



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



North Tyneside District Plan

2017 - 2018



Contents

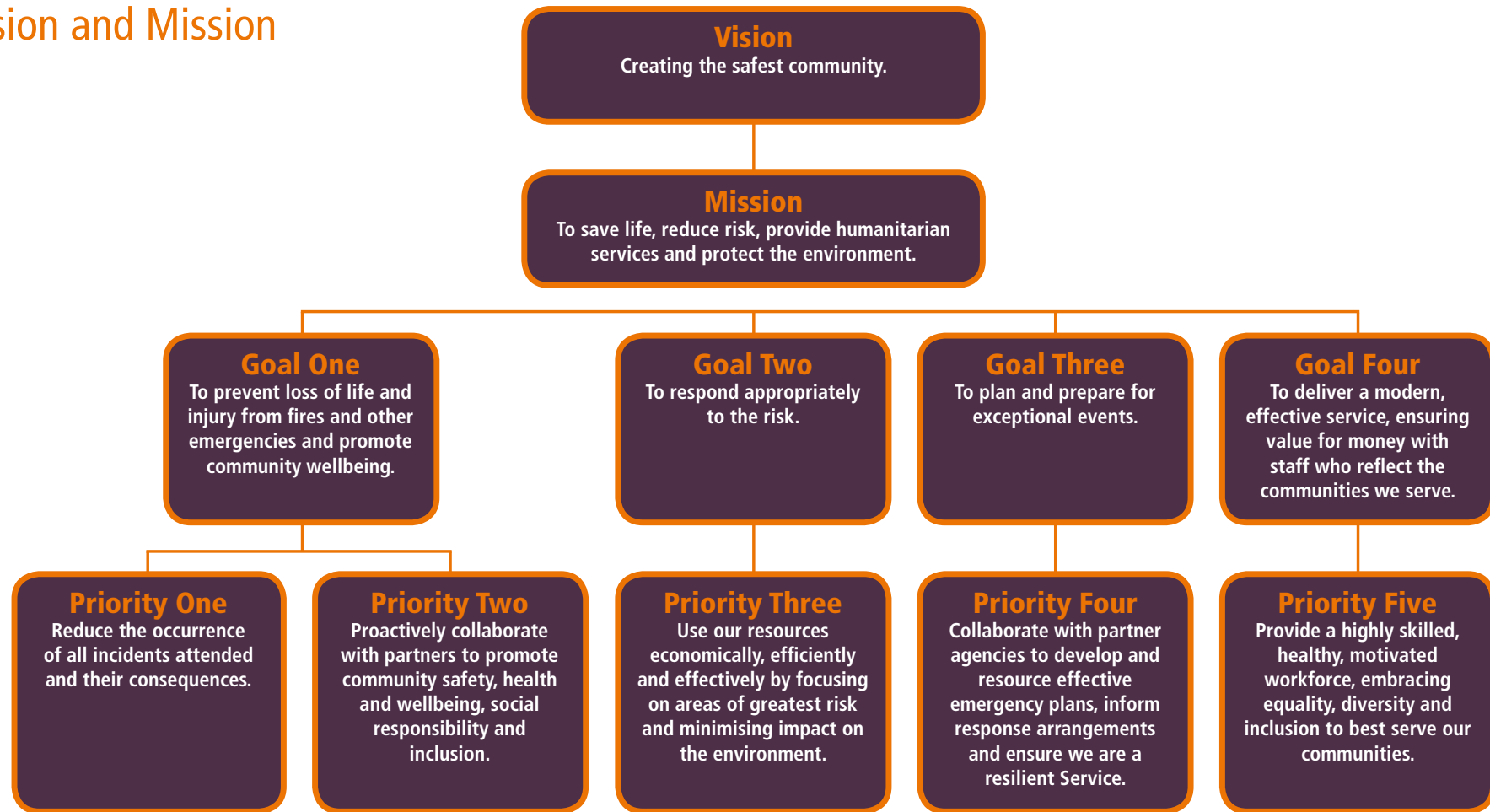
Alternative Formats

We understand that people have different needs. This plan is available in alternative formats upon request. For further details please contact **0191 444 1500**.

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Our Vision and Mission



Introduction

As the Group Manager for North Tyneside it is my overall responsibility to ensure we provide the highest standards of service to the community we serve.

North Tyneside has a population of approximately 202,000 with the greatest proportion of people aged 60 years or older. Statistics show that people over 60 years of age can be most at risk from fire whilst they are in their own home. Tyne and Wear Fire and Rescue Service (TWFRS) in North Tyneside works to reduce the occurrence of fire in the home; with particular focus on homes occupied by the over 60s to carry out Home Safety Checks (HSC) to increase the safety of the community.

North Tyneside possesses its own diverse characteristics, bordering urbanised Newcastle, rural Northumberland, the North East coast and the River Tyne. The area is made up of former mining villages, seaside towns, urban areas and substantial health, education, commercial and industrial premises. There are also retail complexes, a hospital and a number of other substantial risks. We are linked to other parts of the area via a strategic transport network, which incorporates three Tyne Tunnels and an international ferry terminal.

There are three strands to our Community Fire Safety approach within North Tyneside; Operational Response, Prevention and Education (P&E) and Fire Safety. All three strands share resources to ensure that they effectively target the risks identified in North Tyneside.

As a Service we have a multi-agency approach to the reduction of risk to our community. We work with a number of partner agencies including the North Tyneside Strategic Partnership to identify ways to improve the safety of the people of North Tyneside.

For further information please visit Home Safety Checks, or to arrange a Home Safety Check please contact **0800 0327777**.



Peter Iveson
*Group Manager,
North Tyneside District*



North Tyneside Community Fire Stations



Wallsend

Wallsend Community Fire Station has been operational since 1989; its station area is bounded by the River Tyne to the south and extends north to Whitley Road at Holystone. It continues westwards to Waverdale Avenue in Walker and eastwards to the A19 Trunk Road. The station area encompasses the town centre of Wallsend, Battle Hill, Howdon, East Walker, Hadrian Park and the west of North Shields.



Tynemouth

Tynemouth Community Fire Station is a Private Finance Initiative (PFI) venture which was opened in July 2010 with excellent community facilities - a 42 seat auditorium and a 20 seat community room which are continually used by various community and local authority groups. The station area encompasses Tynemouth, North Shields, Chirton, Preston, Shiremoor, Whitley Bay, Percy Main and Backworth.



Delivering our services in North Tyneside 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 following functions.

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. In particular, operational firefighters based in North Tyneside are highly trained in decontamination processes for dealing with incidents that involve hazardous materials.

Prevention and Education

Dedicated Prevention and Education (P&E) Teams are based at a central hub at Tynemouth CFS with its primary focus being 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 aim of the Fire Safety Department is to reduce the risk from fire in premises other than private dwellings. This is achieved through a programme of risk based fire safety inspections and partnership working with external organisations or agencies, ensuring fire safety regulations are maintained in non-domestic premises. The Fire Safety Department is instrumental in advising the business community on fire safety related matters.

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 may be compromised.

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



Impact of the government's 4 year funding settlement and future funding spending review

The need to balance efficiency and risk will continue to be one of the major challenges facing the Authority particularly given the continued pressure on public spending which has not relented despite an improvement to the overall economy.

Since 2010, when austerity measures began our plans and actions have been developed against a background of significant reductions to the budget available to the Authority year on year, as a result of huge reductions in Government spending. These cuts have resulted in a significant reduction in the Authority's Core (Revenue) Spending Power which continues to reduce under the current 4 year funding settlement covering the period 2016/17 to 2019/20. To put this into context, the Authority's reduction of 2.9% in its Core Spending Power over the 4 year settlement is the worst of all Fire and Rescue Authorities in England, and is 7 times higher than the average reduction for all local authorities. This position is on top of the cuts to government funding the Authority has already faced and managed up to 2015/16 which were some of the highest reductions seen across the fire service.

The Authority has increased Council Tax by 1.99% (the maximum allowed without the need for a referendum) for both 2016/17 and 2017/18. However in the 4 year funding settlement the government assumed an increase in Council Tax for each year when calculating the 4 year grant funding reductions and as a result this has had a very limited benefit upon the resources of the Authority. In summary, the budget reductions are set to continue for the Authority over the medium term with little prospect of a change in government policy. In the latest Medium Term Financial Plan (February 2017) covering the period 2017/18 to 2020/21 which takes into account Government cuts and spending pressures faced by the Authority, it is expected that the Authority will be required to make a further £10.785m of spending reductions over this four year period. £4.243m of this will be met through previously approved IRMP actions which leaves a projected budget gap up to 2020/21 of £2.8m.

The budget gap identified however is based upon the assumption that a number of outstanding IRMP 2014/17 actions which total £2.0m will be made. If these are not achieved by 2019/20 then the projected budget gap could increase further.

To meet the anticipated shortfall in resources the Authority agreed a new IRMP 2017/20 which is based upon three major strands, which include: A further review of the Authority's response model; A review of the Ways of Working within the Authority across all areas of the service and A further review of more Collaboration to help address the financial position.

The level of saving continues to present 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 in every year since 2010 and that savings become much more difficult to achieve when all areas of the service have been subject to reviews already.

However as we implement the changes, we will continue to be guided by our key principles which include:

- 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, however it must be acknowledged that savings are much more difficult when areas are having to be revisited and that more radical solutions will be required.



Priorities

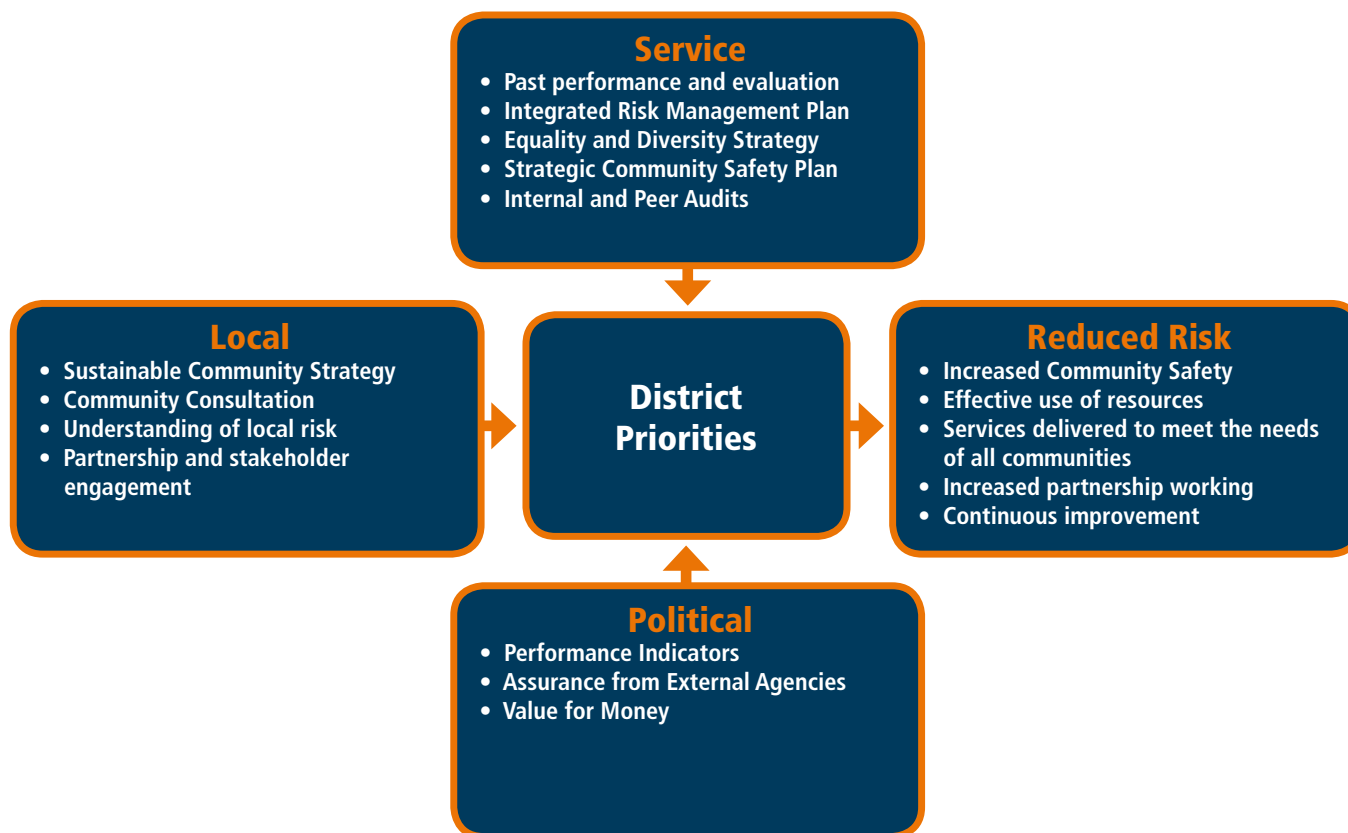
To ensure Tyne and Wear Fire and Rescue Service reflects the needs of the local community, service requirements and political direction, our priorities are based on a number of factors.

Using information systems, and on-going consultation and communication with communities, we are 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.

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.

The diagram below 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.



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 Local Authority 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.

2017 / 2018 Priorities



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.

Deaths and Injuries		
LI1	Number of deaths from accidental dwelling fires	0
LI2	Number of deaths from all fires	0
LI3	Number of injuries from accidental fires in dwellings, excluding precautionary checks	4
LI5	Number of injuries from all fires	28
Accidental Fires		
LI8	Number of accidental fires in dwellings	101
LI9	Number of accidental kitchen fires in dwellings	56
LI10	Number of accidental non kitchen fires in dwellings	45
Deliberate Fires		
LI16	Number of deliberate secondary fires	355
LI18	Number of deliberate refuse fires	261
LI33	Number of all deliberate fires	452
False Alarms		
LI22	Number of false alarm calls due to automatic fire alarms from non-domestic premises	148
LI23	Number of false alarm calls due to automatic fire detection from domestic premises	251
Others		
LI24	Total number of fire calls attended	688
LI29	Number of primary fires attended	247
LI32	Total number of incidents (recorded at time of call)	1637
LI35	Number of fires in a non-domestic property	29
HSCs		
LI90	Number of HSCs successfully delivered by TWFRS*	4000

* Minimum Acceptable Delivery Standard: this is the minimum number of HSC's 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.

North Tyneside has an established Local Strategic Partnership (LSP). LSPs are non-statutory, 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 all Local Strategic Partnerships in Tyne and Wear. Further information regarding North Tyneside Partnership's aims and objectives can be found at www.northtyneside.gov.uk/ntsp/.



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 North Tyneside.

To reduce the number of accidental fires and injuries from accidental dwelling fires in North Tyneside these initiatives are delivered:

Lobster Productions – A local theatre company delivers fire safety in the home messages to older residents of North Tyneside to raise awareness of and reduce fire related injuries in the home.

Home Safety Checks (HSCs) – We run a targeted campaign to fit smoke alarms and carry out home safety checks to the most vulnerable residents of North Tyneside.

Domestic Sprinklers – Throughout the area we continue to promote the benefits of installing sprinklers within residential premises.

Crucial Crew – An annual multi-agency safety week at Tynemouth Fire Station delivers education to over 1000 year 6 pupils, raising their awareness of fire safety in the home.

Operation Hotspot – We run a targeted ASB operation as part of local authority Big Spring Clean Campaign, working with other relevant partners.

Schools Education – We target all Year 2 (age 6/7) and Year 5 (age 9/10) pupils in every primary school in North Tyneside, delivering our schools education programme.

Supporting Families – North Tyneside's Prevention and Education (P&E) Department work with North Tyneside Council Multi-Agency Assessment Team supporting the Government's Troubled Families programme. North Tyneside Council have established work streams with partner agencies; P&E attend meetings and have completed awareness sessions with Community Champions. A HSC referral mechanism is now in place along with monthly updates of progress.

HSC Referral Mechanisms – We now have up to 30 HSC referral mechanisms in place between North Tyneside P&E department and partner agencies.

To reduce the number of deliberate fires in North Tyneside these initiatives are delivered:

Lighter Nights Campaign / Gibber Theatre Group – Safety messages are delivered within local schools in partnership with local authority environmental teams.

Vulnerable Properties – Our Operational Response Crews visit boarded-up / empty properties as part of Anti-Social Behaviour (ASB) work to ensure they are in a safe condition and identify properties requiring Site Specific Risk Information (SSRI) from lists supplied by North Tyneside Council.



Multi Agency Risk Assessment Conference (MARAC)

– North Tyneside P&E work with MARAC whenever there is a threat of arson at a property, resulting in a visit, HSC and option of fitting flap locks.

Phoenix Courses – This course is delivered to young people in North Tyneside who are known to be offending or are at risk of offending.

Darker Nights – We deliver fire safety education to students in years 7, 8 and 9 to reduce ASB and associated fires.

Safetyworks! – Is a multi-agency interactive safety centre serving the community of Tyne & Wear. It provides an innovative, enjoyable learning experience enabling visitors to participate safely in realistic situations illustrating everyday hazards and how to prevent them. Local schools are encouraged to attend Safetyworks! to educate their students in numerous interactive scenes to enable them to make safer life choices.

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

Risk Based Attendance Policy - From 1 June 2015 TWFRS no longer automatically attend alarm calls from non-residential properties between 08:00 hours and 18:00 hours and will attend when a fire has been confirmed or when there is a physical sign of a fire (such as a smell of burning). Nearly a fifth of all incidents TWFRS attended over the last five years were to false alarms from automatic fire alarm systems in non-residential properties (buildings where people don't live, e.g. shops, offices and factories).

False alarms cause disruption, but they also mean that fire crews who attend these false alarms are not available to attend life threatening incidents, undertake critical training or to work in the community to prevent fires from happening in the first place.

Any 999 call reporting a confirmed fire or physical signs of a fire will receive an immediate emergency response.

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

Care Call Agreement – We work with Care Call who we have trained to “call challenge” contact from their service users prior to alerting TWFRS.

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 IRMP supports our journey for innovation and continuous improvement. It is an important part of how we manage the impact of funding reductions, along with continued good financial management and ongoing work to improve efficiency, procurement and effective use of assets and other resources. In recent years the Service has undertaken the following reviews:

- **Review of Operational Response Model**
- **Control Review**
- **Feasibility of a Trading Company**
- **An Organisation and Management Review (OMR);**
- **Collaboration – to explore further joint working with other emergency services and key partners.**

A significant amount of work has been undertaken on these actions. All are complete with the exception of the review of Operational Response Model which will continue to be implemented into 2018, and the Organisation and Management Review which will be fully implemented during 2017. Taking the above reviews into account, the Authority will still have a projected funding gap of £1.8m, therefore to address this, the following actions have been added to the IRMP for 2017-20:

Action 1

Review how we respond relative to risk

Examine the operational response delivered by the Service to ensure all opportunities for efficiency are explored, in relation to the risks we face, so that we achieve the best possible outcomes for our community.

Action 2

Explore further opportunities for collaborative working with emergency services and other partners

Drive the collaborative agenda forward where it improves effectiveness and efficiency, strengthening services, increasing innovation, delivering significant savings and better protecting our communities.

Action 3

Examine our ways of working and consider opportunities for further efficiency and effectiveness

Foster leadership and innovation to drive efficiency through a review of our policies, systems and ways of working. Using an intelligence-led approach to Maximise personal and organisational performance and minimise risk.



Contact Us

If you have any further questions relating to the delivery of services in the North Tyneside area you can contact the Community Fire Stations as follows:

Wallsend Community Fire Station

Hadrian Road
Wallsend
Tyne and Wear
NE28 6HS
Telephone: 0191 444 1200
Email: wallsend@twfire.gov.uk

Tynemouth Community Fire Station

Preston North Road
North Shields
Tyne and Wear
NE29 9PY
Telephone: 0191 444 1760
Email: tynemouth@twfire.gov.uk

For further information about your district please log on to:
www.twfire.gov.uk/yourarea/north-tyneside

Further information regarding our services can be found on our website: www.twfire.gov.uk





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