

Safest People, Safest Places



Have your say...

Integrated Risk Management Plan 2020 - 2023
Our 2020 - 2021 Consultation



County Durham and Darlington
Fire and Rescue Authority

Introduction

Making sure County Durham and Darlington have the safest people and safest places is a way of life for us. Every emergency call matters, every incident is responded to with the highest level of care and professionalism and we do all we can to make homes and businesses safer.

We have dealt with significant cuts to our service over the last 10 years and we have responded by adapting and innovating to ensure

that we are always there for you when you need us. We will continue to do this in the years ahead.

County Durham and Darlington Fire and Rescue Service is part of your community so getting your views is a vital part of helping us to be a first class, cost effective service. This guide sets out what our plans are over the next 12 months and we are very keen to hear from you. Find out how to take part in this year's consultation at the end of this document.



John Robinson
Chair of The Combined Fire Authority



Stuart Errington
Chief Fire Officer



Why consult?

We are a
Dementia Friendly
organisation



Safe and Wellbeing Visits are provided
by the Fire and Rescue Service working
in partnership with other local
organisations, including the
Alzheimer's Society



Book a Safe and Wellbeing visit:

0345 2234221

csenquiries@ddfir.gov.uk

www.ddfir.gov.uk



The role of our Service has evolved over recent years, not only do we respond to emergencies but we also work in the community to prevent and protect the public. As part of all this work we continually assess what risks our communities face and then put plans in place about how we use our resources to manage and respond to those risks.

Our plans will have an impact on our Service as a whole and you may find that this year there is more of an impact in your area. As an organisation rooted in the communities we serve it is important to us to take into account what you think about the impact of any changes.

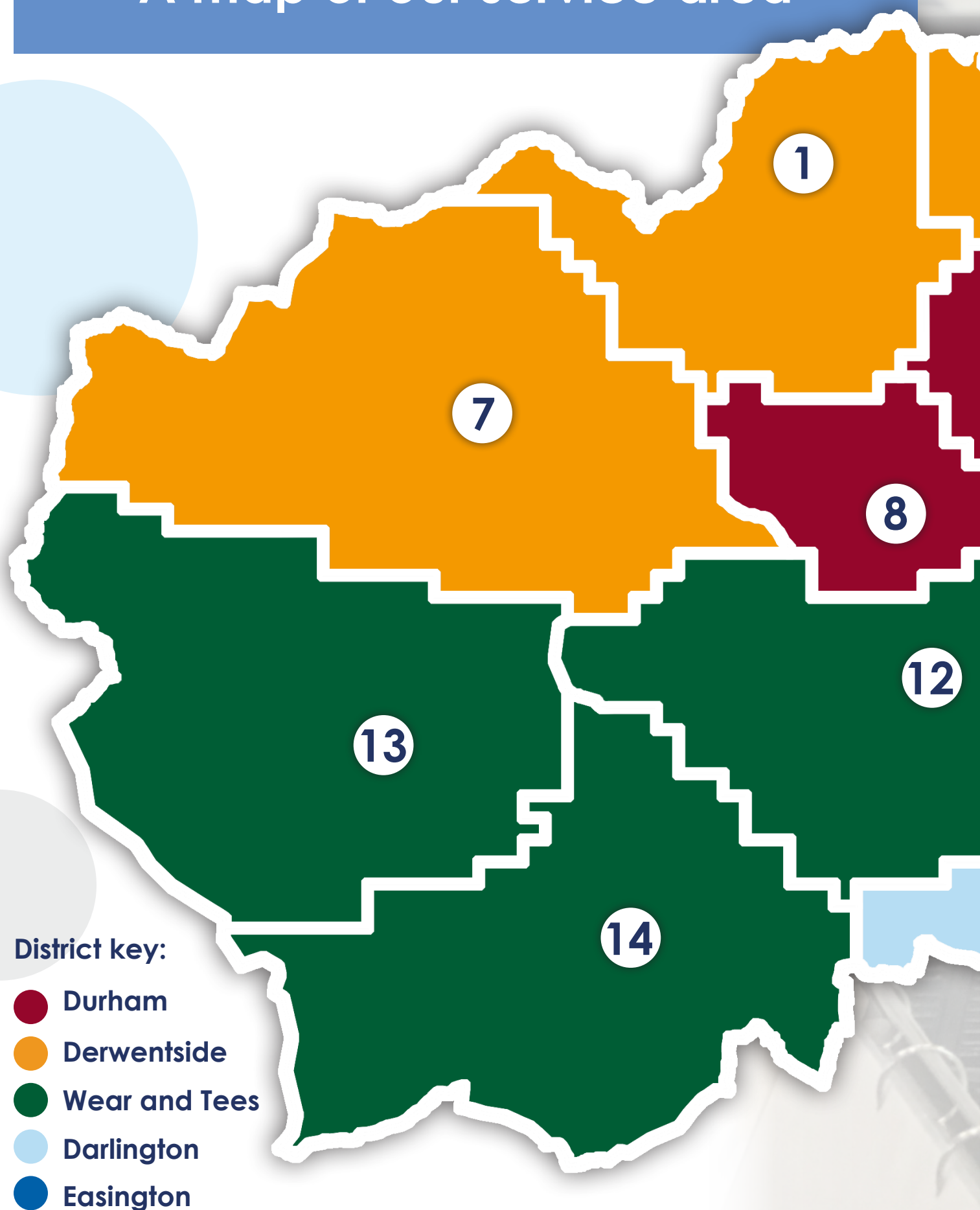
You can find our three year plan in a document we call the Integrated Risk Management Plan (IRMP), and we are tasked by government to produce this.

Every year we review this plan and this year's consultation is all about 2020/2021. You can

find the full IRMP at:

www.ddfir.gov.uk/service-plans

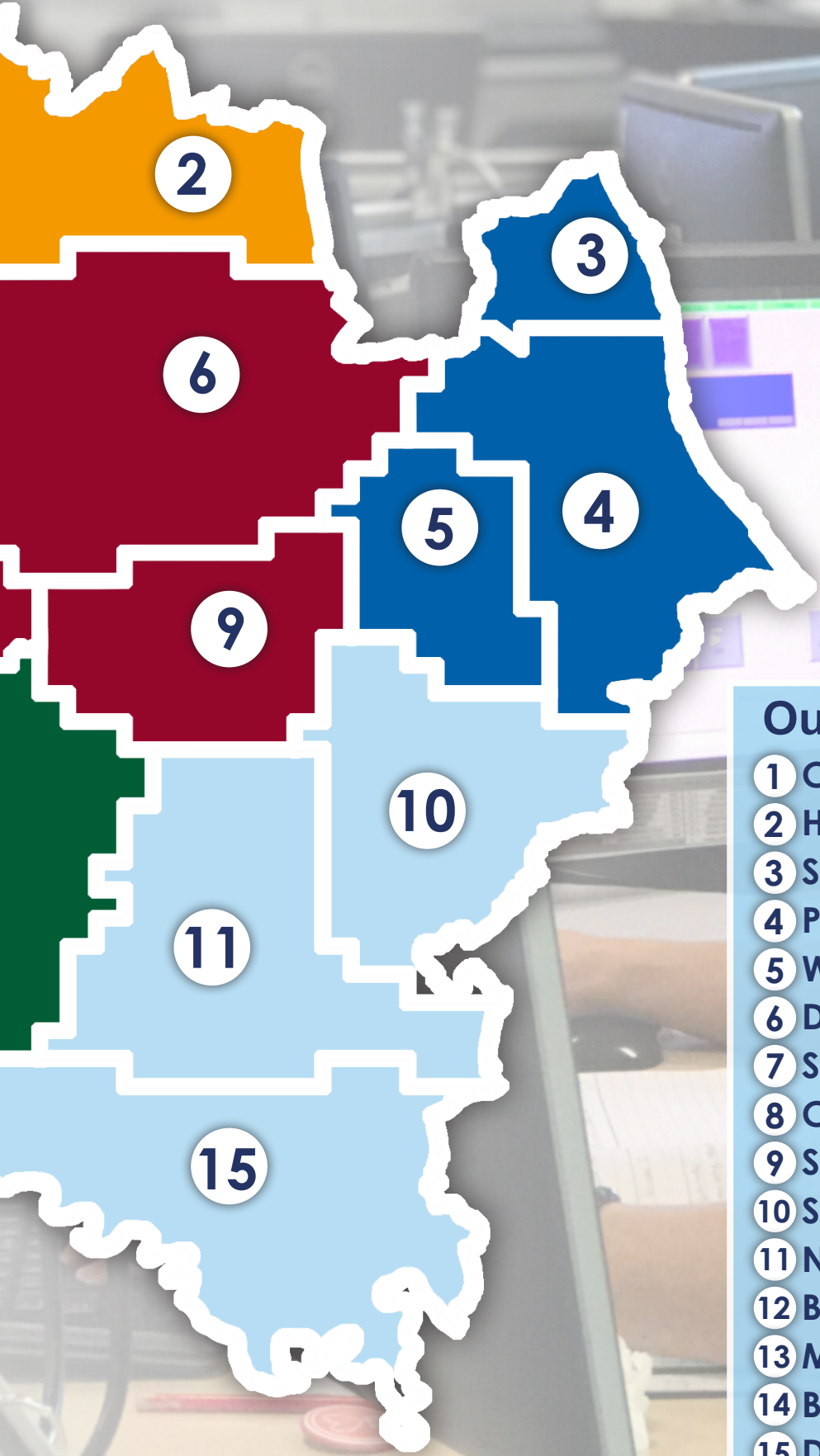
A map of our service area



District key:

- Durham
- Derwentside
- Wear and Tees
- Darlington
- Easington





Our fire stations:

- 1 Consett
- 2 High Handenhold
- 3 Seaham
- 4 Peterlee
- 5 Wheatley Hill
- 6 Durham
- 7 Stanhope
- 8 Crook
- 9 Spennymoor
- 10 Sedgfield
- 11 Newton Aycliffe
- 12 Bishop Auckland
- 13 Middleton-In-Teesdale
- 14 Barnard Castle
- 15 Darlington



Our performance in 2018 - 2019

The number of calls we received last year decreased by

2.6%

from 16758 to 16326.



We attended 7721 incidents in 2018 - 2019, a

3.4%

reduction in incidents from the previous year.

Deliberate fires are up from 2814 to 3014, a

7.1%

increase from the previous year.

Safe and Well-being Visits are up from 19563 to 20134, a

2.9%

increase from the previous year.

We completed 2180 Business Fire Safety Audits in 2018 - 2019, a

2.1%

increase from the previous year.



Total injuries from accidental house fires reduced

30%

compared to the previous year, from 20 to 14.



Our finances

It is essential that our finances are sustainable so that our Service has the resources it needs to do our vital work, now and in the future. This has been more challenging than ever over the last few years and in the face of continuing uncertainty over future funding arrangements.

Every year we produce a medium-term financial plan – or MTFP – and this reflects the money we get from central government and business rates as well as the contribution you make through your Council Tax, which equates to approximately £2 per week for a Band D Council Taxpayer.

The table below shows the amounts we receive and spend. Our MTFP shows a shortfall in funding of £0.460 million in 2020/21, rising to £1.531 million in 2022/23. In order to balance our finances we have identified a number of changes to the way we respond to emergencies through our Emergency Response Review. This is outlined in more detail on page 9.

Medium Term Financial Plan

		2019/20 £m	2020/21 £m	2021/22 £m	2022/23 £m
Net Expenditure (This is the money we have to spend)		28,409	28,851	29,520	30,223
Where our funding comes from	Total government funding	9,024	8,573	8,144	7,737
	Local business rates	1,409	1,409	1,409	1,409
	Council tax	17,865	18,409	18,969	19,546
	Surplus on collection fund	0,111	-	-	-
Total funding		28,409	28,391	28,522	29,692
Shortfall in funding		0	-0,460	-0,998	-1,531



Last year's consultation results

Last year we asked three questions about how we planned to operate in the future. Over 700 people across County Durham and Darlington responded to our online survey; this is what they told us:

THE QUESTIONS WE ASKED...

- 1** Should Bishop Auckland Fire Station run with a crew of six firefighters where four firefighters will ride on the fire engine and two firefighters will ride on the special rescue unit.
- 2** Should we continue to explore further collaboration opportunities with Tyne and Wear and Northumberland Fire and Rescue Services.
- 3** We proposed 3 options to change shift patterns at Newton Aycliffe and Seaham Fire stations.

WHAT YOU TOLD US...

78% SAID **YES** ✓ to question **1**

83% SAID **YES** ✓ to question **2**

3

There were 3 options in question three:

52% VOTED FOR **OPTION 3**

For full details of option 3 visit:
www.ddfire.gov.uk/service-plans
and open IRMP 2018-2019

WHAT WE DID...

We listen and take your views into account when planning for our future. Following last years consultation, this is what we did:

We Implemented the trial at Bishop Auckland Fire Station permanently

We explored collaboration with our colleagues at Northumberland and Tyne and Wear Fire and Rescue Service including a joint recruitment campaign and training course

We implemented a hybrid of Option 3 on a trial basis based on your feedback



The Integrated Risk Management Plan

Every three years we produce a strategic plan which helps us to deliver our vision of Safest People, Safest Places. As part of this we assess all the known risks in our area and publish what we call an Integrated Risk Management Plan (IRMP). We review and publish this document every year to ensure that our resources are directed to where they are most needed.

You can read the full IRMP on our website at:

www.ddfire.gov.uk/service-plans



Question 1

Do you have any comments or suggested amendments to our three-year IRMP document?



Emergency Response Review

As part of our ongoing commitment to protect our communities we have undertaken a review of how we respond to emergencies across the whole Service area. This review involved gathering details of the risks we face and then carrying out an analysis of those risks so we can decide how and where to place our resources.

Part of this Emergency Response Review saw a trial taking place in 2019 to help us decide on the best way to use our fire response resources. This involved looking at the shift arrangements at Seaham and Newton Aycliffe Stations.

Firefighters had previously been on a system called Day Crewing Plus but we were required to review this following a legal ruling on the Working Time Directive in South Yorkshire. Therefore, we have trialled a shift system called Day Crewing with full time firefighters on duty from 7am to 7pm and on call firefighters providing cover at night.

We also reallocated resources to provide full time cover in Spennymoor.

The overall impact of the trials across the Service was an improvement in the response times to dwelling fires. The percentage of non-domestic property fires being responded to within the target time reduced slightly, as did road traffic collisions. The data from the trial showed that the overall impact was positive and as predicted before the trial commenced.



Question 2

Following our trial, do you support our proposal to implement the day crewing arrangements at Seaham and Newton Aycliffe on a permanent basis from April 2020?



Question 3

Following our trial, do you support our proposal to implement the crewing arrangements at Durham and Spennymoor on a permanent basis from April 2020?



Response Standards

We carry out a thorough assessment of community risk so that we can understand what we need to respond to. We recognise that the risks we face change over time as our communities change. Measuring our response standards enables us to identify our ability to respond effectively based on this evolving community risk.

Our response to dwelling and non-domestic property fires has been derived from previous national response standards, the Fire Service Emergency Cover toolkit, known as FSEC, and a four year study from 2000-2004 into actual response data within County Durham and Darlington Fire and Rescue Service.

Our response to road traffic collisions is based on the 'golden hour' intervention model for trauma care, where extrication is recommended to take place within 15 minutes and no more than 45 minutes after the collision occurring to maximise the chance of casualty survival.

We use a range of measures to capture information about the types of incident we respond to and continuously update our operational guidance and equipment so we can provide the best possible service to you.

We have maintained our historical standards to allow us to compare our performance year on year where we have seen our funding reduced.

What are our response standards?

- We will attend 70% of dwelling fires within 8 minutes.
- We will attend 90% of dwelling fires within 11 minutes.
- We will attend 70% of non-domestic property fires within 8 minutes.
- We will attend 90% of non-domestic property fires within 11 minutes.
- We will attend 75% of road traffic collisions within 11 minutes.
- We will attend 90% of road traffic collisions within 15 minutes.



Question 4

We have maintained our response standards based on our historical approach to responding to incidents.

Do you support our approach to maintain these standards or do you think we should carry out a review?

Arson Reduction

Historically the number of deliberately set fires was reducing in the County Durham and Darlington area but since 2016/17 we have seen an increase. We monitor fire incidents according to the following definitions:

Primary Fires - this term covers fires in buildings, vehicles and most outdoor structures or any fire involving casualties, rescues or fires attended by five or more pumping appliances.

Secondary Fires - are reportable fires that:

- Were not chimney fires;
- Did not occur at primary locations (unless derelict);
- Did not involve casualties, rescues or escapes;
- Were attended by four or fewer pumping appliances.

Chimney fires - any fires in buildings where the fire was contained within the chimney structure and did not involve casualties, rescues or attendance by five or more pumping appliances.

In 2018/19 there were 2534 secondary deliberate fires, an increase of 48% since 2016/17. We now have a team in place to help tackle this and part of their role is dedicated to working on reducing arson. This team supports the work that crews are already doing in our communities regarding deliberate fires.

We have launched initiatives such as FireStoppers, which asks the public to report information on deliberate fires, and Phoenix Fire Champions, which educates children and helps to tackle anti-social behaviour.



Question 5

Given the increase in arson that we have experienced over the last few years do you support our intention to reallocate some resources into arson reduction initiatives?

FireStoppers.
0800 169 5558



Safe and Well-being Visits



Our Service carries out Safe and Well-being Visits as part of our legal duty to prevent fires. In 2018/19 we conducted over 18,000 Safe and Well-being Visits.

Our Safe and Well-being Visits are carried out by trained Fire and Rescue staff. During the visit they will do a personalised fire hazard assessment of your home and fit free smoke alarms if needed, as well as offering advice to make your home safer.

We work on the well-being agenda with our partner agencies such as the police, health, public health services, councils and local charities, to identify the people who are most at risk, enabling us to direct our services to vulnerable people as a priority.

Due to these strong relationships our partner agencies can make referrals to us where they identify that fire safety advice and action may be needed. Equally, if we identify that a person is vulnerable at one of our visits we can refer to the most appropriate agency for support.

As a result of our focus on well-being and prevention we are seeing a reduction in the number of dwelling fires attended and fewer injuries to residents.



Question 6

Do you support our approach to continue to focus our Safe and Well-being Visits on those people who are at greatest risk from fire?



Charging Businesses for False Alarms from Unwanted Fire Signals

False Alarms can be caused by three different factors:

- calls from individuals which are made with genuine intention but turned out to be incorrect. We record this as a 'false alarm - good intent';
- calls from individuals deliberately providing false information. These are recorded as 'false alarm – malicious';
- where automatic fire alarms operate due to a mechanical or electrical fault, or false activation by non-fire conditions e.g. cooking fumes, dust, cigarette smoke etc. and the fire service attend, these are recorded as 'Unwanted Fire Signals'.

Unwanted Fire Signals occur at business premises which includes places such as factories, offices, shops, hospitals and student accommodation. As a Service we recognise the value of fire detection systems in protecting people from fire and reducing the numbers of fire deaths and injuries. Making sure that detection equipment is working as it should be is the responsibility of the business and we want to promote best practice wherever we can.

Good practice will also assist us with the availability of our operational resources meaning that our Fire and Rescue staff are on hand for responding to incidents.

Every attendance at an Unwanted Fire Signal means our resources aren't available for more serious life threatening incidents.

Legislation allows us to charge businesses for multiple Unwanted Fire Signals and from 1st April 2019 we began a trial of the charging system. From April to September 2019 the number of unwanted fire signals was 240, a 14% reduction on the same period in 2018.



Question 7

Following our trial, do you support our proposal to introduce a charging system for certain businesses when we attend multiple Unwanted Fire Signals to their premises?



How do I share my views?

There are many ways you can share your views with us.

Fill in our online survey:

www.smartsurvey.co.uk/s/IRMP20_23

For more information please visit:

www.ddfire.gov.uk

Check out our social media feeds and look for our survey link:



@CDDFRS



@CDDFRS



@CDDFRS

Fill in the question and answer booklet and return it to us at Service Headquarters:

CDDFRS Service Headquarters

Belmont Business Park

Durham

DH1 1TW

You can print a copy from our website:

www.ddfire.gov.uk/service-plans



