



**Tyne and Wear Fire  
and Rescue Service**

*Creating the Safest Community*



## **South Tyneside** District Plan

2018 - 2019



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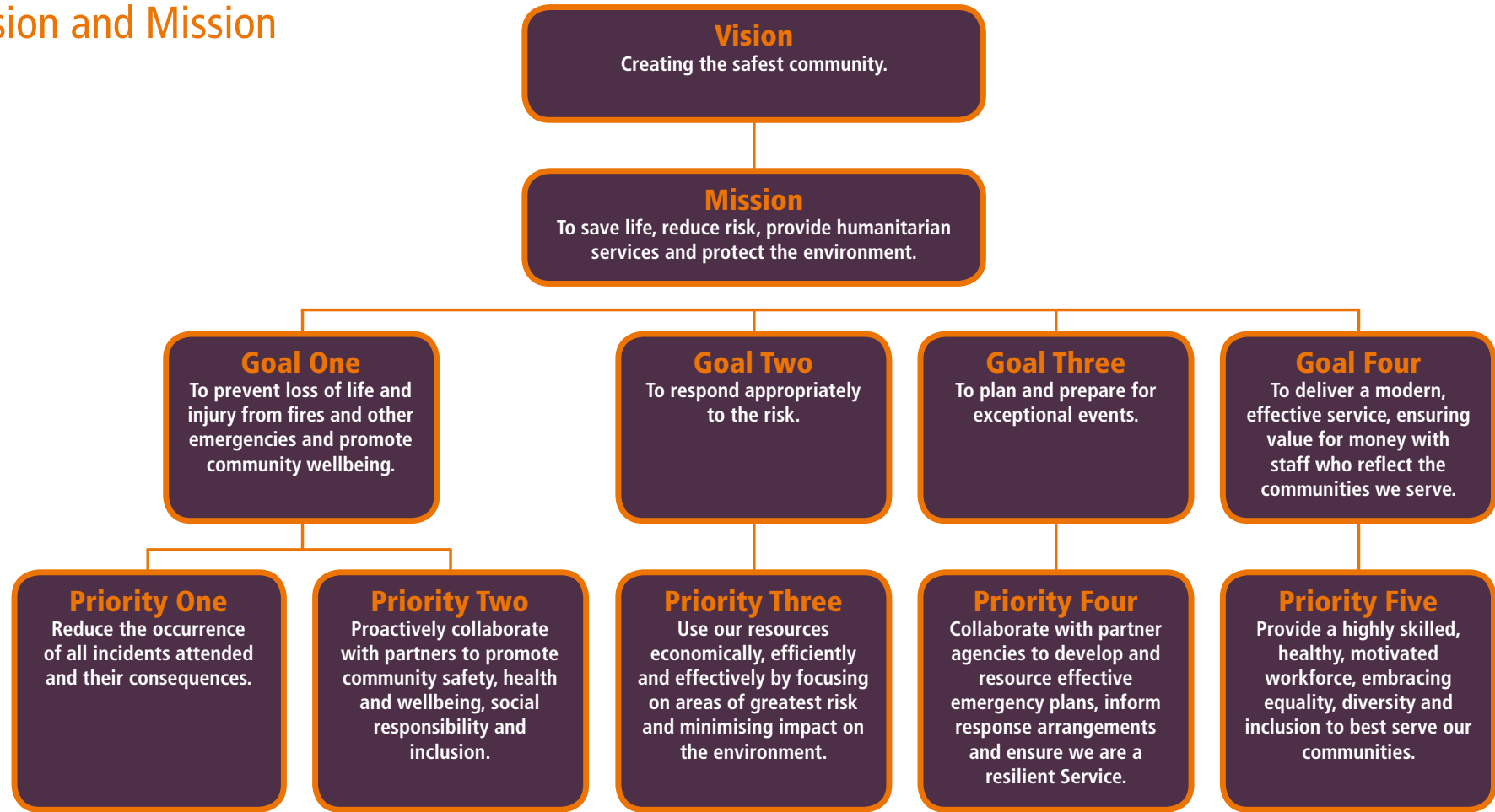
### Alternative Formats

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 of South Tyneside 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 South Tyneside and Sunderland.

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

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

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

I believe, prevention of a fire occurring in the first place is far better than dealing with the consequences of that fire and this is our primary aim through the three strands to our Community Fire 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 South Tyneside.

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

Together we are able to offer practical help and support to our residents. Our common aim 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**



**Steve Burdis**  
*Group Manager,  
South Tyneside  
District*



## South Tyneside Community Fire Stations



### South Shields

Built in 2001, South Shields Community Fire Station was the first of the purpose built Community Stations provided by Tyne and Wear Fire Authority. The station is located on John Reid Road, South Shields and covers the east side of South Tyneside Council and northern areas of Sunderland City Council.

The station covers several council wards; Beacon and Bents, Biddick Hall, Biddick and All Saints, Boldon Colliery, Cleadon and East Boldon, Cleadon Park, Harton, Horsley Hill, Simonside and Rekendyke, West Park, Westoe, Whitburn, Marsden and Whiteleas. Work is ongoing to provide facilities at South Shields to support the Community Rehabilitation Company (CRC) and the restorative justice teams working in South Tyneside.



### Hebburn

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



## Delivering our services in South Tyneside District

To reduce the risk of incidents occurring and provide an effective response when they do, we deliver a range of services to the local community via the 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. The stations in South Tyneside support a range of specialist functions which include responding to Heavy Vehicle Collision's, large animal rescue's, incidents involving bariatric casualties and rescues from high structures, cliffs and confined spaces using rope rescue equipment.

### Prevention and Education

Dedicated Prevention and Education (P&E) Teams operate 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 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 from fire in premises other than private dwellings. This is achieved through a programme of risk based fire safety inspections and partnership working with external organisations or agencies, ensuring fire safety regulations are maintained in non-domestic premises. The Fire Safety Department is instrumental in advising the business community on fire safety related matters.

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 may be compromised.

### 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

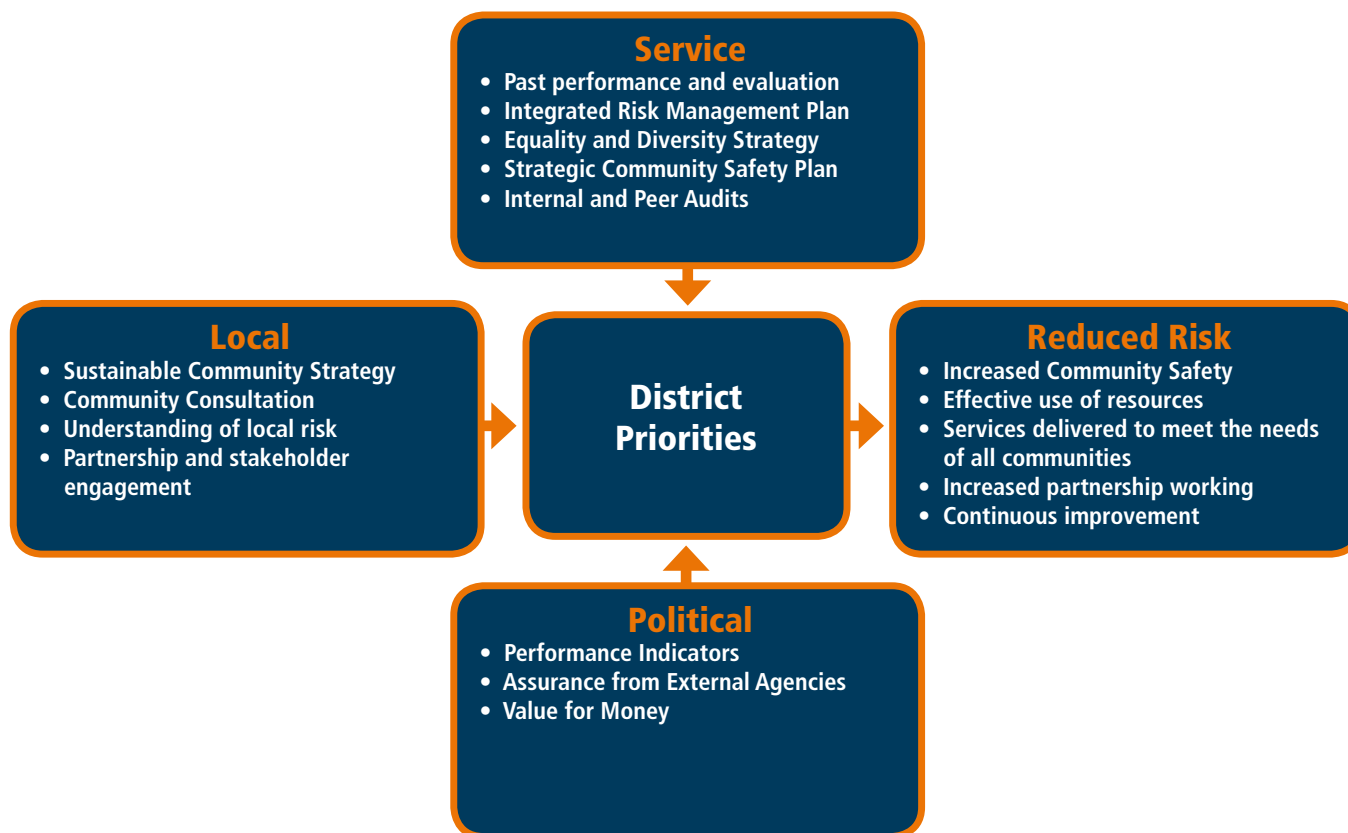
To ensure Tyne and Wear Fire and Rescue Service reflects the needs of the local community, service requirements and political direction, our priorities are based on a number of factors.

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	1
LI5	Number of injuries from all fires	17
Accidental Fires		
LI8	Number of accidental fires in dwellings	60
LI9	Number of accidental kitchen fires in dwellings	35
LI10	Number of accidental non-kitchen fires in dwellings	25
LI50	Number of accidental fires in non-domestic property	13
Deliberate Fires		
LI16	Number of deliberate secondary fires	455
LI17	Number of deliberate primary fires attended	78
LI18	Number of deliberate refuse fires	287
False Alarms		
LI21	Number of malicious false alarm calls attended	43
LI22	Number of false alarm calls due to automatic fire alarms from non-domestic premises	153
LI23	Number of false alarm calls due to automatic fire detection from domestic premises	211
Others		
LI24	Total number of fire calls attended	733
LI32	Total number of incidents (recorded at time of call)	1756
LI29	Number of primary fires attended	186
LI35	Number of fires in a non-domestic property	21



## 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. Working collaboratively enables us to increase positive outcomes for the community we serve, whilst minimising risk and ensuring that relevant skills and resources are deployed efficiently and effectively.

South Tyneside has an established Local Strategic Partnerships (LSP). LSPs are non-statutory, multi-agency partnerships which match local authority boundaries. They bring different parts of the public, private, community and voluntary sectors together at a local level, allowing them to work together more effectively.

Tyne and Wear Fire and Rescue Service sit on all Local Strategic Partnerships in Tyne and Wear. Further information regarding South Tyneside Partnership's aims and objectives can be found at [www.southtyneside.info/article/15686/South-Tyneside-Partnership](http://www.southtyneside.info/article/15686/South-Tyneside-Partnership)



## Actions and Initiatives

The following actions and initiatives are examples of work that will continue to be carried out, with the aim of reducing the number of incidents attended by operational crews based at Community Fire Stations in South Tyneside.

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

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

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

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

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

**South Tyneside Homes Housing Plus** – All shelter managers receive Fire Safety in the Home and Fire Risk Assessment training from us in order to reduce causes of accidental fires within their properties.

We also continue to visit Targeted Sheltered Accommodation that have alarm calls related to “cooking issues” or false alarms on a regular basis.

### To reduce the number of deliberate fires in South Tyneside:

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

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

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





## 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.

## 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.



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

### **South Shields Community Fire Station**

John Reid Road  
South Shields  
Tyne and Wear  
NE34 8FS  
Telephone: 0191 444 1820  
Email: [southshields@twfire.gov.uk](mailto:southshields@twfire.gov.uk)

### **Hebburn Community Fire Station**

Victoria Road West  
Hebburn  
Tyne and Wear  
NE31 1UD  
Telephone: 0191 444 1320  
Email: [hebburn@twfire.gov.uk](mailto:hebburn@twfire.gov.uk)

For further information about your district please log on to:  
[www.twfire.gov.uk/yourarea/south-tyneside](http://www.twfire.gov.uk/yourarea/south-tyneside)

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





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