Welcome to the second newsletter from the Emergency Services Research Unit (ESRU) at Nottingham Trent University. This newsletter is produced annually in order to provide regular updates on ESRU activities.
The Emergency Services Research Unit was established almost a decade ago in the Division of Psychology at Nottingham Trent University. From that initial psychological focus our interests, and membership, have grown substantially diversifying into many other disciplines and cross-disciplinary areas. ESRU now has a core membership which spans the College of Business, Law and Social Sciences and an associate membership which is drawn from across the entire University. We also have external associate members drawn from a variety of areas of practice. Our mission is to conduct high quality research into the issues faced by the emergency services, their personnel and by all those who are affected by emergencies. Our message to the emergency services is “Bring us your problems” and if and when you do then we will find ways to help you with these. We do this through the conduction and application of high quality research in order to provide you with solutions and an evidence base for future policy actions.
Welcome

ESRU, although primarily based in the Division of Psychology, is a multidisciplinary research Unit containing academics from across Nottingham Trent University.

It has been a busy time since our last newsletter. Large projects have to come to an end – only to be replaced with new ones. A major new conference was initiated by ESRU; alongside an important new emergencies related award (for which we hope we will receive many nominations before it is next awarded in 2014). The International Journal of Emergency Services launched to great acclaim and the second issue of the second volume will soon be published. Preparations for the Research Exercise Framework are well under way bringing research into ever sharper focus - but we haven’t lost sight of maintaining our excellence in teaching alongside our research focus. As well as these large scale research activities ESRU members have also continued to publish and to present, not only at academic conferences but also direct to the emergency services at their conferences and at trade shows. We have also conducted consultancy activities for a number of emergency services and related organisations. A busy time indeed - but then we like to be busy.

In our second newsletter we have tried to cover as much of our news as possible but inevitably we are only skimming the surface of our activities. In this issue, rather than just bombarding you with snippets of our news we have also included some longer pieces of writing, in order to give a fuller flavour of some of our research activities. This is a significant change from our last newsletter and we would welcome feedback as to whether these longer pieces are useful to our readers. As ever please do not hesitate to contact us if you would like further information about any of the activities reported in this newsletter, or if you would like to discuss beginning a new relationship with us in any area of emergency services working.

Viv Brunsden

Director, Emergency Services Research Unit

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A Special Sort of Student

The School of Social Sciences at NTU has set up a scheme jointly with Nottinghamshire Police. This provides interested students with the opportunity to become a Special Constable whilst completing their degree studies. Here Harriet Gould, who has recently graduated with BSc (Hons) Psychology and who participated in the scheme, writes about her experiences.

Harriet said: "Unlike many other Specials, taking on this role whilst studying was never about becoming a regular for me. Instead, it was an opportunity to gain hands on experience with individuals who I had only ever encountered in psychology textbooks and journal articles. The nature of psychology is very personal and as much as learning about it and talking about it is important, nothing will ever prepare you better for working with individuals in every situation as becoming a Special.

"In my year as a Special Constable, working in a response role, I have been fortunate or unfortunate enough (whichever way you wish to look at it) to deal with the most diverse and challenging situations imaginable. From car accidents, fights to neighbourhood disputes, I have seen more than I could ever have imagined. Although family members and friends were initially concerned about the situations I would be in and how this might change me as a person, I only have positive reflections on the work I do. I have seen first-hand, the difficulties that members of our society face and the struggles that people are asked to cope with every day of their lives. I feel privileged that I have been able to share these intimate details with others and that I have often been looked upon for support and guidance. Whilst I joined as a Special Constable to gain valuable experience which would help later down the line professionally it has a much stronger personal meaning to me now. I have an increased interest in society and the issues that are faced by our communities.

Becoming a Special Constable has allowed me a chance to remove myself from student life for a few hours each week and take on the most incredible responsibility. This has opened my eyes to how difficult life is for many in our communities. Although I have always wanted to work in the psychology field, with people in difficult circumstances, I have always questioned whether I am ‘tough’ enough to cope with the difficulties and personal nature of this type of work. However, the experiences I have had during my work as a Special Constable, have given me confidence that people of all personality types and backgrounds can find a way to respond and cope with any difficulties they face, whether that difficulty is personal or professional.

“When I first undertook this role I was told to be prepared for the unofficial ranking system which resides within the police service, and that Special Constables are regarded as being at the bottom of this ‘food chain’. However, in my experience I have never been treated any differently from the regular officers and have always felt appreciated and valued. In the current economy, police numbers are at an all-time low and I am continuously told that without Special Constables they would be even more stretched than they already are.

“I view my role not only as useful for developing my own skills and experience but also as a support system to the regular officer I patrol with. With increasing workloads, extensive paper work and unsociable hours there is no doubt that being a regular police officer is a difficult and highly demanding job.

“However, the presence of Special Constables can alleviate some of these pressures by providing an extra pair of hands to reduce the pressures that the regular officers face. When my partner is conducting interviews and taking witness statements (two aspects of the job that a Special cannot do) I have strived to be useful in any way I can. Whether that is by completing paper work, making extra enquiries or even making my colleagues a cup of tea, any little effort seems to help and to provide some much needed support.
“At times morale within the police service can seem low. The sheer range of incidents they attend and the danger that they put themselves in to help others often goes unrecognised; whereas any small mistake can receive disproportionate media coverage. Special Constables who work on average nine hours a week are able to provide a fresh perspective unaffected by organisational frustrations. I would like to think that this, coupled with our energy and passion and our appreciation of the value of the regular officers’ efforts, helps to boost morale across the service.

“Becoming a Special Constable has also inspired my own research. For my final year project I researched the experiences of Special Constables. It is well documented within the psychological literature that working within the police service is particularly stressful. In the literature, police work has been linked to issues such as post-traumatic stress disorder, substance abuse and divorce. My personal experiences made me realise that Special Constables could face many of the same pressures that regular officers face but also that the role’s inherent difference might add further stresses; or alternatively might actually buffer against stress. There are less than a handful of studies which have attempted to understand Special Constables experiences or to consider how this population can be effectively managed. Given that Special Constables make up such a large proportion of the UK’s police service, it is vitally important that significantly more academic interest is paid to this population. This is needed in order to understand the challenges and experiences of this group and to ensure that they are utilised in the most effective way possible.

“Personally, despite the stressful and traumatic nature of the job, I have no doubt that I have grown from the difficulties I have faced and this was echoed in the findings of my own qualitative research with Special Constables. This suggested that although Special Constables do feel that there are aspects of their role which are difficult, the participants each reported a wide range of positive outcomes which they felt were a direct consequence of the work they did. This has been found in the psychological literature in other domains where personal growth has been found to stem from adversity, but is a novel finding with regard to this particular population of Special Constables. I hope that more research will consider Special Constables in the future – and also some of the other currently under-researched roles that support the Police; for example, Community Support Officers, Control staff etc.

Being a Special Constable has been a fantastic experience and one that I would recommend to others. The rewards far outweigh the challenges and it has been a privilege to fulfil the role.”
**Breaking News! Student Prizes**

As we went to press we heard that Harriet had been awarded the *Science of People at Work Award* sponsored by Framework Business Consultancy Limited; for her undergraduate research into the experiences of Special Constables and for her considerations of the resulting implications for police management practices.

Other graduates from the Division of Psychology at NTU who were awarded undergraduate prizes, relevant to emergency services research, were:

- **Nicola Preston** who received the *Inspiring Safer Communities Award* sponsored by Nottinghamshire Fire and Rescue Service; for her research into blame attribution and ways in which trust could be built between emergency service personnel.
- **Alice Hollamby** who received the *Quality of Life Enhancement Award* sponsored by the Fire Fighter’s Charity; for her research into the role of personality and auditory stimulation in facilitation of the rubber hand illusion, considering the meaning of findings for those who had experienced serious injuries and needed prostheses.
- **Antony Gadsby** who received the *Inspiring Change through Development Award* sponsored by Pavilion Publishing; for his research into how youth offending practitioners interact with their service users.
- **Abigail Newsham** who received the *Contribution to Rehabilitation and Integration Award* sponsored by HMP Whatton; for her research into ex-offenders beliefs of community perceptions and post-prison attitudes to reintegration and rehabilitation.

Huge congratulations to all our undergraduate prize winners. Despite their student status they have produced an impressive body of research of genuine relevance to the emergency services.

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**Relevant Masters courses**

A number of full-time and part-time Masters degrees are run in the Division of Psychology which, whilst perhaps not relevant to those working in operational areas of the emergency services, may still have relevance for those working in other areas of these organisations (for example, trauma support, occupational health) or in organisations related to the emergency services (for example, prisons, hospitals, charities).

- MSc Psychological Well-being and Mental Health
- MSc Forensic Mental Health
- MSc Forensic Psychology

For further information please visit the course’s website at [www.ntu.ac.uk/S3postgraduate](http://www.ntu.ac.uk/S3postgraduate)
Knowledge Transfer Partnership ends – but the relationship continues!

The KTP with Nottinghamshire Fire and Rescue Service (NFRS) has come to an end – but it has laid a firm foundation for the ongoing collaborative relationship between NFRS and ESRU. We are now exploring a host of ways in which we can continue working together. The report received a respectable rating of ‘very good’ from the Technology Strategy Board who evaluate all KTP projects.

Practical outputs from the project include an evaluation toolkit and an invaluable document offering guidance on the legalities of, and possibilities for, information sharing. These are available from NFRS on request. In addition academic outputs are continuing to be developed with the first publication occurring in the journal Safer Communities. A second publication is currently being drafted for submission to a psychology journal and other articles will then follow. Tom Simpson, the Associate who worked on the project, will also be continuing his relationship with both NFRS and ESRU (see more about this later!)

ESRU at the Emergency Services Show

ESRU is exhibited at the Emergency Services Show on the 25th and 26th September 2013 at the NEC in Birmingham (see http://www.emergencyuk.com/). As well as displaying research outputs they took part in many discussions with the emergency services. Our work is always intended to be responsive to the services needs and so events like this are extremely important to us; as it is only through continued dialogue that we keep our attention focussed on the issues that the services themselves want to see researched.

Teaching Focus:
Disaster and the Social World

This module runs in the final year of the BA (Hons) Sociology degree. Jeff Goatcher developed the module because of his own research interests and because of the potential that the area of disaster offers for synthesis of the students’ wider studies. The module address concepts of social vulnerability as a cause of disaster rather than these stemming solely from meteorological or geological phenomena. As well as this the students address issues of disaster response and recovery in a global as well as local setting.

A feature of particular interest to the students is the regular guest lecturers that the module attracts. In the past these have included lectures from serving firefighters, emergency planners, international aid workers and Government advisers. The use of guest lecturers keeps the module current and also enables students to engage with academic materials taking into account more applied perspectives. For example, in 2013-14 students will have the opportunity to participate in the kind of table top exercises that emergency planners routinely use; and to then consider how those understandings do, or do not, integrate with their more academic and theoretical understandings of society and social processes. Whilst disasters particularly focussed on within the module have included ancient events such as the Lisbon earthquake of 1755 (because of their theoretical importance) they have also included more contemporary events such as Hurricane Katrina/Rita, the Iceland dust cloud, Fukushima and recent UK floods. The module keeps a strong focus on the contemporary context, and on disasters as they occur whilst the module is running; maintaining a constant engagement with the media and disaster reporting throughout.
Scholarship Projects for Undergraduate Researchers (SPUR)

Nottingham Trent University runs a highly competitive SPUR scheme that provides bursaries for students to work on real research projects alongside experienced researchers drawn from the academic staff. ESRU was successful in bidding for one of just 12 projects awarded by the university this year. The project considers the utility of social media (e.g. Tumblr, Twitter, Facebook etc.) for delivering fire safety messages. The research activities involved students reviewing and synthesising a diverse range of literature including that from cognitive psychology, social psychology, cyberpsychology, technology, computer science, risk, fire science and business. The intention was to develop a better understanding of the potential of social media to contribute to fire prevention and to make recommendations for practice within that arena.

When the projects bursaries were advertised there were a large number of applications from students hoping to work on the SPURs – so many that we took the decision to create job shares on each of the projects in order to give as many students as possible the opportunity of gaining research experience. Even then the competition for the students was still very tough however we were delighted to appoint Freyja Nash and Robert Wilding to the social media/fire safety project. When informed Robert expressed his delight and welcomed the opportunity to work alongside other students and staff as part of a research community, whilst Fryja commented “I heard about the SPUR program in my first year at NTU and was eager to apply as soon as I could. I was so thrilled when I was told I had an interview that I immediately started researching to ensure I got the place. In the interview they mentioned that there would be opportunities to attend conferences and possibly even get my name on a paper. I’m so excited, as in the future I hope to study for a PhD, so this is like a sample of my future job – but right now!”

We were also delighted to appoint Amy Pritchard and Bryan Boyle to the wildfire project. On hearing of their appointments to the wildfire project Amy said “I am elated to have been chosen to work alongside some of ESRU’s staff. I am looking forward to gaining invaluable skills as a Research Assistant and I hope this will help me with my final year project and future research. I am looking at continuing education after graduating and feel this will be a fantastic stepping stone to strengthen my application. This scheme shows how much NTU goes above and beyond for its students”.

Bryan commented “I am extremely excited about my new appointment and the ideal extra-curricular education I will receive as a result from it. As an individual who politically considers the public services as a valuable asset to society, I am particularly looking forward to exploring the ways in which my academic discipline of sociology can be utilised by both the Fire and Rescue Service and local communities.”

Students with their certificates at a SPUR presentation
Creating a Student Research Community

Having two SPUR projects running concurrently had additional benefits for the students concerned as they were able to share relevant information across projects. They were also able to support each other in the new and exciting (but perhaps a little scary!) experience of working alongside their lecturers as peers within the research process. Findings from the two projects have been accepted for presentation at a number of conferences; both academic and practitioner focussed events. They are also being written up for publication in both academic journals and magazines for fire professionals.

In addition to the SPUR appointments ESRU currently has two postgraduate students working with us as voluntary research assistants. Dipti Mistry had been conducting a review of the literature on post-traumatic growth and psychological resilience in emergency services personnel but has now switched her attentions to working with Kevin Maguire, and colleagues from the wider School of Social Sciences, to assist with the analysis of transcripts of interviews with members of the police. Arjun Dedhia is conducting a review of the literature surrounding serious injury and death notification. This work will also be disseminated at relevant conferences and in professional publications as well as being fed back to specific organisations within the sector.

Mental Health Research Network (MHRN) Arson Seminar

ESRU members Viv Brunsden and Rowena Hill were invited to speak at an MHRN East Midlands and South Yorkshire Hub workshop dedicated to the subject area of arson and fire setting behaviours. The day was structured to include a morning focussed on clinical and operational aspects, with the afternoon then devoted to academic research. In the morning Mick Gardiner, an Ex-Fire Investigator shared his experiences in relation to motivations for committing arson; Dr Geoff Dickens, Research Manager presented on the prevalence, characteristics and psychopathology of arson; and Dr Phyllis Annesley, Clinical Psychologist at Rampton Hospital presented on women’s fire setting behaviours. In the afternoon Nichola Tyler, University of Kent, presented work from her PhD thesis exploring a new treatment intervention programme for mentally disordered arsonists; Dr Jennifer Marshall, Forensic Psychologist, presented on fire setting behaviours in personality disordered offenders; and finally Viv Brunsden and Rowena Hill, presented their recent research focussed on those outside of clinical populations who still set fires. These latter behaviours stem largely from fire interest and fire play activities that have got out of hand or arise from antisocial behaviour; but they may also emerge from more community focussed origins (albeit a sub-community) as groups of young people build fires on wasteland for warmth and light when socialising together. The workshop was very well received with approximately 100 attendees from a variety of roles and disciplines including representatives from the NHS, the Fire and Rescue Service and Crime Scene Investigation Units. Attendees commented on the success of the day stating that the workshop was well organised and that all of the presentations were informative and thought provoking. Many attendees also expressed a desire to see more of these kinds of events - so watch this space.
**ESRU UK-Canadian collaboration**

ESRU have recently completed work led by a Canadian academic into post-traumatic growth in fire fighters. Leigh Blaney, who as well as being an academic at Vancouver Island University, is also a qualified nurse who runs interventions in collaboration with Canadian Fire Departments. Leigh is a firm believer in treatment interventions that focus on health promotion rather than those that endorse illness beliefs. To explore this further she has conducted a number of studies within Canada. Her most recent work involved cross-cultural comparisons hence working with ESRU, who assisted with collecting data from the UK Fire Rescue Service (FRS). We also contributed statistical analyses and are now co-authoring outputs from the research. The work provides important initial evidence for the existence of post-traumatic growth and resilience in firefighters but much more work is needed. The aetiology of growth and wider relevance across the entirety of the emergency services, rather than solely in the FRS, merits attention.

Thus far the findings have been presented back to all participating FRS, both in Canada and the UK and the implications for policy and practice has been disseminated in professional magazines read by FRS personnel. The work is now being written up for academic journals and conferences and a paper about the work has already been accepted for presentation at the 9th International Conference on Interdisciplinary Social Sciences, which is being held in June 2014. Viv Brunsden will be co-presenting with Leigh at this conference and whilst in Canada will also be meeting with various Canadian FRS and academics about the possibility of further comparative research in collaboration with ESRU.

**PhD Focus**

A PhD place to work with ESRU was recently advertised through both the NTU Vice Chancellor Bursary Scheme and the Division of Psychology’s PhD bursary scheme. The PhD studies will develop a theory of post-traumatic growth in emergency services personnel. This is needed as currently theories of post-traumatic growth have been developed solely with clinical populations who have experienced post-traumatic stress. Within the clinically focussed literature it has been suggested that it is actually the experience of post-traumatic stress that gives rise to growth, through the individual’s attempts to resolve their negative feelings. However, this PhD will look at the potential for growth to occur in the non-clinical population of the emergency services, even in the absence of any post-traumatic stress. It will also explore whether there are other possible explanations for post-traumatic growth’s occurrence. There is already some evidence that emergency services personnel do experience post-traumatic growth (e.g. Leigh Blaney’s work) but further research is needed to fully establish this and also to consider the wider implications for both emergency services and clinical populations.

The PhD will use sequential mixed methods beginning with qualitative data collection, with the data then subjected to a Grounded Theory analysis. The emergent model will then be operationalised using psychometric instruments and analysed statistically using structural equation modelling to assess the model’s fit and predictive utility. It is hoped that the work will not only make an original contribution to academic understandings of trauma and growth but also that it will make important contributions to practice. It has the potential to change stress prevention and management practices within routinely occupationally exposed populations such as the emergency services, as well as having implications for treatment interventions with those already experiencing post-traumatic stress.

We were delighted when, following a very competitive application process, Lisa Sanderson was awarded the bursary. She will commence her PhD studies in January 2014.
Conference Report. 
Emergency Management: Themes in Emergency Planning, Response and Recovery

ESRU members have initiated the inaugural event of a biennial conference Emergency Management: Themes in Emergency Planning, Response and Recovery. This took place at Nottingham Conference Centre in November 2012 and will run again in 2014. The single day conference brought together academics and practitioners, in order to share cutting-edge research findings and learn about the latest developments in both research and practice.

The day included two keynote sessions. In the morning Dr Anne Eyre spoke of the changing landscape within contemporary emergency management. Her talk covered historical perspectives through to current practice; highlighting both similarities and differences and covering issues of preparedness, response and recovery. In the afternoon Lucy Easthope and Genevieve Goatcher, who have worked together on a number of pieces of practice relevant research, shared the keynote session. They presented findings from recent partnership work conducted with those who had experienced major emergencies. They also offered guidance on how policy makers can work with communities who are experiencing loss.

In addition to the keynote presentations, more than thirty other researchers presented their work. The presentations covered a wide variety of topics which included, among other things, issues such as earthquake mortality patterns, the Natural Hazards Partnership, long-term tsunami recovery, evacuation simulation, CBRN terrorism, health emergency planning, transport infrastructure, risk profiling and prevention, decision making and communication, post-disaster recovery and international disaster aid.

A major new research award was inaugurated at the conference. This award will be presented biennially to someone who has made a significant contribution to emergencies and disaster related research. The inaugural recipient for this award was the conference’s keynote speaker Dr Anne Eyre and it was also announced that the award is being named in her honour – The Eyre Award for Excellence in Emergencies Related Endeavour. Dr Eyre received the award because of her sustained excellent contributions in areas such as the rights of survivors and the bereaved; humanitarian assistance post-disaster; planning and training within the emergency services, particularly in relation to traumatic exposure; and disaster memorialisation. As well as the importance of her research and the impact it has made to policy and practice, Dr Eyre has made contributions in many other ways. Although these are many to fully list they include: establishing courses in emergency management, teaching at the Emergency Planning College and UK Fire Services College, conducting Government commissioned work, and serving on organisations such as the Association of Traumatic Stress Specialists and Disaster Action. Dr Eyre’s contribution to the field of emergencies related research and practice cannot be measured and it is fitting that she is not only the first recipient but that the award will forever bear her name.

Nominations for the next award are now being taken and if you wish to make a nomination (and we hope you will) please use the form included at the end of this newsletter.
A number of other research prizes were also presented at the conference. The International Journal of Emergency Services Award for Best Paper was presented to Dr Chris Cocking (Brighton University) for a paper entitled *Collective resilience versus collective vulnerability after disasters: a social psychological perspective*. His fascinating work exploded many of the myths surrounding public reactions and survivor behaviours during emergency events.

A key intention of the conference was to support newly emerging researchers alongside the more established academic and practitioner researchers. To this end, the Emergency Planning Society (EPS) sponsored a prize for the Best Student Paper. All papers given by students were included as nominees and the awarding panel was made up of members of the EPS’ Education Committee. The decision was a difficult one but a well-deserved winner was found in Abigail Mottershaw for her paper *Ambiguous loss: work-family relations in the emergency services*. Abigail’s research considered the impact of emergency services working on personnel’s families. Specifically, it explored the situation where their loved one is physically present but psychologically absent because of their occupational experiences.

**Emergency Management: Themes In Emergency Planning, Response and Recovery Conference**

**Don’t forget the Emergency Management Conference is back in November 2014**

The Emergency Management conference gives academics and practitioners the opportunity to come together and learn about the latest developments, share research and information.

It will also give you the opportunity to share information and network across the broad spectrum of emergency management. The conference provides a forum for supporting and encouraging both experienced and early career researchers, as well as practitioners involved in practice-focused research.

We also welcome non-presenting delegates and hope that the audience will include not only academics but also those who work full or part-time within the emergency services, emergency planning, disaster management and allied professions.
Student research was also the focus of an Emergency Services Research Unit Award for Best Student Poster. All posters presented by students were included as nominees and after a very difficult deliberation the prize was awarded to Lisa Sanderson for a poster entitled *Evaluating a Telephone Trauma Support Service*. This reflected work carried out whilst Lisa was a postgraduate student, conducted in partnership with the organisations Rethink and Combat Stress.

Other Conference Organisation

In addition to establishing *Emergency Management: Themes in Emergency Planning, Response & Recovery* ESRU members have also been involved in organizing Emergency Services panels at other conferences over the last two years. These include:

- The Joint Universities Council: Public Administration Committee Annual Conferences.
- The British Academy of Management Annual Conference.
- The European Academy of Management Annual Conference.

Being a firefighter for the day

ESRU members have been offered the opportunity to experience being a firefighter for a day. The day will take place at Nottinghamshire Fire and Rescue Service and will include events such as wearing breathing apparatus in a smokehouse, experiencing a flash over, hose running, getting involved in extraction, acting as control etc. Although the day looks to be enormous fun there is a serious intent behind the visit as the day should allow us a more contextualised understanding of the FRS and its employees experiences, which in turn should inform the research we do. We will report on how the day went in our next newsletter.

Lead conference organiser, Viv Brunsden, said: “The conference was a brilliant success. Not only were the presentations fascinating but there were plenty of opportunities for networking to collaboratively build new research partnerships. It is vital that researchers and practitioners have opportunities like this to come together; not only in order for research to influence practice but perhaps even more importantly to ensure practitioners have the chance to influence the focus and direction of future research. We are already planning the next event which will run in November 2014.”
Research report: Working with Nottinghamshire FRS – a Strategic Needs Assessment

By Pete Murphy

Following the success of the Fire Cover Review Project, Nottinghamshire Fire and Rescue Service (NFRS) have requested that NTU and the University of Nottingham (UoN) assist the Service in undertaking a Strategic Needs Assessment and in the development of medium and long-term strategies for deployment of their services.

To do this NTU/UoN will become an integral part of the advice that the service provides to the Fire Authority. NTU/UoN will feed into the creation of the evidence base and assist with developing the strategy to be recommended to the Authority. This is the first time that NFRS has invited such direct integrated involvement into the formulation of strategic advice to the Fire Authority.

This role clarification highlights the changing roles and relationships between academics and practitioners and, more generally, between Universities, emergency services and the public. It will examine the benefits of reciprocity in the co-production of local policy and service delivery between policy makers, academics and practitioners. It will help to illuminate the mutual dependence between emergency planning and emergency response at local (and national) levels. It will also investigate the limits of the governments localism agenda in high profile - high risk networked services that are the operating environment of many of the emergency services.

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<td>Building and improving the data, intelligence, predictive modelling and the analytical capacity available to NFRS/NFRA.</td>
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<td>Strategic policy implementation and management advice.</td>
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What will happen ‘in practice’

The university researchers, assisted by information officers from the service, will scope and define the content of a strategic needs assessment for the medium and long term future. NFRS will provide access to databases and intelligence, both within NFRS and in the FRS national network. The combined team will then co-produce the assessment and a draft of proposals for consultation for the NFRA.

It is anticipated that all working papers and documents will be placed within the public domain on the NFRS website. Also, it is anticipated that the team will publish and disseminate lessons and findings from the preparation of strategic needs assessment and policy formulation at both academic and practitioner conferences. The Fire Authority will then take decisions on consultation arrangements for proposed policies as required by the Integrated Risk Management Process (IRMP) process, and determine their future strategy.

Benefits

The project provides an excellent opportunity for a unique longitudinal case study and will also help both NTU and UoN refresh and review their Public Service teaching programmes.

It should provide independent quality assurance and public confidence in safety and resilience of the service in Nottinghamshire, enhancing the reputation of the county, the services, and the universities.

It should lead to the economic, efficient and effective use of public resources in the current challenging era of austerity and will disseminate advice and good practice throughout the fire and rescue services nationally.

A new role for academics?

The coalition governments ‘third mission’ of universities is a desire to secure benefits from public investment in higher education for wider communities, rather than just for individual companies. It encourages universities to make contributions to government and civil society as well as the private sector, assisting not only with economic performance but also helping to improve quality of life and the effectiveness of public service.

Public sector academics often have a desire to make a positive impact on public service delivery. This project involves academics co-developing their ideas with their counterparts in the service, sharing ideas openly, testing and validating these ideas in practice and finally publishing them as the impact of those ideas becomes apparent.

NTU Business Event

ESRU recently provided a stand at one of the Open Business events organised by the commercial team in Nottingham Business School. This was designed to showcase NTU’s services and highlight opportunities to work with, and for, local businesses. In keeping with the cross-disciplinary initiatives staff from Psychology, Sociology and from Nottingham Business School were available on the ESRU stand. We were also joined by two serving members of Nottinghamshire Fire and Rescue Service; Craig Parkin and Simon Glew. Having Craig and Simon present at our stand drew considerable attention and gave rise to great discussions with the many business personnel visiting the event. We greatly appreciate the support of the Fire and Rescue Services and are especially grateful to Craig and Simon for being so generous in giving their time to this event.
Chief Fire Officers’ Association: East Midlands Health and Safety Group

ESRU were recently invited to present to the CFOA East Midlands Health & Safety Group on incident trauma management. The following is a brief overview of the position advocated by Viv Brunsden at that meeting, which was informed by work co-authored with Laura Lawrence (Brunsden & Lawrence, 2012).

Emergency services personnel can be exposed to psychologically traumatic events through their routine daily working and the impact of this exposure can be profound. Emergency services organisations are therefore necessarily concerned with the impact such incidents have on their personnel and with taking appropriate steps to support them. In the past Critical Incident Stress Debriefing (CISD), in its various forms, tended to be viewed as the most appropriate intervention to use. However, since a Cochrane review damning CISD (Rose, Bisson & Wessely, 2002) it has somewhat fallen out of favour with the emergency services. However, what many within the emergency services may not realise is that the Cochrane review has in turn been robustly criticised both within the academic literature and within trauma practice. The Cochrane Review failed to take account of crucial factors that can impact on the efficacy of CISD; for example, how soon after the event the debriefing happened; where it occurred (specifically whether at, or away from, the event itself); whether it was voluntary or mandated; and who were the population being helped. The last particularly matters because, as Jacobs et al. (2004) note, whilst evidence suggests that CISD can be ineffective for accident survivors it is also clear that it can be highly beneficial for emergency service personnel.

A further crucial variable that the Cochrane review ignored was whether the CISD was peer-led or professional-led. Our research indicates that emergency service personnel can be extremely resistant to external professionals. There is a strong occupational identity within the emergency services; one which resists any notion that those who have not experienced the sights, sounds and smells that personnel themselves have, will ever be able to truly understand their experiences. Finally, and perhaps most importantly, the Cochrane Review failed to take account of the context within which CISD occurs. Generally CISD takes place within an overarching Critical Incident Stress Management (CISM) programme rather than operating as a single standalone intervention.

Like CISD itself, CISM as a wider context for interventions can take a variety of forms. In the UK Fire and Rescue Service one method, which has become known as ‘the Tyne and Wear approach’, is gaining a reputation for positive practice in this area (see Lawrence & Barber, 2004). The basic premise of this approach is the recognition that, following traumatic exposure, both individual and collective coping mechanisms will naturally and organically occur. Any group has an implicit set of understandings by which it operates. These will usually include a level of self-help, by which survival and defence mechanisms are activated to protect the group’s integrity when threats are perceived. These natural coping mechanisms will start well before any formal mechanisms will be able to take place. Therefore interventions should always aim to build upon rather than disturb these already existent processes.

The Tyne and Wear approach offers a tiered support mechanism which begins with encouraging the group’s natural peer support processes; but then allows individuals to self-refer to the in-house Trauma Support Team (TST), for a trauma support session (TSS). Members of the TST are trained volunteers, who continue to perform their roles as emergency services personnel whilst also undertaking this additional TST role. The TST offer support in their own right but also refer people on for professional therapeutic interventions, when necessary. The Tyne and Wear approach has resulted in significant cultural change within the organisation whereby traumatic reactions are de-stigmatised, as is help
seeking. Emergency services personnel can feel obliged to cope with traumatic exposure because it is a routine part of their job but the Tyne and Wear approach gives permission to those who need additional support. Help seeking ceases to be perceived as an occupational failure or as a threat to the identity of the organisational self. Instead it emerges from a collective organisational self, which necessarily carries a responsibility for mutual care. Support thus becomes about good health practices and centres on well-being and empowerment rather than reflecting any form of stigmatised illness. The Tyne and Wear approach can therefore be viewed as exemplary practice for trauma incident management and offers a model that could have enormous benefits if adopted more widely across the UK’s emergency services.

**References**


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**Breaking news!**

As we went to press we were delighted to hear that Laura Lawrence had been awarded a ‘Beyond the Call of Duty Award’ for her work with the Trauma Support Team within Tyne and Wear Fire & Rescue Service, with whom she insisted on sharing the award. These awards are made jointly by FIRE magazine and Lion Apparel in recognition of the commitment of staff within Fire and Rescue Services across the UK who have performed beyond the call of duty. Our congratulations to Laura and the entire Trauma Support Team at Tyne & Wear FRS for this richly deserved recognition of their excellent work.
**International Journal of Emergency Services**

In the previous ESRU newsletter we announced that Emerald Publishing, one of the world’s leading publishers of academic journals, had announced the publication of a new journal entitled the “**International Journal of Emergency Services**” (IJES).

The journal provides a platform for the development of scholarship in the emergency services, both universal services such as Fire and Rescue, Police, and Ambulance services as well as more specialised services such as the Coastguard, Air-Sea or Mountain Rescue.

The journal has now been formally launched to great success. The first two issues of Volume one were published in 2012 and the first issue of Volume two appeared online in July 2013 (available earlier through earlycite) and also in hard copy. The second issue of Volume two will appear in Autumn 2013. More information about the journal is available at [http://tinyurl.com/br6tsp8](http://tinyurl.com/br6tsp8). IJES would welcome contributions from both academics and practitioners working in relevant areas.

ESRU members Kirsten Greenhalgh and Pete Murphy are the Joint Practitioner Editors of the journal’s Practitioner Interface section and Viv Brunsden is its first Editor in Chief. Elsewhere the editorial team has changed slightly of late with Donna Lovell leaving her role as Book Review Editor. Donna did great work for the journal and will be sorely missed. Craig Parkin of NFRS has now been appointed into that role where he will serve jointly with the other Book Review Editor, Kate Matheson. We believe that this pairing, of an active member of the emergency services with an active academic, will enable our book reviews to remain at an exceptionally high quality as well as carrying both academic and technical authority. In addition to the journal’s publication making an impact, its presence is also being felt at academic conferences. IJES editorial team members have been attending a number of emergency services related conferences in order to award best paper prizes on behalf of IJES. Thus far the following prizes have been awarded:

- **July 2011 JUC Public Administration Committee Conference:** Harry Barton (NTU) and Professor Malcolm Beynon (Cardiff University) for their paper entitled, "How does operations management research in the UK police service contribute to improving service delivery in an era of financial restraint?"

- **September 2012 JUC Public Administration Committee Conference:** Dr Oliver James and Dr Ayako Nakamura (University of Exeter) for their paper entitled, "The Effects of Regulation on Government Performance: Inspection and the Performance of Prisons in England and Wales."
November 2012 Emergency Management: Themes in Emergency Planning Response and Recovery: Dr Chris Cocking for his paper "Collective resilience versus collective vulnerability after disasters: a social psychological perspective".

Emerald also sponsor a set of prizes collectively known as the Literati awards. The IJES award for Outstanding Paper was awarded to a paper by Di Catherwood, Graham K. Edgar, Geoff Sallis, Andrew Medley and David Brookes entitled ‘Fire alarm or false alarm?!: Situation awareness and decision-making ‘bias’ of firefighters in training exercises’. In addition a paper by John Raine and Paul Keasey entitled “From Police Authorities to Police and Crime Commissioners: Might policing become more publicly accountable?” was highly commended.

The Outstanding Reviewer Award was made to Leigh Blaney. Because Leigh is a collaborator of ESRU those ESRU members in the editorial team were not involved in her nomination – we were however delighted to hear she has been awarded this. All academic journals are dependent upon the quality of their reviewers and we have been fortunate to have so many willing people engage in this task for us. We are grateful to them all but the award for Leigh was thoroughly deserved because of the quality of her reviews which are thorough and critical without ever being demeaning or demoralising to the authors, as well as the sheer quantity of the reviews she is willing to perform.

‘NTU Working with You’ Case study – Nottinghamshire FRS

Nottingham Trent University has the expertise, resources and networks to help improve any organization and ESRU can particularly help with emergency services and related organisations. NTU’s business services are easy to access and can bring real added value to your workplace. NTU can work with organisations in a range of ways, including consultancy, research, bespoke courses and staff development. It can even assist by giving organisations access to facilities. Recently a sample of 15 case studies of our collaborative projects across the public, private and not for profit sectors have been added to the NTU website and are available at www.ntu.ac.uk/working_with_you. These case studies include work by ERSU; for example, the on-going work with Nottingham Fire and Rescue Service (NFRS). An FRS case study has also recently featured on the front of the website of FIRE magazine.
ESRU member news
New Professor joins ESRU

Professor David Crundall joined Nottingham Trent University’s School of Social Sciences in July 2013, bringing his experience of working with the police on a variety of research topics. As an applied cognitive psychologist, he is interested in investigating skills that emergency service personnel develop over time: such as how police drivers manage high speed pursuit situations; how to reduce motorcycle collisions; and how simulation can be used as a training tool for driver training, emergency event management, and developing situation awareness. He has worked with both Nottingham and Merseyside police services, and has presented his work on two separate occasions to the Blue Light Users conference. He also teaches a specialist course on transport psychology through Cranfield University, which continues to attract emergency service personnel for professional development. He is looking forward to continuing his research with the police through NTU and ESRU, and extending his research into applications that would benefit other emergency services. Should you wish to explore research opportunities with Prof. Crundall you can get in touch via david.crundall@ntu.ac.uk.

ESRU member becomes Professor

We are delighted to announce that Harry Barton has recently been made Professor of Human Resource Management and Professional Practice. As part of the Senior Management Team within Nottingham Business School (NBS), he undertakes the dual role as Head of Research and Head of the Division of Human Resource Management (HRM).

Prior to joining NBS in 2006 Harry held posts in policy development, research and management within the Metropolitan Police, Audit Commission, District Audit and Cardiff Business School. His wider research interests are in the areas of: international HRM; public services management; ‘lean’ in public services; police performance management and the future of management education. Publications on issues such as these have occurred at both the national and international level.

Harry is a Fellow of the Chartered Institute of Personnel and Development (Chartered FCIPD) and has previously held the posts of branch treasurer, chair and executive member to Council. In 2010/11 he completed the EFMD/EURAM Creating Research Leadership in Europe Programme and in 2012 he was elected as a Council Member to the British Academy of Management (BAM) and Chairs the BAM Special Interest Group (SIG) on Public Management and Governance. In 2013 he was elected to the Executive Committee of the Public and not for Profit Division of the American Academy of Management (AOM).
**Farewell: James Houston**

After almost six years working in the Psychology Division of the School of Social Sciences at NTU, where he worked as an active member of ESRU, James has left us to join the University of Ulster as a Senior Lecturer. Whilst working within ESRU James contributed to a number of research projects, notably leading on the initiation of our research stream into wildfire management. Although James has now left the wildfire work continues, with Jeff Goatcher taking over as lead researcher (see SPUR news on page seven). James will be sorely missed at ESRU but will continue working with his ESRU colleagues as an external collaborator. We wish James every success in his new role – Ulster is very lucky to have such an experienced researcher and very lovely person joining them.

**Farewell but not goodbye: Kirsten Greenhalgh and Tom Simpson**

Kirsten: After 13 years at Nottingham Business School, Kirsten joined Nottingham University Business School earlier this year. Kirsten will not however be lost to ESRU she will be maintaining her fire focussed research collaborations with Pete Murphy, particularly their joint work with Nottinghamshire Fire and Rescue Service. She also remains a valuable member of the Editorial Team at the International Journal of Emergency Services, and will remain as that journal’s Joint Practice Editor. So while we wish her every success in her new role we look forward to her continuing work as an external Associate Member of ESRU.

Tom: After two years working in the Psychology Division as an ESRU Knowledge Transfer Partnership (KTP) Associate Tom’s contract has now ended. The KTP was in collaboration with Nottinghamshire Fire and Rescue Service (NFRS) and was focussed on evaluating community safety initiatives. We are extremely happy to report that following the end of the KTP NFRS took the decision to create a new role of Evaluation Officer within the organisation. This decision was based on the realisation that evaluation was a crucial activity for them in maintaining their excellent standards of service to the community they serve. The new role involves evaluating corporate activities to determine effectiveness and satisfaction, in order to inform future service delivery. This will be achieved through the development of evaluation methods and toolkits for departmental activities, which will involve the analysis and interpretation of trends from relevant internal and external datasets.

Tom applied for this new post and, against some very stiff competition, was successful in being appointed. Although no longer a member of ESRU Tom will, in his new role of Evaluation Officer at NFRS continue to work in partnership with us to continue the extremely successful working relationship between NFRS and ESRU. We wish him every success in his future role and look forward to continuing our work together.
Recent ESRU members’ emergency services related publications

Journal Articles


Editorials


Professional or Trade Journal Articles


Murphy, P. & Greenhalgh, K. (2013). Developing a non-prescriptive framework. FIRE 105(1353), 16-18


**Reports**


**Book chapters**


**Encyclopaedia entries**


**Other media**

**Brunsden, V.** (2012). Violence is often against the uniform and not the human being wearing it. *Nottingham Post, April 5th,* 16.
Recent and forthcoming conference activity


Wankhade, P. & Barton, H. (2013). Exploring and examining the empirical link between occupational sub-cultures and organisational performance in the emergency services, European Academy of Management (EURAM) 2013 Conference, Galatasaray University, Turkey: 26th June-29th.
Nomination form: Eyre Award for Excellence in Emergencies Related Endeavour

The Emergency Services Research Unit at Nottingham Trent University is proud to announce the creation of the **Eyre Award for Excellence in Emergencies Related Endeavour**. The award is named in honour of Dr Anne Eyre because of her sustained excellent contributions in areas such as the rights of survivors and the bereaved; humanitarian assistance post-disaster; planning and training within the emergency services, particularly in relation to traumatic exposure; and disaster memorialisation. As well as the importance of her research and the impact it has made to policy and practice, Dr Eyre has made contributions to the emergency services and related organisations in many other ways; for example, establishing courses in emergency management, teaching at the Emergency Planning College and UK Fire Services College, conducting Government commissioned work, and serving on organisations such as the Association of Traumatic Stress Specialists and Disaster Action. Dr Eyre’s contribution to the field of emergencies related research and practice cannot be measured and it is fitting that she was not only the first recipient of this award but that the award should be named in her honour.

The recipient of the Eyre Award will be invited to present the Keynote Address at the biennial conference *Emergency Management: Themes in Emergency Planning, Response and Recovery* where the award will be presented. The Emergency Services Research Unit is now accepting nominations for the 2014 Eyre Award.

**The nominee should have made a significant contribution to emergencies related research through their scholarly writing, as well as their wider research activities and emergency services contributions.**

The Eyre Award for Excellence in Emergencies Related Endeavour is not necessarily a life-time achievement award, although such individuals certainly should be in a prominent position to be nominated. The nominee can be a person who, although early in their career as a practitioner/scholar or academic, has made a seminal contribution to emergencies related research. **The closing date for nominations for the 2014 Eyre Award is 1 April 2014.**

To nominate an individual for the award please submit:

1. this form (or a copy of it), fully completed
2. no more than a one-page single-spaced letter explaining why you believe the person is deserving of the award
3. a copy of the nominee’s curriculum vitae.

Send the nomination materials to: Eyre Award for Excellence in Emergencies Related Endeavour, Viv Brunsden, Director of the Emergency Services Research Unit, Nottingham Trent University, Nottingham, NG1 4BU.

I hereby nominate ___________________________ for the Eyre Award for Excellence in Emergencies Related Endeavour. To support the nomination, I have included a letter of recommendation and a curriculum vitae (CV) of the nominee. (NB A nomination is not accepted without the supporting letter and resume/CV.)

Nominator Name:

Address:

Telephone:

Email: