



TYNE AND WEAR FIRE AND RESCUE AUTHORITY

Item No 4

MEETING: POLICY AND PERFORMANCE COMMITTEE

SUBJECT: QUARTER TWO PERFORMANCE REPORT 2023/24

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 paper is to present Tyne and Wear Fire and Rescue Service's (TWFRS) Performance Report for Quarter Two 2023/24 (Appendix A) to Policy and Performance Committee.

2 BACKGROUND

- 2.1 The Quarter Two Performance Report 2023/24 provides a comprehensive overview of Service performance in relation to Key Performance Indicators (KPIs) and internal department KPI's for 1 April 2023 to 30 September 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, internal department data is extracted from the relevant Power BI dashboards and department system.

3 QUARTER TWO OPERATIONAL PERFORMANCE

- 3.1 The Service has achieved, or are within 10% of achieving 11 of the 15 KPI's:
- 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
 - LI16 – Number of deliberate secondary fires
 - LI18 – Deliberate refuse fires
 - LI22 – Number of false alarms to non-domestic property
 - LI24 – Total number of fire calls
 - LI29 – Number of primary fires attended
 - LI35 – Number of Fires in non-domestic premises



3.2 Q2 2023/24 Operational Performance highlights compared with Q2 2022/23:

- 9,138 incidents attended, this is a decrease of 18% (1952), (LI32).
- Injuries from all fires remained the same, 63 (LI05).
- Injuries from accidental dwelling fires decreased by 29% (5) (LI03).
 - 3 of the injuries were from accidental dwelling fires were caused by Cooker incl. oven (LI03).
 - Males accounted for 67% of the injuries from accidental dwelling fires.
- There was an increase of 1 accidental dwelling fire (LI08).
 - An alarm was present in 85% of accidental dwelling fires.
 - In 72% of accidental dwelling fires the alarm activated, the main reason for non-activation was 'the fire not close enough to detector'.
- There was a 37% (1616) decrease in deliberate fires (LI33).
- False alarms in domestic premises (LI23) have increased by 14% (214) and false alarms in non-domestic premises have decreased by 7% (60).
- The overall average response time was 5 minutes 40 seconds, this is ten seconds quicker than in Q2 2022/23.

3.3 Q2 2023/24 Internal Performance highlights compared with Q2 2022/23:

- A total of 11,615 Safe and Well visits carried out, an increase of 489 (4.4%).
- Staff sickness reduced by 18.4% (3,741 shifts lost, 842 less compared to Q2 2022/23).
- Total of 16,994 Emergency Calls, a (4089) decrease on Q2 2022/23, of the 16,994 calls 97% were answered within seven seconds.
- The average response time for the first appliance to Risk Level 1 was 5 minutes 15 seconds, this is 2 seconds quicker than in Q2 2022/23.
- 17 accidents to TWFRS personnel were reported, a reduction of 12 (41%) from Q2 2022/23.
- 30 near miss reports were submitted to Health and Safety, a reduction of 17 (36%).
- 28 attacks on Firefighters, a reduction of 1 (3.8%) from Q2 2022/23.
- 842 Fire Safety Audits carried out, 42% of yearly target.
- Pumping appliances were available 96.6% of the time during Q2, this compares to 93.4% in Q2 2023/23.



3.4 Operational Performance Narrative

- 3.5 **Deaths from Fires** – There were two confirmed fatalities during the reporting period, both occurring during the first three months of the year. Case conferences have been held in order to better understand the events leading up to these incidents occurring and ‘Hot Strikes’ were carried out in both areas.
- 3.6 Injuries from Fires – Following an Injury in the Newcastle District involving the charging of an E-bike, a social media campaign was initiated to highlight the dangers associated with charging these in the home.
- 3.7 Within the North Tyneside District work continues with Healthcare partners to promote safety advice when using petroleum based emollients. Prescribers of this medication now receive a pop up message to give advice to the recipient of the dangers of this type of medication.
- 3.8 Following a number of incidents involving faulty charging of electrical equipment within the Gateshead district we have highlighted the dangers of this practice through a number of social media posts and reinforced the message during our Safe and Well checks. This will be further reinforced with a multi-agency campaign, Including; Police and Trading Standards highlighting the potential issues with e-technology and associated charging in the run up to the Christmas period.
- 3.9 **Accidental Dwelling Fires** – A communication article is planned for the Your Homes Newcastle newsletter that will highlight cooking safety and the cleaning and maintenance of appliances following incidents involving tumble driers and faulty wiring within the Newcastle District.
- 3.10 Within the North Tyneside District our Prevention and Education (P&E) staff have attended several events including the RNLI open day where fire safety advice and chip pan demonstrations were given to attendees.
- 3.11 Within the South Tyneside District a trend has been identified with an increase in the number of incidents involving grill pans that have not been correctly cleaned; a communication article is planned with South Tyneside Homes (STH) to highlight the dangers and the importance of correct maintenance of kitchen appliances. South Tyneside Prevention teams have also delivered Fire Safety in the Home training to approximately 240 frontline STH staff and delivered training to South Tyneside council Adults Workforce and Change team. Within the Sunderland District Operational Crews and P&E teams are focussing on kitchen and smoking related safety messages due to a number of these types of incidents over the reporting period.



- 3.12 P&E teams in Sunderland have worked closely with and delivered Fire Safety in the Home awareness training to Sunderland Council Staff, these include Social Workers, Sunderland Care and Support, Occupational Therapists. We have also delivered the same training but with more emphasis on the dangers of individuals who are smokers, restricted mobility or immobile and use petrol based creams regularly, to District Nurses.
- 3.13 **Deliberate Fires** – Within the North Tyneside District we continue to engage with partner agencies such as North Tyneside Council, Northumbria Police and Probation Service to target hotspot areas for deliberate fires. Work has also been undertaken with North Tyneside Environmental Health to clear all combustible materials from a problem site which has not had any further incidents since being cleared. Work is ongoing with partner agencies in Newcastle District to secure funding to establish a community hub in a hotspot area of the District.
- 3.14 Fortnightly Operational Planning Group meetings are attended within the Gateshead District which bring together partners to reduce the impact and harm from fires and wider ASB across the District.
- 3.15 Service Delivery Managers within South Tyneside continue to work with Safer Neighbourhood Teams to identify trends and develop reduction strategies for ASB and deliberate fires.
- 3.16 Within the Sunderland District we have worked with Northumbria Police to implement Operation Rhine in part of the north area of the District. This has led to a number of dispersal orders, additional wardens and high Police presence in the hotspot area.
- 3.17 **False Alarms** – Training to Care Call staff has been delivered within the Gateshead District; this is with the aim of decreasing the number of false alarms but also increasing the number of Safe and Well check referrals from vulnerable members of the community. Sheltered accommodation across Newcastle and North Tyneside have been visited with fire safety education delivered to residents and staff within them.
- 3.18 Newcastle's 'Fresher's Week' was attended by Prevention and Education and Fire Safety Teams, to deliver key fire safety messages to students and accommodation managers.
- 3.19 Every non domestic premise within South Tyneside who has a false alarm is sent a letter and this has resulted in several businesses contacting us for fire Safety advice in order to reduce the number of activations.
- 3.20 Within the Sunderland District our Fire Safety department have worked closely with Gentoo to resolve a number of system faults in order to reduce the number of activations within their premises.



3.21 Internal Performance Summary

- 3.22 There has been a total of 11,615 Safe and Well visits carried out in across the Service area in Q2, this is an increase of 489 (4.4%). Our priority target lists make up the majority of our visits followed by Hot Strikes and Occupier Requests.
- 3.23 The Service lost 3,741 shifts due to sickness in Q2 2023/24, this is a reduction of 842 (18.4%) when compared to Q2 2022/23. 'Mental Health – Stress' is the main cause of shifts lost (1062 shifts, 28.4%) followed by 'Musculo Skeletal – Lower Limb' (403 shifts, 10.8%). The Service continues to look for ways to reduce this, including promoting the use of the Trauma Support Team and increasing the number of Mental Health First Aiders.
- 3.24 There has been 28 attacks on Firefighters reported at incidents in Q2 2023/24, this is a reduction of 1 (3.8%). We continue to supply relevant Body Worn Video Camera and appliance CCTV footage to the Police where necessary and request Police support in high risk areas.
- 3.25 Our average response time to Risk Level one incidents was 5 minutes 15 seconds, this is 2 seconds quicker than Q2 2022/23, with our average response time to all incidents being 5 min 40 seconds. This is 10 seconds quicker than in Q2 2022/23. Pumping Appliances were available for 96.6% of the time in Q2 2023/24 compared to 93.4% in Q2 2022/23.
- 3.26 There were 17 accidents to TWFRS personnel reported in Q2 2023/24, this is a reduction of 12 (41%) from Q2 2022/23. 1 RIDDOR reportable injury occurred (fractured finger with over 7 days absence injury) with the most common injury type was 'sprains/strains' with 6, followed by 'lacerations and open wounds' with 5 injuries. All accidents are investigated to ensure that lessons are learned in order to reduce these events in the future.

4 RISK MANAGEMENT

- 4.1 Effective monitoring and analysis of our Performance enables us to better manage and reduce the risks within our Communities.

5 FINANCIAL IMPLICATIONS

- 5.1 There are no financial implications in respect of this report.

6 EQUALITY AND FAIRNESS IMPLICATIONS

- 6.1 There are no equality and fairness implications in respect of this report.



7 HEALTH AND SAFETY IMPLICATIONS

7.1 There are no health and safety implications in respect of this report.

8 RECOMMENDATIONS

8.1 The Authority is recommended to:

- a) Endorse the contents of this report
 - b) Receive further reports as appropriate.
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BACKGROUND PAPERS

The under mentioned Background Papers refer to the subject matter of the above report: Previous Quarterly Performance Reports are available from the Data and Intelligence Team.