

OUR PERFORMANCE AND RESPONSE TO COVID-19



FINANCE HIGHLIGHTS

16 March 2020
COVID-19 cost centre established

21 March 2020
Tranche 1 Grant funding announced £273,779

31 March 2020
£101,745 Grant spent

26 April 2020
Tranche 2 Grant announced £846,926

Bid for additional funding - National Fire Chiefs Council

30 June 2020
£384,217 Grant spent

13 July 2020
Fire Authority approves creation of COVID Reserve £1.515m

13 July 2020
In year initial projected loss of council tax and business rates income of at least £1.121m, use of reserves will be required to avoid in year budget cuts if the government does not compensate for this in their CSR in the autumn."

31 August 2020
£499,686 of Grant spent

KEY ACTIONS AND DECISIONS

- 31 January - Strategic Co-ordination Group implemented
- Shielding of Control
- Full review of Business Continuity Plans across Service

- 15 March - Fire Authority confirm CFO emergency delegated powers
- 17 March - Strategic Decision Log established
- 19 March - CFO enhances Flexi Duty Officer and Executive Rota to increase resilience
- 23 March - National lockdown declared
- Major incident declared by LRF
- COVID-19 Portal introduced
- Government response escalated from 'Contain' to 'Delay'

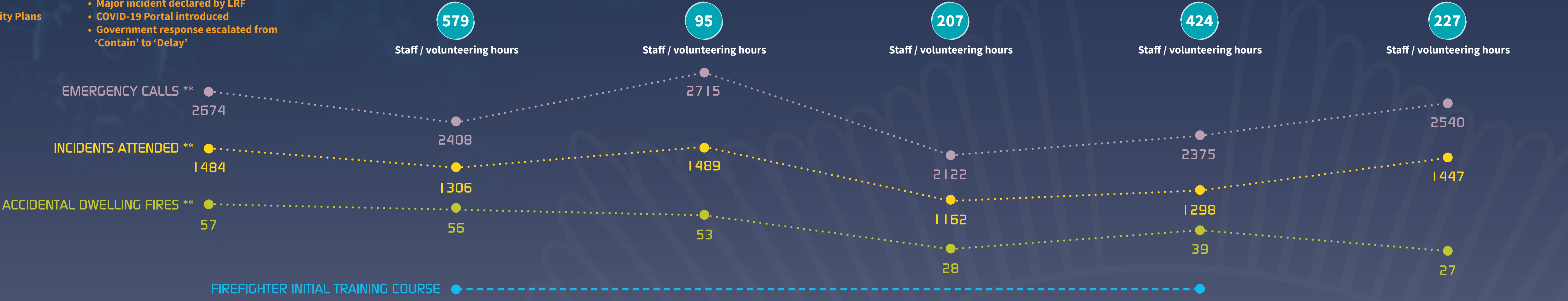
- TWFRS Logistics Cell established to support LRF and community
- On-call staff retainer increased to 100%

- 21 May - Business Improvement Board implemented to support finance and governance arrangements
- Decision to purchase face coverings for all staff

- Decision to offer flu vaccinations to all staff in preparation for winter

INCIDENT DATA

100%
Appliance availability and Control staffing maintained



JAN/FEB

MARCH

APRIL

MAY

JUNE

JULY

AUGUST

- Hygiene arrangements enhanced at all locations
- Review of Pandemic Flu Risk Assessment
- Estates - review cleaning arrangements
- Agile / flexible working options considered
- GOV / NHS guidance shared with staff
- Staff redeployed into key roles to support the COVID-19 Response

- Agreed incident response priority list
- Communications strategy implemented :- twice daily ELT meetings, daily SMG briefings, CFO VLOGs, Station and Department briefings
- Enhanced working with partners at co-locations
- Guidance to staff regarding underlying health issues and working from home
- Estates cleaning arrangements enhanced
- Consider activities to be temporarily suspended
- COVID-19 signage implemented across the Service
- Engagement with retired members / volunteers
- Decision to carry out additional support work
- BP free fuel offer accepted
- Key Worker letter distributed
- LRF Business Continuity exercise
- 7 Inter-Service transferees appointed
- 25 Post fire engagements with businesses
- 15 Anti-arson engagements
- 43 Building Regulations consultations
- Technical Services Centre adopted new ways of working to ensure service provision continued

- Decision to enhance Executive Rota / leadership capacity by implementing an additional temp Area Manager role
- Desktop Fire Safety Audits commence
- Corporate Risk Management Group escalated risk to 'Substantial'
- Enhanced swap a shift arrangements
- 24 Trainee Firefighters appointed
- 9 Post fire engagements with businesses
- 33 Building Regulations consultations
- 43 requests for support into logistics cell
- 178 volunteers assigned to logistics tasks
- 248 requests to deliver essential items to vulnerable persons
- Mortuary movements
- 44 PPE deliveries
- 166 smoke alarms issued (includes heat and sensory alarms)

- 11 Post fire engagements with businesses
- 33 Building Regulations consultations
- 27 requests for support into logistics cell
- 40 volunteers assigned to logistics tasks
- 348 requests to deliver essential items to vulnerable persons
- 1 Bulk PPE delivery
- 324 packing / repacking items of food supplies for vulnerable people
- 236 smoke alarms issued (includes heat and sensory alarms)

- 14 Post fire engagements with businesses
- 19 Anti-arson engagements
- 20 Building Regulations consultations
- 36 requests for support into logistics cell
- 79 volunteers assigned to logistics tasks
- 1345 requests to deliver essential items to vulnerable persons
- 324 PPE deliveries
- 296 smoke alarms issued (includes heat and sensory alarms)

- 27 Post fire engagements with businesses
- 24 Anti-arson engagements
- 33 Building Regulations consultations
- 44 requests for support into logistics cell
- 130 volunteers assigned to logistics tasks
- 1217 requests to deliver essential items to vulnerable persons
- 65 PPE deliveries
- 400 packing / repacking items of food supplies for vulnerable people
- 300 smoke alarms issued (includes heat and sensory alarms)

- 15 Post fire engagements with businesses
- 3 Anti-arson engagements
- 44 Building Regulations consultations
- 27 requests for support into logistics cell
- 62 volunteers assigned to logistics tasks
- 543 requests to deliver essential items to vulnerable persons
- 331 smoke alarms issued (includes heat and sensory alarms)

18,358
Risk critical training packages completed

986
Staff training days

2185
Fire Safety staff training hours to maintain competence

524
Fire Safety total hours engaging with businesses

64,173
COVID-19 Portal visits (Mar - Aug)

483
Social media messages (Mar - Aug)

33
New staff appointed (Mar - Aug)

10
Members of staff received the British Red Cross Certificate of Recognition

FAMILY GATEWAY
Howden Hub

"Your staff were exceptional in their approach and the support they offered us was second to none. You supported us in our time of need to support some of the most vulnerable families in the North East of England during these unprecedented times. We at Family Gateway are proud to have the support of your Service and the service you provide to the wider community."

"A huge thank you from all of us at Fightback. Your support can really help us make a difference to people's lives."



"The support offered from TWFRS was incredibly generous, we hope to continue working in partnership in the future to ensure families in Newcastle are supported and safe."

"TWFRS provided Foodbank delivery support during the Pandemic, 7-13 weekly parcels were delivered to families most in need, the families stated they wouldn't have been able to cope without this additional support from TWFRS. Families were grateful."



"I wanted to place on record my thanks and appreciation for the exceptional support being provided to Northumbria Police by TWFRS, during these unprecedented and challenging times of the Covid-19 Pandemic. I would like to thank you personally for the genuine and proactive willingness you demonstrate towards joined up activities."

"Your team went the extra mile in order to assist us with the logistics of delivering food supplies to our local corps for them in turn to distribute to the most needy."



"TWFRS carried out 265 deliveries on our behalf, which included; food parcels, fresh food, family essentials, baby milk / nappies, creative and sports activity packs, TWFRS supported this mammoth effort."

"Sincere thanks to the staff of TWFRS for the support you have all given MHCs Chain Reaction Service over the course of the last few months."



Absence due to Confirmed COVID-19 ***	0	4	2	0	0	2
Absence due to Suspected COVID-19 ***	47	12	10	0	0	2
Absence due to Self Isolation ***	52	25	12	14	6	10

* By end of March 2021 all grant funding is projected to be fully spent ** Data collated from 01 March - 31 August 2020 *** Absence Data collated from 23 March - 31 August 2020

