



LONDON FIRE & EMERGENCY PLANNING AUTHORITY

MEETING

Authority

AGENDA ITEM

9

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SUBJECT

Health, Safety and Environment Update and Monitoring - Annual Report (April 2003 - March 2004)

REPORT

(16.6.04) by the Assistant Commissioner (Operational Planning)

Summary

This report updates the Authority on progress with the implementation of the Health, Safety and Environment Action Plan 2003/4 – 2005/6. It provides a summary of significant risk assessments for the year and provides statistical information on health, safety and environmental performance.

Recommendation - That the contents of this report be noted.

1. INTRODUCTION

- 1.1 This is the final report for the full year 2003/2004 produced for the Health, Safety and Environment Strategy Board (HSESB) and Corporate Management Board (CMB). Quarterly reporting enables the HSESB and the CMB to monitor work undertaken and the progress towards full implementation of the Safety Management System (SMS), which broadly follows the HSE's *Successful Health and Safety Management*. It will also allow the Boards to monitor against the key performance indicators set out in this Report with a view to achieving compliance and continuous improvement.
- 1.2 An updated copy of the Health, Safety and Environment Action Plan is attached for reference as **Appendix A**. Details of progress against the Action Plan are outlined in the paragraphs below. Inevitably, a number of issues have now moved on, which will be reported through HSESB, and in the first quarter of the next year.
- 1.3 This report also provides statistical data for the period April 2003 to March 2004 together with a more detailed historical perspective from April 2000, which provides a basis for identifying trends, (See **Appendix D**). The overall aim is to minimise losses and benefit from the lessons learned in accident investigations by introducing pro-active measures to reduce both the number and type of accidents that occur.
- 1.4 The annual review of Environmental Performance has also been provided to the GLA Environment Committee and is detailed in **Appendix E**.

2. POLICY

- 1.1 The implementation of the SMS requires the creation of policy/procedures and guidance to comply with all areas of health and safety legislation. The Policy is a statement of *what* we will do to comply with the legislation, whilst the Guidance is a description of the system, which has been developed to comply, i.e. *how* we will do it.
- 1.2 Currently, all areas of the SMS are kept under review within Corporate Health, Safety & Environmental Services Department (CHSES) and a programme is being developed to ensure continued compliance.
- 1.3 One of the key policies introduced and fully implemented during the year was the Risk Assessment Policy together with a detailed Guidance Manual and training pack. In addition, HSESB completed its review of the Accident Investigation Policy and Guidance Notes together with a new Policy on RIDDOR (reportable accidents to the Health & Safety Executive, HSE). The policy was passed to staff side in January 2004 and has been the subject of further discussion, which is nearing completion. Work has been completed on a number of other policies, such as the final draft of the new First Aid Policy and the Procedure for Large Animal Rescue.

3. STAFFING & STRUCTURE

- 3.1 The new Principal Health & Safety Adviser commenced work on 20 October 2003 and, following meetings with a number of Assistant Commissioners/Directors/Professional Officers, quickly became involved in key projects.
- 3.2 A number of vacancies have been filled in 2003 and the remaining two vacancies will be reviewed in light of the changes in emphasis the CHSES proposed workload for 2004/05. This includes preparation for new regulations and input to an accident prevention programme based on review of accident statistics.

4. LIAISON WITH THE HEALTH & SAFETY EXECUTIVE (HSE)

- 4.1 The Authority has continued to receive supportive contact with the HSE throughout the year and regular liaison meetings have been held between Officers and the lead body Inspector.

- 4.2 A regular liaison meeting with the HSE Inspector was held on 26 November 2003, during which a range of issues was discussed. These included the Firehouse and its associated Safety Management System and the proposed Work at Height regulations, as well as progress with Manual Handling and the plan of work. This was also an opportunity to introduce the new Principal Health & Safety Adviser.
- 4.3 The Authority has responded to HSE on a number of formal consultations during the last year, most notably the Work at Height Regulations, the HSE Enforcement Policy Document and the HSE Inspection Protocol for the Fire & Rescue Services.

5. RISK ASSESSMENT

- 5.1 During the year a number of specific risk assessments have been facilitated and completed by the Risk Group within CHSES. Further details, including outcomes, are attached in **Appendix B**.
- 5.2 Work continues on the development of a system for the storage, review and dissemination of risk assessments. A Web site has been developed and work is ongoing with Communications Department to ensure that all H&S information is made available to staff.
- 5.3 At the beginning of the year 18 staff were trained in the risk assessment process in order to ensure that the initial assessments were completed. Risk assessment is a fundamental principle of health and safety and is an ongoing legal requirement. Therefore, it is anticipated that a significant number of managers within the Authority will be trained over the next and subsequent years, as this will be an ongoing process.

6. NOISE ASSESSMENT

- 6.1 The competent person continues to carry out Noise Assessments. Further details, together with outcomes of all such assessments in 2003/04, are outlined in **Appendix B**.
- 6.2 The hearing protection requirements for Urban Search and Rescue (USAR) have been determined and as a consequence active voice hearing protection, which is suitable and sufficient for the noise hazard, has been issued.
- 6.3 During the next six months CHSES will carry out a personal noise dosimetry exercise to determine daily noise exposure limits for a range of individual Firefighter roles. This exercise will determine where, if at all, the Authority is exposing personnel to noise levels in excess of both current and proposed noise levels in accordance with the Noise at Work Regulations.

7. MANUAL HANDLING

- 7.1 During the past three months a number of Manual Handling (MH) Risk Assessments and MH Reports have been completed. These comprised:
- Dinghy for FRU A MH assessment was completed for the dinghy and its associated equipment, including methods of rescue at the suppliers testing lake near Bicester, Oxfordshire during February 2004. Advice on a safe system of work (SSOW) has been passed to the officers developing final operational procedures for 'work on or near water'.
 - Mud lances An assessment of the safe use of mud lances was made with the co-operation of Kent FB Trainers, and further development is underway so as to introduce their use in support of rescue of people from (river) mud banks, and large animals from slurry.
 - Mud paths An assessment of the safe use of mud paths was made during March in the Thames estuary at Chatham with the assistance of Kent FB officers. Provisional SSOWs for using mud paths from the fireboat and from the river bank by FRU (new type) crews will be tested and refined in the next quarter.

- Trainee Courses Manual handling risk control measures have been developed and added to approx. 40% of the Trainee Course in conjunction with Trainers Team Leaders. The remaining work will be completed over the coming months.
- 90mm Hose carrying bag Development of a 'carry bag' to enable 90mm Hose Layer hose to be carried between two FFs is underway in co-operation with Hose & Line Workshops.
- CACFOA - MSD Working Group National working group established to identify causes and prevent musculo-skeletal (disorders) injuries. Work to date includes defining objectives, determining system for data gathering, and review of relevant Fire Service Training Manuals.

7.2 On-going MH development work, includes:

- Replacement FRU Following initial work at Ruislip WS, the final equipment stowage plan was developed during 2 days at the appliance manufacturers TVAC in Leyland, Lancashire during March.
- 9 metre Ladder (handling) Bar Issue is with RB consultations.
- Methods of rescue – MH Note No. 5 Note is with RB consultations.
- Beam gantry and locker maintenance System developed and agreed with Asset Co. - Technical Note in progress.
- Locker shutter standards/'stiff to operate' procedure System developed and agreed with Asset Co. – Technical Note in progress – wide variation in forces required to operate old fleet lockers compared with new Mercedes (heavier to operate) would lead to operational difficulties if common standard applied. Further development is necessary.
- Equipment labelling Development of safe lifting labels scheme for heavy and bulky items continues.

7.3 Other MH advice and assessments completed during the quarter including:

- Advice to CFS about transportation of TVs to venues.
- New Conference Unit steps assessment.
- Prioritisation of new equipment for stowage on pumping appliances.
- Comments on National Document on 'Safe work on or near Water' in particular for large animal rescue.
- Information to Legal Section about the remaining MH Training Courses.
- MH Training and Large Animal Rescue Group (LARG), Training at Royal Veterinary college.
- Support to other internal departments when requested.

7.4 MH Training encompasses employee training, Trainer training and Continuation/Refresher training:

- Osteopaths for Industry (OFI) have trained more than 4,800 Brigade employees to the end of March 2004. This comprised 600 half-day training courses in safe manual handling and injury avoidance. AC Training met with OFI in March and agreed an extended contract to accommodate a further 200 courses in accordance with the original specification. This MH Training will be ongoing until early 2005 to ensure that all staff are included.
- OFI provided initial training for 10 Brigade Trainers, who have progressed at varying rates through their development programme. Of the original group 3 will be passed as competent by OFI as Lead Trainers in the next quarter. A further 3 are likely to obtain certificates of competence and the remaining 4 may not become MH Trainers, because they are unable to be released from other training duties.
- Filming of the MH Continuation training video was completed at Ruislip Firestation and Harrow TC during February and initial editing completed in early March 2004. The video production is due for release in the next quarter.

8. SAFETY EVENT REPORTING DATABASE (SERD)

8.1 The amended SERD package was installed as planned and further testing took place in accordance with the test plan. After successful testing, live data take-on was completed in February 2004. However, there

were some problems with data mapping and visibility of data, due to residual bugs in the system. These issues were raised with the product provider and are being addressed. These IT problems together with the increasing backlog of data created further delays and another data take-on is required. The existing database remains live and continues to support the Authority H & S information requirement.

- 8.2 The product improvements identified during testing are to be agreed with the manufacturer for incorporation into their next product development phase.
- 8.3 The IT training projects team have considered the draft training specification for SERD. Some product testing has been completed at fire stations with encouraging results. SERD has also been demonstrated to staff side at BJCHSW and their comments addressed.
- 8.4 The first draft of the 'HELP' for users has been prepared to assist package users to work through the required input screens that complete each safety event entry. This includes completion of the definition of terms in 'look-up lists'. A copy of this draft has been passed to staff side and IT training team is considering the wording to ensure commonality with other Authority packages.
- 8.5 The expected implementation date for station level availability is from 1st October 2004.

9. DIESEL ENGINE EMISSIONS

- 9.1 In order to assess the existence of any occupational exposures, in particular the occupational exposure to Diesel Exhaust Emissions (DE) and the potential for any associated adverse respiratory or other health effects, in 2002 the Authority commissioned DNV Consulting to prepare a current assessment of DE risks to fire fighters to put the risks into perspective and to resolve the uncertainty surrounding previous specialist reports and conflicting information. DNV completed their report in December 2003 together with a prioritisation model based on fire stations, equipment designs and current operating practices. The DNV report provides an assessment of the risk from diesel emissions to LFB employees and that risk is now put into perspective. Whilst it may be widely believed that diesel exhaust emissions may cause cancer, DNV advise that there is a lack of clear evidence and that this uncertainty is reflected in the HSE's view of DE as a potential hazard. DNV, however, recommends a precautionary approach and any high DE exposure areas, identified using the model, can be addressed through applying a range of appropriate DE reduction options.
- 9.2 The model was developed to assess the relative diesel emission exposure at all stations and CHSES has now applied the model to all the Authority's fire stations, with a view to implementing the findings through a remedial programme of DE reduction options. Priority will be given to those stations, which show emission level estimates significantly in excess of ambient. A Joint DE Working Group will comprise Property, Contract Management Group and Service Delivery. The aim is to present a summary of findings for Management action by modification of appliances or remedial work at premises and report back to CMB with a proposed work programme and indicative costings by the second quarter of the coming year.

10. LIFTING OPERATIONS AND LIFTING EQUIPMENT REGULATIONS (LOLER)

- 10.1 There is a significant overlap between the Lifting Operations and Lifting Equipment Regulations (LOLER) and the soon to be issued Work at Height Regulations. Work addressing both of these regulations has continued throughout the year and new procedures and equipment have been identified, which will replace a number of existing operational techniques.

11. WORK AT HEIGHT

- 11.1 The DNV Consultant's Work at Height report, which was completed at the end of December 2003, was reviewed by CHSES before the final report was issued in March 2004. The report examined work in a number of areas such as Ladder Work, Roof Work, Aerial Appliances etc. and included 18

recommendations for improvement, some of which have already been addressed, (e.g. working at height with rope access and line rescue equipment).

11.2 A demonstration of current work at height procedures with ladders and aerial appliances was held in mid January to facilitate CACFOA consultation with HSE in relation to the forthcoming Work at Height Regulations. This was LFEPA's opportunity to influence HSE's Guidance on and enforcement of these regulations.

11.3 A formal response to HSE on the Consultation Document on the Work at Height Regulations was sent in April 2004. The response demonstrated willingness by LFEPA to introduce improved systems of work, rather than seek exemption because compliance will lead to some changes in equipment, procedures and training. However, the unique nature of LFEPA work was emphasised where this related to proportionality of enforcement.

11.4 A short paper has been prepared which assesses the level of compliance of each part of the proposed regulations against each of the themes in the Consultant's report.

11.5 The implications for training were raised in the LFEPA response to the HSE Consultation Document on the new Work at Height Regulations. This work will need to be considered with other priorities for the 2004/5 training programme.

12. THE WORKING TIME REGULATIONS

12.1 The CACFOA Working Group completed the national guidance document (DCOL) in December 2003. It was agreed with ODPM at the January 2004 CACFOA meeting that it will be distributed to all local Fire Services in the UK.

12.2 The LFEPA Working Group last met in June 2003 and since then a summary of issues together with a Manager's Guide has been drafted by CHSES. This is a Human Resources issue, for which policy must be developed with continued CHSES support.

13. STRESS

13.1 A 1995 HSE survey showed that ill health resulting from work-related stress is the second largest cause of occupational ill health in Great Britain. Stress-related illness is estimated to cost UK organisations between £3.75 billion (HSE) and £7 billion (CBI) per year (1995/96 prices). Stress directly results in lost working days, increased staff turnover and lower performance, and indirectly increases recruitment and training costs. It causes 270,000 UK workers to take time off with a mental or physical illness.

13.2 Although there is no specific legislation that covers 'stress', its potentially damaging effects on health are well known. The Health & Safety at Work etc Act 1974 and The Management of Health & Safety at Work Regulations 1999 impose duties on employers and the HSE has produced Guidance to assist organisations in developing systems for managing stress in the workforce. Essentially, this involves risk assessment to determine whether or not existing control measures are sufficient. Equally important is a stress survey or audit, which will determine the scale of the problem and the likely causes of stress in the workforce, and will also include activities beyond those in the workplace.

13.3 Following acceptance of the Stress Policy in January (FEP 377), DNV Consulting were commissioned to carry out a review of our approach to managing stress. DNV Consulting submitted the final report in December 2003. The Authority performs very well in relation to reactive measures for dealing with stress with strong responses from Occupational Health and Advisory & Counselling Services. The main areas in need of improvement relate to preventative actions, such as better communication to all staff about managing stress, clear job descriptions, roles and responsibilities. The need for training is particularly important for managers so that stress considerations start to become embedded in management

decisions.

13.4 This report was presented at the Corporate Management Board in January 2004 and passed to both HSESB and Human Resources & Equalities Panel in March 2004. Staff side is being consulted. The following actions are being progressed:-

- The Head of Human Resources to carry out a series of targeted stress audits on discrete staff groups during 2004/05. These are to be co-ordinated in consultation with staff side representatives under the remit of HSESB and audits prioritised on a risk basis as agreed by HSESB.
- An action plan to be prepared and agreed at HSESB to address the proposed way forward. This plan to recognise and map ongoing work streams such as IPDS and their impact on the report findings.
- The revised workplan and updates to be submitted to the Authority within the annual update on Health & Safety.

14. WORKFORCE LIAISON – BJCHSW/CJCHSW

14.1 The joint machinery for consultation on health and safety matters has been re-established at Brigade and Command/Major buildings. The committees dealing with the geographical borough groups are fully operational. However, the committee for Southwark Training Centre has not yet been established.

14.2 The number of issues arising from London Resilience and associated areas of work has dominated the work of the Brigade committee for the last two quarters. Consequently, this has increased demand on all directorates to make people with the relevant expertise available to address matters at the committee when required.

15. DISPLAY SCREEN EQUIPMENT REGULATIONS (DSE) – TRAINING SOFTWARE

15.1 The computer-based training package has not yet been fully implemented. A delay in the availability of the IT package has meant that the proposed strategy for implementation of DSE computer based training and risk assessments have not been progressed as quickly as expected. However, it is now anticipated that the package will be available in the second quarter of the coming year.

15.2 DSE assessments will continue to be carried out using available DSE Assessors within departments. The list of assessors last reviewed in October 2003 has been circulated to Directors to confirm accuracy, as some staff movement will have occurred since its compilation.

16. HEALTH & SAFETY TRAINING DELIVERED BY CHSES STAFF

16.1 The following Health & Safety Training has been delivered to staff by personnel from CHSES in accordance with the National Health & Safety Training Matrix:

- 26 Induction Training sessions have been held for 426 uniformed trainees.
- 26 Hazard Awareness training courses for 426 uniformed trainees.
- 10 Crew Command Training Sessions for 119 uniform staff.
- 9 Watch Command Sessions for 60 uniform staff.
- 9 Station Command Sessions for 117 uniform staff.

16.2 Accident Investigation training has included 2 LAI Seminars for 24 Assistant Divisional Officers and 4 SAI Seminars for 31 Divisional Officers.

17. FIREHOUSE

17.1 A Safety Management System has been implemented for the Firehouse with CHSES support on the Review Group. HSE was involved in the discussions at an early stage. The system was well received by the FBU.

18. SAFETY EVENTS

- 18.1 The updated safety event policy, guidance manuals and training packages for Local Accident Investigator (LAI) and Senior Accident Investigator (SAI) roles have completed consultation with staff side and all issues raised were addressed. Promulgation to fire stations will be made through Communications Team.
- 18.2 SAI training continues to be developed and a one-day training module on investigating road traffic accidents involving fire brigade vehicles took place in conjunction with the Metropolitan Police Traffic Division on 12 June 2003. This was attended by all Officers currently on the SAI rota.
- 18.3 The Deputy Commissioner signed off one SAI Report in Q4, 2003/04. Six SAI investigations are currently underway.

19. HEALTH & SAFETY PERFORMANCE

- 19.1 The peripatetic nature of the majority of our workers (firefighters) is a significant contributing factor to safety performance. The numbers of accidents reported and investigated need to be viewed against the background of over a million vehicle movements per year. To put this further into context, a large volume of relatively high risk activities are performed off LFEPA premises on fire ground sites, where risks are often transitory.
- 19.2 It is also important to note that >3 Day and Major Injury RIDDOR reports are based on an incapacity to carry out normal duties, which would fundamentally increase the level of reporting for firefighters, who need to be fully fit for normal duties, whereas in office based industries there are more light duty options, which form a regular part of normal duties. The injury absence days include light duty days, as this is an HSE requirement. Light duties in LFEPA are offered as part of the return to work process following long periods of absence resulting from serious injuries.
- 19.3 The accident incidence rates per 100,000 employees plotted in the graphs in **Appendix D** indicate an overall downward trend in both lost time and non-lost time accidents. The majority of accidents are non-lost time. The breakdown of accidents into specific populations by activity assists in identifying where accidents occur and in the implementation of preventative measures. The 12-month rolling average evens out the large quarterly fluctuations, which may be apparent with small changes in data for small populations, and provides a better trend line. Fire Service Operations remain the highest group for injury accidents throughout the year with the exception of the last quarter (Q4), which shows a 20% reduction year on year and a 23% reduction from Q3 to Q4.
- 19.4 In the rolling 12 months from April 2003 to March 2004, 35% of all injury safety events were reportable to HSE, due to people being off work for more than 3 days. Slips, trips and falls constitute the largest category of accidents in all industries (HSE Annual Reports refer) and over 33% of all RIDDOR reportable injury events within LFEPA are within this category both for the last quarter and the rolling 12 months April 2003 to March 2004. HSE recognises that this is a difficult category to eliminate. Causal factors on Firestations often related to wet/slippery surfaces following leaks/spills, which had not been cleaned up, whereas on the fire ground unseen trip hazards were more prevalent. This category provides a suitable target for the coming year, as some of these events can be prevented by improved housekeeping, greater vigilance on station and better station management at local level following preventive inspections. A self-inspection document has been prepared to assist Station Commanders in identifying hazards in the workplace with a view to prevention of accidents. This document is about to start consultation.

20. CONCLUSIONS

- 20.1 Significant progress has been made on a wide range of issues throughout the course of the year. A substantial amount of work has gone into resolving a number of key issues, notably Stress, Diesel Emissions, Risk Management and Accident Investigation Systems. Manual Handling continues to receive priority attention.
- 20.2 CHSES provides regular support, training and guidance to all Managers to ensure the speedy resolution of day to day issues, as well as longer term planning.
- 20.3 Statistical analyses of both current and historical accident/incidents data during this year have helped to identify priority areas for preventative action. The overall aim is to minimise losses in the Authority and bring about continuous improvement in Health, Safety & Environment management.

21. PERFORMANCE INFORMATION

21.1 The following performance information together with commentary is attached as **Appendix C**:

- **PERSONAL EVENTS:**
 - Injury
 - Near Miss
 - Work Activity: Training
 - Work Activity: General
 - Work Activity: Operational
 - Slips/trips/falls
- **VEHICLE EVENTS:**
 - En Route to emergency call
 - Not on the bell

A follow up review of the data on vehicle events has started in relation to vehicle movements. This includes reversing incidents and damage to premises and collision incidents resulting in whiplash.

- **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR):**
 - 3+ Day
 - Dangerous Occurrence
 - Major Injury

21.2 Additional Performance data is attached at **Appendix D**

The accident incidence rate per 100,000 employees is shown for the whole of the Authority and also for seven distinct groups of employees in order to analyse accident trends in different activity groups within the organisation. The populations are defined below. For each population, the graphs together with commentary show accident incidence rate for the following categories of accident and a trend line highlights the total events:

- total events,
- non-lost time accidents,
- 1- 3 day accidents,
- 3+ Day
- RTA

Population Groups:

- Group 1 - Senior Fire Officers (this includes all uniformed officers from ADO to CFO), mean population 247.
- Group 2 - Directors, PO & MG Staff (this covers the majority of office based non-uniformed staff), mean population 705.
- Group 3 - FF to Stn O Shift related (this covers all shift related fire fighting staff), mean population 4904.
- Group 4 - FF to Stn O day related (this covers all uniformed staff on 9 Day Fortnight duties and non - operational uniformed staff), mean population 661.
- Group 5 - Trainees (this covers all uniformed trainees undergoing basic training), mean population 158.
- Group 6 - Control Officers (this covers all uniformed personnel engaged in control room duties), mean population 104.
- Group 7 - Craft and Manual (this covers all non-office based non-uniformed staff, cooks, technicians and maintenance personnel), mean population 84.

Extract from BV 70: Progress against the Best Value Performance Plan Quarter 4 (January 2004 – March 2004)

Code	Performance Indicators	Measure	ANNUALS					JAN - MAR QUARTER			
			2001/02	2002/03	2003/04		2004/05	2001/02	2002/03	2003/04	
			ACTUALS	ACTUALS	FULL YEAR	TARGETS	TARGETS	ACTUALS	ACTUALS	ACTUALS	
LFPI 130 (a)	Working days lost due to work related injuries	number	13,120	12,489	15,412~	To be set		To be set	1,950	1,797	1,296
LFPI 130 (b)	Working days lost due to work related injuries.	per 100,000 workers	194,543	183,797	221,415	To be set		To be set	28,744	26,555	18,884
LFPI 133	Injuries, illnesses and dangerous occurrences required to be reported by the RIDDOR regulations	number	269*	284*	308	270		To be set	52*	80*	70*

* Figure updated following data clean-up exercise, which has removed the RTAs and corrected some reports.

~ For comparison, figure for actual days lost for 2003/04 is 14,106, which does not include light duty days that HSE require to be included as in table above.

Note: Injury absence is a useful indicator of the severity of the injuries being suffered and the quality of the injury/disease management, including the return to work processes. Further work is planned to identify the causes of the apparent increase in days lost year on year despite an overall downward trend in lost-time accidents.

APPENDIX A - HEALTH, SAFETY AND ENVIRONMENT ACTION PLAN 2003/4 – 2005/6

Priority	Deliverable	Tasks	Lead Officer	Resources allocated to tasks	Key dependencies	Due date	Monitoring position at end December 2003
HEALTH & SAFETY							
1	Policy (SMS1)	1. Draft H&S Polices & Guidance to meet legislative requirements.	AC Ops Planning	AC Ops Planning & SDO H&S	Legislative changes	On-going	Policies & Guidance in development for all current legislation.
1	Analysis and assessment of risk. (SMS 2+4)	1. Issue Risk Policy and Guidance notes. 2. Design Authority H&S Risk catalogue. 3. Develop H&S training matrix showing competencies required of staff at all levels for risk assessment and review inputs given to staff. 4. Link generic Risk Assessments to risk mapping project. 5. Review Dynamic Risk Assessment package & relaunch 6. HSESB to review new information reported to Board & ensure appropriate responses are made to changes in operational environment & operational learning	AC Ops Planning AC Ops Planning AC T&D AC Ops Planning AC Ops Planning HSESB members			May 2003 March 2004 Dec 2003 March 2004 October 2003 First revised reports due June 2003	Policy/Guidance and Consultation completed, policy implemented. Work commenced Adopted HO Training Matrix. Comparison made between competencies and training in place. Work commenced Work completed, now in Consultation Work completed

Priority	Deliverable	Tasks	Lead Officer	Resources allocated to tasks	Key dependencies	Due date	Monitoring position at end December 2003
1	Identify H&S information needs for all levels in the Authority (SMS 2+3)	<p>1. Review H&S information needs for all staff following introduction of SERD</p> <p>2. Design information requirements framework, to include information from generic risk assessments.</p> <p>3. Review regular H&S reports, content and frequency for HSESB & CMB.</p>	AC Ops Planning + IMD		Delivery of SERD	Dec 2003 June 2004	Delivery of SERD delayed to Q4 Anticipated Q1 2004/05
1	Planning & Mobilising (SMS 6)	1. Review H&S performance indicators and targets.	AC Ops Planning IMD			December 2003	Revisions agreed with HIM
1	Standards (SMS 7)	<p>1. Identify <u>all</u> relevant standards and agree ownership</p> <p>2. Develop control system and identify competencies required to interpret the standards.</p>	AC Ops Planning H&S Advisor		Changes in guidance & issue of standards	March 2004	Work due to commence in January 2004
1	Employee Involvement (SMS 8)	<p>1. Review arrangements for employee involvement in H&S matters.</p> <p>2. Review current arrangements & process for workplace H&S inspections.</p>	AC Ops Planning AC Ops Planning		Review in light of changes in IR structures following re-structure	March 2004 June 2004	Awaiting outcome of IR review Revised draft format/ procedure developed.

Priority	Deliverable	Tasks	Lead Officer	Resources allocated to tasks	Key dependencies	Due date	Monitoring position at end December 2003
1	Compliance (SMS 9)	<p>1. Develop and agree a compliance system to meet SMS needs.</p> <p>2. <u>Stress</u> 1. Carry out review of generic stressors. 2. Consider outcomes of review. 3. Implement changes.</p> <p>4. Develop Training Spec's</p> <p>5. Integrate into IPDS</p> <p>6. Carry out stress audit & report to Authority.</p> <p>3. <u>LOLER Regulations</u> 1. Develop and implement action plan to ensure compliance with regulations. 2. Review draft Work at Height Regulations and assess impact. 3. Implement (work at height) recommendations</p> <p>4. <u>Noise</u> 1. Review noise assessments carried out and review status in relation to changes to noise standard 2. Implement outcomes of assessments.</p> <p>5. <u>Working in, on or near water</u> 1. Issue remaining additional equipment to stations.</p>	<p>AC Ops Planning + H&S Advisor</p> <p>AC Ops Planning</p> <p>AC Ops Planning</p> <p>AC Ops Planning</p>			<p>October 2003</p> <p>May 2003</p> <p>June 2003</p> <p>October 2003</p> <p>August 2003</p> <p>October 2003</p> <p>Mid 2004</p> <p>March 2004/5</p> <p>March 2005</p> <p>March 2005</p> <p>2004/5</p> <p>Sept 2003</p>	<p>Consultant's Report received 12/03, submitted to CMB 01/04 and HSESB and HR&E Panel 03/04. Slippage due to industrial action 02/03 and significant workload with modernisation. HR to implement with support from CHSES</p> <p>Consultant's Report on Work at Height received 12/03 for consideration in conjunction with LOLER Report by HSESB in Q4. Feedback to HSE Consultation in 04/04</p> <p>Ongoing</p> <p>Ongoing</p> <p>Work transferred to Ops Response, Service Delivery and Training</p>

Priority	Deliverable	Tasks	Lead Officer	Resources allocated to tasks	Key dependencies	Due date	Monitoring position at end December 2003
		<p>2. Ensure all station based staff trained</p> <p>3. Ensure training incorporated into IPDS</p> <p><u>6. Manual Handling</u></p> <p>1. Complete manual handling assessment plan</p> <p>2. Complete Manual Handling training for all staff</p> <p>3. Review Manual Handling Project & report to Strategy Board</p> <p><u>7. DSE Regulations</u></p> <p>1. Review current arrangements in place to ensure continued compliance with regulations</p> <p>2. Consider amendments in regulations (2002)</p> <p>3. Implement any proposal from review</p> <p><u>8. Diesel Emissions</u></p> <p>1. Review outcomes of Consultants' report on Diesel Emissions in appliance bays</p> <p>2. Develop action plan as required</p> <p>3. Implement action plan</p> <p><u>9. Working Time Directive</u></p> <p>1. Review legislation</p> <p>2. Carry out gap analysis</p> <p>3. Develop action plan</p>	<p>AC Ops Planning</p> <p>AC Ops Planning</p> <p>AC Ops Planning</p> <p>AC Ops Planning</p>			<p>Sept 2003</p> <p>Dec 2003</p> <p>Dec 2003</p> <p>Dec 2003</p> <p>May 2003</p> <p>June 2003</p> <p>2003 – onwards</p> <p>Dec 2003</p>	<p>50% of personnel at high priority stations completed training.</p> <p>Programme of assessments in place</p> <p>Training on target.</p> <p>Software delivered - training underway.</p> <p>Implementation Plan drafted.</p> <p>Current Assessors notified to Directors/ Dept. Heads.</p> <p>Existing Policy requirement to be re-affirmed across Authority.</p> <p>Consultant's Report dated 12/03 reviewed, submitted to CMB 01/04, Prioritisation</p> <p>Model applied across Authority, Working Group to be convened to implement priority action plan.</p> <p>Working Group established. Awaiting DCOL Guidance. HR to implement with support from CHSES.</p>

Priority	Deliverable	Tasks	Lead Officer	Resources allocated to tasks	Key dependencies	Due date	Monitoring position at end December 2003
1	Organisational learning (SMS 10)	1. Review Health, Safety and Environment Communications Strategy. 2. Implement revised communications strategy. 3. Review reports from SAI, OTPI, PRC & SERD for consideration at HSEB	AC Hood Head of Comms AC Ops Planning			June 2003 June 2003	Current document circulated & under review.
1	Occupational Health (SMS 12)	Develop work programme to deliver health targets.	Head of HR			Oct 2003	Occupational Health Steering Group established to oversee this work. Ongoing
2	Accident Investigation (SMS 13)	1. Implement findings of DNV review of SAI process	AC Ops Planning			Oct 2003	Work completed. Consultation underway.
1		2. Introduce new safety event Database.	AC Ops Planning Head of IT			April 2003 onwards	SERD software received and testing completed. De-bugging in progress, final data take-on planned for June 04
2		3. Develop new set of regular reports from SERD.				Sept 2003 June 2004	
2	Audit (SM14)	1. Contribute to development of a health & safety audit programme for 2004/5	AC Ops Planning Head of PARD			Dec 2003	Audit programme under development Link with PARD will facilitate H&S Audits
ENVIRONMENTAL							
1	Review Register of Environmental Aspects	1. Review "Register of Environmental Aspects" prepared by ENTEC in March 1998 and update as necessary. 2. Include Register in EMS "manual" and training materials and promulgate internally.	AC Ops Planning AC Ops Planning	EMS Team		October 2003 December 2003	Work completed Review annually EMS manual commenced and completion is due April/05

Priority	Deliverable	Tasks	Lead Officer	Resources allocated to tasks	Key dependencies	Due date	Monitoring position at end December 2003
2	Register of Environmental Legislation.	1. Review "Register of Environmental" prepared by ENTEC in March 1998 and update as necessary. 2. Include Register in EMS "manual" and training materials, and promulgate internally.	AC Ops Planning			December 2003	Baseline legislation completed. Under review with Legal Dept. Ongoing
1	Environmental objectives and targets.	1. Identify baseline data for environmental performance 2. Develop a suite of environmental objectives & targets	AC Ops Planning AC Ops Planning			March 2004 Ongoing	Awaiting baseline input from departments All targets set
1	Continue to develop and maintain an environmental management system.	1. Develop IT based environmental management structure	AC Ops Planning			December 2003 2005	In consultation with IT with regard appropriate format
2	Training and competence	1. Develop environmental training matrix showing competencies required of staff at all levels 2. Review inputs given to staff	AC Ops Planning			December 2003 September 2004	Work commenced – all operational staff identified. Working with specialist Groups for non-operational staff.
1	Internal and external communications, including awareness	1. Draw up, in liaison with the Head of Comms. Division, rolling communications plan for environmental issues.	AC Ops Planning Head of Comms			April 2004 May 2004	Communications strategy under revision – Comms meeting 05/04. Environmental Policy drafted. First workshop 01/04.
1	Ensure all operational policies reflect environmental objectives	1. Review Operational Notes 2. Introduce environmental grab packs to all fire stations	AC Ops Planning			March 2004 March 2004	Work ongoing Consultation underway Delayed at BJCHSW
1	Mayoral strategies taken account of	1. Review consultation documents 2. Consider Authority implications 3. Integrate into planning process	AC Ops Planning			Ongoing	All strategies recorded and integrated, e.g. Low Emission Zones; Ambient Noise – Management Note in Consultation.

Priority	Deliverable	Tasks	Lead Officer	Resources allocated to tasks	Key dependencies	Due date	Monitoring position at end December 2003
1	Emergency preparedness (on sites, not at incidents)	<p>1. Identify potential for accidents/situations that may have environmental aspects.</p> <p>2. Prepare procedures for dealing with and mitigating the potential for environmental impact arising from such situations (including formal procedures for materials handling and spill response at sites storing fuel and chemicals)</p> <p>3. Incorporate procedures into EMS, local guidance notes and training/awareness materials as appropriate.</p>	AC Ops Planning		HMEP	<p>December 2003</p> <p>April 2005</p>	<p>All procedures being reviewed. ON45 agreed and passed to staff side.</p> <p>Premises Log Book distributed to include all key health, safety and environment issues. Includes Asbestos Register</p>

APPENDIX B – DETAILS & OUTCOMES OF RISK AND NOISE ASSESSMENTS CARRIED OUT IN 2003/04

Risk Assessments	Date	Outcome
CFS Smoke Detectors Risk Assessment	April 2003	Control measures implemented – with CFS, completed
Respiratory Hazards Risk Assessment	May 2003	Control measures in development – with Respiratory Protection Project Team
Foam Risk Assessment	March 2003	Control measures in development – with SDO Adams – solutions in process of evaluation
Mass Decontamination Risk Assessment	March 2003	Control Measures implemented – confirmed ODPM RA with London Resilience & Special Operations Group
Fire-fighter Protective Equipment Risk Assessment	March 2003	Control measures in development – with Consortium of Fire Brigade Clothing Project Team
CFS Life Project Risk Assessment	February 2003	Control Measures implemented (IFS CFS) – Broader Risk Assessment into all CFS activities programmed for June 2003
LUL CBRN Scenarios Risk Assessments: Chemical Biological Radiological Explosives Fire	February 2003	Control measures in development - With London Resilience & Special Operations Group – solutions in process of evaluating options
USART Risk Assessment	January 2003	Control measures in development – With London Resilience & Special Operations Group – solutions in process of evaluating options
Fire Rescue Units Risk Assessment	December 2002	Control measures in development – requirements determined but not yet implemented
Industrial Relations – Pickets Risk Assessment	November 2002	Control Measures implemented - completed
Respiratory Hazards	August 2003	Assessment completed with BA Project Team. Copy passed to staff side at BJCHSW
Fire-fighter Protective Clothing	September 2003	Assessment completed with Consortium – options for risks and control measures being considered.
Working at height	October 2003	Final Draft to Project Team by end of November 2003.
EDBA PPE Assessment	November 2003	Complete (with SOG), implemented and EDBA Set selected.

Risk Assessment of wearing of items of religious significance by operational personnel	November 2003	With Equalities for action as necessary.
Respiratory Hazards	December 2003	Completed and for action by BA Project Team.
EDBA PPE Assessment	November 2003	Complete (with SOG), implemented and EDBA Set selected.
Risk Assessment of wearing of items of religious significance by operational personnel	November 2003	With Equalities for action as necessary.
Respiratory Hazards	December 2003	Completed and for action by BA Project Team.

Noise Assessments	Date	Outcome
Bodyguard and MSA Firefly Automatic Distress Signal Units for use with Gas Tight Chemical Protection	September 2003	The "Bodyguard" integrated ADSU (to be used with the next generation EDBA) has been modified to have a gas tight chemical protective suit model
Electronic Personal Dosimeter	September 2003	Results with HMEP & SOG. No further action necessary.
Noise dose for driver trainers	October 2003	Options for noise reduction methods are being discussed with driver training
Electronic Personal dosimeter Noise Assessment	May 2003	Control Measures implemented – with HMEP - completed
DPL912 - Mast Alarm Noise Assessment	January 2003	Control Measures implemented – with TEG completed
FSV5 – Siren Noise Assessment	January 2003	Control Measures implemented - with TEG completed
Greenwich – AFA Noise Assessment	December 2003	Control measures in development – with Ops Policy – overall noise project
MDC – Noise Assessment	December 2003	Control Measures implemented – CJHS&W(W) – with TEG item complete
Noise dose for driver trainers	December 2003	Active voice hearing protectors now being trialled by training officers at driver training (ADO Green STC leading).
Pumping appliances at STC used to supply water to the Firehouse	December 2003	Noise levels are high. Report with Officers from STC for action. Environmental noise and implications for adjoining premises will need to be considered.
Portable electrical generator	March 2004	Report drafted, will require action by Property Services.

APPENDIX C: PERFORMANCE INFORMATION.

Personal Events:

EVENT CATEGORY	Jan - Mar 2003	Apr – Jun 2003	Jul – Sep 2003	Oct – Dec 2003	Jan - Mar 2004
INJURY EVENTS	227	230	239	206	208
Near Miss Excluding Dangerous Occurrence	40	32	54	44	40
Near Miss Dangerous Occurrence	10			1	
TOTAL NEAR MISS	50	32	54	45	40
TOTAL PERSONAL EVENTS	277	262	293	251	248
Work Activity - Training	45	32	33	42	57
Work Activity – General	121	95	102	94	103
Work Activity - Operations	110	135	158	115	88
TOTAL PERSONAL EVENTS	277	262	293	251	248
Slip/Trip/Fall – same level	41	40	35	27	29
Slip/Trip/Fall - stairs	11	20	19	13	12
TOTAL SLIP/TRIP/FALL	52	60	54	40	41

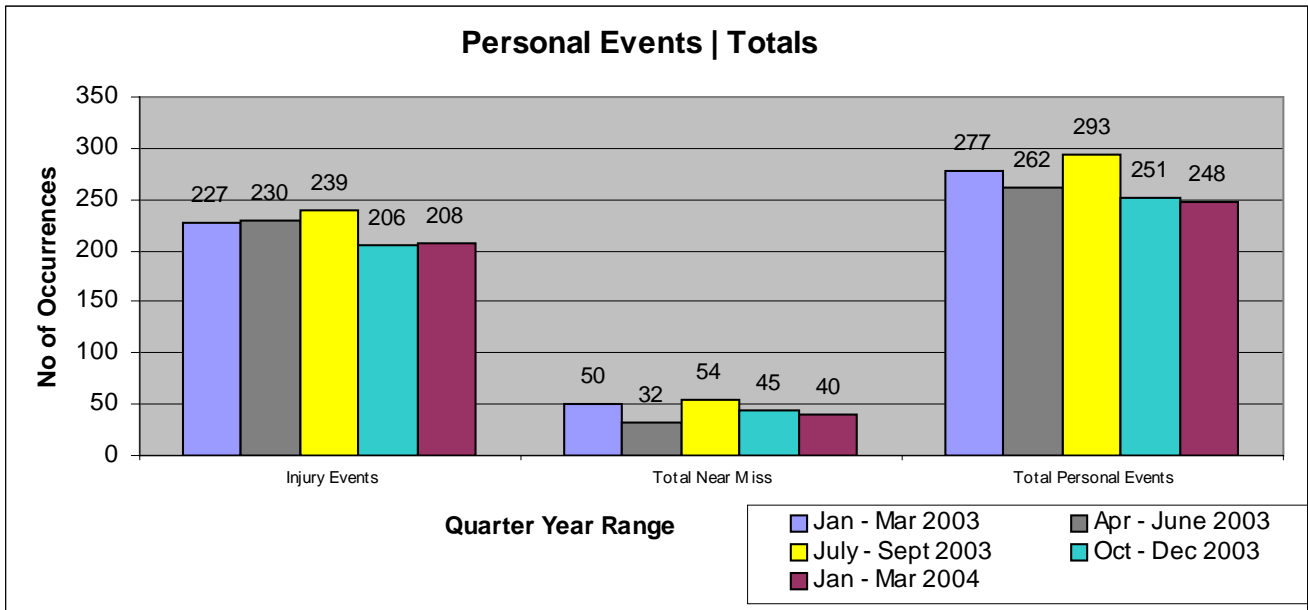
Vehicle Events:

EVENT CATEGORY	Jan - Mar 2003	Apr – Jun 2003	Jul – Sep 2003	Oct – Dec 2003	Jan - Mar 2004
EN ROUTE TO EMERGENCY CALL	40	51	65	58	57
Not on the Bell – Off Station	61	77	63	76	65
Not on the Bell – On Station	15	8	13	5	16
TOTAL - NOT ON THE BELL	76	85	76	81	81
TOTAL – VEHICLE EVENTS	116	136	141	139	138

RIDDOR:

EVENT CATEGORY	Jan - Mar 2003	Apr – Jun 2003	Jul – Sep 2003	Oct – Dec 2003	Jan - Mar 2004
3+	67	77	77	70	69
Dangerous Occurrence	10			1	
Major	3	6	3	4	1
TOTAL	80	83	80	75	70
Number of employees in Authority	6766.58	6768.77	6756.03	6806.98	6863.02
RIDDOR per 1,000 individuals	11.82	12.26	11.84	11.02	10.20

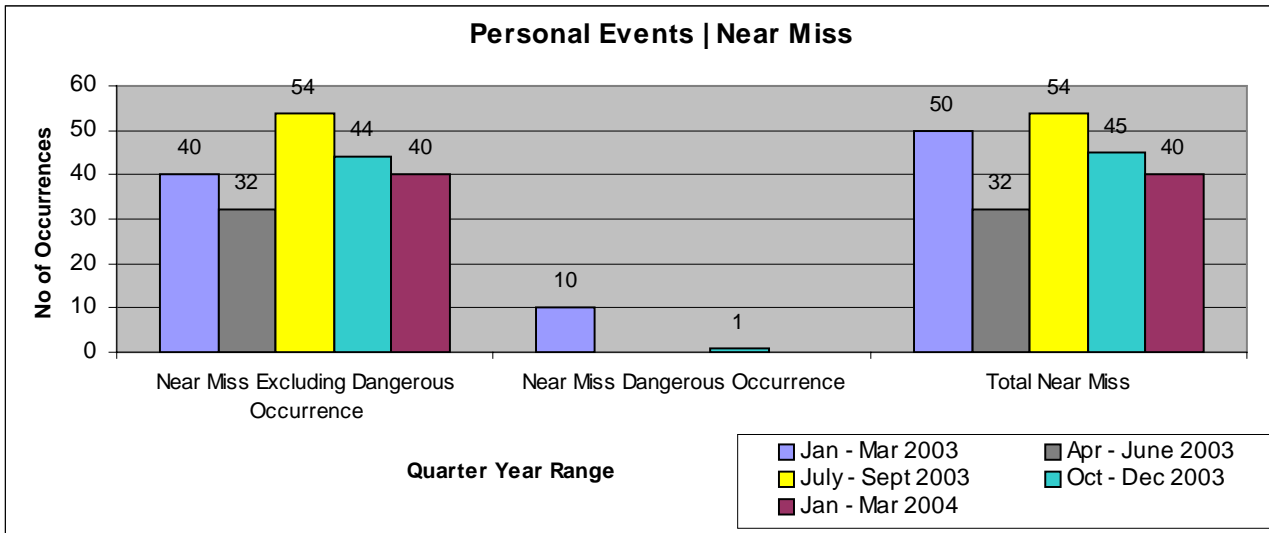
Personal Events/Totals



Comments:

The total number of safety events remained fairly constant during the year with a small reduction in the last quarter.

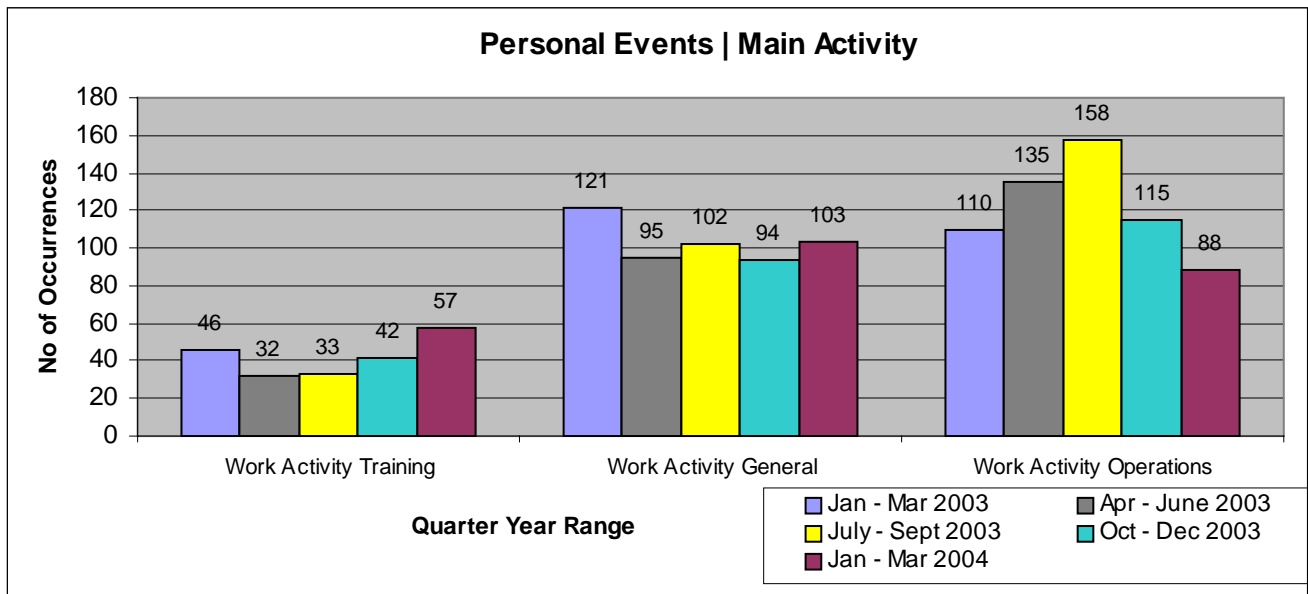
Personal Events/Near Miss



Comments:

There is no significant change in the total number of Near Miss safety events. Of the ten Dangerous Occurrence events in Jan – Mar 03 all are DTWs, nine of which occurred at STC. The underlying cause at STC was the lack of heating in the BA facility allowing the air temperature within cylinders to closely approach 0°C overnight, particularly when there is a cold period as there was in February. Whilst the previous two quarters show significant improvement in DTW events during warmer weather, there was one occurrence in Q3. However, the installation of central heating into this facility will reduce the likelihood of future occurrence and work that commenced in mid January was completed by mid March 2004.

Personal Events/Main Activity



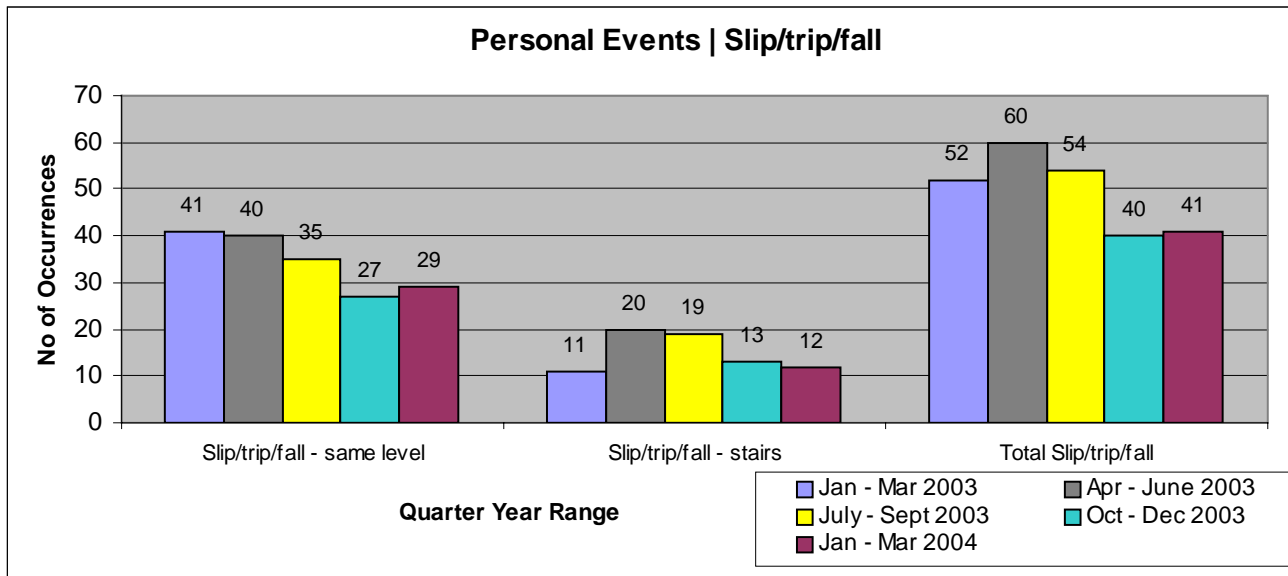
Comments:

There is no significant change in the total number or spread of safety events for work activity in general. Fire Service Operations remain the highest section for events throughout the year with the exception of the last quarter, which shows a 20% reduction year on year and 23% reduction from Q3 to Q4. This is lower than the seasonally observed reduction in Q3, which is observed year on year and is a reflection of reduced activity levels over the holiday period when staff spend more time on stand by. These figures would be lower still if injuries sustained during physical training were removed.

Training figures remain consistently the lowest of the three areas, but show a small increase in the last quarter. Centrally provided training, such as working on, in or near water, manual handling and elements of London Resilience, remains substantial.

Non-lost time accidents constitute the majority of the total number of events recorded, as shown in Appendix D.

Personal Events/Slip/Trip/Fall

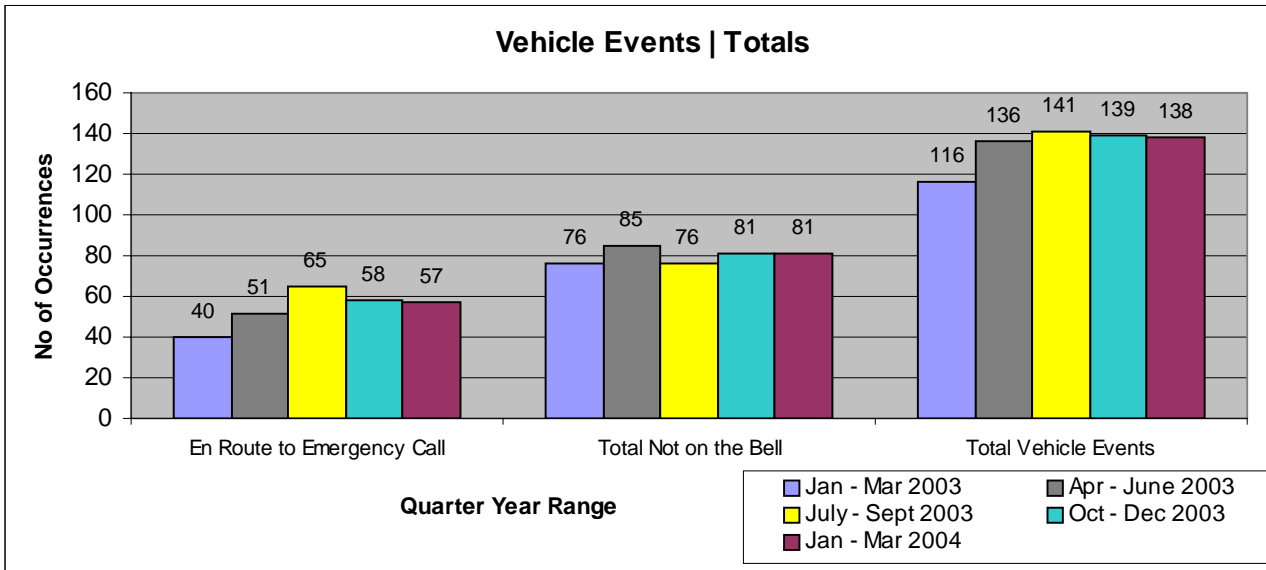


Comments:

Slips, trips and falls constitute the largest category of accidents in all industries (HSE Annual Reports refer) and over 33% of all RIDDOR reportable injury events within LFEPA are within this category for the period January-March 2004 and the rolling 12 months from April 03 – March 04. The majority are within operational activities, but many occur on our premises. Where the latter is the case it should be within management control to minimise these events through routine self inspection programmes, improving housekeeping and raising staff awareness. In order to assist with continuous improvement, a premises self-inspection programme has been prepared.

Please see further commentary on slips, trips and falls page 26.

Vehicle Events/Total

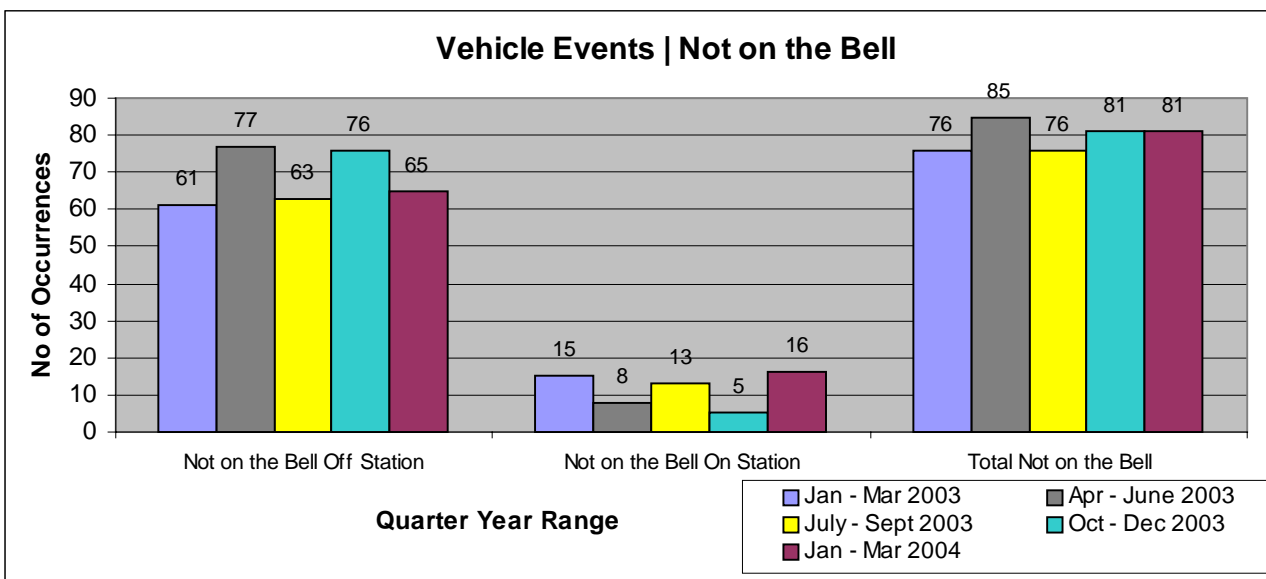


Comments:

The trend remains unchanged, i.e. there are more traffic accidents when driving in non-emergency circumstances than there are when driving to emergencies. There are more vehicle movements in non-emergency circumstances although this total is not known. However, this statistic may be having a detrimental effect on the cost of vehicle repair budgets and insurance costs.

Further analysis is in hand to rate such accidents in relation to levels of activity, such as numbers of appliances attending incidents, to determine a rise/fall in the rate of vehicle accidents. This exercise is governed by the availability of data from IT, which is external to the Health & Safety department.

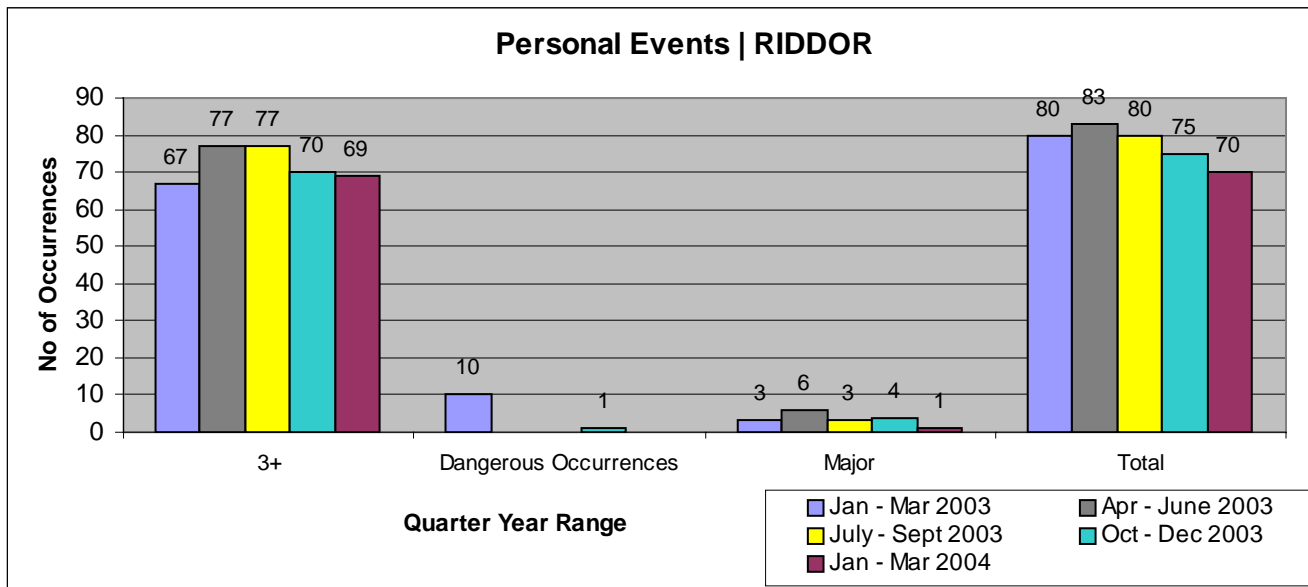
Vehicle Events/Not on the Bell



Comments:

A consistent number of traffic accidents occur on our premises in non-emergency circumstances and therefore this category will be included in the accident reduction targets for the coming year.

Personal Events/RIDDOR



Comments:

The shape of the RIDDOR graphs closely follow that of the safety events in general. In the rolling 12 months from April 03 – March 04, 35% of all injury safety events were RIDDOR reportable due to people being off work for more than three days. This figure was 34% for the period Jan. 04 – Mar. 04. In order to benchmark against other industries we need to calculate accident incidence and frequency rates and compare types of injury with those reported in similar transitory roles. The most appropriate comparison is with other Fire & Rescue services and HSE publish some limited data in this area.

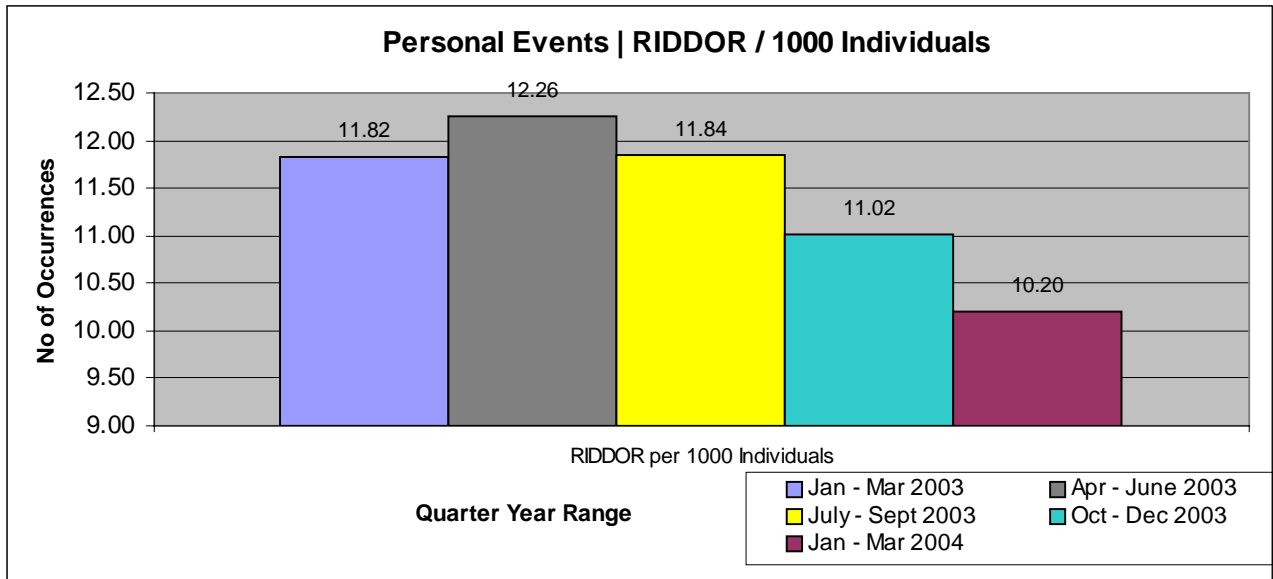
Note that over three day and major injury RIDDOR reports are based on an incapacity to carry out normal duties, which would fundamentally increase the level of reporting for firefighters, who need to be fully fit for normal duties, whereas in office based industries there are light duty options, which form a regular part of normal duties. In addition, it has been noted that the present shift system encourages absence following injury at work, and this may be further supported by the approach of our absence control system.

As 33 % of RIDDOR reportable accidents were slips, trips and falls, a further detailed analysis of data was carried out from January 2001 to December 2003, in order to establish where these accidents occurred, i.e. on/off Fire-stations. This exercise confirmed that 56% of such accidents occurred on station. Furthermore, over 8,000 days lost were recorded in a three-year period compared with 6,500 for similar accidents that occurred on the fire ground. In 2001 average duration rates for such accidents were 69 and 67 days for on station and fire ground respectively. In 2002 the rates decreased to 55 and 41 for on station and fire ground and in 2003 the rates were 33 and 43 for such accidents on station and on fire ground. Injury absence is a useful indicator of the severity of the injuries being suffered and the quality of the injury/disease management, including the return to work processes.

Despite the decreasing trend, these figures are substantial with significant cost to the Authority. Causal factors in a number of cases related to wet/slippy surfaces following leaks/spillages, which had not been cleaned up, whereas on the fire ground unseen trip hazards were more prevalent.

The slips, trips and falls on station provide a suitable target for accident reduction in the coming year, as some of these can be prevented by improved housekeeping, greater vigilance on station and better safety management at local level following preventive inspections.

Personal Events/RIDDOR/1000 Individuals



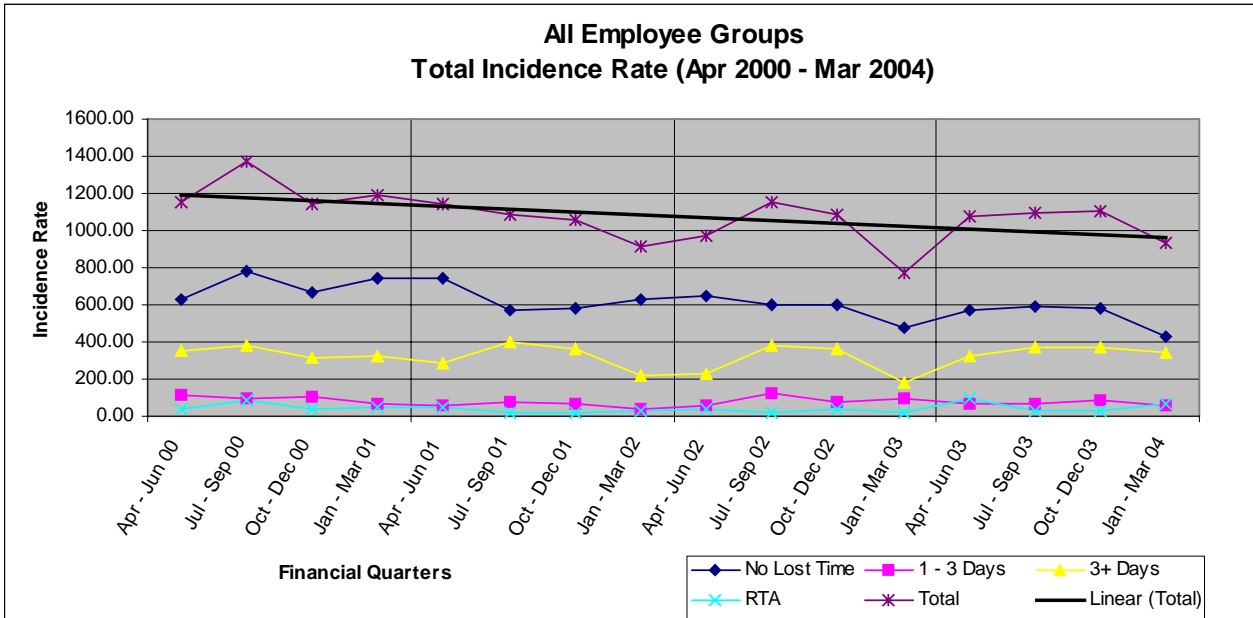
Comments:

There is a steady decrease in the incidence rate of RIDDOR events per 1000 employees over the year from April 2003 to March 2004.

APPENDIX D: PERFORMANCE INFORMATION

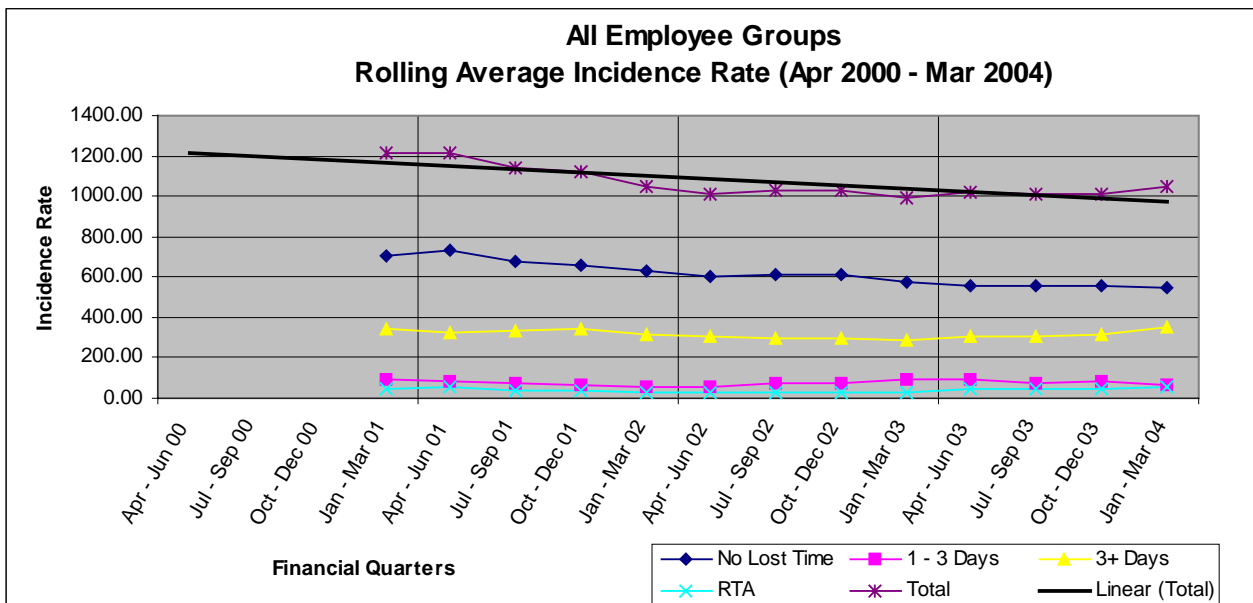
All employee groups

Accident Incidence rates per 100,000 employees.



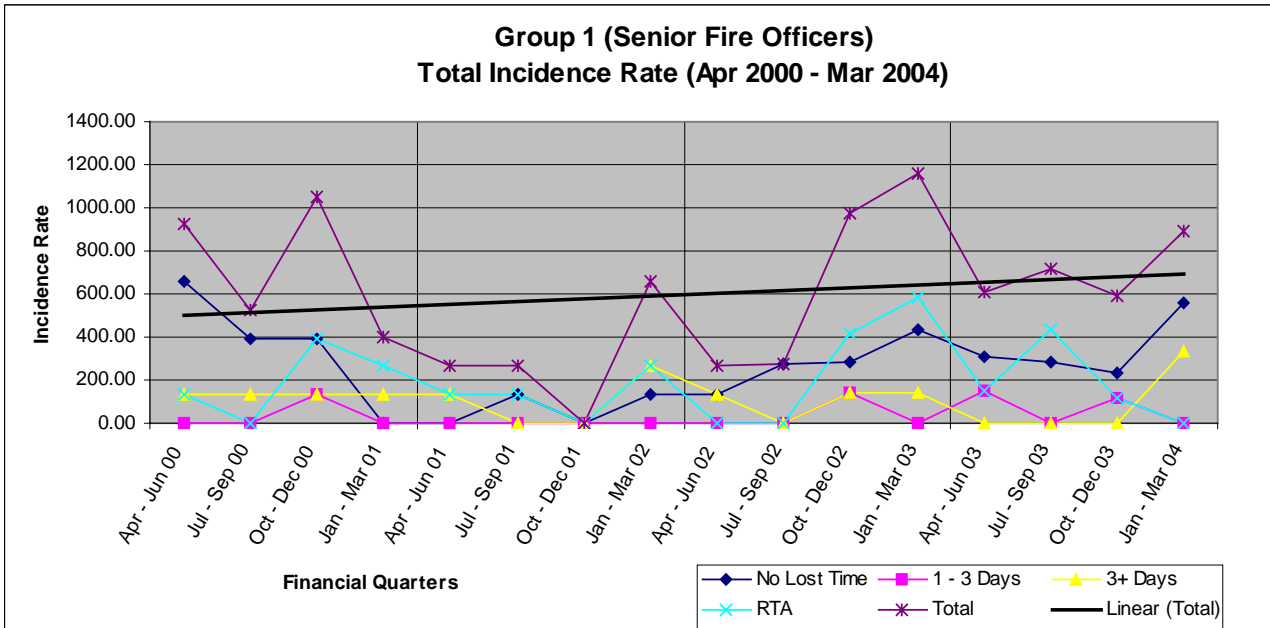
The first graph shows total accident incidence rate for the whole of the Authority per quarter and the second graph shows this same data as a twelve month rolling average, which highlights the overall downward trend. The rolling average evens out the large fluctuations, which may be apparent with small changes in data for small populations.

The majority of accidents are non-lost time, NLT, and these are decreasing. The RIDDOR reportable (3+ day), 1-3 day lost time accidents and the RTAs have been fairly constant for the last few years for the Authority as a whole. The following graphs show how these categories appear in seven distinct employee groups and highlight the trends in each.

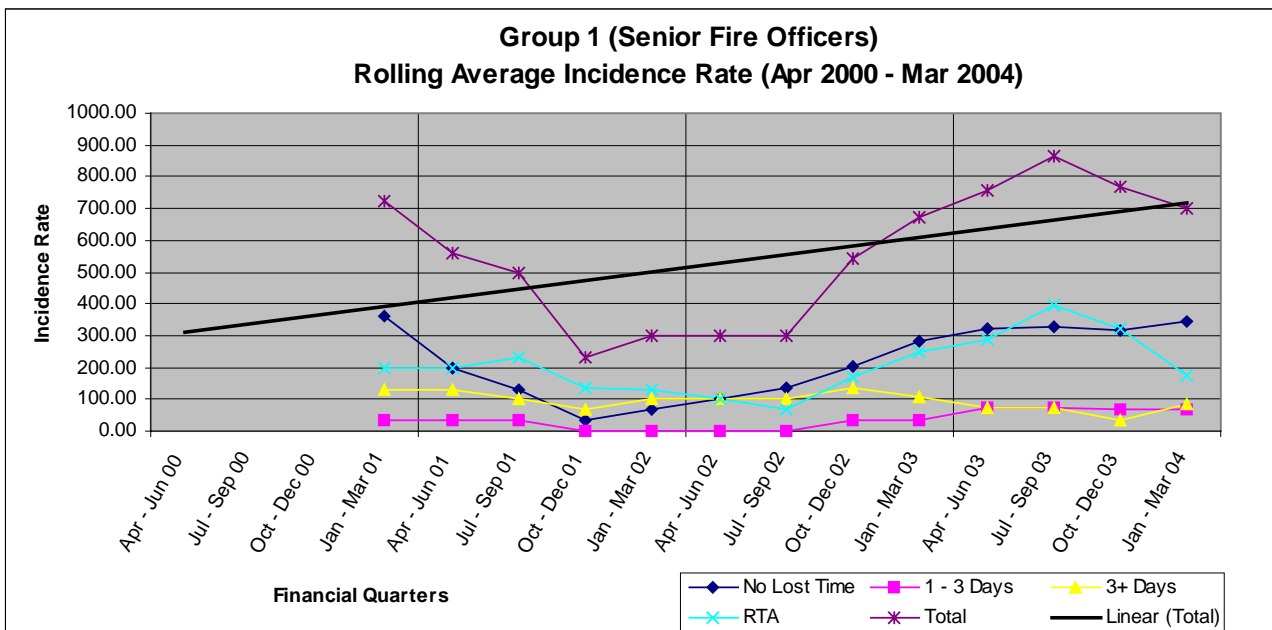


Group 1 - Senior Fire Officers (ADO to CFO inc)

Accident incidence rates per 100,000 employees.

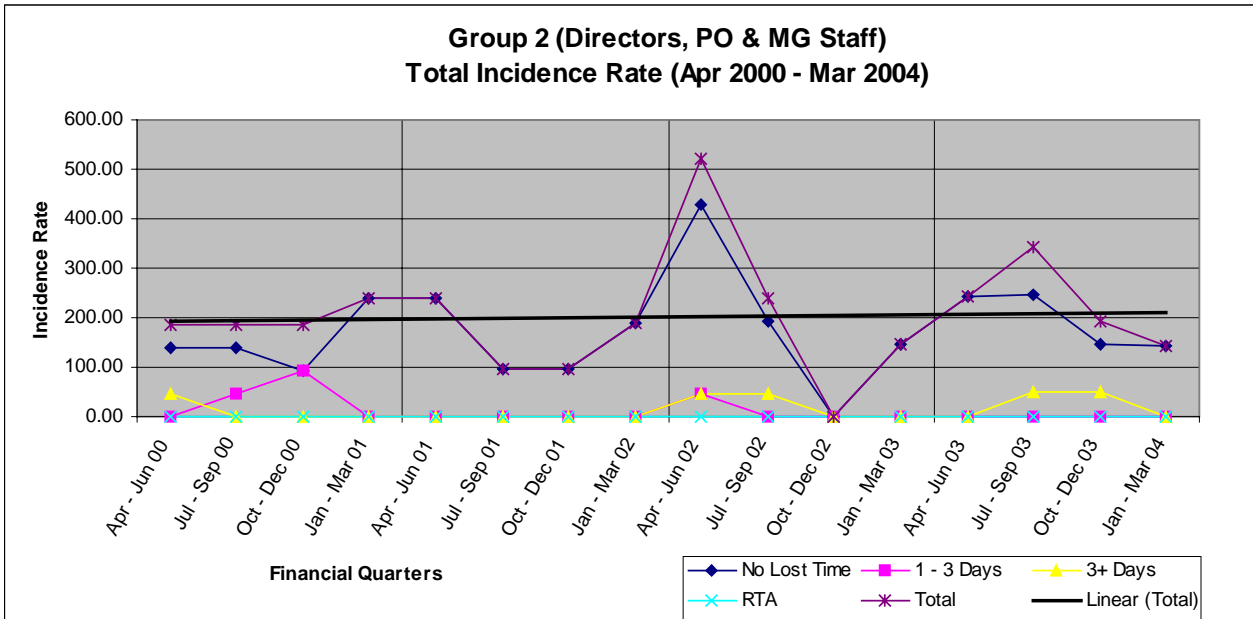


The first graph shows total accident incidence rate for Senior Fire Officers per quarter and the second graph shows this same data as a twelve-month rolling average. In this group (average employee no. 247), the RTAs appeared as the highest trend until the last quarter and their impact on total incidents is clear, as this follows a similar pattern. The non-lost time, NLT, and RIDDOR (3+ day) decreased steadily in the first three quarters and increased at year end. The rolling averages for 3+ day and 1-3 day accidents have been fairly stable for the last three years.

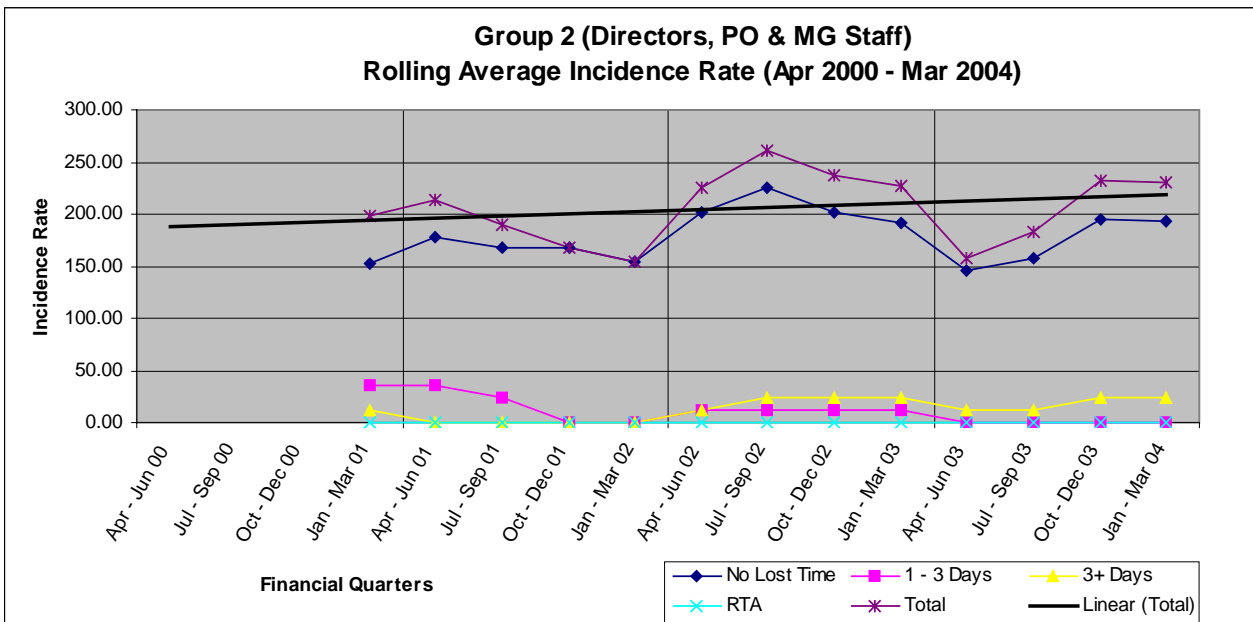


Group 2 - Directors, PO & MG Staff

Accident incidence rates per 100,000 employees

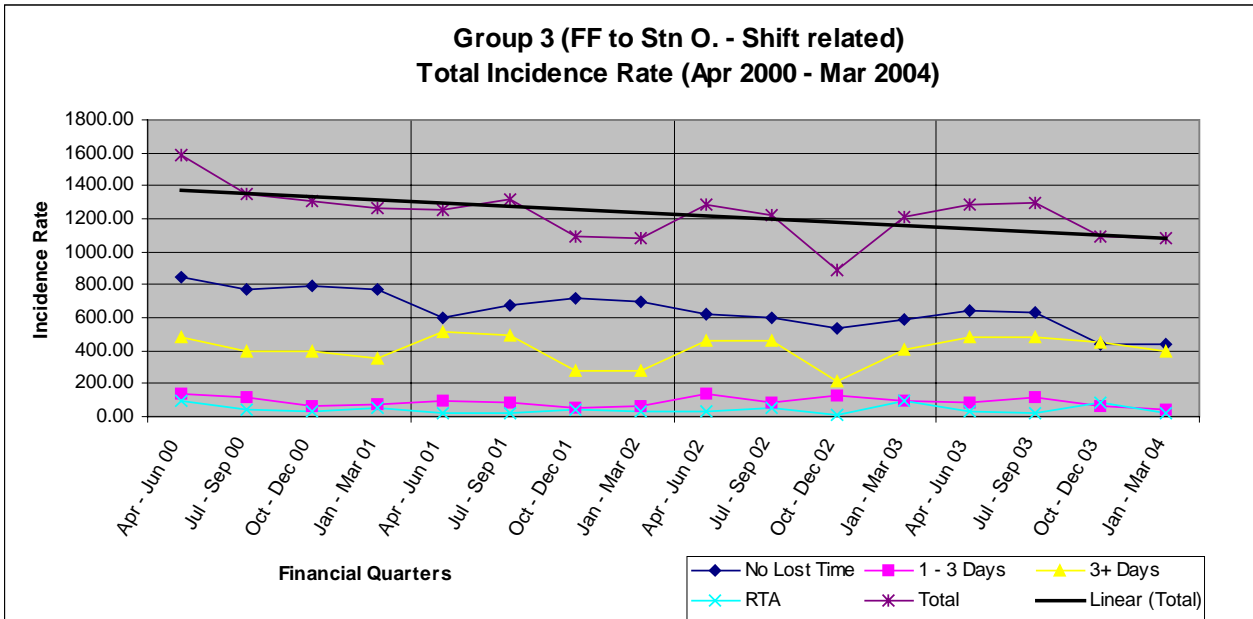


The first graph shows total accident incidence rate for Directors, PO and MG staff per quarter and the second graph shows this same data as a twelve month rolling average. In this group (average employee no.705), the majority of accidents recorded are NLT and the other categories of 1-3 day lost time accidents and RTAs and RIDDOR reportable (3+ day), have been fairly constant over the last year, but 3+ day accidents decreased at year end.

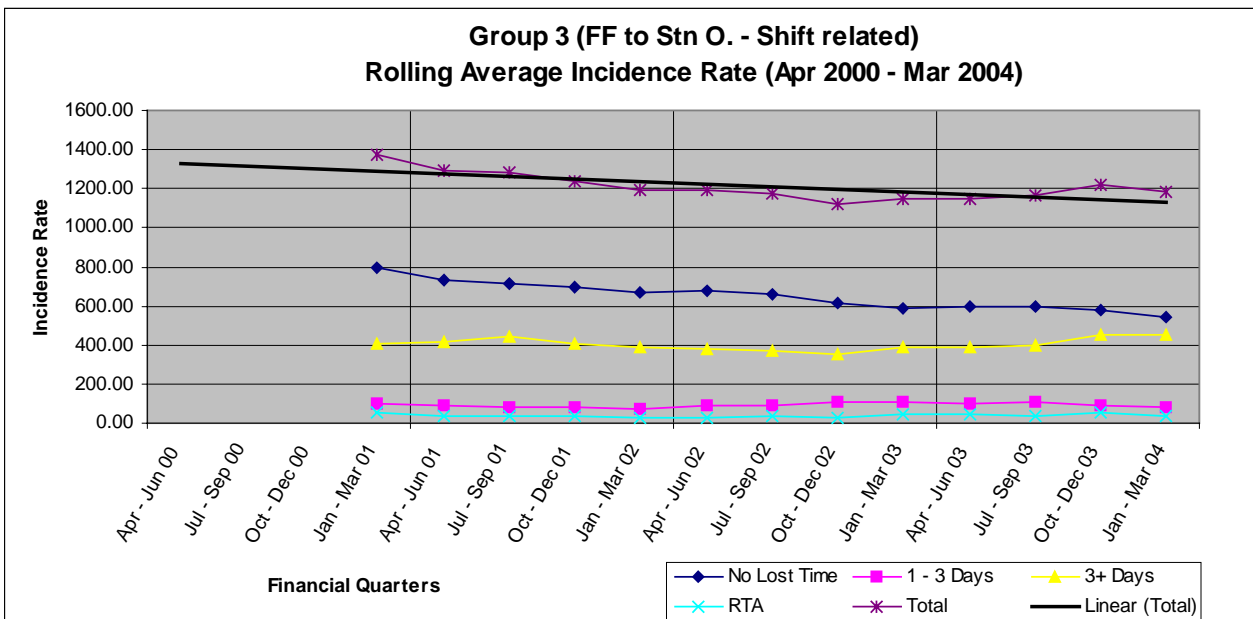


Group 3 - Fire Officers (Ff to Stn O inc) Shift Work

Accident incidence rates per 100,000 employees

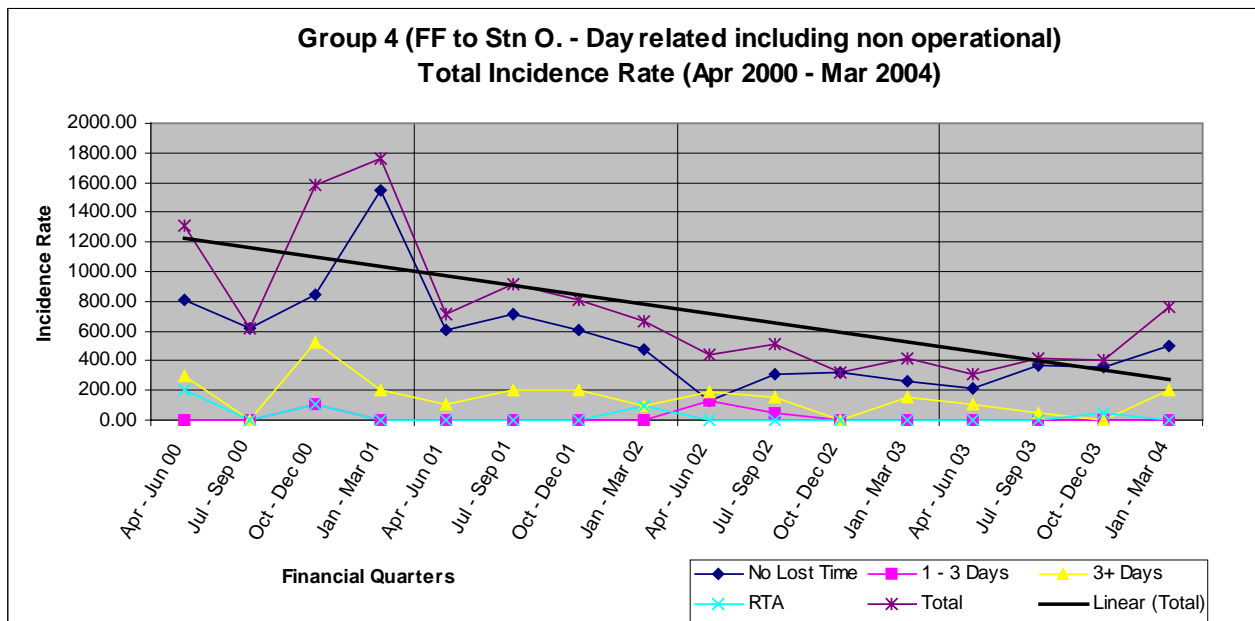


The graph shows total accident incidence rate for FF to Stn O on shifts per quarter and a decrease in both lost time and non-lost time accidents in the last quarter. The second graph shows this same data as a twelve month rolling average with the RIDDOR reportable (3+ day), 1-3 day lost time accidents and RTAs in a steady decline over the last year. In this group (average employee no. 4904), there is an overall small downward trend in non-lost time accidents, which constitute the majority of accidents and a pattern which reflects that of the Authority in total.

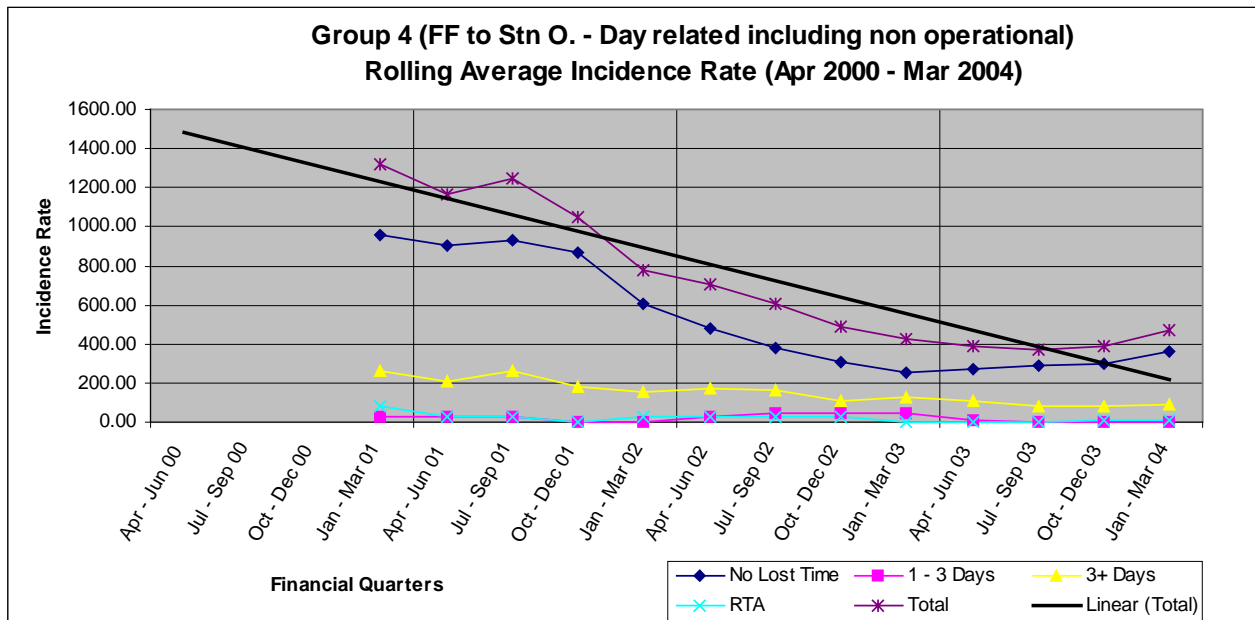


Group 4 Fire Officers (Ff to Stn O inc) 9 Day Fortnight

Accident incidence rates per 100,000 employees.



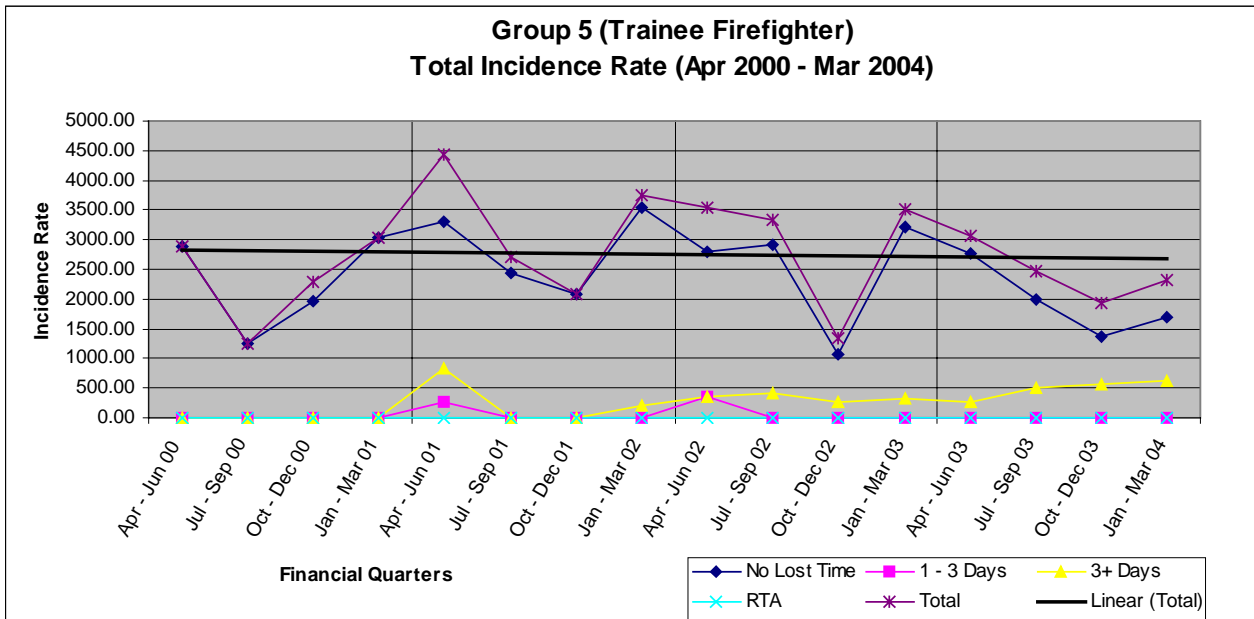
The first graph shows total accident incidence rate for FF to Stn O (9-day fortnight) per quarter and the second graph shows this same data as a twelve month rolling average. In this group (average employee no. 661) there is an overall declining trend in RIDDOR reportable (3+ day) accidents over the last three years with a small increase at year end. The RTAs and 1-3 day accidents remained almost constant at or near zero. As with other employee groups the NLT accidents form the largest category and these had levelled out until the increase at year end.



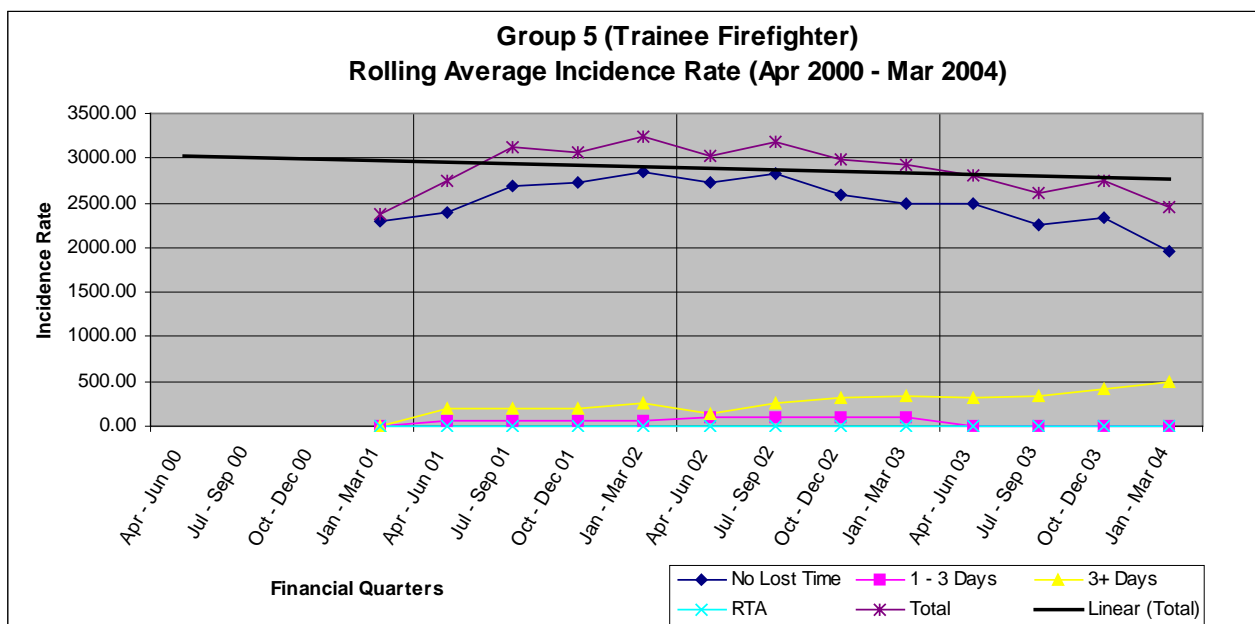
Note that a change in reporting of operational personnel, from commands to service delivery, means that the number of personnel directly involved in firefighting activities has been better defined since May 2002. Operational personnel not directly employed on stations are grouped in with personnel on the nine-day fortnight and non-operational uniformed personnel.

Group 5 Trainees

Accident incidence rates per 100,000 employees.

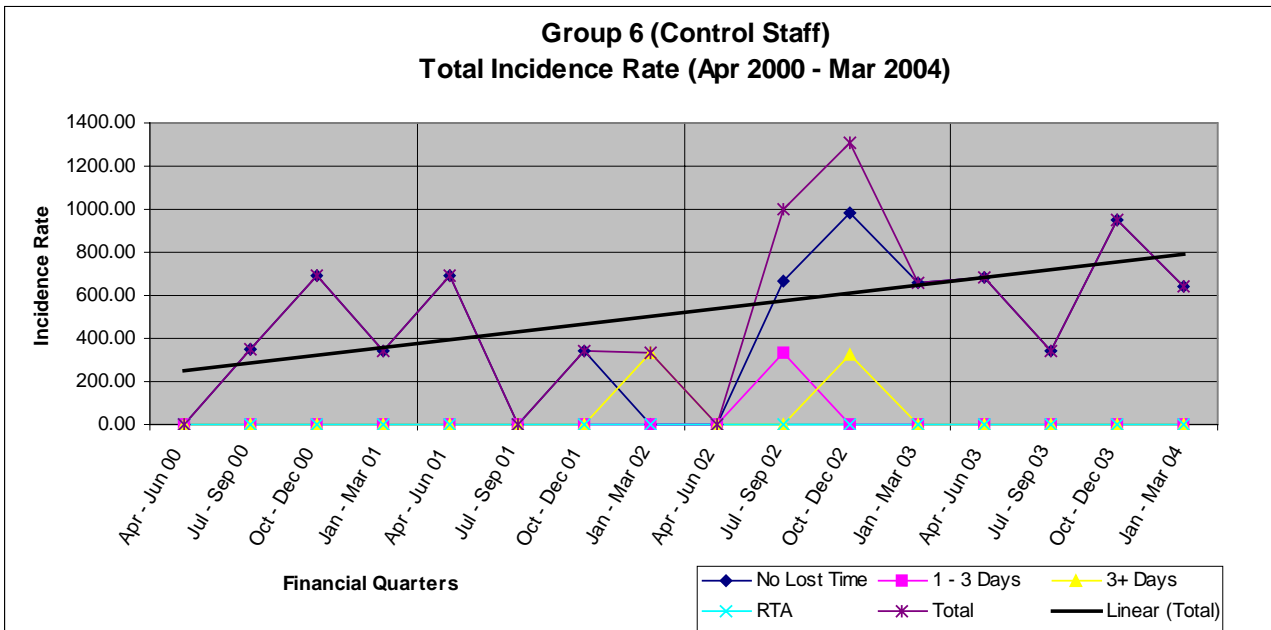


The first graph shows total accident incidence rate for Trainees per quarter and the second graph shows this same data as a twelve month rolling average. In this group (average employee no. 158) the NLT accidents comprise the majority of accidents recorded, but this is higher than in the other groups largely because they are learning to use new equipment and procedures in situations simulating real incidents. There was a sharp decline in NLTs for the first three quarters of the year and then a small increase at year end, when there was also a 38% increase in population from Q3 to Q4, which increases the potential for more accidents. The RIDDOR reportable accidents (3+day) remain fairly steady and the RTAs and 1-3 day lost time accidents are constant at zero. This data will be more closely monitored during the coming year to ensure that accident prevention is integrated into the training programme.

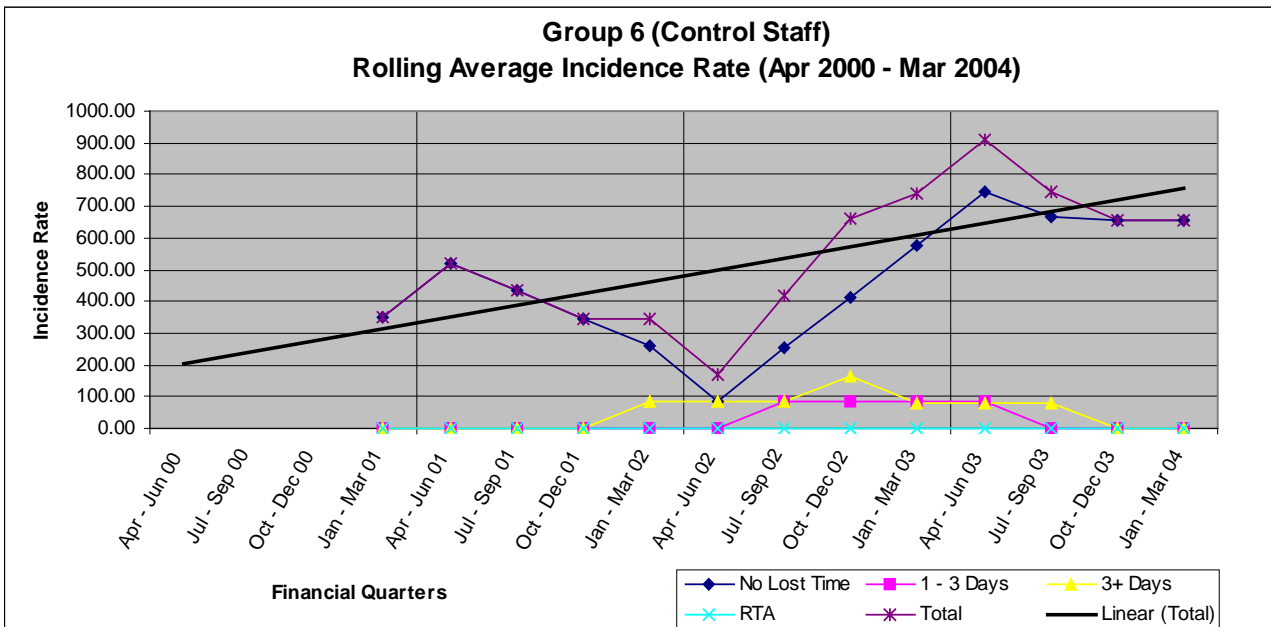


Group 6 Control Officers (Con Op to P Con)

Accident incidence rates per 100,000 employees.



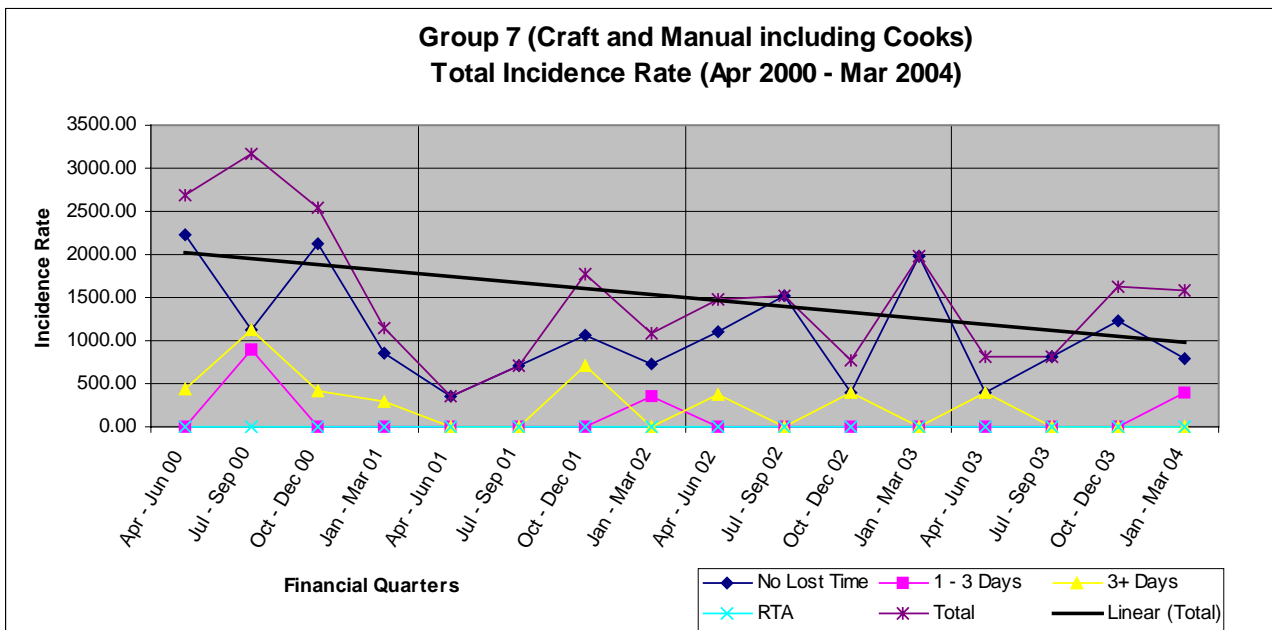
The first graph shows total accident incidence rate for Control Officers per quarter and the second graph shows this same data as a twelve month rolling average. In this group (average employee no. 104) there is an increasing trend in total accidents the majority of which are NLTs. At year end this was decreasing and the aim will be to improve upon this in the coming year. In addition, the earlier peaks of RIDDOR reportable (3+ day) and 1-3 day accidents in 2002/03 have significantly decreased during the last year.



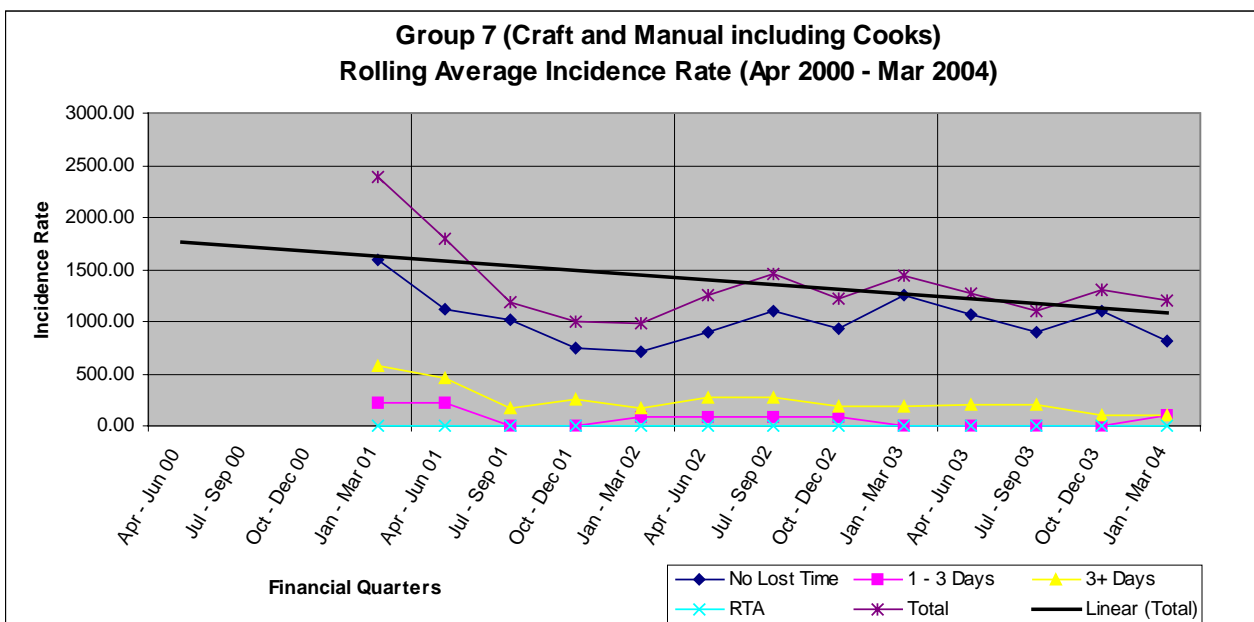
Note that 40% of incidents are exposure to high noise levels. We anticipate that the transfer to new premises and use of more up to date equipment may result in a reduction in this reporting.

Group 7 Craft and Manual

Accident incidence rates per 100,000 employees.



The first graph shows total accident incidence rate for Craft and Manual Group per quarter and the second graph shows this same data as a twelve month rolling average. In this group (average employee no. 84) there is an overall declining trend in all categories of accidents, particularly NLTs, which comprise the majority of accidents recorded. From Q2 to Q4 of 2003/04 the RIDDOR reportable (3+ day) and the RTAs were zero, as were the 1-3 day lost time accidents until the final quarter Q4. The overall declining trend is a reflection of the change in composition of the manual group, which is now largely cooks and porters. This population also decreased by 21% from Q3 to Q4.



APPENDIX E: REVIEW OF ENVIRONMENTAL PERFORMANCE

The GLA Environment Committee annual review of the environmental performance of the functional bodies commenced in March. It has asked the London Fire and Emergency Planning Authority to provide a report on its environment performance during 2003/2004.

The GLA Environment Committee has been provided with updates on environmental initiatives being carried out across the Authority throughout the year. Below is a final update of these initiatives for 2003/2004.

ENVIRONMENTAL MANAGEMENT

In May 2001, the Authority approved recommendations [FEP 102: Update on developing an environmental policy and management system for the Authority], which focuses on developing and implementing an Environmental Management System (EMS) meeting the requirements of ISO 14001. This is intended to provide a strategic framework for managing continuous improvement in environmental performance and ensuring timely delivery of a range of agreed existing and planned activities.

In January 2003 a cross-departmental Environmental Steering Group was set up to co-ordinate the environment activities across the Authority and present reports to the Health, Safety and Environmental Strategy Board on progress. The Environment Team has taken over responsibility for the EMS. It has developed environmental performance indicators as part of the EMS and assists departments to quantify baseline data for future improvement. The Environment Team also monitors legislative and technological developments and progress against an agreed action plan. A review of the Register of Environmental Aspects has taken place and will be updated annually.

It is intended that the EMS will complement LFEPA's Safety Management System and the Environment Policy will be in line with the Authority's Policy on Health and Safety. The Authority has listed all the GLA's Environmental Policies and Proposals and is incorporating them into the EMS.

It is anticipated that the EMS will be completed by the beginning of 2006 and a GAP analysis has been carried out by Casella Stanger, the Authority's Scientific Advisers, in order to measure progress. The report indicated that implementation is ahead of schedule. It concluded that significant progress has been made with the development of the EMS, and an exceptionally high level of environmental motivation and awareness was demonstrated by the Environmental, Property, Major Projects and Hazardous Materials and Environmental Protection groups.

The most recent Health, Safety and Environmental Action Plan - 2003/4 to 2005/6 was submitted to Authority on 10 April 2003 as Annex C to the Health & Safety Update [FEP 406]. The latest Health, Safety and Environmental Action Plan is due to go to Authority on the 24th of June 2004.

OPERATIONAL RESPONSE TO THE ENVIRONMENT

Initial development of the Environmental Response by the Hazardous Materials and Environmental Protection Team (HMEP) in the Operational Planning Department has concentrated on emergency incidents and service delivery.

Environmental protection has already been added to the Authority's functional map of roles and responsibilities ensuring that environmental issues form an integral part of officers' development and assessment programmes. In addition, the environmental protection aspects of all incidents are now monitored as part of the overall incident command strategy and HMEP officers have been made familiar with the Environment Agency's Common Incident Classification System (CICS) with a view to integrating this into our performance management systems for individual incidents.

Environmental Grab packs will reach all front line appliances imminently. These will be followed by the

introduction of large-scale spillage containment kits funded by the Environment Agency (EA). A local working arrangement between the EA and the Authority will be put in place to cover the use of this equipment.

26 additional officers have been trained as environmental protection specialists to attend incidents and advise on pollution control. All Hazardous Materials specialists will receive this training. A new operational environment protection training course has been designed and presented in partnership with Casella Stanger (Authority's Scientific Advisers).

Assistance has been provided to the Energy Institute, this constitutes aiding them in the design of their code of practice; specifically the development of a response plan at serious incidents involving petroleum products carried on road tankers.

An operational note on pollution control at incidents and one on incidents involving radiation are to be published, work is also progressing on the safe and legal disposal of wastes and operational incidents. This work is being undertaken in partnership with the London Boroughs.

The Authority is also introducing more effective methods of extinguishing fires. Modern foams are being introduced which have far less fluorosurfactant than their earlier counterparts, thereby reducing environmental pollution levels. The use of foam has other significant benefits; fires can be extinguished more quickly than using just water. This results in conservation of water supplies, less pollutants entering the atmosphere, less damage to property, and less water run off which would otherwise carry pollutants into drainage systems. Furthermore, training exercises are undertaken with a simulated foam substance, therefore, unnecessary use of fluorosurfactants is further reduced.

ENERGY

An updated Energy Policy was approved by the Authority in June 2003 [FEP 435: Authority Policy on Energy Conservation in Buildings] and is kept under constant review and further updated as and when it becomes necessary. It aims to ensure that best practice for energy management is applied throughout the LFEPA estate whilst benefiting from cost savings, contributing to the improvement of the environment and supporting the GLA's environmental agenda. The policy also promotes internal energy awareness campaigns to encourage staff to be more conscious of the cost of energy and the impact LFEPA buildings can have on the environment. A new performance indicator was introduced [FEP 435] which includes the target of a 2% a year decrease in the use of energy in LFEPA buildings, until 2006.

Both gas and electricity contracts were re-tendered in 2003, and the current non-renewable electricity supply contract (no renewable/green electricity was available at the time of our tender) will be due for re-tender in November 2004. LFEPA will work to comply with the GLA's policy to maximise the renewable proportion of the electricity supply, when the contracts are re-tendered.

A competitive tender was undertaken for the supply of photovoltaic cells for installation on the roof of Richmond Fire Station. The scheme would produce 23 kW(p) of electricity from daylight, and displace 13.4 tonnes of CO₂ from the ability to generate 19,000 kWh of electricity per annum. This scheme demonstrates the commitment of the Authority to generate a portion of its energy requirements from zero carbon sources and to contribute to the GLA policy in this area. A grant application for the scheme was submitted to the DTI in January 2004 and the outcome was successful.

LFEPa has participated in the government's Watermark project and the results will be used to inform our Performance Indicators, which will be based on water usage per person per annum. In addition, water saving devices in the form of HIPPO and HOG bags have been obtained and distribution of these to all fire stations, commenced in January 2004. Other initiatives include downsizing of water meters to reduce the associated standing charges.

Carbon Trust Partnership

The Authority entered into an agreement in October 2003 with The Carbon Trust, an independent body set up by government to help organisations to reduce energy usage and so reduce carbon emissions. Property Department negotiated the agreement, which provides help to the Authority in reducing its energy and water consumption and ultimately reduces the impact of its operations upon the environment.

The assistance from the Carbon Trust included free energy surveys at five selected fire stations which were undertaken in January 2004, the provision of posters/stickers to encourage good energy housekeeping, other advice and the prospect of training resources. This agreement is particularly valuable given that the Authority is committed to reducing the energy it uses by 2% a year both for this year and the next two years.

The Authority has also won recognition for its efforts to save energy by inclusion in a national advertising campaign, organised by the Carbon Trust, which lists companies that are managing their CO2 emissions. The adverts will run in the national press and on posters from mid March 2004.

Energy Conservation Project

This is a project set up under the auspices of the Authority Environmental Steering Group whereby ten selected fire stations have been nominated to trial initiatives designed to reduce the environmental impact of our operations. These initiatives include the provision of monthly reports of energy and water usage against targets; these fire stations were the first to receive the motivation posters, stickers and water saving devices (HIPPOS and HOGS). The posters and stickers are aimed at reminding staff to reduce energy use by switching off unused equipment and lights.

Presentations are planned to take place at these fire stations commencing March 2004. The presentations will be designed to both apprise staff of the environmental initiatives underway in the Authority and to raise awareness of the individual actions they can take to minimise the effects of our operations upon the environment.

Energy Consumption Data

Major efforts have been underway since June 2003 to improve both the response rate and quality of self read monthly data provided on gas, water and electricity usage, by fire stations. The effort is ongoing and the intention is to move to reporting on self-read data as opposed to invoice based data. This would provide more timely data for the purposes of reporting consumption against targets both at Authority and at station level.

WATER OFFICE

Unauthorised hydrant use and abuse of fire hydrants is a concern for both Water Companies and Fire Brigades. It can create considerable loss of water, damage to the environment and lead to damaged hydrants that may not be available for firefighting. Fire Authorities have a legal responsibility to pay for hydrant

maintenance and upkeep in order to provide adequate supplies of water for firefighting in accordance with the Fire Services Act.

For a number of years, the Authority has been assessing the possibility of trialling hydrant-locking devices in conjunction with Thames Water Utilities in order to combat unauthorised use. It is recognised that addressing this problem is in the interest of both parties. The device to be trialled is a circular cap composed of plastic and metal that screws onto the outlet of the hydrant. The key should allow easy access to the fire hydrant by firefighters and not hamper firefighting operations. It is proposed that the lockable hydrant be installed by Thames Water on a number of hydrants in the London Borough of Newham (approximately 600 – 700 hydrants). The trial will run across the summer period of 2004 and is funded by Thames Water Utilities.

WASTE MINIMISATION AND RECYCLING

Currently Brigade Headquarters, Hampton House and Southwark Training Centre recycle paper under a contract with a firm called Paper Round. The paper is sent to a mill in Sittingbourne, Kent where it is used in the production of recycled paper. The Authority has won an award for paper recycling for the HQ building complex. The award was presented by Paper Round in conjunction with Trees for London to officers from the Major Procurements Unit at a presentation ceremony at London Zoo in February 2004.

A pilot scheme for recycling printer toner and inkjet cartridges in Hampton House, Main Building and Lewisham Fire Station with Office Green (a firm specialising in this aspect of recycling) was approved at the Environmental Steering Group in August 2003. The scheme has been extended Authority-wide and will raise substantial revenue to fund environmental management initiatives in addition to minimising the environmental impact of the toner and printer cartridges.

Since April 2003 the Major Procurements Unit has set up pilot recycling schemes at various fire stations. The Environment Steering Group agreed, at its meeting in June, to an extension of the pilot schemes and approved the objective of 100% of Authority premises taking part in recycling by the autumn of 2003.

The pilot schemes have been set up on a borough by borough basis and all fire stations have schemes up and running or about to go live. They are predominately multi-material recycling schemes, with the collection of paper, glass, cans and cardboard. For fire stations that do not operate multi-material collections, a paper-recycling scheme has been implemented. The service providers are the relevant local authority, community action groups or small or medium sized enterprises (SMEs) depending on the best, most cost-effective alternative for each borough.

Lewisham and Forest Hill fire stations have undertaken a scheme with Greenerworld (a SME) for the recycling of all paper, plastics, cans and cardboard. Over the past seven months they have successfully recycled the following:

	Lewisham Fire Station*	Forest Hill Fire Station
Paper	1,430kg	645kg
Glass	96kg	96kg
Cans	90kg	66kg
Cardboard	1,215kg	1,133kg

* Including the Borough Station & Staff Office.

A project for Fire Service uniform recycling is set to start 1 April 2004. Current practice for the disposal of non-

serviceable uniform clothing is local disposal through landfill. As all textiles can be recycled and where possible reused, this project introduces a Uniform Recycling Scheme (URS) that will reduce our landfill volume and further demonstrate our commitment to Corporate Social Responsibility through development of our EMS. Items that can be recycled in the URS include shoes, boots, sportswear, station work-wear and undress uniform. We are currently in liaison with our fire kit provider, (Lion Apparel) regarding recycling non-serviceable fire kit as part of the scheme.

The Authority is working with a social enterprise organisation (Green-Works), which combines a comprehensive and fully audited disposal service for unwanted office furniture with a work experience programme for the long-term unemployed. End of use and damaged Authority furniture will be collected and can be sorted, cleaned, refurbished and then resold to charities, SME's and similar end users. The removal and collection service costs are comparable with traditional removal firms. By using the services provided we are addressing the issue of unwanted furniture throughout the Authority.

A new environmentally responsible battery contract was awarded on 1 Dec 2003 to meet the requirements of the forthcoming EU Battery Directive. The proposed directive aims to recover the various metals used in battery manufacture, averting them from landfill disposal. Our new contract has included these conditions in implementing a brigade wide recycling scheme for spent batteries. The tenders were evaluated on cost, a product life-cycle analysis and a recycling scheme. Batteries are now being recycled under this scheme.

Each of these schemes reduces the Authority's waste streams, sending less material to landfill reducing cost of disposal and the impact on the environment.

TRANSPORT

The environmental vehicle initiatives planned or in progress were originally set out in a report to the Authority [FEP 102: Update on developing an Environmental Policy and Management System for the Authority] on 10 May 2001. In summary:

- The PFI contractor (AssetCo) provides a fleet of 81 cars for use by temporary station commanders and as pool vehicles for the Authority at large. Of these, 72 are bi-fuel (powered by LPG and unleaded petrol). The Authority has also now procured six new hybrid Honda IMA Civics following on from the successful trial of a hybrid vehicle. These cars make use of electricity and unleaded petrol as their fuel source.

The Authority has contracted with AssetCo, to take delivery of 107 new fire appliances within the first five years of the contract. These pumping appliances will comply fully with the Euro III environmental standard, representing 61% of the current front-line pumping fleet. In addition, the reduction to 11 aerial appliances and contractual commitments with AssetCo for the first five years of the contract will also see the entire frontline fleet become at least Euro III compliant. Presently, 60 new pumping appliances have been delivered with a further 18 in the immediate production pipeline. Three new aerial appliances will also be put into service this year. AssetCo will ensure that major participants in their supply chain (for example, chassis manufacturers) comply with the voluntary European Environmental Management and Audit System.

Before AssetCo were awarded the contract for providing, managing and servicing the vehicle fleet, in February 2000, many support vehicles were over-life because of year-on-year capital expenditure constraints. Since then, the contractor has made considerable progress in replacing support vehicles with more fuel efficient and environmentally friendly types. These include light vans, medium-weight

demountable chassis vehicles, 5/6 tonne light lorries and driver training lorries. New support vehicles use latest available technology [e.g., electronically controlled "common rail" diesel fuel injection for better fuel efficiency and lower emissions]. In addition, officers will also be considering the feasibility and availability of bi-fuel vans in the next phase of vehicle replacements.

Under the PFI contract, the Authority transferred to AssetCo control of the three major vehicle and equipment workshops at Barking, Lambeth and Ruislip. AssetCo is working towards compliance with the principles of the environmental management standard ISO 14001.

The success of the environmental vehicle initiatives complements work currently being undertaken to reduce the effects of diesel emissions in fire stations. Concerns regarding diesel exhaust fumes as a possible hazard have been investigated and the quantifiable risk to firefighters has been found to be very low. However, steps are being taken to further reduce the exposure of personnel as part of continuing improvements to the working environment. The effects of this work, in association with changes to mobilising patterns proposed in the London Safety Plan will mean an across the board reduction in the amount of diesel emissions entering the atmosphere.

A report [FEP 470: Environmental Update - Low Emission Zones, Recycling and Envirocrime, 18 September 2003], was submitted to the GLA Environment Steering Group that considered the introduction in London of a Low Emission Zone. The GLA Environment Committee met on 16 October 2003 to consider responses to the Phase 2 report and to discuss the implementation issues. Officers from LFEPA clarified some of the implementation difficulties facing the Authority and also showed how fire appliances are a special case. However, in December 2003, the Authority agreed (FEP 509) to partially accelerate the replacement of 69 older pumping appliances and retrofit 35 Euro II pumping appliances with Particulate Traps to comply with the proposed London Low Emission Zone (August 2006). Five specialist Euro II vehicles will also be retrofitted with Traps to comply with the proposed LEZ. Officers are currently working with AssetCo to draw up detailed implementation plans to put these changes into effect. This programme will ensure that the Authority's entire fleet of appliances will comply with the proposed LEZ standard for 2006.

The Authority is researching Video Conferencing for future regional and national fire service meetings. Initial findings show that this facility can be cost effective as Video Conferencing has many benefits, which include reduction in travel time, business mileage claims and the associated air pollution along with reduced out of office time.

ENVIROCRIME

We have been effective in reducing certain types of fire in some areas. There has been a 15% reduction in vehicle fires over the last 12 months and this work has raised awareness of the problem and increased the partnership working arrangements with local authorities and the Police. In some boroughs this has led to over 100 fewer fires this year.

Arson is currently the largest single cause of fire in the country and in London 36% of fires are thought to be started deliberately with abandoned cars, rubbish bins and storage areas or piles of uncollected rubbish, empty premises etc. being favourite targets. The Arson Reduction Team (Safety Department) is participating in many projects having an impact on envirocrime. For example, the Capital Standards Project involves liaison with borough environmental health representatives and educating the boroughs on the dangers (e.g., hydrofluoric acid from car fires) and costs of rubbish and vehicle fires. This has been particularly effective in respect of council estates and has linked with the work of the Abandoned Vehicle Steering Group where there

has been some success in removing abandoned vehicles before they can be set alight. Many of these vehicles are crushed as part of 'Operation Cubit'.

Operation Cubit is a project that involves links between the DVLA, Metropolitan Police and HM Customs and Excise. It is currently being run in five London boroughs with more planned. Due to dedicated Brigade, Metropolitan Police and local authority liaison officer's integration at a local level, performance is continually improving. We have worked closely with Neighbourhood Wardens to develop their understanding of fire risks and how to ensure those risks do not result in fires.

Scrap-It is part of the Government's agenda to deal with Anti-Social Behaviour. Scrap-It will provide processes to remove untaxed, unregistered or unsafe cars from London's streets. Work on this scheme is underway in preparation for the launch in October 2004 and the Authority will be fully supporting this initiative.

Another initiative to tackle deliberate fire setting is in project phase at the moment and has an implementation date for August 2004. A bid for resources to establish an Arson Reduction Task Force was submitted to the Arson Control Forum with the result that three years funding (up to 2006) totalling £530,000 was awarded to the Authority for the Arson Task Force. This will be a team of people dedicated to identifying the underlying causes of arson and developing innovative ways to work collaboratively with the community to reduce the occurrences and effects of this behaviour in those areas in London with the highest incidence of non-accidental fires.

The Juvenile Fire Setter Intervention Scheme has a specialist team of 78 advisers, who are volunteers within the Authority. They are trained to deal with children and young people who have demonstrated a fascination with fire which can result in potentially serious consequences for their families, themselves and society in general. Playing with matches, lighters, etc. can be the first step that leads to more serious acts of deliberate fire setting. In an attempt to stop such behaviour during its early stages the Authority's Juvenile Firesetter Advisors take referrals from among its own staff, parents, guardians, Social Services, youth offending teams and other stakeholders. They will meet with the juvenile and their parents/guardians to discuss their behaviour and its potential consequences.

To date, over 600 referrals have been made under the scheme with 300 individuals seen. Only three of the young people that have been seen have repeated their firesetting behaviour. A leaflet has been produced that contains advice for those who are concerned that their child may be fascinated by fire.

The Authority has other ways in which it engages with young people to address the anti-social, if not criminal behaviour, behind such incidents to help re-integrate offenders and potential offenders back into society. In Tower Hamlets, the Local Intervention Fire Education (LIFE) project has been developed as a response to tensions with local youths, particularly from the Bangladeshi community. Good practice developed by other fire authorities was used and built upon to create the project. A 46% reduction in anti-social firesetting behaviour has been achieved.

The Authority has now run 20 LIFE programmes since June 2002 and there are 23 programmes scheduled for the coming year. We have engaged and educated over 200 young people to enhance their social and citizenship skills to improve their opportunities for further education, training and employment. There are measurable reductions in envirocrime with the call rate to anti social fire setting type calls in the 10 targeted route squares in Tower Hamlets reduced by 42% from 2001 to 2002. Thirty of the young people that have attended a LIFE course have also been part of a follow-on 12 week programme involving them in the community in a positive way, by removal of refuse and graffiti from the streets which has a direct positive

impact on the environment. The culture on local housing estate of deliberate fire setting and attacks on fire fighters has changed, showing a 76% reduction in attacks in the worst areas. The young people that have been on the programme now see fire setting as a dangerous activity that they are not involved in any more, and they are also able to be advocates of the Fire and Rescue Service, promoting their positive views among their peers. An additional outcome of this work is that we have now seen 10 young people who attended LIFE courses apply for employment within the Authority with one being successful and currently employed as a trainee Firefighter.

A project with similar objectives is The Prince's Trust Volunteer programme. To date two programmes have been run in Hounslow with a total of 26 young people successfully completing the course. Of these, two are now employed by the Authority, another has expressed the desire to become a Firefighter and others have gone on to employment in various sectors within the local community and further education.

Building on the success of our first two programmes in Hounslow a third will start in March 2004 and the partnership is being extended to two additional boroughs of Islington and Tower Hamlets. In 2004/2005 this will deliver 9 programmes (3 per borough) with the potential to engage with and develop a further 135 young people in the community.