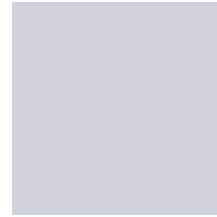




AVON
FIRE & RESCUE

www.avonfire.gov.uk









Response Strategy

2025-2028

PREVENTING PROTECTING RESPONDING



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Avon Fire & Rescue Service is committed to ensuring our documents are accessible to all members of the community. If you have difficulty reading this document because English is not your first language and you would like a translation, please contact:

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Introduction

Avon Fire & Rescue Service (AF&RS) is committed to making our communities safer and making our Service stronger, whilst adhering to our Service values of Respectful, Honest, Courageous, Ambitious, Inclusive and Transparent. Our [Service Plan](#) details how we aim to achieve this. As a Service we recognise the importance of a robust response strategy in order to support the delivery of our Service Plan and the work therein against our Service priorities.

Our Service Delivery model combines three core strategies of response, prevention and protection. This model drives everything we do enabling us to deliver a highly efficient, flexible and sustainable service to the communities of Avon and nationally when called upon to do so.

In order to achieve our response aims and objectives across the communities of Avon and further afield our response strategy defines the arrangements we have in place which enable us to provide a proportionate, effective emergency response which is available to our communities 24/7 as we seek to address any foreseeable risks and provide a response capability to a significant and ever-growing range of incident types. This we achieve singularly and through collaboration via a range of local, regional and national delivery models and partners.

Operational response is probably the most visible activity our Service provides and due to the nature of our emergency and response activities it comes with the highest exposure to risk for both our communities and our personnel. It is therefore important that through this strategy we clearly identify how we will ensure our people are safe, ready and fully prepared to respond effectively and efficiently in a timely manner to the ever-growing and diverse range of incidents and safely deal with any incident that occurs, thereby meeting our Service objective of keeping our communities safe whilst making our Service stronger.

To achieve this, we will ensure our operational response is underpinned by highly trained and appropriately resourced personnel.

Using several different sources of information we will ensure that our stations, appliances and people are located in the right place, provided with the correct skills and readily available 24/7 to meet the needs of our communities.

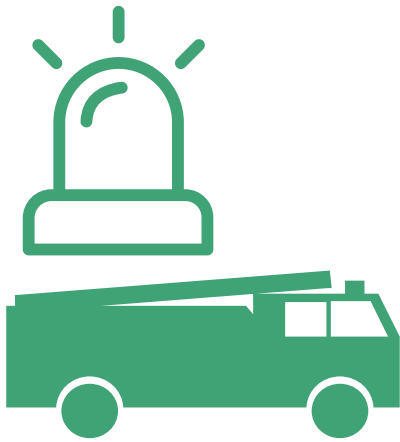
We will do everything in our power to protect and save life, protect saveable property and mitigate any impacts we have on the environment as a result of our actions.

Through liaison with our Transport function, we will provide and maintain a fleet of modern, bespoke vehicles and equipment allowing us to provide a modern emergency/fire and rescue response capability. Our embedded response model will ensure we deliver an emergency response via a range of vehicles, equipment and the relevant trained personnel in the most efficient way possible.

The Service has statutory responsibilities under the Fire and Rescue Services Act 2004 and the Fire and Rescue National Framework for England to deliver its services.

Furthermore, our response activities are underpinned by the Operational Response Fire Standards and we will also adhere to any operational learning identified through Resilience Direct whilst ensuring we implement joint working with emergency service partners utilising JESIP (Joint Emergency Services Interoperability Programme) principles and the associated joint doctrine.

Response

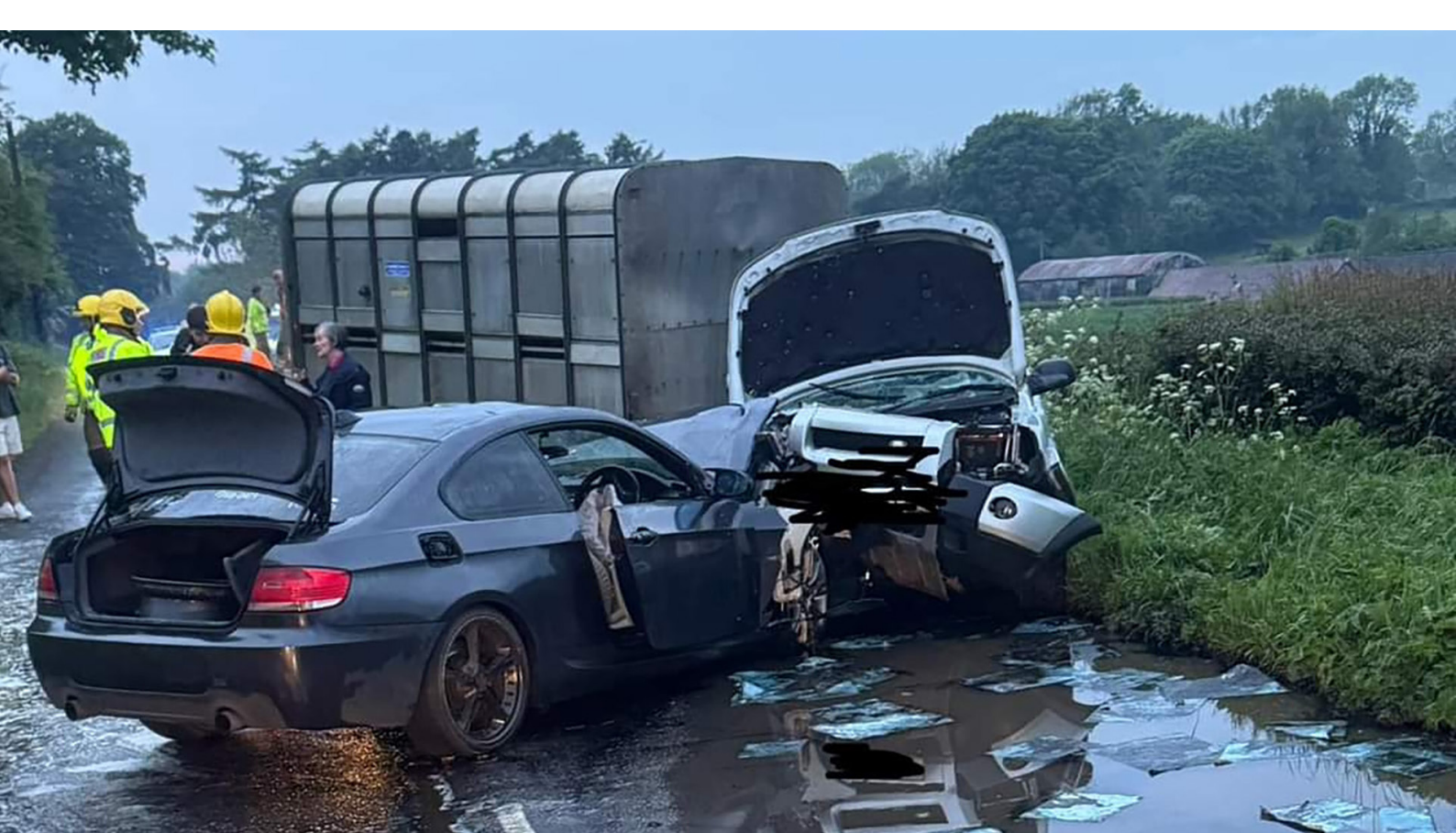


It is possible to broadly break down the incidents we attend as a Response function into three categories:

Fires - these can be defined as either Primary or Secondary fires. The difference being that Primary fires are generally fires of a more serious nature that harm people and/or cause damage to property. Secondary fires are generally smaller fires in an outdoor setting which do not involving people and/or property.

Non-fire incidents – these incidents cover a vast range of incidents including but not exclusive to rescues from height, road traffic collisions, rescues from water hazards, assistance with wide scale flooding, incidents involving hazardous materials (for which we have specially trained officers) and any other calls where we are required to protect life, property, and the environment.

False alarms - these can be generated maliciously by members of the public and are also created by automatic fire detection apparatus which are designed to automatically inform AF&RS of a fire incident in various premises throughout our Service area.



Our Stations



Each of our Stations has their own three-year Station plan detailing how they will deliver the aims and objectives of the Response Strategy and AF&RS Service Plan. This ensures local ownership and bespoke initiatives and activities to meet the needs of different communities within our Service area.

We will continue to take emergency calls from our communities via our Control room located at Lansdown near Bath and give lifesaving advice over the phone when required, while simultaneously deploying the right amount of people with the right equipment, to the right place at the right time.

When our community needs us, we will respond with compassionate, flexible, and highly skilled employees that are competent in the diverse needs of emergency incidents at a local, regional, and national level.

We will continue to explore and consider new ways of working to assist with medical emergencies within the communities we serve.

We will continue to enhance our response capability for the built environment within AF&RS area and ensure we are able to respond to any incident that occurs.

We will undertake a review of the ongoing development of the Filton and wider AF&RS area to determine the impact on service provision.

We will ensure risk information continues to be regularly reviewed and available to crews.



Our Stations



Bath & North East Somerset

Hicks Gate - Wholetime crewed, 24 hrs a day. The firefighters based at Hicks Gate Fire Station are trained in Urban Search and Rescue (USAR), as part of the country's National Resilience.

- One fire engine
- Two search and rescue dogs trained to support in locating persons as a part of the USAR team
- Five USAR modules

Chew Magna - Crewed by on-call firefighters.

- One fire engine
- One dual response car, shared with Yatton, Blagdon and Winscombe Fire Stations.

Bath - Wholetime and on-call crews.

- Three fire engines
- Animal rescue vehicle
- Water rescue equipment including a boat and a turn table ladder.

Paulton - Crewed by on-call firefighters.

- One fire engine
- One dual response car, shared with Radstock Fire Station.

Radstock - Crewed by on-call firefighters.

- One fire engine
- One dual response car, shared with Paulton Fire Station.

Our Stations



Bristol

Avonmouth - Wholetime crewed, 24 hrs a day. The Station specialises in heavy rescue and mass decontamination support. The station is home to:

- Two fire engines
- A loader crane, which is used to lift and unload heavy materials on and off a truck
- A foam unit with a hook lift, which is used to transport foam to incidents. Foam is often used in fuel and oil fires and when there isn't a huge water supply available.
- A road – rail vehicle which can operate on both roads and train tracks, so crews can access the Severn Tunnel.

Southmead - Wholetime crewed, 24 hrs a day.

- One fire engine
- A foam unit, which is used to transport foam to incidents. Foam can be used for lots of different things, such as fuel and oil fires or if there is a short water supply.
- A major salvation unit. This is used to save properties and high value goods from water damage.

Bedminster - Wholetime crewed, 24 hrs a day.

- Two fire engines
- Two boats, one of which is permanently moored in the docks at Bristol Harbour
- A turntable ladder
- Animal rescue equipment that is used to safely move trapped animals, such as strops that attach to lifting equipment

Temple - Wholetime crewed, 24 hrs a day.

- Two fire engines
- A turntable ladder
- A rope rescue vehicle, which contains rope rescue equipment and is used at incidents when a rescue from height is required.



North Somerset

Portishead - Crewed by on-call firefighters.

- Two fire engines
- A drone, which provides cover to the entire Avon Fire and Rescue Service area.

Pill - Crewed by on-call firefighters.

- One fire engine

Clevedon - Crewed by on-call firefighters.

- Two fire engines

Nailsea - Crewed by on-call firefighters.

- Two fire engines
- A hose layer and incident support vehicle, which is used for transporting larger hose reels needed for major incidents.
- A high-volume pump (HVP), which is used to pump up to 7,000 litres of water per minute on the incident ground.
- Incident Command Support Vehicle

Yatton - Crewed by on-call firefighters.

- One fire engine
- One dual response car, shared with Winscombe, Blagdon and Chew Magna Fire Station.

Weston-super-Mare - Wholetime and on-call crews.

- Two fire engines crewed by wholetime firefighters
- One Fire engine crewed by on-call firefighters
- A hovercraft, which is used to rescue from the Severn Estuary in Weston-super-Mare.
- A turntable ladder.
- A Mass Decontamination Unit (MDU) which is sent to incidents involving hazardous or chemical substances and contains purpose designed decontamination equipment.

Blagdon - Crewed by on-call firefighters.

- One fire engine

Winscombe - Crewed by on-call firefighters.

- One fire engine
- A dual response car shared with Blagdon, Yatton and Chew Magna Fire Station's

Headquarters - Avon Fire & Rescue Service (AF&RS) Headquarters is located in Portishead and is shared with Avon and Somerset Police.

AF&RS has been based here since 2017, with the Service Leadership Board and Corporate Services Department working from its Headquarters.

Our Stations and locations



South Gloucestershire

Thornbury - Crewed by on-call firefighters.

- The station has two fire engines.

Patchway - Wholetime crewed, 24 hrs a day.

- Two fire engines.
- Environmental response unit and hazardous material detection, identification and monitoring vehicle

Yate - Wholetime and on-call crews.

- Two fire engines.
- Welfare unit.
- A Breathing Apparatus (BA) service vehicle. The vehicle is deployed to incidents where BA is required, such as building fires and chemical leaks. The vehicle contains spare cylinders and equipment to decontaminate the used BA.

Kingswood - Wholetime crewed, 24 hrs a day.

- Two fire engines.
- The Service's command unit, a mobile hub that offers a safe space to command large scale incidents.



Fire Control Room - Staffed 24 hrs a day, Fire Control is made up of Control Operators, including:

- Control firefighters,
- Crew Managers,
- Watch Managers and Station Managers,

and they are responsible for dealing with 999 calls ranging from house fires to serious road traffic collisions to cliff rescues.



Station 05
Avonmouth

1

Mess & Lounge 

Training Room 

Quiet Room's 01-12 

G

Offices



Prevention and Protection



We will ensure that the principles of Making Every Contact Count (MECC), the Person-Centered Framework (PCF), and the Think Family approach underpin our safeguarding and community-facing activities in line with the delivery of our [Prevention strategy](#).

We will work with Risk Reduction to support targeted interventions throughout the Service by utilising new census data and our existing datasets to ensure we undertake a holistic approach to prevention, ensuring our focus and activity is appropriate.

We will continue to set aside specific times of the working day to deliver Prevention activities in collaboration with partners both internally and externally.

We will understand the impact that community health and wellbeing has on local support services, and will continue to engage with our local authority partners in line with the unitary partnership framework and ensure activity is targeted to those most at risk.

We will broaden our protection activity to ensure that our Business Fire Safety function continues to meet current and emerging risks.

We will develop our workforce in the area of protection, providing our operational staff with the appropriate skills and qualifications to carry out fire safety inspections competently.



Performance and Improvement



We will continue to drive cultural change ensuring standards of behaviour are in line with service values and the NFCC (National Fire Chiefs Council) Code of Ethics. A zero-tolerance approach will be used for behavioural issues.

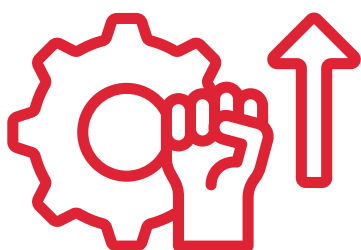
We will drive continuous improvement by supporting local managers to take ownership and accountability for performance.

We will continue to match our resources to risks by ensuring our teams are highly trained to provide an efficient and effective response function.

We will ensure we continually explore opportunities that exist to be effective and efficient in our service provision; to maximise productivity. This will include our new ways of working every day and night following an assessment of capacity and a review of the working day ensuring our crews are as efficient and effective as possible.

We will provide appropriate levels of development for our leaders in line with the NFCC Leadership Framework.

Resilience



We will work with and support our Wellbeing Teams in a wide range of activities to maintain and improve physical health, mental health, fitness, safety, and welfare for our staff.

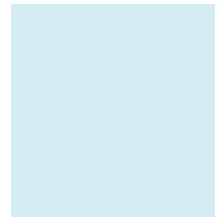
We will continue to prepare, test, and exercise business continuity plans.

We will maintain our National Resilience response capability.

We will continue to ensure that vacancies are managed effectively and efficiently.

We will plan and deliver quarterly exercises in line with National Operational Guidance. These exercises will be both internally and cross-border with our neighbouring FRS's (South Wales, Gloucestershire, Dorset & Wiltshire and Devon & Somerset). We will also exercise with our multi-agency partners including Police, Ambulance, Local Authorities and other key agencies

We will continue to work with the National Operational Guidance Team to ensure guidance is embedded in the Operational Response Teams in line with Nationally agreed protocols to ensure a consistent approach across our Service and Nationally, whilst simultaneously adopting and embedded the new Fire Standards as and when they are released by the NFCC.



Produced by
the Corporate Communication Team

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