

# Sunderland

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

Sunderland District is served by five Community Fire Stations (CFS): It is my belief that preventing a fire occurring in the first place is far better than dealing with the consequences of a fire, therefore all District staff are focussed in ensuring the most vulnerable in the community receive bespoke safety advice and are provided with key safety equipment where necessary to reduce their risk from having a fire. A large part of a firefighter's role is responding to many different types of emergency incidents including road traffic collisions, chemical spills and various types of rescue in addition to responding to fires.

Sunderland District has seen significant reductions in most of our fire statistics over recent years however we recognise there are still issues we need to address. As a Service we are aware that the reduction of risk to our community cannot be the responsibility of one agency and community safety is enhanced by a multi-agency approach.

In order to identify those most at risk from fire within our community we work closely with Sunderland City Council, health and social services, Gentoo and other local agencies. Together we are able to offer practical help and support to our residents. Our common goal is to create the safest community.

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



**Ian Cuskin, District Manager for Sunderland District**





## Sunderland 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.

### Rainton Bridge

Rainton Bridge Community Fire Station is located on Mercantile Road in the centre of the Houghton-le-Spring. It covers several local council wards namely; Houghton, Hetton, Shiney Row and Copt Hill. The station is home to one fire appliance and has an extension allowing the North East Ambulance Service to house one of their appliances and share the facilities. This has proven beneficial for joint service training and liaison. Rainton Bridge Community Fire Station became the second station in TWFRS to adopt Day Crewing Close Call (DCCC) staffing. Crews have a 24 hour shift period instead of alternating between day shift and night shifts and have purpose-built accommodation, remaining on-station on-call to respond to emergencies for their whole shift.



### Marley Park

Marley Park Community Fire Station is the Services newest station and is located on the corner of Old Mill Road and Marley Crescent in Marley Pots. The station is home to one fire appliance and an Aerial Ladder Platform. It covers several local council wards namely; Fulwell, St Peters, Southwick, Castle and Redhill. The Marley Park Community Fire Station also hosts a Princes Trust Team Programme and in addition has a community room open to community groups as a venue for meetings and community events.





## Sunderland Central

Sunderland Central Community Fire Station is located on Railway Row and covers several local council wards namely; Millfield, St Michaels, Hendon, Doxford, Pallion, Barnes and Ryhope. The station is home to one fire appliance, one Targeted Response Vehicle (TRV) and also hosts the Phoenix Project (run in conjunction with the Youth Offending Service). The TRV at Sunderland ensures we continue to adapt to the risks within our communities and always respond with resources appropriate to the risk to ensure that more appropriate appliances are available for higher risk / life risk incidents. Northumbria Police Neighbourhood Policing Team are also located at this station as part of the joint service working initiative. Local Ward Councillors also periodically hold surgeries for the benefit of their constituents. The facility is accessible to all members of our community.



## Farringdon

Farringdon Community Fire Station is located on Northmoor Road and covers several local council wards namely; Barnes, Silksworth, Pallion, St Anne's, Doxford, St Chad's, Sandhill, and Ryhope. The station has two fire appliances and a Mass Decontamination Re-robe (MDR) pod. The Prince's Trust also run team programmes from this venue. Northumbria Police Neighbourhood Policing Team are also located at this station as part of the joint service working initiative. The Community Safety Centre boasts a 60 seat auditorium which has modern IT presentation capabilities, a meeting room, and provides access to a Prevention and Education team who can offer help and advice and facilitate community meetings.

## Washington

Washington Community Fire Station is located in the Glover area of Washington. It covers several local council wards namely; Washington Central, Washington South, Washington West, Washington North and Washington East. The station has two fire appliances and a Mass Decontamination Disrobe (MDD) pod and two Targeted Response Vehicles (TRVs). The TRVs at Washington ensure we continue to adapt to the risks within our communities and always respond with resources appropriate to the risk and ensure that more appropriate appliances are available for higher / life risk incidents. The station also has full Community Safety facilities, including a 60 seat lecture room, and is staffed by a dedicated Prevention and Education Team. In addition, the station hosts two North East Ambulance Service appliances who share the station facilities.





## Delivering our services in Sunderland 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.

Operational firefighters based in Sunderland are highly trained in mass decontamination processes, providing the expertise to deal with incidents involving hazardous materials and the public. The District also have mass decontamination re-robe and disrobe pods available to assist.



**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.

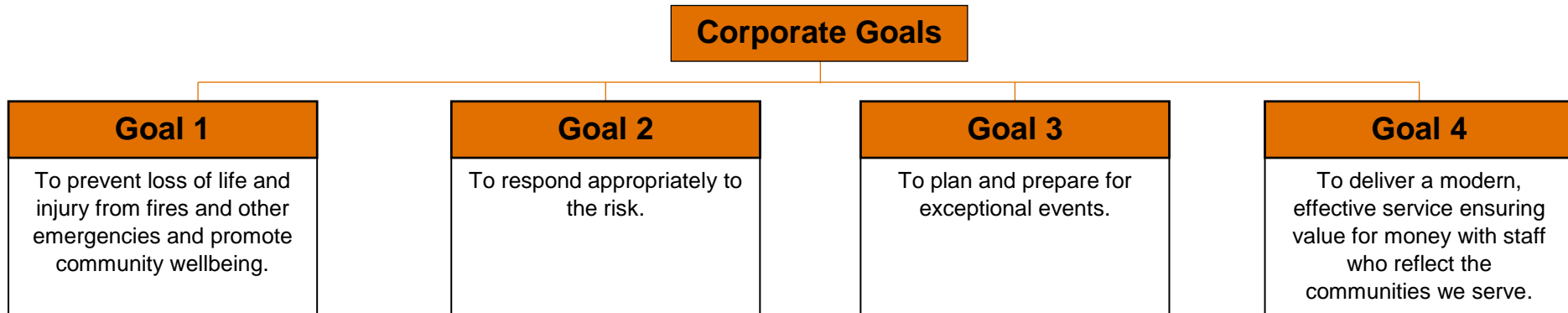


Although priorities relating to fires will always be a key driver for us we also recognise the importance of contributing to local authority and other partners' priorities, which impact on the cause of fire and wider public issues such as community safety and the environment.



## 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>6</b>
<b>LI5</b>	Number of injuries from all fires	<b>40</b>
	<b>Accidental Fires</b>	
<b>LI8</b>	Number of accidental fires in dwellings	<b>113</b>
<b>LI9</b>	Number of accidental kitchen fires in dwellings	<b>65</b>
<b>LI10</b>	Number of accidental non-kitchen fires in dwellings	<b>48</b>
	<b>Deliberate Fires</b>	
<b>LI16</b>	Number of deliberate secondary fires	<b>1119</b>
<b>LI18</b>	Number of deliberate refuse fires	<b>748</b>
<b>LI33</b>	Number of all deliberate fires	<b>1307</b>
	<b>False Alarms</b>	
<b>LI22</b>	Number of false alarm calls due to automatic fire alarms from non-domestic premises	<b>415</b>
<b>LI23</b>	Number of false alarm calls due to automatic fire detection from domestic premises	<b>428</b>
	<b>Others</b>	
<b>LI24</b>	Total number of fire calls attended	<b>1678</b>
<b>LI29</b>	Number of primary fires attended	<b>418</b>
<b>LI32</b>	Total number of incidents (recorded at time of call)	<b>3612</b>
<b>LI35</b>	Number of fires in a non-domestic property	<b>63</b>
	<b>HSCs</b>	
<b>LI90</b>	Number of HSCs successfully delivered by TWFRS*	<b>7800</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.

TWFRS continues to promote the benefits of installing domestic sprinkler systems in dwellings with our partners and the benefits of having a monitored smoke alarm system installed within the homes of the most vulnerable people within Sunderland. Both Gentoo and Sunderland Care and Support have shown vision and leadership in this respect in achieving these mutually beneficial aims.

We currently work with the five local authorities of Tyne and Wear, NHS, Northumbria Police, Prince's Trust, Community Rehabilitation Company (CRC) 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.



Sunderland 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 Sunderland Partnership's aims and objectives can be found at [www.sunderlandpartnership.org.uk](http://www.sunderlandpartnership.org.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 Sunderland.

### To reduce the number of accidental fires and injuries from accidental fires in dwellings in Sunderland:

**Home Safety Checks (HSCs)** – The Service HSC Targeting Strategy is delivered in Sunderland to provide HSCs to vulnerable households. They are carried out at dwellings identified as at risk by the Service’s demographic software. They are also carried out after an incident at the dwelling involved and its neighbours. HSC requests can be referred to us by partners or by householders themselves.

**Community Fire Safety Education** – There is a school education programme targeting Years 1 and 5 at all District schools annually. Videos are shown and advice given. We also regularly visit Shared Accommodation facilities to give talks to residents.

**Community Fire Safety Equipment** – Depending upon need, we supply free of charge: smoke alarms, deep fat fryers, fire retardant throws & bedding and other Fire Safety (FS) items.

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

**Unscheduled Initiatives** – We analyse data looking for trends and act accordingly. We change our emphasis when carrying out HSCs, for example if there has been an increase in kitchen fires. FS Booklets may also be delivered to addresses in hot-spot areas.

**Sprinklers** – We work with partners in Sunderland to promote the installation of sprinkler systems, both new-build and retro-fit.

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

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



**Scheduled Initiatives** – With our partners we plan and prepare for Darker Nights and the Bonfire Period. ASB activities such as fly-tipping and abandoned cars are reported to the Responsive Local Service Team (Sunderland City Council’s Environmental Services) to arrange collection and enforcement. We organise area leaflet drops giving FS information, useful telephone numbers and, during the Bonfire period, details of organised events.

**Unscheduled Initiatives** – We analyse data looking for trends and act 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. FS Booklets may also be delivered to addresses in hot-spot areas.

**Anti-Social Behaviour Engagement** – All personnel within Sunderland District engage in reducing anti-social behaviour by reporting abandoned vehicles, buildings requiring boarding up and loose refuse to the relevant authorities using our reporting facility via Sunderland City Council.

**The Phoenix Project** – This project is delivered in partnership between TWFRS and Sunderland Youth Offending Service (YOS). Over the years, the project has developed and is currently a programme of three courses aimed at young people aged between 12-17 years, who are known to be offending or are at risk of offending. The main aim of the programme is to change attitude and behaviour, instil confidence and self-esteem, discipline and self-discipline, team working and social skills. This creates empathy for the Fire Service and an understanding of the dangers of fire, fire setting and hoax calls. Addressing these areas, ultimately leads to better attendance in school and more potential employment opportunities.

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

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

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

**Sheltered Accommodation** – We regularly visit Shared Accommodation facilities to give talks to residents.

**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 Sunderland area you can contact the Community Fire Stations highlighted below:

**Washington Community Fire Station:**  
Glover Industrial Estate, Washington,  
Tyne and Wear, NE37 AG

Telephone: 0191 4441850

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

**Sunderland Central Community Fire Station:**  
Railway Row, Sunderland,  
Tyne and Wear, SR1 3HE

Telephone: 0191 4441220

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

**Rainton Bridge Community Fire Station:**  
Mercantile Road, Rainton Bridge,  
Tyne and Wear, DH4 5PH

Telephone 0191 4441800

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

**Marley Park Community Fire Station:**  
Old Mill Road, Marley Park,  
Sunderland,

Tyne and Wear, SR5 5BL

Telephone: 0191 4441300

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

**Farringdon Community Fire Station:**  
North Moor Road, Sunderland,  
Tyne and Wear, SR3 1TJ

Telephone: 0191 444 1174

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