



2016/17 Performance Report

Quarter Three Summary

1st April 2016 to 31st December 2016

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1 Executive Summary Quarter Three 2016/17

We remain committed to achieving our vision of creating the safest community. As one of the top performing fire and rescue services in the country, we continue to deliver an excellent service across the five local authority areas we serve. Over the last ten years, we have achieved significant reductions across a number of incident types with accidental dwelling fires reducing by 1,008 incidents (65%). We have almost tripled the number of home safety checks carried out in the same period. The combination of safety advice and the installation of smoke detectors has enabled us to keep people safe across Tyne and Wear and has been an essential part of our aim to reduce injuries and deaths from fires.

Following a positive performance in Quarter One and Two, we have seen an increase in most incident types in Quarter Three. Up to the end of Quarter Three 2016/17, we received 18,999 emergency calls and attended 11,865 incidents - an increase of 1,383 emergency calls and 832 incidents compared to the same period last year. The majority of these additional incidents (621) can be attributed to the incidents attended as part of the national Emergency Medical response (EMR) trial, that is due to end in Quarter Four.

Unfortunately, there were four fatalities from accidental dwelling fires up to the end of Quarter Three 2016/17; two have been confirmed as an accidental dwelling fire fatalities whilst two are currently under investigation. Injuries from accidental dwelling fires have increased by one when compared to the same period last year. The number of injuries from accidental dwelling fires was the lowest in comparison to other Met FRS last year. The number of injuries does fluctuate and on occasion one incident can cause multiple injuries. We take active steps to ensure we reduce the risk of deaths and injuries from accidental fires by continuing to refine our targeting of prevention and education work. A key aspect of these steps has been the use of data to understand risk, as well as utilising community advocates, volunteers and operational staff to enhance our risk-based intelligence. This enables us to gain a better understanding of our communities as well as improving our targeting through our work with partners.

Cooking remains the main cause of accidental dwelling fires that result in injuries. Up to the end of Quarter Three 2016/17, accidental dwelling fires increased by 21 (5%) compared to the same period last year. The prevention of cooking related fires remains the primary area of focus for prevention activities.

We concentrate our efforts on identifying the people likely to have a fire, educating them about the risk, fitting smoke detectors and helping with planning escape routes in the event of a fire. Up to the end of Quarter Three 2016/17 a total of 24,101 Home Safety Checks (HSC's) were completed, an essential tool in our aim to reduce the number of deaths and injuries in Tyne and Wear. The number of HSC's delivered during Quarter Three 2016/17 has reduced from the same period last year due to the adjustment of our targeting strategy following the removal of two appliances from our operational fleet in September 2015.

Executive Summary Quarter Three 2016/17

Deliberate fires have increased by 144 (4.4%) when compared to the same period last year, however we typically see a spike of deliberate secondary fires in April, May and June, when this year we saw a reduction of 443 incidents. This could be attributed to a higher than average rainfall during these months and activity focused on ASB reduction as part of the 'Lighter Nights' campaign. This campaign involves working closely with each of the five local authorities to carry out clean-ups to remove any refuse and fly tipping, as well as visiting schools to warn children of the consequences of fires and fire setting.

The number of false alarm calls due to automatic fire alarms in non-domestic premises increased by 15 (1.1%) when compared to the same period last year. We achieved our second lowest figure of 1,412, which can be directly attributed to the introduction of a new policy in June 2015. Hospitals and medical care premises consistently have the highest number of activations with Education premises having the second highest, work is ongoing with these premises to address this; for example, work undertaken with Newcastle University Estates Management has resulted in attendance at only 3% of activations at the premises.

The number of false alarm calls due to automatic fire alarms in domestic premises increased by 58 (3.2%) incidents when compared to the same period last year. Work is ongoing across the service to address incidents in sheltered housing accommodation and purpose built flats that account for 75% of all activations. District teams are working with local housing providers to challenge false alarm calls from their domestic premises; for example, up to the end of Quarter Three, 8,367 calls have been filtered by Your Homes Newcastle (YHN) Customer Enquiry Centre as part of our 'Call Challenge' partnership arrangement.

Up to the end of Quarter Three 2016/17 TRV's attended a total of 2,500 incidents, this is 21% of the total number of incidents and 61% of all risk level 4 incidents. The average response time for a TRV to attend an incident is 9 minutes and 17 seconds; this is well within the 12 minute target time.

Achieving full attendance at work has always been a priority for TWFRS and LI82 measures the shifts lost due to sickness. Up to the end of Quarter Three 2016/17 the number of days lost to sickness was 3.96 days / shifts lost per employee. This is a reduction of 21.1% and the lowest figure for five years. This demonstrates the pro-active approach taken by staff, line managers, OHU and HR in managing attendance.

Over the last year the Service has seen slight increases in a number of performance areas. Up to the end of Quarter Three 2016/17 in comparison to up to the end of Quarter Three 2015/16 we experienced:

- 7.9% (1383) more **Emergency Calls Received** ↑
- 7.5% (832) more **Total Number of Incidents** ↑
- 4.4% (144) more **Deliberate Fires** ↑
- 5.6% (72) more **Primary Fires** ↑
- 1.5% (71) more **All Fire Calls Attended** ↑
- 2.1% (59) more **Deliberate Secondary Fires** ↑
- 3.2% (58) more **DOMESTIC Automatic False Alarms Attended** ↑
- 5% (21) more **Accidental Dwelling Fires** ↑
- 1.1% (15) more **NON DOMESTIC Automatic False Alarms Attended** ↑
- 5.8% (10) more **Malicious False Alarms Attended** ↑
- Four **Deaths from Accidental Dwelling Fires** ↑
- 3% (1) more **Injury from Accidental Dwelling Fires** ↑
- 0% (0) same number of **Special Services*** →
- 21.1% (1.06) fewer **Days / Shifts Lost Due to Sickness** ↓
- 19.5% (38) fewer **Fires in a Non-Domestic Property** ↓

*Excludes Emergency Medical Response Incidents

2 Introduction

- 2.1 This performance report provides a comprehensive overview of the organisation's performance against Community Outcome Indicators. For each indicator, we measure performance by comparing against the previous five years' performance (historical).
- 2.2 This data is analysed quarterly and local intelligence added to the statistical analysis. This report details findings of this joint approach to performance management in TWFRS and includes data from the 1 April 2016 to the 31 December 2016. All data is compared to the same time period last year.
- 2.3 Performance is monitored, managed and analysed at both Service and district level, to enable us to identify issues and implement improvement action where required. This approach also allows us to identify successes, so we can build on these and promote good practice across the Service.

3 Performance against Community Outcome Key Performance Indicators

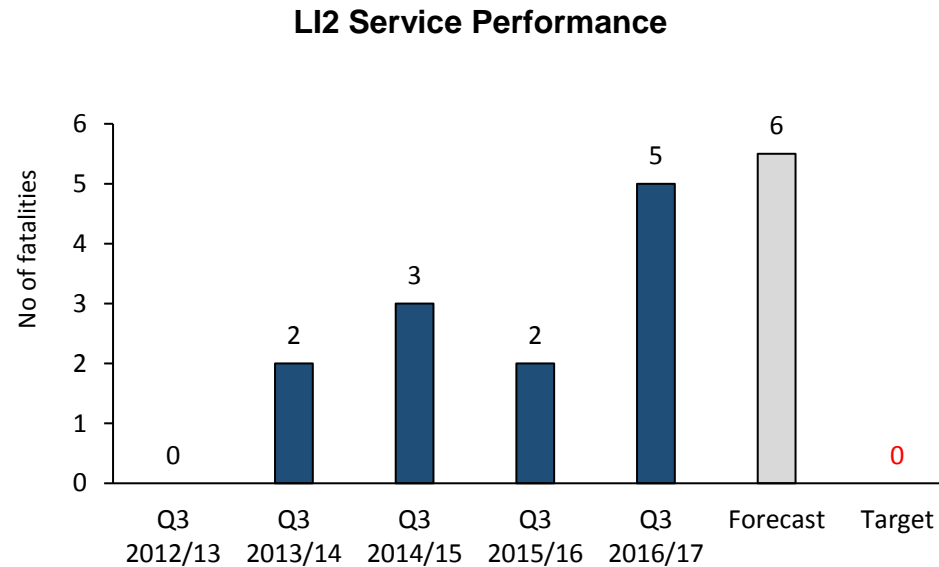
3.1 Our Community Outcome KPIs relate to incidents, specifically fires and the associated deaths and injuries. They reflect the organisational priorities for 2016/17, and are broken down as follows:

- Deaths and Injuries
 - Deaths from accidental dwelling fires
 - Deaths from all fires
 - Injuries from accidental dwelling fires
 - Injuries from all fires
- Fire Attendance
 - Fire calls attended
 - Primary fires
- Accidental Fires
 - Accidental fires in dwellings
 - Accidental kitchen fires in dwellings
 - Accidental non-kitchen fires in dwellings
- Deliberate Fires
 - All deliberate fires
 - Deliberate secondary fires
 - Deliberate refuse fires
- False Alarms
 - Non-domestic false alarms
 - Domestic false alarms
 - Malicious false alarms (hoax calls)
- Others
 - Total number of incidents
 - Fires in non-domestic properties
 - Number of HSC's delivered
 - Proportion of working days / shifts lost to sickness absence by all staff

4 Deaths and Injuries Quarter Three 2016/17

4.1 (LI2) Number of Fatalities from All Fires Service Performance Quarter Three 2016/17

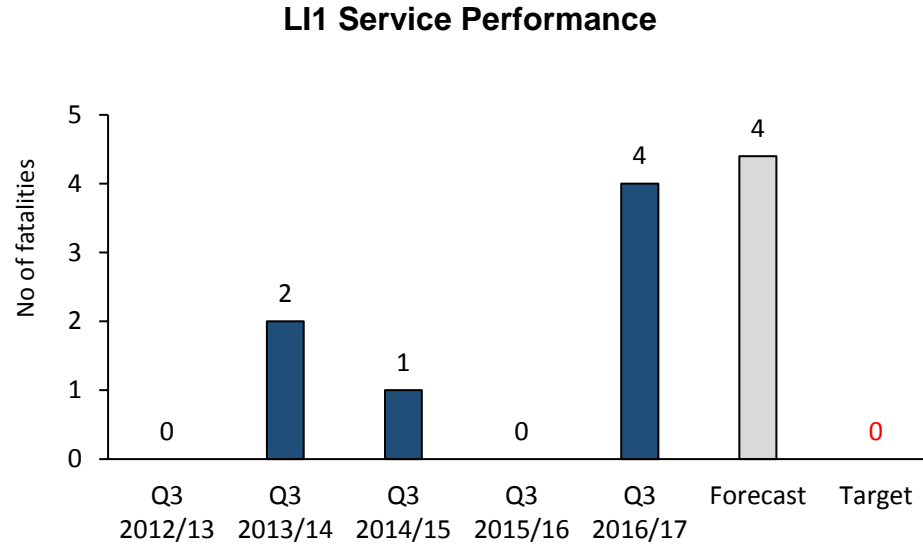
4.1.1 The following indicator highlights our performance in relation to the number of fatalities due to all fires that we attend.



4.1.2 Unfortunately, there were five fatalities from all fires up to the end of Quarter Three 2016/17. Two in South Tyneside, one in North Tyneside, one in Newcastle and one in Gateshead. Two in South Tyneside have been confirmed as accidental dwelling fire fatalities whilst the others are currently under investigation.

4.2 (LI1) Number of Fatalities from Accidental Fires in Dwellings Service Performance Quarter Three 2016/17

4.2.1 The following indicator outlines our performance in relation to the number of fatalities due to accidental dwelling fires that we attend. A fatality must be recorded as being the result of the fire (or smoke). A death can be attributed to a fire even if the death occurred weeks or months later.

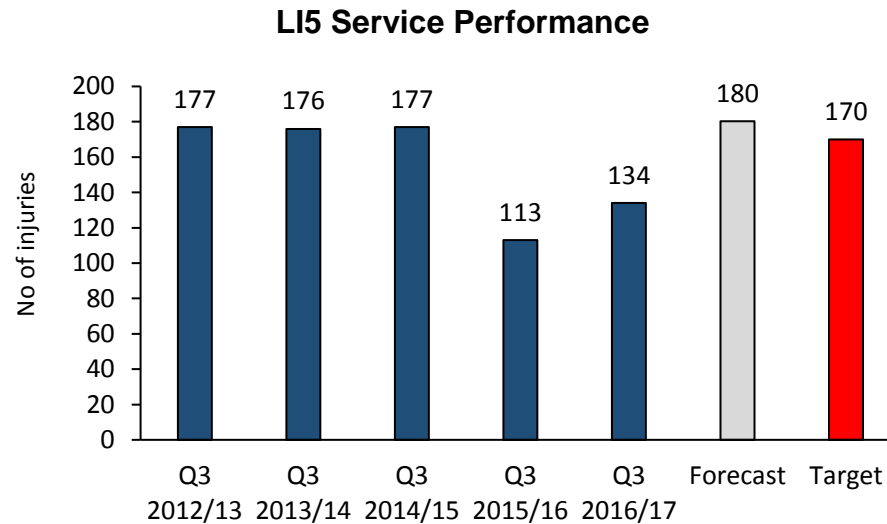


4.2.2 There were four fatalities from accidental dwelling fires up to the end of Quarter Three 2016/17. Two have been confirmed as accidental dwelling fire fatalities whilst two are currently under investigation. We continue to take active steps to ensure we reduce the risk of deaths from accidental fires by continuing to refine our targeting of prevention and education work. We continue to improve the use of our data to understand current risk and by utilising community advocates, volunteers and operational staff to improve intelligence and provide a better understanding of our communities and improving our targeting through working with partners.

4.2.3 When a fatality occurs an incident profile is produced providing details of the victim, the location, the incident, Mosaic profile and details of any other incidents in the area. This information is then reviewed internally, prior to working with partners to identify if any actions can be taken to prevent the occurrence of a similar event in future.

4.3 (LI5) Injuries from All Fires Service Performance Quarter Three 2016/17

4.3.1 LI5 highlights our performance in relation to the number of injuries from all fires. An injury must be recorded as being the result of the fire (or smoke). These statistics include precautionary checks or first aid given at scene.

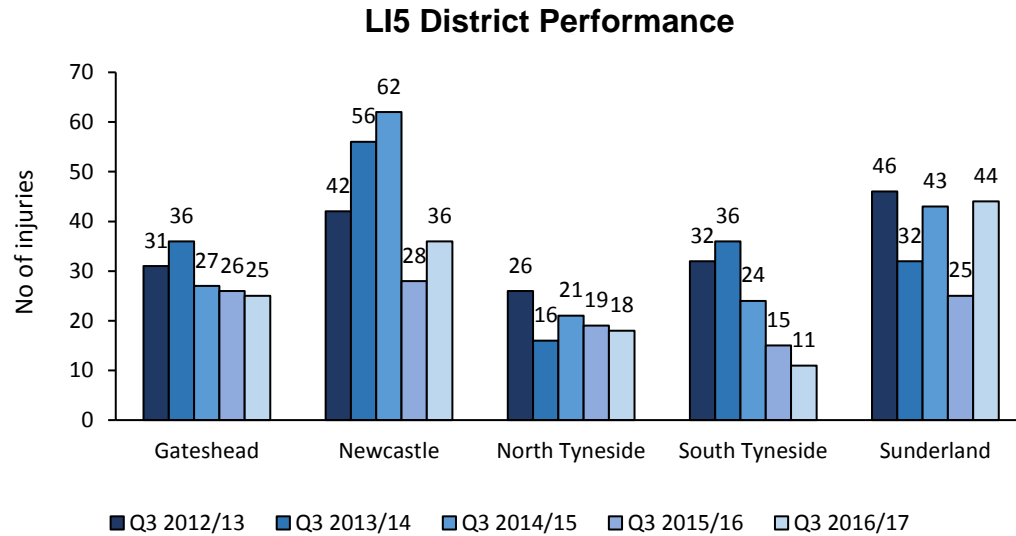


4.3.2 We recorded 134 injuries from all fires up to the end of Quarter Three 2016/17, an increase of 21 from the same period of the previous year. We are currently not expecting to meet our end of year target of 170 injuries from all fires.

4.3.3 Of the 134 injuries from all fires, 84 (63%) of the victims were treated with first aid at the scene or recommended a precautionary check, 40 (30%) of the victims required hospital attendance with slight injuries and 10 (7%) of the victims required hospital attendance with serious injuries.

4.3.4 The biggest cause of injuries from all fires is 'cooking' with a total of 63 (47%), an increase of 8, in comparison to the same period of the previous year.

(LI5) Injuries from All Fires District Performance Quarter Three 2016/17

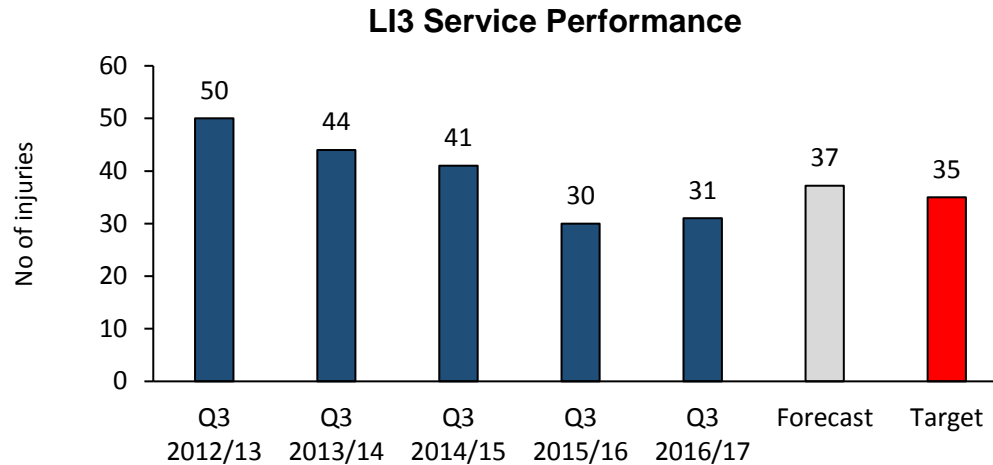


LI5 District Performance			
District	Q3 2015/16	Q3 2016/17	Difference
Gateshead	26	25	-1
Newcastle	28	36	8
North Tyneside	19	18	-1
South Tyneside	15	11	-4
Sunderland	25	44	19
Total	113	134	21

4.3.5 Two districts had an increase in this indicator in comparison to the same period last year. Gateshead, North Tyneside and South Tyneside all had reductions with South Tyneside seeing the biggest reduction of four injuries from all fires.

4.4 (LI3) Injuries from Accidental Dwelling Fires Service Performance Quarter Three 2016/17

4.4.1 This indicator highlights our performance in relation to the number of injuries from accidental dwelling fires. An accidental fire also includes incidents where the cause was unknown. An injury must be recorded as being the result of the fire (or smoke). These statistics exclude precautionary checks or first aid given at scene.

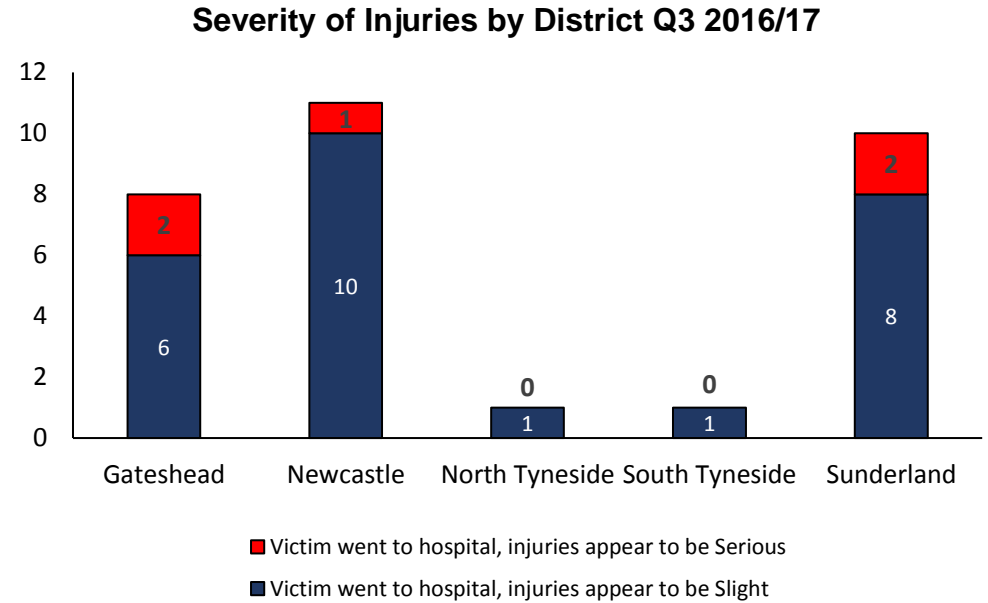
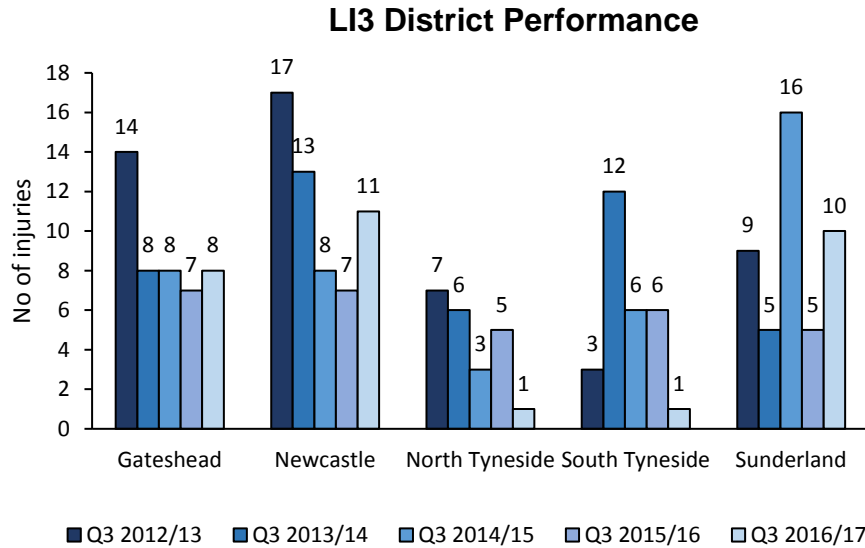


4.4.2 We recorded 31 injuries from accidental dwelling fires up to the end of Quarter Three 2016/17, this is a slight increase of one injury (3%) from the same period of the previous year. We are currently not expecting to achieve our end of year target of 35 injuries from accidental dwelling fires.

4.4.3 Five of the injuries were classed as serious; no change from the same period of the previous year. Four of these were cooking related and one was caused by candles.

4.4.4 ‘Cooking’ remains the main cause of injuries from accidental dwelling fires accounting for 20 injuries (65%), this is an increase of 5 injuries from the same period of the previous year. People in their 20’s reported the highest number of injuries, accounting for seven of the 31 injuries (23%). Males accounted for 19 of the 31 injuries (61%) and females 12 (39%). Of the 31 people injured 29 (94%) were ‘White British’, one person was ‘Asian or Asian British – Other Asian’ and one person’s ethnicity was ‘Not known / not stated’.

(LI3) Injuries from Accidental Dwelling Fires District Performance Quarter Three 2016/17



4.4.5 North Tyneside and South Tyneside recorded reductions in comparison to the same period of the previous year, with both districts recording only one injury so far this year. Gateshead reported an increase of one injury, Newcastle an increase of four incidents and Sunderland an increase of five.

(LI3) Injuries from Accidental Dwelling Fires District Performance Quarter Three 2016/17

LI3 District Performance			
District	Q3 2015/16	Q3 2016/17	Difference
Gateshead	7	8	1
Newcastle	7	11	4
North Tyneside	5	1	-4
South Tyneside	6	1	-5
Sunderland	5	10	5
Total	30	31	1

4.4.6 **Gateshead** district recorded eight injuries up to the end of Quarter Three 2016/17, an increase of one in comparison to the same period of the previous year.

Of the eight injuries two occurred at the same incident. This incident was caused by petrol fumes ignited by old Christmas tree lights, which were being used to light the basement. The casualties were given oxygen therapy treatment due to smoke inhalation.

The remaining six injuries were caused by cooking, the dangers of which we continue to highlight during HSC's; 5,818 HSC's have been delivered since April 2016.

Following an incident in October engagement was carried out with the injured resident and Corporate Communications to create a case study which was circulated to the local press. We have used every opportunity to use case studies to highlight the dangers of kitchen fires and prevent injuries.

4.4.7 **Newcastle** district recorded 11 injuries up to the end of Quarter Three 2016/17, an increase of four injuries from the same period of the previous year.

(LI3) Injuries from Accidental Dwelling Fires District Performance Quarter Three 2016/17

Of the 11 injuries, six were as a result of cooking fires. The hazards and dangers associated with kitchen fires are highlighted by members of staff during the HSC process. Newcastle district have delivered 4,780 HSC's across the district.

Three of the 11 injuries occurred in one incident, following this incident two members of the public are to receive a Bravery Award for their actions. Newcastle District team are working with Corporate Communications and the family to provide educational material for future use both locally and nationally. We continue to work with Private Landlords and Newcastle City Council Environmental Health to address any compliance issues that were identified following this incident.

4.4.8 **North Tyneside** district recorded one injury from an accidental dwelling fire up to the end of Quarter Three 2016/17. This is a reduction of four from the same period of the previous year. The injury was considered slight and caused by 'electricity – wiring, cabling, plugs'.

Care Call and Age UK support our work by delivering key fire safety messages during their appointments. Referral mechanisms have been developed to allow all parties to refer vulnerable persons to ensure we can assist them to live independent lives. TWFRS personnel visit any persons identified by partners to carry out an HSC and provide further safety equipment. The Care Call Initiative to offer all clients receiving Care Call a monitored smoke alarm package is now adopted and all new service users will have an alarm fitted as standard.

We are currently in discussions to open up the telecare initiative to other services such as the North East Ambulance Service (NEAS) and GP's surgeries. By using statistical data, supplied by Care Call, we are able to demonstrate the positive effect on our daily work, allowing us to proactively work in other areas of prevention, which may also benefit other services.

The sprinkler initiative has seen several new developments benefitting from sprinkler installations. We are working closely with North Tyneside Council to develop new schemes, which are still currently in the planning stage.

From 1st April 2016, we have successfully completed 4,039 HSC's in North Tyneside based on our targeting strategy.

(LI3) Injuries from Accidental Dwelling Fires District Performance Quarter Three 2016/17

4.4.9 **South Tyneside** district recorded one injury from an accidental dwelling fire up to the end of Quarter Three 2016/17, a reduction of five injuries in comparison to the same period of the previous year. The injury was considered slight and caused by 'smoking'.

The proactive and preventative work carried out as part of the Schools Education and Bonfire Campaign had a positive effect not only during the month of November but also into December.

HSC refresher training has been delivered to operational crews during the months of October and November. This included reinforcing the process of developing a fire escape plan, designed to reduce the likelihood of an injury occurring should a fire occur.

From 1st April 2016, we have successfully completed 3,274 HSC's in South Tyneside based on our targeting strategy.

4.4.10 **Sunderland** district recorded 10 injuries up to the end of Quarter Three 2016/17, an increase of five in comparison to the same period of the previous year, eight of these injuries were caused by cooking, one by smoking and one was caused by 'explosives, gas, chemicals'

Four of these injuries occurred at a single incident, due to the seriousness of this incident, operational crews from Farrington Community Fire Station carried out an intensive hot strike in the area. Social Services were also engaged for further support due to the particular vulnerabilities associated with this family.

The District will continue to focus education amongst our vulnerable groups via the HSC targeting strategy and in particular on improving kitchen safety.

Our partnership with telecare has resulted in 56 referrals to Sunderland Care and Support for monitored smoke alarms to be installed.

The District also looks for opportunities to ensure a wider safety message is communicated via the local press. When there is an incident that would benefit from being highlighted to the wider community any learning points and preventative measures are shared.

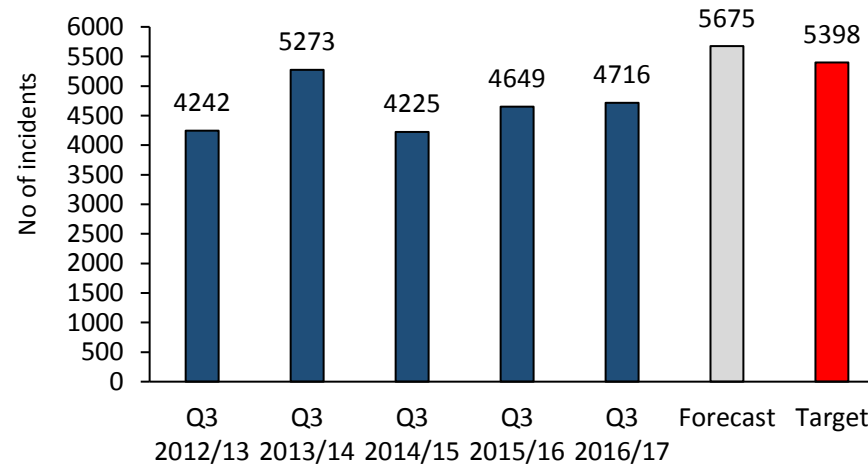
From 1st April 2016, we have successfully completed 6,190 HSC's in Sunderland based on our targeting strategy.

5 Fire Attendance Quarter Three 2016/17

5.1 (LI24) Total Number of Fire Calls Attended Service Performance Quarter Three 2016/17

5.1.1 This indicator reflects the total number of fire calls attended and excludes false alarms and special service incidents. Incidents are only included where an appliance booked in attendance.

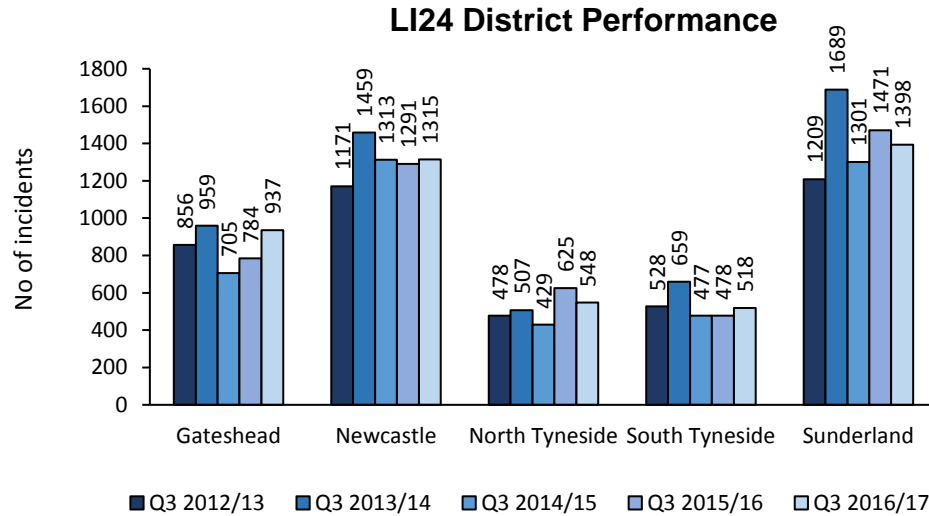
LI24 Service Performance



5.1.2 We attended a total of 4,716 fire calls up to the end of Quarter Three 2016/17, this is an increase of 67 incidents (1.4%) in comparison to the same period of the previous year. We are not currently expecting to achieve our end of year target of 5,398 fire calls.

5.1.3 Of these incidents 3,350 (71%) were secondary fires, 1,347 (28.6%) were primary fires and 19 were chimney fires (0.4%).

(LI24) Total Number of Fire Calls Attended District Performance Quarter Three 2016/17

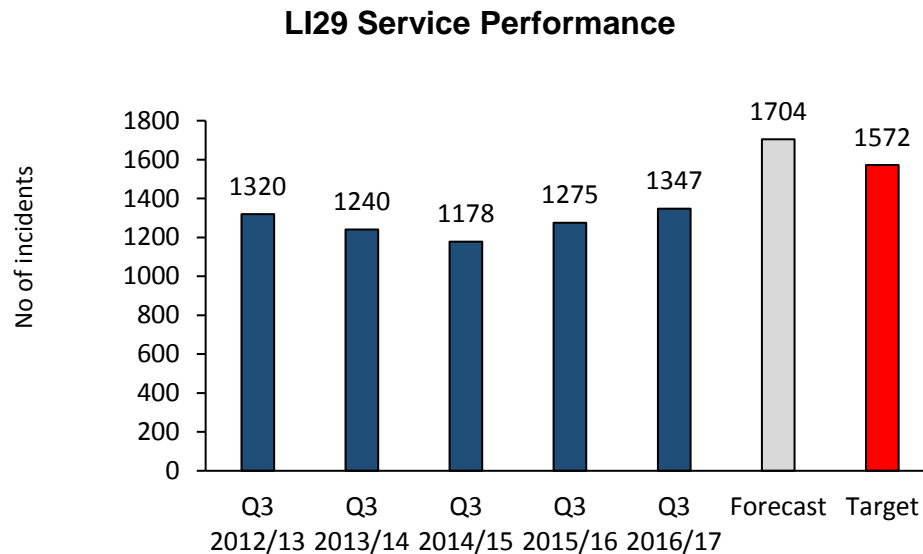


LI24 District Performance			
LI24 incidents	Q3 2015/16	Q3 2016/17	Difference
Gateshead	784	937	153
Newcastle	1291	1315	24
North Tyneside	625	548	-77
South Tyneside	478	518	40
Sunderland	1471	1398	-73
Total	4649	4716	67

5.1.4 Two districts reported reductions in this indicator, North Tyneside recorded the biggest reduction of 77 fire calls (12%). Sunderland saw a reduction of 73 incidents (5%). Gateshead saw an increase of 153 (19.5%) from the same period of the previous year, Newcastle an increase of 24 fire calls (1.9%) and South Tyneside an increase of 40 fire calls (8.4%)

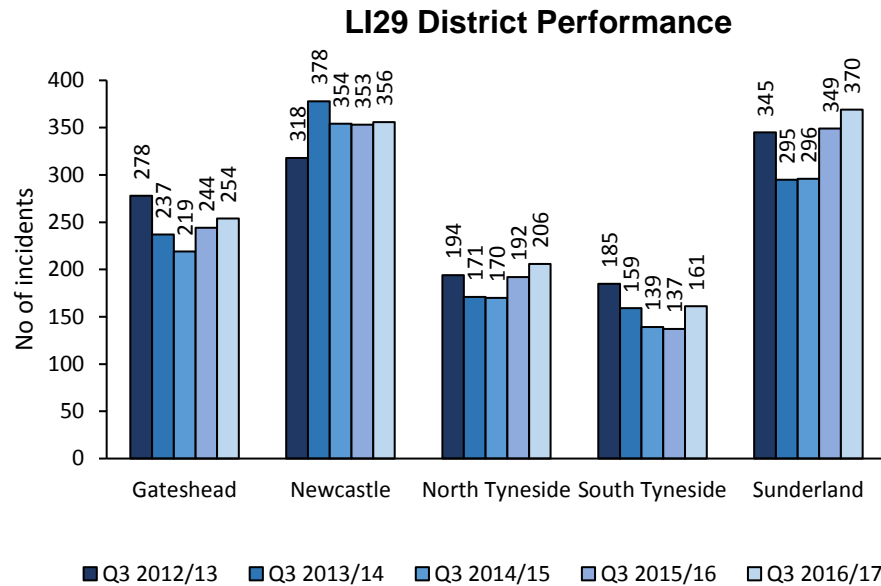
5.2 (LI29) Primary Fires Service Performance Quarter Three 2016/17

5.2.1 Primary fires include all fires in buildings, vehicles and outdoor structures or any fire involving casualties, rescues or fires attended by five or more appliances. LI29 is a high level indicator and is composed of a number of indicators including LI8; accidental dwelling fires and LI35; non domestic property fires. Please note further detail of performance in this area is provided throughout this report under the relevant KPI.



5.2.2 Up to the end of Quarter Three 2016/17 we attended 1,347 primary fires, this is an increase of 72 incidents (5.6%) from the same period of the previous year. We are not currently expecting to achieve our end of year target of 1572 primary fires.

(LI29) Primary Fires District Performance Quarter Three 2016/17



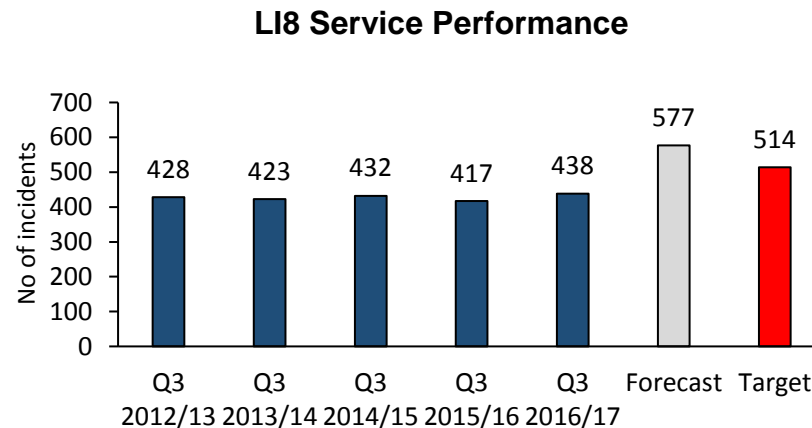
LI29 District Performance			
District	Q3 2015/16	Q3 2016/17	Difference
Gateshead	244	254	10
Newcastle	353	356	3
North Tyneside	192	206	14
South Tyneside	137	161	24
Sunderland	349	370	21
Total	1275	1347	72

- 5.2.3 All districts reported an increase in this indicator; this increase can mostly be attributed to an increase of 143 ‘Road Vehicle’ fires, with car fires up by 93 incidents and van fires increasing by 33 incidents. Accidental ‘Road vehicle’ fires increased by 17 incidents however the main increase was in deliberate ‘Road Vehicle’ fires which increased by 126 incidents compared to the same period of the previous year.
- 5.2.4 Last year we recorded an increase in the number of primary fires where the ignition cause was related to ‘spread from a secondary fire’; for example, where a small outdoor fire has spread to building or property. Up to the end of Quarter Three 2016/17 these incident types reduced by 19.

6 Accidental Fires Quarter Three 2016/17

6.1 (LI8) Accidental Dwelling Fires Service Performance Quarter Three 2016/17

6.1.1 An accidental fire is defined as being caused by accident or carelessness (not thought to be deliberate), this includes fires which accidentally get out of control. A dwelling is defined as a building occupied by households, excluding residential institutions and short-stay accommodation e.g. hotels / motels and hostels. The definition of a dwelling (for fire reporting purposes) includes non-permanent structures used solely as a dwelling, such as caravans, houseboats and mobile homes. LI8 is a high level indicator and is composed of LI9; accidental kitchen fires and LI10; accidental non-kitchen fires.



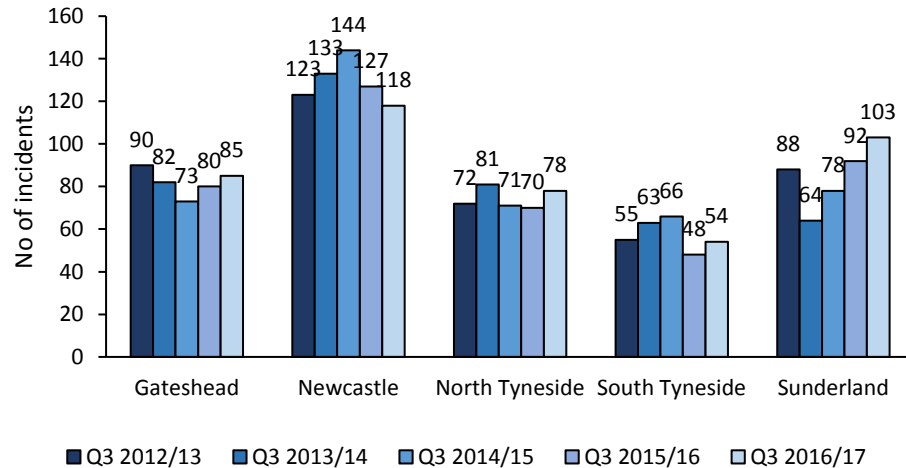
6.1.2 We attended 438 accidental dwelling fires up to the end of Quarter Three 2016/17, an increase of 21 incidents (5%) from the same period of the previous year. We are currently not expecting to meet our end of year target of 514 accidental dwelling fires.

6.1.3 'No firefighting' or 'small means' was the main Service action in 58% of accidental dwelling fires that occurred during Quarter Three 2016/17.

6.1.4 Smoke alarms were present in 80.1% of dwellings where an accidental fire occurred during Quarter Three 2016/17. A smoke alarm activated in 73.2% of dwellings where one was fitted. The main reason for non-activation of a smoke alarm was due to the fire not being close enough to the detector to allow activation (39%). HSC's / hot strikes are undertaken following a fire and smoke detectors are fitted where appropriate.

(LI8) Accidental Dwelling Fires District Performance Quarter Three 2016/17

LI8 District Performance

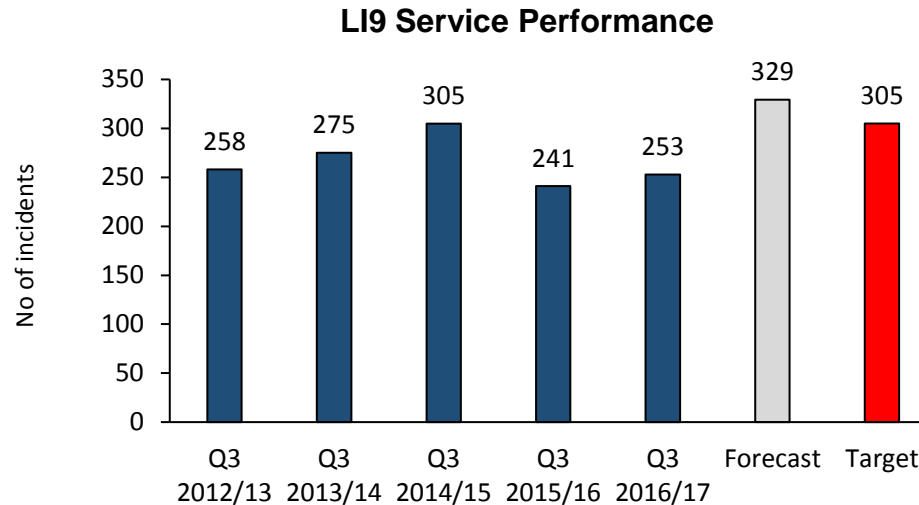


LI8 District Performance			
District	Q3 2015/16	Q3 2016/17	Difference
Gateshead	80	85	5
Newcastle	127	118	-9
North Tyneside	70	78	8
South Tyneside	48	54	6
Sunderland	92	103	11
Total	417	438	21

- 6.1.5 Four districts reported an increase in this indicator, Gateshead an increase of five incidents, North Tyneside an increase of eight incidents, South Tyneside an increase of six incidents and Sunderland an increase of 11 incidents. Newcastle saw a reduction of nine incidents.
- 6.1.6 District commentary for LI8 is detailed in the following pages under LI9; accidental kitchen fires and LI10; accidental non-kitchen fires that both form this indicator.

6.2 (LI9) Accidental Kitchen Fires in Dwellings Service Performance Quarter Three 2016/17

6.2.1 Total number of all accidental dwelling fires originating in the kitchen.



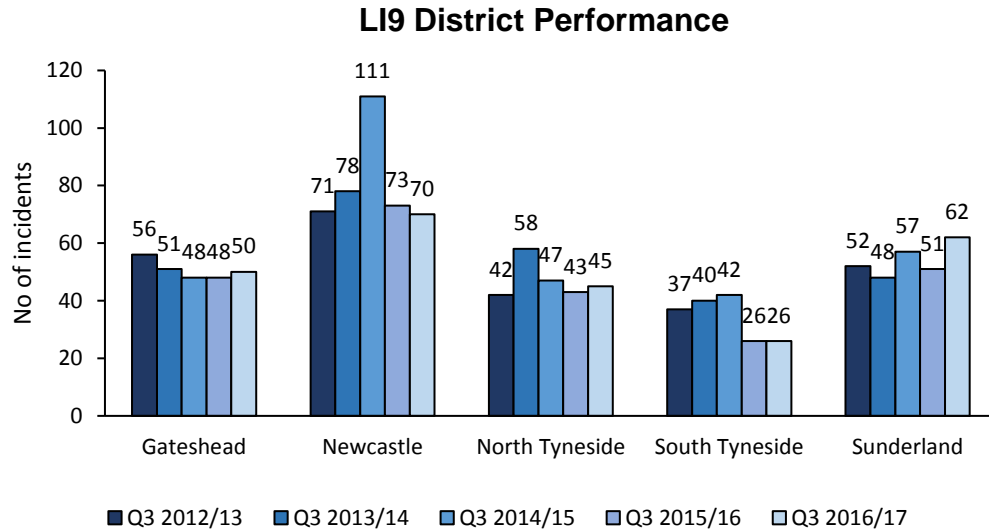
6.2.2 We attended 253 accidental kitchen fires in dwellings up to the end of Quarter Three 2016/17, an increase of 12 incidents (5%) from the same period of the previous year. Kitchen fires accounted for 57.8% of all accidental dwelling fires up to the end of Quarter Three 2016/17. We are currently not expecting to achieve our end of year target of 305 accidental kitchen fires in dwellings.

6.2.3 Cooking was the main cause of accidental kitchen fires in dwellings with 215 incidents (85%). Fires caused by ‘Cooker incl. oven’ increased by 13 incidents (7.7%). Cooking related fires will continue to be an area of focus for Operational Crews and P & E staff.

6.2.4 ‘Lone person over pensionable age’ was the most common occupancy type that experienced an accidental kitchen fire up to the end of Quarter Three 2016/17, accounting for 73 incidents (29%). This is an increase of 19 incidents. Of the 73 incidents 63 were cooking related (86%).

6.2.5 ‘No firefighting’ or ‘small means’ was the main Service action in 193 (76%) of the 253 of the accidental kitchen fires in dwellings that occurred up to the end of Quarter Three 2016/17.

(LI9) Accidental Kitchen Fires in Dwellings District Performance Quarter Three 2016/17



LI9 District Performance			
District	Q3 2015/16	Q3 2016/17	Difference
Gateshead	48	50	2
Newcastle	73	70	-3
North Tyneside	43	45	2
South Tyneside	26	26	0
Sunderland	51	62	11
Total	241	253	12

6.2.6 All districts either reported an increase in this indicator or remained the same with the exception of Newcastle who recorded a reduction of three incidents in comparison to last year.

(LI9) Accidental Kitchen Fires in Dwellings District Performance Quarter Three 2016/17

6.2.7 **Gateshead** district recorded an increase of two incidents in comparison to the same period of the previous year.

Of the 50 accidental kitchen fires, 43 (86%) were cooking related with 'cooking appliance – cooker incl. oven' accounting for 33 incidents, a reduction of one from the same period last year.

'No firefighting or small means was the main Service action in 78% of the accidental kitchen fires that occurred up to the end of Quarter Three 2016/17.

The occupancy type 'Lone person over pensionable age' was the most common and doubled from 7 to 14 in comparison the same period of the previous year, all 14 incidents were cooking related.

Following an earlier case study, an initiative has been undertaken with GP surgeries and we are now receiving referrals from GP practices. One example of this involves an individual living whose care navigator raised concerns and asked if we would visit. P & E visited the property and conducted a HSC we then referred the individual to Adult Social Care for additional support.

Gateshead District will continue to work closely with GP practices, evidence has shown that properties not included within our targeting strategy are often visited by health professionals. Training has been arranged in Quarter Four for health staff, this will increase referrals of this kind.

6.2.8 **Newcastle** district recorded 70 incidents up to the end of Quarter Three 2016/17, a reduction of three in comparison to the same period of the previous year. Figures are the lowest of the previous five years, with the exception of 2014/15.

Of the 70 accidental kitchen fires, 62 (89%) were cooking related with 'cooking appliance – cooker incl. oven' recorded as the cause for 53 of these incidents.

'No firefighting or small means' was the main Service action in 77% of the accidental kitchen fires that occurred up to the end of Quarter Three 2016/17.

The occupancy type 'Lone person under pensionable age' was the most common with 19 incidents, 17 of which were cooking related.

(LI9) Accidental Kitchen Fires in Dwellings District Performance Quarter Three 2016/17

All six incidents for December involved 'Purpose built flat/maisonette – multi occupancy' properties. Of the 70 incidents that occurred up to the end of Quarter Three 41 have occurred in this style of property. Further analysis is being undertaken and potential initiatives investigated to tackle this in Quarter Four.

Looking forward Newcastle District is planning an initiative for high rise/purpose built flats and sheltered accommodation (the two types of property accounting for the highest number of incidents). A poster/leaflet is being created to resemble the front page of a newspaper, with the headlines highlighting the dangers of cooking left unattended and leaving white goods switched on when in bed or leaving the house. This information will be displayed on every level of high rise buildings, in the lifts and leaflet drops covering sheltered accommodation schemes will be carried out.

6.2.9 **North Tyneside** district recorded an increase of two incidents when compared to the same period of the previous year.

Of the 45 accidental kitchen fires, 37 (82%) were cooking related; with 'cooking appliance – cooker incl. oven' accounting for 30 incidents, an increase of one.

'No firefighting' or 'small means' was the main Service action in 78% of the accidental kitchen fires that occurred up to the end of Quarter Three 2016/17.

The occupancy type 'Lone person over pensionable age' was the most common with 14 incidents, 11 of which were cooking related.

Whilst there is a spread of incidents over several wards, Riverside Ward was identified as our main concern. Throughout Quarter Three we have worked with The Chirton Riverside Initiative. Contributing partners met in early December to discuss the progress of the initiative. North Tyneside District have highlighted the HSC work carried out by TWFRS supported by North Tyneside Council and Northumbria Police in identifying dwellings requiring support. This work will assist in the identification of houses requiring HSC's as well as other work via intelligence from partners. This will have a positive effect upon this area and will see us interact with numerous partners giving us a more intelligence led piece of work as it progresses.

(LI9) Accidental Kitchen Fires in Dwellings District Performance Quarter Three 2016/17

6.2.10 **South Tyneside** district recorded 26 incidents up to the end of Quarter Three 2016/17, no change when compared to the same period last year.

Of the 26 accidental kitchen fires, 22 (85%) were cooking related with 'cooking appliance – cooker incl. oven' accounting for 20 incidents, an increase of four. Discussions are underway with South Tyneside Homes to deliver information and raise the awareness of cooking related fires to their tenants. Real examples of such fires are used sensitively by the South Tyneside District team to support the delivery of HSC's.

'No firefighting or small means' was the main Service action in 77% of the accidental kitchen fires that occurred up to the end of Quarter Three 2016/17.

The occupancy type 'Lone person over pensionable age' was the most common with nine incidents, eight of which were cooking related.

In partnership with South Tyneside Homes, we have designed a newsletter highlighting accidental fires in dwellings and other Fire Safety messages. This will be circulated to residents before the end of Quarter Four.

Monthly Community Area Forum reports promote fire safety in the home and actively encourage members of the public to request HSC's or inform us of any concerns regarding vulnerable persons.

6.2.11 **Sunderland** district recorded an increase of 11 incidents when compared to the same period of the previous year.

Of the 62 accidental kitchen fires, 51 (82%) were cooking related with 'cooking appliance – cooker incl. oven' accounting for 45 incidents an increase of nine compared to last year.

'No firefighting or small means' was the main Service action in 73% of the accidental kitchen fires that occurred up to end of Quarter Three 2016/17.

The occupancy type 'Lone person over pensionable age' was the most common with 20 incidents, an increase of nine incidents. Of the 20 incidents, 16 were cooking related.

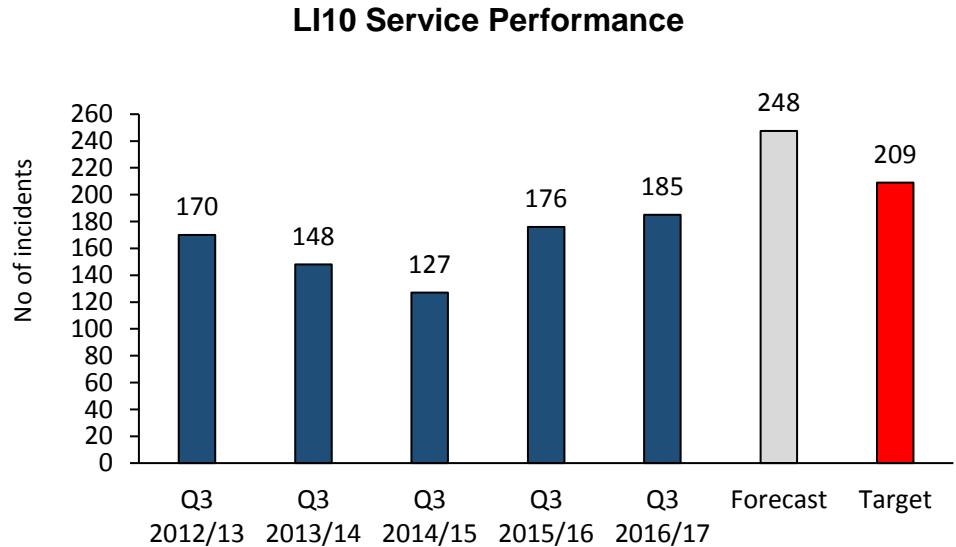
(LI9) Accidental Kitchen Fires in Dwellings District Performance Quarter Three 2016/17

The District will continue to focus its resources on carrying out HSC's in our targeted groups with a particular emphasis on kitchen safety. All allocated District 1.1s have now been completed, inclusive of Exeter Data 1.1s, with 1.2s now issued for District resources to focus on.

As a District we also continually liaise with partners who can add value to our prevention work. We have recently completed Fire Safety in the Home training for Sunderland Age UK staff. Effective utilisation of our partners in this manner complements our existing targeting strategy and helps us to identify the most vulnerable within the community and reduce their risk from fire.

6.3 (LI10) Accidental Non Kitchen Fires in Dwellings Service Performance Quarter Three 2016/17

6.3.1 Total number of all accidental dwelling fires originating from all sources of a dwelling except the kitchen.



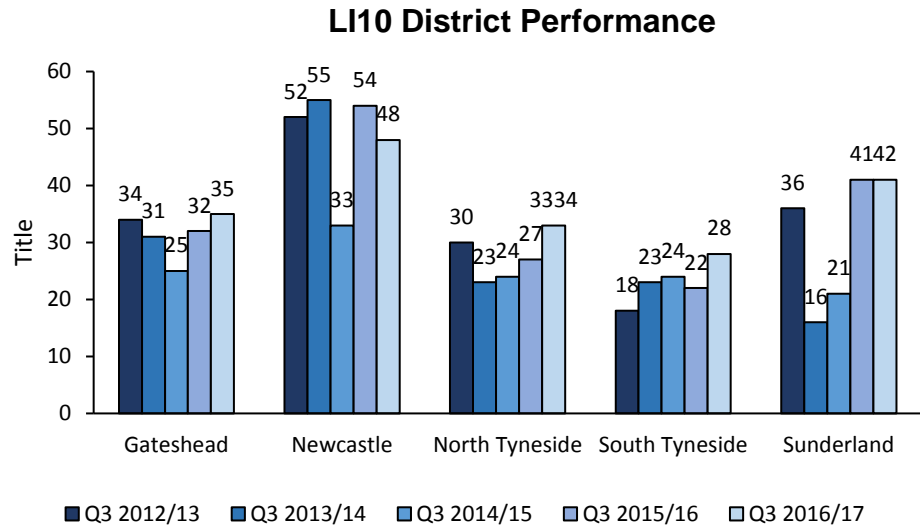
6.3.2 We attended 185 accidental non-kitchen fires in dwellings up to the end of Quarter Three 2016/17, an increase of nine incidents (5.1%) from the same period of the previous year. We are currently not expecting to achieve our end of year target of 209 accidental non-kitchen fires in dwellings.

(LI10) Accidental Non Kitchen Fires in Dwellings Service Performance Quarter Three 2016/17

LI10 Service Performance		
Room of Origin	Q3 2015/16	Q3 2016/17
Bedroom	31	39
Living room	36	38
External fittings	19	20

- 6.3.3 The table above shows the rooms of origin with the highest number of incidents. The bedroom is the main area of origin of accidental non-kitchen fires with 39 incidents. The main cause of fires in the bedroom up to the end of Quarter Three 2016/17 was smoking with 11 incidents.
- 6.3.4 The second most common room of origin is the living room with 38 incidents, of which 10 were smoking related.
- 6.3.5 The biggest cause of non-kitchen fires in dwellings is 'Smoking' accounting for 39 incidents (21%), an increase of 10 from the previous year. 'Wiring, cabling and plugs' is the second most common cause of non-kitchen dwelling fires and accounted for 33 incidents (18%).
- 6.3.6 The occupancy category 'couple with dependent children' had the highest number of incidents with 48 (26%).
- 6.3.7 A hose reel was the main Service action, used in 57% of accidental non-kitchen fires up to the end of Quarter Three 2016/17. No firefighting or small means was the main Service action in 33% of the incidents.

(LI10) Accidental Non Kitchen Fires in Dwellings District Performance Quarter Three 2016/17



LI10 District Performance			
District	Q3 2015/16	Q3 2016/17	Difference
Gateshead	32	35	3
Newcastle	54	48	-6
North Tyneside	27	33	6
South Tyneside	22	28	6
Sunderland	41	41	0
Total	176	185	9

6.3.8 **Gateshead** district reported an increase of three incidents in comparison to last year. The main room of origin is the living room accounting for nine incidents (26%), three of these incidents were caused by ‘smoking’. The most common causes of non-kitchen fires in dwellings within the district were smoking, which increased from one to six incidents and ‘wiring, cabling, plugs’ also accounting for six incidents. As with a number of our indicators the HSC remains our best method of educating the public as to the dangers of smoking.

Following an incident involving a defective mobile phone charger, we are looking at a publicity campaign with Corporate Communications involving the resident to highlight the risks associated with non-standard equipment. This will commence once Fire Safety have completed their investigation with Trading Standards.

(LI10) Accidental Non Kitchen Fires in Dwellings District Performance Quarter Three 2016/17

6.3.9 **Newcastle** district reported a reduction of six incidents in comparison to last year. This is the lowest figure for the last five years with the exception of 2014/15.

The main room of origin is the bedroom with 10 incidents (21%), three by 'smoking', two of these were caused by 'electric lighting', and two by 'heating equipment'. The most common causes of non-kitchen fires in dwellings within the district are 'wiring, cabling and plugs' which accounted for 10 incidents and 'smoking' which accounted for eight incidents.

Incidents caused by the 'spread of secondary fire' reduced from eight to zero in comparison to last year.

Operational Crews and P & E will continue with the current targeting strategy. This will continue to involve completion of Safe and Well visits that are being trailed by Newcastle District P & E of which over 300 have been completed so far.

6.3.10 **North Tyneside** district reported an increase of six incidents in comparison to last year. The main room of origin is the living room with nine incidents (27%), three of these were caused by 'heating equipment', two by 'wiring, cabling, plugs' and two by 'smoking'. The main causes of accidental non-kitchen dwelling fires are 'wiring, cabling and plugs' and 'smoking' each with eight incidents.

Incidents caused by the 'spread of secondary fire' reduced by two in comparison to last year.

In collaboration with North Tyneside Smoke Free Alliance, we are now signposting smokers to them to provide a support network aimed at assisting people to quit smoking. We are constantly looking at opportunities to improve this service.

We are also raising awareness and educating people of the dangers of open fires and log burners due to an increase in this type of incident. All of our prevention messages are shared with partners to ensure we use every opportunity to educate individuals to the risks associated with fire. Training has taken place with our P & E department to ensure we have a consistent message used by partners during their daily activities

6.3.11 **South Tyneside** district reported an increase of six incidents in comparison to last year. The main rooms of origin are the living room and bedroom both accounting for five incidents. Of the 28 non-kitchen fires nine were 'smoking related' and five were caused by 'wiring, cabling, plugs'. The P & E department continue to take every opportunity to promote fire safety messages when working in the community and within partnership forums.

(LI10) Accidental Non Kitchen Fires in Dwellings District Performance Quarter Three 2016/17

As part of an on-going campaign South Tyneside Homes have been posting fire safety messages on their Facebook site. South Tyneside District will look to formulate a procedure through Corporate Communications where we can contribute to their social media sites to highlight areas of concern specific to South Tyneside.

6.3.12 **Sunderland** district reported 41 incidents up to the end of Quarter Three 2016/17, no change in comparison to the same period of the previous year. The main room of origin is the bedroom with 12 incidents, three of which were caused 'smoking'.

Should smoking be highlighted as a risk during an HSC, smoking cessation advice is given to the occupier and risk reducing measures are considered such as spin top ashtrays and fire retardant bedding.

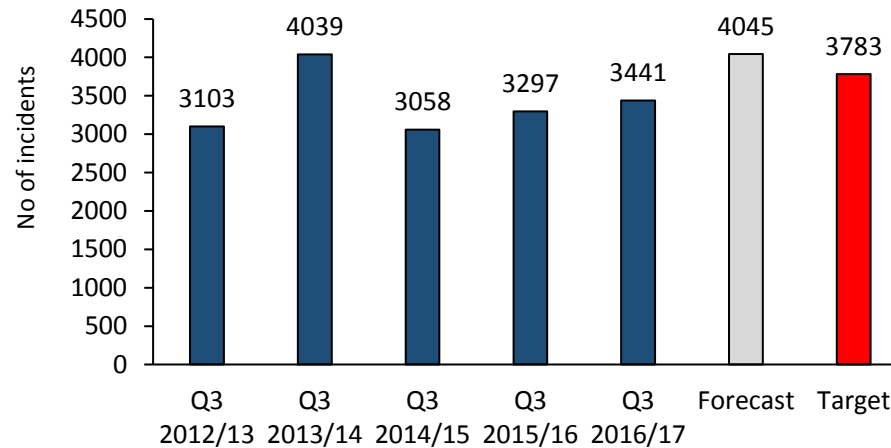
Incidents caused by the 'spread of secondary fire' increased from five to nine in comparison to last year. This is the main cause of accidental non-kitchen fires in dwellings in the district. To try and reduce the number of fires that spread from a secondary location operational crews are supplied with weekly areas of focus in order to identify risks and ensure these are reported for uplift. All other opportunities for reducing the risk of any fire occurring are considered and linked in to local and national campaigns where appropriate. For example, following a laptop fire caused by a faulty battery, the District utilised this information as part of the CFOA Electrical Safety Week.

7 Deliberate Fires Quarter Three 2016/17

7.1 (LI33) Number of All Deliberate Fires Service Performance Quarter Three 2016/17

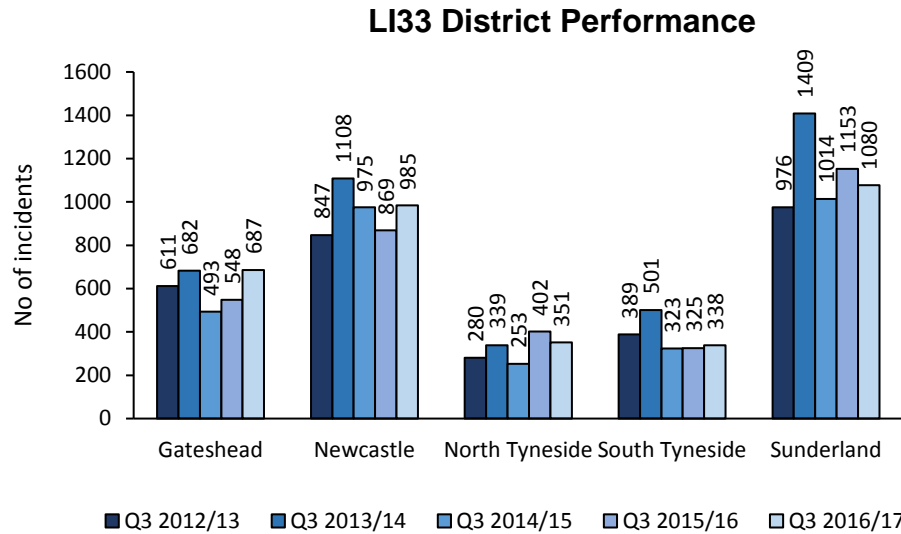
7.1.1 The following indicator outlines our performance in relation to the number of all deliberate fires that we attend. A deliberate fire is defined as an incident where the cause of the fire is suspected to be non-accidental. This indicator includes fires that are both reported as being a primary or a secondary fire. A secondary fire is reported as one which does not involve property (including derelict property and vehicles) or a casualty. LI33 is a high level indicator and includes data from LI16; deliberate secondary fires and LI18; deliberate refuse fires.

LI33 Service Performance



7.1.2 Up to the end of Quarter Three 2016/17 we attended 3,441 deliberate fires. This is an increase of 144 incidents (4.4%) in comparison to the same period of the previous year. We are currently not expecting to achieve our end of year target of 3,783 deliberate fires.

(LI33) Number of All Deliberate Fires District Performance Quarter Three 2016/17



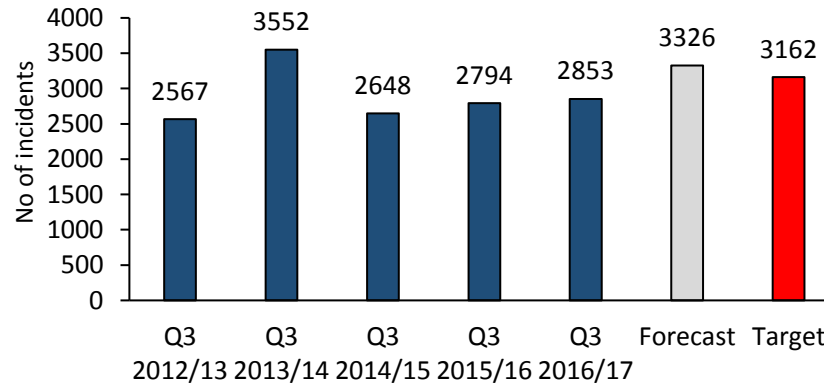
LI33 District Performance			
District	Q3 2015/16	Q3 2016/17	Difference
Gateshead	548	687	139
Newcastle	869	985	116
North Tyneside	402	351	-51
South Tyneside	325	338	13
Sunderland	1153	1080	-73
Total	3297	3441	144

- 7.1.3 Two districts recorded a reduction in comparison to Quarter Three of the previous year. Sunderland district reported the biggest reduction of 73 incidents (6.3%) followed by North Tyneside with a reduction of 51 incidents (12.7%).
- 7.1.4 Gateshead saw the biggest increase of 139 incidents (25.4%), Newcastle an increase of 116 incidents (13.3%) and South Tyneside an increase of 13 incidents (4%).
- 7.1.5 The following indicator details deliberate secondary fires that incorporates deliberate refuse fires and forms part of this indicator.

7.2 (LI16) Number of Deliberate Secondary Fires Service Performance Quarter Three 2016/17

7.2.1 This indicator outlines our performance in relation to the number of deliberate secondary fires (anti-social behaviour) that we attend. A deliberate fire is where the cause is suspected to be non-accidental. (NB. when more than four pumps are involved in an incident the incident will be classified as a primary fire).

LI16 Service Performance



7.2.2 Up to the end of Quarter Three 2016/17 TWFRS attended 2,853 deliberate secondary fires, an increase of 59 incidents (2.1%) in comparison to the same period of the previous year. We are currently not expecting to achieve our end of year target of 3,162 deliberate secondary fires.

7.2.3 Of the 2,853 incidents, 1,718 (60%) occurred during the hours of 18:00 to 23:59, this is in line with our strategy of introducing TRV's which attend lower risk incidents between these hours.

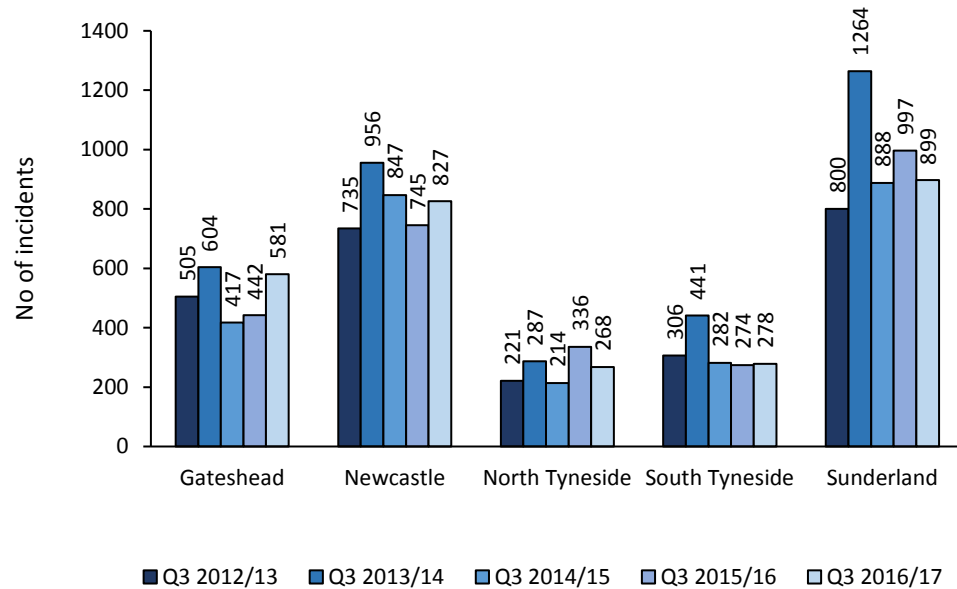
7.2.4 Whilst we typically see a spike of deliberate secondary fires in April, May and June, this year we have seen a reduction of 443 incidents in this period. This could be attributed to activity focused on ASB reduction as part of 'Lighter Nights' during these months and a higher than average rainfall.

(LI16) Number of Deliberate Secondary Fires Service Performance Quarter Three 2016/17

- 7.2.5 Following the reduction in Quarter One we also saw an unusual spike during Quarter Three with October, November and December totalling 1,181 incidents (41%) compared to 756 incidents during the same period of the previous year. Property type 'Loose refuse (including in garden)' saw an increase of 140 incidents during these months while 'Wheelie bin' saw an increase of 155 incidents. This increase could be attributed to milder than average weather during these months.

(LI16) Number of Deliberate Secondary Fires District Performance Quarter Three 2016/17

LI16 District Performance



LI16 District Performance			
District	Q3 2015/16	Q3 2016/17	Difference
Gateshead	442	581	139
Newcastle	745	827	82
North Tyneside	336	268	-68
South Tyneside	274	278	4
Sunderland	997	899	-98
Total	2794	2853	59

7.2.6 Two districts recorded a reduction in comparison to Quarter Three of the previous year. Sunderland district reported the biggest reduction of 98 incidents (11%) followed by North Tyneside with a reduction of 68 incidents (25.4%), Gateshead saw the biggest increase of 139 incidents (31.4%), Newcastle saw an increase of 82 incidents (11%) and South Tyneside an increase of four incidents (1.5%).

(LI16) Number of Deliberate Secondary Fires District Performance Quarter Three 2016/17

District	Ward	Q3 2012/13	Q3 2013/14	Q3 2014/15	Q3 2015/16	Q3 2016/17
Newcastle	Elswick Ward	50	93	97	61	99
Sunderland	Southwick Ward	27	120	95	68	95
Newcastle	Benwell and Scotswood Ward	59	105	81	64	87
Newcastle	Westgate Ward	48	63	74	77	86
Sunderland	Hendon Ward	95	110	79	92	77
Newcastle	Byker Ward	130	100	78	80	75
Gateshead	Dunston and Teams Ward	94	73	53	60	71
Sunderland	Hetton Ward	35	76	39	53	71
Newcastle	Denton Ward	47	45	35	60	68
Sunderland	Redhill Ward	50	106	62	65	68
North Tyneside	Riverside Ward	27	39	33	53	61
Gateshead	High Fell Ward	33	45	22	24	57
Sunderland	St. Anne's Ward	32	57	45	43	54
Newcastle	Newburn Ward	43	56	35	41	50

7.2.5 The table above shows the wards with 50 or more deliberate secondary fires up to the end of Quarter Three 2016/17. Six of the wards are in Newcastle and account for 56.3% of the district total. Five of the wards are in Sunderland and account for 40.6% of the Sunderland district total.

(LI16) Number of Deliberate Secondary Fires District Performance Quarter Three 2016/17

7.2.6 **Gateshead** district recorded 581 incidents up to the end of Quarter Three 2016/17, an increase of 139 incidents (31.2%) compared to the same period of the previous year.

Gateshead					
Property Type	Q3 2012/13	Q3 2013/14	Q3 2014/15	Q3 2015/16	Q3 2016/17
Loose refuse (including in garden)	187	221	175	155	236
Wheelie Bin	63	62	27	46	93
Small refuse/rubbish/recycle container (excluding wheelie bin)	78	51	45	47	45
Tree scrub (includes single trees not in garden)	17	44	27	26	39
Refuse/rubbish tip	72	32	39	31	37
Grassland, pasture, grazing etc	19	83	26	33	36

The above table shows the property types with the highest number of incidents in the district. 'Loose refuse (including in garden)' continues to be the most common property type accounting for 40.7% of incidents, this number has increased by 81 incidents from last year.

Property type 'Wheelie bin' saw an increase of 47 incidents from the same period of the previous year.

Dunston and Teams ward had the highest number of deliberate secondary fires in the district with 71 incidents and reported an increase of 11 in comparison to the same period last year. Of the 71 incidents in this ward 'Loose refuse (including in garden)' accounted for 35 and saw an increase of 15 incidents.

High Fell ward had the second highest number of deliberate secondary fires in the district with 57 incidents, an increase of 33 in comparison to the same period of the previous year.

(LI16) Number of Deliberate Secondary Fires District Performance Quarter Three 2016/17

ASB has been highlighted by partners as an issue in multiple areas of Gateshead. Northumbria Police have increased their patrols and Gateshead Council have deployed outreach teams into areas of concern. Both teams are liaising with the Youth Offending Team (YOT) to assist in youth engagement in these areas.

One of the main problems identified is the theft of wheelie bins which are being set alight. Initiatives for the prevention of bin removal and security are being discussed. Gateshead District have delivered approximately 1,000 leaflets and applied wheelie bin stickers to 300 bins that were left out after the day of collection in hotspot areas.

We have contacted schools in the area to offer Fire Safety talks and are awaiting replies. In the Felling area local business have been tasked with forming a group to show unity, which has had a positive effect. Local intelligence is being shared between partners on a regular basis.

(LI16) Number of Deliberate Secondary Fires District Performance Quarter Three 2016/17

7.2.7 **Newcastle** district recorded 827 incidents during Quarter Three 2016/17, an increase of 82 incidents (11%) when compared to the same period of the previous year.

Newcastle					
Property Type	Q3 2012/13	Q3 2013/14	Q3 2014/15	Q3 2015/16	Q3 2016/17
Loose refuse (including in garden)	201	311	277	239	339
Wheelie Bin	138	153	221	146	182
Small refuse/rubbish/recycle container (excluding wheelie bin)	135	110	93	91	69
Tree scrub (includes single trees not in garden)	29	42	33	59	51
Refuse/rubbish tip	96	94	78	58	49
Grassland, pasture, grazing etc	21	84	44	30	31

The above table shows the property types with the highest number of incidents in the district. 'Loose refuse (including in garden)' continues to be the highest property type accounting for 41% of incidents, this number has increased by 100 incidents from the same period last year.

Property type 'Wheelie bin' saw an increase of 36 incidents from the same period of the previous year.

Elswick ward has the highest number of deliberate secondary fires in the district with 99 incidents, an increase of 38 incidents. 'Loose refuse (including in garden)' fires in the ward increased by 29 incidents.

Benwell and Scotswood ward has the second highest number of reported deliberate secondary fires in the district with 87 incidents, an increase of 23 incidents. 'Loose refuse (including in garden)' fires in the ward increased by 16 incidents and 'Wheelie bin' fires increased by nine incidents.

(LI16) Number of Deliberate Secondary Fires District Performance Quarter Three 2016/17

Historically these two wards are areas of concern and have resulted in some attacks on fire crews, including damage to a TRV. Newcastle District has met with Neighbourhood Police teams to raise awareness of the role of the TRV and issues currently being encountered. Meetings will continue and we will be sharing intelligence on suspected offenders with our partners and the P & E department plan to visit schools in the area to highlight the issue.

Newcastle District were successful in securing funding to support the annual Darker Night's campaign and also Operation Brigid over the Bonfire period. As a result of the Darker Nights campaign, 43 tonnes of refuse was cleared by partners after being identified during the initiative.

Young Firefighters Association (YFA) members at Station Alpha have been recognised for their community cohesive work in Newcastle's West End and are to receive a National Award which will be presented at Buckingham Palace.

The District is working with Corporate Communications to produce a DVD for Lighter Nights based on some of the more significant incidents reported during this period last year. This will be delivered with partners in schools and Pupil-education Referral Units (PRU).

A family event is being held in February for the Eastern European community living in the West End. This will be a partnership event and the theme is #goodneighbours. The main aim is to raise awareness of how to manage cultural events to ensure community safety. In addition, an initiative inviting younger members of the community to local youth clubs/groups to provide diversionary activities will take place in the coming months.

(LI16) Number of Deliberate Secondary Fires District Performance Quarter Three 2016/17

7.2.8 **North Tyneside** district recorded 268 incidents, a reduction of 68 incidents (20.2%) when compared to the same period of the previous year.

North Tyneside					
Property Type	Q3 2012/13	Q3 2013/14	Q3 2014/15	Q3 2015/16	Q3 2016/17
Loose refuse (including in garden)	71	89	72	119	80
Wheelie Bin	27	39	29	34	55
Small refuse/rubbish/recycle container (excluding wheelie bin)	33	29	35	39	34
Tree scrub (includes single trees not in garden)	9	18	12	22	21
Refuse/rubbish tip	33	32	21	46	14
Large refuse/rubbish container (eg skip)	11	7	5	5	13

The above table shows the property types with the highest number of incidents in the district. 'Loose refuse (including in garden)' continues to be the highest property type accounting for 80 (30%) of incidents, this number has reduced by 39 incidents from the previous year. 'Wheelie bin' fires in the district increased by 21 incidents.

Riverside ward has the highest number of deliberate secondary fires in the district with 61 and reported an increase of eight incidents. Wheelie bin fires in this ward increased by six in comparison to the same period last year.

In partnership with Northumbria Police and North Tyneside Council, North Tyneside District has focused on communicating the dangers associated with ASB related incidents across the borough. This partnership approach has allowed us to have increased Police patrols in targeted areas and access to youth groups such as Meadowell Connected, to educate young people about their social responsibilities.

(LI16) Number of Deliberate Secondary Fires District Performance Quarter Two 2016/17

We are currently working with identified education premises where students who are heavily involved in ASB/fire setting and potentially involved in attacks on fire crews will receive a Fire Safety and consequences session. We are also seeking funding to deliver a Phoenix course in early 2017. Funding has been allocated to SafetyWorks! to allow transportation of pupils from all primary schools in North Tyneside as part of our Lighter Nights campaign 2017.

Initiatives for 2017 are to include Operation Hotspot, assisted by North Tyneside Council's Environmental and Safer Estates teams supported by Northumbria Police. This work will allow us to progress the partnership we have with Northumbria Community Rehabilitation Company (NCRC) which to date has reported approximately 800 hours of targeted community improvement work across the district.

(LI16) Number of Deliberate Secondary Fires District Performance Quarter Three 2016/17

7.2.9 **South Tyneside** district recorded 278 incidents, an increase of four (1.5%) when compared to the same period of the previous year.

South Tyneside					
Property Type	Q3 2012/13	Q3 2013/14	Q3 2014/15	Q3 2015/16	Q3 2016/17
Loose refuse (including in garden)	115	124	104	95	98
Wheelie Bin	44	38	27	20	34
Small refuse/rubbish/recycle container (excluding wheelie bin)	35	30	25	28	29
Grassland, pasture, grazing etc	17	96	25	48	25
Tree scrub (includes single trees not in garden)	10	16	16	20	21

The above table shows the property types with the highest number of incidents in the district. 'Loose refuse (including in garden)' continues to be the highest property type accounting for 98 incidents (35.3%), this is an increase of three incidents. Wheelie bin fires increased by 14 incidents when compared to the same period last year.

Biddick and All Saints ward had the highest number of incidents with 39, an increase of 17 from the previous year. Property type 'Loose refuse (including in garden)' saw an increase of six incidents and 'Grassland' saw an increase of five.

An intelligence led ASB strategy resulted in a reduction in Boldon Colliery ward which previously had the highest number of deliberate secondary fires in the district, a reduction of 18 incidents in comparison to the same period last year.

Fire Service input into Reducing Accidents at Play (RAP) week is being reviewed to reflect the District's priorities to include a focus on the consequences of deliberate fires.

(LI16) Number of Deliberate Secondary Fires District Performance Quarter Two 2016/17

South Tyneside District in partnership with South Tyneside Homes ASB teams identified issues in a particular area and have ensured that the overgrown shrubbery was cut down and the rear of the properties were secured, operational crews also carried out a hot strike in the area. It is pleasing to see that no further incidents have occurred following this proactive work.

In collaboration with NCRC, we are progressing a report to identify areas of concern for intervention and preventative activities. A meeting with South Tyneside Council is planned in Quarter four, to discuss wheelie bin collection times and wheelie bin fires. These incidents have contributed to nine of the 14 of the fires attended by the TRV.

(LI16) Number of Deliberate Secondary Fires District Performance Quarter Three 2016/17

7.2.10 **Sunderland** district recorded 899 incidents, a reduction of 98 incidents (9.8%) when compared to the same period last year.

Sunderland					
Property Type	Q3 2012/13	Q3 2013/14	Q3 2014/15	Q3 2015/16	Q3 2016/17
Loose refuse (including in garden)	351	476	383	397	392
Wheelie Bin	124	172	136	112	148
Grassland, pasture, grazing etc	35	176	76	94	78
Small refuse/rubbish/recycle container (excluding wheelie bin)	70	77	53	73	77
Tree scrub (includes single trees not in garden)	21	42	37	84	47
Refuse/rubbish tip	62	86	64	60	35

The above table shows the property types with the highest number of incidents in the district. 'Loose refuse (including in garden)' continues to be the highest property type accounting for 392 incidents (44%), a reduction of five incidents. Property type 'Tree scrub' reported a reduction of 37 incidents in comparison to the same period last year. Wheelie bin fires increased by 36.

Southwick ward had the highest number of incidents with 95, an increase of 27 from the previous year. Property type 'Loose refuse (including in garden)' saw an increase of 21 incidents in this ward.

Hendon ward previously had the highest number of incidents, however, following intervention has seen a reduction of 15 from last year.

All operational crews are supplied with a current ASB trend report so that they can target areas and report any fly tipped waste for uplift and liaise with Gentoo and Place Management where necessary.

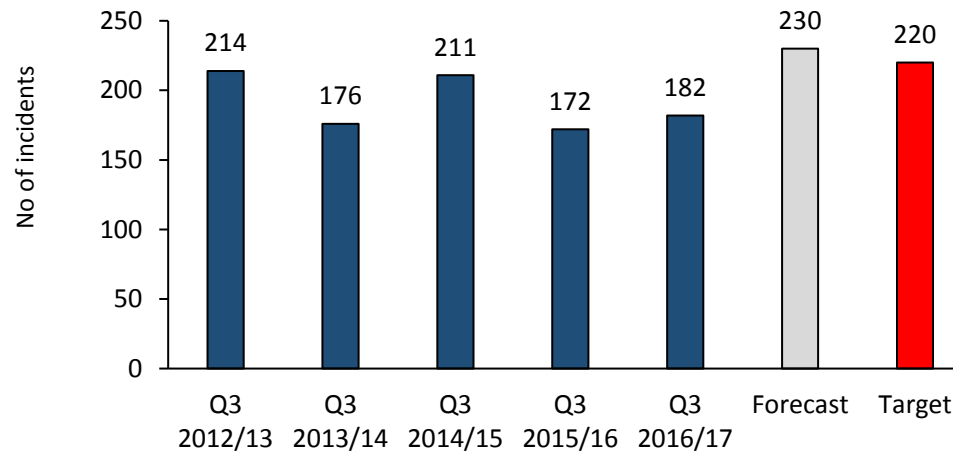
Partnership working continues to address emerging issues with Wheelie bin fires and ASB fires in identified areas, These issues are also discussed at LMAPs to gain further support such as 4G cameras where appropriate.

8 False Alarms Quarter Three 2016/17

8.1 (LI21) Number of Malicious False Alarm Calls Attended Service Performance Quarter Three 2016/17

8.1.1 The indicator reflects the number of malicious false alarm calls that we have attended (appliance dispatched). A call is defined as being malicious when a call was made with the intent of getting us to attend a non-existent event (both fire and special service).

LI21 Service Performance

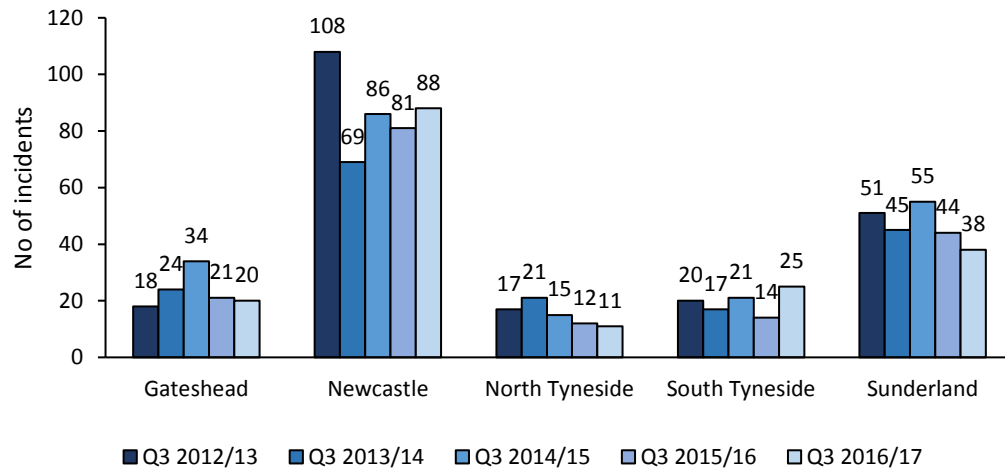


8.1.2 We attended 182 malicious false alarms up to the end of Quarter Three 2016/17, which is an increase of 10 incidents (5.8%) from the same period of the previous year. We are currently not expecting to meet our end of year target of 220 malicious false alarms.

8.1.3 The Service wide schools education programme continues to emphasise the consequences of hoax calls and the call challenge procedure carried out by Control continues to be applied in an effort to reduce these incidents. The call challenge procedure has recently been reinforced in Control and initial results are pleasing.

(LI21) Number of Malicious False Alarm Calls Attended District Performance Quarter Three 2016/17

LI21 District Performance

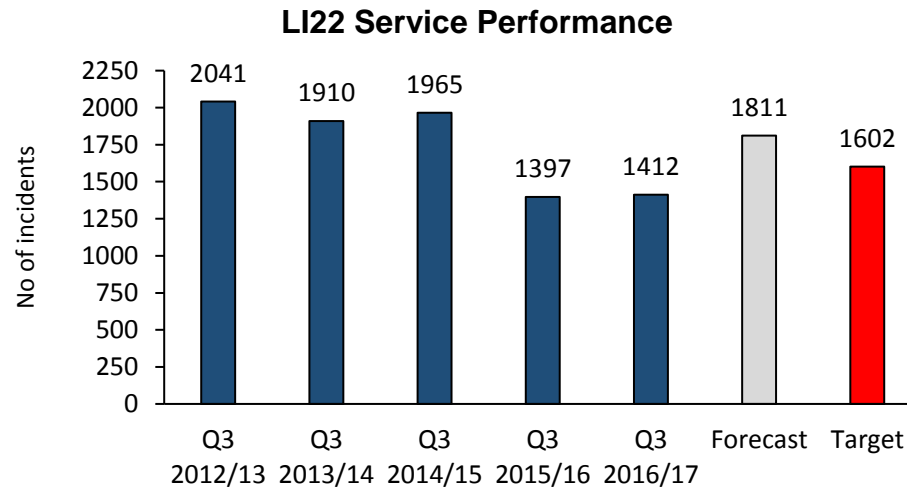


LI21 District Performance			
District	Q3 2015/16	Q3 2016/17	Difference
Gateshead	21	20	-1
Newcastle	81	88	7
North Tyneside	12	11	-1
South Tyneside	14	25	11
Sunderland	44	38	-6
Total	172	182	10

- 8.1.4 Three districts reported a reduction in this indicator. Newcastle district has the highest number of incidents and reported an increase of seven incidents.
- 8.1.5 ‘Purpose Built Flat / Maisonette - multiple occupancy’ is the main property type across the Service, however, there was a reduction from 35 to 29 incidents, of these 29 incidents 14 were in Newcastle.
- 8.1.6 Incidents in the premises type ‘Hotel / motel’ have doubled from seven to 14 incidents. Following analysis, no repeat offenders or trends have been identified.

8.2 **(LI22) Number of False Alarm Calls due to Automatic Fire Alarms from Non-Domestic Premises Service Performance Quarter Three 2016/17**

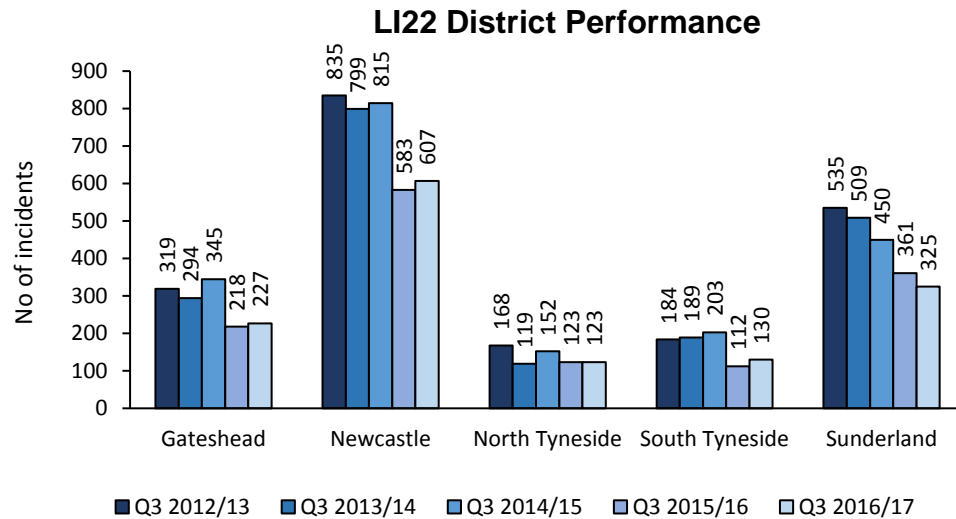
8.2.1 This indicator reflects the number of false alarm calls dispatched to as a result of a call being activated by a person or automatic fire detection equipment or fixed firefighting equipment. Non-domestic premises can be classified as a non - residential property, for example a public building, hospital, school or factory.



8.2.2 We attended 1,412 incidents up to the end of Quarter Three 2016/17, this is an increase of 15 from the same period of the previous year (1.1%). We are currently not expecting to achieve our end of year target of 1,602 incidents.

8.2.3 Of the 1,412 incidents, 476 (33.7%) were caused by system faults. The second highest reason for alarm activation is reported as being 'accidentally / carelessly set off', accounting for 175 incidents, this is a reduction of 122 incidents (41%) from the previous year.

(LI22) Number of False Alarm Calls due to Automatic Fire Alarms from Non-Domestic Premises District Performance Quarter Three 2016/17



LI22 District Performance			
District	Q3 2015/16	Q3 2016/17	Difference
Gateshead	218	227	9
Newcastle	583	607	24
North Tyneside	123	123	0
South Tyneside	112	130	18
Sunderland	361	325	-36
Total	1397	1412	15

8.2.4 **Gateshead** reported an increase of nine incidents (4.1%). The audit of detector heads and the subsequent replacement programme is ongoing within the Queen Elizabeth hospital. Early indications show that the audit is having some success as in Quarter Two there were four false alarm incidents due to system faults, whereas in Quarter Three there was only one incident attributed to a system fault.

In addition to the audit the Fire Safety department meet with representatives of the Queen Elizabeth hospital on a regular basis and all calls to the hospital are recorded and investigated by the hospital's Fire Safety Advisor. This information is then sent to our Fire Safety department with the results of the investigation.

(LI22) Number of False Alarm Calls due to Automatic Fire Alarms from Non-Domestic Premises District Performance Quarter Three 2016/17

8.2.5 **Newcastle** district reported an increase of 24 incidents (4.1%) in comparison to last year. Of the top 10 offenders to date, six are hospitals. Fire Safety continue to meet with the Hospital Trust representatives to look at ways of reducing these calls further.

Newcastle District is working with Newcastle University Estates Management to create a reporting mechanism that will highlight the number of activations that did not result in Fire Service attendance.

8.2.6 **North Tyneside** reported 123 incidents no change in comparison to the same period of the previous year. Educational premises remain a concern in North Tyneside. We are in regular contact with the premises involved, supported by our Fire Safety department.

We proactively communicate in the run up to school holidays in order to highlight the increased risk of false alarms as building work is completed during holiday periods. Every activation is discussed with the relevant schools Facilities Manager to identify improvements that will assist in improving performance.

8.2.7 **South Tyneside** reported an increase of 18 incidents (16.1%) in comparison to the same period of the previous year. All actuations are closely monitored for trends or repeat offending. South Tyneside District continue to work closely with South Tyneside Hospital and other repeat offenders. We are addressing concerns with Educational premises, contacting the schools directly to reduce the number of AFA's we are currently experiencing.

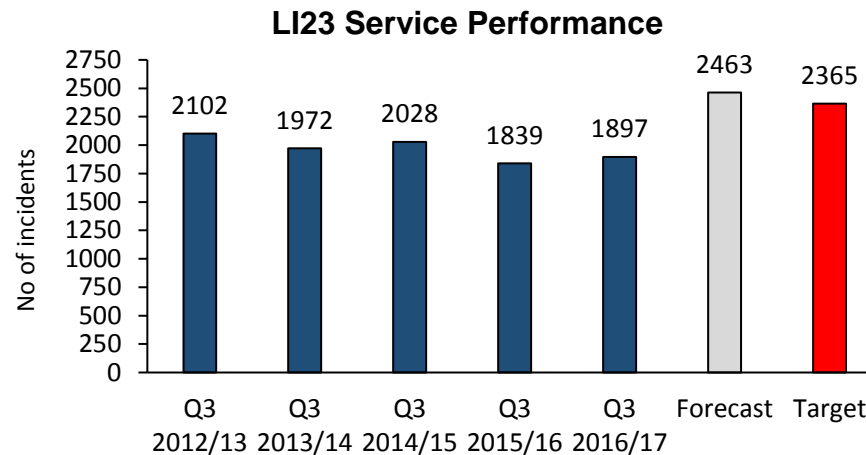
8.2.8 **Sunderland** reported a reduction of 36 incidents (10%) in comparison to the same period last year. Of the 325 incidents, 59 were attributed to Sunderland Royal Hospital (SRH). When compared with the same period last year, SRH continues to show a downward trend.

Liaison continues between the Station Manager for the area, Fire Safety Officers and SRH on a weekly basis. Every incident is analysed by TWFRS and explanations/actions sought regarding what SRH are doing to rectify these calls and prevent reoccurrence.

A further trend relating to industrial units was identified. This involved alarms actuating during an industrial process at one particular unit, which also actuated alarms in another empty unit on the same row. Following intervention by the Station Manager the alarm head was changed and the process altered and no further actuations have occurred since 9th September.

(LI23) Total Number of False Alarm Calls due to Automatic Fire Alarms, either by Person Responding to an Alarm Actuated by Fire Detection Equipment or Fixed Firefighting Equipment from Domestic Premises - Service Performance Quarter Three 2016/17

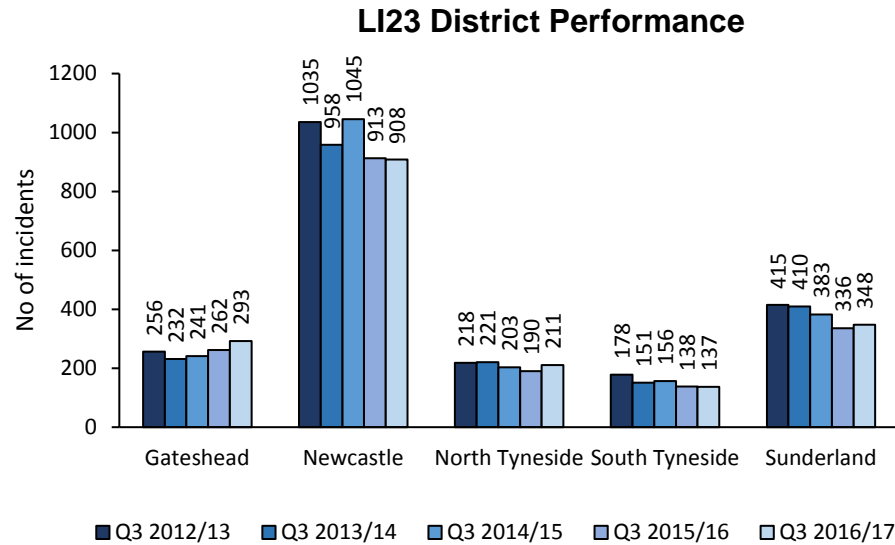
8.3 This indicator reflects the total number of false alarm calls due to automatic fire alarms (either by person responding to an alarm actuated by fire detection equipment or fixed firefighting equipment) from domestic premises. Domestic premises can be classified as a property that is a place of residence i.e. occupied by households, excluding hotels, hostels and residential institutions. This includes non-permanent structures used solely as a dwelling, such as houseboats and caravans.



8.3.1 We attended 1,897 incidents up to the end of Quarter Three 2016/17, this is an increase of 58 incidents (3.2%) in comparison to the same period last year. We are currently not expecting to achieve our end of year target of 2,365 false alarm calls due to automatic fire alarms from domestic premises.

8.3.2 Of the 1,897 incidents, 820 (43%) were caused by cooking / burnt toast. This has been the main cause for the last eight years. The number of incidents caused by faults has increased by 31 incidents.

(LI23) Total Number of False Alarm Calls due to Automatic Fire Alarms, either by Person Responding to an Alarm Actuated by Fire Detection Equipment or Fixed Firefighting Equipment from Domestic Premises - District Performance Quarter Three 2016/17



LI23 District Performance			
District	Q3 2015/16	Q3 2016/17	Difference
Gateshead	262	293	31
Newcastle	913	908	-5
North Tyneside	190	211	21
South Tyneside	138	137	-1
Sunderland	336	348	12
Total	1839	1896	57

8.3.3 Newcastle district accounted for 48% of all false alarms due to automatic fire alarms from domestic premises during Quarter Three 2016/17. The district was one of only two to not record an increase in comparison to the same period last year.

(LI23) Total Number of False Alarm Calls due to Automatic Fire Alarms, either by Person Responding to an Alarm Actuated by Fire Detection Equipment or Fixed Firefighting Equipment from Domestic Premises District Performance Quarter Three 2016/17

8.3.4 **Gateshead** district recorded 293 incidents up to the end of Quarter Three 2016/17, an increase of 31 (11.8%) in comparison to the previous year.

Premise type 'Purpose built flat / maisonette – multiple occupancy' accounted for 130 incidents and reported an increase of 46. Of the 130 incidents in this premise type 50 were due to faulty alarm systems, an increase of 18 and 41 were due to cooking / burnt toast, which increased by 23 incidents.

Incidents in 'Sheltered accommodation' premises reduced from 88 to 60 incidents in comparison to the same period last year.

The number of incidents of this type has increased when compared to last year with the majority occurring in the category 'Purpose built flat/maisonette/multi-occupancy'. The two main reasons for these false alarms are 'fire alarm due to system/smoke alarm faulty' and 'fire alarm due to cooking/burnt toast'. To reduce the number of false alarms due to 'faults in the system' we implement the unwanted fire signal procedure and send letters to all premises where an activation has occurred. This is followed up by a telephone call by the Station Manager and if calls continue the Station Manager will visit the premises and discuss improvement actions with the owner/occupier.

A high percentage of false alarm calls are to properties owned by The Gateshead Housing Company (TGHC) whom we have a good working relationship with and have set up a working group whose terms of reference include the reduction of false alarms to their properties. During discussions with TGHC it was established that they have upgraded their alarm system in some of their high rise properties that has encountered some teething problems resulting in a rise in the number of false alarms. This has been discussed in depth at the working group and TGHC have and will continue to investigate any actuations and put in place any corrective measures as necessary.

To reduce the number of cooking related false alarms any building of multi occupancy that we attend regularly is targeted by P & E who carry out HSC's that emphasise the dangers of leaving cooking unattended (which is often the main cause of false alarms). This has proved successful in reducing the number of false alarms we attend, especially in high rise premises.

(LI23) Total Number of False Alarm Calls due to Automatic Fire Alarms, either by Person Responding to an Alarm Actuated by Fire Detection Equipment or Fixed Firefighting Equipment from Domestic Premises District Performance Quarter Three 2016/17

8.3.5 **Newcastle** district recorded 908 incidents up to the end of Quarter Three 2016/17, a reduction of five in comparison to the previous year.

Premises type 'Purpose built flat / masonette – multiple occupancy' accounted for 468 incidents (52%) and reported an increase of 74 incidents. Of the 468 incidents in this premises type 176 were due to 'cooking / burnt toast' and 148 were due to faulty alarm systems.

Sheltered accommodation premises accounted for 303 incidents and reported a reduction of six. Of the 303 incidents in this premises type, 223 were due to 'cooking / burnt toast'. P & E continue to follow up incidents at a number of sheltered schemes. As part of the call challenge initiative, YHN continue to filter a number of calls on a monthly basis, resulting in reduced attendance by TWFRS. In Quarter Three there were 2,389 reported activations at YHN Customer Enquiry Centre that did not require a fire service attendance.

8.3.6 **North Tyneside** district recorded 211 incidents up to the end of Quarter Three 2016/17, an increase of 21 (11.1%) in comparison to the previous year.

This indicator covers mainly sheltered accommodation within North Tyneside which accounted for 86 incidents; a reduction of one. Of the 86 incidents in this premises type, 47 were caused by 'cooking / burnt toast'. North Tyneside P & E department have scheduled talks with residents of identified sheltered accommodation to highlight kitchen and cooker safety.

In an effort to reduce AFA, each individual alarm actuation is identified and the premise information passed to North Tyneside Council's Care Call service. Care Call visit the address to ensure the end user equipment is functioning and reinforce their call challenge policy. Should the activation be from a non-service user, Carecall offer their service in order to provide both support and a monitored alarm system for the individual.

At present, the call challenge service is reducing calls by approximately 95%, which enables us to be more proactive in other areas of prevention work.

(LI23) Total Number of False Alarm Calls due to Automatic Fire Alarms, either by Person Responding to an Alarm Actuated by Fire Detection Equipment or Fixed Firefighting Equipment from Domestic Premises District Performance Quarter Three 2016/17

8.3.7 **South Tyneside** district recorded 137 incidents up to the end of Quarter Three 2016/17, a reduction of one (0.7%) in comparison to the previous year.

South Tyneside District work with the Fire Safety department to address repeat offenders and provide occupiers with appropriate guidance and support.

Following the housing complex walkabouts completed in October/November there have been no further false alarms at any of the premises that were targeted. This has been identified as good practice with similar walkabouts in other premises booked to take place in Quarter Four.

8.3.8 **Sunderland** district recorded 348 incidents during Quarter Three 2016/17, an increase of 12 (3.6%) in comparison to the same period last year.

Premises type 'Purpose built flat / maisonette – multiple occupancy' accounted for 145 incidents and reported an increase of four. Of the 145 incidents in this premises type 49 were due to faulty alarm systems and 29 due to 'cooking / burnt toast'.

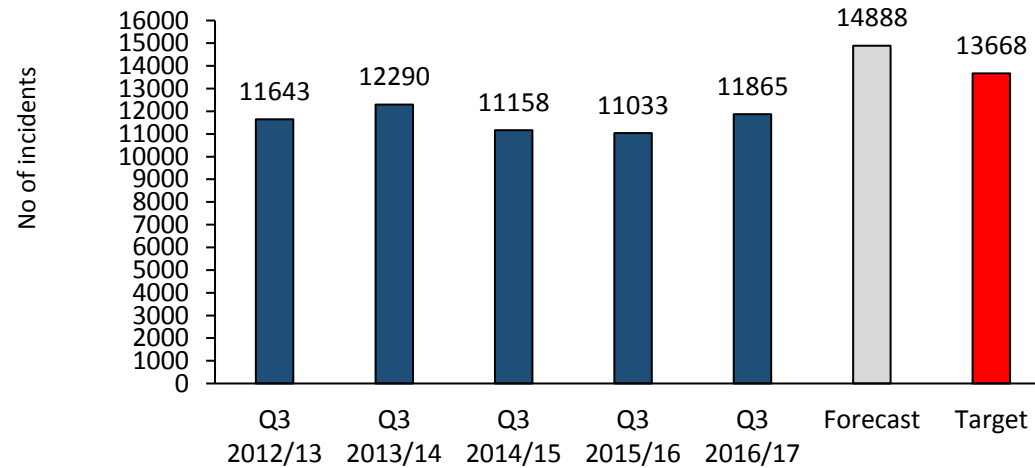
Positive working relationships with Gentoo continue and monthly updates are sent to TWFRS regarding performance on their call challenge policy. Year to date there have been 518 actuations within Gentoo premises, of these 368 were successfully call challenged (71%) resulting in TWFRS attending on 150 occasions. The District will continue to liaise with Gentoo monthly to seek further improvements.

9 Other Quarter Three 2016/17

9.1 (LI32) Total Number of Incidents Attended Service Performance Quarter Three 2016/17

9.1.1 The following indicator outlines our performance in relation to the total number of incidents that we attend.

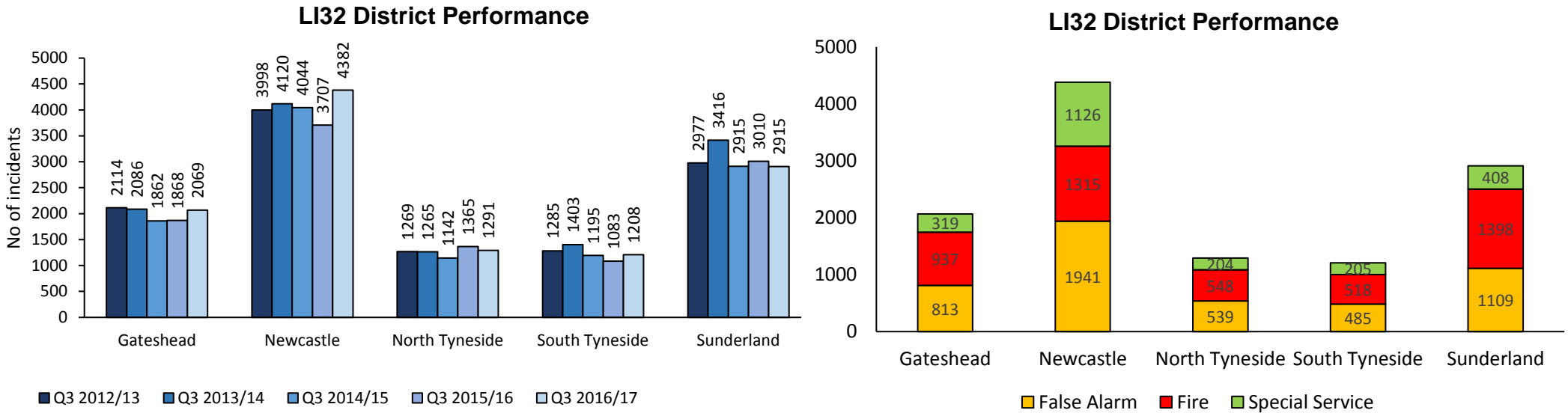
LI32 Service Performance



9.1.2 Up to the end of Quarter Three 2016/17 TWFRS attended 11,865 incidents, an increase of 832 incidents (7.5%) in comparison to the same period of the previous year. We are currently not expecting to meet our end of year target of 13,668 incidents.

9.1.3 Of the 11,865 incidents 4,887 were false alarm incidents, 4,716 were fire incidents and 2,262 were special service incidents. There were 621 Emergency Medical Response incidents up to the end of Quarter Three 2016/17.

(LI32) Total Number of Incidents Attended District Performance Quarter Three 2016/17



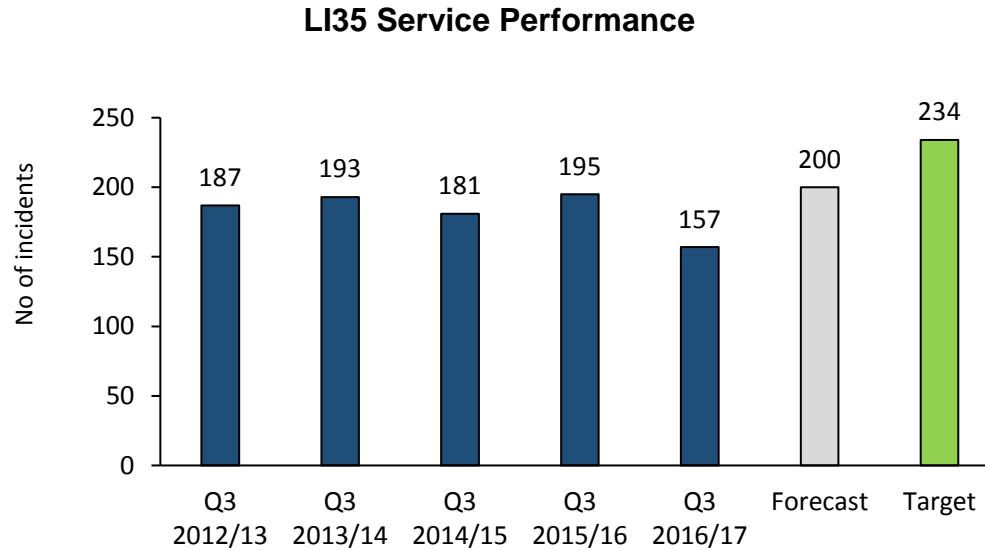
- 9.1.4 Gateshead district attended 2,069 incidents up to the end of Quarter Three 2016/17, of these 813 were false alarm incidents, 937 were fire incidents and 319 were special service incidents.
- 9.1.5 Newcastle district attended 4,382 incidents up to the end of Quarter Three 2016/17, of these 1,941 were false alarm incidents, 1,315 were fire incidents and 1,126 were special service incidents. Of the 1,126 special service incidents in Newcastle district 619 were Emergency Medical Response.
- 9.1.6 North Tyneside district attended 1,291 incidents up to the end of Quarter Three 2016/17, of these 539 were false alarm incidents, 548 were fire incidents and 204 were special service incidents.

(LI32) Total Number of Incidents Attended District Performance Quarter Three 2016/17

- 9.1.7 South Tyneside district attended 1,208 incidents, of these 485 were false alarm incidents, 518 were fire incidents and 205 were special service incidents.
- 9.1.8 Sunderland district attended 2,915 incidents, of these 1,109 were false alarm incidents, 1,398 were fire incidents and 408 were special service incidents.

9.2 (LI35) Number of Fires in a Non-Domestic Property Service Performance Quarter Three 2016/17

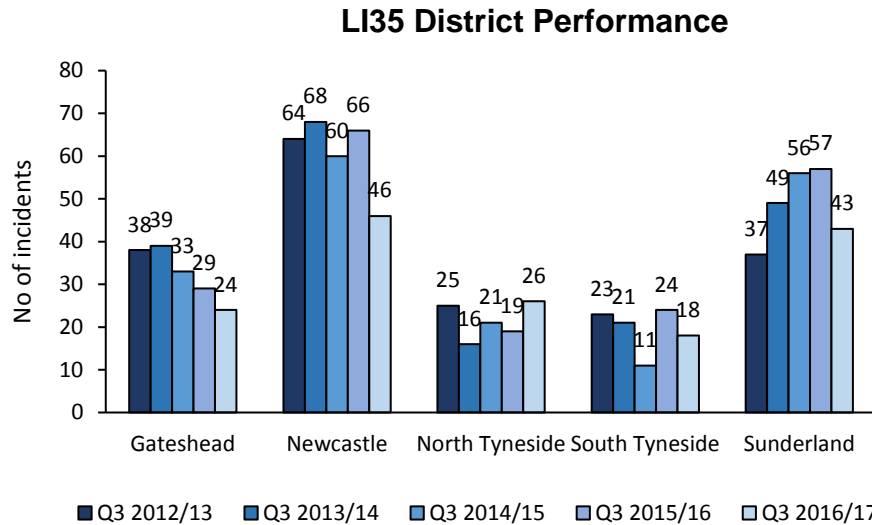
9.2.1 This indicator reflects the total number of primary fires in a non-domestic property, (non-domestic also includes student accommodation, e.g. halls of residence).



9.2.2 Up to the end of Quarter Three 2016/17 we attended 157 fires in a non-domestic property, this is a reduction of 38 incidents (19.5%) from the same period last year. We are currently expecting to achieve our end of year target of 234 fires in non-domestic properties.

9.2.3 The most common property type across the Service for non-domestic property fires is 'food and drink' accounting for 26 incidents, this is a reduction of four from the same period last year. The second most common property type is 'retail' accounting for 23 incidents, a reduction of 10 incidents compared to the same period last year.

(LI35) Number of Fires in a Non-Domestic Property District Performance Quarter Three 2016/17



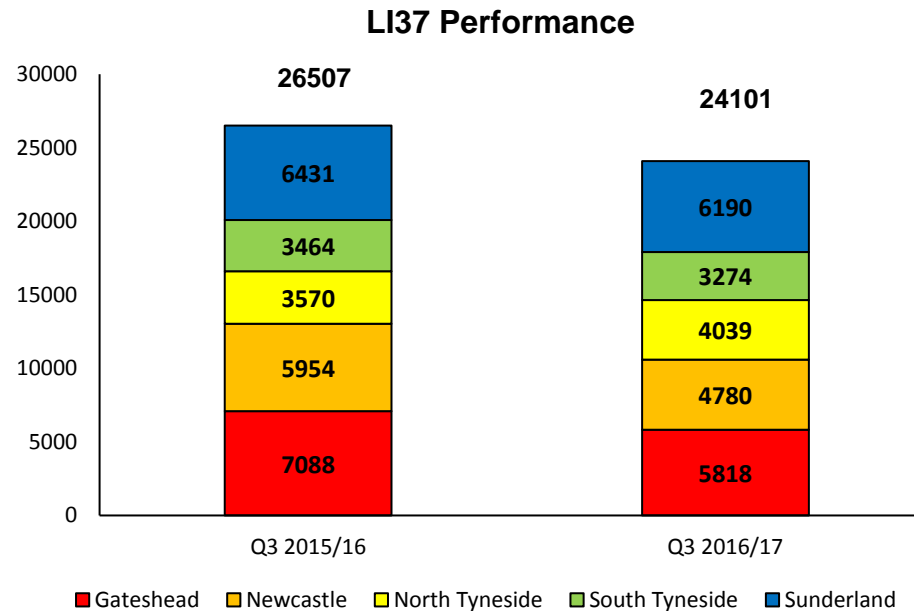
LI35 District Performance			
District	Q3 2015/16	Q3 2016/17	Difference
Gateshead	29	24	-5
Newcastle	66	46	-20
North Tyneside	19	26	7
South Tyneside	24	18	-6
Sunderland	57	43	-14
Total	195	157	-38

9.2.4 All districts recorded a reduction in comparison to the same period last year with the exception of North Tyneside who reported an increase of seven incidents.

9.2.5 Fire Safety teams continue to use intelligence led data to inform their Risk Based Inspection Programme (RBIP), to help ensure Inspecting Managers and operational crews are targeting those premises with the greatest risk. The department continue to utilise partnership opportunities with business to improve engagement, awareness and compliance of the Fire Safety Order. This has been further supported with the Service’s proactive approach to opportunities afforded by the Primary Authority Scheme. The department also continues to develop fire safety knowledge for operational crews, which has been successfully embedded through Operational Health Checks, reinforcing the fire safety message within the business community.

9.3 (LI37) Total Number of HSC's Delivered Quarter Three 2016/17

9.3.1 This indicator details the total number of HSC's that are delivered in Tyne and Wear by any member of an operational crew, member of the P & E department or a partner working on our behalf.



9.3.2 In collaboration with our partners we have successfully delivered 24,101 HSC's up to the end of Quarter Three 2016/17. We carried out 21,679 and 2,422 by our Partners.

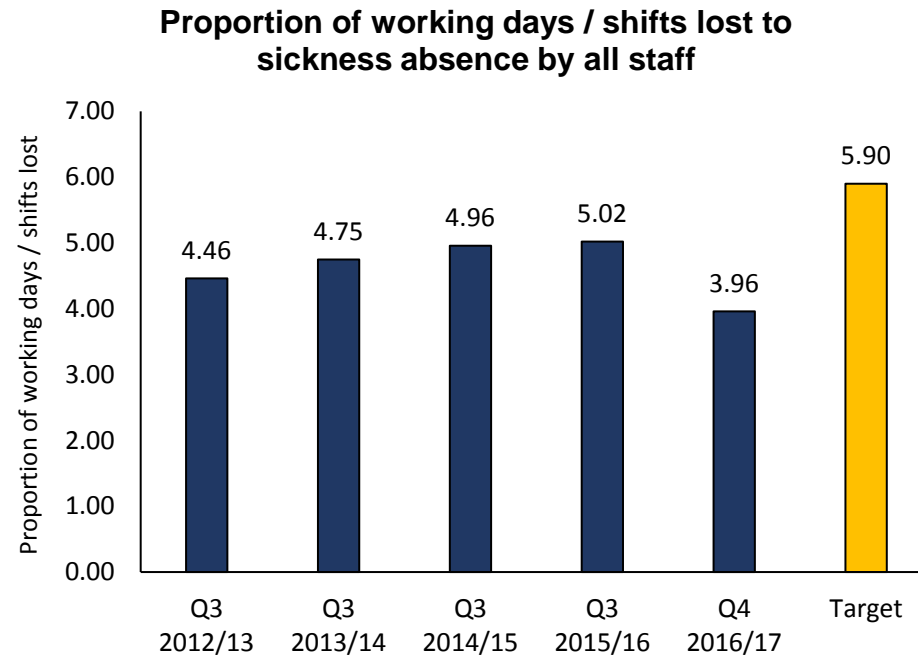
9.3.3 The number of HSC's delivered during Quarter Three 2016/17 has reduced from the same period last year due to the adjustment of our targeting strategy following the removal of two appliances from our operational fleet in September 2015.

10 Performance against HR Key Performance Indicators

Reflecting the HR performance indicators that have been set as organisational priorities for 2016/17

10.1 LI82 Proportion of working days/shifts lost to sickness absence by all staff

10.1.1 This indicator reflects the proportion of working days/shifts lost to both long and short term sickness absence by all staff. This excludes temporary staff or staff on fixed term contracts who have been employed for under a year.



10.1.2 Achieving full attendance at work has always been a priority for TWFRS and LI82 measures the shifts lost due to sickness. Up to the end of Quarter Three 2016/17 the number of days lost to sickness was 3.96 days / shifts lost per employee; the lowest figure for five years. This demonstrates the pro-active approach taken by staff, line managers, OHU and HR in managing attendance.

Appendix A – A performance summary of all Local Indicators for Quarter Three 2016/17

Target achieved =	
Within 2.5% of target being achieved =	
Target missed by more than 2.5% =	

Performance Summary of all Local Indicators for Quarter Three 2016/17

Incident Data taken 06/01/2017 from the Performance Management System

Q3 2012/13	Q3 2013/14	Q3 2014/15	Q3 2015/16	Q3 2016/17
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2016/17 Forecast	2016/17 Target
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Deaths and Injuries

LI	Description	Q3 2012/13	Q3 2013/14	Q3 2014/15	Q3 2015/16	Q3 2016/17	2016/17 Forecast	2016/17 Target
LI2	Number of deaths from ALL fires	0	2	3	2	5	6	0
LI1	Number of deaths from accidental dwelling fires	0	2	1	0	4	4	0
LI5	Number of injuries from ALL fires	177	176	177	113	134	180	170
LI3	Number of injuries from accidental dwelling fires (excluding first aid and precautionary checks)	50	44	41	30	31	37	35

Fire Attendance

LI	Description	Q3 2012/13	Q3 2013/14	Q3 2014/15	Q3 2015/16	Q3 2016/17	2016/17 Forecast	2016/17 Target
LI24	Total number of fire calls attended	4242	5273	4225	4649	4716	5675	5398
LI29	Number of primary fires attended	1320	1240	1178	1275	1347	1704	1572

Performance Summary of all Local Indicators for Quarter Three 2016/17

Incident Data taken 06/01/2017 from the Performance Management System		Q3 2012/13	Q3 2013/14	Q3 2014/15	Q3 2015/16	Q3 2016/17	2016/17 Forecast	2016/17 Target
Accidental Fires								
LI8	Number of accidental fires in dwellings	428	423	432	417	438	577	514
LI9	Number of accidental kitchen fires (part 1 of LI8)	258	275	305	241	253	329	305
LI10	Number of accidental non kitchen fires (part 2 of LI8)	170	148	127	176	185	248	209
Deliberate Fires								
LI33	Number of ALL deliberate fires	3103	4039	3058	3297	3441	4045	3783
LI16	Number of deliberate secondary fires	2567	3552	2648	2794	2853	3326	3162
LI18	Number of deliberate refuse fires	2080	2379	1999	1944	2157	2485	2170
False Alarms								
LI21	Number of malicious false alarm calls attended	214	176	211	172	182	230	220
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises	2041	1910	1965	1397	1412	1811	1602
LI23	Number of false alarm calls due to automatic fire alarms from domestic premises	2102	1972	2028	1839	1897	2463	2365

Performance Summary of all Local Indicators for Quarter Three 2016/17

Incident Data taken 06/01/2017 from the Performance Management System		Q3 2012/13	Q3 2013/14	Q3 2014/15	Q3 2015/16	Q3 2016/17	2016/17 Forecast	2016/17 Target
Other								
LI32	Total number of incidents	11643	12290	11158	11033	11865	14888	13668
LI35	Number of fires in a non-domestic property	187	193	181	195	157	200	234
LI37	Number of HSC's delivered	n/a	n/a	27503	26507	24101	n/a	n/a
LI82	Number of working days / shifts lost to sickness absence by all staff	4.46	4.75	4.96	5.02	3.96	n/a	5.9