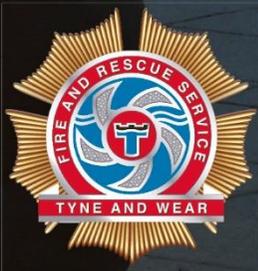


South Tyneside

District Plan 2016/17



Tyne and Wear Fire and Rescue Service
Creating the Safest Community





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.



Our vision and mission.....	3
Our vision.....	3
Our mission.....	3
Introduction.....	4
South Tyneside Community Fire Stations	5
South Shields.....	5
Hebburn	5
Delivering our services in South Tyneside District.....	6
Operational Response.....	6
Prevention and Education	6
Fire Safety.....	6
SafetyWorks!.....	6
Impact of the government spending review.....	7
Priorities	8
Corporate Goals.....	9
Service and District Priorities.....	10
District Targets.....	12
Partnership Working	13
Actions and Initiatives	14
Integrated Risk Management Planning	16



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 District Manager for South Tyneside I am proud to lead the teams who are responsible for ensuring Tyne and Wear Fire and Rescue Service (TWFRS) deliver our services to the highest possible standard to the diverse local community of South Tyneside.

We have two Community Fire Stations, Hebburn and South Shields, which serve an area made up of large amounts of residential property, isolated pockets of deprivation and substantial commercial and industrial premises and related infrastructure.

We recognise that people are most at risk from fire whilst they are in the home. We focus on identifying those most at risk, in conjunction with our partners, to ensure we effectively target the risks identified in our area, making South Tyneside safer. Working with the new Targeted Response Vehicles (TRV), to tackle small and anti-social fires, frees up our front line appliances and their crews to tackle real emergencies.

South Tyneside includes major rail, road and substantial industrial risks together with the special risks associated with the North East coast and the river Tyne. We protect retail outlets, a hospital and a number of other substantial risks, referred to as, Control of Major Accident Hazard (COMAH) sites. These are linked to other parts of the region and beyond via a strategic transport network, which incorporates three Tyne Tunnels and an international port terminal.

I believe, prevention of a fire occurring in the first place is far better than dealing with the consequences of that fire and this is a primary aim of Community Fire Safety. To achieve this aim we have three strands to our Community Fire Safety approach within the District; Operational Response, Prevention and Education, and Fire Safety. All three are coordinated to work together and share resources to ensure that they effectively target the risks identified in South Tyneside.

As a Service we know that the reduction of risk to our community cannot be the responsibility of one agency. Safety is enhanced by a multi-agency approach and we work with a number of partner agencies including the South Tyneside Strategic Partnership, to identify innovative ways to improve the safety of the people of South Tyneside. We have developed this approach to work closer with Northumbria Police neighbourhood teams. With a team now based in Hebburn community fire station.

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



William Forster

District Manager for South Tyneside District



South Tyneside Community Fire Stations

South Shields

Built in 2001, South Shields Community Fire Station was the first of the purpose built Community Stations provided by Tyne and Wear Fire Authority. The station is located on John Reid Road, South Shields and covers the east side of South Tyneside Council and northern areas of Sunderland City Council. The station covers several council wards; Beacon and Bents, Biddick Hall, Biddick and All Saints, Boldon Colliery, Cleadon and East Boldon, Cleadon Park, Harton, Horsley Hill, Simonside and Rekendyke, West Park, Westoe, Whitburn and Marsden and Whiteleas. Work is ongoing to provide facilities at South Shields to support the Community Rehabilitation Company (CRC) and the restorative justice teams working in South Tyneside.



Hebburn

Built in 1965, Hebburn Community Fire Station is located on Victoria Road West, Hebburn and covers the west side of South Tyneside Council and some areas of Gateshead Council. The station covers several council wards; Bede, Primrose, Boldon Colliery, Monkton and Fellgate and Hedworth, Hebburn North and South as well as Pelaw, Felling and Leam. A Northumbria police neighbourhood team now share TWFRS facilities and operate from Hebburn community fire station in south Tyneside



Delivering our services in South 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 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 stations in South Tyneside support a range of specialist functions which include responding to Heavy Vehicle Collisions, large animal rescues, incidents involving bariatric casualties and rescues from high structures, cliffs and confined spaces using rope rescue equipment.



Prevention and Education – Dedicated Prevention and Education (P&E) Teams operate within 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.



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.

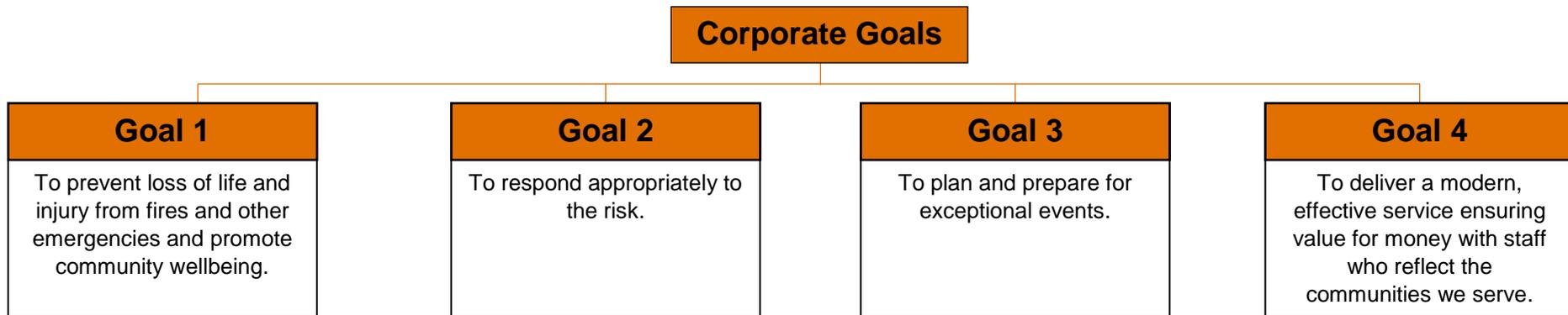


Although priorities relating to fires will always be a key driver for us we also recognise the importance of contributing to local authority and other partners' priorities, which impact on the cause of fire and wider public issues such as community safety and the environment.



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.

	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	5
LI5	Number of injuries from all fires	24
	Accidental Fires	
LI8	Number of accidental fires in dwellings	60
LI9	Number of accidental kitchen fires in dwellings	33
LI10	Number of accidental non-kitchen fires in dwellings	27
	Deliberate Fires	
LI16	Number of deliberate secondary fires	320
LI18	Number of deliberate refuse fires	194
LI33	Number of all deliberate fires	380
	False Alarms	
LI22	Number of false alarm calls due to automatic fire alarms from non-domestic premises	128
LI23	Number of false alarm calls due to automatic fire detection from domestic premises	162
	Others	
LI24	Total number of fire calls attended	567
LI29	Number of primary fires attended	169
LI32	Total number of incidents (recorded at time of call)	1325
LI35	Number of fires in a non-domestic property	26
	HSCs	
LI90	Number of HSCs successfully delivered by TWFRS*	4400

*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, CRC (formerly the 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.

South Tyneside has an established Local Strategic Partnerships (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 South Tyneside Partnership's aims and objectives can be found at www.southtyneside.info/article/15686/South-Tyneside-Partnership.



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 South Tyneside.

To reduce the number of accidental fires and injuries from accidental fires in dwellings in South Tyneside:

Home Safety Checks (HSCs) – In order to reduce accidental dwelling fires and associated fire deaths and injuries, the District Prevention & Education (P&E) Team target those most vulnerable in the community for Home Safety Checks. The District targeting strategy identifies people and properties that would benefit from a HSC, utilising a combination of data and information systems, local knowledge and our Risk Based Inspection Programme (RBIP). Using this strategy HSCs are carried out in properties identified as having an increased risk of fire; dwellings that have previously received HSCs are re-inspected to assess the risk identified during the initial HSC.

South Tyneside Homes HSC Initiative – South Tyneside Homes carry out HSC's on arm's length management organisation (ALMO) properties within the borough in order to reduce accidental dwelling fires and associated fire deaths and injuries.

HSC Partner Referrals – Using HSC referral mechanisms P&E target high risk vulnerable households with partners, ensuring intelligence led actions. Among many others, these partners include; Adult Social Care, Hospital Discharge Team, Mental Health Team and Older Persons Teams.

South Tyneside Partners have begun engagement with TWFRS to provide domestic sprinklers as part of a TWFRS initiative to fit domestic sprinklers within targeted properties in order to minimise fire damage and prevent fire deaths and injuries.

South Tyneside Homes Housing Plus – All shelter managers receive Fire Safety in the Home and Fire Risk Assessment training from District P&E staff in order to reduce causes of accidental fires within units.



To reduce the number of deliberate fires in South Tyneside:

Anti-Social Behaviour (ASB) Log - All potential sources of ASB fires are reported by Watches and other staff, and then recorded on our ASB register. Preventative action is subsequently taken and reported at Performance Action Group.

Multi-Agency ASB Team – Our P&E team work within the South Tyneside Safer Neighbourhood Team, here we support a multi-agency approach to reducing all anti-social behaviour including fires.

Lighter Nights Campaign – Crews in South Tyneside are targeting specific areas covered by the Lighter Nights and Darker Nights campaigns to highlight potential fires and arrange partner intervention, uplifts and reduce fires in these areas.

South Tyneside Homes Housing Plus – In addition to all shelter managers receiving Fire Safety in the Home and Fire Risk Assessment training from District P&E Staff. We also continue to visit Targeted Sheltered Accommodation that have alarm calls related to “cooking issues” or false alarms on a regular basis.

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, from the 1st June 2015 TWFRS 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 South Tyneside area you can contact the Community Fire Stations highlighted below:

South Shields Community Fire Station:

John Reid Road,

South Shields,

Tyne and Wear,

NE34 8FS

Telephone: 0191 4441820

Email: southshields@twfire.gov.uk

Hebburn Community Fire Station:

Victoria Road West,

Hebburn,

Tyne and Wear,

NE31 1UD

Telephone: 0191 4441320

Email: hebburn@twfire.gov.uk