

# HOTLINE



The Fire Service College newsletter: Issue 22 2009  
www.fireservicecollege.ac.uk

Unrivalled experience  
Unequaled expertise

## Welcome

The recent Fire & Rescue Conference 2009 included a session on changes following the Bain report. From the Fire Service College (FSC) perspective we have delivered:

- increased responsiveness to customer needs, with greater flexibility in delivering training how, when and where FRSs need it;
- more efficient use of resources - shorter courses and the introduction of e-learning opportunities;
- enhanced partnership with FRSs and national organisations, such as police, DoH, military, Environment Agency and Highways Agency;
- a more strategic consideration of issues - current and future - affecting the FRSs
- establishing enhanced resilience to support the FRSs ability to respond to an increased range of major incident scenarios

We are still on that journey and our success depends on moving towards a more symbiotic relationship, focused on safer communities and firefighter safety.

Nothing shows this more than the recent incident. As we were going to print, a fire at the College destroyed one of our appliance bays and 11 fire vehicles used for training. Fortunately nobody was hurt and fire crews from Gloucestershire, Oxfordshire and Warwickshire managed to stop the fire spreading, saving the majority of our fleet.

FSC staff put business continuity plans into action immediately and I was inundated with expressions of support from FRAs up and down the UK, in collaboration with CFOA.

We are extremely grateful to the crews who tackled the fire, the UKFRS for loaning the appliances and FSC staff who ensured training continuity. Thanks to this combined effort we are able to continue to deliver business as usual, and do what we do best – provide first class training for the FRS.

Sally Sheen  
Chief Executive



FSC Photography by Larrie Barlow

Detection team in action

## Reinforcing resilience

**In March the FSC signed an agreement with the National Resilience Assurance Team securing the College as the central training provider for National Resilience capability in England.**

The FSC has played a key role to date in supporting this vital national capability through the development and provision of both initial and refresher training courses to over 7000 delegates over the last 4 years.

Full report on page 2 ➔

# Reinforcing resilience

Support to FRSs will continue to be provided by a network of Regional Resilience Coordinators, however the emphasis will be considerably more focused on the establishment of a national management structure.

This is vital to ensure consistency of practice around the country. Integral to ensure this consistency is the establishment of the National Resilience Secretariat, based at the College, to coordinate all essential functions of the national capability. The FSC works closely in partnership with the Secretariat to ensure that the national resilience training requirement, both existing and emerging, is defined, designed and delivered to the maximum advantage over the next three years.



Front: Sally Sheen, Gary Dobson, back: David House, Derek Luff, Ian Humphrey, Toff Andersen at the signing of the agreement between the FSC and National Resilience Assurance Team

**Gary Dobson, Director of Operational Policy and Training for London Fire Brigade and Chair of the National Resilience Training Working Group, commented on the contract: "The College is fully supportive of the more dynamic approach to training we wish to introduce. This will allow us to provide training that addresses the risks that are identified from operational incidents."**

**The College is fully prepared to be flexible according to our direction, including the introduction of more complex training evaluation processes. This will ensure we provide the right quality of training using its facilities. The incident ground at the FSC is perfectly suited to the range and type of training we are looking to introduce in future years.**

**It is an incredibly exciting time; we have started off on a very positive footing which ensures we include the needs and information from all of the regions and capabilities. The FSC has demonstrated a very flexible approach to ensure that they cater for our needs moving forward, enabling us to continually improve our National Resilience capability."**

This is another endorsement of the civil resilience training carried out at the College and the expertise and training opportunities we are able to offer in this field.

Last year the College was recognised at the National Training Awards (NTA) and was named best provider of training and development for its work in developing a new programme to provide UK firefighters with specialist life-saving urban search and rescue (USAR) skills to enable them to deal with natural disasters and terrorist attacks. In winning the award, the FSC beat over 200 organisations from across the private and public sectors.



Practical detection and identification training



# Delivering Community Safety Training locally

**An exciting new course, Practising Community Safety, has been launched by the College. Delivered locally, the course ran for the first time at the end of March with delegates from Humberside FRS the first to benefit from it.**

**"We used the FSC on an outreach basis to provide a course which met the needs of both our new Community Safety Advocates and our experienced Firefighters. The course was extremely well received by our staff and highlighted a number of areas where we could improve and expand the delivery of our service. We are looking to procure the same course within the near future in conjunction with neighbouring Fire Services."**

The course is aimed at FRS Community Safety staff who are either new to this specialist role or are looking for development in this area as part of their wider operational duties. It has a BTEC Level 3 qualification attached to it, making it an even more appealing option for delegates.

The feedback from those who attended has been very positive:

**"...interesting, interactive and very informative."**

**"It has given me the knowledge and confidence to do the job to my full potential."**

The one week course looks specifically at the core skills and knowledge required for anyone with community safety duties. Topics include an awareness of the legislative requirements in community safety, communication skills, child protection awareness, the processes involved in recognising trends, target audiences and how to create initiatives to reach those audiences. This latter topic introduces the various stages required in planning a campaign, through to effectively evaluating the effectiveness of it.

For more information on this course please contact your FRS Relationship Manager, [frsmt@fireservicecollege.ac.uk](mailto:frsmt@fireservicecollege.ac.uk)

Richard Johnes, Community Safety Tutor, comments: "The FSC is flexible in running this course both locally and at the College, depending on the requirements of each FRS. The first course was delivered at Humberside FRS to make it more accessible for all delegates."

Andy Caley, Technical Fire Safety Manager (Research & Policy), Humberside FRS, said:



Richard Johnes delivering Community Safety training at the FSC

For the past five years the College has published Hotline, its quarterly newsletter for UKFRSs. As well as promoting new FSC products and services Hotline provides readers with news on what's happening at the College, from strategic developments to the latest on our training and facilities.



# Hotline

## Five Years On

Since its launch in 2004 Hotline has featured key stories and articles to increase awareness of events, news and developments here at the College. Over the years it has become increasingly popular with FRSs and 5000 copies of each issue are circulated throughout the fire community.



Toff Andersen, Head of Business Development, Sales and Marketing at the College says: "We are currently looking at the different ways we communicate with our customers and stakeholders. We would be grateful if you could spare some time to answer the questions in our feedback survey that we have included with this issue of Hotline."

# College recognised for Excellent Education

The Fire Service College has recently been recognised by the British Accreditation Council (BAC) as an Independent provider of Further and Higher Education delivering an outstanding standard to its delegates. This recognition is necessary to further support the valuable development work we have been doing with Coventry University for international delivery.

The British Accreditation Council inspection rigorously assesses the quality of training, Health and Safety management, delegate welfare and Quality management. The inspectors' report is highly positive, noting "very good teaching and experiential learning". They have made several useful recommendations for improvement which the FSC will implement in the coming months.

The BAC accreditation follows the FSC having been awarded ISO 9001:2008 certification, which recognised the College for its good business processes.



The FSC was pleased to assist the Health and Safety Executive (HSE) as their selected venue for a briefing/training event for 29 of its inspectors.

Staged over three days, from 21-23 April, the objective of the event was to enhance understanding and share experiences of fire service issues to assist them in their role.

As part of the HSE's programme, College tutors led classroom-based basic fire-related workshops. Delegates were also given a demonstration of command simulation training in the FSC simulation suite. They were, in addition, able to view a range of practical training activities during a tour of the incident ground, which included observation of fire behaviour training and a demonstration on fire development in one of the fire buildings.



HSE gain an insight into fire service training

Derek Luff, Senior Business Manager for Multi Agency at the College, said "This is good example of another key agency recognising the College with its unique facilities and expertise as the

preferred location for specialist training. We also hope that our involvement in this event has made a contribution to firefighter safety in the future."

# FireLearn – transforming learning for thousands

One year on since it was introduced, FireLearn – the College's virtual learning system – is delivering benefits for thousands of delegates.

Over 7,500 College learners were enrolled online during the first year of operation of FireLearn.

Sally Sheen, Chief Executive said: "FireLearn is playing a fundamental role in transforming the relationship between the College and its delegates. It promotes flexible learning, being accessible to all delegates 24 hours a day, 7

days a week, anywhere with internet access. Also anyone can now access the College's entire catalogue of learning opportunities online."

FireLearn allows all FRS delegates to manage, monitor and conduct their own learning and development with the College online, giving them access to a permanent personalised learner record.

All College delegates are now able to access course-related information and complete assessments online and, where appropriate, complete pre-

course learning and take part in online discussions with peers and tutors.

FireLearn also provides a platform for delivering online learning, such as IC008e Initial Response and Management, which comprises ten hours of interactive learning and assessment, and has been developed to meet the entire range of knowledge objectives in IPDS development module 008.

If you haven't yet viewed FireLearn for yourself, just visit the College website ([www.fireservicecollege.ac.uk](http://www.fireservicecollege.ac.uk))



and click on the FireLearn logo (shown above) to view the public pages.

If you would like more information on FireLearn, and a better insight into the learner experience that it provides our delegates, or to receive a free IC008e taster, please contact your UKFRS Relationship Manager on [frsmt@fireservicecollege.ac.uk](mailto:frsmt@fireservicecollege.ac.uk)

At the heart of Floodfighting is cross boundary, multi-disciplinary and multi-agency working. The recent spring meeting of FloodFighters, held at the College and organised by Fire and Marine Safety Consultants Lane Jefferies and Associates, the Crisis Response Journal and the FSC, reflected the need for strong partnerships in this arena.

The Floodfighters spring meeting followed on from the EU Flood Exercise 2009 meeting, also held at the College on the 5th May. During the EU meeting the future for European international flood response and the UK's involvement in EU-Floodex, were presented.

The meeting was chaired by Chief Paul Hayden, CFO/CEO Hereford and Worcester FRS, who is also the Chief Fire Officers

Association lead on Environment and Flooding. It focused on sharing information, understanding, learning, identifying emerging strategies and pin-pointing opportunities for mutual aid.

Other key issues discussed during the day included the draft UK flood rescue operating procedures, the development of flood management in Australia and the USA's responses to major weather related events

# FloodFighters at College



Presenters with organisers from l to r: Paul Davies, Tom Hough, Peter Glerum, Jon B. Hannan, Paul Hayden, Colin Berghouse, Bas Kolen, Emily Hough, David Lane, Emily Kendrick, Greg Slater

and strategies. The delegates discussed the relationship between evacuation planning and planning for the worst credible floods, as well as integrating weather and environmental intelligence into operational planning.

**CFO Paul Hayden commented on the event: "Delivering a professional multi-agency response to major flood events has been recognised across the globe as one of the most significant challenges facing front line responders and emergency managers. The UK is proud to be playing a leading role in developing international cooperation and understanding in this fast growing discipline and the Fire Service College is an ideal partner in our work, bringing their unrivalled experience in delivering training to FRS's from around the UK and the world, and providing the ideal backdrop for such a high profile international workshop."**

# Ongoing partnership with The Outreach Organisation



Outreach training in action



Photography courtesy of the Outreach Organisation.

**For nearly 15 years the College has been in partnership with The Outreach Organisation in Wales, enabling FSC delegates to take part in a range of courses available at their facilities in Snowdonia National Park. With its years of experience, Outreach is able to support FSC delivery programme allowing delegates to develop specific technical rescue skills, including rope and water rescue, flood management, and casualty and search management in non fire situations.**

Outreach's partnership with the FSC has allowed them to develop a deep understanding of the needs of the UKFRS with regard to specialist rescue in these safety-critical areas. Their depth of knowledge and passionate belief in competent delivery has ensured that the FSC has been able to provide first-class rope and water training to the UKFRS, as well as international delegates.

**Phil Abraham, Specialist Operations at the FSC, commented: "The Outreach Organisation has always been a supportive partner to the College. Providing a stable but flexible outreach delivery team, the**

**organisation meets both the short and long-term needs of specialist rope and water-based training, both directly for the FSC and the broader FRS requirements."**

Tony and Carol Griffiths, former Directors of The Outreach Organisation, are taking a well-earned retirement, after 28 years, and the FSC would like to thank them for their support and partnership over the years, and wish them all the very best for the future. Tony Emsley, who has played a key role at Outreach for over 15 years, takes over as Managing Director and will be responsible for the ongoing provision of training and course development.

# College wins European tender

The FSC and the Swedish Civil Contingencies Agency (MSB) have jointly won a tender to run seven training exercises. These exercises will be available for experts within the framework of the European Community Mechanism Training Programme. The Civil Protection Mechanism was established in response to the 2004 December tsunami in South Asia.

**The training aims to strengthen the European response to natural and man made disasters, creating an EU rapid response capability based upon the Member States civil protection modules.**

Of these seven new exercises, four will be held in Sweden, two at the Fire Service College and one in Southern Europe. Taking part in the training will be team leaders from a variety of units including field hospitals, USAR and water movement and management experts.

While these training courses have existed for seven years, this is the first time that the FSC has been involved. Designing and running the exercises on behalf of the FSC are Phil Abraham and Mike McCarthy, Special Operations and Phil Langdale, Incident Command.

Each exercise at the College will run over six days and will be interspersed with input from expert trainers. Exercises will be based around natural disasters such as earthquakes or floods. The first two exercises are planned for November in Sweden, with the two exercises taking place at the FSC in February 2010.

# Contact us

Feel free to contact Ceri Darrell on 01608 812173 or email [enquiries@fireservicecollege.ac.uk](mailto:enquiries@fireservicecollege.ac.uk) with your Hotline comments and suggestions.

## Forthcoming Events at the FSC

## 14th FSC Annual Conference (RE09): Fire Related Research and Developments 11 November 2009

This annual event brings together delegates from a range of backgrounds including FRSs, senior policy-makers, universities, consultancies and international organisations interested in fire-related research and best practice.

Bookings are now being taken – check the website for full details of the Conference Programme: [www.eventsforce.net/ife.re09](http://www.eventsforce.net/ife.re09)

## Women Leading Change

12 to 14 June 2009

The FSC, Networking Women in the Fire Service (NWFS) and Avon FRS have been working closely together over the past few months to put together and deliver the first ever 'Women Leading Change' event to be held at the College.

The weekend event invites women in the FRS to come along and speak directly to CFO's from across the country, take part in seminars covering leadership and incident command and network with colleagues.

Team members from the FSC have been instrumental in assisting with the programme for the event.

The three day programme includes talks on under representation in the Service and shaping the future for women in the FRS. Workshops covering Advanced RTC, USAR, Fire Behaviour Training and Water Rescue are also sure to be popular options. You can even take part in some abseiling or fitness classes as well.

Assistance in funding the event was secured by Meenakshi Sharma, Leadership and Organisational Development Manager at the FSC, who sent a proposal to the Fire Research and Training Trust and they provided a proportion of the money needed to deliver the event.

Meenakshi comments: "We are very much looking forward to welcoming Women Leading Change to the College. Putting it together has forged a great partnership between the FSC, NWFS and Avon FRS and we look forward to all working together more in the future."

For more information on Networking Women in the Fire Service please visit their website: [www.nwfs.net](http://www.nwfs.net).

## Congratulations

### Ladies Driving Challenge



Well done to all who took part in the Ladies Driving Challenge at the FSC in April. Over £6000 was raised for the Fire Fighters Charity. Pictured are some of the participants, organisers and volunteers, as well as the vehicles used.

### BA Competition Winners



Humberside FRS, winners of the recent BA competition, pictured with Ian Humphrey, FSC, bring their trophy to the College, the future home of BA competition trophies. Pictured are: From left to right: Phil Lakin, Tony Conroy, Mike Teyen, Steve Hellewell, Ian Humphrey (FSC) and Paul Hinken

Photography by Larrie Bartow