

**Tyne and Wear Fire
and Rescue Service**



PROTECTION PLAN

2026 - 2030



Contents

3	Strategic Vision
4	Governance, Leadership and Accountability for Protection Continuous Improvement
5	Risk Intelligence and Protection Priorities Protection Objectives
7	Anticipating Future Risks
7	High Risk Buildings
8	Strategic Areas of work Key Activities
20	Glossary
21	Considerations

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Strategic Vision

The vision of Tyne and Wear Fire & Rescue Service (TWFRS) is 'Creating the Safest Community'. Protection is one of the four key services required to achieve this.

To enable this, the Service has produced a Community Risk Profile (CRP) and Community Risk Management Plan (CRMP) that identifies the risks arising from the built environment, commercial activity, and complex premises across Tyne and Wear. These risks require a strong, intelligence-led Protection function to reduce the likelihood and impact of fire and other emergencies through regulation, compliance, and enforcement.

We are required by the Fire and Rescue Services Act 2004, which states in Section 6 that every Fire and Rescue Authority must make provision for the purpose of promoting fire safety and enforcing fire safety legislation in its area. Protection activity is therefore both a legal duty and a core element of our public service role.

To ensure buildings are as safe as possible, the Protection department will promote and enforce fire safety arrangements in premises that fall within the Regulatory Reform (Fire Safety) Order 2005 (the FSO) through:

- **Engagement:** where the business and commercial sectors are engaged, the aim is to raise their level of awareness regarding their responsibility for fire safety compliance, and
- **Enforcement:** where fire safety regulations are appropriately enforced, from minor breaches to prosecutions of major failures in fire safety, where one or more relevant persons are placed at risk of death or serious injury in case of fire.

In order to achieve this, the Protection function will work collaboratively with businesses, responsible persons and other agencies to target our resources appropriately. We will work within the parameters of the Regulator's Code 2014 to ensure our activities are consistent, proportionate and transparent.

We will work with a wide range of Partners across a number of specialisms that includes:

- Local Authorities
- Housing Providers
- Building Control Bodies
- The Care Quality Commission
- Northumbria Police
- Primary Authority Scheme (PAS) partners

Governance, Leadership and Accountability for Protection

This Protection Plan sits beneath the CRMP with the Area Manager (AM) Community Safety and Head of Protection being responsible for its development and delivery. The AM Community Safety will provide strategic oversight ensuring alignment with the CRP and CRMP.

To support the CRP, Protection activities must be:

- Risk-based and intelligence-led.
- Proportionate, consistent, and transparent.
- Evidence-led and legally robust.
- Fair, inclusive, and focused on public safety.

Continuous Improvement

The Head of Protection is responsible for performance management, quality assurance, evaluation and continuous improvement of the Protection function.

The performance of the Protection department will be monitored through regular departmental performance meetings, Community Safety Functional Management Team (FMT) and the Service Performance Action Group (PAG), all of which will scrutinise our key activities ensuring our workstreams continue to drive forward the safety of the community within the commercial built environment.

Through robust management of identified key activities we will ensure three core outcomes for Protection:

Reduce Risk	Ensuring premises are designed, managed, and maintained to reduce fire risk.
Ensure Compliance	Securing compliance with fire safety legislation through proportionate regulation.
Protect Life and Property	Reducing the likelihood and severity of incidents and supporting firefighter safety.

Risk Intelligence and Protection Priorities

The CRP uses a wide range of intelligence to understand protection risk, including:

- Premises data.
- Incident and operational intelligence.
- Building safety and housing data.
- Partner information from local authorities, police, and regulators.
- National intelligence and emerging risk guidance.

We take this into consideration along with National Fire Chiefs Council (NFCC) guidance, the CRMP and a detailed trend analysis of our incidents and audits when developing our Risk Based Inspection Programme (RBIP). This ensures resources are targeted where they can achieve the greatest reduction in risk and aids the identification of strategic protection objectives that are relevant to Tyne and Wear.

Protection Objectives

Protection activities are central to achieving the following objectives:

- Keeping members of the public safe by reducing fire risk in non-domestic premises and shared residential buildings.
- Keeping firefighters safe by ensuring premises are designed, managed, and maintained to reduce operational risk.
- Supporting economic and community resilience by preventing fires, business disruption, and loss of life.
- Ensuring legal compliance through proportionate regulation, enforcement, and partnership working.

In order to achieve these TWFRS will continue to develop the Protection workforce by:

- Maintaining clear competency frameworks aligned to NFCC guidance.
- Supporting accredited learning and continuous professional development (CPD).
- Ensuring enforcement officers are competent, confident, and legally robust.
- Valuing and retaining specialist protection expertise.

By investing in the Protection workforce, this will allow us to meet our objectives with the following key activities:

- **RBIP** - Our CFRMIS (Community Fire Risk Management Information System) database houses all non-domestic premises in Tyne and Wear where 30,000 premises will fall under the FSO. Our RBIP takes into account the type and use of a premises as well as previous compliance to determine the frequency of visits. We will ensure our resources are targeted to the areas of greatest risk. To support this, operational crews will carry out checks in our lower risk premises allowing the specialist fire safety team to focus on higher risk premises.
- **Event Led Activities** - These are activities that cannot be preplanned and are often as a result of a fire in a commercial premises, cause for concerns, referrals from internal and external stakeholders or queries from members of the public.
- **Petroleum** - As the regulator for petroleum sites in Tyne and Wear we will manage all certification and ensure a robust process for inspection.
- **Explosives** - As the regulator for the storage and selling of explosives within Tyne and Wear, we will manage the licensing of premises and ensure a robust process for inspection.
- **Building Regulations Consultations** - We have a duty to consult on the proposed fire safety provisions on any new builds or alterations that fall within our remit.
- **Enforcement and Prosecutions** - We will ensure fire safety regulations are appropriately enforced, whether this be minor breaches where informal advice will be sufficient or prosecution where there has been a major failure in the fire safety provisions where one or more relevant persons were placed at risk of death or serious injury in case of fire.
- **Quality Assurance** - To ensure that a consistent standard approach is maintained throughout our RBIP we will continue a programme of Quality Assurance with our Fire Safety Inspectors (FSI) and operational crews.
- **Business Engagement** - Using a data led approach and in support of any local or national fire safety campaigns we will ensure local businesses are aware of any emerging risks relevant to them as well as reinforcing the requirements for general fire precautions within their premises.
- **PAS** - We have a dedicated team who work closely with a range of partners to improve compliance by fostering stronger partnerships between businesses and fire and rescue services.
- **Unwanted Fire Signals (UwFS)** – By reducing unnecessary mobilisations, we can improve efficiency, enhance public safety, and support businesses in meeting their fire safety responsibilities.
- **Fire Investigation** - Fires are investigated to identify the origin, cause and how it developed with a view to using this information to improve safety in our communities.

How we aim to carry out these activities is included later in the document.

Anticipating Future Risks

In addition to analysing current and historic incident data, the Service will increasingly adopt an anticipatory approach to Protection by identifying emerging and future risks through trend analysis, horizon scanning and post-incident learning.

This includes reviewing near-misses, changes in technology, socio-economic pressures, and evolving community behaviours to inform initiative-taking protection activity.

This approach ensures that our protection activities remains dynamic, forward-looking, and responsive to emerging risk, rather than solely reactive to past incidents.

High Risk Buildings

TWFRS has appointed a High Risk Building Manager (HRBM) to lead the Service's response to complex premises within the built environment. The primary focus of this role is high-rise residential buildings, which remain subject to increased legislative scrutiny following the Grenfell Tower tragedy.

The HRBM will coordinate the activities of the fire safety department and the wider Service in relation to relevant buildings, working closely with regional and national partners to drive compliance with applicable legislation.

They will also engage with those responsible for and accountable for such premises to ensure ongoing compliance with all legislation enforceable by the Service. In addition, the role will strengthen existing partnerships with local authorities, supporting the development of effective joint working arrangements and assisting partners with their legislative responsibilities where appropriate.

Strategic Areas of Work

To ensure we continue in 'Creating the Safest Community' our strategic Areas of Work will be in alignment with the Service's Goals and Values, and will be developed to support the delivery of our statutory duty in Protection by improving our integral processes, partnerships, and activities.

Our Goals



Our Values



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

In order to meet our statutory and regulatory obligations, our Areas of Work will be in accordance with the relevant legislation, regulations and guidance (details of which are included at the end of this document), and will involve relevant Partners when required.

Key Activities

Fire Safety Audits (FSA) scheduled from the RBIP

Objective / Commitment	How we will achieve this	How we will measure success
<p>We will aim to inspect our highest risk non-domestic premises in line with the RBIP .</p> <p>We will continually review the effectiveness of the datasets used in our RBIP for the identification and differentiation of high risk premises.</p>	<p>By having an appropriately resourced and trained team of Inspectors supported by operational crews.</p> <p>By ensuring that the requirements of the NFCC framework for Protection are met to give us assurance in our Inspector cohort.</p>	<p>Success in this area will be seen as RBIP activities completed in line with premises risk rating.</p> <p>This will be measured through Key Performance Indicators (KPIs) and will be reported on a quarterly basis through departmental and Service PAGs.</p>

Service Goals



Offers Fire Safety Audits as part of the scheduled workload (RBIP).

Legal Requirements or Mandatory Duties Fire and Rescue Services Act 2004
Regulatory Reform (Fire Safety) Order 2005

National guidance NFCC Competency Framework
Regulator's Code 2014
Government Fire Safety Risk Assessment Guides

Partners engaged Local Authorities
Housing Providers
The Care Quality Commission

Event Led Activities

Objective / Commitment

We will continue to respond to all referrals from both internal and external stakeholders where there is an alleged failing in fire safety measures.

How we will achieve this

Through the use of our triage guidance document we will ensure each referral is dealt with appropriately and within the expected timeframe.

How we will measure success

This will be monitored in our PAG and reported to performance and improvement board.

Service Goals



Offers

Engage with the Responsible Person of a premises where there are alleged failings in fire safety measures.

Legal Requirements or Mandatory Duties

Fire and Rescue Services Act 2004
Regulatory Reform (Fire Safety) Order 2005

National guidance

NFCC Competency Framework
Regulator's Code 2014
Government Fire Safety Risk Assessment Guides

Partners engaged

Local Authorities
Housing Providers
The Care Quality Commission
Northumbria Police
Home Office (Immigration)

Business Engagement

Objective / Commitment

We will continue to monitor emerging risks locally, nationally and internationally in order to ensure businesses are aware of risks within their premises as well as offering general fire safety advice to reinforce existing requirements.

How we will achieve this

By developing business fire safety campaigns in various forms and using multiple platforms to enable us to reach as many businesses as possible.

By offering advice and guidance in the surrounding premises in the aftermath of a fire or serving of a Prohibition Notice.

How we will measure success

Success in this area will be the provision of thematic fire safety campaigns and engagement with premises. This will include in person visits as well as online webinars/videos/presentations.

Service Goals



Offers Producing business information in varying forms (social media/presentations and face to face) in response to local, national and international events.

Legal Requirements or Mandatory Duties Fire and Rescue Services Act 2004
Regulatory Reform (Fire Safety) Order 2005

National guidance NFCC Competency Framework
Regulator's Code 2014

Partners engaged Local Authorities
Housing Providers
The Care Quality Commission
Trading Standards
Licensing Teams

Building Regulations Consultations

Objective / Commitment

We will aim to respond to all Building Regulations consultations within 15 working days.

How we will achieve this

Through having an appropriately resourced team of Senior Fire Safety Inspectors.

How we will measure success

This will be measured through departmental and Service PAGs as well as our KPIs.

Service Goals



Offers

Review the submission of building regulations consultations by a Senior Fire Safety Inspector.

Legal Requirements or Mandatory Duties

Building Regulations 2010

National guidance

NFCC Competency Framework ADB
BS9999
BS9991
BS7974

Partners engaged

Local Authorities
Building Control Bodies

Enforcement and Prosecution

Objective / Commitment

We will continue to use our full range of enforcement powers to ensure the safety of relevant persons. This will include investigation that may lead to prosecution when necessary.

How we will achieve this

By ensuring that the Protection workforce are qualified to Level 4 Diploma with additional support available, particularly if a FSA results in more stringent action.

How we will measure success

The outcome of all FSAs are monitored through departmental PAG and includes the number of Alteration Notices, Enforcement Notices and Prohibition Notices served and withdrawn.

Success will be achieved by using a measured approach to prosecutions for breaches of fire safety regulations that place the public at greater risk.

Service Goals



Offers

Use all levels of our enforcement powers to ensure fire safety regulations are appropriately enforced.
Carry out follow up visits after issuing a formal notice.
Prepare case files for prosecution.

Legal Requirements or Mandatory Duties

Fire and Rescue Services Act 2004
Regulatory Reform (Fire Safety) Order 2005

National guidance

NFCC Competency Framework
Regulator's Code 2014

Partners engaged

Local Authorities
Housing providers
The Care Quality Commission

Quality Assurance

Objective / Commitment

We will ensure that the robust quality assurance process is adhered to.

How we will achieve this

All Inspectors will be quality assured on a quarterly basis either desk based or face to face and the results of any quality assurance will be input onto our monitoring system.

All operational personnel have to complete a training package annually and have an annual face to face quality assurance visit when conducting an operational health check to a premises from competent FS Inspectors.

How we will measure success

This is monitored by the Fire Safety Managers through Power BI and any trends identified are addressed with the department in the quarterly Fire Safety all in day CPD sessions.

This will be monitored by the Fire Safety Managers through Power BI to ensure all watches have had a quality assurance visit annually and that all operational personnel have completed the interactive training package.

Service Goals



Offers

Quality assurance (peer review) via Desk Based Audit (DBA)
Quality assurance (peer review) via Face to Face audit

Legal Requirements or Mandatory Duties

Fire and Rescue Services Act 2004
Regulatory Reform (Fire Safety) Order 2005

National guidance

NFCC Competency Framework Regulator's Code 2014
Legal Requirements or Mandatory Duties

Partners engaged

Regulation of Explosives Licensing

Objective / Commitment

We will perform our statutory duty as a metropolitan fire and rescue service and act as the licensing authority for the storage and selling of explosives.

How we will achieve this

By having an appropriately resourced and trained team of FS Inspectors who are trained in explosives regulations.

How we will measure success

Success will be measured through the inspection of licensed explosives stores in the Service's area within the designated time frame.

Service Goals



Inclusivity and Culture



Community and Firefighter Safety



Innovation and Environmental Sustainability



Making best use of Our Resources

Offers Manage the premises within Tyne and Wear where they have a licence to store and/or sell explosives.

Legal Requirements or Mandatory Duties Firework Regulations 2004
The Explosives Regulations 2014

National guidance NFCC Competency Framework
Regulator's Code 2014
HSE

Partners engaged Local Authorities
Trading Standards
Licensing Teams

Regulation of Petroleum Licensing

Objective / Commitment

We will perform our statutory duty as a metropolitan fire and rescue service and act as the licensing authority for petroleum sites.

How we will achieve this

By having an appropriately resourced and trained team of FS Inspectors who are trained in petroleum regulations.

How we will measure success

Success will be measured through the inspection of licensed petroleum sites in the Service's area within the designated time frame.

Service Goals



Offers

Manage the premises within Tyne and Wear where they have a Petroleum Certificate licence.

Legal Requirements or Mandatory Duties

Petroleum (Consolidation) Regulations 2014

National guidance

Regulator's Code 2014
APEA

Partners engaged

Primary Authority Scheme (PAS)

Objective / Commitment

We will continue to work closely with a range of partners to improve compliance with the Regulatory Reform (Fire Safety) Order 2005 by fostering stronger partnerships between businesses and fire and rescue services.

How we will achieve this

By ensuring business that operate across multiple local authority areas receive assured, consistent and tailored fire safety advice from a single fire and rescue service.

How we will measure success

Success is measured through the number of PAS partners and how they operate nationally in other fire and rescue service areas.

By reviewing the PAS function to ensuring the scheme works on a true cost recovery basis.

Service Goals



Offers

Fire Safety Primary Authority Inspector conducting visits to partners and producing assured advice.

Legal Requirements or Mandatory Duties

Fire and Rescue Services Act 2004
Regulatory Reform (Fire Safety) Order 2005

National guidance

NFCC competency framework
Regulator's Code 2014

Partners engaged

TWFRS contracted PAS Partners
Other FRS that are the regulators of our partners

Unwanted Fire Signals (UwFS)

Objective / Commitment

We will work to reduce UwFS to improve the efficiency of resource deployment, ensuring operational crews are not unnecessarily committed to false alarms and remain available to respond to genuine emergencies.

How we will achieve this

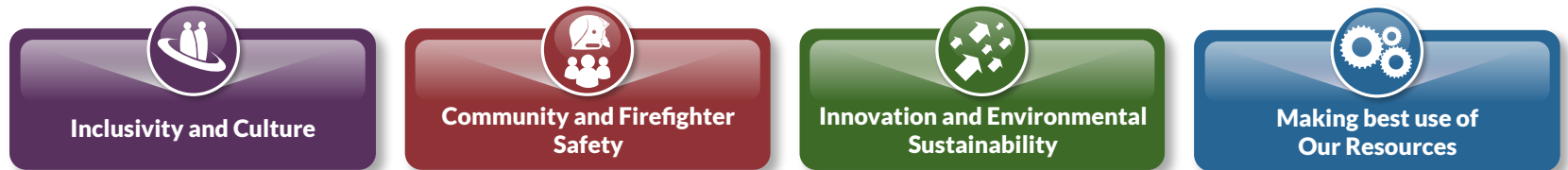
Through proactive engagement with Responsible Persons to support effective management and maintenance of their fire alarm systems.

TWFRS procedures for Automatic Fire Alarms (AFAs) require Control to assess all AFA calls in commercial buildings between 06:00 and 20:00 prior to mobilising resources. Attendance will only take place where a fire is confirmed, suspected, or where the premises is exempt from call challenge. Between 20:01 and 05:59, the standard Pre-Determined Attendance (PDA) will apply.

How we will measure success

Performance will be measured through weekly monitoring of false alarm activations at non-domestic premises (LI22)

Service Goals



Offers

Active monitoring
Active engagement with repeat offenders
Triage Cause for concerns from public and FRS staff

Legal Requirements or Mandatory Duties

Fire and Rescue Services Act 2004
Regulatory Reform (Fire Safety) Order 2005

National guidance

NFCC competency framework
Regulator's Code 2014

Partners engaged

Local Authorities	Licencing Teams
Housing providers	Education providers such as schools and university heads
The Care Quality Commission	Hospitals
Trading Standards	

Fire Investigation (Tier 1 & Tier 2)

Objective / Commitment

We will investigate fires to identify the origin, cause and development of fires. Information is used to inform the Services' prevention and protection strategies/plan, which are aimed at improving safety in our communities.

Fire investigation information is provided to Coroners Officers, insurance companies, Trading Standards and the Government to support this goal and to assist in identifying potentially dangerous products and unsafe practices.

In addition, TWFRS conducts fire investigations on behalf of Northumbria Police and supports their function of detecting and preventing crime.

How we will achieve this

By having an appropriately trained and dedicated Fire Investigation Technical Manager who supports day-to-day management of Fire Investigation, assisted by a dedicated Fire Investigation Watch Manager.

Both roles conduct fire investigations, assisted by 10 Group Managers and Station Managers, with a fire investigation role for tier 2 fire investigation.

All operational WM and CM are also tier 1 FI trained. And conduct low level investigation.

How we will measure success

Success will be measured on our ability to work collaboratively with other fire and rescue services in the north-east region. We have a Section 22a collaboration agreement (pertinent to the Police Act 1996) that was signed between TWFRS, Northumberland FRS, Northumbria Police and the Police and Crime Commissioner to formalise this and our collective approach to the Forensic Regulator's Code of Practice.

TWFRS FI function will work to align more closely with the Fire Investigation Fire Standard, and to develop processes for improving our fire investigation response to accidental fires.

Service Goals



Offers

Tier 1 fire investigation
Tier 2 Fire investigation

Legal Requirements or Mandatory Duties

Fire and Rescue Service Act 2004
[Policing and Crime Act 2017](#) – duty to collaborate
Information-sharing duties (Data Protection Act 2018 / UK GDPR)
Serious Violence Duty

National guidance

Core Code of Ethics for Fire and Rescue Services (England)
[NFCC](#)

Partners engaged

NFCC
Northumbria Police Probation Service

Glossary

ADB	Approved Document B
APEA	Association for Petroleum & Explosives Administration
CPD	Continuous Professional Development
CQC	Care Quality Commission
CRMP	Community Risk Management Plan
CRP	Community Risk Profile
FI	Fire Investigation
FMT	Functional Management Team
FSO	Fire Safety Order
HRBM	High Risk Building Manager
NFCC	National Fire Chiefs Council
PAG	Performance Action Group
PAS	Primary Authority Scheme
RBIP	Risk Based Inspection Programme
UwFS	Unwanted Fire Signals
TWFRS	Tyne and Wear Fire and Rescue Service

Considerations

[State of Fire and Rescue \(England\) 2025](#)

[Core Code of Ethics for Fire & Rescue Services \(England\)](#)

[TWFRS Our Strategy Our Future](#)

[TWFRS Community Risk Profile 2025 – 2030](#)

[TWFRS Community Risk Management Plan 2024 – 2027](#)

TWFRS Local Indicators

- LI22 – AFAs in non Domestic premises
- LI35 – Fires in Non Domestic premises

[Fire Standards Board – Approved Standards](#)

[Effectiveness, efficiency, and people 2023-25 – Tyne and Wear Fire and Rescue Service](#)

[Policing and Crime Act 2017 – duty to collaborate.](#)

[Fire Standards Board – Approved Standards](#)

[Fire Safety Act 2021](#)

[Building Safety Act 2022](#)

[The Regulators’ Code 2014](#)

[Fire Safety \(England\) Regulations 2022](#)

[Competence Framework for Fire Safety Regulators](#)

[The Explosives Regulations 2014](#)

[The Fireworks Regulations 2004](#)

[The Petroleum \(Consolidation\) Regulations 2014](#)



Tyne and Wear Fire
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