

**Tyne and Wear Fire
and Rescue Service**



COMMUNITY RISK MANAGEMENT PLAN

(CRMP)

2022

Incorporating our Integrated Risk
Management Plan (IRMP)



CONTENTS

1	Introduction / Foreword	Page 3
2	What are the risks to our communities and Service?	4
3	Our Area	6
4	The TWFRS Strategy 2025	7
5	Our Finances	9
6	Our Locations	10
7	HMICFRS	11
8	Governance	12
9	Our People	13
10	Community Risk Management Planning	15
11	Our Services	19
	- Prevention and Education	
	- Protection	
	- Response	
12	Collaboration	23
13	Operational Assurance	24
14	Transparency	26
15	Do you have any questions?	27

Version:
1.0

Date revised:
-

Date published:
May 2022

Produced / reviewed by:
Business Improvement / Comms

INTRODUCTION / FOREWORD

This is our new Community Risk Management Plan (CRMP) 2022-24, which outlines how we identify and mitigate risk in our community.

Tyne and Wear is an incredible place to live, work, and visit, and we have a diverse demographic make-up. No two areas across the UK are exactly the same, and so it is important that we have our own local plan to identify risk.

It is a fact that Tyne and Wear has some of the highest levels of deprivation in the entire country and this adds to the risk in our communities. The purpose of this plan is to outline how we are identifying and mitigating that risk by targeting our resources effectively and efficiently.

Previously, this has been done through our Integrated Risk Management Plan (IRMP), which we have a statutory responsibility to produce. Our current IRMP, which runs to 2024, has been developed using intelligence, insight, and a comprehensive understanding of current and future risks, both in Tyne and Wear and nationally. The actions contained in our current IRMP have been incorporated into this CRMP, to ensure successful delivery.


We will continue to be adaptable and innovative to address the changing needs we face, and work with our valued partners and the community, to deliver a Service we are proud of.

As Chief Fire Officer and Chief Executive of Tyne and Wear Fire and Rescue Service I am ultimately accountable for the delivery of this CRMP. I am confident that the plan sets out our commitment to the continued delivery of a first class fire and rescue service and our intention to continue to improve, whatever the challenge. I hope this document gives you confidence that we are in the best position to achieve our vision of Creating the Safest Community.



Chris Lowther QFSM

*Chief Fire Officer
and Chief Executive*

A handwritten signature in black ink, appearing to read 'Chris Lowther'.

WHAT ARE THE RISKS TO OUR COMMUNITIES AND TO THE SERVICE?

Our role as a Fire and Rescue Service is to mitigate risk in the community and reduce the likelihood of fires, and other emergencies. If they do occur, we work to reduce the impact on individuals and the community.

That is our role as set out in legislation including the Fire and Rescue Services Act 2004, the Civil Contingencies Act 2004, the Regulatory Reform (Fire Safety) Order 2005 and the Fire and Rescue (Emergencies) (England) Order 2007.

But to do this effectively, we need to understand who our communities are. That is why we have produced a Community Risk Profile (CRP) that details the demographic make-up of Tyne and Wear and helps us identify the greatest areas of risk.

This comprehensive and forward looking assessment of the risks in our community will both impact upon, and shape service delivery over the coming years.

The CRP informs this document as well as the TWFRS Strategy 2025.

More information on our CRP can be found [here](#).

Understanding risk in our community

So once we have all that data, how do we understand the risk? Well we have a standard approach where we look at the likelihood that something could happen, and we analyse the impact it would have if it did.

To do this effectively, it is important to understand that community risk and incidents are not the same thing. Community risk is inherent in the community and is connected with the social factors in the population, including poverty / deprivation, age, health and lifestyle.

Our knowledge of the community includes historical and recent information about where incidents happen and to whom. But we also routinely make use of data systems to understand those people who call Tyne and Wear home.

The Community Fire Risk Management Information System (CFRMIS) and demographic profiling tools such as MOSAIC provide us with detailed information about specific households or businesses.

Other systems, including our Workload Modelling software, record patterns and frequency of incidents we attend.

By viewing demographic data alongside incident data, we can begin to make connections that allow us to target the resources available to us in the areas of highest risk. This could be through programmes of Safe and Well Checks (SWCs), youth engagement programmes or Risk Based Inspections (RBIP) of business premises.

How do we know we are managing risk effectively?

To ensure we are managing risk in the most effective way, we will analyse our performance and compare ourselves to other Fire and Rescue Services across the country.

We will predominantly measure ourselves alongside Services who cover areas with a similar demographic and geographic landscape to Tyne and Wear.

As categorised by Government, this 'family group' is more commonly referred to as 'the Mets' and includes: Greater Manchester FRS, London Fire Brigade, Merseyside FRS, South Yorkshire FRS, West Yorkshire FRS and West Midlands FRS.

A full range of data on how we are performing alongside those Services is contained in our **Annual Report: A Year in Review**.



OUR AREA

Tyne and Wear consists of the five local authority areas of Gateshead, Newcastle, North Tyneside, South Tyneside and Sunderland. It borders Northumberland County to the North and Durham County to the South.

It is a densely populated metropolitan area with 1.1 million residents covering 538km². Whilst only representing 6% of the region's land, it is home to 43% of the region's population with over 500,000 households.

The population is growing, ageing and becoming more diverse, presenting further challenges for service provision.

Further information about the demographic makeup of the community is detailed in the **Community Risk Profile**.



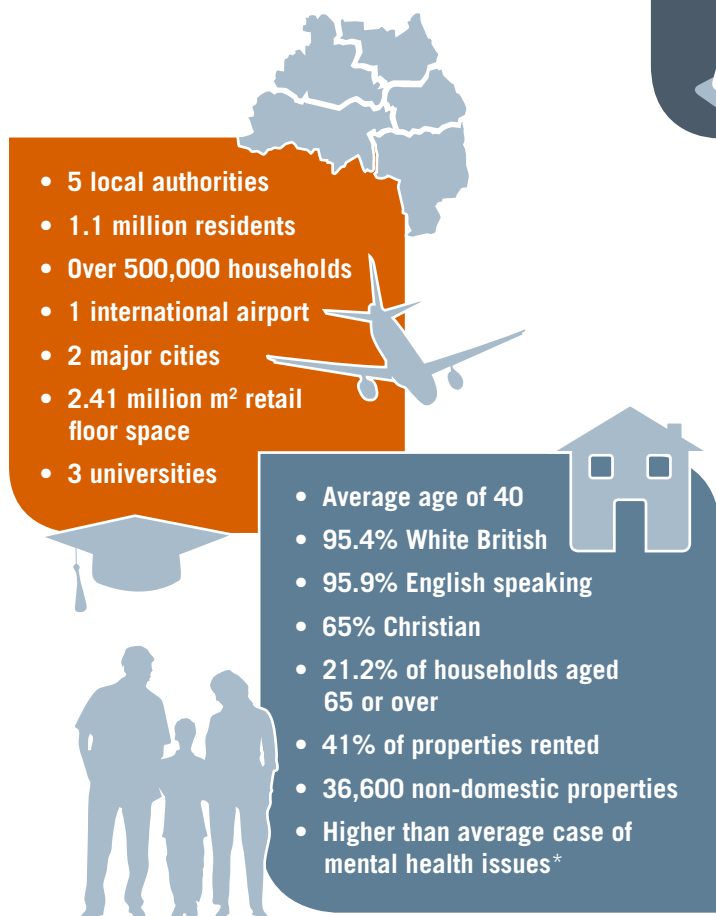
Lowest median household total wealth**



No coastal flood risk & limited river flood risk



Better than average casualty rates for road traffic accidents*



North East

- Highest rate of unemployment *
- Highest rate of hospital admissions due to alcohol*
- Higher than average mortality rates from alcohol*
- 16% of adults smoke*
- Highest rate of mortality attributable to smoking*
- Highest number of hospital admissions due to drug use (per 100,000 population)*
- Highest levels of obesity*
- Higher than average levels of antisocial behaviour*

* England **Great Britain

All sources:
CRP 2020/23 references
English indices of deprivation 2019

THE TWFRS STRATEGY 2025

The Tyne and Wear Fire and Rescue Service Strategy 2025 presents our clear vision, strategic goals, and priorities for a five year period.

It explains how we intend to continue to deliver high quality services that meet the needs of our communities now and in the future.

The goals we are focused on achieving are as follows: Service Effectiveness, Efficiency and People.

If we are successful in delivering our strategic goals then we will succeed in delivering on our mission and vision.

That approach aligns the TWFRS 2025 Transformation Programme with strategic planning, ensuring a golden thread runs through all plans, improving corporate governance and benefits realisation of all we do.

To ensure continuous improvement, drive innovation, and use our resources most effectively, we have set strategic priorities for the five year period.

Those priorities are:



Inclusion



An All Hazards Approach to Firefighter Safety

Our Strategy also represents a shift in how we present all of our corporate documentation and this CRMP is a key part of that transformation.

The goal is to produce simple, understandable information, which is suitable and interesting for the audience, making better use of technology and graphics.

It also demonstrates a change in strategic planning that incorporates a new approach to Programme and Project Management.



Digital and Data

**COMMUNITY RISK
MANAGEMENT PLAN
2022**

Our commitment to continuous improvement in Tyne and Wear Fire and Rescue Service has led to changes in the way we approach strategic planning, to enable the most effective and efficient delivery of an emergency response, and to ensure we look after our staff. The new, annual **Service Operating Plan** sets out how we plan to deliver our TWFRS Strategy 2025 - through transformation, innovation and improvement.

This Plan highlights our priorities for the year, and details the actions we will take to achieve the three key priorities of our TWFRS 2025 Programme: Inclusion, All Hazards Approach, and Digital and Data.

You can read more about our vision, strategic goals and Transformation Programme in the TWFRS Strategy 2025, [here](#).



OUR FINANCES

Our financial planning approach continues to be both flexible and robust despite the potential uncertainties.

Our Medium Term Financial Strategy (MTFS), which provides an analysis of the financial position we are likely to face over the next four years, shows that the Authority is currently projecting a shortfall in resources of £2.3m covering the period from 2022/23 to 2025/26. This position, which will need to be managed by the Authority, is based on the latest financial information provided from the government's recently announced Comprehensive Spending Review on its public sector spending plans and is also informed by the Authority's own financial planning assumptions.

The Authority has a very strong track record of making sure it does not spend more than its available resources, however, the projections are also influenced by external factors that the Authority has no control over such as the continued impact of the Covid pandemic, EU exit and other world events such as the war in the Ukraine. The MTFS is therefore an important guide as to how the finances of the Authority may look over the medium term taking into account the best available data but is subject to continual change.

This information is correct as of the publication of this document in May 2022.

For further information about our MTFS, click [here](#).

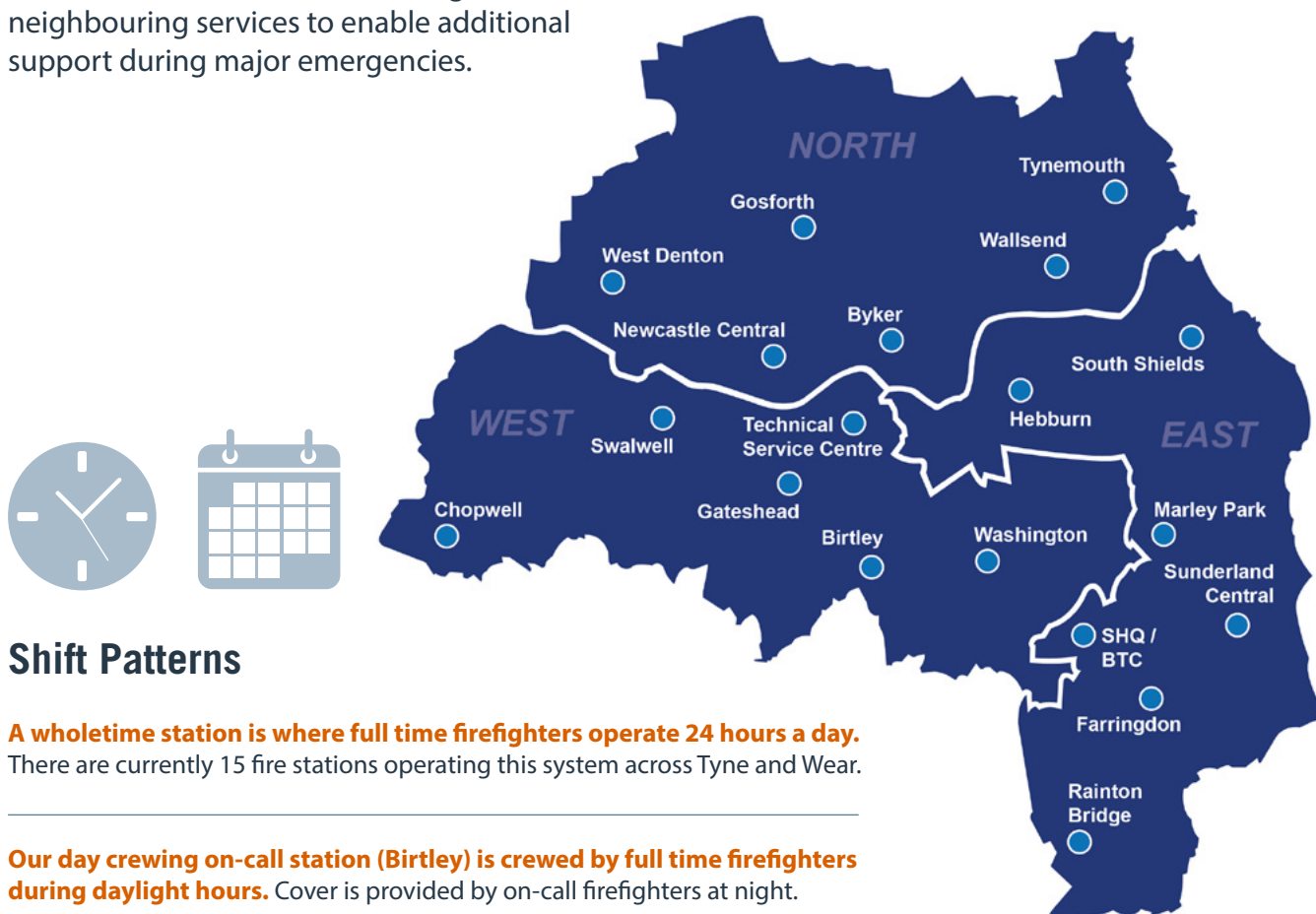


OUR LOCATIONS

The Service operates from 17 community fire stations across Tyne and Wear, staffed in a number of different ways to reflect local risks and demands.

Our stations, staff and fire engines (appliances) are strategically placed across Tyne and Wear to ensure efficient and effective response to fires and other emergencies. Appliances work across the whole of the Tyne and Wear area and can be mobilised whilst away from their home station. We also have robust arrangements with neighbouring services to enable additional support during major emergencies.

The map below illustrates the positions of our 17 Fire Stations, Headquarters, Training Centre, Technical Service Centre.



Shift Patterns

A wholtime station is where full time firefighters operate 24 hours a day. There are currently 15 fire stations operating this system across Tyne and Wear.

Our day crewing on-call station (Birtley) is crewed by full time firefighters during daylight hours. Cover is provided by on-call firefighters at night.

One of our stations (Chopwell) is operated by on-call (retained) firefighters who respond to emergency calls via an alerter. On-call firefighters will either live or work near to the station.

HER MAJESTY'S INSPECTORATE FOR CONSTABULARY AND FIRE AND RESCUE SERVICES

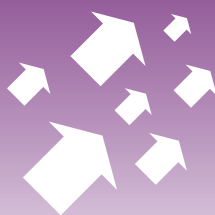
We are committed to continuous improvement and embrace Her Majesty's Inspectorate for Constabulary and Fire and Rescue Services (HMICFRS) inspection programme.

HMICFRS inspect fire and rescue services against three pillars of inspection; Effectiveness, Efficiency and People. We were judged as 'Good' in all three areas of inspection in 2018/19, and once again in 2021/22.



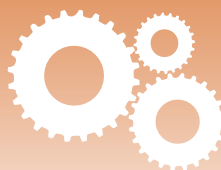
We welcome inspection as a continuous improvement tool. We use findings to highlight the areas where we are performing well as a Service, and also focus our improvement activities, to ensure we continuously learn and enhance the services we provide to the public.

How effective is the FRS at keeping people safe and secure from fire and other risks?



Effectiveness

How efficient is the FRS at keeping people safe and secure from fires and other risks?



Efficiency

How well does the FRS look after its people?



People

GOVERNANCE

Responsibility for the delivery of this Community Risk Management Plan lies with the Chief Fire Officer / Chief Executive / Clerk to the Authority (Head of Paid Services) and is delegated to the Deputy Chief Fire Officer, to ensure the outcomes and benefits are realised.

The Authority also operates a Code of Governance, which adheres to the Delivering Good Governance in Local Government Framework published by the Chartered Institute of Public Finance and Accountancy (CIPFA) in association with the Society of Local Authority Chief Executives (SOLACE).

This framework assists in developing and shaping an informed approach to governance, aimed at achieving the highest standards in a measured and proportionate way.

This Code comprises of systems and processes that are used to direct and control the Authority's activities. It also enables the Authority to monitor the achievement of its strategic objectives and consider whether these objectives have led to the delivery of appropriate, cost-effective services.

More information on our Governance processes can be found [here](#).



OUR PEOPLE

With a workforce of over 850 professional, dedicated and resilient individuals we continue to invest in our people to ensure they have the necessary skills to deliver to the changing needs of our community.

We provide positive leadership in line with our values, with Health and Safety being at the heart of what we do, our employees support us in delivering our Vision of Creating the Safest Community.

The Service has managed the recruitment of additional posts as directed by this CRMP. It has also increased the operational capacity of our workforce by upskilling specific personnel, providing us with a flexible competent Firefighter resource when necessary. This allows us to be responsive to changing risks such as flooding and major incidents.

We value the positive impact a diverse workforce can provide, and we continue to strive to represent the community we serve, by undertaking a range of Positive Action initiatives to support recruitment activities. This has been heavily championed by our Staff Networks and Inclusion Manager, with involvement from underrepresented employees as role models for potential recruits.

We produce an Annual Equality Data Report and Gender Pay Gap Report which provides us with data and information about our employees and the people who we provide a service to within Tyne and Wear. The findings enable us to identify equality priorities and development areas which inform our equality objectives.

This information can be found under the Equality, Diversity and Inclusion section using the following link [here](#).

Improving and promoting the overall health and wellbeing of our workforce is a priority, and to support this, we have invested in appointing a Health and Fitness Advisor who provides physical and nutritional advice and guidance to staff. This additional resource will not only ensure our fitness standards are maintained, they will provide support to individuals from being absent, and to those returning from absence from the workplace.

Our nationally recognised Trauma Support Team and Welfare Manager continue to support our frontline workforce in managing their mental health due to the nature of incidents encountered. We are continuing to provide First Aid Mental Awareness training across our management structure so they are effectively able to identify and signpost staff.

People and Organisational Development Strategy

To support our investment in our workforce, we have developed a People and Organisational Development (POD) Strategy.

Its purpose is to describe our current and future operating context and how we will work together to help the service achieve its strategic priorities, as described in our TWFRS Strategy 2025.

It describes five themes, the beliefs and expectations which will guide our work with each other and with our partners, helping us to improve and change effectively.

The themes will also help us to continue to develop and maintain an inclusive workforce that is professional resilient, skilled, flexible and diverse, whose aim is to provide the best service possible for the benefit of our communities.

For further information on our POD Strategy, click [here](#).



COMMUNITY RISK MANAGEMENT PLANNING

Workload modelling simulates an emergency appliance turnout response to incidents that have occurred historically over three years (2017/18, 2018/19 and 2019/20).

For these simulations we use a base case that reflects the way and disposition of how the stations, appliances and crew / shift patterns are currently arranged. This then allows us to establish the emergency appliance turnout response using the current resources.

The Workload Modeller uses the Ordnance Survey (OS) Integrated Transport Network (ITN) road network and speeds assigned to those roads to determine the time taken to travel to each incident using the nearest available and appropriate resource.

Within our response model, emergency incidents are categorised into four risk levels as outlined below.

- **Level 1:** Incidents which pose an immediate threat to human life or pose a risk of severe human injury.
- **Level 2:** Incidents which pose a Serious Hazard & high risk threat to life, the environment, society, property or heritage.
- **Level 3:** Incidents which pose a potential serious hazard to human life, the environment, society, property or heritage.
- **Level 4:** Incidents which pose a potential hazard to human life, the environment, society, property or heritage.

Risk Level 1 incidents are those that present the greatest risk to life with the risk to life reducing through Levels 2, 3, 4.

As part of the preparations for the IRMP 2021-2024, a review of the workload modelling data for the three fiscal years 2017-18, 2018-19 and 2019-20 was undertaken.

As this data was up to the end of March 2020, it was not impacted by the Coronavirus pandemic and the changes we saw in the behaviours of our communities in response to the virus. The full analysis undertaken is available to all FA members, Local Authorities, communities and publicly circulated.

Our IRMP 2021 – 2024

Prior to the publication of this document, TWFRS developed an Integrated Risk Management Plan (IRMP) to identify and mitigate risk in our region.

Our most recent IRMP was published in 2021 with the view to improving the delivery of services here in Tyne and Wear.

This Community Risk Management Plan (CRMP) will incorporate the existing IRMP until 2024. Therefore, it is important that we present the actions approved in the most recent IRMP in this document.

The IRMP 2021-2024 actions have been developed to continuously improve delivery of services by focusing on reinvestment, and to reflect external risks and challenges.

They were as follows:

1



To introduce an additional fire appliance.

Following a comprehensive review of risk and incident data, we commenced a pilot in October 2020 introducing an additional fire appliance (fire engine) into our fleet. This appliance was based at West Denton Community Fire Station, which was identified, using extensive data and risk information, as the optimum location for this resource.

Following continued review of the pilot, the Service is proposing to keep this additional appliance at West Denton Community Fire Station, on a permanent basis. This represents a positive investment in resources, creating an additional 4 Crew Manager roles and 12 firefighter roles, and will enhance operational response and resilience across the Service area.

2



To primary staff the Service's Aerial Ladder Platforms (ALPs).

Aerial Ladder Platforms (ALPs) are used to respond to various incidents at height. As a result of IRMP 2014-17, at a time when there were successive requirements to save money as a result of significant and prolonged budget cuts to Tyne and Wear Fire and Rescue Service, it was agreed to reduce the number of ALPs from three to two. Currently, firefighters staff both the primary fire appliance (fire engine) at that station, and also the ALP. When required, ALPs are crewed by those firefighters, meaning the primary fire engine becomes unavailable to attend emergency incidents.

Following significant national incidents, and a review of risk and demand data in Tyne and Wear, we are proposing to primary crew the two remaining ALPs.



This action will result in the addition of 4 Crew Managers and 12 Firefighter roles into the Service.



This action will result in the addition of 8 Crew Managers and 16 Firefighter roles into the Service.

3



To change the current shift arrangement at Birtley Community Fire Station.

Current staffing arrangements in the Service include a combination of on-call, day crewing close call (DCCC) and 2-2-4 (2 day shifts; 2 night shifts; 4 days off duty). Following a legal challenge of the DCCC staffing arrangement in 2018, the High Court declared this arrangement is unlawful, and subsequently directed all FRS to change these arrangements, in the absence of any local agreement with the Fire Brigades Union. No such agreement has been reached between the FBU and TWFRS, therefore we have to propose and implement an alternative staffing model at this station.

To meet this ruling, we proposed a change from Day Crewing Close Call (DCCC) shift system, to Day Crewed shift system, at Birtley Community Fire Station. This meant the station would be crewed full time for 12 hours during the day, and fire cover would be provided by neighbouring stations at night. At the TWFR meeting on September 13th, the Service was asked to re-consider this proposal following concerns raised by members of the TWFR on behalf of residents in Birtley. At the meeting of the TWFR on October 11th, a new proposal was approved that will see a Day Crewing On-Call (DCOC) staffing model introduced. This will replace the current Day Crewing Close Call (DCCC) arrangements. This is planned to be implemented by the end of March 2022.



This action will result in the addition of 1 Crew Manager role into the Service.

4



To change the current shift arrangement at Rainton Bridge Community Fire Station.

Current staffing arrangements in the Service include a combination of on-call, day crewing close call (DCCC) and 2-2-4 (2 day shifts; 2 night shifts; 4 days off duty). Following a legal challenge of the DCCC staffing arrangement in 2018, the High Court declared this arrangement is unlawful, and subsequently directed all FRS to change these arrangements, in the absence of any local agreement with the Fire Brigades Union. No such agreement has been reached between the FBU and the Service, therefore we have to propose and implement an alternative staffing model at this station.

To meet this ruling, the Service is proposing a change from Day Crewing Close Call (DCCC), to the 2-2-4 shift system, at Rainton Bridge Community Fire Station.



This action will result in the addition of 2 Watch Managers, 3 Crew Managers and 8 Firefighter roles into the Service.

Assurance of our Community Risk Management Planning

It is important for us to know that our approach to Community Risk Management Planning is achieving the intended outcomes.

We will assure and evaluate the impact of our planning and decision making, to ensure we are targeting our resources at those most at need.

To do this:

- We regularly review our Community Risk Profile to ensure the data and intelligence, on which our risk management planning assumptions are based, is current and accurate.
- We evaluate the effectiveness and efficiency of the Community Risk Management Plan.
- We evaluate our interventions, activities and projects that are delivered to achieve the CRMP.
- We evaluate the impact of strategic decisions and continually review all activities to ensure compliance with NFCC Fire Standards.

Our Community Risk Profile will be reviewed and updated annually, or as a need arises, to ensure the Plan continues to be based on a robust understanding of current and future risk.

Progress, and impact, of the four actions presented on page 16 of this Plan will be continuously monitored and reported on by the Service.

Projects and improvement actions, including prevention and protection interventions and activities, will be evaluated using our Project Management toolkit, and findings shared to allow continued learning and identification of improvements.

The impact of our strategic decisions, in the form of our performance will be reported publicly, via Fire Authority, to ensure transparency.

Consultation

We are committed to consulting with our communities, and our key internal and external stakeholders, on our strategic plans so there is opportunity for interested parties to offer feedback and to help shape and influence our plans. Not only do we want to hear views on the content of our strategic documentation, we also want to understand whether it has been presented in an appropriate format.

The consultation process is vital to ensuring our strategic plans are reflective of the needs of the communities we serve, and that the Service is accountable. Periods of consultation will vary dependent on the document but we are committed to ensuring opportunities to feed back are well advertised. This will primarily be through digital means, including the TWFRS website and social media channels. However, there will be opportunities for in-person consultation where it is proportionate to do so.

This plan will be subject to a four-week consultation process, ensuring that our communities have an opportunity to shape how we are tackling risk in their area. We consulted on our IRMP in Summer 2021 and are not seeking to re-open consultation on the actions agreed in that document. Consultation on this CRMP relates only to the style and content of the document itself.

OUR SERVICES

The services we offer as a Fire and Rescue Service can be categorised in three ways: **Prevention**, **Protection** and **Response**.

Prevention

Prevention is at the forefront of our proactive work. We prevent incidents from occurring through education, advice and intervention; using an intelligence-led approach to deliver activities targeting those most at risk.

Priorities

- To deliver a Prevention Department that is fit for purpose, educating and protecting residents of Tyne and Wear. Expanding our resources on mental health to ensure our prevention work is considerate of physical and mental wellbeing.
- To improve data sharing, working with partners to improve our knowledge of our communities, better identifying and targeting those most at risk of injury or death from fires and other incidents.
- To Introduce and build a new Safety Education Centre incorporating Safetyworks!. This will be the focal point and centre of excellence for TWFRS prevention and education works in collaboration with key partners.
- Introduction of a Newcastle Community Hub and boxing club. This project will also look at ways of including sport and fitness to support the Service's Community Safety message and the wider health and wellbeing agenda.

- Investigate use of digital support for Safe and Well checks reviewing the use of tablets to input data as its collated and remotely upload to CFRMIS and use of tablet to provide input (videos etc.) to support and enhance the information given to occupiers.

How are we preventing incidents in the community?

Our approach to prevention aims to make people safer in their homes, whilst at work, in public places, during leisure time and whilst visiting Tyne and Wear. We will use data to inform our Safe and Well Checks but we also need to understand our communities to ensure those checks are intelligence-led, as well as data-led.

That is why community engagement is so important and we are working with the National Fire Chiefs Council (NFCC) guidance and adopting the National Person Centred Framework to understand the diversity within our region.

We have a team of community advocates who are embedded in some of our hard-to-reach communities and build relationships that help us understand the different needs of our diverse communities.

We have worked with our business communities and through our 'Waterside Responder Scheme' we have worked with the RNLI to provide equipment and staff training around water rescue. The initiative has already prevented loss of life for Tyne and Wear residents and been adopted by other FRS's nationally.

Our staff are also leading the way in launching community engagement initiatives to bring TWFRS closer to the community. This includes our community boxing club in Sunderland and a second community hub that will soon be launched in Newcastle. Those hubs are open to all age groups but the primary focus is to engage with young people and provide them with practical skills to make a meaningful contribution to their community.

The hubs are just one of the many initiatives we are involved in to engage with young people. We also run a **Fire Cadets** scheme, regular **Prince's Trust courses**, a **Phoenix Programme** that engages with young people whom are referred from our partners, and we deliver a **Juvenile Firesetters Education Programme**.

All of those projects run alongside our Schools Education Programme that sees TWFRS staff work closely with young people and vulnerable adults to educate them about their behaviours. This includes visits to schools but also an interactive educational experience at our SafetyWorks! Interactive Centre.

Pupils are targeted within geographical areas that have been identified as showing an increase in anti-social behaviour and deliberate fire activity. This also includes targeted education at key times of the year, e.g. bonfire period.

Protection

The primary aim of our protection work is to ensure business comply with fire safety regulations, petroleum and explosives legislation. We also ensure buildings are built, maintained and protected from the risk of fires and other emergencies occurring. We recognise the impact that a fire can have on a business, the economy and the people within our communities.

A significant part of achieving our aim is to effectively target our resources at buildings most at risk from fire. This includes business premises, hospitals, care homes, high-rise buildings and buildings licensed for the storage of explosives or petroleum.

Following lessons learned from the Grenfell tower fire, the Independent Review of Building Regulations and Fire Safety, led by Dame Judith Hackitt, we made a commitment to transform our protection department in line with the proposed changes to the fire and building safety regime.



Priorities

Education

- Ensure all our protection work is fully integrated with prevention and response to develop a greater understanding of the topic, and effectively share risk information.
- Further embed learning from the Grenfell Tower inquiry and other public inquiries, along with learning shared by other services and professional institutions.
- Ensure compliance with the fire investigation and protection fire standards, along with the ISO accreditation for fire investigation.
- Develop processes and systems, and the relevant expertise to fully integrate with the new regulatory system of fire safety.
- Increase the number and scope of fire safety audits that we carry out in our communities.

Reduction

- Promote compliance with existing and new legislation, and take enforcement action against or prosecute those that fail to comply.
- To work with business and partners to further reduce the burden of false alarms.

Co-ordination

- Work closely with other enforcement agencies to share information and take joint action against those that fail to comply. (E.g. local authority licensing, building control and trading standards).

- Work closely with the National Fire Chiefs Council (NFCC), the Fire Standards Board and Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) to ensure we play a key role in supporting improvement and development of protection work nationally.

Response

Making a timely and appropriate response to fire and rescue incidents is one of our top priorities. The Service is consistently one of the fastest Fire and Rescue Service in the country in responding to primary fires (dwellings, other buildings, road vehicles and other outdoor fires). This means we reduce life risk, injuries and damage to property.

To better protect our communities, we respond to incidents with the right people, with the right training, with the right resources and at the right time, that is why we are committed to an all hazards approach to firefighter safety.

Priorities

- Respond appropriately to fire and rescue incidents with the right resources.
- Reduce the risk of injury to our firefighters by introducing new technology to suppress fires without needing to enter unstable buildings.
- To develop a Leadership and Management Programme for all operational supervisory managers.

- Implementation of the approved IRMP 2021 - 2024 actions.
- To review firefighter staffing and training processes and provision.
- To implement and build upon the new **Operational Standards Programme** 2021.
- To review the **Defra Concept of Operations** / NFCC Rescue Boat Code to ensure TWFRS offer a fully compliant Swift Water Rescue Team.

All of our Firefighters are highly trained and they follow **National Operational Guidance** (NOG) when formulating plans and actions to manage incidents.

TWFRS is one of the leading Fire Services to follow NOG, this ensures we are at the forefront of any national or joint operational learning that is produced.

For more information about NOG, click [here](#).

The purchase of new thermal scanners and body worn cameras, along with the refresh of our entire fire engine fleet, are just some of the things which demonstrate the commitment our Service has to providing the best equipment needed to protect our firefighters and residents of Tyne and Wear.

A fleet of specialist vehicles ensure emergency incidents other than fires are responded to effectively. We have a fireboat moored on the River Tyne; and mobilise to the River Wear with a fireboat for water related rescues. A Heavy Rescue vehicle; command and control vehicle; and aerial platform appliances (ALPs) all provide specialist response to incidents.

Attending incidents that contain hazardous materials poses additional risks to Firefighters. Hazardous Materials and Environmental Protection Officers provide specialist advice at these incidents. Gas tight suits and liquid tight suits are available, along with guidance from experts within industry.

The use of foam at incidents is rare and poses risks to the environment, TWFRS always seek guidance from the Environment Agency when foam is required; and we will always look to minimise its effect on the environment.

Technology is a great asset when managing incidents. TWFRS recognise this; we collaborate and work closely with partners. Our Command and Control Vehicle is one of the most advanced in the country. It allows us to visualise and share images from the incident ground, connect to images from colleagues with the National Police Air Service (NPAS) and view images provided by Local Authorities.

As the Service transforms, there is a continued drive to carry out research and development into new firefighting techniques and equipment. The Service plans to refresh all of its Breathing Apparatus sets; and upgrade its equipment within Fire Control to ensure it has the latest technology, to maintain its ability to mobilise fire engines in the most effective and efficient way, continuing in our Vision to Create the Safest Community.

COLLABORATION

As a Fire and Rescue Service, we have a duty to collaborate with partners and as such, we will continue to create opportunities to collaborate and move towards integration of services, to enable more efficient and effective ways of working.

We will continue to work with health and wellbeing partners to create safer, healthier communities, to understand risk better, and deliver a joined up approach to community safety.

We will also focus on the continued development and investment in our Estate. Working alongside our blue-light partners, the development of our new carbon neutral tri-service station aims to move beyond traditional co-location, towards full integration to further enhance collaboration arrangements.

TWFRS not only places a huge emphasis on multi-agency working with Category 1 and 2 Responders, but also with our partners in the voluntary response sector.

This is reflected in the multi-agency testing and exercising programme which is scheduled for this calendar year, with JESIP and multi-agency working a primary objective.



OPERATIONAL ASSURANCE

Our Risk and Resilience Department has devised a three year testing, exercising and integration programme to successfully embed current national initiatives within the Fire Sector.

Due to the ongoing increase in terrorism and terrorist ideologies in the UK, along with other threats to our National Security, we are at the forefront of implementing new and improved ways of working.

Our priorities

- We will invest heavily in promoting and implementing the Joint Emergency Services Interoperability Programme (JESIP) doctrine and principles across all of our operational policy and procedure.
- We will upskill our cadre of Middle Managers as National Interagency Liaison Officer (NILO) trained responders.
- We will reinforce and nurture our regional and national tri-service partnership agreements with our colleagues in other Services.
- We will invest heavily in our National Resilience capabilities and training facilities.

Operational Assurance

Following the release of the Emergency Preparedness and Resilience Fire Standard, we achieve all of the expectations of the standard. We provide a robust response to the consultation process, to ensure that we contribute to the Fire Standards on a national level.

We respond as a Service to changes in National Guidance and Government or Home Office legislation and pride ourselves on our compliance with National Operational Guidance, the NFCC Fire Standards and National Resilience best practice.

But testing and measuring our own performance is important to ensure we are providing the public with the best service we possibly can.

Through our Operational Support roles, and our internal Quality Assurance processes, we work collaboratively with our specialised functions to ensure that we develop an engaged, innovative and empowered workforce who receive the knowledge, skills and attributes to excel in their roles.

Investment in the training of our National Resilience capabilities also provides the resilience and emergency preparedness our community expects.

This includes the investment in our Urban Search and Rescue (USAR) team who can deploy regionally and nationally to a host of specialist search and rescue scenarios.

Our USAR capability also includes two canine search and rescue assets and two unmanned aircraft systems (UAS) which can assist operations through the provision of aerial surveillance and photography.

Another core objective of our Resilience Department is emergency planning and preparation. We regularly test our business continuity and emergency preparedness arrangements through a series of tests and exercises. These will take place throughout the year and involve a number of partner agencies.

Business Continuity Management is the process by which we work in tandem with local and regional Government to ensure we are able to provide a suitable and sufficient response to all National and Community Risk Registers. In order to do this, we work in collaboration with our colleagues in the Northumbria LRF and our wider regional partners. Our own Corporate Risk Register and business continuity arrangements, ensure that we as an organisation maintain a level of preparedness for any unexpected adverse events, and that the safety of the public remains our primary focus, if and when they should ever occur.

As part of our commitment to keeping our public and our communities safe, TWFRS also provide other specialist response capabilities which we maintain so that we are always ready to fight against any threats we may face from acts of terrorism or extremism. We work closely with our colleagues and partners, both regionally as part of our involvement with our Local Resilience Forum and nationally in consultation with our Government and the Home Office, to ensure that we are ready and prepared to respond to a Marauding Terrorist Attack (MTA).

Whilst these types of incidents are thankfully extremely rare, we are ready to deploy at any time into our community to assist with any emergencies which are a result of terrorist or extremist activity.



TRANSPARENCY

TWFRS operates an effective publication scheme, which is committed to openness and data transparency.

This is aligned with the requirements of the Local Government Transparency Code 2015 and the Information Commissioner's Office (ICO) Publication Scheme.

TWFRS publishes information on its website to aid understanding of how the Authority operates, how public money is spent and how Value for Money is achieved.

You can find out more about this information, [here](#).



DO YOU HAVE ANY QUESTIONS?

Thank you for taking the time to read our Community Risk Management Plan (CRMP) and finding out how we plan to keep communities here in Tyne and Wear safe.

We welcome any feedback on the document itself, or how we intend to mitigate risk to our communities.

How to contact us

Telephone
0191 444 1500

or you can write to:

**Tyne and Wear Fire and Rescue
Service Headquarters
Nissan Way
Barmston Mere
Sunderland
SR5 3QY**

If you would like our plan in another format or language, please contact us so we can discuss your needs.



Like us on Facebook:
www.facebook.com/twfrs



Follow us on Twitter:
www.twitter.com/tyne_wear_frs



Follow us on Instagram:
www.instagram.com/twfrs



COMMUNITY RISK MANAGEMENT PLAN

(CRMP)

2022

Incorporating our Integrated Risk
Management Plan (IRMP)

Tyne and Wear Fire
and Rescue Service

