

2018/19 Performance Report Quarter three YTD (1st April to 31st Dec 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, deliberate fires also need 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 31st December 2018 will be referred to as quarter three (Q3) for the remainder of the document. This report provides a comparison of the data from quarter one, two and three in 2018/19 to quarter one, two and three 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 9 January 2019, all comparisons on year on year data is from 2009 onwards when the recording system changed.

Executive summary

Deaths and Injuries

- There have been 6 fire fatalities (LI02) within the TWFRS Service area 2018/19 year to date.
- There has been a 24% (7) increase in injuries from accidental dwelling fires (LI03).
- 31% (11) of the victims who went to hospital were aged 60 or over (LI03).
- There has been a 6% (8) decrease in the number of injuries from all fires (LI05).

Fire Attendances

- There has been a 1% (6) reduction in accidental dwelling fires (LI08)
- There has been a 3% (6) reduction accidental kitchen fires (LI09).
- There has been a 11% (470) reduction in deliberate secondary fires (LI16).
- There has been a 16% (503) reduction in deliberate refuse fires (LI18).

False Alarms

- There has been a 2% (22) increase to AFAs from a non domestic premise (LI22)
- 34% (464) of AFAs to a non domestic premises were due to faulty alarms (LI22).
- There has been a 5% (111) reduction to AFAs in a domestic premises (LI23).
- 46% (911) of domestic AFAs were due to cooking or burnt toast (LI23).

Cause of Death

- One dwelling fire fatality confirmed by Coroner as an accidental fire death.
- Four dwelling fire fatalities awaiting outcome of Coroners Inquest.
- One fire fatality in an outdoor structure awaiting outcome of Coroners Inquest.

LI Overview 2018/19

This report includes data on the following local indicators (* Priority Indicators). Of the 18 priority indicators it is forecasted that TWFRS will attain 9 targets. (Red = Forecasted not to achieve target , Amber = Forecast equal or within 2.5%, Green = Forecast 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,

Management Indicators

- *LI32 – Number of incidents,
- *LI35 – Number of fires in a non 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



6% (8) decrease in the number injuries occurred from fires (LI05).



6 fatalities (LI02)



31% (11) of the victims who went to hospital were aged 60 or over (LI03)



24% (7) more injuries from accidental dwelling fires (LI03)

- In 75% (27) of injuries from accidental dwelling fires, the room of origin of the fire was the kitchen (LI03).
- In 78% (28) of injuries from accidental dwelling fires, the injuries appeared to be slight (LI03).
- In 61% (82) of injuries from all fires, first aid was given at scene or a precautionary check was recommended (LI05).
- There were 114 fires in which there was 135 injuries recorded, 56% (75) were either "Lone Person or Single Parent" (LI05).

Gateshead

There were 28 injuries from 24 fires, a reduction of 15% (5) in comparison to Q3 2017/18. There were 5 injuries from 5 accidental dwelling fires, a reduction of 2 injuries from Q3 2017/18.

Newcastle

Unfortunately, Newcastle recorded one fatality. There were 31 injuries from 27 fires, a reduction of 26% (11) in comparison Q3 2017/18. There were 8 injuries from 7 accidental dwelling fires, a reduction of 1 injury from Q3 2017/18.

North Tyneside

Unfortunately, North Tyneside recorded one fatality. There were 27 injuries from 19 fires, an increase of 42% (8) in comparison to Q3 2017/18. There were 7 injuries from 6 accidental dwelling fires, an increase of 3 injuries from Q3 2017/18.

South Tyneside

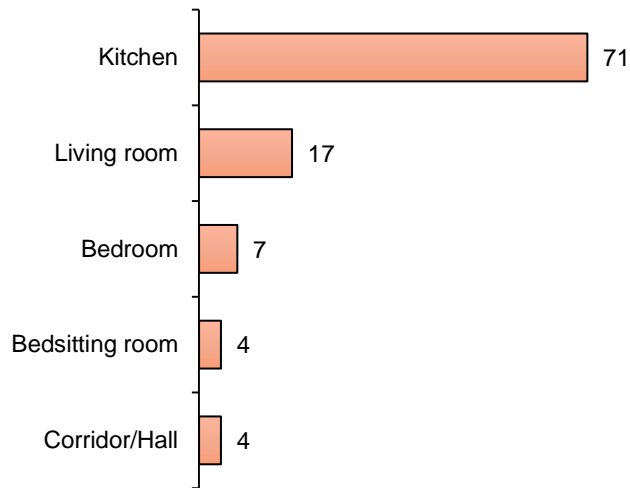
There were 19 injuries from 15 fires, an increase of 36% (5) in comparison to Q3 2017/18. There were 7 injuries from 5 accidental dwelling fires, an increase of 6 injuries from Q3 2017/18.

Sunderland

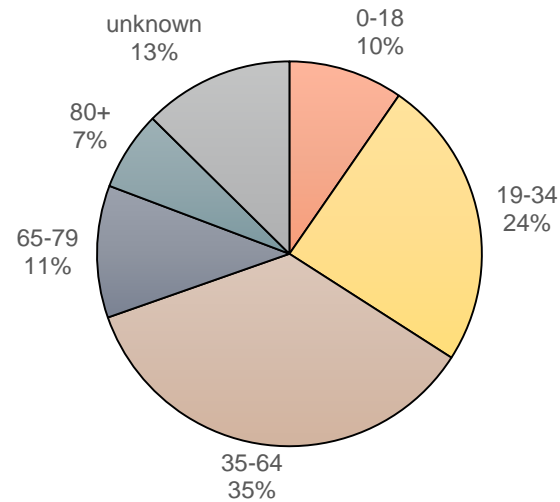
Unfortunately, Sunderland recorded 4 fatalities. There were 30 injuries from 29 fires, a reduction of 14% (5) in comparison to Q3 2017/18. There were 9 injuries from 9 accidental dwelling fires, an increase of 1 injury from Q3 2017/18.

Injuries from all fires – LI05

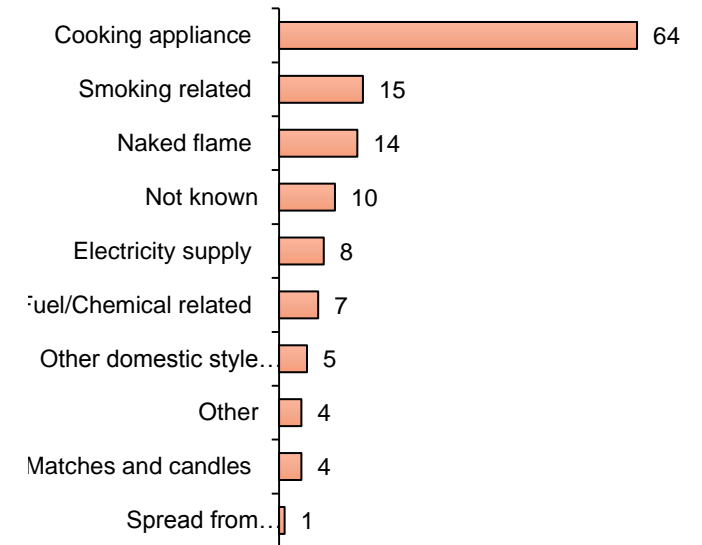
LI05 Room of origin 2018/19 Q3



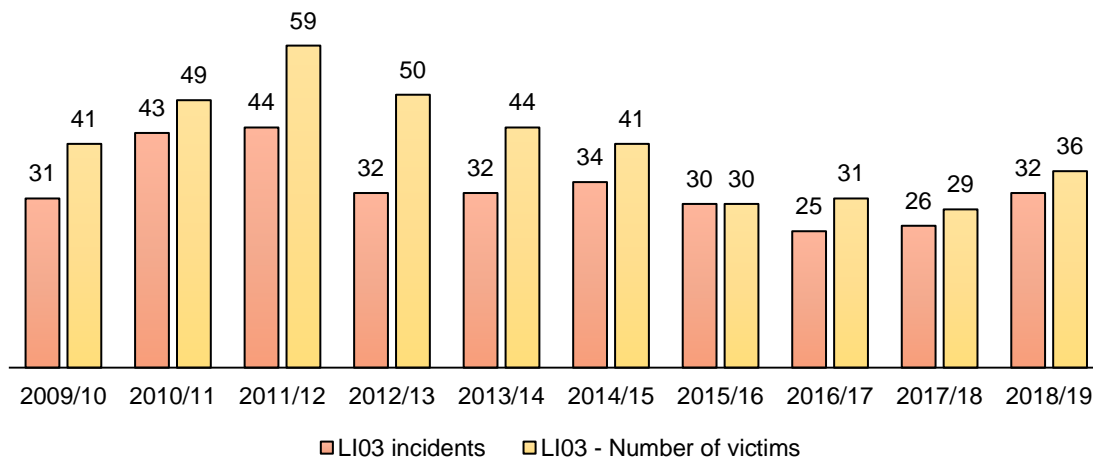
LI05 - Injuries by age range 2017/18 Q3



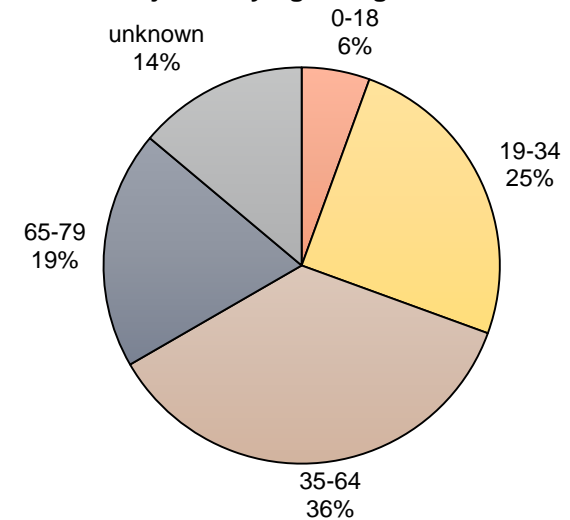
LI05 Ignition source 2018/19 Q3



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

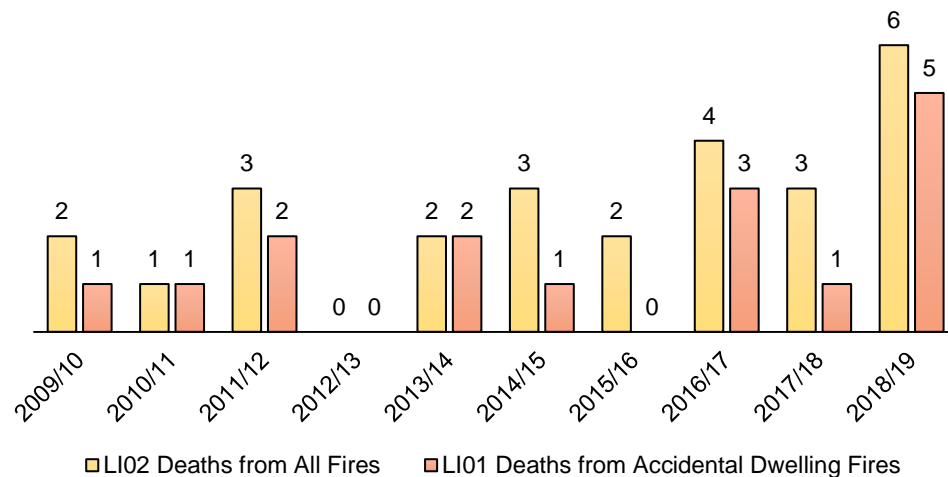


LI03 - Injuries by age range 2018/19 Q3

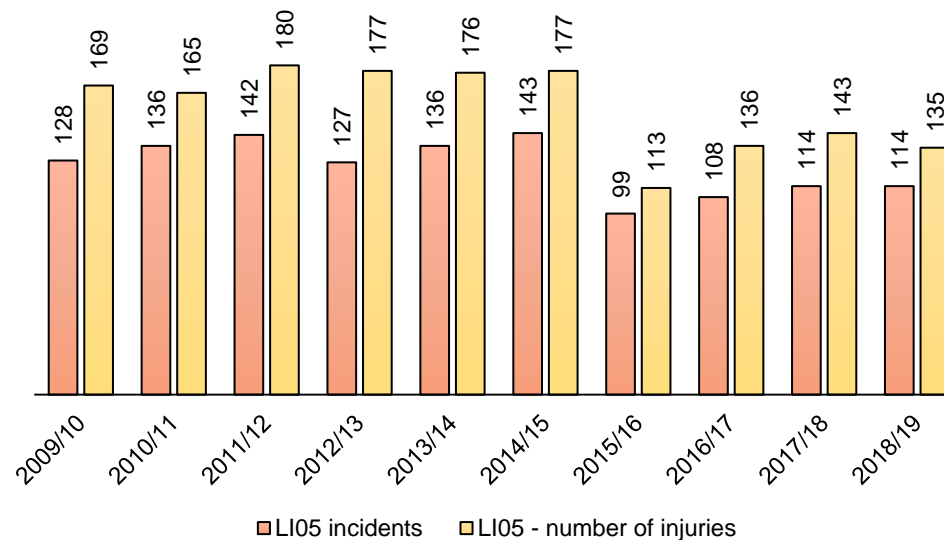


Year on year trends

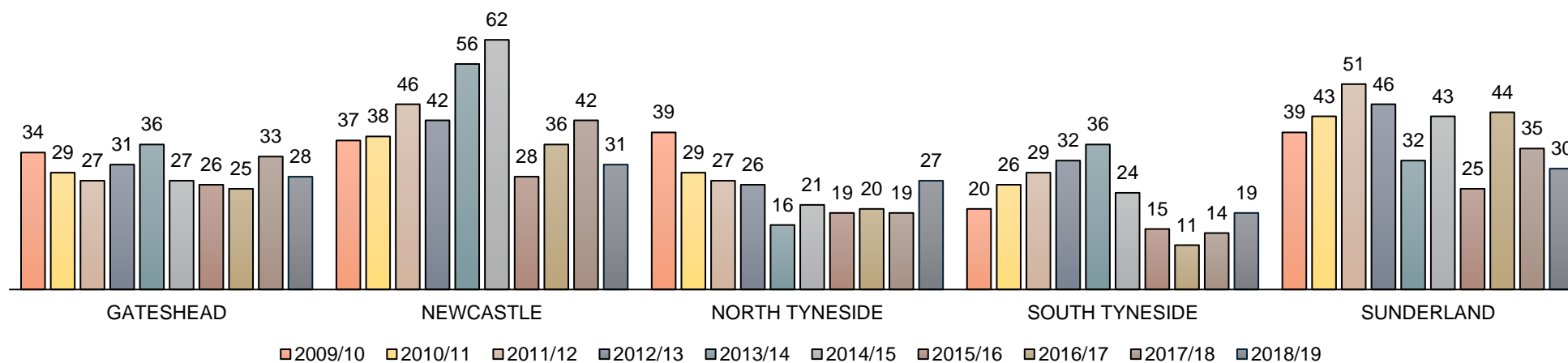
Deaths from All Fires (LI02) and from Accidental Dwelling Fires (LI01)



LI05 - Number of incidents and injuries from all fires



LI05 - Injuries from all fires by district year on year Q3



Service actions

Deaths and injuries (Includes LI01, LI02, LI03, LI05)				
Actions	Activities	Success Criteria	Delivery area	Link
Home Safety Checks (HSC)/ Safe and Well checks.	<p>Complete HSC's to improve fire safety awareness in the home, reduce accidental dwelling fires and deaths and injuries from accidental dwelling fires (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.</p> <p>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.</p>	Reduction in accidental dwelling fires, and associated deaths and injuries, including to those over 65 in Safe and Well visits. Monitored and reported on a monthly and quarterly basis by Service Delivery (SD) and Prevention & Education.	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, Road traffic Collision (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 Anti-social Behaviour (ASB)) around schools. Improved fire safety awareness in the community.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI01 LI02 LI03 LI05
Alcohol Behaviour Course (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
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 P&E.	Sunderland	LI01 LI02 LI03 LI05

Actions	Activities	Success Criteria	Delivery area	Link
Community Engagement Initiative following high profile incident 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
Community safety initiatives	To increase fire safety awareness and provide community reassurance	Number of visits attempted Number of completed home safety checks Number of refusals Number of no replies Number of falls checks completed Number of referrals to partners Number of Fire Safety engagements Number of leaflets delivered Number of social media interactions Reduction in the Li specific to the initiative	Service area	LI01 LI03 LI05

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

Key facts



3% (6) reduction in accidental kitchen fires (LI09)



16% (503) reduction in deliberate refuse fires (LI18)



11% (470) reduction in deliberate secondary fires (LI16)



1% (6) reduction in accidental dwelling fires (LI08).

- 3% (4) reduction in accidental kitchen fires in dwellings which started in the cooker/oven (LI09).
- 57% (227) of accidental dwelling fires required no fire fighter action or were extinguished by small means. (LI08).
- No change in the number of primary fires(1413) (LI29).
- 48% (677) of the 1413 primary fires were recorded as deliberate (LI17)
- 42% (591) of primary fires had a property type of 'Road vehicle', an increase of 12% (62) (LI29).

Gateshead

There were 1072 fire calls attended during Q3 2018/19, a reduction of 2% (20) on 2017/18 (LI24). Of these 65% (702) were deliberate secondary fires (LI16). Gateshead saw a 16% (82) reduction in deliberate refuse fires (LI18). There were 62 accidental dwelling fires, a 10% (7) reduction on 2017/18 (LI8).

Newcastle

There were 1785 fire calls attended during Q3 2018/19, a reduction of 6% (111) on 2017/18 (LI24). Of these 65% (1165) were deliberate secondary fires (LI16). Newcastle saw a 18% (199) reduction in deliberate refuse fires (LI18). There were 113 accidental dwelling fires (LI08) a reduction of 13% (17) from the previous year.

North Tyneside

There were 638 fire calls attended during Q3 2018/19, an increase of 3% (21) on 2017/18 (LI24). Of these 54% (342) were deliberate secondary fires (LI16). There were 74 accidental dwelling fires (LI08), an increase of 23% (14) from the previous year. North Tyneside saw an 6% (13) reduction in deliberate refuse fires in comparison to Q3 2017/18.

South Tyneside

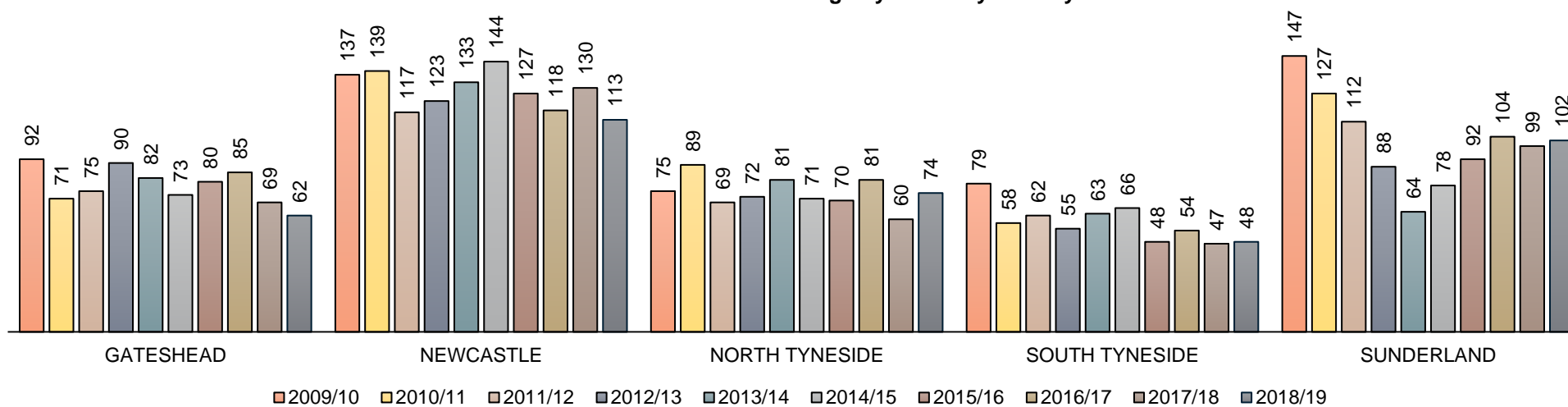
There were 598 fire calls attended during Q3 2018/19, a reduction of 1% (8) on 2017/18 (LI24). Of these 59% (355) were deliberate secondary fires (LI16). South Tyneside saw a 19% (47) reduction in deliberate refuse fires (LI18). There were 48 accidental dwelling fires, an increase of 2% (1) from the previous year.

Sunderland

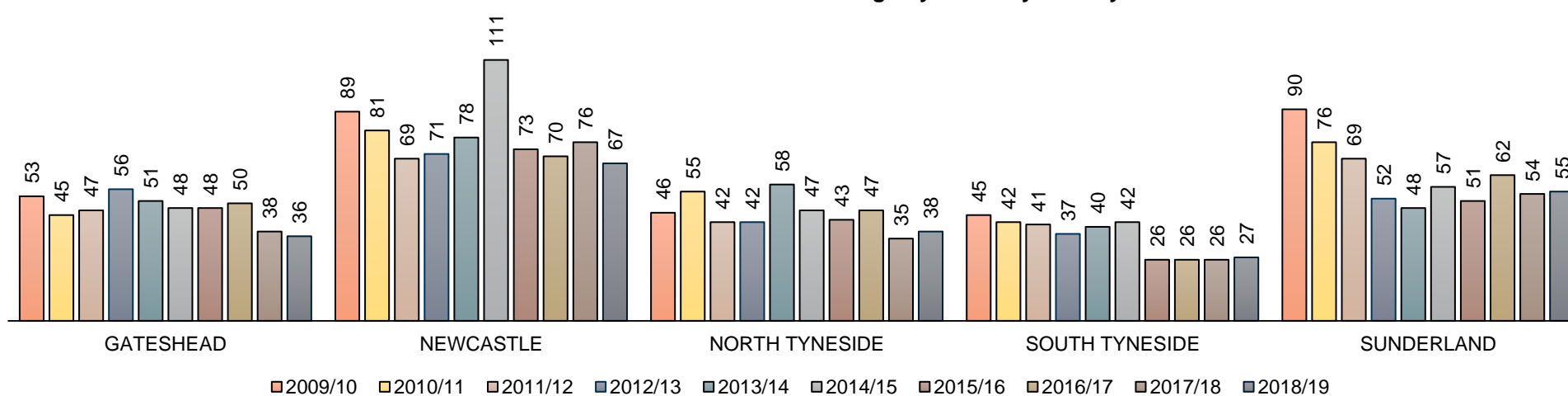
There were 1697 fire calls attended during Q3 2018/19, a reduction of 10% (196) on 2017/18. Of these 66% (1120) were deliberate secondary fires. Sunderland saw a 16% (162) reduction in deliberate refuse fires (LI18). There were 102 accidental dwelling fires, an increase of 3% (3) from the previous year.

Year on year trends

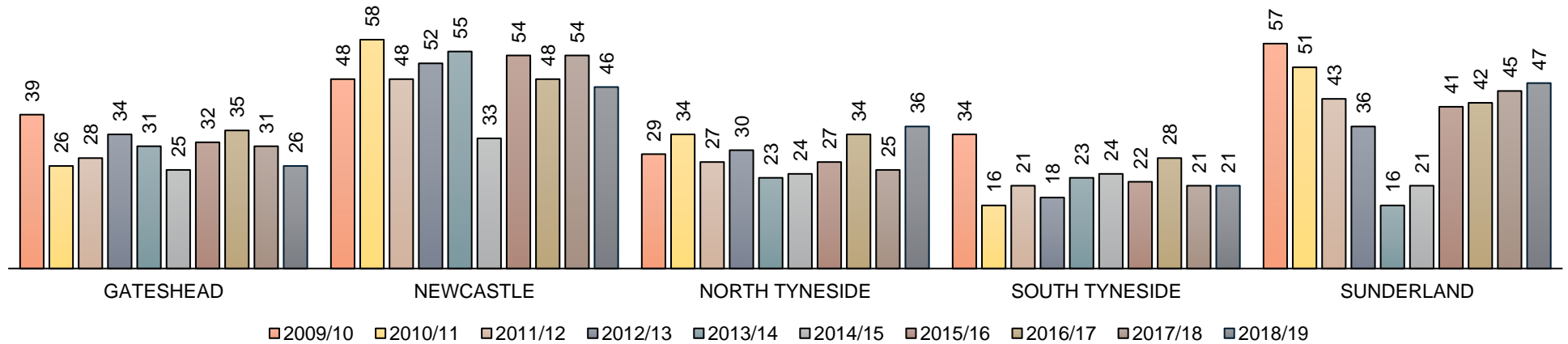
LI08 - Accidental fires in dwellings by district year on year



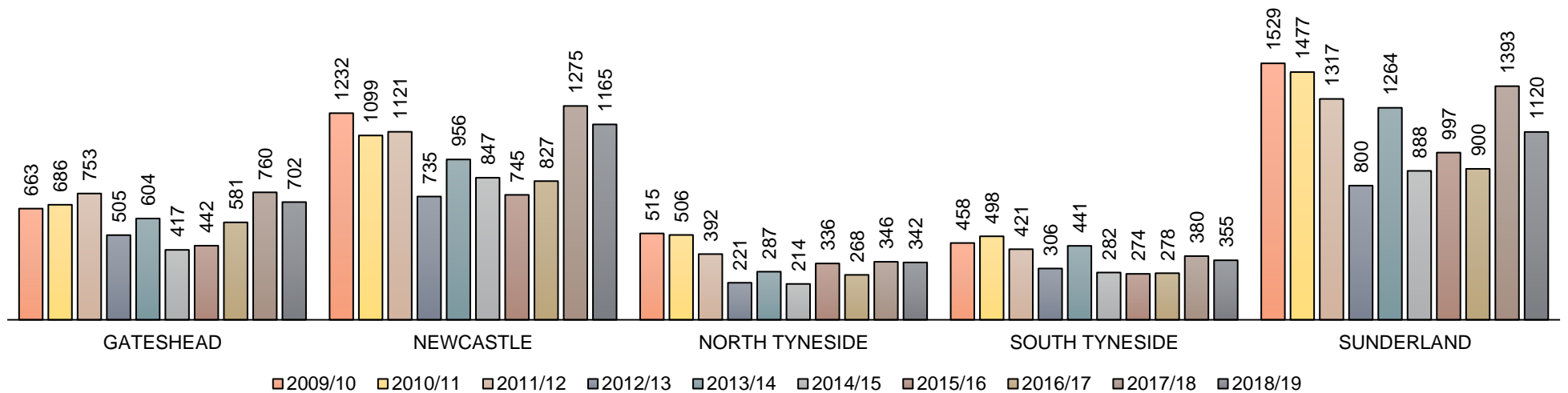
LI09 - Accidental kitchen fires in dwellings by district year on year



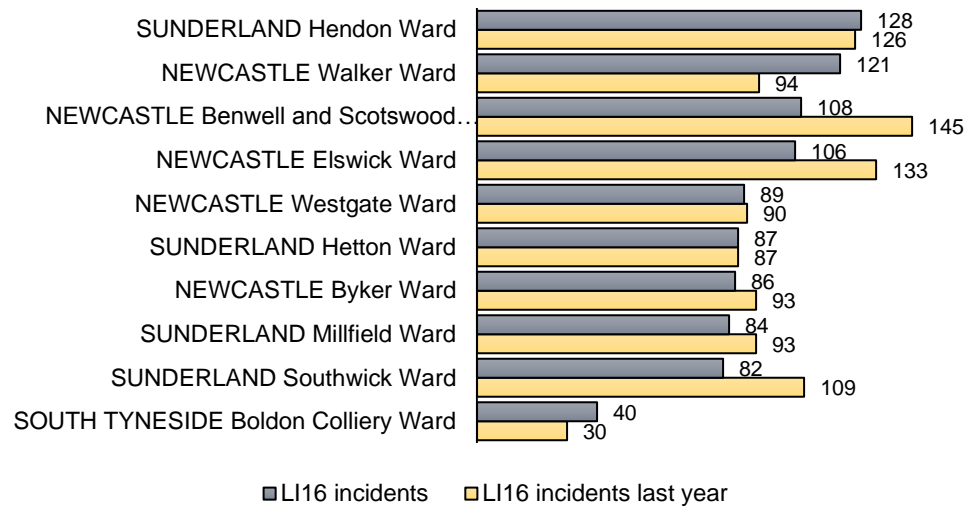
LI10 - Accidental non kitchen fires in dwellings by district year on year



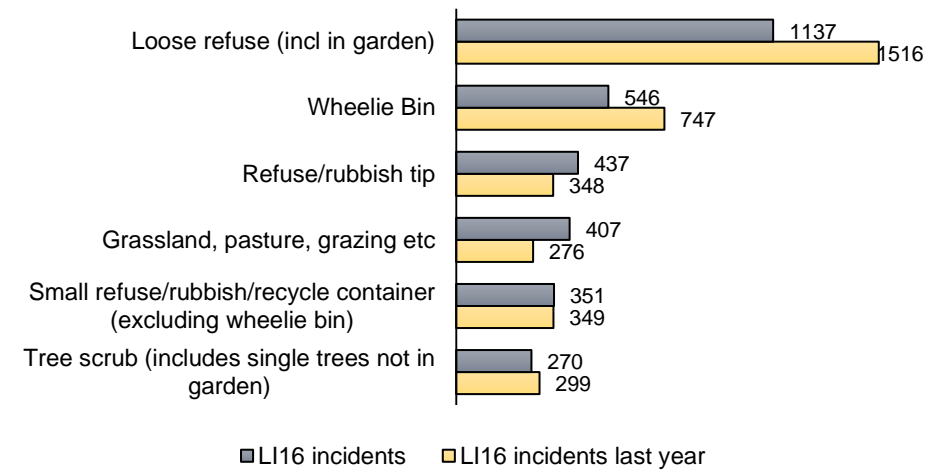
LI16 - deliberate secondary fires by district year on year



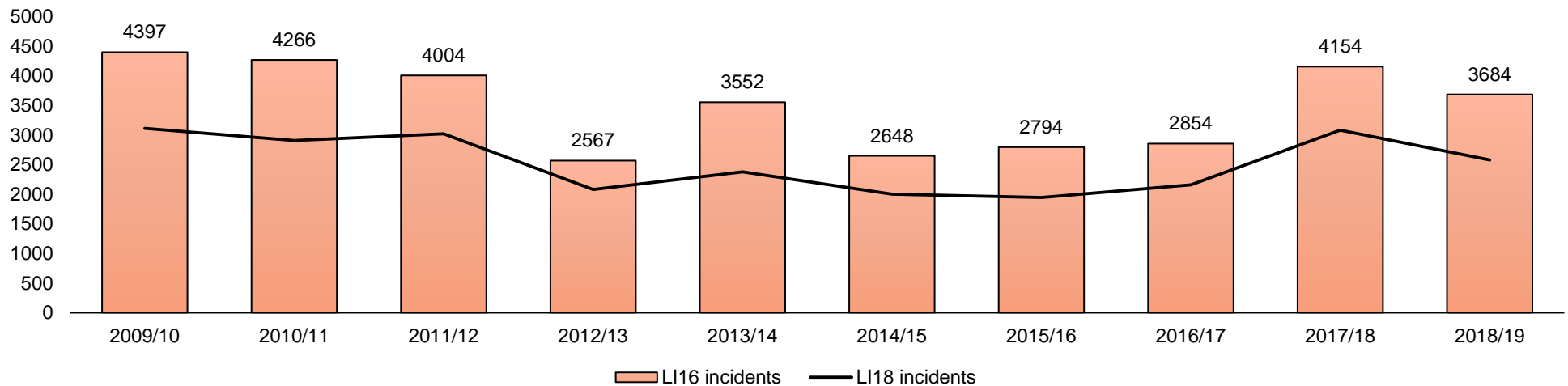
LI16 - Deliberate secondary fires top 15 by ward



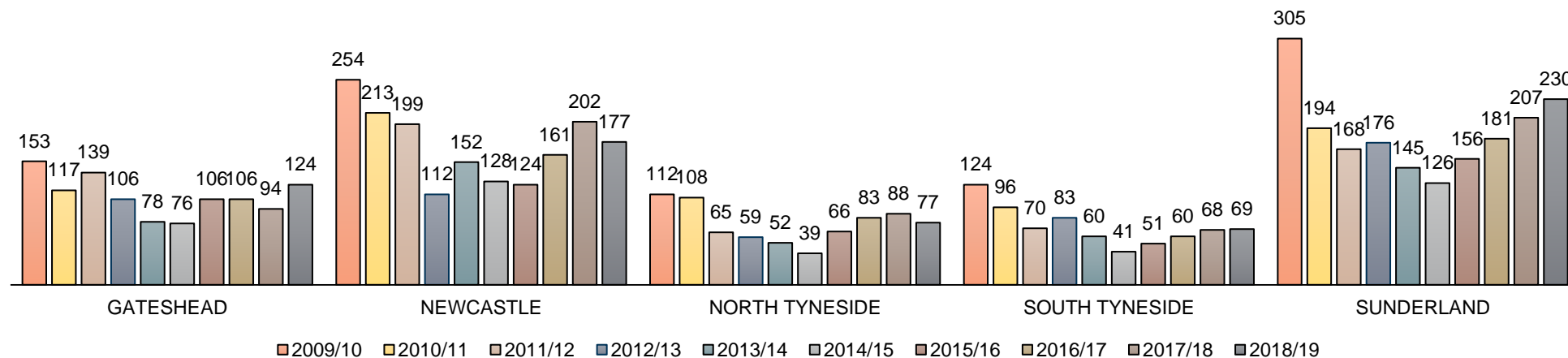
LI16 - Deliberate secondary fires top 15 by property type



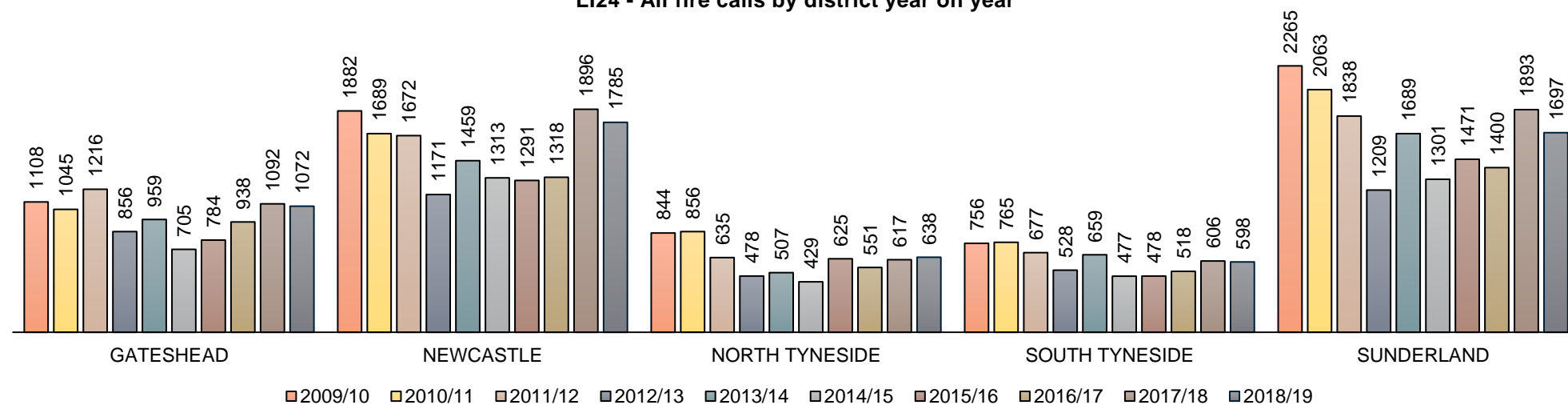
LI16 Deliberate Secondary Fires and LI18 Deliberate Refuse Fires



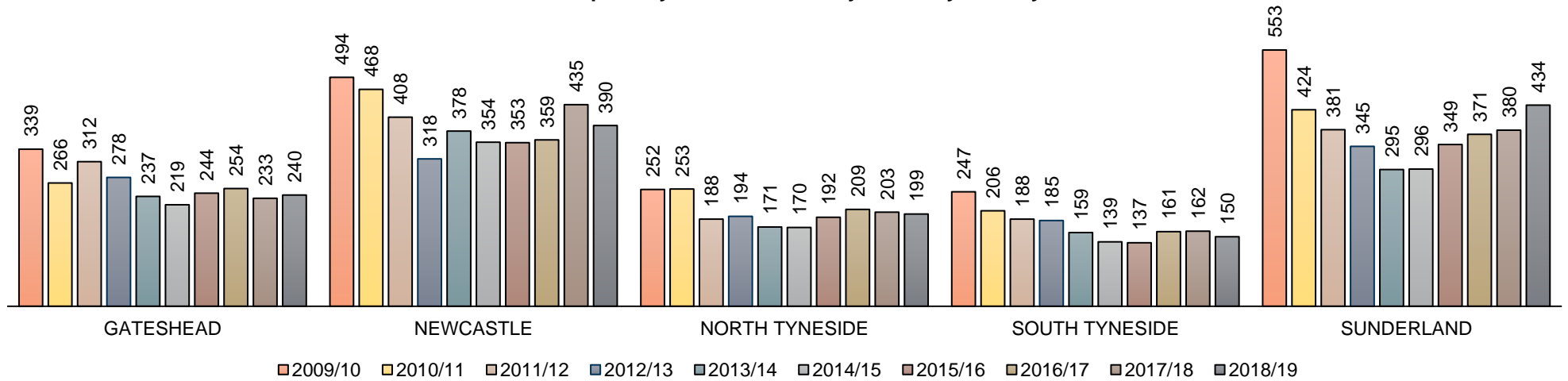
L117 - Deliberate primary fires by district year on year



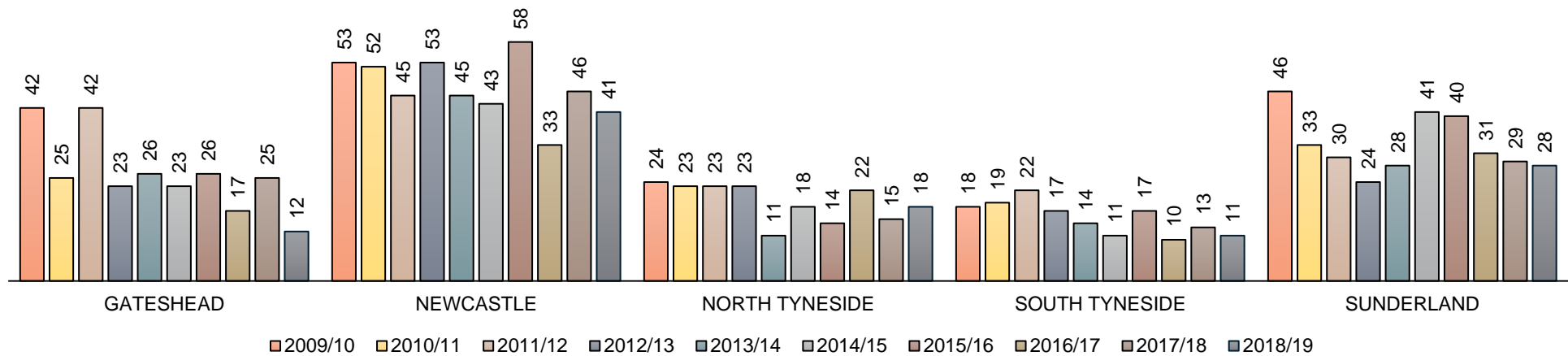
L124 - All fire calls by district year on year



LI29 - All primary fires attended 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	Delivery area	Link
Home Safety Checks (HSC)/ Safe and Well checks	<p>Complete HSC's to improve fire safety awareness in the home, reduce accidental dwelling fires and deaths and injuries from accidental dwelling fires (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.</p> <p>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.</p>	Reduction in accidental dwelling fires, and associated deaths and injuries, including to those over 65 in Safe and Well visits. Monitored and reported on a monthly and quarterly basis by SD and P&E.	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI01 LI02 LI03 LI05
Sheltered Housing Initiative	Deliver a safety message to elderly residents to assist in the reduction of deaths and injuries from fire 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. Monitored and reported on a monthly and quarterly basis by SD & P&E	Gateshead Newcastle North Tyneside South Tyneside Sunderland	LI08 LI09 LI10 LI23

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 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 Tyne & Wear Fire & Rescue (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	Delivery area	Link
Alcohol Behaviour Course (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, Road traffic Collision (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
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 LIs 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	Delivery area	Link
Jubilee Estate Stand Alone Problem Solving Group.	Delivery of a targeted campaign for the Jubilee Estate in partnership with Northumbria police, Your Homes Newcastle (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	Delivery area	Link
Community Engagement Initiative following high profile incident 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	LI08
Identification of repeat calls to same address to force entry for NEAS / POLICE and fit key safes and thumb turn locks to negate the need for TWFRS forced entry.	To reduce calls to force entry for North East Ambulance Service (NEAS) and Police.	End of Quarter reviews going forward to reflect success or otherwise and then consider for service wide action	South Tyneside	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	LI16

Actions	Activities	Success criteria	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 Stand Alone Problem Solving (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
Deliberate Fires Working Group Action	To deliver events which will focus on community engagement and deliver key messages around domestic waste, refuse, fly-tipping, safe and secure storage of wheelie bins and the impact of ASB and deliberate fires.	Planned multi-agency events aimed at tackling anti-social behaviour	Newcastle Sunderland	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 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 LI33

Actions	Activities	Success criteria	Delivery area	Link
Denton Ward Initiative	Denton SAP in conjunction with TWFRS organised a Community Safety event day. This was attended by TWFRS P&E, Ops Crews and Volunteers and partners including YHN, Northumbria Police, Newcastle City Council (Safe Newcastle), Morrisons Supermarket, Police and Fire Cadets, local councillors, and MP Catherine McKinnel and the EA. Primarily an engagement and reassurance event with local residents.	Comparative data will be taken over 3 months and a comparison made with the same period last year as evaluation.	Newcastle	LI16
Benwell and Scotswood Initiative	To provide community reassurance in hard to reach communities. Incidents had reduced in the 6 months prior however these wards regularly have higher number of incidents. P&E and Operational crews carried out two,one day initiatives in the area supported by Community Advocates. The events delivered fire safety guidance to residents and also obtained HSC referrals in this diverse neighbourhood.	Comparative data will be taken over 3 months and a comparison made with the same period last year as evaluation.	Newcastle	LI16
Community safety initiatives	To increase fire safety awareness and provide community reassurance	Number of visits attempted Number of completed home safety checks Number of refusals Number of no replies Number of falls checks completed Number of referrals to partners Number of Fire Safety engagements Number of leaflets delivered Number of social media interactions Reduction in the Li specific to the initiative	Service area	LI8

Actions	Activities	Success criteria	Delivery area	Link
Bonfire Campaign	<ul style="list-style-type: none"> • To raise awareness of the dangers and consequences of the misuse/abuse of bonfires and fireworks amongst young people. In particular: Fireworks & Bonfire related deaths and injuries, available powers and the will to prosecute for misuse of fireworks, financial cost e.g. damage to property etc. • To encourage young people to attend an organised display • To ensure timely and accurate fireworks licences are issued • To inspect premises which are storing fireworks to ensure safe conditions are being met • To investigate and prosecute where necessary, any concerns relating to the storage of fireworks • To work with partners to ensure that effective arrangements are in place to uplift illegal bonfires, prior to ignition 	<p>Number of fire calls received Number of incidents attended Number of deliberate secondary fires Number of attacks on operational fire crews Number of firework related primary fires</p>	Service area	LI8

False alarms (LI21, LI22, LI23)

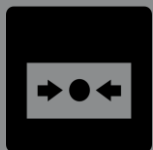
Key Facts



5% (111) reduction in AFAs in domestic premises (LI23)



2% (22) increase to AFAs from a non domestic premises (LI22)



34% (464) of AFAs to non domestic premises were due to faulty alarms (LI22)



46% (911) of domestic AFA calls are due to cooking or burnt toast (LI23)

- 21% (297) of non domestic AFA calls are to an education premises (LI22).
- 20% (271) non domestic premises AFA calls were from premises type 'Hospitals and medical care'. (LI22).
- 39% (768) of false alarms in domestic premises were to 'purpose built flat/maisonette – multiple occupancy' (LI23).
- 33% (664) of false alarms in domestic premises were to 'self contained sheltered housing' (LI23).

Gateshead

AFAs from non domestic premises have increased by 14% (29) from the previous year (LI22). 'Hospital and medical care' accounts for the majority of the incidents with 27% (65) (LI22). AFAs from domestic premises have increased by 7% (19) (LI23).

Newcastle

AFAs from non domestic premises have decreased by 9% (57) from the previous year (LI22). 'Hospital and medical care' account for the majority with 20% (110) (LI22). Domestic AFAs have decreased by 5% (55) on 2017/18 (LI23). 46% (432) occur in purpose built flats/maisonettes and 33% (317) in sheltered housing (LI23).

North Tyneside

AFAs from non domestic premises have increased by 14% (17) from 2017/18 (LI22). 41% (57) occur in 'Education' premises, a 39% (16) increase on 2017/18 (LI22). Domestic AFAs have reduced by 15% (37) with 43% (89) from sheltered housing (LI23).

South Tyneside

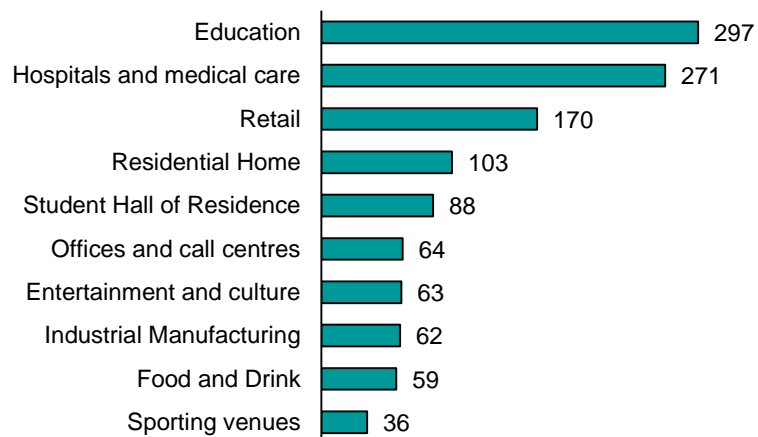
AFAs from non domestic premises have increased by 6% (7) from 2017/18 (LI22). The majority of these, 26% (34) were from 'Education' premises, 23% (31) were from 'Hospital and medical care' premises' Premises (LI22). Domestic AFAs have reduced by 12% (22) with 51% (86) from sheltered housing (LI23).

Sunderland

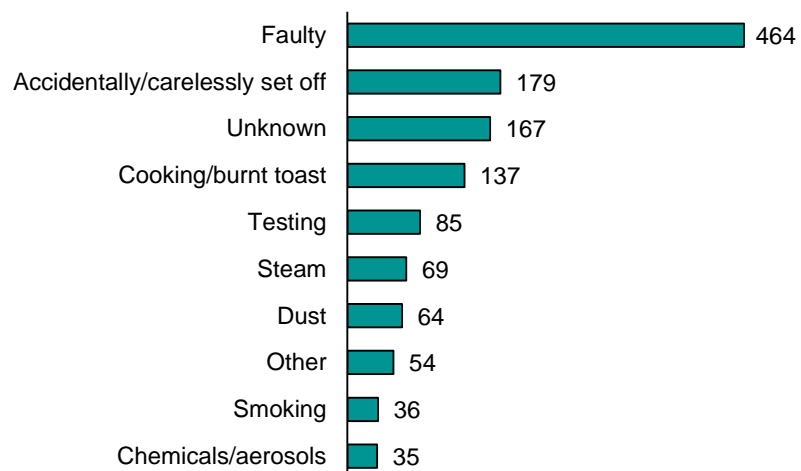
AFAs from non domestic premises have increased by 9% (26) from 2017/18 (LI22). 'Education' premises account for the majority with 33% (103). AFAs from Hospitals has increased by 13% (7) (LI22). AFAs in domestic premises have reduced by 4% (16) with purpose built flats/maisonettes account for the majority with 46% (163) (LI23).

Non domestic false alarms (LI22)

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

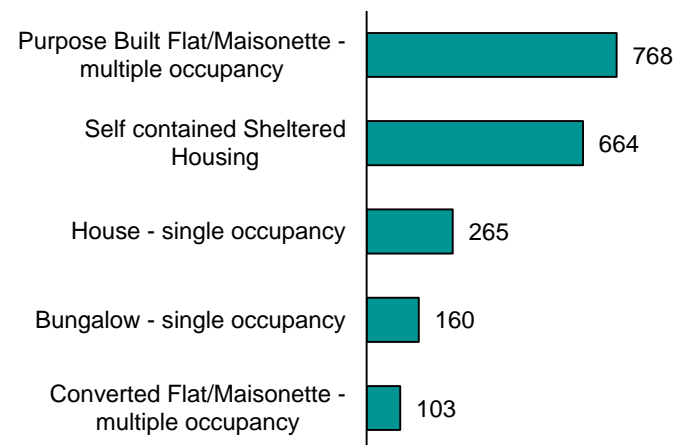


**LI22 - Non domestic false alarms by reason
(Top 10)**

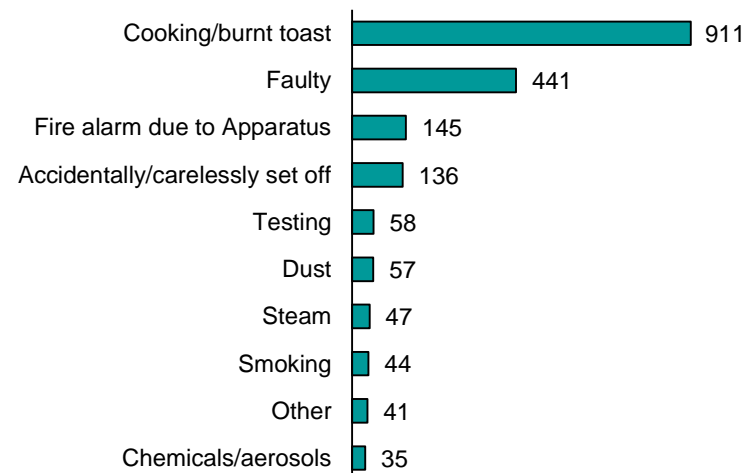


Domestic false alarms (LI23)

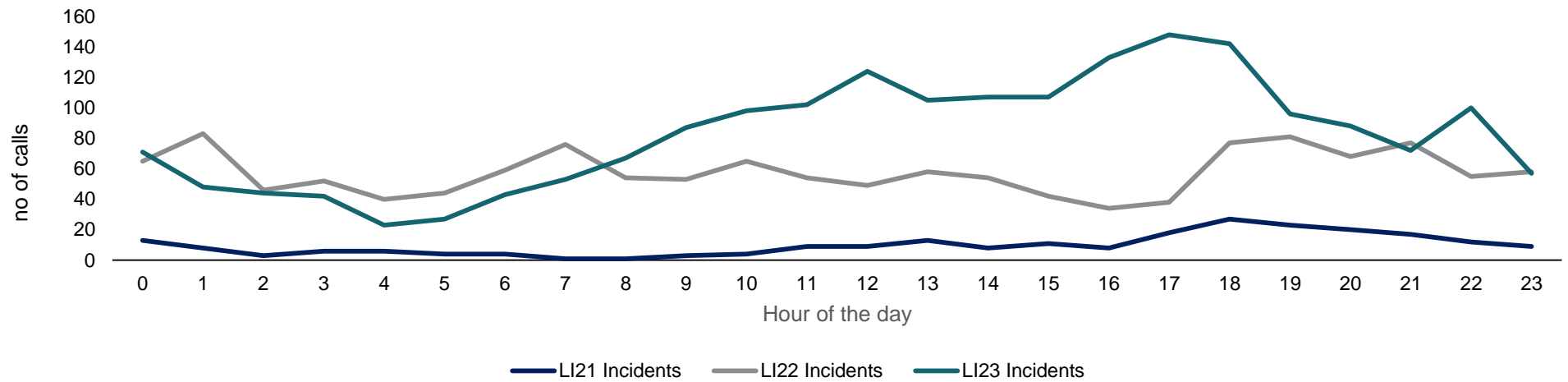
**LI23 - Domestic false alarms by property type
(Top 5)**



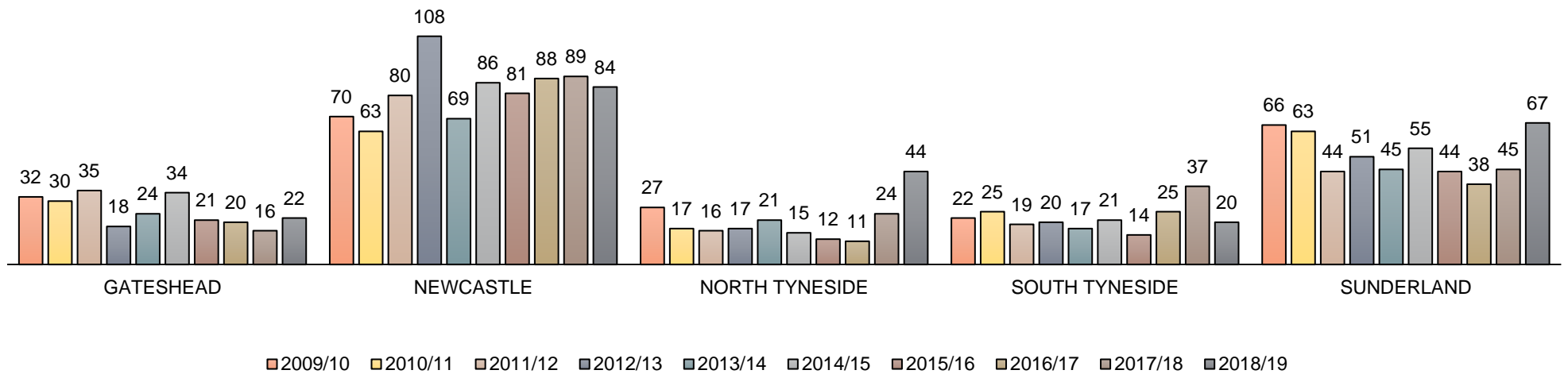
**LI23 - Domestic false alarms by reason
(Top 10)**



False Alarms 2018/19

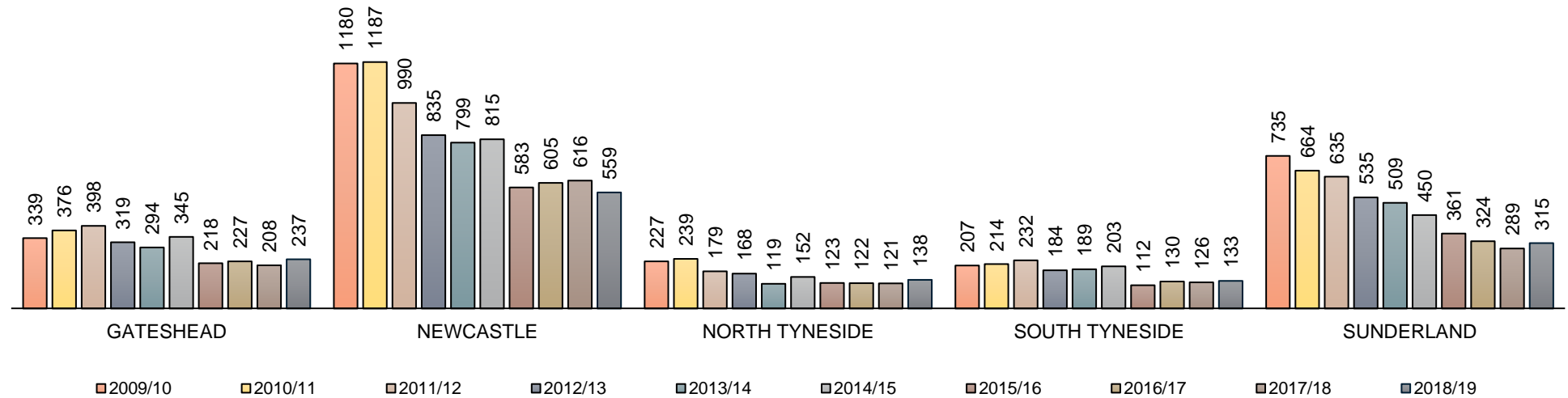


LI21 Malicious false alarm calls by district year on year

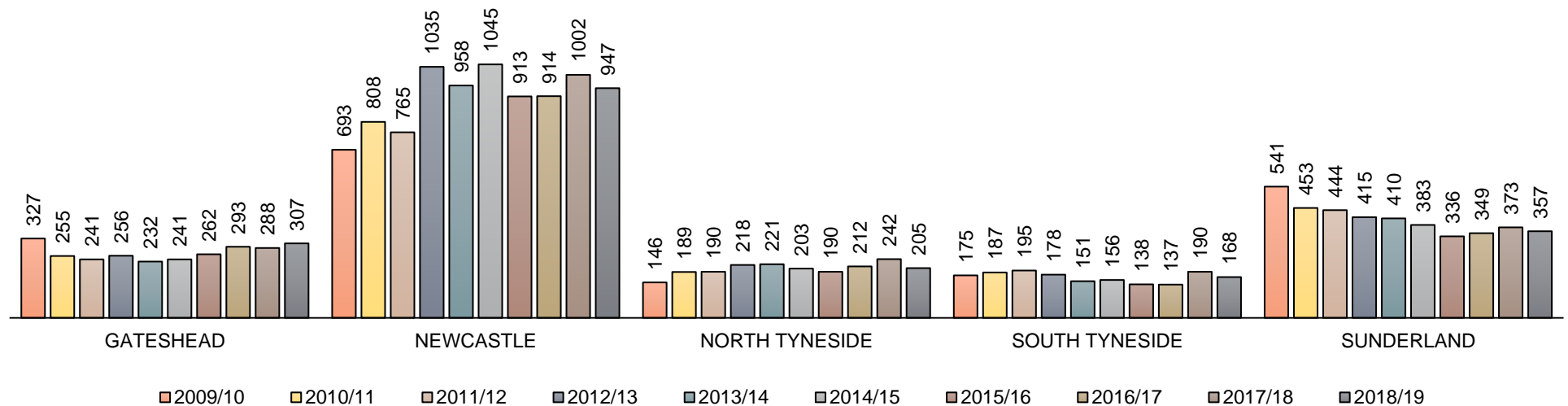


Year on year trends

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 LI21, 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 Fire and Rescue Service (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 LI21, 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 LI21, 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
Identification of actuation of alarms from unoccupied premise awaiting demolition owned by Sunderland College(10 in 2 month period) . Alarm system removed	to reduce the number of unwanted fire calls by engaging with premise owner call and reduce calls to property.	Reduction of False alarms in non-domestic properties.	Sunderland	LI22

LI overview 2018/19

This report monitors how our incidents are performing against our targets and forecasts for 2018/19 and performance for Q3.

Red = Forecast to not achieved target
 Amber = Forecast 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	5	0	5	1	0	1	3	0	3	0	0	1	0	0	0	1	0	1
1	LI02	Number of deaths from all fires	6	0	6	1	0	1	4	0	4	0	0	1	0	0	0	1	0	1
1	LI03	Number of injuries from accidental fires in dwellings, excluding precautionary checks *	36	36	44	8	10	8	9	9	11	5	9	8	7	1	7	7	7	10
1	LI05	Number of injuries from all fires	135	181	176	31	49	38	30	47	40	28	39	40	19	17	22	27	28	36
1	LI08	Number of accidental fires in dwellings	399	503	515	113	157	137	102	121	135	62	87	84	48	60	63	74	78	96
1	LI09	Number of accidental kitchen fires in dwellings	223	276	290	67	89	83	55	62	71	36	48	47	27	35	37	38	42	52
1	LI10	Number of accidental non kitchen fires in dwellings	176	227	225	46	68	54	47	59	64	26	39	38	21	25	26	36	36	44
1	LI50	Number of accidental fires in a non domestic property *	110	158	150	41	58	55	28	35	37	12	35	20	11	13	17	18	17	21
2	LI16	Number of deliberate secondary fires	3684	4896	4385	1165	1472	1363	1120	1685	1325	702	937	876	355	455	411	342	449	412
1	LI17	Number of deliberate primary fires attended *	677	792	853	177	238	230	230	248	290	124	123	148	69	78	89	77	105	96
2	LI18	Number of deliberate refuse fires	2577	3636	3170	880	1222	1048	850	1207	1031	427	625	571	202	287	249	218	295	271
2	LI21	Number of malicious false alarm calls attended	237	260	297	84	117	112	67	52	77	22	21	29	20	43	26	44	27	53
2	LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises	1382	1628	1696	559	721	692	315	361	387	237	247	290	133	153	152	138	146	175
2	LI23	Number of false alarm calls due to automatic fire detection from domestic premises	1984	2609	2542	947	1288	1222	357	452	438	307	373	407	168	211	217	205	285	259
n/a	LI24	Total number of fire calls attended	5790	7367	6960	1785	2257	2113	1697	2327	2036	1072	1364	1320	598	733	717	638	786	774
n/a	LI29	Number of primary fires attended	1413	1730	1797	390	536	497	434	468	549	240	296	304	150	186	193	199	244	254

