



# Have your say...

Community Risk Management Plan 2022 - 2025  
Our 2022 - 2023 Consultation



**Safest People, Safest Places**



County Durham and Darlington  
**Fire and Rescue Authority**

# Community Risk Management Plan 2022–2025

## Our 2022-2023 Consultation

### Introduction

Making sure County Durham and Darlington have the safest people and safest places is a way of life for us. We run safety campaigns to inform you of dangers and how to avoid them. We visit you at home to give you advice and check you have a working smoke alarm, and we will check out local businesses to help them achieve the required fire safety standards. Every emergency call matters to us and every incident is responded to with the highest level of care and professionalism.

We have dealt with significant challenges over recent years, including those brought about by the Covid-19 pandemic 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 Service is part of your community so getting your views is a vital part of helping us to be the best Fire and Rescue 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.

Chief Fire Officer Stuart Errington QFSM



Councillor John Shuttleworth, Chair of the Combined Fire Authority



## Why Consult?

If you have ever had to call 999 you will know that your Fire and Rescue Service attend many types of incidents, as well as fighting fires. Much of what we do is focussed around preventing incidents occurring in the first place and we are really committed to expanding 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 effectively.

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 we are planning.



You can find our three year plan in a document we call the Community Risk Management Plan, and we are tasked by government to produce this. Every year we review this plan and you can find it the full version on our website at [www.ddfire.gov.uk/service-plans](http://www.ddfire.gov.uk/service-plans)

## Our Service Area



## **Our Performance in 2020-2021**

- The number of calls we received last year was 15,420
- There were 219 accidental dwelling fires
- We had 956 special services incidents which included attending road traffic collisions
- 2,605 Deliberate fires were started
- We completed 4,839 Safe and Well-being visits\*  
\*impacted by Covid-19
- The total number of injuries from accidental house fires was 15
- We completed 984 Business Fire Safety Audits\*  
\*impacted by Covid-19

## **Our finances**

It is essential that our finances stay healthy so that our Service has the resources it needs to do our vital work. This is more challenging than ever in the face of continuing uncertainty over future funding arrangements, rising inflation and the effects of the Covid-19 pandemic.

Our planning means that 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.

Based on our current MTFP, which covers the period 2021-22 to 2024-2025, we have a potential shortfall in funding going forward. Work is currently underway to produce next year's budget and an updated MTFP based upon the latest available information. The MTFP covering the period 2022-2023 to 2025-2026 will be approved by the CFA in February 2022.

## Last Year's consultation results

Last year we asked you a series of questions about changes we were planning and our overall approach to emergency response, collaboration and business fire safety.

We asked:

Should we continue to invest and prioritise Fire Safety activities to ensure the built environment within County Durham and Darlington remains safe for occupants and visitors?

Your response

Yes 93%  
No 7%

We asked

Should we continue to trial the use and various crewing arrangements of Targeted Response Vehicles (TRVs)?

Your response

Yes 56%  
No 44%

We asked

Should we identify opportunities for collaboration with local Fire and Rescue Services and key partners?

Your response

Yes 96%  
No 4%

## We said, We did

After asking for your comments on our overall approach and on getting your feedback on our CRMP and response to our questions, here's what we did in 2021-2022:

We said	We did
<p>Continue to invest and prioritise Building Fire Safety (BFS) activities to ensure the built environment within County Durham and Darlington remains safe for occupants and visitors.</p>	<p>Due to our targeted risk based inspection programme, fires in non-domestic premises have reduced by 36% in 2020/21 compared to the previous year.</p> <p>We have increased the number of our staff who hold formal fire safety qualification which has increased our ability and competency to conduct fire safety audits.</p> <p>We have introduced smoke hoods on all appliances and these have been successfully used at incidents to rescue people from smoke filled premises.</p> <p>We have begun a tall buildings project to assess how we respond at incidents in all buildings over a certain size.</p> <p>We have offered an apprenticeship role in BFS and are training all of our firefighter apprentices in BFS.</p> <p>We have increased staffing in protection and have introduced an out of hours rota to ensure we can take enforcement action at any time 24/7 if required to maintain public safety.</p>
<p>Trial the use and various crewing arrangements of Targeted Response Vehicles (TRVs).</p>	<p>Covid-19 meant that trialling the use of our new TRVs was delayed. We have now been able to introduce them and start gathering data about their use.</p>
<p>Identify opportunities for collaboration with local FRS and other key partners.</p>	<p>We have access to the Cleveland Fire Brigade command vehicle which has been used at incidents.</p> <p>The Police and Fire Collaboration Board has been re-established. We are key attendees of the North East Regional JESIP meeting.</p> <p>We share service premises at Darlington Fire Station with North East Ambulance Service (NEAS).</p>



Following the modernisation of Sedgefield station we will also have some shared facilities with NEAS on site.

We have explored opportunities to share administrative support for maintenance of duties associated with the General Data Protection Regulations (GDPR) and this is being done in collaboration with Cleveland Fire Brigade.

We are working with colleagues in neighbouring Fire and Rescue Services, the Local Authority, Police and Academics to reduce the opportunity and consequences of deliberate fires and antisocial behaviour.

## The Community Risk Management Plan

Every year we produce a strategic plan covering a three year period which helps us to deliver our vision of Safest People, Safest Places. As part of this we assess all the foreseeable risks in our area and publish what we call a Community Risk Management Plan which outlines how we direct our resources to manage and mitigate those risks. We review this plan every year to ensure that we are up to date.

**You can read the full CRMP on our website at:**

[www.ddfire.gov.uk/service-plans](http://www.ddfire.gov.uk/service-plans)



# Emergency Response - Question 1

Back in 2020 we asked you whether we should review our Response Standards and you said yes. These are the standards we judge ourselves by and we measure them in terms of how long it takes us to reach an incident from the time the crew is given the instruction by our Control staff (we call this being mobilised).

Our current standards are:

Attend Accidental Dwelling Fires (ADFs) within 8 minutes on 70% of occasions  
Attend Accidental Dwelling Fires within 11 mins on 90% of occasions

Attend Non Domestic Fires (NDFs) within 8 minutes on 70% of occasions  
Attend Non Domestic Fires within 11 mins on 90% of occasions

Attend Road Traffic Collisions (RTCs) within 11 mins on 75% of occasions  
Attend Road Traffic Collisions within 15 mins on 90% of occasions

The current response standards have been in place since 2004, and since then much has changed across both County Durham and Darlington, with significant residential and commercial development along with new and improved transportation networks. Similarly, based upon risk, we have relocated some of our fire stations, and changed the way we staff some fire appliances, in addition to operating with less staff and a reducing budget.

Therefore we have carried out an extensive review of these standards which has included looking at all our response data and attendance times over a 5 year period.

We are committed to responding to life risk incidents as quickly as possible. The proactive work our teams undertake, such as delivering Safe and Well-Being Visits to the most vulnerable, continues to reduce risk and the number of incidents we attend. However, we continue to see a high level of risk to life as a result of accidental fires within the home and accidents on our roads. Conversely, we see much lower levels of risk to life from fires in non-domestic buildings, recording just two injuries over a five year reporting period, this is partly as a result of our engagement with businesses but also due to our risk based approach to auditing premises.

Therefore, to ensure we remain focused on providing a prompt response to life risk incidents we are therefore proposing changes to the response standards to reflect this, along with streamlining them to provide greater clarity.

We are therefore asking:

Do you agree with our proposal to introduce the following new response standards?

- Attend Accidental Dwelling Fires within 8 minutes on 70% of occasions
- Attend Non Domestic Fires within 9 minutes on 70% of occasions
- Attend Road Traffic Collisions within 10 minutes on 70% of occasions

Yes  
No



## Our Strategic Plan - Question 2

Our CRMP shows you how we use our resources to manage risk and we always appreciate your feedback on this. So this year we will be asking you for your general opinion of our plan.

Do you have any overall comments about our Community Risk Management Plan and approach to allocating our resources?

Tell us your views here:



# Equality, Diversity and Inclusion

County Durham and Darlington Fire and Rescue Service (CDDFRS) is committed to promoting equality, diversity and inclusion in both the service we deliver to the community and the employment of our staff. Equality, diversity and inclusion is about equality of opportunities, understanding and respecting differences and ensuring the right people receive the right services. We also understand that a diverse and inclusive workforce with individuals who are able to offer different skills, experience and knowledge will benefit us as an organisation and ensure we are able to meet the needs of the diverse community we serve.

To help us better understand our communities and to make progress in promoting equality, diversity and inclusion, please complete the following questions:

Note: Your response is completely anonymous.

Please complete the following:

**What best describes your gender? (Please self- describe)**

**What age group are you in? (Please tick)**

<b>17 - 24</b>	<input type="checkbox"/>
<b>25 - 35</b>	<input type="checkbox"/>
<b>36 – 45</b>	<input type="checkbox"/>
<b>46 – 55</b>	<input type="checkbox"/>
<b>56 – 65</b>	<input type="checkbox"/>
<b>66+</b>	<input type="checkbox"/>
<b>Prefer not to say</b>	<input type="checkbox"/>

**What is your sexual orientation? (Please tick)**

<b>Bisexual (both sexes)</b>	<input type="checkbox"/>
<b>Heterosexual (other sex)</b>	<input type="checkbox"/>
<b>Gay Woman</b>	<input type="checkbox"/>
<b>Gay Man</b>	<input type="checkbox"/>
<b>Prefer not to say</b>	<input type="checkbox"/>
<b>Prefer to self-describe</b>	<input type="checkbox"/>

**Do you identify as Trans? (Please tick)**

**Yes**

**No**

**Prefer not to say**


**Do you consider yourself to have a religion? If yes, please tick**

**Atheism**

**Buddhism**

**Christianity**

**Hinduism**

**Islam**

**Judaism**

**Sikhism**

**Other**

**Prefer not to say**


**What is your ethnic background?**

**White**

**Welsh/English/Scottish/Northern  
Irish/British**

**Gypsy or Irish Traveller**

**Other**


**Asian or Asian British**

**Bangladeshi**

**Chinese**

**Indian**

**Pakistani**

**Other**


**Black or Black British**

**African**

**Caribbean**

**Other**

**Mixed**

**Asian and White**

**Black African and White**

**Black Caribbean and White**

**Other**

**Other**

**Arab**

**Any Other**

**Prefer not to say**

**If any other ethnic background, please state here**

**Do you consider yourself to have a disability? (please circle)**

**Yes**

**No**

**Prefer not to say**

**If Yes, please tell us the type of disability you have**

**Thank you for completing these diversity monitoring questions.**

## How do I share my views?

We want to hear from you whatever your view of the Service and always welcome your comments. If you have any feedback please use this box to tell us what you think:

Tell us your views here:

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

Fill in our online survey - visit <https://www.smartsurvey.co.uk/s/CRMP21-24/>

For more information, please visit [www.ddfire.gov.uk/service-plans](http://www.ddfire.gov.uk/service-plans)

If you have any difficulties completing our online survey you can write to us for a paper copy at:

**County Durham and Darlington Fire and Rescue Service Headquarters**  
Belmont Business Park  
Durham  
DH1 1TW




County Durham and Darlington  
**Fire and Rescue Service**

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

 Facebook @CDDFRS

 Twitter @CDDFRS

 Instagram @CDDFRS