



Sustainable Development

Annual Report 2018/19

The cover photo is Beckenham Fire Station's garden, one of the Brigade in Bloom winners

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Introduction by the London Fire Commissioner



It is with pleasure that I introduce our latest sustainable development annual report and the last in my time as the Commissioner. This report covers a year fraught with political uncertainty and division, against a back drop globally of communities inspired by one young girl to come together to declare a Climate Emergency. This includes the Greater London Authority, which the London Fire Brigade comes under. Recognising the significant challenge of climate change, we have furthered our reduction of carbon emissions to over 50%, but it is clear there is more to do.

Opportunities to improve our fleet are limited by the vehicle models brought to market, which is why we have instigated our Ultra Low Emission Fleet Plan and Zero emission Pumping Appliance project to drive innovation in the fire service market. This will have the added benefit of addressing another big challenge for London, air quality which affects the health of thousands. More immediately we have moved over half of our fleet over to Ultra Low Emission Zone compliant vehicles despite only some 5% of them being based within the central ULEZ zone.

A priority of mine was for our workforce to become more diverse, and we are getting better at attracting diverse fire fighter applicants, but we still have a long way to go before our operational staff reflect the diversity of Londoners. I hope that in my time as Commissioner I may have inspired young girls and women to consider a role in the fire service, in a year that saw our first trainees start the new fire fighter apprenticeship. This will help to open up the opportunity to become a fire fighter just like myself to many more Londoners.

Another priority of mine has been mental health awareness amongst our staff and the wider fire service. I have been championing this over the past 3 years and I'm proud to see that we now have a mental health support group for staff and over 1000 staff trained to be dementia friendly.

Whilst we await the recommendations of the inquiry into the Grenfell Tower fire, we continue to push our community safety message, in particular for a change to the laws on sprinklers. Our #SprinklersHIT campaign whilst not conventional, gained significant notice and I believe we must do all we can to bring about the change. Recognising that ultimately the biggest impact a fire service can have on the sustainability of a city is to be an influencer in stopping fires before they take hold.

As ever I welcome the views of others, particularly our staff on how we can continue to improve, in providing a world class, sustainable fire service.

A handwritten signature in black ink, appearing to read 'Dany Cotton'. The signature is stylized and fluid.

Dany Cotton

London Fire Commissioner

1 Introduction

The London Fire Brigade (LFB) is run by the London Fire Commissioner. We are one of the largest firefighting and rescue organisations in the world, employing some 5,712 people. We know that our prevention work such as carrying out Home Fire Safety Visits (HFSVs), giving advice and installing smoke alarms save lives and reduce the number of fires and their devastating impacts on the community. Aside from fatalities, injuries and other health impacts, fires can also result in financial loss, pollution, and loss of resources impacting Londoners.

Policies and Plans

The [London Safety Plan 2017](#) sets out our plans for 2017- 2021 to deliver against our corporate strategic aims: prevention and protection; response and resilience; and people and resources, which are supported by the underlying principles of inclusion, safety, sustainability, accountability and collaboration. Our [Sustainable Development Strategy \(2016-20\)](#) sets out how we intend to deliver on that principle and lead the way on sustainable development within the UK fire and rescue service.

The LFB's core sustainability policy covers: sustainable development; environmental, social and economic pillars; and Responsible Procurement, covering social, economic and environmental issues, including ethical sourcing and whole life costing. We also have an overarching environment policy along with procedures covering the specific areas of energy conservation, waste management, pollution prevention and gardens. The Mayor's London Environment Strategy has set out the key actions to deliver through to 2050, which will be supported by a more specific short term single environment plan for the LFB.

Key Achievements for 2018/19

- Direct apprenticeship starts in our workforce has jumped to 211, 203 of which are new fire fighter recruits, which opens up the opportunity to become a fire fighter to a much wider group.
- 50.6% of our fleet is now Ultra Low Emission Zone ready, with only 5% of the fleet based within or partly within the zone
- CO₂ reduction is now at 50.3%, a further 4.9% improvement and is on track for our first carbon budget
- Following changes to our recycling approach it increased by 8% to a rate of 62.4%
- Our Small to Medium Enterprise spend jumped to 32.7% following a key contract retender, increased second tier SME spend and a review of suppliers that had never submitted company size data.
- Some 170 of our contractors staff benefit from the London Living Wage

Our Performance

This report highlights performance against the objectives of our Sustainable Development Strategy and our sustainable development framework. We are working towards the Global Reporting Initiative's guidelines on sustainability, version 4. More detailed performance data on Inclusion; Community Safety; and Health Safety & Wellbeing is available through [Our Performance](#) and the [Fire Facts](#) reports on our website.

Our sustainability performance is summarised by 10 indicators on page 6. We are on target for 3 of the 8 core indicators that have targets, and within 10% of target for a further 3 indicators.

The figures provided in the performance summary chart and the body of this report for sickness, safety and fires are annual performance compared to our 5 year direction of travel (▼, ▲, ►) which we consider, to be more appropriate measures to show trends in performance, the remainder are annual trends.

Performance at a Glance



19,824

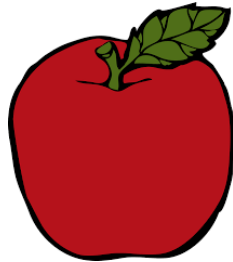
up from 19,536



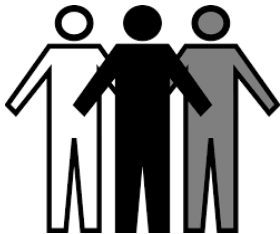
82,102

78.4% to high risk people/places¹

5.61% Operational staff Shifts/Days sickness lost*



75 RIDDOR² events* up from 82



Trainee firefighters
10.0% BAME, down from 15.7%
7.39% Women, down from 10.5%



32.7% SME spend* Up from 12.4%

50.3% CO₂ reduction*

Up from 45.4%



62.4% Recycling*

Up from 54.1%



170 Contractors staff paid London Living Wage



211 Apprenticeship starts

5 through our contracts

Comparison figures throughout this report are annual comparisons, other than fire related, which are on a 5 year trend unless otherwise indicated.

Further information about our performance in 2018/19 and earlier years, including monthly data at borough and ward level is available at www.london-fire.gov.uk

¹ High risk people include those at greater risk of experiencing a fire or with reduced ability to escape a fire such as being over 60, a smoker, disabled, living alone, single parents with young children, living in social housing, drug and alcohol addictions, mental health issues and those living in social care or domiciliary care.

² Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.

* Corporate indicators

2 Prevention, Protection, Response

Our Objectives

1. *Improve the safety and security of Londoners through our prevention and protection activities*

*(10 yr average)

Our Performance

- ✓ **Time spent on community safety work by station staff: 12.4% ▼**
- ✓ **Home Fire Safety Visits (HFSVs): 82,102 ▼**
- ✗ **All Fires attended: 19,824 ▲**
- ✗ **Fire-related fatalities*: 51 ▼**
- ✓ **Injuries from fire: 936 ▼**

Fires can result in considerable social, financial and environmental impact, and the effectiveness of our prevention, protection and response activity reflects our most significant role in supporting sustainable communities. Whilst performance indicates prevention work is down, it remains above target and reflects a more targeted approach to individuals that have difficulty escaping fires e.g. elderly, disabled, bedbound, those with drug and alcohol addictions or suffering from mental health issues. We are undertaking more group risk visits at care homes and sheltered housing; and unlicensed Houses in Multiple Occupation, with no individual to register a HFSV against. Fire related fatalities and injuries, continue to be influenced by the significance of the Grenfell Tower fire as they are averaged over multiple years.

Key Initiatives

- We undertook some 500 fire, safe and well visits in Waltham Forest, Ealing, Merton, Greenwich and Islington supporting residents who are vulnerable to fire and poor health with additional help and advice on falls prevention, smoking cessation, social isolation, and fuel poverty with referrals to relevant agencies.
- 23 Fire Cadet units including specialist Green, Marine and Ceremonial units, increasing our youth engagement on fire safety; provided over 250 cadets with the chance to get a BTEC Level 2 qualification; and to date over 50 cadets and volunteers have gone on to employment within LFB.
- In partnership with NHS Blood and Transplant, 4 donation sessions for the public and staff were hosted, with 426 people donating. Each donation can save up to three lives.
- 1000 staff trained to be Dementia Friends, and we held our first Dementia Forum as part of efforts to make LFB a dementia friendly organisation.
- Over 30 people attended our first Older People's Forum, discussing how to spread fire safety messages, and exploring what we do besides fighting fires #notjustfires.
- Work continued to improve fire safety in high rise blocks resulting in over 1000 buildings being inspected for their cladding and new equipment such as Fire Escape Hoods being procured.
- We continued supporting the Safe Drive, Stay Alive road safety theatre for young drivers, with fire fighters sharing stories of road accidents attended, influencing attitudes and behaviours towards mobile phone and seat belt use, drink and drug driving, speeding, and peer-pressure to engage in risky driving.

**DON'T
STAND
FOR THIS**
#SprinklersHit

Fire Safety twitter campaign

Our eyebrow raising # doubled our twitter engagement, highlighting the need to change sprinkler laws. They provide much needed escape time, especially for vulnerable people, so we've called for sprinklers to be fitted in all:

- purpose-built blocks of flats (or over six storeys high at the very least)
- homes where vulnerable people live
- buildings housing vulnerable residents e.g. care homes or sheltered accommodation

We have strongly recommended sprinkler use in over 3,000 buildings and 66% of Londoners say they would feel unsafe living in a high rise flat without them.

Prevention work in the Boroughs

Sutton's Roadways and Parking Project identifies locations that could cause access problems, informing the Borough of Sutton's parking review to improve roadway layout, facilitating better response times.

Following increased corrosive substance attacks, **NE Area stations** delivered training to blue light, transport and business sector organisations including TfL, Stagecoach, McDonalds, Canary Wharf Group and Deutsche Bank, and undertook a multi-agency exercise simulating a corrosive attack on a London bus.



Havering and **Barking and Dagenham** set up cycle teams to reduce fires on open ground, educating the public about the dangers of fire, safe disposal of smoking materials and using portable BBQs during summer.



Islington joined a national campaign to end male violence against women. Holloway and Islington fire stations were designated safe havens, actively supporting the campaign through photoshoots, meetings and social media.

Countless activities continue across London to address fire safety and health, helping to reduce fire risk:

- Hosting Christmas parties including brunch in association with Age UK at **Wandsworth**, **Acton's** tea party for local residents, tea and carols at **Hillingdon**, and **Sidcup's** party for older residents, and numerous visits to local hospitals
- **Surbiton** visited Anstee Bridge's Valentines Tea Party, supporting children and families in need.



3 Health, Safety & Wellbeing

Our Objectives

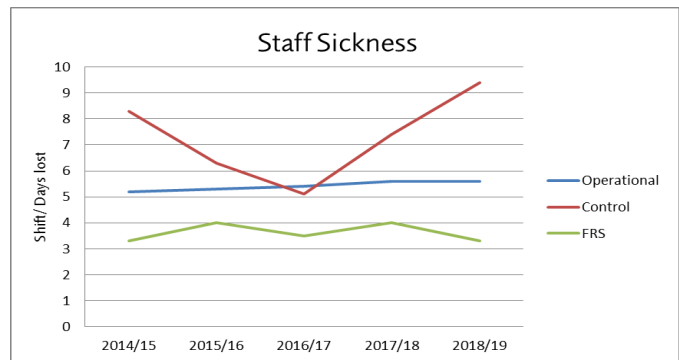
- 2. Protect and promote the health safety and wellbeing of our staff

Our Performance

- ✓ **RIDDOR events: 75** ▼
- ✗ **Vehicle Events: 495** ▲

Our staff are placed in stressful situations, posing risks to their physical and mental health. Health, safety and wellbeing are very important for us to maintain a productive workforce that can provide a quality service.

- Stress, anxiety and depression (SAD) remains the main reason for sickness amongst all staff groups. (a small number of staff remain sick as a consequence of their involvement in the Grenfell Tower response, although this is not significant in the context of overall sickness)
- RIDDOR reportable injuries have reduced and are on target, with a continued focus on the activities and hazards that give rise to most injuries.
- Vehicle events are off-target having increased when compared to last year, however the figures remain more or less the same over the past five years. In response our 'Belt up' safety campaign was launched to encourage and remind all staff to wear seatbelts, and we continue to deliver the Emergency Response Driver refresher training including a reassessment of driver skills in accordance with the Joint Emergency Services High Speed Driver Training (HSDT) codes of practice.



Key Initiatives

- United MINDs, a staff mental health support group has been established to break down the stigma surrounding mental health, the barriers to accessing support, to increase awareness, and to ensure our staff have access to appropriate help.
- Over 30% of staff using WellWorks, our new health and wellbeing tool (app) that provides advice on nutrition, mental health and fitness training, including specific exercises for the gym.
- Station routine Mandatory fitness sessions will once again to support operational staff to focus on mental health, nutrition, fitness training and musculoskeletal health (supported by WellWorks app). Station based staff and flexi-duty staff are now expected to train for regular minimum periods.



Dementia Friends

LFB has partnered with the Alzheimer's Society to raise awareness of Dementia and to train as many members of staff as possible to become Dementia Friends, with Dementia Awareness training sessions held throughout the year. Community Safety have run 73 sessions for staff across the LFB, helping 1000 members of staff to be dementia friendly.

4 Equalities and Social Inclusion

Our Objectives

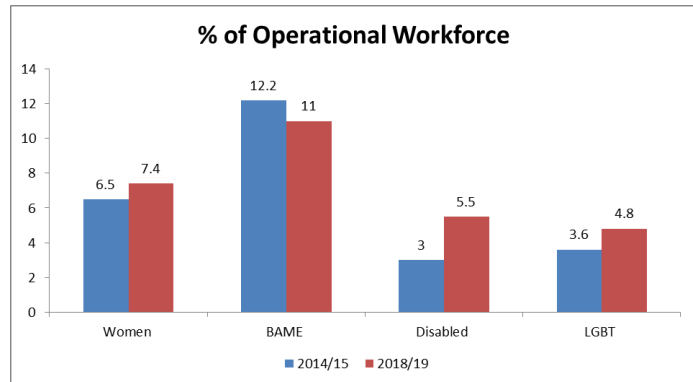
3. Developing a diverse and inclusive workforce, supported by a diverse and inclusive supply chain, serving diverse communities

Our Performance

- ✓ **SME Invoices paid in 10 days: 97.9%** ▼
- ✗ **Spend with SMEs: 32.7%** ▲

London is one of the most diverse cities in the world and we want our workforce to reflect this, with staff from all backgrounds, regardless of race, gender, disability, sexual orientation, faith or religion and age.

- On the whole the operational workforce is becoming more diverse, however due to an overall shortage of applications, the London residency requirement was removed, which diluted the number of Black, Asian and Minority Ethnic (BAME) applicants, resulting in a decrease in BAME operational staff.



- The increased female recruits can be attributed to the success of the 2018 'Firefighter: Means so much more'

campaign which highlighted the variety within the role of firefighter and the opportunities it holds as a professional career and was successful in attracting over 700 female applicants.

- Prompt payment of Small to Medium Enterprises (SMEs) invoices that enables businesses to maintain a healthy cashflow dropped marginally, and remains at a high level. Supply chain payment performance is monitored and remains significantly lower and variable.
- Spend with SMEs increased significantly, following a review of suppliers that had never submitted diversity questionnaires, which identified a significant number of previously unknown SME suppliers, spend with SMEs in the supply chain remains consistent.

Key Initiatives

- Research into barriers to BAME applications identified a lack of awareness of the career opportunities.
- Employment centre partnerships: Job Centre Plus, Tower Hamlets Workpath and Stratford Workplace, included career advisor and client visits to inform them about the firefighter apprenticeship.
- Workshops were run across London encouraging women and BAME communities, encouraging them to consider a career as a fire fighter, resulting in 61% of attendees applying. Additional support for women on fitness and literacy for individuals with English as a second language or learning difficulties was offered to prepare for the application and assessment process.
- Inclusion Week was supported with a 'Food for Sharing' day ' the launch of the 'Safer Together' intranet information, a calendar of events and a video highlighting that celebrating our differences creates a happier and more productive workforce.



Expanding the pathways to a firefighting career

Our first 203 Trainee firefighters started the new fire fighter apprenticeship programme. It requires trainees to achieve competence at Functional Skills Level 2 in numeracy and literacy, which is equivalent to GCSE pass level or the LFB's aptitude test. Opening up the application to those without GCSE results aims to encourage more applications from underrepresented communities.

5 Environment & Climate Change

Our Objectives

4. Reduce our CO₂ emissions by 60 per cent from 1990 levels by 2025
5. Ensure that we have the capacity to respond to the challenges posed by climate change
6. Protect the environment from harm through emergency response and delivery of our service

Our Performance

- ✓ CO₂ Reduction 50.3% ▲
- ✗ Onsite Renewable energy 7.3% ▼
- Water Consumption 99,967m³ ▼
- ✗ Recycling rate 62.4% ▲
- ✓ Zero Emission Capable Fleet 13.4% ▲

Climate change is affecting the number and scale of weather related incidents that the LFB attends, although they can vary considerably from year to year. Flooding incidents were up 14% on the previous year to 469 and grass fires increased 77% on the previous year with, firefighters attending 4,290 incidents across London as a result of last summer's heatwave. More than 60 of these were significant, requiring three fire engines or more and 2018 saw the largest grass fire in London's history, when more than 200 firefighters spent four days tackling a blaze that spread across Wanstead Flats.

Key Initiatives

- Air Quality: 50.6% of our fleet are now compliant with the Ultra Low Emission Zone, including vehicles based outside the zone. Testing out new technologies as part of our fleet transformation our HyTIME project trial of 2 dual fuel hydrogen vans commenced.
- Recycling: The success of our food waste recycling enabled our waste contractor to introduce a 'Dirty MRF' process, extracting recyclable materials from the general waste, boosting our recycling figures.
- Carbon reduction: A further 90.6kWp of Solar PV was installed, now with arrays at 61 sites, other energy saving works included heating upgrades, LED lighting and our successful heating switch off trial at Richmond fire station, and we are on track to achieve our first carbon budget.
- A further 3 sites had electric vehicle charging points installed, taking us up to 75% coverage of our sites. Our 9 publicly accessible points continue to be popular, accounting for 38% of charging at all points and 90% of their usage is by the public, electricity usage for charging continue to account for less than 1% of our emissions from electricity.

Environmental Management System (EMS)

There has been an increase in the number of stations achieving good and excellent degree of control which has meant a decrease in the number of minimum acceptable. There were less departments audited this year compared to last year, however there proportion of excellent and good RAG status have improved.

		Degree of Control	Stations*	Depts.*
High	5	Excellent	5 ▲	2 ▶
	4	Good	5 ▲	3 ▶
	3	Minimum Acceptable	2 ▼	▶
	2	Poor	0	0
Low	1	Unacceptable	0	0

Further environment and climate data is detailed in [Appendix A](#), and relevant environmental regulatory changes and our response are detailed in [Appendix B](#)



EMS Certificate No. 611954

6 Economic Value

Our Objectives

7. Support skills and employment for Londoners through the provision of apprenticeship opportunities
8. Support businesses in understanding the economic impact and risks of fire and encourage businesses to undertake contingency planning
9. Continually improve the social value obtained from the public money we spend

Our Performance



- 8 LFB apprenticeships
- 5 through contracts
- 0 Job starts through contracts
- 170 Contractors staff paid the London Living Wage
- ✓ Mayor's financial savings target: £4.2 m

Building from the wider Greater London Authority (GLA) commitment to young people, aged between 16 to 24, we have continued with the successful office based apprenticeship schemes providing apprentices with the opportunity to gain nationally recognised qualifications and experience whilst earning a salary. The operational firefighter apprenticeship was launched in 2018 with the first cohorts due to complete the programme in May 2020.

- We launched the Operational Firefighter apprenticeship programme as part every trainees development to competency. Offering additional support, structure and assessments in the early stages and providing further skills inputs such as HAZMAT, Community Safety, Equality Diversity & Inclusion, Breathing Apparatus, Safeguarding and Prevent, English and maths assessments, and a nationally recognised qualification.
- We continue to require that all our contractors staff working on our premises are paid the London Living Wage or better, meeting the Living Wage Employer terms.
- We've developed Responsible Procurement Guidance by spend category to support wider implementation of the policy, ensuring social value is appropriately consider throughout the entire procurement process.
- We're now affiliates of Electronics Watch which enables us to use their monitoring services to achieve increasing compliance with labour rights and safety standards in the supply chains of the ICT hardware goods we purchase.

Apprenticeship Success

Since 2010, we've taken on 3 business administration apprentices per year increasing to 8 in 2018/19 due to the Fire Safety Department needing a more efficient method of filling their admin vacancies. The majority have gone onto continued employment within the LFB, with 15 former apprentices pursuing promising careers at the LFB.

Career after apprenticeship- "I joined the Education Team in 2012... moved to the Water Team where I was deputy manager I started looking into a career in fire safety and joined the Fire Safety team. I like the variety of my current role. I cover the whole of Camden, set my own schedule and have a wide variety of buildings to inspect". JJ, a Business Admin apprentice in 2011/12 and now a Fire Safety Inspecting Officer.



Improving working conditions
in the global electronics industry



responsible
procurement Page 12 of 16

7 Ensuring that sustainability runs through all our activities

Our Objectives

- 10. Support our staff to ensure that sustainability runs through all our activities

Our Performance

- A level projects² completing SDIAs: 70% ▲
- Policies completing SDIAs³: 91% ▼
- Green Champions: 345

Our Sustainable Development Impact Assessment (SDIA) process provides assurance that the LFB is meeting its legal obligations, and complying with LFB and Mayoral targets, policies and strategies to reduce environmental impact. This forms part of the controls of our EMS. The levels of SDIA compliance remains high for policies and has increased considerably for projects.

Key Initiatives

- 66 stations from 6 UK Fire Services participated in the second Energy Savers competition, running through our top 3 fire stations were Feltham saving (14.5%, Harrow (7.5%), and Islington (5.6%).
- Following last years pilot, quarterly blood donor sessions are hosted at our headquarters for staff and the public, with some 426 donations potentially saving over 1000 lives (each donation can save up to three lives).
- Our successful Ride to Work scheme continued with over 100 applicants.
- To encourage and end to disposable cups in our canteen we've provided some 600 staff with travel mugs, averaging 150 drink purchases with reusable cups per week, and have held coffee 'cup free' Fridays to encourage even more staff to ditch the disposables.
- Our fire cadets helped to restock our own Braidwood Forest.
- Beckenham Fire Station won our Brigade in Bloom gardening competition for their memorial garden created by a collective effort for firefighters who had passed away in the previous year.



Waste Awareness

Over 30 staff collected 15 bags of waste from our Thames beach clean, raising awareness of water safety and plastic and other wastes thrown in the river.

At our waste awareness day our staff also got to see where our recycling goes via virtual reality headsets showing the Materials Recovery Facility, and meet Dhruv Boruah from the Thames Project with his water bike that he uses to pick litter up from rivers around the world.

² Strategic projects with an A level governance

³ Sustainable Development Impact Assessments

Appendix A: Environmental Data Summary

Buildings Resource Use Data	2014/15	2015/16	2016/17	2017/18	2018/19
Actual cost of energy (£m)	2.1	1.9	1.3	2.1	2.3
Total energy consumption (GWh)	38.3	34.9	38.2	38.0	38.55
Total floor area (m ²)	186,764	185,565	181,652	177,363 ⁱ	177,363
Total energy intensity (kWh/m ²)	205.2	188.3	210.5	214.2	217.4
Electricity (GWh)	12.8	9.2	13.0	12.2	13.3
Gas (GWh)	25.5	22.9	25.2	25.8	23.5
Water Consumption (m ³)	105,906	94,849	94,277	127,995 ⁱⁱ	99,967
CO ₂ (t)	11,064	9,802	10,165	9,927	8,083
Onsite renewable energy %	5.6	6.9	7.2	8.2	7.3
Onsite renewable energy kWp			731.9	757.1	847.7
CO ₂ reduction from buildings from 1990 % ⁱⁱⁱ	-38.6	-45.6	-43.7	-45.6	-55.0%
Building Energy Ratings	2014/15	2015/16	2016/17	2017/18	2018/19
A	0	2	1	1	1
B	8	9	13	16	9
C	61	56	54	60	61
D	21	27	31	25	28
E	10	9	7	5	7
F	3	3	3	1	1
G	2	1	1	1	2
Not rated	0	0	2	0	1
Fleet Data	2014/15	2015/16	2016/17	2017/18	2018/19
Total No. LFEPAs vehicles	514	508	467	433	433
Diesel fuel frontline fleet (Mlitres)	1,143	1,158	1,563	1,165	1,448
Petrol fuel frontline fleet (Mlitres)	-	-	-	10.5	25.7
% non road vehicles	1.6	1.6	3.9	1.9	1.8
% Pre-Euro to Euro II ^{iv}	4.5	4.5	0.9	0.9	0.9
% Euro III	66.3	66.0	61.2	49.6	39.9
% Euro IV	22.2	22.4	9.2	9.5	8.2
% Euro V	5.4	5.5	9.0	9.7	8.2
% Euro VI			3.6	15.2	28.4
% Zero Emission Capable			12.2	13.2	13.4
Frontline fleet CO ₂ Emissions (t)	2,988	2,985	4,071	3,162 ^v	3,793
Fleet Cars EV charging CO ₂ (t)			14.0	15.1	11.5
Grey fleet miles	684,561	617,963	688,459	602,704	813,721
Grey fleet CO ₂ emissions (t)	202.3	183.6	203.6	175.3	234.5
Air Travel	2014/15	2015/16	2016/17	2017/18	2018/19
Miles Travelled	302,653	329,169	839,669	501,898	288,403
CO ₂ from Air Travel (t)	75	86	112	94	53.5
Total CO ₂	2014/15	2015/16	2016/17	2017/18	2018/19
Total CO ₂ (t) ^{vi}	14,352	13,057	14,566	13,359	12,175
Total CO ₂ reduction from 1990 %	-39.4	-46.7	-40.5	-45.4	-50.3

Waste & Recycling	2014/15	2015/16	2016/17	2017/18	2018/19
Mixed recycling (t)	1,038	671.6	422.1	408.5	326.6
Food waste recycled (t)	14.13	12.00	80.0	95.5	230.9
Waste to energy (t)	19.89	16.30	424.0	414.2	342
Waste to landfill (t) ^{vii}	0	2.99	2.8	0	0
Batteries recycled (t)	1.66	2.6	2.0	0.97	1.9
Textiles recycled (t)	4.08	1.20	1.98	1.62	2.7
Mobile phones recycled (volume)	0	925	0	0 ^{viii}	0
Toner cartridges (volume)	0	1775	995	0	0 ^x
Hose recycled (t)	3.9	3.6	5.9	6.0	2.7
Fire Fighter Charity Donations (£k)	14.9	21.6	22	4.1 ^x	26.9
Recycling rate (%) ^{xi}	98.22	95.6	54.1	54.9	62.4
Total Waste produced (tonnes) ^{xii}	1,082	722.3	929.0	926.8	899.4
Environmental Incidents	2014/15	2015/16	2016/17	2017/18	2018/19
Suspected Hazmat incidents		5101	5409	5659	5750
HMEPO incident attendance		596	526	573	837
Weather related flooding ^{xiii}		466	832	402	469
Grass fires		3589	3480	3284	4290
Significant Spills at our premises		0	0	0	0
Near misses recorded at our premises ^{xiv}		0	2	1	0
Compliments and Complaints	2014/15	2015/16	2016/17	2017/18	2018/19
Corporate Compliments ^{xv}		0	0	0	0
Corporate Complaints		0	0	0	0

ⁱ Floor spaced reduced due to the sale of Southwark Training Centre and increased tenant space

ⁱⁱ Market deregulation led to a change of supplier with estimated readings (considered high), actual meter readings for 18/19 by new contracts

ⁱⁱⁱ CO₂ emissions are reported as absolute figures.

^{iv} Figures are based on engine standard on registration only and do not reflect any modifications.

^v Corrected to include electric vehicle charging emissions

^{vi} We report direct and indirect emissions from our buildings, fleet and air travel in line with the Greenhouse Gas Protocol (GGP) and the Mayors Climate Change Mitigation and Energy Strategy.

^{vii} Waste and recycling for our Control centre was managed under a separate contract to our other sites from 15/16 to 16/17, with waste landfilled, data for this site was only identified for inclusion from 15/16.

^{viii} Old phones collected in 17/18 and 18/19 have been stored for recycling under the next phone replacement.

^{ix} Used toner cartridges have been stored for recycling due to low volumes in 17/18, with a collection expected for 19/20.

^x EAKO undertook business investment to provide a more sustainable long term footing including additional employees, reducing profits and therefore donations in 17/18 for hose recycling.

^{xi} Our recycling rate refers to tonnes recycled through waste our recycling contract for our premises, excluding hazardous waste. Our contractor operated a dirty Material Recovery Facility (MRF) during 13/14 to 15/16, significantly increasing materials recycled, the dirty MRF ceased operation in 16/17, under a new supplier a dirty MRF was re-established in late 18/19.

^{xii} Total waste produced includes all materials disposed of through our waste and recycling contract.

^{xiii} Weather related flooding was introduced as a category in our incidents recording system from June 2014.

^{xiv} A near miss recorded on our premises is were a minor spill occurred and was contained

^{xv} Specific to the environment theme.

Appendix B: Sustainability Legislation Changes

Below are details of the changes to legislation for 2018/19 with relevance to sustainable development and the LFB.

Legislation	Action taken
There were no relevant legislation changes that required action.	