

2018/19 Performance Report

Quarter two YTD

(1st April to 30th Sept 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.

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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.

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. 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. 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. 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.

The period 1st April 2018 to 30th September 2018 will be referred to as quarter two, Q2 for the remainder of the document. This report provides a comparison of the data from quarter one and two in 2018/19 to quarter one and two in 2017/18 and to previous years where relevant.

Please note: this report contains information on incidents within the Tyne and Wear Service area only and the incidents that were marked “checked” in the IRS on 8 October 2018, all comparisons on year on year data is from 2009 onwards when the recording system changed.

Executive summary

Deaths and Injuries

- There have been 3 fire fatalities (LI02) within the TWFRS Service area during Q1 and Q2 2018/19.
- There has been a 31% (5) increase in injuries from accidental dwelling fires (21) (LI03).
- 54% (13) of the victims who went to hospital were aged 60 or over (LI03).
- There has been a 10% (10) decrease in the number of injuries from all fires (87) (LI05).

Fire Attendances

- There has been a 8% (21) reduction in Accidental Dwelling Fires (LI08)
- There has been a 9% (14) reduction accidental kitchen fires (LI09).
- There has been a 4% (95) reduction in deliberate secondary fires (LI16).
- There has been a 10% (183) reduction in deliberate refuse fires (LI18).

False Alarms

- There has been a 7% (61) increase to AFAs from a non domestic premise (LI22)
- 33% (322) of AFAs to a non domestic premises were due to faulty alarms (LI22).
- There has been a 7% (100) reduction to AFAs in a domestic premises (LI23).
- 47% (602) of domestic AFAs were due to cooking or burnt toast (LI23).

LI Overview 2018/19

This report includes data on the following local indicators (* Priority Indicators). Of the 18 priority local performance indicators it is forecasted that TWFRS will attain 3 targets. (Red = Forecasted not to achieve target , Amber = Forecast equal or within 2.5%, Green = Forcast within target)

Deaths and Injuries

- *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,

Fire Attendances

- *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,
- *LI24 – Number of fire calls attended,
- *LI29 – Number of primary fires,
- *LI50 – Number of accidental fires in a non domestic premises.

False Alarms

- *LI21 – Number of malicious false alarms attended,
- *LI22 – Number of AFAs to non domestic premises,
- *LI23 – Number of AFAs to domestic premises,

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.

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

Key facts



31% (5) more injuries from accidental dwelling fires (LI03)



3 fatalities (LI02)



54% (13) of the victims who went to hospital were aged 60 or over (LI03)



10% (10) decrease in the number injuries occurred from fires (LI05).

- In 75% (18) 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 or a precautionary check recommended at scene or at hospital. (LI03).
- There were 73 fires in which there was 87 victims recorded and where occupancy was recorded, 63% (46) were either “Lone Person or Single Parent” (LI05).

Gateshead

There were 22 injuries from 18 fires, a reduction of 19% (5) in comparison to injuries during Q2 2017/18. There were 3 injuries from 3 accidental dwelling fires, compared to 5 injuries from 3 incidents in Q2 2017/18.

Newcastle

There were 24 injuries from 20 fires, an decrease of 4% (1) in comparison to injuries during Q2 2017/18. There were 7 injuries from 6 accidental dwelling fires, compared to 7 injuries from 7 incidents in Q2 2017/18.

North Tyneside

Unfortunately, North Tyneside recorded one fatality during Q2 2018/19. There were 13 injuries from 9 fires There were 4 injuries from 3 accidental dwelling fires, compared to 3 injuries from 3 incidents in Q2 2017/18.

South Tyneside

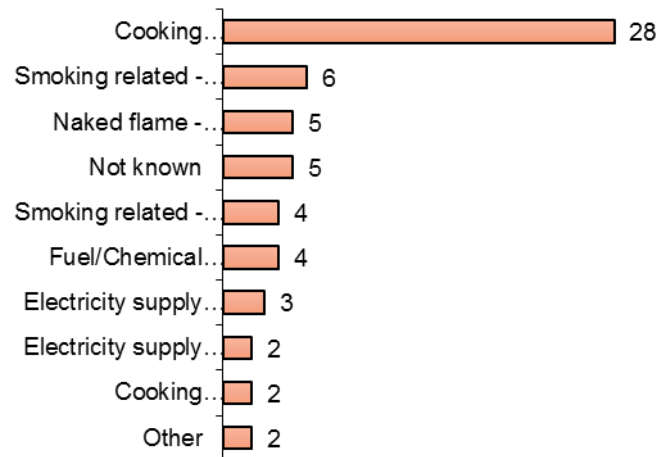
There were 11 injuries from 9 fires, with no change in comparison to Q2 2017/18. There were 5 injuries from 4 accidental dwelling fires, compared to 1 injury from 1 incident in Q2 2017/18.

Sunderland

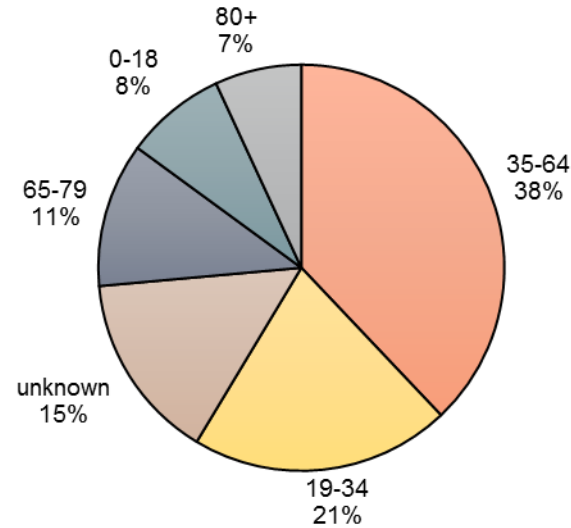
Unfortunately, Sunderland recorded two fatalities during Q2 2018/19. There were 17 injuries from 17 fires, a decrease of 15% (3) in comparison to Q2 2017/18. There were 5 injuries from 5 accidental dwelling fires, compared to 2 injuries from 2 incidents in Q2 2017/18.

Injuries from all fires – LI05

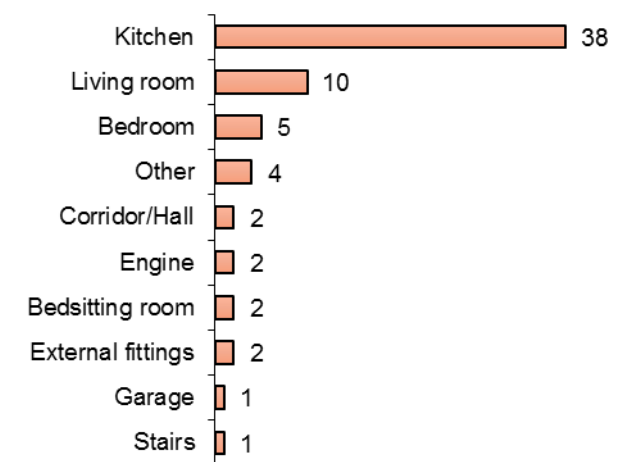
LI05 Ignition source top 10 2018/19



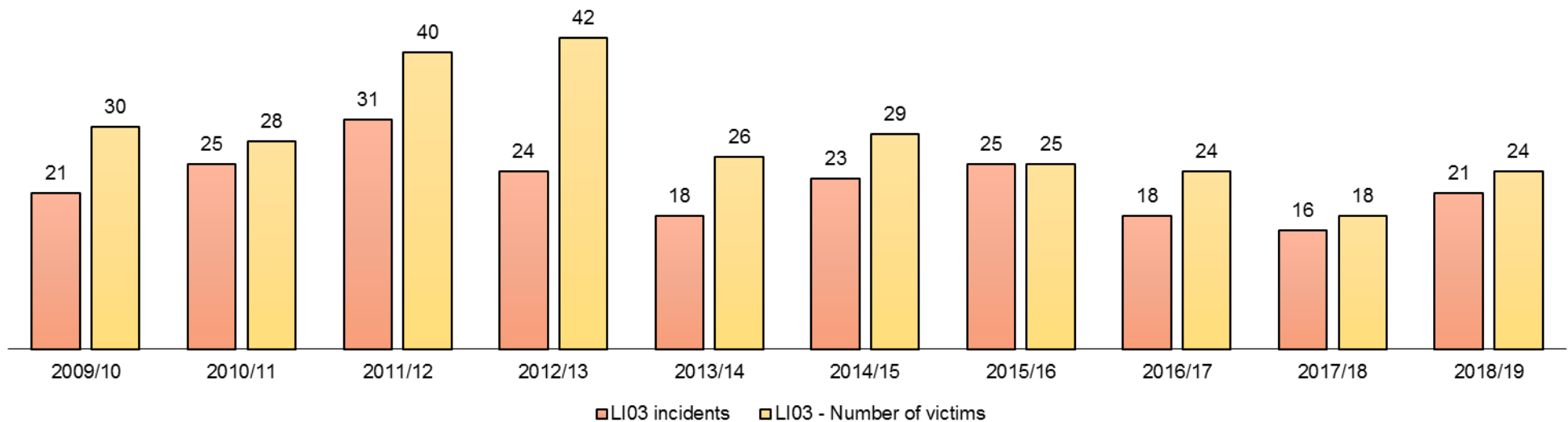
LI05 - Injuries by age range 2018/19



LI05 Room of origin 2018/19

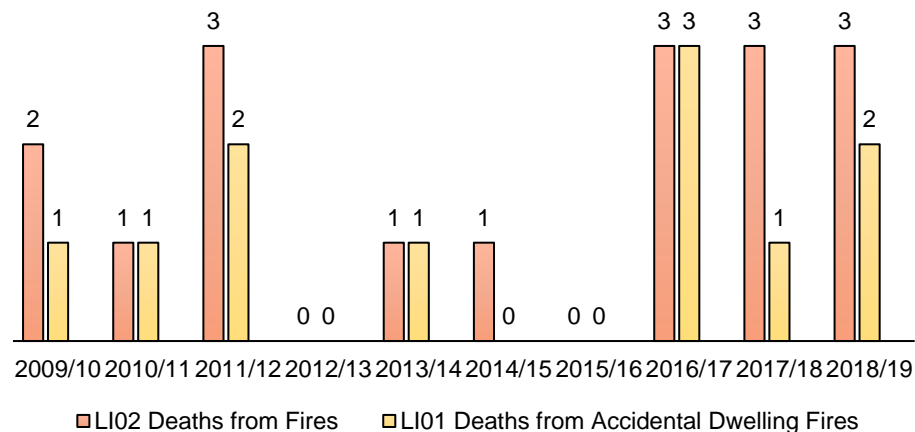


LI03 - Injuries from accidental fires in dwellings where hospital visit was recommended

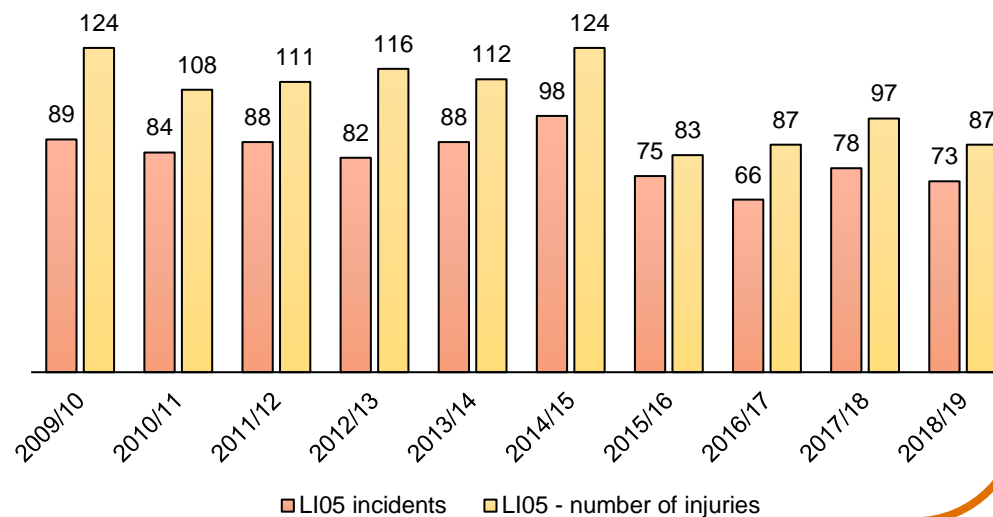


Year on year trends

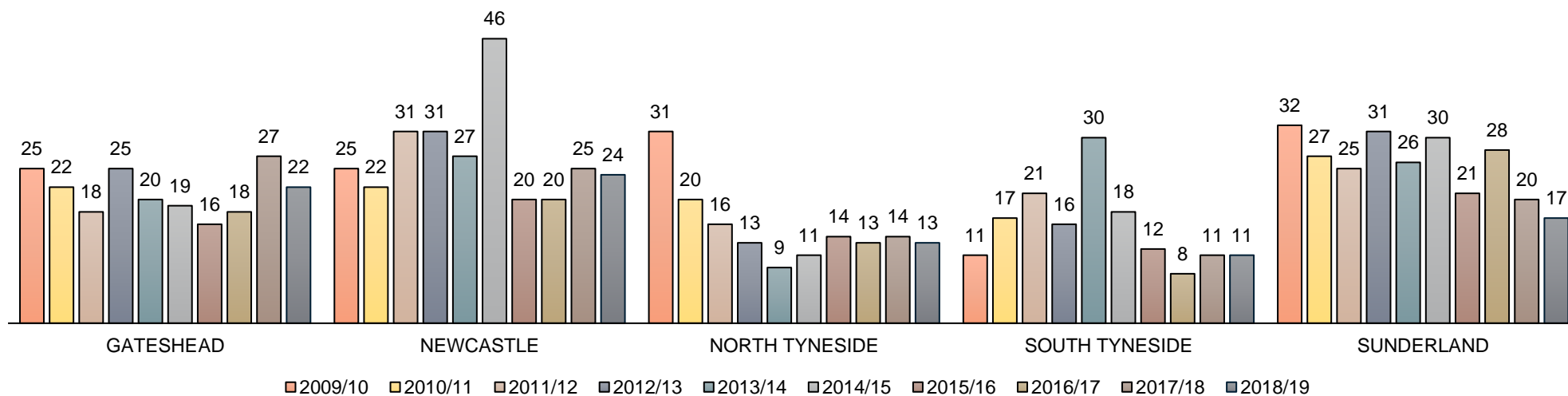
Deaths from all Fires (LI02) and from Accidental Dwelling Fires (LI01)



LI05 - Injuries and incidents from all fires



LI05 - Injuries from all fires by district year on year Q2



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. 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	Measures	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	Measures	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
Local activities					
Actions	Activities	Success Criteria	Measures	Delivery area	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	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

Actions	Activities	Success Criteria	Measures	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 at Knott's Flats	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

Fire attendances (LI08, LI09, LI10, LI16, LI17, LI18, LI24, LI29, LI50)

Key facts



9% (14) reduction in accidental kitchen fires (LI09)



10% (183) reduction in deliberate refuse fires (LI18)



4% (95) reduction in deliberate secondary fires (LI16)



8% (21) reduction in accidental dwelling fires (LI08).

- 6% (7) reduction in accidental dwelling fires which did not start in the kitchen (LI10).
- 48% (450) of the 937 primary fires were recorded as deliberate (LI17)
- 40% (378) of primary fires had a property type of 'Road vehicle', a reduction of 3% (LI29).
- 5% (54) reduction in primary fires (LI29)
- 25% (9) of accidental fires in non domestic premises occurred in the property type 'Retail' (LI50).

Gateshead

There were 756 fire calls attended during Q2 2018/19, an increase of 2 incidents on 2017/18 (LI24). Of these 66% (496) were deliberate secondary fires (LI16). Gateshead saw a 13% reduction in deliberate refuse fires (LI18). There were 27 accidental dwelling fires, a 13% (4) reduction on 2017/18 (LI8).

Newcastle

There were 1246 fire calls attended during Q2 2018/19, an increase of 8% (97) on 2017/18 (LI24). Of these 64% (794) were deliberate secondary fires (LI16). There were 67 accidental dwelling fires (LI08) a reduction of 19% (16) from the previous year.

North Tyneside

There were 457 fire calls attended during Q2 2018/19, an increase of 10% (40) on 2017/18 (LI24). Of these 45% (252) were deliberate secondary fires (LI16). There were 44 accidental dwelling fires, no change from the previous year. North Tyneside saw an 11% increase in deliberate refuse fires in 2017/18 (LI18).

South Tyneside

There were 430 fire calls attended during Q2 2018/19, an increase of 6% (25) on 2017/18 (LI24). Of these 58% (249) were deliberate secondary fires (LI16). South Tyneside saw a 31% (32) reduction in deliberate refuse fires (LI18). There were 33 accidental dwelling fires, an increase of 10% (3) from the previous year.

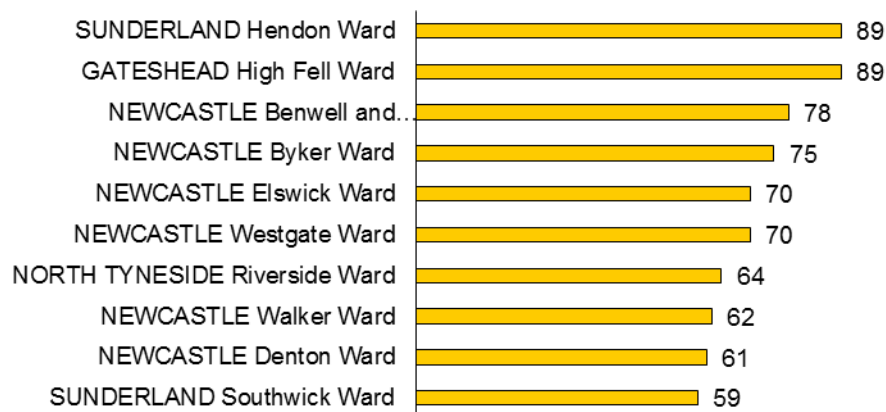
Sunderland

There were 1144 fire calls attended during Q2 2018/19, a reduction of 11% (136) on 2017/18. Of these 65% (748) were deliberate secondary fires. Sunderland saw a 15% (93) reduction in deliberate refuse fires (LI18). There were 59 accidental dwelling fires, a reduction of 8% (5) from the previous year.

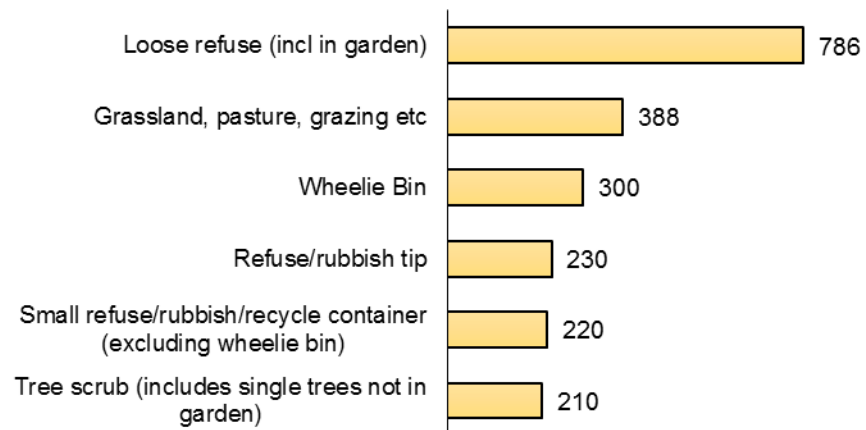
Year on year trends

Deliberate secondary fires (LI16)

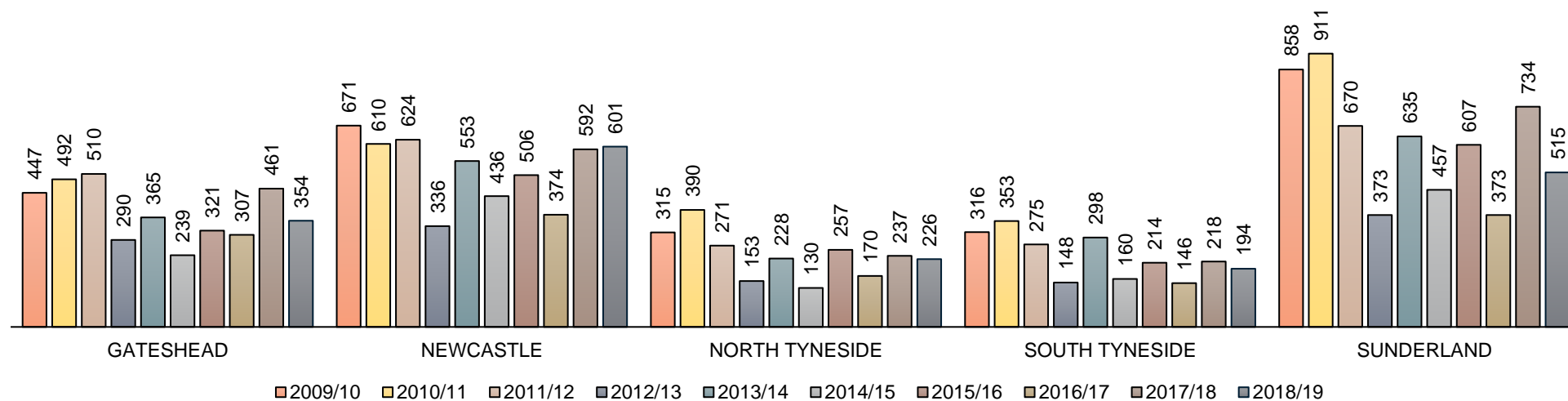
LI16 Deliberate Secondary fires Top 10 by Ward



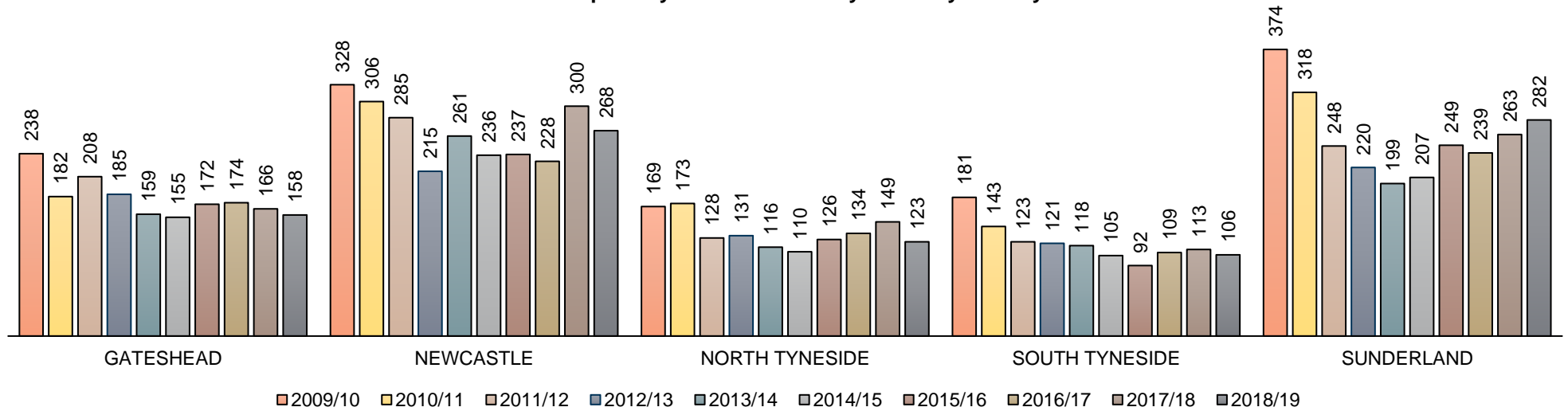
LI16 - Deliberate secondary fires top 6 by property type



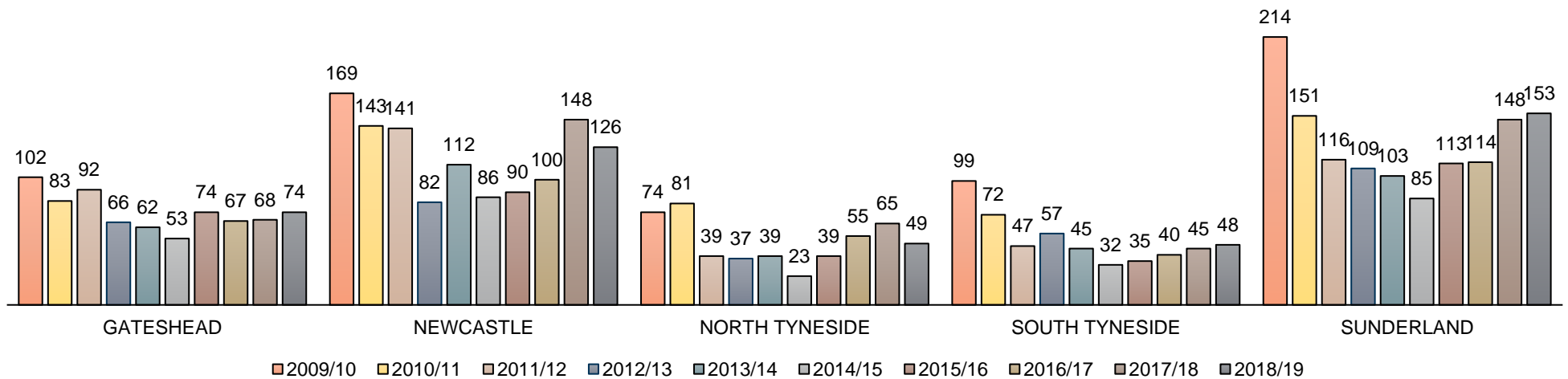
LI24 - All fire calls by district year on year



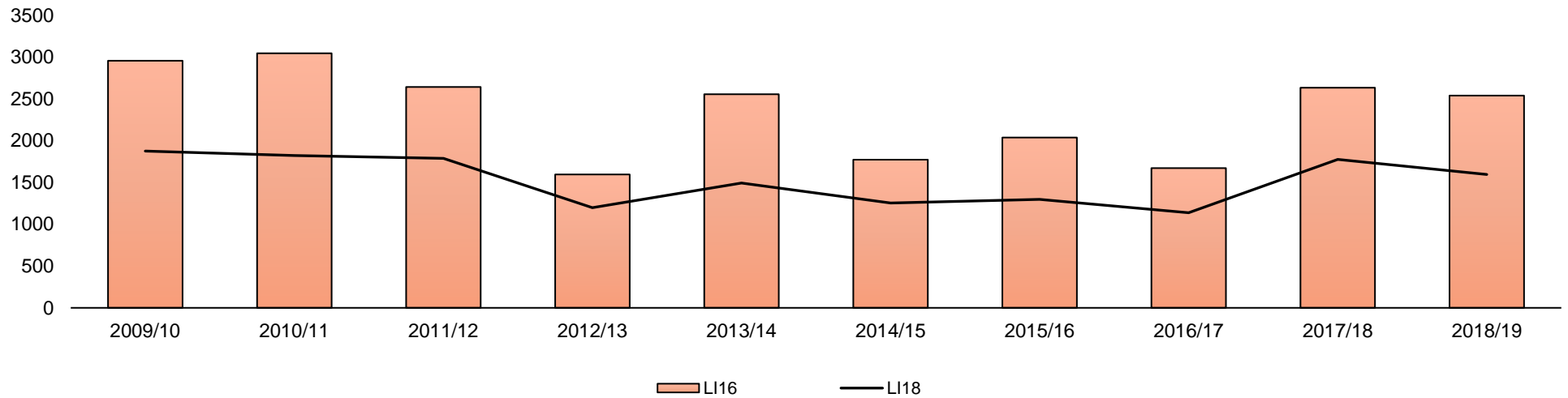
LI29 - All primary fires attended by district year on year



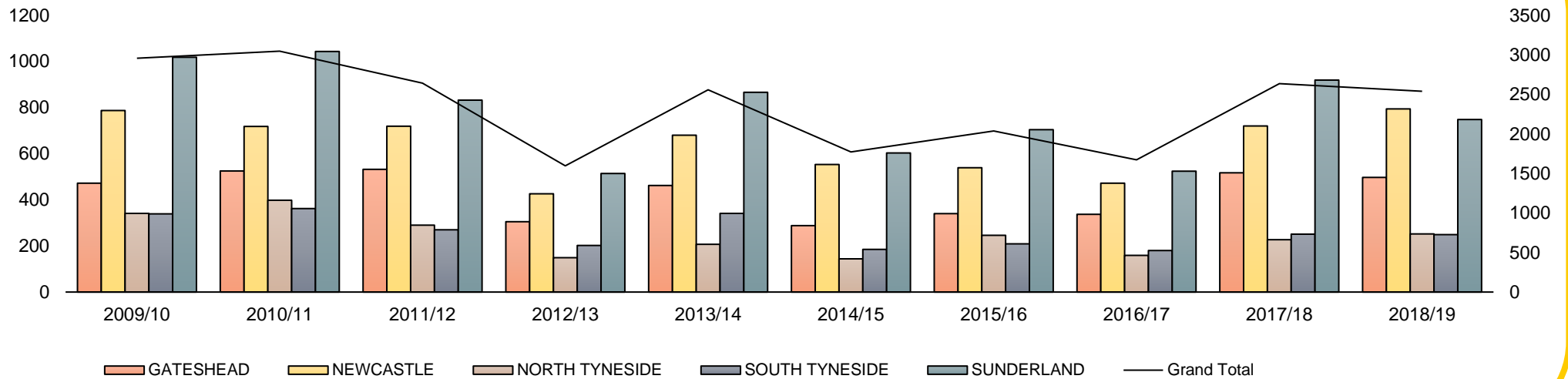
LI17 - Deliberate primary fires by district year on year



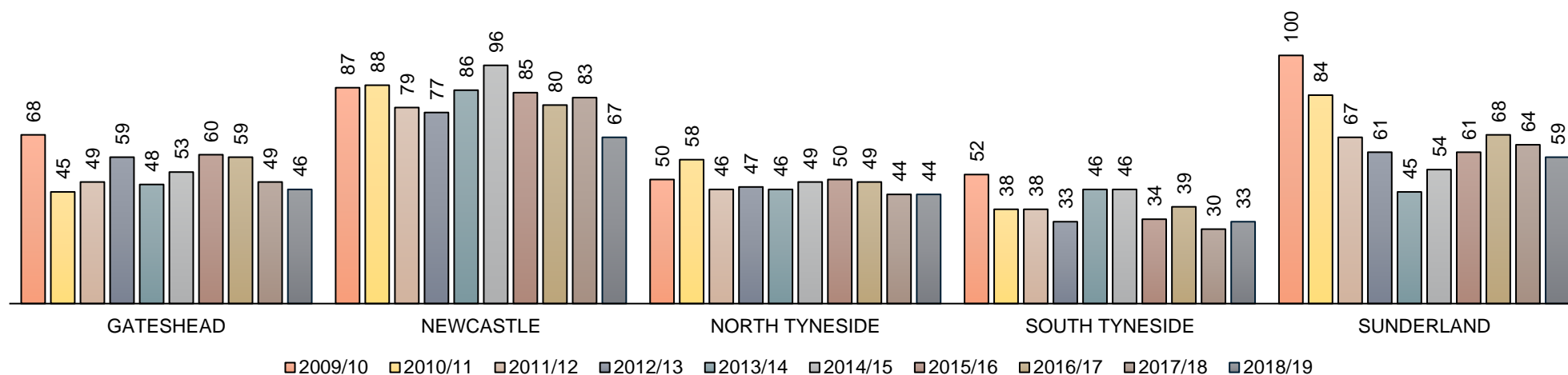
LI16 Deliberate Secondary Fires and LI18 Deliberate Refuse Fires



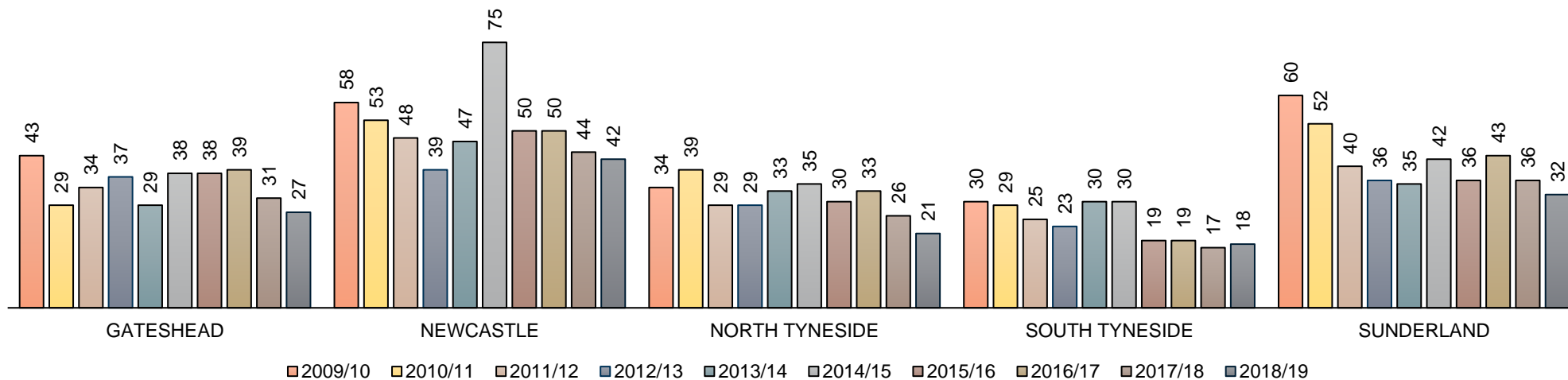
LI16 Deliberate Secondary Fires



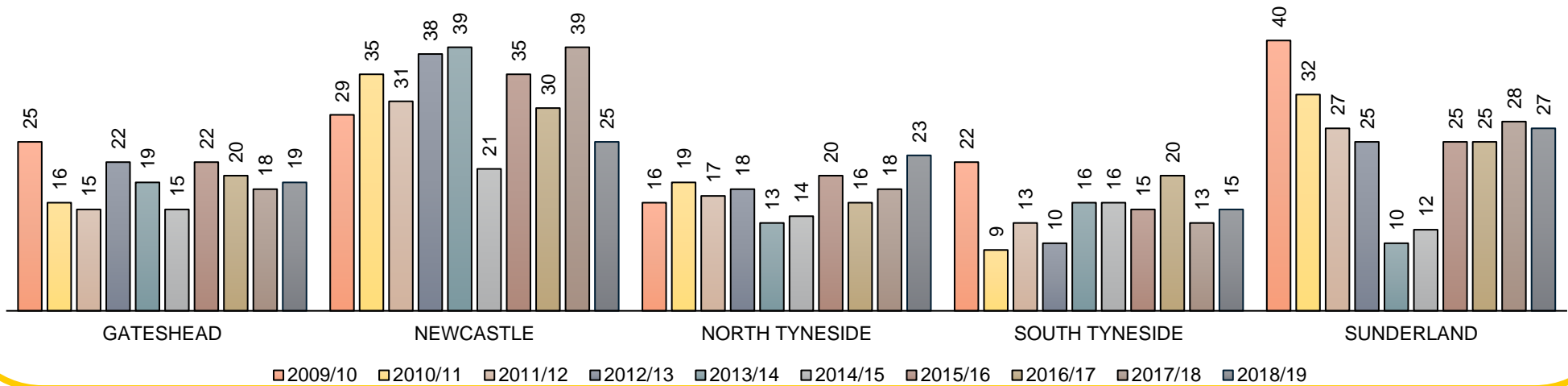
LI08 - Accidental fires in dwellings by district year on year



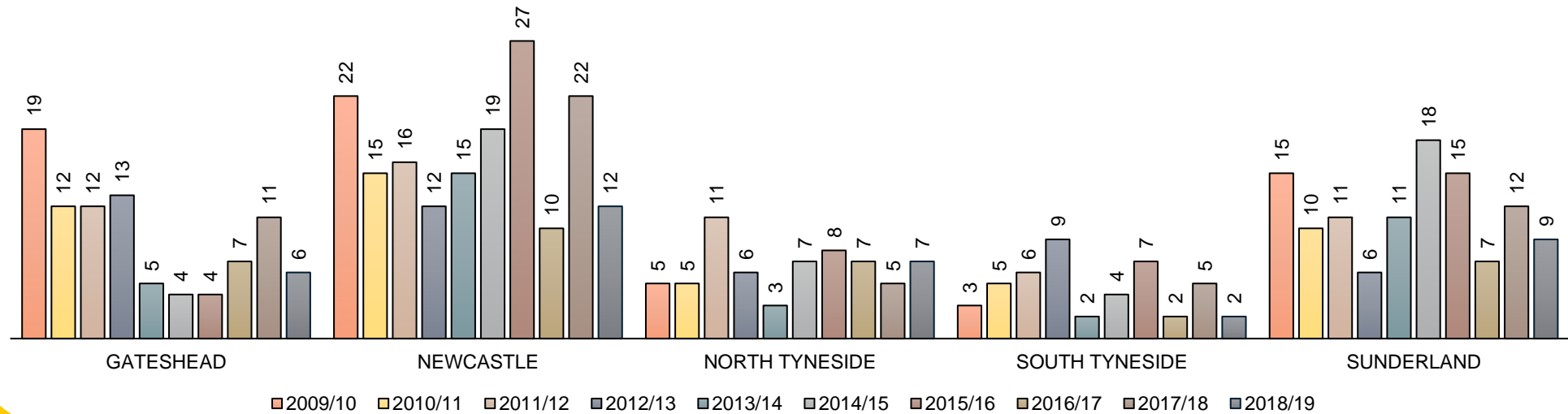
LI09 - Accidental kitchen fires in dwellings by district year on year



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



LI50 - Accidental fires in a non-domestic property



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. 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	Measures	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 LI33
Fire Setters	Deliver targeted education and intervention to young people displaying firesetting 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
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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 LI33
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 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

Actions	Activities	Success criteria	Measures	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 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 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 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
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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
Identification of repeat calls to same address to foprce 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		SouthTyneside	LI08 LI09 LI10 LI24 LI29
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
Actions	Activities	Success criteria	Measures	Delivery area	Link

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
Denton Ward SAP	Continued ASB and related fires being reported in the Denton Ward	Group to meet and report on and manage issues in the area. Actions have included re-deployable CCTV , consideration of diversionary activities, seeking of funding and also running an initiative similar to that in Blakelaw .	Newcastle	LI16
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 independantly commisioned review of ASB actvities 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 LI33

False alarms (LI21, LI22, LI23)

Key Facts



7% (100) reduction in AFAs in domestic premises (LI23)



7% (61) increase to AFAs from a non domestic premises (LI22)



33% (322) of AFAs to non domestic premises were due to faulty alarms (LI22)



47% (602) of domestic AFA calls are due to cooking or burnt toast (LI23)

- 22% (214) of non domestic AFA calls are to an education premises (LI22).
- 21% (201) non domestic premises AFA calls from were from premises type 'Hospitals and medical care'. (LI22).
- 49% (496) of false alarms in domestic premises were to 'purpose built flat/maisonette – multiple occupancy' (LI23).
- 33% (427) of false alarms in domestic premises were to 'self contained sheltered housing' (LI23).

Gateshead

AFAs from non domestic premises have increased by 16% (24) from the previous year (LI22). 'Hospital and medical care' accounts for the majority of the incidents with 26% (44) (LI22). AFAs from domestic premises have decreased by 8% (18) (LI23).

Newcastle

AFAs from non domestic premises have decreased by 6% (24) from the previous year (LI22). 'Hospital and medical care' account for the majority with 22% (83) (LI22). Domestic AFAs have decreased by 2% (15) on 2017/18 (LI23). 46% (283) occur in purpose built flats/maisonettes and 34% (208) in sheltered housing (LI23).

North Tyneside

AFAs from non domestic premises have increased by 43% (28) from 2017/18 (LI22). 43% (40) occur in 'Education' premises, a 38% (11) increase on 2017/18 (LI22). Domestic AFAs have reduced by 17% (28) with 44% (60) from sheltered housing (LI23).

South Tyneside

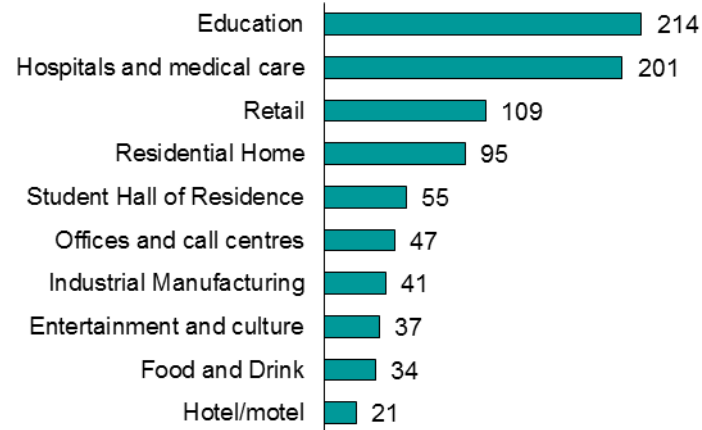
AFAs from non domestic premises have decreased by 14% (12) from 2017/18 (LI22). The majority of these, 28% (28) were from 'Hospital and medical care' premises, 23% (23) were from 'Education' Premises (LI22). Domestic AFAs have reduced by 14% (17) with 41% (43) from sheltered housing (LI23).

Sunderland

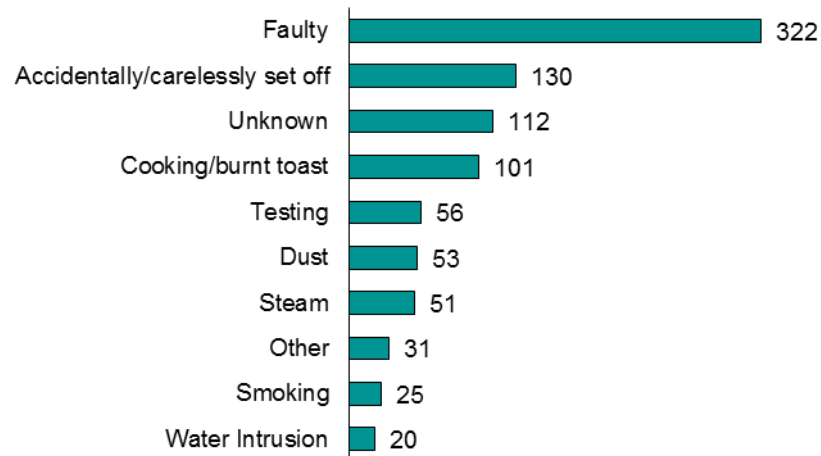
AFAs from non domestic premises have increased by 11% (21) from 2017/18 (LI22). 'Education' premises account for the majority with 34% (73). AFAs from Hospitals has increased by 25% (9) (LI22). AFAs in domestic premises have reduced by 9% (23) with purpose built flats/maisonettes account for the majority with 45% (106) (LI23).

Non domestic false alarms (LI22)

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

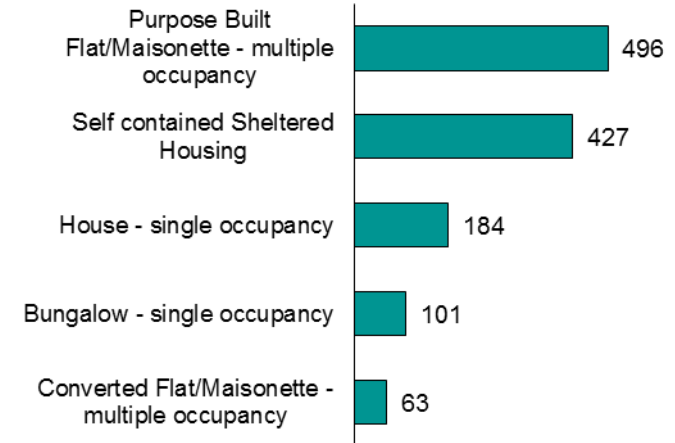


LI22 - Non domestic false alarms by reason (Top 10)

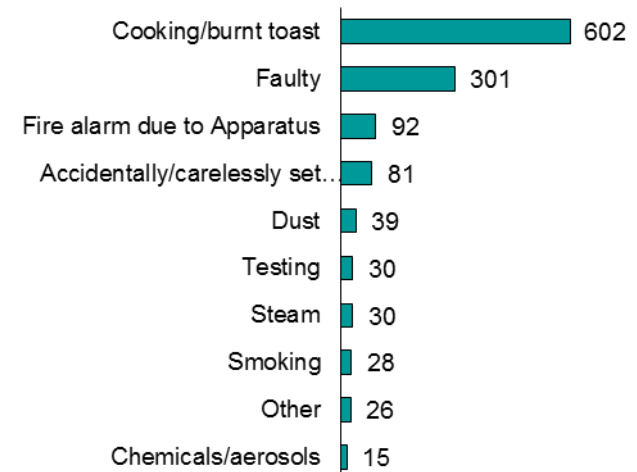


Domestic false alarms (LI23)

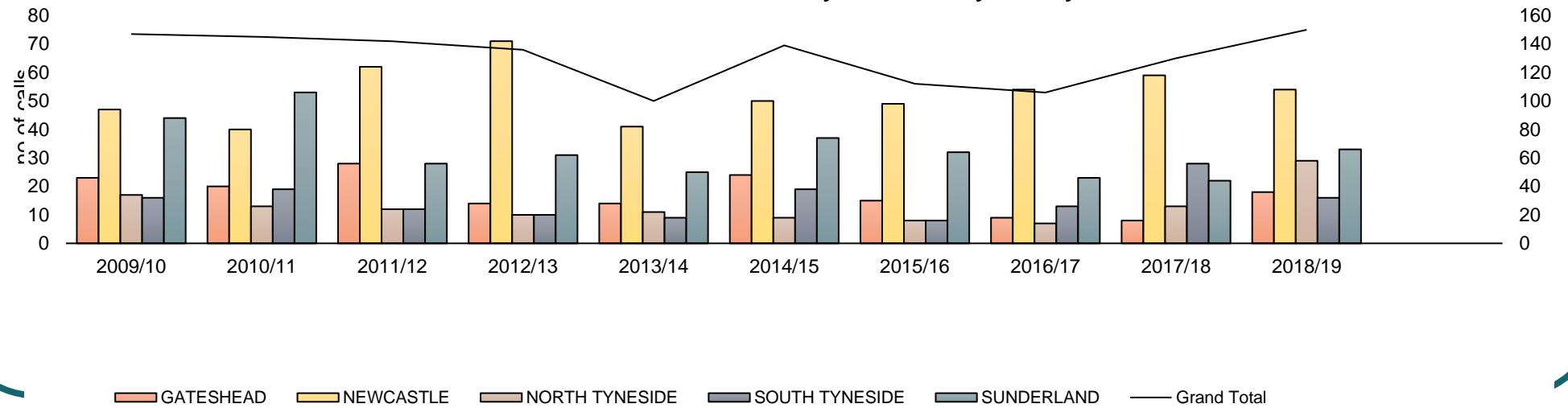
LI23 - Domestic false alarms by property type (Top 5)



LI23 - Domestic false alarms by reason (Top 10)

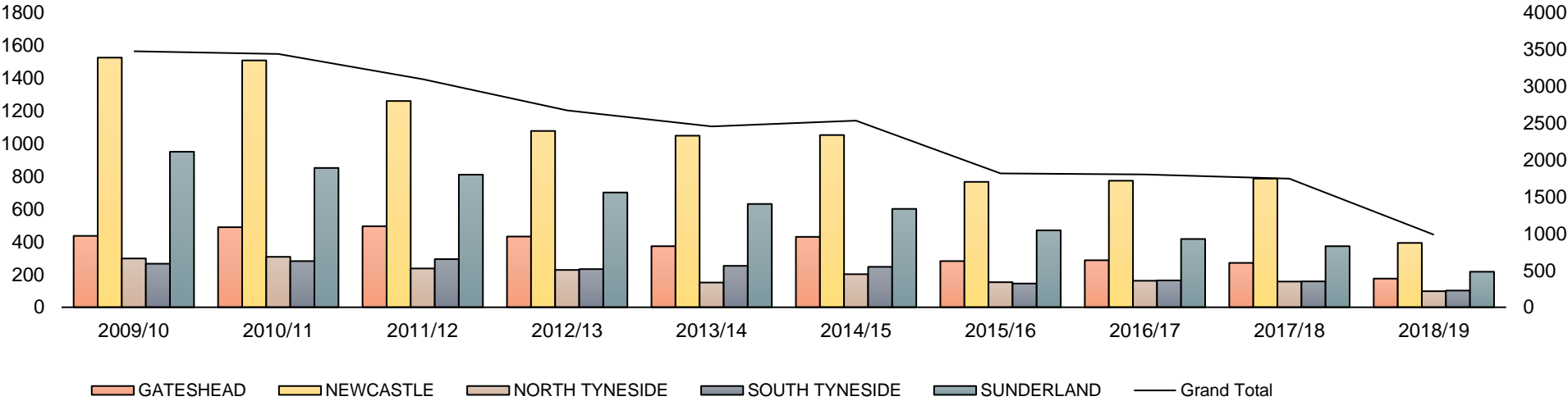


LI21 Malicious false alarm calls by district and year on year

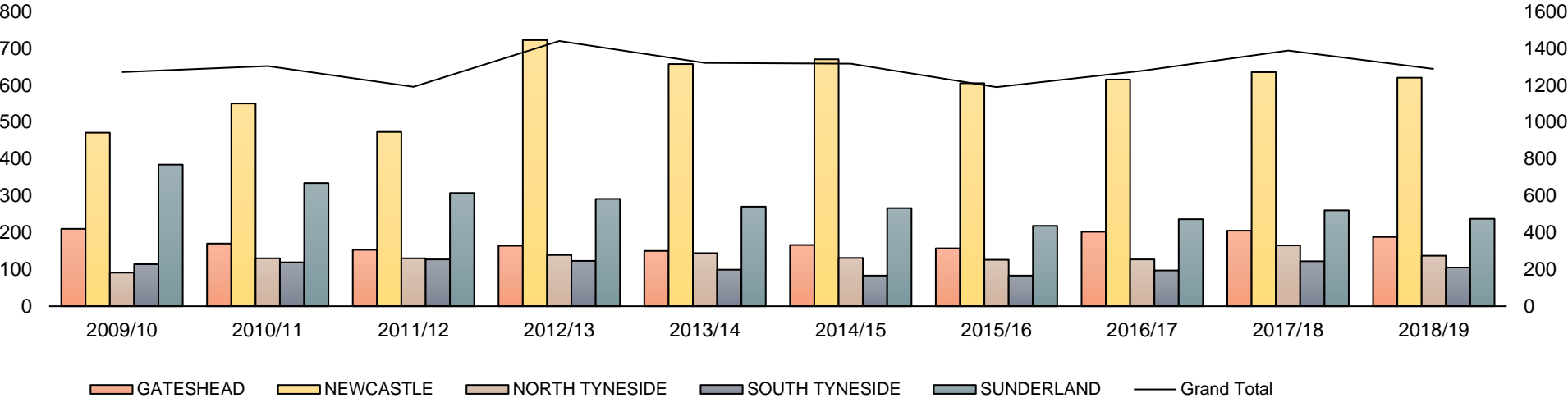


Year on year trends

LI22 Non-Domestic AFA by district year on year



LI23 Domestic AFAs 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 2018/19

This report monitors how our incidents are performing against our targets and forecasts for 2018/19 and performance for Q2.

Red = Forecasted not achieved target
 Amber = Forecast equal or within 2.5% of target
 Green = Forecast within target

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	2	0	2	0	0	0	1	0	1	0	0	0	0	0	0	1	0	1
1	LI02	Number of deaths from all fires	3	0	3	0	0	0	2	0	2	0	0	0	0	0	0	1	0	1
1	LI03	Number of injuries from accidental fires in dwellings, excluding precautionary checks	25	36	50	7	10	14	5	9	10	3	9	6	5	1	10	5	7	10
1	LI05	Number of injuries from all fires	89	181	178	24	49	48	17	47	34	22	39	44	12	17	24	14	28	28
1	LI08	Number of accidental fires in dwellings	251	503	502	67	157	134	59	121	118	46	87	92	34	60	68	45	78	90
1	LI09	Number of accidental kitchen fires in dwellings	141	276	282	42	89	84	32	62	64	27	48	54	19	35	38	21	42	42
1	LI10	Number of accidental non kitchen fires in dwellings	110	227	220	25	68	50	27	59	54	19	39	38	15	25	30	24	36	48
1	LI50	Number of accidental fires in a non domestic property	78	158	156	26	58	52	19	35	38	11	35	22	8	13	16	14	17	28
2	LI16	Number of deliberate secondary fires	2542	4896	5084	795	1472	1590	748	1685	1496	498	937	996	249	455	498	252	449	504
1	LI17	Number of deliberate primary fires attended	450	792	900	126	238	252	153	248	306	74	123	148	48	78	96	49	105	98
2	LI18	Number of deliberate refuse fires	1597	3636	3194	556	1222	1112	522	1207	1044	258	625	516	118	287	236	143	295	286
2	LI21	Number of malicious false alarm calls attended	150	260	300	54	117	108	33	52	66	18	21	36	16	43	32	29	27	58
2	LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises	967	1628	1934	386	721	772	214	361	428	173	247	346	100	153	200	94	146	188
2	LI23	Number of false alarm calls due to automatic fire detection from domestic premises	1288	2609	2576	620	1288	1240	237	452	474	189	373	378	105	211	210	137	285	274
n/a	LI24	Total number of fire calls attended	4041	7367	8082	1247	2257	2494	1144	2327	2288	758	1364	1516	431	733	862	461	786	922
n/a	LI32	Total number of incidents (recorded at time of call)	9098	17273	18196	3070	6219	6140	2268	4536	4536	1663	2976	3326	992	1756	1984	1105	1886	2210
n/a	LI29	Number of primary fires attended	940	1730	1880	268	536	536	282	468	564	158	296	316	107	186	214	125	244	250
n/a	LI35	Number of fires in a non domestic property	111	232	222	35	83	70	31	53	62	15	43	30	12	21	24	18	32	36

