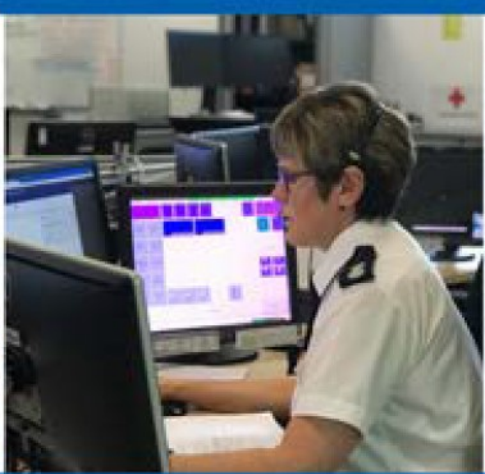




# Emergency Response and Resilience Strategy 2020-2023 Action Plan



County Durham and Darlington  
Fire and Rescue Service

**Safest People, Safest Places**

## How do we get there?

To achieve our vision for Emergency Response, we have identified 4 key areas.

Each of the Key areas are underpinned by Priority Activities and prioritised over the next 3 years.

### 1 Emergency Response and Resilience Compliance

Target Year	Ref.	Description
2020/21	ERR1	Further embed NOGP within the service: work in line with action plan to ensure that the service is fully compliant and operating from current guidance.
2021/22	ERR2	Lead a desktop exercise in relation to Durham Cathedral, a major heritage risk within the service area.
2022/23	ERR3	Conduct a large scale multi agency “live-play” tactical exercise at Durham Cathedral to test the fire and salvage plan whilst supporting cross-organisational learning and understanding.
2020 to 2023	ERR4	Partake in further initiatives in relation to arson reduction: working with the arson reduction team, focus deliberate fire reduction activity on key geographical areas using a range of methods.



## 2 Operational Readiness

Target Year	Ref.	Description
2020 to 2023	OR1	Conduct joint training with regional FRS partners in key incident areas such as: Highrise, Chemical/ HAZMAT, Animal Rescue, Incident Command.
2021/22	OR2	Conduct a study of position and disposition of appliances and equipment: to include the potential of further use of targeted response vehicles and to explore high pressure cold cutting technology.
2020 to 2022	OR3	Conduct a full review of operational risk information: to align response data with business fire safety data and the mechanism for recording, disseminating, and review.
2021/22	OR4	Further develop resilience crews to ensure future readiness: Review and amend the current training and competencies for personnel giving resilience cover. To include additional skills where relevant.
2020 to 2023	OR5	Testing of business disruption plans: ensure that fire station business disruption plans are tested in line with the business continuity framework.
2020/21	OR6	Introduce a new hydrant management system.
2020/21	OR7	Introduce/ trial new district and command structure.
2021/22	OR8	Conduct a review of the policies and procedures related to Flexi Duty Officers to help improve effectiveness, professionalism, and efficiency.
2021/22	OR9	Implement new ways of working in line with areas identified from the outcomes of the Flexi Duty Officer policy review.
2020/21	OR10	Further development and introduction of alternative staffing models to provide resilience within Command and Control.
2020/21	OR11	Conduct a review of the current response standards in line with the IRMP and make appropriate recommendations as appropriate.
2021 to 2023	OR12	Develop current service work at height capability to upgrade all whole-time stations to level 2.

### 3 On-Call Duty System

Target Year	Ref.	Description
2020/21	OC1	Formalise, commence and implement actions from a project focussed on improvements to on-call recruitment, retention and availability.
2020/21	OC2	Conduct a review of the current on-call engagement and communication processes.
2020 to 2023	OC3	Develop enhanced flexible arrangements to improve on-call availability.
2020 to 2023	OC4	Exploring opportunities to support local businesses to encourage their support enhance their corporate social responsibilities and look at how the service can reward this
2020/21	OC5	Fully review and update the on-call employment handbook as relevant.

### 4 Collaboration

Target Year	Ref.	Description
2020 to 2023	C1	Support and contribute to the Command and Control Working Group.
2020 to 2023	C2	Support delivery of recommendations of collaboration review.
2020 to 2023	C3	Explore and support new collaboration opportunities both with operational teams and Command and Control. To include opportunities both within the fire sector and external partners. Examples could include sharing of resources with National Operational Guidance, Shared estate/ Facilities etc.
2021/22	C4	Explore opportunities within the regional FRS to improve mutual aid.

