

Northumberland Fire and Rescue Service

Fire and Rescue Plan

(Integrated Risk Management Plan)

2017 - 2021

YEAR 2 UPDATE 2018/19



Fire and Rescue Service

CONTENTS

Foreword	3
Statutory Responsibilities	4
Your Fire and Rescue Service	6
Identifying Risks	7
Performance	8
Achievements	12
Look Forward	13

FOREWORD

Welcome to Northumberland County Council's (NCC) Fire and Rescue Service's Fire and Rescue Plan (FRP), Year 2 Update (2018/19).

The Year 2 Update reflects back on the first full year of the 2017-21 Fire and Rescue Plan to provide details on our performance, risks, progress and achievements since 2017. The Year 2 Update is also an opportunity to demonstrate what we hope to deliver in 2018/19. The plan builds on our previous work to improve our preparedness, prevention and response to emergencies, and our prevention initiatives to reduce the harm, and increase the protection, to vulnerable members of our communities.

We are excited by the new opportunities we are exploring with partners to deliver improved outcomes for our residents, and as part of the County Council we can assist to deliver the strategic aims of the Authority by working closely with other NCC Directorates to provide integrated services which maximise outcomes for communities - the work we are doing with NCC colleagues particularly supports NCC's vision, values and priorities contained in the Corporate Plan 2018-21, especially the priority of *"Living" - we want you to feel safe, healthy and cared for.*

The service is currently preparing for our first assessment under Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) which will be our first service-wide assessment since our Peer Review in November 2013. We are looking forward to the inspection and its outcome as part of our process of looking to continually improve the way we deliver our services.

We are also preparing for the release of the revised National Framework Document which provides the overall strategic direction from Government / Home Office to fire and rescue services and which is intended to ensure delivery of a reform programme that seeks to support the continuous improvement of fire and rescue services, enabling them to be more accountable, effective and professional than ever before and building on the great strides in prevention and collaboration that they have already made.

We remain in challenging times financially, but know that we must ensure that we continue to deliver a high quality protection and prevention activity to those most at risk, whilst at the same time maintaining a resilient, well equipped and highly trained operational workforce able to respond effectively to incidents when required.

We also know we must aim to maintain our focus on regularly reviewing our risk profile to utilise our personnel and resources where they can have the maximum impact, preparing the service to effectively meet those risks and being as proactive as possible to prevent fires and other emergencies occurring in the first place.

The 2017-2021 Fire and Rescue Plan is available [here](#)
The 2018-2021 Service Statement is available [here](#)



Cllr John Riddle
NCC Cabinet Member
Planning, Housing & Resilience
& NCC Fire Authority Chair



Paul Hedley
Chief Fire Officer and
NCC Head of Service

STATUTORY RESPONSIBILITIES

Fire and rescue authorities have a number of duties as set out in the Fire and Rescue Services Act 2004. Under the Act, fire and rescue authorities must:

- **Promote fire safety, including the provision of information and publicity on how to prevent fires, and on the means of escape from buildings in case of fire**
- **Extinguish fires and protect life and property in the event of fires**
- **Rescue people and protect people from serious harm in the event of road traffic collisions**
- **When necessary, deal with emergencies other than fires and road traffic collisions**

Fire and rescue authorities in England have further responsibilities under the Fire and rescue national framework for England 2018 to ‘**assess all foreseeable fire and rescue related risks that could affect their communities**’.

The framework identifies five priorities for fire and rescue authorities:

- **To make appropriate provision for fire prevention and protection activities and response to fire and rescue related incidents;**
- **To identify and assess the full range of foreseeable fire and rescue related risks their areas face;**
- **To collaborate with emergency services and other local and national partners to increase the efficiency and effectiveness of the service they provide;**
- **To be accountable to communities for the service they provide; and**
- **To develop and maintain a workforce that is professional, resilient, skilled, flexible and diverse.**

Fire and rescue authorities are required to produce an ‘*Integrated Risk Management Plan*’ (IRMP) which will inform communities how it will deliver those priorities. In Northumberland, we call this our Fire and Rescue Plan. Our current plan covers the four year period 2017-2021. We will refresh our plan annually, at which time we will review our community risk profile to ensure it remains accurate.



STATUTORY RESPONSIBILITIES

The Service also supports the Council in its responsibilities under the Regulatory Reform (Fire Safety) Order 2005. Providing businesses and other responsible persons with education, advice and guidance. Prosecutions will be pursued when it is in the public's best interests to do so.

In addition, fire and rescue authorities have a duty under the Civil Contingencies Act 2004 to work with partners in their Local Resilience Forum (LRF) to plan and train for hazards identified in a joint Community Risk Register (CRR). A CRR identifies potential risks to the community for example, flooding. This assists in risk management planning, including the allocation of resources, training and preparation for the response to emergency incidents. Risks identified in the CRR are reflected in our plan.

More recently, the Policing and Crime Act 2017 further reforms policing and enables important changes to the governance of fire and rescue services. The Act places a duty on police, fire and ambulance services to work together and enables police and crime commissioners to take on responsibility for fire and rescue services where a local case is made.

Prior to the enactment of the Policing and Crime Act 2017, Northumbria Police, Tyne and Wear Fire and Rescue Service, the Office of the Police and Crime Commissioner and Northumberland Fire and Rescue Service established a Strategic Delivery Board with the following aims:-

- **Better value for money - the collaboration produces quantifiable efficiencies, either on implementation or in the longer term**
- **Improved outcomes - the collaboration maintains or improves the service it provides to local people and local communities**
- **Reduced demand - the collaboration should contribute towards the longer term strategic objective of decreasing risk in communities and reducing demand on services**

In 2018 the role of Her Majesty's Inspectorate of Constabulary was extended to incorporate the inspection of fire and rescue services. Rebranded as Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS); the team will inspect all 45 fire and rescue services in England during 2018/19. It is planned that NFRS will be inspected during autumn of 2018 in order to judge how we perform in relation to other fire and rescue services. The inspection programme will include assessment of:

- Effectiveness – including prevention, protection, resilience and response
- Efficiency – how well we provide value for money, allocates resources to match risk and collaborates with other emergency services; and
- How well we look after people – promoting values and culture, training staff to ensure everyone has the necessary skills to perform their role, ensuring fairness and diversity and developing leadership and service compatibility.

The inspections are designed to enable the public to see how well fire and rescue services are performing. It is anticipated that the results of the first inspection of NFRS will be available to the public during the first half of 2019/20.

To deliver its mission statement of 'Making Northumberland Safer', NFRS has developed the following aims:

- **Reduce the number of fires, road traffic collisions and other emergencies occurring in Northumberland**
- **Reduce the number of deaths and injuries and mitigate the commercial, economic and social cost of emergency incidents**
- **Safeguard the environment and heritage sites (both built and natural)**
- **Support communities to protect themselves from harm**
- **Provide value for money through the provision of a lean, efficient and resilient service**

YOUR FIRE & RESCUE SERVICE

Background to your Fire & Rescue Service

Northumberland County Council's (The Fire Authority) area:

Area: 5026 Sq Km (1941 Sq Miles)

Population: 316,002

Dwellings: 153,007

Non Domestic Premises: 12,337

Fire Stations: 15:
2 Wholetime (full time), 2 Day staffed (part time at night),
11 Retained (part time), 1 Garaged appliance on Holy Island

Fire Engines/Specialist Vehicles: 37

Support Vehicles: 34

Incidents: On average, we attend over 3,300 emergency incidents a year



The people who deliver your service

Fire and Rescue Establishment (as of 1 April 2018):

<i>Emergency Response:</i>	<i>Wholetime (including Officers):</i>	141
	<i>Retained*:</i>	155
<i>Fire Control:</i>		16
<i>Corporate**</i>		32
Total Establishment:		348

* Note the number of retained / on-call firefighters fluctuates due to the nature of their role.

** includes Civil Contingencies, Community Safety, Fire Safety, Fire Support Services and Learning & Development.

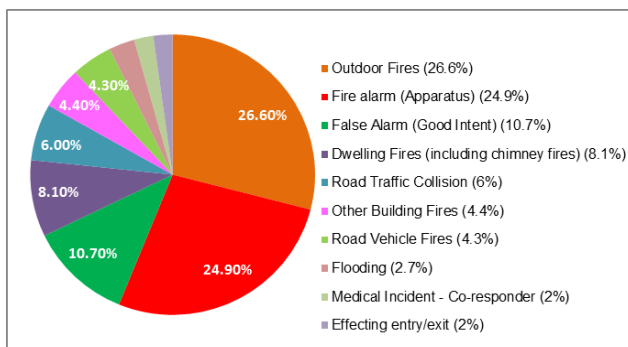
IDENTIFYING RISKS

This Fire and Rescue Plan outlines how we identify, assess and mitigate fire and rescue related risks to the communities of Northumberland. Whilst we have a requirement to identify **all** fire and rescue related risks, it is risk to **life** that is given the highest priority.

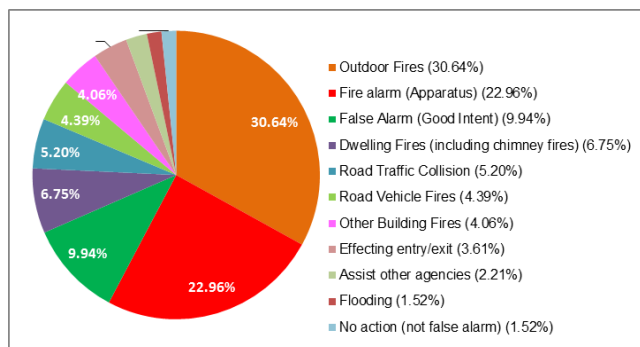
We have continued to identify and assess the level of risk to communities within Northumberland. This work includes consideration of risk modelling, historical data and professional judgement. The assessment of risk requires both quantitative and qualitative analysis that examines both the likelihood and impact of identified risk.

In the last 10 years, the total number of incidents in Northumberland has reduced by nearly 30%. Over the past 5 years (2013/14 - 2017/18) the 10 most frequently attended incident types account for 92% of all incidents, 87% of casualties and 65% of fatalities. A comparison between the most frequently attended incident types over the last 5 years and those attended in 2017/18 are detailed in the pie charts below.

Pie Chart 1: to show the 10 most frequently attended incident types across Northumberland in the last five years



Pie Chart 2: to show the 10 most frequently attended incident types across Northumberland in 2017/18 *



NB Two incident types both have same amount and so are joint tenth

Substantive efforts have been made by the service to reduce the high level of demand placed on fire crews by fire alarm (apparatus) and outdoor type incidents. In combination, these two incident types account for over 50% of the total incidents attended. Initiatives to reduce the number of such incidents include:

- Working with partners to identify and, where appropriate, remove outdoor fire risks e.g. accumulations of flammable materials
- Securing premises awaiting demolition
- Working with schools to educate students about the risks of outdoor fires
- Supporting farmers and landowners to encourage safe burning practices
- Provision of advice and guidance for organisers of bonfires
- Provision of advice and guidance to owners/occupiers of premises where fire alarms activate when there is no fire
- Reducing the number of fire appliances mobilised to automatic fire alarms
- Charging the occupiers/owners of premises who repeatedly call in the fire service to false alarms

The review of community risk will continue throughout 2018/19 to inform the year 3 update of the plan.

NFRS response standards

The NFRS response standards are currently subject to review which will include evaluation of the Fire Control call handling and mobilisation standard. Current standards are predicated on attendance to fire and special service call life risk incidents.

PERFORMANCE

How well are we performing?

A robust process for measuring and reporting against performance ensures the authority regularly monitors outcomes for our communities. Detailed information about our performance can be found at www.northumberland.gov.uk. We have summarised our performance for you below:

In 2017/18 the Service:

- Attended a total of **3349** incidents
- Attended **167** dwelling fires
- Attended **174** Road Traffic Collisions
- Fitted **5251** smoke detectors
- Completed **7821** safe and wellbeing visits
- Engaged **12051** young people
- Completed **256** school visits
- Conducted **339** fire safety audit inspections
- Conducted **93** fire investigations
- Conducted **25** fire investigations in conjunction with Northumbria Police
- Contributed to the successful prosecution of four cases of arson
- Delivered **214** training days to 420 personnel

2016/17 to 2017/18

- Reduced deliberate primary fires by **8%**
- Reduced all primary fires by **1%**
- Reduced accidental dwelling fires by **7%**
- Reduced malicious false alarms attended by **5%**
- Deliberate secondary fires increased by **37% ***
- Fires in non-domestic premises increased by **4% ***
- False alarms caused by fire detection system increased by **1% ***

Since we started to produce our Fire and Rescue Plan 2003/04 – 2017/18

- Reduced deliberate primary fires by **76%**
- Reduced deliberate secondary fires by **54%**
- Reduced all primary fires by **59%**
- Reduced injuries from primary fires by **59%**
- Reduced accidental dwelling fires by **39%**
- Reduced fires in non-domestic premises by **69%**
- Reduced malicious false alarms attended by **81%**
- Reduced false alarms caused by fire detection system by **60%**

* The reduction of deliberate secondary fires, the majority of which are outdoor fires, together with working to reduce false alarms caused by fire detection systems will be a priority for the service during 2018/19. 39% of the fires in non-domestic premises occurred at HMP Northumberland. The service is working closely with HMP Northumberland staff to reduce the number of such incidents.

Our progress against priorities for 2017/18

Northumberland Fire and Rescue Service priorities for 2017/18 were as follows:-

1. Review risks to our communities, recommending, implementing and evaluating any identified changes in how we deliver our service.

We have continued to review community risk levels, making changes to how we deliver our service where appropriate. In particular we have;

- designed and ordered new fire appliances,
- developed plans to expand safe and wellbeing visits to include; slips trips and falls, smoking, alcohol and mental health issues;
- developed plans to increase our capacity to conduct fire safety inspections and
- implemented a review of our response standards.

2. Continue to embed the organisational strategy for evaluation and quality assurance.

- We have continued to analyse the impact of removing operational resources at Haydon Bridge and West Hartford during 2016/17.
- We have also developed a quality assurance process for operational response.

3. Actively seek opportunities to work in partnership and collaboration, both internally and externally, to deliver added value to our communities.

Existing partnership arrangements have been monitored and enhanced with neighbouring fire and rescue services, Northumbria Police, the Office of the Police and Crime Commissioner, Northumberland Healthcare Foundation Trust and North East Ambulance Service.

New partnership arrangements have been established with West Yorkshire Fire Authority for administration of pensions and with Northumberland National Park Mountain Rescue Team for the provision of swift water technician training. In addition partnerships with NCC Public Health and Adult Health and Wellbeing have been established to enhance our safe and well programme.

4. Deliver business case outcomes for the continued modernisation of the Emergency Control Centre, including the Emergency Services Mobile Communication Project.

Further improvements have been planned for the Emergency Control Centre which will increase levels of resilience and ensure that NFRS is prepared for the forthcoming replacement of the Airwave network by the Emergency Services Network (ESN).

5. Delivery of the Public Health Protection Plan

Close working relationships have been established between the public health protection team and fire and rescue service teams which have contributed to the successful delivery of the public health protection plan. At the end of 2017/18 managerial responsibility for the public protection team was transferred away from the fire and rescue service to the NCC Executive Director of Place.

6. Delivery of the Business Compliance & Public Safety Unit Plan

Close working relationships have been established between the business compliance and public safety unit and fire and rescue service teams which have contributed to the successful delivery of the Business Compliance & Public Safety Unit Plan. At the end of 2017/18, managerial responsibility for the business compliance and public safety unit was transferred away from the fire and rescue service to the NCC Executive Director of Place.

ACHIEVEMENTS

During 2017/18 Northumberland Fire and Rescue Service has achieved the following:

- **Completion of phase 1 of new breathing apparatus training facility at Pegswood**
- **Completion of phased response pilot study at Wooler and Seahouses**
- **Agreement of specification for replacement fire appliances**
- **Completed a pilot of Emergency Medical Response (EMR) in the Hexham area**
- **Implemented a gaining entry protocol with North East Ambulance Service**
- **Completed a review of the circumstances surrounding the death of a firefighter at work**
- **Conducted a full review of the retained duty system (RDS)**
- **Conducted an audit of all personal data held by the service in accordance with the General Data Protection Regulations (GDPR)**
- **Completed the move to a new community fire station at Alnwick**
- **Plans developed and contract awarded for additional car parking at service headquarters at West Hartford**
- **Ground source heating installed at Prudhoe, Amble and Seahouses Community Fire Stations**
- **Replaced appliance bay doors at; Bellingham, Wooler, Belford, Allendale and Haltwhistle Community Fire Stations**
- **Agreed specification for upgrade of the Emergency Fire Control mobilising system to provide additional functionality, increased resilience and capability to connect to the Emergency Services Network**
- **Developed a methodology for quality assuring emergency response performance**
- **Conducted a full review of all commercial premises known to be fitted with external cladding**
- **Delivered three Prince's Trust programmes for 16-25 year olds**
- **Continued the delivery of seven branches of Young Firefighters Association for 13 – 17 year olds courses across Northumberland**
- **Continued to work with juvenile firesetters**

LOOK FORWARD

During 2018/19 we will strive to:

- **Continue to deliver Prince's Trust Team Programme**
- **Develop the 'Extinguish Programme' to educate young people regarding the dangers and consequences of deliberate firesetting**
- **Complete a review of response standards**
- **Deploy the first two new style fire appliances to Pegswood and Seahouses fire stations**
- **Embed NFRS in the multi-agency safeguarding hub (MASH)**
- **Broaden the scope of safe and wellbeing visits to include; falls, smoking, mental health and alcohol**
- **Complete phase 2 of the breathing apparatus training facility at Pegswood**
- **Develop station based personnel to conduct level 3 fire safety inspections**
- **Provide gaining entry equipment to all front line fire appliances**
- **Develop and implement the NFRS social media strategy**
- **Work in partnership with other FRS's in the region to recruit wholetime firefighters**
- **Implement the recommendations from the review of the RDS**
- **Implement the recommendations from the death at work review**
- **Develop further collaboration arrangements for fire investigations with Northumbria Police**
- **Develop a portal of resources for community engagement and education**
- **Complete 10,390 safe and wellbeing visits**
- **Deliver 1980 days staff training**
- **Deliver 59 days commercial training to 639 people**
- **Embed and review the operational assurance process**
- **Commission a third party to conduct a cultural audit of the service**
- **Develop additional car parking at service headquarters at West Hartford and Pegswood Community Fire Stations to support increased community engagement**
- **Install solar panels at West Hartford and Pegswood Community Fire Stations**
- **Install ground source heating at Wooler, Allendale and Haltwhistle Community Fire Stations**
- **Conduct ground source heating feasibility studies at Bellingham, Berwick and Rothbury Community Fire Stations**
- **Develop plans for the future modernisation of Berwick Community Fire Station**
- **Conduct an internal audit of health and safety arrangements**
- **Work with NCC Environmental Health team to ensure all HMOs meet revised legislative requirements**
- **Implement cost recovery policy for unwanted fire signals**
- **Introduce a new management development process across all roles in the service**
- **Performance Review Action Group will prioritise the reduction of outdoor deliberate fires**



Northumberland
County Council