

Tyne and Wear Fire and Rescue Service

Creating the Safest Community



2020/21 Performance Report

Quarter Three YTD

(1st April to 31st December 2020)

| | |
|------------------------------|----------|
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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.

This report outlines how we are working to keep our communities safe and provides a comparison of the data from 2020/21 to 2019/20 and to previous years where relevant.

It is a challenging time as everyone adapts to the developing situation relating to Covid-19. Tyne and Wear Fire and Rescue Service (TWFRS) continues to work hard to minimise the impact on our services and despite taking on additional work to support our communities, we are continuing to keep people safe through our primary duties.

In line with central government and National Fire Chief's Council (NFCC) guidance, and in line with our own business continuity plans, we have taken the following steps:



- We are continuing to respond to emergencies.
- We continue to provide home safety visits to our most vulnerable residents or where there is an urgent threat to life from fire.
- We continue to work with businesses to help them understand and comply with fire safety.
- We continue to support our communities during the pandemic.

We have set up a Logistics Cell to support our response to the Covid-19 pandemic. Its purpose is to manage requests for support from our own departments, as well as from external partners. Our role in the pandemic response continues to evolve, so the tasks managed through the Logistics Cell vary. However, they are likely to include.

- Requests for ambulance drivers
- Delivery of PPE
- Movement of bodies
- Working with Staffing to protect our emergency response capability through the engagement of retired firefighters
- Community work, including delivery of medicines and food supplies to vulnerable people

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 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, due to Covid-19 we have had to scale back some of our work.

Despite the restrictions and safety measures in place as a result of the current pandemic, our Prevention and Education Teams continue to deliver home safety visits to the most vulnerable and at risk from accidental dwelling fires in our communities. Ways of working have been amended to ensure any visits made to the homes of the most vulnerable are as Covid safe as possible, whilst ensuring we keep them safe from fire. Collaboration with our key partners enables us to identify those most vulnerable and ensure onward referrals for additional support for those most at risk continues.

Prior to any attendance at a dwelling, a pre-visit Covid and fire risk assessment is conducted over the telephone. Home fire safety advice is also delivered to the occupier during the call. Subject to a negative response to the Covid assessment a visit is made to the home to fit smoke alarms and/or issue additional fire safety equipment. All visits are subject to a robust Covid safe risk assessment to ensure the safety of the public and that of our staff.

Our Business Safety Team is committed to promoting safe businesses within Tyne and Wear, by working to reduce the number of fires and fire-related deaths and injuries.

During the current Covid-19 pandemic, businesses in Tyne and Wear may be adversely affected through:

- Reduced staffing levels
- Disruption to normal working practices

It is vital that business fire safety and the safety of people working in or visiting businesses are maintained. Virtual meetings with Fire Safety Officers are available where we provide advice in response to queries or concerns regarding such matters as:

- Implications of Covid safety on the fire safety of premises
- Updating Fire Risk Assessments
- Staff training
- Fire Drills

Fire Safety commenced two initiatives involving self-assessment for those premises more difficult to reach during Covid working restrictions. Education premises which were closed due to Covid-19 restrictions were targeted, and areas throughout the Service area which were commercial premises with no fire safety audit conducted, in hot spot areas for deliberate secondary fires were also targeted. Premises were sent fire safety assessment forms to identify the occupiers of the building, and instructions on carrying out fire safety checks in their premises, along with guidance leaflets.

Operational Performance Indicators

2020/21

| Service | | | |
|-----------|---|-----------|--------|
| Indicator | Indicator Description | Incidents | Target |
| LI01 | Number of deaths from accidental fires in dwellings | 0 | 0 |
| LI02 | Number of deaths from all fires* | 1 | 0 |
| LI03 | Number of injuries from accidental fires in dwellings, excluding precautionary checks | 31 | 20 |
| LI05 | Number of injuries from all fires | 117 | 83 |
| LI08 | Number of accidental fires in dwellings | 380 | 363 |
| LI09 | Number of accidental kitchen fires in dwellings | 211 | 205 |
| LI10 | Number of accidental non kitchen fires in dwellings | 169 | 158 |
| LI16 | Number of deliberate secondary fires | 2911 | 3346 |
| LI18 | Number of deliberate refuse fires | 2023 | 2414 |
| LI21 | Number of malicious false alarm calls attended | 109 | 178 |
| LI22 | Number of false alarm calls due to automatic fire alarms from non domestic premises | 1050 | 1235 |
| LI23 | Number of false alarm calls due to automatic fire detection from domestic premises | 1894 | 2063 |
| LI24 | Total number of fire calls attended | 5218 | 5322 |
| LI29 | Number of primary fires attended | 1285 | 1402 |
| LI32 | Total number of incidents (recorded at time of call) | 11829 | 12845 |
| LI35 | Number of fires in a non domestic property | 137 | 156 |

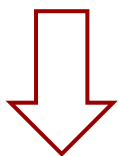
Key

Target not achieved

Target within 10%

Target achieved

*Awaiting the outcome of Coroner's inquests



Fatalities

There has been one fire fatality (LI02) within the TWFRS Service area. There were no fatalities from accidental dwelling fires (LI01).



Injuries

There has been a **41%** (34) increase in the number of injuries from all fires (LI05). There has been a **55%** (11) increase in injuries from accidental dwelling fires (LI03).



Injuries from dwelling fires

32% (10) of the victims who went to hospital were aged 60 or over (LI03).



Injuries from dwelling fires

52% (16) Injuries from accidental dwelling fires occurred in the kitchen.

Deaths and Injuries

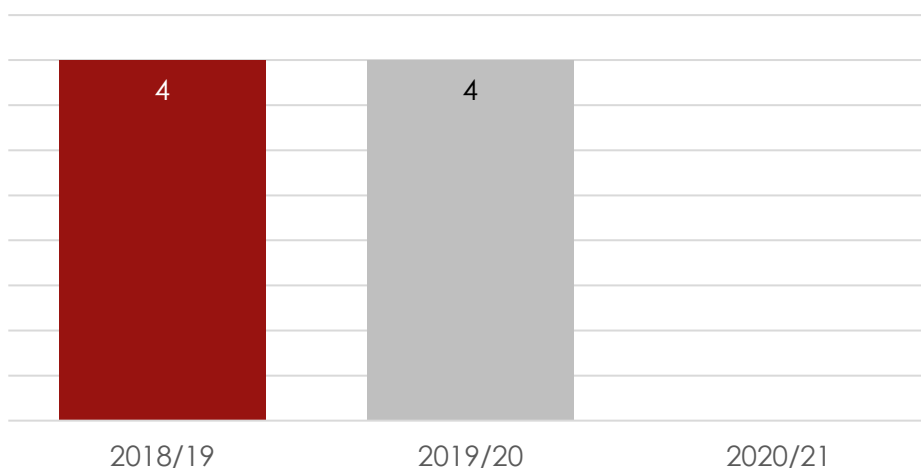
2020/21

Below are our performance indicators relating to deaths and injuries for the Service.

Deaths from accidental dwelling fires

Q3
Target
0

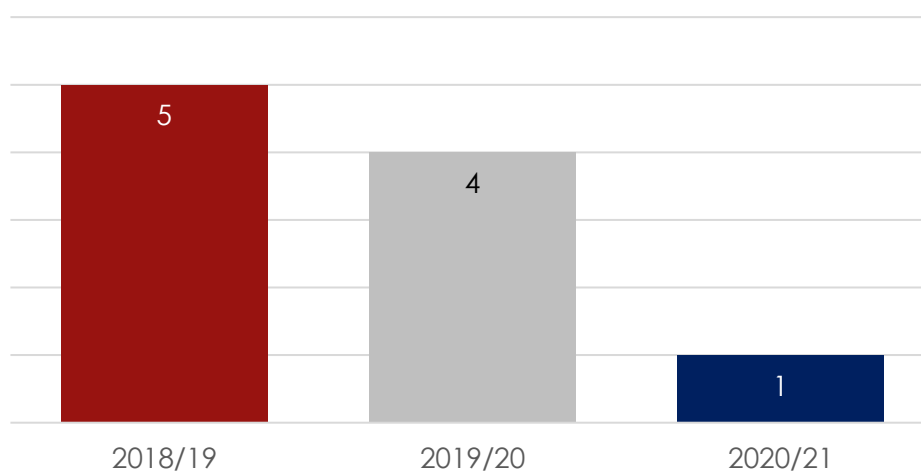
LI01 Incidents



Deaths from all fires

Q3
Target
0

LI02 Incidents



Deaths and Injuries

Below are our performance indicators relating to deaths and injuries for the Service.

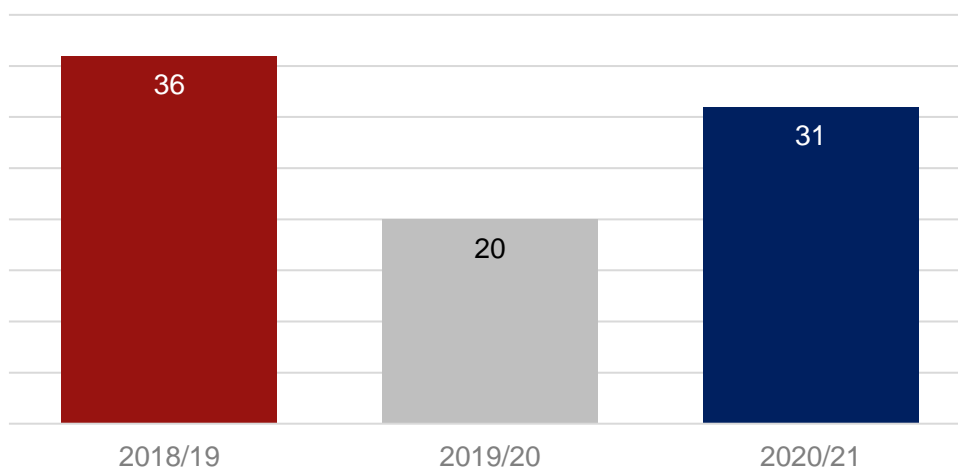
2020/21

Injuries from accidental dwelling fires*

* Excluding first aid and precautionary checks

Q3
Target
20

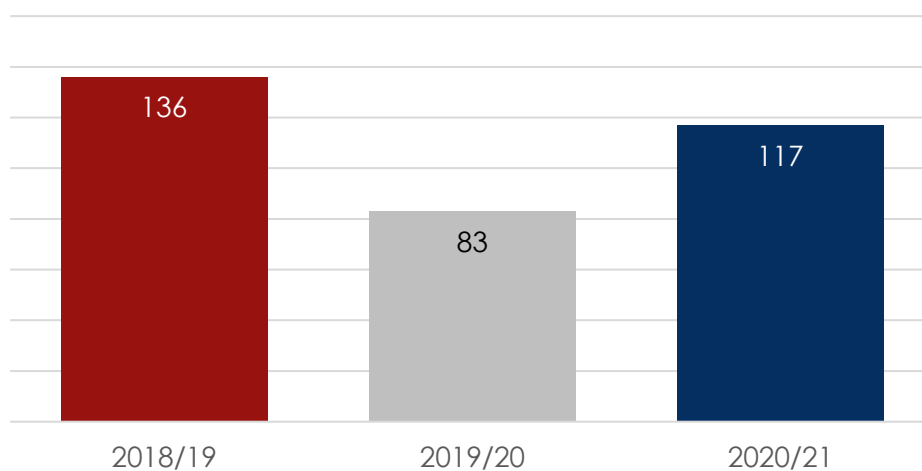
LI03 Incidents

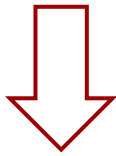


Injuries from all fires

Q3
Target
83

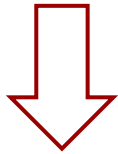
LI05 Incidents





Fire calls

2% (104) decrease in fire calls (LI24).



Primary fires

7% (94) decrease in number of primary fires (LI29).



Accidental Dwelling Fires

5% (17) increase in accidental dwelling fires (LI08).



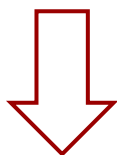
Smoke Alarms

In **21%** (81) of dwelling fires a smoke alarm was fitted but did not activate (LI12). In **30%** (115) of dwelling fires no smoke alarm was fitted (LI13).



Firefighter action

53% (200) of accidental dwelling fires required no firefighter action or were extinguished by small means (LI08).



Deliberate Secondary Fires

13% (430) reduction in deliberate secondary fires (LI16).

Fire Attendances

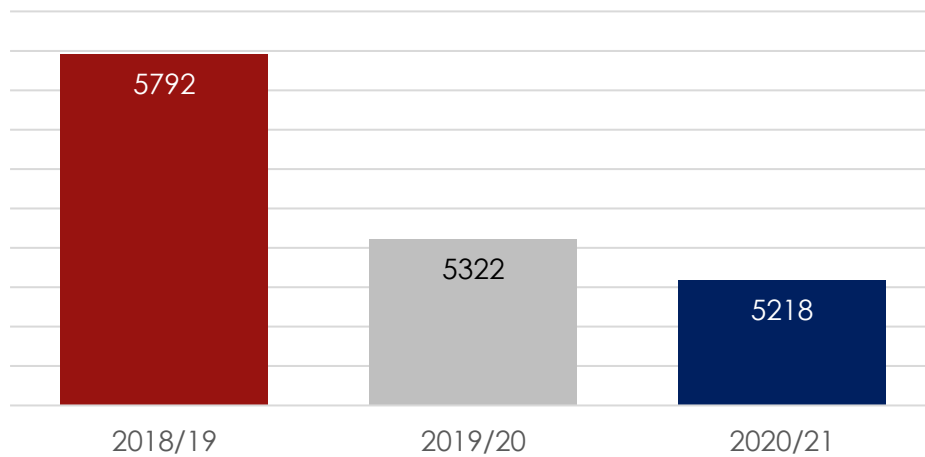
2020/21

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

All fire calls

Q3
Target
5322

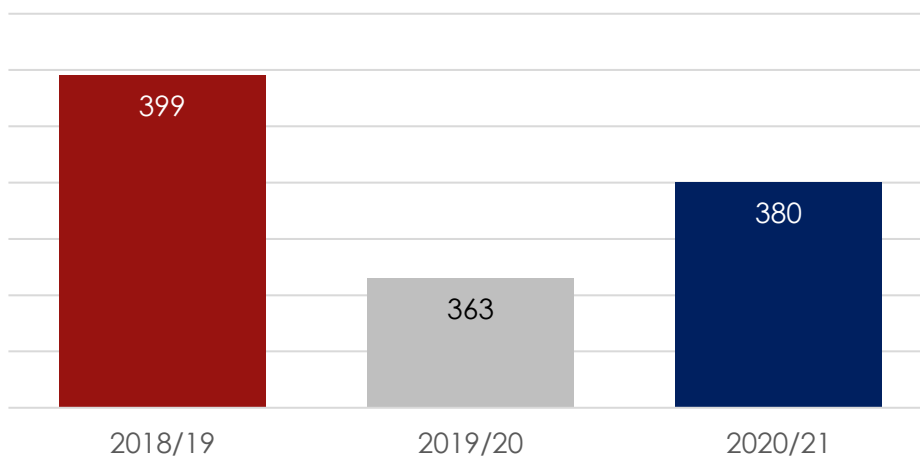
LI24 Incidents



Accidental dwelling fires

Q3
Target
363

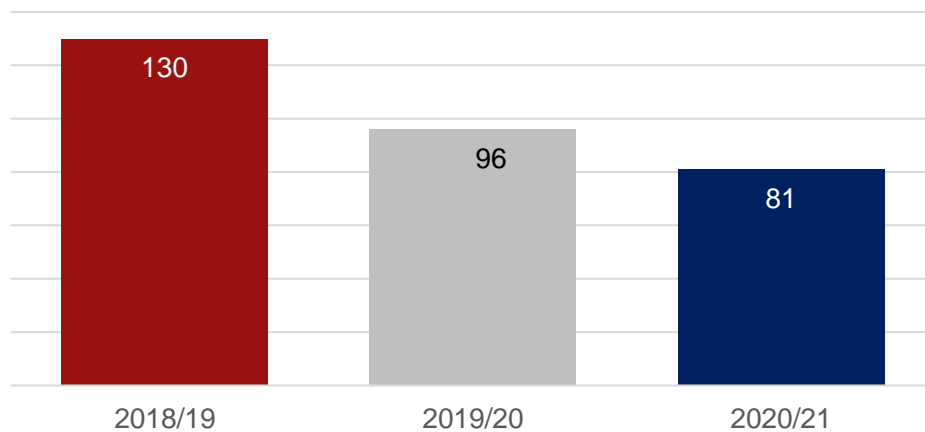
LI08 Incidents



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

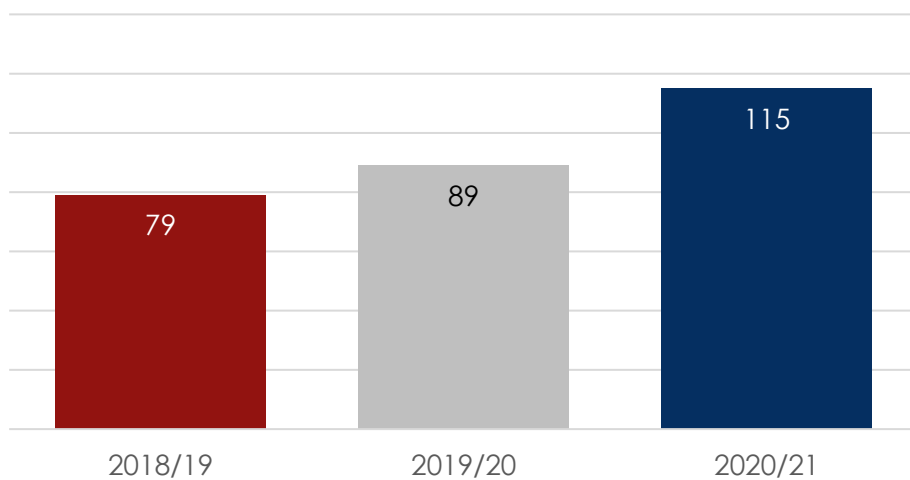
Dwelling fires where a smoke alarm was fitted but did not activate

LI12



Dwelling fires where no smoke alarm was fitted

LI13



Fire Attendances

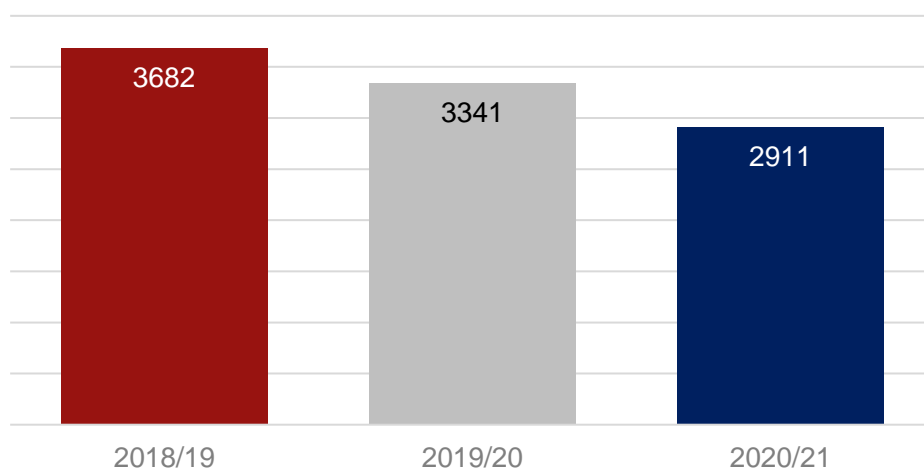
2020/21

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

Deliberate Secondary fires

Q3
Target
3346

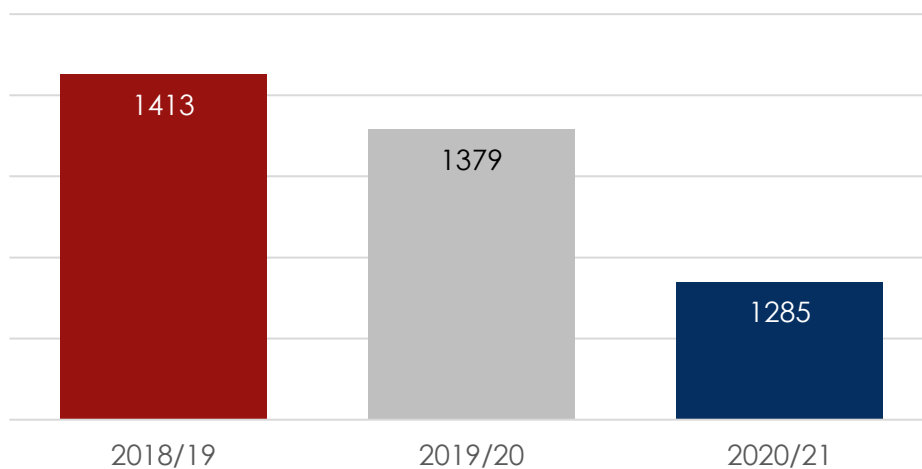
LI16 Incidents

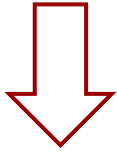


Primary fires

Q3
Target
1402

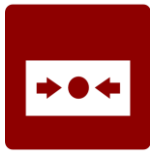
LI29 Incidents





AFAs from non domestic premises

15% (185) decrease in automatic false alarms from non-domestic premises (LI22).



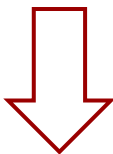
Alarm faults

36% (382) automatic false alarms in non-domestic premises were due to faulty alarms (LI22).



Hospital premises

22% (226) automatic false alarms in non-domestic premises were due to hospital premises (LI22).



AFAs from domestic premises

10% (211) decrease in automatic false alarms from domestic premises (LI23).



Cooking and burnt toast

45% (846) automatic false alarms in domestic premises were due to cooking or burnt toast. (LI23).

False Alarms

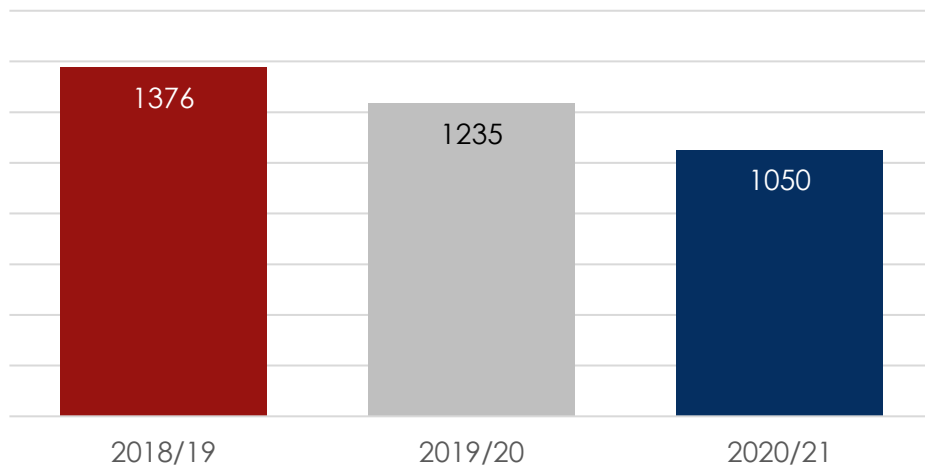
2020/21

Below are our performance indicators relating to false alarms for the Service.

Automatic false alarms to non domestic premises

Q3
Target
1235

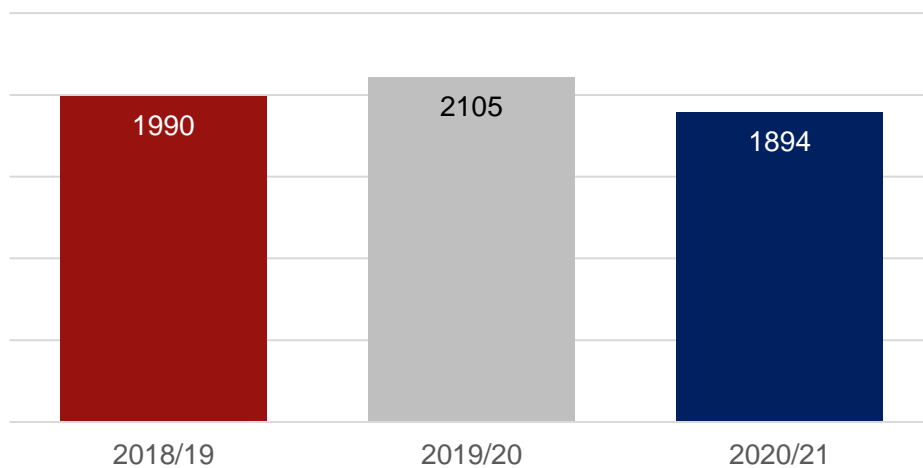
LI22 Incidents

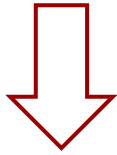


Automatic false alarms to domestic premises

Q3
Target
2063

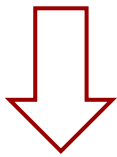
LI23 Incidents





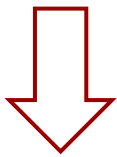
Total incidents attended

8% (1016) decrease in total number of incidents attended (LI32).



Non domestic premises

12% (19) decrease in fires in non domestic premises (LI35).



Incidents attended by a Targeted Response Vehicle (TRV)

6% (92) reduction in incidents attended by TRV's (LI36).



3,528 Home Safety Checks to high risk households

83% (17,098) decrease in the number of Home Safety Checks carried out to high risk households. (PE010).



6 minutes 0 seconds

Average attendance time 11 seconds slower. (Time = mobilised to in attendance).

Additional Information

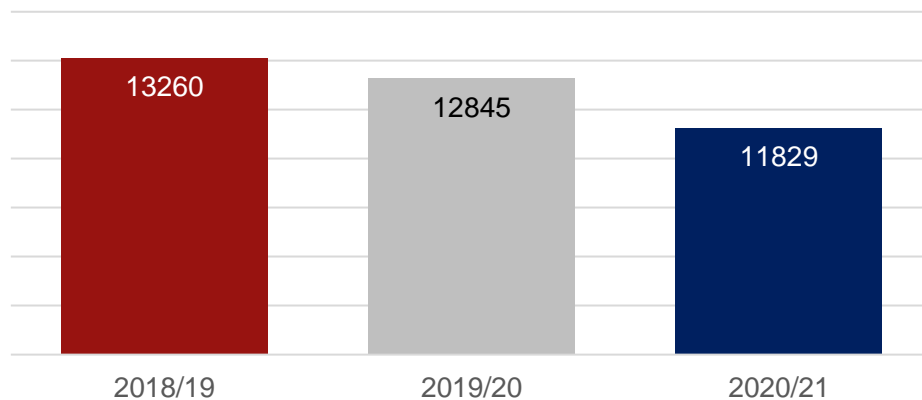
2020/21

Below are some of our other performance indicators for the Service.

Total incidents attended

Q3
Target
12845

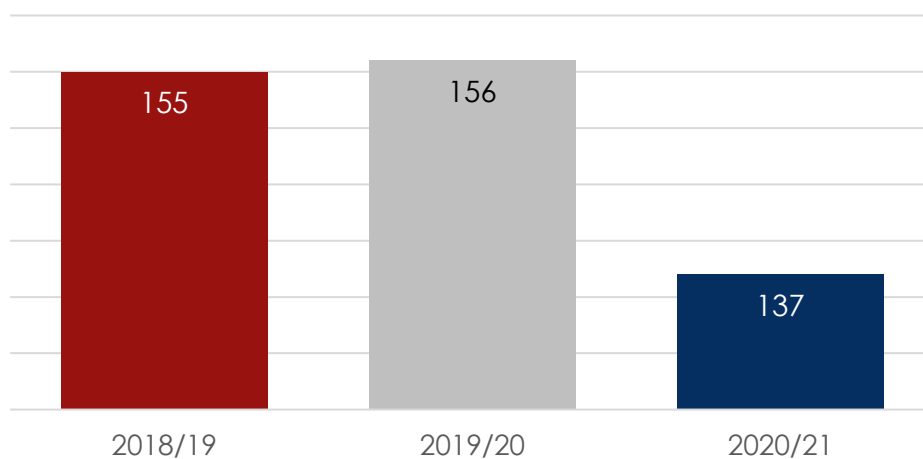
LI32 Incidents



Fires in a non domestic premises

Q3
Target
156

LI35 Incidents



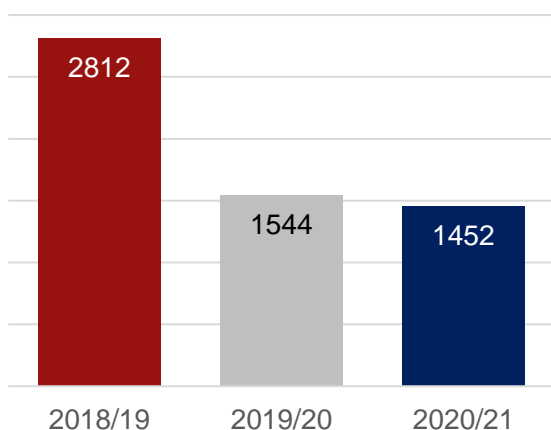
Additional Information Cont.

2020/21

Below are some of our other performance indicators for the Service.

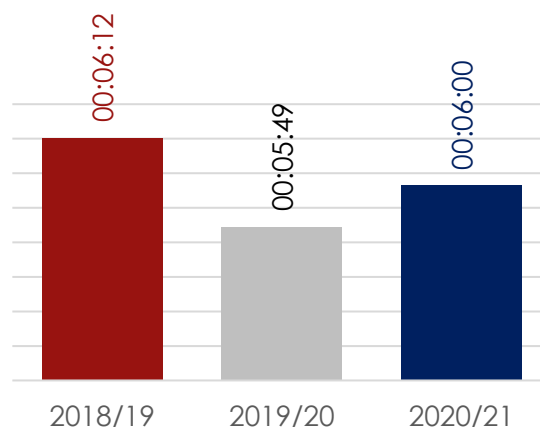
Incidents attended by a TRV

LI36 Incidents



Average attendance time

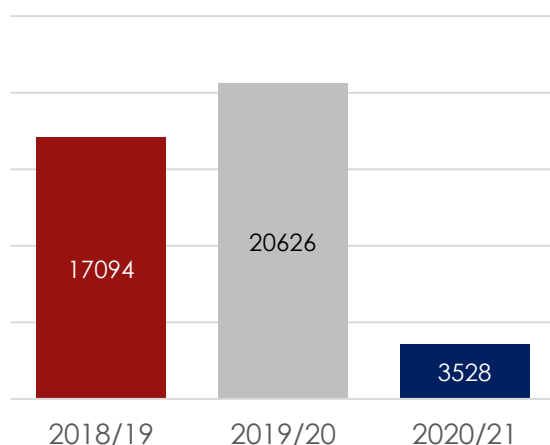
Average Attendance Times



Time = Mobilised to in attendance

HSC's delivered to high risk households

LI37



Attendance time by risk level*

| Year | Risk Level 1 | Risk Level 2 | Risk Level 3 | Risk Level 4 |
|---------|--------------|--------------|--------------|--------------|
| 2018/19 | 00:05:16 | 00:05:45 | 00:05:24 | 00:07:27 |
| 2019/20 | 00:05:06 | 00:05:35 | 00:05:14 | 00:06:46 |
| 2020/21 | 00:05:09 | 00:05:38 | 00:05:14 | 00:07:02 |

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



There has been no deaths recorded from fires in the Gateshead District year to date.

Injuries from all fires have increased compared to the same period last year, the highest number being recorded between October and December 2020, however a number of those injuries occurred at one incident in Saltwell and these were all dealt with by precautionary checks at hospital. Prevention & Education (P&E) continue to engage with affected individuals for follow up advice and support via letter and cross reference this against their targeting strategy.

Accidental dwelling fires have seen a slight rise with the highest number of these incidents attributed to kitchen fires, across the Service social media has been used to highlight the dangers associated with kitchen fires and (P&E) Gateshead have boosted social media posts, within specific locations to target key messages. P&E within the Gateshead District also used media campaigns centred on lockdown specific safety messages service wide coupled with revisiting the 'Test it Tuesday' campaign around smoke alarms. Within the Gateshead District there had been a spate of fires in high rise accommodation. As a result of this P&E have worked extensively with partners to educate residents through targeted letter campaigns with housing providers, leaflet drops and the provision of Fire safety advice to all new residents. P&E will continue to focus on the prevention of fires in high rise properties as a priority, working with partners and other departments.

17 Adult Safeguarding referrals have been submitted during this reporting period by Operational Crews and P&E staff.

In Quarter 3 there has been a slight increase in the number of Secondary Fires, Dunston & Teams, Windy Nook and Whitehills, Felling and Lamesley have seen the highest levels of Incidents. An ongoing reduction strategy has seen ops crews target these areas with ASB tours, Firestoppers leaflets and council uplift requests and all deliberate fire setting issues have been shared with Gateshead Council's weekly Multi-Agency Ops Planning Group. Despite Covid-19 restrictions, several initiatives have been carried out such as

specific boosted media and wheelie bin awareness campaigns (10955 people reached) by P&E and increased patrols by Northumbria Police during peak activity times arranged through local Station Managers at the Ops planning group. Reports from partners indicate that these efforts have been successful and this is reflected in the number of incidents recorded in the Gateshead District for October, November and December.

False alarms to non-domestic premises have seen a consistent decline year to date in all areas. With the distribution of false alarm reduction letters and close monitoring by local managers, false alarms in non-domestic properties have reduced. The Queen Elizabeth Hospital is consistently the number one ranked premises for false alarms in the Gateshead area, however due to the relocation of the Fellside Ward to Newcastle, this figure has improved from previous years. Work is ongoing between operational crews, fire safety and responsible persons to continue the reduction trend.

False Alarm calls from domestic dwellings have decreased reflecting a decline in overall year to date figures, a number of these incidents had occurred in self-contained sheltered housing and were due to human involvement, these incidents have continued to be monitored. P&E in conjunction with Gateshead Housing Company (GHC) are producing a newsletter with top tips around precautions to take whilst cooking, with 1400 leaflets being distributed throughout the quarter. P&E will monitor and evaluate the effectiveness of this with GHC and update accordingly. This advice will be a mix of false alarm and accidental dwelling fire safety information and will be fully evaluated at the end of Quarter 4.

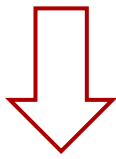
| Gateshead | | | |
|-----------|---|-----------|--------|
| Indicator | Indicator Description | Incidents | Target |
| LI01 | Number of deaths from accidental fires in dwellings | 0 | 0 |
| LI02 | Number of deaths from all fires | 0 | 0 |
| LI03 | Number of injuries from accidental fires in dwellings, excluding precautionary checks | 7 | 6 |
| LI05 | Number of injuries from all fires | 16 | 10 |
| LI08 | Number of accidental fires in dwellings | 66 | 63 |
| LI09 | Number of accidental kitchen fires in dwellings | 34 | 30 |
| LI10 | Number of accidental non kitchen fires in dwellings | 32 | 33 |
| LI16 | Number of deliberate secondary fires | 486 | 469 |
| LI18 | Number of deliberate refuse fires | 320 | 300 |
| LI21 | Number of malicious false alarm calls attended | 6 | 18 |
| LI22 | Number of false alarm calls due to automatic fire alarms from non domestic premises | 156 | 215 |
| LI23 | Number of false alarm calls due to automatic fire detection from domestic premises | 280 | 302 |
| LI24 | Total number of fire calls attended | 859 | 798 |
| LI29 | Number of primary fires attended | 216 | 234 |
| LI32 | Total number of incidents (recorded at time of call) | 2045 | 2107 |
| LI35 | Number of fires in a non domestic property | 27 | 32 |

Key

Target not achieved

Target within 10%

Target achieved



Zero Fatalities

There has been no fire fatalities (LI02) within the Gateshead area.



Injuries

There has been a **60%** (6) increase in the number of injuries from all fires (LI05). There has been a **17%** (1) increase in the number of injuries from accidental dwelling fires (LI03).



Accidental Dwelling Fires

There were 66 accidental dwelling fires, an increase of **5%** (3) on 2019/20 (LI08).



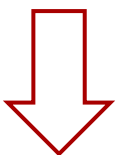
Smoke Alarms

In **15%** (11) of dwelling fires a smoke alarm was fitted but did not activate (LI12). In **35%** (26) of dwelling fires no smoke alarm was fitted (LI13).



Deliberate Secondary Fires

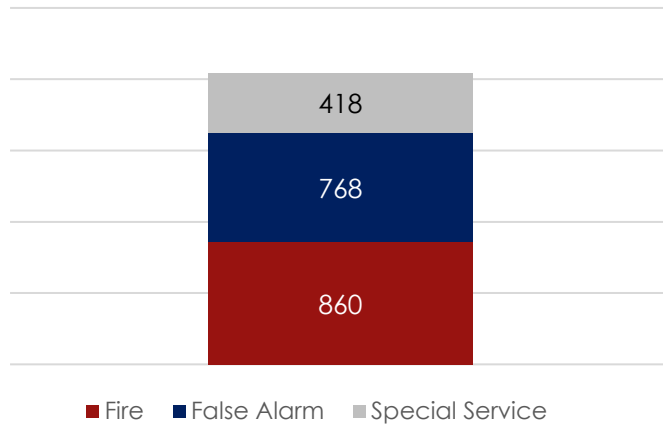
There were 486 deliberate secondary fires, a **4%** (17) increase on 2019/20 (LI16).



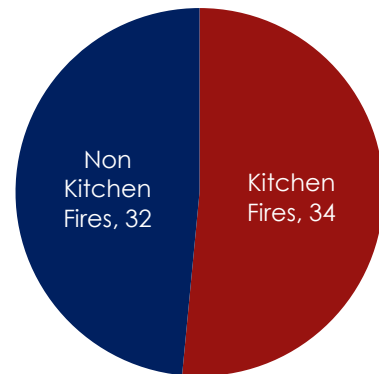
False Alarms

AFA's from non domestic premises have decreased by **27%** (59) from the previous year (LI22).

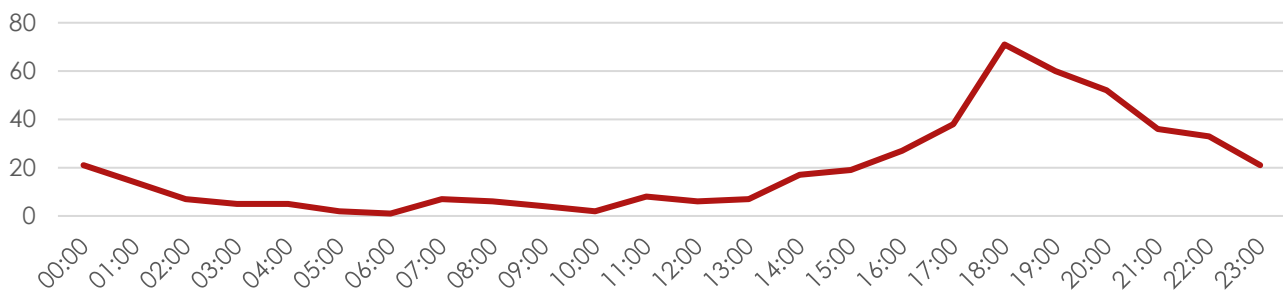
Incident Type



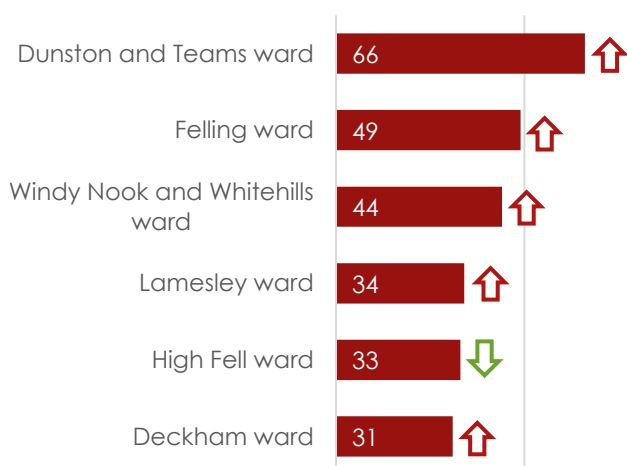
Accidental Dwelling Fire
Room of Origin



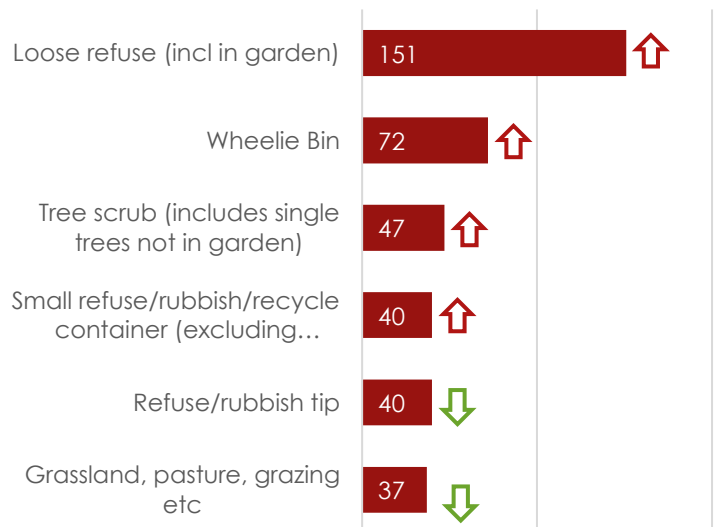
Deliberate Secondary Fires Time of Day

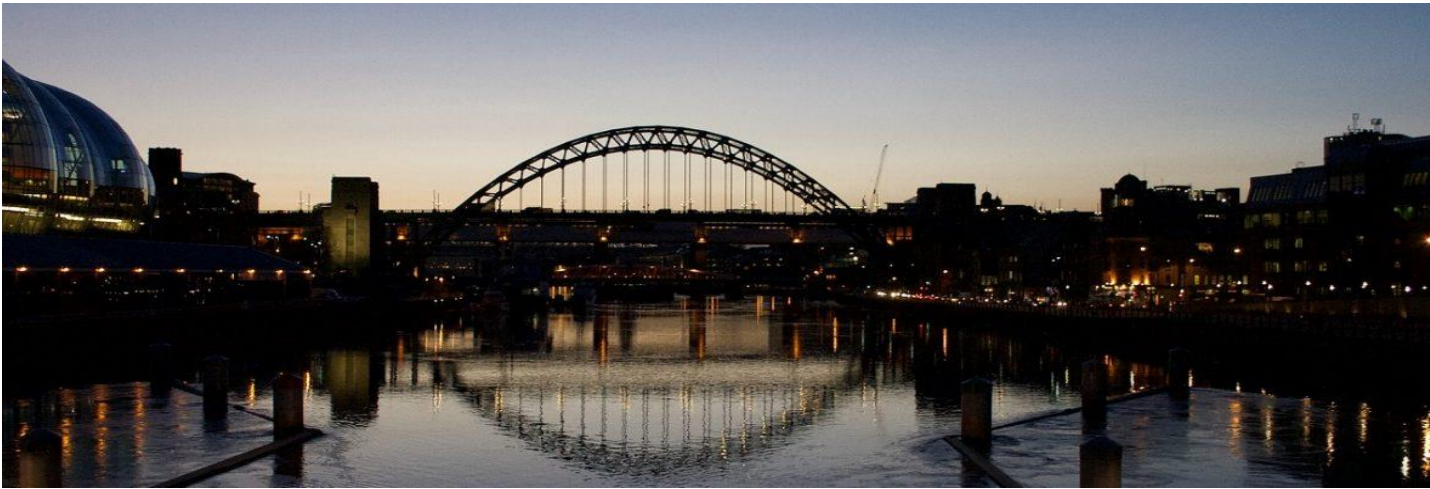


Deliberate Secondary Fires
Top Wards



Deliberate Secondary Fires Top
Property Types





During the reporting period no fire Deaths occurred across Newcastle. The number of injuries from all fires also reduced compared to last year.

Injuries from all fires have increased compared to the same period last year, one incident contributed to a quarter of the number of injuries which were mostly precautionary, only two of all the injuries were classed as serious, these both happened in sheltered accommodation in different locations. Prevention and Education (P&E) are now working closely with partners to introduce intervention that will reduce these instances with the vulnerable occupants.

Accidental dwelling fires have shown a slight increase compared to the same period last year. A social media campaign has been reinvigorated with the introduction of sanitised images from actual incidents attended by crews and a fire safety message attached to this has also been shared with and by partners. The data shows that these incidents are more likely to occur in the kitchen, indicating that education needs to be centred in this area, a social media campaign that has been run within this quarter highlighting this, has returned over 50,000 hits across all platforms, this has led to the introduction of leaflets with the top ten risks within the home and have a specific ID that the occupant will be asked for when making enquiries with the fire service, so an evaluation can be carried out for roll out across the service.

21 Safeguarding referrals have been submitted from both operational crews and Prevention and education staff.

Deliberate secondary fires continue to show a decrease compared with previous year, however information shows that November was the only month with an increase. There has been excellent work carried out with operational crews, P&E and partners within the outer West area to reduce the instances where wheelie bins have been involved with an increased presence from Northumbria Police (NP), Newcastle City Council (NCC), local councillors and TWFRS appliances also the removal of temporary structures utilised by young adults to congregate in the area where these incidents were occurring.

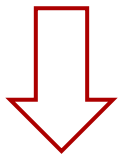
Operation Vulcan/ Fawkes was set up with the purpose of ASB reduction in the Newcastle area, this was a collaborative effort in the district between Northumbria Police, Newcastle Council and TWFRS. A targeted leaflet drop was undertaken prior to bonfire period used to inform residents in streets identified in the above areas of the anonymous Fire Stoppers service.

Operation Vulcan, a multi-agency operation running up to and including the bonfire period was separated into three distinct areas education, response and review. With interagency collaboration between NP, NCC and TWFRS personnel to triage the incidents and have community engagement, this also coincided with the second lock down which has shown an increase in antisocial behaviour for NP and TWFRS over and above what would normally be expected during this period.

Alarms for non-domestic premises continue to reduce year to date and from previous year, collaborative work carried out from the Fire Safety Department in completing all post fire audits has contributed to the reduction in incidents, Introduction of Risk Based Inspection Programme (RBAP) for education facilities, working closely with the hospitals in particular the Newcastle General Hospital following the amalgamation of the Hadrian clinic with Tranwell unit from Gateshead's Queen Elizabeth Hospital. Following the amalgamation we saw a significant increase in the number of FAA calls and through working closely with the Trust we are the process of reducing the number of instances and an evaluation will take place into the success of actions taken.

Incidents of false alarms in Domestic premises have seen a reduction year to date and from previous year, however we are still engaging with our main partners to reduce incidents further with collaboration on how to share information on call challenge and utilise this along with the Home Safety Check (HSC) high priority targeting list whilst in Covid restrictions. P&E continue to look at innovative ways to interact with vulnerable people during current face to face restrictions.

| Newcastle | | | |
|-----------|---|-----------|--------|
| Indicator | Indicator Description | Incidents | Target |
| LI01 | 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 precautionary checks | 6 | 6 |
| LI05 | Number of injuries from all fires | 30 | 21 |
| LI08 | Number of accidental fires in dwellings | 113 | 107 |
| LI09 | Number of accidental kitchen fires in dwellings | 64 | 64 |
| LI10 | Number of accidental non kitchen fires in dwellings | 49 | 43 |
| LI16 | Number of deliberate secondary fires | 802 | 956 |
| LI18 | Number of deliberate refuse fires | 604 | 756 |
| LI21 | Number of malicious false alarm calls attended | 36 | 69 |
| LI22 | Number of false alarm calls due to automatic fire alarms from non domestic premises | 455 | 496 |
| LI23 | Number of false alarm calls due to automatic fire detection from domestic premises | 804 | 973 |
| LI24 | Total number of fire calls attended | 1385 | 1487 |
| LI29 | Number of primary fires attended | 317 | 389 |
| LI32 | Total number of incidents (recorded at time of call) | 3644 | 4163 |
| LI35 | Number of fires in a non domestic property | 35 | 34 |



Zero Fatalities

There have been no fire fatalities (LI02) within the Newcastle area.



Injuries

There has been a **43%** (9) increase in the number of injuries from all fires (LI05). There has been no change (6) in the number of injuries from accidental dwelling fires (LI03).



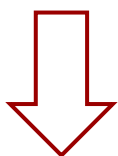
Accidental Dwelling Fires

There were 113 accidental dwelling fires, an increase of **6%** (6) on 2019/20 (LI08).



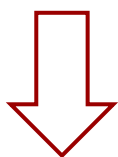
Smoke Alarms

In **17%** (23) of dwelling fires a smoke alarm was fitted but did not activate (LI12). In **20%** (27) of dwelling fires no smoke alarm was fitted (LI13).



Deliberate Secondary Fires

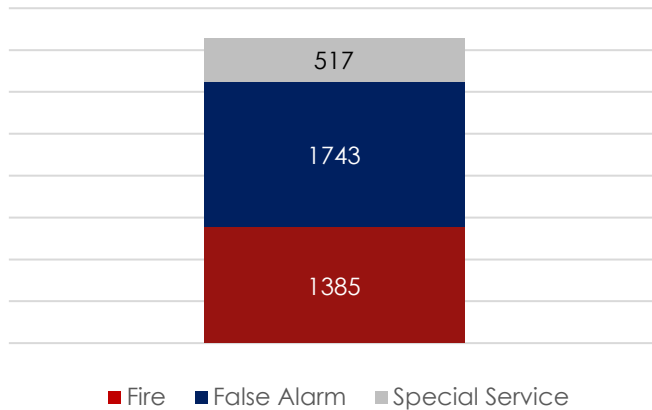
There were 802 deliberate secondary fires, a **16%** (154) decrease on 2019/20 (LI16).



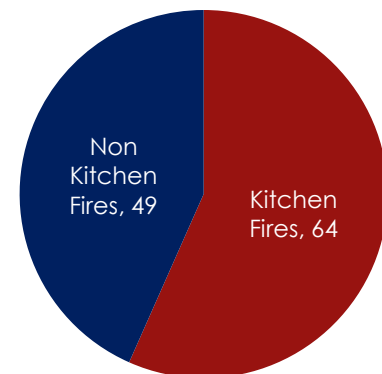
False Alarms

AFA's from non domestic premises have decreased by **8%** (41) from the previous year (LI22).

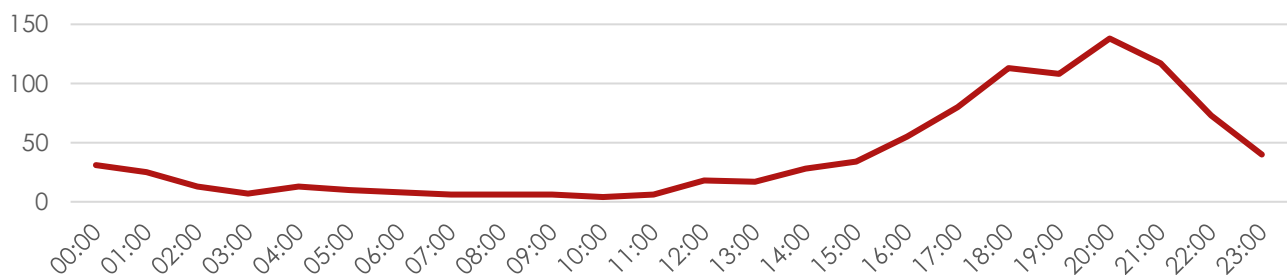
Incident Type



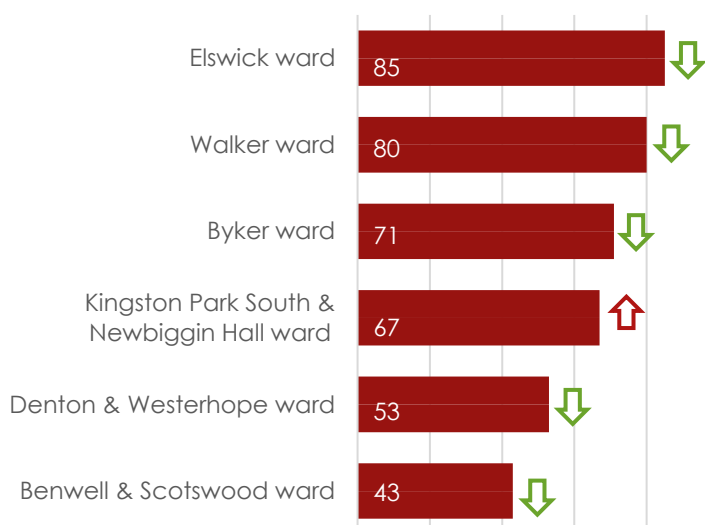
Accidental Dwelling Fire Room of Origin



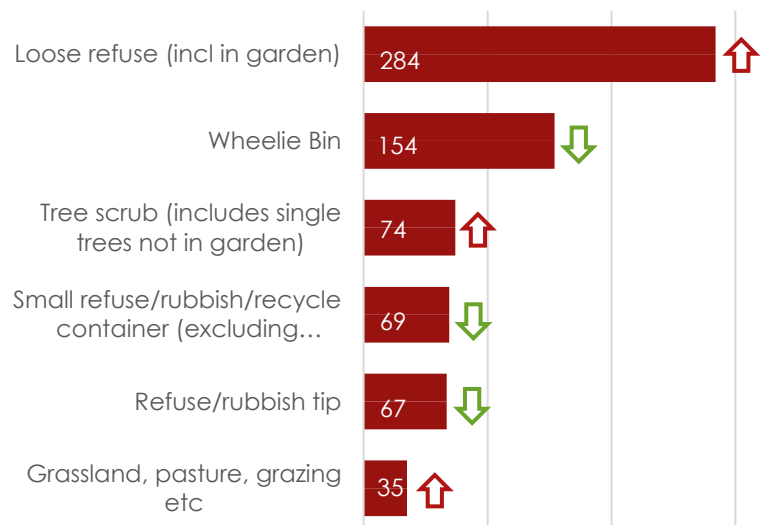
Deliberate Secondary Fires Time of Day



Deliberate Secondary Fires Top Wards



Deliberate Secondary Fires Top Property Types





North Tyneside have no fire deaths to report year to date.

Injuries from all fires have increased compared to the same period last year, the injuries that occurred were precautionary and one of these resulted in the identification of a Safeguarding referral. There is an ongoing media campaign informing people of the dangers of carelessly discarded smoking materials and if discovering a fire not to tackle it themselves.

Accidental dwelling fires have decreased compared to the same period last year. Kitchen fires are still accountable for a large number of accidental dwelling fire incidents. A social media campaign using photographs from incidents have been developed and shared across all platforms. The Information being received from post fire audits has been collated by our Prevention and Education (P&E) department to identify trends and provide tailored messages on areas of fire safety that can be improved. Fires involving white goods within the kitchen have seen an increase and a social media campaign and leaflet drop has been carried out and the data will be evaluated at the end of Quarter 4.

There have been 23 Safeguarding referrals submitted to partners from both Operational crews and P&E staff.

Secondary fires have seen a positive reduction year to date. This reduction was seen in two of the three months with the only increase being during the bonfire period, Chirton, Riverside and Wallsend Wards saw the most incidents. Operation Vulcan/ Fawkes was set up with the purpose of ASB reduction in Wallsend and Percy Main/Meadow Well area, this was a collaborative effort in the district between Northumbria Police (NP), North Tyneside Council (NTC) and TWFRS. A targeted leaflet drop was undertaken prior to bonfire period used to inform residents in streets identified in the above areas of the anonymous Fire Stoppers service.

Following previous attacks on crews, NP with the responsibility for the Wallsend Area allocated resources from the neighbourhood team solely for the protection of TWFRS crews attending Bonfires over this period in Wallsend and Percy Main/Meadow Well. A debrief with NP will be carried out in coming months on efficiency of operation in comparison to previous years.

Owners of derelict properties have been sent letters drawn up by our legal department informing them of responsibilities and expectations. Fire Safety in conjunction with Data and Information have produced a self-assessment form looking at deliberate fires within the Wards. These will be issued to the responsible person for completion and return, then Fire Safety will make a judgment to prioritise access to the premise for an audit.

There has been a slight increase in alarm actuations within domestic properties compared to previous year to date. P&E managers have carried out a targeted leaflet drop in sheltered housing accommodation, the leaflet contains top 10 tips for Fire Safety in the home, and this will be evaluated at the end of Quarter 4.

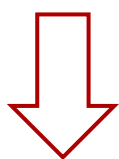
| North Tyneside | | | |
|----------------|---|-----------|--------|
| Indicator | Indicator Description | Incidents | Target |
| LI01 | Number of deaths from accidental fires in dwellings | 0 | 0 |
| LI02 | Number of deaths from all fires | 0 | 0 |
| LI03 | Number of injuries from accidental fires in dwellings, excluding precautionary checks | 6 | 4 |
| LI05 | Number of injuries from all fires | 16 | 14 |
| LI08 | Number of accidental fires in dwellings | 59 | 68 |
| LI09 | Number of accidental kitchen fires in dwellings | 38 | 40 |
| LI10 | Number of accidental non kitchen fires in dwellings | 21 | 28 |
| LI16 | Number of deliberate secondary fires | 275 | 351 |
| LI18 | Number of deliberate refuse fires | 192 | 245 |
| LI21 | Number of malicious false alarm calls attended | 13 | 22 |
| LI22 | Number of false alarm calls due to automatic fire alarms from non domestic premises | 135 | 118 |
| LI23 | Number of false alarm calls due to automatic fire detection from domestic premises | 210 | 218 |
| LI24 | Total number of fire calls attended | 579 | 639 |
| LI29 | Number of primary fires attended | 190 | 203 |
| LI32 | Total number of incidents (recorded at time of call) | 1357 | 1532 |
| LI35 | Number of fires in a non domestic property | 23 | 16 |

Key

Target not achieved

Target within 10%

Target achieved



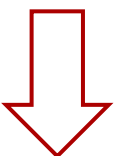
Zero Fatalities

There has been no fire fatalities (LI02) within the North Tyneside area.



Injuries

There has been a **14%** (2) increase in the number of injuries from all fires (LI05). There has been a **50%** (2) increase in the number of injuries from accidental dwelling fires (LI03).



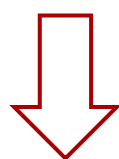
Accidental Dwelling Fires

There were 59 accidental dwelling fires, a **13%** (9) decrease on 2019/20 (LI08).



Smoke Alarms

In **21%** (15) of dwelling fires a smoke alarm was fitted but did not activate (LI12). In **14%** (10) of dwelling fires no smoke alarm was fitted (LI13).



Deliberate Secondary Fires

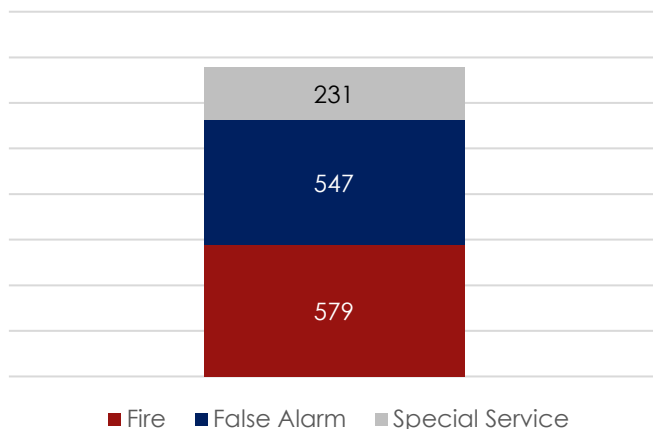
There were 275 deliberate secondary fires, a **22%** (76) reduction on 2019/20 (LI16).



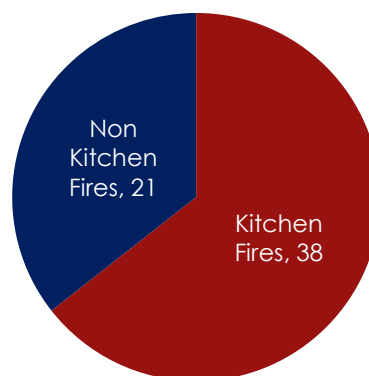
False Alarms

AFAs from non domestic premises have increased by **14%** (17) from the previous year (LI22).

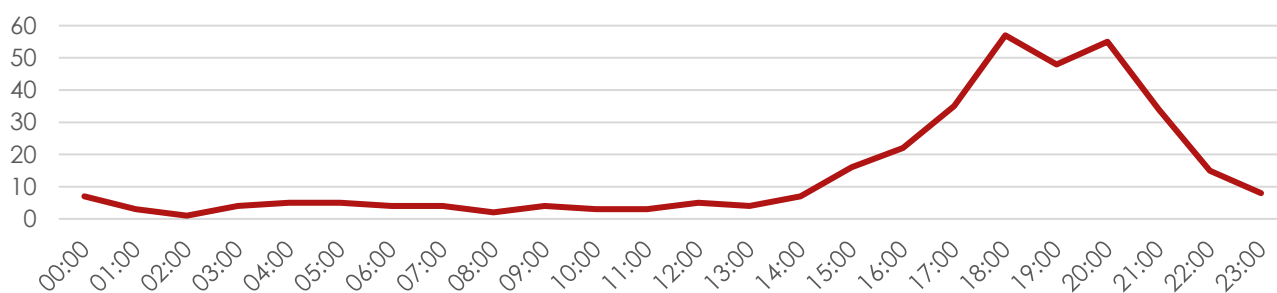
Incident Type



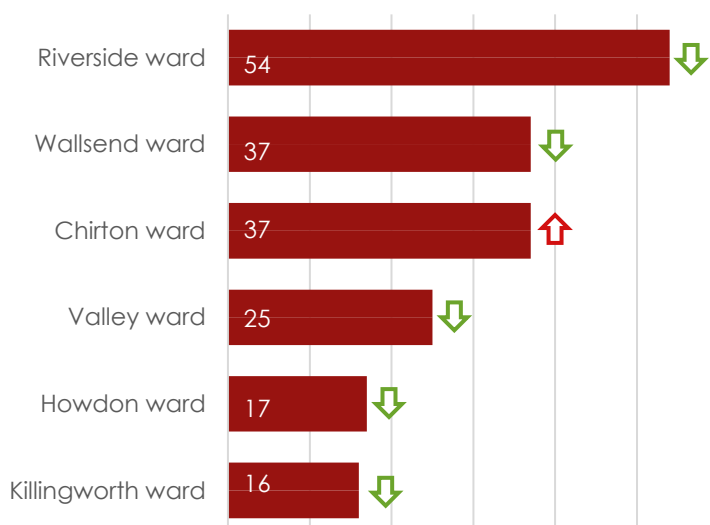
Accidental Dwelling Fire
Room of Origin



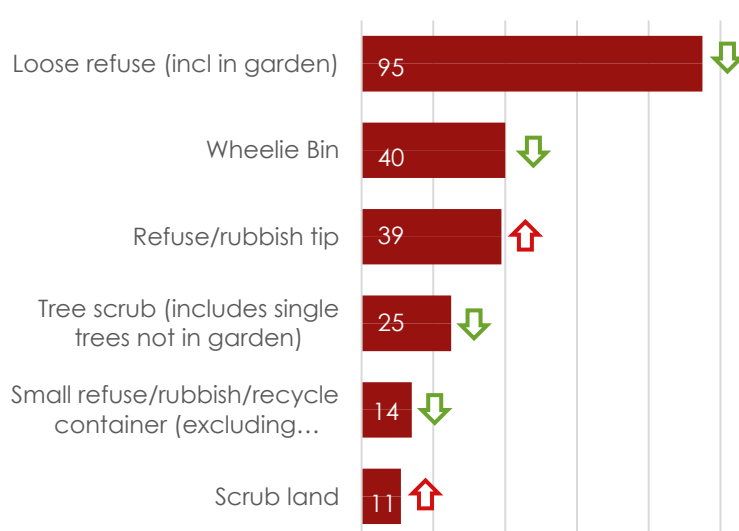
Deliberate Secondary Fires Time of Day

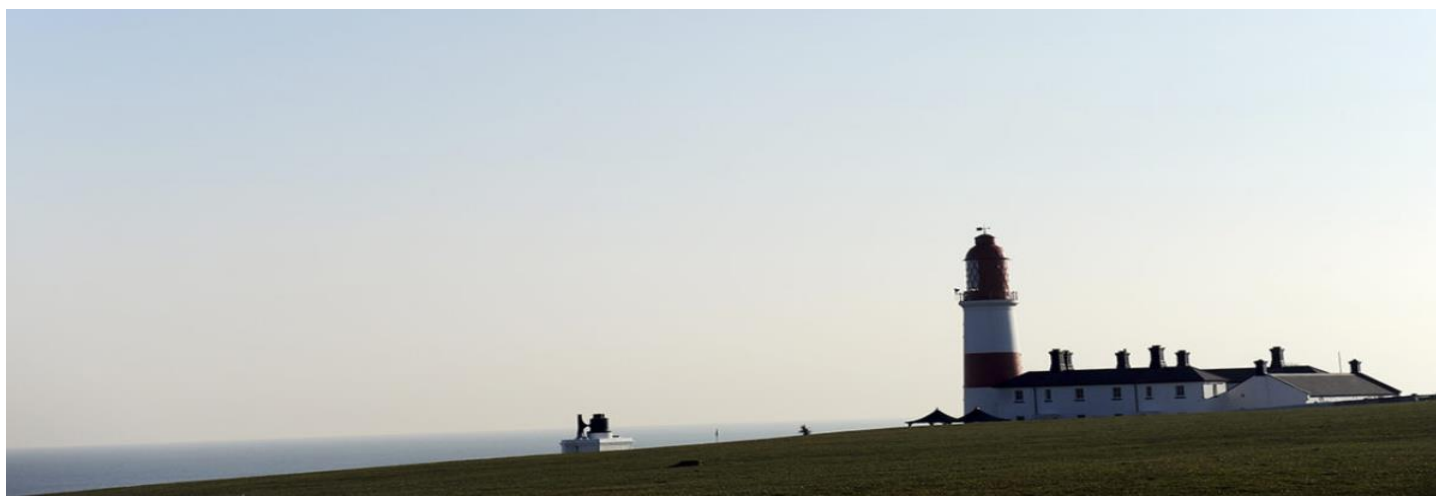


Deliberate Secondary Fires
Top Wards



Deliberate Secondary Fires Top
Property Types





No fire deaths have been recorded during the reporting period.

Injuries from all fires have remained the same compared to last year. A social Media campaign has been launched service wide explaining actions to carry out upon discovering a fire and protective equipment we use to tackle fires.

Accidental dwelling fires across South Tyneside have increased by one incident compared to the previous year, most of the incidents occurred in the kitchen and were due to cooking. A Service wide media campaign around leaving items on the Hob took place, Prevention and Education (P&E) Watch Manager continued to monitor the incidents to identify helpful information and guidance which could be used to emphasise precautions in follow up Post Incident calls and when Home Safety Check (HSC) are held over the phone. In Quarter 3 an additional Social Media campaign was launched around washing machines and Christmas decorations being too close to naked flames. The washing machine campaign had 154,000 hits and was shared across South Tyneside resident groups 700 times with TWFRS Corporate Communications department taking calls from members of the public who said the video had changed their routines. The social media campaign will be evaluated at the end of Quarter 4.

Safeguarding issues identified by P&E and crews are being addressed with partners, 5 Safeguarding referrals submitted following Fire Service Intervention across South Tyneside.

Deliberate Secondary fires have decreased overall year to date and when compared to the same period in 2019/20. Across the district, we have had issues with groups of youths setting small fires in the open. Wards such as Fellgate and Hedworth, Monkton, Primrose, Simonside and Rekendyke have seen increases. The local Station Manager has worked with South Tyneside Council (STC), Northumbria Police and South Tyneside Homes (STH) to gather information and individuals have been identified as setting fires in these wards. In particular an individual in Monkton ward was identified and his fire setting behaviour has being addressed by partners with no further incidents have taken place in the locality.

The Fire Service, Northumbria Police (NP) and South Tyneside Homes (STH) worked to reduce the number of incidents In Boldon Colliery Ward by leafleting properties and utilising the schools around the dangers of ASB fires/ bonfires in the lead up to the Bonfire period this saw only 1 incident during that period compared to previous years. The local Station Manager will continue to work with partners through regular meetings to address the rise in incidents within ward areas and reduce the occurrence during the current Covid-19 restrictions.

Alarms from non-domestic properties continue to see a significant decrease compared to the previous year. Operational Crews and Fire Safety department continue to work with owners to address actuations.

Alarms from domestic properties has seen a small increase compared to the previous year. P&E Watch Manager working with STH and Sheltered Accommodation Providers have now produced a leaflet with 10 top tips around ensuring there is appropriate ventilation in the kitchen area and leaving combustible items on Hobs are being distributed around South Tyneside. P&E and STH will monitor incidents and an evaluation carried out at the end of Quarter 4.

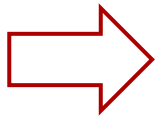
| South Tyneside | | | |
|----------------|---|-----------|--------|
| Indicator | Indicator Description | Incidents | Target |
| LI01 | Number of deaths from accidental fires in dwellings | 0 | 0 |
| LI02 | Number of deaths from all fires | 0 | 0 |
| LI03 | Number of injuries from accidental fires in dwellings, excluding precautionary checks | 2 | 1 |
| LI05 | Number of injuries from all fires | 10 | 10 |
| LI08 | Number of accidental fires in dwellings | 40 | 41 |
| LI09 | Number of accidental kitchen fires in dwellings | 26 | 24 |
| LI10 | Number of accidental non kitchen fires in dwellings | 14 | 17 |
| LI16 | Number of deliberate secondary fires | 307 | 315 |
| LI18 | Number of deliberate refuse fires | 178 | 169 |
| LI21 | Number of malicious false alarm calls attended | 12 | 20 |
| LI22 | Number of false alarm calls due to automatic fire alarms from non domestic premises | 69 | 120 |
| LI23 | Number of false alarm calls due to automatic fire detection from domestic premises | 180 | 179 |
| LI24 | Total number of fire calls attended | 604 | 548 |
| LI29 | Number of primary fires attended | 154 | 161 |
| LI32 | Total number of incidents (recorded at time of call) | 1305 | 1359 |
| LI35 | Number of fires in a non domestic property | 17 | 24 |

Key

Target not achieved

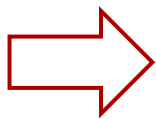
Target within 10%

Target achieved



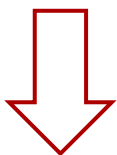
Zero Fatalities

There has been no fire fatalities (LI02) within the South Tyneside area.



Injuries

There has been no change (10) in the number of injuries from all fires (LI05). There has been a **100%** (1) increase in the number of injuries from accidental dwelling fires (LI03).



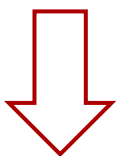
Accidental Dwelling Fires

There were 40 accidental dwelling fires, a decrease of **2%** (1) on 2019/20 (LI08).



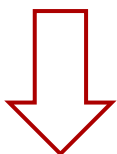
Smoke Alarms

In **20%** (10) of dwelling fires a smoke alarm was fitted but did not activate (LI12). In **30%** (15) of dwelling fires no smoke alarm was fitted (LI13).



Deliberate Secondary Fires

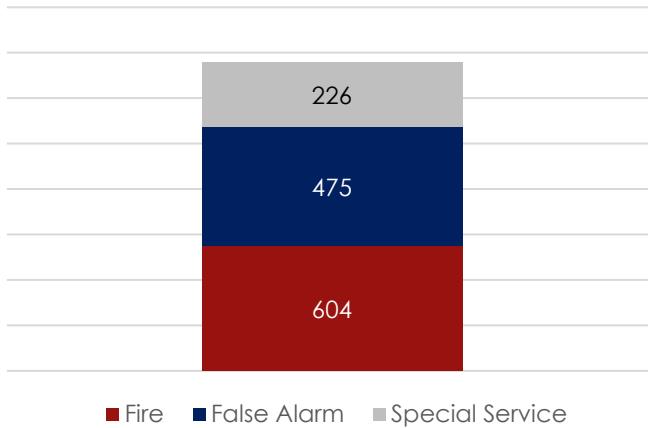
There were 307 deliberate secondary fires, a **3%** (8) reduction on 2019/20 (LI16).



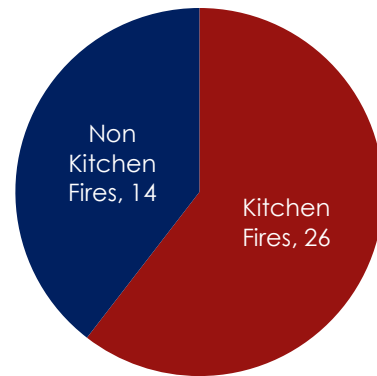
False Alarms

AFAs from non domestic premises have decreased by **43%** (51) from the previous year (LI22).

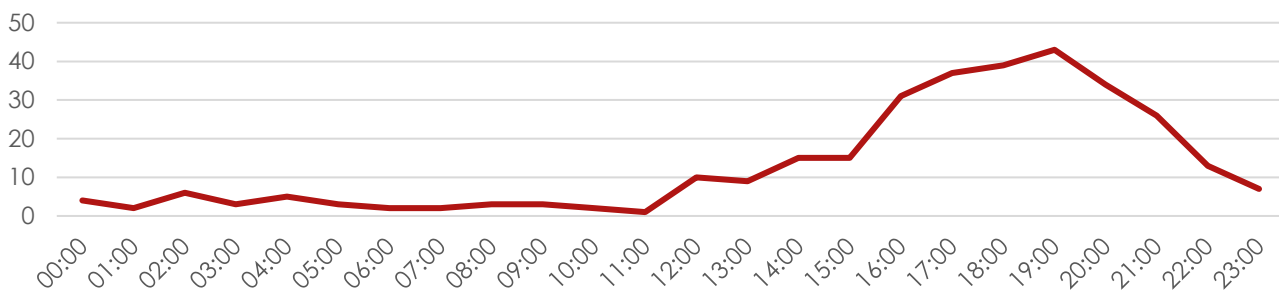
Incident Type



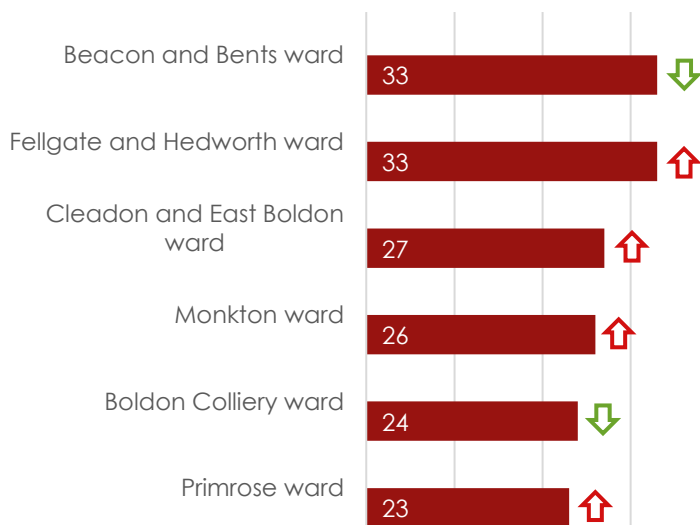
Accidental Dwelling Fire
Room of Origin



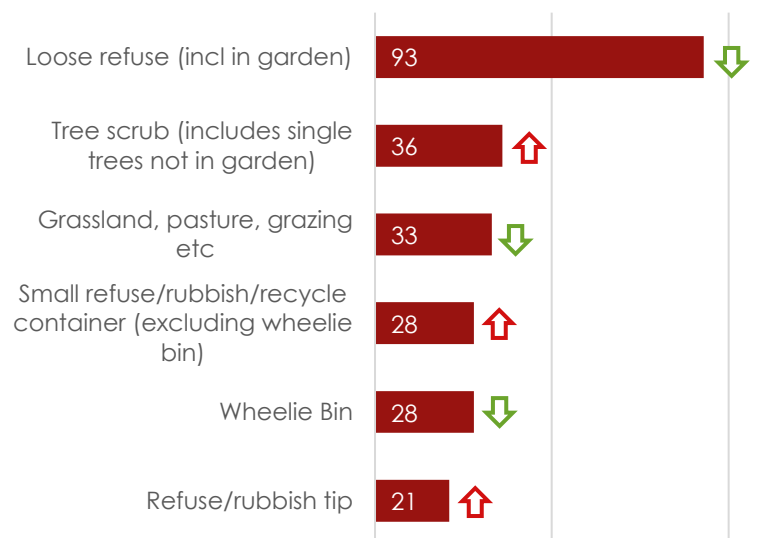
Deliberate Secondary Fires Time of Day



Deliberate Secondary Fires
Top Wards



Deliberate Secondary Fires Top
Property Types





Sunderland District has recorded one fire death year to date the incident occurred in April, an investigation into the cause has been conducted and we are awaiting the coroner's report. This was not on our targeting strategy as this was a vehicle fire.

Injuries from all fires continue to rise with a significant increase compared to the previous year, a number of those injuries happened at one incident in Houghton these were all precautionary checks. With the number of injuries increasing a short video was produced with crews from Marley Park to highlight the dangers of tackling fires and the protective equipment crews wear and top tips for actions on discovering a fire, over 8000 people were reached or viewed this video through social media.

Accidental Dwelling fires have risen during the reporting period, the number of non-kitchen fires increased compared to the previous year. During this period an off duty Firefighter responded to a smoke alarm actuating at an neighbours house due to a fire in the kitchen and rescued the neighbour a social media campaign was ran following a video made by the Firefighter promoting Smoke alarm ownership and reacting to a sounding smoke alarm, this was viewed over 14,000 times.

A pilot is being trialled by Operational Crews and Prevention and Education (P&E) where following each kitchen fire occupiers will receive a Magnetic Thermometer, kitchen Safety Advice and good practice guidance. P&E will cross reference incidents with addresses and the Service Targeting strategy and target these areas, a letter will be sent to the occupiers offering an opportunity of an Home Safety Check.

36 Safeguarding referrals have been submitted during this reporting period by Operational Crews and P&E staff.

Secondary fires have decreased year to date and when compared to the same period in 2019/20. During October internal Departments and partners discussed actions for Bonfire Period using historical Data for Hotspots. Following these meetings all 16 secondary schools were contacted and where possible Parent App utilised to communicate Bonfire Safety Messages. Environmental Services introduced additional waste uplifts with crews reporting locations returning from incidents, Northumbria Police carried out targeted checks on waste carriers throughout the area. This resulted in only 33 incidents on Bonfire night and only 2 incidents in the Southwick Area historically a ward where we have the high numbers. Following Incidents in Redhill where crews were attacked through the Local Multi Agency Problem Solving Group (LMAPS) CCTV is being proposed as a deterrent. Local Station Managers continue to work with partners to address Hotspot areas and a new uplift scheme is being piloted to address Flytipping.

Alarms from non-domestic properties decreased when compared to the previous year, with only 1 incident being reported at an educational facility compared to 19 in Quarter 3 in 2019/20. The Risk Based Attendance Policy (RBAP) for Educational Facilities continues to reduce the number of alarm calls the service attends, with Operational Crews and Fire Safety staff addressing any issues.

Although there has been a reduction in False Alarm calls from domestic dwellings in the reporting period, a number of these incidents occurred in High Rise buildings, Prevention and Education (P&E) through working with Gentoo are now receiving data on a monthly basis on the number of actuations, number of call challenges and the number of Fire Service attendances. In Quarter 3 Gentoo received 132 actuations and the Fire Service attended 42. P&E and Gentoo are contacting those occupiers who have had repeat actuations whether the Fire Service have attended or not and are addressing the reasons for the occurrences to date. Other providers are being approached going forward.

To reduce False Alarms in Sheltered Accommodations, providers have been issued posters and leaflets with top 10 tips on Fire Safety. At one location 58 leaflets were handed out and since distribution no alarm calls received. These leaflets have now been issued to appliances across Sunderland as a trial and will roll out across the service once evaluation has taken place in Quarter 4.

| Sunderland | | | |
|------------|---|-----------|--------|
| Indicator | Indicator Description | Incidents | Target |
| LI01 | Number of deaths from accidental fires in dwellings | 0 | 0 |
| LI02 | Number of deaths from all fires | 1 | 0 |
| LI03 | Number of injuries from accidental fires in dwellings, excluding precautionary checks | 10 | 3 |
| LI05 | Number of injuries from all fires | 45 | 28 |
| LI08 | Number of accidental fires in dwellings | 102 | 84 |
| LI09 | Number of accidental kitchen fires in dwellings | 49 | 47 |
| LI10 | Number of accidental non kitchen fires in dwellings | 53 | 37 |
| LI16 | Number of deliberate secondary fires | 1041 | 1255 |
| LI18 | Number of deliberate refuse fires | 729 | 944 |
| LI21 | Number of malicious false alarm calls attended | 42 | 49 |
| LI22 | Number of false alarm calls due to automatic fire alarms from non domestic premises | 235 | 286 |
| LI23 | Number of false alarm calls due to automatic fire detection from domestic premises | 420 | 392 |
| LI24 | Total number of fire calls attended | 1791 | 1850 |
| LI29 | Number of primary fires attended | 408 | 415 |
| LI32 | Total number of incidents (recorded at time of call) | 3478 | 3684 |
| LI35 | Number of fires in a non domestic property | 35 | 50 |

Key

Target not achieved

Target within 10%

Target achieved



Fatalities

There was one fire fatality (LI02) within the Sunderland area. This was not as a result of an accidental dwelling fire.



Injuries

An increase of **61%** (17) in the number of injuries from all fires (LI05). There has been a **233%** (7) increase in the number of injuries from accidental dwelling fires (LI03).



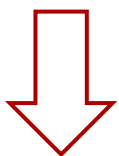
Accidental Dwelling Fires

There were 102 accidental dwelling fires, an increase of **21%** (18) on 2019/20 (LI08).



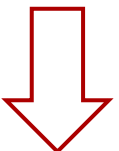
Smoke Alarms

In **18%** (22) of dwelling fires a smoke alarm was fitted but did not activate (LI12). In **30%** (37) of dwelling fires no smoke alarm was fitted (LI13).



Deliberate Secondary Fires

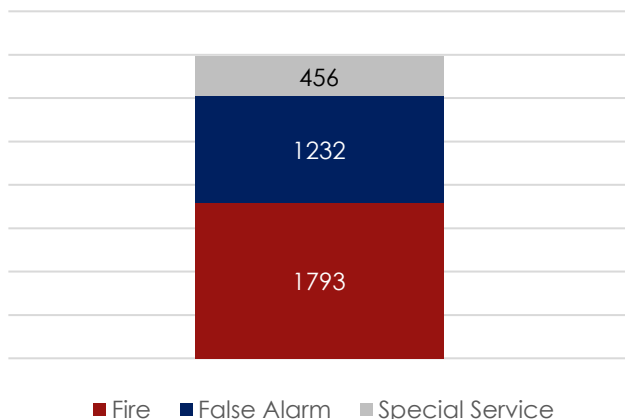
There were 1041 deliberate secondary fires, a **17%** (209) reduction on 2019/20 (LI16).



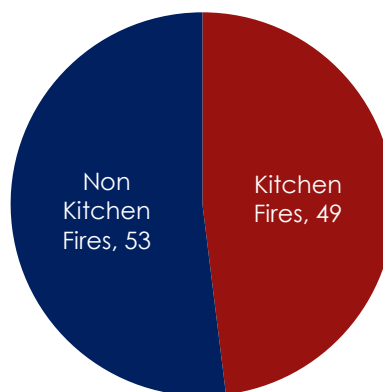
False Alarms

AFAs from non domestic premises have decreased by **18%** (51) from the previous year (LI22).

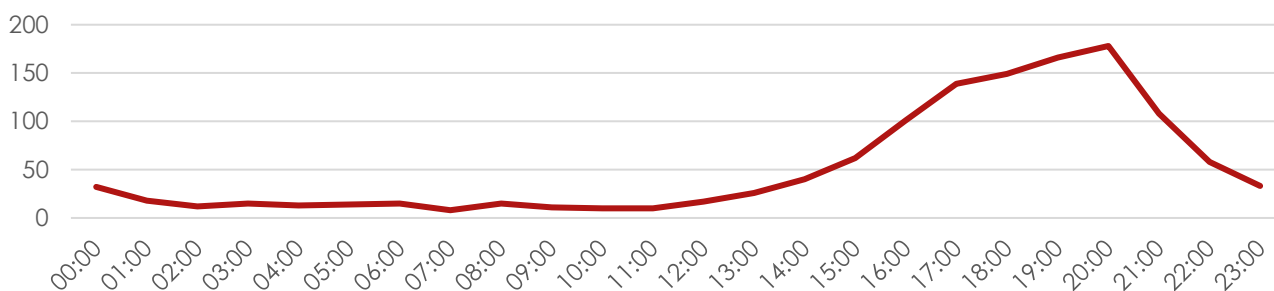
Incident Type



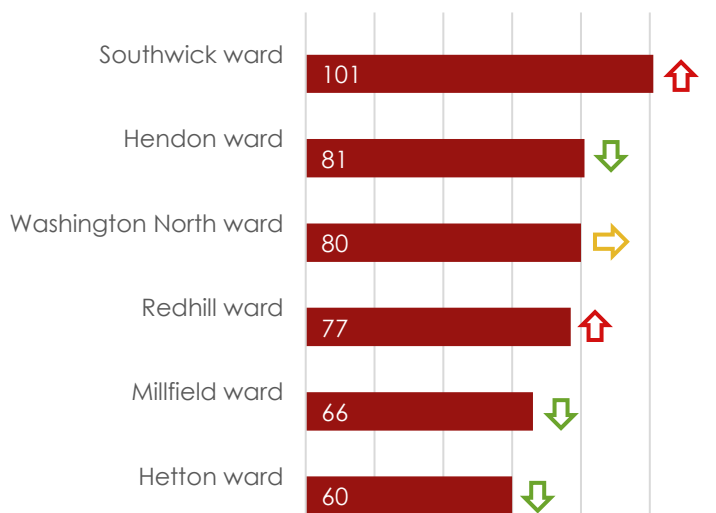
Accidental Dwelling Fire
Room of Origin



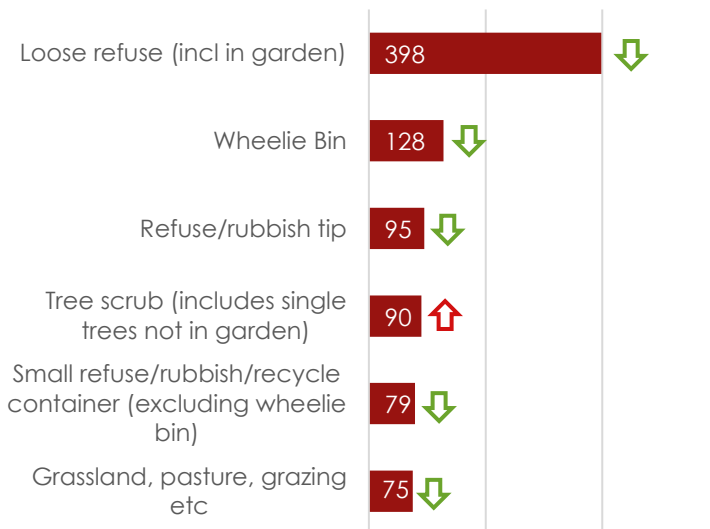
Deliberate Secondary Fires Time of Day



Deliberate Secondary Fires
Top Wards



Deliberate Secondary Fires Top
Property Types





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: | 15/01/2020 |
| Approved for Publication | |
| Approved by: | RH |
| Date Approved by: | 19/01/2020 |

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