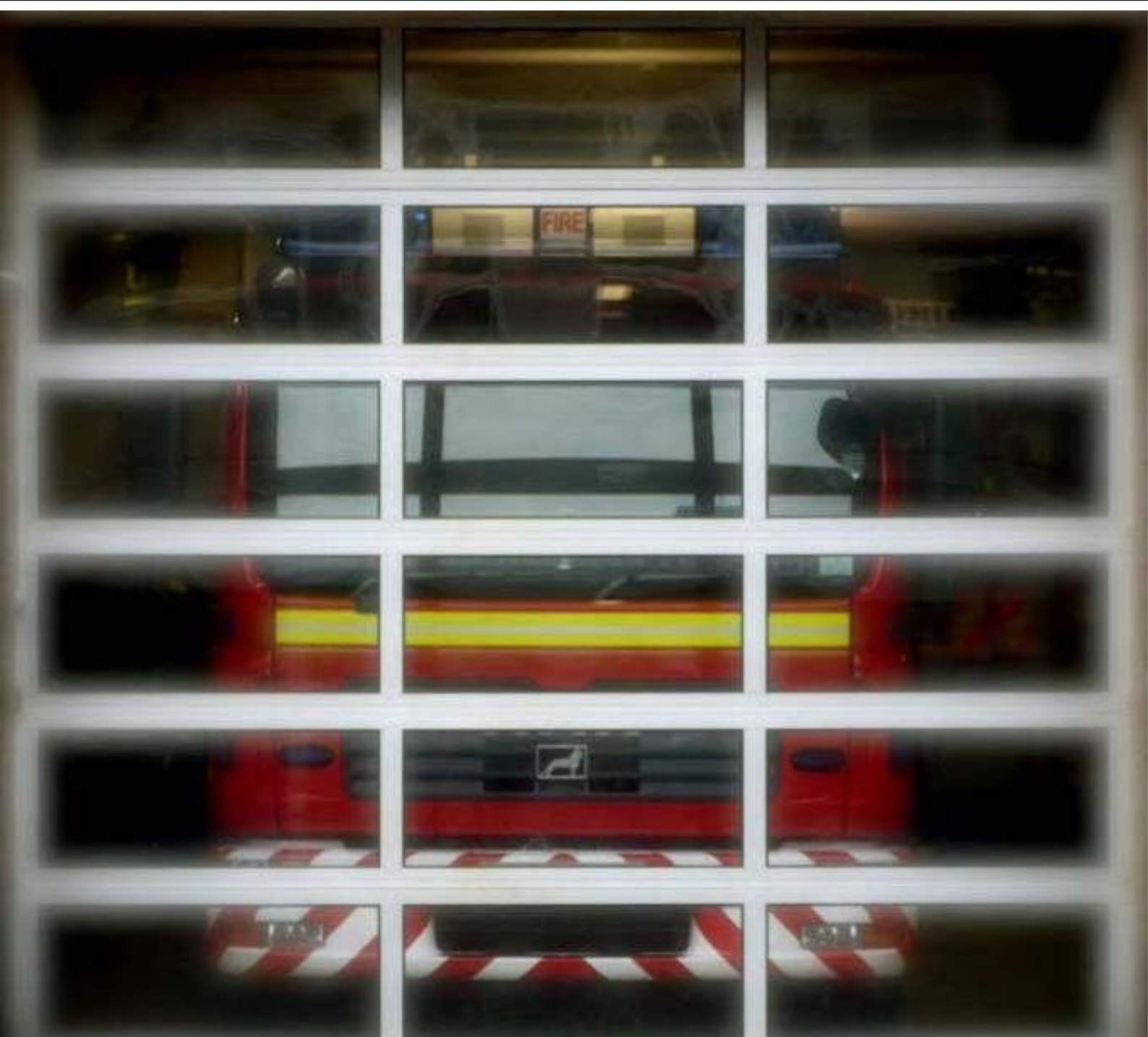




**Jersey Fire & Rescue**

*..making Jersey a safer community*



**Service Annual Review 2011**

**States  
of Jersey**

# Foreword



It gives me great pleasure to present to you the States of Jersey Fire and Rescue Service's 2011 Annual Review. 2011 was my fifth year as Chief Fire Officer in Jersey so this review not only reports on the Service's performance and achievements in 2011 but also looks back over the past 5 years to report overall progress.

The Fire & Rescue Service has changed significantly over the past 10 years. There is now a far greater emphasis on preventing fires and other emergencies. The Fire & Rescue Service has become an integral part of the Island's community safety strategy.

I am delighted to report that 2011 was one of the safest on record for the Fire & Rescue Service. The total number of emergency incidents attended dropped by 22.5% and the total number of fires in Jersey reduced by 16.2% to a 50 year low. The Service has also made significant progress in reducing the number of false fire alarms, which have fallen by 9%. All this has been achieved whilst the population and number of properties in Jersey is increasing.

Despite financial challenges we remain committed to fire prevention and community safety. In 2011 we fitted 209 smoke detectors in homes at risk of fire and we delivered a 'Sparks' fire safety education package to all year 4 students in each of the Island's 32 Primary schools. We also continued to expand our Workplace Fire Safety Training Programs which were attended by 1191 students in 2011.

The Service is regularly inspected & audited by a number of different independent organisations to ensure that we achieve the required standards. In 2011, Marsh Risk Consulting carried out an evaluation of the Fire & Rescue Service's occupational health & safety management systems. The evaluation found that all the expected elements of a robust health and safety management system are evidently in place and there is strong leadership and a positive health & safety culture. Our overall standard of performance was rated as 'Good'. The Service was also nominated as a finalist in the UK's Fire Excellence Awards 2011 for the 'Best Safety Initiative'.

None of this could have been achieved without the shared commitment of our staff and I once again commend all my colleagues in Jersey's Fire & Rescue Service for their continued support, professionalism and dedication.

A handwritten signature in black ink, appearing to read 'Mark James'.

**Mark James** MSc, MA, BSc(Hons), FIFireE, FCMI  
CHIEF FIRE OFFICER



**‘91 people  
rescued by  
Firefighters  
in 2011’**





**The Service is  
committed to  
making Jersey a  
safer community**



For fire safety advice call 01534 445906  
[www.fire.gov.je](http://www.fire.gov.je)

# Contents

## Your Service

Purpose – Raison d' être	6
Staff and Structure	6
Integrated Risk Management	9
Emergency Call Management	11
Achievements over the past 5 years	14
Financial Management	15

## Fires

Fire Statistics	17
Automatic Fire Alarms	21
Fires of Note	22

## Rescues

Types of Rescues	25
Rescue Statistics	25
Rescues of Note	28

## Safety

Community Safety	31
Safety Events in 2011	32
Fire Safety Training	33
Fire Safety Regulation & Enforcement	34
Emergency Planning	36
Firefighter Safety	37

## Community

Activities	41
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# Your Service

The principal roles of the States of Jersey Fire & Rescue Service are mandated through the Fire & Rescue Service (Jersey) Law 2011 and the Fire Precautions (Jersey) Law 1977. The Service is managed through the Home Affairs Department and supports the States Strategic Plan Priority 7 '**protect the public and keep our community safe**'. The Service's role is best described in its purpose, otherwise known as its '*Raison d'être*':

## **Purpose - Raison d'être**

### **Purpose**

To protect life, property and the environment against fire and other emergencies by providing responsive, professional and humanitarian fire & rescue services

### **AIMS**

Our three corporate key aims are:

**Reduce the risk to the community**

**Improve the way we work**

**Develop our people and culture**

## **Staff and Structure**

The Service closely resembles UK Fire and Rescue Services in every aspect other than scale. The Service employs a comparatively small number of staff, 72 Wholetime Firefighters, 47 Retained Firefighters, 4 Civil Servants and 1 Manual Worker. These operate from either the Service Headquarters in St Helier or the Retained fire station in St Brelade. The Service has a fleet of 25 operational vehicles including 8 frontline pumping appliances and a comprehensive range of specialist appliances and equipment to deal with complex and wide-ranging incidents. These include an aerial ladder platform, two inshore rescue boats and a cliff rescue unit.

The Service provides a 24/7 proactive emergency service that can respond to a wide range of emergency incidents. Our firefighters are trained to deal with every type of fire from a property fire to fighting fires in ships at sea. Firefighters are also equipped and trained to undertake specialist rescues including road traffic accidents, cliff rescues and water rescues. We can also use our equipment to protect the environment and provide humanitarian services such as dealing with flooding incidents. Following a suspicious fire, our fire investigation team will investigate to ascertain the cause and assist the police with any evidence when required.



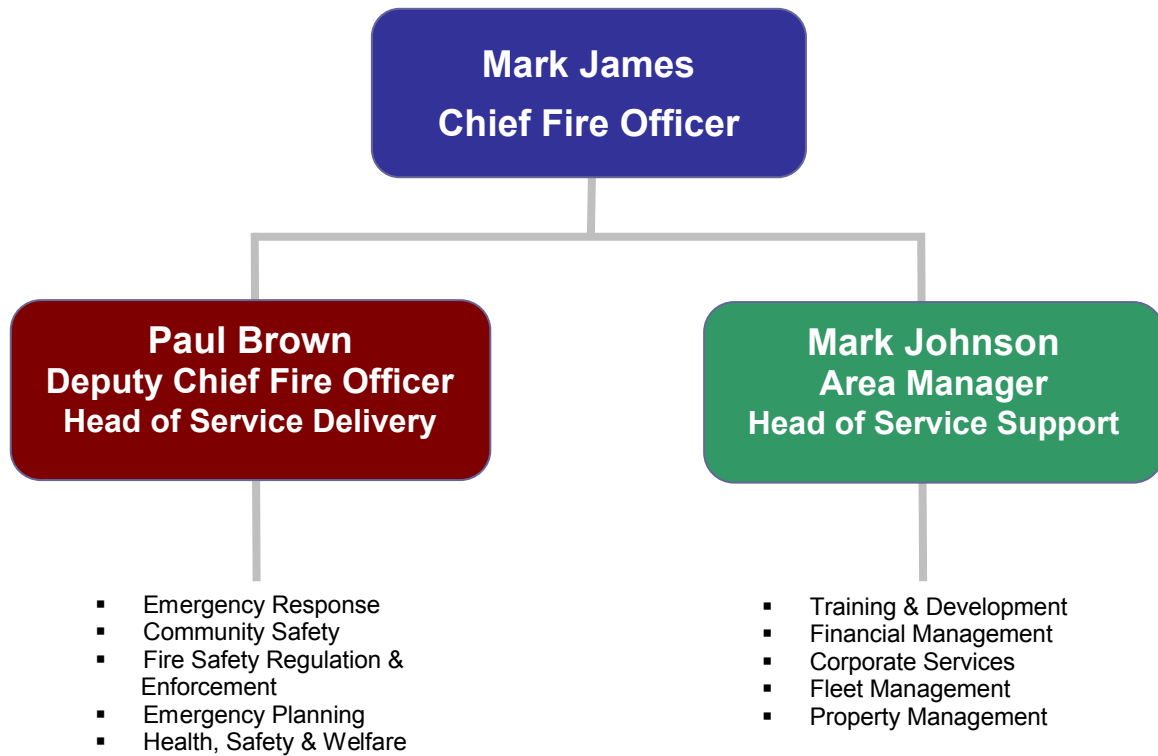
**‘To protect life, property  
and the environment  
against fires and other  
emergencies’**





# Your Service

The Chief Fire Officer (CFO) has delegated Strategic-level responsibility for discharging the Fire & Rescue Service (Jersey) Law 2011. In managing the service he leads a Senior Management Team made up of the Deputy Chief Fire Officer (DCFO) who, as the Head of Service Delivery (HoSD) has strategic responsibility for all operations associated with delivering fire safety education and engagement, regulation and enforcement, emergency planning and emergency response services. The Head of Service Support (HoSS) is an Area Manager (AM) who is responsible for all corporate and support functions across the organisation. He also acts as the Service's third officer for Gold Command and delegated authority.

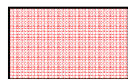




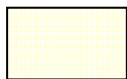
## ***Integrated Risk Management Planning***

Jersey Fire & Rescue Service uses an Integrated Risk Management Planning (IRMP) process to develop its three year business plan which explains how it is going to deliver its services to the community by integrating prevention, preparation and response activities and through the careful and flexible management of its resources.

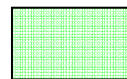
The Service's IRMP takes relevant data on local fires and other emergency incidents and using established formulae, presents a 'picture' of how each Parish compares in terms of the likelihood of a fire or emergency occurring and the typical severity of that incident based on previous experience. In this way, we develop a comparative and predicted rate of fire and fire injury based upon what we know to have happened in recent years.



**High Risk**



**Medium Risk**



**Low Risk**

Every three years the Service produces an Integrated Risk Management Plan (IRMP) that details the Service's strategic objectives over that period aimed at reducing risk by integrating its prevention, protection and emergency response activities.



## ***Service IRMP Objectives***

In 2011 the Service completed the following IRMP objectives:

- ✚ **Implemented a CSR project to identify £57,000 savings by reducing administration, overtime, vehicles and travel expenditure.**
- ✚ **Designed, specified and procured a replacement fire appliance from Volvo.**
- ✚ **Established a Channel Islands Branch of the Institution of Fire Engineers and integrated their professional examinations into Service promotion assessments.**
- ✚ **Implemented a new Duty System for Command Officers at Gold and Silver levels.**
- ✚ **Improved document management by designing a new format for General Order policies and procedures which are now termed Service Orders.**
- ✚ **Updated and implemented response strategy and plans for incidents at La Collette bulk fuel storage facility, tested at exercise 'Oleum'.**
- ✚ **Designed and procured replacement decontamination structures for Hazmat incidents.**
- ✚ **Replaced the Service's ageing cutting equipment with the latest advanced hydraulic rescue equipment.**
- ✚ **Worked with the Law Office to produce an up-to-date Fire & Rescue Service (Jersey) Law 2011 that replaced the Fire Service (Jersey) Law 1959.**
- ✚ **Reviewed and implemented improvements to the Service's water rescue equipment, procedures and training.**
- ✚ **Reviewed and implemented improvements to the Service's first aid and trauma training. The Service now has designated Trauma Technicians and Instructors.**
- ✚ **Implemented a new electronic equipment management system (Redkite) for tracking, testing and recording what happens to the equipment throughout its operational life.**
- ✚ **Implemented a new web-based learning and scenario-based training package (LearnPro) to enhance firefighter training.**





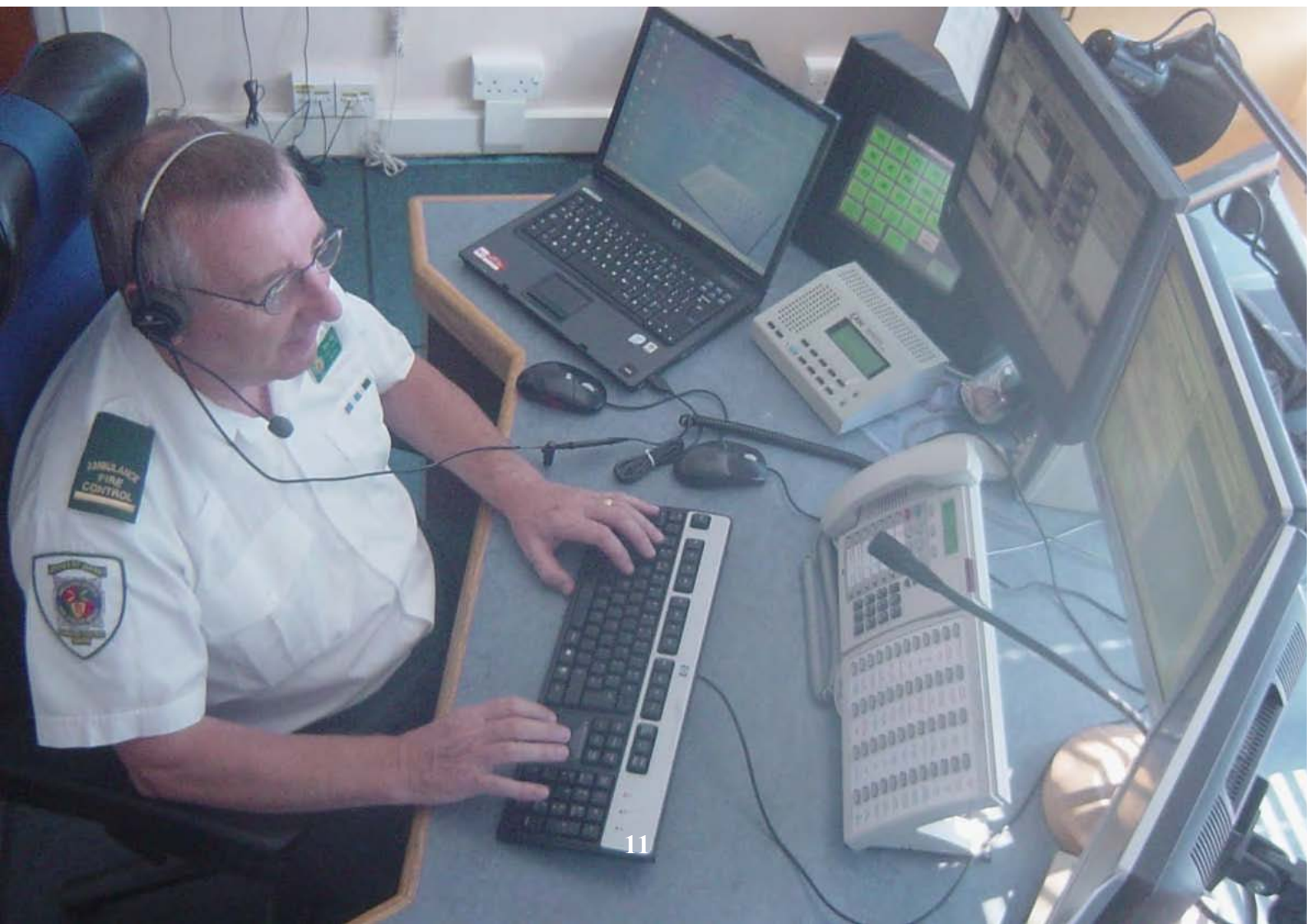
## ***Emergency Call Management***

Jersey has the only fully combined Fire and Ambulance Control Centre in the UK that provides emergency call handling and mobilising for both fire and ambulance 999 calls. A single mobilising, command and control system 'Alert C3' provides interfaces with the TETRA radio system, paging systems, Jersey's digital map and address database and includes an electronic incident reporting / recording package for both Services.

The Combined Control Centre is staffed on a 24/7 basis and it handles over 13,000 emergency calls per year for both emergency services. It is critically important that Combined Control Operators can quickly and accurately obtain information from the caller about their emergency and then mobilise the correct Emergency Services to the address of the emergency.



In 2008, the Minister of Home Affairs introduced new emergency response standards following the removal of the UK Fire Cover standards that were first introduced in 1936. The new response standards are based on fire risk, the fixed location of resources and the arrival of all the initial response vehicles, not just the first attendance. They are measured from the time the 999 call is taken by the Combined Fire and Ambulance Control so they include the emergency call taking and mobilising times.



# Your Service

The total number of emergency Fire & Rescue Service incidents handled by control in 2011 was 1526. The emergency response standards and the percentage that they were achieved for calls in 2009, 2010 and 2011 are detailed below.

Property Fires			2009	2010	2011
Risk Areas	Attendance of 1 <sup>st</sup> Fire Engine	Attendance of 2 <sup>nd</sup> Fire Engine	1 <sup>st</sup> & 2 <sup>nd</sup> appliances arrived in target	1 <sup>st</sup> & 2 <sup>nd</sup> appliances arrived in target	1 <sup>st</sup> & 2 <sup>nd</sup> appliances arrived in target
High	< = 10 minutes	13 minutes	92.98%	85.71%	90.91%
Medium	< = 15 minutes	18 minutes	95.45%	100%	73.68%
Low	< = 20 minutes	23 minutes	100%	100%	100%
Target	90%	90%	96%	95.2%	88.2%

Road Traffic Collisions			2009	2010	2011
Risk Areas	Attendance of 1 <sup>st</sup> Fire Engine	Attendance of Rescue Unit	1 <sup>st</sup> & 2 <sup>nd</sup> appliances arrived in target	1 <sup>st</sup> & 2 <sup>nd</sup> appliances arrived in target	1 <sup>st</sup> & 2 <sup>nd</sup> appliances arrived in target
High	< = 10 minutes	< = 20 minutes	89.47%	58.33%	100%
Medium	< = 15 minutes	< = 20 minutes	100%	88.89%	100%
Low	< = 20 minutes	< = 20 minutes	100%	100%	100%
Target	90%	90%	96.49%	82.4%	100%

Sea & Cliff Rescues		2009	2010	2011
Risk Areas	Attendance of specialist rescue vehicle &/or boat	Appliances arrived in target	Appliances arrived in target	Appliances arrived in target
High	< = 13 minutes	100%	100%	100%
Medium	< = 18 minutes	50%	100%	100%
Low	< = 23 minutes	75%	100%	100%
Target	90%	75%	100%	100%





**‘Achieved  
response  
standards to  
88.2% of fires  
in 2011’**



# Your Service

## Achievements (over past 5 years)

The Service is proud of its track record in ensuring continuous improvement and it has made considerable progress in making the Island safer over the last 5 years. In 2008/9 the Service was independently inspected by the Scottish Fire and Rescue Advisory Unit which found that overall the Service is 'performing well'.

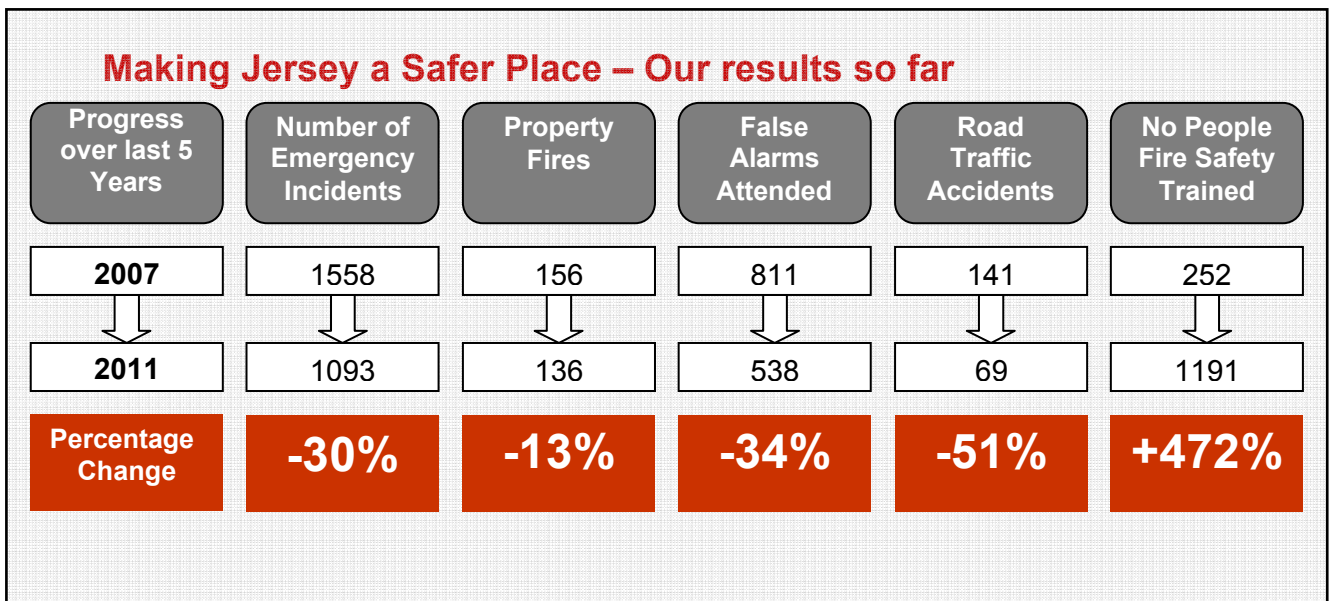
Despite financial constraints, the Service has maintained an effective emergency response which has been called upon to deal with several major fires over the last five years; such as the Wesley Street Church fire, the Broadlands fire and the Val de la Mare furze fire. The Service has also made improvements to its breathing apparatus, vehicle extrication, hazmat, trauma care and water rescue capabilities.

The Service places a big emphasis on preventing fires and it has significantly increased its community fire safety programmes in the last 5 years. Over this period firefighters have fitted 1933 domestic smoke alarms in homes at risk from fire. In 2008 the Service was awarded a Chartered Institute of Marketing (CIM) Marketing Excellence Award for its 'Make a Plan' fire safety campaign.

The Service has also expanded the amount of fire safety training that is delivered to workplace staff and the public. In 2010 the Service launched a new suite of fire safety training courses. These improvements were recognised nationally when the Service was nominated as a finalist in the UK's Fire Excellence Awards 2011 for the 'Best Training Initiative' category.

The Service's success in delivering genuine public safety improvements can be evidenced by the significant and sustained reductions in emergency calls, fires, false alarms and road accidents. There has only be one fire death in the last 5 years compared to the average of one fire death per year in Jersey over the previous decade. 2011 saw the lowest number of total fires for more than half a century. All this has been achieved whilst the population and number of properties is increasing.

The Service is also committed to achieving high standards of firefighter safety & welfare. It was nominated for the Family Friendly Employer of the Year Award in 2009 by the Jersey Child Care Trust. The Service is leading the way in safety and compliance within the States. It was one of only four States Departments rated as Good and was =3<sup>rd</sup> in the league table of Health & Safety Management Systems Performance in 2010 & 2011.



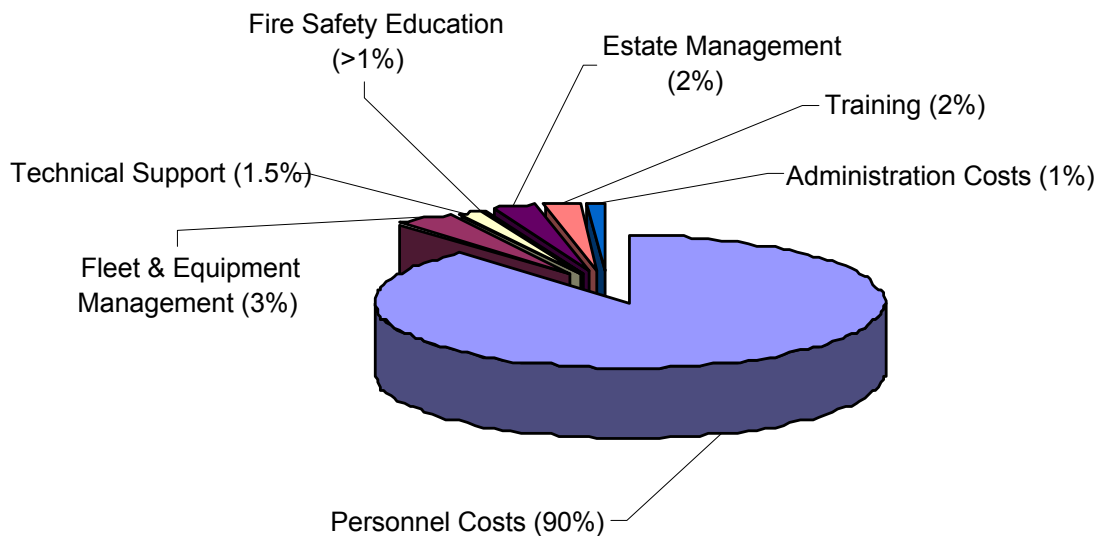


## Financial Management

In common with other public services, the Fire & Rescue Service is facing budget challenges which mean that we have to make CSR savings in 2012/13 while still providing an effective emergency service. In 2011 the Service's total budget was £4,915,608.

	2007	2008	2009	2010	2011
<b>Net expenditure</b>	£4,433,638	£4,635,590	£4,741,077	£4,792,328	£4,915,608
<b>Actual Staff FTE</b>	76.54	75.54	75.54	73.54	72.54
<b>Service area cost per head of population</b>	£48.83	£50.50	£51.25	£51.81	£50.23*

The majority of the budget is allocated to staff expenditure, currently 90%. For part of 2011 the Service carried a number of Wholetime and Retained firefighter vacancies along with an Admin post vacancy. Although this reduced our salary costs, it did result in a significant amount of overtime to cover the reduced operational staffing levels. The Service's small non-staff budget is used to fund all training, equipment replacement, uniform and personal protective equipment, premises maintenance and all service costs such as diesel and electricity. The diagram below provides an insight into where the Service's budget is spent and shows the huge differential between staff costs and the costs of maintaining critical infrastructure.



	2006	2007	2008	2009	2010	2011
<b>Expenditure on personnel (%)</b>	85.67%	87.37%	88.9%	89.2%	89.9%	90.0%

\*Based on 2012 Census population figure of 97,857



# **‘Firefighters rescued 10 people from fires in 2011’**







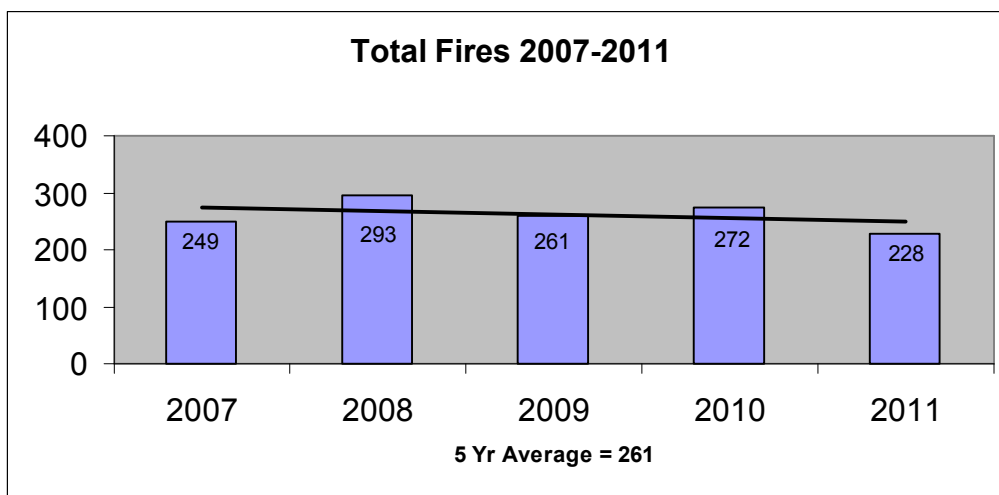
## Fire Statistics

The States of Jersey Fire & Rescue Service is equipped and trained to deal with a wide range of different types of fires. This includes fire in properties, commercial, industrial and high rise buildings, petrochemical storage, aircraft, ships, furze and open land. For statistical purposes fire attended by the Service are categorised into:

- i. Total Fires
- ii. Primary Fires (fires in insurable property - houses, buildings and vehicles)
- iii. Accidental House Fires
- iv. Fires in Public, Commercial and Industrial Premises
- v. Secondary Fires (fires in non-insurable property - rubbish, furze, derelict)
- vi. Vehicle Fires

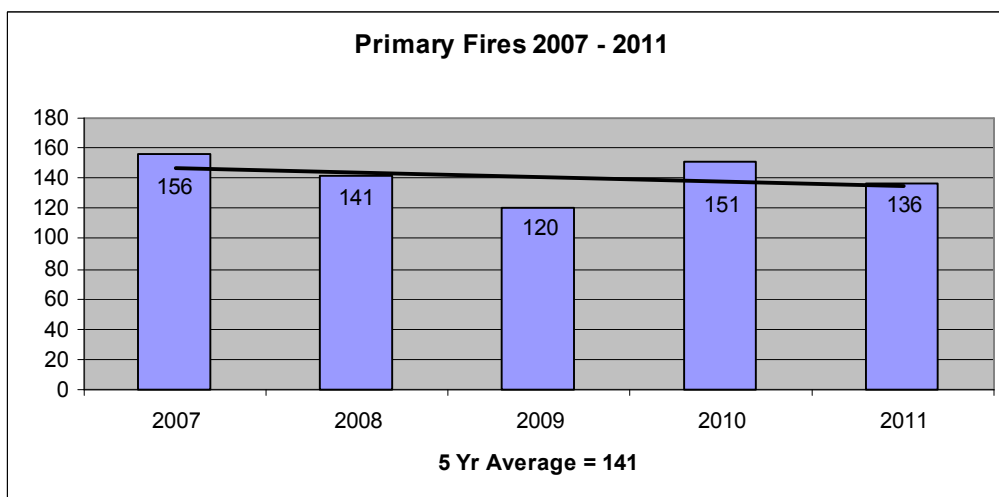
Indicators:  = reduction on previous year &  = increase on previous year

**Total fires down by 16.2% on 2010 **



The total number of fires attended in 2011 was 228, down by 16.2% on 2010. This decrease is significant not just in relation to the 2010 figure but because it represents the lowest number of fires in the last five years and is 12.6% lower than the five year average. Of specific note within this reduction are decreases in the number of fires in public, commercial and industrial premises as well as Secondary fires.

**Primary Fires down 10% on 2010 **



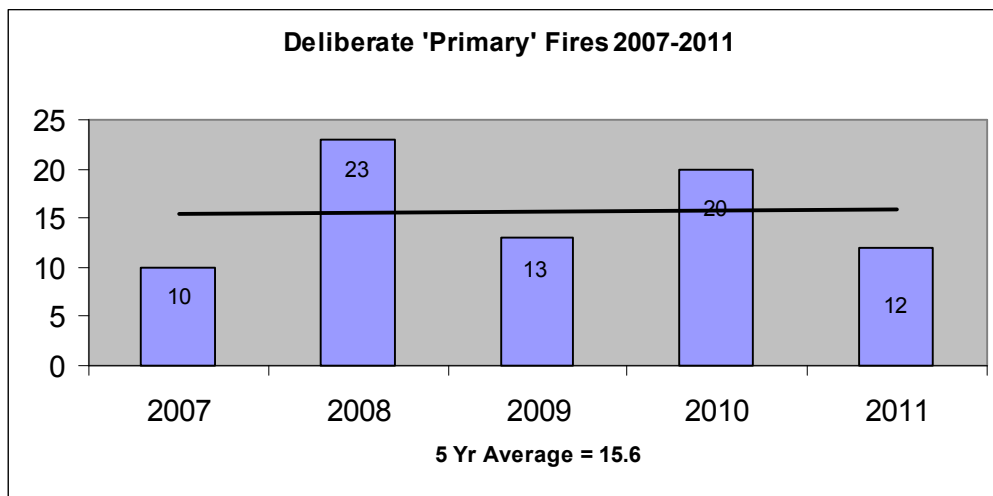
# Fires

Primary fires are fires involving insurable property including houses, fires in other buildings and vehicle fires. As opposed to 2010 which was the second highest outturn in the previous five years (2006-2010), the 2011 figure was the second lowest from 2007-2011. The 10% reduction must be set in the context of a 25.8% increase from 2009 to 2010 but the figure still represents a continuation of an overall downward trend.

The main areas of causes for primary fires were:

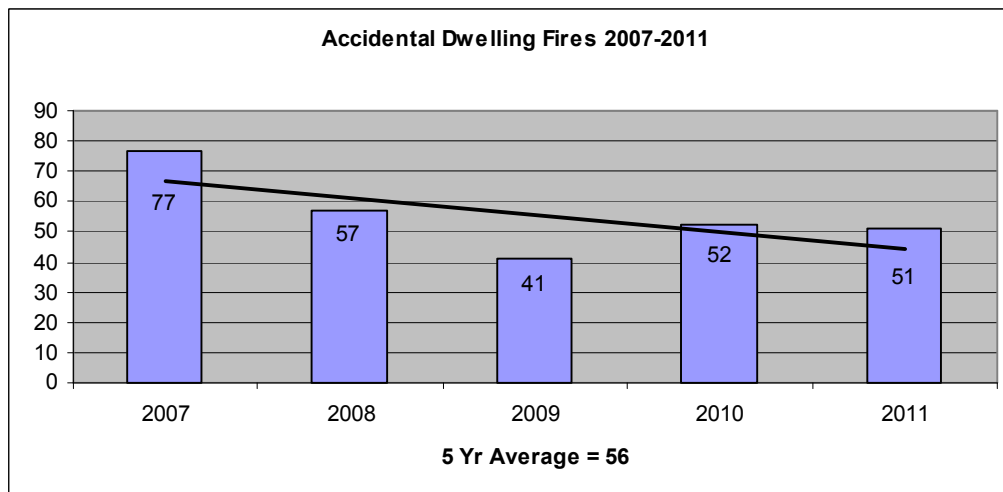
- |    |  |              |
|----|--|--------------|
| a) | Electrical fault:                                      | <b>22.1%</b> |
| b) | Housekeeping (i.e. poor positioning of furniture etc): | <b>14%</b>   |
| c) | Kitchen / cooking:                                     | <b>13.2%</b> |
| d) | Deliberate / suspicious:                               | <b>8.8%</b>  |
| e) | Mechanical failure:                                    | <b>8.1%</b>  |
| f) | Smoking:   | <b>6.6%</b>  |
| g) | Other:   | <b>25.7%</b> |

## Deliberate Primary Fires Down 40% on 2010



This is the second lowest outturn in five years and is therefore lower than the average for the period. Caution always has to be exercised when the raw data represent such low levels of incidence however, at a simple level it can be seen that year on year activity centres upon a mean average which broadly follows the overall trends in total fires and Primary Fires.

## Accidental Dwelling (House) Fires down by 1.9% on 2010



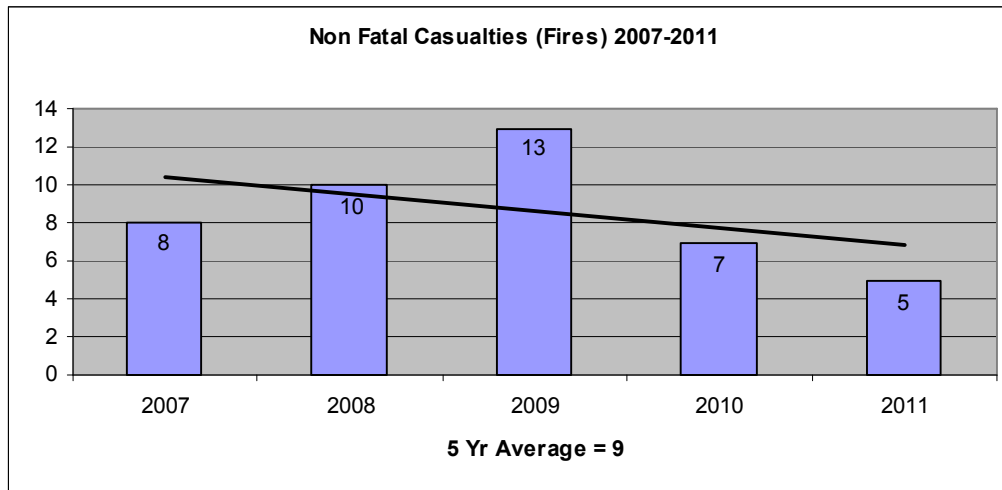


2011 provided the second lowest number of accident fires in the home in the last five years, second only to 2009 which followed the biggest home fire safety campaign in Jersey's history following the tragic death of a young girl in May 2008. The continued downward trend is encouraging and represents an outturn which is 8.9% lower than the five year average. Our aim is to reduce house fires by 20% against the 2010 baseline by 2013; in order to achieve this, levels need to come down to the 2009 level.

The main areas of causation for fires in the home were recorded as:

a)	Electrical fault:	<b>31.4%</b>
b)	Kitchen / cooking:	<b>29.4%</b>
c)	Housekeeping (i.e. poor positioning of furniture etc.)	<b>19.6%</b>
d)	Smoking:	<b>9.8%</b>
e)	Poor construction:	<b>3.9%</b>
f)	Mechanical:	<b>3.9%</b>
g)	Other:	<b>2.0%</b>

## Injuries from Fires in Dwellings down from Seven to Five

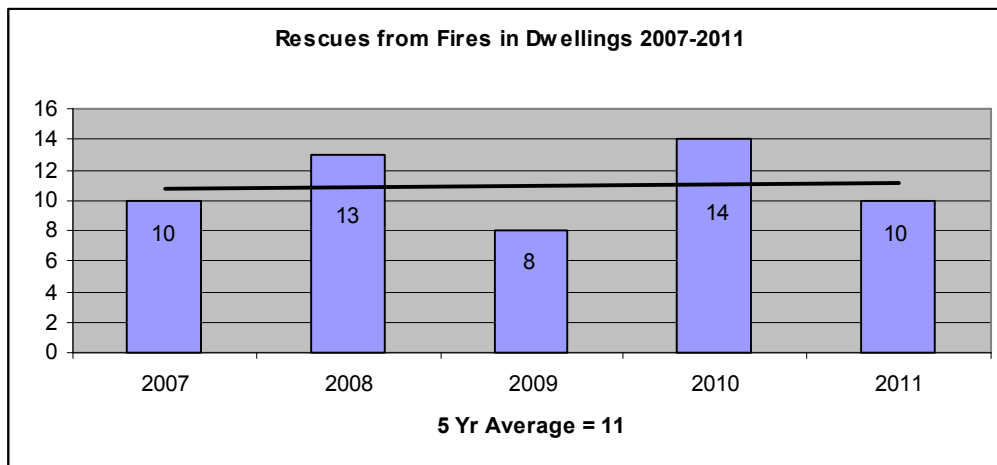


As the total number of people injured in fires in the home is low, a reduction from seven to five actually represents a 28.6% decrease on 2010. Dealing with such low numbers means that slight adjustments in annual figures represent very large percentage differences and so we are very aware that the progress we have made can be undone. Whilst we will aim to reduce the number of people injured still further it is important that we try to maintain performance at 2011 levels. It is also pleasing to report that there were no fire deaths in 2011.



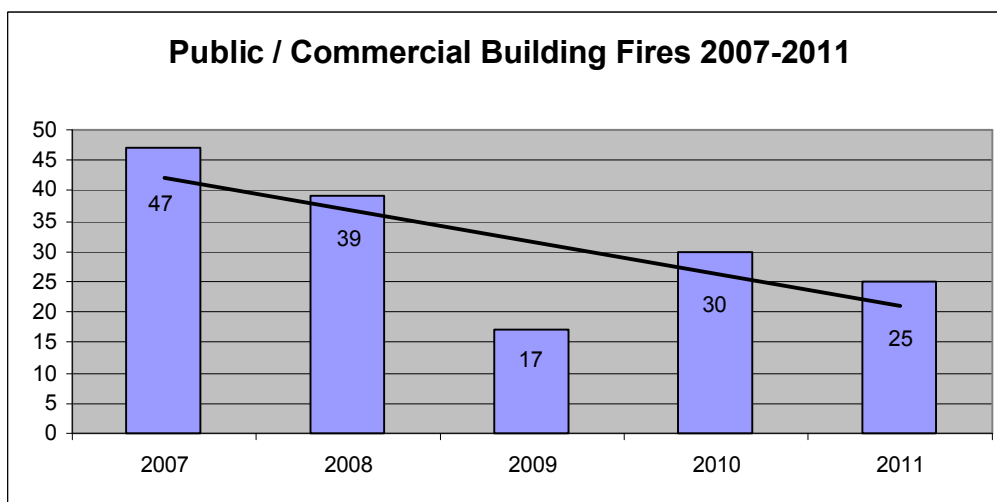
# Fires

Rescues from Fires in Dwellings (Houses) down 28.6% on 2010 ↘



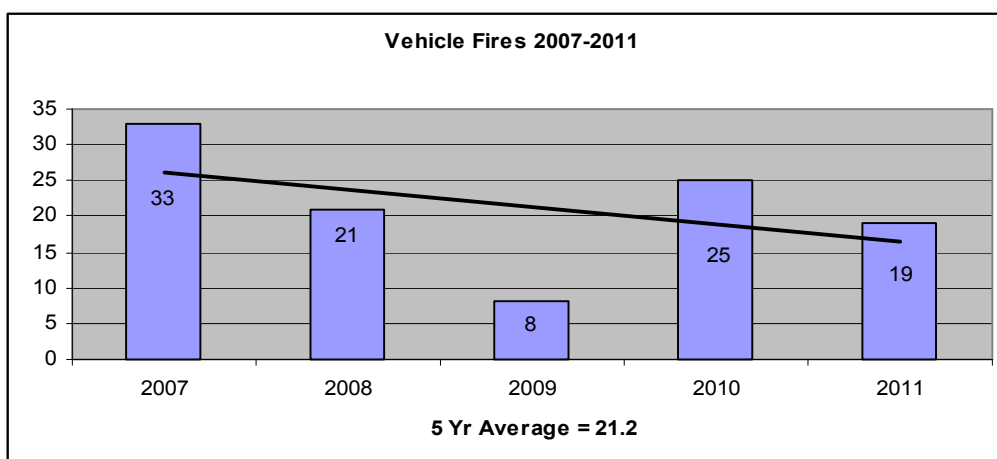
The actual numbers involved here are low and percentage based analysis should be treated with some caution. Nevertheless it is positive to note that fewer rescues were required from house fires and this follows the decreasing number of fires generally.

Fires in Public, Commercial and Industrial Premises down by 16.6% on 2010 ↘



2011 has continued the steady downward trend in fires in public, commercial and industrial premises.

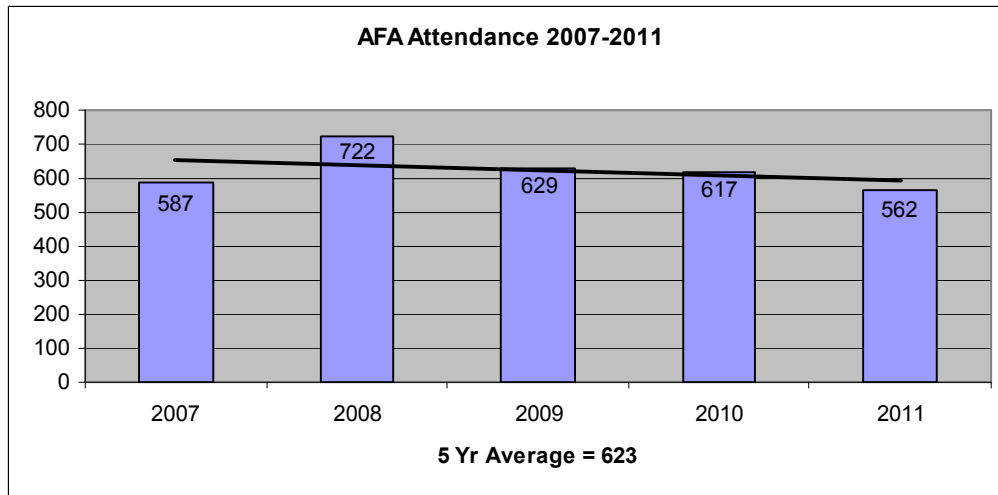
Vehicle Fires down 24% on 2010 ↘





Following an unusually low number of vehicle fires in 2009 and a subsequent return to normal levels of activity the year after, 2011 provided the second lowest outturn in the five year period and continued an overall downward trend. In 2010 over 40% of vehicles fires were recorded as being due to a deliberate act (in some instances a number of cars were damaged or destroyed in a single deliberately set fire); last year that rate had dropped by over two thirds.

## Automatic Fire Alarms down by 8.9 on 2010



In 2011 the Service responded to the lowest number of false alarms in five years. The vast majority of attendances to sites with automatic alarm systems are not due to fire but some other fire like phenomenon or a system fault. Attendances sometimes divert scarce resources from other urgent tasks. The Fire and Rescue Service nationally has placed significant emphasis on reducing attendances at false alarms caused by faulty or inefficient automated systems and in Jersey this effort has resulted in a revised policy on attending such events and procedures for working with those responsible for maintaining such systems to ensure that faults and false alarms are minimised.



## ***Fires of note in 2011***

The following are just a few examples of the many fires we extinguished in 2011:



**Flat fire in St Helier 30/01/2011** - Just after 7am a call was received via the Fire & Ambulance Combined Control Centre from a concerned neighbour woken by the sound of a smoke alarm and signs of smoke exiting from a flat located within a communal block of flats. On arrival, fire-fighters quickly discovered that a single female was asleep inside the smoke filled lounge of the property. Once the rescue had been completed the crews extinguished the fire which had taken hold in the bedding material on which the occupant had been sleeping and had spread to the carpet.



**Furze Fire at La Rue de la Corbiere 05/06/2011** - Two fire engines and a Water Carrier were used to extinguish a large furze fire on the headland at Corbiere. Fortunately strong winds were blowing in a favourable direction and the fire was brought under control and extinguished using four medium jets. Although there were a number of properties in the vicinity, firefighters managed to contain the fire so none were required to be evacuated.



**Flat Fire in St Helier 29/07/2011** - The Fire & Rescue Service received a call at approximately 03:30 on Friday morning via the Combined Control Centre. On arrival the fire crews were faced with smoke issuing from a second floor window, occupants were evacuating the building with one male suffering from burns to his hands, arms and legs. The fire service administered emergency medical treatment to the casualty. Firefighters entered the building wearing breathing apparatus and extinguished the blaze using a medium jet. The casualty was subsequently treated by paramedics and taken to hospital.



**House Fire, St Peter's Valley 01/10/2011** - Shortly before midday the Fire & Rescue Service received multiple calls for a fire in a property in St Peters Valley. Upon arrival firefighters could see black smoke issuing from both ground and 1st floor windows to the rear of the property. Two teams of two fire-fighters entered the property wearing breathing apparatus and carrying a hose-reel. One BA team carried out fire-fighting operations whilst the other BA team searched the property for anybody that may have still been inside. The fire, which had started in the kitchen, was quickly brought under control and extinguished. The search of the property found that no people were inside. The family's pet dog was found in the living room and carried outside by the BA team where she received oxygen. The dog was then transferred to a veterinary centre for further treatment and care.



# **‘Firefighters extinguished 228 fires in 2011’**







**‘Firefighters are trained to save lives and fight fires on ships and vessels at sea’**

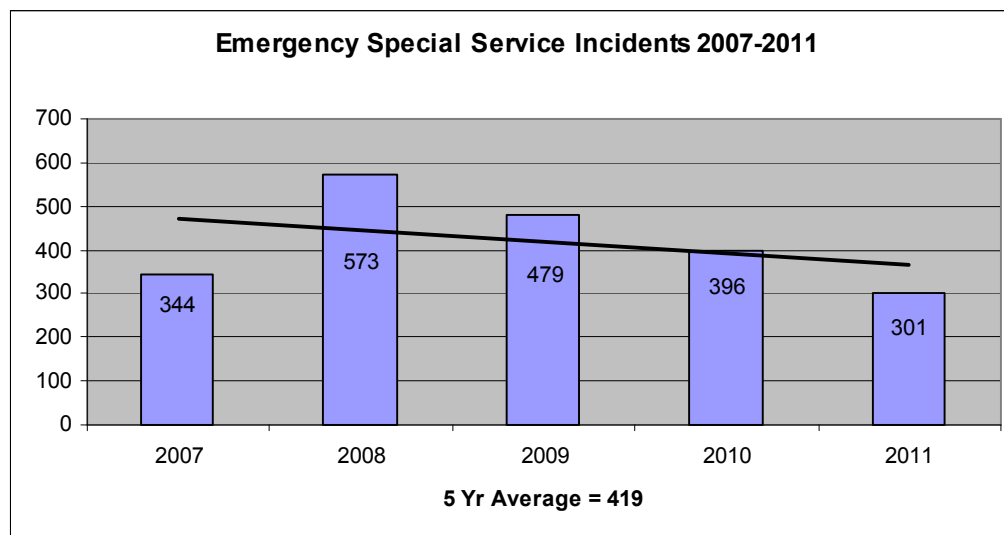
As well as fighting fires, Jersey Fire and Rescue Service is also equipped and trained to deal with a wide range of other emergencies. This has been recognised in the new Fire & Rescue Service (Jersey) Law 2011 and supporting Fire & Rescue Service (Emergencies and Humanitarian Services) (Jersey) Order 2012 that expands the rescue role of the Service making it a statutory duty to rescue and protect people from serious harm in the event of road traffic accidents and to rescue people from dangerous places.

The Service's statutory rescue role now includes:

- rescuing people trapped in vehicles following a road traffic collision
- rescuing people within Jersey's inshore waters and rocks
- rescuing people from inland waterways such as reservoirs
- responding to emergencies on ships and vessels at sea
- rescuing persons from height, such as cliffs and cranes
- the search & rescue of people trapped following a non road transport emergency such as an industrial accident, aircraft crash, collapsed buildings and other structures, landslides or other natural disasters
- making safe spillages of chemical, biological, radioactive or other hazardous materials that threaten people or the environment
- assistance to the other emergency services such as providing medical assistance, moving heavy casualties or searching for missing persons

## Rescue Statistics

Total Rescues and other Emergencies down 24% ↘



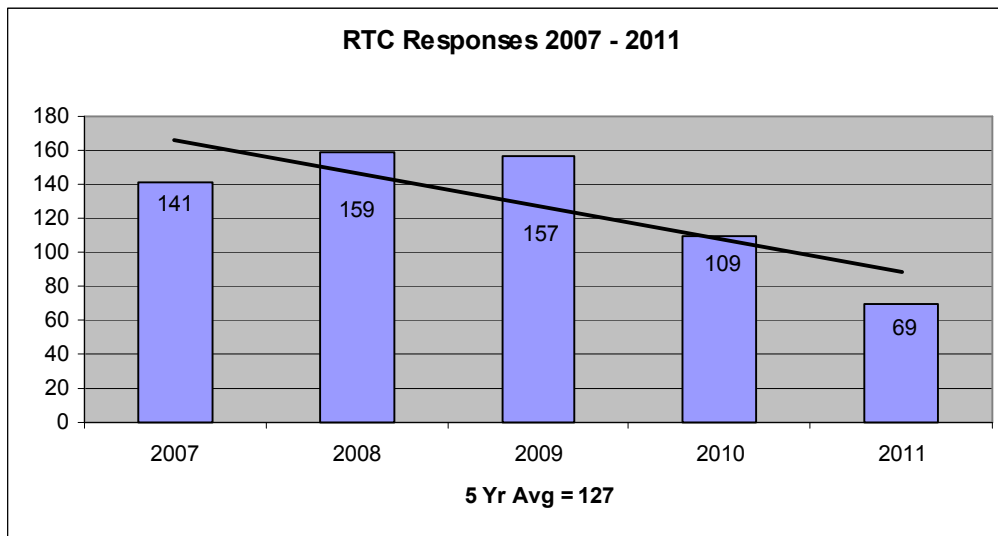
An 'Emergency Special Service' is a non-fire emergency such as a road traffic collision, rescue from height, industrial accident or hazardous materials (HAZMAT) response. Last year provided the lowest number of Emergency Special Service incidents in the five year review period. A very significant part of this overall reduction is a notable decrease in the number of Road Traffic Collisions attended by the Service. Initiatives such as the 'Fatal Four' campaign run by our colleagues at the States of Jersey Police are a valuable and powerful way to remind all of us of the causes of road crashes and the ways in which we can reduce risk on the road.



**‘Firefighters  
attended 69  
road accidents  
in 2011’**

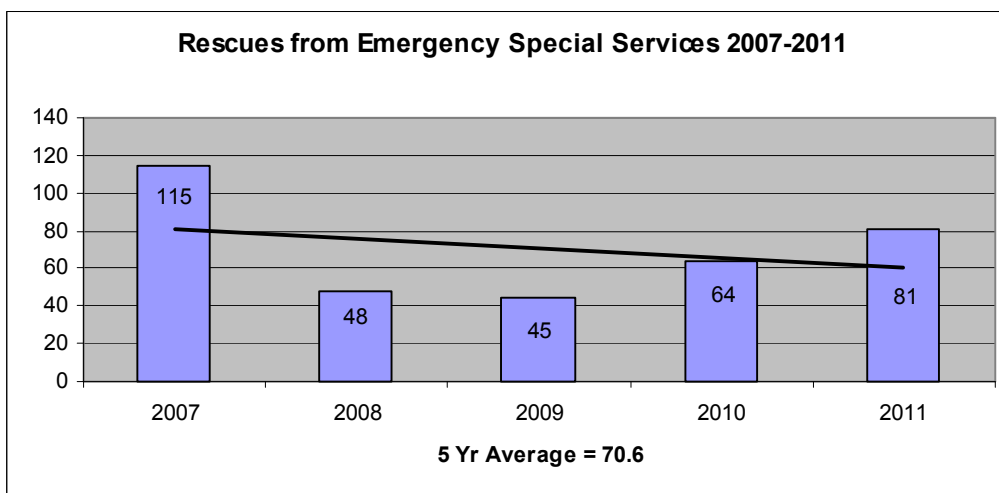


## Road Traffic Collisions Down 36.7% on 2010 ↘



Last year saw by far the lowest number of attendances to road traffic collisions by the Fire and Rescue Service in many years. Not only did this represent a reduction of almost 37% on 2010 but it was 45.7% lower than the five year average. The Service is a contributor to the overall effort of reducing road incidents; the lead service is the States of Jersey Police. It is very encouraging to see such a focussed and determined effort on raising awareness provided by our Police colleagues and we support their initiative wholeheartedly. Despite the reducing number of attendances, some of the incidents dealt with have been very high impact with tragic consequences.

## Rescues from Emergency Special Services Up 21% on 2010 ↗



The Service rescued 81 people from non-fire emergencies last year; a significant increase on 2010 and above the 5 year average. The rescues are broken down into the following categories:

- Road Traffic Accidents 16
- Cliff Rescues 3
- Water Rescues 9
- Entrapments 20
- Lifts 33

# Rescues

## **Rescues of note in 2011**

The following are just a few examples of the many rescues carried out in 2011:



**Road Traffic Collision Trinity 06/03/2011** - The Service despatched 2 Fire Engines and their Rescue Tender to a serious road traffic collision at lunchtime on Sunday 6<sup>th</sup> March. All of the emergency services worked closely together to treat and extricate the multiple casualties at the incident. The casualties were taken to hospital by Ambulance and the area was closed for a substantial period of time while accident investigators worked at the scene.



**Cliff Rescue Devils Hole 19/03/11** - One male was trapped in a cave with an injured leg following a fall. A firefighter wearing line rescue equipment was quickly lowered to secure and treat the casualty before a second operative was then lowered and assisted to bring the male to a point of safety at the top of the cliff. He was then transferred to hospital by Ambulance.



**Sea Rescue of Persons cut off by tide, Greve D'Azette 21/3/11** - Three men were trapped on a reef up to their waists in the sea about 3/4 of a mile from La Mare Slip, Greve D'Azette. Jersey Coastguard requested the Fire & Rescue Service to launch their Inshore Rescue Boat (IRB) from the shoreline at La Mare Slip. Firefighters soon located the 3 males on a reef who were suffering from hypothermia. They were quickly brought back to the shore and given medical treatment.



**Man impaled on reinforcing bar, St Martin 19/04/11**  
A call came in for a workman who had been impaled on a piece of reinforcing bar (rebar) at a construction site in St Martin. Fire crews used hydraulic rescue cutting equipment to release him. Fire crews, assisted by workmen on the site, transferred the casualty to the ambulance via a crane and a large tipping bucket. Fire crews also attended the General Hospital to give further assistance in reducing the length of the rebar before it was removed by surgeons.



**Child trapped by her leg 13/07/11**  
The Fire & Rescue Service received a call for a child who had fallen and become wedged by her leg between a concrete wall and a metal stanchion used to house a permanent basket ball hoop within the community playground. The fire crew utilised road accident cutting equipment to create enough space to release 5 year old Maya, who was uninjured.

**‘Trained to  
rescue people  
from height  
and cliffs’**





**‘Firefighters  
fitted 209 smoke  
detectors in  
homes at risk  
from fire in 2011’**



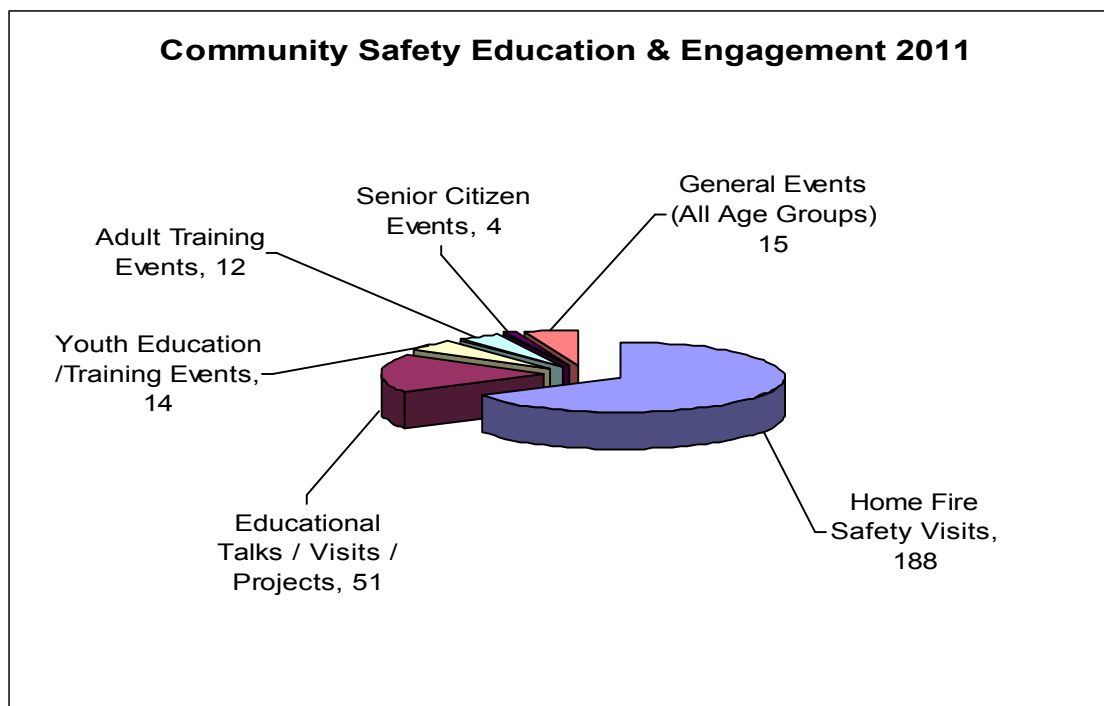
## Community Safety

The Service is committed to making Jersey a safer community by providing a high standard of fire safety education and prevention programmes. This is achieved by developing and implementing fire safety initiatives and by working with partner organisations to reduce the number of fires, road traffic collisions and sea rescues in Jersey.

Of the 51 house fires attended in 2011, only 29 (57%) had working smoke alarms, a further 8 (16%) had smoke alarms which did not operate and 14 (28%) did not have smoke alarms fitted. These figures show a decline in smoke alarm effectiveness compared to 2010 when 65% of fires attended had working smoke alarms. The Service carried out 188 Home Fire Safety Visits in 2011 installing 209 smoke detectors. They also installed 15 special smoke detectors for the hard of hearing.

As part of the Fire Safety Education Programme for schools, the Service delivered a 1 hour 'Sparks' fire safety session all year 4 students in each of the Island's 32 Primary schools. The Service also attended 6 nurseries and it continued to deliver community safety at public events by attending 9 of the Island's main events including the Battle of Flowers, St Clements fete and the Boat Show.

***'I just wanted to say a big thank you for coming in and working with our children at St Luke's School. They really had an enjoyable time and learnt about safety at the same time'. St Luke's School***



### 2011 FIRE SAFETY CAMPAIGNS:

- Electric Blanket Testing with the JEC
- National No Smoking Day campaign
- Summer countryside fire safety campaign
- Campaign to reduce domestic house fires
- Fire safety at Christmas campaign

## ***Safety Events in 2011***

The following are just a few examples of our successful community safety partnerships:



### Safety in Action Week

The Service has been in partnership with Child Accident Prevention since the inception of the 'Safety in Action' week in 1998. In July 2011 over 900 year 5 students from all 32 primary schools took part in 'Safety in Action' week. The event involves students participating in 6 workshop style safety scenarios. The Fire and Rescue workshop is based around the importance of every home having working smoke alarms and an effective escape plan. There is a practical exercise using artificial smoke to show students the best actions to take if a fire starts in their home. Upon completion of all of the 6 workshop style safety scenarios Fire and Rescue personnel carry out a chip pan fire demonstration to highlight the dangers of tackling a chip pan fire using water.



### Prison! Me! No Way!

In 2011 the Service worked in partnership with the Prison Me No Way – 'Your choice' initiative by delivering fire and water safety education to all year 6 students at all 32 primary schools during the school calendar year. The fire safety sessions reinforce the student's knowledge gained during 'Safety in Action' the previous year. The water safety sessions primarily highlight the safety flags found on a beach and the dangers posed by rip currents.

In 2011 the Service also worked in partnership with the Prison Me No Way – 'Crime' initiative by delivering fire safety education to year 8 students in all 8 secondary schools. Crime related activities including arson and hoax calling were the key educational areas covered.



### Prince's Trust

In 2011 the Service continued to support the Prince's Trust scheme in Jersey which runs 2 separate 12 week programmes designed for youths who have fallen out of mainstream schools or employment. The focus of the programmes is to develop team and character building skills. The Service delivered a one day session on each of the programmes that encouraged team work and introduced the students to simulated Fire and Rescue activities.

### Youth Inclusion Project

In 2011 the Service supported the Youth Inclusion Project by delivering a 1 day team building event to a group of young people with learning disabilities.







## ***Fire Safety Training***

In April 2010 the Service launched a new suite of Workplace Fire Safety Training Courses aimed to provide a greater awareness of the threat posed by fire to people, property and business continuity. Workplace Fire Safety Training consists of three course types:

- **Fire Awareness (Foundation Course)**
- **Fire Marshal**
- **Fire Extinguisher**



One of the significant new additions to the fire extinguisher training is the use of a purpose built gas powered mobile extinguisher training unit, kindly funded by Jersey Safety Council. It is specifically designed for “hands on” training in a range of scenarios including IT equipment fires, bin fires and electrical fires to enable the students to have a fully interactive learning experience

In 2011 the Service delivered a total of 123 different workplace fire safety training events. The Service’s Workplace Fire Safety Training was nominated as a finalist in the UK’s Fire Excellence Awards 2011 for the ‘Best Training Initiative’ category.

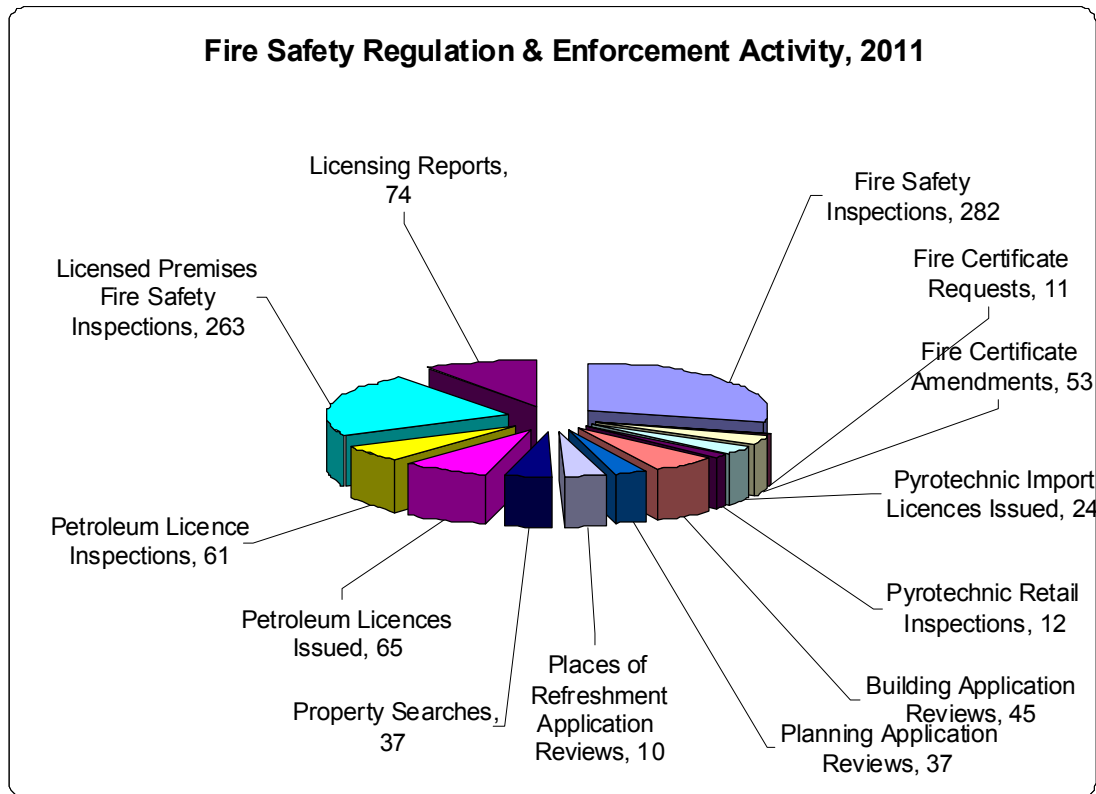


### **WORKPLACE FIRE SAFETY TRAINING DELIVERED IN 2011:**

- **Fire Awareness Course – 429 students**
- **Fire Marshal Course – 335 students**
- **Fire Extinguishers Course – 313 students**
- **Bespoke Course – 114 students**

## Fire Safety Regulation and Enforcement

Our Fire Safety Enforcement Team reduces fire risk in non-domestic and business premises by carrying out fire safety inspections, giving advice and where necessary enforcing fire safety legislation and other regulations designed to support life safety in buildings and infrastructure. The Fire Safety Team is also responsible for investigating the causes of fires. In 2011 this small, specially trained and qualified team (all of whom are operational firefighters at various levels) carried out 545 fire safety inspections, 61 petroleum inspections, issued 142 licenses and completed 267 reports as outlined below:



In 2011 the Fire Safety Team also commenced a project to reform existing Fire Safety Legislation which has been in place since the 1970's and is now seen as restrictive and out of date. Amendments to existing fire safety legislation have been drafted and consulted on.





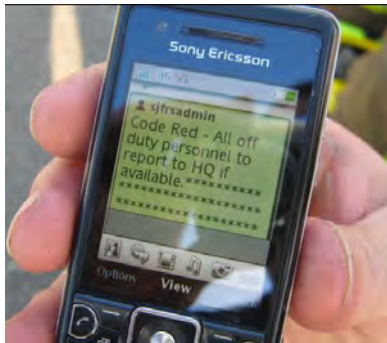


**‘Fire Officers  
carried out 545  
fire safety  
inspections in  
2011’**



## Emergency Planning

The States of Jersey Fire & Rescue Service has to be prepared to deal with major incidents in partnership with the other emergency services. The Service plays a key role in emergency planning which is co-ordinated through Jersey's Emergency Planning Board and the Joint Emergency Services Group.



In order to have sufficient firefighters to deal with a major incident the Service has robust recall to duty arrangements for off-duty firefighter and officers termed 'Code Amber' and 'Code Red'. The Service also has formal arrangements that provide an Assistance Agreement with Hampshire Fire and Rescue Service (HFRS) and a Mutual Assistance

Agreement with Guernsey Fire and Rescue Service (GFRS). The Service can also call on Jersey's Airport Rescue & Firefighting Service for assistance if required.

The primary responsibilities of the Fire and Rescue Service at a major incident are:

- life saving, through search and rescue
- fire fighting and fire prevention
- rendering humanitarian assistance
- assisting police with the recovery of bodies
- detection, identification, monitoring and management of hazardous materials and protecting the environment
- provision of hazardous material and environmental protection advice in the emergency phase of a HAZMAT incident, incorporating advice to all relevant services on contamination risk
- providing emergency and primary decontamination of casualties and facilitating mass decontamination
- salvage and damage control
- safety management within the inner cordon
- maintaining emergency service cover

The Service regularly tests its emergency plans and takes part in multi-agency major exercises. In 2011 the Service took part in the following:

- Major Incident Gold Command Training
- Exercise 'Oleum' Oil Tank Fire & Explosion Exercise at La Collette
- Exercise 'Cube', Jersey Airport Major Incident Exercise
- Exercise 'Spire' Home Office Mass Casualty Exercise

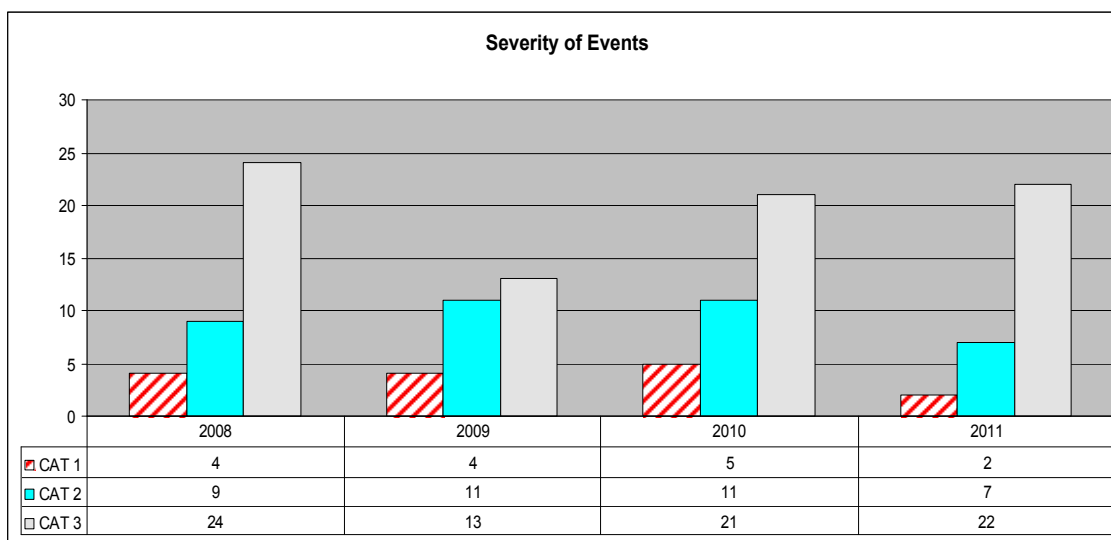


## Firefighter Safety

The States of Jersey Fire & Rescue Service is committed to achieving high standards of firefighter safety through compliance with Health and Safety at Work (Jersey) Law 1989 and the supporting 'Approved Codes of Practice'. The Service also aims to protect others who may be affected by its activities, e.g. public, visitors, and contractors, those affected by its operational practices and procedures and work activities.

Monitoring and reviewing performance is considered fundamental in Health & Safety Management. During 2011, there were a total 31 reported accidents which resulted in 7 firefighter injuries, 15 pieces of equipment damaged and 9 near-misses. This is a reduction on the previous year when there were 37 reported accidents which resulted in 10 injuries, 20 pieces of equipment damaged and 7 near-misses. The Service investigates and categorizes events in order of their severity using the following criteria:

Category Description	
CAT1	An Accident resulting in serious injury (e.g. broken bone or hospital admittance).
CAT2	An Accident or Near Miss which cause or has the potential to cause injury (unable to remain at work).
CAT3	Accident or Near Miss which cause or has the potential to which cause minor injury (remains at work).



## Cause

The causes of these accidents were attributed to the following:

System Failure	Management Failure	Equipment Failure	Misuse	Error	Anatomical Fail	Tolerable Damage
6	0	6	0	15	3	1

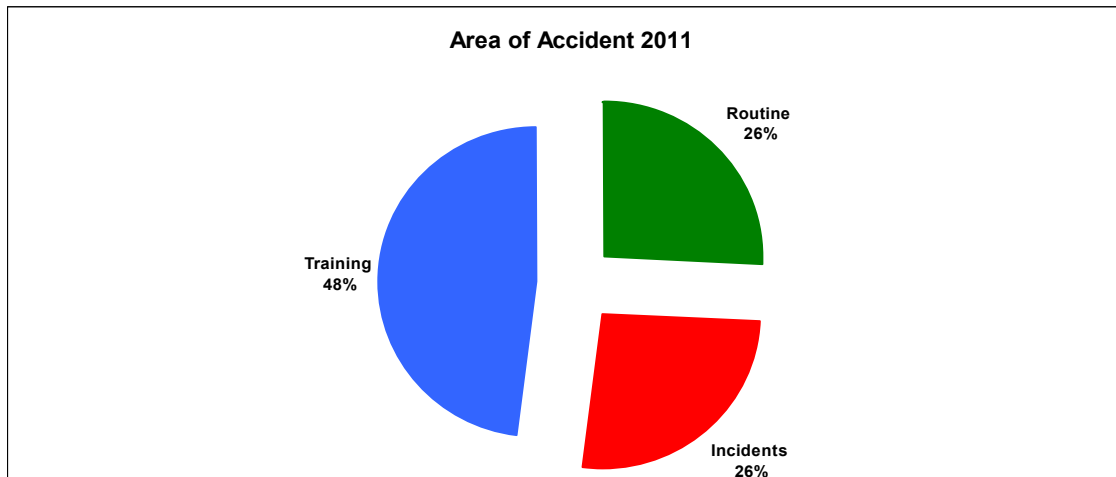
Of these 31 accidents, 9 occurred during normal routine station activities 8 occurred at incidents and 14 occurred during training, as indicated over page.



**‘Fire & Rescue Service  
rated as ‘Good’ by  
Marsh H&S evaluation’**







## **Internal Audits**

In 2011, 16 safety actions were completed to prevent any further re-occurrence of similar accidents. During 2011, 22 incidents were audited using an Operational Performance Audit (OPA) that follows the structure and chronology of an incident and measures 'Key Points' that must be implemented.

The assessments were undertaken by Duty Managers attending the incident, and record the outcomes in an electronic form identified as OPA1. The audit is collaborative, agreed and used as a debriefing tool for the Incident Commander (IC) and to make future improvements. Main recommendations from the OPAs are:

- Need to improve hot debriefing
- Maintain focus in the gathering of operational intelligence and developing a tactical plan
- Additional training required for operational dynamic risk assessments
- More training for the specific stages of Incident Command

## **External Audits**

In addition to Performance Indicators and internal audits the Service is also regularly inspected/audited by a number of different organisations to ensure that it operates to required standards and to assess how well it performs in delivering services to the local community.



In 2011, Marsh Risk Consulting carried out an evaluation of the Fire & Rescue Service's occupational health & safety management systems. The evaluation found that all the expected elements of a robust health and safety management system are evidently in place, supported by experienced, qualified persons. There is strong leadership and a positive health & safety culture. The Service benefits from in-house qualified persons. Further improvements have been made since the 2009/2010 review despite that performance level being good. The overall standard of performance was rated as **'GOOD'**.



**‘5,000 people attended  
the Emergency Services  
Open day in 2011’**

Firefighters are keen to support the local & international community. Below are a few examples of the support activities undertaken by firefighters in 2011:

## **International Fire & Rescue Association**

In 2011, Firefighters from the States of Jersey Fire & Rescue Service continued to support the International Fire and Rescue Association (IFRA) charity which delivers fire service equipment and training to less developed countries. In November 2011, Watch Manager Jim Dave and two other members of IFRA travelled to Argentina to help train their volunteer Bomberos.

## **Land's End to John O'Groats Cycle Challenge**

On 20th May 2011, Firefighter Richard Wilson and Crew Managers Paul McGrath and Andy Gallie cycled the length of the British Isles, a total of 1,017 miles in only 9 days, averaging 113 miles per day. They were raising money for a local two year old boy called Joe Redmond who suffers from an extremely rare form of bone marrow failure called "Diamond Blackfan Anaemia". They also helped to promote public awareness of this terrible disease which affects around only 120 people in the UK and between 600-700 worldwide.

## **Charity 4x4 Driving Challenge**

On the 4<sup>th</sup> September 2011, Firefighter Mark Birrell helped by his colleagues organised a 4x4 driving challenge at the motocross track at Sorel Point to raise money for two charities – Wessex Cancer Jersey and the Firefighters Charity. More than 50 4x4s took part and thanks to the generosity of Islanders, the 400 laps of the track undertaken helped to raise £2,000. The event was supported by Jersey Gas who funded all the costs of running the event.

## **Joint Emergency Service Open Day**

The Island's first Joint Emergency Services Open Day took place on Sunday 30th October 2011. It attracted a huge response from the public of Jersey with an estimated 5,000 people attending throughout the day. Activities included simulated road traffic collision rescue, Police dog displays, tower rescues, chip pan fire and Paramedic demonstrations.

## **Movember Campaign**

During November 2011 Blue Watch Firefighters all grew moustaches to raise vital funds and awareness for men's health, specifically prostate cancer and other cancers that affect men.





For home fire safety advice call 01534 445906  
[www.fire.gov.je](http://www.fire.gov.je)



**SMOKE ALARMS**

**SAVE**

**LIVES**

For further details on any of the information raised  
in this Annual Review please contact the Fire &  
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States   
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