

Fire and Rescue Service

Service Statement

April 2019



Service Director: Paul Hedley, Chief Fire Officer
Lead Member: Cllr John Riddle

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, Policing and Crime Act 2017, 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
- Collaborative working
- 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)
- Work collaboratively with partners
- 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 NCC Public Protection, 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 (ER)

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 3,400 incidents in 2018/19 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 (FC)

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

Community Safety (CS)

The Community Safety Department delivers a range of programmes designed to reduce risk from fires and other emergencies across Northumberland. These include; the Safe and Well-Being Programme, 'Extinguish' Programme for young people who set fires, Prince's Trust 'Team' Programme, Young Firefighters Association, Schools Education, Apprenticeships, and Volunteer Programme.

Fire Safety (FS)

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 (FSS)

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 (L&D)

The Learning and Development department provides training and support aligned to service requirements and its IRMP, to help ensure the health, safety and welfare of all its personnel attending a wide range of incident types and to maintain a professional and competent workforce that deliver county and community based activities.

L&D also utilises its personnel to deliver training within NCC, to partner agencies and businesses within Northumberland.

Civil Contingencies Team (CCT)

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 2019:

Function	Number of FTE posts	Staffing expenditure	Non-staffing expenditure	Income	Capital investment
Fire and Rescue Service	337.91	£10,714,640	£6,893,360	£2,462,800	£1,254,000
Civil Contingencies	4.02	£216,500	£21,960	0	0
Totals for Service	341.93	£10,931,140	£6,915,320	£2,462,800	£1,254,000

Contribution to the Corporate Plan

As a critical function within NCC, Northumberland FRS shares the vision of NCC of “A Council that works for everyone” and the supporting NCC core Values of;

- Residents first
- Excellence and Quality
- Respect
- Keeping our communities safe and well

During 2019 NFRS will be undertaking staff consultations to develop an internal values led culture to underpin service standards and behaviours.

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

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 2019-2021 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.

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:

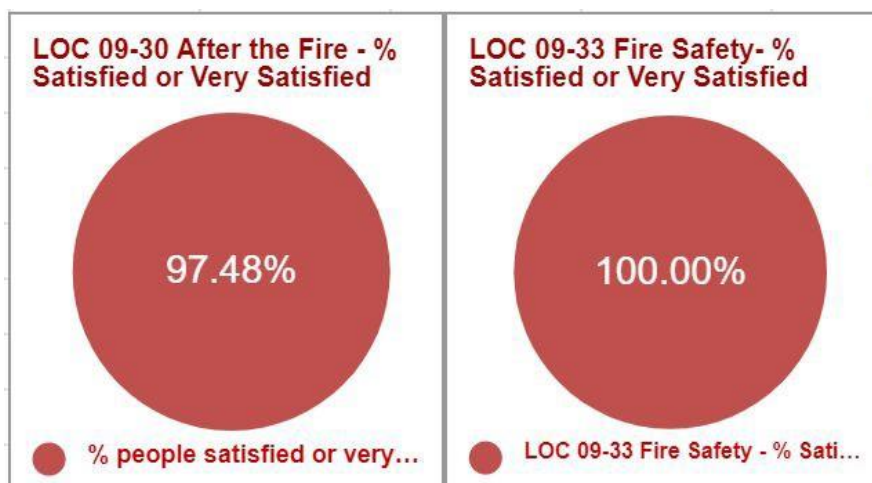
- Independent Inspection of fire and rescue authorities in England - and the fire and rescue service they oversee - is delivered by Her Majesty’s Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS);
- Powers of inspection are given by the Fire and Rescue Services Act 2004, as amended by 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 were inspected in autumn/winter of 2018/19. The final HMICFRS report is due to be published in June 2019 in accordance with inspectorate guidelines.

In addition to the HMICFRS inspection fire and rescue authorities (FRAs) may choose to commission a Thematic or Operational Assessment from another service or request an LGA Fire Peer review, 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 2019. 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 Review Action Group on a bimonthly basis.

97.48% of people were Satisfied or Very Satisfied with the call handling, response and incident resolution from NFRS personnel.

100% of people were Satisfied or Very Satisfied with the administration process, knowledge and professionalism of the Fire Safety Officer and the clarity and content of the recommendation / report.

Whenever possible, any survey responses which are not *Satisfied* or *Very Satisfied* are followed up to ascertain the reason and to inform future service improvement.

Complaints measured against compliments

In 2018/19 there were 48 compliments and 7 complaints received for Fire and Rescue.

All of the 7 complaints were dealt with to the satisfaction of the complainant without recourse to Stage 2 of the complaints procedure.

Benchmarking

When comparing the reduction in incidents in Northumberland with England for the last five years and the previous year, Northumberland is similar to the national trend in some areas. Exceptions in the five year period include a larger increase in deliberate fires (primary and secondary) in Northumberland which has impacted upon all fires, primary fires, secondary fires and all incidents attended. The previous year comparison shows a larger increase in deliberate secondary fires in Northumberland impacting upon other areas but a greater reduction in chimney fires, deliberate primary fires and accidental dwelling fires.

Northumberland and England

	2016/17 to 2017/18	
	England	Northumberland
All Incidents	+1%	+8%
All Fires ¹	+3%	+18%
Primary Fires ²	-1%	-1%
Secondary Fires ³	+7%	+35%
Chimney Fires	-5%	-17%
Deliberate Primary Fires	-3%	-8%
Deliberate Secondary Fires	+10%	+37%
Accidental Dwelling Fires	+1%	-7%
False Alarms from Fires	+1%	2%

* Latest figures available from The Home Office for England are for 2017/18.

¹ All Fires – The combination of Primary and Secondary fires

² Primary Fire – Most important, financial cost or significant risks

³ Mostly outdoor fires and include grassland, scrubland, loose refuse, rubbish containers and derelict properties. These fires are disproportionately impacted by hot, dry weather.

NFRS Priorities for 2019 - 2020

Priority area	Key milestones
<p>1. Review risks to our communities to inform delivery of our services.</p> <p>This priority supports the NCC Corporate Plan 2019/20 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 community risk model aligning response, prevention and 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 3 update.</p> <p>Begin evidence gathering and development of the new Fire and Rescue Plan (IRMP) 2022-2026</p>
<p>2. Resource and support the independent inspection improvements and recommendations of Her Majesty’s Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS).</p> <p>This priority supports the NCC Corporate Plan 2019/20 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>Further develop the initial Improvement Action Plan (IAP) once the Pre-publication Check report has been received from HMICFRS in late April 2019</p> <p>Respond to the final HMICFRS inspection report when published in late June 2019</p> <p>Assess capacity and resourcing requirements to meet the recommendations and outcomes of the HMICFRS inspection process and restructure the service to ensure deliverability.</p>

<p>“We want to make a difference” (Successes measures)</p>	<p>Deliver reports and updates on progress as necessary to Chief Executive, Fire Authority Chair, NCC Executive Directors and Cabinet</p>
<p>3. Creating a healthy and positive working environment.</p> <p>This priority supports the NCC Corporate Plan 2019/20 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>Development around delivery of NFRS People Strategy,</p> <p>Undertake a Behaviour and Cultural Audit with assistance from NCC</p> <p>Develop the NFRS Communications Plan to ensure that internal and external communications strategy is effective and inclusive.</p> <p>Workforce Reform and delivery of the outcome recommendations of 2018 NCC Staff Survey and NFRS RDS survey,</p> <p>Review Equality, Diversity and Inclusion</p> <p>Succession Planning review - developing “tomorrow’s talent”</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 2019/20 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>

Performance framework 2018/19 outturn figures provided as at 30/04/2018.

Measure	Outturn 2017/18	Outturn 2018/19	Target 2019/20*****	Target 2020/21*****	Target 2021/22*****
1. Number of Deliberate Secondary Fires *	761	715	680	tbd	tbd
2. Primary Fires **	492	504	492	tbd	tbd
3. Deaths from Primary Fires	1	1	0	tbd	tbd
4. Injuries from Primary Fires	20	16	15	tbd	tbd
5. Accidental Fires in Dwellings	151	138	131	tbd	tbd
6. Deaths from Accidental Dwelling Fires	0	1	0	tbd	tbd
7. Injuries from Accidental Dwelling Fires	10	10	10	tbd	tbd
8. Malicious False Alarms Attended	39	50	39	tbd	tbd
9. Automatic False Alarms in Non-domestic premises	381	352	335	tbd	tbd
10. Deliberate Primary Fires ***	151	157	151	tbd	tbd
11. Fires in Non-domestic premises	80	79	75	tbd	tbd
12. Percentage of Smoke Alarms Fitted in Dwelling Fires	88.02%	90.85%	75%	tbd	tbd
13. Percentage of Hours Appliances are available out of total possible hours ****	85.13%	86.28%	86.28%	tbd	tbd
14. Percentage of Hours Stations are available out of total possible hours ****	89.27%	91.99%	91.99%	tbd	tbd

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

** Primary Fire – Most important or significant risks

*** Deliberate Primary Fires merges Deliberate Primary Fires in Vehicles and Deliberate Primary Fires Excluding Vehicles into a single indicator.

**** Appliance and Station availability are new indicators. Station availability figure does not include standby moves to cover stations and excludes time spent at incidents.

***** Targets for 2019/20 and subsequent years are to be considered by the NFRS Performance Review and Advisory Group in conjunction following research from Newcastle University as part of a review of the organisation's overall approach to performance management. Until this 3 month review is completed (due to start June 2019) the targets for 2018/19 have been provisionally set as a 5% reduction on the outturn figures for 2018/19 if better than 2017/18 or as the 2017/18 target if the 2018/19 outturn was worse.

Fatalities from fires indicators have been set at the aspirational target of 0 and the percentage of smoke alarms in dwelling fires indicator has been set at 75%.

Targets for 2020/21 and 2021/22 will be determined by the outcome of the Newcastle University review.