



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



## **Gateshead** District Plan

2018 - 2019



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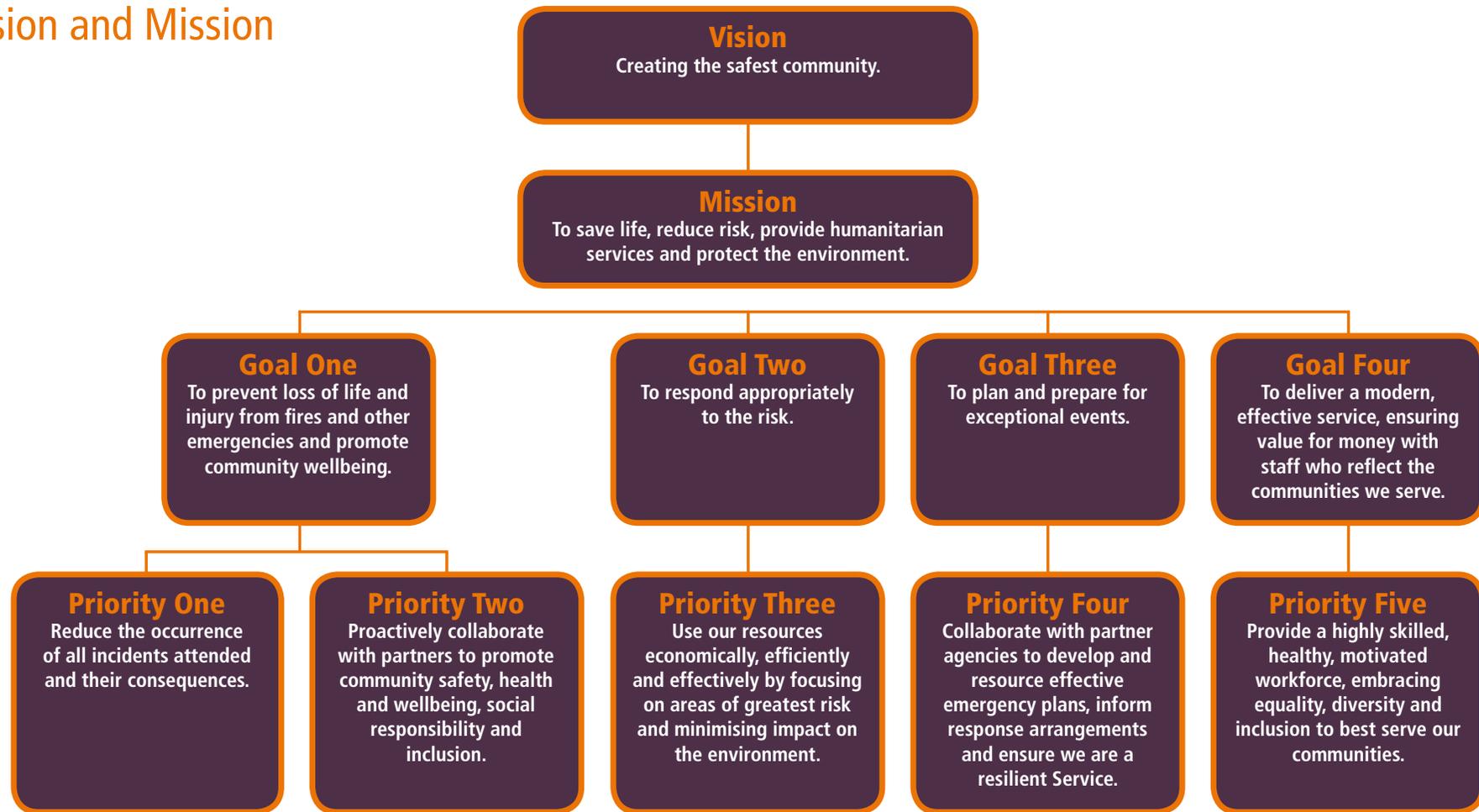
### Alternative Formats

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 for Gateshead District, I am responsible for ensuring that Tyne and Wear Fire and Rescue Service (TWFRS) deliver the highest possible standard of service to the diverse community of Gateshead.

Gateshead is served by four Community Fire Stations (CFS), which respond to an area made up of large amounts of residential property and expansive rural areas, isolated pockets of deprivation and substantial commercial and industrial premises and related infrastructure. These include the main transport link through the region, a large retail and commercial trading estate and one of Europe's largest retail shopping experiences.

We work robustly with local partners (e.g. Gateshead Metropolitan Borough Council, Northumbria Police) to educate neighbourhoods and communities on how to keep safe and react quickly to an emergency should one occur. Our primary aim is to prevent fires occurring at all. 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.

In addition to their emergency response duties to fires, road traffic accidents, flooding and chemical incidents, our operational firefighters carry out other vital tasks to reduce fire risk to the community of Gateshead. These include the delivery of Home Safety Checks (HSCs) to domestic properties and Fire Safety (FS) inspections in non-domestic premises. These activities are key to our goal of preventing loss of life and injury from fires. For further information regarding HSCs please visit Home Safety Checks.

To arrange an HSC please telephone **0800 032777**.



**Dave Escott**  
*Group Manager,  
Service Delivery West*



## Gateshead Community Fire Stations



### Gateshead

Built in 2005, Gateshead Community Fire Station (CFS) is located on Dryden Road, Gateshead. It covers several Council wards; Bridges, Low Fell, High Fell, Saltwell, Deckham and has partial coverage of: Dunston and Teams, Lamesley, Chowdene, Windy Nook and Whitehills, Lobley Hill and Bensham. There are two fire appliances at this station, plus one Aerial Ladder Platform and an Operational Support Unit. The station is traditionally staffed using the 4 watch system.

### Birtley

Built in 1992, Birtley CFS is located on Durham Road, Birtley on the southern extreme of the Gateshead Metropolitan Borough Council (GMBC) area. It covers the Birtley Ward and covers parts of the Lamesley, Chowdene, Lobley Hill and Bensham wards. The station also covers parts of the Washington East and Washington West ward areas both of which are part of Sunderland City Council's area. The station houses one fire appliance and one specialist vehicle that deals with chemical incidents. It is staffed 24/7 by 11 officers and crew using the Day Crewing Close Call (DCCC) roster system. These firefighters normally work 11 hour days followed by staying overnight on-station, literally at close-call. It also houses neighbourhood policing teams from Northumbria Police.

### Swalwell

Also built in 2005, Swalwell CFS is located on Market Lane, Swalwell to the west of Gateshead. It covers several Council wards; Crawcrook, Greenside, Ryton, Rowlands Gill, Winlaton, Blaydon, Dunston, Swalwell and Whickham. The station has one fire appliance and one High Volume Pump, and is traditionally staffed using the 4 watch system. It also houses North East Ambulance Service (NEAS) staff and vehicles.

### Chopwell

Built in the 1970's, Chopwell CFS is located on Derwent Street, Chopwell on the western extreme of the GMBC area. It covers Chopwell & Rowlands Gill Ward. The station has one fire appliance and one Targeted Response Vehicle and is staffed by 12 retained firefighters. They primarily respond to emergencies and operate an On-Call rota system, alerted by pager. The limited time spent on duty at the station is mainly devoted to training. Chopwell also houses neighbourhood policing teams from Northumbria Police.



## Delivering our services in Gateshead 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.



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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. In addition to the fire appliances highlighted above, all the operational resources within Tyne and Wear Fire and Rescue Service can provide support at emergency incidents within Gateshead as required.

### Prevention and Education

Our Prevention and Education (P&E) Teams work throughout Gateshead. 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) within 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's 4 year funding settlement and future funding spending review 2019

The need to balance efficiency and risk continues 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. The Chancellor recently indicated that austerity was coming to an end but that financial rigour would still need to be applied to public sector spending. We therefore await the outcome of the Spending Review 2019 which will not be known until the Autumn of 2019 to see if our financial position improves beyond the 4 Year Settlement which ends in 2019/20.

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. The Authority has actually seen its resources (known as its Core Spending Power) cut by 18.44% over this 10 year period to 2019/20. To put this into context, the Authority's reduction of 2.28% in its Core Spending Power over the 4 year settlement (2016/17 to 2019/20) is one of the worst of all Fire and Rescue Authorities in England, and is 6.1% adrift from the national average increase in the Core Spending Power for all local authorities of 3.82%. 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 Budget for the Authority has not only had to withstand these resource reductions but has also had to manage significant cost pressures over this 10 year period such as additional pension costs, pay awards and inflationary costs which all Finance settlements did not adequately compensate the Authority for. Currently the Authority has had to find savings in excess of £25m so far because of the combined impact of these funding reductions and having to meet the additional cost pressures it has and continues to face.

The Authority has increased Council Tax by 2.99% (the maximum allowed without the need for a referendum) for both 2018/19 and 2019/20. The government allowed all Authorities an additional 1% increase for these two years. This has effectively shifted some of the budget gap on to the Council Tax payer. However in the 4 year funding settlement the government assumed optimistic increases in Council Tax for each year when calculating the 4 year grant funding reductions and as a result this has had a 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 limited prospects of a material change in government policy for fire service funding. In the latest Medium Term Financial Plan (February 2018) covering the period 2018/19 to 2021/22 which takes into account Government cuts and spending pressures faced by the Authority, it is expected that the Authority will have a projected budget gap up to 2021/22 of £3.7m despite making savings of £8.3m to date (2018/19) over the 4 Year Settlement period (which exceeds the savings target in our Efficiency Plan of £8.2m) with a year to go.

The budget gap identified of £3.7m however, at this stage, does not take into account any further IRMP actions which the Authority is progressing through its new IRMP 2017/20 which is based upon three major strands, including a review of our response (currently subject to a public consultation), a review of the Ways of Working within the Authority to transform processes and services to become more efficient and to seek wider collaborative opportunities. These will be factored in once they have been agreed and implemented.

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 may be required.



## Priorities

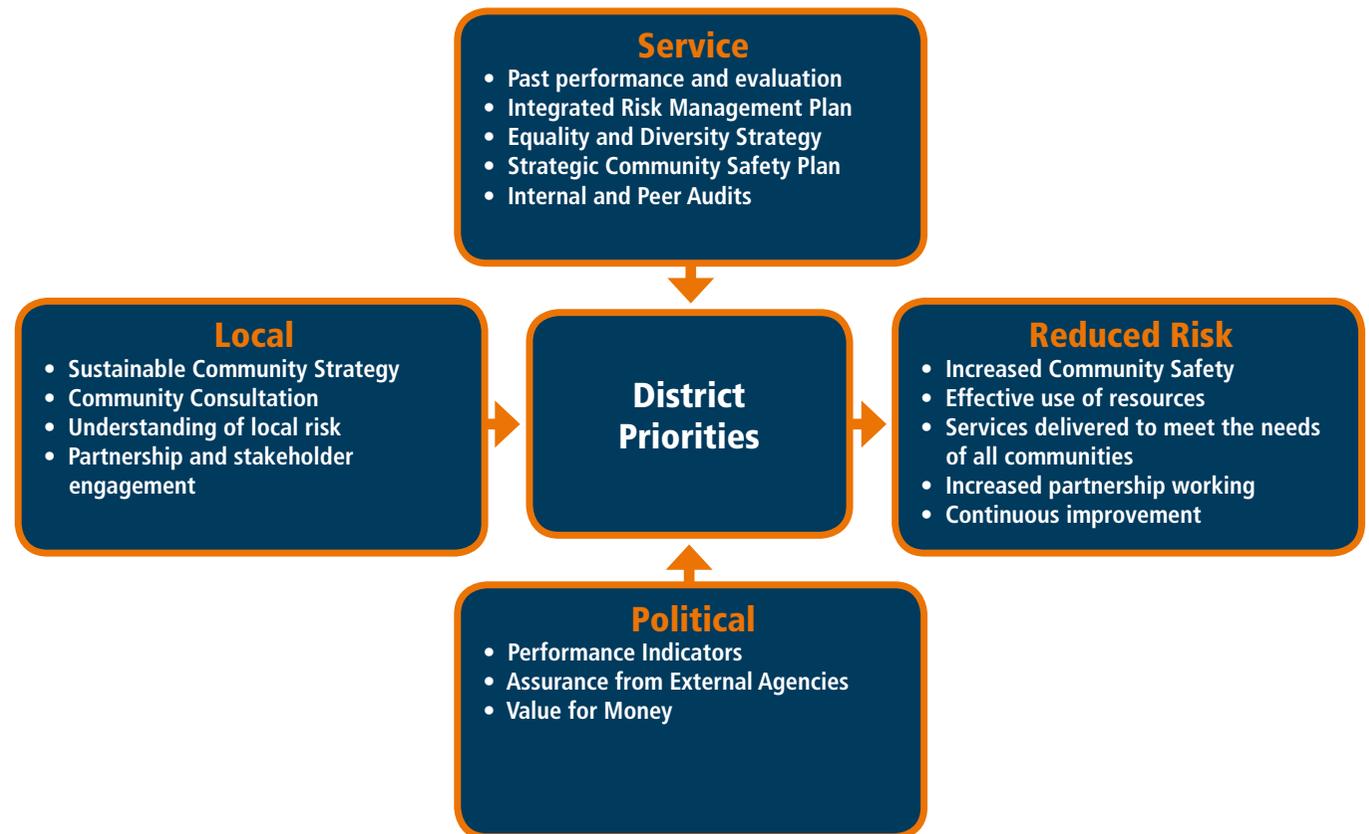
To ensure Tyne and Wear Fire and Rescue Service reflects the needs of the local community, service requirements and political direction, our priorities are based on a number of factors.

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

Gateshead 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.

## 2018 / 2019 Priorities

<b>LI 1</b> Number of deaths from accidental dwelling fires.	<b>LI 2</b> Number of deaths from all fires.	<b>LI 3</b> Number of injuries from accidental fires in dwellings, excluding precautionary checks.	<b>LI 5</b> Number of injuries from all fires.	<b>LI 8</b> Number of accidental fires in dwellings.	<b>LI 9</b> Number of accidental kitchen fires in dwellings.
<b>LI 10</b> Number of accidental non-kitchen fires in dwellings.	<b>LI 50</b> Number of accidental fires in non-domestic property.	<b>LI 16</b> Number of deliberate secondary fires.	<b>LI 17</b> Number of deliberate primary fires attended.	<b>LI 18</b> Number of deliberate refuse fires.	<b>LI 21</b> Number of malicious false alarm calls attended.
<b>LI 22</b> Number of false alarm calls due to automatic fire alarms from non-domestic premises.	<b>LI 23</b> Number of false alarm calls due to automatic fire detection from domestic premises.	<b>LI 24</b> Total number of fire calls attended.	<b>LI 32</b> Total number of incidents (recorded at time of call).	<b>LI 29</b> Number of primary fires attended.	<b>LI 35</b> Number of fires in a non-domestic property.



## 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	9
LI5	Number of injuries from all fires	39
Accidental Fires		
LI8	Number of accidental fires in dwellings	87
LI9	Number of accidental kitchen fires in dwellings	48
LI10	Number of accidental non-kitchen fires in dwellings	39
LI50	Number of accidental fires in non-domestic property	35
Deliberate Fires		
LI16	Number of deliberate secondary fires	937
LI17	Number of deliberate primary fires attended	123
LI18	Number of deliberate refuse fires	625
False Alarms		
LI21	Number of malicious false alarm calls attended	21
LI22	Number of false alarm calls due to automatic fire alarms from non-domestic premises	247
LI23	Number of false alarm calls due to automatic fire detection from domestic premises	373
Others		
LI24	Total number of fire calls attended	1364
LI32	Total number of incidents (recorded at time of call)	2976
LI29	Number of primary fires attended	296
LI35	Number of fires in a non-domestic property	43



## 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, Northumbria Community Rehabilitation Company (formerly 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.

Gateshead District management is represented on the **Gateshead Strategic Partnership (GSP)**. GSP is the overarching steering group for the Community Safety Board which shapes the focus of the Safer Neighbourhood Groups, who in turn provide strategic support for Neighbourhood Tasking Groups covering Gateshead Council's five Neighbourhood Management Areas.

The GSP is a non-statutory, multi-agency partnership, which brings together different parts of the local public, private, community and voluntary sectors, allowing them to work together more effectively for the benefit of all Gateshead communities and residents.



## 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 Gateshead.

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

**Home Safety Checks (HSCs)** – We offer HSC support to occupiers unfortunate enough to have had a fire in their home, as well as to neighbours who may be adversely affected by a fire occurring in close proximity. We use the Service’s demographic software to identify dwellings at risk and operate a HSC referral protocol with partners, ensuring anyone deemed vulnerable is given effective and appropriate advice around fire hazards in the home.

**Care Call Agreement** – Care Call staff, trained by us, carry out annual HSCs at all of their properties where a minimum of a life line is installed.

**Community Fire Safety Education** – We operate an annual school education programme targeting Years 2 and 5 at all District primary schools. Whilst being educational, every effort is made to enhance enjoyment and understanding of risk through role play, quizzes, Q&A and the showing of age appropriate DVD’s. We also regularly visit Sheltered Accommodation and Residential Homes to give fire hazard awareness talks to residents and staff. Many other groups e.g. LA carers, agency carers, Age UK, University of the Third Age (U3A), and drug and alcohol intervention agencies request us to give advice and guidance on fire hazard awareness and responsibility.

**Community Fire Safety Equipment** – Dependent upon the type of risk, we can supply a range of equipment including smoke alarms to help keep the occupier safe in their own home, there is no monetary cost to the occupier for these items.

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

**Unscheduled Initiatives** – We analyse data looking for trends and plan appropriate responses. For example; if there has been an increase in kitchen fires, we change our emphasis when carrying out HSCs. In hot-spot areas we deliver Fire Safety in the Home booklets to help residents understand risks from fire.

**Sprinklers** – We continue to work in partnership with Gateshead Council to promote the installation of sprinkler systems, both new-build and retro-fit.

**Multi-Agency Interaction** – We encourage TWFRS staff to think “Multi-Agency” and refer vulnerable and at-risk persons to relevant agencies. We are at the heart of the Multi-Agency Safeguarding Hub (MASH) where TWFRS managers can discuss at-risk cases with colleagues in other agencies. Any MASH agency can raise a case for discussion at the MASH with a view to offering appropriate support to members of the community.

**Partnerships** – We are always seeking to expand partner relationships and are currently talking to Gateshead Evolve, a drug and alcohol intervention agency.



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

**Community Fire Safety Education** – Our annual school education programme detailed on page 13 also contains elements designed to reduce deliberate fires.

**Scheduled Initiatives** – With our partners we plan and prepare for Lighter Nights and the Bonfire Period. ASB activities such as fly-tipping and abandoned cars are reported to Gateshead Council's Environmental Enforcement Team to arrange removal and consider enforcement procedures. We organise area leaflet drops giving Fire Safety information, useful telephone numbers and, during the Bonfire period, details of organised events.

**Ad Hoc Initiatives** – We analyse data looking for trends and plan appropriate responses accordingly. This can be by changing our routes to and from incidents and inspections, or by using one of the Service's TRV's so that ASB activity in a hot-spot area can be monitored. Fire Safety Booklets may also be delivered to addresses in hot-spot areas.

**The Phoenix Project** – Initially introduced in Sunderland this project received national recognition for its outcomes and has now been introduced to the Gateshead area. This project is delivered in partnership between TWFRS and Gateshead. 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 Gateshead:

**Unwanted Fire Signal Reduction Initiative** – Station Managers monitor unwanted alarm calls from business premises and liaise with responsible persons at repeat activations in an effort to reduce or eradicate these costly and unnecessary turn-outs. This is for premises which are not encompassed by our Risk Based Attendance Policy.

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

**Care Call Agreement** – Care Call screen Automatic Fire Alarm signals, reducing the number of false alarm call outs that we receive.

## 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.**

All of these actions are complete with the exception of the review of Operational Response Model. As the above IRMP actions for each review are still being developed by the Authority there is consequently no reportable savings at this stage in the cycle. Therefore, the Authority is projecting a funding gap in its latest MTFS of £3.6m by end of 2021/22. However, savings identified and approved by the Authority will reduce this funding gap.

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

### **Gateshead Community Fire Station**

Dryden Road  
Gateshead  
Tyne and Wear  
NE9 5BU  
Telephone: 0191 444 1400  
Email: [gateshead@twfire.gov.uk](mailto:gateshead@twfire.gov.uk)

### **Swalwell Community Fire Station**

Market Lane  
Swalwell  
Gateshead  
Tyne and Wear  
NE16 3DZ  
Telephone: 0191 444 1430  
Email: [swalwell@twfire.gov.uk](mailto:swalwell@twfire.gov.uk)

### **Birtley Community Fire Station**

Durham Road  
Birtley  
Tyne and Wear  
DH3 1LU  
Telephone: 0191 444 1880  
Email: [birtley@twfire.gov.uk](mailto:birtley@twfire.gov.uk)

### **Chopwell Community Fire Station**

Derwent Street  
Chopwell  
Tyne and Wear  
NE17 7HY  
Telephone: 0191 444 1460  
Email: [chopwell@twfire.gov.uk](mailto:chopwell@twfire.gov.uk)

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

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





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