



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



## **Newcastle** District Plan

2018 - 2019



## Contents

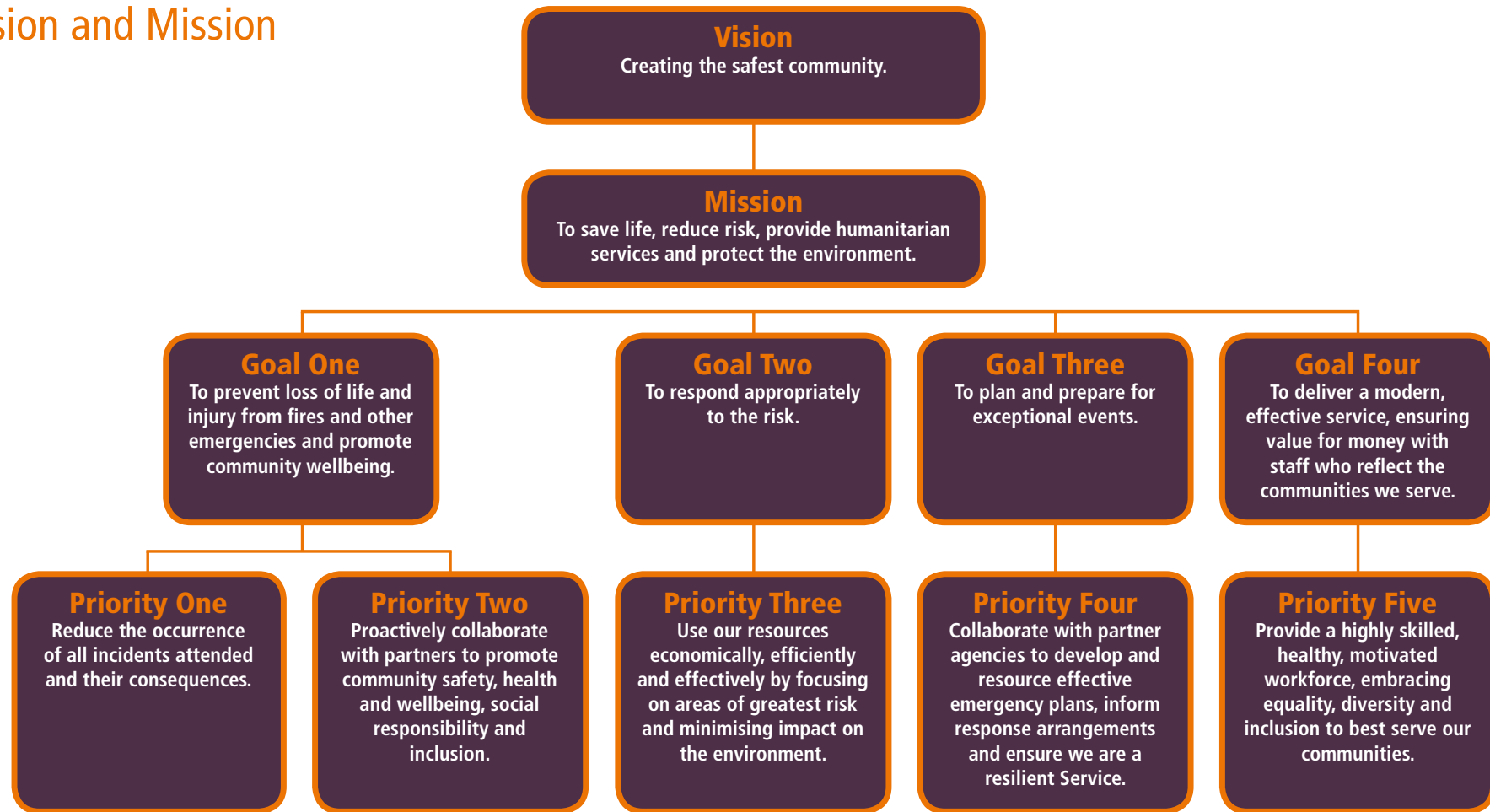
### Alternative Formats

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

<b>Our Vision and Mission</b>	3
<b>Introduction</b>	4
<b>Newcastle Community Fire Stations</b>	5
West Denton	5
Newcastle Central	5
Gosforth	5
Byker	5
<b>Delivering our services in Newcastle District</b>	6
Operational Response	6
Prevention and Education	6
Fire Safety	6
SafetyWorks!	6
<b>Impact of the government's 4 year funding settlement and future funding spending review 2019</b>	7
<b>Priorities</b>	8
Corporate Goals	9
Service and District Priorities	10
<b>District Targets</b>	11
<b>Partnership Working</b>	12
<b>Actions and Initiatives</b>	13
<b>Integrated Risk Management Planning</b>	15



# Our Vision and Mission



## Introduction

As the Group Manager for Newcastle District I am responsible for ensuring that Tyne and Wear Fire and Rescue Service (TWFRS) delivers its services to the highest possible standard to the community of Newcastle.

Newcastle consists of four geographical areas served by four Community Fire Stations (CFS). Newcastle is the most diverse community in the TWFRS area consisting of large amounts of residential property, ranging from isolated pockets of deprivation to substantial commercial and industrial premises. The Local Authority Area is served by major road and rail networks and Newcastle is one of the UK's Core Cities. The city has a growing student population and it is a popular destination for retail and tourism.

We are aware that people are most at risk from fire whilst they are in their own home and Newcastle has approximately 292,000 residents. Our four Community Fire Stations located within the area work together and share resources to ensure that they effectively target the risks identified in our area.

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



**Peter Iveson**  
*Group Manager,  
Newcastle District*

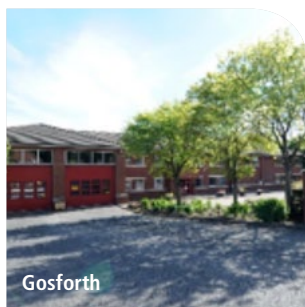


# Newcastle Community Fire Stations

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.



Byker



Gosforth



West Denton



Newcastle Central

## Byker

Opened in 2005, Byker Community Fire Station is located on Union Road, Byker on the east side of Newcastle city centre. It covers areas of both Newcastle and North Tyneside Councils, which include Byker, Walker, Heaton and Jesmond. The station has two front line fire appliances and a resilience vehicle.

The main response for water incidents and floods is based at Newcastle East Community Fire Station and all operational staff are trained as Swiftwater Rescue Technicians. Equipment includes a Fireboat for use on the River Tyne as well as smaller emergency rescue boats which attend incidents on the River Wear and other inland water risks.

The station includes a Community Safety Centre, which houses the Community Team, Centre Administrator and Fire Cadets.

## Gosforth

Opened in 1990, Gosforth Community Fire Station is located on Jubilee Road, in the north west of the city of Newcastle upon Tyne. It covers areas of both Newcastle and North Tyneside Councils, which include Gosforth, Kenton, Fawdon, Kingston Park, Longbenton, Forest Hall, Killingworth, Wideopen, Dudley and Seaton Burn. The station has a dedicated Community Safety Centre which houses the Ignite Team. The station has two front line fire appliances and a dual staffed Aerial Ladder Platform.

At Gosforth CFS we deliver an alternative 16 – 18 year olds 'Ignite' education programme which offers young people challenges and opportunities to gain new skills and experiences to improve their employability. Whilst attending this programme the young people work with the Management Team to support delivery of fire safety educational messages to the community through activities such as leaflet distribution, engaging other young people and delivering assembly talks to schools.

## West Denton

Built in 1981, West Denton Community Fire Station is located on West Denton Way, West Denton on the western side of the City of Newcastle upon Tyne. The council wards encompassed within its boundary are Newburn, Westerhope, Blakelaw, Denton, Lemington and part of the Woosington Ward.

The station has two fire appliances. There is a front line category one appliance and a dual staffed Command Support Vehicle. This vehicle provides enhanced command and logistical support at larger scale incidents.

The station includes a self-contained training facility for community safety activities which houses the Fire Cadets. The geographical area covered by West Denton Fire Station is mainly residential, ranging from socially deprived neighbourhoods to relatively affluent dormitory areas. Few commercial or industrial premises exist within this station area.

## Newcastle Central

Built in 2005, Newcastle Central Community Fire Station is located on the junction of Elswick Road and Rye Hill, on the western boundary of the city of Newcastle-upon-Tyne. The council wards encompassed within its boundary are Westgate, Benwell and Scotswood, Fenham, Wingrove and Elswick. It also covers two parliamentary constituencies, Newcastle Central and Tyne Bridge.

The staff are the main asset and, in addition to responding to emergencies, undertake a range of Community Safety (CS) activities that are primarily aimed at preventing fires, deaths and injuries in fires.

There are 4 appliances at Newcastle Central. The appliances are: a permanently staffed, front line Category One appliance and a Targeted Response Vehicle. There are also two dual staffed appliances these being an Operational Support Unit and Outreach Support Vehicle.

Through partnership work we are also committed to drive down crimes such as arson and make the West End and the city of Newcastle a safer place to live and visit. The station includes a Community Safety Centre, housing our Community Safety Team.



## Delivering our services in Newcastle District

To reduce the risk of incidents occurring and provide an effective response when they do, we deliver a range of services to the local community via the following functions.

### Operational Response

The primary role of staff in this function is responding to emergency incidents including not only fires, but road traffic collisions, chemical spills and rescues from water in addition to a wide range of other incidents. Through regular training operational firefighters acquire many skills allowing them to react appropriately and safely at any given incident.

### 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'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

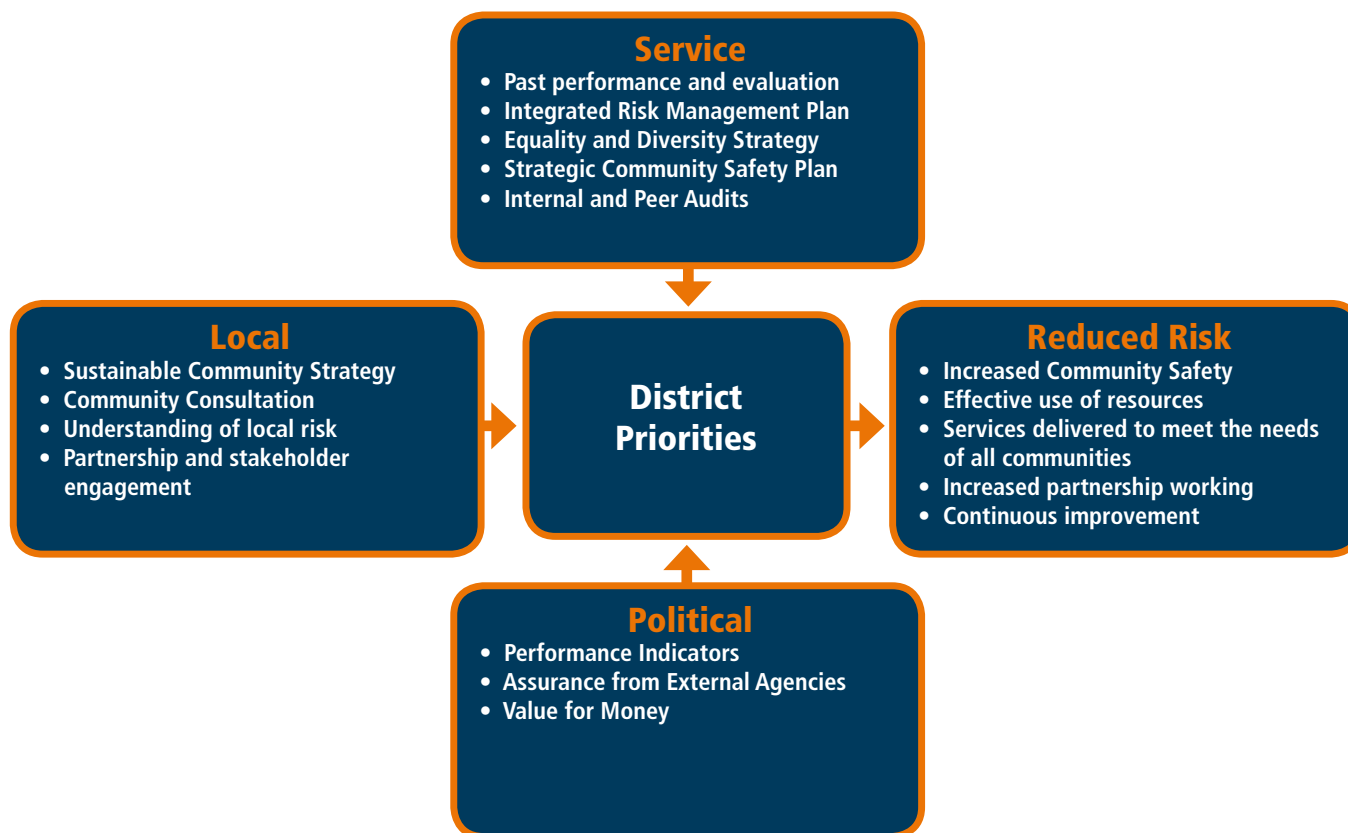
To ensure Tyne and Wear Fire and Rescue Service reflects the needs of the local community, service requirements and political direction, our priorities are based on a number of factors.

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.

For example; as our communities become more diverse, we adapt our services to reflect their specific needs.

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

The diagram below highlights key factors that influence the Districts when establishing local priorities. Priorities are reviewed every year, ensuring they reflect the changing nature of influences that impact on the delivery of services.





## Corporate Goals

The district contributes to the four corporate goals that form the framework of our Service through the delivery of projects, initiatives and training. By devolving priorities to District level, ownership and recognition for performance can be accomplished. The achievement of District priorities are instrumental to the overall success of the Service, enabling us to realise our corporate goals.



## Service and District Priorities

In order to deliver on Service ambitions and focus on the specific risks in the Local Authority District, a set of Service Priorities have been established. By measuring these priorities the Service is able to monitor performance and demonstrate the success of initiatives and partnerships.

The risk of incidents occurring in the Tyne and Wear area are factored into the decision making process when priorities are being agreed and set at District level. In addition, the Service uses Mosaic Public Sector, a household level classification system, to understand the socio-demographics, lifestyles, culture and behaviour of residents to complement the risk management process and allocate the most appropriate resources across Tyne and Wear.

In addition to the Service wide priorities identified, each District also targets specific priority reductions reflecting local risk. Each District determines its own priorities, based on risk and previous performance, enabling District Managers to direct work and initiatives at local levels and embrace partnership working where appropriate.

By delivering practical and targeted initiatives with partners, the Service is able to focus more effectively on particular issues within the community, helping to achieve District priorities. For example, through working with local schools we are able to deliver actions targeted to young people who are more likely to start a fire.

## 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	10
LI5	Number of injuries from all fires	49
Accidental Fires		
LI8	Number of accidental fires in dwellings	157
LI9	Number of accidental kitchen fires in dwellings	89
LI10	Number of accidental non-kitchen fires in dwellings	68
LI50	Number of accidental fires in non-domestic property	58
Deliberate Fires		
LI16	Number of deliberate secondary fires	1472
LI17	Number of deliberate primary fires attended	238
LI18	Number of deliberate refuse fires	1222
False Alarms		
LI21	Number of malicious false alarm calls attended	117
LI22	Number of false alarm calls due to automatic fire alarms from non-domestic premises	721
LI23	Number of false alarm calls due to automatic fire detection from domestic premises	1288
Others		
LI24	Total number of fire calls attended	2257
LI32	Total number of incidents (recorded at time of call)	6219
LI29	Number of primary fires attended	536
LI35	Number of fires in a non-domestic property	83



## 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.

Newcastle's Management Team attends 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 the Safe Newcastle Board and the respective sub-groups. Safe Newcastle is the statutory Community Safety Partnership and Drug Action Team for Newcastle upon Tyne. Further information regarding aims and objectives can be found at [www.newcastle.gov.uk](http://www.newcastle.gov.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 Newcastle.

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

**HSC Delivery** – The Service Targeting Strategy is delivered in Newcastle to provide Home Safety Checks and working smoke alarms to a minimum of 7400 domestic properties across the city area. In addition, Your Homes Newcastle deliver partner HSCs after being trained by Newcastle District Prevention and Education Team.

**Service Volunteers** – The Service Volunteers will be utilised on a number of occasions throughout the year to raise awareness and obtain referrals for HSCs in targeted areas.

**Partnership working** – The installation of portable misting systems and sprinkler systems is being developed in partnership with Your Homes Newcastle to improve the safety of vulnerable persons.

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

**Partnership Working** – The Group Manager, Station Managers and Watch Manager (Prevention and Education) are active partners within Newcastle at groups that are in place to resolve crime and disorder.

**Darker Nights** – An annual partnership initiative to reduce Anti-Social Behaviour (ASB) and associated fires during the bonfire period.

**Lighter Nights** – Newcastle will focus resources on the reduction of ASB and associated fires during the months of March, April and May. This is a time of the year when seasonal trends have highlighted an increase in incidents.

### To reduce the number of fires in non-domestic properties in Newcastle:


**Fire Safety Operational Health Checks** – Each of the sixteen watches across the area have an annual allocation of Fire Safety Audits to complete to confirm that identified, non-domestic premises are meeting required standards in relation to fire safety provision.

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

**Safe in the City** – Seasonal, target based approach to completing Fire Safety Health Checks in non-domestic premises.

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





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

**Sheltered Schemes Monitoring** – It has been highlighted that the higher percentage of these incidents occur in sheltered schemes across the city area. Monitoring of all repeat alarms or fires in properties is carried out weekly and follow up visits carried out to educate occupants or raise concerns to the responsible person for the property.

**Your Homes Newcastle Call Challenge** – The P&E Team have continued to work with Your Homes Newcastle to put in place the facility to filter alarm calls where the resident meets specified personal criteria.

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

### **West Denton Community Fire Station**

West Denton Way  
West Denton  
Newcastle upon Tyne  
Tyne and Wear  
NE5 2RB  
Telephone: 0191 444 1000  
Email: [westdenton@twfire.gov.uk](mailto:westdenton@twfire.gov.uk)

### **Gosforth Community Fire Station**

Jubilee Road  
Gosforth  
Newcastle upon Tyne  
Tyne and Wear  
NE3 3EU  
Telephone: 0191 444 1080  
Email: [gosforth@twfire.gov.uk](mailto:gosforth@twfire.gov.uk)

### **Newcastle Central Community Fire Station**

Colby Court  
Elswick Road  
Newcastle upon Tyne  
Tyne and Wear  
NE4 6HL  
Telephone: 0191 444 1100  
Email: [newcastlecentral@twfire.gov.uk](mailto:newcastlecentral@twfire.gov.uk)

### **Byker Community Fire Station**

Union Road  
Newcastle upon Tyne  
Tyne and Wear  
NE6 1EH  
Telephone: 0191 444 1140  
Email: [byker@twfire.gov.uk](mailto:byker@twfire.gov.uk)

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

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







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