

Creating the Safest Community

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2019/20 Performance Report Quarter One YTD (1st April to 30th June 2019)

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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 multiagency actions from our anti-social behaviour conference, to address the wider social issues that result in deliberate fires.

The period 1st April 2019 to 30th June 2019 will be referred to as Quarter One, Q1 for the remainder of the document. This report provides a comparison of the data from Q1 in 2019/20 to Q1 in 2018/19 and to previous years where relevant.



Operational Performance Indicators

2019/20 Q1

Executive Summary

2019/20 Q1

Service			
Indicator	Indicator Description	Incidents	Target
LIO1	Number of deaths from accidental fires in dwellings	1	0
LI02	Number of deaths from all fires	1	0
LI03	Number of injuries from accidental fires in dwellings, excluding first aid and precautionary checks	6	14
LI05	Number of injuries from all fires	32	59
LI08	Number of accidental fires in dwellings	115	127
LI09	Number of accidental kitchen fires in dwellings	68	70
LIIO	Number of accidental non kitchen fires in dwellings	47	60
LI16	Number of deliberate secondary fires	1426	1146
LI18	Number of deliberate refuse fires	890	748
LI21	Number of malicious false alarm calls attended	59	66
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises	356	428
LI23	Number of false alarm calls due to automatic fire detection from domestic premises	680	620
LI24	Total number of fire calls attended	2061	1834
LI29	Number of primary fires attended	424	462
LI32	Total number of incidents (recorded at time of call)	4536	4168
LI35	Number of fires in a non domestic property	64	55

Target achieved

Target within 10%

Target not achieved





Fatalities

There has been 1 fire fatality (LIO2) within the TWFRS Service area from an accidental dwelling fire (LIO1).



Injuries

There has been a **46%** (27) decrease in the number of injuries from all fires (LI05). There has been a 63% (10) decrease in injuries from accidental dwelling fires (LI03).



Injuries from dwelling fires

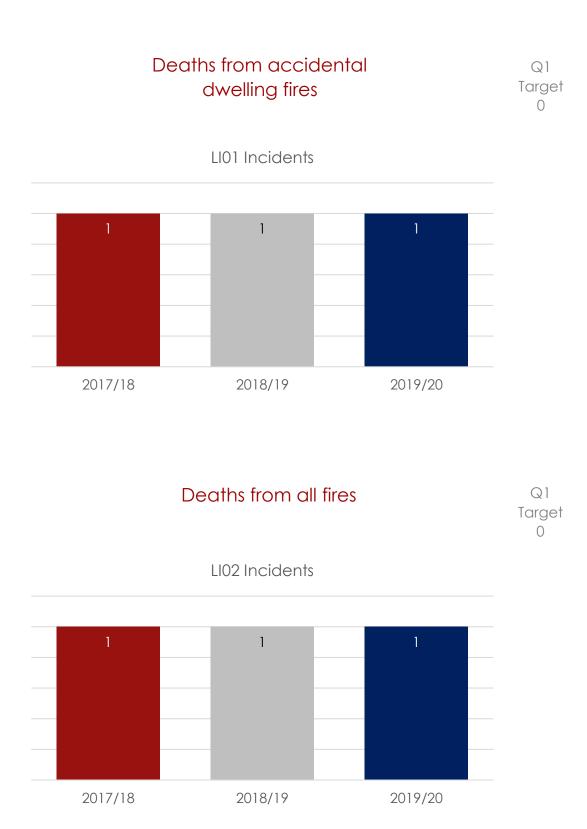
4 (67%) of the victims who went to hospital were aged between 40 and 52 (LI03).



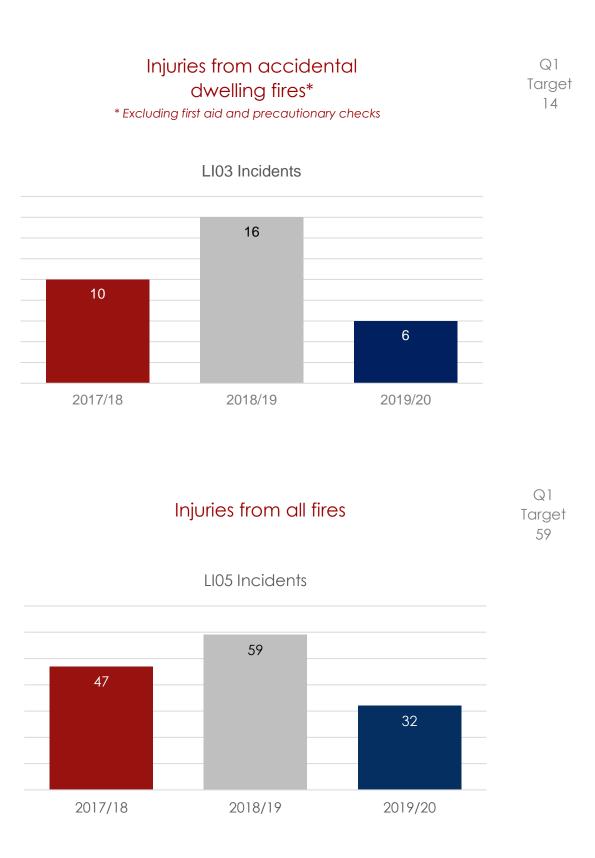
Injuries from dwelling fires

3 (50%) injuries from accidental dwelling fires occurred in the bedroom (LI03).











Fire Attendances Summary

2019/20 Q1



Fire calls 9% (171) increase in fire calls (LI24).







Vehicle fires

35% (147) of primary fires had a property type 'road vehicle'. A 16% (27) reduction in number of vehicle fires.



Accidental dwelling fires

9% (12) reduction in accidental dwelling fires (LI08).



Fire fighter action

63% (72) of accidental dwelling fires required no fire fighter action or were extinguished by small means (LI08).

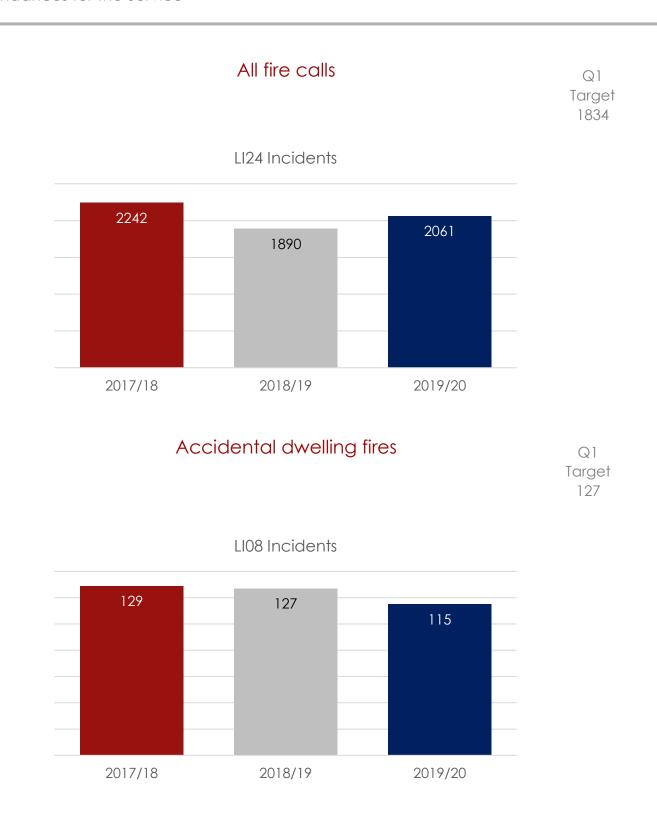


Deliberate secondary fires

25% (285) increase in deliberate secondary fires (L116).



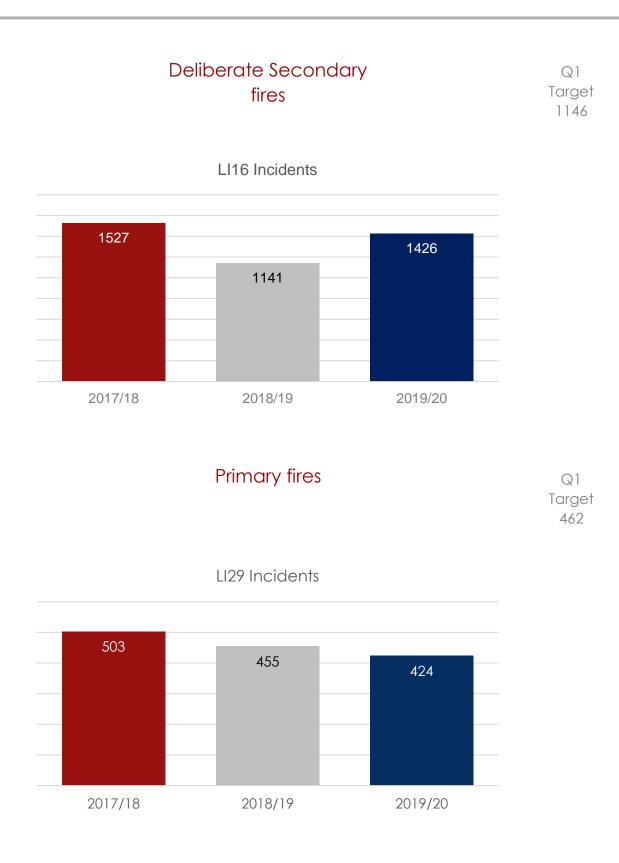
Fire Attendances	
Below are our performance indicators relating to fi	re
attendances for the Service	





Fire Attendances

Below are our performance indicators relating to fire attendances for the Service





False Alarms Summary



AFAs from non domestic premises

17% (72) decrease in automatic false alarms from non-domestic premises (LI22).



Alarm faults

26% (94) automatic false alarms in non-domestic premises were due to faulty alarms (LI22).



Education premises

24% (87) automatic false alarms in non-domestic premises were to an education premises (LI22).



AFAs from domestic premises

11% (68) increase in automatic false alarms from domestic premises (LI23).

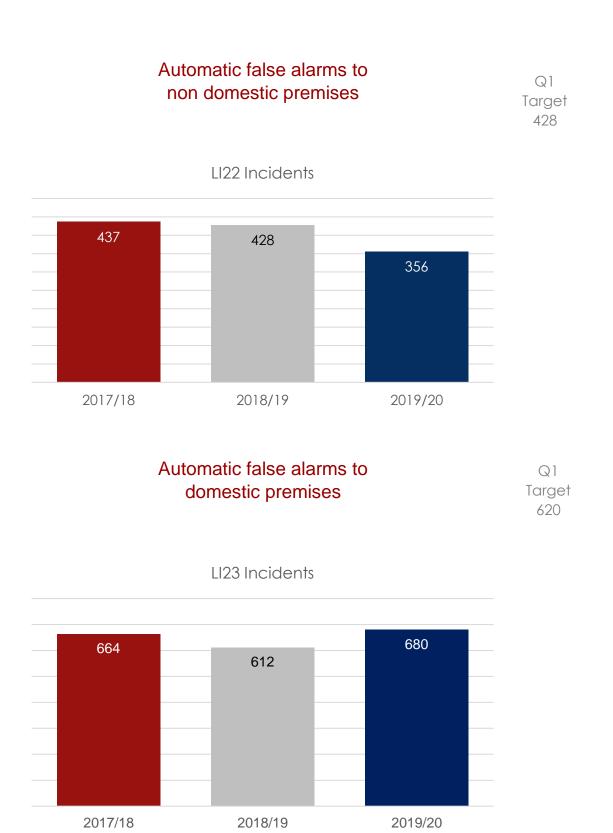


Cooking and burnt toast

46% (311) automatic false alarms in domestic premises were due to cooking or burnt toast. (LI23).







Tyne and Wear Fire and Rescue Service Creating the Safest Community





Total incidents attended

6% (260) increase in total number of incidents attended (LI32).



Non domestic premises

16 (9) increase in fires in non domestic premises (LI35)



Incidents attended by a TRV

35% (335) reduction in incidents attended by a TRV (LI36).



8,654 HSCs carried out

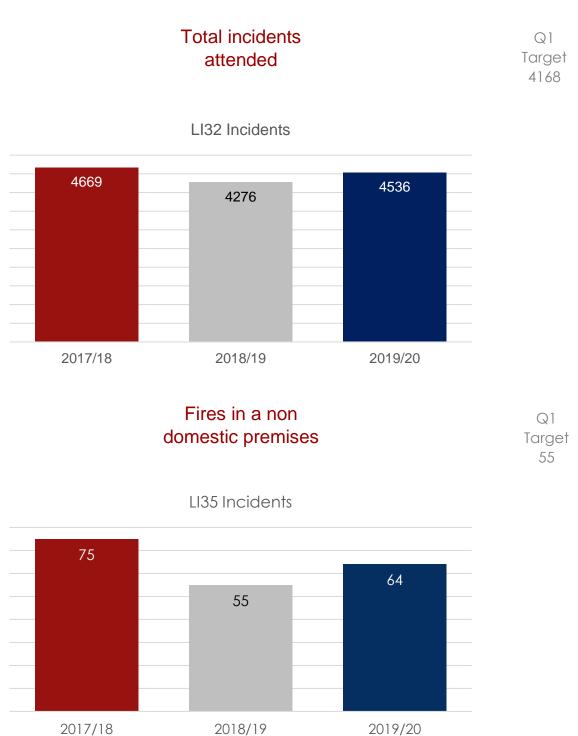
Home Safety Checks carried out in total (LI37). An increase of 2,014.



5 minutes 47 seconds

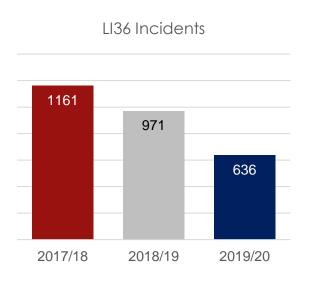
Average attendance time to all incidents, an improvement of 23 seconds.







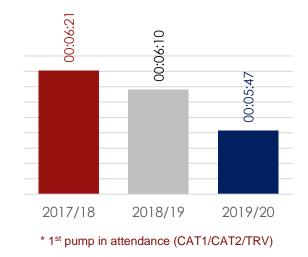




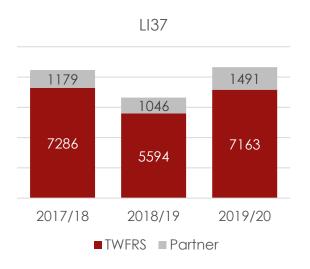
Incidents attended by a TRV

Average attendance time*

Average Attendance Times



Hscs carried out



Attendance time by risk level*

Year	Risk Level 1	Risk Level 2	Risk Level 3	Risk Level 4
2017/18	00:05:09	00:05:43	00:05:19	00:07:44
2018/19	00:05:15	00:05:55	00:05:22	00:07:24
2019/20	00:04:58	00:05:43	00:05:11	00:06:35

* 1st pump in attendance (CAT1/CAT2/TRV)



District Performance Gateshead



In Gateshead, we work with local partner agencies to educate people on how to prevent fire and where necessary, safely react to an emergency. The area varies from relatively affluent residential to medium industrial use. It also includes attractions such as the Baltic Arts Centre, the Sage and the Metro Centre.

We currently have a plan in place for our staff to attend local anti social behaviour meetings with partners to raise and discuss issues in and around their respective wards. The High Fell ward is a prime example of multi partnership workings. Whilst this area continues to heighten its own profile, we will continue to collaborate and support the communities of this area via our Prevention teams.

We have instigated a new monthly meeting with 'The Gateshead Housing Company' (TGHC) at the civic centre to enable our managers to meet with the teams to create a greater working relationship with this company and the council. This meeting allows for Prevention, Delivery and Fire Safety to openly discuss high priority and local issues – matters such as sheltered accommodation incidents of which we have seen an increase, vulnerable tenants and residents, high rise building and other commercial risks.

We are in the process of delivering the 'Ward Walk' project, which we have just launched in Q1 at Washington. This entails service delivery staff and other partners accompanying the local Fire Authority Councillor on a tour of their ward areas. This process, although simplistic, heightens our service profile and makes for a safer and more inclusive community. Amongst the many positive aspects of this new project, we offer onsite HSCs which could support a reduction of fires in the home. We also raise an awareness and understanding of Primary and Secondary fires through discussion with the community, inclusive of informative literature materials, information on local environmental issues, water safety matters and signposting to other services or partner agencies should this be required.



Gui	eshead		
Indicator	Indicator Description	Incidents	Target
LIO1	Number of deaths from accidental fires in dwellings	0	0
LI02	Number of deaths from all fires	0	0
LI03	Number of injuries from accidental fires in dwellings, excluding first aid and precautionary checks	1	3
LI05	Number of injuries from all fires	2	15
LI08	Number of accidental fires in dwellings	23	23
L109	Number of accidental kitchen fires in dwellings	12	14
LI10	Number of accidental non kitchen fires in dwellings	11	11
LI16	Number of deliberate secondary fires	226	245
LI18	Number of deliberate refuse fires	114	145
LI21	Number of malicious false alarm calls attended	8	5
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises	66	75
LI23	Number of false alarm calls due to automatic fire detection from domestic premises	116	96
L124	Total number of fire calls attended	342	374
LI29	Number of primary fires attended	83	86
LI32	Total number of incidents (recorded at time of call)	812	776
LI35	Number of fires in a non domestic property	15	8

Target achieved

Target within 10%

Target not achieved





Zero fatalities

There have been no fire fatalities (LIO2) within the Gateshead area.



Injuries

There has been an **87%** (13) reduction in the number of injuries from all fires (LI05). There has been a 67% (2) reduction in injuries from accidental dwelling fires (LI03).



Accidental dwelling fires

There were 23 accidental dwelling fires, no change in the number of accidental dwelling fires from the previous year (LI8).



Deliberate secondary fires

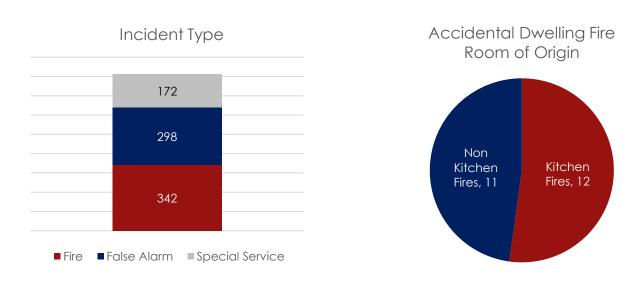
There were 226 deliberate secondary fires, a **2%** (4) reduction on 2018/19 (L116).



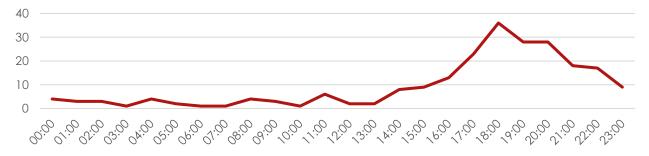
False alarms

AFAs from non domestic premises have decreased by **12%** (9) from the previous year (LI22).



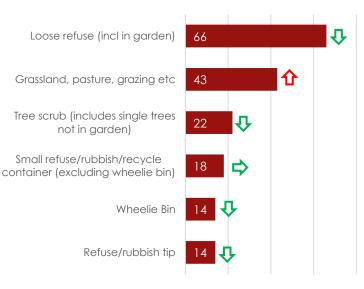


Deliberate Secondary Fires Time of Day



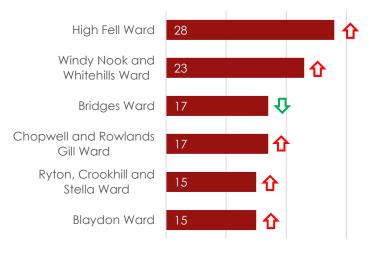


not in garden)



Tyne and Wear Fire and Rescue Service Creating the Safest Community





District Performance Newcastle



Newcastle is the most diverse district in the area we cover. It includes large amounts of residential property, ranging from isolated pockets of depravation to substantial commercial and industrial premises.

It is pleasing to report that in Q1 there have been no fire deaths. Injuries from all fires have reduced by 47% and there has been no increase in injuries from accidental dwelling fires.

There is a 15% (5 incidents) increase reported in accidental dwelling fires. Newcastle is the only local authority to show an increase against this indicator. Further analysis has been carried out and will assist our prevention activities in Quarter 2.

Deliberate secondary fires have shown a 4% increase for Newcastle against a service increase of 25%. Deliberate refuse fires are at the highest level since 2010. Following work with partners initiatives in Denton and in Blakelaw have resulted in reductions in those areas. Benwell and Scotswood was also an area for target hardening and has shown an increase. Further activity is planned with partners for Quarter 2 in these wards.

The Group Manager for North is also Safe Newcastle Board themed lead for anti social behaviour, a problem profile has been produced in draft form with all partners coming together to identify areas of either success or concern and activities involved in those areas. This strategic work will inform activities at an operational level for all anti social behaviour reduction with deliberate fire setting being a priority theme.

In Q2, the school holidays historically reports an increase in ASB and deliberate fire setting. Safe Newcastle are leading an initiative 'Operation McPhee' that will run across the city to engage with young people to tackle ASB issues and we will be supporting this with our operational crews involvement in priority areas.

Motor vehicle crime that often relates to deliberate fire setting is also a priority for Northumbria Police in Central Command. 'Operation Benelli' has been introduced to gain a better understanding of the issues and actions to reduce this type of crime. Staff are supporting this operation with provision of data and intelligence with actions being introduced on the back of this.



Executive Summary Newcastle

2019/20
Q1

Newcastle				
Indicator	Indicator Description	Incidents	Target	
LIO1	Number of deaths from accidental fires in dwellings	0	0	
L102	Number of deaths from all fires	0	0	
LI03	Number of injuries from accidental fires in dwellings, excluding first aid and precautionary checks	3	4	
LIO5	Number of injuries from all fires	8	15	
LI08	Number of accidental fires in dwellings	39	34	
LI09	Number of accidental kitchen fires in dwellings	27	21	
LI10	Number of accidental non kitchen fires in dwellings	12	17	
LI16	Number of deliberate secondary fires	390	318	
LI18	Number of deliberate refuse fires	308	243	
LI21	Number of malicious false alarm calls attended	18	29	
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises	148	191	
LI23	Number of false alarm calls due to automatic fire detection from domestic premises	302	305	
LI24	Total number of fire calls attended	576	522	
LI29	Number of primary fires attended	116	135	
LI32	Total number of incidents (recorded at time of call)	1426	1448	
LI35	Number of fires in a non domestic property	13	18	

Target achieved

Target within 10%

Target not achieved



District Performance Newcastle





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Zero fatalities

There have been no fire fatalities (LIO2) within the Newcastle area.

Injuries

There has been a **47%** (7) reduction in the number of injuries from all fires (LI05). There has been no change in the number of injuries from accidental dwelling fires (LI03).

Accidental dwelling fires

There were 39 accidental dwelling fires, a **15%** (5) increase on 2018/19 (LI8).



Deliberate secondary fires

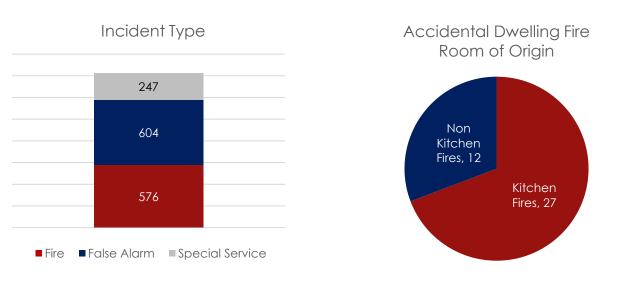
There were 390 deliberate secondary fires, a **4%** (16) increase on 2018/19 (L116).



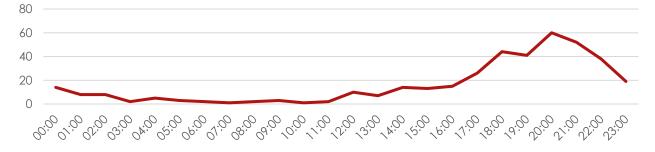
False alarms

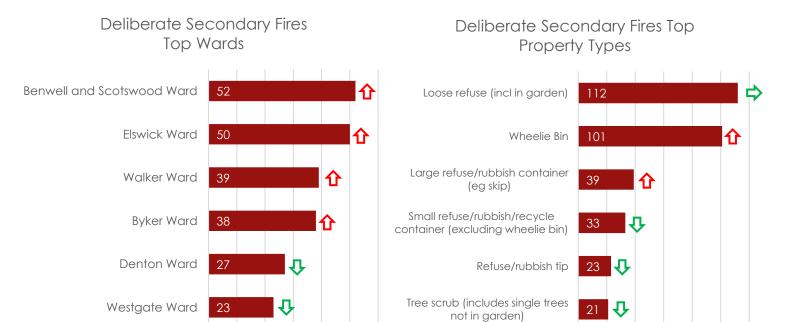
AFAs from non domestic premises have decreased by **23%** (43) from the previous year (LI22).





Deliberate Secondary Fires Time of Day





Creating the Safest Community

District Performance North Tyneside



Reducing risk to our community isn't just one organisation's responsibility. In North Tyneside, we work closely with a number of partner agencies including the North Tyneside Strategic Partnership to keep everyone safe.

Sadly, we report that one person has lost their life in an accidental dwelling fire in Q1. We have worked closely with partners to investigate the cause of this tragic incident and an internal case study has been carried out to identify any potential areas for improvement in how we target our resources to deliver prevention activities.

Over the last 3 years Chirton and Riverside Wards have reported the highest number of accidental dwelling fires. 'Operation Ignition' is being launched in Quarter 2 to increase smoke alarm ownership in these two wards. This initiative will support the Chirton and Riverside Initiative that North Tyneside Strategic Partnership agreed in 2015 to tackle deprivation in North Tyneside. Having had some success the approach has been expanded to include Wallsend and Howdon Wards. The Q1 performance figures for TWFRS in North Tyneside, although showing an overall increase for deliberate secondary fires report a decrease in both Chirton and Riverside Wards.

In Q1, an initiative has been introduced to improve housing and the environment in Wallsend. As an active partner we have supported this partnership initiative and have worked with partners to deliver Home Safety Checks, increase smoke alarm ownership and also to identify areas where refuse needs removing to reduce risk of deliberate fire setting.

One area identified by the partnership was that residents were unsure how to report fly tipping. Staff, volunteers and partners have worked together to raise awareness of this service.

North Tyneside have worked with Prevention and Education to introduce and evaluate a pilot for Operational Crews to deliver School's Education to those who are in priority areas and do not attend SafetyWorks! This commenced in Q1 with each of the eight watches in North Tyneside forming links with schools identified to be part of the pilot.



Tyne and Wear Fire and Rescue Service Creating the Safest Community

North Ty	neside		
Indicator	Indicator Description	Incidents	Target
LIO1	Number of deaths from accidental fires in dwellings	1	0
LI02	Number of deaths from all fires	1	0
LI03	Number of injuries from accidental fires in dwellings, excluding first aid and precautionary checks	1	2
LI05	Number of injuries from all fires	5	11
LI08	Number of accidental fires in dwellings	20	27
LI09	Number of accidental kitchen fires in dwellings	12	12
LI10	Number of accidental non kitchen fires in dwellings	8	11
LI16	Number of deliberate secondary fires	143	110
LI18	Number of deliberate refuse fires	82	62
LI21	Number of malicious false alarm calls attended	7	9
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises	40	42
LI23	Number of false alarm calls due to automatic fire detection from domestic premises	71	64
LI24	Total number of fire calls attended	227	211
L129	Number of primary fires attended	53	69
LI32	Total number of incidents (recorded at time of call)	531	475
LI35	Number of fires in a non domestic property	4	9

Target achieved

Target within 10%

Target not achieved



District Performance North Tyneside



Fatalities

There has been one fire fatality (LIO2) within the North Tyneside area. This was as a result of an accidental dwelling fire (LIO1).



Injuries

There has been a **55%** (6) reduction in the number of injuries from all fires (LI05). There has been a 75% (3) reduction in the number of injuries from accidental dwelling fires (LI03).



Accidental dwelling fires

There were 20 accidental dwelling fires, a **26%** (7) reduction on 2018/19 (LI08).



Deliberate secondary fires

There were 143 deliberate secondary fires, a **25%** (29) increase on 2018/19 (L116).

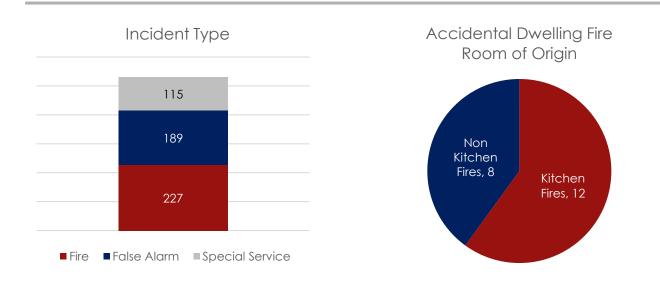


False alarms

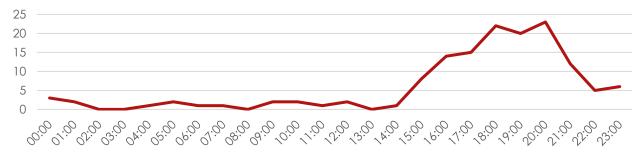
AFAs from non domestic premises have decreased by 5% (2) from the previous year LI22).

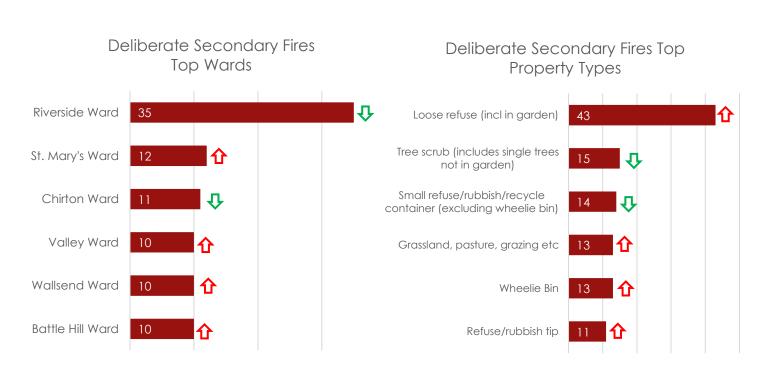


District Performance North Tyneside



Deliberate Secondary Fires Time of Day





THE AND WAR

District Performance South Tyneside



We work very closely with our partners – including the NHS, the borough council, police and many others – to improve safety in South Tyneside.

Whilst South Tyneside district has seen zero fire deaths and a pleasing reduction in a number of important indicators such as injuries and accidental dwelling fires there has been a 53% increase in the number of deliberate secondary fires.

The three Top wards for incidents, Boldon Colliery, Cleadon Park and Beacon and Bents have been targeted by staff in a proactive approach, this was in conjunction with Northumbria Police, South Tyneside Council and South Tyneside Homes and resulted in only two incidents in June across all three wards.

Staff have also targeted Nook shopping area due to rise in secondary fires and are working with police and local shop owners to ensure waste products are stored correctly.

The targeted response Vehicle (TRV) from Sunderland moved to South Shields after 18:00 to assist with deliberate fire reduction allowing Fire Appliances to be available for life risk incidents. This will continue until September.

Following a number of incidents at a former Shipyard site, we are working Building Control at South Tyneside Council and owner of site to secure site either voluntarily or through enforcement.

Following a number of false alarms from a Sheltered Accommodation (LI23), Prevention and Education have carried out talks and further talks are planned. Two of the three regular offenders have been targeted by Prevention and Education and staff from the accommodation around smoking in the self-contained flats



Indicator	Indicator Description	Incidents	Target	
LIO1	Number of deaths from accidental fires in dwellings	0	0	
LI02	Number of deaths from all fires	0	0	
LI03	Number of injuries from accidental fires in dwellings, excluding first aid and precautionary checks	0	1	
LIO5	Number of injuries from all fires	6	6	
LI08	Number of accidental fires in dwellings	9	15	
LI09	Number of accidental kitchen fires in dwellings	5	8	Target achieved Target withir 10%
LIIO	Number of accidental non kitchen fires in dwellings	4	9	
LI16	Number of deliberate secondary fires	167	110	Target not
LI18	Number of deliberate refuse fires	67	58	achieved
LI21	Number of malicious false alarm calls attended	8	10	
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises	27	28	
LI23	Number of false alarm calls due to automatic fire detection from domestic premises	63	52	
LI24	Total number of fire calls attended	245	186	
LI29	Number of primary fires attended	51	46	
LI32	Total number of incidents (recorded at time of call)	500	430	
LI35	Number of fires in a non domestic property	12	3	



District Performance South Tyneside

2019/20 Q1



Zero fatalities

There has been no fire fatalities (LIO2) within the South Tyneside area.



Injuries

No change in the number of injuries from all fires in comparison to Q1 2018/19 (LI05). There has been a **100%** (2) reduction in the number of injuries from accidental dwelling fires (LI03).



Accidental dwelling fires

There were 9 accidental dwelling fires, a reduction of **40%** (6) on 2018/19 (LI08).



Deliberate secondary fires

There were 167 deliberate secondary fires, a **53%** (58) increase on 2018/19 (L116).

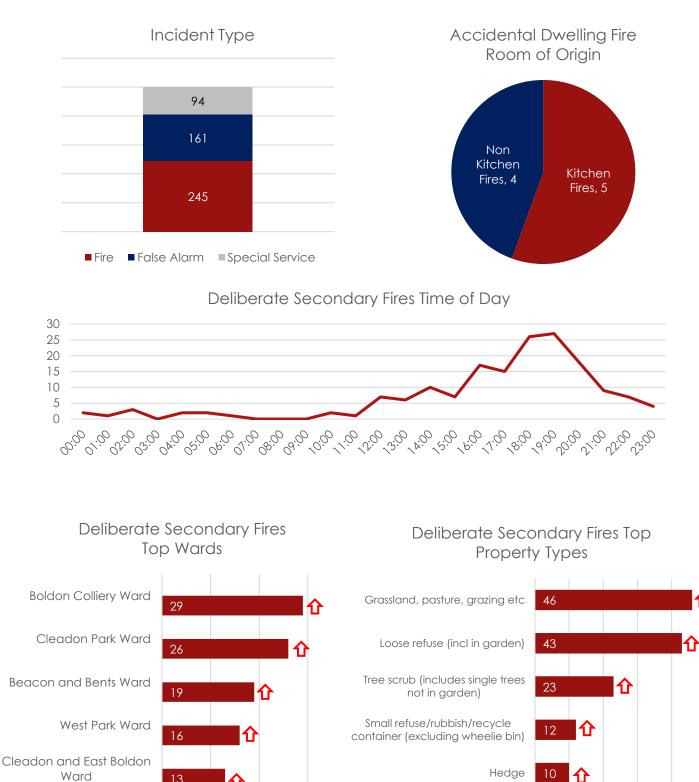


False alarms

AFAs from non domestic premises have decreased by **4%** (1) from the previous year (LI22).



District Performance South Tyneside



Ward

Hebburn North Ward

13

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Wheelie Bin

District Performance Sunderland



To identify those who are most at risk from fire, we work closely with Sunderland City Council, the NHS, social services and other agencies to offer practical support to our residents.

Whilst Sunderland district has seen zero fire deaths and a pleasing reduction in a number of important indicators such as injuries and accidental dwelling fires there has been a 59% increase in the number of deliberate secondary fires. Following this increase in deliberate secondary fires a number of initiatives are ongoing to target wards with a high number of incidents.

In Hetton Ward staff are working closely with Environmental Health around fly tipping and loose refuse, collating photographic evidence and reporting uplifts to Sunderland City Council and Gentoo. A tour of the ward was undertaken with local councillors, Police, Environmental Health and Gentoo to address issues in the area and further actions will take place in Quarter 2.

Historically Hendon ward has on average accounted for 9% of all deliberate secondary fires in Sunderland. A multi-agency initiative is underway in Hendon Ward with Police, Sunderland Council, Gentoo, Back on the Map and the Environment Agency. Tyne and Wear Fire and Rescue Service and partners have created strong links with two local schools in the area. Police have increased patrols in the area and anti-social behaviour meetings have been carried out with partners and offenders. Environmental Health has targeted Private landlords to address unoccupied properties and properties in disrepair. Fires in wheelie bins have also been targeted with a number of successful outcomes, a full evaluation will be carried out.

A 12 Street initiative has been rolled out in Southwick ward. Supported by local councillors, Police, Gentoo, Environmental Health, Enforcement Teams, local Volunteers and our Prevention and Education Department. This has led to a number of successful outcomes. An evaluation will be carried out around immediate success and then further one in Quarter 3 for comparison.

An on-line system has been set up to report and log issues of waste in gardens and yards to assist in addressing the problem of deliberate secondary fires.





Sunderl	and		
Indicator	Indicator Description	Incidents	Target
LIO1	Number of deaths from accidental fires in dwellings	0	0
LI02	Number of deaths from all fires	0	0
LI03	Number of injuries from accidental fires in dwellings, excluding first aid and precautionary checks	1	4
LI05	Number of injuries from all fires	11	12
LI08	Number of accidental fires in dwellings	24	28
L109	Number of accidental kitchen fires in dwellings	12	15
LIIO	Number of accidental non kitchen fires in dwellings	12	12
LI16	Number of deliberate secondary fires	500	361
LI18	Number of deliberate refuse fires	319	240
LI21	Number of malicious false alarm calls attended	18	13
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises	75	92
LI23	Number of false alarm calls due to automatic fire detection from domestic premises	128	103
LI24	Total number of fire calls attended	671	541
LI29	Number of primary fires attended	121	126
LI32	Total number of incidents (recorded at time of call)	1267	1039
LI35	Number of fires in a non domestic property	20	17

Target achieved Target within 10%

Target not achieved





Fatalities

There has been no fire fatalities (LIO2) within the Sunderland area.



Injuries

A reduction of **8%** (1) in the number of injuries from all fires in comparison to Q1 2018/19 (LI05). There has been a reduction of 3 in the number of injuries from accidental dwelling fires (LI03).



Accidental dwelling fires

There were 24 accidental dwelling fires, a reduction of **14%** (4) on 2018/19 (LI08).



Deliberate secondary fires

There were 500 deliberate secondary fires, a **59%** (186) Increase on 2018/19 (L116).

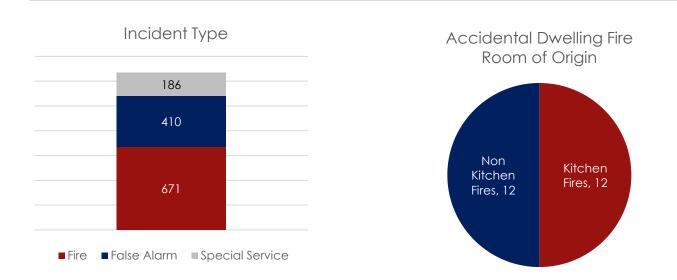


False alarms

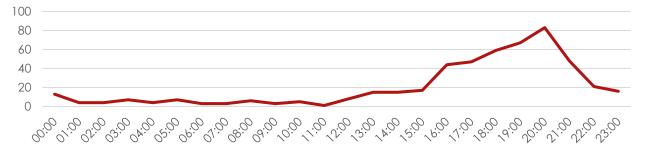
AFAs from non domestic premises have decreased by **18%** (17) from the previous year (LI22).



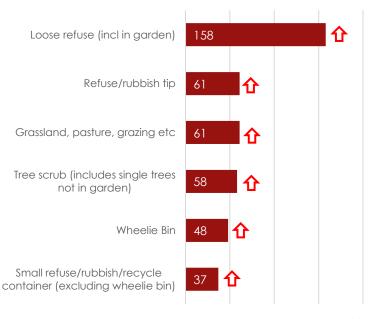
District Performance Sunderland



Deliberate Secondary Fires Time of Day



Deliberate Secondary Fires Top Property Types





Deliberate Secondary Fires

Tyne and Wear Fire and Rescue Service Creating the Safest Community





Tyne and Wear Fire and Rescue Service

Creating the Safest Community

Data and Information Audit			
Data compiled by: PA			
Checked by: KR			
Data valid at: 10/07/2			
Approved for Publication			
Approved by: JR			
Date Approved by: 29/07/2019			

Further information regarding our services can be found on our website:

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