



Community Risk Management Plan

2021 - 2024



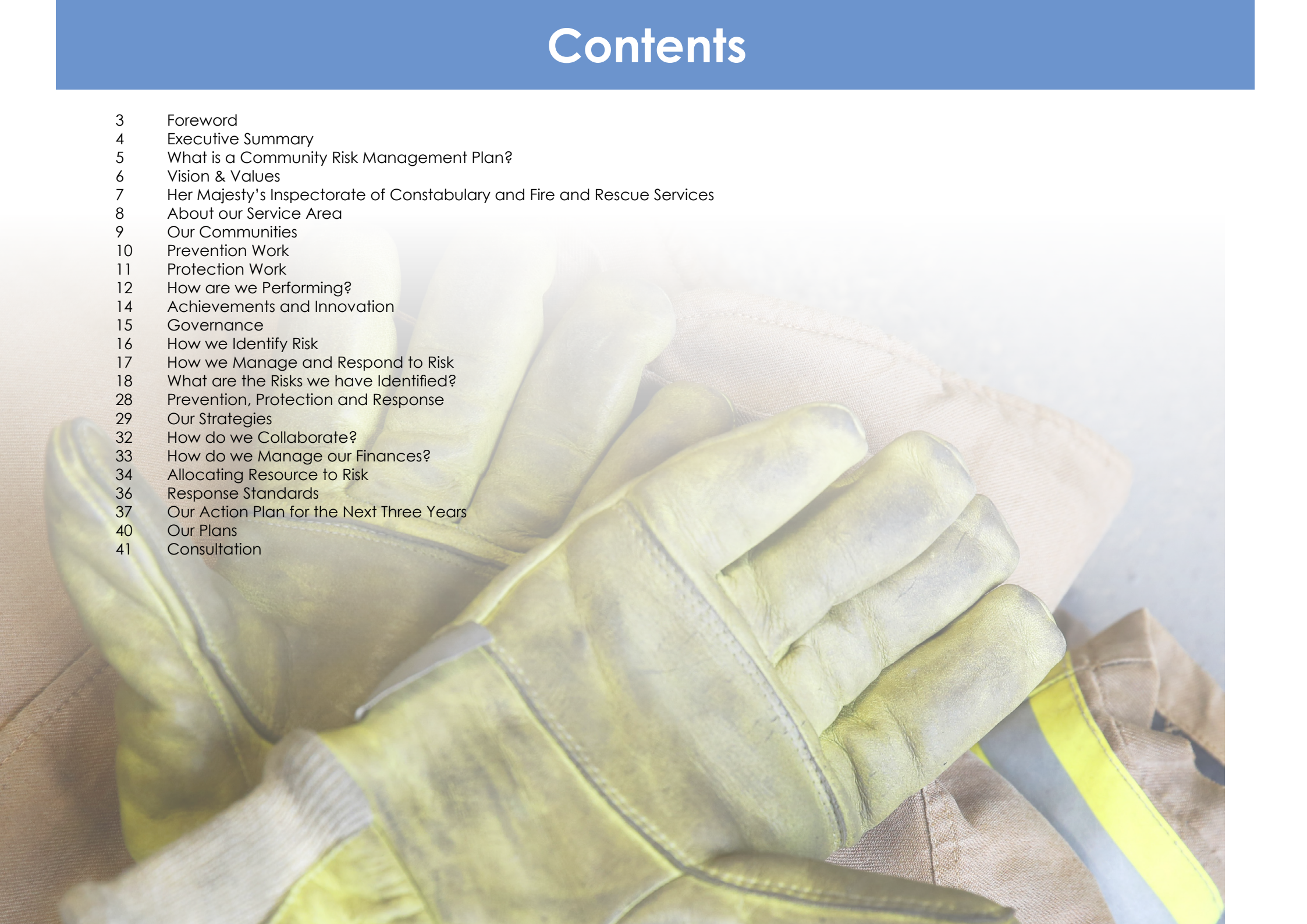
County Durham and Darlington
Fire and Rescue Service



Safest People, Safest Places

Contents

3	Foreword
4	Executive Summary
5	What is a Community Risk Management Plan?
6	Vision & Values
7	Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services
8	About our Service Area
9	Our Communities
10	Prevention Work
11	Protection Work
12	How are we Performing?
14	Achievements and Innovation
15	Governance
16	How we Identify Risk
17	How we Manage and Respond to Risk
18	What are the Risks we have Identified?
28	Prevention, Protection and Response
29	Our Strategies
32	How do we Collaborate?
33	How do we Manage our Finances?
34	Allocating Resource to Risk
36	Response Standards
37	Our Action Plan for the Next Three Years
40	Our Plans
41	Consultation



Foreword

Welcome to the Community Risk Management Plan (CRMP) for County Durham and Darlington Fire and Rescue Service (CDDFRS). This document is the Integrated Risk Management Plan (IRMP) which we have a statutory responsibility to publish.

Our Service, governed by the County Durham and Darlington Combined Fire Authority (CFA), is responsible for making sure that all our communities in County Durham and Darlington are protected as far as possible from the risks we face. As well as fire emergencies we are here to respond to many types of incidents such as water and animal rescues, flooding and road traffic collisions. Our protection and prevention work forms the foundation of what we do to minimise risk and together with our vital emergency response function we maintain services for you which are effective and resilient.

Our vision is to have the safest people and safest places and we will strive to achieve this by delivering a professional, innovative and effective Fire and Rescue Service (FRS) with our communities at the heart of everything we do.

To ensure we are accountable to you, we produce a series of documents which set out our plans for the future. Our Community Risk Profile (CRP) and Station Plans set out the risks we face. Our CRMP shows how we allocate our resources to tackle those risks and our Service Strategies show you the detail of how we will manage the challenges that our various Sections face.

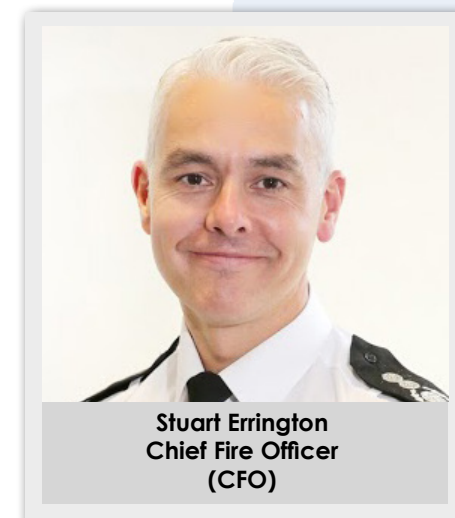
You can find all our Service Plan documents on our website using the link below:

[Service Plans | County Durham and Darlington Fire and Rescue Service \(ddfire.gov.uk\)](https://www.ddfire.gov.uk/service-plans)

Every year we ensure that our services can be delivered within the budget we are set. Since 2010 we have had our government funding reduced and we expect to continue to face a very challenging financial climate in light of the current economic conditions, Covid-19 pandemic and restrictions on the amount of income we can raise through Council Tax. The next three years are therefore likely to require further innovation and changes to the way we operate.

We cannot provide our services without support from all of our excellent staff and we would like to thank them for their continued hard work and dedication, in what has been a very challenging year. Our partner organisations and neighbouring FRSs also deserve great credit for supporting and collaborating with us in the work that we do.

We want to hear your views on our plans so if you have any feedback please look out for our annual consultation or if you have any further comments on our documents you can contact us at servicehq@ddfire.gov.uk



Executive Summary

Our CRMP sets out the strategic plans for the CFA and links closely to our other strategic planning documents. The CRMP explains how we are accountable to our local communities through the CFA and through a wide spectrum of local community groups.

Our CRP, which is reviewed annually, describes the greatest risks and the impact on County Durham and Darlington. The CRMP planning process is informed by the CRP as well as our localised Station Plans. By identifying, assessing and managing existing and emerging risks we can decide how best to mitigate them using the resources we have available. We do this by investing in efficient, effective and innovative prevention and protection activities, while also planning the most effective way to respond.

We produce a medium-term financial plan (MTFP), which considers a range of possible financial scenarios in an uncertain future. The Service has plans that balance the budget in the short term, and contingencies for the medium to long term.

Within this CRMP you will find a number of commitments which offer reassurance that our communities will be provided with the best possible FRS within the available funding. We also stress our commitment to playing our part in tackling climate change and the impact this will have on our environment.



Some of the risks which our communities face are extremely complex and require us to work with a range of partner organisations and other FRSs. Working together supports us to deliver more efficient, effective and resilient support services and we commit to collaborating where there is clear benefit.

Ensuring that we have a highly skilled and professional workforce is a key priority for the Service, and our plans include the use of the apprenticeship levy and career progression framework to develop staff. We are seeking to increase diversity in our workforce through a range of innovative methods, as we recognise that we need to have a workforce reflective of our community. Our commitment to our staff is to develop and maintain a positive organisational culture through continuous improvement. This will ensure that we continue to be successful, despite the challenges ahead.

Our plans are developed in consultation with our communities and partner agencies, as well as our staff and their representative bodies. We are committed to listening to your views and will hold a consultation exercise every year on our plans for the immediate future.



What is a Community Risk Management Plan?

The CFA has a statutory responsibility, under the Fire and Rescue Services Act 2004, to produce an IRMP – which we call the CRMP. The plan must cover a three-year period, be reviewed regularly and outlines how CDDFRS will tackle and mitigate the risks our communities face. The CRMP is informed by our CRP, a document which assesses in detail the risks in our local areas, how likely they are to occur, how extensive the impact might be and takes into account national risks.

As an over-arching plan the CRMP covers all parts of our Service so it references our Service Strategies and other key documents such as our Station Plans. This helps everyone in our organisation to understand risks and how we plan to reduce the impact and respond effectively.

The requirements of a CRMP are set out in the 'Fire and Rescue National Framework for England 2018', (in which the document is called an IRMP). This states that each Authority must ensure the following five priorities are met:

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

You will find details of how we address all of the above points throughout this document.

The National Framework also says that CRMPs have a statutory responsibility to contain a number of areas including an outline of how we allocate our resources to mitigate risks, and how we manage and enforce the Regulatory Reform (Fire Safety) Order (RRO) 2005. If you want to know about our legal duties [you can read the National Framework here](#).

The CRMP will also show you how we have consulted with you – our communities – on the development of this plan, as well as how we sought the opinions of our staff, representative bodies and partner organisations.

This document covers the period April 2021 to March 2024 and is reviewed on an annual basis making sure our plans are always up to date and reflect changes in local risks, national policies or finances.



Vision & Values

Our vision is simple:

We want to have the **safest people** and the **safest places**.

To respond effectively to the challenges that we face here at CDDFRS, we need to be clear on our strategic direction. A defined vision, strategic priorities, values and behaviours are key to us doing this.

Our strategic priorities:

Our overall focus is to identify, assess and manage risks while ensuring that resources are allocated efficiently and effectively to reduce the number of emergency incidents and the associated risk of injury or death across our Service area.

To help us to achieve our vision, we have six strategic priorities:



You can read more about our priorities at www.ddfire.gov.uk/our-priorities

Our values:

These values are known in our organisation as the **PIE** values and describe the ethos of CDDFRS.

Professional



Innovative



Effective



Our commitment to you is that we will always aim to be the best FRS in the UK. In order to achieve this there are certain behaviours that we expect from our staff. How well our staff are demonstrating these behaviours as part of their day-to-day job is assessed within our bespoke appraisal system.

The range of these behaviours falls into four areas, known as the 4Cs:

- How we approach **challenges**
We will approach challenges with flexibility, enthusiasm and motivation, passion, determination and resilience.
- How we **conduct** ourselves
We will conduct ourselves in a manner that is honest, trustworthy, reliable, accountable, consistent and respectful.
- How we **collaborate** with others
We will be approachable, supportive, encouraging and inclusive, and value development when collaborating.
- How we drive **change** across the organisation to make a difference
We will drive change by being creative, resourceful, courageous, original, clear and focused.



Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services

Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (now known as HMICFRS) has a remit to inspect all 45 FRSs in England.

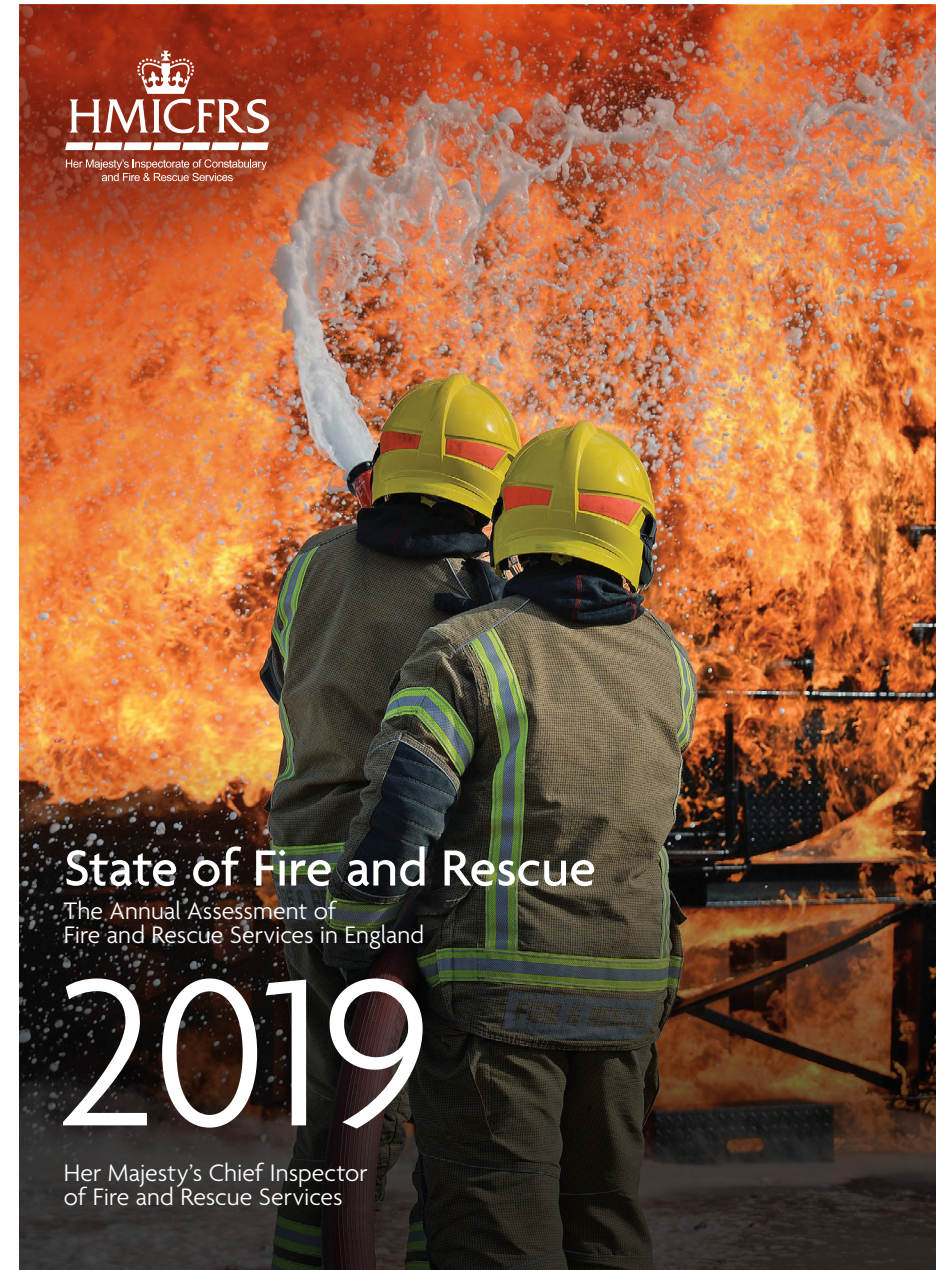
The HMICFRS assessment examines the Service's effectiveness, efficiency and how well it looks after its people. It is designed to give you information about how your local FRS is performing in these three key areas, in a way that is comparable with other FRSs across England.

We are judged by HMICFRS and given ratings for each pillar: outstanding, good, requires improvement or inadequate.

Our last inspection report was published on 17 December 2019 and we were rated as good at both providing an effective and efficient service. We were rated as requiring improvement in how well we look after our people and continue to work hard to improve in this area.

Our commitment to you is to act upon the HMICFRS findings to ensure we continue to provide the best possible FRS we can to the communities of County Durham and Darlington.

For more information, [you can read more here](#).



About our Service Area

We look after the areas of County Durham and Darlington, which cover approximately 939 square miles with a population of approximately 636,000 people.

We protect around 290,000 households and about 18,500 business premises.

We have a mixture of rural, urban and coastal areas so our prevention and protection work, as well as our emergency response has to be tailored to the differing needs of each type of community.

We have 15 fire stations spread across two divisions, north and south. These divisions come with their own unique challenges and risks.

We border five other Fire and Rescue Services (North Yorkshire, Cumbria, Northumberland, Tyne & Wear and Cleveland), providing mutual cross-border support to one another if and when required.



Our Communities

Life Expectancy

Life expectancy has improved slightly for males (78.2) and females (81.5) but both are still lower than the England average.

Physical Problems

On average 23% of people living in County Durham and Darlington report having a long term musculoskeletal problem, which is higher than the England average of 18.5% (Public Health England 2020)

Adults

The number of people aged 65 and over in County Durham and Darlington is 132,389 which is 20.8 % of the population.

Children

Within our area, the level of child poverty is worse than the England average (17%), with 21% of children under 16 years living in poverty (Public Health England 2019).

Dementia

6048 people were diagnosed with dementia in County Durham and Darlington in 2019. (Public Health England 2019)

Mental Health

The suicide rate in our area is 13.5 per 100,000 people (Public England 2019)

Road Traffic Collisions

There were 679 serious injuries or deaths on our roads in 2019 (Public Health England 2019).

About our communities

We recognise that we can only provide an effective service if we understand the diversity within our area and enable our workforce to meet the needs and concerns of people who live, work, study and visit County Durham and Darlington.

Our CRP highlights the challenges faced by the public relating to deprivation, and health and wellbeing, as well as the make-up of our population in relation to age, gender and ethnicity.

Our rural communities cover a significant geographical proportion of the Service area, with some individuals extremely hard to reach and therefore at more risk of being vulnerable.

Health inequalities remain persistent and pervasive, with levels of deprivation being significantly higher and life expectancy here is lower than the national average. We know that living in isolation can have a negative impact on a person's health and well-being. We have also witnessed first-hand how poor-quality housing can exacerbate a range of underlying health conditions, from falls and poor mental health to hoarding and excessive alcohol and substance misuse.



Prevention Work

Prevention Work

Our commitment to you is that we will reduce the risks to vulnerable people in our communities through our prevention work by operating a mutual referral pathway with partner agencies. We aim to identify and target the most vulnerable members of our communities with the highest proportion of our Safe and Well-being Visits (SWVs) aimed at these individuals.

Recent examples of this include the use of a number of datasets associated with elevated risk. This involves profiling geographical areas, businesses, dwellings and individuals by combining data from past incident activity and other demographic data such as age, deprivation and lone households.

We will continue to receive high-risk and safeguarding referrals from partner agencies such as community nurses, social workers, carers and social housing providers that work in the communities on a daily basis and are therefore in a unique position to signpost vulnerable individuals to us.

Reaching Our Most Vulnerable People and Property

Following consultation with you we are continuing to focus our attention on reaching the members of our communities who are at the greatest risk of having a fire in their home. To do this we use what is known as the Dwelling Fire Risk Analysis Pyramid and [you can read more about this in our CRP](#). You can see the pyramid below:



We start by looking at different types of data and then assessing people and property in terms of risk levels, with level one being the most vulnerable, and level five the least. This analysis ensures we focus our SWVs in the right areas, to the right people, at the right time.

During 2019-2020, 89% of our SWVs were carried out in our highest risk wards or with the most vulnerable members of the community.

Our commitment to you is that at least 80% of all SWVs are targeted towards the most vulnerable members of the community whilst also ensuring that those residents deemed to be at greater risk as a result of a SWV will be revisited within a 12-month period.



Protection Work

Business Premises

The Fire and Rescue National Framework for England (2018) states that Fire and Rescue Authorities must make provision for promoting fire safety, including fire prevention. In order to do this, we have a management strategy that includes a risk-based inspection programme for enforcing compliance with the Regulatory Reform (Fire Safety) Order 2005 (we call this the RRO). These inspections are carried out by our central Business Fire Safety team for higher risk premises and operational crews if the level of risk is medium or low.

When aiming to keep business premises safe from fire, we adopt a cyclical process that we call the Business Identification Process. You can see how this works in our diagram opposite and read more about it in our CRP.

Our commitment to you is that we will identify and engage with local businesses to ensure the appropriate levels of fire safety measures are in place through the use of a number of different sources of information as well as regularly inspecting business premises.

We work with businesses to help them in their compliance with legislation and will take enforcement action to ensure that people who work in and visit premises across County Durham and Darlington remain safe.



How are we Performing?

Performance is scrutinised across the organisation. The CFA regularly monitors the performance of the organisation through the Performance Committee. The Service has a Performance and Programme Board (PPB) which tracks data across the organisation and provides the same performance reports to the Service Leadership Team (SLT) and Performance Committee, ensuring thorough scrutiny.

Our commitment to you is that we will track performance using a mix of performance and management indicators, which are set against localised targets. Our measures include Station Plans and corporate indicators – the CFA, SLT and PPB review outcomes and outputs.

Prevention and Protection

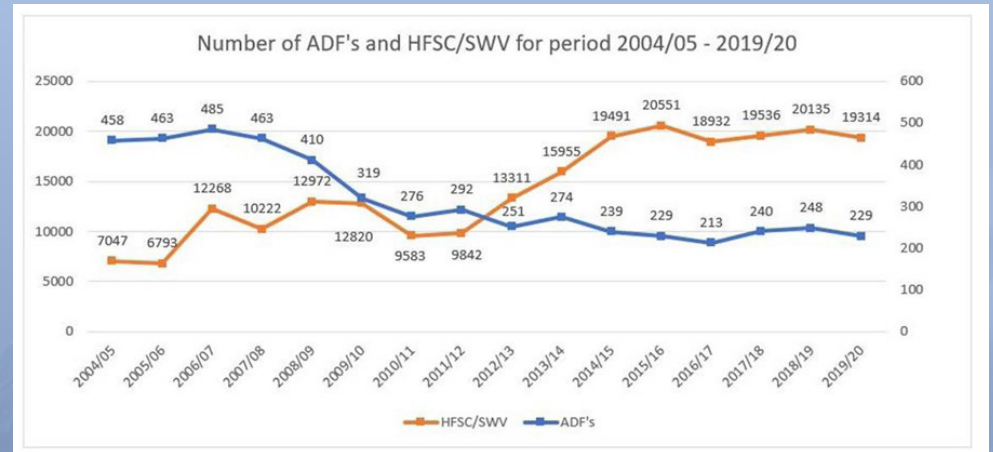
Community Safety

Within the last three years, we delivered almost 60,000 SWVs, 19,317 taking place in 2019-20 and 96% of which were completed by our operational crews.

88.6% of these visits were targeted towards high-risk people or places, of which 1,037 were referrals from partner agencies.

Our investment in Safe and Well-being visits (SWVs) (formerly called Home Fire Safety Checks or HFSCs) particularly over recent years has resulted in an overall reduction of accidental dwelling fires (ADFs). We recognise our activities and investment has saved lives and reduced the devastating impact that fires in the home bring. You can see this trend in the graph opposite.

As a result of the SWVs carried out, in 2019-20 we made 669 onward lifestyle referrals to our partners in health.



Business Fire Safety

We carried out 2,008 fire safety audits between April 2019 and March 2020, 86% of which were completed by our operational crews.

434 business regulation consultations took place during the same period, while we also reviewed 6 licensing applications.

We have a robust audit process using operational crews and specially trained Fire Safety Officers, as a result, we have seen the number of accidental fires in commercial premises reduce, with premises remaining safe for occupants and visitors.



How are we Performing?

Response

The total number of emergency calls that we received in 2019-20 was 15,100. Deliberate fires accounted for 2,634 of the overall number of incidents in 2019-20. Breaking it down even further, 505 were deliberate primary fires, while 2,129 were deliberate secondary fires; we recognise that in the North East the number of deliberate fires is well above the national average and we are working with our partners across the region to reduce these.

- We attended 228 ADFs during the same period, these resulted in 1 death and 19 injuries that required hospital treatment.
- There were 112 fires in commercial premises, which resulted in only 1 injury requiring hospital treatment.
- We responded to 298 Road Traffic Collisions (RTCs) between April 2019 and March 2020.
- The total number of false alarms we received was 2,358. Of this number, 692 were caused by automatic fire alarms within commercial premises, whereas 49 were malicious in nature.
- Special Service calls account for 1,108 incidents in 2019-20, with some of the most frequent incidents involving gaining entry into property, assisting other agencies and flooding.

Click here for more detailed information on our performance over the last three years: <https://www.ddfire.gov.uk/performance>



Achievements and Innovation

The Service is immensely proud of the fact that it has led the way with a national award-winning Firefighter Apprenticeship Scheme, which was launched in 2017.

The Service welcomed its fourth cohort of Apprentices beginning their journey onto the scheme in early 2021.

The scheme itself was named as The Best Apprenticeship Scheme in the UK at the Training Journal Awards, while the Service remained one of the Top 100 employers of Apprentices in the UK and the only blue light service to feature in the list.

In 2020 the Scheme also won the Accenture Award for Recruitment Excellence of the Year at the National Apprenticeship Awards, an outstanding achievement.

The Service continues to invest in its workforce through the Career Progression Framework which develops staff at all levels into effective and supportive leaders.

The Service is a Disability Confident Employer and holds the Better Health at Work Award at Continuing Excellence status, which demonstrates our commitment to the well-being of our workforce. Meanwhile, we are also proud to have signed the Armed Forces Covenant and achieved Gold status.

The Service holds an annual Being the Best Awards programme where staff can nominate individuals and teams in order to recognise and reward the excellent work carried out on a day-to-day basis.

In 2020 one member of staff was awarded the British Empire Medal for his work for Dementia Awareness and one of our volunteers was also awarded the British Empire Medal for his work in supporting the Firefighters' Charity.

Our Chief Fire Officer was awarded the Queen's Fire Service Medal in the 2021 New Year's Honours List, which reflects his hard work and dedication throughout a career within our Service, and recognition for his work across the national Fire Sector.

We are very proud of their fantastic achievements.

Our commitment to you is that we will continue to strive for excellence in everything we do through encouraging our staff to achieve through innovation.



Governance

How are we accountable to communities for the service we provide?

Locally

Our CFA consists of 25 elected councillors; 21 from Durham County Council (DCC) and four from Darlington Borough Council (DBC). The CFA is the legal body with statutory duties and responsibilities for:

- Ensuring the Service is effective and efficient;
- Setting the strategic direction, policies and procedures of the Service;
- Holding the Chief Fire Officer to account for the effective and efficient running of the Service.

The CFA has a number of subcommittees with delegated powers that look at specific areas such as audit and risk, finance, and performance. CFA Members operate under our Constitution and Code of Corporate Governance, as well as a dedicated Code of Conduct. [You can read more about the CFA, how it works and the papers from meetings here.](#)

We have representatives on all 14 of the Area Action Partnerships in the Service area who link directly with elected members and community representatives across County Durham. We are a member of the Darlington Partnership, and we also liaise with Parish Councils.

We publish our Annual Governance Statement; Statement of Accounts and our Performance information on our website. Our strategic documents are also available on our website for the public to scrutinise. [You can read more about financial governance here.](#)

Our staff work under a Code of Conduct for Employees which governs the standards we expect and ensures accountability to you. [You can read the Code of Conduct, which is part of our Constitution, here.](#)

Our commitment to you is that we will provide additional scrutiny in a range of areas, including health and safety, prevention, protection, equality and diversity, and young people through having representatives from the CFA as member champions within specific areas.

Statement of Assurance

The annual Statement of Assurance provides the necessary accountability and transparency to the people of County Durham and Darlington and is evidence that their FRS continues to deliver under the expectations detailed within both the 'Fire and Rescue National Framework for England 2018' and our own CRMP process.

It also details the measures taken to assure our communities that the CFA's performance is efficient and effective in relation to finance and governance. It measures operational assurance to demonstrate that our services are delivered in line with our statutory responsibilities and with due regard to the expectations set out in our CRMP, including cross-border, multi-authority and national incident arrangements. [You can read the annual statement of assurance here.](#)

Our commitment to you is to improve our business through the continued scrutiny of the CFA, audit bodies and our consultation process.



How we Identify Risk

How do we identify and assess the full range of foreseeable fire and rescue related risks our areas face?

When determining how we identify risk, we first have to take into account a number of key documents which cover national, regional and local risks. These documents feed into our 'Community Risk Identification Process' which you can see in the list below. We talk to our crews on the ground, senior officers, partner agencies and other responder organisations to help us to better understand the risks in our community.

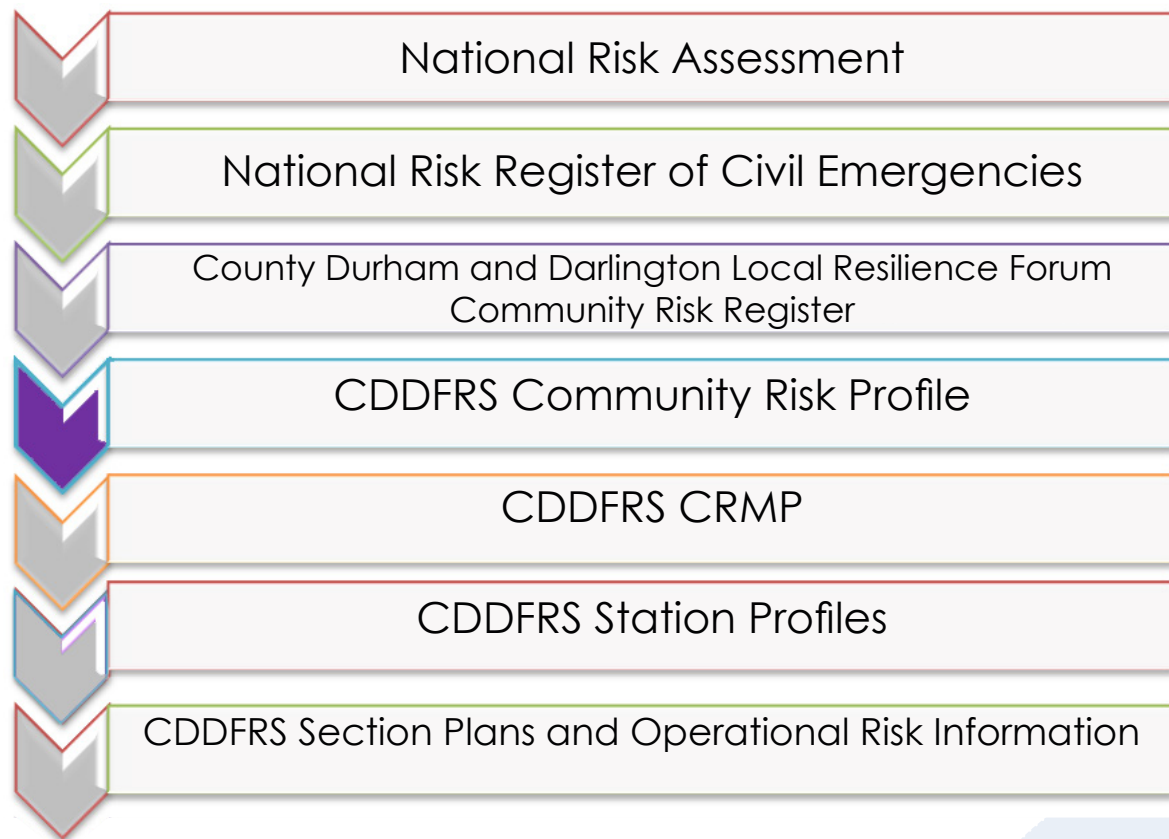
Our CRP provides an in-depth piece of research and analysis of the incidents we have attended over previous years, and the risk of emergency incidents occurring in the future.

The first stage of our risk assessment methodology used within the CRP is to identify incidents that can cause harm to the people, environment and economy within our communities, using various data sources and tools. We also utilise a nationally recognised risk assessment matrix based on a reasonable worst-case scenario, with an assessment of a possible upper and lower range in order to come to definitive scoring.

We then consider how our resources should be allocated according to the risks we have identified.

Our commitment to you is that we will provide an overview of those risks identified and where each risk sits in terms of severity, which in turn will allow us to plan how to utilise our resources in the most effective way to save lives, improve public safety and reduce emergency incidents.

Community Risk Identification Process



How we Manage and Respond to Risk

We manage the risk to our communities in several different ways, which can be broadly categorised as:

Prevention and Protection (Proactive)

As well as having a dedicated Community Safety Team to deliver our preventative activities, this work also forms a large part of the day-to-day activities carried out by our firefighter crews. We are within the top 5 FRSs for the delivery of SWVs per 1,000 dwellings across the UK.

SWVs allow us to target the most vulnerable people in society. Prevention also covers our campaigns on things such as smoke alarm testing, road safety, cold water shock, and alcohol awareness. It also includes arson reduction work which can involve educating young people about the dangers of setting fires.

We decide on what to tackle based on the trends that we see from our incident data and from analysing the biggest risks we face. [You can read more about our Community Safety work here.](#)

Our Business Fire Safety work involves us visiting commercial premises to conduct fire safety audits, which form part of what is known as our Risk Based Inspection Programme. We are the highest performing FRS for the delivery of fire safety audits per 1000 business premises (Home Office data 2019-20). The Programme covers large manufacturing companies, student residences, care homes and small businesses such as shops and food outlets. We also provide consultation on building regulations and licensing applications where necessary to ensure buildings comply with legislation and remain safe for occupants. This is a vital tool in keeping you safe. We also have a range of enforcement powers which we use with the aim of keeping occupants safe or to reduce the risk of a fire.

Our commitment to you is that we will continue to focus on proactive work to prevent adverse events from happening and as a result, reduce the risk to our communities.

Response (Reactive)

Our commitment to you is that if and when an event does occur, we will be fully prepared to respond in order to mitigate any impact caused.

The Service has a **Corporate Risk Register** that looks at risks to our business (service provision and financial). These risks are monitored with measures put in place to ensure we can fulfil our role as an FRS protecting the communities of County Durham and Darlington. Where areas of risk are identified, they are included in and addressed through one of our strategic priorities. The purpose of these priorities is to define a simple practical framework to manage risk, while highlighting how the Service intends to mitigate these risks on an ongoing basis through a detailed action plan.

Although the Service makes every effort to avoid incidents from occurring through its proactive work, we are also realistic in acknowledging that we will always be required to respond to emergency incidents. Where this is necessary, however, we ensure control measures are in place to mitigate the impact on everyone involved.

Through this process, we are committed to evaluating and reviewing all of our work, implementing continuous improvements along the way.



What are the Risks we have Identified?

Domestic dwelling fires

Every year, we experience fires in people's homes that are devastating for those people involved and can cause injury and death.



Proactive measures

We will:

- Provide equipment and training for crews
- Identify those people most at risk/vulnerable
- Conduct SWVs, fit smoke alarms and provide fire-retardant equipment focusing on fire safety messaging which reduces the likelihood of an accidental fire and educate those within the property to reduce the spread of fire within the home if one should occur
- Refer people to other agencies where vulnerability is identified
- Arson reduction and fire setter interventions
- Attend national events to establish best practice
- Conduct regular evaluation of our work in relation to dwelling fires

Reactive measures

We will:

- Attend 70% of all dwelling fires within eight minutes
- Provide advice after the fire and carry out hot strikes
- Utilise support, if required, from Red Cross Fire Victim Support Teams
- Investigate the cause of fires at the appropriate level in partnership with the police
- Where appropriate, submit post-incident safeguarding referrals
- Conduct performance-management processes to identify trends in incidents

Other residential building fires

Other residential building fires are a classification of primary fires and include institutional properties such as hostels for homeless people, hotels and B&Bs, nursing/care homes and student halls of residence.



Proactive measures

We will:

- Provide equipment and training for crews
- Use data to understand which premises present the highest risks
- Deal with complaints and enquiries
- Carry out fire safety audits to ensure compliance with the RRO
- Adopt a continuous re-inspection programme based on risk levels
- Use enforcement action where required
- Work with businesses to ensure they keep their premises safe
- Conduct regular evaluation of our work in relation to these types of incidents

Reactive measures

We will:

- Investigate the cause of fires at the appropriate level in partnership with the police
- Carry out post-fire audits to offer advice
- Consider enforcement action where necessary
- Deal with complaints
- Charge businesses for Unwanted Fire Alarms
- Work with partners to mitigate the impact of these incidents on the environment
- Ensure we have secured appropriate water supplies, to aid firefighting



What are the Risks we have Identified?

Other Non-residential building fires

Every year, we experience fires in places such as offices, factories, and commercially operated residential premises.



Road Vehicle Fires

Road vehicle fires are a classification of primary fires and are fires in vehicles used for transportation on public roads, such as cars, vans, buses/coaches, motorcycles, lorries and heavy goods vehicles.



Proactive measures

We will:

- Provide equipment and training for crews
- Use data to understand which premises present the highest risks
- Deal with complaints and enquiries
- Carry out fire safety audits to ensure compliance with the RRO
- Adopt a continuous re-inspection programme based on risk levels
- Use enforcement action where required
- Work with businesses to ensure they keep their premises safe
- Conduct regular evaluation of our work in relation to these types of incidents

Reactive measures

We will:

- Attend 70% of all non-domestic property fires within eight minutes
- Investigate the cause of fires at the appropriate level in partnership with the police
- Carry out post-fire audits to offer advice
- Consider enforcement action where necessary
- Deal with complaints
- Charge businesses for Unwanted Fire Alarms
- Work with partners to mitigate the impact of these incidents on the environment
- Ensure we have secured appropriate water supplies, to aid firefighting

Proactive measures

We will:

- Provide training and equipment for crews
- Use the Service data systems and business intelligence to identify areas where vehicle fires occur
- Provide dedicated arson reduction staff to reduce the number of car fires
- Work in partnership with Durham Police to reduce the prevalence of road vehicle fires

Reactive measures

We will:

- Investigate the cause of road vehicle fires
- Work with authorities to prosecute those guilty of deliberately setting fire to road vehicles
- Consider the deployment of targeted response vehicles, where appropriate, to reduce the demand on other front line resources



What are the Risks we have Identified?

Other Outdoor Fires

Other outdoor fires are generally those fires that occur in outdoor structures such as post boxes or telephone boxes, bridges or tunnels.



Proactive measures

We will:

- Provide training and equipment for crews
- Communicate the impact of other outdoor fires through Service communication channels

Reactive measures

We will:

- Use the Service data systems to identify hotspot locations of other outdoor fires
- Work in partnership and apply interventions to reduce the prevalence of other outdoor fires

Secondary Fires

Across the North East and within County Durham and Darlington higher levels of primary and secondary fires occur, the majority of which are as a result of arson. These incident types have a significant community impact, as well as being a drain on the FRS resource that could be deployed elsewhere. Our data indicates the areas of high levels of arson which enables us and our partners to focus our resources effectively.

Proactive measures

We will:

- Provide equipment and training for crews
- Provide dedicated arson reduction staff to reduce the number of deliberate fires
- Work with partners to reduce the burden on all agencies
- Work with authorities to prosecute those guilty of arson or deliberate fire-setting
- Develop strategies with key partners and evaluate campaigns, education packages and initiatives
- Utilise data analysis software to highlight hotspot areas
- Conduct regular evaluation of our work in relation to primary and secondary fires

Reactive measures

We will:

- Consider the deployment of targeted response vehicles (TRV), where appropriate, to reduce the demand on other front-line resources
- Conduct arson/ environmental audits with partners in areas subject to high operational activity
- Investigate the causes of fires in partnership with the police
- Conduct Service-wide and local performance management measures to help to identify problem areas or trends



What are the Risks we have Identified?

Wildfires

Wildfires can quickly escalate and spread across large areas, causing major disruption to life, property and infrastructure.



Proactive measures

We will:

- Provide equipment and training for crews
- Work with landowners and responsible authorities to reduce the risk of widespread wildfires
- Promote the potential dangers of starting fires in rural locations such as barbecues or campfires
- Train our staff to provide expert advice
- Conduct regular evaluation of our work in relation to wildfires

Reactive measures

We will:

- Deploy appropriate resources to contain and extinguish wildfires
- Deploy specialist wildfire personnel and equipment as appropriate
- Request assistance from other agencies and organisations for specialist equipment as required
- Consider mutual aid requests where necessary to assist with large or protracted incidents

Rescues from Water

The rivers, lakes and other areas of open water throughout the Service area present a risk when members of the public enter flowing or static water, get into difficulty and require to be rescued by fire and rescue service personnel.



Proactive measures

We will:

- Provide training and equipment to deal with water related incidents
- Identify the locations of water risks throughout the Service area
- Respond to water related incidents and carry out rescues of people requiring assistance
- Work in partnership to reduce the risk of water related fatalities

Reactive measures

We will:

- Debrief these types of rescues to identify the opportunity for organisational learning to improve service delivery



What are the Risks we have Identified?

Rescues from Height

Incidents at heights could occur in many different formats and anywhere across the Service area. The dangerous nature of dealing with such incidents leads to an increased risk of injury to anyone involved.



Proactive measures

We will:

- Provide equipment and training for crews
- Work closely with partner agencies such as mountain rescue, coast guard and other FRSs
- Provide a specialist capability to respond to the most challenging rescues
- Conduct regular evaluation of our work in relation to height rescues

Reactive measures

We will:

- Deploy specialist line rescue teams supported by additional fire crews to effect rescues
- Utilise specialist engines such as the aerial ladder platform (ALP) to assist with rescues
- Work in partnership to assist with the resolution of incidents
- Support other agencies to assist vulnerable persons involved in height incidents

Road Traffic Collisions

Deaths and serious injuries on the road affect County Durham and Darlington residents each year as well as people from further afield.



Proactive measures

We will:

- Provide equipment and training for crews
- Work with our key strategic partners to reduce risk through education
- Utilise local and national data sets on RTC numbers and type
- Train RTC ambassadors to campaign locally
- Attend national and local working groups that share best practice
- Provide crews with the latest technology to meet the modern methods of vehicle construction
- Conduct regular evaluation of our work in relation to RTCs

Reactive measures

We will:

- Attend 75% of life-risk RTCs within 11 minutes
- Respond with appropriate resources to RTCs to effect rescue, mitigate the risk from fire and other related risks, and assist partners in resolving the incident
- Respond to non-life risk RTCs on request to help to make the scene safe



What are the Risks we have Identified?

Rail Incidents

Fires and accidents on the transport network not only present an immediate threat to life and property but can also have a long-lasting impact on infrastructure and our communities.



Proactive measures

We will:

- Provide equipment and training for crews
- Work with our partners to help to improve safety within the transport industry
- Understand the main rail networks within our area
- Conduct operational exercises at high-risk sites/locations
- Collect information and develop plans on our highest transport risks so that we are prepared to respond
- Conduct regular evaluation of our training in relation to rail incidents we attend

Reactive measures

We will:

- Respond to incidents with sufficient resources to effect rescue, deal with fire and other hazards, and assist with casualties
- Request support of specialist fire and rescue teams such as Urban Search and Rescue where appropriate
- Work in partnership to mitigate the impact of such incidents and facilitate recovery

Aircraft Incidents

Fires and accidents on the transport network not only present an immediate threat to life and property but can also have a long-lasting impact on infrastructure and our communities.



Proactive measures

We will:

- Provide equipment and training for crews
- Work with our partners to help to improve safety within the transport industry
- Understand the main flight paths within our area
- Conduct operational exercises at local airports
- Collect information and develop plans on our highest transport risks so that we are prepared to respond
- Conduct regular evaluation of our training in relation to aviation incidents we attend

Reactive measures

We will:

- Respond to incidents with sufficient resources to effect rescue, deal with fire and other hazards, and assist with casualties
- Request support of specialist fire and rescue teams such as Urban Search and Rescue where appropriate
- Work in partnership to mitigate the impact of such incidents and facilitate recovery



What are the Risks we have Identified?

Sea Vessels

These incidents refer to fires on board ships or within the harbour area of the coastline within the Service area.



Proactive measures

We will:

- Provide training and equipment for operational crews to respond to an incident involving sea vessels
- Work in partnership to reduce the impact of an incident occurring within Seaham Harbour
- Provide risk information to operational crews on the risks associated with Seaham Harbour

Reactive measures

We will:

- Debrief these types of rescues to identify the opportunity for organisational learning to improve service delivery

Flooding

Widespread flooding can devastate parts of the community and leaves an impression for years beyond an event. We have also seen some tragic drownings in our waterways over the years.



Proactive measures

We will:

- Provide equipment and training for crews
- Develop flood plans and provide operational risk information crews
- Work with partners to prepare for flood risk
- Campaign to members of the public to educate them about the dangers posed by bodies of water
- Work closely with the Environment Agency (EA) to share ideas
- Make a specialist water rescue team available to respond locally and nationally
- Conduct regular evaluation of our work in relation to water related incidents

Reactive measures

We will:

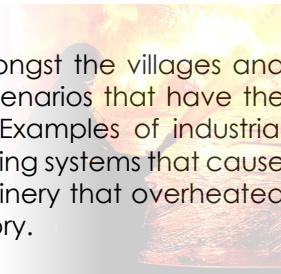
- Work with partners to protect and maintain critical infrastructure in times of flooding
- Prioritise and respond to domestic flooding calls and assist if appropriate
- Deploy a specialist water rescue team to perform rescues and evacuation of people affected by flooding
- Work with other agencies to help to protect areas at immediate risk of flooding
- Deploy High Volume Pumps (HVP), where appropriate, to areas most affected



What are the Risks we have Identified?

Industrial Fires

There are many industrial premises and estates amongst the villages and towns in the Service area, with a broad range of scenarios that have the potential to have a negative community impact. Examples of industrial related incidents include defective extraction or heating systems that cause fires, plastic packaging factory fires and plant machinery that overheated and caused fire and smoke damage to a large factory.



Proactive measures

We will:

- Provide equipment and training for crews
- Conduct fire safety audits of premises across the Service area
- Exercise and train with our partners to prepare for a range of eventualities

Reactive measures

We will:

- Respond with equipment, appliances and personnel to help to resolve the incident
- Work with partners to resolve the incident and minimise the impact on the environment
- Debrief these types of rescues to identify the opportunity for organisational learning to improve service delivery

Hazardous Materials

Hazardous materials can present a risk to the public from a range of sources including road transport, industrial sites and malicious use by terrorists or organised criminal groups.



Proactive measures

We will:

- Provide equipment and training for crews
- Work with industry to ensure safe practices
- Conduct fire safety audits of premises across the Service area
- Work with the police to understand the threat from terrorism and organised criminality
- Exercise and train with our partners to prepare for a range of eventualities
- Train a range of tactical advisors to provide expert advice
- Conduct regular evaluation of our work in relation to these types of incidents

Reactive measures

We will:

- Respond with specialist equipment and personnel to help to resolve the incident
- Seek specialist advice from national centres where required
- Work with partners to mitigate the impact of hazardous materials on the environment



What are the Risks we have Identified?

Waste and Recycling Sites

Fires in waste and recycling sites can have significant impacts on the local environment and can pollute water courses in the area surrounding a fire. Although waste and recycling sites are licensed, some may be unlicensed and linked to the illegal transfer and disposal of waste.



Proactive measures

We will:

- Provide equipment and training for crews
- Work in partnership to understand which premises present the highest risks
- Work with owners of waste and recycling sites to ensure they keep their premises safe and reduce the impact on the environment

Reactive measures

We will:

- Investigate the cause of fires at the appropriate level in partnership with the police
- Work with partners to mitigate the impact of these incidents on the environment
- Ensure we have secured appropriate water supplies, to aid firefighting
- Debrief these types of rescues to identify the opportunity for organisational learning to improve service delivery

Animal Incidents

As a predominantly rural area, we are inevitably called to incidents where animals are in distress.



Proactive measures

We will:

- Provide equipment and training for crews
- Work with partner agencies to keep animals safe in the service area
- Maintain a specialist animal-rescue capability
- Attend national and regional learning events to share best practice
- Learn from specialist vets in how to deal with different types of animals
- Conduct regular evaluation of our work to reduce the number of animal rescues we attend

Reactive measures

We will:

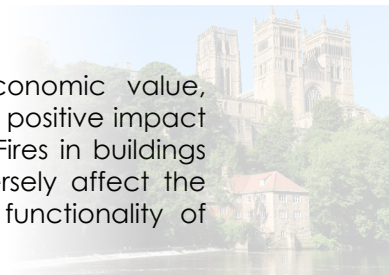
- Respond with specialist animal rescue teams to effect rescue
- Work in partnership with other agencies to help to resolve incidents
- Request other specialist teams and equipment as needed to assist with the incident
- Seek specialist advice where required
- Work with partners to mitigate the impact of disruption to the public from animals on our roads



What are the Risks we have Identified?

Heritage

Historic buildings are of considerable economic value, especially to the tourist industry and for their positive impact to their surrounding area and community. Fires in buildings of heritage and special interest can adversely affect the significance, authenticity, and continuing functionality of these premises.



Proactive measures

We will:

- Provide equipment and training for crews
- Use data to understand which premises present the highest risks
- Carry out fire safety audits to ensure compliance with the RRO
- Work with owners of buildings of heritage and special interest to ensure they keep their premises safe.

Reactive measures

We will:

- Investigate the cause of fires at the appropriate level in partnership with the police
- Work with partners to mitigate the impact of these incidents on the environment
- Ensure we have secured appropriate water supplies, to aid firefighting
- Debrief these types of rescues to identify the opportunity for organisational learning to improve service delivery

Malicious Attacks, Terrorist Incidents

The UK faces a serious and sustained threat from terrorism.



Proactive measures

We will:

- Provide equipment and training for crews
- Work with the police to understand the threat from terrorism
- Be ready to respond nationally to events outside of the Service area
- Learn from similar events of this nature that have occurred both within the UK and internationally
- Train a range of tactical advisors and commanders to provide expert advice
- Conduct regular evaluation of our work in relation to these types of incidents

Reactive measures

We will:

- Respond with appropriately trained and equipped specialist teams to effect rescue and casualty care for victims
- Use fire crews to support the work of specialist teams where appropriate
- Seek specialist advice from national centres where required
- Deploy National Incident Liaison Officers (NILO) to provide a unified approach with key partners
- Ensure measures are in place to support staff welfare post-incident



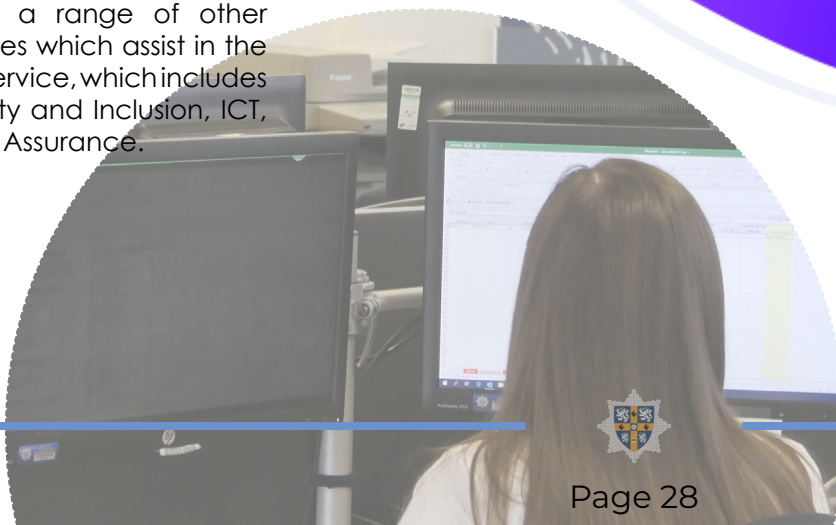
Prevention, Protection and Response

How do we make appropriate provision for fire prevention and protection activities and response to fire and rescue-related incidents?

Our commitment to you is that we will demonstrate how our prevention, protection and response activities address the fire and rescue-related risks that have been identified during our CRMP process in greater detail.

Our key strategies outline the measures we have in place and actions we intend to take to ensure we are doing everything we can to keep our communities safe.

We also have a range of other support strategies which assist in the delivery of our Service, which includes Equality, Diversity and Inclusion, ICT, and Assets and Assurance.



Our Strategies

Community Safety Strategy

We are proud of our record on delivering home safety both in terms of the number of SWV our crews and Community Risk Officers undertake and the campaigns we do. As a result of the Covid-19 pandemic we have introduced a flexible telephone triage system to identify the people most at risk of ADF and having reviewed the benefits this learning will be applied from now on.

To help us improve even more, our Community Safety Strategy will follow the National Fire Chiefs Council (NFCC) Community Risk Programme which will deliver a standardised way to identify, assess and mitigate community risks. By adopting the NFCC 'Person Centred Pathway' we will enhance how we target the most vulnerable people at higher risk in our community as this focuses the advice we give around the health and social care needs of individuals.

You can read more about the [NFCC Community Risk Management Planning Guidance Project here.](#)

We will work with our partner agencies to improve road safety and will use the County Durham and Darlington Road Safety Strategy 2020/23 to provide a delivery framework for this, which includes a strong educational focus. Our Children and Young People Team help to promote road safety in primary and secondary schools and manage the delivery of Fire Cadet schemes at stations throughout the Service.

Arson has for too long been a significant problem in the North East of England and within County Durham and Darlington, ourselves and our partners need to do more. Arson remains a priority for us and to help improve the picture for our Service area we will continue to collaborate with our partners, such as the Police and Local Authorities, and encourage the wider use of their powers under the Anti-Social Behaviour legislation as well as promoting the Firestoppers telephone line. We will also take an educational approach by working with specific schools through initiatives such as our Phoenix Fire Champions.

For more detailed information, you can read the [full Community Safety Strategy here.](#)

Business Fire Safety and Fire Investigation Strategy

We are fully committed to our statutory obligations to enforce fire safety legislation under the RRO and to implement the recommendations made following the tragic Grenfell Tower fire. To make sure we have a robust, flexible approach our Business Fire Safety(BFS) delivery model will focus on adopting the NFCC Fire Safety Competency Framework so that relevant staff have the formal qualifications (Level 3 Certificate in Fire Safety) needed to carry out fire safety audits. We have restructured our BFS team to help us achieve this.

You can read the [NFCC Competency framework here.](#)

We use a risk-based inspection programme which is based on accurate data and business intelligence about premises in our area so that we target our fire safety audits according to risk. We have developed the software to use with existing technology to improve the quality of data at source and trained staff to collect risk information during an audit.

Through collaboration with FRSs in the North East region we will share skills, knowledge, expertise and resources to meet the future demands of our communities as this will help us to achieve best practice.

For more detailed information, you can read the [Business Fire Safety Strategy and the associated action plans here.](#)

Our Strategies

Emergency Response Strategy

While we do as much as we can to reduce fires and other emergencies, there will always be a need for us to provide a very high standard of emergency response. In the past year we have moved from 5 Districts to 2 Divisions and restructured our operational staff to ensure that our response is as efficient as it can be.

In 2019 we upgraded the cover at Spennymoor Fire Station, moving an appliance there from Durham, to better reflect the needs of the wider Service area using detailed incident and risk data. We supplemented the arrangements at Durham to introduce a permanently crewed TRV to respond to lower risk incidents or provide additional staff at higher risk incidents. We also trialled a different type of shift system in Seaham and Newton Aycliffe which has now become a permanent arrangement.

Our future plans include embedding the National Operational Guidance Programme, implementing a new Fire Hydrant Management System, and gathering further Operational Risk Information.

Much of our Service relies on our highly committed On-Call Firefighters, particularly in our more rural communities. We recognise that recruitment, availability and retention of On-Call staff is an issue locally and is reflected across almost all FRSs in the UK. Within the last twelve months we have introduced two dedicated On-Call Firefighter Liaison Officers who are supporting innovative ways of working, the introduction of new technology and reviewing our staffing models.

For more detailed information [see the Emergency Response Strategy and the associated action plans here.](#)

People Strategy

We employ over 550 highly skilled, professional, and dedicated staff, with the majority of our workforce employed as operational firefighters. We provide a programme of continuous improvement which focuses on training, equality and diversity, engagement and communication as we recognise that the requirements of the FRS are changing. To help us prevent and prepare to respond to all foreseeable fire and rescue related risks, our workforce has developed their skills to respond to a changing risk profile, including extreme weather events such as flooding or wildfire; terrorist incidents; and medical emergencies. The change in our community risk results in the need to ensure that we maintain a workforce that is competent and safe within their respective and diverse roles. Our 2020 Service restructure will enable us to remain flexible, supportive and efficient as an employer, and Fire and Rescue Service.

As an employer, our aim is to develop a diverse workforce and ensure that our PIE values and behavioural framework (see page 5) help us to develop a working environment where everyone can feel engaged, valued and respected, whatever their background.

For more detailed information [you can read our People Strategy and the associated action plans here.](#)




Barnard Castle
Emergency Services
Main Reception

CDS



How do we Collaborate?

How do we collaborate with emergency services and other local and national partners to increase the efficiency and effectiveness of the service that we provide?

Collaboration Strategy

As a Service we recognise the benefits of collaboration with our partners in our local area and beyond. In County Durham and Darlington, we have several collaborative arrangements in place between our Service and other emergency services.

The Policing and Crime Act 2017 introduced a duty upon all three emergency services to collaborate in the interests of improved efficiency or effectiveness.

We are co-terminus with Durham Constabulary and work well with other regional FRSs operating together at both a strategic and tactical level.

We will continually assess our collaborative arrangements to ensure that they provide either improved value for money – which ensures our services are more cost-effective – or result in improved outcomes and help reduce demand. This will then ensure a better service is provided, including a reduction in the level of risks and/or demand within our communities to ensure the public are safer while living and working in County Durham and Darlington. This assessment is recorded in our collaboration register.

Our Collaboration Strategy is to identify willing strategic partners who have a compelling common purpose for collaboration to ensure mutual commitment is given towards shared goals. Although we have a duty to collaborate, we will only do so when it provides benefit to your FRS as outlined above.

Durham Constabulary, the Great North Air Ambulance Service (GNAAS), Hazardous Area Response Team (HART) and other partners use our state-of-the-art training centre at Bowburn, and we share several of our Service estates' premises with Durham Constabulary and North East Ambulance Service (NEAS).

In Barnard Castle, we have built the only Quad emergency service station in the country, housing Fire, Police, Ambulance and Mountain Rescue personnel. This has provided greater opportunities for emergency service interaction and is a central emergency service point for this rural community.

In partnership with NEAS we are rebuilding Darlington Fire Station and refitting Sedgefield On-Call Fire Station.

We use a collaborative approach with our police colleagues for Fire Investigation, implementing the International Standardisation Organisation (ISO) 17020 standard.

We have formal agreements with our neighbouring FRSs for sharing special appliances such as our HVP and we have formal agreements in place with other FRS Control Rooms to ensure resilience.

Furthermore, our Tri-Service responders, who provide joint cover for CDDFRS, Durham Constabulary and the NEAS at Stanhope, are an innovative way of responding to emergencies in rural areas.

Finally, we are among leading members of emergency services in assisting the Home Office to deliver new technological solutions for emergency service communications on a new Emergency Services Network (ESN).



How do we Manage our Finances?

Medium Term Financial Plan

We, along with other public sector organisations, face an uncertain financial future which has been exacerbated by the impact of the COVID-19 pandemic. To ensure we can balance the budget over the medium term we always plan ahead, taking account of our planned expenditure and future levels of government and local funding.

Our current MTFP covers the period from 2020/21 to 2023/24. In view of the uncertainty surrounding future government funding, our current MTFP includes three models based on a best, mid and worst-case scenario.

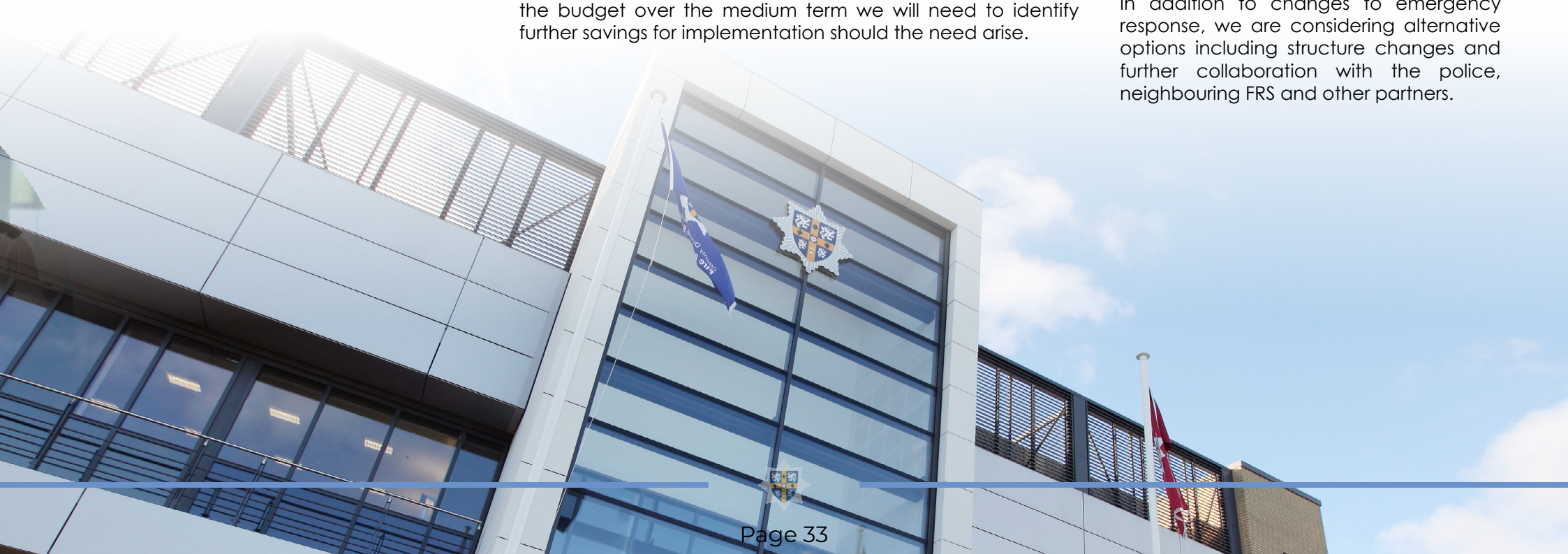
The three models are based on varying levels of government funding and were calculated based on the assumption that council tax will increase by 1.9% in each year and pay awards and inflation will increase by 2% each year. Based on these assumptions, we have a potential shortfall in funding over the period covered by the MTFP ranging from £0.176m (best case) to £2.307m (worst case).

We are currently in the process of preparing the 2021/22 budget and MTFP covering the period 2021/22 to 2024/25 which will be presented to the CFA for approval on 19 February 2021. Whilst there is considerable uncertainty over future funding due to the impact of COVID-19 on both government funding and council tax receipts, early indications are that we will be able to balance the budget in 2021/22 without the need to make reductions in front line service provision. However, to balance the budget over the medium term we will need to identify further savings for implementation should the need arise.

To achieve this, we have undertaken a full review of our emergency response provision and have identified savings options for implementation over the MTFP period.

Following robust analysis of the potential impact of our proposals, we believe that these options will have the least impact on the level of risk within County Durham and Darlington. It is our policy, wherever possible, to trial options in the year prior to implementation to receive feedback from staff and to ensure that they are workable before proceeding to full implementation.

In addition to changes to emergency response, we are considering alternative options including structure changes and further collaboration with the police, neighbouring FRS and other partners.



Allocating Resource to Risk

Our commitment to you is that we will allocate resources to risk in order to provide the best possible service to the community.

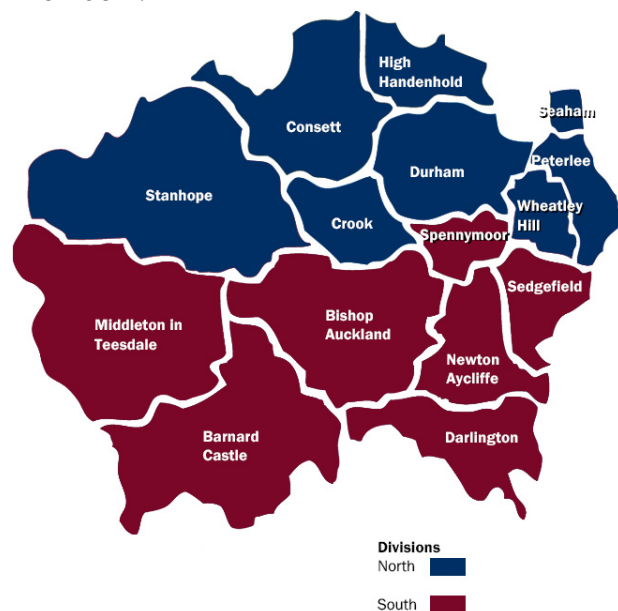
Who are our people?

Following the organisational restructure in 2020 we have been able to increase the number of wholtime firefighters to 300 whilst reducing the number of operational middle managers.

- We have 185 On-Call firefighters;
- 21 other operational staff, including those based at headquarters and flexible duty officers;
- 23 fire control operators;
- 87 corporate staff.

Where do they work?

They are based out of our 15 fire stations (see map), our Service Headquarters in Belmont and a Training Centre and Technical Services Centre located in Bowburn.



What resources do we have?

We have a fleet of 26 front-line fire engines in addition to specialist engines and a range of off-road four-wheel drive vehicles to help to deal with those risks identified throughout our CRMP process. These include:

- ALP for performing rescue at height;
- A specialist rescue unit for RTCs, building collapse and animal rescue;
- Water rescue boats and flood response units for water-related incidents;
- A HVP, foam unit and bulk water carrier to provide water and foam at large incidents;
- Environmental protection units for hazardous material incidents;
- An incident command vehicle and welfare unit to support large, protracted incidents;
- 4x4 targeted response and wildfire vehicles to provide support to the front line and access hard-to-reach areas;
- A Fire Investigation Dog;
- A specialist team dealing with Marauding Terrorist Attacks (MTAs)

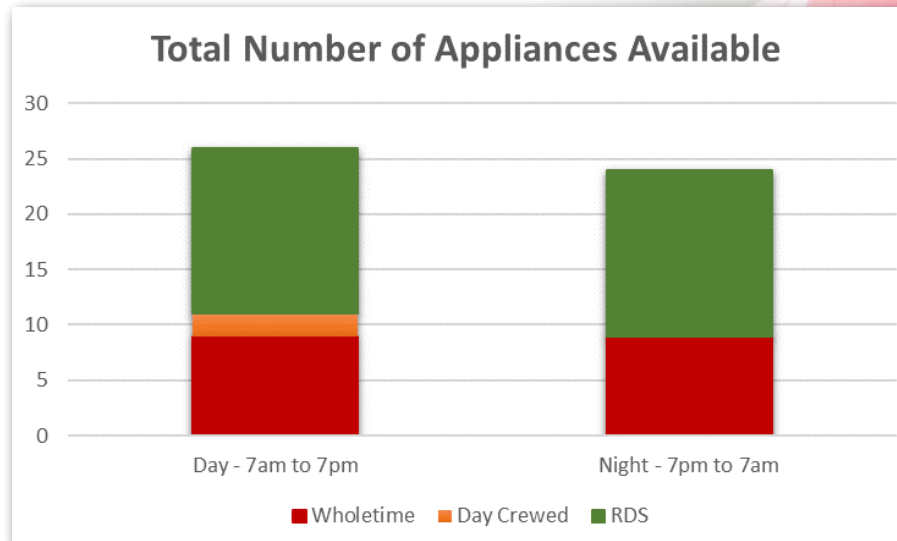
The distribution of our fire stations across the Service area ensures we are able to provide the optimum level of response in those areas deemed to be of greatest risk. Each stations is resourced with appliances and specialist equipment that match the levels of risk and demand in that part of our Service area.



Allocating Resource to Risk

Appliance availability

Our maximum appliance availability from 7am to 7pm is 26 whilst between 7pm and 7am it is 24.



Degradation plan

Our degradation plan considers a range of local and national events. These include the reasonable planning assumption of responding to two simultaneous incidents of 5 pumps or one large incident of 10 pumps. The degradation plan also provides the strategic location of the number of required appliances for normal business. Management intervention is enacted when the Service reaches a heightened state of appliance availability, this is defined at below 15 appliances.



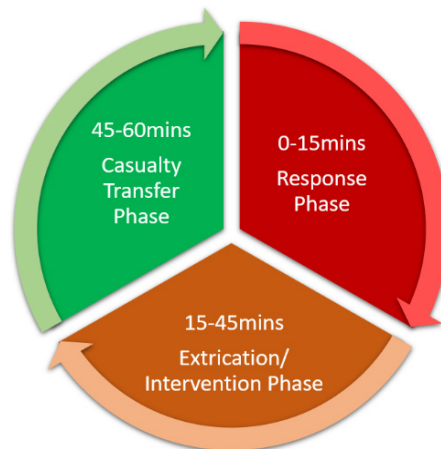
Response Standards

Response standards

Our response standards which have been in place since 2004 are:

- **Dwelling fires** – we will attend 70% of dwelling fires in 8 minutes and 90% in 11 minutes
 - **Non-domestic property fires** – we will attend 70% of non-domestic property fires in 8 minutes and 90% in 11 minutes
- Our response to dwelling and non-domestic property fires has been derived from previous national response standards, the fire service emergency cover toolkit [FSEC] and a four-year study into actual response data within CDDFRS.

Golden Hour Trauma Intervention



How we have performed?

- **RTCs** – we will attend 75% of RTCs in 11 minutes and 90% in 15 minutes

Our response to RTCs is based on the golden hour, getting those injured to definitive care within 1-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.

Our commitment to you: following last year's consultation we will undertake a full review of our Response Standards in 2021.

2019/20 Dwelling Fires	
8 mins	71.70%
11 mins	92.20%
Non-Domestic Property Fires	
8 mins	61.3%
11 mins	84.20%
2019/20 Road Traffic Collisions	
11 mins	84.40%
15 mins	95.50%



Our Action Plan for the Next Three Years

In our 2020/21 plan we told you about the options we wanted to consider:

We said	We did
Implementing day crewing on a permanent basis at (Newton Aycliffe) and (Seaham)	Our crews in Newton Aycliffe and Seaham have now adopted this shift pattern permanently
Implementing the 4&2 model at (Durham) on a permanent basis if the trial proves successful	This model has now been implemented permanently in Durham
Implementing the change to (Spennymoor) where the day crewing engine becomes a wholetime engine on a permanent basis if the trial proves successful	After a successful trial this has now been implemented in Spennymoor
Introduce a charging system for certain businesses when we attend multiple unwanted fire signals to their premises if the trial proves successful	Our trial was successful in reducing the number of times we were being called to unwanted fire signals, so this has now been implemented permanently, freeing up more resources for life risk incidents
Review the crewing arrangements at our two appliance On Call stations and trial the opportunity of introducing Targeted Response Vehicles (TRVs) to these stations;	Unfortunately, the Covid-19 pandemic has caused a delay in the delivery of the TRVs so we will look to run this trial in 2021/22
Carry out a further review of the structure at middle and strategic manager levels to take account of any opportunities that collaboration may present for further efficiencies	We have reviewed the middle and strategic managers and implemented a restructure along with replacing 5 districts with 2 divisions.
Undertake a further review of the governance arrangements for the Fire Authority	In 2020 the Government undertook a consultation of the role of the Police and Crime Commissioners with a view of broadening their role to include governance of FRS. In light of this we have postponed our CFA review until the outcome of the Government's consultation of the future role of Police and Crime Commissioners is known, we will undertake an analysis during 2021 and take appropriate action when we know the outcome of the consultation.
Implement any changes suggested through the collaboration projects undertaken with Tyne and Wear FRS and Northumberland FRS	Collaboration with neighbouring FRS's continues, during 2020 we have reviewed our legal arrangements for sharing resources across borders, established a regional collaboration group which has been broadened out to include Cleveland FRS. Agreed to share specialist appliances and established additional opportunities for collaboration.



Our Action Plan for the Next Three Years

In 2020 we also consulted on the following:

We asked	You said	We will
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?	Yes	Carry out a review to make progress on this action.
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?	Yes	We have invested in additional staff to tackle this and have developed an Arson Reduction Strategy. We will work with our key partners across the region to support this work.
Do you support our approach to continue to focus our SWV on those people who are at greatest risk from fire?	Yes	We will be progressing this in the coming year and implement some of the learning from the approach we have taken during the Covid-19 pandemic.

In recent years we have faced a difficult financial climate which has required us to continually review the way we deliver our services to you; however, we have continued to protect the resources we have on the front line. The Covid-19 pandemic and the economic challenges which lie ahead will continue to make the financial landscape uncertain.

Our commitment to you is to provide the best possible FRS within the budget that we have available to us which addresses our foreseeable risks. If our assumptions are correct about the further reduction in funding that we receive from government and an increase in demand for our services, we will face significant pressures over the next three years. The number of incidents we are responding to has steadily increased whilst the number of firefighters we have to deal with them has reduced.



Our Action Plan for the Next Three Years

If our performance is to continue to improve, it is therefore even more important that we:

- Continue to innovate to remove bureaucracy, improve efficiency and find new ways of working to free up capacity;
- Explore all opportunities for collaboration that improve value for money, improve outcomes, reduce risk for our communities and reduce demand on our service;
- Ensure our resources are allocated in the most appropriate way to maximise the impact we can have on the risks that our communities face.

We know that our staff are our greatest asset, and we need to ensure they have the right skills and are available in the right places at the right time to carry out their roles effectively.

Our commitment to you is that we will continually review the way that our staff are deployed in order to provide the most efficient and effective arrangements for the delivery of our services. We will do this while also recognising the particular challenge that recruiting On-Call firefighters presents to us across certain areas of the Service, which is why we will review our recruitment needs and practices to maximise fire engine availability.

While reviewing the emergency response part of our Service is important, we also intend to do so within a wider framework that considers the optimum organisational balance of resources and staffing.

Our commitment to you is that we will regularly review and update the equipment that is provided to our firefighters to ensure they have the most effective tools to do their job. We will continue to consider new technologies and equipment that make our emergency response more effective, efficient and safer for firefighters.



Our Plans

In 2021/22, the following options will be considered:

- Continue to invest and prioritise Building Fire Safety activities to ensure the built environment within County Durham and Darlington remains safe for occupants and visitors.
- Trial the use and various crewing arrangements of TRVs.
- Identify opportunities for collaboration with local FRS and other key partners.

In 2022/23, the following options will be considered:

- Implement and evaluate the way we deliver SWV.
- Implement the outcome following the review of the Service's attendance standards.
- Evaluate the benefits of our continued investment in Fire Safety within the built environment.
- Implementing the outcomes of the review of the crewing arrangements of TRVs if the trials prove successful.
- Implement any changes suggested through collaboration projects undertaken with local FRS and key partners.

In 2023/24 the following options will be considered:

- Monitor and review the Service's attendance standards.
- Continue to review our approach to Fire Safety within the built environment.
- Evaluate the staffing arrangements and application of TRVs.
- Evaluate the changes through collaboration projects with local FRS and key partners.

Consultation

How do we consult?

This year's consultation runs from 8 February 2021 to 23 March 2021. We will be carrying out a brief survey to capture your views and you can also email governance@ddfire.gov.uk

This year's survey asks you to answer some key questions and is available to complete:

- On our website;
- On our Twitter feed;
- On our Facebook page;
- During our SWV;
- At online events and meetings.

To read about all our plans and to complete our survey please visit

<https://www.smartsurvey.co.uk/s/CRMP21-24/>

This year we will be consulting over a period of 6 weeks, with the next set of results available in late March 2021. To read about all our plans and to complete our survey please visit <https://www.smartsurvey.co.uk/s/CRMP21-24/>

We are constantly striving to make our prevention, protection and response services to you better and we are accountable to you in everything we do. We want to hear from you about how we can improve and shape our activities over the next three years. As we develop our plans, we will consult with you on any specific proposals so that we can fully understand the impact they may have.

The more informed we are by your views, the more able we are to meet your aspirations and deliver positive outcomes for the residents of County Durham and Darlington.

Do you agree with the consultation approach?

During our annual consultation exercise, we aim to consult with a representative sample of the community we serve. This means consulting with as many of the population across County Durham and Darlington as possible. Our aim is to receive as many responses as we can to ensure the sample size is robust, which means we can be confident in the findings of the consultation.

The Covid-19 pandemic has had an impact on this year's consultation which means that we can't come out into the community as we normally would. So we'll be asking for your opinions online this year and if you have difficulty with internet access you can speak to us or we can provide paper copies of our survey for you on request.







County Durham and Darlington Fire and Rescue Service

Community Risk Management Plan: 2021 - 2024

Last updated: 08.02.2021