

2018/19 Performance Report Quarter one (1st April to 30th June 2018)



**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	4
Executive summary	6
<i>Deaths and Injuries.....</i>	<i>6</i>
<i>Fire Attendances</i>	<i>6</i>
<i>False Alarms.....</i>	<i>6</i>
<i>Management Indicators</i>	<i>6</i>
<i>LI Overview 2018/19.....</i>	<i>7</i>
Deaths and injuries (LI01, LI02, LI03, LI05)	8
<i>Key facts.....</i>	<i>8</i>
<i>Year on year trends</i>	<i>10</i>
<i>Service actions</i>	<i>11</i>
Fire attendances (LI08, LI09, LI10, LI16, LI17, LI18, LI24, LI29, LI50).....	15
<i>Key facts</i>	<i>15</i>
<i>Year on year trends</i>	<i>16</i>
<i>Service actions</i>	<i>19</i>
False alarms (LI22, LI23)	26
<i>Key Facts.....</i>	<i>26</i>
<i>Year on year trends</i>	<i>29</i>
<i>Service actions</i>	<i>31</i>
Management indicators (LI32, LI35, LI36, LI37, LI82).....	Error! Bookmark not defined.
<i>Key facts</i>	<i>Error! Bookmark not defined.</i>
<i>Year on year trends</i>	<i>Error! Bookmark not defined.</i>
<i>Service actions</i>	<i>Error! Bookmark not defined.</i>
LI overview 2018/19	34

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 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, LI17, LI18). 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 quarter one in 2018/19 to quarter one in 2017/18 and to previous years where relevant. The period 1st April 2018 to 30th June 2018 will be referred to as Quarter 1, Q1 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 4 July 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
- LI18* - Deliberate refuse fires
- LI16* - Deliberate secondary fires
- LI17* - Deliberate primary fires
- LI24 - Fire calls attended
- LI29 - Primary fires
- LI50* - Accidental fires in non domestic properties

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 1 fire fatality (LI02) within the TWFRS Service area during 2018/19.
- There has been a 17% (8) increase in the number of injuries from all fires (LI05).
- There has been 60% (6) increase in injuries from accidental dwelling fires (LI03).
- 50% (8) of the victims who went to hospital were aged 60 or over (LI03).

Fire Attendances

- TWFRS attended 16% (361) fewer fires within the Service area during 2018/19 (LI24).
- There has been a 16% (149) reduction in deliberate refuse fires (LI18).
- There has been 6% (4) more accidental kitchen fires (LI09).
- There has been a 26% (390) reduction in deliberate secondary fires (LI16).

False Alarms

- There has been a 1% (6) reduction to AFAs in a non domestic premises (LI22).
- There has been a 11% (71) reduction to AFAs in a domestic premises (LI23).
- 48% (286) of domestic AFAs were due to cooking or burnt toast (LI23).
- 21% (92) of AFAs in a non domestic premises were from property type 'hospitals and medical care'.
- 20% (90) of non domestic AFA calls are to an education premises (LI22).
-

Management Indicators

- There has been a 9% (406) reduction in the number of incidents (LI32).
- 6,442 home safety checks have been successfully delivered.
- A Targeted Response Vehicle (TRV) attended 21% (896) of the incidents within TWFRS Service area (LI36).
- 60% of TRV attendances are between 17:00 and 22:00.
- There has been a 27% (20) reduction in fires in non domestic premises (LI35).
- The average attendance time to a risk level one incident was 5 minutes and 14 seconds.

LI Overview 2018/19

Of the 18 priority local performance indicators it is forecasted that TWFRS will attain 12 targets.

- LI01 – Deaths from accidental dwelling fires
- LI02 – Deaths from all fires
- LI03 – Number of injuries from accidental dwelling fires (excl. precautionary check and first aid),
- LI05 – Number of injuries from all fires,
- LI08 – Number of accidental dwelling fires,
- LI09 – Number of accidental kitchen fires in dwellings,
- LI10 – Number of accidental non kitchen fires in dwellings,
- LI16 – Number of deliberate secondary fire,
- LI17 – Number of deliberate primary fires,
- LI18 – Number of deliberate refuse fires,
- LI21 – Number of malicious false alarms attended,
- LI22 – Number of AFAs to non domestic premises,
- LI23 – Number of AFAs to domestic premises,
- LI24 – Number of fire calls attended,
- LI32 – Number of incidents,
- LI29 – Number of primary fires
- LI35 – Number of fires in a non domestic premises,
- LI50 – Number of accidental fires in a non domestic premises.

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

Key facts



60% (6) more injuries from accidental dwelling fires (LI03)



1 fatality (LI02)



50% (8) of the victims who went to hospital were aged 60 or over (LI03)



17% (8) increase in the number of injuries from all fires (LI05).

- In 69% (11) of injuries from accidental dwelling fires the room of origin of the fire was the kitchen (LI03).
- In 81% (13) of injuries from accidental dwelling fires, the injuries appeared to be slight. (LI03).
- There were 55 victims from 45 fires where there were victim(s) involved (LI05).
- Where an occupancy type has been recorded, 67% (30) were 'Lone person/parent' (LI05).

Gateshead

There were 11 injuries from all fires, a reduction of 4 in comparison to Q1 2017/18. There were 3 injuries from accidental dwelling fires, no change from Q1 2017/18.

Newcastle

There were 15 injuries from all fires, an increase of 4 in comparison to Q1 2017/18. There were 3 injuries from accidental dwelling fires, a reduction of 2 from Q1 2017/18.

North Tyneside

Unfortunately, North Tyneside recorded one fatality during Q1 2018/19. There were 11 injuries from all fires and 4 injuries from accidental dwelling fires, an increase of 2 from Q1 2017/18.

South Tyneside

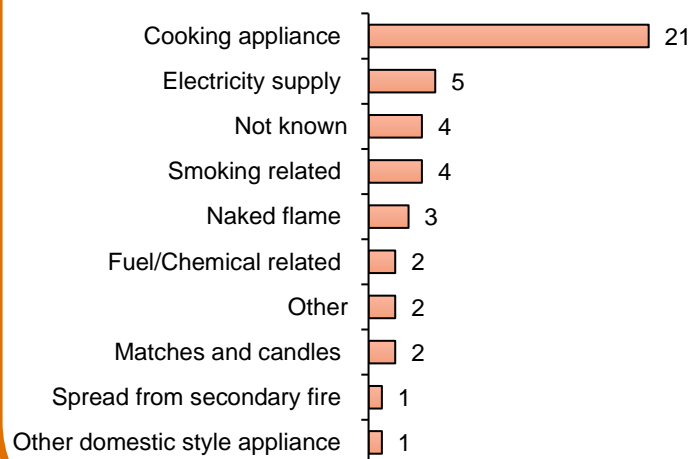
There were 6 injuries from all fires, no change in comparison to Q1 2017/18. There were 2 injuries from accidental dwelling fires, an increase of 2 from Q1 2017/18.

Sunderland

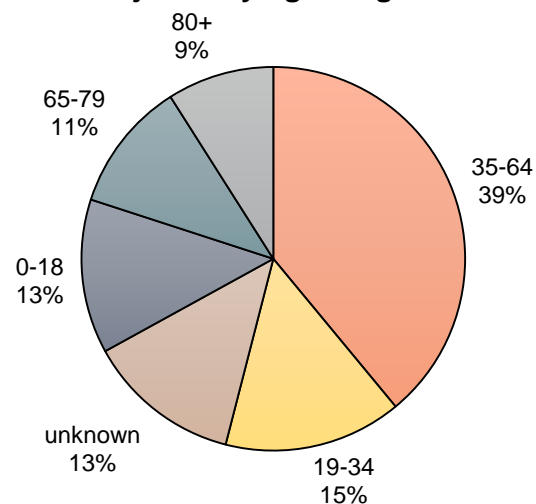
There were 12 injuries from all fires, an increase of 6 in comparison to Q1 2017/18. There were 4 injuries from accidental dwelling fires, an increase of 4 from Q1 2017/18.

Injuries from all fires – LI05

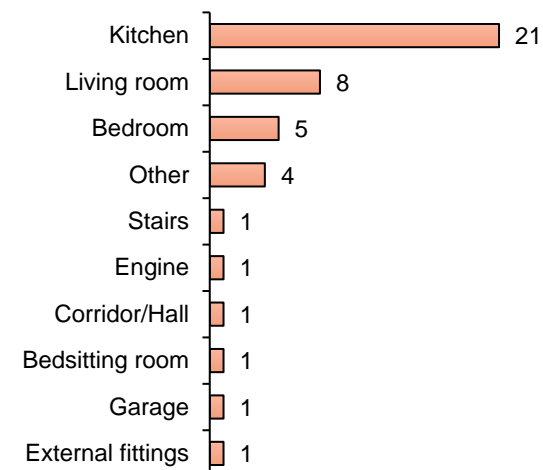
LI05 Ignition source 2018/19



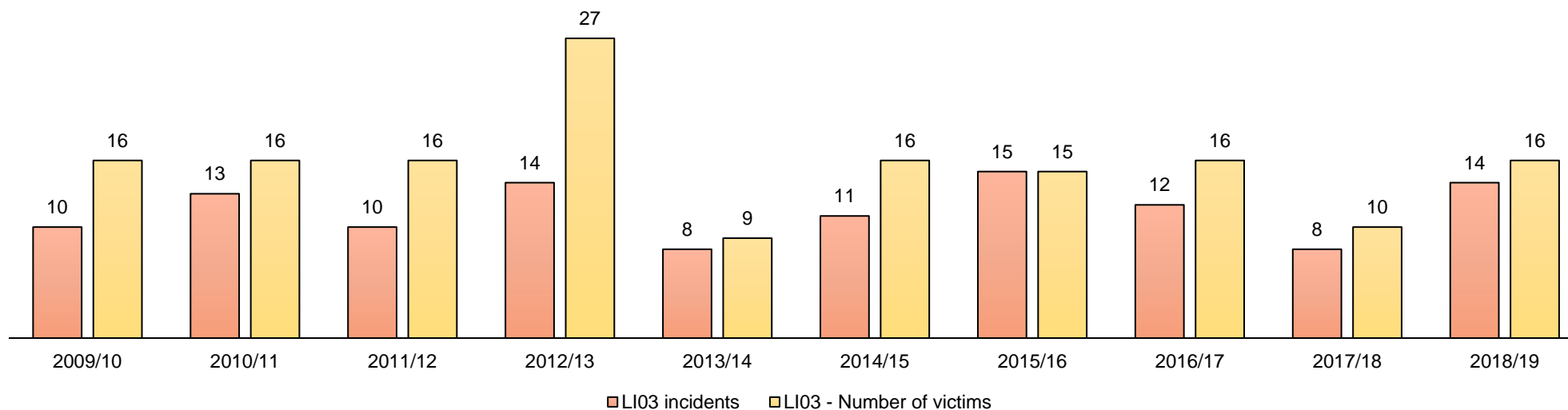
LI05 - Injuries by age range 2018/19



LI05 Room of origin 2018/19

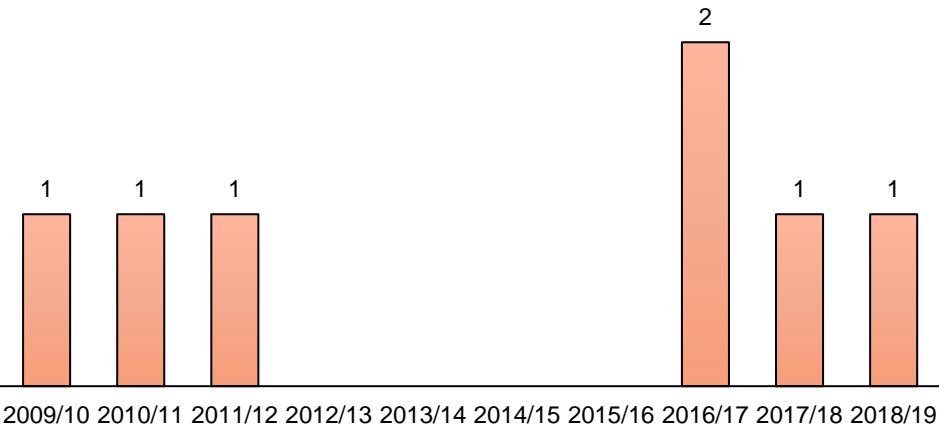


LI03 - Injuries from accidental fires in dwellings where hospital visit was recommended

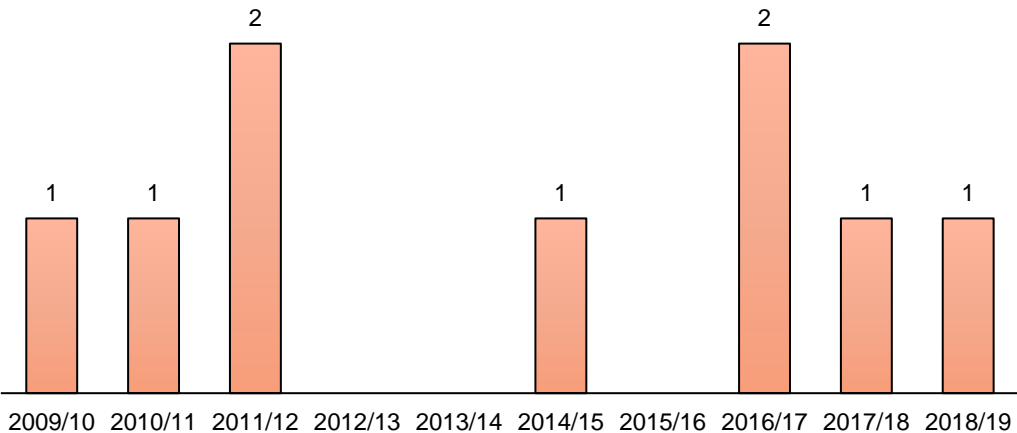


Year on year trends

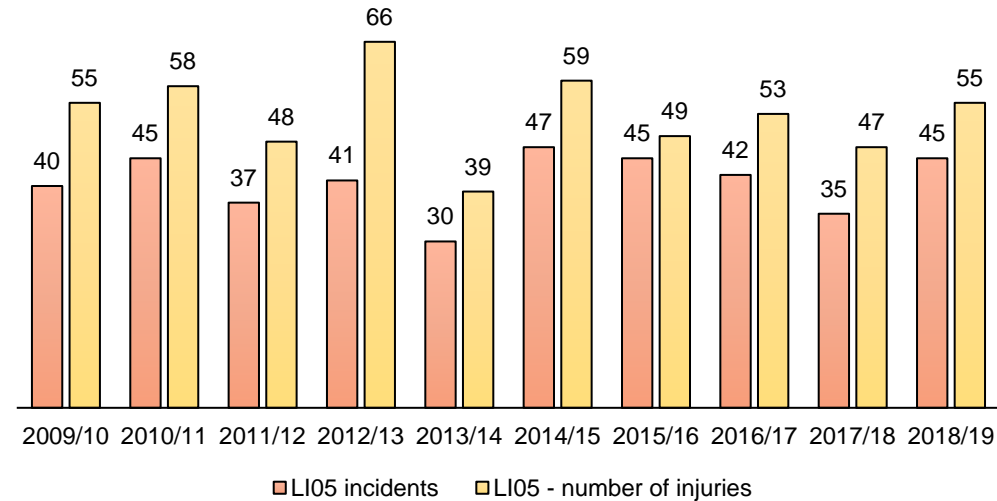
LI01 - Number of deaths from accidental fires in dwellings



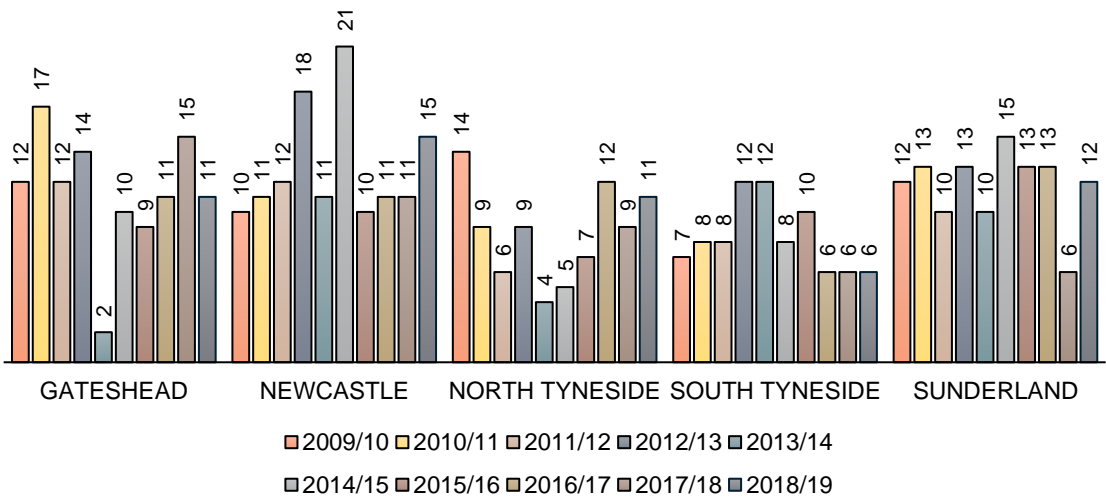
LI02 - Number of deaths from all fires



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	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. The HSC also includes additional elements around health and wellbeing, focusing on a person centred approach, and primary falls prevention advice is also provided to those aged 60 years or 65years depending on the local authority. Lifestyle factors advice and onward referrals to the most appropriate partners for smoking cessation, alcohol and substance misuse, dementia, winter warmth, social isolation, flu vaccine advice, access to benefits, carers support and crime prevention.	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

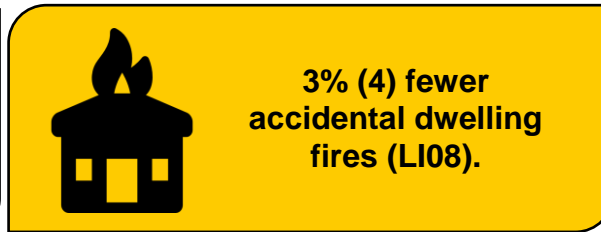
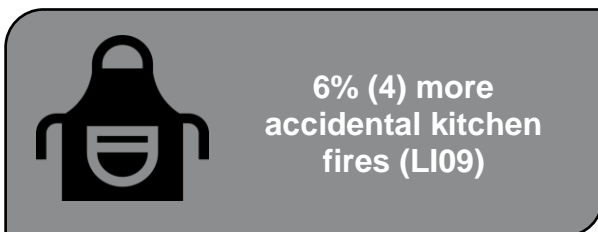
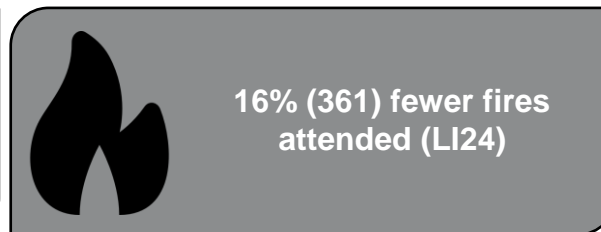
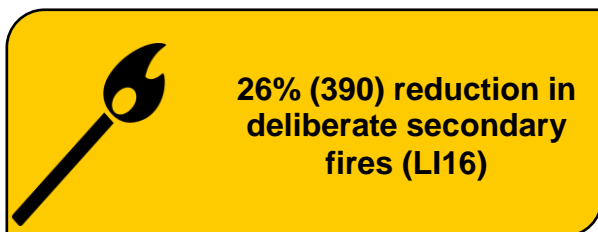
Actions	Activities	Success Criteria	Delivery area	Link
Partnership Referrals.	A reciprocal arrangement with key partners to provide fire safety advice to highly vulnerable persons within Local Authority Areas. Partners to identify vulnerable persons and refer to TWFRS.	Reduce the number of deaths and 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
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

Actions	Activities	Success Criteria	Delivery area	Link
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
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
Local activities				
Actions	Activities	Success Criteria	Delivery area	Link
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

Community Engagement Initiative following fatal fire.	To increase fire safety awareness and provide community reassurance	234 doors knocked, 50 completed HSCs, 45 Safe and Well Vists completed, 184 no replies.The initiative was carried out within a 400 metre radius of the incident using CFRMIS lists.Locality to be monitored for any further incidents by P&E.	North Tyneside	LI01
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Fire attendances (LI08, LI09, LI10, LI16, LI17, LI18, LI24, LI29, LI50)

Key facts



- 11% (53) reduction in primary fires (LI29)
- 45% (201) of primary fires were deliberate (LI17)
- 39% (174) of primary fires had a property type of 'Road vehicle', a reduction of 6% (LI29).
- 16% (149) reduction in deliberate refuse fires (LI18).
- 12% (8) fewer accidental dwelling fires which did not start in the kitchen (LI10).
- 25% (9) of accidental fires in non domestic premises occurred in the property type 'Retail'(LI50).

Gateshead

There were 352 fire calls during Q1 2018/19, a reduction of 24% (109). Of these 65% (229) were deliberate secondary fires. There were 23 accidental dwelling fires, no change from the previous year.

Newcastle

There were 598 fire calls during Q1 2018/19, an increase of 1% (6). Of these 62% (373) were deliberate secondary fires. There were 33 accidental dwelling fires, a reduction of 25% (11) from the previous year.

North Tyneside

There were 225 fire calls during Q1 2018/19, a reduction of 5% (12). Of these 51% (114) were deliberate secondary fires. There were 26 accidental dwelling fires, no change from the previous year.

South Tyneside

There were 193 fire calls during Q1 2018/19, a reduction of 12% (25). Of these 57% (109) were deliberate secondary fires. There were 15 accidental dwelling fires, a reduction of 6% (1) from the previous year.

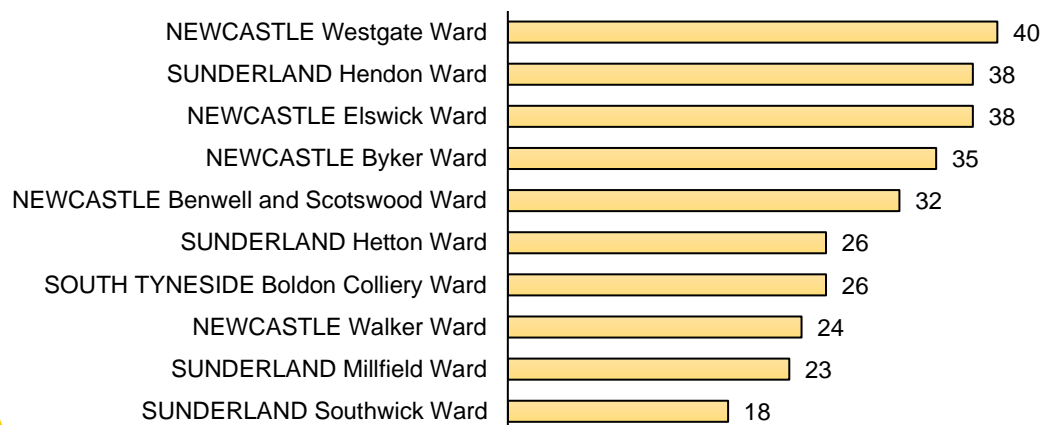
Sunderland

There were 513 fire calls during Q1 2018/19, a reduction of 30% (221). Of these 61% (312) were deliberate secondary fires. There were 28 accidental dwelling fires, an increase of 8% (2) from the previous year.

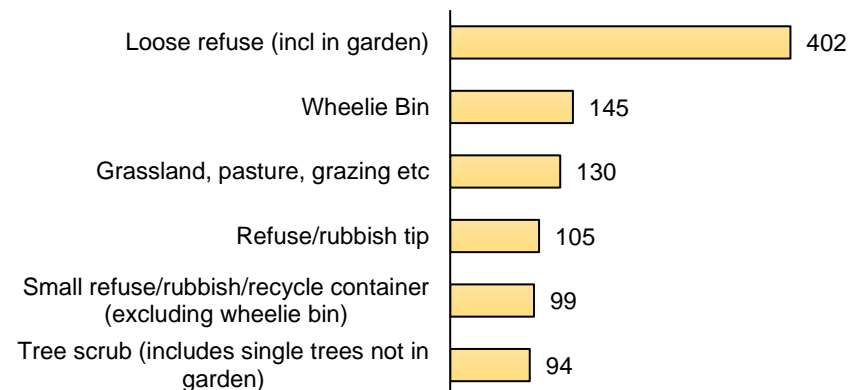
Year on year trends

Deliberate secondary fires (LI16)

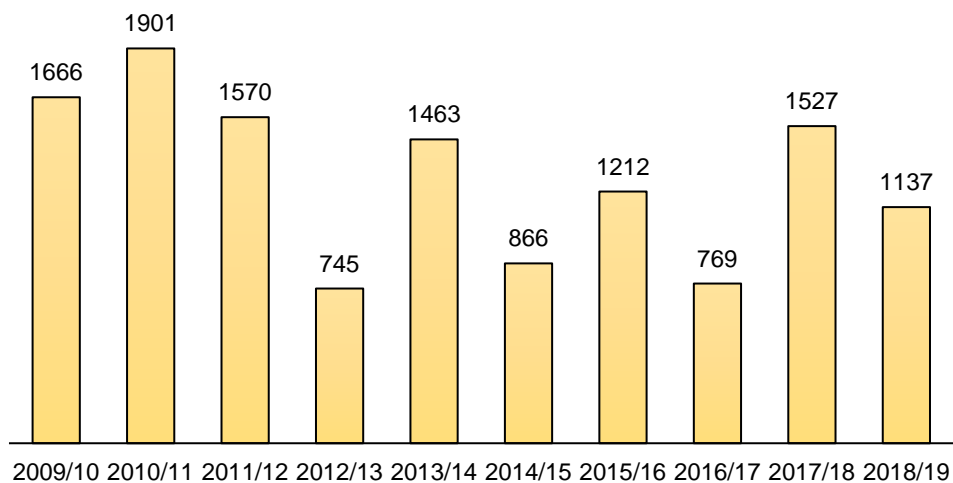
LI16 - Deliberate secondary fires top 10 by ward



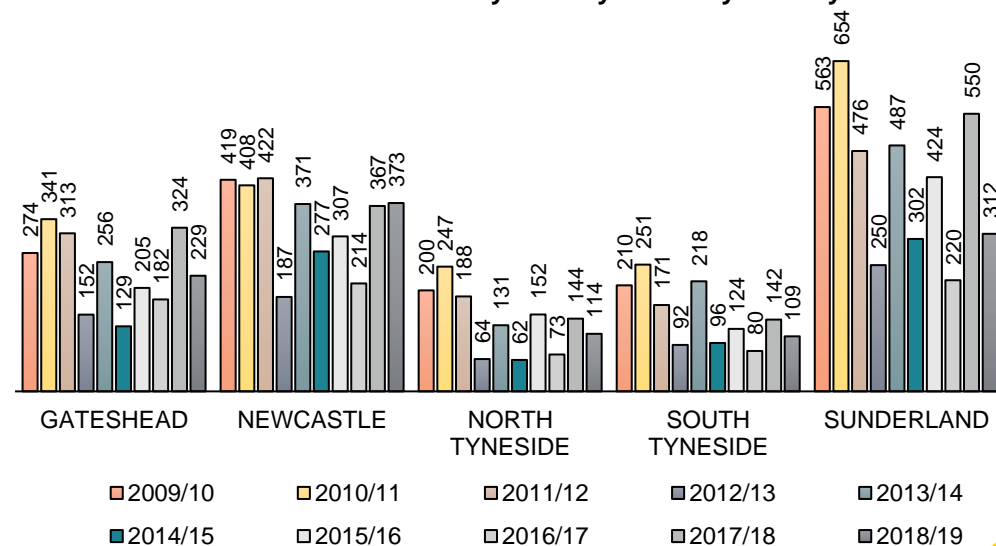
LI16 - Deliberate secondary fires top 6 by property type



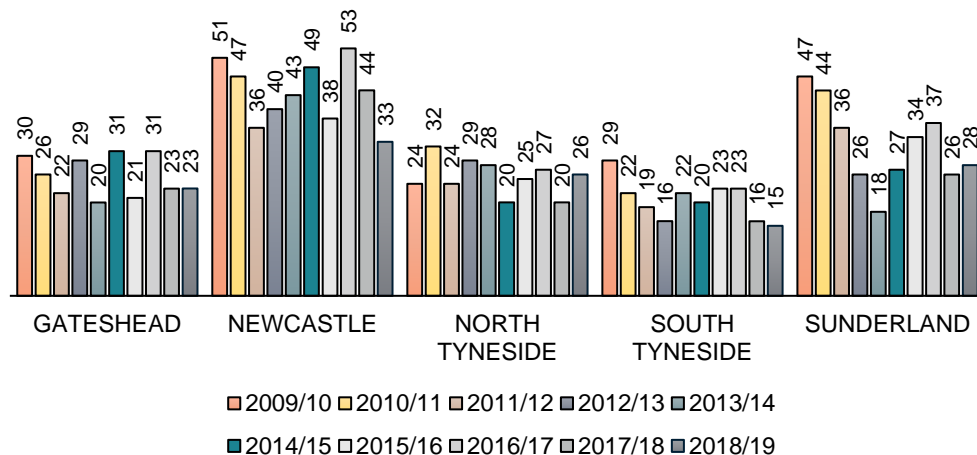
LI16 - Deliberate secondary fires



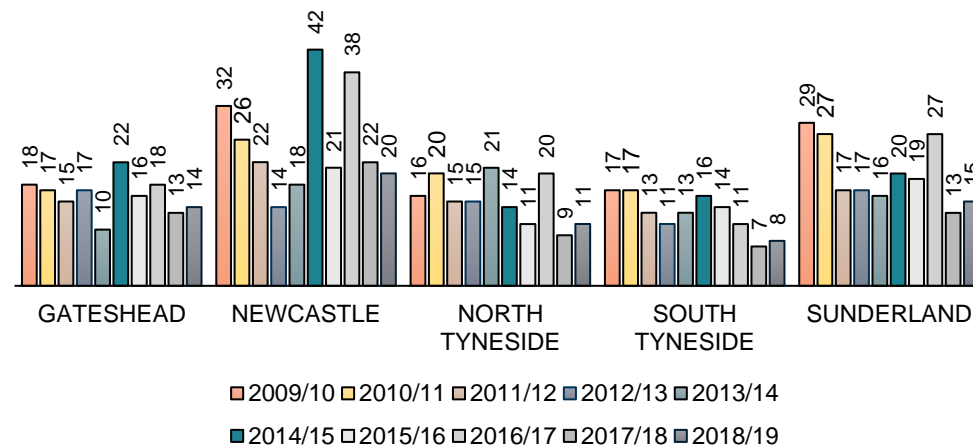
LI16 - deliberate secondary fires by district year on year



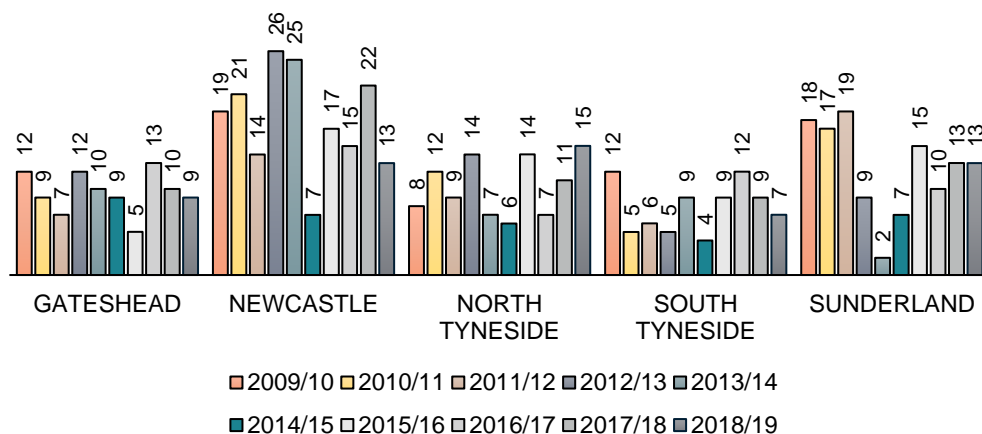
LI08 - Accidental fires in dwellings by district year on year



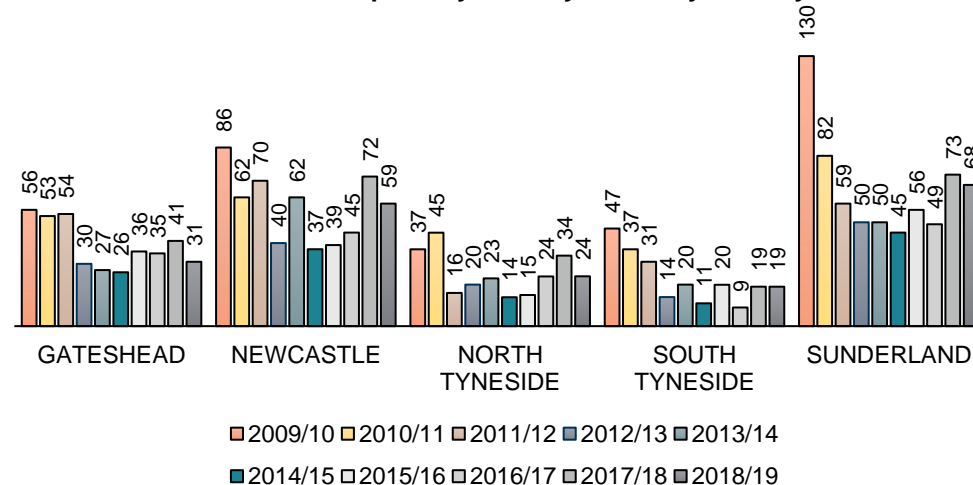
LI09 - Accidental kitchen fires in dwellings by district year on year



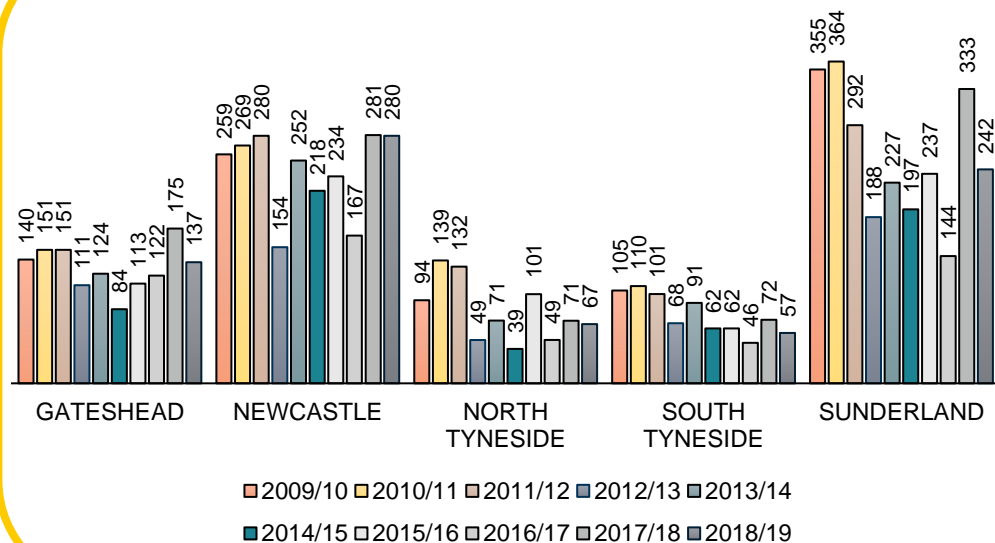
LI10 - Accidental non kitchen fires in dwellings by district year on year



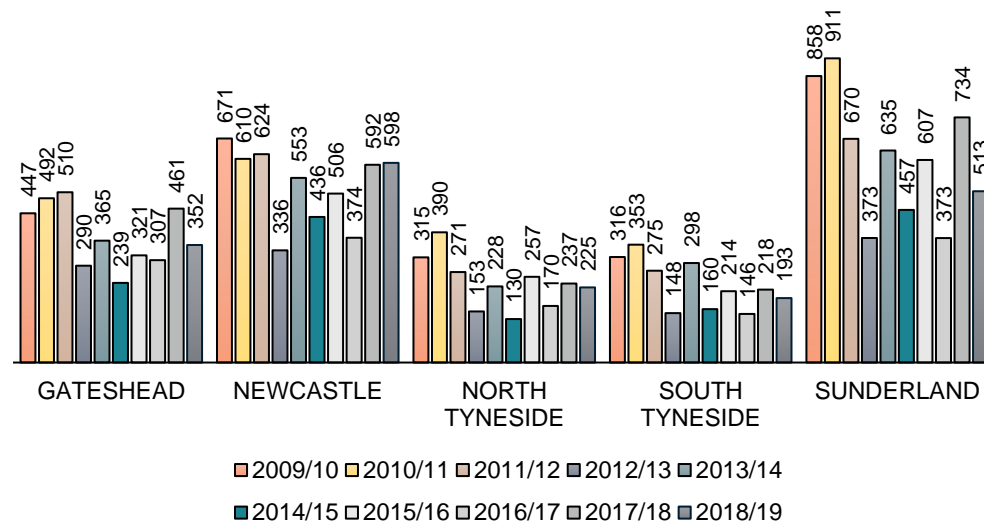
LI17 - Deliberate primary fires by district year on year



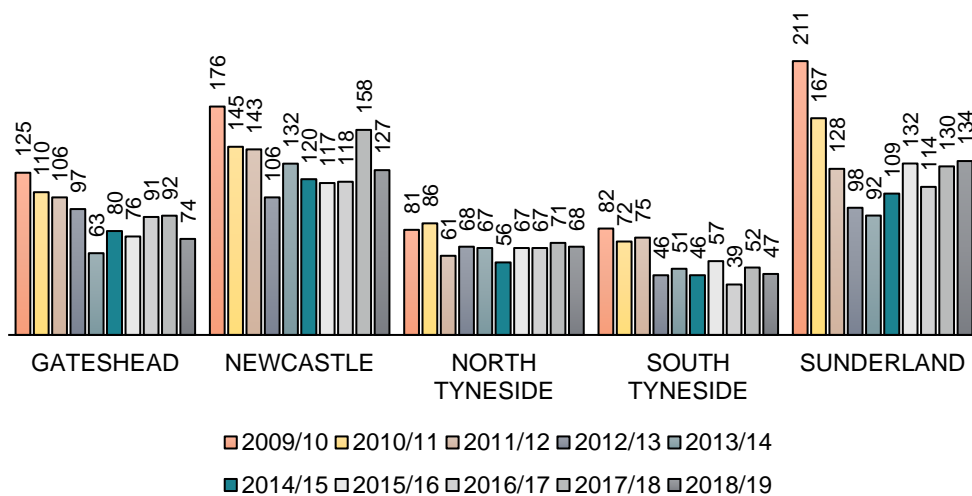
LI18 - Deliberate fires by district year on year



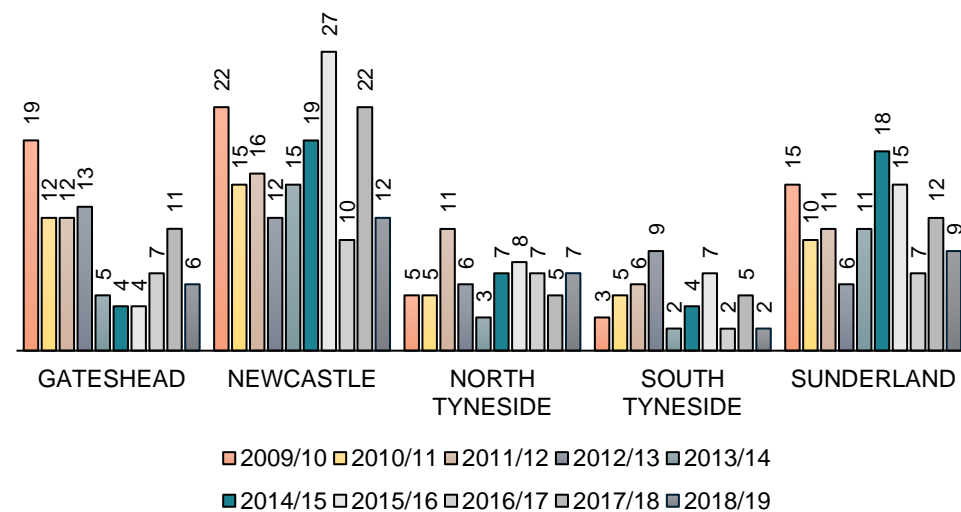
LI24 - All fire calls by district year on year



LI29 - Primary fires by district year on year



LI50 - Accidental fires in a non-domestic property



Service actions

Fire attendance (Includes LI08, LI09, LI10, LI16, LI17, LI18, LI24, LI29, LI50)				
Actions	Activities	Success criteria	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. The HSC also includes additional elements around health and wellbeing, focusing on a person centred approach, and primary falls prevention advice is also provided to those aged 60 years or 65years depending on the local authority. Lifestyle factors advice and onward referrals to the most appropriate partners for smoking cessation, alcohol and substance misuse, dementia, winter warmth, social isolation, flu vaccine advice, access to benefits, carers support and crime prevention.	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

Actions	Activities	Success criteria	Delivery area	Link
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 LI17
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	LI18 LI16 LI17
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 indicants 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	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 LI17 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
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	Delivery area	Link
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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 LI17
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	LI16 LI18 LI17
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 LI17
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

Actions	Activities	Success criteria	Delivery area	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.	Newcastle	LI16 LI18 LI17
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 littler 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 LI17
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	Delivery area	Link
<p>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.</p>	<p>To reduce calls</p>	<p>End of Quarter reviews going forward to reflect success or otherwise and then consider for service wide action</p>	<p>SouthTyneside</p>	<p>LI08 LI09 LI10 LI24 LI29</p>
<p>ASB Crime and Confidence Group.</p>	<p>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.</p>	<p>Group to meet every 6 weeks to discuss a vary agenda set by need in terms of short, medium and long term strategy.</p>	<p>Gateshead</p>	<p>LI08 LI09 LI10 LI16</p>
Actions	Activities	Success criteria	Delivery area	Link

Strategic ASB Group	Strategic driver of ASB in Newcastle. Setting strategy, coordinating and ensuring system/partnership wide implementation	The group has been initiated as a recommendation of an independently commissioned review of ASB activities in Newcastle. Fire related activity is also within the scope and terms of reference. Group Manager(North) is Chair and will report progress to Safe Newcastle Board.	Newcastle	LI16 LI18 LI17
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 LI18 LI17

False alarms (LI22, LI23)

Key Facts



31% (136) of AFA calls to non domestic premises were due to faulty alarms (LI22)



1% (6) decrease to AFAs from a non domestic premises (LI22)



48% (286) of domestic AFA calls are due to cooking or burnt toast (LI23)



11% (71) decrease to AFAs in domestic premises (LI23)

- 21% (92) non domestic premises AFA calls from were from premises type 'Hospitals and medical care', no change from the previous year. (LI22)
- 20% (90) of non domestic AFA calls are to an education premises (LI22).
- 40% (239) of false alarms in domestic premises were to 'purpose built flat/maisonette – multiple occupancy' (LI23).
- 31% (182) of false alarms in domestic premises were to 'self contained sheltered housing' (LI23).

Gateshead

AFAs from non domestic premises have seen no change from the previous year (78). 'Hospital and medical care' accounts for the majority of the incidents with 26 (33%). AFAs from domestic premises have increased by 14% (13).

Newcastle

AFAs from non domestic premises have increased by 3% (5). 'Hospital and medical care' account for the majority with 20% (39). Domestic AFAs have decreased by 14% (47). 51% (143) occur in purpose built flats/maisonettes and 27% (75) in sheltered housing.

North Tyneside

AFAs from non domestic premises have increased by 43% (13). 33% (14) occur in 'Education' premises. Domestic AFAs have reduced by 20% (15) with 42% (25) from sheltered housing.

South Tyneside

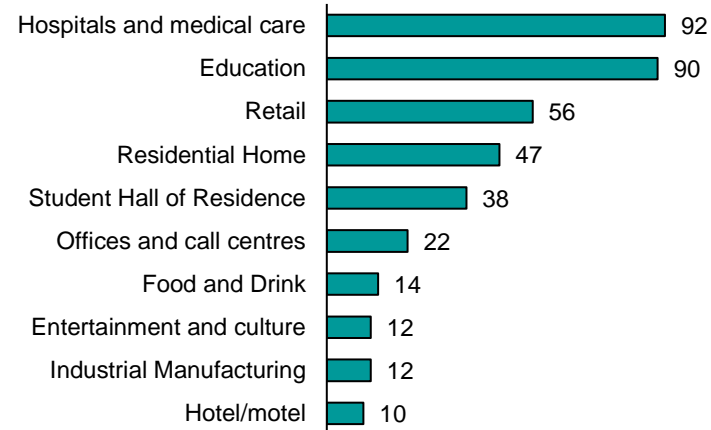
AFAs from non domestic premises have decreased by 38% (19). The majority of these, 32% (10) were from 'Hospital and medical care' premises. Domestic AFAs have reduced by 21% (13) with 49% (24) from sheltered housing.

Sunderland

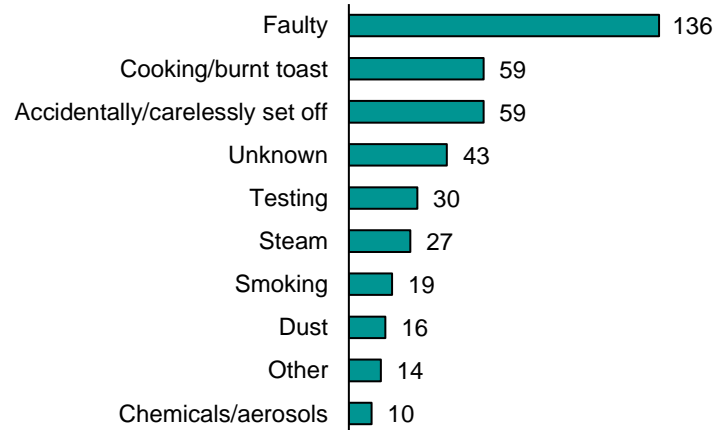
AFAs from non domestic premises have increased by 8% (7). 'Education' premises account for the majority with 36% (35). Incidents in 'Hospital and medical care' decreased by 11% (2). AFAs in domestic premises have reduced by 8% (9) with purpose built flats/maisonettes account for the majority with 43% (43).

Non domestic false alarms (LI22)

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

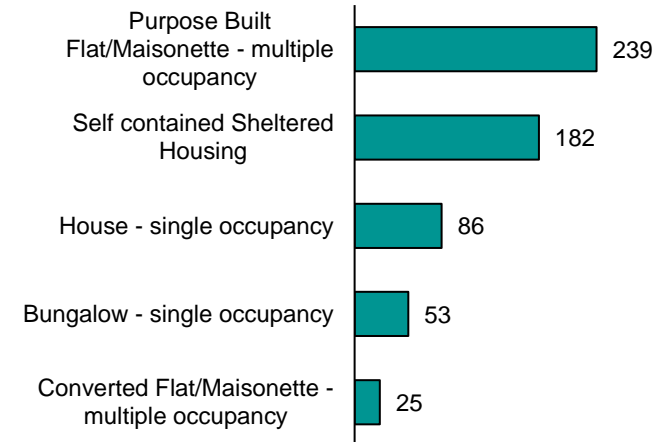


LI22 - Non domestic false alarms by reason (Top 10)

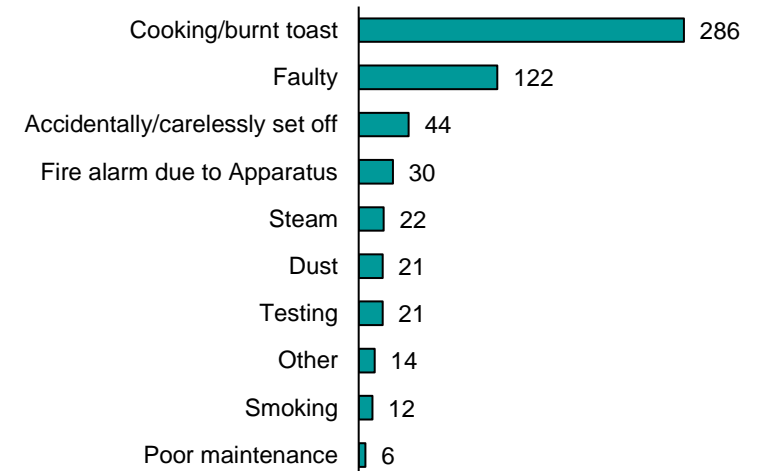


Domestic false alarms (LI23)

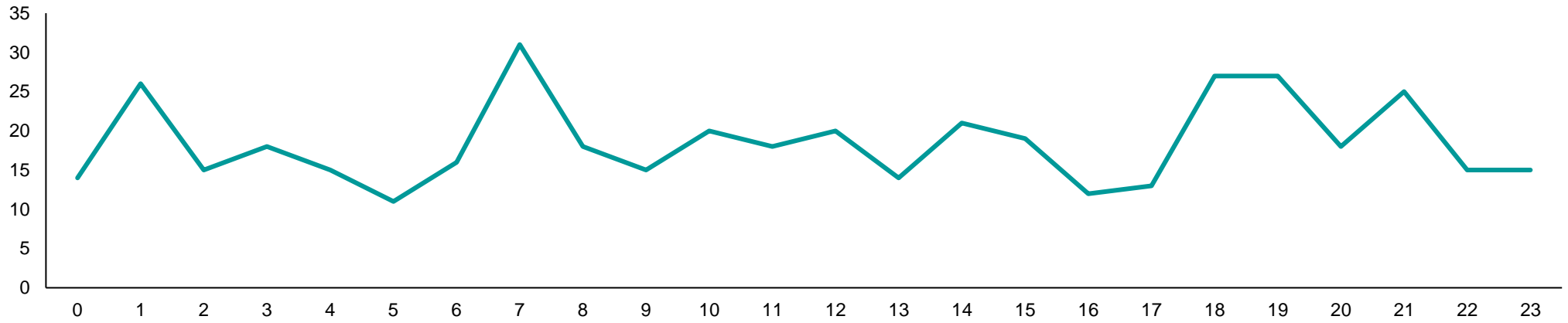
LI23 - Domestic false alarms by property type (Top 5)



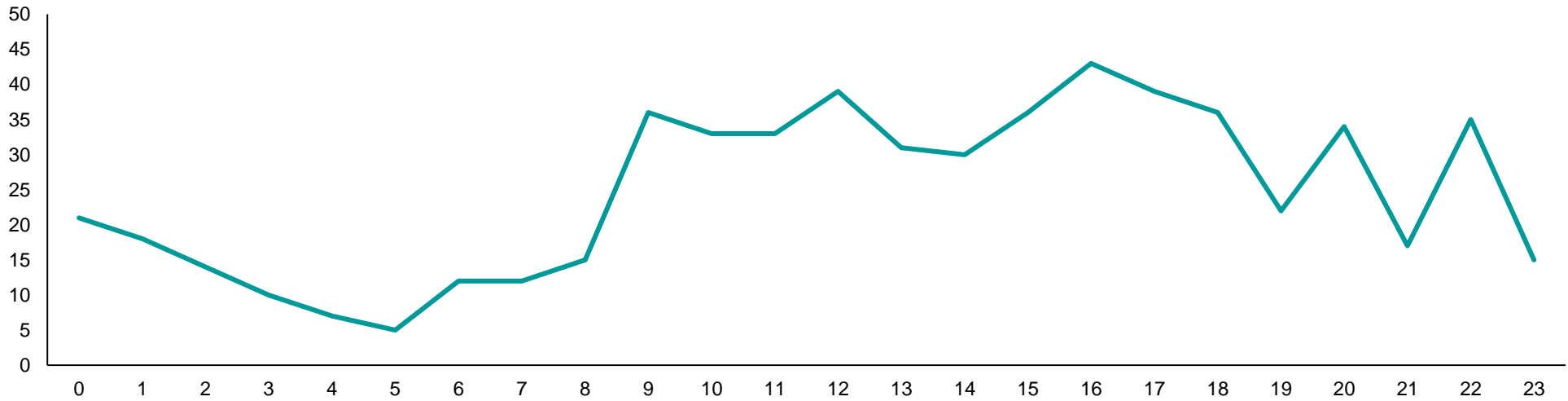
LI23 - Domestic false alarms by reason (Top 10)



LI22 - Non domestic false alarm incidents by hour of day

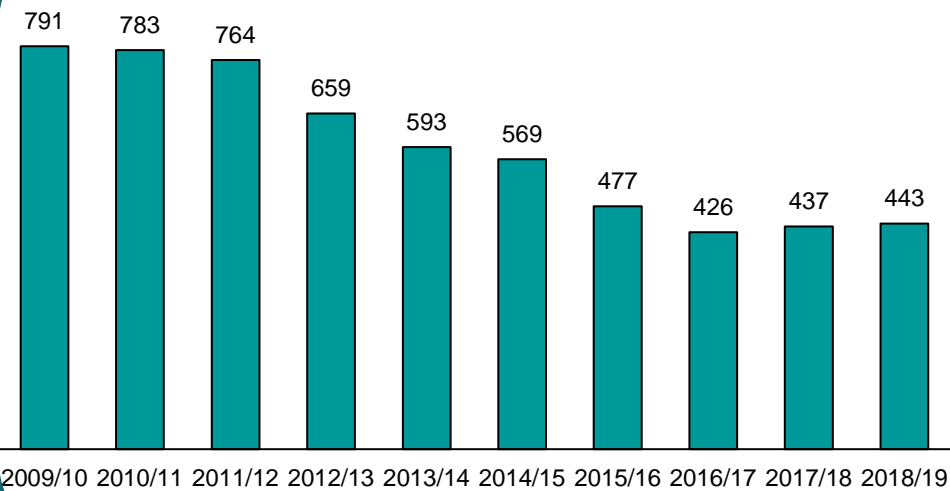


LI23 Domestic false alarm incidents by hour of day

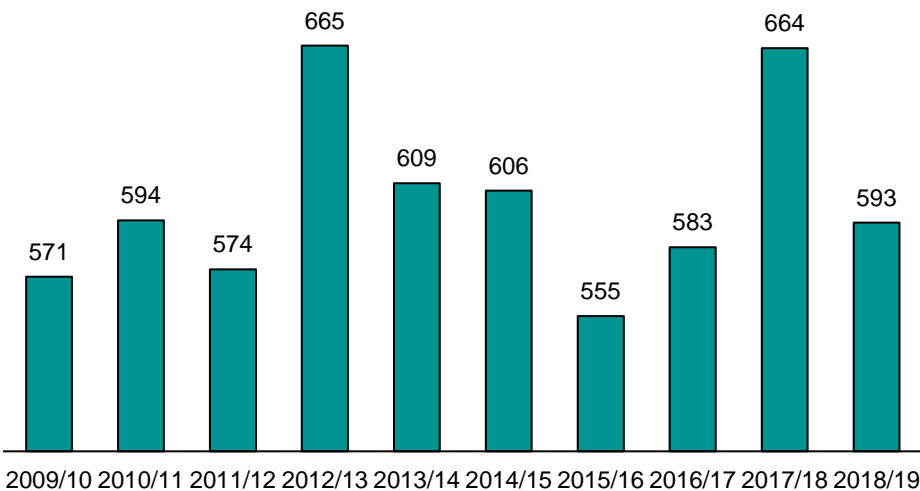


Year on year trends

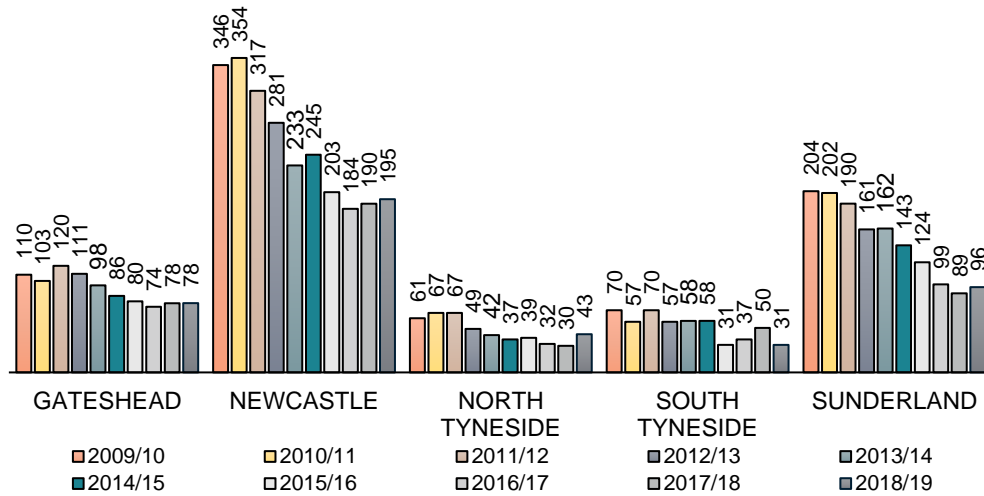
LI22 - Non domestic false alarms year on year



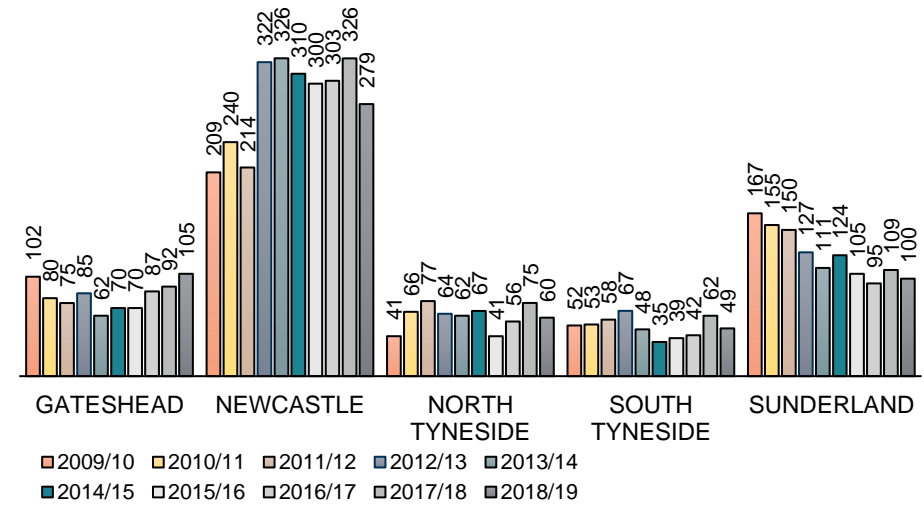
LI23 - Domestic false alarms year on year



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	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	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	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 2018/19

This report monitors how our incidents are performing against our targets and forecasts for 2018/19 and performance for Q1.

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

priority	indicator	indicator Description	Service			Newcastle			Sunderland			Gateshead			South Tyneside			North Tyneside		
			incidents	target	Forecast	incidents	target	Forecast	incidents	target	Forecast	incidents	target	Forecast	incidents	target	Forecast	incidents	target	Forecast
1	LI01	Number of deaths from accidental fires in dwellings	1	0	2	0	0	0	0	0	0	0	0	1	0	0	0	1	0	1
1	LI02	Number of deaths from all fires	1	0	4	0	0	0	0	0	1	0	0	2	0	0	0	1	0	1
1	LI03	Number of injuries from accidental fires in dwellings, excluding precautionary checks	16	36	41	3	10	8	4	9	14	3	9	8	2	1	5	4	7	6
1	LI05	Number of injuries from all fires	55	181	183	15	49	52	12	47	48	11	39	40	6	17	18	11	28	25
1	LI08	Number of accidental fires in dwellings	127	503	525	34	157	149	28	121	137	23	87	90	15	60	63	27	78	86
1	LI09	Number of accidental kitchen fires in dwellings	70	276	310	21	89	96	15	62	77	14	48	48	8	35	37	12	42	52
1	LI10	Number of accidental non kitchen fires in dwellings	57	227	215	13	68	53	13	59	60	9	39	42	7	25	26	15	36	34
1	LI50	Number of accidental fires in a non domestic property	36	158	148	12	58	52	9	35	30	6	35	27	2	13	17	7	17	22
2	LI16	Number of deliberate secondary fires	1138	4896	4347	373	1472	1461	313	1685	1334	229	937	803	109	455	400	114	449	348
1	LI17	Number of deliberate primary fires attended	201	792	771	59	238	234	68	248	249	31	123	102	19	78	92	24	105	94
2	LI18	Number of deliberate refuse fires	783	3636	3408	280	1222	1227	242	1207	1060	137	625	588	57	287	275	67	295	257
2	LI21	Number of malicious false alarm calls attended	74	260	274	29	117	107	13	52	57	8	21	29	7	43	37	17	27	44
2	LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises	443	1628	1738	195	721	786	96	361	377	78	247	269	31	153	138	43	146	168
2	LI23	Number of false alarm calls due to automatic fire detection from domestic premises	593	2609	2552	279	1288	1224	100	452	441	111	373	384	49	211	224	69	285	279
n/a	LI24	Total number of fire calls attended	1885	7367	6770	599	2257	2207	514	2327	1969	352	1364	1190	194	733	701	226	786	702
n/a	LI32	Total number of incidents (recorded at time of call)	4263	17273	16533	1449	6219	6014	1033	4536	4147	788	2976	2922	442	1756	1637	551	1886	1896
n/a	LI29	Number of primary fires attended	453	1730	1729	128	536	512	135	468	482	74	296	274	47	186	207	69	244	254
n/a	LI35	Number of fires in a non domestic property	55	232	214	18	83	72	17	53	51	8	43	35	3	21	22	9	32	34

