

# Newcastle

District Plan 2016/17



**Tyne and Wear Fire  
and Rescue Service**  
*Creating the Safest Community*





### **Alternative Formats**

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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 District Manager for Newcastle I am responsible for ensuring that Tyne and Wear Fire and Rescue Service (TWFRS) delivers its services to the highest possible standard to the community of Newcastle.

Newcastle District consists of four geographical areas served by four Community Fire Stations (CFS). Newcastle is the most diverse district in the TWFRS area consisting of large amounts of residential property, ranging from isolated pockets of deprivation to substantial commercial and industrial premises.

We are aware that people are most at risk from fire whilst they are in their own home and as a district Newcastle has approximately 278,000 dwellings. Our four Community Fire Stations located within the district work together and share resources to ensure that they effectively target the risks identified in our area.

For further information please visit [Home Safety Checks](#), or to arrange a Home Safety Check please contact - 0800 0327777.



**Peter Iveson**  
**District Manager for Newcastle District**



## Newcastle Community Fire Stations

The staff stationed on all of our Community Fire Stations are our main asset and in addition to responding to emergencies, they undertake a range of Community Safety (CS) activities that are primarily aimed at preventing fires, and deaths and injuries from fire.

### West Denton

Built in 1981, West Denton Community Fire Station is located on West Denton Way, West Denton on the western side of the City of Newcastle upon Tyne. The council wards encompassed within its boundary are Newburn, Westerhope, Blakelaw, Denton, Lemington and part of the Woolsington Ward.

The station has three fire appliances and is staffed by 44 full time firefighters. There are two pumping appliances and a dual staffed Command Support Vehicle. This vehicle provides enhanced command and logistical support at larger scale incidents.

The station includes a self-contained training facility for community safety activities which houses the Young Firefighters Association (YFA).

The geographical area covered by West Denton Fire Station is mainly residential, ranging from socially deprived neighbourhoods to relatively affluent dormitory areas. Few commercial or industrial premises exist within this station area.





## Newcastle Central



Built in 2005, Newcastle Central Community Fire Station (formerly Colby Court Community Fire Station) is located on the junction of Elswick Road and Rye Hill, on the western boundary of the city of Newcastle-upon-Tyne. The council wards encompassed within its boundary are Westgate, Benwell and Scotswood, Fenham, Wingrove and Elswick. It also covers two parliamentary constituencies, Newcastle Central and Tyne Bridge.

The staff are the main asset and, in addition to responding to emergencies, undertake a range of Community Safety (CS) activities that are primarily aimed at preventing fires, deaths and injuries in fires. There are 4 appliances at Newcastle Central staffed by 36 full time firefighters.

The appliances are: a permanently staffed front line Category One appliance and a Targeted Response Vehicle. There are also two dual staffed appliances these being an Operational Support Unit and Outreach Support Vehicle.

Through partnership work we are also committed to drive down crimes such as arson and make the West End and the city of Newcastle a safer place to live and visit. The station includes a Community Safety Centre, housing our Community Safety Team.

The Community Safety centre boasts a 60 capacity auditorium with state of the art IT presentation capabilities, a number of meeting rooms and a computer suite, including access to the Internet, to assist with further educational. This entire facility which has been designed to be fully accessible and hence, enable usage by all of our visitors, is within a fully functional community fire station.



## Gosforth

Opened in 1990, Gosforth Community Fire Station is located on Jubilee Road, in the north west of the city of Newcastle upon Tyne. It covers areas of both Newcastle and North Tyneside Councils, which include Gosforth, Kenton, Fawdon, Kingston Park, Longbenton, Forest Hall, Killingworth, Wideopen, Dudley and Seaton Burn. The station has a dedicated Community Safety Centre which houses the Ignite Team.



The station has two front line fire appliances staffed by 44 whole time firefighters. There is also a dedicated Community Safety Centre which houses the 'Ignite Team'.

At Gosforth CFS we deliver an alternative 16 – 18 year olds 'Ignite' education programme which offers young people challenges and opportunities to gain new skills and experiences to improve their employability. Whilst attending this programme the young people work with the District Team to support delivery of fire safety educational messages to the community through activities such as leaflet distribution, engaging other young people and delivering assembly talks to schools.



## Byker

Opened in 2005, Byker Community Fire Station is located on Union Road, Byker on the east side of Newcastle city centre. It covers areas of both Newcastle and North Tyneside Councils, which include Byker, Walker, Heaton and Jesmond. The station has two front line fire appliances, a resilience vehicle and is staffed by 48 full time firefighters.

The main response for water incidents and floods is based at Newcastle East Community Fire Station and all operational staff are trained as Swiftwater Rescue Technicians. Equipment includes a Fireboat for use on the River Tyne as well as smaller emergency rescue boats which attend incidents on the River Wear and other inland water risks.

The station includes a Community Safety Centre, which houses the Community Team, Centre Administrator and YFA.



## Delivering our services in Newcastle 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.



**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.

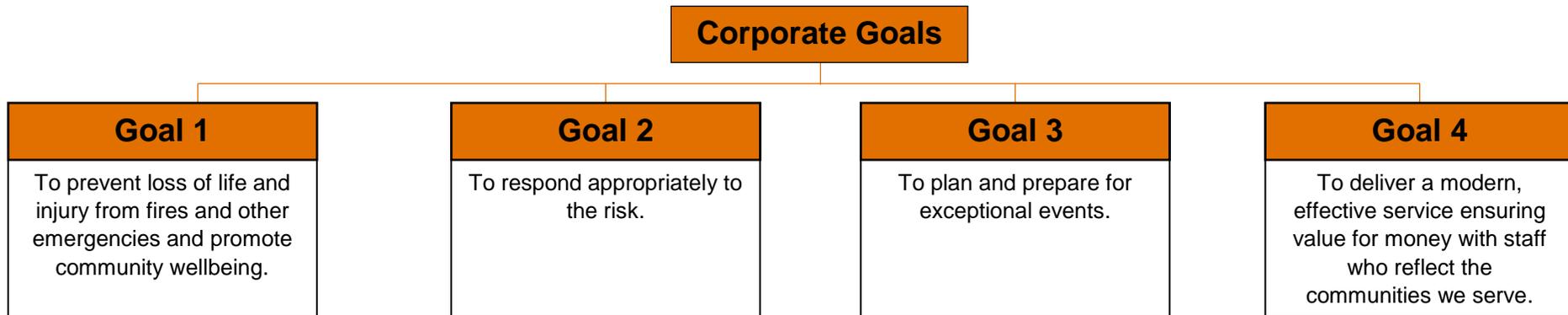


Although priorities relating to fires will always be a key driver for us we also recognise the importance of contributing to local authority and other partners' priorities, which impact on the cause of fire and wider public issues such as community safety and the environment.



## 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>41</b>
	<b>Accidental Fires</b>	
<b>LI8</b>	Number of accidental fires in dwellings	<b>160</b>
<b>LI9</b>	Number of accidental kitchen fires in dwellings	<b>94</b>
<b>LI10</b>	Number of accidental non-kitchen fires in dwellings	<b>66</b>
	<b>Deliberate Fires</b>	
<b>LI16</b>	Number of deliberate secondary fires	<b>827</b>
<b>LI18</b>	Number of deliberate refuse fires	<b>630</b>
<b>LI33</b>	Number of all deliberate fires	<b>992</b>
	<b>False Alarms</b>	
<b>LI22</b>	Number of false alarm calls due to automatic fire alarms from non-domestic premises	<b>675</b>
<b>LI23</b>	Number of false alarm calls due to automatic fire detection from domestic premises	<b>1170</b>
	<b>Others</b>	
<b>LI24</b>	Total number of fire calls attended	<b>1503</b>
<b>LI29</b>	Number of primary fires attended	<b>449</b>
<b>LI32</b>	Total number of incidents (recorded at time of call)	<b>4744</b>
<b>LI35</b>	Number of fires in a non-domestic property	<b>82</b>
	<b>HSCs</b>	
<b>LI90</b>	Number of HSCs successfully delivered by TWFRS*	<b>7400</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 understand 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.

Newcastle District Management Team attends multi-agency partnerships which match local authority boundaries. They bring different parts of the public, private, community and voluntary sectors together at a local level, allowing them to work together more effectively.

Tyne and Wear Fire and Rescue Service sit on the Safe Newcastle Board and the respective sub-groups. Safe Newcastle is the statutory Community Safety Partnership and Drug Action Team for Newcastle upon Tyne. Further information regarding aims and objectives can be found at [www.newcastle.gov.uk](http://www.newcastle.gov.uk).



## 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 Newcastle.

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

**HSC Delivery** – The Service Targeting Strategy is delivered in Newcastle to provide Home Safety Checks and working smoke alarms to a minimum of 7400 domestic properties across the city area. In addition, Your Homes Newcastle deliver partner HSCs after being trained by Newcastle District Prevention and Education Team.

**Service Volunteers** – The Service Volunteers will be utilised on a number of occasions throughout the year to raise awareness and obtain referrals for HSCs in targeted areas.

**Partnership working** – The installation of portable misting systems and sprinkler systems is being developed in partnership with Your Homes Newcastle to improve the safety of vulnerable persons.

### To reduce the number of deliberate fires in Newcastle:

**Partnership Working** – The District Manager, Station Managers and Watch Manager (Prevention and Education) are active partners within Newcastle at groups that are in place to resolve crime and disorder.

**Darker Nights** – An annual partnership initiative to reduce Anti-Social Behaviour (ASB) and associated fires during the bonfire period.

**Lighter Nights** – Newcastle District will focus resources on the reduction of ASB and associated fires during the months of March, April and May. This is a time of the year when seasonal trends have highlighted an increase in incidents.

### To reduce the number of fires in non-domestic properties in Newcastle:

**Fire Safety Operational Health Checks** – Each of the sixteen watches across the District have an annual allocation of Fire Safety Audits to complete to confirm that identified, non-domestic premises are meeting required standards in relation to fire safety provision.



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

Safe in the City – Seasonal, target based approach to completing Fire Safety Health Checks in non-domestic premises.

Unwanted Fire Signal Reduction Initiative – Station Managers monitor unwanted alarm calls from business premises and contact responsible persons when repeat activations occur.

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

Sheltered Schemes Monitoring – It has been highlighted that the higher percentage of these incidents occur in sheltered schemes across the city area. Monitoring of all repeat alarms or fires in properties is carried out weekly and follow up visits carried out to educate occupants or raise concerns to the responsible person for the property.

Your Homes Newcastle Call Challenge – The P&E Team have continued to work with Your Homes Newcastle to put in place the facility to filter alarm calls where the resident meets specified personal criteria.

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 Newcastle area you can contact the Community Fire Stations highlighted below:

## **West Denton Community Fire Station:**

**West Denton Way, West Denton,  
Newcastle Upon**

**Tyne, Tyne and Wear, NE5 2RB**

**Telephone: 0191 444 1000**

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

## **Gosforth Community Fire Station:**

**Jubilee Road, Gosforth, Newcastle Upon Tyne**

**Tyne and Wear, NE3 3EU**

**Telephone: 0191 444 1080**

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

## **Newcastle Central Community Fire Station:**

**Colby Court, Elswick Road,**

**Newcastle Upon Tyne,**

**Tyne and Wear, NE4 6HL**

**Telephone: 0191 444 1100**

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

## **Byker Community Fire Station:**

**Union Road, Newcastle Upon Tyne,**

**Tyne and Wear, NE6 1EH**

**Telephone: 0191 444 1140**

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