

Appendix D – Stakeholder Correspondence

Councillor Graeme Miller, Leader Sunderland City Council

COMMUNITY RISK MANAGEMENT PLAN (CRMP) 2024-2027 CONSULTATION

Thank you for giving us the opportunity of responding to your strategic plan for our area as it is important that risks are targeted and mitigated effectively and efficiently. Sunderland City Council believe that we have great working relationships at all levels with Tyne and Wear Fire and Rescue Service.

We have the shared objective of being inclusive and achieving the right outcomes for our communities and improving the life chances of young people and protecting businesses, to helping tackle other issues like antisocial behaviour and healthcare signposting. We agree we want to make our communities stronger places for the future.

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.

Our Environmental Health, Licensing and Building Control teams work very closely with your staff to ensure residential and commercial premises are compliant with fire safety standards.

Communication has formed an important element of the work we have done together, and we look forward to continuing our joint working on this.

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. As a partner we will continue to work with you and other category 1 responders to ensure we as a region have robust plans in place to deal with major emergencies and disruptions.

We look forward to training with your teams. It is noted that with climate change flood risk will present and ever-increasing challenge to us. Thank you to you and your staff for the hard work and commitment your service puts in to protect and keep our communities safe every single day and keeping watch over our city.

I look forward to receiving briefings and updates on the progress and outcomes of your community risk plan.

Yours sincerely

A handwritten signature in black ink, appearing to read 'G. Miller', with a large, sweeping flourish at the end.

Councillor Graeme Miller
Leader of the Council
Direct Line: 0191 561 1320
Email: cllr.graeme.miller@sunderland.gov.uk

Councillor Nick Kemp, Leader Newcastle City Council

12th January 2024

Dear Peter,

COMMUNITY RISK MANAGEMENT PLAN (CRMP) 2024-2027 CONSULTATION

Thank you for giving us the opportunity of responding to your strategic plan for our area as it is important that risks are targeted and mitigated effectively and efficiently. Newcastle City Council believe that we have great working relationships at all levels with Tyne and Wear Fire and Rescue Service.

We have the shared objective of being inclusive and achieving the right outcomes for our communities and improving the life chances of young people and protecting businesses, to helping tackle other issues like antisocial behaviour and healthcare signposting. We agree we want to make our communities stronger places for the future. 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.

Prevention

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. The work the service has done to assist in youth engagement has been very much part of the work Newcastle City Council has been doing to prevent anti-social behaviour. The figures for call outs show in the last year the impact these interventions have had with the phoenix programme being key to this. Thank you for you for your commitment to work more closely with us on community safety. 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.

Protection

Our Environmental Health, Licensing and Building Control teams work very closely with your staff to ensure residential and commercial premises are compliant with fire safety standards. The plan references developing work with the Building Safety Regulator, but we would like to ensure that the collaborative work going on currently in the City to deal with fire safety in residential buildings proactively will continue to be supported by your staff. The new regulator will not cover all areas of building safety that we are currently working on. Communication has formed an important element of the work we have done together, and we look forward to continuing our joint working on this.

Response.

We support your proposed changes to increase the resilient response to water incidents and threats to jump and having a team based in the City with an additional appliance at West Denton. We also commend your teams at being at the forefront of research and development in firefighting response.

Resilience

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. As a partner we will continue to work with you and other category 1 responders to ensure we as a region have robust plans in place to deal with major emergencies and disruptions. We look forward to training with your teams. It is noted that with climate change flood risk will present and ever-increasing challenge to us. Thank you to you and your staff for the hard work and commitment your service puts in to protect and keep our communities safe every single day and keeping watch over our City. I look forward to receiving briefings and updates on the progress and outcomes of your community risk plan.

Yours sincerely,

Councillor Nick Kemp,

Leader Newcastle City Council

Graeme Binning, Chief Fire Officer, Northumberland Fire and Rescue Service

Dear CFO Peter Heath

Community Risk Management Plan (CRMP) 2024-2027 Consultation

I write on behalf of Northumberland Fire and Rescue Service with regard to the Community Risk Management Plan (CRMP) 2024-2027 Consultation. The CRMP is comprehensive and proposals for each area are clear. As a bordering fire and rescue service, Northumberland Fire and Rescue Service is supportive of the proposals laid out in the CRMP and provides the following response. Note, the response starts at question 8 of the formal survey.

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 investing in people.

Question 10: Do you support our proposals around investing in our Prevention 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 improved response to wildfire incidents.

I would like to take this opportunity to thank you for sharing the Community Risk Management Plan (CRMP) 2024-27 Consultation and offering Northumberland Fire and Rescue Service the opportunity to respond.

Yours sincerely



Graeme Binning
Chief Fire Officer

Rt Hon Nick Brown, MP Newcastle upon Tyne East

30 January 2024

Dear Mr Heath,

Re: Proposed Community Risk Management Plan (CRMP) 2024-2027

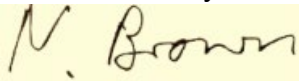
Thank you for inviting stakeholder engagement during the CRMP's consultation period. I am writing to you regarding the plan's proposals to introduce a Day Crewing Shift System at Wallsend Community Fire Station.

I am given to understand that this proposal would see the fire station close its doors from 18:00 to 08:00 each day. The CMRP sets out where the savings would be reinvested, however I'd be grateful if you could provide further detail on the background to the proposals involving Wallsend Community Fire Station.

I understand that when Byker and Tynemouth crews are attending incidents, the team at Wallsend cover these areas. What assessment has been made of the potential impact on response times in North Tyneside and Newcastle upon Tyne as a result of the change?

What alternative options were considered? I would appreciate if you could let me know what they were. Thank you for clarifying these points for me. I anticipate your written response.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'N. Brown', is written on a yellow rectangular background.

Rt Hon Nick Brown MP Newcastle upon Tyne East

Councillor Martin Haswell, Pallion and Ford

Hi

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 serve 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.

Kind regards

Martin Haswell

Liberal Democrat Councillor for Pallion and Ford

Telephone 07827 990 308

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

Date: 6 February 2024

Dear CFO Peter Heath,

RESPONSE TO COMMUNITY RISK MANAGEMENT PLAN (2024-2027) CONSULTATION

Thank you for the opportunity to respond to the above consultation. This response has been prepared in my capacity as Executive Director of Health, Housing and Communities at Sunderland City Council.

Tyne and Wear Fire and Rescue Service (TWFRS) is a valued partner. Submitting a Community Risk Management Plan (CRMP) consultation response offers an important opportunity to endorse strengthening a collaborative approach to community safety.

My letter responds to questions from the CRMP consultation linked to the priorities of Sunderland's Public Health team, and our organisation (the council) and our vision for Sunderland to be a healthy, dynamic, and vibrant smart city ([City Plan, 2023-2035](#)), with more resilient people feeling safe in their homes and neighbourhoods, and businesses benefitting from a safe and secure environment.

The consultation is highly relevant to our Sunderland statutory Joint Health and Wellbeing Strategy ([Healthy City Plan 2020-2030](#)) to create a Healthy City. The Healthy City Plan contributes to the vision for Sunderland (the City Plan) and vice versa. My response considers how being safe and secure is crucial to "improving health and happiness and reducing health inequalities" – this being our vision for health and wellbeing in Sunderland.

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

Yes, the purpose is clearly stated and echoed throughout the CRMP. The structure of the Plan supports the delivery of how the fire and rescue services understand, identify, and reduce or mitigate risk to meet their overarching vision ('Creating the Safest Community'). Utilising the five areas of business (People, Prevention, Protection, Response, Resilience) ensures clarity of purpose. A summary page after each area is beneficial to describe the steps TWFRS have taken to understand risk in Tyne and Wear, and the work and investment delivered now and in the future to address it.

Do you support our proposals around investing in our People?

Yes, we are supportive of TWFRS's proposals around 'investing in our People' to mitigate risk.

The presence of a People and Organisational Development (POD) Strategy is a good basis for driving organisation change within TWFRS. We positively acknowledge the commitment to the health, safety, and wellbeing of the TWFRS workforce. However, we would also advocate for TWFRS to complement the activity underway by joining the [Sunderland Workplace Health Alliance](#). The Alliance is a network of local businesses

which work collaboratively to improve health and wellbeing within Sunderland workplaces. This would be an opportunity for the TWFRS to share and celebrate their workforce successes and learn from other local business. To receive more tailored workplace health support, we would also encourage TWFRS to consider participating in [the Better Health at Work Award](#). The scheme benefits the health and wellbeing of employees, but employers also benefit from improved morale,

dramatically lower levels of absenteeism and increased productivity.

The [Making Every Contact Count \(MECC\) approach](#) would also be a worthwhile addition to the TWFRS programme of workforce learning and development. MECC is an approach to behaviour change that uses the day-to-day interactions people have with others to support them in making positive changes to their physical and mental health and wellbeing. MECC could support staff to feel more confident and empower them to respond to opportunistic openings during routine interactions with their colleagues and residents. The approach takes a matter of minutes, but evidence suggests that use of MECC could potentially have a significant impact on the health of our population. My Public Health team can provide free MECC training at place or regionally.

More specifically, we would recommend that Brief Intervention training is delivered to the TWFRS workforce, especially around supporting smoking cessation, and reducing the scale and impact of alcohol harms. Sunderland has made considerable progress by way of reducing adult smoking rates over the last ten years, with the rate down from 24.3% in 2011 to 13.2% in 2022. However, the rate is still higher than the regional average of 13.1% and the national average of 12.7% ([Joint Strategic Needs Assessment: Tobacco](#)). Similarly, the majority of Sunderland's alcohol-related harm outcomes remain higher than the England average ([Sunderland Alcohol Strategy](#)). With a workforce of over 890 individuals, TWFRS has an opportunity to – as a valued partner - contribute to a holistic approach to tobacco control and alcohol harm reduction throughout Sunderland, for the benefit of a reduction in smoking and alcohol related harms across Sunderland, and across the TWFRS workforce. My Public Health team can support with the provision of Brief Intervention training delivered to the TWFRS workforce by [Sunderland's Specialist Stop Smoking Service \(SSSS\)](#) and [Wear Recovery](#).

We note the development of the new Communications, Engagement and Consultation Strategic Framework to ensure mechanisms to seek feedback from staff and the community. TWFRS are an ideal intervention for people who are ageing well, with opportunities to support falls prevention, winter warmth, isolation and loneliness, and fuel poverty. Ensuring services are all age friendly is important and we have access to 164 [Ageing Well Ambassadors](#) across the city, who could be engaged to inform the development of the framework.

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

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.

We are supportive of the activity covered within the Safety in the Home section. Working collaboratively to decrease smoking rates will help reduce fires in the home. There is TWFRS representation at the Sunderland Smokefree Partnership. To support and strengthen TWFRS's prevention focus, regular TWFRS updates to the Partnership would promote shared understanding of risk in relation to Safety in the Home (i.e., smoking in the home) across the Partnership. Your local intelligence insights would be valuable to other partners, such as sharing information of vulnerable people that smoke, and linking the Smokefree Partnership to the Community Risk Register (CRR).

As covered previously, embedding MECC and Brief Intervention training in the TWFRS workforce, would also benefit residents that staff meet during Safe and Well Visits and other community engagement work. TWFRS would benefit from up to date and consistent signposting. We can support with the provision of MECC training at place or regionally.

It is understood that TWFRS contribute towards fall prevention using a framework to assess resident's needs during Safe and Well Visits. We would welcome a strengthening of referral pathways, to ensure residents are referred into the [Falls Prevention Service](#), and [Sunderland Strength and Balance Falls Prevention Programme](#). TWFRS also assess around isolation, loneliness, and fuel poverty. Public Health would be happy to be consulted to establish further opportunities for referral. There are several opportunities for further collaborative working and integration across Community Engagement. My Public Health team would welcome the opportunity to link with the Sunderland Community Hub and promote linked health and wellbeing messaging via the 'targeted community safety campaigns'. For example, Sunderland's Specialist Stop Smoking Service (SSSS) could provide information/offer support to residents attending sessions at the Hub. Additionally, the inclusion of violence reduction education within the Hub suggests an opportunity for partnership work or training around Violence Against Women and Girls. Public Health could support this via the Domestic Abuse and Violence Against Women and Girls (VAWG) Executive Board.

With a strong focus around Youth Engagement, Education and Diversionary Activities within the Prevention proposals, we request that TWFRS continue to contribute to the Public Health led Accident Prevention agenda (for children, young people, and families). A review of the most appropriate TWFRS representatives to support the continued contribution and involvement of TWFRS in the agenda would be helpful, alongside increasing data sharing, such as which Sunderland schools are engaging in the education programs.

Mental health and wellbeing support within the workplace is well considered. However, given the number of incidents TWFRS respond to, we would ask for further consideration of the mental health of residents within Prevention activities. We can support the upskilling of staff in mental health awareness. TWFRS have been involved with and have been in full support of several recent discussions regarding

suicide prevention measures. It would also be helpful to see this Suicide Prevention agenda activity reflected in the Plan.

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

Yes, we support your proposals. With a primary focus on educating the community to improve compliance, and the use of enforcement as and when appropriate. It would be helpful to explore whether TWFRS could be involved in the night-time economy activity/initiatives with Northumbria Police and partners. We would welcome a discussion to explore this.

With the introduction of the Sunderland Community Hub, there could be an opportunity to support individuals fleeing domestic abuse or violence. We would be interested to understand whether the Hub could be utilised as a point of immediate refuge in Sunderland, whilst specialist service support is sought.

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

Yes, we support the proposals. We appreciate that the demand on the fire and rescue service has evolved over the years to respond to a wide range of complex incidents. TWFRS provided valuable support during the COVID pandemic, especially in the distribution of tests. Having this support and resilience to call upon in any future health protection emergency would be a valuable asset. An inclusion in the Plan to acknowledge this would be welcome.

Response activities cover the initial call to TWFRS, TWFRS mobilising control, through to the conclusion of an incident. It is not clear whether there is a planned approach to dealing with incidents, where following an incident, a residential dwelling is deemed unsafe for residents. Public Health ask if there is opportunity to consider emergency housing for residents or a planned referral to the relevant services.

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

Yes, we support the proposals. Public Health would actively engage with requests from TWFRS, providing public health advice and expertise to support any large scale or critical incident within Sunderland and beyond, where relevant.

Do you have any additional comments about our CRMP or how we consult with communities?

We very much value the opportunity to respond to this consultation and continuing to develop working relationships between our organisations for the benefit of the most vulnerable people in our communities. In seeking to improve health and reduce inequalities it is critical that we continue to work in partnership to improve the lives of those with the worst health outcomes.

Yours sincerely,

Gerry Taylor
Executive Director of Health, Housing and Communities



Dame Norma Redfearn, DBE, Elected Mayor of North Tyneside

Peter Heath
Chief Fire Officer
Tyne and Wear Fire and Rescue Service

Dear Peter

Proposed Plans to close Wallsend Fire Station between 18.00 and 08.00

At its meeting on Thursday 18 January 2024, North Tyneside Council unanimously agreed the following Motion.

“Recently it was announced that Tyne and Wear Fire and Rescue Service (TWFRS) had proposed plans to close Wallsend fire station between 18.00 and 08.00, turning Wallsend fire station into a daytime only service. This council notes the financial situation of TWFRS, however, we believe that closing this station during nighttime hours would significantly impact on public safety.

This council therefore asks the mayor to write to TWFRS outlining North Tyneside Council’s objections to closing Wallsend fire station at night and urge them to investigate all ways to ensure Wallsend fire station remains operational 24 hours a day.”

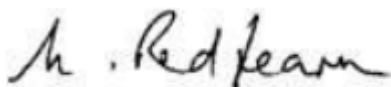
In debate Councilors from Wallsend and across the Borough expressed their concerns. While understanding the proposals to increase capacity and capability in other areas they were specifically worried about:

- The impact on Tynemouth and Byker Fire Stations
- The increase in injuries and fatalities in the recent reporting period; and
- Recent reporting from the service about a rise in kitchen fires where the Service reported a 40.5% increase and an 87.5% increase in North Tyneside.

While I understand this is a matter for you as Chief Fire Officer and the Fire Authority, I would be grateful if you could consider your plans in the light of the Council Motion.

I look forward to hearing from you.

Kind Regards



DAME NORMA REDFEARN DBE ELECTED MAYOR OF NORTH TYNESIDE

Chi Onwurah, MP, Newcastle upon Tyne Central

Dear Peter Heath

Chi has received emails opposing the downgrading of Wallsend Fire Station to Day Crewing only.

Stating the Station would close and lock its doors from 6pm until 8am.

Which would have a devastating effect upon fire and rescue provision for the area North of the Tyne and beyond.

They also raise serious concerns about safe cover provision, stating:

In 2000 The Brigade had an establishment of 1017 wholetime firefighters.

But now the uniformed Establishment is down to 572.

In 2000 there were 16 Two pump stations whilst now there are just 7 Two pump stations

Can I ask if this information is correct?

Can I ask for comments on the safe levels of provision a) North of the Tyne and B) all of Tyne & Wear?

Yours sincerely

Tony Bone

Senior Caseworker

Office of Chi Onwurah

