

Northumberland County Council

Fire and Rescue Service Service Statement 2018 - 2021

Service Director/Head of Service:

Paul Hedley,

Chief Fire Officer

Lead Member:

Councillor John Riddle,

**Cabinet Member for Planning, Housing & Resilience and Fire
Authority Chair**

31st March 2018

Northumberland Fire and Rescue Service

Service purpose and functions

Purpose

The primary purpose of Northumberland Fire and Rescue Service (NFRS) is to make Northumberland a safer place to live and work through Prevention, Protection and Response. The services provided are a risk critical provision of the County Council that are delivered to the highest standard with fully qualified professional teams.

NFRS is comprised of six teams working together with the common aim of 'Making Northumberland Safer' whilst supporting the broader Corporate Priorities of Northumberland County Council (NCC) to improve services.

The statutory duties specific to the Fire and Rescue Service arise from the Fire and Rescue Services Act 2004, Regulatory Reform (Fire Safety) Order 2005, Petroleum (Consolidation) Regulations 2014, Civil Contingencies Act 2004, Control of Major Accident Hazard (COMAH) Regs 2015, Major Accident Hazard Pipeline Regulations 1996, Radiation (Emergency Preparedness and Public Information) Regulations 2007 and the Crime and Disorder Act 1998. This legislation requires NFRS to deliver the following key services:

- Emergency Response
- Community Safety
- Legislative Fire Safety
- Civil Contingencies
- Reduce crime and disorder locally and improve people's quality of life as a result

The primary functions of NFRS are to:

- Have regard to the Fire and Rescue National Framework for England
- Produce a Fire & Rescue Plan (Integrated Risk Management Plan or "IRMP")
- Undertake Civil Contingencies and Business Continuity Planning
- Provide Community Support
- Respond to Fires (building & wildfires)
- Respond to Road Traffic Collisions
- Respond to Flooding Incidents
- Respond to Chemical, Biological, Radiation & Nuclear Incidents
- Respond to Major Incidents
- Manage Emergency Call Handling (Fire Control Room)
- Support NCC Groups in Adverse Weather
- Provide advice and enforcement on Fire Safety and Building Regulations

- Provide Residential Care Home Inspections and advice on Fire Safety
- Carry out Inspections, Advice and Enforcement in Business and Commercial Premises (RRO)
- Undertake Safe and Well-Being Assessments
- Undertake Smoke Alarm Fitting
- Operate a Schools Education Programme
- Undertake Arson Prevention Work
- Operate the Prince's Trust Team Programme
- Manage the Young Firefighters Association
- Manage the Apprenticeship Programme
- Manage the Volunteer Programme
- Provide Engineering Services
- Undertake Strategic and Operational Debriefs

The Service has long recognised the benefits of co-locating with County Council services and also with external partners such as Sure Start, North East Ambulance Service, Northumbria Police and North of Tyne Mountain Rescue Teams.

Service Parameters

Key service facts and figures

Fire and Rescue Authorities have a responsibility to 'deliver effective and proportionate prevention and protection activities and be ready to respond to incidents within their areas and across the county to keep communities safe'.

There are six teams within NFRS working towards this goal:

Emergency Response

NFRS currently has 15 community fire stations in Northumberland, delivering services 365 days a year. The Service received over 7,000 emergency calls, attended over 3,300 incidents in 2017/18 and utilises a number of duty systems based on risk:

Whole-time Duty System: The Service has two whole-time community fire stations in the south east of the county which is largely urban. Operational firefighters work 10 hour day shifts, and 14 hour night shifts.

Day Staffing: The Service has two Community Fire Stations with firefighters working during the day for a 12 hour shift period, and responding following pager alert during the 12 hour night shift.

Retained Duty System: In rural areas, firefighters who live or work within five minutes of the station will respond to a pager alert if there is an incident in their area.



Holy Island has a garaged fire engine. Firefighters from Berwick, Belford and Seahouses Community Fire Stations will respond to an incident using the fire engine and equipment stored on the island where appropriate.

Fire Control

Fire Control provides an emergency call handling and mobilising service 24 hours a day, 7 days a week. Fire Control Operators ensure that the right vehicles, equipment and staff are sent to a variety of incidents. In addition, Fire Control provides the out of hours service on behalf of NCC.

Community Safety

The Community Safety Department undertakes Safe and Well-Being visits, fitting smoke alarms and providing general safety advice where appropriate. CSD is also responsible for the delivery of the Prince's Trust Team programme, the firesetters intervention programme, Young Firefighters Association and manages the service's volunteer and apprentice programmes.

Fire Safety

The Fire Safety department has established strong relationships with businesses in Northumberland, in order to support them in their responsibilities under the Regulatory Reform (Fire Safety) Order 2005. The Order places a duty on all fire and rescue authorities to enforce fire safety in non-domestic properties. Fire Safety officers process applications for petroleum storage certificates, comment on licensing applications under the Licensing Act 2003, invoke enforcement policy where appropriate, undertake fire safety inspections and provide technical fire safety advice.

Fire Support Services

Fire Support Services department has responsibility for the following NFRS areas; Health and Safety, fleet management, specialist equipment, Fire Control, policy and document management, stores, communications, management and risk information systems, catering and management of contracts for services such as vehicle workshops, stores and Private Finance Initiative (PFI).

Learning and Development

Learning and Development department provides a risk-based programme of training to ensure the health, safety and welfare of firefighters attending a wide range of incident types.

Civil Contingencies

The Civil Contingencies team works within the Northumbria Local Resilience Forum to prepare and plan for emergencies within Northumberland and protect and support communities when emergencies occur. A joint Community Risk Register is used to identify local Hazards and Threats and prioritise multi-agency planning, training and exercises. The Civil Contingencies Team drives Business Continuity and Emergency Planning across the County Council.

Summary of service resources at 1 April 2018:

Function	Number of FTE posts	Staffing expenditure	Non-staffing expenditure	Income	Capital investment
Fire and Rescue Service	339.14	£10,827,450	£5,935,760	£-2,545,490	£1,735,130
Civil Contingencies	4.02	£215,060	£24,390	0	0
Totals for Service	343.16	£11,042,510	£5,960,150	£-2,545,490	£1,735,130

Contribution to the Corporate Plan

Vision for the service in contributing to delivery of the Corporate Plan in the period to 2021, including improved outcome areas.

Northumberland Fire and Rescue Service supports the Vision and Values of the County Council in numerous ways across the full range of the services it provides.

NFRS is an integral part of the County Council and recognises the key themes of a new organisational cultural strategy which include:

- Ensuring our services are customer focused
- Supporting communities and staff to embrace change and innovation
- Involving communities and staff in decisions which affect them
- Supporting communities to feel safe
- Creating a healthy and positive working environment

These key themes are reflected in the organisational values of the County Council:

- “We want to be efficient, open and work for everyone” (How)
- “We want you to feel safe, healthy and cared for” (Living)
- “We want you to love where you live” (Enjoying)
- “We want you to have access to the things you need” (Connecting)
- “We want you to achieve and realise your potential” (Learning)
- “We want to attract more and better jobs” (Thriving)
- “We want to make a difference” (Successes measures)

NFRS also recognises and will strive to adhere to the five key traits of the Administration: the need for **financial prudence**; being **resourceful**; the need to **listen and consider** views; to be seen as **empowering**; and to seek to **collaborate** where it is in Northumberland’s interests to do so.

The NFRS Priorities identified later in this document for the period 2018-2021 focus on these Visions and Values and how this will be achieved is detailed across the document and in all service plans produced by the individual teams within the service.

NFRS has adopted an Improvement Plan for 2018-19:

Area for improvement	Proposed action	Responsible officer	Target date
Performance management	Review approach to performance management through Performance Management Review Group (PRAG)	R Clow	30.06.18
Sickness management	Review approach to sickness management and reporting	R Clow	30.06.18
GDPR Compliance	Completion of the "Fire Family" GDPR audit and development of action plan	R Clow (Lead - supported by all SLT members)	Comply with NCC deadlines
Scheme of Management / Delegations	Complete formal sign off of the SoM for NFRS	C Ducat	31.03.18
FRS Workforce Strategy	Development of a new Workforce Strategy focussing on recruitment, retention, Equality, Diversity and Inclusion Strategy to enable NFRS to respond to Home Office and National Fire Chief Council expectations	P Hedley	30.09.18
Equality, Diversity and Inclusion	Establishment of a representative workforce committee to review E,D & I across "Fire Family"	tbc	31.06.18
Collaborative working and partnerships	Look to enhance current partnerships and development new collaborations with internal and external partner sto improve outcomes and enhance service delivery	All SLT Members	Ongoing

Staff engagement and culture	Review current staff engagement processes. Deliver recommended actions arising from the NCC Staff Survey and assess feasibility of undertaking a FRS specific cultural audit	M McCarty	30.04.18 31.08.18
Strategic Risk Management	Agree changes to NCC strategic risk management framework with CLT embed changes and revised governance.	P Hedley supported by A Mitchell	01.06.18
Emergency Community Assistance Plan	Consider enhancements to current ECAP arrangements and NCC Incident Support Room (NFPS HQ) to improve response to “no notice mass disruption events” - improve ability of NCC to “get big quick”	I Clough	31.03.18

External Validation

Inspections

The Fire and Rescue National Framework for England sets out priorities and objectives for Fire and Rescue Authorities in England in connection with the discharge of their functions. Fire and Rescue Authorities have a duty to have regard to the Framework.

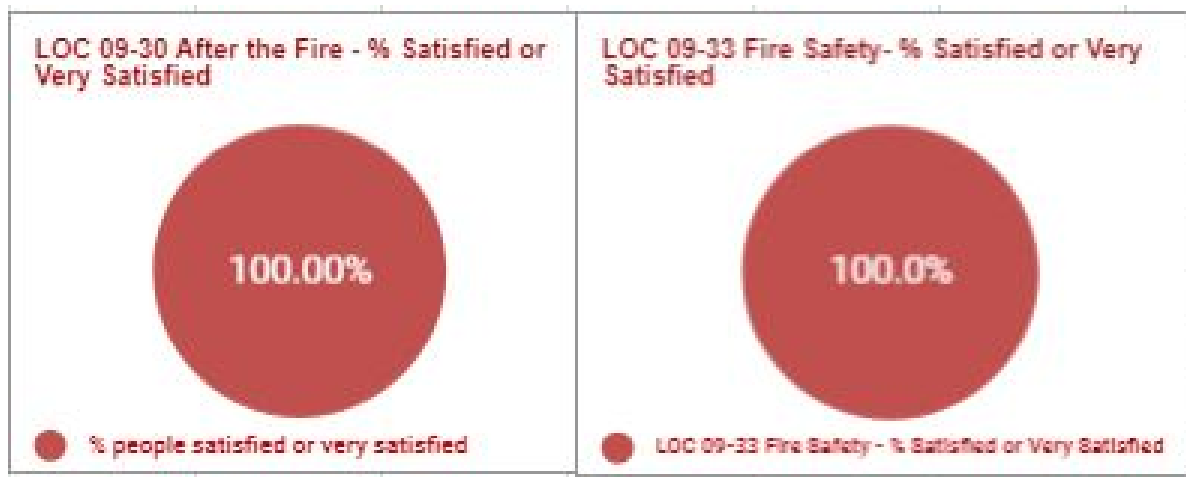
The National Framework was last published in 2012 and changes were required to embed the fire reform programme and provisions in the Policing and Crime Act 2017. The Government has consulted on the new National Framework, and intends that it will come into effect in April 2018 to coincide with the commencement of the fire inspection programme. Regarding the inspection programme, the Framework states the following:

- Independent Inspection of fire and rescue authorities in England - and the fire and rescue service they oversee - is delivered by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS);
- Powers of inspection are given by the Fire and Rescue Services Act 2004, as amended by the Policing and Crime Act 2017;
- All fire and rescue authorities must cooperate with the inspectorate and its inspectors to enable them to deliver their statutory function; and
- Fire and rescue authorities should give due regard to reports and recommendations made by the HMICFRS.

Northumberland Fire and Rescue Service will be inspected in autumn/winter of 2018/19. The final HMICFRS report will be published in accordance with inspectorate guidelines.

In addition to the HMICFRS inspection fire and rescue authorities (FRAs) may choose to commission an Operational Assessment or Fire Peer Challenge, to be undertaken at a time of their own choosing. Operational Assessment or Peer Challenge provides external challenge in key areas, for the purpose of supporting sector improvement locally.

Customer perception



The graphics above indicate customer response to Service activities and are taken from the NFRS performance dashboard at the end of March 2018. The Service reviews performance during individual department meetings and at the Senior Leadership Team meetings on a monthly basis, in addition to the scrutiny of performance carried out at the Performance Action Group on a bimonthly basis.

Benchmarking

When comparing the reduction in incidents in Northumberland with the England for the last five years and the previous year, Northumberland is similar to the national trend in many areas. Exceptions in the five year period include an increase in deliberate primary fires and a larger reduction in chimney fires for Northumberland. The previous year comparison shows Northumberland achieving a reduction in all incidents attended but an increase in accidental dwelling fires.

Northumberland and England

2011/12 to 2016/17*			2015/16 to 2016/17	
		Northumberland	England	Northumberland
All Incidents	-8%	-15%	6%	-5%
All Fires	-28%	-28%	0%	-3%
Primary Fires	-14%	-13%	2%	0%
Secondary Fires	-37%	-34%	-2%	-5%
Chimney Fires	-28%	-44%	0%	-3%
Deliberate Primary Fires	-18%	24%	14%	11%
Deliberate Secondary Fires	-39%	-14%	0%	2%
Accidental Dwelling Fires	-12%	-1%	-4%	10%
False Alarms from Fires	-10%	-13%	4%	1%

* Latest figures available from Home Office for England are for 2016/17.

NFRS Priorities for 2018 - 2021

Priority area	Key milestones
<p>1. Review risks to our communities, recommending, implementing and evaluating any identified changes in how we deliver our service.</p> <p>This priority supports the NCC Corporate Plan 2018-2021 organisational value(s) of:</p> <p>“We want you to feel safe, healthy and cared for” (Living)</p> <p>“We want to be efficient, open and work for everyone” (How)</p>	<p>Review and refresh risk model for prevention and implement new regional risk model for protection.</p> <p>Address relevant findings from the Independent Review of Building Regulations and Fire Safety: interim report.</p> <p>Deliver outcomes of Fire and Rescue Plan 2017-2021 consultation.</p> <p>Deliver Fire and Rescue Plan 2017-2021 Year 2 update.</p>
<p>2. Continue to embed the organizational strategy for evaluation and quality assurance.</p> <p>This priority supports the NCC Corporate Plan 2018-2021 organisational value(s) of:</p> <p>“We want to make a difference” (Successes measures)</p> <p>“We want to be efficient, open and work for everyone” (How)</p>	<p>Implement and evaluate operational assurance model, consisting of:</p> <ul style="list-style-type: none"> ● Operational preparedness ● Active incident monitoring ● Debriefing <p>Identify other areas of the service for evaluation and quality assurance as required.</p> <p>Continue to build the resource reduction evaluation picture.</p>
<p>3. Actively seek opportunities to work in partnership and collaboration, both internally and externally, to</p>	<p>NFRS will seek to develop new relationships, or where partnerships already exist continue to work collaboratively, with our colleagues within Northumberland</p>

<p>deliver added value to our communities.</p> <p>This priority supports the NCC Corporate Plan 2018-2021 organisational value(s) of:</p> <p>“We want to be efficient, open and work for everyone” (How)</p> <p>“We want you to feel safe, healthy and cared for” (Living)</p> <p>“We want to make a difference” (Successes measures)</p>	<p>County Council and our wider external partners to deliver an intelligence and evidence led service for the benefit of our communities.</p> <p>We will embed our areas of synergy and integrated working with NCC Public Protection and wherever possible we will look to enhance our strategic partnerships to provide better outcomes and added value.</p>
<p>4. Deliver the continued modernisation of the Emergency Control Centre, including the Emergency Services Mobile Communication Project.</p> <p>This priority supports the NCC Corporate Plan 2018-2021 organisational value(s) of:</p> <p>“We want you to feel safe, healthy and cared for” (Living)</p> <p>“We want to be efficient, open and work for everyone” (How)</p>	<p>Continue to work with Tyne and Wear Fire and Rescue Service to establish more robust ways of working and the mutual provision of resilience. Continue to work with telent to maintain the mobilising system to a level where it provides a reliable, speedy and accurate platform for the acceptance and processing of emergency calls and the mobilisation of appropriate resources. In addition the mobilising system will be developed to ensure it is capable of connecting to the emergency services mobile communications programme (ESMCP).</p>

<p>5. Creating a healthy and positive working environment.</p> <p>This priority supports the NCC Corporate Plan 2018-2021 organisational value of:</p> <p>“We want you to achieve and realise your potential” (Learning)</p> <p>“We want you to feel safe, healthy and cared for” (Living)</p>	<p>Needs development around People Strategy, Cultural Audit, Workforce Reform, Equality and Diversity, Succession Planning, Health and Safety nb NCC Staff Survey results and implications and RDS survey.</p>
<p>6. To prepare for and participate in an independent inspection delivered by Her Majesty’s Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS).</p> <p>This priority supports the NCC Corporate Plan 2018-2021 organisational value of:</p> <p>“We want to be efficient, open and work for everyone” (How)</p> <p>“We want you to feel safe, healthy and cared for” (Living)</p> <p>“We want to make a difference” (Successes measures)</p>	<p>Undertake an organisational gap analysis, in order to develop and deliver an associated action plan. Develop and deliver a communication strategy.</p> <p>Establish relationship with Service Liaison Lead (SLL) to support inspection preparation. Support the full inspection programme, including pre-fieldwork, fieldwork and post-fieldwork.</p> <p>Take cognisance of inspection report findings, and implement an action plan to affect changes.</p>
<p>7. Implement a collaborative approach to Homes in Multiple Occupation in light of changes to the licensing regime.</p> <p>This priority supports the NCC Corporate Plan 2018-2021 organisational value of:</p>	<p>Survey to identify potential HMOs under new licensing requirements. Public Health Protection Unit - Environmental Health and NFRS - Fire Safety Department to carry out joint inspections on any HMOs identified under new licensing requirements.</p>

<p>“We want you to feel safe, healthy and cared for” (Living)</p>	<p>Engage with partners in awareness raising events e.g. landlord forums. Amend HMO Policy in accordance with new Govt legislation.</p>
<p>8. Ensure all 2018/19 Departmental Service Plans objectives are enacted and monitored on a regular basis:</p> <ul style="list-style-type: none"> ● Emergency Response, ● Fire Safety, ● Community Safety, ● Civil Contingencies, ● Fire Support Services, ● Learning and Development, <p>This priority supports the NCC Corporate Plan 2018-2021 organisational value of:</p> <p>“We want to be efficient, open and work for everyone” (How)</p> <p>“We want you to feel safe, healthy and cared for” (Living)</p> <p>“We want to make a difference” (Successes measures)</p>	<p>Individual teams within NFRS have their own annual service plans which they monitor and manage on a regular basis. Progress and achievement against each team’s service plan is reported to and scrutinised by the NFRS Service Leadership Team on a monthly basis.</p>

Performance framework

Measure	Outturn 2016/17	Outturn 2017/18	Target 2018/19	Target 2019/20***	Target 2020/21***
1. Number of Deliberate Secondary Fires *	557	761	455	tbd	tbd
2. Primary Fires **	499	492	431	tbd	tbd
3. Deaths from Primary Fires	3	1	0	tbd	tbd
4. Injuries from Primary Fires	18	20	15	tbd	tbd
5. Accidental Fires in Dwellings	162	151	160	tbd	tbd
6. Deaths from Accidental Dwelling Fires	3	0	0	tbd	tbd
7. Injuries from Accidental Dwelling Fires	7	10	14	tbd	tbd
8. Malicious False Alarms Attended	41	39	25	tbd	tbd
9. Automatic False Alarms in Non-domestic premises	376	381	319	tbd	tbd
10. Deliberate Primary Fires Excluding Vehicles	89	96	70	tbd	tbd
11. Deliberate Primary Fires in Vehicles	76	55	70	tbd	tbd
12. Fires in Non-domestic premises	77	80	60	tbd	tbd
13. Percentage of Smoke Alarms Fitted in Dwelling Fires	89.27%	88.02%	75%	tbd	tbd

Out turn figures provided as at 12/04/2018.

* Secondary Fire - Mostly outdoor fires and include grassland, scrubland, loose refuse, rubbish containers and derelict properties

** Primary Fire – Most important or significant risks

*** Targets for 2019/20 and subsequent years are currently being considered by the NFRS Performance Review and Advisory Group as part of a review of the organisation's overall approach to performance management. Until this review is completed during the second half of 2018 the targets from 2017/18 will be retained.