

IT'S
YOUR
**LONDON
FIRE
BRIGADE**

ENFIELD
**Borough
Risk Management
Plan**

L F B
LONDON FIRE BRIGADE

OUR PURPOSE AND VISION

Trusted to serve and protect London

OUR FOUR PILLARS

**ENGAGING
WITH YOU**

**PROTECTING
YOU**

**LEARNING
FROM OTHERS**

**ADDING
VALUE**

OUR EIGHT COMMITMENTS

COMMITMENT 1

We will work with you to provide localised services that meet your needs



COMMITMENT 2

We will make it easy for you to access our services



COMMITMENT 3

We will adapt our services as your needs change



COMMITMENT 4

We will design services around your needs and concerns



COMMITMENT 5

We will enable our people to be the best they can be, to serve you better



COMMITMENT 6

We will work together to provide the best possible services to meet your needs



COMMITMENT 7

We will be driven by evidence to give you the value you expect



COMMITMENT 8

We will work with other organisations to secure a safer future for everyone



OUR SIX SERVICES

**PREVENTION
PROTECTION
PREPAREDNESS
RESPONSE
RECOVERY
ENGAGEMENT**

Introduction to Borough Risk Management Plans

A Borough Risk Management Plan is the document that will detail decisions and actions taken by the local Borough Commander to address the risks contained within the borough and how they plan to protect the people and places vulnerable to each type of risk.

This document should be read in conjunction with the London Fire Brigade's London-wide Community Risk Management Plan, which outlines the strategic priorities for the Brigade.

Wider risk information can be found in the Assessment of Risk for London which supports the CRMP.

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Borough Commander's Introduction



"Enfield is a thriving, busy and diverse borough which is home to a range of businesses and residents.

I am proud to serve as the Borough Commander of Enfield, leading my firefighters and officers as we collaborate with partners and community groups to ensure the safety of all those who live and work in Enfield.

Following the release of our Community Risk Management Plan for 2023-2039 called 'Your London Fire Brigade' local communities and partners helped us create the Enfield Borough Management Plan, which reflected the unique needs of Enfield and to provide information on the ways that we will work to serve, protect, and engage with all members of our community.

A year on from that I am proud to now present the plan for 2024, which combines up to date incident data with the priorities identified through our community engagement work to ensure that we continue to change and adapt to meet the changing needs of the people of Enfield"

James Ryan, Borough Commander for Enfield



Understanding Your Borough

Enfield borough is situated on the northernmost point of London, 12 miles from the city centre and bordering the counties of Hertfordshire and Essex. It comprises a diverse range of industrial enterprises, business parks, retail outlets and parks, as well as two hospitals and a large residential population.

The principal towns in the borough of Enfield are Southgate, Edmonton, and Enfield. Enfield Council is based at the Civic Centre on Silver Street in Enfield, where most of its municipal departments and teams are based.

Enfield has a population of nearly 330,000 people and is home to a diverse range of residents from wealthy affluent and older residents to households that are financially stretched or experiencing urban adversity. There are 10 areas within Enfield borough that rank in the top 10% of the most deprived neighbourhoods in England.

The most populous wards in Enfield are Edmonton Green, Upper Edmonton, Enfield Lock, Ponders End and Bowes. There are large Greek, Turkish and Cypriot communities in Enfield, and across the borough there are over 195 different languages and dialects spoken.

Enfield has undergone extensive development and regeneration in recent years, with much of its industrial enterprises being replaced with retail and leisure complexes, and housing. There is also further major work planned along the A10 corridor and in Edmonton Green, with a large focus of this development planned to be housing.

The cultural attractions within Enfield include Forty Hall and the garden exhibitions at Capel Manor, as well as the Whitewebbs Museum of Transport and the Enfield Borough Museum. There is also the Millfield Theatre and the Dugdale Centre as well as the Chickenshed Theatre Company.

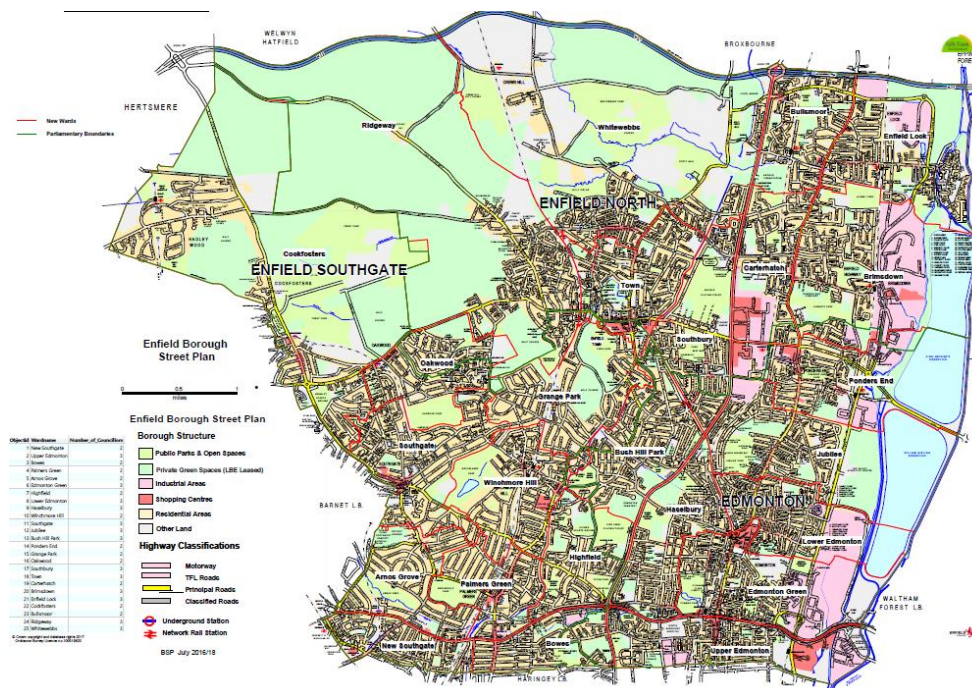
Approximately one third of Enfield is designated Green Belt. The rural part of Enfield accommodates a diverse range of activities, including farming, golf courses, parks and woodland (including areas of Ancient Woodland).

There are more than 123 parks and open spaces in the borough, some of which are vast and expansive, including Forty Hall Park, which is 273 acres and is managed by Enfield borough, Oakwood Park at 64 acres, Hilly Fields at 62 acres, Broomfield Park at 54 acres, Albany Park which is 45 acres and Arnos Park which is 44 acres.

Enfield has more than 100km of watercourses – more than any other London borough. bringing flood risk to areas of Edmonton and Meridian Water. Within the borough there are also two large reservoirs, the King George V reservoir, and the William Girling reservoir. The King George V reservoir covers 420 acres and is the largest reservoir in London. The William Girling reservoir covers 334 acres, and together they are critical to the water supply for London. They have also been designated as sites of specific scientific interest (SSSI).

Enfield is served by several forms of transport, including by National Rail with services into the centre of London and out to Cambridge and the South East and by the London Underground Piccadilly Line, with 4 stations running out to Cockfosters. Major road networks that service the borough include the North Circular Road, the A10 and the M25 motorway. There is an extensive TfL bus service that also runs through the borough.

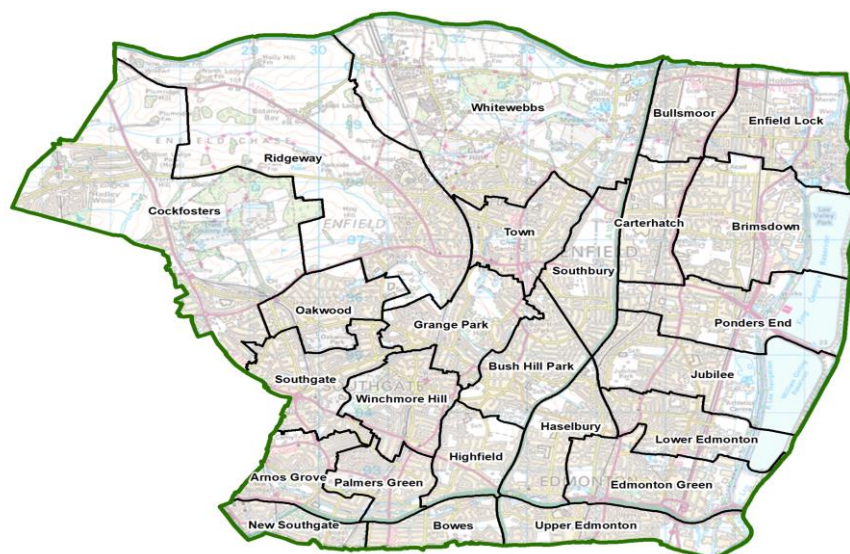
Geography, Population and Characteristics of Your Borough



(Source: Enfield Council Emergency Planning Department)

The borough of Enfield covers an area of 31.7 square miles. It is bordered by the London Boroughs of Barnet, Haringey, and Waltham Forest to the west and south, and borders the counties of Hertfordshire and Essex to the north and east.

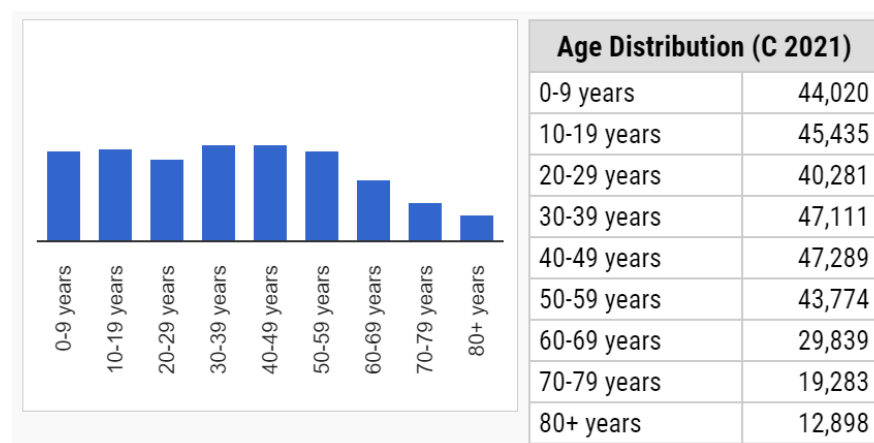
There are 25 wards in the borough, with a total of 61 councillors, one Greater London Assembly (GLA) member and 3 MP's who represent Enfield Southgate, Enfield North, and Edmonton.



(Source: Enfield Borough Council)

The population of Enfield was stated in the 2021 census to be 329,972. This is lower than the national average and less than surrounding areas such as Broxbourne, Barnet, Hatfield, and Welwyn. Of the residents in Enfield, 47.7% are male and 52.3% are female.

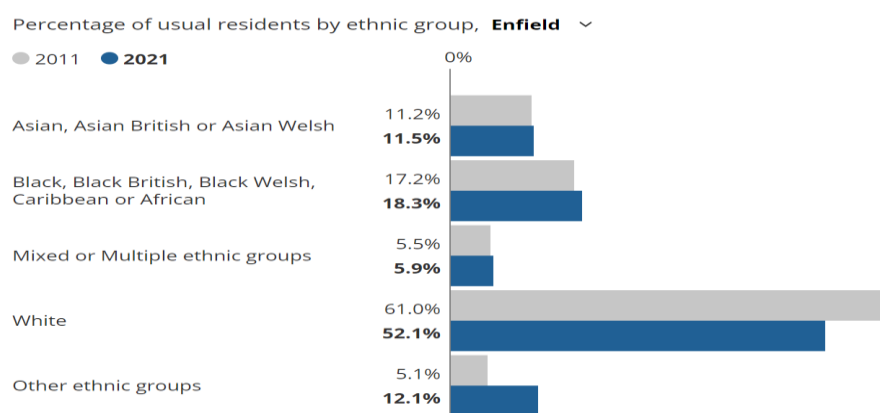
Enfield has an above London average of 0–19-year-olds, and a slightly above average elderly population too. The average resident's age is 37, and the life expectancy in the borough is 82 years. The largest percentage of people aged 15 and under is in the east of the borough, specifically Enfield Wash, Enfield Lock, Brimsdown and Ponders End, Lower and Upper Edmonton. The largest percentage of people aged 65 and over is in the centre and west of the borough, specifically Grange Park, Cockfosters, and Hadley Wood.



(Source: ONS 2021 Census Data)

According to the 2021 census, the ethnic breakdown of residents of Enfield is 52.1% white, 18.3% Black, 11.5% Asian, 0.8% Arab, 5.9% mixed/multiple and 11.4% other ethnicity. Enfield has the largest population of Greek and Turkish communities in the country. An average of 40.4% of people in Enfield were born outside of the UK. 61.7% of residents in the borough identify as British.

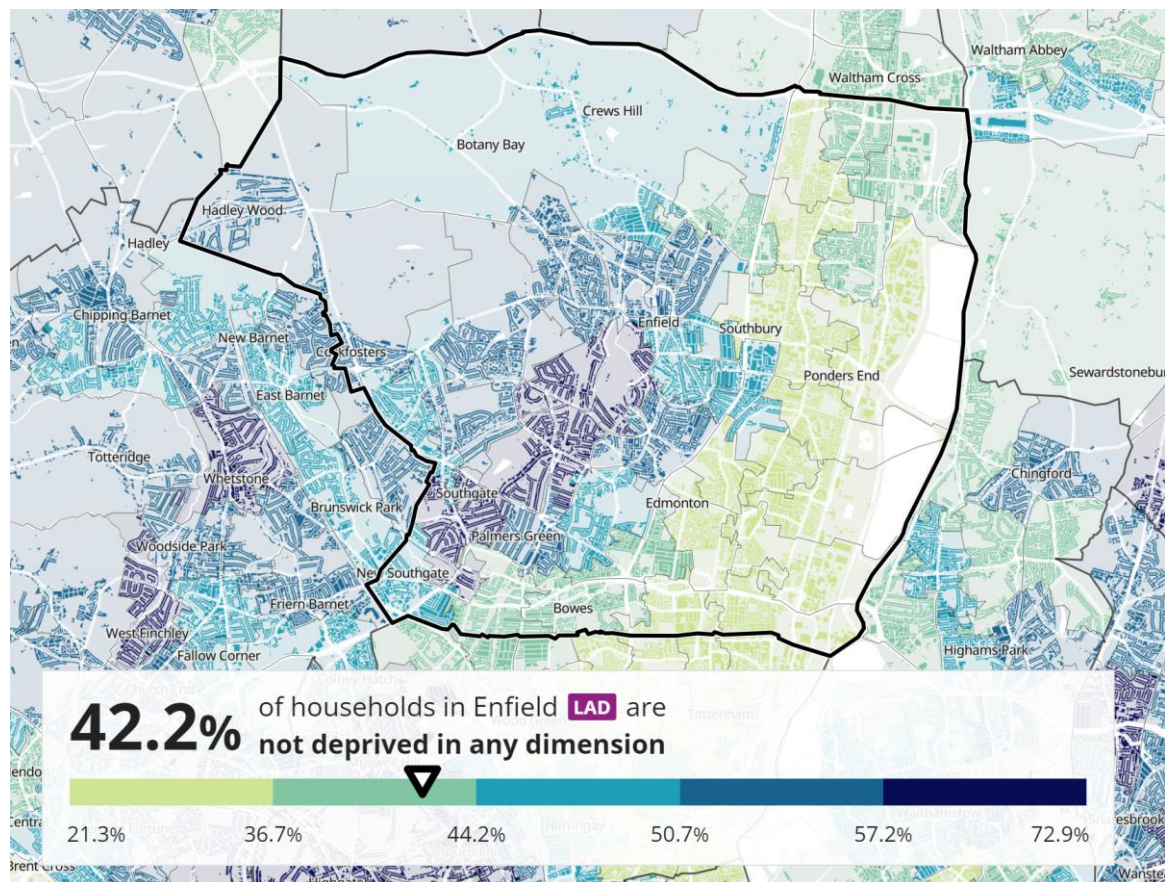
There are 195 different languages and dialects spoken in Enfield borough, however English is the main spoken language for 69.5% of residents. The other chief languages spoken in the borough are Turkish (5.91%), or other European (not defined) at 6.49%.



Source: Office for National Statistics – 2011 Census and Census 2021

42.2% of households in Enfield are not deprived in any dimension, however 35.7% are deprived in one dimension or more, and these are predominantly located in the east of the borough,

specifically Upper and Lower Edmonton, Brimsdown, Ponders End, Broomfield Park, and Enfield Lock. Enfield is the 9th most deprived borough in London. As previously mentioned, the east of Enfield has 10 areas that rank in the top 10% of the most deprived neighbourhoods in England.



(Source: ONS 2021 Census Data)

22.5% of people living in Enfield do not have any educational qualifications. This rises to an average of 30% in some of the eastern wards of the borough. As you move west across the borough the level and number of qualifications increases. Across Enfield 24.2% of residents are full time students, this is mostly concentrated in the east of the borough.

From 2000 to 2019 house prices in Enfield have increased by an average of 250%. 61.2% of residents in the borough live in a whole house or bungalow (mostly terraced and semi-detached), mostly in the centre of the borough. 38.7% live in flats and maisonettes. 54.4% of those homes are owned outright or mortgaged, 17% are socially rented, focused mainly in Upper Edmonton West, Edmonton Green.

The average house price in Enfield is £531, 296 and the average salary is £42, 402 which is 4.1% higher than the national average. The breakdown of this average is £49, 306 for men and £35, 485 for women which equates to a gender pay gap of 28.3%.

There are 13,275 businesses registered in Enfield (as at 2019), of which 93% employ fewer than 10 people.

Future Development in Your Borough

The proposed Enfield Local Plan 2019-2039 outlines an ambitious plan for housing development and regeneration within the borough. It aims to protect and improve green spaces, reduce the social and economic disparity between the west and the east of the borough, provide greater employment spaces and opportunities within the town centres and continue with its agenda for housing growth, focusing on the urban locations within Enfield as well as planning new settlements at Chase Park and Crews Hill.

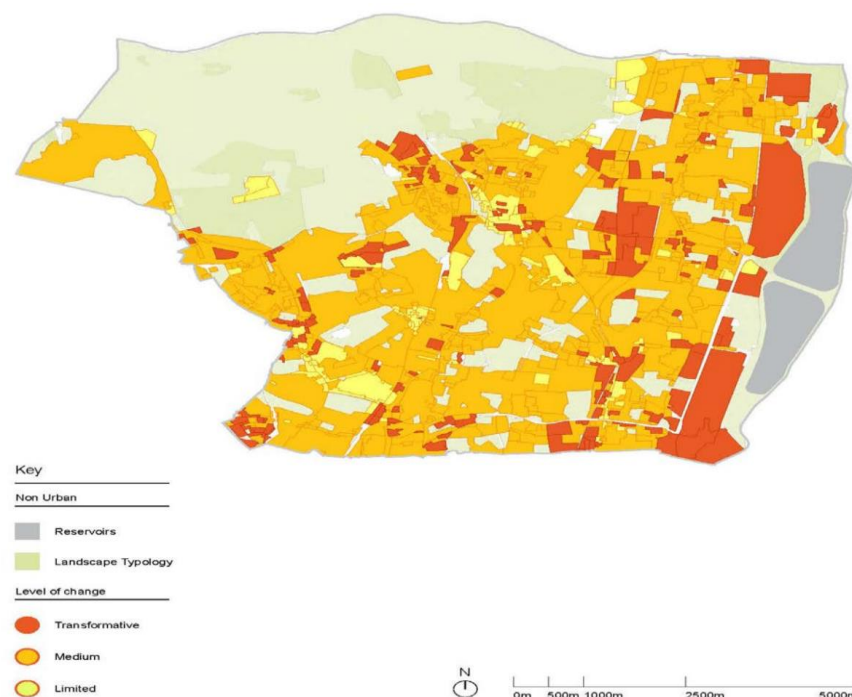
It is proposed to make provision for at least 25,000 new homes up to 2039 with a considerable proportion of the Borough's future housing development needs provided by the four main placemaking areas of Southbury, Crews Hill, and Chase Park, and in particular Meridian Water. The plan also proposes to develop brownfield land and vacant and unused buildings for new housing and employment uses.

This housing development does not come without some risk, as due to the substantial amounts of watercourse within the borough there is a flood risk to parts of the borough which will need to be considered when plans are submitted. There is also an intention for all future housing development to be net carbon zero.

The plan also proposes to intensify existing industrial areas and create new industrial sites in urban and rural locations, including creating a logistics hub close to junction 24 of the M25.

All these plans will require improvements to street design, traffic control and transport facilities. This has already begun with the establishment of Meridian Water Train Station and the redevelopment of Edmonton Green Station, along with upgrading principal streets and road networks and establishing walking and cycling routes across the borough.

As the map below shows, the most intensive transformation is intended to be in the central, eastern, and southern parts of the borough.



(Source: Enfield Local Plan 2019-2039)

LFB in Your Borough

Enfield Borough has three fire stations. These are:

Enfield Fire Station

93 Carterhatch Lane, Enfield, EN1 4LA



Edmonton Fire Station

99 Church Street, Edmonton, N9 9AA



Southgate Fire Station

96 High Street, Southgate, N146BN



Community and Partner Facilities and Engagement

Edmonton Fire Station is the base station for the Enfield borough Fire Cadets. Drawn from 13-17 years olds across Enfield, the Fire Cadets offer young people the opportunity to develop their confidence and personal skills, from learning practical tasks such as running out hoses and climbing ladders to representing London Fire Brigade at community events and delivering key fire safety messages to the public.

Edmonton is a technical rescue station, accommodating a fire rescue unit which holds line rescue, water rescue and urban search and rescue capabilities. Enfield and Southgate border neighbouring fire services and we work and train with those services on cross-border co-operation, operational procedures and understanding.

Within Enfield borough, London Fire Brigade also sit across several key boards and forums, including the Borough Resilience Forum, the Safer and Stronger Communities Board, the Fire Safety Partnership Group, and the Partnership Problem Solving Group. We are also a statutory partner on the Serious Violence Against Women panel.

Representatives from the borough also regularly attend multi-agency exercises hosted by our partner agencies and stakeholders.

We also undertake regular community events including open days, retired members events, youth and school liaison and outreach events such as our 'LFB in the Park' event last year, all designed to promote our fire safety messaging and listen to the community about how we can best serve them.

Special Risks in Your Borough

LFB are a strategic partner on the Enfield Borough Resilience Forum (EBRF) and contribute to the information held on the Borough Risk Register (BRR), which details specific risks within Enfield. London Fire Brigade also maintain an Operational Risk Database (ORD), which details higher risk sites within the borough, gives details of plans to address those risks and provides a regular visit and site familiarisation schedule. The chief risks detailed within the BRR and ORD are:

Hazardous Sites

There is currently one top-tier Control of Major Accident Hazard (COMAH) site and two lower tier sites located in Enfield. A COMAH site is a facility which has a high threshold of dangerous substances present. These sites are Johnson Matthey Plc in Enfield, Edmonton Calor Gas Centre, and Deephams Sewage Treatment Works, also in Edmonton.

Hospitals

There are two major hospitals within Enfield, Chase Farm near Southgate, and North Middlesex University Hospital in South Edmonton. These sites house a considerable number of patients and medical treatment facilities and continuity of care for patients would be a priority if there were an incident at these locations.

Sustainability and Climate Change

Owing to the extensive watercourses within the borough, Enfield is susceptible to flooding, especially from the river Lea and its tributaries Turkey Brook, Salmons Brook and Pymmes Brook. Approximately 15% of the borough is identified as flood plains, some of which includes densely populated areas in the east and south-east of the borough.

Also, given that more than a third of Enfield is covered by parks and open spaces, there is an increasing risk of wildfires as climate change creates more severe weather events. This was made very apparent in July 2022 when Enfield was one of the boroughs severely affected by the wildfires that occurred across London.

Terror Related Incidents

The primary concern within Enfield Borough would be a terrorist related incident on the chemical infrastructure and on facilities within the borough, specifically the COMAH sites, and potential attacks on the transport infrastructure such as the rail hubs. There is also the generic pan London risk of Marauding Terrorist Attacks (MTA) and attacks on municipal buildings such as the Civic Centre.

Reservoir/Dam Failure

Having two of the largest reservoirs in London means there is a risk of reservoir/dam failure within Enfield, which could result in rapid significant flooding to the surrounding commercial and residential properties. Details of the assessment of this risk and mitigation measures can be found in the Enfield Flood Risk Management Strategy and the Enfield Emergency Planning Strategy.

Transport related Incidents

Owing to the large number of major trunks roads within the borough, including the M25, the A10 and the North Circular Road, there is a substantial risk relating to transport incidents, and with the proximity to neighbouring County Brigades this could also mean that cross border mobilisations will result in different brigades working together at transport related incidents. There are also tunnels on the North Circular Road and the M25 roads which present an additional risk.

Complex Built Environment

There are several high-rise residential properties within the borough, with many high-rise and mixed-use building developments planned which will have complex fire engineered solutions. With the changing nature of the high-rise and built environment these buildings can present risk if not designed, installed, and managed correctly.

Emerging and Future Risks

Fires involving Lithium-Ion technology, including the batteries found in e-bikes/scooters are envisaged to continue to increase within Enfield, impacting both residential and commercial premises.

London's Highest Risks, in Your Borough

In the period of 1st April 2023 to the 31st March 2024 LFB attended 3,920 incidents in Enfield borough, an decrease of 1.01% on the same period the previous year. Of this total:

- 674 incidents were fires. This is a decrease of 17.8% on the same period of the previous year. These fires resulted in 1 death and 26 injuries, 17 of which were serious.
- 1,449 incidents were false alarms. This is an increase of 4.4% compared to the same period the previous year.
- 1,774 incidents were 'special service' incidents (such as persons locked in or out, road traffic collisions, lift releases, floodings and assisting other agencies). This is an increase of 4.4% on the same period the previous year.
- Of these special service incidents, 218 were road traffic collisions, down 15.2% on the previous year. These resulted in 3 deaths and 49 injuries.

Fire related incidents

Of the fire related incidents attended between the 1st April 2023 and 31st March 2024, the top ten property types involved are shown below.

Sub Property Type	Previous period	Current period
House - single occupancy	74	74
Domestic garden (vegetation not equipment)	73	59
Car	46	51
Small refuse/rubbish container	47	50
Purpose Built Flats/Maisonettes - Up to 3 storeys	38	38
Loose refuse	53	38
Large refuse/rubbish container (eg skip, paladin)	35	29
Road surface/pavement	10	22
Park	40	21
Tree scrub	44	18

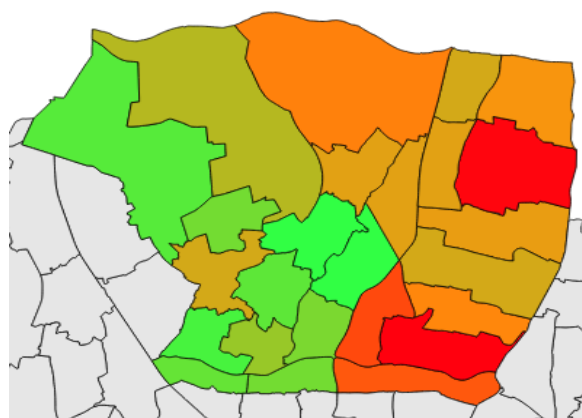
(Source: LFB Data)

The top ten causes of these fires were:

Parent and Main Cause - Main Cause	Previous period	Current period
Heat source and combustibles brought together deliberately	37	45
Faulty fuel supplies – Electricity	42	44
Cooking – other cooking	48	38
Overheating, unknown cause	40	33
Unsafe use of heat source - due to unsafe disposal	32	30
Combustible articles too close to heat source (or fire)	21	25
Fault in equipment or appliance	25	22
Cause not determined (FI use only)	8	12
Unsafe use of equipment or appliance (heat source)	16	12
Accumulation of flammable material	4	8

(Source: LFB Data)

The highest concentration of these incidents according to wards can be seen below. The two most affected wards were Edmonton Green and Brimsdown.



(Source: LFB Data)

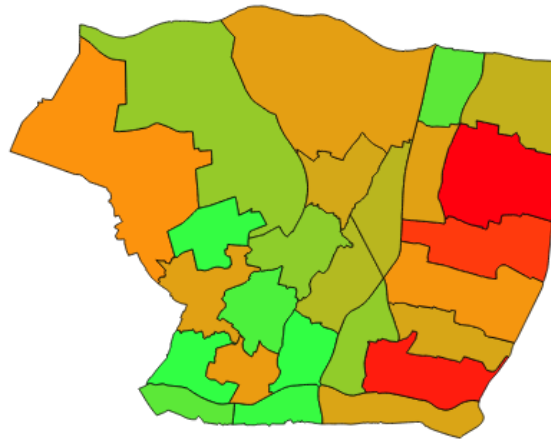
False Alarms

Of the false alarms attended between 1st April 2023 and 31st March 2024, the top ten causes were:

False Alarm Reason - Description	Current period	Previous period
Fire alarm actuated by cooking/burnt toast	222	192
Faulty system	164	130
Call to fire - No incident at reported location	91	81
Unknown	91	69
Accidental/Careless actuation of fire alarm call point	85	94
Testing of fire alarm system	77	93
Faulty system	71	69
Fire alarm actuating - human reason - other	58	33
Special Service - Brigade action not required	50	37
Dust	49	54

(Source: LFB Data)

The highest concentration of these false alarms is shown below. The topmost affected wards were Brimsdown, Ponders End and Upper Edmonton.



(Source: LFB Data)

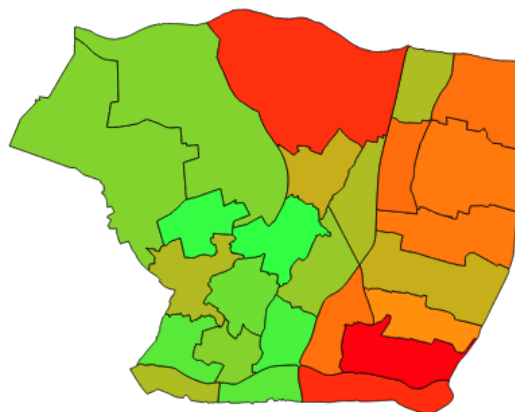
Special Service Incidents

The types of properties involved in special service incidents between 1st April 2023 and 31st March 2024 are shown below. Of the primary 'dwelling' category, this can be further broken down into mainly single occupancy houses and purpose-built flats and maisonettes of all heights up to and including 10 or more floors.

Sub Property Type	Previous period	Current period
Purpose Built Flats/Maisonettes - Up to 3 storeys	328	401
House - single occupancy	365	385
Car	175	164
Purpose Built Flats/Maisonettes - 10 or more storeys	149	157
Purpose Built Flats/Maisonettes - 4 to 9 storeys	133	125
Converted Flat/Maisonette - Up to 2 storeys	67	92
Multiple Vehicles	92	81
Road surface/pavement	49	40
Converted Flat/Maisonettes - 3 or more storeys	31	21
Self contained Sheltered Housing	26	18

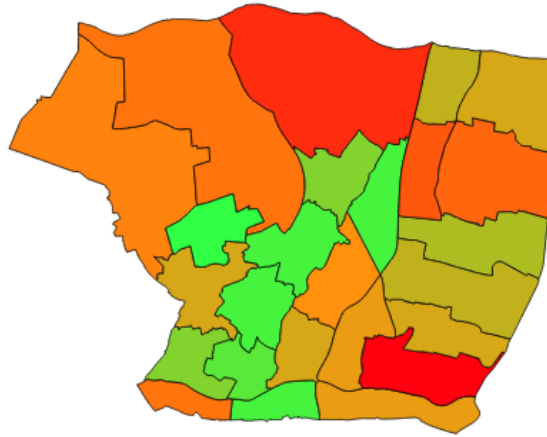
(Source: LFB Data)

Of this total number of special service incidents, the highest concentration according to wards is shown below, with the highest concentration being in Whitewebbs and Edmonton Green:



(Source: LFB Data)

With regards to road traffic collisions, which accounts for the highest number of deaths and injuries in the borough, the highest concentration of these incidents between 1st April 2023 and 31st March 2024 can be seen below. This data continues to point to a higher risk on the major roads of the M25, A10 and the North Circular Road:



(Source: LFB Data)

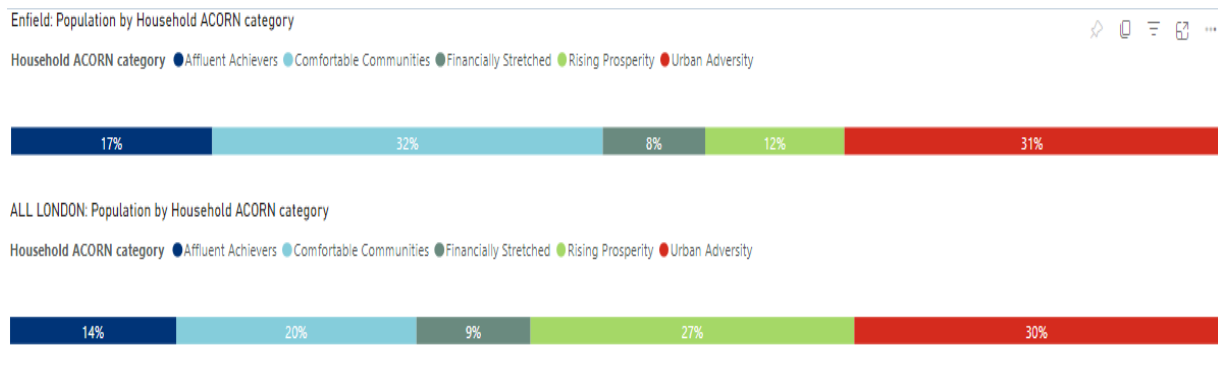
Risk groups and people affected by incidents within Enfield

Information on people affected by incidents and people who are at the highest risk of being affected is recorded on an internal system called LFB Data. LFB Data combines Household ACORN socio-demographic data with the National Fire Chiefs Council (NFCC) Definition of Risk, together with data on accidental dwelling fires and casualties in the past 5 years, to help analyse local risk and target prevention activities.

ACORN combines demographic data, social factors, population, and consumer behaviour to classify postcodes into categories and groups which help provide an in-depth understanding of the diverse types of people who live in a particular area.

The NFCC Definition of Risk is a nationally agreed framework that helps to identify and assess risk and classify it according to the level of risk presented, from 1 (very low risk) to 5 (very high risk).

The Acorn data set below shows the demographic breakdown of residents in Enfield Borough according to socio-economic factors, compared to the London average:



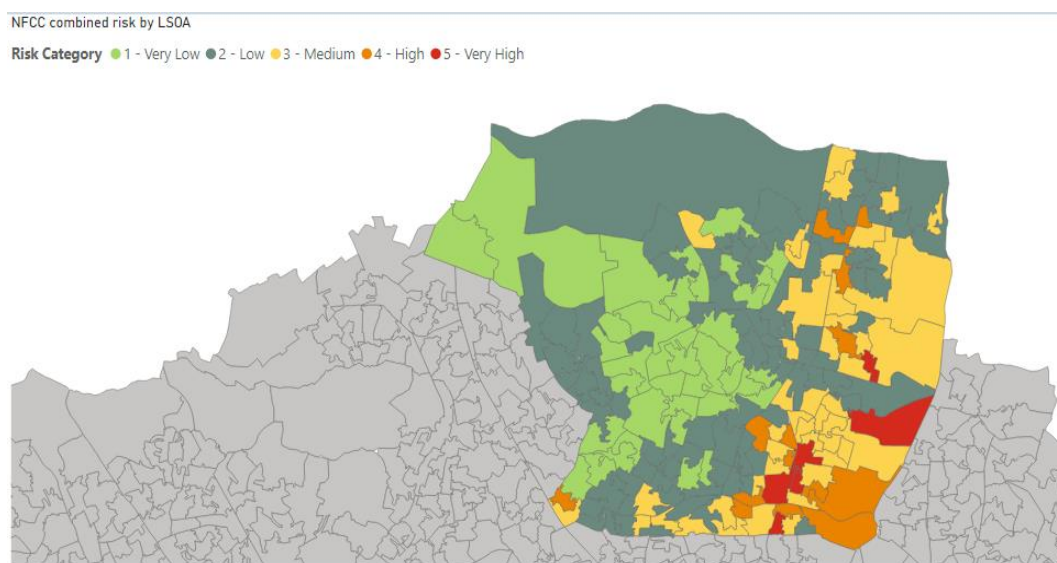
(Source: LFB and ACORN Data)

The table below also shows a more detailed breakdown of residents according to household type:

Household ACORN type	Households	Population	% Population
Young families in terraces	11741	44,245	12.21%
Terrace-owning families	11628	41,383	11.42%
Deprived multicultural renters	7369	24,855	6.86%
Deprived younger families	5451	22,766	6.28%
Accomplished suburban families	5935	22,178	6.12%
Socialising metropolitans	11400	20,331	5.61%
Struggling owner occupier families	4109	16,694	4.61%
Poorer social renting families	3543	16,393	4.52%
Young renters in flats	7737	12,988	3.58%
Cosmopolitan families	3398	11,652	3.22%

(Source: LFB Acorn Data)

According to the NFCC Definition of Risk, the following graphic shows the spread of the different risk groups across the borough of Enfield:



(Source: LFB and NFCC Definition of Risk Data)

This combined data identifies that Enfield has a higher than London average of affluent achievers and comfortable communities, which are predominately found in the west and centre of the borough, a much smaller than average proportion of rising prosperity and a percentage of residents facing urban adversity that is roughly in line with the London average, focused mainly in the east of the borough.

It also shows that the two largest household types in Enfield are young families in terraces, which is almost three times the London average, and terrace-owning families, which is twice the London average. This is followed by deprived multicultural renters (though this number is significantly less

than the London average) and deprived younger families, which is more than three times the London average.

What are LFB doing in Your Borough?

Our understanding of risk continues to change as London changes. We are continually updating our services in response to changing risks across London, such as our enhanced capabilities to deal with terrorist attacks. We deliver a response to emergencies across the whole of London and beyond using all resources available to us either on our own or with blue light partners.

Within Enfield we will use our resources to address local risks whilst continuing to maintain a London wide response capability.

We organise our resources into six services, and you can expect to see us working across each service in your local area to address the risks of concern in your borough.

Your Six Services

PREVENTION

Prevention services are targeted at the most vulnerable and are delivered by teams who understand the needs of local communities.

Communities will access this service easily through in-person and virtual channels. We will have a wide range of services in place to support reducing risk in our homes and businesses and ensure that we target those who are most at risk.

Prevention in Enfield

Analysis of the combined data sets illustrated in the last section shows that we need to focus our fire prevention work in the east and south of the borough, looking at ways to improve the safety of young families in terraced properties, people living in the more deprived wards, and poorer residents in the borough living in rented accommodation. We will do this promotion of our free online fire safety checker, and from this where required through the provision of Home Fire Safety Visits (HFSV's), prioritising those most at risk.

We will continue to promote our 'ChargeSafe' campaign, highlighting the risks from e-bikes and e-scooters, engaging with the most prominent users of this technology within the borough and providing guidance on the safe use and storage of these vehicles.

Throughout the year we will also be promoting seasonal fire safety campaign messages such as barbeque safety, fireworks, cooking and candle safety. We will also support our fire safety team in campaigning for improved product and consumer safety and lobbying for improved fire safety in the built environment.

We will collaborate with residents and businesses to reduce the number of false alarms attended through education and advice to residents, focusing on the areas of highest call concentration. We will also continue to deliver commercial fire safety checks to support our fire safety department's inspection program.

We will aim to reduce water related incidents and will actively campaign around watercourses and in conjunction with local clubs and organisations, especially during Water Awareness Week. We

will also continue to consult with responsible persons and partners as part of the Enfield Reservoirs Working Group.

We will use community events to highlight road safety messaging and offer road safety input to community groups and will be working to introduce the 'Safe Drive Stay Alive' initiative to Enfield.

To help reduce the risk of fires in parks and open spaces we will collaborate with our colleagues and partners in Enfield Council to encourage the effective management of rural land and open spaces and continue to champion a complete ban on the use of portable barbeques.

PROTECTION

Protection services will serve communities, enforce safety legislation, and supply guidance.

Communities and businesses will understand LFB's role in protection activities. They can easily receive advice and guidance related to fire safety from LFB. The highest risk premises will be targeted and prioritised.

Protection in Enfield

Operational crews in Enfield will continue to work with local Fire Safety Teams to support Active Risk Targeting and help deliver Fire Safety Checks to small and medium sized businesses in the borough.

With the introduction of the Building Safety Regulations 2022, we are working closely with building developers and managers of residential high-rise buildings to ensure that we are aware of changes to fire engineering solutions, and to familiarise our crews with evacuation strategies and building layouts.

Members of public can report fire risk concerns to London Fire Brigade, as an 'alleged fire risk'. If we receive such a concern, we will aim to investigate 90% of cases within three hours of the report being received.

London Fire Brigade are partners on the borough safeguarding panel and we will ensure that operational frontline staff are trained in safeguarding practices, and that we use processes available to refer anyone who we believe is at risk and needs support and protection. London Fire Brigade is also one of the responsible authorities in the Serious Violence Duty, which is aimed at preventing and reducing serious violence.

RESPONSE

Response services are still critical for the LFB. Staff are equipped to respond quickly to create the best outcomes for communities.

Communities will easily access response services through a range of channels. Aftercare is routinely offered. Communities will be actively encouraged to supply feedback to the Brigade so that we can improve our services.

Response in Enfield

Operational staff in Enfield will adhere to an extensive program of training and exercising to ensure that they are ready to respond competently and professionally to operational incidents within the borough.

We will participate in multi-agency exercising with other emergency services, partners and emergency planning officers from Enfield Council to ensure that we are able to work effectively together according to the Joint Emergency Services Interoperability Principals (JESIP). We will also carry out training with local authority liaison officers to ensure that they can work effectively with us at incidents.

We will collaborate with our neighbouring brigades in Hertfordshire and Essex to organise at least four joint familiarisation and training exercises a year, to facilitate effective cross border working at incidents.

We will work with North Middlesex University Hospital via a working group to ensure that incidents we attend at the hospital are dealt with swiftly and effectively.

PREPAREDNESS

Preparedness services are well known and accessible, enabling individuals and businesses to respond to emerging risks.

Communities will be aware of the Brigade's preparedness services and how to access them. They will be proactively engaged with LFB concerning emerging risks. They will understand how they can be active in risk reduction and make themselves and their properties safer from a range of risks.

Preparedness in Enfield

As mentioned previously we will promote fire safety campaigns in advance of seasonal occasions to ensure that residents are able to prepare for those occasions effectively.

As part of our participation in the working group at North Middlesex University Hospital we will also assist with the training and preparedness of staff at the hospital, participating in training and evacuation exercises.

We will co-ordinate with London Resilience to participate in training and exercising at the COMAH sites within the borough to improve and practise their emergency preparedness.

We will work with the Enfield Safety Advisory Group to co-ordinate preparedness between emergency services and partners for public events across the borough.

We will also continue to work with our operational policy teams centrally to look at new and emerging technologies, how they may impact the residents of Enfield and how we can mitigate any dangers from them.

RECOVERY

Recovery services support those in need to mitigate the impact of an incident, with LFB and partners working hand-in-hand proactively supplying post incident care.

Communities will be consistently offered the right services after an incident to support recovery and mitigate the effects. This will be well known across all of London's communities and LFB. Communities will have access to tailored services to reassure them and enable them to become an active partner in their recovery.

Recovery in Enfield

We will work closely with the Enfield Borough Resilience Forum and the Enfield Emergency Planning Team to help restore business continuity as quickly as it is safe to do so following incidents. As stated previously this includes training for Local Authority Liaison Officers who will respond and support residents and businesses following incidents.

We will also ensure that we maintain a visible presence in the aftermath of serious incidents, and that we ensure our prevention and protection services are promoted and accessible to all those affected.

ENGAGEMENT

Engagement is key to raising awareness of LFB services and with partners supporting communities in times of need.

Communities can easily engage with the right people with the right skill sets to address their concerns within the LFB and fire and rescue related risks within their communities. Engagement is interactive and informative for both communities and LFB. It delivers reassurance and helps to build trust across all of London's diverse communities.

Engagement in Enfield

Our focus for engagement activities in Enfield will continue to be in support of the recommendations from LFB's Cultural Review namely:

"Borough Commanders should build a better understanding of and closer relationships with their local communities which should include learning from them and seeking the input of diverse staff and the communities themselves"

We will continue our partnership with the St Michaels Falls Group in Southgate, the charity 'Men in Sheds' and Age UK in Enfield to deliver fire safety advice to elderly groups and carers, arranging home fire safety visits for people who are at greater risk. We will also continue to take part in community events such as the Enfield Parade of Lights, Emergency Services Day and Flood Awareness Week.

We will participate in the Youth Citizen Scheme in Enfield and promote our Cadets programme to young people in the borough, and will look to build on the success of last year's 'LFB in the Park' event, in conjunction with the London Fire Brigade Outreach Team, to promote the work London Fire Brigade does and encourage people in the local community to consider a career in the London Fire Brigade.

Borough Performance Measures

We will use a number of key performance indicators (KPI's) to show us and the community whether we are achieving our long-term goals, whether we are making improvements we believe will lead to the achievement of our long-term goals and to detail our performance in other areas of significant interest to the communities of Enfield.

These key performance indicators are:

- Percentage of first appliance arrival within 10 minutes of call
- Percentage of second appliance arrival within 12 minutes of time of call
- Average first appliance arrival time
- Average second appliance arrival time
- Percentage of high-risk home fire safety visits undertaken in the borough
- Amount of station staff time spent on prevention activities in the borough
- Amount of station staff time spent on protection activities in the borough
- Station staff time spent undertaking operational training

Borough Support to Surrounding Areas

We will undertake regular operational training with crews from surrounding London boroughs and participate in exercises related to some of the key identified risks within those boroughs such as high-rise scenarios, water rescue, transport incidents and multi-agency working.

As a borough that borders two other county fire and rescue services, it is also imperative that we train and share information with those services effectively and regularly.

We will work with our neighbouring brigades, organising regular familiarisation sessions and exercises to improve our cross-border working practises and improve our understanding of working procedures and methods of communication. We will also participate in a joint Hertfordshire, Essex and London working group that will review all cross-border incidents attended to ensure that we apply any learning from those incidents so that we are able to work safely and effectively together.

To enhance our shared understanding of risk we will also commit to share data we hold on buildings or areas of operational risk within London, Hertfordshire and Essex and ensure that information is available and can be accessed by attending operational crews attending incidents at those locations.

Delivery Plan

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