



POLICY AND PERFORMANCE COMMITTEE

Meeting of the POLICY AND PERFORMANCE COMMITTEE to be held in the Main Authority Room at the Fire and Rescue Service Headquarters, Nissan Way, Barmston Mere, Sunderland on **MONDAY 10 JULY 2023 at 10.30am**

A G E N D A

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3. Minutes of the last Meeting of the Policy and Performance Committee held on 20 February 2023	1
(Copy attached).	
4. 2022/23 End of Year/ Quarter Four Performance Report	5
Joint Report of the Chief Fire Officer/Chief Executive (the Clerk to the Authority), the Finance Director and the Personnel Advisor to the Authority (copy attached).	

CHRIS LOWTHER
Chief Fire Officer/Chief Executive (Clerk to the Authority)

29 June 2023

POLICY AND PERFORMANCE COMMITTEE

Minutes of the meeting of the POLICY AND PERFORMANCE COMMITTEE held in the Fire Authority Rooms, Fire and Rescue Service Headquarters, Nissan Way, Barmston Mere, Sunderland on MONDAY 20 FEBRUARY 2023 at 10.30am

Present:

Councillor Dodds in the Chair.

Councillors Usher and Woodwark.

Apologies for Absence

Apologies for absence were submitted to the meeting on behalf of Councillors Burdis, Kilgour and Wood.

Declarations of Interest

There were no declarations of interest.

Minutes

5. RESOLVED that the minutes of the meeting of the Policy and Performance Committee held on 7 November 2022 be confirmed and signed as a correct record.

2022/2023 Quarter Three YTD Performance Report

The Chief Fire Officer/Chief Executive (Clerk to the Authority), the Finance Director and the Personnel Advisor to the Authority submitted a joint report to provide the Policy and Performance Committee with information relating to Tyne and Wear Fire and Rescue Service's (TWFRS) performance for Quarter 3 2022/23.

The Q3 performance report 2022/23 provided a comprehensive overview of Service performance in relation to Key Performance Indicators (KPIs) for 1 April 2022 to 31 December 2022.

Members were advised that there were two corrections to be made to the report in that the total average response time was 5 minutes and 46 seconds and also that of the total number of calls received, 28,738 were answered within 7 seconds.

Whilst the statistics covered both the bonfire and Christmas period, as a report had previously been submitted to the Authority in relation to this, it was not proposed to address these figures at the meeting.

The Appendix to the report provided the Committee with a high level summary with a few key issues being brought to the attention of Members.

In relation to the incidents by time of day, the hours of between 4pm and 9pm continued to be the busiest period and of the 15,205 incidents attended (which was an increase of 12%) fire, grassland, woodland and crops continued to be the main type of incident (16%).

Being referred to the number of accidental dwelling fires, Members were advised that there had been a 4% decrease and that the main causes for these type of incidents were cooking appliances and smoking related materials.

With regards to deliberate fires, the Service had seen a 20% increase, with only Gateshead showing a decrease in numbers within this target.

The number of non-domestic fires had reduced (146 compared to 153 in the previous year) and the proactive work undertaken with schools and hospitals had clearly been beneficial especially in relation to automatic false alarms and also the risk based attendance policy which had been implemented.

The Committee was advised that the Service had lost 7,145 shifts due to staff sickness with Mental Health – Stress being the highest number reported. This being a reduction of 108 shifts when compared to the same period in 2021/22. The Service continued to look for ways to reduce this including a Health and Wellbeing Hub on the intranet, Trauma Support teams and mental health first aiders. Whilst the number of shifts lost still remained high, staff on long term sickness leave did contribute to this factor. ACFO McVay commented that it was extremely positive that employees felt comfortable in declaring mental health issues and added that a further breakdown in relation to shifts lost by category would be submitted to future meetings.

Councillor Woodwark referred to P14 in particular, the statistics which had seen an increase commenting that the increase in the number of deliberate refuse fires was completely beyond the control of the Service and that whilst the targets were challenging, the number of fire related deaths (6) was the most worrying.

ACFO McVay agreed and added that the number of deliberate secondary fires had also increased (20%) therefore work was ongoing with Local Authorities and schools, for example within the Sunderland district, Crews had been allocated hotspot ward areas within their station areas. ASB reduction would be carried out in these areas, including multi agency working, ASB tours and fly tipping removal.

Councillor Usher questioned how the Service felt about the level of policing and was advised that the relationship with the Police was very good and that TWFRS worked with them as much as they could and that they did commit to that, especially in relation to the issues at West Denton.

Councillor Woodwark welcomed the multi-agency approach but commented that the Police were also overstretched.

Members were advised that there had been 61 attacks on firefighters (1 including an attack on a Police Officer) with appliance CCTV and body worn footage provided to the police to assist in investigations of these occasions. This was an increase of 6 compared to the same period last year and the Service was committed to reduce the number of these occurrences by working with Police and partners. The Police presence had been beneficial with a number of arrests being made, and the multiagency approach between the Fire Service, the Police, Local Authorities and Schools continued and was having the desired impact with only 2 attacks the previous month which fell outside of the inclusion zone.

The Committee was advised that there had been six confirmed fire fatalities. Each one was as a result of an accidental dwelling fire. Two occurred in North Tyneside, two in South Tyneside and two occurred at the same incident in Sunderland. Following a case conference and findings of the fire investigator for one of the fatalities in North Tyneside, the Prevention and Education team had worked with sheltered accommodation to raise awareness of the potential dangers of emollients. A Coroner's report was still awaited on two of the incidents.

In relation to the incident in in North Tyneside the male was deceased and the female was rescued. TWFRS engaged with them in 2019 and they were not deemed to be high risk. With regards to the incident in Sunderland both the male and female were deceased again with smoking believed to be the contributing factor, as with the incident in South Tyneside with the investigation still ongoing.

ACFO McVay explained that these incidents must be declared until confirmation of a fire related death was received however it was believed that all 3 incidents related to the disposal of cigarettes.

There had been a total of 15,766 Safe and Well visits carried out across the Service by the Prevention and Education (P&E) Teams as well as Operational personnel. This was an increase of 9,300 (144%) when compared with last year. Targeted Priority lists equated for 38% of these visits.

Councillor Woodwark questioned whether the targeting strategy was based on risk and was advised that there was an intention to review the targeting strategy with the Prevention and Education Teams with a focus being on smoking and emollients.

Councillor Woodwark then referred to the number of false alarms (5432) which had seen an 11% increase and was advised that a 'call challenge' procedure was in place.

Councillor Usher referred to the number of emergency calls received (62,334) and questioned whether the number of call handlers was adequate and was advised that staffing levels had been considered and that TWFRS always seek to maintain 5 call handlers on duty at all times.

The Vice-Chair on closing the meeting, commented that smoking did seem to a huge factor and that a lot of work was underway to highlight this risk.

6. RESOLVED that the contents of the report be noted.

(Signed) K. DODDS
Vice-Chair



MEETING: POLICY AND PERFORMANCE COMMITTEE 10 JULY 2023

SUBJECT: 2022/23 END OF YEAR / QUARTER FOUR PERFORMANCE REPORT

JOINT REPORT OF THE CHIEF FIRE OFFICER/CHIEF EXECUTIVE (THE CLERK TO THE AUTHORITY) THE FINANCE DIRECTOR AND THE PERSONNEL ADVISOR TO THE AUTHORITY

1 INTRODUCTION

- 1.1 The purpose of this report is to provide the Policy and Performance Committee with information relating to Tyne and Wear Fire and Rescue Service's (TWFRS) performance for End of Year / Quarter 4 (Q4) 2022/23 (Appendix A).

2 BACKGROUND

- 2.1 The End of Year / Q4 performance report 2022/23 provides a comprehensive overview of Service performance in relation to Key Performance Indicators (KPIs) and Corporate KPI's for 1 April 2022 to 31 March 2023.
- 2.2 Data contained in the operational performance report is extracted from the Incident Recording System (IRS) and Community Fire Risk Management Information System (CFRMIS) in relation to incident data and Safe and Well Checks, Corporate data is extracted from the relevant Power BI dashboards.
- 2.3 Mets incident data is collated by Greater Manchester Fire and Rescue Service and distributed to all Met FRs' for benchmarking purposes (Appendix B).
- 2.4 The Service also produces a leaflet entitled 'Our Year in Review' which supplements the end of year performance report. This will be provided to Committee Members at the meeting.

3 Q4 YEAR TO DATE 2022/23 OPERATIONAL PERFORMANCE

- 3.1 The Service have achieved, or are within 10% of achieving 10 of the 16 targets:
- LI03 – Number of Injuries from accidental dwelling fires
 - LI05 – Number of Injuries from all fires
 - LI08 – Number of accidental fires in dwellings



- LI09 – Number of accidental kitchen fires in dwellings
- LI10 – Number of accidental non kitchen fires in dwellings
- LI18 – Deliberate refuse fires
- LI21 – Malicious false alarms attended
- LI22 – Number of false alarms to non domestic property
- LI29 – Number of primary fires attended
- LI35 – Number of fires in a non domestic property

3.2 Q4 2022/23 Operational performance highlights compared with Q4 2021/22:

- 18,729 incidents attended, this was an increase of 5% (17922), (LI32).
- Injuries from all fires decreased by 14% (19), (LI05).
- Injuries from accidental dwelling fires increased by 8 (LI03).
- 29% (10) injuries from accidental dwelling fires were caused by cooking appliance – cooker incl. oven. (LI03).
- Males aged 50-79 accounted for 21% of the injuries from accidental dwelling fires.
- 2% (8) increase in accidental dwelling fires (LI08).
- In 89% of accidental dwelling fires a smoke alarm was fitted
- In 65% of accidental dwelling fires the smoke alarm activated.
- 3% (169) increase in deliberate fires (LI33).
- False alarms in domestic premises (LI23) have increased by 14% (386) and false alarms in non-domestic premises have increased by 6% (80).

3.3 Q4 2022/23 Corporate performance highlights compared with Q4 2021/22:

- A total of 21,078 Safe and Well visits carried out, an increase of 9,041 (75%) from 12,037.
- 1189 Fire Safety Audits carried out, 60% of yearly target.
- 95% of staff have a completed PDR.
- Critical training compliance rate of 98%.
- Staff sickness 9,438 shifts lost, 442 less compared to Q4 2021/2022.
- The average response time for the first appliance to Risk Level 1 was 5 minutes 19 seconds, this is two seconds quicker than in Q4 2021/22.
- The average response time to all incidents is 5 minutes 44 seconds.
- 54 accidents to TWFRS personnel, an increase of 15 from Q4 2021/2022.
- 71 attacks on Firefighters, a reduction of 11.



- 45 vehicle accidents, a reduction of 2 from Q4 2021/22.
- Total of 35,248 Emergency Calls, a 7% (2,257) increase on Q4 2021/2022, of the 35,248 calls 96% were answered within seven seconds.

4 Operational Performance Initiatives

- 4.1 **Deaths from Fires** - There have been ten confirmed fire fatalities. Hot strikes were carried out in the surrounding areas after all fatalities. Emollient education is continuing to local watches and to Sheltered Accommodation and Care homes. Initiative preventing fire fatalities through partnership working conference, took place in April 2023 with representation from Newcastle and North Tyneside partner organisations. Sunderland district have an initiative focussing on smoking materials disposal.
- 4.2 **Injuries from Fires** - All accidental dwelling fires are given a follow up visit by Prevention & Education (P&E) to deliver key fire safety messages to occupants. Newcastle district have delivered training sessions to partners to provide awareness regarding fire safety and Safe and Well referral mechanisms. A campaign 'Smoke free Newcastle' was attended to focus on supporting smokers to quit smoking. All visits from P&E Gateshead will distribute the Green Doctor independent energy advice service. Sunderland district continue to work with crews to focus on kitchen safety and risks associated with cooking.
- 4.3 **Accidental Dwelling Fires** - P&E North and TWFRS Community Engagement Team attended a large scale EID celebration in Newcastle, delivering key fire safety messages. North Tyneside have a number of initiatives running such as Lifesavers, Operation RESPECT and Partnership working with NHS North East and North Cumbria. Gateshead district have a number of initiatives which include Safe and Well local intelligence, Gateshead Spring Newsletter, Gateshead High-Rise group, Schools engagement, Operation Bridge, Care Call collaboration.
- 4.4 **Deliberate Fires** - within the Newcastle district a fire safety educational talk was delivered to the young people attending Northbourne Youth, to deliver key messages around ASB. Watches from Newcastle West have developed strong links with local primary schools and have delivered educational talks. North Tyneside continue to have joint action meetings with North Tyneside Council, Police and Probation Services and under privileged youth engagement. Sunderland district have a number of initiatives to reduce deliberate fires including the Southwick Altogether Raising Aspirations.



- 4.5 **False Alarms** – Fire safety have carried out follow up engagements with residential homes to continue to reduce UWFS. Engagement with Student Accommodation also continues to provide education on key areas such as cooking. Engagement also continues with non domestic premises to reduce actuations. Fire safety continue to carry out post fire activities. These engagements support the main post firework following significant or prominent fires. Staff visited the surrounding premises in a hot strike strategy to raise awareness of timely issues. In derelict premises the department will contact those responsible for the premises as they have a responsibility to ensure it is secured.

5 Corporate Performance Summary

- 5.1 There has been a total of 21,078 Safe and Well visits carried out across the Service by our Prevention and Education (P&E) Teams as well as Operational personnel. This is an increase of 9,041 (75%) when compared with last year. Occupier requests remain popular and campaigns such as Lifesaver continue to publicise our Safe and Well visits. Hot strikes continue to be undertaken following incidents where local residents are visited by Operational crews and P&E staff.
- 5.2 Critical training compliance (98%) is calculated taking into account all operational personnel including flexi duty officers being in date for all training and maintaining competencies. This includes personnel who are absent from work due to leave periods or short periods of absence.
- 5.3 The Service has lost 9,438 shifts lost to staff sickness – Mental Health - Stress being the highest number (1827) The Service continues to look for ways to reduce this including a Health and Wellbeing Hub on the intranet, Trauma Support teams and mental health first aiders are some of the ways the Service looks to support.
- 5.4 There have been 71 attacks on firefighters with appliance CCTV and body worn footage provided to the police to assist in investigations of these occasions. This is a reduction of 11 compared to the same period last year and the Service is committed to reduce the number of these occurrences by working with Police and partners. A community engagement team will be working from West Denton fire station under the Better Lives Safer Communities (BLSC) initiative to assist with ASB issues.



- 5.5 The Service has seen a reduction of 2 vehicle accidents to 45, full investigations are undertaken by Station Managers to ensure lessons are learnt and shared with the Vehicle Training School.
- 5.6 Our Fire Control have received 35,248 emergency calls with 96% of these calls answered within 7 seconds. Maintaining pumping appliance availability above 96% the Service have provided an average response time of 5 minutes and 44 seconds for the first appliance to attend all incidents. Our average response time to risk level 1 incidents is 5 minutes 19 seconds which is 2 seconds quicker than 2021/2022.
- 5.7 Our Carbon Monitoring continues to show reduction in Gas and Electricity usage, however due to the costs of energy we have seen a significant rise in Electricity costs.

6 Mets Comparison

6.1 In comparison to other Metropolitan FRS'-

- TWFRS recorded the highest number of Fatalities from all fires per 100,000 population with 0.87.
- TWFRS had the second lowest number of injuries from accidental dwelling fires per 100,000 population with 3.75.
- TWFRS recorded the highest number of Primary Fires per 100,000 of all Met FRS with 159.25.
- TWFRS recorded the second lowest number of accidental dwelling fires per 10,000 dwellings with 9.17, an increase from 8.99 per 10,000 dwellings the previous year.
- TWFRS had the highest number of deliberate fires per 10,000 population in comparison to the other Met FRS's during 2022/2023, this was 55.68.
- TWFRS had the highest number of deliberate secondary fires per 10,000 population in comparison to other Met FRS's, 47.71.
- TWFRS recorded the second highest number of malicious false alarms per 1,000 population, however this was a decrease of 0.02 compared to the previous year.
- TWFRS had the second highest number of false alarms from automatic fire alarms in non-domestic premises per 1,000 non domestic premises with 41.53.
- TWFRS had the second highest number of false alarms from automatic fires alarms in domestic premises per 1,000 domestic premises with 5.89.
- TWFRS recorded the second highest number of fires in non-domestic properties per 1,000 non domestic premises with 5.26.



7 Supporting TWFRS vision and values

7.1 Effective monitoring and analysis of our performance support our vision, values, goals and priorities.

8 Risk analysis

8.1 Effective KPIs will reduce risk through identification, measurement and performance management of key business areas.

9 People Impact Assessment

9.1 There are no equality / legislative implications associated with this report.

10 Resource implications

10.1 There are no resource implications associated with this report.

11 Background papers

Previous quarterly performance reports are available from the Data and Information Team and on Tyne and Wear Fire and Rescue Service Website.

**Tyne and Wear Fire
and Rescue Service**
Creating the Safest Community



Performance Report

2022/23

1st April to 31st March



1st April 2022 to 31st March 2023

Our Indicators focus on incidents and fires attended by Tyne and Wear Fire and Rescue and a number of other corporate indicators. These indicators are managed, analysed and reported on throughout the year this work helps Tyne and Wear Fire and Rescue deliver:-

Our Vision

“Creating the Safest Community”

Our vision for the community will be achieved by providing the people of Tyne and Wear with the services they want and need, to the highest possible standard;

Our Mission

“To Save Life, Reduce Risk, Provide Humanitarian Services and Protect the Environment”

Our mission will help us to secure this vision;

Our Strategic Goals



Service Effectiveness



Efficiency



People

TWFRS 2025 Programme

To help us achieve our Vision and Strategic Goals, the Service has developed the TWFRS 2025 Programme that will drive and direct Service transformation over the next five years. There are three strategic priorities of this programme:



Inclusion



All Hazards Approach to Firefighter Safety



Digital and Data



Local Indicators

2022/23

1st April to 31st March 2023

Our local Indicators focus on incidents and fires attended by Tyne and Wear Fire and Rescue Service. These include fire-related fatalities, casualties from those fires and response times to those fires, dwelling fires, false alarms and a number of other indicators.

The data contained in this section was ran 24/04/2023

Q4 2022/23 Operational performance highlights compared with Q4 2021/22:

- 18,729 incidents attended, this was an increase of 5% (17922), (LI32).
- Injuries from all fires decreased by 14% (19, (LI05).
- Injuries from accidental dwelling fires increased by 8 (LI03).
- 29% (10) injuries from accidental dwelling fires were caused by cooking appliance – cooker incl. oven. (LI03).
- Males aged 50-79 accounted for 21% of the injuries from accidental dwelling fires.
- 2% (8) increase in accidental dwelling fires (LI08).
- In 89% of accidental dwelling fires had a smoke alarm present.
- In 65% of accidental dwelling fires the smoke alarm activated.
- 3% (169) increase in deliberate fires (LI33).
- False alarms in domestic premises (LI23) have increased by 14% (386) and false alarms in non-domestic premises have increased by 6% (80).

**TWFRS Performance Against Targets
(plus 10% tolerance)
1st April 2022 to 31st March 2023**

4

<p>Deaths from Accidental Dwelling Fires</p> <p style="font-size: 24pt; color: red;">10</p> <p>Target 0</p>	<p>Deaths from All Fires</p> <p style="font-size: 24pt; color: red;">10</p> <p>Target 0</p>	<p>Injuries from Accidental Dwelling Fires</p> <p style="font-size: 24pt; color: green;">34</p> <p>Target 33</p>	<p>Injuries from All Fires</p> <p style="font-size: 24pt; color: green;">120</p> <p>Target 129</p>
<p>Accidental Fires in Dwellings</p> <p style="font-size: 24pt; color: green;">470</p> <p>Target 492</p>	<p>Accidental Kitchen Fires in Dwellings</p> <p style="font-size: 24pt; color: green;">233</p> <p>Target 272</p>	<p>Accidental Non Kitchen Fires in Dwellings</p> <p style="font-size: 24pt; color: green;">237</p> <p>Target 220</p>	<p>Deliberate Secondary Fires</p> <p style="font-size: 24pt; color: red;">5469</p> <p>Target 4351</p>
<p>Deliberate Refuse Fires</p> <p style="font-size: 24pt; color: green;">3171</p> <p>Target 3091</p>	<p>Malicious False Alarms Attended</p> <p style="font-size: 24pt; color: green;">207</p> <p>Target 198</p>	<p>AFA's to Non Domestic premises</p> <p style="font-size: 24pt; color: green;">1539</p> <p>Target 1467</p>	<p>AFA's to Domestic premises</p> <p style="font-size: 24pt; color: red;">3020</p> <p>Target 2613</p>
<p>Fire Calls</p> <p style="font-size: 24pt; color: red;">8655</p> <p>Target 7062</p>	<p>Primary Fires</p> <p style="font-size: 24pt; color: green;">1825</p> <p>Target 1746</p>	<p>Total Incidents</p> <p style="font-size: 24pt; color: red;">18729</p> <p>Target 16607</p>	<p>Fires in Non Domestic premises</p> <p style="font-size: 24pt; color: green;">195</p> <p>Target 191</p>

TWFRS Performance Summary

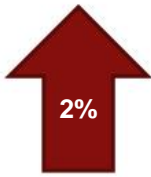
1st April 2022 to 31st March 2023

Fires



8655

2%



Previous

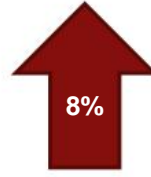
8493

False Alarms



6852

8%



Previous

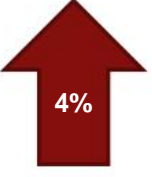
6320

Special Service



3222

4%



Previous

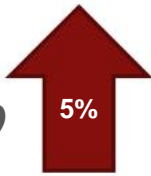
3109

Total Incidents



18729

5%



Previous

17922

Fire Injuries



120

-14%



Previous

139

Fire Fatalities



10

9



Previous

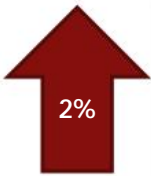
1

Accidental Dwelling Fires



470

2%



Previous

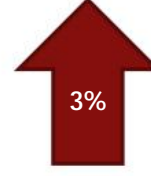
462

Deliberate Fires



6380

3%



Previous

6211

Non Domestic Fires



195

1%



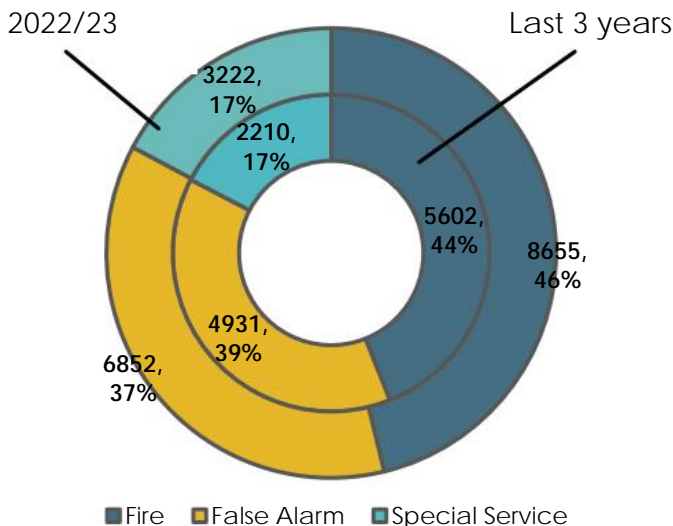
Previous

193

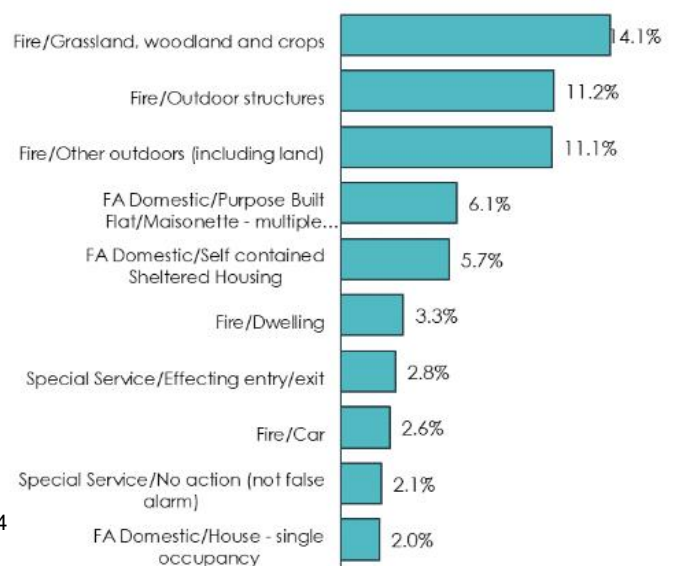
Incidents by Time of Day

	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
Mon	72	58	55	40	42	40	36	59	53	67	67	78	92	101	97	136	182	248	239	252	255	170	109	101
Tue	74	78	48	52	41	37	41	51	48	53	78	54	74	81	117	101	140	210	234	278	222	169	113	98
Wed	89	65	61	53	42	45	40	47	53	73	65	81	68	85	86	135	123	171	227	251	193	181	114	77
Thur	69	74	61	40	39	23	50	55	58	61	69	81	87	101	104	140	152	223	257	266	243	186	126	94
Fri	62	61	51	46	51	42	39	75	60	59	78	79	77	91	118	110	152	185	199	243	218	206	140	110
Sat	94	86	73	46	58	58	44	61	43	64	78	77	103	106	127	167	183	252	263	271	237	192	134	117
Sun	100	85	66	64	43	44	50	48	57	65	71	92	105	129	172	173	242	236	250	294	261	171	114	86

Incidents by Type



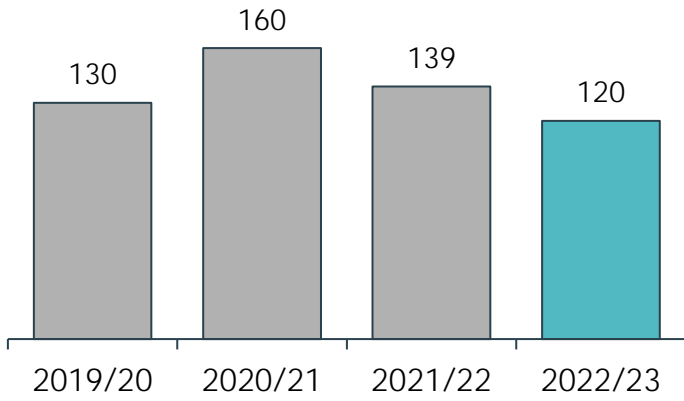
Top 10 Incidents



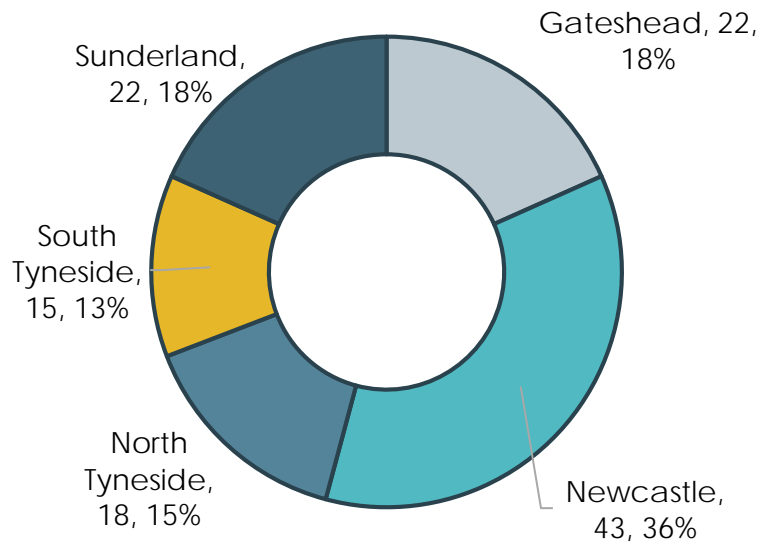
Injuries from All Fires

Including first aid and precautionary checks

Injuries from All Fires District



All Fire Injuries by District



Injury Main Cause All Fires



Cooking appliance -
Cooker incl. oven

36

30%

Injury Severity All Fires



Precautionary
Check

23

19%



First Aid at
Scene

55

46%



Hospital
Slight

26

22%



Hospital
Serious

16

13%

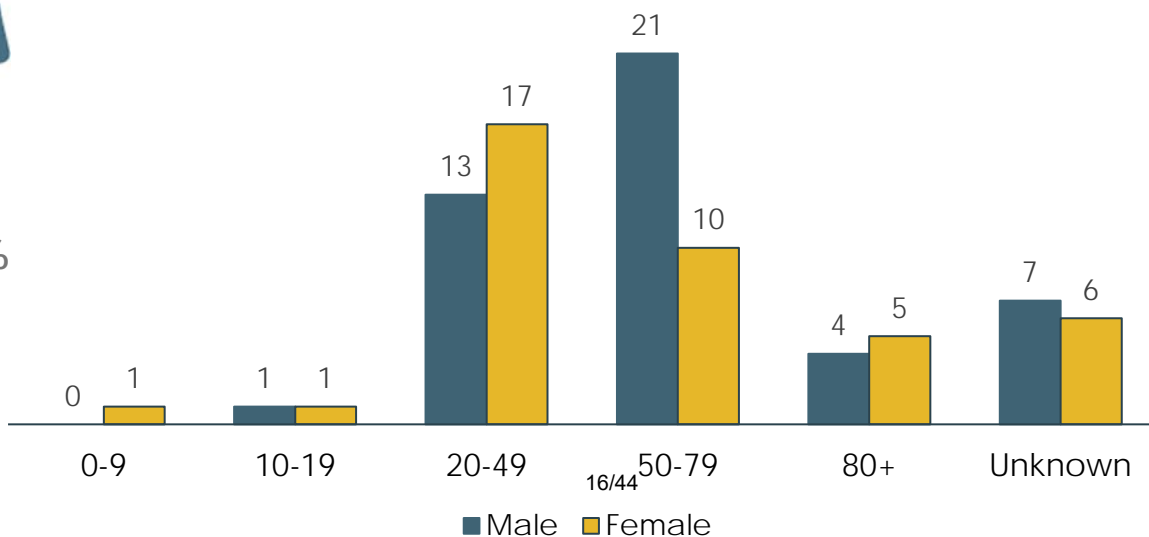
Victim Age / Gender All Fires



53%



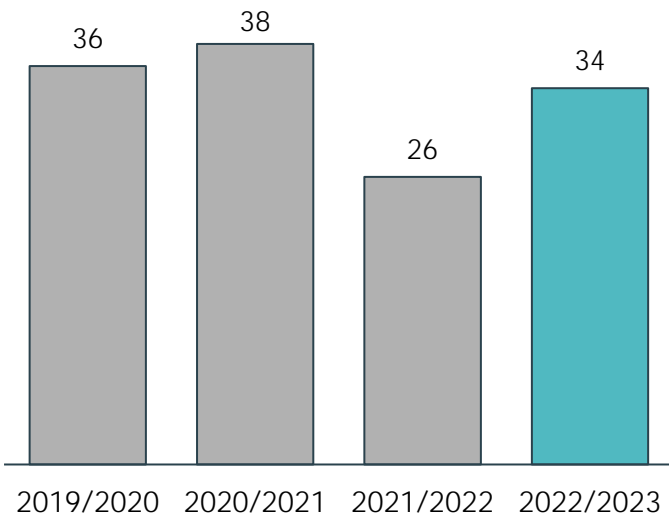
47%



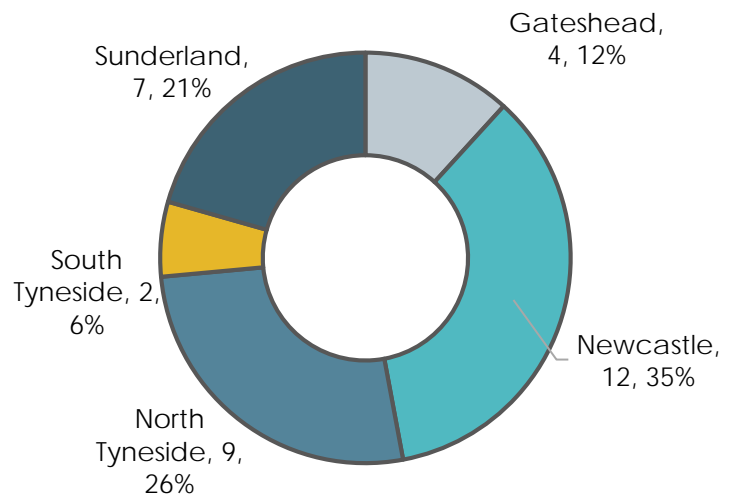
Injuries from Accidental Dwelling Fires (ADF)

Excluding first aid and precautionary checks

Injuries from ADF



ADF Injuries by District



Injury Main Cause ADF



Cooking appliance - Cooker incl. oven
10
29%

Injury Severity ADF



Hospital Slight
21
62%



Hospital Serious
13
38%

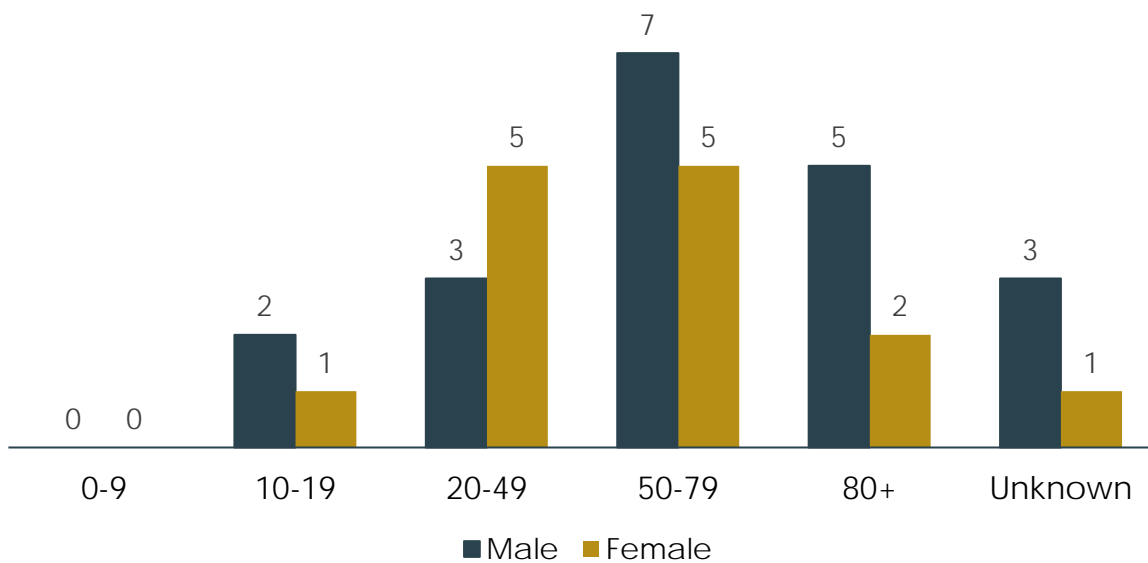
Victim Age / Gender ADF



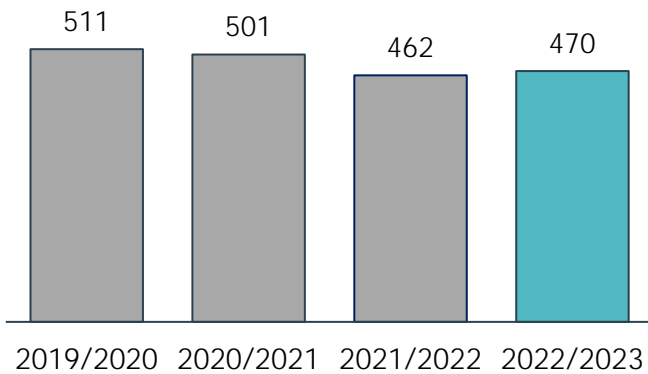
59%



41%



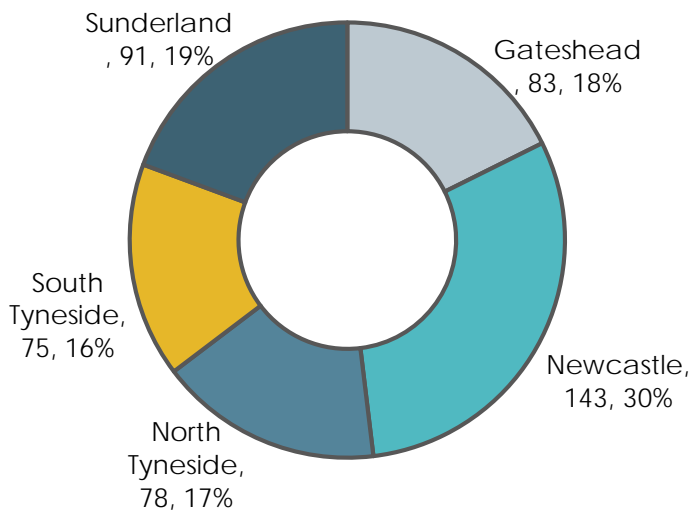
ADF by Year



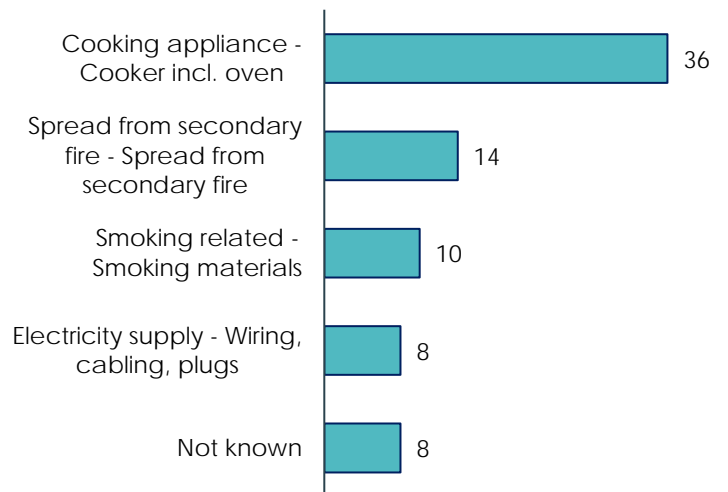
Performance Summary

Service	Previous Year	3 Year Average
Service	2%	-5%
Gateshead	17%	-5%
Newcastle	-3%	-3%
North Tyneside	0%	-7%
South Tyneside	39%	-7%
Sunderland	-18%	-5%

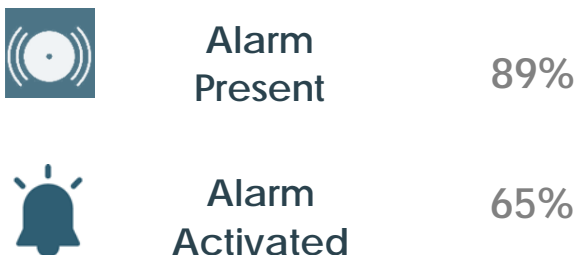
ADF by District



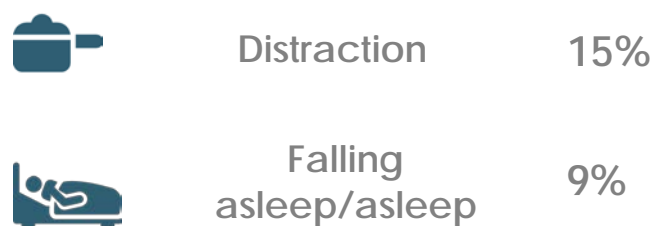
ADF by Source of Ignition (Top five)



Alarm Detection and Actuation



Human Factors



Main Reason for Non Activation

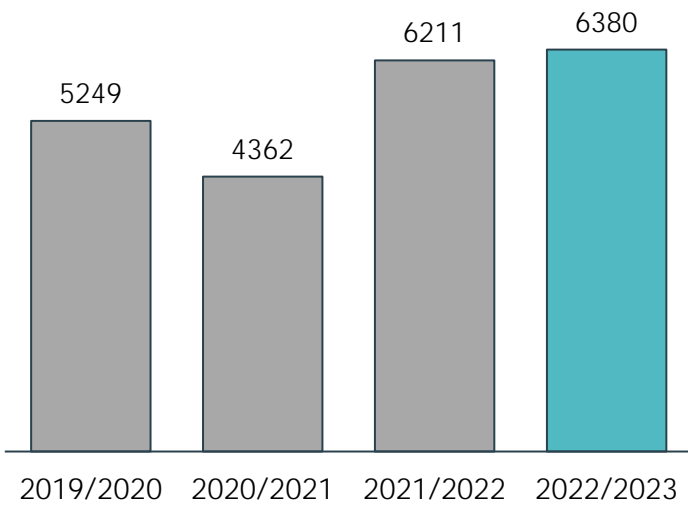
Fire not close enough to detector

Alcohol/Drug Impairment



Deliberate Fires

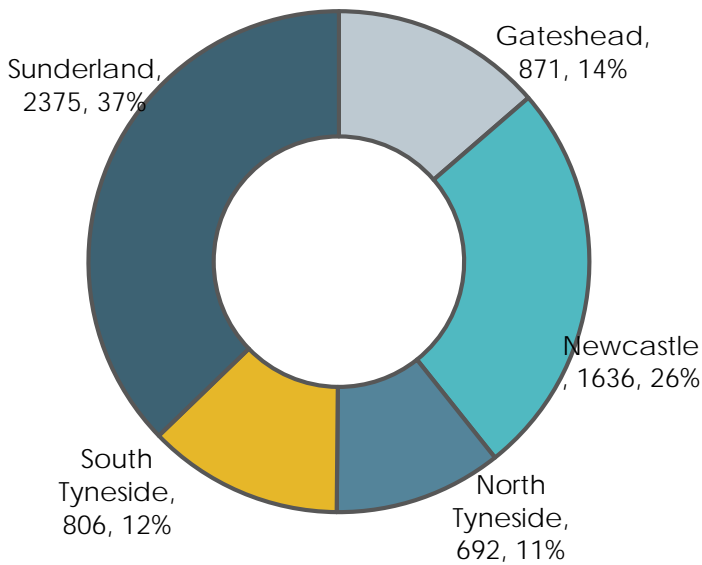
Deliberate Fires by Year



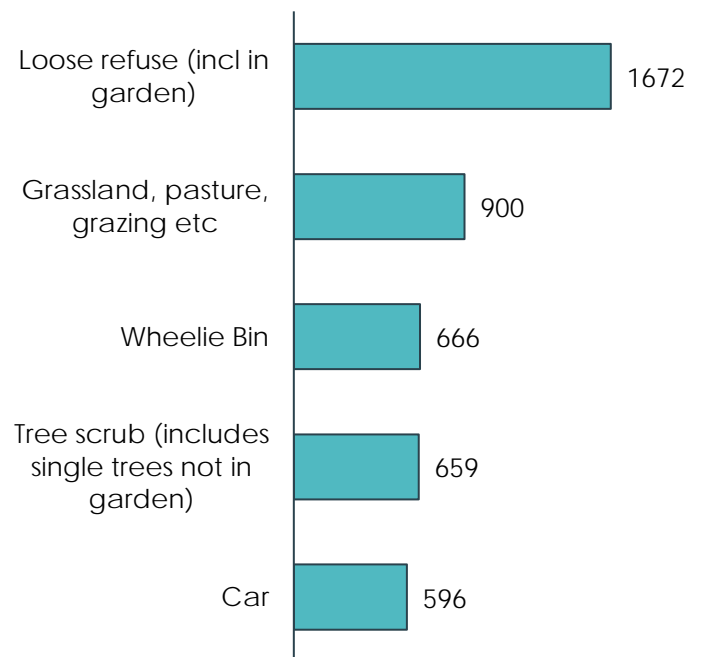
Performance Summary

Service	Previous Year	3 Year Average
Service	12% ●	20% ●
Gateshead	-19% ●	17% ●
Newcastle	-14% ●	29% ●
North Tyneside	7% ●	30% ●
South Tyneside	-2% ●	29% ●
Sunderland	72% ●	15% ●

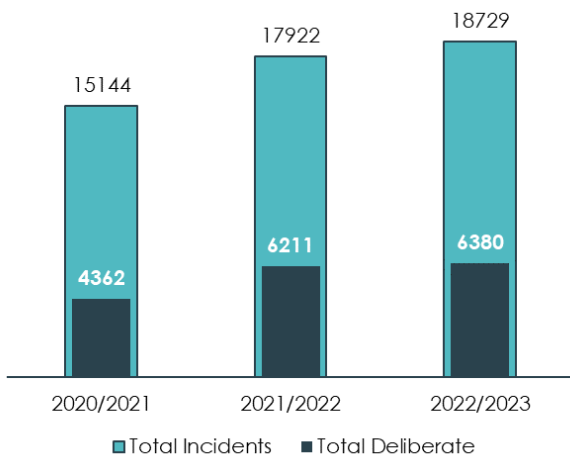
Deliberate Fires by District



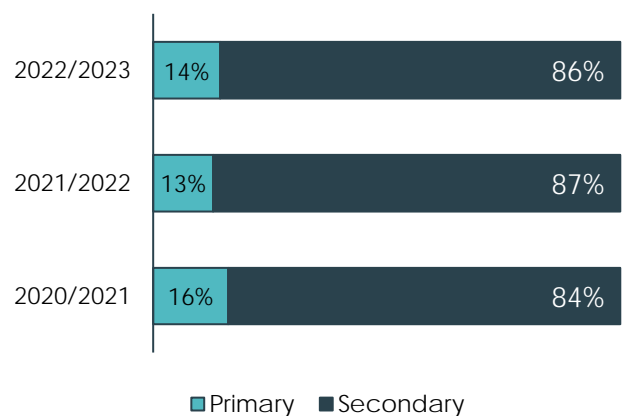
Deliberate Fires by Property Type



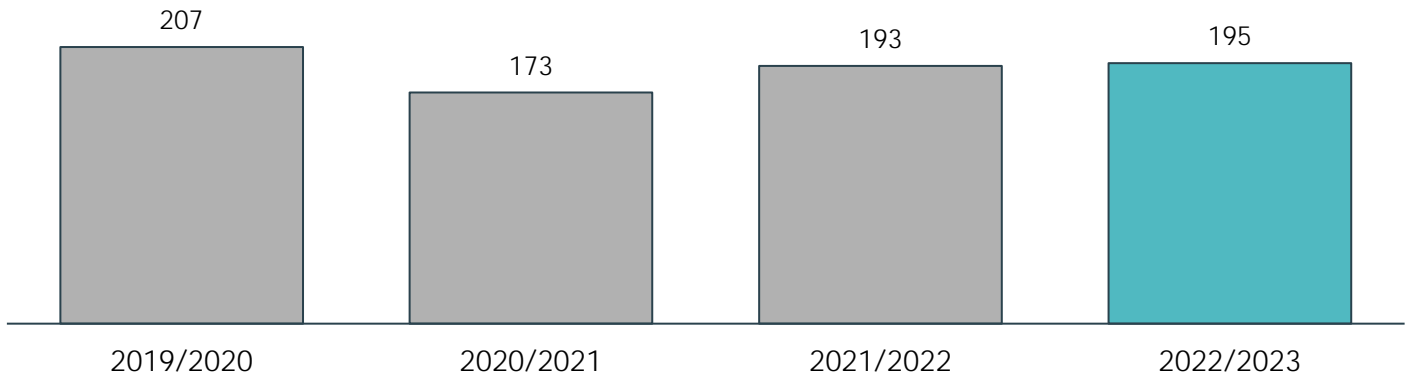
Deliberate Fires Compared to All Incidents



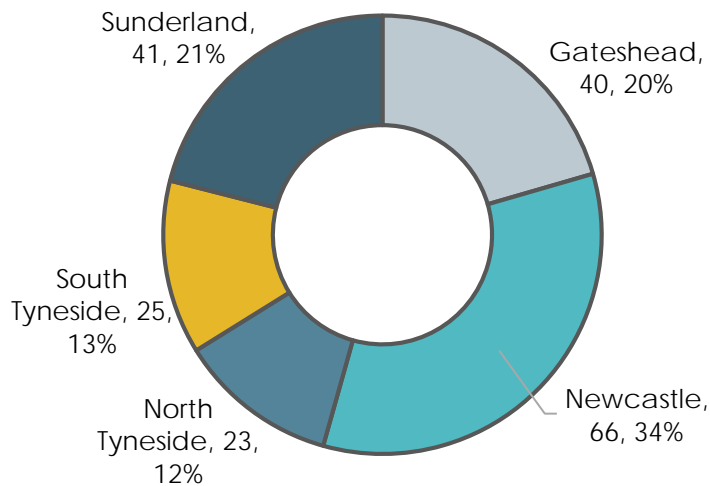
Deliberate Fires by Classification



Non Domestic Fires by Year



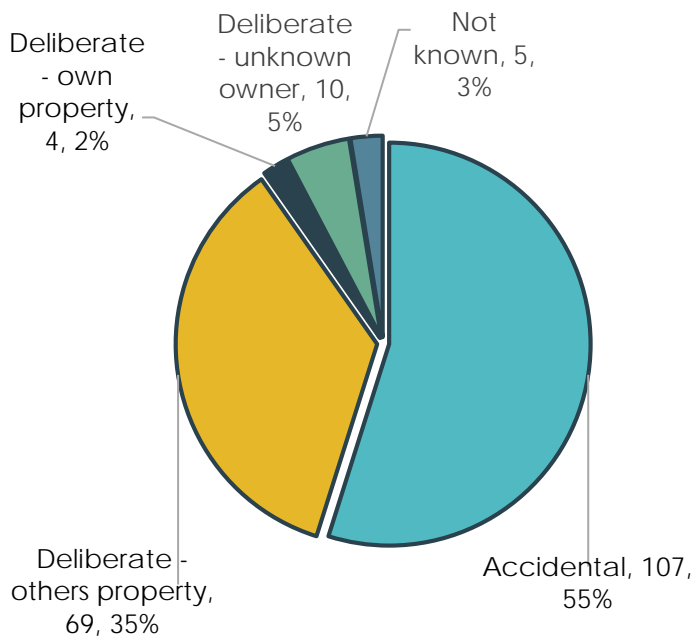
Non Domestic Fires by District



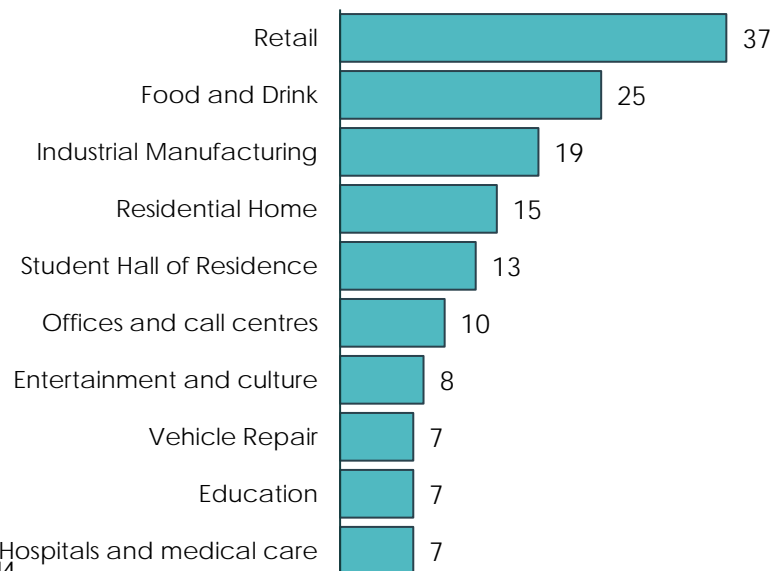
Performance Summary

Service	Previous Year	3 Year Average
Overall	-7%	6%
Gateshead	-7%	38%
Newcastle	-14%	29%
North Tyneside	-56%	16%
South Tyneside	67%	81%
Sunderland	11%	-16%

Non Domestic Fires by Motive

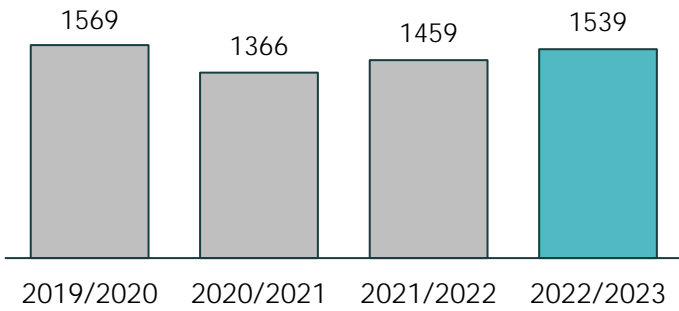


Non Domestic Fires by Property Type

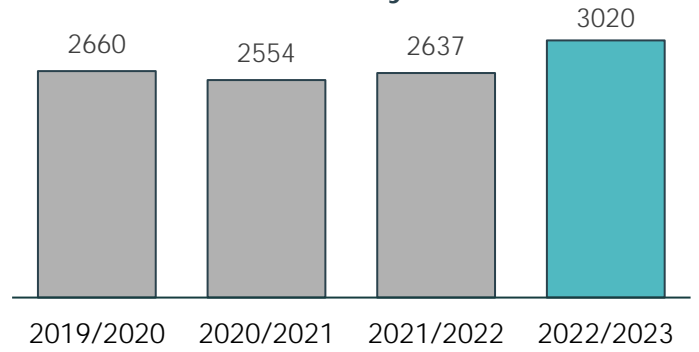


Automatic False Alarms (AFA)

Non Domestic AFA by Year



Domestic AFA by Year



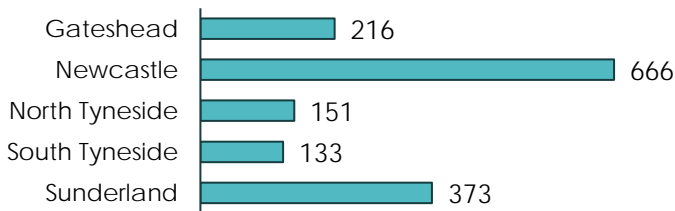
Performance Summary

Service	Previous Year	3 Year Average
Service	5% ●	-5% ●
Gateshead	-16% ●	0% ●
Newcastle	8% ●	-4% ●
North Tyneside	5% ●	-6% ●
South Tyneside	17% ●	-6% ●
Sunderland	13% ●	-6% ●

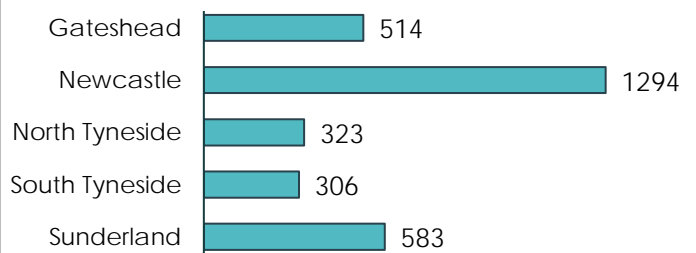
Performance Summary

Service	Previous Year	3 Year Average
Service	18% ●	-1% ●
Gateshead	17% ●	-2% ●
Newcastle	22% ●	-2% ●
North Tyneside	-11% ●	7% ●
South Tyneside	38% ●	-2% ●
Sunderland	22% ●	2% ●

AFA Non Domestic by District



AFA Domestic by District



Main Property Type



Education

18
12%

Main Reason For Activation



Faulty

499
32%

Main Property Type



Purpose Built
Flat/Maisonette -
multiple occupancy

1135
37%

Main Reason For Activation



Cooking/burnt
toast

1250
41%

AFA's Compared to all Incidents





Internal Performance Monitoring

2022/23

1st April to 31st March

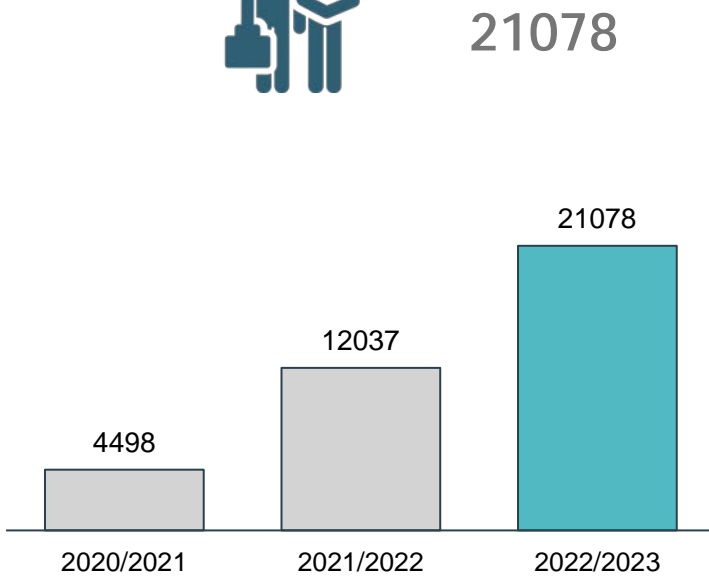
Key performance indicators measure areas of performance that are important to us and are essential in helping us understand how well we are serving our communities. They set expectations to help managers to monitor and adapt to changing situations to assist in achieving our objectives.

The data contained in this section was ran 24/04/2023

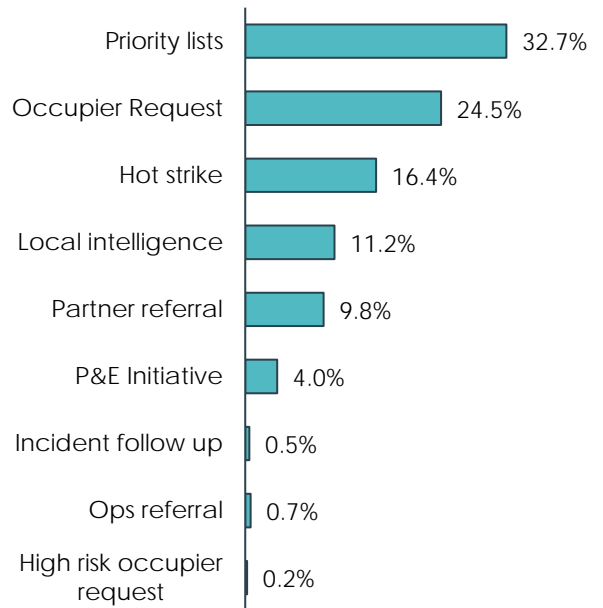
Q4 2022/23 Corporate performance highlights compared with Q42021/22:

- A total of 21078 Safe and Well visits carried out, an increase of 9041 (75%), from 12037.
- 1189 Fire Safety Audits carried out, 60% of yearly target.
- 95% of staff have a completed PDR.
- Critical training compliance rate of 98%.
- Staff sickness 9438 shifts lost, 442 less compared to Q4 2021/2022.
- The average response time for the first appliance to Risk Level 1 was 5 minutes 19 seconds, this is two seconds quicker than in Q4 2021/22.
- The average response time to all incidents is 5 minutes 44 seconds.
- 54 accidents to TWFRS personnel, an increase of 15 from Q4 2021/2022.
- 71 attacks on Firefighters, a reduction of 11.
- 45 vehicle accidents, a reduction of 2 from Q4 2021/22.
- Total of 35,248 Emergency Calls, a 7% (2257) increase on Q4 2021/2022, of the 35,248 calls 96% were answered within seven seconds.

Safe and Well Visits



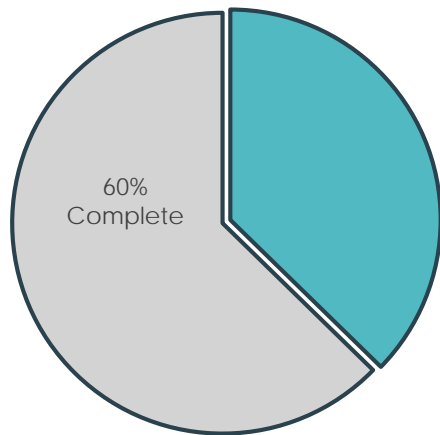
Reason for Visit



Fire Safety Audits

% of Yearly Target

1189



PDR Completion

95%



Critical Training Compliance Rate

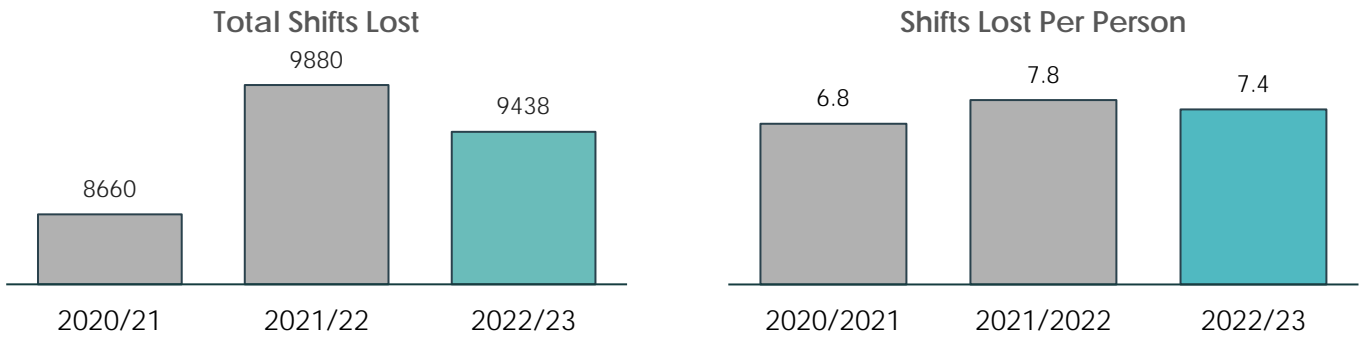
98%

Compliance with National Fire Standards

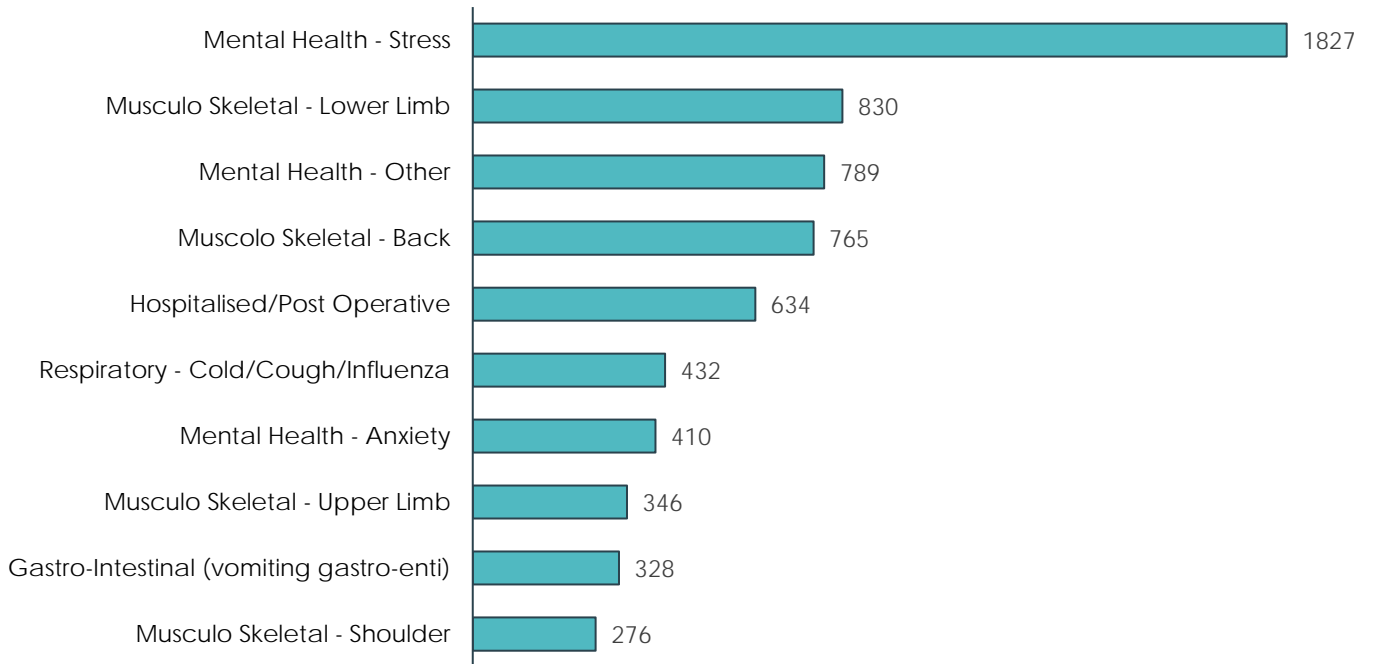
74%

By the end of Q4, 14 Fire Standards were implemented by the Fire Standards Board, (with an additional two Standards introduced on 30 March which have not yet been included for monitoring.) Compliance rate at Q4 is 72 %, a reduction from Q3. Fire Standards compliance is reported to, and monitored by, the Corporate Governance Board and Service Improvement and Transformation Board, and a paper was presented to April 2023 ELT to ensure corporate oversight. Each Fire Standard is assigned a strategic lead (ELT Member) to progress implementation in the Service.

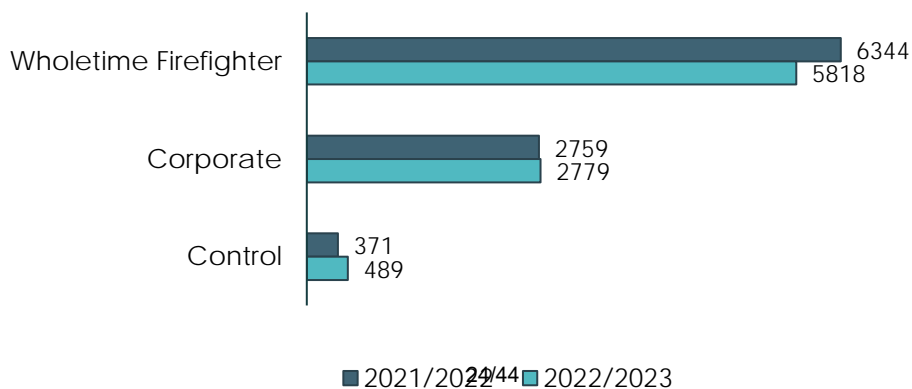
Staff Sickness Absence



Shifts Lost Main Reason for Absence



Shifts Lost by Category

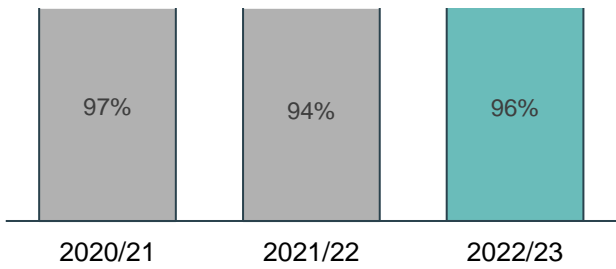


Total Emergency Calls



35248

% Calls Answered Within 7 Seconds



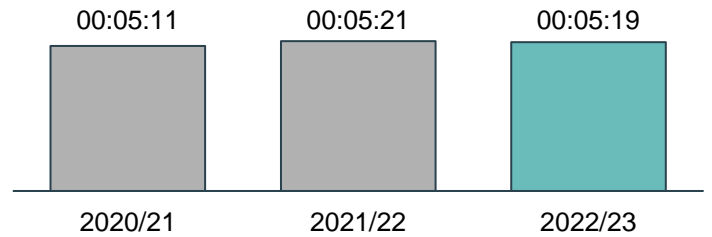
Emergency Response Time



Average response time to all Incidents

5m 44s

Average response time to Risk Level 1 Incidents



Emergency Response Time- Risk Level

*** Risk Level 1**

High level of risk to human life

Risk Level 2

Moderate life risk



First Appliance at a Risk Level 1* Incident on Scene Within 6 Minutes

70.84%



First Appliance at Risk Level 1 & 2* Incidents on Scene Within 8 Minutes

88.26%



Second Appliance at a Risk Level 1* Incident on Scene Within 8 Minutes

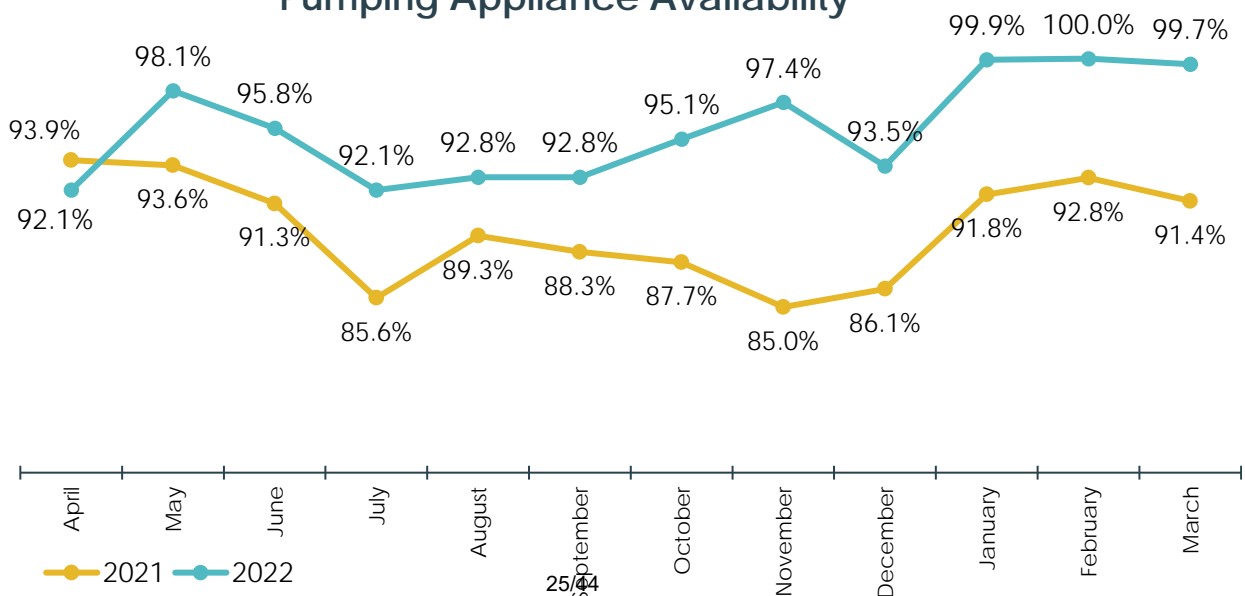
67.35%



First Appliance at Risk Level 1 & 2* Incidents on Scene Within 10 Minutes

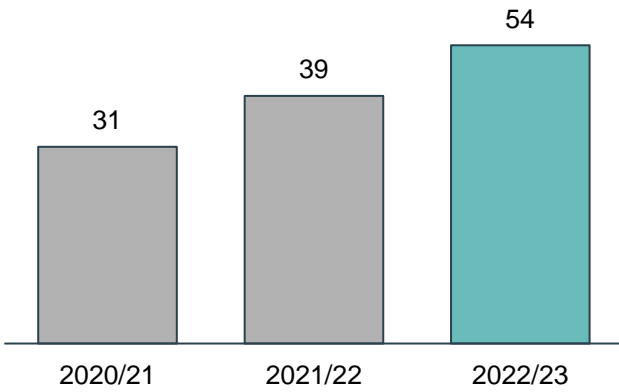
95.37%

Pumping Appliance Availability

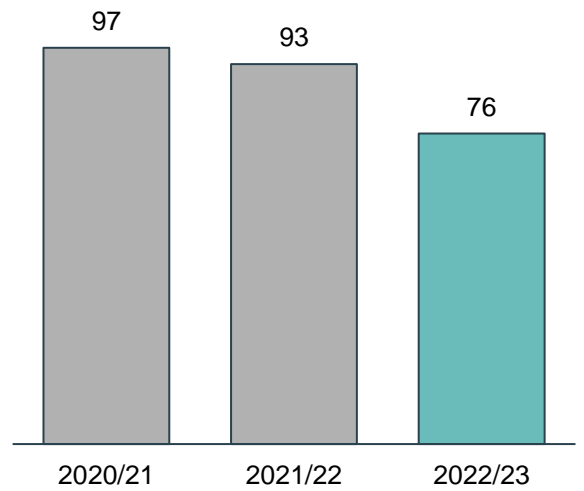


Reporting of Accidents

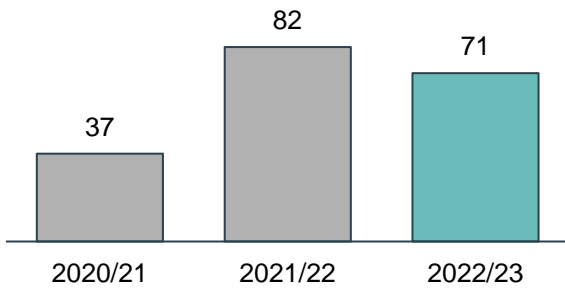
Accidents to TWFRS Personnel



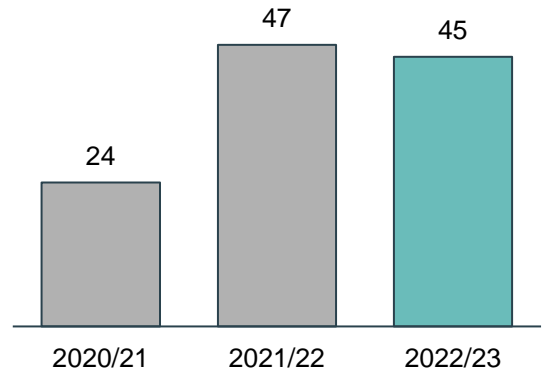
Near Miss Reports



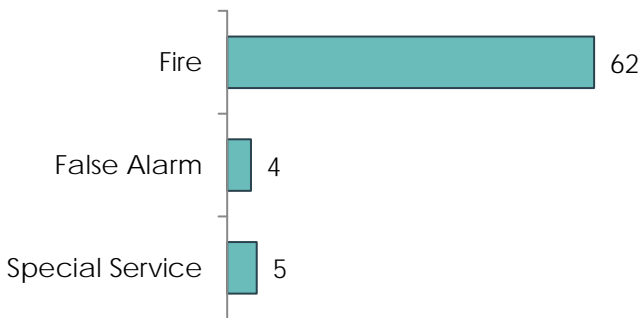
Attacks on Firefighters



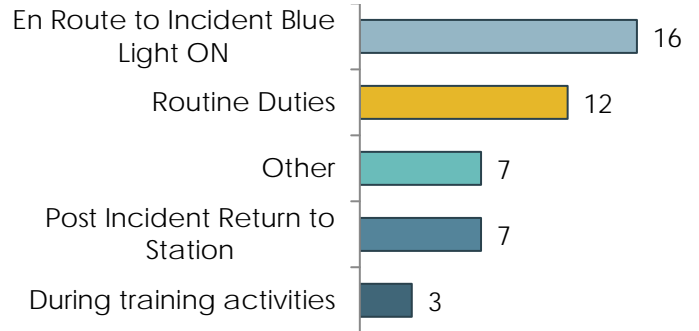
Vehicle Accidents



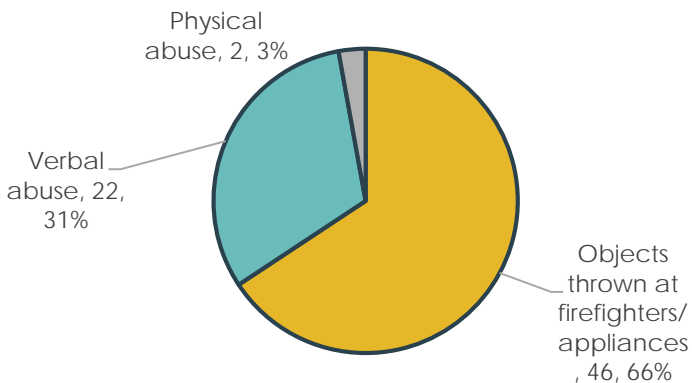
Incident Type



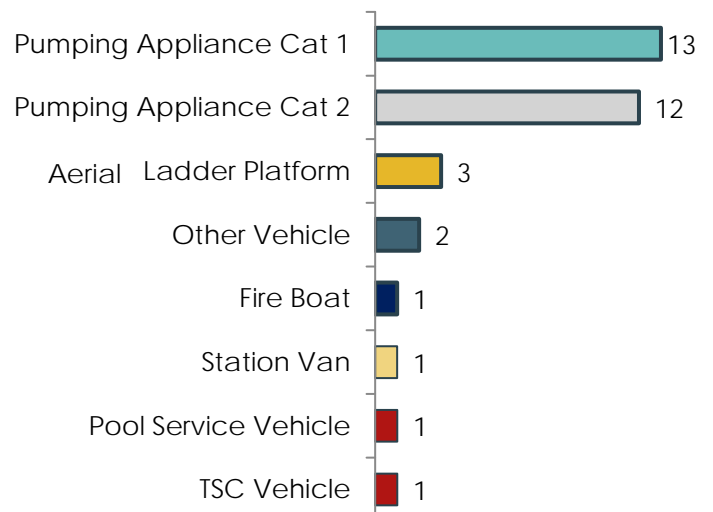
Duties at time of accident



Types of Attacks

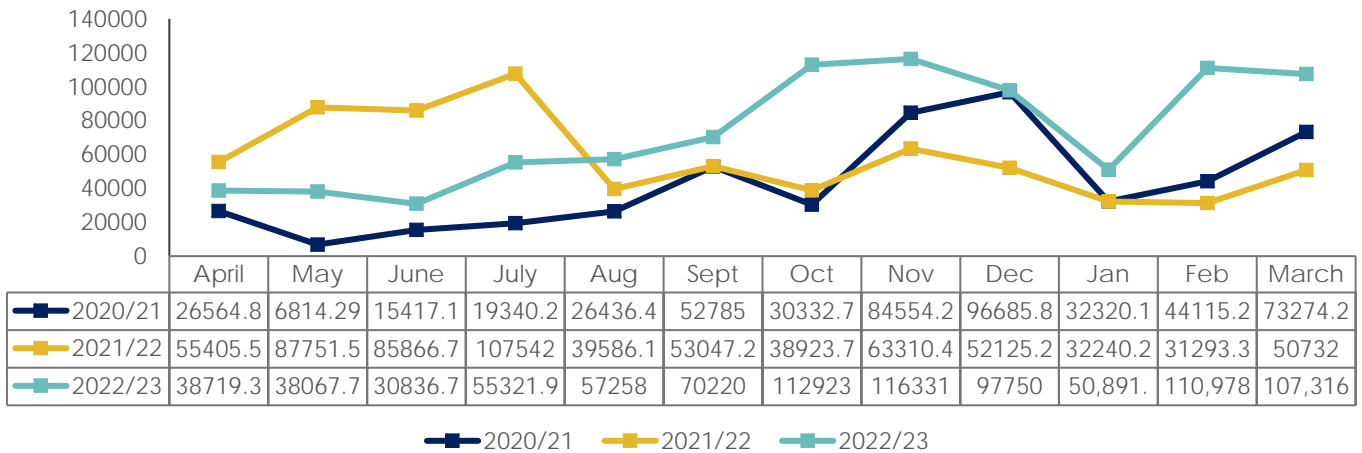


Vehicle Type

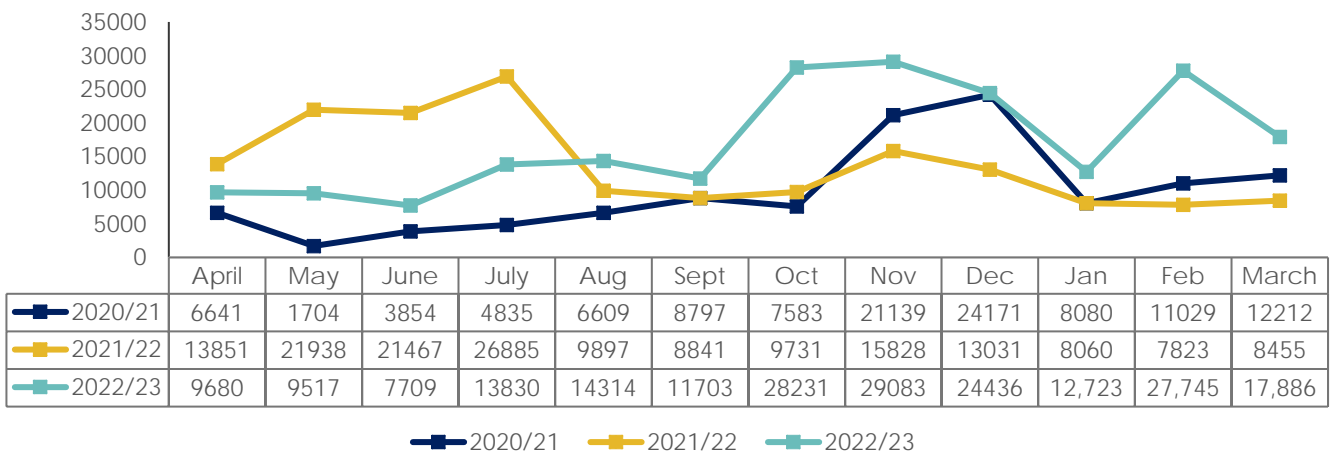


Overtime Monitoring (£)

Overtime Costs by Month*



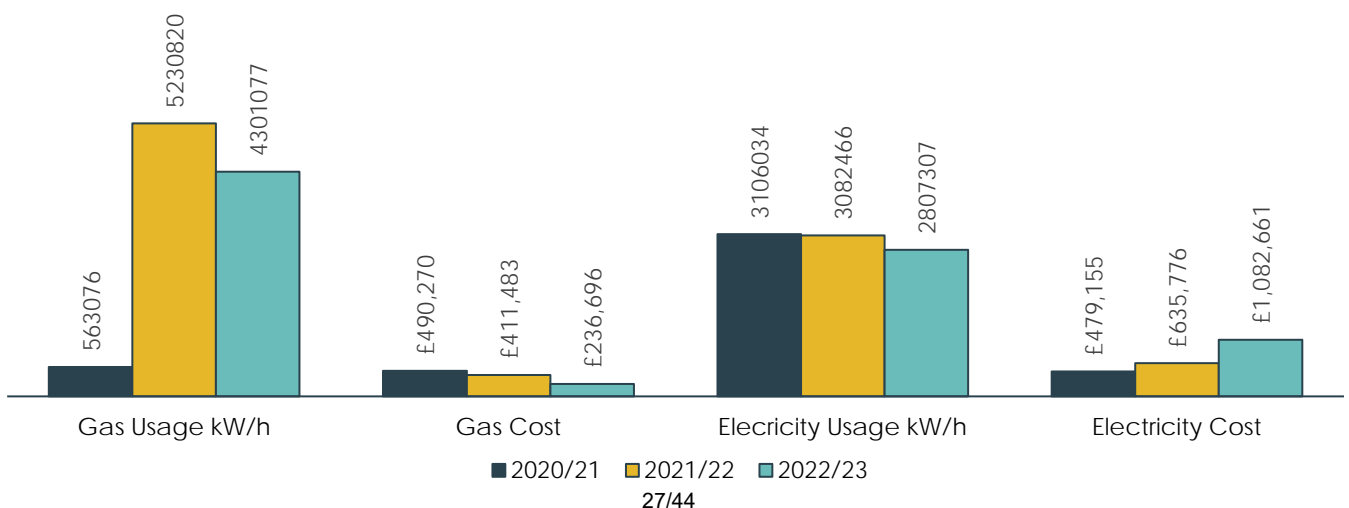
Average Costs Per Week*



***Please Note**

- Costs are shown for the month that the overtime was worked
- Overtime is paid in Arrears in accordance with Payroll Attendance records
- November costs relate to the period 23/10/2022 to 19/11/2022
- Costs are overtime payments only; no oncosts are included

Carbon Monitoring



**Tyne and Wear Fire
and Rescue Service**
Creating the Safest Community



2022/23 Mets Comparison Performance Report

End of Year Summary
1st April 2022 to 31st March 2023

Contents

1	Introduction	3
2	Performance against Key Performance Indicators	4
3	Deaths and Injuries	5
4	Fire Attendance	7
5	Accidental Fires.....	8
6	Deliberate Fires	9
7	False Alarms	11
8	Other	14

1 Introduction

- 1.1 This Metropolitan Fire and Rescue Service (Met FRS) comparison performance report provides an overview of the organisation's performance against Key Performance Indicators. For each indicator, we measure performance by comparing the previous years' performance in comparison against other Metropolitan FRS within our Family Group.
- 1.2 This data is analysed annually and includes data from the 1 April 2022 to the 31 March 2023. All data is compared to the same time period of the previous year.

2 Performance against Key Performance Indicators

2.1 Our KPIs relate to incidents, specifically fires and the associated deaths and injuries. They reflect the organisational priorities for 2022/23, and are broken down as follows:



Deaths and Injuries

- Deaths from all fires
- Injuries from accidental dwelling fires



Fire Attendance

- Primary fires



Accidental Fires

- Accidental fires in dwellings



Deliberate Fires

- All deliberate fires
- Deliberate secondary fires



False Alarms

- Non-domestic false alarms
- Domestic false alarms
- Malicious false alarms (hoax calls)



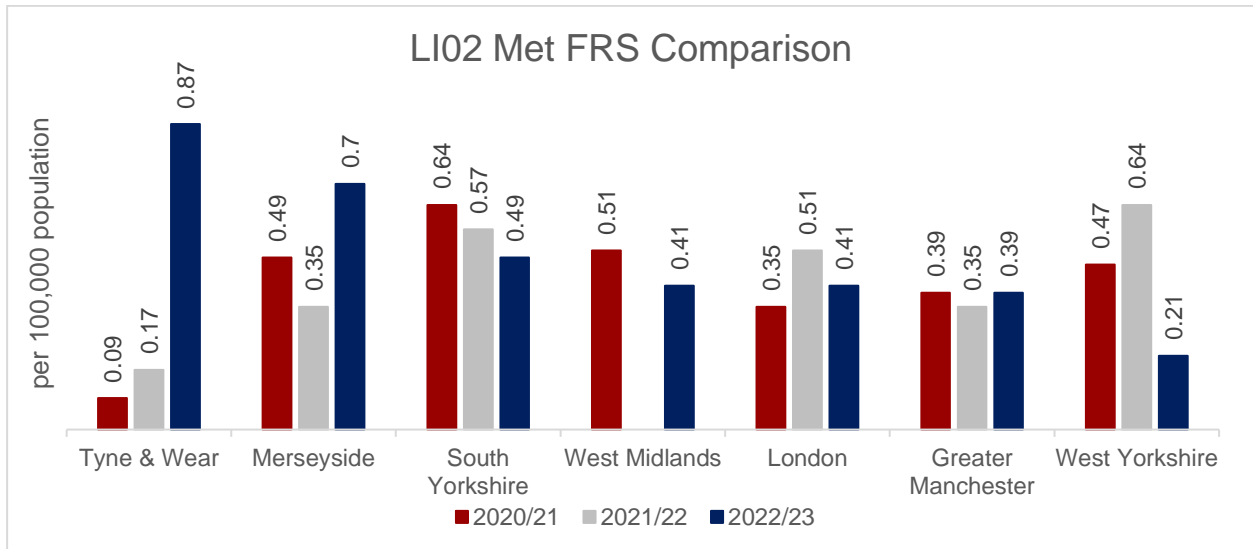
Other

- Fires in non-domestic properties

3 Deaths and Injuries

3.1 (LI02) Number of Fatalities from All Fires

3.1.1 The following indicator highlights our performance in relation to the number of fatalities due to all fires that we attended.



3.1.2 Unfortunately, there were ten deaths from all fires during 2022/2023.

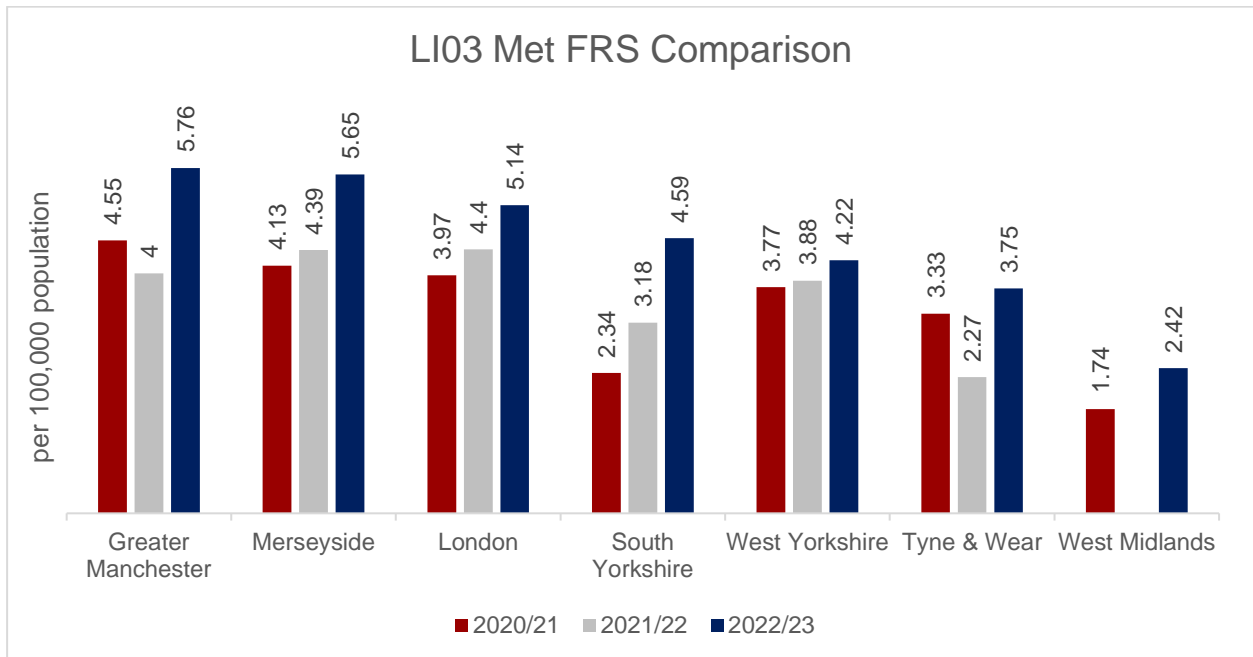
3.1.3 Tyne and Wear Fire and Rescue (TWFRS) had the highest number of fatalities from all fires with 0.87 in comparison to other Met FRS. West Yorkshire with 0.21 had the lowest when comparing per 100,000 population.

3.1.4 TWFRS was one of three FRS's who saw an increase when compared to the previous year.

3.1.5 West Midlands did not submit the required data in 2021/22 and therefore trends in the last fiscal year cannot be identified in this report.

3.2 (LI3) Injuries from Accidental Dwelling Fires

3.2.1 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.



3.2.2 TWFRS had the second lowest number of injuries from accidental dwelling fires per 100,000 population in comparison to other Met FRS's during 2022/23.

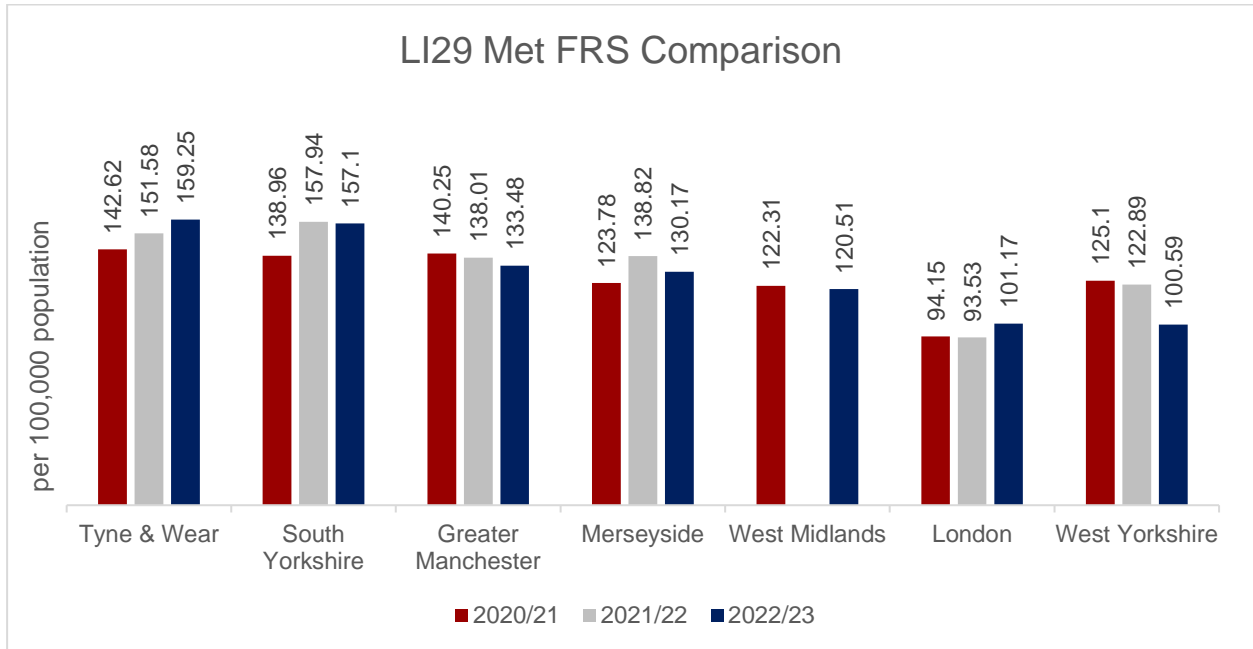
3.2.3 All six Met FRS's seen in increase in 2022/23 totals when compared to the previous fiscal year.

3.2.4 West Midlands did not submit the required data in 2021/22 and therefore trends in the last fiscal year cannot be identified in this report.

4 Fire Attendance

4.1 (LI29) Primary Fires

4.1.1 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.



4.1.2 During 2022/23 TWFRS had the highest number of Primary Fire incidents per 100,000 population in comparison to other Met FRS's.

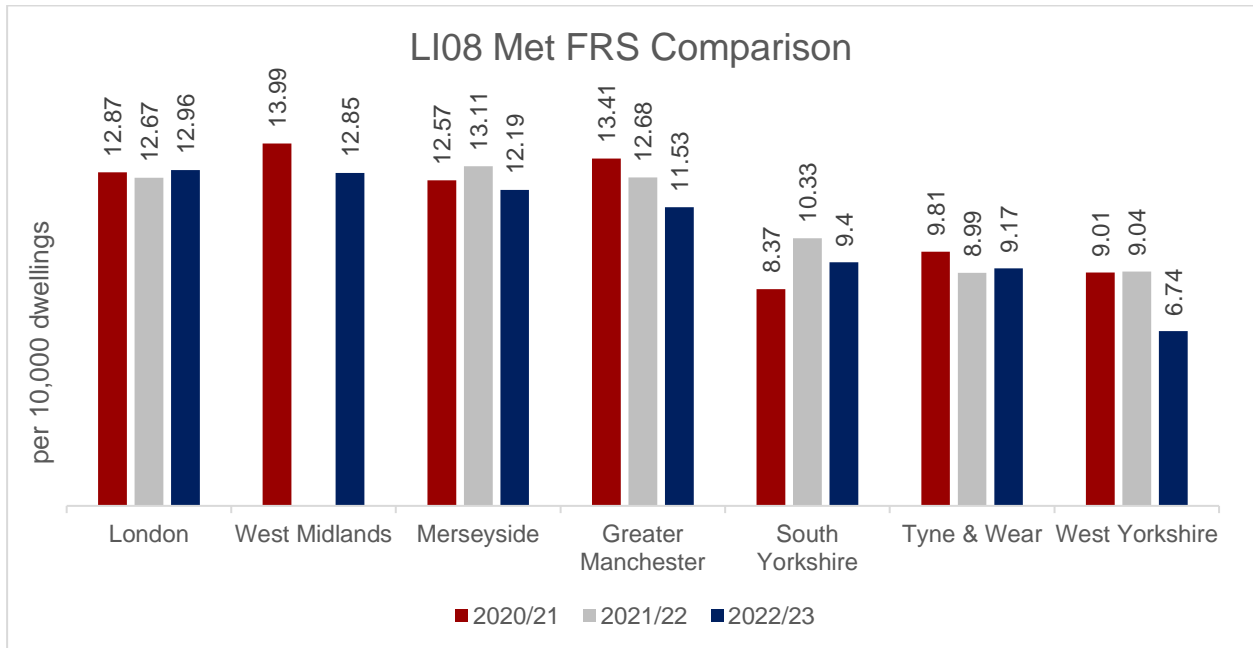
4.1.3 TWFRS and London were the only two Met FRS's to see an increase in primary fires when compared to the previous year.

4.1.4 West Midlands did not submit the required data in 2021/22 and therefore trends in the last fiscal year cannot be identified in this report.

5 Accidental Fires

5.1 (LI08) Accidental Dwelling Fires

5.1.1 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.



5.1.2 TWFRS had the second lowest number of accidental dwelling fires per 10,000 dwellings in comparison to other Met FRS during 2022/23.

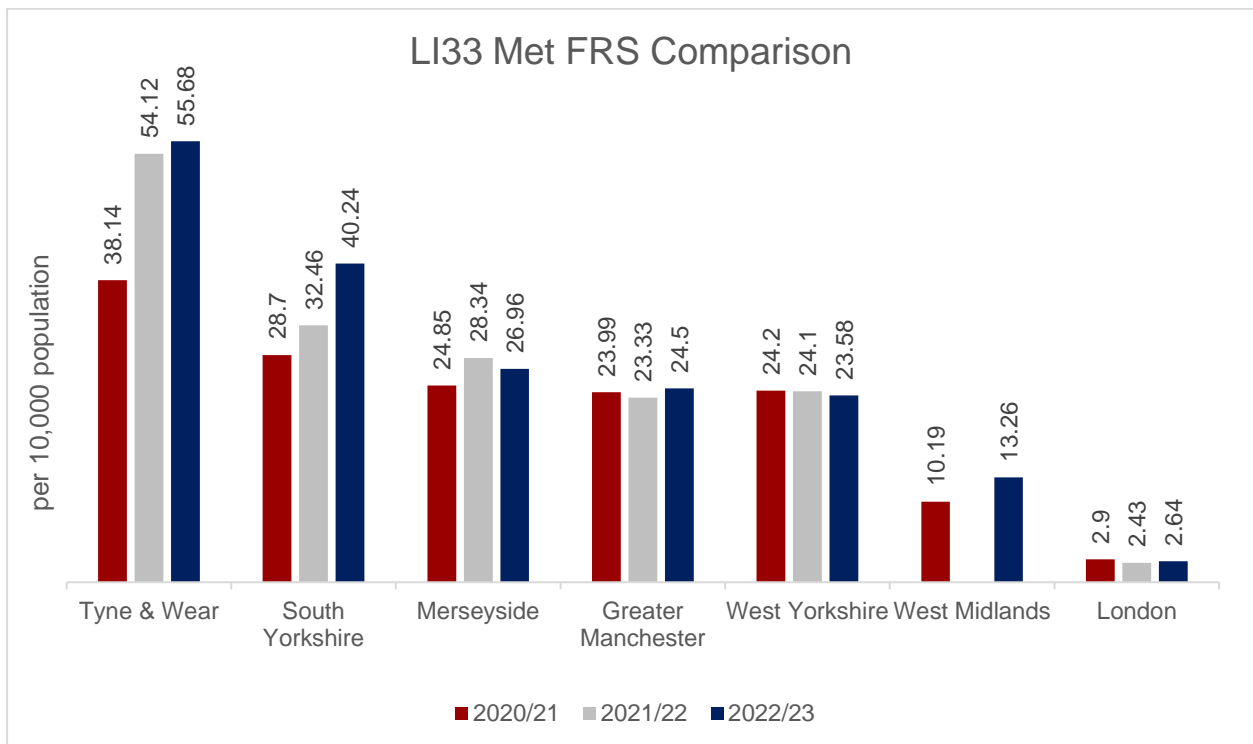
5.1.3 TWFRS and London were the only two Met FRS's to see an increase in accidental dwelling fires when compared to the previous year.

5.1.4 West Midlands did not submit the required data in 2021/22 and therefore trends in the last fiscal year cannot be identified in this report.

6 Deliberate Fires

6.1 (LI33) Number of All Deliberate Fires

6.1.1 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.



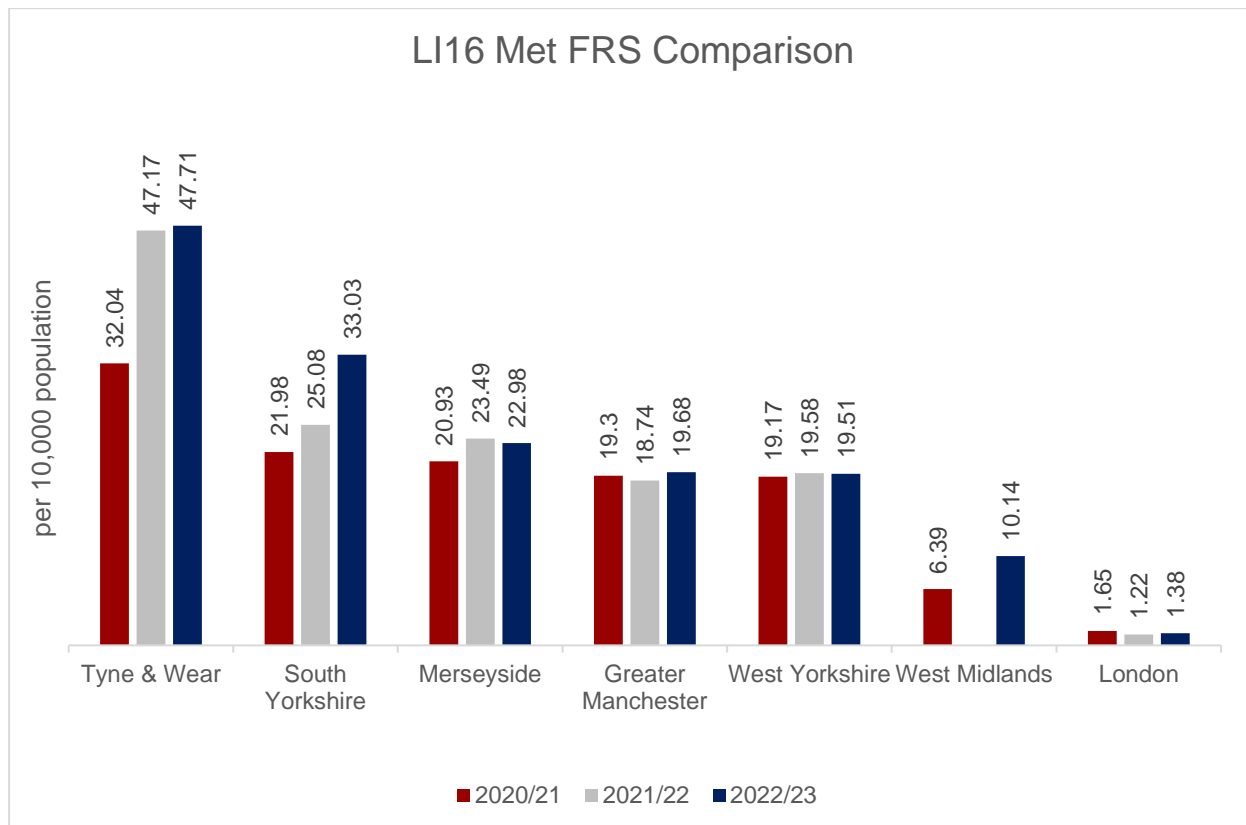
6.1.2 TWFRS had the highest number of deliberate fires per 10,000 population in comparison to other Met FRS's during 2022/23 with an increase of 2.8%.

6.1.3 TWFRS was one of three Met FRS's to see an increase in deliberate fires when compared to the previous year. South Yorkshire had an increase of 23.9%, Greater Manchester had an increase of 5% and London had an increase of 8.6%.

6.1.4 West Midlands did not submit the required data in 2021/22 and therefore trends in the last fiscal year cannot be identified in this report.

6.2 (LI16) Number of Deliberate Secondary Fires

6.2.1 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 four pumps are involved in an incident the incident will be classified as a primary fire).



6.2.2 TWFRS had the highest number of deliberate secondary fires per 10,000 population in comparison to other Met FRS's during 2022/23 with an increase of 1.1%.

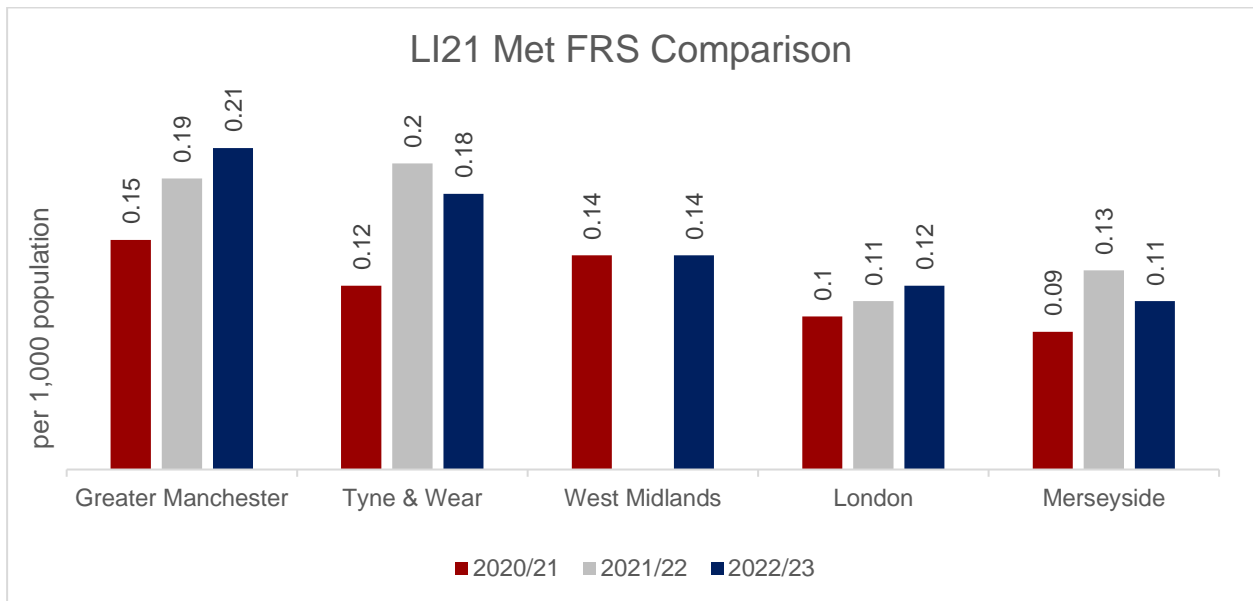
6.2.3 TWFRS was one of four Met FRS's to see an increase in deliberate secondary fires when compared to the previous year. South Yorkshire saw an increase of 31.6%, Greater Manchester had an increase of 5% and London had an increase of 13.1%.

6.2.4 West Midlands did not submit the required data in 2021/22 and therefore trends in the last fiscal year cannot be identified in this report.

7 False Alarms

7.1 (LI21) Number of Malicious False Alarm Calls Attended

7.1.1 The indicator reflects the number of malicious false alarm calls that we have attended (appliance dispatched). 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 specialservice).



7.1.2 During 2022/23 TWFRS had the second highest number of malicious false alarms per 1,000 population when compared to other Met FRS's however this was a 10% decrease compared to the TWFRS 2021/22 total.

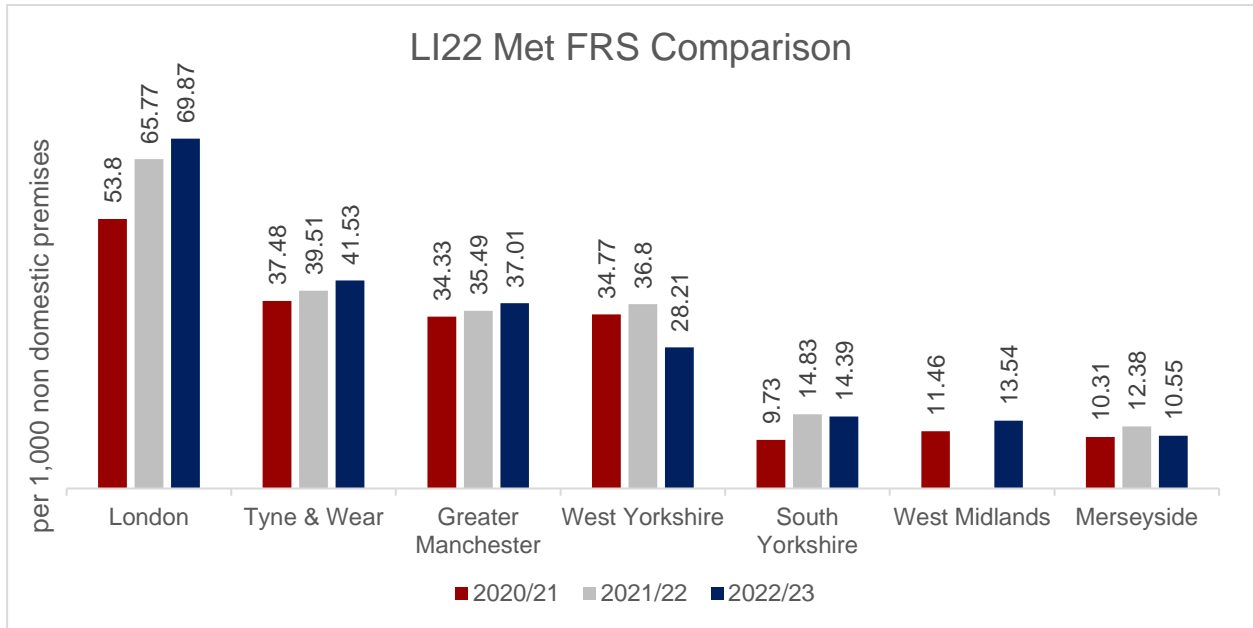
7.1.3 Two Met FRS's saw an increase in malicious false alarms when compared to the previous year.

7.1.4 This data is not collected by South Yorkshire, and West Yorkshire have not submitted the required data and are therefore not included in this indicator.

7.1.5 West Midlands did not submit the required data in 2021/22 and therefore trends in the last fiscal year cannot be identified in this report.

7.2 (LI22) Number of False Alarm Calls due to Automatic Fire Alarms from Non-Domestic Premises

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



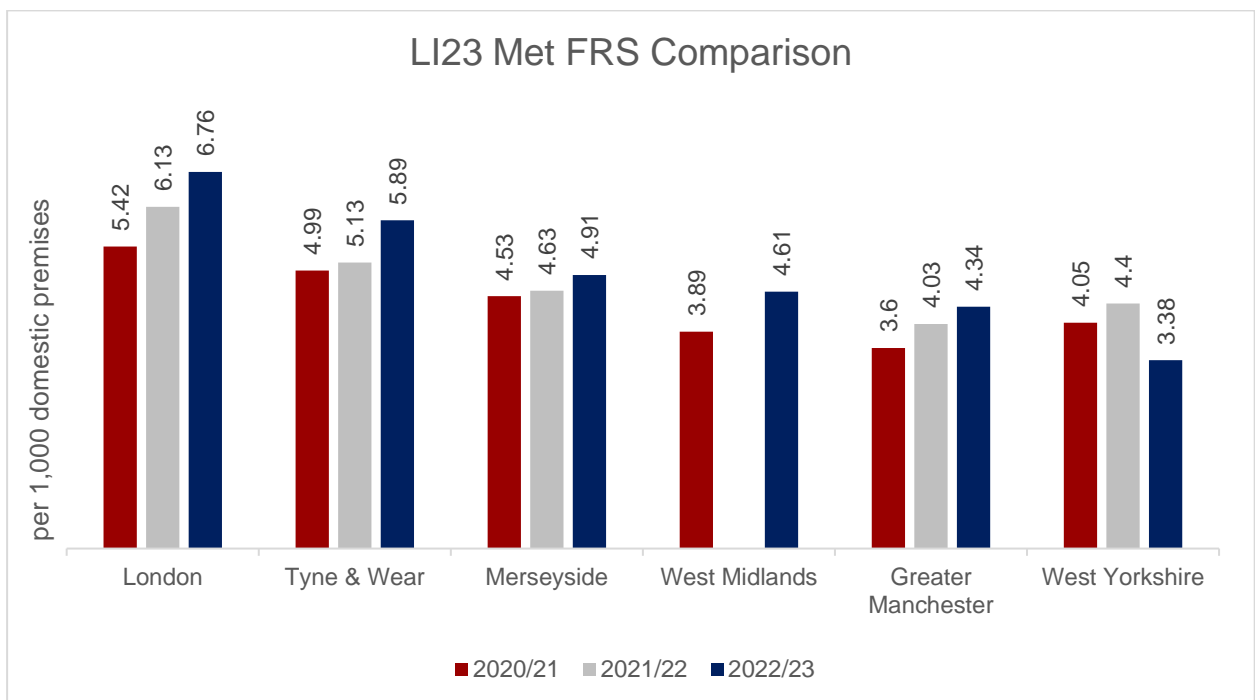
7.2.2 TWFRS had the second highest number of false alarm calls due to automatic fire alarms from non-domestic premises per 1,000 non domestic premises in comparison to other Met FRS's during 2022/23.

7.2.3 Three of the six Met FRS's saw an increase in false alarm calls due to automatic fire alarms from non-domestic premises when compared to the previous year.

7.2.4 West Midlands did not submit the required data in 2021/22 and therefore trends in the last fiscal year cannot be identified in this report.

7.3 (LI23) Total Number of False Alarm Calls due to Automatic Fire Alarms from Domestic Premises

7.3.1 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. 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.



7.3.2 During 2022/23 TWFRS had the second highest number of false alarm calls due to automatic fire alarms from domestic premises per 1,000 domestic premises in comparison to other Met FRS's.

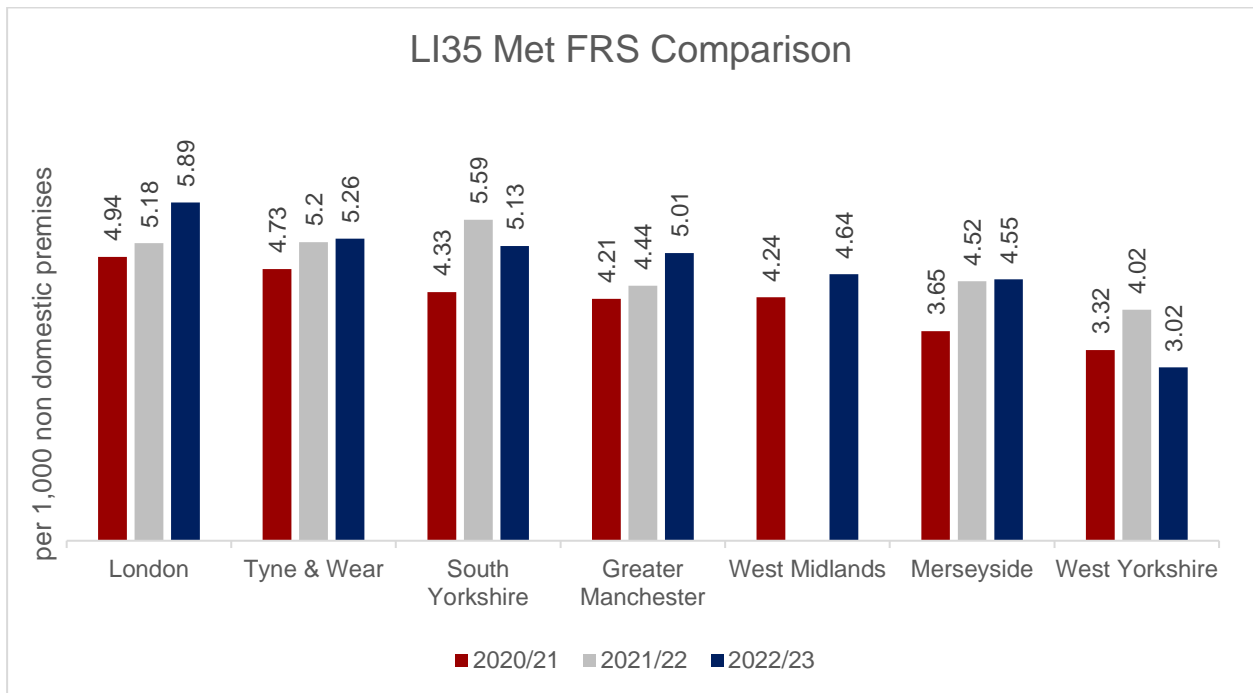
7.3.3 West Yorkshire was the only Met FRS's saw a decrease in false alarm calls due to automatic fire alarms from domestic premises when compared to the previous year.

7.3.4 This data is not collected by South Yorkshire, and West Midlands did not submit the required data in 2021/22 and therefore trends in the last fiscal year cannot be identified in this report.

8 Other

8.1 (LI35) Number of Fires in Non-Domestic Property

8.1.1 This indicator reflects the total number of primary fires in a non-domestic property, (non-domestic also includes student accommodation, e.g. halls of residence). The following indicator outlines our performance in relation to the total number of incidents that we attended.



8.1.2 In comparison to other Met FRS's TWFRS had the second highest number of fires in a non-domestic property per 1,000 non-domestic premises during 2022/23.

8.1.3 Four of the Met FRS's saw an increase in fires in a non-domestic property when compared to the previous year.

8.1.4 West Midlands did not submit the required data in 2021/22 and therefore trends in the last fiscal year cannot be identified in this report.

WHAT WILL YOU FIND IN OUR YEAR IN REVIEW?

'Our Year in Review' has been produced to provide a snap shot of what 2022/23 looked like for Tyne and Wear Fire and Rescue Service and the communities we serve. In this document we hope to present to you the services we provided between April 1st 2022 and March 31st 2023, how we performed in those 12 months and what we achieved.

You may already know, this will be the last time I provide an annual review after I announced earlier this year that I will retire from my position as Chief Fire Officer in October 2023. I was born in Gateshead, raised in Gateshead and joined my first watch at Gateshead Community Fire Station back in 1997. Tyne and Wear has always been in my blood.

A lot has changed in my 26 year career but I have been as passionate about keeping communities safe as Chief Fire Officer, as I was when I first joined this wonderful Service as a recruit. I firmly believe this is the best Fire and Rescue Service in the country and I am confident that it will continue to meet those high expectations under the stewardship of my replacement, Peter Heath.

Peter has been serving as our Deputy Chief Fire Officer since 2020 and he is the best fire officer I have ever worked with. My decision to leave has been made easier knowing he will replace me when I do leave. He shares the same passion for community safety as I do and has been by my side over the last 12 months and we have faced big challenges standing side-by-side.

In this review, you will learn about some of those challenges, but you will also see how we are continuing to perform highly when it comes to keeping the people of Tyne and Wear safe. We continue to be the fastest responding fire and rescue service in the country, answer your 999 calls at an incredibly quick rate and deliver home safety visits in the heart of our community.

I hope you find this review reassuring and that it gives you the confidence I have that all the staff at Tyne and Wear Fire and Rescue Service are working hard every single day to keep you safe.

If you want to find more information about what we achieved in 2022/23 then why not read our Statement of Assurance. That includes a more in depth look at our activity, including an overview of our budgets and investments.

Thank you for all your support over the last 12 months, and for the support you have shown me in my 26 years with this Service.



Chris Lowther QFSM
Chief Fire Officer and Chief Executive

Our Vision

'Creating the Safest Community'

Our Mission

'To save life, reduce risk, provide humanitarian services and protect the environment.'

WHAT YOU SAID ABOUT OUR SERVICE

"To the fire crew who saved my house. Thank you."

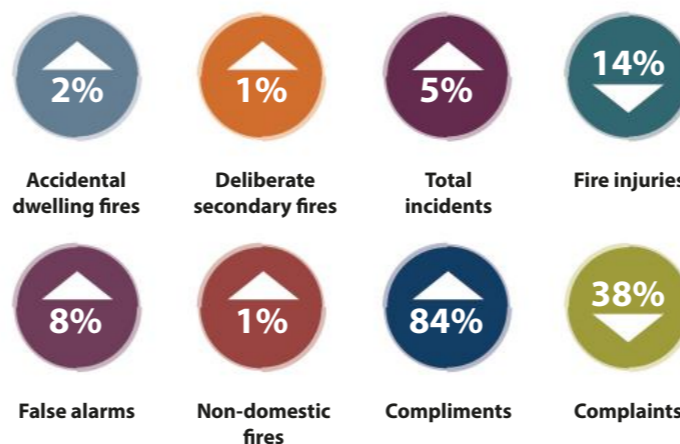
"I would like to take this opportunity to say a huge thank you to Tyne and Wear fire service. I called them on a weekend as my elderly Mother's smoke detectors had started bleeping intermittently. They had just been fitted in May so I was unsure if they were faulty. Three of the most friendly, helpful fire fighters arrived on a Saturday evening to replace the detectors. They took time to do a fire safety check and brief talk about slips and falls. Talk about service with a smile!"

"Today I had to go to South Shields Fire Station for help and they were brilliant. I lost my hubby 15 years ago and my three children brought me a gold ring with his ashes in obviously it means the world to me as I felt he was always beside me. Tomorrow I am having a operation on my hand and I could not get my ring off. I was absolutely gutted. I've cried buckets. I went down and they managed to get my ring off without cutting it off. I so grateful as it was inscribed inside cutting it might of caused damage. I can't thank them enough."

"Thank you to Ben for showing my little boy Archie around his fire engine today whilst doing safety checks in my area. You've made his day!"

"Would just like to leave a quick thank you and well done for everything you all do, 999 was phoned this morning after a small grass fire had started across the road from the nursery on our nearby housing estate in Jarrow, the children were fascinated watching you put the fire out and none stop talked about that you do all day, the fire we saw was nothing compared to what some of you are tackling at the minute but it goes to show your work doesn't go unnoticed."

HOW DO YOU THINK WE DID?



Percentage changes in relation to figures 2021/22

YOUR VIEWS AND OPINIONS MATTER TO US AND WE WANT YOUR FEEDBACK

If you would like our plan in another format or language, please contact **0191 444 1500**.

You can make a complaint, compliment, or tell us how we've done by visiting **www.twfire.gov.uk**

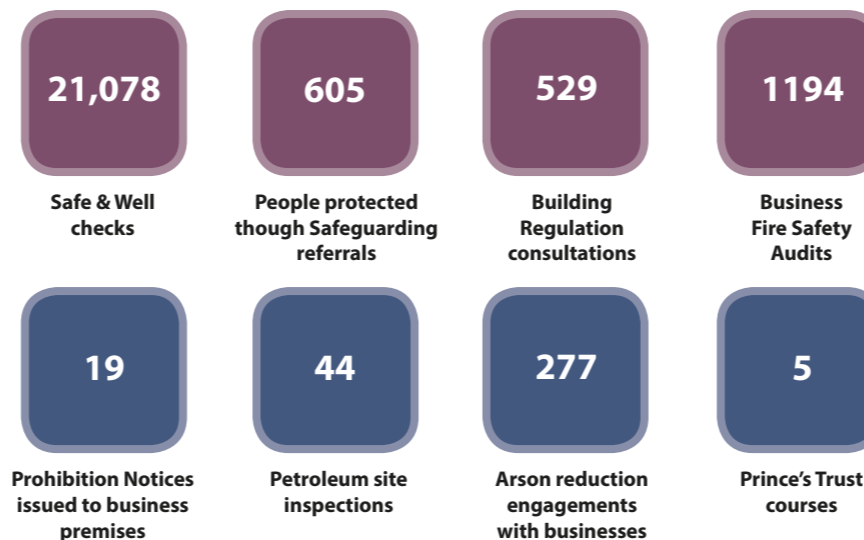
You can also follow us on social media at:



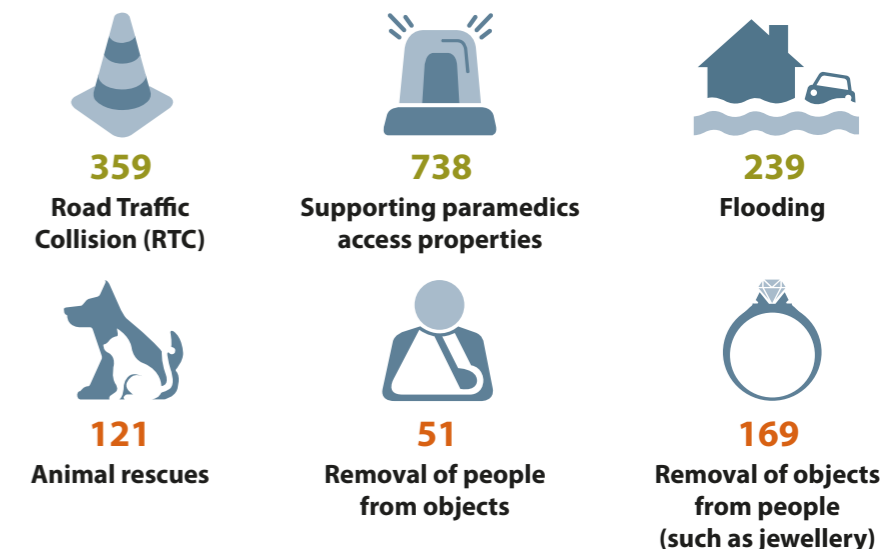
OUR RESPONSE



OUR PREVENTION WORK

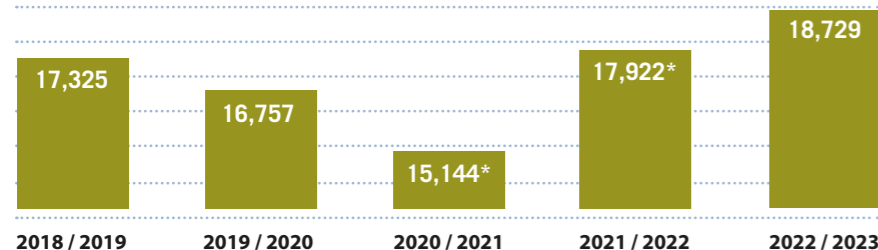


HOW ELSE WE KEPT YOU SAFE



* Figures show each time we responded to a call of that nature

TOTAL NUMBER OF INCIDENTS



* Much of the country was in lockdown during this reporting period.

OUR STAFF



TOP CAUSES OF ACCIDENTAL FIRES IN THE HOME



APR / MAY

- 18 new whole-time firefighters passed their recruits course and deployed on station
- Multi-agency exercise held to test a major fire at a COMAH chemical plant in North Tyneside
- Community open day held at South Shields Fire Station with hundreds of families attending
- Firefighters spend seven hours tackling a fire at derelict Stereo Bar in Newcastle City Centre



JUN / JUL

- Firefighter Dave Urwin raises £3,000 to help fund installation of new throwline board in memory of his son Ross
- TWFRS rated 'GOOD' by His Majesty's Inspectorate for Constabularies and Fire and Rescue Services (HMICFRS)
- Emergency services unite to issue water safety plea on World Drowning Prevention Day
- Crews from Birtley Fire Station praised after overseeing 83% reduction in deliberate secondary fires



AUG / SEP

- 'Lifesavers' campaign asks family, friends and neighbours of vulnerable residents to submit a referrals
- Incredible response to wildfires across the region as soaring temperatures lead to 500 calls in just 48 hours
- Firefighters deployed to Norfolk to support colleagues with their response to wildfires that destroyed homes
- Tributes paid to Her Majesty Queen Elizabeth II after the announcement of her death



OCT / NOV

- Our hard-hitting Darker Nights urges young people to behave responsibly over half term
- Fire cadets hailed as community heroes after raising hundreds of pounds for a local specialist school
- Joint seminar held alongside the FBU to explore health risks of firefighter exposure to contaminants
- Multi-agency exercise held at Newcastle Arena to test emergency services terror response



DEC / JAN

- Perfect Christmas gift for our communities as 24 new whole-time firefighters pass out
- Turf-cutting ceremony held at the site of the Hebburn Tri-Station as construction gets underway
- We said a sad goodbye to the world's oldest retired firefighter, and TWFRS hero, Joe Dixon
- Reports of vulnerable residents using their stove to keep warm during the winter as cost of energy spikes



FEB / MAR

- HMICFRS release water-shed report on culture in the fire and rescue sector
- Firefighters run from Newcastle to Leicester to raise £15,000 for cancer patient and nephew of serving firefighter
- We become the first to offer firefighters voluntary blood screening to support FBU-funded research into contaminants
- Chief Fire Officer Chris Lowther announces his intention to retire after 26 years of service in Tyne and Wear



FIND OUT ABOUT OUR ACCREDITATIONS



Better Health at Work Award Gold Award 44/44



Tyne and Wear Fire and Rescue Service

