



2014/15 Performance Report

End of Year Summary

1st April 2014 to 31st March 2015

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1 Executive Summary

1.1 Over the last year the Service has achieved success in a number of performance areas.

By the end of 2014/15 in comparison to 2013/14 we saw:

- 18.3% (769) fewer **Deliberate Secondary Fires** ↓
- 17.2% (826) fewer **Deliberate Fires** ↓
- 13% (836) fewer **All Fire Calls Attended** ↓
- 1.5% (24) fewer **Primary Fires** ↓
- 9% (188) fewer **Special Services** ↓
- 19% (11) fewer **Injuries from Accidental Dwelling Fires** ↓

However, we have also experienced:

- 0.9% (5) more **Accidental Dwelling Fires** ↑
- 5.8% (14) more **Malicious False Alarms Attended** ↑
- 3% (75) more **NON DOMESTIC Automatic False Alarms Attended** ↑
- 0.08% (2) more **DOMESTIC Automatic False Alarms Attended** ↑

1.2 HR data such as sickness absence, women and workforce representation from our ethnic minority communities are also measured; unfortunately this data is not available for this report.

1.3 Mobilising data is also not available in this report, due the implementation of the new Mobilising System.

1.4 Metropolitan Fire and Rescue (Met FRS) comparison performance data is included however, data from West Yorkshire Fire and Rescue Service is not available for this report.

1.5 Performance measurement indicates we have met or are within 2.5% variance of our targets in the following areas;

- LI3: Number of injuries from accidental fires in dwellings, excluding precautionary checks. (Actual: 47, Target: 53)
- LI10: Number of accidental non kitchen fires in dwellings. (Actual: 177, Target: 202)
- LI16: Number of deliberate secondary fires. (Actual: 3444, Target: 4000)
- LI18: Number of deliberate refuse fires. (Actual: 2466, Target: 2683)
- LI24: Total number of fire calls attended. (Actual: 5600, Target: 6097)
- LI33: Number of all deliberate fires. (Actual: 3989, Target: 4571)

1.6 Performance measurement indicates we have not met our targets in the following areas. Commentary is provided in this report as to how we intend to address these issues, and focus on achieving our targets in the future.

- LI1: Number of deaths from accidental dwelling fires. (Actual: 1, Target: 0)
- LI2: Number of deaths from all fires. (Actual: 2, Target: 0)
- LI8: Number of accidental fires in dwellings. (Actual: 575, Target: 540)
- LI9: Number of accidental kitchen fires in dwellings. (Actual: 398, Target: 338)
- LI21: Number of malicious false alarms attended. (Actual: 256, Target: 206)
- LI22: Number of false alarm calls due to automatic fire alarms from non-domestic premises. (Actual: 2531, Target: 2333)
- LI23: Number of false alarm calls due to automatic fire alarms from domestic premises. (Actual: 2567, Target: 2411)
- LI26: Number of primary fires involving road vehicles. (Actual: 452, Target: 434)
- LI29: Number of primary fires attended. (Actual: 1575, Target: 1508)

1.7 This report details performance analysis and associated local intelligence for 2014/15.

2 Introduction

2.1 This performance report provides a comprehensive overview of the organisation's performance against Community Outcome Indicators.

For each indicator, we measure performance in the following ways:

- Comparison against previous years performance (historical)
- Comparison against our target (progress)
- Comparison against Metropolitan FRS (benchmarking against 'like' fire and rescue services)¹.

2.2 This data is analysed quarterly and local intelligence added by Service Delivery to the statistical analysis. This report details findings of this joint approach to performance management in TWFRS and includes data from the 1st April 2014 to the 31st March 2015. All data is compared to the same time period of the previous year.

2.3 Performance is monitored, managed and analysed at both Service and district level, to enable us to identify issues and implement improvement action where required. This approach also allows us to identify successes, so we can build on these and promote good practice across the Service.

¹ When we compare ourselves to other Metropolitan FRS, the actual figures are divided by population or premises (per e.g. 10,000 pop or 10,000 dwellings), this is to ensure an effective comparison can be made. West Yorkshire FRS has been excluded.

3 Performance against Community Outcome Key Performance Indicators

Our Community Outcome KPIs relate to incidents, specifically fires and the associated deaths and injuries. They reflect the organisational priorities for 2014/15, and are broken down as follows:

- Primary Fires
 - Fatalities

- Accidental Dwelling Fires
 - Fatalities in Accidental Dwelling Fires
 - Injuries in Accidental Dwelling Fires

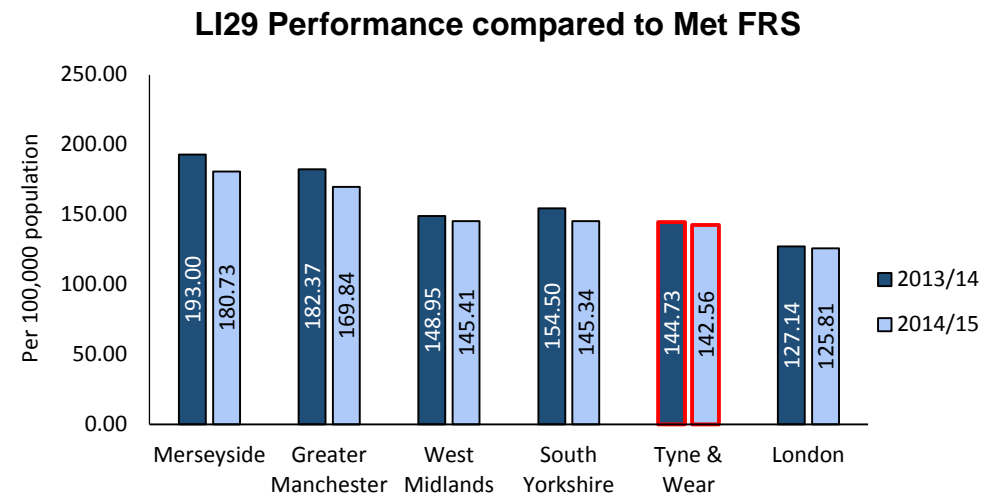
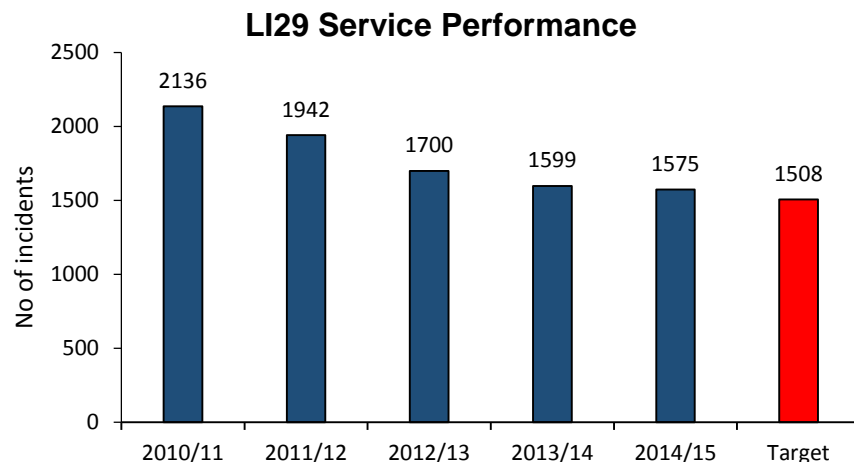
- Deliberate Fires
 - Deliberate Primary Fires
 - Deliberate Secondary Fires

- Malicious False Alarms (Hoax Calls)

- False Alarms
 - Non Domestic False Alarms
 - Domestic False Alarms

3.1 (LI29) Primary Fires Service Performance 2014/15

3.1.1 Primary fires include all fires in buildings, vehicles and outdoor structures or any fire involving casualties, rescues, or fires attended by five or more appliances. LI29 is a high level indicator, and is composed of LI8; accidental dwelling fires, LI17; deliberate primary fires and LI35 non domestic property fires. It also includes LI26 primary fires involving road vehicles. Please note further detail of performance in this area is provided throughout this report under the relevant KPI.

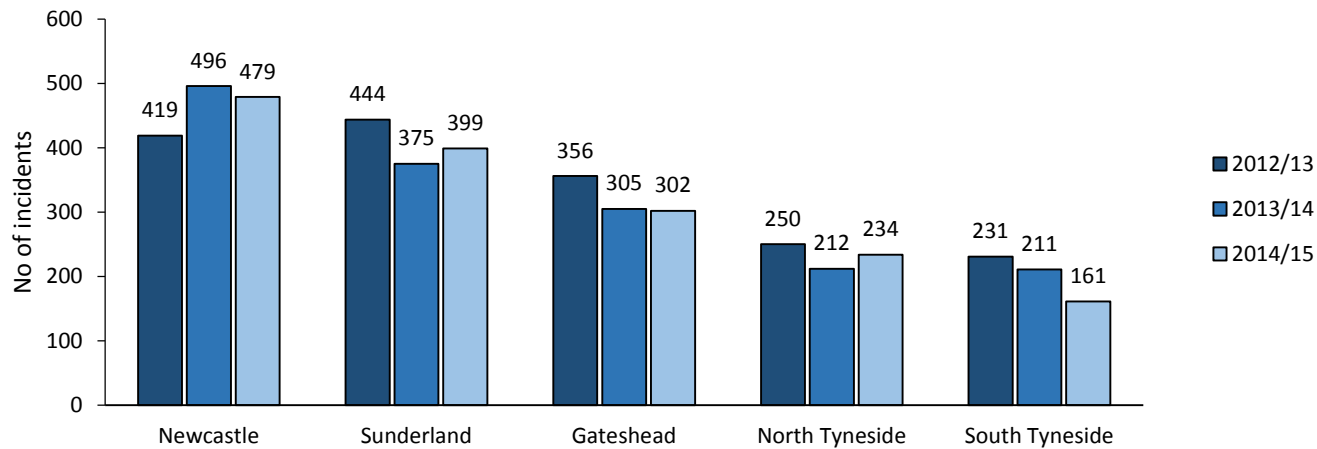


3.1.2 During 2014/15 we attended 1575 primary fires, which is a reduction of 24 incidents (1.5%) from the same period last year. Although we did not achieve our target of 1508 incidents, we have seen a 26.3% reduction of primary fires over the last five years.

3.1.3 All Metropolitan Fire and Rescue Services (Met FRS) have seen similar reductions when compared to the previous year. We are currently the second best performing Met FRS in terms of primary fires per 100,000 population.

(LI29) Primary Fires District Performance 2014/15

LI29 District Performance

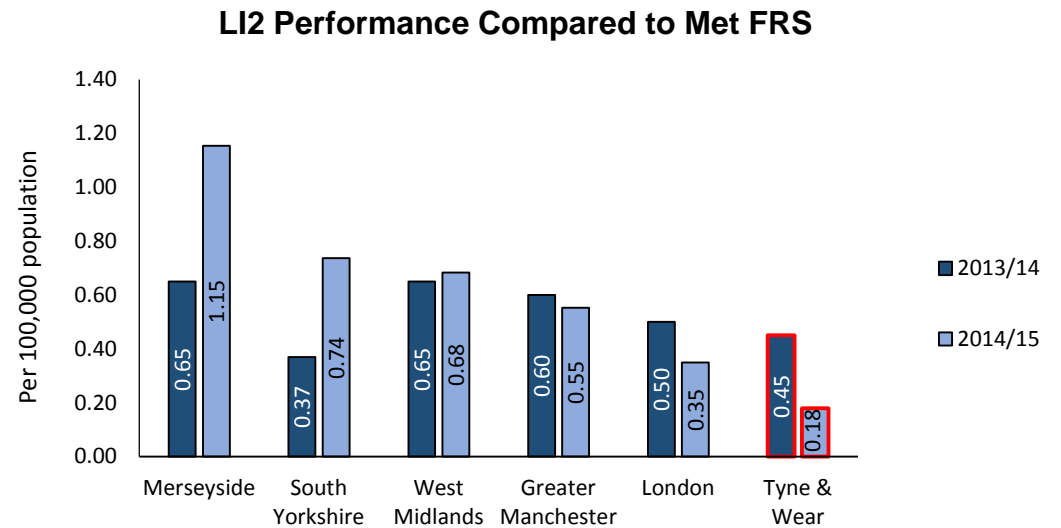
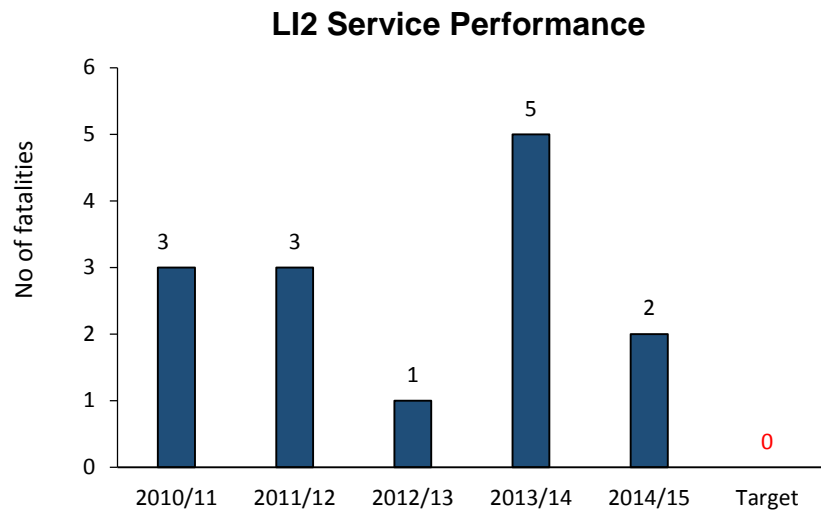


3.1.4 Three districts recorded a reduction in comparison to the same period last year, Newcastle saw a reduction of 17 incidents (3.4%), Gateshead a reduction of 3 incidents (1%) and South Tyneside a reduction of 50 incidents (23.7%). Sunderland recorded an increase of 24 incidents (6.4%) and North Tyneside an increase of 22 (10.4%). Newcastle district continues to experience the most primary fires.

3.1.5 Analysis of the data shows an increase in the number of primary fires where the cause was related to a cooking appliance, rising by 42 incidents from the previous year. The number of incidents caused by Microwave Oven increased by 15 compared to the previous year. Grill/Toaster incidents increased by 12 and Cooker, including Oven, increased by 9.

3.2 (LI2) Number of Fatalities from All Fires Service Performance 2014/15

3.2.1 The following indicator outlines our performance in relation to the number of fatalities due to all fires that we attend: accidental and deliberate.

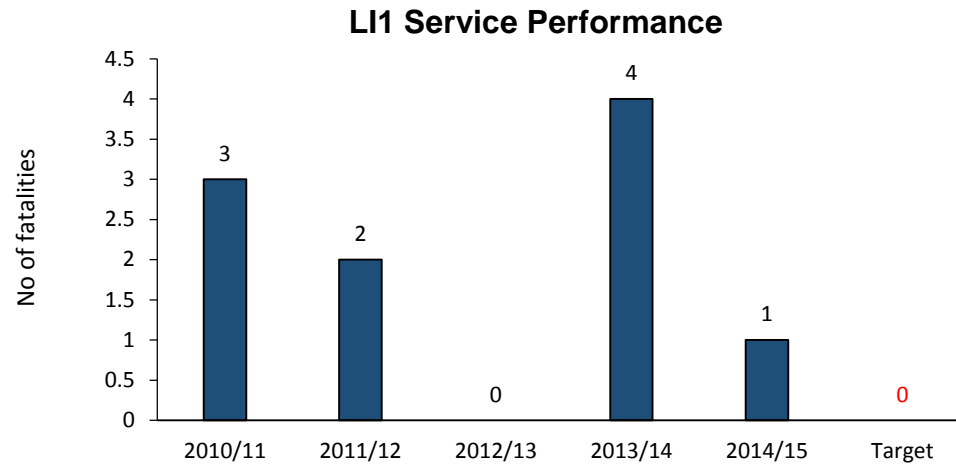


3.2.2 Sadly there were 2 fatalities from all fires (not just accidental) during 2014/15. The first occurred in April 2014 in Gateshead. The second fatality occurred in December 2014 in Sunderland. Investigations are ongoing in relation to both incidents.

3.2.3 Tyne and Wear Fire and Rescue (TWFRS) continue to have the lowest number of fatalities from all fires in comparison to other Met FRS.

3.3 (LI1) Number of Fatalities from Accidental Fires in Dwellings Service Performance 2014/15

3.3.1 The following indicator outlines our performance in relation to the number of fatalities due to accidental dwelling fires that we attend. A fatality must be recorded as being the result of the fire (or smoke). A death can be attributed to a fire even if the death occurred weeks or months later.

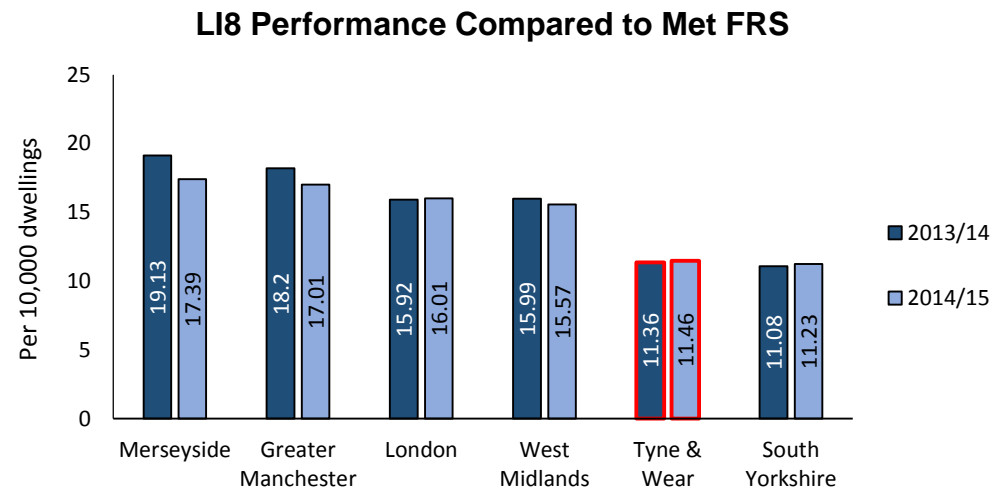
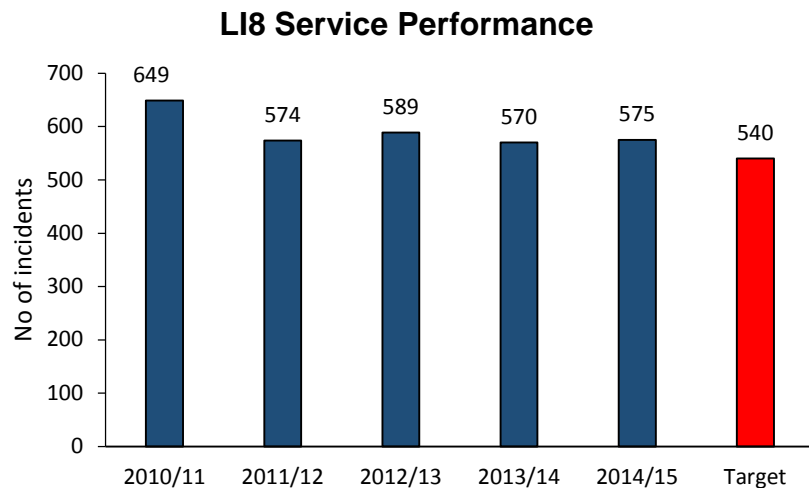


3.3.2 TWFRS recorded 1 accidental fire death during 2014/15. This occurred in December in Sunderland and was caused by discarded smoking materials. We continue to take active steps to ensure we reduce the risk of death from accidental fires by continuing to refine our targeting of prevention and education work and improving the use of our data to understand current risk. By using community advocates, volunteers, the Prevention and Education department and Operational Crews we improve intelligence and gain a better understanding of our communities, which also improves our targeting and collaborative prevention work with partners.

3.3.3 When a fatality occurs an incident profile is produced providing details of the victim, the location, the incident, Mosaic profile and details of any other incidents in the area. This information is then reviewed internally prior to a case conference with partners to identify if any actions can be taken to prevent the occurrence of a similar event in future.

3.4 (LI8) Accidental Dwelling Fires Service Performance 2014/15

3.4.1 An accidental fire is defined as being caused by accident or carelessness (not thought to be deliberate), this includes fires which accidentally get out of control. A dwelling is defined as a building occupied by households, excluding residential institutions and short-stay accommodation e.g. hotels / motels and hostels. The definition of a dwelling (for fire reporting purposes) includes non-permanent structures used solely as a dwelling, such as caravans, houseboats and mobile homes.

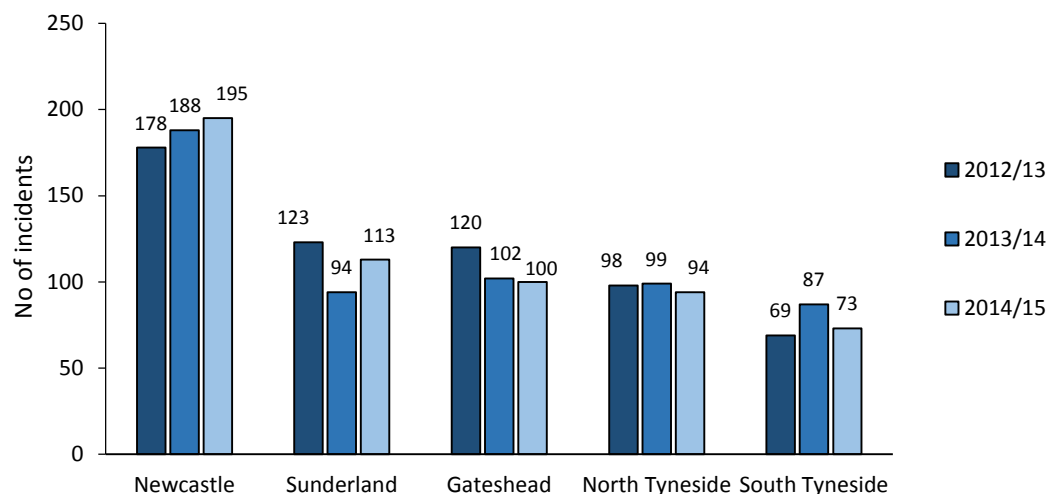


3.4.2 We attended 575 accidental dwelling fires during 2014/15, an increase of 5 incidents (0.9%) from the previous year and did not achieve our target of 540. Whilst we are one of three Met FRS to record an increase, we continue to have the second lowest number of accidental dwelling fires.

3.4.3 Of the 575 accidental dwelling fires that occurred 396 (69%) started in the kitchen. The most common cause being Cooking Appliance – Cooker, incl Oven, however this reduced by 2 incidents (0.8%) from the previous year.

(LI 8) Accidental Dwelling Fires Service Performance 2014/15

- 3.4.4 Cooking Appliance – Grill/Toaster increased by 9 incidents and Cooking Appliance – Microwave Oven increased by 11 incidents across the Service. It has been recognised that cooking related fires remain an issue across the Service and will continue to be an area of focus for Operational Crews and Prevention and Education staff in 2015/16.
- 3.4.5 The second largest cause of accidental dwelling fires is now electricity supply – wiring, cabling and plugs which increased by 23 incidents, Gateshead saw the biggest increase with 10 additional incidents followed by Sunderland with 6.
- 3.4.6 'No firefighting' or 'small means' was the main Service action in 62% of the accidental dwelling fires that occurred during 2014/15.
- 3.4.7 Smoke alarms were present in 85.6% of the dwellings where an accidental fire occurred during 2014/15. A smoke alarm activated in 386 of the 575 incidents (67%). The main reason for non activation of a smoke alarm was due to the fire not being close enough to the detector (47%).

(LI8) Accidental Dwelling Fires District Performance 2014/15**LI8 District Performance**

District	Ward	2012/13	2013/14	2014/15
Newcastle	Fenham ward	9	7	19
Sunderland	Hendon ward	15	12	17
Newcastle	Byker ward	13	7	15
Newcastle	Walkergate ward	6	7	13
Gateshead	Bridges ward	7	8	13
Newcastle	Westgate ward	14	13	12
Newcastle	Kenton ward	9	9	12
Newcastle	Elswick ward	6	16	11
North Tyneside	Cullercoats ward	6	3	11

3.4.8 South Tyneside saw the biggest reduction of 14 incidents (16.1%) followed by North Tyneside with a reduction of 5 incidents (5.1%) and Gateshead with a reduction of 2 (2%). Newcastle saw an increase of 7 incidents (3.7%), however Sunderland had the highest increase of 19 incidents (20.2%).

3.4.9 The table above shows the wards with the highest number of accidental dwelling fires during 2014/15. Six of the 8 wards are in Newcastle and account for 42% of the district's total. Fenham ward in Newcastle saw the biggest increase, closely followed by Byker ward and Walkergate ward. Cullercoats ward in North Tyneside also saw an increase and will be subject to a targeted HSC programme aimed at reducing accidental dwelling fires in that area.

(LI 8) Accidental Dwelling Fires District Performance 2014/15

3.4.10 **Newcastle** district recorded an increase of 7 incidents (3.7%) during 2014/15 in comparison to the same period last year.

Fenham ward saw an increase of 12 incidents in comparison to the same period last year, 11 of the 19 incidents in Fenham ward occurred in two separate sheltered housing premises. The two sheltered schemes have been discussed with Your Homes Newcastle (YHN) and watches have been allocated these premises to deliver educational talks to residents and to identify repeat properties where Home Safety Checks (HSCs) will be delivered. This will enable us to identify any possible ways to reduce the number of calls to these Sheltered Schemes.

Byker ward saw an increase of 8 and Walkergate ward an increase of 6 incidents in comparison to the same period last year.

Newcastle has seen an increase of 32 accidental dwelling fires where the cause was cooking related. Cooking Appliance – Cooker, incl Oven saw an increase of 15 compared to the same period last year, Cooking Appliance – Microwave Oven saw an increase rising from 5 to 12. There was also a slight increase in Cooking Appliance – Grill / Toaster; rising from 11 to 16.

An initiative is commencing in Quarter One of 2015/16 in Newcastle district using Service Volunteers, Local Housing Managers and Operational Crews to target specific areas where kitchen fires have increased. The initiative will involve production of literature for volunteers to give to residents and seek referrals for HSCs. This activity will be undertaken for two days per quarter during the year and will initially commence in Newcastle Central Community Fire Station area and then Byker Community Fire Station area, in localities identified by the Data and Information Team or the Station Manager.

It is pleasing to note that accidental dwelling fires caused by smoking - smoking materials reduced by 58% compared to the same period of the previous year. Newcastle District work closely with Smokefree Newcastle, Stop Smoking Service and its associated health visitors. We have also been working with Smokefree Newcastle on a long term project to reduce the instance of smoking in the Blakelaw ward, which has one of the highest prevalence of smokers in the city.

(LI 8) Accidental Dwelling Fires District Performance 2014/15

3.4.11 **Sunderland** district recorded an increase of 19 incidents (20.2%) during 2014/15 when compared to the same period last year.

Hendon ward had the highest number of incidents in the district with 17 incidents, an increase of 5 (42%) from the same period last year. Within the Hendon ward, Advocates, Operational Crews and Prevention and Education staff have been working with the community.

Sunderland has seen an increase in accidental dwelling fires where the cause is electricity supply – wiring, cabling and plugs rising from 5 to 11 incidents in comparison with the same period last year. To address this Gentoo are carrying out sampling of consumer units throughout their building stock to see if any faults can be found that may increase the risk of fire. Residents have also received leaflets that provide advice to ensure consumer units are well ventilated.

Following any accidental dwelling fire, advice is given at the scene where appropriate. This is particularly relevant when it is a minor fire in order to educate the occupiers and prevent a possible reoccurrence. Hot strikes are always carried out by Operational Crews at an appropriate time following a dwelling fire in order to educate the immediate neighbourhood and highlight key issues such as kitchen safety.

3.4.12 **Gateshead** district recorded a reduction of 2 incidents (2%) during 2014/15 when compared to the same period last year.

Gateshead has seen an increase in accidental dwelling fires where the cause was electricity supply – wiring, cabling and plugs rising from 5 to 15 incidents in comparison with the same period last year. Electrical safety is highlighted twice a year in a local magazine. The number of incidents caused by Cooking Appliance – Microwave Oven has also increased rising from 2 to 9.

Gateshead district have ensured that our partners have been informed of the main reasons for the increase, properties have been leafleted and Operational Crews have ensured that kitchen safety has been high on the HSC agenda. With the help of partners on the Community Safety Board (CSB), residents in high risk areas are being made more aware of home safety. HSCs being carried out by partners will also help identify the most vulnerable, so we are able to provide the extra protection required.

(LI 8) Accidental Dwelling Fires District Performance 2014/15

Currently our HSC targeting strategy, follow up visits and hot strikes are the primary method of addressing accidental dwelling fire incidents. Station Managers ensure that a hot strike is carried out on every occasion an accidental dwelling fire occurs. Schools education visits are carried out along with specific initiatives aimed at targeting higher risk premises. HSC's will include kitchen safety as a priority for 2015/16 and we will consider high risk areas for specific initiatives in 2015/16.

Work with partners such as The Gateshead Housing Company (TGHC), the Multi-Agency Safeguarding Hub (MASH) and CareCall will continue to help us identify those most at risk and target them appropriately.

Fire Safety information was included in December's *Council News* which is delivered to all properties in Gateshead Metropolitan Borough Council (GMBC) area. This covered fire safety issues and offered HSCs along with contact details.

3.4.13 **North Tyneside** recorded a reduction of 5 incidents (5.1%) during 2014/15 in comparison to the same period of the previous year.

North Tyneside saw an increase in the number of accidental dwelling fires caused by Cooking Appliance – Grill / Toaster rising from 6 to 11. This is being addressed by more in depth advice being given during HSCs.

It is pleasing to note that the three wards with the highest number of accidental dwelling fires last year (Riverside, Longbenton and Wallsend) have all shown significant improvement with a total reduction of 18 incidents. This improvement demonstrates the proactive work between TWFRS and partner agencies to support Operation Hot spot which tackles several areas including accidental dwelling fires, through targeted HSCs.

The district will continue to target indicator groups by utilising the information provided for the priority lists based upon Mosaic, supported by data received from North Tyneside Council (regarding Care Call monitoring).

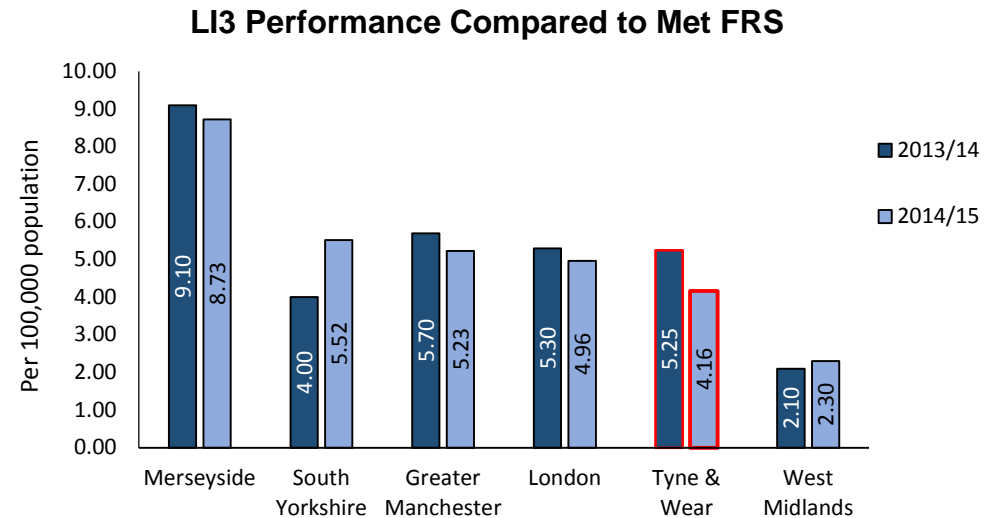
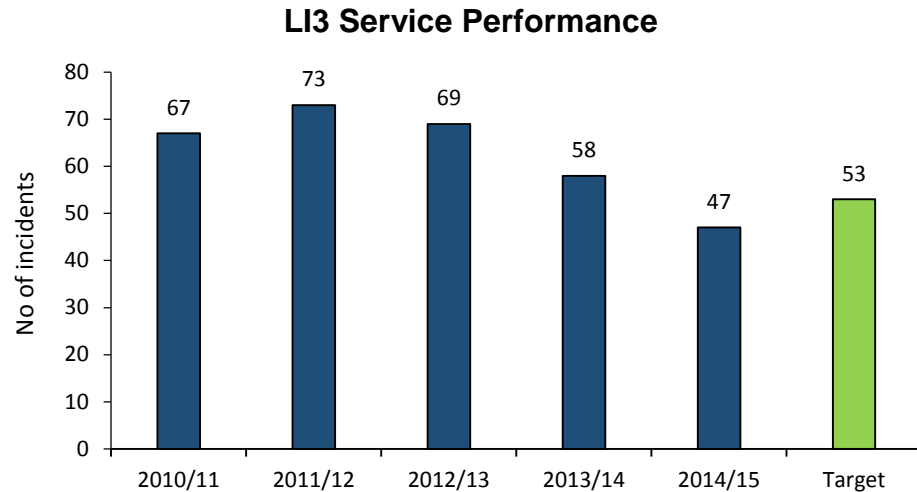
(LI 8) Accidental Dwelling Fires District Performance 2014/15

3.4.14 **South Tyneside** district recorded a reduction of 14 incidents (16.1%) during 2014/15 when compared to the same period last year, with only 7 accidental dwelling fires during the last three months. Cooking related fires have also reduced by 6 incidents.

The number of accidental dwelling fires in South Tyneside caused by smoking materials has increased by 5 in comparison to the same period last year. South Tyneside Operational Crews and Prevention and Education staff deliver smoking cessation advice on behalf of partners during HSCs, where appropriate. We see this as a direct way of reducing the dangers of smoking in the home. Leaflets, information and training are supplied to us by the health sector.

3.5 (LI3) Injuries from Accidental Dwelling Fires Service Performance 2014/15

3.5.1 This indicator highlights our performance in relation to the number of injuries from accidental dwelling fires. An accidental fire also includes incidents where the cause was unknown. An injury must be recorded as being the result of the fire (or smoke). These statistics exclude precautionary checks or first aid given at scene.

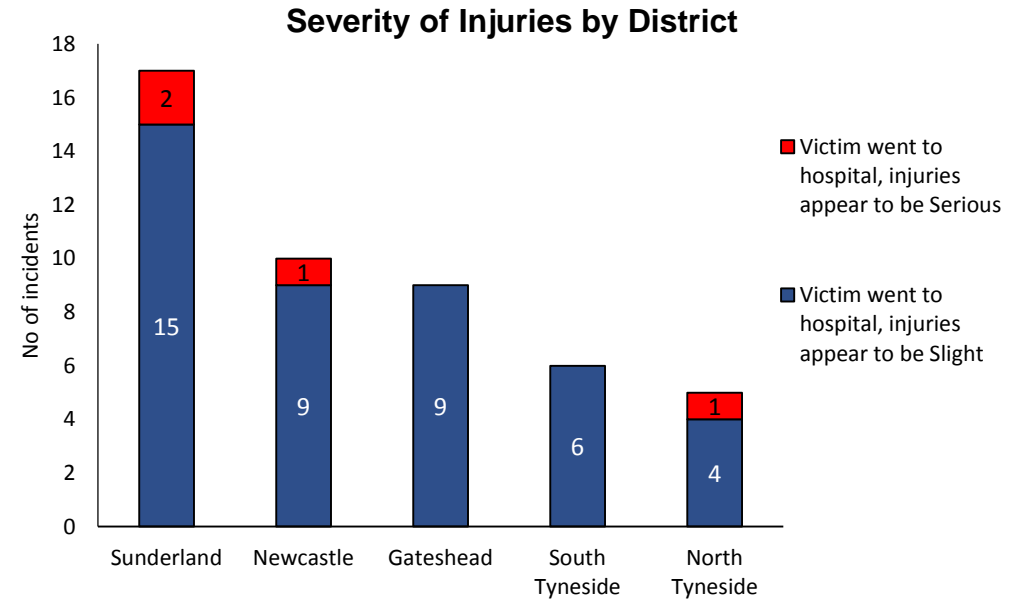
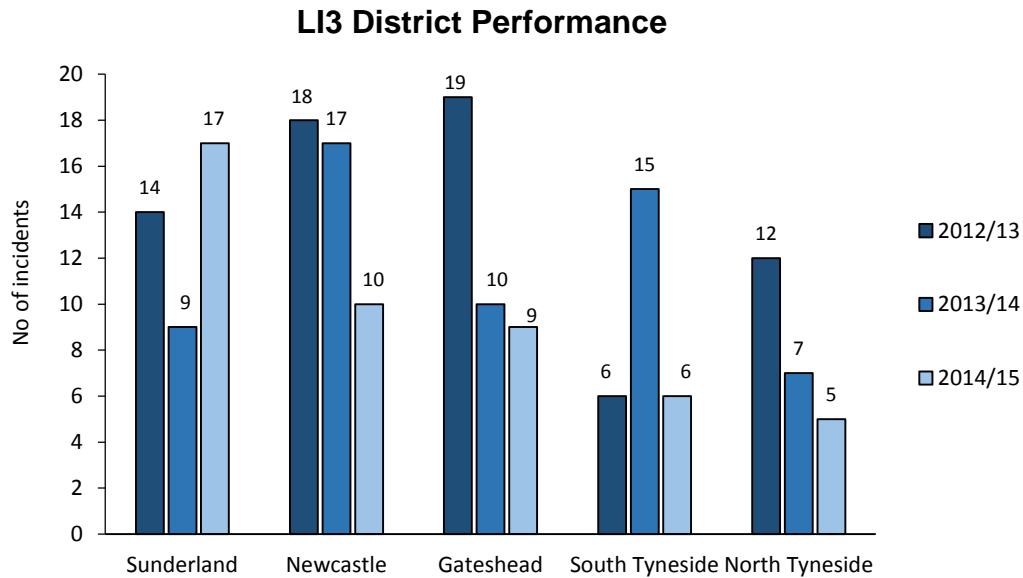


3.5.2 We recorded 47 injuries from accidental dwelling fires in 40 incidents during 2014/15, this is a reduction of 11 injuries (19%) from the same period of the previous year. We continue to have the second lowest number of injuries from accidental dwelling fires in comparison to other Met FRS.

3.5.3 Four of the injuries were classed as serious; this is a reduction of 60% from the previous year. These occurred in 3 incidents with one injury caused by smoking materials, one by cooking and 2 injuries caused by candles, all persons were over the age of 60.

3.5.4 Persons between the ages of 20 – 40 accounted for 17 of the 47 injuries (36%). Of these, 10 were cooking related. Persons over the age of 65 accounted for 14 of the 47 incidents (30%), 6 of these were cooking related. Ten (21%) injuries involved persons over the age of 70, of these 4 were cooking related.

(LI3) Injuries from Accidental Dwelling Fires District Performance 2014/15



3.5.5 Newcastle, Gateshead, South Tyneside and North Tyneside all saw a reduction in this indicator. Sunderland saw an increase of 8 injuries in comparison to the same period of the previous year.

(LI3) Injuries from Accidental Dwelling Fires District Performance 2014/15

- 3.5.6 **Sunderland** district recorded 17 injuries in 13 incidents during 2014/15, an increase of 8 in comparison to the same period of the previous year. Of the 17 injuries, 9 (53%) were cooking related. Every accidental fire is analysed and the highest risk room is the kitchen. Bespoke advice is given to the occupier on how they can reduce their risk of having a fire by taking a few simple precautions such as cleaning grill pans out after every use and never leaving cooking unattended.

Watches understand the importance of carrying out hot strikes where appropriate. These are often referred by the Prevention and Education department. These incidents are analysed / visited and progressed via partner agencies where appropriate.

- 3.5.7 **Newcastle** district recorded 10 injuries during 2014/15 a reduction of 7 in comparison to the same period of the previous year. Of the 10 injuries, 9 (90%) were cooking related.

During 2014/15 Newcastle district commenced a partnership project with the NHS Assertive Outreach Team to deliver joint visits that form part of HSCs with mental health referrals.

- 3.5.8 **Gateshead** district recorded a reduction of 1 incident (10%) in comparison with the previous year's performance, 4 of the 9 injuries (44%) were cooking related. kitchen safety is addressed during HSCs.

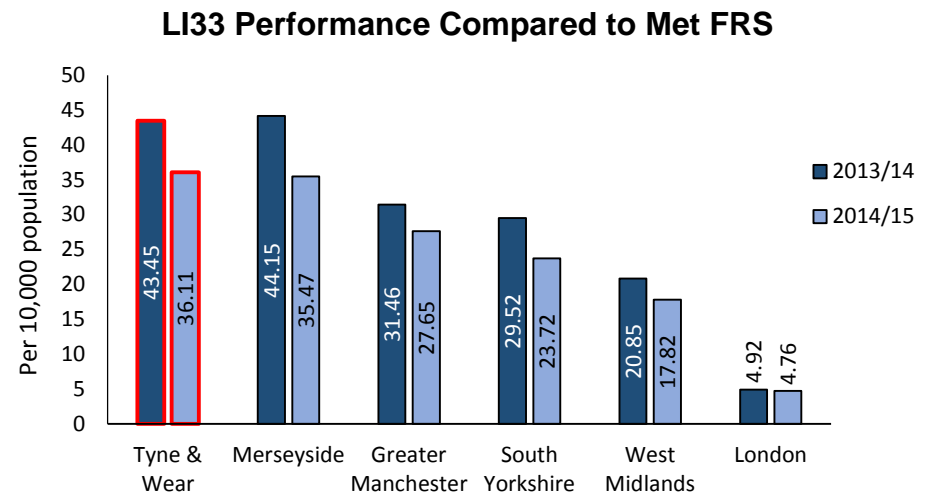
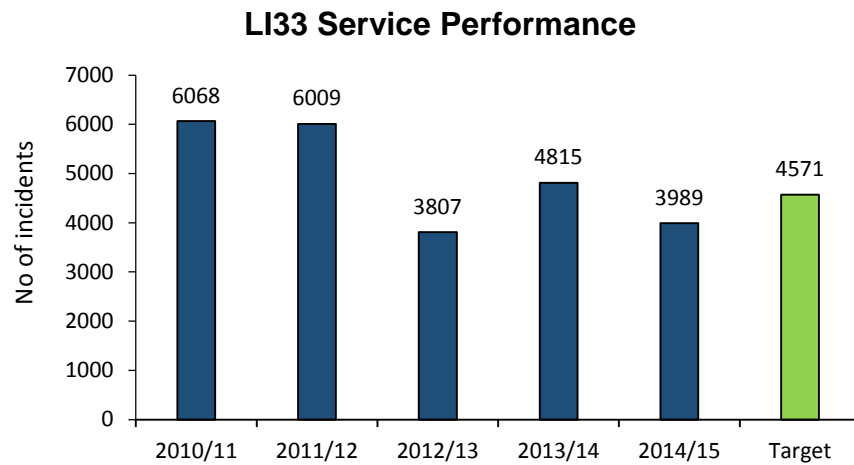
- 3.5.9 **South Tyneside** district recorded 6 injuries during 2014/15, a reduction of 9 in comparison to the same period of the previous year. Of the 6 injuries, 3 (50%) were cooking related.

South Tyneside Crews and Prevention and Education department continue to highlight the importance of the escape plan aspect of HSCs to encourage people to leave a property where fire has been discovered and thus reduce the potential for fire related injuries in dwellings.

- 3.5.10 **North Tyneside** district recorded 5 injuries during 2014/15, a reduction of 2 injuries in comparison to the same period of the previous year. Of the 5 injuries, 2 (40%) were cooking related.

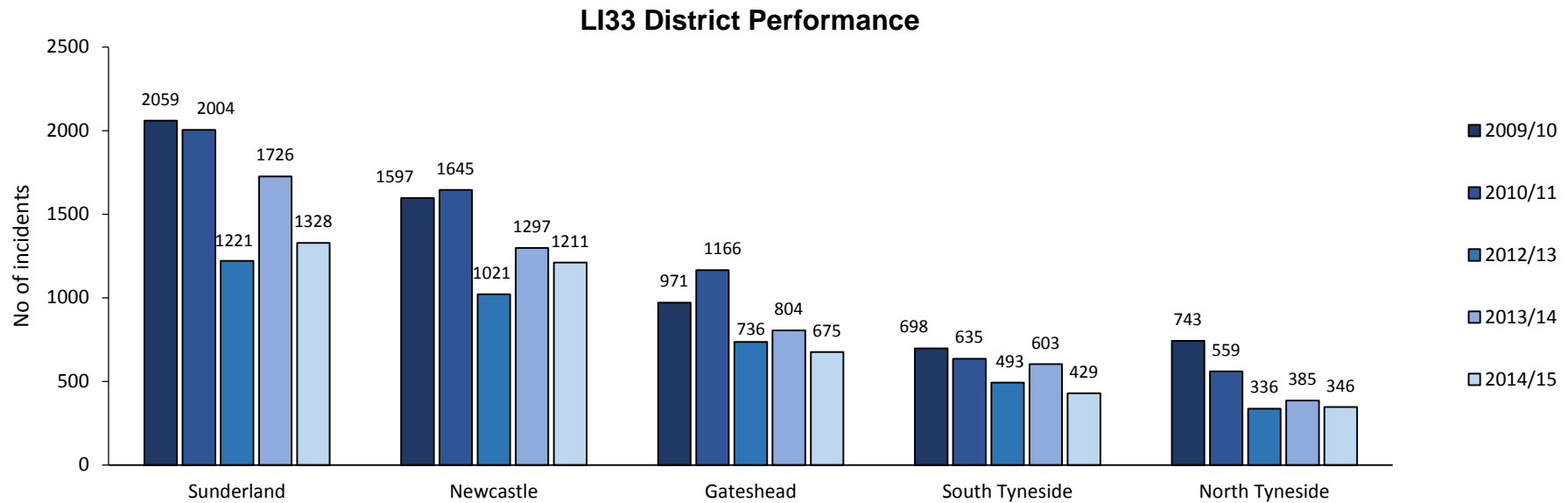
3.6 (LI33) Number of All Deliberate Fires Service Performance 2014/15

3.6.1 The following indicator outlines our performance in relation to the number of all deliberate fires that we attend. A deliberate fire is defined as an incident where the cause of the fire is suspected to be non-accidental. This indicator includes fires that are both reported as being a primary or a secondary fire. A secondary fire is reported as one which does not involve property (including derelict property and vehicles) or a casualty.



3.6.2 During 2014/15, TWFRS attended 3989 deliberate fires, this is a substantial reduction of 826 incidents (17.2%) in comparison to the same period last year and shows a 34.3% reduction in deliberate fires over the last five years. All Met FRS have seen similar reductions, however, TWFRS have the highest number of deliberate fires per 10,000 population when compared to other Met FRS.

(LI33) Number of All Deliberate Fires District Performance 2014/15

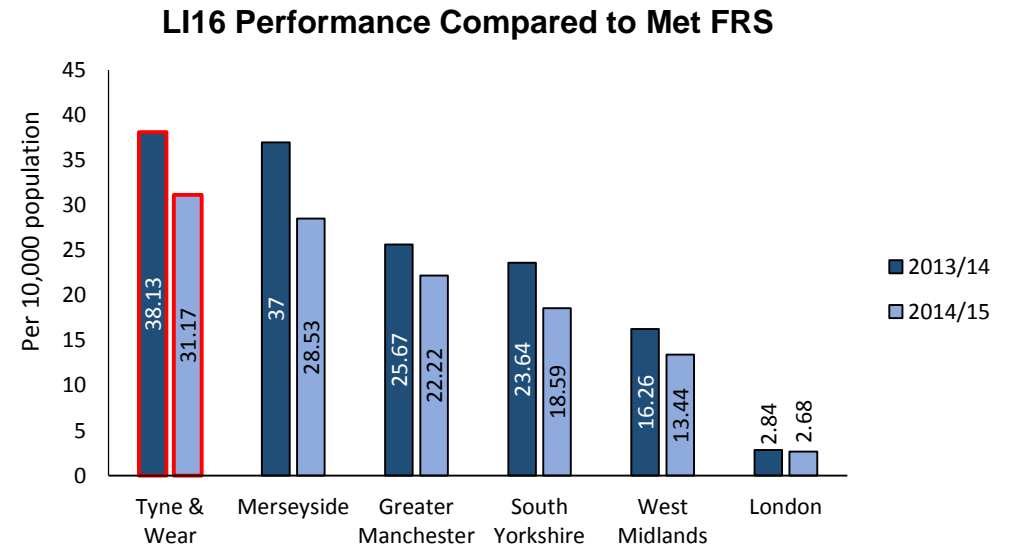
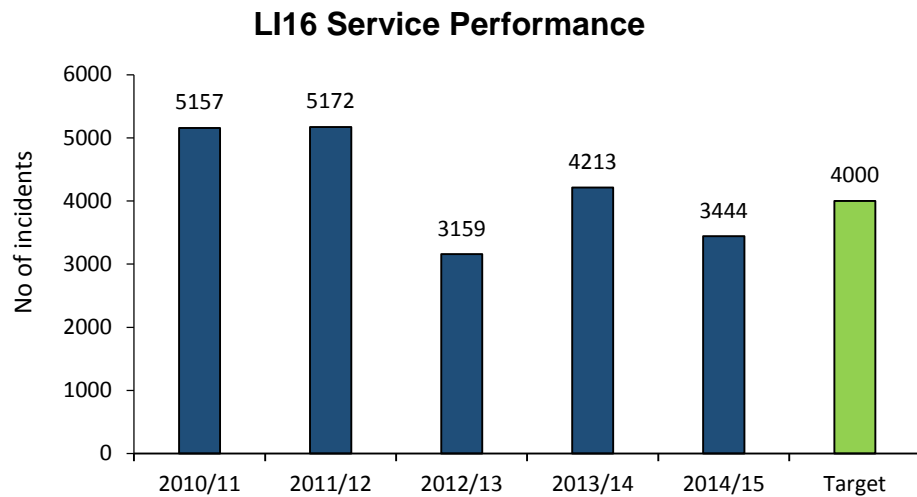


3.6.3 All districts have recorded substantial reductions in comparison to the same period last year with South Tyneside having the biggest reduction of 28.9%, followed by Sunderland with 23.1%, Gateshead with 16%, North Tyneside with 10.1%, and Newcastle with 6.6%.

3.6.4 The following indicator details deliberate **secondary** fires, which form part of this indicator. There has also been a significant decrease in this area.

3.7 (LI16) Number of Deliberate Secondary Fires Service Performance 2014/15

3.7.1 This indicator outlines our performance in relation to the number of deliberate secondary fires (anti-social behaviour) that we attend. A deliberate fire is where the cause is suspected to be non-accidental. (NB. When more than five appliances are involved in an incident the incident will be classified as a primary fire).

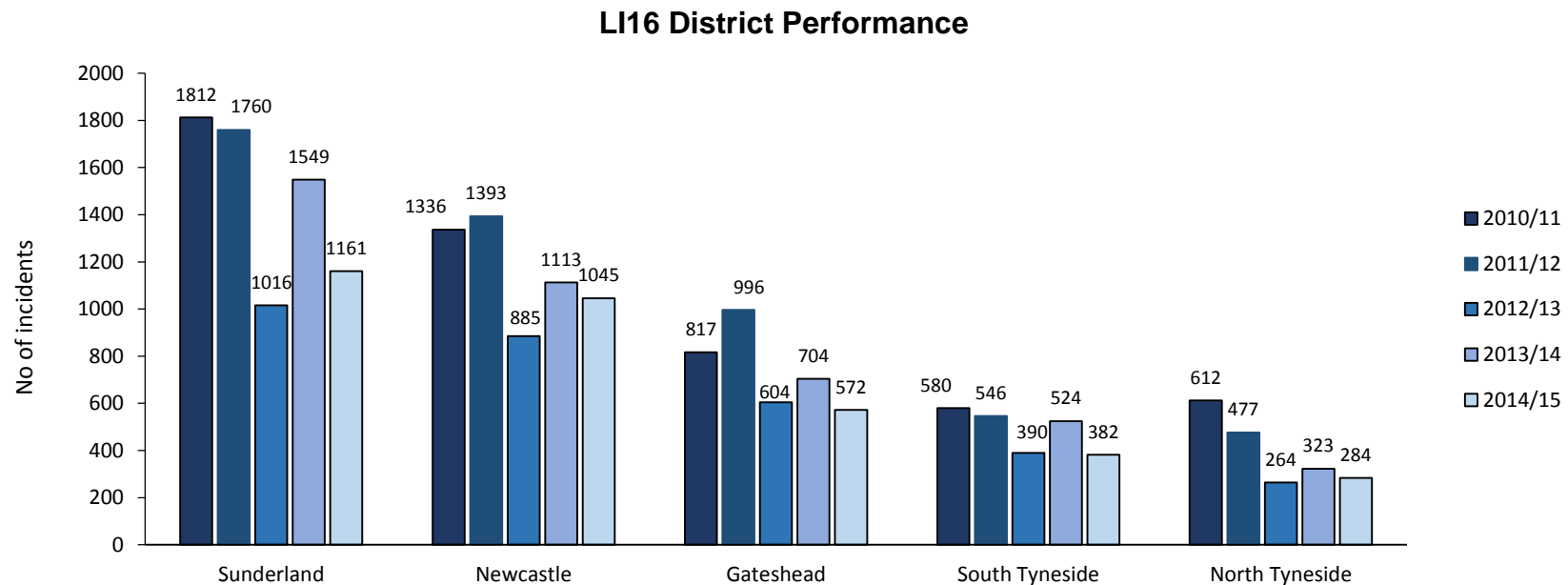


3.7.2 During 2014/15 TWFRS attended 3444 deliberate secondary fires, this is a significant reduction of 769 incidents (18.3%) in comparison to the same period of the previous year and shows a 33.2% reduction in deliberate secondary fires over the last five years.

3.7.3 All Met FRS have seen similar reductions, however, TWFRS continue to have the highest number of deliberate secondary fires per 10,000 population when compared to other Met FRS.

(LI16) Number of Deliberate Secondary Fires District Performance 2014/15

3.7.4 This graph shows the number of deliberate secondary fires that occurred over the last five years broken down by district. All districts are showing considerable decreases in comparison to the same period last year and are showing a remarkable reduction over the last five years. Gateshead and South Tyneside have recorded their lowest figures for five years.



3.7.5 All districts have been actively engaged in and continue to take steps to improve performance in this area, including targeted activities to reduce incidents of anti-social behaviour (ASB) related fires in hot spot areas. It is pleasing to see the reduction in incidents reflecting this.

(LI16) Number of Deliberate Secondary Fires District Performance 2014/15

District	Ward	2012/13	2013/14	2014/15
Sunderland	Southwick ward	38	148	119
Newcastle	Elswick ward	58	106	110
Newcastle	Benwell and Scotswood ward	78	120	107
Sunderland	Hendon ward	114	141	101
Newcastle	Westgate ward	66	76	94
Newcastle	Byker ward	152	110	93
Sunderland	Redhill ward	77	120	89
Newcastle	Wingrove ward	31	50	86

- 3.7.6 The table above shows the wards with the highest number of deliberate secondary fires during 2014/15. Five of the 8 wards are in Newcastle and account for 47% of the district's total. The remaining 3 wards account for 27% of Sunderland's district total.
- 3.7.7 Whilst most of the above wards have shown a reduction or only a slight increase from the previous year, Wingrove ward recorded an increase of 36 incidents and Westgate ward an increase of 18.
- 3.7.8 It is pleasing to note that a number of wards that had the highest number of deliberate secondary fires this time last year have seen significant reductions, for example Walker ward (Newcastle) has reduced the number of incidents from 148 to 67 and Hetton ward (Sunderland) a reduction from 109 incidents to 50.

(LI16) Number of Deliberate Secondary Fires District Performance 2014/15

3.7.9 **Sunderland** district recorded a reduction of 388 incidents (25%) when compared to the same period last year. Southwick, Hendon and Redhill wards have the highest number of deliberate secondary fires in the district, however all are showing improvements from the previous year.

Hetton ward has shown significant improvements in comparison to the previous year with a reduction of 59 incidents (54%). Operational Crews are given specific problem areas each month to actively target.

Loose refuse (including in garden) continues to be the highest property type accounting for 39% of incidents, however, the number of loose refuse incidents has reduced by 112 (20%) from the previous year. Within Sunderland there were 62 uplifts (30 Tonnes) of combustible materials uplifted within the Darker Nights period 2014. This compares to a similar amount in the same period 2013. The district has good working relationships with partners in Sunderland to ensure that this initiative continues whilst also working locally with Streetscene in Sunderland to identify ASB hot spots so that they can proactively direct their clean up teams.

Of the 1161 incidents in Sunderland, 630 (54%) occurred during the hours of 17:00 to 22:00. Fridays and Saturdays have the lowest number of incidents with Sunday being the busiest day for deliberate secondary fires.

Deliberate secondary fires involving wheelie bins have reduced by 49 incidents (21%) in comparison to the previous year.

Schools education (and the highlighting of ASB to pupils) will continue as well as identifying trends quickly and effectively engaging with our partners to ensure actions are taken to reduce ASB fires. Recent initiatives in Sulgrave and Hendon areas proved very successful in cleaning up the local neighbourhoods and reducing ASB fires in the weeks following the initiatives.

(LI16) Number of Deliberate Secondary Fires District Performance 2014/15

3.7.10 **Newcastle** district recorded a reduction of 68 incidents (6.1%) when compared to the same period last year.

Loose refuse (including in garden) continues to be the highest property type accounting for 33% of incidents, however, this number has reduced by 15 incidents (4%) from the previous year. During the year watch based activity has been directed by Station Managers to areas identified at monthly District Performance Action Group meetings using 'Hot spot Maps'. This may be a contributory factor towards reductions in loose refuse fires.

Deliberate secondary fires involving wheelie bins have increased by 71 incidents (36%) in comparison to the previous year.

Elswick ward has the highest number of deliberate secondary fires in the district, accounting for 11% of the district's total. The number of wheelie bin fires in Elswick ward has increased from 20 to 53 in 2014/15.

Wingrove ward recorded an increase of 36 incidents from the previous year and has seen an increase of 27 wheelie bin fires.

Westgate ward recorded an increase of 18 incidents from the previous year and has also seen an increase in wheelie bin fires of 19 incidents.

The above three wards account for 50% of wheelie bin fires in Newcastle district. Wheelie bin fires have been discussed at local meetings with partners in an effort to reduce these incidents. New style wheelie bin stickers have been produced and areas targeted, with positive feedback received from resident groups and local councillors. Local intelligence has highlighted that two known prolific offenders are operating in the Newcastle South area and efforts are being made by partners to work with them to address issues.

Walker ward which had the highest number of deliberate secondary fires last year saw a significant reduction from 148 deliberate secondary fires to 67, a reduction of 55%.

Of the 1045 incidents in Newcastle 550 (53%) occurred during the hours of 17:00 to 22:00. Fridays have the lowest number of incidents with Sunday being the busiest day for deliberate secondary fires.

(LI16) Number of Deliberate Secondary Fires District Performance 2014/15

3.7.11 **Gateshead** district recorded a reduction of 132 incidents (19%) compared to the same period of the previous year.

Loose refuse (including in garden) continues to be the highest property type accounting for 39% of incidents, however this number has reduced by 35 incidents (14%) from the previous year. Wheelie bin fires in the district have also seen a significant improvement, reducing from 71 to 43 (39.4%).

Dunston and Teams ward has the highest number of incidents in the district with a total of 76, however, this has reduced by 13 incidents (15%) from the previous year. This could be due to more of the derelict properties within Clasper Village being removed. GMBC continue to remove these houses as part of the area's regeneration.

Birtley ward recorded an increase in deliberate secondary fires rising from 16 to 32. Loose refuse fires in this ward have increased by 14 in comparison to the previous year. Following the increase of fires in the Birtley ward, TWFRS have worked with partners (Police, GMBC, Youth Offending Teams) to reduce these fires in future months. The main area where the fires have occurred is currently being redeveloped and the scrub land will soon have houses on it, which will assist the campaign.

The majority of wards saw a reduction in deliberate secondary fires. Windy Nook and Whitehill ward saw the highest reduction from 48 incidents to 17 (65%), followed by Deckham ward with a reduction from 54 to 25 (54%). These wards were targeted during a recent Lighter Nights campaign with assistance from GMBC, volunteers, Deckham Neighbourhood Teams and Home Group.

Of the 572 incidents in Gateshead 298 (52%) occurred during the hours of 17:00 to 22:00. Fridays have the lowest number of incidents with Wednesday being the busiest day for deliberate secondary fires closely followed by Sunday.

Gateshead district have forged a closer partnership with GMBC's Environmental Services and a new enforcement team in their organisation called Vanguard. GMBC have used the Vanguard principles to reshape the way they address fly tipping, ASB fires, dumped refuse, wheelie bin services etc. This has included timescales for the collection of refuse and fly tipping following reporting. Station Managers have worked hand in hand with GMBC to target specific areas to reduce deliberate secondary fires. Operational Crews and Community Safety staff carry out drive-bys in hot spot areas and highlight to

(LI16) Number of Deliberate Secondary Fires District Performance 2014/15

GMBC via an online reporting system, any dumped household rubbish, fly tipping etc. in order that the items can be removed as soon as practicable.

Wheelie Bin fires have been reduced, again due to changes in GMBC practices. They now look to remove bins if they have been left out longer than they should, Environmental Teams have made attempts to educate residents as well as looking to fine repeat offenders.

Forward planning will involve a more structured approach to reporting accumulations of combustible waste. Station Manager's will nominate a specific watch to inspect these areas and record when and what is reported to Vanguard on a monthly spreadsheet to enable the District Manager to monitor Vanguard's response to uplift requests. Operational Crews and Prevention and Education staff will also complete a monthly spreadsheet showing ASB action. The new web-based Vanguard reporting system (with address drop-downs etc.) has been placed on all watch PCs in the district.

The Station Manager from Gateshead East Community Fire Station and the Prevention and Education Watch Manager are working with Jewish Communities to access schools following a report identifying significant increases in ASB fires around particular schools.

3.7.12 South Tyneside district recorded a reduction of 142 incidents (27%) when compared to the same period last year.

Loose refuse (including in garden) continues to be the highest property type accounting for 32% of incidents, however, this number has reduced by 22 incidents (15%) from the previous year. Wheelie bin fires in the district have also seen an improvement reducing from 46 to 30 (35%). Local initiatives with TWFRS, Volunteers and Partners are aimed at reducing these fires by encouraging the community to take a responsible and proactive approach to move bins to a secure place, thus removing the potential for such fires. An interesting point to note demonstrating success of such initiatives was when volunteers recently reported the apparent lack of wheelie bins to target during a follow up check in Boldon, a previous hot spot area.

Boldon Colliery ward has the highest number of deliberate secondary fires in the district however, it has seen a reduction from 83 to 60 incidents (28%) compared to the previous year.

(LI16) Number of Deliberate Secondary Fires District Performance 2014/15

The majority of the wards in the district have shown improvements from the previous year, with Simonside and Rekendyke ward having the biggest reduction from 52 to 22 incidents (58%). This ward was a target area for Darker and Lighter nights campaigns, it is pleasing to see the reduction in incidents reflecting this.

The district will continue to report ASB evidence collected by crews and the Prevention and Education team and make this evidence available to partners. This helps shape local strategy for partnership work and deployment of local resources.

Of the 382 incidents in South Tyneside, 209 (55%) occurred during the hours of 17:00 to 22:00. Wednesdays have the lowest number of incidents with Sunday being the busiest day for deliberate secondary fires.

3.7.13 **North Tyneside** district recorded a reduction of 39 incidents (12%) when compared to the same period last year.

As with all other districts, loose refuse (including in garden) continues to be the highest property type accounting for 33% of incidents, however this number has reduced by 9 incidents (9%) from the previous year. Wheelie bin fires in the district have also seen an improvement reducing from 46 to 34 (26%). Wheelie bins are an area being focussed on through partnership working with North Tyneside Council and the Probation Service who are leafleting targeted areas.

Chirton ward has the highest number of deliberate secondary fires in the district and saw an increase of 17 incidents in comparison to 2013/14. Chirton ward is a priority area and an Operation Hot spot is being discussed with partners to focus on this area.

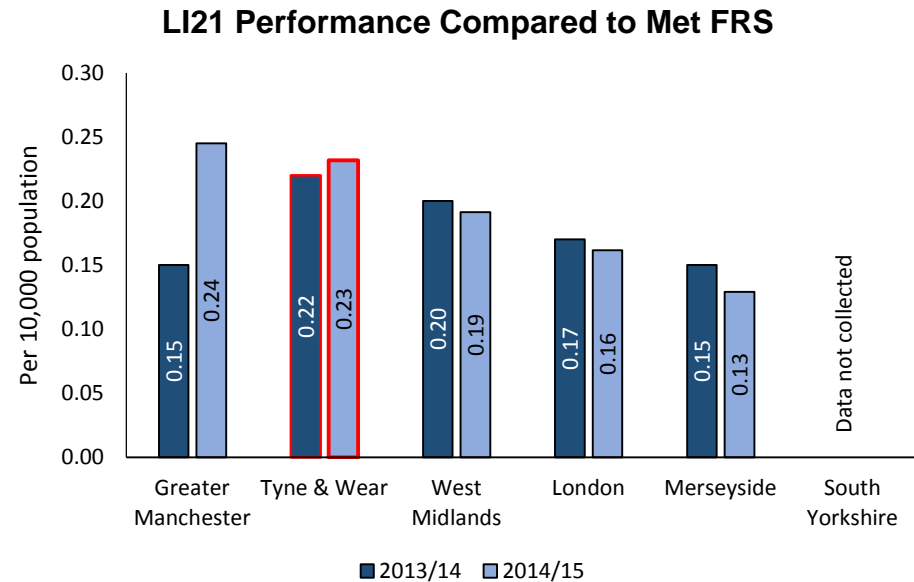
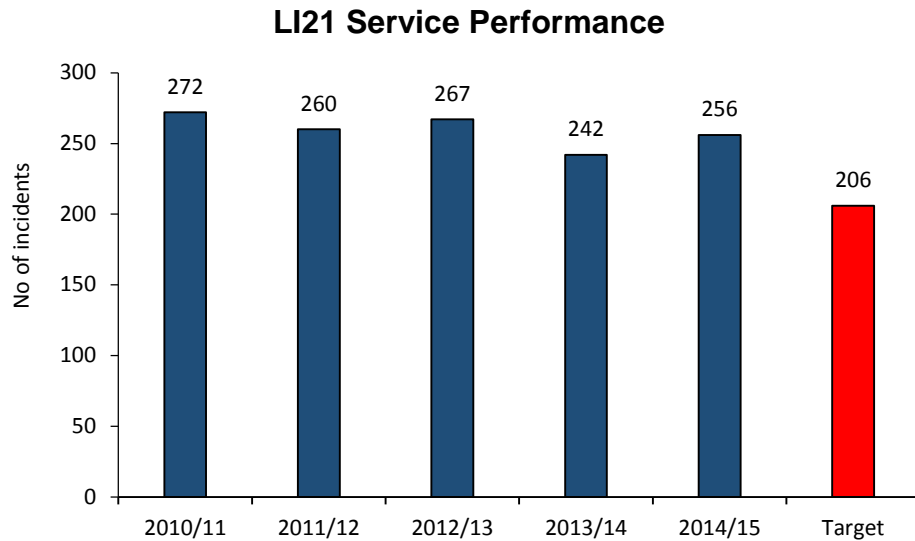
The majority of wards in the district have shown reductions from the previous year with Collingwood ward showing a significant reduction from 32 incidents to 7 (78%).

Of the 284 incidents in North Tyneside, 174 (61%) occurred during the hours of 17:00 to 22:00. Tuesday, Thursday and Friday have the lowest number of incidents with Saturday and Sunday being the busiest days for deliberate secondary fires.

The district has taken a collaborative approach with partners during Lighter / Darker Nights campaigns and targeted hot spot areas.

(LI21) Number of Malicious False Alarm Calls Attended Service Performance 2014/15

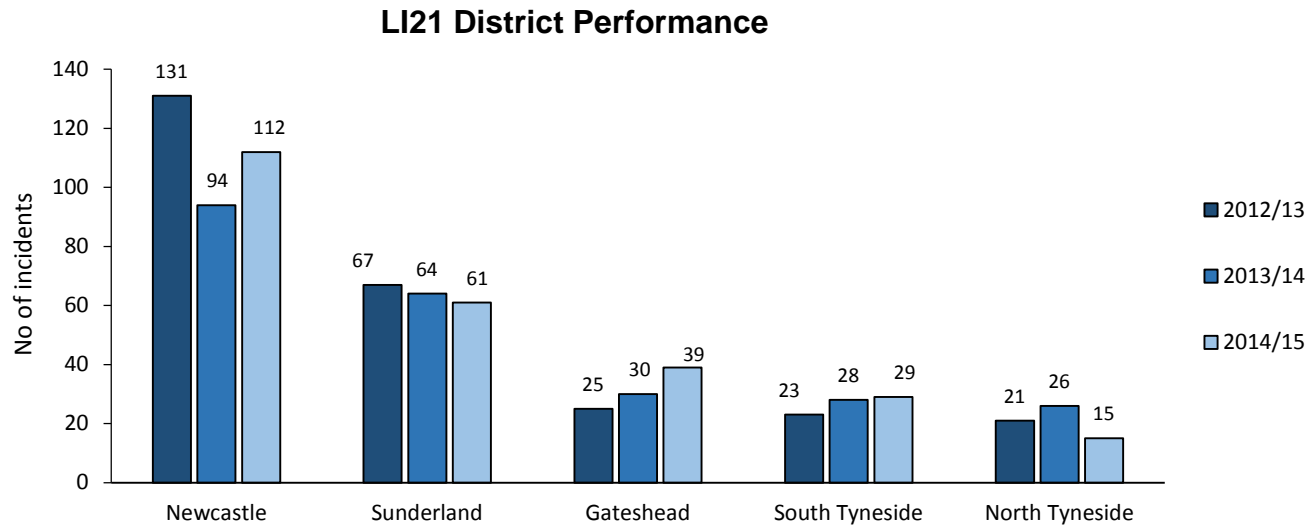
3.8.1 The indicator reflects the number of malicious false alarm calls that we have attended (appliance despatched). A call is defined as being malicious when a call was made with the intent of getting us to attend a non-existent event (both fire and special service).



3.8.2 We attended 256 malicious false alarms during 2014/15, which is an increase of 14 incidents (5.8%) from the same period last year. TWFRS have the second highest number of malicious false alarm calls per 10,000 population compared to other Met FRS and were one of only two Met FRS to see an increase.

3.8.3 The Service wide schools education programme continues to emphasise the consequences of hoax calls and the call challenge procedure carried out by Control continues to be applied in an effort to reduce these incidents. The call challenge procedure has recently been reinforced in Control and initial results are pleasing.

(LI21) Number of Malicious False Alarm Calls Attended District Performance 2014/15



3.8.4 All districts saw an increase in this indicator with the exception of Sunderland and North Tyneside.

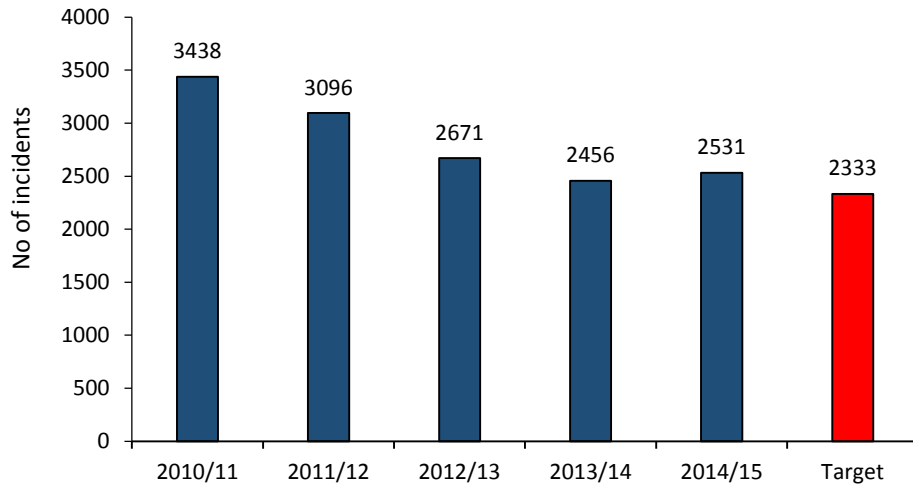
3.8.5 Newcastle district has the highest number of incidents, with Regent Centre Metro Station having 19 malicious false alarm calls accounting for 17% of the district’s total. The District Manager has worked with Nexus to provide information on the dates, times and calls received to Regent Centre Metro. Nexus have also had problems with associated ASB at the times of day highlighted and as a result have increased security at these times. They have also contacted two local schools, making the teaching staff aware of the issue. Both schools are also being attended by Newcastle district as part of the ‘Lighter Nights’ campaign.

3.8.6 Gateshead district saw an increase of 9 incidents in comparison to the previous year and will monitor and address the incidents appropriately, advising Police and building management where necessary. The data shows no real trend making these incidents difficult to address however one person has been charged with making two malicious calls to the fire service, these calls were part of a number made by this person to emergency services.

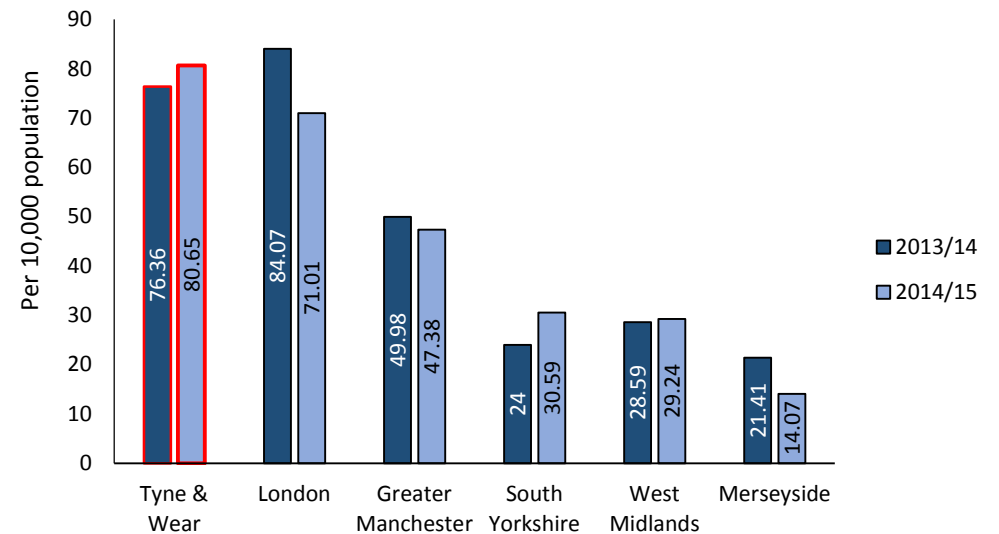
3.9 (LI22) Number of False Alarm Calls due to Automatic Fire Alarms from Non-Domestic Premises Service Performance 2014/15

3.9.1 This indicator reflects the number of false alarm calls despatched to as a result of a call being activated by a person or automatic fire detection equipment or fixed firefighting equipment. A non-domestic premise can be classified as a non-residential property, for example a public building, hospital, school or factory.

LI22 Service Performance



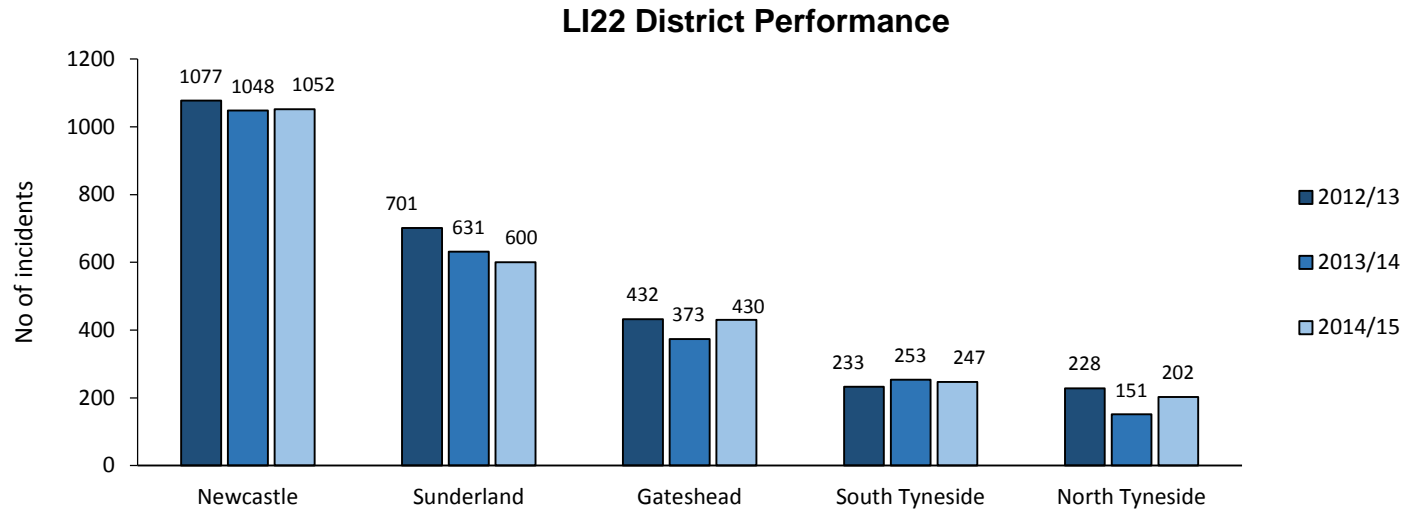
LI22 Performance Compared to Met FRS



3.9.2 We attended 2531 incidents during 2014/15, this is an increase from the previous year of 75 incidents (3%), however over the last five years we have seen a reduction of 907 incidents (26%). TWFRS have the highest number of this type of incident per 10,000 population compared to all other Met FRS. The Authority has recently revised its AFA policy.

3.9.3 Of the 2531 incidents, 798 (32%) were caused by system faults, an increase of 33 from the same period of the previous year. The second highest reason for alarm activation is being accidentally / carelessly set off accounting for 385 incidents (15%). Cooking / burnt toast incidents also increased by 38 incidents in comparison to the previous year.

(LI22) Number of False Alarm Calls due to Automatic Fire Alarms from Non-Domestic Premises District Performance 2014/15



- 3.9.4 Hospitals and medical care continues to be the main premises type throughout the Service with 405 incidents, accounting for 16% of the Service total. However in comparison to the same period last year this has reduced by 9% reflecting the good working relationships that Fire Safety staff continue to foster with colleagues in the NHS Trusts within Tyne and Wear.
- 3.9.5 Education premises saw the second highest number of false alarms due to automatic fire alarms from non-domestic premises with 380 incidents or 15% of the Service total. This is a 9% reduction from the same period of the previous year.
- 3.9.6 7% of the incidents were classed as residential homes. This premises type has increased from 151 to 187 incidents (24%) in comparison to the same period last year.

(LI22) Number of False Alarm Calls due to Automatic Fire Alarms from Non-Domestic Premises District Performance 2014/15

- 3.9.7 **Newcastle** district recorded 1052 incidents during 2014/15, a slight increase of 4 (0.4%) in comparison to the same period of the previous year. Station Managers follow up incidents with responsible persons on a monthly basis to highlight issues and discuss potential ways to address these.

Hospitals and Medical Care continues to have the highest number of incidents however, this category has seen a reduction of 13 incidents (7.4%) from the previous year. Fire Safety meet regularly with hospital managers to discuss false alarms and any other issues associated with fire safety at these locations.

The number of incidents in Education premises has reduced by 18 (12.9%) although Student Halls of Residence has recorded an increase of 12 (16.2%). Work is ongoing with the relevant persons to consider a way forward to reduce these incidents.

- 3.9.8 **Sunderland** district recorded 600 incidents during 2014/15, a reduction of 31 (5%) in comparison to the same period of the previous year. Of these incidents, 133 (22%) occurred in Hospitals and Medical Care and 130 (21%) in Education premises. However, both have seen a reduction in comparison to the previous year.

The district will continue to monitor, give advice on every occasion, and liaise with Fire Safety (internally) and the management of each establishment to identify where improvements can be made to ensure, where feasible these are acted on.

- 3.9.9 **Gateshead** district recorded 430 incidents during 2014/15, an increase of 57 (15%) in comparison to the same period last year.

Retail premises continue to have the highest number of incidents in the district with a total of 71 (17%). This number has reduced slightly by 1 incident in comparison to the previous year. The biggest increase is in Warehouses and Bulk Storage rising from 22 to 36 incidents (64%) and Industrial Manufacturing premises rising from 35 to 48 (37%).

(LI22) Number of False Alarm Calls due to Automatic Fire Alarms from Non-Domestic Premises District Performance 2014/15

Crews and Station Managers will continue to follow up incidents to ensure that corrective action has been taken by premises managers and Automatic Fire Alarm (AFA) providers. We now discuss and inform premises owners and / or managers of the cost and potential consequence of TWFRS attending false alarms.

3.9.10 **South Tyneside** district recorded 247 incidents during 2014/15, a reduction of 6 (2.4%) in comparison to the same period of the previous year.

Education and Hospital / Medical premises continue to have the highest number of incidents in the district accounting for 41% of the district's total but both premises type have shown a reduction in comparison to the previous year. The biggest increase in incidents is in Residential Home premises rising from 12 to 32. The Prevention and Education team have a programme of visits targeting the key offenders, to raise the awareness of residents and staff as to causes and thus aim to reduce and prevent these calls.

The ongoing drive in the district is to reduce the number of unknowns for this indicator. This will help to shape a clearer strategy for the reduction of false alarms in non-domestic premises. The last District Performance Action Group meeting highlighted NO unknowns recorded, this helps us identify causes and take action with partners and key offenders to reduce these calls.

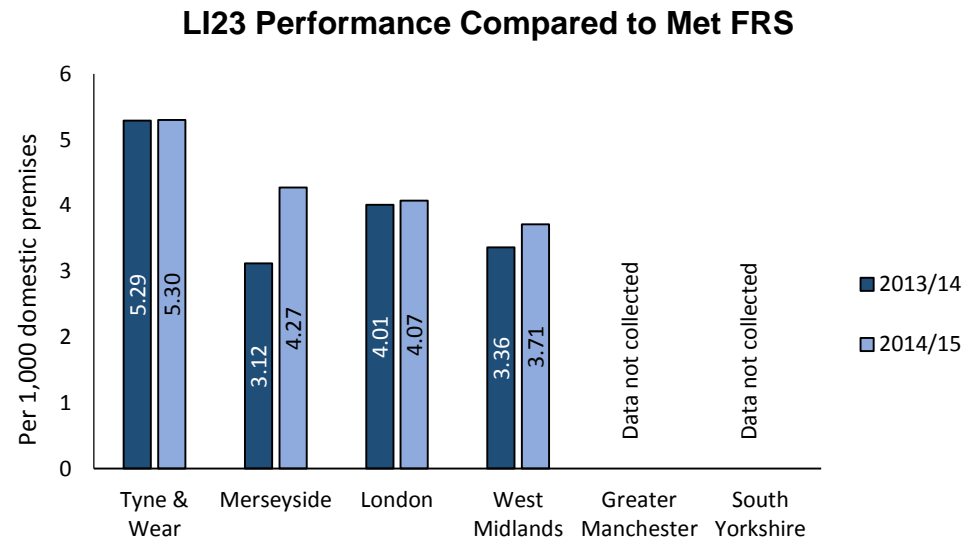
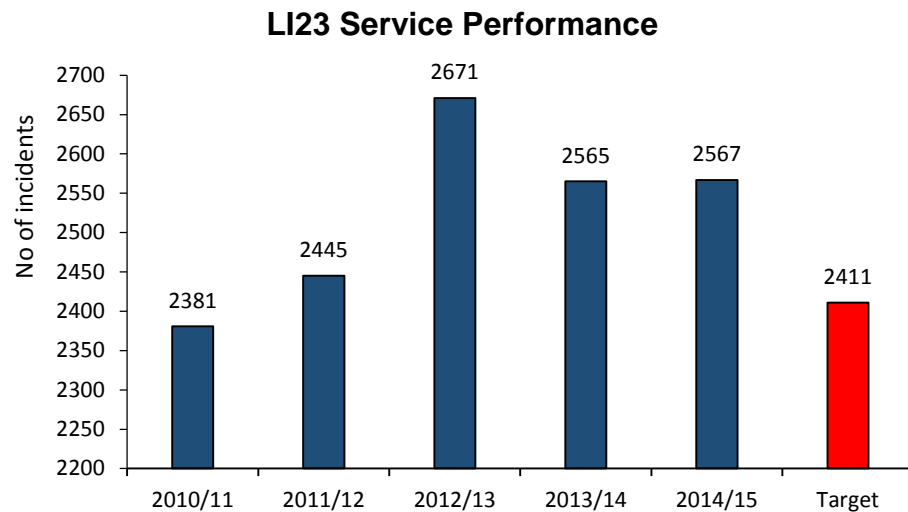
3.9.11 **North Tyneside** district recorded 202 incidents during 2014/15, an increase of 51 (34%) in comparison to the same period of the previous year.

Retail premises have the highest number of incidents in the district and have increased by 7 in comparison to the previous year. There has been a rise in incidents in Industrial Manufacturing premises rising from 10 to 26.

Although there is an increase in this area, the majority are attributed to single activations across a number of premises. This proves difficult for targeted education. The district will therefore continue to engage with those that create the highest number of Unwanted Fire Signals (UWFS) and continue to monitor this indicator to identify patterns.

3.10 (LI23) Total Number of False Alarm Calls due to Automatic Fire Alarms, either by Person Responding to an Alarm Actuated by Fire Detection Equipment or Fixed Firefighting Equipment from Domestic Premises Service Performance 2014/15

3.10.1 This indicator reflects the total number of false alarm calls due to automatic fire alarms (either by person responding to, an alarm actuated by fire detection equipment or fixed firefighting equipment) from domestic premises. A domestic premises can be classified as a property that is a place of residence i.e. occupied by households, excluding hotels, hostels and residential institutions. This includes non-permanent structures used solely as a dwelling, such as houseboats and caravans.

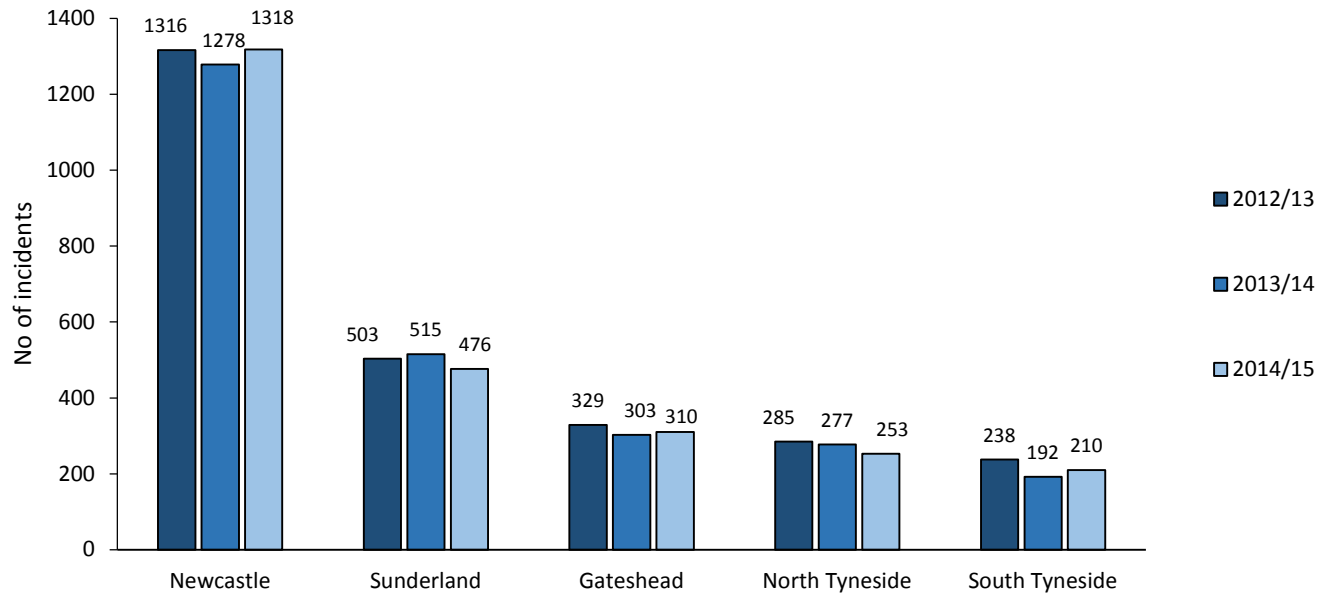


3.10.2 We attended a total of 2567 incidents during 2014/15, this is a very slight increase of 2 incidents (0.08%) in comparison to the same period last year. All Met FRS saw an increase in this indicator; we continue to record the highest number of false alarm calls from domestic premises when we compare ourselves to the other Met FRS.

3.10.3 Of these incidents 1172 (46%) were caused by cooking / burnt toast. This has been the main cause for the last five years although this has reduced by 126 incidents (9.6%). When compared to the previous year the number of incidents caused by faults has increased by 120 incidents (21%).

(LI23) Total Number of False Alarm Calls due to Automatic Fire Alarms, either by Person Responding to an Alarm Actuated by Fire Detection Equipment or Fixed Firefighting Equipment from Domestic Premises District Performance 2014/15

LI23 District Performance



3.10.4 Newcastle district accounted for 51% of all false alarms due to automatic fire alarms from domestic premises by the end of 2014/15.

(LI23) Total Number of False Alarm Calls due to Automatic Fire Alarms, either by Person Responding to an Alarm Actuated by Fire Detection Equipment or Fixed Firefighting Equipment from Domestic Premises District Performance 2014/15

3.10.5 **Newcastle** district recorded 1318 incidents during 2014/15, an increase of 40 (3.1%) in comparison to the same period of the previous year. All incidents are monitored on a monthly basis and the Prevention and Education department are informed weekly of repeat offenders or causes of concern. Newcastle district team carry out follow up visits to repeat offenders and discuss improvement plans with housing providers. Station Managers have identified premises where higher numbers have been encountered. These have been allocated to specific watches to target with educational talks for residents and more frequent visits to discuss potential ways to reduce these calls.

A high number of incidents recorded against this indicator are to sheltered accommodation that have alarm systems which are monitored by remote call handling. The District Manager has met with Head of Service at YHN to discuss potential changes to 'Call Challenge' that could assist with reduced mobilisation. These are being considered and reviewed by YHN, Fire Safety Management Group which is attended by the District Manager.

3.10.6 **Sunderland** district recorded 476 incidents during 2014/15, a reduction of 39 (7.5%) in comparison to the same period of the previous year. The district will continue to monitor trends and liaise with the management of the differing premises to identify where improvements can be made. For example, Gentoo have substantially reduced the number of calls that come through to the fire service via their call challenge policy.

3.10.7 **Gateshead** district recorded 310 incidents during 2014/15, an increase of 7 (2.3%) in comparison to the same period of the previous year. The district works closely with our partner Carecall who call challenge their properties. Repeat offenders are identified and Prevention and Education visit to offer advice to management and residents. Crews and Station Managers will continue to follow up incidents to ensure that corrective action has been taken by premises managers and automatic fire alarm providers. To address the increase in this indicator, the district will analyse historic and current data to enable more dynamic targeting.

(LI23) Total Number of False Alarm Calls due to Automatic Fire Alarms, either by Person Responding to an Alarm Actuated by Fire Detection Equipment or Fixed Firefighting Equipment from Domestic Premises District Performance 2014/15

- 3.10.8 **North Tyneside** district recorded 253 incidents during 2014/15, a reduction of 24 (8.7%) in comparison to the same period of the previous year. This indicator covers mainly sheltered accommodation within North Tyneside, the Local Authority are currently developing quality homes for older people which contain state of the art alarm systems. This will assist in driving down this indicator supported by targeted HSC from Operational Crews and Prevention and Education teams.
- 3.10.9 **South Tyneside** district recorded 210 incidents during 2014/15, an increase of 18 (9.4%) in comparison to the same period of the previous year. South Tyneside district continues to enjoy a good working relationship with South Tyneside Homes and other partners, to reduce calls to false alarms.

Appendix A – A performance summary of all Local Indicators for 2014/15

Appendix A

Performance summary of all Local Indicators for Quarter Three 2014/15

Target achieved =	
Within 2.5% of target being achieved =	
Target missed by more than 2.5% =	

Incident Data taken 7th April 2015 from the Performance Management System	A 10/11	A 11/12	A 12/13	A 13/14	Actual 14/15	% Variance from target	Target 2014/15
Deaths and Injuries							
LI1 Number of deaths from accidental fires in dwellings	3	2	0	4	1	n/a	0
LI2 Number of deaths from ALL fires	3	3	1	5	2	n/a	0
LI3 Number of injuries from accidental fires in dwellings excluding precautionary checks	67	73	69	58	47	-11%	53
Fire Attendance							
LI24 Total number of fire calls attended	7951	7864	5314	6436	5600	-8.15%	6097
LI25 Number of primary fires excluding road vehicles (part 1 of LI29)	1400	1322	1177	1130	1123	4.56%	1074
LI26 Number of primary fires involving road vehicle (part 2 of LI29)	736	620	423	469	452	4.15%	434
LI29 Number of primary fires attended	2136	1942	1700	1599	1575	4.44%	1508

OFFICIAL

	A 10/11	A 11/12	A 12/13	A 13/14	Actual 14/15	% Variance from target	Target 2014/15
Accidental Fires							
LI8 Number of accidental fires in dwellings	649	574	588	570	575	6.48%	540
LI9 Number of accidental hot fires (part 1 of LI8)	410	355	359	361	398	17.75%	338
LI10 Number of accidental non kitchen fires (part 2 of LI8)	239	219	229	209	177	-12.38%	202
Deliberate Fires							
LI33 Number of deliberate primary fires and secondary fires	6068	6009	3807	4815	3989	-12.73%	4571
LI16 Number of deliberate secondary fires	5157	5172	3159	4213	3444	-13.90%	4000
LI18 Number of refuse fires started deliberately	3580	3796	2515	2525	2466	-8.09%	2683
False Alarms							
LI21 Number of malicious false alarm calls attended	272	260	267	242	256	24.27%	206
LI22 Number of false alarm calls due to automatic fire alarms from non-domestic premises (LI22.1 as a whole number)*	3438	3096	2671	2456	2531	8.49%	2333
LI23 Number of false alarms due to automatic fire detection from domestic premises	2381	2445	2671	2565	2567	6.47%	2411

OFFICIAL