

# Gateshead

District Plan 2016/17



**Tyne and Wear Fire  
and Rescue Service**

*Creating the Safest Community*





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## Our vision and mission

### Our vision

Our vision for the community will be achieved by providing the people of Tyne and Wear with the services they want and need, to the highest possible standard;

***"Creating the Safest Community"***

### Our mission

Our mission will help us to secure this vision;

**"To Save Life, Reduce Risk, Provide Humanitarian Services and Protect the Environment"**



## Introduction

As the manager for Gateshead District I am responsible for ensuring that Tyne and Wear Fire and Rescue Service (TWFRS) deliver the highest possible standard of service to the community of Gateshead.

We work robustly with local partners (e.g. Gateshead Metropolitan Borough Council, Northumbria Police) to educate neighbourhoods and communities on how to keep safe and we react quickly to an emergency should one occur. Our primary aim is to prevent fires occurring at all.

In addition to their emergency response duties to fires, road traffic accidents, flooding and chemical incidents, our operational firefighters carry out other vital tasks to reduce fire risk to the community of Gateshead. These include the delivery of Home Safety Checks (HSCs) to domestic properties and Fire Safety (FS) inspections in non-domestic premises. These activities are key to our goal of preventing loss of life and injury from fires.

For further information regarding HSCs please visit [Home Safety Checks](#). To arrange an HSC please telephone 0800 0327777.

**Steve Anderson**  
**District Manager for Gateshead District**







## Gateshead Community Fire Stations

### Gateshead

Built in 2005, Gateshead Community Fire Station (CFS) is located on Dryden Road, Gateshead. It covers several Council wards; Bridges, Low Fell, High Fell, Saltwell, Deckham and has partial coverage of: Dunston and Teams, Lamesley, Chowdene, Windy Nook and Whitehills, Lobley Hill and Bensham. There are two fire appliances at this station, plus one Aerial Ladder Platform and a Foam Tender. The station is traditionally staffed using the 4 watch system.



### Birtley



Built in 1992, Birtley CFS is located on Durham Road, Birtley on the southern extreme of the Gateshead Metropolitan Borough Council (GMBC) area. It covers the Birtley Ward and covers parts of the Lamesley, Chowdene, Lobley Hill and Bensham wards. The station also covers parts of the Washington East and Washington West ward areas both of which are part of Sunderland City Council's area. The station houses one fire appliance and one specialist vehicle that deals with chemical incidents. It is staffed 24/7 by 13 officers and crew using the Day Crewing Close Call (DCCC) roster system. These firefighters normally work

11 hour days followed by staying overnight on-station, literally at close-call.

### Swalwell

Also built in 2005, Swalwell CFS is located on Market Lane, Swalwell to the west of Gateshead. It covers several Council wards; Crawcrook, Greenside, Ryton, Rowlands Gill, Winlton, Blaydon, Dunston, Swalwell and Whickham. The station has one fire appliance and one High Volume Pump, and is traditionally staffed using the 4 watch system. It also houses North East Ambulance Service (NEAS) staff and vehicles.



### Chopwell

Built in the 1970's, Chopwell CFS is located on Derwent Street, Chopwell on the western extreme of the GMBC area. It covers Chopwell & Rowlands Gill Ward. The station has one fire appliance and is staffed by 12 part time firefighters. They primarily respond to emergencies and operate a rota system of call to duty from the immediate area by pager. The limited time spent on duty at the station is mainly devoted to training.



## Delivering our services in Gateshead District

To reduce the risk of incidents occurring and provide an effective response when they do, we deliver a range of services to the local community via the functions below:

**Operational Response** – The primary role of staff in this function is responding to emergency incidents including not only fires, but road traffic collisions, chemical spills and rescues from water in addition to a wide range of other incidents. Through regular training operational firefighters acquire many skills allowing them to react appropriately and safely at any given incident.

The District has five fire appliances, one Aerial Ladder Platform, one High Volume Pump, one Operational Support Unit that provides multi-purpose support at major incidents and one Detection, Identification and Monitoring (DIM) vehicle that is used should an incident involving chemicals occur.



**Prevention and Education** – Dedicated Prevention and Education (P&E) Teams are based at various locations throughout the District.



The primary focus of these teams is to educate communities and individuals about the dangers of fire, how to remain safe in their own homes, and to deliver Home Safety Checks (HSCs) to the most vulnerable members of the community. On an annual basis P&E Teams also deliver fire safety education to all Year 2 (age 6/7) and Year 5 (age 9/10) pupils in every primary school.

**Fire Safety** – The primary aim of the Fire Safety Department is to reduce the risk to life from fire, in premises other than family dwellings. This is achieved through a programme of risk based fire safety inspections and partnership working with external organisations or agencies, ensuring fire precaution standards are maintained in non-domestic premises. The Fire Safety Department are instrumental in advising the business community on fire safety related issues.

Enforcement action, where deemed necessary, is also undertaken by the Fire Safety Department. Actions range from providing advice, to prohibiting or restricting the use of premises where public safety is considered under threat.

**SafetyWorks!** – A state of the art interactive multi-agency safety centre provided and managed by Tyne and Wear Fire and Rescue Service. Housed in a large open storage area which has been transformed to mirror a range of inner urban environments including a house, street scene, Metro and building site, the centre provides fully interactive, experiential activities for Tyne and Wear citizens of all ages, backgrounds and abilities. Further information can be found at [www.safetyworks.org.uk](http://www.safetyworks.org.uk).



## Impact of the government spending review

The need to balance efficiency and risk is particularly important given the huge pressures on public spending over the last few years.

Since 2010, our plans and actions have been developed against a background of significant reductions in the budget available to the Authority, as a result of reductions in Government spending. These cuts have resulted in a significant reduction in the Authority's spending power.

During budget setting in February 2015, the Authority decided to increase Council Tax by 1.99%. Despite this, reductions are set to continue based on the latest Settlement Funding Assessment. Taking into account Government cuts and spending pressures, it is expected that the Authority will be required to make £16.373m of spending reductions over the next four years. £7.982m of this will be met through previously approved IRMP actions.

This unprecedented level of saving presents our Service with a major challenge, particularly bearing in mind that we have met all of our previous efficiency targets and reduced real term spending over the last five years.

As we implement the changes, we will continue to be guided by the following principles:

- Commitment to maintaining standards of service to the public, including stability of response times.
- An appropriate balance of prevention, protection, response and resilience activity.
- Commitment to improving performance, efficiency and effectiveness through innovative practice.
- Strong management of resources.
- Valuing staff and maintaining a commitment to health, safety and welfare.
- Working in partnership to deliver shared objectives.

We have consistently delivered efficiency savings as part of our on-going Integrated Risk Management Plan (IRMP) process of reducing demand for our services and investing the savings in community safety initiatives.





## Priorities

To ensure Tyne and Wear Fire and Rescue Service reflects the needs of the local community, service requirements and political direction, our priorities are based on a number of factors.

Using information systems, and on-going consultation and communication with communities, the District is able to build a picture of local risk and need, enabling us to identify local issues and set priorities accordingly. For example; where there are high levels of deliberate vehicle fires within a particular area, in comparison with other incidents, reducing these incidents would be set as a priority.

The diagram opposite highlights key factors that influence the Districts when establishing local priorities. Priorities are reviewed every year, ensuring they reflect the changing nature of influences that impact on the delivery of services. For example; as our communities become more diverse, we adapt our services to reflect their specific needs.

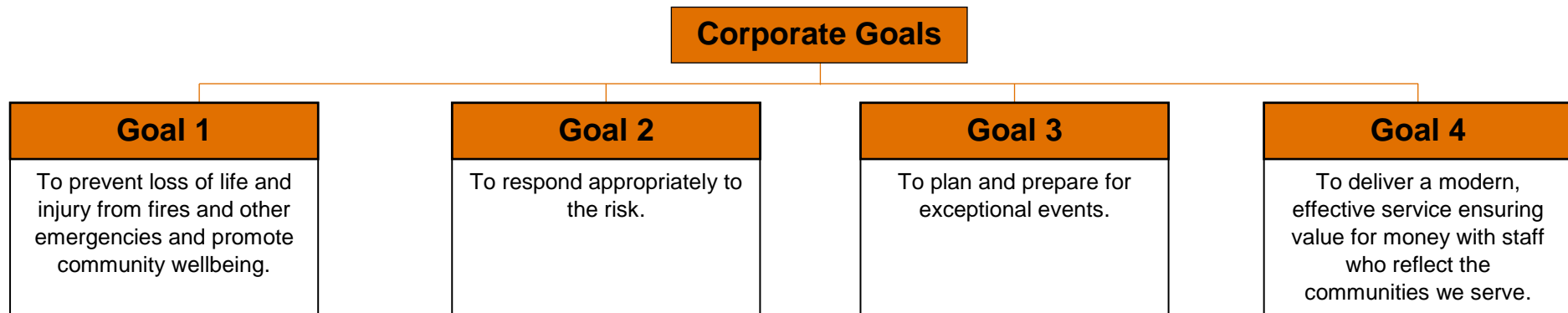


Although priorities relating to fires will always be a key driver for us we also recognise the importance of contributing to local authority and other partners' priorities, which impact on the cause of fire and wider public issues such as community safety and the environment.



## Corporate Goals

The District contributes to the four corporate goals that form the framework of our Service through the delivery of projects, initiatives and training. By devolving priorities to District level, ownership and recognition for performance can be accomplished. The achievement of District priorities are instrumental to the overall success of the Service, enabling us to realise our corporate goals.





## Service and District Priorities

In order to deliver on Service ambitions and focus on the specific risks in the District, a set of Service Priorities have been established. By measuring these priorities the Service is able to monitor performance and demonstrate the success of initiatives and partnerships.

The risk of incidents occurring in the Tyne and Wear area are factored into the decision making process when priorities are being agreed and set at District level. In addition, the Service uses Mosaic Public Sector, a household level classification system, to understand the socio-demographics, lifestyles, culture and behaviour of residents to complement the risk management process and allocate the most appropriate resources across Tyne and Wear.

In addition to the Service wide priorities identified, each District also targets specific priority reductions reflecting local risk. Each District determines its own priorities, based on risk and previous performance, enabling District Managers to direct work and initiatives at local levels and embrace partnership working where appropriate.

By delivering practical and targeted initiatives with partners, the Service is able to focus more effectively on particular issues within the community, helping to achieve District priorities. For example, through working with local schools we are able to deliver actions targeted to young people who are more likely to start a fire.



## 2016/17 Priorities

### LI 1

Number of deaths from accidental dwelling fires.

### LI 2

Number of deaths from all fires.

### LI 3

Number of injuries from accidental fires in dwellings, excluding precautionary checks.

### LI 5

Number of injuries from all fires.

### LI 8

Number of accidental fires in dwellings.

### LI 9

Number of accidental kitchen fires in dwellings.

### LI 10

Number accidental non kitchen fires in dwellings.

### LI 16

Number of deliberate secondary fires.

### LI 18

Number of deliberate refuse fires.

### LI 22

Number of false alarm calls due to automatic fire alarms from non-domestic premises.

### LI 23

Number of false alarm calls due to automatic fire detection from domestic premises.

### LI 24

Total number of fire calls attended.

### LI 29

Number of primary fires attended.

### LI 32

Total number of incidents (recorded at time of call).

### LI 33

Number of all deliberate fires.

### LI 35

Number of fires in a non-domestic property.

### LI 90

Number of HSCs successfully delivered by TWFRS.



## District Targets

The Service sets its targets to reflect its mission of saving life, reducing risk, providing humanitarian services and protecting the environment. To ensure that these targets are effective it is important that they are applied appropriately to the risk at district level.

	<b>Deaths and Injuries</b>	
<b>LI1</b>	Number of deaths from accidental dwelling fires	<b>0</b>
<b>LI2</b>	Number of deaths from all fires	<b>0</b>
<b>LI3</b>	Number of injuries from accidental fires in dwellings, excluding precautionary checks	<b>9</b>
<b>LI5</b>	Number of injuries from all fires	<b>35</b>
	<b>Accidental Fires</b>	
<b>LI8</b>	Number of accidental fires in dwellings	<b>97</b>
<b>LI9</b>	Number of accidental kitchen fires in dwellings	<b>62</b>
<b>LI10</b>	Number of accidental non kitchen fires in dwellings	<b>35</b>
	<b>Deliberate Fires</b>	
<b>LI16</b>	Number of deliberate secondary fires	<b>521</b>
<b>LI18</b>	Number of deliberate refuse fires	<b>339</b>
<b>LI33</b>	Number of all deliberate fires	<b>657</b>
	<b>False Alarms</b>	
<b>LI22</b>	Number of false alarm calls due to automatic fire alarms from non-domestic premises	<b>249</b>
<b>LI23</b>	Number of false alarm calls due to automatic fire detection from domestic premises	<b>362</b>
	<b>Others</b>	
<b>LI24</b>	Total number of fire calls attended	<b>945</b>
<b>LI29</b>	Number of primary fires attended	<b>311</b>
<b>LI32</b>	Total number of incidents (recorded at time of call)	<b>2362</b>
<b>LI35</b>	Number of fires in a non-domestic property	<b>38</b>
	<b>HSCs</b>	
<b>LI90</b>	Number of HSCs successfully delivered by TWFRS*	<b>4800</b>

\*Minimum Acceptable Delivery Standard: this is the minimum number of HSCs we will deliver in the district.





## Partnership Working

Tyne and Wear Fire and Rescue Service understands the diverse needs of the communities we serve. We recognise the importance of working with our partners from the public, private and voluntary sectors to ensure we are able to achieve our vision of 'creating the safest community'.

We have established a range of formal and informal partnerships to address key issues such as environment, community safety, education and training. Our partnership work contributes to the achievement of both our partners' and our own goals, including reducing accidental dwelling fires and improving safety in the home, reducing deliberate fires and anti-social behaviour by encouraging social responsibility and reducing risk taking behaviour.

We currently work with the five local authorities of Tyne and Wear, NHS, Northumbria Police, Prince's Trust, National Probation Service and many others to deliver engagement and educational programmes which aim to reduce crime, anti-social behaviour, health inequalities, and inspire children and young people to fulfil their potential.

We also work closely with our neighbouring fire and rescue authorities, other metropolitan fire and rescue authorities and Department for Communities and Local Government (DCLG). Working collaboratively enables us to increase positive outcomes for the community we serve, whilst minimising risk and ensuring that relevant skills and resources are deployed efficiently and effectively.

Gateshead District management is represented on the [Gateshead Strategic Partnership](#) (GSP). GSP is the overarching steering group for the Community Safety Board which shapes the focus of the Safer Neighbourhood Groups, who in turn provide strategic support for Neighbourhood Tasking Groups covering Gateshead Council's five Neighbourhood Management Areas.

The GSP is a non-statutory, multi-agency partnership, which brings together different parts of the local public, private, community and voluntary sectors, allowing them to work together more effectively for the benefit of all Gateshead communities and residents.



## Actions and Initiatives

The following actions and initiatives are examples of work that will continue to be carried out, with the aim of reducing the number of incidents attended by operational crews based at Community Fire Stations in Gateshead.

### To reduce the number of accidental fires and injuries from accidental dwelling fires in Gateshead:

**Home Safety Checks (HSCs)** – We offer HSC support to occupiers unfortunate enough to have had a fire in their home, as well as to neighbours who may be adversely affected by a fire occurring in close proximity. We use the Service's demographic software to identify dwellings at risk and operate a HSC referral protocol with partners, ensuring anyone deemed vulnerable is given effective and appropriate advice around fire hazards in the home.

**Care Call Agreement** – Care Call staff, trained by us, carry out annual HSCs at all of their properties where a minimum of a life line is installed.

**Community Fire Safety Education** – We operate an annual school education programme targeting Years 1 and 5 at all District primary schools. Whilst being educational, every effort is made to enhance enjoyment and understanding of risk through role play, quizzes, Q&A and the showing of age appropriate DVD's. We also regularly visit Sheltered Accommodation and Residential Homes to give fire hazard awareness talks to residents and staff. Many other groups e.g. LA carers, agency carers, Age UK, University of the Third Age (U3A), and drug and alcohol intervention agencies request us to give advice and guidance on fire hazard awareness and responsibility.

**Community Fire Safety Equipment** – Dependent upon the type of risk, we can supply a range of equipment including smoke alarms to help keep the occupier safe in their own home, there is no monetary cost to the occupier for these items.

**Scheduled Initiatives** – With our partners we plan and prepare for Lighter Nights and the Bonfire Period. We organise area leaflet drops giving Fire Safety information, useful telephone numbers and, during the Bonfire period, details of organised events.



**Unscheduled Initiatives** – We analyse data looking for trends and plan appropriate responses. For example; if there has been an increase in kitchen fires, we change our emphasis when carrying out HSCs. In hot-spot areas we deliver Fire Safety in the Home booklets to help residents understand risks from fire.

**Sprinklers** – We continue to work in partnership with Gateshead Council to promote the installation of sprinkler systems, both new-build and retro-fit.

**Multi-Agency Interaction** – We encourage TWFRS staff to think “Multi-Agency” and refer vulnerable and at-risk persons to relevant agencies. We are at the heart of the Multi-Agency Safeguarding Hub (MASH) where TWFRS managers can discuss at-risk cases with colleagues in other agencies. Any MASH agency can raise a case for discussion at the MASH with a view to offering appropriate support to members of the community.

**Partnerships** – We are always seeking to expand partner relationships and are currently talking to Gateshead Evolve, a drug and alcohol intervention agency.

**To reduce the number of deliberate fires in Gateshead:**

**Community Fire Safety Education** – Our annual school education programme detailed on page 14 also contains elements designed to reduce deliberate fires.

**Scheduled Initiatives** – With our partners we plan and prepare for Lighter Nights and the Bonfire Period. ASB activities such as fly-tipping and abandoned cars are reported to Gateshead’s Vanguard team (Gateshead Council’s enforcement team) to arrange removal and consider enforcement procedures. We organise area leaflet drops giving Fire Safety information, useful telephone numbers and, during the Bonfire period, details of organised events.

**Ad Hoc Initiatives** – We analyse data looking for trends and plan appropriate responses accordingly. This can be by changing our routes to and from incidents and inspections so that ASB activity in a hot-spot area can be monitored. Fire Safety Booklets may also be delivered to addresses in hot-spot areas.



Vanguard Liaison – We report to and receive feedback from, Vanguard regarding the identification and removal of fly-tipping and abandoned cars.

To reduce the number of alarm calls due to automatic fire alarms from non-domestic premises in Gateshead:

Unwanted Fire Signal Reduction Initiative – Station Managers monitor unwanted alarm calls from business premises and liaise with responsible persons at repeat activations in an effort to reduce or eradicate these costly and unnecessary turn-outs.

To reduce the number of alarm calls due to automatic fire alarms from domestic premises in Gateshead:

Care Call Agreement – Care Call screen Automatic Fire Alarm signals, reducing the number of false alarm call outs that we receive.

To reduce the proportion of days / shifts lost to sickness absence by all staff:

Sickness Reduction Programme – Service Delivery meetings have sickness absence as a standing item with the view to reducing sickness absence and providing support for those individuals who may benefit from it.



## **Integrated Risk Management Planning**

The Integrated Risk Management Planning (IRMP) process is the vehicle we use to make significant changes to the shape of the Service, ensuring that services are planned, designed and delivered in a way that balances available resources and community risk. As an organisation with a long commitment to efficiency and improvement, we have always actively sought challenge. We have used the IRMP process for more than ten years to change the Service, strengthen prevention, reduce costs, reduce incidents and manage the risk in our communities.

In recent years, balancing risk and resources has become increasingly challenging and our IRMP actions have developed against a background of significant reductions in the resources available to the Authority, as a result of reductions in Government spending.

The IRMP is a four year rolling programme supporting medium term planning and consultation with staff, partners and communities.

### **Cobra**

Following extensive research in cold cutting technology, Cobra has been introduced at 10 of our stations to enable firefighters to tackle a fire safely without the risk of entering a burning building. The cutting extinguishing concept of Cobra begins with crews using thermal imaging cameras to scan a building to identify the location of a fire. Once the fire is identified, a high pressure hose reel water jet system containing iron filings pierces through the wall of the building. This rapidly cools the temperature of the room, allowing firefighters to gain access safely.

### **Joint working with other emergency services and key partners**

Collaboration has the potential for further benefits beyond the financial and is desirable from the perspective of shared commitment to community safety, shared intelligence, stronger working relationships and a shared focus on the needs of vulnerable people within our communities.





## **False alarms**

We are striving to reduce the number of false alarm calls which are generated by automatic fire detection equipment by working with the business community and appropriate domestic properties. To ensure we are able to plan and deliver resources as determined by the risk, a new policy was introduced on the 1st June 2015, TWFRS will only attend alarm calls to non-residential properties between 08:00 hours and 18:00 hours when a backup call is received.

## **Changes to Response**

In January 2014, following extensive consultation the Fire Authority agreed to implement a series of changes to our operational response. The first of these changes was implemented in July 2014 and implementation will continue throughout 2016/17. Our new Targeted Response Vehicles (TRV) were introduced in May 2015, with a further two added to the fleet in September 2015. These new-style appliances are Mercedes Sprinter vans which are fitted with a Rosenbauer UHPS XL Pump, 600 litre water tank and specialist firefighting equipment. They are used to target smaller, low risk incidents such as rubbish fires, across the area.

# CONTACT US

If you have any further questions relating to the delivery of services in the Gateshead area you can contact the Community Fire Stations highlighted below:

**Gateshead Community Fire Station**  
Dryden Road  
Gateshead  
Tyne and Wear  
NE9 5BU

Telephone: 0191 444 1400

Email: [gateshead@twfire.gov.uk](mailto:gateshead@twfire.gov.uk)

**Swalwell Community Fire Station**  
Market Lane  
Swalwell  
Gateshead  
Tyne and Wear  
NE16 3DZ

Telephone: 0191 444 1430

Email: [swalwell@twfire.gov.uk](mailto:swalwell@twfire.gov.uk)

**Birtley Community Fire Station**  
Durham Road  
Birtley  
Tyne and Wear  
DH3 1LU

Telephone: 0191 444 1880

Email: [birtley@twfire.gov.uk](mailto:birtley@twfire.gov.uk)

**Chopwell Community Fire Station**  
Derwent Street  
Chopwell  
Tyne and Wear  
NE17 7HY

Telephone: 0191 444 1460

Email: [chopwell@twfire.gov.uk](mailto:chopwell@twfire.gov.uk)