

# 2017/18 Performance Report End of Year (1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018)



**Tyne and Wear Fire  
and Rescue Service**

*Creating the Safest Community*

[www.twfire.gov.uk](http://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.**

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# Introduction

Our vision is to create the safest community. To make this happen we operate a risk-based approach which prioritises how and where we focus our resources.

Fire deaths in Tyne and Wear are amongst the lowest - across all fire services - in the country. Our targets are ambitious; but even as a high performing service we want to continue to improve for our communities.

Our approach to our response prioritises those in greatest need. We aim to get to an incident as quickly as we can. At 6 minutes, we are the second fastest Fire and Rescue Service (FRS) in reaching accidental dwelling fires. We aim to get to people who need us as fast as we can. We closely monitor our speed of response times and review how we can remain amongst the fastest responders within our available resources.

Our targeted prevention work plays a major role in keeping people safe. Our Home Safety Checks (HSC) and other extensive preventative work with partners, helps reduce the number of fires in the home. This can be seen in our performance at incidents within dwellings. We have the second lowest number of deaths from all fires (LI02) amongst all metropolitan FRS' along with the lowest number of injuries recorded from accidental dwelling fires (LI03) since 2009. This proactive work is also undertaken in our fire safety activity, risk based inspection programme and operational health checks. This is where we engage with the business sector to keep people safe in their working environment.

However, Tyne and Wear includes areas which are disproportionately high in deprivation and unemployment. Local authorities and blue light services have seen reductions in their budgets and many community activities are no longer available. This environment has also seen an increase in anti-social behaviour and deliberate fires (LI16, LI18, LI33). The analysis of our data shows that whilst our primary focus will always be on keeping people safe, the increase in deliberate fires needs our attention.

This report outlines how we are working to keep our communities safe, but also how we are working collaboratively with partners, for example through agreed multi-agency actions from our anti-social behaviour conference, to address the wider social issues that result in deliberate fires.

This report provides a comparison of the data from 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018 and to the same period in previous years where relevant. The period 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018 will be referred to as Quarter 4, Q4 or end of year 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 10 April 2018, all comparisons on year on year data is from 2009 onwards when the recording system changed.

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 have been 4 fire fatalities (LI02) within the TWFRS Service area during 2017/18.
- There has been a 2.3% (4) increase in the number of injuries from all fires (LI05).
- There has been 14% (6) fewer injuries from accidental dwelling fires (LI03). The lowest recorded since 2009/10.
- 43% (16) of the victims who went to hospital were aged between 35 and 64 (LI03).

## Fire Attendances

- TWFRS attended 18% (1115) more fires within the Service area during 2017/18 (LI24).
- There has been a 27% (752) increase in deliberate refuse fires (LI18).
- There has been 5% (17) fewer accidental kitchen fires (LI09).
- There has been a 28% (1053) increase in deliberate secondary fires (LI16).

## False Alarms

- There has been a 3% (57) decrease to AFAs in a non domestic premises (LI22).
- There has been a 6% (150) increase to AFAs in a domestic premises (LI23).
- 45% (1194) of domestic AFAs were due to cooking or burnt toast (LI23).
- There has been 16% (59) fewer false alarms to 'hospitals and medical care' premises. The lowest recorded since 2009/10.

## Management Indicators

- There has been a 10% (1612) increase in the number of incidents (LI32).
- 31107 home safety checks have been successfully delivered.
- A Targeted Response Vehicle (TRV) attended 21% (3607) of the incidents within TWFRS Service area (LI36).
- 58% of TRV attendances are between 17:00 and 22:00.
- There has been a 9% (20) increase in fires in non domestic premises (LI35).
- The average attendance time to a risk level one incident was 5 minutes and 12 seconds.

## LI Overview 2017/18

- Of the 16 priority local performance indicators it is forecasted that TWFRS will attain five targets (31%). (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).

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

## Key facts



**14% (6) fewer injuries from accidental dwelling fires (LI03)**



**4 fatalities (LI02)**



**43% (16) of the victims who went to hospital were aged between 35 and 64 (LI03)**



**Lowest number of injuries recorded since 2009/10**

- 76% (28) of the incidents where a victim or victims attended hospital the room of origin of the fire was the kitchen (LI03).
- In 84% (31) of the injuries where the victim or victims attended hospital, the injuries appeared to be slight. (LI03).
- There has been a 2.3% (4) increase in the number of injuries from all fires (LI05).
- There were 181 victims from 143 fires where there were victim(s) involved (LI05).
- Where an occupancy type has been recorded, 49% (88) were 'Lone person/parent' (LI05).

### Gateshead

Unfortunately, Gateshead recorded 2 fatalities, 1 in a 'House – single occupancy' and 1 in a 'car'. There were 44 injuries across 30 incidents from all fires, an increase of 11 injuries (33%) and 3 incidents (11%).

### Newcastle

There have been 52 injuries across 41 incidents from all fires, an increase of 7 injuries (16%). There has been a reduction of 2 injuries from accidental dwelling fires (17%).

### North Tyneside

There has been a reduction of 4 (14%) in the number of injuries from all fires. There have been 6 injuries from 5 incidents from accidental dwelling fires, an increase of 1 from the previous year.

### South Tyneside

There have been 18 injuries across 17 incidents from all fires, an increase of 3 incidents. (21%) and 4 injuries (29%).

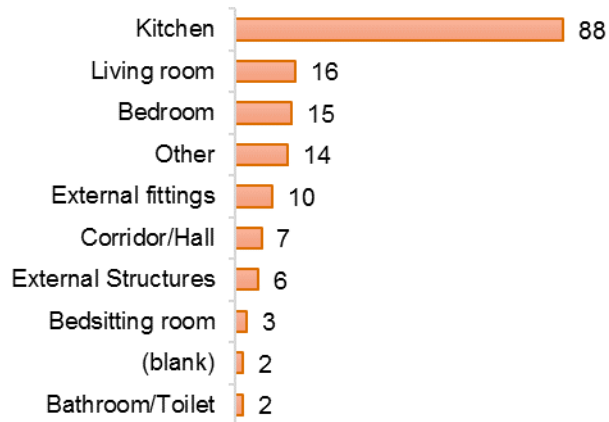
### Sunderland

Unfortunately, Sunderland recorded 2 fatalities, 1 in 'House – single occupancy' and 1 in 'car'. There were 42 injuries across 35 incidents from all fires, a reduction of 14 injuries (25%).

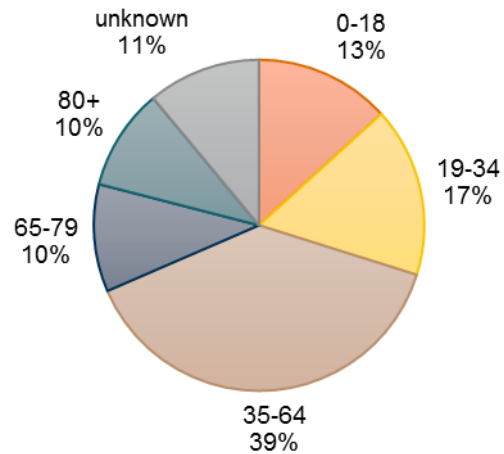


## Injuries from all fires – LI05

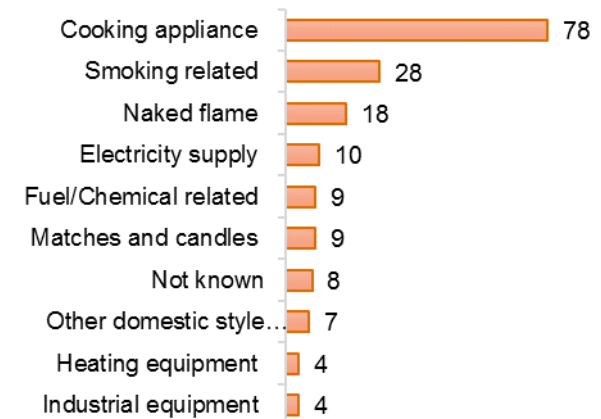
**LI05 - Room of origin (Top 10)**



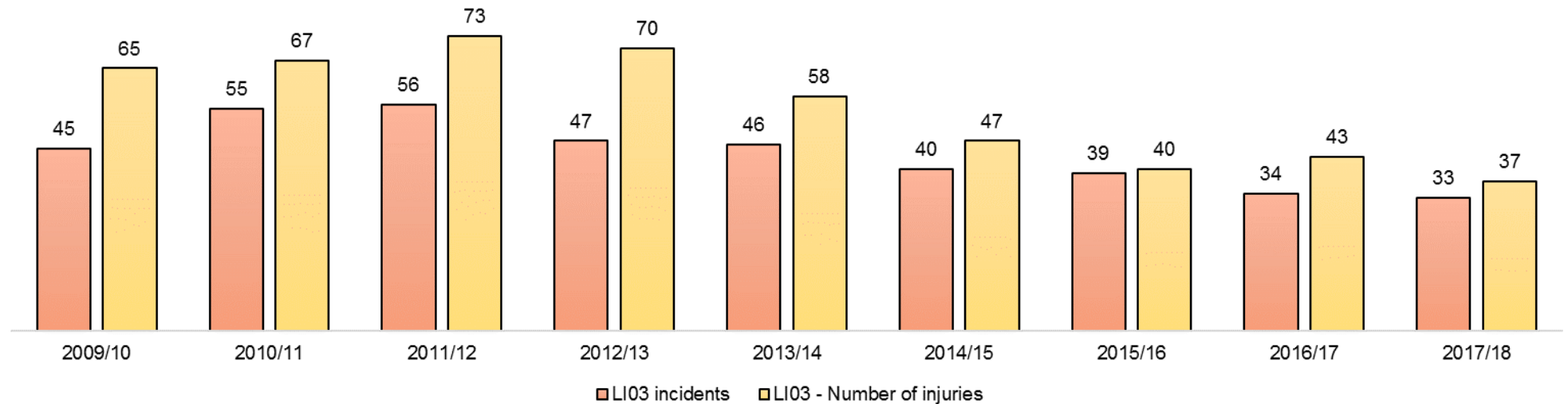
**LI05 - Injuries by age range**



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

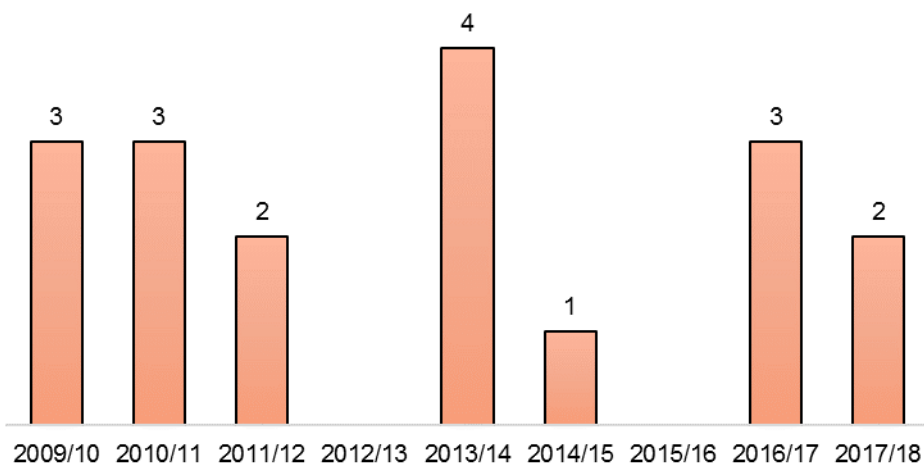


**LI03 - Injuries from accidental fires in dwellings excluding precautionary checks and first aid**

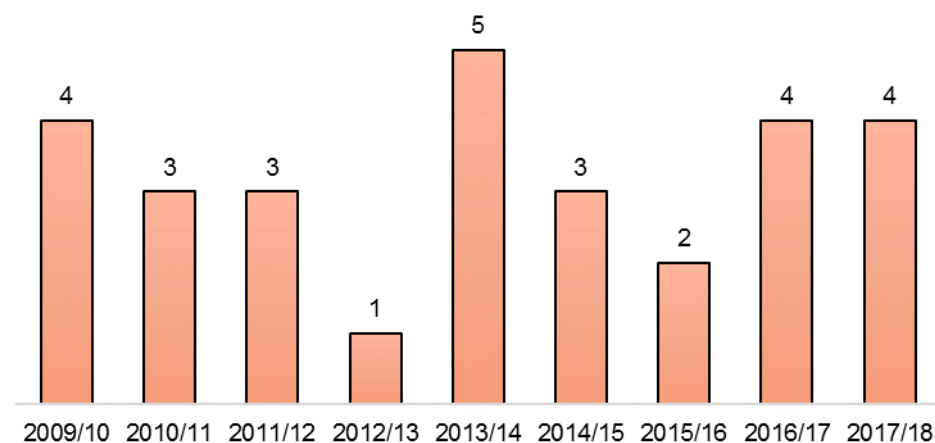


# Year on year trends

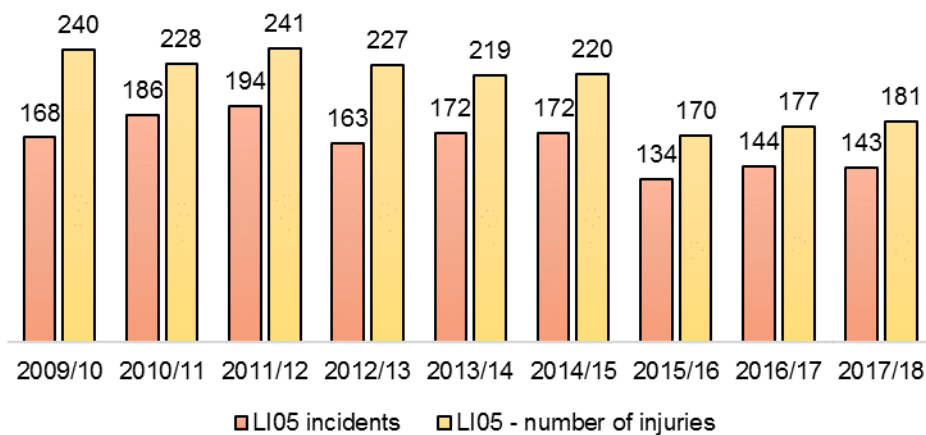
LI01 - Number of deaths from accidental fires in dwellings



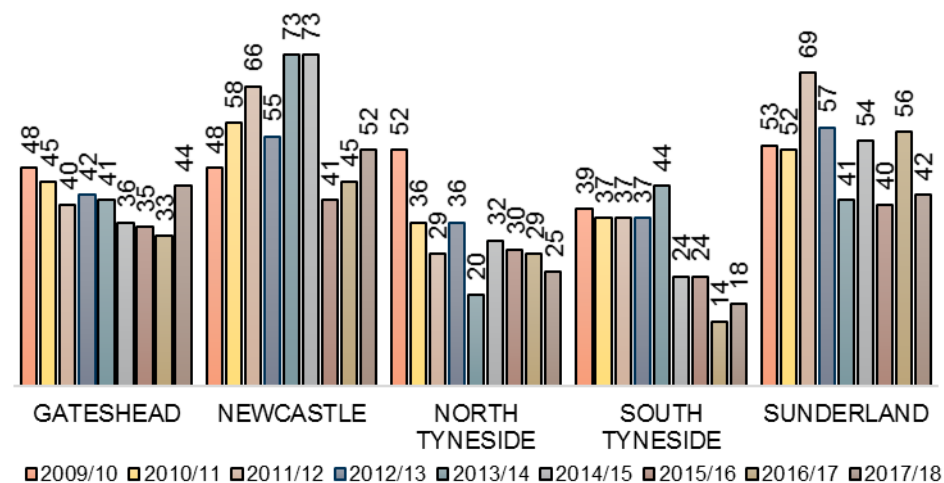
LI02 - Number of deaths from all fires



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	Activities	Success Criteria	Measures	Delivery area	Link
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	Activities	Success Criteria	Measures	Delivery area	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, money raised for Firefighters Charity 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	LI01 LI02 LI03 LI05

<b>Actions</b>	<b>Activities</b>	<b>Success Criteria</b>	<b>Measures</b>	<b>Delivery</b>	<b>Link</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
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 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	LI01 LI02 LI03 LI05

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

## Key facts



**5% (17) fewer accidental kitchen fires (LI09)**



**18% (1115) more fires attended (LI24)**



**28% (1053) increase in deliberate secondary fires (LI16)**



**6% (33) fewer accidental dwelling fires (LI08).**

- 25% (450) of primary fires had a property type of 'Car' (LI29).
- 4% (26) increase in deliberate primary road vehicle fires (LI29).
- 27% (752) increase in deliberate refuse fires (LI18).
- 25% (1131) increase in deliberate fires (LI33).
- 7% (16) fewer accidental dwelling fires which did not start in the kitchen (LI10).
- Primary fires increased by 4.5% (77)(LI29).
- 46% (819) of primary fires were deliberate and 54% (977) were accidental or not known (LI29)

### Gateshead

There were 1318 fire calls, an increase of 11% (126). 78% (1023) of these were deliberate. 89% (910) of all deliberate fires are secondary fires. Accidental dwelling fires have decreased by 14% (15) to 91.

### Newcastle

There were 2216 fire calls, an increase of 33% (554 incidents). Of these, 1711 (77%) were deliberate fires, an increase of 38% (475 incidents). Deliberate secondary fires account for 86% (1463) of all deliberate fires in Newcastle. Accidental dwelling fires have seen an increase of 9 incidents (6%).

### North Tyneside

There has been a 1.7% (12) increase in fires attendances (722 in total). Deliberate fires have increased by 5% (22) to 489. 79% (384) were deliberate secondary fires which have increased by 6% (20). Accidental dwelling fires have decreased by 23% (24) and non-kitchen fires decreased by 8 incidents (14%).

### South Tyneside

There has been a 12% (79) increase in fire attendances to 733 incidents. Deliberate fires have increased by 24% (102) to 530, 83% (438) of which were deliberate secondary fires. There has been a 9% (6) decrease in accidental dwelling fires.

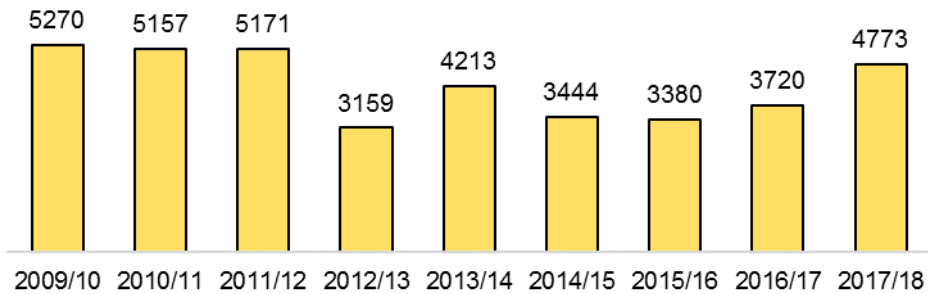
### Sunderland

There has been a 19% (344) increase in fire attendances to 2208 incidents. Deliberate fires have increased by 27% (393) to 1839. 86% (1578) are deliberate secondary fires. Accidental dwelling fires have decreased by 2% (3).

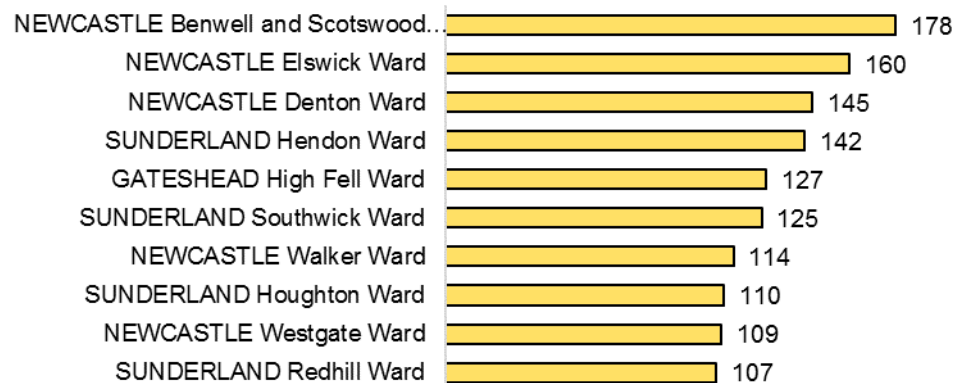


## Deliberate secondary fires (LI16)

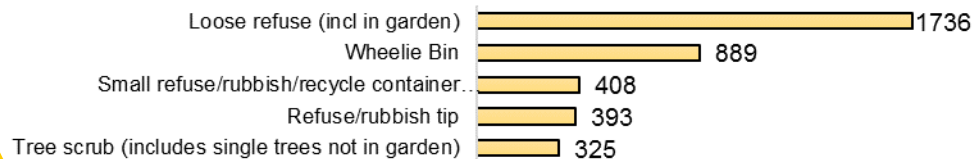
LI16 - Deliberate secondary fires



LI16 - Deliberate secondary fires by ward (Top 10)

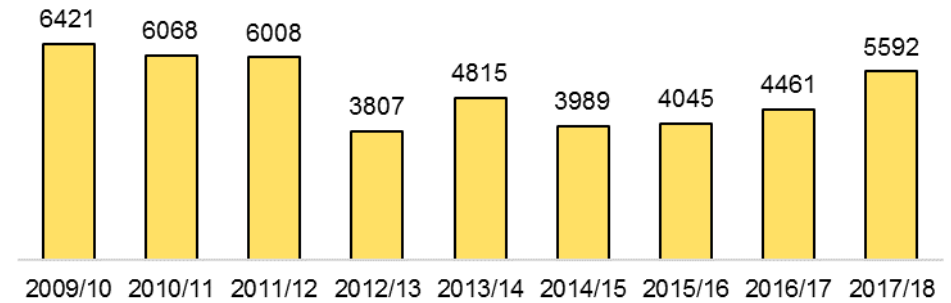


LI16 - Deliberate secondary fires by property type (Top 5)

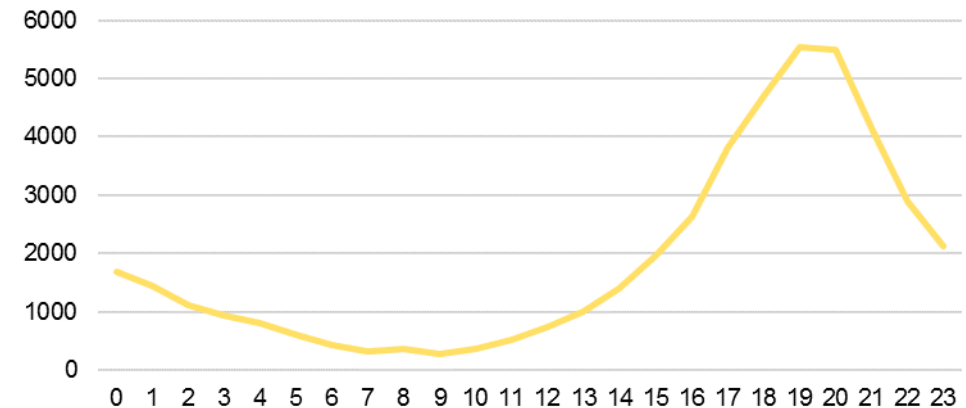


## Deliberate fires (LI33)

LI33 - All deliberate fires



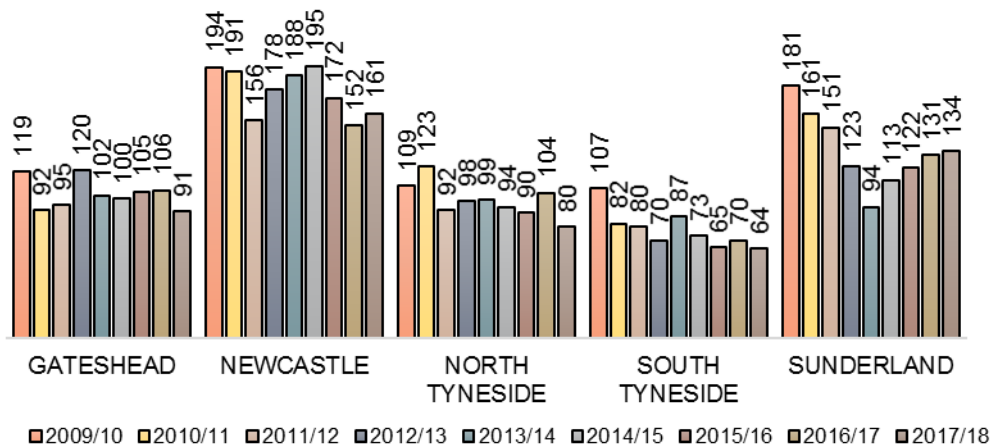
LI33 - All deliberate secondary fires by hour of day



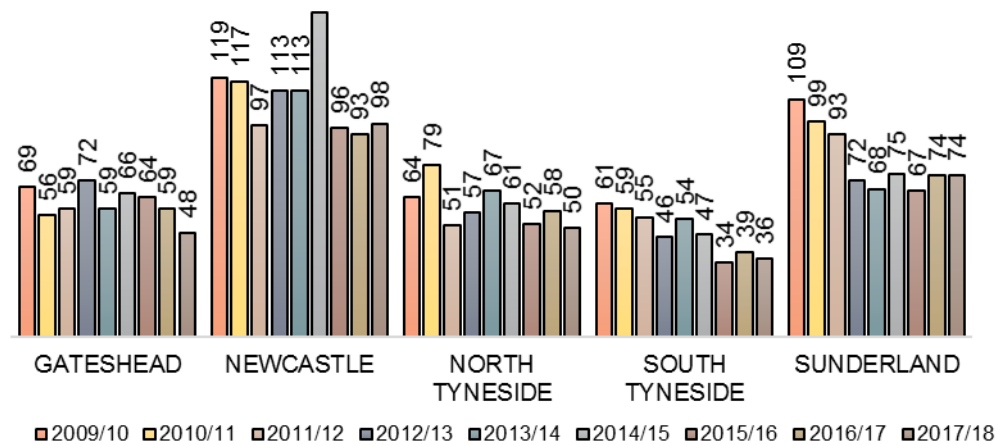
LI33 - All deliberate fires by property level 2



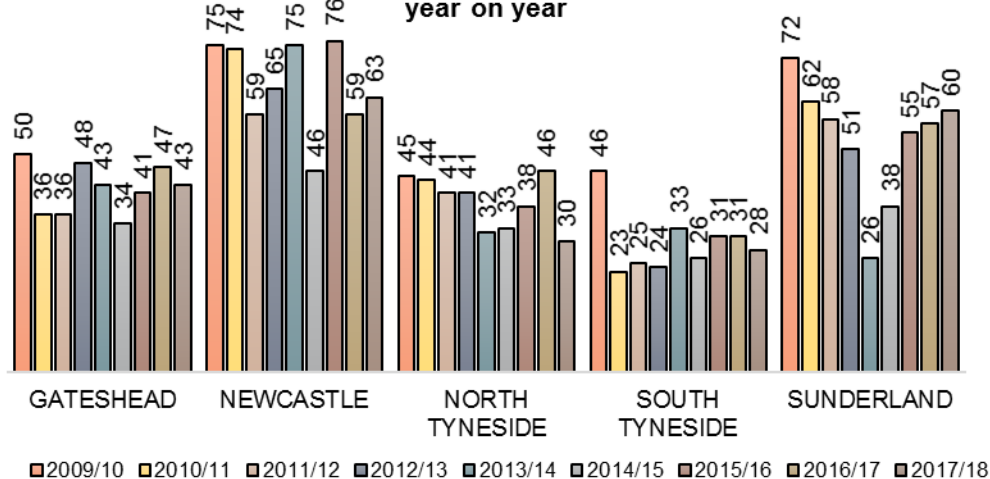
**LI08 - Accidental fires in dwellings by district year on year**



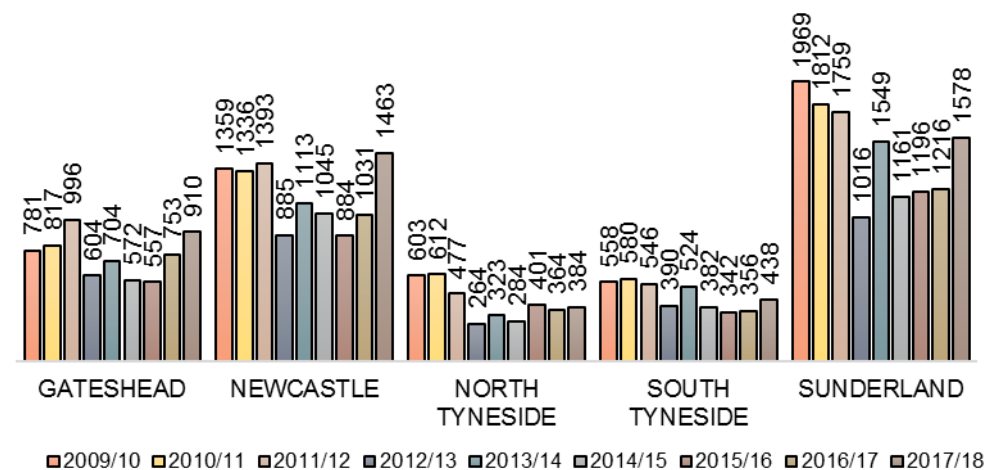
**LI09 - Accidental kitchen fires in dwellings by district year on year**



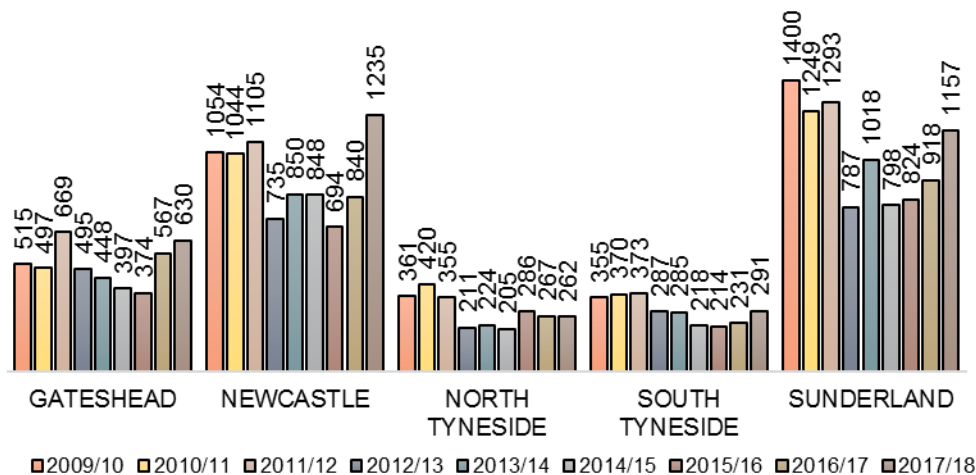
**LI10 - Accidental non kitchen fires in dwellings by district year on year**



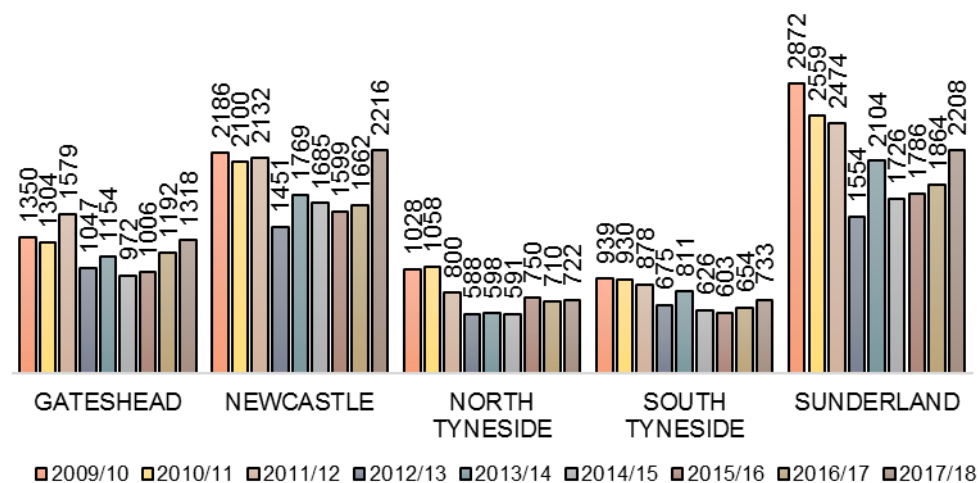
**LI16 - Deliberate secondary fires by district year on year**



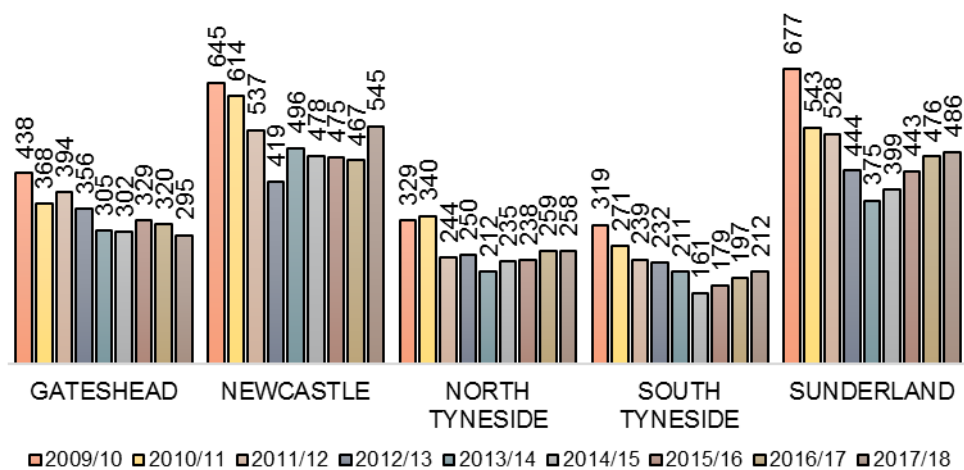
LI18 - Deliberate refuse fires by district year on year



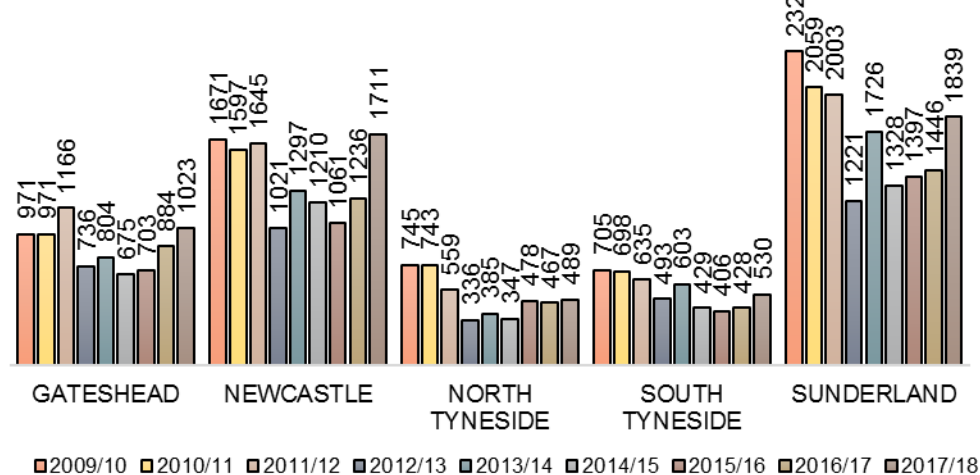
LI24 - All fire calls by district year on year



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	Activities	Success criteria	Measures	Delivery area	Link
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
Sheltered Housing Initiative	Deliver a safety message to elderly residents to assist in the reduction of deaths and injuries from fire	Reduction of accidental fire incidents and injuries to elderly persons within sheltered accommodation. Reduction of unwanted fire signals from 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	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. Report on all ASB incidents to monitor deliberate fires -		Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI18 LI16 LI33

Actions	Activities	Success criteria	Measures	Delivery area	Link
Fire Setters	Deliver targeted education and intervention to young people displaying fire setting 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	LI18 LI16 LI33
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
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 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	Activities	Success criteria	Measures	Delivery area	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 LI33 LI18 LI24 LI29 L3P
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
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
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, money raised for Firefighters Charity and HSC requests.		Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10



Actions	Activities	Success criteria	Measures	Delivery area	Link
Implementation of Deliberate Fires Working 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 ASB / deliberate fires to enable reduction.		Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI16 LI18 LI33
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	LI16 LI18 LI33
Operation Hot Spot.	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.	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	LI16 LI18 LI33
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	LI16 LI18

<b>Actions</b>	<b>Activities</b>	<b>Success criteria</b>	<b>Measures</b>	<b>Delivery area</b>	<b>Link</b>
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.		Newcastle	LI16 LI18 LI33
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	LI16 LI18 LI33
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.	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
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	LI08 LI09 LI10 LI24 LI29

Actions	Activities	Success criteria	Measures	Delivery area	Link
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	LI08 L09 LI10
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	LI08 LI09 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	LI16

# False alarms (LI22, LI23)

## Key Facts



35% (616) of AFA calls to non domestic premises were due to faulty alarms (LI22)



3% (57) decrease to AFAs from a non domestic premises (LI22)



6% (150) increase to AFAs in domestic premises (LI23)



16% (59) reduction in false alarms to 'Hospitals and medical care' premises (LI22). Lowest recorded since 2009/10.

- 21% (54) reduction in false alarms to 'Hospital' premises (LI22). This is the lowest recorded since 2009/10.
- 45% (1194) of domestic AFAs are due to cooking or burnt toast (LI23)
- 21% (365) of non domestic AFA calls are to an education premises (LI22).
- 39% (1035) of false alarms in domestic premises were to 'purpose built flat/maisonette – multiple occupancy' (LI23).
- 35% (913) of false alarms in domestic

### Gateshead

AFAs from non domestic premises have seen a 6% decrease (16). 'Hospital and medical care' accounts for the majority of the incidents with 49. AFAs from domestic premises have decreased by 1% (2).

### Newcastle

AFAs from non domestic premises have increased by 2% (13). 'Hospital and medical care' account for the majority with 17% (136). Domestic AFAs have increased by 5% (55). 50% (639) occur in purpose built flats/maisonettes and 32% (412) in sheltered housing.

### North Tyneside

AFAs from non domestic premises have decreased by 3% (5). 31% (49) occur in 'Education' premises. Domestic AFAs have increased by 11% (30) with 51% (149) from sheltered housing.

### South Tyneside

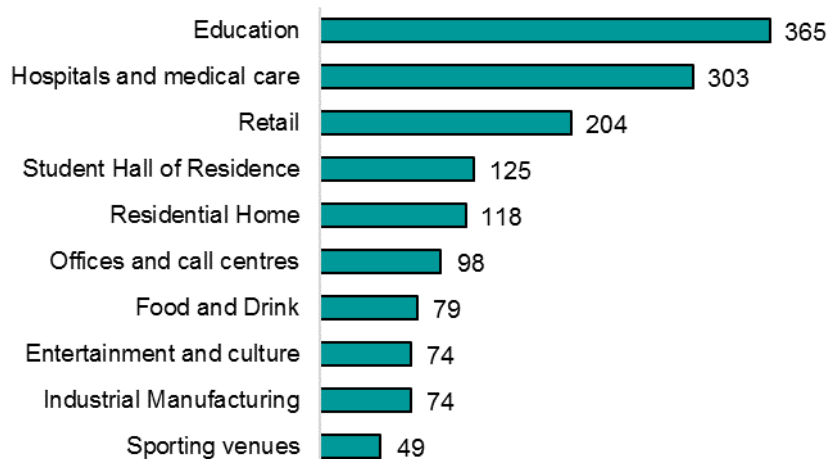
AFAs from non domestic premises have decreased by 4% (6). The majority of these, 30% (48) were from 'Education' premises. South Tyneside is the only district to see an increase in AFAs from 'Hospitals and medical care' with a 42% (13) increase. Domestic AFAs have increased by 32% (58) with 50% (122) from sheltered housing.

### Sunderland

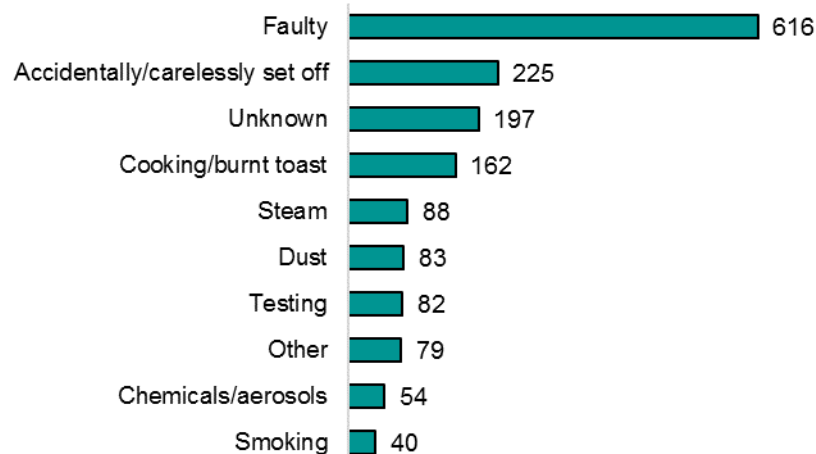
AFAs from non domestic premises have decreased by 11% (44). 'Education' premises account for the majority with 34% (126). Incidents in 'Hospital and medical care' decreased by 33% (34). AFAs in domestic premises have increased by 2% (9) with purpose built flats/maisonettes account for the majority with 41% (186).

### Non domestic false alarms (LI22)

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

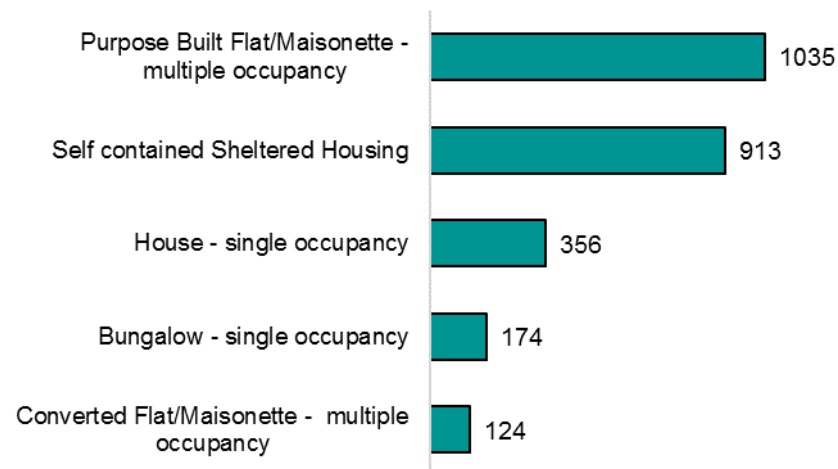


**LI22 - Non domestic false alarms by reason  
(Top 10)**

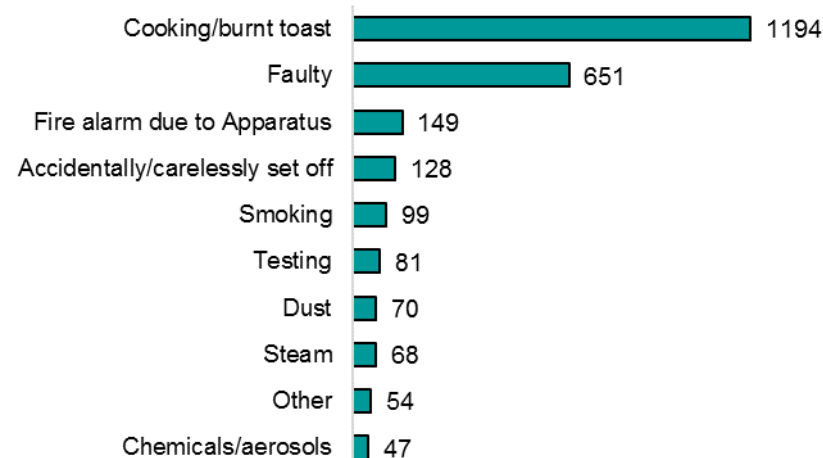


### Domestic false alarms (LI23)

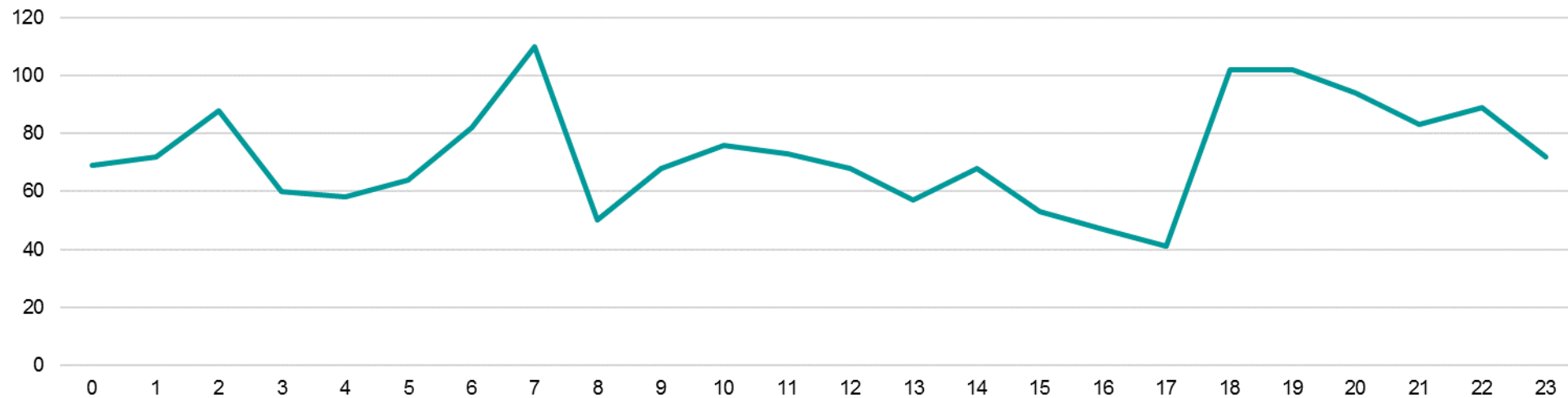
**LI23 - Domestic false alarms by property type  
(Top 5)**



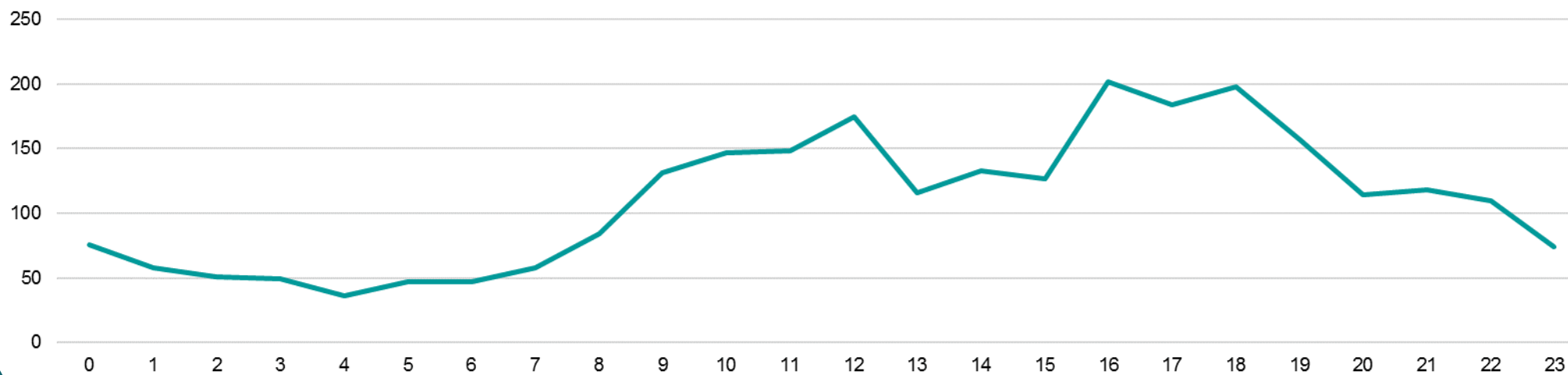
**LI23 - Domestic false alarms by reason  
(Top 10)**



**LI22 - Non domestic false alarm incidents by hour of day**



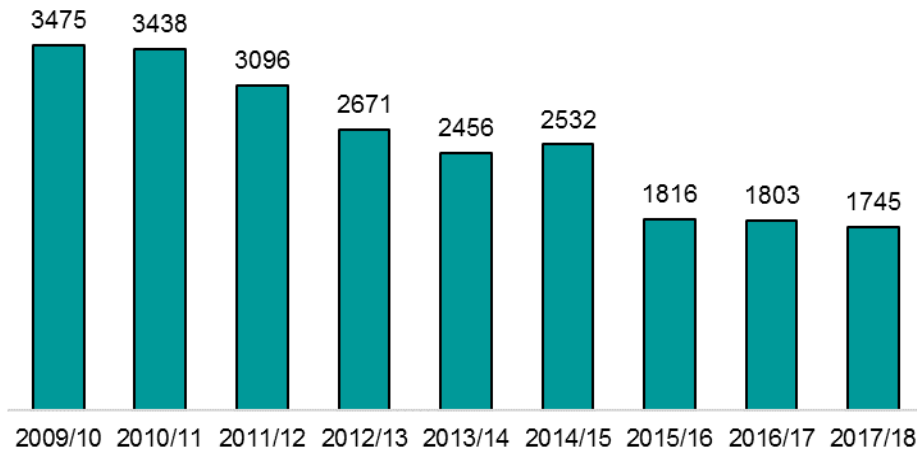
**LI23 Domestic false alarm incidents by hour of day**



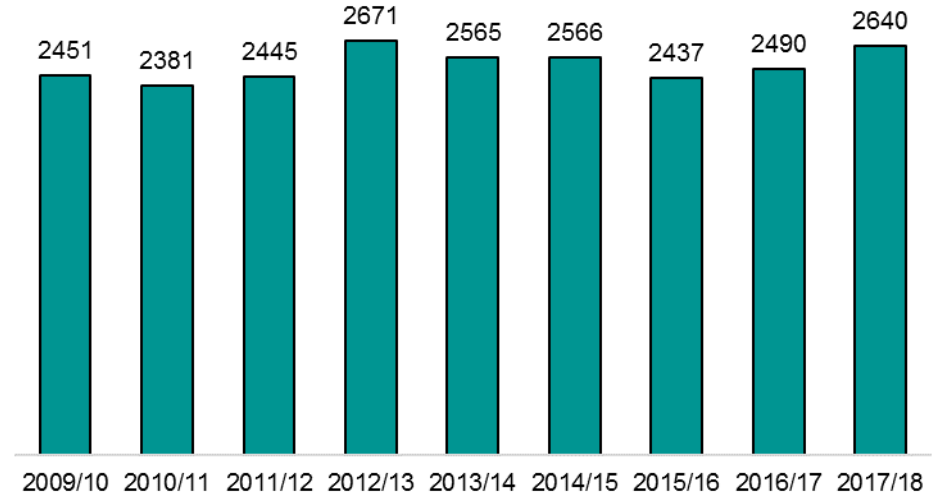


# Year on year trends

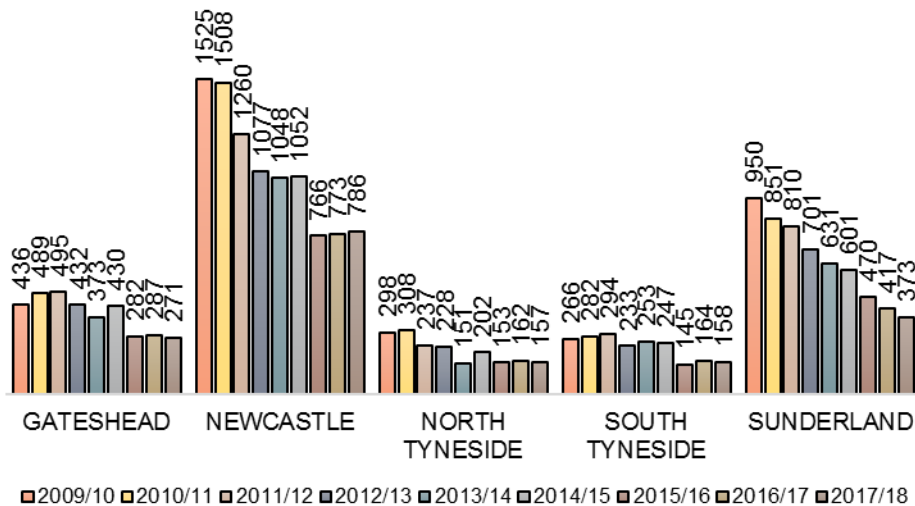
LI22 - Non domestic false alarms year on year



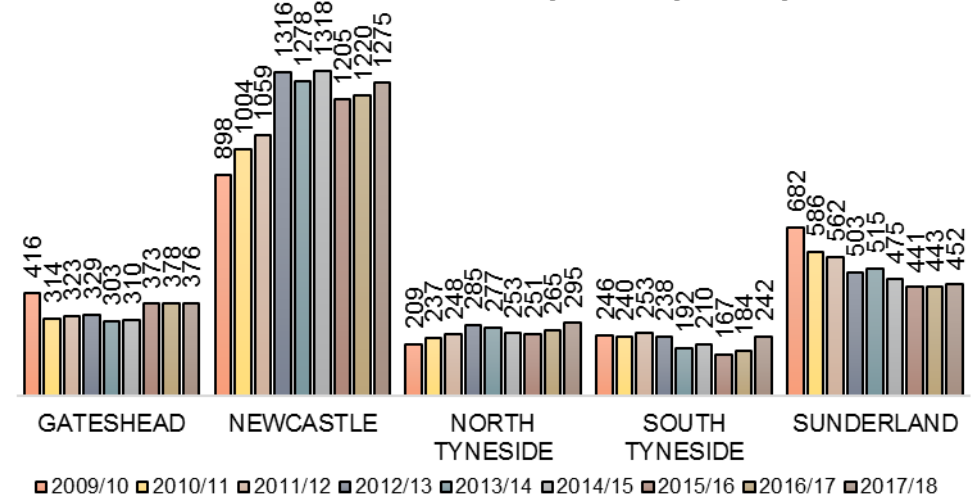
LI23 - Domestic false alarms year on year



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	Activities	Success criteria	Measures	Delivery area	Link
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

False alarm calls (Includes LI22, LI23)					
Actions	Activities	Success criteria	Measures	Delivery area	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 North Tyneside South 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 North Tyneside South 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 North Tyneside South Tyneside Sunderland	LI22

False alarm calls (Includes LI22, LI23)					
Actions	Activities	Success criteria	Measures	Delivery area	Link
Local Activities					
Identification of an issue with Break glass alarms at ST Hospital a contractor has been appointed to inspect and address all call points to ensure covers are in place and functional on a regular basis.	To reduce and prevent further accidental actuations of break glass alarms and reduce calls to this property.	End of year review will identify significant reductions and prove success or otherwise.		South Tyneside	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

# LI overview 2017/18

This report monitors how our incidents are performing against our targets and forecasts for 2017/18. (\* Priority Indicators)

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

	Service				Gateshead				Newcastle				North Tyneside				South Tyneside				Sunderland			
indicator	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*	2	0	-	1	1	0	-	0	0	0	-	0	0	0	-	0	0	0	-	0	1	0	-	1
LI02*	4	0	-	2	2	0	-	1	0	0	-	0	0	0	-	0	0	0	-	0	2	0	-	2
LI03*	37	41	90%	35	8	11	73%	10	10	11	91%	11	6	4	150%	7	3	3	100%	-1	10	12	83%	9
LI05*	181	177	102%	189	44	32	138%	41	52	43	121%	51	25	28	89%	30	18	14	129%	18	42	54	78%	49
LI08*	530	549	97%	520	91	103	88%	90	161	148	109%	162	80	101	79%	81	64	69	93%	61	134	128	105%	126
LI09*	306	313	98%	289	48	57	84%	50	98	90	109%	93	50	56	89%	44	36	38	95%	36	74	72	103%	65
LI10*	224	240	93%	231	43	46	93%	40	63	58	109%	69	30	45	67%	37	28	31	90%	25	60	56	107%	60
LI16*	4773	3627	132%	4996	910	734	124%	937	1463	1005	146%	1472	384	355	108%	449	438	347	126%	455	1578	1186	133%	1685
LI18*	3575	2759	130%	3711	630	554	114%	638	1235	821	150%	1247	262	261	100%	301	291	226	129%	293	1157	897	129%	1232
LI22*	1745	1651	106%	1758	271	263	103%	267	786	708	111%	779	157	148	106%	158	158	150	105%	166	373	382	98%	390
LI23*	2641	2437	108%	2617	376	373	101%	374	1275	1205	106%	1292	295	251	118%	286	242	167	145%	212	453	441	103%	453
LI24*	7197	5893	122%	7467	1318	1155	114%	1364	2216	1610	138%	2257	722	688	105%	786	733	634	116%	733	2208	1806	122%	2327
LI29*	1796	1642	109%	1791	295	306	96%	307	545	446	122%	555	258	247	104%	253	212	188	113%	192	486	455	107%	484
LI32*	17082	15065	113%	17487	2985	2594	115%	2996	5969	5570	107%	6260	1863	1637	114%	1899	1799	1524	118%	1767	4466	3740	119%	4566
LI33*	5592	4318	130%	5827	1023	856	120%	1063	1711	1196	143%	1730	489	452	108%	557	530	414	128%	530	1839	1400	131%	1947
LI35*	237	204	116%	244	42	32	131%	45	81	65	125%	87	35	29	121%	34	29	20	145%	22	50	58	86%	56



