



Sustainable Development

Annual Report 2017/18



The cover photo is our Safer Together branding wrap around of our Head Quarters building

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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 believe that fighting fires. We know that our prevention work such as 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 they can result in financial loss, pollution, loss of resources, and place our own staff at risk from response to and require considerable resourcing to respond.

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 Brigade's core sustainability policies cover: sustainable development and the three pillars of sustainability: environmental, social and economic; and Responsible Procurement, covering social, economic and environmental issues, including ethical sourcing and whole life costing. We have an overarching environment policy along with procedures covering the specific areas of energy conservation, waste management, pollution prevention and gardens. Previous plans covering waste, travel and biodiversity have been superseded by the Mayor's London Environment Strategy.

Key Achievements for 2017/18

- Exceeded our CO₂ reduction target of 45% reduction from 1990 levels;
- Surpassed our target of 73k Home Fire Safety Visits, delivering some 83k
- ISO 14,001 certification for an Environmental Management System achieved 1 year early
- Ultra low Emission Vehicles make up 13% of the fleet

Our Performance

This report highlights performance against the objectives of our 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.

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



19,535

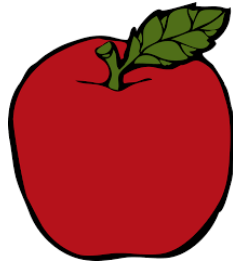
down from 20,265



83,313

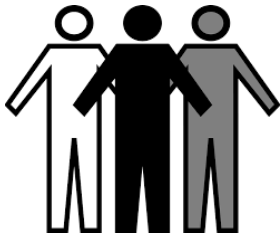
90% to high risk people/places¹

5.45% Operational staff Shifts/Days sickness lost*



82 RIDDOR² events*

up from 71



Trainee firefighters

15.7% BAME, down from 21%

12.4% Women, up from 10.5%



12.4 % SME spend*

down from 17.8 %

45.4% CO₂ reduction*

up from 40.5%



54.9% Recycling*

up from 54.1%



159 Contractors staff

paid London Living Wage



4 Apprenticeship starts

1 through our contracts

Comparison figures throughout this report are on a 5 year trend, except for environment and procurement figures which are annual comparisons unless otherwise indicated.

Further information about our performance in 2017/18 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: 12.61% ▲
- ✓ Home Fire Safety Visits (HFSVs): 83,313 ▲
 - All Fires attended: 19,522 ▼
- ✓ Primary Fires: fatalities*: 51 ▲
- ✓ Primary Fires: injuries: 966 ▼

Whilst the overall number of incidents we respond to continues to fall as a result of our prevention and protection work, 2017 saw the most significant incident in the Brigade's recent history at Grenfell Tower, significantly affecting fire fatalities. We know that our prevention work such as smoke alarms save lives and reduces the number of fires and their devastating impacts on the community. Prevention, protection and response is the most significant area that we can make an impact on the sustainability of our community, given fires can also result in financial loss and environmental damage.

Key Initiatives

- Following Grenfell a dedicated task force was established to inspect over 500 buildings with ACM cladding, to ensure general fire precautions were acceptable, discuss mitigation measures and prioritise revisits according to risks identified.
- Our fourth Children and Young People's Conference focused on empowering young people to make positive choices in their lives, such as deciding not carry a knife and understanding how the Brigade can help.
- A pilot of fire, safe and well visits began in the boroughs of Waltham Forest, Ealing, Merton, Greenwich and Islington to provide advice on wider issues including falls prevention, smoking cessation and social isolation, and referrals to services supporting interventions into fuel poverty.
- Expanding on our Cadets programme we piloted Junior Fire Cadets for 11 to 13 year olds at Dagenham Fire station, helping them to understand hazards in the home; risks and safety control measures; learn what to do during emergencies; basic first aid; an introduction to firefighting; road safety, personal safety, health and wellbeing; and we had our first cadet go on to become a new fire fighter recruit.
- Young people affected by the Grenfell Tower fire were given an opportunity to take part in a LIFE course at Chelsea Fire Station, run alongside the Youth Action Alliance and Grenfell Muslim Response Unit.



Make sure your white goods are safe

Total Recalls campaign success

Nearly one fire a day in London is caused by whitegoods. Channel 5's Do The Right Thing covered our ongoing Total Recalls campaign, highlighting how easy it is to buy dangerous faulty white goods, even after a manufacturers product recall. Campaign success was achieved with a new Office for Product Safety and Standards established to identify consumer risks and manage responses to large-scale product recalls and repairs. One of its first priorities was to establish 'a comprehensive database' of recalled consumer goods, a key campaign objective.

Prevention work in the Boroughs - Local Health Interventions

Health interventions to help reduce fire risk have been a focus of activity across the boroughs:

- Partnering with BREATHE through our safe and well home visits, and hosting a National No Smoking Day event in Islington, with smoking materials the largest cause of accidental fire fatalities, and smoking-related diseases the largest cause of premature death.
- Age UK Croydon hosted its first 'Healthier Lifestyle Hub' at Purley fire station.
- We know vulnerable residents have a higher fire risk and undertook a range of activities including:
 - Many fire stations were opened up to vulnerable residents in their areas for Christmas lunches at 11 stations and tea parties at Acton, Euston and Hillingdon, giving them something to look forward to, helping to combat loneliness and improve mental health and wellbeing.
 - Crews from Bromley, Euston, Chelsea, Norbury, Wembley and Ilford arranged Hospital Visits.
 - Donations to Food Banks were collected from Peckham and Lewisham fire stations prior to Christmas.
 - A hoarding support group was held at Dockhead fire station.



3 Health, Safety & Wellbeing

Our Objectives

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

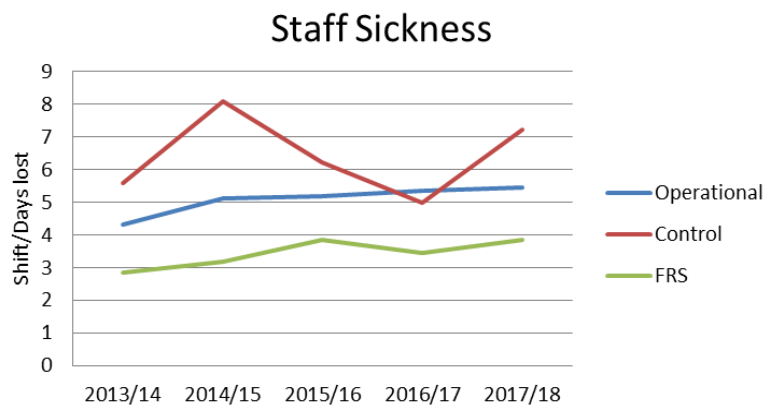
Our Performance

RIDDOR events: 82 ▲

Vehicle Events: 465 ▼

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) continues to be the main reason for sickness for FRS and Control staff, and is second after lower limb injuries for operational staff. This includes absences related to the Grenfell Tower incident.
- The increase in RIDDOR events is primarily due to Grenfell.
- Vehicle events continue to drop and are considered low compared to all vehicle movements, the majority continue to occur in non-emergency situations.



Key Initiatives

- Having signed the *Time to Change* pledge to demonstrate our commitment to challenging mental health stigma and the promotion of positive wellbeing within the service, we worked with the mental health charity MIND to set up a Bluelight champions programme. One of those champions started visiting all fire stations to talk to colleagues about mental health problems, resulting in 109 Bluelight champions signing up.
- Measures to support staff to maintain a healthy lifestyle and fitness included the reintroduction of mandatory fitness training sessions in watch routines; amending the national fire fighter fitness standard to better reflect London Fire Brigade practice and support from our fitness team for staff.
- Following the tragedy of Grenfell our Counselling and Wellbeing team have supported over 600 staff, with wellbeing checks on the day of the incident, 28 days after, then 3 and 6 months on, with the team increasing in size by a further 4 as a result.
- As part of our focus on engaging staff a short survey of staff was introduced to understand how satisfied they feel about working for us, with the intention of survey updates to keep us informed.
- Our first mindfulness Garden was opened at Brixton Fire Station in recognition of both the stresses that can come with fire fighting activity and the benefits of a peaceful place to rest and focus on other activities.
- 84 premises are known to have asbestos present, with incidences of high risk down to 7 sites, a further 2.5 tonnes were removed through 20 projects, with 5 encapsulation projects completed.



4 Equalities and Social Inclusion

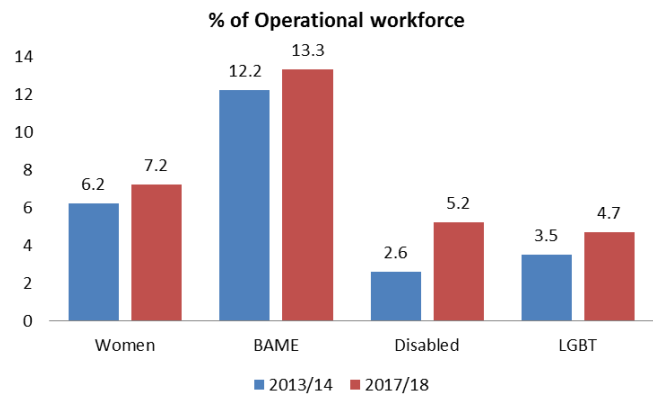
Our Objectives

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

- All of our staff groups are continuing to become more diverse, all be it slowly, particularly for our operational staff.
- Whilst prompt payment to SMEs remains consistently good, spend with SMEs has dropped further as was expected with few major construction projects at present, which previously inflated performance.
- Key supplier monitoring indicates supply chain spend with SMEs remains consistent, however prompt payment performance is more variable and remains an area of focus.

Our Performance

- ✘ **SME Invoices paid in 10 days: 99.6 %**
- ✘ **Spend with SMEs: 12.4 % ▼**



Key Initiatives

- We published our 10 year Inclusion strategy *Safer Together*, which seeks to improve life at work for every single member of staff and deliver a step change in our performance.
- Fire Fighting sexism campaign launched in October 2017 to challenge the use of an outdated term that has not been used in the fire service for some 30 years.
- Firefighters marched alongside London's first rainbow fire engine to show their support for the LGBT+ community.
- Extensive work was undertaken to improve our spend data analysis, which will help us to better understand where the opportunities are to improve our spend with SMEs.



Recruiting to improve diversity

Launched our recruitment round on International Women's Day, we aimed to break down stereotypes, encouraging applications from women and diverse community members, with a bespoke website, promotional film and targeted digital advertising.

In preparation, our Firefighter Attraction and Outreach Team was re-established, to focus on attracting applications from under-represented groups and to support them to apply. They attended over 100 local events and held 'Attraction Days' at Paddington Fire Station. With an increasing number of women failing physical tests, information on how to prepare and support for personalised fitness plans was put in place.

5 Environment & Climate Change

Our Objectives

4. Reduce our CO₂ emissions by 45 per cent from 1990 levels by 2020
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

✓ CO ₂ Reduction	45.4%	▲
✓ Onsite Renewable energy	8.25%	▲
▪ Water Consumption	127,995 m ³	▲
✗ Recycling rate	54.9%	▲
▪ Zero Emission Capable Fleet	13.2 %	▲

- Climate change will affect the number of weather related incidents. We attended 402 weather related flooding incidents, a 52% drop from the previous year, however this can vary considerably from year to year. Grass fires continue to represent around 17% of all fires.
- Our travel survey indicated that staff are moving further away from their workplace; and fewer live within reasonable cycling or walking distance, whilst use of public transport for commuting is up (31%) as is business travel by public transport (52 %).

Key Initiatives

- Air Quality: developed an Ultra low Emission Vehicles plan to move toward a zero emission fleet for 2050 and to achieve compliance with the Ultra Low Emission Zone.
- Carbon reduction: a further 4 Solar PV, installed 757.15 kWp across 59 sites to date at, and completed tranche 3 of the RE:FIT works delivering 28 energy and water saving measures such as hearing upgrades, LED lighting and waterless urinals.
- Climate adaptation: Following a review of our critical infrastructure we instigated the procurement of rapid deployment flood barriers to provide protection from flash flooding (e.g. to our control centre).
- Environmental management: held a collaboration day with the Environment Agency, Kent and Surrey fire services focussing on managing environmental incidents and the equipment used.
- Environmental management: Piloted the National Environmental Risk Assessment developed as national guidance to aid in managing environmental risk at incidents.

Environmental Management System

We achieved certification to the new 14001:2015 ISO Standard in June 2017, a year early, including enhancing the role our top management play, demonstrating leadership and commitment. We also identified the important issues that affect our approach to environmental management and key stakeholders expectations. Our key interested parties for compliance include the Mayor of London and regulatory bodies (Thames Water, Environment Agency and Natural England).

		Degree of Control	Stations*	Depts.*
High	5	← Excellent	4 ▲	1 ►
	4	← Good	4 ▼	13 ►
	3	← Minimum Acceptable	4 ▲	3 ►
	2	← Poor	0	0
Low	1	← Unacceptable	0	0



EMS Certificate No. 611954

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

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



- 3 LFB apprenticeships

- 1 through contracts

- 0 Job starts through contracts

- 159 Contractors staff paid the London Living Wage

- ✓ Mayor's financial savings target: 7.6 m



- We continue to meet the Living Wage Employer terms that all our contractors staff working on our premises are paid the London Living Wage or better.

Key Initiatives

- Hillingdon Fire Station held its first careers day with partners for 150 students in years 11, 12 and 13 from local schools and colleagues.
- We updated our Responsible Procurement Policy to define our approach to delivering social value, ensuring it reflects the current challenges facing London and represents best practice.
- As a member of the Social Value Task Force we supported the development of the national Themes, Outcomes and Measures (TOMs), which supports the public sector, its suppliers and the third sector to consistently quantify the social value obtained through its procurement activity.
- All 3 business administration apprentices in the Brigade were offered ongoing employment, with 2 taking up the offer. Work also commenced on expanding the apprenticeship programme to include fire safety roles in future years.
- Our joint work with the Environment Agency to reduce fires in the waste and recycling sector has helped to keep the number of sites considered high risk low when compared to the 18 high risks sites in 2014 when the joint initiative commenced.
- Working with partners we developed national apprenticeship standards for fire fighters, control and fire safety advisors to develop individuals and attract a more diverse range of applicants to these roles.



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: 57.1% ▼
- Policies completing SDIAs³: 99.8% ▼
- Green Champions: 345

- Our Sustainable Development Impact Assessment (SDIA) process provides assurance that the Brigade is meeting its legal obligations, and complying with Brigade and Mayoral targets, policies and strategies to reduce environmental impact. This forms part of the controls of our EMS. Whilst high levels of compliance area achieved for policies performance for corporate projects has dropped considerably.

Key Initiatives

- 54 stations from 5 Fire Services participated in the first National Energy Savers competition, running through winter to Earth hour in March. London's Eltham Fire Station won with 35% energy saving by switching off lights and turning down radiators.
- Our staff communications survey supported a 28% reduction in the annual print runs of our 2 main publications Operational News and Shout.
- Putting fire stations at the heat of their community we hosted public Blood donor sessions at Shadwell Fire Station and our Headquarters.
- The Ride to Work scheme continued, supporting our staff to cycle to work and we introduced events at stations including Lambeth to support the public to ride safer.
- Cutting back on single use coffee cups, a discount on reusable mugs at our canteen was introduced and we offered LFB Green Travel mugs to all staff making the pledge to cut out disposables.
- We returned to Braidwood Forest established as part of our 150 years celebrations for a Green Champions action day, where staff helped to restock the forest and planted a red oak avenue.



Brigade in Bloom

Our second annual garden competition followed on from offers of wildflower seeds, spring bulbs and bedding plants to stations, highlighting how station and office gardens can support wildlife, food growing and provide health and wellbeing benefits.

Overall winners Brixton created a mindfulness garden, helping fire fighters to manage the stress of challenging incidents, with the involvement of all 4 watches. All six shortlisted sites

received garden vouchers, helping them to continue enhancing their garden spaces.

² Strategic projects with an A level governance

³ Sustainable Development Impact Assessments

Appendix A: Environmental Data Summary

Buildings Resource Use Data	2013/14	2014/15	2015/16	2016/17	2017/18
Actual cost of energy (£m)	2.2	2.1	1.9	1.3	2.1
Total energy consumption (GWh)	40.9	38.3	34.9	38.2	38.0
Total floor area (m ²)	189,544	186,764	185,565	181,652	177.4 ⁱ
Total energy intensity (kWh/m ²)	215.8	205.2	188.3	210.5	214.2
Electricity (GWh)	13.1	12.8	9.2	13.0	12.2
Gas (GWh)	27.8	25.5	22.9	25.2	25.8
Water Consumption (m ³)	119,385	105,906	94,849	94,277	127,995 ⁱⁱ
CO ₂ (t)	11,441	11,064	9,802	10,165	9,927
Onsite renewable energy %	4.2	5.6	6.9	7.2	8.2
Onsite renewable energy kWh				731.9	757.1
CO ₂ reduction from buildings from 1990 % ⁱⁱⁱ	-38.1	-38.6	-45.6	-43.7 ^{iv}	-45.6
Building Energy Ratings	2013/14	2014/15	2015/16	2016/17	2017/18
A	0	0	2	1	1
B	6	8	9	13	16
C	60	61	56	54	60
D	35	21	27	31	25
E	10	10	9	7	5
F	2	3	3	3	1
G	3	2	1	1	1
Not rated	0	0	0	2	0
Fleet Data	2013/14	2014/15	2015/16	2016/17	2017/18
Total No. LFEPAs vehicles	518	514	508	467	433 ^v
Diesel fuel frontline fleet (Mlitres)	1,312	1,143	1,158	1,563	1,165
Petrol fuel frontline fleet (Mlitres)	-	-	-	-	10.5
% non road vehicles	3.5	1.6	1.6	3.9	1.9
% Pre-Euro to Euro II ^{vi}	4.1	4.5	4.5	0.9	0.9
% Euro III	66.2	66.3	66.0	61.2	49.6
% Euro IV	23.5	22.2	22.4	9.2	9.5
% Euro V	2.7	5.4	5.5	9.0	9.7
% Euro VI				3.6	15.2
% Zero Emission Capable				12.2	13.2
Frontline fleet CO ₂ Emissions (t)	3,532	2,988	2,985	4,071	3,147
Fleet Cars EV charging CO ₂ (t)				14.0	15.1
Grey fleet miles	1,037,351	684,561	617,963	688,459	602,704
Grey fleet CO ₂ emissions (t)	306	202.3	183.6	203.6	175.3
Air Travel	2013/14	2014/15	2015/16	2016/17	2017/18
Miles Travelled	480,747	302,653	329,169	839,669	501,898
CO ₂ from Air Travel (t)	173	75	86	112	94
Total CO ₂	2013/14	2014/15	2015/16	2016/17	2017/18
Total CO ₂ (t) ^{vii}	15,452	14,352	13,057	14,566	13,359
Total CO ₂ reduction from 1990 %	-36.9	-39.4	-46.7	-40.5	-45.4

Waste & Recycling	2013/14	2014/15	2015/16	2016/17	2017/18
Mixed recycling (t)	1,233	1,038	671.6	422.1	408.5
Food waste recycled (t)	19.87	14.13	12.00	80.0	95.5
Waste to energy (t) ^{viii}	12.40	19.89	16.30	424.0	414.2
Waste to landfill (t) ^{ix}	0	0	2.99	2.8	0
Batteries recycled (t)	1.57	1.66	2.6	2.0	0.97
Textiles recycled (t)	2.32	4.08	1.20	1.98	1.62
Mobile phones recycled (volume)	0	0	925	0	0 ^x
Toner cartridges (volume)	1572	0	1775	995	0 ^{xi}
Hose recycled (t)	3.7	3.9	3.6	5.9	6.0
Recycling rate (%) ^{xii}	99.01	98.22	95.6	54.1	54.9
Total Waste produced (tonnes) ^{xiii}	1,273	1,082	722.3	929.0	926.8
Fire Fighter Charity Donations (£k)	13.7	14.9	21.6	22	4.1 ^{xiv}
Environmental Incidents	2013/14	2014/15	2015/16	2016/17	2017/18
Suspected Hazmat incidents	4852	4707	5101	5409	5659
HMEPO incident attendance	639	499	596	526	573
Weather related flooding ^{xv}	-	-	466	832	402
Grass fires	3539	2802	3589	3480	3284
Significant Spills at our premises	0	0	0	0	0
Near misses recorded at our premises ^{xvi}	4	0	0	2	1
Compliments and Complaints	2013/14	2014/15	2015/16	2016/17	2017/18
Corporate Compliments ^{xvii}	0	0	0	0	0
Corporate Complaints	0	0	0	0	0

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

ⁱⁱ New supplier estimated readings (considered high) takes actual readings every 2 years, improved meter reading will form part of the next tender

ⁱⁱⁱ CO₂ emissions are reported as absolute figures.

^{iv} Amended from error of -44.58% in 2016/17 report published.

^v Vehicle reductions are due to a review of requirements for support vehicles, London resilience vehicles, and previously approved reductions of pumping appliances and specialist vehicles.

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

^{vii} 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.

^{viii} Our contractor during 13/14 to 15/16 operated a dirty Material Recovery Facility, significantly increasing materials recycled.

^{ix} 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.

^x Old phones have been stored for recycling as part of the next phone replacement.

^{xi} Used toner cartridges were stored for recycling during 2017/18 as the collection volume was too low.

^{xii} Our recycling rate refers to tonnes recycled through waste and recycling contracts for our premises, tonnes of other items recycled e.g. batteries are considered too low to include.

^{xiii} Total waste produced includes all materials for which we have weight based data.

^{xiv} Yet to include textile recycling, EAKO undertook business investment to provide a more sustainable long term footing including additional employees, reducing profits and therefore donation, which are expected to increase in future years.

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

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

^{xvii} Specific to the environment theme.

Appendix B: Sustainability Legislation Changes

Below are details of the changes to legislation for 2017/18 with relevance to sustainable development and the Brigade.

Legislation	Action taken
<p>The Fluorinated Greenhouse Gases (Amendment) Regulations 2018</p> <p>These Regulations introduce a new civil penalties scheme to replace the existing criminal penalty regime for infringements of the EU Fluorinated Greenhouse Gases Regulation</p> <p>Operators of applications containing 3kg or more F-gases must keep records of the quantity and type of F-gases installed. Failure to produce a document or record when required to do so is now subject to civil penalties.</p>	<p>LFB is required to keep records of applications which contain 3kg or more F-gases</p>