

2017/18 Performance Report Quarter Two (1st April to 30th September 2017)



**Tyne and Wear Fire
and Rescue Service**

Creating the Safest Community

www.twfire.gov.uk



The following data set contains general information relating to incidents within the TWFRS Service area. This data has been produced for the purpose of this report only. Upon receipt it becomes the sole responsibility of the TWFRS Officer to act as guardian of this data.

If in doubt about the level of security contact D&I team SHQ.

Contents

Introduction	2
Executive summary	3
<i>Deaths and injuries</i>	3
<i>Fire attendances</i>	3
<i>False alarms</i>	3
<i>Management indicators</i>	3
<i>LI overview 2017/18</i>	3
Deaths and injuries (LI01, LI02, LI03, LI05)	4
<i>Key facts</i>	4
<i>Year on year trends</i>	6
<i>Service actions</i>	7
Fire attendances (LI08, LI09, LI10, LI16, LI33, LI18, LI24, LI29)	10
<i>Key facts</i>	10
<i>Year on year trends</i>	12
<i>Service actions</i>	14
False alarms (LI22, LI23)	21
<i>Key Facts</i>	21
<i>Year on year trends</i>	24
<i>Service actions</i>	25
Management indicators (LI32, LI35, LI36, LI37, LI82)	27
<i>Key facts</i>	27
<i>Year on year trends</i>	29
<i>Service actions</i>	31
LI overview 2017/18	33

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Introduction

This report provides a comparison of the data from quarter two in 2017/18 to quarter two in 2016/17 and to previous years where relevant.

Please note: this report contains information on incidents within the Tyne and Wear Service area only and the incidents that were marked “checked” in the IRS on 3 October 2017.

The sickness data contained in this report is based on information submitted to HR up to 3 October 2017.

This report includes data on the following local indicators (* Priority Indicators):

Deaths and Injuries

- LI01* - Deaths from accidental dwelling fires
- LI02* - Deaths from all fires
- LI03* - Injuries from accidental dwelling fires
(excl. precautionary check and first aid)
- LI05* - Injuries from all fires

Fire Attendances

- LI08* - Accidental dwelling fires
- LI09* - Accidental kitchen fires in dwellings
- LI10* - Accidental non kitchen fires in dwellings
- LI33* - Deliberate fires
- LI18* - Deliberate refuse fires
- LI16* - Deliberate secondary fires
- LI24* - Fire calls attended
- LI29* - Primary fires

False Alarms

- LI22* - Alarm calls to AFA from non-domestic premise
- LI23* - Alarm calls to AFA from domestic premise

Management Indicators

- LI32* - Total number of incidents
- LI35* - Fires in a non-domestic premise
- LI36 - Number of incidents attended by TRVs
- LI37 - Number of HSCs delivered
- LI82 - Number of days lost to sickness

This report also refers to “risk levels” which is the level of risk attached to the mobilisation category selected at the time of call. Risk level one incidents are those that are deemed to have a high level of risk to human life; risk level two incidents have a moderate level of risk to human life; risk level three and four incidents are those that have a low or minimal level of risk to human life.

Executive summary

Deaths and Injuries

- There has been three fire fatalities (LI02) within the TWFRS Service area up to the end of quarter two 2017/18.
- There has been 10% (9) fewer injuries from fires (LI05).
- There has been 25% (6) fewer injuries from accidental dwelling fires (LI03).
- 69% (11) of the victims who went to hospital were living alone (LI03).

Fire Attendances

- TWFRS attended 37% (1076) more fires within the Service area up to the end of quarter two 2017/18 (LI24).
- There has been a 12% (107) increase in primary fires (LI29).
- There has been 17% (31) fewer accidental kitchen fires (LI09).
- There has been a 48% (796) increase in deliberate secondary fires (LI16).

False Alarms

- There has been an increase of 1 AFA in a non domestic premise to 942 incidents (LI22).
- There has been 6% (73) increase to AFAs in a domestic premise (LI23).
- 48% (624) of domestic AFAs were due to cooking or burnt toast (LI23).

Management Indicators

- There has been a 20% (1493) increase in the total number of incidents (LI32).
- 16,753 home safety checks delivered.
- A TRV attended 23% (2071) of the incidents within TWFRS Service area (LI36)
- 55% of the TRV attendances are between 17:00 and 22:00.
- 26% (25) increase in fires in non-domestic premise (LI35).
- The average attendance times to a risk level one incident was 5 minutes and 08 seconds.

LI overview 2017/18

- Of the 16 priority local performance indicators it is forecasted that TWFRS will attain four (25%) targets (LI03 - Injuries from accidental dwelling fires (excl. precautionary check and first aid), LI08 - Accidental dwelling fires, LI09 - Accidental kitchen fires in dwellings, LI10 - Accidental non kitchen fires in dwellings).

Deaths and injuries (LI01, LI02, LI03, LI05)

Key facts

- There have been 67% (2) less fatalities in accidental dwelling fires when compared to the same period in 2016/17 (LI01).
- In 75% (12) of the incidents where a victim attended hospital the room of origin of the fire was the kitchen (LI03).
- In 78% (14) of the injuries where the victim or victims attended hospital the injuries appeared to be slight (LI03).
- There were 96 victims from 77 fires where there were victim(s) involved (LI05).
- Where an occupancy type has been recorded, 48 were 'Lone person/parent' (LI05).
- 49% (38) of the fires which recorded an injury started in the kitchen (LI05).



3 fatalities (LI02)



25% (6) fewer injuries from accidental dwelling fires (LI03)



10% (9) fewer injuries from fires (LI05)



43% (9) of the victims who went to hospital were over pensionable age (LI03)

Gateshead

Unfortunately, Gateshead has recorded 1 fatality in a 'car'. There have been 27 injuries across 17 incidents from all fires, an increase of 9 injuries (50%) and 3 incidents (21%).

Newcastle

There have been 25 injuries across 24 incidents from all fires, an increase of 5 injuries (25%) and 8 incidents (50%). There has been a reduction of 1 injury from accidental dwelling fires despite an increase of 1 incident.

North Tyneside

There has been an increase of 1 in the number of injuries from all fires to 14. There have been 3 injuries across 3 separate incidents from accidental dwelling fires, an increase from 0 in the same period last year.

South Tyneside

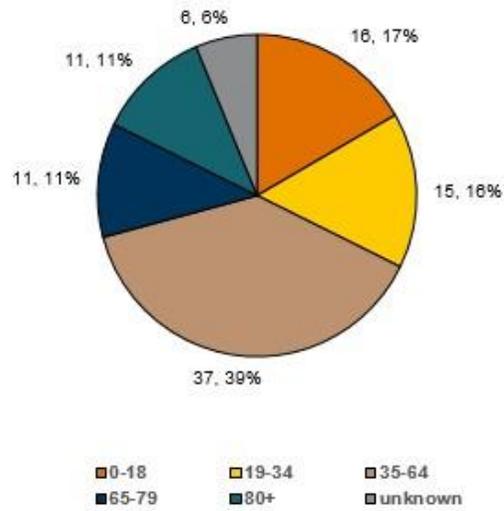
There have been 11 injuries across 10 incidents from all fires, an increase of 2 incidents (25%) and 3 injuries (38%).

Sunderland

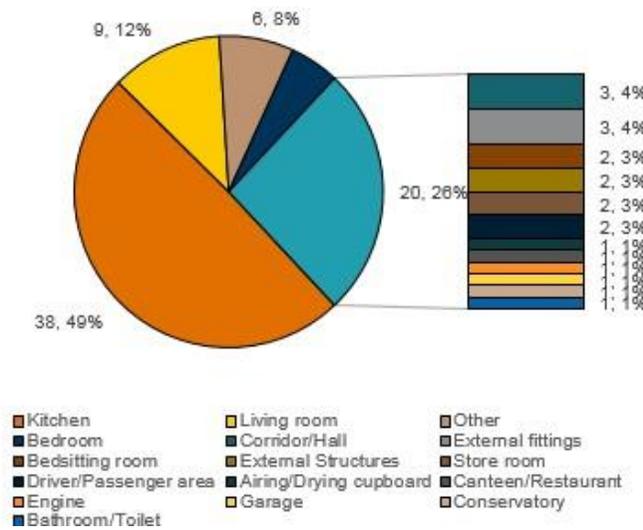
Unfortunately, Sunderland have recorded 2 fatalities, 1 in 'House – single occupancy' and 1 in 'car'. There has been a reduction of 32% (9) in the number of injuries from all fires to 19, 6 of which are accounted for in accidental dwelling fires where there were 2 injuries from 2 incidents.

Injuries from all fires – LI05

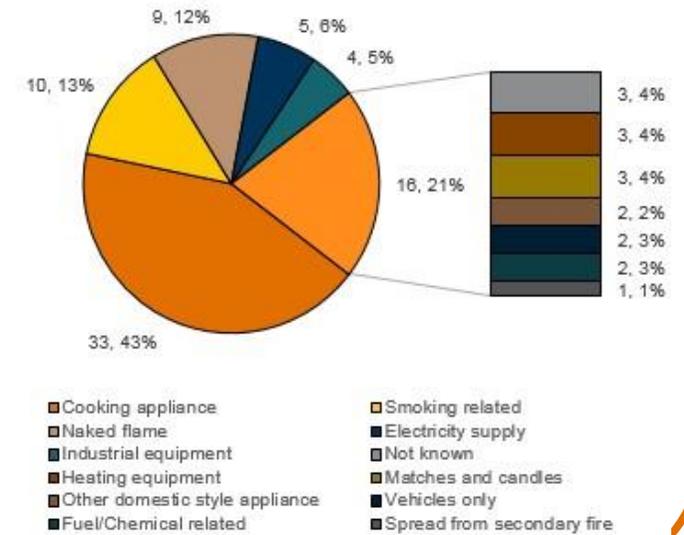
LI05 victims by age range 2017/18 Q1 & Q2



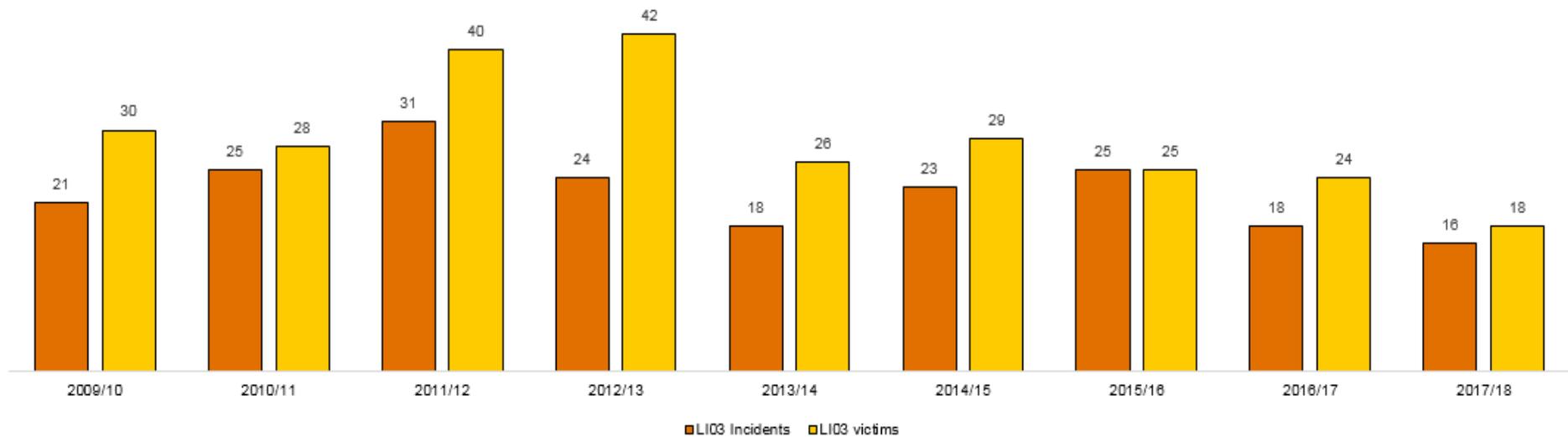
LI05 Room of origin 2017/18 Q1 & Q2



LI05 Ignition Source 2017/18 Q1 & Q2

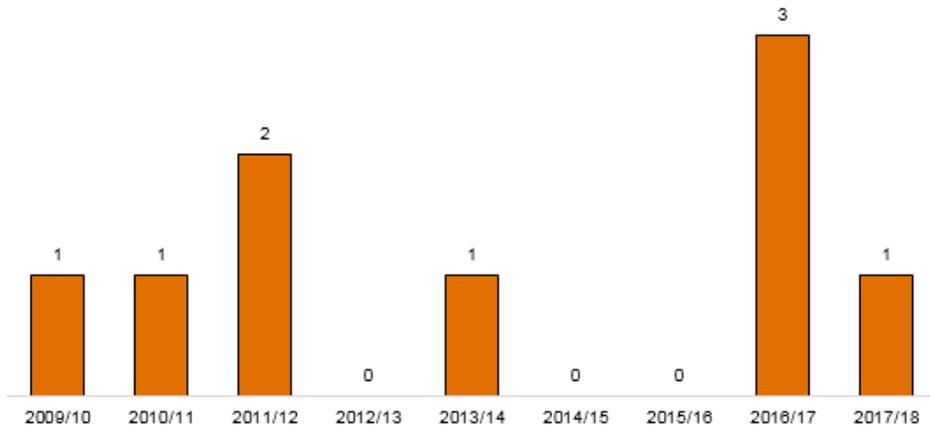


LI03 Injuries from accidental fires in dwellings exc. precautionary checks and first aid given at scene

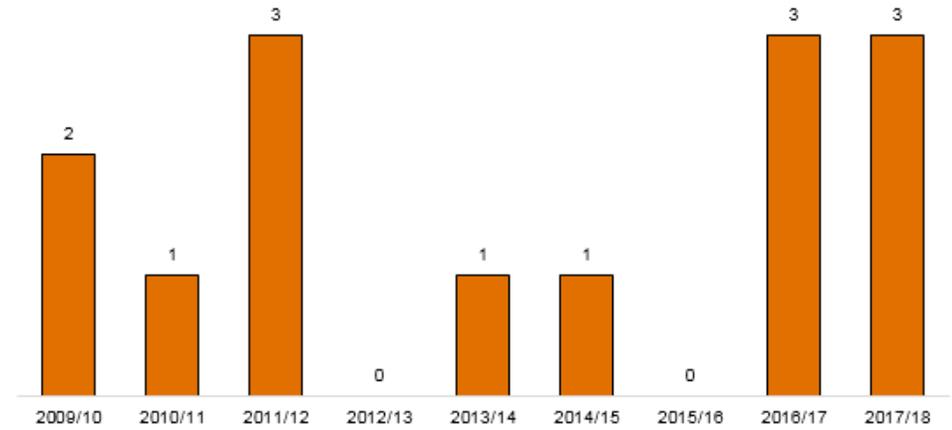


Year on year trends

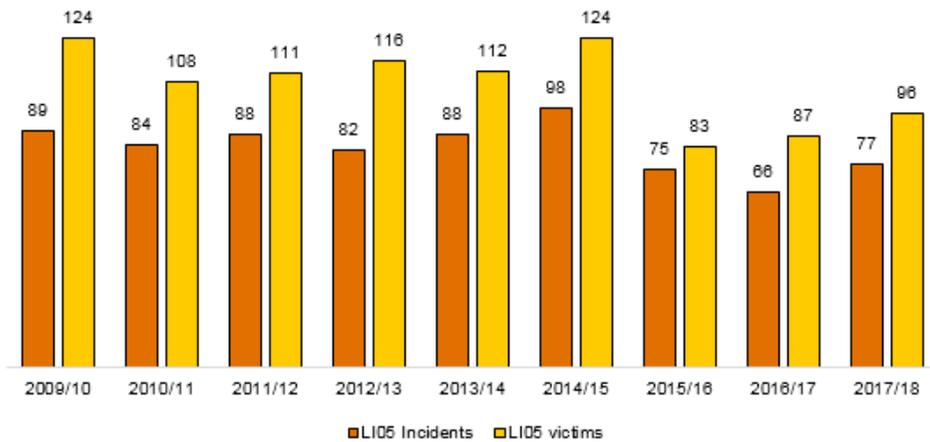
LI01 - Number of deaths from accidental fires in dwellings



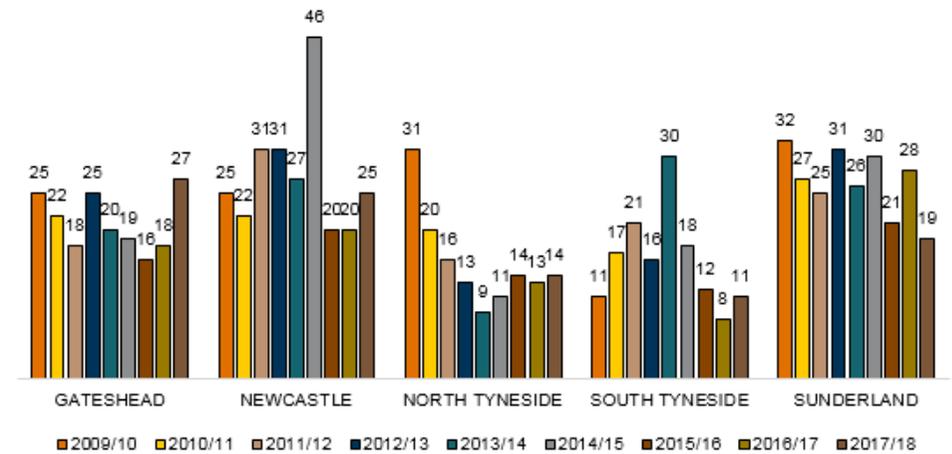
LI02 - Number of deaths from all fires



LI05 Number of injuries and incidents from all fires



LI05 - Number of injuries from all fires by district year on year



Service actions

Deaths and injuries (Includes LI01, LI02, LI03, LI05)				
Actions/Initiative	Objectives	How action / initiative measured	Delivery area	Indicator link
Core activities				
HSC Delivery	Complete HSC's to address targeting strategy	Reduce deaths and injuries to annual agreed targets. Monitored and reported on a monthly and quarterly basis by SD & P&E	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI01 LI02 LI03 LI05
Sheltered Housing Initiative	Deliver a safety message to elderly residents to assist in the reduction of deaths and injuries from fire	Reduce all fire incidents and injuries to elderly persons within sheltered accommodation. Recorded on district within P&E team to identify total sessions delivered and the number of people attending	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI01 LI02 LI03 LI05
Health Referrals	Provide fire safety advice to highly vulnerable persons within Local Authority Areas. Health Staff to refer people within their care	Reduce the number of deaths and injuries amongst highly vulnerable people within Local Authority areas. Successful visits carried out following referral from health staff. Continue to monitor for reduction to the LI and consider retraining as and when	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI01 LI02 LI03 LI05

Actions/Initiative	Objectives	How action / initiative measured	Delivery area	Indicator link
Telecare Package Referrals	Working with partners to refer vulnerable persons identified via HSC for consideration of Telecare package from partners	Successful take up of telecare packages by vulnerable persons to assist in the reduction of deaths and injuries in targeted groups. Number of packages installed, monitored for improvement in performance	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI01 LI02 LI03 LI05
Station Open Day	Community engagement from Operational personnel and P&E, and partner agencies. Activities include: fire safety advice, water safety advice, kitchen safety (chip pan demo) partner agency, Fire Cadets and operational fire crew demonstrations (RTC & fire drill display)	Successful attendance by members of the community - Delivery of campaign messages through demonstrations e.g. Chip Pan Demonstration, RTC demonstration, Evacuation and rescue drills. Raised awareness of fire hazards and fire safety in the home. Monitored for an increase in event footfall, money raised for Firefighters Charity and HSC requests.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI01 LI02 LI03 LI05
Schools Education programme	Fire Safety education delivered to Primary/Junior pupils in years 2 and 5	Successfully deliver planned education lesson to years 2 and 5 and raise awareness of the dangers of fire, matches and lighters. Post-session feedback forms and in-session verbal questioning	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI01 LI02 LI03 LI05

Actions/Initiative	Objectives	How action / initiative measured	Delivery area	Indicator link
Lifeline/ABC	Fire safety advice given to vulnerable people in the community with drug and alcohol issues	Provide fire safety advice to reduce the numbers of deaths and injuries within Local Authority area. Post-session feedback forms and in-session verbal questioning. Recorded on district within P&E team to identify total sessions delivered and the number of people attending	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI03 LI05
Local activities				
Reducing Accidents at Play	Delivery of a week long multi-agency education programme to young children within the Local Authority area	Successful delivery of RAP programme which assists in the reduction of accidents and injuries to children within the Local Authority area. Post-programme teacher and student evaluations. South Tyneside Council post-programme report	South Tyneside	LI01 LI02 LI03 LI05

Fire attendances (LI08, LI09, LI10, LI16, LI18, LI24, LI29, LI33)

Key facts

- 8% (25) fewer accidental dwelling fires (LI08).
- 24% (243) of primary fires had a property type of 'Car' (LI29).
- 67% (164) of all primary fires in cars were deliberately started (LI29).
- 56% (638) increase in deliberate refuse fires (LI18).
- 52% (1060) increase in deliberate fires (LI33).
- 5% (6) increase in accidental dwelling fires that did not start in the kitchen (LI10).
- 37% (1076) more fires attended (LI24)



Accidental kitchen fires down by 17% (31) (LI09).



12% (107) increase in primary fires (LI29)



48% (796) increase in deliberate secondary fires (LI16)



32% (7) fewer accidental fires in bedrooms (LI10)

Gateshead

There were 753 fire calls, an increase of 28% (164). 78% (584) of these were deliberate. 88% (516) of all deliberate fires are secondary fires. Accidental dwelling fires have decreased by 17% (10) to 49.

Newcastle

There were 1150 fire calls, an increase of 45% (355 incidents). Of these, 869 (76%) were deliberate fires, an increase of 52% (297 incidents). Deliberate secondary account for 83% (721) of all deliberate fires in Newcastle. Accidental dwelling fires have seen an increase of 3 incidents (4%).

North Tyneside

North Tyneside has attended 21% (71) more fires (417 in total). Deliberate fires have increased by 37% (78) to 292. 78% (227) were deliberate secondary fires which have increased by 43% (68). Accidental dwelling fires have decreased by 10% (5) although non-kitchen fires increased by 2 incidents (13%).

South Tyneside

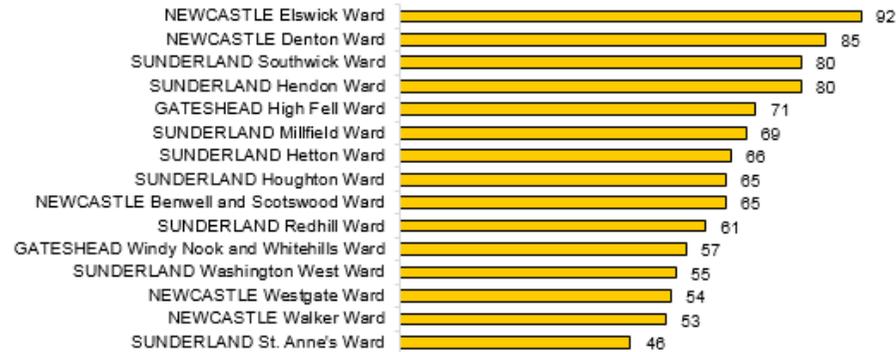
There has been an 18% (62) increase in fire attendances to 405 incidents. Deliberate fires have increased by 35% (76) to 296, 85% (251) of which were deliberate secondary fires. There has been a 21% (8) decrease in accidental dwelling fires.

Sunderland

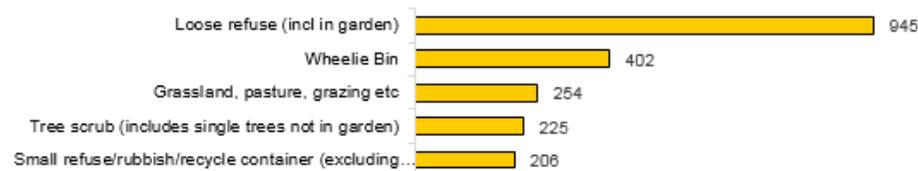
There has been a 50% (424) increase in fires attended to 1278 incidents. Deliberate fires have increased by 67% (429) to 1067. 86% (919) are deliberate secondary fires. Accidental dwelling fires have decreased by 7% (5).

Deliberate secondary fires – LI16

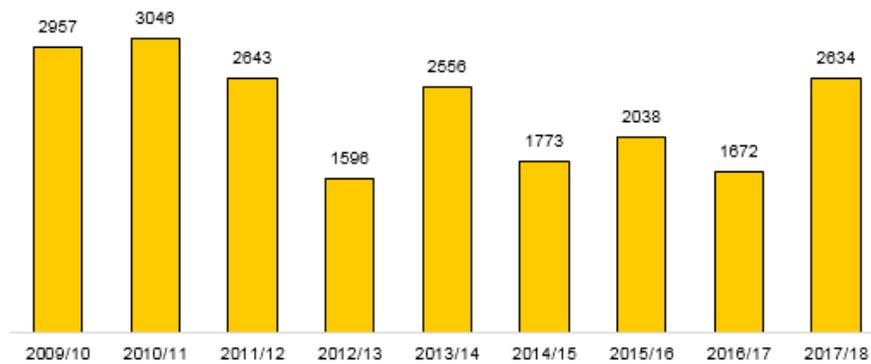
LI16 - Top 15 by ward



LI16 - Top 5 by property type

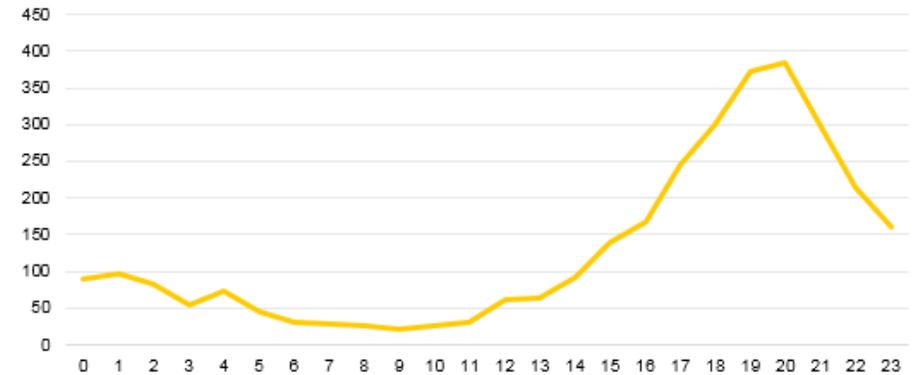


LI16 - Year on year



Deliberate fires – LI33

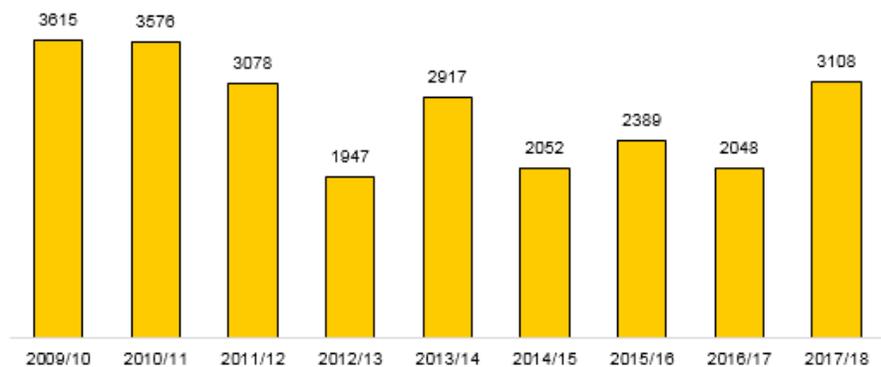
LI33 - All deliberate fires by hours of the day



LI33 - Incidents by property Level 2

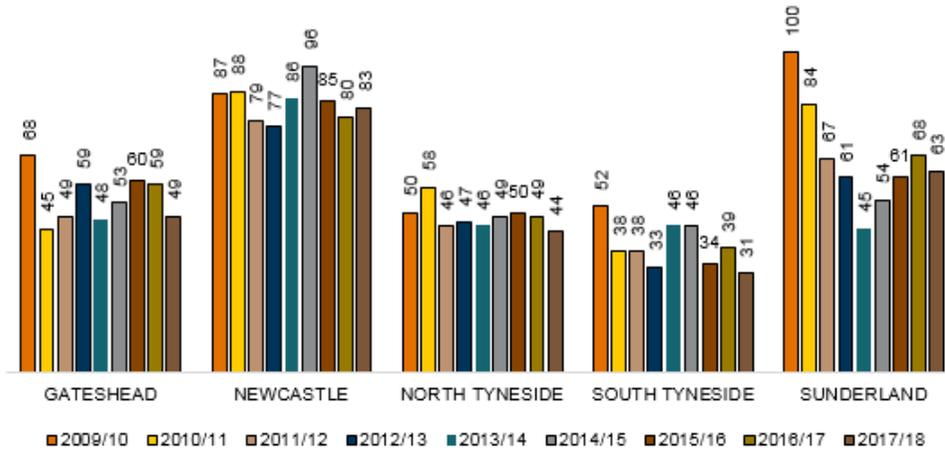


LI33 - Year on year

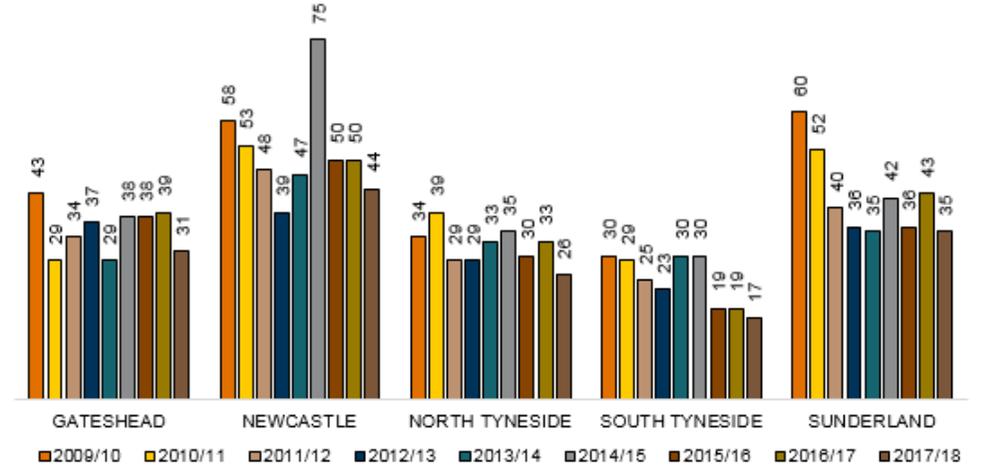


Year on year trends

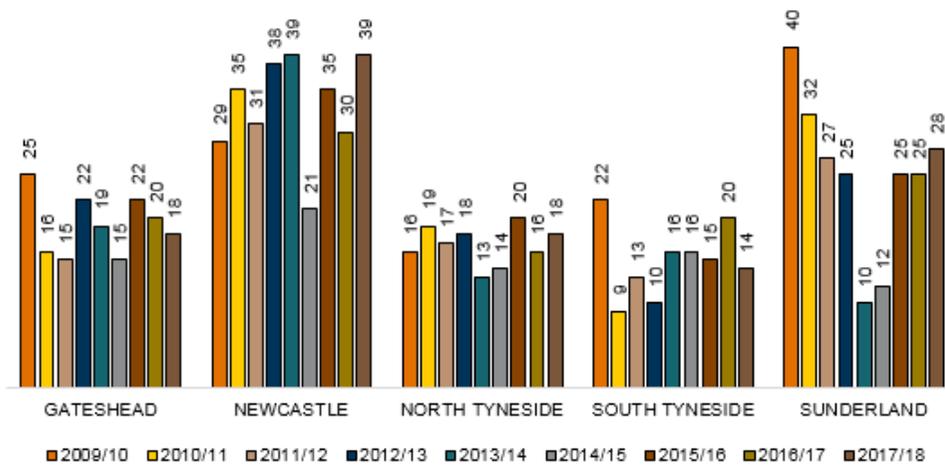
LI08 - Number of accidental fires in dwellings



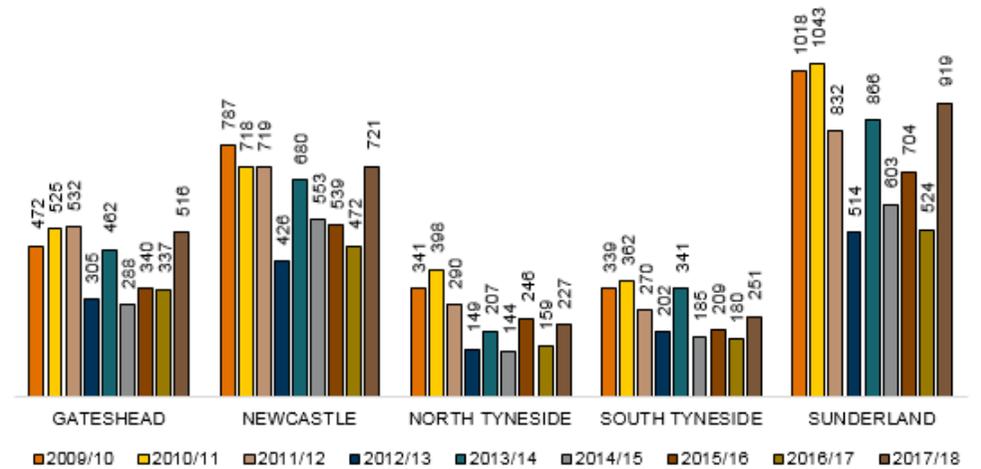
LI09 - Number of accidental kitchen fires in dwellings



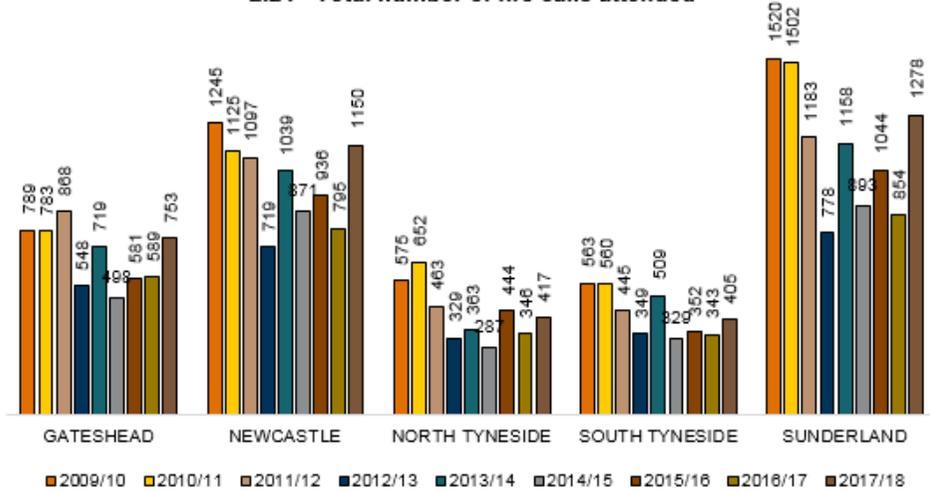
LI10 - Number of accidental non kitchen fires in dwellings



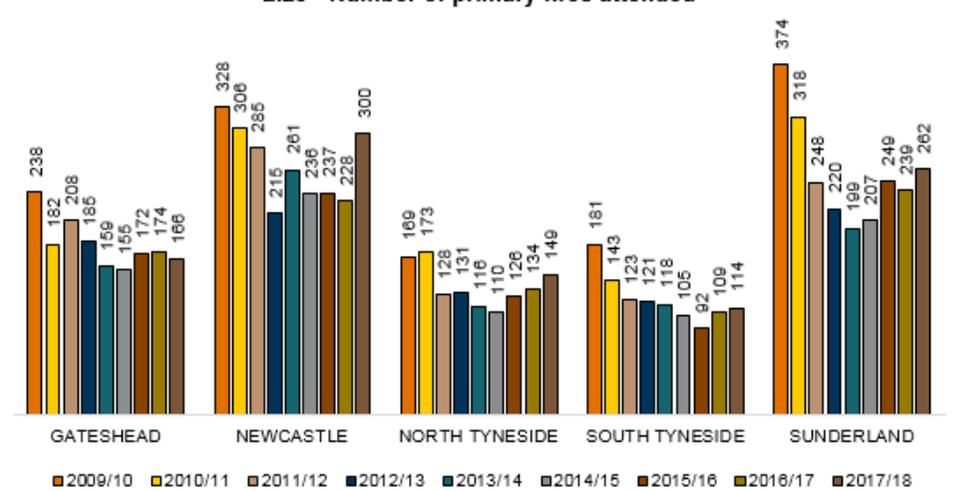
LI16 - Number of deliberate secondary fires



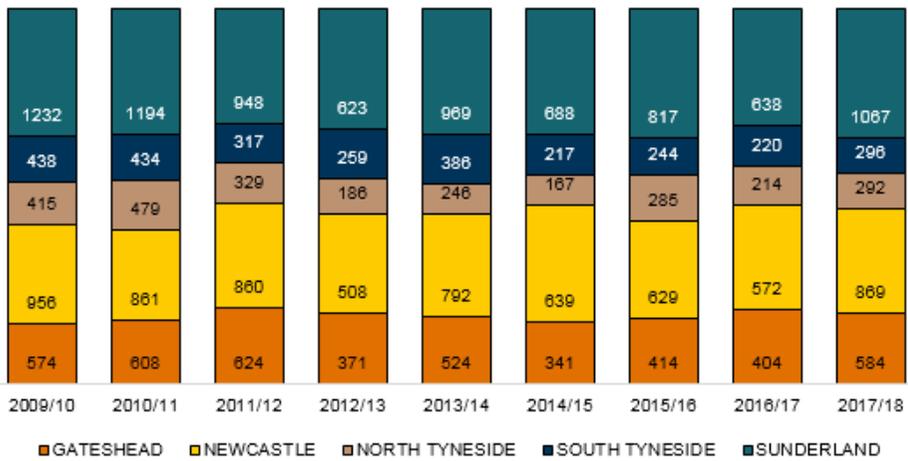
LI24 - Total number of fire calls attended



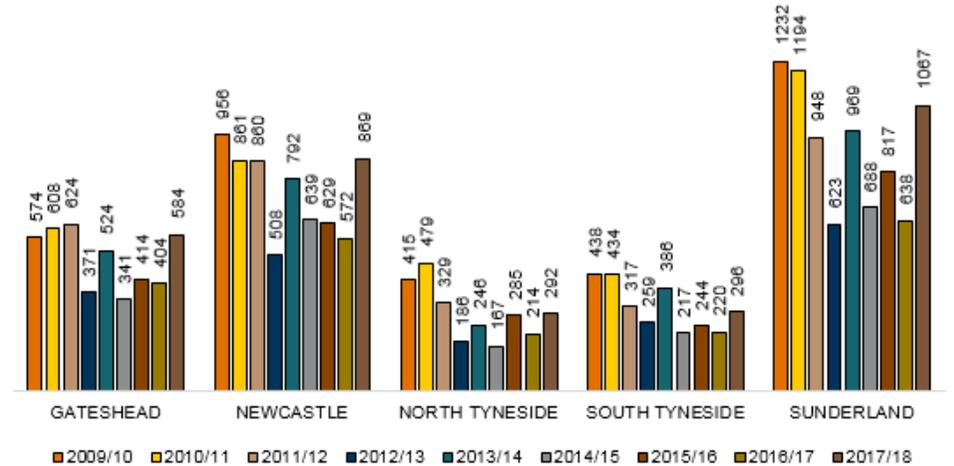
LI29 - Number of primary fires attended



LI33 - Number of deliberate fires



LI33 - Number of deliberate fires



Service actions

Fire attendance (Includes LI08, LI09, LI10, LI16, LI33, LI18, LI24, LI29)				
Actions/Initiative	Objectives	How action / initiative measured	Delivery area	Indicator link
Core activities				
HSC Delivery	Complete HSC's to address targeting strategy	Reduce deaths and injuries to annual agreed targets. Monitored performance and reported on a monthly and quarterly basis by SD & P&E	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10
Sheltered Housing Initiative	Deliver a safety message to elderly residents to assist in the reduction of deaths and injuries from fire	Reduce all fire incidents and injuries to elderly persons within sheltered accommodation. Monitored and reported on a monthly and quarterly basis by SD & P&E	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10
Lighter Nights Campaign	Multi-agency community actions delivered to reduce ASB and the number of deliberate fires in Local Authority areas	Successful delivery of Lighter Nights campaign with local partners, assisting in the reduction of ASB and deliberate fires. Report on all ASB incidents to monitor deliberate fires - Post-campaign reporting activities completed by Ops Crews, P&E and local partners	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI33 LI18 LI16

Actions/Initiative	Objectives	How action / initiative measured	Delivery area	Indicator link
Fire Setters	Engage with identified youths in the community using our Juvenile Firesetters Education Programme (JFEP)	Reduction of the rate of Young People being re referred to our JFEP, due to an increased awareness of Fire Safety and the consequences of in fire setting. Recorded at SHQ within P&E team to identify total sessions delivered and the number of youths engaging	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI33 LI18 LI16
Health Referrals	Provide fire safety advice to highly vulnerable persons within Local Authority Areas. Health Staff to refer people within their care	Reduce the number of deaths and injuries amongst highly vulnerable people within Local Authority areas. Successful visits carried out following referral from health staff. Continue to monitor for reduction to the LI and consider retraining as and when necessary.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10
ASB Tours	Operational Crews targeted initiative to reduces ASB fires through data led tours of hot spot areas and the reporting of rubbish for uplifts to the Local Authority.	Reduction in the targeted area, monitoring of up lifts in liaison with the Local Authority and partners. Monitor and review quarterly with partner agencies	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI18 LI16

Actions/Initiative	Objectives	How action / initiative measured	Delivery area	Indicator link
Lifeline/ABC	Fire safety advice given to vulnerable people in the community with drug and alcohol issues	Provide fire safety advice to reduce the numbers of deaths and injuries within Local Authority area. Recorded on district within P&E team to identify total sessions delivered and the number of people attending	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10
High Rise Reassurance / Safety Visits	Prevention and Education, Fire Safety and Operational Crews Teams worked with partners in their districts to visit all 108 high rise domestic buildings in Tyne and Wear to provide reassurance following the Grenfell fire in London, and identify the most vulnerable for targeted HSC's (for example; individuals who are unable to evacuate in a fire situation). The Service worked closely in partnership with housing providers to share information (e.g. lists of the most vulnerable) and carry out joint visits to raise fire safety awareness and provide reassurance to the community.	Reduction in total number of incidents in high rise premises in Tyne and Wear. Increased number of HSC carried out in high rise premises. Increased number of HSC carried out in high rise premises. Increased assurance (feedback from housing providers and the public). Increased partnership working in this area (number of joint visits successfully carried out)	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI01 LI03 LI22 LI23 LI32 LI37 LI08 LI09 LI10 LI24 LI29 LI16

Actions/Initiative	Objectives	How action / initiative measured	Delivery area	Indicator link
Telecare Package Referrals	Working with partners to refer vulnerable persons identified via HSC for consideration of Telecare package from partners	Successful take up of telecare packages by vulnerable persons to assist in the reduction of deaths and injuries in targeted groups. Number of packages installed, monitored for improvement in performance against the LI's	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10
Schools Education programme	Fire Safety education delivered to Primary/Junior pupils in years 2 and 5	Successfully deliver planned education lesson to years 2 and 5 and raise awareness of the dangers of fire, matches and lighters. Post-session feedback forms and in-session verbal questioning	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10
Operation Hot Spot	Multi agency targeted initiative aimed at improving local areas identified by statistical data supported by Local Authority, Northumbria Police and TWFRS	Reduction in the LI's and incidents of ASB in the targeted area following the introduction of the initiative. All agencies to monitor the impact and to review/evaluate. Multi Agency monitoring through statistical analysis addressing issues as and when they arise.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI33 LI18 LI16

Actions/Initiative	Objectives	How action / initiative measured	Delivery area	Indicator link
Station Open Day	Community engagement from Operational personnel and P&E, and partner agencies. Activities include: fire safety advice, water safety advice, kitchen safety (chip pan demo) partner agency, Fire Cadets and operational fire crew demonstrations (RTC & fire drill display)	Successful attendance by members of the community - Delivery of campaign messages through demonstrations e.g. Chip Pan Demonstration, RTC demonstration, Evacuation and rescue drills. Raised awareness of fire hazards and fire safety in the home. Monitored for an increase in event footfall, money raised for Firefighters Charity and HSC requests.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10
Local activities				
Chirton/Riverside Combined Initiative	Multi agency targeted initiative working in the Chirton / Riverside wards. Supported by local authority, Northumbria police and TWFRS. Sign post vulnerable people to complete HSC and link with other agencies for support in their homes	Improve performance in the targeted area following initiative. Reduction within the LI's, monitor and review quarterly with partner agencies	North Tyneside	LI33 LI18 LI16

Actions/Initiative	Objectives	How action / initiative measured	Delivery area	Indicator link
Operation Hot Spot	Multi agency targeted initiative aimed at improving local areas identified by statistical data supported by Local Authority, Northumbria Police and TWFRS	Reduction in the LI's and incidents of ASB in the targeted area following the introduction of the initiative. All agencies to monitor the impact and to review/evaluate. Multi Agency monitoring through statistical analysis addressing issues as and when they arise.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI33 LI18 LI16
Thompson Park ASB Hot Spot Targeting	Delivery of a campaign in partnership with Northumbria Police and Local Authority to conduct schools education, shared intelligence and to fit cameras to the area to monitor activity in the Thomson Park area of Sunderland	Reduction of ASB fire in the targeted area following initiative. Reduction within the LI's, monitor and review quarterly with partner agencies and run regular LI16 report to monitor	Sunderland	LI18 LI16
Jubilee Estate Stand Alone Problem Solving Group	Delivery of a targeted campaign for the Jubilee Estate in partnership with Northumbria police, YHN and the Local Authority to address increase ASB fires in the area.	Reduce ASB in the targeted area following initiative. Monitor and review at SAP meetings with Partners	Newcastle	LI33 LI18 LI16

Actions/Initiative	Objectives	How action / initiative measured	Delivery area	Indicator link
Friends of Saltwell Park Partnership	Delivery of a targeted campaign in partnership with the Friends of Saltwell Park to reduce the number of ASB incidents in the area, utilising litter picks, community engagement and identification and removal of log store.	Reduction if incidents in the targeted area following initiative. Monitor and review on a monthly basis with Friends of Saltwell Park	Gateshead	LI33 LI18 LI16
Reducing Accidents at Play	Delivery of a week long multi-agency education programme to young children within the Local Authority area	Successful delivery of RAP programme which assists in the reduction of accidents and injuries to children within the Local Authority area. Post-programme teacher and student evaluations. South Tyneside Council post-programme report	South Tyneside	LI08 LI09 LI10

False alarms (LI22, LI23)

Key Facts

- 40% (542) of false alarms in domestic premises were to 'purpose built flat/maisonette' (LI23).
- 32% (435) of false alarms in domestic premises were to 'self contained sheltered housing' (LI23).
- 14% (24) reduction in false alarms to 'Hospital' premises (LI22). This is the lowest recorded since 2009/10.
- 40% (376) AFA calls to non domestic premises were to either an education, hospital or medical care premise. (LI22)



36% (342) of AFA calls to non domestic premises were recorded as faulty alarms (LI22)



Non-domestic AFAs have increased by 1 incident (LI22)



48% (642) of domestic AFAs are due to cooking or burnt toast (LI23)



6% (73) increase to AFAs in domestic premises (LI23)

Gateshead

AFAs in non domestic premises have increased by 7 incidents (5%) to 157. Although there has been a 9% reduction, 'Hospitals and medical care' account for the majority (20%) of the incidents. Other top offenders are 'Education' and 'Retail' who have seen increases in this area. AFAs in domestic premises have reduced by 5 incidents (2%).

Newcastle

AFAs in both domestic and non domestic premises have increased in Newcastle. AFAs in non-domestic premises have increased by 17 incidents (4%) to 414. Although there has been an 11% reduction, 'Hospitals and medical care' account for 18% (74) of the incidents. 'Student Hall of Residence' account for 14% (56) of the non domestic AFAs and have seen an increase of 30%. Domestic AFAs have increased from 615 to 630 incidents (2%).

North Tyneside

AFAs in non-domestic premises have decreased by 13 incidents to 69 (16%). 42% (29) occur in 'Education' premises. Domestic AFAs have increased from 127 to 161 incidents (27%). 51% (82) occur in 'Self contained Sheltered Housing'.

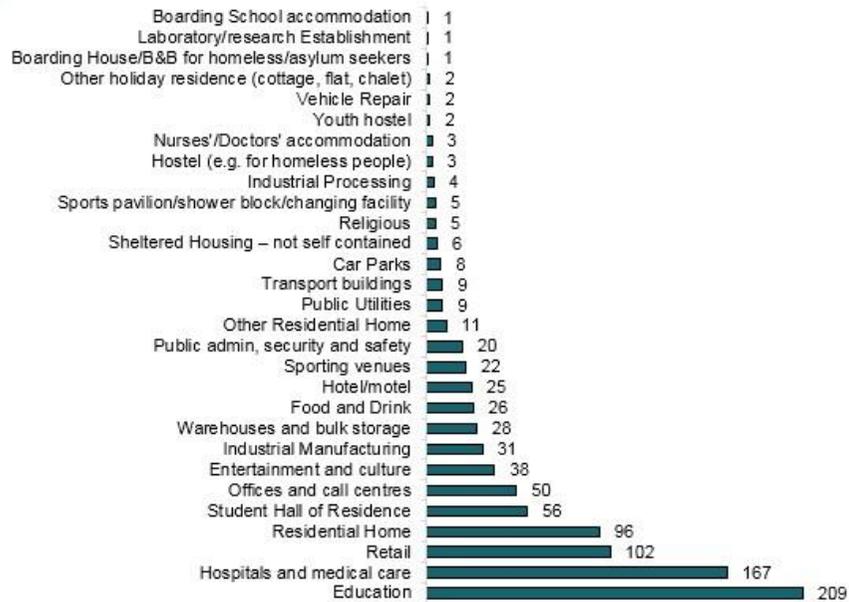
South Tyneside

AFAs have increased by 9% (from 87 to 95) in non domestic premises where 'Education' has seen the greatest increase of 93% (13 incidents) and accounts for the majority of incidents. AFAs in domestic premises have seen an overall increase of 19% (18 incidents).

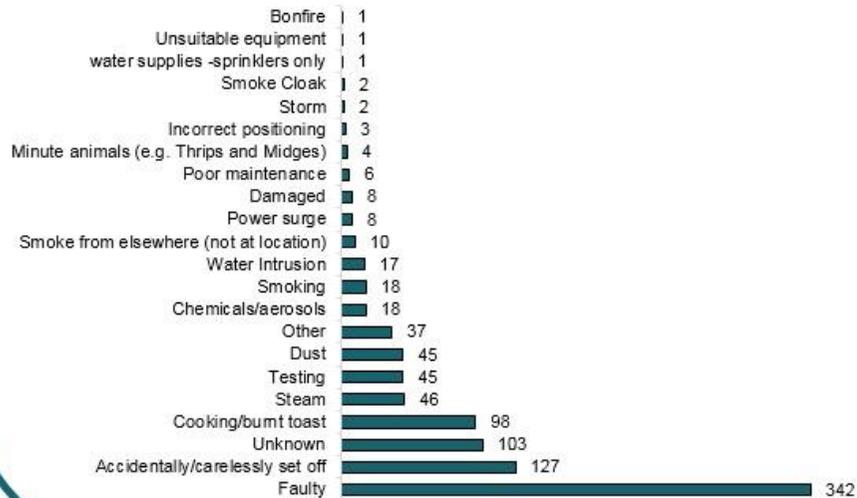
Sunderland

AFAs in non domestic premises have decreased by 8% (18). 'Education' premises account for the majority with 35% (73). 'Hospitals and medical care' have reduced by 31% (36). AFAs in domestic premises have increased by 5% (11) with 'Purpose Built Flat/Maisonette – multiple occupancy' accounting for the majority with 43% (107).

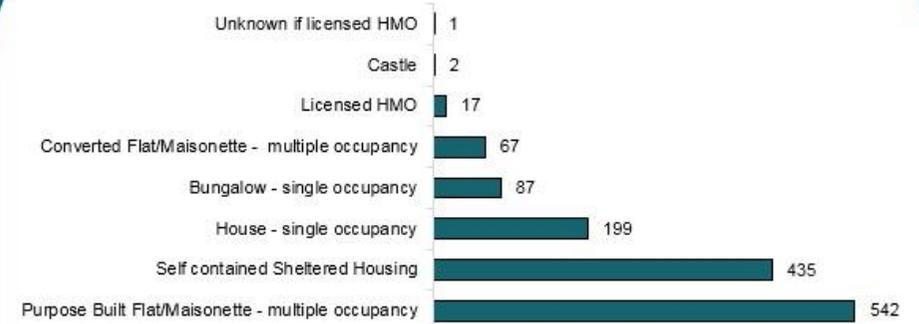
LI22 - Non domestic false alarms by property type



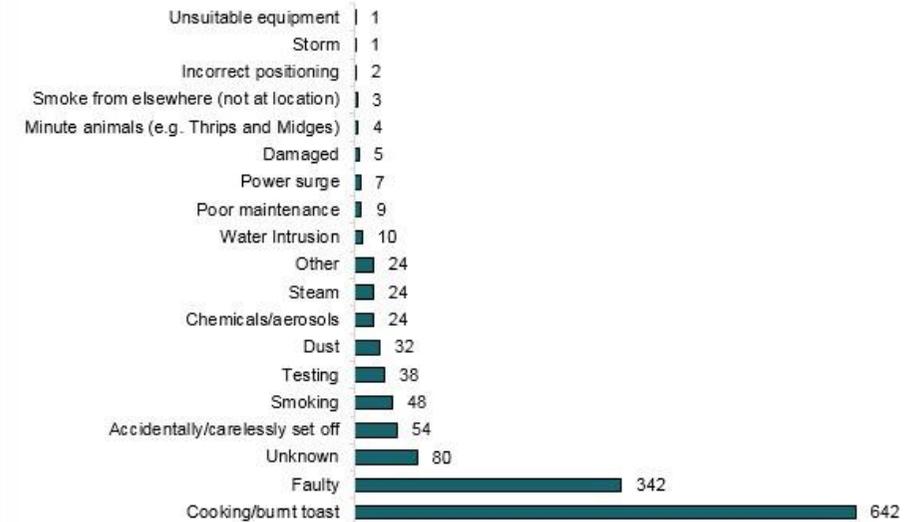
LI22 - Non domestic false alarms by reason for alarm



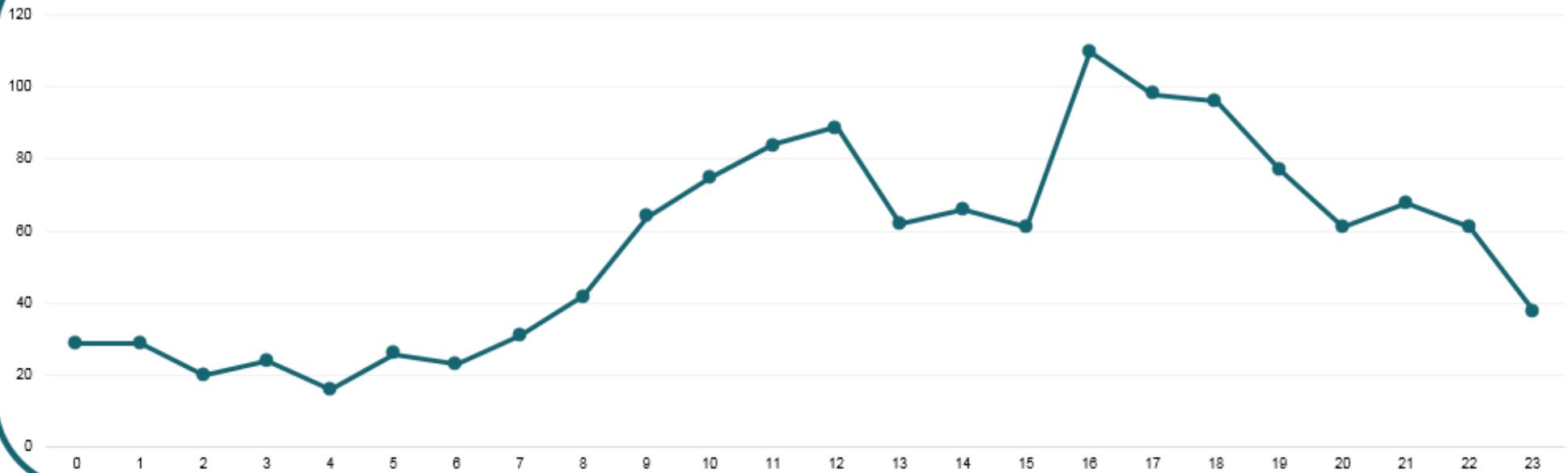
LI23 - Domestic false alarms by property type



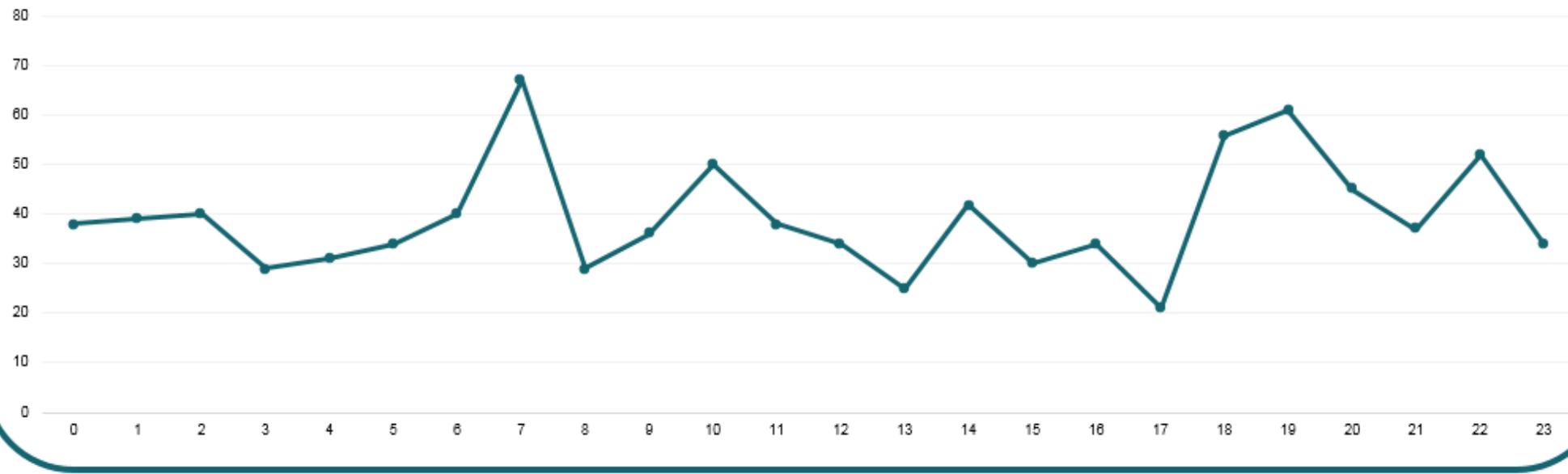
LI23 - Domestic false alarms by reason for alarm



LI23 - Domestic false alarms by hour of the day

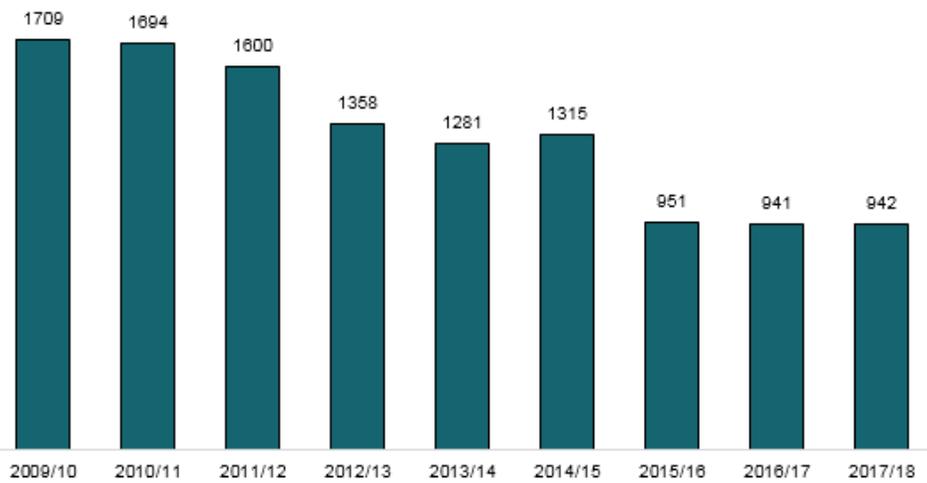


LI22 - Non-domestic false alarms by hour of the day

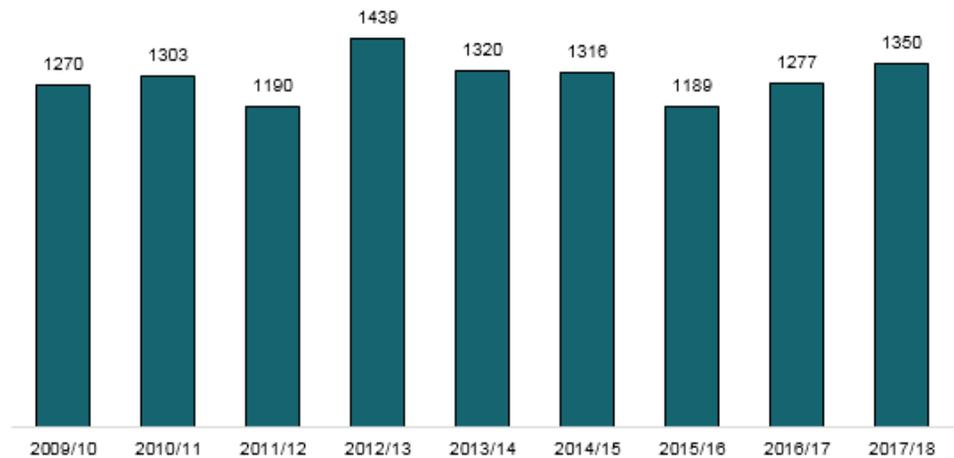


Year on year trends

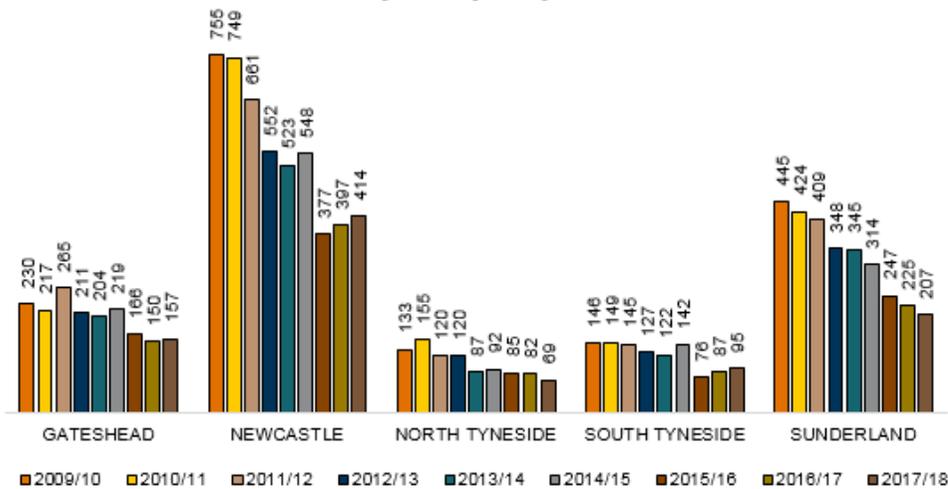
LI22 - non domestic false alarms year on year



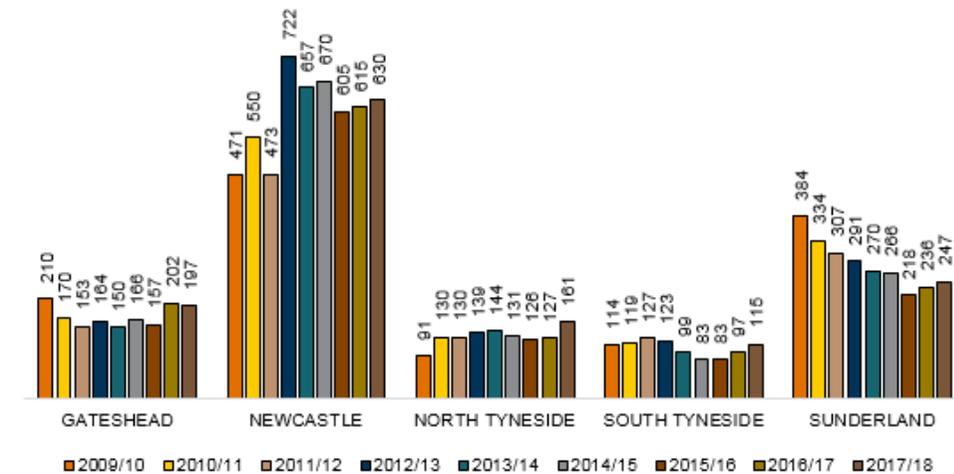
LI23 - domestic false alarms year on year



LI22 - year on year by district



LI23 - year on year by district



Service actions

False alarm calls (Includes LI22, LI23)				
Actions/Initiative	Objectives	How action / initiative measured	Delivery area	Indicator link
Core activities				
Sheltered Housing Initiative	Deliver a safety message to elderly residents to assist in the reduction of false alarm calls	Reduce the number of false alarm calls resulting from elderly persons within sheltered accommodation. Monitored and reported on a monthly and quarterly basis	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI23
Housing Organisations False Alarms	To attend working groups with partners within the housing sector to reduce unnecessary false alarm calls	Reduce the number of false alarm calls resulting from Housing Sector organisations. Monitored and reported on a quarterly basis	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI23
Call Challenge	Follow up care call referrals in the Local Authority Areas to improve fire safety education to reduce the number of false alarm calls .	Reduction in number of false alarm calls in care call monitored properties and improvement of resident education. Monitor and review quarterly	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI23

Actions/Initiative	Objectives	How action / initiative measured	Delivery area	Indicator link
Hospital Liaison Groups	To attend Hospital working group in partnership with Fire Safety to work to reduce the number of false alarm calls across all hospital premises	Reduction in the number of false alarm calls at hospital premises. Monitor and review on a 6 monthly basis	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI22

LI overview 2017/18

This report monitors how our incidents are performing against our targets and forecasts for 2017/18 and the year to date (April – September 2017).
 (* Priority Indicators)

Red = Target not achieved/not forecast to achieved
 Amber = Target/forecast equal or within 2.5%
 Green = within target/forecast

Indicator	Service				Gateshead				Newcastle				North Tyneside				South Tyneside				Sunderland			
	Incidents	Target	% of target	Forecast	Incidents	Target	% of target	Forecast	Incidents	Target	% of target	Forecast	Incidents	Target	% of target	Forecast	Incidents	Target	% of target	Forecast	Incidents	Target	% of target	Forecast
LI01*	1	0	-	1	0	0	-	0	0	0	-	0	0	0	-	0	0	0	-	0	1	0	-	1
LI02*	3	0	-	4	1	0	-	1	0	0	-	0	0	0	-	0	0	0	-	0	2	0	-	2
LI03*	18	41	44%	37	5	11	45%	10	7	11	64%	11	3	4	75%	8	1	3	33%	1	2	12	17%	7
LI05*	96	177	54%	185	27	32	84%	42	25	43	58%	50	14	28	50%	30	11	14	79%	17	19	54	35%	46
LI08*	270	549	49%	534	49	103	48%	95	83	148	56%	153	44	101	44%	99	31	69	45%	62	63	128	49%	125
LI09*	153	313	49%	291	31	57	54%	50	44	90	49%	87	26	56	46%	51	17	38	45%	37	35	72	49%	66
LI10*	117	240	49%	243	18	46	39%	45	39	58	67%	66	18	45	40%	48	14	31	45%	25	28	56	50%	59
LI16*	2634	3627	73%	4666	516	734	70%	930	721	1005	72%	1274	227	355	64%	432	251	347	72%	425	919	1186	77%	1605
LI18*	1776	2759	64%	3448	296	554	53%	635	588	821	72%	1067	129	261	49%	292	150	226	66%	277	613	897	68%	1177
LI22*	942	1651	57%	1792	157	263	60%	291	414	708	58%	784	69	148	47%	149	95	150	63%	171	207	382	54%	397
LI23*	1350	2437	55%	2549	201	373	54%	370	630	1205	52%	1232	162	251	65%	298	115	167	69%	197	247	441	56%	452
LI24*	4003	5893	68%	7132	753	1155	65%	1352	1150	1610	71%	2007	417	688	61%	780	405	634	64%	713	1278	1806	71%	2280
LI29*	991	1642	60%	1820	166	306	54%	311	300	446	67%	537	149	247	60%	273	114	188	61%	201	262	455	58%	498
LI32*	9088	15065	60%	16876	1593	2594	61%	16876	3102	5570	56%	16876	980	1637	60%	16876	965	1524	63%	16876	2441	3740	65%	16876
LI33*	3108	4318	72%	5504	584	856	68%	1062	869	1196	73%	1527	292	452	65%	544	296	414	71%	502	1067	1400	76%	1869
LI35*	123	204	60%	242	22	32	69%	37	42	65	65%	83	18	29	62%	36	16	20	80%	27	25	58	43%	59

