

**Tyne and Wear Fire
and Rescue Service**



OUR STRATEGY

OUR FUTURE



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Foreword

Tyne and Wear Fire and Rescue Service have a commitment to delivering our vision of ‘Creating the Safest Community’; to allow the Service to achieve this, plans are outlined in documents such as ‘Our Strategy, Our Future’.

The Fire Authority, made up of locally elected councillors from our five council areas and an elected official, plays a key role in providing direction to the Chief Fire Officer and holding the Service accountable for delivering services to our communities.

The Service has a strong focus on continuous improvement, and this strategy provides an overview of a transformational approach which will enable us to continue operating as a high performing Fire and Rescue Service.

Through the investments of the Fire Authority, we continue to support the training of our staff to best equip them to carry out their roles to a high standard with the resources required to achieve this.

It is an honour to serve as the Chair of the Tyne and Wear Fire and Rescue Authority, and work alongside highly dedicated professional staff and my Fire Authority colleagues, in support of local people.



Councillor Phil Tye
Chair of the Tyne and Wear Fire and Rescue Authority

Phil Tye

The risks and needs of our communities are constantly changing and in the face of these changes, your Fire and Rescue Service continues to evolve and ensure it can respond and drive safety, resilience and remain at the heart of local communities.

Our commitment to prevention, protection, and response, as well as saving lives and property, is more crucial than ever in the face of escalating climate change. Preparing and responding effectively are now more critical than ever.

Whilst our Community Risk Management Plan (CRMP) sets out what risks we are working to respond to and what we will do to achieve this; this strategy outlines our approach to how we are structured and how we ensure that our resources and capacity is focused on enabling actions rooted in our stated goals.

Our vision, mission and values underpin and influence everything we do. Our adaptable and collaborative mindset ensures we focus on delivering best value and working with partners where this makes sense to communities and our operations. Public services are under increasing financial and wider demand pressures and a clear, focussed and succinct strategy that sets out how we will do business to deliver for our communities is essential.

Thank you for your continued support and trust in your Fire and Rescue Service.



Peter Heath KFSM
Chief Fire Officer and Chief Executive

Peter Heath

Purpose of our Strategy

‘Our Strategy, Our Future’ explains how we intend to deliver consistent high-quality services that meet the needs of our communities now, and in the future.

Our Strategy takes into account what we are trying to achieve with our vision of ‘Creating the Safest Community’, and how we will ensure that we prioritise and drive innovation and improvement in our Service; in addition to managing key challenges we will undoubtedly face.

Our strategy sets out our priorities to improve and how we intend to continually strengthen our Service. The Fire and Rescue National Framework for England requires all Fire and Rescue Services to have a Integrated Risk Management Plan (IRMP) to ensure that services are planned, designed and delivered in a way that balances available resources and community risk.

The risks in our community and how the Service mitigates and addresses them is a key factor in the development of Our Strategy, with our continual focus always being on having the right skills and resources, in the right place, at the right time.

Our goals within our strategy align with, and complement, the activity and objectives set out extensively in our [Community Risk Management Plan \(CRMP\)](#), alongside our other Service plans that are in place to help us achieve our vision and mission.



Vision
Creating the Safest Community

Mission
To save life, reduce risk, provide humanitarian services and protect the environment.

Awards and Accreditations

We are exceptionally proud of our people and the first-class service we provide to the community of Tyne and Wear; it is an honour when this is recognised externally.

Some of the most recent accolades TWFRS have been awarded are:

- **iESE Public Sector Transformation Awards 2025 ‘Gold’ Award** – UK Fire and Rescue Service of the Year 2025 - Tyne and Wear Fire and Rescue Service
- **UK Government Property Awards** – Winner - Hebburn Tri Station (Collaboration Award)
- **Excellence in Fire and Emergency awards** – Winner – ‘Project of the year’ Hebburn Tri Station
- **Excellence in Fire and Emergency awards** – Winner – ‘Healthier Firefighters Award – ‘Excellence in Contaminants and Decontamination’ Tyne and Wear Fire and Rescue Service
- **Top 100 Apprenticeship Employers in the UK**
- **NFCC National Fire Chiefs Council** – Apprenticeship Champion Award

These achievements strongly highlight TWFRS’s unwavering dedication to protecting communities through innovation, partnership and inclusivity; a significant and continuing focus throughout our strategy and organisational priorities.

Our Aspirations

Building on our previous successes and achievements, our Strategy, planning and priorities as a Service will always be focused on demonstrating our vision of ‘Creating the Safest Community’.

We will do this by ensuring that we continue to:

- Prioritise our people fostering a culture of inclusivity.
- Look for ways to make vital investments in equipment ensuring maximum firefighter and community safety.
- Lead and drive pioneering work to remain at the forefront of innovation, technology and ensuring our organisation remains fit for purpose in a modern society.
- Prioritise extensive partnership working to achieve better outcomes for the public, stakeholders and staff.
- Focus on our prevention, protection and response plans to ensure we remain one of the fastest responding fire and rescue services in the country with a robust approach to safety and education in our communities.
- Effectively use internal and external performance management processes and benchmarking to continually enhance and improve what we do.



About Us

Area Demographic

Tyne and Wear is a densely populated metropolitan area, consisting of five local authority areas of Gateshead, Newcastle, North Tyneside, South Tyneside and Sunderland.

1.1 million residents depend on Tyne and Wear Fire and Rescue Service, with almost 500,000 households in the region.



3 Universities



2 Major Cities



1 International Airport

On average, annually our Service:



Attend over
16,000
incidents



Attend
more than
6,000
fires a year



Attend over
300
road traffic
collisions



Our Control
team answer
more than
30,000
calls annually



Provide the
fastest response
time in country –
**Average less
than 6 minutes**

Operating out of 17 community fire stations, our Service Headquarters and Training Centre, along with our Technical Services Centre; our Service has over 800 employees and volunteers covering the Tyne and Wear area.

Our stations, staff and appliances are placed across the area to ensure the most efficient and effective response to fires and other emergencies.

The map below shows the location of the TWFRS estate and where our resources are located.

Further information regarding the demographic makeup of our community is detailed in our [Community Risk Profile](#).



Who We Are

Our Executive Leadership Team



Fire Authority

The Service is governed by Tyne and Wear Fire and Rescue Authority.

The Authority has 16 elected members from across the five constituent councils of Tyne and Wear in line with Schedule 10 of the Local Government Act 1985. The Police and Crime Commissioner for Northumbria also sits as a Fire Authority member.

To view further details of our current Fire Authority structure and membership please visit our [website](#).

Executive Leadership Team

The Fire Authority delegates to the Chief Fire Officer the management and leadership of TWFRS, its resources, operational and support services and execution of statutory responsibilities; with the wider Executive Leadership Team (ELT) responsible for strategic management of the Service.

Operating Context

To achieve the vision and goals set out in this strategy effectively, we must know and understand the communities we serve.

We use local knowledge and shared information to help us identify the areas of most significant risk and the most vulnerable in our society. This analysis enables us to target our services effectively.

Our [Community Risk Profile](#) presents the comprehensive assessment of the community risks in Tyne and Wear and this informs both our overarching strategic goals within this strategy and our [Community Risk Management Plan](#).

Our Vision, Mission, and Values

The Service’s vision and mission guides all of our strategic planning and we place our communities at the heart of everything we do.

Vision
Creating the Safest Community

Mission
To save life, reduce risk, provide humanitarian services and protect the environment.

Our Values

Simply put, our value statements answer the question, “Regardless of what we’re working on, how will we work?” It is the responsibility of every individual within the Service to ensure these values are implemented and upheld.

**Safety**

- Be diligent and observant
- Be caring and compassionate
- Be accountable

**Integrity**

- Be trustworthy
- Be authentic
- Be open and honest

**Inclusivity**

- Encourage engagement
- Promote equality
- Be collaborative

**Learning**

- Be curious
- Seek and encourage development
- Continuously improve

Code of Ethics

Fire and rescue services are required to operate within a national Code of Ethics. It is designed to help employees of Fire and Rescue Services act in the best way, towards each other and while serving the public.

The Core Code sets out five ethical principles, based on the Seven Principles of Public Life, which alongside the accompanying guidance provides a basis for promoting good behaviour and challenging inappropriate behaviour.

- **Putting our communities first** – we put the interest of the public, the community and service users first
- **Integrity** – we act with integrity including being open, honest and consistent in everything we do
- **Dignity and respect** – making decisions objectively based on evidence, without discrimination or bias
- **Leadership** – we are all positive role models, always demonstrating flexibility and resilient leadership. We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards
- **Equality, diversity, and inclusion (EDI)** – We continually recognise and promote the value of EDI both within the FRSs and the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations, and celebrate differences.

Commitment to our Culture

Our people are our most important asset and the culture of our Service is an important consideration when it comes to achieving the objectives within this strategy.

Our commitment to our staff and our culture is also an extensive focus within our CRMP which underpins Our Strategy and goals.

In 2023, we embarked on a journey to better understand and enhance our working environment, commissioning an extensive cultural review across the Service. The aim was to establish key priorities that our Executive Leadership Team will commit to and drive, to ensure the most positive culture and environment possible within our Service.

As a result of this review, the Service has committed to a variety of actions and activity that are monitored via our **People and Culture Plan**.

Our Goals

This strategy sets out our goals to improve and continuously strengthen our Service for our communities, staff and stakeholders.

We will do this by being responsive to change and exploring new and innovative ways of working.

Our goals and the underlying objectives within each take account of what we are trying to achieve in our vision as well as those key challenges and opportunities that we know we will face on our journey.

This strategy is implemented via the activity, objectives and projects set out in our [Community Risk Management Plan](#) and our other Service plans.

These commitments are summarised in our [Strategy Delivery Plan](#).



Inclusivity and Culture

Our commitment to prioritising a culture of excellence, equality and inclusivity for our people.

- Promote a positive work culture for staff, maintaining a focus on health, safety and welfare
- Continue to build an inclusive and diverse workforce that reflects the needs of our community
- Aspire for equality, diversity and inclusion excellence, measuring ourselves against best practice and available benchmarking tools
- Ensure our staff and leaders are fully equipped and fully trained to perform their roles effectively, and that routes for progression are clear and accessible for all
- Foster and encourage ongoing organisational learning to continue to improve.



Community and Firefighter Safety

Ensuring we achieve the optimum standards possible in protecting our communities and our workforce.

- Ensure the outstanding delivery of our core services, directing our fire prevention and protection activities to those at greatest risk from fire and prioritising incident response and training for firefighter safety
- Proactively work with partners/collaboration work with emergency services and other local, regional and national partners to enhance community safety and emergency preparedness
- Support the continual improvement of our service delivery, improve productivity and ensure our work is targeted where it is most needed.



Innovation and Environmental Sustainability

Continually explore options in technological innovation, and in our environmental sustainability planning, to further improve and future proof delivery of our services.

- Continue our commitment to sustainability and ambition to be a carbon neutral service.
- Focus on digital transformation and advancements in technology in all areas of the Service, particularly in how we use data to inform improvements
- Maintaining a consistent focus on strengthening our cyber resilience.



Making Best Use of Our Resources

Continuing our robust financial planning approach to ensure best use of resources, aligned to our risk and achievement of our goals.

- Use effective financial planning to ensure value for money
- Continue to pursue opportunities to collaborate with other organisations in order to improve outcomes and value for money for the people within our communities
- Work to identify and remove inefficiencies across the service and prioritise our capital spending where it is most needed.
- Effective use of data and intelligence to drive strategic decision making.

Collaboration and Partner Working

Our Service welcomes the advantages of partnering with both local and national organisations to deliver exceptional service to the communities of Tyne and Wear.

Collaboration helps us better understand and assess risks in our area.

With robust partnership arrangements already established across the region, our priority will always be to continuously improve the extremely strong collaborations already in place with our neighbouring fire and rescue services, other blue light partners, local authorities and the health service to achieve the best outcomes possible for the communities of Tyne and Wear.



Neighbouring Fire and Rescue Services

Providing added resilience across the North East of England, best utilising the specialisms within individual fire and rescue services in our local area, to ensure a first class services for all communities in the region.



Local Authorities and Local Resilience Forum

Trailblazing community initiatives to engage with the public, and provide enhanced support and a combined approach from all sectors.



Blue Light Partners

Significant co-locations with North East Ambulance Service and Northumbria Police allowing integration of systems and collaboration arrangements.
Our Blue Light Partner Locations



Our Non-Blue Light Partners

Relationships and collaboration with non-blue light partners such as local authorities, Firefighters Charity, Salvation Army and many more.



National Resilience

TWFRS is one of the only fire and rescue services to host all seven national resilience assets, ensuring we are always ready and able to support the response to complex emergencies at a national level.

National Recommendations

We are committed to utilising national learning and recommendations to help evolve and ensure that we are continually improving our Service.

The Service works tirelessly to ensure that our response and action in relation to recommendations and improvement actions set out in reports such as the Manchester Arena Inquiry, Grenfell Tower Inquiry, His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) Values and Culture Spotlight Report and the National Fire Chiefs Council (NFCC) Fit for the Future initiative are fully considered as part of the development process in all of our Service plans and resulting objectives.

We embrace the positive impact this has on partner working and collaboration on both a regional and national level.

National Bodies



NFCC
National Fire
Chiefs Council

National Fire Chief's Council (NFCC)

The NFCC is the professional voice of the UK fire and rescue service, helping to drive improvement, represent and support leadership, collaborate with partners and provide resource and guidance to fire services. We work with the NFCC closely to help support achievement of our vision and enhance collaboration across the sector.

The NFCC Fit for Future initiative was developed to support improvement and drive reform in the fire service, establishing a shared vision for the future of fire and rescue services, ensuring they remain effective and relevant in the future.



HMICFRS

His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) is an independent body responsible for assessing and reporting on the effectiveness and efficiency of fire and rescue services in England. We are regularly inspected by HMICFRS to evaluate how well we are performing our duties and to identify best practice and areas for improvement.

**FIRE
STANDARDS
BOARD**

Fire Standards Board

The Fire Standards Board was set up to oversee the identification, organisation, development and maintenance of professional standards for fire and rescue services in England with the main aim to support continuous improvement in fire and rescue services

Environmental Responsibility

At Tyne and Wear Fire and Rescue Service (TWFRS), sustainability is integral to everything we do.

We are committed to reducing our environmental impact, promoting social responsibility, and ensuring economic efficiency. From lowering our carbon footprint to embracing innovative technologies, we strive to create a greener, more resilient future for both our service and the communities we serve.

TWFRS is committed to sustainability, focusing on reducing our carbon footprint, conserving resources, and improving energy efficiency. We integrate sustainability into daily operations to protect the environment and ensure public safety for future generations.

Environmental responsibility is central to our future planning. We aim to incorporate carbon neutrality into all developments, with a strong focus on reducing emissions and enhancing efficiency.

In 2024, we opened our first fully carbon-neutral facility, a shared space with Northumbria Police and North East Ambulance Service. This pioneering site sets the blueprint for future sustainable estate development.

TWFRS has a strong track record of environmental management, bringing financial and ethical benefits. Our flagship Carbon Neutral Hebburn Tri-Station highlights our commitment.



Key Achievements include:



Carbon Reduction:
A 32% reduction in building-related CO2 emissions since 2013.



Fleet Improvements:
Expansion of electric/hybrid vehicles and installation of 19 EV charging points.



Energy Efficiency:
LED lighting, improved insulation, smart controls, and solar panels.



Water Conservation:
Rainwater harvesting and stormwater management.



Waste Reduction:
Comprehensive recycling programs and removal of single-use plastics.



Sustainable Procurement:
Ethical sourcing and use of green electricity.



Training and Awareness:
Staff environmental education and public engagement at SafetyWorks!

We already have a significant number of electric vehicles, with plans to increase charging points and transition to a fully electric small fleet. These efforts help reduce emissions and provide long-term financial savings.



TWFRS have an ambition to become a carbon-neutral fire and rescue service by 2035.

Our priorities include:

- Enhancing climate resilience for flood and wildfire preparedness.
- Expanding low-emission technologies across fleet and buildings.
- Increasing solar panel installations and enhancing energy management.
- Reducing waste further, including food waste collection from 2025.
- Strengthening partnerships to promote sustainability.

We embrace technological innovation to improve service delivery and sustainability.

Our objectives include:

- Advancing digital transformation to enhance efficiency.
- Strengthening cyber resilience.
- Exploring emerging technologies and alternative fuels.

By prioritising sustainability - environmental, social, and economic - we set an example for the fire and rescue sector and contribute to a safer, greener future.

Supporting the delivery of our Strategy

Our Pathway

Our Pathway demonstrates the link between our vision and strategic goals and how this runs through the heart of everything we do at TWFRS; via all of our planning, monitoring and engagement activity.



Our Governance Structure

We have robust systems and processes in place to provide assurance on achievement and progress against our goals and the plans in place to achieve them.

This gives us and our stakeholders confidence that we are operating legally and in line with good governance; and are prudent with our finances.

We are expected to have governance and accountability arrangements in place covering issues such as financial management and transparency, complaints and discipline arrangements, and compliance with the seven principles of public life (sometimes called the Nolan principles).

We need to be transparent, demonstrating our accountability to communities for the service we provide, the decisions and actions we take and provide the opportunity for communities to help to plan their local service through effective consultation and involvement.

Responsibility for the delivery of Our Strategy lies with the Chief Fire Officer, delegated to the Deputy Chief Fire Officer to ensure objectives and key outcomes are met.

[Tyne and Wear Fire and Rescue Authority](#) also plays a key governance role in the successful delivery of this strategy, regularly receiving progress updates and providing appropriate challenge.

Every Fire and Rescue Service in England must be accountable to the communities they serve.

To do this we must have regard to the Fire and Rescue National Framework for England, when carrying out our functions and publish an annual **Statement of Assurance** of compliance.

This gives us the opportunity to formally state how well we believe the finance, governance and operations of our Service are run and that the Service is adhering to the Chartered Institute of Public Finance Accountancy's (CIPFA) Good Governance Principles.

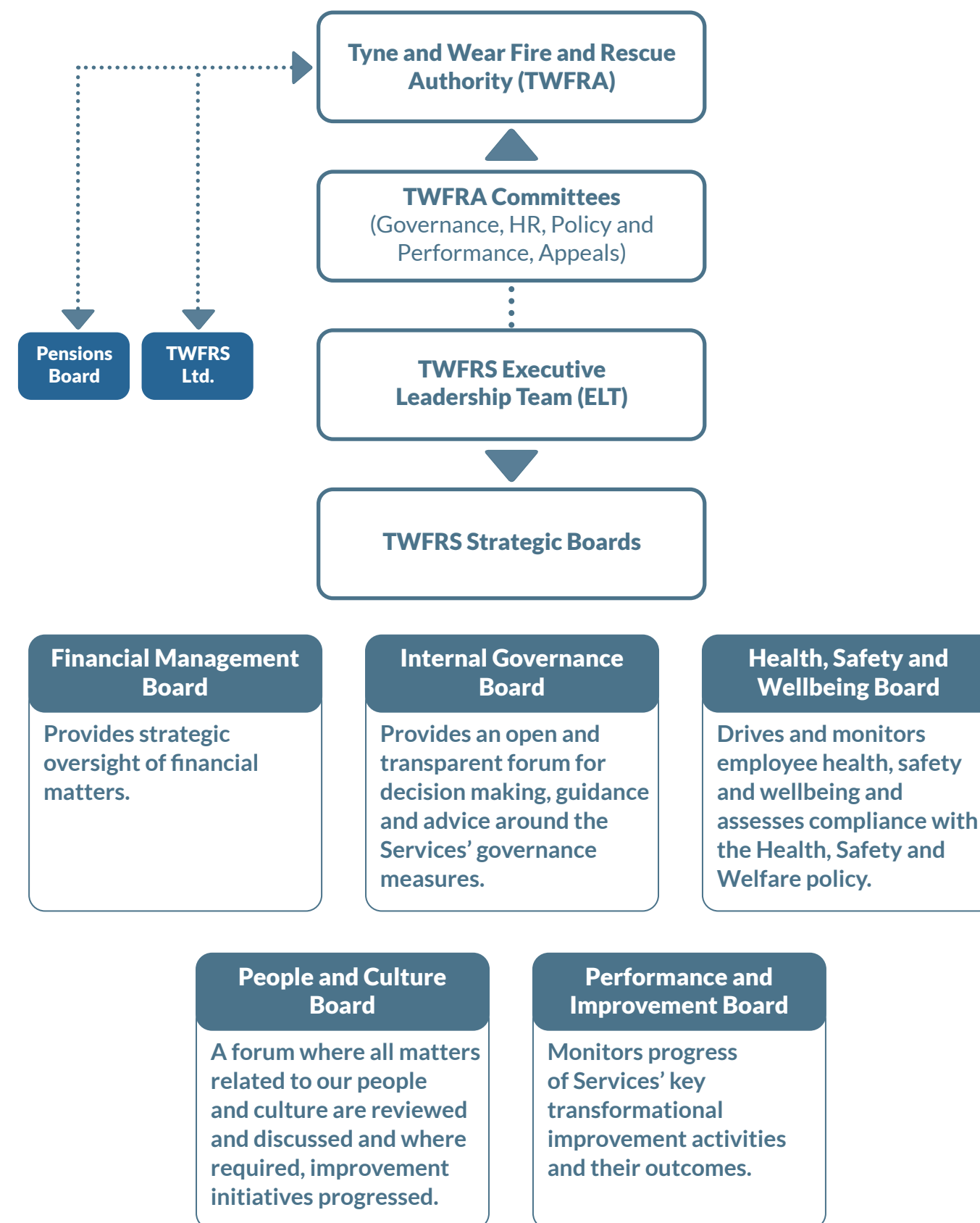
In addition, the Authority is also required to conduct an annual review of the effectiveness of their systems of internal control and prepare an [Annual Governance Statement](#) which reports publicly on its arrangements for ensuring that business is conducted in accordance with the law, regulations and proper practices and that public money is safeguarded and properly accounted for.

We fully comply with public body statutory audit requirements and have both internal and external audit arrangements in place.

The Service has effective structures in place to provide assurance and challenge, and allow us to hold accountable at a variety of levels, both internally and externally.

We operate an effective board structure internally which provides scrutiny and challenge around key service decision making, including the monitoring of all the objectives set out in Service plans that inform delivery of our strategic goals.

Our Board Structure



Measuring our Performance

Our performance is managed and monitored robustly to enable us to identify issues and implement improvement action and identify successes, promoting and sharing good practice across the Service and beyond.

Progress towards achieving the goals set out within Our Strategy is monitored and regularly reported on, as detailed in the ‘Our Governance’ section of this document.

We will continue to measure the success and impact of our work via several mechanisms such as:

- our internal key performance indicators and external benchmarking analysis which are captured in our quarterly [Performance Reports](#)
- external assessment and benchmarking such as internal and external audits, HMICFRS inspections and their results and recommendations
- analysis and measurement of our performance in comparison to the other Metropolitan fire services
- our internal performance management processes
- using our established **Performance Management Framework** to effectively monitor, maintain and improve performance to deliver better outcome, achieve value for money and increase sustainability
- ensuring a consistent focus on continuous improvement in all areas of our work, prioritising learning and collaboration both internally and externally.

The UK’s Fire and Rescue Services (FRS) are divided into family groups by the government for national data capture and performance measurement purposes.

These groups are used to aid analysis and comparisons between similar fire services. Our group, the Metropolitan Fire Service Group includes:

- Tyne and Wear FRS
- Greater Manchester FRS
- London Fire Brigade
- Merseyside FRS
- West Midlands FRS
- West Yorkshire FRS
- South Yorkshire FRS
- Cleveland FRS

Further Information

Thank you for taking the time to read our strategy and finding out how we plan to continue keeping our communities safe in Tyne and Wear. We welcome any Feedback on the document itself, or how we intend to deliver our strategic goals.

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.



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www.facebook.com/twfrs



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



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



www.twfire.gov.uk

Strategy Delivery Plan

Our key transformational and improvement projects that will help us achieve our goals.

Progress of these activities is either monitored by our Programme Office and reported to our Performance Board or reported to our ELT and Fire Authority as part of our CRMP implementation plan.

This delivery plan will be updated annually during the timeframe of this strategy to ensure all Service activity is accurately captured.



Inclusivity and Culture

Review of Corporate Staff Pay Framework
Ensure that our corporate pay structure is fully reviewed to be fair, consistent and fit for purpose.

Review of our Recruitment Processes
Enable enhancements and modernisation of our recruitment processes to further support our commitment to diversifying our workforce.

Internal Consultation, Engagement and Communications Mechanisms
Extensive review and evaluation of our current staff engagement mechanisms to identify improvements and enhance our employee experience.

Neurodiversity Awareness Training
Plan to deliver training to all staff to increase understanding of learning styles and neurodiversity.



Community and Firefighter Safety

Training Centre Redevelopment
Phase 3 of improvements to our firefighter training facilities to include a Metro train scenario and a All Hazards Village.

Breathing Apparatus Replacement Programme
Upgrade to all breathing apparatus in the Service to ensure optimum firefighter safety.

Risk Based Inspection Programme Review
Ensuring we are continuing to target risk effectively in our communities.

Reduction in Unwanted Fire Signals
Further proactive work to help reduce our attendance at unwanted fire alarm signals to reduce impact on resource available to attend emergency incidents.

Improvements to Service Data Sharing
Arrangements Review and enhance our data sharing arrangements with our partners to better identify and support those most at risk in our community.



Innovation and Environmental Sustainability

Operational Communications Project
Implementation of a new mobilising system for the Service.

Replacement Incident Recording System
Manage the migration of our incident recording system to the new, updated National Recording System.

Enhance our intelligence led approach to Prevention and Education
Utilise our data to improve understanding of risk and vulnerability in our community and target resources effectively.

HR Management System Review
Review and enhance our internal systems for capturing, recording and managing employee data and HR related processes.



Making best use of Our Resources

Asset Management System Upgrade
Upgrade to our asset management system that allows us to effectively monitor the lifecycle of our operational equipment to ensure optimum safety and performance.

Risk Management System Replacement Programme
Facilitate the efficient and effective recording, monitoring, analysing and reporting of proactive and reactive performance indicators, to enable legal compliance and promote continual improvement.

Development of a new Safety Education Centre (SEC)
Scoping and feasibility options for development of a new SEC, providing modern and innovative ways to deliver prevention and education awareness in our communities.

TWFRS Productivity Framework
Develop and implement a framework, to capture, monitor, report on, and assess productivity to ensure the most effective and efficient results from all areas of the Service.



Supporting Activities

An overview of additional planned work and initiatives being carried out across the Service to support achievement of our goals.

These activities are managed via Service plans and monitored by our Senior and Executive Leadership Team.

This delivery plan will be updated annually during the timeframe of this strategy to ensure all Service activity is accurately captured.



Inclusivity and Culture

Review and evaluation of our Staff Networks to ensure they are effective and in being able to support staff and help drive people related improvements across the Service.

Continue to develop our training and career development processes and pathways to ensure they are clear and accessible to all.

Further enhance our management and leadership training programme to ensure all leaders feel confident in their role and responsibilities.

Review of our equality, diversity and inclusion training provision to ensure it remains current and appropriate for our staff and Service.

Service Uniform Review to ensure that our uniform is fit for purpose and inclusive.

Introduce stress awareness training for all managers.

Training plan to ensure all operation supervisory managers have Level 2 Fire investigation training, increasing knowledge, resilience and data quality across the Service.

Evaluation of training and learning impact to inform improvements.



Community and Firefighter Safety

Prioritise targeted home safety visits and focus our prevention work on CRMP actions and risks identified via evaluation of our Prevention and Education activities.

Evolve our strategy for business engagement by introducing webinars to promote fire safety awareness and compliance.

Firefighter PPE Replacement Programme ensuring the provision of robust, effective & reliable personal protective equipment to operational crews.

Crisis Communications Review and Update.

Review our operational training processes and provision to ensure appropriate resource and plans in place to efficiently maintain competence of frontline staff.

Increase in the number of Fire Cadet branches in the area to a total of 5 to cover each local authority area in Tyne and Wear.

Staff communications and engagement programme regarding our Community Risk Profile; developed to support understanding and effective allocation of resource and activity to mitigate risk in our communities.

Review of Service operational learning processes and systems to ensure the continued effectiveness and widespread benefits of learning from incidents.

Continue to develop and build collaborative working relationships with key partners and stakeholders within our region.



Innovation and Environmental Sustainability

Control Room refresh to modernise facilities and equipment in line with the introduction of the new mobilising system.

Digitalisation of Safe and Well data entry to improve efficiency and productivity and reduce risk of data loss or security.

Electric Vehicle Charger implementation and replacement project, supporting our plans for increasing our electric vehicle fleet.

Replacement of fireground radios which are essential to the communications between firefighters at incidents.

Replacement of firewalls to maintain the required connectivity and security across our communications estate, for corporate and control networks.

Refresh and standardisation of our Cadet provision, to better support our cadet branches in nurturing and developing future fire service employees.



Making best use of Our Resources

Increase frontline staff training in line with the National Competency Framework for Fire Regulators to enable an increase in resources for inspection.

Strategic Improvement Programme – A structured programme of ELT approved work ensuring a consistent and continual review process is in place across the Service, highlighting opportunities to learn, improve and enhance efficiencies.

Evaluation and Organisational Learning Framework to enhance and strengthen the Service approach to, and effective use of, evaluation to inform ongoing learning.

Vehicle Replacement Programme to ensure that all appliances and vehicles are fit for purpose and reliable.

Estates and facilities updates and upgrades including the drill tower at Station Alpha (West Denton).

Replacement of gym equipment across our estate to ensure fit for purpose health and fitness provision for all of our staff.

Stage 1 of phased approach to replace all hydraulic extrication equipment, commencing with the replacement of all hydraulic hose.





Tyne and Wear Fire
and Rescue Service



OUR STRATEGY OUR FUTURE