

Appendix F

Community Risk Management Plan (CRMP) 2024-2027 Frequently Asked Questions (FAQs)

On this page you can find some of the common questions asked of our Principle Officers and Executive Leadership Team surrounding the Community Risk Management Plan (CRMP) 2024-2027, and the answers they have provided.

Why haven't you published all the data you have access to that informed the CRMP and the proposed actions for 2024-2027?

The CRMP is developed with consideration to a wide range of data and information, ranging from socio-demographic data, included in our Community Risk Profile (hyperlinked in the CRMP document); incident data (included in our quarterly performance reports available on our website); station ground data (available in PowerBI) and workload modelling predictions.

It is also developed with consideration to information received from crews, our staff and advocates, and the public, and with reference to risk information. Significant analysis is undertaken to cross reference this data and information.

Due to the amount and range of data used it would be unhelpful to publish all raw data sets, especially to the public, due to volume and understanding of the terminology we use in the Service (for example different risk levels, pumping appliances and incident types).

We do publish our Service wide data openly and transparently, in the form of our Community Risk Plan, Quarterly performance reports and other reports such as HMICFRS and Equality Data Report – all available on the TWFRS website

However, we have listened to your feedback and are producing a short video, containing some of the data and information, and importantly an explanation of this data, that we have used to inform our proposed CRMP, to help understanding.

What is workload modelling?

To assess the impact of possible changes to operational arrangements across the Service, we use Workload Modelling. This uses the resources provided in various scenarios to simulate an emergency appliance turnout response to incidents that have occurred historically over three years. These scenarios are then compared to a 'Base Case' to establish the emergency appliance turnout response using the current resources.

The Workload Modeller uses the Highways Road network and speeds assigned to those roads to determine the time taken to travel to each incident using the nearest available and appropriate resource. We have used this to assess different response scenarios to inform the proposals in the CRMP 2024-2027.

Why has the Service identified Wallsend to propose a change to day crewing?

Data analysis, including consideration of number and time of calls, type of incidents, severity of incidents and risk, shows us that between the hours of 2000 – 0800, Wallsend CFS (Stn G) attends very low numbers of incidents to Risk Level 1 fires (less than 1.5 incidents a month).

Analysis shows there are 3 stations that have less demand to Risk Level 1 incidents between these hours – Chopwell Community Fire Station (which is already retained); Birtley Community Fire Station (already Day Crewed); and Rainton Bridge. As Rainton Bridge is positioned on the border with CDDFRS, it doesn't have the same coverage from neighbouring TWFRS stations as Wallsend.

Due to the proximity of neighbouring stations, and dynamic mobilising, our Workload Modelling predicts an impact of +2 second increase in first pump response time to RL1 incidents in station Golf area. It predicts a +4seconds first pump response for RL1 across the Service – and CRMP must consider impact on the whole Service area.

With this proposed change to day crewing, are we keeping e-days?

E-days were introduced to the Service as a result of staff suggestion in 2015. E-days enable the Service to delivery our required training to all operational personnel through the use of T-days. The FBU balloted members in 2023, and the majority voted to keep E-days.

However the DCFO and AM Leach are open to a separate discussion with the FBU around E-days, but this will be following the outcome of the CRMP consultation.

Will an incentive be introduced as previous 8% to attract personnel onto this shift pattern?

The previous 8% paid to staff at Birtley Community Fire Station, when it was DC on call, was for the on-call element during the night of the system utilised.

The proposal for Wallsend CFS (Stn G) is for day crewing which is Grey Book compliant and currently undertaken at Birtley CFS (Stn W) and for the reasons above will not attract an additional payment.

There was a recent report saying there had been an increase in kitchen fires in the North Tyneside area –will this affect the proposal?

We use data to inform our prevention campaigns, to promote fire safety awareness and highlight the dangers of fire.

We analyse this data and apply context to inform our CRMP proposals.

The percentage increase reported (87.5%) represented an increase of 7 additional incidents than the previous data set used (15 incidents in North Tyneside in the 3 month time period). Only 3 incidents were in Wallsend CFS's (Stn G) area and only 1 between the hours of 2000 – 0800.

Of the three incidents in Wallsend CFS's (Stn G) area, two were small means and one was none – no firefighting (the fire that occurred after 2000hrs). Faced with this comprehensive evidence base, it will not affect the proposal.

Is primary staffing specialist appliances such as the boat and rope rescue, really worth it at the expense of losing fire cover in Wallsend?

Fire cover will not be lost in Wallsend – pumps will still be available to attend incidents between 2000 – 0800 hours, with minimal impact on attendance times to high risk incidents.

The CRMP must consider the evolving risk and demand on our service, and on our staff. This proposal will provide additional personnel on duty to rotate at prolonged incidents and reduce the impact of Fatigue/Stress.

Allow resilience at the specialist stations, as an example, Byker CFS (Stn F) could potentially have the required personnel on duty at anyone time to respond to incidents at both the river Tyne and river Wear. Currently if an incident is ongoing on either of the rivers, we are unable to respond to another incident.

The CRMP is a wide ranging document that mitigates risk with Prevention and Protection activities as well as Response. Critically, Wallsend is fully staffed during the day to deliver these activities.

Senior Management have stated that there would be no fire fighter redundancies due to financial constraints. Does that also apply to Green book staff?

The aim of the CRMP 2024-2027 is not to reducing costs or staff, or make financial savings, but to ensure we have the right people with the right skills at the right time to respond appropriately to the evolving risks identified through various data sets. CRMP is not a redundancy exercise.

How will the change to day staffing improve opportunities for improving diversification?

Not everyone can or wants to work night shifts and providing various shift systems for operational response, allows individuals to have a choice of working pattern to assist in an individual's circumstances so being a firefighter is not a limited opportunity.

HMICFRS also highlighted that we should consider a range of shift patterns, as many other FRS do, to provide choice and broaden opportunity.

Staff availability is already a challenge (due to the deficit), won't increasing ridership factor utilising same number of staff worsen this?

We are continuing to recruit staff to reduce the deficit that has occurred due to the austerity, and subsequent recruitment freezes that we have endured over several years. We continue to be proactive in achieving the establishment that we have budgeted for. There are two further recruits courses scheduled this year.

You mention extra facilities towards training. Will there be consideration given to time allocation for courses which are too diluted?

Feedback to Learning and Organisational Development is an important evaluation tool, and we encourage all forms of feedback to help us develop and improve our training for the future.

If you feel a course is too long/short/diluted, or can be improved in any way, please complete an evaluation feedback form to help improve how we do things.

Is there any conversation surrounding USAR and its disposition moving forward?

Rumours of station Tango having USAR training areas etc.

There has been no specific conversations around USAR but what the CRMP proposes is that we review how we respond to rope, heavy and specialist rescue incidents and how through the CRMP we can support or improve that response from our existing staffing model, with no additional funding available.

Why are you using data from across the Service area and not specific to Wallsend/North Tyneside when proposing this change to day crewing?

The National Framework requires us to have a risk management plan that considers the risk, and effective and efficient use of our resources, across the whole Service area. This is a Service-wide CRMP and has to reflect the changes/impact across the Service. However we have considered the impact of all proposals on local areas too, for example the expected change to response times in Wallsend's area.

How can ELT say they are increasing firefighter safety when the frontline has less fire appliances on a night-time and response times are greater?

Modelling predicts there would be an increase in average response times across the Service (for Risk Level 1 incidents) of 4 seconds.

This slight increase has been carefully considered against the benefits of fully staffing Line Rescue and Water Rescue capabilities, which will reduce the risk to Firefighters as additional appliances will be available due to primary staffed specialist capabilities are mobilised.

I.e. if the boat is responding to a water rescue, we will still have a Foxtrot appliance for fire cover available to respond to fires and special services.

Previous IRMPs have had options for proposals. This CRMP only has removal of Wallsend overnight to staff rope rescue and the fireboat, did you look at other options and what were they?

Various proposals were considered as part of the development of CRMP 2024-2027 throughout 2023, with reference to the data and information mentioned, and we believe the proposed actions contained in the draft CRMP are those which present the least risk, and greatest benefit, to help us address the changing risk and demand in Tyne and Wear.

Previous IRMPs have been focussed on reducing budgets and cutting costs, however the CRMP 2024-2027, like the previous CRMP, represents an investment in the Service.

Staff at Wallsend (Stn G) have been told individual impact assessments will take place before transfers are actioned. What makes one person's reasons more relevant than another's? And What are the criteria that individual impact assessments will focus on, and are these just for staff at Wallsend (Stn G)?

Every individual currently stationed at Wallsend (Stn G) will be consulted on a one to one basis with personnel from the HR team. A number of factors will be taken into account before transfers are actioned, including (but not limited to) any transfers that may be already in, individual circumstances, skills set, and service needs. What is important, is that any transfers that do need actioning will be given due consideration.

