

# Tyne and Wear Fire and Rescue Service

*Creating the Safest Community*



## 2020/21 Performance Report

End of Year

(1<sup>st</sup> April to 31<sup>st</sup> March 2021)

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Our vision is to create the safest community. To make this happen we operate a risk-based approach which prioritises how and where we focus our resources. Our targets are ambitious; but even as a high performing service we want to continue to improve for our communities.

Our approach to our response prioritises those in greatest need. We aim to get to an incident as quickly as we can. We aim to get to people who need us as fast as we can. We closely monitor our speed of response times and review how we can remain amongst the fastest responders within our available resources.

This report outlines how we are working to keep our communities safe and provides a comparison of the data from 2020/21 to 2019/20 and to previous years where relevant.

It is a challenging time as everyone adapts to the developing situation relating to Covid-19. Tyne and Wear Fire and Rescue Service (TWFRS) continues to work hard to minimise the impact on our services and despite taking on additional work to support our communities, we are continuing to keep people safe through our primary duties.

In line with central government and National Fire Chief's Council (NFCC) guidance, and in line with our own business continuity plans, we have taken the following steps:



- We are continuing to respond to emergencies.
- We continue to provide home safety visits to our most vulnerable residents or where there is an urgent threat to life from fire.
- We continue to work with businesses to help them understand and comply with fire safety.
- We continue to support our communities during the pandemic.

We have set up a Logistics Cell to support our response to the Covid-19 pandemic. Its purpose is to manage requests for support from our own departments, as well as from external partners. Our role in the pandemic response continues to evolve, so the tasks managed through the Logistics Cell vary. However, they include.

- Coordination and Logistical support to vaccination sites in Tyne and Wear
- Administering vaccinations
- Lateral Flow Testing
- Delivery of PPE
- Movement of bodies
- Community work, including delivery of medicines and food supplies to vulnerable people



Our targeted prevention work plays a major role in keeping people safe. Our Home Safety Checks (HSC) and other extensive preventative work with partners, helps reduce the number of fires in the home. This proactive work is also undertaken in our fire safety activity, risk based inspection programme and operational health checks. This is where we engage with the business sector to keep people safe in their working environment. However, due to Covid-19 we have had to scale back some of our work.

Despite the restrictions and safety measures in place as a result of the current pandemic, our Prevention and Education Teams continue to deliver home safety visits to the most vulnerable and at risk from accidental dwelling fires in our communities. Ways of working have been amended to ensure any visits made to the homes of the most vulnerable are as Covid safe as possible, whilst ensuring we keep them safe from fire. Collaboration with our key partners enables us to identify those most vulnerable and ensure onward referrals for additional support for those most at risk continues.

Prior to any attendance at a dwelling, a pre-visit Covid and fire risk assessment is conducted over the telephone. Home fire safety advice is also delivered to the occupier during the call. Subject to a negative response to the Covid assessment a visit is made to the home to fit smoke alarms and/or issue additional fire safety equipment. All visits are subject to a robust Covid safe risk assessment to ensure the safety of the public and that of our staff.

Our Business Safety Team is committed to promoting safe businesses within Tyne and Wear, by working to reduce the number of fires and fire-related deaths and injuries.

During the current Covid-19 pandemic, businesses in Tyne and Wear may be adversely affected through:

- Reduced staffing levels
- Disruption to normal working practices

It is vital that business fire safety and the safety of people working in or visiting businesses are maintained. Virtual meetings with Fire Safety Officers are available where we provide advice in response to queries or concerns regarding such matters as:

- Implications of Covid safety on the fire safety of premises
- Updating Fire Risk Assessments
- Staff training
- Fire Drills

Fire Safety commenced two initiatives involving self-assessment for those premises more difficult to reach during Covid working restrictions. Education premises which were closed due to Covid-19 restrictions were targeted, and areas throughout the Service area which were commercial premises with no fire safety audit conducted, in hot spot areas for deliberate secondary fires were also targeted. Premises were sent fire safety assessment forms to identify the occupiers of the building, and instructions on carrying out fire safety checks in their premises, along with guidance leaflets.

**3000**

**Total for Mass Testing**

164 hours spent

**5189**

**Total for Mass Vaccinations**

3502 hours spent

**3890**

**Vulnerable Persons**

Deliveries of essential items

**456**

**Deliveries of PPE & Medical Supplies**

To NHS and Care Facilities

**47**

**Movement of Bodies**

Mass Casualty

**724**

**Packing / Repacking Food Supplies**

For vulnerable people

# **Operational Performance Indicators**

**2020/21**

Service			
Indicator	Indicator Description	Incidents	Target
LI01	Number of deaths from accidental fires in dwellings	0	0
LI02	Number of deaths from all fires*	1	0
LI03	Number of injuries from accidental fires in dwellings, excluding precautionary checks	38	36
LI05	Number of injuries from all fires	156	129
LI08	Number of accidental fires in dwellings	501	510
LI09	Number of accidental kitchen fires in dwellings	276	284
LI10	Number of accidental non kitchen fires in dwellings	225	226
LI16	Number of deliberate secondary fires	3661	4351
LI18	Number of deliberate refuse fires	2537	3137
LI21	Number of malicious false alarm calls attended	141	227
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises	1371	1569
LI23	Number of false alarm calls due to automatic fire detection from domestic premises	2547	2628
LI24	Total number of fire calls attended	6532	7062
LI29	Number of primary fires attended	1632	1844
LI32	Total number of incidents (recorded at time of call)	15142	16762
LI35	Number of fires in a non domestic property	173	207

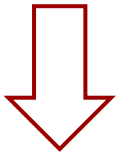
Key

Target not achieved

Target within 10%

Target achieved

\*Awaiting the outcome of Coroner's inquest



## Fatalities

There were **no fatalities** from accidental dwelling fires (LI01) in 2020/21, we last had no fire deaths recorded in 2015/16.

There has been one fire fatality (LI02) within the TWFRS Service area, this occurred in a road vehicle.



## Injuries

There has been a **21%** (27) increase in the number of injuries from all fires (LI05). There has been a **6%** (2) increase in injuries from accidental dwelling fires (LI03).



## Injuries from dwelling fires

**37%** (14) of the victims who went to hospital were aged 60 or over (LI03).



## Injuries from dwelling fires

**55%** (21) Injuries from accidental dwelling fires occurred in the kitchen.



# Deaths and Injuries

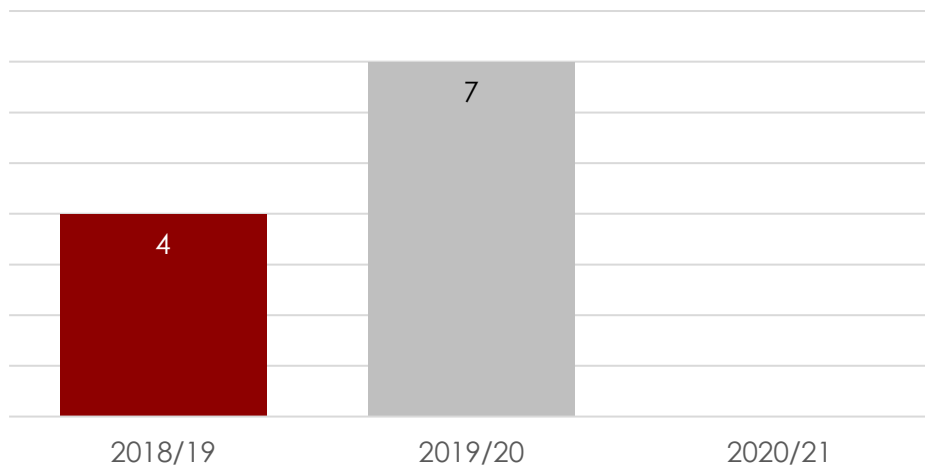
2020/21

Below are our performance indicators relating to deaths and injuries for the Service.

## Deaths from accidental dwelling fires

Q4  
Target  
0

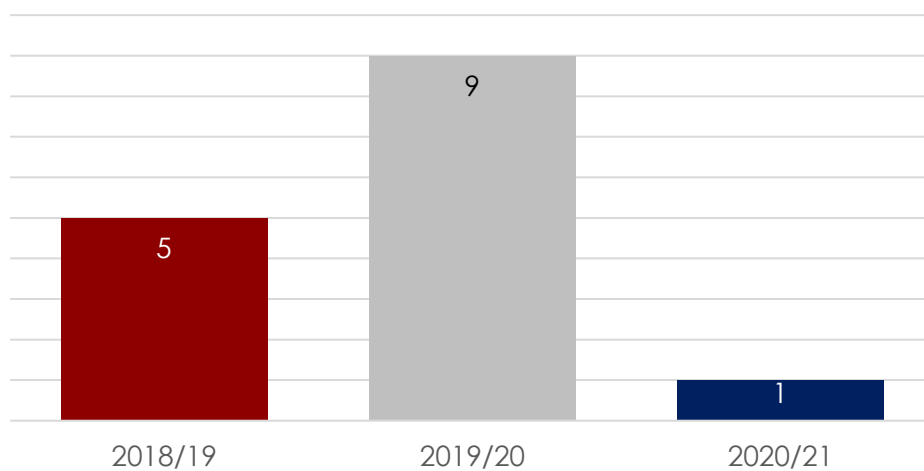
LI01 Incidents



## Deaths from all fires

Q4  
Target  
0

LI02 Incidents



# Deaths and Injuries

Below are our performance indicators relating to deaths and injuries for the Service.

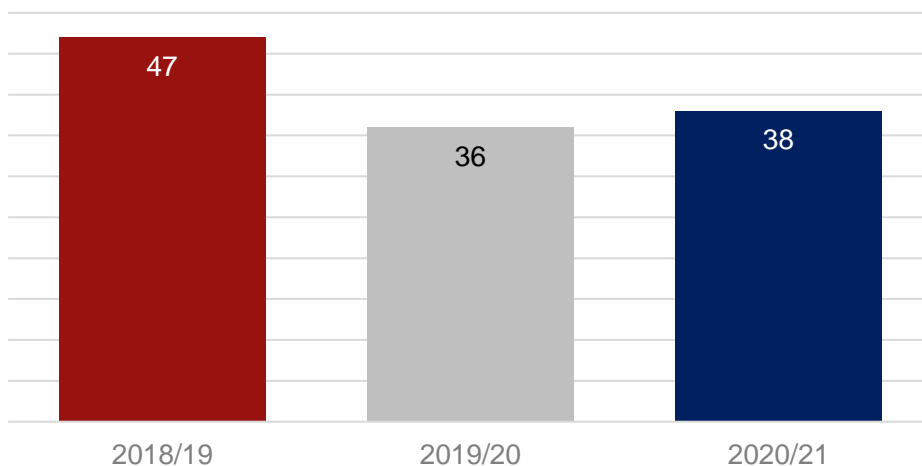
2020/21

## Injuries from accidental dwelling fires\*

\* Excluding first aid and precautionary checks

Q4  
Target  
36

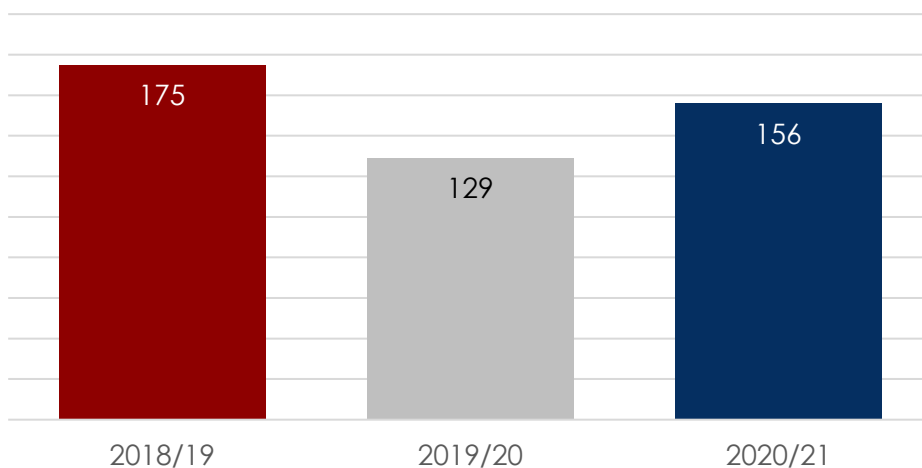
### LI03 Incidents

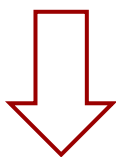


## Injuries from all fires

Q4  
Target  
129

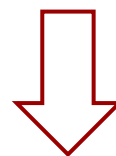
### LI05 Incidents





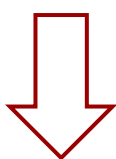
### Fire calls

**8%** (530) decrease in fire calls (LI24).



### Primary fires

**13%** (234) decrease in number of primary fires (LI29).



### Accidental Dwelling Fires

**2%** (10) decrease in accidental dwelling fires (LI08).



### Smoke Alarms

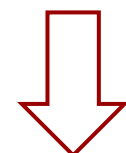
In **24%** (118) of dwelling fires a smoke alarm was fitted but did not activate (LI12). The main reasons for not activating were the fire being too far away from the detector or the fire not being in an area covered by the alarm system.

In **26%** (128) of dwelling fires no smoke alarm was fitted (LI13). A proportion of these incidents spread to the property from an external source. When these are removed there were 78 incidents, of which 50 had detection fitted by TWFRS after the incident, 12 have been contacted for a HSC (but no response received), 5 refused a HSC and 11 are in the process of being contacted by P&E.



### Firefighter action

**52%** (260) of accidental dwelling fires required no firefighter action or were extinguished by small means (LI08).



### Deliberate Secondary Fires

**16%** (684) reduction in deliberate secondary fires (LI16).

# Fire Attendances

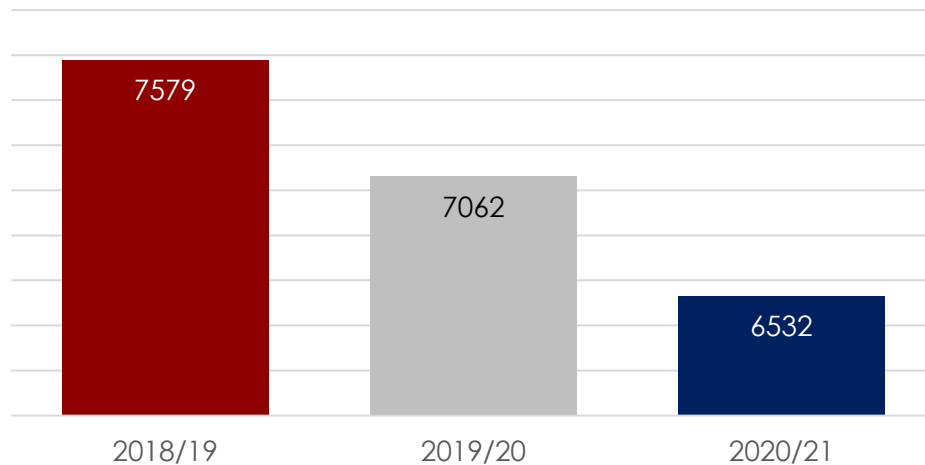
2020/21

Below are our performance indicators relating to fire attendances for the Service.

## All fire calls

Q4  
Target  
7062

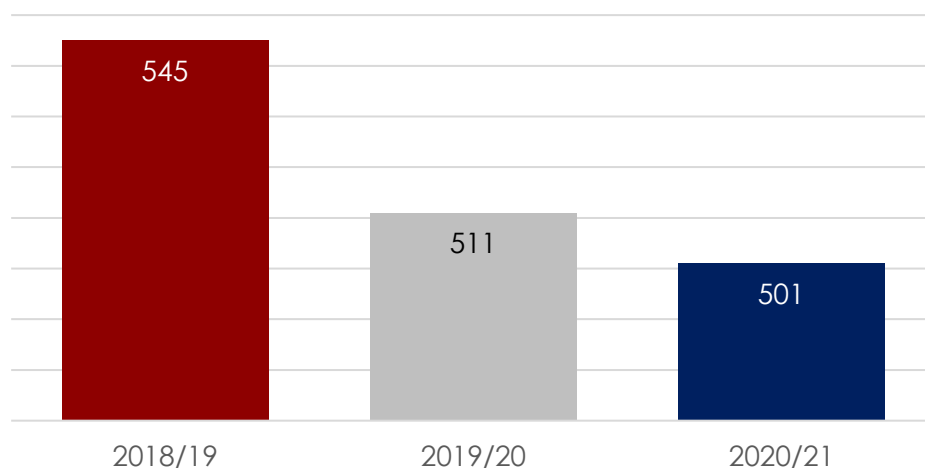
LI24 Incidents



## Accidental dwelling fires

Q4  
Target  
510

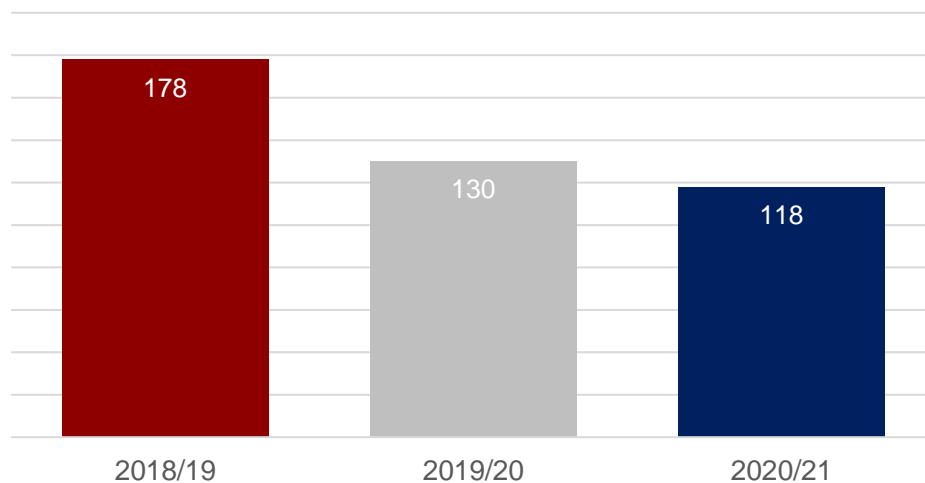
LI08 Incidents



Below are our performance indicators relating to fire attendances for the Service.

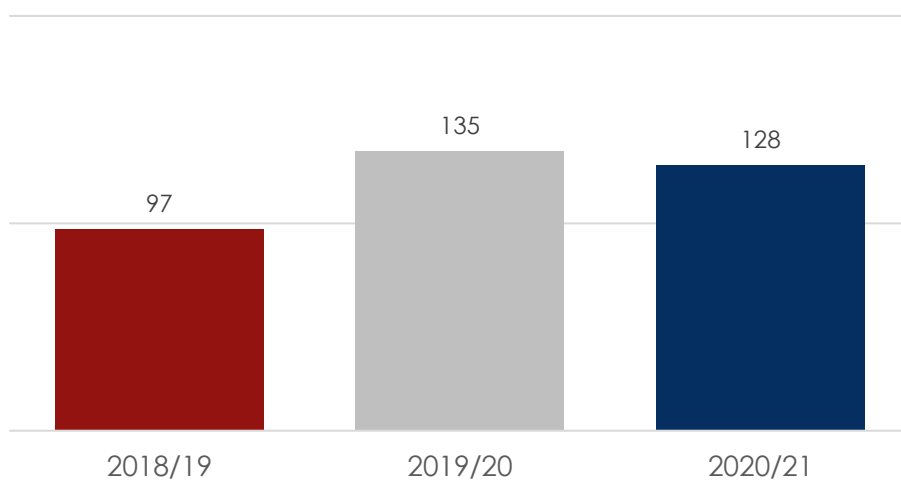
Dwelling fires where a smoke alarm was fitted but did not activate

LI12



Dwelling fires where no smoke alarm was fitted

LI13





# Fire Attendances

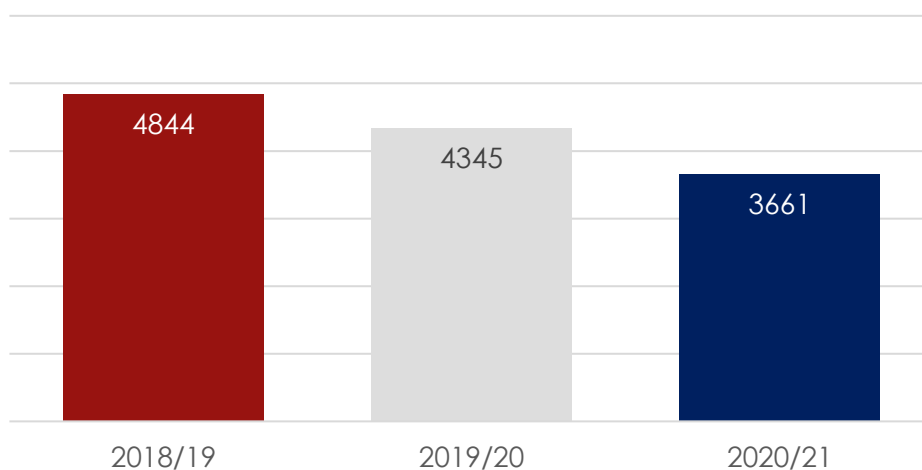
2020/21

Below are our performance indicators relating to fire attendances for the Service.

## Deliberate Secondary fires

Q4  
Target  
4351

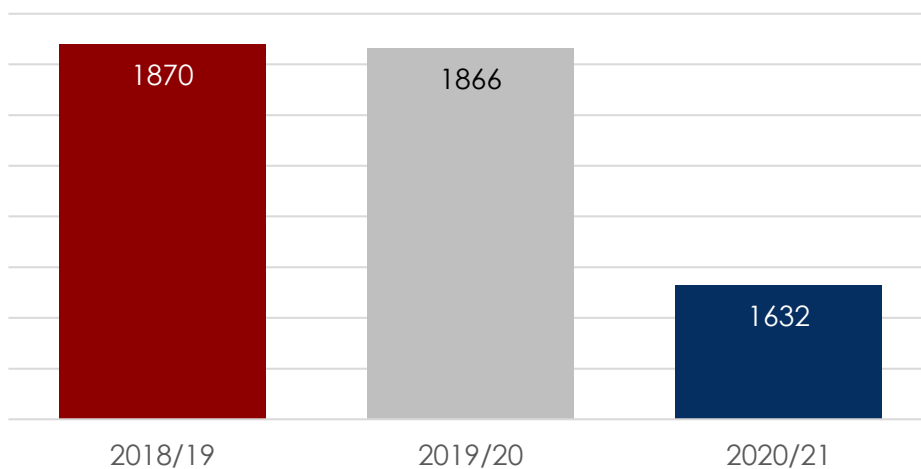
LI16 Incidents

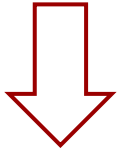


## Primary fires

Q4  
Target  
1844

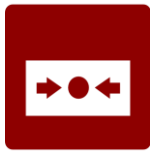
LI29 Incidents





## AFAs from non domestic premises

**13%** (198) decrease in automatic false alarms from non-domestic premises (LI22).



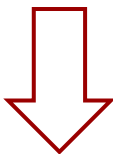
## Alarm faults

**35%** (480) automatic false alarms in non-domestic premises were due to faulty alarms (LI22).



## Hospital premises

**21%** (289) automatic false alarms in non-domestic premises were due to hospital premises (LI22).



## AFAs from domestic premises

**4%** (113) decrease in automatic false alarms from domestic premises (LI23).



## Cooking and burnt toast

**43%** (1093) automatic false alarms in domestic premises were due to cooking or burnt toast. (LI23).

# False Alarms

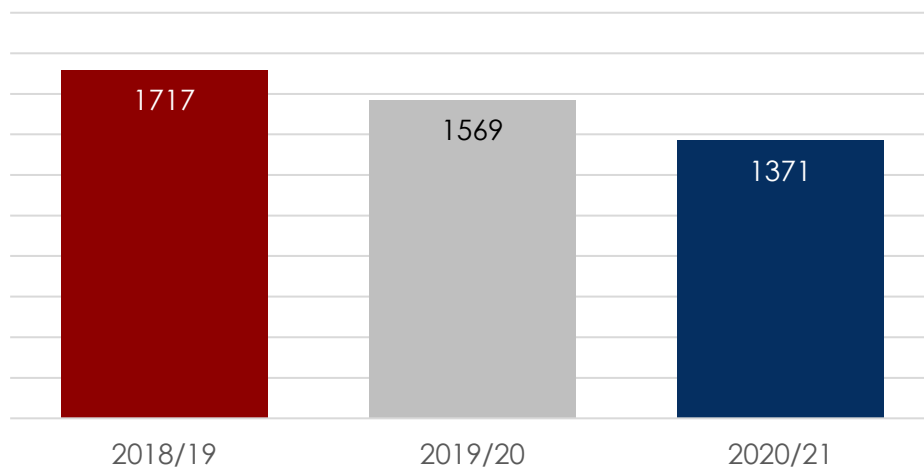
2020/21

Below are our performance indicators relating to false alarms for the Service.

## Automatic false alarms to non domestic premises

Q4  
Target  
1569

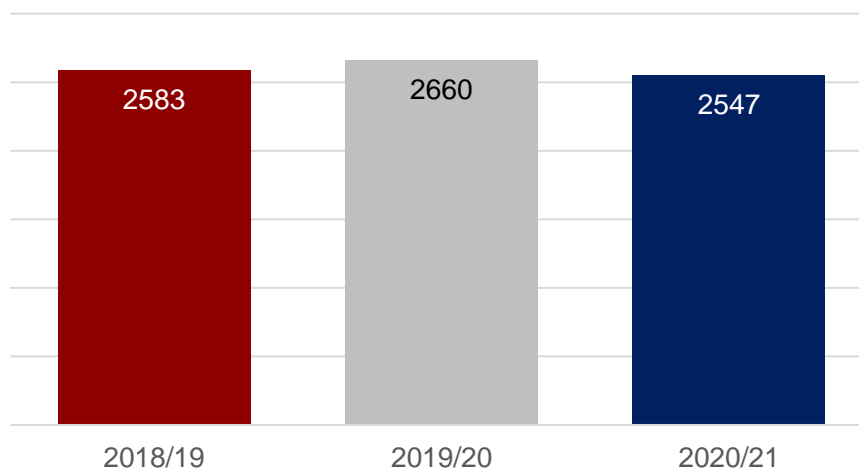
LI22 Incidents

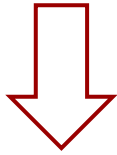


## Automatic false alarms to domestic premises

Q4  
Target  
2628

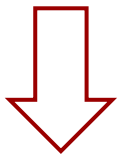
LI23 Incidents





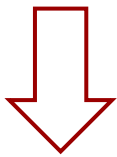
## Total incidents attended

**10%** (1621) decrease in total number of incidents attended (LI32).



## Non domestic premises

**16%** (34) decrease in fires in non domestic premises (LI35).



## Incidents attended by a Targeted Response Vehicle (TRV)

**12%** (227) reduction in incidents attended by TRV's (LI36). The reduction can be attributed to the reduction in secondary fires.



## 4,888 Home Safety Checks to high risk households

**82%** (21,720) decrease in the number of Home Safety Checks carried out to high risk households. (PE010).



## 6 minutes 0 seconds

Average attendance time 10 seconds slower. (Time = mobilised to in attendance).

## Additional Information

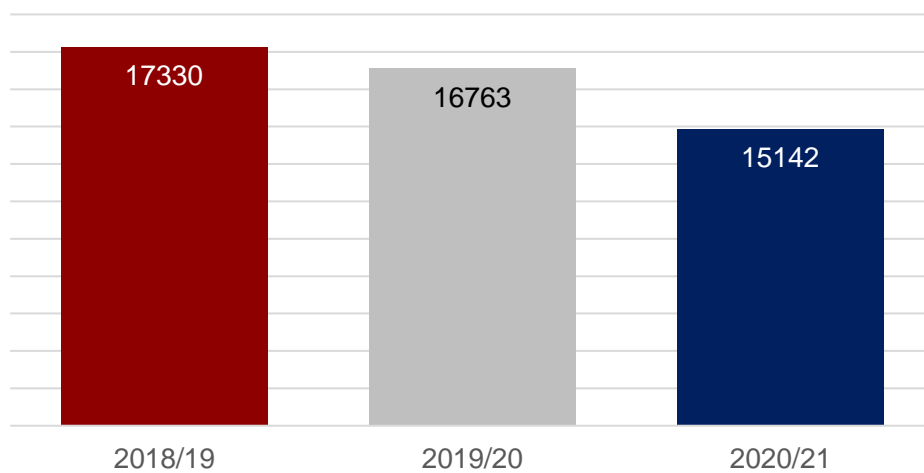
2020/21

Below are some of our other performance indicators for the Service.

### Total incidents attended

Q4  
Target  
16762

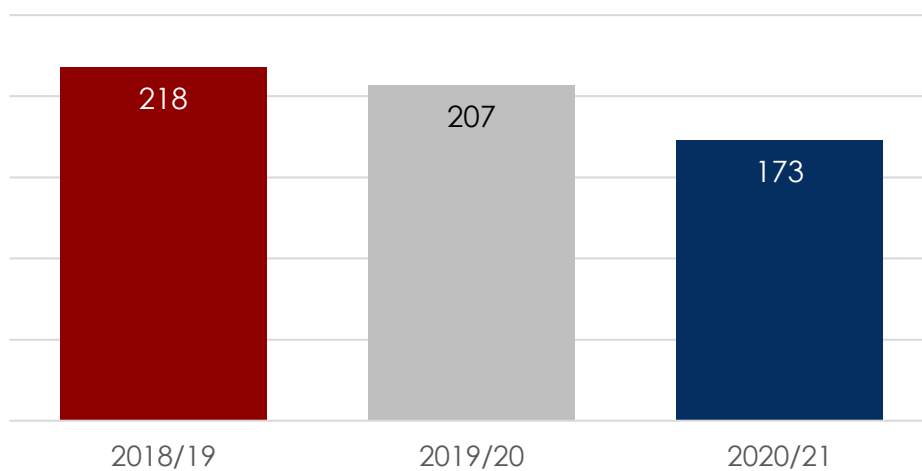
#### LI32 Incidents



### Fires in a non domestic premises

Q4  
Target  
207

#### LI35 Incidents





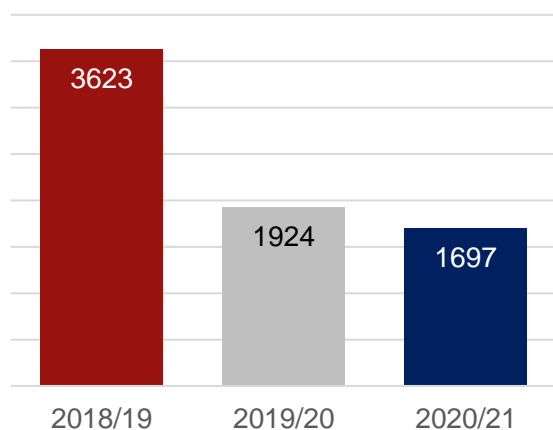
## Additional Information Cont.

2020/21

Below are some of our other performance indicators for the Service.

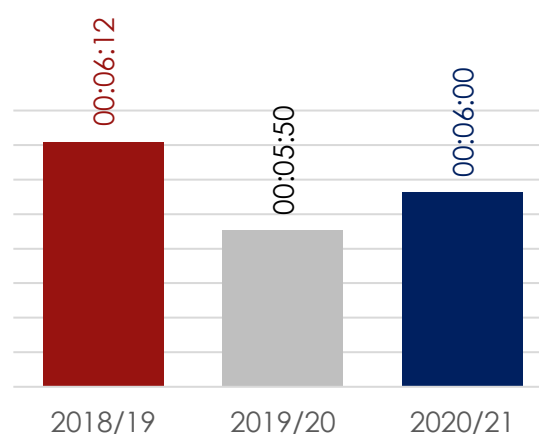
### Incidents attended by a TRV

LI36 Incidents



### Average attendance time

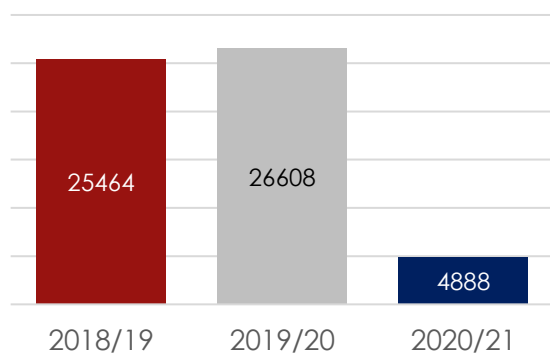
Average Attendance Times



Time = Mobilised to in attendance

### HSC's delivered to high risk households

LI37



### Attendance time by risk level\*

Year	Risk Level 1	Risk Level 2	Risk Level 3	Risk Level 4
2018/19	00:05:16	00:05:49	00:05:27	00:07:25
2019/20	00:05:09	00:05:36	00:05:13	00:06:46
2020/21	00:05:11	00:05:38	00:05:15	00:07:03

\* 1<sup>st</sup> pump in attendance (CAT1/CAT2/TRV)





Gateshead District has recorded no fire deaths during this reporting period.

There has been an increase in injuries from accidental dwelling fires from the previous year. The majority of these injuries occurred within the kitchen area. In addition to several social media campaigns focussing on kitchen fires and white goods supported by P&E and corporate communications, and in line with the NFCC position statement on domestic fire detection recommendations, heat detectors will now be fitted within premises and education provided to occupiers who receive a Home Safety Check visit. This initiative will be monitored throughout the year and evaluated in April 2022.

Following a social media campaign in Q3 after a rise in fires associated with white goods which had over 184,000 hits and reached Gateshead community groups there was a reduction in fires involving white goods. We will continue to use a targeted social media approach until Covid restrictions are lifted then will re-engage with the community fully.

To assist the reduction of accidental dwelling fires work has begun with Gateshead council to actively share data in order to assist in identifying the most vulnerable members of our community. This will be fully evaluated in Q4 2022.

Following several incidents in high rise premises in Q3 work was undertaken to educate residents in these accommodation types within the district and this has seen a reduction of incidents within high rise premises in Q4. A multi-agency debrief following two high profile incidents saw learning shared across multi-agency partners and the establishment of a group to specifically tackle issues within high rise premises chaired by TWFRS.

Within Gateshead District, 53 Safeguarding referrals have been submitted during this reporting period by fire service personnel. Of these 51 were adults with 12 of these referrals being reported in the final quarter.

The number of secondary fires in Gateshead has risen compared to 2019/20. This was most notable towards the end of Q4 in line with seasonal trends. Dunston & Teams, Windy Nook and Whitehills and Felling wards have seen the highest level of incidents. Both Service Delivery Station Managers continue to work closely with the Gateshead Operational Planning group to share information on hot spots and times of peak demand and have coordinated the promotion of the Firestoppers initiative. Working with Gateshead Council, operational crews have concentrated efforts on uplift patrols as a large proportion of the total number of secondary fires involved loose refuse. Deliberate Fire reduction tours district wide, in conjunction with Gateshead council's Edge of Care team and Northumbria Police has ensured that local hot spots are identified through the sharing of incident data allowing the targeted allocation of additional Police patrols at the right time and place. Dispersal notices have been used within these areas following these patrols and these will be reported to Operations Planning group once processed.

As well as actively utilising social media to highlight the issues associated with secondary fires across the district, Crews recently led on a programme of work to reduce fly tipping in the borough. This multi-agency approach led to the combined efforts of operational crews, neighbourhood police teams and local authority partners clearing and securing a major fly tipping site which has allowed Gateshead council to pursue the prosecution of the fly tippers involved. Moving forward, we are now looking at speeding up the reporting process for fly tipping using the reportIT tool, currently under development.

Alarms from non-domestic properties have seen a decrease over the year. With the introduction of Risk Based Attendance Policy at Hospitals and Medical centres in 2021 and continuing support from Fire Safety staff and Operational crews carrying out Operational Health Checks. We will continue to work with premises to further reduce unwanted actuations.

An initiative in Q3 to reduce false alarms from domestic dwellings has seen a further decrease in this area reflecting an overall decline in reporting from 2019/20. This is the lowest recorded figure in 5 years. The majority of the incidents occurred within sheltered accommodation and we will continue to work with partners to inform and educate residents on general safety in the home, focussing particularly on issues around cooking, night time routines and with the aim of increasing smoke alarm ownership. Going forward a new night time checklist has been devised for domestic premises, supported by targeted leaflet campaigns across Gateshead council properties and this will be rolled out across 2021/22.

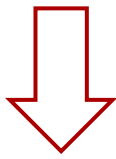
Gateshead			
Indicator	Indicator Description	Incidents	Target
LI01	Number of deaths from accidental fires in dwellings	0	0
LI02	Number of deaths from all fires	0	0
LI03	Number of injuries from accidental fires in dwellings, excluding precautionary checks	11	7
LI05	Number of injuries from all fires	30	17
LI08	Number of accidental fires in dwellings	91	88
LI09	Number of accidental kitchen fires in dwellings	50	42
LI10	Number of accidental non kitchen fires in dwellings	41	46
LI16	Number of deliberate secondary fires	651	620
LI18	Number of deliberate refuse fires	437	414
LI21	Number of malicious false alarm calls attended	8	24
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises	209	286
LI23	Number of false alarm calls due to automatic fire detection from domestic premises	374	395
LI24	Total number of fire calls attended	1115	1066
LI29	Number of primary fires attended	273	306
LI32	Total number of incidents (recorded at time of call)	2652	2766
LI35	Number of fires in a non domestic property	33	44

### Key

Target not achieved

Target within 10%

Target achieved



## Zero Fatalities

There has been no fire fatalities (LI02) within the Gateshead area.



## Injuries

There has been a **76%** (13) increase in the number of injuries from all fires (LI05). There has been a **57%** (4) increase in the number of injuries from accidental dwelling fires (LI03).



## Accidental Dwelling Fires

There were 91 accidental dwelling fires, an increase of **3%** (3) on 2019/20 (LI08).



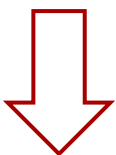
## Smoke Alarms

In **19%** (20) of dwelling fires a smoke alarm was fitted but did not activate (LI12). In **30%** (31) of dwelling fires no smoke alarm was fitted (LI13).



## Deliberate Secondary Fires

There were 651 deliberate secondary fires, a **5%** (31) increase on 2019/20 (LI16).

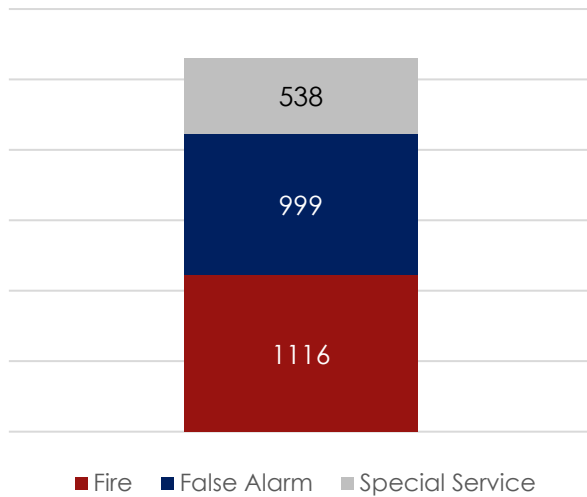


## False Alarms

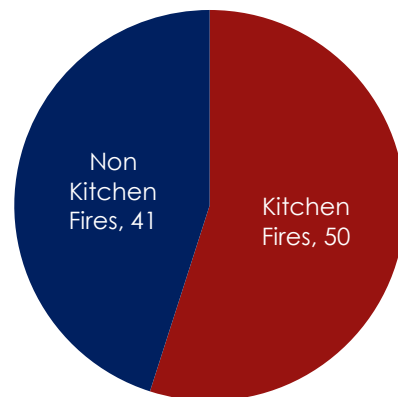
AFA's from non domestic premises have decreased by **27%** (77) from the previous year (LI22).



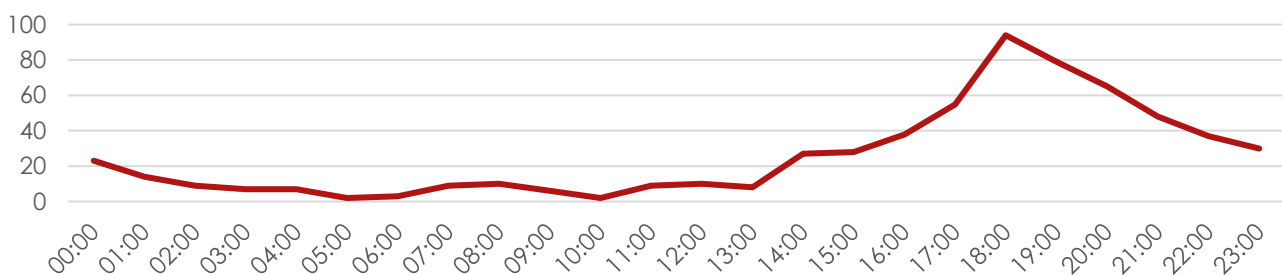
Incident Type



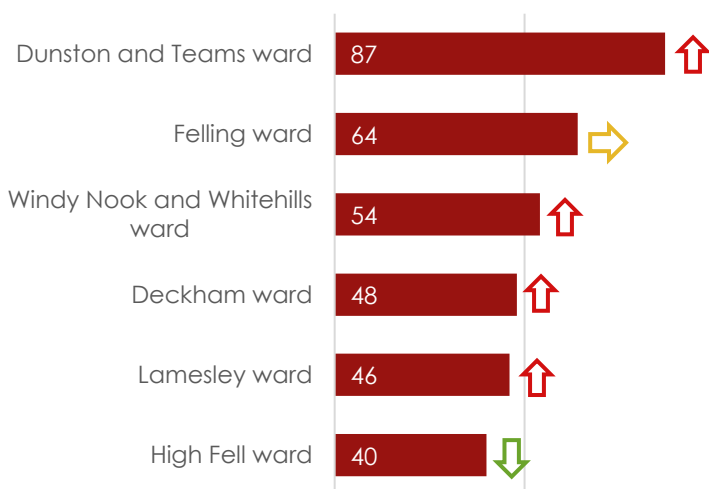
Accidental Dwelling Fire  
Room of Origin



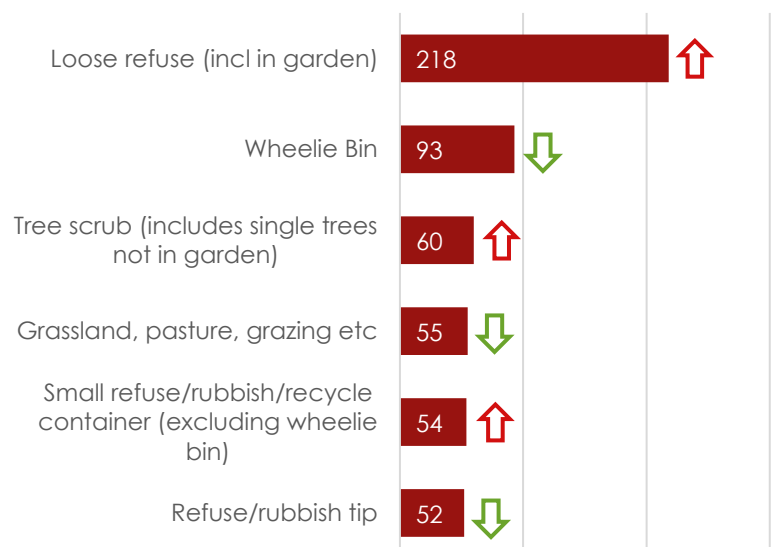
Deliberate Secondary Fires Time of Day



Deliberate Secondary Fires  
Top Wards



Deliberate Secondary Fires Top Property  
Types





During the reporting period no fire Deaths occurred across Newcastle.

Following 2 tragic fatalities in our ethnic minority communities the previous year, an initiative was carried out by TWFRS staff to deliver education and to increase awareness of the hazards associated with cooking whilst wearing loose clothing among our hard to reach communities. This was conducted jointly by our Community Engagement Team and Prevention and Education staff, identifying local partners, places of worship and community groups. We reached out to the relevant groups / leaders to ensure we were aware of community needs as this was a sensitive issue which could be highly upsetting for those engaged with. In total over 1350 members of our ethnic minority communities across Tyne and Wear have received key, face to face, fire safety messages. We will continue and develop this approach throughout 2021 and evaluate fully in Q4.

There have been an increase in injuries in accidental dwelling fires from the previous year, the majority of these injuries occurred in the kitchen. In line with the NFCC position statement on Domestic Fire detection recommendations, heat detectors will now be fitted to properties and education provided to occupiers who receive a Home Safety Check visit and this will be monitored through the year and evaluated in April 2022.

Accidental dwelling fires have reduced in comparison to last year. Following Q2 it was discussed that an intervention with Partners was required to reduce these instances. Social media campaigns focused on kitchen fires introduced in Q3 as a result of Covid restrictions have recorded over 50,000 hits across all platforms. This has shown a reduction in Q4, but this will be fully evaluated as restrictions lift will be reported in Q4 2022.

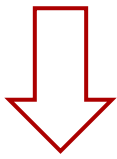
Safeguarding referrals have increased due to additional training afforded to frontline practitioners, returning 72 referrals of which 68 were adults. This information has been shared with partners.

Deliberate secondary fires have seen a decrease YTD. We observed a steady increase up to and including Q3. This gradual rise was identified and a targeted social media campaign was initiated with partners, identifying Outer West as an area of high levels of deliberate secondary fires. This campaign reached over 12,000 individuals within community groups on 15 separate occasions resulting in 3 Firestoppers reports to Police with positive identification of the individuals. We are awaiting feedback on this from the Police. No further instances were recorded within the identified areas during the campaign. This will be evaluated and if successful will be rolled out across the service.

Alarms for non-domestic premises continue to reduce in comparison to previous year with excellent engagement from Fire Safety and partners carrying out post fire audit and a Risk based Attendance Policy to ensure these facilities are receiving sufficient information and contact so as to reduce instances of activation. Multi agency work is being constantly undertaken with Your Homes Newcastle (YHN) and Northumbria Police implementing trigger plans for premises that have problems that have been identified.

Incidents of False alarms within domestic premises there has seen a small increase compared to the previous year over half of the incidents recorded occurred in sheltered accommodation with cooking and burnt toast being the main cause. Due to Covid restrictions interaction has been limited to advice over the phone to occupiers YHN and Accommodation Providers. Going forward a toolkit is being developed in conjunction with P&E which can be rolled out across all platforms when a trend is identified regarding injuries, accidental dwelling fires and alarm actuations.

Newcastle			
Indicator	Indicator Description	Incidents	Target
LI01	Number of deaths from accidental fires in dwellings	0	0
LI02	Number of deaths from all fires	0	0
LI03	Number of injuries from accidental fires in dwellings, excluding precautionary checks	6	9
LI05	Number of injuries from all fires	37	36
LI08	Number of accidental fires in dwellings	143	147
LI09	Number of accidental kitchen fires in dwellings	77	89
LI10	Number of accidental non kitchen fires in dwellings	66	58
LI16	Number of deliberate secondary fires	980	1206
LI18	Number of deliberate refuse fires	743	947
LI21	Number of malicious false alarm calls attended	52	83
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises	577	645
LI23	Number of false alarm calls due to automatic fire detection from domestic premises	1085	1236
LI24	Total number of fire calls attended	1712	1903
LI29	Number of primary fires attended	401	511
LI32	Total number of incidents (recorded at time of call)	4642	5330
LI35	Number of fires in a non domestic property	48	50



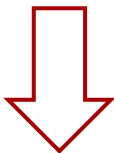
## Zero Fatalities

There have been no fire fatalities (LI02) within the Newcastle area.



## Injuries

There has been a **3%** (1) increase in the number of injuries from all fires (LI05). There has a **33%** (3) decrease in the number of injuries from accidental dwelling fires (LI03).



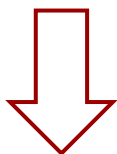
## Accidental Dwelling Fires

There were 143 accidental dwelling fires, a decrease of **3%** (4) on 2019/20 (LI08).



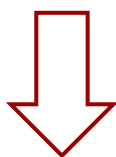
## Smoke Alarms

In **17%** (28) of dwelling fires a smoke alarm was fitted but did not activate (LI12). In **17%** (28) of dwelling fires no smoke alarm was fitted (LI13).



## Deliberate Secondary Fires

There were 980 deliberate secondary fires, a **19%** (226) decrease on 2019/20 (LI16).

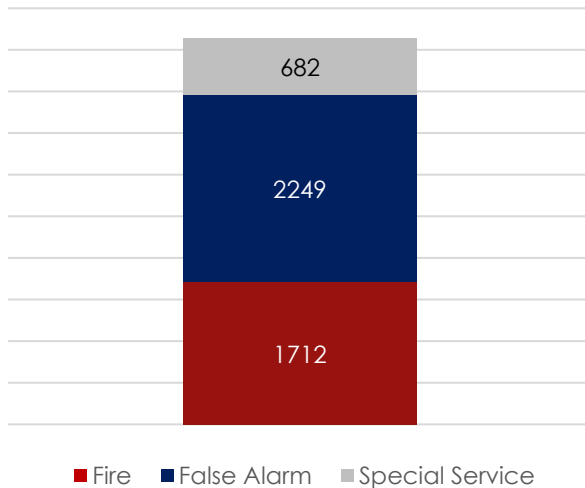


## False Alarms

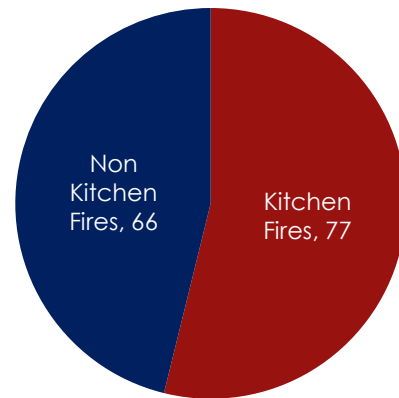
AFA's from non domestic premises have decreased by **11%** (68) from the previous year (LI22).



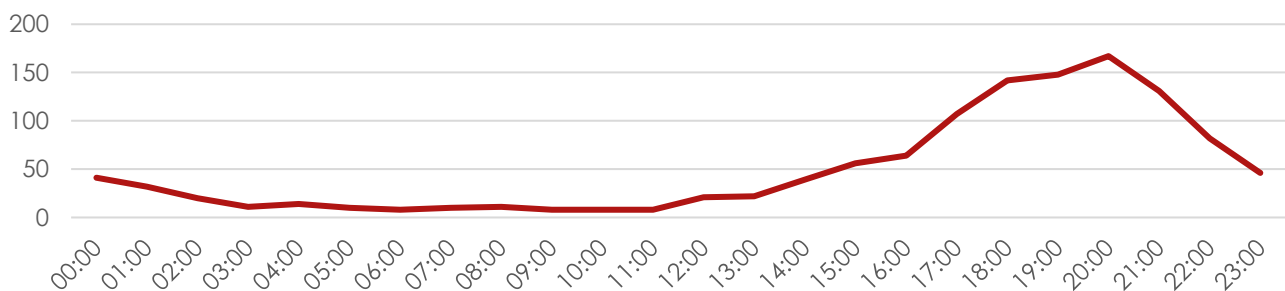
## Incident Type



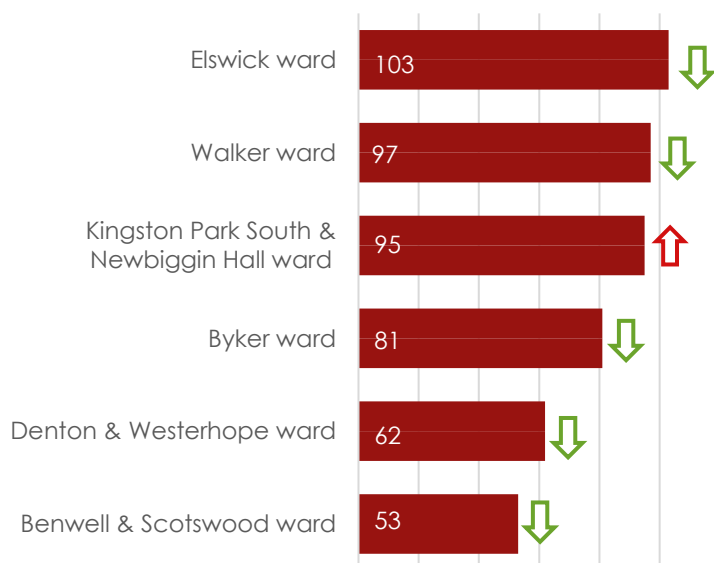
## Accidental Dwelling Fire Room of Origin



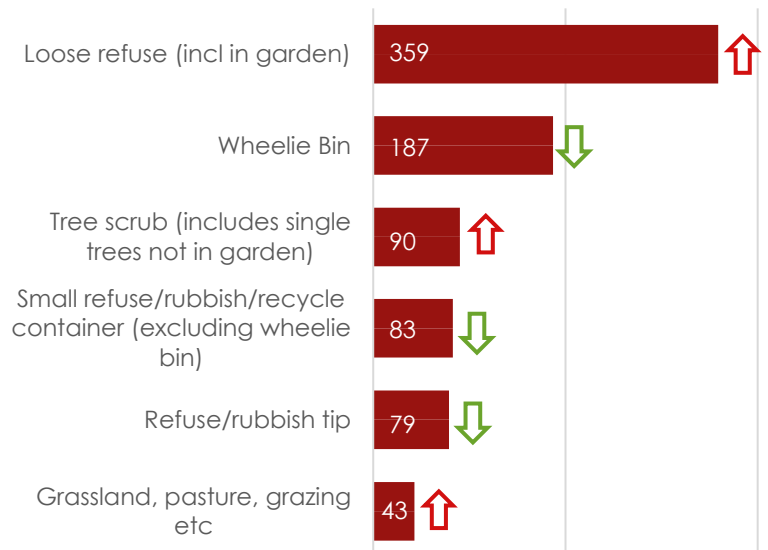
## Deliberate Secondary Fires Time of Day



## Deliberate Secondary Fires Top Wards



## Deliberate Secondary Fires Top Property Types





North Tyneside District has recorded no fire deaths during this reporting period.

There has been an increase in injuries from accidental dwelling fires from the previous year. The majority of these instances occurred in the kitchen area. In line with the NFCC position statement on Domestic Fire detection recommendations, Heat detectors will now be fitted and education delivered to properties who receive a Home Safety Check visit and this will be monitored through the year and evaluated in April 2022.

Safeguarding referrals have increased due to additional training afforded to frontline practitioners, returning 66 referrals of which 59 were adults. This information has been shared with partners.

Deliberate secondary fires have seen a reduction on last year, within this data it was also identified that there was a reduction in refuse fires. A social media campaign in the Meadow Well area on refuse collection days has been initiated, informing the local community of the associated costs of wheelie bin fire, the importance of timely movements of refuse bins once emptied and reinforcing the Firestoppers message, the results will be closely monitored and evaluated. There has been an increased engagement with Northumbria police, North Tyneside Council and TWFRS as a consequence of Ops Vulcan/Fawkes which has been continued post bonfire period and the introduction of Firestoppers in the identified areas of increased ASB including deliberate secondary fires through a social media campaign.

Fires within non-domestic properties has shown a slight increase on last year however no one premise is identified so limited targeting and post fire engagement but the situation is being monitored for any increases in frequency.

False alarms in non-domestic premise has also shown an increase however the main offenders have been identified and are engaging in dialogue and remedy from the Fire Safety department. With the introduction of Risk Based Attendance Policy at Hospitals and Medical centres in 2021 and continuing support from Fire Safety staff and Operational crews carrying out Operational Health Checks. We will continue to work with premises to further reduce unwanted actuations.

Alarms from domestic dwellings have seen a small increase compared to the previous year over half of the incidents recorded occurred in sheltered accommodation with cooking and burnt toast being the main cause, due to Covid restrictions interaction has been limited to advice over the phone to occupiers and Accommodation Providers. Following an increase in the number incidents where combustible items were being left on Hobs during Q3 leaflets were distributed around North Tyneside and there has been a decrease in the number of incidents.

Going forward a toolkit is being developed in conjunction with P&E which can be rolled out across all platforms when a trend is identified regarding injuries, accidental dwelling fires and alarm actuations.

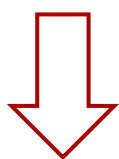
North Tyneside			
Indicator	Indicator Description	Incidents	Target
LI01	Number of deaths from accidental fires in dwellings	0	0
LI02	Number of deaths from all fires	0	0
LI03	Number of injuries from accidental fires in dwellings, excluding precautionary checks	7	6
LI05	Number of injuries from all fires	22	20
LI08	Number of accidental fires in dwellings	81	95
LI09	Number of accidental kitchen fires in dwellings	51	56
LI10	Number of accidental non kitchen fires in dwellings	30	39
LI16	Number of deliberate secondary fires	338	444
LI18	Number of deliberate refuse fires	238	317
LI21	Number of malicious false alarm calls attended	18	29
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises	164	140
LI23	Number of false alarm calls due to automatic fire detection from domestic premises	277	264
LI24	Total number of fire calls attended	715	818
LI29	Number of primary fires attended	243	267
LI32	Total number of incidents (recorded at time of call)	1731	1938
LI35	Number of fires in a non domestic property	26	24

### Key

Target not achieved

Target within 10%

Target achieved



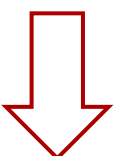
## Zero Fatalities

There has been no fire fatalities (LI02) within the North Tyneside area.



## Injuries

There has been a **10%** (2) increase in the number of injuries from all fires (LI05). There has been a **17%** (1) increase in the number of injuries from accidental dwelling fires (LI03).



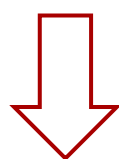
## Accidental Dwelling Fires

There were 81 accidental dwelling fires, a **15%** (14) decrease on 2019/20 (LI08).



## Smoke Alarms

In **23%** (22) of dwelling fires a smoke alarm was fitted but did not activate (LI12). In **11%** (11) of dwelling fires no smoke alarm was fitted (LI13).



## Deliberate Secondary Fires

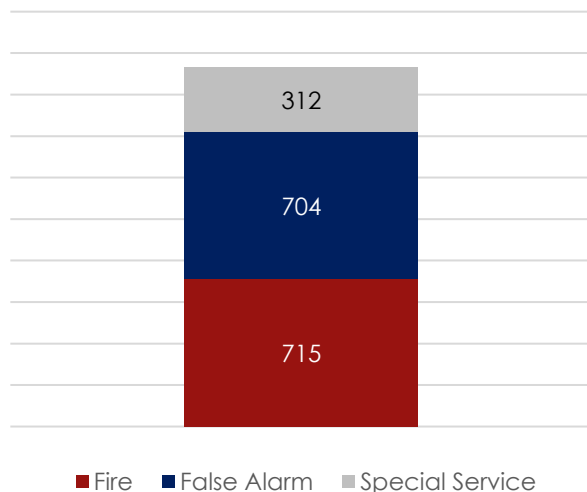
There were 338 deliberate secondary fires, a **24%** (106) reduction on 2019/20 (LI16).



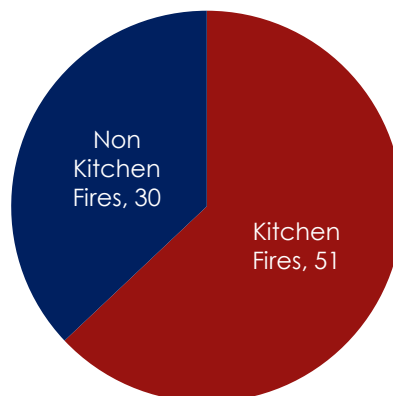
## False Alarms

AFAs from non domestic premises have increased by **17%** (24) from the previous year (LI22).

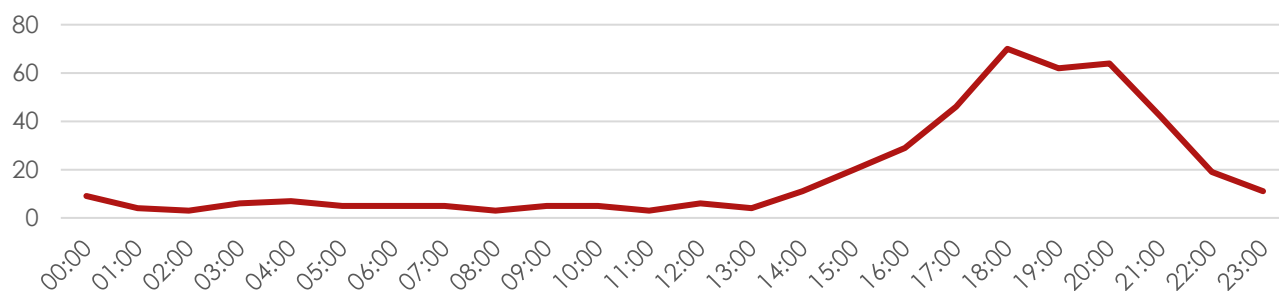
Incident Type



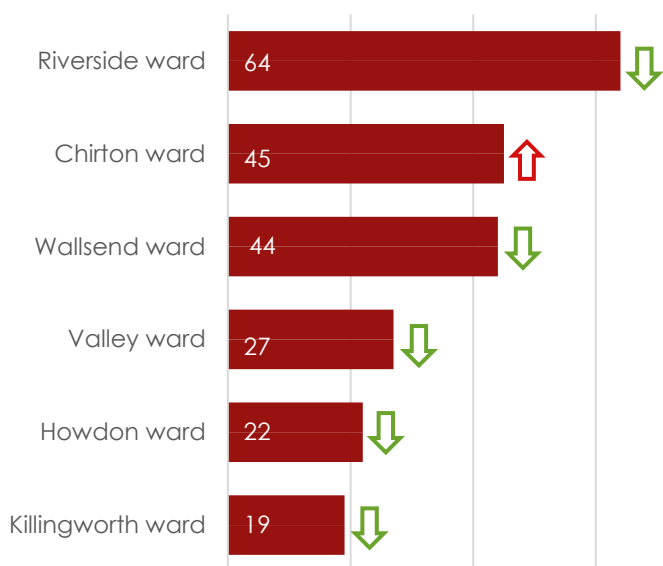
Accidental Dwelling Fire  
Room of Origin



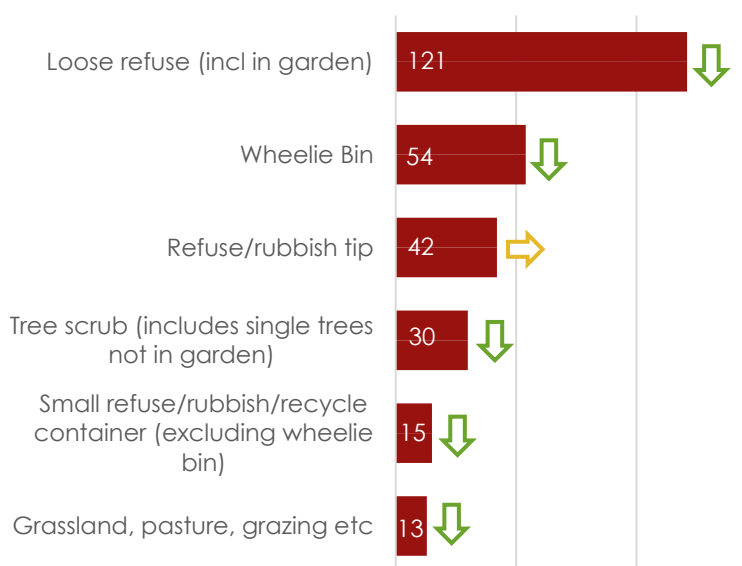
Deliberate Secondary Fires Time of Day



Deliberate Secondary Fires  
Top Wards



Deliberate Secondary Fires Top Property  
Types





No fire deaths have been recorded across the reporting period.

There have been a decrease in injuries recorded YTD across South Tyneside the majority of those injuries occurred in the kitchen. With the majority of incidents of accidental dwelling fires starting in the kitchen area, in line with the NFCC position statement on Domestic Fire detection recommendations, heat detectors will now be fitted to properties who receive Home Safety Check visits and education given to occupiers including a new kitchen checklist being devised and issued during Home Safety Check visits. This will be monitored through the year and evaluated in April 2022.

Following a social media campaign in Q3 around fires involving white goods, which had over 184,000 hits and reached South Tyneside community groups and was shared over 700 times with corporate communications being contacted by residents there was no further fires involving white goods. We will continue to use a targeted social media approach such as White Goods fire safety campaign, BBQ safety, disposing of smoking materials, and candles approach until the Covid restrictions are lifted then we will re-engage with the community fully to reduce. Going forward a toolkit is being developed in conjunction with P&E which can be rolled out across all platforms when a trend is identified regarding injuries, accidental dwelling fires and alarm actuations

Across South Tyneside there has been 25 Safeguarding referrals made by Fire Service personnel 23 of these were adults and 10 occurred in the final quarter.

Deliberate secondary fires have continued to fall YTD, The Service Delivery Station Manager continues to work with the Community Tasking group who include Northumbria Police and Youth Engagement staff and following the successful reduction in incidents in the Boldon Colliery Ward during Q3 this collaborative working is now in place in Beacon & Bents Ward following an increase in ASB incidents affecting Fire Service and Police in and around the seafront area with individuals being identified and visits being made to home addresses and where appropriate dispersal orders issued. During the end of Q4 a rise in deliberate secondary fires was identified and further actions to address will continue into Q1.

The Firestoppers initiative continues to be used across South Tyneside to assist with identification of individuals responsible anonymously. Going forward the reportIT GIS tool is in the final phases of testing for the Service and partners. Once rolled out this will streamline the process of uplift requests using a bespoke radio button/drop down list based form which would be automatically emailed to our partners. This tool will support the reduction of deliberate fires which has a direct correlation between increased uplift requests and reduced deliberate secondary fires. The reporting tool would increase the number of requests due to the reduced administration time enabling increased ASB tours.

Alarms from non domestic properties have seen a decrease over the year, and with the introduction of Risk Based Attendance Policy at Hospitals and Medical Centres in 2021, and continuing support from Fire Safety staff and Operational crews carrying out Operational Health Checks, we will continue to work with premises to reduce unwanted actuations.

Alarms from domestic dwellings have seen a small increase compared to the previous year, over half of the incidents recorded occurred in sheltered accommodation with cooking and burnt toast being the main cause. Due to Covid restrictions interaction has been limited to advice over the phone to occupiers South Tyneside Homes (STH) and Accommodation Providers. Following an increase in the number incidents where combustible items were being left on hobs during Q3. leaflets were distributed around South Tyneside and there has been a decrease in the number of incidents.



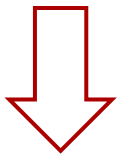
South Tyneside			
Indicator	Indicator Description	Incidents	Target
LI01	Number of deaths from accidental fires in dwellings	0	0
LI02	Number of deaths from all fires	0	0
LI03	Number of injuries from accidental fires in dwellings, excluding precautionary checks	2	5
LI05	Number of injuries from all fires	10	15
LI08	Number of accidental fires in dwellings	53	57
LI09	Number of accidental kitchen fires in dwellings	34	32
LI10	Number of accidental non kitchen fires in dwellings	19	25
LI16	Number of deliberate secondary fires	395	422
LI18	Number of deliberate refuse fires	223	220
LI21	Number of malicious false alarm calls attended	14	32
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises	85	141
LI23	Number of false alarm calls due to automatic fire detection from domestic premises	242	232
LI24	Total number of fire calls attended	772	739
LI29	Number of primary fires attended	200	213
LI32	Total number of incidents (recorded at time of call)	1676	1796
LI35	Number of fires in a non domestic property	18	27

### Key

Target not achieved

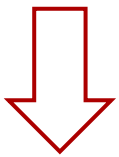
Target within 10%

Target achieved



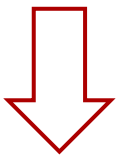
## Zero Fatalities

There has been no fire fatalities (LI02) within the South Tyneside area.



## Injuries

There has been a **33%** (5) decrease in the number of injuries from all fires (LI05). There has been a **60%** (3) decrease in the number of injuries from accidental dwelling fires (LI03).



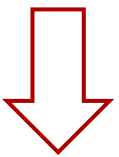
## Accidental Dwelling Fires

There were 53 accidental dwelling fires, a decrease of **7%** (4) on 2019/20 (LI08).



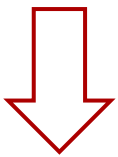
## Smoke Alarms

In **21%** (15) of dwelling fires a smoke alarm was fitted but did not activate (LI12). In **26%** (19) of dwelling fires no smoke alarm was fitted (LI13).



## Deliberate Secondary Fires

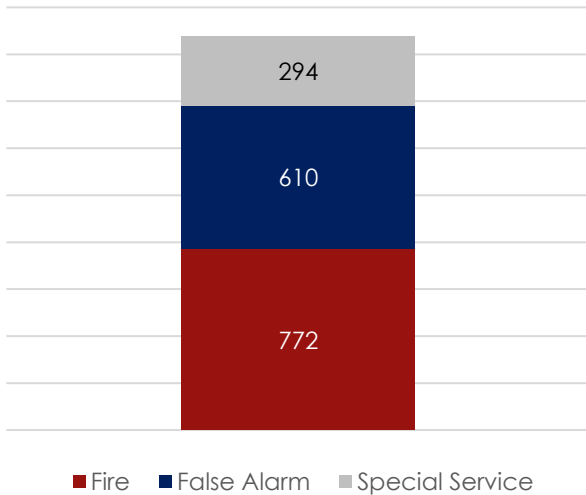
There were 395 deliberate secondary fires, a **6%** (27) reduction on 2019/20 (LI16).



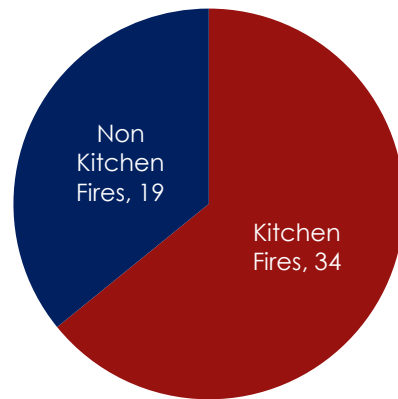
## False Alarms

AFAs from non domestic premises have decreased by **40%** (56) from the previous year (LI22).

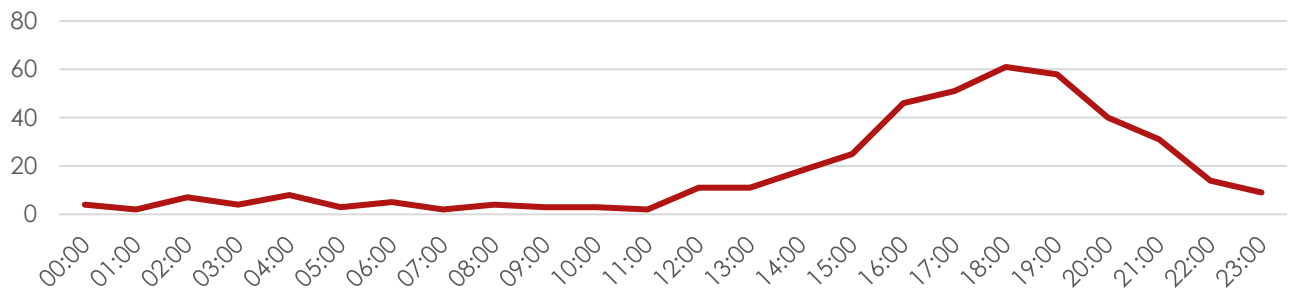
Incident Type



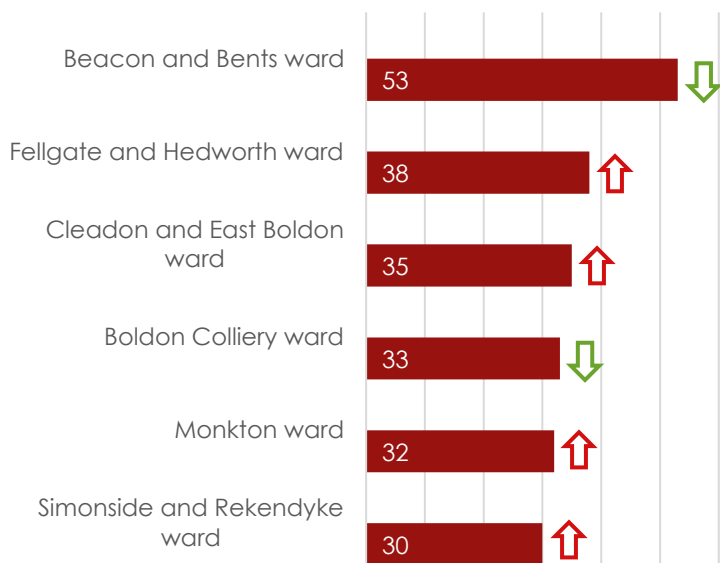
Accidental Dwelling Fire  
Room of Origin



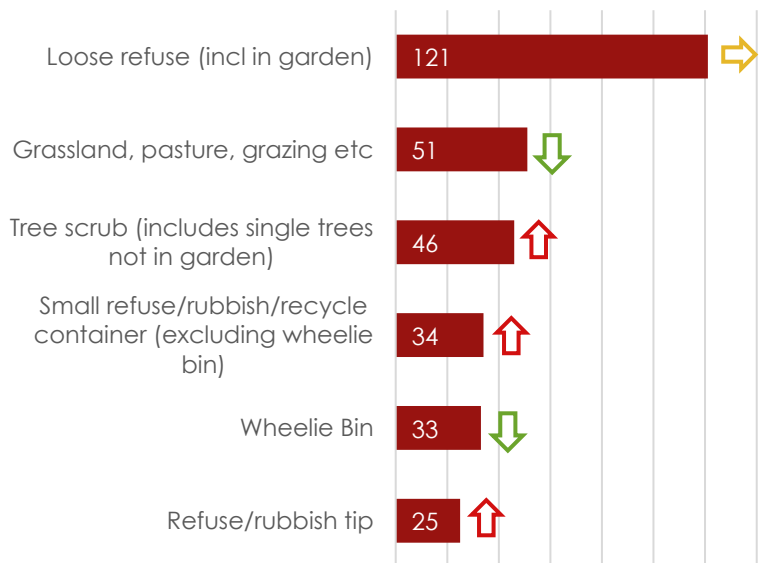
Deliberate Secondary Fires Time of Day



Deliberate Secondary Fires  
Top Wards



Deliberate Secondary Fires Top Property  
Types





Unfortunately there has been one fire death during the reporting period. This death occurred within a motor vehicle which is not part of our targeting strategy. A Coroner's report was produced for a hearing and this has now concluded.

There has been an increase in injuries from accidental dwelling fires recorded YTD, and an increase from the previous year, a number of those injuries occurred in the kitchen. With a majority of the incidents of accidental dwelling fires starting in the kitchen area, going forward and in line with the NFCC position statement on Domestic Fire Detection recommendations, Heat detectors will now be fitted to all properties who receive a Home Safety Check visit and education will be given to occupiers including a new kitchen checklist being devised and issued during Home Safety Check visits. This will be monitored through the year and evaluated in April 2022.

Due to Covid restrictions social media campaigns were used to communicate safety messages following a rise in chip pan / fat fryer fires without smoke detection during Q1 and Q2. A media campaign was launched during the final quarter which was viewed over 42,000 times. Following the campaign we have seen a reduction in these type of incidents across the district.

Going forward a Toolkit is being developed in conjunction with P&E which can be rolled out across all platforms when a trend is identified this will use media campaigns, leaflets and events to address accidental dwelling fires, injuries and alarm actuations. Improved Data sharing with partners will help to identify the most vulnerable and allow us to utilise the toolkits to reduce the risk to those people.

Across Sunderland there has been 74 Safeguarding referrals made by Fire Service personnel 63 of these were Adults and 14 referrals occurred in the final quarter.

Deliberate secondary fires have continued to fall YTD, however during March there was an increase in the number of incidents across the district. Local Station Managers continue to work with partners in addressing Hotspot areas through Local Multi Agency Problem Solving Groups (LMAPS) and through projects like Southwick Altogether Raising Aspirations (SARA) actions included erection of 4G CCTV in Redhill ward to deter attacks on firefighters, environmental enforcement officers identifying and prosecuting flytippers across the district. Firestoppers literature is being utilised across Southwick and other wards to promote the reporting of those setting fires.

Going forward the reportIT GIS tool is in the final phases of testing for the Service and partners. Once rolled out this will streamline the process of uplift requests using a bespoke radio button/drop down list based form which would be automatically emailed to our partners. This tool will support the reduction of deliberate fires which has a direct correlation between increased uplift requests and reduced deliberate secondary fires. Once Covid-19 restrictions are lifted crews will engage with the community and partners in Hotspot areas to reduce the number of incidents through intervention and prevention.

Alarms from non domestic properties have seen a decrease over the year, and with the introduction of Risk Based Attendance Policy at Hospitals and Medical Centres in 2021, and continuing support from Fire Safety staff and Operational crews carrying out Operational Health Checks, we will continue to work with premises to reduce unwanted actuations.

Alarms from domestic properties have seen a small decrease compared to previous year with most of the incidents occurring in purpose built flats/ maisonettes and sheltered accommodation. The main cause is cooking/burnt toast due to Covid restrictions actions have been limited to advice over the phone. Gentoo continue to provide the local P&E Manager with monthly reports around number of repeat actuations and collaboratively they address the reasons for the actuation and a remedy is put in place. Sheltered accommodations continue to be targeted with top 10 tips for fire safety and crews continue to support when they attend incidents.

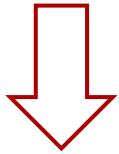
Sunderland			
Indicator	Indicator Description	Incidents	Target
LI01	Number of deaths from accidental fires in dwellings	0	0
LI02	Number of deaths from all fires	1	0
LI03	Number of injuries from accidental fires in dwellings, excluding precautionary checks	12	9
LI05	Number of injuries from all fires	57	41
LI08	Number of accidental fires in dwellings	133	123
LI09	Number of accidental kitchen fires in dwellings	64	65
LI10	Number of accidental non kitchen fires in dwellings	69	58
LI16	Number of deliberate secondary fires	1297	1659
LI18	Number of deliberate refuse fires	896	1239
LI21	Number of malicious false alarm calls attended	49	59
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises	336	357
LI23	Number of false alarm calls due to automatic fire detection from domestic premises	569	500
LI24	Total number of fire calls attended	2218	2536
LI29	Number of primary fires attended	515	547
LI32	Total number of incidents (recorded at time of call)	4441	4932
LI35	Number of fires in a non domestic property	48	62

### Key

Target not achieved

Target within 10%

Target achieved



## Fatalities

There was one fire fatality (LI02) within the Sunderland area. This was not as a result of an accidental dwelling fire.



## Injuries

An increase of **39%** (16) in the number of injuries from all fires (LI05). There has been a **33%** (3) increase in the number of injuries from accidental dwelling fires (LI03).



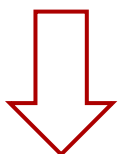
## Accidental Dwelling Fires

There were 133 accidental dwelling fires, an increase of **7%** (9) on 2019/20 (LI08).



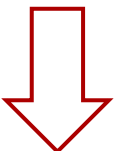
## Smoke Alarms

In **21%** (33) of dwelling fires a smoke alarm was fitted but did not activate (LI12). In **25%** (39) of dwelling fires no smoke alarm was fitted (LI13).



## Deliberate Secondary Fires

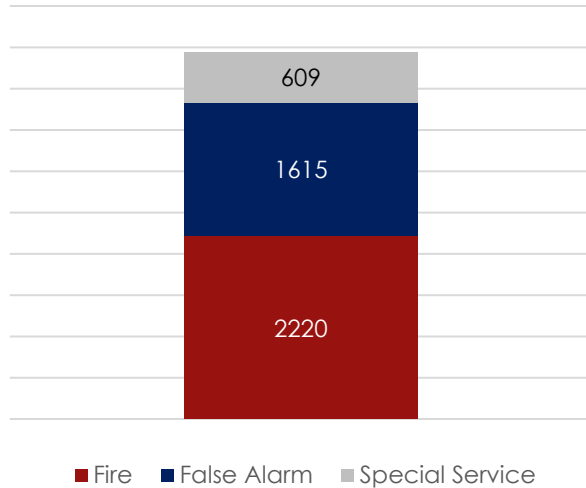
There were 1297 deliberate secondary fires, a **22%** (356) reduction on 2019/20 (LI16).



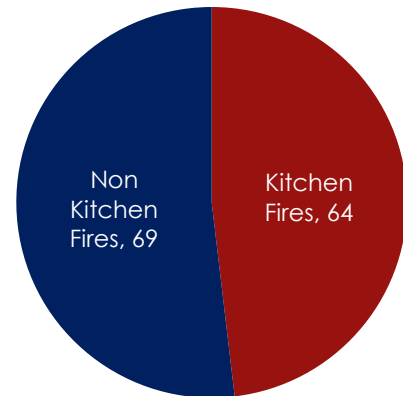
## False Alarms

AFAs from non domestic premises have decreased by **6%** (21) from the previous year (LI22).

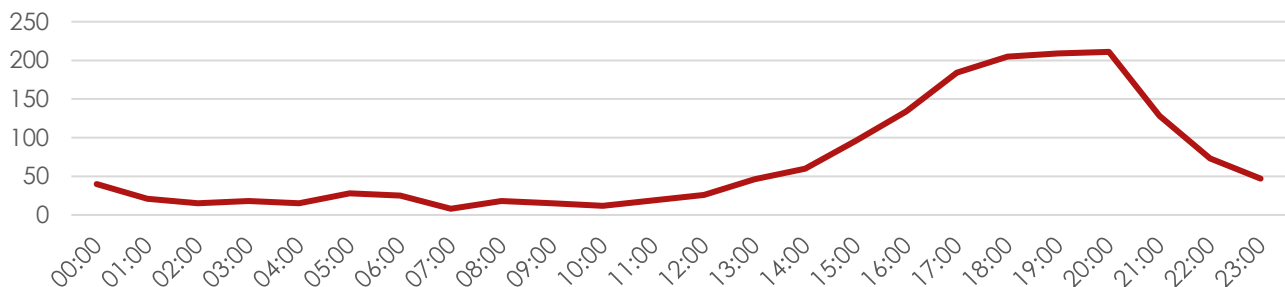
Incident Type



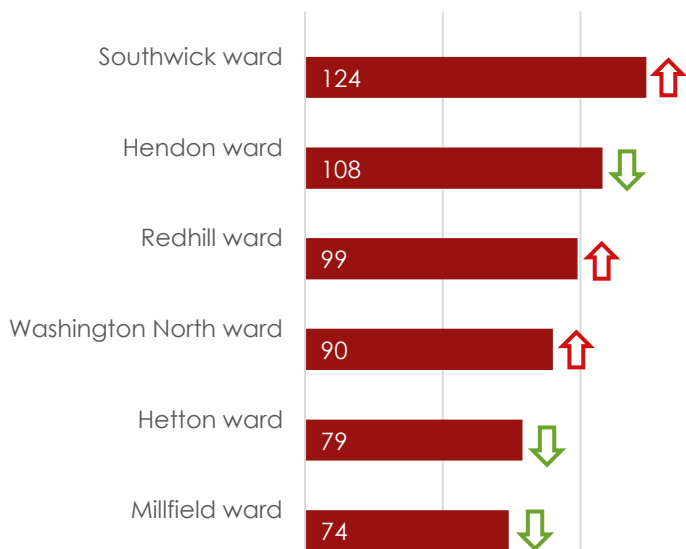
Accidental Dwelling Fire  
Room of Origin



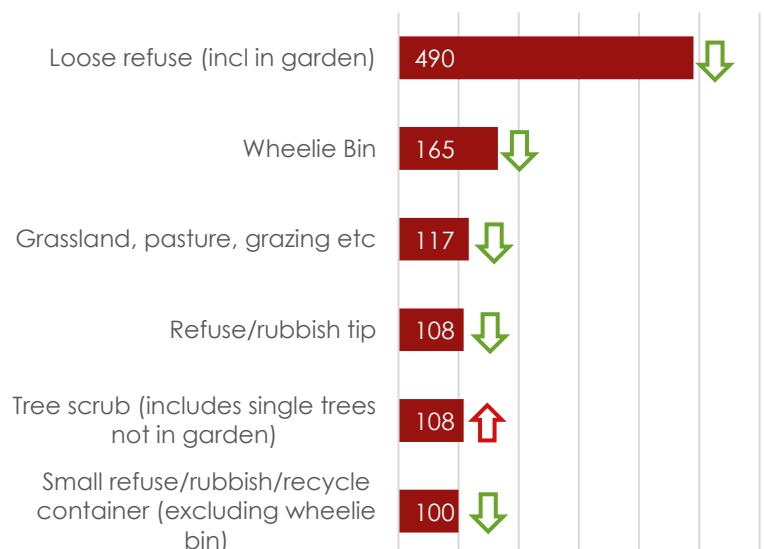
Deliberate Secondary Fires Time of Day



Deliberate Secondary Fires  
Top Wards



Deliberate Secondary Fires Top  
Property Types







Moving forward with Performance Reporting in 2021/22, we will continue to keep people safe through our primary duties, listed below are some of the Activities/actions which will be introduced into the community activities throughout the service as we prepare to get back to 'normal' activities.

### Prevention activities:-

- The service is changing its terminology of our visits to vulnerable and at risk people to make them safe from the risks of fire and other factors. Although the content of the visit will remain exactly the same, the service will stop calling these visits Home Safety Checks (HSCs) and will now describe them as Safe and Well Checks (S&W). The reason for the change is to bring the Service's terminology in line with national standards and descriptions of home visits.
- The establishment of a high-rise specific working group, this group will provide a multi-agency focus on response and prevention activities within high rise premises. Following a trial within Gateshead District this model will be evaluated and introduced across the service in 2021/22.
- To help with reducing fly tipping across the service a new ReportIT function being adopted by Local Authorities this will make the reporting of fly tipping easier for the fire service and if the appropriate response is made by environmental teams this should have a direct correlation in reducing the number of incidents. Expected Q1 2021.
- To enable us to monitor and address ASB and deliberate fires more quickly and efficiently we are producing a Deliberate Fire Reduction Framework.
- In 2021/22 we will introduce a P&E bulletin which will include emerging trends and priority fire safety messages for all S&W delivery personnel.
- Further Safeguarding training will be delivered to Service Delivery personnel this training will enhance knowledge and identification of vulnerabilities. Crews at Nominated stations are receiving Suicide Awareness training for those on High structures and cliffs. For reporting purposes, a breakdown of types of referrals will be provided.
- In line with NFCC Guidance and to reduce the number of injuries from accidental kitchen fires in dwellings, from May 2021 TWFRS will fit heat detectors in kitchens as part of Safe and Well visits, they will also offer education on hazards in kitchens and common causes of kitchen fires including a kitchen checklist.
- To improve the efficiency of our Safe and Well targeting strategy we are discussing data sharing with local partners with a view to removing cold calling. We are working on Virtual Safe and Well system. This will have an online questionnaire embedded on our internet page. This will give tailored advice

- based on their responses to the questions with a printout with all their specific advice available at the end. The system will automatically generate details for TWFRS to contact the occupiers where no or insufficient fire detection equipment has been identified at the premise for appointments to be made for P&E or Service Delivery personnel to supply and fit.
- To ensure that all appropriate actions are taken after a fire, to enable us to identify any lessons that can be learned and reduce the risk of future fires, a post fire procedure is being produced and the Prevention and Education quality assurance process is amended to capture these changes.
- To ensure consistency and reduce the duplication of work the P&E department are producing Fire Safety Toolkits that can be selected 'off the peg' to address issues as trends are identified. This work is expected to be completed during Q"

## Protection activities:-

- Governments Roadmap out of Lockdown 4 steps have been used to align recommencing of fire safety audits with initial focus on care homes. Fire Safety staff auditing premises based on availability and risk.
- Engagement with the hospital trusts to facilitate the removal of hospitals from the risk-based attendance policy. Proposed start date of the 1st July to allow more time for engagement with the Trusts. Aim to further reduce false alarms at these sites.
- The new Fire Safety Act was approved by the Commons and Lords with Royal assent planned on the 11 May. Two months till the commencement date with FS engaging with NFCC Protection streams for implementing this at a local level.
- Operational staff have passed the L3C qualification with in-house training provided by FS staff. Commencing audits with support from FS WMB that will increase audit numbers and enhance Ops staff knowledge and understanding of fire safety when at operational incident – supporting the ALL HAZARDS APPROACH.
- Arson reduction targeting continuing at premises in the vicinity of a deliberate fire in a commercial premise.

## Corporate Communication Activities:-

- Media training by two providers will be given for flexi duty officers and some members of the executive leadership team in April and May 2021.
- The new head of communications and corporate affairs will be in post from 13 April 2021.

- We will be participating in a series of collaborative accidental dwelling fires campaigns with other fire and rescue services throughout 2021 including: East Sussex, Cambridgeshire and Essex. This is an opportunity to collaborate, share best practice, skills and resources.
- The first mini collaborative campaign will launch in April 2021. It will promote fire safety advice in the home – with a focus on cooking and electrical safety featuring Friends memes – FIRENDS to be ran across our social media channels.
- In May 2021 the next mini collaborative campaign will be for National Hoarding Week and be ran across our social media channels.
- We will take a focus on the investments for the Service in 2021 – new appliances being rolled out, new inflatable boat for Byker, new drone, new tri-station at Hebburn and the new USAR dog Merlin.
- We will support internal and external communications activities for the Integrated Risk Management Plan.
- We will support internal and external communications activities for the upcoming inspection by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS).
- The intranet will be developed further with a dedicated site for the Integrated Risk Management Plan and existing sites for departments revamped.
- Further use of Lumen5 videos and infographics will be explored to bring reports to life in an engaging manner for both internal and external audiences.
- We will support the launch of a new virtual Safe and Well questionnaire/check with Prevention and Education to be launched by the summer of 2021.
- We will continue to support the NFCC calendar of awareness weeks throughout 2021.
- We will support the first World Drowning Prevention Day on July 25.
- We will support the United Kingdom Rescue Organisation (UKRO) Challenge 2021 which Tyne and Wear Fire and Rescue Service are hosting in September 2021.
- We will continue to be active participants in the Local Resilience Forum and support partner organisations with campaign such as Beat Covid NE.
- We will continue to work closely with departments such as Prevention and Education and Fire Safety to promote their activities to external audiences in line with awareness weeks.

- We will be producing videos for the executive leadership team.
- Continue to photograph and video the recruit courses (53/21 and 54/21).
- Provide support for the strategy 2025 internally and externally including photography, copy writing and editing as well as infographics.
- Provide photographs and videos for the inclusion manager.
- Produce a video for training purposes of the BA Merlin Board.
- Produce a training package voiceover for high-rise buildings for the National Fire Chiefs Council.
- Produce an education video for schools.
- Photograph and video the Urban Search and Rescue weekend.



## **Tyne and Wear Fire and Rescue Service**

*Creating the Safest Community*

Data and Information Audit	
Data compiled by:	PA
Checked by:	KR
Data valid at:	05/05/2021
Approved for Publication	
Approved by:	RH
Date Approved by:	11/05/2021

Further information regarding our services can be found on our website: