



Consultation Community Risk Management Plan Proposals 2022 – 2026 (Accessible version)



Introduction

We have been keeping people, businesses, and places within Teesside safe for many years and our performance results tell us that we are successful at what we do.

What is it we do? – it's simple – we work with others to manage our risks. And we do this through our long-standing approach of prevention, protection, and emergency response.

- **Prevention**

Our work includes visits to your home to give advice or fit smoke alarms, schools education programmes, provision of road and fire safety advice and campaigns.

- **Protection**

Our work includes supporting businesses to achieve the required fire safety standards.

- **Emergency Response**

Our firefighters respond to your emergencies in-line with our response standards, which are one of the fastest in the country.

We are recognised as one of the top performing fire and rescue services, rated as 'good' by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS). A service that has had to deal with many, significant operational and financial challenges over the years - a service that is efficient, effective, and good at how it deals with its people.

Whenever you want us, we are there - we are a 'can do' organisation and an employer of choice.

But we do not rest on our laurels, and we pride ourselves on learning from our own and other experiences, from engaging with staff, partners, and people in our communities and from proactively seeking out good practice.

Our Community Risk Management Plan 2022-2026 sets out full details of how we intend to continue to manage our risks going forward. It builds on existing approaches and sets out our proposals for the next four years that we believe will enhance our services further and continue to keep you safe. **We are now seeking your views on our proposals.**

Your views are important to us

Cleveland Fire Brigade engages and connects with lots of people. Employees, emergency service partners, members of the public, industry partners, HMICFRS Inspectors, elected members, Local Authority partners, representative bodies, business partners and social media followers. No matter what your relationship is with us, we want to hear your views on our proposals. The more views we receive the better insight we will get, and our philosophy is that better insight - better plans - better performance - better outcomes.

Why not become one of our Engagement Champions - we will seek your support sharing our messages with our communities and your views on our services - be part of Cleveland Fire Brigade. Help shape our future.

To find out more email communications@clevelandfire.gov.uk

Our Community Risk Management Plan 2022 - 26

Our Community Risk Management Plan (CRMP) 2022-26 is available on our website www.clevelandfire.gov.uk/crmp. We are now consulting on this plan.

Improvement Proposals 2022 – 2026

Our CRMP contains our improvement proposals for the next four years. We have set brief details of these proposals on the following pages.

Proposal 1: We want to develop our approach to risk management to reflect good practice and improve the safety, health, wellbeing, and economic prosperity of our communities

The National Fire Chiefs' Council (NFCC) has taken a leadership role in reviewing how community risk is assessed by fire and rescue services across the UK.

The NFCC works with fire and rescue services to ensure that their risk assessments align to a national definition of risk which allows a consistent risk-based approach to risk management planning. This enables fire and rescue services to focus their resources on activities where they will have the greatest impact on reducing risk and vulnerability within their communities.

The national work aligns with our strategic commitment of identifying, assessing, and classifying local risk which is a core component of our CRMP.

We will play an active role in supporting the national risk work and reflect any good practice into our risk management arrangements.

Proposal 2: We want to build on our successful approach to helping people stay safe in their homes

Safer Homes visits have been our longstanding approach to keeping people safe in their homes through the provision of advice, and, if necessary, home safety equipment.

Our last CIRMP saw the development of these visits in that we adopted a more 'person centered' approach which evolved into the 'Safer Homes Visits' that we now undertake.

Our staff use digital technology including to receive up to date information to help them identify and assess the wider needs of an individual including any safeguarding issues and 'Making Every Contact Count'.

There is a proven association between the quantity of these visits and the reduction in the fires in the homes and for many years we have been the top performing fire and rescue service in this respect carrying out three times more visits per 1,000 of the population than any other fire and rescue service.

Over the next four years we will deliver a programme of Safer Homes visits, which will be targeted at the most vulnerable people in our communities. Each year, we will aim to deliver:

- 12,500 safer homes visits carried out by operational crews
- 5,000 safer homes visits carried out by specialist teams
- 2,500 safer homes visits generated by partners

Proposal 3: We want to tackle arson and deliberate fire setting

Deliberate fire setting is a chronic and, at times, acute problem in Teesside with the levels in our area being the highest in the country - our rate of deliberate fires per 100,000 population is 538% higher than the national rate. Whilst great inroads have been made to reduce these numbers, the levels remain unacceptable.

This is firmly on our agenda. At a national level we are the NFCC lead for arson and a member of the Home Office National Anti-Social Behaviour Strategic Board.

At a local level we work with our Local Authority Safer Partnerships and Cleveland Police to reduce the incidence of arson through engagement with young people, fire investigation and where necessary prosecution.

In 2020 we launched a joint commitment to reducing arson across Teesside; this is being delivered through our Arson Reduction Strategy 2020-24.

Implementing our arson reduction strategy with our Local Authority Partners through the adoption of Partnership agreements and locally developed and co-ordinated multi-agency plans will be a priority over the next few years.

Our strategy will give focus to our enhanced role in fire investigation, the expansion of our existing fire setter intervention service to include adults and the use of academic research, to understand the science behind why the North-East experiences significant higher levels of arson than other parts of the country.

Proposal 4: We want to ensure our prevention activities remain efficient, effective and deliver value for money

Evaluation is an area of our work where we could do better. This was picked up by the HMICFRS and is a common area of weakness for most fire and rescue services. The implementation of our new Evaluation Framework will help us to ensure that our prevention activities are efficient and effective.

The traditional image fire and rescue is of firefighters putting out fires and attending road traffic incidents, but the work we do goes much wider than this, and a large part of our role is to support local communities to keep safe. To strengthen this work, we will establish a Community Volunteer Scheme to support our teams with their everyday duties which may include, for example, providing home safety advice, giving presentations to community groups, or promoting fire and road safety.

The COVID pandemic required us to provide our prevention services in a different way, using technology. We increased the use of our website and social media and implemented an online Safer Homes check. Schools, community groups and partners were able to maintain access to our education packages remotely on request. Further implementation of innovative and digital solutions will improve the efficiency and effectiveness of our prevention services.

Engagement is key to keeping people safe. We have many ways in which we do this e.g., through our safety campaigns; our station open days; home visits; and schools and road safety education programmes. Our network of Engagement Champions is growing and is open to anyone who wants to be involved in our work. In line with good practice, we will continue to improve community engagement to better understand our communities and their needs.

Proposal 5: We want to continue our risk-based approach to support businesses to keep their buildings safe in line with the Fire Safety Order 2005

The Fire Safety Order 2005 places a duty on any person who has some level of control in premises, such as offices, factories, shops, and public buildings to take reasonable steps to reduce the risk from fire and make sure people can safely escape if there is a fire. The order places a duty on fire authorities to enforce all fire safety legislation in non-domestic premises and target their inspections at those premises that present the highest risk. They are required to investigate complaints about fire safety, carry out investigations after fires where poor fire-safety management is discovered and carry out targeted inspections when required. Our long standing protection strategy is to support businesses to enable them to be legally compliant with the Fire Safety Order and for us to use enforcement action when necessary - we intend to continue with this approach over next four years.

We reviewed our Risk Based Inspection Programme, in 2020 against national guidance to ensure that we better target our inspection activity to higher risk premises. This will be embedded and evaluated over the lifetime of this plan.

The Competency Framework for Fire Safety Regulators outlines the training and qualifications required by our staff to audit buildings and fulfil our statutory enforcement duties. Following initial training Regulators are required to maintain their skills through on-going professional development. The continued training and development of our staff in line with the National Competency Framework will be a focus of our work moving forward.

HMICFRS recognised our good work with Partners but highlighted that we did not have a systematic approach to engagement with smaller businesses. This will continue to be a future focus.

Proposal 6: We want to be better prepared to deal with incidents involving buildings where the height can have a serious impact on firefighting and evacuation

Fires in tall residential buildings, although not a common occurrence, do present challenges to the fire service. These challenges can be exacerbated in buildings which have issues relating to the fire safety provisions provided.

We have twenty one tall residential buildings predominantly across Middlesbrough, Stockton, Thornaby and Billingham. Since the introduction of the current fire safety legislation these buildings have formed part of our risk based inspection programme.

Our focus will be to implement the learning from major national events such as Grenfell and The Cube, to ensure that our emergency response capabilities remain effective.



Proposal 7: We want to ensure that our firefighters plan and prepare to respond effectively to operational incidents including those across our borders

We plan and prepare to make sure our emergency response services are delivered efficiently and effectively. Our firefighters train and exercise against all foreseeable risk including high rise incidents, terrorist attacks, marine response, emergency medical response, flooding and wildfire incidents.

We share borders with County Durham and Darlington and North Yorkshire Fire and Rescue Services and on occasions we rely on these services to assist us in dealing with an incident in our area. Equally they sometimes ask for our assistance in dealing with an incident in their area. To ensure that we develop our interoperability between these services we will continue to share our risk information, contribute to regional working groups, undertake joint and regional training exercises; and have formal agreements in place for Mutual Aid and Reinforcement Schemes.

The gathering of operational risk information and intelligence and the correct application is a key component of our safe systems of work to support the safe management of the hazards and risks associated with identified premises. This is crucial to the safety of our operational firefighters.

We will continue to gather and update accurate, relevant, and timely information on specific premises and sites and produce Site Specific Risk Information, Emergency Response Plans and Site-Specific Premise Plans to assist in the management of any hazards and/or risks.

Proposal 8: We want to develop options for improving the efficient deployment of our emergency response resources to flexibly meet current and future risks and demands

Our Emergency Call handling service is delivered 24 hours a day, 365 days per year from our fire control room at Hartlepool. In collaboration with County Durham and Darlington Fire and Rescue Service we have recently commissioned an independent review of strategic collaborative options for Fire Control call handling and mobilising going forward. Over the next year we will use the outcomes of the Independent Review to inform the nature of our future provision of Fire Call handling and mobilising services.

Our operational crews have a wide range of duties and responsibilities, which are assessed in our annual analysis of capacity and productivity. We take a detailed view of the capacity at each station, which is based on prevention, protection, and emergency response requirements; and the need for crews to maintain operational competence, fitness standards and ensure that equipment is always maintained and ready for use.

Our capacity and productivity analysis results in achievable targets for prevention and protection work and ensures that crews have sufficient time to maintain operational skills across a wide range of specialist equipment. The development of our digital monitoring system will give us a better understanding of our operational capacity and productivity.

Currently our Whole-time and On-Call firefighters are based at their 'home' fire stations and respond to incidents in that area. When risk or demand dictates, we want to flexibly re-position our firefighters to proactively meet these changing circumstances. By this we mean re-locate them to other fire stations to support fire engine availability and community safety work.

We want to use our On-Call firefighters differently by extending their response times to provide resilience at incidents or other fire stations. This may widen the 'pool' of On-Call firefighters who would be available for use as they would not have to live or work as close to their fire station.

We believe this flexible approach, particularly the approach to on-call firefighters, will assist in the recruitment and retention of more diverse people from within our communities.

In 2021 we carried out an independent review of our emergency response deployment and internal review of our On-Call duty system to ensure we continue to remain efficient and effective. The outcomes of both reviews will be used to develop options for improving our emergency response cover to meet current and future demands.

Proposal 9: We want to be 'Better Together' - Working in Partnership

The Policing and Crime Act 2017 created a statutory duty for emergency services to consider collaborations in the interests of efficiency or effectiveness.

For many years we have recognised that our success at addressing local problems and improving community safety are best achieved by working together with other agencies and there are many long-standing examples in our prevention, protection, and emergency response work where this is the case.

A framework for this joint and integrated working exists in Teesside. Community Safety Partnerships bring together different public services to address local problems collectively. Place based teams exist across our area, tackling local problems together, sometimes in an integrated way, where officers from different organisations serve as a single purpose team, with the same priorities, aims and outcomes. Our Community Hub at Hartlepool is a good example of this.

Wider collaboration also exists with other Fire and Rescue services. For example, we have long standing working arrangements in place with the North-East Fire and Rescue Services to deliver solutions at a strategic and tactical level. These are overseen through a Strategic Collaboration Board.

Over the next four years it is our intention to continue to pursue collaborative opportunities with other organisations to further improve outcomes and value for money for the people within our communities. We will also finalise the implementation of our new governance framework to ensure partnerships are managed and reviewed to evidence that community and service outcomes are 'Better by Working Together'.

Have Your Say - shape our future

The CRMP 2022-26 Consultation runs from **29 October 2021 to 21 January 2022**.

To have your say:

- Take part online by visiting: www.clevelandfire.gov.uk/crmp
- To request a paper copy of our survey:

Phone: 01429 872311

Email: consultation@clevelandfire.gov.uk

Write to:

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- Follow us on social media to keep up-to-date on Facebook, Twitter, LinkedIn, and Instagram

