that is installed in a building to detect a fire and raise the alarm. This can range from a single battery-operated detector in a domestic property, to a computer-controlled 'intelligent', fully automatic and integrated unit in a high-risk building.
BVPP (Best Value Performance Plan)	The plan details ESFRS's strategic Aims and Objectives, provides detailed analysis of performance and related targets and planned actions.
CADDIE (Crime And Disorder Data Interchange Exchange)	This is a web-based system that allows information from multiple agencies to be mapped and allow a clearer picture to be seen than by looking at individual agency's data. See http://www.caddie.gov.uk/ for further details.
CFS (Community Fire Safety)	The process of informing and educating to improve awareness of safety matters.
Extended Rescue Pump	Pumps carrying additional life saving and rescue equipment.
East Sussex Fire Authority	The Local Authority that deals with all matters relating to East Sussex Fire & Rescue Service.
ESFRS	East Sussex Fire & Rescue Service.
FSEC (Fire Service Emergency Cover)	Software provided by ODPM to Fire & Rescue Services to enable them to model risk across their service area and plan appropriate intervention and prevention methods accordingly.
HRU (Heavy Rescue Unit)	HRUs carry equipment deemed suitable for heavy cutting, such as from large goods vehicles, crashed aircraft etc.
IPDS (The Integrated Personal Development System)	IPDS is a human resource development programme developed for the UK fire and rescue services.
IRM (Integrated Risk Management)	The development of a balanced approach by the Fire & Rescue Service to risks within the community, combining prevention, protection and intervention measures on a risk-assessed basis in order to improve community safety.
Integrated Risk Management Strategic Plan	A plan that considers broader issues such as how the Fire & Rescue Service will evolve over the next three years.

Glossary (continued)

Intervention	Action taken by the Fire & Rescue Service.
M&CC (Mobilising and Communication Centre)	Responsible for mobilising appliances when a 999 call is received.
Mobilised/Mobilising	When appliances are instructed by M&CC to attend an incident.
National Framework Document	An official document issued by ODPM which gives strategic guidance to Fire & Rescue Services.
ODPM (Office of the Deputy Prime Minister)	The Central Government department that has responsibility for both guiding and ensuring that Fire Authorities comply with their statutory duties.
OSU (Operational Support Unit)	OSUs carry additional rescue equipment.
Output Area	An Output Area is an area defined as part of the data collection system for the 2001 Census. It broadly equates to 125 households, therefore it can be a very small or very large geographical area, depending on the density of households (e.g. urban vs. rural areas).
Prevention	Activity that attempts to prevent a fire from happening e.g. creating awareness of the most common causes of fire.
Protection	Activity intended to help preserve life (should a fire occur) before Fire & Rescue Service attendance e.g. ownership of smoke alarms, fire blankets and escape ladders, creating awareness of the correct action to take in the event of a fire.
Pump	A pump is an appliance with the capacity to pump water.
RRO (Regulatory Reform (Fire Safety) Order)	New legislation intended to simplify existing fire safety laws and introduce a new system similar to existing health and safety legislation, whereby fire safety measures in all places of work are clearly considered to be the responsibility of the 'responsible person' for the building.
Standards of Fire Cover	Requirements put in place by the Government (last issued by the Home Office), which provide guidance on minimum levels of response to incidents.
Turnout	When an appliance is mobilised to an incident.
Urban search & rescue vehicles	New vehicles designed to transport equipment specifically designed to deal with urban search & rescue type incidents.
Water Tender Pump	Fire appliances with mainly water-carrying facilities.

Your opinion counts

East Sussex Fire Authority is keen to hear what you think of the proposals contained in this Annual Action Plan and would welcome your comments.

Contact us

- ▼ call us on 0845 130 8855
- ▼ fill out the questionnaire overleaf and return to the address given below
- ▼ complete our online questionnaire which can be found on our website www.esfrs.org in the IRMP section
- ▼ email your comments to irm@esfrs.org
- ▼ write to us at

**20 Upperton Road
Eastbourne
East Sussex
BN21 1EU
(FAO The IRM Team)**

We would like you to provide your name and contact details, so that we can clarify your comments if required and respond to you in due course. We also plan to make the comments received publicly available - if you would prefer not to be identified, please let us know.

**Further copies of the plan are available from our website
www.esfrs.org**

we want to hear your view ...



Your opinion counts

Name: _____

Address: _____

Q1 This Annual Action Plan is clear and easy to understand.

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree

Comments _____

Tel: _____

E-mail: _____

We may use these details to contact you if we need to clarify any comments that you make. We will not pass on your personal details to any third party. The results from this questionnaire will be made available to the public, but individual responses will remain anonymous.

Q2 I support the proposal by East Sussex Fire Authority to adopt new standard response times for varying types of incident. See page 17.

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree

Comments _____

Q3 I support the proposal by East Sussex Fire Authority to adopt new standard levels of weight of response. See page 18.

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree

Comments _____

Q4 Are there any other comments you would like to make with regard to the range of services provided by East Sussex Fire Authority?

Comments _____

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