



Dublin Fire Brigade
Annual Report
2020



Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council



Comhairle Contae
Fhine Gall
Fingal County
Council



DUBLIN FIRE BRIGADE ANNUAL REPORT 2020

Dublin Fire Brigade is the local authority fire and rescue service for Dublin City and the majority of the Greater Dublin Area. There are currently 14 fire stations staffed by DFB, 12 of which are full-time, the other 2 are part-time or “retained”

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As we started the year we were in the early stages of the COVID-19 pandemic and not aware of the challenges ahead. Our staff have responded fantastically to changes to ways of working and in support of our communities and have continued to deliver the best service they can for the citizens of Dublin.

01 FORWARD

from the Chief Fire Officer

As the Chief Fire Officer, Dublin Fire Brigade, I am pleased to present this annual report which includes an overview and some highlights of what was an extraordinary and challenging year for everyone.

In this year's report we continue to set out our commitments to improve community safety, response and resilience, the report also provides an account of the remit and broad spectrum of Fire Safety, Operational, Planning and Strategic Service activities performed throughout the year.

As well as providing a summary of our performance, the annual report provides details on our finances and resources and gives an insight into our future plans. This report also demonstrates, how as a result of the impact of COVID-19 pandemic, we responded to the changing risk and altered service demand profile in the greater Dublin area. The report highlights how we support our staff and how we are ensuring that our proactive approach to prevention and protection helps keep Dublin safe.



As we started the year we were in the early stages of the COVID-19 pandemic and not aware of the challenges ahead. Our staff have responded fantastically to changes to ways of working and in support of our communities and have continued to deliver the best service they can for the citizens of Dublin. I wish to acknowledge the dedication, hard work and professionalism from all our staff without which we could not have provided the service the public have come to expect.

This report not only provides reassurance to our stakeholders of our commitment to deliver on our objectives, it also provides an opportunity for our staff to reflect on the exceptional work they do for the communities we serve. The achievements

outlined in this report are clear evidence of the dedication of all our staff who strive to deliver a first class service to our communities.

I believe we are well placed to meet the challenges of the forthcoming year and I am proud of the accomplishments made in 2020. I look forward to continuing to serve our community in the upcoming year and on behalf of Dublin Fire Brigade, I am happy to present you with our 2020 Annual Report.

Chief Fire Officer | Dublin Fire Brigade



02 OVERVIEW

DFB provides frontline Fire- EMS and Rescue services from 14 stations, (12 full-time and 2 Retained) strategically located throughout Dublin City and County a region with a population of over 1.35 million and covering an area of 921.7km². These services include rapid and effective response to fires and emergencies including rescue and hazardous materials an integrated fire based emergency medical service as well as fire prevention and community education. DFB service is guided by the range of policies and guidelines issued by the National Directorate for Fire and Emergency Management (NDFEM), who set the national policy for Fire Authorities.

In 2020, the ERCC processed 173,961 112/999 emergency calls and mobilised resources to 96,289 incidents resulting in the mobilisation of 142,651 appliances during the year. Once again Halloween night was the busiest night of the year reporting 639 calls over a six hour period with 154 calls processed in a 1 hour period making it the busiest hour of the year

DFB also operates a nationally and internationally accredited Training Centre, the East Region Communications Centre (ERCC), a Fire Prevention / Enforcement Section, an Administration Section and a Logistics Section which is involved in

managing and maintaining a large and diverse fleet of vehicles, all carrying a varied range of specialised equipment and apparatus for use in firefighting and rescue operations.

There are 21 frontline fire appliances with up to 120 paramedics available to respond on a daily basis. All fulltime Firefighters are trained to paramedic standard and are required to maintain PHECC registration as paramedic practitioners with 83 at Advanced Paramedic level. All retained firefighters are trained to Emergency First Responder level.



47 New Recruits Trained
53 Paramedic Trained



14 Districts throughout the
City and County of Dublin



12 Full-time and
2 Retained Stations



Processed **173,961**
Emergency Calls



38,987 Fire and Rescue
Mobilisations



134,974 Emergency Medical
Service Mobilisations

2.1 ACTIVITIES AND ACHIEVEMENTS 2020

ERCC Activity

- Processed **173,961** Emergency Calls
- **134,974** Ambulance and **38,987** Fire Rescue
- Maintained **Accredited Centre of Excellence**

Total Fire / Ems Intervention

- **31,723** Fire and Emergency Mobilizations
- **97,000** Emergency Medical Mobilizations
- Estimated Value of Property Saved = **€73.14m**

Emergency Medical Interventions

- **3,792** Critical Medical Emergency Incidents
- **407** Cardiac Arrest Interventions
- **60,534** Patients Treated and Transported to Hospital

Fire Rescue Interventions

- **50** Live Rescues from Fires
- **44** Live Rescues from Rivers
- **34** Live Rescues from Road Traffic Collision

Fire Safety Prevention

- **1,136** Fire Safety Certificate Processed
- **658** Fire Safety Inspections Carried Out
- **1,282** License Applications Received and Processed

Fire Safety Protection

- **8** Fire Safety Notices Issued
- **139** Street Furniture Applications Processed in Advance Opening Back Up of Business

Training

- **47** Recruits Trained
- **53** Paramedic Trained
- **12,368** Training Days
- Achieved **45001 ISO Accreditation**

Major Emergency Management

- COVID-19 Pandemic Response Management
- 5 Seveso Exercises Held and External Emergency Plans Tested
- On-going Inter-Agency Liaison and Training

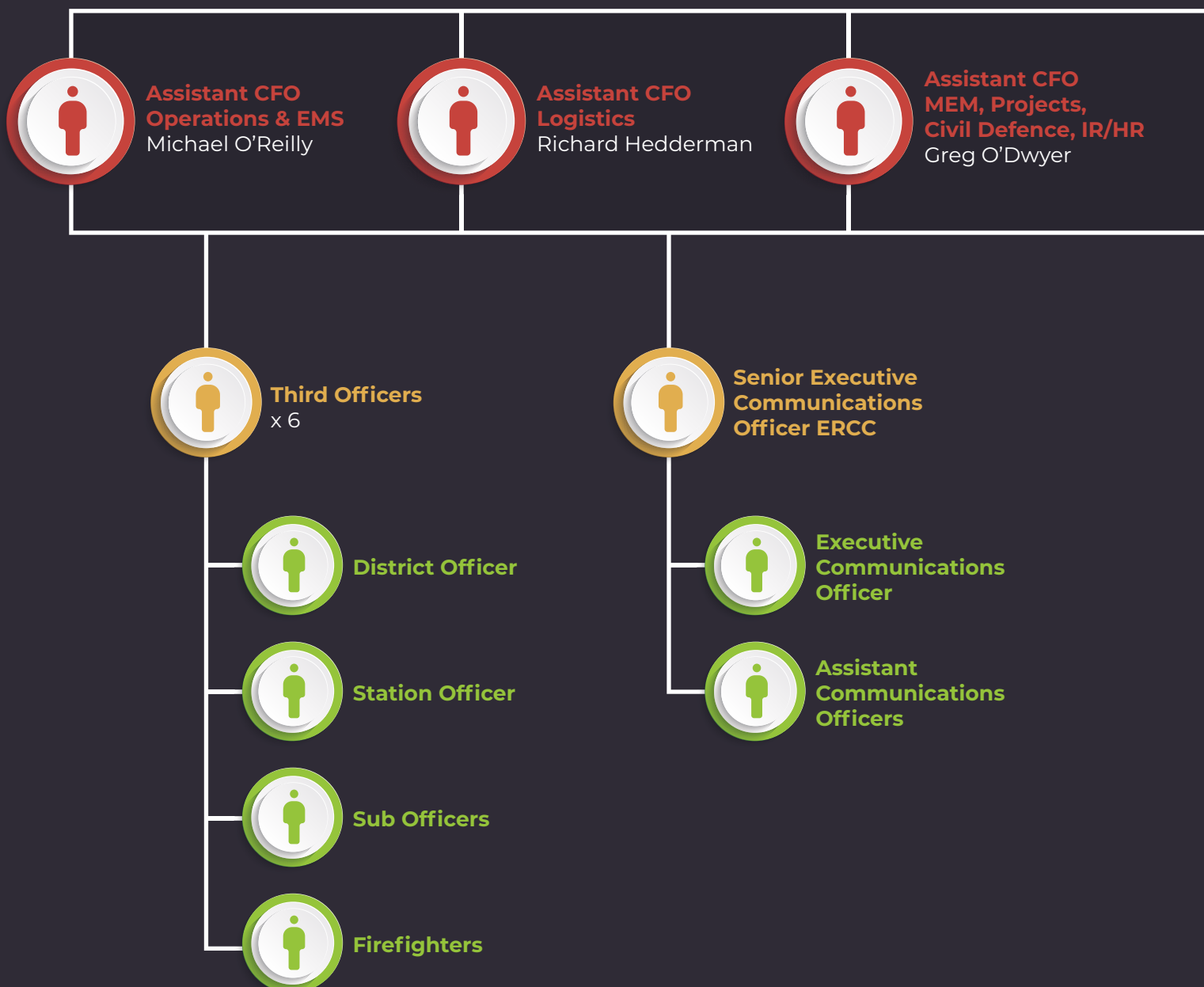
Community Fire Safety Intervention

- Schools Art Competition
- National Fire Safety Week 2020
- Red Light Campaign Featuring 90 Buildings
- DFB 12 Days Social Media Campaign

Logistics / Health and Safety

- Continued Certification of **OHSAS 18001** Awarded by NSAI
- **"Staff Wellness"** Programme
- 12 People were Trained to **'Designated Liaison Person'** Level by Barnardos in 2020

2.2 DUBLIN FIRE BRIGADE ORGANISATIONAL CHART



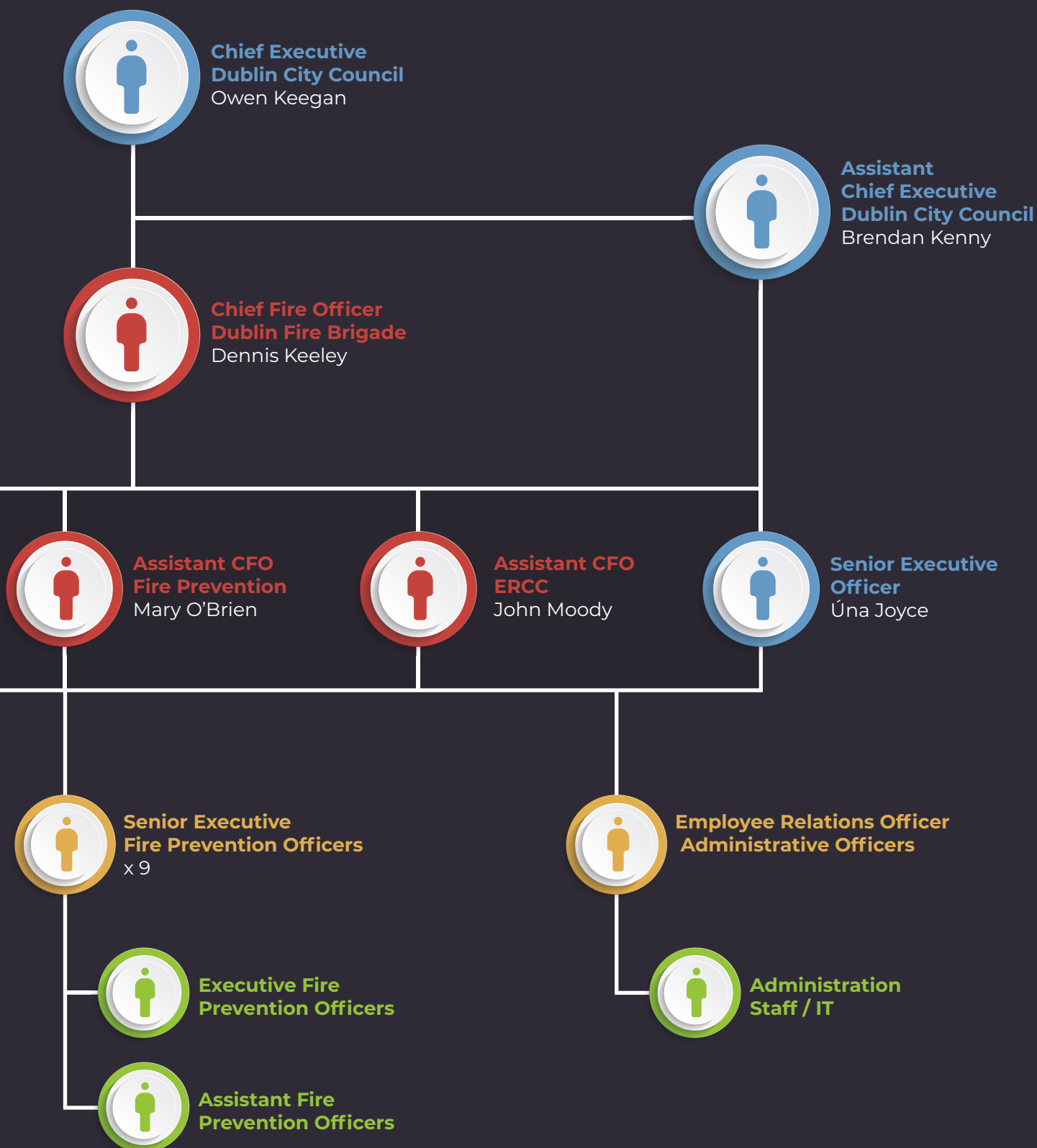


Figure 1 – Dublin Fire Brigade Organizational Chart

2.3 OPERATIONAL RESOURCE ALLOCATION

NO.1 STATION (DN11)

ALPHA DISTRICT

DONNYBROOK, DCC

2 x Water Tenders (DN11A1 and DN11A2)
1 x Haz Mat Unit (DN11N1)
1 x Ambulance (DN11D1)
1 x District Officer Command Vehicle (DN11R1)

NO.2 STATION (DN12)

BRAVO DISTRICT

DOLPHINS BARN, DCC

2 x Water Tenders (DN12A1 and DN12A2)
1 x Emergency Rescue Tender (DN12B1)
1 x Ambulance (DN12D1)
1 x District Officer Command Vehicle (DN12R1)

NO.3 STATION (DN13)

CHARLIE DISTRICT

PHIBSBOROUGH, DCC

2 x Water Tenders (DN13A1 and DN13A2)
1 x Emergency Rescue Tender (DN13B1)
1 x Ambulance (DN13D1)
1 x District Officer Command Vehicle (DN13R1)

NO.4 STATION (DN14)

DELTA DISTRICT

NORTH STRAND, DCC

2 x Water Tenders (DN14A1 and DN14A2)
1 x Tunnel Response Vehicle (DN14A5)
1 x Ambulance (DN14D1)
1 x District Officer Command Vehicle (DN14R1)

NO.5 STATION (DN15)

FOXTROT DISTRICT

FINGLAS, DCC

1 x Water Tenders (DN15A1)
1 x Ambulance (DN15D1)
1 x District Officer Command Vehicle (DN15R1)

NO.6 STATION (DN16)

BRAVO DISTRICT

KILBARRACK, DCC

1 x Water Tenders (DN16A1)
1 x Ambulance (DN16D1)

NO.7 STATION (DN17)

BRAVO DISTRICT

TALLAGHT, SDCC

2 x Water Tenders (DN17A1 and DN17A2)
1 x Ambulance (DN17D1)

NO.8 STATION (DN18)

ALPHA DISTRICT

NUTGROVE, DLRCC

1 x Water Tenders (DN18A1)
1 x Ambulance (DN18D1)

NO.9 STATION (DN19)

CHARLIE DISTRICT

COOLMINE, FCC

1 x Water Tenders (DN19A1)
1 x Ambulance (DN19D1)

HQ STATION (DN21)

ECHO DISTRICT

TOWNSEND STREET, DCC

2 x Water Tenders (DN21A1 and DN21A2)
2 x Aerial Turntable Ladders (DN21F1 and DN21F2)
1 x Logistical Support Van
2 x Command Support Vehicles (DN21C1 and DN21C2)
1 x Mass Casualty Unit
2 x Ambulance (DN21D1 and DN21D2)
1 x District Officer Command Vehicle (DN21R1).
ERCC Command and Control Staff

NO.12 STATION (DN22)

ALPHA DISTRICT

DUN LAOGHAIRE, DLRCC

2 x Water Tenders (DN22A1 and DN22A2)

1 x HP Aerial Platform (DN22E1)

NO.13 STATION (DN14)

FOXTROT DISTRICT

SWORDS, FCC

1 x Water Tenders (DN25A1)

1 x Ambulance (DN25D1)

NO.23 STATION (DN23)

FOXTROT DISTRICT

BALBRIGGAN, FCC

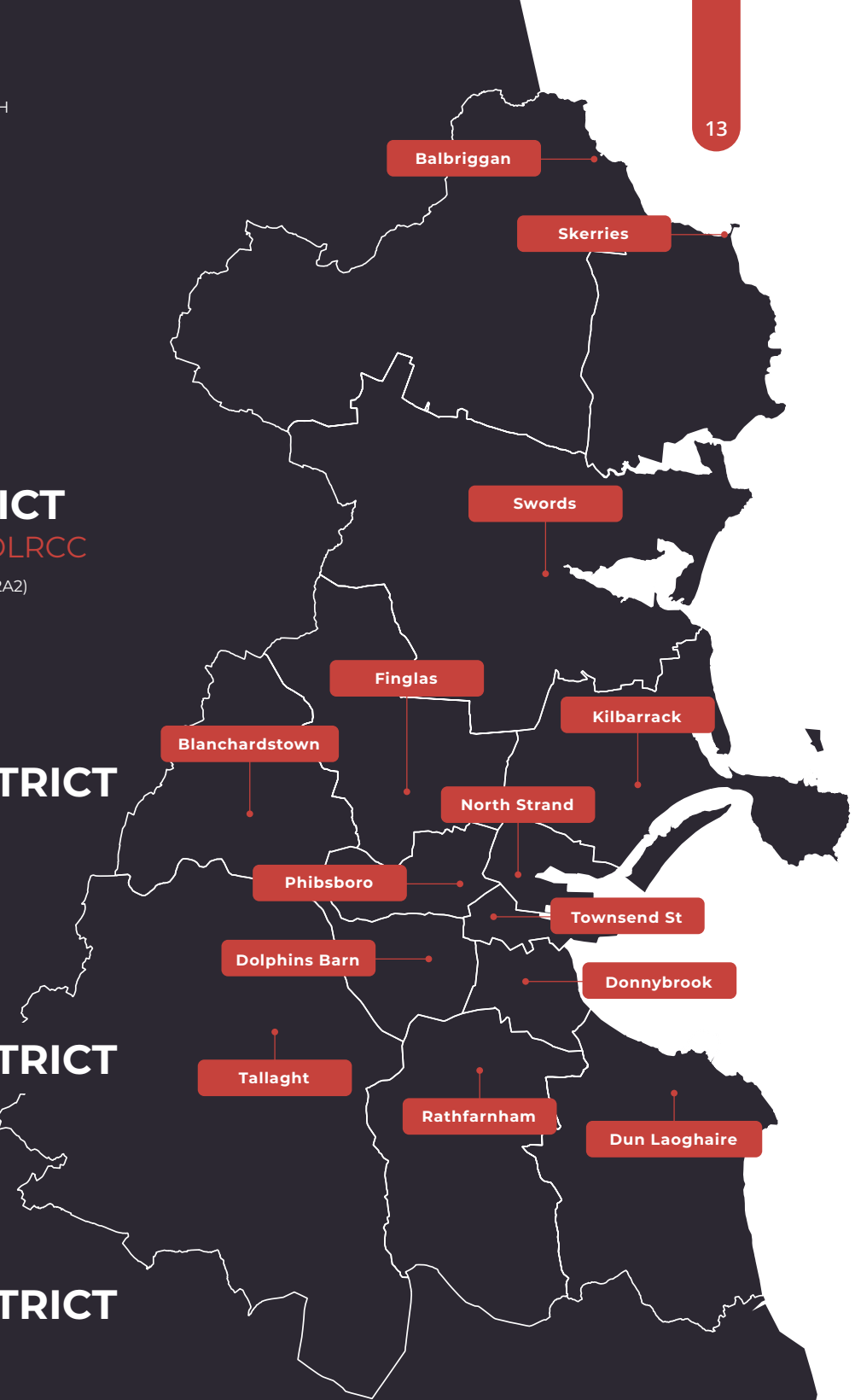
1 x Water Tenders (DN23A1)

NO.24 STATION (DN16)

FOXTROT DISTRICT

SKERRIES, FCC

1 x Water Tenders (DN24A1)



NON-OPERATIONAL UNITS

- Training Centre
- Logistics
- EMS
- ERCC
- Health and Safety
- Fire Prevention
- Projects



03 OPERATION FIRE AND RESCUE

2020 started well with normal levels of activity experienced in the first two months of the year. By the end of March, Covid-19 had arrived in Ireland causing a greater demand on Dublin Fire Brigade. Late 2019 we launched a recruitment campaign that added great value during these demanding times, as we on boarded 48 firefighter recruits to join current firefighters that operate in 6 Districts throughout the County of Dublin, providing emergency cover to Dublin City and County, a region with a population of over 1.35 million⁽¹⁾ and covering an area of 921.7km².



In 2020 Dublin Fire Brigade handled 173,961 emergency 999/112 calls compared to 183,948 emergency calls in 2019. 31,723 Fire and Rescue mobilisations occurred in 2020 which is down from 35,694 in the previous year and 97,000 Emergency Medical Service mobilisations across the four local authorities, down from 101,011 in the 2019.

When COVID-19 became much more serious in Ireland, uncertainty crept in across the nation, yet our firefighters' dedication never faltered. It is the ongoing commitment of our people that has enabled Dublin Fire Brigade to continue to offer a highly effective and professional emergency response service and continue focusing on the prevention of emergency incidents.

We continue to offer a multi-divisional service to include;

- the prevention (community safety advice and education),
- protection (technical fire safety) and
- response (to emergency incidents – Fire EMS and Ambulance).

To effectively operate this service, we use a combination of 12 full-time and 2 Retained Fire Stations, a nationally and internationally accredited Training Centre, the East Region Communications Centre (ERCC), a Fire Prevention / Enforcement Section, an Administration Section and a Logistics Section.

With Covid-19 still a huge risk in our society, we will continue to provide the public with a highly competent and professional service using the necessary protective measures. We promise to see this pandemic to the end with the same skillset, motivation and commitment that has been seen from our firefighters since the start of this pandemic in March 2020.



DUBLIN FIRE BRIGADE FIRE STATIONS

Dublin Fire Service operates 12 full-time and two retained fire stations in the following locations:

No.1 Station (D1)	Donnybrook, DCC
No.2 Station (D2)	Dolphins Barn, DCC
No.3 Station (D3)	Phibsboro, DCC
No.4 Station (D4)	North Strand, DCC
No.5 Station (D5)	Finglas, DCC
No.6 Station (D6)	Kilbarrack, DCC
No.7 Station (D7)	Tallaght, SDCC.
No.8 Station (D8)	Rathfarnham, DLRCC
No.9 Station (D9)	Blanchardstown, FCC
HQ Station (D10)	Dublin City Centre, DCC
No.12 Station (D12)	Dún Laoghaire, DLRCC
No.13 Station (D13)	Swords, FCC
No.23 Station (D23)	Balbriggan (Retained), FCC
No.24 Station (D24)	Skerries (Retained), FCC

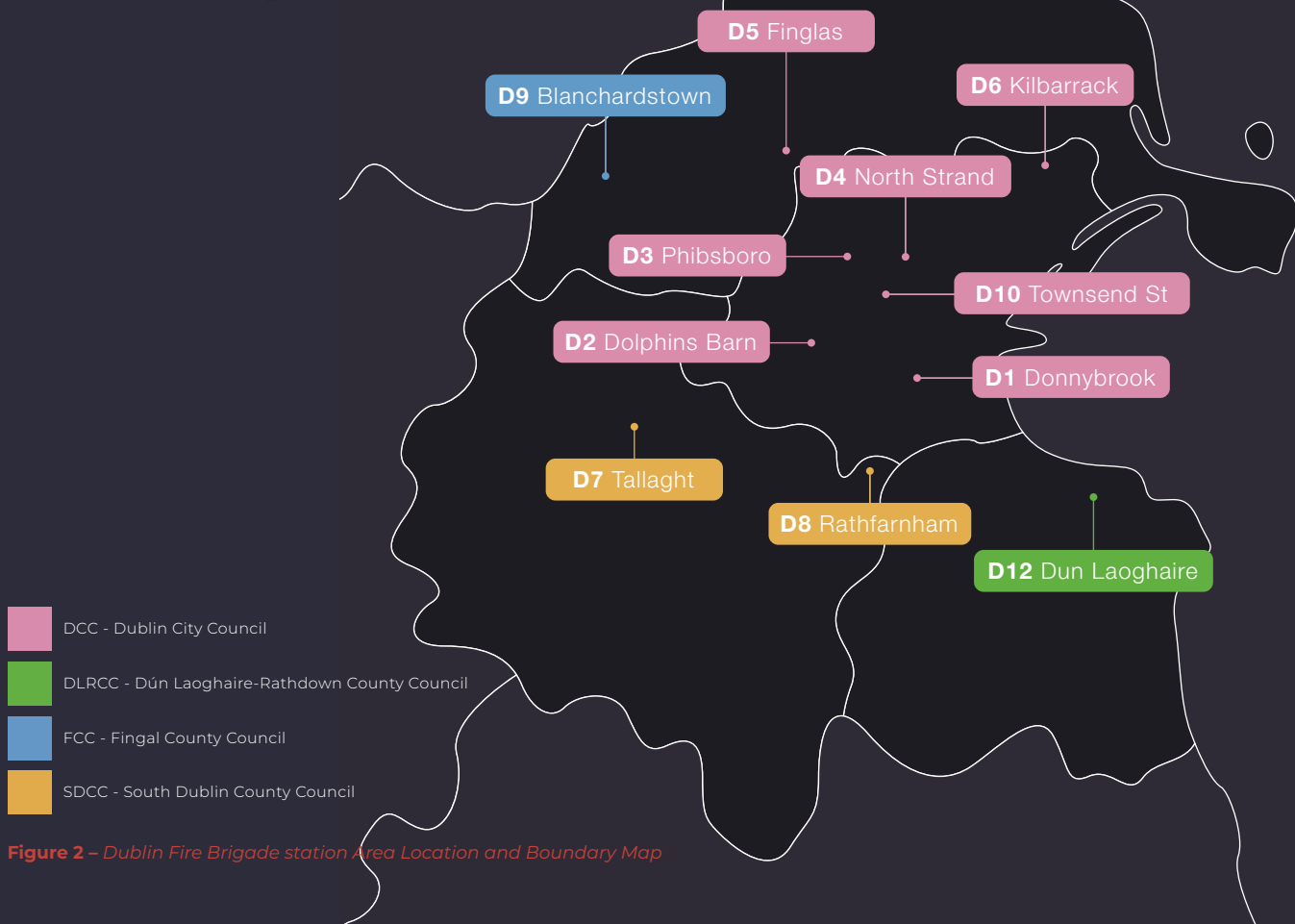


Figure 2 – Dublin Fire Brigade station Area Location and Boundary Map

DUBLIN FIRE BRIGADE RESOURCES

The following is a brief summary of the resources provided by Dublin Fire Brigade:

- The Eastern Regional Control Centre (ERCC) receives and processes 999/112 medical emergency calls. ProQA, the Advanced Medical Priority Dispatch System (AMPDS), is used to code all calls and to assign a response priority. The ERCC is accredited as a Centre of Excellence (ACE) under the International Academy of Emergency Medical Dispatch.
- DFB has a fleet of 13 emergency ambulances, each staffed by two paramedics available to respond 24 hours a day, 365 days per year. In addition there are 21 frontline fire appliances with up to 120 paramedics available to respond on a daily basis. All DFB firefighters are trained to paramedic standard and continuously rotate from ambulance to fire duties
- 53 advanced paramedics operating a non-transporting advanced life support service on a part-time basis (this service is currently under review/development). The advanced paramedics are also deployed on fire, rescue and emergency ambulance vehicles on the normal rotational basis, providing pre-hospital emergency medical care regardless of the vehicle they are assigned to at the time.
- An EMS training institution that is accredited by the Pre-Hospital Emergency Care Council (PHECC) and supported by the Royal College of Surgeons in Ireland (RCSI). All fulltime firefighters are trained to paramedic standard and are required to maintain PHECC registration as medical practitioners. All retained firefighters are trained to Emergency First Responder level.
- Command and control capability at incidents provided by Fire Officer EMT/Paramedics on all front line appliances.



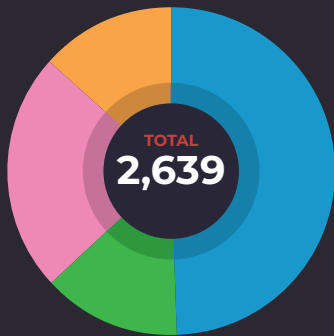
3.1 OPERATIONAL ACTIVITY DATA 2020

These tables illustrate a breakdown of DFB Fire Appliance Activity for 2020 by incident type and by Council area. While the figures show DFB attending 13,304 incidents that equates to 31,723 mobilisations to these incidents, e.g. certain incidents requiring the attendance of multiple units. These figures give a good indication of where to focus community safety information and education to continue to reduce incidents further.

Incident Type Attended	Dublin City	Dún Laoghaire Rathdown	Fingal	South Dublin	Total County Dublin
Fires - Alarms	1,336	368	632	357	2,693
Fires - Commercial	128	14	35	39	216
Fires - Domestic	565	168	216	209	1,158
Fires - Other	33	64	103	45	245
Fires - Small	2,181	451	1,085	912	4,269
Fires - Vehicles	330	56	150	250	786
Flooding	65	4	12	11	92
Medical Service Intervention	191	166	63	55	475
Special Services	838	158	184	162	1,342
Road Traffic Collisions	805	104	389	370	1,668
Total Incidents	6,472	1,553	2,869	2,410	13,304
Total Number of Mobilisations to these incidents	16,001	3,698	6,735	5,289	31,723

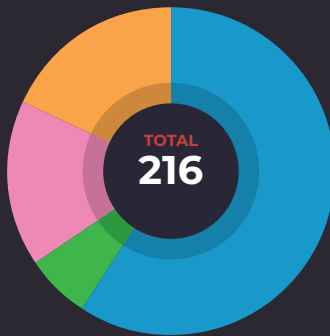
Table 2 – Sample of DFB Incident Type Activity Breakdown 2020

Fire - Alarms



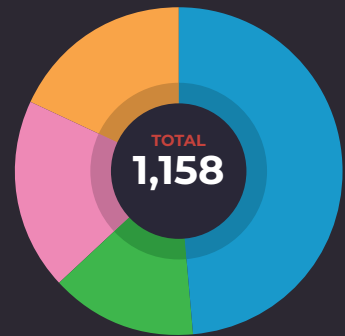
DCC 1,336 DLRCC 368 FCC 632 SDCC 357

Fire - Commercial



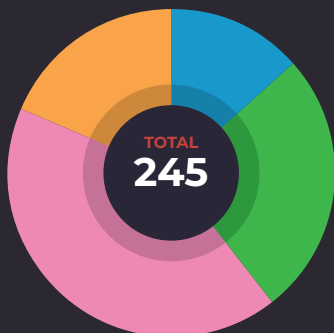
DCC 128 DLRCC 14 FCC 35 SDCC 39

Fire - Domestic



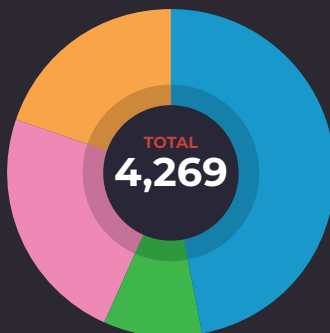
DCC 565 DLRCC 168 FCC 216 SDCC 209

Fire - Other



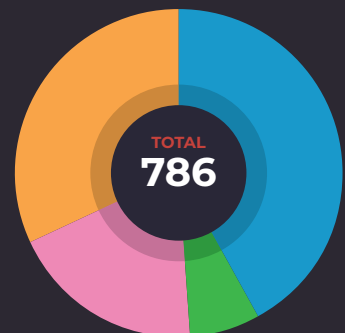
DCC 33 DLRCC 64 FCC 103 SDCC 45

Fire - Small



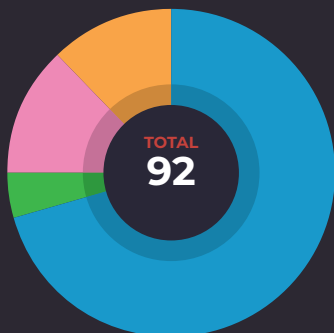
DCC 2,181 DLRCC 451 FCC 1,085 SDCC 912

Fire - Vehicles



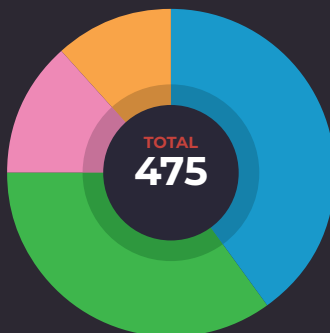
DCC 330 DLRCC 56 FCC 150 SDCC 250

Flooding



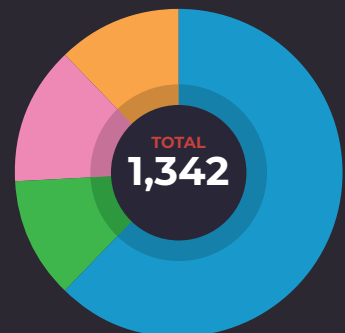
DCC 65 DLRCC 4 FCC 12 SDCC 11

Medical Service Intervention



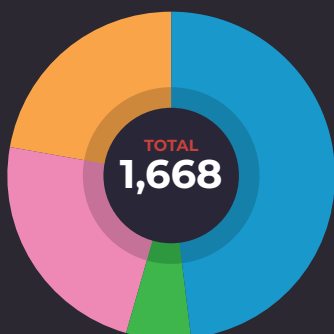
DCC 191 DLRCC 166 FCC 63 SDCC 55

Special Services



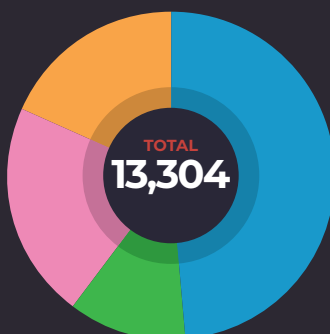
DCC 838 DLRCC 158 FCC 184 SDCC 162

Road Traffic Collisions



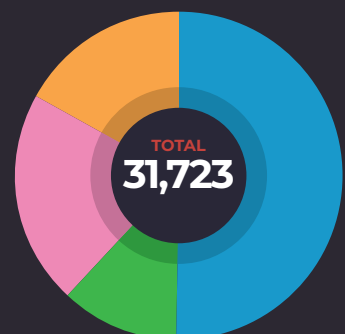
DCC 805 DLRCC 104 FCC 389 SDCC 370

Total Incidents



DCC 6,472 DLRCC 1,553 FCC 2,869 SDCC 2,410

Total Number of Mobilisations



DCC 16,001 DLRCC 3,698 FCC 6,735 SDCC 5,289

A Month-By-Month View of Fire Incidents

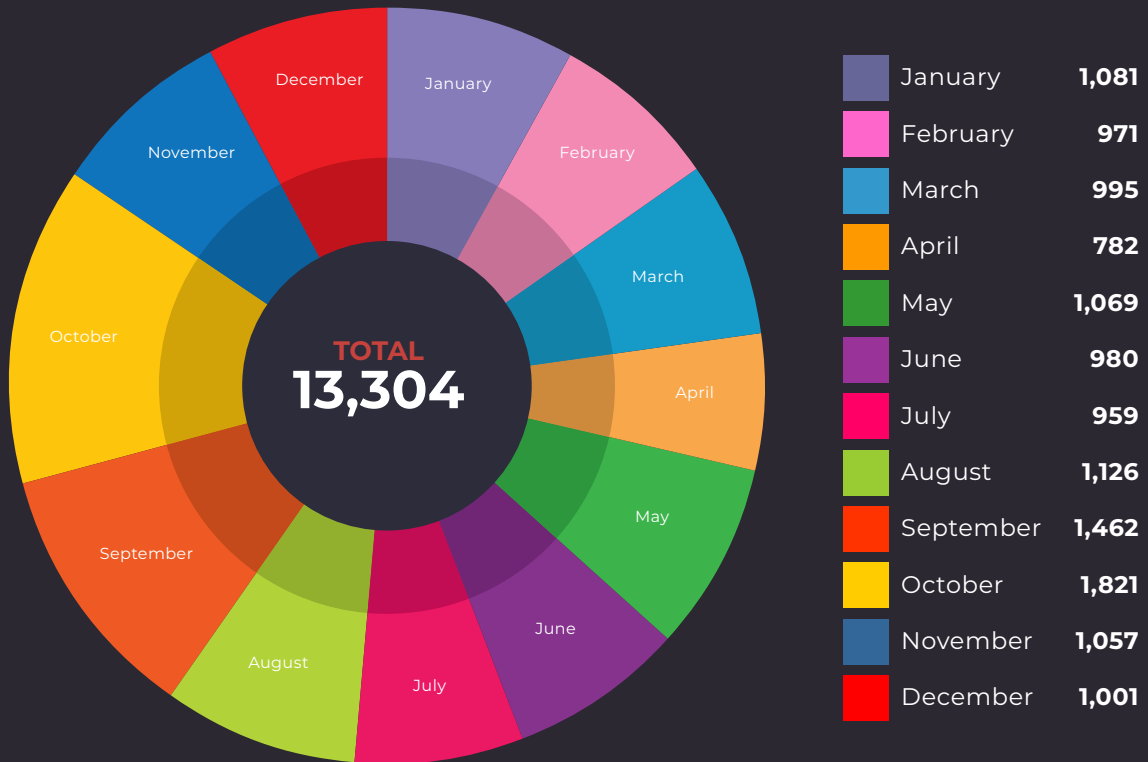


Figure 3 – A month-by-month view of fire incidents

Ambulance Incidents by Month 2020 (Note large increase in March due to Covid 19)

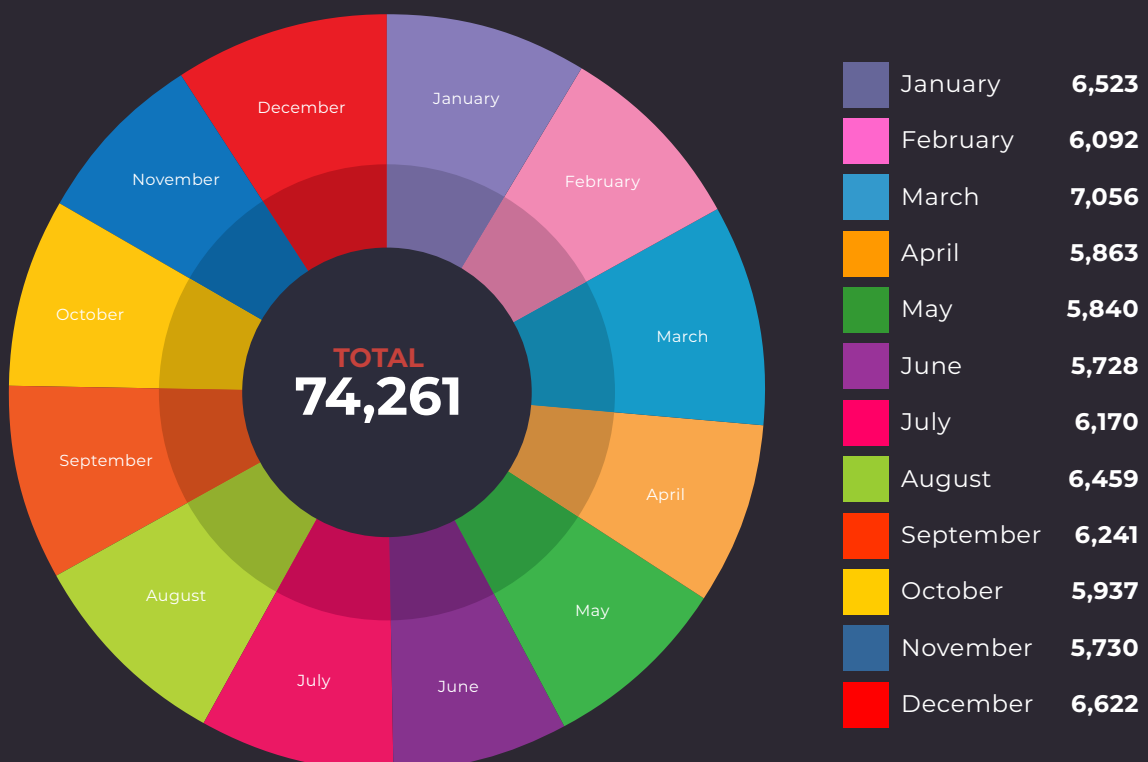


Figure 4 – Ambulance Incidents by Month 2020 (note large increase in March due to Covid 19)

DUBLIN FIRE BRIGADE INCIDENT TYPE ACTIVITY 2020

Our service provision covers incident types that you would expect, such as fires and road traffic collisions, but also extends to less routine incidents such as hazardous materials and water rescue.

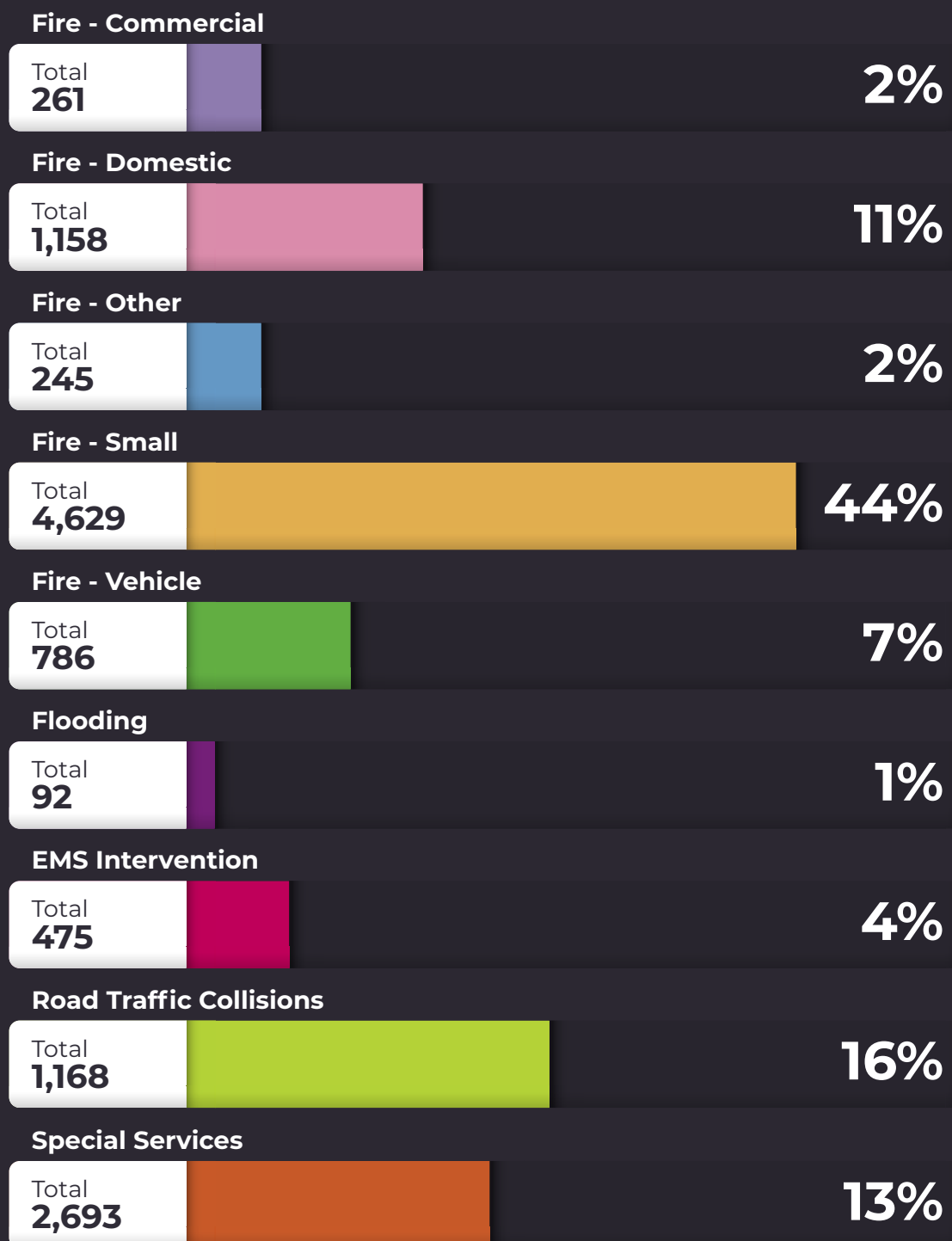


Figure 5 – Sample of DFB Incident Type Activity Breakdown 2020

REPORT OF RESCUES

Fire Rescue

JAN	2
FEB	4
MAR	12
APR	1
MAY	1
JUN	0
JUL	4
AUG	2
SEP	13
OCT	6
NOV	2
DEC	3

SRT Rescue

JAN	1
FEB	4
MAR	1
APR	1
MAY	4
JUN	1
JUL	6
AUG	0
SEP	3
OCT	13
NOV	2
DEC	8

RTC Extraction

JAN	1
FEB	2
MAR	2
APR	1
MAY	0
JUN	1
JUL	2
AUG	2
SEP	8
OCT	11
NOV	1
DEC	3

Others

JAN	1
FEB	8
MAR	2
APR	1
MAY	5
JUN	1
JUL	5
AUG	1
SEP	13
OCT	9
NOV	5
DEC	1

Total Rescued

JAN	5
FEB	18
MAR	17
APR	4
MAY	10
JUN	3
JUL	17
AUG	5
SEP	37
OCT	39
NOV	10
DEC	15

Table 3 – Dublin Fire Brigade Rescue Breakdown 2020

REPORT OF FATALITIES

Fire Fatalities

JAN	0
FEB	0
MAR	0
APR	0
MAY	3
JUN	0
JUL	0
AUG	1
SEP	0
OCT	0
NOV	0
DEC	3

Table 4 – Fire Fatalities Breakdown 2020

Non Fire Fatalities

JAN	2
FEB	1
MAR	1
APR	0
MAY	0
JUN	0
JUL	2
AUG	4
SEP	7
OCT	3
NOV	0
DEC	1

Table 5 – Non-Fire Fatalities Breakdown 2020

3.2 PRE-FIRE PLANNING / OPERATIONAL INTELLIGENCE

Pre-incident planning is the process of gathering and evaluating information, developing procedures based on the information, and the presenting of operational intelligence, or risk-critical information about particular premises that propose a potential hazard in the event of an emergency. To obtain this information, D.F.B Officers conduct pre-incident surveys of high-risk (target) hazards within its functional area. Dublin Fire Brigade place great importance in ensuring that this information remains current.

Pre-incident planning allows Dublin Fire Brigade to anticipate the resources and procedures needed to meet specific demands within its functional area. The complexity of today's fire protection systems, combined with changing building construction techniques, makes pre-incident planning imperative. The process of walking through the premises to gather data not only serves as a means to collect the information, but also provides the opportunity for the fire crews to discuss occupancy-specific procedures, and become familiar with the building layout, without smoke and fire hazard conditions present.

Dublin Fire Brigade pay particular attention to those premises which are considered to be major fire risks, in order to support life and property protection and to enhance the effectiveness and safety of responding personnel. Pre-Fire Planning is carried out by Dublin Fire Brigade on premises through a risk categorisation and prioritisation process. Pre-Fire Plans are then prepared in advance of an incident and contain an overview of the facility and tabulated information about the risk, summarising the critical aspects of a building from a fire service response perspective. Pre-Fire Plans are currently available for high risk, complex and risk prioritised premises in the four Local Authorities in the greater Dublin Region.

In order to meet its statutory requirements, Dublin Fire Brigade as a Fire Authority has a duty outlined in Section (10) (3) of the Fire Services Act, (ACT No.30, 1981 and 2003), to have regard to the nature of fire hazards and the probable incidence and extent of fires in the functional area. Forehand knowledge of these potential working environments is essential to enhancing firefighter safety, firefighting effectiveness, and in protecting the citizens of Dublin.

Pre Fire Plans are currently available for 1,203 premises in Dublin City and County, including the following categories of premises:

- Hospitals, Nursing Homes and Care Facilities
- Hotels, Guesthouses and Hostels
- Commercial and Industrial Premises
- Fuel Tank farms and SEVESO sites
- High-Rise (Over 18m) Commercial and Residential premises
- Schools, Colleges and Crèche facilities
- Embassies, Consulates and Buildings of Historical significance
- Shopping Centres, Stadia and Sports facilities
- Transport Hubs (Train, Bus, LUAS stations) and Airports



The rationale outlined in the document 'Fire and Rescue Service Operational Guidance – Operational Risk Information' (CFRA, 2012) shall be used to help select which premises Pre Fire Plans shall be generated for Operational Intelligence over the next 5 years.

Pre-Fire Plans 2020

District	Pending	Complete
Alpha	6	0
Bravo	10	6
Charlie	9	0
Delta	9	2
Echo	6	1
Foxtrot	3	0
Totals	43	9

Table 6 – Pre-Fire Plans 2020



At the start of the Covid crisis Dublin Fire Brigade suspended normal Pre Incident Planning to reduce the risk to our staff. The Government moved shortly after this, imposing a lockdown, closing all hotels and places of public assembly.

In exceptional circumstances Pre Incident planning was carried out for premises that changed their purpose to accommodate Covid -19 patients: City west hotel is a prime example of a hotel and conference centre that changed purpose to accommodate Covid 19 patients and provide medical treatment in its convention centre.

Other hotels that were used for COVID-19 cases are:

- Covid+ Unit - Saint Vincent's Day Care Centre, Navan Road, Dublin 7, D07 N820
- Stay City Apartments – Saint Augustine Street, Dublin 8.
- The Clayton Hotel - Cardiff Lane, Sir John Rogerson's Quay, Dublin 2
- The Travelodge Navan Rd, Castleknock, Dublin 15.
- Daughters of Charity Adult Day Centre on Blakestown Road, Dublin 15
- Handels Hotel Fishamble St Temple Bar Dublin 2.

A pre incident plan was also carried out on The Royal Hospital Kilmainham temporary body-holding. This included crew familiarisation visits and temporary pre fire plans to be drawn up.

Pre Fire Planning was also carried out in respect of access and egress of emergency vehicles around the city as routes have been restricted in the city to allow for pedestrian use.

3.3 OPERATIONAL SAFETY REVIEWS

Dublin Fire Brigade has developed a “During Performance” monitoring programme called Operational Safety Review (OSR). This is used for assessing the brigade’s incident safety management systems, particularly the Incident Command System and Standard Operational Guidelines/Procedures. It is essentially an aide memoir at incidents to ensure compliance and uniform standard of implementation/application.

A form has been produced to enable Officers to approach, complete and record the outcomes of each review in a standard, comprehensive and consistent manner. The review process has been designed so that all aspects of the Incident Command System on the incident ground can be assessed to ensure the Incident Command system is being fully adhered to, in order to maintain safe systems of work at all incidents. OSR forms once completed must be sent to the Health and Safety Unit in DFB Headquarters to form part of Dublin Fire Brigades review process.

Under the guidelines of the OSR system, it is recommended that when an incident has more than 3 pumps in attendance, a District Officer will subsequently be dispatched to the incident in order to carry out a safety review. Within the guidelines of the OPR system it will also be necessary for District Officers to carry out safety reviews on 20% of all incidents within their district on a monthly basis. Reviews must also take place at 1 pump incidents and are not limited to fire calls only. RTC’s, Special Services etc. must also be considered.

District	OSR
Alpha	222
Bravo	258
Charlie	201
Delta	190
Echo	144
Foxtrot	171
Total	1,191

Table 7 – Operational Safety Reviews 2020

3.4 SAVED PROPERTY VALUATIONS ESTIMATES



Dublin Fire Brigade have devised a property valuation system, which enables a consistent and informed estimation of the value of property saved through early intervention and damage limitation action.

The property valuation method used is based on the Revenue's Local Property Tax Valuation which provides an agreed and current mid-point property valuation of all domestic property.

When filing Fire Reports, all DFB Officers utilise training received in a prescribed framework for estimating the extent / percentage of fire damage caused to a domestic property and, subsequently, an informed estimation of the value of the property saved through their intervention.

Table shows that it is estimated in 2020 DFB saved a total of €73,14m value of property, from a possible €78.8m by stopping fire spread in the domestic property fires attended.

These valuations are estimated at the lower end of the scale as some figures / statistics are unavailable. This figure does not include the value of commercial property saved due to DFB intervention, which would also be a considerable figure in both physical property terms and in loss of business hours due to possible full closure of premises.

Number of Private Domestic Dwellings

Dublin City Council	169
Dun Laoghaire Rathdown	34
Fingal County Council	63
South Dublin County Council	71
Totals	337

Property Value

Dublin City Council	€39,575,000
Dun Laoghaire Rathdown	€12,475,000
Fingal County Council	€14,050,000
South Dublin County Council	€12,700,000
Totals	€78,800,000

Value of Property Saved

Dublin City Council	€37,299,625
Dun Laoghaire Rathdown	€11,647,000
Fingal County Council	€12,729,500
South Dublin County Council	€11,466,625
Totals	€73,142,750

Percentage of Property Saved

Dublin City Council	94.25%
Dun Laoghaire Rathdown	93.36%
Fingal County Council	90.60%
South Dublin County Council	90.29%
Totals	92.82%

Table 8 – Chart Depicting an Estimation of Domestic Property Saved in 2020

Note – Between Councils: Average (μ) = 89.55%, Standard deviation (σ) = 0.12%

3.5 STAKEHOLDER LIAISON AND INTER-AGENCY COLLABORATION

It is necessary for Dublin Fire Brigade to maintain an excellent working relationship with multiple stakeholders and other Emergency Services. In the interests of efficient interoperability and preparedness DFB communicate on a daily basis, through dedicated liaison officers, with these external agencies to coordinate policy, Memorandums of Understanding and other supportive initiatives.

A major part of this collaboration is regular training and exercising together, developing tried and tested standard operating guidelines and communication channels. This regular Inter-Agency training ensures the most efficient resource deployment and simultaneous activity at operational incidents, which enhances our combined ability to respond to and serve the community as effectively as possible. DFB's stakeholders are:

- The National Ambulance Service (HSE)
- An Garda Síochána
- The Irish Coastguard and The RNLI
- The 4 Dublin Local Authorities
- Other Regional Local Authorities
- The Civil Defence
- All Dublin Hospital Emergency Departments
- Government Departments and Agencies
- Department of Defence
- Transport Agencies - Dublin Bus, Luas, Irish Rail, Dublin Port Tunnel, Dublin Airport

Through the medium of the Major Emergency Framework, DFB coordinate major inter agency regional and local exercises designed to improve coordination of service delivery across multi-agencies and ensures a coordinated and consistent response to large scale emergencies. During the Covid-19 Pandemic in 2020 these exercise and coordination obligations continued to be met, using online methods to host table-top exercises virtually.

3.6 EMERGENCY AMBULANCE SERVICE

All fulltime Firefighters are trained as Paramedics and rotate continuously between firefighting and EMS duties. DFB's fleet of 13 emergency ambulances are each staffed by two paramedics available to respond 24 hours a day, 365 days per year.

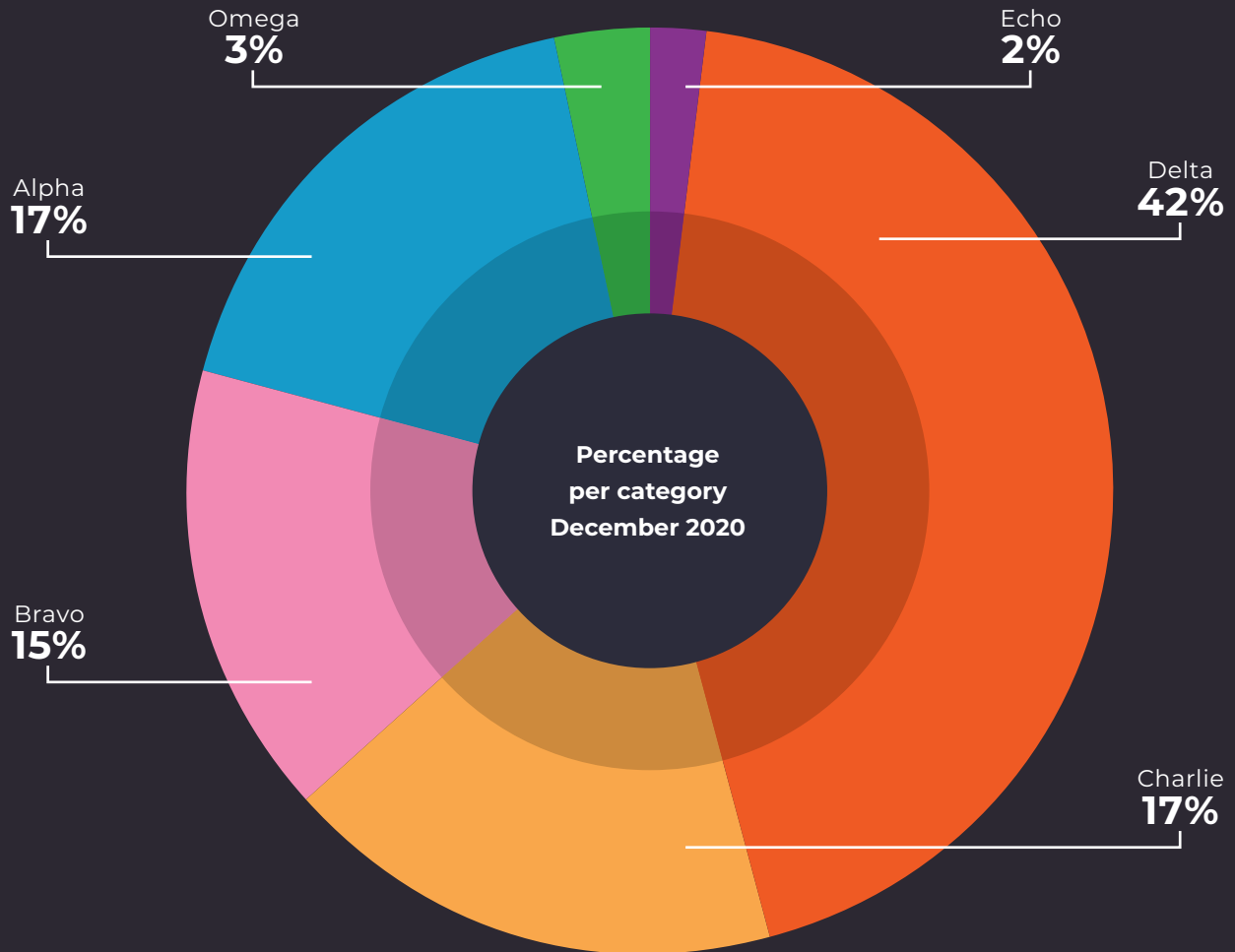
In addition, there are 21 frontline fire appliances with up to 120 paramedics available to respond on a daily basis. All fulltime Firefighters are trained to paramedic standard and are required to maintain PHECC registration as paramedic practitioners with 83 at Advanced Paramedic level. All retained firefighters are trained to Emergency First Responder level. Tangible clinical outcomes in 2020 illustrating the Fire Based Emergency Medical Service include:

- **74,261** emergency medical incidents managed
- **60,534** patients treated and transported to hospital
- **3,792** critical medical incidents managed
- **407** cardiac arrests managed
- **165** STEMI (ST elevation myocardial infarction) patients, transported to a PPCI facility within 90 minutes of having an ECG
- **397** FAST Positive Stroke patients transported to a facility that performs stroke thrombolysis

ST ELEVATION MYOCARDIAL INFARCTION (STEMI) – ACUTE HEART ATTACK

Although the majority of patients are transported to emergency departments, patients suffering an acute heart attack or ST elevation myocardial infarction (STEMI) are transported directly to a Primary Percutaneous Coronary Intervention centre within 90 minutes of recognition of this event by Paramedics. DFB Paramedics consult with the cardiologist directly by phone from the scene. This fast track approach for this patient group saves precious heart muscle from being further damaged and makes for better patient outcomes. Due to this patient-centric initiative in 2020 DFB Paramedics had almost 190 direct consultations with cardiologists in relation to STEMI patients.

BREAKDOWN PERCENTAGE PER CATEGORY OF DUBLIN FIRE BRIGADE AMBULANCE ACTIVITY REFERENCE DECEMBER 2020



Clinical Status	Code	Description
Clinical Status 1	Echo	Life threatening – Cardiac or respiratory arrest
	Delta	Life threatening other than cardiac or respiratory arrest
Clinical Status 2	Charlie	Serious not life threatening – immediate
	Bravo	Serious not life threatening – urgent
Clinical Status 3	Alpha	Non serious or non-life threatening
	Omega	Minor illness or injury

Figure 6 – Dublin Fire Brigade Emergency Ambulance Activity for December 2020

Figure 6 represents a breakdown of DFB Activity for 2020 for Emergency Ambulance Incidents attended. While the figures show DFB attending 74, 261 Emergency Ambulance incidents, that equates to almost 97, 000 mobilisations to these incidents, e.g. certain incidents requiring the attendance of multiple units. The breakdown gives a percentage to the type of emergency incident, with Echo cases being the most serious life-threatening, to Omega being the least serious type.

These PHECC and HIQA recognised incident type categorisations are used by Emergency Dispatch personnel to prioritise the level of call as part of DFB's Medical Priority Dispatch System (MPDS). The largest percentage of calls are Delta (42%), which are serious life-threatening calls. DFB have a policy to always assign a Fire Appliance to Echo calls and some Delta calls in addition to an Ambulance, aligned to the principle of sending the nearest available resource and to assist the Ambulance crew in administering the most effective intervention.





ALTERNATIVE CARE PATHWAY - PATHFINDER

Dublin Fire Brigade was delighted to be involved with the Pathfinder, a Sláintecare funded initiative. Pathfinder is a collaborative project with colleagues in the National Ambulance Service and Beaumont Hospital Occupational Therapy and Physiotherapy Departments. The team consists of an Advanced Paramedic and an occupational/physio therapist.

The purpose of the service is to provide a safe alternative to emergency department attendance, where possible. The Pathfinder Team is dispatched to certain low acuity EMS calls received in East Region Communications Centre involving patients 65 years or older in Beaumont Hospital catchment area or to incidents where the attending ambulance crew determine that the patient may be appropriate for referral the team's services.

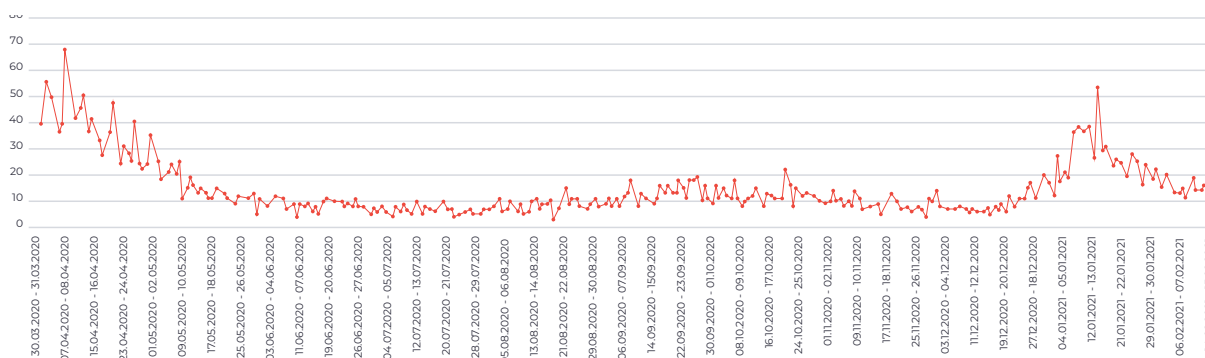
The Pathfinder services include; home based rehabilitation (Occupational Therapy + Physiotherapy), essential equipment and home modifications, liaison with GP and Primary Care Team, Referral to Geriatrician Day Hospital and specialist outpatient clinics for suitable patients.

January 2020 marked the beginning of what has become the COVID-19 (SARS-CoV-2) pandemic. Dublin Fire Brigade's emergency medical personnel have since been on the frontline of the public health emergency, providing pre-hospital emergency care to COVID-19 patients in Dublin. Dublin Fire Brigade personnel have implemented the relevant risk assessments, infection prevention and control (IPC) guidelines and treatment procedures that were required to manage suspected or confirmed COVID-19 patients.

The East Region Communications implemented a new process within its emergency medical call taking system last March to help identify potential COVID-19 calls. The process is called Protocol 36 and provides advance notice to responding crews that they are responding to a potential COVID-19 incident.

The following is a table of the numbers of Protocol 36 incidents identified per day throughout the pandemic:

DFB Protocol 36 Incidents created 30th March to 14th Feb 2021



Protocol 36 is not 100% effective at identifying all potential COVID-19 calls. This is mainly due to the fact that information being received is from lay persons who do not have a medical background. The knowledge and assessment skills of the responding crews plays a vital in identifying COVID-19 cases that were not identified during the call taking phase.

As well as COVID-19 incidents Dublin Fire Brigade's personnel managed the normal range of other medical and trauma emergencies that occurred during 2020. Challenges in managing the demand for emergency ambulance services encountered were the additional time to each incident to maintain COVID-19 cleaning and disinfecting procedures and the increased delays experienced at emergency departments whilst handing over patients into their care.

DUBLIN FIRE BRIGADE EMS INTERVENTIONS

Each year DFB personnel, through their Fire/EMS interventions are successful in many cases, leading to several of our citizens still being alive and well, when their incidents and prognosis predicted otherwise. On many occasions cards are received, well wishes are posted on social media and visits are made to stations to say thank you. This is DFB's best performance metric and greatest reward.



04 EAST REGIONAL COMMUNICATIONS CENTRE (ERCC)



EAST REGIONAL COMMUNICATIONS CENTRE (ERCC)

The ERCC processes emergency fire and ambulance calls for Dublin plus emergency fire calls for the east region comprising 13 fire authorities in Leinster, Cavan and Monaghan. Emergency calls are answered ensuring the correct appropriate details are ascertained from callers, logged effectively and mobilise the most appropriate fire service resource to attend the incident.

In 2020, the ERCC processed 173,961 112/999 emergency calls and mobilised resources to 96,289 incidents resulting in the mobilisation of 142,651 appliances during the year.

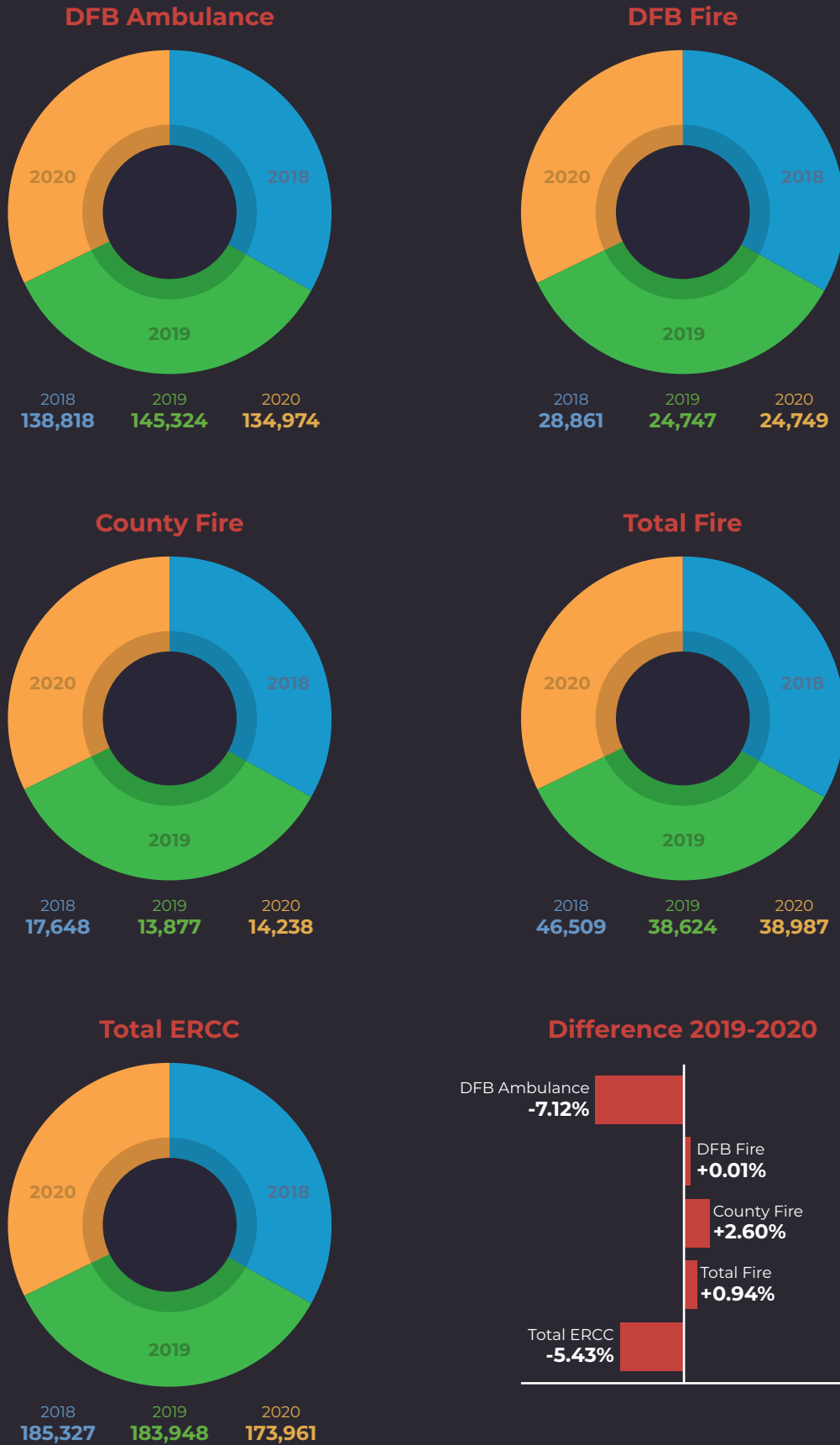


Figure 7 – ERCC Activity Breakdown 2018 - 2020

There was a 5.4% reduction of emergency calls processed during 2020 in comparison to 2019 which was primarily driven by a reduction of 7.1% of emergency ambulance calls.

999/112 CALLS ERCC 2020

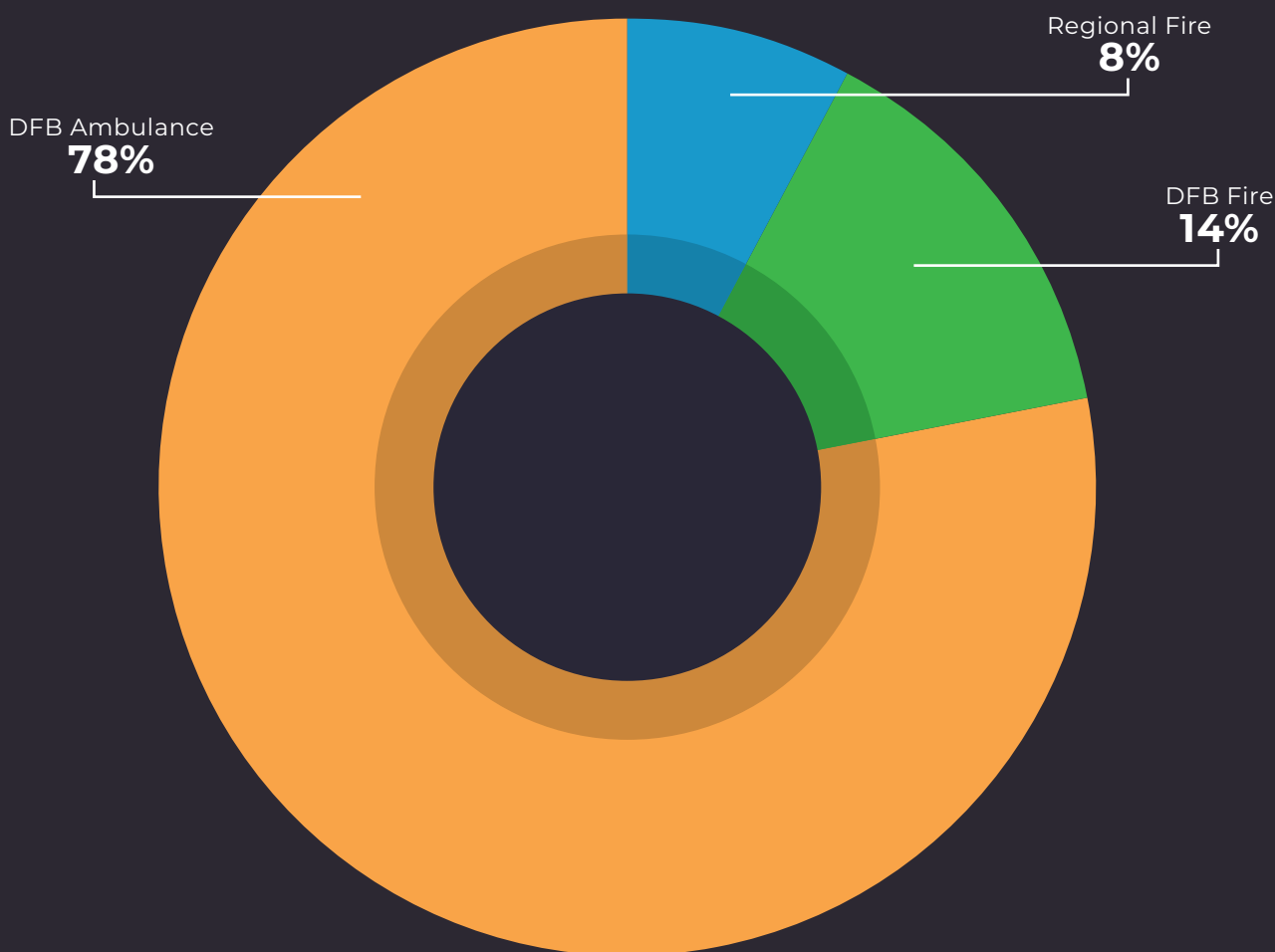


Figure 8 – Breakdown of ERCC calls processed in 2020

In March 2020, the World Health Organisation declared Covid-19 as a global pandemic which had a major impact on how the ERCC operates, both with the incidents being processed and for the staff working in the centre. The initial impact of the pandemic in March 2020 saw a large increase in medical related calls with people seeking advice and assistance while reporting symptoms of Covid 19. This resulted in ERCC processing 15,572 calls in March making it the busiest month of activity during the year and a 13% increase on calls processed during March 2019. During the first wave of the pandemic between March and May, the number of calls significantly reduced as the effect of a lockdown resulted in a reduction in the public seeking assistance of the emergency services.

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
DFB Fire	1,879	1,641	1,904	1,589	2,478	2,033	1,774	2,190	2,708	3,230	1,735	1,588
Regional Fire	1,159	1,239	1,173	1,224	1,699	1,320	926	1,098	1,070	1,407	899	1,024
DFB Ambulance	12,364	11,138	15,572	10,097	10,232	9,445	10,246	11,543	11,525	10,417	9,597	12,798

Table 9 – 112/999 calls processed by Month 2020

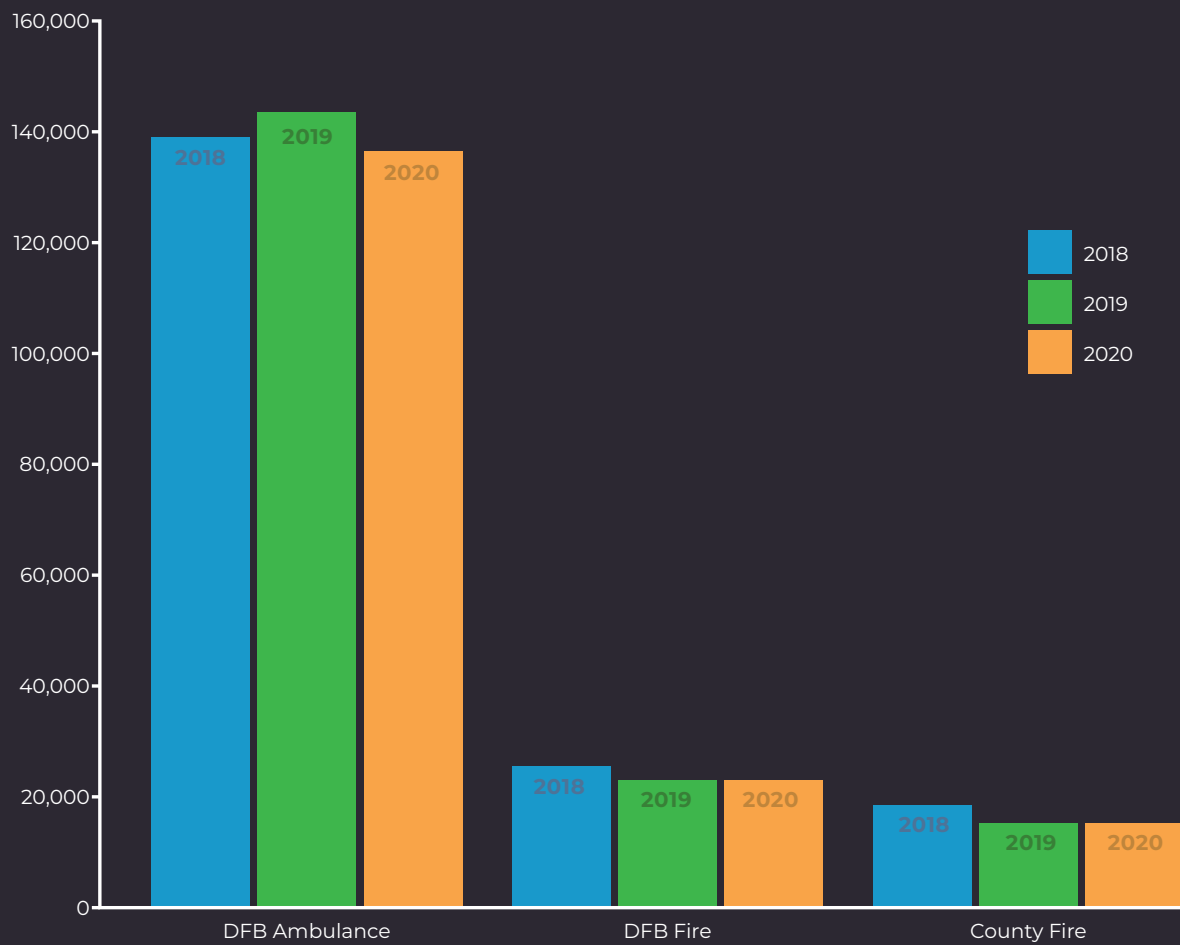


Figure 9 – ERCC Activity Breakdown 2018 - 2020

Halloween night was the busiest night of the year reporting 639 calls over a six hour period with 154 calls processed in a 1 hour period between 18:00hrs and 19:00hrs making it the busiest hour of the year.

Covid 19 has impacted the way in which ERCC have had to work. Staff working are organised into POD's to mitigate against the risk of cross infection. Physical changes to the control centre were also made including control desks separated by Perspex diverters to ensure that social distancing is maintained.

In April 2020 the ERCC operated its disaster recovery site running in parallel to the Tara Street facility to allow for an increase in capacity to process calls. Retired control centre staff were recruited on a temporary basis to help staff this facility as they had experience and required minimum training to assist the effort in dealing with the pandemic.



A close-up photograph of a Motorola mobile phone screen. The screen displays the text 'NDRS Dublin 1 DN18A1' in large, bold, blue letters. To the right of this text, there are two menu options: 'Contcs' at the top and 'Optns' at the bottom, both in a smaller, blue font. A hand is visible at the bottom of the phone, holding it. The phone's camera lens and a red light are visible on the left side of the device.

4.1 ERCC TRAINING

Training is a daily activity for all ERCC personnel and as part of our Continual Dispatch Education (CDE) program the ERCC Quality unit delivered over 500 hours of routine CDE to ERCC personnel in 2018. In addition to the daily routine all personnel undertook conversion training on ProQa Advanced EMD V13.3 which is the current version of Advanced Medical Priority Dispatch (AMPDS) and came into use within the ERCC in May 2020.

The ERCC also provides Control Centre Training to Emergency Service Controllers (ESC's) and Fire-fighters in the DFB Training Centre in the OBI. In 2020 8 staff were trained and inducted into the ERCC and introductory training delivered to 48 recruit Fire-fighters. Training has been maintained by strict adherence to the highest possible safety standards.

4.2 ERCC ACCREDITATION

The ERCC is an Accredited Centre of Excellence (ACE), accredited by the International Academy of Emergency Dispatch (IAED). The ERCC first achieved this recognition in 2006 and have successfully maintained the standard since then. Despite the added pressures of operating under pandemic conditions the ERCC successfully managed the exacting reaccreditation process and maintained ACE status for the next three years.



4.3 ERCC PROJECTS

TETRA DIGITAL RADIO

In July 2020 DFB launched a comprehensive program designed to deliver Tetra training to all operational staff. The fact that this training was delivered in every station and on every watch under a strict safety regime designed to protect trainers and trainees alike is a remarkable achievement. Having delivered training to over 700 staff, the physical transition of the DFB fleet was launched in November with completion of the fire fleet expected by the end of December.

This is a major change program for DFB and would not have been possible but for the highly committed training team supported by DFB workshops and logistics staff. The physical transition has also been achieved with minimal disruption to operations and this must be credited to the commitment of all operational staff who have fully embraced the Tetra roll out.

CALL SIGNS

Fire-fighters throughout the world identify their stations and appliances by “call Signs” and over many years these call signs become embedded in organisational culture and identity. The call signs in use in DFB were introduced in the mid 1980’s and have served well since then.

In 2019 the decision was made to transition DFB call signs to the national model in place since the mid 1990’s. This decision was made in light of the transition to the Tetra digital platform and the future requirements for transition to a national Computer Aided Dispatch (CAD) system.

Training specific to the new call signs was rolled out to all personnel as part of the Tetra training program and as each appliance was converted to Tetra the new call signs were adopted from November 2020. Again it is a credit to all operational staff to see how this transition was achieved with the new call signs being speedily adopted with little fuss and confusion.



CTRÍ PROJECT

The C Trí project managed by the National Directorate for Fire and Emergency Management (NDFEM) is a project designed to deliver a National Fire Command and Control System to all the three fire communications centres in Ireland. The ERCC along with the Munster Region Communication Centre (MRCC) based in Limerick and the West Region Communications Centre (WRCC) based in Castlebar will all have access to single shared Command and Control System in 2021.

Due to the global effects of operating under pandemic conditions the project has suffered unavoidable delays but the current migration plan will see the MRCC moving to the new CAD in quarter 3, 2021 with the WRCC and ERCC to follow at approximately 3 month intervals.

The C Trí Project will allow for increase resilience and greater capacity for the handling of fire calls. A new state of the art Command and Control System will allow for more efficient dispatching process to assist people requiring fire service assistance.

DRONE TECHNOLOGIES

The ERCC project team continues to develop the use of drone technologies across many spheres including fire prevention/safety and operational intelligence gathering. During 2021 it is envisaged that the use of drone technologies will be led via the organisational intelligence unit with the view to fully embedding these technologies into all areas.

COMMUNICATIONS

A project team is actively researching “at incident” or “fire ground” communications in conjunction with a national project managed by the Ctri project team. A range of UHF/digital equipment has been tested by DFB and passed on to other Brigades for further input. All test data has been forwarded to the project team for evaluation and it is expected that there will be recommendations with regard to future use of digital fire ground communications by quarter 2, 2021.



05 FIRE PREVENTION



FIRE PREVENTION

The Fire Prevention section in Dublin Fire Brigade provides advice on Fire safety in new and existing buildings, including licenced premises, across the Dublin Region on behalf of the four Dublin Local Authorities.

This year has been particularly challenging for everyone and in particular, with most people being advised to stay at home to stay safe from Covid-19, we advised and supported everyone to stay safe from fire whilst at home throughout this very challenging year.

Under the Building Control Act 1990, we also process Fire Safety Certificate applications for the Dublin region. In 2020 we processed 1,136 applications which is 45% of the national average.

Additionally, we operate under the Dangerous Substances Act 1972 for the purposes of petroleum licencing.

Fire Prevention Officers have strong enforcement powers that are used judiciously, under the Building Control and Fire Services Act, including Prosecutions, Fire Safety Notices, High Court Orders and Closure Notices.

The objective of fire prevention is to promote public fire safety awareness and to support the compliant development of good building practice as regards fire safety in all new and existing buildings used by the public.

Some Main functions of the Section for 2020:

In 2020, DFB received and processed 1136 Fire safety Certificate applications. This included:

- 255 on the BCMS, and this was circa 45% of the total national number.
- The Building Control management system went live in July 2020, this system was created, by the National Building Control Office (NBCO), to enable online applications of Fire safety Certificate applications. The BCMS can be accessed here www.localgov.ie/en/bcms

You can also visit the NBCO YouTube Channel to see how it works.

We worked closely with the NBCO to ensure an effective implementation and operation of the BCMS system in the Dublin Region.

While construction and development levels remained relatively constant, in the response to the pandemic, most places of public assembly were predominately closed or partially open only, this directed our inspection programme and our advice delivery.

We carry out inspections of premises on a risk based prioritisation to assess compliance under the relevant regulations i.e. nursing homes, hotels, schools, pubs, restaurants.

We advised property owners, developers and consultants on fire safety, including major infrastructural projects, heritage buildings and planning of major events.

In response to the pandemic, we risk assessed every inspection to ensure that we complied with covid-19 guidelines and to keep our inspectors safe.

We took appropriate enforcement action necessary to ensure compliance and protect the public whilst conscious of the effect of the pandemic on people and business.

In particular in 2020, we advised business owners and premises how to open up again, at each phase of the restrictions, to ensure that their Covid compliance plans were encompassing fire safety . We supported business and development with our main objective being to promote and advise on safety from fire.

This year our community fire safety section focussed on advising and educating the wider community on the dangers of fire and the importance of fire safety in the home and community particularly this year, whilst everyone was advised to stay at home.

All Events were cancelled due to the pandemic with some continuing online.

5.1 FIRE SAFETY IN BUILDINGS

FIRE SAFETY CERTIFICATES AND BUILDING CONTROL

2020 brought little change to the level of proposed development in the Dublin Region. Fire Prevention Officers continued to process these application in the normal way while complying with the restrictions of Covid-19 to ensure that we fulfilled the statutory obligations of the Building Control Regulations .

Applications Received



Table 10 – Fire Safety Certificate Applications received 2016 - 2020

Decisions Made



Table 11 – Fire Safety Certificate applications decisions 2016-2020

BCMS Submissions Compared to Total Submissions

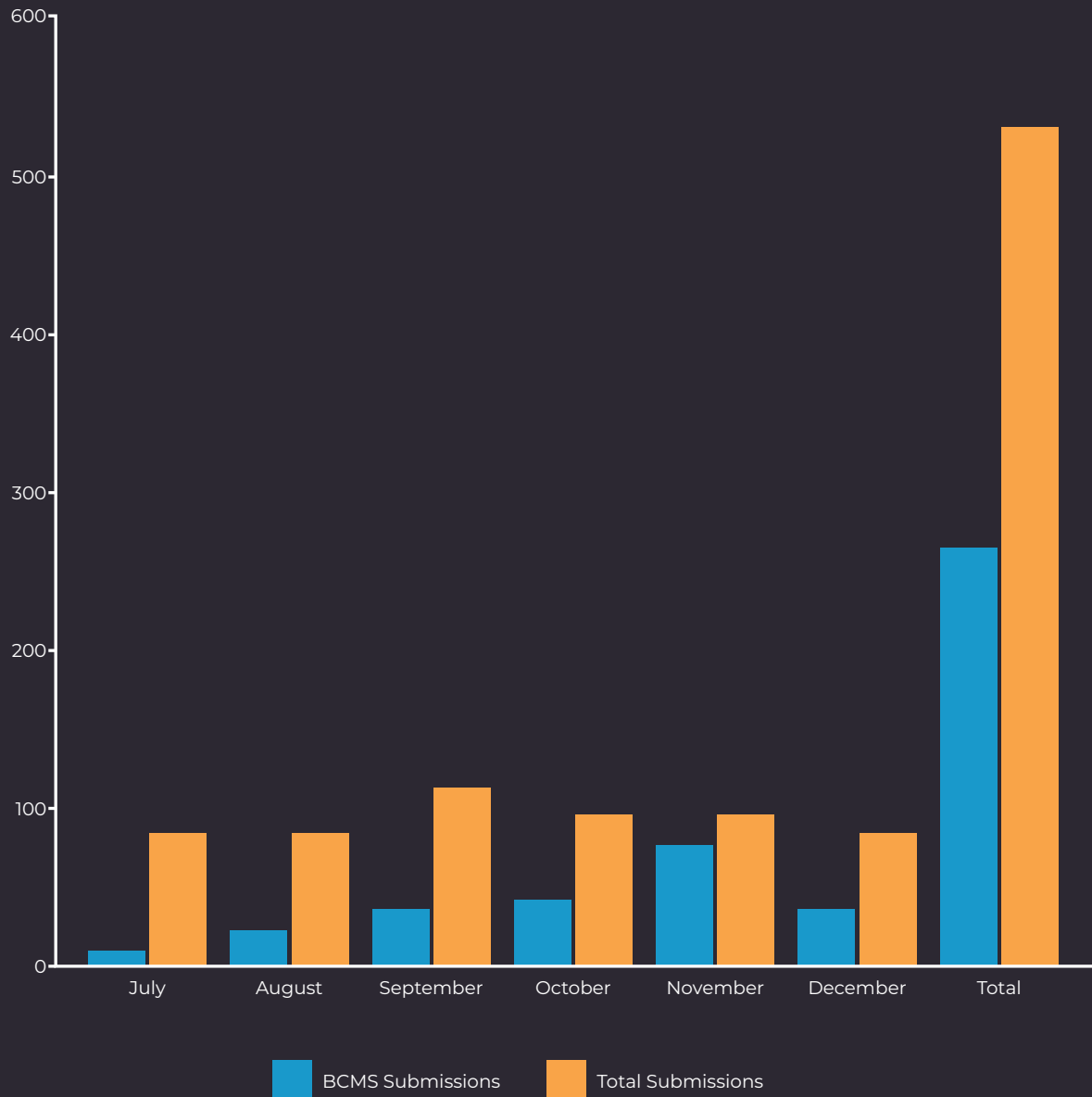


Figure 10 – Fire Safety Certificate Applications received by the BCMS since July 2020

5.2 DANGEROUS SUBSTANCES ACT 1972 (D.S.A.)

DANGEROUS SUBSTANCES LICENCES

Dublin Fire Brigade receive licence applications for the storage of petroleum at 214 flammable fuel stores in the Dublin County area.

- 63 Petroleum stores are located in the Dublin City Council area
- 53 Petroleum stores are located in the South Dublin County Council area
- 64 Petroleum stores are located in the Fingal County Council area
- 37 petroleum stores are located in the Dun Laoghaire Rathdown Council areas

55 Dangerous Substance licence applications were processed in 2020, and 43 licences were issued.

Some licences roll over from the previous year or run into the following year if works are required to be completed following an inspection.

Dublin Fire Brigade carried out 79 inspections of flammable fuel stores in the Dublin County area in 2020

PETROLEUM VAPOUR EMISSIONS REGULATIONS

Dublin Fire Brigade also issue Certificates of Installation and Testing in regard to petrol service stations under the Petroleum Vapour Emissions Regulations in pursuance to the Air Pollution Act 1987 and the European Communities Act 1972. This is in relation to the offloading of petroleum at service stations from the road tanker into the service station storage tanks and the dispensing of petroleum into vehicles. Certificates are normally valid for three years.

44 Applications for Certificates were received in 2020:

- 14 For Service Stations located in the Dublin City Council area
- 10 For Service Stations located in the South Dublin County Council area
- 14 For Service Stations located in the Fingal County Council area
- 6 For Service Stations located in the Dun Laoghaire Rathdown Council areas



5.3 COMMUNITY FIRE SAFETY

The promotion of community fire safety is central to the strategic management and discharge of modern fire service operations. DFB works closely with the communities we serve to make Dublin City and County a safer place to live, work and visit. Making and keeping Dublin safe from fires and other emergencies is at the heart of all that we do. Fire deaths occur mainly in the home or place of residence so the main focus of the Fire Brigade Community Fire Safety Education programmes is on these groups.

Community Fire Safety is carried out across all sections of DFB, with different initiatives and programmes implemented throughout the community:

In 2020, in order to follow national covid-19 restriction guidelines most of our Community Fire safety Activities were carried out on our social media platforms.

Community Fire safety was promoted throughout the year with an extra emphasis for National Fire safety Week 2020 which is run

jointly with the Northern Ireland Fire and Rescue Service and is about enhancing fire safety, particularly in the home.

In 2020 National Fire Safety Week occurred from 5th to 12th of October. This year our planned activities continued to highlight fire safety in the home during this National campaign. Most of our activities were carried out online and on our social media platforms.

- A video was created and publicised on our social media platforms.
- A social media fire safety campaign was implemented based on National Fire safety twitter guidance
- A red light campaign was commenced to encourage buildings and businesses to light up red for Fire safety week, to highlight fire safety and remind people to stay safe from fire at home, especially this year while everyone is at home.
- Red light campaign featured 90 buildings in Dublin light up Red to highlight fire safety, this had **675,000** impressions/ views on social media.



- Fire safety schools art competition was carried out with all the primary schools across the Dublin Region, with the 12 best pictures to create our annual DFB children's Fire safety Calendar , a number of videos were created with the CFO and the Lord Mayor with the following impressions/
views of Social media
 - > 1st October 2020: **6,563**
 - > 2nd October 2020: **5,953**
 - > 12th October 2020: **7,892**
 - > Total video impressions: **20,408**
- DFB Year Planner
- Irish Time advertisement campaign in print and digital copy
- Visual Art in retail and public places etc.
- Fire Prevention is our intention graphic: **13,456** views on social media
- Irish Times campaign
- Samuel Beckett Bridge
 - > Samuel Beckett Bridge - Halloween
 - > Twitter: 3 posts **19,187**, **28,021** and **16,494**
 - > Instagram: 2 posts - **5,710** and **4,626**
 - > Facebook: 1 post - **12,000**
- Fire safety messages were promoted throughout the year in conjunction with our Comms Section e.g. a recurrent message is **#TestItTuesday** to remind people to test their smoke alarms.
- Messages were promoted on business safety and continuity to help Business Owners consider fire safety in their business continuity and opening back up planning to include both active and passive fire safety measures. Worked on and promoted issue of doors wedged open, generator safety.
- Our social media platforms were used to highlight and publicise our fire safety message and advice



06 TRAINING



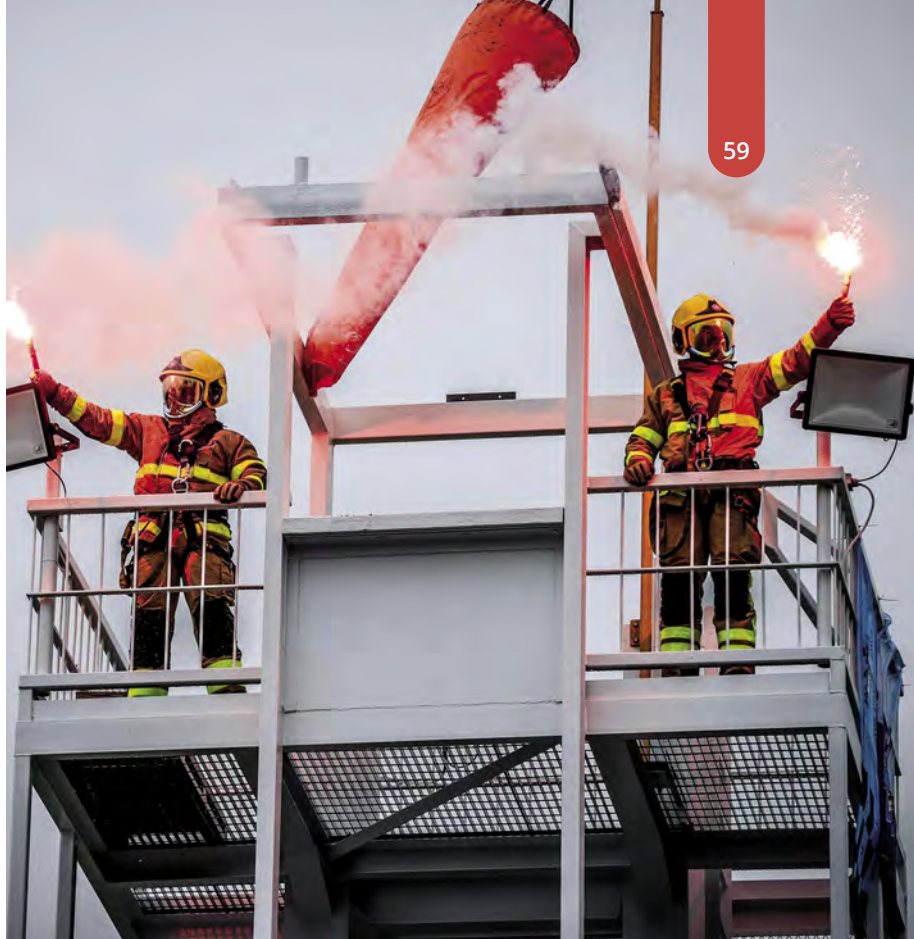
6.1 TRAINING

The Dublin Fire Brigade Training Centre (The O'Brien Institute) located on the Malahide Road is the largest Fire, Rescue and Emergency Medical Services Training facility in Ireland.

It facilitates training in many disciplines and provides expert tuition for both internal and external programmes. These include Dublin Fire Brigade Fire, Rescue and Paramedic training, courses for local authority staff and training for other fire services nationally.



- This year's training (2020) brought significant additional challenges with the COVID 19 pandemic restricting our ability to meet the organisation's mandatory Health, Safety and regulatory training requirements. Given the current environment, the amount of training achieved with minimal exposure to COVID is a testament to the robust processes and procedures generated and implemented by the Training Centre throughout the year.
 - The introduction of upgraded Information Technology solutions greatly enhanced the organisation's ability to deliver high quality training online. This played a major part in providing training for Recruit Class 1/2020, which was run during the initial COVID restrictions. In practice this allowed for lessons to be delivered and broadcast within the building utilising three large classrooms, which facilitated compliance with COVID 19 social distancing guidelines.
 - The Incident Command Virtual Reality Training Suite (XVR) was put to use during the Paramedic Course, simulating a mass casualty incident, amongst other modules of the course. The system was extensively used during the District Officers promotional assessments. The use of virtual-reality training has proved to be an excellent addition in providing state of the art Fire Rescue and Emergency Medical Services scenario-based training.
 - Due to the high volume of training, internal and external record verification requirements, the Training Centre operates its own administration section.
- The Course Librarian/Document-Controller manages course materials via the electronic system CAB-i-NET, to ensure correct version-control of all fire, rescue service and paramedic courses.



PdrPro is the organisation's e-learning platform which is part of the learning and development structure. This section is managed by a Station Officer who is responsible for the development of content, design and delivery of e-learning modules.

The platform also provides for information to be forwarded to all account holders. This has proven itself to be an excellent information dissemination tool during the pandemic, particularly keeping personnel informed of critical safety policies and notifications.

- DFB's first fully paperless course was developed and rolled out during the year; this has been achieved by greater access to tablets, IT solutions such as Sharefile and PdrPro. Engagement, hard work and dedication with the project from Administration staff, Learning and Development staff and DFB IT Unit played a vital role.

- In 2020, the Training Centre achieved approximately 12,363 training days, for DFB personnel, this figure does not take into account on-station training by DFB instructors i.e. vehicle familiarisation, BA, abrasive wheels etc. The following list is not exhaustive but is reflective of the programmes delivered:

New Entrant Recruit Programme (47 students, 6 month duration). Includes basic fire fighter skills, road traffic collision, breathing apparatus and fire behaviour, tactical ventilation, water awareness / flood responder, hazardous materials and environmental protection, rope rescue and fire water pump operation modules.

Paramedic Programme in association with the Royal College of Surgeons Ireland (53 students, 12 week duration)

Included theory and psychomotor skills sessions, mass casualty exercise, high fidelity simulation training and use of cadaveric specimens.

- Breathing Apparatus Training
- Continuous professional development for Paramedics and Advanced Paramedics
- Abrasive Wheels Instructor Training
- Driver Training Basic and Advanced to RSA standards
- Emergency dispatch controller training
- Abrasive wheels
- Swift water rescue technician
- High Line rope rescue technician
- Compressed air and foam training
- High Rise Fire Fighting
- Petro Chemical Incidents
- Hazardous Materials and environmental protection for first responding officers
- Wild Fire / Forestry Fire Fighting
- Hydraulic platform operator
- Hi-ab Crane operator
- Road traffic Collision
- Heavy Vehicle Rescue
- Critical Incident Stress Management
- Break away / self-defence
- Child welfare and safeguarding
- Cage Operator
- People/Patient Handling
- International Trauma Life Support / Emergency Medical Services
- Emergency First Responder / Emergency Medical Services

The Training Centre and Health and Safety are working together to produce and update Standard Operational Guidelines, which are available to Operations.

NSAI officials conducted two safety management audits, which resulted in the organisation achieving the 45001 ISO accreditation.

Commercial Training was cancelled in 2020 due to the pandemic.

DUBLIN FIRE BRIGADE MUSEUM

The DFB museum which is housed in the Training Centre, opens each Thursday or by request. It is entirely managed by retired members of Dublin Fire Brigade. This is a very valuable and rich resource and is increasingly sought after. It is part of our corporate memory yet is cost neutral, due to the free time and expertise of the archivists. The museum was closed to the public for the majority of 2020 due to the pandemic.

CISM

A Peer Support Team provides psychosocial support for Firefighters and Paramedics following traumatic incidents. This is maintained by Dublin Fire Brigade through its Critical Incident Stress Management system. DFB is a member of CISM Network Ireland whose members employ over 200,000 people in Ireland.

Staff members are trained to a level appropriate to their rank and certified to the highest international standards by the International Critical Incident Stress Federation (ICISF). Members of the Peer Support Team offer their support on a voluntary basis and receive further training with higher level ICISF qualifications. All members achieved a QQI Level 8 Award from the Institute of Technology Carlow in 2020. In collaboration with Samaritans Ireland, we have trained call-takers to handle distressing calls.

Members of the Peer Support Team responded to 501 formal (debriefings and defusing's) and informal (confidential one-to-one interventions) requests for assistance during 2020. This was higher than expected and reflected an increased demand in April and May as the COVID-19 pandemic developed in Ireland. One Debriefing session was conducted during 2020. This is a more involved intervention involving a group of people and led by a Psychologist. A number of referrals were made to the Staff Support Service in Dublin City Council. We are disappointed that COVID-19 prohibited the holding of information events for families of new recruits during 2020. We are collaborating with Mental Health Ireland to optimise the value of this access.

Like those they serve, members of DFB face difficulties in their lives. DFB recognises that psychosocial support enhances the ability of its staff to provide an excellent service to the public.



07 LOGISTICS



LOGISTICS

During this year of the Pandemic of Covid-19. Through foresight, early recognition of the Impact and planning, our logistics team ensured the continuity of supply of all essential equipment was maintained at all times to ensure our operational service delivery to the public could continue uninterrupted.

Our staff in Logistics working round the clock managed to procure essential lifesaving P.P.E for Firefighting and Ambulance crews, Purchased Fleet parts, Purchased and supplied clothing and equipment for our new recruits. Managed Clinical waste disposal in line with HSA procedures, upgraded our Foam concentrate in line with EPA regulations and managed the decontamination of Firefighting P.P.E. and Equipment post fire. This as well as our normal work of, Procurement, Accounts and Building Maintenance ensured the effective delivery of all DFB's services.

Our service support facility in Stanley Street houses the DFB Fleet Workshop, Firefighting and EMS Equipment Stores, PPE Laundry, Station Wear Store, Ambulance Cleaning Bay, Hazmat Recovery Bay, Admin Offices and Reserve Fleet.



Key investments in new operational equipment in 2020 included:

- Secured supplies of vital E.M.S. P.P.E.
- Delivery of recruits P.P.E. and clothing
- Distribution of 2020 Clothing issue to all stations
- Upgraded our procurement practices
- Tender documents for various purchases- Published and awarded
- Managed decontamination of firefighters P.P.E. and Equipment
- Upgraded Clinical waste disposal systems
- Upgraded Foam stock
- Assisted with tetra fit out to the fleet

In addition to researching and implementing new equipment, our staff also carried out / co-ordinated the following:

- Over 2600 deliveries / collections were carried out to all DFB locations.
- Processed the cleaning, inspection and repair of over 2800 sets of Firefighting PPE
- Managed over 5000 Equipment Tests and certifications.
- Processed over 6000 requests from operations for supplies, medications, equipment repairs and consumables.
- Managed the Hazmat recovery process for operational equipment
- Prepared over 28,000 E.M.S Covid protection kits for Operational Staff

7.1 DFB FLEET MANAGEMENT

Dublin Fire Brigade operates and maintains a large fleet of vehicles, which includes 46 frontline Fire Appliances, Rescue Units and Ambulances etc. In 2020 a number of new vehicles were ordered to enhance and upgrade the fleet including:

- 3 x Class B Water Tenders
- 1 x 42m T.T.L.
- 1x personnel transporter
- 5 x Ambulances

In 2020 the DFB fleet travelled in excess of 1.7 million KMs responding to emergency calls from the public. In order to ensure maximum availability of our vehicles, DFB has a rigorous service and maintenance schedule in place. As part of the maintenance schedule, our workshop staff co-ordinated and conducted over 800 checks on Emergency Ambulances, Carried out over 4000 routine repairs on Emergency Vehicles and ensured all CVRT Testing requirements were carried out on time. Our mechanics attended over 250 out of hours call outs this year.

Our fleet Maintenance systems were independently audited in 2019 to further demonstrate our legal compliance under the Vehicle Maintenance and Repair (Regulations 2013).



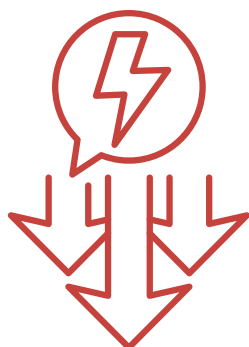
7.2 PROPERTY MANAGEMENT

The property maintenance section is responsible for the maintenance of all 18 DFB's properties. Key activity in 2020 included:

- Maintaining full functionality of all properties.
- Co-ordination of non-routine / emergency works to DFB properties.
- Planned preventative maintenance checks / works
- Ensured all locations passed the relevant statutory inspections.
- Co-ordinating maintenance contractors to ensure all planned maintenance is carried out to the highest standards
- Conduction ongoing reviews and inspection of maintenance contractors.
- Processing / Approvals of Contractor payments.
- Identifying future DFB requirements for Fire Stations and logistics facilities.
- Liaising with other Dublin City Council departments as required, to organise work programmes and respond to requests for inspections or related services.
- Supervision of building works carried out under the contract, including budget management and reporting to the ACFO.
- Liaising with Dublin City Council and consultants appointed for new works projects in DFB.

The property maintenance section addressed:

- Over 700 maintenance requests.
- Over 100 were deemed to require immediate attention.
- A number of medium size renovation projects in various locations were carried out including plant room upgrades with new energy efficient systems.



In conjunction with DCC's energy conservation advisors DFB have exceeded its energy usage reduction target for its building stock in 2020 with a 12% reduction in Consumption (KWhs) and a 17% reduction in Carbon(Tones) resulting in a running cost saving of 10% 2019.

7.3 HEALTH, SAFETY AND WELFARE UNIT

Dublin Fire Brigade is committed to providing safe places and systems of work, maintaining legislative and regulatory compliance and encouraging standards and standardisation in order to protect our employees, visiting contractors and members of the public. This commitment was demonstrated by Dublin Fire Brigade's successful migration from ISO 18001 to ISO 45001:2018 following an audit by the National Standards Authority of Ireland (NSAI) in December 2020. This achievement is all the more notable given the high demands of Dublin Fire Brigade's COVID-19 response.

The Health and Safety Unit supports and advises the senior management team and works closely with Dublin City Council's Corporate Health Safety Office. The unit liaises with other councils, fire services and industry practitioners at home and abroad to assess best practice. Dublin Fire Brigade has provided training for its Safety Representatives. The Safety Committee consisting of Safety Representatives, Union Representatives and management met formally four occasions during 2020, with ongoing informal contacts. Unit reports were included at monthly District Officer meetings.

The Health and Safety Authority carried out an inspection in accordance with the Government's Return to Work Safely Protocol during 2020. Their response was generally positive and complimentary. Separate correspondence offered suggestions to enhance our treatment of HealthCare Risk Waste.

Our Health and Safety Unit controlled the issue of the Ancillary Safety Statement 2020 to all work locations. This was updated mid-year to account for changes due to COVID-19. The Unit also led improvements in Candidate Physical and Strength Assessments for new recruits. This was accompanied by the development of physical training regimes and gym facilities. The Unit also worked on initiatives including staff welfare, face-fit testing, chemical safety, station inductions, road risks and food safety.

The Health and Safety Unit supported all areas of Dublin Fire Brigade in its response to the COVID-19 pandemic. Long hectic days turned in to weeks and months of policy drafting, risk assessing of changing workplaces, procedures, equipment and PPE. The Unit monitored best practice nationally and internationally with assistance from the LGMA, HSA, HSE and various Government Departments. Information was assessed and disseminated to aid collaboration amongst all departments of Dublin Fire Brigade in ensuring that staff were safe and comfortable in their environment whether 'at work' or working from home. The HSU has coordinated the Return to Work Group, as required by the Government's 'Work Safety Protocol', with 18 meetings during 2021 covering 87 action areas.

CHILD SAFEGUARDING

Dublin Fire Brigade recognises that child protection and welfare permeates all aspects of its activities, is committed to following best practice in child protection and welfare, and will fulfil its statutory obligations under the Children First Act 2015.

In particular, we recognise the responsibility placed on most of our members who are classed as 'Mandated Persons' by that Act. Twelve (12) people were trained to 'Designated Liaison Person' level by Barnardos in 2020. This group, with support from the Dublin City Council Child Safeguarding Officer, provides support to staff who may have experienced incidents causing concern. Twenty (20) reports were made by members of Dublin Fire Brigade to Túsla, The Child and Family Agency during 2020.

QUALITY MANAGEMENT

Following an audit in December 2020, Dublin fire Brigade maintained certification of its Quality Management System (QMS) to ISO9001:2015 by the National Standards Authority of Ireland (NSAI). The QMS helps us to improve our processes and increase customer satisfaction and complements safety management and strategic business planning.

During 2020 we managed the Process Mapping of many of the key functional areas within DFB. These Process Maps assist managers in the identification of inputs, outputs, controls, risks and the monitoring of Key Performance Indicators. We expected to complete this during 2021.





08 CLIMATE CHANGE



8.1 CLIMATE CHANGE STRATEGY

Dublin Fire Brigade recognises that Dublin's climate is changing and this poses significant risks and challenges to all of those living in the region. In response to this, the four Dublin Local Authorities have joined together in conjunction with Codema, to develop Climate Change Action Plans as a collaborative response to the impact that climate change is having, and will continue to have, on the Dublin Region and its citizens.

While each plan is unique to its functional area, they are unified in their approach to climate change adaptation and mitigation, and their commitment to lead by example in tackling this global issue. Dublin Fire Brigade is fully committed to Dublin City Council's Climate Change Plan and will continue to explore how our service can improve energy efficiency, reduce our greenhouse gas emissions and limit the future impact of fire service operations on climate change.

Dublin City Council's Climate Change Plan 2019 – 2024 has set ambitious key targets in four areas as illustrated.



In line with the DCC Climate Change Action Plan, DFB will focus a range of actions across six key areas:

1. Energy and Buildings
2. Transport
3. Flood Resilience
4. Nature-Based Solutions
5. Resource Management
6. Reduce the impact of Fire or other emergency on the Environment

To help realise our goals across the areas identified DFB will:

- We aim to reduce our CO₂ emissions by continuing to invest in modern fleet, energy efficient lighting and heating systems in our buildings.
- Kilbarrack upgrade
- Rathfarnham Boiler Replacement
- Brigade Training Centre (OBI) Boiler replacement
- We are passionate about the inclusion of staff, stakeholders and the public and will actively engage with all our people on climate change issues.
- Reducing our consumption of resources and waste generated in our supply chain by re-examining our approach to the things we buy.
- To make the public money we spend go further by buying responsibly and increasing the social value delivered our community through our contracts.
- To better protect the natural environment in the way we fight fires and other incidents.
- In Kilbarrack and Phibsboro by using harvested rainwater for domestic firefighting.
- Replacing our Foam stock with environmentally friendly Foam stock

(By replacing our old foam stock with foam stock with PFOS and PFAS free foams and disposing of our old foam through a registered contractor).

- By the introduction of clinical waste management which includes the disposal of clinical waste through a registered contractor.
- By having a central location for testing and certification of all equipment (Contractors now only have to travel to one location instead of several as was before)
- To help our staff to be healthier and happier by reducing accidents and helping them to build resilience to deal with the challenges of their lifesaving jobs.
- To reduce the environmental, social and economic impacts of fires by focusing on our Prevention, Protection and Response Strategy to continually reduce the number and scale of fire incidents we attend.
- By Having an environmental vehicle available 24/7 to deal with incidents of chemical spillage and containment (Prevent the chemical from entering Rivers, lakes, protecting Fish and Fauna), form entering drains, protecting (Microbial organisms in water treatment facilities).



33%
improvement
in the Council's
energy efficiency
by 2020



Make Dublin a
climate-resilient
region by reducing
the impacts of future
climate change
related events



40%
reduction in the
Council's **greenhouse**
gas emissions by
2030



Actively **engage**
and inform our
citizens on climate
change



09 MAJOR EMERGENCY MANAGEMENT

MAJOR EMERGENCY MANAGEMENT (MEM)

DFB ensures preparedness for a co-ordinated inter-agency response to major emergencies resulting from local and regional events, such as fire, transport accidents, incidents involving hazardous substances and severe weather at local and regional levels in line with the National Framework for Major Emergencies.



In 2020 DFB co-ordinated meetings of the DCC Crisis Management Working Group, work included review of the Crisis Management Plan, the Crisis Communications Plan and the DCC Severe Weather Plan. Currently work is underway on the revision of the DCC Major Emergency Plan for 2021. DFB also played a major role in working with the East Regional Working Group to produce an Interagency Work Programme and Regional Risk Assessment in line with the national work programme. DFB provides representatives at senior management level to appropriate MEM groups.

DFB were also involved in the preparation of a number of Interagency Regional plans such as the Evacuation and Rest Centre Plan, the Media and Communications Plan and the Dublin Airport Aircraft Incident Response Plan. DFB continue to participate in inter-agency exercises testing these plans.

DFB actively participates in the East Region Emergency Management Working and Steering Groups at Eastern Regional level with other Principal Response Agencies. The East Region consists of representatives of the four Dublin Local Authorities along with representatives of Kildare and Wicklow County Councils, An Garda Síochána and the HSE.

DFB also participates and chairs various MEM Sub Groups, including:

- Local Authority Working Group
- Planning and Strategy Group
- Training and Exercise Sub Group
- Seveso Sub Group
- Mass Casualty Sub Group
- Mass Fatality Sub Group
- Evacuation and Rest Centres Sub Group
- Media and Communications Sub Group
- Air Incident Working Group Sub Group
- Voluntary Emergency Services Sub Group
- East Coast Oil Pollution Working Sub Group

Due to the restrictions imposed by the 2020 COVID-19 Pandemic DFB have been proactive in the adaption of virtual and remote formats for MEM Exercises. New methods of planning, executing and debriefing of a number of interagency exercises such as Technical, Civil and Weather related events have been successfully developed and tested, carrying out responsibilities over multiple on-line platforms and remote coordination.

MAJOR EMERGENCY MANAGEMENT (MEM)

DFB led on the following interagency exercises in 2020:

Exercise	Type	Date
Guerbet	Seveso Inter-Agency Table Top Exercise	25th August 2010
Top Yard 1	Seveso Inter-Agency Hybrid Exercise	19th November 2020
Top Yard 2	Seveso Inter-Agency Hybrid Exercise	19th November 2020
NORA Ringsend	Seveso Inter-Agency Live Exercise	8th October 2020
NORA Poolbeg	Seveso Inter-Agency Live Exercise	12th November 220

Table 12 – Interagency exercises Dublin Fire Brigade participated in 2020

COVID 19 PANDEMIC RESPONSE

2020 presented significant challenges for all public services, particularly the Emergency Services, where the standard of service provision could not be adversely affected. We began early in the year by horizon scanning, monitoring what was happening in parts of the world affected earlier by the pandemic and researching best practice to effectively deal with managing such a significant international emergency, so we could be prepared when it reached our shores. This involved developing plans and augmenting supplies, personnel and resources to respond in a capable and effective manner. Several DCC Crisis Management Working Group and Crisis Management Team meetings were convened and a council wide collaborative approach was taken to ensure organisational-wide readiness.

The existing DCC Flu Pandemic Plan was reviewed and updated to the DCC Public Health Emergency of International Concern Plan, which was approved and adopted in line with best international practice. DFB continued to host and Chair several meetings of the Crisis Management Working Group throughout the pandemic, supporting the DCC Business Continuity Unit. A DFB staff member was seconded into the DCC Business Continuity Unit to support the updating of the DCC Business Continuity Plan and multiple divisional Business Impact Analyses. This unit and the plans created served as a source of advice and support for all DCC Departments throughout the pandemic.

DFB MEM and HR developed an in-house Contact Tracing Application and management system to manage 1000 frontline staff, who were interacting with COVID-19 patients on a daily basis. This process successfully managed the recording, testing and contact tracing of all DFB personnel affected by COVID-19. The DFB MEM Office continue to manage and support all aspects of COVID-19 response and business continuity measures for DCC and offer assistance to the other Dublin Local Authorities.





9.1 CIVIL DEFENCE

The Civil Defence assist the front line emergency services during time of natural disasters and / or major emergency situations. The Dublin Civil Defence Unit has almost 400 volunteers and provides second line support to all local authorities in the region in the event of emergencies. The Unit also provides second line support to Dublin fire brigade and is involved in an ongoing basis in providing crowd control, Water Rescue, Fire Cover and Medical Support at a range of events throughout Dublin City and County.

2020 was an extremely busy year for Civil Defence:

- A total of 7,200 volunteer hours were provided by over 120 Civil Defence volunteers to support Covid-19 efforts.
- A total of 576 individual tasking's were undertaken to support their Covid 19 efforts.
- A total of 1,548 patients were transported for Covid 19.
- A total of 3,900 food parcels and 397 medication runs were delivered.
- A total of 312 Volunteer hours were provided by 42 Civil Defence Volunteers in Searches for Missing Persons.
- A total of 2,122 Volunteer hours were provided by over 90 Civil Defence Volunteers for Community events within the Local Authorities.
- These volunteers were supported by a fleet of Civil Defence Vehicles including 12 four-wheel drive jeeps, 6 vans, 8 ambulances, 2 minibuses, 4 operational support vehicles and 2 trucks.



Civil Defence Officer and Assistant Civil Defence Officers have been involved with the Community Forums, National Forums and with the East Region Working Group during Covid 19.

Examples of the types of tasks undertaken by Civil Defence volunteers include:

- Transporting patients to hospitals and testing centres,
- Transporting patients from the Community for routine hospital appointments
- Collection of medications and medical equipment and delivering to patients homes,
- Transporting test samples daily for the HSE
- Providing assistance to vulnerable persons within communities by delivering food and medications and collecting their post,
- Transporting COVID-19 positive persons from accommodation centres to other locations to allow for self-isolation.
- Providing weekly assistance to the Irish Blood Transfusion Service.
- Taking delivery of foodstuffs from suppliers, to deliver to vulnerable communities.
- Delivering activity packs to families on behalf of family resource centre,

We also provided Emergency Cold Weather Shelter for the Homeless from October 2019 to the end of February 2020. This involved providing emergency shelter in the Esplanade for 20 people from 20.30 to 09.00 hrs, seven days a week with a minimum of three Civil Defence volunteers each night. With the outbreak of Covid 19 we closed this facility in order to protect our Volunteers and stay operational.



10 STRATEGIC PLANNING

10.1 STRATEGIC PLANNING

STRATEGIC PLAN 2018-2021

The purpose of DFB's 2018-2021 Strategic Plan is to clearly define the mission and goals of DFB while developing a guide for continued excellent service as we prepare to meet the many challenges and opportunities in providing emergency services. It was developed through deliberation with senior management, our personnel, and our partners and have determined a vision that we will strive to achieve over the next three years.

In today's society we, as an organisation, have a responsibility to provide the best service we can to the people of Dublin. The landscape and population have transformed over the past number of years, resulting in the need for developments and improvements, not only the services we provide, but also in how we provide them; therefore we must increase our productivity, quality and efficiency to keep up with these changes. The Dublin Fire Brigade has developed significantly as an organisation, and are responsible for delivering a wide range of services.

We have a statutory obligation and public expectation to provide an efficient Fire, Emergency Ambulance, Fire Prevention and Eastern Region Communications Centre service. Our focus going forward will be on further building our prevention approach; assessing risks, and mitigating against them, for both our personnel and the public, while retaining a strong response capability, and ensuring increased community education, and thereby resilience. We will deliver this by developing a leading practice Organisational Intelligence Hub, capturing all relevant data, informing an accredited Area Risk Categorisation for the city and county and sharing it throughout the organisation.



The Administration staff are responsible for responding to changing government policy, legislations, functions and structures. They are also responsible for a variety of tasks to ensure the smooth daily operation of the organisation and to ensure efficiency and compliance to corporate policies. The Administration staff provide valuable clerical and administrative services in a demanding and ever-changing business environment allowing work processes to operate seamlessly.

Covid -19 has seen unprecedented changes in work arrangements right across DFB. This included the migration of office based staff to remote working and the reorganisation of staff into pods to minimise the impact of Covid-19 amongst staff members while still maintaining service delivery. This involved the preparation and implementation of a whole range of new work protocols and work related practices.

It's a credit to all concerned and a reflection of the dedication and flexibility that all staff cooperated and continue to cooperate fully in ensuring the continuation of the delivery of the range of functions across DFB, each area providing specialist professional advice and services.



11.1 FINANCE

The gross cost of running Dublin Fire Brigade in 2020 was €139.67m.

The nett cost of the operation of the service is divided between the four Local Authorities: Dublin City Council contributes €55.32m, Fingal County Council contributes €22.59m, South Dublin County Council €21.39m and Dun Laoghaire Rathdown County Council contributes €16.94m.

The ratio between payroll/pensions of €117.22m (84%) and non-pay of €22.45 (16%) reflects the manpower requirement to provide this essential Emergency Fire, Rescue and Ambulance Service on a 24 hour basis, 365 days a year.

- €9.46m (6.77%) for salaries,
- €79.10 (56.63%) wages,
- €28.66m (20.52%) pensions,
- €17.34m (12.42%) non-pay,
- €5.11m (3.66%) support services/loan charges.

In addition to direct council subvention DFB has a self-generated revenue stream of €23.43m comprised of superannuation income and fees from the services it provides. The main revenue streams are €9.18m from the HSE for the Emergency Ambulance Service, €3.60m in superannuation income, €2.24m from the Transport Infrastructure Ireland for providing a dedicated response vehicle for the Port Tunnel and €0.39m for Fire Charges and €6.31 payroll compensation.

The nett cost of €116.24m (€139.67m expenditure - €23.43m income) is divided between the four Dublin Local Authorities using an agreed formula.

Cost of Running DFB in 2020

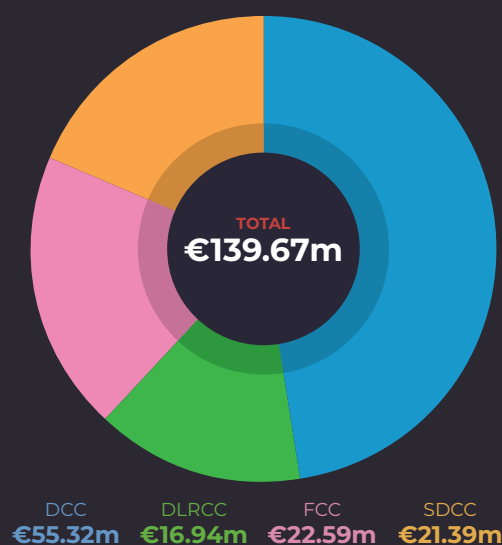


Figure 11 – Cost of running Dublin Fire Brigade in 2020

Expenditure Ratio 2020

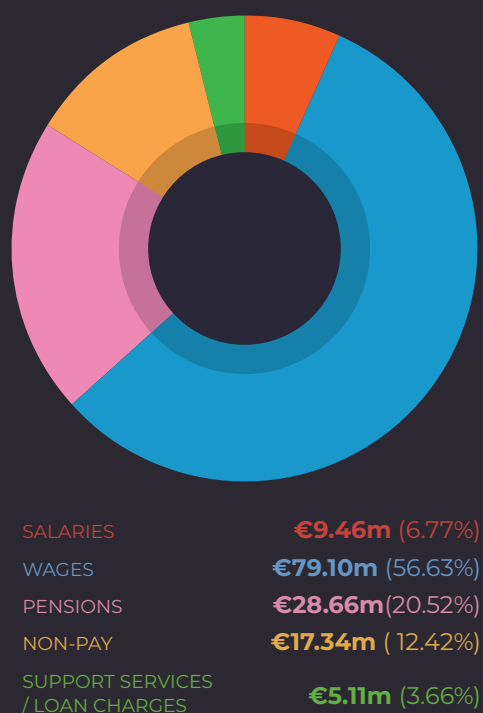


Figure 12 – Expenditure ratio for Dublin Fire Brigade in 2020

11.2 HUMAN RESOURCES

The Human Resource Section of Dublin Fire Brigade aims to contribute to the growth of the organisation by providing a support service to its staff, aiming at all times to be fair, open, transparent and supportive in its interactions. Equality, diversity, respect, partnership and wellness are at the core of its activity. Dublin Fire Brigade has prepared a programme of action to implement the public sector equality and human rights duty. This reflects a commitment to leadership on equality and human rights as an organisation and underpins compliance with equality and human rights legislation.

Covid -19 has significantly changed the way we work and interact with our staff, HR has become of strategic importance to Dublin Fire Brigade to help to maintain a happy, healthy, and constant workforce whereby new and innovative ways of keeping engaged with staff through online communication platforms have been introduced.

Employees are the single biggest asset to any organisation and as such Dublin Fire Brigade, Human Resources section aims to provide an open communication platform, career growth through work force planning, encouraging continuous learning and development for all staff, provide training and support to line managers to deal with IR and employee relations issues. Promote health and wellness in the work place. Emphasise the importance of health, safety and welfare of all Fire Brigade staff. Through the knowledge and commitment of its staff, the Human Resources section engages with corporate HR, trade unions, medical referees and other bodies to ensure that its staff welfare, learning and development and attendance issues are addressed in a professional and confidential manner.

The Section delivers on the commitments of the Corporate Plan, meeting its statutory obligations by continuously striving to deliver best practice in all of its activities. It is committed to delivery of staff training and development through the PMDS process, continuing to support and value all staff of Dublin Fire Brigade by building and promoting an inclusive organisation which can maximise service delivery and is ready to meet its challenges into the future.

11.3 MEASURING PERFORMANCE

Dublin Fire Brigade are committed to delivering a high performance culture and to fully engage line managers in the management and improvement of performance. DFB supports a culture of feedback and recognition within formal and informal settings.

Performance Management Development System (PMDS) provides an opportunity for all staff to realise their maximum potential, in a continuous process of engagement whereby managers and staff can explore possible learning opportunities to enhance skills and competences, develop agility and adaptability for future career progression. It also provides opportunities to clarify performance expectations in relation to specific roles and in relation to the overall strategy. PMDS identifies any supports, practical or otherwise a staff member may require. It provides opportunity for staff to take personal responsibility for continuous improvement at each stage of their career. Effective performance management ensures that employees, have clearly defined individual and group objectives, that delivery is regularly reviewed through a culture of feedback and recognition; always ensuring operational capability and safety are maintained.

Ongoing training, career development and lifelong learning are important in DFB to ensure there are the right skillsets amongst staff to meet organisational objectives. Dublin Fire Brigade and Dublin City Council provide a very supportive educational scheme of assistance, giving personnel access to and financial support to third level courses and development programmes.



BUSINESS INTELLIGENCE

As part of our continuous improvement cycle the DFB business intelligence system underwent a number of updates during 2020. The updated dashboards now facilitate day to day analytics and reporting on all activity. This facility allows DFB to generate consistent reporting to internationally recognised standards on a weekly, monthly and annual basis.

DFB continues to promote and expand on approved data sharing and publication and data sharing initiatives with other state agencies such as the Central Statistics Office have provided valuable insight for our operational intelligence requirements.

Expansion of our BI capacity has seen the expanded use of predictive analysis which are used to generate accurate response models, resource and capacity models and infrastructure requirements over the coming years.

During 2021 DFB will continue to forge the links between BI, Operational Intelligence and many other data sets which will open the path to specific risk models with premise based response on multiple platforms.

ICT SYSTEMS

The role of the IT is to ensure the effective deployment of ICT systems, services, and solutions to support the delivery of the strategic business goals of DFB. The IT Section is responsible for the strategic and tactical planning, operation and deployment of all IT systems within DFB, it plays a lead role in ICT strategy development and is responsible for all application development of new systems and the maintenance of existing systems. Application development responsibility covers the design, build and system testing of new systems and the support of development environments. In addition, IT planning undertakes a Project Management role in respect of major new systems from procurement through to implementation.

The main project executed in 2020 were:

- All user mailboxes were upgraded to Microsoft Exchange 2016
- All users were assigned a Microsoft Office 365 licence which includes "Teams" an application that delivers collaboration, file sharing and video conferencing for members.
- Successful implementation of the use of BCMS in collaboration with the NBCO which provides an online facility for submission and administration of fire safety certification applications
- Request for tender issued for new asset management system
- Review of current leave systems completed, the output of which was a business case to initiate a project for a new rostering system (to go to tender in 2021)
- The setup and support of approximately 100 users for remote working in response to the Covid 19 business continuity directive.

11.4 COMMUNICATIONS

In 2020 Dublin Fire Brigade's communication unit worked closely with the fire prevention team to overcome challenges and new fire risks presented by COVID-19. The increased risks of fire from staying at home and the widespread introduction of flammable hand sanitiser were the main focus of campaigns. Using the popular social media channels, Government and HSE COVID-19 communications were echoed and presented in a 'lead by example' approach where we could. COVID-19 restrictions for the most of the year provided Dublin Fire Brigade with challenges in communications, but it also provided opportunities with more people online making our social platforms more effective.

WEBSITE

In 2020 the Dublin City Council website was re-launched with a new look and greater accessibility. Dublin Fire Brigade now has its own space within that website, hosting information on the Brigade, its services and how to access those services. The introduction of a website is a welcome one and allows us to provide a place where customers can visit to find the information they need, and track the frequency of the visits. We will continue to grow the content on the website in 2021 to make it a useful resource for our customers.

INTERNAL COMMUNICATIONS

Internal communications were enhanced with the introduction of regular communications bulletin as single source of trustworthy information for all staff. Initially this was a daily publication for four months which scaled back to a weekly, or as required, as systems became standard and normalised. The bulletin is made available to all staff via several forms of communication including directly to personnel's own mobile phones.

Notable communication initiatives in 2020

- Colouring sheets for younger children
- Paper craft fire appliances and ambulances for pre-teens
- Bespoke social media fire safety graphics
- Licensing and introduction of a collector's model fire engine



NOTABLE CAMPAIGNS IN 2020

A joint campaign between the Communications Unit and the Fire Prevention Section for National Fire Safety week saw over 70 prominent buildings and structures in Dublin city and county light up red at night for the week. This was heavily promoted as [#SeeRedSTOPfire](#) in a bid to encourage change in how residents view their homes at night with new fire safety routines: Closing doors and unplugging unnecessary electrical items. The [#SeeRedSTOPfire](#) campaign ran concurrently with a daily advertisement in the Irish Times print and online editions. Additionally the advertisements were carried on e-advertisement boards in retail spaces. A 2021 year planner was circulated in the print edition of the paper as an insert and distributed to the Greater Dublin area.

A joint Halloween Safety video was commissioned with An Garda Síochána which was promoted online and made available to schools nationwide through An Garda Síochána's community engagement office.

A joint road safety campaign was filmed with the Road Safety Authority to combat the rise in road fatalities in 2020. This features two of our firefighter/paramedics and was promoted on social media, radio and on-demand TV. This is a five year national advertisement.

The annual Dublin Fire Brigade Primary School's Art competition was run with an increased online and virtual presence to satisfy COVID-19 restrictions.

NOTABLE INCIDENTS

In addition to the regular day-to-day incidents there were several incidents which required increased communications for public safety and information.

1. Car Scrap Yard, Ballymun
2. Belcamp College
3. Safa Foods, Cookstown, Tallaght
4. Barn Fire, Lucan
5. Church Lane, Santry
6. Wildfires across the city: Bull Island, Portmarnock, Dublin/Wicklow mountains, Killiney, Howth

ACCOLADES

In 2020, Dublin Fire Brigade's social media platforms won two awards at National Social Media awards:

- Best use of Twitter by a State Body
- Best Social Media by a State Body





SOCIAL MEDIA

Dublin Fire Brigade continues to run its social media accounts with a timely mix of a personal, humorous and serious tones to set a gold standard for public service communications.

The handle [@dubfirebrigade](#) is used across Twitter, Facebook and Instagram.

Its strategy is to:

Prevent:	Incorporating fire safety and prevention content
Inform:	Alerts the public to incidents or events that may affect them
Promote:	Using the brand of DFB to promote non-incident activities such as Community fire safety and engagement

Twitter Followers

2020	75,069
2019	65,321

Twitter Impressions

2020	43.91M
2019	36.42M

Facebook Likes (Followers)

2020	43,584
2019	35,970

Facebook Impressions

2020	11.43M
2019	6.21M

JCDecaux

THANK YOU



to all of Ireland's
emergency services

#InThisTogether

Dublin Fire Brigade Head Quarters

165-169 Townsend Street, Dublin 2, Ireland

Ceanncheathrú na Briogáid Dóiteáin

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