



**Tyne and Wear Fire  
and Rescue Service**

*Creating the Safest Community*



**Sunderland** District Plan

2017 - 2018



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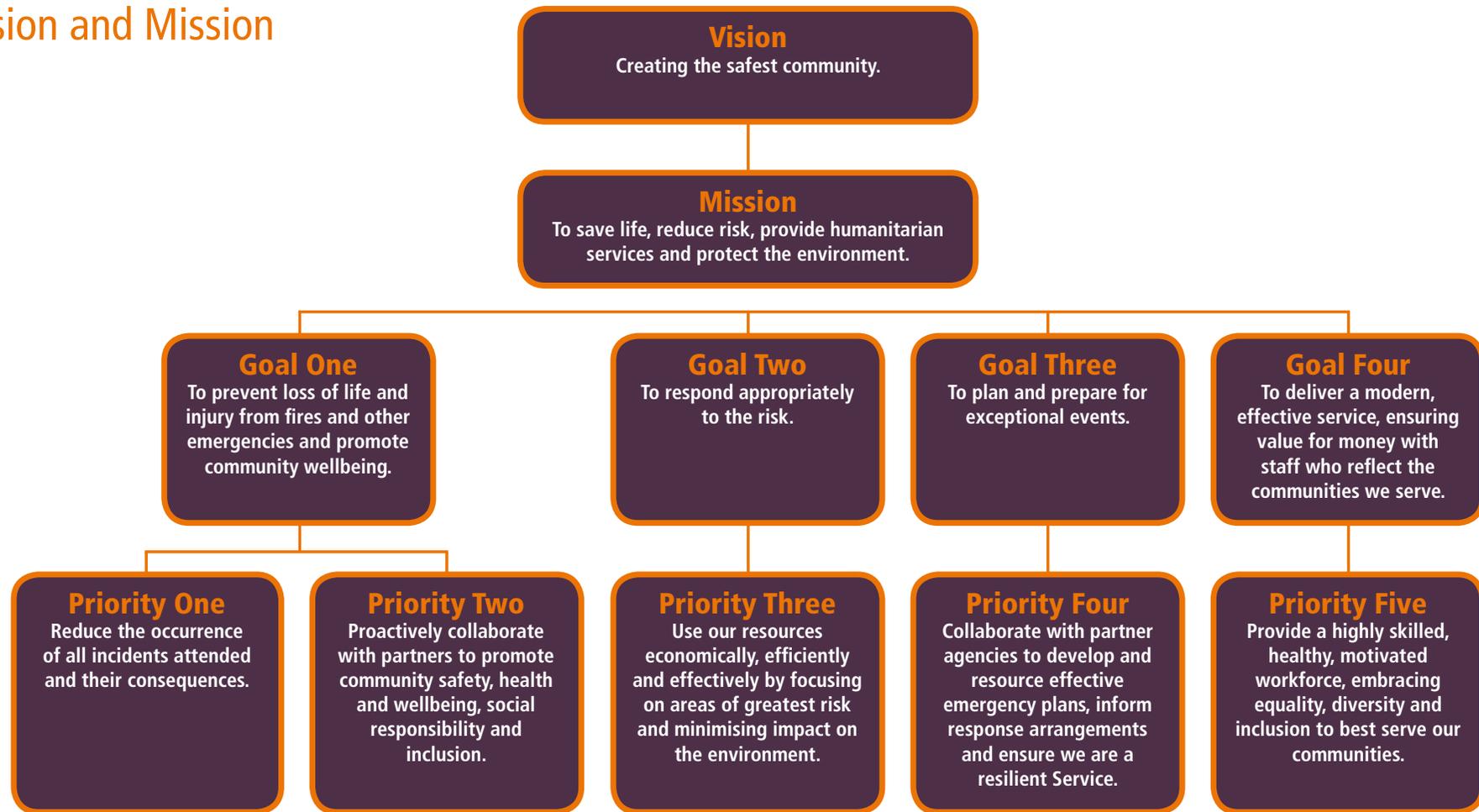
### Alternative Formats

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 of Sunderland District 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 Sunderland and South Tyneside.

Sunderland is served by five Community Fire Stations (CFS) 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 Sunderland 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.

Sunderland includes major rail, road and substantial industrial risks together with the special risks associated with the North East coast and the river Wear. We protect retail outlets, a hospital and a number of other substantial risks. These are linked to other parts of the region and beyond via a strategic transport network.

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 our primary aim through the three strands to our Community Safety approach. These are 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 Sunderland.

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 Sunderland Strategic Partnership, to identify innovative ways to improve the safety of the people of Sunderland.

We have developed this approach to work closer with Northumbria Police neighbourhood teams with a team now based in Sunderland Central community fire station.

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**.



**Bill Forster**  
*Group Manager,  
Sunderland District*



## Sunderland Community Fire Stations



Rainton Bridge



Farrington



Marley Park



Washington



Sunderland Central

### 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.

### Farrington

Farrington 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

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.



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### 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 decontamination processes, providing the expertise to deal with incidents involving hazardous materials and the public.

### Prevention and Education

Dedicated Prevention and Education (P&E) Teams are based at various locations across Tyne and Wear. 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 aim to 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. We do this 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'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

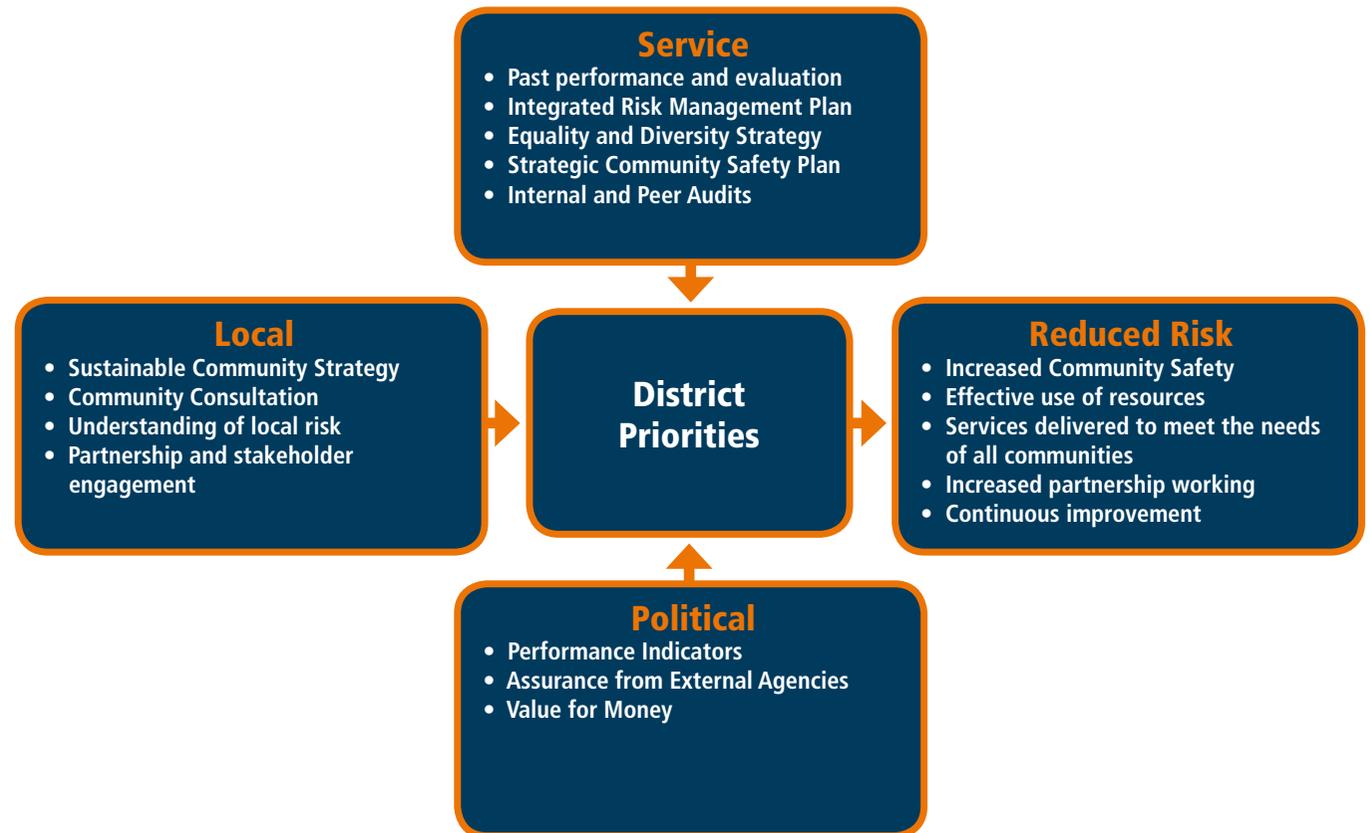
To ensure Tyne and Wear Fire and Rescue Service reflects the needs of the local community, service requirements and political direction, our priorities are based on a number of factors.

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.

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.

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

Sunderland 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 | 12   |
| LI5                 | Number of injuries from all fires   | 54   |
| Accidental Fires    |   |      |
| LI8                 | Number of accidental fires in dwellings   | 128  |
| LI9                 | Number of accidental kitchen fires in dwellings                                       | 72   |
| LI10                | Number of accidental non kitchen fires in dwellings                                   | 56   |
| Deliberate Fires    |   |      |
| LI16                | Number of deliberate secondary fires  | 1186 |
| LI18                | Number of deliberate refuse fires   | 897  |
| LI33                | Number of all deliberate fires  | 1400 |
| False Alarms        |   |      |
| LI22                | Number of false alarm calls due to automatic fire alarms from non-domestic premises   | 382  |
| LI23                | Number of false alarm calls due to automatic fire detection from domestic premises    | 441  |
| Others              |   |      |
| LI24                | Total number of fire calls attended   | 1806 |
| LI29                | Number of primary fires attended  | 455  |
| LI32                | Total number of incidents (recorded at time of call)                                  | 3740 |
| LI35                | Number of fires in a non-domestic property  | 58   |
| HSCs                |   |      |
| LI90                | Number of HSCs successfully delivered by TWFRS*                                       | 7800 |

\* 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, 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 and other metropolitan fire and rescue authorities. 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 dwelling fires 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 2 and 5 at all 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 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.

### 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.

### 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 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 Sunderland area you can contact the Community Fire Stations as follows:

### Washington Community Fire Station

Glover Industrial Estate  
Washington  
Tyne and Wear  
NE3 7AG  
Telephone: 0191 444 1850  
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 444 1220  
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 444 1800  
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 444 1300  
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)

For further information about your area please log on to:  
[www.twfire.gov.uk/yourarea/sunderland](http://www.twfire.gov.uk/yourarea/sunderland)

Further information regarding our services can be found on our website: [www.twfire.gov.uk](http://www.twfire.gov.uk)





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