



# DUBLIN FIRE BRIGADE



## ANNUAL REPORT --- 2021





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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”



Comhairle Cathrach  
Bhaile Átha Cliath  
Dublin City Council



Comhairle Contae County Council

Comhairle Contae  
Fhine Gall  
Fingal County  
Council



Comhairle Contae  
Átha Cliath Theas  
South Dublin County Council



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# 01 Foreword

## from the Chief Fire Officer

I am pleased to introduce Dublin Fire Brigade's Annual Report for 2021 which, despite the difficulties that the Covid-19 pandemic laid in our path, presents the outcome of a very positive year and is a testament to all of our personnel and support staff who worked tirelessly to ensure that we continued to respond to and improve upon our service to the citizens whom we serve.

Dublin Fire Brigade (DFB) was established in 1862 and has evolved into the innovative Fire-EMS and Rescue Service that it is today, providing frontline emergency response from 14 strategically located stations throughout Dublin City and County. These services include response to fires and emergencies, including rescue, hazardous materials, an integrated fire-based emergency medical service in addition to fire prevention and community education.

DFB continues its active involvement in Major Emergency Management preparation, crisis and risk management, fire safety certification, community fire safety and fire education. Taking into



DFB is focusing on a single vision which will make Dublin a safer place to live, work and visit.

consideration the range of services provided, DFB is focusing on a single vision which will make Dublin a safer place to live, work and visit.

This is a time of major change for global emergency services. Fires still occur but structural fires resulting in call-outs continue to decline. However, emergency responses to other types of incidents are growing, from medical emergencies, car accidents to adverse weather events including storms, floods and wildfire fighting resulting from climate change.





We are committed to maintaining public trust by exhibiting the highest levels of responsibility and accountability. We will value every citizen by treating them with dignity and respect. We will remain fiscally accountable and conscientious in our decision-making and will continue to perform to the highest standards.

My fellow Management Team and I are proud of the impressive work of our operational and support staff, which are DFB's most essential assets. We acknowledge their dedication, hard work and professionalism, and without whom we could not provide the high level of response that our citizens have come to expect. The passion and pride of the people in our service and the positive role they play in protecting our community is demonstrated every day and I thank all of our staff for their contribution to public safety.

As Chief Fire Officer, I take the responsibilities entrusted to me very seriously. The safety of our personnel and of the public are at the core of every

decision made, to continue to effect positive change. I remain committed to providing an effective fire, rescue and EMS service which is focused on protecting and rescuing people and keeping them safe.

By facing our challenges and embracing the future together, we can continue to bring greater positive change to people's lives.

---

**DENNIS KEELEY**  
Chief Fire Officer | Dublin Fire Brigade





**covering**  
921.7km<sup>2</sup>  
more than  
**1.35m**  
population



## 02 Overview

Despite the Covid-19 pandemic, during 2021 Dublin Fire Brigade (DFB) continued to provide an effective integrated Fire-EMS Rescue service to the citizens of Dublin City and County, an area of 921.7km<sup>2</sup> comprising a population of more than 1.35 million. DFB operates 12 full-time and 2 Retained Fire Stations, a nationally and internationally-accredited Training Centre, the Eastern Region Communications Centre (ERCC), Fire Prevention/Enforcement Section, Administration Section and a Logistics Section which manages and maintains a large diverse fleet of vehicles, all carrying a varied range of specialised equipment and apparatus for use in firefighting and rescue operations.

All DFB's fulltime Firefighters are also trained as paramedics, 77 of whom are at Advanced Paramedic level, and they rotate between firefighting and EMS duties. They are required to maintain Pre-Hospital Emergency Care Council (PHECC) registration as paramedic practitioners. All retained firefighters are trained to Emergency First Responder level.

DFB's fleet of emergency ambulances are staffed by two paramedics in each and are available to respond 24 hours a day, 365 days per year. In addition to

this, the frontline fire appliances with up to 120 paramedics are ready for response on a daily basis.

DFB still respond to the types of incident that you would expect, such as fires and road traffic collisions, but it is the breadth of incidents that DFB respond to which has changed significantly. No longer only fire and road traffic collisions, they are increasingly being tasked to flooding and water rescues, animal rescues, incidents involving chemical, biological or radioactive substances as well as search and rescue incidents.

DFB 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. The NDFEM has provided a range of policy documents and reports to support the delivery of the fire service nationally, including the 'Framework for Emergency Management', Keeping Communities Safe (KCS) and, more recently, the publication of the Fire Safety in Ireland Report. DFB pursues an ongoing programme of building inspections to gather Critical Risk information, in order to support life and property protection and to enhance the effectiveness & safety of responding personnel.

## 2.1 Activities & Achievements

from 2021

### Total Fire / Ems Intervention

- **98,757** Emergency Medical Mobilisations
- **32,326** Fire & Emergency Mobilisations
- Estimated Value of Property Saved: **€61.8 Million**



### ERCC Activity

- Processed **203,494** Emergency Calls

- **164,781** Ambulance & **38,713** Fire Rescue

- Maintained Accredited Centre of Excellence



### Emergency Medical Interventions



- **3,546** Critical Medical Emergency Incidents
- **448** Cardiac Arrest Interventions
- **50,981** patients treated & transported to hospital

### Fire Rescue Interventions

- **50** Live Rescues from Fires



- **32** Live Rescues from Rivers

- **56** Live Rescues from Road Traffic Collision







### Fire Prevention

- **1,310** Fire Safety Certificate Applications
- **72** inspections of flammable fuel stores carried out
- **79** Petroleum Vapour emissions certificates issued


### Training

- **Largest** Fire, Rescue & Emergency Medical Services Training facility in Ireland
- **36** Recruits trained
- **12,446** Training Days for DFB personnel of all grades



### Major Emergency Management

- DFB in-house Contact Tracing Application developed re Covid-19
- **On-going** Inter-Agency Liaison & Training
- **5** Seveso Inter-Agency Exercises Held



### Community Fire Safety Intervention

- National Fire Safety Week 2021
- E-scooter safety campaign on social media
- Red Light Campaign featuring **100+** buildings and structures
- **DFB12Days** Social Media Campaign



### Fire Safety Protection

- **92** Dangerous substance licence applications received
- Comments made on **300+** temporary covid seating applications re fire safety



### Logistics / Health & Safety

- DFB fleet travelled of **1.7 million+** km responding to emergency calls
- Prepared over **28,000** E.M.S Covid protection kits for Operational Staff
- **QR Code developed** re DFB Child Safeguarding Statement

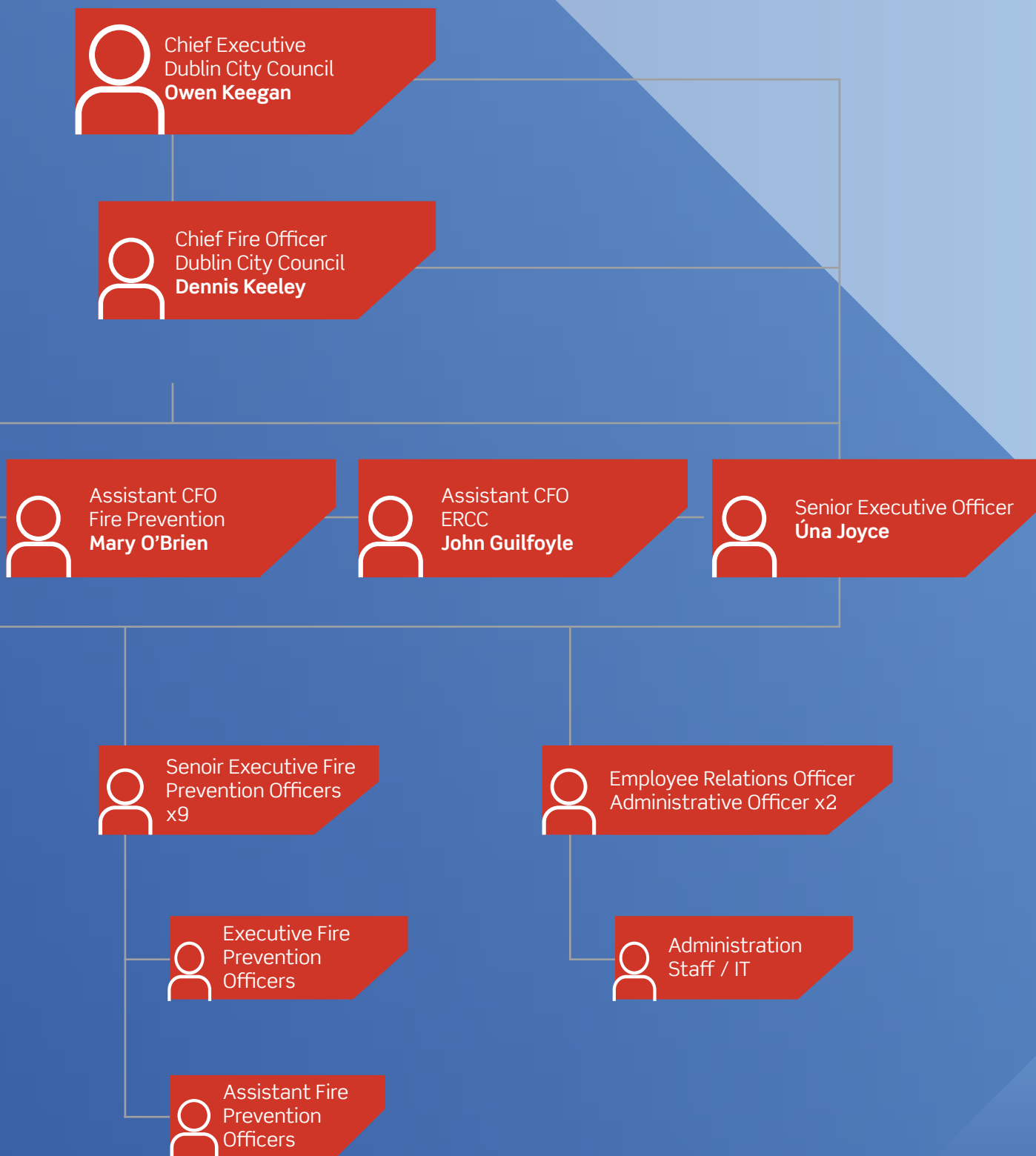


# 2.2 Organisational Chart

## Dublin Fire Brigade







# 2.3

## Operational Resource Allocation



### No.1 Station (D1) ALPHA DISTRICT Donnybrook, DCC

2 x Water Tenders (D11 & D12)  
1 x Haz Mat Unit (D13)  
1 x Ambulance (D14)  
1 x District Officer Command Vehicle (D/O Alpha)

### No.2 Station (D2) BRAVO DISTRICT Dolphins Barn, DCC

2 x Water Tenders (D21 & D22)  
1 x Emergency Rescue Tender (D25)  
1 x Ambulance (D24)  
1 x District Officer Command Vehicle (D/O Bravo)

### No.3 Station (D3) CHARLIE DISTRICT Phibsboro, DCC

2 x Water Tenders (D31 & D32)  
1 x Water Tanker  
1 x Emergency Rescue Tender (D35)  
1 x Ambulance (D34)  
1 x District Officer Command Vehicle (D/O Charlie)

### No.4 Station (D4) DELTA DISTRICT North Strand, DCC

2 x Water Tenders (D41 & 42)  
1 x Tunnel Response Vehicle (D45)  
2 x Ambulances (D44)  
1 x District Officer Command Vehicle (D/O Delta)

### No.5 Station (D5) FOXTROT DISTRICT Finglas, DCC

1 x Water Tenders (D51)  
1 x Ambulance (D54)  
1 x District Officer Command Vehicle (D/O Foxtrot)



**No.6 Station (D6)**  
**DELTA DISTRICT**  
Kilbarrack, DCC

1 x Water Tenders (D61)  
1 x Ambulance (D64)

**No.7 Station (D7)**  
**BRAVO DISTRICT**  
Tallaght, SDCC

2 x Water Tenders (D71 & D72)  
1 x Ambulance (D74)

**No.8 Station (D8)**  
**ALPHA DISTRICT**  
Nutgrove, DLRCC

1 x Water Tenders (D81)  
1 x Ambulance (D84)

**No.9 Station (D9)**  
**CHARLIE DISTRICT**  
Coolmine, FCC

1 x Water Tenders (D91)  
1 x Ambulance (D94)

**HQ Station (D10)**  
**ECHO DISTRICT**  
Townsend Street, DCC

2 x Water Tenders (D101 & D102)  
2 x Aerial Turntable Ladders (D106 & D107)  
1 x Mass Casualty Unit  
1 x Logistical Support Van  
1 x Incident Command Unit  
2 x Ambulance (D104 & D114)  
1 x District Officer Command Vehicle (D/O Echo)

**No.12 Station (D12)**  
**ALPHA DISTRICT**  
Dun Laoghaire, DLRCC

2 x Water Tenders (D121 & D122)  
1 x HP Aerial Platform (D126)  
1 x Ambulance

**No. 13 Station (D13)**  
**FOXTROT DISTRICT**  
Swords, FCC

1 x Water Tenders (D131)  
1 x Ambulance (D134)

**No.23 Station (D23)**  
**FOXTROT DISTRICT**  
Balbriggan, FCC (Retained)

1 x Water Tender (D231)

**No.24 Station (D24)**  
**FOXTROT DISTRICT**  
Skerries, FCC (Retained)

1 x Water Tender (D241)

**OPERATIONAL  
SUPPORT UNIT**

Training Centre  
Logistics  
EMS  
ERCC  
Health & Safety  
Fire Prevention  
Projects  
Administration



**36**  
new  
recruits  
in 2021





# 03

## Operations Report

In 2021 Dublin Fire Brigade experienced normal levels of activity with regard to fire, rescue and special service calls. However, Covid-19, which has affected our service since late 2019, continued to place greater demand on Dublin Fire Brigade and, in particular, on our ambulance/fire-based emergency medical service.

In Autumn 2021 DFB welcomed a recruit class of thirty-six new recruits. These additional personnel were of great benefit in these demanding times, as they took their place on watches, alongside experienced crews of firefighters operating in 6 Districts and providing emergency cover to Dublin City and County, a region with a population of over 1.35 million and covering an area of 921.7km<sup>2</sup>

In 2021 Dublin Fire Brigade handled 203,494 emergency 999/112 calls compared to 173,961 in 2020. 32,326 Fire and Rescue mobilisations occurred in 2021, up from 31,723 in the previous year, and 98,757 Emergency Medical Service mobilisations across the four local authorities.

**DFB continues to provide a multi-faceted service including the**

## Prevention

(community safety advice and education)

## Protection

(technical fire safety) and

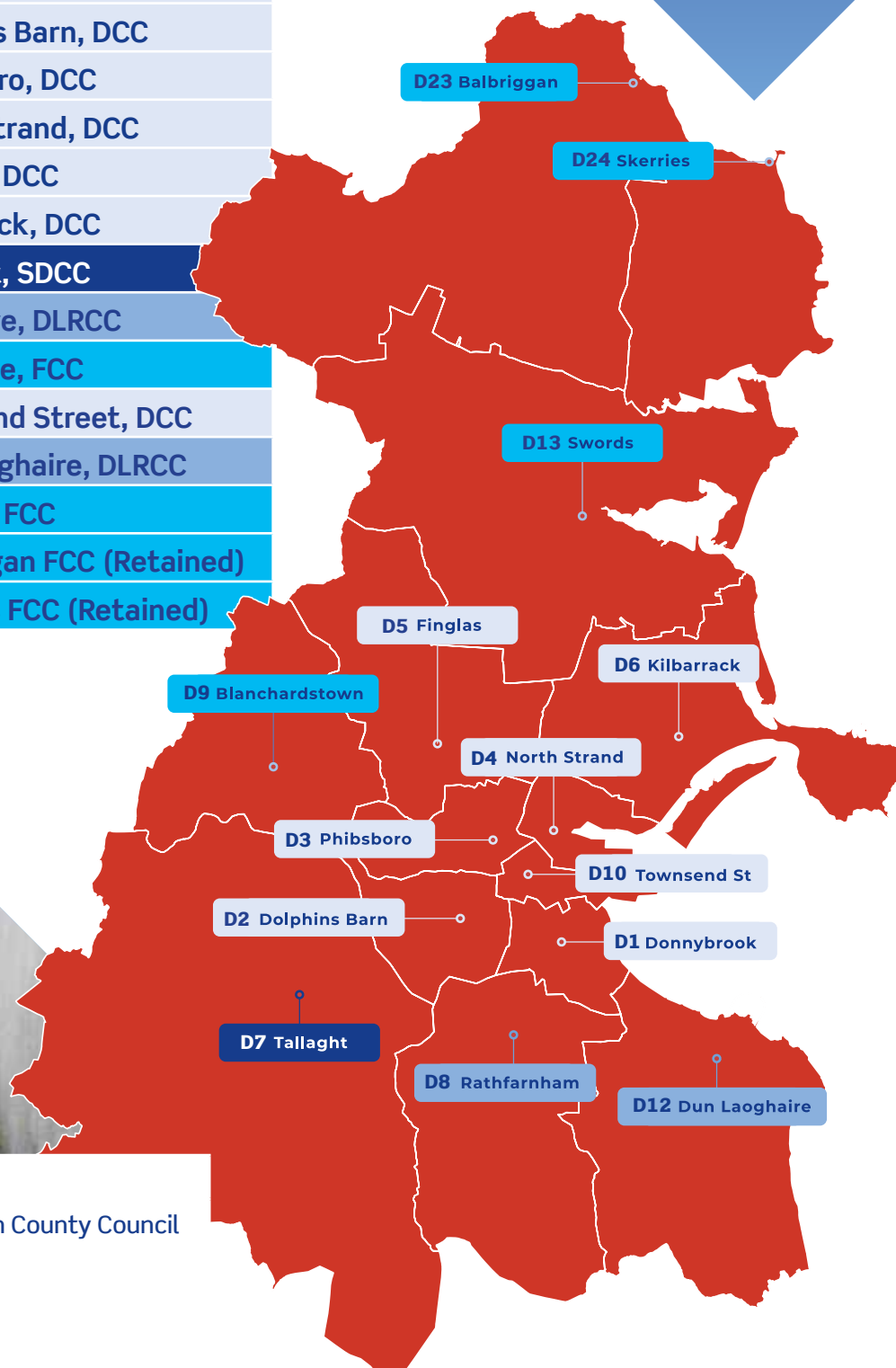
## Response

(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 Eastern Region Communications Centre (ERCC), a Fire Prevention / Enforcement Section, an Administration Section and a Logistics Section. Despite the challenges posed by Covid-19 and its impact on society, we continue to provide the public with a highly competent and professional service using all necessary protective measures.

# Dublin Fire Brigade Fire Stations

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
<b>No.7 Station (D7)</b>	<b>Tallaght, SDCC</b>
No.8 Station (D8)	Nutgrove, DLRCC
<b>No.9 Station (D9)</b>	<b>Coolmine, FCC</b>
HQ Station (D10)	Townsend Street, DCC
No.12 Station (D12)	Dun Laoghaire, DLRCC
<b>No. 13 Station (D13)</b>	<b>Swords, FCC</b>
<b>No.23 Station (D23)</b>	<b>Balbriggan FCC (Retained)</b>
<b>No.24 Station (D24)</b>	<b>Skerries FCC (Retained)</b>



**DCC** Dublin City Council

**DLRCC** Dún Laoghaire-Rathdown County Council

**FCC** Fingal County Council

**SDCC** South Dublin City Council









# 3.1

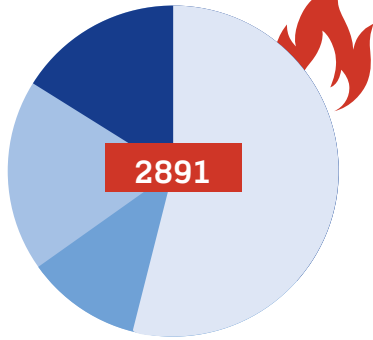
## Operational Activity Data

Incident Class	Dublin City	Dún Laoghaire Rathdown	Fingal	South Dublin County	Grand Total
Fires - Alarms	1539	396	543	413	2891
Fires - Commerical	124	27	45	39	235
Fires - Domestic	551	155	213	213	1132
Fires - Small	2016	465	1150	833	4464
Fires - Vegetation	34	28	126	22	210
Fires - Vehicles	313	43	164	194	714
Flooding	60	10	24	14	108
Medical Service Intervention	157	177	44	56	434
Road Traffic Collisions	921	113	420	427	1881
Special Services	862	150	237	192	1441
<b>Grand Total</b>	<b>6577</b>	<b>1564</b>	<b>2966</b>	<b>2403</b>	<b>13510</b>
No of appliance mobilisations to support fire service	16390	3699	6845	5392	32326

	DCC Dublin City Council
	DLRCC Dún Laoghaire-Rathdown County Council
	FCC Fingal County Council
	SDCC South Dublin City Council

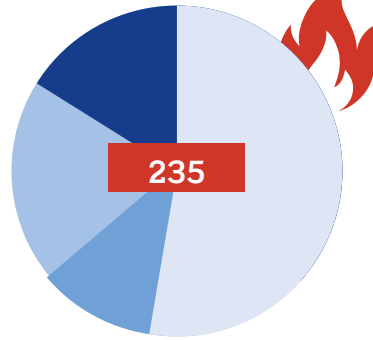


### Fires - Alarms



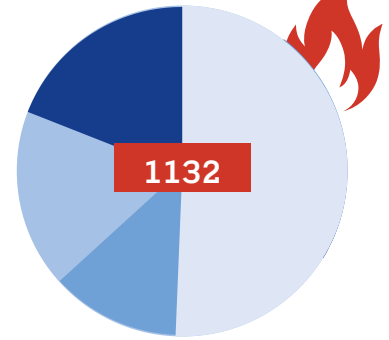
DCC	DLRCC	FCC	SDCC
1539	396	543	413

### Fires - Commercial



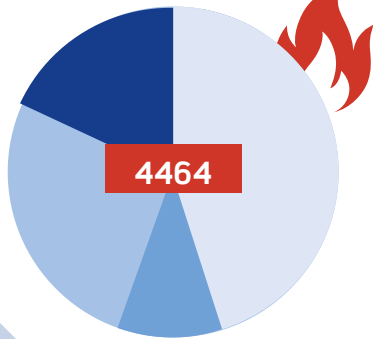
DCC	DLRCC	FCC	SDCC
124	27	45	39

### Fires - Domestic



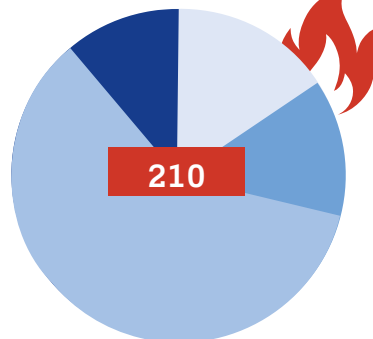
DCC	DLRCC	FCC	SDCC
551	155	213	213

### Fires - Small



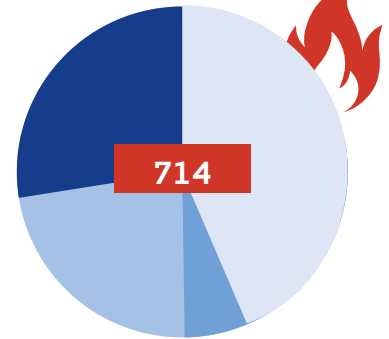
DCC	DLRCC	FCC	SDCC
2016	465	1150	833

### Fires - Vegetation



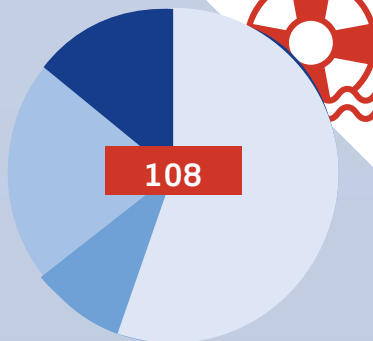
DCC	DLRCC	FCC	SDCC
34	28	126	22

### Fires - Vehicles



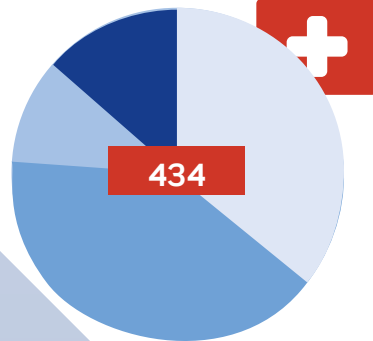
DCC	DLRCC	FCC	SDCC
313	43	164	194

### Flooding



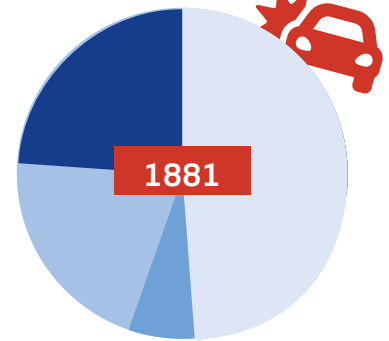
DCC	DLRCC	FCC	SDCC
60	10	24	14

### Medical Service



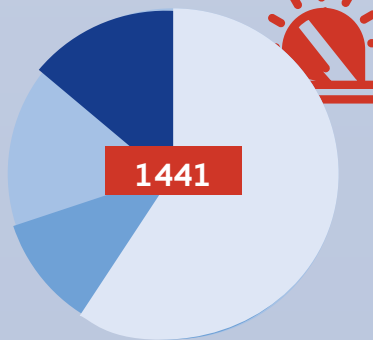
DCC	DLRCC	FCC	SDCC
157	177	44	56

### Road Traffic



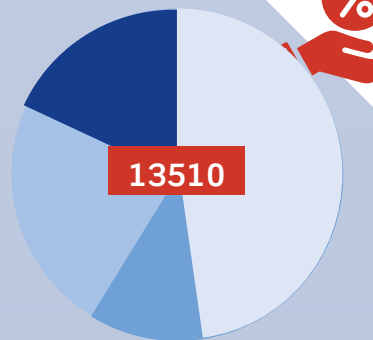
DCC	DLRCC	FCC	SDCC
921	113	420	427

### Special Services



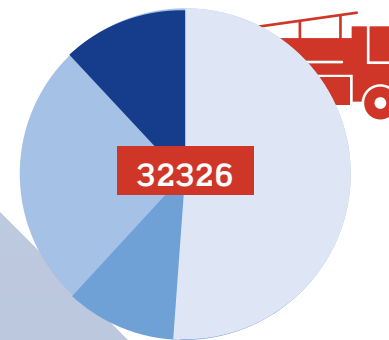
DCC	DLRCC	FCC	SDCC
862	150	237	192

### Total No. Incidents



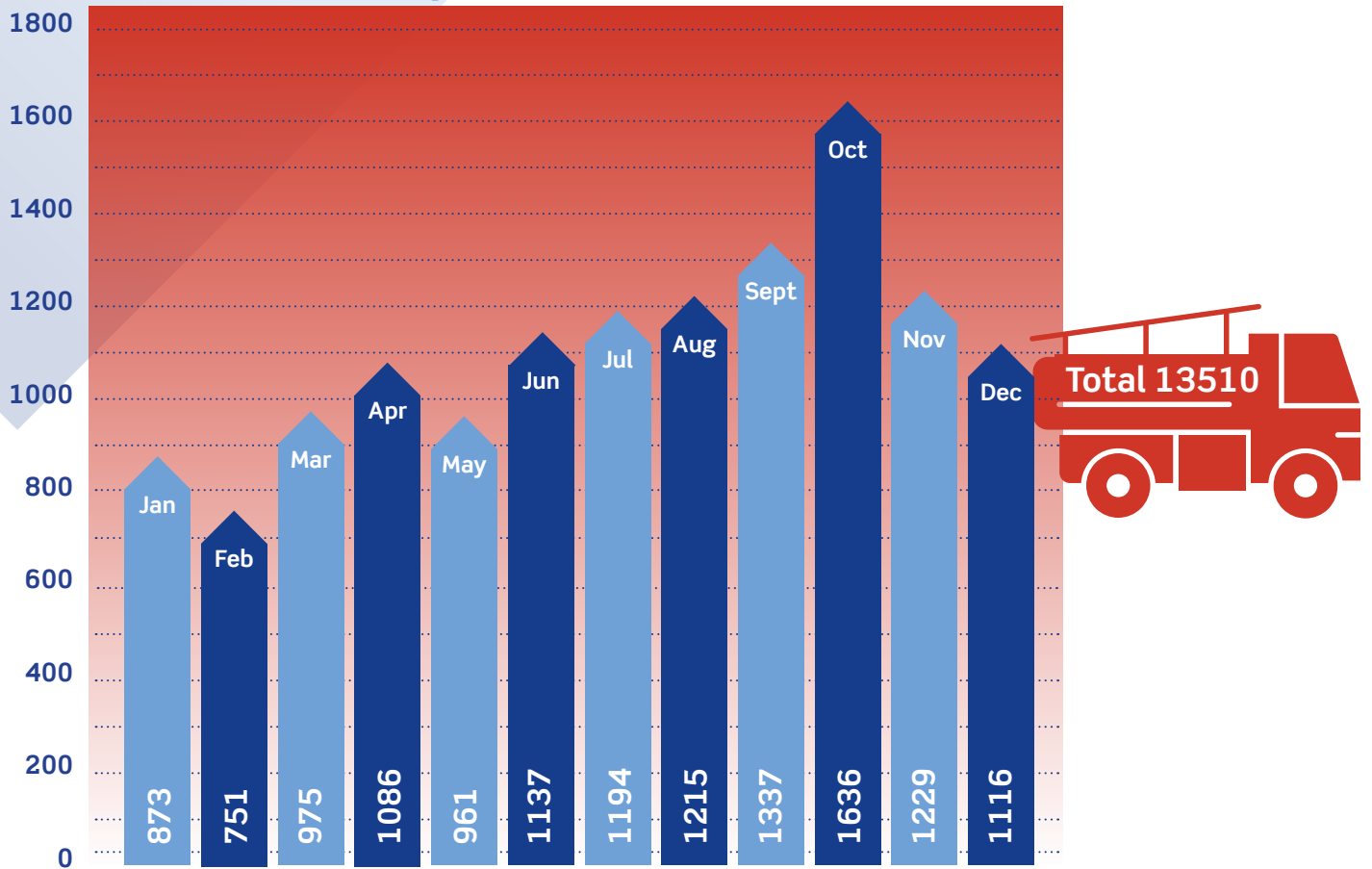
DCC	DLRCC	FCC	SDCC
6577	1564	2966	2403

### Total No. Mobilisations

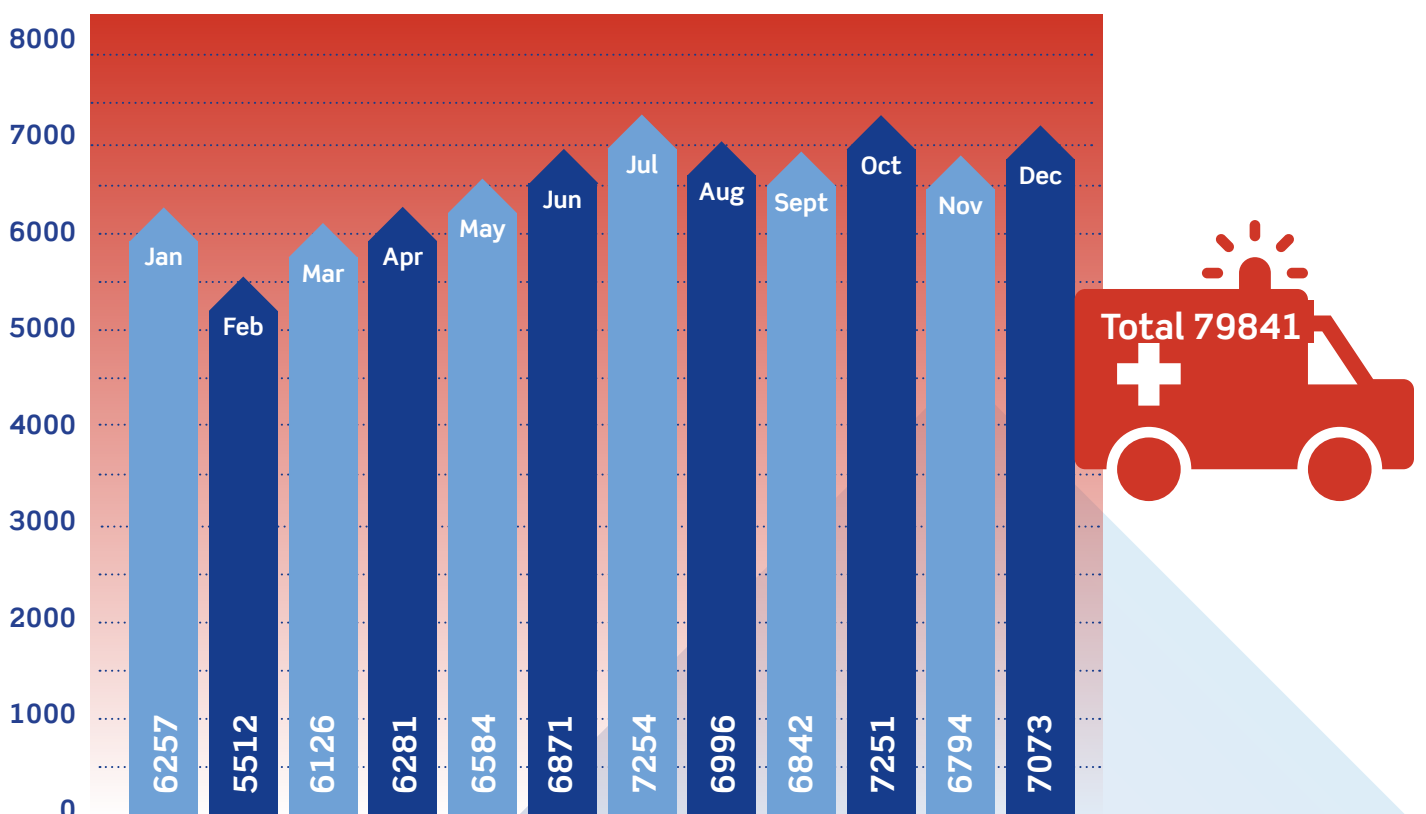


DCC	DLRCC	FCC	SDCC
16390	3699	6845	5392

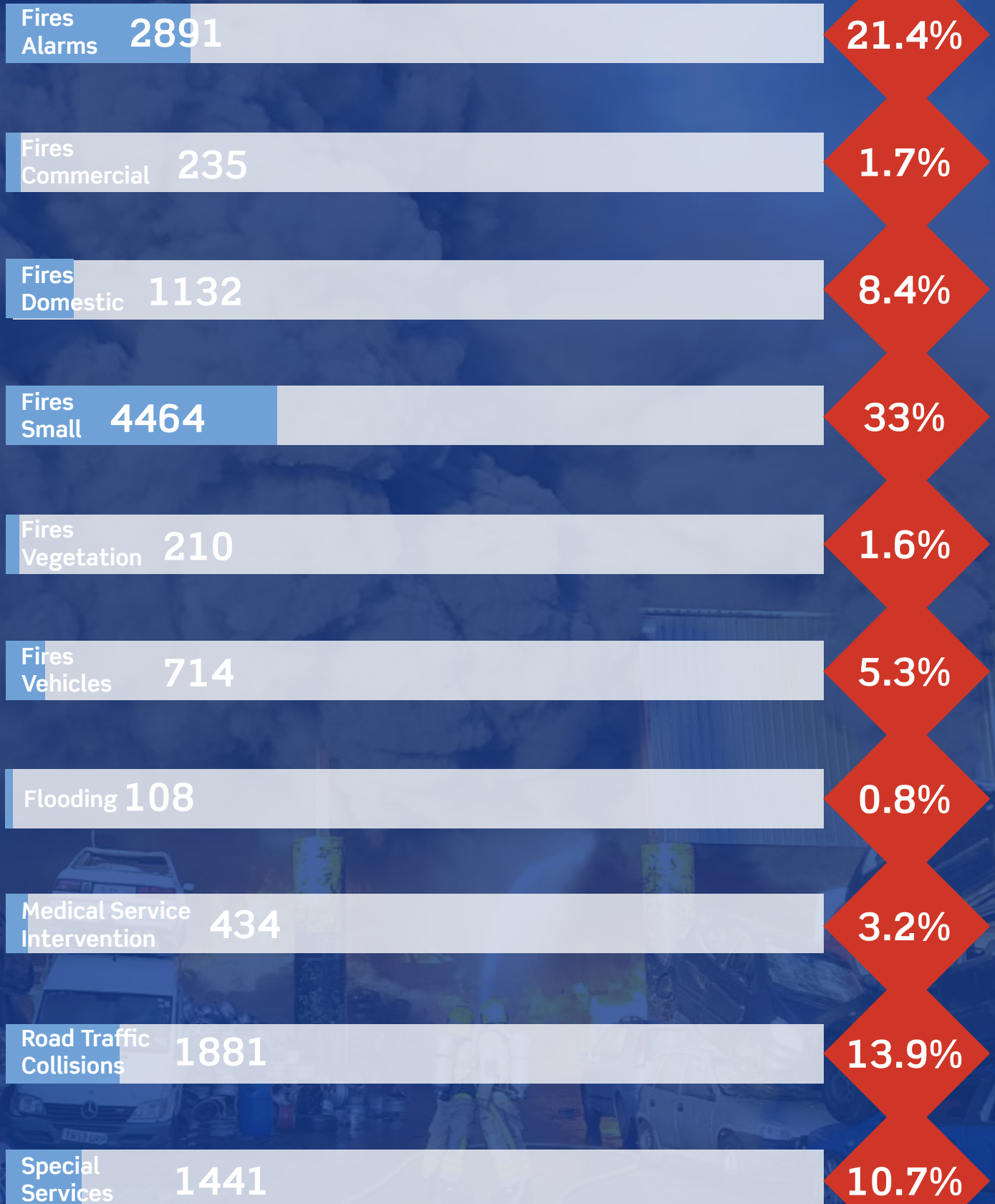
## Fire Incidents by Month



## Ambulance Incidents by Month



# Incident Type Activity Data






## 3.2

# Organisational Intelligence & Pre-Incident Planning

The Fire Authority has a duty, outlined in Section (10) (3) of the Fire Services Act, (Act No.30, 1981 & 2003) to have regard to the nature of fire hazards and the probable incidence and extent of fires in the functional area. In addition the Fire Safety in Ireland Task Force Report states that the task of assembling and integrating “operational intelligence” – information which is accumulated on buildings through different fire service processes – is seen as vital for effective pre-incident planning and fire service response in case of fire incidents. To this end Dublin Fire Brigade have established an Organisational Intelligence Unit (OIU) to pursue an ongoing programme of gathering risk categorisation data for the city and county and continuing premises inspections to gather critical risk information, paying particular attention to those premises which are considered to be major fire risks, in order to support life & property protection and to enhance the effectiveness & safety of responding personnel.

### Pre-Incident Planning and Premises Risk Modelling

Pre-Incident Planning is carried out by Dublin Fire Brigade on premises through a risk categorisation and prioritisation process. Pre-Incident 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-

An aerial photograph showing a fire station or industrial site. A red fire truck is parked on the right, with several firefighters in yellow gear nearby. A yellow fire hose is laid out on the ground. A sign on a building reads "EMPTY MEDICAL WASTE".

Incident Plans are currently available for high risk, complex and risk-prioritised premises in the four Local Authorities in the greater Dublin Region.

Forehand knowledge of these potential working environments is essential to enhancing Firefighter safety and firefighting effectiveness, known in the Fire Service as Operational Intelligence. Pre-Incident Planning is one of the processes of gathering, managing and presenting of operational intelligence, or risk-critical information, from relevant sources of knowledge regarding premises that pose a potential hazard, in the event of an emergency.

As part of its normal operations, Dublin Fire Brigade selects premises in the Dublin region for this process. These plans are of use to Fire Officers when responding to a fire or emergency. This includes assessing issues such as access for Emergency Vehicles and Firefighters, building type, life risks, on-site hazards, locations of hydrants, dry-risers and other relevant details.



The OIU is undertaking a comprehensive review of the Pre-Incident Planning process, and aims to greatly increase the current library of roughly 1200 premises, and to fully digitise the pre-incident plans so that they can be utilised both for operational and strategic decision-making.

An estimation has been made of around 43,000 buildings in Dublin that are Fire Safety Act applicable, based on information available via the postal database Geodirectory (buildings that have at least one commercial address-point, more than one residential address point, or a combination of the



an estimated  
**43,000**  
buildings in Dublin  
are Fire Safety Act  
applicable

two). They may not all need a pre-incident plan and a systematic review process has been developed based on information that is available from other sources, such as Ordnance Survey Ireland, Residential Tenancies Board and the Valuation Office, which will allow the prioritisation of Sites for Pre-Incident Planning and other interventions.



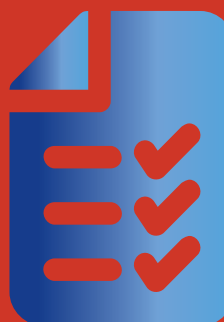
## 3.3 Operational Safety Reviews

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.



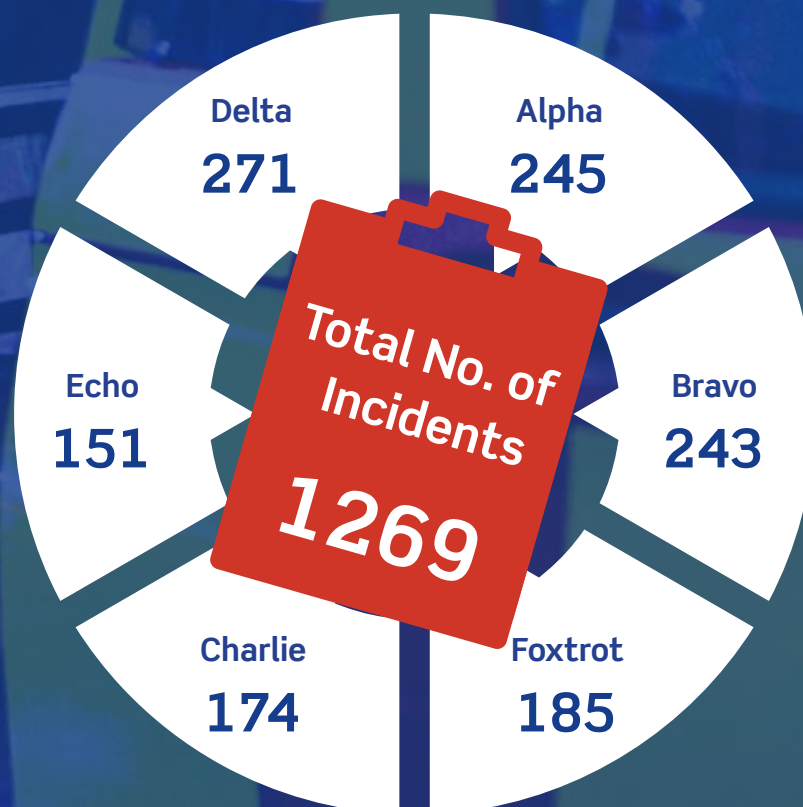
District Officers carry out safety reviews on  
**20%**  
of all incidents within their district



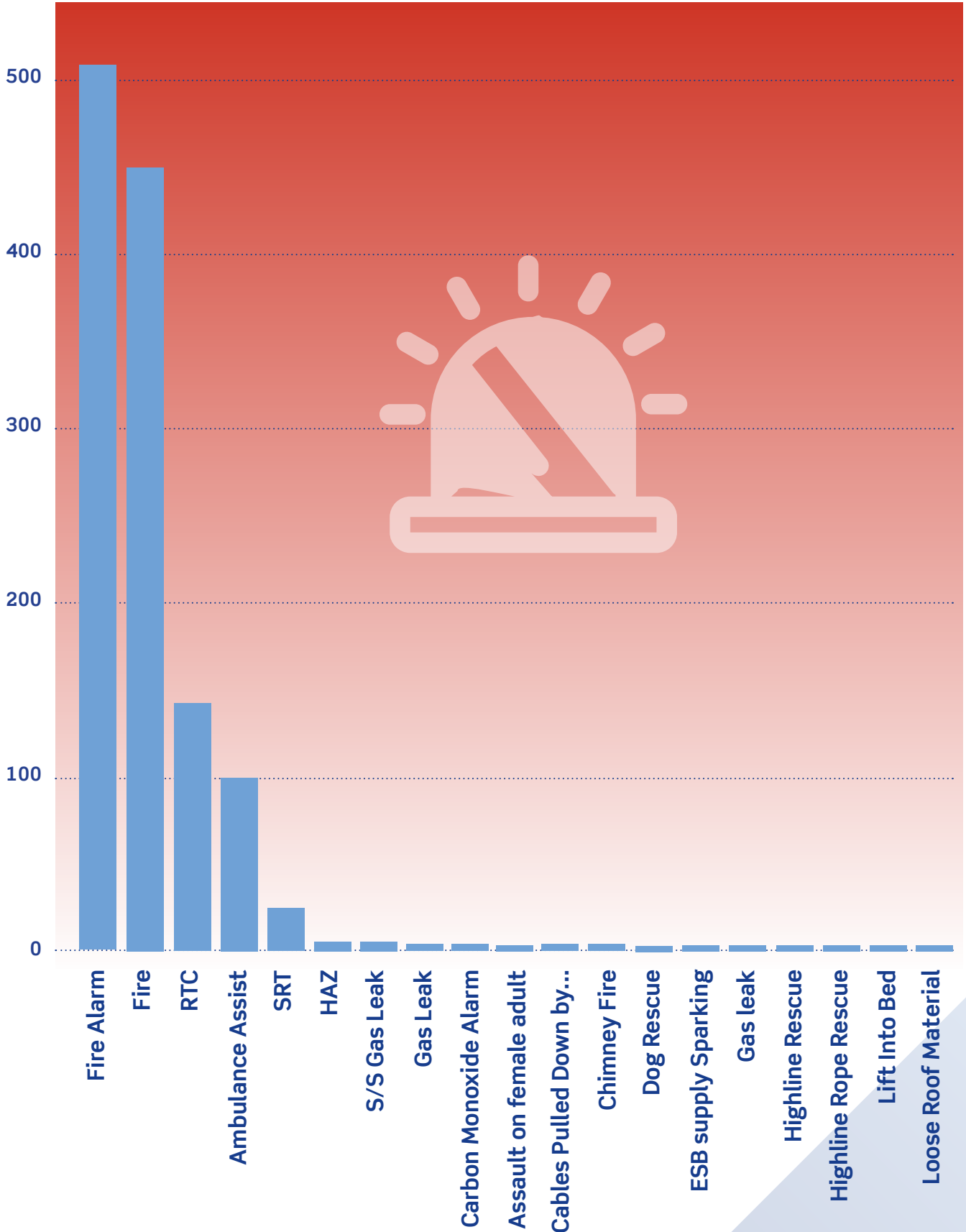
## Count of Incidents by Watch



## Count of Incidents by District



### Count of Incidents by Type









# 3.4 Estimated\* Value of Property Saved

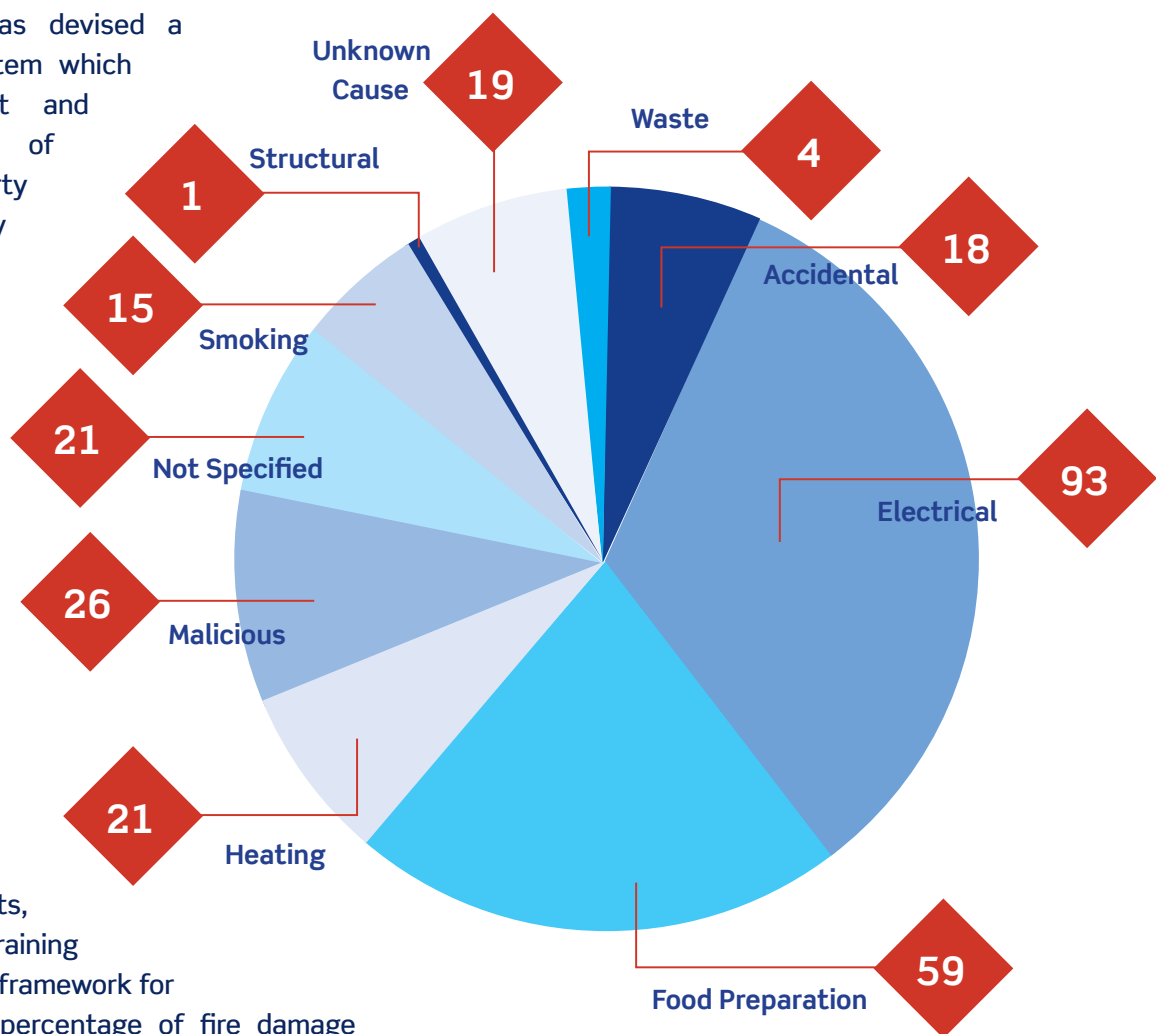
Dublin Fire Brigade has devised a property valuation system which enables a consistent and informed estimation of the value of property saved, through early intervention and damage limitation action.

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.

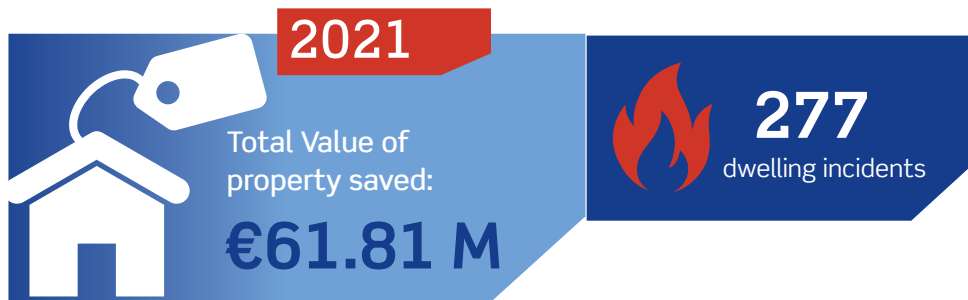
The table shows that it is estimated in 2021 that DFB saved a total of €61.81M value of property from a possible €67.19M by stopping fire spread in the domestic property fires attended.

## Dwelling Fire Causes



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.

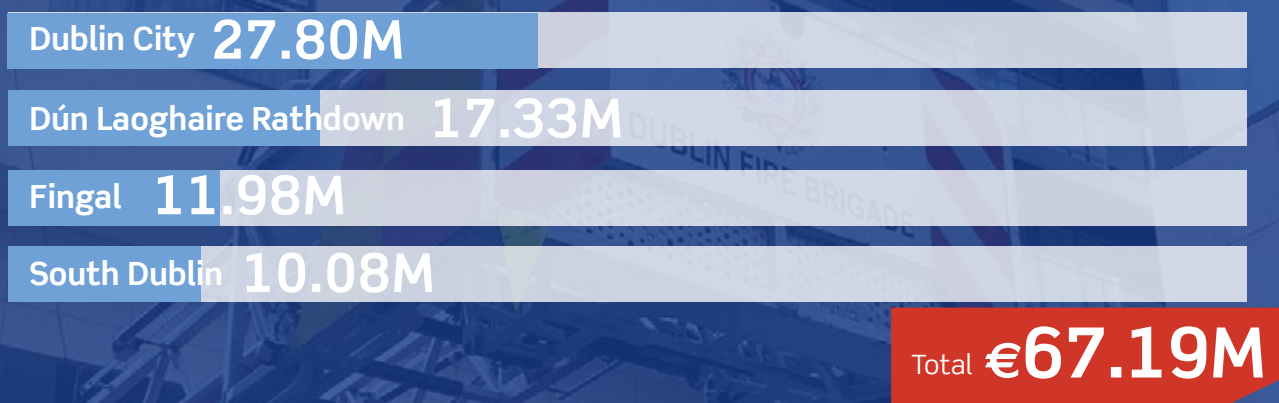
\* Saved property percentages are determined by the responding Fire Officers' perceived property damage percentage, minus the total value of the property



## Number of Dwelling Fire incidents



## Property Value



## Value of Property Saved

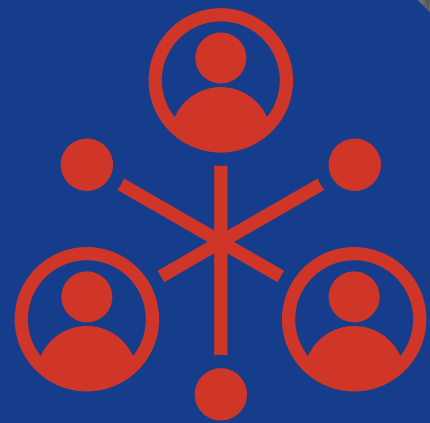


## 3.5 Stakeholder Liaison & Inter-Agency Collaboration

Dublin Fire Brigade is proud and appreciative of an excellent working relationship with multiple stakeholders, with whom we liaise and collaborate on a regular basis.

This interaction happens through regular communication, agreeing Memorandums of Understanding, co-ordination on policy issues and, most importantly, training and exercising together. This regular Inter-Agency collaboration ensures the most efficient deployment of resources and simultaneous activity at operational incidents, which enhances our combined ability to respond to and serve the community in an effective manner. DFB's stakeholders include the following:

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



Dublin Fire Brigade coordinates major inter-agency exercises and local district exercises to improve co-ordination of service delivery across multi-agencies and ensures a co-ordinated and consistent response to large scale emergencies.



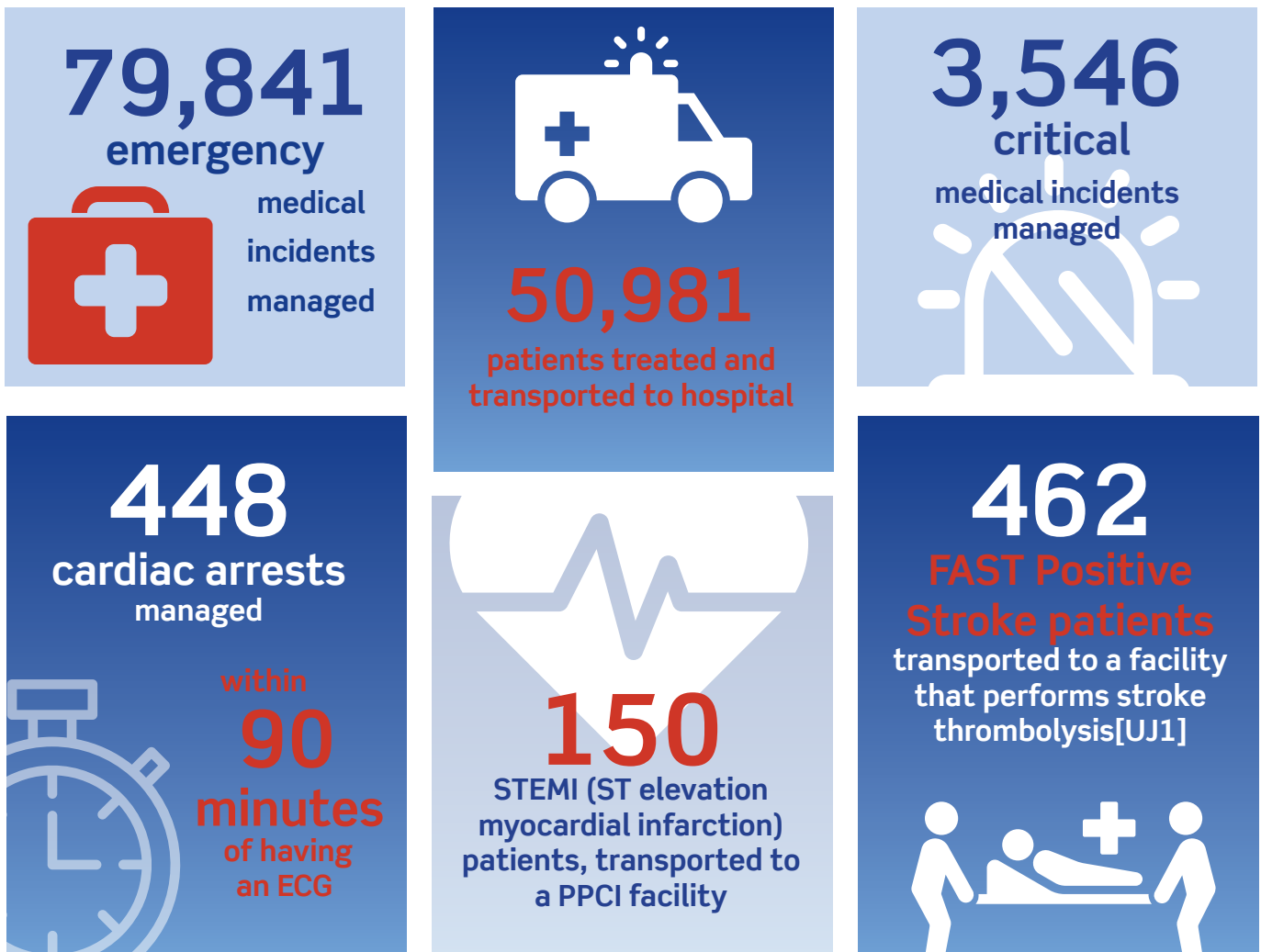


## 3.6 Emergency Ambulance Service

All fulltime Firefighters are trained as Paramedics and rotate continuously between firefighting and EMS duties. DFB's fleet of 14 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 85 at Advanced Paramedic level. All retained firefighters are trained to Emergency First Responder level.

### Tangible clinical outcomes in 2021 illustrating the Fire Based Emergency Medical Service include:



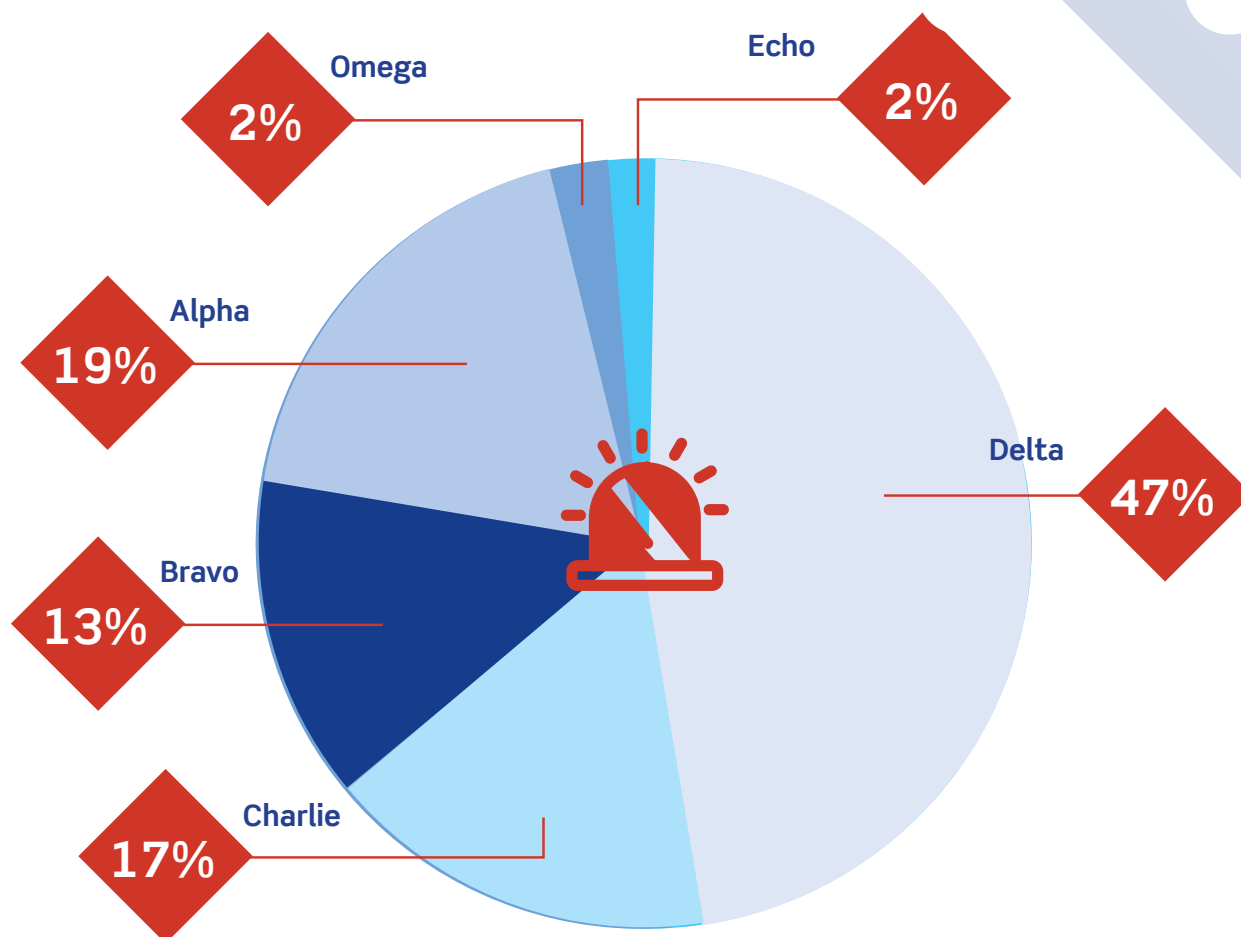
## St Elevation Myocardial Infarction (Stemi) - Acute Heart Attack

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 2021 DFB Paramedics had almost 218 direct consultations with cardiologists in relation to STEMI patients.



## Emergency Ambulance Activity for December 2021

### % Breakdown per Category of Incident



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 non life threatening
	Omega	Minor illness or injury



The chart on the previous page depicts a breakdown of DFB Activity for 2021 for Emergency Ambulance Incidents attended. While the figures show DFB attending 79,841 Emergency Ambulance incidents, that equates to 90,173 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 (47%), 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.

The demand for ambulance services has been increasing year on year in conjunction with the recovery in the economy. The demand is driven by an increase in the overall population and increasingly in the population aged 65 and older. Although there is an obvious and immediate requirement for additional ambulance resources in Dublin, there is also the need to look at health promotion and disease prevention strategies, and the expansion of primary and community services in line with the recommendations in the 2017 Sláintecare Report.



**90,173**  
 Mobilisations to  
 incidents in 2021



some required  
 multiple units



## Alternative Care Pathway - Pathfinder

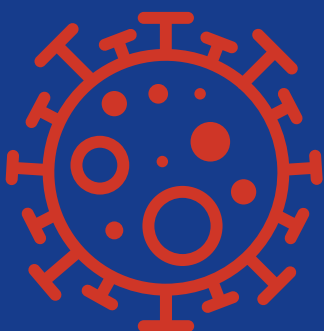
Dublin Fire Brigade continues to be involved with the Pathfinder, a Sláintecare funded initiative. Pathfinder is a collaborative project with colleagues in the National Ambulance Service and Beaumont Hospital Occupational Therapy and Physiotherapy Departments. The team consists of an Advanced Paramedic 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, liaise with GP & Primary Care Team, Referral to Geriatrician Day Hospital and specialist outpatient clinics for suitable patients.



## Covid - 19



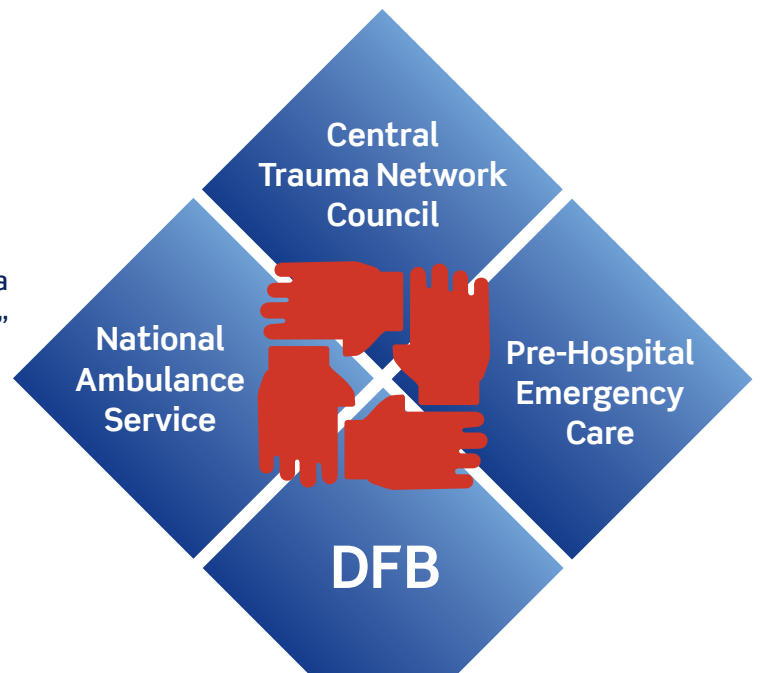
January 2020 saw the beginning of what has become the COVID-19 (SARS-CoV-2) pandemic. Dublin Fire Brigade's emergency medical personnel have since been on the frontline of the public health emergency, providing pre-hospital emergency care to COVID-19 patients in Dublin. Dublin Fire Brigade personnel 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.



## Trauma Care in Ireland

Some of the recommendations of the Trauma Steering Group report “A Trauma System for Ireland” are as follows;

- The HSE should implement an inclusive hub-and-spoke Trauma System in Ireland comprising of two regional Trauma Networks.
- Two Major Trauma Centres corresponding to the two Trauma Networks (Central and South) should be located in the most populated areas, namely Dublin city and Cork city, in order to optimise access and ensure the minimum caseload required for better outcomes.
- Patients with suspected major trauma are taken directly to a Major Trauma Centre where travel times are within 45 minutes or if travel times exceed this, to the nearest Trauma Unit for rapid stabilisation and subsequent transfer to the Major Trauma Centre if the complexity of their injuries exceeds the capability of the Trauma Unit.



**In 2021 the Mater University Hospital, Dublin was designated as the Major Trauma Centre for the Central Network.**

It will be some time before the infrastructure and guidelines are in place to enable DFB’s practitioners bypass catchment area hospitals to bring trauma patients to the nearest Trauma Unit or Major Trauma Centre. DFB look forward to working with our colleagues in the National Ambulance Service, the Pre-Hospital Emergency Care Council and the Central Trauma Network in achieving this important goal.





## Hospital on Standby 2019 – Trauma Incidents

Hospital on Standby is a term used when the attending Paramedics determine the patient may need a resuscitation team to manage the patient on arrival at the emergency department and radio a pre-alert message to control.

The last full normal year of trauma data was 2019, being pre-covid when there were no lockdown

restrictions in place. The data relates to pre-alert messages for 112/999 calls which were originally coded under the chief complaints in table 1, during 2019. These figures give some context in relation to the amount of activity that DFB may expect when interacting with the Trauma Network when it becomes operational.

### Hospital on Standby 2019 – Trauma - Chief Complaint

Animal Bite/Attack	3
Assault	38
Burns/Explosion	12
Drowning/Near Drowning	15
Entrapment	2
Falls	331
Haemorrhage/Laceration Trauma	26
Inaccessible/Other Entrapments	1
Stab/Gunshot/Penetrating Trauma	32
Traffic/Transportation Incidents	68
Traumatic Injuries	53

## Dublin Fire Brigade EMS Interventions

Each year DFB personnel, through their Fire/EMS interventions are successful in many cases, leading to many 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 thanks you. This is DFB's greatest performance metric and greatest reward.



“ 2021 was the  
busiest year on  
record for the ERCC ”

# 04 East Regional Communications Centre



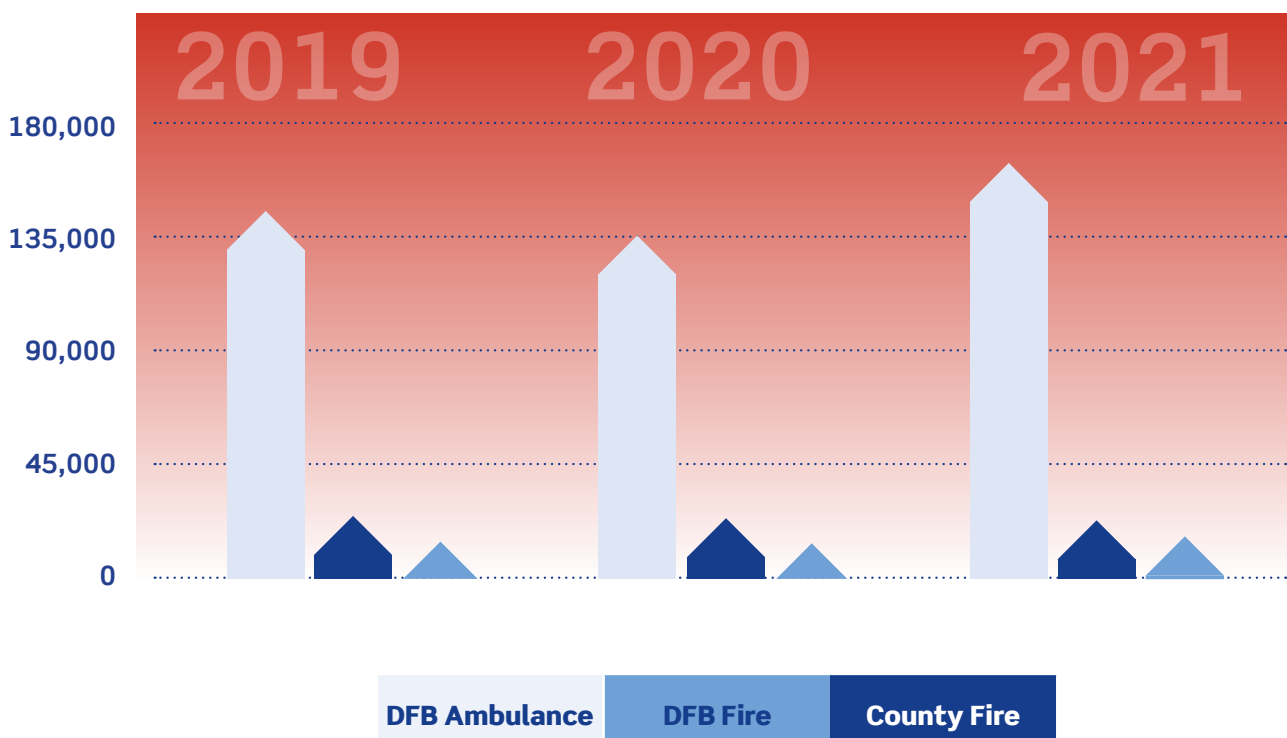
The Eastern Region Communications Centre (ERCC), which is operated by DFB, processes emergency fire and ambulance calls for DFB plus emergency fire calls for 13 fire authorities in Leinster, Cavan and Monaghan. It is currently 1 of 3 Regional Communications Centres processing fire service calls in Ireland.

All emergency calls received in the ERCC for the fire service are logged on a Computer Aided Dispatch (CAD) system were the most appropriate fire service

resource is mobilised, based on the incident type or patient acuity. The ERCC also is required to interact with the other principal responding agencies including An Garda Síochána and the National Ambulance Service to ensure a full and co-ordinated response is given to the public seeking assistance.

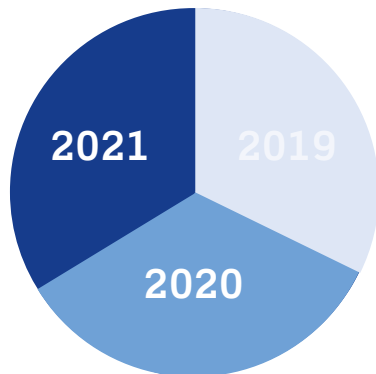
2021 was the busiest year on record for the ERCC with 203,494 emergency calls received. This represents a 16.9% increase in activity compared to 2020.

## ERCC Call Volume



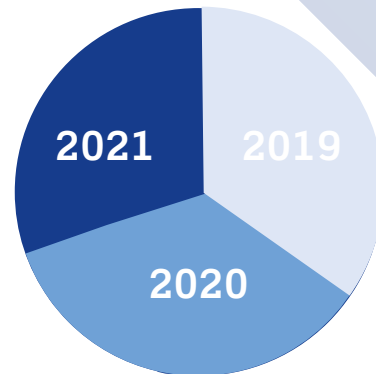


## DFB Ambulance



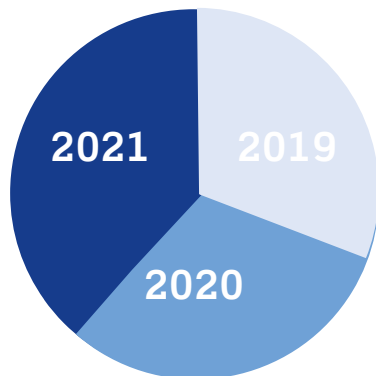
2019	2020	2021
145,324	134,974	164,781

## DFB Fire



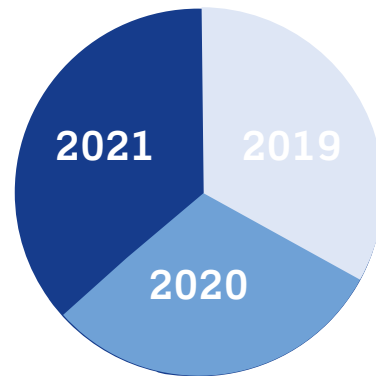
2019	2020	2021
24,747	24,749	22,180

## County Fire



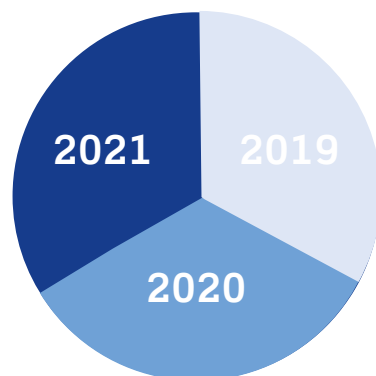
2019	2020	2021
13,877	14,238	16,533

## Total Fire



2019	2020	2021
38,624	38,987	38,713

## Total ERCC



2019	2020	2021
183,948	173,961	203,494

16.9%

increase in ERCC  
activity in 2021

A key driver for the growth in calls received during 2021 was the increase in calls to the ambulance service. While ambulance calls were slightly down during Q1 in 2021 due to Covid-19 restrictions, once restrictions started to be lifted during the summer, the number of ambulance calls increased. During the summer months, ambulance calls typically reduce in volume. However, in July 2021 the ERCC processed 16,142 calls, making it the second busiest month for ambulance calls ever, with the busiest month for ambulance calls being December 2021, with 16,699 calls processed.

decrease in fire  
reported activity at  
Halloween in 2021

25%

Halloween was the busiest night of the year, with 487 calls processed over an 8 hour period. The busiest hour of the year also recorded 91 calls between 18.00 hrs and 19.00 hrs on Halloween night. It should be noted that the volume of calls is decreasing on a yearly basis and local authority sponsored initiatives such as firework displays, organised Halloween events and continued focus on bonfire material removal programs have seen an average 25% decrease in fire-reported activity, including a reduction in calls, over successive Halloweens between 2010 and 2021.

### Halloween 2021

487 calls



busiest time  
18.00 hrs  
- 19.00 hrs

### Christmas Day 2021

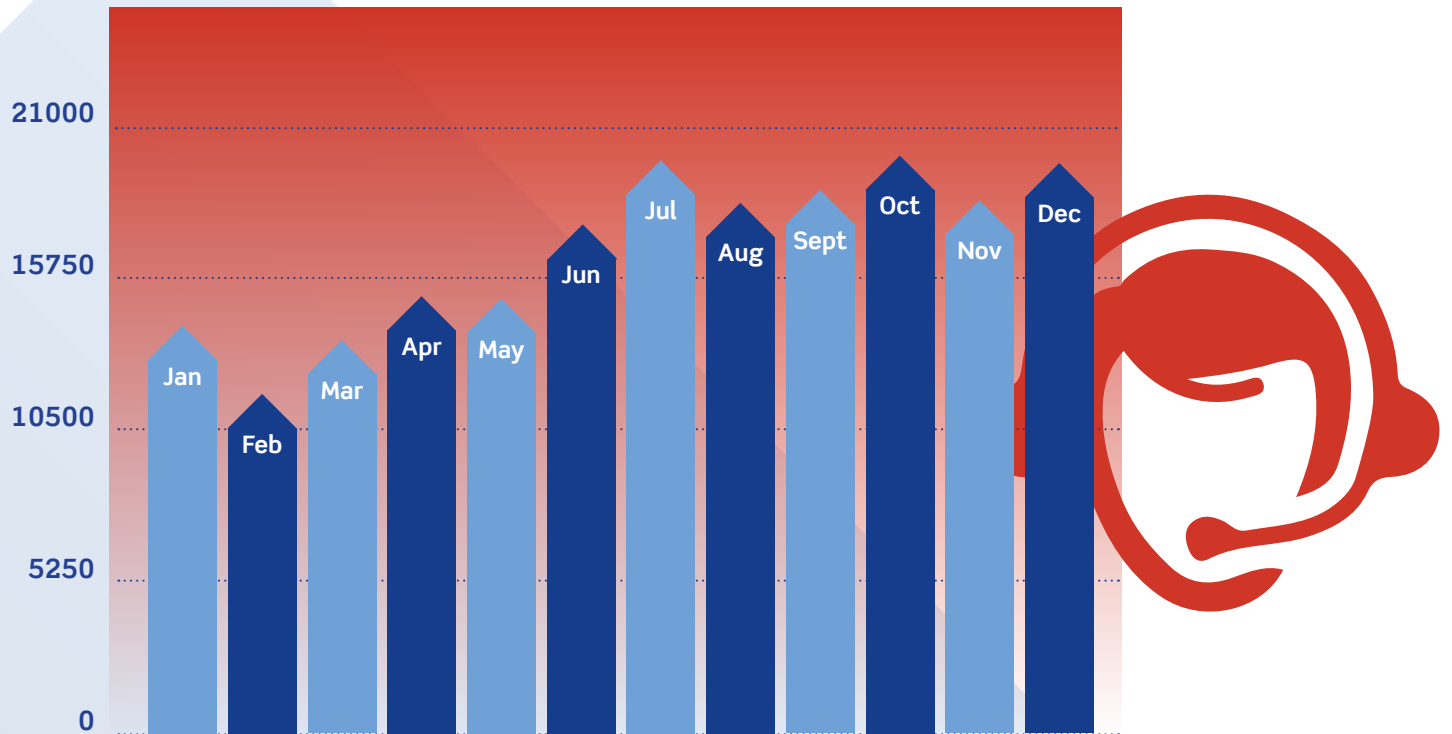
210 calls



record  
breaking  
rainfall



## Total Calls Received by Month 2021



### 7th December 2021

Storm Barra

172 calls

over a  
24  
hour  
period



### Summer 2021

100+ calls for  
a gorse fire in Howth  
over a 5 day period





Weather also impacted upon the level of activity in the ERCC during 2021. Storm Barra which occurred on the 7th of December, predominantly a wind event, generated 172 calls over a 24 hour period. On Christmas Day, several December rainfall records were broken in the east of Ireland, resulting in 210 fire service calls being received, making it the 3rd busiest day of the year for fire service activity. The summer of 2021 had warmer, sunnier and dryer weather conditions and this resulted in a surge of vegetation and tertiary fires especially during July and September. Some examples of the prolonged dry weather included 100+ calls for a gorse fire in Howth over a 5 day period plus in excess of 30 calls received in one afternoon reporting vegetation on fire adjacent to a busy motorway.

The last DFB appliance using analogue VHF radio migrated to the National Digital Radio Network operated by Tetra Ireland in May 2021, resulting in DFB decommissioning its own radio network which, in one shape or form, has been existence since the 1960's and has served the brigade very well over the decades.

In 2021, the ERCC was commencing planning and preparatory work for migration to the new National Fire Service Command & Control System known as C Tri which is due to be installed and commissioned in 2022. The new C Tri solution will see CAD and all voice services, including telephony and tetra radio integration, into a single software platform and will provide a national solution to all three Regional Communications Centres in Ireland with increased resilience.

“ migration to the new National Fire Service Command & Control System known as **C Tri** ”









## 05 Fire Prevention

The Fire Services Act 1981 & 2003 (FSA), the Building Control Act 1990 and the Dangerous Substances Act 1972 collectively are the basis of work of the Fire Prevention section. We provide this service for the four Dublin Local Authorities.

The objective of Dublin Fire Brigade Fire Prevention Section is to promote fire safety through the design stage and construction of buildings and then through education and advice, to ensure that compliance with Building Regulations is achieved through good building design practice by competent professional designers, and to help ensure fire safety standards are being adhered to in existing buildings. Consequently, Fire Prevention Section ensures best practice in terms of fire safety in both new and existing buildings and are guided by the “Engineer, Educate and Enforce” approach to fire safety in Ireland.



**Engineer,  
Educate  
and Enforce**





## New Buildings and Building Control

Dublin Fire Brigade Fire Prevention section works in conjunction with the Building Control Authorities in the Four Dublin Councils in this regard; Dublin City Council, DunLaoghaire Rathdown County Council, South Dublin County Council and Fingal County Council.

Building Control Regulations apply to the construction of new buildings and to existing buildings which undergo an extension, a material alteration or a material change of use, with some exceptions. A Fire Safety Certificate application is required where these changes occur, to demonstrate compliance of the works with Building Regulations Part B (Fire). Fire Prevention Officers process Fire Safety Certificate applications, to establish if compliance with the Building Regulations B1-B5 is demonstrated for all newly constructed or extended buildings in the Dublin region since 1992.

A Fire Safety Certificate, once granted, indicates that a building, if built in accordance with the design which was submitted, will be in accordance with Building Regulations. It is the responsibility of the designer, the builder and the owner to ensure that the building is built in accordance with the fire safety certificate and the Building Regulations.

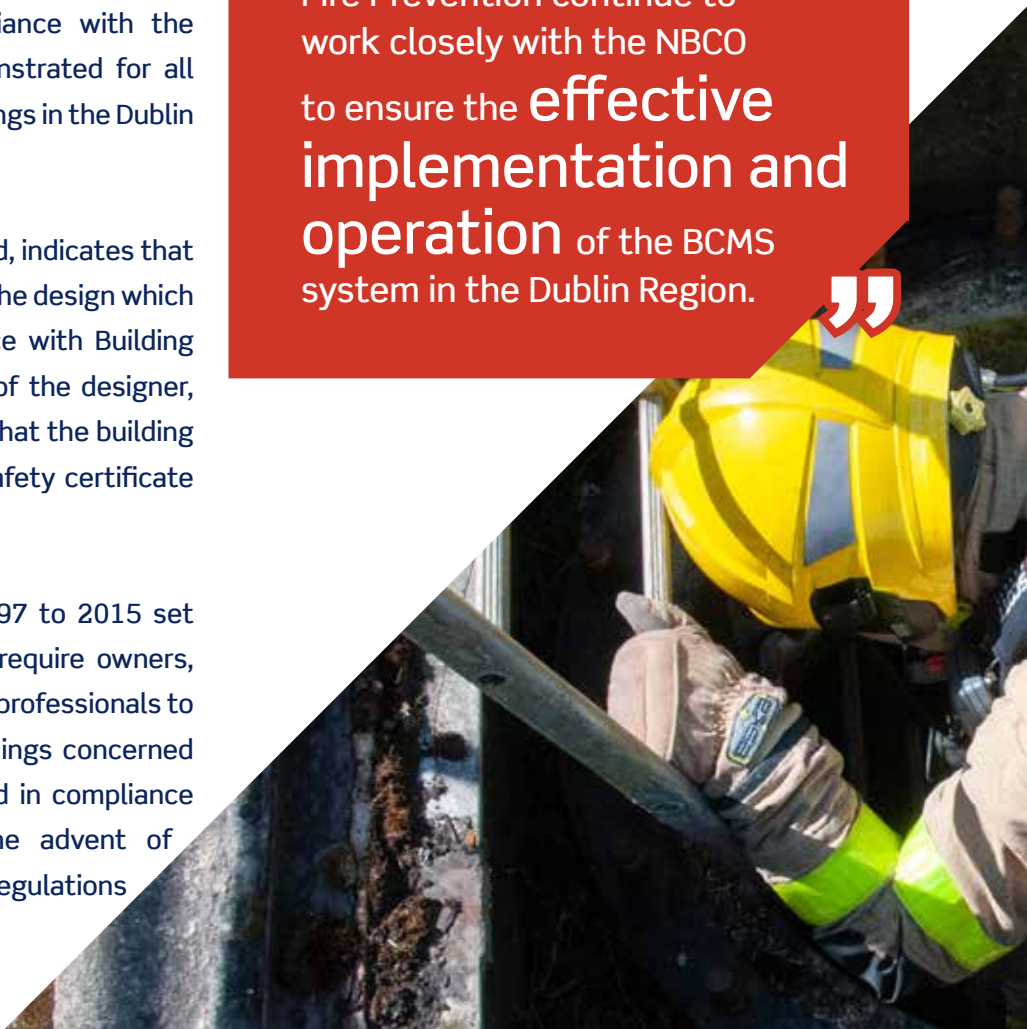
The Building Control Regulations 1997 to 2015 set out procedures and controls which require owners, builders, and registered construction professionals to demonstrate that the works or buildings concerned have been designed and constructed in compliance with Building Regulations. With the advent of the Building Control Amendment Regulations

(BCAR) in 2014, there is now greater oversight and accountability in respect of the construction of building and works.

The Building Control management system (BCMS) is now live since 2020. This system was created by the National Building Control Office (NBCO), to enable online applications of Fire safety Certificates. The BCMS can be accessed at [www.localgov.ie/en/bcms](http://www.localgov.ie/en/bcms). You can also visit the NBCO YouTube Channel to see how it works.



Fire Prevention continue to work closely with the NBCO to ensure the **effective implementation and operation** of the BCMS system in the Dublin Region.



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## Existing Buildings

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The Fire Services Act 1981 & 2003 and Building Control legislation provide powers of inspection and enforcement. DFB inspect all types of buildings, with the exception of a dwelling house occupied as a single dwelling which is outside the scope of the Fire Services Act. Where fire safety deficiencies are encountered, DFB may provide advice in relation to fire safety issues or, where required, use powers of enforcement including Prosecutions, Fire Safety Notices, High Court Orders and Closure Notices provided in the Fire Services Act.

Communication is key in the area of enforcement and, consequently, there was consultation and liaison with the stakeholders involved in the different enforcement cases.

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## Petroleum

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The Dangerous Substances Act 1972 places statutory obligations on persons in control of the storage of fuel for sale and commercial supply at flammable fuel stores to apply for a licence. Fire Prevention Section processes these applications.

They must also comply with the Vapour Emissions Regulations and applications for a licence to store explosives are also processed by Fire Prevention Section, in addition to liaison with the Health and Safety Authority in relation to SEVESO industrial sites and petroleum Licence applications for petrol stations and bulk petroleum storage.

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## Events

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The Fire Prevention Section is also involved in events, attending pre and post event planning meetings. Random inspections during performances are also carried out to ensure that the Fire Safety proposals outlined in the event management plan are being adhered to.



## Special Projects


Some of the main Special Projects currently are:



**MetroLink project,**  
in conjunction with  
Operations section and  
in liaison with Transport  
Infrastructure Ireland TII



**Heritage and Fire  
safety in building  
project,** in conjunction  
with Fingal County Council



**Post fire review  
Process,** working  
with DRHE on homeless  
accommodation.

## Fire Safety Certificate Applications

A Fire Safety Certificate application is required where these changes occur, to demonstrate compliance of the works with Building Regulations Part B (Fire).

In 2021, working with colleagues in the four Dublin Building Control Authorities, there were 1310 Fire Safety Certificate Applications processed

2021

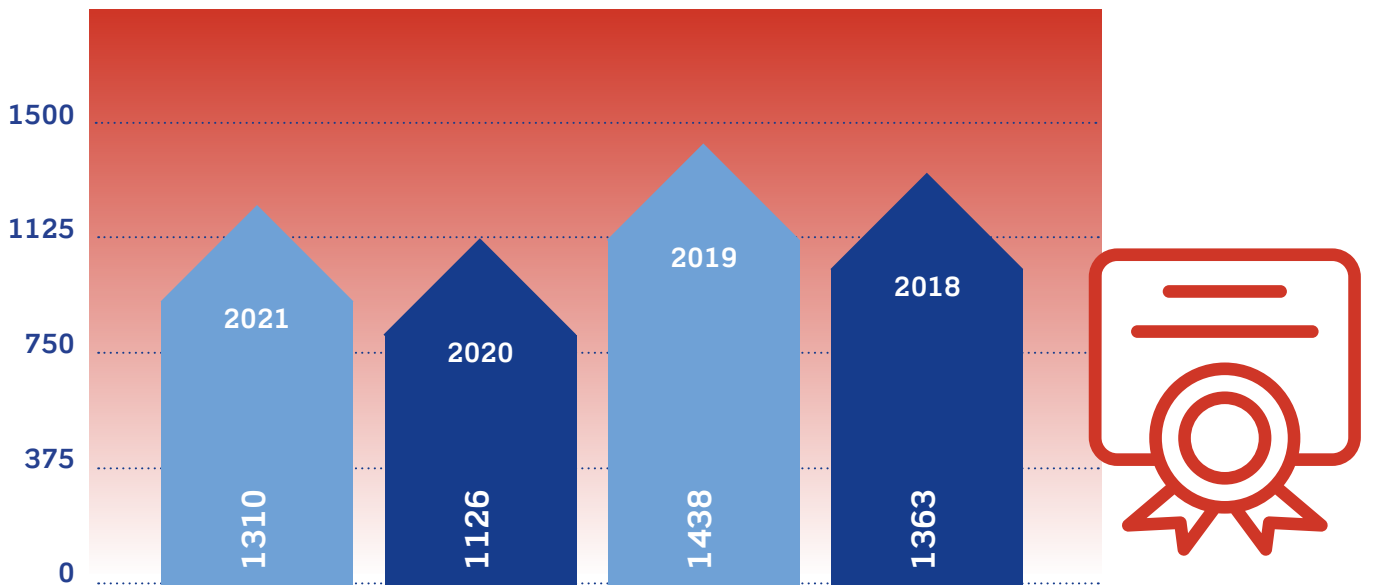
**1310** Fire  
Safety Certificate  
Applications  
Received

**1239**  
Decisions Made

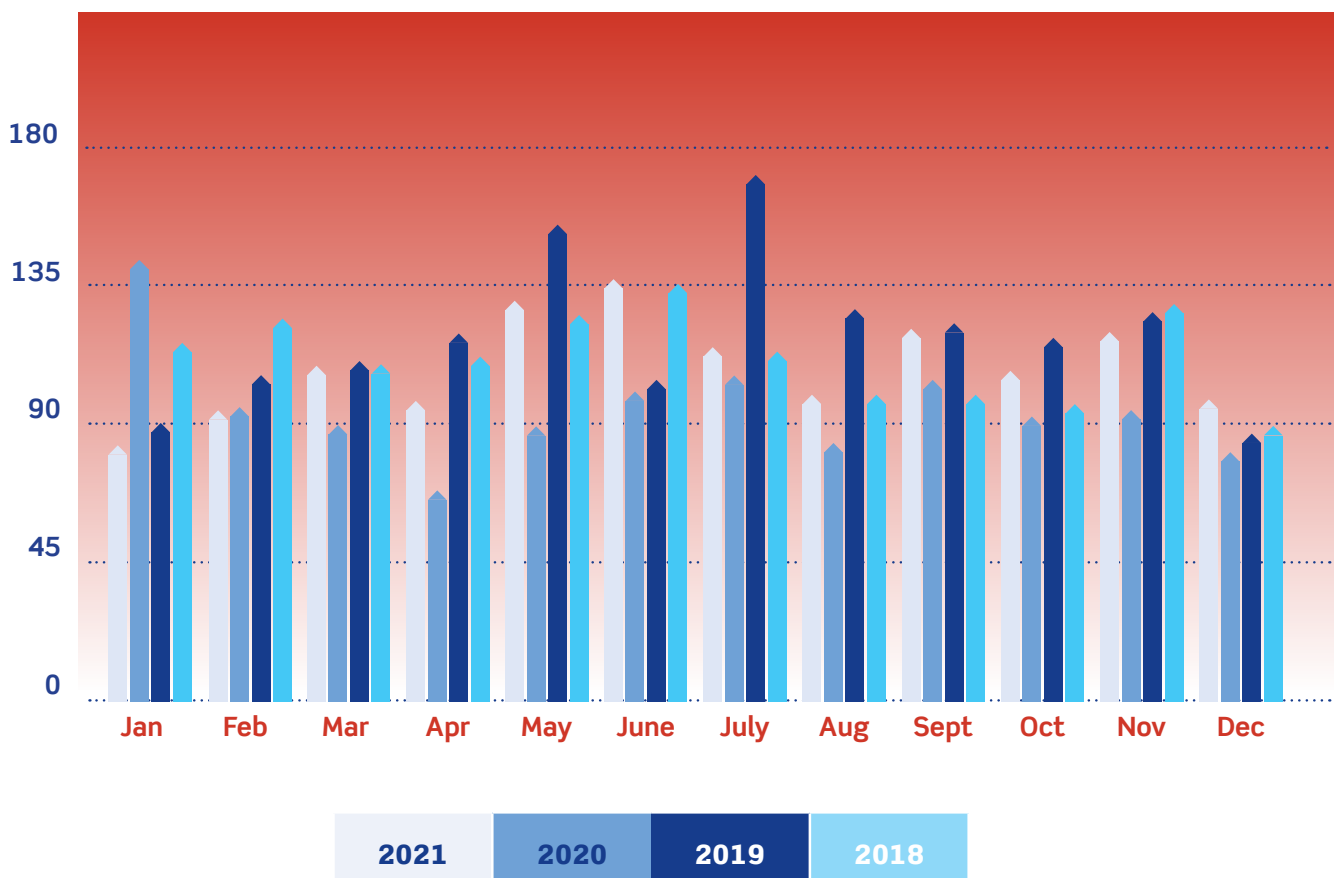




### FSC Received Yearly Statistics



### FSC Received Monthly Statistics



## Advice & Enforcement - Existing buildings

Information and advice on fire safety of existing buildings is provided by Fire Prevention Section, the main focus being to help people stay safe from the danger of fire.

The responsibility for fire safety rests with the person in control of a building, who is required to ensure a reasonable fire safety standard, as outlined in the Fire Services Act 1981 & 2003. Fire Prevention give advice and work with stakeholders to improve fire safety and ensure a high fire safety standard in buildings.

Fire safety advice campaigns are run through the media and on our social media platforms, using advertising campaigns to reach a broad spectrum of people and different types of buildings to address different fire safety risks.

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, which directed our inspection programme and our advice delivery.

In 2021 Fire Prevention received hundreds of contacts from those raising concerns about fire safety in buildings. Every case is processed, advice given and engagement with people to ensure that fire safety standards are achieved. Inspections of premises are carried out on a risk based priority basis, to assess compliance under the relevant regulations i.e. nursing homes, hotels, schools, pubs, restaurants.

In response to the pandemic, every inspection was risk assessed to ensure that there was compliance with covid-19 guidelines and

to keep inspectors safe. Appropriate enforcement action was taken to ensure compliance and protect the public, whilst being conscious of the effect of the pandemic on people and business. Business and development was supported, with our main objective being to promote and advise on safety from fire.

Advice and inspection programmes are prioritised relative to the risk. Powers of inspection and enforcement are used judiciously when required, including Prosecutions, Fire Safety Notices, High Court Orders and Closure Notices provided in the Fire Services Act. In 2021 DFB issued 22 Fire Safety Notices on different types of building relating to different fire safety deficiencies.

The main focus is to promote and advise on safety from fire and engage effectively with stakeholders to achieve it

2021

22 Fire Safety  
Notices issued



## Licensing & Street Furniture

Over the past two years during the global pandemic, with severe restrictions on businesses throughout the country, in order to support businesses in our capital city, Dublin City Council developed a co-ordinated, integrated response to support and assist business recovery. One of the measures employed was the introduction of a Covid Temporary Seating Application process, to allow businesses apply for the use of an outdoor seating area outside their premises, so that they could continue to operate to some degree while being cognisant of the dynamic public health measures associated with Covid 19. Dublin Fire Brigade are proud to participate in this

co-ordinated response on an ongoing basis and, over the past year, a team within the Fire Prevention and Community Safety Department represented Dublin Fire Brigade at Outdoor Dining Committee Meetings, in addition to commenting on over 300 Temporary Covid Seating Applications in respect of Fire Safety.

“ This work will continue in 2022, to support and assist **business recovery** in this challenging environment. ”





## Dangerous Substances

DFB operates under the Dangerous substances Act 1972 and associated regulations. New regulations came into effect in April 2020. Dangerous Substances Licences are issued pursuant to the Act and Regulations.

### Dangerous Substance Licences

DFB currently receive and process licence applications for the storage of fuel for sale and commercial supply at 227 flammable fuel stores in the Dublin County area. These licences are normally valid for three years.

2021 marked the first full year of a new licencing regime for these sites due to the updated regulations and have caused an increase in the number of sites now requiring a licence. Previously, only sites storing petrol for sale required a licence. Under the revised regulations, however, the majority of sites that store any liquid or gaseous fuel for sale or commercial supply require a licence. In addition, the revised regulations have also made the information submission required in order to apply for a licence considerably more comprehensive.

This has significantly increased the workload in dealing with each application and progressing it with the applicant to a point where a licence can be granted.

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 72 inspections of flammable fuel stores in the Dublin County area in 2021.









## Petroleum Vapour Emissions Regulations

Dublin Fire Brigade also issue Certificates of Installation and Testing on behalf of the relevant Local Authorities regarding 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 service station storage tanks and the dispensing of petroleum into vehicles. Certificates are normally valid for three years.

**79**  
certificates issued  
to service stations



Dun Laoghaire  
Rathdown  
Council area

**13**  
service  
stations

Dublin City  
Council area

**20**  
service  
stations

Fingal County  
Council area

**30**  
service  
stations

South Dublin  
County  
Council area

**16**  
service  
stations

## Explosive Stores

Dublin Fire Brigade assess and issue permits and licences for premises used for the storage of explosives, as prescribed under the Explosives Act 1875 and its secondary regulations. These are valid for a period of between one and five years depending on the type of permit or licence required.



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## Community Fire Safety 2021

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2021 was again a challenging and difficult year in terms of engaging the wider community and getting the fire safety message out there. We relied heavily on social media.

Fire prevention work closely with our colleagues in DFB Communications Section and we promoted our fire safety message on all our social media platforms, in addition to printed media and on radio. A consistent message was delivered – i.e. #TestitTuesday, and response made to information received in the aftermath of fires, as appropriate, to promote safety.

An example of this was that a Community Fire safety advisory was developed following a small number of fires in Dublin in 2021; advice was given on the safe use and charging of Lithium-ion batteries which are used for E -scooters and E- bikes.

Information has been dispensed through all our social media channels and also on the DCC website, which can be accessed here [E-Scooters, E-Cycles and Hover boards | Dublin City Council](#)



Messages and tweets were produced on the following topics:

- Fire doors and their correct use
- Safe use of BBQ, gas
- Fire risk associated with candles
- Fire risks in the Kitchen
- Advice to close all doors at night
- Safety advice on electrics
- Working smoke detector saves lives
- Have and escape plan and concerns over older persons and fire
- Advice to not block fire escape routes [In particular to businesses such as shops]
- E-scooter fire safety

# National fire Safety Week October 2021

## Buildings Lit Red for Fire Safety

In 2021 the Lighting of Buildings Red campaign was stepped up and over 100 buildings and structures went red for Fire Safety Week. This was coupled with a creative advertising agency to develop an awareness campaign across the Dublin Region in support of the National Campaign by the National Directorate for Fire and Emergency Management.

Working with the creative agency 5 advertisements were created, capturing the 5 main messages we wanted to promote.

The campaign was showcased on Digi panels, Digi boards, billboards, print media [Articles and ads], social media, cinema screen, national and local radio stations, for example, and there was an interview slot on the Pat Kenny show, Radio Nova, and displays on bus shelters across the 4 local authorities during fire safety week. The message was also on Samuel Beckett Bridge.

There was wonderful engagement from businesses, organisations, colleagues from the 4 Dublin local authorities and the public at large. There was also engagement with schools and we worked with STEM and CoderDojo to organise a competition for tweens and teens.

Our social media platforms were relied upon heavily and we worked closely with DFB communications section to achieve this during Fire safety week 2021.





## Advertising Campaign



### Social Media mentions 2021

		
Car fire Video	35,181	
Kitchen Fires	459,908	44,695
Candles	645,262	247,259
Fire doors wedged open	1,785,103	514,850
Gas Safety	387,153	2,584
BBQ safety (*Plus a page created on the website)	206,790	57,157
E scooter (*Plus a page created on the website)	125,353	108,994
Tallaght Station sign	6,308	6,628
Dublin Port sign	10,837	
Safe at Samhain	612,448	25,841
Coder Dojo	12,817	3,014
Test it Tuesday	444,583	95,351

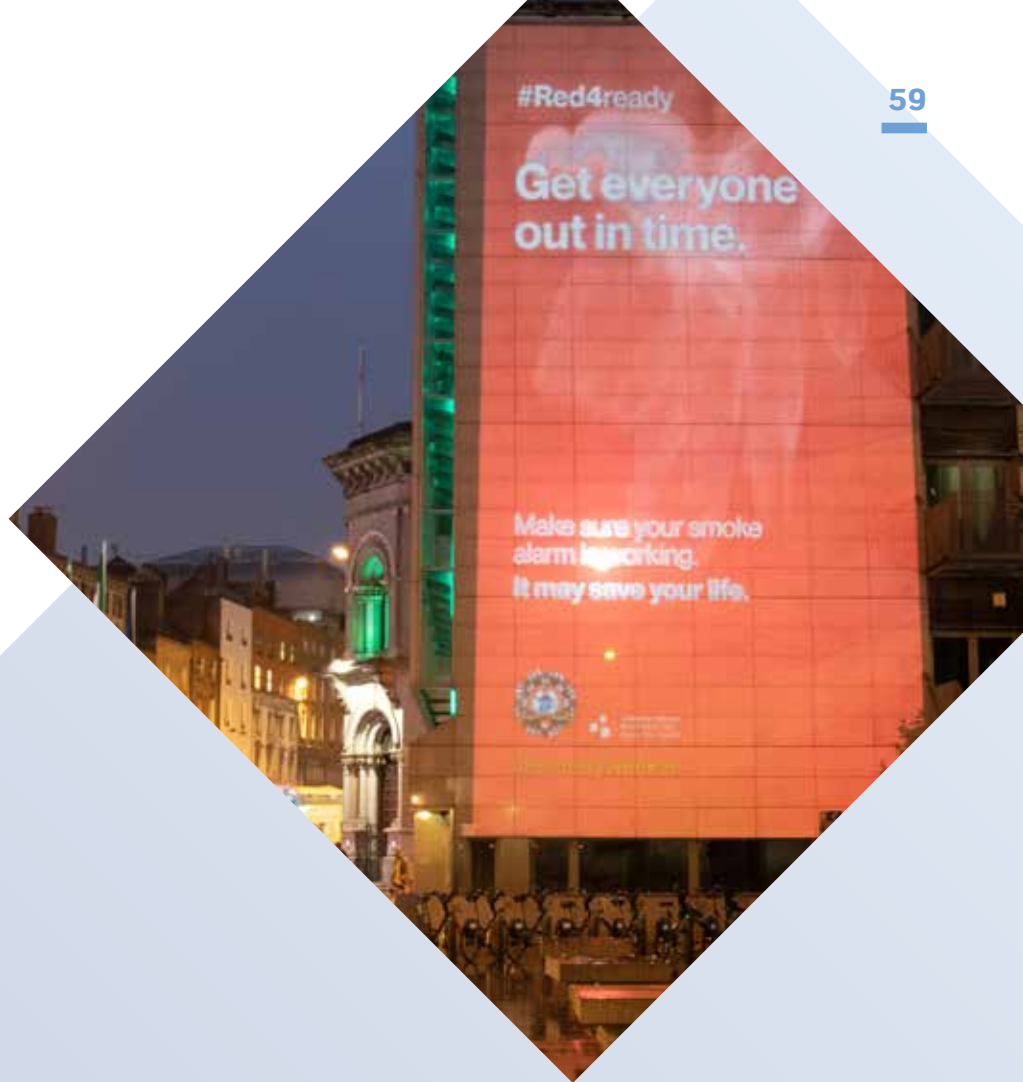
**38,398,766**  
Total



**5,659,105**  
Total



## Video Projection in Barnardos Square onto to DCC Palace Street Offices







## Special Projects

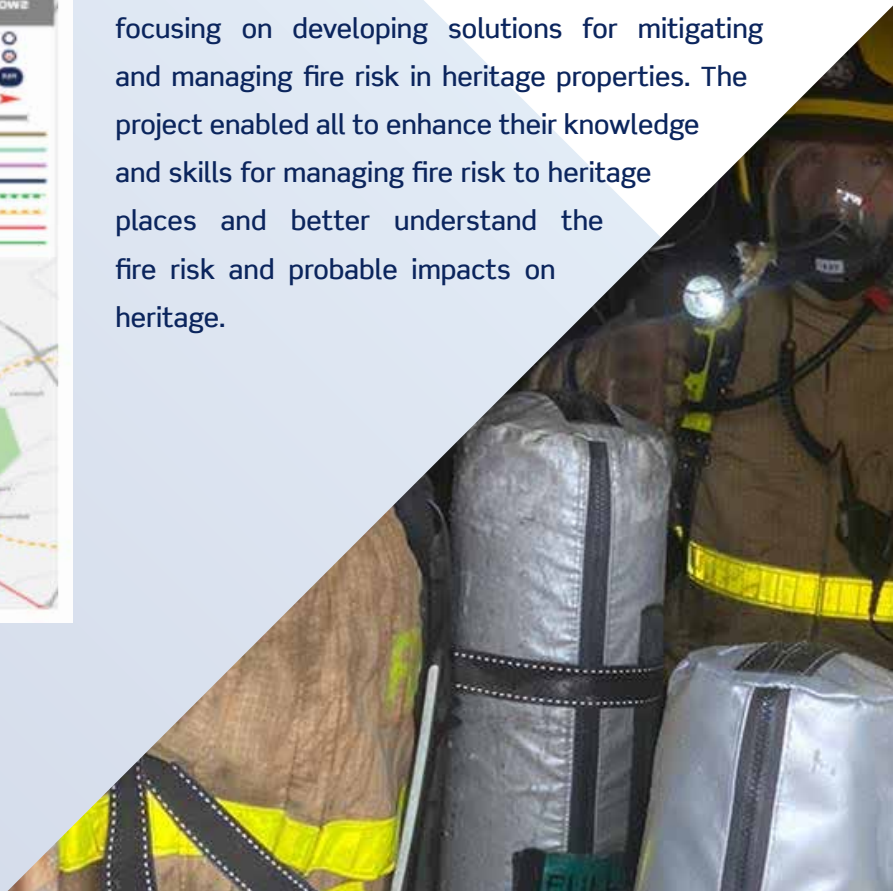
### MetroLink Project

Dublin Fire Brigade is a key stakeholder in the development of the MetroLink project.

Together with our Operations section and with Transport Infrastructure Ireland (TII,) reviews and discussions have taken place regarding the proposed Fire Safety strategy for the MetroLink project, to consider the safety of patrons and to our operational response from the risk from Fire.

### Heritage

The Fire Prevention Section, Fingal County Council and Shannon Heritage collaborated on a project focusing on developing solutions for mitigating and managing fire risk in heritage properties. The project enabled all to enhance their knowledge and skills for managing fire risk to heritage places and better understand the fire risk and probable impacts on heritage.





## Post Fire Reviews

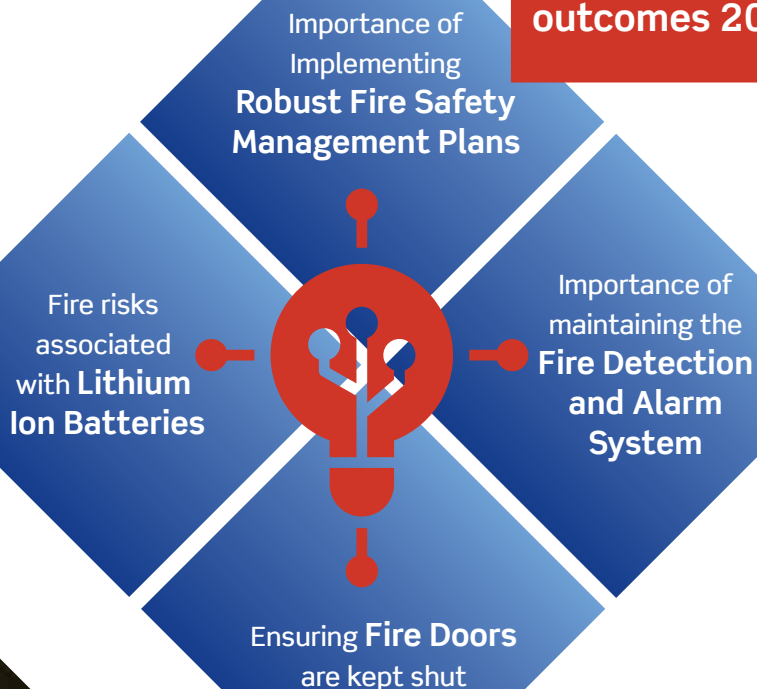
Dublin Fire Brigade Fire Prevention Section have undertaken a number of Post Fire reviews of building fires throughout 2021. A Post Fire review generally consists of the following:

- Active Fire Safety Systems review
- Passive Fire Safety Systems review
- Compartment Fire Behaviour  
/ Fire Spread

Senior Officers liaise closely with the DFB Operations Section, who have been on the ground at such fires, to gain a better understanding of the location of the fire origin, how it developed and how the fire was dealt with tactically using various firefighting techniques.

Post Fire reviews provide great learning outcomes for future training within all sections of Dublin Fire Brigade.

### Key learning outcomes 2021







## Stakeholder Liaison

With the focus on service delivery, the fire safety section works collaboratively with a number of internal and external stakeholders, also very effectively working with the communications section to drive community fire safety campaigns.

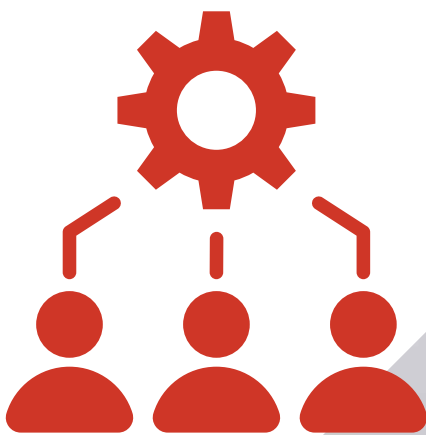
By liaising and consulting with these parties, promotion of fire safety is as effective as possible.

Senior Officers liaise closely with the DFB Operations Section, who have been on the ground at such fires, to gain a better understanding of the location of the fire origin, how it developed and how the fire was dealt with tactically using various firefighting techniques.

Post Fire reviews provide great learning outcomes for future training within all sections of Dublin Fire Brigade.

### Some of these stakeholders are as follows:

- NBCO
- EI
- RIAI
- SCSi
- 4 X BCA Counties
- Government Departments
- TII
- Community Groups & committees
- Business and organisations









## 06 Training

The Dublin Fire Brigade Training Centre (The O'Brien Institute), located on the Malahide Road, is the largest Fire, Rescue & 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.

- Training during 2021 brought significant additional challenges, with the COVID 19 pandemic restricting 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. In practice, it allowed lessons to be delivered and broadcast within the building by utilising three large

classrooms, which facilitated compliance with COVID 19 social distancing guidelines.

- The Incident Command Virtual Reality Training Suite (XVR) was utilised during the Paramedic Course, simulating mass casualty incidents, amongst other modules of the course. The system was also utilised during the Incident Command Elements of the District Officers development-training course. The use of virtual-reality training has proved to be an excellent addition in providing state-of-the-art Fire Rescue & Emergency Medical Services scenario-based training.



**Engineer,  
Educate  
and Enforce**







- Due to the high volume of training, internal and external record verification requirements, the Training Centre operates its own administration section.

- The Learning & Development Section is managed by a Station Officer who has oversight of the following platforms

- Learn Pro is the organisation's e-learning platform. All DFB staff now have an eLearning account. This platform also allows for the distribution of notifications of varying degrees of importance to be sent directly to an individual or group

- pdrPro is the organisation's platform for the recording of on-station training events and also facilitates the recording of operational incidents for training & competency purposes

- CAB-i-NET, is a digital storage facility which ensures tracking of changes & correct version-control of all learning materials.

- In 2020 DFB training centre achieved the running of its first completely paperless course and further efforts and initiatives are currently being trialled with a view to achieving 100% digitisation

- In 2021 - DFB training centre utilised 12446 training days for DFB personnel of all grades.

- 36 candidates completed the New Entrant Recruit programme. The programme 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.

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

2021

1st completely  
paperless course



12,446  
training days in DFB  
training centre

36 candidates  
completed New  
Entrant Programme





## Types of **Training** conducted over 2021

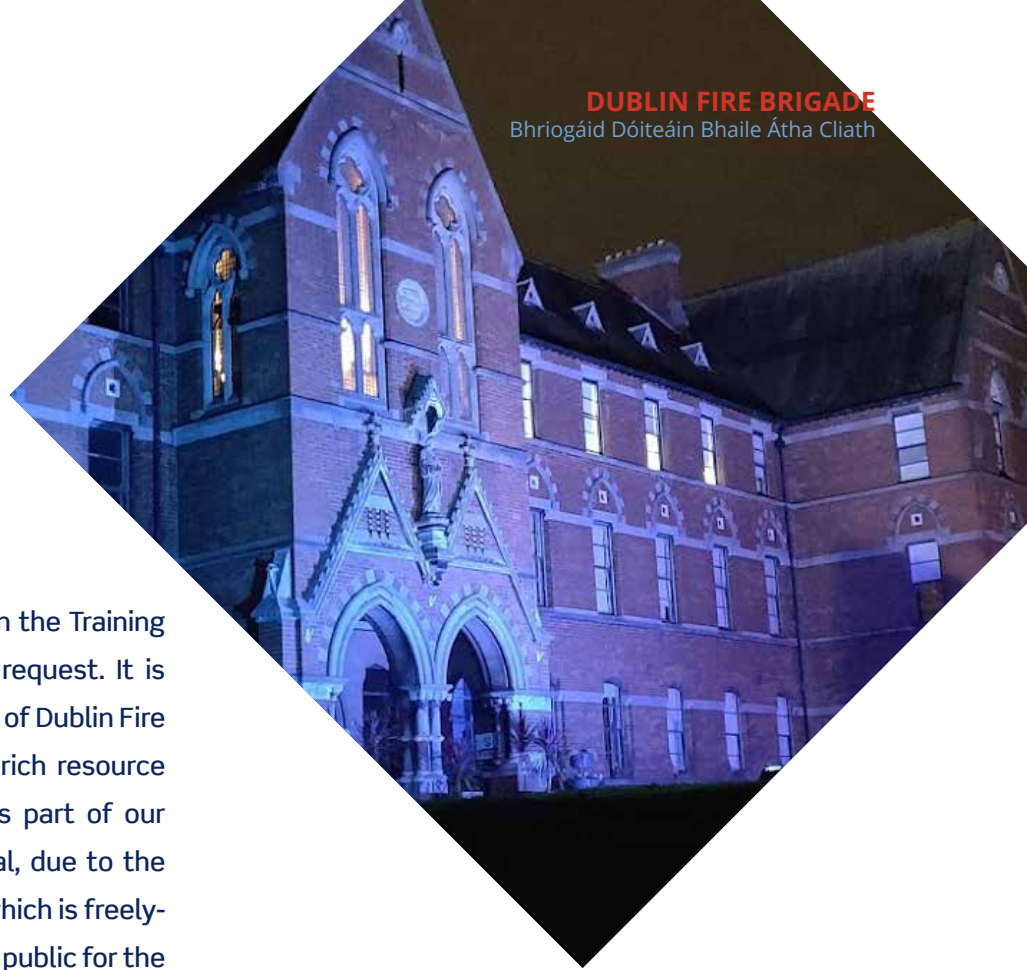
- Breathing Apparatus Training
- Continuous professional development for Paramedics & Advanced Paramedics
- Driver Training - Basic and Advanced to RSA standards
- Emergency dispatch controller training
- Swift water rescue technician
- High Line rope rescue technician
- High Rise Fire Fighting
- Critical Incident Stress Management
- Break away / self-defence
- Child welfare & safeguarding
- Cage Operator
- People/Patient Handling
- International Trauma Life Support /  
Emergency Medical Services
- Emergency First Responder / Emergency  
Medical Services

Standard Operational Guidelines are produced, reviewed and updated through a collaboration between HWS Unit, Training Centre & Operations NSAI officials conducted to two safety management audits of ISO 45001 & ISO 9001.



## Dublin Firebrigade Museum

The DFB museum, currently 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 time and expertise of the archivists which is freely-given. The museum was closed to the public for the majority of 2021 due to the pandemic.







## 07 Logistics

With the continuation of the Covid-19 pandemic and the exit of the U.K. from the European Union, 2021 proved to be a very challenging one and, through the foresight and dedication of our staff, our maintenance and logistics team ensured the continuity of the supply of all essential vehicles and equipment. This, in turn, ensured our emergency operational service delivery to the public could continue uninterrupted.

As part of our Covid response plan, our staff in Logistics worked around the clock to procure and distribute essential life-saving PPE for the protection of our firefighting and ambulance crews when working with members of the public.

In 2021 we ordered four new class “B” appliances, a new 42M turntable ladder and a replacement rescue boat. We had delivery of two new Class “B” appliances and a new rescue boat. We ordered and had delivery of a pre-owned aerial ladder platform.

New 2021

4  
class “B”  
appliances

Turntable ladder

rescue boat





Logistics section were especially busy in Howth with grassland fires. Grassland and wildfire equipment was supplied to the relevant stations (overall's, beaters, backpacks, shovels, 19mm hose-line and welfare facilities). Station wear was purchased and supplied to all Operational Staff, clothing and Fire P.P.E. for our new recruits. Clinical waste disposal was managed in line with HSA procedures and foam system upgraded in compliance with EPA guidelines. All of the foregoing activities took place in addition to normal activities of procurement, accounts and building maintenance. This ensured the effective delivery of all our statutory legislative obligations.

The 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, administration offices and reserve fleet.

## Key investments in new operational equipment in 2021 included:

- Secured and distributed supplies of vital E.M.S. PPE
- Delivery of new Battery Operated R.T.C. (road traffic collision) equipment
- Delivery of recruits PPE and clothing
- Distribution of 2021 Station wear clothing issue to all stations
- Upgraded our procurement practices
- Completed tender documents for various purchases - published and awarded
- Changed clinical waste disposal contractor (Stericycle)
- Changed our "Med. Consumables Contractor" (Lennox)
- Upgraded Clinical waste disposal systems
- Upgraded foam stock
- Coordinated the tetra radio fit-out to the fleet (Complete)



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



- Over 2600 deliveries / collections 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 2021, a number of new vehicles were ordered to enhance and upgrade the fleet including:

- **4 x Class B Water Tenders**
- **1 x 42m T.T.L.**
- **1x E-Van**
- **7 x Ambulances**

In 2021, the DFB fleet travelled in excess of 1.7 million km 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. Fleet maintenance systems were independently audited to further demonstrate our legal compliance under the Vehicle Maintenance and Repair (Regulations 2013).



2021

DFB fleet travelled in excess of  
**1.7million km**  
in response to emergency calls



## 7.2 Property Management

The property maintenance section is responsible for the maintenance of all 18 DFB's properties.

### Key activity in 2021 included:

- Maintaining full functionality of all properties
- Co-ordination of non-routine / emergency works to DFB properties.
- Ensuring all locations passed the relevant statutory inspections.
- Co-ordinating maintenance contractors to ensure all planned maintenance carried out to the highest standards and in line with H+S legislation
- 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 Assistant Chief Fire Officer
- Liaising with Dublin City Council & consultants appointed for new works projects in DFB

### The property maintenance section addressed:

**Over 700**  
maintenance requests,  
over 100 of which were  
deemed to require  
immediate attention



One station had full access  
and egress (for vehicles)  
**doors replaced**

A number of medium size  
**renovation projects**  
in various locations  
were carried out



# 7.3

## Health, Safety & Welfare Unit

The Health, Safety and Welfare Unit at Dublin Fire Brigade supports and advises the senior management team and works closely with Dublin City Council's Corporate Health Safety Office, other councils, fire services and industry practitioners at home and abroad to assess safe practice; committed to providing safe places and systems of work by maintaining legislative and regulatory compliance and encouraging standards and standardisation.

Dublin Fire Brigade successfully maintained its ISO 45001:2018 certification following an audit by the National Standards Authority of Ireland (NSAI) in November 2021.

The Unit supported all areas of Dublin Fire Brigade in its response to the COVID-19 pandemic. A multi-disciplinary team consisting of Safety Representatives, Union Representatives and management met on fifteen (15) occasions in

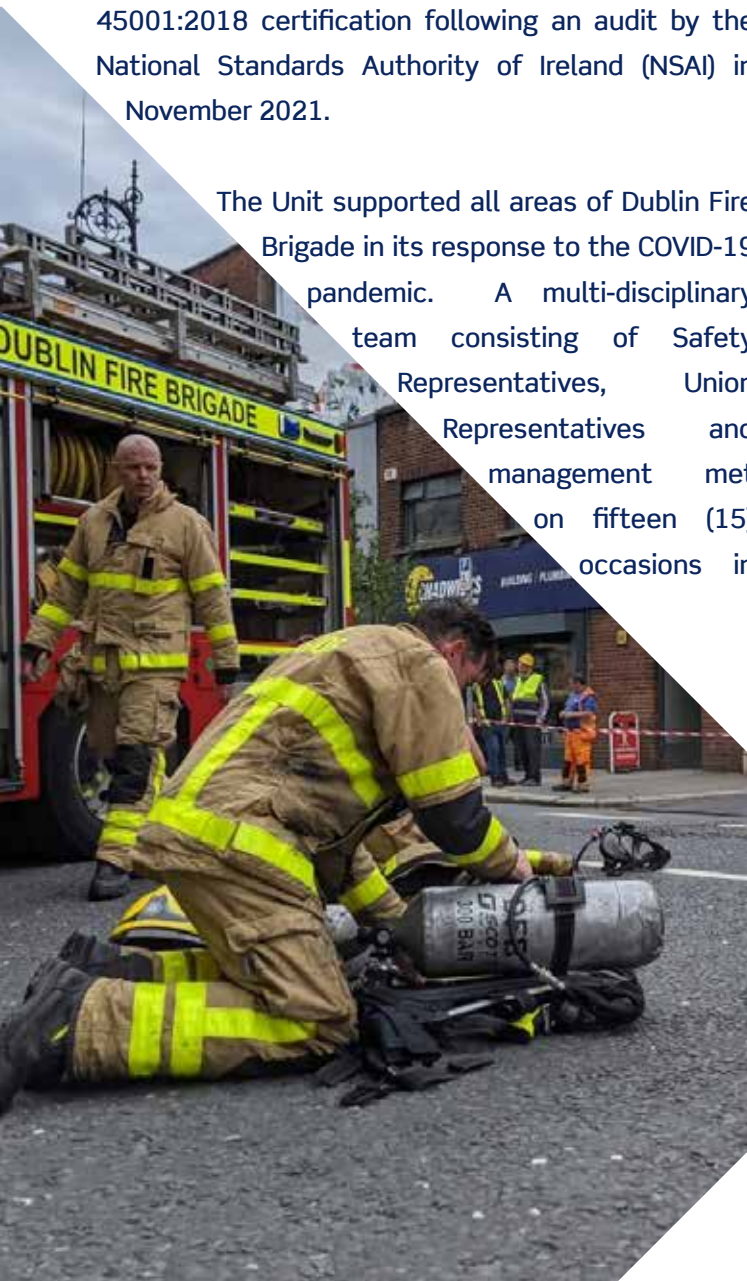
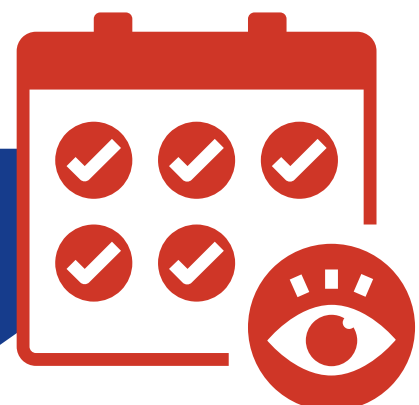
accordance with the Government's Return to Work Safely Protocol during 2021. The Safety Committee met formally on three occasions during 2020, with ongoing informal contacts.

The Health and Safety Authority carried out a number of inspections at Dublin Fire Brigade locations during 2021. They were particularly interested in North Strand Fire Station and in general staff resourcing challenges.

Our Health, Safety & Welfare Unit controlled the issue of the Dublin Fire Brigade Ancillary Safety Statement 2021. The Unit continued to contribute to a rolling review of Standard Operating Guidelines. During 2021 particular attention was paid to the storage of household chemicals at fire stations, supporting drivers who have been involved in road incidents, home working supports, and physical testing of Recruit candidates.

The Unit received thirteen (13) Good Catch Safety Observations during 2021. We encourage members of staff to bring their concerns to our attention 269 Accidents were reported across Dublin Fire Brigade during 2021. It should be noted that the activities of Dublin Fire Brigade occur over 168 hours of the week.

13  
Good Catch  
Observations



## Child Safeguarding

Dublin Fire Brigade is committed to following best practice in child protection and welfare, and will fulfil its statutory obligations under the Children First Act 2015.

As Paramedics and Advanced Paramedics, most of our members are classed as 'Mandated Persons' by that Act. Currently, nine (9) people are trained to 'Designated Liaison Person' level. Our Child Safeguarding Coordinator, with support from the Dublin City Council Child Safeguarding Officer, manages these in supporting staff who may have experienced incidents causing concern. Nineteen (19) reports were made by members of Dublin Fire Brigade to Túsla, The Child and Family Agency during 2021. A further two (2) incidents involved Adults at Risk of Harm. The DFB personnel involved were supported by this group.

The Dublin Fire Brigade Child Safeguarding Statement is publically available at every fire station and DFB work location. The document can be accessed on the Dublin City Council website at <https://www.dublincity.ie/residential/dublin-fire-brigade/legislation/child-safeguarding-statement-and-risk-assessment> or from this QR code.



19

Reports from  
DFB to Túsla

2

Reports of  
Adults at Risk  
of Harm





## Quality Management

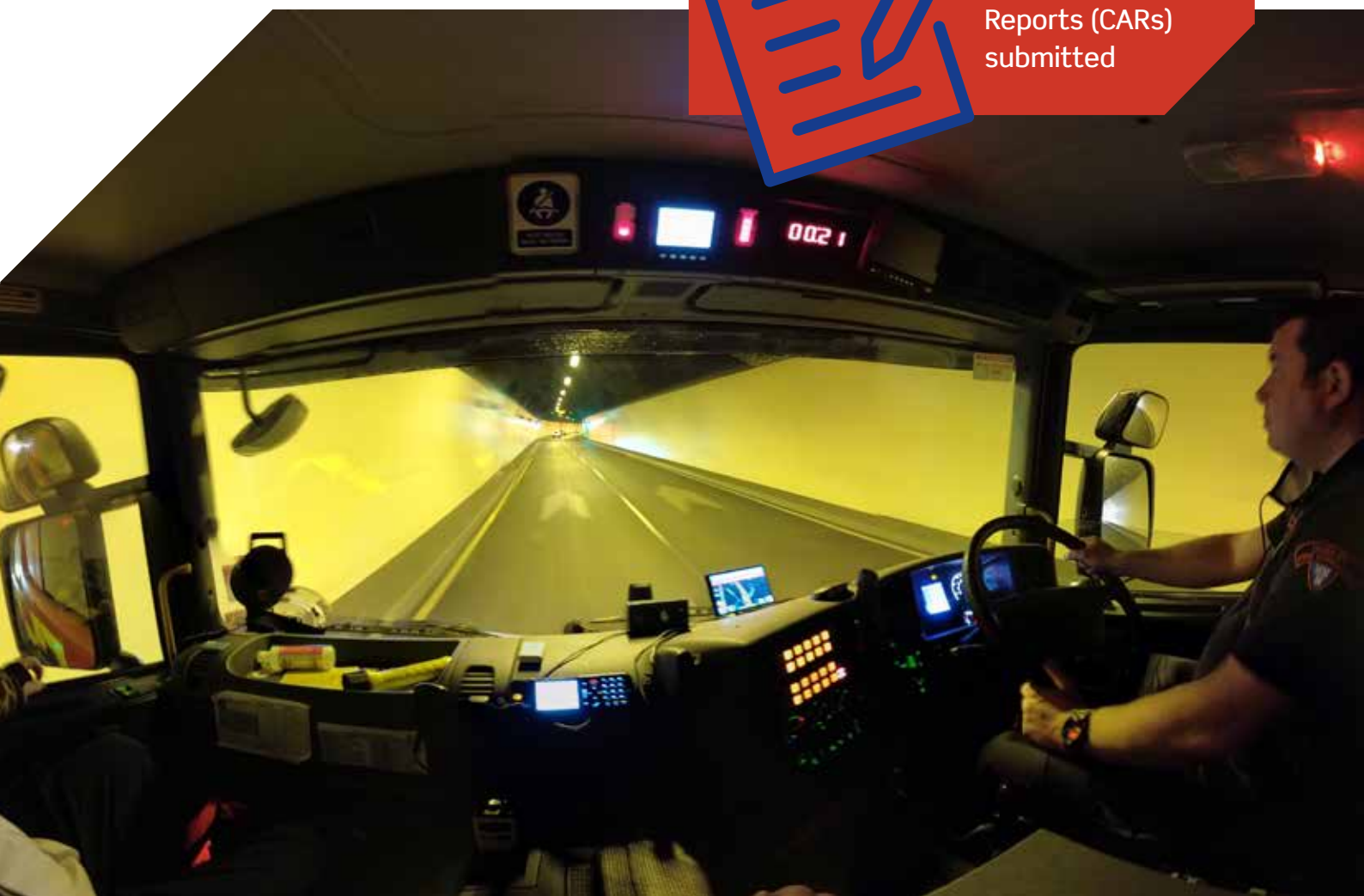
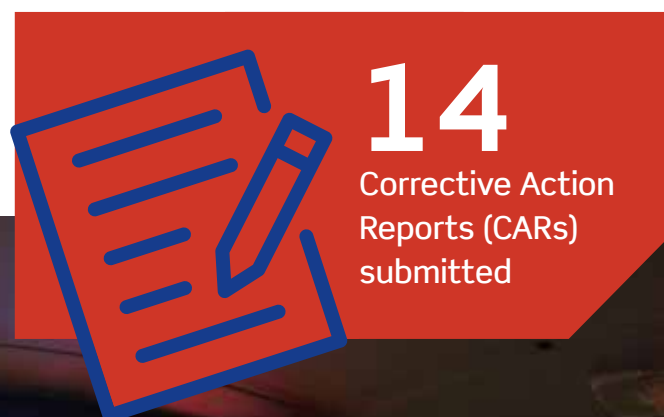
Following an audit by the National Standards Authority of Ireland (NSAI) in December 2021, Dublin fire Brigade maintained certification of its Quality Management System (QMS) to ISO9001:2015. This helps us to improve service-user satisfaction and complements safety management and strategic business planning.

Process Mapping is in place for all key functional areas within DFB. These Process Maps assist us in the identification of inputs, outputs, controls, risks and the monitoring of Key Performance Indicators.

A New Equipment and Services group was set up in 2021. This includes stakeholders from Operations,

Logistics, Training, Health & Safety, Quality, Finance and Procurement and will deal with the introduction of new equipment and services in a more efficient way.

Fourteen (14) Corrective Action Reports (CARs) were submitted by members of staff during 2021. Many of these have resulted in amended processes and demonstrate the commitment of our staff to Dublin Fire Brigade.





Peer Support Team  
called to

**59** Incidents

## Critical Incident Stress Management

Dublin Fire Brigade maintains a Critical Incident Stress Management system to provide psychosocial support for its staff following traumatic events. Staff members are trained to a level appropriate to their rank. This includes continuous education about dealing with the effects of traumatic incidents and about general mental health and wellbeing. Members of a Peer Support Team offer their support on a voluntary basis to other Emergency Service Controllers, Firefighters and Paramedics following traumatic incidents and distressing calls. The Peer Support Team was alerted to fifty-nine (59) incidents by the East Region Control Centre during 2021. Eight (8) formal CISM interventions were held. Informal conversations with Peer Supporters are a common occurrence and not formally counted. A number of referrals were made to the Staff Support Service in Dublin City Council and to our Occupational Health providers.

Due to COVID-19 a virtual Recruit Family Evening was held for families of new recruits who joined us in 2020

and 2021. This helped Recruits and their loved ones to understand the challenges of the role and the supports available to them. We are grateful to Smart Dublin for their assistance in producing this event. A recording of the event can be viewed at <https://youtu.be/iA4e1qhbEYs> or at this QR code.



Two members of our Peer Support team presented papers at the virtual World Congress of the International Critical Incident Stress Foundation (ICISF) in May. Later, some members of our team provided CISM training for staff and volunteers attached to the Dublin Regional Homeless Executive.

The Irish Association for Counselling and Psychotherapy awarded their Carl Berkeley Memorial Award for 2020 posthumously to Station Officer Adrian O'Grady for his work on behalf of CISM in Dublin Fire Brigade.









# 08 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 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 on 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.**



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



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

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

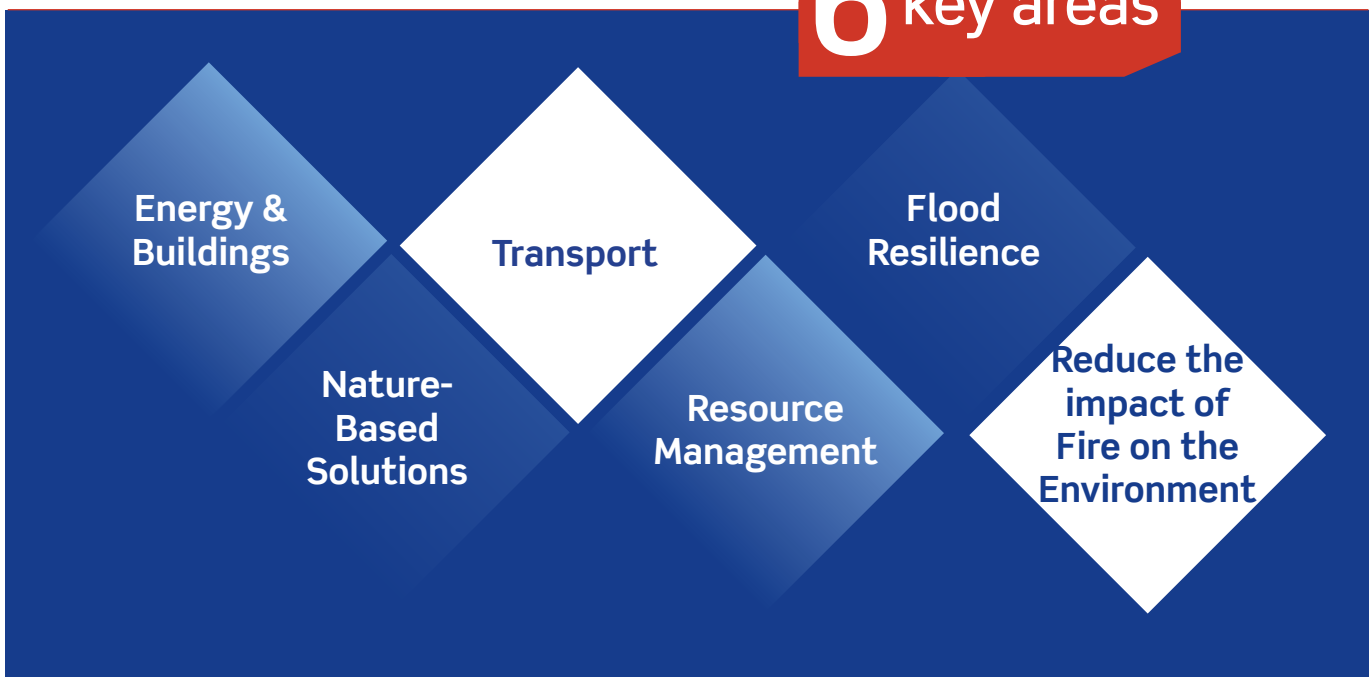


Actively engage and  
**inform our  
citizens** on  
climate change



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

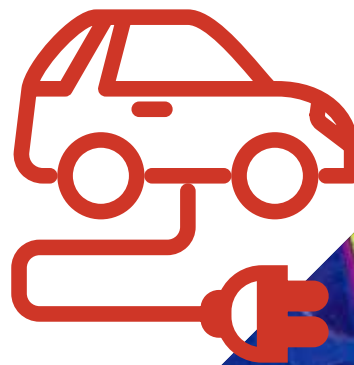
## 6 key areas



To help realise our goals across the six areas identified DFB will aim to reduce our CO2 emissions by continuing to invest in modern fleet, energy-efficient lighting and heating systems in our buildings.


### During 2021 we installed:

- Two E-Bikes in H.Q. and One E-Car in H.Q.
- Purchased One E-Van for use in the delivery of Stores
- Kilbarrack Building upgraded
- 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



Making the public money we spend go further by buying responsibly and increasing the social value delivered our community through our contracts

In Kilbarrack and Phibsboro, using harvested rainwater for domestic firefighting


Protecting the natural environment in the way we fight fires and other incidents

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)

Introducing clinical waste management which includes the disposal of clinical waste through a registered contractor

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)

Helping 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



Reducing 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





# 09

## 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 2021 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. The revision of the DCC Major Emergency Plan for 2022 and the Severe Weather Plan are now complete and awaiting approval for publication. DFB also played a major role in working with the East Regional Working Group to produce an Inter-agency 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 was also involved in the preparation of a number of Inter-agency Regional plans such as the Evacuation and Rest Centre Plan, the Media and Communications Plan and the Dublin Airport Aircraft Incident Response Plan. DFB continues 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:

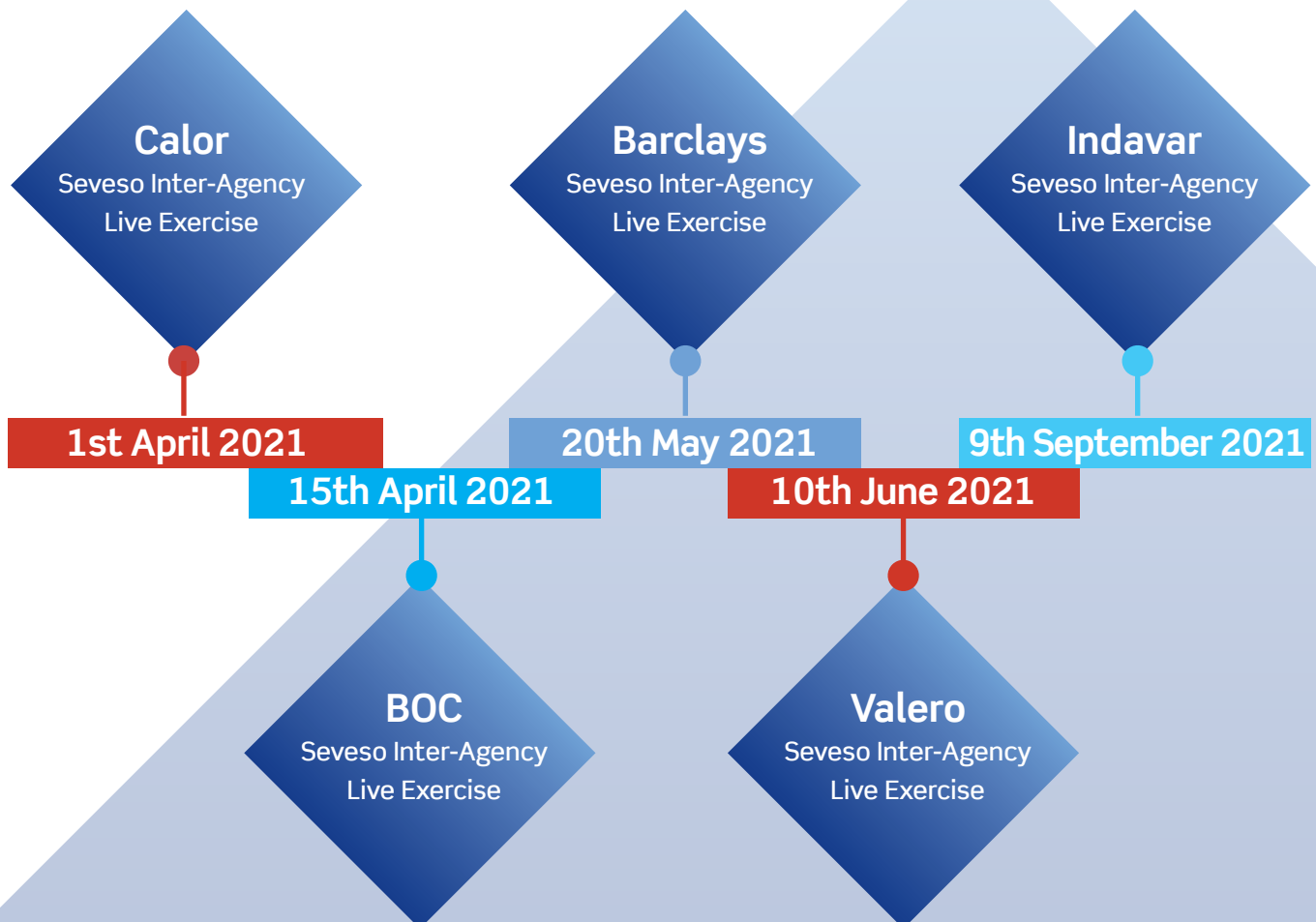
- Local Authority Working Group
- Planning and Strategy Group
- Training and Exercise Sub Group
- Seveso Sub Group
- Mass Casualty Sub Group
- Mass Fatality Sub Group
- Evacuation & Rest Centres Sub Group
- Media and Communications Sub Group
- Air Incident Working Group Sub Group
- Voluntary Emergency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

Due to restrictions imposed by the 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.



## Exercises

DFB led on the following interagency exercises in 2021:





## COVID-19 Pandemic Response

2021 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 Pandemic by horizon scanning, monitoring what was happening in parts of the world affected earlier and researching best practice, to effectively deal with managing such a significant international emergency, so that 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 continues to be 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 serve 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.



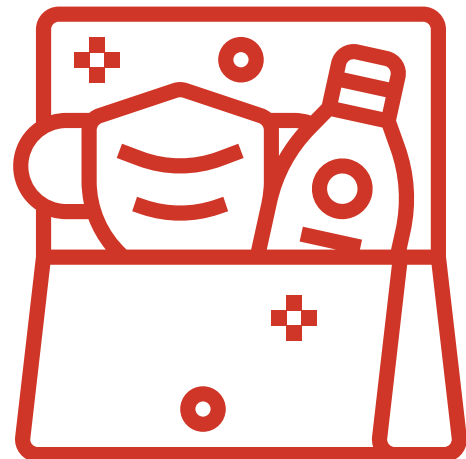
## 9.1 Dublin Civil Defence

As a Statutory Voluntary Organisation 2021 was an extremely busy year for Dublin Civil Defence. Since the March 2020 our Volunteers became frontline workers in assisting the HSE with Covid19 responses. Dublin Civil Defence have been actively involved in Local Authority Community Forums, Regional Team/Zoom and National Team/Zoom meetings. The time, effort and commitment that our Staff and Volunteers have put in during the pandemic cannot be overestimated.

From November 2021 Dublin Civil Defence was tasked by the HSE to assemble and pack PCR test kits and PPE Kits, due to the high demand for testing. 12,000 kits, on average, were assembled per week for the

HSE. By the 31st December 2021 100,000 PCR Test Kits had been assembled.

From early December 2021 DFB requested Dublin Civil Defence to assemble PPE Kits for their ambulances and PPE Mask kits for their Fire Appliances. Approximately 10,000 Covid Ambulance Kits were assembled and 60,000 masks repackaged for DFB by end December 2021.



November 2021

**12,000** (average)  
PCR & PPE Kits  
assembled per week

By December 2021

**100,000**  
Assembled



### Requests for Assistance

**702 Requests**  
**- 19,587 Voluntary Hours**

(not including requests for assembly of PPE and PCR Test Kits for HSE/DFB)



### Covid-19: Operations

**567 Requests**

(Patient-test centre, Patient-appointments, Hospital equipment, Medication Deliveries, Blood Transfusion Service, Food Deliveries, Assembly of PCR Test Kits for the HSE and PPE packs for DFB/HSE)



### Non-covid Community /Sport Events

**102 Requests**

(Arás an Uachtaráin, OPW State Events, Aviva Stadium, Tallaght Stadium, Barretstown, various community events)



### Search and Recovery

**8 Requests**



### K9: Searches for Missing Persons in other Counties

**15 Requests**



### Rescue Boats: Searches for Missing Persons

**6 Requests**



### Rescue Boats: Sea Swim

**4 Requests**





Covid-19 operations are across the four Local Authorities and the number of duties for transports averages 4.5 patients per duty request.

As part of planning for a Major Emergency, an MEM Logistic unit consisting of 20-trained Volunteers is in place, with two dedicated Iveco Trucks preloaded with equipment to set up an Emergency Rest Centre and to provide emergency lighting/trauma bags/ tentage etc. This will prove invaluable if tasked to set up a Rest Centre or to assist a Major Emergency throughout the four Local Authorities.

The provision of a New Tow Fish Sonar in early 2020, funded by the Department of Defence and the operation of our drone teams continues to be of great benefit during some of our search operations.

Apart from basic training, in 2021 Civil Defence undertook to train and certify more volunteers in various specialist disciplines:

- Safe use of PPE
- Safe operations during Covid-19
- Donning and Doffing
- Cleaning and sanitising our vehicles
- Communication Training in UHF, VHF, Tetra, and Marine Band
- Training of Covid-19 Compliance Officers
- Critical Incident Support Management, Peer-to-Peer Support
- Training in our new Sonar and Underwater Cameras
- Training for our Drone Operators



## Transports

# 4.5 Patients

(average)

per duty request





Civil Defence have 19 training Units across the Four Local authorities, training in a wide variety of roles to fulfil our competencies in relation to Emergency Management. It is planned to recruit new Volunteers in the first quarter of 2022 depending on the status of the pandemic.

Volunteers as of 31st December 2020 - 360 active volunteers  
Volunteers as of 31st December 2021 - 328 active volunteers



December 2021

328 Active  
Volunteers





# 10 Administration, Finance & Human Resources

## Administrative Support

A range of specialised administrative functions is provided by the administrative staff across DFB. These areas include, but are not limited to, Corporate Governance, Business Continuity, Financial Management, Budget Planning, Risk Management Processes, Information Technology, Human Resources, Procurement, Property Management, Media and Communications, etc.

A professional service is provided by both operational and administrative staff who work closely together and are located in various areas across the City including Headquarters in Townsend Street, the internationally-accredited Training Centre at the O'Brien Institute in Marino, the East Regional Communication Centre, Civil Defence Headquarters and the logistics and fleet management Section, located in Stanley Street.

These staff are responsible for responding to changing government policy, legislation, 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 with corporate policies and corporate governance. The Administration staff provide valuable clerical and administrative services in a demanding and ever-changing business environment, thus 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 is a credit to all concerned and a reflection of the dedication and flexibility that all staff co-operated and continue to co-operate fully in ensuring the continuation of the delivery of the range of functions across DFB, each area providing specialist professional advice and services.

# 10.1

## Finance

The gross cost of running Dublin Fire Brigade in 2021 was €143.36m.

The net cost of the operation of the service is divided between the four Local Authorities: Dublin City Council contributes €56.30m, Fingal County Council contributes €22.98m, South Dublin County Council €21.75m and Dun Laoghaire Rathdown County Council contributes €17.24m

The ratio between payroll/pensions of €121.10m (84.48%) and non-pay of €22.25m (15.52%) reflects

the manpower requirement to provide this essential Emergency Fire, Rescue and Ambulance Service on a 24 hour basis 365 days a year.

- €10.33m for salaries
- €79.61m wages
- €31.16m pensions
- €16.87m non-pay
- €5.38m support services/loan charges

In addition to direct council subvention, DFB has a self-generated income stream of €25.08m comprised of superannuation income and fees from the services it provides. The main revenue streams are €9.18m



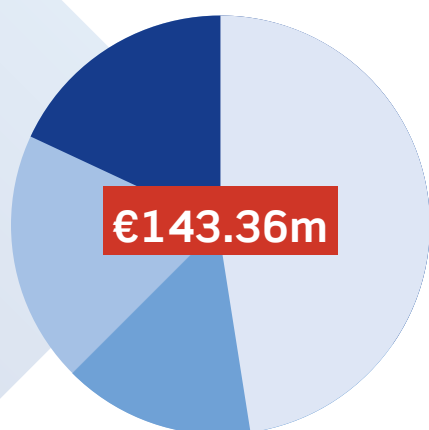
from the HSE for the Emergency Ambulance Service, €3.37m in superannuation income, €2.3m from the Transport Infrastructure Ireland for providing a dedicated response vehicle for the Port Tunnel, €0.41m for Fire Charges, €7.25m payroll compensation and €1m in Covid Compensation.

The net cost of €118.27m (€143.36m expenditure - €25.08m income) is divided the four Dublin Local Authorities using an agreed formula between the four Dublin Local Authorities using an agreed formula.



**25.08m**  
DFB Self Generated  
Income

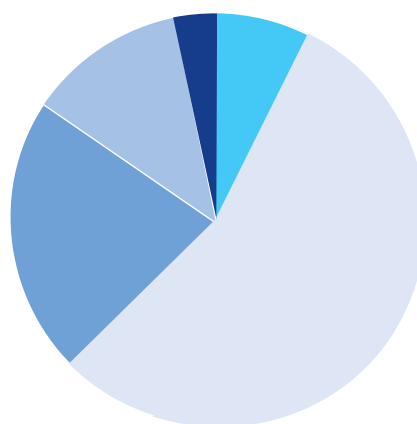
## Cost of Running DFB 2021



**€143.36m**

<b>DCC</b>	€56.30m
<b>DLRCC</b>	€17.24m
<b>FCC</b>	€22.98m
<b>SDCC</b>	€21.75m

## Expenditure Ratio 2021



<b>Salaries</b>	€56.30m	7.21%
<b>Wages</b>	€79.61m	55.54%
<b>Pensions</b>	€31.36m	21.74%
<b>Non-Pay</b>	€16.87m	11.77%
<b>Support Services/ Loan Charges</b>	€5.38m	3.75%



## 10.2 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 HR 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. It promotes health and wellness in the work place and emphasises 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 & 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.

### Public Sector Duty

Dublin Fire Brigade (DFB) has taken steps to create the conditions for a full and effective implementation of the Public Sector Equality and Human Rights Duty (the Duty). It is leading out on this process within Dublin City Council (DCC) and was formally launched in September 2020 by the Lord Mayor and Dublin Fire Brigade senior management.

The plan for DFB has been developed in line with the recommendations from the Dublin Fire Brigade Public Sector Duty (PSD) Working Group and Values Lab report to DFB Senior Management. This is a 3-year plan from 2021 - 2023 and will be continually reviewed throughout the process.

The scope of this plan is to cover the implementation and periodic review of multiple recommended outcomes from the DFB PSD report. This plan is confined to implementing the recommendations contained within the DFB PSD report.





## High Level Objectives

The objectives and deliverables will be measured and recorded as KPI's and engagement with the focus groups and working groups will continue to be maintained during the lifetime of the implementation plan.

**1** Strengthen the focus of DFB organisational culture on equality and diversity

**2** Invest in DFB physical infrastructure

**3** Deepen the diversity of DFB

**4** Strengthen DFB equality infrastructure

## Performance Management Development System (PMDS)

Dublin Fire Brigade is 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 that the right skillsets exist 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.









ICT

## 10.3 ICT Systems

The role of the IT Section 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, playing a lead role in ICT strategy development and has responsibility 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 projects executed in 2021 were:

- Contract awarded and project initiated for the provision of a new asset management system
- The publishing of a request for Tender for a Rostering System. This contract was awarded to Gartan Technologies. The project is currently in User Acceptance testing phase.
- The implementation of a Case Management system
- Additional features added and patches applied to Upgrade of Diamond Fire Web
- Windows 10 Upgrade on eLearning laptops
- New features added to Rollcall Time & Attendance Management system





## 10.4 Communications

In 2021 the Communications Unit continued to engage with stakeholders, internal and external, in delivering key communications and delivering timely safety messages.

Using established channels the unit provided its popular and far-reaching platforms to disseminate COVID-19 advice from the HSE and Government. This is addition to the normal daily and weekly communication tasks such as working with Dublin City Council's press office or with media directly and creating social content.

### Internal Communication

The internal communications bulletin "Request to Speak" was produced 61 times in 2021. This is a weekly bulletin delivered electronically to all staff, usually on a Friday, but can be produced as required if a communication is urgent. This is disseminated via email, messaging groups and on the e-learning platform. The bulletin includes critical safety information, COVID-19 procedures and general news from the organisation.

### Notable Campaigns in 2021

#### Fire Safety Week:

The unit worked closely with the Fire Prevention section and Dublin City Council to create a striking fire safety campaign with a local start-up branding agency. The campaign produced clear messages on fire safety topics in static and animated form which were hosted on print, billboards, bus stops, cinema and on social. This incorporated the #Red4Ready campaign which, once again, saw landmarks and buildings around Dublin City and County light up red to highlight the dangers of fire.

#### International Women's Day:

A bespoke campaign was created in-house to promote the role of women in a career in what is traditionally perceived as a male-dominated environment. Female staff were asked to participate and it was met with great enthusiasm, producing an effective visual campaign, which was supplemented by an 'ask me anything' Instagram event where females were encouraged to ask questions about the fire brigade and if it was a career for them.



## Dublin Pride:

The unit worked with Dublin Pride to promote inclusivity with the LGBTQ+ community and to promote diversity and understanding with members of that community, both within our own people and our customers. The unit managed the application of a bespoke fire engine wrap which was carried on an operational unit for six weeks, in addition to smaller markings carried on ambulances and ancillary vehicles.

## Media:

The unit coordinated work with RTE, ITN, Virgin Media and other independent television production companies to produce several television shows or documentaries: Crimecall, Fair City, Camera-Tripod-Bicycle, Crash Scene Investigates, Documentary on the 100th anniversary of the Belfast Blitz and a Documentary on the history of the River Liffey.

## Howth Wild Fires:

The communications unit worked closely with operational officers to create a series of public information videos during the prolonged wild fire on Howth Head. This was in response to frustration and fear in the community and a need to explain the difficulties in fighting a fire of this nature. These video were broadcast and hosted on our own Social Media resources and used by state broadcasters. Footage has also been provided for use by media on the subject of climate change.

## Laya Super Troopers:

The unit has provided assistance by creating and providing footage to the producers to create Ireland's first health homework programme to create 10-minute online episodes that primary school children can watch in class with their teacher and at home with their families.



## Social Media

In 2021 DFB continued to build on its popular Social Media Channels with a mix of humorous and serious tones, maintaining its gold standard in public service communications. The handle @dubfirebrigade is used across Twitter, Facebook and Instagram

Once again, the Social Media presence was recognised in the national social media awards as having the ‘Best Social Media Strategy’ of a State Organisation

The strategy is:

**Prevent:** Fire and incident prevention advice and public service information

**Inform:** Alerting the public to incidents in the city that may affect them

**Promote:** Highlighting the work of DFB and its people about non-incidents activities such as community fire safety events, community engagement and charitable initiatives.

### Twitter Followers

2021	81,200	
2020	75,069	
2019	65,321	

### Twitter Impressions

2021	38.4m	
2020	43.91m	
2019	36.42m	

### Facebook Page Likes

2021	45,068	
2020	43,584	
2019	35,970	

### Facebook Impressions

2021	5.66m	
2020	11.43m	
2019	6.21m	









