

Freedom of Information request: Reference number FOI2026/00757

Date of request: 30th June

Request:

I would appreciate any recorded information held by your organisation relating to the information provided to prospective operational recruits regarding the psychological and emotional demands of emergency response work.

This request is made under the Freedom of Information Act 2000 in support of academic research being undertaken for an MSc in Crisis and Disaster Management at the University of Portsmouth. The research is entitled:

"Individual and Organisational Preparedness for Traumatic Event Exposure Among Emergency Responders: A Focus on Pre-Joining Information and Psychological Readiness."

The research aims to understand how emergency response organisations prepare individuals for potential exposure to psychologically challenging incidents before they commence operational duties.

I would be grateful if you could provide copies of any recorded information held relating to the following.

1. Recruitment Information

Please provide copies of any documents, publications or online material provided to prospective applicants that describe:

the psychological or emotional demands of operational firefighting or rescue work;
exposure to fatalities, serious injury, child fatalities, suicide, mass casualty incidents or other potentially traumatic events;
the potential impact of repeated exposure to traumatic incidents on wellbeing.

2. Recruitment Campaign Material

Please provide copies of any information provided to prospective operational applicants that refer to the emotional or psychological aspects of the role such as, recruitment brochures, candidate information packs, applicant guidance, recruitment presentations, website guidance.

3. Selection Process

Please provide copies of any recorded guidance, policies or procedures indicating whether psychological resilience, emotional readiness or coping with traumatic events are discussed or assessed during: recruitment events, interviews, assessment centres or pre-employment briefings.

4. Applicant Warnings or Advice

Please provide copies of any information advising applicants about:

the likelihood of exposure to traumatic incidents;
expected emotional demands of the role;
wellbeing support available;
strategies for maintaining psychological wellbeing.

5. Induction Prior to Operational Deployment

Please provide copies of any induction material delivered before recruits attend operational incidents that relates to:

psychological preparedness;
trauma awareness;
emotional resilience;
recognising stress reactions;
seeking support following difficult incidents.

6. Recent Changes

Please provide copies of any reviews, reports or lessons identified since 1 January 2020 that resulted in changes to the information provided to prospective recruits concerning psychological wellbeing or exposure to traumatic events.

Where possible, I would prefer the information to be provided electronically in PDF or Word format.

If any part of this request exceeds the appropriate cost limit under Section 12 of the Freedom of Information Act 2000, I would be grateful if you could advise how the request may be refined.

Response:

The information held within the scope of questions 1 to 4 is provided in the attached documents, "LFB Outreach Information Session" and "Candidate Pack from Outreach".

These documents were supplied to all candidates during the firefighter recruitment process. The Outreach Information Session was delivered live via Microsoft Teams and subsequently provided to candidates in document format. The Candidate Pack was also issued to candidates following completion of their Online Information Session. Particular attention should be given to the notes sections within these documents, which contain additional explanatory information relevant to the recruitment process.

Please note that these documents reflect the recruitment campaign in place at the time they were issued, with the last sessions being delivered in September 2025. Since then, the recruitment process has closed and is currently under review. Consequently, the attached materials are no longer current and should not be regarded as representing future recruitment processes. Updated documentation and information resources will be developed for the next recruitment campaign.

As part of the application process, applicants were required to respond "Yes" or "No" to the following statement:

"I understand that I will be exposed to distressing situations, including fatalities and injured bodies."

Applicants were also asked during the interview stage to discuss strategies they use to maintain their psychological wellbeing. Personal resilience, defined as an individual's ability to manage stress and challenges, was assessed during the Assessment Centre stage of the recruitment process. In addition, psychological resilience, emotional readiness, and an applicant's ability to cope with traumatic incidents were considered during the medical assessment stage.

Information regarding the wellbeing support available to applicants is also provided within the attached documentation.

Questions 5 and 6

The London Fire Brigade holds information within the scope of your request. However, the full training presentation materials are exempt from disclosure under [section 43\(2\) of the Freedom of Information Act 2000 \(Commercial Interests\)](#).

The requested presentations form part of the Brigade's training and development programme. They contain detailed training content, course structures, learning methodologies, facilitation techniques, psychological preparedness models and supporting resources developed by the Brigade and, in some cases, with input from specialist third-party providers. These materials derive value from their controlled use within a structured learning environment.

Disclosure under the Freedom of Information Act is effectively disclosure to the world at large. Release of the full presentations would place detailed training content into the public domain, enabling unrestricted use, reproduction, adaptation or redistribution by other organisations without the costs associated with designing, developing, testing and maintaining equivalent training products. This would be likely to diminish the value of the materials and prejudice the commercial interests of the London Fire Brigade and any third parties involved in their development.

Disclosure would also be likely to prejudice the Brigade's commercial interests in relation to the future procurement, commissioning and development of training products. Organisations and specialists engaged in producing training materials may be less willing to provide proprietary content where there is a reasonable expectation that such material could subsequently be disclosed into the public domain. This could adversely affect the Brigade's ability to obtain specialist training resources on favourable terms and could increase future development costs.

CTS Induction Presentation 2025 FFD Part 1 ESTIP Revision

This presentation introduces the Counselling and Trauma Service (CTS) and the wellbeing support available to Firefighters on Development (FFDs). It covers stress and anxiety awareness, recognising signs of reduced wellbeing, self-awareness, resilience and self-care strategies, whilst encouraging early intervention and the use of appropriate support services.

CTS Induction Presentation 2025 FFD Part 2

This presentation focuses on psychological preparedness for operational firefighting. Topics include trauma awareness, common responses to traumatic incidents, post-traumatic stress disorder (PTSD), resilience, and techniques for managing stress. The presentation also outlines support mechanisms available following operational incidents.

CTS Induction Presentation 2024 FFD (2)

This presentation provides an overview of the Counselling and Trauma Service, stress and trauma awareness, wellbeing, resilience and self-care. It examines the psychological impact of operational incidents and highlights the support available to firefighters to help maintain their mental health and wellbeing.

CTS Presentation

This presentation introduces the support available through the Counselling and Trauma Service and promotes awareness of stress, anxiety, burnout and trauma. It emphasises the importance of self-care, resilience, recognising signs of poor wellbeing, and accessing support when required.

Psychological Preparedness

This presentation prepares Firefighters on Development for exposure to traumatic incidents and explains common psychological responses, including stress and PTSD. It provides practical strategies to build resilience and manage wellbeing before, during and after operational incidents.

Transition to Station

This presentation prepares trainees for life at station by outlining professional expectations, available support mechanisms, and the requirements of the Level 3 Operational Firefighter Apprenticeship. It explains the pathway from trainee firefighter to competent firefighter status.

Collectively, these presentations are designed to prepare Firefighters on Development for the psychological and professional demands of operational service. They promote wellbeing, resilience, trauma awareness, professional standards, and provide an overview of the support available throughout a firefighter's development and career.

Accordingly, while summary information has been provided where possible, the full presentation materials are withheld under [section 43\(2\) of the Freedom of Information Act 2000 \(Commercial Interests\)](#).

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request on our website: <https://www.london-fire.gov.uk/about-us/transparency/request-information-from-us/>



Information Session Slide deck



Please ensure you study all the notes on the slides as well as the links provided.

LFB values

SERVICE

We put the
public first

#We Are LFB

INTEGRITY

We act
with **honesty**

#We Are LFB

TEAMWORK

We work **together**
and include
everyone

#We Are LFB

EQUITY

We treat everyone
fairly according to
their **needs**

#We Are LFB

COURAGE

We **step up** to
the challenge

#We Are LFB

LEARNING

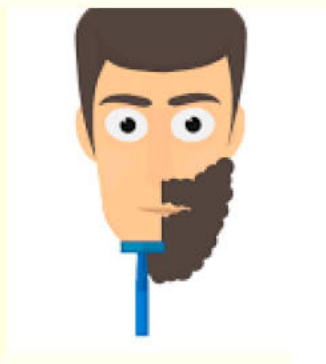
We listen so that
we can **improve**

#We Are LFB

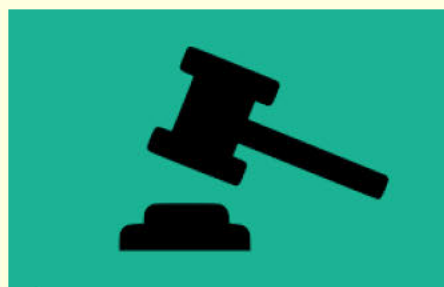
Essential criteria to apply



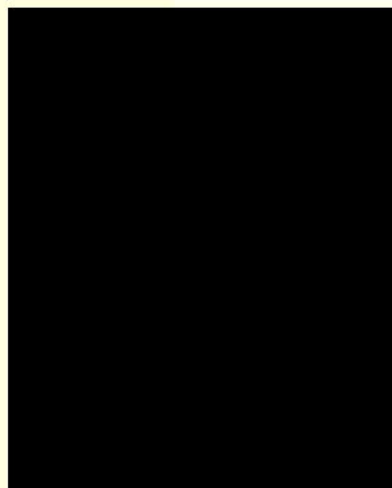
**Right to work
in UK**



**Clean
Shaven**



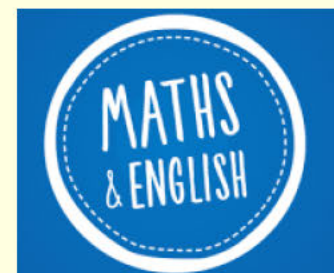
**Free from unspent
criminal convictions**



**UK/EU
driving
license**



**Over 17.5 years
old**



**Ability to work at
GCSE 4-9 / C level**

Protecting the London we love



Trust

Believe that when they need us, we will be there and do the best job we can

Protect

Keeping communities safe prior, during and after an emergency, when they are at their most vulnerable or at risk

Serve

Always have our communities best interest at heart and do the right thing at all times

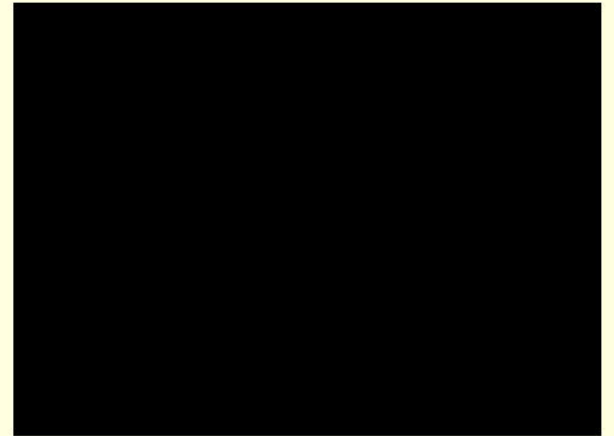
Is this the career for you?



I am friendly, professional and will proactively interact with, and make the effort to learn about the different communities of London



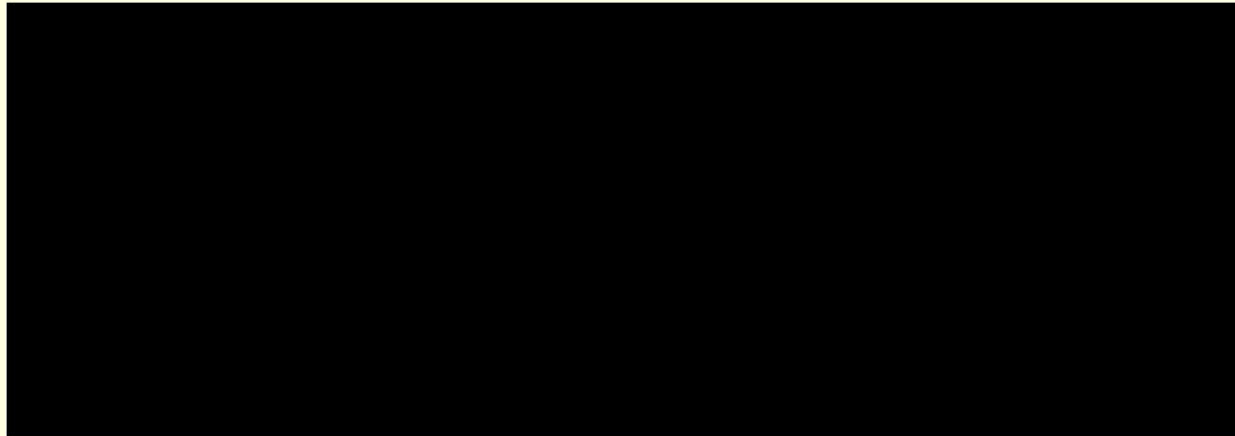
I am prepared to drive the fire appliance (truck)



I can work at height, in confined/dark spaces and with water

Is this the career for you?

- ✓ I would like to be part of a uniformed, disciplined service
- ✓ I can be responsible and complete my work as expected
- ✓ I am willing to be given and follow instructions from an officer in charge (commands shouted at me)



Is this the career for you?



- ✓ I am prepared to work in all weathers, dirty/unpleasant conditions and at any time of the day or night, under great pressure

- ✓ I have the tools to cope with distressing/traumatic situations I may face such as fatalities & will ask for support if I need it
- ✓ I can remain calm and put people at ease during stressful situations



Is this the career for you?



- I like practical work, where every day you learn something new
- I can be flexible and adapt to changing situations
- Problem solve under pressure
- I am a team player and support others

Is this career for you?

- ✓ I am self-motivated to learn, study and continuously develop
- ✓ I am prepared to work in an environment that isn't always busy with emergencies and use this proactively



For you to carefully consider....

- ✓ **Declare learning needs to the recruitment team**
 - ✓ **Workplace adjustments**
 - ✓ **Learning Support Advisors**
 - ✓ **Provision of equipment under Access to Work scheme**
- Become easily distracted and find it difficult to concentrate
 - Find it difficult to remember information- 4/5 instructions (short term memory)
 - Respond badly to loud noises, bright lights, extreme temperatures, smells, chaos or changing situations (can you think on your feet?)
 - Have poor spatial awareness/ difficulty following directions or instructions/ confuse your left and right, mix letters & numbers
 - Difficulty working with your hands
 - Find it hard to listen to, understand and act on information given immediately and under pressure



What we love about the job...

**Excitement of
using your
training to
attend an
operational
incident**

**Being part
of a close
knit team-
like family**

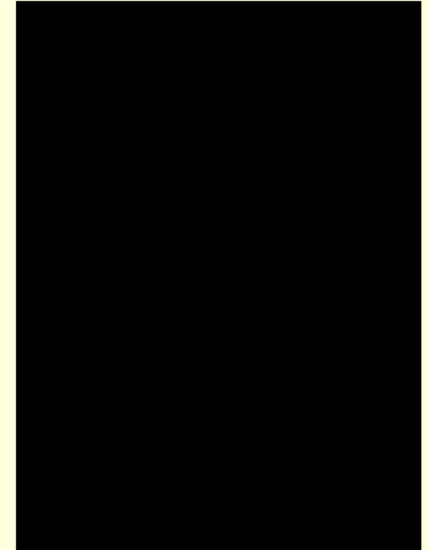
**Every day is
new and
unpredictable-
I am learning
all the time**

**Just as
rewarding
putting smoke
alarm up and
talking to an
elderly person
who lives alone**

**Helping
people on
their
worst day**

**Feel pride
and my
family are
proud**

**Training in
interesting
buildings**



'The challenges in the job'

**Don't always
get along with
the people you
work
with/banter
goes too far**

**Quiet
periods at
station when
there are
few call outs
can feel
boring**

**Sometimes
having to
work holidays
and special
occasions**

**Don't always
get leave when
you want it,
especially
during the
summer**

**Sometimes
managing
members of
the public can
be difficult or
refuse our
help**

**Having to
work the
night shift**

**Fatal
incidents,
when you feel
like you wish
you could
have done
more**

**Dealing
with and
body
retrieval**

What do Firefighters do?

Day-to-day risks

On average, we attend nearly 300 incidents across London each day. The highest of these day-to-day risks which we regularly respond to are:



Road traffic collisions



Outdoor fire near urban areas



Fires in the home



Fires in large public and commercial buildings

Extraordinary risks

On occasions, London experiences a major incident. These extraordinary events can cause major loss of life and disruption and place significant strain on the emergency services. Londoners told us that they are particularly concerned about these. The major incidents we must prepare for are:



Terror-related



Influenza-type pandemic



Major fires



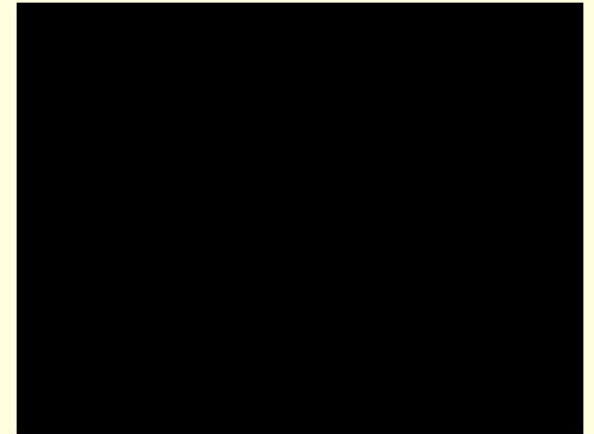
Urban flooding

What do Firefighters do?

PREVENT AND PROTECT

When not responding to emergencies:

- Home Fire Safety Visits
- Prevention work with young people
- Prevention work with at risk groups
- Community Events
- Fire Safety Checks – flats & commercial
- Hydrant Inspections



Typical Day shift on Station

9:30 Start &
Roll Call

9:50 Equipment
checks & maintenance

10:30 Office work

11:30
Drills/Training

13:00 lunch

14:00 Community work

16:00 Gym

17:00 Dinner
20:00 Finish

Typical Day shift on Station



Shift system on station

Can allow for work life balance, family responsibilities or study

Day 1	Day 2	Night 1	Night 2	Off	Off	Off	Off
09:30 20:00	09:30 20:00	20:00 09:30	20:00 - 09:30	Duty Day 1	Duty Day 2	Duty Day 3	Duty Day 4

- You cannot take days off at the last minute (unless emergency) - shift are structured to keep London safe at all times
- You can request time off in advance
- Can be posted to cover another station for the day (without notice)
- Might finish late if at an incident

Salary and progression

Trainee Apprentice(15wks)

Apprentice at station

Competent Firefighter

Leading Firefighter

Sub Officer

Station Officer

Station Commander

Group Commander

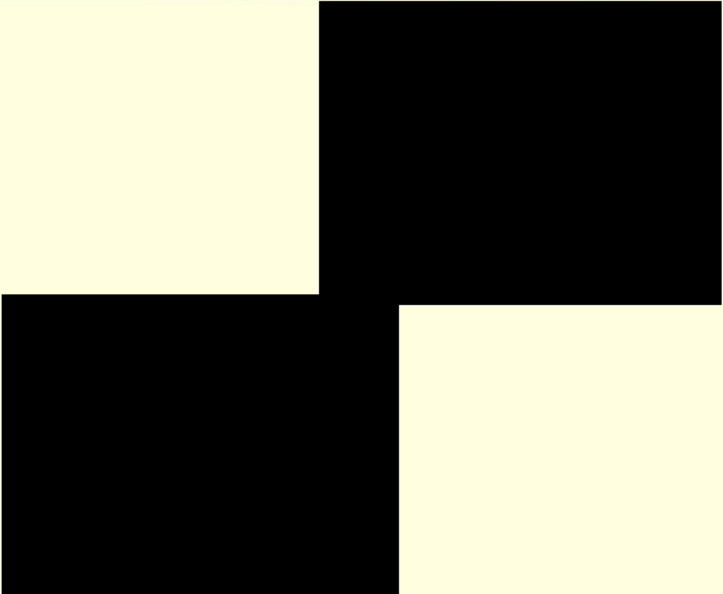


**You earn
as you
learn!**

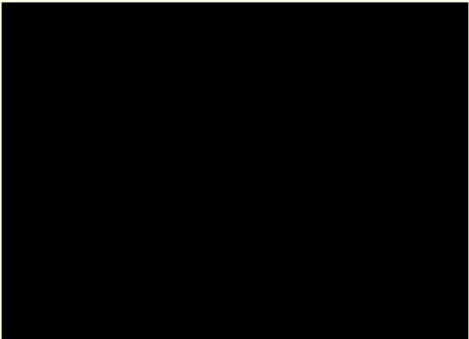
Minimum 18 months

Some other career opportunities

- **Urban Search & Rescue:** Locate, extricate and provide medical treatment to victims trapped by structural collapse
- **Fire Investigation:** Determine the origin and cause after firefighters have extinguished a fire



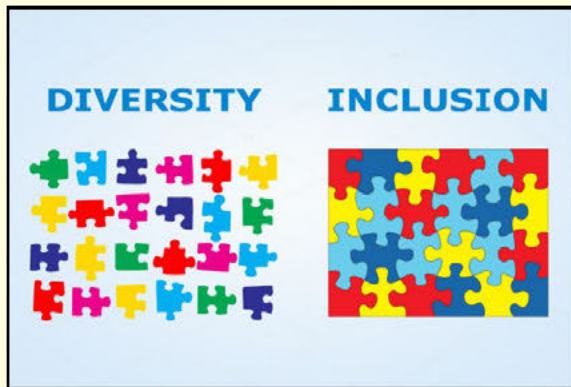
•**Regulatory Fire Safety:** Enforce fire safety regulation in workplaces, schools and public spaces



•**Technical Rescue Teams:** Specialist trained in areas such as line or water rescue

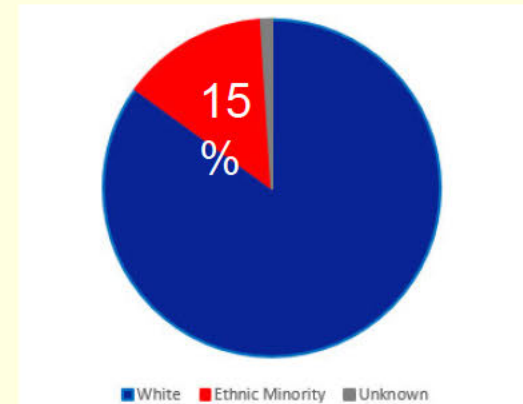
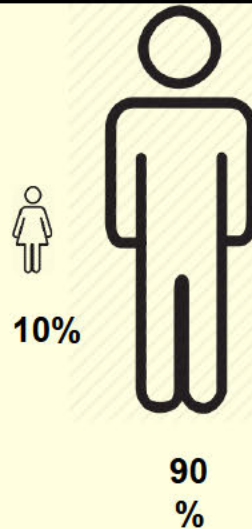
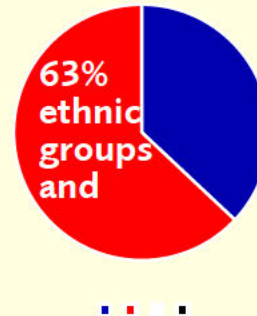
Respecting and accepting people's differences

Are you able to value people's differences, and make people feel included?



- <https://www.youtube.com/watch?v=2g88Ju6nkcq>
- https://www.youtube.com/watch?v=8QuAok_Xiyg
- <https://www.youtube.com/watch?v=XisFCRrQivU>

Diversity in London and the LFB



Sources: *Approx 2022 Census and 2022 LFB

Health and wellbeing support

Mental Health Support Group

colleagues will also be able to provide other information sources specific to mental health

Mental Health First Aiders

are trained volunteers who you can talk to about any mental health matter that you are concerned about.



The Counselling and Trauma Service (CTS)

provides professionally accredited counselling to all operational and non-operational staff to help with your psychological well-being.



Benefits of working for the LFB



Outreach Programme – Outreach Team

Stage 1 – Attended Attraction Event



Stage 2 – Register your interest (QR Code)



Stage 3 – Attend an Online information session



Stage 4 – Complete Eligibility Form

Stage 5 – Experience Day at Station

Stage 6 - SIFT

Voluntary
Workshops

Formal Recruitment Process starts

Selection Process – Recruitment Team

Formal Recruitment Process starts

Stage 1 – Application Form (name and contact details)

Stage 2 - Online Tests

Stage 3 - Interview, Role play and Written

Stage 4 - Work Related Physical Tests

Stage 5 - Medical & References& DBS

Apprenticeship training (15 weeks)

6 Months
(approx.)

Knowledge



- Awareness of the fire and rescue service and what it does
- Has an **understanding of the firefighter role** from work in the community, station life to the types of operational incidents firefighters respond to.

Skills and behaviours we are looking for



**Welcoming, respecting and
valuing differences in others**



Togetherness
Teamwork



Accountability
Professional,
responsible, self
disciplined



People Skills
Compassion,
Empathy



**Commitment to
learn and develop
yourself**



Problem Solving



Resilience
Grit, cope with and
recover from stress



Communication

Technical abilities we need for this role



**Accurate
memory
recall of
information**



**Read, write and
understand
information**



**Mental Math
Skills**



**Work at
Height**



**Confin
ed
Spaces**



**Dexterity
Work with
hands**



**Strength and
Aerobic ability**

Online Tests

Timed SHL Online tests taken at home

1. **Verbal Reasoning Test** (Reading/Comprehension)
2. **Calculation Test** (addition/subtraction/multiplication/division)

Comparable to English and Maths GCSE grade A to C

Speed and accuracy tests – PRACTICE helps, start revising !

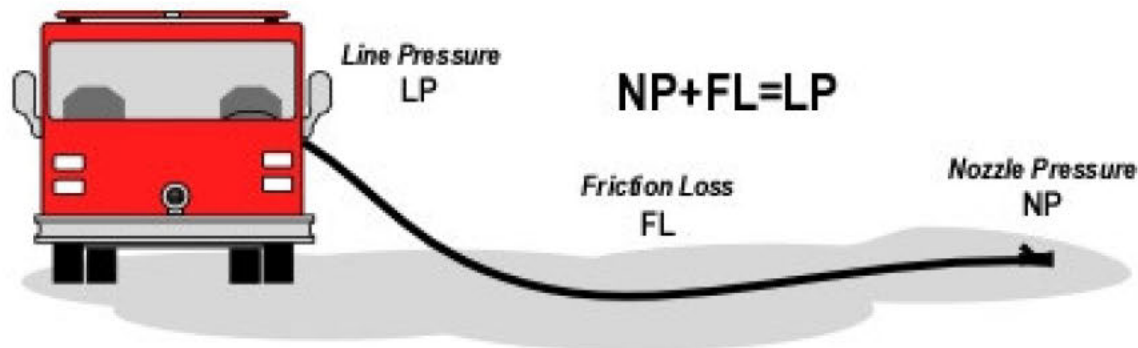
English and Maths skills will also be required for the apprenticeship

Why we test Calculation/Math

Example 1: Frictional Loss

Calculation of frictional loss is a common task for firefighters when pumping water at an incident. The more hose used, the higher the amount of frictional loss, which results in loss of water pressure.

Pressures and flow rates that are too low will be insufficient to control the fire and put crews at risk, while pressures and flow rates too high create a number other hazards. It is the responsibility of the pump operator to make these calculations quickly at fire incidents.



Why we test Calculation/Math

Example 2: Oxygen Supply

Breathing apparatus (BA) is a key piece of equipment for firefighters. It consists of an oxygen cylinder and a mask that securely covers the whole face.

Firefighters using BA at an incident must constantly calculate how much air they're using and how much air it will take them to exit the incident. These calculations vary depending on how hot the fire is, and how hard they're working. Firefighters must make these calculations quickly and accurately under pressure.

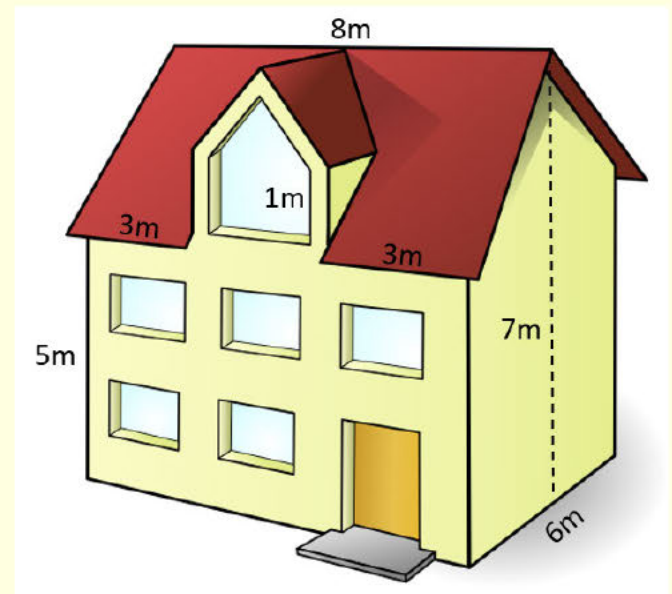


Why we test reading/ understanding information accurately

Example: Incident Messages

Firefighters have to compose and understand messages that are being sent to and from the incident ground to our control centre. These messages must be composed in a specific format i.e.

“From at; detached house of two floors, 8 by 6 metres; 20 % of 1st floor alight; two persons involved on 1st floor level; building being searched by BA teams; 2 jets, , TIC, BA in use; tactical mode Oscar.”



Preparation

How can I prepare?

- **English** - Read different newspapers, books, instruction manuals, practice skim reading, answering quizzes on texts/paragraphs of information
- **Calculation** – puzzles, Sudoku, online GCSE maths revision sites (BBC Bitesize) or from a library, practice basic calculations - Multiplication, addition, division, subtraction
- Practice timed tests online - do not pay!
- Practice with friends/family against the clock

Calculation test

Calculations Practice: What number does the ? Stand for

- $14 + 8 - ? = 17$
- $314 \times 2 \div ? = 157$
- $(91 - ?) \times 3 = 147$

Answers: 5 , 4, 42

You can use a calculator

Verbal Reasoning test

Read the passage and answer the associated questions

Psychotherapists recognise that the law is generally in place to uphold client-therapist confidentiality. However, there are situations that may occur where the therapist is under obligation to break that confidence. This obligation can vary depending upon where the therapist is practising and it may occur as a result of their employment contract or of the law. Where such an issue does occur, the therapist is expected to firstly try and discuss the presenting issue with their client; however, in situations where the factors under consideration are particularly urgent, it is accepted that this cannot always be the case.

Legitimate breaches of confidentiality relate to circumstances where the information the client has shared relates to acts of terrorism; information of this nature must be reported. There are other circumstances where breaching confidentiality may be considered legitimate, for example, in the case of serious crime or suspected child abuse. Individual employers and independent therapists have their own boundaries but must agree this contractually with their client at the outset of the therapeutic relationship.

Question 1

Being obliged to break confidentiality in a therapeutic relationship is always a direct result of the law.

- ☐ True
- ☐ False
- ☐ Cannot Tell

[Show the solution](#)

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Verbal Reasoning - answer

Read the passage and answer the associated questions

Psychotherapists recognise that the law is generally in place to uphold client-therapist confidentiality. However, there are situations that may occur where the therapist is under obligation to break that confidence. This obligation can vary depending upon where the therapist is practising and it may occur as a result of their employment contract or of the law. Where such an issue does occur, the therapist is expected to firstly try and discuss the presenting issue with their client; however, in situations where the factors under consideration are particularly urgent, it is accepted that this cannot always be the case.

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Question 1

Being obliged to break confidentiality in a therapeutic relationship is always a direct result of the law.

- ☐ True
- ☒ False
- ☐ Cannot Tell

Solution

The law is one reason why someone would have to break confidentiality, but their employment contract is another reason why this could occur. ‘..and it may occur as a result of their employment contract or of the law.’

Practice – Suggested Materials

SHL practice tests:

<https://www.shldirect.com/en/practice-tests>

<https://www.testpartnership.com/free/verbal/1/>

<https://www.jobtestprep.co.uk/free-shl-verbal-test>

There are more free tests online if you google 'verbal reasoning and calculation tests'

Interview

What do you think makes a good first impression at an interview with a uniformed, professional service?

Stage 5 – Physical Tests

Day 1

- Chester Treadmill Test

Day 2

- Ladder Climb & Leg Lock
- 55kg Casualty Drag (30m)
- Equipment Assembly
- Ladder Lift (25kg to 190cm)
- Enclosed Space
- 25m Equipment Carry & up to 35KG weight

You must maintain your high standards of fitness throughout your whole career

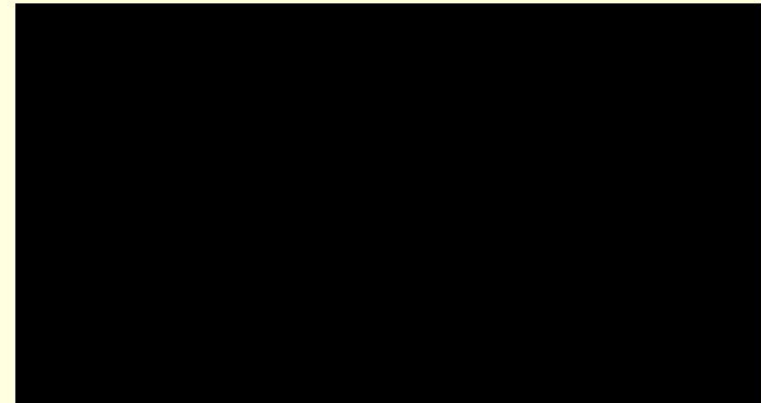


Apprenticeship Training

15 weeks of intense Training

1. **Theory learning** (2 weeks) - Barking
2. **11 weeks** - At training school, venues across London Beckton, Plaistow, Park Royal and Harrow (this has been implemented from 01/04/2026 subject to change in future).
3. **Pre-station preparation** (2 weeks) - Barking

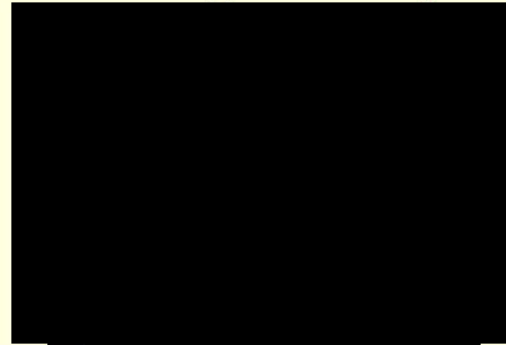
Apprenticeship is then continued and completed at a fire station (approx 18 months)



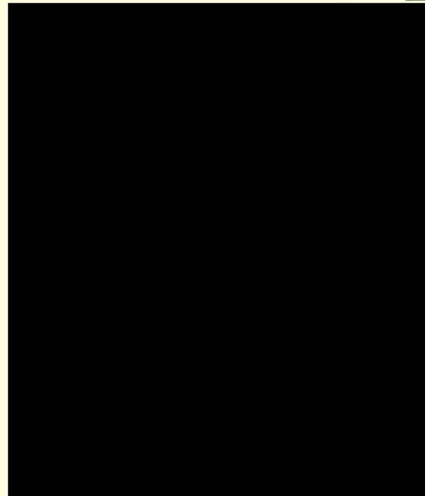
Apprenticeship Training



What to expect at training school (15 weeks)



**Challenging,
fast pace
learning**



**Great sense of
accomplishment &
pride at the end**

Physical Fitness At Training School

Firefighting is a physically demanding occupation, and it is essential that operational staff have sufficient levels of fitness to enable them to carry out their roles safely and effectively

During the 15 week schedule you will take part in and be expected to achieve at least 1 of the 3 VO2 max fitness tests

This is the expected level of fitness for a firefighter and once you are station based this will be monitored by annual fitness testing

The 3 tests are:

Chester Treadmill Test

BLEEP test to level 8.8+

1.5 mile run in 12mins 25secs or less

More information & detail will be provided to you when you begin
Phase 1 at Barking Training Centre

Support Groups

Disability Working Group

There are a number of support groups at LFB. These groups support and celebrate the diversity of our staff.

Women in the Fire Service

Asian Fire Service Association

FAIRNESS

Menopause Action Group

Parent and Carers Group

LGBT+
Sexual Orientation and Gender Identity / Expression

Emerald Society (Irish)

Associate Friends (FBU Members)

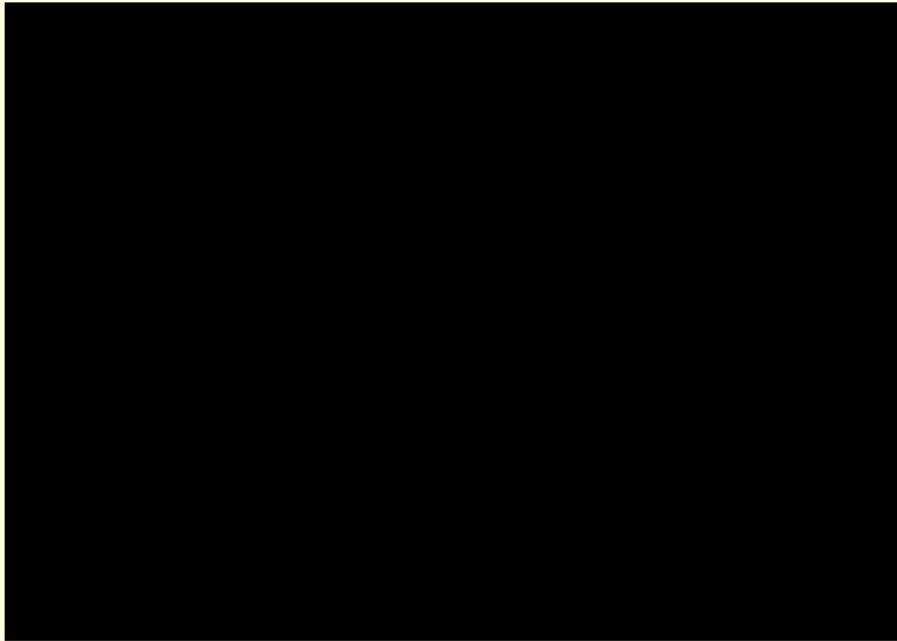
Black & Ethnic Minority Members (B&EMM)	Women Advisory Committee (WAC)
The FBU affiliated Black and Ethnic Minority Members network, provides support, advice and guidance for operational BAME staff, and influences local and national policy on BAME issues by working closely with communities and outside organisations with a vested interest in cultivating race equality.	The FBU affiliated Women's Advisory Committee provides a network of operational women from across LFB, organises events, campaigns and initiatives relating to gender equality, and provides support, guidance and advice.

Posting to Station

- Continue your learning on the job as an apprentice firefighter
- Can request your preferences for placement – not guaranteed
- Working shift/same team every time you are on duty



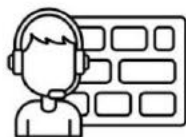
Are you ready to:



- Love London and commit to caring for, protecting and interacting with all its diverse communities (not just at emergencies)
- Intensive 15 week training programme and apprenticeship, and continuous learning throughout your career
- Being a role model and representing the fire brigade in a positive manner both during work **and** when you are off duty (No drugs/alcohol)
- Work a structured shift system
- Use your time proactively during periods of quiet time to study, practice drills and complete your apprenticeship work

Non Operational roles

Non Operational Roles



Control



Finance



HR



Community Safety



IT



Education Team



Fire Safety



Public Affairs



Law

For information go to the LFB website: www.london-fire.gov.uk

Volunteering Opportunities

If you're interested in working with young people, and gaining more knowledge of the fire service, you can apply to volunteer for the brigades Cadet programme



<https://www.london-fire.gov.uk/community/young-people/fire-cadets/>

Don't just stop here – KEEP LEARNING

- LFB website, Instagram, Twitter, Facebook
- Visit a fire station
- Are you clear about the types of incidents firefighters go to and their role?

<https://www.london-fire.gov.uk/about-us/services-and-facilities/techniques-and-procedures/>

- Learn about our fire safety messages to the community on the LFB website and find out about our Home Fire Safety Visit service <https://www.london-fire.gov.uk/safety/the-home/>
- Revise the information in this presentation
- Background reading about incidents

<https://data.london.gov.uk/dataset/lfb-fires-in-london-1966-2019---fire-facts>

Culture and Brigade

<https://www.london-fire.gov.uk/about-us/independent-culture-review/>

What's next?

- Read through all the information we have sent you and then let us know if you would like to apply. We would appreciate if you could fill in the feedback form on the link sent as well !
- We will remain in touch with those interested in applying and keep you updated on when recruitment is opening

13 Support

Wellbeing

It is important you feel safe and supported with all your wellbeing needs as an employee of the Fire Brigade. We have several ways in which we can support your physical and mental wellbeing, as well as ensuring you feel integrated into your new place of work.

These include:

- Dedicated **FFD Welfare and Support Team** to provide personal welfare support to you through the whole of your apprenticeship, from training to station. If you feel isolated, or not sure who to talk to about an issue, give the team a call for advice and support.
ffdwelfare@london-fire.gov.uk or [REDACTED]
- **Occupational Health Service** offering physiotherapy and wellbeing screening
wellbeingmedicalteam@london-fire.gov.uk
- **Fitness Advisors** who can offer support and advice on physical fitness and nutrition
fitnessadvisors@london-fire.gov.uk
- **Counselling and Trauma Service** run by Professional Accredited counsellors for individuals or couples. You may have issues at work, be impacted by an operational incident (i.e. fatality) or have problems at home which are affecting your wellbeing. You can access this confidential service without cost.
counselling@london-fire.gov.uk or call 020 8555 1200 ext.35555 during office hours 8.30 am – 4.30 pm or call ext 50208 and ask to speak to the Duty Counsellor if you need to urgently speak to a member of the team.
- **PAM Wellness** deliver an Employee Assistance Programme (EAP) which is designed to help you navigate both the emotional and practical sides of life. The service is completely confidential. You and your immediate family members can access the service 24 hours a day, 365 days a year. Call 0800 882 4102 or access the PAM Wellness App, which includes a live chat function, by searching 'PAM Wellness' on Hotwire.
- **Mental Health First Aiders** are your peers across the Brigade who are there to offer help, be it developing a mental health problem or having an existing mental health issue escalate into a mental health crisis.
LFBMHFA@london-fire.gov.uk
- **Equality Support Groups (ESG)** celebrate the diversity of our staff and can provide networks and advice for a range of situations. For example, Parents and Carers, Domestic Violence, Menopause, Disability and neurodiverse support. Search Hotwire to learn more or to contact a specific group you are interested in.
- **Fire Brigade Union (FBU)** can be joined and they will provide you with representation and support, if required, as well as campaign for improvements to the service. There is also an FBU affiliated **Black and Ethnic Minority Members (BEMM)** network, **Women Advisory Committee (WAC)** or **LGBTQ+** network of support. They can offer advice and guidance for operational Women, Ethnic Minority staff and those from the LGBTQ+ community. www.fbu.org.uk
- **The Fire Fighters Charity** is there for all members of the fire service community. The charity assists fire fighters, Control and FRS staff and their families by providing: Bereavement support, Rehabilitation and physiotherapy, Nursing and psychological support services. Email services@firefighterscharity.org.uk or call 0800 389 8820 (Monday – Friday 9am to 5pm). Crisis line: 0300 373 0896 (24/7).
www.firefighterscharity.org.uk
- payforms@london-fire.gov.uk – Please use this email address for any pay related queries, to send your P45 or P60 forms and to request a copy of your monthly payslip.