APPENDIX A

Statement of Assurance and Annual Report 2015/16

September 2016

Tyne and Wear Fire and Rescue Service
Creating the Safest Community

www.twfire.gov.uk

INTRODUCTION

Welcome to Tyne and Wear Fire and Rescue Service's Statement of Assurance and Annual Report for 2015/16. As always, we have produced this report to let you know how we did during 2015/16, how much we spent and what we spent it on. This document also meets the requirement placed on us by Government as part of the Fire and Rescue National Framework 2012, to prepare an annual Statement of Assurance:

> *'Fire and rescue authorities must provide annual assurance on financial, governance and operational matters and show how they have had due regard to the expectations set out in their integrated risk management plan and the requirements included in the Framework. To provide assurance, fire and rescue authorities must publish an annual statement of assurance'.*

One of the principal aims of the Statement of Assurance and Annual Report is to provide an accessible way in which communities, Government, local authorities and our partners may make a valid assessment of our performance.

We set targets to enable us to monitor our performance enabling us to achieve our vision of 'creating the safest community'. By monitoring our performance, we are able to see how we are progressing towards achieving our strategic goals.

During 2015/16 we attended a total of 14,375 incidents with an average response time of 5 minutes 14 seconds. There were no accidental fire deaths during this period and we also achieved a 15% reduction in injuries from accidental dwelling fires and a 28.2% reduction in false alarm calls from non-domestic premises. More details about our performance are set out in the report.

Under the Government's Spending Review, we continue to face significant reductions in the grant we receive from the Government. This creates a huge challenge in continuing to tackle community risk with fewer resources. Although this will be difficult, our committed workforce will continue to focus upon positive outcomes for the communities we serve.

This report has been prepared to provide you with assurance on our finances, governance and operations throughout 2015/16 and as always we would welcome your comments. Instructions on how to contact us are in Section 13.

<Include photos and signatures of:>

Councillor Tom Wright   **Tom Capeling**
Chairman   Chief Fire Officer

OUR VISION AND PURPOSE

Our vision for the community will be achieved by providing the people of Tyne and Wear with the services they need, to the highest possible standard. Our vision statement is:
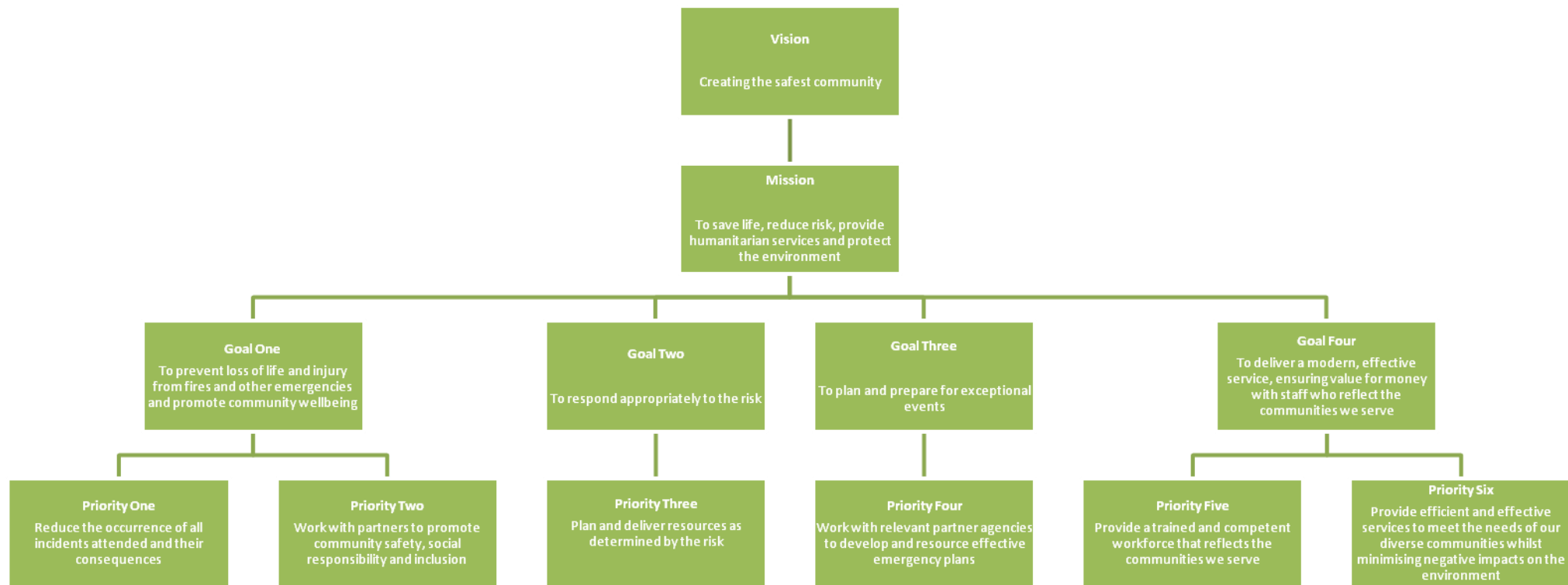
"Creating the safest community"

To enable us to achieve this vision, we have a mission:

"To save life, reduce risk, provide humanitarian services and protect the environment"

We have four goals which support the achievement of our vision and mission and these are underpinned by six priorities which are aligned to the needs of our communities.

The following diagram demonstrates the link from our vision to our goals and priorities.

Vision

Creating the safest community

Mission

To save life, reduce risk, provide humanitarian services and protect the environment

Goal One
To prevent loss of life and injury from fires and other emergencies and promote community wellbeing

Goal Two
To respond appropriately to the risk

Goal Three
To plan and prepare for exceptional events

Goal Four
To deliver a modern, effective service, ensuring value for money with staff who reflect the communities we serve

Priority One
Reduce the occurrence of all incidents attended and their consequences

Priority Two
Work with partners to promote community safety, social responsibility and inclusion

Priority Three
Plan and deliver resources as determined by the risk

Priority Four
Work with relevant partner agencies to develop and resource effective emergency plans

Priority Five
Provide a trained and competent workforce that reflects the communities we serve

Priority Six
Provide efficient and effective services to meet the needs of our diverse communities whilst minimising negative impacts on the environment

To achieve our vision, we must ensure that the services we provide:

- are **well managed** - employees are expected to manage the areas for which they are responsible within budget

- aim for **excellence in service provision** taking account of stakeholders' views

- work **in effective partnership** with the communities we represent, and external organisations.

We also recognise that all employees need to have a clear understanding about our working practices, and the core values required for long term success.

Everyone within the Authority has a responsibility for ensuring these values are implemented and upheld:

Core Values

We value service to the community by:
- working with all groups to reduce risk
- treating everyone fairly and with respect
- being answerable to those we serve
- striving for excellence

We value improvement at all levels of the Service by:
- accepting responsibility for our performance
- being open minded
- considering criticism thoughtfully
- learning from our experience
- consulting others

We value all our employees by practising and promoting:
- fairness and respect
- recognition of merit
- honesty, integrity and mutual trust
- personal development
- co-operative and inclusive working

We value diversity in the Service and community by:
- treating everyone fairly and with respect
- providing varying solutions for different needs and expectations
- promoting equal opportunities in employment within the Service
- challenging prejudice and discrimination

We are committed to ensuring equality and diversity for our employees and the communities of Tyne and Wear, and strive to ensure equality and diversity is embedded across the organisation by continuously promoting its principles.

We work hard to eliminate inequalities, discrimination, harassment and victimisation, and promote equality of opportunity and positive working relations both within our workforce and in our local communities. We want to ensure that the service we provide is accessible to everyone and that we have a workforce that reflects the diversity of Tyne and Wear's communities.

We have recently been reaccredited with an 'Excellent' award for the Fire and Rescue Services Equality Framework. This demonstrates that the work we undertake shows our commitment to employing a diverse community and promoting the Service as an employer of choice.

OUR SERVICES TO THE COMMUNITY

Last year we carried out over 30,000 home safety checks (HSC) in Tyne and Wear and over the same period we responded to over 14,000 emergency calls. Our focus sees prevention and protection being as important as response and this has helped us to drive down fires over a number of years, keeping the community safer.

Our approach to delivering services is strongly risk based. We work hard to understand community risk and this informs our day to day work (such as targeting HSCs at those most vulnerable), or when we make changes to the Service through the Integrated Risk Management Plan (IRMP) (see section 6).

Prevention

We believe the most effective way to save lives, reduce injuries and other losses through fire and other emergencies is to reduce the number of incidents that occur. This is done by focusing on risk reduction for vulnerable people and by raising awareness of risk with the wider community.

Accidental fires in the home are the main cause of fire deaths and we do all we can to reduce these fatalities. Our Community Safety teams work to educate people about what they can do to protect themselves from fire. We do this by:

- Delivering Home Safety Checks - where firefighters or our partners visit people in their homes to give advice on fire safety and fitting smoke alarms
- Working with a range of partners both formally and informally to ensure the safety and protection of our community. This enables us to reach and protect people we know are most at risk from fires. We continue to work with partners to promote and support the use of domestic sprinklers
- Educating people at a young age about the dangers of fire, how they can protect themselves and the consequences of making hoax calls
- Reducing fires started deliberately. We have specialist staff to tackle fire setting behaviour by young people and work with partners to reduce fire related crime.

Our Service has a number of mechanisms to ensure that the individual needs of the most vulnerable are acknowledged and met. This is achieved through our 'Vulnerable Persons Strategy' and 'Home Safety Check Targeting Policy' where we directly engage with our community with a tailored approach for individuals.

Examples exist where our Firefighters have undertaken a Home Safety Check and referred individuals into our specialist Prevention and Education (P&E) teams for further education and where applicable, the provision of additional fire safety equipment. Where necessary, additional intervention services, arranged via partner organisations such as domiciliary care, Telecare services and housing alterations, are considered. Automatic Water Suppression Systems (portable misting system or domestic sprinklers) have also been installed to help reduce risk and protect those most vulnerable.

Protection

Our Fire Safety team is dedicated to the statutory provision of fire safety in all premises other than single private dwellings.

The team enforces the provisions of the Regulatory Reform (Fire Safety) Order 2005, a piece of legislation which applies to virtually any premises other than a domestic one. This legislation is commonly known as the Fire Safety Order and places the duty on the Responsible Person ensuring a safe property for persons.

The Fire Safety team help us meet the Authority's statutory duty by carrying out a risk based inspection programme of all premises covered by the Fire Safety Order throughout the five local authority areas in Tyne and Wear. This ensures that premises presenting the highest risk and lowest compliance are audited and inspected more frequently than those considered to be of a lower risk and higher compliance.

Advice on fire safety in the workplace is also provided. Employers are responsible for ensuring staff know what to do, to prevent a fire in the workplace and how to escape if a fire does occur.

The Fire Safety team have continued to work with the main hospital sites in Tyne and Wear to reduce the number of unwanted fire signals generated from these premises. The number of signals has been historically high however with continued partnership working we are now seeing a downward trend. This has led to positive outcomes with fewer Service attendances and less disruption to hospital sites.

The department is continuing to work with Hospital Trust Fire Safety Advisors to reduce these numbers further.

Responding to emergencies

Despite all the work our Fire Safety and Prevention and Education teams undertake, we acknowledge that emergencies will still occur, and responding to them is core to our activities.

We do not just deal with fires. Our skilled firefighters are provided with the training and equipment to deal with a huge range of incidents and rescues. This enables them to deal with fires and road traffic collisions on a daily basis. Other incidents we attend include rescues, dealing with the consequences of flooding, making buildings safe and dealing with chemical and other hazardous materials.

In July 2016, during the hours of darkness a young adult male was reported to be precariously positioned, high up on an electricity pylon. He was injured with electrical burns and was not secured to the pylon.

As part of the Service's response, a rope rescue team from South Shields Community Fire Station attended. Working with Northumbria Police negotiators they established that the electrical supply was isolated and made safe to enable the rope rescue team gain rapid access to the casualty. Within 25 minutes the team had reached the casualty, administered first aid and brought him to safety and into the hands of NEAS for medical care.

The speed of the rescue and skill of the firefighters ensured the casualty survived and that the disruption of the electrical supply to thousands of local homes and businesses was kept to a minimum.

Our new Targeted Response Vehicles (TRV) were introduced in May 2015, with a further two added to the fleet in September 2015. These new-style appliances are Mercedes Sprinter vans which are fitted with a Rosenbauer UHPS XL Pump, 600 litre water tank and specialist firefighting equipment. They are used to target smaller, low risk incidents such as rubbish fires, across the area.

In June 2015, the Service changed the way it responds to automatic fire alarms (AFA). We now only attend alarm calls to non-residential properties between 08:00 hours and 18:00 hours when a backup call is received confirming a fire or a physical sign of fire (such as a smell of burning). Some premises are exempt from this new policy, for example; hospitals, residential premises and education premises. In the period one year from the implementation of the new AFA policy there has been a 31% decrease in the number of AFAs from non-domestic premises.

Whether fighting fires, performing rescues, carrying out humanitarian services or protecting the environment, our firefighters are supported by highly trained and skilled control room staff who coordinate the response to all incidents, as well as providing expert advice and guidance to the public in emergency situations.

These services are delivered by our operational response staff who are based at 17 strategically located community fire stations throughout the Tyne and Wear

area. 14 of these stations are staffed by whole-time duty system (full time) crews, one station by retained duty system (part time) crews and two by Day Crewing Close Call (DCCC) system (a flexible shift system which is effective in areas of lower incidents and risk).

Our new Marley Park Community Fire Station opened in August 2015 replacing the out of date station in Fulwell. Its new location will enable us to better manage risk within the Sunderland community.

More information regarding the Service structure and our people is available on our website: www.twfire.gov.uk.

Following extensive research, cold cutting technology (Cobra) has been introduced at ten of our stations to enable firefighters to tackle a fire safely without the risk of entering a burning building. The cutting extinguishing concept of Cobra begins with crews using thermal imaging cameras to scan a building to identify the location of a fire.

Once the fire is identified, a high pressure hose reel water jet system containing iron filings pierces through the wall of the building. This rapidly cools the temperature of the room allowing firefighters to gain access safely.

Mutual aid

Tyne and Wear Fire and Rescue Authority has mutual aid arrangements in place with our neighbouring fire and rescue authorities in Northumberland and Durham and Darlington. This means we offer each other support in specific circumstances including very large incidents.

National Resilience

The National Resilience programme is an essential part of Government arrangements to protect the national infrastructure in the event of catastrophic incidents. It has provided us with Mass Decontamination Modules, a High Volume Pumping Unit, Urban Search and Rescue (USAR) and a Detection Identification and Monitoring (DIM) capability, all of which enhance our ability to respond to major emergencies such as terrorist attacks, industrial and domestic accidents and natural disasters.

Collaboration with Partners

Partners help us deliver our services and achieve our vision of 'creating the safest community'. An example of this is our collaboration with Gateshead Metropolitan Borough Council (GMBC) where Care Call staff have been trained to carry out HSCs on our behalf. In 2015/16 Care Call delivered a total of 4,235 HSCs ensuring the vulnerable people in Gateshead are safer in their homes. We have similar arrangements with other housing companies across Tyne and Wear.

In January 2016 the Service commenced a six month regional trial where we co-respond to medical emergency incidents with the North East Ambulance Service (NEAS). Firefighters from West Denton Community Fire Station provide first aid to patients who have suffered life threatening events, such as cardiac arrest, heart attacks and strokes. Whilst crews remain focused on dealing with fire and rescue incidents, they are also deployed to certain medical emergencies if they are able to respond in time to keep a patient alive until the Ambulance Service staff can take over. Following its success, the trial has been extended until February 2017.

Operational Assurance

Every organisation aims to improve the way it operates, whether that means increasing its efficiency, managing risk more effectively or improving upon delivery of its service.

In addition to this, the Health & Safety Guidance Document, HSG 65 'Successful Health & Safety Management' states that organisations should have suitable monitoring systems in place to provide information to individuals, line managers and system owners in order to feedback and influence decision making processes.

Our Operational Assurance process underpins the application of the Safe Person Concept and contributes towards 'creating the safest community' and the safety of firefighters. This includes regular performance and review of all aspects of operational performance throughout the FRS. The review process seeks to validate the information gathered on operational performance at incidents and training events, verifying and measuring the level of compliance with Standard Operating Procedures and Incident Management Systems.

Staff from across the Service participate in this process which also includes learning from incidents which occurred in other fire and rescue services, including learning from notices issued by the Health and Safety Executive or Coroner.

LAST YEAR'S PERFORMANCE

This section highlights what we set out to deliver in our Strategic Community Safety Plan and District Plans and how well we performed against these key objectives and targets.

Our performance is divided into two sections in order to provide a comprehensive overview based on national and local priorities:
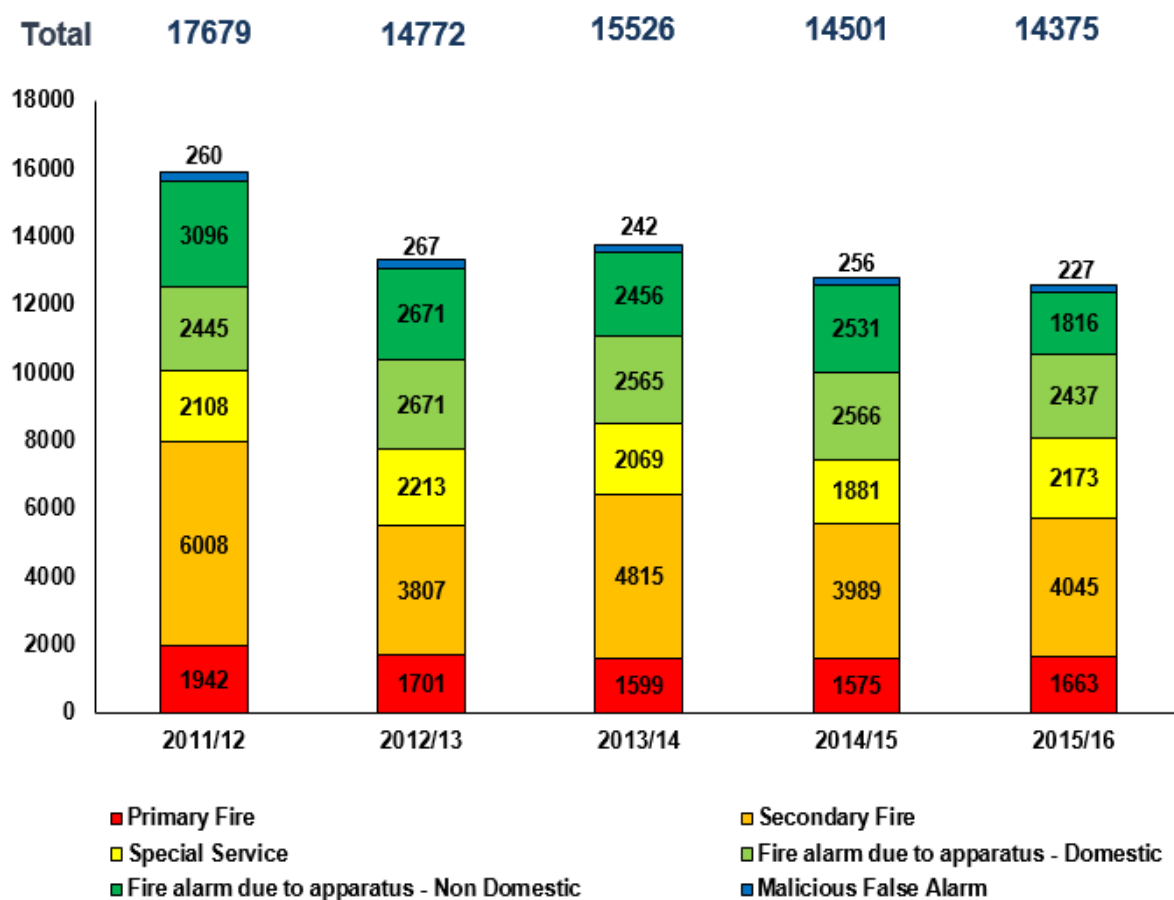
SERVICE LED PRIORITIES:

These reflect the Service led performance indicators as defined by the Government. Although these are no longer reported nationally, they are used as a priority by fire and rescue services and allow continuity of performance reporting.

A primary fire is a fire that involves buildings, vehicles and / or injuries. All other types of fire are classified as secondary fires.

- Number of fatalities from all fires **(LI 2)**
- Number of injuries from accidental dwelling fires, excluding precautionary checks **(LI 3)**
- Number of accidental fires in dwellings **(LI 8)**
- Number of deliberate secondary fires **(LI 16)**
- Number of false alarms due to automatic fire detection from non-domestic properties **(LI 22)**.
- Number of false alarms due to automatic fire detection from domestic properties **(LI 23)**
- Number of primary fires **(LI 29)**
- Number of deliberate fires **(LI 33).**

Overall we have continued to reduce the total number of incidents we attend. During 2015/16 we saw a decrease in false alarms compared with 2014/15 which has led to an overall decrease in the number of incidents attended.

Over the next few pages we give some details of how the incidents we have attended are categorised.

All incidents attended 2011/12 – 2015/16

| Total | 17679 | 14772 | 15526 | 14501 | 14375 |

Primary Fire
Secondary Fire
Special Service
Fire alarm due to apparatus - Domestic
Fire alarm due to apparatus - Non Domestic
Malicious False Alarm

*Total includes chimney fires

Primary fires attended (LI29)

When compared to 2014/15 we have seen a 5.6% increase in primary fires. Whilst the number of incidents caused by cooking has reduced by 83 incidents, the main cause for primary fires is 'heat source and combustibles brought together deliberately', accounting for 653 of these incidents.

LI29 Service Performance

Year	No of incidents
2011/12	1942
2012/13	1701
2013/14	1599
2014/15	1575
2015/16	1663
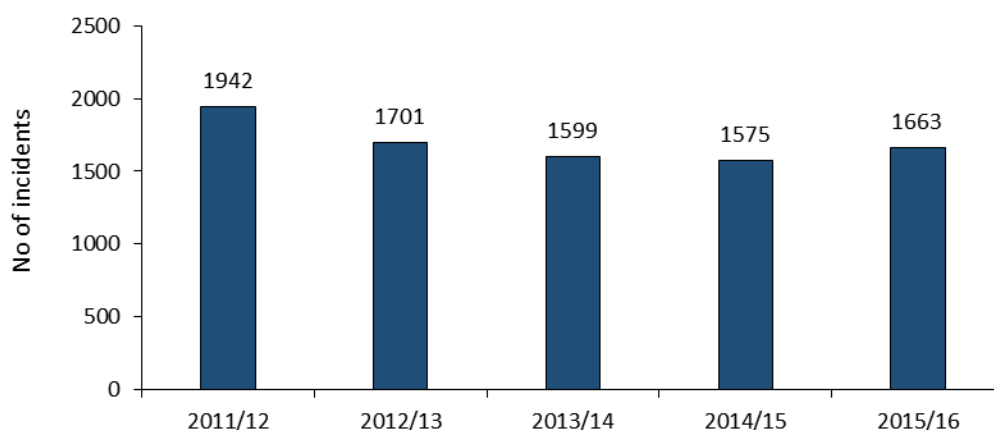
All deliberate fires (LI33) and deliberate secondary fires (LI16)

During 2015/16 we attended 4,045 deliberate fires, this is an increase of 56 (1.4%) in comparison to last year, however demonstrates a 33% reduction in deliberate fires over the past five years.

LI33 Service Performance

Year	No of incidents
2011/12	6008
2012/13	3807
2013/14	4815
2014/15	3989
2015/16	4045
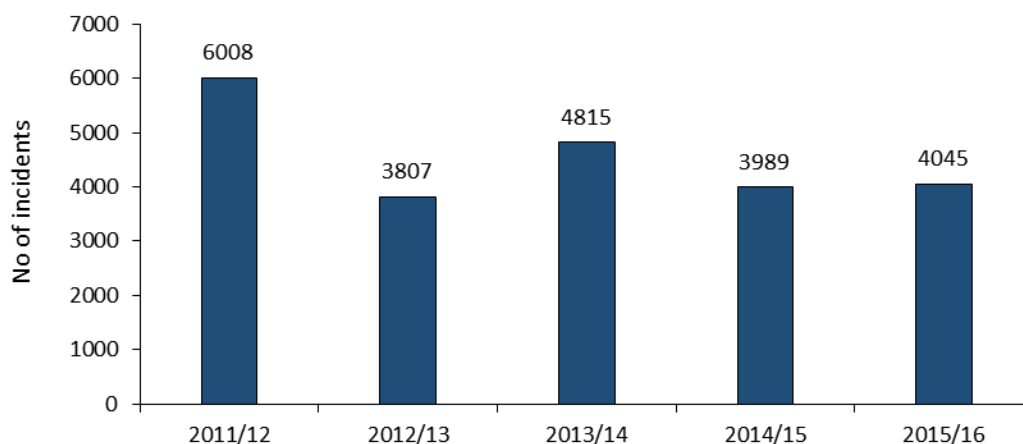
We continue to work with local authorities to implement a number of initiatives in order to reduce the number of these incidents by removing potential sources of

ignition. Further work includes collaboration with partners and multi-agency forums, primarily with the Police and local authorities. It also includes intelligence sharing and providing information on properties at risk, securing voids and uplifting abandoned vehicles. There is also engagement with the local community, secondary schools and Youth Offending Services to tackle issues regarding anti-social behaviour and deliberate fire setting.

Fatalities from all fires (LI 2)

Sadly there were two fatalities from all fires during 2015/16. Despite this we continue to have the lowest number of fatalities from all fires compared to the other metropolitan fire and rescue services.

We recorded zero deaths from accidental dwelling fires during 2015/16. This is the second time within five years that there have been no deaths from accidential dwelling fires.

While we celebrate the achievement of this we will continue to take active steps to ensure we reduce the risk of deaths from accidental dwelling fires by continuing to refine our targeting of prevention and education work. We strive to improve the use of our data to understand current risk and by using community advocates, volunteers and operational staff to improve intelligence and provide a better understanding of our communities in addition to improving our targeting through working with partners.

Accidental Dwelling Fires (LI8) and injuries from accidental dwelling fires, excluding precautionary checks (LI3)

Although we aim to reduce all incident types, the reduction in the number of accidental fires in the home is a priority for us, reflecting the delivery of HSCs which aim to reduce incidents and related injuries.

In 2015/16 we attended 554 accidental dwelling fires, which is a decrease of 3.7% from the previous year. At the same time we recorded 40 injuries from accidental dwelling fires (excluding first aid and precautionary checks), this is a reduction of 15% in comparison to the previous year. Of the 40 injuries 8 were classed as serious. This is the lowest number of injuries from accidental dwelling fires (excluding precautionary checks) we have historically recorded.

Accidental dwelling fires and related injuries 2011/12 - 2015/16
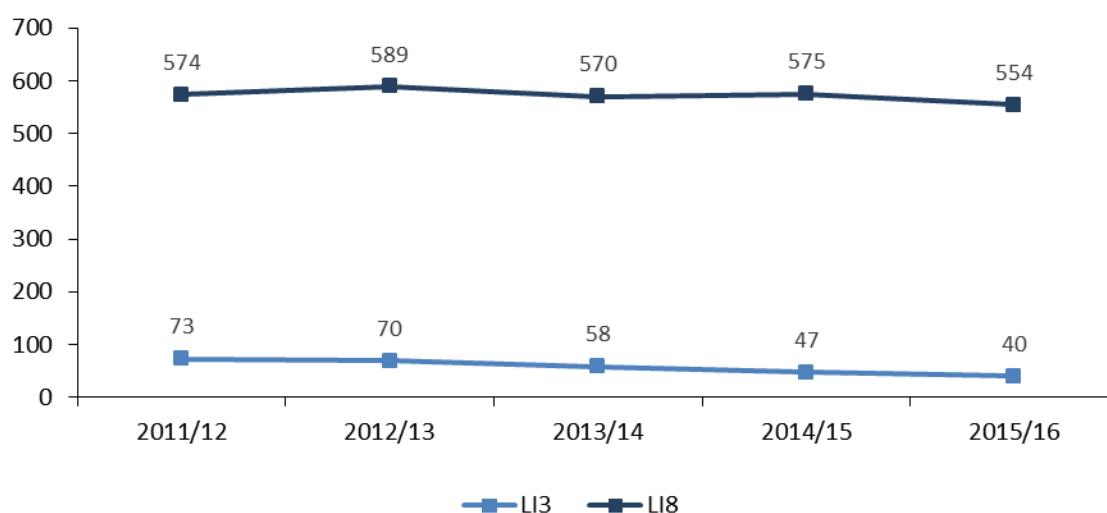
Sources of Ignition

The following table highlights the key sources of ignition that contribute to the number of attendances to accidental house fires.

Source of Ignition	Total
Cooking appliance - Cooker incl. oven	214
Electricity supply - Wiring, cabling, plugs	71
Smoking related - Smoking materials	47
Spread from secondary fire - Spread from secondary fire	28
Not known	20
Cooking appliance – Grill / Toaster	16
Cooking appliance - Microwave oven	15
Matches and candles - Candles	12
Heating equipment – Heating / Fire	11
Other domestic style appliance - Tumble dryer	11
Other source of ignition	109

The main source of ignition continues to be from a cooker, with accidental kitchen fires accounting for 57% of all accidental dwelling fires in 2015/16.

The table above also highlights that a large proportion of such incidents are caused by electricity (including, wiring, cables and plugs) and careless use of smoking materials. These areas of concern are all addressed during a HSC. 29,536 HSCs were undertaken by TWFRS staff in 2015/16 and more were carried out by our local social housing partners and care at home providers who have been trained to carry out these checks on our behalf.

Number of false alarms due to automatic fire detection from non-domestic properties (LI 22).

LI22 Service Performance
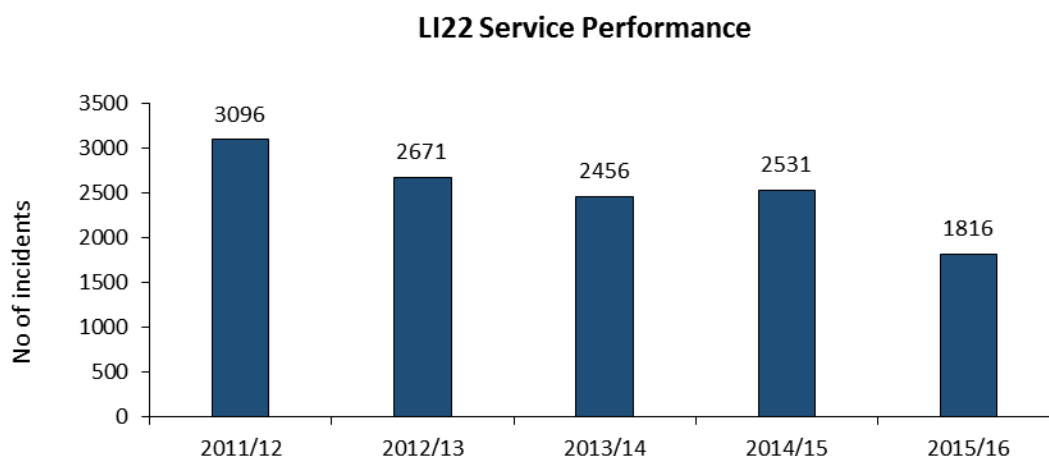
During 2015/16 we attended 1,816 false alarms due to automatic fire detection from non-domestic properties. This reflects our despatch to an address as a result of a call being activated by automatic fire detection equipment or fixed firefighting equipment. A non-domestic premise can be classified as a non-residential property, for example a public building, hospital, school or factory.

In June 2015 we implemented a change to the way in which we respond to these incidents which enables us to respond according to the risk, using our resources effectively to ensure that the most vulnerable in our communities continue to get the fastest response to a real emergency. Our performance for 2015/16 showed a 28.2% decrease when compared to the previous year and contributes to a 41.3% reduction over the last five years.

Education are the main premises type for these incidents accounting for 20% of the total. We have seen a reduction of 16% in the number of these incidents in Hospital and Medical Care premises types. Our Fire Safety teams continue to work with occupiers of non-domestic properties to drive down the occurrence of false alarms.

The following table highlights the top ten non-domestic property types we have attended due to automatic false alarms.

False alarms to non-domestic property	2015/16
Education	361
Hospitals and medical care	339
Retail	196
Residential Home	155
Offices and call centres	142
Entertainment and culture	111
Student Hall of Residence	84
Food and Drink	74
Industrial Manufacturing	69
Hotel / Motel	56

Number of false alarms due to automatic fire detection from domestic properties (LI 23).

During 2015/16 we attended 2,437 false alarms due to automatic fire detection from domestic properties, a decrease of 5% when compared to the previous year. Of these incidents 44% were caused by cooking / burnt toast, this has been the main cause for the last five years.

Responding to false alarms does not offer value for money and diverts resources that could otherwise be used at incidents or delivering community safety activities. Our Fire Safety teams continue to work with partners and property owners with a view to further reducing occurrences of these incidents.

One of the main factors for reducing our attendance at false alarms has been the successful introduction of call challenge procedures. This procedure sees partners filtering monitored fire alarm actuations in their properties during agreed times. This work has resulted in a significant reduction in the number of appliances responding to automatic false alarm. In addition to our call challenge procedures, in June 2015 we changed the way we responded to some fire alarms; TWFRS no longer automatically respond to investigate AFA calls to non-residential premises between 0800 – 1800hrs. Further information is available via our website www.twfire.gov.uk.

FURTHER PERFORMANCE HIGHLIGHTS IN 2015/16

Over the last year TWFRS has also achieved significant reductions in other areas thus complementing our priority indicators.

Our performance for 2015/16 is further supported by the key outcomes highlighted below:

- 23% (50) **fewer injuries from all fires**
- 11.3% (29) fewer **malicious false alarms attended**

OTHER INCIDENTS

We deal with a range of other incidents beyond fire, and have made significant changes over recent years in order to adapt to local and national risks. The table below highlights the range of special service incidents that we have attended over the last five years.

Special Service Type	2011/12	2012/13	2013/14	2014/15	2015/16
RTC	370	387	332	331	358
No action (not false alarm)	351	310	285	303	293
Flooding	116	319	200	132	227
Making Safe (not RTC)	114	87	89	75	195
Effecting entry / exit	142	192	177	179	162
Lift Release	197	194	202	138	153
Suicide / attempts	109	65	100	117	110
Other rescue / release of persons	179	99	96	70	110
Assist other agencies	85	72	97	81	88
Removal of objects from people	81	74	79	87	87
Animal assistance incidents	124	95	111	97	77
Spills and Leaks (not RTC)	70	58	50	37	69
Medical Incident - First responder	41	51	52	64	59
Hazardous Materials incident	22	36	35	45	45
Removal of people from objects	0	35	26	28	35
Evacuation (no fire)	19	57	43	33	30
Rescue or evacuation from water	19	37	29	16	25
Other Transport incident	19	12	18	18	23
Advice Only	27	20	26	15	17
Stand By	22	13	22	13	9
Water provision	1	0	0	2	1
Total	**2108**	**2213**	**2069**	**1881**	**2173**

When compared to last year, attendance at special service incidents has increased by 15.5%. Factors outside of our control can determine our attendance at special service incidents, as is the case at 'making safe (not RTC)' where we have seen an increase of 120 incidents when compared to last year due to the high winds in November / December 2015.

In addition to the special service incidents above, we also attended 206 Emergency Medical Response incidents as part of a trial which involves co-responding to medical emergencies along with North East Ambulance Service.

Further details on our performance can be found in Appendix A at the end of this report. This shows our progress against the targets set out in our Strategic Community Safety Plan.
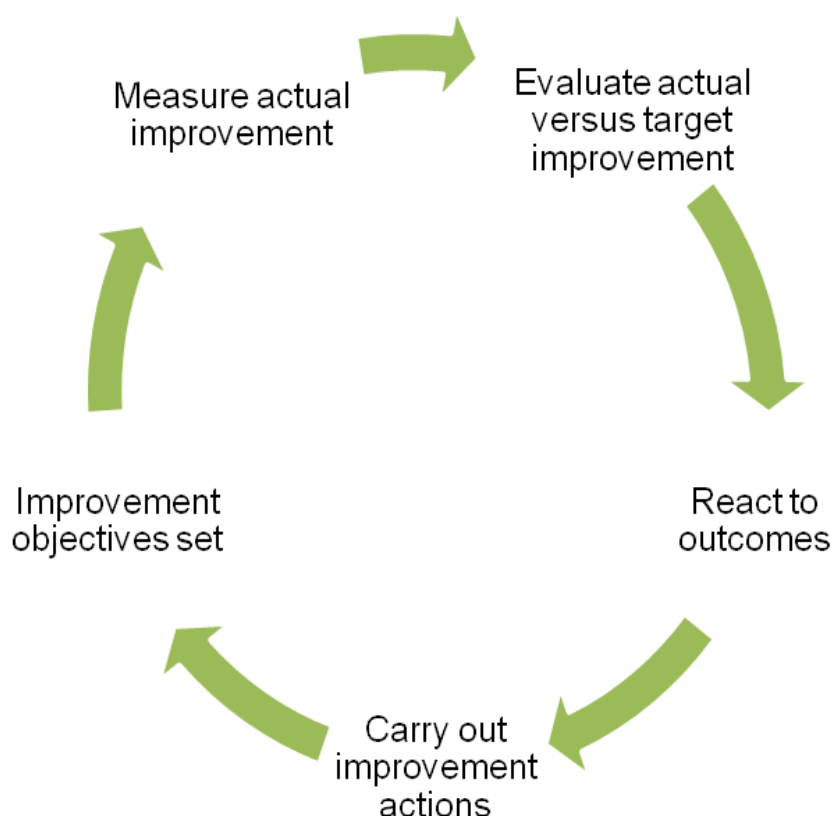
PERFORMANCE IMPROVEMENT

Through the delivery of our goals, priorities, strategies and plans we are able to ensure that our front line services work towards our overall vision and mission. However, it is through our frameworks and processes that we ensure the services we provide are monitored and scrutinised to provide continuous improvement.

Performance Action Groups (PAG), which address performance at a district and Service level continue to meet to monitor performance and identify areas for improvement by directing resources and establishing priorities with effective delivery of initiatives and projects.

Performance is scrutinised quarterly by the Strategic Management Team and the Authority's Policy and Performance Committee.

The framework highlighted below demonstrates how we monitor, evaluate and deliver improvement to our communities.

Performance Improvement Framework

Measure actual improvement

Evaluate actual versus target improvement

React to outcomes

Carry out improvement actions

Improvement objectives set

The stages of the Performance Improvement Framework are detailed below:

- **Improvement objectives and targets are set**
  On an annual basis we review our current objectives and look for evidence of improvements against these objectives. As a result of this process we establish priorities for monitoring throughout the year.

- **Measure actual improvement**
  We have developed our own Performance Management System in order to measure the improvement and progress of performance throughout the year. The Performance Management System enables us to measure and monitor specific improvements in each of our five districts and 17 stations. Through the use of real time data, we are able to measure our performance more effectively.

- **Evaluate actual versus target improvement**
  The Performance Management System supports us in monitoring performance on a daily basis and reporting it on a quarterly basis. The performance improvement process allows for the reports and actions to be scrutinised and evaluated to ensure targets and outcomes are being delivered in order to achieve continuous improvement. Our district and station managers increase the effectiveness of performance management in our Service Delivery function.

- **React to outcomes**
  Improved communications enable us to pass on our actions and outcomes more effectively. A structured monitoring and review process allows us to share our messages and actions more clearly and efficiently. This process is enhanced through team briefings, management meetings and performance action groups.

- **Carry out improvement actions**
  Our structure enables the effective management of improvement actions; driving accountability for our improvement actions to the various management levels within the Authority. Improvement actions include preventative work for example, carrying out HSCs.

The performance improvement process enables us to ensure that the framework is implemented successfully. Despite success in our performance over recent years we recognise that we cannot be complacent and we are committed to further improvement through innovative working and exploring further collaboration.

Improvement opportunities also arise as a result of audits, internal reviews, consultation activities and external accreditations. The learning and improvement actions from such activities are included on an organisation wide Improvement Plan which is regularly monitored and reported.

INTEGRATED RISK MANAGEMENT PLAN

Our Strategic Community Safety Plan and Integrated Risk Management Plan are now combined. Producing a single document is clearer and more efficient, and ensures that our plans are clearly linked to an understanding of risk.

The Integrated Risk Management Planning (IRMP) process is the vehicle we use to make significant changes to the shape of the Service, ensuring that services are planned, designed and delivered in a way that balances available resources and community risk. This is a national process required of us under the Fire and Rescue National Framework.

IRMP proposals are developed on a four year rolling programme to enable medium term planning and consultation with staff, partners and communities. In October 2012 the following IRMP actions were agreed, covering the period 2013-17:

- Review of operational response model
- Review of staffing profiles
- Review of diversionary activities
- Review of catering
- Review of cleaning
- Feasibility of a Trading Company
- Introduction of second Day Crewing Close Call station (Rainton Bridge - from previous IRMP)

A significant amount of work has been undertaken on IRMP actions. All are complete with the exception of the review of operational response model which will continue to be implemented into 2018 as detailed below:

Review of operational response model

Following this review in 2014, the Fire Authority agreed changes to the operational response in Tyne and Wear and these are being implemented over a three year period. Phases one and two are now complete and included the following actions:

- Crewing appliances at one pump stations with four staff
- Removal four main fire appliances across the Service (a reduction from 30 to 24)
- Introduction of two Targeted Response Vehicles (TRVs) to respond to lower risk incidents 24/7
- Introduction of two additional TRVs to be dual staffed at night to respond to lower risk incidents
- Removed two fire appliances for up to 12 hours at night
- Introduction of a new automatic fire alarms (AFA) policy and procedure
- Investment in new fire-fighting technologies to enhance performance and Firefighter safety (Cobra cold cutting system).

Phase three involves the removal of a further two appliances from the fleet which is scheduled for autumn 2016. One Aerial Ladder Platform will also be removed during phase three.

Throughout the implementation of the operational response review, staffing numbers have been reduced accordingly through natural wastage.

Monitoring and review is taking place throughout the life of the plan with reports prepared and presented to Authority.

Two additional IRMP actions were agreed in November 2014, to be carried out over 2014-17:

- Carry out an Organisational and Management Review
- Explore further joint working with other emergency services and key partners.

New IRMP actions covering 2017-20 are currently being developed through consultation with stakeholders.

Current Reviews:

Organisation & Management Review

In November 2014, the Authority agreed that a wide ranging Organisational and Management Review should be carried out covering all levels of staff and incorporating a review of management. A new organisation structure has been proposed and staff are currently being consulted. A phased implementation is due to commence in 2017.

The review will also review our co-terminosity (boundary and service delivery) arrangements which are currently based on the five local authority areas within Tyne and Wear.

Explore further joint working with other emergencies services and key partners

Since the addition of this action in 2014, we have undertaken further consultation with partners and staff regarding opportunities for further collaboration with partners. As a result, the following actions have been progressed:

A police integration project that involves officers from Northumbria Police being co-located at our stations has been completed. Premises have been adapted and officers have moved into five of our community fire stations at Farringdon, Hebburn, Chopwell, Birtley and Sunderland Central.

Working with Northumbria Police and the Police and Crime Commissioner, a successful Innovation Fund Bid secured £342,000 in March 2015 for SafetyWorks! to continue its innovative work. The fund has been used to develop the centre to

create an even more interactive experience. Improvements include new audio visual equipment to advance delivery and evaluation and renovation of facilities improving the commerciality and fundability of the centre going forward. The fund also secured two dedicated police staff to work from the centre for a period of two years. More information can be found at www.safetyworks.org.uk/

In addition, the Service is undertaking a regional trial where we co-respond to certain types of medical emergency incidents with the North East Ambulance Service (NEAS). More information regarding this collaboration is included on page 12.

IRMP Consultation

The IRMP actions are subject to relevant consultation (dependent upon scope of actions) with a range of stakeholders which could include; members of the public, local strategic partners, ward councillors, MPs, local businesses, partner organisations and representative bodies.

OUR PLANS

In order to effectively deliver our services, we have developed a number of high level plans and strategies that direct and support the work of our individual functions.

The highest level plan is the Strategic Community Safety Plan 2015–18. This Plan is combined with our Integrated Risk Management Plan and features our Community Risk Profile. It sets out the planned inputs, outputs and outcomes in relation to each of the key areas of Service. In doing this, it defines our contribution towards driving down risk to the public of Tyne and Wear. In essence it sets out our:

- Medium term priorities

- Methods to drive down risk and deliver services effectively

- Actions for the year ahead, and

- Performance targets and indicators.

Our other key documents include:

- Medium Term Financial Strategy (MTFS)

- Value for Money Framework

- Capital Strategy and Asset Management Plan

- Improvement Plan

- HR Strategy

- Learning & Development Delivery Strategy

- Corporate Procurement Strategy

- Equality Strategy

Further details of all of these documents can be found on our website: www.twfire.gov.uk.

Our operational activities are governed by a range of standard operating procedures which are followed by all staff.

Consulting on our Plans

We recognise the need to seek the views, opinions and involvement of others in the delivery of our services. Where appropriate, this includes employees, Authority Members, members of the public, other stakeholders and community groups.

A formal Consultation Policy sets out how we will engage with our stakeholders and consult on the issues which affect them. This will provide us with information at the beginning of the decision-making process, enabling this information to influence our plans and strategies.

WHAT OTHERS SAY

The Authority's External Auditors, Mazars, give an annual opinion on our financial statements and whether we have in place proper arrangements for securing economy, efficiency and effectiveness in use of resources (the Value for Money conclusion). The annual audit letter for 2014/15 was received in October 2015, and indicates that:

- The overall quality of the final statement of accounts is good
- The Authority has maintained its strong record in the delivery of its action plans and its budgets
- The Authority maintains healthy financial reserves to help it manage the future cuts that are likely to be required
- Performance is good overall and the Authority is still driving improvement despite spending cuts
- The Authority continues to deliver savings arising from Integrated Risk Management Plan (IRMP) action plans.

Specific aspects of our Service are also subject to regular review by Internal Audit provided by Sunderland City Council. The results of these audits are reported to the Governance Committee and available on our website.

We undertake an on-going 'After the Incident Survey' which seeks the views of those who have used our services. The latest results of this survey recorded overall satisfaction scores of 100% for both, the services we provide at domestic and non-domestic incidents.

Our Other Achievements

We have been successful in achieving several awards and accreditations in the last year. These include:

- Investors in People Gold Standard maintained
- Equality Framework 'excellent status' maintained
- ROSPA Presidents accreditation, which is a celebration of ten consecutive gold awards
- Accreditation to International Standard ISO22301 for Business Continuity
- National Resilience Assurance Team Self-Assessment (Year 1)
- Marauding Terrorist Firearms Attack National Assurance Assessment
- Department of Work and Pensions 'Two Ticks' disability symbol
- Better Regulation Delivery Office (BRDO) Primary Authority Officer Award.

HOW WE MEET THE REQUIREMENTS OF THE NATIONAL FRAMEWORK

We believe that this Statement of Assurance and Annual Report, along with other documents referred to and signposted within it, demonstrates how TWFRA meets the requirements of the Fire and Rescue National Framework. These are summarised below.

Requirement	How this is met
Produce an IRMP that identifies and assesses all foreseeable risk The Plan must demonstrate how prevention, protection and response will be used to mitigate the impact of risk	• Strategic Community Safety Plan and IRMP • Community Risk Profile • Policies and procedures to implement the Plan, including targeting • Specific IRMP reviews including evidence base • Detailed risk data used in decision making e.g. Workload Modelling, MOSAIC • Community Engagement Strategy • Monitoring of performance by Performance Action Group and Policy and Performance Committee to ensure risk is being mitigated • Improved mapping based on various data sources to provide a comprehensive picture of local risks and increase efficiency • Ongoing Community Safety Education Programme • HSC Re-inspection Programme • Relocation of Station Mike (Marley Park) • Lighter Nights campaign • Improved MDT risk information and maps • Revised Learning & Development Policy
Work with communities to identify and protect them from risk	• Delivery of HSCs • Sharing of NHS (Exeter) Data • Ongoing partnership working

	• Use of shared data via multi agency groups • Improved Workload Modeller • Historical accidental dwelling fire data cross referenced with Mosaic to target most vulnerable for HSCs • Partners for life • Recruitment of volunteers • Recruitment of Community Safety Advocates • 100+ partners referring vulnerable people to TWFRS • Introduction of Employee Advisory Groups • Attendance at local community events e.g. Mela and Pride • Introduction and development of Social Media • Formation of Risk Group • Development of RMAD
IRMP should set out the management strategy and risk based programme for enforcing the Regulatory Reform order	• Introduction of Risk Based Inspection Programme (RBIP) • Development of Post Fire Audit guidance • Ongoing agreement of Primary Authority Scheme (PAS) with Sainsbury's
Make provision to respond to incidents and reflect this in IRMPs	• Improved incident performance • Introduction of DCCC staffing • Introduction of Emergency Call Management Policy • Launch of new mobilising system • Negotiated common command arrangements • Undertake compatible training exercises e.g. Exercise Endeavour • Introduction of TRVs • Cross border response arrangements • Introduction of Cobra cold cutting • Collaboration with NEAS (EMR)

	• Contingency re Industrial Action • Review of Operational Response • Introduction of swap a shift • Zero fire deaths in 2012/13 • Introduction of digital fire ground radios • AFA Policy change • Development of Resilient Tyne and Wear Plan
(Accountability) IRMP must be accessible, available, reflect consultation, cover a three year time span and be reviewed and revised as often as necessary; reflect up to date risk analysis and evaluation of community outcomes	• Community Risk Profile • IRMP Consultation Programme • Sustainable change and increased efficiency
Have effective business continuity arrangements	• ISO22301 accreditation • External and Internal Audit accreditations • Relevant BCP
Collaborate with other FRAs, other emergency services and Local Resilience Forum (LRF) to deliver interoperability	• Mutual aid agreements • Local Resilience Forum (structures, roles, plans, procedures and exercising records etc.) • Common systems for Command and Control with Northumberland FRA • Further collaboration with Northumbria Police (co-location, SafetyWorks partnership, strategic agreement) • Multi agency exercises • Deployment of special assets e.g. USAR and HVP • Mass decontamination resource • DIM re CBRN and MTFA

	• Relaunch of SafetyWorks! • Shared resources including fire dog; Spencer • Assisted other FRS re flooding incidents (Morpeth 2012, Somerset 2013,North Yorkshire 2015 and Carlisle 2015) • SLA with DDFRS re IOSH Training • Developed USAR training to be shared with partners • Joint exercises working group • JESIP
Engage with the Fire and Rescue Service Strategic Resilience Board (SRB) to support discussions and decision making on national resilience	• Policies and procedures relating to local and national risks • Engagement in Chief Fire Officers Association (CFOA) groups relating to resilience • Ongoing development of USAR
Risk assessments must include analysis of any gaps between existing capability and that needed for national resilience, and these must be highlighted to the SRB	• NRAT multi capability assurance inspection • Multi agency community risk register (LRF)
(Assurance) Work collectively and with SRB to provide assurance that risks are assessed, gaps identified and that resilience capabilities are fit for purpose, and any new capabilities are procured, maintained and managed in the most cost effective manner	• As above plus independent assessment via National Resilience Advisory Team (NRAT) audits • External audit of financial systems and value for money

Work in partnership with their communities and a wide range of partners locally and nationally	- Strategic Community Safety Plan and IRMP - Policies and procedures to implement Plan, including targeting - Delivery coterminous with council boundaries - Engagement in statutory and non-statutory partnerships (Partnerships Register, reports and structures of partnership bodies) - HSC, signposting and data sharing - Collaboration on diversionary activities
(Scrutiny) FRAs must hold the Chief Fire Officer to account and have arrangements in place to ensure their decisions are open to scrutiny	- Corporate Governance Framework - Standing Order - Annual review of governance - Authority minutes
FRAs must make their communities aware of how they can access data and information on performance	- Statement of Assurance and Annual Report (since 2013) - Quarterly performance reports (benchmarked with Mets) - Compliance with the data transparency code as exemplified on website - Policies and procedures relating to data - Policies and procedures relating to information governance - Data & Information Strategy - Publication of Privacy notice - Compliance with all recommendations of the Transparency agenda e.g. publication of senior salaries, procurement and expenditures - ICO publication scheme - Publication of peer review action plans - Publication of pay policy statements - IRMP Consultation

	• Marley Park Consultation • Publication of FOI FAQs

Addendum	
Requirement	**How this is met**
Have a process of fitness assessment and development to ensure that operational personnel are enabled to maintain the standards of personal fitness required in order to perform their role safely;	• Work between OHU and LD to determine a strategy for all Operational personnel which includes: • All Operational staff provided with the time to undertake physical training on a daily basis when at work. • Chester step test – 6 monthly. • OHU Monitoring - 3 yearly and 1 yearly health surveillance. • Gymnasium on all fire stations and at HQ with time built into station work routine for fitness training. • HAVS assessments. • Special assessments. • Monthly health promotion topics and health education for operational staff. • Operational vaccination programme. • Welfare officer support. • Access to Welfare officer. • Stress awareness programmes. • Promoting Positive Mental health programme. • Mind, Blue Light Time to Change
Ensure that no individual will automatically	• OHU Monitoring and associated fitness plan

face dismissal if they fall below the standards required and cannot be deployed operationally;	- Access to physiotherapy service - Accelerated access to health scheme. - Welfare officer support. - Access to OHU Physician. - Independent qualified medical practitioner. - Welfare officer support. - Access to Welfare officer. - Stress awareness programmes. - Promoting Positive Mental health programme. - Mind, Blue Light Time to Change
Ensure that all operational personnel will be provided with support to maintain their levels of fitness for the duration of their career;	- As above - Further work ongoing to include fire fit and Gym improvement group.
Consider where operational personnel have fallen below the fitness standards required whether an individual is able to continue on full operational duties or should be stood down, taking into account the advice provided by the authority's occupational health provider. In making this decision, the safety and well-being of the individual will be the key issue;	- As above - Ongoing health surveillance - Advice from the Occupational Health Physician - Redeployment if appropriate - Policy and procedure. - Annual figures regarding this data. - Independent qualified medical practitioner. - Welfare officer support.

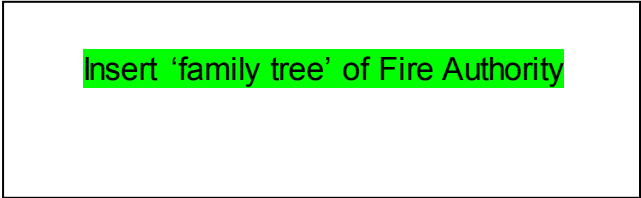|	
	- Access to Welfare officer. - Stress awareness programmes. - Promoting Positive Mental health programme. - Mind, Blue Light Time to Change
Commit to providing a minimum of 6 months of development and support to enable individuals who have fallen below the required fitness standards to regain the necessary levels of fitness;	- As above - The provision of a fitness support with bespoke training programmes. - Referral to physiotherapy or other specialist OH advisor when required. - A physical fitness plan appropriate for the individual concerned.
Refer an individual to occupational health where underlying medical reasons are identified that restrict/prevent someone from achieving the necessary fitness and that individual must receive the necessary support to facilitate a return to operational duties;	- As above - Referral to an Occupational Health Advisor/Physician for effective case management. - Written policy for guidelines around this. - Risk assessments to determine reasonable adjustments. - Welfare officer support. - Access to Welfare officer. - Stress awareness programmes. - Promoting Positive Mental health programme. - Mind, Blue Light Time to Change
Fully explore opportunities to enable the individual to remain in employment including through reasonable adjustment and redeployment in role where it appears the medical condition does not allow a return to operational duties.	- As above - Recommendations can be made by OHU to assist in this process with regards to capability and reasonable adjustments. - Redeployment process.

	• Welfare officer support. • Access to Welfare officer. • Stress awareness programmes. • Promoting Positive Mental health programme. • Mind, Blue Light Time to Change
Prepare an annual statement of assurance covering financial, governance and operational matters showing due regard for IRMP and Fire and Rescue National Framework	• Statement of Assurance and Annual Report • Documents signposted from it including Statement of Accounts, Annual Governance Statement and reports of internal and external auditors • Publication of financial information • Financial Resilience

GOVERNANCE ARRANGEMENTS

Tyne and Wear Fire and Rescue Authority is the local government organisation created under the Local Government Act 1985 to oversee the activities of Tyne and Wear Fire and Rescue Service (TWFRS).

It has statutory responsibilities laid down in legislation including the Fire and Rescue Services Act 2004, Civil Contingencies Act 2004, Regulatory Reform (Fire Safety) Order 2005, Local Government Act 1999, Localism Act 2011 and the Fire and Rescue National Framework for England 2012, to provide an effective, economic and efficient fire and rescue service.

The Authority comprises 16 elected members, nominated by the five constituent councils of Tyne and Wear.

Insert 'family tree' of Fire Authority

To enable us to carry out our duties effectively, we have a number of committees:

- Human Resources Committee
- Policy and Performance Committee
- Governance Committee
- Appointments Committee
- Disciplinary Appeals Committee
- Personnel Appeals Sub-Committee
- Emergency Sub-Committee

The roles and responsibilities of all Members and Officers are clearly defined and documented, with clear delegation arrangements and protocols for effective communication:

- Standing Orders and Financial Regulations are in place and these set out how the Authority operates and how decisions are made, including a clear Delegation Scheme.

- The Standing Orders and Delegation Scheme indicates responsibilities for functions and sets out how decisions are made.

- A system of scrutiny is in place whereby the Governance Committee provides independent scrutiny of the Authority's financial and non-financial position to the extent that it affects the Authority's exposure to risk and weakens the control environment; and the Policy and Performance Committee scrutinises performance information in respect of the Authority's duty to secure best value and to consider policy initiatives in respect of emerging issues.

For further information regarding Tyne and Wear Fire and Rescue Authority, please visit our website: www.twfire.gov.uk.

Governance Framework

We have a Corporate Governance Framework in place which aims to ensure we are doing the right things, in the right way, for the right people, in a timely, inclusive, open, honest and accountable manner.

We are responsible for ensuring that we conduct our business in accordance with the law and proper standards, and that public money is safeguarded, properly accounted for, and used appropriately.

We have a duty under the Local Government Act 1999 to make arrangements to secure continuous improvement in the way we function, with particular regard to a combination of economy, efficiency and effectiveness.

As part of this liability, we are responsible for putting in place proper arrangements for the governance of our affairs, facilitating the effective exercise of our functions, including arrangements for the management of risk.

The Corporate Governance Framework primarily includes systems and processes which we use to direct and control our activities and engagement with the community. It also enables us to monitor the achievement of our strategic objectives and to consider whether these objectives have led to the delivery of appropriate, cost-effective services.

The system of internal control is a significant part of that framework and is designed to manage risk to a reasonable level. It cannot eliminate all risk of failure to achieve policies, aims and objectives and can therefore only provide reasonable and not absolute assurance of effectiveness. The system of internal control is based on an ongoing process designed to identify and prioritise the risks to the achievement of our policies, aims and objectives, to evaluate the likelihood of those risks being realised and the impact should they be realised, and to manage them efficiently, effectively and economically.

We adopted a Local Code of Corporate Governance in 2003 which was revised and updated in 2010 and is reviewed annually. The Code ensures that we comply with recommended practice and maintain high standards of conduct.

Any breaches of the Code are reported to the Authority's Monitoring Officer who will determine whether the complaint should be investigated and if so by whom.

The framework is based upon the following six core principles:

- Focusing on the purpose of the Authority and on outcomes for the community and creating and implementing a vision for the local area

- Members and officers working together to achieve a common purpose with clearly defined functions and roles

- Promoting values for the Authority and demonstrating the values of good governance through upholding high standards of conduct and behaviour

- Taking informed and transparent decisions which are subject to effective scrutiny and managing risk

- Developing the capacity and capability of members and officers to be effective

- Engaging with local people and other stakeholders to ensure robust public accountability.

Our Corporate Governance arrangements were subject of an efficiency review during 2013/14 which resulted in improvements to the Framework and streamlined the management processes to ensure these are fit for purpose and appropriate for the changing needs of our organisation.

Review of Effectiveness

We are responsible for conducting, at least annually, a review of the effectiveness of the Corporate Governance Framework including the system of internal control. The review of effectiveness is informed by feedback from Members and the work of all senior managers who have responsibility for the development and maintenance of the governance environment, the Internal Audit Annual Report, and also by comments made by the external auditors and other review agencies and inspectorates.

Our Annual Governance Statement 2015/16 based on the annual review of effectiveness, was agreed by the Fire Authority on 27th June 2016. The papers include:
- Annual Governance Review report
- Local Code of Corporate Governance
- Annual Governance Statement 2015/16
- Action plan

These documents can be found on our website www.twfire.gov.uk.

Local Audit and Accountability Act 2014

Tyne and Wear Fire and Rescue Authority adhere to the Department for Communities and Local Government's 'Code of Recommended Practice on Local Authority Publicity'.

The code became effective in March 2011 and provides guidance on the content, style, distribution and cost of local authority publicity.

In 2014 compliance with the code became statutory as part of the Local Audit and Accountability Act 2014. Tyne and Wear Fire and Rescue Authority's communications strategies and policies abide by the code.

Fair Processing Notice / Privacy Notice

Tyne and Wear Fire and Rescue Service works hard to keep people safe at home, on the roads and in the community, thereby 'creating the safest community'. In order to do this work we will often need the name and address of our service users.

To ensure people get the right services we may ask for further information such as age and health requirements. This helps us to understand what peoples' needs are and who else may be able to help.

We work closely with other agencies, and may offer assistance from other agencies such as councils, health services, adult and children's services and may, for the purpose of making vulnerable people safer, share personal information with other agencies.

Other agencies share information about people with Tyne and Wear Fire and Rescue Service, where both parties have identified that the people concerned are at a higher risk from fire and other emergencies, in particular fires in the home.

For example; NHS England, the Royal College of General Practitioners and fire and rescue services (FRS) in England work together to share information (where relevant, proportionate and necessary) to allow fire service personnel to undertake home safety assessments for those people who would most benefit from a visit.

The majority of fire deaths in the UK occur amongst the elderly population. Older people are most vulnerable to fire and a number of other risks. A home visit from the FRS is proven to make them safer and can reduce risk significantly.

In one area of the UK where this work has been piloted since 2007, there have been very significant reductions in fire deaths and injuries which has developed into a current trend well below the national average. Therefore, we know this work can save many lives.

The FRS and NHS will continue to work together in the future to ensure the visits undertaken by the FRS are effective in helping to make people safe and well.

MANAGEMENT OF CORPORATE RISK

TWFRS policy on risk management is to ensure the successful delivery of our corporate goals through the effective management of threats by identifying, prioritising, controlling and monitoring threats to ensure they are eliminated or reduced to an acceptable level.

The key objectives that underpin our risk management policy are to:
- Develop, implement and review our risk management framework and process
- Promote effective risk management at all levels of the organisation
- Encourage an appropriate risk culture and develop resources for risk management within TWFRS e.g. training and education
- Co-ordinate other departments that are involved in specific aspects of risk management and manage responses where risks impact on more than one area, e.g. security, business continuity, health and safety
- Report, escalate and communicate risk management issues to key stakeholders
- Provide assurance regarding risk management within TWFRS
- Take advantage of opportunities
- Anticipate changing social, environmental and legislative requirements.

The Corporate Risk Management Group (CRMG) is essential to the effectiveness of the risk management process. The group is chaired by the Chair of the Fire Authority and comprises of senior managers from each of the Authority's functions. The group develop strategy to manage those issues raised in the Corporate Risk Profile and develop, implement, monitor and review action plans to minimise corporate strategic risks.

At the time of publication of the Statement of Assurance and Annual Report, the top five corporate risks were:

- Failure to effectively and safely deploy and manage operational staff and resources at incidents leading to staff and public being exposed to unnecessary risks

- Risk that spending and / or policy decisions of one of our partners has a negative impact on our collaborative work and therefore a detrimental impact on the communities that we serve

- Risk that further budget cuts will mean that we have to make decisions that will detrimentally affect the delivery of front line services

- Industrial unrest nationally and / or locally with regard to conditions of service (including ongoing organisational change management programmes) results in industrial action and impacts on service delivery

- Disruption to the operation of key ICT systems / applications resulting in downtime.

BUSINESS CONTINUITY MANAGEMENT AND RESILIENCE

Following certification in February 2015, the Service continues to conform with the International Standard; ISO22301:2012 for Business Continuity. The Risk Team work alongside all functions and department heads to embed Business Continuity across the Service. This ensures we have the necessary resilience to deal with periods of disruption to our normal operations.

Moving forward the team continue to seek improvements in this area by planning exercises and testing various elements of the Business Continuity Management System.

We are actively engaged with the Northumbria Local Resilience Forum (NLRF) and work collaboratively with our partners on various areas of business continuity planning, e.g. National Fuel Shortages, Pandemic Influenza, Severe Weather etc.

Local resilience planning is also supported by the Government's National Resilience Programme via the National Resilience Assurance Team (NRAT). This has enabled us to take an active role in national resilience exercise planning, be well informed and to be able to share and collaborate on National Resilience issues.

FINANCIAL INFORMATION *The information for 2015/16 will be inserted prior to publication once the final accounts have been formally approved by the Authority.*

IMPACT OF FINANCIAL INFORMATION

Financial Planning

Our Medium Term Financial Strategy (MTFS) provides an analysis of the financial position likely to face the Authority over the next three years. It establishes approaches which direct resources to address the strategic priorities of the Authority (as set out in the Strategic Community Safety Plan), achieve value for money in the use of those resources, and assist the budget planning framework for the preparation of the Revenue Budget and Capital Programme.

Efficiency

We produce an IRMP which reflects local needs and sets out plans to effectively tackle existing and potential risks to communities. The IRMP has been brought in line with the MTFS to cover the comprehensive spending review period. This process enables required reductions in expenditure to be delivered in a way which takes full account of community risk.

We are committed to delivering further efficiency savings through:

- Further development of the IRMP

- Following best practice in relation to procurement of goods and services

- Working in collaboration with partners both locally and regionally, and

- Generating efficiency savings arising from policy and service reviews.

PROTECTING THE ENVIRONMENT

TWFRS continue to make significant progress in reducing carbon emissions in support of the Governments climate change objective.
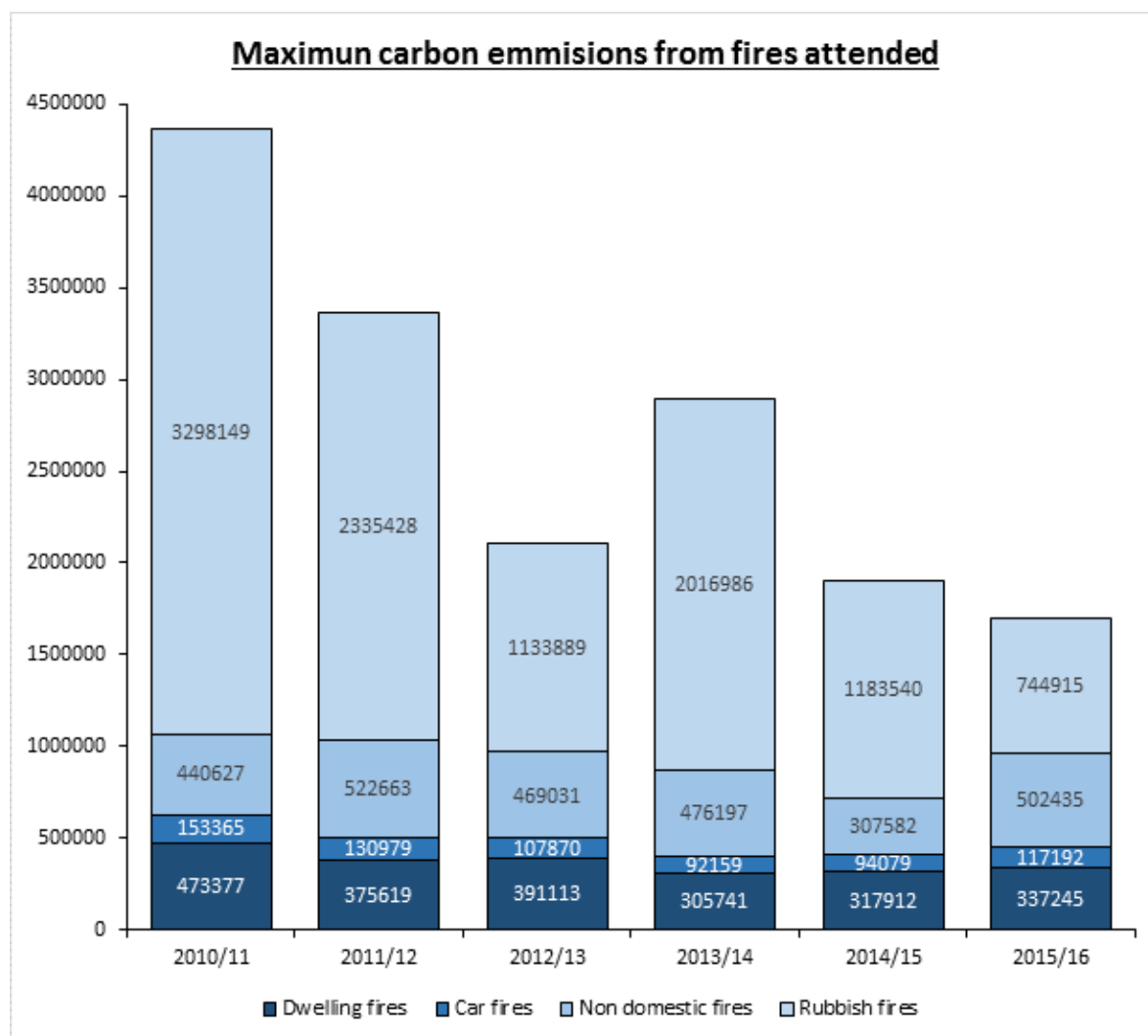
We are in the final stages of installing internal LED lighting; this will ensure that all lighting requirements (internal and external) to our non PFI facilities will benefit from LED illumination. This change will yield annual utility costs savings coupled with the benefit of lower maintenance costs. The recently completed redevelopment of SafetyWorks! involved the extensive use of innovative LED lighting solutions, meaning every fitting utilised at SafetyWorks! is LED.

Two of our community fire stations (Gosforth and Marley Park) benefit from 'in house' electricity generation. The photovoltaic (PV) panels not only generate free to use electricity, they also generate an income for TWFRS in the form of feed in tarrifs (FiTs).

We are investing in 'rapid charge' electric vehicle charging points; these will be located at Service Headquarters (SHQ) and the Technical Service Centre (TSC). Works to TSC are nearing completion and it is envisaged that SHQ's charging facilities will be installed in conjunction with the proposed highways works that are due to commence later in 2016.

West Denton Community Fire Station has recently been subject to extensive roof coating works, the specification employed for this scheme resulted in the installation of flat insulation panels, and this action has helped ensure that the new roof covering now fully complies with the current building regulations in terms of thermal insulation efficiency.

The following graph shows the carbon emissions in tonnes for fire incidents we have attended between 2010/11 and 2015/16.

Maximun carbon emmisions from fires attended

Year	Dwelling fires	Car fires	Non domestic fires	Rubbish fires
2010/11	473377	153365	440627	3298149
2011/12	375619	130979	522663	2335428
2012/13	391113	107870	469031	1133889
2013/14	305741	92159	476197	2016986
2014/15	317912	94079	307582	1183540
2015/16	337245	117192	502435	744915

■ Dwelling fires   ■ Car fires   □ Non domestic fires   □ Rubbish fires

Please note the emissions are **maximum** emissions based on the **maximum possible** area covered by the fire.

In 2015/16 there was an increase of 63% in the carbon emitted from non-domestic fires (excluding derelict property), a 6% increase in the carbon emitted from dwelling fires (excluding derelict property) and a 25% increase in carbon emitted from car fires (excluding derelict vehicles). Carbon emitted from rubbish fires has decreased by 37%.

However, the total carbon emissions from all fires have reduced by 11% compared to the previous year.

YOUR VIEWS COUNT

Your views are very important to us and having had the opportunity to read our Statement of Assurance and Annual Report, we would welcome any comments that you may have. This would assist in our consultation process and evaluation of the document.

You can find our questionnaire by following this link:
http://www.twfire.gov.uk/about/annual-report

All questionnaires requesting feedback will be acknowledged within ten days of receipt.

COMPLAINTS AND COMPLIMENTS

We aim to provide the highest standards of fire, rescue and community safety services. As a recipient of a public service, there may be times when you wish to comment on the fire and rescue service. We encourage complaints and compliments from all members of the community as we value your opinion and it can help us to continually improve our service.

Complaints Procedure

For our part, if you do make a complaint we will ensure that:
- Your complaint is treated confidentially
- You receive an acknowledgement within 7 working days, including the name of the Investigating Officer
- Your complaint is investigated in accordance with the Fire and Rescue Service's standard procedures.

We will also:

- Endeavour to send you a full reply including the results of the investigation within 28 working days
- Ensure that you are informed of the progress, if the above deadline cannot be met.

Making a Complaint or Compliment

If you wish to make a complaint or would like to tell us about an area of our work that you have been happy with then please do contact us, details are as follows:
Telephone: +44 (0)191 444 1500.

Complete an online form via our website www.twfire.gov.uk

In writing, address your letter to: The Chief Fire Officer and send to the address detailed on the following page.

Strategic Planning and Corporate Communications Team
Tyne and Wear Fire and Rescue Service
Service Headquarters
Nissan Way
Barmston Mere
Sunderland
SR5 3QY

Telephone   0191 4441529
Fax   0191 4441512
e-mail   comments@twfire.gov.uk
Internet   http://www.twfire.gov.uk/

Alternative Formats

We understand that people have different needs. This plan is available in alternative formats upon request. For further details contact 0191 444 1500.

Appendix A – A performance summary of all Local Indicators for 2015/16

Performance Summary of all Local Indicators for 2015/16

Incident Data taken 08/04/2016 from the Performance Management System		2011/12	2012/13	2013/14	2014/15	2015/16	2015/16 Forecast	2015/16 Target

Deaths and Injuries

		2011/12	2012/13	2013/14	2014/15	2015/16	Forecast	Target
LI2	Number of deaths from ALL fires	3	1	5	3	2	2	0
LI1	Number of deaths from accidental fires in dwellings	2	0	4	1	0	0	0
LI5	Number of injuries from ALL fires	241	227	219	220	170	174	207
LI3	Number of injuries from accidental fires in dwellings excluding precautionary checks	73	70	58	47	40	38	51

Fire Attendance

		2011/12	2012/13	2013/14	2014/15	2015/16	Forecast	Target
LI24	Total number of fire calls attended	7863	5315	6436	5600	5743	5733	4958
LI25	Number of primary fires excluding road vehicles (part 1 of LI29)	1322	1178	1130	1123	1134	1132	1029
LI26	Number of primary fires involving road vehicle (part 2 of LI29)	620	523	469	452	529	455	361
LI29	Number of primary fires attended	1942	1701	1599	1575	1663	1587	1390

Performance Summary of all Local Indicators for 2015/16

Incident Data taken 08/04/2016 from the Performance Management System		2011/12	2012/13	2013/14	2014/15	2015/16	2015/16 Forecast	2015/16 Target
Accidental Fires								
LI8	Number of accidental fires in dwellings	574	589	570	575	554	555	534
LI9	Number of accidental kitchen fires (part 1 of LI8)	355	360	361	398	313	325	361
LI10	Number of accidental non kitchen fires (part 2 of LI8)	219	229	209	177	241	231	173
Deliberate Fires								
LI33	Number of deliberate primary fires and secondary fires	6008	3807	4815	3989	4045	3998	3495
LI16	Number of deliberate secondary fires	5171	3159	4213	3444	3380	3402	3050
LI18	Number of refuse fires started deliberately	3795	2515	2825	2466	2392	2276	2217
False Alarms								
LI21	Number of malicious false alarm calls attended	260	267	242	256	227	215	243
LI22	Number of false alarm calls due to automatic fire alarms from non-domestic premises	3096	2671	2456	2531	1816	1890	1769
LI23	Number of false alarms due to automatic fire detection from domestic premises	2445	2671	2565	2566	2437	2404	2503

Performance Summary of all Local Indicators for 2015/16

Incident Data taken 08/04/2016 from the Performance Management System		2011/12	2012/13	2013/14	2014/15	2015/16	2015/16 Forecast	2015/16 Target
Other								
LI35	Number of fires in a non domestic property	301	241	245	241	244	231	214
LI37	Number of HSCs delivered *	n/a	n/a	n/a	36658	34688	n/a	n/a

* Data pre 2014/15 not available