

# 2017/18 Performance Report Quarter Three (1<sup>st</sup> April to 31<sup>st</sup> December 2017)

**Tyne and Wear Fire  
and Rescue Service**

*Creating the Safest Community*

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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.**

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# Introduction

This report provides a comparison of the data from 1<sup>st</sup> April 2017 to 31<sup>st</sup> December 2017 and to the same period in previous years where relevant. The period 1<sup>st</sup> April 2017 to 31<sup>st</sup> December 2017 will be referred to as Quarter 3 or Q3 for the remainder of the document.

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 8 January 2018.

The sickness data contained in this report is based on information submitted to HR up to 8 January 2018.

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

To the end of quarter 3 2017/18 in comparison to quarter 3 2016/17:

## Deaths and Injuries

- There have been 3 fire fatalities (LI02) within the Service area.
- There has been a 5% (7) increase in the number of injuries from all fires (LI05).
- There has been 10% (3) fewer injuries from accidental dwelling fires (LI03).
- 39% (11) of the victims who went to hospital were aged between 35 and 64 (LI03).

## Fire Attendances

- We attended 29% (1378) more fires within the Service area (LI24).
- There has been a 43% (921) increase in deliberate refuse fires (LI18).
- There has been 10% (26) fewer accidental kitchen fires (LI09).
- There has been a 46% (1299) increase in deliberate secondary fires (LI16).

## False Alarms

- There has been a 1% (17) increase to AFAs in a non domestic premises (LI22).
- There has been a 6% (120) increase to AFAs in a domestic premises (LI23).
- 45% (916) of domestic AFAs were due to cooking or burnt toast (LI23).
- There has been 17% (49) fewer false alarms to 'hospitals and medical care' premises. The lowest recorded since 2009/10.

## Management Indicators

- There has been a 17% (1964) increase in the number of incidents (LI32).
- 24292 home safety checks have been successfully delivered.
- Targeted Response Vehicle's (TRV) attended 22% (3093) of the incidents within Service area (LI36).
- 58% of TRV attendances are between 17:00 and 22:00.
- There has been a 18% (29) increase in fires in non domestic premise (LI35).
- The average attendance time to a risk level one incident was 5 minutes and 09 seconds (excluding TRVs).

## LI Overview 2017/18

- Of the 16 priority local performance indicators it is forecasted that TWFRS will attain six (38%) targets (LI03 - Injuries from accidental dwelling fires (excl. precautionary check and first aid), LI05 - Injuries from all fires, LI08 - Accidental dwelling fires, LI09 - Accidental kitchen fires in dwellings, LI10 - Accidental non kitchen fires in dwellings, LI22 - Alarm calls to AFA from non domestic premise).

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

## Key facts



**10% (3) fewer injuries from accidental dwelling fires (LI03)**



**3 fatalities (LI02)**



**39% (11) of the victims who went to hospital were aged between 35 and 64 (LI03)**



**Lowest number of injuries recorded in Q3 since 2009/10 (LI03)**

- 75% (21) of the incidents where a victim or victims attended hospital the room of origin of the fire was the kitchen (LI03).
- In 79% (22) of the injuries where the victim or victims attended hospital, the injuries appeared to be slight (LI03).
- There has been a 5% (7) increase in the number of injuries from all fires (LI05).
- There were 139 victims from 112 fires where there were victim(s) involved (LI05).
- Where an occupancy type has been recorded, 72 were 'Lone person/parent' (LI05).

### Gateshead

Unfortunately, Gateshead has recorded 1 (August) fatality in a 'car'. There have been 33 injuries across 23 incidents from all fires, an increase of 8 injuries (32%) and 3 incidents (15%).

### Newcastle

There have been 39 injuries across 34 incidents from all fires, an increase of 3 injuries (8%) and 6 incidents (21%). There has been a reduction of 2 injuries from accidental dwelling fires with no change in the number of incidents (9).

### North Tyneside

There has been a decrease of 1 in the number of injuries from all fires to 19. There have been 4 injuries across 4 separate incidents from accidental dwelling fires, an increase of 3 in the same period last year (1 injury from 1 incident).

### South Tyneside

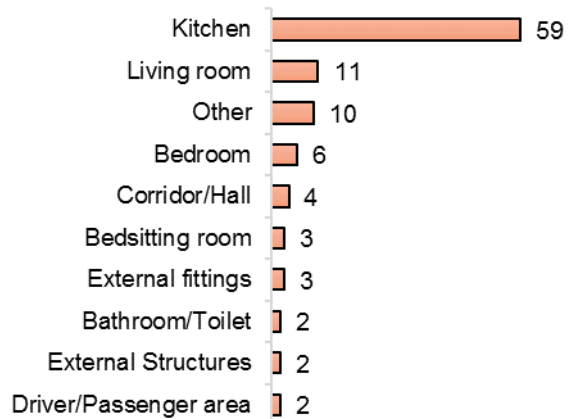
There have been 14 injuries across 13 incidents from all fires, an increase of 2 incidents (18%) and 3 injuries (27%).

### Sunderland

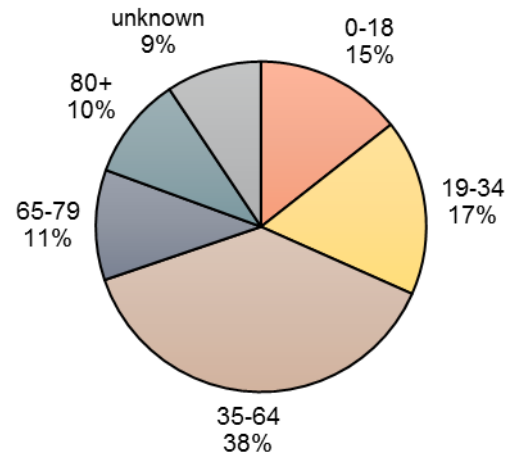
Unfortunately, Sunderland have recorded 2 fatalities, 1 (May) in 'House – single occupancy' and 1 (August) in 'car'. There has been a reduction of 23% (10) in the number of injuries from all fires to 34, 7 of which are accounted for in accidental dwelling fires where there were 7 injuries from 6 incidents.

## Injuries from all fires – LI05

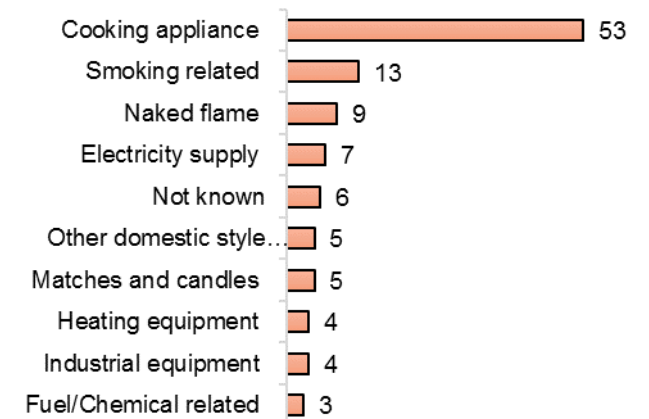
**LI05 - Room of origin (Top 10)**



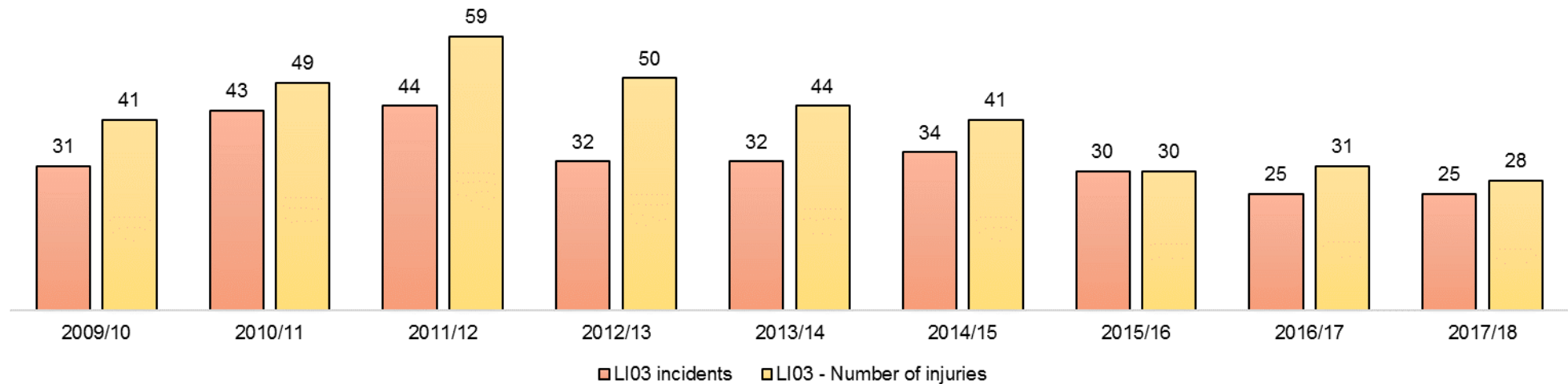
**LI05 - Injuries by age range**



**LI05 - Ignition source (Top 10)**



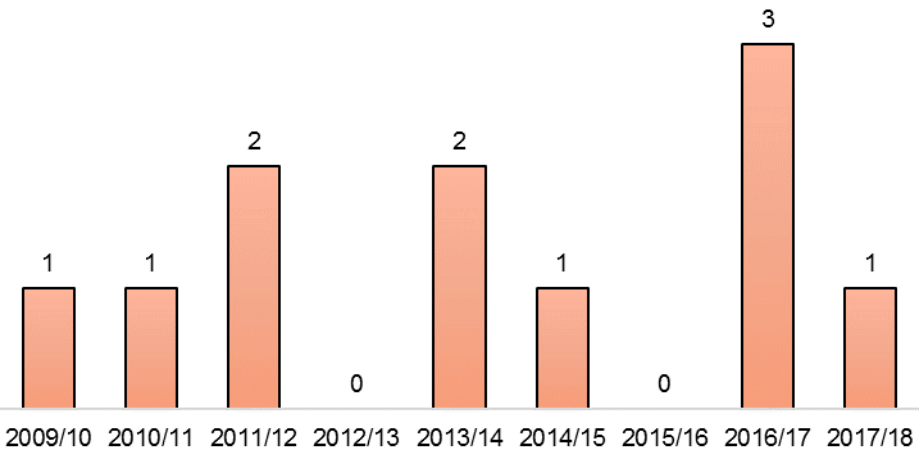
**LI03 - Injuries from accidental fires in dwellings excluding precautionary checks and first aid**



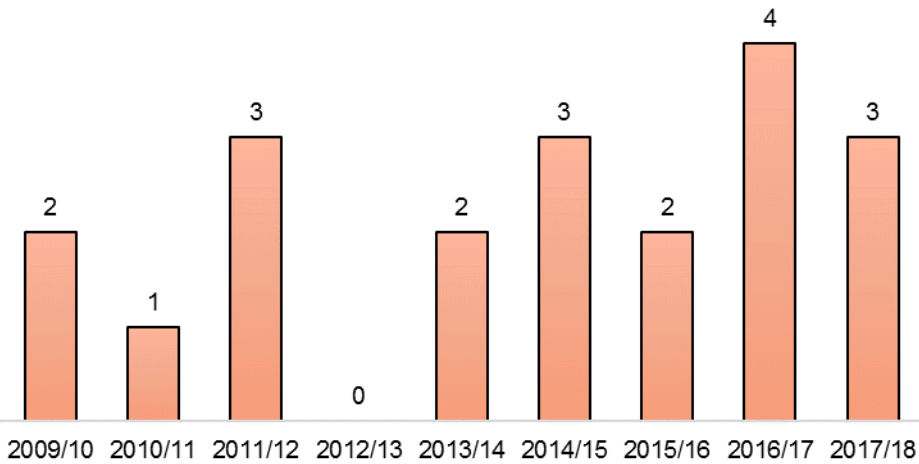


# Year on year trends

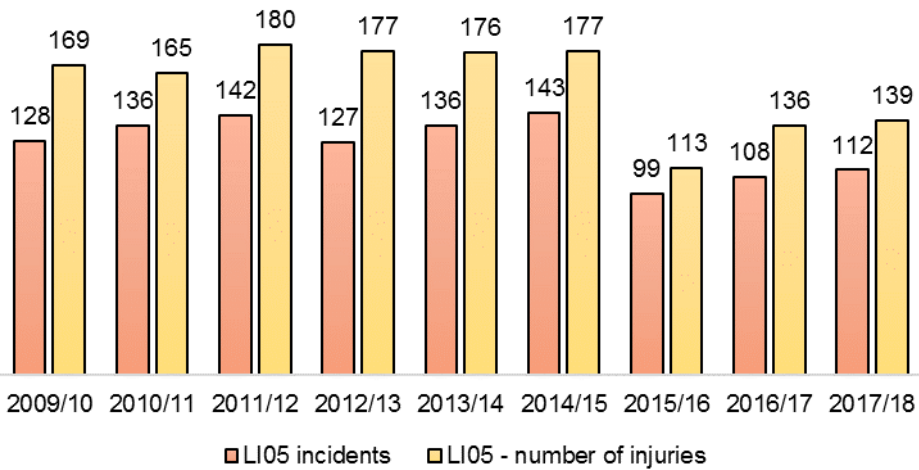
LI01 - Number of deaths from accidental fires in dwellings



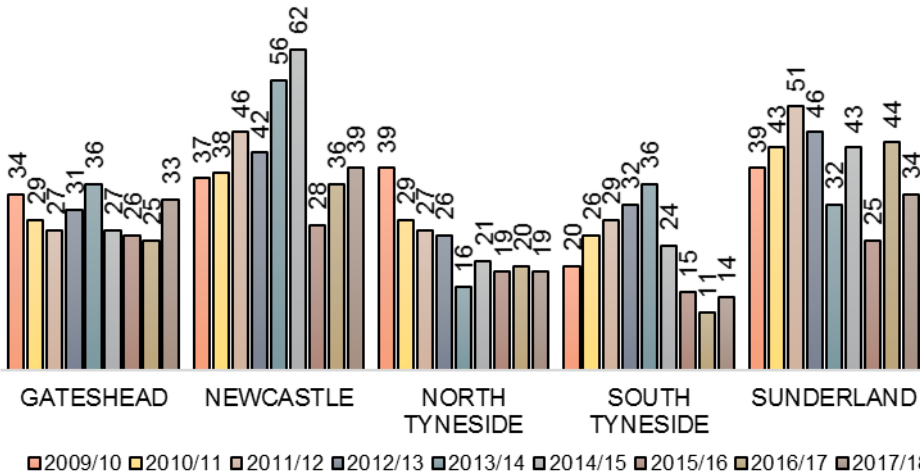
LI02 - Number of deaths from all fires



LI05 - Injuries and incidents from all fires



LI05 - 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 improve fire safety awareness in the home, reduce accidental dwelling fires and deaths and injuries from ADF.	Reduction in accidental dwelling fires, and associated deaths and injuries. 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 Talks	Deliver safety messages to elderly residents and staff, to assist in the reduction of deaths and injuries from fire and unwanted fire signals.	Reduction of accidental fire incidents and injuries to elderly persons within sheltered accommodation. Reduction of unwanted fire signals from sheltered accommodation.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI01 LI02 LI03 LI05
Partnership Referrals	A reciprocal arrangement with key partners to provide fire safety advice to highly vulnerable persons within Local Authority Areas. Partners to identify vulnerable persons and refer to TWFRS.	Reduce the number of deaths and injuries amongst highly vulnerable people within Local Authority areas. Successful visits carried out following referral from partners. Continue to monitor for reduction to the LI and consider retraining as and when necessary.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI01 LI02 LI03 LI05
Telecare Package Referrals	Working with partners to refer vulnerable persons identified via HSC for consideration of Telecare package from partners. Reduce deaths and injuries from accidental dwelling fires.	Successful take up of telecare packages by vulnerable persons to assist in the reduction of deaths and injuries in targeted groups. Number of referrals made, monitored for improvement in performance.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI01 LI02 LI03 LI05

Actions/Initiative	Objectives	How action / initiative measured	Delivery area	Indicator link
Station Open Day	Engage with local communities to deliver fire safety advice, build relationships and raise understanding of TWFRS aims, objectives and vision. 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).	Number of people in attendance. Increased requests for HSC. Reduction in all incidents in the local area. Successful 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 and HSC requests.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI01 LI02 LI03 LI05
Schools Education programme	Educate school age children (primary and secondary) with fire safety knowledge to improve safety behaviours, and reduce incidents.	Post-session feedback forms and in-session verbal questioning. Reduction in incidents involving school age children, reduction in incidents (e.g. hoax calls and ASB) around schools. Improved fire safety awareness in the community.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI01 LI02 LI03 LI05
Lifeline/ABC	Collaborate in partnership to provide fire safety advice to vulnerable people in the community with drug and alcohol issues.	Increased engagement with vulnerable people, increased fire safety awareness. Reduced the numbers of deaths and injuries within Local Authority area. Post-session feedback forms and in-session verbal questioning.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI03 LI05

Actions/Initiative	Objectives	How action / initiative measured	Delivery area	Indicator link
<b>Local activities</b>				
Safetyworks!	Working in collaboration with partners at TWFRS' interactive safety centre to support both prevention and education policies, to give school children and vulnerable groups advice on safety in the home and in the community.	Reduction in accidental dwelling fires, and associated deaths and injuries, across all age groups. Post-programme teacher and student evaluations.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI01 LI02 LI03 LI05 LI08
Safe and Well checks	Safe and well checks to be carried out following an HSC if appropriate, focused on falls prevention to make the individual as safe as is possible, within their own home.	Reduction in accidental dwelling fires and associated deaths and injuries to those over 65. number of referrals to falls clinics as an upstream prevention measure.	Gateshead Newcastle North Tyneside South Tyneside  Sunderland	LI01 LI02 LI03 LI05
Cause for concern regarding an individual property (Elmwood Street) housing a transient group of non English speaking residents identified as at risk	To ensure changing residents are safe from causing a fire and understand what to do in the event of a fire.	Delivery of appropriate information to residents and staff supported by continued monitoring of calls to this address by PE.	Sunderland	LI03
Sprinkler campaign	To raise awareness of the benefits of sprinklers to support the installation in both domestic and non-domestic premises	Reduction of fire deaths and injuries in both domestic and non-domestic premises, through early identification of fire, which would then be extinguished immediately	Gateshead Newcastle North Tyneside South Tyneside Sunderland	

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

## Key facts



**10% (26) fewer accidental kitchen fires (LI09)**



**29% (1378) more fires attended (LI24)**



**46% (1299) increase in deliberate secondary fires (LI16)**



**8% (37) fewer accidental dwelling fires (LI08).**

- 24% (345) of primary fires had a property type of 'Car' (LI29).
- 2% (10) increase in deliberate primary road vehicle fires (LI29).
- 43% (921) increase in deliberate refuse fires (LI18).
- 40% (1367) increase in deliberate fires (LI33).
- 6% (11) fewer accidental dwelling fires which did not start in the kitchen (LI10).

### Gateshead

There were 1092 fire calls, an increase of 16% (157). 78% (854) of these were deliberate. 89% (760) of all deliberate fires are secondary fires. Accidental dwelling fires have decreased by 19% (16) to 69.

### Newcastle

There were 1896 fire calls, an increase of 44% (578 incidents). Of these, 1477 (78%) were deliberate fires, an increase of 49% (489 incidents). Deliberate secondary fires account for 86% (1275) of all deliberate fires in Newcastle. Accidental dwelling fires have seen an increase of 12 incidents (10%).

### North Tyneside

There has been a 12% (66) increase in fires attendances (617 in total). Deliberate fires have increased by 24% (83) to 434. 80% (346) were deliberate secondary fires which have increased by 29% (78). Accidental dwelling fires have decreased by 26% (21) and non-kitchen fires decreased by 9 incidents (27%).

### South Tyneside

There has been a 17% (87) increase in fire attendances to 605 incidents. Deliberate fires have increased by 32% (109) to 447, 85% (379) of which were deliberate secondary fires. There has been a 13% (7) decrease in accidental dwelling fires.

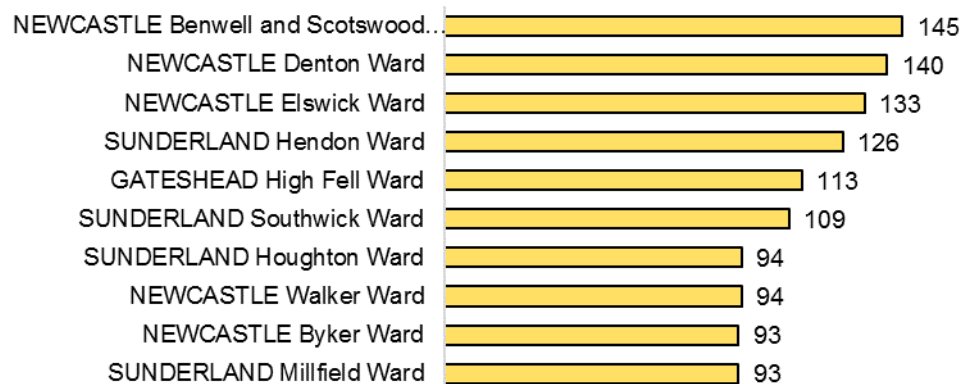
### Sunderland

There has been a 35% (493) increase in fire attendances to 1893 incidents. Deliberate fires have increased by 48% (519) to 1600. 87% (1393) are deliberate secondary fires. Accidental dwelling fires have decreased by 5% (5).

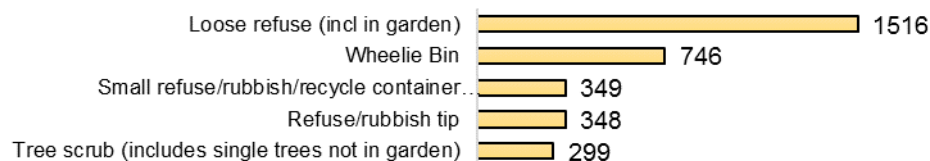


## Deliberate secondary fires (LI16)

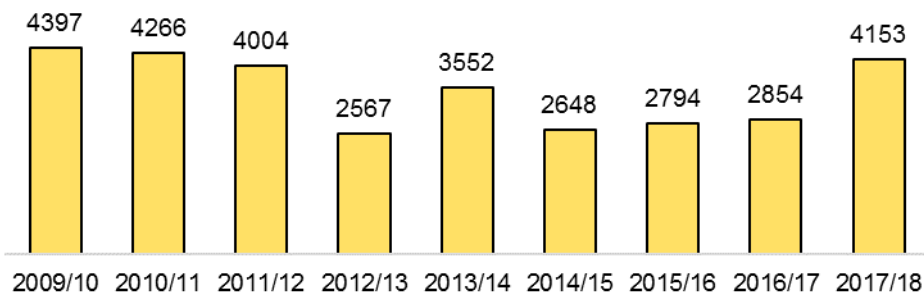
**LI16 - Deliberate secondary fires by ward  
(Top 10)**



**LI16 - Deliberate secondary fires by property type  
(Top 5)**

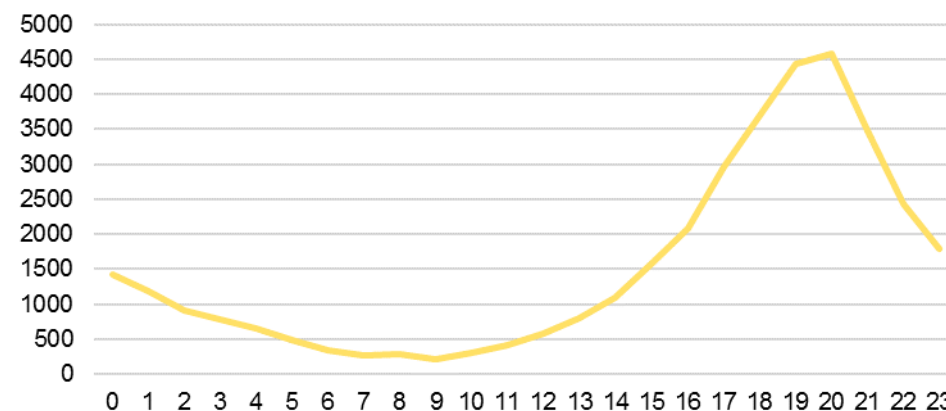


**LI16 - Deliberate secondary fires**



## Deliberate fires (LI33)

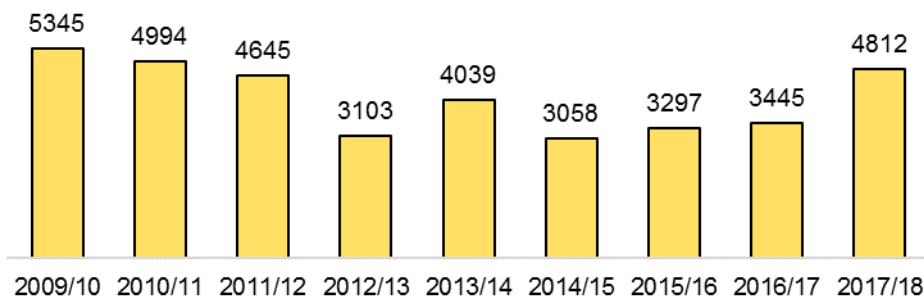
**LI33 - All deliberate secondary fires by hour of day**



**LI33 - All deliberate fires by property level 2**

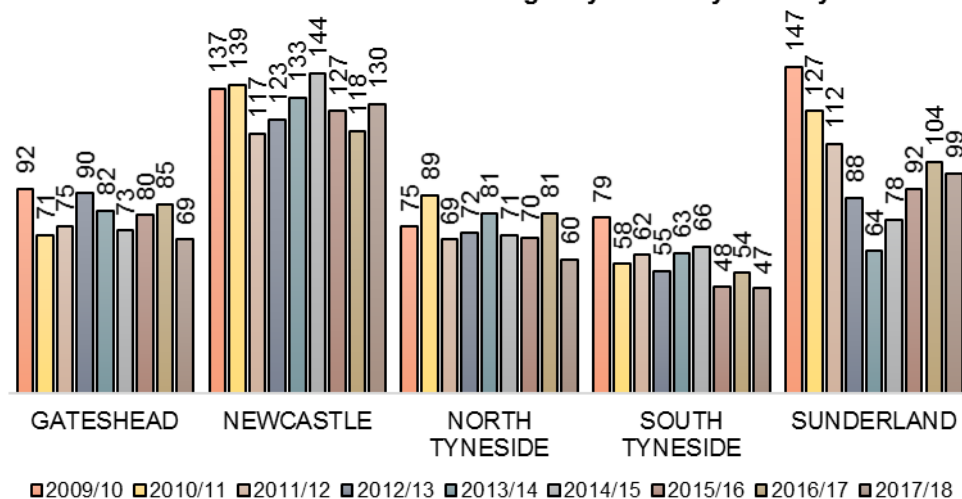


**LI33 - All deliberate fires**

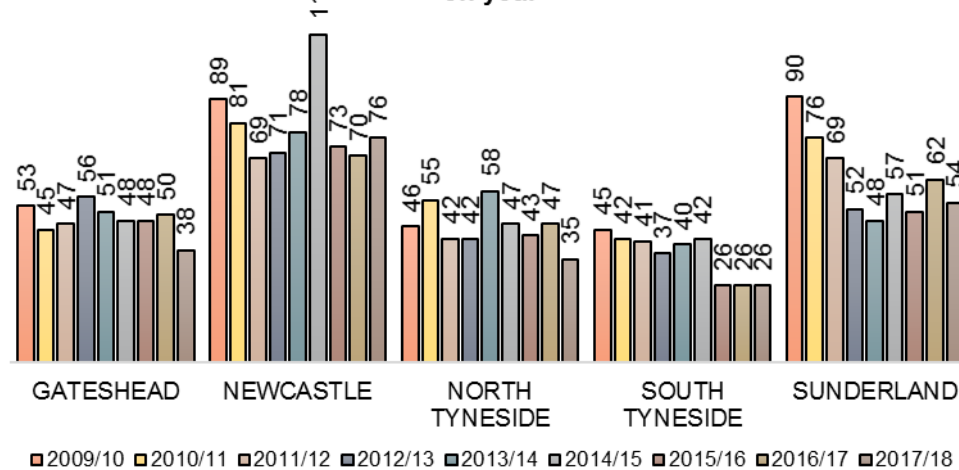


## Year on year trends

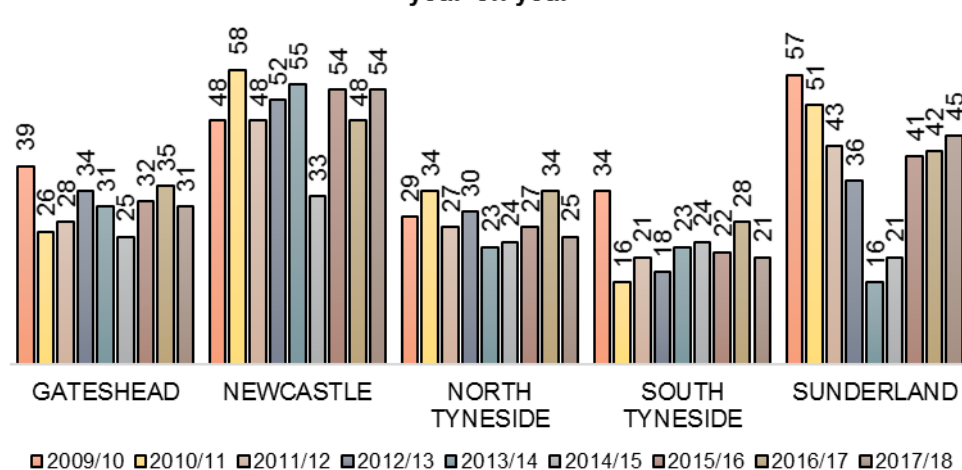
LI08 - Accidental fires in dwellings by district year on year



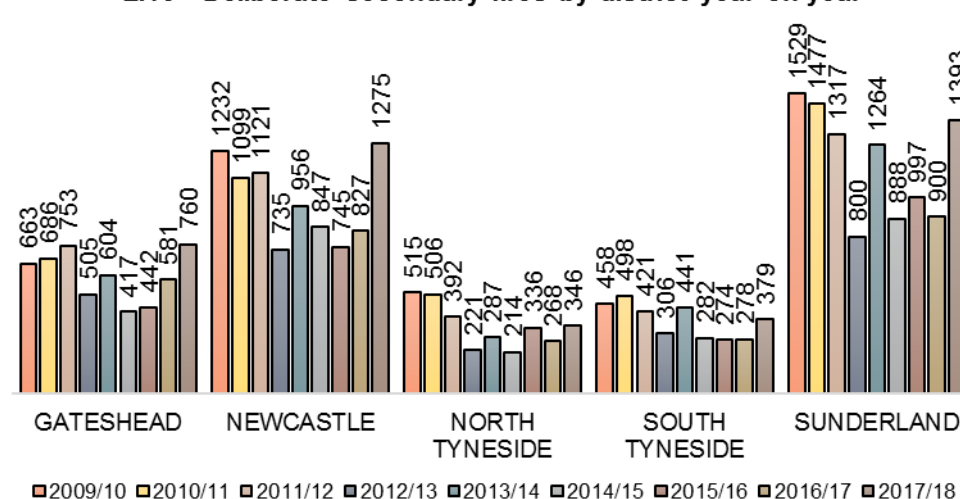
LI09 - Accidental kitchen fires in dwellings by district year on year



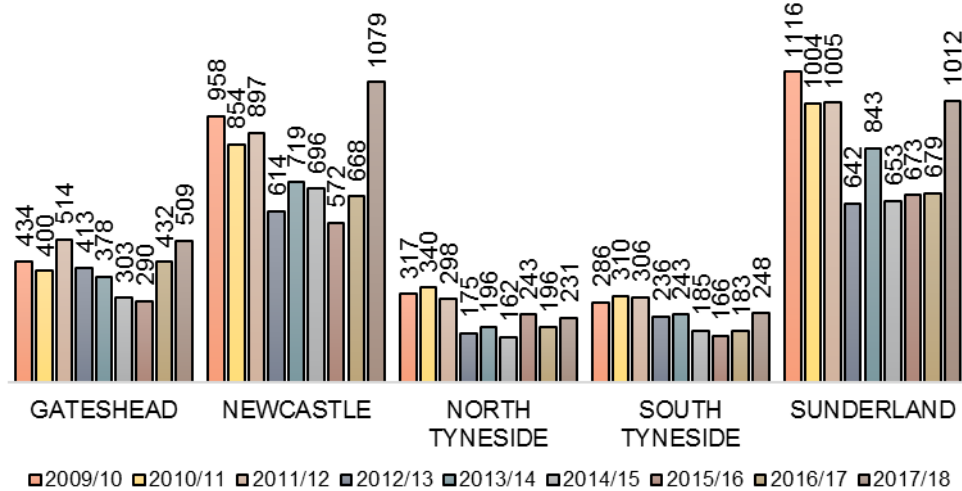
LI10 - Accidental non kitchen fires in dwellings by district year on year



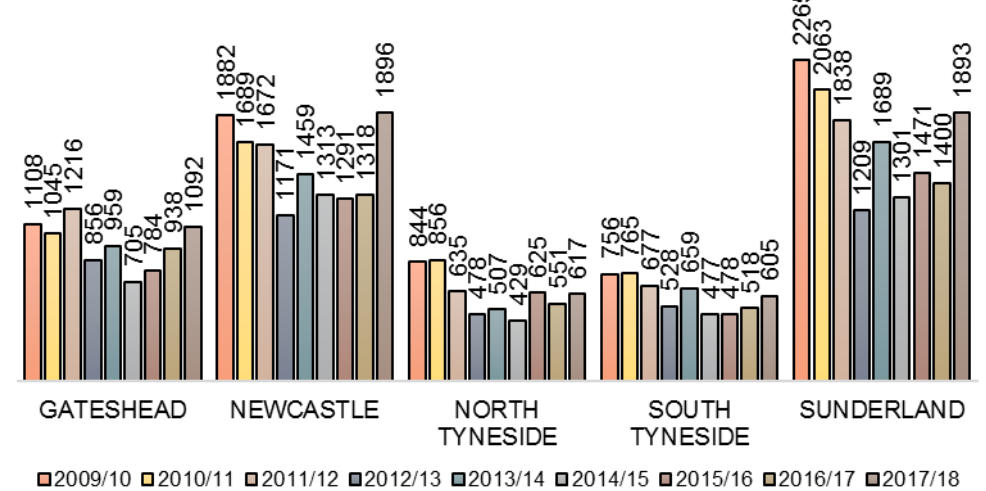
LI16 - Deliberate secondary fires by district year on year



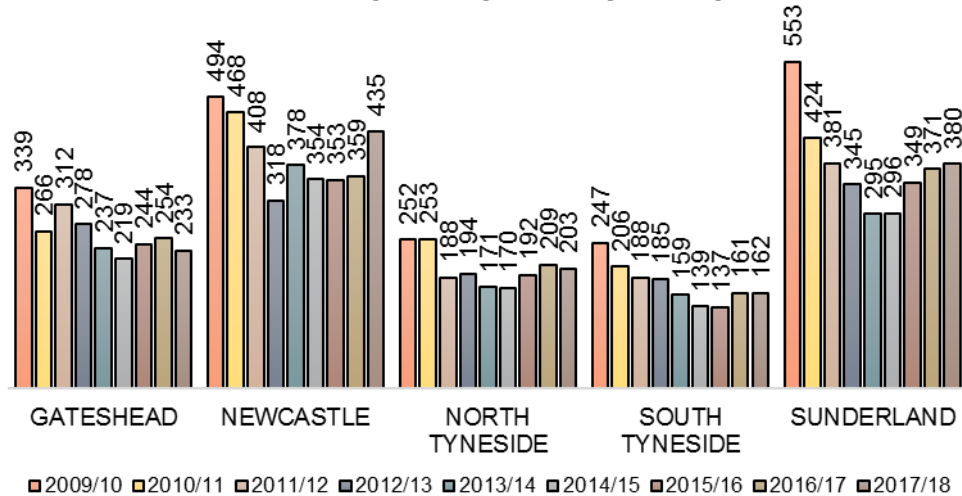
**LI18 - Deliberate refuse fires by district year on year**



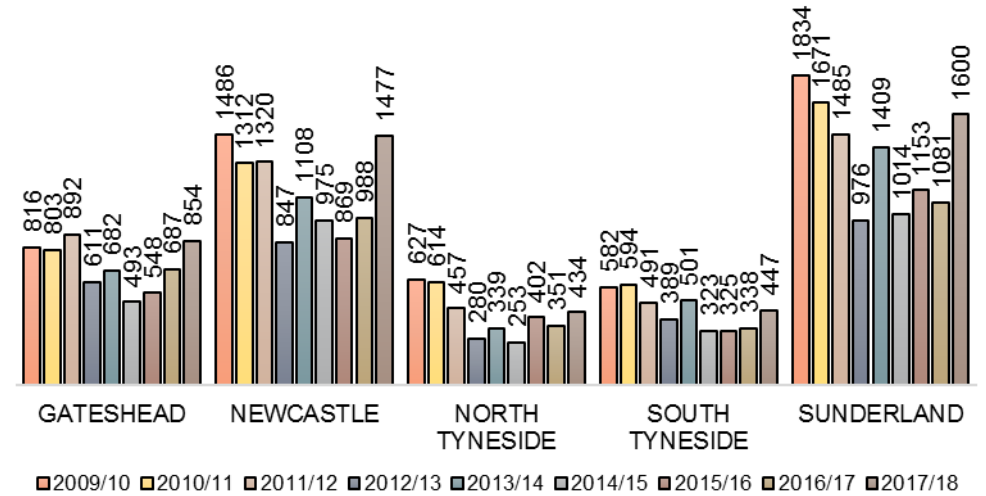
**LI24 - All fire calls by district year on year**



**LI29 - Primary fires by district year on year**



**LI33 - All deliberate fires by district year on year**



## 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 improve fire safety awareness in the home, reduce accidental dwelling fires and deaths and injuries from ADF.	Reduction in accidental dwelling fires, and associated deaths and injuries. Monitored and reported on a monthly and quarterly basis by SD & P&E.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10 LI16 L3P	LI33 LI18 LI24 LI29
Sheltered Housing Talks	Deliver safety messages to elderly residents and staff, to assist in the reduction of deaths and injuries from fire and unwanted fire signals.	Reduction of accidental fire incidents and injuries to elderly persons within sheltered accommodation. Reduction of unwanted fire signals from sheltered accommodation.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10 LI16 L3P	LI33 LI18 LI24 LI29
Lighter Nights Campaign	Reduction of anti-social behaviour / deliberate fires via a multi-agency approach.	Reduction of ASB / deliberate incidents, successful collaboration with partners - Post-campaign feedback from Ops Crews, P&E and local partners. Campaign evaluation.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10 LI16 L3P	LI33 LI18 LI24 LI29

Actions/Initiative	Objectives	How action / initiative measured	Delivery area	Indicator link	
Fire Setters	Deliver targeted education and intervention to young people displaying foresting behaviour, using our Juvenile Firesetters Education Programme (JFEP).	Reduction of firesetting by young people in the area. Qualitative feedback from referrer. Monitor for repeat referral to consider success of intervention.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10 LI16 L3P	LI33 LI18 LI24 LI29
Partnership Referrals	A reciprocal arrangement with key partners to provide fire safety advice to highly vulnerable persons within Local Authority Areas. Partners to identify vulnerable persons and refer to TWFRS.	Reduce the number of deaths and injuries amongst highly vulnerable people within Local Authority areas. Successful visits carried out following referral from partners. 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 LI16 L3P	LI33 LI18 LI24 LI29
ASB Tours	Reduction of deliberate fires through identification, by operational crews, of vulnerable properties and potential deliberate fires, using intelligence led data. This activity will enable effective reporting of potential fires for uplift and / or action to the Local Authority.	Reduction in deliberate incidents in the targeted area, monitoring of uplifts in liaison with the Local Authority and partners. Monitor and review quarterly with partner agencies.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10 LI16 L3P	LI33 LI18 LI24 LI29



Actions/Initiative	Objectives	How action / initiative measured	Delivery area	Indicator link	
Lifeline/ABC	Collaborate in partnership to provide fire safety advice to vulnerable people in the community with drug and alcohol issues.	Increased engagement with vulnerable people, increased fire safety awareness. Reduced the numbers of deaths and injuries within Local Authority area. Post-session feedback forms and in-session verbal questioning.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10 LI16 L3P	LI33 LI18 LI24 LI29
Schools Education programme	Educate school age children (primary and secondary) with fire safety knowledge to improve safety behaviours, and reduce incidents.	Post-session feedback forms and in-session verbal questioning. Reduction in incidents involving school age children, reduction in incidents (e.g. hoax calls and ASB) around schools. Improved fire safety awareness in the community.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10 LI16 L3P	LI33 LI18 LI24 LI29
Telecare Package Referrals	Working with partners to refer vulnerable persons identified via HSC for consideration of Telecare package from partners. Reduce deaths and injuries from accidental dwelling fires.	Successful take up of telecare packages by vulnerable persons to assist in the reduction of deaths and injuries in targeted groups. Number of referrals made, monitored for improvement in performance.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10 LI16 L3P	LI33 LI18 LI24 LI29

Actions/Initiative	Objectives	How action / initiative measured	Delivery area	Indicator link	
Station Open Day	Engage with local communities to deliver fire safety advice, build relationships and raise understanding of TWFRS aims, objectives and vision. 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).	Number of people in attendance. Increased requests for HSC. Reduction in all incidents in the local area. Successful 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 and HSC requests.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10 LI16 L3P	LI33 LI18 LI24 LI29
Implementation of Deliberate Fires Reduction Task and Finish Group	To work across the Service to identify, implement and manage actions and initiatives to reduce deliberate fires attended by TWFRS.	Monitoring of progress against objectives set out in group action plan. Monitoring of all PIs relating to	Gateshead Newcastle North Tyneside South Tyneside Sunderland		
		ASB / deliberate fires to enable reduction.		LI16	

Actions/Initiative	Objectives	How action / initiative measured	Delivery area	Indicator link	
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.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10 LI16 L3P	LI33 LI18 LI24 LI29
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.	North Tyneside	LI08 LI09 LI10 LI16 L3P	LI33 LI18 LI24 LI29
Thompson Park ASB Hot Spot Targeting	Reduce ASB / deliberate fires in a targeted area by delivering of a campaign in partnership with Northumbria Police and Local Authority. Various activates including schools education, shared intelligence to inform the installation of cameras 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	LI08 LI09 LI10 LI16 L3P	LI33 LI18 LI24 LI29

Actions/Initiative	Objectives	How action / initiative measured	Delivery area	Indicator link	
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 and reduce ASB fires in the area.	Reduced ASB in the targeted area following initiative. Monitor and review at SAP meetings with Partners.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10 LI16 L3P	LI33 LI18 LI24 LI29
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 of incidents in the targeted area following initiative. Monitor and review on a monthly basis with Friends of Saltwell Park.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10 LI16 L3P	LI33 LI18 LI24 LI29
High Rise HSC Delivery	As part of a national focus on high rise building fire safety, following a major incident in London, TWFRS carried out a intensive campaign to target high rise properties across Tyne and Wear. Objectives included raising fire safety awareness, providing reassurance to residents, increasing operational intelligence, and carrying out fire safety checks and audits.  Identified, with partners, vulnerable persons for targeted HSC's . For example; individuals who are unable to evacuate in a fire situation.	Increased number of HSCs delivered to vulnerable people in high rise properties. Decrease in incidents in high rise buildings. Greater reassurance amongst public.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10 LI16 L3P	LI33 LI18 LI24 LI29

Actions/Initiative	Objectives	How action / initiative measured	Delivery area	Indicator link
Safetyworks!	Working in collaboration with partners at TWFRS' interactive safety centre to support both prevention and education policies, to give school children and vulnerable groups advice on safety in the home and in the community.	Reduction in accidental dwelling fires, and associated deaths and injuries, across all age groups. Post-programme teacher and student evaluations.	Gateshead Newcastle North Tyneside South Tyneside  Sunderland	LI8 LI9 LI10  LI24 LI29
Safe and Well checks	Safe and well checks to be carried out following an HSC if appropriate, focused on falls prevention to make the individual as safe as is possible, within their own home.	Reduction in accidental dwelling fires and associated deaths and injuries to those over 65. Number of referrals to falls clinics as an upstream prevention measure.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI8
				LI9 LI10
Identification of repeat calls to same address to force entry for NEAS / POLICE and fit key safes and thumb turn locks to negate the need for TWFRS forced entry.	To reduce calls.	End of Quarter reviews going forward to reflect success or otherwise and then consider for service wide action.	South Tyneside	LI8 LI9 LI10  LI24



Actions/Initiative	Objectives	How action / initiative measured	Delivery area	Indicator link
ASB Crime and Confidence Group	In order to tackle ASB issues across Gateshead an ASB Crime and Confidence group has been established initially addressing areas of Beacon Lough, Wrekenton and Allerdene. An ASB Van provided by the police was utilised while funding would allow. Media campaigns and multiservice partnership working is progressing and as a result of initial work an injunction has been taken out to exclude offenders from Allerdene woods area.	Group to meet every 6 weeks to discuss a vary agenda set by need in terms of short, medium and long term strategy.	Gateshead	LI8 LI9 LI10 LI16
Blakelaw Recreation Ground ASB	Following the identification of a number of main instigators with regards to the Blakelaw Fires, we have been offered the opportunity to provide input at the Blakelaw Centre Youth Club. A bespoke phoenix course is under discussion should funding, transport and meals be possible via safe Newcastle.	Evaluation following input and monitoring of the area.	Newcastle	LI8 LI9 LI16

# False alarms (LI22, LI23)

## Key Facts



36% (506) of AFA calls to non domestic premises were due to faulty alarms (LI22)



17% (49) reduction in false alarms to 'Hospitals and medical care' premises (LI22). Lowest since 2009/10



6% (120) increase to AFAs in domestic premises (LI23)



45% (916) of domestic AFAs are due to cooking or burnt toast (LI23)

- 1% (17) increase to AFAs from a non domestic premises (LI22) .
- 21% (299) of non domestic AFA calls are to an education premises (LI22).
- 40% (808) of false alarms in domestic premises were to 'purpose built flat/maisonette – multiple occupancy' (LI23).
- 33% (661) of false alarms in domestic premises were to 'self contained sheltered housing' (LI23).

### Gateshead

AFAs from non domestic premises have seen a 2% decrease (8). 'Hospital and medical care' and 'Education' account for the majority of the incidents with 40 each. AFAs from domestic premises have decreased by 7% (21).

### Newcastle

AFAs from non domestic premises have increased by 4% (22). 'Hospital and medical care' account for the majority with 16% (101). Domestic AFAs have increased by 8% (76). 50% (495) occur in purpose built flats/maisonettes and 32% (314) in sheltered housing.

### North Tyneside

AFAs from non domestic premises have increased by 5% (6). 32% (41) occur in 'Education' premises. Domestic AFAs have increased by 10% (22) with 49% (114) from sheltered housing.

### South Tyneside

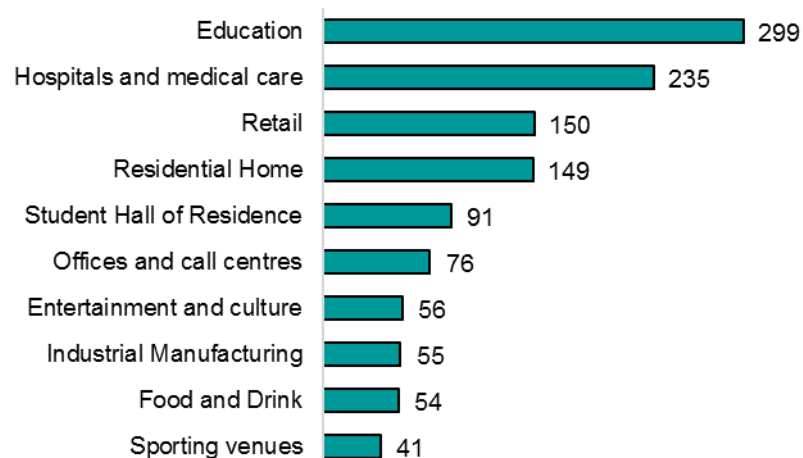
AFAs from non domestic premises have increased by 7% (9). The majority of these, 32% (37) were from 'Education' premises. South Tyneside is the only district to see an increase in AFAs from 'Hospitals and medical care' with a 64% (14) increase. Domestic AFAs have increased by 28% (39) with 48% (85) from sheltered housing.

### Sunderland

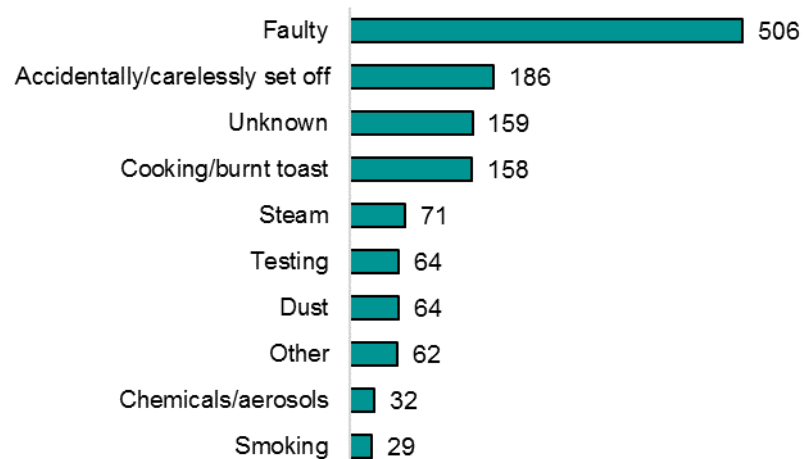
AFAs from non domestic premises have decreased by 5% (16). 'Education' premises account for the majority with 33% (102). AFAs in domestic premises have reduced by 1% (4) with purpose built flats/maisonettes account for the majority with 44% (157).

### Non domestic false alarms (LI22)

**LI22 - Non domestic false alarms by property type  
(Top 10)**

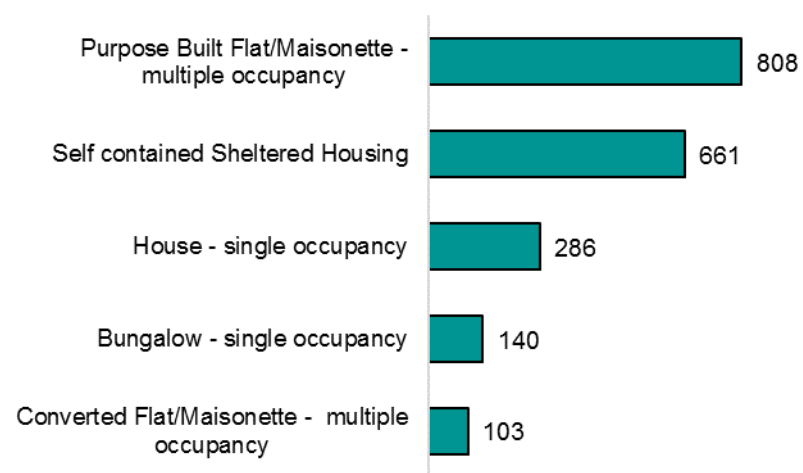


**LI22 - Non domestic false alarms by reason  
(Top 10)**

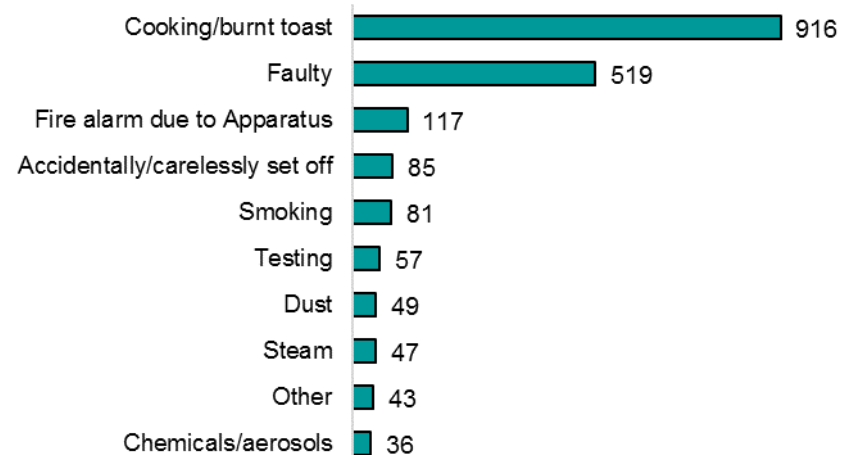


### Domestic false alarms (LI23)

**LI23 - Domestic false alarms by property type  
(Top 5)**

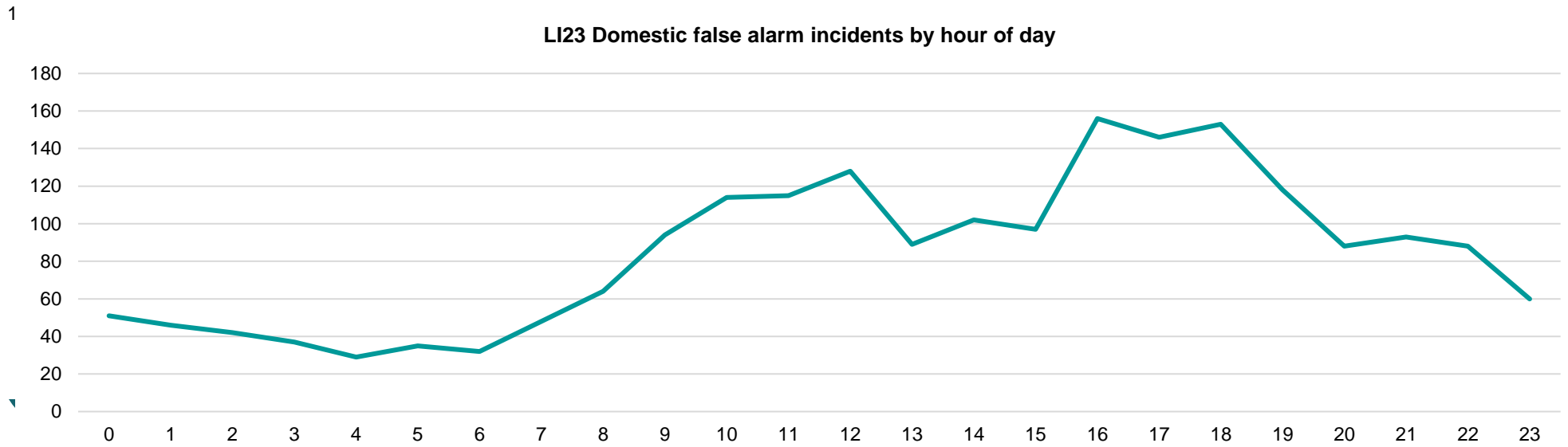


**LI23 - Domestic false alarms by reason  
(Top 10)**



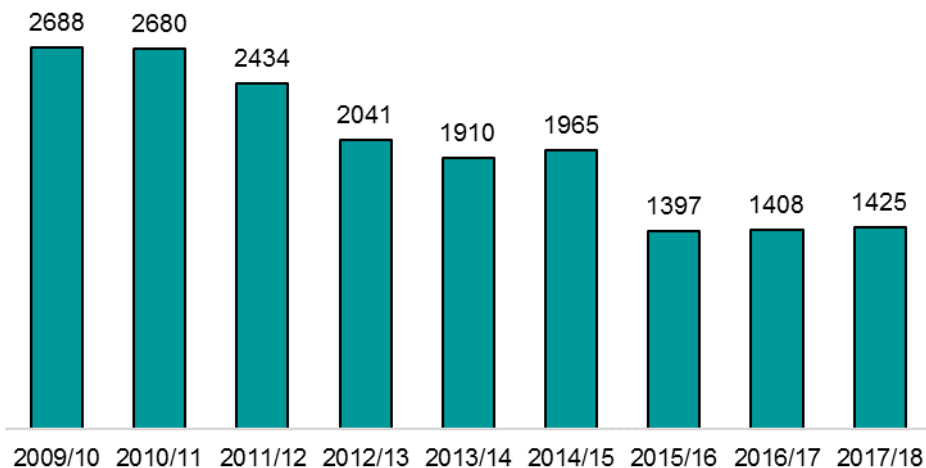
LI22 - Non domestic false alarm incidents by hour of day

LI23 Domestic false alarm incidents by hour of day

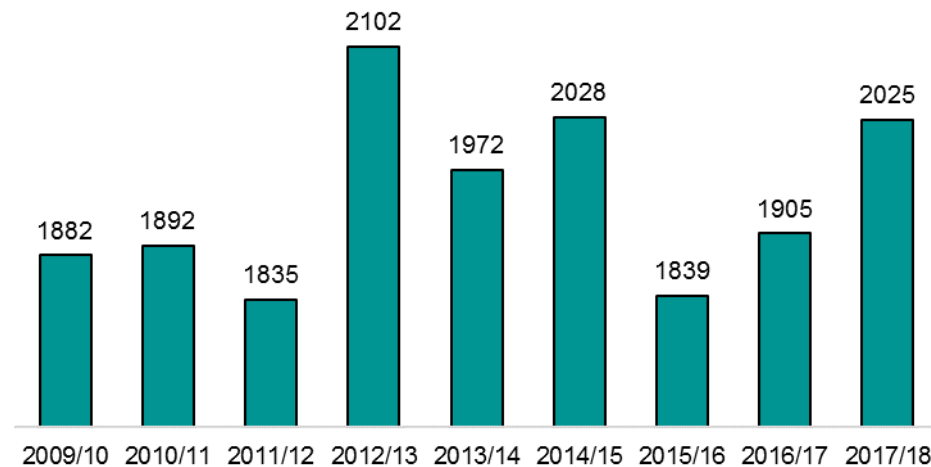


# Year on year trends

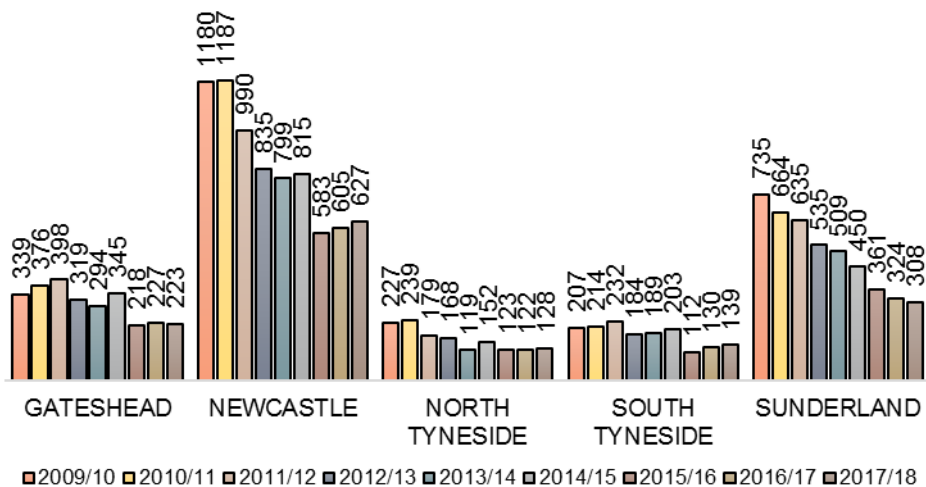
LI22 - Non domestic false alarms year on year



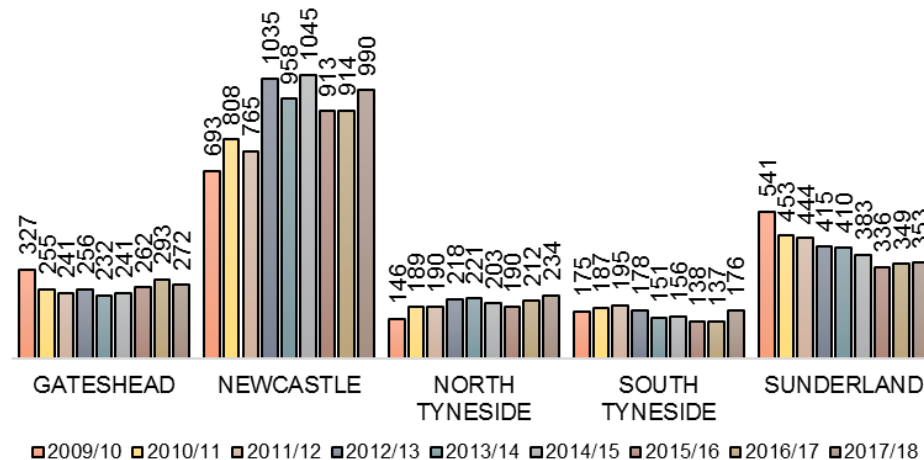
LI23 - Domestic false alarms year on year



LI22 - Non domestic false alarms by district year on year



LI23 - Domestic false alarms by district year on year





## Service actions

False alarm calls (Includes LI22, LI23)				
Actions/Initiative	Objectives	How action / initiative measured	Delivery area	Indicator link
Core activities				
Sheltered Housing Talks	Deliver safety messages to elderly residents and staff, to assist in the reduction of deaths and injuries from fire and unwanted fire signals.	Reduction of accidental fire incidents and injuries to elderly persons within sheltered accommodation. Reduction of unwanted fire signals from sheltered accommodation.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI23
Attendance at Working Groups to reduce False Alarms in housing associations properties	To reduce unnecessary false alarm calls in housing association properties.	Monitor variance on LI23 and report on a quarterly basis.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI23
Call Challenge	To reduce the number of unwanted fire calls by engaging with call centre management and property management companies, to challenge fire calls / automatic alarms to determine whether FRS attendance is required.	Reduction in number of false alarm calls in monitored properties and improvement of fire safety awareness. Regular monitoring to identify repeat and high number offenders and identify and agree improvement actions required.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI22 LI23
Hospital Liaison Groups	Reduce number of false alarm calls in hospitals in Tyne and Wear via attendance at hospital working group.	Reduction in the number of false alarm calls at hospital premises. Monitor and review on a 6 monthly basis and feedback to each hospital / group.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI22

Actions/Initiative	Objectives	How action / initiative measured	Delivery area	Indicator link
Reducing False alarms in Non-domestic Properties	Reduce the number of false alarms in non-domestic properties through the RBIP. Encourage Responsible Person to manage their systems.	Reduction of False alarms in non-domestic properties circa 150 per month.	Gateshead Newcastle South Tyneside North Tyneside Sunderland	LI22
RBAP (Risk Based Attendance Policy)	Manage and monitor RBAP to review performance of those with exemptions.	Monitoring of performance of these premises.	Gateshead Newcastle South Tyneside North Tyneside Sunderland	LI22
Fire Alarm Systems	Promote best practice with installation, maintenance & management of Fire Alarm Systems in PAS premises across the country.	Reduction of False alarms in non-domestic properties.	Gateshead Newcastle South Tyneside North Tyneside Sunderland	LI22
Regular reporting of calls to TWFRS by Sunderland Telecare	To identify the success or otherwise of Telecare questioning calls before requiring TWFRS attendance.	To identify the success or otherwise of Telecare questioning calls before requiring TWFRS attendance.	Sunderland	LI22 LI23
Identification of an issue with Break glass alarms at ST Hospital a contractor has been appointed to carry out a weekly system check on all call points to ensure they work correctly.	To reduce and prevent further accidental actuations of break glass alarms and reduce calls to this property.	End of Q4 review will identify significant reductions and prove success or otherwise.	South Tyneside	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*	29	41	71%	30	7	11	64%	10	9	11	82%	10	4	4	100%	6	1	3	33%	0	8	12	67%	5
LI05*	143	177	81%	177	33	32	103%	43	42	43	98%	47	19	28	68%	29	14	14	100%	13	35	54	65%	45
LI08*	405	549	74%	517	69	103	67%	89	130	148	88%	153	60	101	59%	92	47	69	68%	57	99	128	77%	127
LI09*	229	313	73%	274	38	57	67%	49	76	90	84%	80	35	56	63%	47	26	38	68%	32	54	72	75%	65
LI10*	176	240	73%	243	31	46	67%	40	54	58	93%	73	25	45	56%	44	21	31	68%	25	45	56	80%	61
LI16*	4154	3627	115%	4487	760	734	104%	872	1275	1005	127%	1212	346	355	97%	439	380	347	110%	405	1393	1186	117%	1561
LI18*	3080	2759	112%	3255	509	554	92%	568	1079	821	131%	1010	231	261	89%	288	249	226	110%	259	1012	897	113%	1130
LI22*	1426	1651	86%	1665	223	263	85%	262	627	708	89%	748	128	148	86%	140	139	150	93%	157	309	382	81%	360
LI23*	2029	2437	83%	2575	291	373	78%	392	991	1205	82%	1244	240	251	96%	287	177	167	106%	197	353	441	80%	455
LI24*	6104	5893	104%	6966	1092	1155	95%	1301	1896	1610	118%	1972	617	688	90%	795	606	634	96%	678	1893	1806	105%	2220
LI29*	1413	1642	86%	1800	233	306	76%	308	435	446	98%	554	203	247	82%	273	162	188	86%	184	380	455	84%	481
LI32*	13854	15065	92%	16648	2368	2594	91%	2839	4849	5570	87%	5979	1512	1637	92%	1849	1439	1524	94%	1665	3686	3740	99%	4316
LI33*	4813	4318	111%	5320	854	856	100%	1006	1477	1196	123%	1474	434	452	96%	553	448	414	108%	471	1600	1400	114%	1816
LI35*	187	204	92%	242	33	32	103%	48	62	65	95%	90	29	29	100%	27	21	20	105%	25	42	58	72%	51

