

**Tyne and Wear Fire
and Rescue Service**



**Proposed Community Risk
Management Plan
2024-2027
Consultation Report**

Date of report: 23 February 2024



1. INTRODUCTION

- 1.1 Tyne and Wear Fire and Rescue Service (TWFRS / 'the Service') draft Community Risk Management Plan (CRMP) 2024-2027 was presented to Tyne and Wear Fire and Rescue Authority (TWFRA) in December 2023.
- 1.2 The Authority gave approval to commence an eight week period of formal consultation and engagement, which was held between 12 December 2023 and 6 February 2024.

2. PURPOSE OF THIS REPORT

- 2.1 This report outlines how the Service engaged with key internal and external stakeholders during the consultation period.
- 2.2 This report presents the findings of the consultation and engagement programme, including raw qualitative data, and key themes.

3. CONSULTATION PRINCIPLES

- 3.1 Tyne and Wear Fire and Rescue Authority (TWFRA) has an obligation to the residents of Tyne and Wear to use our resources flexibly, efficiently, and effectively to achieve value for money.
- 3.2 The consultation has been conducted in accordance with HM Government Consultation Principles 2018 (Appendix A) and our adherence to HM Consultation Principles 2018 (Appendix B).

4. CONSULTATION METHODOLOGY

- 4.1 The primary form of collating feedback was via a digital survey (Survey Monkey).
- 4.2 A dedicated webpage was created on our external website to host the draft CRMP, plus supporting information and a link to the survey.
- 4.3 A tile on the Service's intranet homepage was created to make navigation to the draft CRMP as easy as possible for our workforce.
- 4.4 The consultation invite was shared via:
- 127 letters to stakeholders;
 - Five intranet articles and Vlogs;
 - Four internal question and answer sessions;
 - Two press releases;
 - 19 social media posts – which reached 45,602 people;
 - Five public information sessions.
- 4.5 The consultation programme was conducted for an eight-week period between 12 December 2023 and 6 February 2024.

5. RESPONSE TO THE CONSULTATION

- 5.1 The Service received a positive response to the consultation programme, with engagement from across the workforce, stakeholders and members of the community of Tyne and Wear.
- 5.2 During the five public information sessions, one in each local authority area, the public and stakeholders received a presentation summarising the draft CRMP. Proposed actions were also delivered by Principal Officers and ELT Members.

5.3 There was an opportunity for questions about the proposed CRMP 2024-2027 and the proposed actions.

5.4 Breakdown of attendance:

- **Gateshead** (held at Gateshead Civic Centre on 15 January): Two people attended (both Fire Authority Members);
- **Newcastle** (held at the City Library on 16 January): no attendance;
- **North Tyneside** (held at Wallsend Town Hall on 23 January): 14 people attended (including Fire Authority members, current TWFRS employees and retired staff);
- **South Tyneside** (held at Jarrow Focus on 25 January): no attendance;
- **Sunderland** (held at the Winter Gardens on 29 January): Four people were in attendance, including two FA Members and a Sunderland Councillor.

6. Survey Responses

6.1 A total of 528 responses to the survey were received (this included eight hard copy survey responses, which were input electronically once received) from members of the public, elected members, stakeholders, and TWFRS staff:

- 240 respondents identified as Members of the Public;
- 92 respondents identified as Staff;
- Five elected officials;
- Two strategic partners;
- 41 respondents did not declare;
- 148 skipped the question.

6.2 Analysis of the socio-demographic data, collated at the end of the survey to help the Service understand the reach of the consultation exercise within its 1.1 million catchment area, confirmed most respondents (who completed this section) were:

- Male - 54% (women 36%);

- Aged between 30-45 years – 35% (32% were between 45-65years - 32%, 13% between 22-30 years);
- Heterosexual 78% (13% prefer not to say);
- No disability 81% (9% yes, 9% prefer not to say);
- White British 87% (8% prefer not to say).

For further Socio Demographic data, please see Appendix C.

6.3 Figure 1 highlights that responses to the online survey (Survey Monkey) were received from across the whole of TWFRS area, and **55%** of all respondents were residents of the area most targeted as part of the consultation programme: North Tyneside.

Answered: 381 Skipped: 147

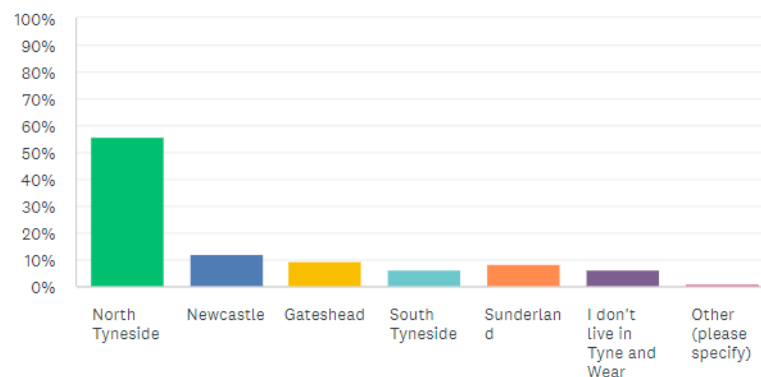


Fig 1.

6.4 In addition, a number of responses were received via our dedicated CRMP channels, including email, letter, social media accounts and our website, which included:

- **Five** stakeholder responses were received via a letter;
- **Eight** comments were received from councillors overall, although of this eight, only **three** were North Tyneside Councillors;
- **Eight** comments/emails were received from members of the public via our dedicated CRMP consultation inbox;
- **Nine** comments were received via social media.

7. CONSULTATION ANALYSIS METHODOLOGY

- 7.1 This consultation programme proactively sought, and has attracted a large amount of feedback from a range of stakeholders, including staff, partners, and the community. Feedback has been received from a range of sources: in addition to the 528 responses directly to the CRMP Consultation Survey, feedback was also received via email, letters from stakeholders and partners, and via our Social Media Accounts (Facebook, Twitter, and Instagram).
- 7.2 All feedback (in the form of the raw data), both quantitative and qualitative, have been reviewed and considered by TWFRS senior management as part of the consultation and development process. This report provides a summary of the findings.
- 7.3 Quantitative data has been analysed and is presented in graphical format to support understanding. Qualitative data, whilst more time consuming to provide and analyse, is a valuable source of information and allows respondents to provide more in-depth, rich feedback. It also allowed identification of frequently asked questions, allowing the Service to shape communications to address specific issues or concerns. In addition, it provides an opportunity for the Service to ensure that there are no issues that have not already been considered when the proposals were developed and published. No new issues or matters were identified from the analysis.
- 7.4 As qualitative data is subjective, it is important to apply an appropriate analysis methodology to enable sound, systematic analysis and reporting of emerging themes in an objective and transparent manner.
- 7.5 Firstly, a series of codes, emerging naturally from the qualitative data, were identified. For example: 'Money/Finance', 'Positive', and 'Wallsend'. The text was then 'tagged' with these codes, and then codes were filtered and reviewed to identify themes emerging from the text. Finally, conclusions were developed (theory) for each consultation question area.

8. CONSULTATION FEEDBACK

8.1 Stakeholder Feedback

8.1.1 The vast majority of responses from stakeholders contained a positive response to the draft CRMP 2024-27 proposals.

8.1.2 The full responses from stakeholders can be found in Appendix D, which included:

8.1.3 A letter from the **Leader of Sunderland City Council**, and **Chair of the North East Combined Authority**:

“We concur with your investment in your staff to ensure they are highly skilled, flexible and diverse to deliver the changing needs and risks to our communities. We agree that an intelligence led approach should be used to target those most at risk and that education and advice are at the heart of prevention of antisocial behaviour and fire risk to help people be safer in their homes, at work, in public places and during leisure time.

Over the past 18 months together, we have had to deal with some real challenges to deal with those that seek to disrupt our communities and put staff at risk with their anti-social behaviour. We are saddened at the disrespect, abuse and risk your staff have been subjected to by a minority of young people.

We are encouraged by your Team Programme seeking to develop employment opportunities for young people aged between 16-25 years old. We would absolutely encourage opportunities for apprenticeships and training of young people to create a work force of the future and sustainable employment”.

We support your proposed changes to increase the resilient response to water incidents and threats to jump.

We also commend your teams at being at the forefront of research and development in firefighting response.

We are pleased to see investment in Enhanced Logistical Support assets to support the response to large scale or major incidents, which require the coordination and deployment of multiple resources”.

8.1.4 A letter from **Northumberland Fire and Rescue Service (NFRS) Chief Fire Officer** was received offering his support in all areas of the Community Risk Management (CRMP) 2024-2027 proposal.

“Question 8: Do you agree there is clarity of purpose within our CRMP?”

Yes: the document is clear on what the service is currently delivering and what it proposes to deliver in the next 3 years.

Question 9: Do you support our proposals in investing in our people?

Yes: the proposals are wide-reaching and cover many aspects of our Prevent Activities.

Question 10: Do you support our proposals around investing in our Prevent Activities?

Yes: Tyne and Wear Fire and Rescue Service already delivers a comprehensive programme of activity to support prevention, and the proposals will further enhance this work.

Question 11: Do you support our proposals around investing our Protection Work?

Yes: The proposals are logical and enable both an increase in capacity and a response to emerging risk and changes in regulation.

Question 12: Do you support our proposals around investing our Response capability?

Yes: The proposals reflect an efficient and effective use of operational response resource to meet changing need.

Question 13: Do you support our proposals around investing our Resilience Measures?

Yes: The proposals are comprehensive. Northumberland Fire and Rescue Service is particularly looking forward to working collaboratively on the improve response to wildfire incidents...”

CFO Graeme Binning, NFRS

- 8.1.5 A letter from **Gerry Taylor, Executive Director of Health, Housing and Communities at Sunderland City Council**, was received largely supporting the proposal, particularly our proposals around investing in our prevention activities. Please see an extract to the response detailed below.

“Yes, we support TWFRS’s proposals to ‘invest in our Prevention activities’ through safety education and community engagement.

The Plan specifies that data, intelligence, and analysis, are used to target resources to those most at risk. We welcome this data focus and TWFRS’s proposals for future improvement, including enhancing this intelligence-led approach and improving data sharing arrangements with partner agencies.

Accordingly, I would like to request the scoping of a formal data-sharing agreement between TWFRS and Sunderland City Council, with the shared aim to prevent and reduce the effects of incidents and improve safeguarding for the most vulnerable in our community. The NHS England Forward View makes it clear that the sustainability of the NHS and associated social care services relies on a radical upgrade in prevention and Public Health. Access to anonymised data (including reason for call out, Ward, or LSOA, MSOA, age group and sex, date, time) would lead to intelligence informing Public Health action plans. For example, if Public Health could access data about threats to jump from high places or Water Incidents, this could feed into the Suicide Prevention agenda.

Public Health note TWFRS’s aim to work in partnership to help integrate services that improve health and wellbeing, as well as the recently relaunched Partner Referral campaign. It would be helpful to understand which partners have contributed thus far and include this within the Plan. Moving forwards, we would welcome further partnership working to raise awareness of fire risks, share information, and introduce clear, efficient referral pathways between partners for identified residents at higher risk of fire incidents. For example, a robust pathway with local stop smoking services would be beneficial, as well as a continued link with commissioned drug and alcohol treatment and recovery services (Wear Recovery) to provide prevention and awareness raising amongst this vulnerable group and strengthen pathways so TWFRS can refer into drug and alcohol treatment and recovery services. We would also encourage TWFRS to link with place-based system work, such as Links for Life (social prescribing approach) in Sunderland, which would help promotion of TWFRS services and support onward signposting/referrals. Public Health would be happy to be consulted further...”

**Gerry Taylor, Executive Director of Health, Housing and Communities at
Sunderland City Council**

- 8.1.6 A letter from **Liberal Democrat Councillor for Paillon and Ford, Martin Haswell**, following his attendance at a public engagement session, was also received welcoming our commitment to maintain the very high standards of training. Concerns were expressed regarding the reduction in services across Sunderland.

“I attended the public engagement session on 29th January 2024 detailing the CRMP 2024-27 and during the meeting I raised the concern I have and held by my residents that service provision covering Pallion and Ford Estate must not change for the worse.

In previous CRMP reviews it has been proposed that either Sunderland Central station would be closed or an appliance at Central be relocated to Washington.

Given the ASB fires which are in an issue in Pallion and Ford it is essential there is no change in service. The appliances at Central are more often than not the primary responder to fires in the area and it is crucial that response times remain as fast as they are at the moment. Farrington does cover the south of the ward and often responds first there however the Central station is the closest station to a large portion of the ward.

Locally the council, police, fire authority and community are working together to tackle the ASB fires issue both through addressing the issue with those setting the fires and also doing work to prevent the fires. While this continues, the response to fires when they are started must be maintained. These ASB fires are taking place in back lanes directly adjacent to resident homes as well as on public lands also adjacent to resident homes. Given the risk faced by these fires, we must continue with the fast and effective response that we currently get from Central station and Farrington.

A more general comment on the overall plan, the commitment to maintain the very high standards of training is welcome, fire crews continue to service the

whole of Tyne and Wear admirably. There should be no reduction in service across Sunderland and from the explanations provided at the engagement session this does appear to be the case.”

Martin Haswell, Liberal Democrat Councillor for Paillon and Ford

- 8.1.7 The Service received responses from the **Fire Brigades Union (FBU)** in response to the CRMP consultation, summarised below (See appendix E for full response). This contained positive feedback on the proposals. Please see extracts below:

“The FBU supports the proposal to increase availability to respond to line rescue incidents. We have previously raised concerns around line rescue incidents through our joint Health and Safety structures and welcome this response.”

FBU

“The FBU welcomed the proposal to have the fire boat and water rescue available at all times. Again, we have raised concerns about water rescue incidents through our joint Health and Safety structures and welcome this response.”

FBU

“The proposal to increase water safety capability is supported by the FBU. Increasing the number of firefighters on duty to allow the boat to be primary staffed and have water rescue available at all times is a welcome step forward.”

FBU

“The FBU recognise and welcome the inclusion of the effect of contaminants in the CRMP. We believe Tyne and Wear are the first Fire and Rescue Service to include contaminants in the CRMP.”

FBU

8.1.8 The extract below received from the Fire Brigades Union (FBU) relate specifically to the proposal for Day Crewing Shift System at Wallsend.

“The proposal to move to a Day Crew shift system at Wallsend is not supported by the FBU”.

- ***“plans to introduce a Day Crewing shifts system ... are based on perceived demand and not the actual risk.”***
 - ***“residents of Wallsend would then have to rely upon appliances from other stations across the Service to provide cover, despite the CRMP showing a clear risk in Wallsend during the times it is proposed the appliance will not be available.”***
- FBU**

9. CONSULTATION FINDINGS

- 9.1 This section of the report presents the findings of the CRMP 2024-27 Consultation, including the survey and all other feedback. Please see Appendix C for the complete survey data.
- 9.2 Our first question focused on the draft CRMP as a whole and whether those answering the survey thought the purpose of the document was clear,
- 9.3 Of the 528 people who took part in the survey, 372 (70%) answered this question via the online survey.
- 9.4 Of those 372 (70%), 231 (62%) thought the documents purpose was clear, 141 (38%) did not (fig 2.)

Do you agree there is clarity of purpose within our Community Risk Management (CRMP)?

Answered: 372 Skipped: 156

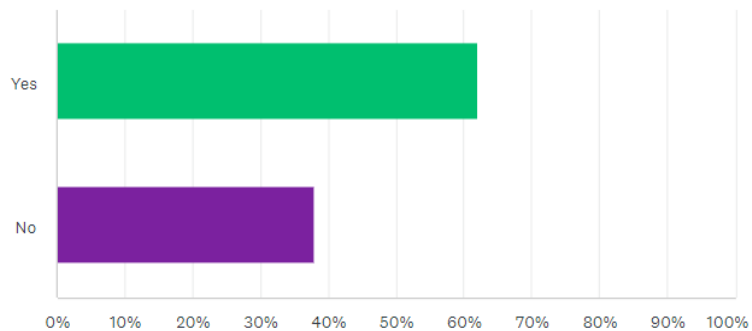


Fig 2

10. People

10.1 We consulted on seven different People proposals in this draft CRMP. The purpose of these proposals are to ensure our workplace is an inclusive, positive and safe culture where everyone is valued, and to ensure we are reflective of the communities we serve.

10.2 The proposals focused on our people were:

- Identify and buy new state of the art breathing apparatus sets to replace current models;
- Further improve our operational facilities at our Training Centre in Washington to enhance firefighter safety and support national training – and become a centre of excellence;
- Continue to diversify our workforce at all levels to ensure we reflect our whole community by:
 - Enhancing use of data to better target our audience;
 - Introducing measurable targets;
 - Raise greater awareness of wider FRS roles within minority communities;
 - Improve inclusion by enhancing our understanding of how different learning styles and neurodiversity can affect development and engagement.
- Improve how we collate and use feedback from staff, stakeholders and the community, using a variety of mechanisms, including surveys, the 2023 cultural review, HMICFRS and consultation, to continuously engage with staff and improve services and employee experience;
- Continue to develop key partnerships within the region;
- Enhance our engagement strategy and materials based on feedback from the community.

- 10.3 Of the 528 people who took part in the survey, 374 (70%) answered this question via the online survey.
- 10.4 Of those 374 (70%), 303 (81%) supported our proposals around people, 71 (19%) did not support these proposals (fig 3.)

Do you support our proposals around investing in our People?

Answered: 374 Skipped: 154

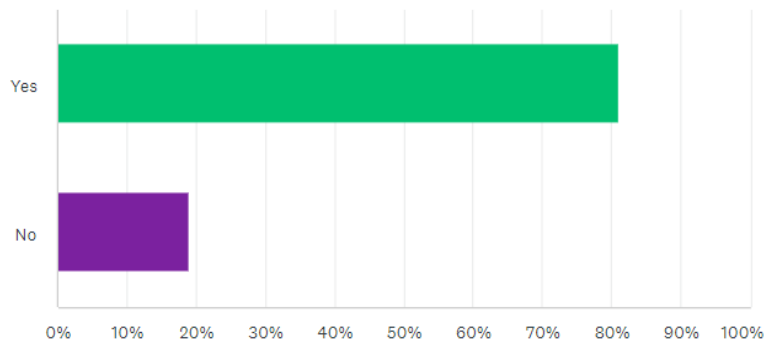


Fig 3.

11. Prevention

- 11.1 We've consulted on five different Prevention proposals in this draft CRMP. The purpose of these proposals is to enhance our prevention measures already in place, looking to further prevent emergencies from happening in the first place through safety, education and engagement with our communities is the most effective way to save lives.
- 11.2 The proposals focused on our Prevention activities were:
 - Enhance our intelligence led approach to continue to improve our understanding of risk and vulnerability and target our resources effectively;
 - Improve data sharing arrangements with partner agencies to identify those most at risk;
 - Increase the number of Fire Cadets branches from 4 to 5, covering each of the five local authority areas in Tyne and Wear;
 - Explore opportunities to develop a new Safety Education Centre;
 - Learn from our experiences through feedback and evaluation, to continuously improve our prevention work.

- 11.3 Of the 528 people who took part in the survey, 376 (71%) answered this question via the online survey.
- 11.4 Of those 376 (71%), 300 (80%) supported our proposals around prevention, 76 (20%) did not support these proposals (fig 4.)

Do you support our proposals around investing in our Prevention activities?

Answered: 376 Skipped: 152

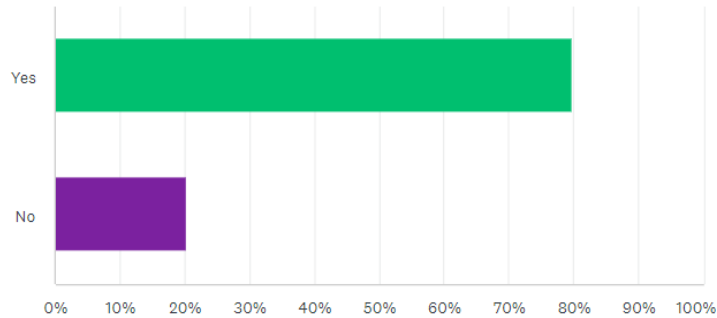


Fig 4

12. Protection

- 12.1 We consulted on three different Protection proposals in this draft CRMP. There are approximately 32,000 commercial premises within Tyne and Wear, and it is our role to support compliance with fire safety legislation and mitigate any risk to communities.
- 12.2 The proposals focused on our Protection work were:
 - Review our RBIP to ensure we’re targeting risk effectively;
 - Increase frontline staff training in line with the national competency framework for fire regulators to enable an increase in resources for inspection;
 - From April 2024, a new inspection team will look to support the Building Safety Regulator (BSR), which will be led by the Health and Safety Executive (HSE). The BSR team will focus on High Rise Residential Buildings across the region, although the scope of this may change over time.
- 12.3 Of the 528 people who took part in the survey, 373 (71%) answered this question via the online survey.
- 12.4 Of those 373 (71%), 278 (77%) supported our proposals around protection, 86 (23%) did not support these proposals (Fig 5.)

Do you support our proposals around investing in our Protection work?

Answered: 373 Skipped: 155

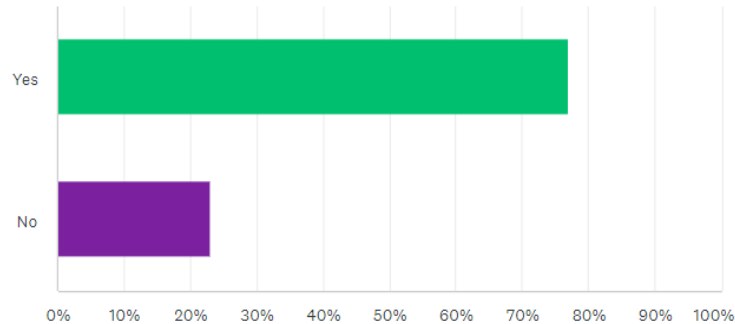


Fig 5

13. Response

13.1 We consulted on four different Response proposals in this draft CRMP. Demand on the fire and rescue service has evolved over the years, and we continue to respond to a wide range of complex incidents, whether that be rescuing those in crisis, flooding, wildfire or a large-scale road traffic collision. These demands will continue to evolve, and we must adapt as we move forward.

13.2 The proposals focused on our Response were:

- Introduce a Day Crewing Shift System at Wallsend Community Fire Station and reinvest the released resources efficiently and effectively by:
 - Increasing our water rescue capability by having a fire boat and water rescue available at all times;
 - Increasing our availability and resilience to respond to line rescue incidents, building collapses and large vehicle crashes.
- Introduce a response standard to help us monitor our performance and report back to the public;
- Continue to improve and develop our operational training facilities to support national learning (Grenfell tower, Manchester Arena);
- Review, update and implement a new mobilising system.

13.2 Of the 528 people who took part in the survey, 379 (72%) answered this question via the online survey.

13.3 Of those 379 (72%), 143 (38%) supported our proposals around response, 236 (62%) did not support these proposals (fig 6.)

Do you support our proposals around investing in our Response capability?

Answered: 379 Skipped: 149

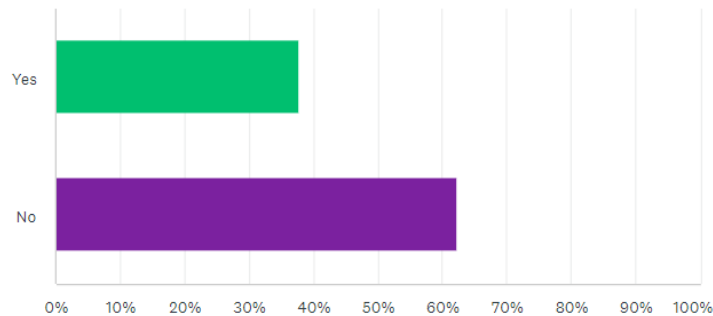


Fig 6

14. Resilience

14.1 We consulted on five different Resilience proposals in this draft CRMP. As a Category 1 responder we need to have robust plans in place to deal with major emergencies and disruptions whilst continuing to deliver our critical services. Nearly all serious emergencies require a 'multi-agency' response, and so, by working with our partner agencies in Tyne and Wear, we can respond with the right mix of skills, expertise, and equipment to deal with the risks we expect to face.

14.2 The proposals focused on our Resilience were:

- Introducing an Enhanced Logistics Support (ELS) asset which will enhance our capability to coordinate the deployment of multiple resources;
- Increase our collaborative training with blue light partners at our dedicated training centre, which houses our Urban Search and Rescue complex;
- Increase our collaboration with Northumberland FRS to enable an improved response to wildfire incidents;
- Enhance our Marauding Terrorist Attack capability by working in partnership with National Resilience;
- Further develop our response and training to COMAH sites.

14.3 Of the 528 people who took part in the survey, 373 (71%) answered this question via the online survey.

14.4 Of those 373 (71%), 255 (68%) supported our proposals around resilience, 118 (31%) did not support these proposals (fig 7.)

Do you support our proposals around investing in our Resilience measures?

Answered: 373 Skipped: 155

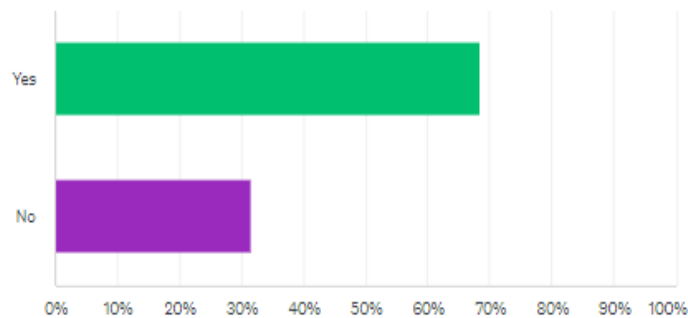


Fig 7

15. Additional comments

15.1 There was an opportunity at the end of the online survey to provide comment about the CRMP or how we consulted with our communities. For a complete list of additional comments, please see Appendix C.

15.2 127 (24%) comments were provided as part of the online survey. These were reviewed by staff and categorised into ten different key themes. Those themes were:

- Cultural Issues (1 comment);
- Money/Finances (4 comments);
- Request for more information (12 comments);
- Negative (no particular theme) (9 comments);
- Neutral (no particular theme) (6 comments);
- No comment (12 comments);
- Not read the CRMP (1 comment);
- Positive (no particular theme) (10 comments);
- Resourcing (17 comments);
- Wallsend change to day crewing (78 comments).

15.3 78 comments on Wallsend amounted for 56% of the 127 comments but is 15% of the overall response to the online survey.

15.4 A high number of the 127 comments to this question were focused around:

- Concerns for public safety;
- Opposition of Closure;

- Lack of Publicity/ information circulated.

15.5 The following subjects are mentioned more than a couple of times in the responses but would not amount to a 'theme':

- Face to Face consultations needed;
- Concerns over response times;
- Disbelief in data;
- Support for the water capabilities.

16. CRMP 2024 – 27 Consultation: Conclusion

16.1 This report presents the consultation feedback regarding proposals for the Community Risk Management Plan (CRMP) 2024-2027. All feedback received has been fully considered by TWFRS senior management; as an example, we created a Frequently Asked Questions document (Appendix F) that was shared on the intranet following questions from our staff. All relevant consultation documentation, including the full CRMP 2024-2027 Consultation Survey Report (containing all raw data), can be found in the Appendices.

