

EVERY CONTACT COUNTS 2021-2022



East Sussex
Fire & Rescue Service

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OUR VALUES

We are **PROUD** of the service we provide



We are **ACCOUNTABLE** for our actions

Each year, East Sussex Fire and Rescue Service meets thousands of people, whether through our work to prevent emergencies, to protect buildings through fire safety work or when we respond to 999 calls.

For us Every Contact Counts.

We show **INTEGRITY** in our work



We **RESPECT** our colleagues and members of the community

And that's not just contact with the public, but with our own colleagues, volunteers and cadets.

Our values run throughout all our work.

Preventing emergencies - Home Safety Visits

“Thank you to the two Firefighters who carried out a Home Safety Visit. Living in a flat is very different to a house and they completely put my mind at rest regarding my concerns about the risk of fire.”

“In the last year my wife’s hearing has deteriorated and she has become very deaf. Your officers visited my neighbour to check her alarms. When they finished I explained my wife’s hearing problems. They came into my house and had a chat with my wife, did various tests and suggested other ways we could make improvements to our alarm system. I must congratulate these two officers on their concern and compassion.”

“I contacted East Sussex Fire and Rescue Service to see if there was anything they could suggest for my 91 year old mother to assist her in the event of a fire as she is extremely deaf. You provided a pad to go underneath her pillow and other precautions. You also referred my mother to the Sensory Team which has resulted in a TV loop for easier listening to the TV. I just wanted to write and thank you for all the trouble you have gone to with dignity and care and as a family we feel more comfortable that she has been better protected in the event of an emergency.”

“Thank you very much for your visit. What a great service you provide - efficient, accessible and freely available. We’ll feel a lot safer now and follow up on the advice you gave.”



Preventing emergencies through education and engagement

“I just wanted to say a massive thank you on behalf of my 2 boys and myself, for showing us around the fire engine at Eastbourne Fire Station. My sons thoroughly enjoyed the experience (as did I, just as much!). It was such an inspiration for us all, to hear about the amazing work you do and get to see a little of this- the boys won't stop talking about squirting the hose and sitting in the engine for quite some time to come I think!”

“I just wanted to say a big thank you for attending our Hastings Workshop and giving a great fire safety talk to our Young Carers. One of them approached me and said that his dad took the batteries out of the smoke alarms in the house as they 'wouldn't stop beeping' and that he is going to give dad the information leaflet to ask for a home safety check, I also overheard another Young Carer discussing how they would help their disabled dad in the event of a fire, so this talk has provided invaluable information and help for these families.”

“Thank you so much for coming in so promptly to see one of our pupils. I can't believe that only an hour after I emailed you the form that you were here supporting him with his anxieties. It was fabulous to see him talking to you about how he was feeling and see him engaging so well with the conversation and the resources you had brought with you. I could see as he was sharing his thoughts that he was beginning to process what you were saying - especially about fire alarms being our friends to help us. After you left, I spoke to him and he who said that he felt much happier and less worried. I know that you were also going to speak to his Mum to follow up and I know that she will really appreciate that - as she was so grateful for the fact that you were able to support him at all. Your service is invaluable and I know that due to your visit today, one boy will be feeling less worried and scared of fire alarms.”





“What a wonderful encounter you presented for the students! It was sooooo engaging. I wish more of them had been in the room. I hope you will be able to come to more of our events - you are fantastic!”

“I’d like to pass on how much both of the boys enjoyed learning more about fire safety and that these did prompt us to have conversations at home about what to do in the event of a problem. Many thanks to all.”

“Just to say a big thank you for the visit to Alfriston Primary School. It was FANTASTIC! The children loved every second.”

“We would just like to say thank you very much to the lovely Blue Watch from Roedean Fire Station, who came along to the Senior Tea Club in Saltdean. They were very professional and gave a very interesting fire safety talk and quiz afterwards. We all feel safer in our homes, knowing they are out there looking after us.”

“Just wanted to say a massive thank you for having us Young Farmers for the talk and tour at Crowborough. We really enjoyed it and learnt so much! We’ve got a lot of respect for what you do. You’ve got a great team!”





Protecting buildings - fire safety engagement, training and enforcement

“I would like to acknowledge and personally thank The Ridge for a recent Fire Safety Check carried out in Hastings. Their findings required involvement from the Fire Safety Team which subsequently led to the serving of a Prohibition Notice relating to imminent risk to those sleeping within the lower ground floor due to significant fire safety deficiencies identified. A huge `Well Done` to those involved.”

“A massive thank you once more for taking the time in delivering the incredibly informative training session! All our eyes have been opened, and it’s been talk of the office since.”

“I just wanted to drop you a quick email to thank you again for the time you have spent with us recently for both the online webinar training and the on site practical training. The sessions were invaluable and the feedback we have had from the delegates has been really positive.”

“We just want to thank you for delivering the training to all our colleagues over the past 4 days. (A total of 81 delegates). The feedback from many of the team is very positive. They came back into the building with a positive mindset and have shared with others how enjoyable the course was. They very much enjoyed the practical elements of getting stuck in and actually using the different types of extinguishers, which helped identify the fire category, as each team member has a different role and responsibility within the Care Home. All colleagues said how professional you were throughout the training and how you involved all to take part with no pressure and making them feel at ease.”



Responding to emergencies

“A couple of crews attended to help an ambulance crew to move my husband from our upstairs bedroom into the ambulance. The support from the fire service personnel was great, and the support they gave me personally was unexpected. I was naturally very upset but they took the time to care for me and also made a referral for me to see if there was any support available to help moving forward.

I just wanted to pass on my thanks to those crews for their sensitivity, thoughtfulness and support. Thank you to all who helped on that day. I'm sure it was just another day for them, but they made a massive difference to mine, at the time and afterwards so wanted to let them know how much they are appreciated and for them never to underestimate the great work they do, and support they give.”



FIRE DO NOT CROSS



“There was a serious accident outside our campsite last week, thankfully nothing to do with any of our campers! and more thankfully no one was injured. Those who attend the scene were so professional and compassionate in their handling of the situation. I know it's their job and it's what they are trained to do but to experience it first hand was truly inspiring.

It was Aaron's suggestion to possibly have a new road safety sign. It is a dangerous road and we were more than happy to agree. Aaron followed up in a professional way, as I thought he would, and suffice to say the sign is now installed and hopefully will do some good.

I know it's a cliché but we truly do all owe all of the Services a great deal of thanks for their unquestioning commitment and continuous hard work. I have nothing but the highest regard for your team and thank you once again.”



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“I write to express my huge thanks to the crew who attended to free my 5 week old baby boy from my car after I was in a collision with a deer and the damage caused all the doors to lock, locking my baby boy in the car. The crew were superb, please send on my many, many thanks for getting to me and my son so quickly. Can't thank them enough.”

“What a splendid team you have and such a thorough job they did, my daughter and I were impressed and thankful. To say “thank you” seems so inadequate, fire is a terrifying element and the firefighters are very brave and must have to be dedicated. We live on the ground floor and were not affected by the smoke from a burning chip pan, I thought they were now totally defunct! Or should be. It was quite a revelation to us to see the 4 engines and the extending ladder and all assembled so quickly. So a big “Well Done” to the firefighters.”

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“I'd like to extend my thanks to the whole team. It was an incredibly frightening experience for us, but the entire crew comforted us so much, kept us in the loop about everything and above all made us safe. I truly cannot put into words how much respect and admiration I have for the whole Lewes crew - thank you from the bottom of our hearts.”

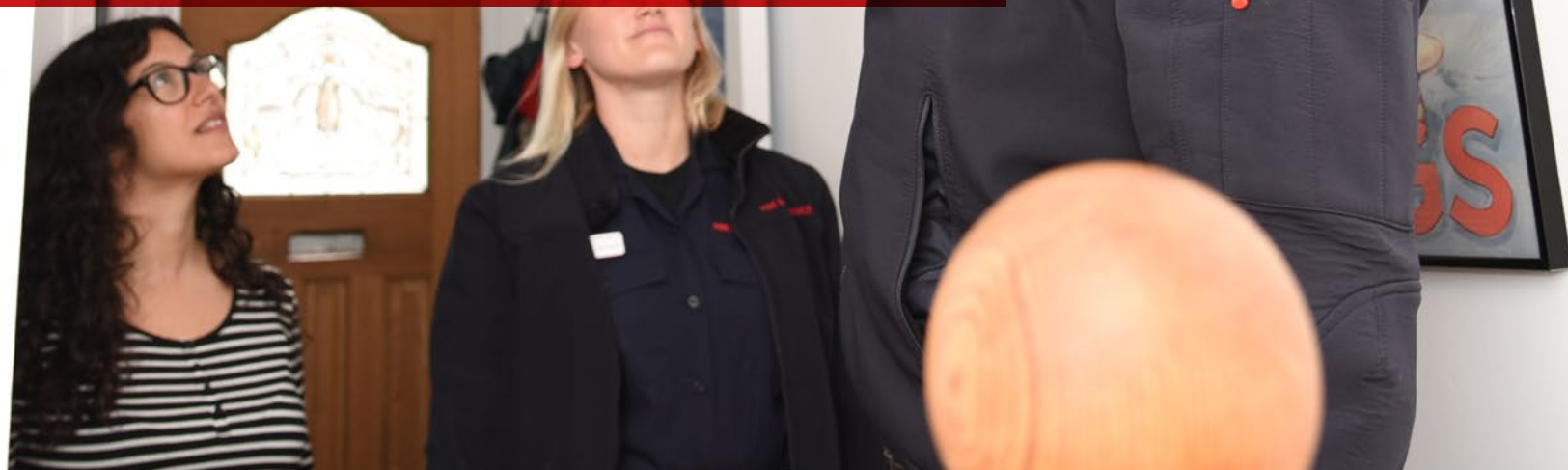
**EAST SUSSEX
FIRE & RESCUE
360 BAR**

Welcoming refugees

We are working with local authorities to ensure that accommodation offered to refugees from Afghanistan and Syria is safe and suitable. We are carrying out visits to hotels which provide temporary places to stay to young people, sharing messages about fire safety, road safety and being around beaches and rivers.

We are also part of the Homes for Ukraine scheme, visiting prospective hosts and properties, offering fire safety advice and checking smoke alarms.

The National Fire Chiefs Council, supported by partners including FireAid, have organised convoys of appliances and equipment donated from fire and rescue services across the UK including East Sussex, to our fellow firefighters in Ukraine. Staff from our Service were part of the first convoy.





Supporting the community – supporting diversity

Throughout the year, East Sussex Fire and Rescue support a wide range of events, weeks and days.

Cultural and religious dates of importance

We support a range of cultural and religious dates of importance. Dedicated website pages have been created for religious holidays with relevant safety messages for each event.

These events will be celebrated/remembered on social media with useful links to information, advice and guidance on how to celebrate safely.

LGBT+ community

February is LGBT History month. During this month, we change our social media logos to the Pride one. We also highlight our commitment to LGBT+ equality in both employment and in our delivery of services.

IDAHOBIT

IDAHOBIT is held on May 17th and on this day, we proudly show our support for the LGBT+ community whilst signposting our audience to local events and helpful information, advice and guidance.

Pride- Brighton, Eastbourne & Hastings

Throughout the Summer, East Sussex Fire and Rescue takes part in and heavily supports three Pride events in East Sussex- Eastbourne, Brighton and Hastings. This year, we have over 80 people taking part in the Brighton Pride parade and we also will be opening our doors at Preston Circus Fire Station which the parade route passes by.

Trans community

On TransDayOfVisibility (31st March) and Trans Day of Remembrance (20th November), social media logos to the Trans ESFRS logo. We also support the days on social media by signposting to information, advice and guidance for relevant support networks together with showing our support for the Trans community.

Accessible to all

Our website is now accessible to all. We have included an accessibility toolbar which can read aloud text, enlarge fonts, use a magnifying glass and change colour schemes. We have also implemented alt-text on our social media posts. One of the most important reasons to use alt-text is for the use of accessibility programs designed for audio and visually impaired individuals.

Deaf Awareness Week

We support Deaf Awareness Week which runs in May. Throughout the week, we post on social media, raising awareness of our specialist smoke alarms and our Home Safety Visits. Our posters/social media imagery was created in conjunction with two local charities. A button was also created on our website which signposts the visitor to our specialist smoke alarm pages.



Supporting our people – supporting diversity

Our staff networks aim to support our colleagues – and to reach out to the wider fire and rescue community.

Gender Inclusion Network

“Imagine a gender equal world. A world free of bias, stereotypes, and discrimination. A world that is diverse, equitable, and inclusive. A world where difference is valued and celebrated. Together we can forge women’s equality. Collectively we can all #BreakTheBias”

We joined other Fire and Rescue Services to celebrate International Women’s Day 2022 and for World Menopause Day - held every year on the 18th October and is part of the wider Menopause Awareness Month.

Even though menopause is a natural part of a woman’s life, it can have a huge impact on health and well-being. Managing it well means that we can better support our colleagues.

We ran a total of 15 events though out the two campaigns, opening the door for hundreds of people to start accessing information, advice, support and inspiration!





Our People – new recruits

We've welcome both wholetime firefighters, who work shift patterns and on call firefighters.

On-call firefighters are ordinary people that combine their day jobs with being on call for Fire and Rescue situations and emergencies.

When the call comes in, they drop what they are doing and become part of the East Sussex Fire and Rescue team. It's a huge commitment, but an immensely rewarding way to serve the community, keep the public safe and earn an extra income.

In May 2022, eleven new Firefighters joined us following our first ever Wholetime Firefighter Apprenticeship.

Throughout their operational training, our instructors were actively involved in their induction, pastoral support and a final period of training consolidation at our Service Training Centre in Maresfield, supported all the way by a team of dedicated staff working hard behind the scenes to keep things running smoothly.

We've also welcomed nine new retained (on-call) after intensive training at our Service Training Centre.

Our People – Volunteers

Community Volunteers make a vital contribution by helping the service provide support in the delivery to all of our prevention work, supporting the service as well as practical support to the local community.

“I love the partnerships – I love the friendship. It’s a way of sharing your expertise with other people.”

“We’re surrounded by an absolutely great team.”



Our People – Cadets

We introduced our Fire Cadet Units in Eastbourne and Crowborough during 2020. In 2021, the Crowborough unit moved to Uckfield Fire Station.

In 2022, we opened a new unit for the Hastings and Bexhill area with support from the Safer Rother Partnership who have kindly donated funding to assist with new uniforms.

There are many positive, exciting and rewarding aspects to Fire Cadets; it provides transferable life skills, which can increase confidence, teach young people to work as a team and care for each other. This skillset can help with job interviews and applications for further education.

16 year old Natasha said: “In Fire Cadets I’ve enjoyed being spoken to as an adult. My uniform makes me feel good and I have been welcomed by the leaders. I love doing parade drills and learning about the fire station. Cadets will give me something good to put on my CV and give me life skills. So far I have loved every minute!”

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